

# **Add Hik-Connect 3.0 Remote Access Platform Device**

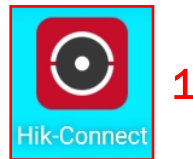
Using Hik-Connect App on Smart Phone

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# Login to Hik-Connect Account

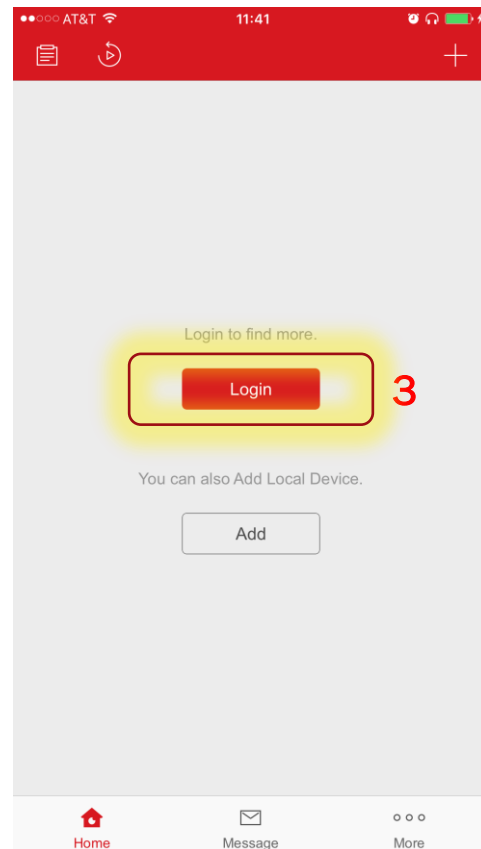
- Launch the Hik-Connect App<sup>[1]</sup>



- When running the app for the first time you may be asked to Select a Country. Please select the appropriate region.<sup>[2]</sup>

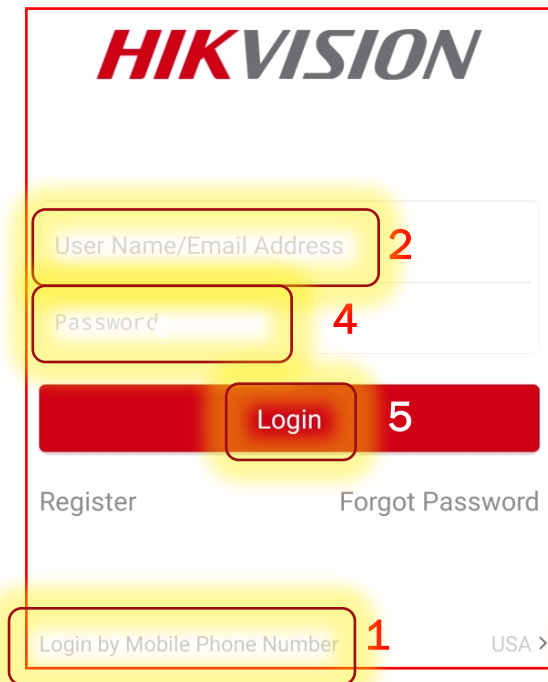


- Click the Login Button<sup>[3]</sup>

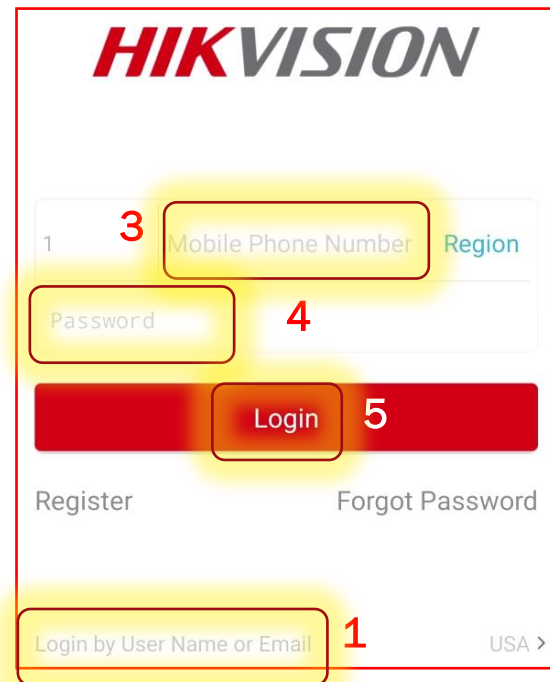


# Login to Hik-Connect Account

- Choose your desired login method [1]
- Login with your User Name/Email [2] or Mobile Number [3] and Password [4]
- Click LOGIN [5]



