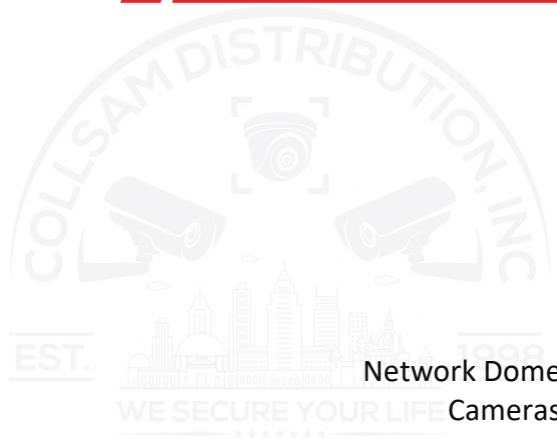




**HIKVISION®**



**Network Dome  
Cameras  
21xx and 31xx Series**

Quick Start Guide

## **Quick Start Guide**

COPYRIGHT ©2018–2020 Hangzhou Hikvision Digital Technology Co., Ltd.

### **ALL RIGHTS RESERVED.**

Any and all information, including, among others, wordings, pictures, graphs are the properties of Hangzhou Hikvision Digital Technology Co., Ltd. or its subsidiaries (hereinafter referred to be “Hikvision”).

This user manual (hereinafter referred to be “the Manual”) cannot be reproduced, changed, translated, or distributed, partially or wholly, by any means, without the prior written permission of Hikvision. Unless otherwise stipulated, Hikvision does not make any warranties, guarantees or representations, express or implied, regarding to the Manual.

### **About this Manual**

This Manual is applicable to Network Dome Camera.

The Manual includes instructions for using and managing the product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version in the company Website (<http://overseas.hikvision.com/en/>).

Please use this user manual under the guidance of professionals.

### **Trademarks Acknowledgement**

**HIKVISION** and other Hikvision’s trademarks and logos are the properties of Hikvision in various jurisdictions. Other trademarks and logos mentioned below are the properties of their respective owners.

### **Legal Disclaimer**

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE PRODUCT DESCRIBED, WITH ITS HARDWARE, SOFTWARE AND FIRMWARE, IS PROVIDED “AS IS,” WITH ALL FAULTS AND ERRORS, AND HIKVISION MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT OF THIRD PARTY. IN NO EVENT WILL HIKVISION, ITS DIRECTORS, OFFICERS, EMPLOYEES, OR AGENTS BE LIABLE TO YOU FOR ANY SPECIAL, CONSEQUENTIAL, INCIDENTAL, OR INDIRECT DAMAGES, INCLUDING, AMONG OTHERS, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, OR LOSS OF DATA OR DOCUMENTATION, IN CONNECTION WITH THE USE OF THIS PRODUCT, EVEN IF HIKVISION HAS

BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

REGARDING TO THE PRODUCT WITH INTERNET ACCESS, THE USE OF PRODUCT SHALL BE WHOLLY AT YOUR OWN RISKS. HIKVISION SHALL NOT TAKE ANY RESPONSIBILITIES FOR ABNORMAL OPERATION, PRIVACY LEAKAGE OR OTHER DAMAGES RESULTING FROM CYBER ATTACK, HACKER ATTACK, VIRUS INSPECTION, OR OTHER INTERNET SECURITY RISKS; HOWEVER, HIKVISION WILL PROVIDE TIMELY TECHNICAL SUPPORT IF REQUIRED.

SURVEILLANCE LAWS VARY BY JURISDICTION. PLEASE CHECK ALL RELEVANT LAWS IN YOUR JURISDICTION BEFORE USING THIS PRODUCT IN ORDER TO ENSURE THAT YOUR USE CONFORMS THE APPLICABLE LAW. HIKVISION SHALL NOT BE LIABLE IN THE EVENT THAT THIS PRODUCT IS USED WITH ILLEGITIMATE PURPOSES.

IN THE EVENT OF ANY CONFLICTS BETWEEN THIS MANUAL AND THE APPLICABLE LAW, THE LATTER PREVAILS.

## Regulatory Information

*For products that support Wi-Fi or cellular data:*

*(Marked with a "W", "GLT", "GLE", "GLF", "GE", "GT" or "GW" in the Part C of a product model.*

*Product Model Example: Part A-Part B-Part C. Part C is optional.)*

## FCC Information

Please take attention that changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**FCC Compliance:** 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 equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.


### FCC Conditions


This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

### EU Conformity Statement

 This product and, if applicable, the supplied accessories too are marked with "CE" and comply therefore with the applicable harmonized European standards listed under the Radio Equipment Directive 2014/53/EU, the EMC Directive 2014/30/EU, the RoHS Directive 2011/65/EU.

 **2012/19/EU (WEEE Directive):** Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points. For more information see: [www.recyclethis.info](http://www.recyclethis.info)

 **2006/66/EC (Battery Directive):** This product contains a battery that cannot be disposed of as unsorted municipal waste in the European Union. See the product documentation for specific battery information. The battery is marked with this symbol, which may include lettering to indicate cadmium (Cd), lead (Pb), or mercury (Hg). For proper recycling, return the battery to your supplier or to a designated collection point. For more information see: [www.recyclethis.info](http://www.recyclethis.info)

### Industry Canada ICES-003 Compliance

This device meets the CAN ICES-3 (B)/NMB-3(B) standards requirements.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

- This device may not cause interference, and
- This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radioexempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- l'appareil ne doit pas produire de brouillage, et
- l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

This equipment should be installed and operated with a minimum distance 20cm between the radiator and your body.

Cet équipement doit être installé et utilisé à une distance minimale de 20 cm entre le radiateur et votre corps.

*For products that do not support Wi-Fi or cellular data:*

### **FCC Information**

Please take attention that changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**FCC Compliance:** 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.


#### **FCC Conditions**


This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

#### **EU Conformity Statement**

 This product and, if applicable, the supplied accessories too are marked with "CE" and comply therefore with the applicable harmonized European standards listed under the EMC Directive 2014/30/EU, the RoHS Directive 2011/65/EU.

 **2012/19/EU (WEEE Directive):** Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points. For more information see: [www.recyclethis.info](http://www.recyclethis.info)

 **2006/66/EC (Battery Directive):** This product contains a battery that cannot be disposed of as unsorted municipal waste in the European Union. See the product documentation

for specific battery information. The battery is marked with this symbol, which may include lettering to indicate cadmium (Cd), lead (Pb), or mercury (Hg). For proper recycling, return the battery to your supplier or to a designated collection point. For more information see: [www.recyclethis.info](http://www.recyclethis.info)

#### **Industry Canada ICES-003 Compliance**

This device meets the CAN ICES-3 (B)/NMB-3(B) standards requirements.





