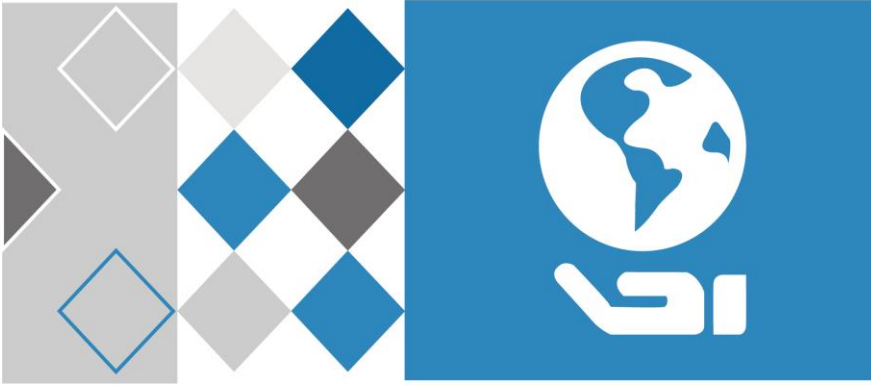


HiLook



Network Speed Dome

Quick Start Guide

Quick Start Guide

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About this Manual

This Manual is applicable to Network Speed Dome.

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 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 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: Neglecting any of the warnings may cause serious injury or death.

Cautions: Neglecting any of the cautions may cause injury or equipment damage.

	
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 speed dome.
- 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 speed dome yourself. (We shall not assume any responsibility for problems caused by unauthorized repair or maintenance.)



Cautions

- If the speed dome fails to synchronize local time with that of the network, you need to set up speed dome time manually. Visit the speed dome (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 speed dome.

- Do not drop the speed dome 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 sensor modules with fingers. If cleaning is necessary, use clean cloth with a bit of ethanol and wipe it gently. If the speed dome will not be used for an extended period, replace the lens cap to protect the sensor from dirt.
- Do not aim the speed dome 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 speed dome 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 speed dome away from liquid while in use.
- While in delivery, the speed dome 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 Speed Dome Overview

The network speed dome has three types:

- N4xxx Series
- N4xxxI Series (IR)
- N5xxxI Series (IR)

Note:

The figures below are for reference only, refer to the actual product as the standard.

1.1.1 Overview of N4xxx Series Speed Dome

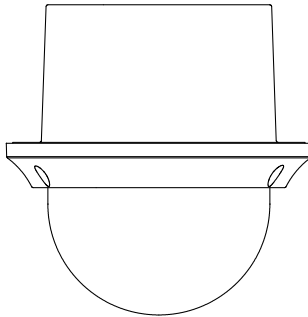


Figure 1-1 Overview of N4xxx Series Speed Dome

1.1.2 Overview of N4xxxI Series (IR) Speed Dome

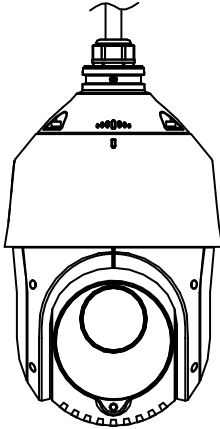


Figure 1-2 Overview of N4xxxI Series (IR) Speed Dome

1.1.3 Overview of N5xxxI Series (IR) Speed Dome

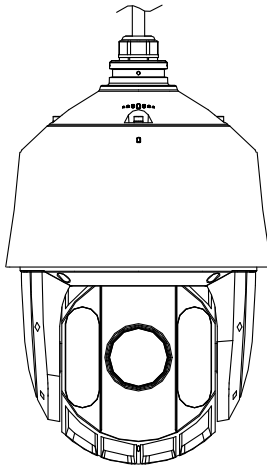


Figure 1-3 Overview of N5xxxI Series (IR) Speed Dome

1.2 Cable Interfaces

The cable interfaces of the speed dome are shown in Figure 1-4. The cables are distinguished by different colors. Refer to the labels attached on the cables for identification.

