

Kittyhok Mobile App User Guide

NOTE: While an iPhone is displayed in this manual, the menus and features are similar for both Android and iOS versions of the app.

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1.Introduction

Kittyhok free mobile app gives you peace of mind no matter where you are! With the ability to view your Kittyhok security camera system in real-time, you'll be able to monitor your home and business anytime, anywhere, all from the convenience of your mobile device.

2.Kittyhok Free App Features

- Quick and easy mobile setup.
- Live video and audio from your security camera system on Wi-Fi or 3G/4G LTE networks.
- Receive push notifications when motion is detected.
- Save images and recordings directly to your mobile device.
- Share videos and images via email or social media.
- Enhanced stability for better App connectivity and push notification retrieval.
- Multi-channel live feeds (4/6/8).
- Video playback of ANY recorded video stored on your hard drive.
- Multiple DVR/NVR system log-on.
- Control your Pan, Tilt, Zoom (PTZ) camera(s) from your mobile device.

WARNING: This app uses data to connect your security system to your mobile device. When connected to a 3G or 4G LTE network, the live video feed from your system will be considered streaming data by your phone service provider and will contribute to any data or download limit your phone data plan may have. If you exceed your data plan limit, this may result in additional usage charges. It is recommended you contact your phone service provider to know the limits of your data plan before using this video streaming application.

3. Downloading the App

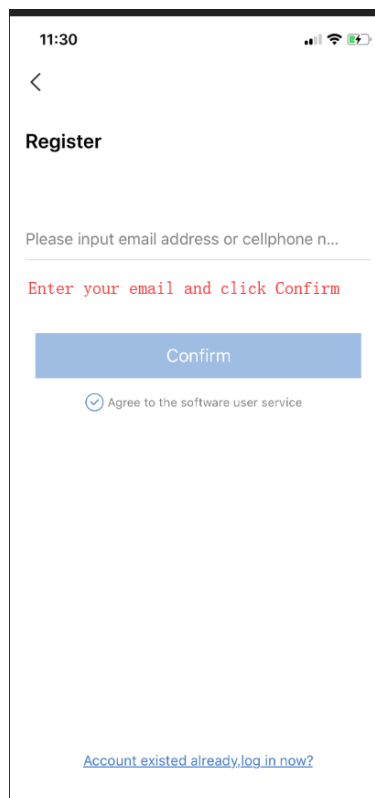
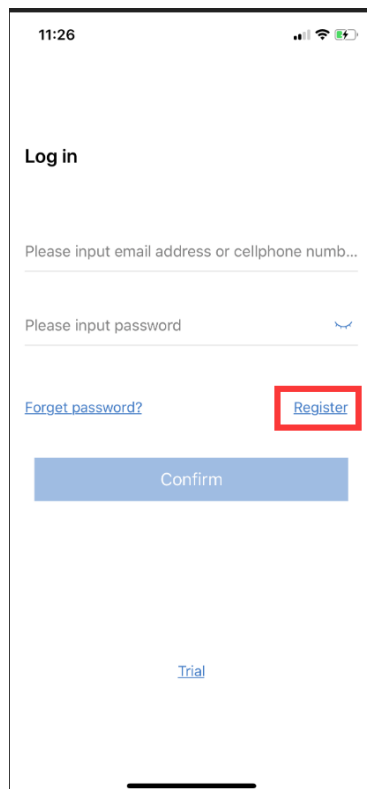


To download Kittyhok app, please go to the App Store or Google Play Store and install the app on your device.

4. Creating an Account

4.1 Register

1. Open the app, click “Register” to create an account.
2. Enter your email address and click “Confirm”.



3. You'll receive an email from Esee with varification code. *(Email could be sent to your spam box, so if you don't see email in inbox, check your spam.)*

Mail activate



Esee <system@support.eseecloud.com>
今天, 5:01
你

Hello,

Your e-mail Activation code is

619819

This is the code for mail activation. If you do not activate the mailbox within 15 minutes after receiving the mail, the message content will be invalid.

This message was sent by the system, do not reply

4. Copy the verification code received in your email and paste it here.
5. Set a passord and click “Confirm”. You're logged in.

9:30

<

Setup password

Verification code has been sent to katie_fee@hotmai.com ,please check.

Please input verification code

Resend verification code(55S)

Please input password

Please input password

Password should be a combination of 6-20 numbers or letters.

Confirm

9:32

My device

+

+

My device

Mall

Me

NOTE: If this account is already in existence, you will receive an error message. You can perform a Password Reset or create a new account using a different email address.

4.2 Login

If you already have an app account, enter your username (email address) and your password, click “Confirm”. You’re logged in.

If you have forgotten your password, please click “**Forget password**” and proceed to **4.3**.

9:29



Log in

Please input email address or cellphone numb...

Please input password



[Forget password?](#)

[Register](#)

Confirm

[Trial](#)



4.3 Reset Password

Kittyhok strongly recommends you keep a record of your username and password. In the event you forget your password and need assistance, please click **“Forget password”**.

The image displays two sequential screenshots of a mobile application's 'Reset password' interface.

