HiLook

Network PTZ Camera

Quick Start Guide

Quick Start Guide

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About this Manual

This Manual is applicable to Network PTZ 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.

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Regulatory Information

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:

1. This device may not cause harmful interference.

2. 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, please see: 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, please see: 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.

Warnings Follow these safeguards to prevent serious injury or death.	**Cautions** 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.
- Refer to technical specifications for detailed information.
- Input voltage should meet both the SELV (Safety Extra Low Voltage) and the Limited Power Source with 24 VAC or 12 VDC

according to the IEC60950-1 standard. 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.
- Make sure that the power has been disconnected before you wire, install or dismantle the PTZ camera.
- 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 contact the service center.
- If the product does not work properly, 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.)

Cautions

- If the camera fails to synchronize local time with that of the network, you need to set up camera time manually. Visit the camera (via web browser or client software) and enter system settings interface for 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, and do not expose it to high electromagnetism radiation. Avoid installation on vibrations surface or places subject to shock (ignorance can cause device damage).
- Do not touch senor modules with fingers. If cleaning is necessary, use clean cloth with a bit of ethanol and wipe it gently. If the camera will not be used for an extended period, replace the lens cap to protect the sensor from dirt.
- 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 sensor at the same time.
- The sensor may be burned out by a laser beam, so when any laser equipment is in using, make sure that the surface of sensor will not be exposed to the laser beam.
- Do not place the camera in extremely hot, cold, dusty or damp locations, and do not expose it to high electromagnetic radiation.
- To avoid heat accumulation, good ventilation is required for operating environment.
- Keep the camera away from liquid while in use.
- While in delivery, the camera shall be packed in its original packing, or packing of the same texture.
- Improper use or replacement of the battery may result in hazard of explosion. Replace with the same or equivalent type only. Dispose of used batteries according to the instructions provided by the battery manufacturer.

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1 Overview

1.1 Appearance

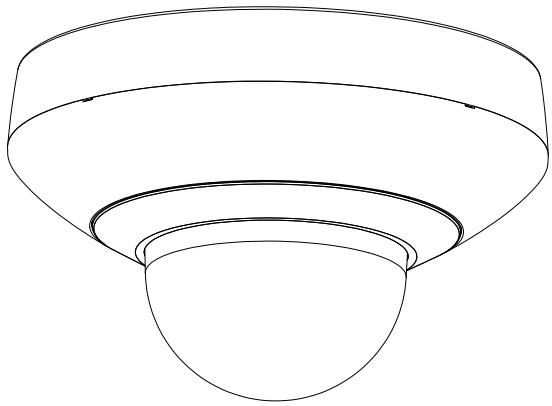

Figure 1-1 Camera Appearance

1.2 Cable Descriptions

The cable interfaces of network PTZ camera are shown below. The cables are distinguished by different colors. Refer to the labels attached on the cables for identification.

Notes:

- The cables vary depending on different camera models.
- Make sure the camera is power-off before you connect the cables.

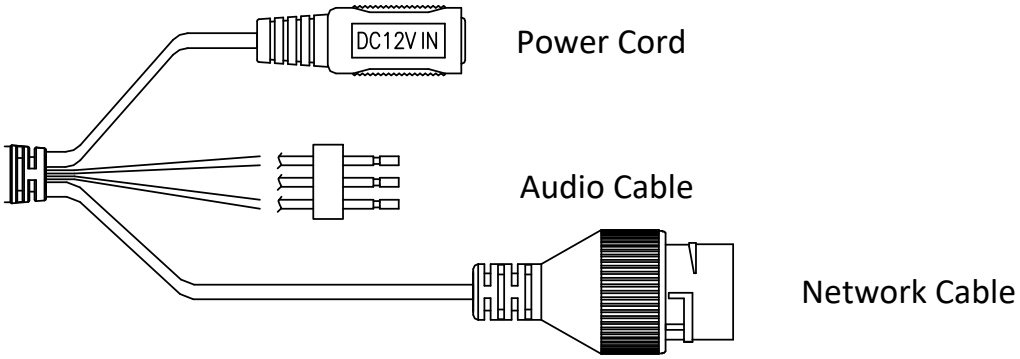

Figure 1-2 Cables of PTZ Camera

- Power Cord: Supports 12 VDC power supply.
- Audio Cable: Connect terminal audio in, audio out and GND.
- Network Cable: RJ45, Connect the network interface with network cable.

