



# **Hik-Connect Mobile Client**

**User Manual**

## Legal Information

©2023 Hangzhou Hikvision Digital Technology Co., Ltd. All rights reserved.

### About this Manual

The Manual includes instructions for using and managing the Product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version of this Manual at the Hikvision website ( <https://www.hikvision.com/> ).

Please use this Manual with the guidance and assistance of professionals trained in supporting the Product.

### Trademarks

**HIKVISION** and other Hikvision's trademarks and logos are the properties of Hikvision in various jurisdictions.

Other trademarks and logos mentioned are the properties of their respective owners.

### Disclaimer

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THIS MANUAL AND THE PRODUCT DESCRIBED, WITH ITS HARDWARE, SOFTWARE AND FIRMWARE, ARE PROVIDED "AS IS" AND "WITH ALL FAULTS AND ERRORS". HIKVISION MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, MERCHANTABILITY, SATISFACTORY QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE. THE USE OF THE PRODUCT BY YOU IS AT YOUR OWN RISK. IN NO EVENT WILL HIKVISION BE LIABLE TO YOU FOR ANY SPECIAL, CONSEQUENTIAL, INCIDENTAL, OR INDIRECT DAMAGES, INCLUDING, AMONG OTHERS, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, OR LOSS OF DATA, CORRUPTION OF SYSTEMS, OR LOSS OF DOCUMENTATION, WHETHER BASED ON BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY, OR OTHERWISE, IN CONNECTION WITH THE USE OF THE PRODUCT, EVEN IF HIKVISION HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR LOSS.

YOU ACKNOWLEDGE THAT THE NATURE OF THE INTERNET PROVIDES FOR INHERENT SECURITY RISKS, AND HIKVISION SHALL NOT TAKE ANY RESPONSIBILITIES FOR ABNORMAL OPERATION, PRIVACY LEAKAGE OR OTHER DAMAGES RESULTING FROM CYBER-ATTACK, HACKER ATTACK, VIRUS INFECTION, OR OTHER INTERNET SECURITY RISKS; HOWEVER, HIKVISION WILL PROVIDE TIMELY TECHNICAL SUPPORT IF REQUIRED.

YOU AGREE TO USE THIS PRODUCT IN COMPLIANCE WITH ALL APPLICABLE LAWS, AND YOU ARE SOLELY RESPONSIBLE FOR ENSURING THAT YOUR USE CONFORMS TO THE APPLICABLE LAW. ESPECIALLY, YOU ARE RESPONSIBLE, FOR USING THIS PRODUCT IN A MANNER THAT DOES NOT INFRINGE ON THE RIGHTS OF THIRD PARTIES, INCLUDING WITHOUT LIMITATION, RIGHTS OF PUBLICITY, INTELLECTUAL PROPERTY RIGHTS, OR DATA PROTECTION AND OTHER PRIVACY RIGHTS. YOU SHALL NOT USE THIS PRODUCT FOR ANY PROHIBITED END-USES, INCLUDING THE

## Hik-Connect Mobile Client User Manual




---

DEVELOPMENT OR PRODUCTION OF WEAPONS OF MASS DESTRUCTION, THE DEVELOPMENT OR PRODUCTION OF CHEMICAL OR BIOLOGICAL WEAPONS, ANY ACTIVITIES IN THE CONTEXT RELATED TO ANY NUCLEAR EXPLOSIVE OR UNSAFE NUCLEAR FUEL-CYCLE, OR IN SUPPORT OF HUMAN RIGHTS ABUSES.

IN THE EVENT OF ANY CONFLICTS BETWEEN THIS MANUAL AND THE APPLICABLE LAW, THE LATTER PREVAILS.

## Symbol Conventions

The symbols that may be found in this document are defined as follows.

| Symbol   | Description   |
|--|---|
|  <b>Danger</b>  | Indicates a hazardous situation which, if not avoided, will or could result in death or serious injury.   |
|  <b>Caution</b> | Indicates a potentially hazardous situation which, if not avoided, could result in equipment damage, data loss, performance degradation, or unexpected results. |
|  <b>Note</b>    | Provides additional information to emphasize or supplement important points of the main text.   |

# Contents

|  |          |
|--|----------|
| <b>Chapter 1 Quick Start Guide .....</b>                                   | <b>1</b> |
| <b>Chapter 2 About Hik-Connect .....</b>                                   | <b>4</b> |
| 2.1 System Requirements and Conventions .....                              | 4        |
| 2.2 Summary of Changes .....   | 4        |
| <b>Chapter 3 Icons Meanings in Hik-Connect .....</b>                       | <b>5</b> |
| <b>Chapter 4 Device Management .....</b>                                   | <b>8</b> |
| 4.1 Add Device for Management .....  | 9        |
| 4.1.1 Add an Online Device .....   | 9        |
| 4.1.2 Add Device(s) by Scanning Device QR Code .....                       | 10       |
| 4.1.3 Add a Device by IP/Domain .....                                      | 11       |
| 4.1.4 Add a Device by Hik-Connect Domain .....                             | 12       |
| 4.2 Set a Password to Activate a Device .....                              | 13       |
| 4.3 Connect Offline Device to Network .....                                | 13       |
| 4.4 Enable Hik-Connect Service for Device .....                            | 14       |
| 4.4.1 Enable Hik-Connect Service When Adding Device on Mobile Client ..... | 14       |
| 4.4.2 Enable Hik-Connect Service on Device Web Page .....                  | 15       |
| 4.5 Enable DHCP Function on Device Web Page .....                          | 16       |
| 4.6 Unbind Device from Its Original Account .....                          | 16       |
| 4.7 Device Sharing .....   | 17       |
| 4.7.1 Share Device(s) via QR Code .....                                    | 17       |
| 4.7.2 Share Multiple Devices by Scanning Recipient's Account QR Code ..... | 19       |
| 4.7.3 Silenced Mode for Devices Shared by Others .....                     | 20       |
| 4.8 Favorites Management .....   | 20       |
| 4.8.1 Add Cameras to Favorites on Home Page .....                          | 20       |
| 4.8.2 Add Cameras to Favorites During Live View .....                      | 21       |
| 4.8.3 Remove Cameras from Favorites .....                                  | 21       |

|  |           |
|--|-----------|
| 4.9 Configure Your Device .....                              | 21        |
| 4.9.1 Enable Video and Image Encryption .....                | 22        |
| 4.9.2 Set DDNS .....   | 22        |
| 4.9.3 Upgrade Device Firmware .....                          | 23        |
| 4.9.4 Set Custom Audio .....                                 | 23        |
| 4.9.5 Use Mobile Client as Device's Remote Controller .....  | 23        |
| 4.9.6 Remote Configuration .....                             | 25        |
| <b>Chapter 5 Camera / NVR / DVR .....</b>                    | <b>37</b> |
| 5.1 Manage Solar Camera .....                                | 37        |
| 5.2 Set Light for Floodlight Camera .....                    | 37        |
| 5.3 Batch Arm/Disarm Cameras Linked to NVR .....             | 38        |
| 5.4 Edit Settings of Cameras Linked to NVR/DVR .....         | 39        |
| 5.5 Set Motion Detection Alarm for Network Camera .....      | 39        |
| 5.6 View Network Topology of NVR .....                       | 41        |
| 5.7 Reset Password of DVR or NVR via the Mobile Client ..... | 41        |
| 5.7.1 Reset Password by Hik-Connect .....                    | 42        |
| 5.7.2 Reserve Email Address for Resetting Password .....     | 43        |
| 5.7.3 Generate QR Code by Reserved Email .....               | 43        |
| 5.7.4 Reset Password by Reserved Email .....                 | 44        |
| <b>Chapter 6 Video &amp; Cloud Storage .....</b>             | <b>45</b> |
| 6.1 Live View .....  | 45        |
| 6.1.1 Start and Stop Live View .....                         | 46        |
| 6.1.2 PTZ Control .....                                      | 47        |
| 6.1.3 Set Image Quality for Device Added by IP/Domain .....  | 49        |
| 6.1.4 Live View for Fisheye Camera .....                     | 52        |
| 6.1.5 Open Door During Live View .....                       | 53        |
| 6.2 Playback .....   | 54        |
| 6.2.1 Normal Playback .....                                  | 55        |

|   |           |
|---|-----------|
| 6.2.2 Capturing and Recording .....                               | 56        |
| 6.2.3 Set Playback Quality for Device Added by IP/Domain .....    | 57        |
| 6.2.4 Adjust Playback Speed .....                                 | 59        |
| 6.2.5 Download Video Segment from Device .....                    | 59        |
| 6.3 Cloud Storage .....   | 60        |
| 6.3.1 Enable/Disable Cloud Storage Service for a Channel .....    | 60        |
| 6.3.2 Play Back Video Footage on Cloud .....                      | 61        |
| 6.3.3 Download Video Footage from Cloud .....                     | 61        |
| <b>Chapter 7 Notification .....</b>                               | <b>63</b> |
| 7.1 Enable Notifications .....                                    | 63        |
| 7.2 Check Event Notifications .....                               | 66        |
| 7.3 Check Pyronix Notifications .....                             | 67        |
| 7.4 Check Call Notifications .....                                | 68        |
| 7.5 Check Service Notifications .....                             | 68        |
| 7.5.1 Accept Invitation to Be Site Owner .....                    | 69        |
| 7.5.2 Approve Device Handover and Authorization Application ..... | 69        |
| 7.5.3 Notification about Availability of a Rent Device .....      | 70        |
| 7.6 Check Device Exception Notifications .....                    | 70        |
| 7.7 Check System Notifications .....                              | 70        |
| <b>Chapter 8 Service Management .....</b>                         | <b>71</b> |
| 8.1 Invite a Service Provider to Manage Devices .....             | 71        |
| 8.2 Device Authorization Management .....                         | 73        |
| 8.3 Reset Password of Device in Authorization .....               | 74        |
| 8.4 Transfer Device to Others .....                               | 75        |
| 8.5 ARC Service .....   | 76        |
| 8.6 Cloud Attendance .....  | 77        |
| 8.6.1 Check In/Out Remotely .....                                 | 78        |
| 8.6.2 Open Door Remotely .....                                    | 82        |

|   |            |
|---|------------|
| 8.6.3 Add Face Picture for Face Recognition .....                       | 83         |
| 8.7 People Counting .....   | 83         |
| 8.8 Temperature Screening .....   | 84         |
| <b>Chapter 9 Manage Alarm Control Devices .....</b>                     | <b>85</b>  |
| 9.1 Security Control .....  | 85         |
| 9.1.1 System Description .....  | 86         |
| 9.1.2 AX Hub Security Control Panel .....                               | 98         |
| 9.1.3 AX Hybrid Security Control Panel .....                            | 120        |
| 9.1.4 Video Security Control Panel .....                                | 141        |
| 9.1.5 Pyronix Control Panel .....                                       | 148        |
| 9.2 Panic Alarm Device .....  | 157        |
| <b>Chapter 10 Manage Access Control Devices .....</b>                   | <b>159</b> |
| 10.1 Control Door Status .....  | 159        |
| 10.2 Set Door Open Duration .....                                       | 160        |
| 10.3 Change Super Password .....  | 161        |
| 10.4 View Access Control Logs .....                                     | 161        |
| 10.5 Enable Opening Door via Touch ID (or Face ID) Authentication ..... | 162        |
| <b>Chapter 11 Video Intercom .....</b>                                  | <b>163</b> |
| 11.1 Answer Call from Indoor Station .....                              | 163        |
| 11.2 Operations on Device Details Page .....                            | 166        |
| 11.3 Set Motion Detection Alarm for Wi-Fi Doorbell .....                | 169        |
| 11.4 Set Volume for Video Intercom .....                                | 170        |
| 11.5 Link Smart Chime with Doorbell .....                               | 170        |
| <b>Chapter 12 Manage Routers .....</b>                                  | <b>174</b> |
| 12.1 Add and Set Up a Router .....                                      | 186        |
| 12.2 Wi-Fi Settings of a Router .....                                   | 189        |
| 12.3 Internet Settings of a Router .....                                | 191        |
| 12.4 Manage the Devices Connected to a Router .....                     | 193        |



|   |            |
|---|------------|
| 12.5 Set Up a Guest Wi-Fi for Visitors .....          | 196        |
| 12.6 Wi-Fi Speedup .....                              | 196        |
| 12.7 Security Checkup .....                           | 197        |
| <b>Chapter 13 Network Switch .....</b>                | <b>200</b> |
| <b>Chapter 14 Account .....</b>                       | <b>201</b> |
| 14.1 Select Region at First Time Running .....        | 201        |
| 14.2 Registration .....                               | 201        |
| 14.2.1 Register by Email Address .....                | 201        |
| 14.2.2 Register by Mobile Phone Number .....          | 202        |
| 14.3 Visitor Mode .....                               | 202        |
| 14.3.1 Functions in Visitor Mode .....                | 203        |
| 14.3.2 Register an Account in Visitor Mode .....      | 204        |
| <b>Chapter 15 Configure Your System .....</b>         | <b>205</b> |
| 15.1 Enable Push Notification .....                   | 207        |
| 15.2 Save Device Parameters .....                     | 207        |
| 15.3 Auto-Receive Alarm after Power-on .....          | 207        |
| 15.4 Generate a QR Code with Device Information ..... | 207        |
| 15.5 Hardware Decoding .....                          | 208        |
| 15.6 View Traffic Statistics .....                    | 208        |
| 15.7 Generate a QR Code with Wi-Fi Information .....  | 208        |
| 15.8 Floating Live View .....                         | 209        |
| 15.9 Resume Latest Live View .....                    | 209        |
| 15.10 Tablet Mode .....                               | 210        |
| 15.11 Display/Hide Channel-Zero .....                 | 210        |
| 15.12 Auto-Download Upgrade File .....                | 210        |
| 15.13 Manage Custom Audio .....                       | 210        |
| <b>Chapter 16 Other Functions .....</b>               | <b>212</b> |
| 16.1 Pictures and Videos .....                        | 212        |