Notes:

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

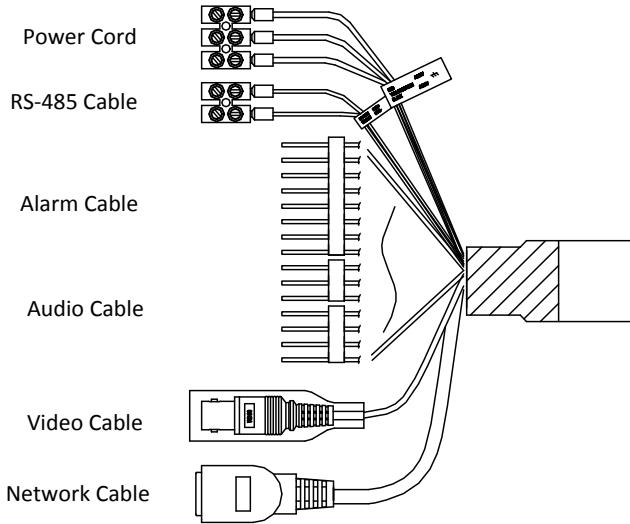


Figure 1-4 Cable Interfaces

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

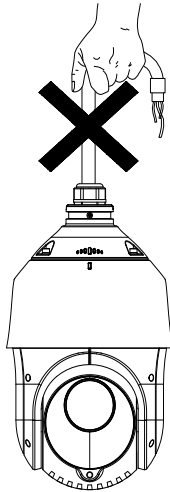


Figure 2-1 Do Not Drag the Cables

2.1 Installing N4xxx Series Speed Dome

2.1.1 In-ceiling Mounting

Notes:

- The height of the space above the ceiling must be more than 250 mm.
- The thickness of the ceiling must range from 5 mm to 40 mm.
- The ceiling must be strong enough to withstand more than four times the weight of the speed dome and the accessories.

Steps:

1. Disassemble the speed dome.
 - 1) Loosen three screws and remove the bubble.
 - 2) Remove the protective lens cover, foam, and sticker.

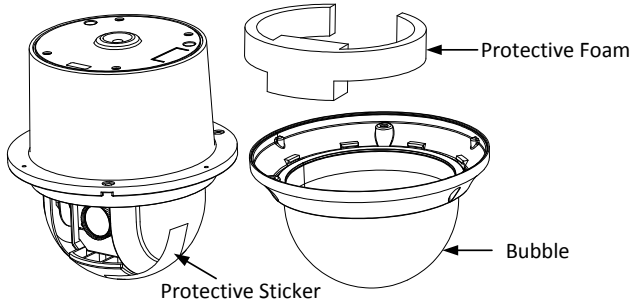


Figure 2-2 Disassemble the Speed Dome

2. Install the memory card.

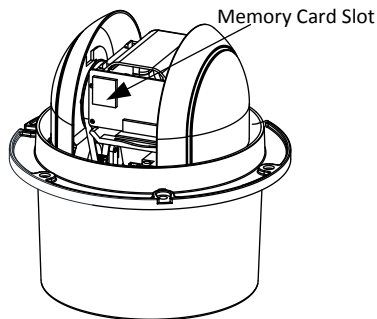


Figure 2-3 Memory Card Slot

3. Drill screw holes in the ceiling.
 - 1) Attach the drill template to the ceiling where you want to install the speed dome.
 - 2) Cut a hole and drill screw holes according to the drill template.

Note:

±2 mm of the circle diameter is tolerable.

4. Install the toggle bolts.
 - 1) Remove the toggle from the toggle bolt.
 - 2) Insert the bolts into the screw holes on the speed dome as shown in Figure 2-4.

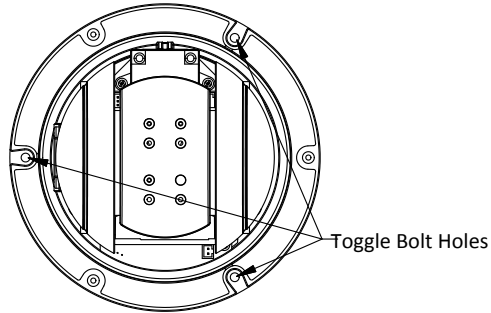


Figure 2-4 Toggle Bolt Holes

- 3) Rotate the bolts through the screw holes.
- 4) Install the toggles back as shown in Figure 2-5.

