

# Enable Hik-Connect 3.0 Remote Access Platform Services On Recorders

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# What is Hik-Connect 3.0 Platform?

- The Hik-Connect Platform has two different services to allow for remote access to Hikvision devices.
  - **Hik-Connect P2P Service** – Peer to Peer protocol is used between electronic devices where either device can initiate communication.
  - **Hik-Connect DDNS Service** – Allows accounts to assign unique domain names to online devices. Port forwarding is required.\*
- **Both Hik-Connect Services** require the NVR or DVR network settings to be configured with a correct IP address, subnet mask, default gateway and DNS server
- **Hik-Connect Accounts** are required to use these services.

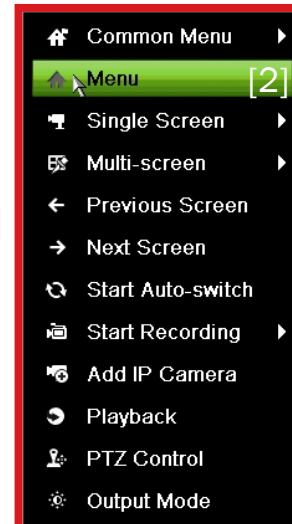
**NOTE:** Please see the quick start guide on how to set the NVR or DVR network settings. Security Tip:

\* 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.

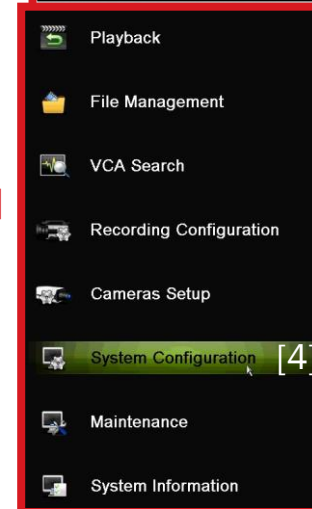
# At the Recorder Using the Menus

- Login to your recorder
- Using the local monitor and mouse connected to the recorder, right-click anywhere on the screen to display the pop-up Menu<sup>[1]</sup>. Select MENU<sup>[2]</sup>
- From the Main Menu<sup>[3]</sup> select System Configuration<sup>[4]</sup>.

[1]

