

Contents

Important Notice	2
Picture Quality is Poor (blurry, dark, or flickering)	2
Can't See Cameras on the Hik-Connect App	3
Recording Missing or Won't Play Back.....	3



Important Notice

This guide provides an overview of the features available within the Hik-Connect app. It is intended to help you understand and navigate the app more effectively. Please note that we do not recommend attempting to repair or modify your CCTV system yourself, as this may cause further issues. If you are experiencing any problems with your CCTV system, we strongly encourage you to contact us at your earliest convenience for professional assistance.

For safe and professional servicing, please contact our support team.

Picture Quality is Poor (blurry, dark, or flickering)

- Gently **clean the camera lens** with a soft cloth. Dirt, raindrops, and cobwebs are common causes of blurry or distorted images.
- Check there's **nothing blocking the view** (plants, light glare, or debris).
- Make sure outdoor lights aren't shining directly into the camera at night.

Regular servicing makes sure your CCTV system stays reliable and protects you when you need it most. With our **maintenance packages**, we will:

- Upgrade all system firmware for the latest features and security.
- Professionally clean and realign cameras.
- Apply **anti-spider and dirt protection**.
- Check your hard drives and recording health.
- Test remote access (Hik-Connect) and system alerts.

This proactive care helps prevent problems before they happen – and keeps your CCTV running smoothly year-round.

 **Contact XDIT today** to find out more about our CCTV maintenance plans.

Can't See Cameras on the Hik-Connect App

- Make sure your phone has a **working internet connection** (Wi-Fi or mobile data).
- Log out of the app and log back in.
- Close the app completely and reopen it.
- Restart your home **Wi-Fi router** if cameras don't appear remotely.

If it still doesn't work, your system may need a setting check – contact us and we can help remotely.

Recording Missing or Won't Play Back

- Double-check the **date and time** you are searching for.
- Ensure the system's **hard drive isn't full** (recorders usually overwrite old footage, but if settings have changed this may not happen).
- Restart the NVR/DVR and try again.

If problems continue, the hard drive may need replacing – something we can do during a maintenance visit.

If you experience any other issues not listed here, please don't hesitate to contact us. Our team at **XDIT** will do our best to assist you quickly, whether it's remote support or arranging an on-site visit to get your CCTV system back up and running.