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24/7 Product Support

FAQs

How-to Videos

Manuals

www.kittyhok.com

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FCC RADIATION NORM

FCC

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Compliance Statement

These limits are designed to provide reasonable protection against frequency interference in residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed or used in accordance with the instructions, may cause harmful interference to radio communication. However, there is no guarantee that interference will not occur in television reception, which can be determined by turning the equipment off and on. The user is encouraged to try and correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

CAUTION!

The Federal Communications Commission warns the user that changes or modifications to the unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment should be installed and operated with a minimum distance of 8 inches between the radiator and your body.

Home & Business SECURITY SYSTEM

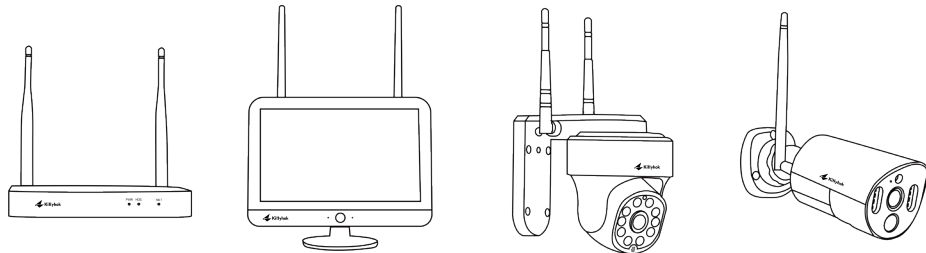
QUICK SETUP GUIDE

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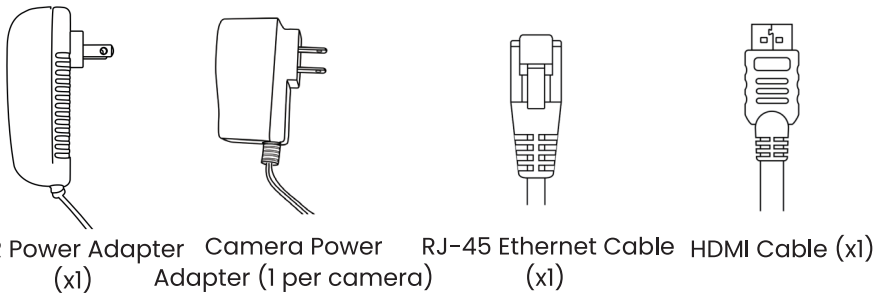
1. What's in the Box

DISCLAIMER: The exact components of your system, images and quantities may vary depending on your model number. While these may vary, this QSG will address the setup and initial configuration of your NVR and



Mini NVR or Monitor Built-in NVR (x1)

Dome or Bullet Camera(s)

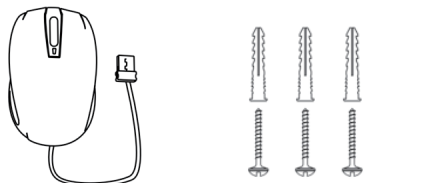


NVR Power Adapter (x1)

Camera Power Adapter (1 per camera)

RJ-45 Ethernet Cable (x1)

HDMI Cable (x1)

