

HIKVISION®



Network Speed Dome Camera
EPI-4215I-DE

Quick Start Guide

Manual Illustrations and Features

Graphics (screen shots, product pictures, etc.) in this document are for illustrative purposes only. Your actual product may differ in appearance. Your product might not support all features discussed in this document.

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About this Manual

This Manual is applicable to the EPI-4215I-DE Network Speed Dome.

The Manual includes instructions for using and managing the product. Pictures, charts, images and all other information hereinafter are for description and explanation only.

The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version in the company website (<http://overseas.hikvision.com/en/>).

Please use this user manual under the guidance of professionals.

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Regulatory Information

FCC Information

Please take attention that changes or modification 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 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 Instruction

These instructions are intended to ensure that user can use the product correctly to avoid danger or property loss.

The precaution measure is divided into **Warnings** and **Cautions**:

Warnings: Neglecting any of the warnings may cause serious injury or death.

Cautions: Neglecting any of the cautions may cause injury or equipment damage.

Warnings Follow these safeguards to prevent serious injury or death.	Cautions Follow these precautions to prevent potential injury or material damage.



Warnings

- In the use of the product, you must be in strict compliance with the electrical safety regulations of the nation and region.
- Refer to technical specifications for detailed information.

- Input voltage should meet both the SELV (Safety Extra Low Voltage) and the Limited Power Source with 24 VAC or 12 VDC according to the IEC60950-1 standard. Refer to technical specifications for detailed information.
- Do not connect several devices to one power adapter as adapter overload may cause over-heating or a fire hazard.
- Make sure that the plug is firmly connected to the power socket.
- Make sure that the power has been disconnected before you wire, install or dismantle the speed dome.
- When the product is mounted on wall or ceiling, the device shall be firmly fixed.
- If smoke, odor or noise rise from the device, turn off the power at once and unplug the power cable, and then contact the service center.
- If the product does not work properly, contact your dealer or the nearest service center. Never attempt to disassemble the speed dome yourself. (We shall not assume any responsibility for problems caused by unauthorized repair or maintenance.)



Cautions

- If the speed dome fails to synchronize local time with that of the network, you need to set up speed dome time manually. Visit the speed dome (via web browser or client software) and enter system settings interface for time settings.
- Make sure the power supply voltage is correct before using the speed dome.
- Do not drop the speed dome or subject it to physical shock, and do not expose it to high electromagnetism radiation. Avoid installation on vibrations surface or places subject to shock (ignorance can cause device damage).
- Do not touch sensor modules with fingers. If cleaning is necessary, use clean cloth with a bit of ethanol and wipe it gently. If the speed dome will not be used for an extended period, replace the lens cap to protect the sensor from dirt.
- Do not aim the speed dome at the sun or extra bright places. Blooming or smearing may occur otherwise (which is not a malfunction), and affect the endurance of sensor at the same time.
- The sensor may be burned out by a laser beam, so when any laser equipment is in using, make sure that the surface of sensor will not be exposed to the laser beam.
- Do not place the speed dome in extremely hot, cold, dusty or damp locations, and do not expose it to high electromagnetic radiation.
- To avoid heat accumulation, good ventilation is required for operating environment.
- Keep the speed dome away from liquid while in use.
- While in delivery, the speed dome shall be packed in its original packing, or packing of the same texture.
- Improper use or replacement of the battery may result in hazard of explosion. Replace with the same or equivalent type only. Dispose of used batteries according to the instructions provided by the battery manufacturer.

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1 Overview

1.1 Speed Dome Overview

Note:

The figures below are for reference purposes only.

1.1.1 Overview of the EPI-4215I-DE (IR) Speed Dome

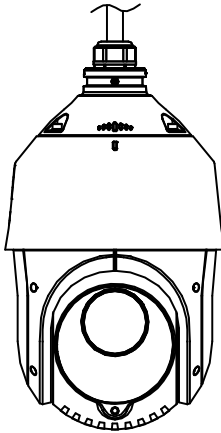


Figure 1-1 Overview of the EPI-4225I-DE (IR) Speed Dome

1.2 Cable Interfaces

The speed dome cable interfaces are shown in Figure 1-2. The cables can be differentiated by color. Refer to the labels attached to the cables for identification purposes.

