Wireless Security Camera System
User Guide

Content

1. Thanks

Thank you for purchasing Kittyhok products!
This is a quick user guide telling you how to set the system up and run. For more in-depth manual, please obtain from kittyhok.com.

More sources and support

For complete user manual, software downloads and more please visit,
http://www.kittyhok.com/support/

For FAQ and troubleshooting, please visit Kittyhok Help center,
http://www.kittyhok.com/helpcenter/

For product introduction & specifications, please visit,
http://www.kittyhok.com/

If you need customer support, email us and allow us to respond within 24 hours or sooner: support@kittyhok.com

2. Safety Tips

1. Please do not put any fluid container on the product.
2. Please use the product in ventilated environment and prevent blocking the vents.
3. Please use included power supply with the product to prevent damage to the product.
4. Please use the product under its standard working temperature and humidity. (advised in this manual or distributor's website)
5. Dust on PCB may cause short circuit. It is suggested to clean the dust on PCB timely to make the product work properly.
6. Please obey the regulation and policy in your country and area during the installation of this.

3. What else you may need?

① Get rid of the impression that you need a computer to make it work. It's a standalone system with its own Linux OS. The NVR is like a desktop PC; you only need a display for it. (NVR, Network Video Recorder, the main box; display, could be a PC monitor or a TV, with either VGA, or HDMI video input).

② Give it memory. Adding a SATA hard drive to the NVR will add memory to the system. With memory, you can record, playback videos and copy the videos out when need. (For models with preinstalled HDD, system will automatically record if HDD was formatted.)

③ Internet connection. Like a PC, you can use it without Internet; but with Internet connection you can have the system's full capabilities. Hard wire the NVR either to your router, or a WiFi repeater to get network.

4. Know the hardware

NVR

① Wi-Fi Antennas: Wi-Fi connection with cameras.
② WAN/ LAN Port: Connect your NVR to the Internet, or data transmission with cameras.
③ VGA Port: For viewing on VGA monitor
④ HDMI Port: For viewing on HDTV
⑤ USB Ports: For mouse and data backup
⑥ Power input

Camera

① IR LED
② Lens
③ Light sensor
④ Microphone
⑤ Wi-Fi antenna
⑥ RJ45 Data port
⑦ Power port

5. Things to check before installation

① Package includes

After item received, please check all products and accessories according to vendor's Package Includes description. If anything is missed or damaged, please contact the vendor.

② A test run

The cameras require mounting and power cabling in some situations. To save your time and make sure all devices work well, we suggest a test run of all devices AT THE SAME PLACE before installation. Following the steps in section 6 to run the system. If all work well, you can then go ahead to plan & mount cameras to where you want. If there is any exception, please contact customer support or your vendor.

6. Setup the System for Live View

① Preparation:

1. The kittyhok camera system
2. A monitor or a TV
3. A VGA cable or an HDMI cable. (Many monitors/ TVs have them as standard accessories)

② Steps to setup the system

1. Screw on antennas for the NVR
2. Connect the monitor/ TV to the NVR via its HDMI or VGA port
3. Connect the NVR & cameras to power (bigger 12V 3A power adapter for NVR, smaller 12V 1A for cameras).
4. See FAQ 1 if you don't get any display on the screen; go to 5 if you get display.
5. Within seconds, you should see cameras' images on the screen.
6. Plug the mouse (included) to an USB port on back of NVR. You shall then be able to operate on the system.

Default ID: admin   Password: none (means leaving the password empty, just click login)

On screen you will see Setup Guide, please follow the steps to finish basic settings.

