

# RetailNext Aurora V2.2 Setup and Installation Manual

## Overview



## Technical specifications.

|                |                                                                                                 |
|----------------|-------------------------------------------------------------------------------------------------|
| Size           | 6.73" L x 3.15" W x 1.65" H                                                                     |
| Weight         | 466 grams (16.44 ounces)                                                                        |
| Power Supply   | IEEE 802.3af PoE at 15.4W                                                                       |
| Image Sensor   | Sony IMX577 HDR, 4K capable                                                                     |
| Resolution     | 1080p (1920 x 1080) HD color                                                                    |
| Storage        | 64 GB flash standard (30 days of video retention at VGA)<br>Storage expandable via microSD card |
| Wireless       | WiFi 802.11 a/b/g/n/ac, Bluetooth 5.1                                                           |
| Security       | TLS 1.2 with AES 256-bit encryption                                                             |
| Certifications | FCC, CE, MIC (Japan), UKCA, TÜV SÜD                                                             |

### I. This section describes the test setup procedure for RetailNext Aurora V2.2

Aurora is a plug-and-play device, so simply powering on the device is sufficient to make it operational. No configuration is necessary. By default, Aurora does not intentionally transmit any WiFi or BLE signals.

Aurora is powered via a standard Power over Ethernet (PoE) injector or switch. If you do not have a standard PoE injector or switch available, please advise RetailNext so we can ship an

injector along with the unit. Note that the PoE injector is a standard 3<sup>rd</sup> party device that is certified separately by the 3<sup>rd</sup> part vendor, and is **not** to be included as part of the Aurora certification.

Plug a standard Cat5e or Cat6 ethernet cable into the open ethernet port on the underside of the Aurora (Figure 1). This is the port that is closest to the bottom plate of the Aurora. You can move the white plastic latch and “flip up” the port to make it easier to access.



**Figure 1**

Now plug the other end of the ethernet cable into the “Data/Power out” port of the PoE injector (Figure 2). Lastly, plug the PoE injector into a power outlet.

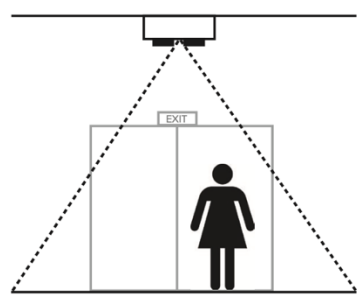


**Figure 2**

The LED on the side of the Aurora will illuminate green for a few seconds to indicate that it is powering up. The power-on process takes a couple of minutes. Once the process is complete, the LED will flash green and blue.

## II. This section describes the Installation procedure for RetailNext Aurora V2.2

Position Aurora 3’ – 4’ away from the entrance and centered. Call RetailNext prior to mounting. Do not drill any holes until you get RetailNext approval. If supplied, mount the Secondary Unit 25’ from Aurora use the same methods (Secondary Unit mount plate is similar to the Aurora).

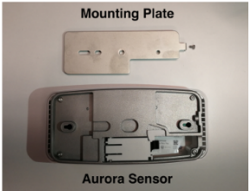
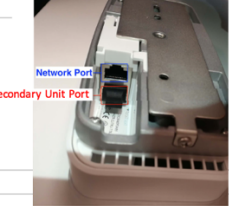


| Ceiling Height                                                                                                 | Maximum Entrance Width |
|----------------------------------------------------------------------------------------------------------------|------------------------|
| 8' (2.5m)                                                                                                      | 13'(3.96m)             |
| 10' (3.05m)                                                                                                    | 22' (6.7 m)            |
| 12' (3.7m)                                                                                                     | 31' (9.4m)             |
| 14' (4.25m)                                                                                                    | 30' (9.1m)             |
| 15' (4.5m)                                                                                                     | 30' (9.1m)             |
| Please consult RetailNext engineering for installs over 15' (4.5m) or extra wide entrances. US: (408) 684-1299 |                        |

Disclaimer: This document assumes you have installation tools, cable termination experience, and installation skills. **Do not plug in any POE injector into the Secondary Unit Port or Secondary Unit.** Doing so will cause damage to the unit and it may become unresponsive.

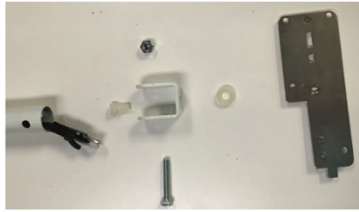
### Hardware Requirements:

- ☐ Aurora Sensor  
(Do Not Plug POE into Secondary Unit Port).
- ☐ Secondary Unit  
(Do Not Plug POE into Secondary Unit).
- ☐ CAT5e or better cable.
- ☐ RJ45s.
- ☐ POE switch.

