



Hik-ProConnect

FAQ

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About this Manual

The Manual includes instructions for using and managing the Product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version of this Manual at the Hikvision website (<https://www.hikvision.com/>).

Please use this Manual with the guidance and assistance of professionals trained in supporting the Product.

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Hik-ProConnect FAQ

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Symbol Conventions

The symbols that may be found in this document are defined as follows.

Symbol	Description
 Danger	Indicates a hazardous situation which, if not avoided, will or could result in death or serious injury.
 Caution	Indicates a potentially hazardous situation which, if not avoided, could result in equipment damage, data loss, performance degradation, or unexpected results.
 Note	Provides additional information to emphasize or supplement important points of the main text.

Contents

Chapter 1 Overview	1
Chapter 2 Benefits and Comparison	2
2.1 What is the difference between Hik-ProConnect and Hik-Connect?	2
2.2 To end users, what differences does Hik-ProConnect make?	2
2.3 What are differences among Hik-ProConnect, iVMS-4200 and HikCentral Professional?	2
Chapter 3 Downloading and Accessing	3
3.1 What web browser can I use to access Hik-ProConnect Portal?	3
3.2 How can I download Hik-ProConnect Mobile Client?	3
3.3 What is authentication code and how can I get one?	3
3.4 Do I need to map the ports on the router?	3
3.5 Do I need to deploy a physical server for functions like health monitoring?	4
Chapter 4 Compatibility	5
4.1 Which devices can be added and managed in Hik-ProConnect?	5
4.2 Can third-party devices be managed in Hik-ProConnect?	5
4.3 Can EZVIZ devices be managed in Hik-ProConnect?	5
Chapter 5 Site Management	6
5.1 Why the end user didn't receive any Site Owner invitation message on Hik-Connect?	6
5.2 Can I assign one site to multiple employees as Site Managers?	6
5.3 How can end user receive site authorization application?	6
5.4 When do I need to apply for site authorization from the end user?	6
5.5 How to change the Site Manager of the site?	7
5.6 How to change the installation company for managing the site?	7
Chapter 6 Device Management	8
6.1 How many devices can be managed in Hik-ProConnect?	8
6.2 Can the devices added to Hik-Connect be managed in Hik-ProConnect?	8
6.3 Can I add a device by IP address or domain name?	8

Hik-ProConnect FAQ

6.4 Can one device be managed by two employees?	8
6.5 Can I set linkage rules for linking devices in different sites?	9
6.6 Can the linkage action still be triggered if network disconnected?	9
6.7 Does Hik-ProConnect support remote device firmware upgrading?	9
6.8 How to delete devices?	9
Chapter 7 Health Monitoring	10
7.1 What functions are supported in Health Status module?	10
Chapter 8 Other	11
8.1 How does Hikvision protect users' privacy?	11
8.2 Can I edit the company information?	11
8.3 I have uploaded my company logo, but why is it not displayed on Hik-Connect?	11

Chapter 1 Overview

Hik-ProConnect is a convergent, cloud-based security solution that helps manage services for your customers and expand your business by subscription offers. You can monitor the system health status of your customers' sites (even resolving problems) remotely, using a simple and reliable platform. Hik-ProConnect solution enables you to customize security solutions for customers with fully-converged Hikvision devices, covering video, intrusion, access, intercom, and more.

Enter <https://www.hik-proconnect.com> or scan the following QR code to enter the Hik-ProConnect Portal.



Figure 1-1 QR Code for Hik-ProConnect Portal

Scan the following QR code to download Hik-ProConnect Mobile Client.



Figure 1-2 QR Code for Hik-ProConnect Mobile Client

Scan the following QR code to download Hik-Connect Mobile Client.



Figure 1-3 QR Code for Hik-Connect Mobile Client

Chapter 2 Benefits and Comparison

2.1 What is the difference between Hik-ProConnect and Hik-Connect?

Question

What is the difference between Hik-ProConnect and Hik-Connect?

Answer

They are for different users.

Hik-ProConnect Portal and Mobile Client are for installers to provide them remote device management, remote health monitoring and achieve more value-added service, etc.

Hik-Connect Mobile Client is mainly for end users to manage their devices and receive alarms from the devices.

2.2 To end users, what differences does Hik-ProConnect make?

Question

To end users, what differences does Hik-ProConnect make?

Answer

End users can get better and more efficient security services from Installers, such as proactive device status monitoring, flexible linkage rules across devices, device configuration, etc.