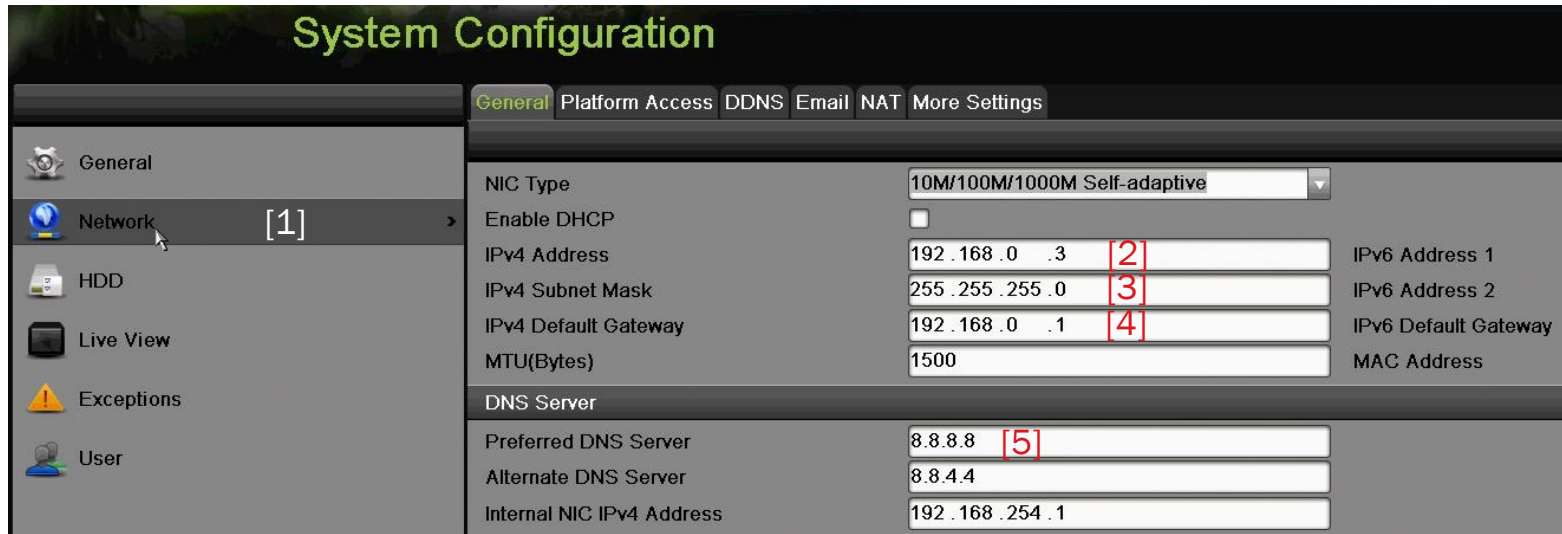


[3]



# System Configuration

- In the System Configuration menu choose Network<sup>[1]</sup>.
- Please note: Any network communication requires that **the recorder be properly configured on the network** (IP address<sup>[2]</sup>, subnet mask<sup>[3]</sup>, Default Gateway<sup>[4]</sup> and DNS server address<sup>[5]</sup>)



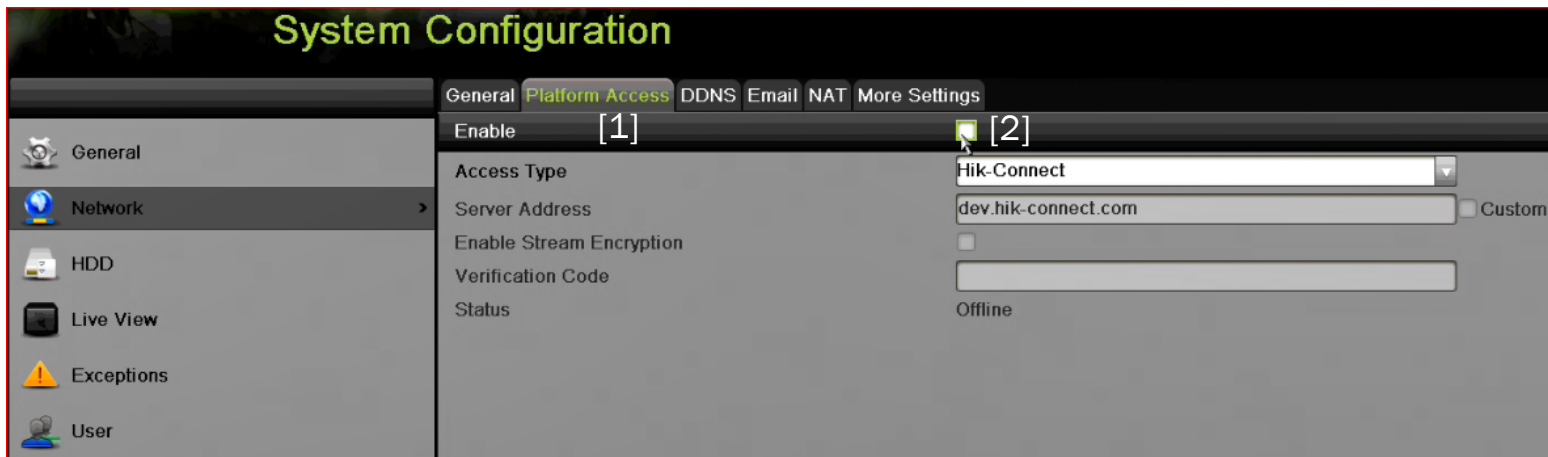
The screenshot displays the 'System Configuration' web interface. The 'Network' menu item is selected and highlighted with a red box and the number [1]. The 'General' tab is active, showing various network settings. The 'NIC Type' is set to '10M/100M/1000M Self-adaptive'. The 'Enable DHCP' checkbox is unchecked. The 'IPv4 Address' field contains '192.168.0.3' with a red box and [2] around the last octet. The 'IPv4 Subnet Mask' field contains '255.255.255.0' with a red box and [3] around the last octet. The 'IPv4 Default Gateway' field contains '192.168.0.1' with a red box and [4] around the last octet. The 'DNS Server' section has a 'Preferred DNS Server' field containing '8.8.8.8' with a red box and [5] around the last octet. Other fields include 'IPv6 Address 1', 'IPv6 Address 2', 'IPv6 Default Gateway', 'MAC Address', and 'Internal NIC IPv4 Address' (192.168.254.1).