Tips: To protect your privacy, please set your password at earliest convenience. Right click the mouse --> Go to System Setting --> System Admin --> User to set password.
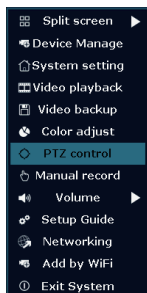
③ Mouse Operations

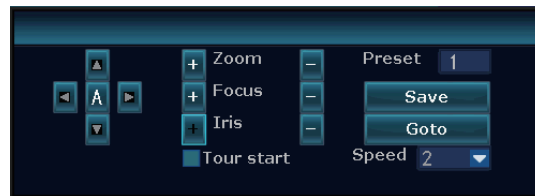| Button	Operation	Effect	Example
Left button	Single click	Choose object	1. Choose button, drop-down box, list box, check box
	Double click	Zoom window	1. Switch between multiple view mode and single view mode
	Drag	Set zone	1. Choose digital zoom zone
Right button	Single click	Return/ Exit	1. Exit the interface 2. Enter quick menu
Middle button	Scroll	Change contents	1. Change drop-down box content 2. Switch channels under single view mode

① Left button

② Middle button

③ Right button

Tips: You may use your own wireless mouse.

④ Pan & Tilt Control

If your camera is a pan & tilt camera, you can enter to PTZ control via the PTZ control shortcut icon, or via the PTZ control option from drop down menu.

Split screen ▶
Device Manage
System setting
Video playback
Video backup
Color adjust
PTZ control
Manual record
Volume ▶
Setup Guide
Networking
Add by WiFi
Exit System

In the PTZ control, use ↑ ↓ ← → arrows to control your camera.

In App, while viewing cameras, click PTZ control and use the arrows to control cameras.
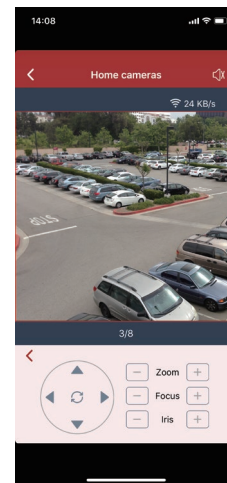
⑤ Channel Auto Switch

In System Setting – General Setting – Screen Setting, you can enable the channel auto switch. When it's enabled, the NVR will switch channels automatically. To disable it, go back to the same place, unselect it and apply.

7. Record Video

**① System with preinstalled hard drive**

Kits with preinstalled hard drive will automatically start to record videos when system powered and run. Only thing to check is if hard drive is "Formatted". You can check it in System Setting – General Setting – HDD setting. If it's unformatted, select the hard drive and format it. After it's done, the system will record automatically.
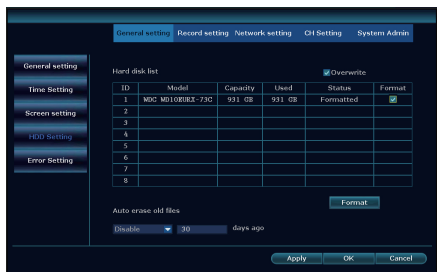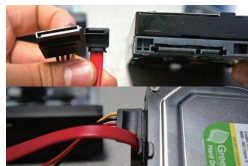

② System without hard drive – install hard drive

You will need to add a SATA HDD to it and format it as 7.1 to start record.
Steps to install a hard drive (if your system has preinstalled HDD, please skip this step)

1. Unplug your NVR from power, unscrew and remove the top cover.
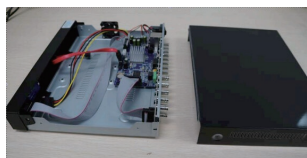
2. Connect the SATA power and data cables from the NVR to the corresponding ports on your HDD (as shown).

3. Place the HDD into the NVR. Any cable should cross up over the HDD.

4. Holding the hard drive and the DVR, gently turn it over and line up the holes on the hard drive with the holes on the NVR. Using a Phillips screwdriver, screw the provided screws into the holes. Assemble the cover.
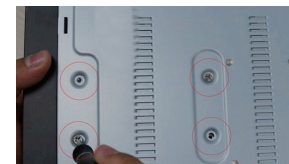
③ Record Modes

Default recording mode is Time Record: 24x7 continuous recording. A 1TB HDD records 4 cameras for around 30 days, 8 cameras for around 15 days. When HDD is full, system will cycle recording and overwirte from earliest content.

