



HIKVISION DS-UL4 2K Live Web Camera User Manual

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HIKVISION DS-UL4 2K Live Web Camera



Regulatory Information

FCC Information

Please take attention that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC compliance: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

FCC Conditions

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

EU Conformity Statement

This product and – if applicable – the supplied accessories too are marked with “CE” and comply therefore with the applicable harmonized European standards listed under the Low Voltage Directive 2014/35/EU, the EMC Directive 2014/30/EU, the RoHS Directive 2011/65/EU. 2012/19/EU (WEEE directive): Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points. For more information see: www.recyclethis.info. 2006/66/EC (battery directive): This product contains a

battery that cannot be disposed of as unsorted municipal waste in the European Union. See the product documentation for specific battery information. The battery is marked with this symbol, which may include lettering to indicate cadmium (Cd), lead (Pb), or mercury (Hg). For proper recycling, return the battery to your supplier or to a designated collection point. For more information, see: www.recyclethis.info.

Industry Canada ICES-003 Compliance

This device meets the CAN ICES-3 (A)/NMB-3(A) standards requirements.

Warning

This is a class A product. In a domestic environment, this product may cause radio interference in which case the user may be required to take adequate measures.

Safety Instructions

Warnings

Laws and Regulations

The device should be used in compliance with local laws, electrical safety regulations, and fire prevention regulations.

Electrical Safety

The socket outlet shall be installed near the equipment and shall be easily accessible.

Cautions

Fire Prevention

No naked flame sources, such as lighted candles, should be placed on the equipment.

Input voltage should meet both the SELV (Safety Extra Low Voltage) and the Limited Power Source with 5 VDC according to the IEC60950-1, or the power level PS2 with 5 VDC according to the IEC62368-1 standard. Refer to technical specifications for detailed information.

Installation

Install the equipment according to the instructions in this manual.

Never place the equipment in an unstable location. The equipment may fall, causing serious personal injury or death.

DO NOT touch the sharp edges or corners.

Transportation

Keep the device in original or similar packaging while transporting it. DO NOT drop the product or subject it to physical shock.

Power Supply

Refer to the device label for the standard power supply. Please make sure your power supply matches with your device.

Maintenance

If the product does not work properly, please contact your dealer or the nearest service center. We shall not assume any responsibility for problems caused by unauthorized repair or maintenance.

Cleaning

Please use a soft and dry cloth to clean the interior and exterior surfaces. Do not use alkaline detergents.

Using Environment

The device contains magnets. Keep the valuables and the precise products away from the device.

When any laser equipment is in use, make sure that the device lens is not exposed to the laser beam, or it may burn out.

DO NOT aim the lens at the sun or any other bright light.

To avoid heat accumulation, good ventilation is required for a proper operating environment.

DO NOT expose the device to extremely hot, cold, dusty, corrosive, saline-alkali, or damp environments. For temperature and humidity requirements, see device specification.

DO NOT expose the device to high electromagnetic radiation.

Emergency

If smoke, odor, or noise arises from the device, immediately turn off the power, unplug the power cable, and contact the service center.

Introduction

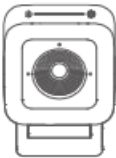
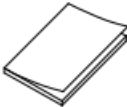
Product Features

The main features are as follows:

- Built-in dual-microphone with clear sound
- Type-C interface. Plug-and-play, no need to install driver software
- Support autofocus

Packing List

Check the package contents and make sure that the device in the package is in good condition and all the assembly parts are included.

No.	Item	Description	Amount
1		Camera	1
2		Lens Cover	1
3		USB Cable	1
4		Quick Start Guide	1
5		Tripod	1