Left Screenshot (Time: 11:26):

- Header: 'Reset password' with a back arrow.
- Input field: 'Please input email address/cellphone num...'
- Button: 'Confirm' (blue)

Right Screenshot (Time: 1:18):

- Header: 'Reset password' with a back arrow.
- Text: 'Verification code has been sent to katie1985@Yahoo.com ,please check.'
- Input field: 'Please input verification code'
- Text: 'Resend verification code(34S)'
- Input field: 'Please input password'
- Text: 'Password should be a combination of 6-20 numbers or letters.'
- Button: 'Confirm' (blue)

You will then be asked to enter the email address used to setup your account. Once entered, please click “Confirm”. A verification code will be send to your email address. Paste the verification code and enter it here, then enter a new password and click “Confirm”.

Mail activate



Esee <system@support.eseecloud.com>
今天, 5:01
你



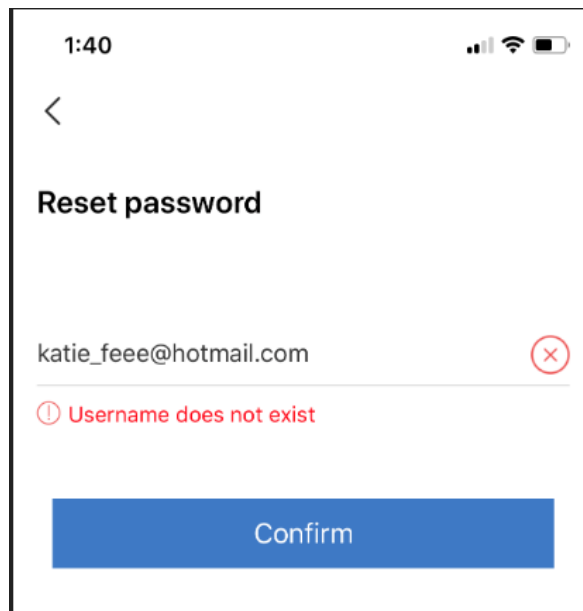
Hello,

Your e-mail Activation code is
619819

This is the code for mail activation. If you do not activate the mailbox within 15 minutes after receiving the mail, the message content will be invalid.

This message was sent by the system, do not reply

If you do not enter the email address used in the creation of the account, you will receive an error message “Username does not exist”.



4.4 Trial Account

If you don't want to create an app account at this moment, you can use the trial account temporarily. Trial account allows you to add your device and view cameras on phone without logged in.

Log in

Please input email address or cellphone numb...

Please input password

[Forget password?](#)

[Register](#)

Confirm

[Trial](#)

4.5 Differences between Registered App Account and Trial Account

Registered Account: You can login this app account on multiple devices to view your cameras. Once system is added to your account, you can login your app account on any devices to view your cameras. It saves your time and brings you convenience.

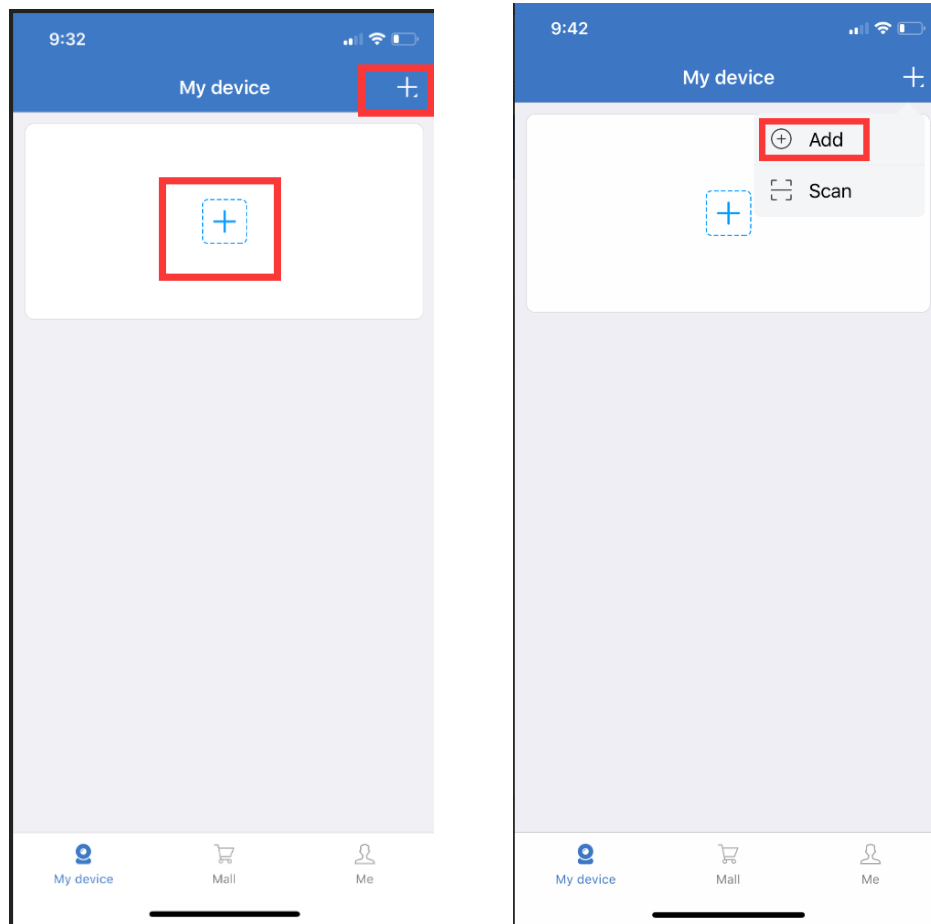
Trial Account: It allows you to add system to app and view cameras on phone without logged in. But if you change to another device, you need to re-add the system to that device once again.