16.2 Share Hik-Connect ..... 212

# Chapter 1 Quick Start Guide

## Home

**Playback**  
Select devices and start playback.

**View Favorites**

**Start Live View**

**Away Arm**

**Stay Arm**

**Disarm**

**Clear Alarm**

**Add Device**

- Scan QR Code
- Manual Adding
- Online Device
- Add to Favorites
- Share Device

**Configure Device**

- Share
- Settings
- Add to Favorites

**Audible Panic Alarm**

**Silent Panic Alarm**

|                   |                |                   |                      |
|-------------------|----------------|-------------------|----------------------|
| Online            | CPU Usage      | Normal HDD        | In Health Monitoring |
| Offline           | Memory Usage   | HDD Exception     | Authorized           |
| Uploading Speed   | Number of Ends | Uploading Speed   | Normal Memory        |
| Downloading Speed |                | Downloading Speed | Memory Exception     |

## Live View

**Pause/Start**

**Audio On/Off**

**Window Division**

**Resolution**

**Landscape View**

**Start Playback**

**Add Device for Live View**  
Add a device and swipe the live view image to view the live image of another device

**Share the Device**

**Set Device Parameters**

**Add to Favorites**

**Get Icon Meanings**

**Customize Toolbar**

## Playback

**Start Live View**

**Add Device for Playback**  
Add a device and swipe image to view the recorded videos from another device

- Share the Device**
- Set Device Parameters**
- Add to Favorites**
- Get Icon Meanings**

**Customize Toolbar**

- Tap to play locally stored footages
- Tap to play footages stored on cloud
- Tap to switch to clip playback
- Tap to switch to timeline playback

## Security Control

**Share Device**

**Configure Device**

**Check System Faults**

**View Security Panel Status**

- Audible Panic Alarm
- Silent Panic Alarm

**View Areas**

**View Peripherals and Detectors**

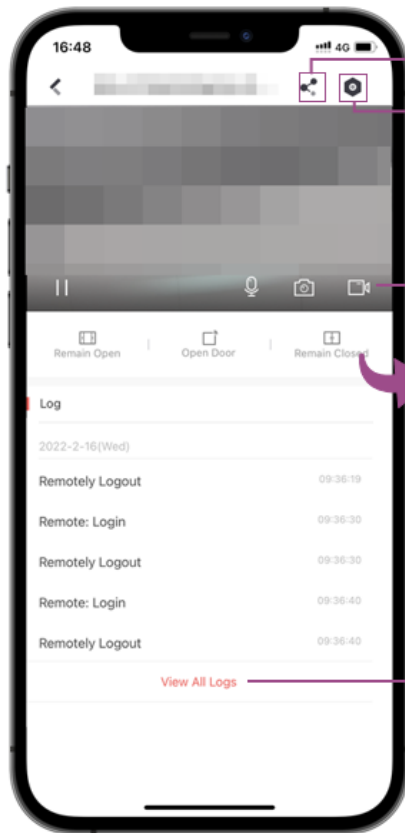
**Arm or Disarm an Area**

**Add Area**

**Multiple selection**

- Away Arm**
- Stay Arm**
- Disarm**

## Access Control



Share the Device

Set Device Parameters

Tap to start two-way audio

Tap to capture pictures

Tap to record video

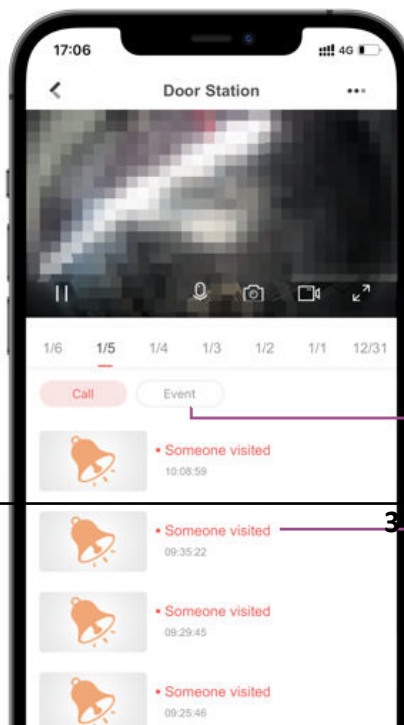
Tap to make the door remain open

Tap to open the door

Tap to make the door remain closed

Tap to view all logs

## Intercom



Tap to start two-way audio

Tap to capture pictures

Tap to record video

View Event History

View Call History

You can view call history here.

## Chapter 2 About Hik-Connect

Hik-Connect is used to remotely control devices (NVRs, DVRs, network cameras, indoor stations, doorbells, security control panels, access control devices, etc.) via Wi-Fi or cellular network.

The Mobile Client provides access to the Hik-Connect service, which is a cloud service developed by Hikvision, to manage your devices.



Network traffic charges may be incurred during the use of the Mobile Client. Consult your local carriers for details.

---

### 2.1 System Requirements and Conventions

#### System Requirement

Android 5.0 / iOS 10.0 or later.

#### Conventions

In the following chapters, this manual simplifies Hik-Connect Mobile Client as "Mobile Client", device such as DVR, NVR, encoder, and network camera as "device", and device which supports being added to Hik-Connect service as "Hik-Connect Device".

### 2.2 Summary of Changes













See detailed descriptions on feature changes on the Mobile Client in [\*\*\*Hik-Connect Mobile Client Release Notes\*\*\*](#) .


















## Chapter 3 Icons Meanings in Hik-Connect

Icons in Hik-Connect can inform about live view, playback, and security panels.

- **Live View and Playback Icons**
- **Security Panel Icons**




















### Live View and Playback Icons

| Icon  | Meaning   |
|---|---|
|    | Start/stop the selected live view window.   |
|    | Turn audio on/off.  |
|    | Tap to select the window division mode. You can select 1-window, 4-window, 9-window, 12-window, or 16-window.<br>If the number of added cameras is more than that of window divisions, you can swipe left or right to see the rest. |
|   | Enable digital zoom function.<br>You can also spread two fingers apart to zoom in, and pinch them together to zoom out.   |
|  | Start controlling PTZ.  |
|  | Start two-way audio.<br> <b>Note</b><br>The devices added by Hik-Connect domain or by scanning QR code do not support this function.             |
|  | Tap to capture the current image.<br>The captured pictures will be saved in <b>Me → Pictures and Videos</b> .   |
|  | Start recording.<br>The recorded videos will be saved in <b>Me → Pictures and Videos</b> .  |
|  | Record.   |
|  | The resolution in ascending order is Basic < SD < HD < Ultra HD.  |
|  | Enable the fisheye mode.  |

| Icon  | Meaning  |
|---|--|
|   |  <b>Note</b> <ul style="list-style-type: none"> <li>• The function should be supported by the fisheye camera.</li> <li>• The icon displayed on the Live View page varies with the actual fisheye expansion mode.</li> </ul> |
|    | Fisheye PTZ.   |
|    | Fisheye 360°, 180°.  |
|    | Enable the mirror mode. The video will be played in its mirror mode.<br> <b>Note</b><br>The function should be supported by the device.   |
|    | Trigger the camera linked alarm output function.<br> <b>Note</b><br>The function should be supported by the device.   |
|  | Arm the device.  |
|  | Wiper.   |
|  | Download the current video.  |
|  | Turn on audio alarm.   |
|  | Turn on sounder.   |
|  | Turn on strobe light.  |
|  | Disable noise reduction.   |
|  | Noise reduction. 1 means the weakest noise reduction, while 5 is the strongest noise reduction.  |
|  | Turn on supplement light (ColorVu camera, Floodlight camera...) or alarm light (panic alarm device).   |
|  | Turn on the light of a Floodlight camera.  |



## Security Panel Icons

| Icon  | Meaning               |
|---|-----------------------|
|    | Stay Arm / Stay Armed |
|    | Away Arm / Away Armed |
|    | Disarm                |
|    | Silence Alarms        |
|    | Online                |
|    | Offline               |
|    | Uploading Speed       |
|    | Downloading Speed     |
|    | CPU Usage             |
|    | Memory Usage          |
|   | Number of Ends        |
|  | Normal HDD            |
|  | HDD Exception         |
|  | Normal Ethernet       |
|  | Ethernet Exception    |
|  | In Health Monitoring  |
|  | Authorized            |
|  | Normal Memory         |
|  | Memory Exception      |

## Chapter 4 Device Management

You need to add devices to the Mobile Client before you can do further remote operations such as live view and playback.

The devices added to the Mobile Client will be displayed in the device list.

**Home**

**Playback**  
Select devices and start playback.

**View Favorites**

**Start Live View**

**Add Device**

- Scan QR Code
- Manual Adding
- Online Device
- Add to Favorites
- Share Device

**Configure Device**

- Share
- Settings
- Add to Favorites

**Alarm Controls:**

- Away Arm
- Stay Arm
- Disarm
- Clear Alarm

**Area 1 Disarmed**

**System Status Icons:**

- Audible Panic Alarm
- Silent Panic Alarm

**System Status Legend:**

- Online
- Offline
- Uploading Speed
- Downloading Speed
- CPU Usage
- Memory Usage
- Number of Ends
- Normal HDD
- HDD Exception
- Uploading Speed
- Downloading Speed
- In Health Monitoring
- Authorized
- Normal Memory
- Memory Exception

## 4.1 Add Device for Management

You need to add devices to the Mobile Client first so that subsequent operations such as live view and playback can be available. If you want to receive alarm event information from a device, you should add it by scanning QR code or Hik-Connect domain.

---

### Note

- For details about adding Pyronix control panel, see [Add Pyronix Control Panel to Mobile Client](#).
  - For details about managing alarm event information, see [Notification](#).
- 


### 4.1.1 Add an Online Device

The Mobile Client can detect the online devices in the same local area network with your phone or tablet, and you can add the detected online devices to the Mobile Client.

#### Before You Start

Make sure the devices are connected to the same local area network with the phone or tablet.

#### Steps

1. On the device list page, tap  → **Online Device** to enter the Online Device page.  
All detected online devices will be in the list.
2. Select a device for adding.

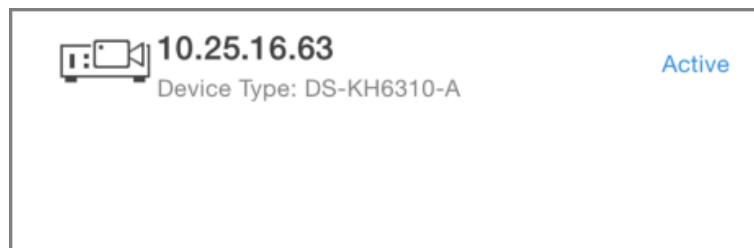






Figure 4-1 Online Device

---

### Note





- For network cameras, make sure the device Multicast Discovery function is enabled so that the online network camera can be automatically detected via private multicast protocol in the LAN. For details, see User Manual of the network camera.
  - For the inactive device (excluding the access control device), tap **Active** to create a password for it before you can add the device properly. For more information about the device activation, see [Set a Password to Activate a Device](#).
- 
3. **Optional:** Edit the network information.
    - 1) Tap .

- 2) Change the device IP address to the same LAN as your phone's by either editing the IP address manually or enabling the device DHCP function.
- 3) Tap  and input the admin password of the device to save the settings.
4. Tap **Add**.
5. Enter the required information, including device alias, user name and the password.
6. Tap .
7. **Optional:** Tap the device name or tap , and then tap **Delete Device**.

### 4.1.2 Add Device(s) by Scanning Device QR Code

You can add the device by scanning the device's QR code. You can also add device(s) by scanning the QR code obtained via the web page of the device.

#### Steps

1. On the device list page, tap  → **Scan QR Code** to enter the Scan QR Code page.
  2. Scan the QR code / bar code.
    - Scan the QR code or bar code by aligning the QR Code with the scanning frame.
- 
-  **Note**
- Usually, the device QR code is printed on the label, which is on the back cover of the device.
  - Tap  to enable the flashlight if the scanning environment is too dark.
- 
3. **Optional:** Perform the following operations if the following situations occur.
    - If the system fails to recognize the QR code, tap  to add the device manually.
    - If the device has been added to another account, you should unbind the device from the account first. See **Unbind Device from Its Original Account** for details.
    - If the device is offline, you should connect a network for the device. For details, see **Connect Offline Device to Network** for details.
    - If the device is not activated, the Activate Device page will pop up (excluding the access control device). You should activate the device. For details, see **Set a Password to Activate a Device** for details.
    - If the Hik-Connect service is disabled for the device, you should enable the function (excluding the access control device). For details, see **Enable Hik-Connect Service When Adding Device on Mobile Client** for details.
  4. Tap **Add** on the Result page.
  5. Enter the device verification code.

The device will be added successfully.

---

 **Note**

- The default device verification code is usually on the device label. If no verification code found, enter the device verification code you created when enabling Hik-Connect service.
- For details about enabling Hik-Connect service, see ***Enable Hik-Connect Service for Device*** .

---

**6. Optional: Tap **Configure DDNS** to configure DDNS.**

---

 **Note**

- See ***Set DDNS*** for details.
- After DDNS being enabled, the device will be accessed via IP address in priority, so that remote configuration of the device will be supported and the streaming speed will be faster than streaming via Hik-Connect service.
- If you skip this step, the device will be accessed via Hik-Connect service.

