



HIK-ProConnect

Demonstrating:

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

HIKVISION PRODUCT TEAM

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HIK-ProConnect

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)

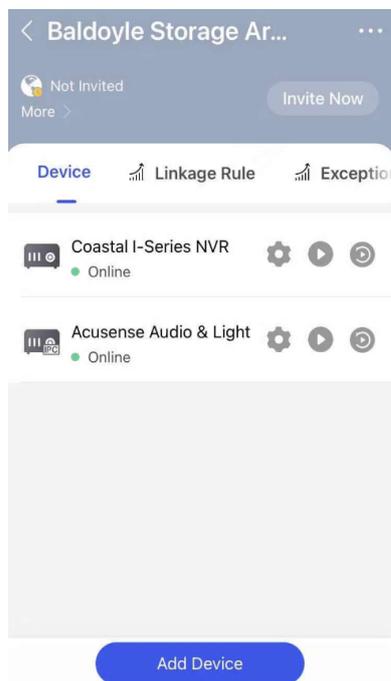
As an installer HIK-ProConnect offers a wide range of benefits such as:

- 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:



Then enter in the end users HIK-Connect account detail. For example:

Email:

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.

< Invite Site Owner

Email Phone Number

Enter Email Account of Hik-Connect

Enter email.

Allow Me to Disable Hik-Connect Service ?

Apply for Permission

Site Information Management

Configuration >

Live View >

Playback >

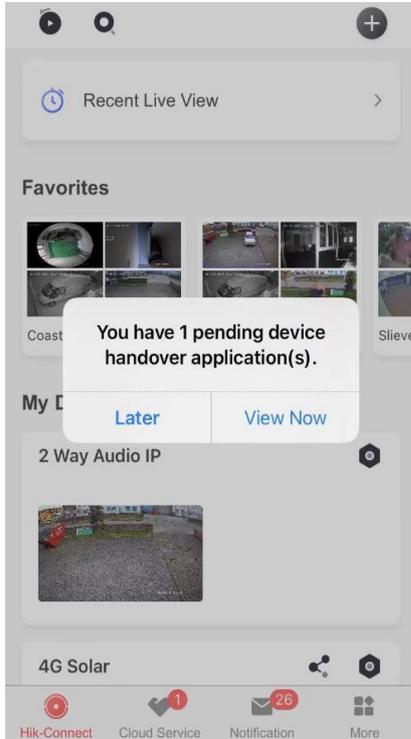
Remarks

Enter the remarks.

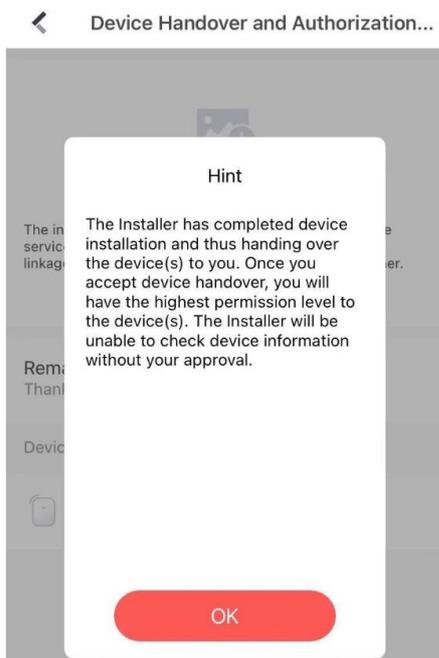
OK



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

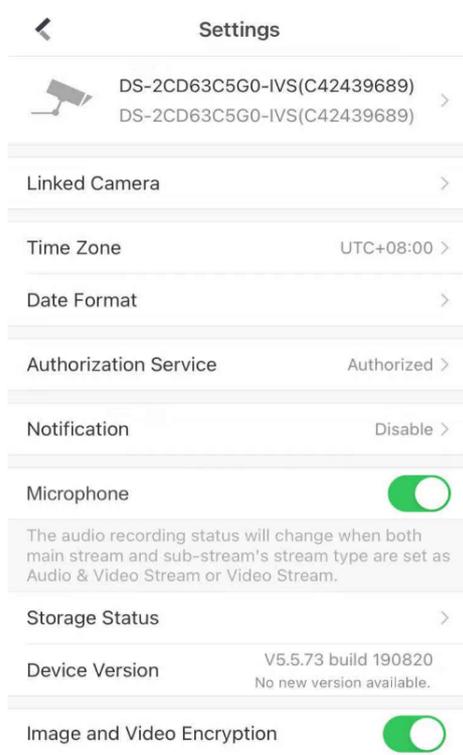


End user can choose “View now” & they will be presented with the following message below:



