HIKVISION DS-2DE2C400MWG-4G

HIKVISION 4MP Smart 4G Pan/Tilt CCTV Camera User Manual

Model: DS-2DE2C400MWG-4G

1. Introduction

This manual provides detailed instructions for the installation, operation, and maintenance of your HIKVISION 4MP Smart 4G Pan/Tilt CCTV Camera. This device is designed to offer comprehensive surveillance with advanced features such as 4G LTE connectivity, human and vehicle detection, two-way audio, and smart hybrid lighting. Please read this manual thoroughly before using the product to ensure proper setup and optimal performance.

2. Product Overview

The HIKVISION DS-2DE2C400MWG-4G is a versatile 4MP Pan/Tilt camera offering robust security features for various outdoor environments. Its compact design integrates advanced technology for reliable monitoring.



Figure 1: Front view of the HIKVISION 4MP Smart 4G Pan/Tilt CCTV Camera.

Key Features:

- **High Quality Imaging:** 4 MP resolution for clear and detailed video footage.
- **Human and Vehicle Detection:** Advanced algorithms to distinguish between human and vehicle movement, reducing false alarms.
- **4G LTE Connectivity:** Supports Nano SIM card for data transmission, enabling monitoring in areas without Wi-Fi.
- **Two-Way Audio:** Built-in microphone and speaker for real-time communication.
- **Smart Hybrid Light:** Provides flexible lighting options (IR and white light) up to 30 meters based on detection events.
- **Pan and Tilt Functionality:** Offers a wide coverage area with remote control via the Hik-Connect app.
- **Local Storage:** Supports microSD cards up to 512 GB for on-board video recording.
- **Weather Resistance:** IP66 rated for water and dust resistance, suitable for outdoor use.