5 Add A Device

There are two ways to add a device to the Kittyhok app: Add device manually or add device by scanning QR Code.

5.1 Add Device Manually

1. Click + on the center or on top right corner and choose “Add”.



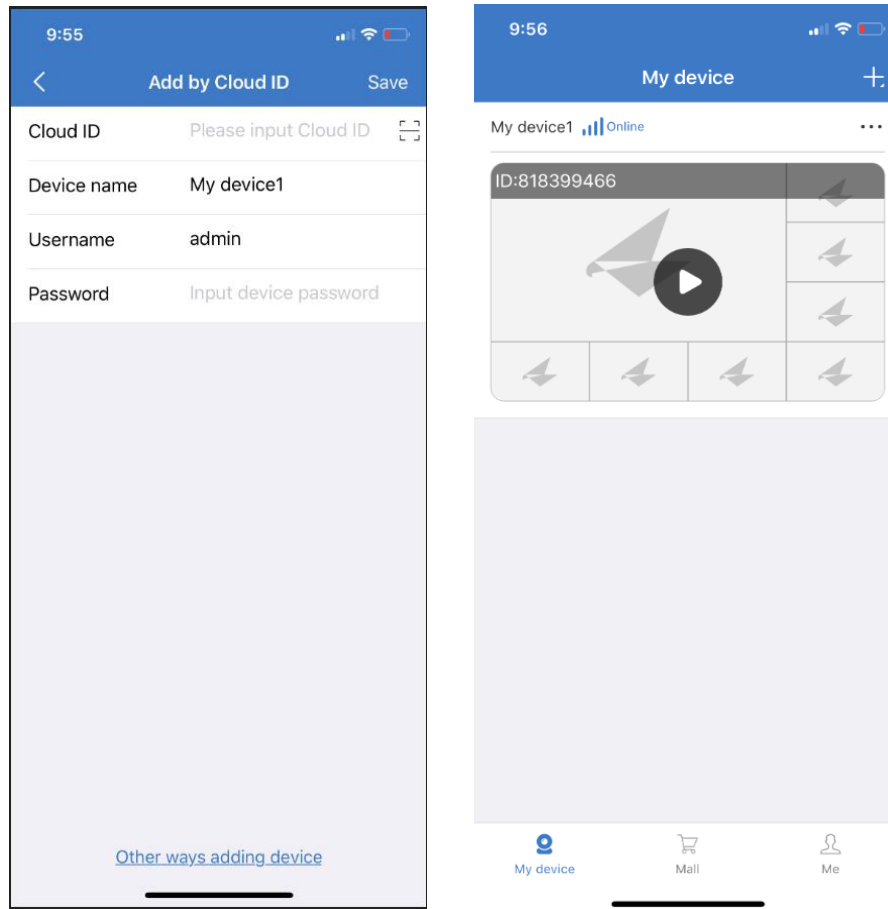
2. Enter required information and click Save. Your device is now added to your app account.

Cloud ID: Your NVR's Cloud ID can be found at the right bottom of your screen, or in System setting – Network setting.

Device name: Set a name for your system.

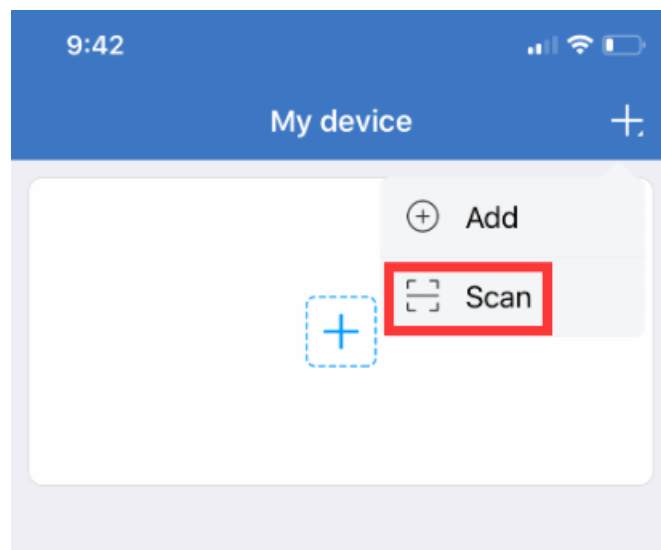
Username: Your NVR's login username. Default is admin.

Password: Your NVR's login password, default is blank. If you've set a new password for your NVR, enter the new one here.

