

Title:	Remote Access of a DVR/NVR with Free HikVision DDNS Service					
Date:	07/14/2014	07/14/2014 Version: 1.0 Pages 12				
Product:	DS-72xx-SH, 73xx-SH, 76xx-SE, 77xx-SP, 90xx-ST, 96xx-ST					
Action Required:	Information Only					

Networking a DVR/NVR requires 3 steps:

- 1. Assign an IP address, Default Gateway, Subnet Mask, and a DNS server (Please note: DNS, not DDNS) to the DVR/NVR
- 2. Forward the appropriate ports on the router (Port Forwarding).
- 3. Register **DDNS** (DDNS registration is required only if the public IP address is Dynamic).

STEP 1:

Assigning the IP address, Default gateway, Subnet Mask and a DNS Server: Go to "MENU", then "SYSTEM CONFIGURATION" then "NETWORK" (Figures 1, 2 and 3).



Figure 1

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Syste	em Configuratio	n	
	Time/Date Display More Se	ttings	
General >	Time/Date	k	
Sectorial .	Date Format	YYYY-MM-DD	
🕺 Network	System Date	2014-07-14 🛅	
	System Time	02:24:59 6	
	Time Zone		
Live View	Time Zone	(GMT) Greenwich Mean Ti	
	Enable DST	Customize	
L Exceptions	Enable NTP	•	
llser	Interval (min)	0	
<u> </u>	NTP Server		
🛃 Hot Spare	NTP Port	0	
PUS			
			Apply
			(

Figure 2

* Syste	em Configura	ation		- CO - P
Image: Seneral Image: Seneral Image: Seneral Image: Seneral Image: Seneral	General DDNS Email NIC Type Enable DHCP IPv4 Address IPv4 Subnet Mask	SNMP More Settings 10M/1000M/1000M St 192.168.0 192.168.0 .12 25.255.255.0 .0	IPv6 Address 1 IPv6 Address 2	
Live View	IPv4 Default Gateway MTU(Bytes) DNS Server	192.168.0 .12 1500	IPv6 Default Gateway MAC Address	
User Hot Spare POS	Preferred DNS Server Alternate DNS Server			
			Refr	esh Apply
				C

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After assigning an IP address and a gateway to the DVR/NVR, make sure that the **Preferred DNS Server** is a PUBLIC DNS SERVER. HikVision recommends using **8.8.8.8 (Figure 4)**.

Syste	em Configura	ation k		- 0
	General DDNS Email	SNMP More Settings		
General	NIC Type	10M/100M/1000M Se v		
Network >	Enable DHCP			
	IPv4 Address	192.168.0 .12	IPv6 Address 1	
Live View	IPv4 Default Gateway MTU(Bytes)	192 .168 .0 .1 1500	IPv6 Default Gateway MAC Address	
🔔 Exceptions	DNS Server			
2 User	Preferred DNS Server Alternate DNS Server	8.8.8.8		
Hot Spare				
POS				
			Refi	resh Apply
				C,

Figure 4

After assigning the IP information, click on the "MORE SETTINGS" tab (Figure 5).



Figure 5

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The "MORE SETTINGS" tab contains the ports that need to be forwarded for remote access

Syste	em Configuratio	n	
*	General DDNS Email SNM Alarm Host	More Settings	
General Q Network >	Alarm Host IP Alarm Host Port	0	
	Port	(aaaa	
Live View	Server Port HTTP Port	8000	
 Exceptions	Multicast IP RTSP Port	10554	
Liser	More Enable High-speed Download	d 🔲	
🛃 Hot Spare	Enable Telnet	•	
POS			
			Apply
			Ċ

Figure 6

The **SERVER PORT** is responsible for the **MOBILE APP** and **CLIENT SOFTWARE** log-in. The **HTTP PORT** is responsible for **WEB BROWSER** log-in. The **RTSP PORT** is responsible for **VIDEO/AUDIO STREAMING**.

Units with older firmware have the **RTSP PORT** set to **554**. A lot of cell phone carriers block incoming data through port **554**, which is why HikVision recommends changing that port to **10554** The **HTTP PORT** and the **SERVER PORT** can be changed if desired, in order to avoid conflicts with the **ISP** or the existing network configuration.

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STEP 2:

After assigning the IP information to the DVR/NVR, connect a computer to the same router that the DVR/NVR is connected to (wired connection is recommended, to avoid complications). Log into the **ROUTER**, and proceed with **PORT FORWARDING**.

For **PORT FORWARDING** assistance contact the Internet Service Provider **(ISP)**, or the router manufacturer. Also refer to <u>www.portforward.com</u> for port forwarding step by step instructions. Please be aware, that HikVision USA is not associated with <u>www.portforward.com</u>, and not responsible for any activity between the user and <u>www.portforward.com</u>. Please refrain from downloading any software from the abovementioned website.

Proceed to the "ROUTERS" section for step by step instructions.

STEP 3:

DDNS registration has been made more user friendly, and takes only a few seconds to complete. The legacy units require user registration on <u>www.hik-online.com</u>. This step is no longer needed.

Click on the DDNS tab (Figure 7).