---

**7. Tap **Finish**.**

---


### 4.1.3 Add a Device by IP/Domain

You can add the device by fixed IP address or domain name. The streaming speed of devices added by IP/domain is faster than those added by Hik-Connect domain.

#### Before You Start

If you want to add the access control device, activate it before adding. See the user manual of the access control device for details.

#### Steps


1. Tap  and select **Manual Adding**.
2. Select **IP/Domain** as the adding type.
3. Enter the required information, such as alias, address, user name, camera No. and device password.

#### Address

Device IP address or domain name.

#### Camera No.

The number of the camera(s) under the device can be obtained after the device is successfully added.

4. Tap  to add the device.

---

 **Note**

- If the device is offline, you should connect the device to a network. For details, see ***Connect Offline Device to Network*** .
  - If the device is not activated, the Activate Device page will be popped up (exclude the access control device). You should activate the device. For details, see ***Set a Password to Activate a Device*** .
-


### 4.1.4 Add a Device by Hik-Connect Domain

For devices which support Hik-Connect service (a cloud service provided by Hikvision), you can add them manually by Hik-Connect domain.

#### Before You Start

Make sure the device is powered on.


#### Steps

1. On the device list page, tap  → **Manual Adding** to enter the Add Device page.
2. Select **Hik-Connect Domain** as the adding type.
3. Enter the device serial No. manually.

---

#### Note

- By default, the device serial No. is on the device label.
- For the video intercom devices, when entering the serial No. of the indoor station, the corresponding door station will also be added to the Mobile Client automatically.
- An indoor station can be linked to multiple door stations.

- 
4. Tap .

---

#### Note

- If the device has been added to another account, you should unbind the device from the account first. See [\*\*\*Unbind Device from Its Original Account\*\*\*](#) for details.
- If the device is offline, you should connect a network for the device. For details, see [\*\*\*Connect Offline Device to Network\*\*\*](#) for details.
- If the device is not activated, the Activate Device page will pop up (excluding the access control device). You should activate the device. For details, see [\*\*\*Set a Password to Activate a Device\*\*\*](#) for details.
- If Hik-Connect service is disabled for the device, you should enable the function (excluding the access control device). For details, see [\*\*\*Enable Hik-Connect Service When Adding Device on Mobile Client\*\*\*](#) for details.

- 
5. Tap **Add** on the Result page.
  6. Enter the device verification code.  
The device will be added successfully.

---

#### Note

- The default device verification code is usually on the device label. If no verification code found, enter the device verification code you created when enabling Hik-Connect service.
- For details about enabling Hik-Connect service, see [\*\*\*Enable Hik-Connect Service for Device\*\*\*](#).

- 
7. **Optional:** Tap **Configure DDNS** to configure DDNS.

---

 **Note**

- See **Set DDNS** for details.
  - After DDNS being enabled, the device will be accessed via IP address in priority, so that remote configuration of the device will be supported, and the streaming speed will be faster than streaming via Hik-Connect service.
  - If you skip this step, the device will be accessed via Hik-Connect service.
- 

8. Tap **Finish**.

## 4.2 Set a Password to Activate a Device

When adding a device, if the device is not activated, a window will pop up to ask you to activate the device.

### Before You Start

The device to be activated and the phone running the Mobile Client should be on the same LAN.

### Steps

1. Add a device.
  2. On the Activate Device page, tap **Set Device Password**.
  3. Create a password.
- 

 **Note**

If you forget the password in the future, you might need to reset the device.

---

4. Tap **Activate** to activate the device.
5. Enable DHCP or manually configure network if you enter the Network Configuration page.

## 4.3 Connect Offline Device to Network

When adding a device to the Mobile Client, if the device is offline, you should connect the device to a network first. The Mobile Client provides the following four methods for connecting offline devices to networks.

### Connect to Wired Network

Use this method if a router is available for the device to connect to.

---

 **Note**

Make sure the device is powered on.

---

## Connect to Wireless Network

Use this method if a wireless network is available for the device to connect to. "Device" here excludes wireless doorbell, wireless security control panel, and Mini Trooper (a kind of battery camera).



- Make sure your phone has connected to a Wi-Fi network before using the method.
  - The device should support connecting to wireless network.
- 

## Connect to Network by Wi-Fi Configuration

You can use this method to connect wireless doorbell to the network by using the doorbell to scan the QR code generated by the Mobile Client.

Tap **Connect to a Network** on the Result page and then follow the instructions on the subsequent pages to connect the device to the network.

## Connect to Network by Access Point

In the Mobile Client, Access Point (AP) refers to a networking hardware device (e.g., wireless doorbell or wireless security control panel), which can provide a Wi-Fi network for the phone to connect to.



Make sure you have turned on WLAN in the phone's operation system.

---

Tap **Connect to a Network** on the Result page, select **Wireless Connection** as the connection type, and then follow the instructions on the subsequent pages to complete the connection process.

## 4.4 Enable Hik-Connect Service for Device

Hik-Connect service is a cloud service provided by Hikvision. When adding a device via Hik-Connect Domain or scanning QR code, the service should be enabled. You can enable the service via the Mobile Client, the device web page, or Hik-Partner Pro client software. This section introduces how to enable the service via the former two methods.

### 4.4.1 Enable Hik-Connect Service When Adding Device on Mobile Client

When adding a device via Hik-Connect domain or scanning QR code, if the Hik-Connect service is not enabled for the device, the Enable Hik-Connect Service window will pop up to remind you to enable the service first.

Perform the following task to enable the Hik-Connect service in this case.



## Steps

1. Add a device via Hik-Connect domain or scanning QR code.
- 



See ***Add a Device by Hik-Connect Domain*** or ***Add Device(s) by Scanning Device QR Code*** for details.

---

If the device's Hik-Connect service is not enabled, the following window pops up.

2. On the Enable Hik-Connect Service window, tap **Hik-Connect Terms of Service** to read the terms of service.
  3. Check **Read and Agree Hik-Connect Terms of Service**.
  4. Tap **Next**.
  5. Create a device verification code.
- 



You can change the device verification code. See ***Enable Video and Image Encryption*** for details.

---

6. Tap **Enable Hik-Connect Service**.

## What to do next

Continue the process for adding the device. See ***Add a Device by Hik-Connect Domain*** or ***Add Device(s) by Scanning Device QR Code*** for details.

## 4.4.2 Enable Hik-Connect Service on Device Web Page

You can enable Hik-Connect service for a device on the device web page.

## Steps

1. Visit the device IP address on the web browser.
2. Enter the device user name and device password to log in to the device web page.
3. Tap **Configuration** → **Network** → **Advanced Settings** → **Platform Access** to enter the Platform Access page.

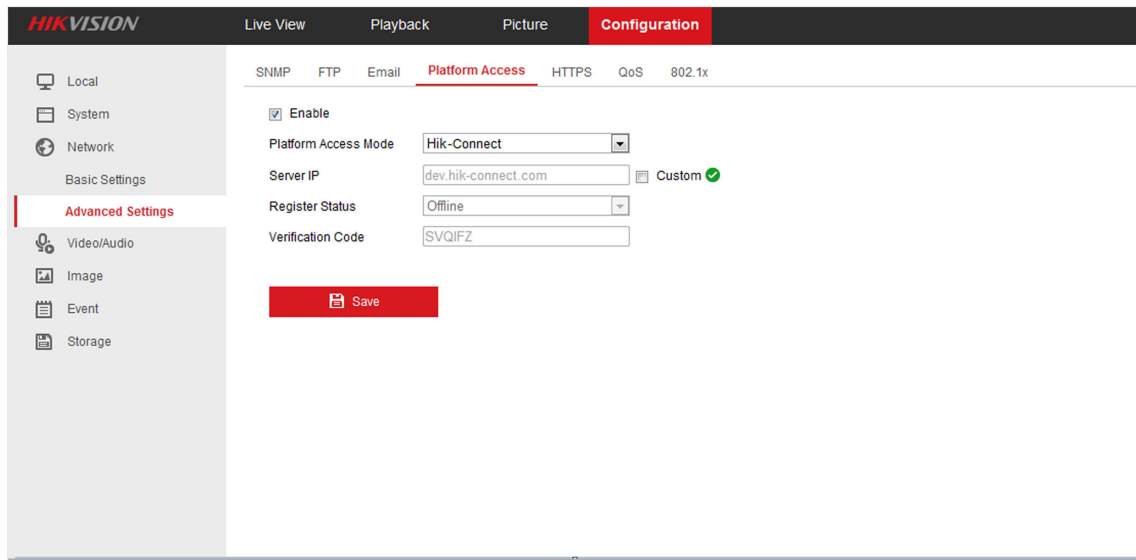


Figure 4-2 The Platform Access Page

**4. Check Enable.**

The system will set Hik-Connect as the platform access mode by default.

**5. Optional:** If it is the first time to enable the Hik-Connect service, create a device verification code.

**6. Tap Save.**

## 4.5 Enable DHCP Function on Device Web Page

You can enable DHCP by following the steps below to allow allocating DNS address automatically.

### Steps

1. Visit the IP address of the device.
2. Enter the device user name and device password and log in to the device's web page.
3. Click **Configuration** → **Network** → **Basic Settings** to enter the Basic Settings page.
4. Enable **DHCP**.

DNS address will be allocated automatically.

**5. Click Save.**

## 4.6 Unbind Device from Its Original Account

When adding a device by scanning QR code or Hik-Connect domain, if the result shows that the device has been added to another account, you should unbind it from the account before you can add it to your account.

## Before You Start

Make sure the device and the phone running the Mobile Client are in the same local area network.

## Steps

1. Add the device by scanning QR code or Hik-Connect domain.

See [\*\*\*Add Device\(s\) by Scanning Device QR Code\*\*\*](#) or [\*\*\*Add a Device by Hik-Connect Domain\*\*\*](#) for details.

2. On the Result page, tap **Unbind Device** to start unbind the device from its account.

3. **Optional:** If the network exception occurs, perform the following operations.

- Tap **Connect to Wi-Fi** to connect the phone to the Wi-Fi network and make sure the device is in the same local area network with the phone.
- Tap **Or you can unbind the device from its account in local GUI** to unbind the device via local GUI.



### Note

Unbinding the device via local GUI should be supported by the device.

4. On the Unbind Device page, enter the device password and the verification code displayed on the image.

5. Tap **Finish**.

## 4.7 Device Sharing

You can share devices to other users. The recipient can access the devices according to the permissions you grant them. You can also receive and use the devices shared by other users.

### 4.7.1 Share Device(s) via QR Code

You can share device(s) to another Hik-Connect user via QR code. You can also select the permissions granted to recipient(s) to determine which operations the recipient(s) can perform on the device(s).

## Steps



### Note

For video instructions, please visit [\*\*\*How to Share Devices via QR Code\*\*\*](#) .

1. Select device(s).

- For sharing a single device: In the device list, find a device you want to share, and tap **...** → **Share** on the device card.
- For sharing device(s): On the device list page, tap **+** → **Share Device** , and select device(s).

2. Tap **Share with User**.

---


## Note

You can share device(s) with a service provider to let the service provider set up and manage your device(s). See details in ***Invite a Service Provider to Manage Devices*** .

---

### 3. Tap **Share via QR Code**.

### 4. Select device permissions to be shared with the recipient, and tap **OK**.

- Check **All Permissions** to grant all available permissions to the recipient.
- Tap the device name, and then select permissions to grant the selected ones to the recipient, and finally tap  .

### Example

For example, if you select Live View and Remote Playback, the recipient will have the permissions to view live video and play back the video footage of the device.

### 5. Generate a QR code.

- After you set permissions, a temporary QR code will be generated, which will expire in 300 seconds.
- To share the selected device(s) and permissions this time again in the future, you can tap **Upgrade QR Code** to upgrade the QR code to a long-term QR code.
  - a. Set a password for the QR code, and after a recipient scans the QR code, the recipient will be required to enter the password.
  - b. Select how many days that the QR code will be valid for.
  - c. Select the number of allowed recipients.
  - d. Tap **OK**, and a long-term QR code will pop up.

### 6. Let the recipient use the Hik-Connect Mobile Client to scan the QR code.

You will receive a notification about the successful sharing on your Mobile Client.


The device(s) will be shared to the recipient. The recipient will be able to view the device(s) in the device list.

### 7. **Optional:** Perform further operations.


#### **Edit Device Permissions**

- a. Go to **Me → Manage Sharing Settings** .
- b. Tap the device and then edit the device permissions granted to the recipient.

#### **Stop Sharing**

- a. Go to **Me → Manage Sharing Settings** .
- b. Select **My Device, Other's Devices, or Previous QR Codes**.
- c. Tap the device to enter the Sharing Details page and then tap **Delete** or  .


#### **Edit Long-Term QR Code Details**

- a. Go to **Me → Manage Sharing Settings → Previous QR Codes** .
- b. Tap **QR Code Details**.
- c. Tap  to edit validity and maximum recipients.

### 4.7.2 Share Multiple Devices by Scanning Recipient's Account QR Code

You can share multiple devices to another Hik-Connect user. You can also set the device permissions granted to a recipient to determine which operations the recipient can perform on the device.

#### Steps

1. Tap  → **Share Device** .
2. Tap **Share with User**.



You can share the device with a service provider to let the service provider set up and manage your device. See details in [\*\*\*Invite a Service Provider to Manage Devices\*\*\*](#) .

3. Tap **Scan QR Code**.
4. Scan the QR code of the recipient's account.




The recipient needs to go to **Me**, tap the account name, and tap **My QR Code** on the Mobile Client to get the QR code of his/her account.