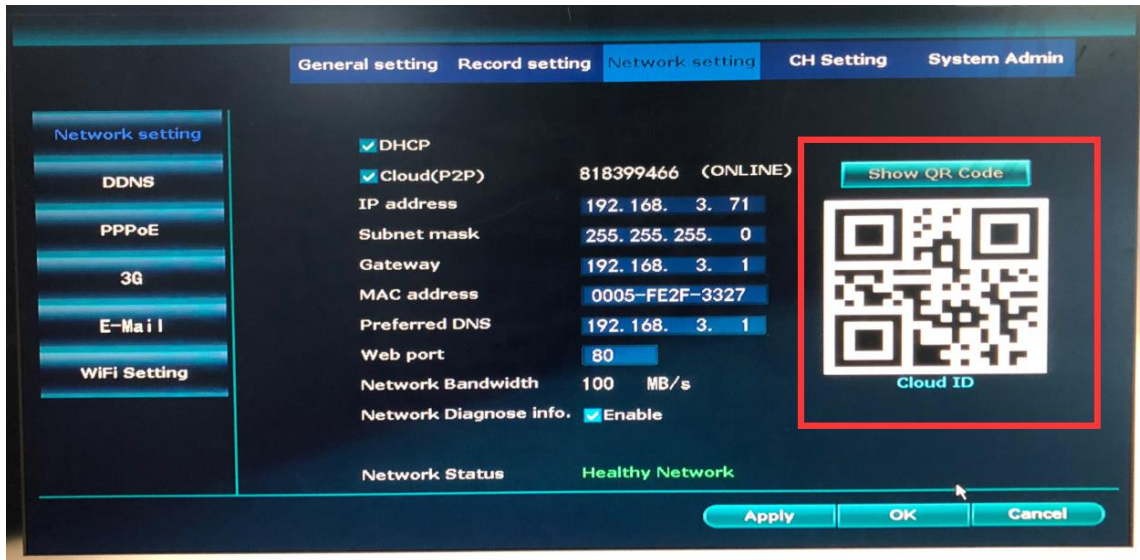


5.2 Scan to Add

1. Click + on top right corner, choose "Scan".



2. Go to your NVR main menu, choose System setting – Network setting, click “Show QR Code”.



3. Scan this QR Code, you'll be directed to below add device page. Enter the NVR's login password and save. Your device is now added to your app account.

9:55 Signal icons

< Add by Cloud ID Save

Cloud ID	818399466	
Device name	My device1	
Username	admin	
Password	Input device password	

NOTE: The username and password you enter will be the username and password for your DVR/NVR. DO NOT enter the username and password for the app as this will produce an error message.

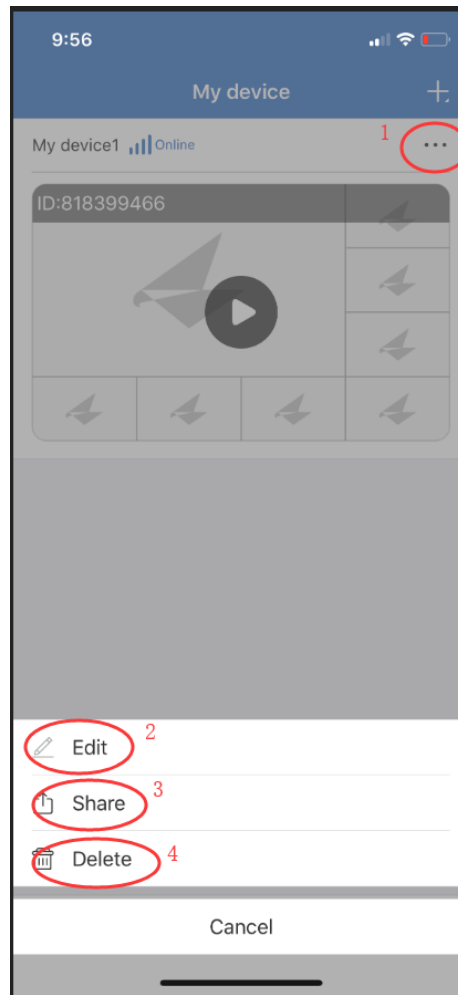
If you are NOT the admin, enter your own username credentials.

The admin has the ability to create multiple users. If you do not have login credentials, please contact the admin and have them create a username and password for you at the system level.