1.3 Alarm Output

Alarm output (if supported) is shown below.

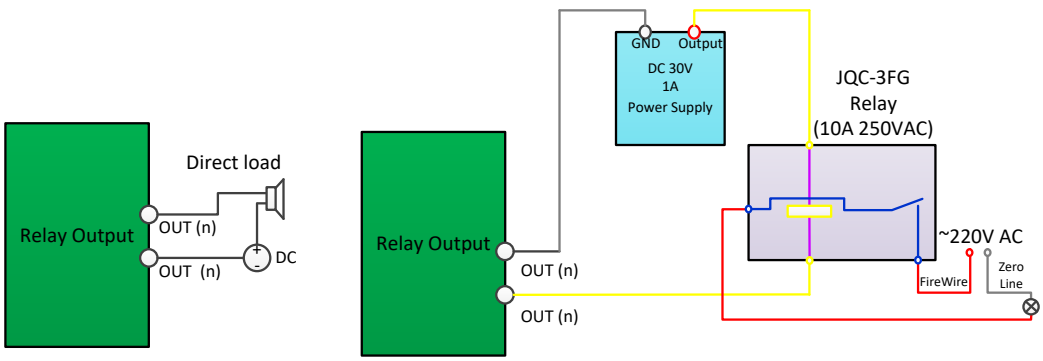

Figure 1-3 Alarm Output

2 Installation

Before you start:

Check the package contents and make sure that the device in the package is in good condition and all the assembly parts are included.

Notes:

- Do not drag the PTZ camera with its waterproof cables; otherwise the waterproof performance is affected.
- Do not touch the bubble directly by hand. The image blurs otherwise.
- Do not power up the camera until the installation is finished. To ensure the safety of personnel and equipment, all the installation steps should be done with power supply off.

2.1 Installing the Memory Card

You can install the memory card for local storage.

Steps:

