

<b>Title:</b>	New Procedure To Install Hik-Connect on Android	<b>Version:</b>	1.0	<b>Date:</b>	1/31/20
<b>Product:</b>	Hikvision Hik-Connect for Android®			<b>Page:</b>	1 of 4
<b>Action Required:</b>	Information Only				

## Summary

We are pleased to announce the new Hikvision App Store, which is available on the Hikvision USA and Hikvision Canada Websites. **Customers can download Hikvision’s Android® apps safely and quickly to their mobile devices directly from the Hikvision App Store.** Hikvision App Store products are fully compliant with the design and development guidelines required by Android® operating systems. All Hikvision Android® apps will be moved here for downloads exclusively from this store.

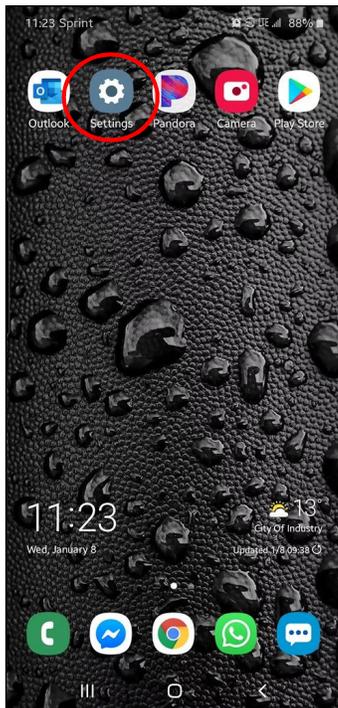
## Information

To download and install Hik-Connect, Web browser(s) used must be allowed to install “unknown” apps.

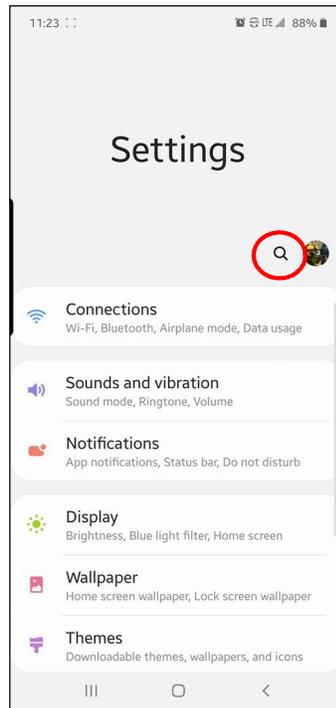
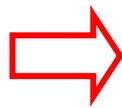
The steps below can vary by phone, since different phone manufacturers modify the Android® operating system differently. These steps were taken from a Samsung Galaxy S10 phone (and have been confirmed to be identical on Samsung Galaxy S9 phones).

**NOTE:** The phone’s default Internet browser, as well as the Internet browser that you use, must be configured to allow installation of unknown apps. The steps below use Google Chrome and the default Samsung Internet browser as examples. Your phone will vary.

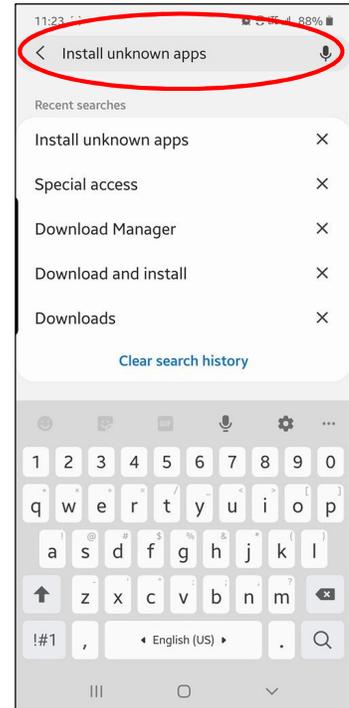
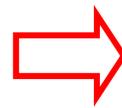
Use these same steps to upgrade the app when a newer version is available (upgrading the app using these steps will preserve all the existing devices and settings).



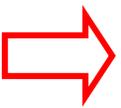
**1** Click **Settings** icon to go to **Settings** page.



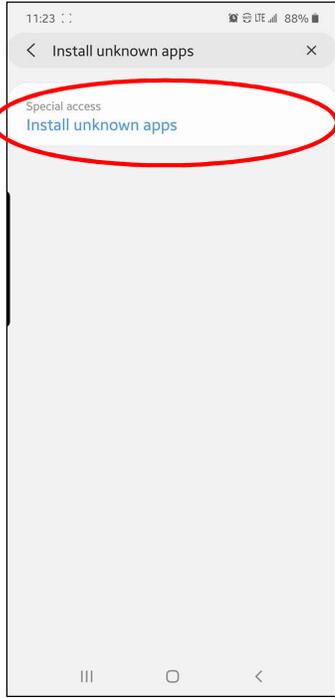
**2** Click **Search** icon.



