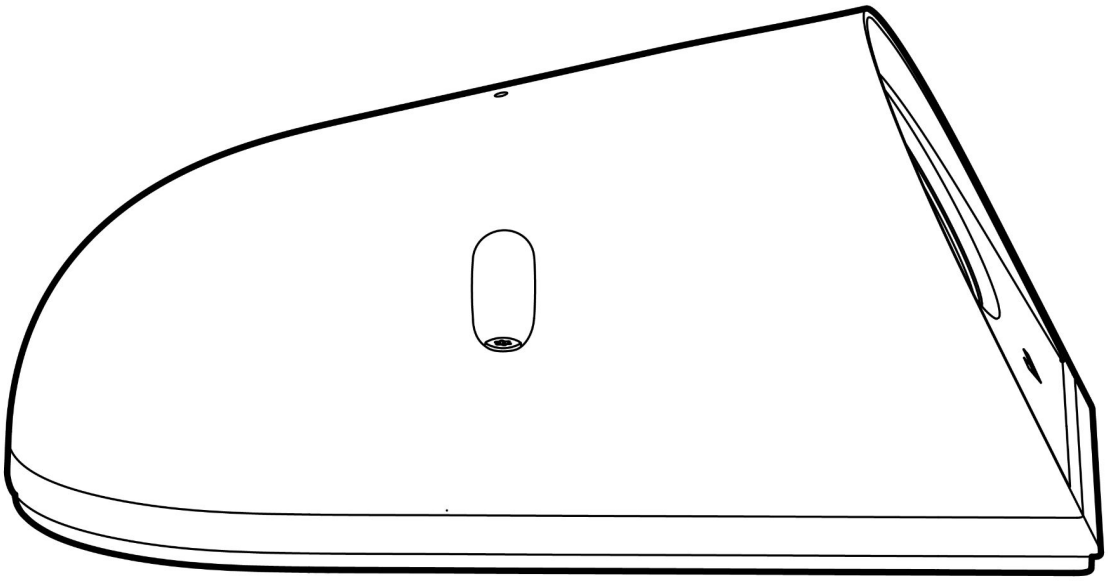
Install Guide

KCW41-E

Outdoor Transportation Wedge Camera



Document

Document Details

Version

V1.0 20261117
(V1.0 published 20261017*)*
Document ID: KCW41-E Install Guide

Firmware

Firmware version can be verified on Verkada Command command.verkada.com.

Product Models

This install guide pertains to models:

- KCW41-256E-HW
- KCW41-512E-HW
- KCW41-128E-HW

© Copyright 2026 Verkada Inc. All rights reserved.

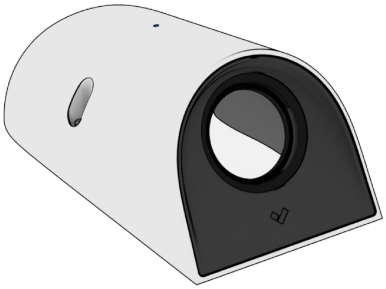
Verkada and the Verkada logo are registered trademarks or service marks of Verkada Inc. ("Verkada"). All other trademarks are the property of their respective owners.

Verkada may make changes to this document at any time without notice. The information presented herein may be inaccurate or outdated, and Verkada is under no obligation to maintain it. ALL INFORMATION IS PROVIDED "AS-IS" AND WITHOUT ANY WARRANTIES, IMPLIED, EXPRESS, OR OTHERWISE. VERKADA DISCLAIMS LIABILITY FOR ALL DAMAGES, INCLUDING WITHOUT LIMITATION ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, ARISING OUT OF USE OF THIS DOCUMENT.

Any intellectual property rights relating to Verkada products are and shall remain Verkada's exclusive property. Use of any Verkada product is subject to Verkada's end user agreement or other executed agreement with Verkada. No license, either expressed or implied, to use or distribute any Verkada product is granted under this document.

This document may not be sold, resold, licensed or sublicensed and may not be transferred without Verkada's prior written consent. No part of this document may be reproduced in whole or in part without the express written consent of Verkada.

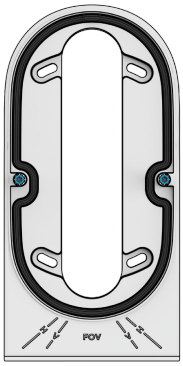
What's in the Box



Top Cover
(Attached to camera)



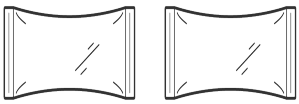
Outdoor Wedge Camera



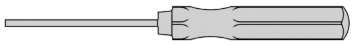
Wedge Mount plate
(Attached to camera)



Self-Tapping Screws (4 pcs)
Length: 19mm **Diameter:** 4mm
Drive: #2 Phillips



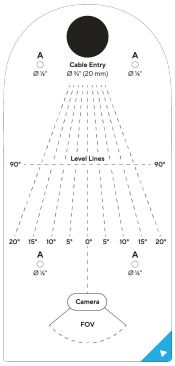
Desiccant (2 pcs)



T10 Torx Security Screwdriver



Cable Gland
Size: 5.0-6.5mm
(Attached to camera)

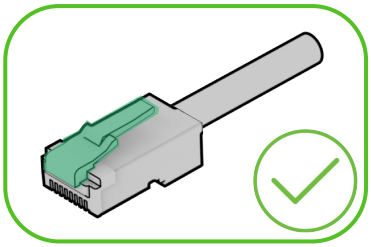


Wedge Mount Template

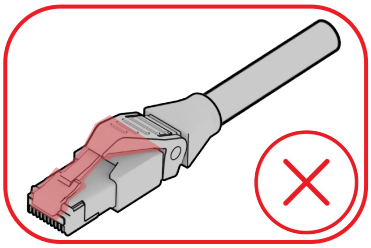
What you'll need

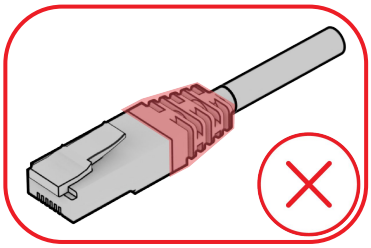
- A working Internet connection
- 802.3at/af Power over Ethernet (PoE) switch, or a PoE injector
- A non booted Cat5 or Cat6 Ethernet cable with a 0.2-0.3 inch outside diameter (5-6.5mm). For cables with diameter outside this range, please contact support.
- A smartphone or laptop
- A #2 Phillips screwdriver or power drill with a #2 Phillips driver bit
- 1/8 inch (3mm) drill bit for pilot holes