5. Select the devices you want to share, and then tap **Next**.



For devices linked with multiple cameras, you can select the cameras for sharing.

6. Select the device permissions to be shared with the recipient.
  - Check **All Permissions** on the Sharing Details page to select all the permissions.
  - Tap the device displayed on the Sharing Details page, and then select permission(s) and tap  .

#### Example

For example, if you select Live View and Remote Playback, the recipient will have the permissions to view live video and play back the video footage of the device.

7. Tap **Finish** to finish sharing.



You will receive a notification about the successful sharing on your Mobile Client.

The device(s) will be shared to the recipient. The recipient will be able to view the device(s) in the device list.

8. **Optional:** Perform further operations.

#### **Edit Device Permissions**

- a. Go to **Me** → **Manage Sharing Settings** .
- b. Tap a device and then edit the device permissions granted to the recipient.

- |                                       |  |
|---------------------------------------|--|
| <b>Stop Sharing</b>                   | <ol style="list-style-type: none"><li>a. Go to <b>Me</b> → <b>Manage Sharing Settings</b> .</li><li>b. Select <b>My Device</b>, <b>Other's Devices</b>, or <b>Previous QR Codes</b>.</li><li>c. Tap the device to enter the Sharing Details page and then tap <b>Delete</b> or  .</li></ol> |
| <b>Edit Long-Term QR Code Details</b> | <ol style="list-style-type: none"><li>a. Go to <b>Me</b> → <b>Manage Sharing Settings</b> → <b>Previous QR Codes</b> .</li><li>b. Tap <b>QR Code Details</b>.</li><li>c. Tap  to edit validity and maximum recipients.</li></ol>  |

### 4.7.3 Silenced Mode for Devices Shared by Others

You can enable Silenced mode for the devices shared by others if you don't want to be disturbed by the devices' alarm notifications. When enabled, all the alarm notifications triggered by the device(s) will be silenced. And you can still check the information of all the silenced alarm notifications from the devices on the notification list.

Tap **...** → **Settings** to enter the Settings page of the device and then enable the Silenced mode.


## 4.8 Favorites Management

You can add the frequently-used camera(s) to the favorites so that you can access them conveniently.

### 4.8.1 Add Cameras to Favorites on Home Page

On the device list page, you can add the frequently-used camera(s) to the favorites so that you can access them conveniently.

#### Steps

1. You can add one or more devices to Favorites.
  - On the home page, tap  → **Add to Favorites** , and select devices and cameras.
  - On a specific device card, tap **...** → **Add to Favorites** to add a selected device to Favorites.
2. Select devices and cameras on the Select Camera page.
3. Tap **OK**.
4. Create a name for the Favorites and then tap **OK**.

---

#### **Note**

- Up to 32 favorites can be added.
  - The favorites name should be no more than 32 characters.
- 

The Favorites tab will be displayed near the Device page.

5. **Optional:** Tap the Favorites name on the Favorites page to edit name and involved cameras.
6. **Optional:** Tap the **...** → **Sort** on the Favorites page to sort favorites.

## 4.8.2 Add Cameras to Favorites During Live View

On the live view page, you can add frequently-used cameras to Favorites so that you can access them conveniently

### Steps

1. Enter the Live View page.



For details about how to enter the Live View page, see [\*Start and Stop Live View\*](#)

---

2. Tap **⋮** and tap **Add to Favorites**.
  3. Add cameras to favorites.
    - Create a new favorites in the pop-up window and tap **OK**.
    - Add to an existing favorites group. Tap **Add to Existing Favorites** in the pop-up window. Then select a Favorites folder in the list.
- 



- Up to 32 Favorites can be added.
  - The favorites name should be no more than 32 characters.
- 

4. **Optional:** Tap the Favorites on the device list page to view the cameras' live videos.

## 4.8.3 Remove Cameras from Favorites

You can delete cameras in the favorites.

### Steps

1. Tap **Favorites** on the Home page.
2. Tap a Favorites folder.

Cameras that are added to the favorites folder are displayed.
3. Tap **⊖** and then **Delete** to remove a camera from Favorites.

## 4.9 Configure Your Device

On the Settings page of a device, you can view and edit the device's basic information, delete the device, upgrade device firmware, and configure other functions such as video and image encryption and changing device verification code.

---



The available functions on the Settings page vary with different device types and device models.

---

## 4.9.1 Enable Video and Image Encryption

The encryption feature is used for encrypting a device's videos (including live videos and recorded video files) and captured pictures. After you enable Video and Image Encryption for a device, you can set a password, so that the password will be required when someone tries to view videos and images of the device for the first time.

### Steps



If you log in to the Mobile Client with the same account on another phone, you should enter the device encryption password again to view the live videos, the recorded videos, and pictures from events.

---

1. On the device list page, tap **...** → **Settings** to enter the Settings page of a device.
2. Switch on **Video and Image Encryption** to enable the function.
3. **Optional:** Change the encryption password.
  - 1) Tap **Change Encryption Password**, and then tap **Edit** on the pop-up Window to enter the Change Encryption Password page.
  - 2) Enter the old password, and then tap **Next**.
  - 3) Create a new password, and then confirm it.

## 4.9.2 Set DDNS

For a device added via Hik-Connect Domain or Scanning QR code, if DDNS is enabled, the device's streams will be accessed via IP address in priority. In this case, you can remotely configure device and the speed of streaming will be faster than that of streaming via Hik-Connect service.

### Steps

1. On the device list page, tap **...** → **Settings** to enter the Settings page of the device.
2. On the Settings page, tap **Configure DDNS** to enter the Configure DDNS page.
3. Set the required information.

#### Device Domain Name

The default device domain name is the serial number of the device. If you want to edit it, the edited domain name should contain 1 to 64 characters, including numbers, lowercase letters, and dashes. And it should start with a lowercase letter and cannot end with a dash.

#### Port Mapping Mode

For details about setting port mapping, tap **How to Set Port Mapping**.

---



The entered port number should be from 1 to 65535.

---

#### User Name



Enter the device user name.

### Password


Enter the device password.

4. Tap .

### 4.9.3 Upgrade Device Firmware

You can upgrade the firmware of a device to its latest version. If the latest version is detected, a red dot will appear on the Device Version field of the Settings page of the device.

#### Steps

1. On the device list page, tap  → **Settings** to enter the Settings page of the device.
2. Tap **Device Version** to enter the Device Version page.
3. Tap **Upgrade**.

The Mobile Client will download the upgrade file first and then start upgrading the device.



#### Note

You can also enable the Mobile Client to automatically download the upgrade file in Wi-Fi networks once a new device version is detected.

---

### 4.9.4 Set Custom Audio

You can select a recorded audio file and set it as the custom audio prompt for the alarms sent from the channels linked to specific models of DVR.


#### Steps



#### Note

The device should support this function.

---

1. On the device list page, tap  → **Settings** to enter the Settings page of the device.
2. Tap **Custom Audio** to enter the Select Channel page.
3. Select channel(s), and then tap **Next Step**.

The available audio file(s) will appear.

4. **Optional:** Tap the Play icon to play the audio file.
5. Select an audio file or record an audio file yourself, and then tap **OK**.

### 4.9.5 Use Mobile Client as Device's Remote Controller

For a device added via IP/Domain, you can use the Mobile Client as the device's remote controller.

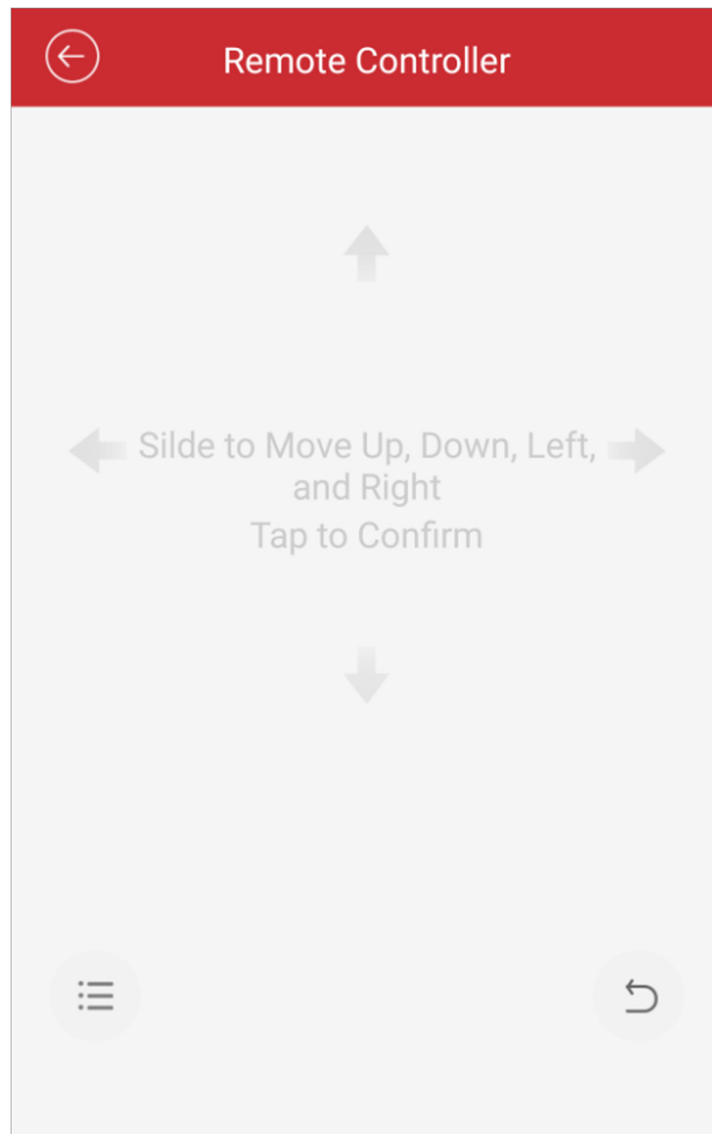
## Steps

---

### Note


- The function should be supported by the device.
  - The remote controller function is supported when your phone or tablet is connected to a Wi-Fi network, and the network latency should be less than 200ms.
- 


1. On the device list page, tap **⋮** → **Settings** to enter the Settings page of the device.
2. Tap **⋮** and tap **Remote Controller** to enter the following page.



**Figure 4-3 Remote Controller Page**

3. Swipe the screen to perform remote-control operations such as moving up, down, left, and right.
4. Tap the screen to confirm.

5. **Optional:** Tap  to cancel and return to the previous menu of the device.

6. **Optional:** Tap  to open the main menu of the device.

### 4.9.6 Remote Configuration

After adding a device, you can set the parameters of the device, including basic information, time settings, recording schedule, etc.

#### View and Edit Basic Information





You can view and edit the basic information of a device.

##### Before You Start

Add a device to the software. See for details.

Perform this task if you need to view and edit the basic information of a device.

##### Steps

1. Tap  and tap **Devices** to enter the Device Management page.
2. Tap a device to view its basic information.
3. Tap  to enter the Edit Device page.
4. Edit the basic information of the device.
5. Tap  to save the settings.
6. Tap  to go back to the Device Management page.

#### Set Recording Schedule





You can set a recording schedule for a channel of a specific device.

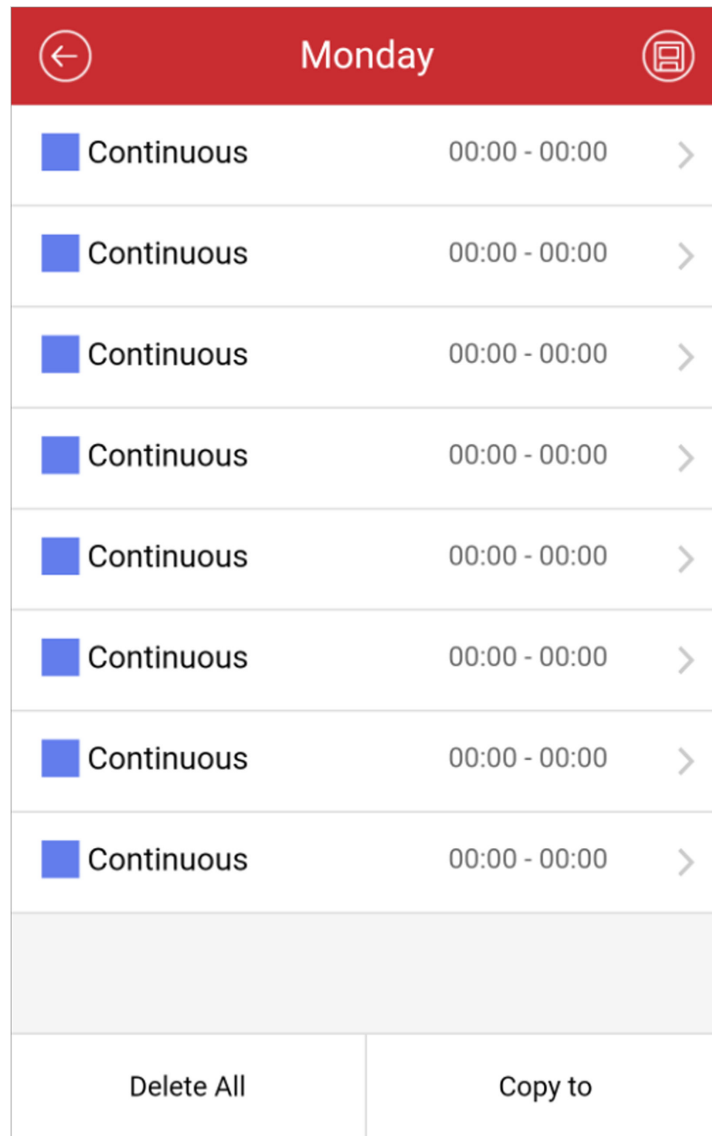
##### Before You Start

Add a device to the software. See for details.

