



Solar-Powered Thermal Camera Kit

Quick Start Guide

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These clauses apply only to the products bearing the corresponding mark or 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, the ATEX Directive 2014/34/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.



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.

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:

- (1) this device may not cause interference, and
- (2) 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 :

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) 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.

Safety Instruction

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

Laws and Regulations

- In the use of the product, you must be in strict compliance with the electrical safety regulations of the nation and region.

Transportation

- Keep the device in original or similar packaging while transporting it.
- Keep all wrappers after unpacking them for future use. In case of any failure occurred, you need to return the device to the factory with the original wrapper. Transportation without the original wrapper may result in damage on the device and the company shall not take any responsibilities.
- DO NOT drop the product or subject it to physical shock. Keep the device away from magnetic interference.

Power Supply

- Please purchase the charger by yourself. Input voltage should meet the Limited Power Source with 12 VDC, or PoE (802.3af) according to the IEC62368 standard. Please refer to technical specifications for detailed information.
- Make sure the plug is properly connected to the power socket.
- The socket-outlet shall be installed near the equipment and shall be easily accessible.
- DO NOT connect multiple devices to one power adapter, to avoid over-heating or fire hazards caused by overload.
- DO NOT touch the bare metal contacts of the inlets after the circuit breaker is turned off. Electricity still exists.
- + identifies the positive terminal(s) of equipment which is used with, or generates direct current. - identifies the negative terminal(s) of equipment which is used with, or generates direct current.

Battery

- Risk of explosion if the battery is replaced by an incorrect type. Dispose of used batteries according to the instructions. Il y a risque d'explosion si la batterie est remplacée par une batterie de type incorrect. Mettre au rebut les batteries usagées conformément aux instructions.
- The built-in battery cannot be dismantled. Please contact the manufacture for repair if necessary.
- For long-term storage of the battery, make sure it is fully charged every half year to ensure the battery quality. Otherwise, damage may occur.
- This equipment is not suitable for use in locations where children are likely to be present.
- Improper replacement of the battery with an incorrect type may defeat a safeguard (for example, in the case of some lithium battery types).
- Do not dispose of the battery into fire or a hot oven, or mechanically crush or cut the battery, which may result in an explosion.

- DO NOT leave the battery in an extremely high temperature surrounding environment, which may result in an explosion or the leakage of flammable liquid or gas.
- DO NOT subject the battery to extremely low air pressure, which may result in an explosion or the leakage of flammable liquid or gas.

Installation

- Never place the equipment in an unstable location. The equipment may fall, causing serious personal injury or death.
- This equipment is for use only with corresponding brackets. Use with other (carts, stands, or carriers) may result in instability causing injury.

System Security

- You acknowledge that the nature of Internet provides for inherent security risks, and our company shall not take any responsibilities for abnormal operation, privacy leakage or other damages resulting from cyber attack, hacker attack, however, our company will provide timely technical support if required.
- Please enforce the protection for the personal information and the data security as the device may be confronted with the network security problems when it is connected to the Internet. Please contact us when the device might exist network security risks.
- Please understand that you have the responsibility to configure all the passwords and other security settings about the device, and keep your user name and password.

Maintenance

- If the product does not work properly, please contact your dealer or the nearest service center. We shall not assume any responsibility for problems caused by unauthorized repair or maintenance.
- A few device components (e.g., electrolytic capacitor) require regular replacement. The average lifespan varies, so periodic checking is recommended. Contact your dealer for details.
- Wipe the device gently with a clean cloth and a small quantity of ethanol, if necessary.
- If the equipment is used in a manner not specified by the manufacturer, the protection provided by the device may be impaired.
- To reduce the risk of fire, replace only with the same type and rating of fuse.
- The serial port of the equipment is used for debugging only.

Using Environment

- Make sure the running environment meets the requirement of the device. The operating temperature shall be -40 °C to 65 °C (-40 °F to 149 °F), and humidity shall be 5% to 95%.
- Place the device in a dry and well-ventilated environment.
- DO NOT expose the device to high electromagnetic radiation or dusty environments.
- DO NOT aim the lens at the sun or any other bright light.

- The equipment shall not be exposed to dripping or splashing and that no objects filled with liquids, such as vases, shall be placed on the equipment.
- No naked flame sources, such as lighted candles, should be placed on the equipment.
- Provide a surge suppressor at the inlet opening of the equipment under special conditions such as the mountain top, iron tower, and forest.
- Burned fingers when handling the parts with symbol  . Wait one-half hour after switching off before handling the parts.

Emergency

- If smoke, odor, or noise arises from the device, immediately turn off the power, unplug the power cable, and contact the service center.

User Manual



Installation Video



COMPLIANCE NOTICE: The thermal series products might be subject to export controls in various countries or regions, including without limitation, the United States, European Union, United Kingdom and/or other member countries of the Wassenaar Arrangement. Please consult your professional legal or compliance expert or local government authorities for any necessary export license requirements if you intend to transfer, export, re-export the thermal series products between different countries.

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1 Preparation

Basic Requirement

- All the electronic operation should be strictly compliance with the electrical safety regulations, fire prevention regulations and other related regulations in your local region.
- Check the package contents and make sure that the device in the package is in good condition and all the assembly parts are included.
- Use the system according to the working environment requirement.

Checking Installing Environment

- Be sure that there is enough space to install the solar-powered network camera kit and accessories.
- Make sure that the wall is strong enough to withstand at least 8 times the weight of the kit and the mount.

Preparing Cables

- According to the actual network bandwidth, the Cat5 (in 100 M) or Cat6 (100 M above) is needed.
- When the solar-powered network camera kit uses standard 12 VDC power supply, the power cable should be American wire gauge 18 or above. The formula of the cross-section S (mm^2) and the maximum transmission distance L (m) of the bare wire is $L=50*S$.
- Choose the video cable according to the transmission length. The video should meet the least demands as: 75Ω resistance; 100% copper core conducting wire; 95% weaving copper shield.

