

# BulletCam user manual

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**BulletCam** is an IP camera with smart infrared (IR) backlight and an object recognition function. The user can view archived and live videos in the Ajax apps. To store the captured data, install a microSD card or connect the camera to NVR with an installed hard disk.



The device is compatible with all [hubs](#). Connection to [radio signal range extenders](#), [ocBridge Plus](#), and [uartBridge](#) is not supported.

The camera connects to the network via Ethernet, using the appropriate connector. A hub is only required for adding BulletCam to the Ajax system.

The camera is available in several versions:

- BulletCam (5 Mp/2.8 mm);
- BulletCam (5 Mp/4 mm);

- BulletCam (8 Mp/2.8 mm);
- BulletCam (8 Mp/4 mm).

Buy BulletCam



Camera versions with other enclosures are also available. All Ajax cameras are available here.

## Functional elements



1. Swivel mounting bracket.
2. Protective cover.
3. Screw for fixing camera position.
4. Slot for microSD card.
5. Reset button.
6. Microphone.
7. Camera lens.
8. Faceted lens. Covers the infrared LEDs and diffuses the rays.

9. IR backlight. Used to record videos in dark and low-light conditions.
10. Cable channel for routing the cable connector from the camera.
11. Cable connector.
12. QR code with the device ID. Used to add BulletCam to an Ajax system.
13. Holes for attaching the camera to the surface.

## Operating principle

BulletCam is an IP camera that uses artificial intelligence (AI) for object recognition. Its algorithms can identify moving objects, distinguishing between humans, animals, or vehicles.

The device features a smart IR backlight, ensuring the capture of high-quality images even in low-light conditions. The camera automatically adjusts the backlight intensity in real time to prevent overexposure, enabling clear visibility of objects that are either far away or too close to the camera in low-light conditions.



BulletCam has an IP65 protection class, making it suitable for outdoor installation. Its robust metal enclosure protects the device against sabotage.

You can install a microSD card with a memory capacity of up to 256 GB (not included in the complete set of the camera). Additionally, the device can operate without a memory card or via NVR.

BulletCam enables you to:

1. Watch video in real-time with the ability to zoom in for a closer look.
2. Access archived videos, navigating through them based on recording chronology and calendar (this feature is available if a microSD memory card is installed in the camera, or it is connected to NVR with an installed hard disk).
3. Configure motion detection zones and adjust sensitivity level.
4. View the **Videowall** that combines images from all connected cameras.

5. [Create video scenarios](#) that send a short video from the selected camera to the Ajax app when the security detector is triggered.

## Video scenarios

The Ajax system offers the capability to use IP cameras for alarm verification. Video scenarios enable the substantiation of alarm triggers with corresponding video from cameras installed at the facility.

Cameras can be configured to respond to alarms from a single device, multiple devices, or all connected devices. Combined detectors can register various types of alarms, allowing you to configure responses to a wide range of alarm types, whether it's just one, several, or all of them.

[Learn more](#)

## Videowall

The user can manage videos on the **Videowall** tab, accessible once at least one camera has been added. This feature ensures quick access to all connected cameras, displayed in accordance with privacy settings.

The user can:

1. Switch between cameras.
2. Search for the desired camera by name.
3. Receive updates on camera previews.
4. Change the display order (**in progress**).

## Privacy settings

The user can configure access to view videos from shared cameras, extending this capability to other users and the security company. The user can specify the conditions that permit video viewing: at any time, when shared devices are armed, or exclusively within a designated timeframe following the alarm.

## Selecting the installation site

When choosing the optimal location to install BulletCam, consider the camera's viewing angle and any potential obstacles that might obstruct its view.

Consider the placement recommendations when designing the security system project for your object. The security system should be designed and installed by professionals. A list of recommended partners is [available here](#).

### The camera should not be installed

1. Indoors or outdoors where the temperature and humidity levels do not align with the specified operating parameters.
2. In locations where objects or structures might obstruct the camera's view.
3. In direct bright light or on bright objects (e.g., a white wall), as it can reduce the image quality. The bright surface reflects the IR backlight and blinds the camera in the dark.

## Installation and connection

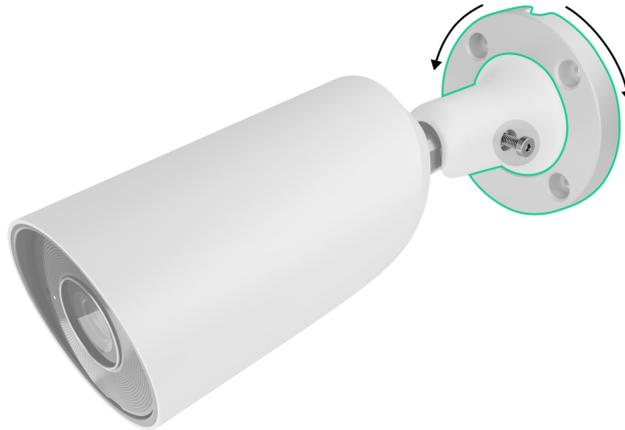
1. Using the bundled hexagon key ( $\varnothing$  2 mm), remove the screws holding the protective cover. Insert a microSD card (not included) into the appropriate slot. Replace the protective cover and tighten the screws.



