



Web Camera

User Manual

User Manual

Thank you for purchasing our product. If there are any questions, or requests, do not hesitate to contact the dealer.

This manual may contain several technical mistakes or printing errors, and the content is subject to change without notice. The updates will be added to the new version of this manual. We will readily improve or update the products or procedures described in the manual.

01000020200923

About this Manual

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 of this Manual at the Hikvision website (<https://www.hikvision.com/>).

Please use this Manual with the guidance and assistance of professionals trained in supporting the Product.

Trademarks

HIKVISION and other Hikvision's trademarks and logos are the properties of Hikvision in various jurisdictions.

Other trademarks and logos mentioned are the properties of their respective owners.

Disclaimer

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THIS MANUAL AND THE PRODUCT DESCRIBED, WITH ITS HARDWARE, SOFTWARE AND FIRMWARE, ARE PROVIDED "AS IS" AND "WITH ALL FAULTS AND ERRORS". HIKVISION MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, MERCHANTABILITY, SATISFACTORY QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE. THE USE OF THE PRODUCT BY YOU IS AT YOUR OWN RISK. IN NO EVENT WILL HIKVISION 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, CORRUPTION OF SYSTEMS, OR LOSS OF DOCUMENTATION, WHETHER BASED ON BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY, OR OTHERWISE, IN CONNECTION WITH THE USE OF THE PRODUCT, EVEN IF HIKVISION HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR LOSS.

YOU ACKNOWLEDGE THAT THE NATURE OF THE INTERNET PROVIDES FOR INHERENT SECURITY RISKS, AND HIKVISION SHALL NOT TAKE ANY RESPONSIBILITIES FOR ABNORMAL OPERATION, PRIVACY LEAKAGE OR OTHER DAMAGES RESULTING FROM CYBER-ATTACK, HACKER ATTACK, VIRUS INFECTION, OR OTHER INTERNET SECURITY RISKS; HOWEVER, HIKVISION WILL PROVIDE TIMELY TECHNICAL SUPPORT IF REQUIRED. YOU AGREE TO USE THIS PRODUCT IN COMPLIANCE WITH ALL APPLICABLE LAWS, AND YOU ARE SOLELY RESPONSIBLE FOR ENSURING THAT YOUR USE CONFORMS TO THE APPLICABLE LAW. ESPECIALLY, YOU ARE RESPONSIBLE, FOR USING THIS PRODUCT IN A MANNER THAT DOES NOT INFRINGE ON THE RIGHTS OF THIRD PARTIES, INCLUDING WITHOUT LIMITATION, RIGHTS OF PUBLICITY, INTELLECTUAL PROPERTY RIGHTS, OR DATA PROTECTION AND OTHER PRIVACY RIGHTS. YOU SHALL NOT USE THIS PRODUCT FOR ANY PROHIBITED END-USES, INCLUDING THE DEVELOPMENT OR PRODUCTION OF WEAPONS OF MASS DESTRUCTION, THE DEVELOPMENT OR PRODUCTION OF CHEMICAL OR BIOLOGICAL WEAPONS, ANY ACTIVITIES IN THE CONTEXT RELATED TO ANY NUCLEAR EXPLOSIVE OR

UNSAFE NUCLEAR FUEL-CYCLE, OR IN SUPPORT OF HUMAN RIGHTS ABUSES.

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

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 A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

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 Low Voltage Directive 2014/35/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.

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 (A)/NMB-3(A) standards requirements.

Warning

This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.



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

- Installation and use of the product must be in strict compliance with the local electrical safety regulations.
- Use the power adapter provided by qualified manufacturer. Please refer to technical specifications for power adapter requirements.
- To avoid fire hazard or electric shock, DO NOT expose the device to rain or extremely damp environments.
- The wiring system of the building should be facilitated with easy-to-use power-off devices.
- When the device is mounted on wall or ceiling, the device shall be firmly fixed. (The company is not responsible for any problems caused by unauthorized modification or maintenance.)



