



Follow these steps to get your CCTV system connected and viewable from your phone, wherever you are.

1

Download the app

Search for and install the **HIK-Connect** app from the App Store or Google Play.

2

Open the app and set permissions

When you open the app, you'll be asked for a few permissions:

- Notifications **ALLOW**
- Critical Alerts **ALLOW**
- Location **YOUR CHOICE**

Location is entirely up to you — it isn't required for the app to work.

3

Register your account

Tap **Login/Register**, then tap **Register** and follow the steps to create your account.

Note: Don't enter your mobile number or password yet — your account isn't registered until you complete the steps below.

You must register first — before we can share your system with you.

4

Let us know you're registered

Once registration is complete, email us at **systems@jbsecurity.net** and tell us the **email** or **mobile number** you registered with.

5

Accept your system share

We'll share your system with you — you'll get a notification in the app saying **"1 New Share."** Tap **View Now**, then **Accept**.

6

Allow Bluetooth (if needed)

If you're using the app for an **Access Control System**, allow Bluetooth when prompted.

7

You're all set

You'll now have access to your systems from the app, wherever you are.

8

Sharing with another user (optional)

Want to share access to your system with someone else's device? Watch this short video:

<https://www.youtube.com/watch?v=8zleC6azkHY>

Remote management of your system

Managing your system covers adding and deleting users, troubleshooting, and remote access. **By default, JB Security manages your system for you.**

Prefer to manage it yourself? Just email us and we'll hand the system over to you to self-manage. Note: with a self-managed system, we won't have remote access unless you nominate us as your Service Provider — found under the **ME** icon in the bottom-right corner of the app.