

## IVMS Setup – PC

1. Download the installer Click the link below:

<https://us.hikvision.com/en/products/software/ivms-4200-series/free-client-softwarehikvision-devices-ivms-4200-windows>

On the right hand side, you'll see "SOFTWARE" and directly beneath that header is a link to the most current version of IVMS-4200 (3.5.0.8 at the time of this writing). Click this link to download the software installer!

2. Open the installer

The download will pull the .exe installation file from the internet down to your PC. This file still needs to be opened/ran for the software to install!

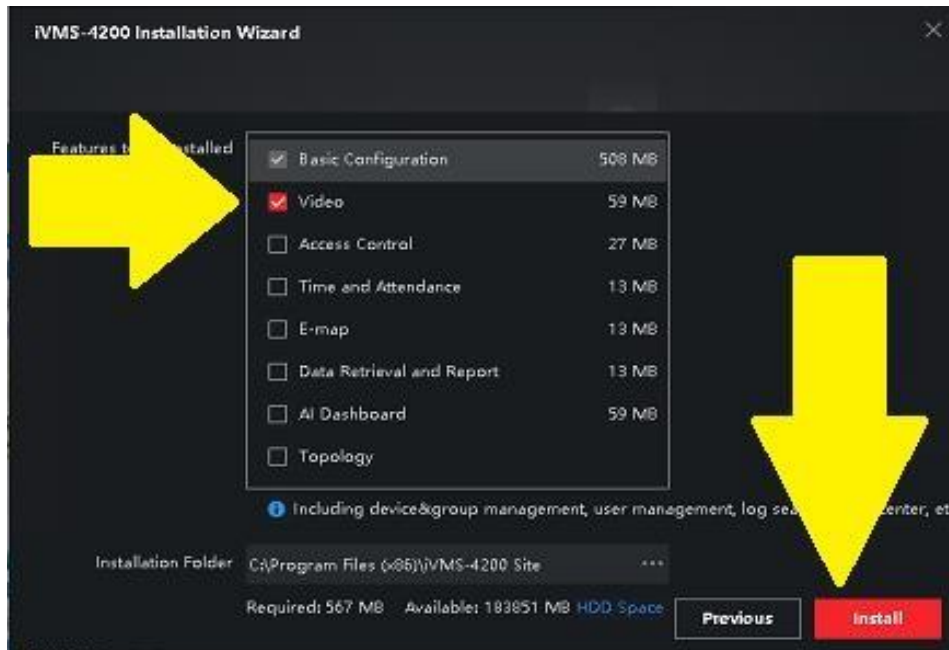
You can locate the file in your downloads with Windows File Explorer and open it that way, or you can just open it directly from the downloads tab of your browser. In most modern browsers, the download tab can be opened pressing CTRL + J. If you get the question "Do you want to allow this app to make changes to your device?", click yes.

3. Install the software

Check the box to agree to the user terms and click next.

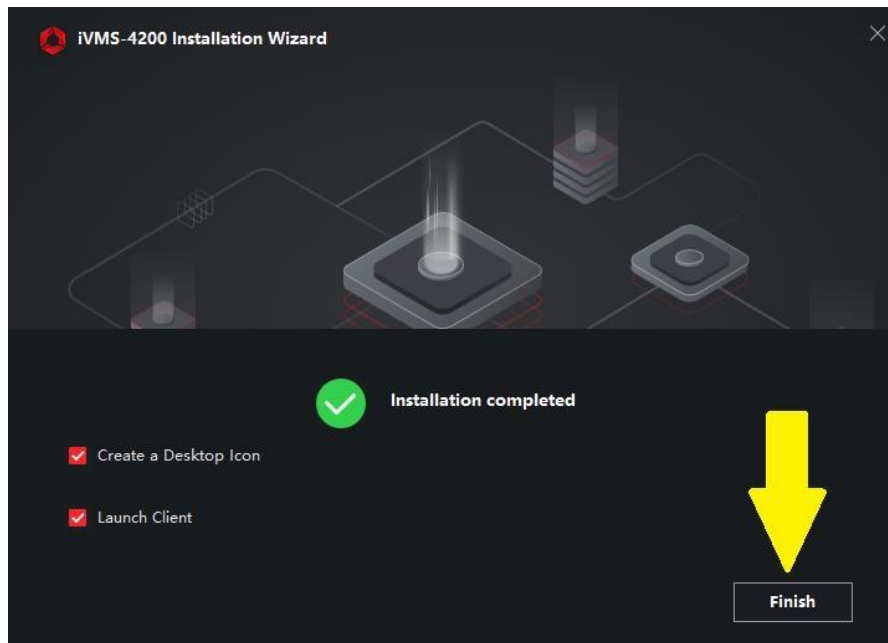


De-select every option besides “Basic Configuration” and “Video”, then click the Install button to begin the process!

