



SECURICO CCTV

Self-Help Guides

Mobile Phone & Tablet Guide

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Mobile Phone & Tablet Guide - Securico CCTV

User Manual

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About this Manual

This manual is applicable to Securico CCTV Systems using Hikvision hardware and software.

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 use this user manual under the guidance of professionals.

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Technical Support

The only way to get support is via www.securicocctv.co.uk/support

For more details please refer to our guide "Getting Help With Your CCTV System" (Attached to your invoice and warranty email).

Chapter 1. Which App Should I Use?

The app to use is called **Hik-Connect**.

Hik-Connect is available for Android and Apple phones / tablets.

Please note: that if you used "IVMS-4500" previously, Hik-Connect has now replaced it.

With Hik-Connect you can view your CCTV "live view" or playback recordings from another day.

You can also save recordings and share them with someone else.

Additionally you can give someone else access to your cameras (see our guide "Share Your CCTV Cameras").

You can do this from anywhere in the world as long as you have an internet connection.

Download the App

If You Have an **Android** Phone or Tablet

(e.g. Samsung, Sony, HTC, OnePlus, Motorola, Google)

Please download and install **Hik-Connect** via <https://appstore.hikvision.com/>

iPhone or iPad

Search the App Store for **Hik-Connect** or use one of the links below

<https://itunes.apple.com/gb/app/hik-connect/id1087803190?mt=8>

<https://appstore.hikvision.com/>

Chapter 2. Add Your CCTV to Another Mobile Device

Upon installation of your CCTV system, your Securico installer will help you set up the mobile app (Hik-Connect).

This process creates a Hik-Connect account and links your CCTV system by its unique serial number, to your new Hik-Connect account.

This linking only needs to be done once. Once linked (a.k.a. bound), the system cannot be bound to any other Hik-Connect account.

This binding is an extra security step meaning someone cannot add your CCTV to their own Hik-Connect account, because it is already bound to yours. Please see our self-help guide “Sharing Your CCTV Cameras” if someone else needs access to your cameras.

It is very important that you make a secure note of your Hik-Connect login details, as failure to do so will prevent you accessing the system via your mobile device.

From here on in, you will simply be signing into your Hik-Connect account via the app to view your CCTV. No further setup is required.

Your Hik-Connect account will be set up using your mobile phone number or email address.

You can manage your account from www.hik-connect.com.

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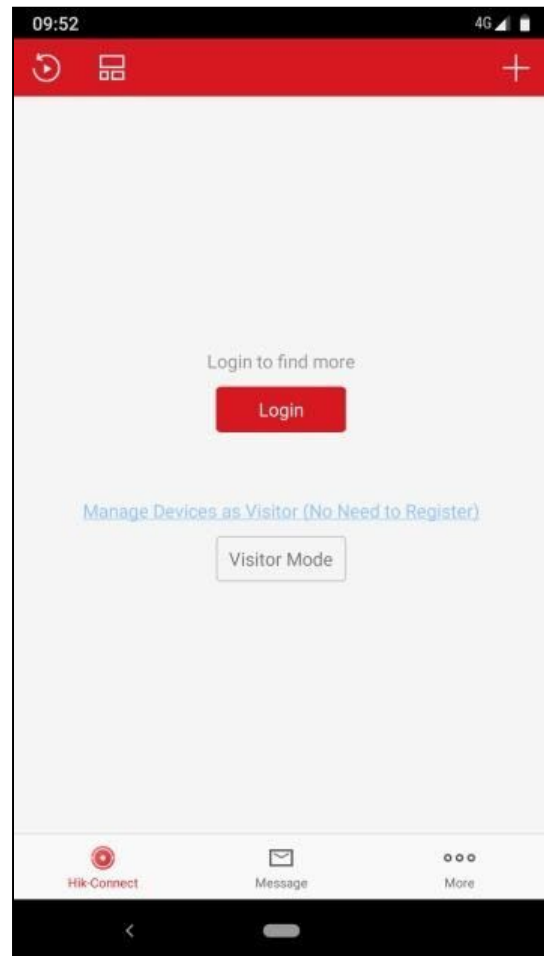
The steps below will help you add your CCTV to another phone or tablet that you own.

You can also use these same steps if you get a new phone.

If you want to share your CCTV cameras with another person, please see our guide “Share Your CCTV Cameras” which is safer than sharing your Hik-Connect password with someone else.