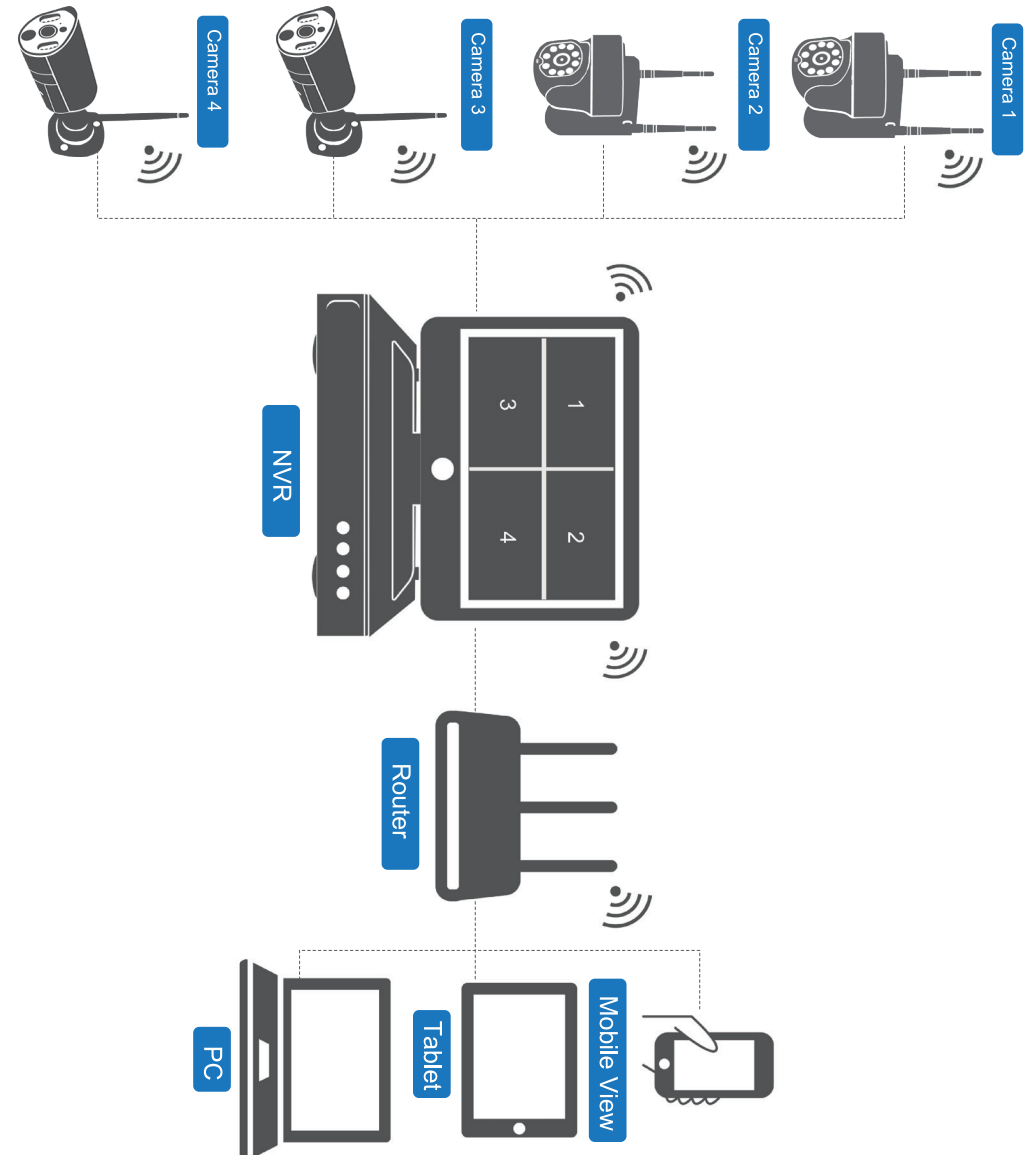


USB Mouse (x1)

Mounting Hardware

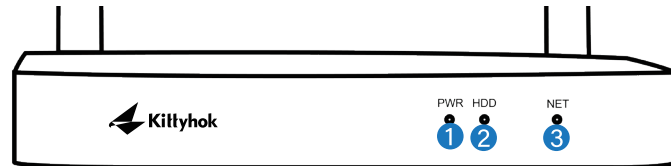
NOTE: For best results, use the included kittyhok accessories. Third party accessories may not work properly.

2. Working Diagram

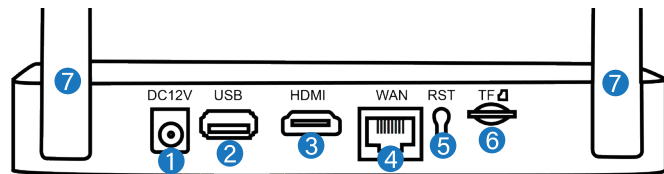


3. Product Overview

3.1 The NVR



- ① **Power indicator** – Indicates whether the NVR is powered on.
- ② **HDD indicator** – Indicates whether the hard drive is running.
- ③ **Network indicator** – Indicates the network status.

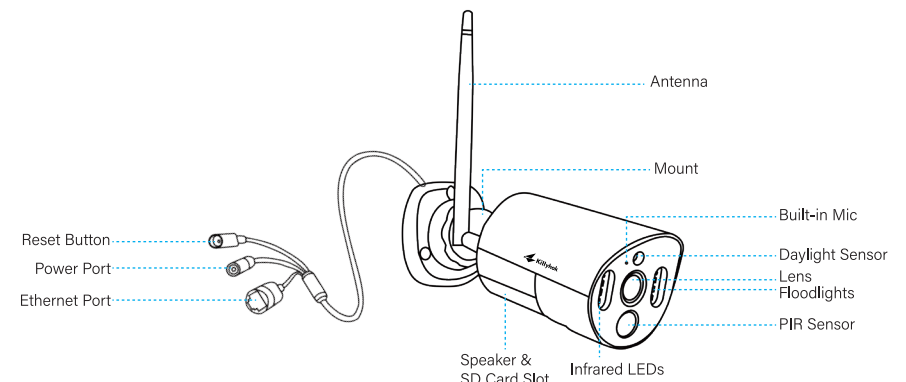
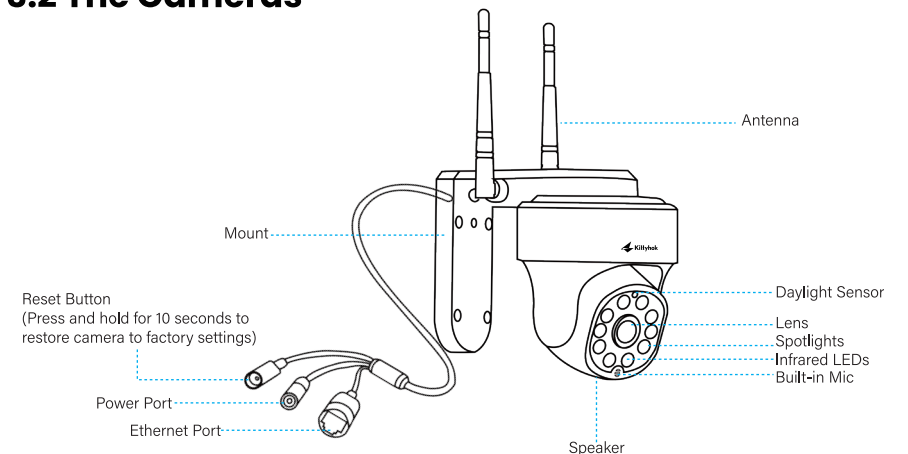


NOTE: The maximum number of cameras you can connect to your NVR will be determined by the number of channels.