Field	Value	Annotation
NIC Type	10M/100M/1000M Self-adaptive	
Enable DHCP	<input type="checkbox"/>	
IPv4 Address	192.168.0.3	[2]
IPv4 Subnet Mask	255.255.255.0	[3]
IPv4 Default Gateway	192.168.0.1	[4]
MTU(Bytes)	1500	
DNS Server		
Preferred DNS Server	8.8.8.8	[5]
Alternate DNS Server	8.8.4.4	
Internal NIC IPv4 Address	192.168.254.1	
IPv6 Address 1		
IPv6 Address 2		
IPv6 Default Gateway		
MAC Address		

# Platform Access

- Click on the Platform Access tab <sup>[1]</sup> along the top.

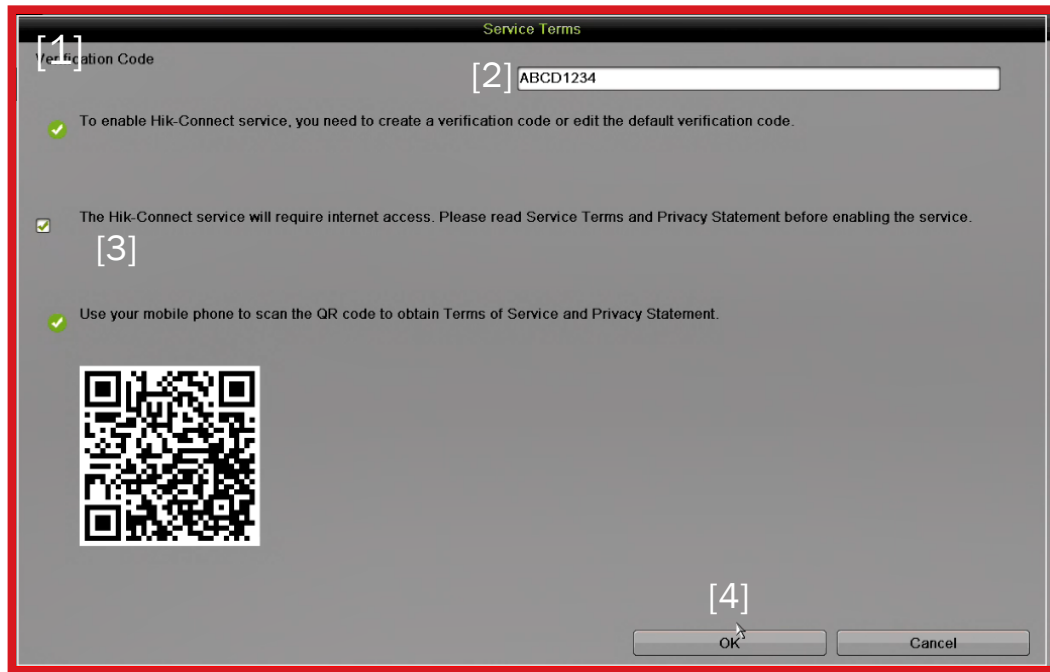
(In older firmware, the tab needed may be labeled “Cloud P2P” or “DDNS”)



- Click the “Enable” box <sup>[2]</sup>

# Terms of Service/Verification Code

- In the pop-up<sup>[1]</sup>, create a verification code<sup>[2]</sup> that will be used to validate the device to the Hik-Connect Account.
- Check the box<sup>[3]</sup> to accept the terms of service.
- Click OK<sup>[4]</sup>
- Please note the verification code for later use.

