

Hik-Connect Introduction

V1.0

Note: Since the firmware, client software etc. has not been released currently, all the snapshots occur in this material are for temporarily using. Hikvision own the rights to change it when finally release.

INTERNAL TRAINING

Q4, 2016

- **What is Hik-Connect?**
- How to use Hik-Connect?
- Roadmap
- FAQ

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What is Hik-Connect?

Introduction



'HiDDNS' (www.hik-online.com) is the Dynamic Domain Name Service provided by Hikvision to our customers for remote access over the past few years.

User Base Increase

Enhanced Server Architecture Required

Technology Moving Forward

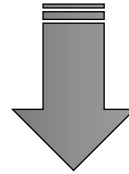
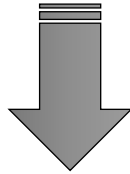
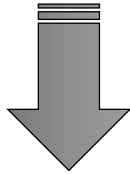
To meet this need, Hikvision is now introducing a cloud-based service called **Hik-Connect**

- ✓ integrate Dynamic Domain Name Service and alarm PUSH notification services.
- ✓ Other related service or technology

Why the change?

Introduction

1. Due to an extremely high number of HiDDNS-registered devices, the enormous volume of visitations, and the restrictions of the traditional hik-online server architecture, a new and upgraded platform with enhanced capacities was required.
2. IPV4 address is exhausting gradually, many ISP provide virtual IP to customers instead. This restricts HiDDNS to be applied in this scenario.



In order to keep up with today's fast moving technology, a new extranet access service deployed at AWS cloud platform:

Hik-Connect will be launched.

What's the main difference between HiDDNS and Hik-CONNECT?

	Detail	HiDDNS	Hik-Connect
Server		Distributed deploying servers	Cloud-based
Function	Dynamic Domain Name Service	Yes (UPNP/Ports Mapping is necessary before HiDDNS registration)	Yes (UPNP/Ports Mapping is necessary for Hik-Connect domain name service module)
	Alarm Push Notification	Yes	Yes
	Registered Account	<ol style="list-style-type: none"> HiDDNS account is used for devices centralized management You can still use per-device's HiDDNS service even if you don't have this account 	<ol style="list-style-type: none"> Hik-connect account is used for devices adding, devices access, centralized management, etc. You have to register Hik-Connect account before use Hik-Connect service
	Multi Access (device-account)	Yes(one device is allowed to be added into multi accounts)	<ol style="list-style-type: none"> One device only can be added by one account in principle, through Device Share function (will be ready on next version), other accounts can have the ability to access to the same device. Share the external IP and Port, there is no need to input the Hik-Connect account for validation, just need to enter device's login user name and password to access into the device.
	Adding Method	Domain name, user name, password	<ol style="list-style-type: none"> Serial no., verification code(operation code); Domain name, user name, password
Client Tools	iVMS-4500, iVMS-4200, Hik-online web portal	Hik-Connect, iVMS-4200, Hik-Connect web portal	

What's the difference between HiDDNS and HIK-CONNECT?

	Detail	HiDDNS	Hik-Connect
Suitable Scenario	Compatibility with network environment	HiDDNS is restricted under some virtual IP network, multi-router network environment	Good compatibility with multi network environment
others	Domain Name Redirect Methods	www.hik-online.com/domainname -> device login interface	www.hik-connect.com/domainname -> Hik-connect account login interface -> device login interface
	Device Management	One device could be added by different account.	1. One device could only be added by one account. 2. In order to manage one device by different account/person, the 'Share' function will be added in the new version (to be released in Q2.2017).
	Domain Name Setting and Management	You need to manually set the domain name on device side when register HiDDNS function, also change it at device side.	1.After adding your device into account, you will get a default device domain name as nine-digit serial number. 2.You can modify the domain name after adding it via Hik-Connect App, web portal, etc.

- What is Hik-Connect?
- **How to use Hik-Connect?**
- Roadmap
- FAQ

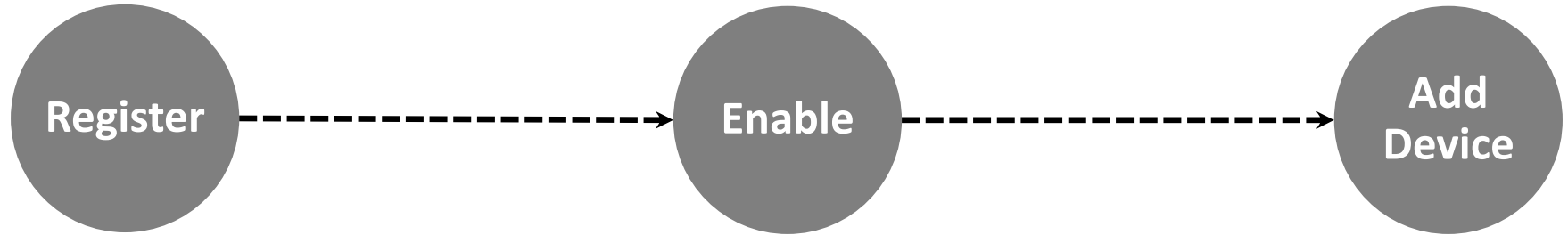
How to use Hik-Connect?

Note:

In order to improve your user experience, we strongly recommend you enable the **UPNP** function at both your router and device side or do **Manually Ports Forwarding** at your router. After that, it means you can use the **WAN IP: Port** to access to this device. You still can use Hik-Connect service even if you don't enable UPnP or configure ports forwarding manually, **but in this occasion, you can't use Hik-Connect DDNS function and may have 5 minutes limit when live view.**

How to use Hik-Connect?

Three main steps to connect your devices to Hik-Connect



Register an account via:

1. Hik-Connect APP or Web Portal
2. iVMS-4500 APP
3. iVMS-4200

Enable Hik-Connect function via

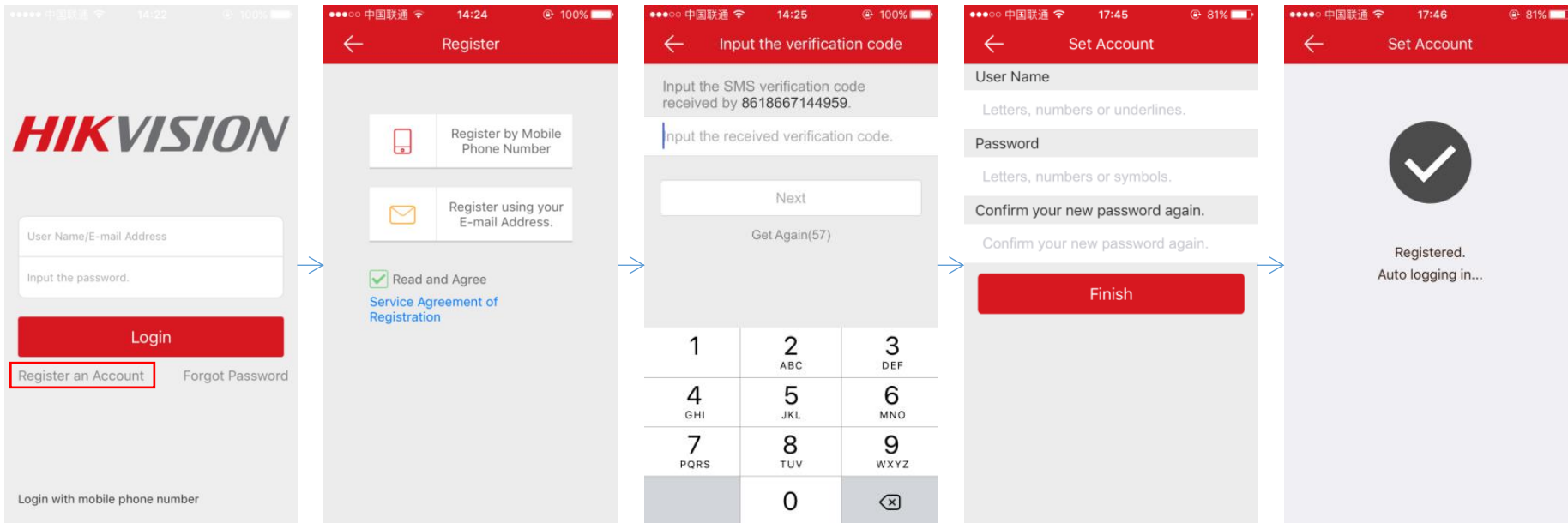
1. SADP tool
2. Device local GUI
3. Device Web Page
4. iVMS-4200
5. Hik-Connect APP
6. iVMS-4500

