

HIKVISION NETWORK SETUP GUIDE

The following steps will guide you through the steps necessary to access your Hikvision DVR remotely via the internet. Before proceeding, please connect your DVR to your router and obtain a computer that is connected to the same router, and make sure that your computer can access internet. After properly port forwarding your router, you will be able to access your DVR through Internet Explorer and our client software.

STEP1: Obtaining Your Network Settings

- Open a command prompt on the computer

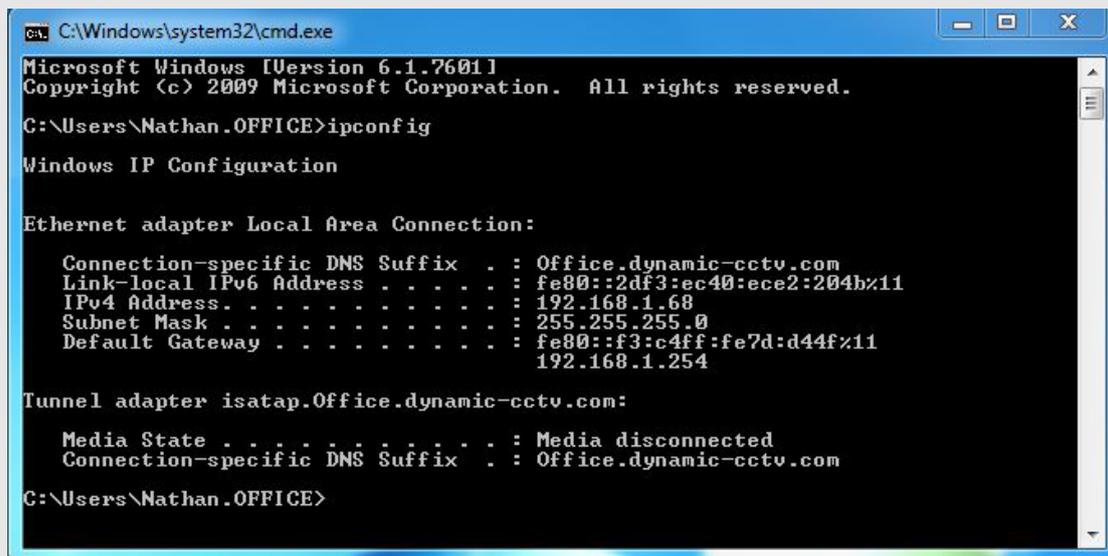
Windows Vista and 7 users

- Locate the Windows Icon in the bottom left corner of the task bar
- In the Search box, type "cmd" or "command" to locate the command prompt
 - Following the available prompt, type "ipconfig" and press Enter.

Windows NT, 2000, and XP users

- Locate the Windows Icon in the bottom left corner of the task bar
 - Click Run
 - Type cmd or command and press enter
- Following the available prompt, type "ipconfig" and press Enter

This will bring up a display of your network settings. Make sure to write down your IP Address, Subnet Mask and Default Gateway. This will display the address of your router



```
ca. C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
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C:\Users\Nathan.OFFICE>ipconfig

Windows IP Configuration

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix  . : Office.dynamic-cctv.com
    Link-local IPv6 Address . . . . . : fe80::2df3:ec40:ece2:204b%11
    IPv4 Address. . . . . : 192.168.1.68
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : fe80::f3:c4ff:fe7d:d44f%11
                               192.168.1.254

Tunnel adapter isatap.Office.dynamic-cctv.com:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . : Office.dynamic-cctv.com

C:\Users\Nathan.OFFICE>
```