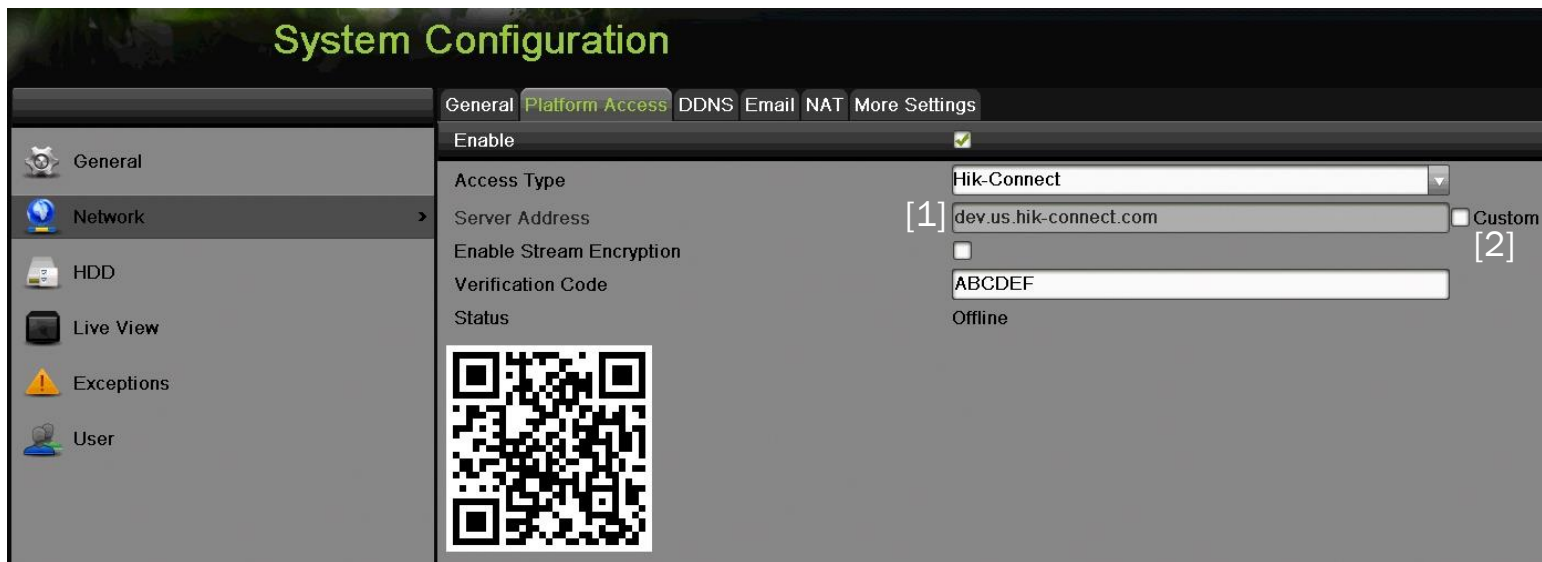


**NOTE:** Verification Code must be 6~12 characters long, using only upper case letters, lower case letters and numbers.

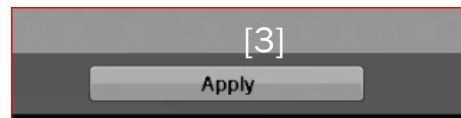
See <https://www.hik-connect.com/views/terms/termsofservice.html> in your browser or scan the QR code to read these terms on a mobile phone.