1. Open the cover with the straight screwdriver from a crack on the cover, as shown in Figure 2-1.

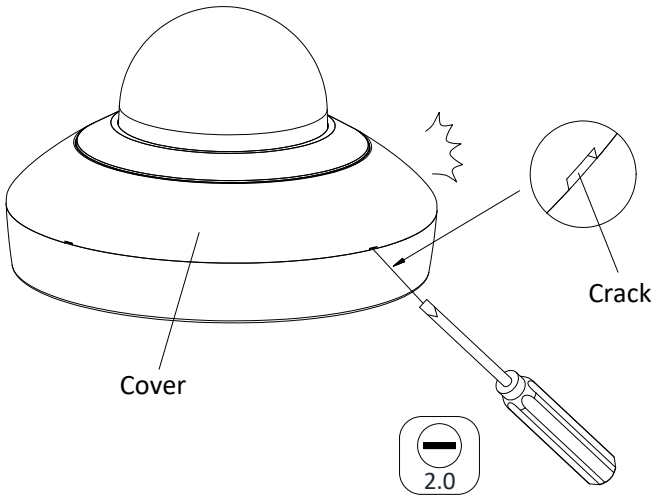

Figure 2-1 Open the Cover

2. Unscrew the screws on the camera base with the cross screwdriver, and remove the bubble, as shown in Figure 2-2.

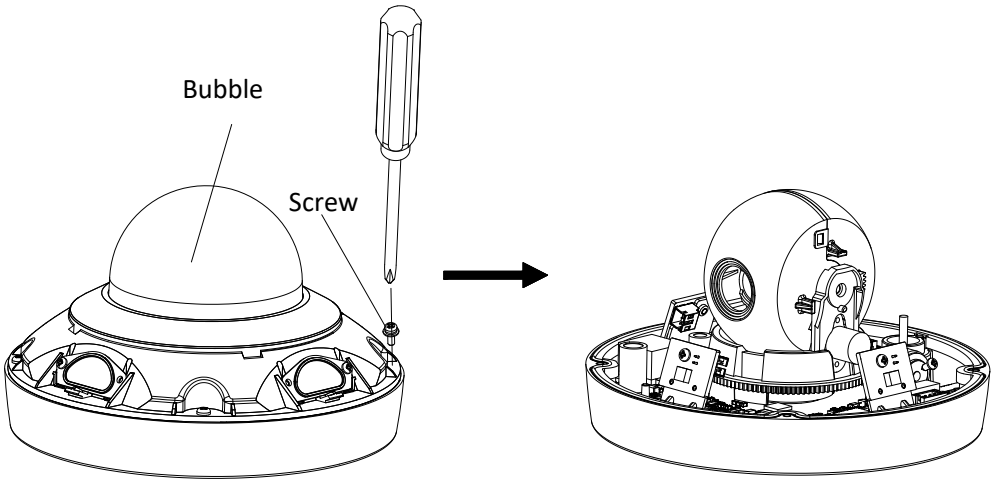

Figure 2-2 Remove the Bubble

3. Open the memory card slot in the camera, and insert the memory card.

4. Align the bubble with the camera base, and install the bubble back. Fix the bubble with four M4×10 screws, as shown in Figure 2-3.

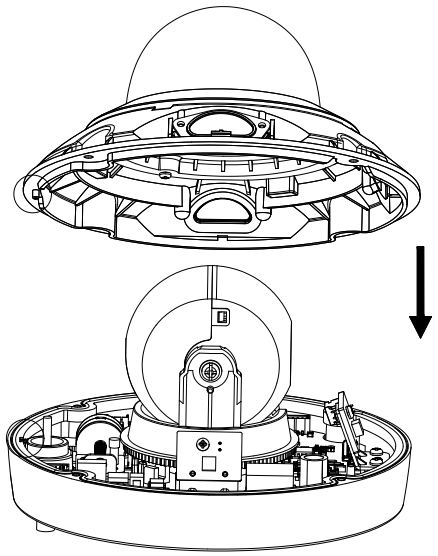

Figure 2-3 Install the Bubble

5. Align the cover with the camera, and install the cover back, as shown in Figure 2-4.

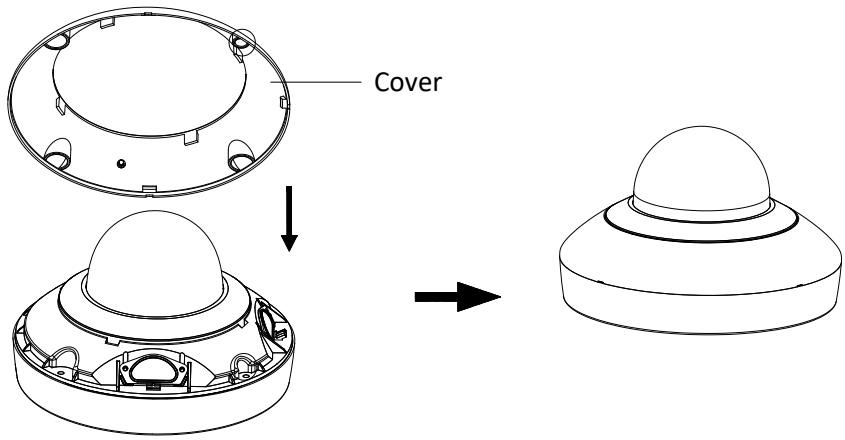

Figure 2-4 Install the Cover

2.2 Camera Installation

2.2.1 Ceiling Mounting

Notes:

- The thickness of the ceiling shall range from 5 mm to 40 mm.
- Make sure the ceiling is strong enough to withstand more than four times the weight of the PTZ camera and its accessories.

Steps:

1. Rotate the installation plate anticlockwise, and remove the installation plate, as shown in Figure 2-5.

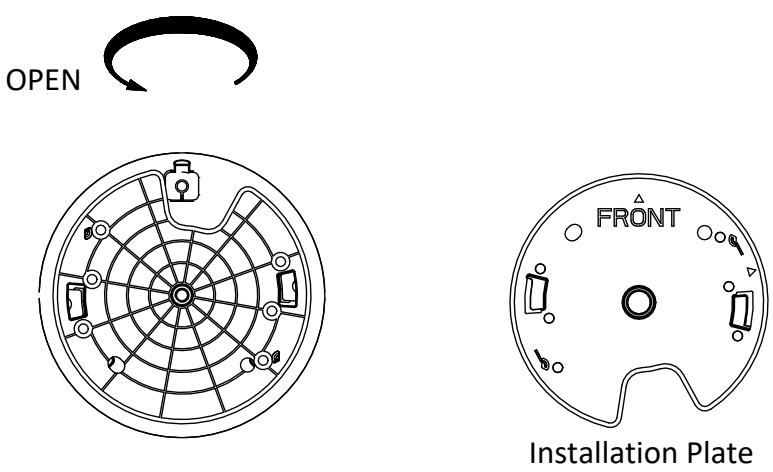

Figure 2-5 Remove the Installation Plate

2. Drill four screw holes in the ceiling according to the installation plate.
3. Align the installation plate with the screw holes, and fix the installation plate on the ceiling.