Ethernet Cable Requirements

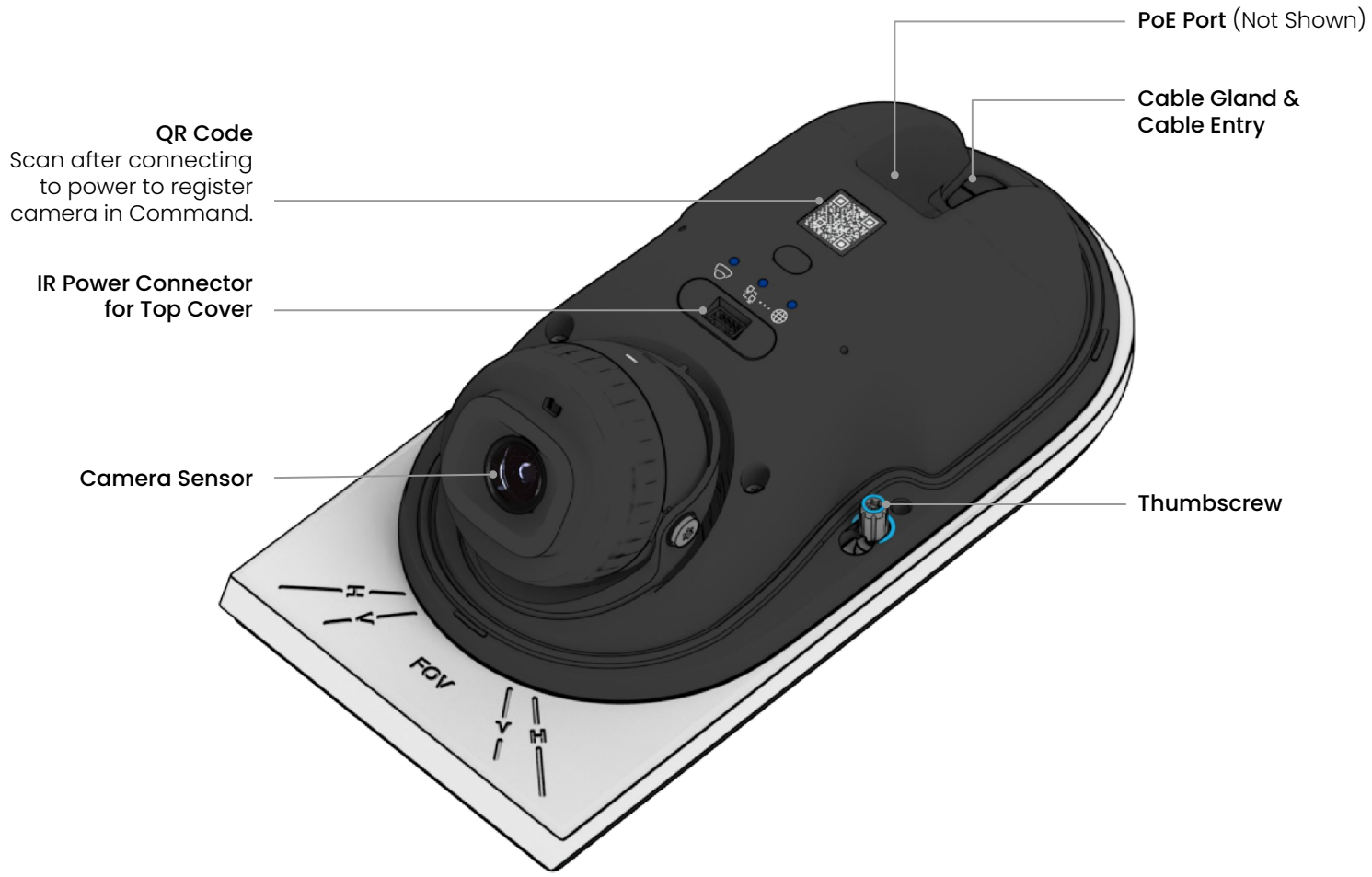


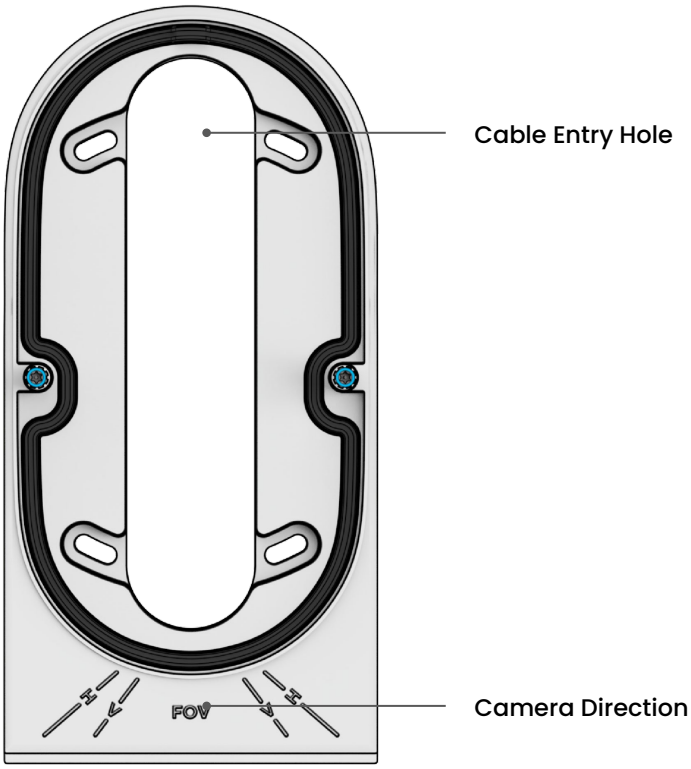
A compact cable head is required to fit the limited space in the PoE Port area.



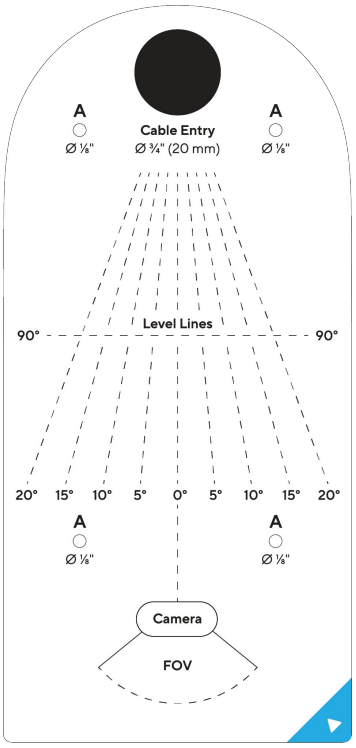


Overview





Mount Plate



Adhesive Mount Template

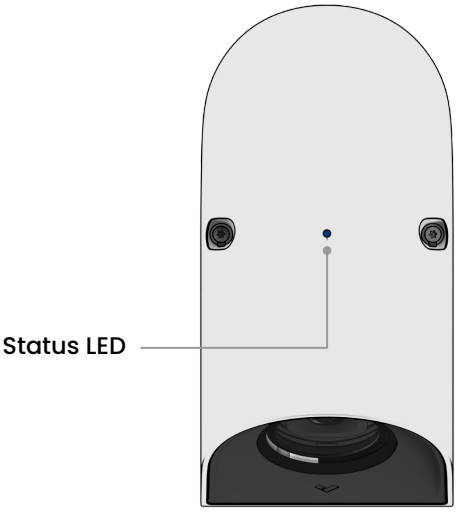
Mount plate details

A Double Gang Junction Box

Exterior LED Behavior

General operation

- **Solid Blue**
  Camera is running, connected, and recording data.
- **Solid Orange**
  Camera is on and booting up.
- **Flashing Orange**
  Camera is updating firmware.
- **Flashing Red**
  Specific error, see “Network errors” below.
- **Solid Red**
  Contact support.



Network errors

When the camera top cover is on, an error will be communicated through the outer Status LED, which will flash a specific number of times depending on the error state.