Perform this task if you need to set recording schedule for a channel of an added device.

##### Steps

1. Tap  and tap **Devices** to enter the Device Management page.
2. Tap an added device to enter the Device Information page.
3. Tap  and tap **Remote Configuration** to enter the Remote Configuration page.
4. Tap **Recording Schedule** to enter the Recording Schedule page.
5. Select a channel if the device has multiple channels.
6. Set  to  to enable recording schedule.
7. Set a recording schedule for a day in the week.
  - 1) Tap a day in the week to open the following page.



**Figure 4-4 Setting Recording Schedule**

2) Tap the time period to set the recording type, start time, and end time.

### Time Period Settings

---

Select Type

Continuous

Motion Detection

Start Time

|    |    |
|----|----|
| 00 | 00 |
| 01 | 01 |

End Time

|        |    |
|--------|----|
| Cancel | OK |
|--------|----|

**Figure 4-5 Time Period Settings**

**Continuous**

The video will be recorded automatically according to the time of the schedule.

**Motion Detection**

The video will be recorded when the motion is detected.

**Alarm**

The video will be recorded when the alarm is triggered via the external alarm input channels.

**Motion Detection or Alarm**

The video will be recorded when the external alarm is triggered or the motion is detected.

### **Motion Detection and Alarm**

The video will be recorded when the motion and alarm are triggered at the same time.

### **Event**

The video will be recorded when any event is detected.

---

#### **Note**

You can also set the recording type as detailed event type, which should be supported by the device. For details, refer to the user manual of the device.

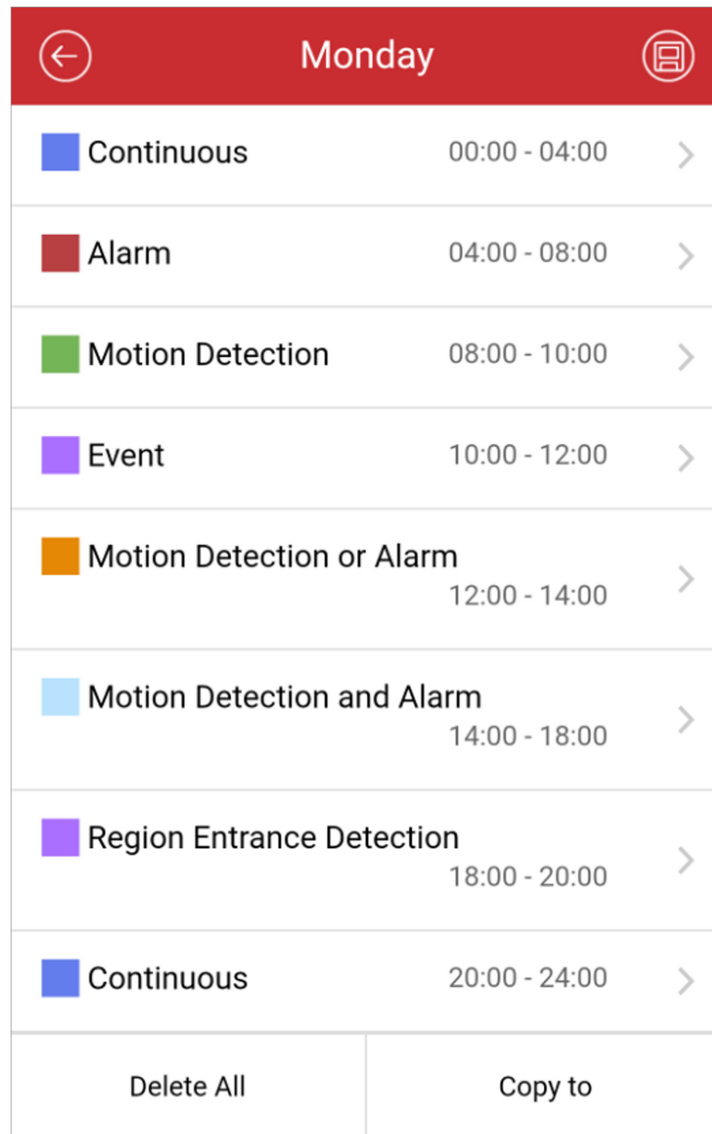
- 
- 3) Tap **OK** to save the settings of the time period.
  - 4) Set other time periods in the day.

---

#### **Note**

Up to 8 time periods can be configured for each day. And the time periods cannot be overlapped with each other.

---



**Figure 4-6 Setting Multiple Time Periods in a Day**

**8. Optional:** Perform the following operations after saving the time periods in one day.

**Copy to Other Days** Tap **Copy to** to copy all the time periods settings to the other days in the week.

**Delete All** Tap **Delete All** to clear all the configured time periods.

**9.** Tap  to save the settings.

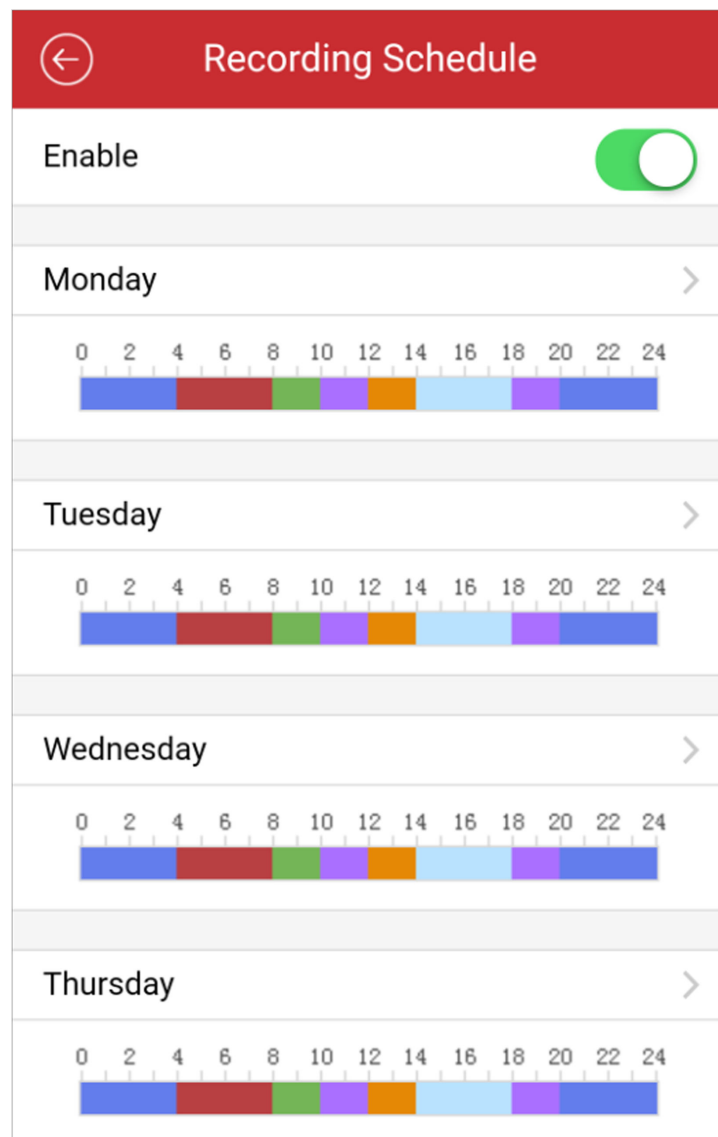


Figure 4-7 Recording Schedule

## Configure Time Settings

You can select the time zone and set the time synchronization mode to Manual or NTP mode for the added device.

### Steps

1. On the device list page, tap **...** → **Settings** to enter the Settings page of the device.
2. Enter the Remote Configuration page.
  - For a device added via IP/Domain, tap **⋮** → **Remote Configuration**.



---

## Note

For details about adding devices via IP/Domain, see [Add a Device by IP/Domain](#) .

- For a device added via other methods, tap **Remote Configuration** on the Settings page.

---

## Note

You should have configured DDNS for the device first. See [Set DDNS](#) .

3. Tap **Time Configuration** to enter the Time Configuration page.

4. Select the time zone in which the device locates.

The device time will be adjusted automatically.

5. Select the time synchronization mode.

- Select **NTP Synchronization**. And then set the interval for synchronizing the device time with the NTP server.

### **NTP Synchronization**


Synchronize time at a specific interval with the NTP server.

---

## Note

For details about setting the NTP server details, refer to the user manual of the device.

- Select **Manual Synchronization**. And then tap **Synchronize with Phone** to synchronize the device time with the OS (Operation System) time of your phone.

6. Tap  to save the settings.

## Change Device Password



You can change the password of a device via the software.

### **Before You Start**

Add a device. See for details.

Perform this task if you need to change the password of a device.

### **Steps**

1. Tap  and tap **Devices** to enter the Device Management page.
2. Click a device to enter the Device Information page.
3. Tap  and click **Remote Configuration** to enter the Remote Configuration page.
4. Tap **Change Password** to enter the Change Password page.
5. Input the old password of the device
6. Input the new password.
7. Confirm the password.

---


## Caution

The password strength of the device can be automatically checked. We highly recommend you change the password of your own choosing (using a minimum of 8 characters, including at least

three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.

Proper configuration of all passwords and other security settings is the responsibility of the service provider and/or end-user.

---

8. Tap  to save the changes.

### Configure Normal Event



You can enable a device's normal event such as motion detection, video tampering alarm, video loss alarm, for the channels of the device.

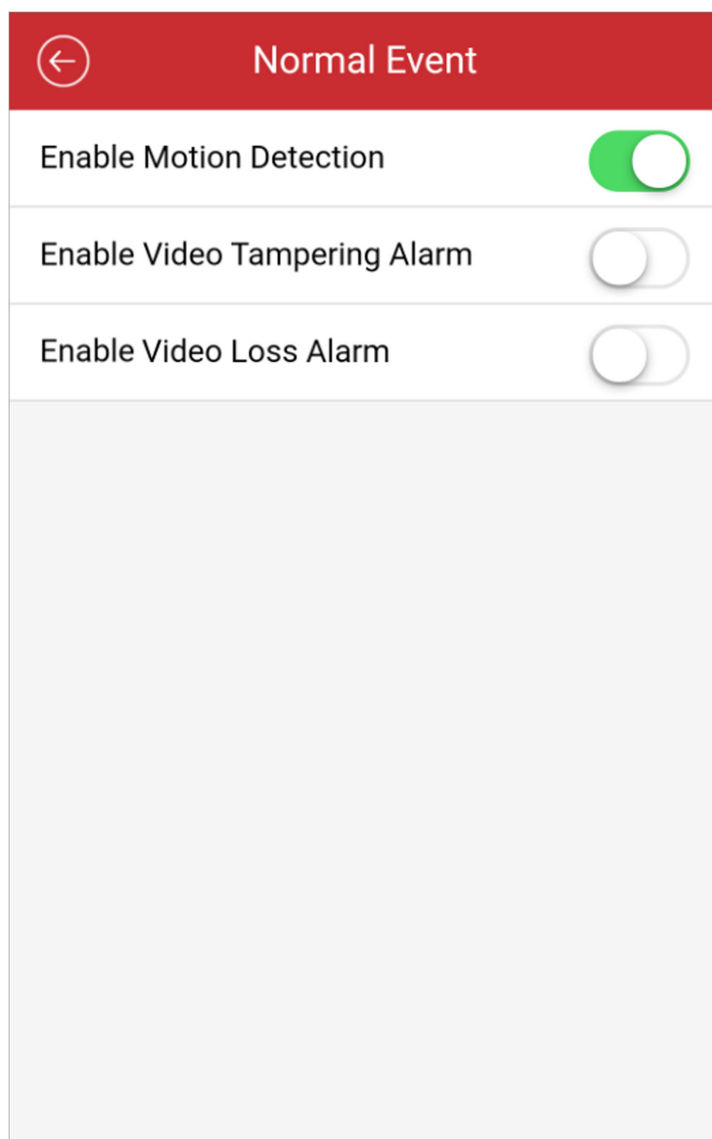
#### Before You Start

Add devices to the software. See for details.

Perform this task if you need to enable a device's normal event.

#### Steps

1. Tap  and tap **Devices** to enter the Device Management page.
2. Tap a device to enter the Device Information page.
3. Tap  and tap **Remote Configuration** to enter the Remote Configuration page.
4. Tap **Normal Event** to enter the Normal Event page.
5. **Optional:** Select a channel if the device has multiple channels.
6. Set  to  .



**Figure 4-8 Normal Event**

7. Tap  to go back to the Device Management page.

### **Configure Smart Event**

You can enable the smart event for the channels of a device, including audio exception detection, face detection, and intrusion detection, etc.

#### **Before You Start**

Add devices to the software. See for details.

Perform this task to enable smart event.





## Steps

---

### Note

The supported event types of smart event vary according to different devices.

---

1. Tap  and tap **Devices** to enter the Device Management page.
2. Tap a device to enter the Device Information page.
3. Tap  and tap **Remote Configuration** to enter the Remote Configuration page.
4. Tap **Smart Event** to enter the Smart Event page.
5. **Optional:** Select a channel if the device has multiple channels.
6. Set  to .