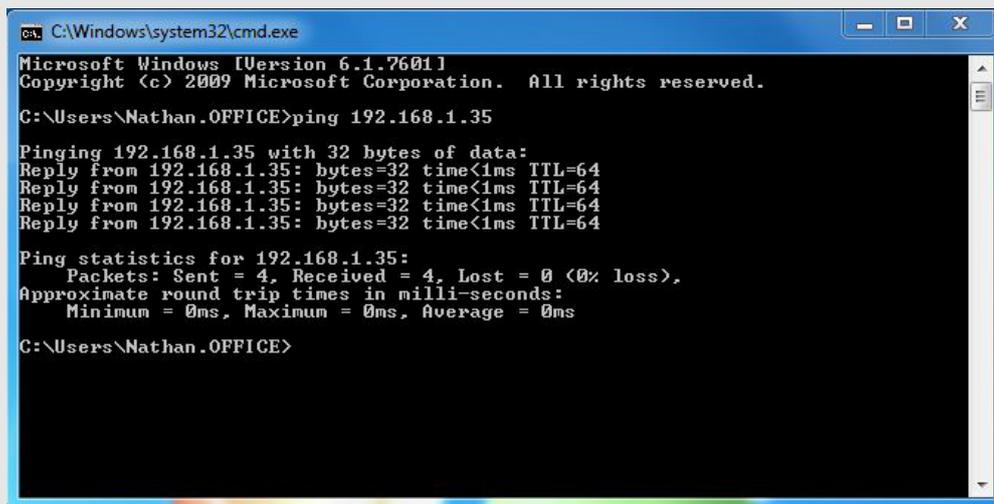
Now check for an open address on the network, make sure to use an address that is in the same subnet.

(Example: If your gateway is 192.168.1.1 you want to check for an address available like 192.168.1.4 or 192.168.1.5, and so forth.)

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Option 1 (Static IP Address):

- You check the address availability by performing the "Ping" operation. To do this, in the command prompt, type "ping 192.168.1.4".
 - If there is a reply the address is already in use.



```
ca. C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

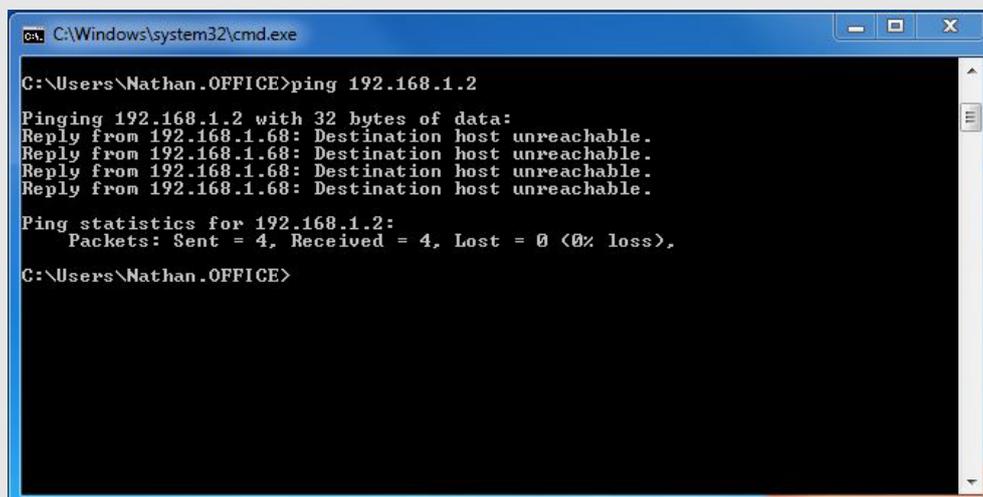
C:\Users\Nathan.OFFICE>ping 192.168.1.35

Pinging 192.168.1.35 with 32 bytes of data:
Reply from 192.168.1.35: bytes=32 time<1ms TTL=64

Ping statistics for 192.168.1.35:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms

C:\Users\Nathan.OFFICE>
```

- If there is no reply (request timed out)



```
ca. C:\Windows\system32\cmd.exe

C:\Users\Nathan.OFFICE>ping 192.168.1.2

Pinging 192.168.1.2 with 32 bytes of data:
Reply from 192.168.1.68: Destination host unreachable.

Ping statistics for 192.168.1.2:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),

C:\Users\Nathan.OFFICE>
```

