

HiLook Vision Android Mobile Client

User Manual

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Symbol Conventions

The symbols that may be found in this document are defined as follows.

Symbol	Description
Danger	Indicates a hazardous situation which, if not avoided, will or could result in death or serious injury.
Caution	Indicates a potentially hazardous situation which, if not avoided, could result in equipment damage, data loss, performance degradation, or unexpected results.
Note	Provides additional information to emphasize or supplement important points of the main text.

Contents

Chapter 1 Overview 1

1.1 System Requirements and Conventions 1

Chapter 2 Select Region at First Time Running 2

Chapter 3 Visitor Mode 3

3.1 Functions in Visitor Mode 3

3.2 Register an Account in Visitor Mode 4

Chapter 4 Registration 5

4.1 Register by Email Address 5

4.2 Register by Mobile Phone Number 5

Chapter 5 Device Management 7

5.1 Activate an Inactive Device 7

5.2 Add Device for Management 8

5.2.1 Add an Online Device 8

5.2.2 Add Device(s) by Scanning Device QR Code 9

5.2.3 Add a Device by IP/Domain 10

5.2.4 Add a Device by HiLook Vision Domain 11

5.3 Connect Offline Device to Network 13

5.4 Enable HiLook Vision Service for Device 14

5.4.1 Enable HiLook Vision Service When Adding Device on Mobile Client 14

5.4.2 Enable HiLook Vision Service on Device Web Page 14

5.5 Enable DHCP Function on Device Web Page 15

5.6 Unbind Device from Its Original Account 16

5.7 Manage Solar Camera 16

5.8 Device Settings 17

5.8.1 Change Device's Verification Code 17

5.8.2 Set Video and Image Encryption 18

5.8.3 Set DDNS 19
5.8.4 Upgrade Device Firmware 19
5.8.5 Transfer Device to Others 20
5.8.6 Set Light for Floodlight Camera 21
5.8.7 Edit Settings of Cameras Linked to NVR/DVR 21
5.8.8 Set Motion Detection Alarm for Network Camera 22
5.8.9 View Network Topology of NVR 23
5.8.10 Set Custom Audio 24
5.8.11 Use Mobile Client as Device's Remote Controller 24
5.8.12 Remote Configuration 27
Chapter 6 Favorites Management 37
6.1 Add Cameras to Favorites on Home Page 37
6.2 Add Cameras to Favorites During Live View 37
6.3 Remove Cameras from Favorites 38
Chapter 7 Device Sharing 39
7.1 Share a Specific Device via Its QR Code 39
7.2 Share Multiple Devices by Scanning Recipient's Account QR Code 40
Chapter 8 Video 42
8.1 Live View 42
8.1.1 Start and Stop Live View 42
8.1.2 Set Window Division 43
8.1.3 Digital Zoom 43
8.1.4 PTZ Control 44
8.1.5 Start Two-Way Audio 46
8.1.6 Capturing and Recording 47
8.1.7 Set Image Quality for Device Added by IP/Domain 47
8.1.8 Set Image Quality for HiLook Vision Device 49
8.1.9 Live View for Fisheye Camera 50

8.1.10 Open Door During Live View 51
8.2 Playback 52
8.2.1 Normal Playback 52
8.2.2 Event Playback 53
8.2.3 Capturing and Recording 54
8.2.4 Set Playback Quality for Device Added by IP/Domain 55
8.2.5 Adjust Playback Speed 56
8.2.6 Download Video Segment from Device 56
8.2.7 Download Video Footage from Cloud 57
8.2.8 Enable/Disable Cloud Storage Service for a Channel 58
Chapter 9 Access Control 59
9.1 Control Door Status 59
9.2 Set Door Open Duration 60
9.3 Change Super Password 61
9.4 View Access Control Logs 61
9.5 Enable Opening Door via Fingerprint (Face) Authentication 62
Chapter 10 Security Control 63
10.1 Video Security Control Panel 63
10.1.1 Partition and Zone Control 63
10.1.2 Add a Zone 66
10.1.3 Set Zone Parameters 67
10.1.4 Bypass a Zone 69
10.1.5 Link Camera to Zone 69
10.1.6 Enable Voice Prompt 69
10.1.7 Delete Zone 70
Chapter 11 Facial Data Management 71
Chapter 12 Video Intercom 72
12.1 Answer Call from Indoor Station 72

12.2 Operations on Device Details Page 74
12.3 Set Motion Detection Alarm for Wi-Fi Doorbell 75
12.4 Set Volume for Video Intercom 77
Chapter 13 Notification 78
13.1 Enable Event Notification 78
13.2 Check Event Notification 80
13.3 Service Notification 81
13.3.1 Accept Invitation to Be Site Owner 81
13.3.2 Approve Site Permission Application 81
13.3.3 Notification about Availability of a Rent Device 82
13.3.4 View Linkage Notification 82
Chapter 14 Other Functions 84
14.1 Pictures and Videos 84
14.2 Fingerprint Authentication 84
14.3 Site Management 85
14.3.1 Authorize Device to Installer 85
14.3.2 Deauthorize ARC Service 86
14.3.3 Other Related Functionality 86
14.4 Share HiLook Vision 89
Chapter 15 System Settings 90
15.1 Enable Push Notification 90
15.2 Save Device Parameters 90
15.3 Auto-Receive Alarm after Power-on 90
15.4 Generate a QR Code with Device Information 91
15.5 Hardware Decoding 91
15.6 View Traffic Statistics 91
15.7 Generate a QR Code with Wi-Fi Information 92
15.8 Floating Live View 92

15.9 Resume Latest Live View 93
15.10 Tablet Mode 93
15.11 Display/Hide Channel-Zero 93
15.12 Auto-Download Upgrade File 93
15.13 Manage Custom Audio 93
Chapter 16 Reset Password of DVR or NVR via the Mobile Client 95
16.1 Reset Password by HiLook Vision 95
16.2 Reserve Email Address for Resetting Password 96
16.3 Generate QR Code by Reserved Email 96
16.4 Reset Password by Reserved Email 97

Chapter 1 Overview

The HiLook Vision mobile client (Android), is designed for the phone or tablet based on Android 4.1 or later. With the Mobile Client, you can remotely control devices (NVRs, DVRs, network cameras, indoor stations, doorbells, security control panels, the Pyronix devices, the access control devices, etc) via Wi-Fi or cellular network. You can also share your devices to other accounts and use devices shared from other users.

The Mobile Client provides access to the HiLook Vision service, which is a cloud service, to manage your devices.

Note

Network traffic charges may be produced during the use of the Mobile Client. For details, refer to the local ISP.

1.1 System Requirements and Conventions

System Requirement

Android 4.4 or later versions.

Conventions

In the following chapters, we simplify HiLook Vision mobile client (Android) as "Mobile Client", devices such as DVR, NVR, encoder, and network camera as "device", and devices which support being added to HiLook Vision service as "HiLook Vision Device".

Chapter 2 Select Region at First Time Running

The first time you run the Mobile Client, you should select the region where your devices are located. Otherwise, the live view, playback and alarm notification of the devices will fail.

Note

You should select the region where your devices are located, or subsequent operations may be affected.

After running the Mobile Client, tap **Select Region** to select a region.

Chapter 3 Visitor Mode

Visitor mode allows you to manage devices on the Mobile Client without registration. When you log in as a visitor, a visitor account will be created for you automatically, and the account will not change on the same phone or tablet.

Caution

For information security, please use visitor mode cautiously, which is NOT password-protected.

Note

In visitor mode, you can only manage your devices on a same phone or tablet. To avoid this inconvenience, you can register an account. For details about registering account in visitor mode, see ***Register an Account in Visitor Mode*** .

3.1 Functions in Visitor Mode

Most of the functions supported in a registered account are supported in visitor mode.

Tap **Visitor Mode** on the Home page or the Login page to enter visitor mode.

The followings are the functions supported in visitor mode.

Device Management

Add devices to the Mobile Client and configure device settings. See ***Add Device for Management*** and ***Device Settings*** for details.

Sharing Device

Tap → **Scan QR Code** to scan the QR code of another visitor account to share device(s) to the account. For details about sharing device, see ***Device Sharing*** .

Note

To get the QR code of a visitor account, go to **More → Account Management** .

Live View and Playback

View live video of the added devices and play back the videos. See ***Live View*** and ***Playback*** for details.

Access Control

Control door status and check access control events. See ***Access Control*** for details.

Note

Make sure you have added access control devices to the Mobile Client.

Security Control Panel Management

Manage partitions (areas) and zones for the security control panel. See ***Security Control*** for details.

Alarm Configuration

Configure the alarm notifications on Alarm Notification page. See ***Notification*** for details.

3.2 Register an Account in Visitor Mode

Though the visitor mode allows you to manage devices without registration, you can only manage your devices on one phone or tablet. With a registered account, you can manage devices on different phones or tablets.

Steps

1. Tap **Visitor Mode** on the Login page or Home page to enter the visitor mode.
2. Tap **More → Register an Account** to open the Join Us window.
3. Tap **Terms of Service** and **Privacy Policy** to read the relevant information.
4. Tap **Agree** if you accept our terms of service and privacy policy.
5. Register an account by mobile phone number or email address.

Note

See ***Register by Email Address*** and ***Register by Mobile Phone Number*** for details.

Chapter 4 Registration

You can register an account by your mobile phone number or your email address. With a registered account, you can log in to the Mobile Clients running on different mobile phones or tablets, which provides convenience for managing your devices.

Note

You can use visitor mode to manage your devices without registration. See ***Visitor Mode*** for details.

4.1 Register by Email Address

You can register an account by your email address.

Steps

1. Tap **Login** on the Home page to enter the Login page.
2. Tap **Register** to enter the Join Us page.
3. Tap **Terms of Service** and **Privacy Policy** to read the relevant content and then tap **Agree** to continue.
4. Select the region where your devices locate.

   You enter the Register page.
5. Enter your email address, and then create a password.

   Note

   We highly recommend you to create a strong password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
6. Tap **Get Security Code** to get the security code for identity verification.
7. Enter the security code you received, and then tap **Finish**.

4.2 Register by Mobile Phone Number

You can register an account by your mobile phone number.

Steps

1. Tap **Login** on the Home page to enter the Login page.
2. Tap **Register** to enter the Join Us page.
3. Tap **Terms of Service** and **Privacy Policy** to read the relevant content and then tap **Agree** to continue.

4. Select the region where your devices locate.

   You enter the Register page.
5. Tap **Register by Phone Number**.
6. Enter your mobile phone number, and then create a password.

   Note

   We highly recommend you to create a strong password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
7. Tap **Get Security Code** to receive the security code for identity verification.
8. Enter the security code you received, and then tap **Finish**.

Chapter 5 Device Management

You need to add devices to the Mobile Client before you can do further remote operations such as live view and playback.

The devices added to the Mobile Client will be displayed in thumbnail mode or list mode.

Thumbnail Mode

You can tap in the upper-left side of the home page to switch the display mode of the device list to thumbnail mode.
In the thumbnail mode, the video resources are displayed as the thumbnails of their video channel images; the security control resources, doorbells, and access control resources are displayed as device pictures.

List Mode

You can tap in the upper-left side of the home page to switch the display mode of the device list to list mode.
In the list mode, all the resources are displayed as icons with names on the right.

5.1 Activate an Inactive Device

When adding a device, if the device is not activated, a window will pop up to ask you to activate the device.

Before You Start
The device and the phone or tablet running the Mobile Client should be in the same LAN.

Steps

Note

For the access control device, you should activate it via other clients (e.g., HiLook Vision client software).

1. Add a device.

Note

See ***Add Device for Management*** for details.

2. On the Activate Device page, tap **Set Device Password**.
3. Create a password.
4. Tap **Activate** to activate the device.
5. Enable DHCP or manually configure network if you enter the Network Configuration page.

5.2 Add Device for Management

You need to add devices to the Mobile Client first so that subsequent operations such as live view and playback can be available. If you want to receive alarm event information from a device, you should add it by scanning QR code or HiLook Vision domain.

Note

- For details about adding Pyronxi control panel, see .
- For details about managing alarm event information, see ***Notification*** .

5.2.1 Add an Online Device

The Mobile Client can detect the online devices in the same local area network with your phone or tablet, and you can add the detected online devices to the Mobile Client.

Before You Start

Make sure the devices are connected to the same local area network with the phone or tablet.

Steps

1. On the device list page, tap → **Online Device** to enter the Online Device page.

   All detected online devices will be in the list.
2. Select a device for adding.

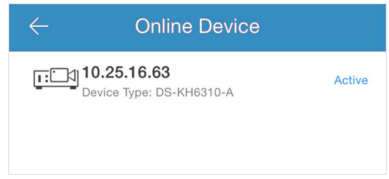


Figure 5-1 Online Device

Note

- For network cameras, make sure the device Multicast Discovery function is enabled so that the online network camera can be automatically detected via private multicast protocol in the LAN. For details, see User Manual of the network camera.
- For the inactive device (excluding the access control device), tap **Active** to create a password for it before you can add the device properly. For more information about the device activation, see ***Activate an Inactive Device*** .

3. **Optional:** Edit the network information.
   1) Tap .
   2) Change the device IP address to the same LAN as your phone's by either editing the IP address manually or enabling the device DHCP function.
   3) Tap and input the admin password of the device to save the settings.
4. Tap **Add**.

5. Enter the required information, including device alias, user name and the password.
6. Tap .
7. Optional: Delete the device.
- On the device list, if the list is in list mode, swipe the device name to the left and tap → **Delete Device** .
- On the device list, if the list is in thumbnail mode, tap the device name or tap ••• , and then tap **Delete Device**.

5.2.2 Add Device(s) by Scanning Device QR Code

You can add the device by scanning the device's QR code. You can also add device(s) by scanning the QR code obtained via iVMS-4200HiLook Vision client software, iVMS-4500 mobile client, or the web page of the device.

Steps

Note

- For details about obtaining QR code via iVMS-4200HiLook Vision client software, iVMS-4500 mobile client, or the web page of the device, see the user manual of iVMS-4200HiLook Vision client software, iVMS-4500 mobile client, or the device respectively for details.
- If adding an access control device, you should activate the device and set the device network information via other clients (e.g., HiLook Vision client software) before adding it to the Mobile Client.

1. On the device list page, tap → **Scan QR Code** to enter the Scan QR Code page.
2. Scan the QR code.
- Scan the QR code by aligning the QR Code with the scanning frame.

  Note

  - Usually, the device QR code is printed on the label, which is on the back cover of the device.
  - Tap Off to enable the flashlight if the scanning environment is too dark.
- If there are QR codes in photo album of the phone or tablet, tap to extract QR code from local album.

3. Optional: Perform the following operations if the following situations occur.
- If the system fails to recognize the QR code, tap to add the device manually. See ***Add a Device by HiLook Vision Domain*** or ***Add a Device by IP/Domain*** for details.
- If the device has been added to another account, you should unbind the device from the account first. See ***Unbind Device from Its Original Account*** for details.
- If the device is offline, you should connect a network for the device. For details, see ***Connect Offline Device to Network*** for details.
- If the device is not activated, the Activate Device page will pop up (excluding the access control device). You should activate the device. For details, see ***Activate an Inactive Device*** for details.

- If the HiLook service is disabled for the device, you should enable the function (excluding the access control device). For details, see ***Enable HiLook Vision Service When Adding Device on Mobile Client*** for details.

4. Tap **Add** on the Result page.
5. Enter the device verification code.

   The device will be added successfully.

Note

- The default device verification code is usually on the device label. If no verification code found, enter the device verification code you created when enabling HiLook service.
- For details about enabling HiLook service, see ***Enable HiLook Vision Service for Device*** .

6. **Optional:** Tap **Configure DDNS** to configure DDNS.

Note

- See ***Set DDNS*** for details.
- After DDNS being enabled, the device will be accessed via IP address in priority, so that remote configuration of the device will be supported and the streaming speed will be faster than streaming via HiLook service.
- If you skip this step, the device will be accessed via HiLook service.

7. Tap **Finish**.
8. **Optional:** Delete the device.
   - On the device list, if the list is in list mode, swipe the device name to the left and tap → **Delete Device** .
   - On the device list, if the list is in thumbnail mode, tap the device name or tap , and then tap **Delete Device**.

5.2.3 Add a Device by IP/Domain

You can add the device by fixed IP address or domain name. The streaming speed of devices added by IP/domain is faster than those added by HiLook Vision domain.

Before You Start

- If you want to add the access control device, activate it before adding. See the user manual of the access control device for details.
- You should activate it via other clients such as HiLook Vision client software. Make sure the device is powered on.

Steps

Note

The Mobile Client doesn't support receiving alarm event information from devices added by IP/domain. For details about managing event information on the Mobile Client, see ***Notification***

1. Tap and select **Manual Adding**.

2. Select **IP/Domain** as the adding type.
3. Enter the required information, such as alias, address, user name, camera No. and device password.

   Address

   Device IP address or domain name.

   Camera No.

   The number of the camera(s) under the device can be obtained after the device is successfully added.
4. Tap to add the device.

Note

- If the device is offline, you should connect the device to a network. For details, see ***Connect Offline Device to Network*** .
- If the device is not activated, the Activate Device page will be popped up (exclude the access control device). You should activate the device. For details, see ***Activate an Inactive Device*** .

5. **Optional:** Perform the following operations after adding the device.

Edit Device Information	On the Device Information page, tap to edit the basic information of the device.
Star Live View	Tap **Start Live View** to view the live view of the device.
Delete a Device	Tap and then tap **Delete** to delete the device.
Configure Device Parameters	Tap and then tap **Remote Configuration** to remotely configure device parameters such as basic information, time settings, recording schedule, etc. See ***Remote Configuration*** for details.
Remote Controller	Tap and then tap Remote Controller to remotely control the device. See ***Use Mobile Client as Device's Remote Controller*** for details.

5.2.4 Add a Device by HiLook Vision Domain

For devices which support HiLook service (a cloud service), you can add them manually by HiLook Vision domain.