Example of **5 Red** flashes on Outer Status LED

1 Red - No IP Address
Camera has not received an IP address.

2 Red - Duplicate IP
Camera has detected duplicate IP addresses on the LAN.

3 Red - No Gateway
Camera is not able reach the configured Gateway.

4 Red - No Switch
Camera is connected with PoE, but unable to connect to the Switch.

5 Red - DNS error
Camera is not able to resolve Verkada hostnames.

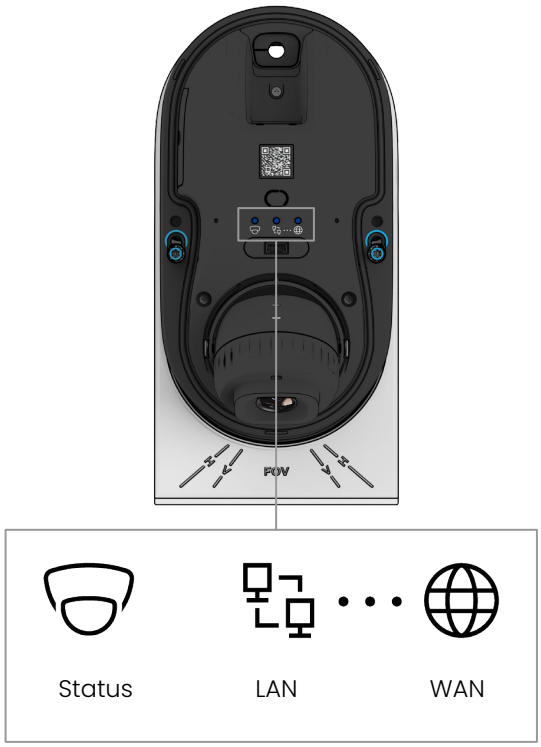
6 Red - NTP Error
Camera is not able to receive a response from the NTP Server.

7 Red - Not Connected to Command
Verkada endpoints are not reachable after boot up.

Interior LED Behavior

General operation

- **Solid Blue**
  Camera is running, connected, and recording data.
- **Solid Orange**
  Camera is on and booting up.
- **Flashing Orange**
  Camera is updating firmware.
- **Flashing Red**
  Specific error, see “Network errors” below.
- **Solid Red** (x3)
  Contact support



Network errors (Interior ‘Debug’ LEDs)

When the camera top cover is removed, the specific error will be communicated locally on the LAN or WAN debug LED, while the device Status LED will show solid red.



Example of **2 Red** flashes on LAN Debug LED

LAN errors

1 Red - No IP Address
Camera has not received an IP address.

2 Red - Duplicate IP
Camera has detected duplicate IP addresses on the LAN.

3 Red - No Gateway
Camera is not able reach the configured Gateway.

4 Red - No Switch
Camera is connected with PoE, but unable to connect to the Switch.

WAN errors

1 Red - DNS error
Camera is not able to resolve Verkada hostnames.

2 Red - NTP Error
Camera is not able to receive a response from the NTP Server.

3 Red - Not Connected to Command
Verkada endpoints are not reachable after boot up.

Preparation

Connect Device

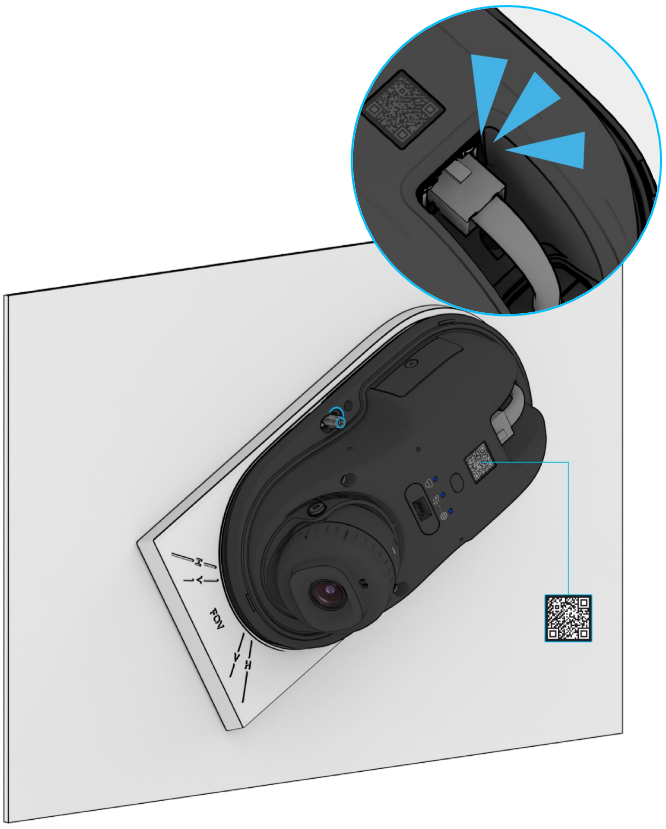
Note: This step can be done after mounting, although registering the product first will ensure it is in working order prior to mounting.

Connect the camera to your network using the Ethernet port located behind the cable door on the device.

For easy registration and setup, scan the QR code on the product.

If you prefer to manually register your product, please proceed to: verkada.com/start

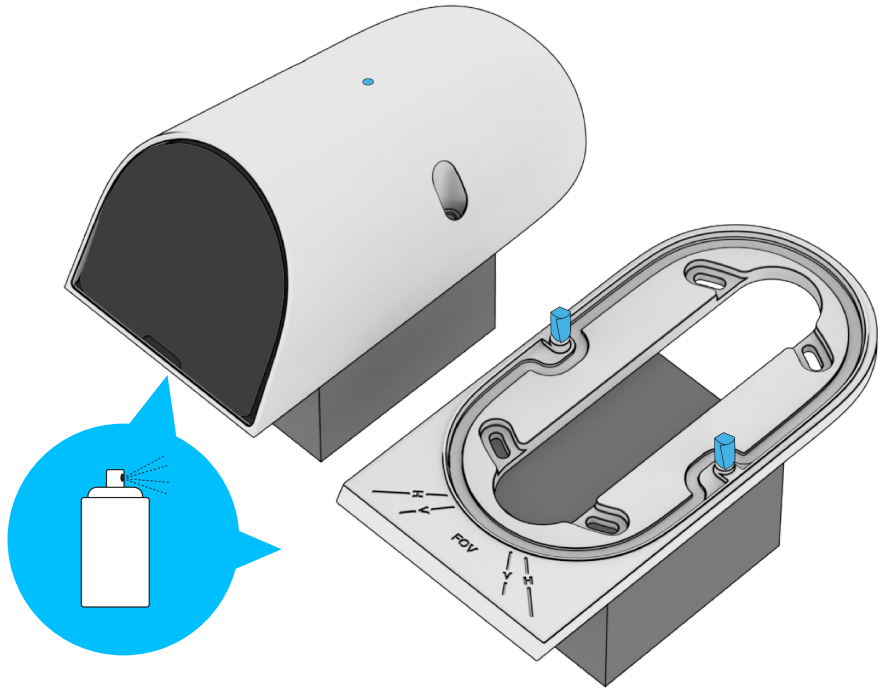
Enter the serial number printed on the back of the device, the packaging, or the order number.



