

How to use Hik-connect App



Preparation

- 1. Download Hik-connect app and install it in your phone.
- 2. A Hikvision device which support cloud P2P.

Note: Hik-connect is only for overseas market. For iOS user, do not use Chinese Apple ID in APP store. For Android user, please search it in Google Play.

Steps:

- 1. Download the Hik-connect app and register a Hik-connect account.
- 2. Set up the device and make device parameters properly.
- 3. Add the device into account, ready to enjoy the video.

Key Step 1: Register an account

Steps:

1. Open Hik-connect app and click "Register an account" in login page. Read and agree service agreement of registration, then choose a method to register the account. Choose the country for the account; please do not select a wrong country. Enter the mobile phone number or email address. Enter the received verification code. Set the user name and password for your account. Finish registration





✓ Set Account Joer Name Input the SMS verification code Letters, numbers or underlines. Input the SMS verification code Password Input the received by 8618667144959. Letters, numbers or symbols. Input the received verification code. Confirm your new password again. Next Confirm your new password again. Get Again(57) 1 2, asc 3, DEF 4, or H J, KK. MNO 7, pass 8, your your your your your your your your
Jeer Name Letters, numbers or underlines. Password Letters, numbers or symbols. Confirm your new password again. Confirm your new password again. Finish Finish Index Statement of the symbol of the s
Letters, numbers or underlines. Password Letters, numbers or symbols. Confirm your new password again. Finish Finish I 2 3
Password Letters, numbers or symbols. Confirm your new password again. Confirm your new password again. Finish Finish I 2, 3 0 EF 4, 5, 6 0 HI 3rK, MNO 7 Pass 8, W 9, WXYZ
Letters, numbers or symbols. Confirm your new password again. Confirm your new password again. Finish Finish 1 2 3 0 EF 4 5 6 0 H 7 Pass 8 TUV 9 WXYZ
Confirm your new password again. Confirm your new password again. Finish Fi
Confirm your new password again. Finish Get Again(57) 1 2 3 4 5 6 4 5 6 6 4 5 6 7 8 9 7 PORS 8 7 9 WXYZ
Finish 1 2 3 4 5 6 0HI JKL MNO 7 8 9 WXYZ WXYZ
1 2 3 4 5 6 0HI JKL MNO 7 8 9 PORS TUV WXYZ
4 5 6 они JAL МИО 7 8 9 Рода ИУ 9 УХУZ
7 8 9 Pars Tuy 9 WXYZ
PQRS TUV WXYZ
0 🗵
0 🗷

Key Step 2: Set up the device

Steps:

Registered. Auto logging in...

1. Login into the device via IE browser.

HIKVISION			English	~
	User Name	admin		
	Password	•••		
		Logi	n	



HIKVISION

2. Set the device internet parameters properly in "Configuration-Advanced Configuration-Network-TCP/IP". Enable the "DHCP" and make sure that "DNS Server" been filled in. Local DNS server address and 114.114.114.114 are all available.

Live View	Playback		Log	1		Conf	ïgurat	tion			& 4	admin 🛶 l
Local Configuration	TCP/IP Port	DDNS	PPPoE	SNMP	QoS	FTP	Wi-Fi	UPnP™	Email	NAT	Platform Acces	SS HTTPS
Basic Configuration 🗸 🗸	NIC Settin	gs										
Advanced Configuration ^	Select NIC NIC Type		lar Au	n ito			۲ ۲					
Network	DHCP											
Video/Audio	IPv4 Addre	ess	193	2.168.33.1	51			Tes	t			
Image	IPv4 Subn	et Mask	25	5.255.255.	0							
 Security 	IPv4 Defa	ult Gateway	193	2.168.33.1								
 Basic Event 	IPv6 Mode		R	oute Advert	tisemer	it	٣	View R	oute Ad	vertisem	ient	
Smart Event	IPv6 Addre	ess										
Storage	IPv6 Subn	et Mask	0									
	IPv6 Defa	ult Gateway										
	Mac Addre	ss	c4:	2f:90:59:80	d:9d							
	MTU		15	00								
	Multicast A	ddress										
	Enable	Multicast I	Discovery									
	DNS Serv	er										
	Preferred	ONS Serve	r 19:	2.168.33.1								
	Alternate [NS Serve										
												Save

3. Enable "Cloud P2P" function in "Platform Access" and make sure that the "Register Status" is online. The device cannot be added into account if the status is offline.

Live View	F	Playback		Log	1	_	Confi	gurat	ion			💄 adm	in 🋶 Log
 Local Configuration Local Configurat Basic Configuration Advanced Configurat 	ion •	TCP/IP P	ort DDNS ble Type	PPPoE	SNMP VIZ Cloud	QoS P2P	FTP	Wi-Fi	UPnP™	Email	NAT	Platform Access	HTTPS
System		Registe	r Status	Or	nline			۲					
Network													
Video/Audio													
Image													Save
Security Security													
Basic Event Smart Event													
Shan Even													



4. Open Hik-connect app on your mobile and enter the user name and password of your account. Click the "Plus" button at the top right corner of the app. Scan the device QR code or enter the device series number manually. Find the device and Click "Add" to complete

