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HIKVISION®

Title:	TB Adding a Device to a Hik-Connect Account	Version:	v2.0	Date:	071117
Product:	IPCs/NVRs/DVRs			Page:	1 of 13
Action Required:	None, Information Only				

Summary

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

This is an updated procedure for Hik-Connect v3.0.

For further configuration guidance, please refer to the *Hik-Connect User Manual*.

> **NOTE:** In order to improve your user experience, we recommend that you enable the **UPnP** function in both your router and device, or configure **Port Forwarding** manually in your router.

Discretion

Your user interface might not be identical to the one shown in the instructions below, depending on the product and firmware version. However, the information and settings required to set up Hik-Connect services are similar across all supporting products.

Preparation

1. Upgrade your device to the proper firmware that supports the Hik-Connect Share function.

2. Update the Hik-Connect app to v3.0.0 or above.

Adding a Devices to a Hik-Connect Account

Enable the Hik-Connect function via the Hik-Connect app, www.hik-connect.com Web portal, SADP tool, or iVMS-4200 client.

- **Method 1: Adding a Device via the Hik-Connect App**

    1. Open the Hik-Connect app on your mobile phone.

    2. Go to the **Home** interface and tap the ➕ icon in the upper-right corner.
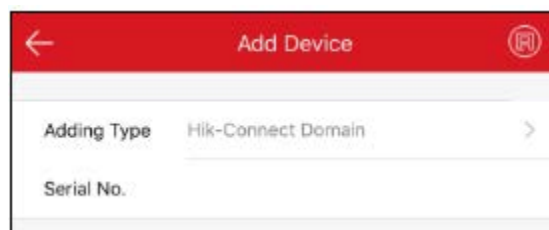
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3a. **Adding by Scanning QR Code**

- Tap **Scan QR Code** to enter the Scan QR Code interface, or click ![icon] at the upper-right corner of the interface to extract the QR code from your local album. Normally, the QR code is on a label on the back cover of the device.
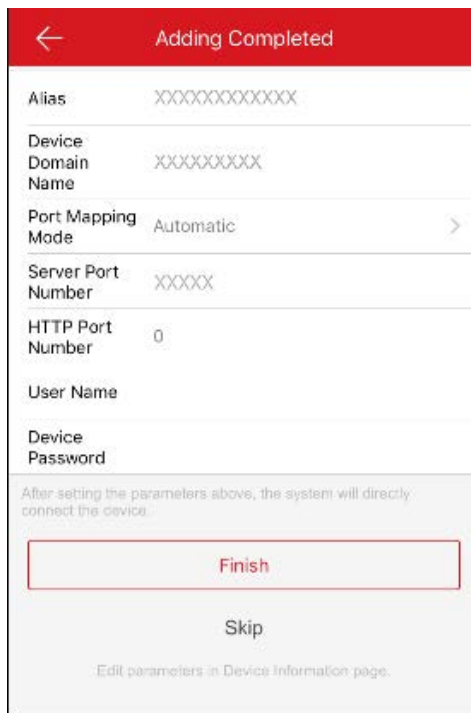

3b. **Adding Manually**

A. Tap **Manual Adding** to enter the New Device interface.

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B.   Select the adding type as **Hik-Connect Domain.**

C.   Input the device serial no. manually.

D.   Click on to search the device

4.   Click '**Add**' to continue.

5.   Input the device verification code to finish, and the **Adding Completed** interface will pop up.

NOTE: If you've entered this interface, it means you've **successfully** added your device to Hik-Connect**.** You can click **Skip** and go back to the Home interface to watch the live view.

However, if you prefer a faster stream loading speed, you need to **open ports** in your router in advance, and continue to set the information below:

(1) Set the device alias and domain name.

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(2) Select the port mapping mode. You can select either **Automatic** or **Manual**.

- **Automatic**: The client will adopt a device port automatically.
- **Manual**: You must set the port information manually.

(3) Input the device user name and the device password.

(4) Tap **Finish** to complete the operation.