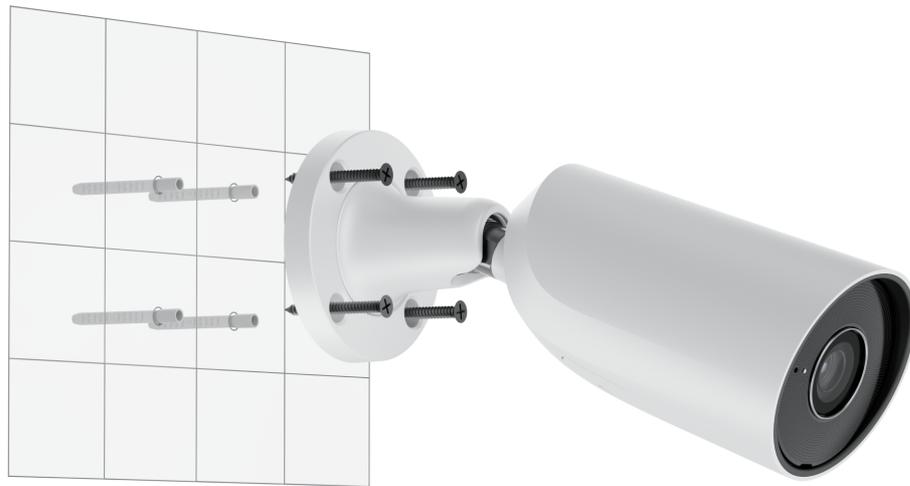
After [adding BulletCam to the system](#), format the memory card in the camera [settings](#).

2. Using the mounting template, mark the locations for the drill holes on the surface where you plan to mount the camera. Secure the template to the chosen installation location with tape, and drill four holes as indicated on the template.

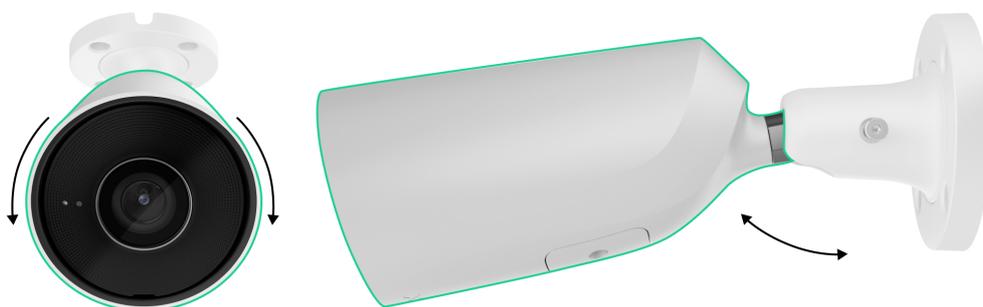
3. Loosen the screw on the swivel mounting bracket with the bundled hexagon key ( $\varnothing$  2 mm) and rotate the bracket if you need to change the cable channel position. Tighten the screw back.



4. Route the cable through the cable channel and secure the swivel mounting bracket to the surface using the bundled screws.



5. Loosen the screw on the swivel mounting bracket to adjust the camera tilt and rotation position.



6. Ensure that the camera lens faces the protected area. Secure it by tightening the screw in the swivel mounting bracket.
7. Connect the Ethernet cable to the camera. If it is powered by PoE, no external power supply is needed; otherwise, connect both the external power supply and the Ethernet cable. Install a waterproof connector if the camera is used indoors or outdoors with humidity levels outside the operating parameters, or outdoors.



The recommended electrical parameters for the power supply are 12 V $\pm$  20% with a current of at least 1 A.

8. Turn on the power supply of the camera. The LED indicator on the cable connector lights up green, indicating a successful connection to Ajax Cloud.

## Adding to the system

### Before adding a device

1. Install the Ajax app and log in to your account.
2. Add a hub to your app, configure its settings, and create at least one virtual room.
3. Ensure the hub is disarmed.

### How to add BulletCam

**Without NVR in the system:**



**With NVR in the system:**



## Icons

The icons in the app display some device states. To access them:

1. Select a hub in the Ajax app.
2. Go to the **Devices**  tab.
3. Find **BulletCam** in the list.

Icon	Value
	Live view is available.
	Live view is not available.
	Other users have access to view camera video. <a href="#">Learn more</a>
	The camera has an archive.
	The microSD card is not installed.
	The microSD card is installed.
	Malfunction of the microSD card is detected. Formatting the microSD card is recommended.
	The microSD card is being formatted.
	The new firmware version is available.
	An error was detected during the firmware update.