- ① **Power Input** – Used to connect the included 12V DC power supply.
- ② **USB Port** – Allow for the connection of a USB mouse or a USB flash drive. Connect the included USB mouse to assist in navigating the NVR's menu interface. Connect a USB flash drive to download video files from the NVR for long term storage or sharing.
- ③ **HDMI Output** – Allows for a video connection. If the TV/- Monitor has an HDMI input, connect the HDMI cable from the HDMI output port on the NVR to the HDMI input port on your TV/Monitor.

- ④ **RJ-45 (Ethernet) Port** – Used to connect the NVR to your modem/router for remote viewing. You can also connect your NVR to the Internet via Wi-Fi.
- ⑤ **Reset** – Used to hard reset your NVR to manufacturer settings.
- ⑥ **Micro SD Card Slot** – Allows for video storage. You can also add a 2.5" HDD to the NVR for mass storage.
- ⑦ **NVR Antennas** – For Wi-Fi connection with all cameras.

3.2 The Cameras



NOTE:

- Different types of cameras are included in this section. Please check out the camera included in the package and check out the details from the corresponding introduction above.
- The actual appearance and components may vary with different model of product.

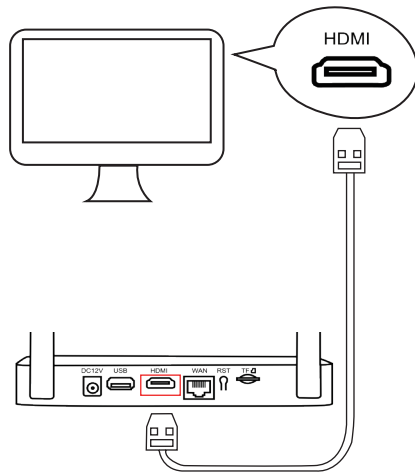
4. Connecting Your System



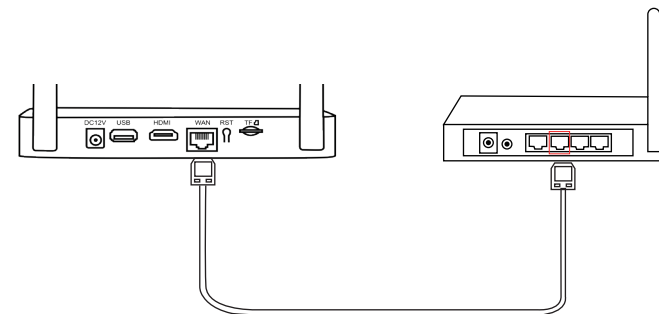
Connect all cameras locally before final placement to ensure that all components function properly.

1. Connect the NVR to a PC monitor or TV with included HDMI cable.

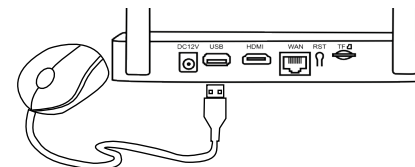
NOTE: Monitor is required for initial setup. After completing the initial setup, your NVR does not need to be connected to a TV or monitor to view or capture recordings.



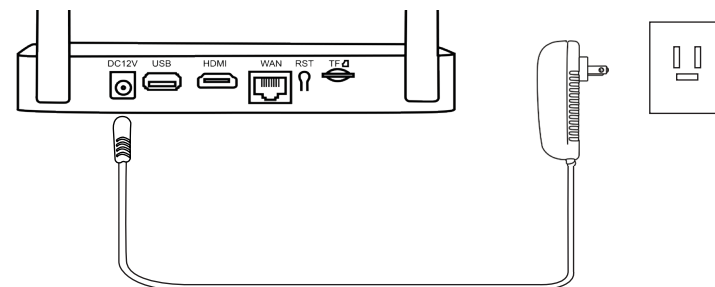
2. Connect the NVR LAN port to your router with included Ethernet cable. (Skip this step if you plan to connect the NVR to Internet via Wi-Fi)



3. Plug the USB mouse into the USB port on the NVR.

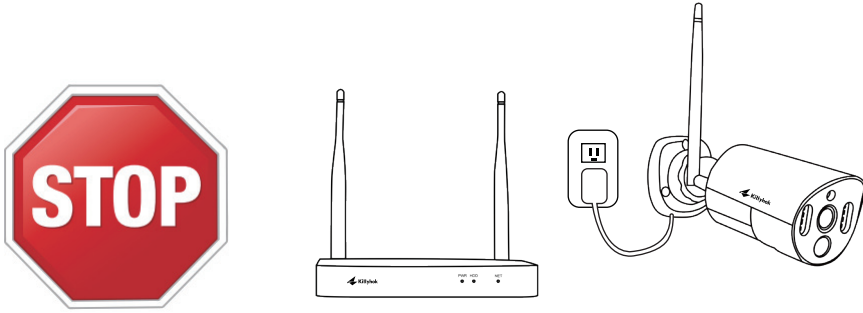


4. Connect the NVR to power with included bigger power



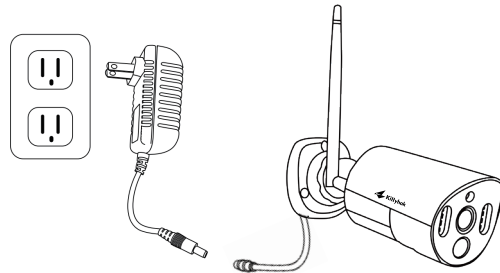
NOTE: Use the bigger 12V 2A power adapter with NVR so it has enough power.