If you are OK with it, you can leave as it is. Otherwise, you can switch to different recording modes.

● Manual Record, the shortcut to turn on record. Click right button -> Manual Record; you can turn ON or turn OFF the record of certain channels. Red dot on right above corner means manual record is ON.

🕐 Time Record, set time periods you want the NVR to record. Click right button -> System Setting -> Record Setting. You will see 4 time periods settable. The default "Everyday 00:00-23:59" means 24x7 recording. You can set your time. For example, if you want it to record 6pm – 9am, you should set 2 recording periods as below

🏃 Motion Record. Motion Record means to record only when movement is detected. Click right button -> System Setting -> Record Setting. By unselecting Time and selecting Motion, the channel will record only when motion detected.
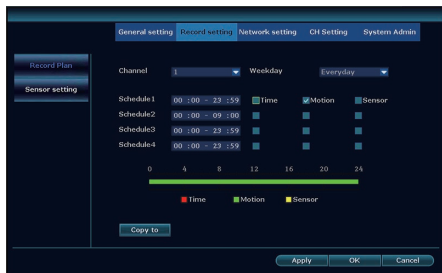
Sensor Record. It means record triggered by external sensor. If your system does not support and you don't have any external sensors, you can disregard this.

Tips: "Copy to" button. When you change the settings, it applies to channel 1 only by default. If you mean to apply the change to all channels, please click "Copy to" to copy the setting to all channels.

④ **Setup a record plan**

Different recording modes can be combined to make up a record plan. For example, if you want the system to record motions 18:00-9am, and record everything 9am-18pm. below is the setting you should do.

8. Playback video

In the NVR system, right click the mouse --> Choose Video playback --> Choose Manual search; you will enter the Video Playback system. Specify channels and time, you can search out videos. Click Playback the system will start to playback videos.

You can also playback past 5, 10 and 30 minutes. If this does not work, your system might have been set to motion recording so there is no video in past minutes.
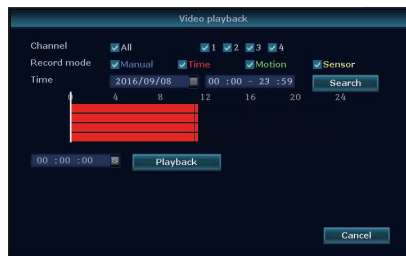
9. Backup videos to USB storage

You can backup the video with USB flash disk.
Plug an USB flash disk to your NVR's USB port --> Click right button --> Choose Video backup --> choose the channel and time period --> Search --> Choose the video clips you want to backup --> Click Backup. Within minutes the videos will be copied to your USB flash disk.


10. Network setting – Get the system ONLINE

Without Internet connection, the system is a local device that allows you to do all mentioned ahead. Getting the system ONLINE makes it an Internet connected device so you can do more with it remotely.

1. Connect the NVR's WAN port to your router with an Ethernet cable. If your router is not nearby, you can also connect the NVR to a Wi-Fi repeater with Ethernet cable. In most situations this should bring your system ONLINE within minutes.