Before You Start

- Make sure the device is powered on.
- If adding access control device, you should activate the device and set the device network information via other clients (e.g., HiLook Vision client software) before adding it to this client.

Steps

1. On the device list page, tap → **Manual Adding** to enter the Add Device page.
2. Select **HiLook Vision Domain** as the adding type.
3. Enter the device serial No. manually.

Note

- By default, the device serial No. is on the device label.
- For the video intercom devices, when entering the serial No. of the indoor station, the corresponding door station will also be added to the Mobile Client automatically.
- An indoor station can be linked to multiple door stations.

4. Tap to search the device.

Note

- If the device has been added to another account, you should unbind the device from the account first. See ***Unbind Device from Its Original Account*** for details.
- If the device is offline, you should connect a network for the device. For details, see ***Connect Offline Device to Network*** for details.
- If the device is not activated, the Activate Device page will pop up (excluding the access control device). You should activate the device. For details, see ***Activate an Inactive Device*** for details.
- If HiLook Vision service is disabled for the device, you should enable the function (excluding the access control device). For details, see ***Enable HiLook Vision Service When Adding Device on Mobile Client*** for details.

5. Tap **Add** on the Result page.
6. Enter the device verification code.

   The device will be added successfully.

Note

- The default device verification code is usually on the device label. If no verification code found, enter the device verification code you created when enabling HiLook service.
- For details about enabling HiLook Vision service, see ***Enable HiLook Vision Service for Device*** .

7. **Optional:** Tap **Configure DDNS** to configure DDNS.

Note

- See ***Set DDNS*** for details.
- After DDNS being enabled, the device will be accessed via IP address in priority, so that remote configuration of the device will be supported, and the streaming speed will be faster than streaming via HiLook Vision service.
- If you skip this step, the device will be accessed via HiLook Vision service.

8. Tap **Finish**.
9. **Optional:** Delete the device.
   - On the device list, if the list is in list mode, swipe the device name to the left and tap → **Delete Device** .
   - On the device list, if the list is in thumbnail mode, tap the device name or tap ••• , and then tap **Delete Device**.

5.3 Connect Offline Device to Network

When adding a device to the Mobile Client, if the device is offline, you should connect the device to a network first. The Mobile Client provides the following four methods for connecting offline devices to networks.

Note

For access control device, you should connect it to a network via other Clients (e.g., HiLook Vision client software).

Connect to Wired Network

Use this method if a router is available for the device to connect to.

Note

Make sure the device is powered on.

Connect to Wireless Network

Use this method if a wireless network is available for the device to connect to. "Device" here excludes wireless doorbell, wireless security control panel, and Mini Trooper (a kind of battery camera).

Note

- Make sure your phone has connected to a Wi-Fi network before using the method.
- The device should support connecting to wireless network.

Connect to Network by Wi-Fi Configuration

You can use this method to connect wireless doorbell to the network by using the doorbell to scan the QR code generated by the Mobile Client.
Tap **Connect to a Network** on the Result page and then follow the instructions on the subsequent pages to connect the device to the network.

Connect to Network by Access Point

In the Mobile Client, Access Point (AP) refers to a networking hardware device (e.g., wireless doorbell or wireless security control panel), which can provide a Wi-Fi network for the phone to connect to.

Note

You should have turned on WLAN in the phone's operation system.

Tap **Connect to a Network** on the Result page, select **Wireless Connection** as the connection type, and then follow the instructions on the subsequent pages to complete the connection process.

5.4 Enable HiLook Vision Service for Device

HiLook Vision is a cloud service . When adding a device via HiLook Vision Domain or scanning QR code, the service should be enabled. You can enable the service via the Mobile Client, the device web page, or HiLook Vision client software. This section introduces how to enable the service via the former two methods.

5.4.1 Enable HiLook Vision Service When Adding Device on Mobile Client

When adding a device via HiLook domain or scanning QR code, if the HiLook Vision service is not enabled for the device, the Enable HiLook Vision Service window will pop up to remind you to enable the service first.

Perform the following task to enable the HiLook Vision service in this case.

Steps

1. Add a device via HiLook Vision domain or scanning QR code.

Note

See ***Add a Device by HiLook Vision Domain*** or ***Add Device(s) by Scanning Device QR Code*** for details.

If the device's HiLook Vision service is not enabled, the following window pops up.

2. On the Enable HiLook Vision Service window, tap to read the terms of service.

3. Check **Read and Agree HiLook Vision Terms of Service**.

4. Tap **Next**.

5. Create a device verification code.

Note

You can change the device verification code. See ***Change Device's Verification Code*** for details.

6. Tap **Enable HiLook Vision Service**.

What to do next

Continue the process for adding the device. See ***Add a Device by HiLook Vision Domain*** or ***Add Device(s) by Scanning Device QR Code*** for details.

5.4.2 Enable HiLook Vision Service on Device Web Page

You can enable HiLook Vision service for a device on the device web page.

Steps

1. Visit the device IP address on the web browser.

2. Enter the device user name and device password to log in to the device web page.

3. Tap **Configuration → Network → Advanced Settings → Platform Access** to enter the Platform Access page.

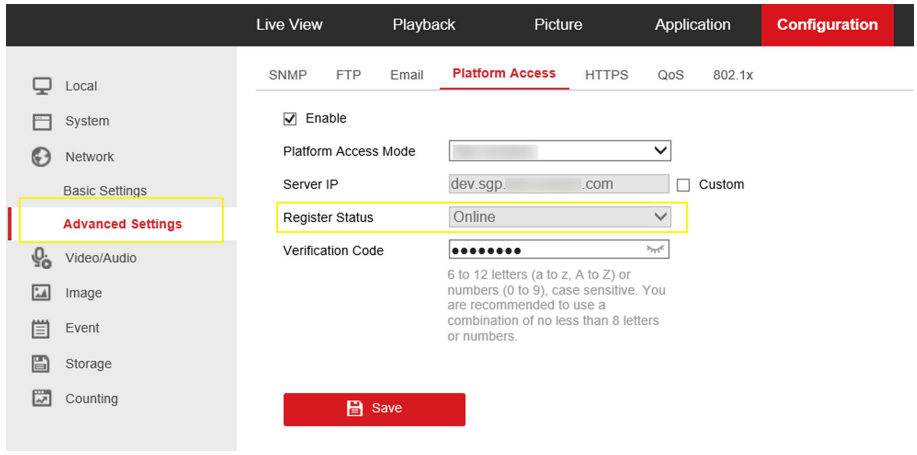


Figure 5-2 The Platform Access Page

4. Check **Enable**.

   The system will set HiLook Vision as the platform access mode by default.
5. **Optional:** If it is the first time to enable the HiLook Vision service, create a device verification code.
6. Tap **Save**.

5.5 Enable DHCP Function on Device Web Page

You can enable DHCP by following the steps below to allow allocating DNS address automatically.

Steps

Note

If you want to enable the access control device's DHCP function, you should enable it via other systems (e.g. HiLook Vision client software).

1. Visit the IP address of the device.
2. Enter the device user name and device password and log in to the device's web page.
3. Click **Configuration → Network → Basic Settings** to enter the Basic Settings page.
4. Enable **DHCP**.

   DNS address will be allocated automatically.
5. Click **Save**.

5.6 Unbind Device from Its Original Account

When adding a device by scanning QR code or HiLook Vision domain, if the result shows that the device has been added to another account, you should unbind it from the account before you can add it to your account.

Before You Start
Make sure the device and the phone running the Mobile Client are in the same local area network.

Steps
1. Add the device by scanning QR code or HiLook Vision domain.
   See ***Add Device(s) by Scanning Device QR Code*** or ***Add a Device by HiLook Vision Domain*** for details.
2. On the Result page, tap **Unbind Device** to start unbind the device from its account.
3. **Optional:** If the network exception occurs, perform the following operations.
   - Tap **Connect to Wi-Fi** to connect the phone to the Wi-Fi network and make sure the device is in the same local area network with the phone.
   - Tap **Or you can unbind the device from its account in local GUI** to unbind the device via local GUI.

   Note
   Unbinding the device via local GUI should be supported by the device.
4. On the Unbind Device page, enter the device password and the verification code displayed on the image.
5. Tap **Finish**.

5.7 Manage Solar Camera

After adding a solar camera to the Mobile Client, you can control and manage it remotely. The supported functions include waking up the device, viewing its network signal strength, switching power consumption mode, etc.

Wake Up Solar Camera

Unlike using other network cameras, you need to wake up a solar camera before you can control it. You can wake it up in the following three ways:

- On the device list page, if the page is in the list mode, swipe the device name to the left and tap to enter the device settings page. Once you enter this page, the camera will start waking up.
- On the device list page, if the page is in thumbnail mode, tap to enter the device settings page. Once you enter this page, the camera will start waking up.
- On the device list, tap the device to enter its live view page. Once you enter this page, the camera will start waking up.

View Network Signal Strength

Enter the device settings page of the solar camera, and then tap **Network Strength** to view its network strength level.

Switch Power Consumption Mode

Enter the device settings page of the solar camera, tap **Power Consumption Mode** and then select a mode.

Note

After switching power consumption mode, you need to reboot the solar camera to make the new settings take effect on the device.

5.8 Device Settings

On the Settings page of a device, you can view and edit the device's basic information, delete the device, upgrade device firmware, transfer the device to another user, and configure other functions such as video and image encryption and changing device verification code.

Note

The available functions on the Settings page vary with different device types and device models.

5.8.1 Change Device's Verification Code

The device verification code is used for verifying user identity, as well as encrypting a device's videos (including live videos and recorded video files) and captured pictures. You can change the device verification code for the network camera and Mini Trooper (a kind of camera powered by battery).

Steps

Note

For details about how to encrypt a device's videos and captured pictures, see ***Set Video and Image Encryption*** .

1. Enter the Settings page of the device.

- On the device list page, if the page is in the list mode, swipe the device name to the left and tap .
- On the device list page, if the page is in thumbnail mode, tap the device name or tap .
- On the Live View page, tap and then tap **Settings**.

Note

For details about how to enter the Live View page, see ***Start and Stop Live View*** .

2. Tap **Change Verification Code**, and then tap **Edit** on the pop-up Window to enter the Change Verification Code page.
3. Enter the old verification code, and then tap **Next**.
4. Create a new verification code, and then confirm it.

Note

If you have enabled the Video and Image Encryption function, new pictures and videos will be encrypted by the new verification code. However, the earlier encrypted pictures and videos still use the old verification code.

5.8.2 Set Video and Image Encryption

For security reasons, you can set the video and image encryption function to encrypt the videos or the pictures.

Steps

Note

- If you set the video and image encryption function, the device's live video, recorded video, and pictures in event information will be encrypted. You should enter the device verification code the first time you entering these pages.
- If you log in to the Mobile Client with the same account on another phone, you should enter the device verification code again to view the live video, the recorded video, and pictures in event information.

1. Enter the Settings page.
   - On the device list page, if the page is in the list mode, swipe the device name to left and tap .
   - On the device list page, if the page is in the thumbnail mode, tap the device name or tap .
   - Enter the Live View page, tap and tap **Settings**.
2. Set the Video and Image Encryption switch to ON to enable the function.
3. **Optional:** Change the encryption password (device verification code).
   1) Tap **Change Password**.
   2) Tap **Edit** in the pop-up window to enter the Change Password page.
   3) Follow the instructions on the page to change the device verification code.

Note

The default device verification code is usually on the device label. If no verification code found, enter the device verification code you created when enabling HiLook Vision service. For details about enabling HiLook Vision service, see ***Enable HiLook Vision Service for Device*** .

5.8.3 Set DDNS

For a device added via HiLook Vision Domain or Scaning QR code, if DDNS is enabled, the device's streams will be accessed via IP address in priority. In this case, you can remotely configure device and the speed of streaming will be faster than that of streaming via HiLook Vision service.

Steps

1. Enter the Settings page of the device.

- On the device list page, if the page is in list mode, swipe the device's name to the left and tap .
- On the device list page, if the page is in thumbnail mode, tap the device's name or tap .
- On the Live View page. Tap and then tap **Settings**.

> **Note**
>
> For details about how to enter the Live View page, see ***Start and Stop Live View***

2. On the Settings page, tap **Configure DDNS** to enter the Configure DDNS page.

3. Set the required information.

Device Domain Name

The default device domain name is the serial number of the device. If you want to edit it, the edited domain name should contain 1 to 64 characters, including numbers, lowercase letters, and dashes. And it should start with a lowercase letter and cannot end with a dash.

Port Mapping Mode

For details about setting port mapping, tap **How to Set Port Mapping**.

> **Note**
>
> The entered port number should be from 1 to 65535.

User Name

Enter the device user name.

Password

Enter the device password.

4. Tap .

5.8.4 Upgrade Device Firmware

You can upgrade the firmware of a device to its latest version. If the latest version is detected, a red dot will appear on the Device Version field of the Settings page of the device.

Steps

1. Enter the Settings page.

- On the device list page, if the page is in the list mode, swipe the device name to the left and tap .

- On the device list page, If the page is in thumbnail mode, tap the device name or tap ••• .
- On the Live View page. Tap ••• and then tap Settings.

Note

For details about how to enter the Live View page, see ***Start and Stop Live View*** .

2. Tap **Device Version** to enter the Device Version page.
3. Tap **Upgrade**.

The Mobile Client will download the upgrade file first and then start upgrading the device.

Note

You can also enable the Mobile Client to automatically download the upgrade file in Wi-Fi networks once a new device version is detected. For details, see ***Auto-Download Upgrade File*** .

5.8.5 Transfer Device to Others

You can transfer the devices in your account to another account. After that, the transferred device will be unavailable for you, and the target account will have all the configuration and operation permissions of the devices.

Steps

1. Enter the Settings page in one of the following ways.
   - On the device list page, if the page is in list mode, swipe the device name to the left and tap ⚙ .
   - On the device list page, if the page is in thumbnail mode, tap the devices name or tap ⚙ .
   - Enter the Live View page, tap ••• and then tap **Settings**.
2. Tap **Transfer Device → Transfer** .

   A security code for verifying your identity will be sent to your registered mobile phone number or email address.
3. Enter the received security code, and then tap **Next**.
4. Set the target account's information.
   - Enter the target account's user name, mobile phone number, or e-mail address, and then tap **Confirm**.
   - Tap ⛶ to scan the target account's QR code and then tap **Confirm**.

   The Device Verification Code window pops up.
5. Enter the device verification code and then tap **Confirm** to complete device transfer.

Note

The default device verification code is usually on the device label. If no verification code found, enter the device verification code you created when enabling HiLook service.

5.8.6 Set Light for Floodlight Camera

You can set light for the Floodlight camera.

Before You Start
You should have added a Floodlight camera to the Mobile Client.

Steps
1. Enter the Settings page of a Floodlight camera.
- On the device list page, if the page is in list mode, swipe the device name to the left and tap ⚙ .
- On the device list page, if the page is in thumbnail mode, tap the device name or tap ••• .
- On the Live View page. Tap ••• and then tap **Settings**.

Note
For details about how to enter the Live View page, see ***Start and Stop Live View*** .

2. Tap **Light Settings** to enter the Light Settings page.
3. Set the parameters.

Adjust Brightness
Adjust the brightness of the camera light.

Light Linkage
If enabled, when activities of human beings or animals are detected at night in the areas specified by you (see **Light Linkage Area Settings**, the camera light will be automatically turned on.

Light Linkage Area Settings
Tap the areas to specify them as the light linkage areas.

5.8.7 Edit Settings of Cameras Linked to NVR/DVR

For cameras linked to NVR/DVR, you can edit their names, hide or show them in the device list, and enable camera cascading.

Steps
1. Enter the Settings page of a NVR or DVR.
- On the device list page, if the page is in list mode, swipe the device name to the left and tap ⚙ .
- On the device list page, if the page is in thumbnail mode, tap the device name or tap ••• .
- On the Live View page. Tap ••• and then tap **Settings**.

Note
For details about how to enter the Live View page, see ***Start and Stop Live View*** .

2. Tap **Linked Camera** to enter the Linked Camera page, and then edit camera settings.

Edit Camera Name	Tap › to enter the camera details page, and then tap **Channel Name** to edit the camera name, and finally tap to save the settings.
Hide/Show Camera	Tap or to hide or show the camera on the device list respectively.

5.8.8 Set Motion Detection Alarm for Network Camera

Motion detection is a way of detecting motion in a surveillance scene by analyzing image data and differences in a series of images. After setting motion detection area within the field of view of the network camera, the network camera will be able to detect the objects in motion within the area you set and at the same the Mobile Client will receive an alarm notification about the motion detection event.

Steps

1. Enter the Settings page of the network camera.

- On the device list page, if the page is in list mode, swipe the device name to the left and tap .
- On the device list page, if the page is in thumbnail mode, tap the device name or tap .
- On the Live View page, tap and then tap **Settings**.

Note

For details about how to enter the Live View page, see ***Start and Stop Live View*** .

2. Tap **Notification** to enter the Notification page.

3. Draw motion detection area.

1) Tap **Draw Motion Detection Area** to enter the motion detection area settings page.
2) Swipe on the screen to draw the motion detection area.



Figure 5-3 Draw Motion Detection Area

3) **Optional:** Tap to undo the drawing.
4) Tap to save the motion detection area settings.

4. Tap to go back to the Notification page and tap **Motion Detection Sensitivity**, and then adjust the slider to adjust the motion detection sensitivity.

Low

Moving persons, large moving pets, and any other large moving objects in the motion detection area will trigger the alarm, while smaller objects will not.

Medium

Moving small pets and any other medium-sized moving objects in the motion detection area will trigger the alarm, while smaller objects will not.

High

Moving insects, moving leaves, and any other larger objects will trigger the alarm.

What to do next

Go back to the Notification page and make sure **Notification** is enabled.

Note

For details about how to enabling notification, see ***Enable Event Notification***

5.8.9 View Network Topology of NVR

You can view network topology of the cameras connected to an NVR.

Note

The NVR should support the network topology functionality.

