



Hik-ProConnect Portal

User Manual

Legal Information

©2020 Hikvision Europe B.V. All rights reserved.

About this Manual

The Manual includes instructions for using and managing the Product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version of this Manual at the Hikvision website (<https://www.hikvision.com/>).

Please use this Manual with the guidance and assistance of professionals trained in supporting the Product.

Trademarks

HIKVISION and other Hikvision's trademarks and logos are the properties of Hikvision in various jurisdictions.

Other trademarks and logos mentioned are the properties of their respective owners.

Disclaimer

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THIS MANUAL AND THE PRODUCT DESCRIBED, WITH ITS HARDWARE, SOFTWARE AND FIRMWARE, ARE PROVIDED "AS IS" AND "WITH ALL FAULTS AND ERRORS". HIKVISION MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, MERCHANTABILITY, SATISFACTORY QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE. THE USE OF THE PRODUCT BY YOU IS AT YOUR OWN RISK. IN NO EVENT WILL HIKVISION BE LIABLE TO YOU FOR ANY SPECIAL, CONSEQUENTIAL, INCIDENTAL, OR INDIRECT DAMAGES, INCLUDING, AMONG OTHERS, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, OR LOSS OF DATA, CORRUPTION OF SYSTEMS, OR LOSS OF DOCUMENTATION, WHETHER BASED ON BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY, OR OTHERWISE, IN CONNECTION WITH THE USE OF THE PRODUCT, EVEN IF HIKVISION HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR LOSS.

YOU ACKNOWLEDGE THAT THE NATURE OF THE INTERNET PROVIDES FOR INHERENT SECURITY RISKS, AND HIKVISION SHALL NOT TAKE ANY RESPONSIBILITIES FOR ABNORMAL OPERATION, PRIVACY LEAKAGE OR OTHER DAMAGES RESULTING FROM CYBER-ATTACK, HACKER ATTACK, VIRUS INFECTION, OR OTHER INTERNET SECURITY RISKS; HOWEVER, HIKVISION WILL PROVIDE TIMELY TECHNICAL SUPPORT IF REQUIRED.

YOU AGREE TO USE THIS PRODUCT IN COMPLIANCE WITH ALL APPLICABLE LAWS, AND YOU ARE SOLELY RESPONSIBLE FOR ENSURING THAT YOUR USE CONFORMS TO THE APPLICABLE LAW. ESPECIALLY, YOU ARE RESPONSIBLE, FOR USING THIS PRODUCT IN A MANNER THAT DOES NOT INFRINGE ON THE RIGHTS OF THIRD PARTIES, INCLUDING WITHOUT LIMITATION, RIGHTS OF PUBLICITY, INTELLECTUAL PROPERTY RIGHTS, OR DATA PROTECTION AND OTHER PRIVACY RIGHTS. YOU SHALL NOT USE THIS PRODUCT FOR ANY PROHIBITED END-USES, INCLUDING THE DEVELOPMENT OR PRODUCTION OF WEAPONS OF MASS DESTRUCTION, THE DEVELOPMENT OR

Hik-ProConnect Portal User Manual

PRODUCTION OF CHEMICAL OR BIOLOGICAL WEAPONS, ANY ACTIVITIES IN THE CONTEXT RELATED TO ANY NUCLEAR EXPLOSIVE OR UNSAFE NUCLEAR FUEL-CYCLE, OR IN SUPPORT OF HUMAN RIGHTS ABUSES.

IN THE EVENT OF ANY CONFLICTS BETWEEN THIS MANUAL AND THE APPLICABLE LAW, THE LATER PREVAILS.

Symbol Conventions

The symbols that may be found in this document are defined as follows.

Symbol	Description
 Danger	Indicates a hazardous situation which, if not avoided, will or could result in death or serious injury.
 Caution	Indicates a potentially hazardous situation which, if not avoided, could result in equipment damage, data loss, performance degradation, or unexpected results.
 Note	Provides additional information to emphasize or supplement important points of the main text.

Contents

Chapter 1 Introduction	1
1.1 Target Audience	1
1.2 Entities in Hik-ProConnect	1
1.3 Running Environment	2
Chapter 2 Account Management	3
2.1 Register an Installer Admin Account	4
2.2 Manage Company Information	6
2.3 Authenticate Account	8
2.4 Manage Role and Permission	9
2.5 Invite Employee	10
2.6 Accept Invitation and Register Installer Account	11
2.7 Set Account Information	13
Chapter 3 Login	15
Chapter 4 Hik-ProConnect Portal Overview	16
Chapter 5 Co-Branding	22
Chapter 6 Site Management	23
6.1 Site Page Overview	23
6.2 Add New Site	24
6.3 Add Existing Site	26
6.4 Assign Site to Installer	27
6.5 Invite Site Owner	27
6.6 Apply for Site Authorization from Site Owner	29
Chapter 7 Manage Device	31
7.1 Add Device	31
7.1.1 Add Detected Online Device	31
7.1.2 Add Device by Hik-Connect (P2P)	34
7.1.3 Add Devices by IP Address or Domain Name	37
7.1.4 Add Devices in a Batch	39
7.2 Apply for Device Permission	41

7.3 Release the Permission for Devices	41
7.4 Migrate Devices from Hik-Connect Account	42
7.5 Add Linkage Rule	46
7.5.1 Add Custom Linkage Rule	47
7.5.2 Add Linkage Rule Based on Pre-defined Template	53
7.5.3 Video Tutorial	56
7.6 Add Exception Rule	56
7.7 Enable Device to Send Notifications	58
7.8 People Counting	60
7.8.1 Activate People Counting Service for Channels	60
7.8.2 Add a Group for People Counting	60
7.9 Activate Temperature Screening Service for Channels	64
7.10 Upgrade Device	66
7.11 Configure DDNS for Devices	67
7.12 View Live Video	68
7.13 View Recorded Video Footage	68
7.14 Operate and Configure AX Pro	69
7.15 Remote Configuration	71
Chapter 8 Cloud Storage Service	73
8.1 Flow Chart	74
8.2 Purchase Cloud Storage Service	77
8.3 Set Cloud Storage for Hik-ProConnect Box	78
8.4 Set Cloud Storage for Cloud Storage DVR	81
8.5 Network Test	84
8.6 Activate or Renew Service for a Channel	84
8.7 View Cloud Storage Details	86
Chapter 9 Health Monitoring	87
9.1 View Status of Devices in All Sites	87
9.2 View Status of Devices in Specific Site	92
9.3 Exception Center	95

Chapter 10 Search Operation Log97
Chapter 11 Tools98

Chapter 1 Introduction

Hik-ProConnect is a convergent, cloud-based security solution that helps manage services for your customers and expand your business by subscription offers. You can monitor the system health status of your customers' sites (even resolving problems) remotely, using a simple and reliable platform. Hik-ProConnect solution enables you to customize security solutions for customers with fully-converged Hikvision devices, covering video, intrusion, access, intercom, and more. Hik-ProConnect provides different ways/clients for Installers or end users to access the platform or manage resources.

- **Hik-ProConnect Portal:** Portal for Installer Admin and Installers logging into Hik-ProConnect to manage the security business, including permission and employees management, site management, devices management, and devices health monitoring, etc.
- **Hik-ProConnect Mobile Client:** Mobile Client for Installer Admin and Installers logging into Hik-ProConnect to manage site, apply for site information management permission from end user, manage and configure the devices, etc.
- **Hik-Connect Mobile Client:** Mobile Client for end users to manage their devices, accept the Installer's invitation as the site owner, approve the Installer's application of site information management permission, etc.

1.1 Target Audience

This manual provides the Installer Admin and Installer with the essential information and instructions about how to use Hik-ProConnect Portal to manage the security business. This manual describes how to manage the permission and employees of your company, add new or existing site for management, apply for site authentication permission from end user, manage and configure the devices belonging to the site, and check the device health status for further maintenance, etc.

1.2 Entities in Hik-ProConnect

Here we introduce the entities (any physical or conceptual object) that involved in Hik-ProConnect.

- **Installer Admin:** The Installer Admin has full access to Hik-ProConnect functions.
- **Installer:** Installers are "sub-account" to the Installer Admin and are controlled by permission for what they can do. For example, they can only manage the sites that are assigned to them.
- **Site:** A Site represents a physical location where device(s) are installed and through which the Installer/Installer Admin can manage and configure devices.
- **Site Manager:** When a site is assigned to an Installer, the Installer becomes the Site Manager of the site, and he/she can manage and configure the devices of the site.
- **Site Owner:** When Installer transfers ownership of the site to the end user, the end user becomes the Site Owner who is the holder of the site. Installer can also apply for site

authorization permission from the Site Owner to manage the site.

1.3 Running Environment

The following is recommended system for running the Portal.

Operating System

Microsoft Windows® 7/8.1/10 (32-bit and 64-bit).

CPU

Intel® Core™ i5-4460 CPU @3.20GHz 3.20GHz and above.

RAM

8 GB and above (4 GB at least).

Graphics Card

NVIDIA® GeForce GT 730

Web Browser

Internet Explorer 11 (32-bit and 64-bit) and above, and versions of Firefox (32-bit and 64-bit) and Chrome (32-bit and 64-bit) released in the latest half year.

Chapter 2 Account Management

There are two types of accounts: Installer Admin and Installer. Each company has only one Installer Admin but can have multiple Installers.

Installer Admin

The Installer Admin has full access to the functions in the system. Usually, the Installer Admin can be the manager of the installation company.

Installer

Installers are "sub-accounts" to the Installer Admin and are controlled by permission for what they can do. For example, they can only manage the sites that are assigned to them. Usually, the Installers are the employees in the installation company.

The installation company should first register an Installer Admin account, and then invite the employees to register Installer accounts.

The flow chart of the whole process is shown as follows.



Figure 2-1 Flow Chart of Account Management

- **Register an Installer Admin Account:** The surveillance installation company should first register an Installer Admin account before accessing any functions of Hik-ProConnect. For details, refer to ***Register an Installer Admin Account***.
- **Fill in Company Information:** After registering an Installer Admin account, you should bind your company information (including company name, country, logo, business license number, etc.) with this account for better service. You can edit your company information and view the comparison of the basic package and health monitoring package provided by Hik-ProConnect in the Company Information page. For details, refer to ***Manage Company Information***.
- **Set Role and Permission:** Before adding an employee to the system, you can create different roles with different permissions for accessing system resources. For details, refer to ***Manage Role and Permission***.
- **Invite Employees:** You can invite employees to register Installer accounts and assign different roles to employees to grant the permissions to her/him. For details, refer to ***Invite Employee***.
- **Accept Invitation and Register Installer Accounts:** The employees can accept the invitation and register Installer accounts to manage sites and devices. For details, refer to ***Accept Invitation and Register Installer Account***.

2.1 Register an Installer Admin Account

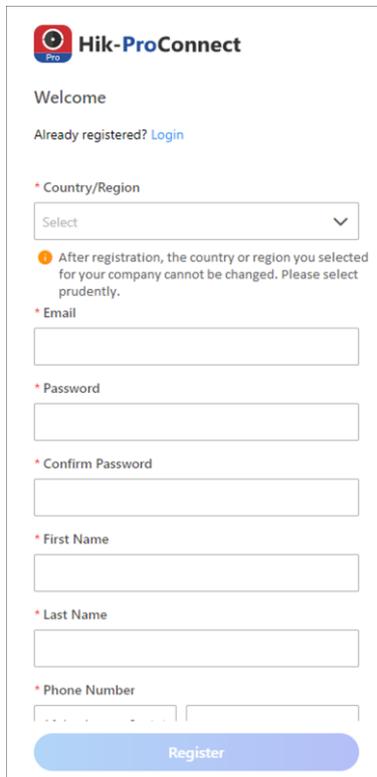
The surveillance installation company should first register an Installer Admin account before accessing any functions of Hik-ProConnect.

Steps

Note

You can click **Try Free Demo** on the login page to see what Hik-ProConnect can do for you, without registering any accounts. The data displayed in the demo is for demonstration only, and you cannot perform any operations.

1. In the address bar of the web browser, enter ***https://www.hik-proconnect.com***. The login page of Hik-ProConnect will show.
2. In the Login page, click **Register**.



The screenshot shows the registration page for Hik-ProConnect. At the top left is the Hik-ProConnect logo. Below it, the text 'Welcome' and a link 'Already registered? Login' are visible. The main form contains several fields: a dropdown menu for 'Country/Region' with 'Select' and a downward arrow; a note with a yellow warning icon stating 'After registration, the country or region you selected for your company cannot be changed. Please select prudently.'; input fields for 'Email', 'Password', 'Confirm Password', 'First Name', and 'Last Name'; and a 'Phone Number' field with a small icon. At the bottom of the form is a blue 'Register' button.

Figure 2-2 Register an Installer Admin Account

3. Select the country or region of your company.
-

Note

After registration, the country or region you selected for your company cannot be changed.

4. Enter an email address which will be bound with the Installer Admin account after registration.
-

5. Set the password of your account and confirm the password.

 **Note**

We highly recommend you to create a strong password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.

6. Enter your name and phone number.
7. Enter the authentication code which is used for authenticating that you are a professional installer.

 **Note**

- Follow the instruction on the interface to get the authentication code.
 - If the authentication code is optional (based on the country/region where you locate), you can leave it empty and authenticate your Installer Admin account later. For details about authenticating your account, refer to ***Authenticate Account***.
 - The authentication code should contain 10 digits.
-

8. Optional: Check **I would like to receive newsletters about new product introduction, service introduction, and questionnaires from Hikvision. I understand that at any time I can unsubscribe.** to subscribe.
 - If subscription succeeded, you will receive a confirmation email in a few minutes. You can unsubscribe by clicking the URL in the email if needed.
 - After subscription, we will send emails about latest product introduction, service introduction, questionnaires and special offers, to the email address which is used for your account registration.
9. Check **I agree to the Terms of Service and Privacy Policy** if you accept the details in these agreements.
10. Click **Register**.

A registration confirmation email will be sent to the email address you entered in Step 4.
11. Click **Verify Now** in the email you received.

After verification completed, you enter the login page of Hik-ProConnect.

Result

You can log into Hik-ProConnect with this account, invite your employees to register Installer accounts, and perform other operations such as site management, etc.

What to do next

After registering an Installer Admin account, you can log into Hik-ProConnect with your account. You need to fill in the information of your company to bind with your account. For details, refer to ***Manage Company Information***.

2.2 Manage Company Information

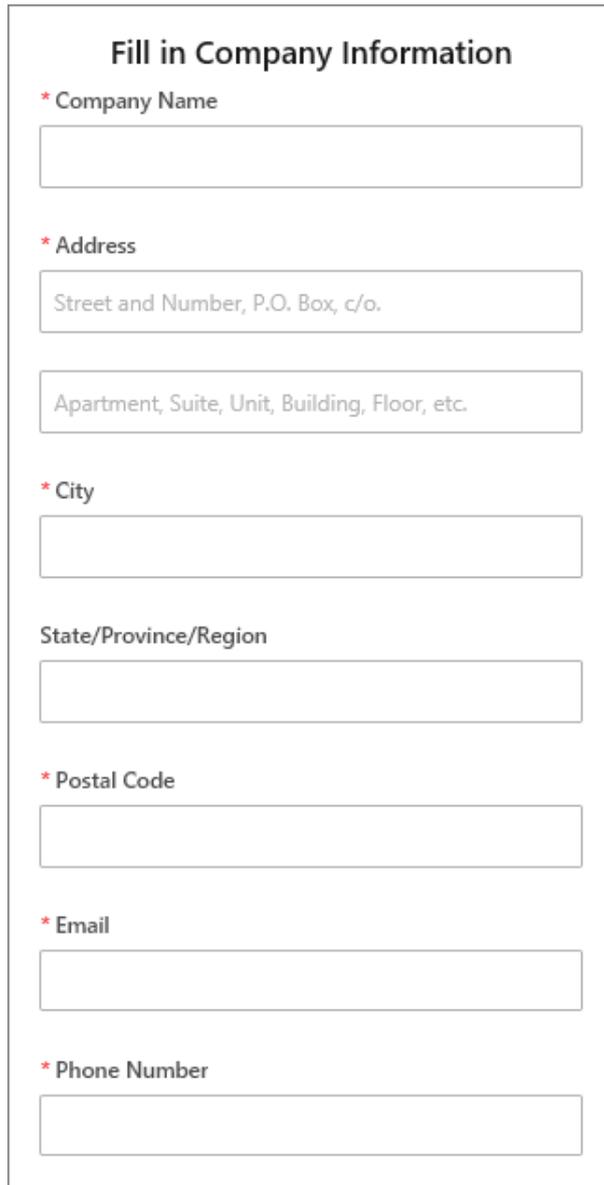
After registering an Installer Admin account, you should bind your company information (including company name, address, etc.) with this account for better service.

Before You Start

Register an Installer Admin account first. For details, refer to ***Register an Installer Admin Account***.

Steps

1. After Installer Admin registration and login, the following page will pop up.



The screenshot shows a web form titled "Fill in Company Information". It contains several input fields with red asterisks indicating required fields:

- * Company Name**: A single-line text input field.
- * Address**: Two stacked text input fields. The first is labeled "Street and Number, P.O. Box, c/o." and the second is labeled "Apartment, Suite, Unit, Building, Floor, etc."
- * City**: A single-line text input field.
- State/Province/Region**: A single-line text input field.
- * Postal Code**: A single-line text input field.
- * Email**: A single-line text input field.
- * Phone Number**: A single-line text input field.

Figure 2-3 Fill in Company Information

2. Enter the name of your company.
3. Enter other information of your company, such as address, postal code, phone number, etc.

4. Optional: Enter the website of your company if any.
5. Click **Bind**.
After setting your company's information, you enter the Home page of the Hik-ProConnect Portal.
6. Optional: If you want to set VAT number, upload company's log, or edit the other information of your company, perform the following steps.
 - 1) In the Hik-ProConnect Portal, enter **Company** → **Company Information**.
 - 2) Click  at the upper-left corner of the **Company Information** panel.
 - 3) Edit the information if needed, such as company name, phone number for contact, email for contact, etc.

Note

The country or region cannot be changed once selected when binding the company information after registration.

- 4) Optional: Enter or edit VAT number of your company which will be used for qualification verification.
- 5) Optional: Click **+** to upload a picture of the company's logo, or click **Edit** to reupload a picture to update the logo.

Note

- The picture should be in JPG, JPEG, or PNG format.
 - Recommended picture size: Height = 200 px, 200 px ≤ Width ≤ 600 px.
 - You are not allowed to enable Co-branding function if you didn't set your company's logo.
 - After editing the logo, it will be updated to the Co-Branding page, which is for brand promotion to the end users. For details about co-branding settings, refer to **Co-Branding**.
-

- 6) Optional: Enter or edit the description information, which will be displayed on Hik-Connect Mobile Client.
- 7) Click **Save** to save the changes.
7. Optional: In the Company Information page, you can view the maximum number of manageable employees, the comparison about the supported functions and manageable devices between basic package and health monitoring package provided by Hik-ProConnect, and when the trial period will end.

Free Package

Free package with up to 1,024 devices manageable (unlimited during trial period) and basic functions available (including adding devices in a batch, site and device management, applying for site authorization, viewing device online status, remote configuration, and live view).

Health Monitoring Package

Package with unlimited manageable devices and advanced functions available (such as health monitoring, exception, linkage, device remote upgrading, role and permission management,

employee management, viewing operation logs, co-branding, etc.).

The health monitoring package is still free during the trial period, and you need to pay for it after your free trial period ends if you still want to access the functions in this package and manage unlimited devices.

2.3 Authenticate Account

When registering an Installer Admin account, you can enter an authentication code which is used for authenticating that you are a professional installer. If you do not enter an authentication code when registration, you can experience the features in Hik-ProConnect first, and authenticate your account later. For the account which is not authenticated, you cannot purchase value-added services. In this section, we introduce how to authenticate your Installer Admin account after registration.

Note

You can skip this section if you have already entered the authentication code when registering an Installer Admin account.

If you want to authenticate your account, one of the following ways is supported according to the selected country or region when registering your account.

By Entering Authentication Code

For this way, you need to get the authentication code from the Hikvision or distributor first and then enter the authentication code to authenticate your account.

1. Enter **Company** → **Company Information** page, and click **Authenticate Now** to enter account authentication page. (Optional) If you have no authentication code, click **Get Authentication Code**, and send the application email with the predefined content template, including your email address (the one which is used when registering your Installer Admin account) and company information, such as company ID, company name, and phone number, to Hikvision or distributor, and apply for one authentication code.

Note

- You can click  to edit the information in the template. The edited contents will be updated in the company information.
- If the email server is not configured or the recipient's address is not filled automatically, you can copy the content and send it to Hikvision or distributor by your own email box.

2. After you get the authentication code, enter the authentication code on account authentication page and click **OK** to authenticate your account.

By Submitting Online Application

For this way, you need to fill and submit the online application information to authenticate your

account directly. After your application is approved, your account will be authenticated.

1. Enter **Company** → **Company Information** page, and click **Authenticate Now** to enter account authentication page.(Optional) Edit the company information, such as company name, address, and city if needed
2. (Optional) Click **+** to upload the picture of your business card.Enter the distributor if you have ever bought Hikvision products.
3. Click **Authenticate Now**. The application information will be sent. After your application is approved, you will complete the account authentication.

