Connecting Hikvision Cameras

<u>**Section 1: Automatically Discover ONVIF Camera**</u>

Following instructions should be followed after setting up your Monitoreal device account, using the provided quick start guide (via Monitoreal website or included with product).

**Step 1: Activate and update IP address for your camera**
- If not already available on your desktop, install the SADP tool which either comes with the camera or can be downloaded off of the - Hikvision website (https://www.hikvision.com/en/support/tools/desktop-tools/)
  - **Note:** if using a MAC, give permission for the tool to install by right clicking on the downloaded item, and choosing "open" to prompt the install screen

- If the camera is not already active, activate it using the SADP tool
  - Check the box next to the camera - then choose a <u>camera password</u>, and click "activate"

- If the camera is already active, but you cannot login because you have forgotten your camera's password, there are two ways in which the camera password can be reset:
  - Use the Hikvision SADP to export the XML file for the camera and email that to your country's specific "support@hikvision.com" contact address and they will reply with an XML file to be imported into the SADP tool to allow the password to be reset. Link to youtube video:
    - https://youtu.be/IJz7ys-C5ws
  - Disconnect the power from the camera, open the camera (may require a special 6 star tool), locate the Reset Button, press it and power the camera on while continuing to hold it down for between 15 and 30 seconds. Link:
    - https://securitycamcenter.com/reset-hikvision-ip-camera-to-factory-defaults/

- Ensure all devices have the same IP subnet (example: 192.168.1.xx), in order to become 'discoverable' by Monitoreal device
  - In the SADP screen, update your IP address on the right hand side and match the format to your Monitoreal device (choose varying digits after the last "-" to differentiate IP addresses between all devices); re-enter your <u>camera password</u> and your changes are saved

**Step 2: Activate Onvif, choose correct resolution and video encoding**
- Using your browser, type in your new IP address
- You are prompted to type in your username (which is **admin**, unless you have changed it). Then, type in your <u>camera password,</u> which you created in the SADP tool.