Notes:

- The cables vary depending on different speed dome models.
- Make sure the speed dome is powered off before you connect the cables.

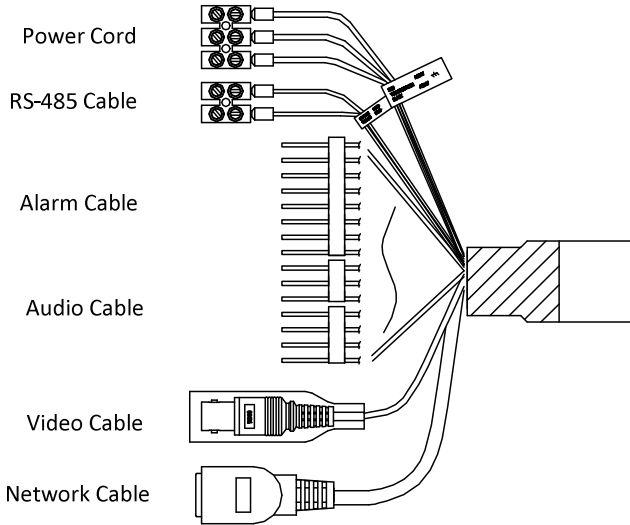


Figure 1-2 Cable Interfaces

2 Installation

Before You Start:

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

Notes:

- Do not touch the bubble. This might cause image blur.
- Do not power the speed dome on until installation is finished. To ensure the safety of personnel and equipment, all the installation steps should be performed with the power off.
- Do not drag the speed dome by its water-resistant cables, otherwise water-resistant performance might be affected.

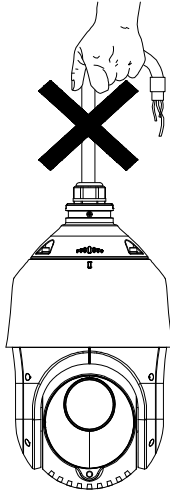


Figure 2-1 Do Not Drag the Cables

2.1 Installing the EPI-4215I-DE (IR) Speed Dome

2.1.1 Wall Mounting

Notes:

- For a cement wall, you need to use the expansion screw to fix the bracket. The mounting hole of the expansion pipe on the wall should align with the mounting hole on the bracket.
- For a wooden wall, you can just use the self-tapping screw to fix the bracket.
- Make sure that the wall is strong enough to withstand more than eight times the weight of the speed dome and the accessories.
- The bracket in Figure 2-3 is the recommended bracket for this series of speed dome, and a pendant adapter is required if any other bracket is selected. The dimension of the pendant adapter is $G1\frac{1}{2}$.

Steps:

1. Install the memory card.
 - 1) Loosen the lock screws on the rear cover and remove the rear cover.
 - 2) Align the memory card with the memory card slot and insert it.

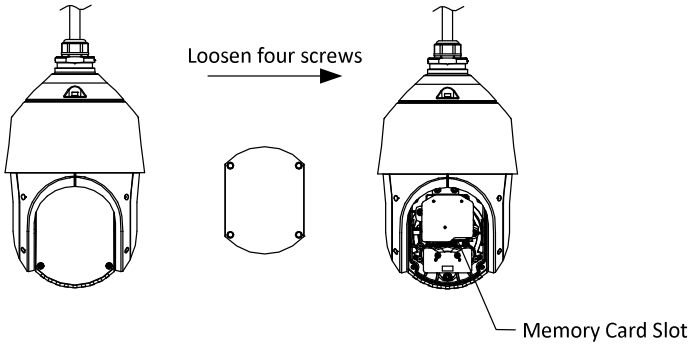


Figure 2-2 Memory Card Slot

- 3) Re-install the rear cover and tighten the lock screws.
2. Install the bracket.
 - 1) Get the bracket and screws from the packing box as shown in Figure 2-3.

