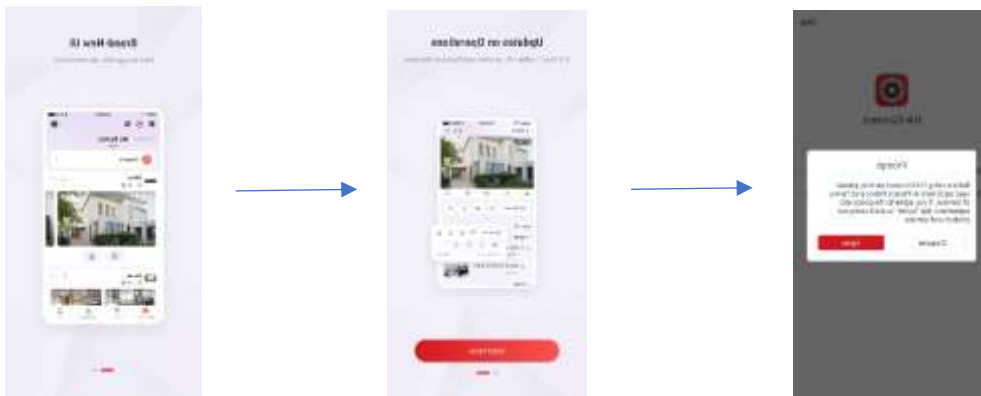
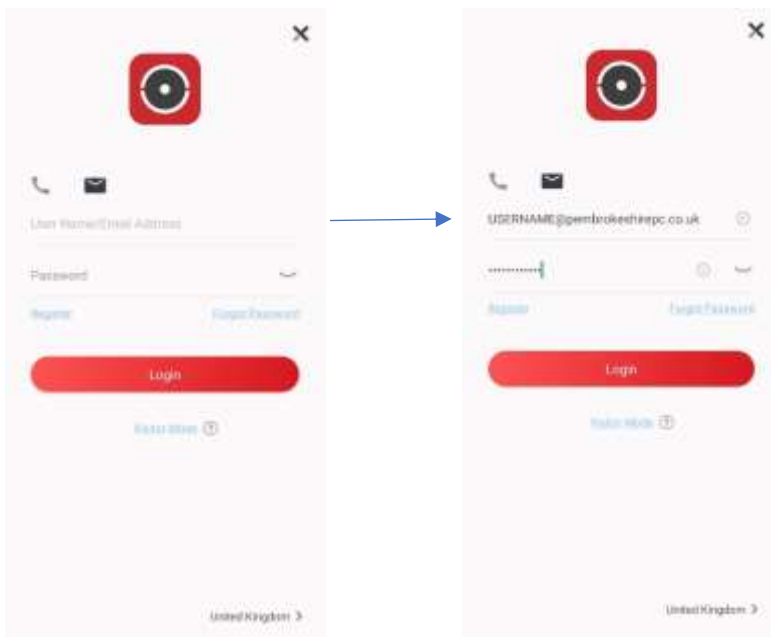


**ACCESSING CCTV VIA MOBILE APP**

1. Download and install the Hik-Connect App from the App Store or Play Store. Search for “**Hik Connect**”.
2. Once installed, open the app, swipe past the introduction screen and click “**Start Now**” (red button). Agree to the privacy policy and terms of service:



3. Select region > “**United Kingdom**” > **OK**
4. Click “**OK**” for the “**Notifications**” pop-up
5. Click “**Login/Register**”
6. **Select the envelope** on the login screen to sign in with an email address (not phone number), **see below**:



7. Enter the **username and password** as provided to you in your invoice.

8. **Click login.** On successful login you may be prompted to activate additional security. Click **“Close”** to close the message or **“Settings”** to set up additional security. It’s up to you if you wish to use fingerprint login or face recognition (or no additional security) to access the app.
  
9. You’ll be presented with a screen displaying all of your devices in one place. For CCTV users the device will display with a **small black box** in the top corner. **Click the black box** to display all of your CCTV cameras.
  
10. You may be prompted to activate **“push notifications”**. If push notifications are not working then follow the instructions to enable them on your device, otherwise click **“never show again”**.

You now have access to your CCTV cameras via the app.

**Please remember to keep your username and password confidential and only share the access information with trusted persons.**

On first use please familiarise yourself with the live viewing of each camera, playback (button under the live image) and searching through playback footage using the blue scroll bar at the bottom.

You cannot change settings on the main CCTV system via the app so familiarising yourself with the app and settings will not change the system.

If you have any questions, please do not hesitate to contact us via [support@pembrokeshirepc.co.uk](mailto:support@pembrokeshirepc.co.uk).