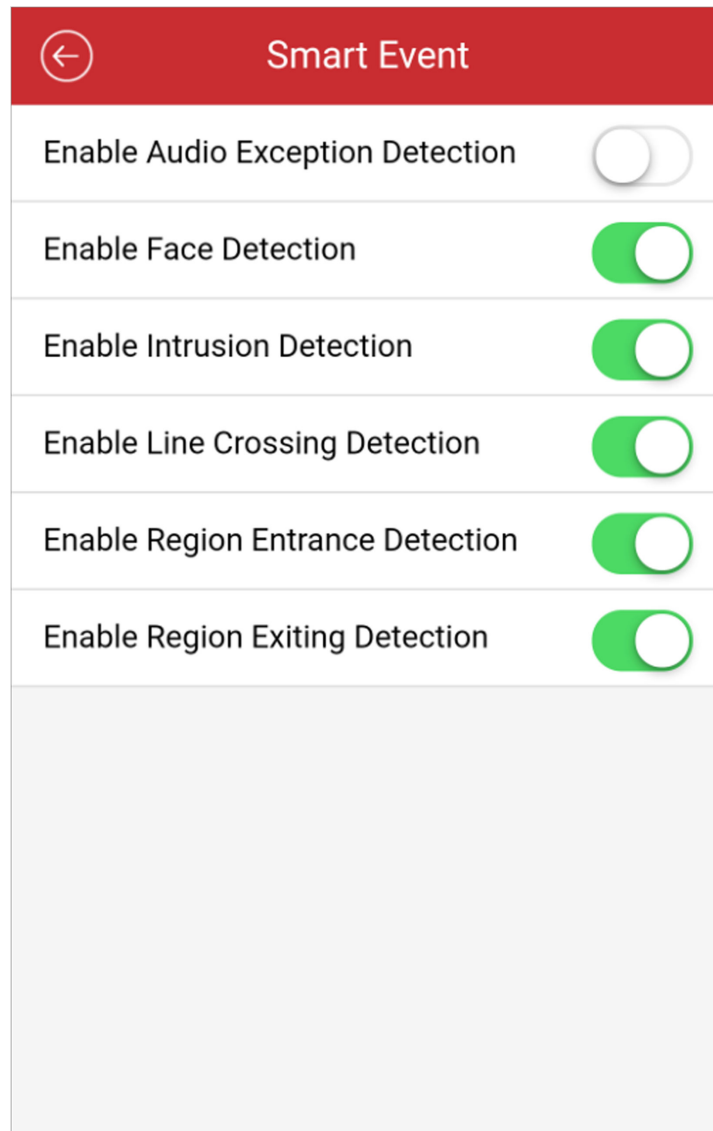


Figure 4-9 Smart Event Page

7. Tap  to return to the Device Management page.

### Enable Temperature Measurement

You can enable the temperature measurement function for the thermal camera on the software. Perform this task if you want to enable temperature measurement.





#### Steps

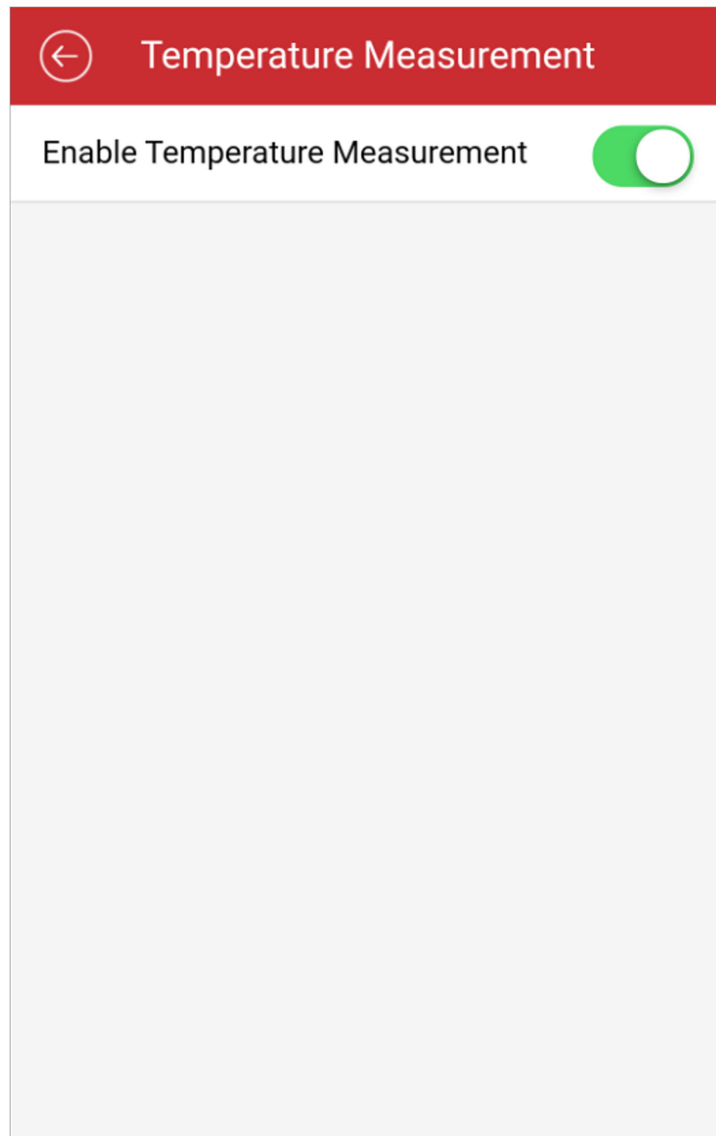
---



This function is only available to the thermal camera.

---

1. Tap  and tap **Devices** to enter the Device Management page.
2. Tap a device to enter the Device Information page.
3. Tap  and tap **Remote Configuration** to enter the Remote Configuration page.
4. Tap **Temperature Measurement** to enter the Temperature Measurement page.
5. **Optional:** Select a camera if the device has multiple cameras.
6. Set  to  to enable temperature measurement.



**Figure 4-10 Temperature Measurement Page**

## Chapter 5 Camera / NVR / DVR

The Mobile Client supports adding cameras, NVRs, and DVRs. After you add the devices, you can start live view, playback on the client. You can also link cameras with NVR/DVR, set motion detection alarms for network cameras, and reset password of NVRs or DVRs, etc.

### 5.1 Manage Solar Camera

After adding a solar camera to the Mobile Client, you can control and manage it remotely. The supported functions include waking up the device, viewing its network signal strength, switching power consumption mode, etc.

#### Wake Up Solar Camera

Unlike using other network cameras, you need to wake up a solar camera before you can control it. You can wake it up in the following two ways:

- On the device list page, tap **...** → **Settings** to enter the device settings page. Once you enter this page, the camera will start waking up.
- On the device list, tap the device to enter its live view page. Once you enter this page, the camera will start waking up.

#### View Network Signal Strength

Enter the device settings page of the solar camera, and then tap **Network Strength** to view its network strength level.

#### Switch Power Consumption Mode

Enter the device settings page of the solar camera, tap **Power Consumption Mode** and then select a mode.

---

#### Note

After switching power consumption mode, you need to reboot the solar camera to make the new settings take effect on the device.

---

### 5.2 Set Light for Floodlight Camera

You can set light for the Floodlight camera.

#### Before You Start

Make sure you have added a Floodlight camera to the Mobile Client.

## Steps

1. On the device list page, tap **...** → **Settings** on a device card to enter the Settings page of a Floodlight camera.
2. Tap **Light Settings** to enter the Light Settings page.
3. Set the parameters.

### Adjust Brightness

Adjust the brightness of the camera light.

### Light Linkage

If enabled, when activities of human beings or animals are detected at night in the areas specified by you (see **Light Linkage Area Settings**, the camera light will be automatically turned on.

### Light Linkage Area Settings

Tap the areas to specify them as the light linkage areas.

## 5.3 Batch Arm/Disarm Cameras Linked to NVR

For cameras linked to NVRs and areas of NVRs, you can batch arm/disarm them, and silence alarms.

## Steps

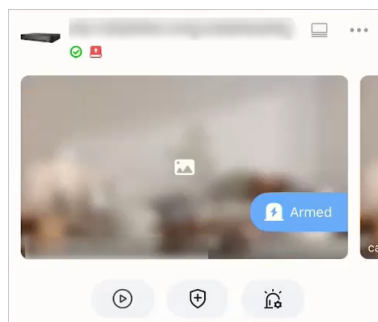
---

### Note

Only NVRs with the firmware version 4.63.000 and newer support these updates.

---


1. On the device list page, find the device card of an NVR.





**Figure 5-1 NVR**

2. **Optional:** You can perform the following operations.

#### **Batch Arm/Disarm Cameras and Areas or Arm Them Silently**

Tap , and tap **Arm / Arm Silently / Disarm** at the bottom of the page, and all cameras linked with the NVR will be armed / armed silently / disarmed.




|   |  |
|---|--|
| <b>Arm/Disarm a Single Camera or Area or Arm One Silently</b> | Tap  to go to the area and camera details page.<br>Tap a camera or area, and tap <b>Arm / Arm Silently / Disarm</b> at the bottom of the page, and the selected camera or area will be armed / armed silently / disarmed. |
| <b>Edit Area/Camera Details</b>                               | Tap  to go to the area and camera details page.<br>Tap <b>...</b> in the lower-right corner of an area or camera to edit its information.   |



### 5.4 Edit Settings of Cameras Linked to NVR/DVR

For cameras linked to NVR/DVR, you can edit their names, hide or show them in the device list, and enable camera cascading.

#### Steps

1. On the device list page, tap **...** → **Settings** on a device card to enter the Settings page of an NVR or DVR.
2. Tap **Linked Camera** to enter the Linked Camera page, and then edit camera settings.

**Edit Camera Name** Tap **>** to enter the camera details page, and then tap **Channel Name** to edit the camera name, and finally tap  to save the settings.

**Hide/Show Camera** Tap  or  to hide or show the camera on the device list respectively.

### 5.5 Set Motion Detection Alarm for Network Camera




Motion detection is a way of detecting motion in a security scene by analyzing image data and differences in a series of images. After setting motion detection area within the field of view of the network camera, the network camera will be able to detect the objects in motion within the area you set and at the same the Mobile Client will receive an event notification about the motion detection alarm.

#### Steps

1. On the device list page, tap **...** → **Settings** on a device card to enter the Settings page of the network camera.
2. Tap **Notification** to enter the Notification page.
3. Draw motion detection area.
  - 1) Tap **Draw Motion Detection Area** to enter the motion detection area settings page.
  - 2) Swipe on the screen to draw the motion detection area.



**Figure 5-2 Draw Motion Detection Area**

- 3) **Optional:** Tap  to undo the drawing.
- 4) Tap  to save the motion detection area settings.
4. Tap  to go back to the Notification page and tap **Motion Detection Sensitivity**, and then adjust the slider to adjust the motion detection sensitivity.

### **Low**

Moving persons, large moving pets, and any other large moving objects in the motion detection area will trigger the alarm, while smaller objects will not.

### **Medium**

Moving small pets and any other medium-sized moving objects in the motion detection area will trigger the alarm, while smaller objects will not.

### **High**

Moving insects, moving leaves, and any other larger objects will trigger the alarm.

### **What to do next**

Go back to the Notification page and make sure **Notification** is enabled.

---

### **Note**

For details about how to enabling notification, see [\*\*\*Enable Notifications\*\*\*](#)

---

## 5.6 View Network Topology of NVR

You can view network topology of the cameras connected to an NVR.

---

### Note

The NVR should support the network topology functionality.

---

On the device list page, tap **...** → **Settings** on an NVR card to enter the Settings page of the NVR, and then tap **Network Camera Topology** to enter the topology page. On the page, you can perform the following operations.

### View Network Status


On the topology, you can know the type of the network connection between each node (i.e., an NVR or a network camera) by the type of the line between the two nodes: solid line represents wired connection, dotted line Wi-Fi connection.

You can also view network status of the cameras. If a camera icon is grayed out, the camera is offline.

### Zoom In/Out

You can pinch fingers together to zoom in, and spread them apart to zoom out.

### Refresh Topology Structure

Tap  in the upper right corner to refresh the topology structure.

### Show/Hide Cascaded Camera

You can enable the topology to display a specific camera's cascaded camera(s).

---

### Note

The NVR should support this function.

---

1. On the device list page, tap **...** → **Settings** on an NVR card to enter the Settings page of the device, and then tap **Linked Camera** to enter the Linked Camera page.
2. Tap a camera on the Linked Camera page to enter the Details page.
3. Turn on **Cascading Status** to display cascaded camera(s) of a specific camera in the topology. Turn off to hide.

## 5.7 Reset Password of DVR or NVR via the Mobile Client

If you forgot the admin password of a DVR or NVR, you can reset the password by using the Mobile Client to scan the QR code generated on the local GUI of the device.

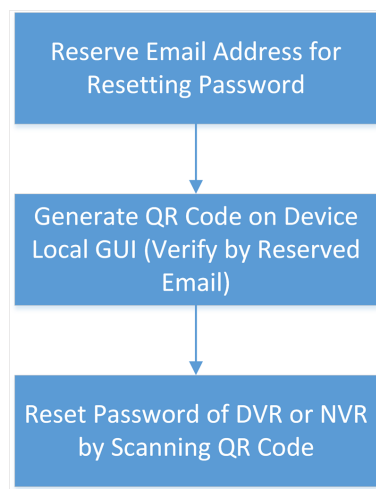
Two verification methods are provided for resetting the password of DVR or NVR: verifying by reserved email or verifying by Hik-Connect.

### Procedures of Resetting Password via Hik-Connect Verification

It is recommended that you use this way to reset the password of DVR or NVR, which is comparatively simpler and more convenient. For details, see [Reset Password by Hik-Connect](#).

### Procedures of Resetting Password via Email Verification

The flow chart below shows the procedures of resetting password by email verification.