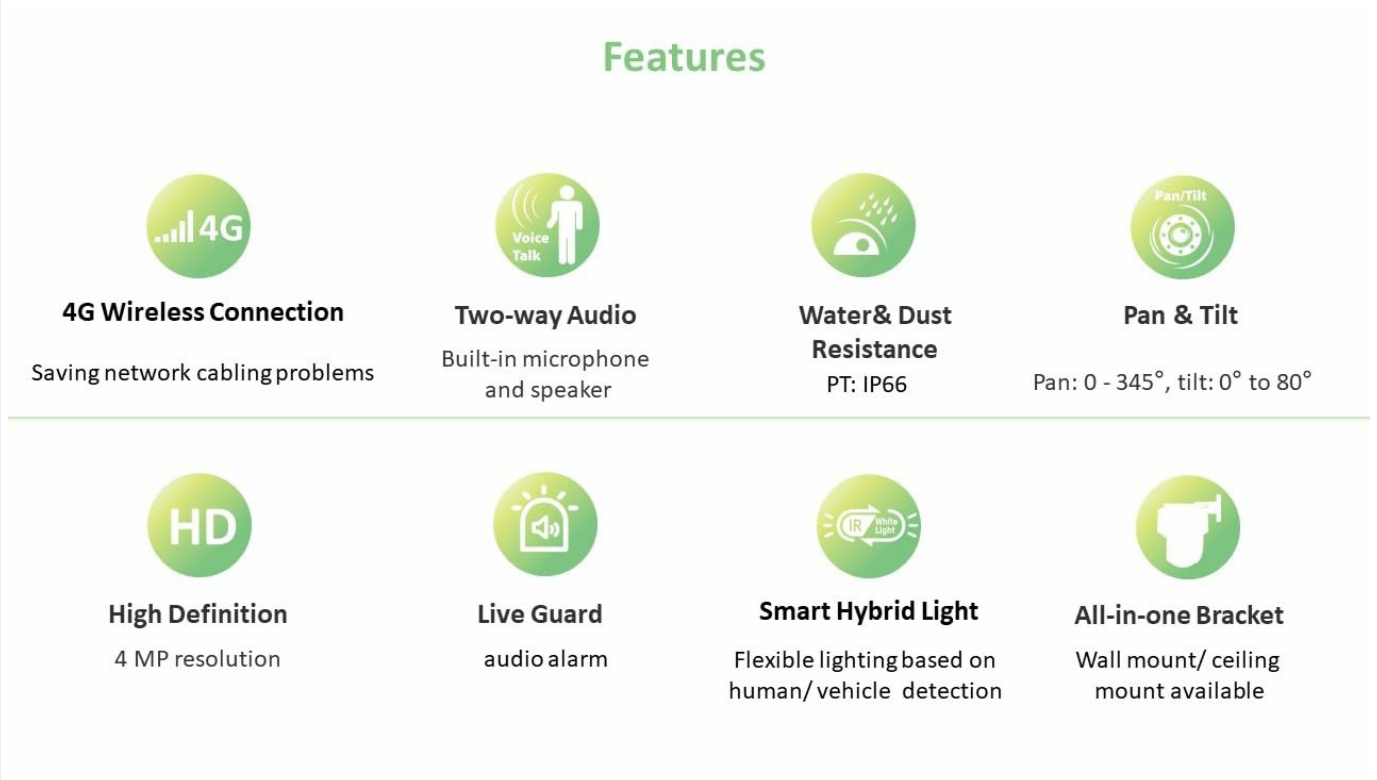


Figure 2: Overview of the camera's main features.

3. Package Contents

Verify that all items are present in the package:

- HIKVISION 4MP Smart 4G Pan/Tilt CCTV Camera
- User and Installation Manual
- Installation Kit (screws, wall plugs, etc.)
- Power Adapter (12V)

4. Setup and Installation

4.1 Before You Begin

- Ensure you have a Nano SIM card with an active 4G data plan if you intend to use cellular connectivity.
- Prepare necessary tools for installation (e.g., drill, screwdriver).
- Download the Hik-Connect app on your smartphone (available for Android and iOS).

4.2 Physical Installation

The camera features an all-in-one bracket supporting both wall and ceiling mounting. Choose a location that provides optimal coverage and a stable surface for mounting.

1. Mark the drilling positions using the provided mounting template.
2. Drill holes and insert wall plugs if necessary.
3. Secure the mounting bracket to the wall or ceiling using the screws.
4. Attach the camera to the bracket, ensuring it is firmly locked in place.