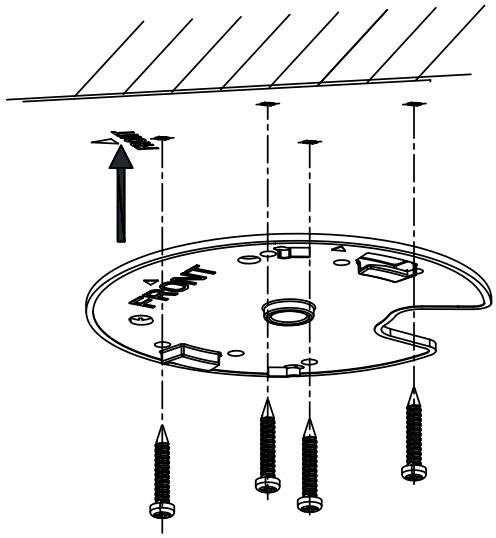

Figure 2-6 Fix the Installation Plate

4. Route the cables from the cable hole in the installation plate.
5. Align the camera with the installation plate, and rotate the camera clockwise to fix it, as shown in Figure 2-7.

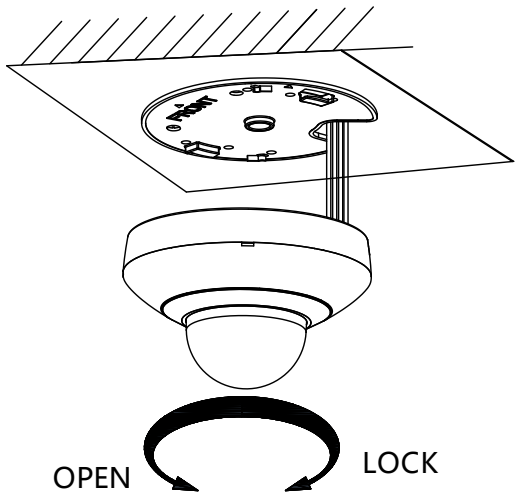

Figure 2-7 Fix the Camera

2.2.2 Wall Mounting

Notes:

- For cement wall, you need to use the expansion screw to fix the bracket. The mounting hole of the expansion pipe on the wall should align with the mounting hole on the bracket.
- For wooden wall, you can just use the self-tapping screw to fix the bracket.
- Make sure that the wall is strong enough to withstand more than eight times the weight of the PTZ camera and its accessories.

Steps:

1. Remove the installation plate, and install it on the wall mounting bracket (not supplied) with two PM4×10screws.

   Note:

   Refer to step 1 in section ***2.2.1 Ceiling Mounting*** to remove the installation plate.