Step 1: Open the App

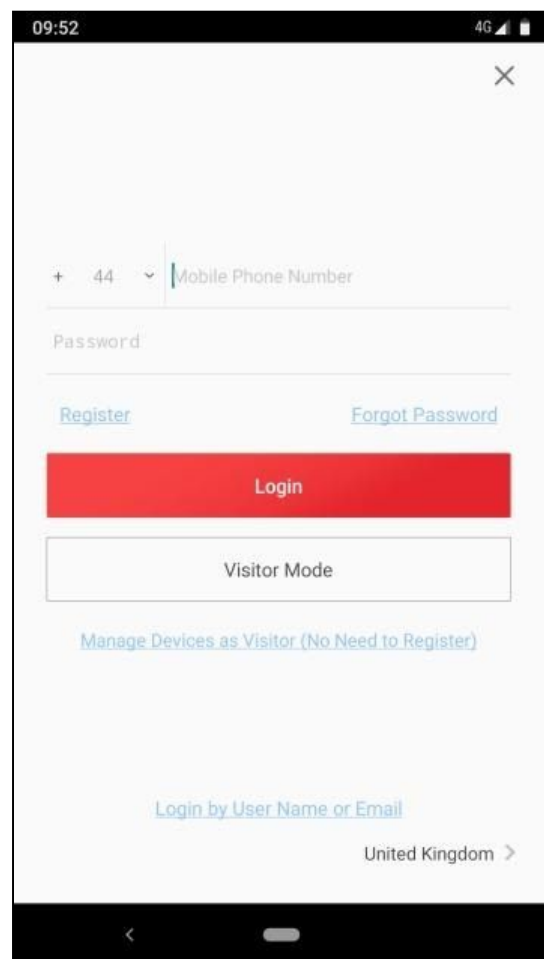
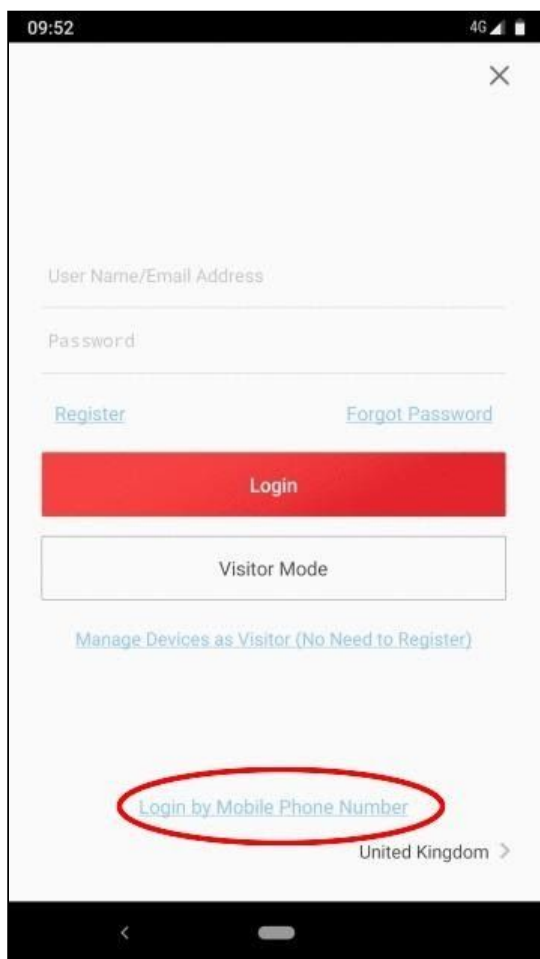
- If your phone asks permission to “access photos, media and files” tap **Allow**. *This allows the app to save video and photos from your CCTV to your phone*
- Find and tap **United Kingdom** on the **Regional Settings** screen.
- Tap **Login**



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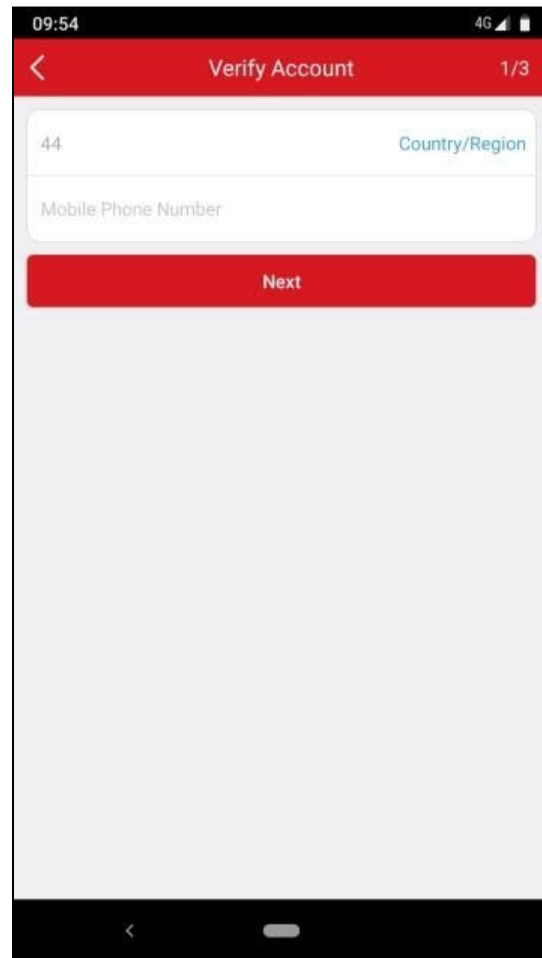
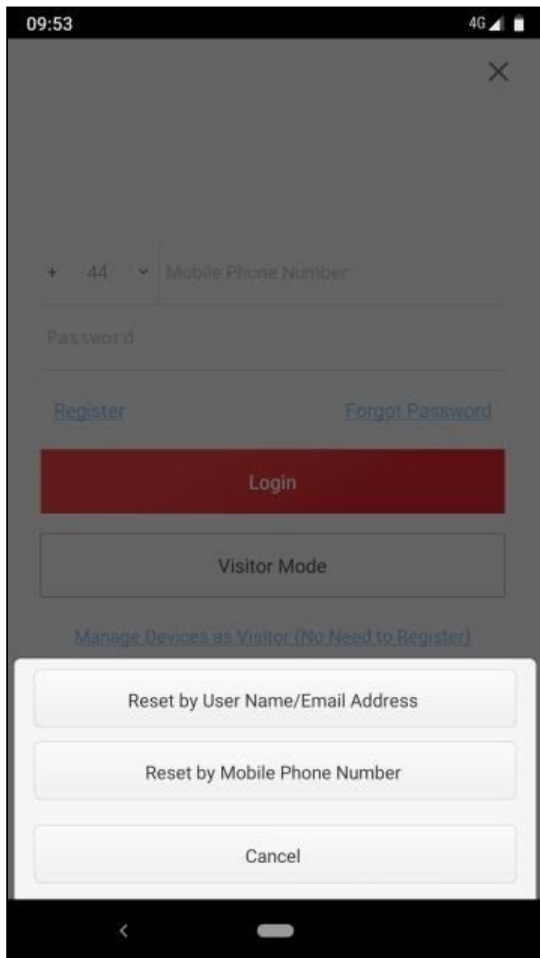
Step 2: Signing In to the App