Preparing Tools

Before installation, please prepare the tools needed, such as the expansion screws, electric hammer, electric drill, wrench, screwdriver, electroprobe and network cable.

Original Packaging

When you unpack the solar-powered network camera kit, please keep the original package properly, in case of returning or repairing the solar-powered network camera kit. You can pack the camera with the package.

Note:

The user should be responsible for any damage caused when transporting with unoriginal package.

2 Appearance Description

2.1 Appearance

Refer to the following figures for the appearance of the solar-powered thermal camera kit.

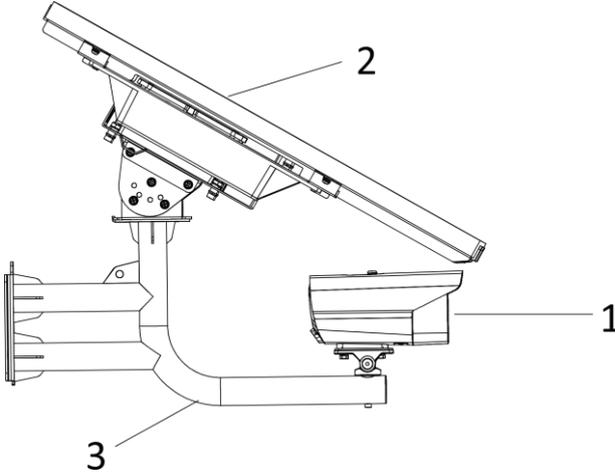


Figure 2-1 Solar-Powered Thermal Camera Kit Overview

Table 2-1 Description of Solar-Powered Thermal Camera Kit

No.	Description
1	Camera
2	Solar Photovoltaic Panel
3	Connecting Bracket

2.2 Cable Description

The cable interfaces of the solar-powered thermal camera kit is in Figure 2-2. The cables of power supply, alarm inputs, alarm outputs, etc. are distinguished by different colors. Please refer to the labels attached on the cables for identification.

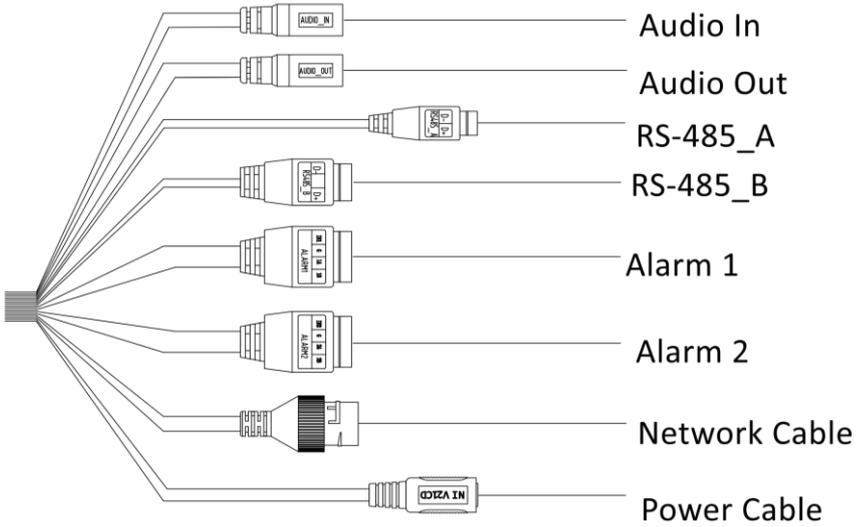


Figure 2-2 Cables of Solar-Powered Thermal Camera Kit

3 Installation

3.1 Wiring

Please fully take into consideration the installation environment and position of the device when you plan for the wiring. In order to make sure the stable power supply and signal transmission, please closely follow the rules below:

- Please get familiar with the installation environment before you wiring, including the wiring distance, wiring environment, keeping magnetic-field interference away, etc.
- Please make sure the rated voltage of the cable is higher than that the device requires, thus guarantee the device can work normally when the voltage instability occurs.
- Please avoid the interrupt line connection
- It's recommended to use a single complete cable for the device connection; if not, reinforce and protective measures should be taken for the wiring point between two cables, in case the circuit aging will make the device work abnormally.
- Make sure the video cable and the signal transmission cable are well protected. And pay attention to reinforce and protective measures during wiring.
- Make sure the cables are not too redundant or being stretched too tight.
- Under normal circumstances, the wiring is completed by the professional technicians. However, when the device cannot work normally, you can check the above information to look for reason.

3.2 Install the Solar-Powered Thermal Camera Kit

Steps:

1. Install the camera on the connecting bracket.
 - 1). Loosen and remove the screws on the side of the bracket to disassemble the base.
 - 2). Fix the base to the bottom of the camera with two HSF UNC1-4-20X12 screws.
 - 3). Align the holes on the base with the holes on the bracket, and fix the base to the bracket with the screws removed before.

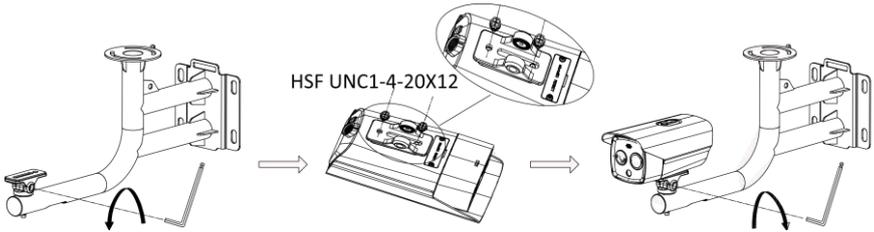


Figure 3-1 Install Camera on Bracket

2. Thread the longer cables such as the power cable and RS-485 cable through the connecting bracket, and wrap other cables with waterproof tapes for sealing.