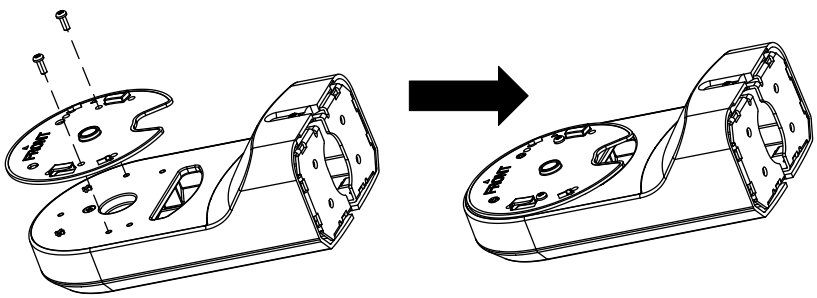

Figure 2-8 Install the Installation Plate

2. Loosen the fixing screw on the bracket and remove the bracket base.

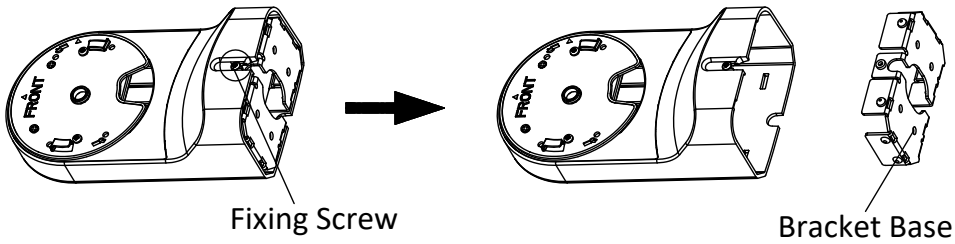

Figure 2-9 Remove the Bracket Base

3. Install the bracket base on the wall with four PA4×25 screws.

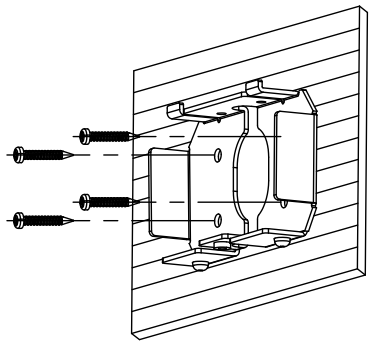

Figure 2-10 Install the Bracket Base

4. Route the cables. Align the camera with the installation plate on the wall mounting bracket, and rotate the camera clockwise to fix it on the bracket.

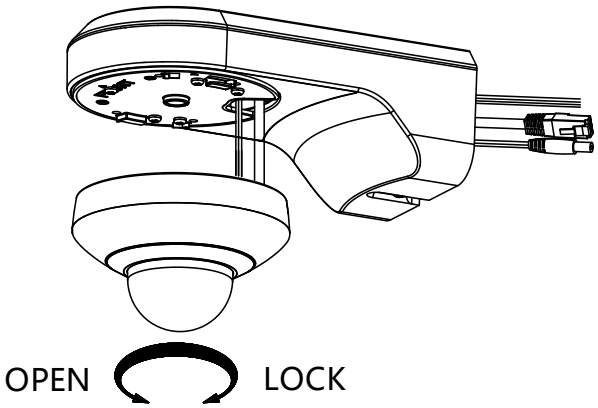

Figure 2-11 Install the Camera

5. Connect the cables. Install the wall mounting bracket to the bracket base on the wall, and fix it with the supplied PM4×10 screw.

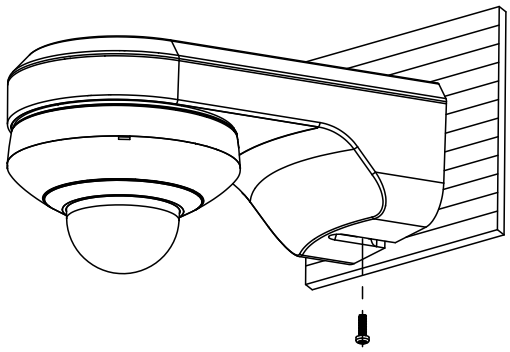

Figure 2-12 Fix the Bracket

6. Remove the protective film after installation.

3 Setting the PTZ Camera over the LAN

Notes:

- 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, strengthen your own protection. If the product does not work properly, contact with your dealer or the nearest service center.
- To ensure network security of the network PTZ camera, we recommend you to have the camera assessed and maintained termly. You can contact us if you need such service.

3.1 Wiring

To view and configure the network PTZ camera via LAN (Local Area Network), you need to connect the network PTZ camera in the same subnet with your PC. Then, install the SADP or client software to search and change the IP address of network PTZ camera.

Connect the camera to network according to the following figures.