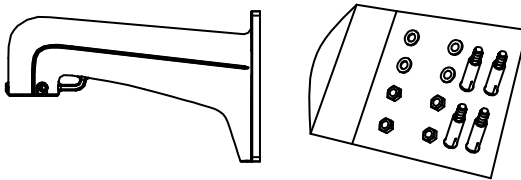


Figure 2-3 Wall Mounting Bracket

- 2) Drill four screw holes in the wall according to the holes on the bracket, and then insert four M8 expansion screws into the mounting holes.
- 3) Attach the gasket and the bracket to the wall by aligning the four screw holes on the bracket with four expansion screws on the wall.
- 4) Secure the bracket with four hex nuts and washers.

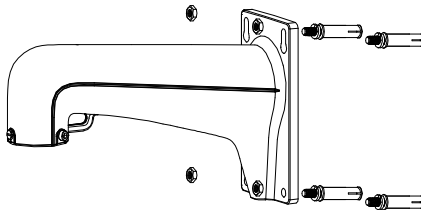


Figure 2-4 Secure the Bracket

3. Install the speed dome to the bracket.
 - 1) Hook the two ends of the safety rope to the speed dome and the bracket respectively as shown in Figure 2-5.

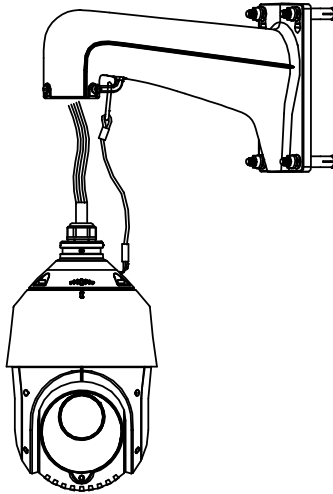


Figure 2-5 Safety Rope

- 2) Route the cables through the bracket and connect the corresponding cables.
- 3) Loosen the lock screws on the bracket.
- 4) Align the speed dome with bracket and rotate it on the bracket tightly.
- 5) Tighten the two lock screws with the wrench to secure the speed dome and the bracket.

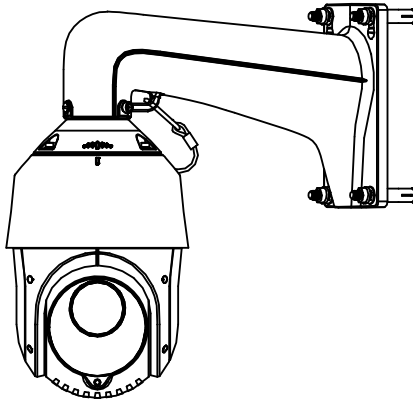


Figure 2-6 Secure the Speed Dome

4. Remove the protective film on the bubble after the installation is finished.

2.1.2 In-Ceiling Mounting

Note:

- The height of the space above the ceiling must be more than 250 mm.
- The thickness of the ceiling must range from 5 mm to 40 mm.
- The ceiling must be strong enough to withstand more than four times the weight of the speed dome and the accessories.

Steps:

1. Install the memory card.

Note:

Refer to **step 1** in **Section 2.1.1 Wall Mounting**.

2. Drill screw holes in the ceiling.
 - 1) Attach the drill template to the ceiling where you want to install the speed dome.
 - 2) Cut a hole and drill screw holes according to the drill template.

Note:

± 2 mm of the circle diameter is tolerable.

3. Route the cables through the ceiling for the speed dome.
4. Install the bracket on the speed dome.
 - 1) Place the in-ceiling bracket on the speed dome according to the direction of the arrow shown in Figure 2-7.
 - 2) Rotate and tighten the screws on the bracket to fix the bracket with the speed dome.