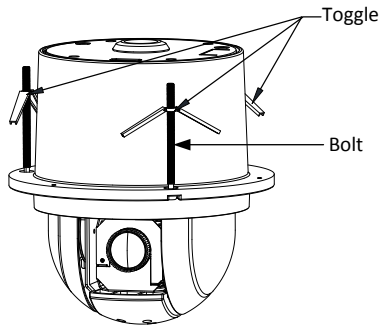


Figure 2-5 Install the Toggle Bolts

5. Install the speed dome to the ceiling.
 - 1) Align the toggle bolts with the screw holes on the ceiling.
 - 2) Push the speed dome to the mounting hole on the ceiling.
 - 3) Rotate the bolts again. The toggle will automatically rotate down to secure the speed dome to the ceiling.

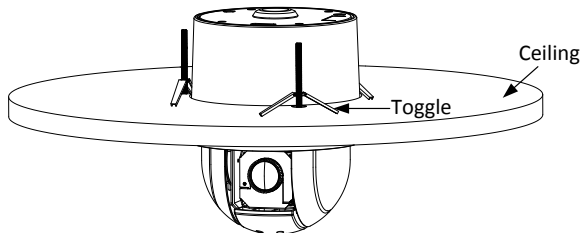


Figure 2-6 Install the Speed Dome to the Ceiling

- 4) Secure the bubble to the speed dome with three screws as shown in Figure 2-7.

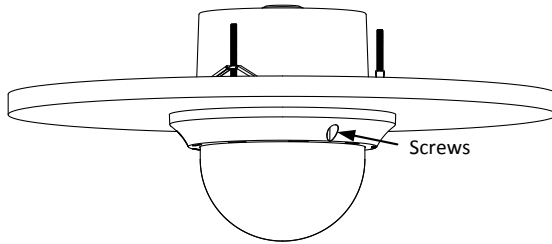


Figure 2-7 Secure the Bubble

6. Route the cables through the ceiling.
7. Remove the protective film on the bubble after the installation is finished.

2.2 Installing N4xxxI Series (IR) Speed Dome

2.2.1 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 speed dome and the accessories.
- The bracket in Figure 2-9 is the recommended bracket for this series of speed dome, and a pendant adapter is required if any other bracket is selected. The dimension of pendant adapter is $G1\frac{1}{2}$.

Steps:

1. Install the memory card.
 - 1) Loosen the lock screws on the rear cover and remove the rear cover.
 - 2) Align the memory card with the memory card slot and insert it.

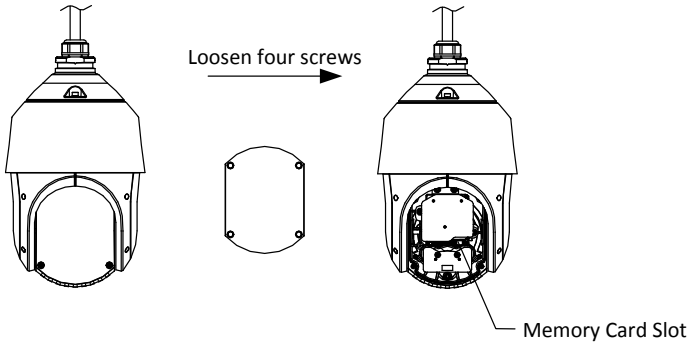


Figure 2-8 Memory Card Slot

- 3) Install the rear cover back and tighten the lock screws.
2. Install the bracket.
 - 1) Get the bracket and screws from the packing box as shown in Figure 2-9.

