

Remote Access Guide

Remote access to your security system with apps for iOS and Android



D862 Series



Before You Start:

- **This guide is for users who wish to view their security system remotely using mobile apps. If you plan to only view and configure the system locally, you may skip this guide.**
 - Make sure you have a router and high-speed Internet access (not included).
 - Connect your recorder to your router using an Ethernet cable (see the **Quick Setup Guide [Guide 1/2]** for details).
 - Ensure your recorder is up-to-date with the latest firmware version.
 - Please note that the following minimum upload speeds are required for remote video streaming:
 - **5 Mbps** for 4K video.
 - **3.5 Mbps** for lower resolutions.
- Up to 3 devices may connect to the system at the same time.

Troubleshooting

If you are having trouble connecting, try the following:

- Restart the recorder by disconnecting and reconnecting the power adapter.
- Ensure the recorder is connected to the router using an Ethernet cable and then restart the recorder.
- Double-check the username and password.
- Ensure your recorder has the latest firmware.
- Ensure your mobile app is up-to-date.

Default access information:

- Default Username: **admin**
- Password: See the **Quick Setup Guide [Guide 1/2]** for the password created upon initial setup.

If you have forgotten your password, contact Lorex Technical Support.

Need Help?

Visit us online for up-to-date software and complete instruction manuals

- 1 Visit lorex.com
- 2 Search for the model number of your product
- 3 Click on your product in the search results
- 4 Click on the **Downloads** tab



STEP 1: Find your Device ID

The **Device ID** is printed on a label on the side panel of the recorder.



Record your information below:

DEVICE ID: _____

STEP 2A: Mobile Setup

! You must complete initial setup of the recorder detailed in the **Quick Setup Guide [Guide 1/2]** before mobile setup.

- Scan the QR code to install the free **Lorex Home** app from the App Store or Google Play Store.
- Tap the **Lorex Home** icon to launch the app.
- Tap **Sign up** and follow the on-screen instructions to create a new Lorex Home account.

NOTE: The email address and password used to create your Lorex Home account are different from the recorder's username (default: **admin**) and password you created on the **Quick Setup Guide [Guide 1/2]**.
- From the **Devices** tab, tap **+** to add a device. If this is not your first device, tap the **+** icon in the top-right corner.
- Scan the QR code on the side panel of the recorder.

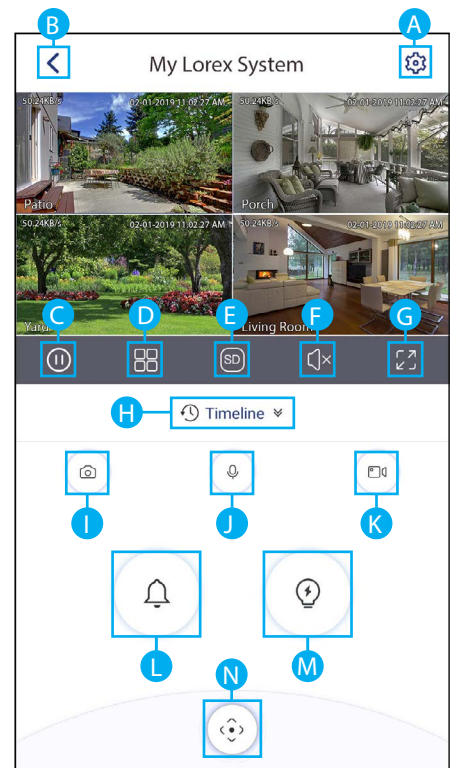
NOTE: If your mobile device cannot scan the QR code, tap **Manually enter Device ID**.
- Enter the password you recorded on the **Quick Setup Guide [Guide 1/2]**.
- Set the preferred timezone and tap **Live View**. The app opens in Live View and streams video from all connected cameras.

Congratulations! You can now view video from your cameras on your mobile device.

STEP 2B: Lorex Home Overview

The following is a brief overview of the controls available on the Live View screen of the Lorex Home app. For complete app instructions, see the Lorex Home manual on your product page at lorex.com.

- Settings:** Configure settings for selected device.
- Return to Main Menu**
- Pause/Restart Video**
- Viewing Mode:** Switch between single and multi-channel views.
- Switch Stream:** Tap to switch to HD* video quality. Tap again for reduced video quality that is optimized for streaming.
- Audio:** Tap to mute / unmute.
- Fullscreen:** Tap to view in landscape mode.
- Timeline:** Tap to search for and play back recorded videos.
- Snapshot:** Tap to save a still image of the current live view.
- Two-Way Audio:** *Two-way audio cameras only.* Tap to speak into the microphone on your mobile device. Sound will be transmitted through the camera's speaker. Tap again to listen in.
- Manual Recording:** Tap to begin manual recording of the current live view. Tap again to stop recording and save the video clip to your mobile device's storage.
- Siren:** *Deterrence cameras only.* Tap to enable the camera's siren.
- Warning Light:** *Deterrence cameras only.* Tap to manually enable the white light.
- PTZ Controls:** *Pan-Tilt-Zoom cameras only.* Open controls to move and configure PTZ cameras.



* HD resolution will be limited to the maximum screen resolution of your mobile device. This will not impact the recording resolution of the NVR.