- Your CCTV installer will have linked the app to your phone number or email address, so tap the option **Login by Mobile Phone Number** (or **Login by Email Address**, if appropriate).
- Tap the appropriate box and type your phone number / email address.
- Now tap the **Password** box and type your password.
- Tap **Login** (enter the security “CAPTCHA” digits, if prompted).
- The app will sign-in and present you with the **My Device** screen.
- This screen called My Device shows your CCTV recorder name, which is usually the model number or serial number of the recorder.
- Tapping the small, downward pointing arrow to the right of the recorder name expands a list below, showing each of your cameras.
- Please continue with Chapter 3 - Viewing Your CCTV.



Forgotten Your App Password?

- On the login screen tap on **Forgot Password**.
- Tap **Reset by Mobile Phone Number**.
- Tap in the box where you see “44” and type your mobile phone number.
- Tap **Next**.
- You will be sent a security code by text message.
- Return to the Hik-Connect app and type in the security code.
- Now enter a **new** password.
- You are now logged in to your Hik-Connect app with your new password.



If any other devices were signed in using your phone number and old password, they will be logged out of the app and can no longer view your CCTV unless the new password is entered on the login screen.

How to Change Your Hik-Connect App Password

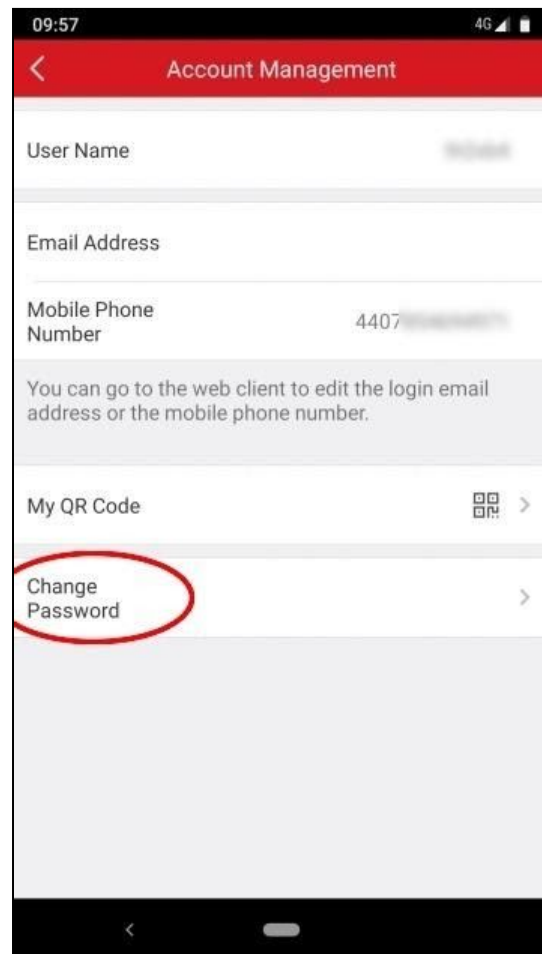
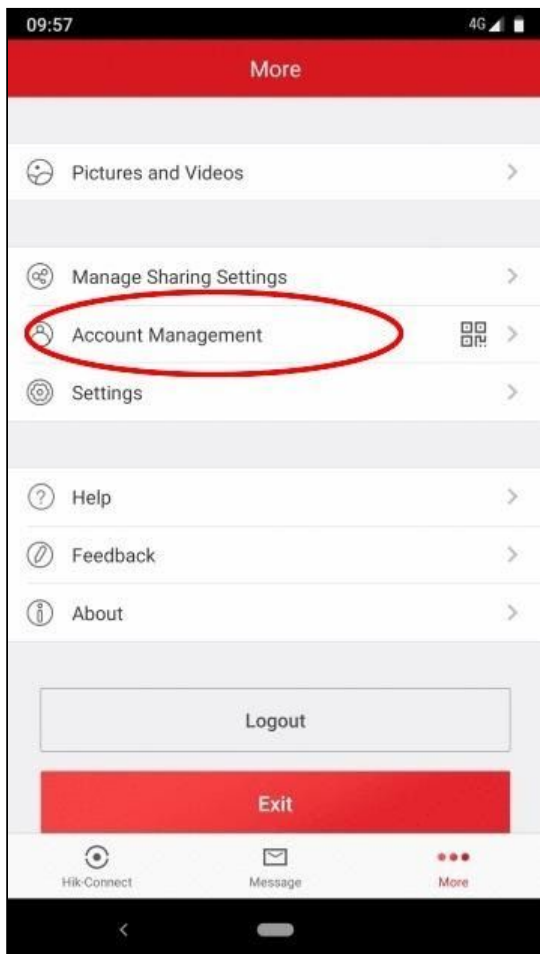
There may be good reason to change your password, even if you know it.

