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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 is an updated manual for hik-connect v3.0.

For more configuration guide, please refer to the user manual of Hik-Connect.

#### 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.

### 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

- 1. Users need to upgrade device to proper firmware that supports Hik-Connect Share function.
- 2. Update the hik-connect app to v3.0.0 or above.

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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, SADP tool or iVMS-4200 client.

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

Steps:

- (1) Open Hik-Connect app in your mobile;
- (2) Go to **Home** interface, tap the icon at the upper-right corner;
- (3.1) Adding by Scanning QR Code
  - Tap **Scan QR Code** to enter the Scan QR Code interface, or you can click at the upper-right corner of the interface to extract QR code from local album. Normally, the QR code is on label, which is on the back cover of the device.



### (3.2) Manual Adding

• Tap Manual Adding to enter the New Device interface;

÷	Add Device	R
Adding Type	Hik-Connect Domain	>
Serial No.		

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- Select the adding type as **Hik-Connect Domain**;
- Input the device serial No. manually.
- Tab Dto search the device
- (4) Click 'Add' to continue;
- (5) Input device verification code to finish, and the Adding Completed interface will pop up.

÷	Adding Completed		
Alias	X0000000000X		
Device Domain Name	XXXXXXXXX		
Port Mapping Mode	Automatic	>	
Server Port Number	XXXXXX		
HTTP Port Number	0		
User Name			
Device Password			
After setting the pa connect the device	arameters above, the system will directly a.		
	Finish	]	
Skip			
Edit pa	rameters in Device Information page.		

#### Note:

If you've entered this interface, it means you've added your device to hik-connect **successfully.** You can click **Skip** and go back to Home interface to watch the live view.

However, if you prefer a faster stream loading speed, you need to open ports in your router in advance,

and continue to set the information below:

(6) Set the device alias and domain name;

(7) Select the port mapping mode. You can select either Automatic or Manual;

Automatic: The client will adopt a device port automatically.

Manual: You should set the port information manually.

(8) Input the device user name and the device password;

(9) Tap **Finish** to finish the operation.

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

Steps:

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

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				-	4	

		-			
G (	<del>(</del> -)	ightarrow $ ightarrow$ $ ig$	ik-connect.c	om	\$ ρ
File	Edit	View Favor	ites Tools	Help	

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

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

#### (3) Go to Device Management;

	Device Manage	ment	Device Serial No. V Sea	arch by Device Seria	al No. Q Add
Device Management	Device Domain	Device Serial No	D. IP/Port No.	Status	Device Operation
562	testdevice2	421 522	60.186.	Offline	/ 🗇 🖻
Others' Shared Devices	dstestdevice	49: 386	60.186	Offline	/ in Pa

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

Add Device		
Device Serial No.:	68 :880	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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Add Device		
Device Serial No.:	65 790	Search
100		
	3	
	- <b>1</b>	
DS-7204HUHI-F1-N(	65 790)	

Cancel

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

Add Device		
Device Serial No.:	68 880	Search
Verification Code:	•••••	
		Cancel

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



(7) Click on the **IP address** and **Port No.** of a connected device, a new window pops up to login the device. Enter the **user name** and **password** to login.

ial No. Q 🔂 Add	Device Serial No.  Search by Device Serial No.  Q			Device Management		र्दुः	
Device Operation	Status	IP/Port No.	erial No.	Device S	Device Domain	Device Management	
× 🖬 🖻	Offline	<b>60.186.</b> :	522	428	testdevice2	562	
× 🛍 🖪	Offline	60.186	386	491	dstestdevice	Others' Shared Devices	
× 🖬 🖻	Offline	211.140	987	536	536998987		
× 🛍 🗅	Offline	115.198	192	650	ds2752f	20	
× 🖬 🖻	Online	<u>125.119.</u> !	880	687	abcdefg	My Shared Devices	
	Offline Online	115.198 . <u>125.119.</u> !	192 880	650 687:	ds2752f abcdefg	My Shared Devices	

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000

np://70.402.32.1t1/stoc/page/log



P - 👩 Device Management 🖉 Login

#### Note:

If it can't redirect to 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. Then input the correct ports number here.

ŝ	Device Management	Device Serial No.   Search by Device Series	al No. Q G Add
Device Management	Edit Device Information		Device Operation
	*Device Domain:	abcdefg	/ 🖮 🖻
	Device Serial No.:	68 880	/ 亩 陷
	UPnP Mode:	Auto Manual	/ m 🗈
	Select manual mode, and yo port number. automatically,	ou should input the port No. from the device. To get the select auto mode.	/ m Pa
View My Shared Videos	*Server Port Number:	80	/ m Pa
	*HTTP Port Number:	8090	/ m h
My Account			/ 亩 陷
		Cancel	/ m Pa

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

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# Appendix:

### 1. How to find device verification code?

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



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

		Configuration					
General	General Platform Access P	PPOE DDNS NTP Email NA	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					

(3) Try to find the verification code in the device web configuration interface for both camera and DVR/NVR.