|                                                                                                                                |                                                                                                                                                               |                                                                                                                                     |
|--------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
|  <p>Mounting Plate</p> <p>Aurora Sensor</p> | <p>Do not plug any POE into the Aurora Sensor Secondary Unit Port or Secondary Unit. The POE injector gets connected to the Network Port (Blue Rectangle)</p> |  <p>Network Port</p> <p>Secondary Unit Port</p> |
|  <p>Aurora Sensor</p>                       | <p>Secondary Unit</p>                                                                                                                                         |                                                 |

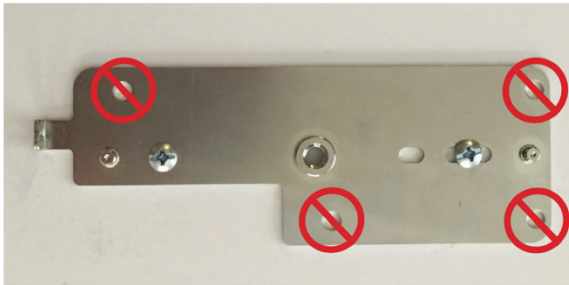
## Drop Pole Instructions (Both Aurora Sensor and Secondary Unit):

1. Insert screw into the U-bracket.
2. Place 1x washer on other side of U-bracket.
3. Secure sensor mounting plate to U-bracket (same for the Aurora Sensor).
4. Ensure the cabling has been run through drop pole prior to attaching the U-bracket.
5. Locate bolt and nut that came with the U-bracket.
6. Place U-bracket into position and insert bolt and secure with lock nut.



## Hard Ceiling Instructions:

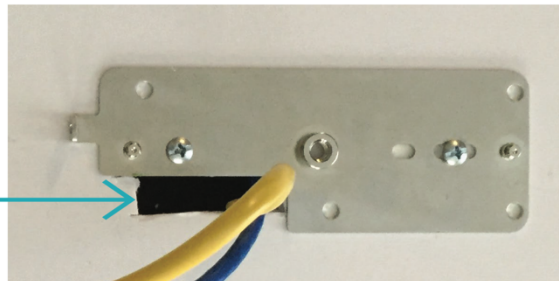
1. Place Aurora mounting plate into position, and mark mounting point on ceiling.
2. Use Hard Ceiling screws provided
3. Use proper anchor to mount mounting plate to ceiling. **Do not use outer holes for mounting.**



## Drop Ceiling Instructions:

1. Pull cable through ceiling.
2. Use Drop Ceiling screws provided
3. Place Aurora mounting plate into position, and mark mounting point on ceiling.

Note: Hole covered by camera.



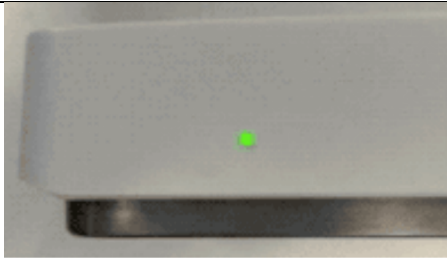
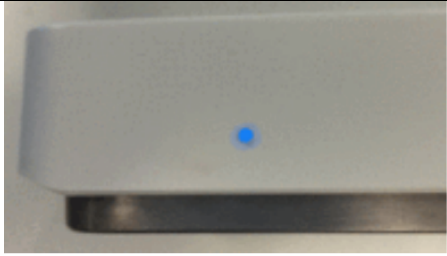
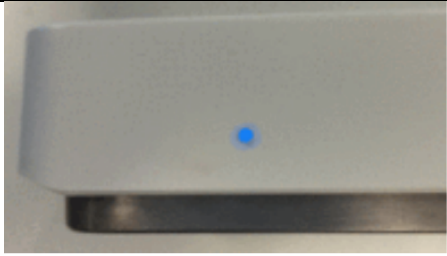
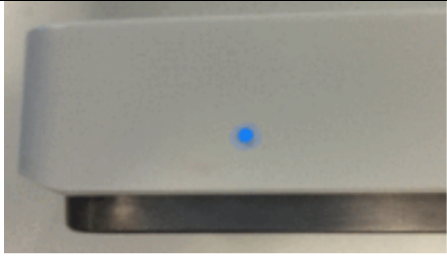
## Aurora LED Blink Pattern:

### Aurora Status Indicator Light

Aurora has a status indicator LED on the side of the device. This LED will blink in specific patterns to indicate the current operational status of the device.