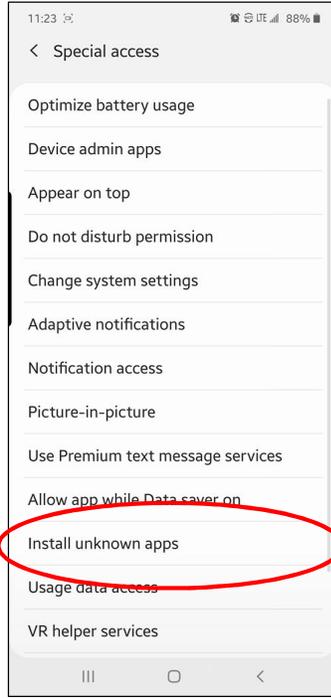
**3** Type “Install unknown apps” in search field.



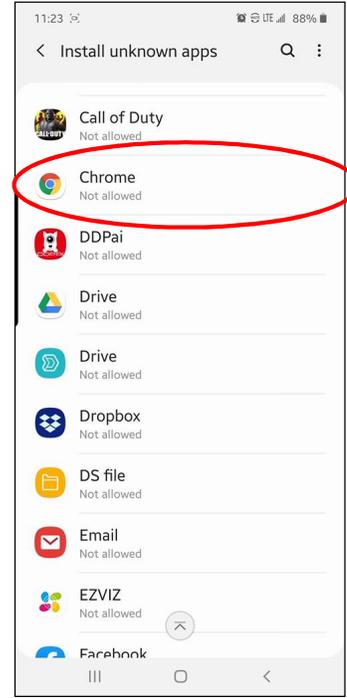
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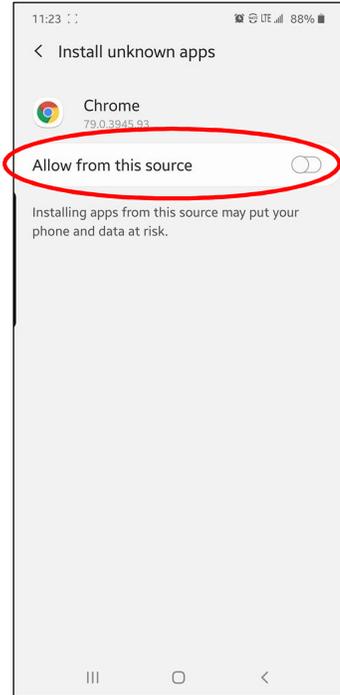
**4** Click **Install unknown apps** to display **Special access** list.



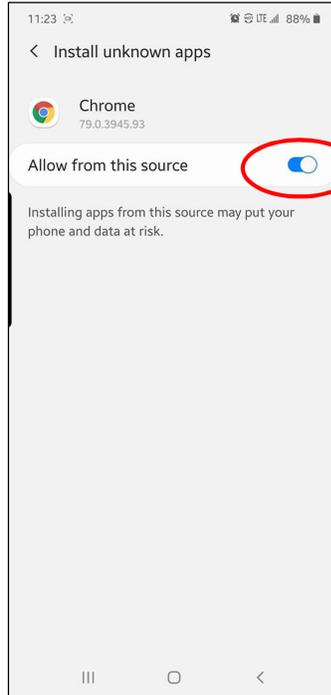
**5** Click **Install unknown apps**.



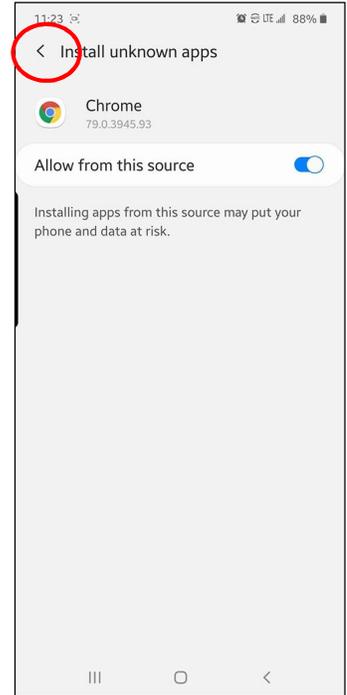
**6** Click your Web browser ("Chrome" in this example).



