Note: Since the firmware, client software etc. has not been released currently, all the snapshots occur in this material are for temporarily using. Hikvision own the rights to change it when finally release.
What is Hik-Connect?
How to use Hik-Connect?
Roadmap
FAQ

Note: Since the firmware, client software etc. has not been released currently, all the snapshots occur in this material are for temporarily using. Hikvision own the rights to change it when finally release.
What is Hik-Connect?

Introduction

‘HiDDNS’ (www.hik-online.com) is the Dynamic Domain Name Service provided by Hikvision to our customers for remote access over the past few years.

To meet this need, Hikvision is now introducing a cloud-based service called Hik-Connect

- integrate Dynamic Domain Name Service and alarm PUSH notification services.
- Other related service or technology
Why the change?

Introduction

1. Due to an extremely high number of HiDDNS-registered devices, the enormous volume of visitations, and the restrictions of the traditional hik-online server architecture, a new and upgraded platform with enhanced capacities was required.

2. IPV4 address is exhausting gradually, many ISP provide virtual IP to customers instead. This restricts HiDDNS to be applied in this scenario.

In order to keep up with today’s fast moving technology, a new extranet access service deployed at AWS cloud platform: **Hik-Connect** will be launched.
What is the Dynamic Domain Name Service within Hik-Connect?

The original HiDDNS service likely created habits that customers came to rely on. Therefore, in order to offer options to suit a plethora of business needs, the new Hik-Connect includes Dynamic Domain Name Service.

Theoretically, they conform to the same basic principles.

Main Process:

- Device register to Hik-Connect platform. IP, Ports, Serial No. etc. information are uploaded to platform;
- The uploaded information be stored into the database;
- Heartbeat communication between device & platform ensures IP, ports information update regularly;
- Add devices into account via Hik-Connect APP, Hik Connect web portal, iVMS-4200 etc. and configure parameters, like setting domain;
- Access device by domain name, then Hik-Connect Platform return the designated IP, port.
## What’s the main difference between HiDDNS and HIK-CONNECT?

<table>
<thead>
<tr>
<th>Detail</th>
<th>HiDDNS</th>
<th>Hik-Connect</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Server</strong></td>
<td><strong>Distributed deploying servers</strong></td>
<td><strong>Cloud-based</strong></td>
</tr>
<tr>
<td>Dynamic Domain Name</td>
<td>Yes (UPNP/Ports Mapping is necessary before HiDDNS registration)</td>
<td>Yes (UPNP/Ports Mapping is necessary for Hik-Connect domain name service module)</td>
</tr>
<tr>
<td>Service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alarm Push Notification</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>
| Registered Account      | 1. HiDDNS account is used for devices centralized management  
                         | 2. You can still use per-device’s HiDDNS service even if you don’t have this account                                   | 1. Hik-connect account is used for devices adding, devices access, centralized management, etc.  
                         |                                                                                                                           | 2. You have to register Hik-Connect account before use Hik-Connect service                                    |
| Function                | **Multi Access (device-account)**  
                         | Yes(one device is allowed to be added into multi accounts)                                                              | a. One device only can be added by one account in principle, through Device Share function (will be ready on next version), other accounts can have the ability to access to the same device.  
                         |                                                                                                                           | b. Share the external IP and Port, there is no need to input the Hik-Connect account for validation, just need to enter device’s login user name and password to access into the device. |
| Adding Method           | Domain name, user name, password                                                                                         | 1. Serial no., verification code(operation code);  
                         |                                                                                                                           | 2. Domain name, user name, password                                                               |
| Client Tools            | iVMS-4500, iVMS-4200, Hik-online web portal                                                                            | Hik-Connect, iVMS-4200, Hik-Connect web portal                                                  |
What’s the difference between HiDDNS and HIK-CONNECT?

<table>
<thead>
<tr>
<th>Suitable Scenario</th>
<th>Detail</th>
<th>HiDDNS</th>
<th>Hik-Connect</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Domain Name Redirect Methods</strong></td>
<td>Compatibility with network environment</td>
<td>HiDDNS is restricted under some virtual IP network, multi-router network environment</td>
<td>Good compatibility with multi network environment</td>
</tr>
<tr>
<td><strong>Device Management</strong></td>
<td>One device could be added by different account.</td>
<td></td>
<td>1. One device could only be added by one account. 2. In order to manage one device by different account/person, the ‘Share’ function will be added in the new version (to be released in Q2.2017).</td>
</tr>
<tr>
<td><strong>Domain Name Setting and Management</strong></td>
<td>You need to manually set the domain name on device side when register HiDDNS function, also change it at device side.</td>
<td></td>
<td>1. After adding your device into account, you will get a default device domain name as nine-digit serial number. 2. You can modify the domain name after adding it via Hik-Connect App, web portal, etc.</td>
</tr>
</tbody>
</table>
What is Hik-Connect?

