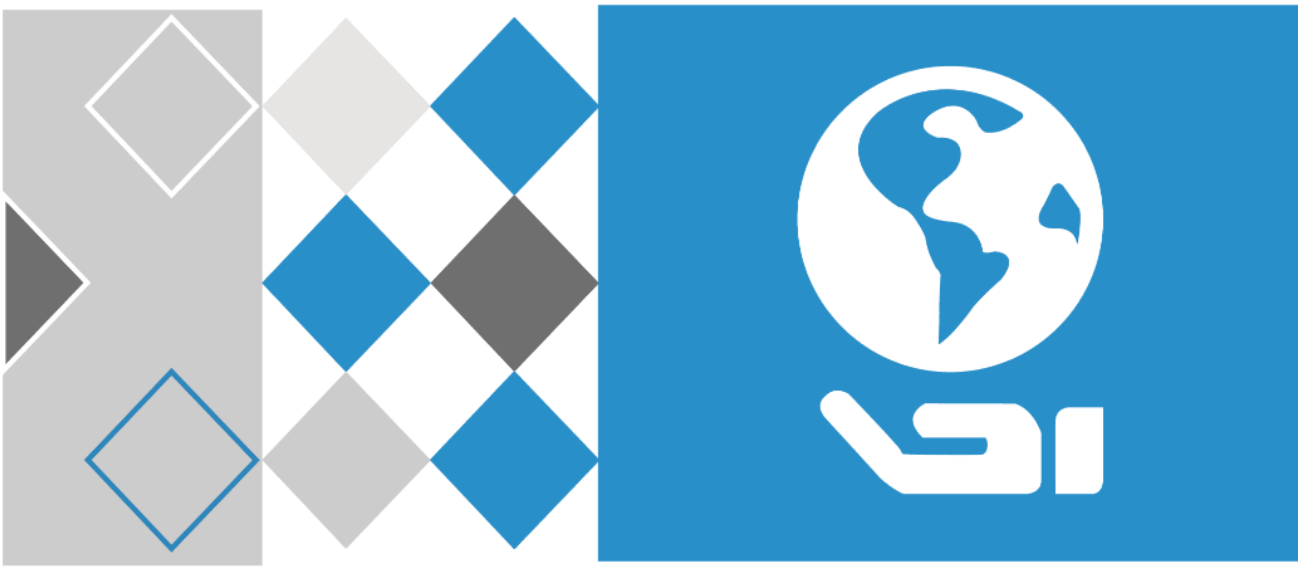
HiLook



Webcam

Frequently Asked Questions

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Chapter 1 Image Preview

1.1 The Device Cannot Deliver the Image After Being Plugged in the Computer

- Check if the device is previewed in other software. The device can only be previewed in one software at the same time.
- Check if the Device Manager of the computer recognizes the device. If not, plug the device in another USB port. If the device is recognized, change a preview software, such as HIK IN, to test if the preview is normal.
  HIK IN download link: https://www.hikvision.com/sg/support/download/software/hikin.

1.2 The Device Cannot Deliver the Image in Windows XP System, but Delivers the Image in Windows 7 and Above System

Check if the resolution of the device is set as 2K (2560 × 1440) or above. Due to the lack of decoding capability, the computer with Windows XP system may cannot deliver the image, and you need to install the RsDecoder to help decoding. Contact the professionals of our company for detailed information about the RsDecoder.

1.3 No Sound in the Preview Image of the Live/Conference Software

Check if the pickup function of the device is normal.

Step 1

Set the device as pickup resource. Go to **Control Panel -> Sound -> Recording** in the computer, and select the device as the default.

Step 2

Check if you can hear the sound in the computer. Go to **Control Panel -> Sound -> Recording** in the computer, and select the device. Click **Properties**, and check **Listen to this Device**.
If you can hear the sound, the pickup function is normal. Check if the audio settings of the streaming software is normal.

1.4 The Image is Stuttering

Cause 1

If the resolution is set as 1280 × 720 or above under YUV format, the frame rate cannot reach 30 fps, and the image stutters.

Cause 2

If the video format is set as MJEPG, check if the frame rate is too low. Increase the frame rate to solve the problem.

Cause 3

The computer is lack of decoding capability. It is recommended to install RsDecoder or change a computer with high decoding capability to preview the image. Contact the professionals of our company for detailed information about the RsDecoder.

Chapter 2 4K Webcam

2.1 The Device Cannot Deliver Normal Image After Being Plugged in the USB 3.0 Interface in Windows 7 System (e.g. Black & White Image, Color Distortion)

USB 3.0 interface is required for 4K (3840 × 2160) video output, but the USB 3.0 interface of Windows 7 system cannot drive USB 3.0 product. It is recommended to set the resolution below 2K (2560 × 1440) or update the operating system of the computer.

2.2 The Device is Plugged in the Computer, but the 4K (3840 × 2160) Resolution is Unavailable

- Check if the conference/live software supports 4K resolution. Some streaming software cannot support 4K resolution, and you can try to preview the device in HIK IN to check the image.
- USB 3.0 interface is required for 4K video output. Check if the device is plugged in the USB 3.0 interface on the PC. If not, change the interface and try again.
- Cable selection. It is recommended to use the original USB cable to preview the image. If the original cable is unavailable, use the cable shorter than 2 meters. Cable longer than 2 meters should be equipped with signal amplifier to reduce signal loss.
- 4K resolution is only available in MJEPG format.
- Check if the device is plugged into a USB hub or other external device. The computer contributes the fixed bandwidth to the USB hub. If there are multiple devices on the hub, the bandwidth that contributes to the 4K webcam may be inadequate to reach 4K resolution.

