Title:	How to add device into Hik-Connect account	Version:	v1.0	Date:	1/3/2017
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## **Summary**

**Hik-Connect** is a new service introduced by Hikvision which integrates the dynamic domain name Service along with alarm push notification service. It provides an easy way for devices to connect to the Internet.

This manual is a guide for users to show them how to add Hik-Connect service.

### Note:

In order to improve your user experience, we recommend you enable the **UPnP** function in both your router and device, or configure **Ports Forwarding** manually in your router.

You still can use Hik-Connect service even if you don't enable **UPnP** or configure **ports forwarding** manually; however, you cannot use Hik-Connect domain name service.

## Discretion

User interface may not be identical to the instructions shown below depending on the product, firmware version. However, the information and settings required to setup Hik-Connect services are similar across all supporting products.

# Preparation

Users need to upgrade device to proper firmware that supports Hik-Connect Service.

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# How to add devices into Hik-Connect account

Users can enable Hik-Connect function via Hik-Connect APP; <u>www.hik-connect.com</u> web portal; iVMS-4500 app or iVMS-4200 client.

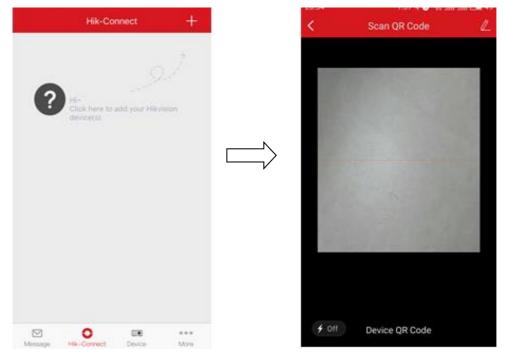
### Note:

For iVMS-4500 app & iVMS-4200 Client, we suggest waiting for new available version released soon.

## Method 1: Add devices via Hik-Connect APP

Steps:

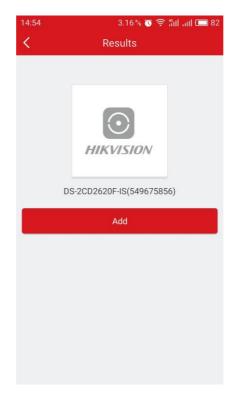
- (1) Run Hik-Connect app at your mobile;
- (2) Add the device by scanning device QR code or inputting device serial number manually;



(3) Click 'Add' to continue;

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(4) Input device verification code to finish.

< Results	Adding Completed	
Please input the device verification code. Input the device verification code. Find the verification code on the device label. If no verification code on your device, input the default one: ABCDEF (upper-case).	Added.          Added.         Add Another Device       Finish         Device Domain Name         549675856	
	Port Mapping Mode Automatic	>
	Service Port	
	47578	
	HTTP Port	
	33302	

(5) Go back to **Hik-Connect** tab to live view.

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### Note:

### How to find device verification code?

a) Try to find device verification code on the label of the device;



a) Try to find the device verification code on the local GUI of DVRs/NVRs.

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		Configuration							
General	General Platform Access PP	POE DDNS NTP Email NAT	More Settings						
∴ Network	Enable	2							
	Access Type	Hik-Connect							
Alarm 🖈	Server Address	dev.hik-connect.com	Custom						
↔ Live View	Enable Stream Encryption								
	Verification Code	LYSXPR							
Exceptions	Status	Offline							

c) Try to find the verification code in the device web configuration interface for both camera and DVRs/NVRs.

FTP	Email	Platform Access		HTTPS	QoS	802.1	x
	Enable						
Platf	form Acces	s Mode	Hik-Con	nect		~	
Serv	er IP		dev.hik-	connect.cor	m		Custom
Regi	ster Status		Online			~	
	ication Cod	le	•••••			$\lambda_{\rm pc}$	

6 to 12 letters or numbers, case sensitive. You are recommended to use a ci

### Note:

If the user wants to use Hik-Connect domain name service at Hik-Connect App, he needs to continue to add this device in **Device** tab with Hik-Connect Domain adding type.

Steps:

- (1) Go to **Device** tab; click the '+' at the upper-right of the interface;
- (2) Select Manual Adding and select Register Mode as 'Hik-Connect Domain';

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				_		

3	Device	+	$\odot$	New Device	0
	1000	Manual Adding Scan QR Code	Alias	New Device 01	
	() []	Wi-ID Configuration	Register Mode	Filk-Connect Domain	
	۲	Online Device	Device Domain		
	27	Generate QR Code	User Name		
			Password		
			Camera No.	15	
			Contraction of the second	Register Type	
			Hik-Connect E	Domain	0
	Start Live View(0)		IP/Domain		
	•	000			

(3) Click **Device Domain** input box and select the corresponding device from the list;

$\odot$	New Device	Ø
Alias	Demo 07	0
Register Mode	Hik-Connect Domain	>
Device Domain	$\frown$	>
User Name		
Password		
Camera No.	34	

(4) Enter device user name and password to finish adding process. Click Start to live view to watch.