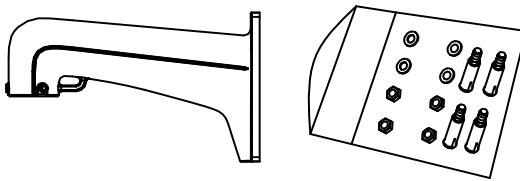


Figure 2-9 Wall Mounting Bracket

- 2) Drill four screw holes in the wall according to the holes on the bracket, and then insert four M8 expansion screws into the mounting holes.
- 3) Attach the gasket and the bracket to the wall by aligning the four screw holes on the bracket with four expansion screws on the wall.
- 4) Secure the bracket with four hex nuts and washers.

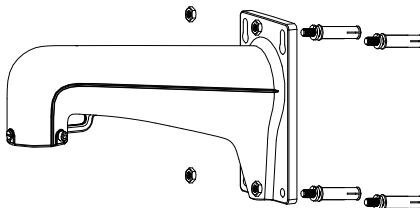


Figure 2-10 Secure the Bracket

3. Install the speed dome to the bracket.
 - 1) Hook the two ends of the safety rope to the speed dome and the bracket respectively as shown in Figure 2-11.

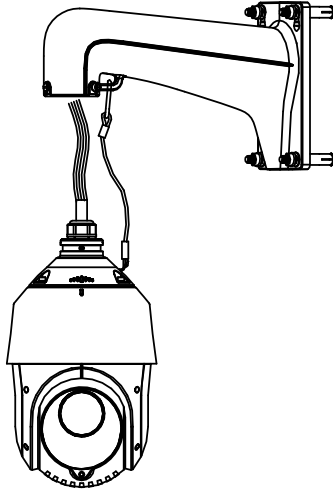


Figure 2-11 Safety Rope

- 2) Route the cables through the bracket and connect the corresponding cables.
- 3) Loosen the lock screws on the bracket.
- 4) Align the speed dome with bracket and rotate it to the bracket tightly.
- 5) Tighten the two lock screws with the wrench to secure the speed dome and the bracket.

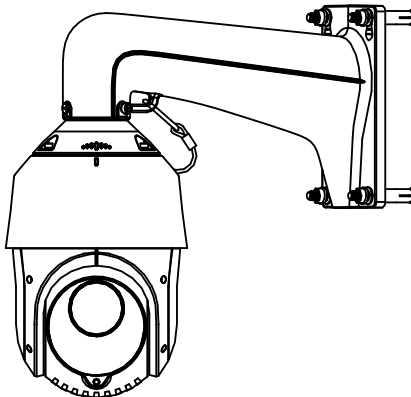


Figure 2-12 Secure the Speed Dome

4. Remove the protective film on the bubble after the installation is finished.

2.2.2 In-ceiling Mounting

Note:

- The height of the space above the ceiling must be more than 250 mm.
- The thickness of the ceiling must range from 5 mm to 40 mm.
- The ceiling must be strong enough to withstand more than four times the weight of the speed dome and the accessories.

Steps:

1. Install the memory card.

Note:

Refer to **step 1** in **Section 2.2.1 Wall Mounting**.

2. Drill screw holes in the ceiling.
 - 1) Attach the drill template to the ceiling where you want to install the speed dome.
 - 2) Cut a hole and drill screw holes according to the drill template.

Note:

± 2 mm of the circle diameter is tolerable.

3. Route the cables through the ceiling for the speed dome.
4. Install the bracket on the speed dome.
 - 1) Place the in-ceiling bracket on the speed dome according to the direction of the arrow shown in Figure 2-13.
 - 2) Rotate and tighten the screws on the bracket to fix the bracket with the speed dome.

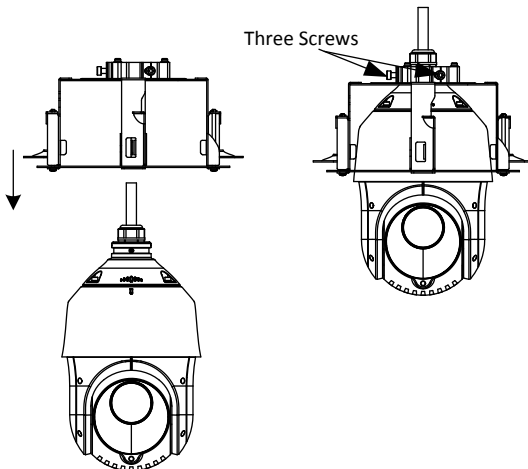


Figure 2-13 Install the Bracket

5. Install the speed dome to the ceiling.
 - 1) Align the toggle bolts with the screw holes on the ceiling.
 - 2) Push the speed dome according to the direction of the arrow in Figure 2-14 to the mounting hole.