5. To verify whether cameras are working, please ensure they appear on your TV/ monitor before mounting them.



NOTE: Make sure NVR is in intended location before testing cameras.

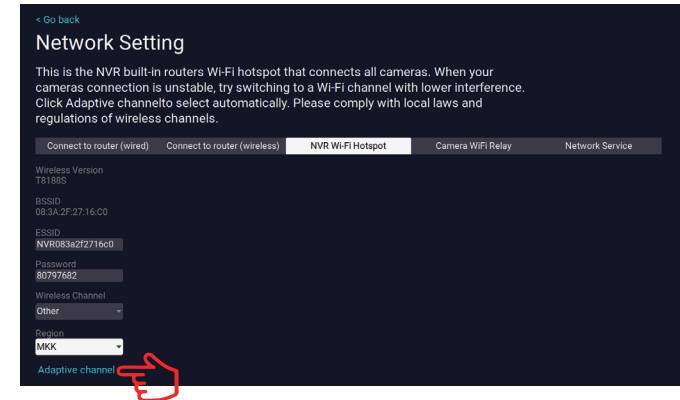
6. Plug the cameras into wall outlets with included smaller power adapters.



NOTE: you should see each camera appear on your TV/ monitor. You may now proceed to install cameras in the desired locations.

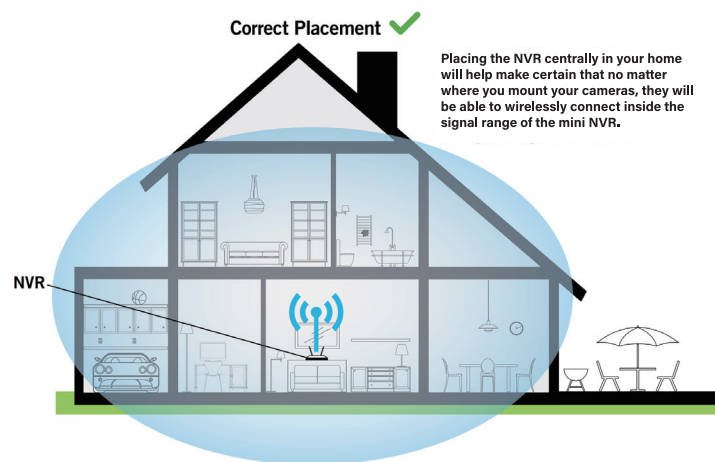
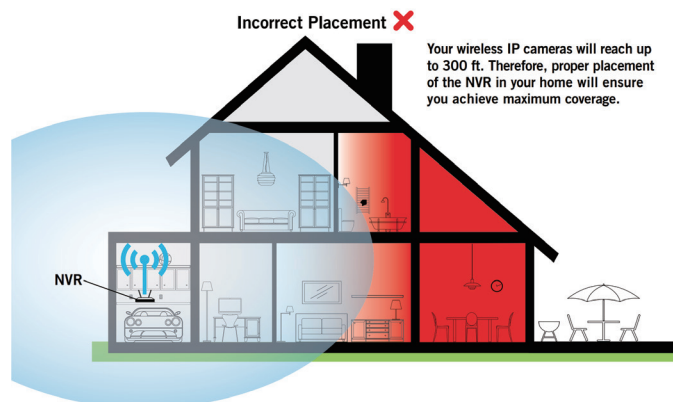
7. Bring cameras to desired mounting locations, power on them and go back to NVR screen, wait for 5 minutes to see if they can stream fluently. If a camera does not stream well, adjust it to a location with less obstacles in-line-of-sight from the NVR. If they stream fluently, go ahead to mount the cameras.

NOTE: select a least interfered Wi-Fi channel so your NVR performs its best Wi-Fi capability. In NVR's menu – System setting – Network – NVR Wi-Fi hotspot, click "Adaptive Channel"