2. To learn more information of the network status, click right button on mouse, go to System Setting --> Network Setting; make sure the DHCP is CHECKED. Within minutes you should see the NVR obtains IP and goes ONLINE automatically. If it does not go ONLINE, your router settings might be stopping the NVR from connecting. Please allocate IP to the NVR manually or contact your network administrator for help. (e.g. port 80 need to be opened on the router)
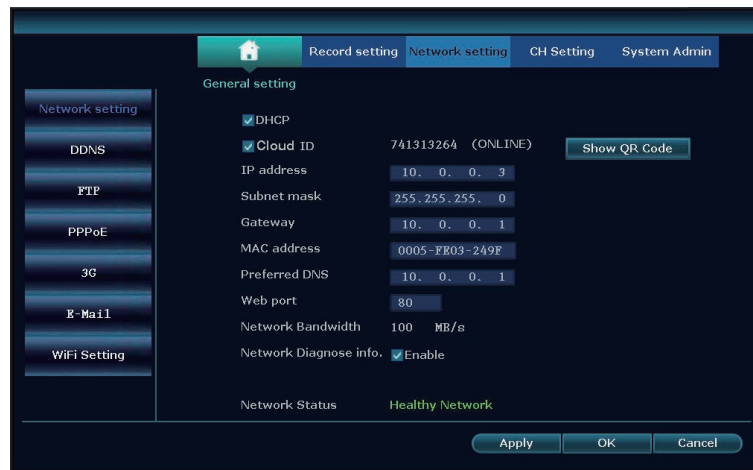
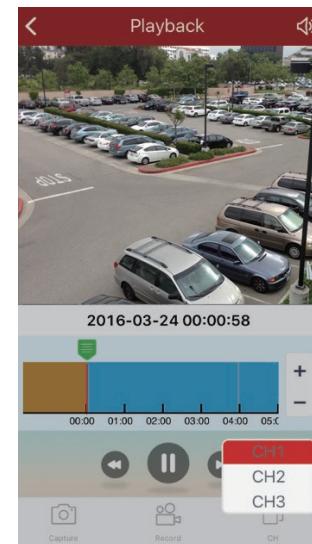## 11. Mobile App

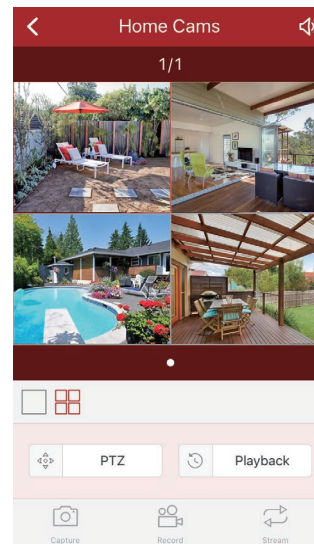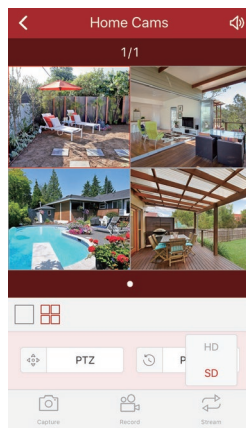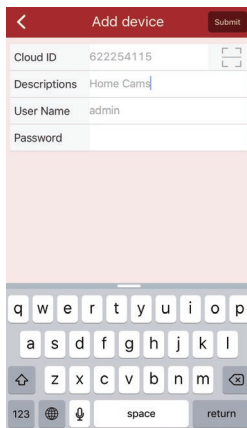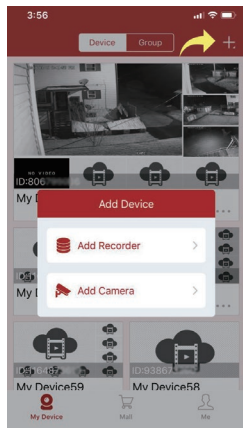① **View on mobile App**

1. Download the App
   You can either scan the QR-Code below to find the free mobile app, or search "IP Pro" on App Store/ Google Play to find it. Download and install it.
   Then run the App and spend minutes to register an account.

 iOS   Android

2. Add the NVR system as a device to your App device list

Run the App --> Click "+"to"Add Recorder"--> Input or scan to input Cloud ID
(find it in the NVR's Network Setting, or right bottom corner on screen),
Description (e.g. Home Camera), User name (default user name is "admin") and
Password (default is empty) -->Submit to get back to your device list--> Click to
view the

Tips: If you've set a password on your NVR system, please make sure to provide the same
password in App.

② Playback on mobiles

In the App, while viewing live video of the system, click Playback, you will enter the
remote playback menu. The App automatically playback camera 1, you can switch
channels by choose the CH.

