Summary

Hik-Connect is a new service introduced by Hikvision which integrates the dynamic domain name Service along with alarm push notification service. It provides an easy way for devices to connect to the Internet.

This manual is a guide for users to show them how to add Hik-Connect service.

Note:
In order to improve your user experience, we recommend you enable the UPnP function in both your router and device, or configure Ports Forwarding manually in your router.
You still can use Hik-Connect service even if you don’t enable UPnP or configure ports forwarding manually; however, you cannot use Hik-Connect domain name service.

Discretion

User interface may not be identical to the instructions shown below depending on the product, firmware version. However, the information and settings required to setup Hik-Connect services are similar across all supporting products.

Preparation

Users need to upgrade device to proper firmware that supports Hik-Connect Service.
How to add devices into Hik-Connect account

Users can enable Hik-Connect function via Hik-Connect APP; www.hik-connect.com web portal; iVMS-4500 app or iVMS-4200 client.

**Note:**
For iVMS-4500 app & iVMS-4200 Client, we suggest waiting for new available version released soon.

**Method 1: Add devices via Hik-Connect APP**

Steps:
(1) Run Hik-Connect app at your mobile;
(2) Add the device by scanning device QR code or inputting device serial number manually;
(3) Click ‘Add’ to continue;
(4) Input device verification code to finish.

(5) Go back to Hik-Connect tab to live view.
**Note:**

**How to find device verification code?**

a) Try to find device verification code on the label of the device;

a) Try to find the device verification code on the local GUI of DVRs/NVRs.
c) Try to find the verification code in the device web configuration interface for both camera and DVRs/NVRs.

Note:

If the user wants to use Hik-Connect domain name service at Hik-Connect App, he needs to continue to add this device in Device tab with Hik-Connect Domain adding type.

Steps:

(1) Go to Device tab; click the ‘+’ at the upper-right of the interface;

(2) Select Manual Adding and select Register Mode as ‘Hik-Connect Domain’;
(3) Click **Device Domain** input box and select the corresponding device from the list;

(4) Enter device **user name** and **password** to finish adding process. Click **Start to live view** to watch.
Method 2: Add devices via www.hik-connect.com web portal

Steps:
(1) Type www.hik-connect.com into browser location bar;

(2) Login with your account user name and password.
(3) Go to Device Management and click Add to add a device.

(3) Click Add; Input your device Serial no. then click Search.

(4) When a connection is made to the device (it must be powered on and connected to the Internet) a pop-up shows the model and confirms the S/N. If this is the desired device, Click ‘+’ to continue;
(5) Input your device verification code, then click Add to finish.

(6) A pop-up confirms success. And the device now appears on the Device Management page.

(7) Double click on the IP address and Port No. of a connected device, a new windows opens showing the login screen for the device. Enter the user name and password to login into the device.
Appendix:

1. How to configure Port Forwarding?

Method 1: Configure Port Forwarding via UPnP

Steps:
(1) Go to Configuration -> Advanced Configuration -> Network -> General to correctly configure network parameters to make sure your device is accessible in LAN. DNS server address is necessary in this case.
(2) Click Apply to continue.

(3) Go to Menu->Configuration->Network->NAT to check ‘Enable UPnP’;
(4) Login router management interface via web and enable UPnP function.

Note:
(1) The Mapping Type is recommended as Auto.
(2) The (External)Port as well as External IP Address will be refreshed if all the configurations are correct. And UPnP Status will be Active.
Method 2: Configure Port Forwarding Manually

Steps:

1. Go to Configuration -> Advanced Configuration -> Network -> General to correctly configure network parameters to make sure your device is accessible in LAN. DNS server address is necessary in this case.

2. Click Apply to continue.

3. Go to Menu->Configuration->Network->More Settings to check the ports you need to open.

4. Login router management interface via web;

5. Go to Forwarding to open ports for device.
2. How to modify device domain name?

Method 1: Modify the device domain name when you finish adding.

Method 2: Modify the device domain name after you finish adding.

Steps:
1. Go to Hik-Connect tab, select the device you want to change domain name;
2. Go to Settings;
3. Click Device Information to modify.
Method 3: Modify the device domain name via www.hik-connect.com web portal.

Steps:
1. Login www.hik-connect.com web portal with registered account;
2. Go to Device Management;
3. Select the device you want to change the domain name and click Edit.
4. Input a new device domain name and click OK to save.
3. What’s the difference between the two port mapping modes in Hik-Connect app & Hik-Connect web portal?

Users can modify Port Mapping Mode in Device Information interface in Hik-Connect app or in Device Management interface via hik-connect web portal.

1. **Auto**: Hik-Connect uses the port reported by the device to connect to it. It is applicable to the situation that device upnp mapping works.
2. **Manual**: Manually configures port to connect to the device. If UPnP mapping fails, user needs to manually configure the routing. For the devices without latest Hik-Connect firmware, only Manual mode is supported.

**Note:**

If it can’t redirect your device after clicking IP/Port No. link in [www.hik-connect.com](http://www.hik-connect.com) while the device status is online, it means ports may not be properly configured for your device. In this case, please kindly open ports MANUALLY in router instead of using UPnP to configure port forwarding.

Please try **http:// WAN IP: Port No.** to test whether Port Forwarding is successful after port forwarding manually.