On the device list page, tap to enter the Settings page of the NVR, and then tap **Network Camera Topology** to enter the topology page. On the page, you can perform the following operations.

View Network Status

On the topology, you can know the type of the network connection between each node (i.e., an NVR or a network camera) by the type of the line between the two nodes: solid line represents wired connection, dotted line Wi-Fi connection.
You can also view network status of the cameras. If a camera icon is grayed out, the camera is offline.

Zoom In/Out

You can pinch fingers together to zoom in, and spread them apart to zoom out.

Refresh Topology Structure

Tap in the upper right corner to refresh the topology structure.

Show/Hide Cascaded Camera

You can enable the topology to display a specific camera's cascaded camera(s).

Note

The NVR should support this function.

1. On the device list page, tap to enter the Settings page of the device, and then tap **Linked Camera** to enter the Linked Camera page.
2. Tap a camera on the Linked Camera page to enter the Details page.
3. Turn on **Cascading Status** to display cascaded camera(s) of a specific camera in the topology. Turn off to hide.

5.8.10 Set Custom Audio

You can select a recorded audio file and set it as the custom audio prompt for the alarms sent from the channels linked to specific models of DVR.

Steps

Note

The device should support this function.

1. On the device list, tap to enter the Settings page of the device.
2. Tap **Custom Audio** to enter the Select Channel page.
3. Select channel(s), and then tap **Next Step**.

The available audio file(s) will appear.
4. Optional: Tap the Play icon to play the audio file.
5. Select an audio file, and then tap **OK**.

5.8.11 Use Mobile Client as Device's Remote Controller

For a device added via IP/Domain, you can use the Mobile Client as the device's remote controller.

Steps

Note

- The function should be supported by the device.
- The remote controller function is supported when your phone or tablet is connected to a Wi-Fi network, and the network latency should be less than 200ms.

1. Enter the Settings page.
   - On the device list page, if the page is in the list mode, swipe the device name to the left and tap .

- On the device list page, if the page is in thumbnail mode, tap the device's name or tap ••• .
- On the Live View page. Tap ••• and then tap **Settings**.

Note

For details about how to enter the Live View page, see ***Start and Stop Live View*** .

2. Tap ⋯ and tap **Remote Controller** to enter the following page.



Figure 5-4 Remote Controller Page

3. Swipe the screen to perform remote-control operations such as moving up, down, left, and right.
4. Tap the screen to confirm.
5. Optional: Tap to cancel and return to the previous menu of the device.
6. Optional: Tap to open the main menu of the device.

5.8.12 Remote Configuration

After adding a device, you can set the parameters of the device, including basic information, time settings, recording schedule, etc.

View and Edit Basic Information

You can view and edit the basic information of a device.

Before You Start

Add a device to the software. See ***Add Device for Management*** for details.

Perform this task if you need to view and edit the basic information of a device.

Steps

1. Tap and tap **Devices** to enter the Device Management page.
2. Tap a device to view its basic information.
3. Tap to enter the Edit Device page.
4. Edit the basic information of the device.
5. Tap to save the settings.
6. Tap to go back to the Device Management page.

Set Recording Schedule

You can set a recording schedule for a channel of a specific device.

Before You Start

Add a device to the software. See ***Add Device for Management*** for details.

Perform this task if you need to set recording schedule for a channel of an added device.

Steps

1. Tap and tap **Devices** to enter the Device Management page.
2. Tap an added device to enter the Device Information page.
3. Tap and tap **Remote Configuration** to enter the Remote Configuration page.
4. Tap **Recording Schedule** to enter the Recording Schedule page.
5. Select a channel if the device has multiple channels.
6. Set to to enable recording schedule.
7. Set a recording schedule for a day in the week.
   1) Tap a day in the week to open the following page.

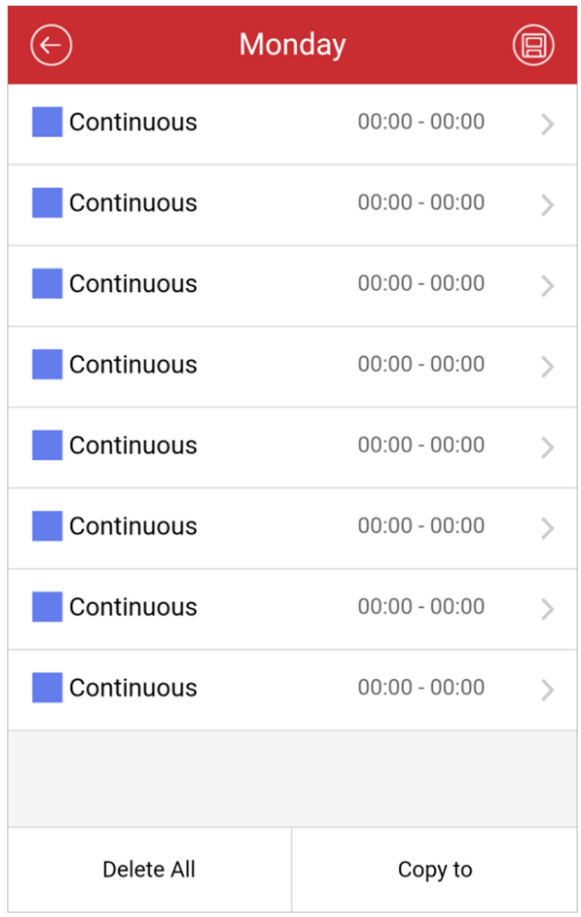


Figure 5-5 Setting Recording Schedule

2) Tap the time period to set the recording type, start time, and end time.

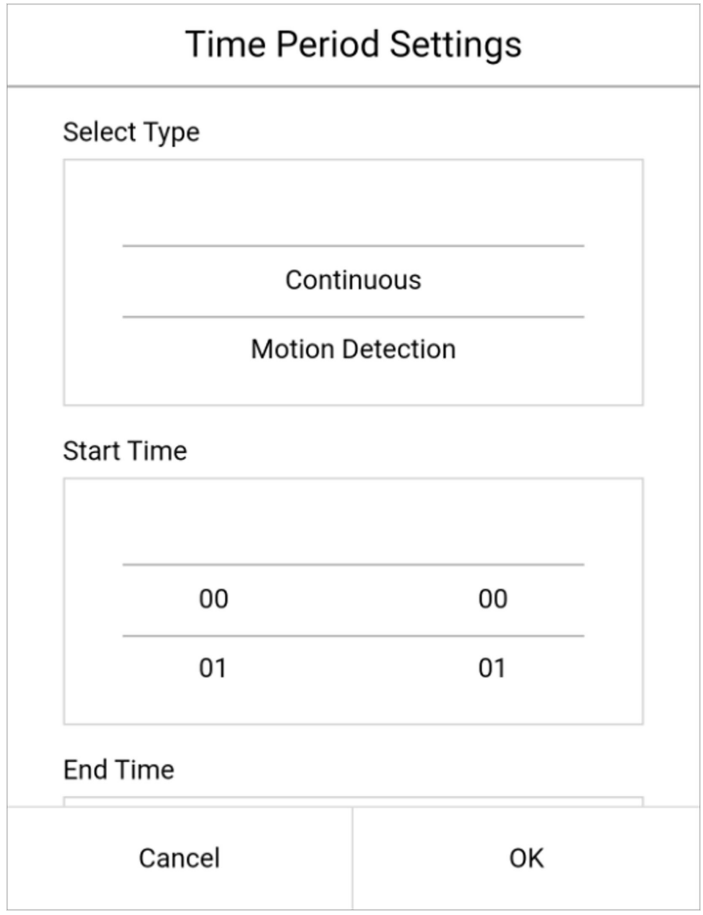


Figure 5-6 Time Period Settings

Continuous

The video will be recorded automatically according to the time of the schedule.

Motion Detection

The video will be recorded when the motion is detected.

Alarm

The video will be recorded when the alarm is triggered via the external alarm input channels.

Motion Detection or Alarm

The video will be recorded when the external alarm is triggered or the motion is detected.

Motion Detection and Alarm

The video will be recorded when the motion and alarm are triggered at the same time.

Event

The video will be recorded when any event is detected.

Note

You can also set the recording type as detailed event type, which should be supported by the device. For details, refer to the user manual of the device.

3) Tap **OK** to save the settings of the time period.
4) Set other time periods in the day.

Note

Up to 8 time periods can be configured for each day. And the time periods cannot be overlapped with each other.

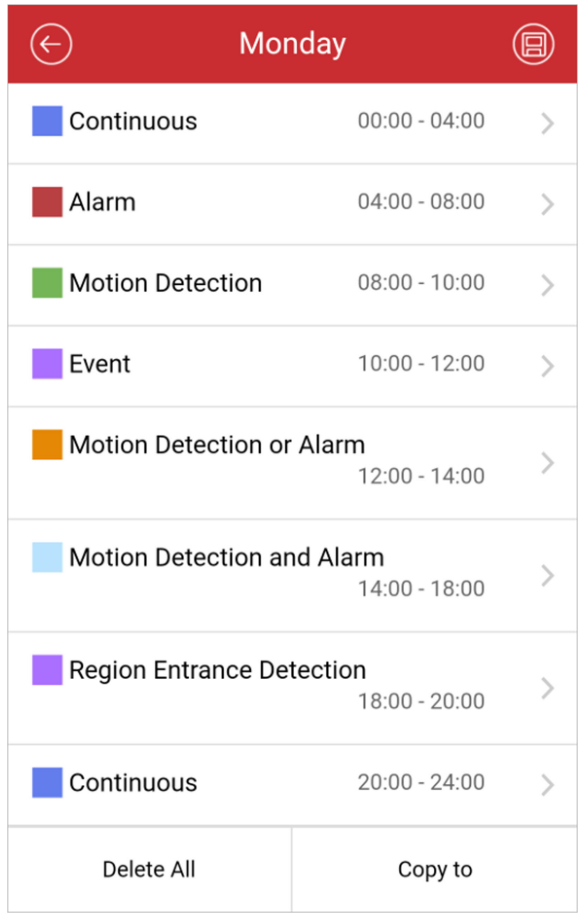


Figure 5-7 Setting Multiple Time Periods in a Day

8. Optional: Perform the following operations after saving the time periods in one day.

Copy to Other Days	Tap **Copy to** to copy all the time periods settings to the other days in the week.
Delete All	Tap **Delete All** to clear all the configured time periods.

9. Tap to save the settings.

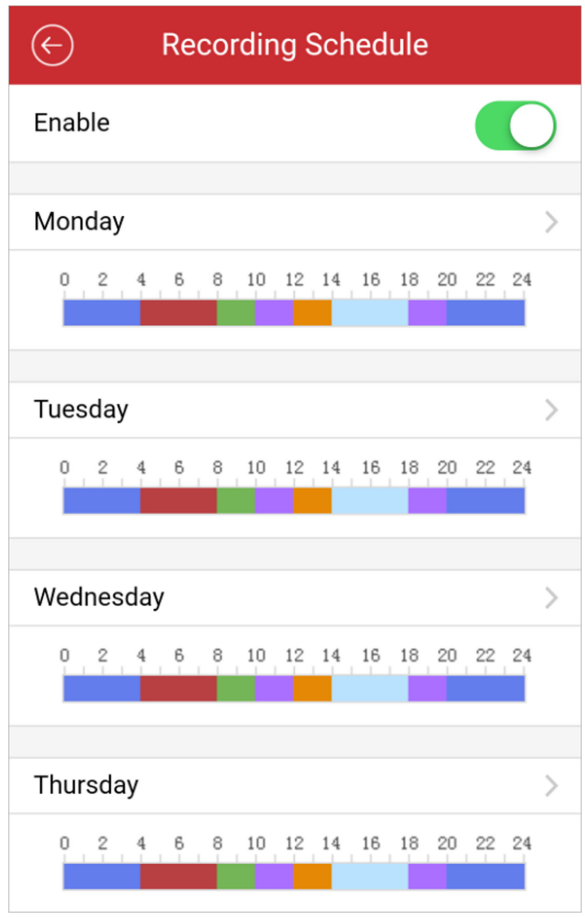


Figure 5-8 Recording Schedule

Configure Time Settings

You can select the time zone and set the time synchronization mode as manual or NTP mode for the added device.

Before You Start

Add devices to the software. See ***Add Device for Management*** for details.

Perform this task if you need to set the time zone and set the time synchronization mode.

Steps

1. Tap and tap **Devices** to enter the Device Management page.
2. Tap a device to enter the Device Information page.
3. Tap and tap **Remote Configuration** to enter the Remote Configuration page.
4. Tap **Time Configuration** to enter the Time Configuration page.

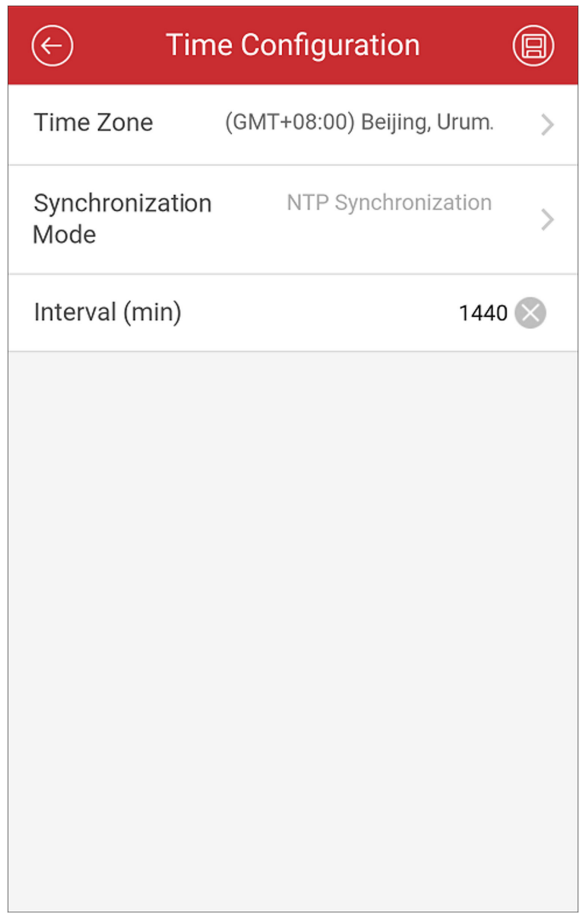


Figure 5-9 Time Synchronization Page

5. Select the time zone in which the device locates.

The device time will be adjusted automatically.

6. Select the time synchronization mode.

- Select **NTP Synchronization**. And then set the interval for synchronizing the device time with the NTP server.

  NTP Synchronization

  Synchronize time at a specific interval with the NTP server.

  Note

  For setting the NTP server details, refer to the user manual of the device.

- Select **Manual Synchronization**. And then tap **Synchronize with OS** to synchronize the device time with the OS(Operation System) time of your iPhone or iPad.

7. Tap to save the settings.

Change Device Password

You can change the password of a device via the software.

Before You Start
Add a device. See ***Add Device for Management*** for details.

Perform this task if you need to change the password of a device.

Steps
1. Tap and tap **Devices** to enter the Device Management page.
2. Click a device to enter the Device Information page.
3. Tap and click **Remote Configuration** to enter the Remote Configuration page.
4. Tap **Change Password** to enter the Change Password page.
5. Input the old password of the device
6. Input the new password.
7. Confirm the password.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.
Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

8. Tap to save the changes.

Configure Normal Event

You can enable a device's normal event such as motion detection, video tampering alarm, video loss alarm, for the channels of the device.

Before You Start
Add devices to the software. See ***Add Device for Management*** for details.

Perform this task if you need to enable a device's normal event.

Steps
1. Tap and tap **Devices** to enter the Device Management page.
2. Tap a device to enter the Device Information page.
3. Tap and tap **Remote Configuration** to enter the Remote Configuration page.
4. Tap **Normal Event** to enter the Normal Event page.
5. **Optional:** Select a channel if the device has multiple channels.
6. Set to .

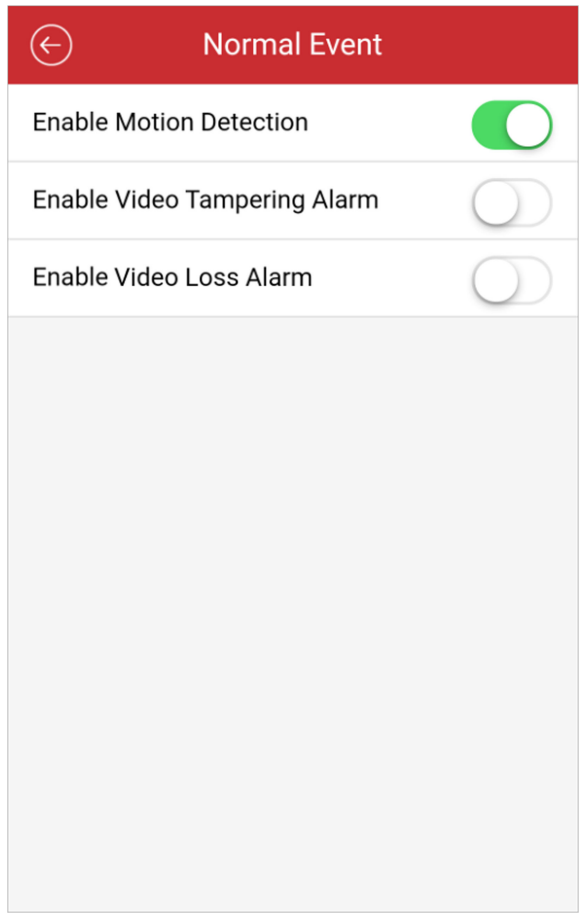


Figure 5-10 Normal Event

7. Tap to go back to the Device Management page.

Configure Smart Event

You can enable the smart event for the channels of a device, including audio exception detection, face detection, and intrusion detection, etc.

Before You Start

Add devices to the software. See ***Add Device for Management*** for details.

Perform this task to enable smart event.

Steps

Note

The supported event types of smart event vary according to different devices.

1. Tap and tap **Devices** to enter the Device Management page.
2. Tap a device to enter the Device Information page.
3. Tap and tap **Remote Configuration** to enter the Remote Configuration page.