## Safety Instruction

These instructions are intended to ensure that user can use the product correctly to avoid danger or property loss.

The precaution measure is divided into “Warnings” and “Cautions”

**Warnings:** Serious injury or death may occur if any of the warnings are neglected.

**Cautions:** Injury or equipment damage may occur if any of the cautions are neglected.

	
<b>Warnings</b> Follow these safeguards to prevent serious injury or death.	<b>Cautions</b> Follow these precautions to prevent potential injury or material damage.



### Warnings

- In the use of the product, you must be in strict compliance with the electrical safety regulations of the nation and region. Please refer to technical specifications for detailed information.
- Input voltage should meet both the SELV (Safety Extra Low Voltage) and the Limited Power Source with 12 VDC according to the IEC60950-1 standard. Please refer to technical specifications for detailed information.
- Do not connect several devices to one power adapter as adapter overload may cause over-heating or a fire hazard.
- Make sure that the plug is firmly connected to the power socket. When the product is mounted on wall or ceiling, the device shall be firmly fixed.
- If smoke, odor, or noise rise from the device, turn off the power at once and unplug the power cable, and then please contact the service center.
- Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.



## Cautions

- If the camera fails to synchronize the local time with that of the network, you need to set the camera time manually. Visit the camera (via web browser or client software) and enter the system settings interface for the time settings.
- Make sure the power supply voltage is correct before using the camera.
- Do not drop the camera or subject it to physical shock.
- Do not touch sensor modules with fingers. If cleaning is necessary, use a clean cloth with a bit of ethanol, and wipe it gently. If the camera will not be used for an extended period, use the lens cap to protect the sensor.
- Do not aim the camera at the sun or extra bright places. Blooming or smearing may occur otherwise (which is not a malfunction) and affect the endurance of the sensor at the same time.
- The sensor may be burned out by a laser beam, so if any laser equipment is in use, make sure that the surface of the sensor will not be exposed to the laser beam.
- Do not place the camera in extremely hot, cold (the operating temperature shall be  $-30^{\circ}\text{C}$  to  $+60^{\circ}\text{C}$ ), dusty, or damp locations, and do not expose it to high electro-magnetic radiation.
- To avoid heat accumulation, good ventilation is required for the operating environment.
- Keep the camera away from liquid while in use.
- While in delivery, the camera shall be packed in its original packing or equivalent.
- Regular part replacement: a few parts (e.g., electrolytic capacitor) of the equipment shall be replaced regularly according to their average endurance time. The average time varies because of differences between operating environments and usage history, so regular checking is recommended for all users. Please contact your dealer for more details.
- Improper use or replacement of the battery may result in explosion hazard. Replace with the same or equivalent type only. Dispose of

used batteries according to the instructions provided by the battery manufacturer.

- If the product does not work properly, please contact your dealer or the nearest service center. Never attempt to disassemble the camera yourself. (We shall not assume any responsibility for problems caused by unauthorized repair or maintenance.)



# Contents

<b>1 Appearance Description</b> .....	<b>1</b>
1.1 Type I .....	1
1.2 Type II .....	1
1.3 Type III .....	1
1.4 Type IV .....	1
1.5 Type V .....	1
<b>2 Installation</b> .....	<b>1</b>
2.1 Memory Card Installation.....	1
2.2 Ceiling Mounting.....	2
2.3 Mounting with Brackets .....	2
2.4 (Optional) Network Cable Waterproof Jacket Installation .....	3
<b>3 Set the Network Camera over the LAN</b> .....	<b>3</b>
3.1 Wiring .....	3
3.2 Activate the Camera.....	3
3.2.1 Activation via Web Browser .....	3
3.2.2 Activation via SADP Software .....	3
3.3 Modify the IP Address .....	4
<b>4 Access via Web Browser</b> .....	<b>4</b>
<b>5 Operate via Hik-Connect App</b> .....	<b>4</b>
5.1 Enable Hik-Connect Service on Camera .....	4
5.1.1 Enable Hik-Connect Service via SADP Software .....	4
5.2 Hik-Connect Setup.....	4
5.3 Add Camera to Hik-Connect .....	4
5.4 Initialize the Memory Card .....	4

# 1 Appearance Description

There are five types of camera appearance for this camera series according to the model.

## 1.1 Type I

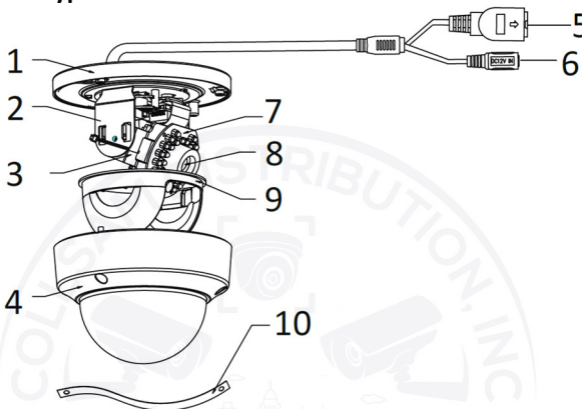


Figure 1, Type I Camera Overview

Table 1-1 Description of Type I Camera

No.	Description	No.	Description
1	Mounting Base	2	Horizontal Stand
3	Vertical Stand	4	Bubble
5	Network Interface	6	Power Interface
7	IR LED	8	Lens
9	Black Liner	10	Safety Rope

**NOTE:** Press RESET for approximately 10s when the camera is powering on or rebooting to restore the default settings, including the user name, password, IP address, port no., etc.