- **Method 2: Add Devices via the www.hik-connect.com Web Portal**

1. Input www.hik-connect.com into the Web browser location bar.

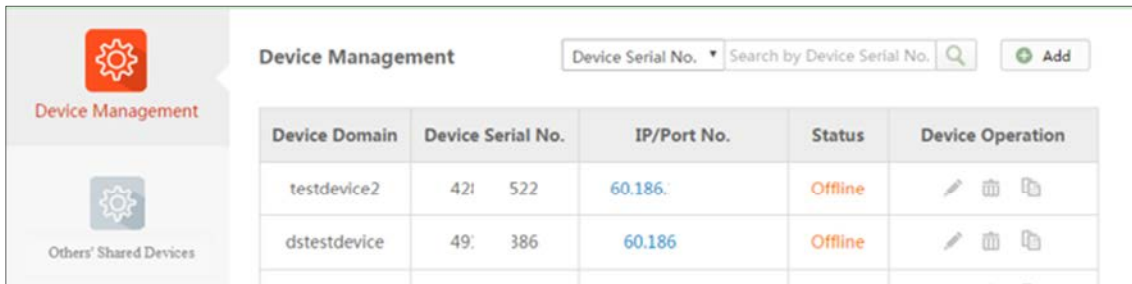2. Log in with your account user name and password.

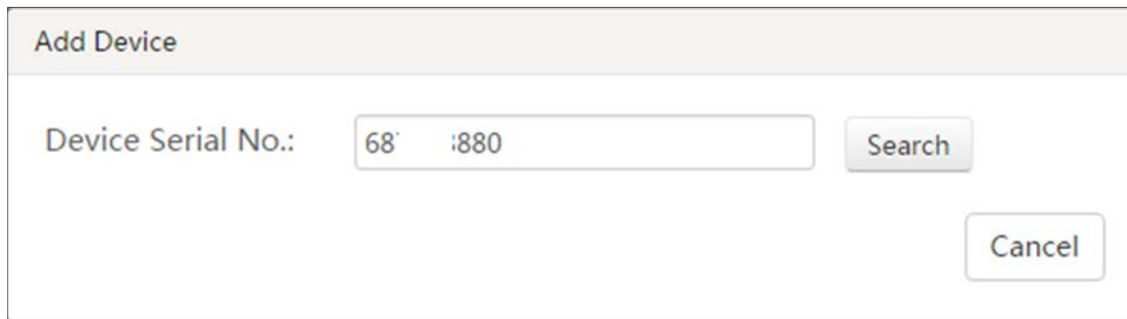| Title:	TB Adding a Device to a Hik-Connect Account	**Version:**	v2.0	**Date:**	071117
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3. Go to **Device Management**

4. Click **Add.**

5. Input your **Device Serial No.**

6. Click **Search**.

7. 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.
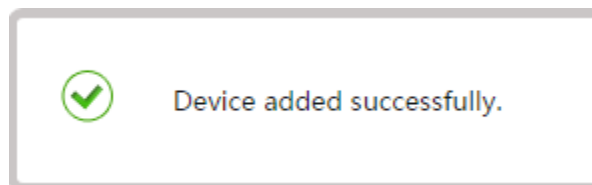
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8. Input your device **Verification Code**.

9. Click **Add** to finish.

10. A pop-up confirms success. The device now is editable on the **Device Management** page.

11. Click on the **IP address** and **Port No.** of a connected device to display a window to log in to the device.

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12. Enter your **user name** and **password** to log in.

NOTE: If the system doesn't re-direct to your device after clicking the IP/Port No. link in www.hik-connect.com while the device status is online, it means ports may not be properly configured for your device. In this case, open ports manually in the router instead of using UPnP to configure port forwarding. Then input the correct ports number here.