4. Tap **Smart Event** to enter the Smart Event page.
5. Optional: Select a channel if the device has multiple channels.
6. Set to .

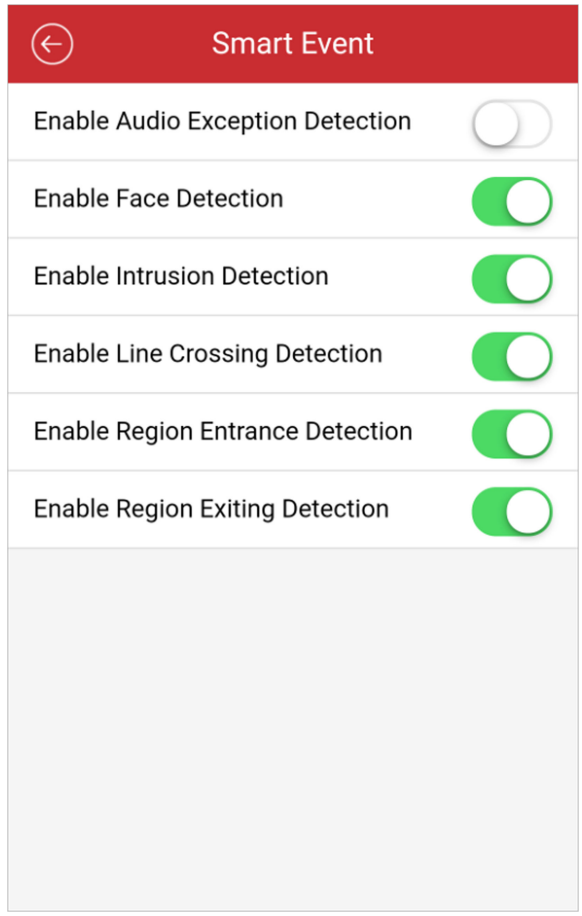


Figure 5-11 Smart Event Page

7. Tap to return to the Device Management page.

Enable Temperature Measurement

You can enable the temperature measurement function for the thermal camera on the software.

Perform this task if you want to enable temperature measurement.

Steps

Note

This function is only available to the thermal camera.

1. Tap and tap **Devices** to enter the Device Management page.
2. Tap a device to enter the Device Information page.
3. Tap and tap **Remote Configuration** to enter the Remote Configuration page.

4. Tap **Temperature Measurement** to enter the Temperature Measurement page.
5. Optional: Select a camera if the device has multiple cameras.
6. Set to to enable temperature measurement.

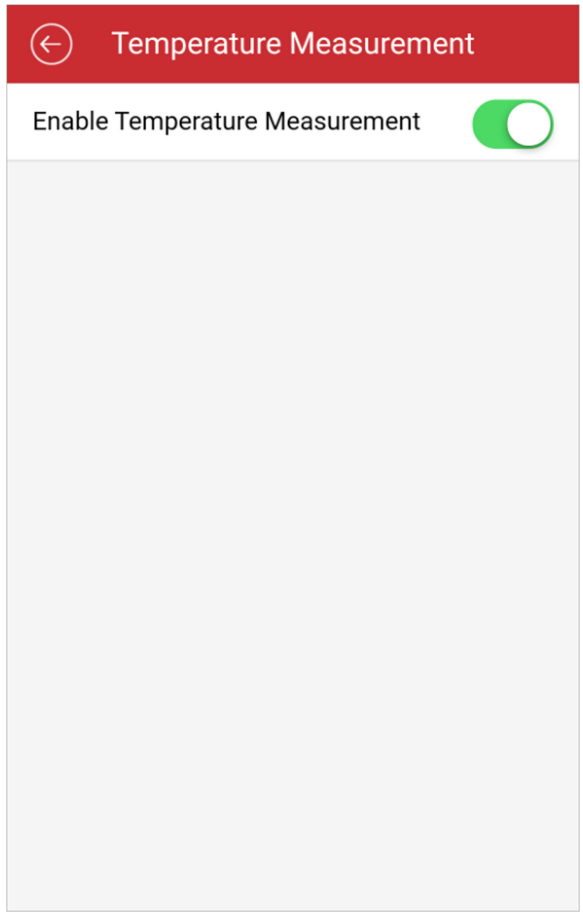


Figure 5-12 Temperature Measurement Page

Chapter 6 Favorites Management

You can add the frequently-used camera(s) to the favorites so that you can access them conveniently.

6.1 Add Cameras to Favorites on Home Page

On the device list page, you can add the frequently-used camera(s) to the favorites so that you can access them conveniently.

Steps

1. On the home page, tap .
2. Tap **Add to Favorites**.
3. Select devices and cameras on the Select Camera page.
4. Tap **OK**.
5. Create a name for the Favorites and then tap **OK**.

Note

- Up to 32 favorites can be added.
- The favorites name should be no more than 32 characters.

The added Favorites will be displayed on the device list page.

6. **Optional:** Tap the Favorites name on the home page to view the cameras' live videos.

6.2 Add Cameras to Favorites During Live View

On the live view page, you can add frequently-used cameras to Favorites so that you can access them conveniently

Steps

1. Enter the Live View page.

Note

For details about how to enter the Live View page, see ***Start and Stop Live View***

2. Tap ••• and tap **Add to Favorites**.
3. Add cameras to favorites.
   - Create a new favorites in the pop-up window and tap **OK**.
   - Add to existing favorites.
     a. Tap **Add to Existing Favorites** in the pop-up window.
     b. Select a Favorites folder in the list.

Note

- Up to 32 Favorites can be added.
- The favorites name should be no more than 32 characters.

4. Optional: Tap the Favorites on the device list page to view the cameras' live videos.

6.3 Remove Cameras from Favorites

You can delete cameras in the favorites.

Steps

1. Enter the Edit Favorites page.
- On the device list page, if the page is in list mode, swipe the Favorites name to the left and tap .
- On the device list page, if the page is in thumbnail mode, tap ••• of the Favorites.

2. Tap a camera that need to be deleted.

3. Tap **Confirm** in the pop-up window to delete the camera.

Chapter 7 Device Sharing

You can share devices to other users. The recipient can access the devices according to the permissions you grant them. You can also receive and use the devices shared by other users.

7.1 Share a Specific Device via Its QR Code

You can share a specific device to another HiLook Vision user via the device's QR code. You can also set the device permissions granted to the recipient to determine which operations he/she can do on the device.

Steps

1. Enter the Recipient page.

Option 1 Tap  → **Share Device** → **Share Device** .

Option 2
a. Tap to display the device list page in list mode.
b. Swipe the target device's name to the left, and then tap .

Option 3
a. Tap to set the display the device list page in thumbnail mode.
b. Tap .

Option 3
a. Enter the Live View page.

Note

For details about how to enter the Live View page, see ***Start and Stop Live View*** .

b. Select a live view window and than tap ••• .
c. Tap **Share**.

Option 4 For security control panel, tap the device on device list page to enter the device details page and then tap .

You will enter the Recipient page.

2. Tap **Share via QR Code** and then select a device (if required) to enter the Share via QR Code page.

3. Swipe up to show the complete QR code.

4. Let the recipient use the HiLook Vision Mobile Client to scan the QR code.

The recipient needs to send a device sharing application to you. After that, you'll receive a notification about the application on your Mobile Client.

5. Tap **View** on the notification to view the details of the application.

6. Set device permissions for the recipient.

- Check **All Permissions** to grant all available permissions to the recipient.

- Tap ›, and then select permission(s) to grant the selected one(s) to the recipient, and finally tap .

7. Tap **Agree**.

   The device will be shared to the recipient. And he/she will be able to view the device on the device list of his/her HiLook Vision account.

8. **Optional:** Edit the device permissions.
   1) Go to **More → Manage Sharing Settings** .
   2) Tap the device and then edit the device permissions granted to the recipient.
9. **Optional:** Delete the recipient account and all the sharing information.
   1) Go to **More → Manage Sharing Settings** .
   2) Tap the device to enter the Sharing Details page and then tap **Delete**.

7.2 Share Multiple Devices by Scanning Recipient's Account QR Code

You can share multiple devices to another HiLook Vision user. You can also set the device permissions granted to the recipient to determine which operations he/she can do on the device.

Steps

1. Enter the Recipient page.

   Option 1 Tap → **Share Device** → **Share Device** .

   Option 2
   a. Tap to display the device list page in list mode.
   b. Swipe the target device's name to the left, and then tap .

   Option 3
   a. Tap to set the display the device list page in thumbnail mode.
   b. Tap .

   Option 3
   a. Enter the Live View page.

   Note

   For details about how to enter the Live View page, see ***Start and Stop Live View*** .

   b. Select a live view window and than tap .
   c. Tap **Share**.

   Option 4 For security control panel, tap the device on device list page to enter the device details page and then tap .

2. Tap **Scan QR Code**.
3. Scan the QR code of the recipient's account.

   The recipient's account will be listed in the account list, and be automatically selected.

Note

The recipient can go to **More → Account Management → My QR Code** on his/her Mobile Client to get the QR code of his/her account.

4. Select device(s), and then tap **Next**.

Note

For devices linked with multiple cameras, you can select camera(s) for sharing.

5. Configure permissions for the to-be-shared device(s).
   - Check **All Permissions** on the Sharing Details page to select all the permissions.
   - Tap the device displayed on the Sharing Details page, and then select permission(s) and tap .

   Example

   For example, if you select Live View and Remote Playback, the recipient will have the permissions to view live video and play back the video footage of the device.
6. Tap **Finish** to finish sharing.

   A notification about the sharing will appear on the recipient's Mobile Client. He or she can tap the message, and then accept or reject the shared device.
7. **Optional:** Tap the account on the history account list and then tap **Delete** to delete the recipient's account and all the sharing information.

Chapter 8 Video

With the Mobile Client, you can remotely view live videos of the added encoding devices (e.g., cameras) and play back their video footage.

8.1 Live View

You can view live video of the devices' connected cameras. And some basic operations are supported during live view, including picture capturing, manual recording, PTZ control, etc.

8.1.1 Start and Stop Live View

Live view shows you the live video getting from cameras. Perform the following task to start and stop live view.

Steps

1. Enter the Live View page to start live view.

- On the device list page, if the device list is displayed in thumbnail mode, tap the device thumbnail to enter the Live View page.

  Note

  You can tap  or  on the device list page to switch between the list mode and the thumbnail mode.

- On the device list page, if the device list is displayed in list mode, and the Floating Live View function is enabled, tap one or more devices to open the floating windows. And then tap the floating window to enter the Live View page.

  Note

  - For details about enabling or disabling the Floating Live View function, see ***Floating Live View*** .
  - Up to 256 cameras can be selected.

- On the device list page, if the device list is displayed in list mode, and the Floating Live View function is disabled, tap the device to enter the Live View page.

- If the Video and Image Encryption function is disabled, the live video will start playing automatically.
- If the Video and Image Encryption function is enabled, you should enter the device verification code before the live video starting playing.

Note

- For details about Video and Image Encryption function, see ***Set Video and Image Encryption*** .
- The default device verification code is usually on the device label. If no verification code found, enter the device verification code you created when enabling HiLook Vision service.
- The live video from the video intercom device lasts 5 minutes.
- Up to 6 users can view the live video of a same door station simultaneously. If the upper-limit is reached, other users can only use the audio function of the door station.

2. Optional: Perform the following operations.

View Full Screen Live Video	Rotate the phone to view live video in full screen mode.
Switch Camera	Swipe the live view page to the left or right to switch camera and view its live video.
Reselect Device for Live View	a. Tap to go back to the device list. b. Reselect cameras and then tap **OK**. **Note** You can select up to 256 cameras.
Switch to Playback	Tap → **Playback** to switch to playback. **Note** For details about playback, see ***Playback*** .

3. Stop live view of a camera.

1) Press and hold a window under live view.

2) Drag the window upwards to the appearing at the top of the page.

8.1.2 Set Window Division

You can adjust window division in different scenarios.

Tap 1 , 4 , 9 , 12 or 16 to set the window division mode to 1-window, 4-window, 9-window, 12-window, or 16-window respectively.

If the added camera number is more than the window division number, you can swipe to the left or right to change the window division group on the current page.

8.1.3 Digital Zoom

Digital zoom adopts encoding technology to enlarge the image which will result in image quality damage. You can zoom in or zoom out the live video image as desired.

Tap ⊕ to zoom in or zoom out the image.

Or spread two fingers apart to zoom in, and pinch them together to zoom out.

8.1.4 PTZ Control

PTZ is an abbreviation for "Pan, Tilt, and Zoom". With the PTZ Control functionality provided by the Mobile Client, you can make the cameras pan and tilt to the required positions, and zoom in or out the live video images. For some network cameras, you can also enable auto-tracking to make the camera pan, tilt, and zoom to track the detected moving objects.

Note

PTZ control should be supported by the camera.

Pan and Tilt a Camera

The Mobile Client allows you to pan and tilt a camera's view.

Steps

1. Start live view of a camera supports PTZ control.

   Note

   For details about how to start live view, see ***Start and Stop Live View*** .

2. Select a live view window on the Live View page.
3. Tap to open the PTZ Control panel.

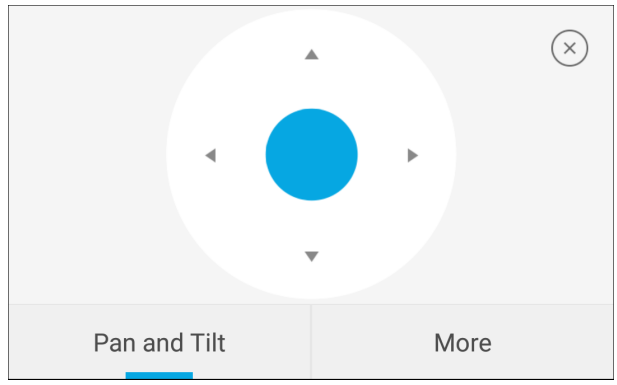


Figure 8-1 PTZ Control Panel

4. Tap **Pan and Tilt**.
5. Drag the circle button at the center of the PTZ Control panel to pan and tilt the camera.

Set a Preset

A preset is a predefined image position which contains configuration parameters for pan, tilt, zoom, focus and other parameters. You can also set a virtual preset after enabling digital zoom. After you set a preset, you can call the preset and then the camera will move to the programmed position.

Steps

1. Pan and tilt a camera to move the camera direction to a desired position.

   Note

   See ***Pan and Tilt a Camera*** for details.

2. In the PTZ Control panel, tap **Add Preset** to open the following window.

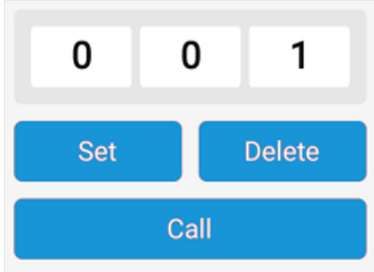


Figure 8-2 Set a Preset

3. Swipe the number up or down to set the preset No.

   Note

   The preset No. should be between 1 and 256.

4. Tap **Set** to complete setting the preset.
5. Tap **Call** to call the preset.
6. **Optional:** Tap **Delete** to delete the preset.

Adjust PTZ Speed

You can adjust the PTZ speed.

Steps

1. Start live view of a camera which supports PTZ control.
2. Tap to open the PTZ control panel.
3. Tap **More** → to open the PTZ speed panel.
4. Drag the slider to adjust the PTZ speed.

Other Functions

The PTZ Control panels provide other functions such as PTZ speed adjustment, auto-scan, focus control, iris control, and auto-tracking.

Tap **More** on the PTZ Control panel to view the functions.

Table 8-1 Other Functions

Icon	Description
	Start/stop the auto-scan, which means to make the speed dome pan, tilt, and (or) zoom by a predefined route. **Note** • You can define the route on the device. For details, see the user manual of the device. • The function should be supported by the device.
	Zoom control: Zoom+/ Zoom-
	Focus control: Focus +/ Focus -
	Iris control: Iris +/ Iris -
	Adjust PTZ speed.
	Enable/Disable auto-tracking. After enabled, when the camera detects a moving object, the camera will pan, tilt, and zoom to track the object until the object moves out of the field of view of the camera. **Note** The function should be supported by the device.

8.1.5 Start Two-Way Audio

Two-way audio function enables the voice talk between the Mobile Client and devices. You can get and play not only the live video but also the real-time audio from the devices, and the devices can also get and play the real-time audio from the Mobile Client.

Steps

Note

- The function should be supported by the device.
- The devices added by HiLook Vision domain or by scanning QR code do not support this function.

1. Start live view of the device.

   Note

   See ***Start and Stop Live View*** for details.
2. Tap in the toolbar to turn on the two-way audio.
3. If the device is a NVR, select the device or its linked network camera as the two-way audio channel.

   Note

   If not, skip this step.

   - If the device is full duplex, two-way audio will be started automatically.
   - If the device is half-duplex, you have to tap and hold to talk, and release to listen.
4. Tap to turn off two-way audio.

8.1.6 Capturing and Recording

During live view, you can capture pictures of the live video and record video footage.

Steps

1. Start live view of a camera.

   Note

   See ***Start and Stop Live View*** for details.
2. Capture a picture or record video footage.

   Capture Picture Tap to capture a picture.

   Record Video Footage Tap to start recording video footage, tap again to stop.

   The captured pictures and recorded videos will be saved in **More → Pictures and Videos** .

8.1.7 Set Image Quality for Device Added by IP/Domain

For devices added via IP/Domain, you can set its image quality to Fluent or Clear. You can also customize image quality for the devices.

Steps

Note

- If you change the image quality, the live view and recording of the device may be affected due to the new settings.
- In multi-window mode, you can only set the image quality to Fluent, or customize the image quality and the stream type can only be Sub Stream.

1. Start live view of a device added via IP/Domain.

Note

See ***Start and Stop Live View*** for details.

2. Tap BASIC on the live view page to enter the quality switching panel.

Note

The icon vary with the actual video quality.