## 1.2 Type II

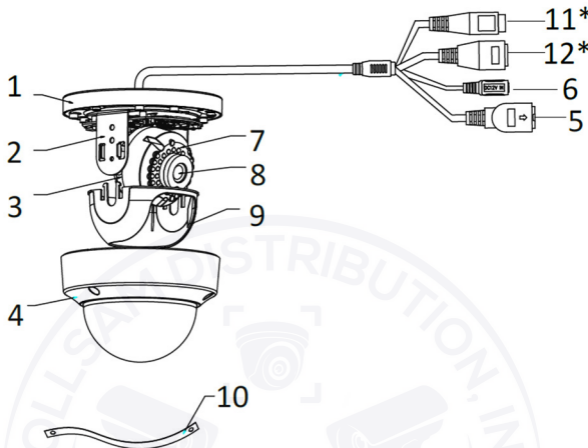


Figure 2, Type II Camera Overview

Table 1-2 Description of Type II Camera

No.	Description	No.	Description
1	Mounting Base	2	Horizontal Stand
3	Vertical Stand	4	Bubble
5	Network Interface	6	Power Interface
7	IR LED	8	Lens
9	Black Liner	10	Safety Rope
11*	Audio Interface (supported only by cameras with "-S" in its model number)	12*	Alarm Interface (supported only by cameras with "-S" in its model number)

**NOTES:** \*Supported only by certain camera models.

Press **RESET** for approximately 10s when the camera is powering on or rebooting to restore the default settings, including user name, password, IP address, port no., etc.

### 1.3 Type III

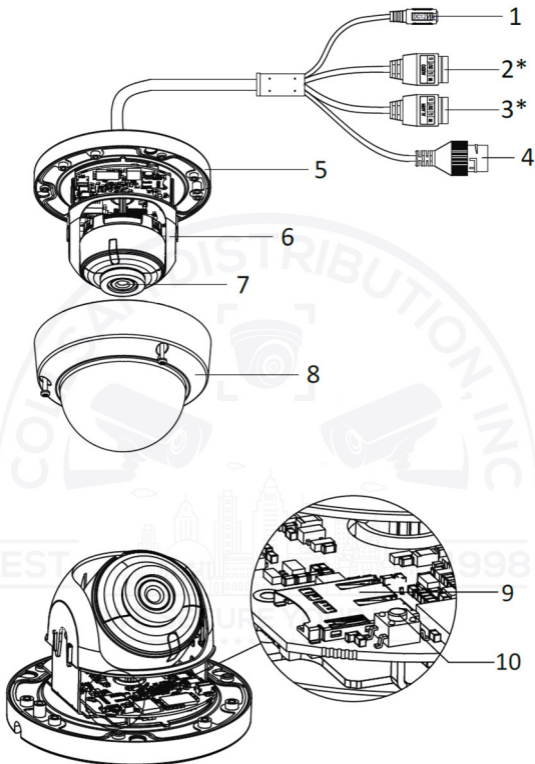


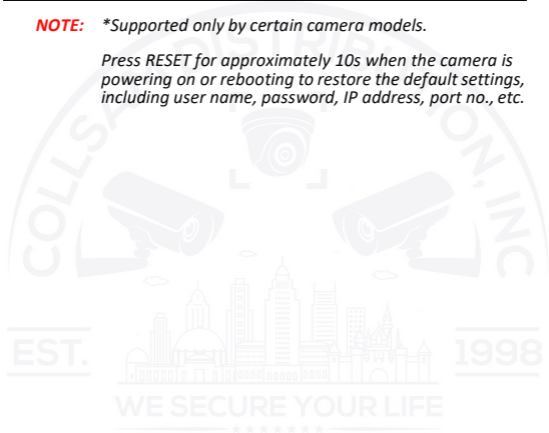
Figure 3, Type III Camera Overview

Table 1-3 Description of Type III Camera

No.	Description
1	Power supply interface (12 VDC)
2	Audio input and output interface*
3	Alarm input and output interface*
4	RJ-45 self-adaptive network interface (PoE)
5	Mounting base
6	Black liner
7	Lens
8	Bubble
9	Memory card slot
10	Reset button

**NOTE:** \*Supported only by certain camera models.

*Press RESET for approximately 10s when the camera is powering on or rebooting to restore the default settings, including user name, password, IP address, port no., etc.*



# 1.4 Type IV

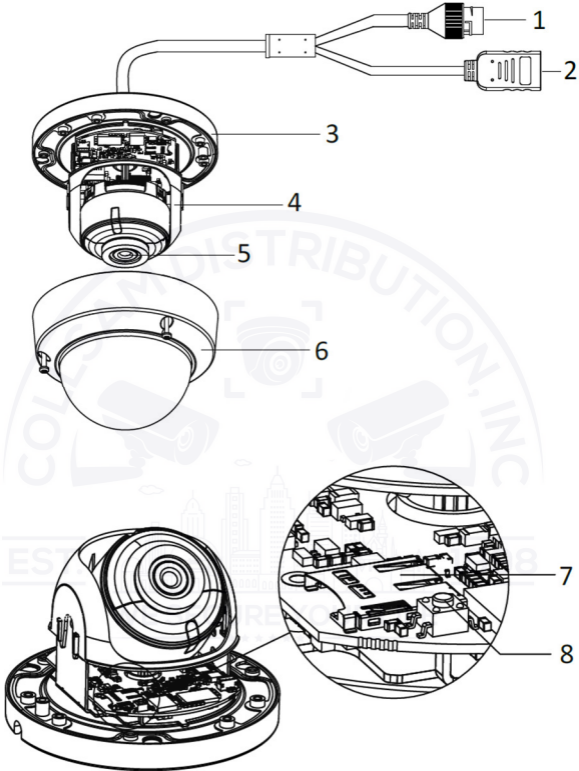


Figure 4, Type IV Camera Overview

Table 1-4 Description of Type IV Camera

No.	Description	No.	Description
1	RJ-45 self-adaptive network interface (supports PoE)	5	Lens
2	HDMI	6	Bubble
3	Mounting base	7	Memory card slot
4	Black liner	8	Reset button

**NOTE:** Press RESET for approximately 10s when the camera is powering on or rebooting to restore the default settings, including the user name, password, IP address, port no., etc.

## 1.5 Type V

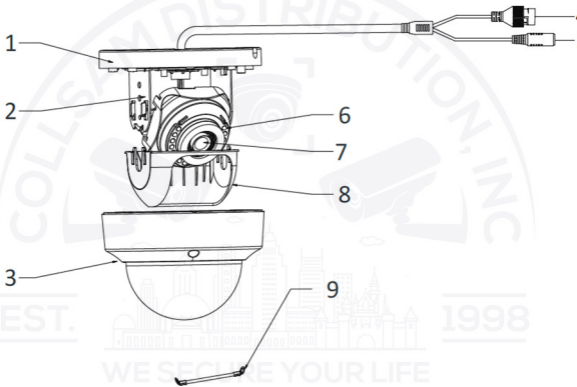


Figure 5, Type V Camera Overview

Table 1-5 Description of Type V Camera

No.	Description	No.	Description
1	Mounting Base	2	Horizontal Stand
3	Bubble	4	Network Interface
5	Power Interface	6	IR LED
7	Lens	8	Black Liner
9	Safety Rope		

**NOTE:** Press **RESET** about 10s when the camera is powering on or rebooting to restore the default settings, including the user name, password, IP address, port no., etc.