- To enable Onvif:
  - Click the "configuration" tab on the top right menu
  - Click "Network" on the left hand side menu, and choose "advanced settings"
  - Choose "integration protocol" tab and make sure 'enable ONVIF' is checked and Hit "Save"
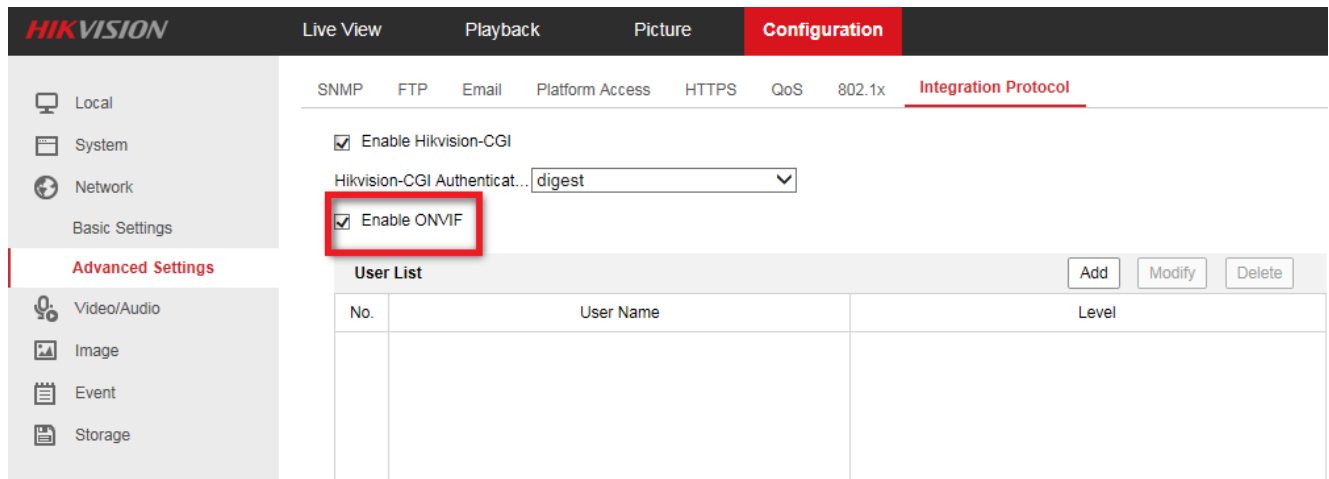
  - IMPORTANT: Under 'user list' you must add a user with the same credentials as your camera and set it as 'administrator'. Hit Save.
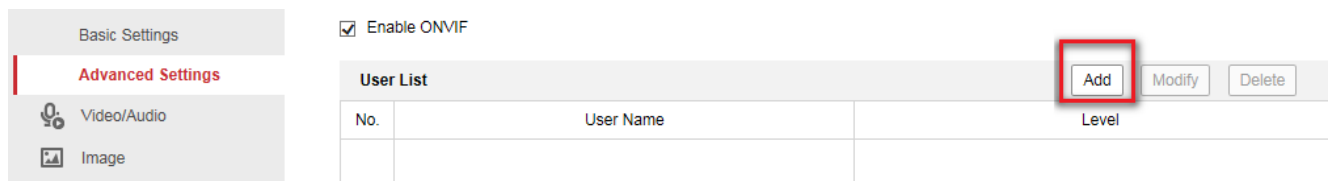
- To enable 1080P resolution and correct video encoding:
  - While still in the "configuration" tab, choose "video/audio" on the left hand side menu
    - Set "resolution" is at 1080P (Higher resolution will not be supported)
    - Set "video encoding" to H.264 and not H.265
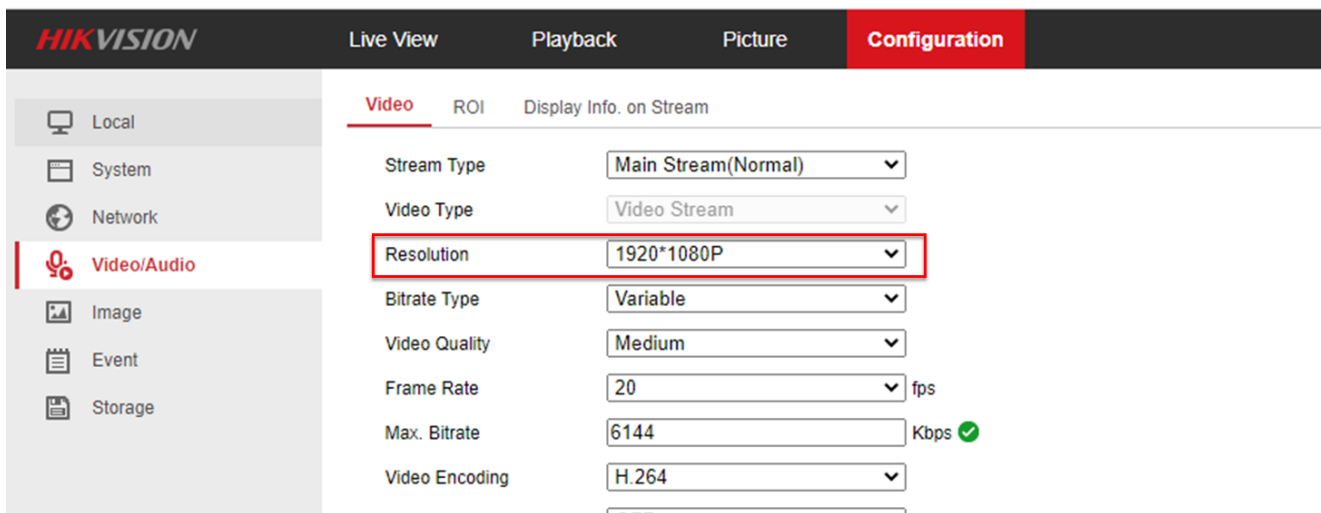
Section 2: Set Up Your Camera Manually

If you have issues discovering the camera, after following the steps above, you can use the following steps to manually add your camera:

Step 1: Make sure you have the latest update
- If you have the latest update and still unable to search your camera, go to step 2.

Step 2: In the Monitoreal Home Screen, click on "+add camera manually"
- You will be asked to provide the following information:
    - Camera name (this can be any name you choose)
    - Stream URL (RTSP) - for Hikvision camera, use the following format and fill in your unique IP address:
      rtsp://(IP address):554/ISAPI/Streaming/Channels/101
    - Login and password (this is your camera username and camera password)
        - Click "save" and your are ready to view your camera and enjoy the Monitoreal device features and benefits!

Additional Tip for MAC users:
- If you are having trouble viewing "change settings" or "edit track zones" on the bottom of your camera page, adjust the zoom setting on your screen to lower %, allowing you to see a full view of the page.