5.3 Edit, Delete and Share Device

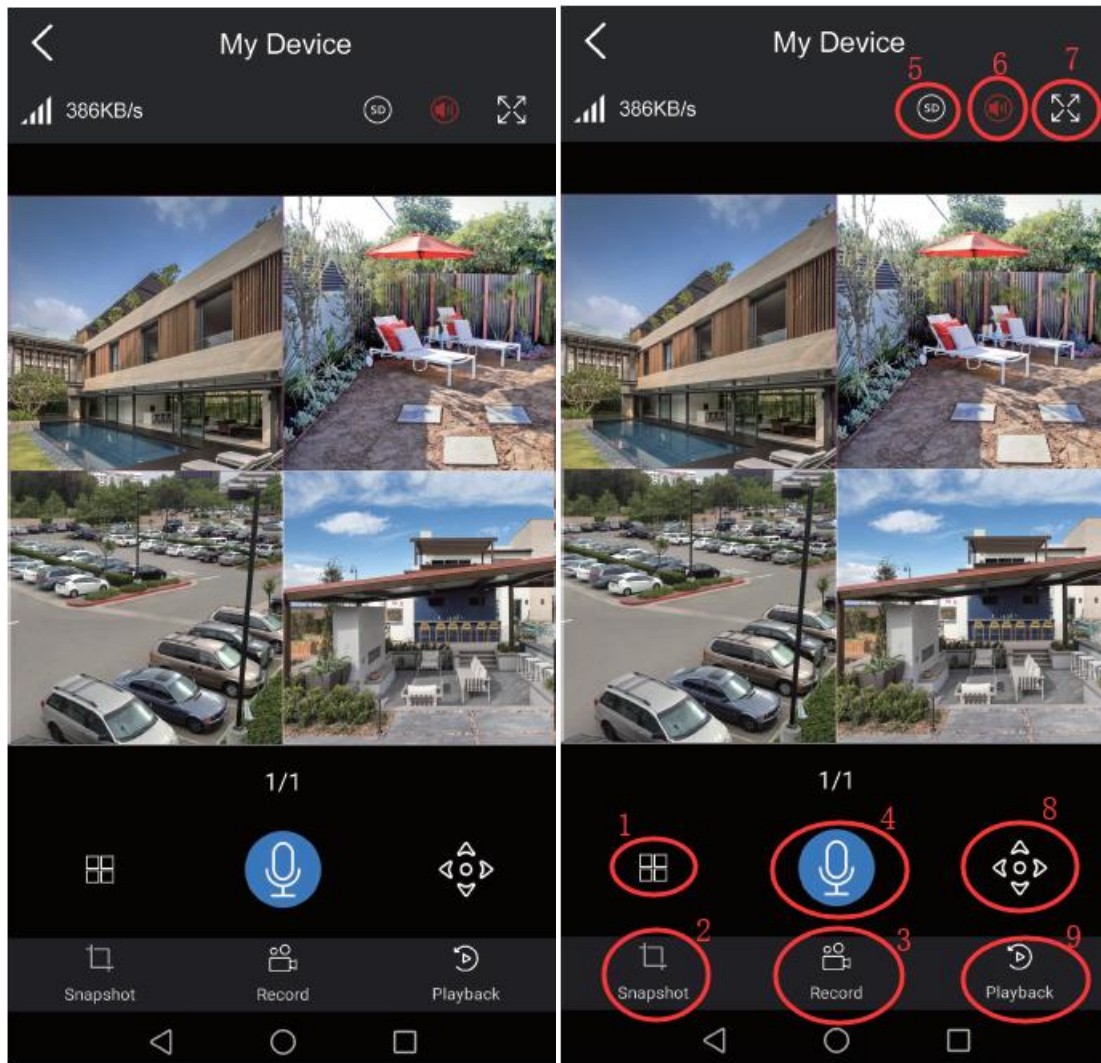
Allows you to edit device information, including Cloud ID, Device name, Username and Password; delete device from the app and share your device with others.

1. Click the three dots on top right corner of your device.
2. Select “Edit” to edit your device information.
3. Select “Delete” to delete the device from your app.
4. Select “Share” to share your device with others. It allows your family members to add the device to their app with a scan of the QR Code.



6 Live View

Live View allows you to view your system in real-time. From within this section, you can take snapshot images and recordings from your smart device, change your view layout, mute/unmute audio for audio-enabled cameras and adjust your camera's image.

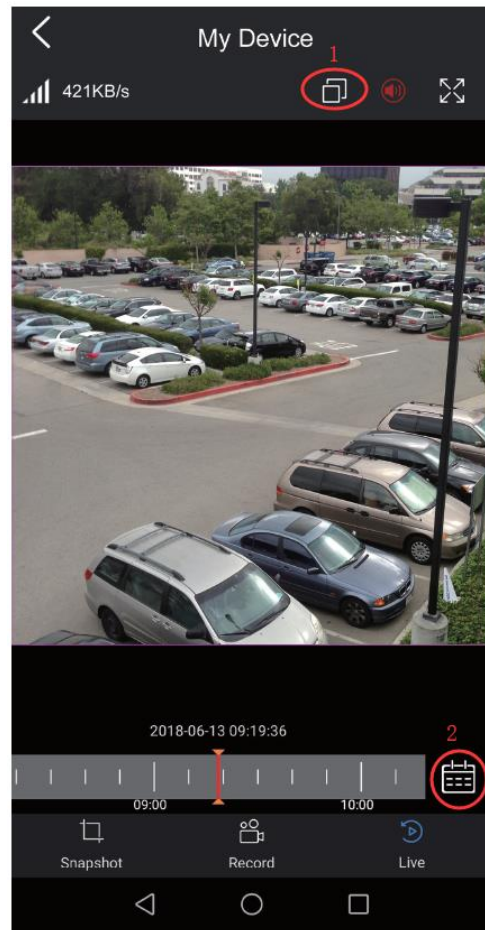
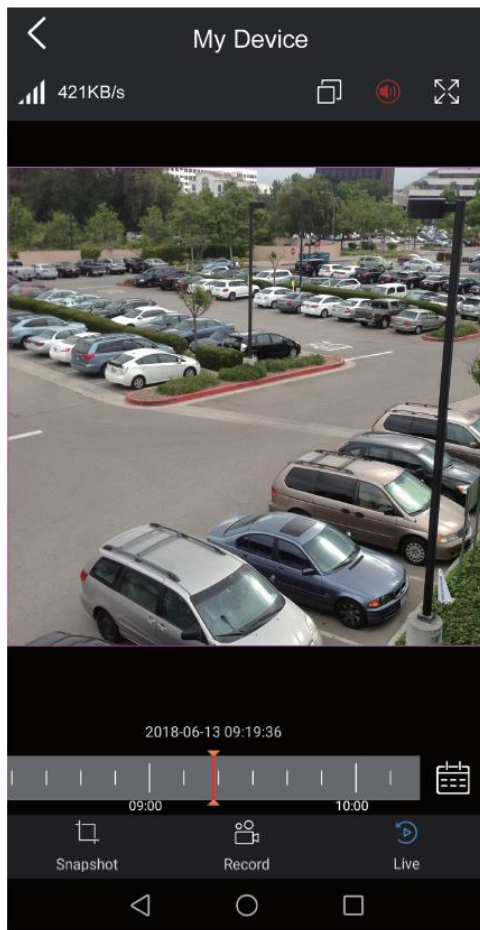