2.4 Manage Role and Permission

Before adding an employee to the system, you can create different roles with different permissions for accessing system resources and then assign roles to corresponding employees to grant the permissions to him/her. Or you can give a predefined role to an employee without creating one. An employee can have only one role.

Steps

Note

There are three predefined roles in the system: Administrator, Site Manager, and IT Manager. The permissions of the three roles are as follows.

- **Administrator:** Setting company information, managing employees, checking operation logs of all the employees, and managing all the sites.
- **Site Manager:** Managing assigned sites, adding, configuring, and deleting devices, and enabling valued services for end users of assigned sites.
- **IT Manager:** Managing all the sites, assigning sites to other employees, enabling or editing valued service for all the end users, and viewing operation logs of all the employees.

The three roles cannot be deleted by anyone. Different from Administrator role, the Installer Admin account can perform any operations to all the sites even if the account is assigned with no site.

1. Click **Company** → **Role and Permission** to display all the roles.
2. Add a role.
 - 1) On the Home page, click **Company** → **Role and Permission** → **Add Role** to open the Add Role panel.
 - 2) Enter the role name and select permission(s) for the role.

Manage All Sites

Managing all sites, including adding and editing site, assigning site to Site Manager, inviting site owner, applying for site authorization, searching sites, managing devices in the site (adding, deleting, editing, upgrading), applying for device permission, and health monitoring. No more than 18 employees can be assigned with this permission.

Manage Assigned Site

Managing site(s) assigned to the employee, including editing site, inviting site owner, applying for site information management permission, adding existing site, adding a new site, managing devices in the site (adding, deleting, editing, and upgrading), and deleting site.

Note

You need to give an employee this permission before assigning the employee a site.

Manage Account and Role

Accessing Employee and Role and Permission page, adding and deleting accounts and roles. Employee and Role and Permission page will not show without this permission.

Manage Company Information

Accessing company information page and edit company information (e.g. name, logo, addresses, etc.). Company information page will not show without this permission.

- 3) Optional: Enter remarks of the role in the **Description** field.
- 4) Click **OK**.
3. Optional: Check added roles and click **Delete** to delete the selected role(s).

Note

You cannot delete a role which has been assigned to an employee.

2.5 Invite Employee

Installer Admin and Installer with the role permission for managing account and role can invite employees to manage resources in the system.

Steps

1. Open the Add Employee panel.
 - On the Home page, click **Company** → **Employee** → **Add Employee**.
 - On the Home page, click **Company** → **Role and Permission** → **Add Employee** in the Operation column.
2. Optional: Click **Add Role** to create a new role.

Note

See **Manage Role and Permission** for details about role.

3. Enter the email of the to-be-invited employee.
4. Select a role for the employee. See **Manage Role and Permission** for details about managing a role.

The permissions of the role will be displayed.

5. Click **Add**.

The invited employee will receive an email delivering a link in the entered email box. The employee needs to click the link to register an account, after which the employee's information will be displayed in the employee list.

6. Optional: Check one or more employees and click **Delete** to delete the selected employee(s) if needed.

2.6 Accept Invitation and Register Installer Account

The Installer Admin, and Installer whose role contains permission of **Manage Account and Role** can invite other employees to register Installer accounts. The employees can accept the invitation and register Installer accounts to manage sites and devices.

Before You Start

Installer Admin and Installer whose role contains permission of **Manage Account and Role** should first invite the employee first. For details, refer to *Invite Employee*.

Steps

1. After inviting the employee, the employee will receive an email from Hik-ProConnect.
2. Click the button or the link in the email to open the Installer Registration page.

The screenshot shows a registration form titled "Welcome". It includes a link for "Already registered? Login". The form fields are: "Email:" with a placeholder ending in "@hikvision.com"; "* Password" with a text input field; "* Confirm Password" with a text input field; "* Last Name" with a text input field; "* First Name" with a text input field; "* Phone Number" with a dropdown menu showing "Italy +39" and a text input field; and a checkbox for "I agree to the Terms of Service and Privacy Policy". A blue "Register" button is at the bottom.

Figure 2-4 Register an Installer Account

3. In the registration page, set the password of your account and confirm the password.

Note

We highly recommend you to create a strong password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.

4. Enter the employee's name and phone number.
5. Check **I agree to the Terms of Service and Privacy Policy** if you accept the details in these agreements.
6. Click **Register**.

Result

You can log into Hik-ProConnect with this account and perform other operations such as site management, configuration, etc.

2.7 Set Account Information

After login, you can edit the basic information of the current account and change password if necessary.

On the Home page, click the name at the upper-right corner and select **Account Settings**.

Set Basic Information

Set the basic information of the current account, including the name of the Installer, bound email address and phone number, etc.

Click  to set the profile of the current account.

Change Password

Change the password of the current account.

Note

We highly recommend you to create a strong password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.

Change Account's Bound Email

You can change the bound email address of the current account to another one if required.

1. In the Basic Information page of the account settings, click .
2. Enter a new email address in the **New Email** field.
3. Click **Get Verification Code**.
In the new email address, you will receive an email with a verification code.
4. Enter the received verification code in the **Verification Code** field.
5. Enter the password of the current account.
6. Click **Save**.

Delete Installer Admin Account

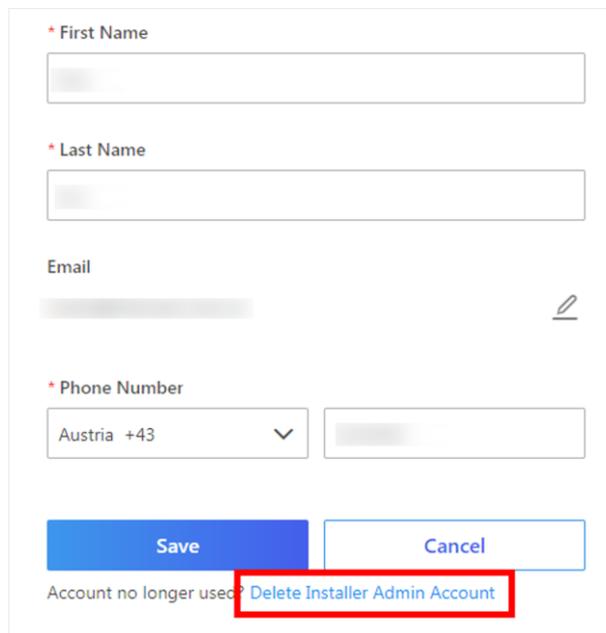
For Installer Admin, if the account is no longer used, you can delete it in the Basic Information page of the account settings.

Note

- Deleting Installer Admin account is irreversible. The company information and accounts CANNOT be restored once deleted. Back up the required data before deleting the account.

- If there are authorized site(s) under the current account, you cannot delete it.
-

1. In the Basic Information page of the account settings, click **Delete Installer Admin Account**.



The screenshot shows a form for account settings. It includes the following fields and elements:

- * First Name: A text input field.
- * Last Name: A text input field.
- Email: A text input field with an edit icon (pencil) to its right.
- * Phone Number: A dropdown menu showing "Austria +43" and a text input field.
- Buttons: "Save" (blue) and "Cancel" (white with blue border).
- Link: "Delete Installer Admin Account" (blue text) is highlighted with a red rectangular box.
- Text: "Account no longer used?" is located above the "Delete Installer Admin Account" link.

Figure 2-5 Delete Installer Admin Account

2. Enter the password of your Installer Admin account, and click **Next**.
3. Click **Delete Installer Admin Account** to confirm deleting.

Chapter 3 Login

After login by an Installer Admin account or Installer account, you can manage resources (including sites, devices, and roles, etc.) and perform health monitoring and so on.

Before You Start

Make sure you have registered an account. See **Register an Installer Admin Account/Accept Invitation and Register Installer Account** for details about registration.

Steps

1. In the address bar of the web browser, enter **<https://www.hik-proconnect.com>**.
The login page of Hik-ProConnect will show.
2. Select a country or region where the account locates from the drop-down list below the Hik-ProConnect logo.
3. Enter the registered email and password.
4. Optional: Reset the password if you have forgotten the password.
 - 1) Click **Forgot Password** to enter the resetting password page.
 - 2) Click **Get Verification Code**.
You will receive a verification code sent by the portal in your email box.
 - 3) Enter the received verification code in the **Verification Code** field.
 - 4) Enter the new password and confirm password.

Note

We highly recommend you to create a strong password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.

- 5) Click **OK**.
By default, you will be required to log in by the new password.
5. Click **Login**.
By default, you will enter the site list page.

Chapter 4 Hik-ProConnect Portal Overview

Hik-ProConnect Portal is a B/S portal of Hik-ProConnect platform. The surveillance installation company can register an Installer Admin account on Hik-ProConnect, then the Installer Admin can invite employees to register Installer accounts. Each company has only one Installer Admin but can have multiple Installers.

After registration, the Installer Admin and Installers can log into the Hik-ProConnect via the web browser and the Home page of Hik-ProConnect Portal will show.

Main Modules

The Hik-ProConnect Portal is divided into six main modules. You can access these modules via the navigation panel on the left.

Note

You can click  or  to pin or unpin the navigation panel on the left of the Portal.

Table 4-1 Main Modules of Hik-ProConnect Portal

Module	Description
Home	On the Home page, you can view the overview of your sites, managed devices, received exceptions, and other quick entries such as frequently used functions, recently visited sites, wizard, documentations, etc.
Site	A Site represents a physical location where devices are installed and through which the Installer Admin/Installer can manage the devices.
Health Monitoring	There are two parts in the Health Monitoring module: <ul style="list-style-type: none"> ● Health Status: Installer can view the devices overall, normal, and abnormal status, locate the abnormal devices, and perform troubleshooting quickly. ● Exception Center: After setting the exception rules, when an exception occurs on the device, the device will push a notification to the Portal and you can view all the received notifications of exception in the Exception Center.
Company	The Company module deals with all the management and administration aspects of a single installation company. It contains the following five parts: <ul style="list-style-type: none"> ● Company Information: You can manage your company information. ● Co-Branding: Enable to display the company logo on the Hik-Connect Mobile Client for brand promotion to the end users. ● Employee: Each company has only one Installer Admin but can have

Module	Description
	<p>multiple Installers. The Installer Admin can invite the company's employees to register Installer accounts and assign different permissions to employees according to actual needs. Installer whose role contains permission of Manage Account and Role can also invite other employees to be Installers by registering Installer accounts.</p> <ul style="list-style-type: none"> ● Role and Permission: A role defines one employee's rights to the functions in the system. After creating a role and specifying the role's permission, you can assign it to the employees according to actual needs. ● Operation Log: View the operation logs of your accounts and sites in the current company.
Tools	Hik-ProConnect provides some online tools to improve your work efficiency.

Home Page Introduction

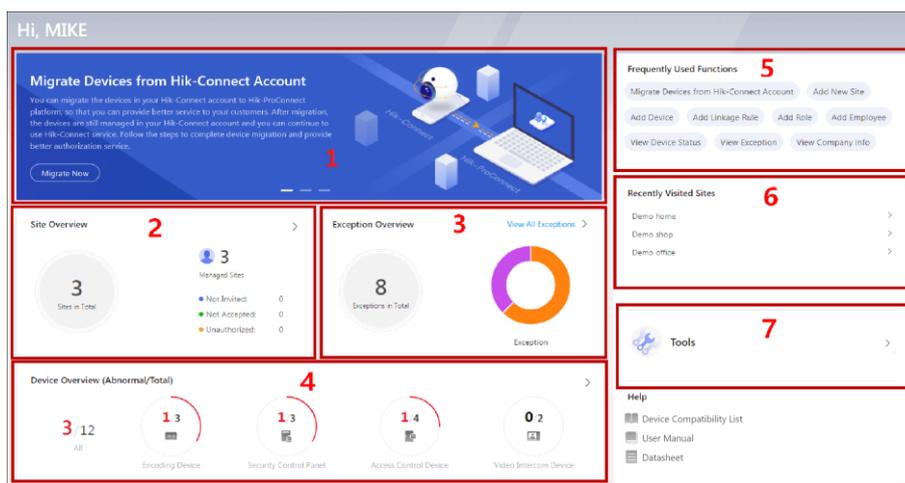


Figure 4-1 Home Page

Table 4-2 Home Page Description

No.	Name	Introduction
1	Banner	<p>There are some banners, showing the key features, functions, and important information of Hik-ProConnect.</p> <hr/> <p>Note</p> <p>You can inform your end users to download or update the Hik-Connect Mobile Client (Version 4.7.1 and later) by sending the QR code or download link to them.</p>

No.	Name	Introduction
2	Site Overview	<p>You can view the number of sites managed in total. Besides, you can view:</p> <ul style="list-style-type: none"> ● Not Invited: The number of sites for which no site owners are invited. ● Not Accepted: The number of sites of which the site owner invitation are not accepted. ● Unauthorized: The number of sites which are not authorized to you. <hr/> <p> Note</p> <p>You can click > to enter the site list. For detailed instructions about site management, refer to <i>Site Management</i>.</p>
3	Exception Overview	<p>You can view the number of received exceptions and the proportions of each type of the exceptions.</p> <p>Hover the cursor to the pie chart to view the detailed proportions and amount.</p> <hr/> <p> Note</p> <p>You can click View All Exceptions to enter Exception Center to check the received exceptions. For detailed instructions about Exception Center, refer to <i>Exception Center</i>.</p>
4	Device Overview	<p>You can view the number of abnormal devices and total devices, including devices overall and each device type respectively.</p> <hr/> <p> Note</p> <p>You can click > to enter Health Status to check the device health status details. For detailed instructions about Health Status, refer to <i>View Status of Devices in All Sites</i> and <i>View Status of Devices in Specific Site</i>.</p>
5	Frequently Used	<p>You can view the functions which you have used frequently. Click</p>

No.	Name	Introduction
	Functions	these icons to perform these functions quickly if needed.
6	Recently Visited Sites	You can view the five sites which you visited recently. Click the site name to enter the site details page.
7	Tools	You can view and use the online tools provided by Hik-ProConnect. <hr/> Note For details about tools, refer to Tools . <hr/>

Download Hik-ProConnect Mobile Client

On the Home page, click  at the upper-right corner and scan the QR code to download Hik-ProConnect Mobile Client.

View Recently Received Exceptions

When the Portal receives a notification of exception, a window will pop up at the upper-right corner, showing the exception details. You can click  (the number indicates the number of unread messages) at the upper-right corner to view the exception received by the Portal recently.

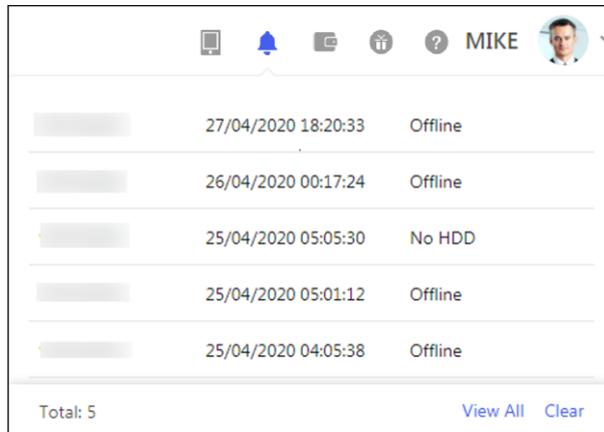


Figure 4-2 Recently Received Exceptions

Note

You need to set the device's exception rules first before the Portal can receive the notifications. For details, refer to **Add Exception Rule**.

You can click **Clear** to clear the records displayed in this window. You can still check these exceptions in Exception Center.

Click **View All** to enter the Exception Center to view all the exceptions received by the Portal. For

details, refer to **Exception Center**.

Business

On the Home page, click  at the upper-right corner and select **Service Package** or **Order** to view the service details and the orders of your account.

Trial Period

On the Home page, click  at the upper-right corner to view the trial period of your account.

Note

You have the free trial for all features before one specific date. After that, you need to purchase some features if needed.

Submit Feedback

If you have any questions or suggestions about the system, you can submit feedback to us. On the Home page, click the name at the upper-right corner and select **Feedback** to open the Feedback window.

Or click  icon floating on the Home page to open the Feedback window.

Select a type for your feedback and then enter your suggestions and questions in the pop-up window and attach a picture if necessary.

Enter an email address. After we receive your feedback, we will send an email to this address if we get an conclusion.

Click **Submit** to submit your feedback to us.

Subscribe to/Unsubscribe from Newsletters

For Installer Admin, if you didn't subscribe to newsletters when account registration, you can click the name at the upper-right corner and select **Subscribe to Newsletters**, or click  icon floating on the Home page to subscribe to the newsletters about Hik-ProConnect.

After subscription, we will send emails about latest product introduction, service introduction, questionnaires and special offers, to the email address which is used for your account registration. You can unsubscribe at any time in the **About** page. After unsubscription, you will not receive any newsletters emails from us.

About

On the Home page, click the name at the upper-right corner and select **About**.

You can view the version of the current system, and read the agreements, including terms of service, privacy policy, and open source license.

After subscribing to the newsletters, you can unsubscribe here at any time. After unsubscription, you will not receive any newsletter emails from us.

View User Manual, Datasheet or Device Compatibility List

On the Home page, click  near the name at the upper-right corner and click **User Manual** to open the user manual of the Hik-ProConnect Portal. You can also click **User Manual**, **Datasheet**, or

Device Compatibility List at the lower-right corner of the Home page to open the user manual, datasheet, or device compatibility list.

You can enter keywords to search the information you want in the user manual, datasheet, device compatibility list for instructions, specification details, or device model.

Wizard

We provide you a wizard which guides you through the process of configurations and operations. There are two ways to open the wizard:

- On the Home page, click  near the name at the upper-right corner and click **Wizard**.
- Or click  icon floating on the Home page.

Click **Next** or **Previous** to go through the introductions in the wizard. You can click the image on the right to view the large image and check the details on the image if necessary.

Click **Skip** to close the wizard.

Logout

On the Home page, click the name at the upper-right corner and select **Log Out** to log out of the current account and return to the login page.

Chapter 5 Co-Branding

This function helps promote awareness of your brand and strengthens your products and services. After enabled, end users can view your company logo, address, and phone number via Hik-Connect Mobile Client.

On the Home page, click **Company** → **Co-Branding**. Switch **Co-Branding** on, and hover the cursor on the Logo area to show the **Edit** button. Click **Edit** to upload your company logo. After editing the logo, it will be updated to the Company Information page.

Note

- Please inform your end users to download or update the Hik-Connect Mobile Client (Version 4.5.0 and later). You can send the QR code or download link shown in the banner on the Home page to them.
 - If all the devices of an end user are managed by the same installation company, the installation company's logo will be displayed on the login page and About page of the end user's Hik-Connect account.
 - If an end user's devices are managed by different installation companies, he or she can go to the device details page of Hik-Connect account to view the companies' logo and details.
-

Chapter 6 Site Management

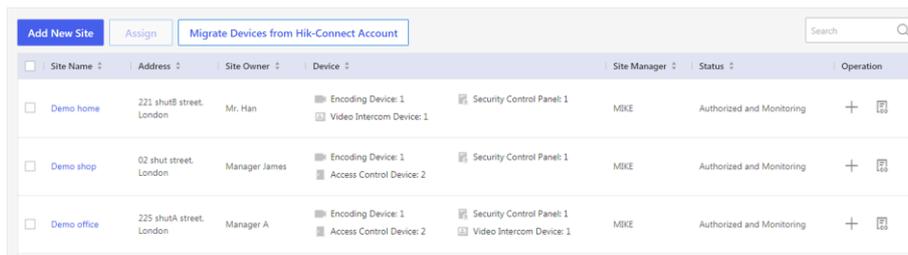
A site can be regarded as an area or location with actual time zone and address, such as the end user's home, office, etc. The Installer can add the authorized devices of end user to the site and uses the site to manage and configure the devices remotely.

The Site Management function provides adding, editing, assigning, or deleting sites, inviting the end user as the site owner, applying for site authorization from site owner, etc.

6.1 Site Page Overview

On the Site page, you can view the sites that are assigned to you (the Installer Admin as well as Installers with Manage All Sites permission can view all the sites of the company), and perform some operations for the sites, such as searching site, adding site, inviting site owner, assigning site, migrating devices from Hik-Connect Account, etc.

Click **Site** tab to enter Site page.



Site Name	Address	Site Owner	Device	Site Manager	Status	Operation
Demo home	221 shuB street, London	Mr. Han	Encoding Device: 1 Video Intercom Device: 1	MBKE	Authorized and Monitoring	+ [icon]
Demo shop	02 shuB street, London	Manager James	Encoding Device: 1 Access Control Device: 2	MBKE	Authorized and Monitoring	+ [icon]
Demo office	225 shuA street, London	Manager A	Encoding Device: 1 Access Control Device: 2 Video Intercom Device: 1	MBKE	Authorized and Monitoring	+ [icon]

Figure 6-1 Site Page

There are different status for the sites in site list.

Not Invited

The site is newly added, and you have not invited the end user as the site owner.

Not Registered

The invitation has been sent to end user who has not registered a Hik-Connect account.

Not Accepted

The invitation has been sent but not been accepted by end user who has registered a Hik-Connect account.