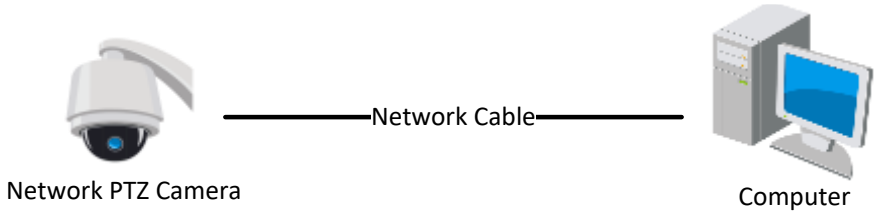

Figure 3-1 Connecting Directly

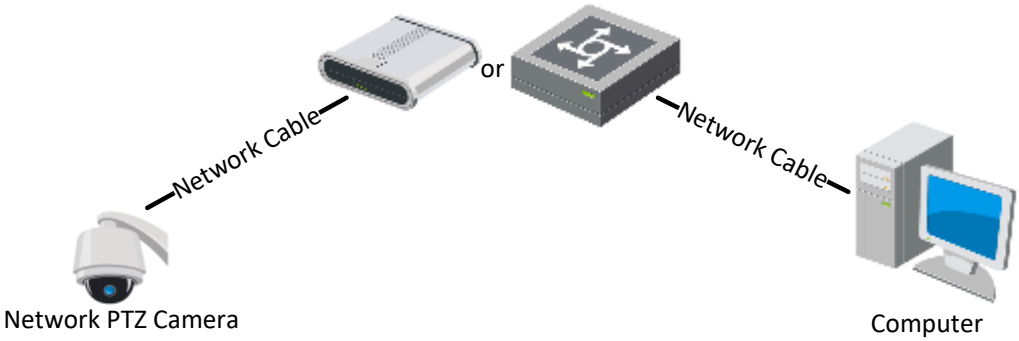

Figure 3-2 Connecting via a Switch or a Router

3.2 Activating the Camera

Purpose:

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 supported. We will take activation via SADP software and activation via web browser as examples to introduce the camera activation.

Note:

For the details of activation via client software, refer to the user manual of the network camera.

3.2.1 Activation via Web Browser

Steps:

1. Power on the camera. Connect the camera to your computer or the switch/router which your computer connects to.
2. Input the IP address into the address bar of the web browser, and 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 the camera enables the DHCP by default, you need to use the SADP software to search the IP address.

Figure 3-3 Activation Interface (Web)

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

STRONG PASSWORD RECOMMENDED– *We highly recommend you create a strong password of your own choosing (using a minimum of 8 characters, including at least three of the following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you reset your password regularly, especially in the high security system, resetting the password monthly or weekly can better protect your product.*

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

3.2.2 Activation via SADP Software

SADP software is used for detecting the online device, activating the device, and resetting the password.

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.

Steps:

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

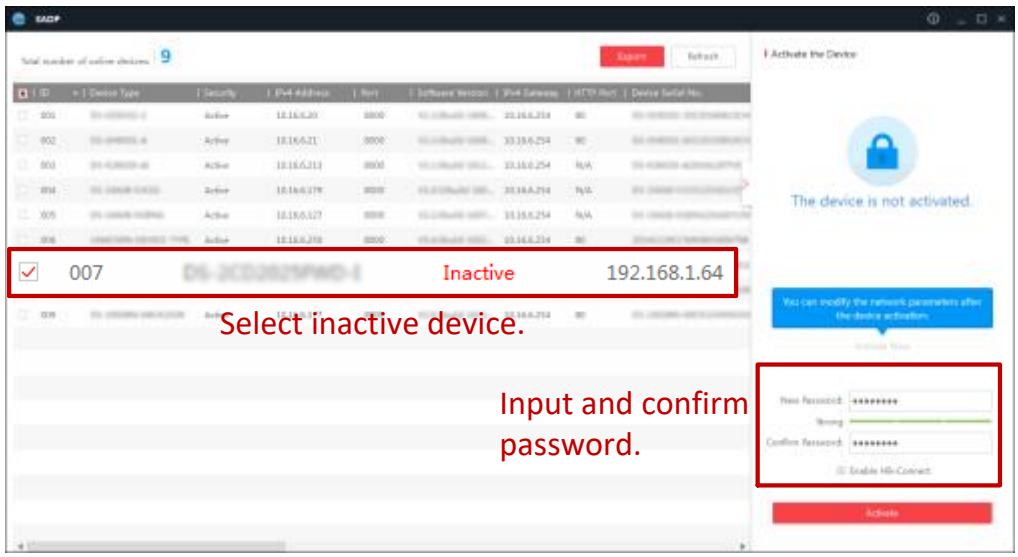

Figure 3-4 SADP Interface

Note:

The SADP software supports activating the camera in batch. Refer to the user manual of SADP software for details.

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

STRONG PASSWORD RECOMMENDED– *We highly recommend you create a strong password of your own choosing (using a minimum of 8 characters, including at least three of the following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you reset your password regularly, especially in the high security system, resetting the password monthly or weekly can better protect your product.*

Note:

You can enable the Hik-Connect service for the device during activation. Refer to section ***5.1 Enable Hik-Connect Service on Camera.***

4. Click **Activate** to save the password.

Note:

You can check whether the activation is completed on the popup window. If activation failed, make sure that the password meets the requirement and try again.