The image shows the Hik-Connect login interface for logging in with a User Name/Email and Password. The interface is enclosed in a red border. At the top is the HIKVISION logo. Below it, there are two input fields: 'User Name/Email Address' (labeled 2) and 'Password' (labeled 4). Below these fields is a red 'Login' button (labeled 5). At the bottom, there are links for 'Register' and 'Forgot Password'. At the very bottom, there is a link for 'Login by Mobile Phone Number' (labeled 1) and a 'USA >' link.

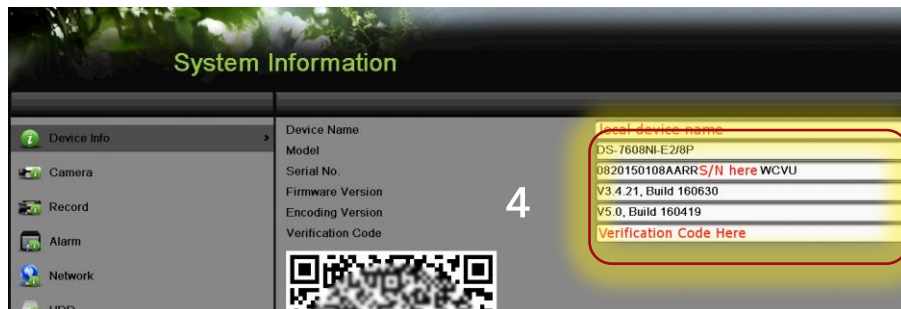
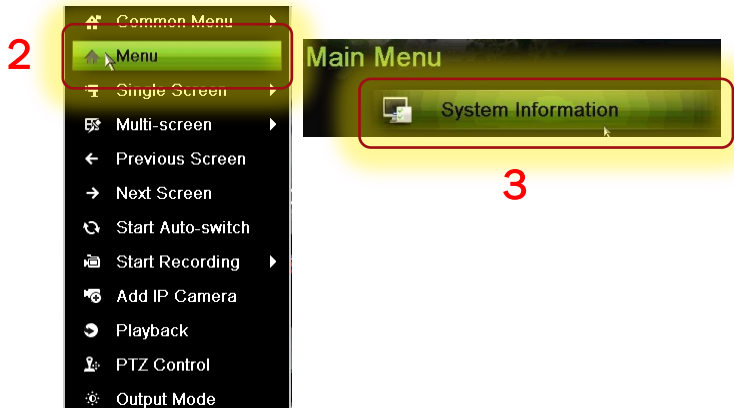


The image shows the Hik-Connect login interface for logging in with a Mobile Phone Number and Password. The interface is enclosed in a red border. At the top is the HIKVISION logo. Below it, there are two input fields: 'Mobile Phone Number' (labeled 3) and 'Password' (labeled 4). Below these fields is a red 'Login' button (labeled 5). At the bottom, there are links for 'Register' and 'Forgot Password'. At the very bottom, there is a link for 'Login by User Name or Email' (labeled 1) and a 'USA >' link.

**NOTE:** Please documentation: Create a Hik-Connect 3.0 Remote Access Platform Account for more information on how to create an account.