Painting Device

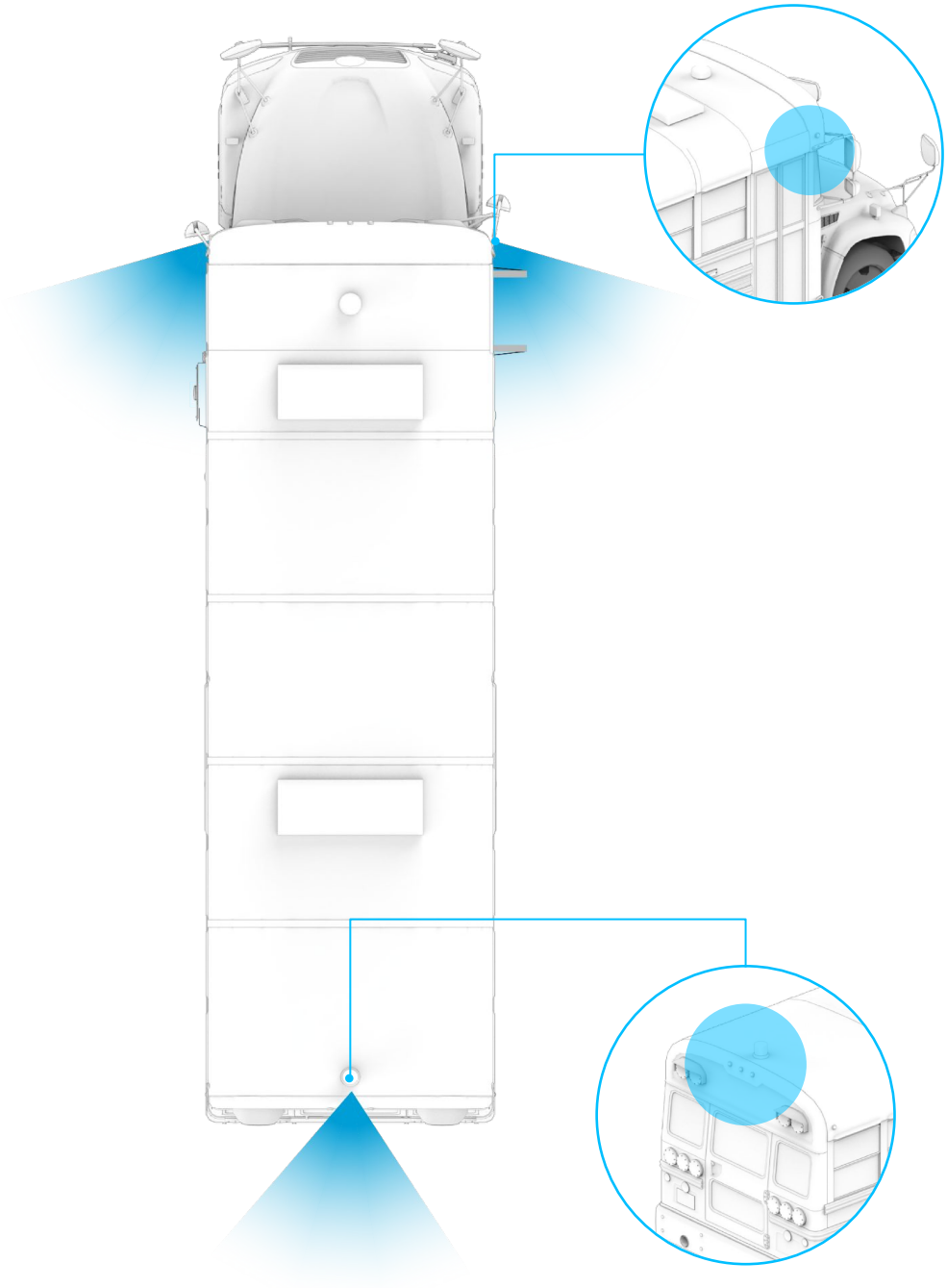
The Camera can be disassembled and painted to match desired vehicle color.

Please refer to the *Verkada KCW41-E (Outdoor Transportation Wedge Camera) Painting Instructions Guide* to continue this process.



Placement Recommendations

Exterior Placements*

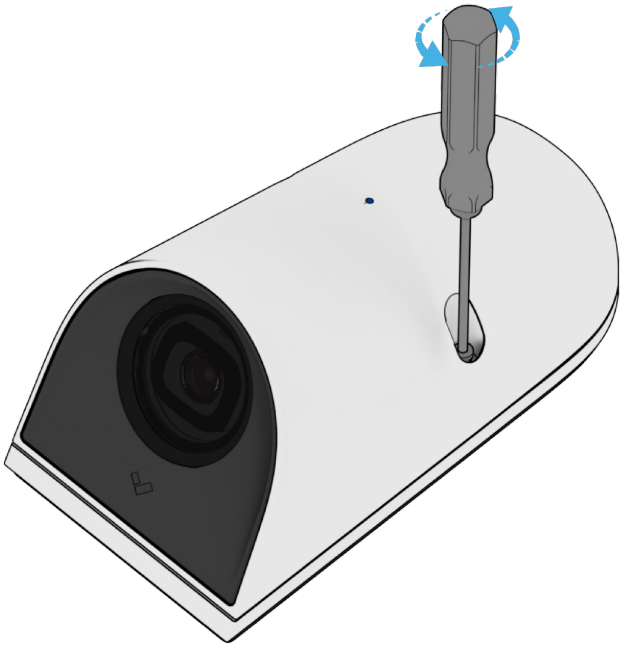


*Placement reference only; not accurate to field of view

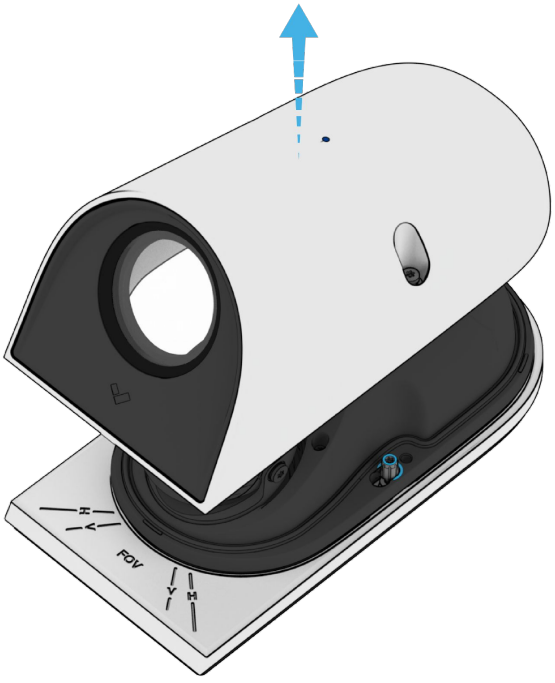
Camera Preparation 1/2

Please keep the protective film adhered to the clear window until completing the final step of installation.

Unscrew the two security screws on the top cover.

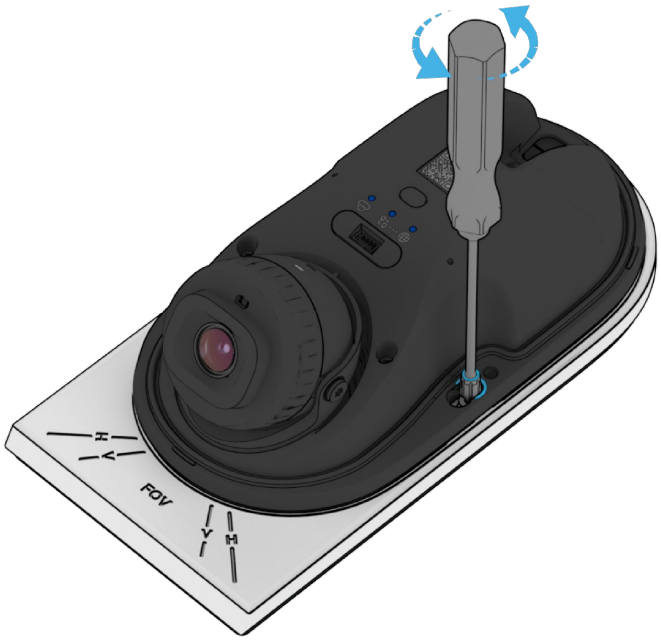


Lift the top cover and set it aside.