1. **Change View Layout:** Allows you to change the view layout of your cameras.
2. **Take Snapshot:** Allows you to take a snapshot image while in Live View mode and save the image directly to your smart device.
3. **Record Video:** Allows you to take a recording while in Live View mode and save it directly to your smart device.
4. **Talk Back:** Press and hold the mic can talk back to your camera. It only works for two-way audio camera.
5. **Adjust Camera Image:** Allows you to switch between HD-Streaming and SD-Streaming.
6. **Mute/Unmute Audio:** Allows you to mute /unmute audio for audio enabled cameras.

- 7. **Full-Screen:** Allows you to full-screen the channel(s) you're viewing. It will auto switch to horizontal screen mode if you full-screen the images.
- 8. **PTZ Control:** Takes you to the PTZ Control menu for the channel you are viewing.
- 9. **Playback:** Takes you to the Playback menu for the channel you are viewing.

7.Playback

The Playback menu will allow you to view recordings that have been saved on your hard drive. From within this menu you can also save images and recordings directly to your smart device and share them via text, email or social media.



1. **Switch Channel:** Allows you to switch to another channel to start playback.
2. **Select Date:** Allows you to choose a date to start playback.

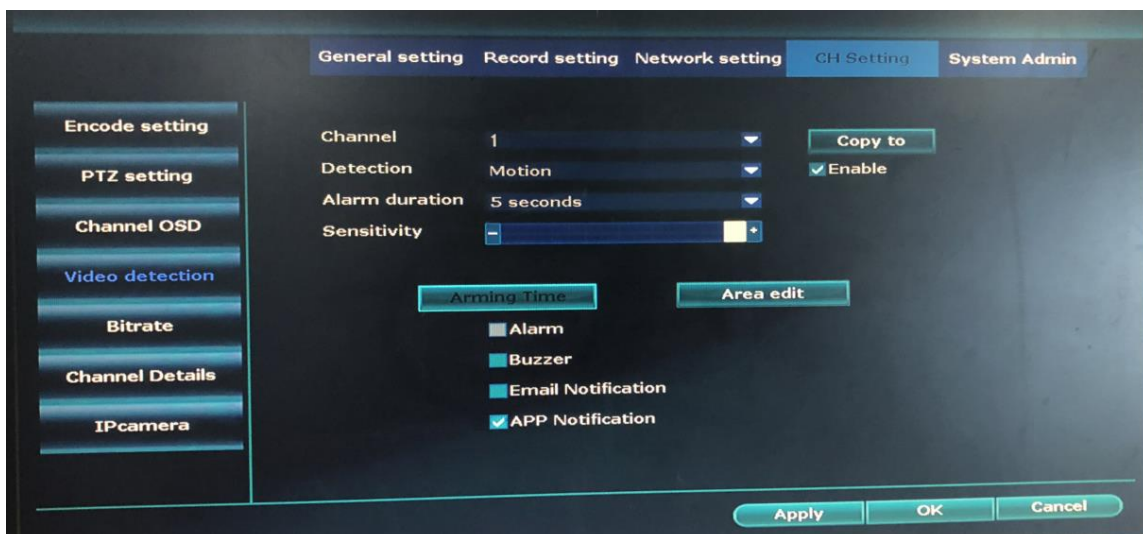
NOTE: The bar at the bottom will display recordings of selected one day, drag with your finger to set a time to start playback.

8. Notifications

The system allows you to turn on app notification to receive push alerts when motion is detected.

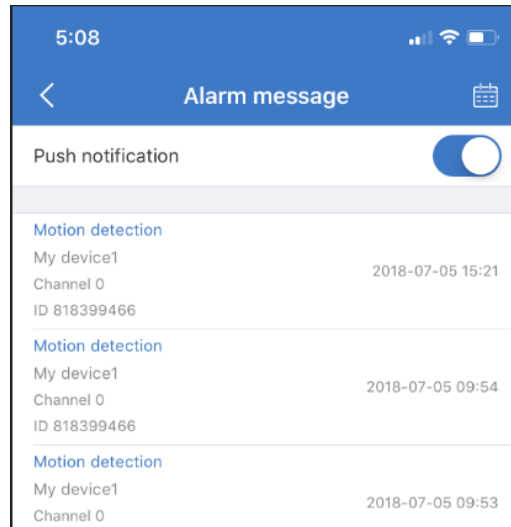
1. Turn on APP Notification in your NVR.

Right click your NVR mouse to pop out NVR main menu, choose System setting – CH setting – Video detection, check “App Notification” and click Apply to save the settings. Remember to copy settings of this channel to all other channels you want to receive app notifications.



