HIKVISION®

2016

How to Setup Email on Hikvision NVR & DVR

How to Setup Email -NVR or DVR

- **E-mail** is an action that can be taken by the NVR or DVR to alert a user of an event or alarm of a specified type.

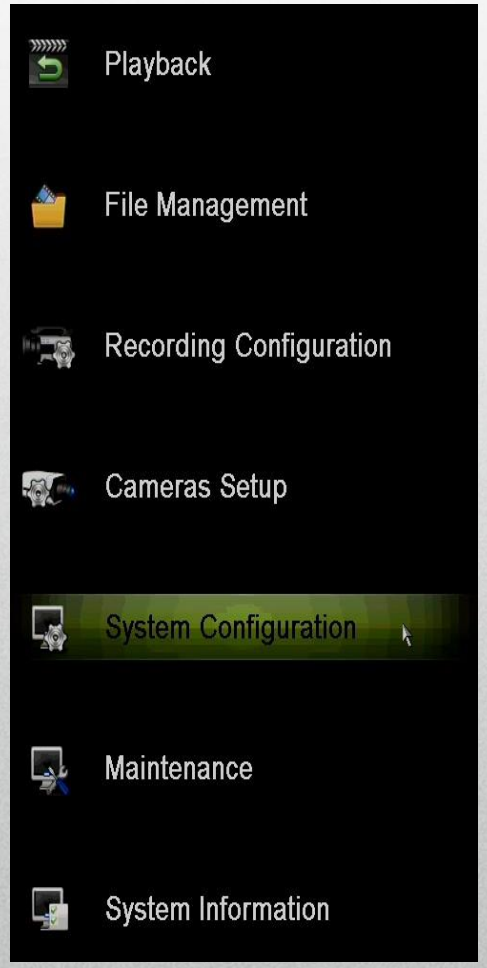
- **In order to Send Email,** the NVR or DVR network settings need to be configured with a correct IP address, subnet mask, default gateway and DNS server.

NOTE: Please see the quick start guide or how to set NVR \ DVR network settings.

HIKVISION®

How to Setup Email – NVR or DVR

- From the main menu select System Configuration.
- The system configuration menu is where to set the date and time, configure the network setting, change port numbers, enable DDNS settings, setup email, users accounts and more.