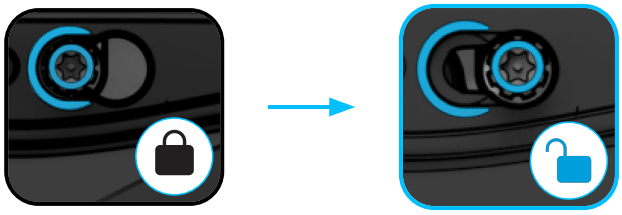
Camera Preparation 2/2

Loosen the two thumbscrews on the mount plate, using the T10 Torx Security Screwdriver.



Slide the camera back and lift the camera off of the mount plate.

Set the camera aside.

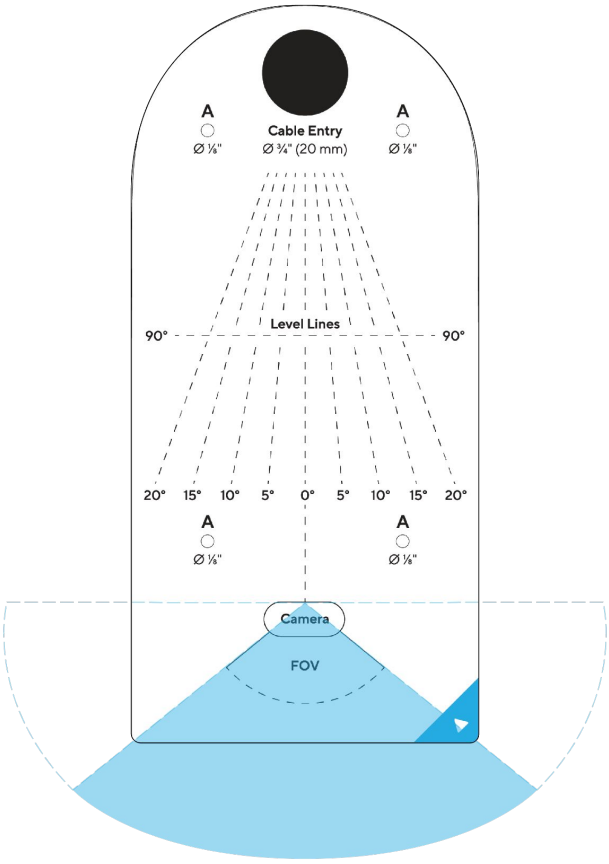




Mounting 1/7

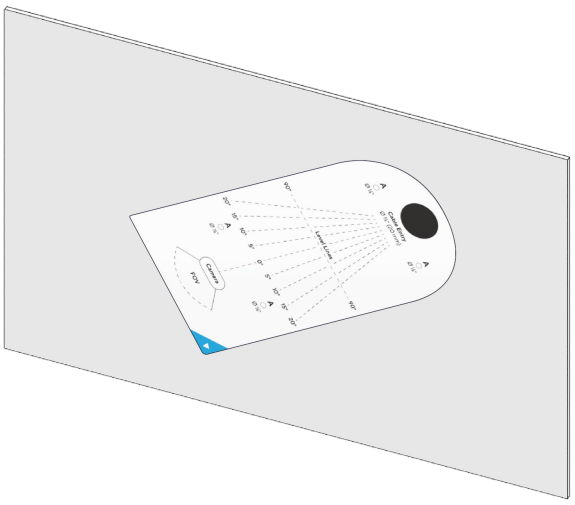
Use the adhesive template to mark the mounting holes and the the cutout for the cable.

Note: Make sure camera lens is oriented in the correct direction (camera install on mount plate is not reversible)



Orient the template to the desired position and peel backing to adhere template onto the surface.

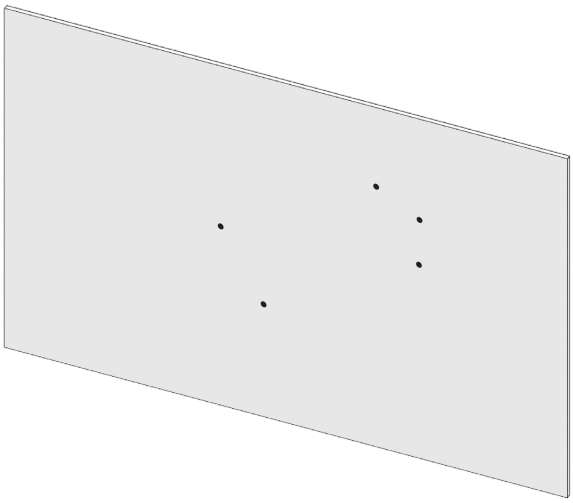
Drill 1/8 inch (3mm) pilot holes and drill a 3/4 inch (20mm) hole for the Ethernet cable routing.



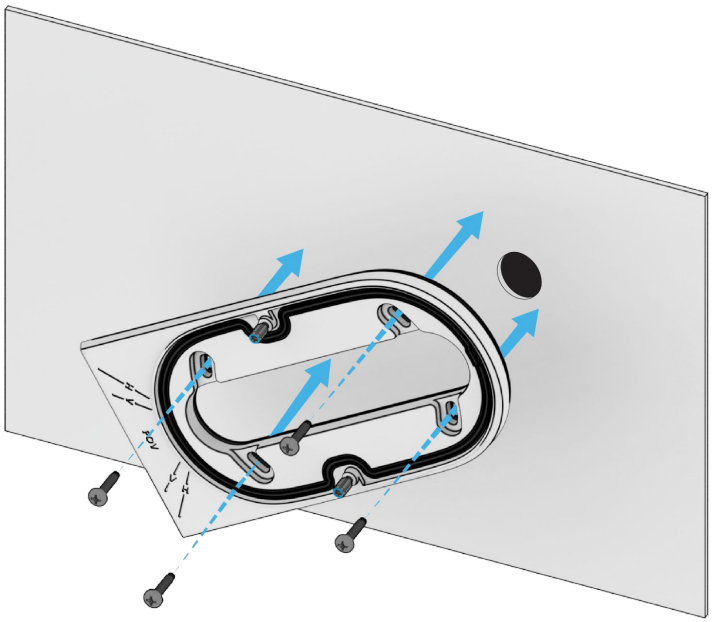
Mounting 2/7

Drill pilot holes and cable entry hole. Refer to the dimensions on the template.

Remove the template.

