**Hikvision DS-2DE4A225IW-DE**

# Hikvision DS-2DE4A225IW-DE PTZ Camera User Manual

## 1. INTRODUCTION

This manual provides essential information for the installation, operation, and maintenance of your Hikvision DS-2DE4A225IW-DE PTZ (Pan-Tilt-Zoom) camera. This 2MP camera features a 25x optical zoom and supports both 12V DC and Power over Ethernet (PoE) power options, making it suitable for various surveillance applications. Please read this manual thoroughly before using the product to ensure correct and safe operation.

## 2. SAFETY INFORMATION

- **Power Supply:** Use only the specified power adapters. Ensure the power voltage is stable and meets the camera's requirements (12V DC or PoE).

- **Installation:** Installation must be performed by qualified personnel and comply with all local codes. Ensure the mounting surface can support the camera's weight.

- **Environment:** Do not expose the camera to extreme temperatures, high humidity, dust, or corrosive environments. Avoid direct sunlight exposure for extended periods.

- **Cleaning:** Use a soft, dry cloth for cleaning. Do not use strong detergents or abrasive materials.

- **Disassembly:** Do not attempt to disassemble or modify the camera. Unauthorized modifications will void the warranty.

## 3. PACKAGE CONTENTS

Verify that all items are present and in good condition upon unpacking. If any items are missing or damaged, contact your supplier immediately.

- Hikvision DS-2DE4A225IW-DE PTZ Camera

- Mounting Bracket (Wall/Ceiling)

- Power Adapter (if included with specific model variant)

- Mounting Screws and Anchors

- Waterproof Connector Kit

- Quick Start Guide
- Drill Template

## 4. PRODUCT OVERVIEW

The Hikvision DS-2DE4A225IW-DE is a high-performance 2-megapixel PTZ dome camera designed for versatile surveillance. It features a powerful 25x optical zoom lens, allowing for detailed monitoring over large areas. The camera supports Pan, Tilt, and Zoom functions, enabling dynamic adjustment of the viewing angle and focus. Integrated infrared (IR) illumination provides clear images in low-light conditions.



Figure 4.1: Front view of the Hikvision DS-2DE4A225IW-DE PTZ Camera, showing the dome housing and lens assembly.

## 5. SETUP

### 5.1 Mounting the Camera

1. **Choose Location:** Select a suitable mounting location that provides the desired field of view and is structurally sound to support the camera.
2. **Drill Holes:** Use the provided drill template to mark and drill holes for the mounting bracket.
3. **Secure Bracket:** Attach the mounting bracket to the surface using the supplied screws and anchors.
4. **Attach Camera:** Secure the camera to the mounting bracket. Ensure all connections are made before final tightening.

### 5.2 Power Connection

- **12V DC Power:** Connect a 12V DC power adapter to the camera's power input port.
- **PoE (Power over Ethernet):** If using PoE, connect an Ethernet cable from a PoE-enabled switch or injector to the camera's network port. No separate power adapter is needed.

## 5.3 Network Connection

Connect an Ethernet cable from your network router or switch to the camera's RJ45 network port. Ensure the network connection is stable for optimal performance.

# 6. OPERATING THE CAMERA

## 6.1 Initial Access and Configuration

1. **Find IP Address:** Use the Hikvision SADP tool (available on the Hikvision website) to discover the camera's IP address on your network.

2. **Access via Web Browser:** Open a web browser and enter the camera's IP address.

3. **Login:** Enter the default username (admin) and password (usually the verification code on the camera label or '12345'). You will be prompted to create a new strong password upon first login.

4. **Basic Settings:** Configure network settings, date/time, and video parameters as needed.

## 6.2 PTZ Functions

From the live view interface in your web browser or NVR/VMS software, you can control the camera's PTZ functions:

- **Pan:** Rotate the camera horizontally (left/right).
- **Tilt:** Adjust the camera vertically (up/down).
- **Zoom:** Adjust the optical zoom level (in/out) to magnify or widen the view.
- **Focus:** Automatically or manually adjust the focus for a clear image.
- **Presets:** Save specific PTZ positions for quick recall.
- **Patrol/Pattern:** Configure automated tours between preset points.

# 7. MAINTENANCE

## 7.1 Cleaning

- **Lens:** Gently wipe the lens with a soft, clean cloth. If necessary, use a small amount of lens cleaning fluid.
- **Housing:** Clean the camera housing with a soft, damp cloth. Avoid harsh chemicals.

## 7.2 Firmware Updates

Regularly check the Hikvision official website for the latest firmware updates. Firmware updates can improve performance, add new features, and address security vulnerabilities. Follow the instructions provided with the firmware package carefully to avoid damaging the device.

# 8. TROUBLESHOOTING

| Problem | Possible Cause | Solution |
|---------|----------------|----------|
| No image/power | No power supply; faulty cable; incorrect voltage. | Check power connection and adapter. Ensure correct voltage. Test with a different cable. |
| Image blurry/out of focus | Lens dirty; focus not adjusted; protective film still on lens. | Clean the lens. Adjust focus manually or use auto-focus. Remove any protective film. |

| Problem | Possible Cause | Solution |
| --- | --- | --- |
| Cannot access camera via network | Incorrect IP address; network cable disconnected; firewall blocking. | Verify IP address. Check network cable. Disable firewall temporarily or add exception. Use SADP tool to find camera. |
| PTZ functions not responding | Firmware issue; control software issue; power supply insufficient. | Update firmware. Restart camera and control software. Ensure adequate power supply (especially for PoE). |

## 9. SPECIFICATIONS

| Feature | Detail |
| --- | --- |
| Model Number | DS-2DE4A225IW-DE |
| Product Dimensions | 11 x 9 x 6.3 inches |
| Item Weight | 5.4 pounds |
| ASIN | B07G5BVG63 |
| Date First Available | August 3, 2018 |
| Manufacturer | HIKVISION USA INC |
| Resolution | 2 Megapixel |
| Optical Zoom | 25x |
| Power Options | 12V DC / PoE |

## 10. WARRANTY AND SUPPORT

Hikvision products typically come with a limited warranty. For specific warranty terms and conditions, please refer to the warranty card included with your product or visit the official Hikvision website. For technical support, product registration, or service inquiries, please contact Hikvision customer support through their official channels. Keep your purchase receipt for warranty claims.

**Hikvision Official Website:** www.hikvision.com