## States

The states display information about the device and its operating parameters. You can find out about the states of the camera in Ajax apps:

1. Select a hub in the Ajax app.
2. Go to the **Devices**  tab.
3. Select **BulletCam** from the list of devices. If BulletCam is connected to the video recorder, select **NVR** and then click **Cameras**.

Parameter	Value
Connection	<p>The camera connection status to the internet via Ethernet:</p> <ul style="list-style-type: none"> <li>• <b>Online</b> – the camera is connected to the network. Normal state.</li> <li>• <b>Offline</b> – the camera is not connected to the network. Please check your wired internet connection.</li> </ul> <p>Clicking the icon  displays the network parameters.</p>
Connection to NVR	<p>Displayed when the camera is connected to NVR.</p> <p>The camera connection status to NVR:</p> <ul style="list-style-type: none"> <li>• <b>Online</b> – the camera is connected to the network via NVR. Normal state.</li> <li>• <b>Offline</b> – the camera is not connected to the network via NVR. Please check your wired internet connection.</li> </ul> <p>Clicking the icon  displays the network parameters.</p>
Storage Location	<p>Displays the list of storage devices connected to the camera:</p> <ul style="list-style-type: none"> <li>• <b>Cloud</b> (in progress);</li> <li>• <b>Memory card</b> – data is recorded on a memory card (not included) installed in the camera.</li> <li>• <b>NVR hard drive</b> – data is recorded on the NVR hard disk.</li> </ul> <p>Clicking the icon  displays the recording mode and storage settings.</p>
Memory Card	<p>The memory card connection status to the camera:</p>

	<ul style="list-style-type: none"> <li>• <b>OK</b> – the memory card is communicating with the camera. Normal state.</li> <li>• <b>Not installed</b> – the memory card is not installed in the camera.</li> <li>• <b>Requires formatting</b> – the memory card formatting is recommended. If the memory card contains data, it will be permanently deleted.</li> <li>• <b>Works with errors</b> – the memory card has issues. Press the reset camera button or format the memory card.</li> <li>• <b>Formatting...</b> – the memory card is being formatted.</li> </ul>
Resolution	The current camera resolution.
Frame Rate	The current camera frame rate.
Bit Rate	The current camera bit rate.
Video Codec	<p>The current video codec:</p> <ul style="list-style-type: none"> <li>• H.265;</li> <li>• H.264.</li> </ul>
Motion Detection	<p>The <b>Motion Detection</b> function status:</p> <ul style="list-style-type: none"> <li>• On;</li> <li>• Off.</li> </ul>
Object Detection	<p>The <b>Object Detection</b> function status:</p> <ul style="list-style-type: none"> <li>• On;</li> <li>• Off.</li> </ul>
Camera Access Available to	<p>Displays the number of users who have access to view video from the camera.</p> <p>Clicking the icon  displays the list of users, installers, and companies with access under</p>

	certain conditions.  <a href="#">Learn more</a>
Uptime	Shows the time since the last camera resetting or turning on.
Firmware	Firmware version of the camera.
ID	BulletCam ID/Serial Number. Also available on the QR code on the camera enclosure and its package box.

## Settings

To change camera settings, in an Ajax app:

1. Go to the **Devices**  tab.
2. Select **BulletCam** from the list. If BulletCam is connected to the video recorder, select **NVR** and click **Cameras**.
3. Go to **Settings** by clicking on the gear icon .
4. Set the required parameters.
5. Click **Back** to save the new settings.

Settings	Value
Name	<p>Camera name. Displayed in the list of hub devices, SMS text, and notifications in the events feed.</p> <p>To change the camera name, click on the text field.</p> <p>The name can contain up to 12 Cyrillic characters or up to 24 Latin characters.</p>

Room	<p>Selection of the camera virtual room.</p> <p>The room name is displayed in SMS text and notifications in the events feed.</p>
Arm in Night Mode	<p>When this option is enabled, the camera will switch to the armed mode whenever the system is set to <b>Night Mode</b>.</p> <p><a href="#"><u>Learn more</u></a></p>
Recording Preferences	<p>Selection of the storage device where the camera will save the recorded data:</p> <ul style="list-style-type: none"><li>• Cloud (<b>in progress</b>);</li><li>• Memory Card;</li><li>• NVR Hard Drive.</li></ul> <p>Selection of the <b>Recording Mode</b> for each storage device:</p> <ul style="list-style-type: none"><li>• On Detection or Scenario;</li><li>• Continuous;</li><li>• Never.</li></ul> <p>Selection of the armed mode when the camera records video:</p> <ul style="list-style-type: none"><li>• When Armed;</li><li>• Always.</li></ul>
Notifications by camera detectors	<p>When the <b>Notify When Camera Detects Motion</b> toggle is enabled, the user receives a notification upon any detected motion by the camera.</p> <p>Also, you can select the object type, upon recognition of which the user receives a notification with video footage:</p> <ul style="list-style-type: none"><li>• Human;</li></ul>