3. Set the image quality as desired.

- Tap **Clear** to set the image quality as Clear.
- Tap **Fluent** to set the image quality as Fluent.
- Tap **Custom** to open the Custom Settings window, and then configure the parameters and tap **Confirm** to confirm the custom settings.

Note

- The live view effect is related to the performance of your network and hardware of your network and phone and tablet. If the live view is not fluent or the image appears blurred, reduce the resolution, frame rate and bitrate of the camera in custom mode, or set the image quality as fluent mode.
- The following table shows the recommended frame rate and bitrate configuration for different resolution at H.264, H.264+ and H.265 video compression by Moto X Pro (CPU: Snapdragon805, Android 5.0.2).

Table 8-2 Recommended Configuration

Resolution	1-ch	2-ch	4-ch	Recommended Configuration
H.264 (Software Decoding)				
1080P	√	√		Frame rate: 25fps; Bit rate: 4Mbps
720P	√	√	√	Frame rate: 25fps; Bit rate: 2Mbps
4CIF	√	√	√	Frame rate: 25fps; Bit rate: 512Kbps
H.264 (Hardware Decoding)				
1080P	√	√	√	Frame rate: 25fps; Bit rate: 4Mbps

Resolution	1-ch	2-ch	4-ch	Recommended Configuration
720P	√	√	√	Frame rate: 25fps; Bit rate: 2Mbps
4CIF	√	√	√	Frame rate: 25fps; Bit rate: 512Kbps
H.264+ (Software Decoding)				
1080P	√	√		Frame rate: 25fps; Bit rate: 4Mbps
720P	√	√	√	Frame rate: 25fps; Bit rate: 2Mbps
H.264+ (Hardware Decoding)				
1080P	√	√	√	Frame rate: 25fps; Bit rate: 4Mbps
720P	√	√	√	Frame rate: 25fps; Bit rate: 4Mbps
H.265 (Software Decoding. Hardware decoding is not supported.)				
1080P	√	√		Frame rate: 25fps; Bit rate: 2Mbps
720P	√	√	√	Frame rate: 25fps; Bit rate: 4Mbps
4CIF	√	√	√	Frame rate: 25fps; Bit rate: 256Mbps

8.1.8 Set Image Quality for HiLook Vision Device

Usually three pre-defined image qualities are provided in the Mobile Client for HiLook Vision device: Basic, Standard, and High Definition.

Steps

Note

The provided image quality types may vary with different devices.

1. Start live view of a HiLook Vision device.

Note

See ***Start and Stop Live View*** for details.

2. Tap BASIC to enter the quality switching panel.

Note

The icon may vary with the actual image quality.

3. Set image quality.

Basic

Basic image quality.

Note

Basic is the default image quality.

Standard

Standard image quality (the image quality is higher than that of Basic and lower than that of HD).

HD

High definition image quality (the image quality is the highest of the three).

8.1.9 Live View for Fisheye Camera

In the fisheye view mode, the whole wide-angle view of the fisheye camera is displayed. Fisheye expansion can expand images in five modes: 180° panorama, 360° panorama, 4-PTZ, semisphere, and cylindrical-surface.

Steps

Note

The function is only supported by fisheye camera.

1. Start live view of a fisheye camera.

   Note

   See ***Start and Stop Live View*** for details.

2. Tap to show the fisheye expansion panel.
3. Select mounting type.

Table 8-3 Mounting Type

Icon	Description
	Wall Mounting
	Ceiling Mounting

4. Select fisheye expansion mode.

Table 8-4 Fisheye Expansion Mode

Icon	Description
	Fisheye view for ceiling mounting and wall mounting. In the Fisheye view mode, the whole wide-angle view of the camera is displayed. The mode is the vision of a fish's convex eye. The lens produces curvilinear images of a large area, while distorting the perspective and angles of objects in the image.

Icon	Description
	In this mode, you can pinch the fingers together to zoom out the image, and spread them apart to zoom in.
	Dual-180° panorama view for ceiling mounting. The distorted fisheye image is transformed to normal perspective image. In this mode, you can swipe to the left or to the right to adjust the field of view.
	360° panorama view for ceiling mounting and wall mounting. The distorted fisheye image is transformed to normal perspective image. In this mode, you can swipe to the left or to the right to adjust the field of view.
	4 PTZ Views for ceiling mounting and wall mounting. The PTZ view is the close-up view of some defined area in the Fisheye view or Panorama view. In this mode, you can pinch the fingers together to zoom out the image, and spread them apart to zoom in. You can also swipe the screen to perform pan and tilt movement.
	Semisphere-shaped view for wall mounting. In this mode, the whole wide-angle view of the camera is displayed. The lens produces curvilinear images of a large area, while distorting the perspective and angles of objects in the image. In this mode, you can drag the image to adjust the view angle, and pinch the fingers together to zoom out the image, and spread them apart to zoom in.
	Cylindrical-surface-shaped view for wall mounting. In this mode, the whole wide-angle view of the camera is displayed. The lens produces curvilinear images of a large area, while distorting the perspective and angles of objects in the image. In this mode, you can drag the image to adjust the view angle, swipe to the left or to the right to adjust the field of view, as well as pinch the fingers together to zoom out the image and spread them apart to zoom in.

8.1.10 Open Door During Live View

You can open or close the door when viewing the live video of a video intercom device, a face recognition terminal, or a related camera of an access control device. This function allows you to check the visitor or the situation nearby the door before you open it.

Note

- The device should support this function.
- For face recognition terminals, you can enabling opening door by fingerprint authentication or facial authentication. For details, see ***Enable Opening Door via Fingerprint (Face) Authentication*** .

For the access control device's related cameras, select a live view window and tap , and then enter the device verification code to open the door.

For the video intercom device, select a live view window and tap , and then enter the device verification code to open the door.

Note

The default device verification code is usually on the device label. If no verification code found, enter the device verification code you created when enabling HiLook Vision service.

8.2 Playback

You can search the recorded video files stored in the added device for remote playback.

8.2.1 Normal Playback

Normal playback refers to the playback based on timeline. You can search the camera's recorded video files in a selected time period and then start playback.

Steps

1. On the device list page, tap at the upper-left corner to enter the Select Item(s) page.

2. Set the date and time for playback.

Playback Date

Select a date.

Note

The date during which video files were recorded is marked with a yellow dot.

Playback Time

Set the start time point for the playback in the selected date.

3. Select camera(s).

Note

You can select up to 4 cameras.

4. Tap **Start Playback** to enter the Playback page.

5. Optional: Perform the following operations.

Play Video Footage Stored on Cloud	Tap ☁ at the top of the playback page to play back video footage stored on cloud. **Note** • The device should support cloud storage, or the ☁ icon will not appear. • Make sure you have purchased cloud storage service package for the camera (channel) from the Installer.
Adjust Playback Time	Slide the timeline to adjust the playback time. **Note** ▬ represents continuous recording and ▬ represents event-triggered recording. You can determine the recording type (continuous or event-triggered) when setting recording schedule. For details, see ***Set Recording Schedule*** .
Scale up and down Timeline	Spread two fingers apart to scale up the timeline or pinch them together to scale down.

8.2.2 Event Playback

Event playback refers to the playback based on the detected events, such as motion detection. You can select an event and then play back the event-related video footage. Duration playback, you can also save the event-related picture if it has been captured by the camera.

Before You Start

Make sure you have configured events for the selected camera. For details, see ***Configure Normal Event*** and ***Configure Smart Event*** .

Steps

1. Start normal playback.

Note

For details, see ***Normal Playback*** .

2. Tap **Event Playback** to enter the Event Playback page.

The event-related video footage within the latest 7 days will be displayed.

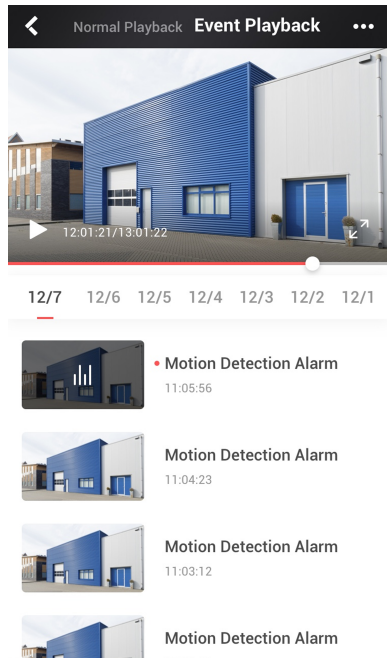


Figure 8-4 Event Playback Page

3. Select a date and then tap an event to start playback.

4. Optional: Tap ••• and then tap **Save Image** to save the event-related picture.

Note

Make sure you have configured the required event linkage action (capturing event-related picture) for the device. For details, see the user manual of the device.

8.2.3 Capturing and Recording

During playback, you can capture pictures and record video footage.

Steps

1. Start playback.

Note

See ***Normal Playback*** for details.

2. Capture a picture or record video footage.

Capture a Picture Tap to capture a picture.

Reccord Video Footage Tap to start recording video footage, tap again to stop.

The captured pictures and recorded videos will be saved in **More → Pictures and Videos** .

8.2.4 Set Playback Quality for Device Added by IP/Domain

For devices added by IP/Domain, you can set the image quality of playback for them.

Steps

Note

For details about adding device by IP/Domain, see ***Add a Device by IP/Domain*** .

1. Select a device added by IP/Domain on the device list and then start playback.

   Note

   For details about starting playback, see ***Normal Playback*** .

2. Tap BASIC on the playback page to enter the quality switching panel.

   Note

   The icon may vary with the actual video quality.

3. Set the image quality as desired.
   - Tap **Clear** to tap the image quality to Clear.
   - Tap **Custom** to open the Custom Settings window, and then configure the parameters (Resolution, Frame Rate, and Bitrate) and tap **Confirm** to confirm the custom settings.

   Note

   - The image effect is related to the performance of your network and phone or tablet. If the image is not fluent or the screen appears blurred, reduce the resolution, frame rate and bitrate of the camera in custom mode.
   - The following table shows the recommended frame rate and bitrate configuration for different resolution at H.264, H.264+ and H.265 video compression by Moto X Pro (CPU: Snapdragon805, Android 5.0.2).

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Resolution	1-ch	2-ch	4-ch	Recommended Configuration
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1080P	√	√		Frame rate: 25fps; Bit rate: 4Mbps
720P	√	√	√	Frame rate: 25fps; Bit rate: 2Mbps
4CIF	√	√	√	Frame rate: 25fps; Bit rate: 512Kbps
H.264 (Hardware Decoding)				
1080P	√	√	√	Frame rate: 25fps; Bit rate: 4Mbps
720P	√	√	√	Frame rate: 25fps; Bit rate: 2Mbps

Resolution	1-ch	2-ch	4-ch	Recommended Configuration
4CIF	√	√	√	Frame rate: 25fps; Bit rate: 512Kbps
H.264+ (Software Decoding)				
1080P	√	√		Frame rate: 25fps; Bit rate: 4Mbps
720P	√	√	√	Frame rate: 25fps; Bit rate: 2Mbps
H.264+ (Hardware Decoding)				
1080P	√	√	√	Frame rate: 25fps; Bit rate: 4Mbps
720P	√	√	√	Frame rate: 25fps; Bit rate: 4Mbps
H.265 (Software Decoding. Hardware decoding is not supported.)				
1080P	√	√		Frame rate: 25fps; Bit rate: 2Mbps
720P	√	√	√	Frame rate: 25fps; Bit rate: 4Mbps
4CIF	√	√	√	Frame rate: 25fps; Bit rate: 256Mbps

8.2.5 Adjust Playback Speed

For the cameras linked to a DVR or NVR, you can adjust the playback speed for them as required.

Note

The function should be supported by the device.

During playaback, you can swipe the toolbar at the bottom to view the hidden icons, and then tap to set the playback speed to 1/8 X, 1/4 X, 1/2 X, 1X, 2X, 4X, and 8X. X here refers to the original playback speed.

8.2.6 Download Video Segment from Device

During playback of the cameras linked to a DVR or NVR, you can download a specific video segment as evidence if it contains important information about incidents such as violent crimes in case of the need for settling disputes or legal cases.

Steps

Note

The function should be supported by the device.

1. Start playback.
2. Tap if important information occurs on the image.

By default, the video segment which lasts 130 seconds (from 10 seconds before the tapping, to 120 seconds after that) will be automatically selected for download. For example, if you tap when the video footage is played to 00:00:30, the segment from 00:00:20 to 00:02:30 will be selected.

Note

In special occasions when 130-seconds duration is not available to be selected following the above-mentioned rule, the segment will extend afterwords or backwards until the segment duration reaches 130 seconds. For example, if you start downloading from the very beginning of the video footage, the selected segment will be from 00:00:00 to 00:02:10.

3. **Optional:** Drag the slider(s) to lessen the duration of the segment for download.

Note

The duration should not be shorter than 10 seconds.

4. **Optional:** Tap the Play icon to preview the selected segment.

Note

If the segment is encrypted, you should enter the device verification code before you can preview it. For details about video encryption, see ***Set Video and Image Encryption*** .

5. Tap **Download** to start downloading.

Note

Downloading at the background is supported. Download task(s) continues if you exit the Download page or the Mobile Client.

6. **Optional:** Go to **More → Pictures and Videos** to view the downloaded video segment.

8.2.7 Download Video Footage from Cloud

The Mobile Client allows you to view video footage stored on cloud each day. And you can download these video footage if they contain important information about incidents such as violent crimes in case of the need for settling disputes or legal cases.

Before You Start

Make sure you have purchased cloud storage service package(s) for your cameras (channels) from the Installer.

Steps

1. Start playing back video footage stored on cloud.

Note

For details, see ***Normal Playback*** .

2. Tap ti enter the Video Stored on Cloud page.
3. Select a date.

Note

The date marked with a blue dot is the date during which video footage is recorded.

4. Tap , and then select video footage.
5. Tap to download the selected video footage.

8.2.8 Enable/Disable Cloud Storage Service for a Channel

You can enable/disable cloud storage service for a specific channel of a device supporting storing video footage on cloud. You can also view details of the cloud storage service package, including service package type, effective period, and status (activated or expired).

Steps

1. Enter the device settings page in the following ways.
   - On the device list page, if the page is in the list mode, swipe the device name to the left and tap .
   - On the device list page, if the page is in thumbnail mode, tap the device name or tap .
   - On the Live View page, tap and then tap **Settings**.

   Note

   For details about how to enter the Live View page, see ***Start and Stop Live View*** .
2. Tap **Cloud Storage** to enter the Cloud Storage page.
3. Switch on/off to enable/disable cloud storage service of a specific channel.

Chapter 9 Access Control

Access control is the selective restriction of access to a place or other resources. After adding access control devices to the Mobile Client, you can remotely control the doors, and configure duration in which the doors remain open. You can also filter and view access control device's logs, which provide the information of access events and related alarms, such as access controller tampering alarm.

Besides the above-mentioned functionality, you can change supper password of the access control device. And for face recognition terminals, you can enable fingerprint authentication or facial authentication to open doors.

9.1 Control Door Status

The Mobile Client supports controlling the status of the access control devices' related doors by the super password of the device.

Steps

Note

You can change the super password. See ***Change Super Password*** for details.

1. On the device list page, tap on the right of the access control device to enter the door control page.

   Note

   The door icon varies with different door status.

2. Control the door status.

   Remain Open

   Keep the door open.

   Open Door

   Open the door for a configurable time period. When the time period expires, the door will close.

   Note

   For details about configuring the time period, see ***Set Door Open Duration*** .

   Remain Closed

   Keep the door closed. In this status, the door can only be opened by super card or super password.

Note

For details about super card, see the user manual of the access control device.

3. Enter the super password.

Note

- For face recognition terminal, this step is not required. You can control door status directly in step 2.
- By default, the super password is the device verification code. You can change the super password. See ***Change Super Password*** for details.

The door status will change.

9.2 Set Door Open Duration

You can set the door open duration for the access control device. When the duration expires, the door will close automatically.

Before You Start

You should have added an access control device to the Mobile Client.
See ***Add Device for Management*** for details.

Steps

1. Enter the Settings page of the access control device.
- On the device list page, if the page is in the list mode, swipe the device name to the left and tap .
- On the device list page, if the page is in thumbnail mode, tap the device name or tap .
- On the Live View page, tap and then tap **Settings**.

Note

For details about how to enter the Live View page, see ***Start and Stop Live View*** .

2. Tap **Door Open Duration** to open the Door Open Duration list.
3. Select a duration from the list.
4. Tap to confirm the selection.

If you tap **Open Door** in the door control page, the door will open for the configured time duration.

Note

For details about controlling door status, see ***Control Door Status*** .

9.3 Change Super Password

The Mobile Client allows you to change the super password of the access control device, which can be used to open all the access control points (e.g., doors), even when the access control point is in remaining closed status.

Before You Start
Add an access control device to the Mobile Client. See ***Add Device for Management*** for details.

Steps

Note
For details about super password of the access control device, see the user manual of the device.

1. Enter the Settings page of the access control device.
   - On the device list page, if the device list is in list mode, swipe the name of the access control device to the left and tap .
   - On the device list page, if the device list is in thumbnail mode, tap the name of the access control device or tap .
   - On the Live View page. tap and then tap **Settings.**

     Note
     For details about how to enter the Live View page, see ***Start and Stop Live View***
2. Tap **Change Password** to enter the Change Password page.
3. Enter the old password and tap **Next**.

   Note
   If it is the first time to set the super password, skip this step.
4. Create a new password and then tap **Finish**.

   Note
   The password should contain 6 numbers.

9.4 View Access Control Logs

You can view the access control device's logs including the access control events and alarm information. You can also filter the logs.

Steps
1. On the device list page, tap the door icon on the right of the access control device to enter the door control page.



Figure 9-1 The Icon Representing Door

The log list will be displayed on the Log section of the page.