Invited, Not Authorized

The end user accepts the invitation as the site owner, but the site is not authorized to the Installer.

Authorized and Monitoring

The Installer gets the authorization of the site from the end user.

 **Note**

According to site status, the Installer Admin and Installers with related permissions can perform the following operations in the table below.

Table 6-1 Supported Operations in Different Status

Supported Operations	Not Invited	Not Accepted Not Registered	Invited, Not Authorized	Authorized and Monitoring
Search Site	√	√	√	√
Assign Site	√	√	√	√
Invite Site Owner	√	√	×	×
Manage Device	√	√	×	√
Edit Site	√	√	×	√
Delete Site	√	√	×	×
Apply for Authorization	×	×	√	×

 **Note**

See ***Migrate Devices from Hik-Connect Account*** for details about how to migrate devices from Hik-Connect account to the Hik-ProConnect.

6.2 Add New Site

When the end user wants the installation company to provide installing service or the installation company assigns the employee for device installation of specified end user, the Installer Admin or Installer with related permission needs to create a new site for managing these devices of end user.

Before You Start

Make sure you have the permission of adding new site.

Steps

1. Click **Site** tab on Home page to enter Site page.
2. Click **Add New Site** and select **New Site**.

Note

If an existing site of end user is not authorized to any installation company, you can select **Existing Site** to add the existing site. For more details, refer to **Add Existing Site**.

3. Set the site name, time zone, site address, city, and state/province/region.
-

Note

You should select the correct time zone where the devices locate and the time zone cannot be changed after the site is added.

4. Optional: Check **Sync Time & Time Zone to Device** to synchronize the time and time zone of the site to the devices added to the site.
 5. Click **OK** to add a new site to the list.
 6. Optional: According to the site's status and authorization, perform one of the following operations.
-

Note

For more details about supported operations in different site status, refer to **Site Page Overview**.

Search Site

Enter keywords in search filed, and click  to display the search results in the list.

View Site Details

Click the site name to view the site details, including managed devices, site information, and so on.

Edit Site

On right area on Site Details page, click  to edit the site name, site address, city, state/province/region, and whether check **Sync Time & Time Zone to Device** or not.

Delete Site

Hover the cursor over  on Operation column and click  to delete the site.

Invite Site Owner

For the site in the status of **Not Invited**, click  on Operation column on Site page or click **Invite** on Site Details page to invite an end user as the owner of the site.

Note

For more details, refer to **Invite Site Owner**.

Manage Device

For the site in the status of **Not Invited, Not Registered, Not**

Accepted, or **Authorized and Monitoring**, you can click the corresponding icon on Operation column or enter Site Details page to manage the devices, such as adding device to the site, upgrading device, applying for live view or configuration permission, adding linkage rule, adding exception rule, etc.

 **Note**

For more details, refer to *Manage Device*.

6.3 Add Existing Site

When a site is either not assigned to a company or that was previously assigned to a company but was later released and is now not associated with a company, you can add it by applying for site authorization from the Site Owner.

Steps

1. Click **Site** tab on Home page to enter Site page.
2. Click **Add New Site** and select **Existing Site**.

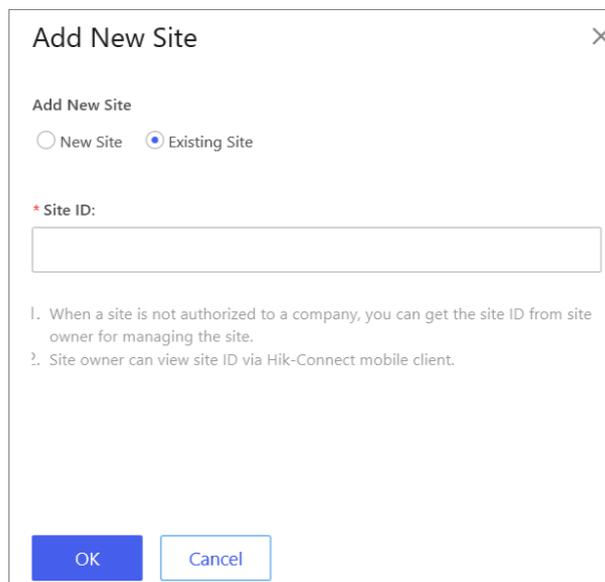


Figure 6-2 Add Existing Site

3. Enter the site ID provided.

 **Note**

- You can get the site ID form the Site Owner, who can view the site ID via Hik-Connect Mobile Client.

- Please inform your end users to download or update the Hik-Connect Mobile Client (Version 4.7.1 and later). You can send the QR code or download link shown in the banner on the Home page to them.
-

4. Click **OK**.

The site will be added in the site list and the Site Owner will receive an application. After the Site Owner approves the application, the site will be authorized by the Installer.

6.4 Assign Site to Installer

The Installer Admin or the Installers with assigning site permission can assign a site to the specified Installer as site manager responsible for configurations of the devices in the site.

Before You Start

Make sure you have the permission of assigning site.

Steps

1. Click **Site** tab on Home page to enter Site page.
2. Select a site for assignment.
3. Click **Assign**.
4. Select an Installer as site manager.
5. Click **OK**.

The assigned site manager can enter site details and perform related operations, such as adding devices.

6.5 Invite Site Owner

After installation company completed the installation, the Installer needs to invite end user as Site Owner in order to hand over the site to end user. If required, the Installer can also apply for specified permissions for further device maintenance when inviting Site Owner.

Before You Start

Make sure the site status is **Not Invited** and you have the permission of site management, such as Manage All Sites and Manage Assigned Site.

Steps

1. Click **Site** tab on Home page to enter Site page.
2. Select a site for invitation.
3. Enter Invite Site Owner page.
 - Select a site and click  on Operation column.
 - Click the site name to enter Site Details page and click **Invite**.

- Optional: Check **Allow Me to Disable Hik-Connect Service**. Then after handing over the site to end user, you can disable Hik-Connect service for the devices and the end user cannot perform device operations via Hik-Connect Mobile Client.

Note

When this function is enabled and the site is handed over, if required, you can enter Site Details page and click **Device** tab to disable Hik-Connect service for one device or all devices in this site by clicking  or setting **Hik-Connect Service** switch to off. You can also delete the devices from the end user's Hik-Connect account without authorization of end user.

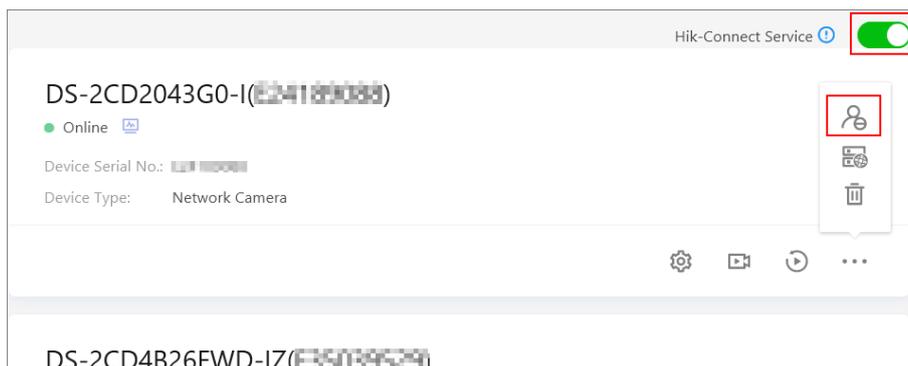


Figure 6-3 Disable Hik-Connect Service

- Select **Email** or **Phone Number** as invitation mode.
- Enter Site Owner's email address or phone number.
- Optional: Select authorization permissions of the Installer after the site is handed over to the Site Owner.

Note

- You can set the validity period for the permissions of configuration and live view, and select the device(s).
- If you have no permission for managing device, or no devices are added in the site, you cannot select the permissions of configuration and live view when inviting Site Owner.
- If the following permissions are selected, when the end user accepts the invitation, the permission will be authorized to the Installer. The Installer does not need to apply for authorization from Site Owner again.

Site Information Management

The authorization for the permission of managing site information.

Configuration

The authorization for the configuration permissions of the selected devices in the site.

Live View

The authorization for the live view permissions of the selected devices in the site.

Playback

The authorization for the playback permissions of the selected devices in the site.

8. Enter the remarks, such as the reason of the invitation, which the invitee can view when he/she receives the invitation via Hik-Connect Mobile Client.
9. Click **OK** to send the invitation.
 - The invitee will receive the invitation email or message in email box or via short message with a download link of Hik-Connect Mobile Client. The invitee can download or open Hik-Connect Mobile Client via the link.
 - If the invitee has not registered a Hik-Connect account, he/she needs to register a Hik-Connect account first. After registering the account and accepting the invitation via Hik-Connect Mobile Client, the end user will become the Site Owner.

Note

Please inform your end users to download or update the Hik-Connect Mobile Client (Version 4.5.0 and later). You can send the QR code or download link shown in the banner on the Home page to them.

- If there are maintenance requirements for the devices added in Hik-Connect Mobile Client, but not added and managed in the site, after the end user accepts the invitation and becomes the Site Owner, he/she can authorize the permissions about these devices to the Installer.
10. Optional: Before the end user accepts the invitation, click **Invite Again** to send invitation again.

Note

You can send at most five invitations in one day and the previous invitations will be invalid if you send a new invitation again.

6.6 Apply for Site Authorization from Site Owner

When the site (no permissions selected when inviting Site Owner) has been handed over to Site Owner, and then there are maintenance requirements for the devices in the site, the Installer needs to send an application to Site Owner for the authorization. After the authorization is approved, the Installer can get the permission to manage and configure the devices of the site. Besides this, the Site Owner can add a device on Hik-Connect Mobile Client and authorize it to the Installer for further management and configuration.

Steps

1. Click **Site** tab on Home page to enter Site page.
2. Select a site.
3. Enter Apply for Authorization page.
 - Select a site and click  on Operation column.

– Click the site name to enter Site Details page and click **Apply for Authorization**.

4. Enter the remarks and click **OK** to send the application.

The Site Owner will receive and handle the application via Hik-Connect Mobile Client. After the Site Owner approves the application, the Installer will have the authorization of the site and perform some operations.

If there are maintenance requirements for the devices added in Hik-Connect Mobile Client, but not added and managed in the site by the Installer yet, after consensus, the Site Owner can select the devices and authorize the permissions of the devices to the Installer.

Note

- Please inform your end users to download or update the Hik-Connect Mobile Client (Version 4.5.0 and later). You can send the QR code or download link shown in the banner on the Home page to them.
 - For AX Pro, after adding an AX Pro to Hik-ProConnect, the Installer and Installer Admin's accounts will become the accounts of the AX Pro; these accounts will be deleted after the Installer deletes the AX Pro from Hik-ProConnect. If you edit an Installer's login password, the password for logging in to the AX Pro by this account will also change.
 - After authorizing a site with AX Pro to an Installer, the Installer and Installer Admin's accounts will become the accounts of the AX Pro; besides, the account with the permission of managing all sites will also become the account of the AX Pro.
 - If an Installer hands over the site with this AX Pro to an end user, the end user's Hik-Connect account will also become an account of the AX Pro, while the Installer's account will be deleted from the AX Pro. This is also applicable to an Installer Admin.
 - For more details about operations on Hik-Connect Mobile Client, refer to the User Manual of Hik-Connect Mobile Client.
-

5. Optional: Click the site name to enter Site Details page and apply for permissions.

Chapter 7 Manage Device

Hik-ProConnect supports multiple device types, including encoding device, security control panel, video intercom device, access control device, and doorbell. After adding them to the system, you can manage them and configure required settings, including remotely configuring device parameters, configuring exception rule, linkage rule, people counting, temperature screening, etc.

Note

Some functions may not be available in specific countries and regions.

7.1 Add Device

Three ways for adding devices to site are provided. 1. Add detected online devices. 2. Add devices by Hik-Connect (P2P). 3. Add a single device or import multiple devices in a batch by device IP address or domain name.

7.1.1 Add Detected Online Device

The Portal can detect available devices connected to the same network with the Portal, which makes the devices' information about themselves (e.g., IP address) recognized by the Portal. Based on the information, you can add the devices quickly.

Note

- Make sure the devices you are going to use are correctly installed and connected to the network as specified by the manufacturers.
 - You can add up to 15 detected online devices simultaneously.
-

Click **Site** on the left to show the site list. And then enter the Online Device page in one of the following two ways before adding online devices.

- Click **+** in the Operation column of the site list and then select **Online Device**.
- Click the site name to enter the site details page, and then go to **Device** → **Add Device** → **Online Device**.

The device(s) connected to the same LAN with the Portal will be displayed on the device list on the Online Device page. You can view information including device serial No., device IP address, activation status (activated or not), Hik-Connect status (connected to Hik-Connect service or not), etc.

Check the online device(s) to be added and click **Add**. Perform part or all of the following 4 steps based on the status of the selected devices before you can add them.

 **Note**

By default, the **Enable Health Monitoring Service** will be checked and cannot be edited. For devices with health monitoring service disabled, you cannot upgrade device firmware, set linkage rules (the existing linkage rules will be invalid), set and receive exceptions, and check device health status.

Table 7-1 Step Description

Step	Description
Activate Device	<p>If there are inactivated device(s), activate them. See Activate Device for details.</p> <hr/> <p> Note</p> <p>During activation, Dynamic Host Configuration Protocol (DHCP) will be automatically enabled for allocating IP addresses for the device. After activation, you can click  at the Operation Column of the online device list to manually disable DHCP if required.</p> <hr/>
Enter Password	Enter admin password of the device. See Enter Admin Password for details.
Automatically Connect to Hik-Connect Service	Connect device(s) to the Hik-Connect service. See Connect to Hik-Connect Service for details.
Automatically Get Device Verification Code	<p>If a device is connected to the Hik-Connect service successfully, the system will automatically get device verification code from device.</p> <p>See Get Device Verification Code for details.</p>
Compatibility Test	<p>The Hik-ProConnect will start detecting whether the device firmware version is compatible. Some functions (including health monitoring, linkage rule, and remote configuration) are unavailable if the device is not compatible with the Hik-ProConnect.</p> <p>For devices incompatible with the Hik-ProConnect, you need to upgrade them.</p> <ol style="list-style-type: none"> 1. Select Upgrade to Compatible Version on the Upgrade or Not column, and click Add and Upgrade. 2. Enter device user name and password to add and upgrade the device.

Step	Description

Note

- For AX Pro, after adding an AX Pro to Hik-ProConnect, the Installer and Installer Admin's accounts will become the accounts of the AX Pro; these accounts will be deleted after the Installer deletes the AX Pro from Hik-ProConnect. If you edit an Installer's login password, the password for logging in to the AX Pro by this account will also change.
- After authorizing a site with AX Pro to an Installer, the Installer and Installer Admin's accounts will become the accounts of the AX Pro; besides, the account with the permission of managing all sites will also become the account of the AX Pro.
- If an Installer hands over the site with this AX Pro to an end user, the end user's Hik-Connect account will also become an account of the AX Pro, while the Installer's account will be deleted from the AX Pro. This is also applicable to an Installer Admin.

After adding devices to the Portal, you can perform the following operations if required.

- Click the device name to edit it. Or move the cursor to the device and then click  to edit device name.
- Click  to configure linkage rule for the device.

Note

For details, see **Add Custom Linkage Rule**

-
- Click  →  to delete the device.

Note

Deleting device is not supported if the site is authorized.

Activate Device

If there are inactivated device(s) in the selected devices, create a device admin password for all the inactivated device(s) on the pop-up window to activated them.

Note

We highly recommend you to create a strong password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.

Enter Admin Password

For devices which are activated but not connected to the Hik-Connect service, you should enter its

admin password on the pop-up window. The admin password is created when you activate the device.

If multiple devices share the same password, enable **Batch Enter admin Password** to enter the password for all the devices in a batch. If any devices' passwords are incorrect, a notification will prompt showing these device(s) for you to enter the correct password(s).

Note

Before entering admin password, you should make sure that no repeated device IP address exists, or one of the devices with the same IP address will fail to be added. You can click  in the Operation column, and then edit the device IP address.

Connect to Hik-Connect Service

After entering device admin passwords, the system will automatically start connecting the device(s) to the Hik-Connect service. Devices that are failed to be connected to the Hik-Connect service cannot be added.

Note

Make sure that no repeated device IP address exists and that the IP addresses of the to-be-connected devices are in the same network segment with the PC running Hik-ProConnect, or connection exception will occur. You can click  in the Operation column, and then edit the device IP address.

Get Device Verification Code

If a device is connected to the Hik-Connect service successfully, the system will automatically get device verification code from device. If the system failed to get the verification codes from any devices, these devices will show for you to manually enter their verification codes.

If multiple devices share the same verification code, enable **Bath Enter Verification Code** and enter the verification code for all of them.

Note

For EZVIZ devices, admin password is not required, and device verification code is required.

Set Type for Unknown Device

If the Hik-ProConnect cannot recognize a device's type after you add it, you can manually set a device type for it. Click **Set Device Type** and select a device type from the drop-down list. You can edit it again after the selection.

7.1.2 Add Device by Hik-Connect (P2P)

If a device is connected to Hik-Connect Service, you can manually add it to a site by entering the

device serial number and device verification code.

Before You Start

- Make sure the devices you are going to use are correctly installed and connected to the network as specified by the manufacturers.
- The device should have been activated and connected to Hik-Connect service.

Steps

1. Click **Site** on the left to show the site list.
2. Open the Manual Adding page.
 - Click **+** in the Operation column of the site list and then select **Manual Adding**.
 - Click the site name to enter the site details page, and then go to **Device** → **Add Device** → **Manual Adding**.
3. Select **Hik-Connect (P2P)** as the adding mode.
4. Enter the device serial number and device verification code.

Note

The device serial number and the default device verification code are usually on the device label. If no device verification code found, enter the verification code you created when enabling Hik-Connect service.

5. Click **Next**.

Note

Hik-ProConnect will start detecting whether the device firmware version is compatible with the Hik-ProConnect. Some functions (including health monitoring, linkage, and remote configuration) cannot be used if the device is not compatible with the Hik-ProConnect. Firmware version detection will not happen if a site is authorized. For devices incompatible with the Hik-ProConnect, you need to upgrade them.

- 1) Select **Upgrade to Compatible Version** on the **Upgrade or Not** column, and click **Add and Upgrade**.
 - 2) Enter device user name and password to add and upgrade the device.
6. Check the device(s) to be added.

Note

By default, the **Enable Health Monitoring Service** will be checked and cannot be edited. For devices with health monitoring service disabled, you cannot upgrade device firmware, set linkage rules (the existing linkage rules will be invalid), set and receive exceptions, and check device health status.

7. Click **Add**.

Note

- For AX Pro, after adding an AX Pro to Hik-ProConnect, the Installer and Installer Admin's accounts will become the accounts of the AX Pro; these accounts will be deleted after the Installer deletes the AX Pro from Hik-ProConnect. If you edit an Installer's login password, the password for logging in to the AX Pro by this account will also change.
 - After authorizing a site with AX Pro to an Installer, the Installer and Installer Admin's accounts will become the accounts of the AX Pro; besides, the account with the permission of managing all sites will also become the account of the AX Pro.
 - If an Installer hands over the site with this AX Pro to an end user, the end user's Hik-Connect account will also become an account of the AX Pro, while the Installer's account will be deleted from the AX Pro. This is also applicable to an Installer Admin.
-

8. Optional: Perform the following operations if required after adding device(s).

Edit Device Name	Click the device name to edit it. Or move the cursor to the device and then click  to edit it.
Delete Device	Click ... →  .
Upgrade Device	Refer to <i>Upgrade Device</i> .
Set Type for Unknown Device	If the Hik-ProConnect cannot recognize a device's type after you add it, you can manually set a device type for it. Click Set Device Type and select a device type from the drop-down list. You can edit it again after the selection.
View DDNS Status	Click ● ● ● and hover the cursor on  . See <i>Configure DDNS for Devices</i> for details about configuring device DDNS.
Configure Cloud Storage Service	For Hik-ProConnect Box and cloud storage DVR, you can click Cloud Storage Service to configure Cloud Storage Service. See <i>Set Cloud Storage for Hik-ProConnect Box</i> and <i>Set Cloud Storage for Cloud Storage DVR</i> for details.

Note

Deleting device is not supported if the site is authorized (except for devices added by IP/Domain).

7.1.3 Add Devices by IP Address or Domain Name

If you know the IP address or domain name of a device, you can add it to the Hik-ProConnect by specifying its IP address/domain name, user name, password, etc.

Before You Start

Make sure the devices you are going to use are correctly installed and connected to the network as specified by the manufacturers.

Steps

Note

Only encoding devices mapped in WAN support this function.

1. Click **Site** on the left to show the site list.
2. Open the Manual Adding page.
 - Click **+** in the Operation column of the site list and then select **Manual Adding**.
 - Click the site name to enter the site details page, and then go to **Device** → **Add Device** → **Manual Adding**.
3. Select **IP/Domain** as the adding mode.
4. Enter the device's name, IP address/domain name, port number, user name, and password.

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.

Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

Note

By default, the **Enable Health Monitoring Service** will be checked and cannot be edited. For devices with health monitoring service disabled, you cannot upgrade device firmware, set linkage rules (the existing linkage rules will be invalid), set and receive exceptions, and check device health status.