	<ul style="list-style-type: none"> <li>• Animal;</li> <li>• Vehicle.</li> </ul> <p>The setting also allows the user to specify the duration of the movement and select the armed mode that triggers the notifications.</p>
<b>Camera settings</b>	
Detectors	<p>When the <b>Motion Detection</b> toggle is enabled, the camera detects motion using its built-in software.</p> <p>When the <b>Object Detection</b> toggle is enabled, the camera distinguishes between specific objects. In the camera video, a human, a pet, and a vehicle are highlighted with colored rectangles.</p> <p>The setting also allows the user to define the active zone where the camera detects motion. When triggered, the system sends a notification to the user.</p>
Video Stream	Settings for mainstream and substream parameters.
Image Preferences	Settings for camera image quality.
On-Screen Display (OSD)	<p>Allows the user to customize the display of additional information on the camera image:</p> <ul style="list-style-type: none"> <li>• Camera name;</li> <li>• Timestamp;</li> <li>• Parameters of the displayed text.</li> </ul>
Audio	When the <b>Audio Capture and Playback</b> toggle is enabled, the camera records sound.
Privacy Zones	Allows the user to select zones that are not displayed on the camera video. Instead, the user sees a black rectangle.
Image Rotation	Allows the user to rotate the camera video.
Firmware Update	Allows the user to check for a new firmware version and download it.

Connection	<p>The setting for selecting the camera's connection type to Ajax Cloud service via Ethernet.</p> <p>Available connection types:</p> <ul style="list-style-type: none"> <li>• DHCP;</li> <li>• Static.</li> </ul>
Memory Card	<p>Selection of the maximum archive depth. It can be set in the range of 1 to 360 days or can be unlimited.</p> <p>Allows the user to format the memory card.</p>
<b>Service</b>	
Delay of Cloud Connection Loss Alarm, s	<p>The delay helps to reduce the risk of a false event about the lost connection with the server.</p> <p>The delay can be set in the range of 30 to 600 seconds.</p>
Camera–Cloud Polling Interval, s	<p>The frequency of polling the Ajax Cloud server is set in the range of 30 to 300 seconds.</p> <p>The shorter the interval, the quicker the cloud connection loss will be detected.</p>
Get notified of cloud connection loss without alarm	<p>If enabled, the Ajax app uses a standard notification sound instead of a siren alert when the camera loses connection with a cloud.</p>
Report a Problem	<p>Allows the user to describe a problem and send a report.</p>
User Guide	<p>Opens the camera user manual.</p>
Unpair from NVR	<p>Unpairs BulletCam from NVR.</p>
Delete Device	<p>Unpairs BulletCam from the hub and all NVR where it's added.</p>

## Motion settings

## Indication

The green LED indicator is placed on the cable connector.

Event	Indication	Note
The camera has power and is connected to the internet.	Lights up green.	

## Malfunction

When a BulletCam malfunction is detected, the Ajax app displays a malfunction counter on the device icon. All malfunctions are indicated in the camera States. Fields with malfunctions will be highlighted in red.

### A malfunction is displayed if:

- The camera lost connection with the server.
- The camera memory storage device has a malfunction. Press the camera reset button or format the memory storage device in the camera settings.
- Memory storage device needs formatting. Format the memory storage device in the camera settings.

## Maintenance

Regularly check the functioning of the camera. If you notice any image degradation, loss of clarity, or darkening, check the camera for dirt. Clean the device's enclosure to remove dust, cobwebs, and other contaminants as they emerge. Use soft, dry wipes suitable for cleaning electronic equipment.

Avoid using substances that contain alcohol, acetone, petrol, and other aggressive solvents when cleaning the camera. Wipe the lens gently: scratches can result in poor-quality images and camera failure.

# Technical specifications

[Technical specifications for BulletCam \(5 Mp/2.8 mm\)](#)

[Technical specifications for BulletCam \(5 Mp/4 mm\)](#)

[Technical specifications for BulletCam \(8 Mp/2.8 mm\)](#)

[Technical specifications for BulletCam \(8 Mp/4 mm\)](#)

[Compliance with standards](#)

## Warranty

Warranty for the Limited Liability Company “Ajax Systems Manufacturing” products is valid for 2 years after the date of purchase.

If you encounter any issues with the device’s functionality, we recommend contacting Ajax Technical Support first. In most cases, technical issues can be resolved remotely.

[Warranty obligations](#)

[User Agreement](#)

### Contact Technical Support:

- [e-mail](#)
- [Telegram](#)

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