## 2 Installation

### **Before you start:**

- Make sure the device in the package is in good condition and all the assembly parts are included.
- The standard power supply is 12 VDC or PoE (802.3 af), please make sure your power supply matches your camera.
- Make sure all the related equipment is powered off during the installation.
- Check the specification of the products for the installation environment.
- Make sure that the wall is strong enough to withstand four times the weight of the camera and the bracket.

For cameras that support IR, pay attention to the following precautions to prevent IR reflection:

- Dust or grease on the dome cover will cause IR reflection. Do not remove the dome cover film until the installation is finished. If there is dust or grease on the dome cover, clean the dome cover with a clean soft cloth and isopropyl alcohol.
- Make sure there is no reflective surface too close to the camera lens. The IR light from the camera may reflect back into the lens causing reflection.
- The foam ring around the lens must be seated flush against the inner surface of the bubble to isolate the lens from the IR LEDs. Fasten the dome cover to the camera body so that the foam ring and the dome cover are attached seamlessly.

### 2.1 Memory Card Installation

For camera models that support a memory card as local storage, you can follow the steps to mount and unmount the memory card.

This camera series shares a similar structure, type III camera is used as

an example.

1. Loosen the screws on the bubble and remove to expose memory card slot.

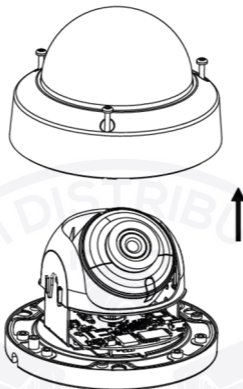
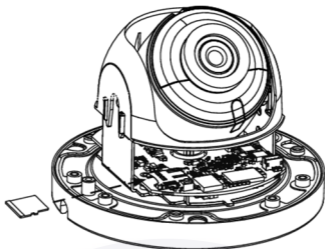


Figure 6, Remove Bubble

**NOTES:** To prevent loss, screws on the bubble cannot be removed completely.

The bubble is fastened to the camera with a safety harness.



*Figure 7, Insert Memory Card*

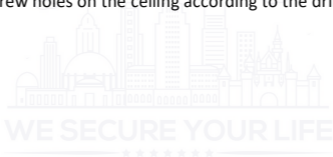
2. Find the memory card slot to insert the memory card.
3. (Optional) To unmount the memory card, push to eject.

## **2.2 Ceiling Mounting**

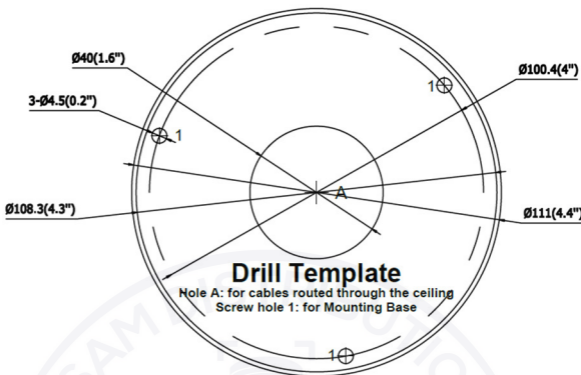
This camera series shares a similar structure. A type III camera is used for this example.

1. Paste the drill template to desired mounting place.
2. Drill the screw holes on the ceiling according to the drill template.

EST.



1998



*Figure 8, Drill Template*

**NOTES:** *If you choose to route cable through the ceiling, cut a cable hole according to Hole A on drill template.*

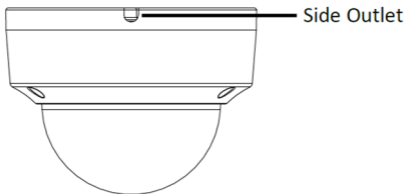
*You can also route cable from the side outlet.*

*If you install the camera outdoors, install the waterproof jacket to the network cable. See Section 2.4.*

EST.

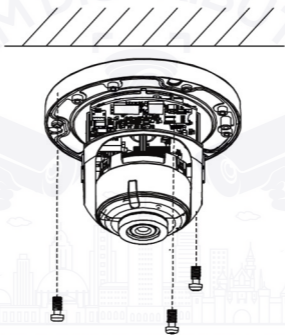
WE SECURE YOUR LIFE

1998



*Figure 9, Side Outlet*

3. Route the cables and fix the mounting base on the ceiling with three screws.



*Figure 10, Fix the Mounting Base*

4. Adjust surveillance angle. See the figure of each camera type for detailed angle adjustment range.
  - 1). Loosen one tilting adjust adjusting screw to adjust the tilting position. Tighten the screw after adjustment.
  - 2). Hold the black liner to adjust the panning position.
  - 3). Hold the lens to adjust the rotating position.

**NOTE:** Rotating position adjustment is not supported by Type I cameras.

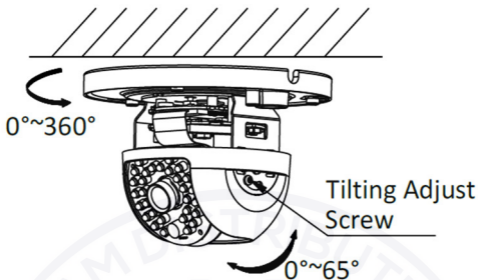
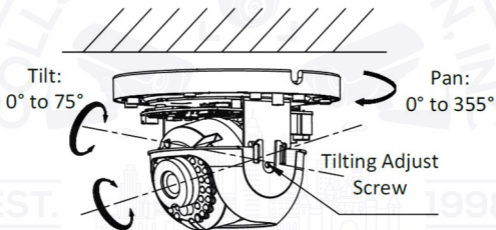
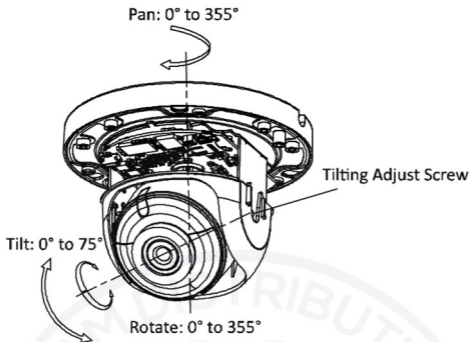


Figure 11, Angle Adjustment of Type I Camera



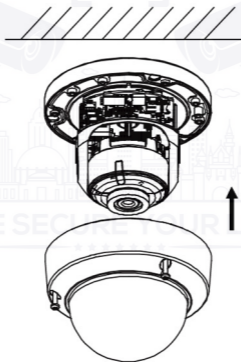
Rotate:  $0^{\circ}$  to  $355^{\circ}$

Figure 12, Angle Adjustment of Type II Camera



*Figure 13, Angle Adjustment of Type III Camera*

5. Install the bubble back to the camera.



*Figure 14, Install Bubble*

## 2.3 Mounting with Brackets

This camera series supports mounting with wall mounting bracket, pendant mounting bracket, and incline mounting bracket. We take a Type III camera as the example.