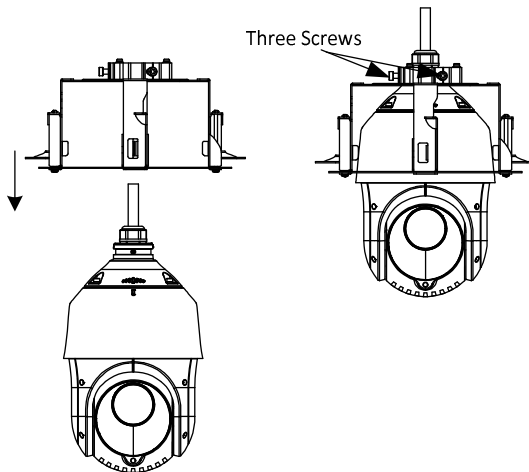


Figure 2-7 Install the Bracket

5. Install the speed dome to the ceiling.
 - 1) Align the toggle bolts with the screw holes on the ceiling.
 - 2) Push the speed dome according to the direction of the arrow in Figure 2-8 to the mounting hole.

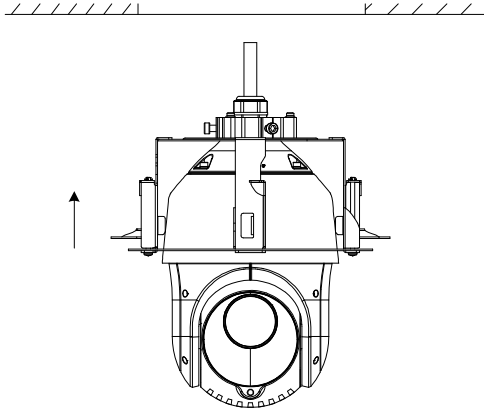


Figure 2-8 Push to the Mounting Hole

- 3) Rotate the screws clockwise and the toggle will rotate down to secure the speed dome to the ceiling. Fix the locks on the ceiling.

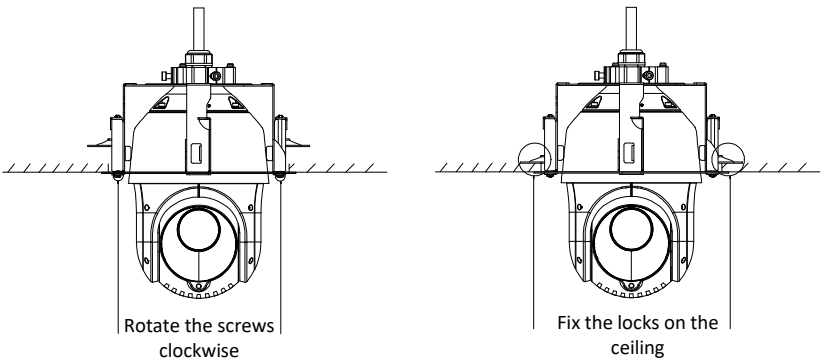


Figure 2-9 Install the Speed Dome to the Ceiling

6. Install the trim ring.

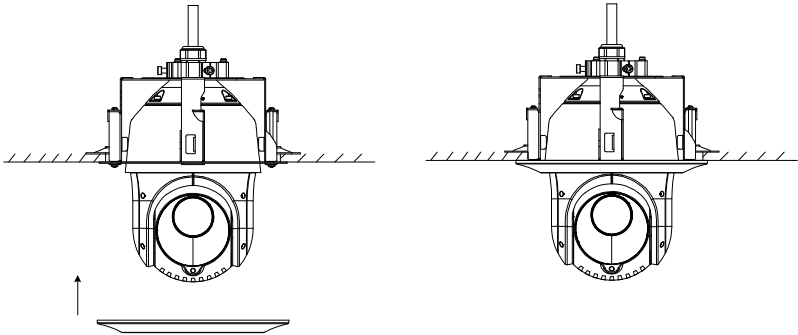


Figure 2-10 Install the Trim Ring

7. Remove the protective film on the bubble after the installation is finished.

3 Speed Dome LAN Configuration

Notes:

- The use of products with internet access carries inherent security risks. In order to avoid network attacks and information leakage, strengthen your own network protection. If the product does not work properly, contact your dealer or the nearest service center for help.
- To ensure the network security of the speed dome, we recommend timely assessments and periodic maintenance. Contact us for more information.