5. Click **Add**.

6. Optional: Perform the following operations if you need.

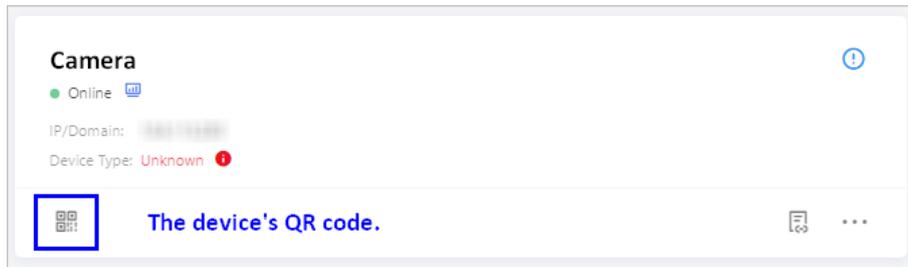


Figure 7-1 The QR Code of the Added Device

OperationsDescription
Encrypt Device QR Code

A QR code will be generated and displayed in the device information area. If an end user did not add the device to his/her Hik-Connect account, he/she can add it to the Hik-Connect account by scanning this QR code using Hik-Connect Mobile Client.

1. Click  to display the QR code.
2. Enter a password to encrypt the QR code, and then click **Save**.

View and Edit Device Information

Click the device's IP address or domain name to view the device basic information. If the device's information changed, or a network exception occurs, you can edit its information accordingly. Select a device, and click  →  to edit the device's name, IP address/domain name, port number, user name, and password.

Set Type for Unknown Device

If the Hik-ProConnect cannot recognize a device's type after you add it, you can manually set a device type for it. Click **Set Device Type** and select a device type from the drop-down list. You can edit it again after the selection.

Delete Device

Click  → .

 **Note**

- It is highly recommended to encrypt the device QR code for security reasons.
- Please inform your end users to download or update the Hik-Connect Mobile Client (Version 4.7.1 and later). You can send the QR code or download link shown in the banner on the Home page to them.
- For AX Pro, after adding an AX Pro to Hik-ProConnect, the Installer and Installer Admin's accounts will become the accounts of the AX Pro; these accounts will be deleted after the Installer deletes the AX Pro from Hik-ProConnect. If you edit an Installer's login password, the password for logging in to the AX Pro by this account will also change.
- After authorizing a site with AX Pro to an Installer, the Installer and Installer Admin's accounts will become the accounts of the AX Pro; besides, the account with the permission of managing all sites will also become the account of the AX Pro.

- If an Installer hands over the site with this AX Pro to an end user, the end user's Hik-Connect account will also become an account of the AX Pro, while the Installer's account will be deleted from the AX Pro. This is also applicable to an Installer Admin.
 - Deleting device is not supported if the site is authorized (except for devices added by IP/Domain).
-

7.1.4 Add Devices in a Batch

You can add multiple devices to the client in a batch by entering the device parameters in a predefined template.

Before You Start

Make sure the devices you are going to use are correctly installed and connected to the network as specified by the manufacturers.

Steps

Note

Only encoding devices mapped in WAN support this function.

1. Click **Site** on the left to show the site list.
2. Open the Manual Adding page.
 - Click **+** in the Operation column of the site list and then select **Manual Adding**.
 - Click the site name to enter the site details page, and then go to **Device** → **Add Device** → **Manual Adding**.
3. Select **Batch Import** as the adding mode.
4. Click **Download Template** to save the predefined template (CSV file) in your PC.
5. Open the downloaded template file and enter the required information of the devices to be added in the corresponding column.
6. Click **Upload Template** to upload the edited template to Hik-ProConnect.

Note

By default, Health Monitoring Service is enabled for the added devices. For devices with health monitoring service disabled, you cannot upgrade device firmware, set linkage rules (the existing linkage rules will be invalid), set and receive exceptions, and check device health status.

7. Perform the following operations after adding the devices if you need.

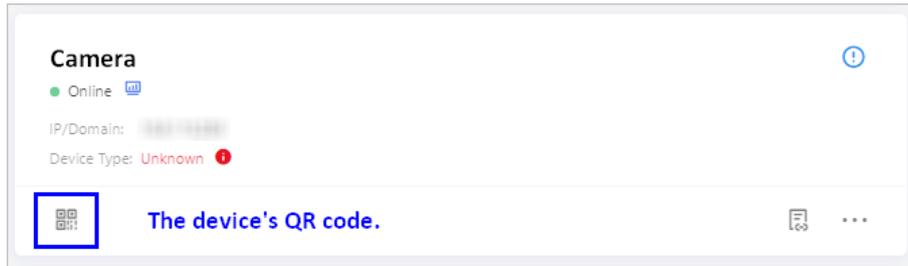


Figure 7-2 The QR Code of Added Device

OperationsDescription nEncrypt Device QR Code

A QR code will be generated and displayed in the device information area. If an end user did not add the device to his/her Hik-Connect account, he/she can add it to the Hik-Connect account by scanning this QR code using Hik-Connect.

1. Click  to display the QR code.
2. Enter a password to encrypt the QR code, and then click **Save**.

View and Edit Device Information

Click the device's IP address or domain name to view the device basic information. If the device's information changed, or a network exception occurs, you can edit its information accordingly.

Select a device, and click  →  to edit the device's name, IP address/domain name, port number, user name, and password.

Set Type for Unknown Device

If the Hik-ProConnect cannot recognize a device's type after you add it, you can manually set a device type for it. Click **Set Device Type** and select a device type from the drop-down list. You can edit it again after the selection.

Delete Device

Click  → .

Note

- It is highly recommended to encrypt the device QR code for security reasons.
- Please inform your end users to download or update the Hik-Connect Mobile Client (Version 4.5.0 and later). You can send the QR code or download link shown in the banner on the Home page to them.
- For AX Pro, after adding an AX Pro to Hik-ProConnect, the Installer and Installer Admin's accounts will become the accounts of the AX Pro; these accounts will be deleted after the Installer deletes the AX Pro from Hik-ProConnect. If you edit an Installer's login password, the password for logging in to the AX Pro by this account will also change.
- After authorizing a site with AX Pro to an Installer, the Installer and Installer Admin's accounts will become the accounts of the AX Pro; besides, the account with the permission of managing all sites will also become the account of the AX Pro.
- If an Installer hands over the site with this AX Pro to an end user, the end user's Hik-Connect account will also become an account of the AX Pro, while the Installer's account will be

deleted from the AX Pro. This is also applicable to an Installer Admin.

- Deleting device is not supported if the site is authorized (except for devices added by IP/Domain).
-

7.2 Apply for Device Permission

After handing over a site to the end user, if you need to view the live view/recorded videos of devices added to the site or configure the devices added to the site, you can apply for the permission accordingly from the end user.

Steps

1. Click the name of a site to enter the site details page.
 2. In the **Device** tab, click **Apply for Permission** → **Apply for Configuration Permission/Apply for Live View Permission/Apply for Playback Permission**.
 3. Check device(s) you want to apply for permission, and click **Apply**.
 4. In the **Validity Period** drop-down list, select a validity period for the permission.
-

Note

You can select **Permanent**, **1 Hour**, **2 Hours**, **4 Hours**, or **8 Hours** as the validity period.

5. Optional: Enter the remarks for the permission.
6. Click **Apply** to apply for the permission from end user.
If the end user approves your application, you will be able to view the live video and (or) configure devices.

7.3 Release the Permission for Devices

If you do not need the permissions of configuration and live view for devices, or you finish the device configuration task earlier than the planned time, you can release the permissions manually.

Before You Start

Make sure the site of the devices has been handed over to you.

Steps

1. Click a site in the site list to enter the site details page.
 2. Click a device to show the device details page.
 3. In the Permission area, select a permission, and click  → **OK** to release the permission.
-

Note

- After releasing, the permission will be unavailable for you. You need to apply for it again if needed.
 - You do not have to release permission if the permission validity is **Permanent**.
-

7.4 Migrate Devices from Hik-Connect Account

You can migrate the devices in your Hik-Connect account to the Hik-ProConnect account. After migration, the devices are still managed in your Hik-Connect account and you can continue to use Hik-Connect service.

In the following two cases you need to migrate devices from Hik-Connect account to Hik-ProConnect.

- **Case 1:** Before using Hik-ProConnect, you managed the devices for the end user by Hik-Connect Mobile Client after the end user shares her/his devices to your Hik-Connect account.
- **Case 2:** Before using Hik-ProConnect, after configuring the devices, you shared your devices in your Hik-Connect account to the end user by Hik-Connect Mobile Client.

Under the above two circumstances, you can migrate these devices (including the ones the end users shared to you, or the ones added in your Hik-Connect account) to the Hik-ProConnect account for quick and convenient devices adding and better device management and maintenance.



Figure 7-3 Migrate Devices from Hik-Connect Account to Hik-ProConnect

There are three ways for you to open the Hik-Connect Device Migration window.

- On the Home page, click the name at the upper-right corner and select **Hik-Connect Device Migration**.
- On the Home page, click **Migrate Devices from Hik-Connect Account** in the **Frequently Used Functions**.
- On the Site page, click **Migrate Devices from Hik-Connect Account** on the top of the site list.

Log into Hik-Connect Account

Firstly, you need to log into your Hik-Connect account.

The screenshot shows a four-step process for logging into a Hik-Connect account. Step 1, 'Log into Hik-Connect Account', is the active step. It features a login form with two input options: 'Phone Number' and 'User Name/Email'. Below these is a dropdown menu for 'Account' set to 'Singapore +65' and a text input for 'Enter Phone Number'. A 'Password' field is also present with the placeholder 'Enter Password'. A blue 'Authorize and Login' button is positioned below the form. At the bottom, there is a section titled 'Allow Following Operations:' with a checked checkbox for 'Get Your Account Information and Device Information'.

Figure 7-4 Log into Hik-Connect Account

You can login by phone number or user name (or email address).

Check **Get Your Account Information and Device Information** to allow Hik-ProConnect to get these information, and click **Authorize and Login** to log into your Hik-Connect account.

Select Device for Migration

Secondly, you need to select the devices for migration.

After login, the devices added to your Hik-Connect account, as well as the ones others shared to you, will be displayed in the device list. The devices which have been added to Hik-ProConnect already will not be displayed here.

You can filter the devices by selecting **Show All Devices**, **Show My Devices Only** (the devices added to your Hik-Connect account), or **Show Others' Devices Only** (the devices shared to your Hik-Connect account from the end user) in the drop-down list.

Select the devices you want to migrate to the Hik-ProConnect, and click **Next**.

Configure Site for My Devices

Thirdly, you need to set the site information in Hik-ProConnect for your devices to be migrated. For the devices added in your Hik-Connect account (displayed in My Devices list), you can add them to different sites or to the same site according to your actual needs.

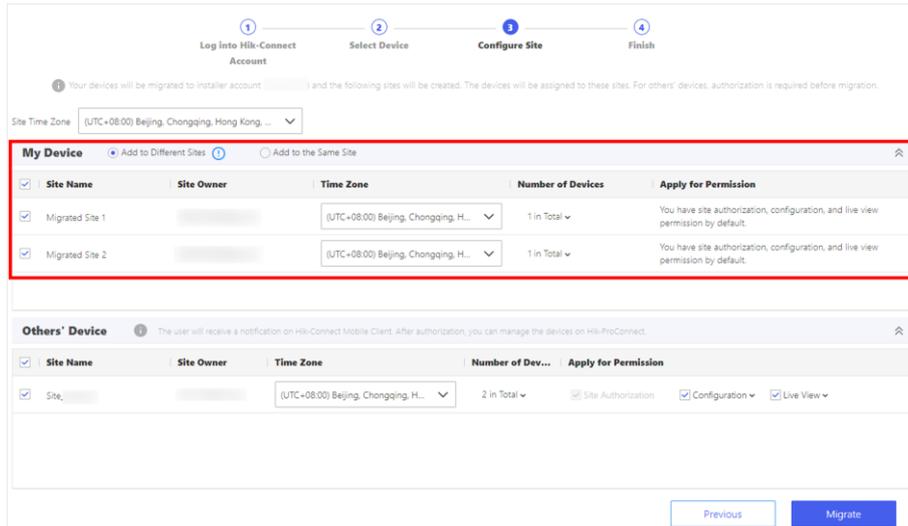


Figure 7-5 Configure Site for My Devices

Add to Different Sites

If your devices are shared to different end users, select this option and you can add them to different sites.

For the devices which have been shared to the end users, the system will automatically create sites by the user names of the end users, and then add the devices to these sites. If there already exists a site the Site Owner of which is the end user, the information of this site (site name and time zone) will be displayed and the corresponding devices will be added to this site automatically.

For the devices which are not shared to anyone, the system will automatically create a site named after your Hik-Connect account user name, and then assign them to this site.

You can hover over the site name and click [✎](#) to edit the site name.

Add to the Same Site

You can also add these devices to the same site. The system will automatically create a site named after your Hik-Connect account user name, and then add all these selected devices to this site.

You can hover over the site name and click [✎](#) to edit the site name.

By default, after migration, you will have site authorization permission of the automatically created site(s), and configuration as well as live view permission of the devices in My Devices list.

Configure Site and Permissions for Others' Devices

Fourthly, you need to set the site information in Hik-ProConnect and set the device permission for the devices shared to you.

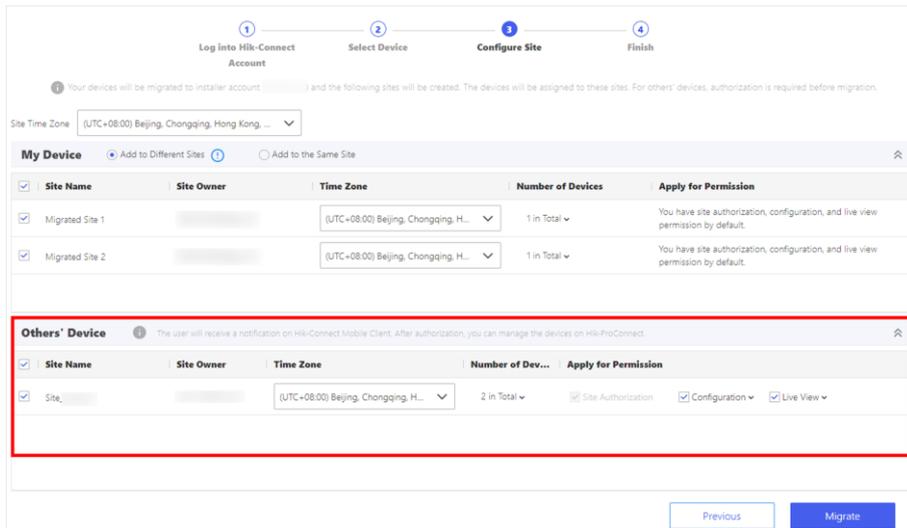


Figure 7-6 Configure Site and Permissions for Others' Devices

For the devices shared to you by others, usually end users, (displayed in Others' Devices list), they will be added to different sites. The system will automatically create sites named after the user names of the end users, and then add all these selected devices to this site. If there already exists a site the Site Owner of which is the end user, the information of this site (site name and time zone) will be displayed and the corresponding devices will be added to this site automatically. You can hover over the site name and click  to edit the site name.

In the **Apply for Permission** list, you need to select the permissions that you want to apply from the end users for the devices. By default, you will have site authorization permission of the automatically created site(s). After migration, the end users will receive a notification on Hik-Connect Mobile Client. After authorization by the end users, you can manage the devices on Hik-ProConnect.

Set Time Zone

Fifthly, you can set the time zone of the devices if needed.

You can set the time zone for each device, or you can select a time zone in the **Set Time Zone** drop-down list at the upper-left corner to set a time zone for the devices in a batch.

Start Migration

Finally, start device migration.

After setting the sites and device permissions, select the devices in the My Devices and Others' Devices list, and click **Migrate** to start migration.

For devices shared from the end users in Others' Devices list, the system will send a request to the end users. After the end users approving the authorization request, the devices will be migrated successfully.

Click **Continue** to select other devices for migration, or click **Finish and View** to view the devices migrated after creating sites in the site list.

7.5 Add Linkage Rule

A linkage (see the picture below for reference) refers to the process in which an event detected by resource A triggers actions of resource B, resource C, resource D, etc. You can add a rule using the pre-defined template or customize a rule to define such a linkage. The rule contains five elements, including Source (resource A), Triggering Event (the event detected by device A), Linked Resources (resource B, resource C, resource D...), Linkage Actions (actions of resource B, resource C, resource D...), as well as Linkage Schedule (the scheduled time during which the linkage is activated). The linkages can be used for purposes such as notifying security personnel, upgrading security level, saving evidence, etc., when specific events happen.

The picture below shows the process of the linkage.

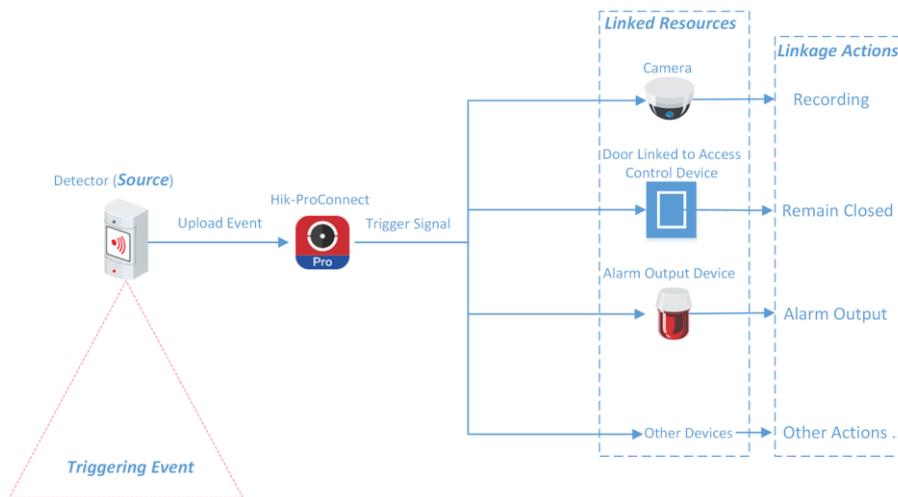


Figure 7-7 Linkage

Example

Sample Application Assume that the end user is the manager of a jewelry store, and the store needs to upgrade security level during non-work hours. And the store has been installed with a PIR detector linked to a security control panel, a siren linked to the security control panel, and several network cameras.

In this case, you can set a linkage rule for him/her to trigger alarm output and recording in the store when object(s) in motion are detected in the store during non-work hours. The followings should be defined in the linkage rule:

- Source: The PIR detector in the store.
- Triggering Event: Motion detection event.
- Linked Resources: The alarm output (the siren in this case) and the network cameras in the store.
- Linkage Actions:
 - For siren: The triggering of the alarm output (i.e., the siren) sends out audible alarm.
 - For network cameras: The network cameras starts recording.
-
- Linkage Schedule: Non-work hours every day.

7.5.1 Add Custom Linkage Rule

If the pre-defined templates cannot meet your needs, you can customize linkage rules as desired.

Steps

Note

- If the trial period of your account expires, the added linkage rule(s) will remain for 3 months but the linkage will not be activated. After 3 months, the linkage rule(s) will be cleared.
 - You should have the permission for the configuration of the devices. Or you should apply for the permission first. For details about applying for the permission, see ***Apply for Device Permission***.
 - The Source and the Linked Resource cannot be the same resource.
 - You cannot configure two totally same linkage rules. In other words, you cannot configure two rules with the same Source, Triggering Event, Linked Resource, and Linkage Action.
 - If the Source or Linked Resource is an Axiom security control panel, when EN50131 Compliant mode is enabled on the device, make sure that you have done authentication by entering the device password, otherwise the configuration of linkage rule will fail.
 - When the Source is a device added by IP/domain, the device added by Hik-Connect cannot be set as the Linked Resource for triggering capture.
-

1. Click  **Site** to enter the site list page.
2. Open the Add Linkage Rule panel.
 - Select a site and click  →  in the Operation column.
 - Click the name of a site to enter the site details page, and then click **Linkage Rule** → **Add Linkage Rule**.
 - Click the name of a site to enter the site details page, and then select a device and click .
3. Set the required information.

Linkage Rule Name

Create a linkage rule name.

Trigger

Define the trigger for the linkage action.

Select Source

Select a resource as the Source.

Set Triggering Event

Select an event as the triggering event.

Note

Make sure that the triggering event has been configured on the selected device. For details about configuring event on device, see the user manual of the device.

Table 7-2 Available Triggering Events for Different Resource Types

Resource	Triggering Event
Camera	<ul style="list-style-type: none"> ● Motion Detection ● Face Detection ● Intrusion ● Line Crossing Detection
Access Control Device	<ul style="list-style-type: none"> ● Tampering Alarm
Door Linked to Access Control Device	<ul style="list-style-type: none"> ● Door Opened Abnormally ● Tampering Alarm
Door Station	<ul style="list-style-type: none"> ● Calling
Area of Security Control Panel	<ul style="list-style-type: none"> ● Away Arming ● Disarmed ● Stay Arming ● Alarm, such as Instant Zone Alarm, 24-Hour Annunciating Zone Alarm, and Delayed Zone Alarm.
Zone (Detector) Linked to Security Control Panel	<ul style="list-style-type: none"> ● Alarm, such as Triggering Alarm, such as Instant Zone Alarm, 24-Hour Annunciating Zone Alarm, and Delayed Zone Alarm.
Doorbell	<ul style="list-style-type: none"> ● Calling ● PIR Detection

Linkage

Click **Add** to select Linkage Action(s) and Linked Resource(s).