2. Perform the following operations.

Refresh Log List	Swipe the log list downward to refresh it.
View All Logs	Tap **View All Logs** to enter the Log page and view all access control device logs.
Filter Logs	On the Log page, tap **Filter** and then set the filtering condition (time and event type) to filter.

9.5 Enable Opening Door via Fingerprint (Face) Authentication

After adding face recognition terminals to the Mobile Client, you can enable opening door via fingerprint authentication or face recognition.

Note

Your phone or tablet should support fingerprint authentication or face authentication.

After adding a face recognition terminal, when you open the device's related door for the first time, a prompt will pop up asking you whether to enable opening door via fingerprint authentication or face recognition or not. You can follow the prompt to enable this functionality.

If you have ignored the above-mentioned prompt, you can go to the Settings page of the device to enable this functionality in one of the following ways:

- On the device list page, if the page is in list mode, you can swipe the name of the device to the left, and tap the appearing to enter the Settings page, and then set the switch of the functionality to on.
- On the device list page, if the page is in thumbnail mode, you can tap ••• to enter the Settings page, and then set the switch of the functionality to on.
- On the details page of the device, you can tap to enter the Settings page, and then set the switch of functionality to on.

Chapter 10 Security Control

The Mobile Client supports video security control panel, AX security control panel (including AX PRO, AX Hub, and AX Hybrid), and Pyronix security control panel.

A security control panel can be used to manage the devices needed in a security system, which can be used for detecting events (e.g., intrusion, smoke, water leakage, etc.,) within predefined regions (zones), triggering event signals and alarm signals, and uploading event information and alarms to the surveillance center.

10.1 Video Security Control Panel

You can add video security control panel to the Mobile Client. Video security control panel supports analog or digital HD video input and can be used cooperatively with the video surveillance and access control system over client software. It supports uploading reports to the alarm receiving centers with various transmission modes such as PSTN, network and GPRS.

On the Mobile Client, you can set partition status, manage zones, and set voice prompt for the security control panel.

10.1.1 Partition and Zone Control

The Mobile Client allows you to set arming mode of a partition, and control the zones. You can set arming mode for a specific zone, set zone parameters, link a camera to a zone, etc.

Partition, which is an independent control system of a security control panel, allows you to batch arm/disarm all zones in it. If the security control panel has two partitions, you have two independent systems for arming or disarming.

Zone is a basic concept in the security control panel system. It refers to a protection area in the system, and is regarded as the maximum recognizable unit to distinguish the alarm event.

Note

For more information about partition and zone, see the user manual of the security control panel.

Control a Zone

You can set the arming mode of a single zone to arm or disarm.

Before You Start

Enable single zone arming or disarming via HiLook Vision client software. For details, see the user manual of the security control panel.

Steps

1. On the device list, tap the arming status icon on the right of the security control to enter the Partition page.
2. **Optional:** If the device contains more than one partition, tap the partition name at the top of the page to switch partitions.
3. Select a zone in the partition and tap the switch icon to arm or disarm it.

Control All Zones in One Partition

You can control the arming status of all zones in a partition.

Steps

Note

- The function should be supported by the device.
- The security control panel's Single Zone Arming or Disarming function should be disabled. For details, see the user manual of the security control panel.

1. On the device list, tap the arming status icon on the right of the security control to enter the Partition page.

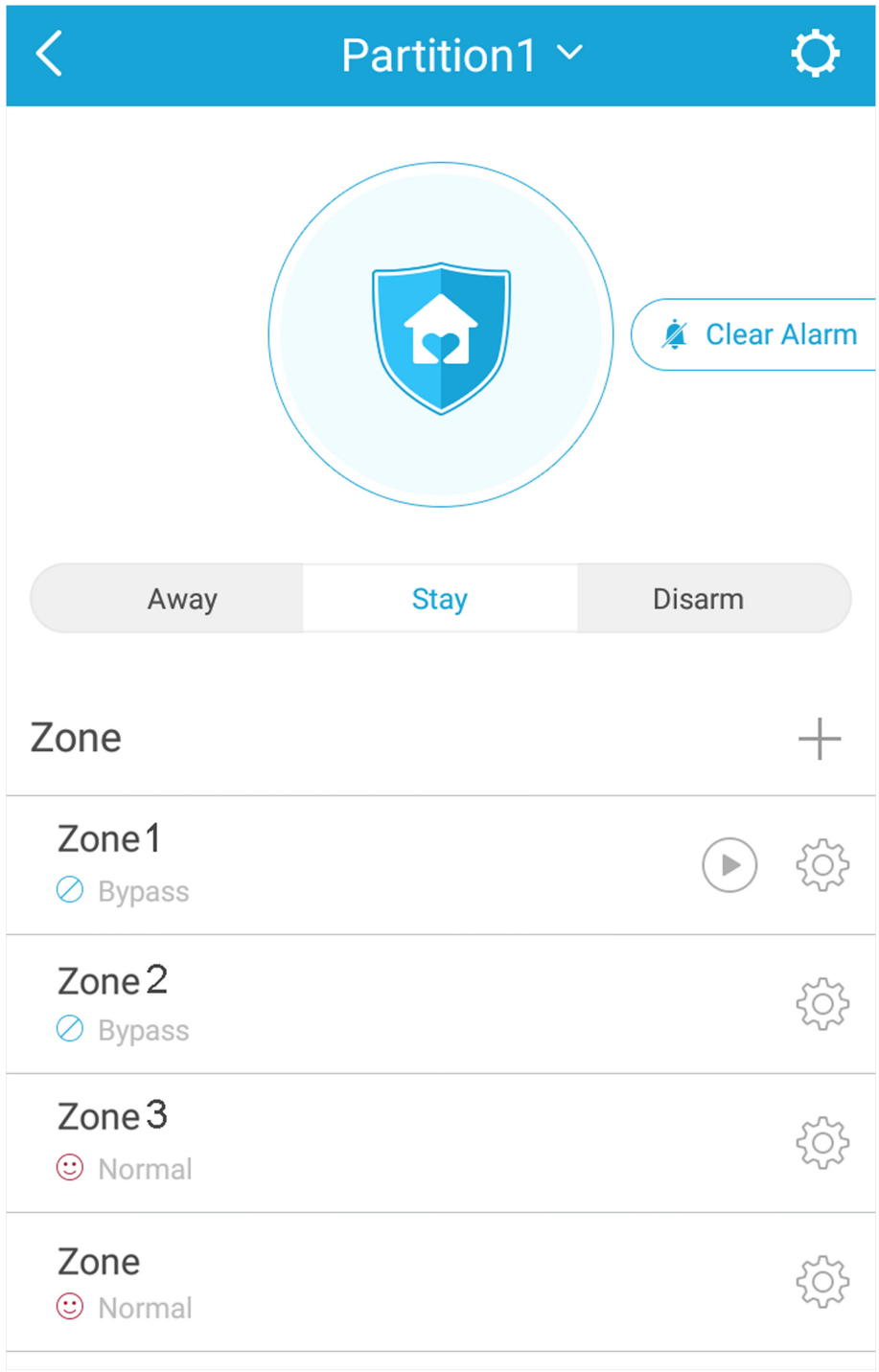


Figure 10-1 Partition Page

2. **Optional:** If the device contains more than one partition, tap the partition name at the top of the page to switch partitions.
3. **Optional:** View zone status.

   Bypass

The zone is bypassed. For details about bypassing a zone, see ***Bypass a Zone*** .

Fault

The detector is faulty.

Note

When a zone is faulty, bypass the zone to ensure the partition which the zone belongs to can be armed.

4. Control all zones in the partition.

Away

When all the people in the detection area leave, turn on the away arming mode to turn on all zones in the partition after the defined dwell time.

Stay

When the people stays inside the detection area, turn on the stay arming mode to turn on all the perimeter burglary detection (such as perimeter detector, magnetic contacts, curtain detector in the balcony). At the meantime, the detectors inside the detection area are bypassed (such as PIR detectors). People can move inside the area and alarm will not be triggered.

Disarm

In disarming mode, all the zones in the partition will not trigger alarm, no matter alarm events happen or not.

Clear Alarm

When zones in the partition trigger alarms, tap **Clear Alarm** to clear the sound and light alarming prompt.

Delay

Set the enter delay time and the exit delay time for the delayed zone.

Enter Delay Time

The waiting period between the indoor station triggering alarms and sending alarm information to the alarm center. Therefore, during entering delay time, you can disarm the zone without triggering alarms.

Exit Delay Time

The time period between the time when you arm the indoor station and the time when the arming take effect. Exit delay allows you to exit the zone without triggering alarms after arming the zone.

10.1.2 Add a Zone

The Mobile Client allows you to add zones (detectors) to the security control panel.

Before You Start

Add a video security control panel to the Mobile Client. See ***Add Device for Management*** for details.

Steps

1. On the device list page, tap the arming status icon on the right of the video security control panel to enter the Partition page.
2. Tap + to scan the detector's QR code.

   Note

   The QR code is usually on the back cover of the detector.
3. **Optional:** Manually add the detector if the QR code is not recognized.
   1) Tap , and then enter the detector's serial number.
   2) Tap to search for the detector.
4. Tap **Add** on the Result page.
5. Tap **Finish**.

10.1.3 Set Zone Parameters

You can set zone parameters such as zone name, zone type, and detector type.

Select a zone on the Partition page and tap to enter the Settings page of the zone.

Edit Zone Name

Tap the zone name to edit it.

Note

The zone name should contain 1 to 50 characters.

Set Zone Type

Tap the zone type to select a type from the Zone Type page.

Instant Zone

The zone will be immediately triggered when it detects alarm event without entering and exiting delay. The detectors of this zone are in alert condition for 24 hours every day. The detectors can be affected by arming and disarming operation, and can be bypassed. When the zone detects alarm events, the sound and light alarming prompt will be triggered on the keyboard. The siren output will be triggered when the siren is linked, meanwhile the generated event report will be uploaded to the center receiver (reporting code is different from 24-hour audible alarm zone), and the zone alarm status can be checked on the Mobile Client. It is generally applied to smoke detector.

Note

Detectors in instant zone can be affected by arming or disarming operation, and can be bypassed.

24H Silent Alarm Zone

The detectors of this zone are in alert condition for 24 hours every day. The detectors will not be affected by arming and disarming operation or be bypassed. When the zone detects alarm events, the sound and light alarming prompt will be triggered on the keyboard. The siren output will be triggered when the siren is linked, meanwhile the generated event report will be uploaded to the center receiver, and the zone alarm status can be checked on the Mobile Client. This zone type is generally applied to the sites equipped with emergency button (e.g. bank and jewelry counter).

Delayed Zone

The zone will not be in alert condition during exit delay and enter delay. Exit Delay provides you time to leave through the defense area without alarm. Entry Delay provides you time to enter the defense area to disarm the system without alarm. This zone type is mainly used in entrance/exit route (e.g. front door/main entrance), which is a key route to operate keyboard for users.

Internal Zone

The internal zone is usually set within a delayed zone. After arming the partition, if the delayed zone is triggered first, the system will provide entry delay for both the delayed zone and the internal zone. If not, the internal zone will trigger alarm instantly. The delay parameters of internal zone are the same with that of the delayed zone. It is usually set in the rest room or hall (e.g. motion detector), which is a key place to operate keyboard for users.

Note

For the introduction of other zone types, see the user manual of the security control panel.

Set Detector Type

Tap **Detector Type** to select a detector type.

Active Infrared Detector

The detector consists of infrared emission device and infrared receiving device. If the infrared ray sent from the emission device is blocked, and the receiver cannot receive the infrared ray, the device will send an alarm.

Passive Infrared Detector

The detector doesn't emit any energy itself. It only receives emissions from environments. When the infrared rays from living things are detected, the detector will send an alarm.

Dual Technology Motion Detector

The detector consists of a Passive Infrared Receiver (PIR) and microwave sensor, the two need to be activated simultaneously to trigger an alarm.

Note

For the introduction of other detector types, see the user manual of the security control panel.

10.1.4 Bypass a Zone

If you bypass a zone, the zone will NOT be in alert condition (related alarms will not be triggered and related faults will not be detected) even when the system (or partition) which it belongs to is armed. Bypassing a zone is usually used in the following two scenarios. The first is that if a zone is faulty, other zones of the same system (or partition) can be armed only when the faulty zone is bypassed. The second is that you simply want a specific zone NOT to trigger alarms in special occasions.

Select a zone on the Partition page and tap to enter the Settings page of the zone, and then enable zone bypass.

Note

For details about how to enter the Partition page, see ***Partition and Zone Control*** .

10.1.5 Link Camera to Zone

After linking a camera to a zone, you can view the live video of the zone on the Mobile Client.

Steps

1. On the device list, tap the arming status icon on the right of the security control to enter the Partition page.
2. **Optional:** If the device contains more than one partition, tap the partition name at the top of the page to switch partitions.
3. Tap to enter the Setting page of the zone.
4. Select a camera in Available Camera section.

   Note

   You can swipe the camera group to the left or right to view all the available cameras.
5. Tap **Link** to link the selected camera to the zone.
6. Tap **Finish**

   will be displayed on the right side of the zone in the zone list. You can tap to view the zone's live video.

10.1.6 Enable Voice Prompt

For a security control panel, the voice prompt offers you information about system operations or the triggered alarms.

Note

The function should be supported by the device.

On the device list page, slide the device to the left and tap or ••• to enter the Settings page. Tap the switch icon of Device Voice Prompt to enable or disable the function.

10.1.7 Delete Zone

You can delete a specific zone from a security control panel.

Steps

1. On the device list, tap the arming status icon on the right of the security control to enter the Partition page.
2. **Optional:** If the device contains more than one partition, tap the partition name at the top of the page to switch partitions.
3. Select zone and tap to enter the Settings page.
4. Tap **More → Delete** to delete the zone.

Chapter 11 Facial Data Management

For the DeepinMind server on the same LAN with the Mobile Client, you manage the facial data stored in it via the Mobile Client. The facial data can be used for facial comparison in related applications.

Before You Start

- You should have added DeepinMind server to the Mobile Client.
- You should have added face libraries to the server. For details, see the user manual of the device.

Perform the following task to upload facial data to the DeepinMind server.

Steps

1. Enter the Settings page of the server.
   - On the device list page, if the page is in list mode, swipe the device name to the left and tap .
   - On the device list page, if the page is in thumbnail mode, tap the device name or tap .
2. Tap **Facial Data Management** to enter the Facial Data Management page.

   Note

   For the first time usage, you should enter the user name and password of the device to verify you identity first. Once verified, the verification is not required afterwords.
3. Select a face library to enter the face library page.
4. Tap (if there's no facial data) or and then tap **Capture Picture** or **Select from Photo Album** to use your phone or tablet to capture a face picture or select a face picture from the photo album respectively.

   The face picture will be uploaded to the server and the server will start recognizing the facial data. Once recognized, the face picture will be displayed in the face library.
5. **Optional:** Delete face picture(s).
   1) Tap on the face library page and then select face picture(s) .
   2) Tap to delete the selected one(s).

Chapter 12 Video Intercom

The Mobile Client supports video intercom functions. Video intercom is an audiovisual communication and security technique used in a building or a small collection of buildings. With microphones and video cameras at both sides, it enables the intercommunication via video and audio signals.

12.1 Answer Call from Indoor Station

If no one answers the call via the indoor station for a while, the call will be forwarded to the Mobile Client. You can answer the call, view the live video of the door station, as well as open the door.

Before You Start
Make sure you have added an video intercom device to the Mobile Client. See ***Add Device for Management*** for details.

Steps

Note
Up to 6 users can view the live video of the same door station at the same time. If there's already been 6 users viewing the live video, you can only use the audio function of the video intercom device.

1. Tap the call message to enter the following page.

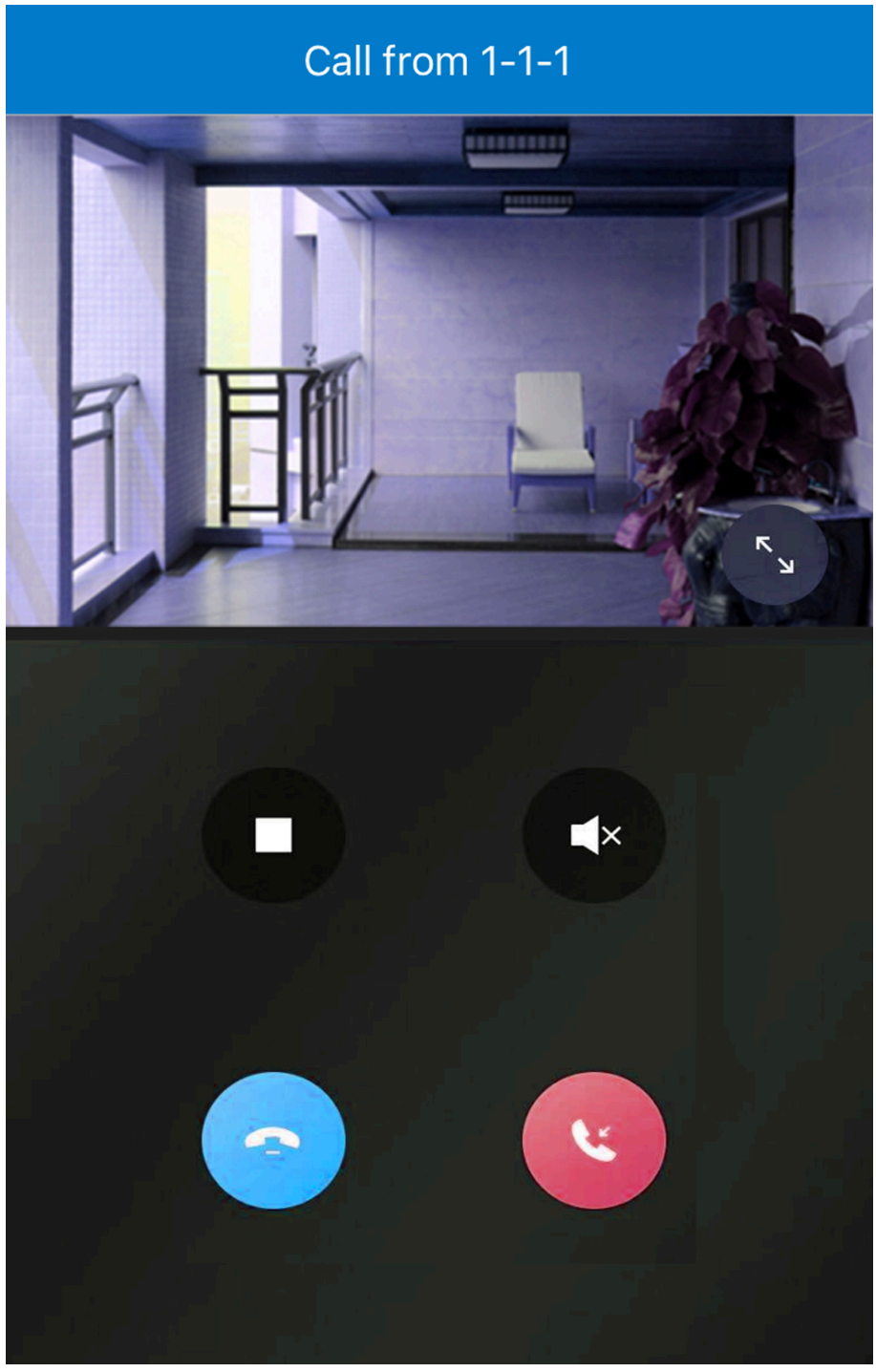


Figure 12-1 Call Page

2. Perform the following operations.

Answer the Call	Tap to answer the call.
Stop/Restart Live View	Tap to stop the live view. And tap to restart it.

