



# **Hik-Connect Mobile Client**

**SPEC  
V3.10.0**

## Software Information

Name: Hik-Connect Mobile Client Software

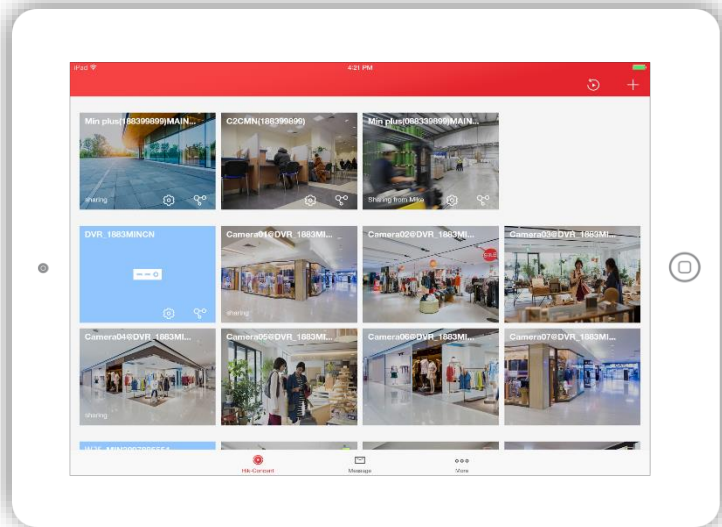
Version: V3.10.0

**Android:**

System Requirement: Android 4.1 or later

**iOS:**

System Requirement: iOS 8.0 or later



## Introduction

The Hik-Connect app is designed for managing Hikvision products, including DVRs, NVRs, cameras, video intercom devices, and security control panels, etc. With the app, you can watch real-time surveillance video or play it back at any place when Wi-Fi, 3G, or 4G networks are available. When alarms of your devices are triggered, you can get instant notifications the app.

### Key features

- Account management
- Adds devices via scanning QR code
- Adds devices via IP/Domain
- Adds devices via Hik-Connect Domain.
- Multiple window division modes: 1-division, 4-division, 9-division, 12-division, and 16-division
- Adds devices to the Favorites folder
- Two-way audio intercom

- Videos and pictures encryption
- Changes image qualities
- PTZ control
- 8X digital zoom
- Starts playback of 4 cameras simultaneously
- Manages pictures and videos
- Instant alarm notifications with pictures and videos
- Updates devices remotely
- Answers calls from doorbells/video intercom devices
- Arms security control panel remotely
- Shares devices to others and grants operation permissions to them
- Login by fingerprint

## Functional Parameters

Account Management	<ul style="list-style-type: none"> <li>➤ Registering a new account via email address or mobile phone number</li> <li>➤ Account login and logout</li> <li>➤ Account information settings</li> <li>➤ Changing account password</li> <li>➤ Retrieving password</li> <li>➤ Visitor mode</li> <li>➤ Login by fingerprint</li> </ul>
Live View	<ul style="list-style-type: none"> <li>➤ 1 / 4 / 9/ 12/ 16 window division</li> <li>➤ Audio control</li> <li>➤ Max. 8X digital zoom</li> <li>➤ Capture and recording</li> <li>➤ Full-screen mode</li> <li>➤ Two-way audio</li> <li>➤ Changing live view quality</li> <li>➤ Enabling fisheye mode</li> <li>➤ Hardware decoding (Only supported by devices added via IP/Domain)</li> </ul>
PTZ	<ul style="list-style-type: none"> <li>➤ Controlling PTZ</li> <li>➤ Zooming in and out</li> <li>➤ Adjusting PTZ speed</li> <li>➤ Controlling focus and iris</li> <li>➤ Setting and calling preset</li> <li>➤ Auto Scan (The device should support the function)</li> <li>➤ Auto-Tracking (The device should support the function)</li> </ul>
Playback	<ul style="list-style-type: none"> <li>➤ Searching videos by time for playback</li> <li>➤ 4-window division mode for playback simultaneously</li> <li>➤ Controlling audio</li> <li>➤ Capture and recording</li> </ul>