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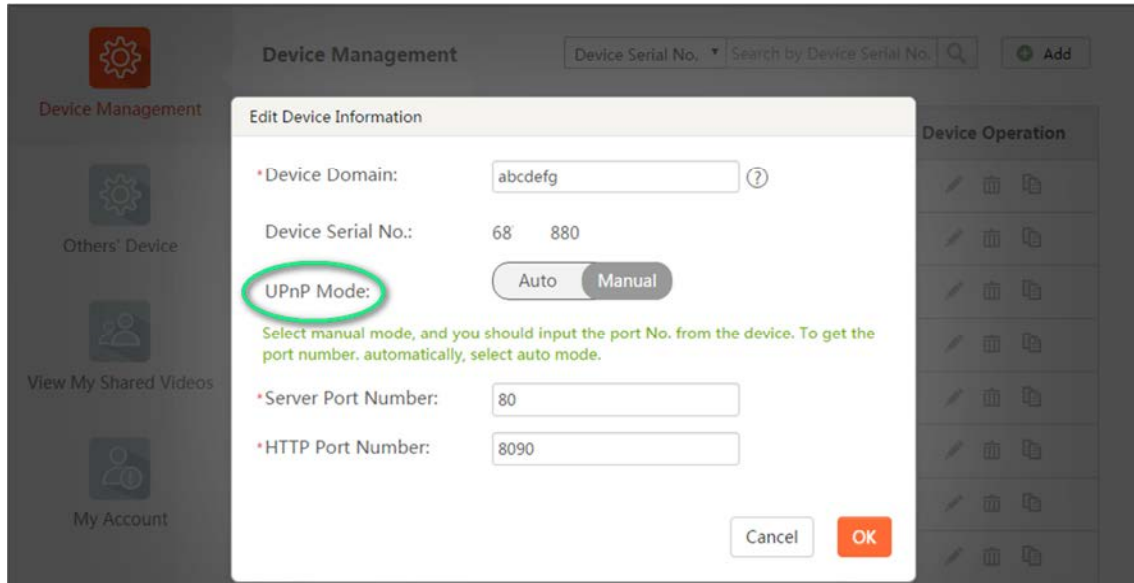
13. Use **http:// WAN IP: Port No.** to test whether port forwarding is successful after port forwarding manually.

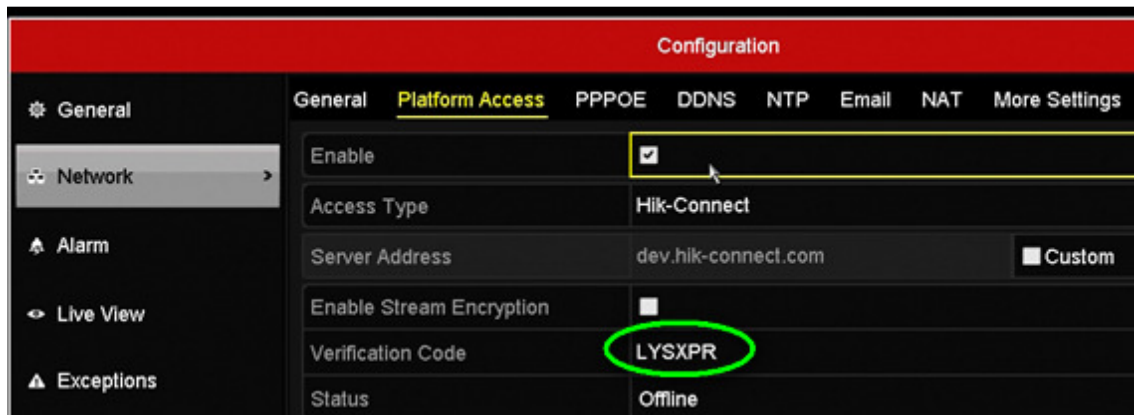| Title:	TB Adding a Device to a Hik-Connect Account	Version:	v2.0	Date:	071117
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Appendix

- **Where Do I Find the Device Verification Code?**

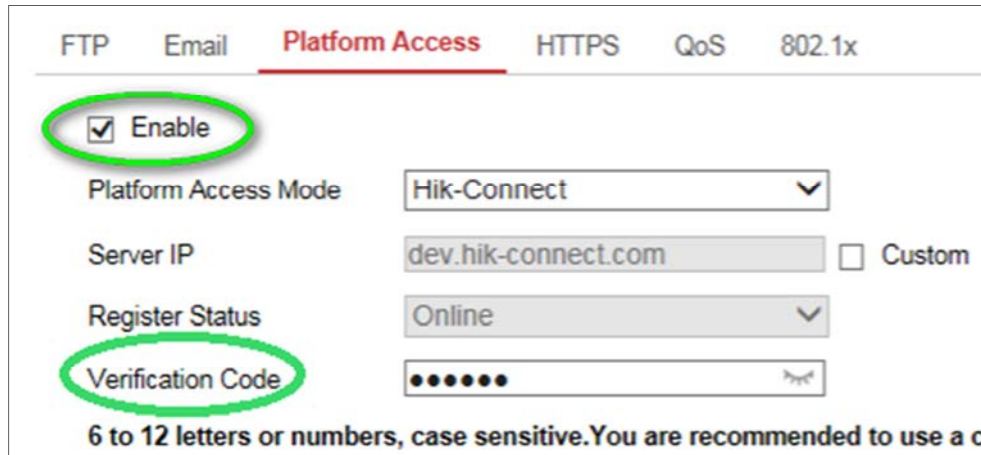**Option 1:** Find the device verification code on the device label.