For example:

- *If you gave someone access to your CCTV by using your sign in details and password on their own phone, and you no longer want them to be able to see your CCTV.*
- *If you lost your phone and are concerned about your privacy.*
- *If you think someone else may have your password.*

Follow These Steps to Change Your Password

- While you are signed in, tap the **More** option from the bottom menu of the **My Device** screen.
- Then tap **Account Management** (see image below).
- Next tap **Change Password** (see image below).
- Follow the on-screen instructions to finish changing your password.
- Any other devices using your login details will now be logged out.
- Request our “Share Your CCTV Cameras” self-help guide if you want to share your CCTV with someone else.



Chapter 3. Viewing Live CCTV on Your Phone / Tablet

Tap on the recorder box name. The name of your recorder box will usually be the model number or serial number of the device (e.g. it may look something like this: DS-7208HQHI - unless you have changed the device name to one of your own choosing).

You will only have one device, unless you manage multiple CCTV systems (fig.1 below).

A smaller view of the CCTV cameras will appear on the screen. Tap this smaller view of the CCTV cameras (fig. 2). You will be shown a collage of your cameras.

The numbers below the camera collage (1, 4, 9, 12, 16) can be used to show more or less cameras in the collage.

Double tapping one of the cameras will enlarge that camera to fill your device's screen.

Double tapping again will take you back to the camera collage.

Tap the arrow button (top left) to go back to the **My Device** screen. If that arrow is not visible, tap somewhere once on the screen to show the arrow and other options.