	<ul style="list-style-type: none"> <li>➤ Dragging timeline to set playback start time</li> <li>➤ Adjusting playback speed</li> <li>➤ Hardware decoding</li> </ul>
Device Management	<ul style="list-style-type: none"> <li>➤ Adding and deleting device <ul style="list-style-type: none"> <li>• Supports adding the devices which support Hik-Connect service (hereafter simplified as “Hik-Connect device” via Hik-Connect domain or scanning QR code.</li> <li>• Supports adding devices via IP/Domain.</li> <li>• Supports adding detected online devices which are in the same local area network with the phone or tablet.</li> </ul> </li> <li>➤ Editing device name and channel name</li> <li>➤ Displaying storage status and device version (for Hik-Connect Devices)</li> <li>➤ Detecting device version and remotely upgrading</li> <li>➤ Videos and pictures encryption (for Hik-Connect Devices)</li> <li>➤ Sharing channels to other account.</li> <li>➤ Setting partition and zones (for security control panel)</li> <li>➤ Unbinding devices from other accounts with devices’ password</li> <li>➤ Resetting devices’ password</li> <li>➤ Remotely Configuring devices</li> <li>➤ Changing device verification code</li> <li>➤ Setting DDNS (Only supported by devices added via Hik-Connect Domain or Scanning QR Code)</li> <li>➤ Transferring devices to another’s account</li> <li>➤ Sharing device(s) to other users</li> <li>➤ Adding devices to Favorites</li> </ul>
Alarm Notification	<ul style="list-style-type: none"> <li>➤ Arming and disarming remotely</li> <li>➤ Receiving alarm (event) notifications</li> <li>➤ Viewing alarm (event) information, related pictures, and related videos</li> </ul>
Remotely Call	<ul style="list-style-type: none"> <li>➤ Receiving a notification when others call</li> <li>➤ Remotely accepting or declining the call (for doorbells)</li> <li>➤ Remotely opening door</li> <li>➤ Viewing call logs</li> </ul>
Security control panels	<ul style="list-style-type: none"> <li>➤ Configuration of the partitions, detectors and sensors, etc.</li> <li>➤ Stay arm/Away arm/Disarm</li> <li>➤ Clearing alarms</li> <li>➤ Receiving alarm notifications</li> <li>➤ Bypassing some zones</li> </ul>
Pictures and Videos Management	<ul style="list-style-type: none"> <li>➤ Managing local pictures and videos</li> <li>➤ Viewing pictures and playing videos</li> <li>➤ Downloading pictures and videos to the phone</li> <li>➤ Sharing pictures and videos to others</li> </ul>
System Settings	<ul style="list-style-type: none"> <li>➤ Enabling push notification</li> </ul>

	<ul style="list-style-type: none"> <li>➤ Enabling/disabling saving device parameters</li> <li>➤ Enabling/disabling hard-decoding preferred</li> <li>➤ Enabling auto-receiving alarm (event) information when the phone is powered on</li> <li>➤ Viewing traffic statistic</li> <li>➤ Resuming latest live view</li> <li>➤ Displaying floating live view on the device list</li> <li>➤ Displaying channel-zero</li> <li>➤ Resetting password for DVR and NVR</li> <li>➤ Setting Wi-Fi</li> <li>➤ New versions online detection</li> <li>➤ Help and feedbacks</li> </ul>
Language	<ul style="list-style-type: none"> <li>➤ Simplified Chinese, English, Russian, Estonian, Bulgarian, Hungarian, Greek, German, Italian, Czech, Slovak, French, Polish, Dutch, Portuguese, Spanish, Romanian, Danish, Swedish, Norwegian, Finnish, Croatian, Slovenian, Serb, Turkish, Korean, Traditional Chinese, Thai, Vietnamese, Japanese, Hebraism, Latvian, Lithuanian, Brazilian Portuguese, Arabic, Farsi, Indonesian, Uzbek, Kazak</li> </ul>

### Technical Parameters

Module	Item	Parameters
	Max. Connected Devices (Hik-Connect Domain)	1024
	Max. Channels Can Be Selected for Live View or Playback	256
	Max. Shared Accounts (By One Channel)	64
	Max. Streaming Number (One channel/ Live View)	20
	Max. Cameras for Live View Simultaneously	16
	Max. Cameras for Playback Simultaneously	4 (*supported model only)
	Max. Favorites Folders	32
	Max. Users for Receiving Shared Devices	100
	Video Encoding	H.264,MPEG4,MJPEG, H.264+,H.265,H.265+
	Audio Encoding	G711_A,G711_U,AAC
	Compatible Devices	DVRs, NVRs, cameras, video intercom devices and security control panels with Hik-Connect Function.