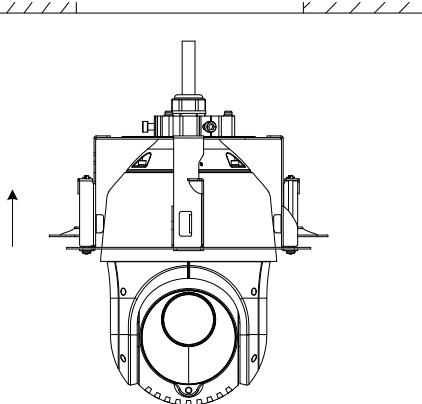


Figure 2-14 Push to the Mounting Hole

- 3) Rotate the screws clockwise and the toggle will rotate down to secure the speed dome to the ceiling. Fix the locks on the ceiling.

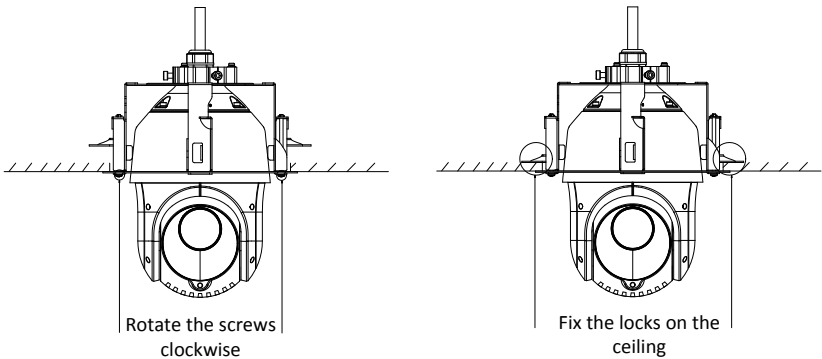


Figure 2-15 Install the Speed Dome to the Ceiling

6. Install the trim ring.

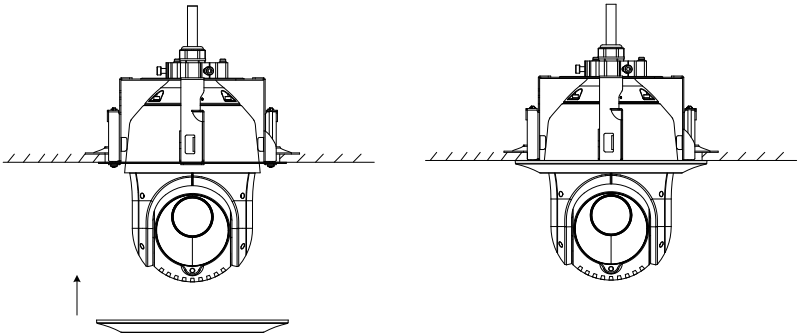


Figure 2-16 Install the Trim Ring

7. Remove the protective film on the bubble after the installation is finished.

2.3 Installing N5xxxI Series (IR) Speed Dome

Notes:

- Refer to **Section 2.2.1 Wall Mounting** for wall mounting steps for N5xxxI series (IR) speed dome.
- Refer to Figure 2-17 for memory card slot of N5xxxI (IR) series speed dome.