# Server Address/Apply

- Ensure that the Server Address<sup>[1]</sup> is **dev.us.hik-connect.com**
- If needed, check the “Custom” box<sup>[2]</sup> and edit the address

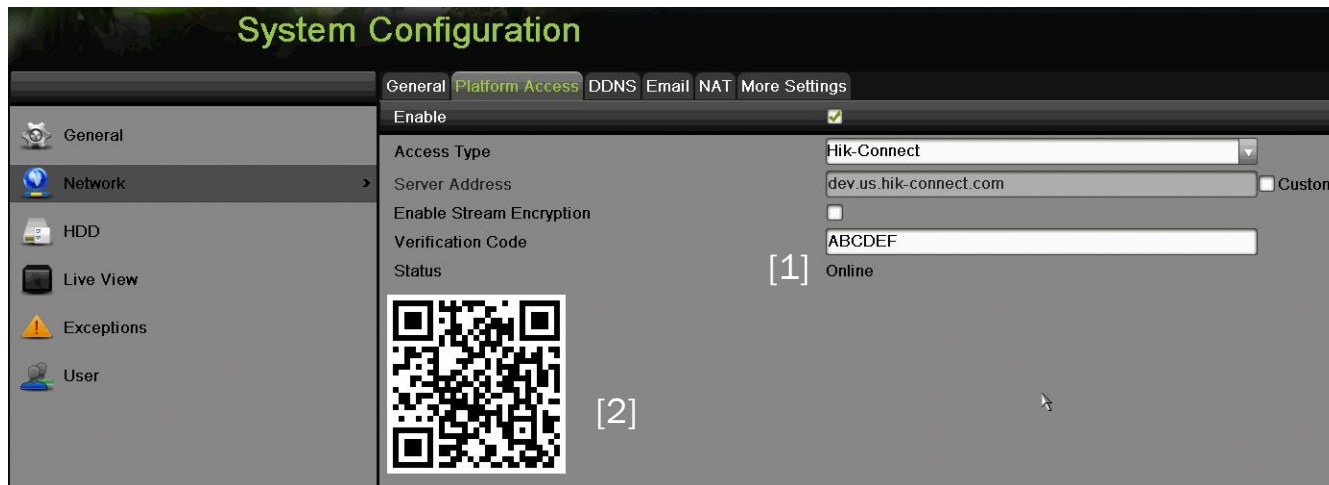


- Click “Apply”<sup>[3]</sup> at the bottom right.



# Connection and QR Code

- Within a few minutes, status<sup>[1]</sup> should show 'online'
- To refresh screen, leave screen and return



- QR code<sup>[2]</sup> contains device model and serial number for use adding this device to mobile apps such as Hik-Connect. It can be photographed for later use.



# Gather Necessary Information

- Later in the Hik-Connect adding process you will need the verification code you noted in a previous step.

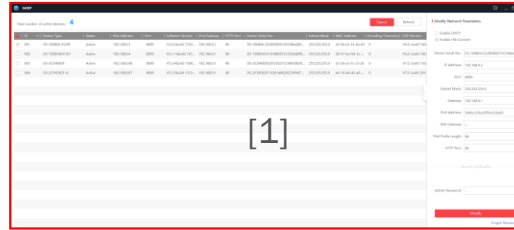
- You will also need 9 digits<sup>[1]</sup> from within the device serial number.



- This information can be found using the local monitor and mouse at the recorder in the System Information [2] Device Info [3] screen
- Both the S/N [1] and the verification code [4] appear in the recorder Device Info screen

# From A Local PC Using SADP and IE Browser

- The recorder must be already be activated (see separate How To document or video for device activation/password creation process).



- If the network configuration has not yet been set, launch SADP [1] and assign values compatible with the local area network for IP address [2], subnet mask [3] and Default Gateway [4]

Modify Network Parameters

Enable DHCP

Device Serial No.: DS-7608NI-E2/8P0820150108AAR

IP Address: 192.168.0.3 [2]

Port: 8000

Subnet Mask: 255.255.255.0 [3]

Gateway: 192.168.0.1 [4]

IPv6 Address: fe80::c256:e3ff:fe32:6a63

IPv6 Gateway: ::

IPv6 Prefix Length: 64

HTTP Port: 80

Security Verification

Admin Password: [ ]

Modify

[Forgot Password](#)

# Gather Necessary Information

- Later in the Hik-Connect process you will need 9 digits<sup>[1]</sup> from within the device serial number
- The serial number appears in the SADP screen<sup>[2]</sup>
- Note these digits for future use