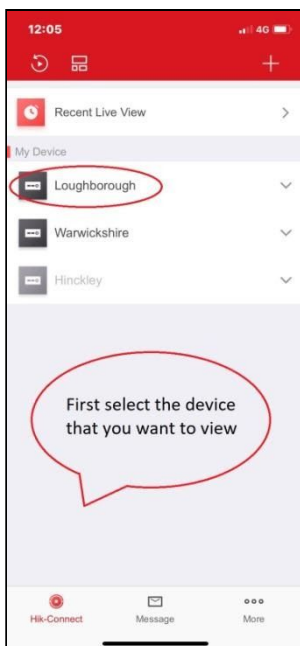


fig. 1

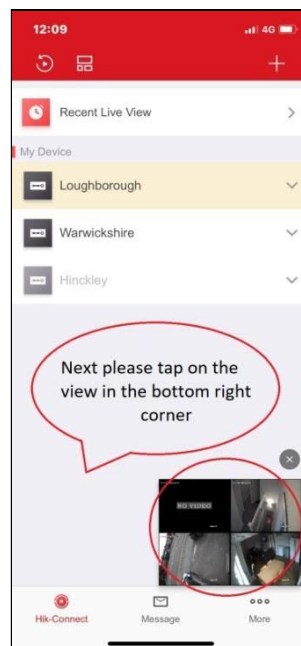


fig. 2

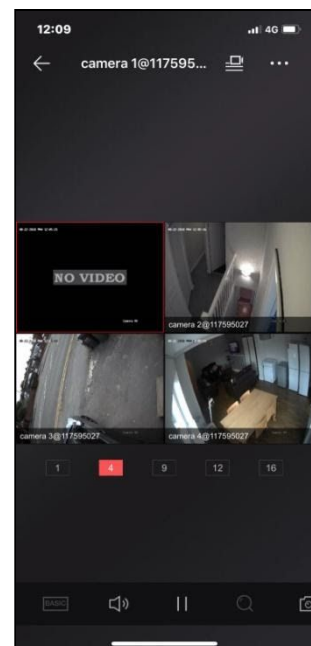
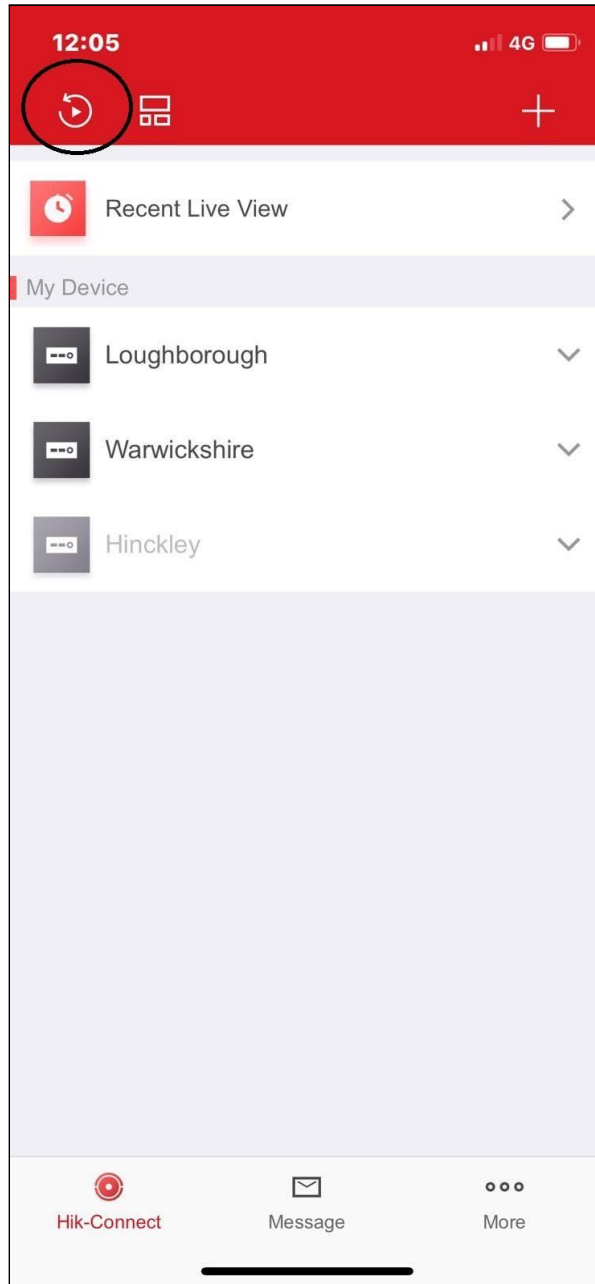


fig. 3

Chapter 4. Play Back Recorded Footage

From the **My Device** screen, tap on the playback icon (circled in the image below).

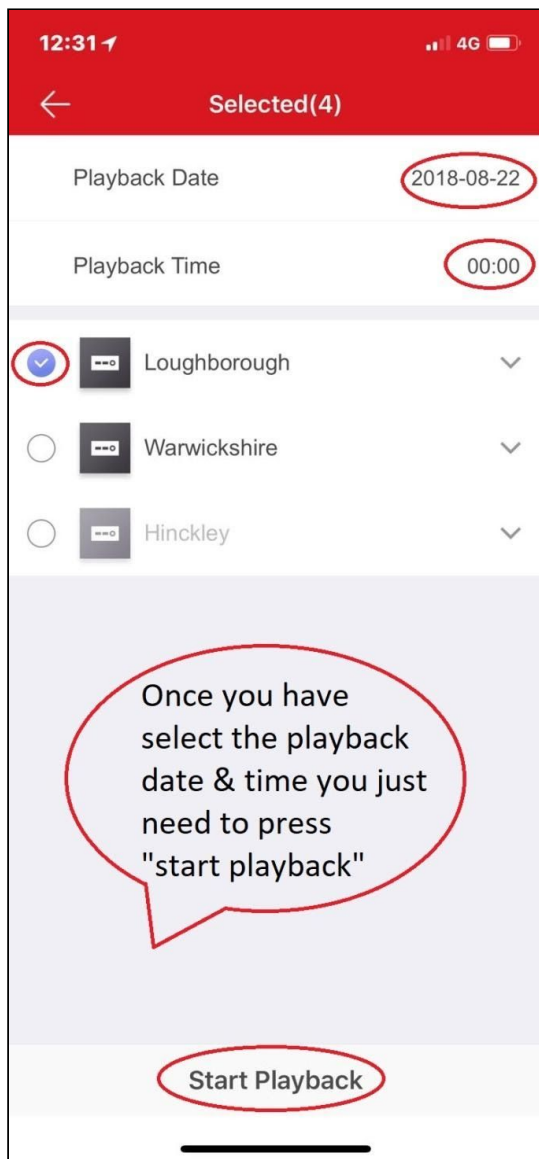


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Your recorded footage is split into 24 hour sections. Whichever day you choose you will have that whole day's video to search through on the next screen.