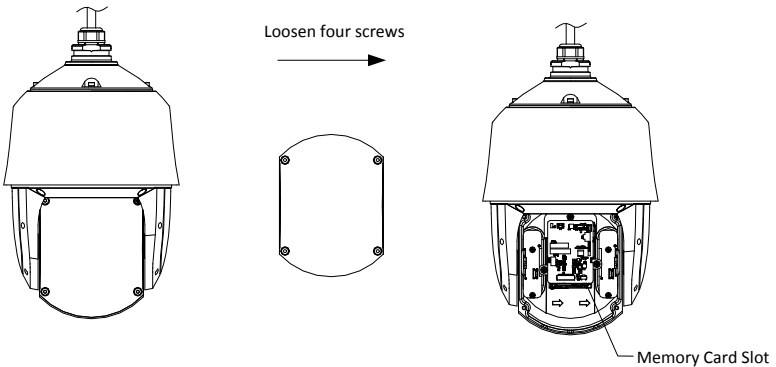


Figure 2-17 Memory Card Slot

3 Setting the Speed Dome 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 the network security of the speed dome, we recommend you to have the speed dome assessed and maintained termly. You can contact us if you need such service.

3.1 Wiring

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

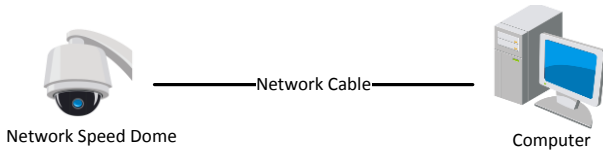


Figure 3-1 Connecting Directly

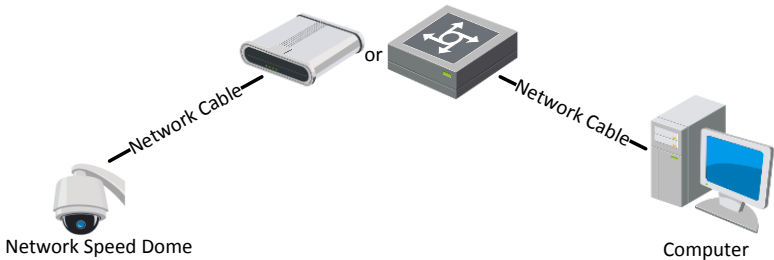


Figure 3-2 Wiring over LAN

3.2 Activating the Speed Dome

Purpose:

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

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 speed dome activation.

3.2.1 Activation via Web Browser

Steps:

1. Power on the speed dome. Connect the speed dome 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 speed dome is 192.168.1.64.
- The computer and the speed dome should belong to the same subnet.
- For the speed dome enables the DHCP by default, you need to use the SADP software to search the IP address.

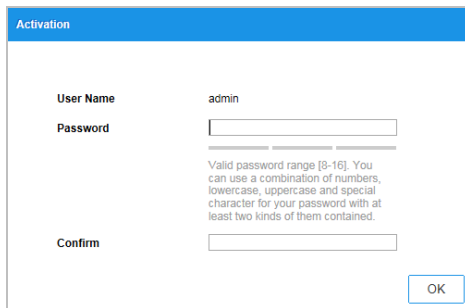


Figure 3-3 Activation Interface (Web)

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 speed dome 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 speed dome.

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.

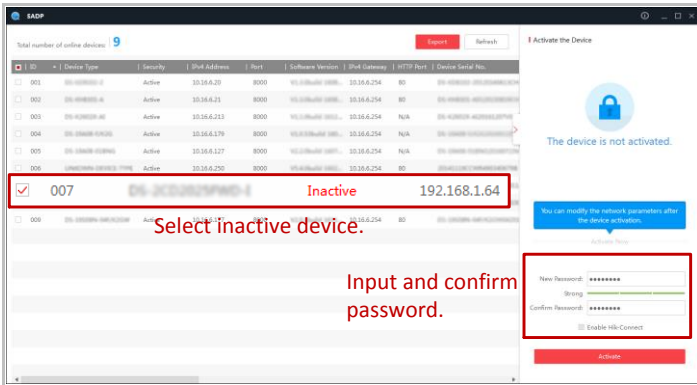


Figure 3-4 SADP Interface

Note:

The SADP software supports activating the speed dome 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 Speed Dome.**

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 speed dome via LAN (Local Area Network), you need to connect the network speed dome 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 **Enable DHCP**.