Add device via:

1. Hik-Connect APP or Web Portal
2. iVMS-4500 APP
3. iVMS-4200

How to use Hik-Connect? *Register Account*

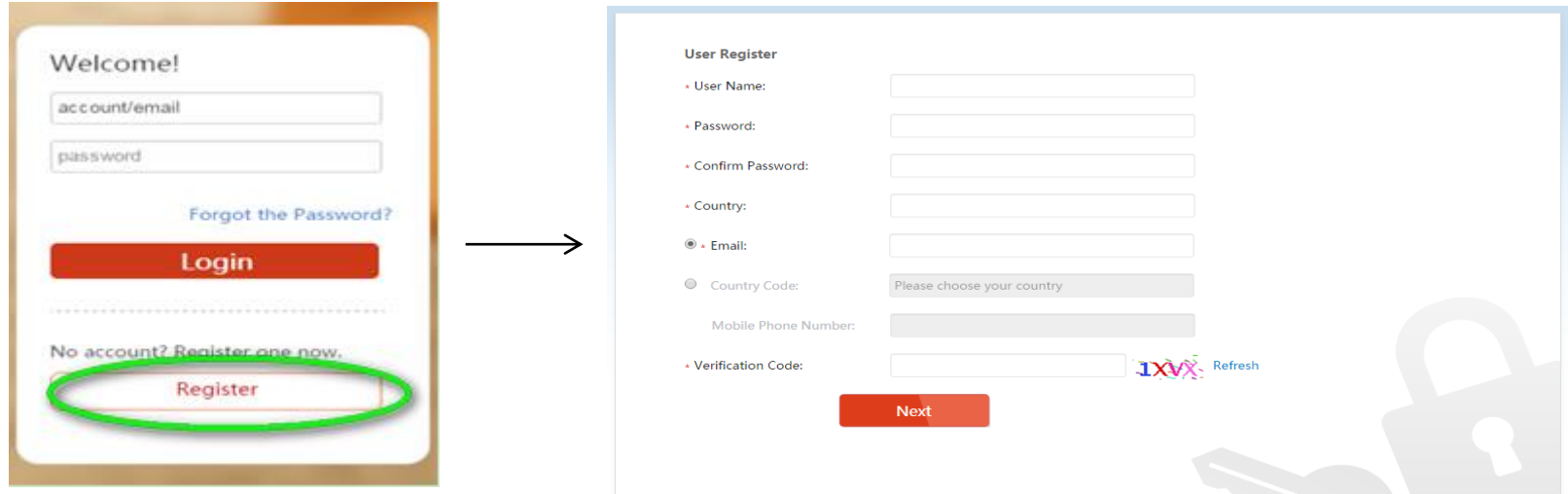
Step 1: Register via Hik-Connect App



How to use Hik-Connect? *Register Account*

Step 1: Register via Hik-Connect Web Portal (1)

Enter www.hik-connect.com (will be launch at the end of Dec.) into web browser and click Register.




The image shows two screenshots of the Hik-Connect web portal. The left screenshot is the login page, and the right screenshot is the registration page. An arrow points from the login page to the registration page.

Left Screenshot (Login Page):

- Header: Welcome!
- Input fields: account/email, password
- Link: Forgot the Password?
- Button: Login
- Text: No account? Register one now.
- Button: Register (highlighted with a green oval)

Right Screenshot (User Register Page):

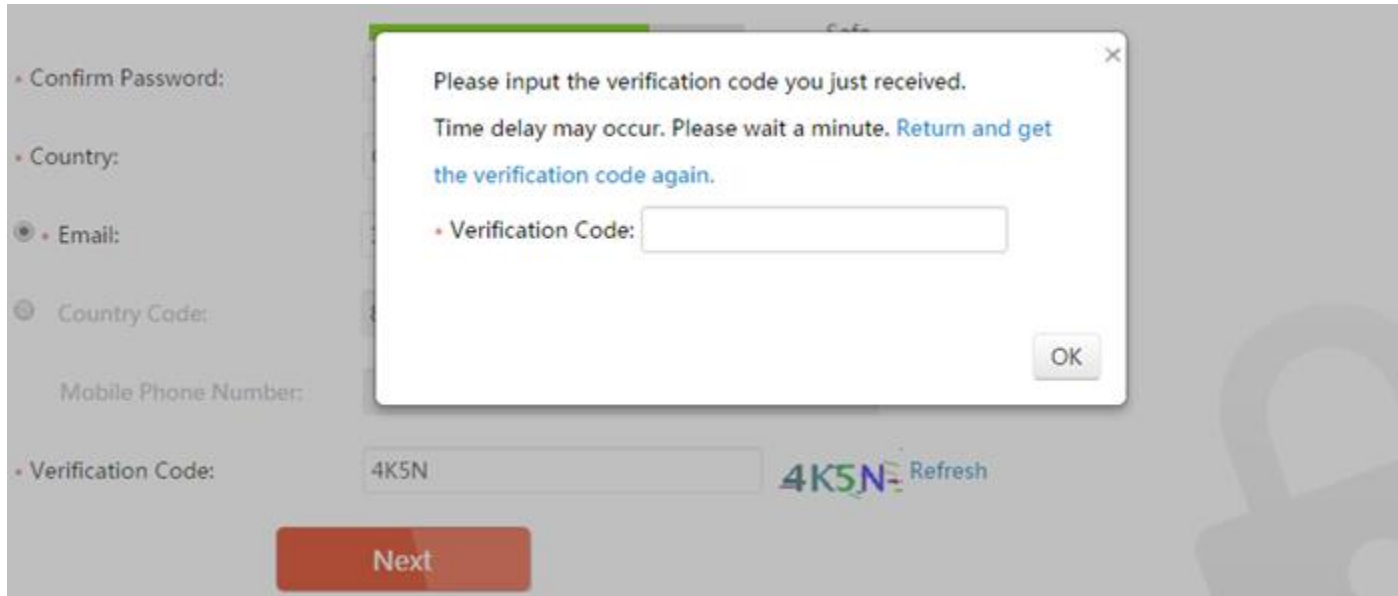
- Header: User Register
- Form fields:
 - User Name:
 - Password:
 - Confirm Password:
 - Country:
 - Email:
 - Country Code:
 - Mobile Phone Number:
 - Verification Code:  Refresh
- Button: Next

Background: A large, faint watermark of a padlock and a key is visible in the bottom right corner of the registration page.

