

Chapter 15 Notification

On the Notification tab, you can view event notifications, call logs of video intercom devices, and alarm information related to security control panels.

15.1 Enable Event Notification

You can allow the Mobile Client to receive and push notifications of the events detected by a device. If you want to block notifications during specific time, you can set a notification schedule to define the time period(s) during which the Mobile Client is allowed to receive event information and push them to you. You can also set notification mode to avoid the disturbance of push notifications (and the audio and strobe light alarm) while still being able to receive event information on the Notification page.

Before You Start

Make sure you have configured event settings on device (except for the video intercom device). See the user manual of the device for details.

Steps

Note

- When Critical Alerts is enabled, you will get notifications on critical alerts even if your device is muted or in Do Not Disturb mode. You can enable Critical Alerts for the Mobile Client in **Settings** → **Notifications** of iOS.
-

Note

Critical Alerts requires iOS 12 or later.

- The Mobile Client will ignore alarm events triggered out of the time period defined by the notification schedule.
 - The security control panel does not support setting notification schedule.
 - For specific thermal device, you can also set custom voice prompt for the detected events, such as fire detection.
-

1. On the device list page, tap  to enter the Settings page of the device.
2. Tap **Notification** to enter the Notification page.
3. Turn on **Notification** to allow the Mobile Client receive and push notifications of events detected by device all the time.
4. Select a notification mode.
 - For normal devices, select one of the following two modes.

Receive Events and Push Notifications

 **Note**

The device should support this function.

**View External
Linked Video**

Tap **External Linked Video** to view the video footage recorded by the device's externally linked device.

For example, if a camera is linked to a detector, once the detector detects an event, the camera will record video footage.

 **Note**

- Such a linkage (the configuration is called as "Configuring Linkage Rule") can be set by an Installer on Hik-ProConnect. For details, see the *Hik-ProConnect Portal User Manual*.
 - Only the Installer on Hik-ProConnect can configure such a linkage.
-

4. Optional: Go back to the Notification page and then edit the event information.

**Mark All Events as
Read**

Tap , and then tap **Mark as All Read** to mark all event information as "already read".

Clear All Events

Tap , and then tap **Clear All**.

**Delete a Specific
Event**

Swipe from the right end of the card that displays the event notification towards the left, and then tap the Delete icon to delete this event notification.