How far you can go back will depend on how many days recording your system can store.

When the hard disk drive becomes full, recording will continue by overwriting the oldest recordings.



From the playback screen, tap on the date shown. The date is shown in the format of Year-Month-Day e.g. 2020-07-28 would be 28th July 2020.

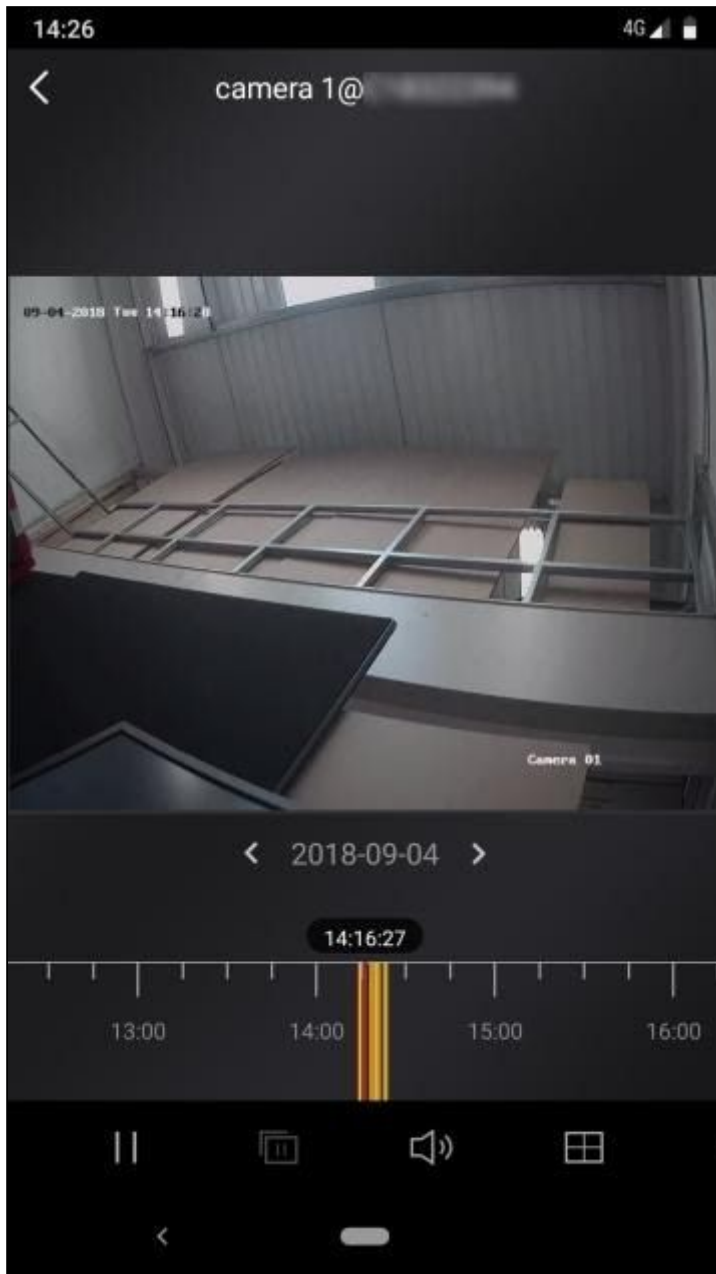
When you tap on the date you will be presented with a calendar from where you can select the exact day you wish to view.

Next, tap on the time.

Choose a time of the day that you'd like to start viewing from.

Tap the circle next to the CCTV recorder that contains the footage, which places a tick in the circle (e.g. the recorder in the image to the left is called Loughborough).

Once you have chosen your date, time and ticked the circle for your CCTV recorder, tap on **Start Playback** (bottom of the screen).



During playback, use the bar in the lower part of the screen.

Note that this bar has the hours of the day marked on it. We'll call this the 'time bar'.

Place a finger on the time bar and slide left or right to the specific time you want.

As the time bar moves you will see that you can move it to find a different hour of the day.

Release your finger from the time bar when you have found the time you are interested in.

Wait a moment for the video to begin playing.

Below the time bar you will see some icons.

The pause button is two vertical lines (||).

Use the pause button (||) to freeze the playback as required.

