

Manuals+

[Q & A](#) | [Deep Search](#) | [Upload](#)

[manuals.plus](#) /

- › [TP-Link](#) /
- › [TP-Link VIGI C240I 4MP IR Dome Network Camera User Manual](#)

TP-Link VIGI C240I

TP-Link VIGI C240I 4MP IR Dome Network Camera User Manual

Model: VIGI C240I

[Introduction](#) [Safety Information](#) [Package Contents](#) [Physical](#)
[Overview](#) [Setup](#) [Operating](#) [Maintenance](#) [Troubleshooting](#) [Specifications](#) [Warranty &](#)
[Support](#)

1. INTRODUCTION

This manual provides detailed instructions for the installation, operation, and maintenance of your TP-Link VIGI C240I 4MP IR Dome Network Camera. The VIGI C240I is a high-definition surveillance camera designed for robust security monitoring, featuring 4MP resolution, advanced detection capabilities, and durable construction. Please read this manual thoroughly before using the product to ensure proper setup and functionality.



Figure 1: Front view of the TP-Link VIGI C240I 4MP IR Dome Network Camera.

2. SAFETY INFORMATION

Observe the following safety precautions to prevent damage to the camera and ensure user safety:

- Ensure the power supply voltage is within the specified range (PoE or 12V DC).
- Do not expose the camera to extreme temperatures or humidity outside its operating range.
- Avoid placing the camera near heat sources or in direct sunlight for prolonged periods.
- Use only manufacturer-approved accessories and power adapters.
- Do not attempt to disassemble or modify the camera. Refer all servicing to qualified personnel.
- Ensure proper grounding for electrical safety.
- Keep the camera away from strong electromagnetic fields.

3. PACKAGE CONTENTS

Verify that all items are present in your package:

- VIGI Network Camera (VIGI C240I)
- Quick Start Guide
- Waterproof Cable Attachments
- Mounting Accessories (screws, wall plugs)

4. PHYSICAL OVERVIEW

Familiarize yourself with the components of your VIGI C240I camera.