2. Turn on Push Notification in your app.

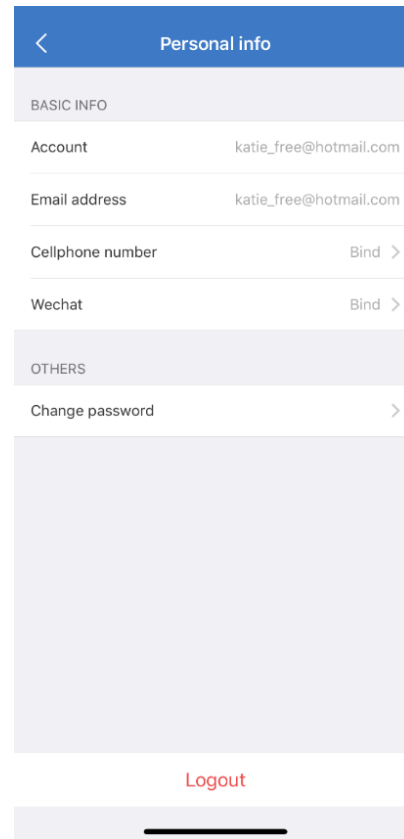
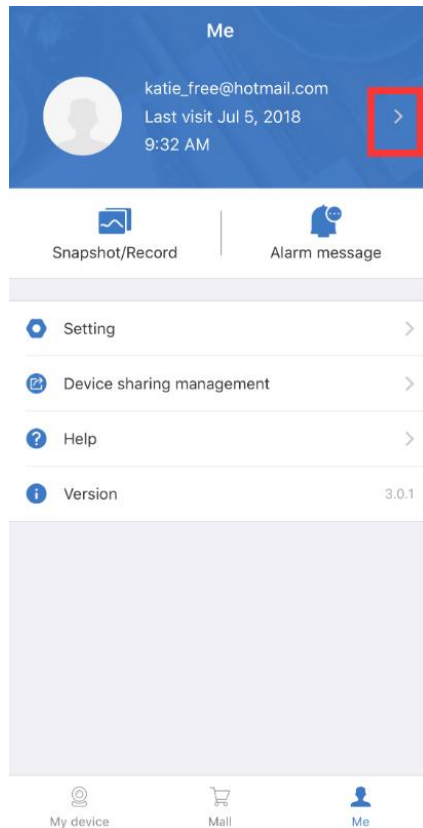
Turn on push notification in your app will turn on notifications of all channels. If you only want to receive notifications of selected channels, go to your NVR system to set it.



9. About and Help

9.1 Account Information

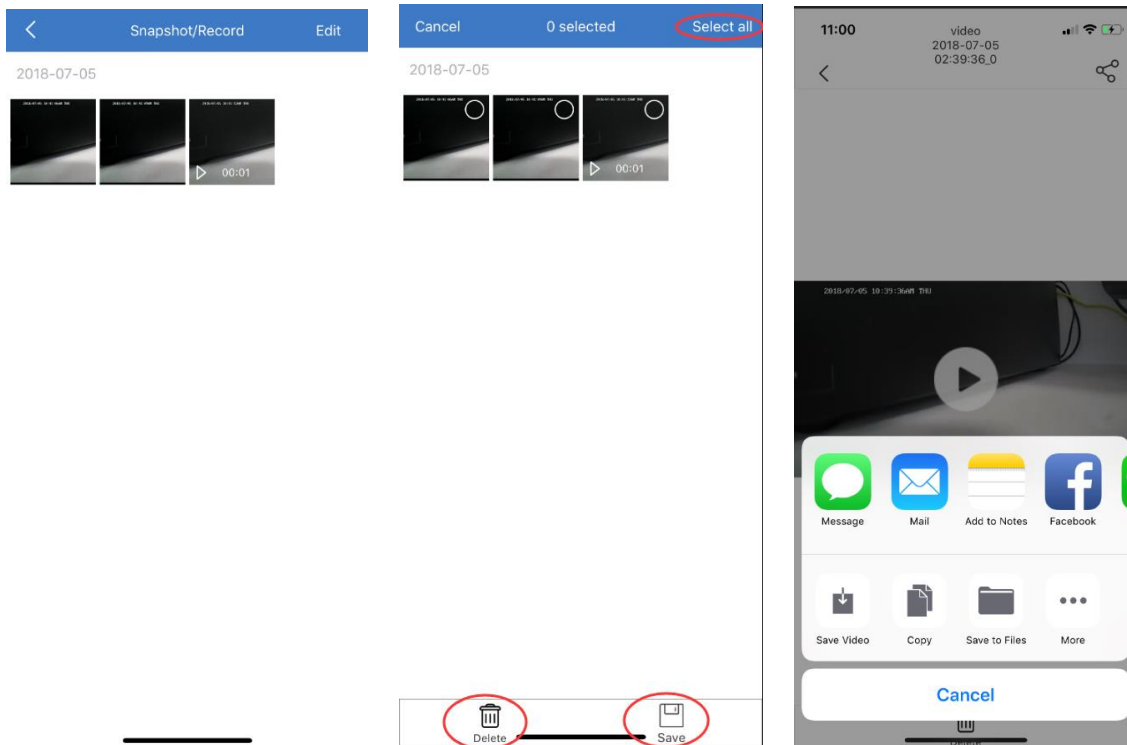
Allows you to check your app account information and change account password.