FTP	Email	Platform	Access	HTTPS	QoS	802.1	x
	Enable						
Platf	form Acces	s Mode	Hik-Cor	nect		~	
Serv	er IP		dev.hik-	connect.cor	n		Custom
Regi	ister Status	i	Online			$\sim$	
Verif	fication Coo	le	•••••			$\widetilde{\mathcal{F}}_{i}$	

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



### 2. How to configure Port Forwarding?

#### **Before You Start:**

Port forwarding should only be used when the devices need to be accessed via the internet. To ensure proper security configuration, please follow below points:

- 1. Minimize the port numbers exposed to the internet. Port forwarding should only be configured when absolutely necessary. For example, to use web service, only port 443 should be forwarded.
- Avoid common ports and reconfigure them to customized ports. For example, port 80 is commonly used for HTTP. User is recommended to change to a customized port on the device other than port 80 for the designated service, following TCIP/IP port rule (1 – 65535).

#### 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.

Configuration								
츟 General	General Acces	s platform PPPO	E DDNS	NTP	Email	NAT	More Settings	
	Working Mode		Load Baland	ce				
\land Alarm	NIC Type		10M/100M/	1000M Se	lf-adapt	ive		
∉ RS-232	Enable DHCP							
en Live View	IPv4 Address	10 .5 .8 .1	17		IPv6	Address 1	fe80::c62f:90ff:fea4:	566b/64
Cive view	IPv4 Subnet	255.255.255.0			IPv6	Address 2		
▲ Exceptions	IPv4 Default G.	. 10 .5 .8 .2	54		IPv6	Default G		
	MAC Address		c4:2f:90:a4:	:56:6b				
≱ Oser	MTU(Bytes)		1500					
	Preferred DNS	Server	8.8.8.8					
	Alternate DNS S	Server						
								k
♠ Live View							Apply	Back

(3) Go to Menu->Configuration->Network->NAT to check 'Enable UPnP';

(4) Login router management interface via web and enable UPnP function.

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		Configuration		
泰 General	General Platform Access	PPPOE DDNS NTP Email	NAT More Settings	
- Network >	Enable UPnP			
and a strange of the second second	Mapping Type	Auto		
🎄 Alarm	Port Type Edit	External Port External IP Address	Port UPnP Status	
es Live View	HTTP Port 🌌	80 0.0.0.0	80 Inactive	
	RTSP Port 📝	554 0.0.0.0	554 Inactive	
▲ Exceptions	Server Port 📝	8000 0.0.0.0	8000 Inactive	
🔹 User	HTTPS Port 📝	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.

### 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			
후 General	General Access platform PPPO	E DDNS NTP E	Email NAT Mor	e Settings	
Network >	Working Mode	Load Balance			
\land Alarm	Select NIC NIC Type	bond0 10M/100M/1000M Self-	-adaptive		
∉ RS-232	Enable DHCP				
	IPv4 Address 10 .5 .8 .11 IPv4 Subnet 255 .255 .255 .0	7	IPv6 Address 1 f IPv6 Address 2	e80::c62f:90ff:fea4:5	66b/64
▲ Exceptions	IPv4 Default G 10 .5 .8 .25	4	IPv6 Default G		
👪 User	MAC Address	c4:2f:90:a4:56:6b			
	Preferred DNS Server	8.8.8.8			
	Alternate DNS Server				
♠ Live View				Apply	۶ Back

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

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	Configuration									
ゥ General	General	Platform Access	PPPC	DE DDNS	NTP	Email	SNMP	NAT	More Settings	
- Network	Alarm H	lost IP							r.	
	Alarm H	Alarm Host Port		0						
\land Alarm	Server I	Port		8000						
# RS-232	HTTP F	Port		80						
<ul> <li>➡ Live View</li> </ul>	Multicas	st IP								
	RTSP F	Port		554						

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

Status						
Basic Settings	Virtua	I Servers				
Quick Setup						
Network						
Wireless	ID	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	102 169 1 23	41.1	Enabled	Modify Delete
Virtual Servers	5	554	132.100.1.23	ALL	Lilabled	Modily Delete
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	6665	100 160 1 04	ALL	Enabled	Modify Doloto
Static Routing	1	0000	192.100.1.24	ALL	Ellabled	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 All			
System Tools	, du no	Endble / III	Delete / III			

#### Note:

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

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