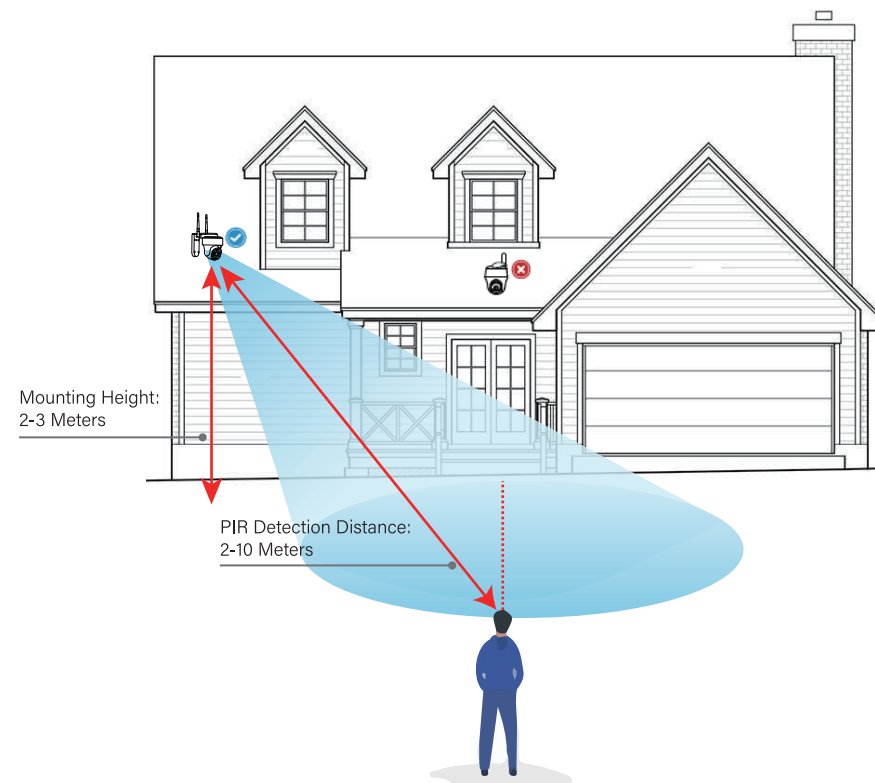


5.Positioning Your NVR and Cameras

- Camera distance from NVR can reach up to 300 ft. wirelessly. Therefore, proper placement of the wireless NVR in your home will help ensure you achieve maximum coverage.
- Do NOT place near high voltage wires or other sources of electrical interference. Electrical interference will degrade the quality of the signal.



- Install the camera 2-3 meters (7-10 ft) above the ground. This height maximizes the detection range of the motion sensor.
- For dome cameras, they **MUST** be installed upside down for better waterproof performance and better motion sensor's efficiency.
- For better motion detection performance, please install the camera angularly.

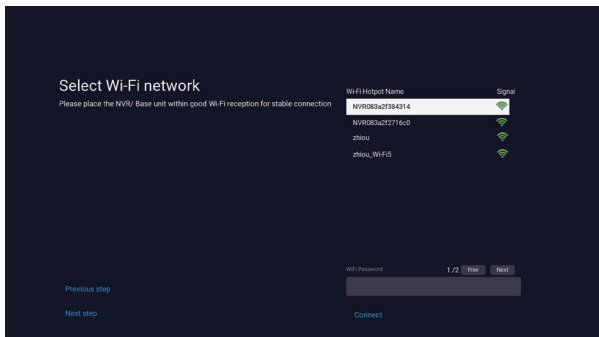
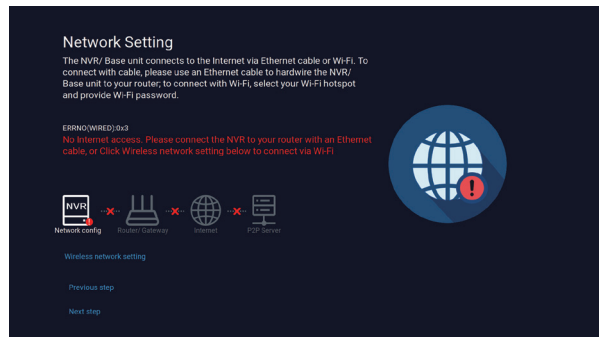


6. Booting Up for the First Time

• **Startup Wizard**

1. When you power on the NVR you will be prompted the Startup Wizard. Please follow the on-screen steps to complete the Startup Wizard.

2. The Network Setting screen of the Startup Wizard displays instructions on how to connect your NVR to the Internet. You can either hardwire the NVR to your router for Internet access, or connect the NVR to your Wi-Fi (Wireless network setting)

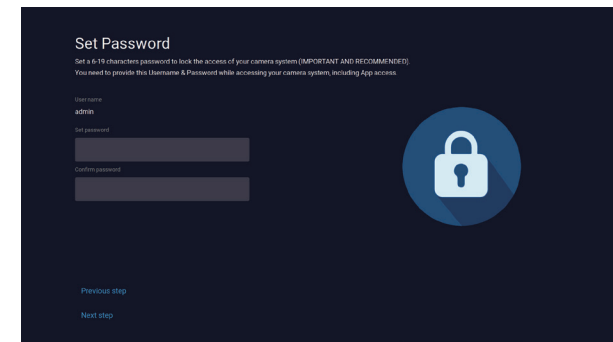


3. The Set Password screen of the Startup Wizard requires you to create an admin password for your NVR.

• Admin Account Creation

By default, the username will be **admin**. It must remain **admin** upon your initial account configuration. However, you may add additional users at a later time.

NOTE: Password can be any alphanumeric combination between 6 and 20 characters.

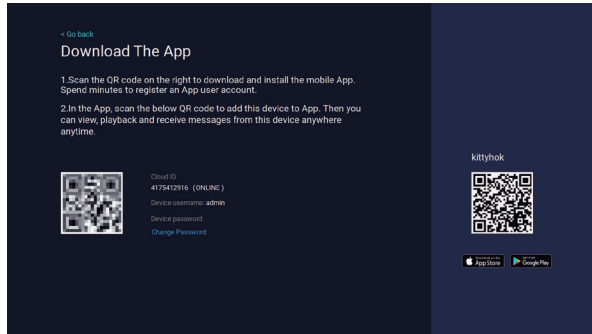


• Remember Your Password

Kittyhok strongly recommends writing down your password within the Quick Setup Guide. You will need it every time you log into your mini NVR and to remotely view on Smart Device.