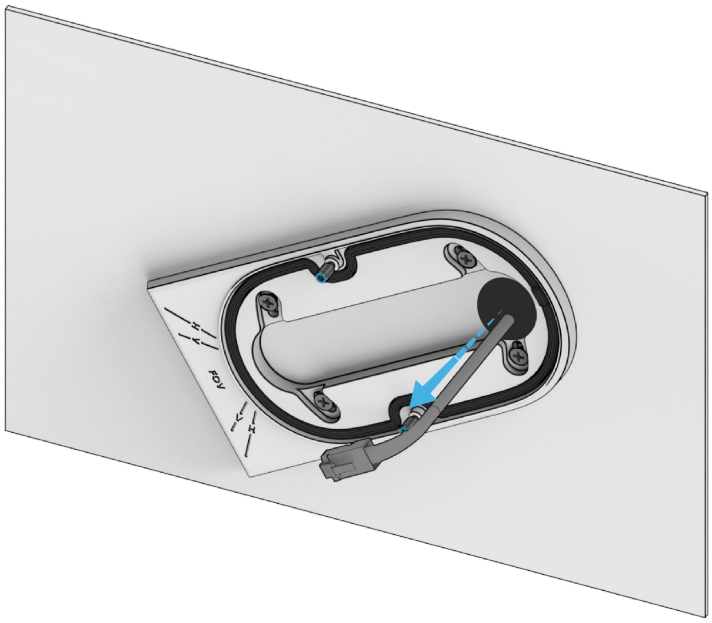


Insert the self tapping screws into the pilot holes.



Mounting 3/7

Lead the Ethernet cable through the opening on the mount plate.

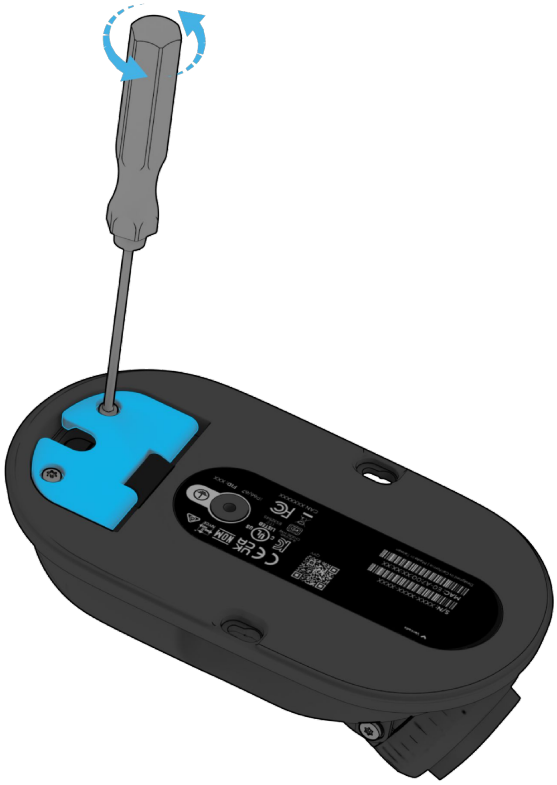


Mounting 4/7

Retrieve the camera.

Loosen the screw on the cable latch, using the T10 Torx Security Screwdriver.

Open the cable latch.



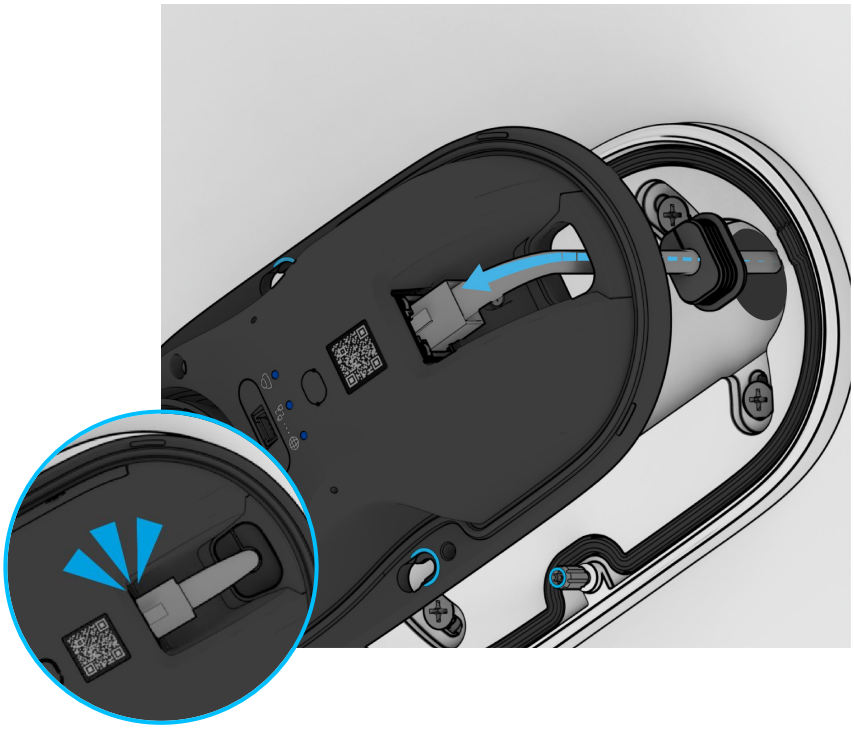
Remove the cable gland.

Set it aside.



Mounting 5/7

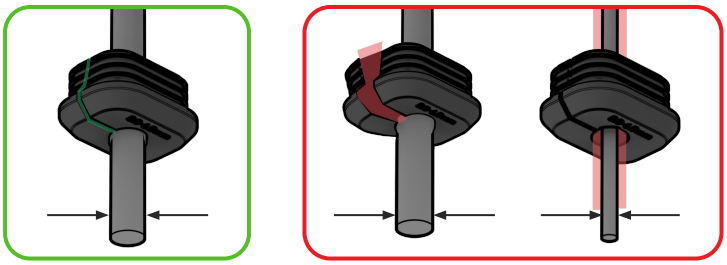
Lead the Ethernet cable though the Cable Gland hole and latch.



Connect the Ethernet cable to the camera.

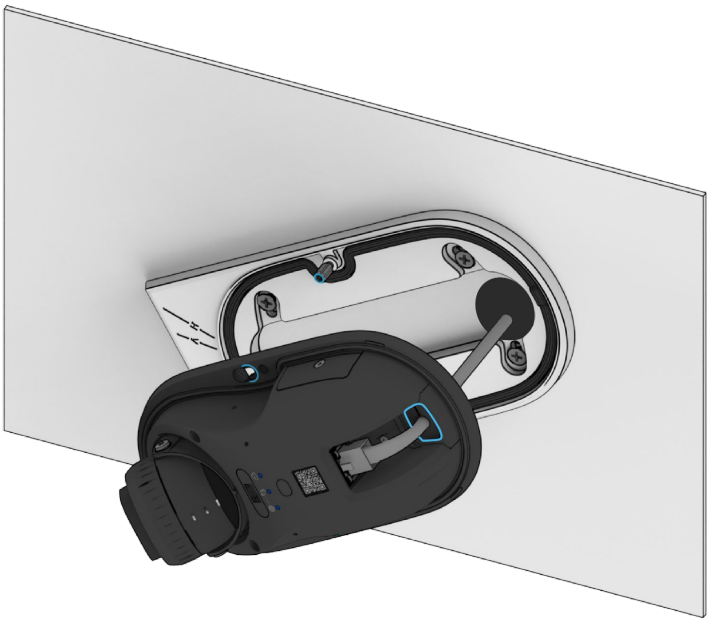
Wrap the Cable Gland around the Ethernet cable.

Ensure that the Cable Gland fits the cable thickness. The cable thickness may not exceed 6.5mm nor be smaller than 5.0mm.