How to use Hik-Connect?

Roadmap

FAQ
How to use Hik-Connect?

Note:

In order to improve your user experience, we strongly recommend you enable the UPNP function at both your router and device side or do **Manually Ports Forwarding** at your router. After that, it means you can use the **WAN IP: Port** to access to this device. You still can use Hik-Connect service even if you don’t enable UPnP or configure ports forwarding manually, but in this occasion, you can’t use Hik-Connect DDNS function and may have 5 minutes limit when live view.
How to use Hik-Connect?

Three main steps to connect your devices to Hik-Connect

Register an account via:
1. Hik-Connect APP or Web Portal
2. iVMS-4500 APP
3. iVMS-4200

Enable Hik-Connect function via
1. SADP tool
2. Device local GUI
3. Device Web Page
4. iVMS-4200
5. Hik-Connect APP
6. iVMS-4500

Add device via:
1. Hik-Connect APP or Web Portal
2. iVMS-4500 APP
3. iVMS-4200
How to use Hik-Connect?  

Register Account

Step 1: Register via Hik-Connect App

1. Register by Mobile Phone Number
2. Register by E-mail Address
3. Read and Agree
   Service Agreement of Registration
4. Input the verification code
   - Input the received verification code.
5. Set Account
   - User Name
   - Password
   - Confirm your new password again.
6. Finish

Registered.
Auto logging in...
How to use Hik-Connect?  *Register Account*

Step 1: Register via Hik-Connect Web Portal (1)

Enter [www.hik-connect.com](http://www.hik-connect.com) (will be launch at the end of Dec.) into web browser and click Register.
How to use Hik-Connect? Register Account

Step 1: Register via Hik-Connect Web Portal (2)

You will be required to check your email box, then enter the verification code during the process to finish the account registration.
How to use Hik-Connect? Register Account

Step 1: Register via iVMS-4500 App

Go to Hik-Connect Service module in iVMS-4500 to register an account.
How to use Hik-Connect?  

*Register Account*

Step 1: Register via iVMS-4200

Go to Device Management->Hik-Connect Service to register an account.
Step 2: Enable via SADP tool

1. SADP tool will add two device information lists. One is to show Support Hik-connect (Yes/No), the other one is to show Hik-connect Status (ON/OFF).

2. SADP tool will support Hik-Connect enabled in several ways (activate etc.)

3. You may have to change device verification code after enabling Hik-Connect.
How to use Hik-Connect? Enable Hik-Connect

Step 2: Enable via iMVS-4200

1. iVMS-4200 will support Hik Connect-enabled via device activating

via device adding

via device remote configuration
How to use Hik-Connect? *Enable Hik-Connect*

Step 2: Enable via web GUI

1. Hik-connect function is disabled as default, ‘Enable’ it manually.
2. Device verification should be modified or created accordingly.
### How to use Hik-Connect? *Enable Hik-Connect*

**Step 2: Enable via device local GUI**

1. Go to Platform Access interface to enable Hik-Connect function.
2. Click the Verification code to modify it if necessary.

---

#### Configuration Table

<table>
<thead>
<tr>
<th>General</th>
<th>Platform Access</th>
<th>PPPOE</th>
<th>DDNS</th>
<th>NTP</th>
<th>Email</th>
<th>SNMP</th>
<th>NAT</th>
<th>More Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enable</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Access Type</td>
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<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Hik-Connect</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Server Address</td>
<td>dev.hik-connect.com</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enable Stream Encryption</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Verification Code</td>
<td>ZFBFIP</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Status</td>
<td>Offline</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
How to use Hik-Connect? *Add Devices*

**Step 3: Add device via Hik-Connect APP (1)**

You’d have to input device verification code manually after scanning device QR code.

You can modify device domain or port when select the device.
How to use Hik-Connect? Add Devices

Step 3: Add device via Hik-Connect APP (2)

If the user wants to use Hik-Connect domain name service, he needs to continue to add this device to local list. The steps are just like the way adding devices in iVMS-4500:

Go to Device Tab->Click Add icon‘+’ -> Select Manual Adding->Select Register Mode as ‘Hik-Connect’->Select a domain name (can’t input it manually, device list comes from Hik-Connect tab)->Input device user name & password to finish adding.
Note:

If customers want to live view the devices not do the ports mapping or UPnP, he needs to switch to Hik-Connect tab to get the corresponding service/function.

Differences between Hik-Connect tab and Device tab:

<table>
<thead>
<tr>
<th>Device Tab</th>
<th>Hik-Connect Tab</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-condition</td>
<td>UPNP/Port Map+ Enable Hik Connect</td>
</tr>
<tr>
<td>Streaming method</td>
<td>Direct (NetSDK)</td>
</tr>
</tbody>
</table>
How to use Hik-Connect? *Add Devices*

Step 3: Add device via iVMS-4500 APP (3)
How to use Hik-Connect?  