Mute	Tap to mute the live video.
Open Door	Tap to open the door.
Digital Zoom	Pinch two fingers together to zoom in the live video image, and spread them apart to zoom out.

12.2 Operations on Device Details Page

On the device details page of the video intercom devices, you can perform the operations including viewing the live videos streamed from the cameras linked to the door stations or doorbells, starting two-way audio, playing back video footage, viewing call logs and history events, controlling doors linked to door stations, etc.

Tap the video intercom device on the device list to enter the device details page.

Switch Scene

You can tap to set **Stay**, **Away**, **Sleep**, or **Custom** as the scene for arming the detectors linked to the door station.

Stay

When the people stays inside the detection area, turn on the Stay mode to turn on all the perimeter burglary detection (such as perimeter detector, magnetic contacts, curtain detector in the balcony). At the meantime, the detectors inside the detection area are bypassed (such as PIR detectors). People can move inside the area and alarm will not be triggered.

Away

When all the people in the detection area leave, turn on the Away mode to arm all zones in the area after the defined dwell time. For example, assume that you have set your apartment as a zone, you can set the zone status to Away when you go to work.

Sleep

The detectors in the bedroom is bypassed while the detectors in other rooms are armed. In this scene, all the perimeter burglary detection in other rooms are turned on, while no alarms will be triggered within the bedroom.

Live View

The live video will start playing when you enter the device details page. You switch live videos if multiple door stations are linked to the video intercom device.
During live view, you can tap the image to show the hidden icons, and then perform operations such as starting two-way audio, capturing picture, recording, full-screen live view, and setting image quality.

Note

For details about the above-mentioned operations during live view, see ***Start Two-Way Audio*** , ***Capturing and Recording*** , ***Set Image Quality for Device Added by IP/Domain*** , and ***Set Image Quality for HiLook Vision Device*** .

Playback

Tap ••• → **Playback** to start playing back video footage.

View Call Logs and Events

You can view the call logs and device-related events in the latest 7 days (the events or call logs of the current day will be displayed by default).

Control Door

You can tap to control the door linked to the video intercom device.

12.3 Set Motion Detection Alarm for Wi-Fi Doorbell

Motion detection is a way of detecting motion in a surveillance scene by analyzing image data and differences in a series of images. After setting motion detection area for Wi-Fi doorbell, the device will be able to detect the object in motion and at the same time the Mobile Client will receive an alarm notification about the motion detection event.

Before You Start

You should have added a Wi-Fi doorbell to the Mobile Client. See ***Add Device for Management*** for details.

Steps

1. Enter the Settings page of the Wi-Fi doorbell.
   - On the device list page, if the list is displayed in list mode, swipe the name of a Wi-Fi doorbell to the left and then tap .
   - On the device list page, if the list is displayed in thumbnail mode, swipe the name of Wi-Fi doorbell to the left and then tap ••• .
   - On the Live View page of the device, tap ••• and then tap **Settings**.
2. Tap **Notification** to enter the Notification page.
3. Draw motion detection area.
   1) Tap **Draw Motion Detection Area** to enter the Motion Detection Area page.

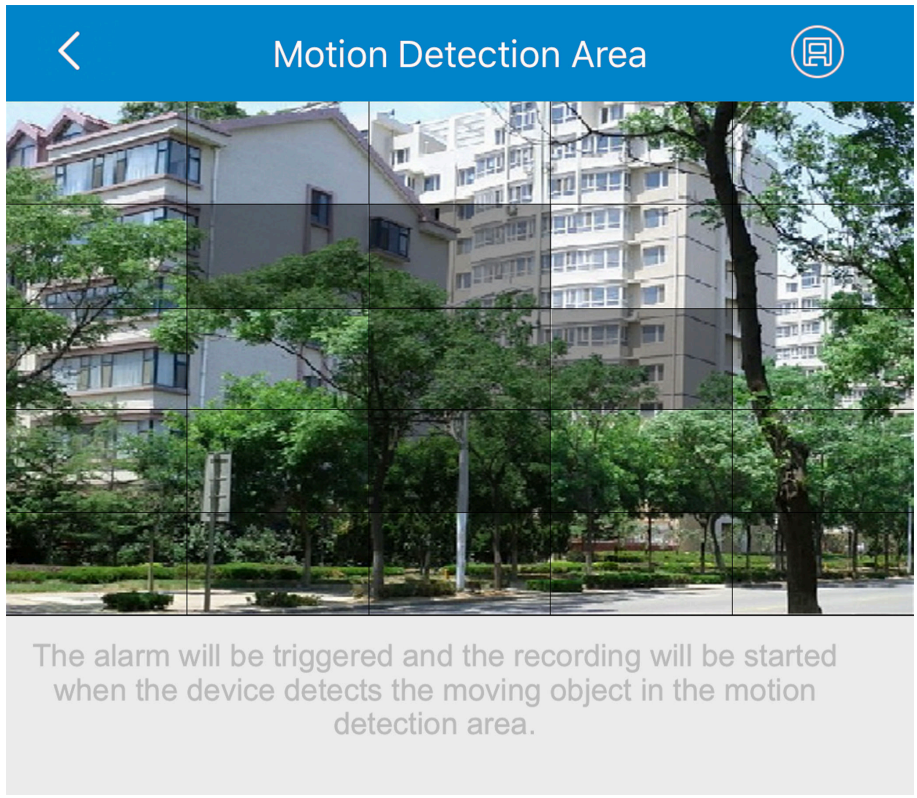


Figure 12-2 Draw Motion Detection Area

2) Tap the grid(s) on the live video image to select the motion detection area.
3) Tap to save the settings.

4. Tap **Motion Detection Sensitivity** on the Alarm Notification page and then drag the slider to adjust the sensitivity.

Low

Moving persons, large moving pets, and any other large moving objects in the motion detection area will trigger the alarm, while smaller objects will not.

Medium

Moving small pets and any other medium-sized moving objects in the motion detection area will trigger the alarm, while smaller objects will not.

High

Moving insects, moving leaves, and any other larger objects will trigger the alarm.

What to do next

Go back to the Notification page and make sure **Notification** is enabled.

Note

For details about how to enabling notification, see ***Enable Event Notification***

12.4 Set Volume for Video Intercom

You can set video intercom volume as required.

Steps

Note

Only video intercom devices support this function.

1. Enter the Settings page of a video intercom device.
   - On the device list page, if the page is in list mode, swipe the device name to the left and tap .
   - On the device list page, if the page is in thumbnail mode, tap the device name or tap .
   - On the Live View page, tap and then tap **Settings**.

     Note

     For details about how to enter the Live View page, see ***Start and Stop Live View*** .
2. Tap **Loudspeaker Volume** or **Microphone Volume** to adjust the loudspeaker and the microphone volume respectively.

Chapter 13 Notification

In the Notification module, you can view event notifications, call logs of video intercom devices, alarm information related to Pyronix security control panels, and notifications related to the services (e.g., device health monitoring) provided by your Installer via the Hik-ProConnect platform.

13.1 Enable Event Notification

You can allow the Mobile Client to receive and push notifications of the events detected by a device. If you want to block notifications during specific time, you can set a notification schedule to define the time period(s) during which the Mobile Client is allowed to receive event information and push them to you. You can also set notification mode, if required, to avoid the disturbance of push notifications (and the audio and strobe light alarm) while still being able to receive event information on the Notification page.

Before You Start
You should have configured event settings on device (except for the video intercom device). See the user manual of the device for details.

Steps

Note

- Make sure your phone supports Google Play service, or notifications may fail to be pushed to you.
- The Mobile Client will ignore alarm events triggered out of the time period defined by the notification schedule.
- The security control panel does not support setting notification schedule.
- For specific thermal device, you can also set custom voice prompt for the detected events, such as fire detection.

1. Enter the Settings page of the device.
   - On the device list page, if the list is displayed in list mode, swipe the device to the left and then tap .
   - On the device list page, if the list is displayed in thumbnail mode, swipe the device to the left and then tap .
   - On the Live View page of the device, tap and then tap **Settings**.
2. Tap **Notification** to enter the Notification page.
3. Turn on **Notification** to allow the Mobile Client receive and push notifications of events detected by device all the time.
4. **Optional:** Enable notification schedule to set a time schedule for receiving event information from the device and push related notifications (if allowed in the previous step).

1) Tap **Notification Schedule**.
2) Tap **Set a Time Schedule** to enter the Schedule Settings page.

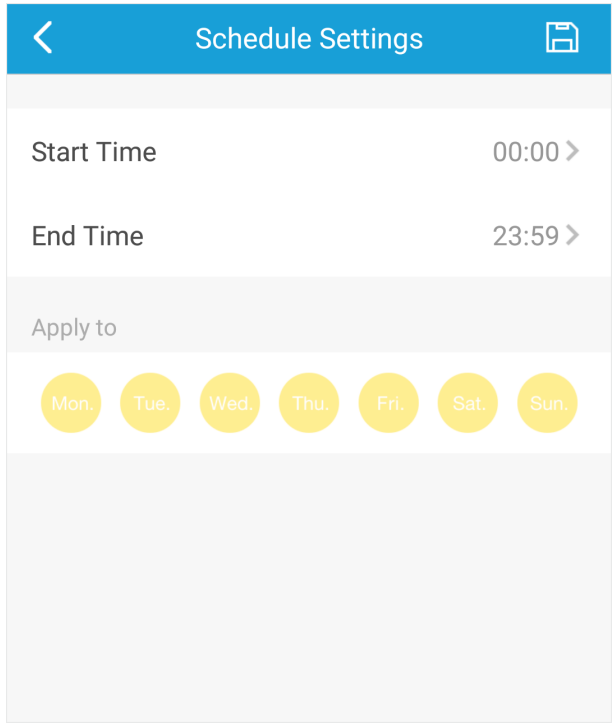


Figure 13-1 Schedule Settings Page

3) Set the start time and the end time.
4) Select the date(s) to which the configured time period applies to.

Note

The date(s) marked in blue is selected.

5) Tap .
6) **Optional:** Tap the configured schedule to enter the Schedule Settings page, and then edit the start time, end time, and the date(s) to which the configured time period applies to. Or tap **Delete** to delete the schedule.
7) Go back to the Notification page.

5. **Optional:** Tap **Notification Sound Mode** and then select one of the following sound mode and tap to set a notification sound mode for the detected intrusion.

Note

The function should be supported by the device.

Intensive

Intense warning for the intrusion.

Soft

Soft warning for the intrusion.

Mute

No audible warning.

13.2 Check Event Notification

You can check event notifications on the Notification page when events are detected by the devices. The unread notifications are marked with a red dot.

Before You Start

- Set event parameters for the device and arm the device. For details, see the user manual of the device.
- For indoor station, it should have been linked to the sensor. For details, see the user manual of the video intercom device.

Steps

1. Tap **Notification** to enter the Notification page.
2. **Optional:** Tap and then select a date and (or) select a device to filter the events.
3. Tap an event notification to show the detailed information such as time and source.

View and Download Event-related Picture	If there are multiple event-related pictures, you can swipe left/right to switch pictures. You can also tap a picture and then tap to download the picture.
Zoom In/Out Event-related Picture	Tap the picture, and then spread two fingers apart to zoom in the picture and pinch them together to zoom out, or double-tap the picture to zoom in or zoom out. **Note** • Make sure you have configured the event linkage action for capturing event-related picture for the device. See the user manual of the device for details. • If you have enabled Video and Image Encryption for the device, you need to enter the device verification code before you can view the picture. For details about Video and Image Encryption, see ***Set Video and Image Encryption*** for details.
View Event-related Video Footage	Tap **Playback** to view the video footage. **Note** Make sure you have configured the event linkage action for recording video for the device. See the user manual of the device for details.
View Live Video	Tap **Live View** to view the live video of the device.

Note

The device should support this function.

4. Optional: Go back to the Notification page and then edit the event information.

Mark All Events as Read	Tap ••• , and then tap **Mark as All Read** to mark all event information as "already read".
Clear All Events	Tap ••• , and then tap **Clear All**.
Delete a Specific Event	Tap and hold an event notification until a prompt pops up, and then tap **Delete** to the prompt to delete the notification.

13.3 Service Notification

On the Service tab, you can view the notifications related to services (e,g, device health status monitoring) offered by your Installer via the Hik-ProConnect platform, including the to-be-site-owner invitations, site permission applications (requests), notifications about the rent devices being blocked or unblocked by the Installer, notifications about permission release by the Installer, and notifications related to cross-device linkages.

Note

Hik-ProConnect is a cloud service platform for the Installers (installation companies) in the security industry. For details about Hik-ProConnect, see *Hik-ProConnect Portal User Manual*.

13.3.1 Accept Invitation to Be Site Owner

You can accept the invitation from the Installer to be the owner of a specific site.

You can tap **View Details** on an invitation to view the details such as the site and the devices authorized to the Installer, and then tap **Agree** to accept the invitation and therefore become the owner of the site.

13.3.2 Approve Site Permission Application

If the Installer applies for site permission on the Hik-ProConnect platform, you will receive the application on the Mobile Client. After you approve the application, the Installer will be able to provide device management and maintenance services based on the permissions you authorized to him/her.

Steps

1. Tap **View Details** on a site permission application to view details of the application, including the Installer name, site, and the authorized device, the Alarm Receiving Center (ARC) information, and so forth.

2. **Optional:** Tap **Authorize Other Devices** to authorize a certain device in your HiLook Vision account to the Installer.

Note

For details, see ***Authorize Device to Installer*** .

3. Select device permission(s) to grant device permissions to the Installer, and (or) check **ARC Service** to activate ARC service.

Note

If you activate ARC service, the ARC will provide remote 24/7 alarm receiving services to you, including receiving events from devices, responding to events, and sending out emergency dispatches (if needed).

4. Tap **Agree** to approve the application.

13.3.3 Notification about Availability of a Rent Device

If a device that you rent from the Installer is blocked or unblocked by the Installer, you will receive a notification about that.

Note

If a rent device is blocked by the Installer, you are not allowed to operate the device via the Mobile Client. In this case, you can contact the Installer and ask her/him to unblock the device if required.

For such a notification, you can view the Installer who block/unblock the device and the site where the device is added.

13.3.4 View Linkage Notification

Linkage here refers to the process in which an event detected by resource A triggers actions of resource B, resource C, resource D, etc. The linkage can be used for purposes such as notifying security personnel, upgrading security level, saving evidence, etc., when specific events happen. You can view notifications about such a linkage on the Mobile Client.

Note

- This function is not available in every country and region.
- The linkage can only be set by the Installer via the Hik-ProConnect platform.

Go to **Notification → Service → Linkage** to view linkage notifications. For each notification, you can view the detected event, event time, devices in a linkage, and the triggered action.

Note

If the Installer has not set linkage(s) for your devices, or the pre-defined linkage actions are not triggered, the Linkage tab will not appear on the Service page.

Chapter 14 Other Functions

The Mobile Client provides other functions, including fingerprint authentication, management of the recorded (or clipped) video and captured pictures, and Hik-ProConnect related functions, such as handing over your sites (created on Hik-ProConnect) to others and viewing details of the sites owned by you.

14.1 Pictures and Videos

In Picture and Video Management module, you can view and mange the recorded (or clipped) video footage and the captured pictures.

Tap **More → Pictures and Videos** to enter the Pictures and Videos page and then you can perform the following operations.

- **Play Video File**: Tap a video file and then tap to play it.
  You can rotate the phone to view the video in landscape mode.
- **Delete a Video File or Picture**: Tap a video file or a picture, and then tap to delete it.
- **Share a Picture or Video File to Another Application**: Tap a video file or a picture, and then tap to share it to another application.
- **Batch Delete Video Files and (or) Pictures**: Tap **Edit** and select video files and (or) pictures, and then tap to delete them.
- **Batch Share Pictures and (or) Video Files to Another Application**: Tap **Edit** and select pictures and (or) video files, and then tap to share it to another application.

14.2 Fingerprint Authentication

For information security, the Mobile Client provides the function of fingerprint authentication, which requires you to verify your identity before you can access it.

Note

- The phone operation system should support fingerprint authentication.
- Make sure you have enabled fingerprint authentication on the phone operation system, or you will fail to enable the function on the client software.

Tap **More → Account Management** to enter the Account Management page and then enable the function.