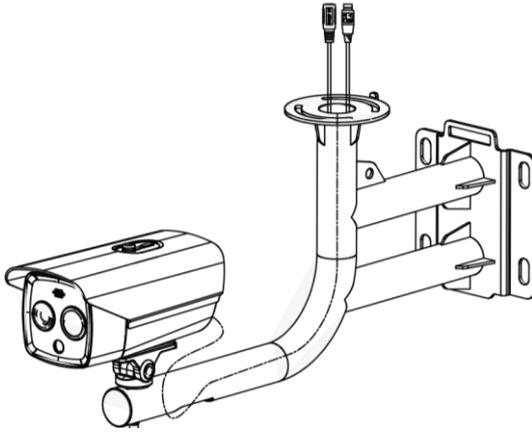


Figure 3-2 Deal with Cables

3. Install the battery into the solar photovoltaic panel.

Note:

The solar battery is not included in the package. Please purchase it separately.

- 1). Loosen the four screws connecting the shift panel and the panel holder, and disassemble the shift panel, as shown in Figure 3-3.

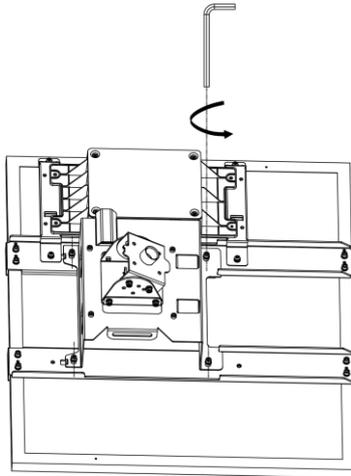


Figure 3-3 Loosen Screws on Panel

- 2). Put the battery into the shift panel, align the holes on the battery with the holes on the shift panel, and fix the battery to the shift panel with four screws.

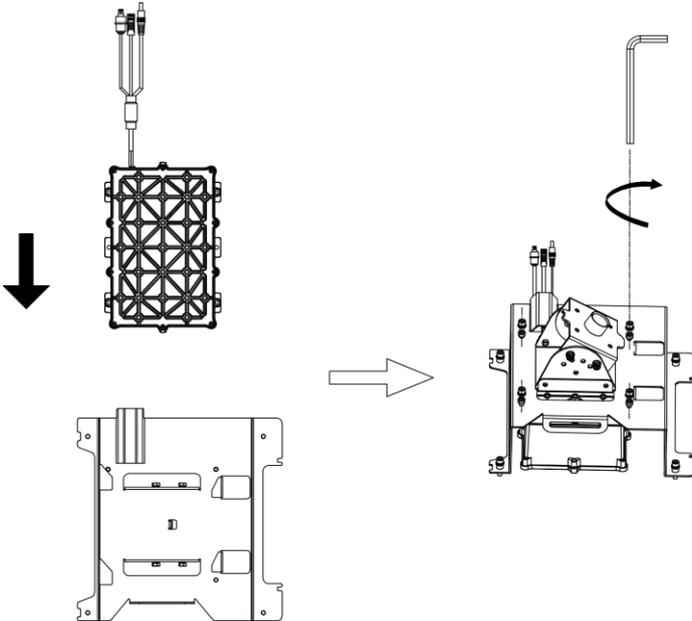


Figure 3-4 Install Battery

- 3). Align the holes on the shift panel (with battery) with the holes on the panel holder, and fix the shift panel to the panel holder with four screws.
Make sure the battery cable is towards the wire box.

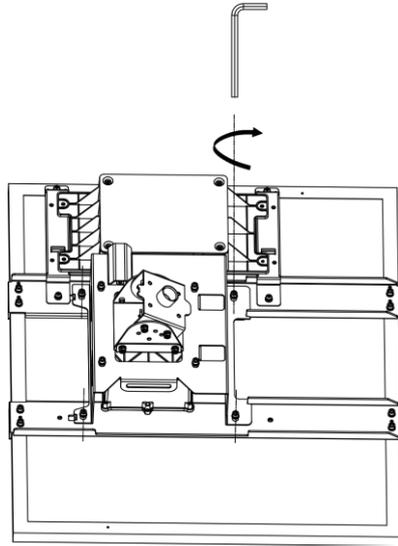


Figure 3-5 Connect Shift Panel with Panel Holder

4. Install the connecting bracket to the solar panel.

Thread the RS-485 cable and power cable through the holes on the shift panel, align the hole on the connecting bracket with the hole on the shift panel, and tighten the screws to fix them.

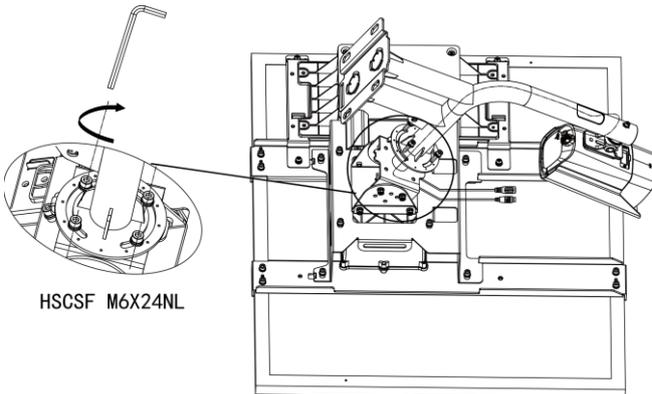


Figure 3-6 Install the Connecting Bracket

5. Loosen and remove the screws to disassemble the wire box cover.

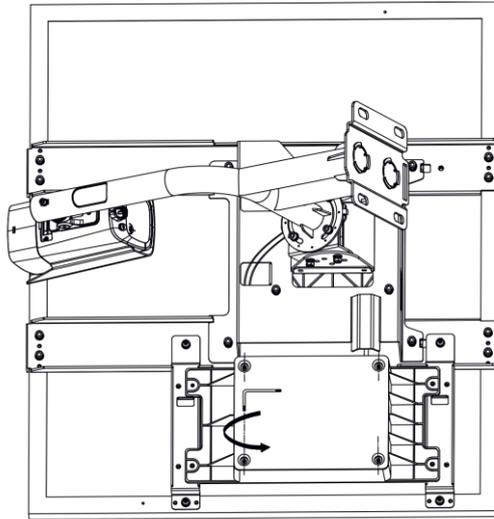


Figure 3-7 Remove Wire Box Cover

6. Thread the solar panel output cable and the battery output cable through the holes of the wire box, and thread the power cable and RS-485 cable of the camera through the via holes of the shift panel and wire box. Connect the cables, as shown in Figure 3-8. Wrap the joint position with waterproof tapes for sealing.