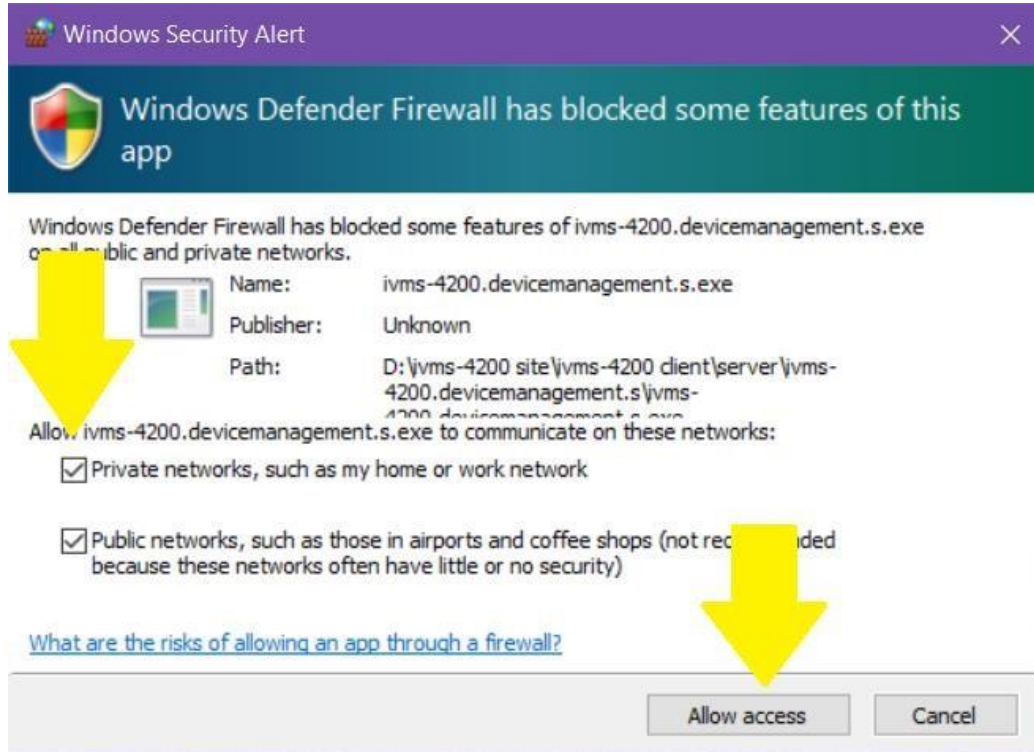


4. Open the software

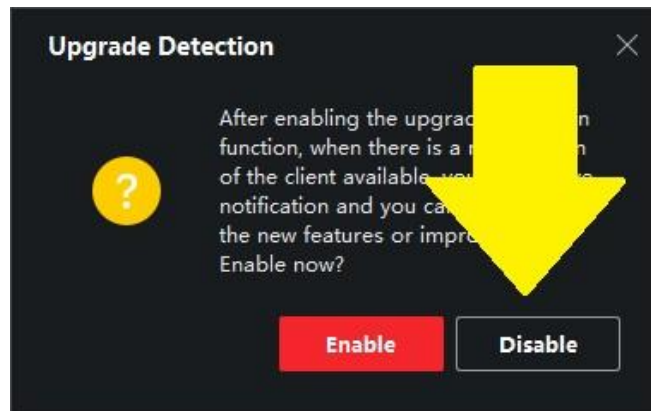
When the installation process is complete, click the Finish button.



Make sure to allow IVMS through the Windows Firewall if prompted:



And click "Disable" when this question pops up.