Tips: Videos in playback are HD main streams, which require very good transmission
condition. We suggest to playback in LAN. Remote playback out of LAN may not 100% work
due to connection & network condition. Fast forward & backward buttons may not work due to
big video stream. Yet you can move to a certain time point by using the time bar.

③ Combine Multiple Devices into a Group

The App lets you combine multiple devices to form a group. For example, combing
2 x 8CH system will give you 16CH view.

This can be done in App – Group - + Add Group – Select devices – Name Group –
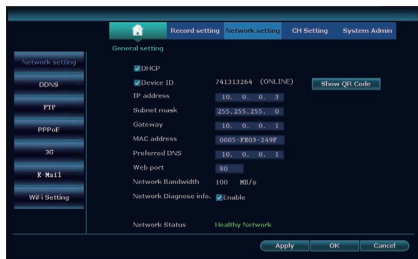Submit.

12. View camera on PC
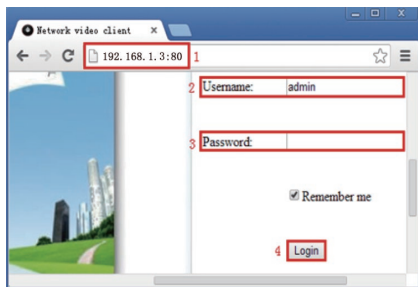
① View on IE (Internet Explorer)

1. When your PC is in same LAN with the NVR (normally means they are connected to the same router)

    Step1. Find the IP address and port # of your NVR (IP address can be found in "System Setting" – "Network Setting").

    Step2. Enter the NVR's IP address in your IE browser in format http://youripaddress, for example: http://192.168.1.3 (If the default WEB port 80 has been changed e.g. to 100, you'll need to add new port number when input IP address in the browser, for example: http://192.168.1.3:100)

2. When your PC is out of local area network with the NVR (For example: view your home cameras from your office PC)

Step1. Run Internet Explorer (IE) browser on PC and visit Cloud port www.e-seenet.com

Step2. Input Cloud ID, User name and Password to login. (User name and PW of NVR login). You should see the images of cameras. (Cloud ID can be found at the right bottom corner of the monitor, status should be "ONLINE", default User name is 'admin', and default Password is empty.)

Step 3. If it's 1st time you use it, please download and run the WebClient.exe control follow the pop out message.
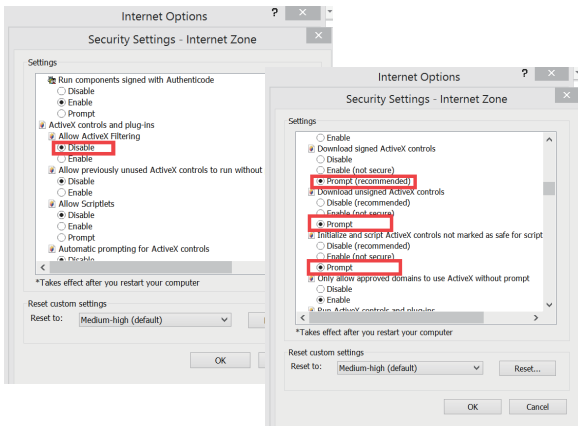

Note: If for the first time use and software cannot load automatically, you'll need to change some ActiveX settings in Internet Explorer. (This will need to be done on EVERY computer you use to access the system.)

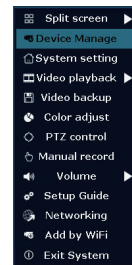   **Step1:** Click "Tools" – "Internet Options" – "Security" – "Internet" – "Custom Level".

    Step2: Scroll down until you see ACTIVEX CONTROLS AND PLUG-INS. (If you have Internet Explorer 9 or 11, change ALLOW ACTIVEX FILTERING to DISABLE. Other versions of IE will not have this option.)