**Figure 5-3 Flow Chart**

- Reserve Email Address for Resetting Password: See [Reserve Email Address for Resetting Password](#) for details.
- Generate QR Code on Device Local GUI (Verify by Reserved Email): See [Generate QR Code by Reserved Email](#) for details.
- Reset Password of DVR or NVR by Scanning QR Code: See [Reset Password by Reserved Email](#) for details.

#### 5.7.1 Reset Password by Hik-Connect

You can reset the password of DVR or NVR via Hik-Connect.

##### Steps

1. On the user login interface of the device, click **Forgot Password**.
2. On the password reset type interface, select **Verify by Hik-Connect**.  
The QR code will be generated on the local GUI of the device.
3. Go to the Hik-Connect Mobile Client, and then tap **Me** → **Reset Device Password** to enter the Reset Device Password page.
4. Scan the QR code.  
A verification code will be displayed on the Mobile Client.
5. Go to the local GUI of the device and enter the received verification code, and then click **OK** to continue.

6. Create a new password and then confirm the password on the local GUI of the device.

### 5.7.2 Reserve Email Address for Resetting Password

Make sure you have reserved email address for resetting the admin password of NVR or DVR if you want to change the password by scanning QR code.

#### Before You Start

- Upgrade the firmware of the NVR or DVR to make the device support self-service password reset.
- If the device is inactivated, check **Reserved Email Settings** when activate it. For details about activating NVR or DVR, see the user manual of the device.

#### Steps

---



The DVR or NVR should support the function.

---

1. Go to **Configuration** → **User** on the local GUI of the device.
2. Select admin user and then click **Edit**.
3. Enter the password of the device in the Old Password field.
4. Click the Settings icon in Reserved E-mail Settings field.
5. Enter an email address for receiving verification code, and then click **OK**.

### 5.7.3 Generate QR Code by Reserved Email

If you forgot the admin password of the DVR or NVR, you can generate a QR code on the device's local GUI and then scan the QR code via the Mobile Client to reset the admin password.

#### Before You Start

Make sure you have reserved an email address for resetting password.

#### Steps

---



The DVR or NVR should support this function.

---

1. On the login page of the device's local GUI, click **Forgot Password**.
2. Select **Verify by Reserved Email** and then click **OK**.
3. Read and agree the Legal Disclaimer, and click **OK** to continue.

The QR code for resetting password pops up.

### 5.7.4 Reset Password by Reserved Email

If you forgot the admin password of DVR or NVR, you can reset the password by scanning the QR code generated on the local GUI of the device.

#### Before You Start

- Make sure you have allowed the Mobile Client to access your phone's camera.
- Make sure you have reserved email address for resetting device password and generated QR code on the device's local GUI. For details, see [\*\*Reserve Email Address for Resetting Password\*\*](#) and [\*\*Generate QR Code by Reserved Email\*\*](#) for details.

#### Steps

1. Tap **Me** → **Reset Device Password** to enter the Reset Device Password page.
2. Scan the QR code on the local GUI of the DVR or NVR.

A verification code will be sent to the reserved email address.



#### Note

- The verification code will be valid for 48 hours.
- If you reboot the device or change the reserved email address, the verification code would be invalid.

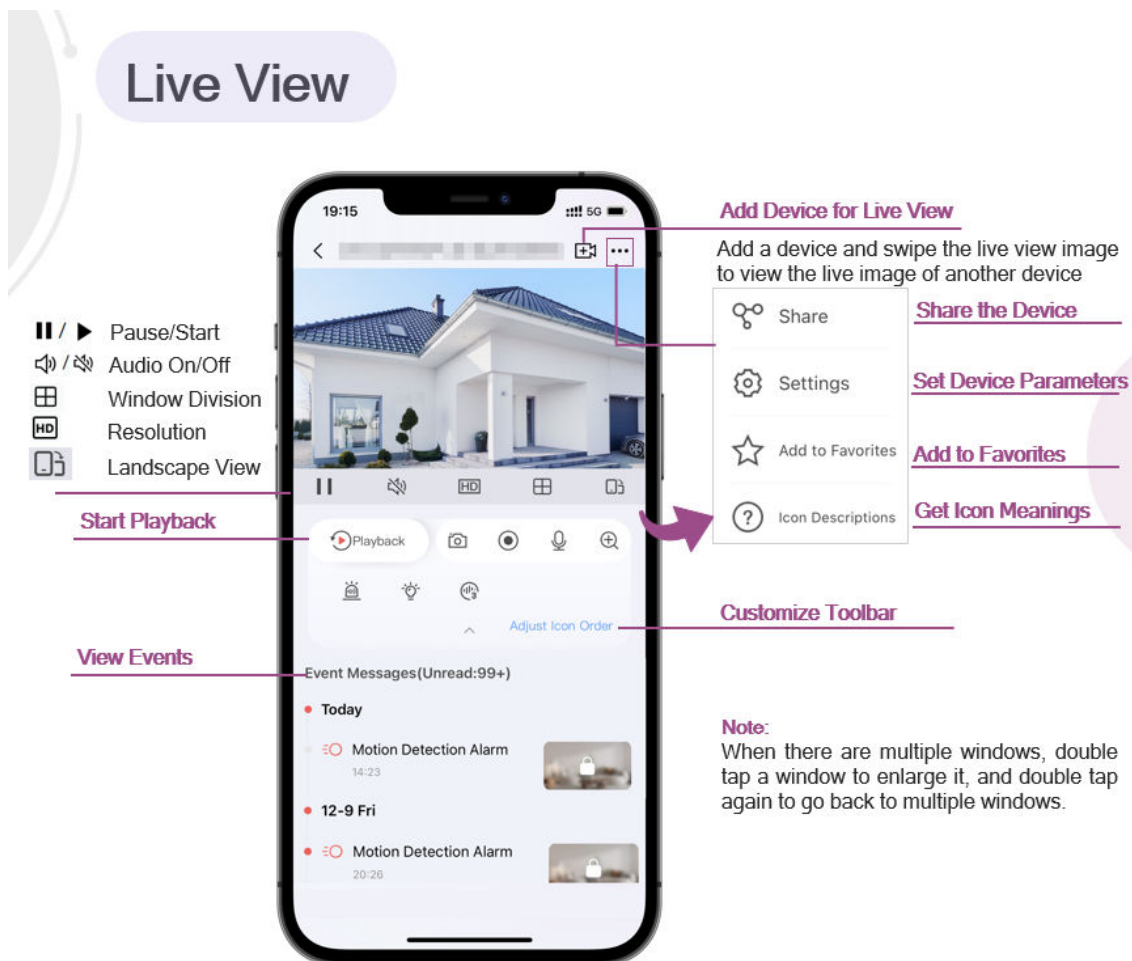
- 
3. Go to the device's local GUI.
  4. Enter the received verification code on the Verify by Reserved Email window and then click **OK** to reset the password.

## Chapter 6 Video & Cloud Storage

With the Mobile Client, you can remotely view live videos of the added encoding devices (e.g., cameras, NVRs, and DVRs) and play back their video footage. If cloud storage is activated on the video devices, you can browse, search, play back, and download the video footage on cloud.

### 6.1 Live View

You can view live video of the devices' connected cameras. And some basic operations are supported during live view, including picture capturing, manual recording, PTZ control, etc.



## 6.1.1 Start and Stop Live View

Live view shows you the live video getting from cameras. Perform the following task to start and stop live view.

### Steps

1. Tap a camera to enter the Live View page.

- If the Video and Image Encryption function is disabled, the live video will start playing automatically.
- If the Video and Image Encryption function is enabled, you should enter the encryption password before live view.

---

#### Note


- For details about Video and Image Encryption function, see [\*\*\*Enable Video and Image Encryption\*\*\*](#) .
- The default device verification code is usually on the device label. If no verification code found, enter the device verification code you created when enabling Hik-Connect service.
- The live video from the video intercom device lasts 5 minutes.
- Up to 6 users can view the live video of a same door station simultaneously. If the upper-limit is reached, other users can only use the audio function of the door station.

---

2. **Optional:** Perform the following operations.

**View Full Screen Live Video**      Rotate the phone to view live video in full screen mode.

**Switch Camera**      Swipe the live view page to the left or right to switch camera and view its live video.

**Reselect Device for Live View**      a. Tap  to reselect device(s) for live view.  
b. Reselect cameras and then tap **OK**.

---

#### Note

You can select up to 256 cameras.

---

**Switch to Playback**      Tap **Playback** to switch to playback.

---

#### Note

For details about playback, see [\*\*\*Playback\*\*\*](#) .

---


**Toolbar Operations**      For details about toolbar operations, see [\*\*\*Live View and Playback Icons\*\*\*](#) .

**View Events**      If there are any events, they will be displayed in the **Event Messages** section.

3. Stop live view of a camera.


- 1) Press and hold a window under live view.



2) Drag the window upwards to the appearing  at the top of the page.

## 6.1.2 PTZ Control

PTZ is an abbreviation for "Pan, Tilt, and Zoom". With the PTZ Control functionality provided by the Mobile Client, you can make the cameras pan and tilt to the required positions, and zoom in or out the live video images. For some network cameras, you can also enable auto-tracking to make the camera pan, tilt, and zoom to track the detected moving objects.

Tap  to start PTZ.

---

### Note

PTZ control should be supported by the camera.

---

## Pan and Tilt a Camera

The Mobile Client allows you to pan and tilt a camera's view.

### Steps

1. Start live view of a camera supports PTZ control.


---

### Note

For details about how to start live view, see [Start and Stop Live View](#) .

---

2. Select a live view window on the Live View page.

3. Tap  to open the PTZ Control panel.

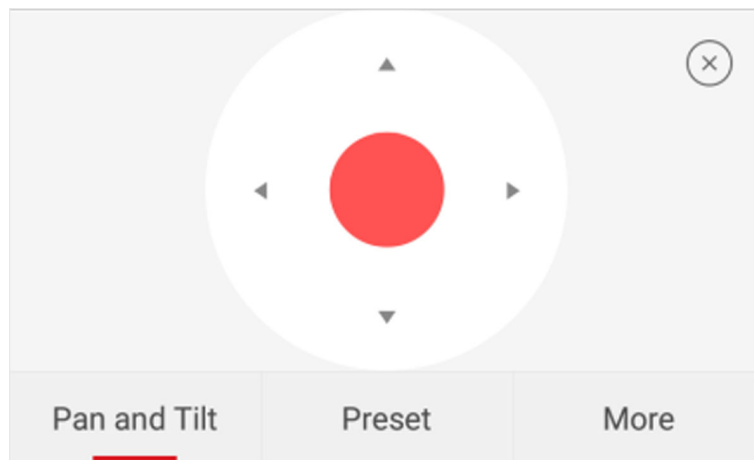


Figure 6-1 PTZ Control Panel

4. Tap **Pan and Tilt**.

5. Drag the circle button at the center of the PTZ Control panel to pan and tilt the camera.

## Set a Preset

A preset is a predefined image position which contains configuration parameters for pan, tilt, zoom, focus and other parameters. You can also set a virtual preset after enabling digital zoom. After you set a preset, you can call the preset and then the camera will move to the programmed position.

### Steps

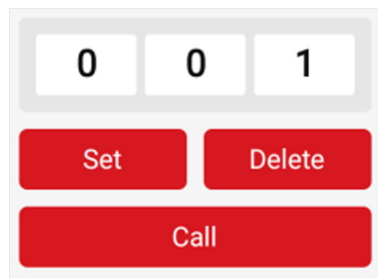
1. Pan and tilt a camera to move the camera direction to a desired position.



See ***Pan and Tilt a Camera*** for details.

---

2. In the PTZ Control panel, tap **Add Preset** to open the following window.



**Figure 6-2 Set a Preset**

3. Swipe the number up or down to set the preset No.



The preset No. should be between 1 and 256.

---

4. Tap **Set** to complete setting the preset.
5. Tap **Call** to call the preset.
6. **Optional:** Tap **Delete** to delete the preset.

## Adjust PTZ Speed

You can adjust the PTZ speed.

### Steps















1. Start live view of a camera which supports PTZ control.
2. Tap to open the PTZ control panel.
3. Tap **More** → to open the PTZ speed panel.
4. Drag the slider to adjust the PTZ speed.

## Other Functions

The PTZ Control panels provide other functions such as PTZ speed adjustment, auto-scan, focus control, iris control, and auto-tracking.

Tap **More** on the PTZ Control panel to view the functions.

**Table 6-1 Other Functions**

| Icon  | Description   |
|---|---|
|    | <p>Start/stop the auto-scan, which means to make the speed dome pan, tilt, and (or) zoom by a predefined route.</p> <p> <b>Note</b></p> <ul style="list-style-type: none"> <li>You can define the route on the device. For details, see the user manual of the device.</li> <li>The function should be supported by the device.</li> </ul> |
|  | Zoom control:  Zoom+ /  Zoom-  |
|  | Focus control:  Focus + /  Focus -   |
|  | Iris control:  Iris + /  Iris -   |
|  | Adjust PTZ speed.   |
|  | <p>Enable/Disable auto-tracking. After enabled, when the camera detects a moving object, the camera will pan, tilt, and zoom to track the object until the object moves out of the field of view of the camera.</p> <p> <b>Note</b></p> <p>The function should be supported by the device.</p>   |

### 6.1.3 Set Image Quality for Device Added by IP/Domain

For devices added via IP/Domain, you can set its image quality to Fluent or Clear. You can also customize image quality for the devices.