5. Create a super user

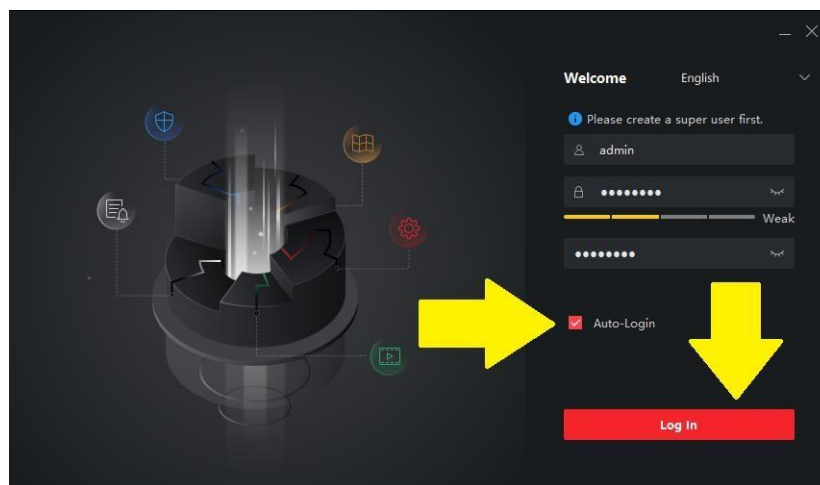
Next, you'll be prompted to create a "Super User"- the super user is a local user that exists only on this PC that you are installing the software on. Crime Alert cannot look up or reset these credentials, and if they are lost you'll need to uninstall/reinstall the software so you can create the super user a second time from scratch.

You can create your own super user credentials if you'd like, or you can use the Crime Alert convention:

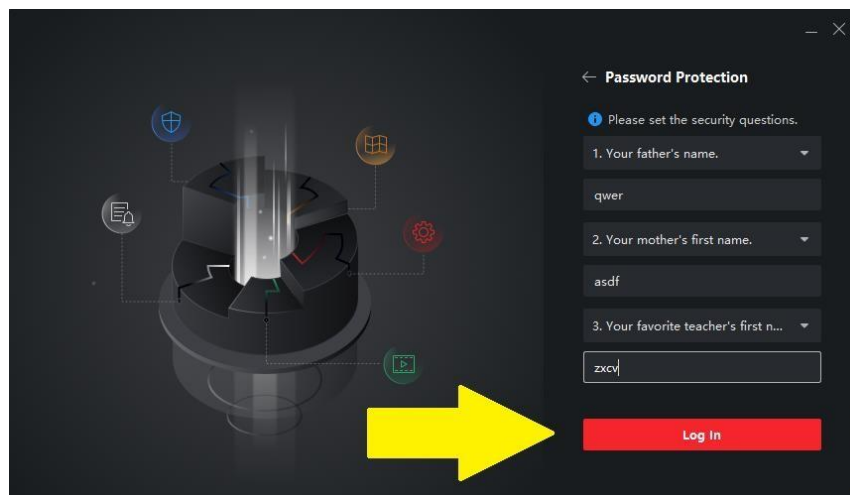
Username: admin

Password: user8068

Make sure to check the box for auto-login to make sure you won't be asked for these credentials every time the software is opened!

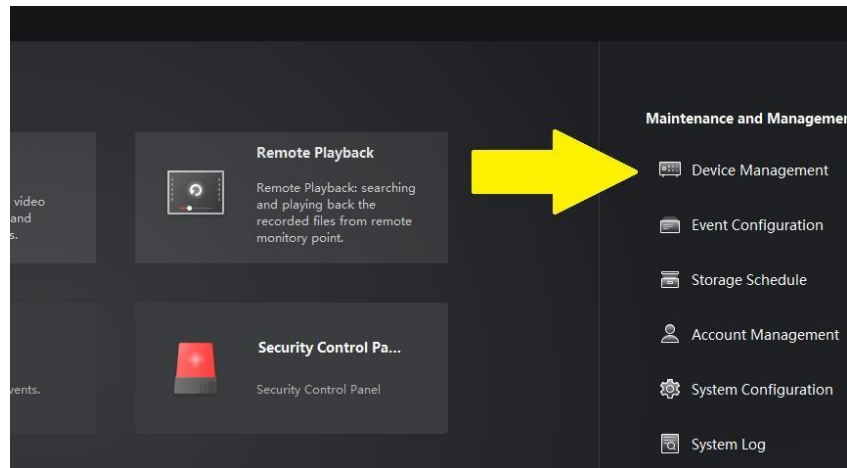


Click inside of each drop-down to populate the questions, fill some nonsense in each field, and click the Log In button to get through the security question portion- they don't need to be answered and as previously mentioned lost super user credentials can be solved by a simple uninstall/reinstall.