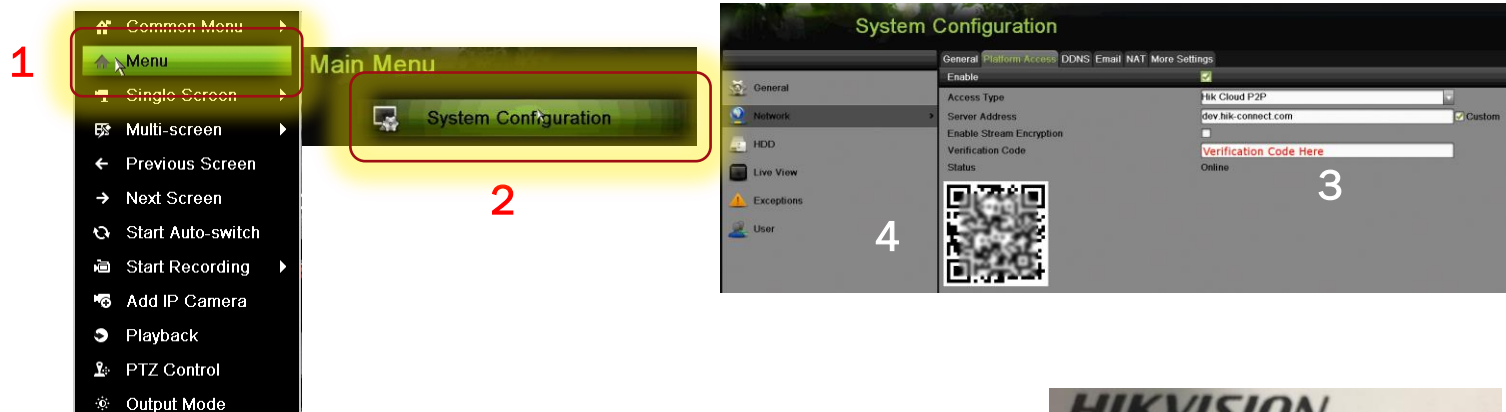
# Gather the Necessary Information

- To add a device you will need the serial number and verification code
- The serial number appears on a label on the device. <sup>[1]</sup>
- Both the S/N and the verification code appear in the recorder console menu screens. Right click on the Live View screen then choose *Menu* <sup>[2]</sup> then *System Information* <sup>[3]</sup> The serial number and verification code are shown <sup>[4]</sup>

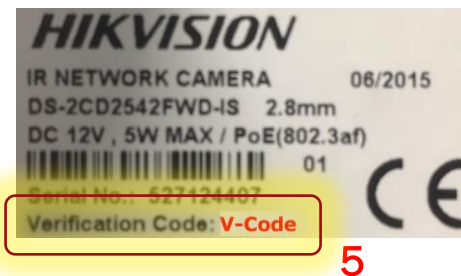


# Gather the Necessary Information

- Other ways to obtain the serial number and verification code:
- The verification code appears in the recorder console menu screens. Right click on the Live View screen then choose *Menu* [1] then *System Configuration* [2] The verification code is shown [3]



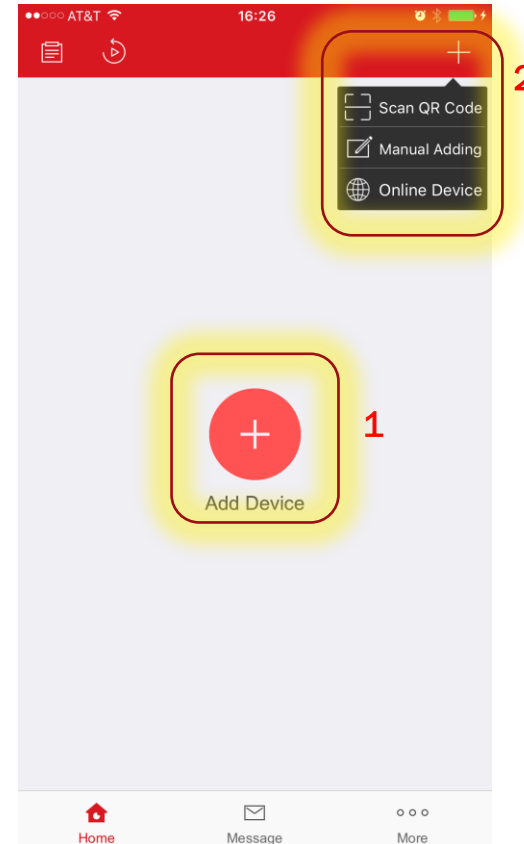
- The QR code [4] (if scanned) contains the model, serial number and verification code
- The serial number and verification code also appear on the label for new IP cameras [5]