3.1 Wiring

To view and configure the speed dome via a LAN (Local Area Network), you need to connect the network speed dome to the same subnet as your PC. Install the SADP or client software to search and change the IP address of the network speed dome. Connect the speed dome to the network according, as follows.

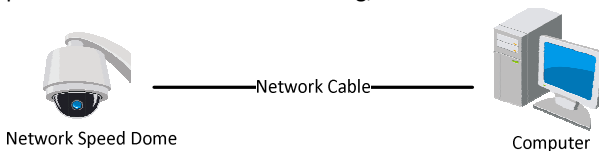


Figure 3-1 Connecting Directly

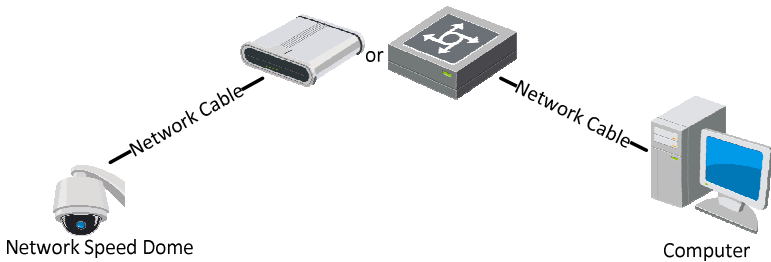


Figure 3-2 Wiring over LAN

3.2 Activating the Speed Dome

Purpose:

You are first required to activate the speed dome by setting a strong password. Activation via Web browser, SADP, and client software are supported. We will consider activation via SADP and Web browser as examples to introduce speed dome activation.

3.2.1 Activation via Web Browser

Steps:

1. Power on the speed dome. Connect the speed dome to your computer or the switch/router that your computer connects to.
2. Input the IP address into the address bar of the Web browser, and enter the activation interface.

Notes:

- The default IP address of the speed dome is 192.168.1.64.
- The computer and the speed dome should belong to the same subnet.
- For speed domes that enable DHCP by default, use the SADP software to search for the IP address.

The screenshot shows a web browser window titled 'Activation'. It contains the following fields and text:

- User Name:** admin
- Password:** An empty text input field.
- Confirm:** An empty text input field.
- Instructions:** Valid password range [9-16]. You can use a combination of numbers, lowercase, uppercase and special character for your password with at least two kinds of them contained.
- Button:** OK

Figure 3-3 Activation Interface (Web)

3. Create and input a password.



STRONG PASSWORD RECOMMENDED – We highly recommend that you create a strong password of your own choosing (using a minimum of eight characters, including at least three of the following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. We also recommend that you reset your password regularly. Especially in a high security system, resetting the password monthly or weekly can better protect your product.

4. Confirm the password.
5. Click **OK** to activate the speed dome and enter the live view interface.

3.2.2 Activation via SADP

SADP software is used for detecting the online device, activating the device, and resetting the password.

Get the SADP software from the supplied disk or the official Web site, and install the SADP according to the prompts.

Follow the steps to activate the speed dome.

Steps:

1. Run the SADP software to search for online devices.
2. Check the device status from the device list, and select an inactive device.

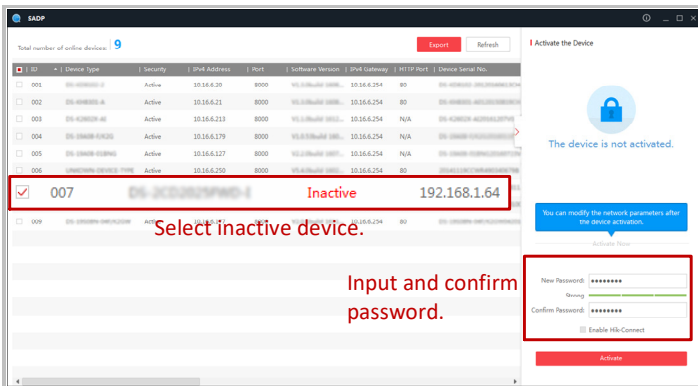


Figure 3-4 SADP Interface

Note:

The SADP software supports activating the speed dome in batch. Refer to the SADP user manual for details.