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¢	New Device	P
Alias	Demo 07	0
Register Mode	Hik-Connect Domain	>
Device Domain	623100330	>
User Name		
Password		2
Camera No.	34	

# Method 2: Add devices via www.hik-connect.com web portal

Steps:

(1) Type <u>www.hik-connect.com</u> into browser location bar;

G (	<del>(</del> -)	Ә≓	Hik-co	nnect.co	om	- م
File	Edit	View	Favorites	Tools	Help	

(2) Login with your account user name and password.

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				-		

account/ema	il
password	
	Forgot the Password?
	Login
No account?	Register one now.
	Register

(3) Go to **Device Management** and click **Add** to add a device.

HIKVISION							hik_connect_test 🔻   Engli
	Device Managen	nent	Device Serial	No. 🗸	Search by Dev	rice Serial No. Q	bbA 🕄
Device Management	Device Domain	Device	Serial No.	IP,	Port No.	Device Status	Device Operation
My Account				No	) device.		

(3) Click Add; Input your device Serial no. then click Search.

Add Device		
Device Serial No.:	657836790	Search
		Cancel

(4) When a connection is made to the device (it must be powered on and connected to the Internet) a popup shows the model and confirms the S/N. If this is the desired device, Click '+' to continue;

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	account				
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Add Device		
Device Serial No.:	657836790	Search
DS-7204HUHI-F1-M	<b>3</b> (657836790)	
		Cancel

(5) Iuput your device **verification code**, then click **Add** to finish.

Add Device		
Device Serial No.:	657836790	Search
Verification Code:	•••••	
		Cancel

(6) A pop-up confirms success. And the device now appears on the Device Management page.

HIKVISION					hik_connect_test 👻   Englis
ې کې	Device Managen	Device Series	al No. 💙 Search by Devic	e Serial No. 🔍	G Add
Device Management	Device Domain	Device Serial No.	IP/Port No.	Device Status	Device Operation
20	497553057	497553057	68.129.421.132/80	Online	
My Account					
		Device adde	d successfully.		

(7) Double click on the **IP address** and **Port No.** of a connected device, a new windows opens showing the login screen for the device. Enter the **user name** and **password** to login into the device.

account					1/3/2017	
<b>Product:</b> Cameras, NVRs, D	/Rs	Page:	10 of 17	]		HIKVISION

ې کې	Device Managen	Device Seria	I No. 🗸 Search by Devic	ce Serial No. Q	C Add
evice Management	Device Domain	Device Serial No.	IP/Port No.	Device Status	Device Operation
2	497553057	497553057	68.129.421.132/80	Online	/ 🖻 🗅
My Account	657836790	657836790	70.422.32.191/81	Online	/ m Pa
C C Interpretation of the second seco	нун (нурл, нар7, 1482096/77308	P = O Cenice Management	t 🤅 Login :	x	
View Facilities Tank Help	ışın ?eyşin, мер?, 142296777703.	P - Conice Management	t 🔹 Logn	×	
View Facilities Tank Help	get ?egie.wp?, 142296777703	P - Conice Management	t Degn	*	(±11)
View Facilities Tank Help	ger Tropin, sep?, 142256777205		t Depn	*	a I Pressord

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# Appendix:

# **1.** How to configure Port Forwarding?

### Method 1: Configure Port Forwarding via UPnP

### Steps:

(1) Go to **Configuration -> Advanced Configuration -> Network -> General** to correctly configure network parameters to make sure your device is accessible in LAN. **DNS server address** is necessary in this case.

(2) Click **Apply** to continue.

