Real HD Hikvision DS-2CD2347G2-LU

Real HD Hikvision DS-2CD2347G2-LU 4MP PoE IP Turret Dome Camera User Manual

Comprehensive guide for the setup, operation, and maintenance of your security camera.

Product Overview

The Real HD Hikvision DS-2CD2347G2-LU is a 4MP PoE IP Turret Dome Camera designed for robust outdoor surveillance. It features 24/7 full-color night vision, advanced H.265+ video compression, and an IP67 weather-resistant rating. Equipped with AcuSense technology, it provides intelligent human and vehicle detection, minimizing false alarms. This camera is ideal for monitoring homes and businesses, offering clear, sharp, and colorful images day and night.

This image illustrates the primary features of the DS-2CD2347G2-LU camera, including its 4MP resolution, ColorVu full-color night vision, H.265+ compression, IP67 rating, and Video Content Analysis (VCA) capabilities.

Key Features

- **Full-Time Color:** 4MP resolution with 24-hour full-color night vision, providing vivid images even in low-light conditions.
- **Wide Viewing Angle:** Up to 112° wide viewing angle to capture a broader area.
- **Efficient Compression:** Smart H.265+ video compression reduces bit rate and storage requirements by up to 70% compared to H.265.
- **Built-in Microphone:** Integrated microphone for audio recording.
- **Local Storage:** Built-in Micro SD/SDHC/SDXC slot supporting up to 256 GB (SD Card not included).
- **Wide Dynamic Range (WDR):** 120dB True WDR optimizes bright and dark areas for clear images in high-contrast lighting.
- **Durable Design:** IP67 waterproof and vandal-proof solid aluminum alloy case for outdoor use.
- **Power over Ethernet (PoE):** Supports 802.3af PoE for simplified installation with a single Ethernet cable.
- **Advanced Motion Detection:** Features Line crossing detection, intrusion detection, object removal detection, unattended baggage detection, Face Detection, and Human/Vehicle Detection.
- **APP Alert Push:** Receive motion alerts via mobile applications like Hik-connect, EZVIZ, or Guard Viewer.

Setup Guide

1. Unboxing and Components

Carefully unpack all components from the product box. Ensure all items are present before proceeding with installation.



This image displays the typical contents found in the camera packaging, including the camera unit, a drill template for mounting, a user manual, and various mounting accessories.

2. Mounting the Camera

Select a suitable mounting location that provides the desired viewing angle and is within range of your network and power source. Use the provided drill template to mark and drill holes for mounting. Secure the camera firmly to the surface using the supplied screws and anchors.



This image shows an individual in the process of installing a dome camera on an exterior wall, demonstrating a common mounting scenario.

This diagram provides precise measurements of the camera, essential for planning installation and ensuring proper fit in various locations.

3. Power and Network Connection

The camera supports Power over Ethernet (PoE) (802.3af) or a 12V DC power supply. For PoE, connect a single Ethernet cable from a PoE-enabled switch or NVR to the camera's Ethernet port. This cable will provide both power and data connectivity. If using a 12V DC adapter (not included), connect it to the camera's power input and then connect an Ethernet cable for network access.



This graphic demonstrates the simplicity of PoE installation, where a single cable provides both power and data connection between the camera and a PoE NVR.

Operating Instructions

1. Initial Configuration

After connecting the camera, access its web interface via a browser or use the Hik-connect, EZVIZ, or Guard Viewer mobile applications for initial setup. Follow the on-screen prompts to set up network parameters, user accounts, and basic camera settings.

2. Accessing the Camera Feed

You can view the live camera feed and recorded footage from various devices. Use the dedicated mobile apps on your smartphone or tablet, or access the camera through a desktop client or web browser on your computer. Ensure your device is connected to the same network as the camera or has internet access if remote viewing is configured.

This image highlights the camera's capability for multi-platform real-time viewing, allowing users to monitor their feed from smartphones, tablets, and computers.

3. Motion Detection and Alerts

The camera features advanced motion detection capabilities, including Line crossing detection, intrusion detection, object removal detection, unattended baggage detection, Face Detection, and specifically, Human and Vehicle Detection powered by AcuSense technology. Configure detection zones and sensitivity settings through the camera's interface to receive accurate alerts. When an event is detected, the camera can push notifications to your mobile device via the configured app.



This image demonstrates the human and vehicle detection feature, showing a mobile alert triggered by a person near a door, indicating the camera's intelligent monitoring capabilities.

4. Night Vision Features

The DS-2CD2347G2-LU camera offers 24/7 full-color night vision, providing detailed and colorful images even in extremely low light. Unlike traditional infrared cameras that produce black and white images at night, this camera utilizes ColorVu technology to maintain color fidelity. It also features intelligent automatic lighting, where its 3500K warm light can adjust intensity based on environmental conditions, effectively acting as a security light.