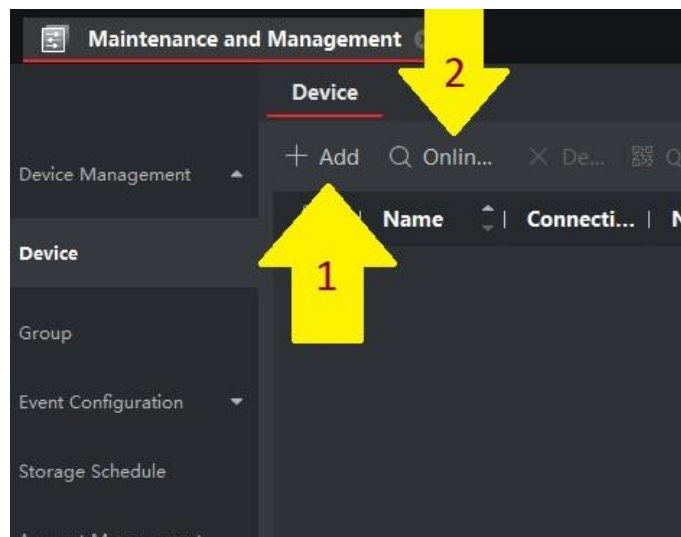
6. Get to Device Management

Upon first open, IVMS will land you on the control panel. Click “Device Management” on the right hand side.



#### 7. Add your device

Click the “Add” button for remote devices (1) or “Online Devices” for any recorders that are in your same local network (2).



The first field says “Name” – this is just a label/alias. Crime Alert would usually use the name of your business or your surname in this field.

Next, enter the address. If remote, use the DDNS address provided by Crime Alert (e.g. hik-test-device.dvrDNS.org). If the recorder is in the same network as the PC you’re on, you can instead use the device’s local IP address, which should auto-populate if you’ve gone through the Online Devices function.

Your port, username, and password will all be provided by Crime Alert. Don’t mess with the check boxes, but hit the “Add” button to save your work and try to connect to your device.

**Add**

Adding Mode:  IP/Domain  IP Segment  Hik-Connect  
 ISUP  HiDDNS  Batch Import

Add Offline Device

\* Name Test Device

\* Address hik-test-device.dvrDNS.org

Transmission Encryption...

\* Port 9000

\* User Name operator

\* Password ●●●●●●

Synchronize Time

Import to Group

Set the device name in the group name and add all channels connected to this device to the group.

**Add and New** **Add** Cancel

8. Check the status of your device

Back on the Device Management page, you'll now see your device in the device list. The green check mark next to "Online" and the populated Serial No. are good signs that you've connected successfully!

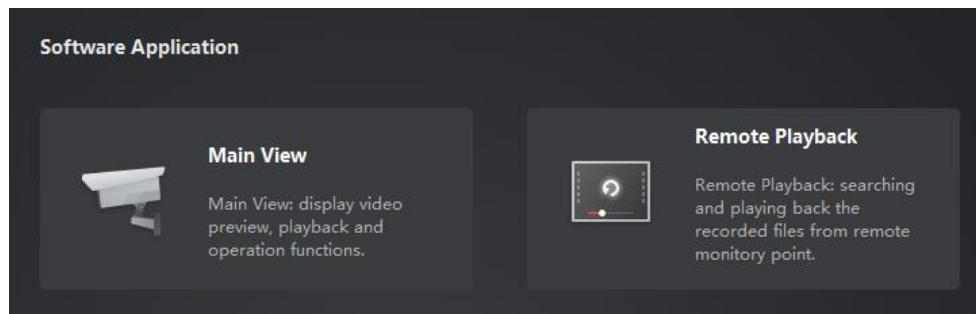
	Name	Connecti...	Netw...	Device Type	Serial No.	Security L...	Resource ...	Firm
<input type="checkbox"/>	Test Device	IP/Domain	hik-te...	Encoding...	DS-9632NI-I816201...	Weak	<input checked="" type="checkbox"/> Online	

9. Get to your cams

From here you can hit the control panel button – it's the four squares together up in the top left corner.

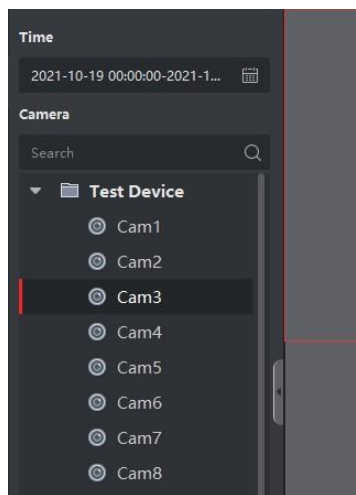


Next, click the Main View button on the control panel, which will then open as a tab at the top of the screen.