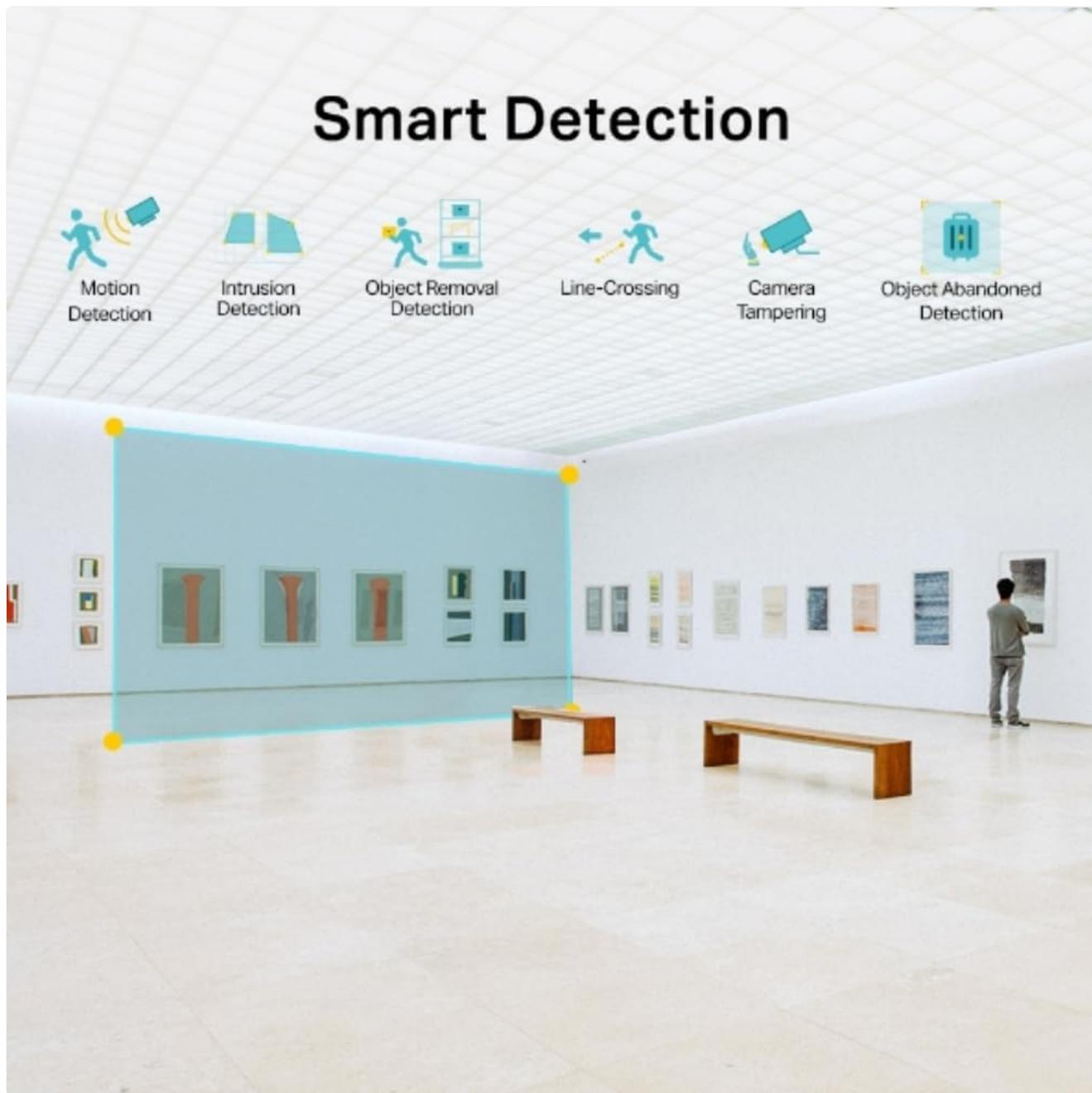


Figure 2: Side view of the VIGI C240I camera, showing cable connections and mounting points.

Key Components:

- **Dome Cover:** Protects the lens and internal components.
- **Lens:** Available in 2.8mm or 4mm focal lengths.
- **IR LEDs:** Provide infrared illumination for night vision.
- **Ethernet Port (RJ45):** Supports Power over Ethernet (PoE) for both power and data.
- **Power Input:** 12V DC power input option.
- **Mounting Base:** For secure installation on ceilings or walls.

5. SETUP

5.1 Mounting the Camera

The VIGI C240I camera is designed for ceiling mount installation. Its IK10 vandal-proof and IP67 waterproof ratings ensure

durability in various environments, including outdoor use.

1. Choose a suitable mounting location, typically a ceiling, ensuring a clear field of view.
2. Use the provided mounting template to mark drill holes.
3. Drill pilot holes and insert wall plugs if mounting on drywall or masonry.
4. Secure the camera's mounting base to the surface using the provided screws.
5. Adjust the camera's angle and orientation as needed.

5.2 Powering the Camera

The camera supports two power options:

- **Power over Ethernet (PoE):** Connect an Ethernet cable from a PoE-enabled switch or NVR to the camera's Ethernet port. This provides both power and data connectivity.
- **12V DC Power Adapter:** If PoE is not available, connect a 12V DC power adapter (not included) to the camera's power input port.

Use the waterproof cable attachments for outdoor installations to protect connections from moisture.

5.3 Network Connection and Initial Configuration

Connect the camera to your network via the Ethernet cable. For initial setup and configuration, you can use one of the following methods:

- **VIGI App:** Download the TP-Link VIGI app on your smartphone. Follow the in-app instructions to discover and add your camera.
- **VIGI Security Manager:** Install the VIGI Security Manager software on your computer. Use it to discover, configure, and manage your VIGI cameras.
- **Web UI:** Access the camera's web interface directly via a web browser using its IP address. Refer to the Quick Start Guide for default IP address or discovery tools.
- **NVR UI:** If connecting to a VIGI NVR, use the NVR's interface to add and manage the camera.

6. OPERATING THE CAMERA

The VIGI C240I offers various features for effective surveillance.



High Definition



Human & Vehicle Classification



Smart Detection



IK10



IP67



Smart Video Coding



Smart Vid



12V DC/PoE



Remote Monitoring



ONVIF Ensures Compatibility

Figure 3: VIGI C240I camera highlighting key features such as 4MP resolution, Human & Vehicle Classification, Smart Detection, IK10, IP67, H.265+, Smart Video, 12V DC/PoE, Remote Monitoring, and ONVIF Compatibility.

6.1 Accessing Live View and Recordings

You can view live feeds and access recorded footage through the VIGI app, VIGI Security Manager, NVR interface, or the camera's web UI.