How to use Hik-Connect? *Register Account*

Step 1: Register via Hik-Connect Web Portal (2)

You will be required to check your email box, then enter the verification code during the process to finish the account registration.



The screenshot displays a registration form with a modal dialog box overlaid. The dialog box contains the following text:

Please input the verification code you just received.
Time delay may occur. Please wait a minute. [Return and get the verification code again.](#)

• Verification Code:

OK

The background form includes the following fields:

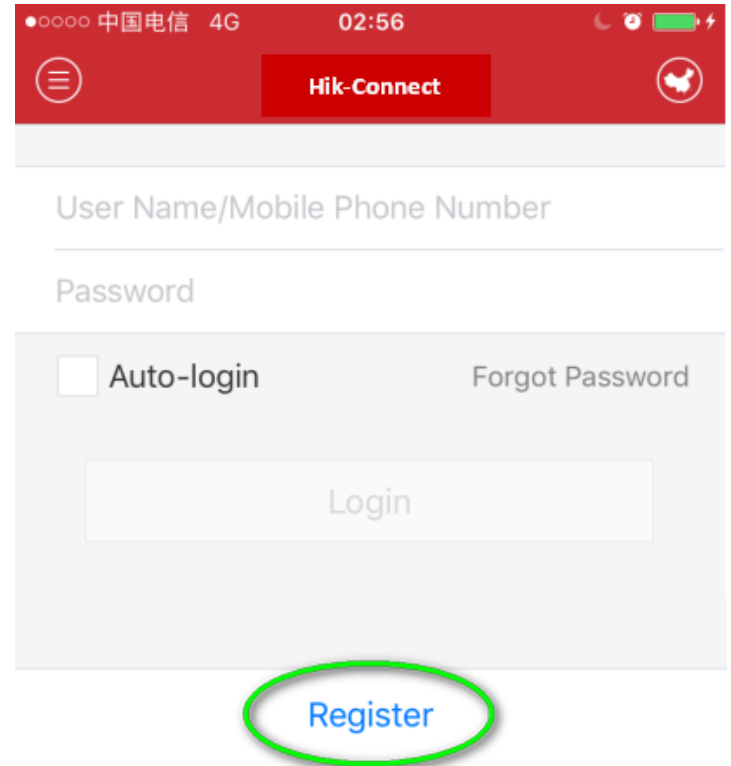
- Confirm Password:
- Country:
- Email:
- Country Code:
- Mobile Phone Number:
- Verification Code: 4K5N [4K5N Refresh](#)

A red "Next" button is located at the bottom of the form.

How to use Hik-Connect? *Register Account*

Step 1: Register via iVMS-4500 App

Go to Hik-Connect Service module in iVMS-4500 to register an account.



中国 4G 02:56

Hik-Connect

User Name/Mobile Phone Number

Password

Auto-login [Forgot Password](#)

Login

Register

How to use Hik-Connect? *Register Account*

Step 1: Register via iVMS-4200

Go to Device Management->Hik-Connect
Service to register an account.

Device for Management (0)

HIK-CONNECT Account: Not Logged in

Login Register

Register Hik-Connect Account

HIK-CONNECT Account:

Password

Confirm Password

Email

Verification Code: Refresh

Get Verification Code

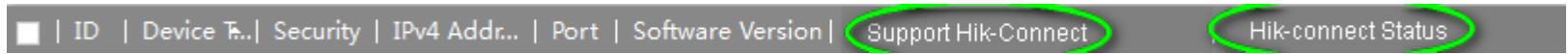
Email Verification Code: Please input the received verificati...

Register Cancel

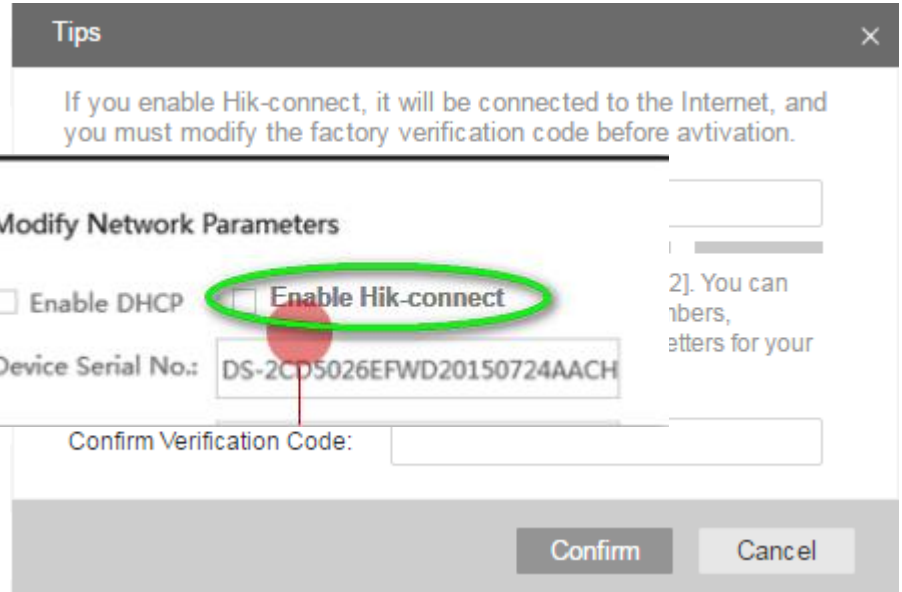
How to use Hik-Connect? *Enable Hik-Connect*

Step 2: Enable via SADP tool

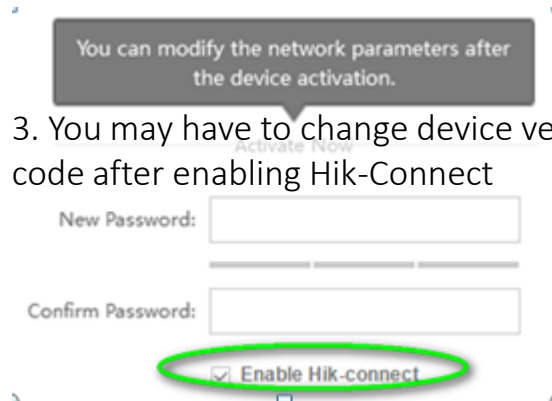
1. SADP tool will add two device information lists. One is to show Support Hik-connect(Yes/No), the other one is to show Hik-connect Status(ON/OFF).