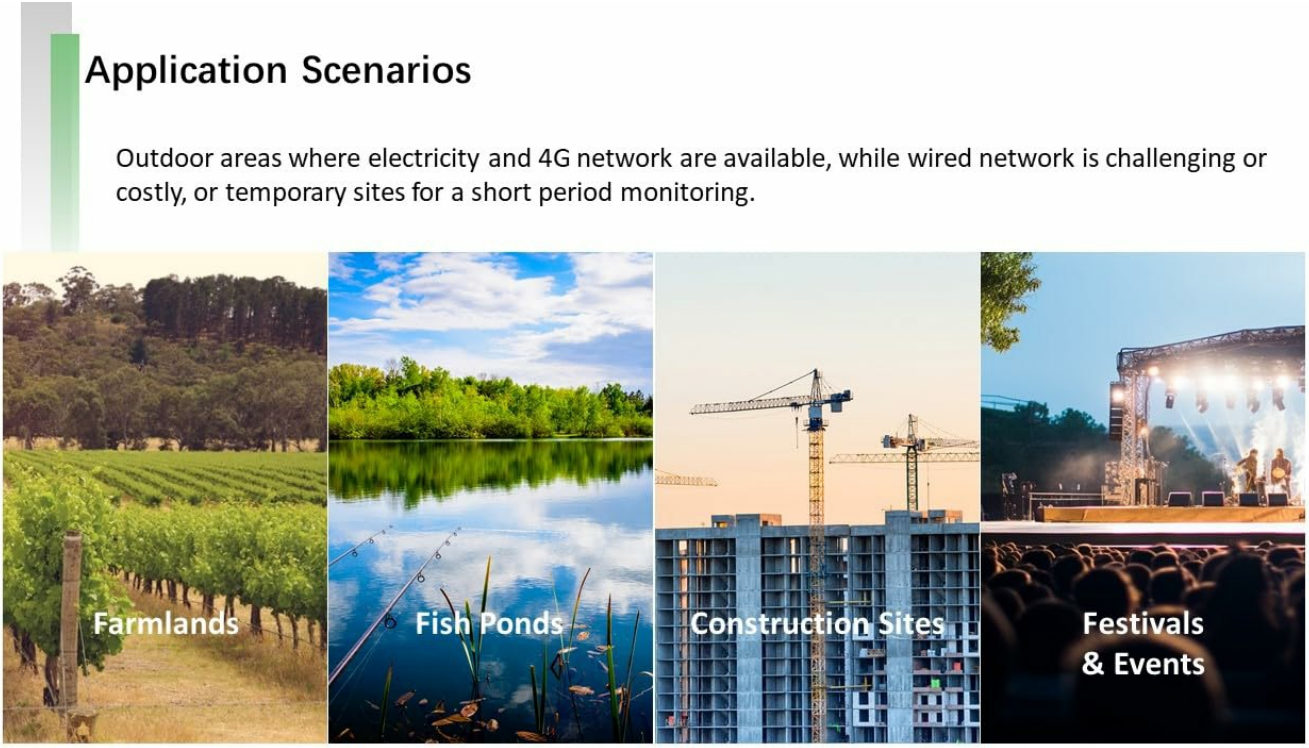


Figure 3: Mounting options and features like SD card slot and water resistance.

4.3 SIM Card and Power Connection

1. Locate the SIM card slot on the camera. Insert a Nano SIM card with the metal contacts facing down, ensuring it clicks into place.
2. Connect the provided 12V power adapter to the camera's power input and then to a power outlet. The camera will power on and initiate its startup sequence.

4.4 Initial Configuration (Hik-Connect App)

1. Open the Hik-Connect app on your smartphone.
2. Create an account or log in if you already have one.
3. Tap the '+' icon to add a new device. Scan the QR code located on the camera or its packaging.
4. Follow the on-screen prompts to connect the camera to your account. This may involve setting up network parameters if using Wi-Fi (though this model primarily uses 4G) and creating a device password.
5. Once added, you can view the live feed and access camera settings.

5. Operation

5.1 Pan and Tilt Control

From the Hik-Connect app, you can remotely control the camera's pan (horizontal) and tilt (vertical) movements to adjust the viewing angle. The camera offers 360° coverage (Pan: 0°-345°, Tilt: 0°-80°).



Figure 4: Pan/Tilt control and Two-way Audio features.

5.2 Two-Way Audio

The camera is equipped with a built-in microphone and speaker. In the Hik-Connect app, activate the two-way audio function to listen to the camera's surroundings or speak through the camera to communicate with individuals near the device.

5.3 Smart Hybrid Light

The Smart Hybrid Light feature automatically adjusts lighting based on detection events. In low-light conditions, the camera can use infrared (IR) for discreet black-and-white night vision or switch to white light illumination upon detection of a human or vehicle, providing full-color images and acting as a deterrent.