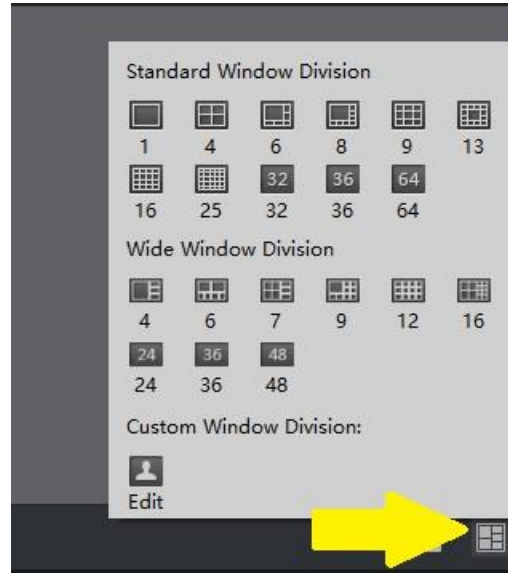
#### 10. Pull your cams

On the Main View screen, you should be able to see your “Group”, or folder, of cameras on the left-side navigation panel. Click the little triangle next to the group to expand the list of cams. **(If your group doesn’t expand, refer to the troubleshooting section)**

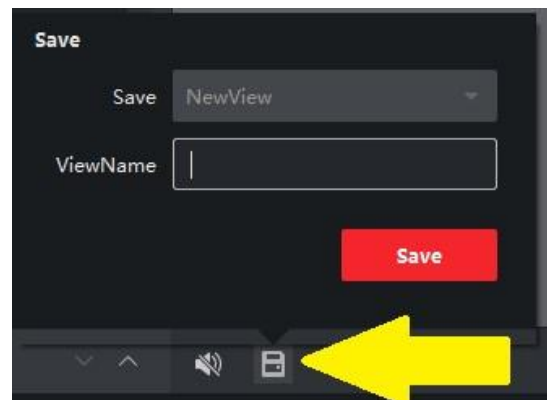


You can double click on a cam to pull it into the active window to the right, or you can click and drag any camera into any window.

The window division button in the bottom right corner will allow you to change the configuration of the screen:

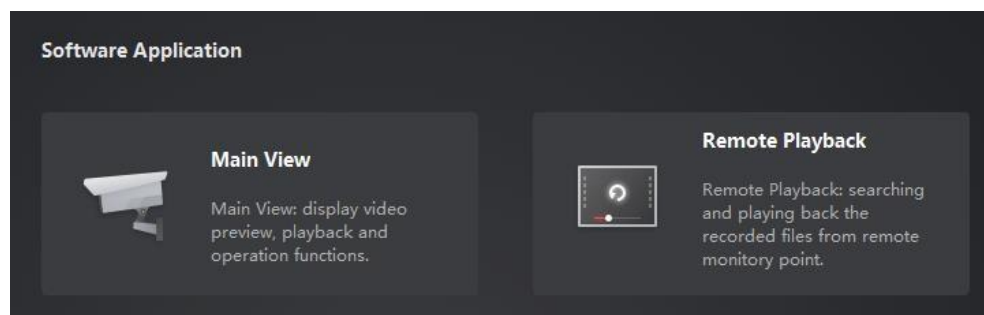


And the floppy disk button in the bottom left will allow you to save custom views:



## How to review playback

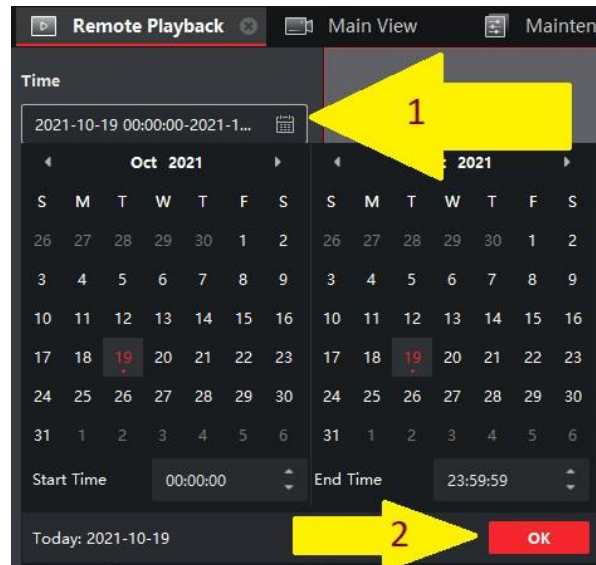
1. Go back to the control panel and click the "Remote Playback" button, which will then open as a tab at the top of the screen.