3. Create, input, and confirm the password.



STRONG PASSWORD RECOMMENDED – We highly recommend that you create a strong password of your own choosing (using a minimum of eight characters, including at least three of the following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. We also recommend that you reset your password regularly. Especially in a high security system, resetting the password monthly or weekly can better protect your product.

Note:

You can enable the Hik-Connect service for the device during activation. Refer to **Section 1 Error! Reference source not found.**

4. Click **Activate** to save the password.

Note:

You can check whether the activation is completed on the pop-up window. If activation failed, make sure that the password meets the requirements, and try again.

3.3 Modifying the IP Address

Purpose:

To view and configure the speed dome via the LAN (Local Area Network), connect the network speed dome to the same subnet as your PC.

Use the SADP software or client software to search and change the IP address of the device. We consider SADP IP address modification as an example for introducing IP address modification.

Note:

For IP address modification via client software, refer to the client software user manual.

Steps:

1. Run SADP.
2. Select an active device.
3. Change the device IP address to the same subnet as your computer by either modifying the IP address manually or checking the **Enable DHCP** box.

Modify Network Parameters

Enable DHCP
 Enable Hik-Connect

Device Serial No.:

IP Address:

Port:

Subnet Mask:

Gateway:

IPv6 Address:

IPv6 Gateway:

IPv6 Prefix Length:

HTTP Port:

----- Security Verification -----

Admin Password:

[Modify](#)

[Forgot Password](#)

Figure 3-5 Modify the IP Address

Note:

You can enable the Hik-Connect service for the device during activation. Refer to **Section 1 Error! Reference source not found.**

4. Input the admin password and click **Modify** to activate your IP address modification. Batch IP address modification is supported by SADP. Refer to the SADP user manual for details.

4 Accessing via Web Browser

System Requirement:

Operating System: Microsoft Windows XP SP1 and above version/Vista/Win 7/Server 2003/Server 2008 32-bit

CPU: Intel Pentium IV 3.0 GHz or higher

RAM: 1 GB or higher

Display: 1024 × 768 resolution or higher

Web Browser: Internet Explorer 8 to 11, Google Chrome 31 to 44, or Mozilla Firefox 30 to 51

Steps:

1. Open the Web browser.
2. In the browser address bar, input the IP address of the network speed dome, and enter the login interface.

Note:

The default IP address is 192.168.1.64. You are recommended to change the IP address to the same subnet as your computer.

3. Input the user name and password.

The admin user should configure the device accounts and user/operator permissions properly. Delete unnecessary accounts and user/operator permissions.

Note:

The device IP address gets locked if the admin user performs seven failed password attempts (five attempts for the user/operator).

4. Click **Login**.



Figure 4-1 Login Interface

5. Install the plug-in before viewing the live video and managing the network speed dome. Follow the installation prompts to install the plug-in.

Note:

You may have to close the Web browser to finish the installation of the plug-in.

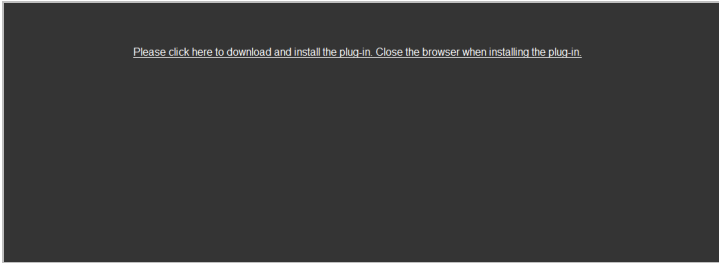


Figure 4-2 Download Plug-in

6. Re-open the Web browser after the installation of the plug-in and repeat the above step 2 to step 4 to log in.

Note:

For configuration instructions, refer to the network speed dome user manual.

5 Hik-Connect

Purpose:

Hik-Connect is a mobile application to view live camera images, receive alarm notifications, etc.