 **Note**

- After selecting a Linkage Action, the resource(s) available to be set as Linked Resource(s) will appear.
- Up to 128 Linkage Actions or 10 Linked Resources can be selected.

Linkage Action

Select linkage action(s).

Table 7-3 Linkage Action Description

Linked Resource	Linkage Action	Description
Camera (Channel)	Capture	The camera will capture a picture when the Triggering Event is detected.
	Recording	<p>The camera will record video footage when the Triggering Event is detected.</p> <hr/> <p> Note The recorded video footage starts from 5 s before the detection of the Triggering Event, and lasts 30 s.</p> <hr/>
	Call Preset	<p>Select a preset from the Preset drop-down list to specify it as the preset which will be called when the Triggering Event is detected.</p> <p>A preset is a predefined image position which contains configuration parameters for pan, tilt, zoom, focus and other parameters. By calling a preset, the PTZ camera will move to the predefined image position.</p> <hr/> <p> Note You should have configured presets for the PTZ camera. For details, see the user manual of the PTZ camera.</p> <hr/>
	Call Patrol	<p>Select a patrol from the Patrol drop-down list to specify it as the patrol which will be called when the Triggering Event is detected.</p> <p>A patrol is a predefined PTZ movement path consisted of a series of key points (i.e., presets) that have their own designated sequence. By calling a patrol, the PTZ camera will travel to all the key points in set speed so as to provide a dynamic view.</p> <hr/> <p> Note</p>

Linked Resource	Linkage Action	Description
		<p>You should have configured patrols for the PTZ camera. For details, see the user manual of the PTZ camera.</p> <hr/>
	Call Pattern	<p>Select a pattern from the Pattern drop-down list to specify it as the pattern which will be called when the Triggering Event is detected.</p> <p>A pattern is a predefined PTZ movement path with a certain dwell-time configured for a certain position. By calling a pattern, the PTZ camera moves according the predefined path.</p> <hr/> <p> Note</p> <p>You should have configured patterns for the PTZ camera. For details, see the user manual of the PTZ camera.</p> <hr/>
	Arm	<p>The camera will be armed and hence the events related to the camera will be uploaded to the Surveillance Center when the Triggering Event is detected.</p>
	Disarm	<p>The camera will be disarmed and hence the events related to the camera will not be uploaded to the Surveillance Center when the Triggering Event is detected.</p>
	Enable Privacy Mask	<p>Privacy mask will be displayed on the live images of the camera when the Triggering Event is detected.</p> <hr/> <p> Note</p> <p>You should have configured privacy mask for the camera. For details, see the user manual of the camera.</p> <hr/>
	Disable Privacy Mask	<p>Privacy mask will NOT be displayed on the live images of the camera when the Triggering Event is detected.</p>
Alarm Output	Alarm Output	The alarm output of the Linked Resource will be triggered

Linked Resource	Linkage Action	Description
		when the Triggering Event is detected.
Area of Security Control Panel	Stay Arm	The arming status of the area of the security control panel will switch to Stay when the Triggering Event is detected.
	Away Arm	The arming status of the area of the security control panel will switch to Away when the Triggering Event is detected.
	Disarm	The area of the security control panel will be disarmed when the Triggering Event is detected.
Door Linked to Access Control Device	Open Door	The door related to the access control device will be opened when the Triggering Event is detected.
	Remain Open	The door related to the access control device will remain open when the Triggering Event is detected.
	Remain Closed	The door related to the access control device will remain closed when the Triggering Event is detected.
Door Station	Open Door	The door linked to the door station will be automatically opened when the Triggering Event is detected.
Alarm Input	Arm Alarm Input	The alarm input will be armed and hence events related to it will be uploaded to the Surveillance Center when the Triggering Event is detected.
	Disarm Alarm Input	The alarm input will be disarmed and hence events related to it will NOT be uploaded to the Surveillance Center when the Triggering Event is detected.

Linked Resource

Select resource(s) as the trigger source of the Linkage Action.

Note

For configuring Linkage Actions for a same Source, if its Linked Resources are cameras (i.e., channels), you can set at most four Linkage Actions. For example, if you have set capturing picture and recording (the two are considered as two Linkage Actions) as the Linkage Actions for camera 1, you can only set two more Linkage Actions, i.e., capturing picture and recording for camera 2, or capturing picture for channel 2 and recording for channel 3, or recording for channel 2 and capturing picture for channel 3.

Note

After selecting Linkage Action(s) and Linked Resource(s), you can check the check-box(es) and then click **Delete** to delete the selected Linked Action(s) and Linkage Resource(s).

Linkage Schedule

Define the scheduled time during which the linkage is activated.

All Days

The external linkage action is always activated from Monday to Sunday, 7 days × 24 hours.

Custom

Select date(s) within a week and then specify the start time and end time for each selected date.

Note

The date(s) marked blue is selected.

4. Click **OK**.

The linkage rule will appear on the Linkage Rule list.

5. Optional: Perform the following operations if required after adding linkage rules.

Edit Linkage Rule Click ... →  to edit the linkage rule.

Delete Linkage Rule Click ... →  to delete the linkage rule.

Disable Linkage Rule Set to to disable the linkage rule.

What to do next

If you have enabled the linkage rule, make sure the Notification functionality of the Source is enabled. For details about enabling the functionality, see ***Enable Device to Send Notifications***.

Note

- If the Notification functionality of the Source is disabled, the Linkage Action will NOT be activated no matter the Triggering Event is detected by Source or not.
 - Please notify the end user after handing over the site to him/her that notification of the Source should be kept enabled on the Hik-Connect Mobile Client, or the Linkage Action will NOT be activated no matter the Triggering Event is detected by Source or not. For details about enabling alarm notification for a specific device or channel, see the *Hik-Connect Mobile Client User Manual*.
 - Please notify your end users to download or update the Hik-Connect Mobile Client (Version 4.7.1 and later). You can send the QR code or download link shown in the banner on the Home page of Portal to them.
-

7.5.2 Add Linkage Rule Based on Pre-defined Template

You can use six pre-defined templates to add linkage rules, including Intrusion, Forced Entry Alarm, Back to Home/Office, Away, Visitor Calling, and Perimeter Zone Alarm. Each of the six templates is designed for a typical applications (see the list below) of linkage rule.

Before You Start

You should have the permission for the configuration of the devices. Or you should apply for the permissions first. For details about applying for permission, see ***Apply for Device Permission***.

Table 7-4 Template Description

Template	Description
Intrusion	The Intrusion Template: Used for improving security level by triggering the linkage actions including capture, recording, and alarm output, when the intrusion event (people, vehicles, or other objects enter a pre-defined area) occurs.
Forced Entry Alarm	The Forced Entry Alarm Template: Used for improving security level by triggering the linkage actions including capture, recording, remaining door closed, alarm output, and calling preset when line crossing detection (people, vehicles, or other objects cross a pre-defined virtual line) occurs.
Back to Home/Office	The Back to Home/Office Template: Used for lowering the security level and enabling privacy protection by triggering the linkage actions including disarming and enabling privacy mask, when you are back to home or office.
Away	The Away Template: Used for improving security level and canceling privacy protection by triggering the linkage actions including arming and disabling privacy mask when you leave your home or office.
Visitor Calling	The Visitor Calling Template: Used for improving security level by triggering the linkage actions including capture and recording when visitor(s) are calling from the door station.
Perimeter Zone Alarm	The Perimeter Zone Alarm Template: Used for improving security level by triggering the linkage actions including capture, recording, calling preset, alarm output, and remaining door closed, if people or other objects are detected in all accesses (including doors, windows, cellar doors, etc.) to a property.

Steps

Note

Due to the similarity of adding linkage rules based on different templates, here we only introduce how to add a linkage rule based on the Forced Entry Alarm template.

1. Click **Site** to enter the site list page.
2. Open the Add Linkage Rule panel.
 - Click the name of a site to enter the site details page and select the **Linkage Rule** tab, and then hover the cursor onto the **Forced Entry Alarm** template in the Linkage Template section and click the appeared **Create by Template**.
 - Click **...** → **🔗** in the Operation column, and then select the **Forced Entry Alarm** template from the left side of the Add Linkage Rule panel.
 - Click the name of a site to enter the site details page, and click **External Linkage Rule** → **Add External Linkage Rule** and then select the **Forced Entry Alarm** template from the left side of the Add Linkage Rule panel.

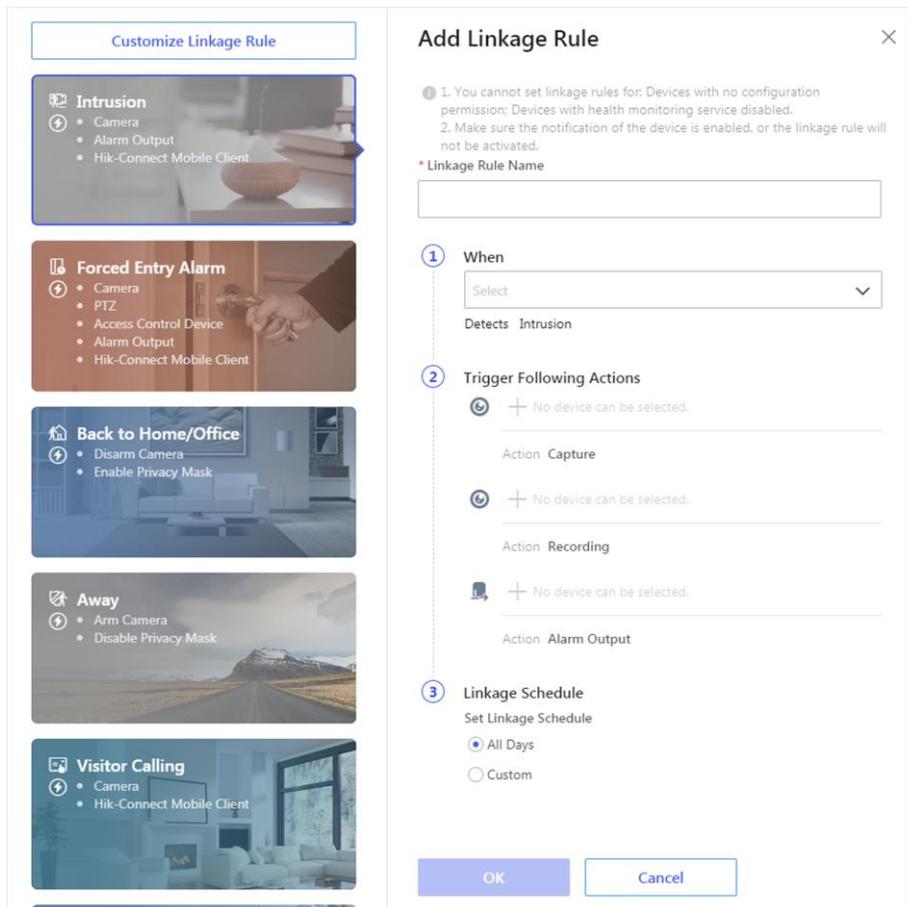


Figure 7-8 Add Linkage Rule by Template

3. Set the required information.

Linkage Rule Name

Create a linkage rule name.

When

Select a resource as the Source for detecting line crossing event from the drop-down list.

Trigger the Following Actions

Click **Select** to select the Linked Resources used for triggering the linkage actions, and then click **Add**.

Note

- You can set only one linkage action.
 - For details about the linkage actions, see **Table 2**.
-

Linkage Schedule

Define the scheduled time during which the linkage is activated.

All Days

The linkage action is always activated from Monday to Sunday, 7 days × 24 hours.

Custom

Select date(s) within a week and then specify the start time and end time for each selected date.

Note

The date(s) marked blue is selected.

4. Click **OK**.

The added linkage rule will be displayed in the linkage rule list.

5. Optional: Set to to disable the linkage rule.

What to do next

If you have enabled the linkage rule, make sure the Notification functionality of the Source is enabled. For details, see **Enable Device to Send Notifications**.

Note

- If the Notification functionality of the Source is disabled, the Linkage Action will NOT be activated no matter the Triggering Event is detected by Source or not.
 - Please notify the end user after handing over the site to him/her that notification of the Source should be kept enabled on the Hik-Connect Mobile Client, or the Linkage Action will NOT be activated no matter the Triggering Event is detected by Source or not. For details about enabling alarm notification for a specific device or channel, see the *Hik-Connect Mobile Client User Manual*.
 - Please notify your end users to download or update the Hik-Connect Mobile Client (Version 4.7.1 and later). You can send the QR code or download link shown in the banner on the Home page to them.
-

7.5.3 Video Tutorial

The following video shows that what is a linkage rule and how to set a linkage rule.

7.6 Add Exception Rule

An exception rule is used to monitor the status of managed resources in real-time. When the resource is exceptional, the resource will push a notification to the Hik-ProConnect to notify the specified Installer about this exception. Currently, the exceptions include two types: device exceptions and channel exceptions.

Before You Start

- Make sure you have the permission for configuration of the device. For applying configuration permission, refer to **Apply for Device Permission**.
- Make sure you have enabled the device to send notifications to the system (if the device supports). For details, refer to **Enable Device to Send Notifications**.

You can add a rule to define such a notification. The rule contains five elements, including **Source** (device A or channel A), **Exception** (the exception occurred on device A or channel A), **Received by** (the source pushes a notification to notify the recipient via certain ways), **Recipient** (who can receive the notification), as well as **Schedule** (when the recipient can receive the notification).

Steps

1. Enter **Site** module.
2. Click the name of a site to enter the site details page, and then click **Exception**.
The exception rules of all the devices added in this site are displayed by default.
3. Optional: Click **Unfold Channels** to display all the channels of the device.

Example

For encoding devices, all the cameras will be displayed. For security control panels, all the zones and alarm outputs are displayed.

4. Set the types of exceptions which can trigger the notification.
 - 1) Move the cursor to the **Exception** field of the device or channel and click [✎](#).

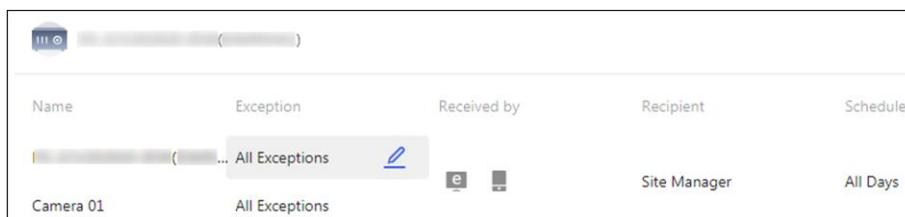


Figure 7-9 Edit Exception

- 2) Check the exception type(s) that you want to set exception rules for.

Note

- For **Offline** exception, you can set the threshold of offline duration. When the device or channel is offline for longer than this threshold, an offline exception will be triggered.
 - The threshold of offline duration should be between 5 and 120 minutes.
-

3) Click **OK**.

5. Set how to receive the notification.

- 1) Move the cursor to the **Received by** field and click .
- 2) Check the receiving mode(s) according to actual needs.

Portal

When an exception is detected, the device will push a notification to the Portal in real-time.

The Portal is checked by default and you cannot edit it.

Note

For checking the received notification in Portal, refer to **Exception Center**.

Mobile Client

When an exception is detected, the device will push a notification to the Hik-ProConnect Mobile Client in real-time.

Email

When an exception is detected, the device will push a notification to the Hik-ProConnect, and the system will send an email with the exception details to the email address(es) of the recipient(s) in real-time.

3) Click **OK**.

6. Set who will receive the notification.

- 1) Move the cursor to the **Recipient** field and click .
 - 2) Select **Site Manager** or **Installer Admin**. The recipient can receive the notification when the exception is detected in real-time.
-

Note

The Site Manager is checked by default and you cannot edit it.

3) Click **OK**.

7. Set when the recipient can receive the notification.

- 1) Move the cursor to the **Schedule** field and click .
- 2) Select the schedule.

All Days

The recipient can always receive the notification from Monday to Sunday, 7 days × 24 hours.

Custom

Customize the days and time period on the selected days according to the actual needs.

3) Click **OK**.

8. Optional: Set or edit the exception rules of the devices in the site in a batch.

1) Click **Batch Edit**.

2) Check the devices or channels you want to set the exception rules.

3) Click  in the bottom to set/edit the exception types, receiving mode, recipient, and notification time.

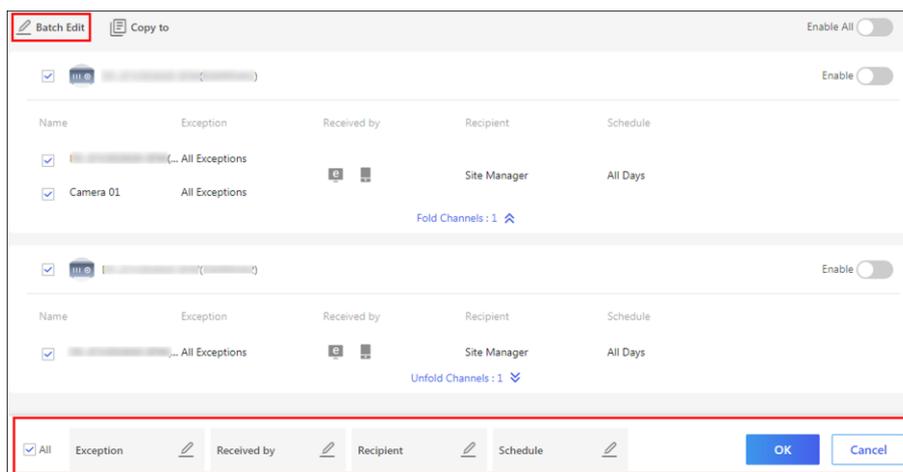


Figure 7-10 Batch Set/Edit Exception Rules

4) Click **OK** to save the settings.

9. Optional: After setting one rule, you can copy the rule settings to other devices or channels for quick settings.

1) Click **Copy to**.

2) In the **Copy Exception Settings from** field, select device(s) or channel(s) as the sources.

3) In the **To** field, select the target resources of the same type as the selected sources.

4) Click **Copy** to copy the rule settings of the sources to the target resources and back to the exception rule list. Or you can click **Copy and Continue** to copy the rule settings and continue to copy other settings.

10. After setting the exception rule, you need to set the **Enable** switch at the upper-right corner of the rule to on to enable the device's exception rule, or set the **Enable All** switch to on to enable the all the devices' exception rules in the site.

After enabling the rule, it will be active and when an exception occurs, the device will push a notification according to the settings in the rule.

7.7 Enable Device to Send Notifications

After adding and enabling a linkage rule or exception rule, you should make sure the Notification functionality of the Source device is enabled so that the events detected by the device can be uploaded to the Hik-ProConnect system and the Hik-Connect Mobile Client, which is the prerequisite to trigger the linkage actions and exception rules defined in the Source-device-related

linkage rule(s) and exception rule(s) respectively.

Steps

Note

The device should support this functionality.

1. Click  **Site** to enter the site list page.
2. Click a site in the site list to enter the site details page.
3. Select the **Device** tab.
4. Click    to open the Notification Settings window.
5. Set the parameters.

Notification

Make sure the functionality is enabled.

Notification Schedule

After enabling the Notification functionality, set a time schedule for uploading the events detected by the Source to the Hik-ProConnect system and the Hik-Connect Mobile Client.

You can select date(s) and then set the start time and end time for each selected date.

6. Click **OK**.
-

Note

- Please notify the end user after handing over the site to her/him that notification of the Source should be kept enabled on the Hik-Connect Mobile Client, or the Linkage Action will NOT be activated no matter the Triggering Event is detected by Source or not. For details about enabling alarm notification for a specific device or channel, see the *Hik-Connect Mobile Client User Manual*.
 - Please notify your end users to download or update the Hik-Connect Mobile Client (Version 4.7.1 and later). You can send the QR code or download link shown in the banner on the Home page to them.
-

7.8 People Counting

The people counting function provided by the people counting camera is used to calculate the number of people entering, exiting, or passing by an area. After adding people counting cameras to the sites of Hik-ProConnect, you can integrate the people counting capabilities of these cameras together to implement real-time monitoring of the people density within a specific region. This is useful for certain commercial and health protection scenarios, such as limiting the customer flow of a shopping mall during the promotion period.

Note

- People counting related functionality is not available in specific countries and regions.
 - People density here refers to the amount of people staying within a limited region at the same time.
-

7.8.1 Activate People Counting Service for Channels

If the end user needs to use people counting related functionality on Hik-Connect, you should activate people counting service for channels of the people counting cameras first.

Before You Start

- Make sure you have added people counting cameras to the target site. For details, see **Add Device**
- Make sure you have the permission for device configuration. Or you should apply for the permissions first. For details, see **Apply for Device Permission**.

Steps

1. Click  **Site** to enter the site list page.
2. Click a site to enter its site details page, and the select **People Counting** tab.
The people counting cameras will be displayed in the Device area.
3. Click  to open the device panel.
The channel(s) of the device will be displayed on the panel.
4. Click **Activate** to open the Activate People Counting Service window.
5. Enter the user name and password of the admin account of the device.
6. Click **OK** to activate people counting service for the channel.