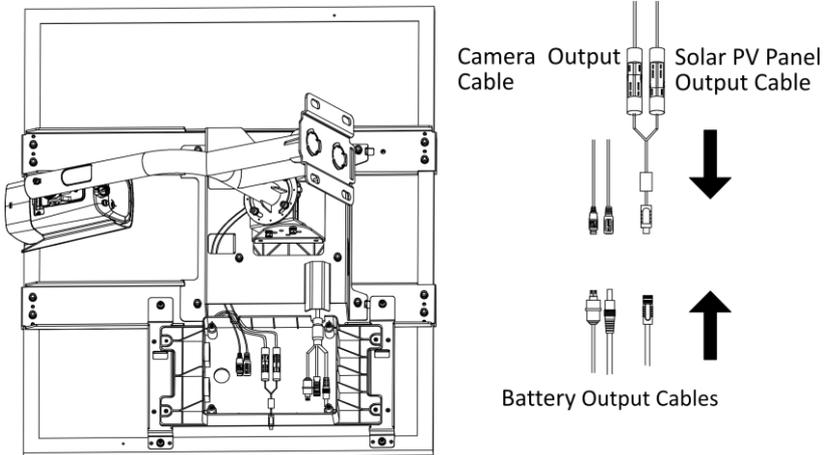


Figure 3-8 Connect Cables

7. Tighten the screws to install the wire box cover.

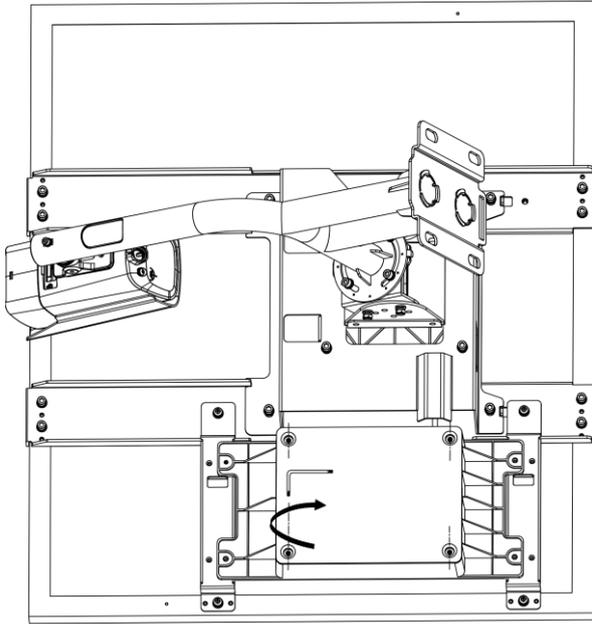


Figure 3-9 Install Cover

8. Select a proper height to install the solar-powered thermal camera kit.

Take out the vertical pole mount, screw packet for mount, and mount bar, thread the installation holes on the vertical pole mount and the mount bar with four M12 screws, and tighten each screw with a flat gasket and two nuts, as shown in Figure 3-10.

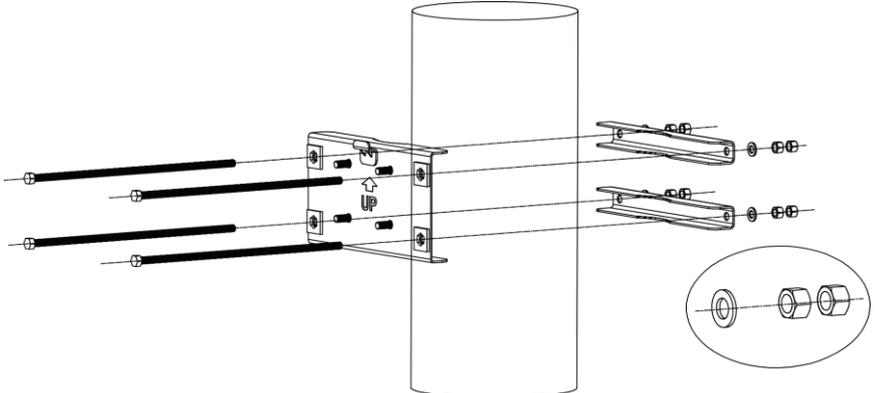


Figure 3-10 Install Vertical Pole Mount Bracket

- Hook the solar-powered thermal camera kit on the vertical pole mount bracket, and fix the kit with the flat gaskets, spring washers, and nuts, as shown in Figure 3-11.

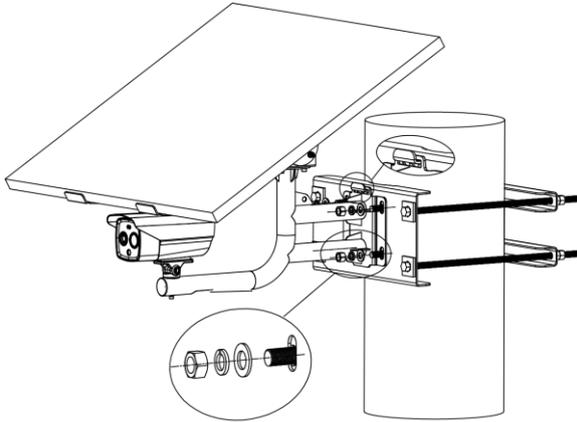


Figure 3-11 Install Kit

- Wind the safety rope around the vertical pole, and buckle the lock catch on the safety rope.