	No \$M ♀ 11:02 AM @ 85%.■2 Home +	No SIM ♥	11:02 AM Scan QR Code	® 85% ■ > No SIM ¥ ∠ ←	11:02 AM Manually Input	@ 85% == D
HIKVISION	21			nput the 9-		
User Namu/F-mail Address prput the passend.	Citch here is and your Hilvision devices.	→		The detectors ca	nnot be added by r	nanually inputting.
Register an Account Forgot Password				Cancel		ОК
				1	2 ^#BC 5	3 _{DEF}
Lasin with matrific alterna sumbar			Device QR Code	Pors	B TUV	9 wxyz
No 501 * 11:03 AM # 641 • No Home + + D5-2002010FD-IW(52	SM ▼ 1104 AM		No SAI 🔻	11-02 AM # 85 Results		
Ere Managabil Mare	Catery	-	DS-2CD2	Q10FD-WK(528376043) Add		

*Key Step 3: Set device motion detection alarm

Note: The following step is optional, which is aim to receive the motion detection alarm of *DVR/NVR* in APP

Steps:

1. Enable the device motion detection and set the arming schedule.

HIKVISION	Live View	Playback	Picture	Configuration	
🖵 Local	Motion	o Tampering Vid	eo Loss 🛛 Alarm Ir	nput Alarm Output	Exception
System	Channel No.	Analog	Camera1		
Network	🔽 Enable Mot	ion Detection			
Video/Audio	Enable Dyn	amic Analysis for Mo	tion		
Image	Area Setting	s Arming Sched	ule Cinkage Met	hod	
Event	03-01-201s n	96 21 21			
Basic Event					
Smart Event					



2. Tick off the "Notify Surveillance Center" and trigger relevant channel.

HII	VISION	Live View Pla	yback	Picture	Configuration	
Ţ	Local	Motion Video Tamp	ering Video Lo	ss Alarm Inpi	ut Alarm Output	Exception
	System	Channel No.	Analog Can	nera1	•	
Ø	Network	P Enable Motion Det	ection			
Q.	Video/Audio	🗐 Enable Dynamic A	nalysis for Motion		_	
14	Image	Area Settings	ming Schedule	Linkage Metho	d	
	Event	Normal Linkage] Trigger Alarm (Dutput	Trigger Channel
	Basic Event	Audible Warning	E] A->1	V] A1
_	Smart Event	📝 Send Email] A->2	E] A2
6	Storage	Notify Surveillan	ce Center	A->3	E] A3
R	Vehicle Detection	Full Screen Mon	itoring] A->4	E] A4
63	VCA		E] A->5	E] A5
			10	1 A->6	100	1.46

3. Login into Hik-connect account, click device title to enter linked device page and choose relevant channel. Click "Alarm Notification" button. Enable "Alarm Notification" and "Notification schedule". Set the notification schedule for corresponding channel.

••∞ 中国联通 令 ← DS-	3:01 РМ 7216HGHI-SH(56251	⊕ 92% ==) ¢
НП	KVISI O	N
🖉 Linked Dev	ice	
HIKVISION Ca	amera 1@DS-7216HGHI- H(562517952)	>
HIKVISION Ca	amera 2@DS-7216HGHI- H(562517952)	>
HIKVISION Ca	amera 3@DS-7216HGHI- H(562517952)	>
HIKVISION Ca	amera 4@DS-7216HGHI- H(562517952)	>
Ca HIKVISION	amera 5@DS-7216HGHI- H(562517952)	>



Frequency Asked Questions

As per the procedure above, to use Hik-connect, there are only 3 steps which are "enable the device Cloud P2P function", "add the device into account" and "Play the real-time or recorded video from device". The following are some frequency asked questions for each 3 steps.



Frequency asked question for step one

Device is offline

- 1. Check if the device is power on and the network patency.
- 2. Check if the cloud P2P function is enabled.
- 3. If the device and PC are in the same local network area, enter "telnet dev.hik-connect.com 8555" and "telnet www.hik-connect.com 80".
- 4. Make sure that the selected country for the account is consistent with the device's country.
- 5. Check if the device's IP address conflict with other internet terminal's IP address (Suggest to factory set the device).
- 6. Check if the device network parameters been properly set. Make sure the DNS Server address is filled in and available, the IP address and gateway match with the router's IP address and gateway.
- 7. Check if the device and the router enabled "DHCP" (If there are two stage routing, enable "DHCP" for the first stage routing and disable "DHCP" for the second stage routing).
- 8. Check if the network is limited (require to binding the Mac address and IP address or port forwarding in the router)

HIKVISION

Frequency asked question for step two

The device cannot be added: when adding the device into account, a system message

pops up to remind "The device cannot be added", which means that background cloud server doesn't have this device model's capability set, R&D of device need to report the device's capability set to the cloud server. When this phenomenon occurs, please give us a feedback and we will inform R&D to take good care if this issue.

Server exception: when getting the hint, please report to us as soon as possible.

The device is offline, no search result is found: Please check if the device has

connected to the internet and enabled Cloud P2P function. Make sure the status is online which can be seen in "Platform access" page. If the status is online but still get this error, something may be wrong with background server, please report to us as soon as possible.

The device cannot be added to cross-regional platform: This error code

means that the device and the account register to two different servers. It's suggested to upgrade the device to the latest version and select the correct country for the account when registering. If still get the hint, please report the device serial number and account name to us.

Wrong verification code: The verification code is six capital letters which can be found

from the sticker attaching on the device. Make sure to enter the right code and all the six letters are capitalized. If still get the error code, please refer to a "How to" document to find the real verification code of the device (How to find the challenge code for device which support cloud P2P).

Frequency asked question for step three

The device is online but cannot view the video: 1. For R2 type network camera,

the version 5.3.0 for June and August delete the cloud P2P function in the code level. Please upgrade the device to the latest version. 2. for other devices, check if the network condition is fine. If possible, lower the device parameters setting, such as image quality, bitrate, etc..



First Choice for Security Professionals HIKVISION Technical Support