3.3 Modifying the IP Address

Purpose:

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

Note:

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

Steps:

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

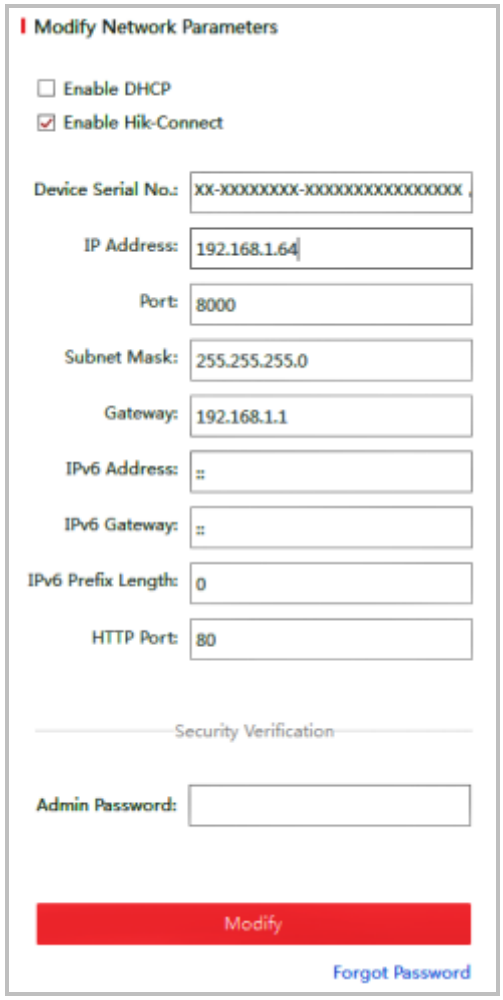

Figure 3-5 Modify the IP Address

Note:

You can enable the Hik-Connect service for the device during activation. Refer to section ***5.1 Enable Hik-Connect Service on Camera.***

4. Input the admin password and click **Modify** to activate your IP address modification. The batch IP address modification is supported by SADP. Refer to the user manual of SADP for details.

4 Accessing via Web Browser

System Requirement:

Operating System: Microsoft Windows XP SP1 and above version/Vista/Win7/Server 2003/Server 2008 32bits

CPU: Intel Pentium IV 3.0 GHz or higher

RAM: 1G or higher

Display: 1024 × 768 resolution or higher

Web Browser: Internet Explorer 8.0 and above version, Apple Safari 5.02 and above version, Mozilla Firefox 5 and above version and Google Chrome 18 and above version

Steps:

1. Open the web browser.
2. In the browser address bar, input the IP address of the network PTZ camera, and 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 with your computer.
3. Input the user name and password.

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

   Note:

   The device IP address gets locked if the admin user performs 7 failed password attempts (5 attempts for the user/operator).

4. Click **Login**.

Figure 4-1 Login Interface

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

   Note:

   You may have to close the web browser to finish the installation of the plug-in.

6. Reopen the web browser after the installation of the plug-in and repeat the above steps 2-4 to login.

   Note:

   For detailed instructions of further configuration, refer to the user manual of the network camera.

5 Operating 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 notification and so on.

Note:

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

5.1 Enable Hik-Connect Service on Camera

Purpose:

Hik-Connect service should be enabled on your camera before using the service.

You can enable the service through SADP software or web browser.

5.1.1 Enable Hik-Connect Service via SADP Software

Steps:

1. Check the **Enable Hik-Connect** checkbox on:
   1). "Activate the Device" page during camera activation, refer to section ***3.2.2 Activation via SADP Software***.
   2). Or "Modify Network Parameters" page during modifying IP address, refer to section ***3.3 Modifying the IP Address***.
2. Create a verification code or change the verification code.