9.2 Snapshot/Record

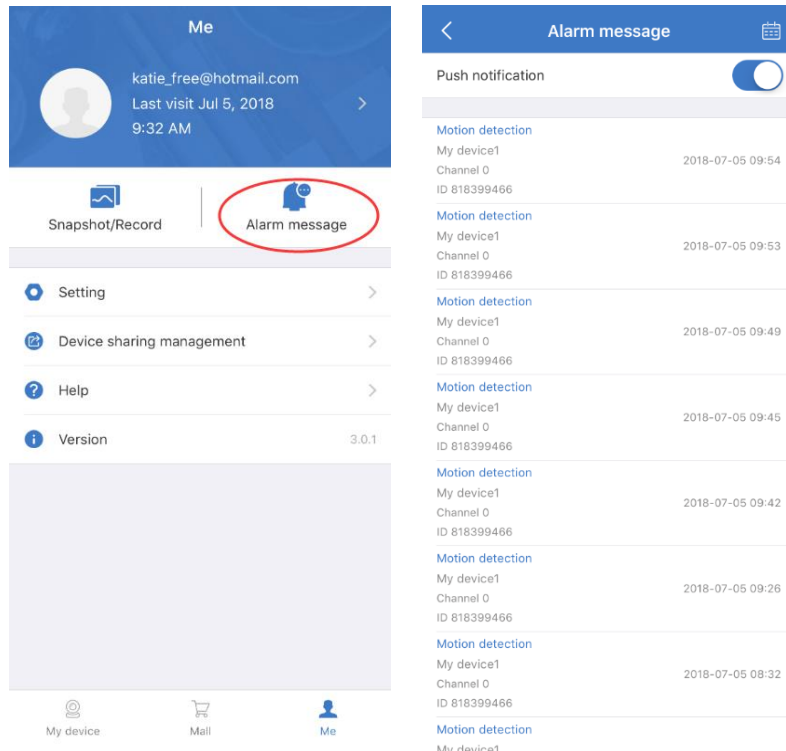
Your snapshots/videos took at live view and playback will be saved here. You can save the snapshots/videos stored in the app to your mobile devices directly. It also allows you to share the snapshots/videos via text, email or social media.

1. Click Snapshot/Video to enter the section.
2. Click “Edit” on top right corner, you can delete or save selected snapshots/videos.
3. In Snapshot/Video section, tap to open selected snapshot/video, click Share icon on top right corner to share your snapshots/videos via text, email or social media.



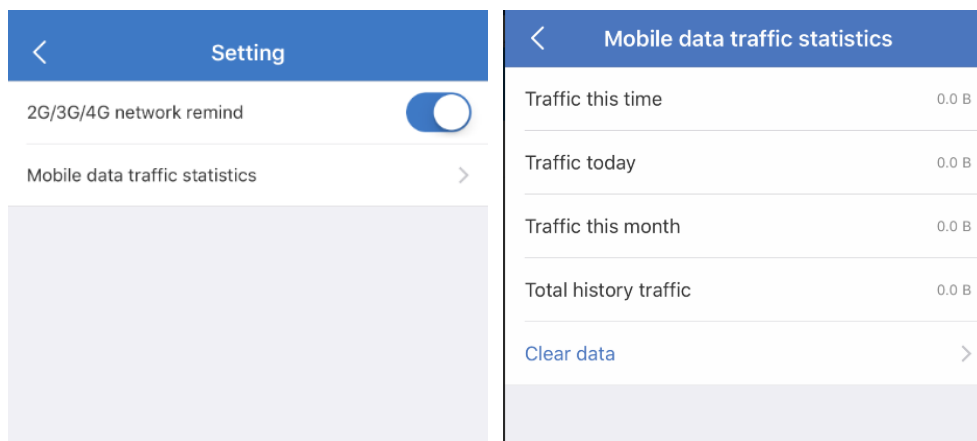
9.3 Alarm Message

Allows you to turn on your mobile push notifications and view notification details.



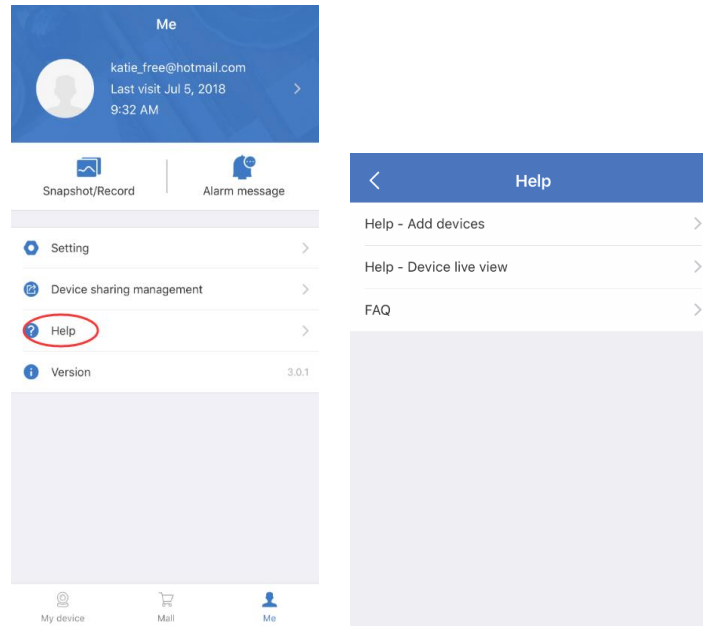
9.4 Setting

As the app uses data to connect your security system to your mobile device when your phone is connected to a 3G or 4G LTE network, you may need to set a network remind. Here allows you to set a 2G/3G/4G network remind and check your mobile data traffic statistics.



9.5 Help

Gives you some help in case you need. It gives you some basic instructions of how to add devices, how to live view and some FAQs.



9.6 Version

Shows the app version.