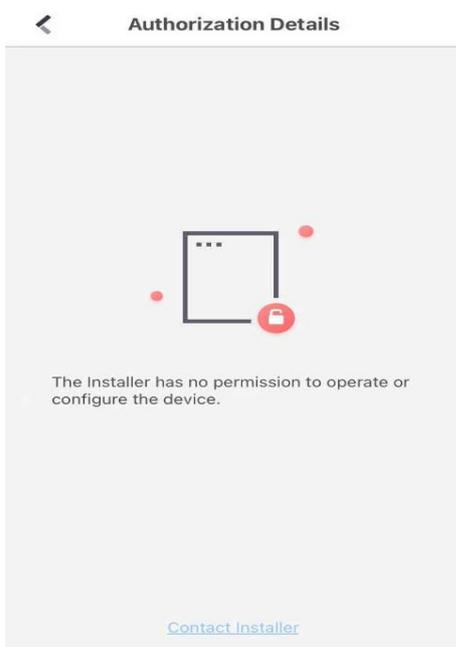
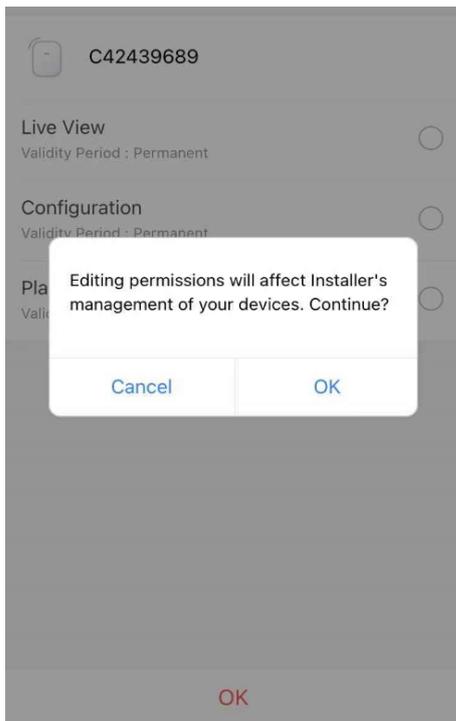
(2) Installer (Site manager) applying for permissions from end user (Site owner)

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

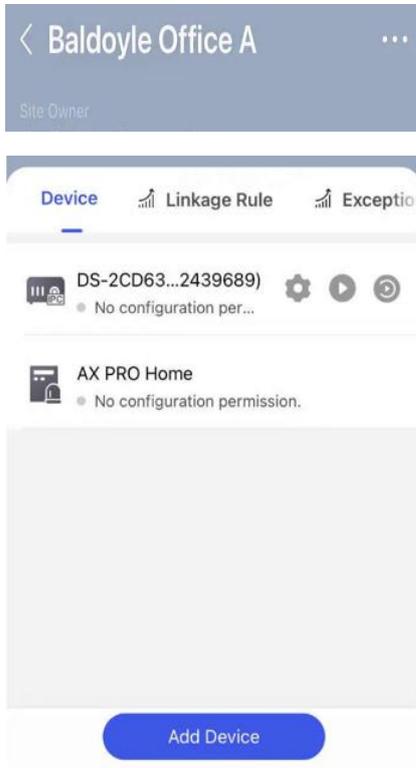


Within this HIK-Connect menu it's possible for the end user (Site owner) to send or withdraw permissions of the device to the Installer (Site managers) HIK-ProConnect account. In the example below the end user has given the installer (Site manager) no permissions for the following:

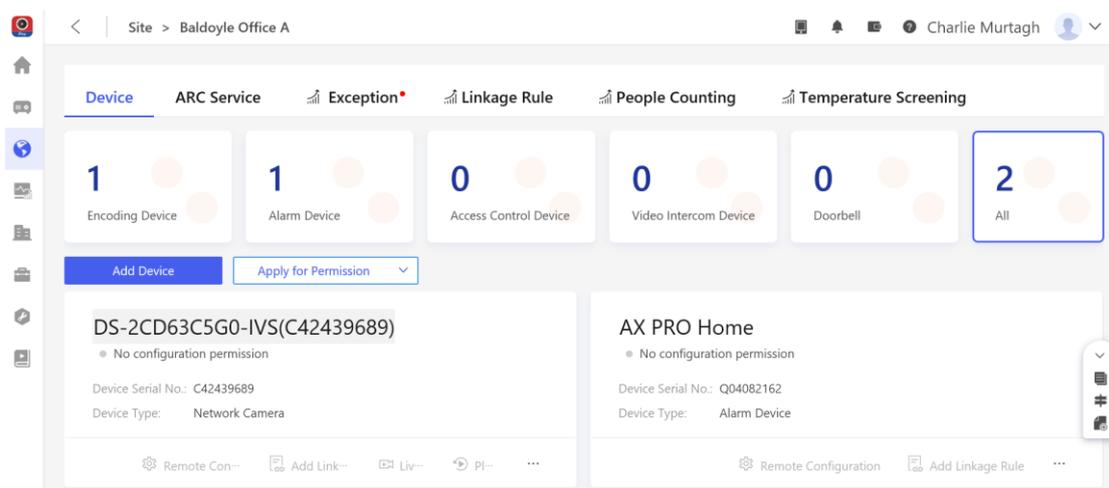
- Live view
- Configuration
- Playback



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



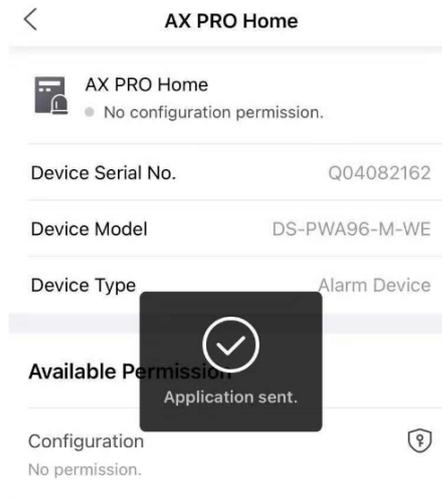
Note: Screenshot of a site in HIK-ProConnect portal



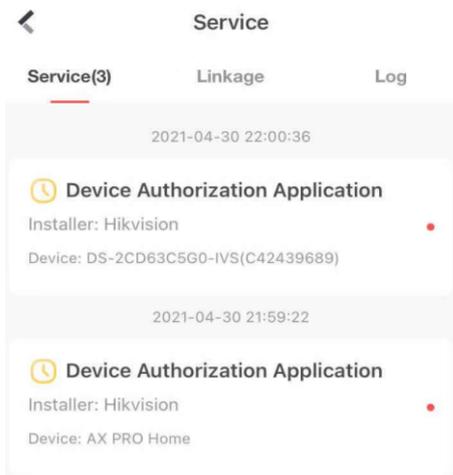
Staying within HIK-ProConnect installer (Site manager) chooses “Available permission” at bottom of menu & sends permission application to end user (Site owners) HIK-Connect account regarding what they require to access the system.

Example:

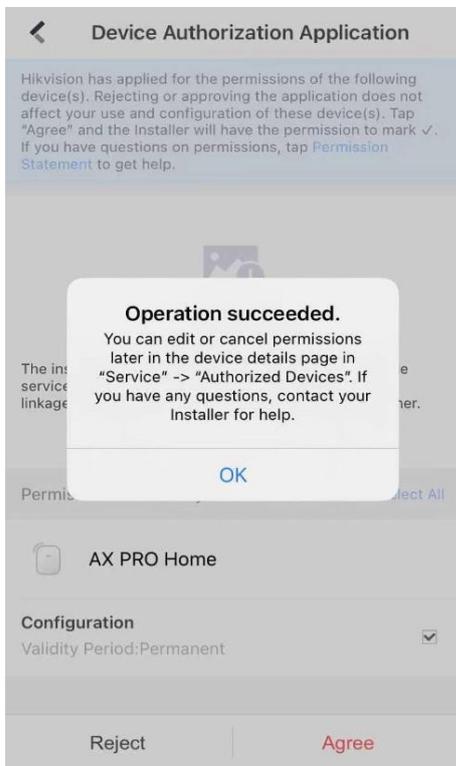
- Live view
- Configuration
- Playback



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.



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



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