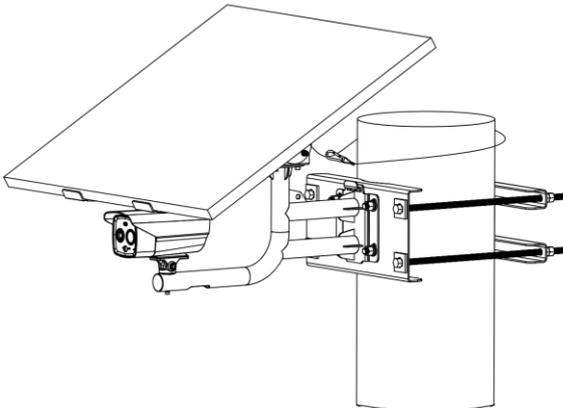


Figure 3-12 Install Safety Rope

- Adjust the angles of the solar PV panel and the camera.

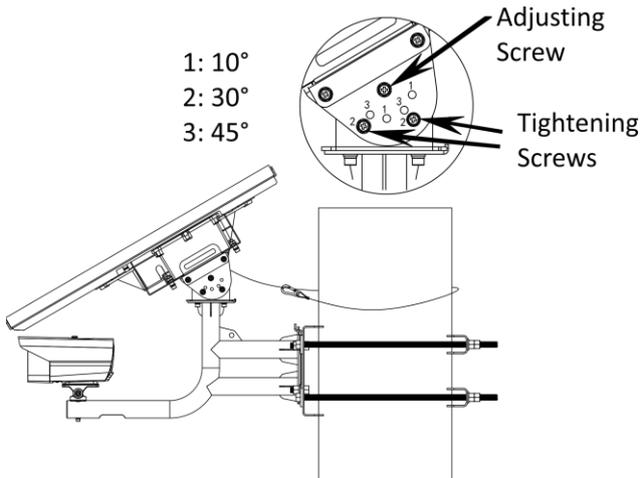


Figure 3-13 Adjust Angle of Solar Panel

Note:

Only 10° and 30° are available in this product.

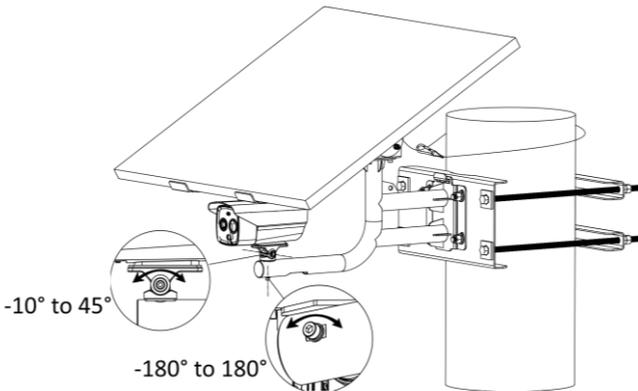


Figure 3-14 Adjust Angle of Camera

3.3 Install Single Camera (Optional)

If you purchase the camera only, you can install the camera following the two methods.

3.3.1 Wall Mount

Steps:

1. Loosen and remove the screws on the side of the bracket to disassemble the base, and fix the base to the bottom of the camera with two UNC1-4 screws.

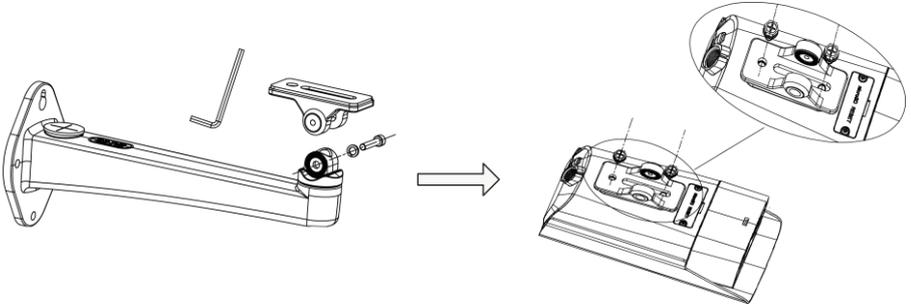


Figure 3-15 Install Camera on Bracket Base

2. Align the holes on the base with the holes on the bracket, and fix the base to the bracket with the screws removed before.

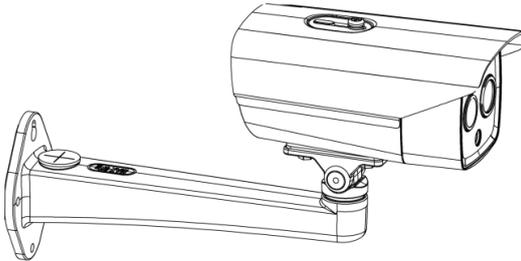


Figure 3-16 Install Camera on Bracket

3. Drill four holes on the wall according to the drill template.

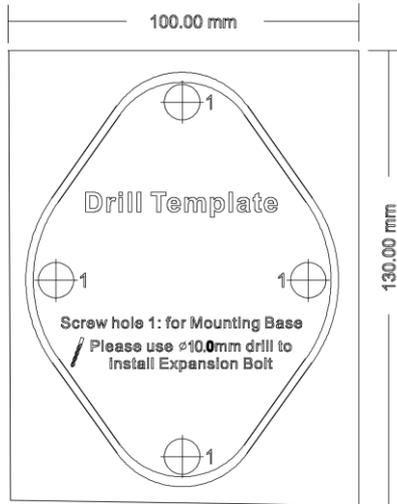


Figure 3-17 Drill Holes

4. Fix the camera on the wall with expansion screws, gaskets and nuts.

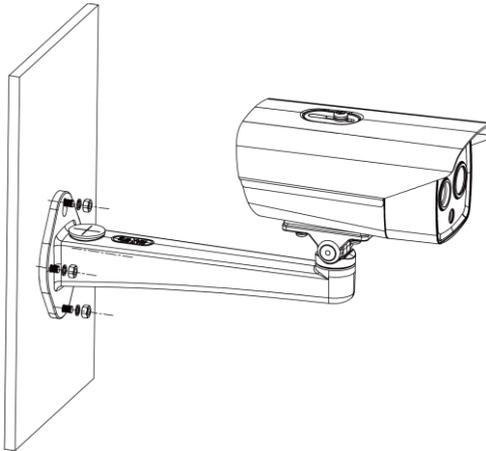


Figure 3-18 Wall Mount

5. Loosen the screws at the joint to adjust the tilt angle of the camera, and loosen the screws at the bottom of the base to adjust the pan angle of the camera. Tighten the screws after the adjustment.

