Hikvision DS-2CD2143G0-I -2.8MM

Hikvision DS-2CD2143G0-I 4MP IR Fixed Dome Network Camera User Manual

Model: DS-2CD2143G0-I -2.8MM

1. Introduction

This manual provides essential information for the installation, operation, and maintenance of the Hikvision DS-2CD2143G0-I 4MP IR Fixed Dome Network Camera. Please read this manual thoroughly before using the product to ensure correct and safe operation.

The Hikvision DS-2CD2143G0-I is a high-performance 4MP dome security camera designed for outdoor surveillance. It captures crystal-clear images and videos with 2560 x 1440 resolution, features a wide-angle 2.8mm lens, and provides night vision up to 100 ft (30m). It supports Power Over Ethernet (PoE), is IP67 weatherproof, and IK10 vandal-resistant. Smart features include motion detection, line crossing, and intrusion detection. It utilizes H.265+ compression for efficient storage and is ONVIF compatible.



Figure 1: Hikvision DS-2CD2143G0-I 4MP IR Fixed Dome Network Camera. This image shows the compact white dome camera with the lens visible through the clear protective cover.

2. Safety Information

Always adhere to local electrical codes and regulations. Installation should be performed by qualified personnel only. Ensure the power supply is disconnected before any installation or maintenance. Do not expose the camera to extreme temperatures, humidity, or corrosive environments. Use only specified power adapters.

2.1 Electrical Safety

- Use only power adapters specified in the product specifications.
- Ensure the power supply voltage is stable and meets the camera's requirements.
- Do not overload power outlets or extension cords.

2.2 Installation Precautions

- Mount the camera securely to prevent it from falling.
- Avoid placing the camera in direct sunlight or near heat sources.
- Ensure proper ventilation around the camera.

3. Package Contents

Verify that all items are present in the package:

- Hikvision DS-2CD2143G0-I Camera
- Mounting hardware (screws, wall plugs)
- Quick start guide



Figure 2: Hikvision DS-2CD2143G0-I Product Packaging. This image displays the retail box for the camera, highlighting key features like H.265+ compression and EXIR technology.

4. Setup and Installation

4.1 Mounting the Camera

1. Choose a suitable mounting location (ceiling or wall) that provides the desired field of view and is within reach of power and network cables.
2. Use the provided mounting template (if applicable) to mark drill holes.
3. Drill holes and insert wall plugs if mounting on masonry.
4. Secure the camera base to the mounting surface using the provided screws.
5. Adjust the camera angle and focus as needed.

4.2 Wiring Connections

The DS-2CD2143G0-I supports Power over Ethernet (PoE) for simplified installation.

- **PoE Connection:** Connect an Ethernet cable from a PoE-enabled switch or NVR directly to the camera's RJ45 port. This provides both power and data.
- **12V DC Power (Optional):** If PoE is not used, connect a 12V DC power adapter (not included) to the camera's power input port. Then, connect an Ethernet cable to the RJ45 port for data.

4.3 Initial Configuration

After physical installation and power-up, the camera requires network configuration. Refer to the Hikvision SADP (Search Active Devices Protocol) tool or your NVR/VMS software for device discovery and initial setup, including setting a strong password.

5. Operating the Camera

5.1 Accessing the Camera

The camera can be accessed via a web browser (Internet Explorer recommended for full functionality), Hik-Connect mobile app, or compatible NVR/VMS software.

- **Web Browser:** Enter the camera's IP address into your browser's address bar. Log in with your credentials.
- **Hik-Connect App:** Download the Hik-Connect app, register an account, and add the camera by scanning its QR code or manually entering its serial number.
- **NVR/VMS:** Follow the instructions for your specific Network Video Recorder or Video Management Software to add and manage the camera.

5.2 Key Features and Settings

- **Video Settings:** Adjust resolution (up to 2560 x 1440), frame rate, and compression (H.265+/H.265/H.264+/H.264).
- **Image Settings:** Configure brightness, contrast, saturation, WDR (Wide Dynamic Range), and 3D DNR (Digital Noise Reduction).
- **Smart Events:** Set up motion detection, line crossing detection, and intrusion detection zones and sensitivity. Configure notification methods (e.g., email, app push).
- **Recording:** Schedule continuous recording, motion-triggered recording, or event-triggered recording to an NVR, NAS, or local storage (if supported by model).
- **Network Settings:** Configure IP address, port settings, and DDNS if remote access is desired without Hik-Connect.

6. Maintenance

Regular maintenance ensures optimal performance and longevity of your camera.

- **Cleaning:** Gently wipe the camera's lens and housing with a soft, dry cloth. For stubborn dirt, use a mild detergent solution and a soft cloth, then wipe dry. Do not use strong chemicals or abrasive cleaners.
- **Firmware Updates:** Periodically check the Hikvision official website for firmware updates. Updating firmware can improve performance, add new features, and address security vulnerabilities. Follow the update instructions carefully.
- **Cable Inspection:** Regularly inspect all cables (power and network) for any signs of wear, damage, or corrosion. Replace damaged cables immediately.
- **Environmental Checks:** Ensure the camera's environment remains within its operating temperature and humidity ranges. Clear any obstructions that might block the field of view or ventilation.

7. Troubleshooting

Problem	Possible Cause	Solution

Problem	Possible Cause	Solution
No image/video output	No power; Network cable disconnected; Incorrect IP address; Camera not initialized.	Check power supply/PoE; Verify network cable connection; Ensure correct IP and subnet mask; Initialize camera using SADP tool.
Poor image quality	Dirty lens; Incorrect focus; Insufficient lighting; Network bandwidth issues.	Clean the lens; Adjust focus (if applicable); Ensure adequate lighting or enable IR; Check network connection and bandwidth.
Cannot access camera via web browser	Incorrect IP address; Firewall blocking access; Browser compatibility issues.	Verify IP address; Disable firewall temporarily or add exception; Use Internet Explorer or Hikvision's browser plugin.
Motion detection not working	Motion detection not enabled; Sensitivity too low; Detection area not configured.	Enable motion detection in settings; Increase sensitivity; Define detection zones correctly.

8. Specifications

Feature	Specification
Model	DS-2CD2143G0-I -2.8MM
Image Sensor	1/3" Progressive Scan CMOS
Max. Resolution	2560 x 1440 (4MP)
Lens	2.8 mm fixed lens
Field of View	Horizontal FOV: 103°
IR Range	Up to 30 m (100 ft)
Video Compression	H.265+/H.265/H.264+/H.264
Power Supply	12 VDC ± 25%, PoE (802.3af)
Power Consumption	Max. 7.5 W
Dimensions	5 x 4 x 5 inches (approx.)
Weight	1.63 pounds (approx.)
Ingress Protection	IP67
Vandal Resistance	IK10
Operating Conditions	-30 °C to 60 °C (-22 °F to 140 °F), Humidity 95% or less (non-condensing)
UPC	745558711090

9. Warranty and Support

For warranty information, please refer to the warranty card included with your product or visit the official Hikvision website. Keep your purchase receipt as proof of purchase.

For technical support, firmware updates, and additional resources, please visit the Hikvision official support portal or contact their customer service. You can often find FAQs, troubleshooting guides, and software downloads on their website.

Hikvision Official Website: www.hikvision.com

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