Modify Network Parameters

Enable DHCP
 Enable Hik-Connect

Device Serial No.: XX-XXXXXXXX-XXXXXXXXXXXXXXXX

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 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 Speed Dome**.

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 to 11, Google Chrome 31 to 44, and Mozilla Firefox 30 to 51

Steps:

1. Open the web browser.
2. In the browser address bar, input the IP address of the network speed dome, 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 speed dome. 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.

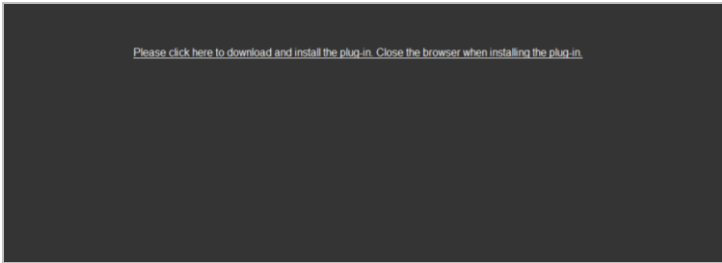


Figure 4-2 Download Plug-in

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

Note:

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

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 speed dome, receive alarm notification and so on.

Note:

Hik-Connect service is not supported by certain speed dome models.

5.1 Enable Hik-Connect Service on Speed Dome

Purpose:

Hik-Connect service should be enabled on your speed dome 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 **Enable Hik-Connect**
2. :
 - 1). "Activate the Device" page during speed dome 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**.
3. Create a verification code or change the verification code.

The screenshot shows a 'Tips' dialog box with a red header and a close button (X). 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. The first is labeled 'Verification Code' and contains six asterisks. To its right, a note states: '6 to 12 letters or numbers, case sensitive. You are recommended to use a combination of no less than 8 letters or numbers.' The second input field is labeled 'Confirm Verification Code' and also contains six asterisks. At the bottom, there is a blue link: '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 red) and 'Cancel' (in grey).

Figure 5-1 Verification Code Setting (SADP)

Note:

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

4. Click and read "Terms of Service" and "Privacy Policy".
5. Confirm the settings.

5.1.2 Enable Hik-Connect Service via Web Browser

Before you start:

You need to activate the speed dome before enabling the service. Refer to **Section 3.2 Activating the Speed Dome**.

Steps:

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

Configuration > Network > Advanced Settings > Platform Access

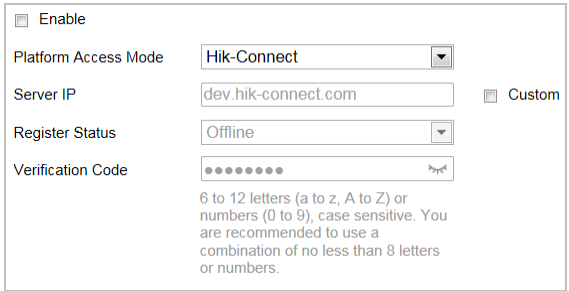


Figure 5-2 Platform Access Configuration (Web)

3. Select Platform Access Mode as Hik-Connect.
4. Check **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 speed dome.

Note:

The verification code is required when you add the speed dome 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 Speed Dome to Hik-Connect

Before you start:

You need to enable the Hik-Connect service on speed dome before adding it to your Hik-Connect account. Refer to **Section 5.1 Enable Hik-Connect Service on Speed Dome**.

Steps:

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

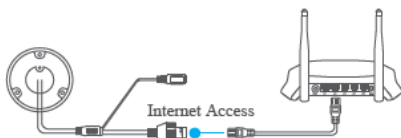


Figure 5-3 Connect a Router

Note:

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

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

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

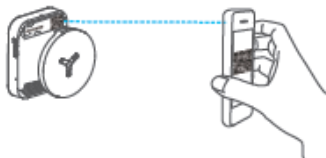



Figure 5-4 Scan QR Code

Note:

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

3. Input the verification code of your speed dome.

Notes:

- The required verification code is the code you create or change when you enabling Hik-Connect service on speed dome.
 - 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 speed dome 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 speed dome such as motion detection.