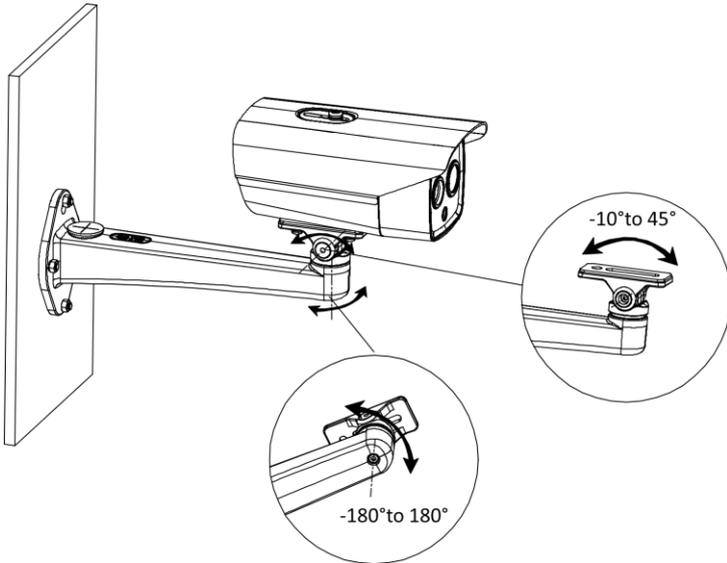


Figure 3-19 Adjust Angle

3.3.2 Pole Mount

Steps:

1. Loosen and remove the screws on the side of the bracket to disassemble the base, and fix the base to the bottom of the camera with two UNC1-4 screws.

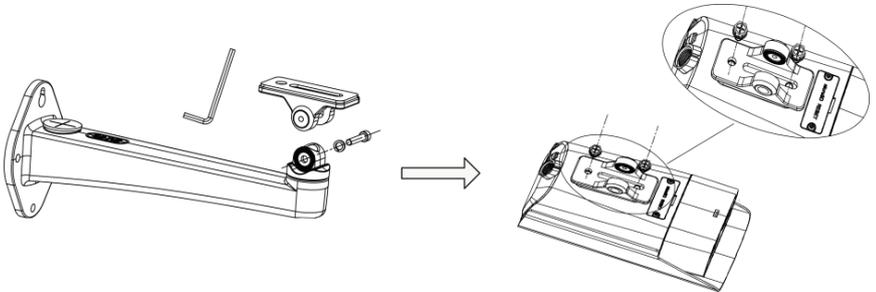


Figure 3-20 Adjust Angle

2. Align the holes on the base with the holes on the bracket, and fix the base to the bracket with the screws removed before.

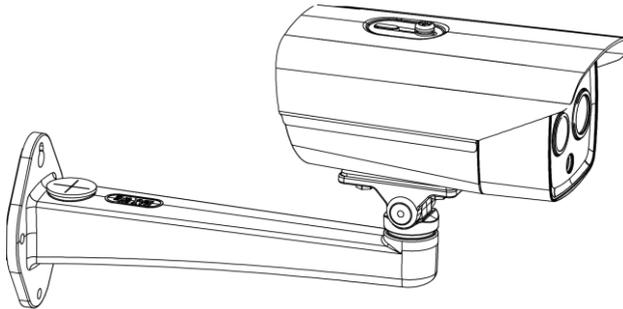


Figure 3-21 Install the Camera on Bracket

3. Thread the pole mount bracket with three quick locking hoops, and fix the bracket on the pole.

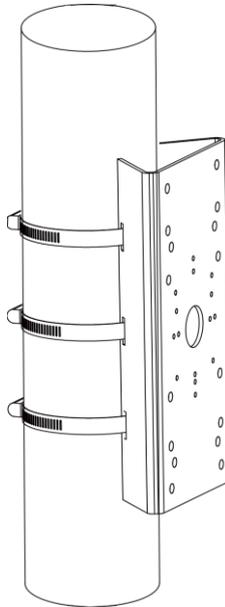


Figure 3-22 Install Pole Mount Bracket

4. Fix the camera to the pole mount bracket with four M4 screws.

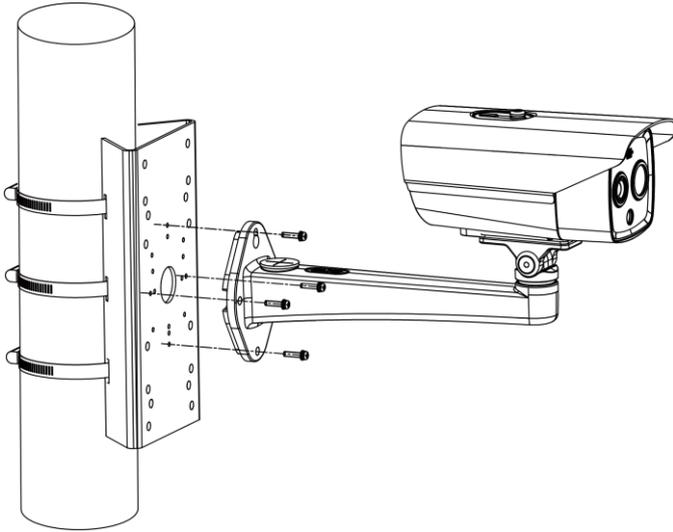


Figure 3-23 Install Camera

5. Loosen the screws at the joint to adjust the tilt angle of the camera, and loosen the screws at the bottom of the base to adjust the pan angle of the camera. Tighten the screws after the adjustment.

