

Set up motion detection email alert for Hikvision camera/NVR

This article will show you how to set up the motion detection email alerts on Hikvision equipment. The procedure is the same for NVRs and DVRs

1. Enable the motion detection

The first step consists of enabling the motion detection on your [Hikvision recorder or IP camera](#). By default the motion is disabled. You can complete this step directly on the recorder via GUI or through the web browser. In this guide all the settings are done via the web browser (Internet Explorer or Mozilla Firefox, Chrome doesn't work).

Type the IP address of the device on the url bar of your browser (for example: *192.168.0.200*) and login using your username and your password.

Install the plugin if the browser asks you to. Go to

the **Configuration > Event > Basic Event** and then **Motion** tab. Here you enable the motion detection, at the same time you can modify the area you need covered and the sensitivity. If you have a recorder, you need to do these settings for each camera.

Enable the Motion, draw the area and set the sensitivity.

Motion

Video Tampering

Video Loss

Alarm Input

Alarm Output

Exception

Camera

[A11] Camera 1

☒ Enable Motion Detection


☐ Enable Dynamic Analysis for Motion

Area Settings

Arming Schedule

Linkage Method

02-28-2018 Wed 16:11:01



2

Stop Drawing

Clear All

Sensitivity

4

3

4

Save

2. Enable the email alerts

Make sure the email alerts are turned on and the arming schedule is correct. Go to **Linkage Method** and check the send email option, as shown on the picture below.

Go to Linkage Method to check “Send Email” and to trigger the correct channel.

Local

System

Network

Video/Audio

Image

Event

Basic Event

Smart Event

Storage

Vehicle Detection

VCA

Motion

Video Tampering

Video Loss

Alarm Input

Alarm Output

Exception

Camera

[A1] Camera 01

☒ Enable Motion Detection

Area Settings

Arming Schedule

Linkage Method

☐ Normal Linkage

☐ Audible Warning

☒ Send Email

☒ Notify Surveillance Center

☐ Full Screen Monitoring

☐ Upload Pictures to Cloud

☒ Trigger Alarm Output

☒ Trigger Channel

☒ A1

☐ A2

☐ A3

☐ A4

☐ A5

☐ A6

☐ A7

☐ A8

Go to linkage to check “Send Email” and to trigger the correct channel

On the **Arming Schedule** you can set the schedule when you need the alerts enabled. Let’s say you need these alerts only during a certain time frame. In this sample we set the schedule 8AM-8PM. So only during this time frame we will get alerts.

Motion

Video Tampering

Video Loss

Alarm Input

Alarm Output

Exception

Camera

[A1] Camera 01

☒ Enable Motion Detection

Area Settings

Arming Schedule

Linkage Method

✕ Delete

🗑 Delete All

Mon

0

2

4

6

8

10

12

14

16

18

20

22

24

0

2

4

6

8

10

12

14

16

18

20

22

24

0

2

4

6

8

10

12

14

16

18

20

22

24

0

2

4

6

8

10

12

14

16

18

20

22

24

0

2

4

6

8

10

12

14

16

18

20

22

24

0

2

4

6

8

10

12

14

16

18

20

22

24

0

2

4

6

8

10

12

14

16

18

20

22

24

0

2

4

6

8

10

12

14

16

18

20

22

24

Save

Here you can set to receive the alerts on certain time frame.

3. Configure the network (internet) settings on the NVR or camera

In this step you need to make sure the network settings on the camera/NVR are correct and that the device can connect to the internet and subsequently send the email alerts out. Set the correct subnet mask, default gateway (of your router) and DNS servers (for these you can use the DNS servers from Google).