This comparison highlights the superior clarity and color retention of the camera's ColorVu night vision compared to conventional black and white night vision.

This illustration demonstrates how the camera's intelligent automatic lighting feature adjusts its warm light output to optimize visibility and serve as an effective security light.

5. Video Compression and Storage

The camera utilizes H.265+ video compression, which significantly reduces bandwidth and storage requirements while maintaining high video quality. This allows for more efficient use of storage space and faster loading speeds compared to older H.264 compression. You can store recorded video on a Micro SD card (up to 256GB, not included) inserted directly into the camera, or integrate it with Network Attached Storage (NAS) for larger capacity solutions. The camera also features 120dB Wide Dynamic Range (WDR) technology, ensuring clear video without overexposure or darkness in challenging lighting conditions.

This chart illustrates the significant advantages of H.265+ video compression over H.264, including reduced storage space, lower bandwidth usage, faster loading, and support for higher resolutions.



This image highlights the flexible storage options available for the camera, including support for MicroSD cards up to 256GB and integration with NAS systems.



This visual explains the benefit of WDR technology, showing how it improves image quality by balancing exposure in scenes with both very bright and very dark areas.

Maintenance

Regular maintenance ensures optimal performance and longevity of your camera.

- **Cleaning:** Periodically clean the camera lens and housing with a soft, damp cloth. Avoid abrasive cleaners that could scratch the lens.
- **Firmware Updates:** Check the manufacturer's website or your NVR/app for available firmware updates. Keeping the firmware updated ensures access to the latest features and security enhancements.
- **Cable Inspection:** Regularly inspect all cables for any signs of wear, damage, or corrosion, especially for outdoor installations.
- **Mounting Security:** Verify that the camera remains securely mounted and has not loosened over time due to environmental factors.

Troubleshooting

Problem	Possible Cause	Solution
No image/Camera offline	No power, network cable disconnected, incorrect IP address.	Check PoE connection or 12V DC power supply. Verify Ethernet cable connection. Ensure camera has a valid IP address and is reachable on the network.
Poor image quality at night	Lens obstruction, insufficient ambient light, incorrect night vision settings.	Clean the lens. Ensure there are no obstructions. Check camera settings for night vision mode and intelligent lighting.
Frequent false motion alerts	Detection sensitivity too high, detection zone includes irrelevant areas (e.g., moving trees).	Adjust motion detection sensitivity. Refine detection zones to exclude areas with frequent non-threatening movement. Utilize Human/Vehicle Detection to filter out irrelevant motion.
Cannot access camera via app/NVR	Network connectivity issues, incorrect app settings, camera not added correctly.	Verify network connection for both camera and viewing device. Ensure camera is properly added to the app/NVR using the correct credentials. Restart camera and NVR/router.
Micro SD card not recording	SD card full, corrupted, or not formatted; recording schedule not set.	Check SD card status in camera settings. Format the SD card if necessary (this will erase data). Ensure recording schedule is enabled and configured correctly. Replace SD card if faulty.

Specifications

Feature	Detail
Model Number	Hikvision DS-2CD2347G2-LU
Effective Video Resolution	4 MP (2688 × 1520)
Lens	2.8mm Fixed Lens
Viewing Angle	112 Degrees
Connectivity Technology	Wired (Ethernet)
Power Source	48V PoE (802.3af) or 12V DC
Power Consumption	6 watts

Feature	Detail
Video Compression	H.265+, H.265, H.264+, H.264, MJPEG
Frame Rate	30 fps (2688 × 1520, 1920 × 1080, 1280 × 720)
Night Vision Technology	ColorVu (Full-Time Color Night Vision)
Wide Dynamic Range (WDR)	120dB True WDR
Audio	Built-in Microphone
Local Storage	Micro SD/SDHC/SDXC slot, up to 256 GB
Ingress Protection Rating	IP67 (Dust and Water Resistant)
Material	Metal
Dimensions (L x W x H)	6.7 x 6.7 x 6 inches
Item Weight	2.14 pounds
Operating Temperature	Refer to manufacturer's detailed specifications
Compatible Devices	Smartphone, Hikvision NVR
Control Method	App
UPC	722390681651

Warranty and Support

The Real HD Hikvision DS-2CD2347G2-LU camera comes with a one-year warranty provided by the seller. For any technical assistance, troubleshooting, or warranty claims, please contact the seller directly. Real HD is committed to providing reliable products and responsive after-sales support.

- **Warranty Period:** One (1) year from the date of purchase.
- **Technical Support:** Available through the seller.
- **Contact:** Refer to your purchase documentation or the seller's contact information on the platform where the product was acquired.

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Ask a question about this manual

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page’s manual context to help answer it.

Name

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question