Cautions

- The device will be charged by specified source which the output circuit comply with LPS/PS 2.
- DO NOT drop the product or subject it to physical shock. Keep the device away from magnetic interference. (Otherwise, the product may be damaged.)
- DO NOT touch the heat dissipation component to avoid burns.
- DO NOT install indoor product where it may get wet by water or other liquid.
- DO NOT expose the device to extremely hot, cold, dusty, corrosive, or damp environments. For temperature and humidity requirements, see device specification.
- DO NOT aim the lens at the strong light such as sun or laser beam. The strong light can cause fatal damage to the device.
- To avoid heat accumulation, good ventilation is required for a proper operating environment.
- If necessary, use a soft and wet cloth or other substitutes to clean the sensor gently.
- 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.

Mark Description

Table 0-1 Mark Description

Mark	Description
---	DC Voltage

1 Introduction

1.1 Product Features

Key features of the device include:

- High-performance CMOS
- Sharp and high-quality images
- AGC for self-adaptive brightness
- Built-in microphone with clear sound
- USB interface. Plug-and-play, no need to install driver software
- 360° horizontal rotation

1.2 Overview

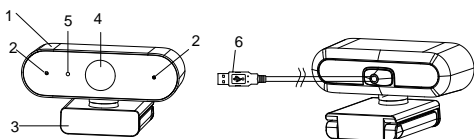


Figure 1-1 Appearance

Table 1-1 Description

No.	Description	No.	Description
1	Main Body	4	Lens
2	Microphone	5	Indicator
3	Bracket	6	USB Cable

Notes:

- The indicator in red means the device is standing by. The indicator in blue means the device is on video call.
- It is recommended to peel off the protective film before using.

2 Installation

Before you start

- Make sure that the device in the package is in good condition and all the assembly parts are included.
- Make sure that all the related equipment is power-off during the installation.
- Check the specification of the products for the installation environment.
- Check whether the power supply is matched with your power output to avoid damage.
- If the product does not function properly, contact your dealer or the nearest service center. DO NOT disassemble the camera for repair or maintenance by yourself.

2.1 Angle Adjustment

The device can be adjusted as shown in Figure 2-1.

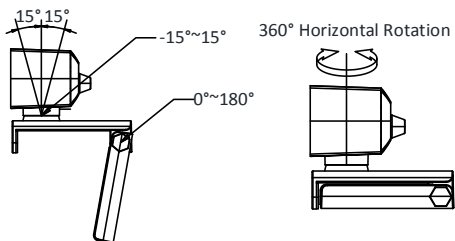


Figure 2-1 Angle Adjustment

2.2 Mounting Methods

2.2.1 Place on the Desktop

You can place the device on the desktop in the following way.

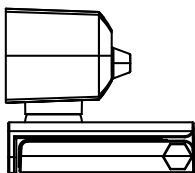


Figure 2-2 Place the Device on the Desktop

2.2.2 Clamp on the Display

You can clamp the device on the display of different thickness.

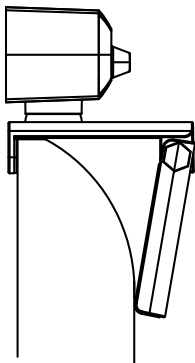


Figure 2-3 Clamp the Device on the Display

2.2.3 Install to the Bracket

You can also install the device to bracket through 1/4-20UNC-2B screw hole.

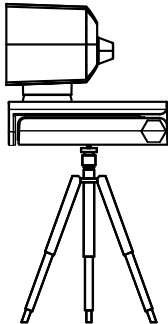


Figure 2-4 Install the Device to the Bracket

Note:

The bracket shall be purchased separately.

3 FAQ

Question: The device is plugged in but the preview software (for example, AMCap 3.0.9) does not show preview image.

Answer: Open Device Manager to check if the web camera is recognized. If not, check whether the device is turned on, or plug the camera in another USB port. When the camera is recognized, open AMCap 3.0.9. Go to the menu and check the device name under Devices and Preview under Options.

Question: The device delivers 4K image in AMCap 3.0.9, but the actual frame rate cannot reach 30 fps in spite of setting the frame rate at 30 fps.

Answer: Uncheck **Use Frame Rate** in **Capture-> Set Frame Rate...** in AMCap 3.0.9 menu.

Question: The device is plugged in but no audio out.

Answer: Check PC settings. Go to **Control Panel -> Sound -> Recording**, and select the device. Click **Properties**, and check **Listen to this Device**.

Question: The volume of recorded sound is low.

Answer: Check PC settings. Go to **Control Panel -> Sound -> Recording**, and select the device. Click **Properties**, and set the level of **Microphone** to 100.

UD21371B-A