How to Add Device to Hik-ProConnect

After Hikvision shuts down iVMS-4500 and HiDDNS services, installers who previously used iVMS-4500 and HiDDNS services can add devices to Hik-ProConnect to provide remote operation, maintenance and management services for end users.

Devices can be added to Hik-ProConnect through P2P and IP/Domain. This document will introduce them in detail.

1. How to Visit Hik-ProConnect

1. Download Hik-ProConnect App

Installers can download and install the latest version of the Hik-ProConnect APP by visiting the Hikvision APP Store *appstore.hikvision.com*.

Hikvision App Store × +		~ - 🗆 X
← → C (a appstore.hikvision.com		🖻 ★ 🌲 😩 🕕
	Hikvision App Store	Installation Help
Android iOS	Enter App Name	Q
Hik Connect - for End user	Hik-BroConnect - for Installer	
Size: 138 M Version: 4.20.1.1126 Update at: 2021-11-26 14:49:50 The Hik-Connect ap is designed to work with Hikvision series DVRs, NVRs, Cameras, Video intercom devices and Security contr	Hik-ProConnect - tor installer Hik-enconnect - tor installer Size: 171 M Version: 1.9.2.0 Size: 97 M Version: 2.1.2 Update at: 2021-12-02 1733:39 Hik-ProConnect is a convergent, cloud-based security solution that helps security providers or installers to manage services Download Download	on le al v

2. Hik-ProConnect Portal

Installers can directly access the Hik-ProConnect portal on the PC side. The web page addresses of various countries are as follows:

Russia: https://hik-proconnectru.com

Others : <u>https://hik-proconnect.com</u>

3. Register and log in to the Hik-ProConnect account

Installers can register their Hik-ProConnect account through the Hik-ProConnect APP or portal according to the prompts, and then add devices.

2. Add Device through P2P

Preparation

1. Upgrade your device to the latest version that supports Hik-Connect.

- 2. Enable the Hik-Connect function on the device side and keep it online.
 - The path is Configuration-Network-Advanced Settings-Platform Access. For platform access mode, select Hik-Connect or Cloud P2P (the display of different devices may be different), and set the verification code for device addition.
 Note: Some devices may not allow user-defined verification code. Users can view it in the device label. If there is no verification code in the label, the device verification

code is ABCDEF. Since ABCDEF is not allowed as the verification code in the current service, please contact the technical support for processing before using this kind of device

HII	VISION	Live View	Playback	Pi	icture	Configur	ation	
	System	SNMP Email	Platform /	Access Ne	twork Service	Other	Integra	ation Protocol
Ð	Network	Platform Access	Mode	lik-Connect		\sim		
	Basic Settings	Enable						
	Advanced Settings	Server Address	li	tedev.hik-coni	nect.com		Custom	
<u>0</u> .	Video/Audio	Register Status	C	Dnline		\sim		
1	Image	Stream Encrypt	ion/Encry	•••••		$\succ_{T} \prec$		
Ë	Event	6 to 12 charact character com	ers allowed, i bination "ABC	ncluding uppe DEF" and any	er-case and lo other case s	wer-case let ensitive con	ters, and ibination	d digits. To ensure d n of this alphabetica
	Storage							
FQ	Vehicle Detection	🗎 s	Save					
63	VCA			•				

Adding Steps

Custom	er Site		Q Search	< Offic	e	
Sit	es: 8		•	G Not Invi More ⇒		
(土) Add Device	Device Migration) Batch Arm/ Disarm	S Unprompted Authorizati	Device	ARC Service	.ẩ Exception
Office Not Invit	ed		>		• -	
Rock's Ho 2 +8 Hangzho	162 Du		>			
New Site_ 1 chc O	20211104	.com	>		Device Add a device to the	s Site.
Domo Site Home	Site He	alth Servic	e Me		Add Device	

1. Complete the above preparations and create a new Site.

- 2. Add a device by scanning the device QR code or manually entering the device serial number.
 - (a) Scan QR code.



(b) Enter the device seriel number.



3. Enter the verification code set in *<u>Preparation</u>*, and click *Add*.



4. Complete adding.

< Adding Result	< Office
	Not Invited Invite Now
	Device ARC Service 🚮 Exception
Device added. DS-2CD2043G2- I(G346 11)	DS-2CD20346 11) Online
For devices with health monitoring disabled, you cannot set linkage rules (the existing linkage rules will be invalid), receive exception notifications, or check device health status. Activate Health Monitoring Service	
Validity Period: 90 Day Devices: 1	
DDNS Settings ⑦	
Finish	Add Device

5. After adding the device to the site, deliver the site and device to the Hik-Connect account of the end user and apply permission from end user.

< Office ····	< Invite Site Owner
Not Invited	Email Phone Number
More >	Enter Email Account of Hik-Connect
Device ARC Service 🚮 Exception	Enter email.
DS-2CD2034644411) 🔅 🕑 🎯	Allow Me to Disable Hik-Connect Service ⑦
	Site Information Management
	Configuration >
	Live View >
	Playback >
	Remarks
	Enter the remarks.
Add Device	ок

Enable Hik-Connect DDNS

If you add a device to Hik-ProConnect, you will be prompted that it is incompatible with Hik-ProConnect; Or if the remote configuration function cannot be used after adding the device, you can enable the Hik-Connect DDNS function in Hik-ProConnect.

- 1. Port mapping of the device through the UPnP function of the router or the device itself.
- 2. Select the device, click *DDNS Settings*.



3. Enter the external port mapped in the first step, and enter the user name and password of the device.

< DDNS Setti	ngs				
How to set port?					
DDNS Settings					
Domain Name	G34644411				
Port Mapping Mode	Auto >				
Service Port	0				
HTTP Port	0				
User Name					
Password	\checkmark				
After setting DDNS, when performing functions such as remote configuration, live view, playback, health monitoring, linkage rule, etc., the platform will connect to the device according to the DDNS settings.					

4. Click *Save* to complete configuration.

After DDNS is enabled, devices will be directly connected through DDNS when remote configuration, live view, playback, health monitoring, linkage rule and other functions are used in Hik-ProConnect.

3. Add Device through IP/Domain

For devices that does not support the Hik-Connect service function, you can also add devices to Hik-ProConnect through IP/Domain.

Adding Steps

- 1. Site-> Add Device-> IP/Domain.
- 2. Add a device by manually entering the IP address, port number, user name and password of the device.



After adding, the installer can apply to the end user for remote configuration, preview and playback permissions as needed.

Note

- If the mobile phone and the device are in the same LAN, you can use the LAN IP and port to add. If both the mobile phone and the device are in the public network, you need to map the device to the public network and add the device using the public IP and port in Hik-ProConnect.
- 2. The devices added with IP are different from those added with Hik-Connect domain in function. Some functions that must rely on cloud services, such as device sharing, alarm/call reception, etc., are only supported in the Hik-Connect domain add mode.