Write your password here:

4. This is the last screen you will see when you have successfully completed the Startup Wizard. Scan the QR code to install kittyhok App.



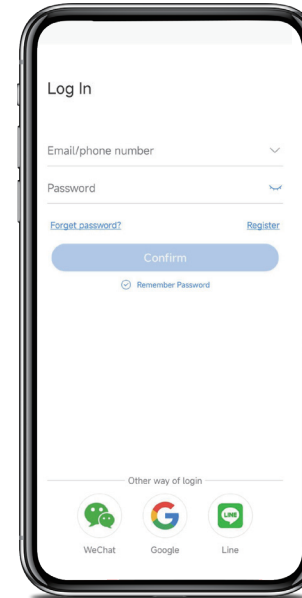
NOTE: For additional configuration of your NVR, please refer to the complete user manual located on our support page at www.kittyhok.com.

7. Using the Kittyhok Mobile App

• Download and Install Application

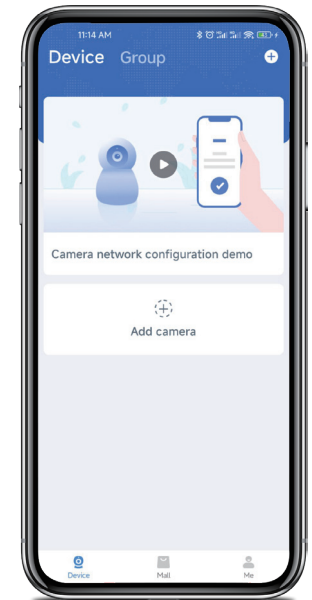
1. Download the kittyhok app from the App Store or Google Play Store and install the application on your device.

NOTE: Setup is the same for Smartphone and Tablet.



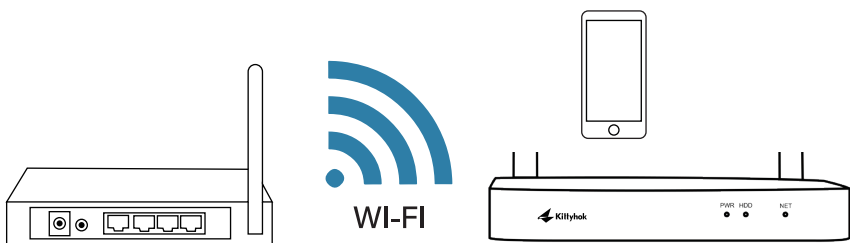
2. Create an account using an email address or phone number for the username and a password between 6–20 characters.

3. After completing the account setup, sign into the app and tap the “+” symbol to add a device. The kittyhok App will lead you through the rest of the setup process.



• Connecting and Adding your Device

A device can be added to the Kittyhok App by using the App's **Scan Local Network** or through a **QR Code Setup**. With Scan Local Network function, your NVR will automatically be detected by the kittyhok App, making it easy. To use this preferred method, ensure your smartphone and NVR are both in the same network.

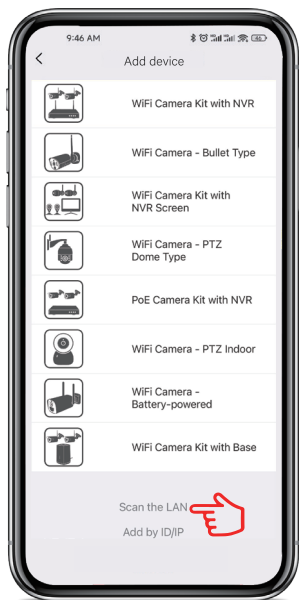
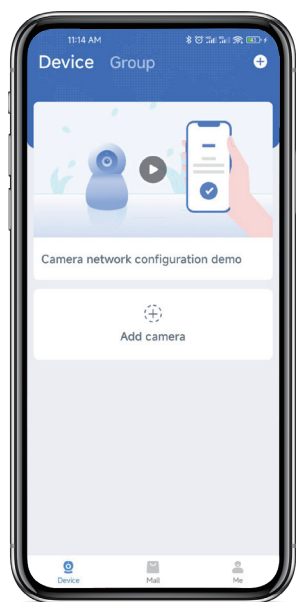


● Add a Device

4. To begin adding a new device, first click the plus + sign and Add within the Device menu.

4A. Scan Local Network

If your NVR and smartphone are in the same network, tap Scan Local Network on the bottom, the App will find the NVR in the LAN, you can add it to App with a single



If this method is not available, please use the QR Code Setup from step 4B below.

4B. QR Code Setup

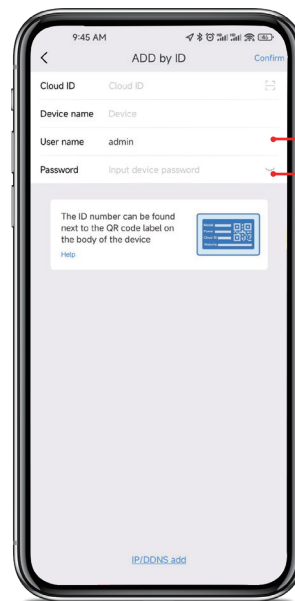
To use the QR Code Setup, click the plus + sign and **Scan**, then hover your smartphone camera lens over the QR code labeled on the NVR.