    Step3: Change the follow ACTIVEX controls to PROMPT:
Download signed ACTIVEX controls
Download unsigned ACTIVEX controls
Initialize and script ACTIVEX controls not marked as safe for scripting

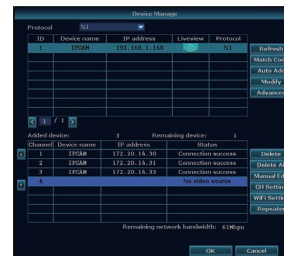   **Step4:** When done click OK, and exit the Security Settings Menu.

② View with PC client software

Excepted for IE, you can also download and install the CMS software on your PC to view the system. The CMS software along with its manual can found at, http://www.kittyhok.com/downloads/

13. Device Manage

① Add camera – Match Code

1. Take the cameras close to the NVR; Install antennas for cameras and NVR.

2. Plug the camera to power using included power adapter.

3. Use a network cable to connect the camera to NVR's LAN port

4. Right click mouse in your system to enter main menu, then click Device manage (or Video Manage) to enter device manage interface

5. The above box shows information of your cameras, the below box shows channel information of your NVR.

6. Find your new camera on the above box, select it; if you don't see your new camera, click Refresh.
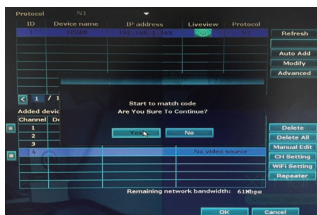
7. Select an unoccupied channel of your NVR from below box, and click "Match Code". It will take seconds for the camera and NVR to get connected.

8. After it's successfully connected, you should see Status change to "Connect Success" on the channel. Camera information will disappear from above box. Camera is now successfully paired to the system
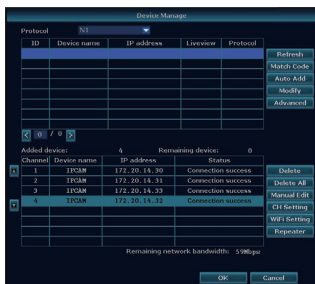
9. Then you can unplug and move the camera to anywhere you want. When it gets power, it will automatically reconnect. (camera needs to be in the wifi range)

② Delete channel

Delete channel is only used when you want to spare a channel out for a new camera. In the Device Manage, select a channel from below box, click delete. The camera will be deleted from the channel. You can then use 13.1 Match code to add a new camera to the channel. If you want to find the previous camera back, keep the camera connected to power, click Auto Add, the camera will be back.

③ Change camera sequence

After cameras mounted, users may want to change the sequence of cameras to get a better overview of the system. Simply use the UP and DOWN arrow buttons in the Device Manage you can change the sequence.
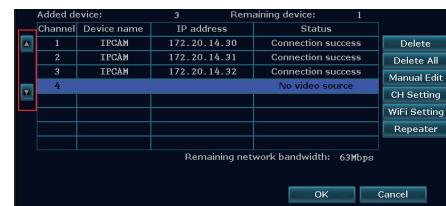
④ Name cameras

Click right button to pop out Main Menu – System Setting – CH setting – Channel OSD – Camera Title; you can name each camera here.

⑤ Dream Liner WiFi Relay Setting

The kittyhok Dream Liner Technology is a feature that allows you to use cameras themselves as Wi-Fi repeaters. Thus you can create a Wi-Fi relay to extend the Wi-Fi distance. You can learn how to use it at,
http://www.kittyhok.com/dreamliner

Some important tips:
1. When you do the Dream Liner setting, it is strongly suggested to bring cameras as close as possible to the NVR. Because the commands will be given out to cameras by the NVR. They need to have strong Wi-Fi connection.
2. When you plan for the "camera chain", consider not only the chain between camera and NVR; consider also the chain between camera and camera if they are on the same "chain".
3. The system can handle very long distance. What is causing weak signal to some cameras are the obstacles (walls). Try to avoid any possible obstacles between connected devices.
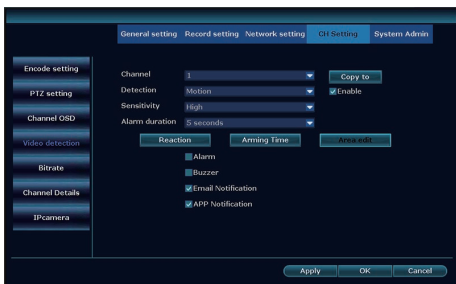
14. Email and App notification