Add Devices

Step 3: Add device via web

1. Go to [www.hik-connect.com](http://www.hik-connect.com) to register an account and login.
2. Add devices manually.

![Add Device Screen](image)
How to use Hik-Connect?  Add Devices

Step 3: Add device via iVMS-4200

Go to Device Management->Hik-Connect Service to add device.
How to use Domain Name Service within Hik-Connect?

If users want to use Hik-Connect domain name service, they need to open the device to the internet first, through UPnP or manually ports forwarding. Thus, customers need to check whether they can use WAN IP to access to the device or not. This is mandatory.

Here are the set-up instructions:

1. Please go to Configuration > Advanced Configuration > Network > General to correctly configure network parameters. Particularly, the DNS address must be filled, like 8.8.8.8
How to use Domain Name Service within Hik-Connect?

2. Port Forwarding

Customers can choose UPNP or configure port forwarding manually on the router side to finish the ports mapping.

UPnP->

![Configuration](image-url)
How to use Domain Name Service within Hik-Connect?

3. In some situation, if UPNP is not successful, customers may also use the manually port mapping on the router side. The following setting is about TP-LINK router (TL-ER340G), which is maybe distinct from other router’s setting.
How to use Domain Name Service within Hik-Connect?

4. Login [www.hik-connect.com](http://www.hik-connect.com) and click “Copy” button to copy the device domain name URL, then paste it to a new web page to access the device.

Or you can click the IP/Port No. link to access your device via web automatically.
What is Hik-Connect?
How to use Hik-Connect?
Roadmap
FAQ
Hik-Connect Roadmap

Q4’16
- Support 16 split screen
- Support IP/Domain added
- Support two-way audio

Q1’17
- Support friends adding & management
- Support share device to friends
- ..... 

Q2’17
- Support new devices
- .........

Q3’17
- Support channel hiding manually
- .........
What is Hik-Connect?
How to use Hik-Connect?
Roadmap
FAQ
What kind of influence would there be for users after 30th Dec, 2016?

Customers will not be able to register new accounts on www.hik-online.com, nor will they have the ability to access the Device Status tab or the Device Management tab, there will only be a notification.

While user can still use the URL as “http://www.hik-online.com/domain name” to login to the device remotely. Also, user can access his device via iVMS-4500 or iVMS-4200 client using HiDDNS.
How to migrate from HiDDNS to Hik-Connect?

On the web GUI of the device, customers can check whether the device supports “Hik-Connect” or not. Please go to Configuration> Network>Platform Access interface.

1. **If the device supports Hik Cloud P2P or EZVIZ P2P function currently**, the device still can be added to Hik-Connect platform without device upgrading, also the new domain name service. However, the old firmware do not support uploading ports to platform, customers need to enable UPNP manually on device side and input the ports information to the platform via Hik-Connect App, web portal when use the domain name function. After upgrade the device using Q1, 2017 firmware, the device can upload the ports number to the platform automatically.

2. **If the device does not support Hik Cloud P2P or EZVIZ P2P function currently**, we need to upgrade the device using the Q1, 2017 firmware. And add the device to platform using serial code and verification code. (The new firmware will be released on Hikvision official website gradually in Q1, 2017)
Where can I get the verification code?

1. If the device supports Hik Cloud P2P or EZVIZ P2P function, the default verification code is on the label of device (We can also get the verification code on the local GUI of DVRs/NVRs).
2. If we upgrade the device using the Q1, 2017 firmware, we can also find the verification code in the web interface of device except for the old ways.

**Note:** For some devices produced before 2014, if there is no verification code in device label, kindly try ABCDEF.

3. If the device does not support Hik Cloud P2P or EZVIZ P2P function, we need to upgrade the device using the Q1, 2017 firmware and set a new verification code.
**How to unbind device?**

**Why users need to unbind device?**

When users are trying to add one device into Hik-Connect account, the app tells ‘*The device has already been added by another account.*’

It’s because one device could only be added into one account. This message means this device has been added by someone else.

**How to unbind the device?**

1. If the user knows the previous account which has added this device, just login that account and delete the device from it;

2. If the user don’t know which account already bind this device, please provide the information below to local support team or [support@hikvision.com](mailto:support@hikvision.com) to apply unbind.
   - A snapshot of device label;
   - Personal contact information, including name, contact cell phone numbers, email address, purchase channel, company address and country.
Why I can’t access my device while the device status is online?

If it can’t redirect your device after clicking the domain name ”Copy button” or IP/Port No. link in www.hik-connect.com while the device status is online, it means you failed to open ports for your device. In this case, please kindly open ports MANUALLY in router instead of using UPnP to configure ports forwarding.

Note: please try http://WAN IP: Port No. to test after port forwarding manually.
Thanks