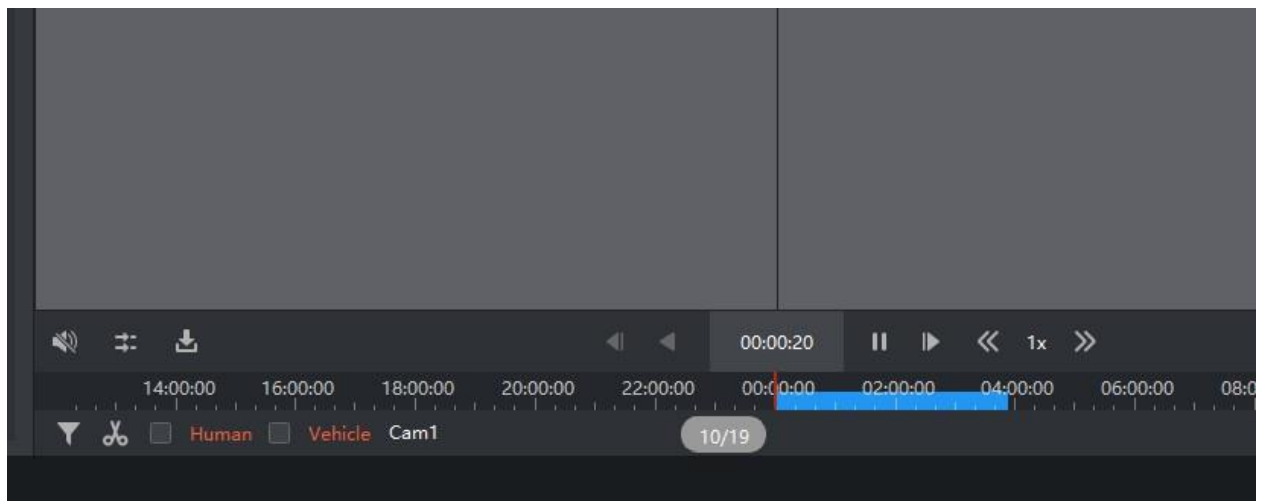
2. On the remote playback tab, we'll first start by defining a time range to search in. Click the Calendar button on the left side at the top of the screen (1). Define the beginning of the time range on the left side calendar and the end of the time range on the right side calendar. It is



recommended not to exceed two hours of footage at a time as this can increase wait times. Click the red "Okay" button to save your search range (2).