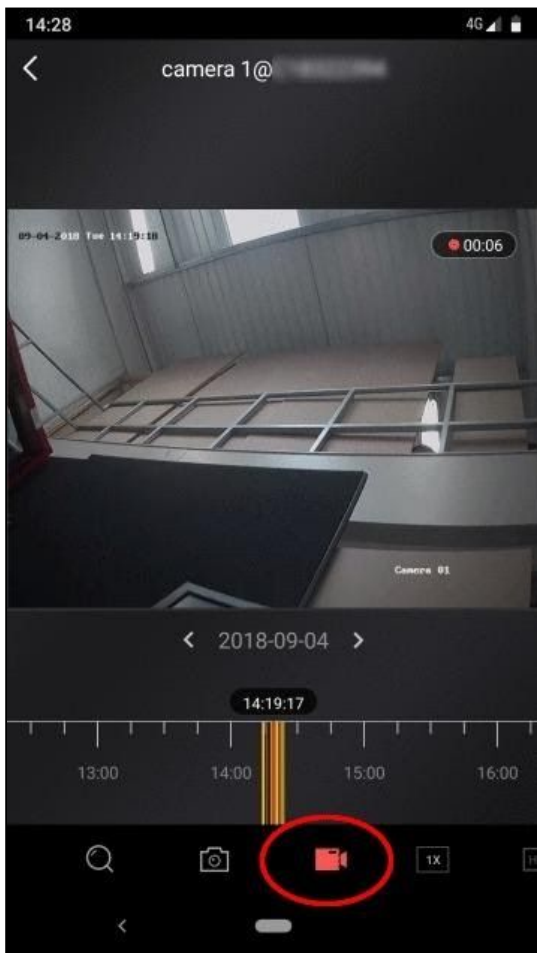
Chapter 5. Save and Share Footage

Below the time bar, you will see some icons.

This row of icons can be slid left and right, just like the time bar.

More icons can be found by sliding the bar to the left. Each icon represents a different function.

The camera icon (which looks like a traditional camera) is used for saving still images.



The video camera icon (which looks like a traditional handheld home video camcorder) is used to start and stop recording of the footage you are watching (see the image left with the video camera icon circled).

Find the footage you are looking to save, as described in chapter 4 above.

At your chosen start point, and whilst the footage is playing, tap the video camera icon to start recording.

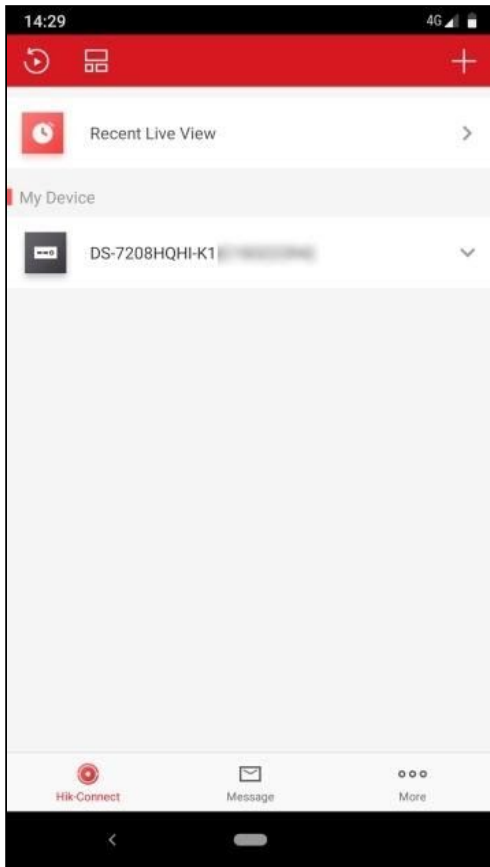
The icon turns red to signify recording.

When you have the footage you need, tap the video camera icon again, this will stop recording the footage you are watching.

The message “**Video recorded...**” will briefly show on screen.

Use the < arrow (top-left of the screen) to go back to the **My Device** screen.

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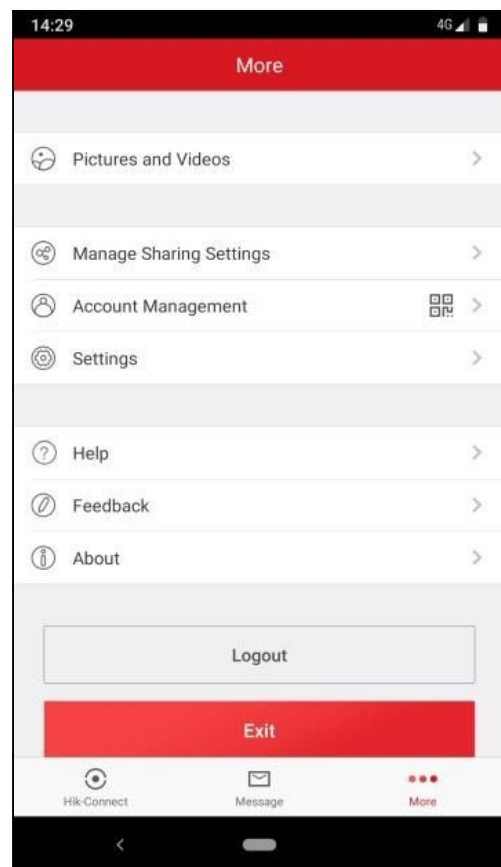
From the My Device screen you have three icons / options (bottom of the screen).

Hik-Connect, Message, and More.

Tap the **More** option. This takes you through to various options within the app.

We're looking for the **Pictures and Videos** option, which is first on the **More** screen.