The screenshot displays the network configuration page for a device, specifically the TCP/IP settings for the 'Lan1' interface. The interface is divided into a sidebar on the left and a main configuration area on the right. The sidebar contains navigation links: Local, System, and Network. Under the Network section, there are sub-sections: Basic Settings, Advanced Settings, Video/Audio, Image, Event, Storage, Vehicle Detection, and VCA. The main configuration area has tabs for TCP/IP, DDNS, PPPoE, Port, and NAT. The TCP/IP tab is selected, and the 'Lan1' interface is chosen. The configuration fields include: NIC Type (set to Auto), DHCP (unchecked), IPv4 Address (192.168.0.108), IPv4 Subnet Mask (255.255.255.0), IPv4 Default Gateway (192.168.0.1), IPv6 Address (2604:2000:980b:5500:1a68:cbff:f), IPv6 Default Gateway (fe80::3a4c:90ff:fe81:3767), Mac Address (18:68:cb:ad:9d:ee), and MTU (1500). Below these fields is the DNS Server section, which includes an unchecked 'Auto DNS' checkbox, a Preferred DNS Server (8.8.8.8), and an Alternate DNS Server (8.8.4.4). At the bottom of the configuration area is a red 'Save' button. Three numbered callouts are present: '1' points to the IPv4 Subnet Mask field, '2' points to the DNS Server fields, and '3' points to the 'Save' button.

Field	Value
NIC Type	Auto
DHCP	<input type="checkbox"/>
IPv4 Address	192.168.0.108
IPv4 Subnet Mask	255.255.255.0
IPv4 Default Gateway	192.168.0.1
IPv6 Address	2604:2000:980b:5500:1a68:cbff:f
IPv6 Default Gateway	fe80::3a4c:90ff:fe81:3767
Mac Address	18:68:cb:ad:9d:ee
MTU	1500

DNS Server

☐ Auto DNS

Field	Value
Preferred DNS Server	8.8.8.8
Alternate DNS Server	8.8.4.4

Save

The network settings of the camera/NVR.

4. Configure the email settings

You need at least two email accounts to make this work. One is going to be the sender and the other one the receiver. The sender can be a dummy email just to bounce the email from the camera/NVR to your

email. For this service you can create an account on Gmail, Yahoo, Outlook or GMX. Fill out the settings as shown below (in this demonstration we used Gmail).

Live View Playback Picture **Configuration**

Local System Network Basic Settings **Advanced Settings** Video/Audio Image Event Storage Vehicle Detection VCA

Email Platform Access HTTPS Other

Sender: NVR ✓

Sender's Address: dummy_email@gmail.com ✓ the dummy email the alerts bounce from here to you real email address

SMTP Server: smtp.gmail.com ✓ Here are the gmail smtp server and port.

SMTP Port: 587 ✓ You can google the settings for Yahoo/Outlook/GMX etc.

☒ Enable SSL

☒ Attached Image

Interval: 2 s

☒ Authentication

User Name: dummy_email@gmail.com ✓

Password: ✓ The dummy email and the password for this email address

Confirm: ✓

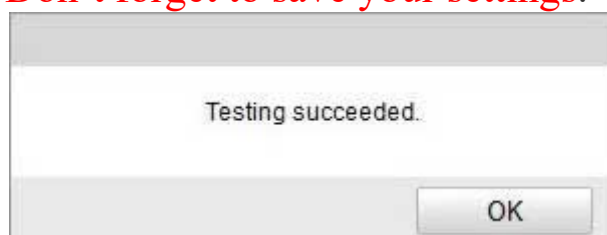
No.	Receiver	Receiver's Address	Test
1	your_real_email@gmail.com		Test
2	The receivers: here you use your real/regular email address		Test
3			Test

Save

Fill out the settings as shown in this picture.

When you're done click the Test button. You should see the “**Testing Succeeded**” message and receive a test email at the receiver address.

Don't forget to save your settings.



If you see this message than everything is done correctly.

Common issues with the Email notifications

- **No longer receiving alerts from Hikvision.**
This is because Gmail/Yahoo/Outlook automatically moves this emails to the Spam/Junk folder. Make to sure to choose the option to treat the sender address as a trusted email address.
- **My Gmail/Yahoo/Outlook account is blocked.**
This happens when these email providers think you're spamming (sending out a lot of emails) and subsequently block/erase the whole account. You can ask their support for help. Or you can try other email providers that don't have this issue such as GMX.
- **The snapshot I'm receiving shows no person there.**
Play with the interval setting and on the Motion settings of the camera set the triggering area smaller and on high sensitivity. You may need to test out this particular part till you get the desired result. Sometimes the motion gets triggered by the leaves, trees, flyers, rain/snow etc.