SADP [2]

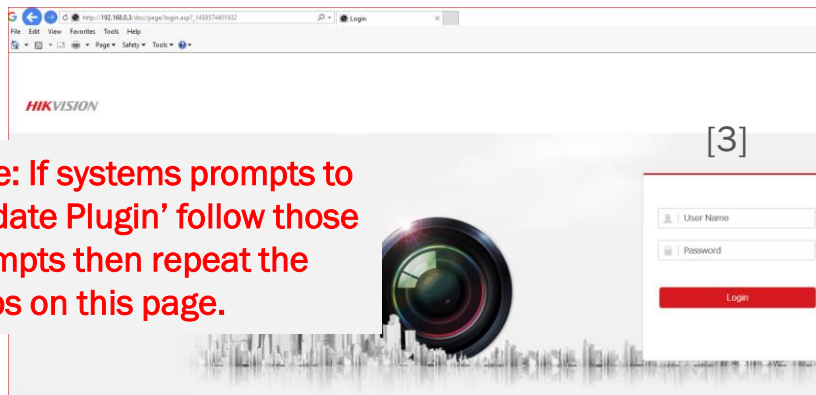
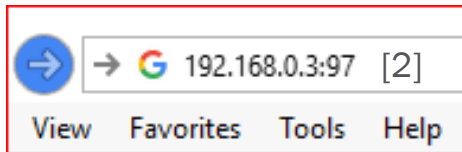
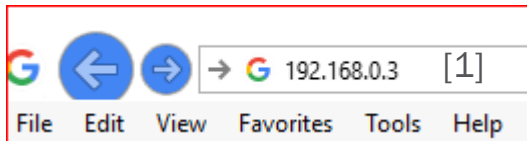
Total number of online devices: 4

ID	Device Type	Status	IPv4 Address	Port	Software Versi...	IPv4 Gateway	HTTP Port	Device Serial No.
001	DS-7608NI-I2/8P	Active	192.168.0.3	8000	V3.4.92Abuild...	192.168.0.1	80	DS-7608NI-I2/8P0820170207CCRR123456789WCVU
002	DS-7208HGHI-SH	Active	192.168.0.4	8000	V3.1.14build ...	192.168.0.1	80	DS-7208HGHI-SH0820151225AAWR987654321WCVU

# From A Local PC Using SADP and IE Browser

- Access the recorder from the LAN using IE. Type the IP address (and http port, if other than 80) of the recorder into the location bar in the form <http://address:port><sup>[1]</sup> e.g. <http://192.168.0.3:97><sup>[2]</sup> If http port is 80 (default) can omit port number. The login screen<sup>[3]</sup> is displayed.
- Or, double click on the IP address in the SADP screen<sup>[4]</sup>

ID	Device Type	Status	IPv4 Address	Port	Software Version	IPv4 Gateway	HTTP Port	Device Serial No.	Subnet Mask	MAC Address
001	DS-7608NI-E2/8P	Active	192.168.0.3 <sup>[4]</sup>	8000	V3.4.5build 1702...	192.168.0.1	80	DS-7608NI-E2/8P0820150108AARR...	255.255.255.0	c0-56-e3-32-6a-63



**Note: If systems prompts to 'Update Plugin' follow those prompts then repeat the steps on this page.**

# Login to Recorder / Network Settings

- Enter ID<sup>[1]</sup> and password<sup>[2]</sup> Click Login<sup>[3]</sup>
- Click Configuration<sup>[4]</sup> then Network<sup>[5]</sup> and under Basic Settings<sup>[6]</sup> enter DNS server IP address<sup>[7]</sup> (Can use 8.8.8.8 for DNS)
- Click Advanced Settings<sup>[8]</sup> and Platform Access<sup>[9]</sup>

Admin [1]

..... [2]

Login [3]

HIKVISION Live View Playback Picture **Configuration**

Local System Network Basic Settings

Advanced Settings [8]

Video/Audio Image Event Storage VCA

Email [9] Platform Access HTTPS Other

Enable

Platform Access Mode: Hik-Connect

Server Address: dev.us.hik-connect.com  Custom

Register Status: Offline

Verification Code: .....