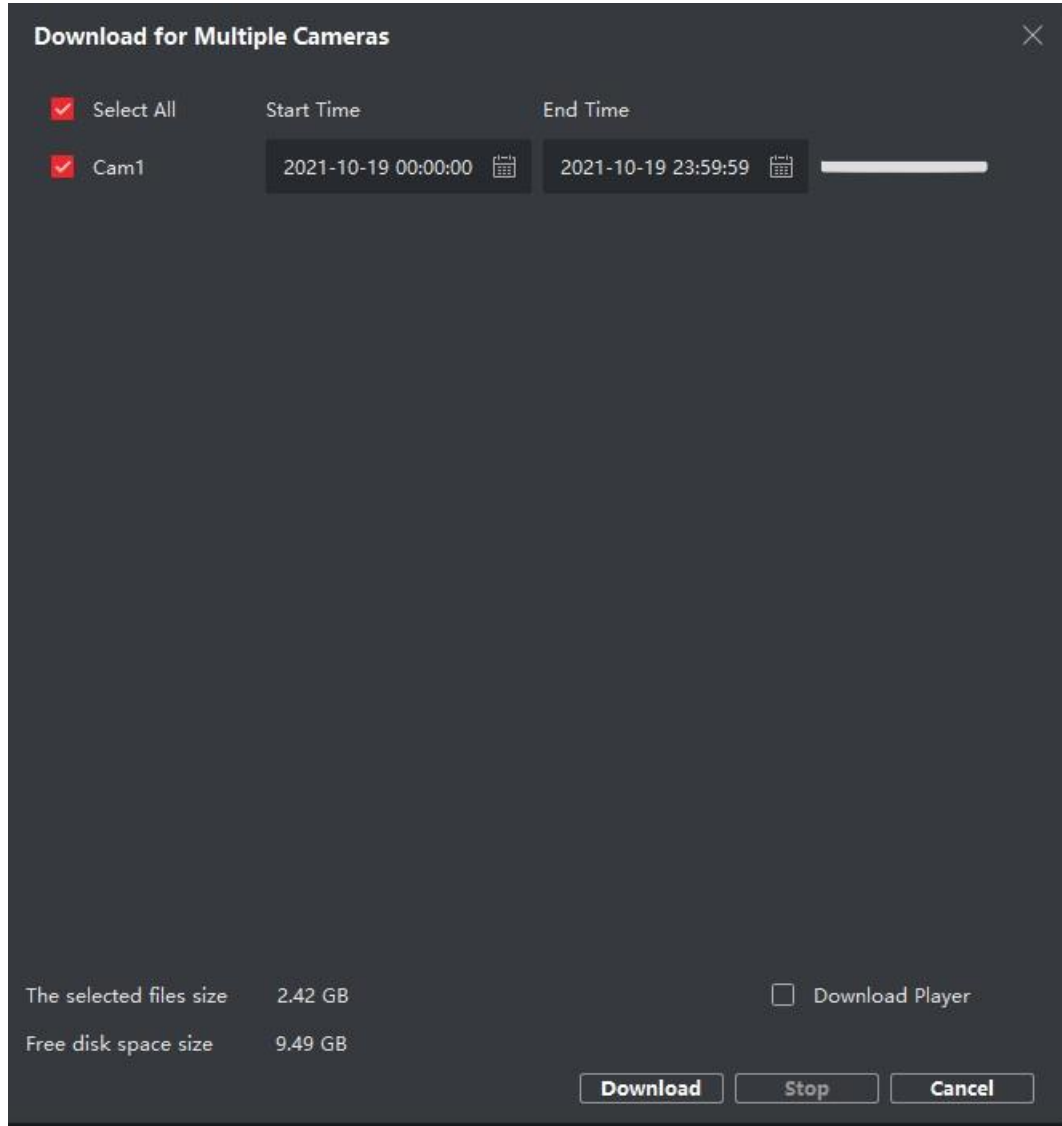


3. Click and drag a camera from the list on the left-hand side into one of the windows in the main viewer. If there is any footage to be found for this camera during the indicated time range, IVMS will find it and begin playing it automatically. You can then use the button bar to review footage directly in the window.



## How to export footage

1. The button in the bottom left corner of a downward-facing arrow pointed into a tray will bring up the download/export window on the right side of the screen.



Simply check the box next to the relevant camera, deselect the button to download the Hikvision player, and hit the download button. By default, exported clips end up here:

C:\iVMS-4200 Site\UserData\Video

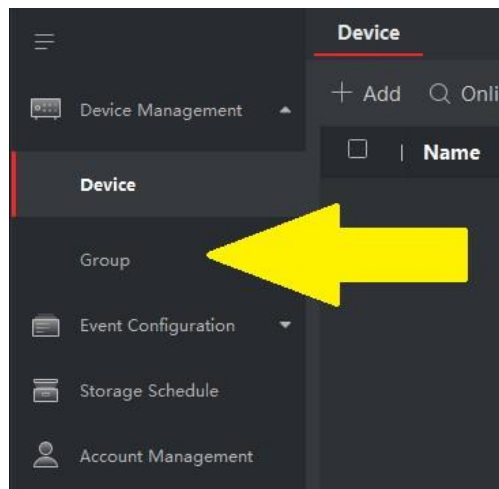
**Note:** This directory can be adjusted in the system configuration > Files page if necessary.

## Troubleshooting

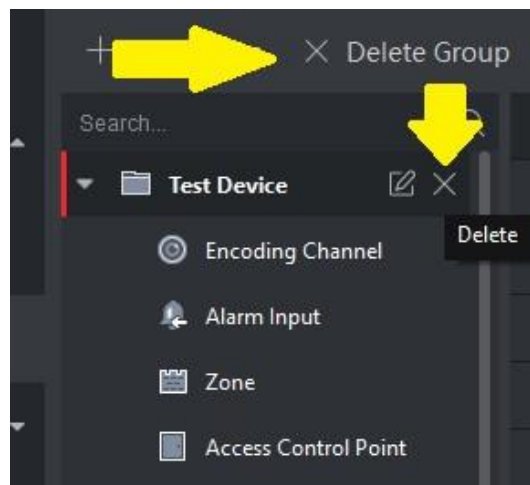
“My Group is empty/won’t expand” or “I have no cameras after adding my device”