6.2 Key Features

- **4MP Super-High Definition:** Provides clear and detailed video footage for enhanced monitoring.
- **Human & Vehicle Classification:** Distinguishes between humans and vehicles, reducing false alarms from other moving objects.
- **Smart Detection:** Configurable detection zones and triggers for events such as:
 - Motion Detection
 - Intrusion Detection (entering a defined area)

- Object Removal Detection
- Line-Crossing Detection
- Camera Tampering Detection
- Object Abandoned Detection

- **IK10 Vandal-Proof & IP67 Waterproof:** Ensures the camera can withstand impacts and harsh weather conditions.
- **H.265+ Video Compression:** Efficiently compresses video to save storage space and reduce network bandwidth usage without compromising quality.
- **Smart Video Enhancement:** Includes technologies like Smart IR (adaptive infrared), WDR (Wide Dynamic Range), and 3D DNR (Digital Noise Reduction) for optimized image quality in various lighting conditions, including Night Vision up to 30 meters.
- **2.8mm/4mm Lens Options:** Choose the appropriate lens for your surveillance needs; 2.8mm for wider angles in enclosed spaces, 4mm for longer distances.
- **Flexible Management:** Manage your camera via the web UI, NVR UI, VIGI app, or VIGI Security Manager.

7. MAINTENANCE

7.1 Cleaning the Camera

Regularly clean the camera lens and dome cover to ensure clear image quality. Use a soft, dry cloth. For stubborn dirt, a slightly damp cloth with mild detergent can be used, followed by drying. Avoid abrasive cleaners or solvents.

7.2 Firmware Updates

Periodically check the TP-Link VIGI website for firmware updates. Keeping your camera's firmware up-to-date ensures optimal performance, security enhancements, and access to new features. Firmware updates can typically be performed via the VIGI Security Manager or the camera's web UI.

7.3 Environmental Considerations

Despite its IP67 rating, ensure that the camera is not submerged in water. While it is waterproof against rain and dust, extreme conditions can still affect performance. Regularly inspect cable connections for any signs of wear or damage, especially in outdoor installations.

8. TROUBLESHOOTING

This section addresses common issues you might encounter with your VIGI C240I camera.

8.1 No Power

- **Check Power Source:** Ensure the PoE switch/NVR is powered on, or the 12V DC adapter is correctly connected and functioning.
- **Cable Connection:** Verify that the Ethernet cable (for PoE) or power cable (for DC) is securely connected to the camera and the power source.

8.2 No Video Feed

- **Network Connectivity:** Confirm the camera is properly connected to the network. Check network cables and router/switch status.
- **IP Address Conflict:** Ensure the camera has a unique IP address on your network. Use the VIGI Security Manager to check and assign a static IP if necessary.
- **Software/App Status:** Restart the VIGI app, Security Manager, or web browser. Ensure your viewing software is up-

to-date.

- **NVR Connection:** If connected to an NVR, verify the camera is added correctly to the NVR system.

8.3 Poor Image Quality

- **Clean Lens:** Clean the camera lens and dome cover as described in the Maintenance section.
- **Lighting Conditions:** Adjust camera settings (WDR, exposure) to compensate for challenging lighting. Ensure IR LEDs are not obstructed for night vision.
- **Network Bandwidth:** Insufficient network bandwidth can cause choppy or low-quality video. Check network load and camera's bitrate settings.

8.4 Cannot Access Web UI

- **Correct IP Address:** Ensure you are using the correct IP address for the camera.
- **Network Connection:** Verify your computer is on the same network as the camera.
- **Firewall/Antivirus:** Temporarily disable any firewall or antivirus software that might be blocking access.

If issues persist, consult the TP-Link support website or contact technical support.

9. SPECIFICATIONS

Feature	Specification
Model	VIGI C240I(2.8mm)
Effective Video Resolution	4MP (1440p)
Lens	2.8mm or 4mm
Night Vision Range	Up to 30 meters (Infrared)
Video Compression	H.265+
Power Source	PoE (802.3af/at) or 12V DC
Wattage	4.7 watts
Ingress Protection (Water/Dust)	IP67
Impact Protection	IK10 Vandal-Proof
Dimensions (L x W x H)	11.5 x 11.5 x 8.6 cm
Weight	10 g
Connectivity	Wired Ethernet
Special Features	2 Way Audio, 3D DNR, ONVIF Compatibility, Smart Video Coding, Vandal Proof
Operating Temperature	Refer to product datasheet for exact range
Storage Temperature	Refer to product datasheet for exact range

10. WARRANTY AND SUPPORT

For warranty information, technical support, and additional resources, please visit the official TP-Link website. You can find FAQs, updated firmware, and contact information for customer service.

TP-Link Official Website: www.tp-link.com

Please retain your purchase receipt for warranty purposes.

© 2023 TP-Link. All rights reserved.