### 2.3.1 Wall Mounting

The wall mounting bracket is not included in the package. You need to prepare one if you adopt this mounting type.

1. Mark the screw holes on desired mounting location.

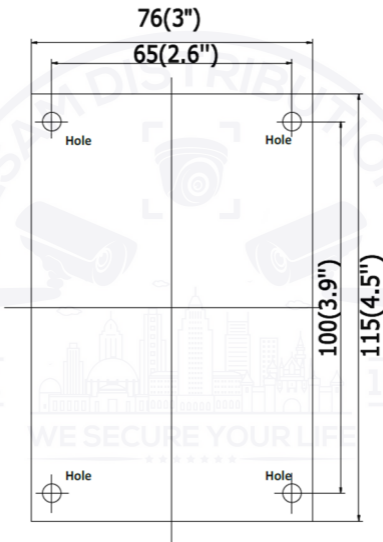


Figure 15, Mark Screw Hole

2. Drill four screw holes for expansion screws.
3. Unscrew the bubble of the camera.

- (Optional) Insert the memory card to the camera if your camera supports memory card installation. Refer to Section 2.1.
- Route the cables and fix the camera to the cap of the wall mounting bracket with three supplied self-tapping screws.

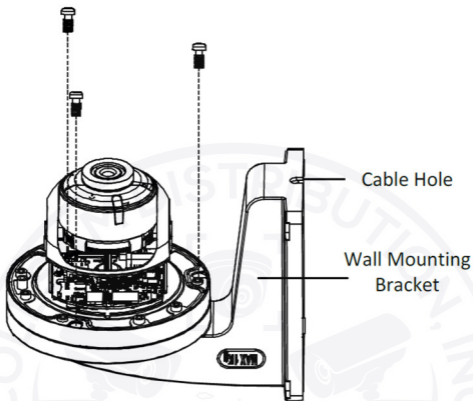
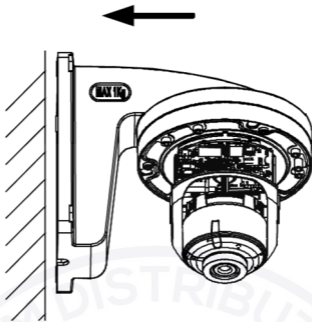


Figure 16, Fix the Camera to Wall Mounting Bracket

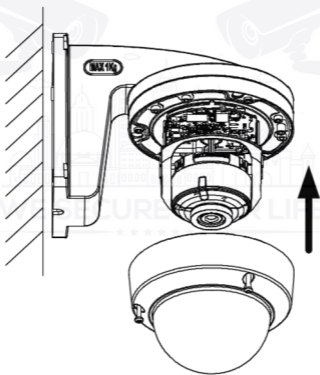
- Align the wall mounting bracket to the screw holes and fix it to wall.

**NOTE:** If you install the camera outdoors, install the waterproof jacket to the network cable. See Section 2.4.



*Figure 17, Fix the Wall Mounting Bracket to Wall*

7. Adjust surveillance angle of camera. Refer to Step 4 in Section 2.2.
8. Install the bubble back to the camera.



*Figure 18, Install the Bubble*

### 2.3.2 Wall Mounting with Junction Box

The wall mounting bracket with junction box is not included in the package. You need to prepare one if you adopt this mounting type.

1. Mark the screw holes on desired mounting location.
2. Fix the bracket to the wall with four expansion bolts.

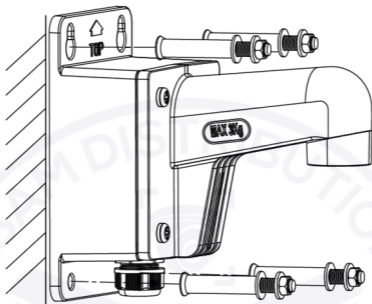


Figure 19, Fix the Bracket

3. Unscrew the junction box cover.

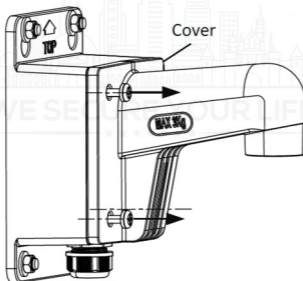


Figure 20, Unscrew the Cover

4. Route and connect the cables. Source cables of network, power, etc., go in from the side outlet of the junction box. Camera cables go in from the cap and the bracket.

**NOTE:** If you install the camera outdoors, install the waterproof jacket to the network cable. See Section 2.4.

5. Screw the cover back on.

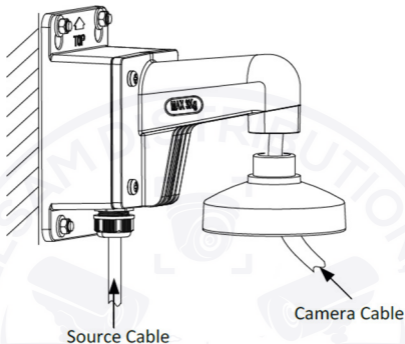
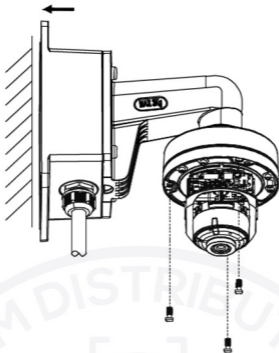


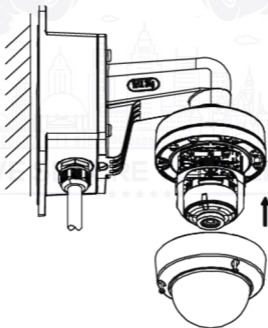
Figure 21, Cable Routing

6. Unscrew the bubble from the camera.
7. (Optional) Insert the memory card to the camera if your camera supports memory card installation. Refer to Section 2.1.
8. Fix the camera to the cap of the wall mounting bracket with three supplied self-tapping screws.