2.3 What are differences among Hik-ProConnect, iVMS-4200 and HikCentral Professional?

Question

What are differences among Hik-ProConnect, iVMS-4200 and HikCentral Professional?

Answer

- HikCentral Professional is mainly used in medium and large project for private network or in LAN.
- iVMS-4200 is a client software for device installation, management and local monitoring.
- Hik-ProConnect is a convergent, cloud-based security solution that frees end users from local servers and helps installers manage services by health monitoring, flexible linkage rules, remote configuration, etc., for end users, and expand your business by subscription offers.

Chapter 3 Downloading and Accessing

3.1 What web browser can I use to access Hik-ProConnect Portal?

Question

What web browser can I use to access Hik-ProConnect Portal?

Answer

Internet Explorer 11, Google Chrome, and Firefox.

3.2 How can I download Hik-ProConnect Mobile Client?

Question

Where can I download Hik-ProConnect Mobile Client?

Answer

- For users with iPhones, you can download the Mobile Client in App Store.
- For users with Android phones, you can visit the website <https://hik-proconnect.com/#/login> and scan the QR code on the website to download the Mobile Client.

3.3 What is authentication code and how can I get one?

Question

What is authentication code and how can I get one?

Answer

Authentication code is used for verifying your identity information, and you can get it from the regional distributor or national distributor.

3.4 Do I need to map the ports on the router?

Question

Do I need to manually map the ports on the router?

Answer

No, you don't.

3.5 Do I need to deploy a physical server for functions like health monitoring?

Question

Do I need to deploy a physical server for functions like health monitoring and linkage rule?

Answer

No, you don't.

Chapter 4 Compatibility

4.1 Which devices can be added and managed in Hik-ProConnect?

Question

Which devices can be added and managed in Hik-ProConnect?

Answer

You can view all the compatible devices in *Hik-ProConnect Compatibility List of HIKVISION Products*, or consult the local distributor.

4.2 Can third-party devices be managed in Hik-ProConnect?

Question

Can the third-party devices be added and managed in Hik-ProConnect?

Answer

No. Third-party devices cannot be added and managed in Hik-ProConnect. Currently, Hik-ProConnect supports Hikvision, HiLook, and EZVIZ devices.

4.3 Can EZVIZ devices be managed in Hik-ProConnect?

Question

Can EZVIZ devices be added and managed in Hik-ProConnect?

Answer

Yes. Specific EZVIZ devices can be added and managed in Hik-ProConnect currently. In future versions, more EZVIZ devices will be supported. For detailed models of the currently supported EZVIZ devices, refer to the latest *Hik-ProConnect Compatibility List of HIKVISION Products*.

Chapter 5 Site Management

5.1 Why the end user didn't receive any Site Owner invitation message on Hik-Connect?

Question

I have invited an end user to be the Site Owner on Hik-ProConnect, but why didn't the end user receive any invitation message on Hik-Connect Mobile Client?

Answer

- Make sure that the version of end user's Hik-Connect Mobile Client is 4.3 or above.
- Make sure the regions where the devices, Hik-ProConnect, and Hik-Connect Mobile Client locate are the same.

5.2 Can I assign one site to multiple employees as Site Managers?

Question

Can I assign one site to multiple employees as Site Managers?

Answer

No.

5.3 How can end user receive site authorization application?

Question

After applying for site authorization from the end user, how can the end user receive this application?

Answer

The end user will receive the application via Hik-Connect Mobile Client.

5.4 When do I need to apply for site authorization from the end user?

Question

After handing over the site to the end user, when do I need to apply for site authorization from the end user?

Answer

When there are maintenance requirements for the devices in the site, such as remote configuration, device live view, and health monitoring, you need to apply for site authorization from the end user.

5.5 How to change the Site Manager of the site?

Question

How to change the Site Manager of the site?

Answer

Site Manager is an employee of the installation company. When a site is assigned to an employee, the employee becomes the Site Manager of the site. He/she can configure and perform health monitoring for the devices in the site for end users.

On Site page, select the site and click **Assign** to change the Site Manager of the site.



Only the user with Administrator or IT Manager role can assign site to Site Manager and change the Site Manager of the site.

5.6 How to change the installation company for managing the site?

Question

How to change the installation company for managing the site?

Answer

Follow the steps below to change the installation company.