5. On the Add Device screen, enter the NVR login password.

The NVR username is **admin** by default. If you are not the **admin**, login with your username credentials. (the password set in step 6.3)

NOTE: the NVR login and kittyhok App login are different.

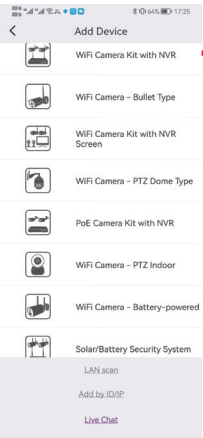


admin is case sensitive (all lowercase).

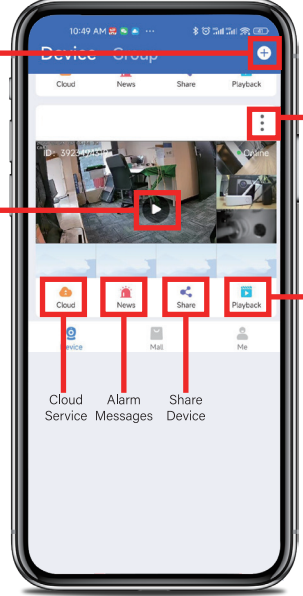
The password will be the same password you created during the Startup Wizard and should be stored in your QSG.

NOTE: This is the password of your NVR, NOT the password used to login to the kittyhok App. You must key the NVR password verbatim to add it to the app.

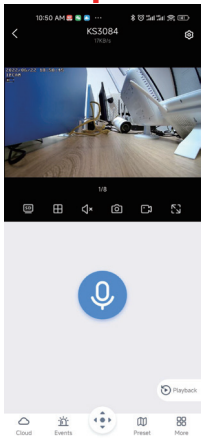
8. Using Kittyhok CMS on PC and Mac



Add Device
Add devices to your app and access your footage.



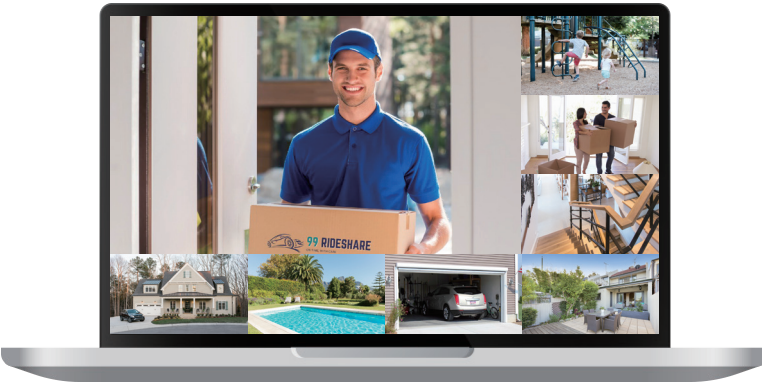
Device Setting
Edit or delete your device, turn on/off the app notifications.



Live View
Displays real-time footage of your system.



Playback
Playback recorded videos from your app.





Live View
Viewing live video, controlling PTZ functionality and setting image parameters.

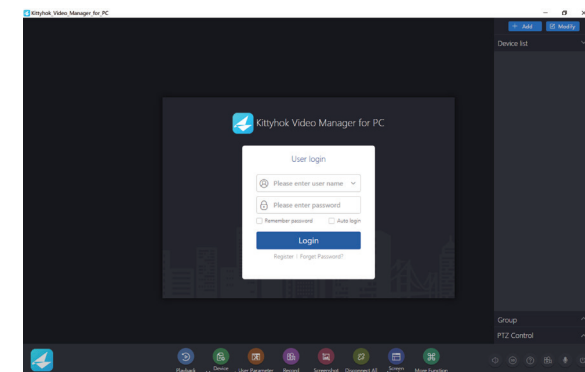


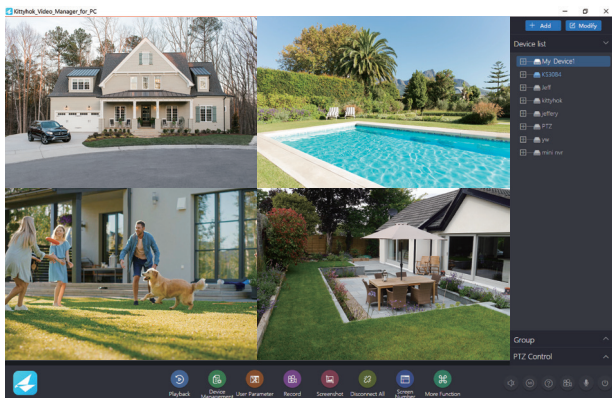
Playback
View system recordings and images and save them directly to your PC or Mac®.



Device Manager
Add and configure available NVRs and cameras on your network.

1. Download and install. Visit www.kittyhok.com, in App/ CMS area, download and install the PC or Mac Apps.
2. Login with your phone App user account, your system will be automatically synced to the CMS.