2. SADP tool will support Hik-Connect enabled in several ways (activate etc.)



3. You may have to change device verification code after enabling Hik-Connect

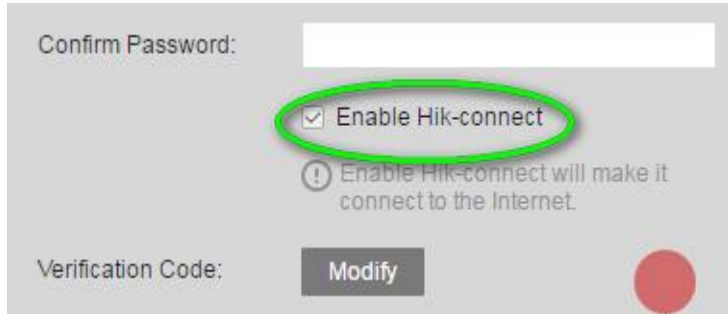


How to use Hik-Connect? *Enable Hik-Connect*

Step 2: Enable via iMVS-4200

1. iVMS-4200 will support Hik Connect-enabled

via device **activating**



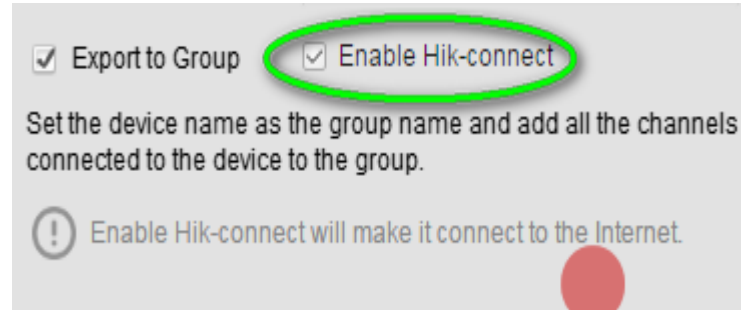
Confirm Password:

Enable Hik-connect

! Enable Hik-connect will make it connect to the Internet.

Verification Code:

via device **adding**

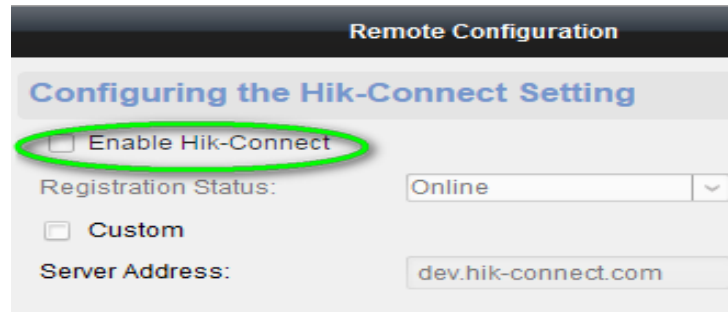


Export to Group Enable Hik-connect

Set the device name as the group name and add all the channels connected to the device to the group.

! Enable Hik-connect will make it connect to the Internet.

via device remote configuration



Remote Configuration

Configuring the Hik-Connect Setting

Enable Hik-Connect

Registration Status:

Custom

Server Address:

How to use Hik-Connect? *Enable Hik-Connect*

Step 2: Enable via web GUI

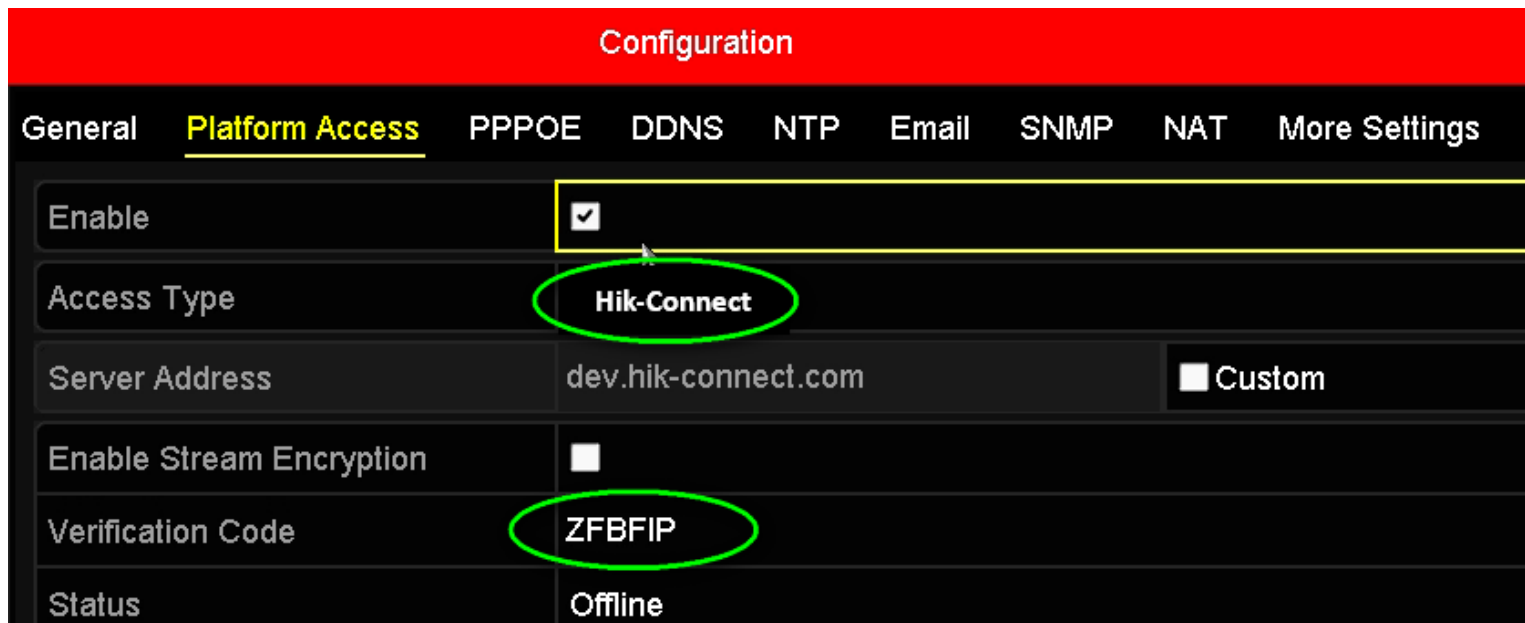
1. Hik-connect function is disabled as default, 'Enable' it manually.
2. Device verification should be modified or created accordingly.

SNMP	FTP	Email	Platform Access	HTTPS	QoS	802.1x
			<input checked="" type="checkbox"/> Enable			
			Platform Access Mode	Hik Connect		
			Server IP	dev.hik-connect.com	<input type="checkbox"/> Custom	
			Register Status	Online		
			Verification code	WCUSXY		

How to use Hik-Connect? *Enable Hik-Connect*

Step 2: Enable via device local GUI

1. Go to Platform Access interface to enable Hik-Connect function.
2. Click the Verification code to modify it if necessary.