6 to 12 letters (a to z, A to Z) or numbers (0 to 9), case sensitive.  
You are recommended to use a combination of no less than 8 letters or numbers.

Save

HIKVISION Live View Playback Picture **Configuration**

Local System Network [5]

Basic Settings [6]

Advanced Settings

Video/Audio Image Event Storage VCA

TCP/IP DDNS Port NAT [4]

Lan1

NIC Type: Auto

DHCP

IPv4 Address: 192.168.0.3

IPv4 Subnet Mask: 255.255.255.0

IPv4 Default Gateway: 192.168.0.1

IPv6 Address: fe80::c256:e3ff:fe32:6a63

IPv6 Default Gateway:

Mac Address: c0:56:e3:32:6a:63

MTU: 1500

DNS Server [7]

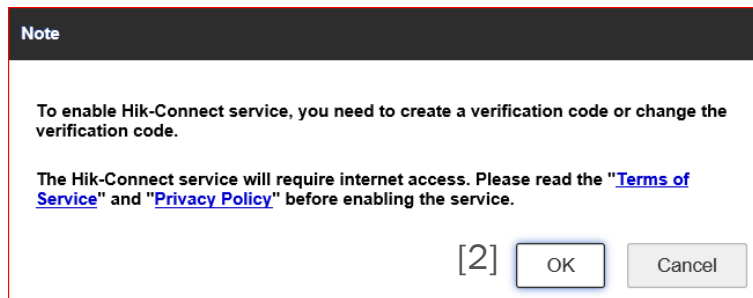
Preferred DNS Server: 8.8.8.8

Alternate DNS Server: 8.8.4.4

Save

# Enable Platform Access/Set Verification Code

- Click the box [1] to Enable platform access
- In pop-up click OK [2] to accept the Terms of Service and Privacy Policy  
Click the links to read those terms



Platform Access configuration page with tabs: Email, Platform Access (selected), HTTPS, Other.

[1]  Enable

Platform Access Mode:


Server Address:   Custom

Register Status:

Verification Code:  [3]

6 to 12 letters (a to z, A to Z) or numbers (0 to 9), case sensitive.  
You are recommended to use a combination of no less than 8 letters or numbers.

- Use the  icon [3] (if present) to reveal a hidden verification code [4], or enter a new code. Make note of the verification code for later use.

Verification Code  [4]  

Verification Code  [4]  

# Verify Access Mode and Server Address

- Access type should be Hik-Connect<sup>[1]</sup>
- Server address dev.us.hik-connect.com<sup>[2]</sup>
- Use Custom checkbox<sup>[3]</sup> to modify if needed

- Click Save<sup>[4]</sup>

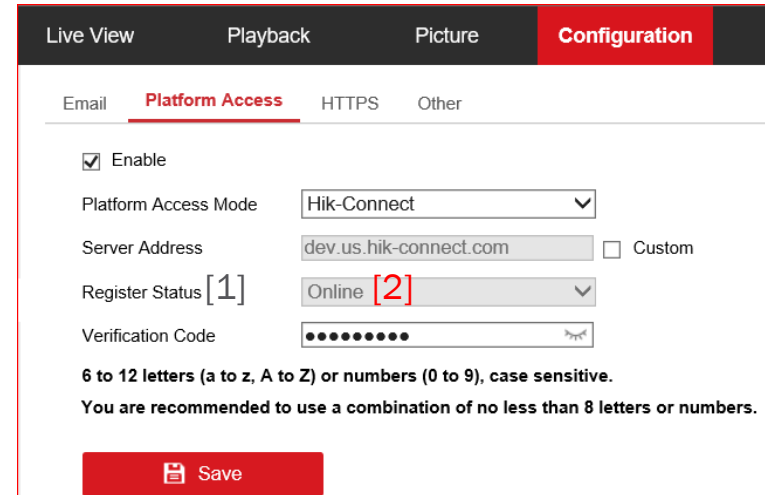
The screenshot shows a configuration page with four tabs: Email, Platform Access (selected), HTTPS, and Other. Under the Platform Access tab, there is a checkbox for 'Enable' which is checked. Below it is a dropdown menu for 'Platform Access Mode' with 'Hik-Connect' selected. The next field is 'Server Address' with 'dev.us.hik-connect.com' entered. To the right of this field is a 'Custom' checkbox which is checked. Below that is a dropdown for 'Register Status' with 'Offline' selected. The 'Verification Code' field contains eight dots. At the bottom, there is a red 'Save' button.

