

# HiLookVision App QUICK SETUP GUIDE (FOR HILOOK DVR/NVR)



## INTRODUCTION

Thank you for purchasing our HiLook CCTV system. This guide applies for both HiLook DVRs & NVRs. Hereafter, only “NVR” will be used as a common reference.

Your HiLook NVR box can be accessed remotely on a smartphone, using the free HiLook app.

Please ensure your HiLook NVR is connected to your modem/router via network cable.

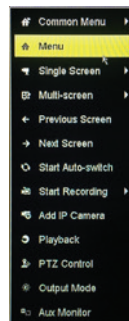
Check network port lights are activated on both NVR and router to show connectivity.

Ensure your modem/router is ONLINE and connected to internet.

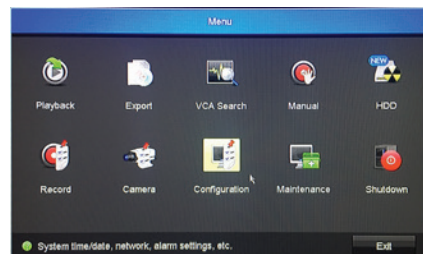
## STEP 1

### CONFIGURING NVR FOR REMOTE ACCESS (BY HILOOK APP)

On your NVR, right-click your Live View screen to get the pop-up menu.



- 1) On your NVR, right-click your Live View screen. Select “Menu” > Configuration > Network > General (tab)



- 2) Click the “Enable DHCP” check box. This allows the NVR to request for a network connection.

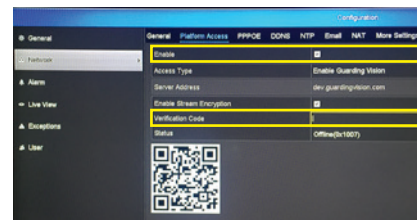


- 3) Click “Apply” button to save changes. The “IPv4” fields should be automatically filled with numbers (IP addresses etc). This indicates successful network connection.

## STEP 2

Select “Menu” > Configuration > Network > Platform Access (tab)

Click the “Enable” & “Enable Stream Encryption” check box to allow access to this NVR by the HiLook app. Check to accept “Service Terms”. clicking “OK” to complete.



Enter a password in the **Verification Code** field (displayed just above the “Status” field). Click “Apply” to confirm.

The “Status” field should now indicate ONLINE. Allow up to 5 minutes for status to change.

If status has not changed:

- 1) check modem status to ensure you have INTERNET connection
- 2) check network cable between modem & NVR/DVR and
- 3) reboot modem and NVR by powering off & on your modem and NVR.

Once status is ONLINE, continue to step 2. Note the **QR Code** on the left bottom half of screen. This will be needed in Step #6.

## STEP 3

### INSTALL HILOOK APP

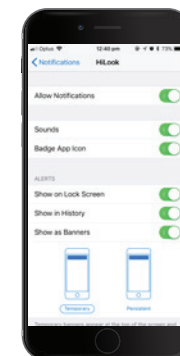
Install the HiLook app from the Apple Apps Store or Google Playstore.



## STEP 4

### TURN ON ALL NOTIFICATIONS

On the Apple iPhone, go to **Settings > Notifications > HiLook > Turn ON “Allow Notifications”**



## HiLookVision App



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## STEP 5

### NEW ACCOUNT REGISTRATION

Using the **HiLook** app on your smartphone, register a new account using your email or phone number.



**IMPORTANT:** Your new DVR/NVR will be bound to this Master login. This account login is required for any future online access to your DVR/NVR.

## STEP 6

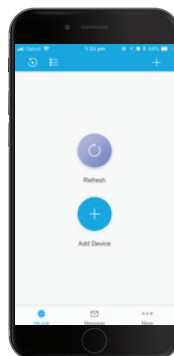
### ADDING CCTV DEVICES TO HILOOK APP

The simplest way to add HiLook NVR devices to the **HiLook** app is by scanning the QR code displayed in the NVR menu screen. In the above step, the QR Code for the NVR is displayed on the left of screen.

To add your first HiLook NVR device, tap the large “+” icon on the HiLook App.

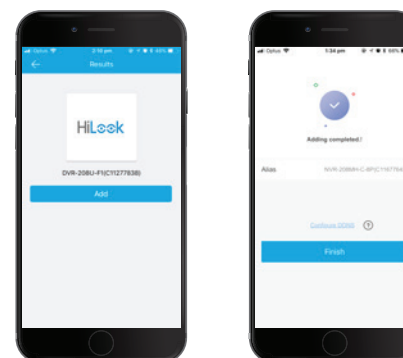
**TIP:** When adding another DVR/NVR, tap the “+” icon on the top right corner, then select “Scan QR Code”.

Aim the targeting square on your smartphone to the QR Code (black & white square) on the NVR monitor screen. It will recognize the QR Code automatically if it is fitted into the targeting square.



Once the QR Code for DVR/NVR box is recognised, tap the “ADD” button to add / register the DVR/NVR to the **HiLook** app.

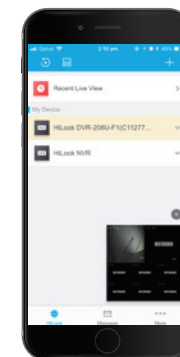
Here is an example of a successful addition:



Tap the “**Finish**” button. This will take you back to the Main Page. (Android phone: Tap “**Save**”)

Tap to select your configured NVR and/or one of its cameras to enter Live Viewing.

Tap the small thumbnail on the bottom right of the **HiLook** app screen to open up the video in full screen.



Enter verification code if requested.

When Live Camera video footage appears on your mobile app, you have successfully completed setting up the HiLook app for remotely accessing your HiLook DVR/NVR. Enjoy!

**TIP:** If the app is misbehaving or not updating, then closing & re-starting the HiLook app OR deleting & reinstalling the app may help.