7.8.2 Add a Group for People Counting

A people counting group refers to a group of people counting cameras mounted in a certain region. A people counting group defines two elements, namely, the boarder of the region (i.e., the cameras added to the group) and the maximum amount of people allowed to stay in the region. The cameras added to the group will detect the entering and exiting persons and at the same time calculate related data. In this way, the platform will be able to determine if the amount of persons staying in the region has reached the maximum allowed value, and meanwhile send related data

to the Hik-Connect Mobile Client, which will display in real time the number of persons staying in the region and the remaining quota for entering the region. This allows the end users to use Hik-Connect to remotely monitor the people density of the region and take corresponding measures in time. The function is useful in various scenarios in which people flow of a certain region requires to be limited. For example, assume that your customer is the manager of a supermarket, when a contact-transmission disease outbreaks, you can set the people counting cameras at the entrance and exit of the supermarket as a people counting group and enable it, thus allowing your customer to respond timely based on the data on Hik-Connect so as to lower the risk of infection for the customers in the supermarket.

Before You Start

- Make sure you have configuration permission for the people counting cameras. Or you should apply for the permissions first. For details about applying for permission, see ***Apply for Device Permission***
- Make sure you have enabled people counting service for channels. For details, see ***Activate People Counting Service for Channels***.
- Make sure people counting settings (e.g., entering direction) has been configured on the camera. For details, see the user manual of the camera.

Steps

Note

See *Hik-Connect Mobile Client User Manual* for details about how to view related people counting data on the Hik-Connect Mobile Client.

1. Click  **Site** to enter the site list page.
2. Click a site to enter its site details page, and the select **People Counting** tab.
3. Click **Add Group** to open the Add Group panel.
4. Set the required information.

Group Name

Create a name for the people counting group.

For example, if you need to count the customer flow in the first floor of a shopping mall, you can name the group as "1st Floor".

Select Channel

Click **Add** and then select channel(s) to add the selected one(s) to the group.

Note

- Only the channel(s) that have been enabled the people counting service can be selected.
 - Up to 16 channels can be added to one people counting group.
 - You can add a channel to up to 16 people counting groups.
-

Calculation Mode

Set the calculation mode for each selected channel.

Standard

Count the amount of the people entered detected by the camera as the amount of people entering the region and count exited as exiting the region. Select this mode when the direction of entering configured on the camera is the same with the actual entering direction.

Note

See the picture below for reference, in which the blue arrows represent the actual entering and exiting direction of the people, while the red arrows represent the entering direction configured on the camera.

Reverse

Count the amount of people entered detected by the camera as the amount of people exiting the region and count exited as entering the region. Select this mode when the direction of entering configured on the camera is opposite to the actual calculation direction.

Note

See the picture below for reference, in which the blue arrows represent the actual entering and exiting direction of the people, while the red arrows represent the entering direction configured on the camera.

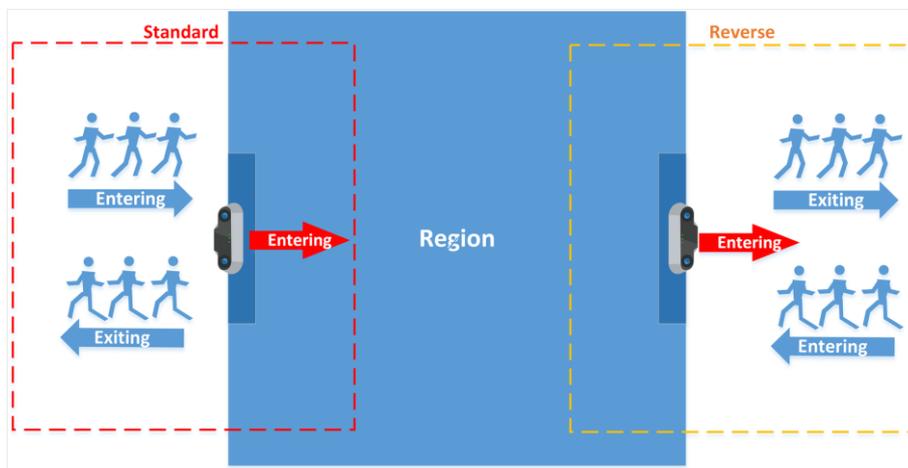


Figure 7-11 Calculation Mode

Max. People Allowed

Define the maximum amount of people (range: 1 to 100,000) allowed to stay in a specific region at the same time.

Push Alarm to Hik-Connect If Max. People Reached

After enabled, an alarm notification will be pushed to the Hik-Connect Mobile Client if **Max. People Allowed** is reached.

Note

Please notify the end user that he/she should keep the Notification functionality of the Hik-Connect Mobile Client enabled, or he/she will not receive this alarm notification on the Mobile Client. For details about enabling the Notification functionality on Hik-Connect, see *Hik-Connect Mobile Client User Manual*.

5. Click **OK**.

The people counting group will be displayed on the **People Counting** tab and it is enabled by default. And the end user will be able to view corresponding people counting data on Hik-Connect Mobile Client.

Note

You can add up to 16 people counting groups to a site.

6. Optional: Perform the following operations if required.

Edit Group Hover the cursor onto  and then click  to edit the group.

Delete Group Hover the cursor onto  and then click  to delete the group.

Note

If you delete a people counting group, the corresponding people counting functionality will also be deleted.

Disable a Specific Group Set  to  to disable the group.

Note

If you disable the group, the people counting related functionality on the Hik-Connect Mobile Client will be unavailable.

Batch Enable/Disable Groups Click **Enable All** or **Disable All** to enable or disable all groups respectively.

Note

If you disable the group, the people counting related functionality on the Hik-Connect Mobile Client will be unavailable.

7.9 Activate Temperature Screening Service for Channels

If you have added devices that support temperature screening to the platform, you need to activate temperature screening service for the channels of these devices and then set temperature screening parameters for each channel. After that, the temperature screening functionality of these devices will be available and the end user will be able to view the skin-surface temperatures of the persons appeared in the live view of the channels on the Hik-Connect Mobile Client. Optimally, you can also enable the channels to push abnormal temperature alarm to Hik-Connect, upload captured pictures of the person whose temperature is abnormal to Hik-Connect, detect if the persons wear masks, and upload the no-mask alarm to Hik-Connect.

Before You Start

Make sure you have added devices that support temperature screening to the target site.

Steps



Note

Temperature screening related functionality are not available in specific countries and regions.

1. Click  **Site** to enter the site list page.
2. Click a site to enter its site details page, and then select **Temperature Screening** tab.
Only the devices that support temperature screening will be displayed.
3. Click  to open the channel panel.
The channel(s) of the device will be displayed.
4. Click **Activate** to open the Activate Temperature Screening Service window.
5. Enter the user name and password of the admin account of the device.
6. Click **OK** to activate temperature screening service for the channel.
7. Set temperature screening parameters.
 - 1) Click **Settings** to set the temperature screening parameters.

Temperature Threshold

For the channel of a temperature screening camera, set a temperature as the threshold for triggering abnormal temperature alarm if the detected skin-surface temperature is higher than the threshold.

For the channel of a face recognition terminal, define a temperature range as the range of normal skin-surface temperatures. An abnormal temperature alarm will be triggered if the detected skin-surface temperature is NOT within the range.

Mask Detection

After enabled, the temperature screening device will detect if the persons wear masks.

Store Temperature Screening Information

After enabled, the temperature screening information will be uploaded to the

Hik-ProConnect platform.

If disabled, the platform and the Hik-Connect Mobile Client will be unable to receive temperature screening information from temperature screening devices, including abnormal temperature alarm, normal temperature records, no-mask alarm, as well as the captured face pictures of the persons with abnormal skin-surface temperature.

Push Alarm to Hik-Connect If Abnormal Temp. Detected

After enabled, abnormal temperature alarms will be pushed to the Hik-Connect Mobile Client if abnormal skin-surface temperatures are detected.

Note

Please notify the end user that he/she should keep the Notification functionality of the Hik-Connect Mobile Client enabled, or he/she will not receive this alarm notification on the Mobile Client. For details about enabling the Notification functionality on Hik-Connect, see *Hik-Connect Mobile Client User Manual*.

Save Normal Temperature Records

Save normal temperature records on the Hik-ProConnect platform.

Upload Captured Pictures

After enabled, the temperature screening device will capture the face picture of the person whose skin-surface temperature is abnormal and upload the captured picture to the platform.

Note

If disabled, the end user will be unable to view the captured picture on the Hik-Connect Mobile Client.

Push Alarm to Hik-Connect If Wearing No Mask Detected

After enabled, if a person who wears no mask is detected, an alarm about it will be pushed to the Hik-Connect Mobile Client.

Note

Please notify the end user that he/she should keep the Notification functionality of the Hik-Connect Mobile Client enabled, or he/she will not receive this alarm notification on the Mobile Client. For details about enabling the Notification functionality on Hik-Connect, see *Hik-Connect Mobile Client User Manual*.

2) Click **OK**.

8. Optional: Perform the following operations if required.

**Disable Temperature
Screening
Functionality of a
Specific Device**

Set  to  to disable the temperature screening functionality of the device.

Note

If disabled, the end user will NOT be able to use the temperature screening functionality of the device on the Hik-Connect Mobile Client.

Disable Temperature Screening Functionality of All Devices

Click **Disable All** to disable all temperature screening functionality of all devices.

Note

If disabled, the end user will NOT be able to use the temperature screening functionality of these devices on the Hik-Connect Mobile Client.

7.10 Upgrade Device

On the device list page,  will appear beside the name of a device if it is upgradable. You can upgrade the device to make it compatible with the Hik-ProConnect.

Steps

Note

- The function is supported by devices such as security control panels (including AX Pro), doorbells, certain models of network cameras, Hik-ProConnect Box, and cloud storage DVR.
 - The system supports upgrading encoding device, some access control devices and video intercom devices connected to the same LAN with the PC where the platform runs.
 - You can also upgrade devices in the Health Monitoring module. For details, see **Health Monitoring**.
 - You can also upgrade devices when you add them. See **Add Detected Online Device** and **Add Device by Hik-Connect (P2P)** for details.
-

1. Click a site name to enter the site details page.
 2. Click **Upgrade Device** and then select upgradable device(s).
 3. Click **Upgrade**.
 4. Optional: If there are devices which have enabled EN50131 Compliant mode, enter the device passwords and click **OK**.
-

Note

- Once started, the upgrade cannot be stopped. Make sure a power failure or network outage does not happen during the upgrade.
- You can enable EN50131 Compliant mode on device configuration page via a Web Client. See

device user manual for details.

A window will pop up showing the upgrade progress. If there are devices failed to be upgraded, the causes will be displayed on the window.

7.11 Configure DDNS for Devices

For devices with invalid or old firmware version, you can configure DDNS for them to make sure they can be managed by Hik-ProConnect properly.

Steps

Note

Only encoding devices added by Hik-Connect (P2P) support this function.

1. Click **Site** tab on Home page to enter Site page.
 2. Select a device, and click ●●● →  to open the DDNS Settings window.
 3. Switch **Enable DDNS** on to show the DDNS parameters.
-

Note

You can click **How to set port?** to learn the configuration.

4. Select **Port Mapping Mode**.

Auto

In this mode, the service port and HTTP port are obtained automatically, and you cannot edit them after obtaining them.

Manual

You enter the service port and HTTP port manually.

5. Enter the device's domain name.
 6. Enter the user name and password.
-

Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.

Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

7. Click **OK**.

7.12 View Live Video

By viewing live view of managed cameras, you can check whether the camera is installed and located properly by capturing pictures, recording, PTZ control, etc.

Click **Encoding Device** on the top of the page to show all the encoding devices of the site. Select an encoding device and click  to start live view. The live view will work for up to five minutes. When the live view ends, you can still start a new live view. Hover the cursor on the live view window and click icons on the tool bar to start recording, conduct digital zoom and PTZ control, capture a picture, switch image quality, and turn on/off audio. Double-click the live view image to enter the full-screen mode, and double-click the image again to exit full-screen mode.

Note

- Up to 16 live view windows are supported.
 - If Image and Video Encryption has been enabled for the device on the Hik-Connect mobile client, you are required to enter the device verification code before starting live view. If you don't know the device verification code, ask the end user for it. For details about Image and Video Encryption, see *Hik-Connect Mobile Client User Manual*.
 - Please inform your end users to download or update the Hik-Connect Mobile Client (Version 4.7.1 and later). You can send the QR code or download link shown in the banner on the Home page to them.
 - Make sure the device is online, otherwise the function cannot be used.
-

7.13 View Recorded Video Footage

Video playback shows what happens when emergencies occur. If an end user approves your application for device playback permission, you will be able to play back the recorded video stored on the device.

Note

- Make sure your account has the permission for playback. If you have no permission for playback, you cannot enter the playback page. See ***Apply for Device Permission*** for details about applying device permission.
 - This function needs to be supported by device.
 - Make sure you have configured recording schedule for the device and there are videos stored in the device.
-

On the Device tab page, select a device and click  to enter the playback page. You can select a date and time on the calendar to view the playback during a certain time range.

You can select channels from the drop-down list on the top right. Drag the time bar at the bottom to jump to different video footage. Hover the cursor on the time bar and zoom in the time bar to

select a more accurate time. Hover the cursor on a playback window and click icons on the tool bar to capture a picture, clip video footage, perform digital zoom, download video footage, and turn on the audio.

For devices (including the added online devices) added by Hik-Connect Service without configuring DDNS, the playback will work for up to five minutes; for devices added by IP/Domain Name, and devices (including the added online devices) added by Hik-Connect Service with DDNS configured, the playback duration is not limited.

 **Note**

Up to four playback windows are supported.

7.14 Operate and Configure AX Pro

For AX Pro security control panel, you can perform operations including arming/disarming area, clearing alarm, bypassing zone etc., and remotely configure the control panel on the Portal. You can also apply for PIN (required for upgrading the firmware of AX Pro) and switch the language of AX Pro.

Click  **Site** to enter the site list page, and then click the name of a site to enter site details page.

Remotely Operate AX Pro

Click the AX Pro to open the operation panel. And you can perform the following operations.

Table 7-5 Operation Description

Operation	Description
Stay Arm a Specific Area	Select the Area tab, and then click Stay Arming to stay arm the area.
Away Arm a Specific Area	Select the Area tab and then click Away Arming .
Disarm a Specific Area	Select the Area tab and then click Disarm .
Stay Arm Multiple Areas	Select the Area tab, and then select areas and click  .
Away Arm Multiple Areas	Select the Area tab, and then select areas and click  .
Disarm Multiple Areas	Select the Area tab, and then select areas and click  .
Clear Alarms of Multiple Areas	Select the Area tab, and then select areas and click  .
Filter Peripheral Device by Area	Select the Device tab, and then click  and select an area to only display the peripheral devices linked to the selected area, or select All to display all the peripheral devices linked to all the areas.
Bypass Zone	Select the Device tab, and then select a zone (i.e., detector) and

Operation	Description
	turn on the Bypass switch to bypass the zone.

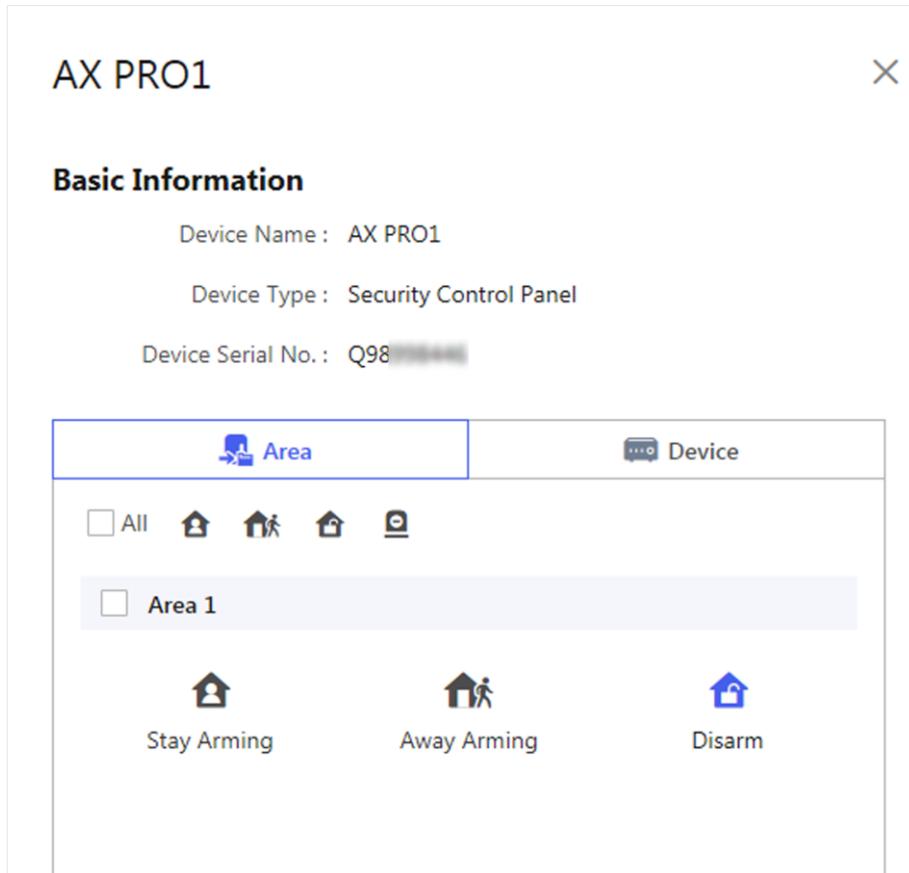


Figure 7-12 Operation Panel of AX Pro

Remotely Configure AX Pro

You can click  to enter the web page of the security control panel to configure the device.

Note

For details about security control panel configuration, see the user manual of the device.

Apply for a PIN

You can click  →  to open the Apply for a PIN window, and then PIN code will be displayed.

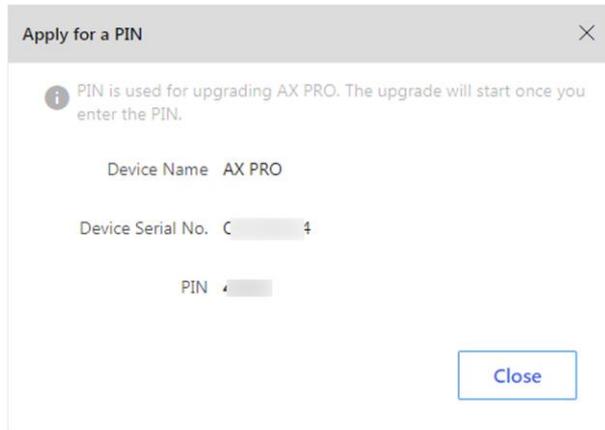


Figure 7-13 Apply for a PIN

Switch Language

Note

You should have applied for a PIN. See ***Apply for a PIN*** for details.

You can click    to open the Language window, and then set the device language and enter the PIN.

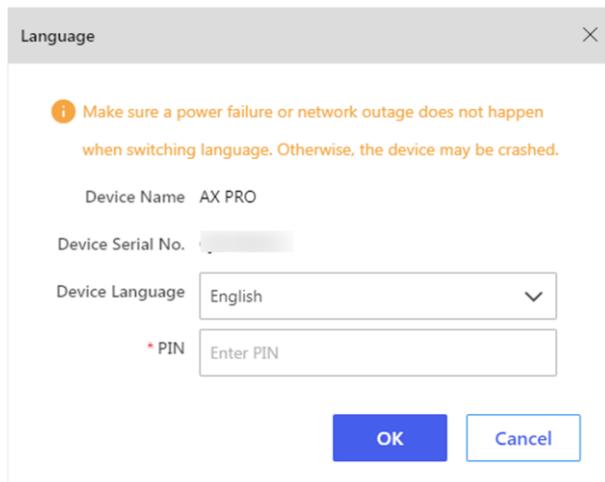


Figure 7-14 Language Window

7.15 Remote Configuration

You can perform device remote configuration if you need.

Note

Only site manager can perform the following operations and configurations of a site. See ***Assign Site to Installer*** for details about assigning site.

Click **Site** to enter the Site List page. Click a site's name to enter the site's page. And then click **Device** tab to show the site's devices.

Click  to open the remote configuration page of the device and set the device's parameters.

Note

- Only doorbells, encoding devices, indoor stations, and security control panels support remote configuration.
 - Make sure the device is online, otherwise the function cannot be used.
 - For doorbells, you don't need to enter the device user name and password before accessing the remote configuration page.
 - For encoding devices, if you have already entered the device's user name and password when adding it, you do not need to enter these information before remote configuration. For NVR and DVR, operations including rebooting, HDD formatting, and network settings are supported.
 - For security control devices:
 - If the security control device is in the same LAN with the Portal, you need to enter the user name and password before accessing the remote configuration page.
 - If the Axiom Hub device and Axiom Hybrid device are not in the same LAN and EN50131 Compliant mode is enabled, you need to enter the devices' admin passwords for verification first. After that, you can enter their remote configuration page after entering password of setter account.
 - For encoding devices and security control devices, if the device is not in the same local area network with the Portal, some operations in the remote configuration (such as device account management, enabling Hik-Connect, and restoring device, etc.) are not available.
 - See device user manual for details about remote configuration.
 - If you have changed device parameters by other software or client (such as device page, Hik-ProConnect Mobile Client, iVMS-4200, HikCentral Professional, etc.), and the parameters on the Portal's remote configuration page are not updated to the latest, you can click **Clear Cache** in the drop-down list on the top right of the remote configuration page to update the device parameters.
-

Chapter 8 Cloud Storage Service

Hik-ProConnect offers cloud storage solution for the event-related video footage, which refers to the video footage recorded when a pre-defined event is detected by the channel of an encoding device.