Annotations in the image:


- [1] points to the 'Hik-Connect' dropdown.
- [2] points to the 'dev.us.hik-connect.com' text input.
- [3] points to the 'Custom' checkbox.
- [4] points to the 'Save' button.

# Verify Connection to Hik-Connect Platform

- Register Status<sup>[1]</sup> will change to Online<sup>[2]</sup>
- Refresh screen, or view a different menu then Platform Access to view current status



The screenshot shows the 'Configuration' tab of a Hik-Connect interface. Under the 'Platform Access' sub-tab, the 'Enable' checkbox is checked. The 'Platform Access Mode' is set to 'Hik-Connect'. The 'Server Address' is 'dev.us.hik-connect.com'. The 'Register Status' is 'Online', with a red '[2]' next to it. The 'Verification Code' field is masked with dots. Below the fields, there is a note: '6 to 12 letters (a to z, A to Z) or numbers (0 to 9), case sensitive. You are recommended to use a combination of no less than 8 letters or numbers.' A red 'Save' button is at the bottom.

Live View	Playback	Picture	Configuration
Email	<b>Platform Access</b>	HTTPS	Other
<input checked="" type="checkbox"/> Enable			
Platform Access Mode	Hik-Connect		
Server Address	dev.us.hik-connect.com	<input type="checkbox"/> Custom	
Register Status [1]	Online [2]		
Verification Code	••••••••		
<b>6 to 12 letters (a to z, A to Z) or numbers (0 to 9), case sensitive.</b> <b>You are recommended to use a combination of no less than 8 letters or numbers.</b>			
			



# Gather Necessary Information

- Later in the Hik-Connect process you will need the verification code you noted in a previous step.
- You will also need 9 digits<sup>[1]</sup> from within the device serial number
- In the System menu<sup>[2]</sup> under System Settings<sup>[3]</sup> the necessary part of the serial number is the 9 numeric characters in the position indicated in red<sup>[3]</sup>
- Note the serial number for future use

The screenshot displays the Hikvision web interface. The top navigation bar includes 'Live View', 'Playback', 'Picture', and 'Configuration'. The left sidebar shows 'Local', 'System [2]', 'System Settings [3]', 'Maintenance', and 'Security'. The main content area is under 'Configuration' > 'Basic Information'. Fields shown are: Device Name (HIK\_7608NI), Device No. (255), Model (DS-7608NI-I2 / 8P), and Serial No. (DS-7608NI-I2 / 8P0820170207CCRR123456789WCVU). The last 9 digits of the serial number are highlighted in red.

Field	Value
Device Name	HIK_7608NI
Device No.	255
Model	DS-7608NI-I2 / 8P
Serial No.	DS-7608NI-I2 / 8P0820170207CCRR123456789WCVU

# Troubleshooting Hik-Connect P2P Service/Next Step

- The NVR or DVR may require a public DNS server (instead of the IP address of the router/gateway). You can search the internet for nearby public DNS servers. Some examples of public DNS servers are: 8.8.8.8, 4.2.2.2 or 75.75.75.75
- The NVR or DVR must be set up properly on the local area network. Confirm that you can use IE to access the IP address of the NVR from the LAN.
- In rare cases, a strong firewall may have to be programmed to allow the recorder to access the Hik-Connect.com server.
- Once the device is 'online', then **the next step is to create a Hik-Connect Account**