# Add Device – Hik-Connect 3.0 App

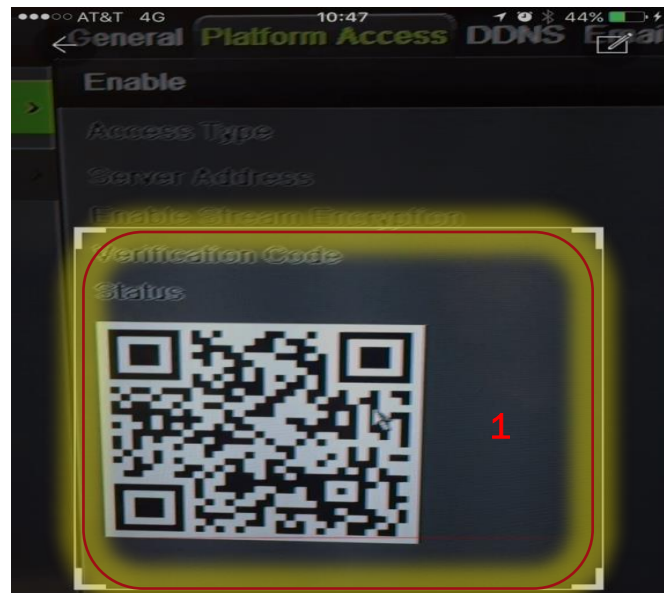
- After you are logged in.
  - You are ready to add a device to the account.
  - Click the “Add Device” Button [1]
  - The QR scanner will load.
- **Note:** When adding another device to the Hik-Connect account you will click the **+** icon [2] in the upper right corner and select Scan QR Code.

**NOTE:** Please refer to NVR or DVR instructions or Enable Hik-Connect 3.0 documentation for complete information where to find the QR code.



# Add Device – Scan QR Code

- To scan the QR code from the NVR or DVR, access the NVR/DVR main menu, click on “System configuration” and choose the “Network” from the left side of the GUI.
- Select the Platform Access tab to see the QR code.
- Hold the mobile device up and center the scanning window over the QR code.<sup>[1]</sup>



**NOTE:** Please refer to NVR or DVR instructions or Enable Hik-Connect 3.0 documentation for complete information where to find the QR code.

# Add Device – Verification Code

- After completing the scan, the device <sup>[1]</sup> will show up as available to add to the Hik-Connect account.
- Click Add <sup>[2]</sup>
- The first time a device is added to any account, the verification code is required. Please input the verification code and click OK <sup>[3]</sup>.
- Manual adding a device using the serial number will result in the same discovery and verification code.

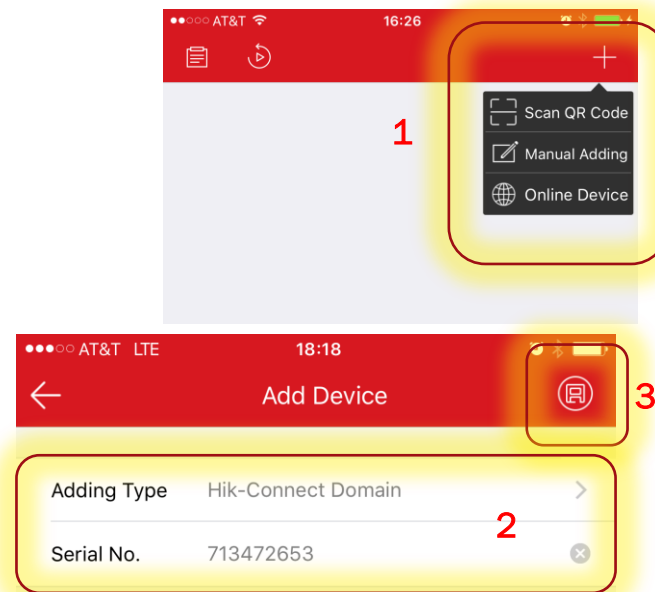
**NOTE:** Please refer to previous pages to find location of verification code. Verification code requirement is for first time installation and sharing devices when video stream and image encryption is enabled.