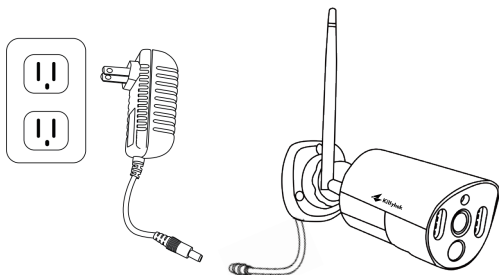


NOTE: You can also add your system to the CMS Client with Cloud ID

9. Pairing an Add-on Wireless Camera

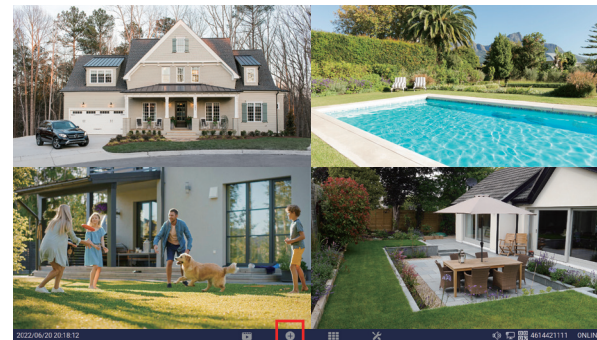
By default, each camera within your NVR kit comes pre-paired to the NVR. Additionally, your NVR has its own built-in Wi-Fi for secure, uninterrupted video transmission and recording. Pairing allows for the wireless transmission coming from the camera to be detected by the NVR. If you want to add more cameras to your system, the add-on cameras will similarly need to be paired to the NVR.

1. Power on the add-on camera using the camera power

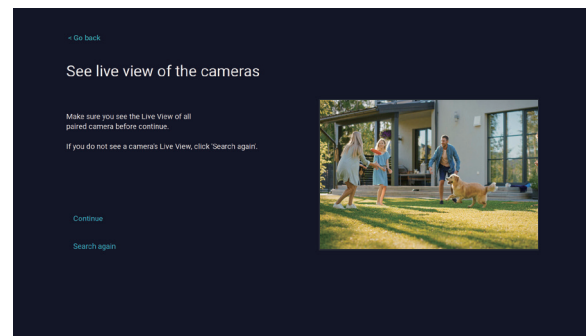


NOTE: This should be done locally at the NVR to avoid interference.

2. With the NVR connected to a TV/Monitor, click + icon at the bottom and follow the on screen guide to pair your camera to the NVR.

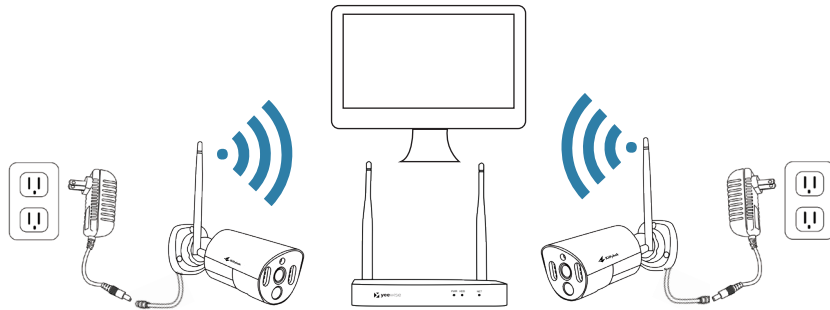


3. Once paired successful, the new camera will appear in a vacant video field.



NOTE: You cannot exceed the number of NVR channels you have. If you have an 8 channel system, the maximum number of cameras you can have paired is 8.

4. Your add-on camera has now been paired to the NVR using the NVR's built in Wi-Fi.



NOTE: Pairing a replacement camera is similar as pairing a new add-on camera. The only difference is you need to delete the old camera from NVR first, and then start pairing the replacement camera to NVR.

10. Frequently Asked Questions

1. Does my NVR have to be connected to the Internet to work?

No, your NVR does not have to be connected to the Internet to work. You can view live feed and recordings by connecting it to a TV/Monitor via HDMI or VGA.

2. Will I be able to view my system while away from home?

In order to view your wireless system remotely, your NVR will need to be connected to a modem/router either with the included Ethernet cable or via WiFi. You can view your system using the free kittyhok App on your smart device or CMS client on a PC/Mac®.

3. How do the cameras transmit video to the NVR?

Our NVRs have built-in Wi-Fi for communicating with the cameras. Each camera comes paired to the NVR by default, so your initial setup should be hassle free.

4. Why my camera's PTZ control is not responding in real-time? (reaches to left & right ends)

That normally means your camera is not having strong WiFi signal. Watch the camera while controlling from App, you will see it moves immediately on your control, but the live video is not feeding in real-time due to poor WiFi signal. Please mount the camera closer/ with less walls to your WiFi router/ NVR so it has at least 3-bar of WiFi to work smoothly, or simply use an Ethernet cable to hard wire the camera.

5. Does my NVR have to be connected to a TV or monitor?

For initial setup, you will need to connect your NVR to a TV or monitor. After completing the initial setup, your NVR does not need to be connected to a TV or monitor to view or capture recordings.

6. Why is the kittyhok App not accepting my password?

The kittyhok apps will require two passwords to configure: one password will be used to login to the app itself and the second will be the admin password of your NVR. In order to add a device to the app, you will need to enter the NVR's admin password.

7. Why can't I connect using the kittyhok App or CMS Software?

If you are having trouble connecting using our mobile app or client software, A) your kittyhok system may not be connected to a router, B) the latest firmware or client software may not be installed on your computer or mobile device or, C) the password may have been entered incorrectly or, D) You may need to restart your NVR and try again.