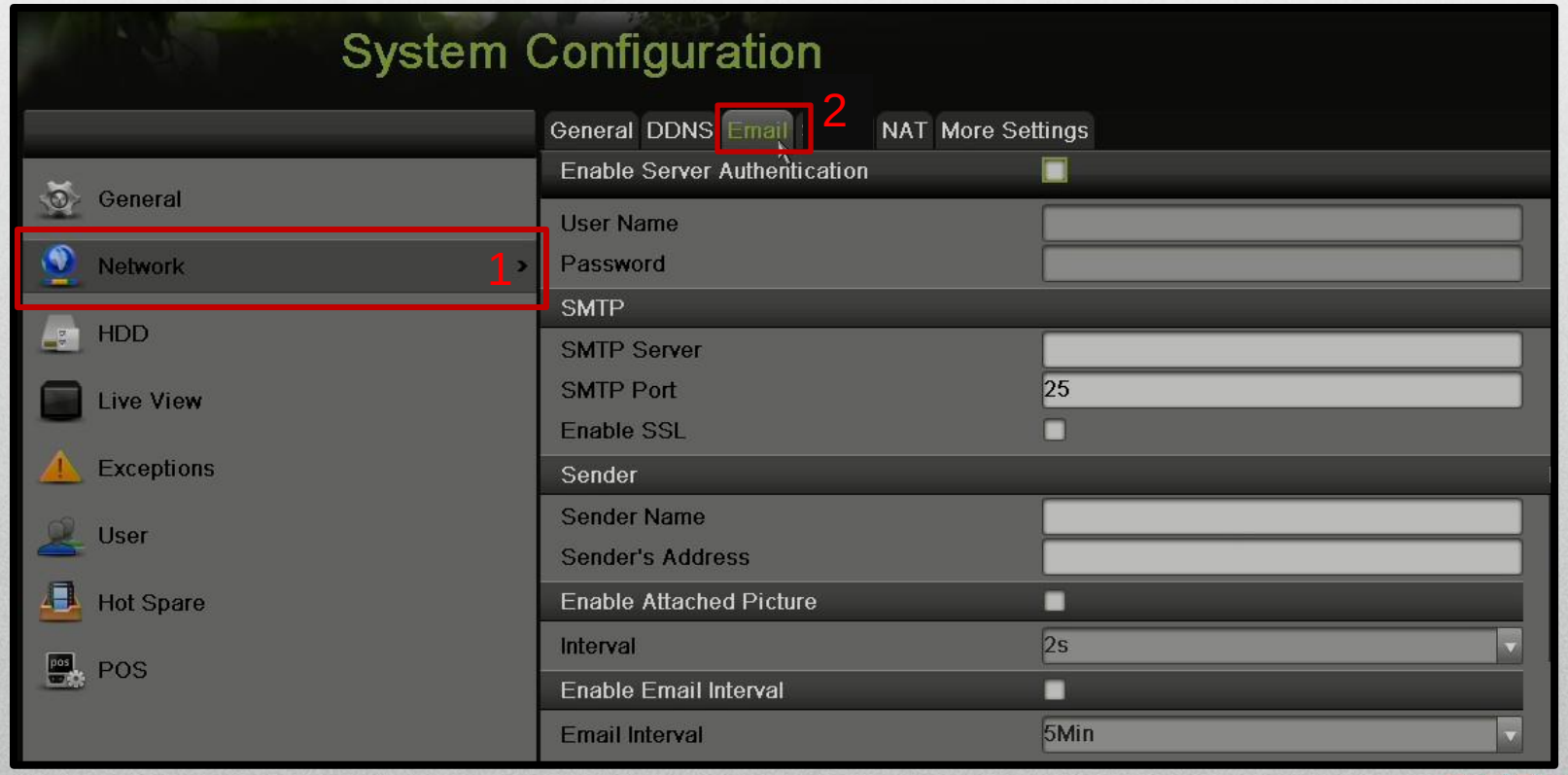


NOTE: Right clicking anywhere on the live view screen and select main menu.

HIKVISION

How to Setup Email – NVR or DVR

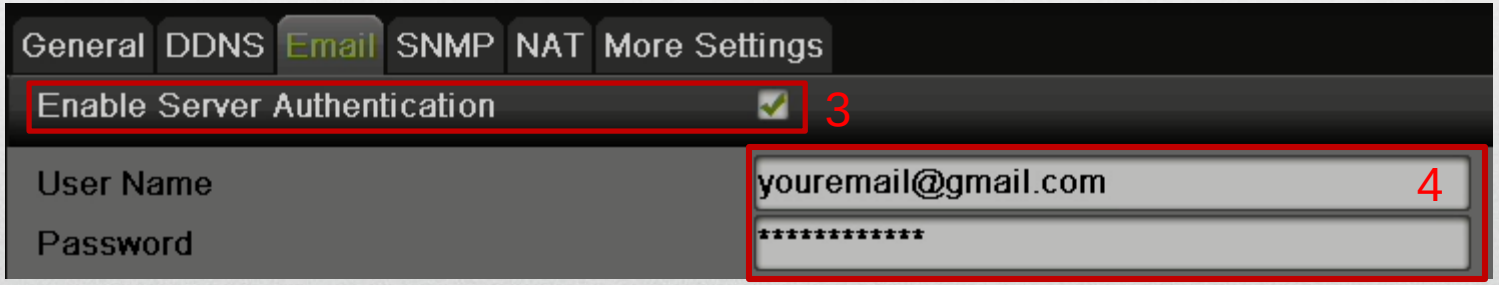
- Select the Network Menu[1] from the left, click on the Email tab[2] along the top.



HIKVISION®

How to Setup Email – NVR or DVR

- Place a check in the Enable Server Authentication box[3].



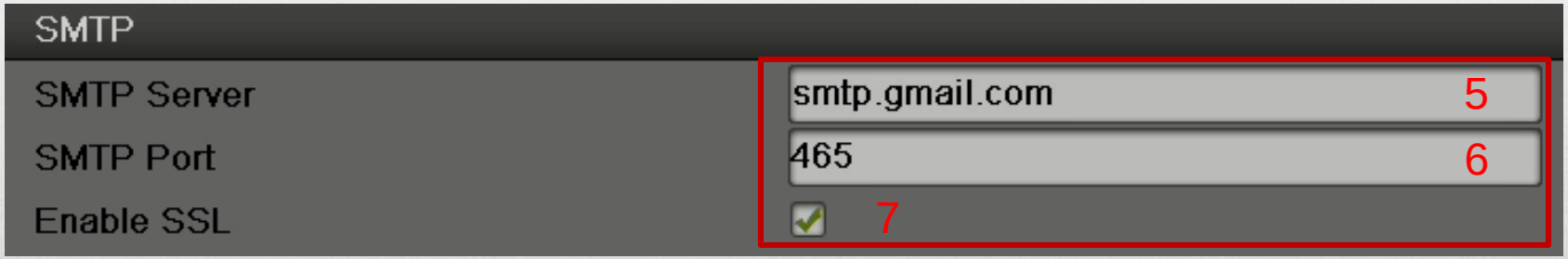
- Input your username and password for the email account being used[4]. This will be the account sending the emails.

NOTE: A Gmail Email account is used as the example. Please refer to your email service for specific requirements.

HIKVISION®

How to Setup Email – NVR or DVR

- Input the correct SMTP Server,[5] Port number[6] and enable\disable SSL settings.[7]



- You can search the internet for public email service SMTP servers and ports. You may also need to contact your system administrator if using a company email server.