The **Pictures and Videos** part of Hik-Connect works as a library of images of videos you've saved whilst using the app.



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If you have followed the instructions above, the video you have just saved, will now show in this Pictures and Videos library

Any future images you have captured or video you saved in Hik-Connect will show here until deleted from your phone / tablet.

The photos and videos you save are also visible in your phone's image gallery viewer app.

To view an item from the Pictures and Videos screen in Hik-Connect, just tap on the required item. This will give you a "preview" screen for the video / image.

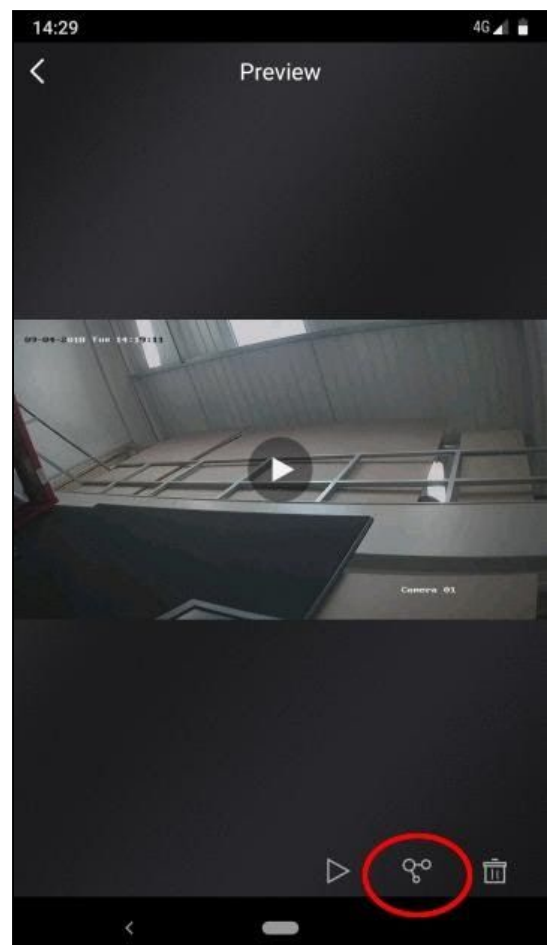
The video / image is also saved in your phone's usual gallery app.

Use the **play** button on the video to begin playing the video.

If you have several videos on your phone, this preview will help you identify if you have the correct video ready for sharing.

From this **Preview** screen (right), use the share button (as circled).

Your phone will ask which app you want to share it with.



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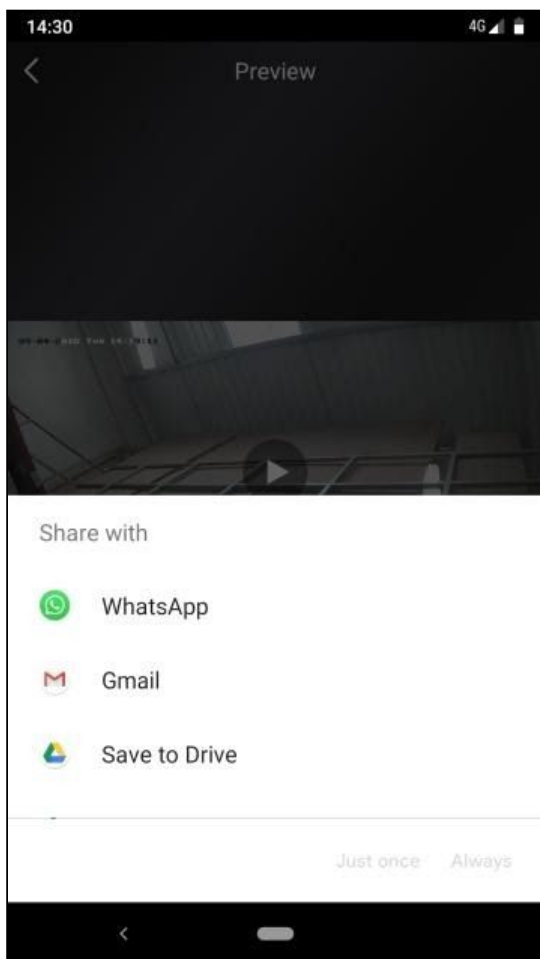
Which app you can share it with will depend on the apps you have installed on your phone.

For example, if I wanted to save the video to my cloud storage, I would share the video with the installed app “Google Drive”. Other cloud storage apps include iCloud or Dropbox.

If I wanted to share the video with a friend, I might choose WhatsApp or Facebook Messenger.

You may also delete the captured footage from this preview screen.

This only deletes the captured image or video from your mobile device. The video on your CCTV recorder will remain on the recorder until such a time that it is overwritten by new video.



Please note that different phones and different versions of the software running on it, will handle media sharing somewhat differently and will look different to the screenshot on the left, which is provided only for illustrative purposes.

Please speak with your phone carrier / provider for support with using features sharing media. Securico Support cannot offer help with third party IT equipment.