Overview

Appearance

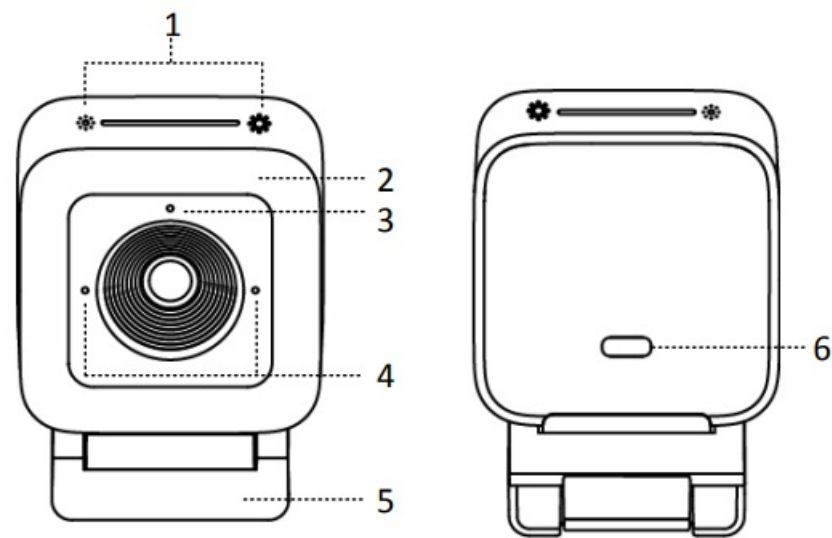


Figure 1-1 Appearance of Live Camera

No.	Description	No.	Description
1	Brightness Adjustment Icon	4	Microphone
2	Supplement Light	5	Bracket
3	Indicator	6	Type-C Interface

Note:

Tap the brightness adjustment icon to increase or decrease the brightness of the camera image.

Installation

Angle Adjustment

The bracket can be adjusted as shown in Figure 2-1.

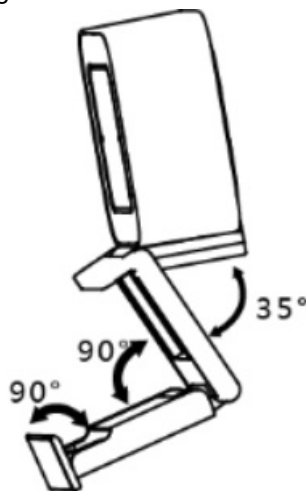


Figure 2-1 Bracket Angle Adjustment Three sides of the camera can be magnetically attached to the bracket. Rotate the camera body to change between the portrait and landscape mode. Figure 2-2 Landscape Mode & Portrait Mode

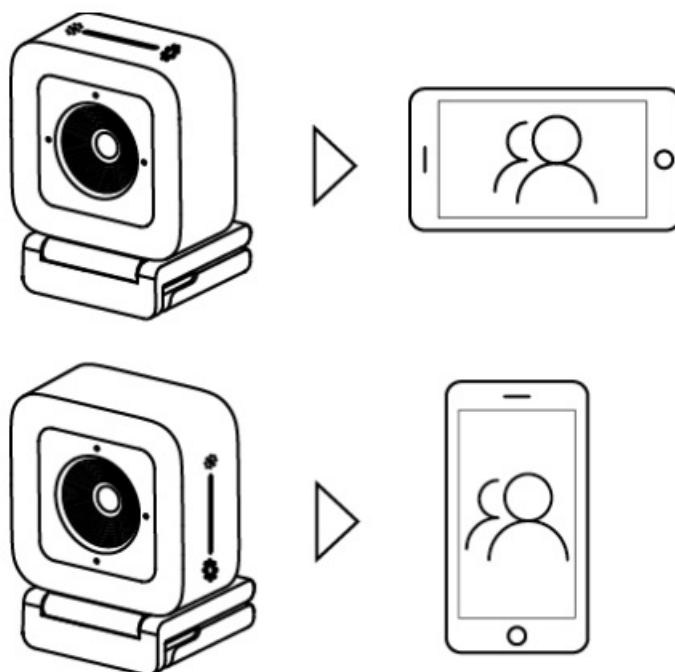


Figure 2-2 Landscape Mode & Portrait Mode

Mounting Methods

You can install the device on the tripod, or clamp it on the display as shown in Figure 2-3.