① Email notification

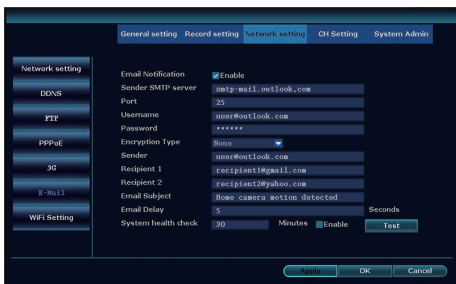The system can send emails to you when motion detected.

1. Enable motion-triggered email
   Click right button – System Setting – CH setting – Video Detection; select
   Email Notification; use "Copy to" to copy the setting to all channels.

2. Setup email account
   Click right button – System Setting – Network Setting – Email. Enable Email
   notification and fill email settings.

What to fill	
What to fill	You email smtp server. For example: smtp.yahoo.com
User Name	Your full email address
Password	Password of your email account
Encryption Type	Leave it blank by default, if failed on test, then change to SSL
Sender	Your full email address
Recipient	Full email address of receiver
Email delay	When motion detected, send email x seconds later
System health check	The frequency of receiving email in normal running/operation

After email successfully set, you will receive emails with snapshot when motion detected.

Find email setting for different emails at,
http://www.kittyhok.com/helpcenter/emailalerts

Find tips about how to avoid unnecessary emails at,
http://www.kittyhok.com/helpcenter/avoidemails

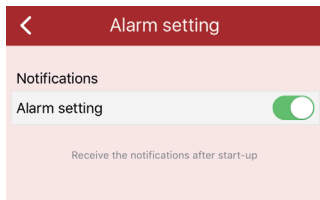### ② App notification

1. Enable App notification on NVR
   Click right button – System Setting – CH setting – Video Detection; select
   App notification; use "Copy to" to copy the setting to all channels.
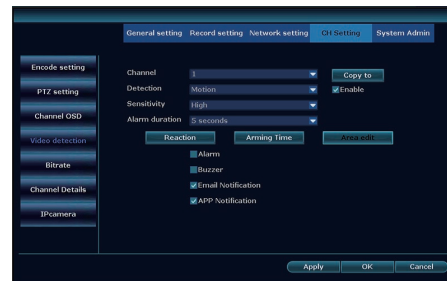
2. Enable notification on App
   Run the App, go to Me – Alarm setting – Turn it on.

15. Troubleshooting

Q: I cannot get any display on my TV from the NVR system.

A: Please use your TV remote control to switch signal source. If the signal source is right but you cannot get display, this is typically caused by resolution compatibility issue.
The default output resolution of the NVR is 1280*1024, which may not be compatible with some screens.

Here is how to solve it:

1.Connect the NVR to any other screen via VGA or HDMI to see if you can enter the menu.
2.When you are able to see the menu, click right button on mouse, go to System Setting --> General Setting --> Screen Setting --> VGA resolution; change it to 1080p@60; apply to save it.
3.Connect it back your primary screen. You should have it displayed on the screen now.

Tips: Never try 1080p@50 especially in US.

FAQ 2

Q: Why some buttons on the App do not function?

A: The App is developed not only for the model you purchased, so it has to cover all functionalities, which your model may not have. This also means you might be able to add new add-on devices to the system in future.

FAQ 3

Q: Some camera does not have video; or it comes in and out.

A: You are experiencing insufficient Wi-Fi signal caused by obstacles or signal interference. There are 2 methods to boost your WiFi:

1. Bigger antenna with extension cable. Please refer to,
   http://www.kittyhok.com/helpcenter/boostsignals
2. Setup Dream Liner Wi-Fi relay. Please refer to section 13.5 in this manual.