FORTLINE Help sheet

Hikvision CCTV and the Hik-Connect app

Covers: Hikvision NVR/DVR with the Hik-Connect app

Stop and call us

- If you need footage for a crime, report it to the police first and keep the recording safe.
- Don't factory reset the recorder or change its network settings. You can lose footage.
- Never share your app password, or any verification code, with anyone who calls you unexpectedly.

Saving a recording to your phone

1. Open the camera and start playback.
2. Tap the download icon. A section of the recording is selected.
3. Drag the sliders to shorten the clip if you need to (at least 10 seconds).
4. Tap Download. It carries on in the background if you leave the page.
5. Find the clip under More (or Me), then Pictures and Videos.
6. If the app asks for a verification code, use the one you were given at handover. If you don't have it, call us.

Cameras showing offline

1. Check your internet is working on another device, and that the recorder and router have power. If they have and it's still offline, call us.
2. If you've changed your router or broadband recently, the recorder may need reconnecting. Call us.
3. If only one camera is offline, it may have lost power or been knocked. Call us.

Can't log in

1. Make sure you're using the account you were set up with. If you can't get in, call us and we'll help. Don't factory reset anything.

Not sure, or it hasn't worked? Call **01635 938998**
Mon–Fri 8:30am–5:30pm. Out of hours, call 01635 938998

User steps only. Use your own user code or key and never write it on this sheet. More help: fortline.co.uk/help.html