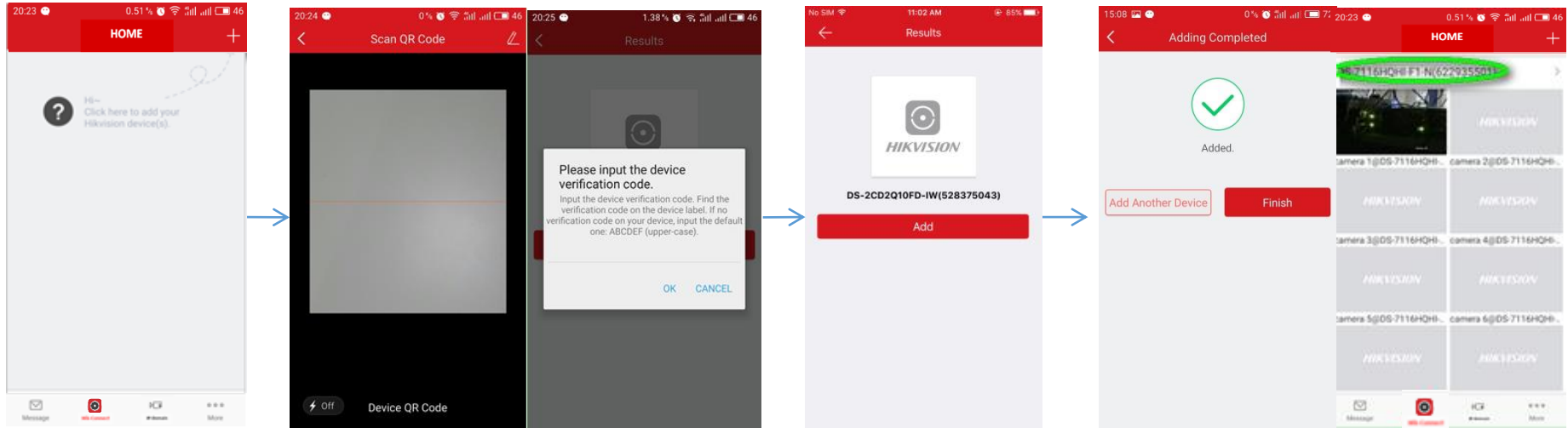


The screenshot displays the 'Configuration' interface for Hik-Connect. The 'Platform Access' tab is selected and highlighted in yellow. The 'Enable' checkbox is checked. The 'Access Type' is set to 'Hik-Connect', which is circled in green. The 'Server Address' is 'dev.hik-connect.com' with a 'Custom' radio button selected. The 'Enable Stream Encryption' checkbox is unchecked. The 'Verification Code' is 'ZFBFIP', which is also circled in green. The 'Status' is 'Offline'.

Configuration								
General	<u>Platform Access</u>	PPPOE	DDNS	NTP	Email	SNMP	NAT	More Settings
Enable	<input checked="" type="checkbox"/>							
Access Type	Hik-Connect							
Server Address	dev.hik-connect.com					<input type="checkbox"/> Custom		
Enable Stream Encryption	<input type="checkbox"/>							
Verification Code	ZFBFIP							
Status	Offline							

How to use Hik-Connect? *Add Devices*

Step 3: Add device via Hik-Connect APP (1)



You'd have to input device verification code manually after scanning device QR code.

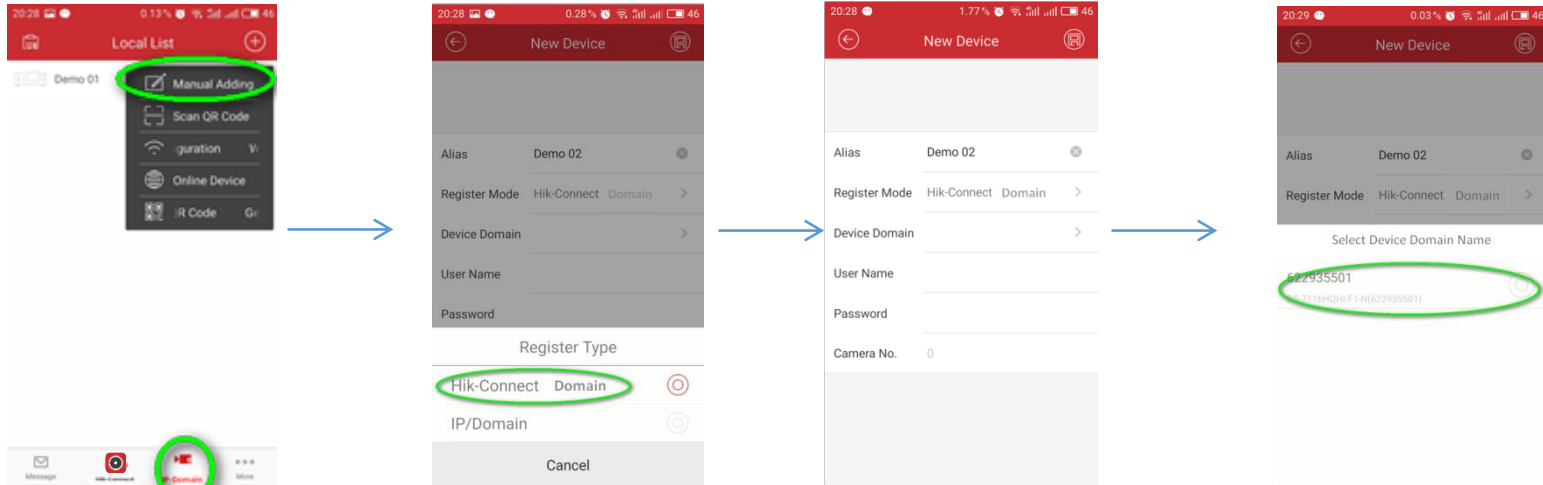
You can modify device domain or port when select the device.

How to use Hik-Connect? *Add Devices*

Step 3: Add device via Hik-Connect APP (2)

If the user wants to use Hik-Connect domain name service, he needs to continue to add this device to local list. The steps are just like the way adding devices in iVMS-4500:

Go to Device Tab->Click Add icon '+' -> Select Manual Adding->Select Register Mode as 'Hik-Connect'->Select a domain name (can't input it manually, device list comes from Hik-Connect tab)->Input device user name & password to finish adding.

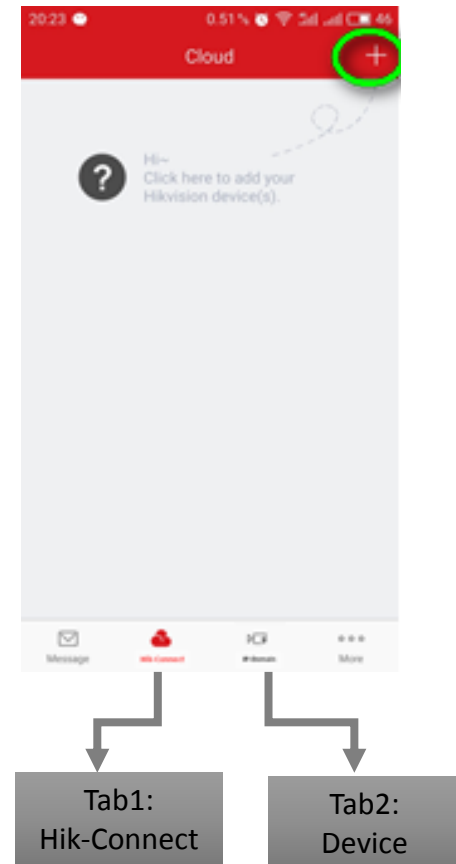


Note:

If customers want to live view the devices not do the ports mapping or UPnP , he needs to switch to Hik-Connect tab to get the corresponding service/function.