If your device doesn't connect successfully on the first attempt, it will fail to export the cameras to a group. This will result in a group that appears to be empty and has no cams within it. To solve this:

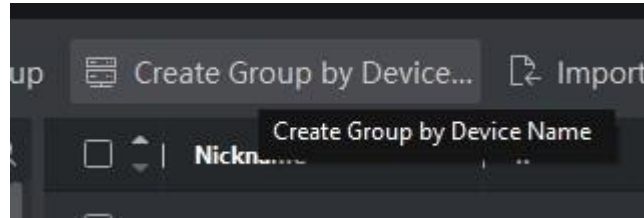
1. Verify your NVR is connected before moving on.  
Head to the Device Management page and look for the status of the recorder you're trying to view: does it say online? If not, check your internet connection or call the Crime Alert IT Department at (916) 489-8068 for further assistance. If your NVR is connected and online in this page, move on to step 2.
2. Head to the group page of the maintenance and management tab  
On the left side of the Device Management page there's also a section for "Group Management":



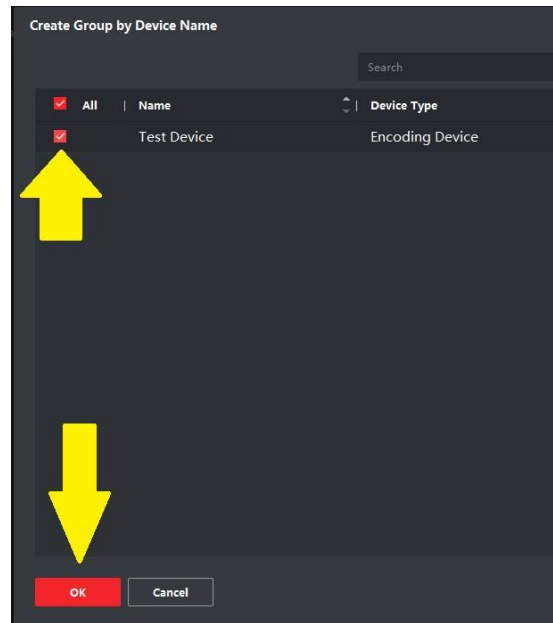
3. Once on the group management tab, delete your existing group. It will look like an empty folder. You can click the X next to the group name or click the group name to highlight it and click the button above that says "Delete Group".



4. Next, click the button labelled "Create Group by Device Name"



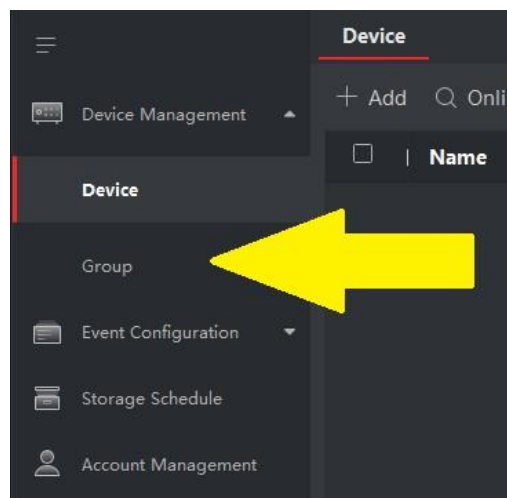
5. Select the checkbox for the correct device and click "Okay"



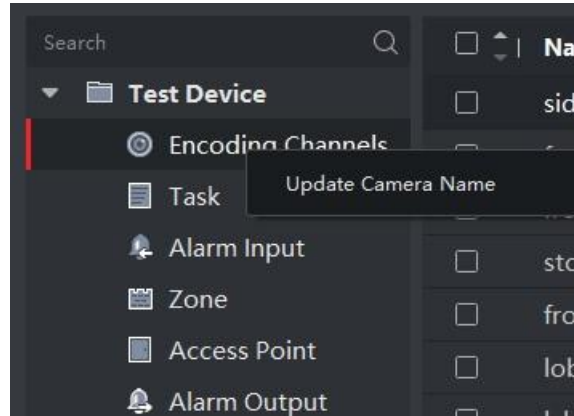
You should now be able to return to the Main View tab and pull your cameras!

### "My cams aren't named" or "My cams are named incorrectly"

1. Head to the Group Management page of the Maintenance and Management tab:



2. Expand your group, right click on "Encoding Channels", and click "Update Camera Name":



3. If the cameras are still labelled incorrectly, please contact the Crime Alert IT Department at (916) 489-8068.