**7** Find **Allow from this source**.

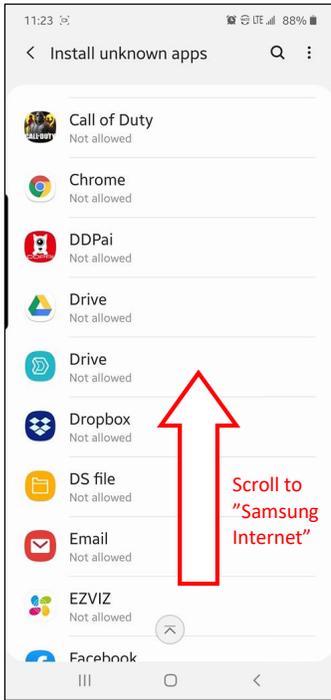


**8** Slide **Allow from this source** button right.

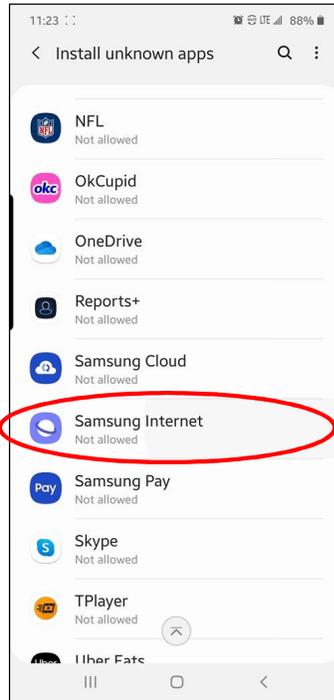


**9** Click **<** icon to return to previous page.

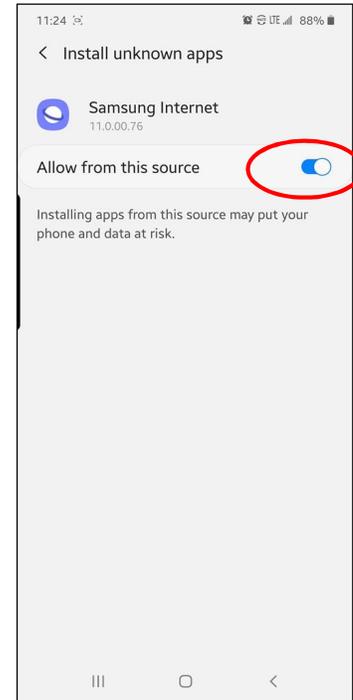
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**10** Scroll to find **Samsung Internet**.

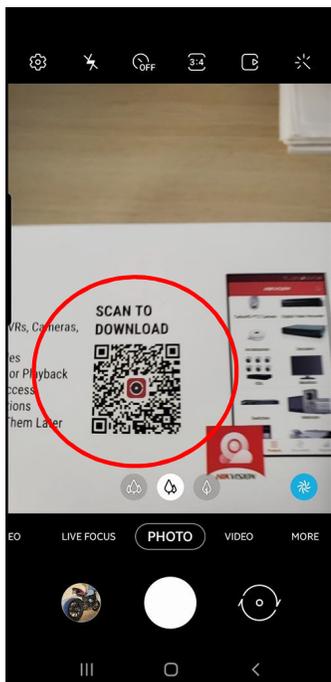


**11** Click **Samsung Internet**.

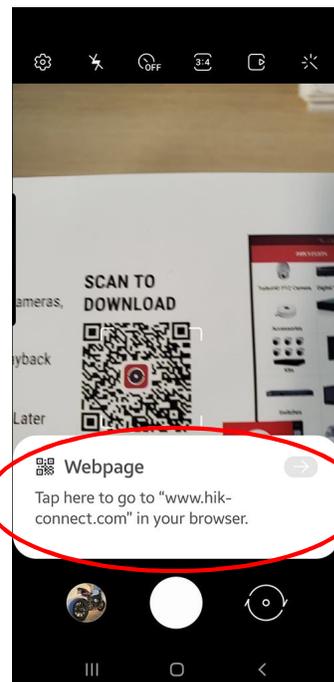


**12** Slide **Allow from this source** button right.

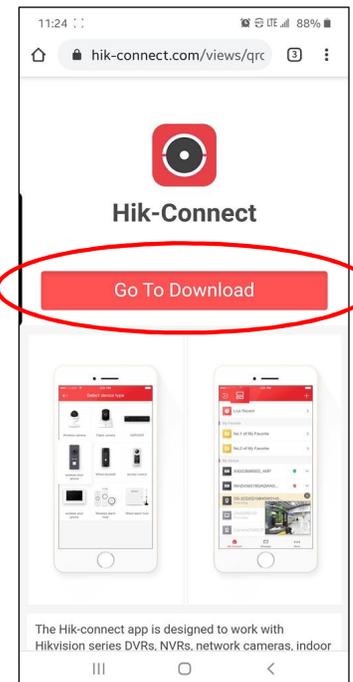
Install the Hik-Connect app as follows:



**1** Scan the QR code on the Hikvision product package.\*



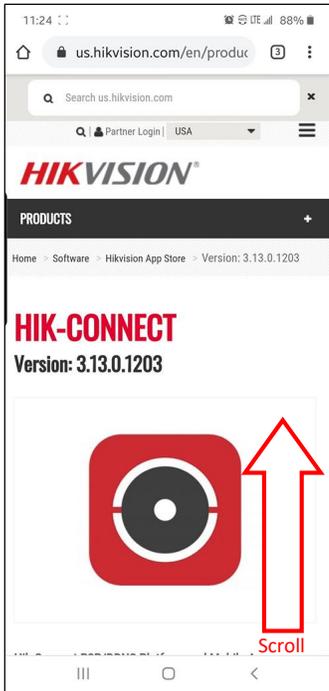
**2** Tap the prompt to open the download page.



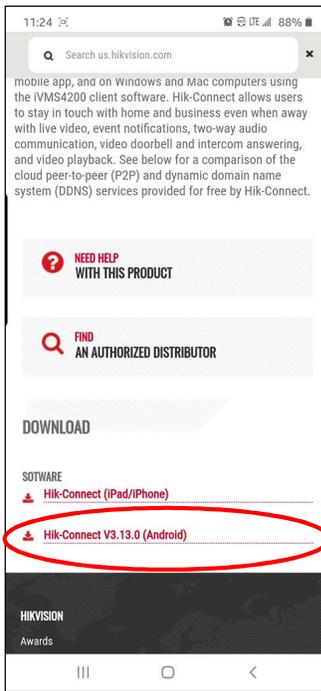
**3** Select **Hik-Connect**, then click **Go To Download**.

\*Current versions of Android® support camera scanning QR codes. If your version cannot scan QR codes directly, you will need to use a QR code scanning app.

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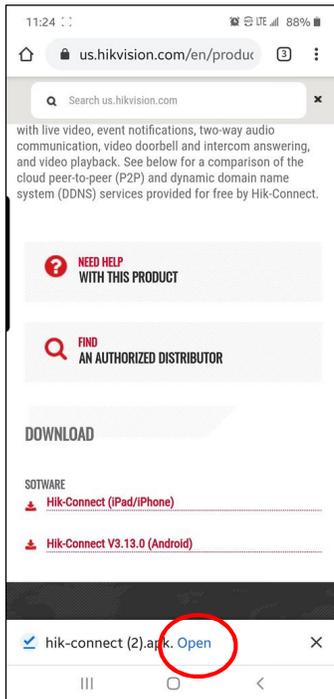
**4** Scroll up to find the Hik-Connect (Android) app.



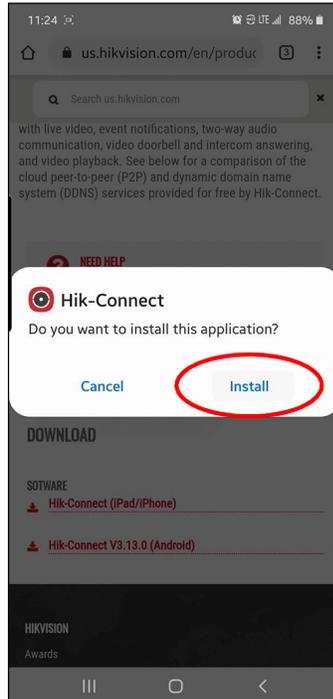
**5** Click Hik-Connect (Android) app link.



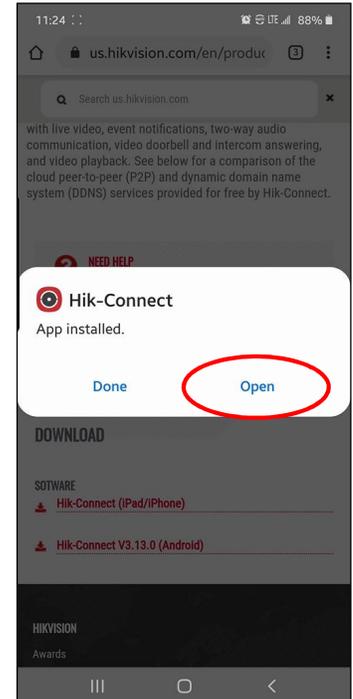
**6** Wait for file to finish downloading.



**7** Click Open.



**8** Click Install to begin the installation.



**9** Click Open to start the app.