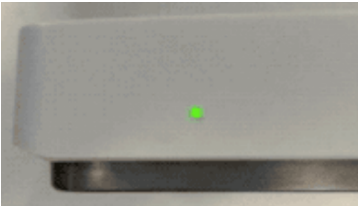
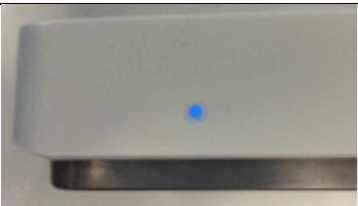
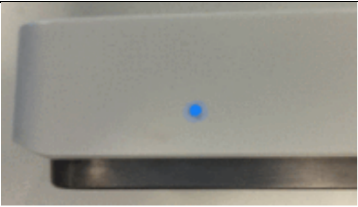
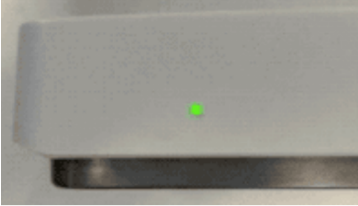
### Common LED patterns

The table below describes the common LED blink patterns, what each pattern indicates, and what troubleshooting steps to take when you see a pattern that indicates a problem.

| LED blink pattern                                             |                                                                                     | Meaning of pattern                                                                                         | Troubleshooting step                                                                                                              |
|---------------------------------------------------------------|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| Green, once every 30 seconds<br>(G, ....., G, .....,)         |    | Operating normally.<br>Aurora is collecting data and successfully communicating with the RetailNext Cloud. |                                                                                                                                   |
| Blue, then Green<br>(B, G, ..., B, G, ...)                    |   | Aurora failed to acquire an IP address or the DNS server address.                                          | Check store DHCP and DNS servers.<br><br>Also verify that there are no wiring problems, like a faulty cable or RJ-45 termination. |
| Blue, then Green twice<br>(B, G, G, ..., B, G, G, ...)        |  | Aurora has an invalid security certificate.                                                                | This is an irrecoverable error. Please RMA the Aurora.                                                                            |
| Blue, then Green thrice<br>(B, G, G, G, ..., B, G, G, G, ...) |  | Aurora failed to connect to the RetailNext Cloud.                                                          | Check store internet connection and firewall.                                                                                     |

## Other LED patterns

An operational Aurora will usually display one of the LED patterns from the table above. Occasionally, you may see other LED patterns while an Aurora is booting up, upgrading its firmware, etc. These patterns are documented below.

| LED blink pattern                     |                                                                                     | Meaning of pattern                                                                                                                                                                                                                                          |
|---------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Green, single long blink              |    | Aurora is powered on.<br><br>The LED will blink Green once when Aurora first receives PoE power.                                                                                                                                                            |
| Green, once a second (G, ..., G, ...) |    | Aurora is booting up.<br><br>This pattern is displayed when Aurora is attempting to acquire an IP address and connect to the RetailNext Cloud.<br><br>If either of these steps fails, a failure pattern will be displayed as documented in the table above. |
| Blue, once a second (B, ..., B, ...)  |   | Aurora is upgrading its firmware.<br><br>This pattern is displayed when Aurora is attempting to upgrade its firmware.                                                                                                                                       |
| Blue, single long blink               |  | Aurora failed firmware upgrade.<br><br>This pattern is displayed when Aurora attempted but failed to upgrade its firmware. It will automatically revert to the previous good firmware.                                                                      |
| Solid Green (not blinking)            |  | Aurora has encountered an irrecoverable error. Please RMA the device.                                                                                                                                                                                       |

## **FCC Statement:**

*Note:*

*This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:*

- Reorient or relocate the receiving antenna.*
- Increase the separation between the equipment and receiver.*
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.*
- Consult the dealer or an experienced radio/TV technician for help.*

*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.*

*Caution: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.*

*The device supports 5GHz U-NII 1 frequency band which is 5.150 to 5.250 GHz. It will be restricted for use in the indoor environment only.*

*This equipment must be installed and operated with a minimum distance 20 cm between the radiator and user's body. And this equipment has been evaluated to meet general RF exposure requirement at 20 cm distance.*

## **ISED Statement:**

*This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:*

- (1) This device may not cause interference.*
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.*

*L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :*

- 1) L'appareil ne doit pas produire de brouillage;*
- 2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.*

CAN ICES-3(B)/NMB-3(B)

*The device supports 5GHz U-NII 1 frequency band which is 5.150 to 5.250 GHz. It will be restricted for use in the indoor environment only.*

*L'appareil prend en charge la bande de fréquences U-NII 1 de 5 GHz, qui va de 5,150 à 5,250 GHz. Son utilisation sera limitée à l'environnement intérieur uniquement.*

*The device meets the exemption from the routine evaluation limits in section 2.5 of RSS 102 and compliance with RSS-102 RF exposure, users can obtain Canadian information on RF exposure and compliance.*

*Le dispositif rencontre l'exemption des limites courantes d'évaluation dans la section 2.5 de RSS 102 et la conformité à l'exposition de RSS-102 rf, utilisateurs peut obtenir l'information canadienne sur l'exposition et la conformité de rf.*

*This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.*

*Cet émetteur ne doit pas être Co-placé ou ne fonctionnant en même temps qu'aucune autre antenne ou émetteur. Cet équipement devrait être installé et actionné avec une distance minimum de 20 cm entre le radiateur et votre corps.*

電波法により5.2/5.3 GHz帯は屋内使用に限ります。

*"5.2/5.3 GHz band is restricted to indoor use due to the Radio Law."*

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