Figure 7

In the **DDNS** tab:

- a. Enable DDNS
- b. Change the **DDNS TYPE** to **HiDDNS** (in some cases **HkDDNS**)
- c. Make sure that the SERVER ADDRESS is set to <u>www.hik-online.com</u>
- d. Create a **DEVICE DOMAIN NAME** (the domain name CANNOT contain spaces, special characters and/or upper case letters) (Figure 8)



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Syste	em Configuratio	on	
	General DDNS Email SNM	/IP More Settings	_
Seneral	Enable DDNS	2	
o conciu	DDNS Type	HIDDNS	
Network >	Server Address	www.hik-online.com	
Les HDD	User Name		
Live View	Password Confirm		
🔔 Exceptions			
🔔 User			
🔒 Hot Spare			
POS			
			Get URL Apply
			C,

Figure 8

After the changes have been made, presses **"APPLY".** A **"SUCCESS"** message will pop up **(Figure 9)**.



Figure 9



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If the Domain Name does not meet the acceptable criteria, and/or is already registered, an error message will appear.

Figures 10 and Figure 11 show the DDNS registration with the web GUI.

Click on DDNS, and

- a. Enable DDNS
- b. Change the **DDNS TYPE** to **HiDDNS** (in some cases **HkDDNS**)
- c. Make sure that the SERVER ADDRESS is set to www.hik-online.com
- d. Create a **DEVICE DOMAIN NAME** (the domain name CANNOT contain spaces, special characters and/or upper case letters) (Figure 10)

HIKVISION		DS-9016HFI-ST
Live View Play	back Log	Configuration
Configuration Local Configuration Remote Configuration Device Parameters Device Information Time Settings Advanced Menu Output Camera Settings Network Settings Remail NetHDD SNMP Port NAT HTTPS Advanced Serial Port Settings Trigger Settings Exception User Management HDD Management Maintenance Camera Management	DDNS Carlot Confirm Carlot C	HiDDNS www.hik-online.com techbulletin

Figure 10

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Please note, the **"USER NAME"**, **"PASSWORD"** and **"CONFIRM"** (password confirmation) are inactive. No Username/Password is required to complete the registration (Figure 11).

HIKVISION		DS-9016HFI-ST
Live View Play!	back Log	Configuration
Configuration Local Configuration Remote Configuration Device Parameters Device Information Time Settings Advanced Menu Output Camera Settings Camera Settings Cameral DDNS Email NetHDD SNMP Port NAT NAT HTTPS Advanced Serial Port Settings Exception User Management HDD Management Maintenance Camera Management	DDNS C Enable DDNS DDNS Type Server Address Domain User Name Password Confirm Save	HiDDNS www.hik-online.com techbulletin

Figure 11

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After the DVR/NVR has been successfully configured for remote access, it is time to set up the DVR/NVR onto an **iPhone/Android** mobile device:

- 1. From the **APP STORE/PLAY STORE** (respectively iPhone and Android) download the **iVMS-4500** app.
- 2. Launch the app.

When the app is launched, a tutorial screen comes on, which can be skipped (Figure 12).



Figure 12

Figures 13-23 show step by step instructions on how to add a device to the iVMS-4500 app.

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Action Required:	Information Only					
SELECT THE MOD ●●●●○● Verizon 〒 21 4 1 0 8 ← Registe Mode	E ENTER DE	NS INFO	COMPLETE •••○○ Verizon 중 ← New	DEVICE INF 2 14 7 • 809 7 Device	RO R	Please Note: Alias is just a friendly name for the address book (i.e. Home/Office)
HiDDNS IP/Domain IP Server	Alias Tec Register Mode HiDDN Server Address www.t	cal Bulletin 💿 IS > iik-online.com 💿	Alias Tec Register Mode Hit Server Address ww	Chnical Bulletin		Password are the DVR's/NVR's username and password
	Device Domain Device User Name admin Password ••••• Carnera No. 1	Domain	Device Domain tect	hbulletin 🛞 🕌		Please note: The "CAMERA NUMBER" is set to <u>1</u> . After saving the changes, the number will resemble the correct amount of cameras
Figure 19	Figur	e 20	Figu	re 21		
SAVE BUTTON	80% =) •••ංං Verizon 중 21:14	√ ø § 80% ■ vice ि				
Alias Technical Bulletin Register Mode HiDDNS	Alias Technic Register Mode HiDDN	al Bulletin ⊗	Plea The "C	se note: CAMERA		
Server Address www.hik-online.com Device Domain techbulletin User Name admin Descured	Server Address www.hi Device Domain techbu User Name admin	k-online.com	NUME change correct camera	BER" has d to the number of s ted to the		
Camera No. 1	Camera No. 2	View	DVR/N	IVR		
Figure 22	Figur	e 23	"STAR VIEW" will be camera	T LIVE button gin live stream		

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Figure 13: The initial screen after skipping the tutorial

- Figure 14: Press the "MENU" button
- Figure 15: Press the "DEVICES" button

Figure 16: Press the "ADD" button

Figure 17: Default "NEW DEVICE" window

Figure 18: Modify the REGISTER MODE

Figure 19: Change the REGISTER MODE from "IP/DOMAIN" to "HiDDNS"

Figure 20: Enter the DVR's/NVR's Domain Name

Figure 21: Complete entering the information by entering the Username and the Password

Figure 22: Press the "SAVE" button

Figure 23: Press the "START LIVE VIEW BUTTON"

Please Note: "Alias" should be a friendly name to make it easy to identify the DVR/NVR in the address book.