After you add a cloud storage device to the platform and complete cloud storage settings, the device will function as the transmission medium by uploading the event-related video footage from its linked channels to the cloud. The uploaded video footage will be retained for 7 days or 30 days on the cloud, basing on the types of the cloud storage service packages purchased from the service market.

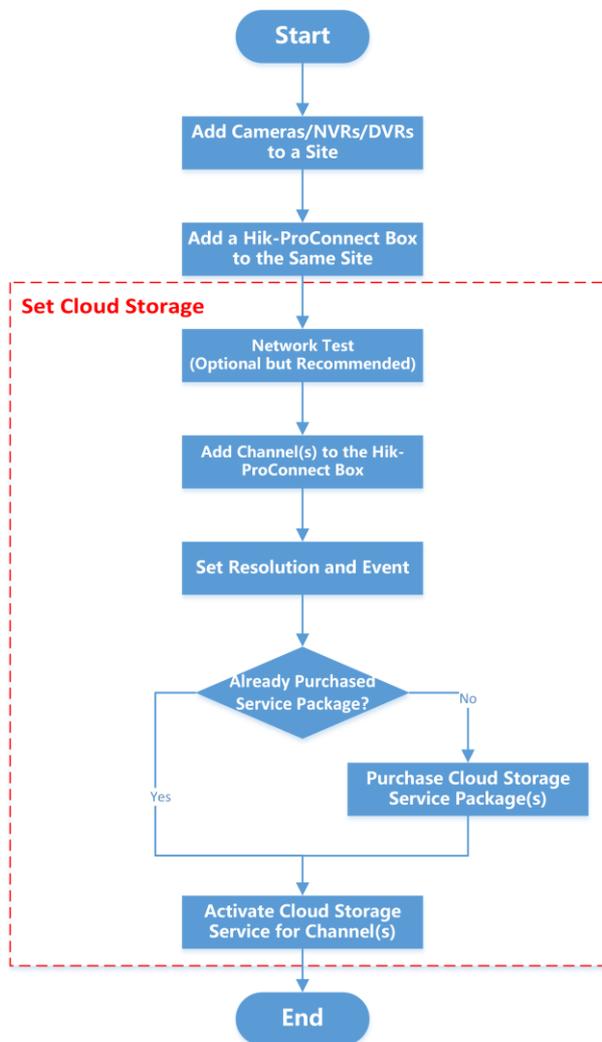
 **Note**

The supported cloud storage devices include Hik-ProConnect box and the DVR that support cloud storage service (hereafter simplified as cloud storage DVR).

8.1 Flow Chart

The flow charts below shows the recommended procedures for using cloud storage service by Hik-ProConnect box and cloud storage DVR.

Flow Chart for Hik-ProConnect Box



following table shows the description for each

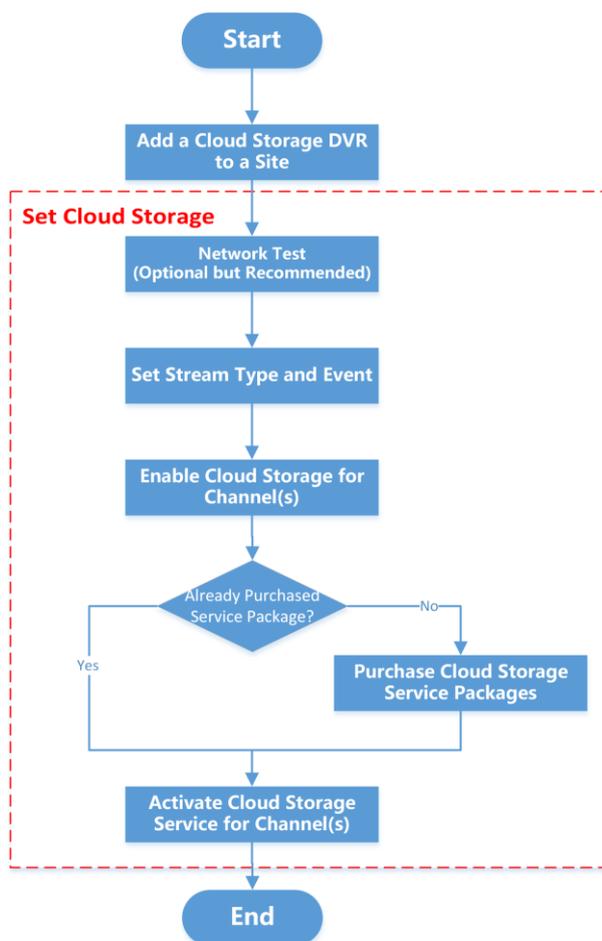
procedure of the flow chart.

Table 8-1 Flow Chart Description

Procedure	Description
Add Cameras/NVRs/DVRs to a Site	Add cameras, NVRs, or DVRs to a site. For details, see Add Device .
Add a Hik-ProConnect Box to the Same Site	Add a Hik-ProConnect box to the same site by Hik-Connect P2P. For details, see Add Device by Hik-Connect (P2P) , Add Devices in a Batch , and Add Detected Online Device .

Procedure	Description
	<hr/> <p> Note</p> <p>For the Hik-ProConnect box added by IP/Domain name, cloud storage service is not supported.</p> <hr/>
Set Cloud Storage	<p>Set cloud storage for the Hik-ProConnect. See <i>Set Cloud Storage for Hik-ProConnect Box</i> for details.</p> <p>The following list shows the descriptions of the sub-procedures.</p> <ul style="list-style-type: none"> ● Network Test: Test your network condition to get the recommended settings for cloud storage. See <i>Network Test</i> for details. ● Add Channel(s) to the Hik-ProConnect Box: Add channel(s) to the Hik-ProConnect box to allow the latter to get video footage data from the channel(s). ● Set Resolution and Event: Set resolution for the channels, and set the event(s) that will trigger the channel to record related video footage. ● Purchase Cloud Storage Service Package(s): Purchase cloud storage service packages from the service market. See <i>Purchase Cloud Storage Service</i> for details. <hr/> <p> Note</p> <p>You can also purchase service key from the distributor.</p> <hr/> <ul style="list-style-type: none"> ● Activate Cloud Storage Service for Channel(s): Activate cloud storage service for specific channel(s) using the purchased cloud storage service package(s) or service key. See <i>Activate or Renew Service for a Channel</i> for details.

Flow Chart for Cloud Storage DVR



following table shows the description for each

procedure of the flow chart.

Table 8-2 Flow Chart Description

Procedure	Description
Add a Cloud Storage DVR to a Site	Add a cloud storage DVR to a site by Hik-Connect P2P. For details, see Add Device by Hik-Connect (P2P) , Add Devices in a Batch , and Add Detected Online Device . <hr/> Note For the cloud storage DVR added by IP/Domain Name, cloud storage service is not supported.
Set Cloud Storage	Set cloud storage for the cloud storage DVR. For details, see Set Cloud Storage for Cloud Storage DVR . The following list shows the descriptions of the

Procedure	Description
	<p>sub-procedures.</p> <ul style="list-style-type: none"> ● Network Test: Test your network condition to get the recommended settings for cloud storage. See Network Test for details. ● Enable Cloud Storage for Channel(s): Enable cloud storage for the channel(s) of the cloud storage DVR. ● Set Stream Type and Event: Set stream type (main-stream or sub-stream) for the channel(s). And set event(s) that will trigger the channel to record related video footage. ● Purchase Cloud Storage Service Package(s): Purchase cloud storage service packages from the service market. See Purchase Cloud Storage Service for details. <hr/> <p> Note</p> <p>You can also purchase service key from the distributor.</p> <hr/> <ul style="list-style-type: none"> ● Activate Cloud Storage Service: for Channel(s): Activate cloud storage service for specific channel(s) using the purchased cloud storage service package(s) or service key. See Activate or Renew Service for a Channel for details.

8.2 Purchase Cloud Storage Service

You should purchase the cloud storage service in the service market before using it.

Before You Start

Make sure you have the permission to manage service package and order.

Steps

1. On the home page, click **Business** → **Service Market** to enter the service market page.
2. In the Cloud Service area, click **Online Purchase** to enter purchasing page.
You can view four types of cloud storage service packages and their corresponding prices.
3. Click  or manually enter a number to define the number of the packages to be purchased.

 **Note**

- You can purchase one or more packages at a time. The validity period of the service is one year after purchase, and thus you should activate the service within the validity period.
 - **7-Day** and **30-Day** refer to the retention periods of the event related video footage on the cloud. **Monthly** and **Annual** refer to how long the service will last after activation.
-

Example

For example, if you select **7-Day Monthly Package**, the video footage can be saved on the cloud storage for 7 days, and it will be covered by the new video footage from the 8th day. After activation, the service will last for a month.

The selected service package(s) will be displayed on the right side of the page.

4. Click  to enter the VAT number, and click  to confirm.

Note

The VAT number entered here will be displayed in the payment receipt.

5. Select **Credit/Debit Cards** as the payment method.
6. Click **Checkout** to enter the payment page and finish the payment.
7. Optional: Click **Business** → **My Service** → **Cloud Storage Details** to view the service package(s) you have purchased in the list.

8.3 Set Cloud Storage for Hik-ProConnect Box

When you complete adding a Hik-ProConnect box to a site, the result page will show the entry for setting cloud storage. You can skip the settings, but it is recommended that you click the entry to start the settings, including network test (optional), adding channels, channel resolution settings, event settings, and activating cloud storage service. When you complete all these settings, the Hik-ProConnect box will be able to upload event-related video footage from its linked channels to the cloud.

Steps

Note

If you skip the cloud storage settings when completing adding the Hik-Proconnect box, you can click the device in the device list to open its settings panel to set cloud storage for it later.

1. Add a Hik-ProConnect box to a site by Hik-Connect (P2P).

Note

- For details about adding the Hik-ProConnect box, see **Add Device by Hik-Connect (P2P)**, **Add Devices in a Batch**, or **Add Detected Online Device**.
 - If you add the Hik-ProConnect box by IP/Domain name, its cloud storage functionality will be unavailable.
-

When you complete adding the device, the entry for setting cloud storage will be displayed on the adding result page.

2. Click **Cloud Storage Settings** to start setting cloud storage parameters.
You enter the Network Test page.

3. Optional: Click **Start** to test the network performance if the network bandwidth is limited, and then click **Add Channel** when test completes.

Note

- For details about network test, see **Network Test**.
- You can click **Skip** to skip the step.

The Add Channel window will pop up.

Add Channel

According to the network test, it is recommended that you set no more than 19 channels for cloud storage of high definition video (resolution for reference: 1920*1080), or 31 channels for cloud storage of standard definition video (resolution for reference: 704*576)

Select Device

DS-2CD

Select Channel

Camera 01
Linked

Device Information

* Device IP Address: 192.168

* Port: 8001

* User Name

* Password

OK Cancel

OK Cancel

Figure 8-1 Add Channel Window

4. Add channel(s) to Hik-ProConnect box to enable cloud storage functionality for them.

- 1) Select a device (e.g., NVR and network camera) from the drop-down list on the Add Channel window.

The channels of the device will be displayed. And you can click **Device Information** to view or edit the device information, including device IP address, port No., device user name, and password.

- 2) Turn on the switch(es) to add specific channel(s) to the Hik-ProConnect box so as to enable their cloud storage functionality.
- 3) Enter the information of the device to which the channel belongs, including IP address, port No., user name, and password.
- 4) Click **OK**.

You enter the Cloud Storage Settings page, which displays the channel(s) already added to the Hik-ProConnect box.

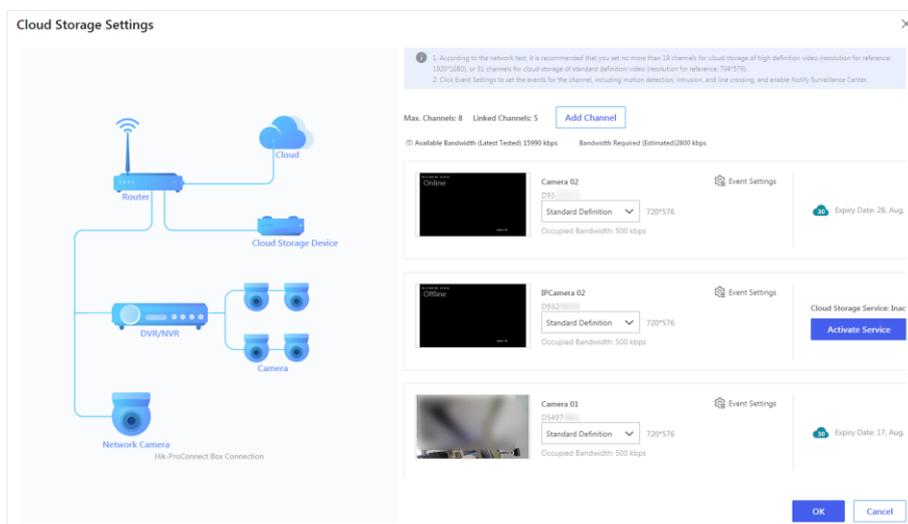


Figure 8-2 Cloud Storage Settings Page

5. Select **Standard Definition** or **High Definition** from the drop-down list according to the recommended resolution displayed on the Cloud Storage Settings page (if you have done network test).

Note

Make sure the number of standard definition channel(s) or high definition channel(s) is no more than the recommended upper-limit displayed on the Add Channel window (if you have tested your network).

6. Click **Event Settings** to set the event(s) that will trigger video recording action of the channel.

Note

The events that support such a trigger include motion detection, intrusion, and line crossing. For the settings of different events are similar, here we only briefly introduce how to set motion detection. For details about settings of other events, see the user manual of the channel (camera).

Enable Motion Detection

Turn on the switch to enable motion detection.

Area Settings

Tap **Draw Area** to draw an area on the image, and then drag the slider to set the sensitivity of motion detection.

Objects in motion will be detected within the drawn area.

Arming Schedule

Define the time period during which motion detection is activated.

Linkage Method

Make sure **Notify Surveillance Center** is checked, otherwise the channel will not record event-related video footage even if the event is detected.

7. Optional: Edit or delete a specific channel.

Edit a Channel Click ●●● → ⇌ to edit the settings of the channel.

Delete a Channel Click ●●● → 🗑️ to delete the channel.

8. Click **Activate** to activate cloud storage service for the channel.

Note

For details about how to activate the service, see **Activate or Renew Service for a Channel**.

The event related video footage of the channel will be uploaded to the cloud.

9. Optional: Click ●●● → ⇌ to switch channel to use the activated service.

10. Click **Finish**.

8.4 Set Cloud Storage for Cloud Storage DVR

When you complete adding a cloud storage DVR to a site, the result page will show the entry for setting cloud storage. You can skip the settings, but it is recommended that you click the entry to start the settings, including network test (optional), event settings, stream type settings, enabling cloud storage for the DVR's channels, and activating cloud storage service for the channels. When you complete all these settings, the cloud storage DVR will be able to upload event-related video

footage from its linked channels to the cloud.

Steps

Note

If you skip the cloud storage settings when completing adding the cloud storage DVR, you can click the device in the device list to open its settings panel to set cloud storage for it later.

1. Add a cloud storage DVR to a site by Hik-Connect (P2P).
-

Note

- For details about adding cloud storage DVR, see **Add Device by Hik-Connect (P2P), Add Devices in a Batch, or Add Detected Online Device**.
 - If you add the cloud storage DVR by IP/Domain name, its cloud storage functionality will be unavailable.
-

When you completes adding the device, the entry for setting cloud storage will be displayed on the adding result page.

2. Click **Cloud Storage Settings** to start setting cloud storage parameters.
You enter the Network Test page.
 3. Optional: Click **Start** to test the network performance if the network bandwidth is limited, and then click **Next** when the test completes.
-

Note

- For details about network test, see **Network Test**.
 - You can click **Skip** to skip the step.
-

You enter the Cloud Storage Settings page, on which all the channels of the cloud storage DVR are displayed.

4. Select **Main Stream** or **Sub Stream** from the drop-down list as the stream type for the channel.
-

Note

The video definition of main stream and sub stream are displayed below the drop-down list. Make sure the number of standard definition channel(s) or high definition channel(s) is no more than the recommended upper-limit displayed on the Add Channel window (if you have tested your network).

5. Click **Event Settings** to set the events that will trigger video recording action of the channel.
-

Note

The events that support such a trigger include motion detection, intrusion, and line crossing. For the settings of different events are similar, here we only briefly introduce how to set motion detection. For details about settings of other events, see the user manual of the channel (camera).

Enable Motion Detection

Turn on the switch to enable motion detection.

Area Settings

Tap **Draw Area** to draw an area on the image, and then drag the slider to set the sensitivity of motion detection.

Objects in motion will be detected within the drawn area.

Arming Schedule

Define the time period during which motion detection is activated.

Linkage Method

Make sure **Notify Surveillance Center** is checked, otherwise the channel will not record video footage even if the event is detected.

6. Turn on **Cloud Storage** to enable cloud storage functionality for the channel.
-

Note

If it is the first time you enable cloud storage for a channel of the cloud storage DVR, the cloud storage DVR will be automatically rebooted. Please wait patiently until it completes rebooting and then open its settings panel to complete the steps below.

7. Click **Activate** to activate cloud storage service for the channel.
-

Note

For details about how to activate the service, see ***Activate or Renew Service for a Channel***.

The cloud storage DVR will automatically reboot. After that, the event related video footage of the channel will be uploaded to the cloud.

Note

When cloud storage service is activated for the channel, you cannot turn off **Cloud Storage** for the channel by default.

8. Click **Finish**.
 9. Optional: Click the cloud storage DVR in the device list to open its settings panel, and then click **Edit** to edit the settings of its channels.
-

Note

If you turn off **Cloud Storage** for all of its channels, the cloud storage DVR will automatically reboot itself.

8.5 Network Test

When your network bandwidth is limited, you can only enable cloud storage for a limited number of channels, otherwise video loss may occur. To avoid such a risk, you can perform network test. Based on your network conditions, the result of network test shows the maximum number of channel(s) with cloud storage enabled and the recommended resolution setting for each channel, helping you to set cloud storage in the way that utilize the limited network bandwidth to the largest extent.

Note

It takes about one minute to test the network.

You can click the cloud storage device in the device list to open the device settings panel, and then click  → **Start** to start network test.

8.6 Activate or Renew Service for a Channel

On the cloud storage service page, you can view the cloud storage details of different channels of a cloud storage device. If cloud storage service is not activated for a certain channel, you should activate the service before using it. For an activated service that will expire soon or has expired, you can renew the service for this channel.

Before You Start

Make sure you have added cloud storage device(s) to the site. For details, refer to **Add Device**.

Steps

1. On the home page, click **Site** to enter the site list page.
2. Click a site to enter its site details page.
3. Select **Cloud Storage Service** tab.
4. Enter the Activate/Renew Cloud Storage Service window.
 - When you have not activated the service for any channel in the site, click **Activate Cloud Storage Service**, select an online device in the list, enable **Cloud Storage** and click **Activate Service**.
 - When you have already activated the service for one or more channels in the site, click **Activate Service** to activate the service for a certain channel, or click **Renew Service** to renew the service for a certain channel.

Activate/Renew Cloud Storage Service ✕

Purchased Service Package **Activate by Service Key**

Available Package Online Purchase

7-Day Monthly Package 7	7-Day Annual Package 0
30-Day Monthly Package 0	30-Day Annual Package 0

Select Package Type

7 7-Day Monthly Package 0

7 7-Day Annual Package 0

30 30-Day Monthly Package 0

30 30-Day Annual Package 0

i Please note that the cloud storage service activated for this channel will expire in 362 day(s).

Activate/Renew **Cancel**

If you click Activate, you agree to [Cloud Storage Service Term](#)

Figure 8-3 Activate/Renew Cloud Storage Service

Note

You can view the available packages which you have purchased. You can also click **Online Purchase** to purchased more packages if needed. For details, refer to **Purchase Cloud Storage Service**.

5. Activate or renew the cloud storage service for a channel.
 - Click **Purchased Service Package**, check a package type, and click **^** (or manually enter a number) to define the number of package.

- Click **Activate by Service Key**, and enter the 16-digit service key.

Note

You can get the service key from the distributor.

-
- 6. Click **Activate/Renew** to finish activating or renewing the cloud storage service.

Note

After activating or renewing the service, you can view the package type and expiry date of the service in each channel. When there are multiple unused service packages in a certain channel, these packages are listed according to the time they were purchased.

8.7 View Cloud Storage Details

You can view the cloud storage details including the type(s) and the number of the service packages that you have purchased and used, and the details (such as the expiry date and status) of service activated for different channels of cloud storage devices. Also, you can perform more operations such as renewing the service for further use.