*Figure 22, Fix the Camera to Wall Mounting Bracket*

9. Adjust surveillance angle of camera. Refer to Step 4 in Section 2.2.
10. Install the bubble back to the camera.



*Figure 23, Install the Bubble*

### 2.3.3 Pendant Mounting

The pendant mounting bracket is not included in the package. You need to prepare one in advance if you adopt this mounting type.

1. Mark the screw holes on desired mounting place.
2. Drill three screw holes for expansion bolts.
3. Route the cables and fix the pendant mounting bracket to ceiling.

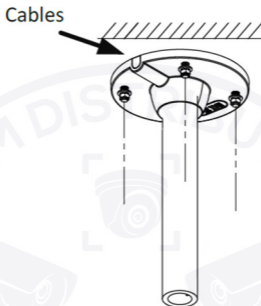
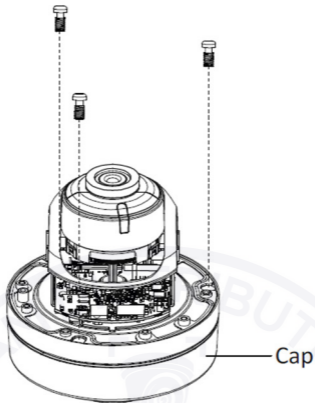


Figure 24, Fix Pendant Mount

4. (Optional) Insert the memory card to the camera, if your camera supports memory card installation. Refer to Section 2.1.
5. Fix the camera to the cap of the pendant mounting bracket with three supplied self-tapping screws.



*Figure 25, Fix the Camera to Cap*



*Figure 26, Install the Cap*

6. Screw the cap to the pendant mounting bracket.
7. Adjust surveillance angle of camera. Refer to Step 4 in Section 2.2.
8. Install the bubble back to the camera.

### 2.3.4 Incline Mounting

The incline mounting bracket is not included in the package. You need to prepare one if you adopt this mounting type.

1. Paste the drill template to desired mounting place.

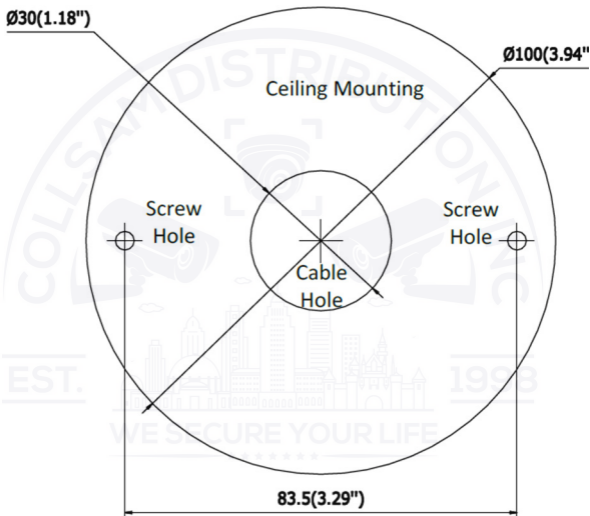
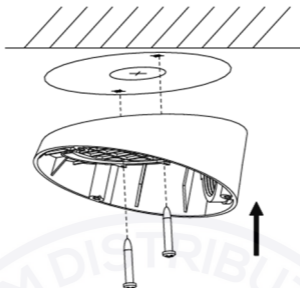


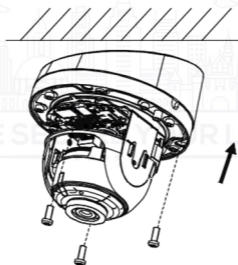
Figure 27, Drill Template

2. Drill two screw holes for expansion screws, and a cable hole according to the template.
3. Fix the incline mounting bracket to ceiling.



*Figure 28, Fix Incline Mounting Bracket to Wall*

4. Unscrew the bubble of the camera.
5. (Optional) Insert the memory card to the camera if your camera supports memory card installation. Refer to Section 2.1.
6. Route the cables and fix the camera to the incline mounting bracket with three supplied self-tapping screws.

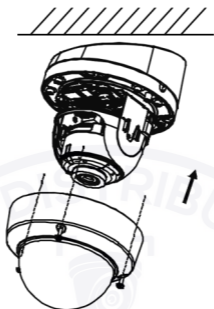


*Figure 29, Fix the Camera to Wall Mounting Bracket*

**NOTE:** If you install the camera outdoors, install the waterproof

*jacket to the network cable. See Section 2.4.*

7. Adjust surveillance angle of camera. Refer to Step 4 in Section 2.2.
8. Install the bubble back to the camera.

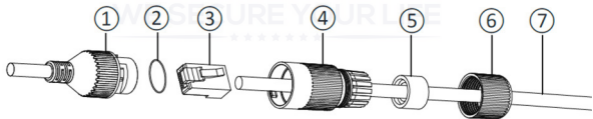


*Figure 30, Install the Bubble*

## 2.4 (Optional) Network Cable Waterproof Jacket Installation

### **Purpose:**

If the camera is installed outdoors, you can use the waterproof accessory for the network cable after the camera is secured on the installation surface.



*Figure 31, Waterproof Accessory Components*

Table 2-1 Components

No.	Components
1	Camera's Network Interface Socket
2	O-Type Gasket
3	Network Plug
4	Waterproof Endcap
5	Waterproof Rubber Gasket
6	Lock Nut
7	Network Cable from Router/Switch

1. Feed the plugless network cable ⑦ through the lock nut ⑥, waterproof rubber gasket ⑤ (rubber gasket inset ridge must face waterproof endcap), and the waterproof endcap ④ in order.
2. Crimp an RJ-45 network plug ③ onto the end of the cable, taking care to insert the twisted pairs of wires in correct order.
3. Place the O-type gasket ② onto the end of the camera's network interface socket ①.
4. Insert the network plug ③ into the camera's network interface socket ①.
5. Insert the waterproof rubber gasket ⑤ into the waterproof endcap ④, and secure lock nut ⑥ with the waterproof endcap ④.
6. Align the snap on the waterproof endcap ④ with the notch on the camera's network interface socket ①, and then secure the waterproof endcap ④ to the camera's network interface socket ① to finish installation.