2.3 The 4K Image is Lagging

4K image needs high decoding capability to process the data. The computer with low decoding capability makes the decoding time longer, and the video seems to be lagging. The lagging degree differs from computer models. It is recommended to change the computer, update the operating system or select lower resolution to preview the image.

Chapter 3 Image Quality

3.1 The Device Cannot Deliver Clear Image in Conference/Live Software

Some software selects the lowest resolution by default in preview, so the image is not clear. Manually select the higher resolution to improve the image quality.

3.2 The Face Area is Dark in the Preview Image

- It is recommended to use the device in the front light environment.
- Use HIK IN to improve the brightness, or go to **Picture->Image Mode**, and select the **Mode** as **Back light** to preview.
- It is recommended to enable WDR if the device supports the function. Go to **Picture->Image Mode** and enable **WDR** in HIK IN.
- Go to **Camera Control->Other**, and enable **Face AE** in HIK IN. The function is only supported by certain models.

3.3 The Device Focuses Slowly or Cannot Focus Clearly

- Adjust the device angle to avoid focusing on the near object.
- For the device with fixed focal lens, the focus distance should be longer than 50 cm.
- Go to **Camera Control->Focus** and adjust the focus manually in HIK IN.
- If the device firmware is not the latest version, it is recommended to update the software to the latest. Contact the professionals of our company for detailed information.

3.4 The Preview Image Has Jagged Edge

Go to **Picture->Image Mode** and reduce **Definition** in HIK IN to alleviate the problem.

3.5 The Preview Image Has Color Cast

A large part of the monitoring area in one color may cause color cast. Go to Picture->White Balance in HIK IN to adjust the white balance to get the image with high quality. You can adjust the white balance manually or automatically, and you can also enable Quick White Balance after calibrating.

3.6 Rolling Lines on the Image

Go to **Picture->Image Mode** to disable the WDR and try again. If the device doesn't support WDR or the problem still appears, increase the brightness of the image.

3.6 The Image Flickers

The image flickers when the frame rate of the camera does not match with the light frequency. Enable **Anti-Flicker** to eliminate the flicker.

- Adjust the frame rate. For the PAL signal system, it is recommended to set the frame rate as 25 or an integral multiple of 25 fps. For the NTSC signal system, it is recommended to set the frame rate as 30 or an integral multiple of 30 fps.
- Go to **Video Settings->Anti-Flicker** in HIK IN, and switch 50Hz/60Hz frequency to save the setting. 50 Hz is for PAL signal system, and 60 Hz is for NTSC signal system. Plug and restart the device to see whether the flashes disappear. If not, increase the image brightness in HIK IN to alleviate the problem.

3.7 The Live Series Webcam (DS-UL2/4/8) Failed to Switch Between the Portrait and Landscape Modes After Rotating the Device Body

After rotating the live camera, you should rotate the image in the conference/live software manually to switch the portrait or landscape mode, and only certain software support this function. For the software without this function, you should use OBS (Open Broadcast Software) to rotate the image first, and access the conference/live software. Contact the professionals of our company for detailed information.

Chapter 4 Audio

4.1 The Conference Camera Cannot Hear Clear Voice

- If listen the audio in local computer, go to **Control Panel -> Sound -> Recording** in the computer, and click **Properties** to set the volume to about 50.
- If listen audio in conference software, adjust the volume in the software and uncheck auto volume.

Chapter 5 Pairing

5.1 Pairing for Portable Conference Camera

5.1.1 How to pair the camera with remote control?

A remote control can only pairs with one camera in the same time. The last paired remote control is effective.

Steps:

1. Press and hold ⊕ and ⊖ for 3 seconds and the remote is in pairing mode.
2. Turn on the camera after restoring to default settings, and the camera is in pairing mode.
3. The remote indicator flashes twice after successfully pairing.

What to do next:

If failed to pair, restart the camera and repeat the steps above.

5.1.2 How to pair the camera with dongle?

Steps:

1. Press the power button three times and the indicator flashes white. The camera is in pairing mode.
2. Plug the dongle to computer.
3. Press and hold the button on the dongle for 5 seconds and the indicator flashes white, the dongle is in pairing mode.
4. The indicators stops flashing after pairing successfully.

What to do next:

If failed to pair, press the power button of the camera three times to quit the pairing mode, and press and hold the button on the dongle for 5 seconds to quit the pairing mode.

Chapter 6 Others

4.1 The Device Has Motor Sound When Rotating

The device has motor noise when rotating or focusing. The pickup function is automatically turned off when rotating or focusing to avoid audio noise.

4.2 How to Distinguish the USB 2.0 and USB 3.0 Interface on the Computer?

- USB 3.0 interface has 9 pins, and USB 2.0 interface has 4 pins.
- USB 3.0 interface has an “SS” sign.
- Blue USB interface is USB 3.0 protocol.