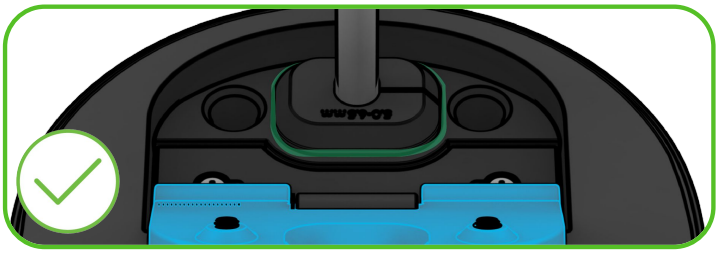
Press the cable gland into the cable gland hole.

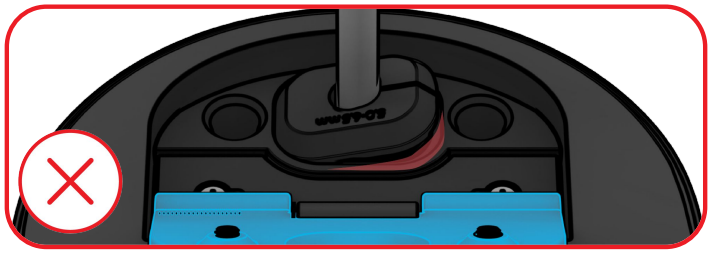
In case of extra slack, press the excess back into the cable gland.



Mounting 6/7

Ensure that the cable gland is firmly in place with no gaps or unevenness.





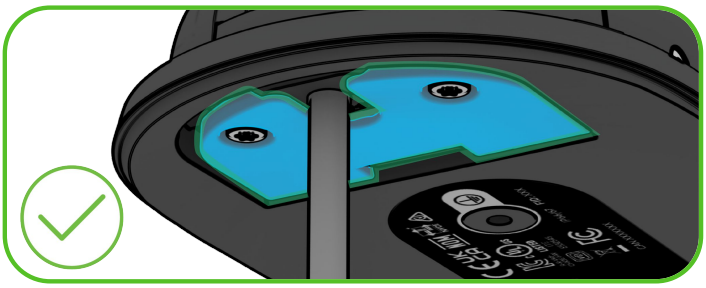
Swing the latch closed.

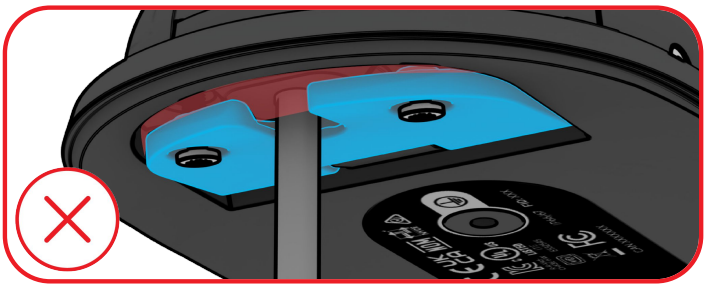


Tighten the screws with the T10 Torx Security Screwdriver.



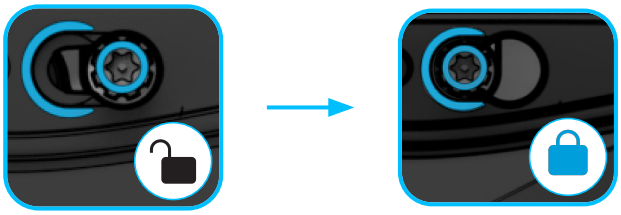
Ensure that the latch is fully down and closed after tightening the security screws.



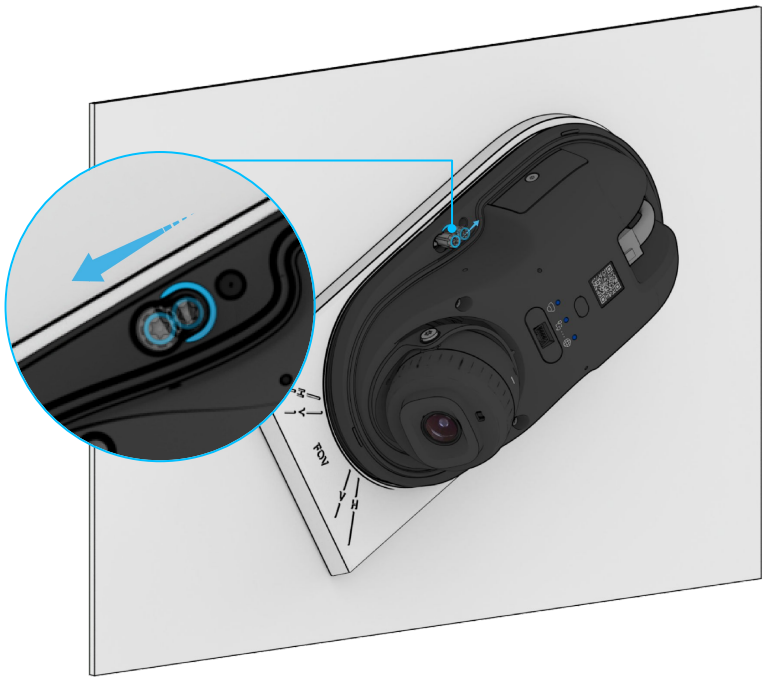


Mounting 7/7

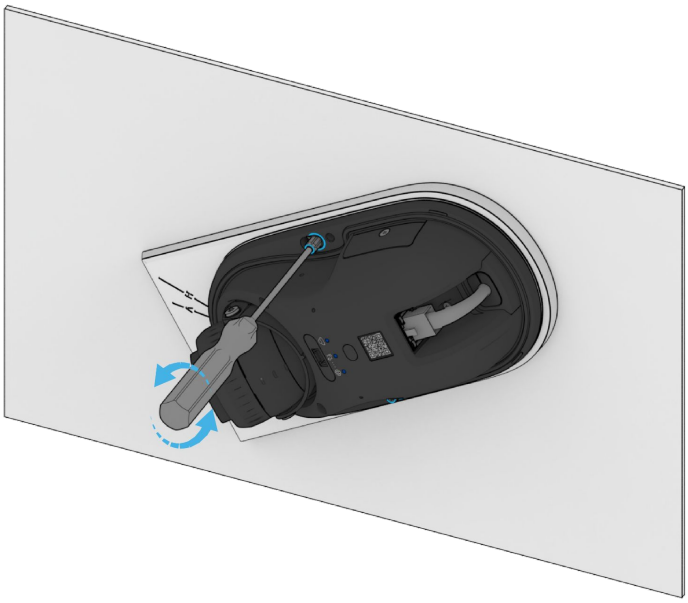
Align the blue holes on the Camera to the thumbscrews on the Mount Plate.



Slide the Camera onto the Mount Plate.



Tighten the thumbscrews using the T10 Security Screwdriver to secure.



Scan QR code to register on Verkada Command. Refer to *Connect Device* section to continue.

Adjust Camera Angle

Keep the camera locked at 30º tilt.

Adjust the lens rotation +/-90º.

