Title:	How to Register a Hik-Connect Account	Version:	v1.0	Date:	01/03/2017	
Product:	Cameras, NVRs, DVRs	Page:	1 of 11			H



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 customers to connect their devices to Internet for remote management.

This manual shows customers how to register a Hik-Connect account.

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

User needs to register the account with the mobile phone or computer.

Title:	How to Register a Hik -Connect	Version:	v1.0	Date:	01/03/2017]
	Account					
Product:	Cameras, NVRs, DVRs	Page:	2 of 11			HIKVISION
				_		

How to Register a Hik-Connect Account

This file describes how to register a Hik-Connect Account via Hik-Connect APP and web portal <u>www.hik-connect.com</u>.

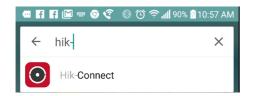
Note:

For registering via iVMS-4500 & iVMS-4200, please wait for the new version which will be released to support Hik-Connect later, we will update the corresponding contents in this document accordingly.

Method 1: Register Hik-Connect account via Hik-Connect App using Email address or cell phone number.

Step1, Download and install the Hik-Connect App on the phone.

(1) Search Hik-Connect mobile client software in Google Play Store (Pic 1) or App Store (Pic 2).

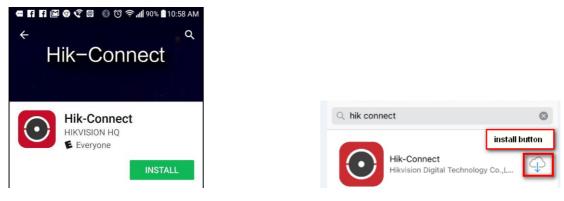


Google Play Store(Pic 1)



App Store(Pic 2)

(2) Choose Hik-Connect and Click INSTALL.



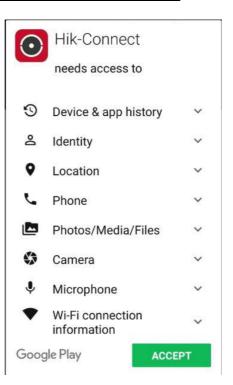
Google Play Store (Pic3)

App Store(Pic 4)

(3) If download the APP from Google Play Store, please ACCEPT access rights to install the APP.

Title:	How to Register a Hik –Connect Account	Version:	v1.0	Date:	01/03/2017	
Product:	Cameras, NVRs, DVRs	Page:	3 of 11			



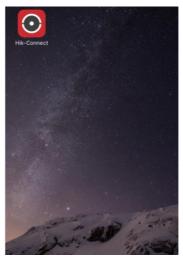


(Pic5)

Step2, Open the Hik-Connect App

Click OPEN (Pic6) or click the shortcut icon (Pic7) on your phone's main screen.





(Pic6)

Title:	How to Register a Hik –Connect Account	Version:	v1.0	Date:	01/03/2017
Product:	Cameras, NVRs, DVRs	Page:	4 of 11		



Step3, Register by Email Address or Cell Phone Number

(1) Tap Register in the login interface.



User Name/Email A	Address
Password	
l	₋ogin
Register	Forgot Password



(2) Before register the account, please tap Terms of Service to read the agreement. After reading it, click the Checkbox of Read and Agree to accept the agreement.

÷	Register	<		Register
Read and	Register by Mobile Phone Number Register by Email Address			Register by Mobile Pho Number Register by Email Addre
Agree to the	e terms of service before registering.		Read an Terms of S	
	(Pic9)			(Pic10)

(4) Scroll to locate your region and touch to mark it. Please notice that the country or the region could not be changed once you have selected. You should prudently select the accurate country of your region. After choosing the region, please tap Finish at the upper-right corner of the interface.

Title:	How to Register a Hik –Connect Account	Version:	v1.0	Date:	01/03/2017
Product:	Cameras, NVRs, DVRs	Page:	5 of 11		



Cancel	Region	Finish
Select your cou once selected.	ntry or region. It cannot	be changed
Canada		
Cape Verde		
Cayman Island	ls	A
Central Africa	n Republic	B C D
Chad		E F G
Chile		H J
China		V L M



(5) Choose Register by Mobile Phone Number (Pic12) or Register by Email Address (Pic13). Then input your E-mail address or mobile phone number and tap Next.

< Ма	bile Phone Numb	ber
86		Region
Mobile Phone	Number	
Example:123456	67890	
G	et Verification Cod	e
1	2 ABC	3 DEF
4	5	6
_{GHI}	JKL 8	MN0 9
PQRS	TUV	WXYZ
	0	$\langle \times \rangle$
	(Pic12)

(6) The verification code will be sent to the target E-mail address or the mobile phone number. Be sure to check both regular and spam inboxes. Input the received verification code in the box and tap Next.