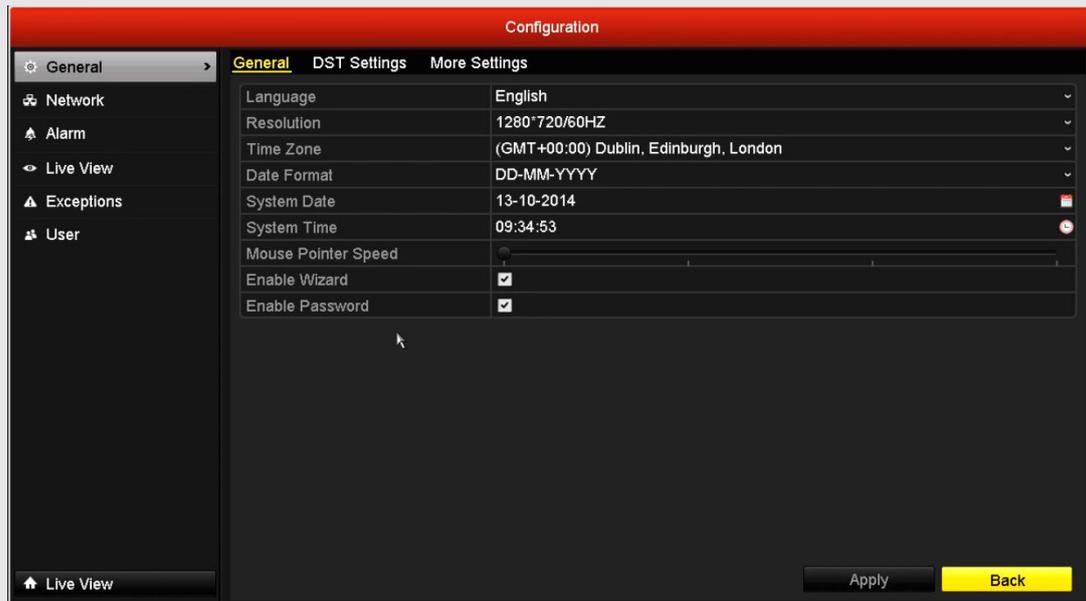
You have found an available address in the same subnet; you can

- assign this address (Static Address) to the DVR.

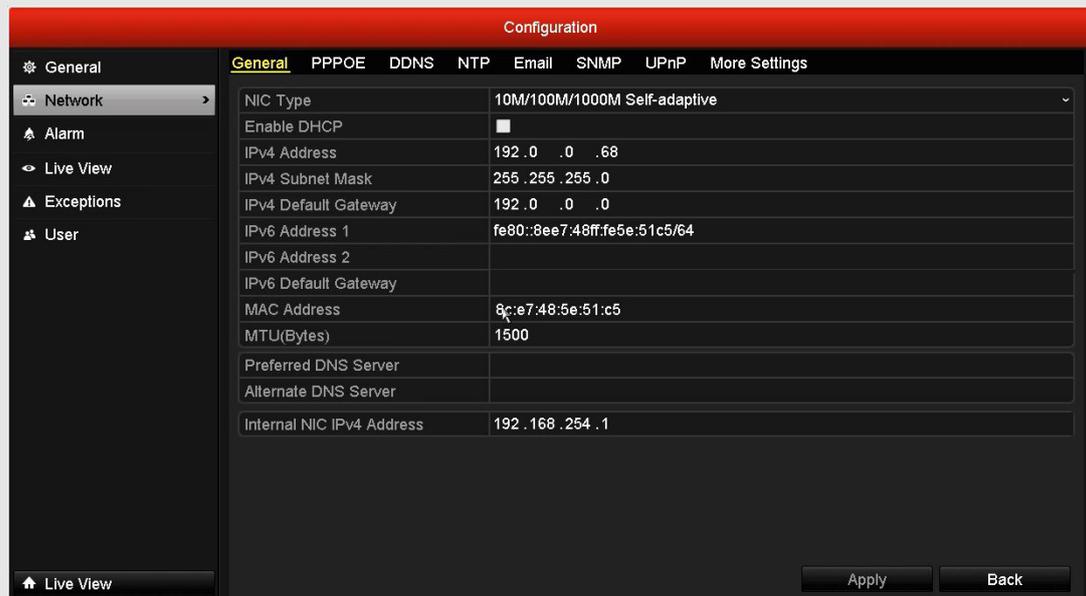
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To input the Static IP, you need to access the Network interface of the DVR

1. Access Main Menu by right clicking on the monitor using the mouse and enter the password at the prompt
2. Go to Configuration



3. And then into Network menu



- Enter the available static address
- Subnet Mask [255.255.255.0, etc.]
- Enter Default Gateway address you made a note of earlier

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Option 2 (DHCP Address):

Setting up a DHCP address allows your Router to define an address for your DVR, which can be simpler and result in fewer issues. To do so, follow these instructions:

1. Enter the Menu of the DVR.



2. Go to Configuration



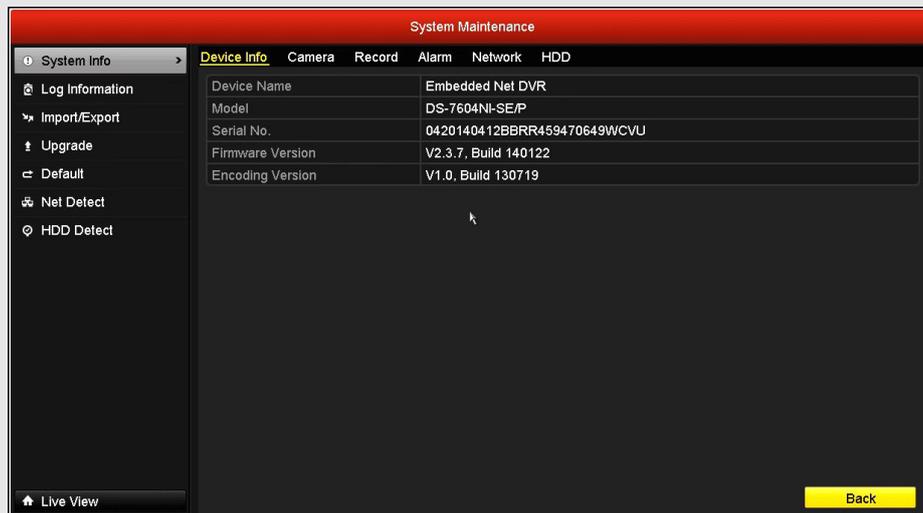
3. Then go to Network



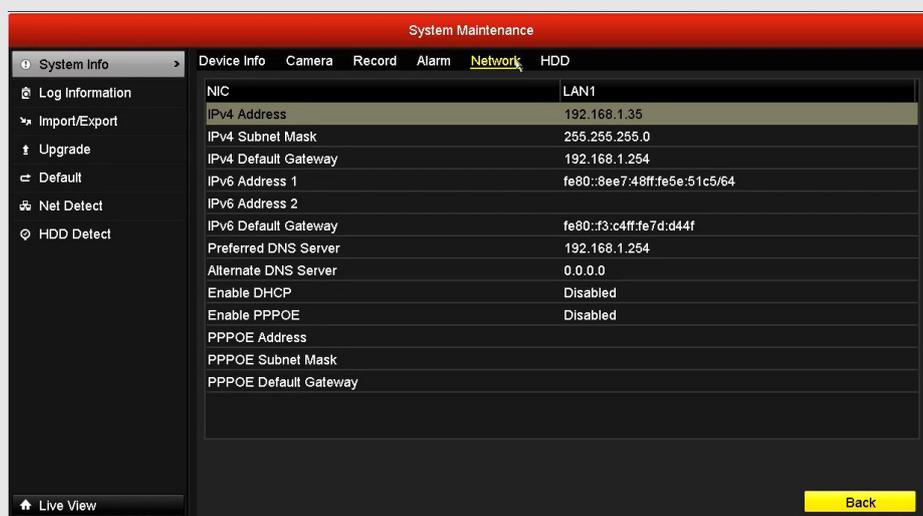
4. Tick the "DHCP" option and click "Apply"
5. Exit that Menu

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6. Go to Maintenance



7. Then select Network tab from the System Info menu



8. Take a Note of the Ipv4 Address, the Default Gateway, and the DNS Address.

9. Return to the Configuration Menu, and then go to Network

10. Untick 'DHCP' and manually input the IP Address, Gateway and the DNS Address, before clicking apply

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STEP 2: Confirm your DVR Connection

1. Open your Web browser

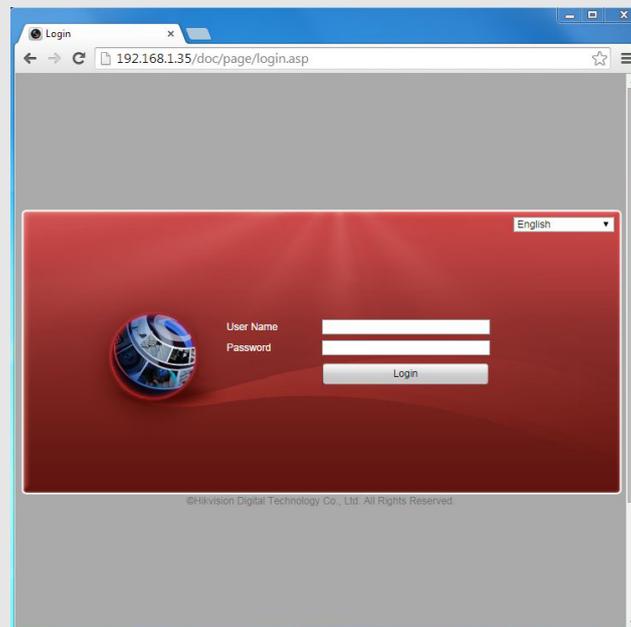
*Note that Internet Explorer (64-bit) is not currently supported