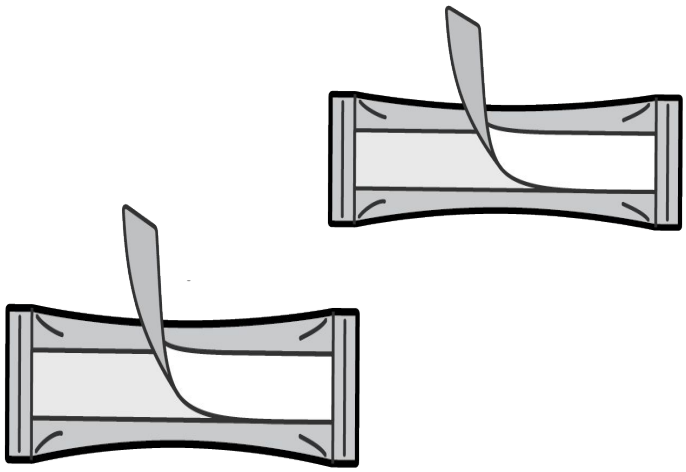
View the camera feed through Command to get an accurate idea of orientation and the field of view.

Note: Image can also be rotated 90˚, 180˚, 270˚ in Command.

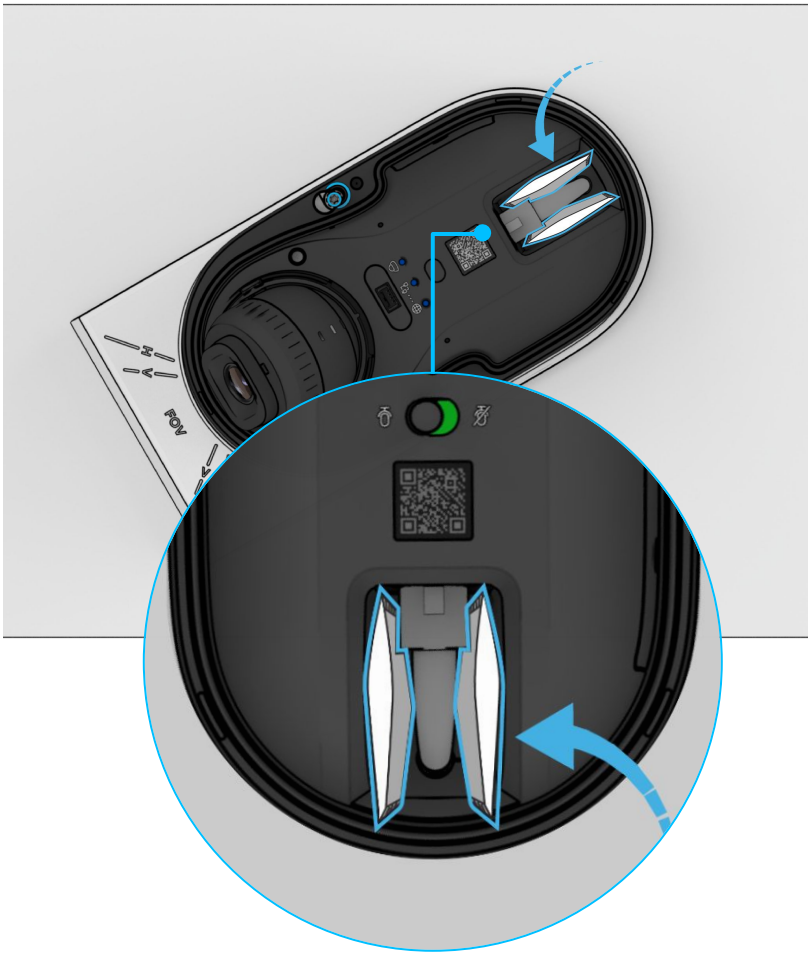


Desiccant

Open and remove the two Desiccant packs from their outer pouches.



Place the packs next to the cables as shown.

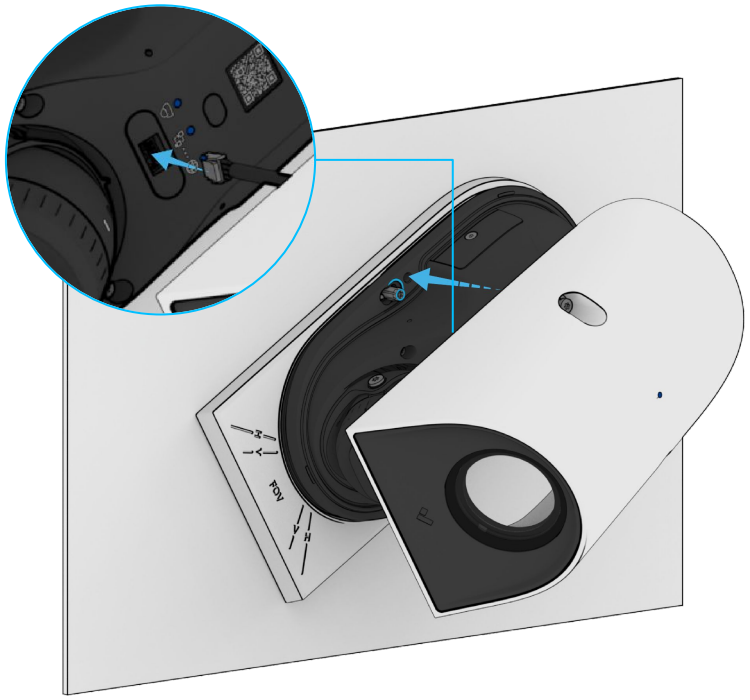


Secure

Retrieve the top cover.

Connect the IR Connector Cable on the interior of the top cover to the IR Power Connector on the Camera.

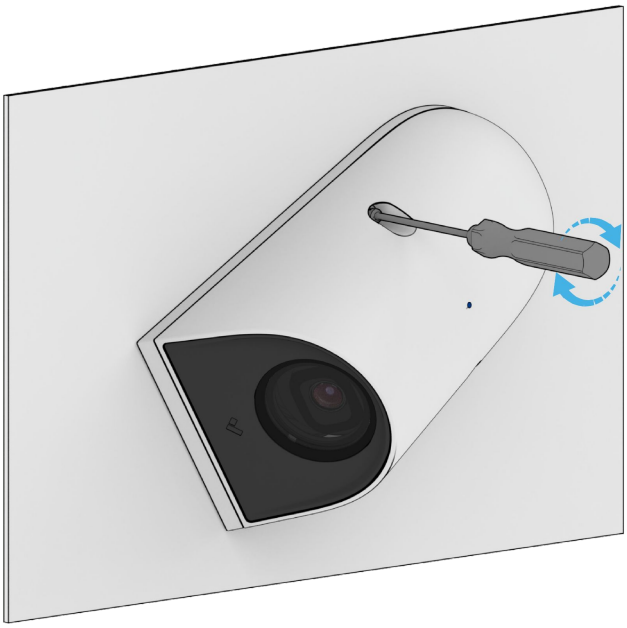
Align the top cover positions to the Camera and hold it in place.



Screw down one security screw on the top cover lightly.

Tighten the other screw fully. Return to the first screw and tighten it fully. This ensures that the top cover is properly sealed.

Remove the plastic film from the clear window.



Appendix

Compliance

FCC	This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.
ISED	This device complies with ISED's licence-exempt RSSs. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Le présent appareil est conforme aux CNR d' ISED applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.
E-Mark	The KCW41-E Outdoor Transportation Wedge Camera is an IEEE 802.3af/at PoE-powered network camera designed for video monitoring inside or outside vehicles. Its functions do not affect driving or passenger safety, and the device does not perform any immunity-related functions. It shall be installed so that it does not obstruct the driver's view or interfere with any vehicle safety system.

Appendix

Support

Thank you for purchasing this Verkada product. If for any reason you're experiencing issues or need assistance, please contact our 24/7 Technical Support Team immediately.

Sincerely,
The Verkada Team
verkada.com/support