# Add Device – Manual Adding

- Manual Adding is also possible using the device serial number.
- Click the **+** icon in the upper right hand corner and select Manual Adding .<sup>[1]</sup>
- Ensure the Adding Type is Hik-Connect Domain. Enter the 9 digit serial number of the device.<sup>[2]</sup>
- Click the Save icon in upper right corner <sup>[3]</sup>



**NOTE:** Please refer to NVR or DVR instructions or Enable Hik-Connect 3.0 documentation for complete information where to find the serial number.

# Add Device – Verification Code

- After completing the manual search, the device<sup>[1]</sup> will show up as available to add to the Hik-Connect account.
- Click Add<sup>[2]</sup>
- The first time a device is added to any account, the verification code is required. Please input the verification code and click OK<sup>[3]</sup>.
- Scanning the QR code of a device will result in the same discovery and verification code.

**NOTE:** Please refer to previous pages to find location of verification code. Verification code requirement is for first time installation and sharing devices when video stream and image encryption is enabled.



# Add Device – P2P Service or DDNS Service

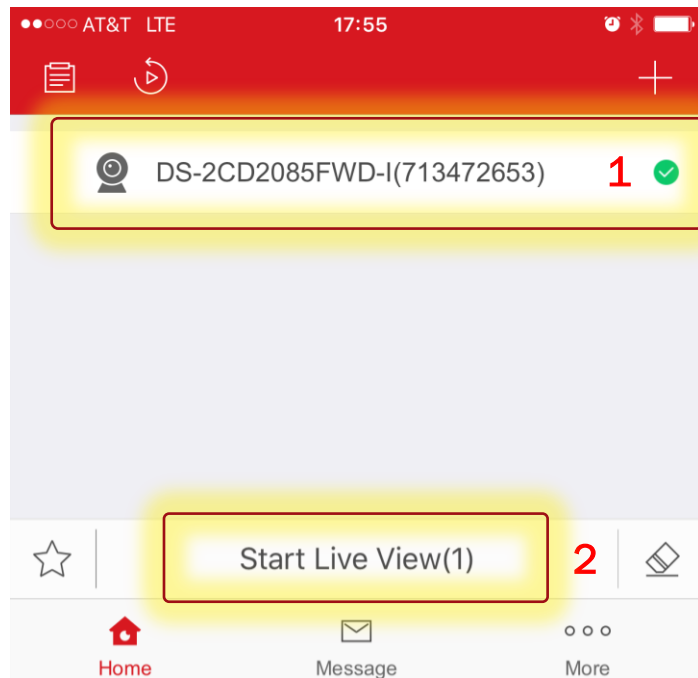
- Once a device has been added successfully, the App will display a confirmation page.
- To complete the adding of the device, using the **Hik-Connect P2P service**, Click on the Skip button <sup>[1]</sup>.
- To complete the adding of the device, using the **Hik-Connect DDNS Service**, Input the corresponding port numbers used for port forwarding\* and a valid User Name and Password for the device, Click on the Finish Button.

\* Minimize the number of ports opened to the Internet. Port forwarding should only be configured when absolutely necessary. Avoid common ports by changing the default device ports and / or mapping different external ports to the internal ports.

**NOTE:** For more information regarding the differences in the two different Hik-Connect Services please refer to the Hik-Connect Specification Sheet or the Enable Hik-Connect documentation.

# Add Device – Verify Live View

- After completing the Hik-Connect service type, the device will be viewable.
- Place a check next to the device <sup>[1]</sup>.
- Click on Start Live View <sup>[2]</sup>.



**NOTE:** The device icon will accurately display as a camera or NVR / DVR. The start live view number will also change based up the device you are choosing to live view.