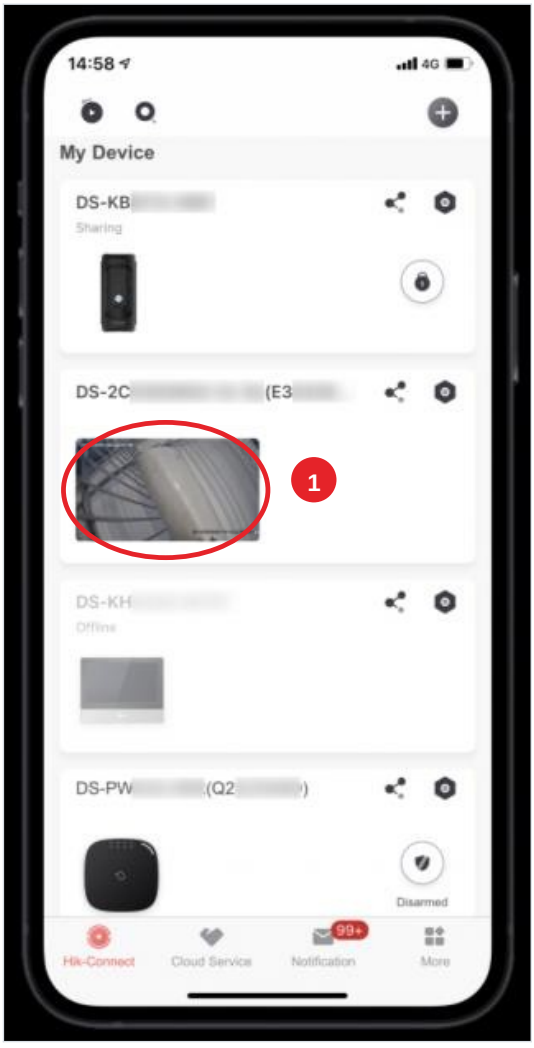
NORTHTECH CUSTOMER GUIDE

Hik-Connect Camera Guide

View live cameras, find and save footage, and use compatible camera alarms. Red numbered circles highlight the controls in the examples.

01 View your cameras

Camera list example



Hikvision v4.11.0 example (2021). Device names are blurred in the source. Your app may look different.
Screenshot source

Before you begin

Sign in to Hik-Connect. Your cameras must already be added or shared with you. Remote viewing needs an internet connection.

Open your live view

1 **Tap the camera thumbnail.** Choose the required camera from the device list, as circled in the example.

Show the controls. Tap the live video. Rotate your phone or use the full-screen control where available.

Talk through a camera

On a compatible camera, tap Talk in live view and allow microphone access. Follow the on-screen talk mode or hold-to-talk prompts, then use the talk control to end.

If the picture will not load

Check your phone connection and whether the camera is online. Ask NorthTech for help with verification codes or access permissions rather than changing recorder settings.

Buttons and available features vary with the app, camera and your permissions.

Find and save footage

Open Playback from the camera menu. Select the camera and date or start time, then start playback. Recordings must still be available in your system.

Playback timeline example

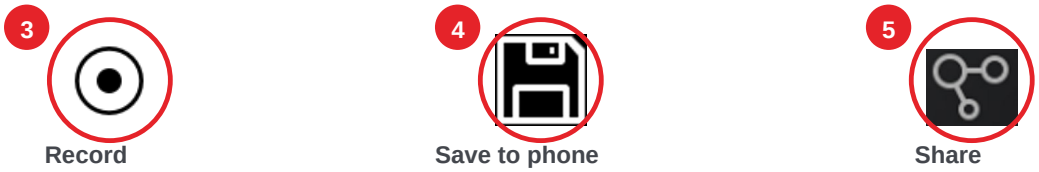


Official playback timeline example (2019). Colours and layout can differ in newer versions. Screenshot source

1 **Check the selected time.** The time above the playhead shows the moment you are viewing.

2 **Move to the event.** Drag the timeline through the available recording. Pinch or spread it to change the time scale where supported. Start just before the event.

Save and share a clip



Genuine Hikvision control icons (2023). Icons and menu names can vary. Control icons | Save and share icons

3 **Record the section you need.** During playback, tap Record at the start and again at the end to stop.

4 **Save the clip to your phone.** Open the app's saved clips or album area, called Pictures and Videos under Me or More in some versions. Open the clip, then choose Save. Allow storage access if prompted.

5 **Check before sharing.** Play the exported file to confirm it contains the event. Use Share when needed, and share only with authorised people.

Download option. If your playback screen offers Download, select the time range and follow its prompts instead.

Save important footage promptly before it is overwritten. Keep an unedited copy and note the camera, date and time.

Use camera alarms

Only compatible, configured cameras offer these manual controls. Ask NorthTech to confirm the controls for your camera before first use.

Manual alarm control examples



Audible warning **Strobe light**

Genuine Hikvision control icons (2023), not a full app screenshot. The controls on your camera may look different. Icon source

1 **Sound a warning.** Open the camera's Live View. On a supported setup, tap its audible-warning control to turn the sound on or off.

2 **Flash the warning light.** In the camera's Live View, use the strobe-light control to turn flashing on or off on a supported setup.

Confirm the alarm has stopped using the method NorthTech demonstrated for your system.

Alarm controls and notifications

A notification bell on the device list controls notification behaviour. It is not the manual audible-warning control in Live View. Use only the camera alarm control demonstrated for your system.

If the control is missing

Manual warning features depend on the camera, recorder, configuration and your permissions. Ask NorthTech to check these rather than changing arming settings or resetting the system.

Need a hand

Tell us the camera name, phone type, app version and what you see on screen. For footage, include the date and approximate time. Do not send passwords or verification codes.
support.northtech.com.au

Official references Camera list | Playback | Save and share | Control icons | Manual alarms

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