2. Type the IP address of the DVR in the Browsers address bar.

3. The browser will prompt you to install the Plugin or ActiveX control

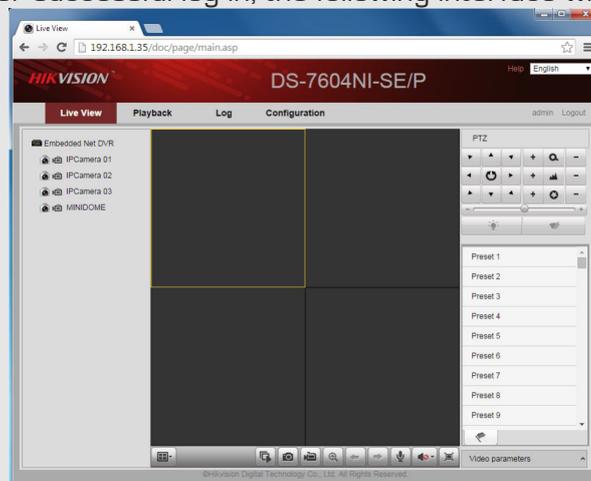
4. Click and Install the Plugin or ActiveX control

5. The user login interface will be displayed as shown



6. Input the correct user name, password, and port

- The default manufacturer login information is:
 - > User name: **admin**
 - > Password: **12345**
- After successful log in, the following interface will appear



- Choose which grid section you wish to populate with a camera, and double click the camera icon to the left you wish to use
- The camera should populate the grid section you selected, and the icon will be highlighted by a green 'play' icon

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STEP 3: Port Forwarding Your Router

Enabling Ports to be forwarded to a device on your local network will give users remote access to the device from the internet. (For more information about Port Forwarding, refer to PortForward.com and search for your specific Router make and Model there.)

Once you have accessed the router successfully, follow the steps to guide yourself to the port forwarding interface. Once in the interface forward the following ports:

By default, Hikvision uses:

- HTTP Port: 80
- Service Port: 8000
- RTSP: 554

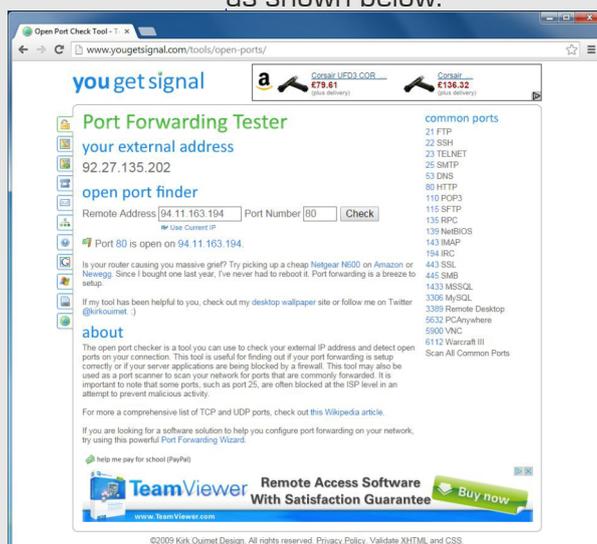
Every model of routers is different. A very helpful site is: <http://www.portforward.com> or refer to your ISP providers and router manual.

*Helpful Tip:

- If you are unable to access the default router address, use the "Default Gateway" address
 - A reboot and reset of the default router settings may be necessary.

- **STEP 4: Confirm your DVR Remote Connection**
- Open a Web browser and proceed to the website <http://www.yougetsignal.com/tools/openports>

as shown below:



o This tester will provide you your external IP address and a port's status.

1. Enter '80' [or your http port] in the Port number field
2. Click on the Check button, If your port is forwarded successfully, you status will be shown as open.
3. Repeat step 1 and 2 for port 8000 and port 554.
4. If all three ports are forwarded properly, use the external IP address to connect remotely to your DVR from outside the network.
5. To test this, have someone connect to the external IP address via a Web browser off site, your login information will be the same as the DVR once connected.