Differences between Hik-Connect tab and Device tab:

	Device Tab	Hik-Connect Tab
Pre-condition	UPNP/Port Map+ Enable Hik Connect	Enable Hik-Connect
Streaming method	Direct (NetSDK)	Direct, P2P Penetration, VTDU



How to use Hik-Connect? *Add Devices*

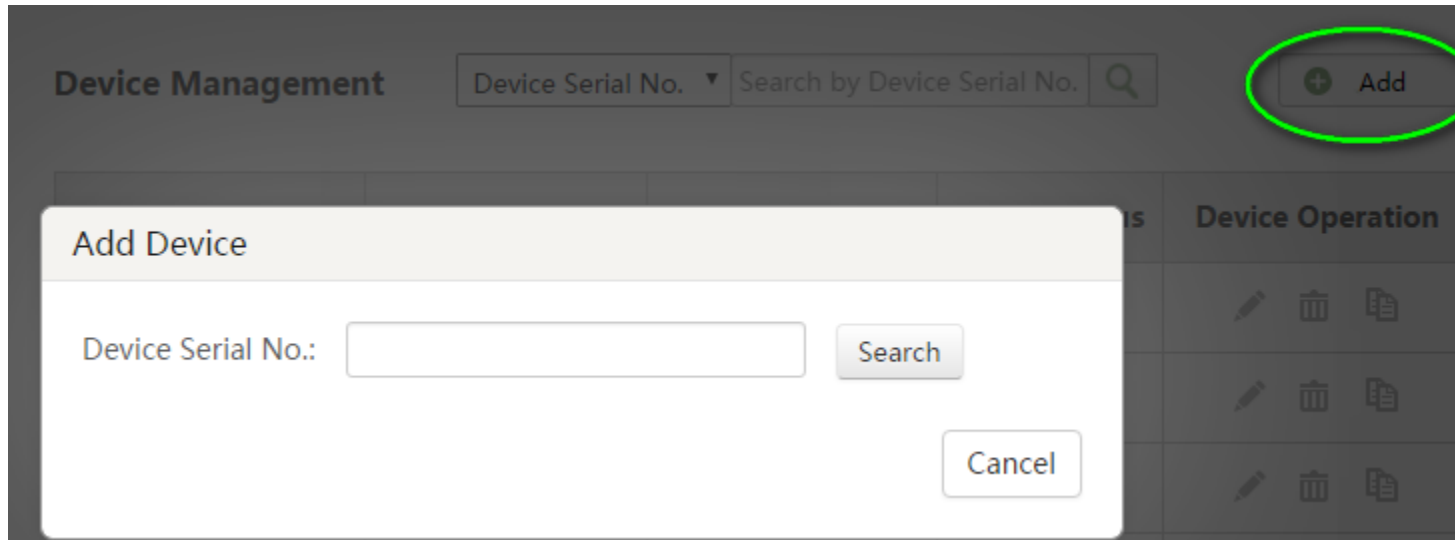
Step 3: Add device via iVMS-4500 APP (3)



How to use Hik-Connect? *Add Devices*

Step 3: Add device via web

1. Go to www.hik-connect.com to register an account and login.
2. Add devices manually.



How to use Hik-Connect? *Add Devices*

Step 3: Add device via iVMS-4200

Go to Device Management->Hik-Connect Service to add device.

Device for Management (4)

Hik-Connect Account: mai [redacted] 17

+ Add Device ✖ Delete Device | ⚙ Config 🔁 Login 🖱 Logout

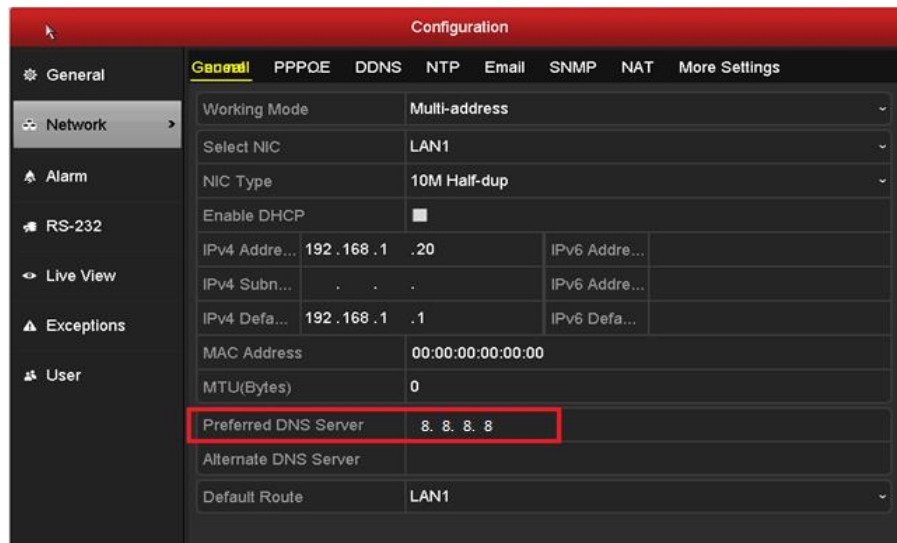
Device Name	IP	Serial No.
DS-7108NI-SN-P(47 [redacted] 8)	107 [redacted] 164	47 [redacted] 8
DS-7608NI-SE-P(44 [redacted] 0)	52 [redacted] 22	44 [redacted] 0
2332-I	52 [redacted] 22	45 [redacted] 4
DS-7204HGHI-SH-A(47 [redacted] 7)	52 [redacted] 27	47 [redacted] 7

How to use Domain Name Service within Hik-Connect?

If users want to use Hik-Connect domain name service, they need to open the device to the internet first, through **UPnP** or manually **ports forwarding**. Thus, customers need to check whether they can use WAN IP to access to the device or not. This is mandatory.

Here are the set-up instructions:

1. Please go to Configuration > Advanced Configuration > Network > General to correctly configure network parameters. Particularly, the DNS address must be filled, like 8.8.8.8

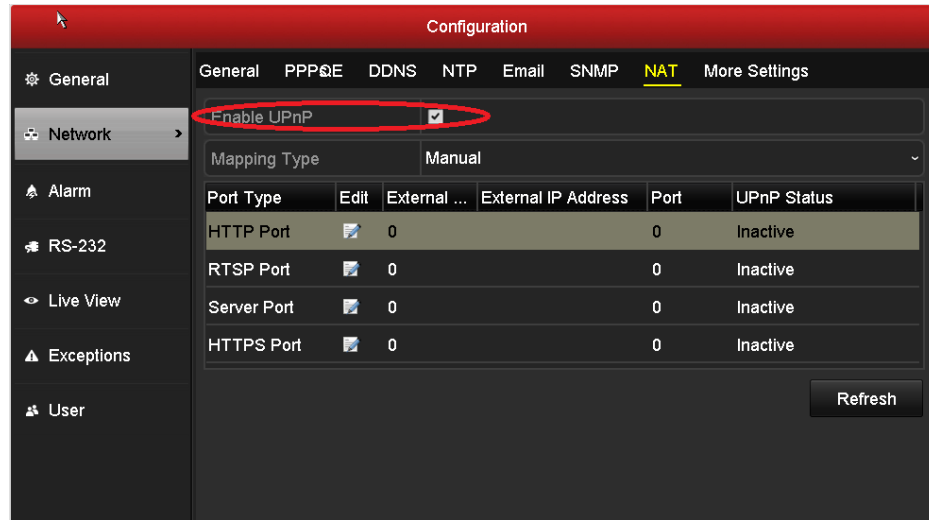


How to use Domain Name Service within Hik-Connect?