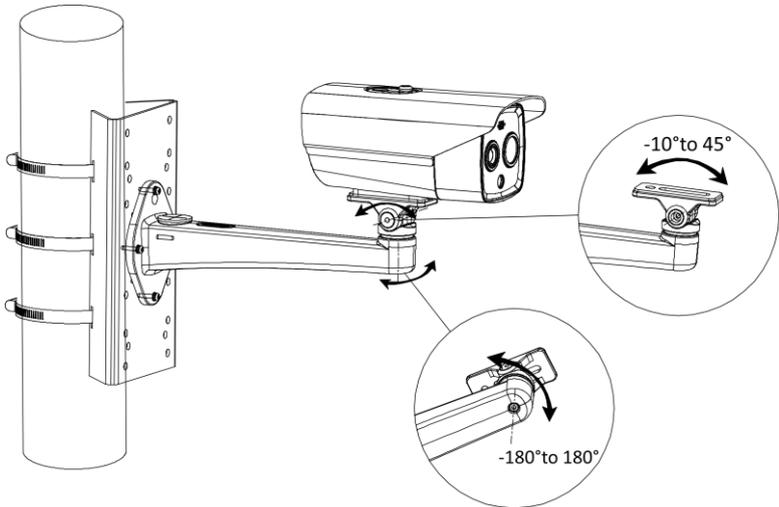


Figure 3-24 Adjust Angle

3.4 Waterproof Measures (Optional)

Purpose:

If the camera is installed outdoor, you should use the waterproof accessory or tapes to waterproof the cables. Otherwise the cables might get wet or a short circuit might occur.

3.4.1 Install Network Cable Waterproof Jacket

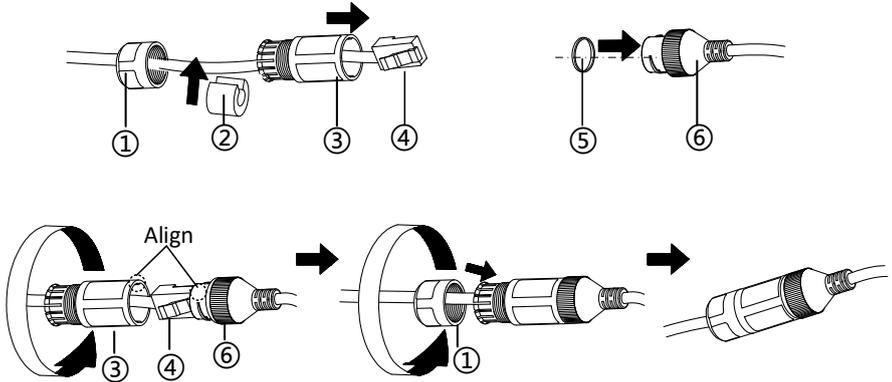


Figure 3-25 Install Waterproof Jacket

Steps:

1. Feed the network cable through ① and ③ in order.
2. Fix ② on the network cable between ① and ③.
3. Place ⑤ onto the end of ⑥, and plug the RJ45 male connector into RJ45 female connector.
4. Screw ③ to ⑥ clockwise.
5. Push ② into ③.
6. Secure ① with the ③ in clockwise direction.

3.4.2 Waterproof Other Cables

After routing and connecting the cables, use the waterproof tapes to wrap up the cables. Connected cables and spare cables both should be wrapped up as the figures below.

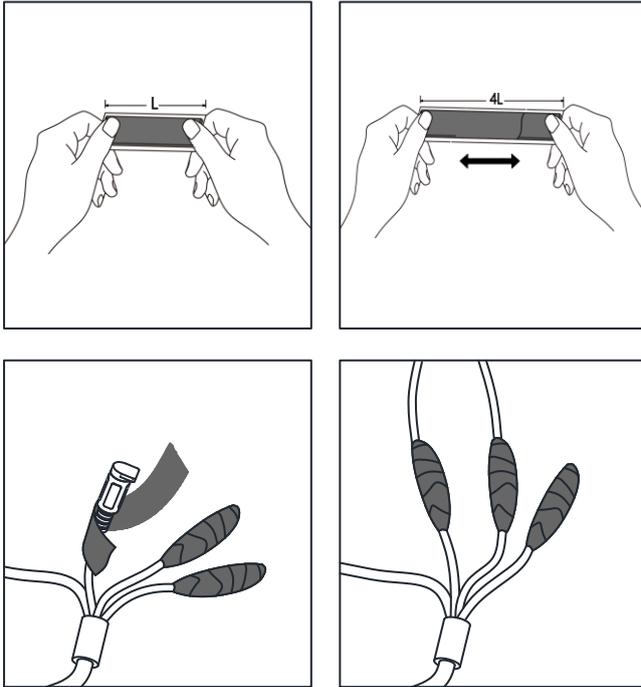


Figure 3-26 Waterproof Cables

4 Setting 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.

4.1 Wiring

Connect the camera to network according to the following figures.

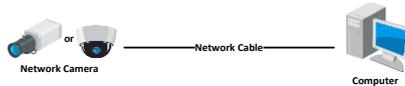


Figure 4-1 Connecting Directly



Figure 4-2 Connecting via a Switch or a Router

4.2 Activating 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.

4.2.1 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 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 the camera enables the DHCP by default, you need to use the SADP software to search the IP address.

