

Demonstrating: ✓ Handing over device to HIK-Connect user ✓ Installer (Site manager) applying for permissions from end user (Site owner)

HIKVISION PRODUCT TEAM

2021-05-04



This quick guide demonstrates:

- Installer (Site manager) handing over device to HIK-Connect user (Site owner)
- Installer (Site manager) applying for permissions from end user (Site owner)

All operations are based on HIK-ProConnect firmware version V1.6.1 .0 build 20210413

1. Basic introduction

Hik-ProConnect is a convergent, cloud-based solution designed for security service businesses. It offers:

- Proactive System Health Monitoring
- Remote Configuration and Maintenance
- Quick Installation Tools
- Flexible Linkage Across Devices
- Intuitive Web Portal & Mobile App

Whether it's for installation or maintenance, with Hik-ProConnect in place, security teams can manage multiple sites with power and efficiency. It creates streamlined operational workflow and powerful remote maintenance capability, which can significantly reduce the service providers' costs and therefore increase your company' s efficiency.





2. Operation

(1) "Handing over" device to HIK-Connect user (Site manager to site owner)

As an installer HIK-ProConnect offers a wide range of benefits such as:

- Health Monitoring
- Remote configuration

To name just a few.

However it is also possible to "hand over" a site to the end user's HIK-Connect Mobile Client. (Site manager to site owner)

Simply choose the device within HIK-ProConnect in the "Site" menu. Then choose "Invite" as below:

< Baldoyle Storage Ar ····					
Not Invited More >	Invite Now				
Device ∄ Linkage Rule	ភ្នាំ Exception				
Coastal I-Series NVR Online	¢00				
Acusense Audio & Light Online	•••				
Add Device					





Then enter in the end users HIK-Connect account detail. For example: <u>Email:</u>

If the customer has set up their HIK-Connect account via email address-invite using that email address

Phone number:

If the customer has set up their HIK-Connect account using a particular mobile number-invite using that mobile number.







4

Once invited the customer will receive the following message below via their HIK-Connect client



End user can choose "View now" & they will be presented with the following message below:

Contract Contract







5

(2) Installer (Site manager) applying for permissions from end user (Site owner)

Within HIK-Connect app end user (Site owner) chooses a device. Within that devices menu they choose "Authorization service"

< Set	ttings				
DS-2CD63C5G0-IVS(C42439689) DS-2CD63C5G0-IVS(C42439689)					
Linked Camera	>				
Time Zone	UTC+08:00 >				
Date Format	>				
Authorization Service	Authorized >				
Notification	Disable >				
Microphone					
The audio recording statu main stream and sub-stre Audio & Video Stream or	us will change when both eam's stream type are set as Video Stream.				
Storage Status	>				
Device Version	V5.5.73 build 190820 No new version available.				
Image and Video Encry	/ption				





Within this HIK-Connect menu it's possible for the end user (Site owner) to send or withdraw permissions of the device to the Installer (Site managers) HIK-ProConnect account. In the example below the end user has given the installer (Site manager) no permissions for the following:

- ➤ Live view
- Configuration
- > Playback

	C42439689					
Live Valid	View ity Period : Permanent					
Configuration Validity Period - Permanent						
Pla Valio	Editing permissions v management of your	vill affect Installer's devices. Continue?	0			
	Cancel	ОК				
OK						



•
The Installer has no permission to operate or configure the device.
Contact Installer





In HIK-ProConnect the installer (Site manager) can confirm that they have no permissions to the below devices. As seen below in both the App version of HIK-ProConnect & the portal version



Note: Screenshot of a site in HIK-ProConnect APP



Note: Screenshot of a site in HIK-ProConnect portal





Staying within HIK-ProConnect installer (Site manager) chooses "Available permission" at bottom of menu & sends permission application to end user (Site owners) HIK-Connect account regarding what they require to access the system. Example:

8

- Live view
- Configuration
- Playback



End user (Site Owner) receives permission application from installer (Site manager) below in "Cloud service" menu in their HIK-Connect app.







End user (Site owner) can choose to reject or agree to the installers (Site manager) permission application to access & work on the device. In the below example permission application has been agreed to so that installer can work on the device.

Control Con						
Hikvisio device(s affect ye "Agree" If you ha Stateme	n has applied for th). Rejecting or app our use and config- and the Installer way ave questions on per- int to get help.	ne permissions proving the app uration of these ill have the per ermissions, tap	of the follow lication doe e device(s). mission to r Permission	wing s not Tap nark √.		
		20				
The ins service linkage	Operatic You can edit o later in the d "Service" -> "A you have any q Insta	on succeed or cancel perm evice details p Authorized De uestions, com iller for help.	led. hissions bage in vices". If tact your	e ner.		
Permis		ОК		Ject All		
	AX PRO Hom	e				
Configuration Validity Period:Permanent						
	Reject		Agree			

When installer (Site manager) logs back into their HIK-ProConnect account devices or device is now on-line & available





First Choice for Security Professionals Hikvision Technical Support

10