	platform PPPC	DE DDNS	NTP	Email	NAT	More Settings	
Working Mode		Load Balar	ice				
Select NIC		bond0					
NIC Type		10M/100M/	/1000M S	elf-adapi	ive		
Enable DHCP							
IPv4 Address	10 .5 .8 .1	17		IPv6	Address 1	fe80::c62f:90ff:fea4	566b/64
IPv4 Subnet	255.255.255.0			IPv6	Address 2		
IPv4 Default G	10 .5 .8 .2	54		IPv6	Default G		
MAC Address		c4:2f:90:a4	:56:6b				
MTU(Bytes)		1500					
Preferred DNS S	erver	8.8.8.8					
Alternate DNS S	erver						
							k
						( mark a	Back
	Select NIC NIC Type Enable DHCP IPv4 Address IPv4 Subnet IPv4 Default G MAC Address MTU(Bytes) Preferred DNS S	Select NIC           NIC Type           Enable DHCP           IPv4 Address           10 .5 .8 .1           IPv4 Default G           10 .5 .8 .2           MAC Address	Select NIC         bond0           NIC Type         10M/100M/           Enable DHCP         Image: select NIC           IPv4 Address         10 .5 .8 .117           IPv4 Subnet         255 .255 .0           IPv4 Default G         10 .5 .8 .254           MAC Address         c4:2f;90:a4           MTU(Bytes)         1500           Preferred DNS Server         8.8.8.8	Select NIC         bond0           NIC Type         10M/100M/1000M S           Enable DHCP         Image: Constraint of the second	Select NIC         bond0           NIC Type         10M/1000M/1000M Self-adapt           Enable DHCP         Image: Comparison of the selection of the selectio	Select NIC         bond0           NIC Type         10M/100M/1000M Self-adaptive           Enable DHCP         Image: Constraint of the second se	Select NIC         bond0           NIC Type         10M/100M/1000M Self-adaptive           Enable DHCP         Image: Constraint of the second se

- (3) Go to Menu->Configuration->Network->NAT to check 'Enable UPnP';
- (4) Login router management interface via web and enable UPnP function.

			Confi	iguration			
E General	General Platform	n Access	PPPOE DDI	NS NTP Email <u>N</u>	AT More Se	ettings	
Network	Enable UPnP						
Network	Mapping Type		Auto				
Alarm	Port Type	Edit	External Port	External IP Address	Port	UPnP Status	
Live View	HTTP Port	1	80	0.0.0.0	80	Inactive	
	RTSP Port	2	554	0.0.0.0	554	Inactive	
Exceptions	Server Port	1	8000	0.0.0.0	8000	Inactive	
User	HTTPS Port	1	443	0.0.0.0	443	Inactive	
							Refresh
Live View						Apply	Back

#### Note:

(1) The Mapping Type is recommended as Auto.

(2) The (External)Port as well as External IP Address will be refreshed if all the configurations are correct. And UPnP Status will be Active.

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## Method 2: Configure Port Forwarding Manually

Steps:

(1) Go to **Configuration -> Advanced Configuration -> Network -> General** to correctly configure network parameters to make sure your device is accessible in LAN. **DNS server address** is necessary in this case.

		Configuration		
ø General	General Access platform PPPO	E DDNS NTP E	mail NAT Mon	e Settings
↔ Network >		Load Balance		
	Select NIC	bond0		
\land Alarm	NIC Type	10M/100M/1000M Self	adaptive	
,≇ RS-232				
▲ Live View	IPv4 Address 10 .5 .8 .11	7		e80::c62f:90ff:fea4:566b/64
	IPv4 Subnet 255 .255 .255 .0 IPv4 Default G 10 .5 .8 .25	4	IPv6 Address 2	
▲ Exceptions		c4:2f:90:a4:56:6b	in vo Boldan O	
<b>≗</b> User	MTU(Bytes)	1500		
	Preferred DNS Server	8.8.8.8		
	Alternate DNS Server			
				k
♠ Live View				Apply Back

- (2) Click **Apply** to continue.
- (3) Go to Menu->Configuration->Network->More Settings to check the ports you need to open.

	Configuration								
尊 General	General	Platform Access	PPPC	DE DD	NS NT	> Email	SNMP	NAT	More Settings
- Network		lost IP lost Port		0					<b>N</b>
\land Alarm	Server			8000					
🕫 RS-232	HTTP F	Port		80					
	Multicas RTSP F			554					

- (4) Login router management interface via web;
- (5) Go to Forwarding to open ports for device.

Status	1					
Basic Settings	Virtua	al Servers				
Quick Setup						
Network						
Wireless	D	Service Ports	IP Address	Protocol	Status	Modify
Advanced Settings	1	80	192.168.1.23	ALL	Enabled	Modify Delete
DHCP	2	8000	192.168.1.23	ALL	Enabled	Modify Delete
Forwarding	3	554	192,168,1,23	ALL	Enabled	Modify Delete
Virtual Servers						
Port Triggering	4	8200	192.168.1.23	ALL	Enabled	Modify Delete
DMZ	5	81	192.168.1.24	ALL	Enabled	Modify Delete
UPnP	6	8001	192.168.1.24	ALL	Enabled	Modify Delete
Security	7	5555	192,168,1,24	ALL	Enabled	Modify Delete
Static Routing						Modily Delete
IP & MAC Binding	8	8201	192.168.1.24	ALL	Enabled	Modify Delete
Dynamic DNS						
Maintenance	Add Ne	w Enable All	Disable All Delete A			
System Tools	( idd ffe	2.10010711				

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### Note:

The port forwarding interface above is for TP-LINK router (TL-ER340G), which maybe distinct from other router's interface.