2. Port Forwarding

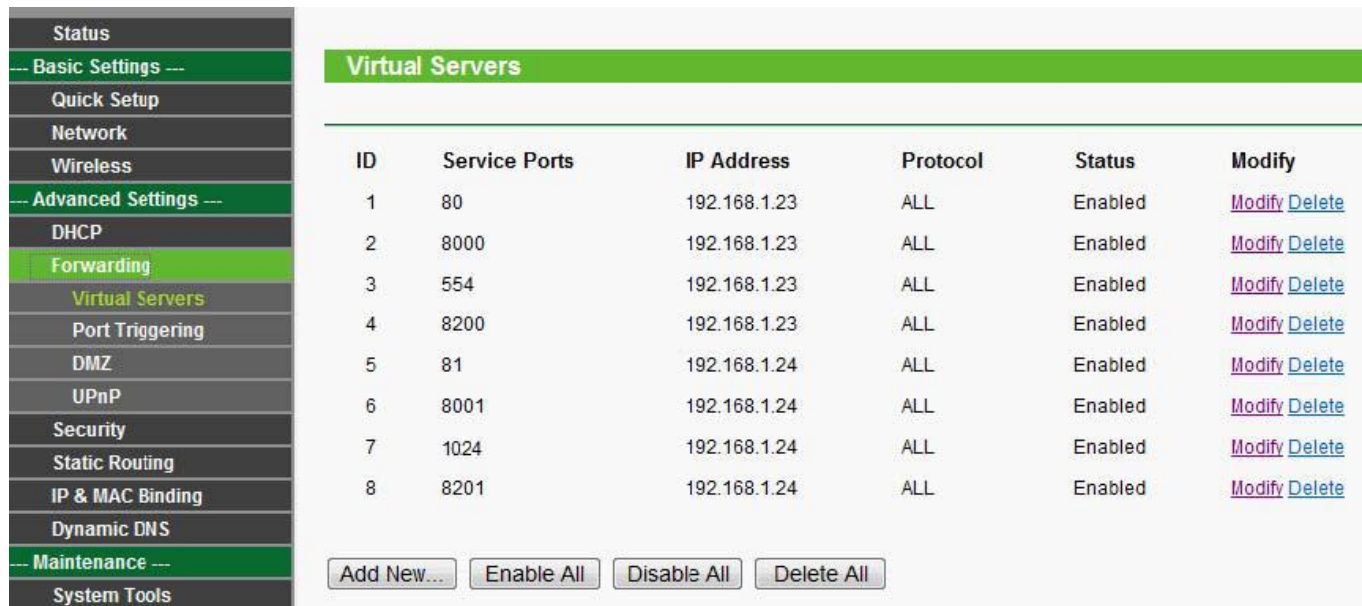
Customers can choose UPnP or configure port forwarding manually on the router side to finish the ports mapping.

UPnP->



How to use Domain Name Service within Hik-Connect?

3. In some situation, if UPNP is not successful, customers may also use the manually port mapping on the router side. The following setting is about TP-LINK router (TL-ER340G), which is maybe distinct from other router's setting.



ID	Service Ports	IP Address	Protocol	Status	Modify
1	80	192.168.1.23	ALL	Enabled	Modify Delete
2	8000	192.168.1.23	ALL	Enabled	Modify Delete
3	554	192.168.1.23	ALL	Enabled	Modify Delete
4	8200	192.168.1.23	ALL	Enabled	Modify Delete
5	81	192.168.1.24	ALL	Enabled	Modify Delete
6	8001	192.168.1.24	ALL	Enabled	Modify Delete
7	1024	192.168.1.24	ALL	Enabled	Modify Delete
8	8201	192.168.1.24	ALL	Enabled	Modify Delete

How to use Domain Name Service within Hik-Connect?

4. Login www.hik-connect.com and click “Copy” button to copy the device domain name URL, then paste it to a new web page to access the device.

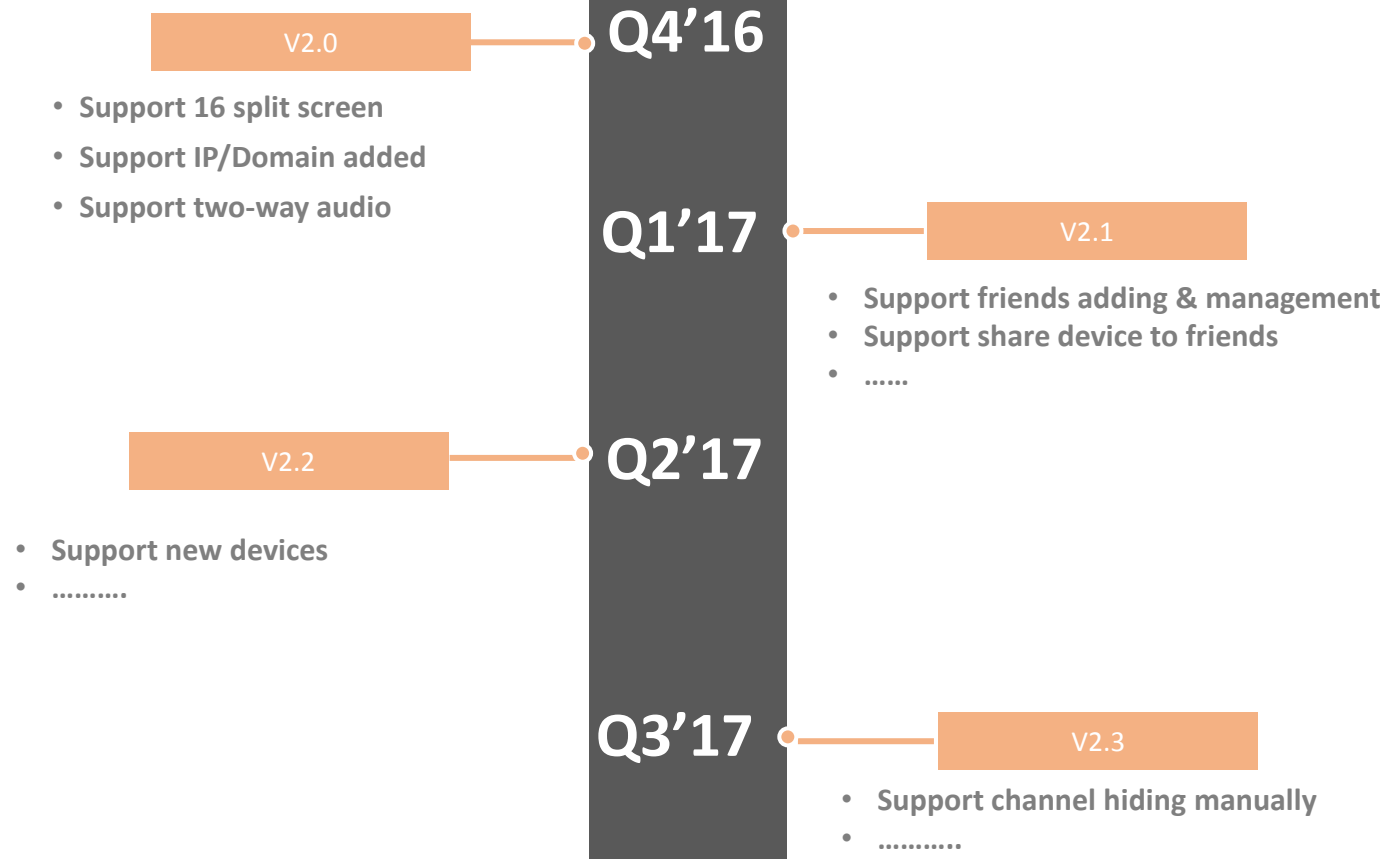
Or you can click the IP/Port No. link to access your device via web automatically.