Option 2: Find the device **verification** code on the DVR/NVR local GUI.

Option 3: Find the verification code in the device Web configuration interface for both cameras and DVRs/NVRs.

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- **How Do I Configure Port Forwarding?**

  Before You Start

  Port forwarding should be used only when the devices need to be accessed via the Internet. To ensure proper security configuration, please follow the points below:

  1. Minimize the number of port numbers exposed to the Internet. Port forwarding should be configured only when absolutely necessary. For example, to use Web service, only port 443 should be forwarded.

  2. Avoid common ports and reconfigure them to customized ports. For example, port 80 is commonly used for HTTP. User is recommended to change to a customized port on the device other than port 80 for the designated service, following TCIP/IP port rule (1 – 65535).

  Method 1: Configuring Port Forwarding via UPnP

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

  2. Click **Apply** to continue.

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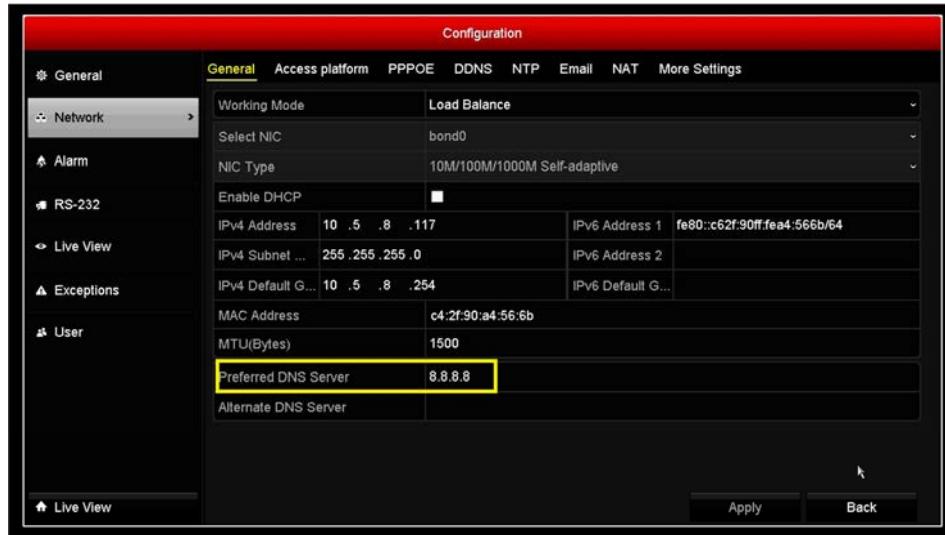
3. Go to **Menu->Configuration->Network->NAT** and check the **Enable UPnP** checkbox.