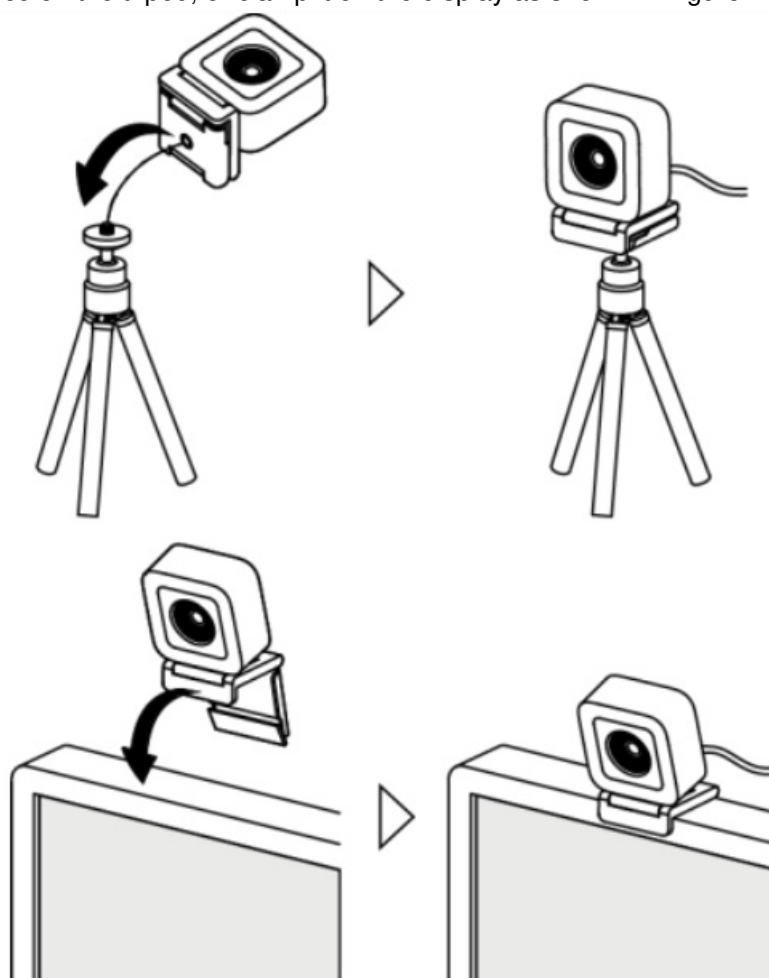


Figure 2-3 Installation

Notes:

- Peel off the protective film before using. Otherwise, the audio and video can be affected.
- Cover the lens if it is necessary to protect privacy.

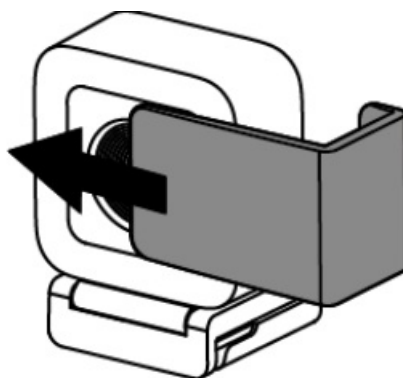


Figure 2-4 Lens Cover

FAQ

- **Q: The device is plugged in but the preview software (for example, AMCap) does not show preview image.**
- A: Open Device Manager to check if the web camera is recognized. If not, check whether the device is normally connected to PC, or plug the device in another USB port. When the device is recognized, open AMCap. Go to the menu and check the device name under Devices and Preview under Options.
- **Q: The device delivers image in AMCap, but the actual frame rate cannot reach 30 fps in spite of setting the frame rate at 30 fps.**
- A: Uncheck Use Frame Rate in Capture-> Set Frame Rate... in AMCap menu.
- **Q: The device is plugged in but no audio out.**
- A: Check PC settings. Go to Control Panel -> Sound -> Recording, and select the device. Click Properties, and check Listen to this Device.
- **Q: The volume of recorded sound is low.**
- A: Check PC settings. Go to Control Panel -> Sound -> Recording, and select the device. Click Properties, and set the level of Microphone to 100.
- **Q: For the device with 4K capability, the resolution of the preview image cannot reach 4K.**
- A: The device with 4K capability shall be connect to the USB 3.0 port on the PC by a USB 3.0 cable. If neither of these conditions are met, the device automatically convert the protocol to USB 2.0 and cannot output 4K image.

Documents / Resources



Live Camera
User Manual

User Manual
Thank you for purchasing our product. If there are any questions or requests, do not hesitate to contact the dealer.
This manual contains general technical information or printing errors, and the content is subject to change without notice. The pictures will be added to the version of this manual. We will readily improve or replace the picture or pictures described in the manual.

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References

- [🌐 HOME](#)
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