HOW-TO GUIDE

Hikvision NVR 5.0 CCTV

Retrieving Footage — two ways to get your clips

There are two ways to retrieve footage from your Hikvision NVR: **Option 1** — directly at the recorder, or **Option 2** — remotely from your phone using the Hik-Connect app. Follow whichever suits you best.

OPTION 1: RETRIEVE FOOTAGE VIA THE NVR (DIRECTLY AT THE RECORDER)

1 Access the NVR

- Connect a monitor and mouse to the NVR.
- Log in with your **username and password**.

2 Open the Playback menu

- From the main menu, select **Playback**.
- Alternatively, right-click on the live view screen >> choose **Playback**.

3 Select camera and time range

- On the left panel, tick the **camera(s)** you want.
- At the top of the screen, set the **date** and **time range**.
- Click **Search** — the recordings will appear on the timeline.

4 Review the footage

- Use the **timeline bar** to scrub through the recording.
- Playback controls (play, pause, fast-forward, slow motion) are at the bottom.

5 Mark start and end points

- Click the **scissors (clip) icon** to mark the Start Point.
- Move to the end of the required footage.
- Click the scissors icon again to mark the **End Point**.

6 Export the footage

- Insert a **USB flash drive** (formatted FAT32 or exFAT).
- Click **Export** (or Backup, depending on model wording).
- Choose the file format — **MP4** (recommended for easy playback) or **AVI** (sometimes default for Hikvision).
- Confirm and start the export.

7 Verify the export

- Once export is complete, remove the USB.
- Test the file on a PC/laptop.
- Some files may require **Hikvision VSPlayer** (free from Hikvision's website) if you used a proprietary format.

Tips for NVR 5.0

- USB must be inserted **before** starting the export.
- If exporting multiple clips, they will be saved in separate files.
- Large files can take time — check available space on your USB.
- Keep a spare USB dedicated for CCTV exports to avoid formatting issues.

HOW-TO GUIDE

Hikvision NVR 5.0 CCTV

Retrieving Footage — two ways to get your clips

OPTION 2: RETRIEVE FOOTAGE VIA THE HIK-CONNECT APP

1 Open the app & log in

- Launch **Hik-Connect**.
- Log in with your Hikvision account.
- Make sure your NVR is already **added and online** in the app.

2 Select your device

- From the **Device List**, tap the NVR or camera you want to access.
- You'll see the **Live View** screen.

3 Open Playback

- Tap the **Playback** icon (looks like a clock or film strip, usually at the bottom).

4 Choose camera & date

- Select the **camera channel** you want.
- Use the calendar to pick the **date**.
- The timeline will display recordings for that day.

5 Search & review footage

- Drag the **timeline slider** to the desired time.
- Tap **Play** to review footage.
- Use pinch/zoom on the timeline for finer control.

6 Download / save the clip

- While watching the recording, tap the **scissors / download icon**.
- Set the **Start Time** and **End Time** for the clip.
- Tap **Download**.
- The clip saves to your phone's local gallery (inside Hik-Connect, under **More >> Pictures & Videos**).

7 Share or export

- From your phone's gallery or within Hik-Connect, you can **share** the clip by email, WhatsApp, or save it to cloud storage.

Tips

- You'll need a **strong internet connection** (Wi-Fi is recommended, especially for long clips).
- Clips may take a while to download if they're long or high resolution.
- If storage is low on your phone, clear old videos from the Hik-Connect gallery.

Need a hand? If you get stuck at any step, give us a call on **1300 886 313** or email **accounts@jbsecurity.net** and we'll walk you through it.