14.3 Site Management

You can manage the sites created on Hik-ProConnect, which is a cloud service platform for the Installers (installation companies) in the security industry. On the platform, an Installers can provide services such as device configuration and device maintenance, for you, after you authorize devices and permissions to the Installer. The Mobile Client provides Hik-ProConnect related functions including authorizing devices to Installer, deauthorizing ARC service, viewing site details, editing the permissions authorized to the Installer, handing over sites to others, and canceling all authorizations to the Installer, etc.

14.3.1 Authorize Device to Installer

You can authorize a specific device in your HiLook Vision account to the Installer. After authorization, the Installer will be able to control and set the device, thereby managing and maintaining the device for you.

Authorize Device when Approve Site Permission

Tap **Authorize Other Devices** on the site permission application page when you approve an site permission application to enter the Authorize Other Devices page, and then select a device and grant device permission (live view, device configuration, PTZ, and remote playback) to the Installer, and finally tap **Agree** to approve the site permission application and at the same time add the device to the site.

Note

For details about approving site permission application, see ***Approve Site Permission Application*** .

Authorize Device on Site Details Page

1. Tap **More → Site Management** to enter the Site Management page.
2. Tap a site to enter the Site Details page.
3. Tap ••• **→ Authorize Other Devices** to enter the Authorize Other Devices page, and then select a device and grant device permissions to the Installer, and finally tap **OK**.

Authorize Device on Device Settings Page

1. On the device list, tap to enter the device settings page.
2. Tap **Authorize**.
3. Select a site, and then grant permission(s) to the Installer.
4. Tap **OK**.

14.3.2 Deauthorize ARC Service

If you deauthorize ARC service, the ARC will be disabled from providing ARC service to you.

Tap **More → Site Management** to enter the Site Management page, and then tap a site to enter the Site Details page, and then tap **Alarm Receiving Center (ARC) → Deauthorize** to deauthorize ARC service.

You can also tap ••• **→ Edit Permission** on the Site Details page, and then deselect **ARC Service**, and finally tap **OK** to deauthorize ARC service.

14.3.3 Other Related Functionality

You can do other operations, such as viewing site details, viewing history external linkage, editing permission, handing over site to others, etc.

Tap **More → Site Management** to enter the Site Management page.

Note

Make sure you have been the owner of at least one site, and have authorized device(s) on the site to the Installer. Or the menu cascade above will be unavailable.

On the Hik-ProConnect page, you can do the following operations.

View Site Details

On the Hik-ProConnect page, you can view the site owned by you. You can tap a site to enter the Site Details page to view the details of the site, including details of the Installer who is managing the devices of the site, site name, the devices of the site, and the ARC information.

Edit or Copy Site Information

- Edit Site Name: Tap a site to enter the Site Details page, and then tap a site name to edit it.
- Copy Information: Tap a site to enter the Site Details page, and then tap to copy the site ID. You can also tap **View Details** on the Site Details page and then tap to copy the site ID, website, or address of the Installer.

View History External Linkage

Tap to view the history external linkages and the linkage results (succeeded or failed). The external linkage refers to the process in which an event detected by device A triggers actions of device B, device C, device D, and so forth. You can configure such a linkage (the configuration is called as "Configuring External Linkage Rule) on Hik-ProConnect. For details, see the user manual of the Hik-ProConnect Portal.

Note

- The retention period of the history external linkage is 30 days.
- The information of the external linkages will not be pushed to you as notifications.

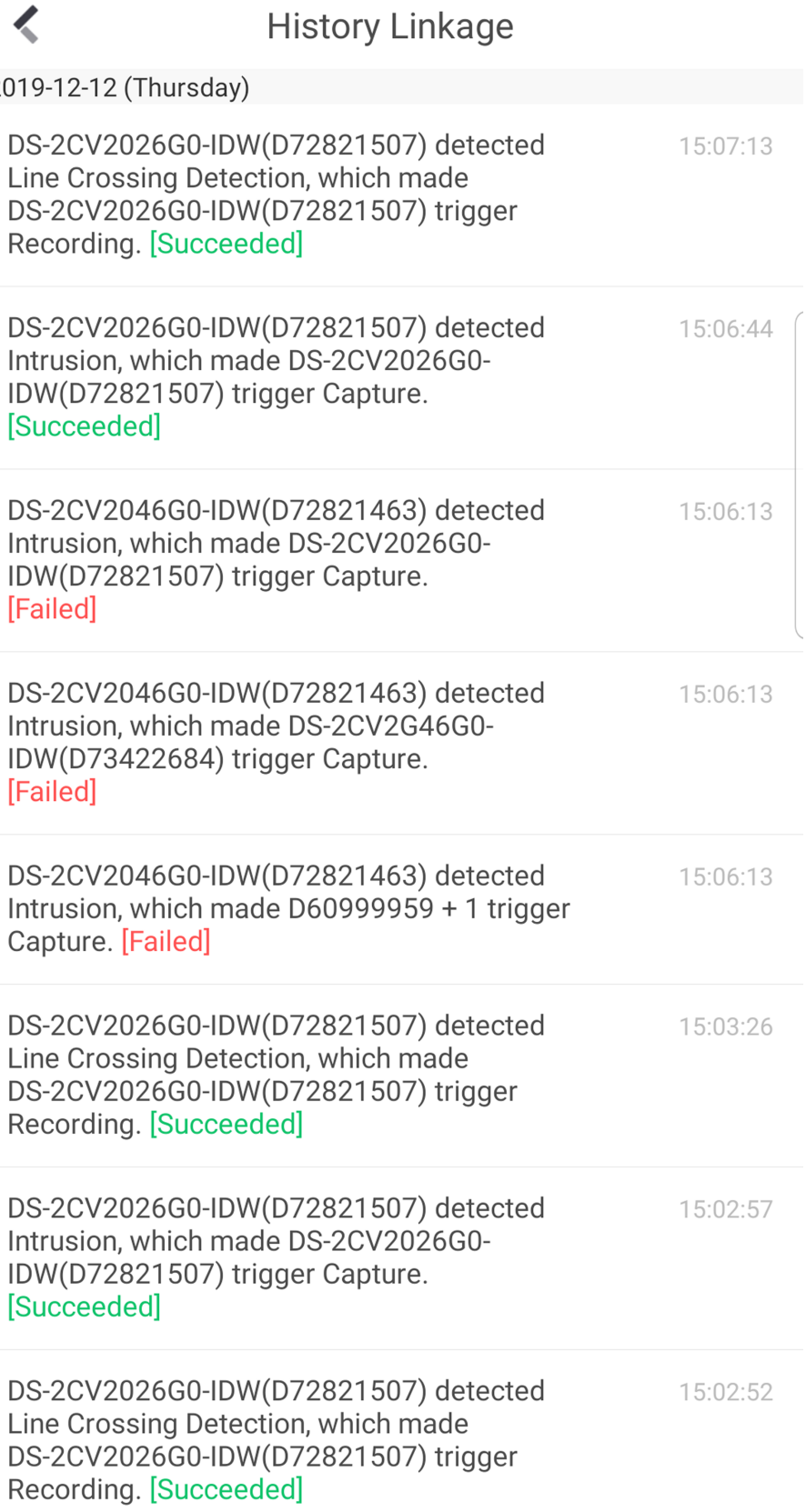


Figure 14-1 History Linkage

Edit Permission

Tap a site to enter the Site Details page, and then tap ••• → **Edit Permission** to edit the permissions authorized to the Installer.

Hand Over Site

Tap a site to enter the Site Details page and tap ••• → **Site Handover** , and then enter the registered mobile phone number or email address of the user or Installer to finish handover.

Cancel Authorization

Tap a site to enter the Site Details page and tap ••• → **Cancel Authorization** to cancel all authorizations (related to site and the devices on the site) to the Installer.

14.4 Share HiLook Vision

You can show the QR Code for downloading the Mobile Client to others.

Tap **More → HiLook Vision** to view the QR code. After that, you can let others scan the QR code to download the Mobile Client.

Chapter 15 System Settings

This section introduces system settings of the Mobile Client, including hardware decoding, floating live view, resuming latest live view, etc.

15.1 Enable Push Notification

If push notification is enabled, the Mobile Client will push alarm notifications related to the added devices to you.

Note

For details about alarm notifications, see ***Notification*** for details.

Tap **More → Settings** to enter the Settings page, and then enable the push notification.

15.2 Save Device Parameters

If the function is enabled, the Mobile Client will remember the device parameters you set. Take video and image encryption for an example, you only need to enter the device verification code for once to view the encrypted live view, playback, or picture.

Note

- For details about video and image encryption, see ***Set Video and Image Encryption*** .
- For details about setting device parameters via the Mobile Client, see ***Device Settings*** .

Tap **More → Settings** to enter the Settings page, and then enable the function.

15.3 Auto-Receive Alarm after Power-on

If you enable this function, the Mobile Client will run automatically and receive alarm event information when the phone or tablet is powered on.

Tap **More → Settings** to enter the Settings page and then enable the function.

Note

The power consumption of the phone or tablet may increase.

15.4 Generate a QR Code with Device Information

For devices added via IP/domain, the Mobile Client allows you to generate a QR code containing the information of up to 32 devices. The QR code can be used to quickly add multiple devices. For example, if user A has generated a QR code containing the information of 10 devices, user B can scan the QR code to batch add the 10 devices to his or her account.

Steps

Note

Only devices added by IP/domain support this function.

1. Tap **More → Settings** to enter the Settings page.
2. Tap **Generate QR Code**.
3. Tap **Generate QR Code** in the IP/Domain field to enter the Select Device page.
4. Select device(s).
5. Tap **Generate QR Code**.

   The QR code picture will be generated.
6. Tap **Save** to save the picture to the photo album of your phone or tablet.

15.5 Hardware Decoding

Hardware decoding provides better decoding performance and lower CPU usage when you play high definition videos during live view or playback.

Tap **More → Settings** to enter the Settings page, and then enable the function.

Note

- The function is available only when the phone OS is Android 4.1 or later version.
- Hardware decoding is only supported when the resolution is 704*576, 704*480, 640*480, 1024*768, 1280*720, 1280*960, 1920*1080, 2048*1536, or 2560*1920. For other resolutions, only software decoding is supported.
- For H.265 video compression, hardware decoding is not supported.
- Hardware decoding should be supported by the device. If not, the device will adopt software decoding by default.

15.6 View Traffic Statistics

The Mobile Client automatically calculates the network traffic consumed during live view and playback. You can check the mobile network traffic and Wi-Fi network traffic separately.

Tap **More → Settings** to enter the Settings page, and then tap **Traffic Statistics**.

15.7 Generate a QR Code with Wi-Fi Information

You can generate a QR code with Wi-Fi information, and then use a network camera or wireless doorbell to scan the QR code to connect the device to the Wi-Fi network.

Steps

Note

Connecting device to a Wi-Fi network by scanning QR code should be supported by the device.

1. Tap **More → Settings** to enter the Settings page.
2. Tap **Wi-Fi Settings** to enter the Wi-Fi Settings page.
3. Set the required information.

   Wi-Fi Name

   Enter the SSID of the Wi-Fi network.

   Password

   Enter the password of the Wi-Fi network.

   Encryption

   Select the encryption type as the one you set for the router.

   Note

   If you select NONE as the encryption type, the password of the Wi-Fi network is not required.
4. Tap **Generate** to generate a QR code for the Wi-Fi network.

What to do next

Use a network camera or wireless doorbell to scan the QR code to connect the device to the Wi-Fi network.

15.8 Floating Live View

If you enable this function, floating live view window(s) will be displayed on the device list page when you select one or more device(s). You can preview the live video(s) in the floating window(s).

Note

- If you select more than 16 cameras, the number of the selected cameras will be displayed.
- Up to 256 cameras can be displayed as floating windows.

Tap **More → Settings** to enter the Settings page and then enable the function.

15.9 Resume Latest Live View

If you enable the function, the latest live view will be resumed each time you enter the Mobile Client. The window division mode, and the live view windows' sequence (if in multiple-window mode) will also be restored.

Tap **More → Settings** to enter the Settings page, and then enable the function.

15.10 Tablet Mode

If the Mobile Client is installed on an Android tablet, you can enable tablet mode so that the interfaces will be displayed in landscape mode by default.

Tap **Me → Settings** to enter the Settings page and then enable the function.

Note

After enabling tablet mode, you should restart the Mobile Client to make the settings effective.

15.11 Display/Hide Channel-Zero

Channel-zero, known as virtual channel, can show the videos from all channels of the device, reducing the bandwidth while simultaneously previewing from multi-channel. It can acquire image information and save bandwidth for transmission through encoding and configuring output images.

Tap **More → Settings** and then enable the Mobile Client to display channel-zero.

15.12 Auto-Download Upgrade File

If you enable Auto-Donwload Upgrade File, the Mobile Client will automatically download the upgrade file in Wi-Fi networks, which helps speed up the device upgrade process.

Note

For details about upgrading device, see ***Upgrade Device Firmware*** .
Tap **More → Settings** to enter the Settings page and then enable the function.

15.13 Manage Custom Audio

You can record audio files for setting them as the custom audio prompts for the alarms sent from the channels linked to specific models of DVR.

Perform this task to record an audio file.

Steps

1. Tap **More → Custom Audio Management** to enter the Custom Audio Management page.
2. Tap **Start Recording** to start recording, and then tap **Stop Recording**.

   The Complete Recording dialog pops up.
3. **Optional:** Create a name for the audio file.

   Note

   By default, the file name is the time (accurate to second) when recording stops.
4. Tap **Save**.
5. **Optional:** Perform the following operations if required.

   Rename File Swipe left and then tap **Rename** to rename the audio file.

   Delete File Swipe left and then tap **Delete** to delete the audio file.

What to do next

Set custom audio prompt for the alarms sent from the channels linked to specific models of DVR. For details, see ***Set Custom Audio*** .

Chapter 16 Reset Password of DVR or NVR via the Mobile Client

If you forgot the admin password of a DVR or NVR, you can reset the password by using the Mobile Client to scan the QR code generated on the local GUI of the device.

Two verification methods are provided for resetting the password of DVR or NVR: verifying by reserved email or verifying by HiLook Vision.

Procedures of Resetting Password via HiLook Vision Verification

It is recommended that you use this way to reset the password of DVR or NVR, which is comparatively simpler and more convenient. For details, see ***Reset Password by HiLook Vision*** .

Procedures of Resetting Password via Email Verification

The flow chart below shows the procedures of resetting password by email verification.

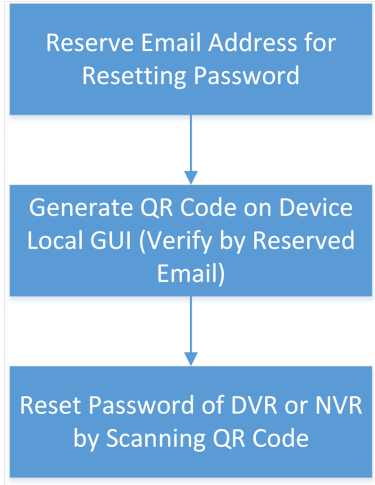


Figure 16-1 Flow Chart

- Reserve Email Address for Resetting Password: See ***Reserve Email Address for Resetting Password*** for details.
- Generate QR Code on Device Local GUI (Verify by Reserved Email): See ***Generate QR Code by Reserved Email*** for details.
- Reset Password of DVR or NVR by Scanning QR Code: See ***Reset Password by Reserved Email*** for details.

16.1 Reset Password by HiLook Vision

You can reset the password of DVR or NVR via HiLook Vision.

Steps

1. On the user login interface of the device, click **Forgot Password**.
2. On the password reset type interface, select **Verify by HiLook Vision**.

   The QR code will be generated on the local GUI of the device.
3. Go to the HiLook Vision Mobile Client, and then tap **More → Reset Device Password** to enter the Reset Device Password page.
4. Scan the QR code.

   A verification code will be displayed on the Mobile Client.
5. Go to the local GUI of the device and enter the received verification code, and then click **OK** to continue.
6. Create a new password and then confirm the password on the local GUI of the device.

16.2 Reserve Email Address for Resetting Password

Make sure you have reserved email address for resetting the admin password of NVR or DVR if you want to change the password by scanning QR code.

Before You Start

- Upgrade the firmware of the NVR or DVR to make the device support self-service password reset.
- If the device is inactivated, check **Reserved Email Settings** when activate it. For details about activating NVR or DVR, see the user manual of the device.

Steps

Note

The DVR or NVR should support the function.

1. Go to **Configuration → User** on the local GUI of the device.
2. Select admin user and then click **Edit**.
3. Enter the password of the device in the Old Password field.
4. Click the Settings icon in Reserved E-mail Settings field.
5. Enter an email address for receiving verification code, and then click **OK**.

16.3 Generate QR Code by Reserved Email

If you forgot the admin password of the DVR or NVR, you can generate a QR code on the device's local GUI and then scan the QR code via the Mobile Client to reset the admin password.

Before You Start

Make sure you have reserved an email address for resetting password.

Steps

Note

The DVR or NVR should support this function.

1. On the login page of the device's local GUI, click **Forgot Password**.
2. Select **Verify by Reserved Email** and then click **OK**.
3. Read and agree the Legal Disclaimer, and click **OK** to continue.

   The QR code for resetting password pops up.

16.4 Reset Password by Reserved Email

If you forgot the admin password of DVR or NVR, you can reset the password by scanning the QR code generated on the local GUI of the device.

Before You Start

- Make sure you have allowed the Mobile Client to access your phone's camera.
- Make sure you have reserved email address for resetting device password and generated QR code on the device's local GUI. For details, see ***Reserve Email Address for Resetting Password*** and ***Generate QR Code by Reserved Email*** for details.

Steps

1. Tap **More → Reset Device Password** to enter the Reset Device Password page.
2. Scan the QR code on the local GUI of the DVR or NVR.

   A verification code will be sent to the reserved email address.

   Note

   - The verification code will be valid for 48 hours.
   - If you reboot the device or change the reserved email address, the verification code would be invalid.
3. Go to the device's local GUI.
4. Enter the received verification code on the Verify by Reserved Email window and then click **OK** to reset the password.


See Far, Go Further