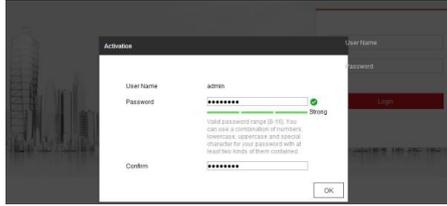


Figure 4-3 Activation Interface(Web)

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 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 save the password and enter the live view interface.

4.2.2 Activation via SADP Software

SADP software is used for detecting the online device, activating the camera, 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 the inactive device.

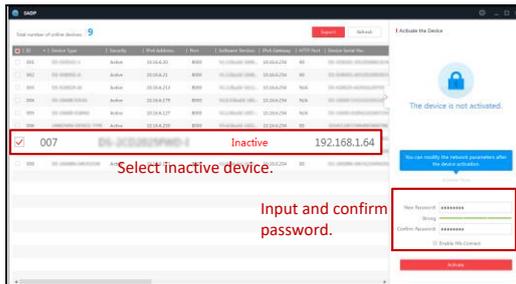


Figure 4-4 SADP Interface

Note:

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

3. Create and input the new 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 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 Chapter 6.1 for detailed information.

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

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.

4.3 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.

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 checkbox of Enable DHCP.

Modify Network Parameters

Enable DHCP
 Enable Hik-Connect

Device Serial No.: XX-XXXXXXXX-XXXXXXXXXXXXXXXXXX

IP Address: 192.168.1.64

Port: 8000

Subnet Mask: 255.255.255.0

Gateway: 192.168.1.1

IPv6 Address: ::

IPv6 Gateway: ::

IPv6 Prefix Length: 0

HTTP Port: 80

Security Verification

Admin Password: _____

Modify

[Forgot Password](#)

Figure 4-5 Modify the IP Address

Note:

You can enable the Hik-Connect service for the device during activation. Refer to Chapter 6.1 for detailed information.

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

5 Accessing via Web Browser

System Requirement:

Operating System: Microsoft Windows XP SP1 and above version

CPU: 2.0 GHz or higher

RAM: 1G or higher

Display: 1024×768 resolution or higher

Web Browser: Internet Explorer 8.0 and above version, Apple Safari 5.0.2 and above version, Mozilla Firefox 5.0 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 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 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 5-1 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 installation of the plug-in.



Figure 5-2 Download Plug-in

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

Note:

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

6 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.

6.1 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.

6.1.1 Enable Hik-Connect Service via SADP Software

Steps:

1. Check the checkbox of **Enable Hik-Connect** on:
 - 1), "Activate the Device" page during camera activation, refer to Chapter 4.2.2.
 - 2), Or "Modify Network Parameters" page during modifying IP address, refer to Chapter 4.3.
2. Create a verification code or change the verification code.

The screenshot shows a 'Tips' dialog box with a red title bar. The main text reads: 'To enable Hik-Connect service, you need to create a verification code or change the verification code.' Below this, there are two input fields: 'Verification Code' and 'Confirm Verification Code', both containing six dots. To the right of the first field, there is a note: '6 to 12 letters or numbers, case sensitive. You are recommended to use a combination of no less than 8 letters or numbers.' At the bottom of the dialog, there is a note: 'The Hik-Connect service will require internet access. Please read the ["Terms of Service"](#) and ["Privacy Policy"](#) before enabling the service.' At the very bottom, there are two buttons: 'Confirm' (in a red box) and 'Cancel'.

Figure 6-1 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.

6.1.2 Enable Hik-Connect Service via Web Browser

Before you start:

You need to activate the camera before enabling the service. Refer to Chapter 4.2.

Steps:

1. Access the camera via web browser. Refer to Chapter 5.
2. Enter platform access configuration interface: Configuration > Network > Advanced Settings > Platform Access



Figure 6-2 Platform Access Configuration (Web)

3. Select Platform Access Mode as Hik-Connect.
4. Check the checkbox of 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 Hik-Connect app.

7. Save the settings.

6.2 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.

6.3 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 Chapter 6.1.

Steps:

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



Figure 6-3 Connect a Router

Note:

After the camera connects to the network, please 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.

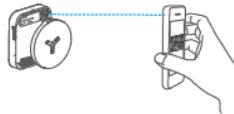


Figure 6-4 Scan QR Code

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.

Note:

- 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.

6.4 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.

Appendix

Frequently Asked Questions (FAQ)

Device Running Error

Question:

- The device fails to start up or reboots repeatedly.
- The device constantly powers off unexpectedly when you pan/tilt the device or call preset.
- The device fails to zoom in/out or pan/tilt.

Answer:

- Examine the power supply of the camera and see whether it meets the requirements.
- Select the power supply as close as possible.
- Examine the power cord and see whether it meets the requirements.

Device Upgrading

Question:

Device fails to upgrade.

Answer:

- Examine if the device upgrading fails because of the poor network.
- Examine if the upgrading program matches with the device type.

Others

Question:

The device live view is vague.

Answer:

- Examine if you removed the protective film.
- Examine if the lens is dirty or not.
- Examine if any obstruction is nearby, e.g. spider web.

Question:

Live view fails with good network connection.

Answer:

- Examine if the IE plug-in is well installed. Change the Website Blocker settings if necessary.
- For cross-domain routing, enable the UPnP of device, or set manual mapping to port No. 80, 8000, or 554.
- Examine if the live view channel amount exceeds the upper limit.
- Examine the network bandwidth.

Question:

Focus fails when you test outdoor device in indoor situation.

Answer:

- Restore the device to default settings.
- Adjust the **Min. Focusing Distance** in **Configuration > Image > Display Settings > Focus**

Common Material Emissivity Reference

Material	Emissivity
Human Skin	0.98
PCB	0.91
Cement Concrete	0.95
Ceramics	0.92
Rubber	0.95
Paint	0.93
Wood	0.85
Asphalt	0.96
Brick	0.95
Sand	0.90
Soil	0.92
Cotton	0.98
Cardboard	0.90
White Paper	0.90
Water	0.96