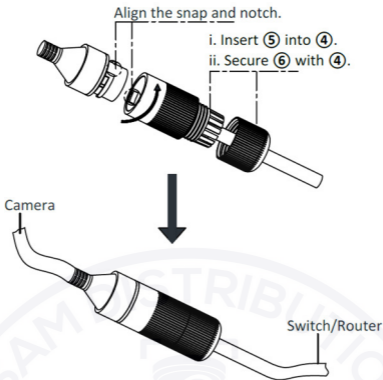


Figure 32, Waterproof Accessory Installation

### 3 Set the Network Camera over the LAN

**NOTE:** You shall acknowledge that the use of the product with Internet access might be under network security risks. For avoidance of any network attacks and information leakage, please strengthen your own protection.

If the product does not work properly, contact your dealer or the nearest service center for help.

## 3.1 Wiring

Connect the camera to network according to the following figures.

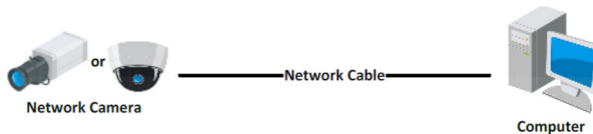


Figure 33, Connecting Directly

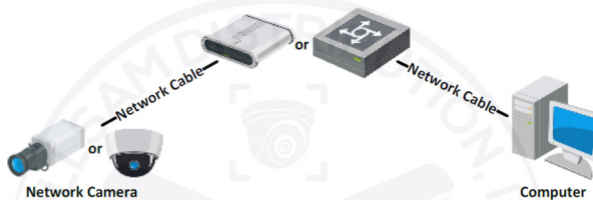


Figure 34, Connecting via a Switch or a Router

## 3.2 Activate the Camera

You are required to activate the camera first by setting a strong password for it before you can use the camera.

Activation via web browser, activation via SADP, and activation via client software are all supported. We will take activation via SADP software and activation via web browser as examples to introduce the camera activation.

**NOTE:** Refer to the User Manual of Network Camera for Activation via Client Software.

### 3.2.1 Activation via Web Browser

1. Power on the camera. Connect the camera to your computer or the switch/router your computer connects to.
2. Input the IP address into the address bar of the Web browser, and press **Enter** to enter the activation interface.

**NOTES:** The default IP address of the camera is 192.168.1.64.

The computer and the camera should belong to the same subnet.

For cameras that enable DHCP by default, you need to use the SADP software to search for the IP address.

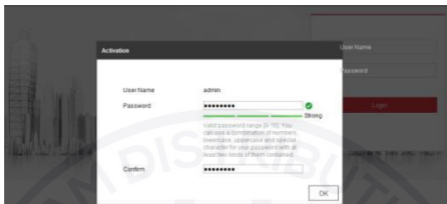


Figure 35, Activation Interface (Web)

3. Create a password and input the password into the password field.



**STRONG PASSWORD RECOMMENDED** – We highly recommend that you create a strong password of your own choosing (using a minimum of eight characters, including upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. We also recommend that you reset your password regularly. Especially in high security systems, resetting the password monthly or weekly can better protect your product.

4. Confirm the password.
5. Click **OK** to save the password and enter the live view interface.

### 3.2.2 Activation via SADP Software

SADP software is used for detecting online devices, activating cameras, and resetting passwords.

Get the SADP software from the supplied disk or the official Website, and install the SADP according to the prompts.

Follow the steps to activate the camera.

1. Run the SADP software to search the online devices.
2. Check the device status from the device list, and select the inactive device.

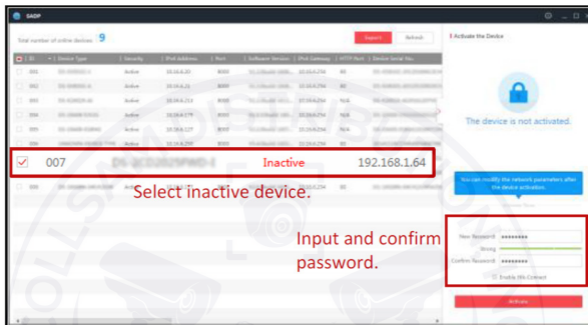


Figure 36, SADP Interface



**STRONG PASSWORD RECOMMENDED** – We highly recommend that you create a strong password of your own choosing (using a minimum of eight characters, including upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. We also recommend that you reset your password regularly. Especially in high security systems, resetting the password monthly or weekly can better protect your product.

**NOTE:** The SADP software supports activating the cameras in batch.

Refer to the user manual of SADP software for details.

3. Create and input the new password in the password field, and confirm the password.

**NOTE:** You can enable the Hik-Connect service for the device during activation. Refer to Chapter 5.1 for detailed information.

4. Click **Activate** to start activation.

**NOTE:** You can check whether the activation is completed on the pop-up window. If activation failed, make sure that the password meets the requirement and try again.

### 3.3 Modify the IP Address

**Purpose:**

To view and configure the camera via a LAN (Local Area Network), you need to connect the network camera in the same subnet as your PC.

Use the SADP software or client software to search and change the IP address of the device. We take modifying the IP Address via SADP software as an example to introduce the IP address modification.

For IP address modification via client software, refer to the user manual of client software.

1. Run the SADP software.
2. Select an active device.
3. Change the device IP address to the same subnet as your computer by either modifying the IP address manually or checking **Enable DHCP**.

### Modify Network Parameters

Enable DHCP  
 Enable Hik-Connect

Device Serial No.:

IP Address:

Port:

Subnet Mask:

Gateway:

IPv6 Address:

IPv6 Gateway:

IPv6 Prefix Length:

HTTP Port:

Security Verification

Admin Password:

[Forgot Password](#)

Figure 37, Modify the IP Address

**NOTE:** You can enable the Hik-Connect service for the device during activation. Refer to Chapter 5.1 for detailed information.

4. Input the admin password and click **Modify** to activate your IP address modification.

**NOTE:** Batch IP address modification is supported by the SADP. Refer to the SADP user manual for details.

## 4 Access via Web Browser

### **System Requirement:**

Operating System: Microsoft Windows XP and above version Mac OS X 10.8 and above version

CPU: 3.0 GHz or higher RAM: 1 GB or higher

Display: 1024×768 resolution or higher

Web Browser: Internet Explorer 8.0 and above version, Mozilla Firefox 30.0–51, Google Chrome 31.0–44, Apple Safari 8.0 and above version

1. Open the Web browser.
2. In the browser address bar, input the IP address of the network camera, and press the **Enter** key to enter the login interface.

**NOTE:** The default IP address is 192.168.1.64. You are recommended to change the IP address to the same subnet as your computer.