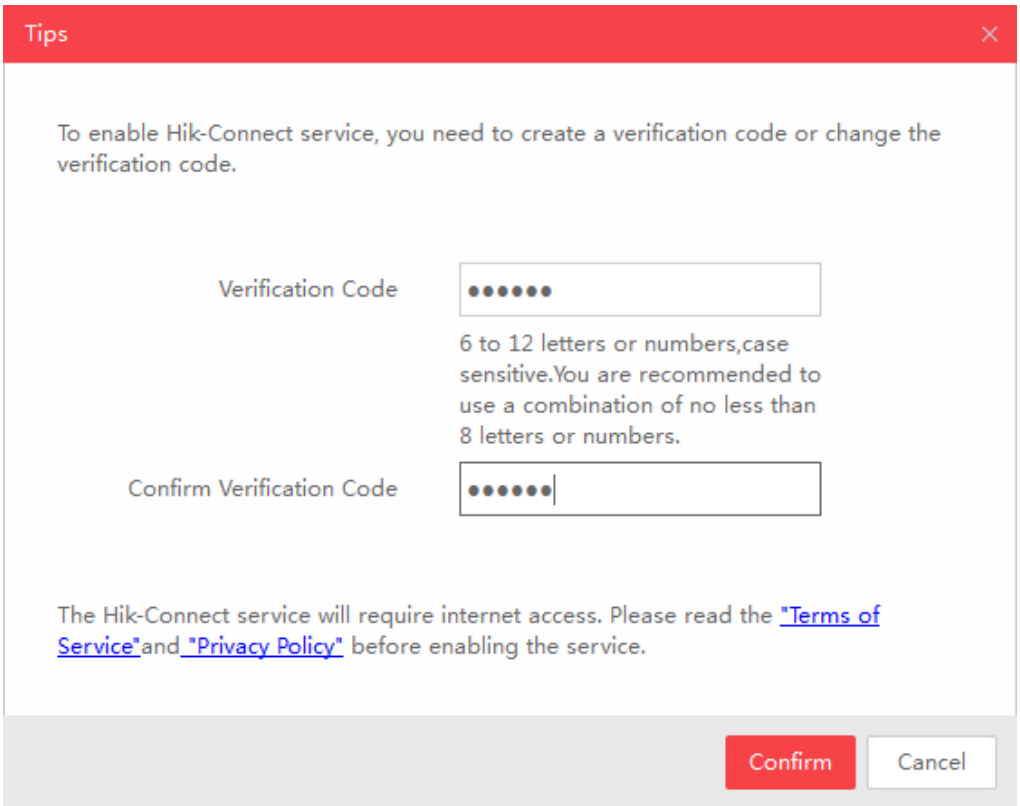

Figure 5-1 Verification Code Setting (SADP)

Note:

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

3. Click and read "Terms of Service" and "Privacy Policy".
4. 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. Refer to section ***3.2 Activating the Camera***.

Steps:

1. Access the camera via web browser. Refer to section ***4 Accessing via Web Browser***.
2. Enter platform access configuration interface:

   Configuration > Network > Advanced Settings > Platform Access

Figure 5-2 Platform Access Configuration (Web)

3. Select Platform Access Mode as Hik-Connect.
4. Check the **Enable** checkbox.
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 Hik-Connect app.
7. Save the settings.

5.2 Hik-Connect Setup

Steps:

1. Download and install the Hik-Connect app by searching "Hik-Connect" in App Store or Google Play™.
2. Launch the app and register for a Hik-Connect user account.
3. Log in Hik-Connect app after registration.

5.3 Adding 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 section ***5.1 Enable Hik-Connect Service on Camera.***

Steps:

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

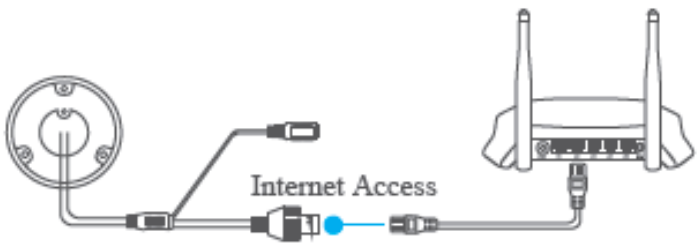

Figure 5-3 Connect a Router

Note:

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

2. In the Hik-Connect app, tap "+" on the upper-right corner and then scan the QR code of the camera to add the camera.

You can find the QR code on the camera or on the cover of the quick start guide of the camera in the package.

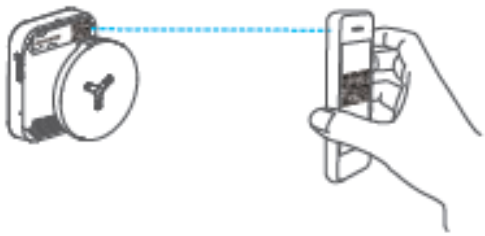

Figure 5-4 Scan QR Code

Note:

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

3. Input the verification code of your camera.

Notes:

- The required verification code is the code you create or change when you enabling Hik-Connect service on camera.
- If you forget the verification code, you can check the current verification code on **Platform Access** configuration page via 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 user manual of the Hik-Connect app.

5.4 Initializing 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.

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