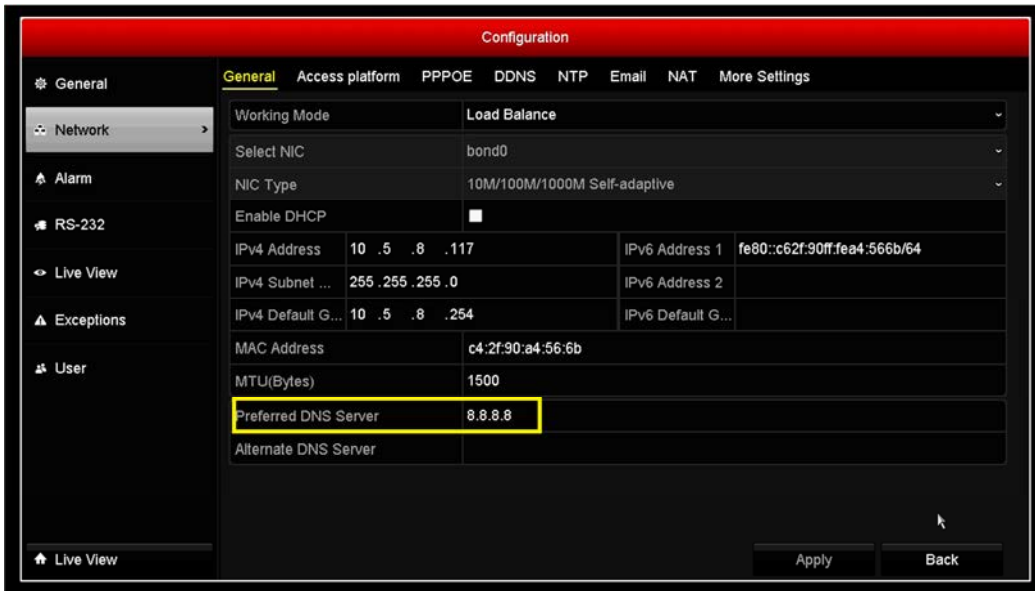4. Log in to the router management interface via the Web and enable the UPnP function.
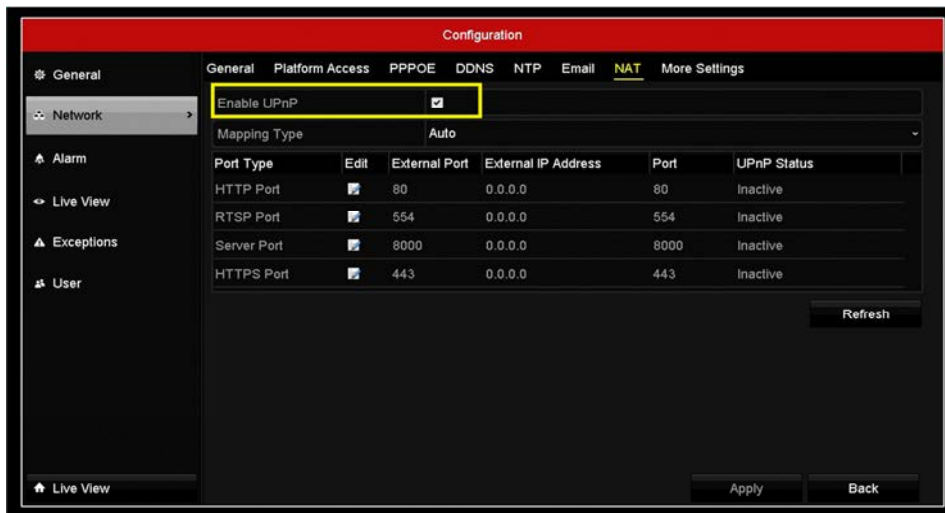
NOTE: (1) The recommended Mapping Type is **Auto**.

(2) The (External) Port as well as the External IP Address will be refreshed if all of the configurations are correct. Also, UPnP Status will be Active.
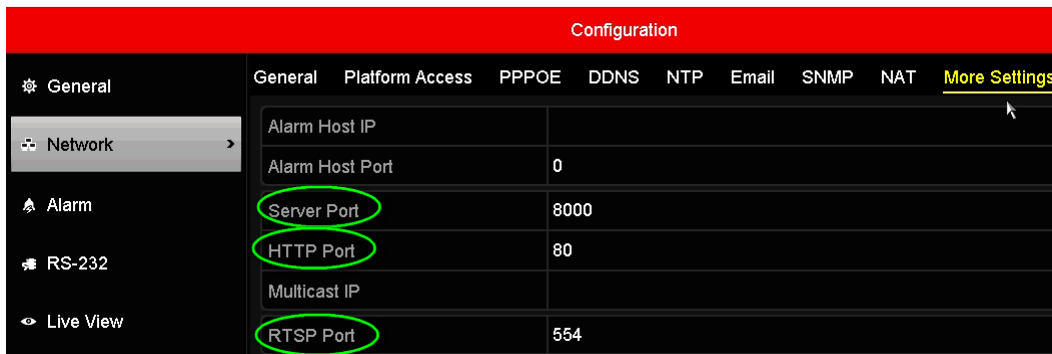
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Method 2: Configuring Port Forwarding Manually

1. Go to **Configuration -> Advanced Configuration -> Network -> General** to correctly configure network

    parameters to make sure your device is accessible in the 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. Log in to the router management interface via the Web.

5. Go to **Forwarding** to open ports for the device.

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NOTE: The port forwarding interface above is for a TP-LINK router (TL-ER340G), which may differ from other router interfaces.