1. The end user needs to cancel the site authorization via Hik-Connect Mobile Client.
2. (Optional) The end user can contact the Installer Admin of the previous installation company to let Installer Admin delete the site.
3. The Installer Admin of new installation company needs to add the existing site by site ID and assign Site Manager. Then the Site Manager can add device and perform other operations for further configuration and management of the site.

Chapter 6 Device Management

6.1 How many devices can be managed in Hik-ProConnect?

Question

How many devices can be added and managed in Hik-ProConnect?

Answer

There is no limit for the amount of devices managed by Hik-ProConnect.

6.2 Can the devices added to Hik-Connect be managed in Hik-ProConnect?

Question

Can the devices which have been added to Hik-Connect be managed in Hik-ProConnect?

Answer

Yes.

6.3 Can I add a device by IP address or domain name?

Question

Can I add a device by its IP address or domain name?

Answer

Yes.

6.4 Can one device be managed by two employees?

Question

Can one device be managed by two employees of one installation company?

Answer

No. A device can be managed by Installer Admin and one Site Manager (an employee of the installation company) simultaneously, but it cannot be managed by two employees simultaneously.

6.5 Can I set linkage rules for linking devices in different sites?

Question

Can I set linkage rules for linking devices in different sites?

Question

No, you can't. Currently, you can set linkage rules for linking devices in the same site.

6.6 Can the linkage action still be triggered if network disconnected?

Question

Can the linkage action still be triggered if network disconnected.

Answer

Not, it can't. The linkage action can only be triggered when network is connected.

6.7 Does Hik-ProConnect support remote device firmware upgrading?

Question

Does Hik-ProConnect support remote device firmware upgrading?

Answer

Yes. Currently, Hik-ProConnect supports remote upgrading of the device firmware of AX Hub and AX Pro.

6.8 How to delete devices?

Question

How to delete devices?

Answer

- Before inviting end user as the Site Owner, the Site Manager can delete devices in the site on Hik-ProConnect.
- Once you invited an end user as the Site Manager, only the end user can delete devices on Hik-Connect Mobile Client.

Chapter 7 Health Monitoring

7.1 What functions are supported in Health Status module?

Question

What functions are supported in Health Status module?

Answer

The supported functions in Health Status module are as follows:

Table 7-1 List of Supported Functions in Health Status Module

Function	Description
Locate Device	According to device types, locate the abnormal device(s) quickly.
Status Display	Show device list of each site and status information. Refresh status for the first time login and entering Health Status page.
Automatically Inspect	Inspect the working status of the devices automatically and display the last inspected time.
Manually Inspect	Inspect the status information of the devices manually.
Remote Configuration	Remotely configure device parameters.
Status of Encoding Device	Show status information, including network status, storage status of HDD or SD card, IP channel status of NVR, S.M.A.R.T. information of HDD, overwritten recording status, HDD usage, etc.
Status of Security Control Panel	Show status information, including network status, low battery, mobile network/wireless network/wired network/disconnected, and remaining battery power.
Status of Access Control Device	Show network status.
Status of Video Intercom Device	Show network status.
Status of Doorbell	Show network status and SD card status.

Chapter 8 Other

8.1 How does Hikvision protect users' privacy?

Question

How does Hikvision protect users' privacy?

Answer

We highly respect users' privacy and make related privacy policies for users/installers to know how we handle the collection, storage, disclosure and protection of personal information. We have passed ISO27001 certification and have adopted multiple measures to safeguard your privacy. For example, all user data are encrypted and stored in AWS server. And we use irreversible algorithm to store users' passwords. Besides, based on multiple encryption techniques such as RSA Asymmetric Algorithm and AES secret key which can be customized by users, we ensure that the transmission and storage of user data are well encrypted, and no third-parties or Hikvision have the access to users' stream data.

8.2 Can I edit the company information?

Question

Can I edit the company information?

Answer

Yes, you can edit the company information on Hik-ProConnect Portal in **Company → Company Information** .

8.3 I have uploaded my company logo, but why is it not displayed on Hik-Connect?

Question

I have uploaded my company logo, but why is it not displayed on Hik-Connect?

Answer

- Please make sure that the user's Hik-Connect version is 4.0 or above. Here is the QR code for downloading Hik-Connect Mobile Client.



Figure 8-1 QR Code of Hik-Connect Mobile Client

- It will take a few minutes for logo picture uploading and synchronizing to Hik-Connect Mobile Client. Please check later.
- If the end user has multiple devices and they are hosted by different installation companies, the logo will not be displayed on the startup page and **About** page of Hik-Connect.