5.1 Enable Hik-Connect for Use with Cameras

Purpose:

Enable Hik-Connect should on your camera before using the service.

You can enable the service either via SADP software or a Web browser.

5.2 Enable Hik-Connect Service via SADP Software

Steps:

1. Check the **Enable Hik-Connect** checkbox:
 - 1). For the “Activate the Device” page that appears during camera activation, refer to Chapter 3.2.2.
 - 2). For the “Modify Network Parameters” page that appears while modifying the IP address, refer to Chapter 3.3.
2. Create or change the verification code.

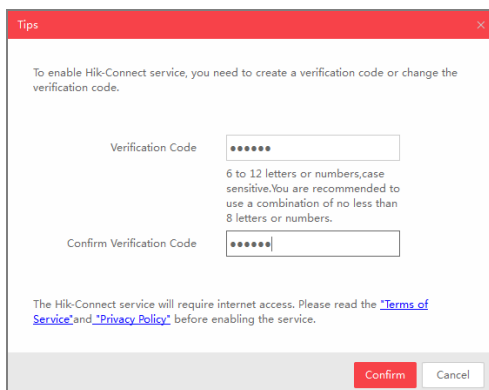


Figure 5-1 Verification Code Setting (SADP)

Note:

The verification code is required when adding the camera to Hik-Connect.

3. Click and read the “Terms of Service” and “Privacy Policy.”
4. Confirm the settings.

5.2.1 Enable Hik-Connect via a Web Browser

Before You Start:

Activate the camera before enabling the service. Refer to Chapter 3.2. for more information.

Steps:

1. Access the camera via the Web browser. Refer to Chapter 4.
2. Enter the platform access configuration interface, as follows: **Configuration > Network > Advanced Settings > Platform Access.**

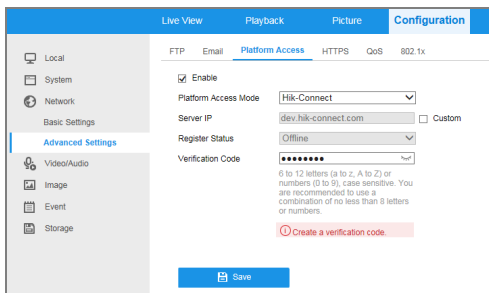


Figure 5-2 Platform Access Configuration (Web)

3. Set the **Platform Access Mode** to **Hik-Connect**.

4. Check the **Enable** checkbox.
5. Click and read the “Terms of Service” and “Privacy Policy” in the pop-up window.
6. Create or change the verification code for the camera.

Note:

A verification code is required when you add the camera to Hik-Connect.

7. Save the settings.

5.3 Add Camera to Hik-Connect

Before You Start:

Enable Hik-Connect on the camera before adding it to your Hik-Connect account. See Chapter 5.1.

Steps:


1. Use a network cable to connect camera to a router if the camera does not support Wi-Fi.



Figure 5-3 Connect a Router

Note:

After the camera connects to the network, wait one minute before using the camera with Hik-Connect.

2. Add the camera to the Hik-Connect app:
 - **If Accessing the Camera through an NVR:** Tap “+” on the upper-right corner and scan the QR code that appears in the NVR interface.
 - **If Accessing the Camera through a Web Browser:** Tap the  icon and type in the camera’s serial number.
3. Input your camera’s verification code.

Note:

The required verification code is created or changed when you enable Hik-Connect on your camera.

Forgotten verification codes can be recovered in the **Platform Access** configuration page via the web browser.

4. Follow prompts to set up the network connection and add the camera to your Hik-Connect account.

Note:

For detailed information, refer to the Hik-Connect user manual.

5.4 Initialize the Memory Card

Note:

The microSD memory card is not included with the camera and must be purchased separately.

Steps:

1. Check the status of the memory card by tapping on the Storage Status in the Device Settings interface.
2. If the memory card status displays as Uninitialized, tap to initialize it. The status will then change to Normal. You can then start recording any event-triggered video in the camera such as motion detection-generated videos.