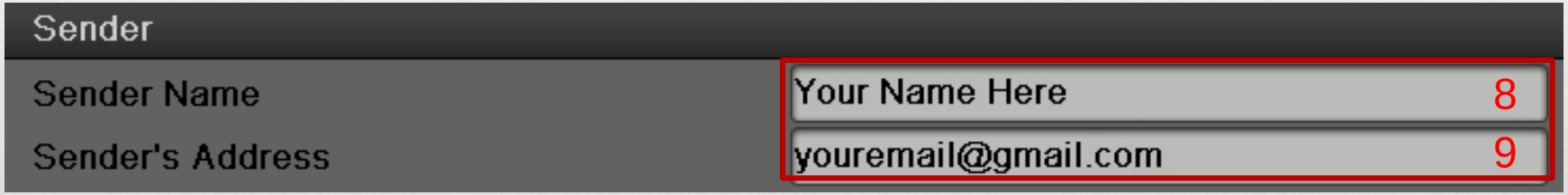
- SSL (port 465) and TLS (port 587) are two encryption types supported by the DVR and NVR with the most updated version of firmware.

NOTE: A Gmail Email account is used as the example. Please refer to your email service for specific requirements. Not all NVR and DVRs support TLS.

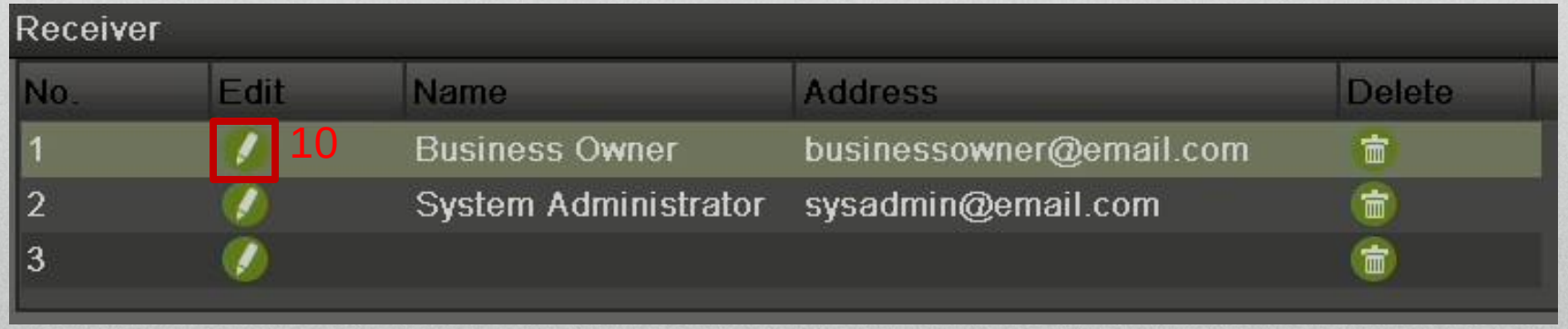
HIKVISION®

How to Setup Email – NVR or DVR

- Input the Sender Name[8] and Email Address.[9] It is recommended that the sender's address matches the email address or account used for authentication (refer to step 4).



- Click the edit icon[10] to Input up to three recipients for the emails.

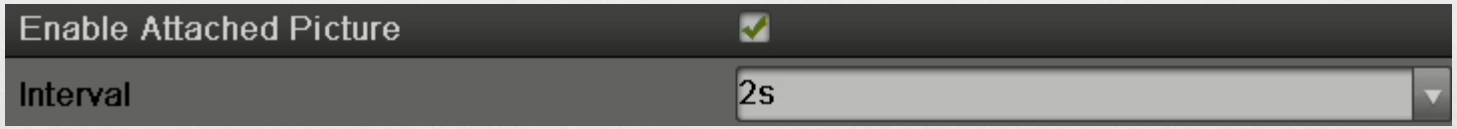


NOTE: A Gmail Email account is used as the example. Please refer to your email service for specific requirements.

HIKVISION

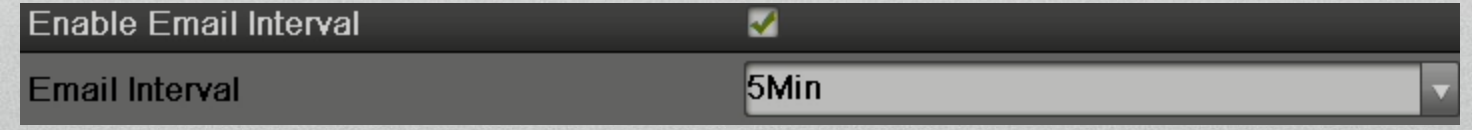
How to Setup Email – NVR or DVR

- Enable Attached Picture will include three .jpeg images in the Email.



Note: The interval will be the number of seconds between the images. For example: 2s before the event, the event, and 2s after the event.

- Enable Email Interval will delay the time between the sending of emails.



Note: The interval is designed to limit the amount of emails sent to a user. For example: If an email is sent on channel 1 from a motion detection event, channel 1 will not send an email for the next 5 min even if another event triggers.

HIKVISION®

Troubleshooting How to Setup Email

- The NVR or DVR may require a public DNS server. Searching the internet for public DNS servers will be the best way to find one. For example, these addresses are public DNS servers: 8.8.8.8 or 4.2.2.2 or 75.75.75.75

- Make sure to have the most updated firmware versions that support SSL and TLS encryptions.

- Make sure to click Apply before clicking the test button. These buttons are located in the bottom left corner of the menu.

HIKVISION®