



# 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.

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## 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.

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

### KC

이 기기는 업무용 환경에서 사용할 목적으로 적합성평가를 받은 기기로서 가정용 환경에서 사용하는 경우 전파간섭의 우려가 있습니다

## 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.

	
<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

- The device should be used in compliance with local laws, electrical safety regulations, and fire prevention regulations.
- The socket-outlet shall be installed near the equipment and shall be easily accessible.



## Cautions

- The device will be charged by specified source which the output circuit comply with LPS/PS 2.
- No naked flame sources, such as lighted candles, should be placed on the equipment.
- Install the equipment according to the instructions in this manual.
- Never place the equipment in an unstable location. The equipment may fall, causing serious personal injury or death.
- DO NOT touch the sharp edges or corners.
- Keep the device in original or similar packaging while transporting it.
- DO NOT drop the product or subject it to physical shock.
- Refer to the device label for the standard power supply. Please make sure your power supply matches with your device.
- Use a power adapter provided by qualified manufacturers. It is recommended to provide an independent power adapter for each device as adapter overload may cause over-heating or a fire hazard.
- 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.
- Please use a soft and dry cloth to clean the interior and exterior surfaces. Do not use alkaline detergents.

- When any laser equipment is in use, make sure that the device lens is not exposed to the laser beam, or it may burn out.
- DO NOT aim the lens at the sun or any other bright light.
- To avoid heat accumulation, good ventilation is required for a proper operating environment.
- DO NOT expose the device to extremely hot, cold, dusty, corrosive, saline-alkali, or damp environments. For temperature and humidity requirements, see device specification.
- DO NOT expose the device to high electromagnetic radiation.
- If smoke, odor, or noise arises from the device, immediately turn off the power, unplug the power cable, and contact the service center.

# 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

## 1.2 Overview

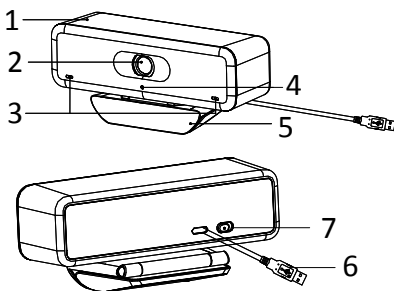


Figure 1-1 Appearance

Table 1-1 Description

No.	Description	No.	Description
1	Main Body	5	Bracket
2	Lens	6	USB Power Cable
3	Mic	7	Switch: ON/OFF
4	Indicator		

### Notes:

- The indicator in red means the device is standing by. The indicator in blue means the device is on video call.
- Turn on the device after cable connection.

## 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.

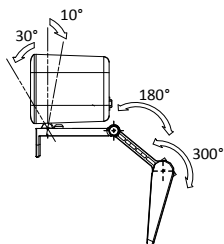


Figure 2-1 Angle Adjustment

### 2.2 Mounting Methods

#### 2.2.1 Place on the Desktop

You can fold or erect the bracket to place the device on the desktop in the following two ways.

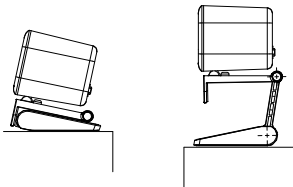


Figure 2-2 Place the Device on the Desktop

#### 2.2.2 Clamp on the Display

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

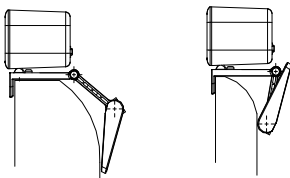


Figure 2-3 Clamp the Device on the Display

## 3 FAQ

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**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 device is plugged in but 3840 × 2160 resolution is unavailable, i.e. the device is unable to deliver 4K image.**

Answer: USB 3.0 interface is required for 4K video output, and check whether the cable is the original USB cable. If the operating system is Windows 7, download the driver that supports USB 3.0 protocol.

**Question: The device is plugged in to the laptop, but the preview image is abnormal or cannot deliver 4K image.**

Answer: It may be caused by low battery. Charge your laptop.