# 2. How to modify device domain name?

Method 1: Modify the device domain name when you finish adding.

14:57	1.15 % 🖲 🤶 🛍 📶 🔲 81
< Adding	g Completed
(	Added.
Add Another Devic	e Finish
549675856	
Port Mapping Mode	
Automatic	>
Service Port	
47578	
HTTP Port	
33302	

Method 2: Modify the device domain name after you finish adding.

Steps:

- (1) Go to **Hik-Connect** tab, select the device you want to change domain name;
- (2) Go to **Settings**;
- (3) Click **Device Information** to modify.

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Hik-Connect +	<b>&lt;</b> s	ettings	More	Device Inform	ation
05-2CD2442FWD-IW(650763103)	DS-2CD244	42FWD-IW(65076310	)3) > Sevice	ation	650763103 >
	Alarm Notification	Enal	ble > Port Ma	pping Mode	Manual >
	Storage Status		> Service	Port	0>
DS-2CV2Q01FD-IW(614277908)	Device Version	V5.4.3 build 1 No new version ava		ort	0.2
01-03-2017 Tue: 11:01:13	Image Encryption	0		Save	
(a)	Change Password		2		
Camera 91	The default passwor code	rd is the device verifi	cation		
	Device Information	>	>		

Method 3: Modify the device domain name via <u>www.hik-connect.com</u> web portal. Steps:

- (1) Login <u>www.hik-connect.com</u> web portal with registered account;
- (2) Go to **Device Management**;
- (3) Select the device you want to change the domain name and click **Edit**.
- (4) Input a new device domain name and click **OK** to save.

	Device Management	Device Serial No.   Search by Device Serial No.			Add
evice Management	Edit Device Information		Device	Op	eration
2	* Device Domain:	11234567890f1234567890f1234!	-0		
My Account	Device Serial No.:	400300282			
	UPnP Mapping Mode:	Auto Manual			
		rou can customize the value of the external port. To use			
	In the second	e device, select Auto mode.			
	*Server Port Number:	80			
	* HTTP Port Number:	8090			
		Cancel			
			a.	100	Ro

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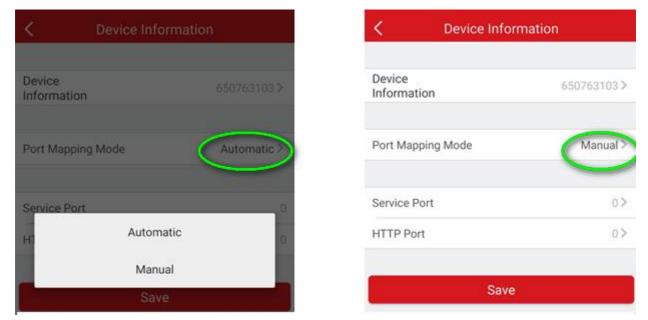


3. What's the difference between the two port mapping modes in Hik-

# Connect app & Hik-Connect web portal?

Users can modify Port Mapping Mode in Device Information interface in Hik-

Connect app or in Device Management interface via hik-connect web portal.



Hik-Connect app interface

<u>2</u> 2	Edit Device Information					Add
Device Management	* Device Domain:	f1234567890f1234567890f123	34! ?	Davia	0	
	Device Serial No.:	400300282			e Ope	eration
My Account	UPnP Mapping Mode:	Auto Manual	external port. To use	1		
	the port No. uploaded by the device, select Auto mode.					
	* Server Port Number:	80		1		
	* HTTP Port Number:	8090		I		
			Cancel	1		
					m	B

hik-connect web portal interface

1. **Auto**: Hik-Connect uses the port reported by the device to connect to it. It is applicable to the situation that device upnp mapping works.

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2. **Manual**: Manually configures port to connect to the device. If UPnP mapping fails, user needs to manually configure the routing. For the devices without latest Hik-Connect firmware, only Manual mode is supported.

## Note:

If it can't redirect your device after clicking IP/Port No. link in <u>www.hik-connect.com</u> while the device status is online, it means ports may not be properly configured for your device. In this case, please kindly open ports MANUALLY in router instead of using UPnP to configure port forwarding

Please try **http:// WAN IP: Port No.** to test whether port forwarding is successful after port forwarding manually.

<b>HIKVISIO</b> N	/				hik_connect_test 👻   English	
<u>र</u> ्दुः	Device Managen	Device Management Device Serial No. ✓ Search by Device Serial No. Q Add				
Device Management	Device Domain	Device Serial No.	IP/Port No.	Device Status	Device Operation	
20	497553057	497553057	68.129.421.132/80	Online		
My Account						

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