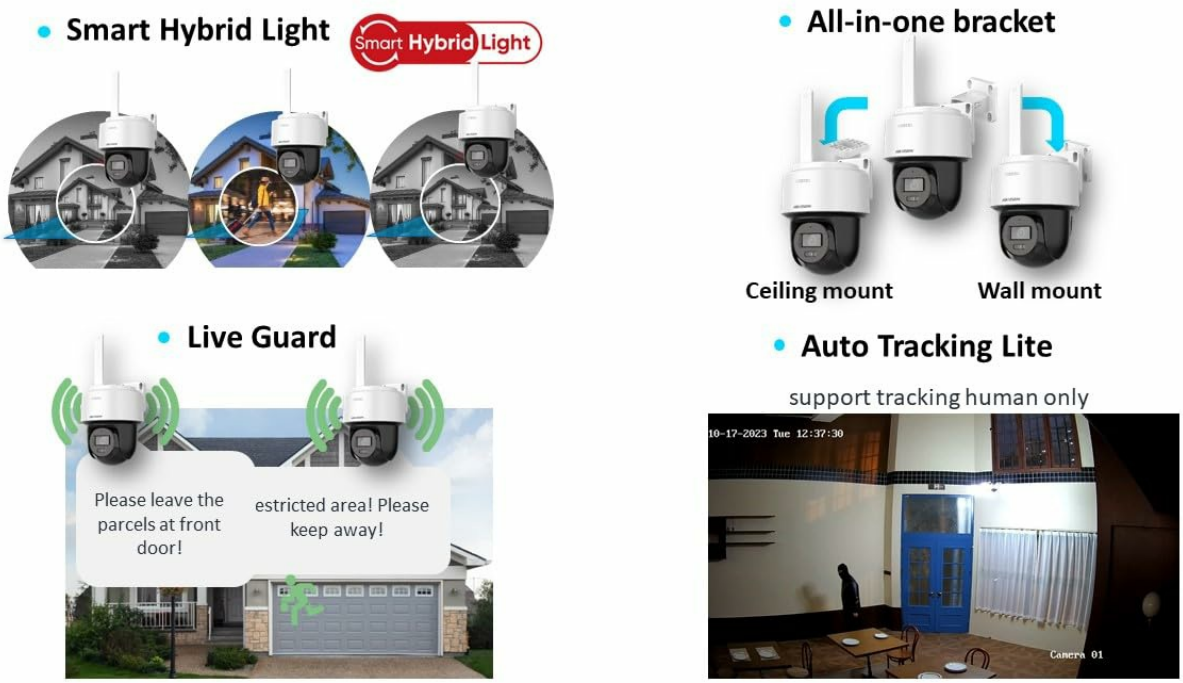


Figure 5: Smart Hybrid Light and Live Guard features.

5.4 Human and Vehicle Detection

The camera's intelligent detection capabilities differentiate between human and vehicle shapes and other moving objects. This minimizes false alarms triggered by animals or environmental factors. Configure detection zones and sensitivity settings within the Hik-Connect app.

5.5 Local Storage (SD Card)

Insert a microSD card (up to 512 GB) into the designated slot for local video storage. The camera supports H.265+ video compression, allowing for extended recording times (up to 90 days depending on settings and activity). Configure recording schedules and event-triggered recording via the Hik-Connect app.

6. Maintenance

- **Cleaning:** Regularly clean the camera lens with a soft, dry cloth to ensure clear image quality. Do not use harsh chemicals.
- **Firmware Updates:** Check the Hik-Connect app periodically for available firmware updates. Keeping the firmware updated ensures optimal performance and access to new features.
- **Power Supply:** Ensure the power adapter is securely connected and free from damage.
- **SIM Card:** Verify the SIM card is properly inserted and has an active data plan for continuous 4G connectivity.

7. Troubleshooting

Problem	Possible Cause	Solution
Camera not powering on	No power supply; faulty adapter/cable	Check power connection; test adapter with another device; replace if faulty.
No 4G network connection	SIM card not inserted correctly; no data plan; poor signal	Reinsert SIM card; verify active data plan; move camera to an area with better 4G signal.
Cannot connect to Hik-Connect app	Incorrect network settings; camera not initialized; app issues	Ensure camera has power and 4G connection; restart camera and app; try re-adding device.
Poor image quality	Dirty lens; low light conditions; network bandwidth issues	Clean the lens; ensure adequate lighting or enable Smart Hybrid Light; check 4G signal strength.
Motion detection not working	Detection settings incorrect; camera obstructed	Adjust detection sensitivity and zones in the app; ensure clear line of sight.
Two-way audio not functioning	Microphone/speaker muted; app permissions	Check audio settings in the app; ensure app has microphone permissions on your phone.

8. Technical Specifications

Feature	Specification
Model Name	DS-2DE2C400MWG-4G
Resolution	4 MP

Feature	Specification
Connectivity	4G LTE (Nano SIM), Wireless
Pan Range	0° to 345°
Tilt Range	0° to 80°
Audio	Two-Way Audio (Built-in Mic & Speaker)
Night Vision	Smart Hybrid Light (IR & White Light up to 30m)
Storage	MicroSD card slot, up to 512 GB
Detection	Human and Vehicle Detection
Weather Resistance	IP66
Power Source	12V DC (Adapter included)
Dimensions (LxWxH)	13.2 x 16.4 x 33.3 cm
Weight	600 g
Operating Temperature	Not specified (typical for outdoor cameras)

9. Warranty and Support

This HIKVISION product comes with a standard manufacturer's warranty. For specific warranty terms and conditions, please refer to the warranty card included in your package or visit the official HIKVISION website.
For technical support, troubleshooting assistance, or service inquiries, please contact HIKVISION customer support. Contact details can typically be found on the official HIKVISION website or in your product documentation.

- **Manufacturer:** Hangzhou Hikvision Digital Technology Co. Ltd.
- **Importer/Packer (India):** Prama Hikvision India Pvt. Ltd.

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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After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. Privacy details.

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