The screenshot shows the Hik-Connect Device Management interface. On the left sidebar, there are two main sections: 'Device Management' (with a gear icon) and 'My Account' (with a person icon). The main content area is titled 'Device Management' and features a search bar for 'Device Serial No.' with a dropdown arrow and a search icon. To the right of the search bar is an 'Add' button with a plus sign. Below the search bar is a table with the following columns: 'Device Domain', 'Device Serial No.', 'IP/Port No.', 'Device Status', and 'Device Operation'. The table contains one row of data: 'Device Domain' is 5907, 'Device Serial No.' is 5907, 'IP/Port No.' is 115., and 'Device Status' is Online. The 'IP/Port No.' cell is circled in green. Below the table, there are three buttons: 'Edit', 'delete', and 'Copy'. Red arrows point to the 'delete' and 'Copy' buttons. The 'Copy' button is circled in green.

Device Domain	Device Serial No.	IP/Port No.	Device Status	Device Operation
5907	5907	115.	Online	  

- What is Hik-Connect?
- How to use Hik-Connect?
- **Roadmap**
- FAQ

Hik-Connect Roadmap



- What is Hik-Connect?
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- **FAQ**

What kind of influence would there be for users after 30th Dec, 2016?

Customers will not be able to register new accounts on www.hik-online.com, nor will they have the ability to access the Device Status tab or the Device Management tab, there will only be a notification.

While user can still use the URL as “http://www.hik-online.com/domain name” to login to the device remotely. Also, user can access his device via iVMS-4500 or iVMS-4200 client using HiDDNS.

How to migrate from HiDDNS to Hik-Connect?

On the web GUI of the device, customers can check whether the device supports “Hik-Connect” or not. Please go to Configuration> Network>Platform Access interface.

1. If the device supports Hik Cloud P2P or EZVIZ P2P function currently, the device still can be added to Hik-Connect platform without device upgrading, also the new domain name service. However, the old firmware do not support uploading ports to platform, customers need to enable UPNP manually on device side and input the ports information to the platform via Hik-Connect App, web portal when use the domain name function. After upgrade the device using Q1, 2017 firmware, the device can upload the ports number to the platform automatically.
- 2 . If the device does not support Hik Cloud P2P or EZVIZ P2P function currently, we need to upgrade the device using the Q1, 2017 firmware. And add the device to platform using serial code and verification code. (The new firmware will be released on Hikvision official website gradually in Q1, 2017)

Where can I get the verification code?

1. If the device supports Hik Cloud P2P or EZVIZ P2P function, the default verification code is on the label of device (We can also get the verification code on the local GUI of DVRs/NVRs).
2. If we upgrade the device using the Q1, 2017 firmware, we can also find the verification code in the web interface of device except for the old ways.

Note: For some devices produced before 2014, if there is no verification code in device label, kindly try ABCDEF.

3. If the device does not support Hik Cloud P2P or EZVIZ P2P function, we need to upgrade the device using the Q1, 2017 firmware and set a new verification code.



How to **unbind** device?

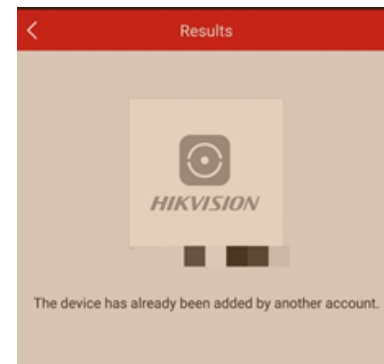
Why users need to unbind device?

When users are trying to add one device into Hik-Connect account, the app tells 'The device has already been added by another account.'

It's because one device could only be added into one account. This message means this device has been added by someone else.

How to unbind the device?

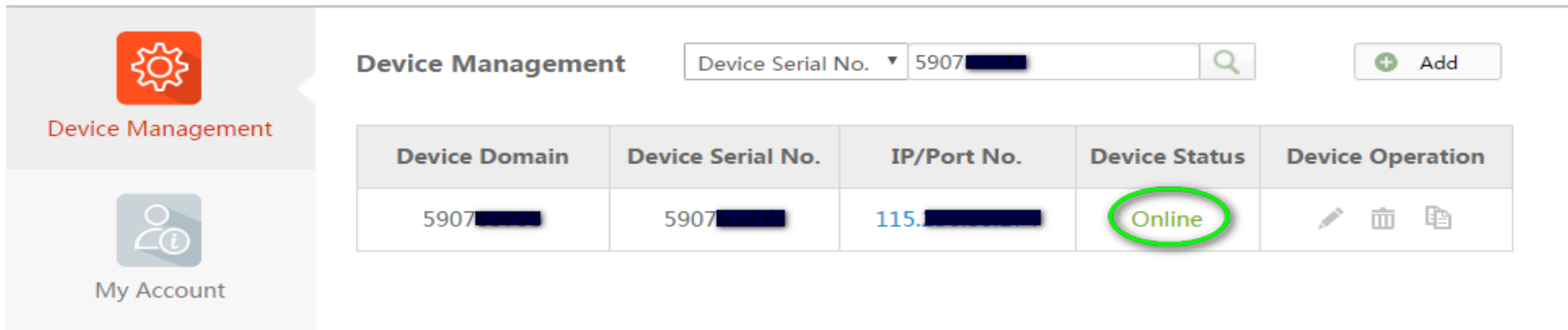
1. If the user knows the previous account which has added this device, just login that account and delete the device from it;
2. If the user don't know which account already bind this device, please provide the information below to local support team or support@hikvision.com to apply unbind.
 - A snapshot of device label;
 - Personal contact information, including name, contact cell phone numbers, email address, purchase channel, company address and country.





Why I can't access my device while the device status is online?

If it can't redirect your device after clicking the domain name "Copy button" or IP/Port No. link in www.hik-connect.com while the device status is online, it means you failed to open ports for your device. In this case, please kindly open ports **MANUALLY** in router instead of using UPnP to configure ports forwarding.

Note: please try http:// WAN IP: Port No. to test after port forwarding manually.



The screenshot shows the 'Device Management' section of a web interface. On the left, there is a sidebar with a 'Device Management' icon (a gear) and a 'My Account' icon (a person). The main area has a search bar for 'Device Serial No.' with a dropdown arrow and a search icon. To the right of the search bar is an 'Add' button with a plus sign. Below the search bar is a table with the following columns: 'Device Domain', 'Device Serial No.', 'IP/Port No.', 'Device Status', and 'Device Operation'. The table contains one row of data. The 'Device Status' cell in this row contains the word 'Online', which is circled in green. The 'Device Operation' cell contains three icons: a pencil, a trash can, and a document.

Device Domain	Device Serial No.	IP/Port No.	Device Status	Device Operation
5907 [REDACTED]	5907 [REDACTED]	115. [REDACTED]	Online	  

Thanks