You can enter the cloud storage details page via the following two methods:

- On the home page, click **Business** → **My Service** → **Cloud Storage Details**.
- On the home page, click **Business** → **My Service** → **All Services**, select the cloud storage service package and click **Details**.

On the cloud storage details page, you can have an overall view of the cloud storage service packages that you have purchased and used, view the status of the service activated for different channels, and perform more following operations.

- **Filter:** Click  to filter the channels of cloud storage devices according to the status (expire soon or expired) of cloud storage service.
- **Search:** Enter a keyword (of device name, site name, or site owner name) in the search box to view the service status of channels of a specific device.
- **Purchase Cloud Storage Service Package:** Click **Online Purchase** on the upper right corner of the page to purchase more cloud storage service packages as needed. For details, refer to ***Purchase Cloud Storage Service***.

Renew Cloud Storage Service: For the service that will expire soon, click **Renew** to renew the cloud storage service. For details, refer to ***Activate or Renew Service for a Channel***.

Chapter 9 Health Monitoring

The portal provides Health Monitoring module for managing the resources in the system. There are two modules in the Health Monitoring module.

- The **Health Status** module provides near-real-time status information about the status of the devices added to the sites. The status information, which is of importance for maintenance of the Hik-ProConnect system as a whole, helps you locate the source of exceptions and determine methods for troubleshooting in time, thus contributing to the smooth running of the system.

 **Note**

For Installer, you can only view the status information of the devices in the site which has been assigned to you. For Installer Admin, you can view the status information of the devices in all sites.

- The **Exception Center** module shows all the history notifications of device exceptions and channel exceptions.

 **Note**

For Installer, you can only view the exceptions of the devices in the site which has been assigned to you. For Installer Admin, you can view the exceptions of the devices in all sites.

9.1 View Status of Devices in All Sites

For Installer, you can view the status of each device type in all the sites which has been assigned to you. For Installer Admin, you can view the status of each device type in all the sites.

Click **Health Monitoring** → **Health Status** on the Navigation panel to enter the Health Monitoring page, and then select **All Sites** from the site list.

You can view the number of devices in total and number of abnormal devices of each device type.

You can view the number of devices in total and the number of abnormal devices of each device type.

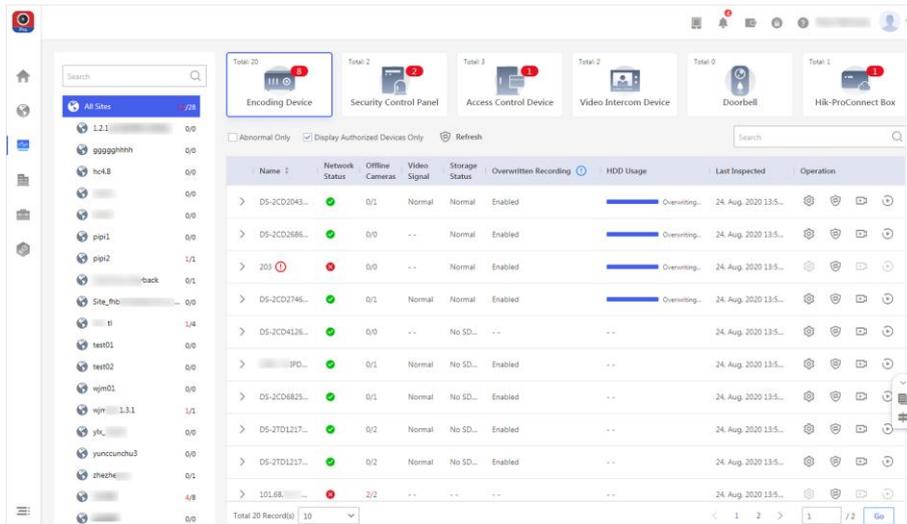


Figure 9-1 Status of Devices in All Sites

Encoding Device

You can view the status including network status, the number of offline linked cameras, storage status, HDD usage, last inspected time, overwritten recording status, etc.

Note

For analog camera, you can view if video loss occurs.

Offline Camera

The number on the left of the slash represents the number of offline/total cameras linked to the device.

You can perform the following operations.

- Hover the cursor over the device name to view its device type and device version.
- Click in the Operation column to remotely configure the device parameters. For details, see the device user manual.
- Click **Refresh** to inspect all the encoding devices in all sites.
- Check **Abnormal Only** to display the abnormal devices only.
- Check **Display Authorized Device Only** to display the devices of which configuration permission has been authorized to you only.
- Click to show the cameras linked to the device, and then you can view the online/offline status of each camera.
- Click to show the HDD information of the DVR, including self-inspection evaluation result, overall evaluation result, running status, running time, HDD temperature, and S.M.A.R.T information.
- Move the cursor to in the Site column to view the information of the Site Owner and Site Manager, such as name and phone number.
- Click in the Operation column to inspect the selected encoding device manually.
- Click in the Operation column and then select camera(s) to view live video(s).

Note

- If you have no permission to view the live video, you can apply for the live view permission from the end user. For details, see ***Apply for Device Permission***.
 - If a selected camera has enabled stream encryption, you should enter the device verification code before you can view its live video.
 - The device verification code is created when you connecting the device to the Hik-Connect service. For details, see ***Add Detected Online Device***.
-
-  appearing beside the device name represents that you have no configuration permission for it, the IP address/domain set for the device is invalid, or DDNS is invalid. You can hover the cursor onto the icon, and then apply for the permission from the end user, reconfigure its IP address/domain, or reconfigure DDNS respectively based on the prompts.
-

Note

- For details about applying for configuration permission, see ***Apply for Device Permission***.
 - For details about configuring device IP address/domain, see ***Add Devices by IP Address or Domain Name***. For details, about configuring DDNS, see ***Configure DDNS for Devices***.
-

Access Control Device

You can view the status including network status, door number, last inspected time, etc. You can perform the following operations.

- Hover the cursor over the device name to view its device type and device version.
 - Click **Refresh** to inspect access control devices.
 - Check **Abnormal Only** to let the page only display the abnormal devices.
 - Check **Display Authorized Device Only** to let the page only display the devices whose configuration permission has been authorized to you.
 - Move the cursor to  in the Site column to view the information of the Site Owner and Site Manager, such as name and phone number.
 - Click  in the Operation column to inspect the selected access control device manually.
 -  appearing beside the device name represents that you have no configuration permission for it. You can apply for the permission from the end user.
-

Note

For details about applying for configuration permission, see ***Apply for Device Permission***.

-

Security Control Device

You can view the status including network status, remaining battery power, ARC ID, number of abnormal peripheral devices, etc.

 **Note**

Displaying peripheral device's remaining power is not supported.

The following table shows the description of each status icon.

Table 9-1 Icon Description

Icon	Description
	Sufficient battery power.
	Insufficient battery power.
	Normal strength of the communication signals between the peripheral device and the security control panel.
	Medium strength of the communication signals between the peripheral device and the security control panel.
	Weak strength of the communication signals between the peripheral device and the security control panel.
	Abnormal strength of the communication signals between the peripheral device and the security control panel.
	Alarm triggered.
	Device tampered.
	Zone bypassed.
	Trigger exception.

You can perform the following operations.

- Hover the cursor over the device name to view its device type and device version.
- Click  in the Operation column to remotely configure the device parameters. For details, see the device user manual.

 **Note**

Remote configuration is not supported if the device is armed.

- Click **Refresh** to inspect access control devices
- Check **Abnormal Only** to let the page only display the abnormal devices.
- Check **Display Authorized Device Only** to let the page only display the devices whose configuration permission has been authorized to you.
- If  appears beside the device name, hover the cursor over the icon and then click **Upgrade** on the pop-up dialog to upgrade the device. For details, see **Upgrade Device**.
-  appearing beside the device name represents that EN50131 Compliant mode has been enabled on the device, or that you have no configuration permission for it. For the former situation, you should hover the cursor over the icon and then click **Authenticate** on the pop-up dialog for authentication before you can view the device status; For the latter situation, you can

apply for the permission from the end user.

Note

For details about applying for configuration permission, see ***Apply for Device Permission***.

-
- Click > to view the status of the zones and peripheral devices linked to the security control panel.
You can hover the cursor over a specific zone to view its detailed exceptions.
- Move the cursor to  in the Site column to view the information of the site owner and site manager, such as name and phone number.
- Click  in the Operation column to inspect the selected security control device manually.

Video Intercom Device

You can view the status such as network status and last inspected time.

You can perform the following operations.

- Hover the cursor over the device name to view its device type and device version.
- Click **Refresh** to inspect the video intercom devices.
- Click  in the Operation column to inspect the selected device manually.
-  appearing beside the device name represents that you have no configuration permission for it. You can apply for the permission from the end user.

Note

For details about applying for configuration permission, see ***Apply for Device Permission***.

-

Doorbell

You can view the information including device model, network status, SD card status, last checked time, etc.

You can perform the following operations.

- Hover the cursor over the device name to view its device type and device version.
- Click **Refresh** to inspect access control devices
- Check **Abnormal Only** to display the abnormal devices only.
- Check **Display Authorized Device Only** to display the devices whose configuration permission has been authorized to you only.
- Click  in the Operation column to remotely configure parameters of the device. For details, see the user manual of the device.
- Click  in the Operation column to inspect the selected encoding device manually.
- Click  in the Operation column and then select camera(s) to view live video(s).

Note

- If you have no permission to view the live video, you can apply for the live view permission from the end user. For details, see ***Apply for Device Permission***.
- If a selected camera has enabled stream encryption, you should enter the device verification

code before you can view its live video.

- The device verification code is created when you connecting the device to the Hik-Connect service. For details, see **Add Detected Online Device**.

-  appearing beside the device name represents that you have no configuration permission for it. You can apply for the permission from the end user.

Note

For details about applying for configuration permission, see **Apply for Device Permission**.

-
- If  appears beside the device name, hover the cursor over the icon and then click **Upgrade** on the pop-up dialog to upgrade the device. For details, see **Upgrade Device**.

Hik-ProConnect Box

You can view information including network status of the box, number of offline channels (cameras) added to the box, and the latest time when the device was inspected.

You can also click  to view the basic information (e.g., device serial number and device model) and the detailed list of online and offline channels (cameras).

You can also perform the following operations:

- Click  in the Operation column to remotely configure parameters of the device. For details, see the user manual of the device.
- Click  in the Operation column to inspect the device manually.

9.2 View Status of Devices in Specific Site

You can view the status of devices in a specific site which has been assigned to you.

Steps

1. Click **Health Monitoring** → **Health Status** on the Navigation panel to enter the Health Status page.
2. Select a specific site from the site list.
The status of the devices in the site will be displayed.
3. Optional: Perform the following operations.

Filter Data

Check **Abnormal Only** to display the abnormal device(s) only.
Check **Display Authorized Device Only** to display the device(s) of which configuration permission has been authorized to you only.

Upgrade Device Firmware

If there are security control panel(s) available for upgrade, a number in red will be displayed on **Upgrade** showing the number of upgradable device(s).
In this case, you can click **Upgrade** and select the upgradable device(s), and then click **Upgrade** to upgrade the select one(s).

Note

For details, see *Upgrade Device*.

Diagnose Devices of the Site

Click **Health Check** to open the Health Check window, and then click **Check Now** to diagnose the devices of the site. When the checking completed, you can view the status of each device in the site. For AX Pro security control panel, NVR, and DVR, you can also click **View Report** to export the diagnostics report as a PDF file to the local PC.

View Site Owner Information

Click **Site Owner** to view the Site Owner information, including name, email address, and phone number.

View Site Manager Information

Click **Site Manager** to view the Site Manager information, including name, email address and phone number.

Inspect Devices in the Sites

Click **Refresh** to inspect all the devices in the site.

Remote Configuration

Select a device and then click **Remote Configuration** to remotely configure the parameters of the device.

Note

- The device should be online, or remote configuration will be unavailable.
 - For details, see the user manual of the device.
-

Inspect a Single Device

Select a device and then click  to inspect it.

Reconfigure IP/Domain of Encoding Device

Move the cursor to , and then click **Edit IP/Domain** to reconfigure the device's IP/domain. For details about configuring IP/Domain, see *Add Devices by IP Address or Domain Name*.

Reconfigure DDNS

Move the cursor to , and then click **Configure DDNS** to reconfigure the device's DDNS. For details about configuring DDNS, see *Configure DDNS for Devices*.

View Encoding Device Details

You can view the network status, storage status, HDD usage, and overwritten recording status, etc.

You also click the encoding device to view its details, including basic information such as device type and serial No., and the network status of each camera linked to it (You can click  and select linked cameras, and then click  to view live videos).

If the encoding device is a DVR, you can also view its HDD information, including self-inspection evaluation result, overall evaluation result, running status, running time, HDD temperature, and S.M.A.R.T information.

For analog camera, you can view if video loss occurs.

Note

- If you have no permission to view the live video, you can apply for the live view permission from the end user. For details, see ***Apply for Device Permission***.
 - If a camera has enabled stream encryption, you should enter its device verification code in the pop-up window before you can view its live video.
 - The device verification code is created when you connecting the camera to the Hik-Connect service. For details, see ***Add Detected Online Device***.
-

View Access Control Device Details

Click an access control device to view its details, including basic information such as device type and serial No., and the device status including network status and the number of its linked doors.

View Security Control Panel Details

Click a security control panel to view its details, including the basic information of the security control panel, and status of the zones, the linked peripheral devices, and the linked cameras.

The following list shows the description of each status icon.

- : Sufficient battery power.
- : Insufficient battery power.
- : Normal strength of the communication signals between the peripheral device and the security control panel.
- : Weak strength of the communication signals between the peripheral device and the security control panel.
- : Alarm triggered.
- : Device tampered.
- : Zone bypassed.
- : Trigger exception.

View Video Intercom

Click a video intercom device to view its basic information and its

- Device Details** network status.
- View Doorbell Details** Click a doorbell to view its basic information (including device model, device type, and device serial No.)
If the camera(s) are linked to the doorbell, you can also click a linked camera to view the live video.
- View Hik-ProConnect Box Details** Click a Hik-ProConnect box to view its basic information and the channel(s) added to it.
You can also view the online status of the added channel(s).

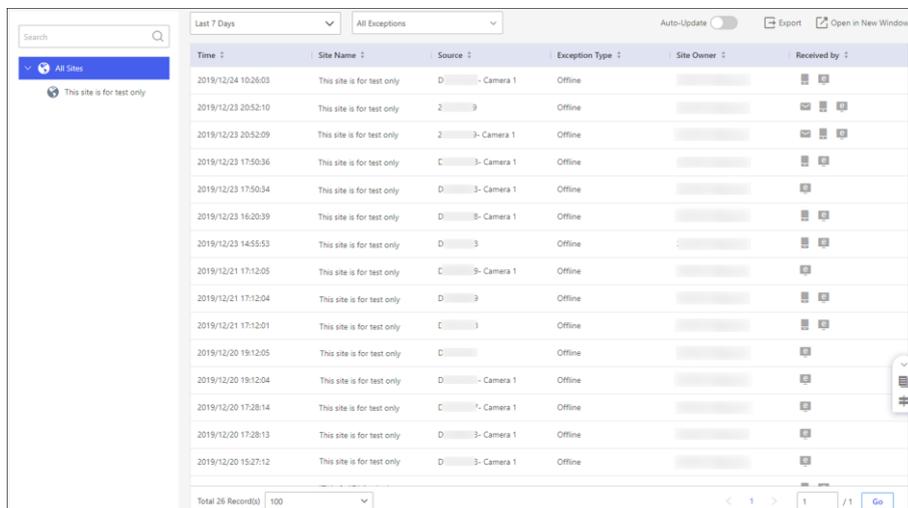
9.3 Exception Center

The Exception Center module shows all the history notifications of device exceptions and channel exceptions.

Note

- For Installer Admin, you can view all the exceptions of the devices in all the added sites. For Installers, you can view the exceptions of the devices in the site which has been assigned to you.
- You need to set the exception rule first. For details, refer to **Add Exception Rule**.

Click **Health Monitoring** → **Exception Center** to enter the Exception Center page as follows.



The screenshot displays the Exception Center interface. At the top, there are filters for 'Last 7 Days' and 'All Exceptions', along with 'Auto-Update', 'Export', and 'Open in New Window' options. A search bar is located on the left. The main area contains a table with the following columns: Time, Site Name, Source, Exception Type, Site Owner, and Received by. The table lists multiple 'Offline' exceptions for 'Camera 1' across various dates and times. At the bottom, there is a pagination bar showing 'Total 26 Record(s)', a dropdown for '100' records per page, and navigation arrows.

Time	Site Name	Source	Exception Type	Site Owner	Received by
2019/12/24 10:26:03	This site is for test only	D - Camera 1	Offline		
2019/12/23 20:52:10	This site is for test only	2 - Camera 1	Offline		
2019/12/23 20:52:09	This site is for test only	2 - Camera 1	Offline		
2019/12/23 17:50:36	This site is for test only	C - Camera 1	Offline		
2019/12/23 17:50:34	This site is for test only	D - Camera 1	Offline		
2019/12/23 16:20:39	This site is for test only	D - Camera 1	Offline		
2019/12/23 14:55:53	This site is for test only	D - Camera 1	Offline		
2019/12/21 17:12:05	This site is for test only	C - Camera 1	Offline		
2019/12/21 17:12:04	This site is for test only	D - Camera 1	Offline		
2019/12/21 17:12:01	This site is for test only	C - Camera 1	Offline		
2019/12/20 19:12:05	This site is for test only	D - Camera 1	Offline		
2019/12/20 19:12:04	This site is for test only	D - Camera 1	Offline		
2019/12/20 17:28:14	This site is for test only	D - Camera 1	Offline		
2019/12/20 17:28:13	This site is for test only	D - Camera 1	Offline		
2019/12/20 15:27:12	This site is for test only	D - Camera 1	Offline		

Figure 9-2 Exception Center

Check Exception Details

Perform the following steps to filter the exceptions according to actual needs.

- Select a site in the site list to view the exceptions of the devices in this site. You can also select a device or a channel to view the exceptions occurred on the device or channel.
- Set the time period. The exceptions received during this time period will be displayed.

3. Select the exception types that you want to check. The exception types include device exception and channel exception.

You can set the **Auto-Update** switch to on so that the latest exceptions received by the Portal will be displayed in the table in real-time.

Note

The auto-update will be invalid when viewing history records (including records after page 1 and records received before today).

Export Exception Records

After filtering the exceptions, click **Export** and select the format of the file to export these exception records to your local PC.

Note

Currently, the supported formats of the exported file are: CSV, Excel, and PDF

Open in New Window

Click **Open in New Window** at the upper-right corner to open a new window of the browser to view the Exception Center. With this function, you can view the Exception Center and other pages at the same time.

Chapter 10 Search Operation Log

All operations information (including operator, operating time, site, operation target and result, etc.) of the employees (referring to Installer Admin and Installers) will be recorded so that you can search the operation log(s) of any employee to make sure what makes the sites wrong.

Click **Company** → **Operation Log** to display the employee list and all the operation logs. You can search logs by employee, site, and time.

Note

- Logs of all accounts are available for accounts with the permission for managing account and role. For accounts without permission for managing account and role, they can only view their own logs.
- Logs of all sites are available for accounts with the permission for managing all sites. For accounts without permission for managing all sites, they can only view the logs of assigned site.

Name	Employee's Email	Client	Site	Operation Target	Operation Content	Schedule
1.1	xyongqing@hikvision.com	Portal		[5/13/2020]	Bandwidth Detection Succeeded	5. Aug. 2020 21:...
1.1	xyongqing@hikvision.com	Portal		[5/13/2020]	Activate Cloud Storage Service by Service Key Succeeded	5. Aug. 2020 21:...
1.1	xyongqing@hikvision.com	Portal		[5/13/2020]	Purchase Service Package for Cloud Storage Succeeded	5. Aug. 2020 21:...
1.1	xyongqing@hikvision.com	Portal		[5/13/2020]	Bandwidth Detection Failed	5. Aug. 2020 20:...
1.1	xyongqing@hikvision.com	Portal		[5/13/2020]	Sync Time & Time Zone to Device Succeeded	5. Aug. 2020 21:...
1.1	xyongqing@hikvision.com	Portal		[5/13/2020]	Adding Device Succeeded	5. Aug. 2020 16:...
1.1	xyongqing@hikvision.com	Portal		[5/13/2020]	Adding Device Failed	5. Aug. 2020 16:...
1.1	xyongqing@hikvision.com	Portal		[5/13/2020]	Adding Device Failed	5. Aug. 2020 16:...

Figure 10-1 Search Operation Logs

Chapter 11 Tools

Hik-ProConnect provides tools, such as disk calculator and NVR channel calculator, to help you improve your work efficiency.

On the Home page, click  **Tools** or  **Tools** to enter your tools page.

Disk Calculator

The tool is used to calculate the recording time and recording space by setting related parameters.

NVR Channel Calculator

The tool is used to calculate the number of network cameras that can be connected to the NVR by setting the related parameters.

Focal Length Calculator

The tool is used to calculate focal length and object distance by setting related parameters such as sensor size. You can view the recommended data by the tool.

Bandwidth Calculator

The tool is used to calculate the required bandwidth of a network camera or NVR by setting parameters such as channel number and resolution.