3. Input the user name and password.

**NOTE:** The admin user should configure the device accounts and user/operator permissions properly. Delete unnecessary accounts and user/operator permissions.

*The device IP address locks if the admin user performs seven failed password attempts (five attempts for the user/operator).*

4. Click **Login**.



Figure 38, Login Interface

5. Install the plug-in before viewing the live video and managing the camera. Follow the installation prompts to install the plug-in.

**NOTE:** You may have to close the Web browser to finish the plug-in installation.

Please click here to download and install the plug-in. Close the browser when installing the plug-in.

Figure 4-2 Download Plug-in

6. Reopen the Web browser after the plug-in installation, and repeat steps 2 to 4 to log in.

**NOTE:** For further configuration instructions, refer to the network camera's user manual.

## 5 Operate via Hik-Connect App

### **Purpose:**

Hik-Connect is an application for mobile devices. With the app, you can view live image of the camera, receive alarm notifications, etc.

**NOTE:** Hik-Connect service is not supported by certain camera models.

## 5.1 Enable Hik-Connect Service on Camera

### **Purpose:**

Enable Hik-Connect service on your camera before using the service. You can enable the service through SADP software or a Web browser.

### 5.1.1 Enable Hik-Connect Service via SADP Software

1. Check the **Enable Hik-Connect** checkbox on:
  - 1). “Activate the Device” page during camera activation (see Chapter 3.2.2.) or “Modify Network Parameters” page when modifying IP address (see Chapter 3.3).
  - 2). Create a verification code or change the verification code.

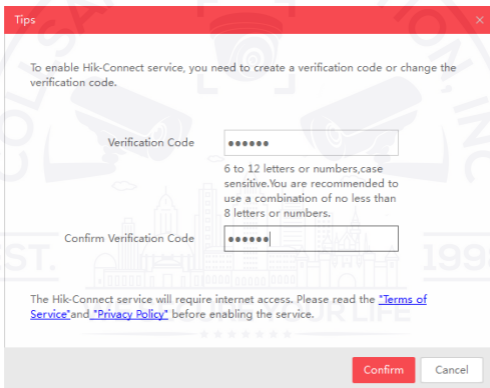


Figure 39, Verification Code Setting (SADP)

**NOTE:** The verification code is required when adding the camera to the Hik-Connect app.

2. Click and read “Terms of Service” and “Privacy Policy.”

3. Confirm the settings.

## 5.1.2 Enable Hik-Connect Service via Web Browser

### **Before you start:**

You need to activate the camera before enabling the service. See Chapter 3.2.

1. Access the camera via a Web browser. Refer to Chapter 4.
2. Enter platform access configuration interface: **Configuration > Network > Advanced Settings > Platform Access.**

Platform Access Configuration (Web) interface showing the following settings:

- Enable
- Platform Access Mode: Hik-Connect
- Server IP: dev.hik-connect.com  Custom
- Register Status: Offline
- Verification Code: ●●●●●●

6 to 12 letters (a to z, A to Z) or numbers (0 to 9), case sensitive. You are recommended to use

Save

Figure 40, Platform Access Configuration (Web)

3. Select Platform Access Mode as Hik-Connect.
4. Check **Enable**.
5. Click and read “Terms of Service” and “Privacy Policy” in pop-up window.
6. Create a verification code or change the verification code for the camera.

**NOTE:** The verification code is required when you add the camera to the Hik-Connect app.

7. Save the settings.

## 5.2 Hik-Connect Setup

1. Download and install the Hik-Connect app by searching for “Hik-Connect” in the iOS App Store or Google Play™.

2. Launch the app and register for a Hik-Connect user account.
3. Log in to the Hik-Connect app after registration.

## 5.3 Add Camera to Hik-Connect

### **Before you start:**

You need to enable the Hik-Connect service on camera before adding it to your Hik-Connect account. Refer to Chapter 5.1.

1. Use a network cable to connect the camera to a router if the camera does not support Wi-Fi.



Figure 41, Connect a Router

**NOTE:** After the camera connects to the network, wait one minute before any operation on the camera using the Hik-Connect app.

2. In the Hik-Connect app, tap “+” on the upper-right corner, and then scan the camera’s QR code to add the camera.

**NOTE:** You can find the QR code on the camera or on the camera’s Quick Start Guide cover in the package.

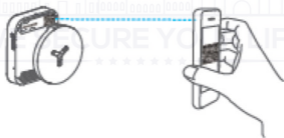



Figure 42, Scan QR Code

**NOTE:** If the QR code is missing or too blurry to be recognized, you can also add the camera by tapping the  icon and inputting the camera's serial number.

### 3. Input your camera's verification code.

**NOTE:** *The verification code is the code you created or changed when you enabled Hik-Connect service on the camera.*

*If you forgot the verification code, you can check the current verification code on the **Platform Access** configuration page via a Web browser.*

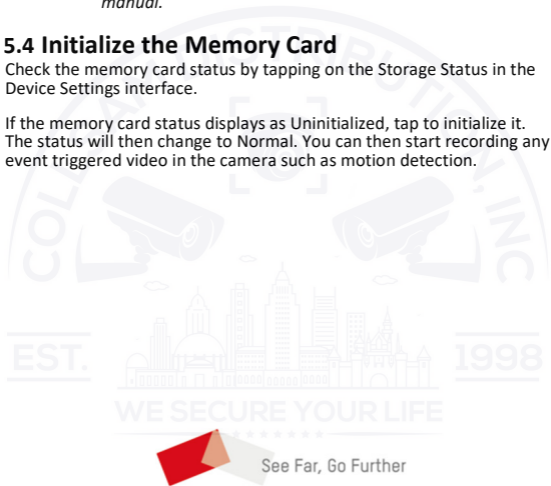
### 4. Follow the prompts to set the network connection and add the camera to your Hik-Connect account.

**NOTE:** *For detailed information, refer to the Hik-Connect user manual.*

## 5.4 Initialize the Memory Card

Check the memory card status by tapping on the Storage Status in the Device Settings interface.

If the memory card status displays as Uninitialized, tap to initialize it. The status will then change to Normal. You can then start recording any event triggered video in the camera such as motion detection.



#### Distributed By

Collsam Distributions, Inc.

Sales: (951) 282-8707 [sales@Collsam.com](mailto:sales@Collsam.com)

Support: (213) 210-5744 [support@Collsam.com](mailto:support@Collsam.com)

Website: [www.Collsam.com](http://www.Collsam.com)