Title:	How to Register a Hik -Connect	Version:	v1.0	Date:	01/03/2017]
	Account					
Product:	Cameras, NVRs, DVRs	Page:	6 of 11			HIKVISION

SMS may be delayed. If no return to the previous step code a	o and get the verification
Input the received verifie	cation code.
	Next

(Pic14)

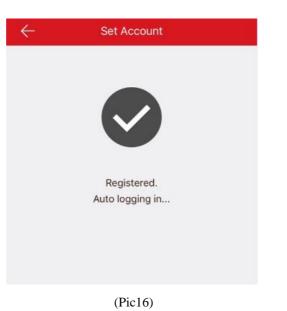
(8) Input a user name and password and confirm password in the interface. Tap Finish to complete registering. For your privacy, we strongly recommend setting the password according to your own needs(using a minimum of 8 characters, including upper case letters, lower case letters, numbers, and special characters) in order to increase the security.

\leftarrow	Set Account	
User Name	e	
Letters, n	umbers or underlines.	
Password		
Letters, n	umbers or symbols.	
Confirm Pa	assword	
Confirm y	our new password.	
	Finish	



(9) The App will automatically log you in.

Title:	How to Register a Hik -Connect	Version:	v1.0	Date:	01/03/2017]
	Account					
Product:	Cameras, NVRs, DVRs	Page:	7 of 11			HIKVISION
				_		



Method 2: Register Hik-Connect account via Hik-Connect Web portal using Email address or cell phone number.

Step1, Access the Hik-Connect.com Website

(1) Type www.Hik-Connect.com into browser location bar.

G	æ	⋺	H hik-co	nnect.co	m	Q	*
File	Edit	View	Favorites	Tools	Help		

(Pic17)

(2) On main page, click Register

121 912	
Welcome!	
account/email	
password	
Forgot the Password?	
Login	
No account? Register one now.	
Register	l
	1

Title:	How to Register a Hik –Connect Account	Version:	v1.0	Date:	01/03/2017
Product:	Cameras, NVRs, DVRs	Page:	8 of 11		



(Pic18)

Step2, Fill in the user register information form

(1) Create User Name and Password and confirm password in the interface. For your privacy, we strongly recommend setting the password according to your own needs(using a minimum of 8 characters, including upper case letters, lower case letters, numbers, and special characters) in order to increase the security.

User Register	
* User Name:	
* Password:	
* Confirm Password:	
* Country:	
● ∗ Email:	
Country Code:	Please choose your country
Mobile Phone Number:	
* Verification Code:	Refrest
	Next
	$(\mathbf{D}; \mathbf{a}; 10)$
	(Pic19)

(2) Select Country from Pop-Up Window, click on the region and scroll to click on and select the country which you locate.

* Country:		Europe	Asia	America Afr	ca Oceania	h
		Jamaica	Martinique	Mexico	Montserrat	~
● * Email:		Nicaragua	Panama	Paraguay	Peru	
O Country Code:	Please choose your country	Puerto Rico	Saint Barthéle.	Saint Kitts and	Saint Lucia	
2		Saint Martin (F	Saint Pierre an	Saint Vincent a	Sint Maarten (
Mobile Phone Number:		Suriname	Trinidad and T	Turks and Caic	USA	
		Uruguay	Venezuela	Virgin Islands,	Virgin Islands,	\sim

(Pic20)

Title:	How to Register a Hik –Connect Account	Version:	v1.0	Date:	01/03/2017
Product:	Cameras, NVRs, DVRs	Page:	9 of 11		



(3) In pop-up window, click OK.

Choose Country		
Sure to select "USA" ?		
	Cancel	Ok



(4) Choose Register by Mobile Phone Number (Pic22) or Register by Email Address (Pic23). Input Email address or mobile phone number and type the verification code using capital letters shown into that field.

NOTE: Click the Country Code button, value is filled in automatically based on the Country chosen. Click "Next"

* Country:	China	
Email:		
● ★ Country Code:	86	
* Mobile Phone Number:		
* Verification Code:	GE2Z Refre	əsh
	Next	
	(Pic22)	
● ★ Email:		
Country Code:	Please choose your country	
Mobile Phone Number:		
* Verification Code:	Refresh	
	Next	

(Pic23)

Title:	How to Register a Hik –Connect Account	Version:	v1.0	Date:	01/03/2017
Product:	Cameras, NVRs, DVRs	Page:	10 of 11		



Step3, Check your texts and enter verification code

(1) The verification code will be sent to the target E-mail address or the mobile phone number. Be sure to check both regular and spam inboxes.

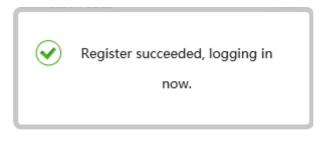
NOTE: Do not close the Hik-Connect.com page; a pop-up will appear for you to enter a verification code that is sent to you by text.

(2) Type that verification code into the pop-up box on the Hik-Connect.com page.

Please input the veri	fication code you just received.
Time delay may occu	ır. Please wait a minute. Return and get
the verification code	again.
* Verification Code:	
	OF

(Pic24)

(3) After inputting the verification code. A pop-up will confirm that you have completed the registration process.



(Pic25)

Title:	How to Register a Hik –Connect Account	Version:	v1.0	Date:	01/03/2017
Product:	Cameras, NVRs, DVRs	Page:	11 of 11		



First Choice for Security Professionals *HIK*VISION Technical Support