## Steps

---

### Note


- If you change the image quality, the live view and recording of the device may be affected due to the new settings.
  - In multi-window mode, you can only set the image quality to Fluent, or customize the image quality and the stream type can only be Sub Stream.
- 

1. Start live view of a device added via IP/Domain.
- 

### Note

See ***Start and Stop Live View*** for details.

---

2. Tap  on the live view page to enter the quality switching panel.
- 

### Note

The icon vary with the actual video quality.

---

3. Set the image quality as desired.
    - Tap **Clear** to set the image quality as Clear.
    - Tap **Fluent** to set the image quality as Fluent.
    - Tap **Custom** to open the Custom Settings window, and then configure the parameters and tap **Confirm** to confirm the custom settings.
- 

### Note

- The live view effect is related to the performance of your network and hardware of your network and phone and tablet. If the live view is not fluent or the image appears blurred, reduce the resolution, frame rate and bitrate of the camera in custom mode, or set the image quality as fluent mode.
- The following table shows the recommended Android and iOS frame rate and bitrate configuration for different resolution at H.264, H.264+ and H.265 video compression by Moto X Pro (CPU: Snapdragon805, Android 5.0.2).

**Table 6-2 Android Recommended Configuration**

| Resolution                | 1-ch | 2-ch | 4-ch | Recommended Configuration            |
|---------------------------|------|------|------|--------------------------------------|
| H.264 (Software Decoding) |      |      |      |                                      |
| 1080P                     | √    | √    |      | Frame rate: 25fps; Bit rate: 4Mbps   |
| 720P                      | √    | √    | √    | Frame rate: 25fps; Bit rate: 2Mbps   |
| 4CIF                      | √    | √    | √    | Frame rate: 25fps; Bit rate: 512Kbps |
| H.264 (Hardware Decoding) |      |      |      |                                      |
| 1080P                     | √    | √    | √    | Frame rate: 25fps; Bit rate: 4Mbps   |

| Resolution   | 1-ch | 2-ch | 4-ch | Recommended Configuration            |
|--|------|------|------|--------------------------------------|
| 720P   | √    | √    | √    | Frame rate: 25fps; Bit rate: 2Mbps   |
| 4CIF   | √    | √    | √    | Frame rate: 25fps; Bit rate: 512Kbps |
| H.264+ (Software Decoding)                                     |      |      |      |                                      |
| 1080P  | √    | √    |      | Frame rate: 25fps; Bit rate: 4Mbps   |
| 720P   | √    | √    | √    | Frame rate: 25fps; Bit rate: 2Mbps   |
| H.264+ (Hardware Decoding)                                     |      |      |      |                                      |
| 1080P  | √    | √    | √    | Frame rate: 25fps; Bit rate: 4Mbps   |
| 720P   | √    | √    | √    | Frame rate: 25fps; Bit rate: 4Mbps   |
| H.265 (Software Decoding. Hardware decoding is not supported.) |      |      |      |                                      |
| 1080P  | √    | √    |      | Frame rate: 25fps; Bit rate: 2Mbps   |
| 720P   | √    | √    | √    | Frame rate: 25fps; Bit rate: 4Mbps   |
| 4CIF   | √    | √    | √    | Frame rate: 25fps; Bit rate: 256Mbps |

**Table 6-3 iOS Recommended Configuration**

| Resolution   | 1-ch | 2-ch | 4-ch | Recommended Configuration            |
|--|------|------|------|--------------------------------------|
| H.264 (Hardware Decoding)                                      |      |      |      |                                      |
| 1080P  | √    | √    | √    | Frame rate: 25fps; Bit rate: 4Mbps   |
| 720P   | √    | √    | √    | Frame rate: 25fps; Bit rate: 2Mbps   |
| 4CIF   | √    | √    | √    | Frame rate: 25fps; Bit rate: 512Kbps |
| H.264 (Software Decoding)                                      |      |      |      |                                      |
| 720P   | √    | √    |      | Frame rate: 25fps; Bit rate: 2Mbps   |
| 4CIF   | √    | √    | √    | Frame rate: 25fps; Bit rate: 512Kbps |
| H.264+ (Hardware Decoding)                                     |      |      |      |                                      |
| 1080P  | √    | √    | √    | Frame rate: 25fps; Bit rate: 4Mbps   |
| 720P   | √    | √    | √    | Frame rate: 25fps; Bit rate: 2Mbps   |
| H.264+ (Software Decoding)                                     |      |      |      |                                      |
| 720P   | √    | √    |      | Frame rate: 25fps; Bit rate: 2Mbps   |
| H.265 (Software Decoding. Hardware decoding is not supported.) |      |      |      |                                      |
| 1080P  | √    |      |      | Frame rate: 25fps; Bit rate: 2Mbps   |

| Resolution | 1-ch | 2-ch | 4-ch | Recommended Configuration            |
|------------|------|------|------|--------------------------------------|
| 720P       | √    | √    |      | Frame rate: 25fps; Bit rate: 1Mbps   |
| 4CIF       | √    | √    | √    | Frame rate: 25fps; Bit rate: 256Kbps |

### 6.1.4 Live View for Fisheye Camera

In the fisheye view mode, the whole wide-angle view of the fisheye camera is displayed. Fisheye expansion can expand images in five modes: 180° panorama, 360° panorama, 4-PTZ, semisphere, and cylindrical-surface.

#### Steps



#### Note

The function is only supported by fisheye camera.

1. Start live view of a fisheye camera.



#### Note

See ***Start and Stop Live View*** for details.

2. Tap to show the fisheye expansion panel.
3. Select mounting type.






**Table 6-4 Mounting Type**

| Icon | Description      |
|------|------------------|
|      | Wall Mounting    |
|      | Ceiling Mounting |

4. Select fisheye expansion mode.

**Table 6-5 Fisheye Expansion Mode**

| Icon | Description  |
|------|--|
|      | Fisheye view for ceiling mounting and wall mounting. In the Fisheye view mode, the whole wide-angle view of the camera is displayed. The mode is the vision of a fish's convex eye. The lens produces curvilinear images of a large area, while distorting the perspective and angles of objects in the image. |

| Icon  | Description   |
|---|---|
|   | <p>In this mode, you can pinch the fingers together to zoom out the image, and spread them apart to zoom in.</p>  |
|    | <p>Dual-180° panorama view for ceiling mounting. The distorted fisheye image is transformed to normal perspective image.</p> <p>In this mode, you can swipe to the left or to the right to adjust the field of view.</p>  |
|    | <p>360° panorama view for ceiling mounting and wall mounting. The distorted fisheye image is transformed to normal perspective image.</p> <p>In this mode, you can swipe to the left or to the right to adjust the field of view.</p>   |
|    | <p>4 PTZ Views for ceiling mounting and wall mounting. The PTZ view is the close-up view of some defined area in the Fisheye view or Panorama view.</p> <p>In this mode, you can pinch the fingers together to zoom out the image, and spread them apart to zoom in. You can also swipe the screen to perform pan and tilt movement.</p>  |
|  | <p>Semisphere-shaped view for wall mounting. In this mode, the whole wide-angle view of the camera is displayed. The lens produces curvilinear images of a large area, while distorting the perspective and angles of objects in the image.</p> <p>In this mode, you can drag the image to adjust the view angle, and pinch the fingers together to zoom out the image, and spread them apart to zoom in.</p>   |
|  | <p>Cylindrical-surface-shaped view for wall mounting. In this mode, the whole wide-angle view of the camera is displayed. The lens produces curvilinear images of a large area, while distorting the perspective and angles of objects in the image.</p> <p>In this mode, you can drag the image to adjust the view angle, swipe to the left or to the right to adjust the field of view, as well as pinch the fingers together to zoom out the image and spread them apart to zoom in.</p> |

### 6.1.5 Open Door During Live View

You can open or close the door when viewing the live video of a video intercom device, a face recognition terminal, or a related camera of an access control device. This function allows you to check the visitor or the situation nearby the door before you open it.


---

### Note

- The device should support this function.
- For face recognition terminals, you can enabling opening door by fingerprint authentication or facial authentication. For details, see ***Manage Access Control Devices*** .

---

For the access control device's related cameras, select a live view window and tap **Open Door**, and then enter the device verification code to open the door.

For the video intercom device, select a live view window and tap  , and then enter the device verification code to open the door.

---

### Note

The default device verification code is usually on the device label. If no verification code found, enter the device verification code you created when enabling Hik-Connect service.

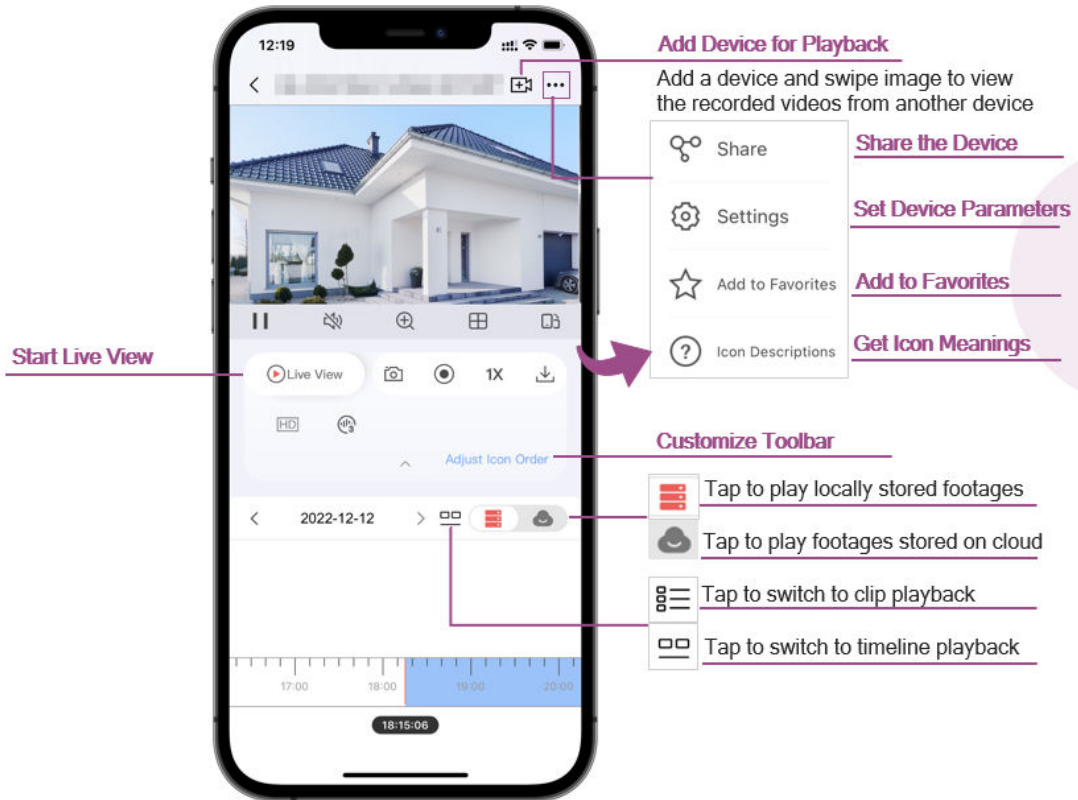
---

## 6.2 Playback

You can search the recorded video files stored in the added device for remote playback.




## Playback



### 6.2.1 Normal Playback

Normal playback refers to the playback based on timeline. You can search the camera's recorded video files in a selected time period and then start playback.

#### Steps

1. On the device list page, tap  in the upper-left corner to enter the Select Item(s) page.
2. Set the date and time for playback.

#### Playback Date

Select a date.

#### Note

The date during which video files were recorded is marked with a yellow dot.

#### Playback Time

Set the start time point for the playback in the selected date.

### 3. Select camera(s).

---

#### Note


You can select up to 4 cameras.

---

### 4. Tap **Start Playback** to enter the Playback page.

### 5. **Optional:** Perform the following operations.

#### **Play Video Footage Stored on Cloud**

Tap  on the playback page to play back video footage stored on cloud.

---

#### Note


See details in [\*\*\*Play Back Video Footage on Cloud\*\*\*](#) .

---


#### **Play Video Footage Stored on Local**

Tap  on the playback page to play back video footage stored locally.

#### **Clip Playback**

Tap  to switch to clip playback.



#### **Adjust Playback Time**

Tap  to switch timeline playback. Slide the timeline to adjust the playback time.

Spread two fingers apart to scale up the timeline or pinch them together to scale down.

---

#### Note

 represents continuous recording and  represents event-triggered recording. You can determine the recording type (continuous or event-triggered) when setting recording schedule. For details, see [\*\*\*Set Recording Schedule\*\*\*](#) .

---

#### **Toolbar Operations**

For details about toolbar operations, see [\*\*\*Live View and Playback Icons\*\*\*](#) .

## 6.2.2 Capturing and Recording

During playback, you can capture pictures and record video footage.

### Steps

#### 1. Start playback.

---

#### Note


See [\*\*\*Normal Playback\*\*\*](#) for details.

---

#### 2. Capture a picture or record video footage.

#### **Capture a Picture**

Tap  to capture a picture.

**Record Video Footage** Tap  to start recording video footage, tap again to stop.

The captured pictures and recorded videos will be saved in **Me → Pictures and Videos** .

## 6.2.3 Set Playback Quality for Device Added by IP/Domain

For devices added by IP/Domain, you can set the image quality of playback for them.

### Steps




For details about adding device by IP/Domain, see ***Add a Device by IP/Domain*** .

1. Select a device added by IP/Domain on the device list and then start playback.



For details about starting playback, see ***Normal Playback*** .

2. Tap  on the playback page to enter the quality switching panel.



The icon may vary with the actual video quality.

3. Set the image quality as desired.
  - Tap **Clear** to tap the image quality to Clear.
  - Tap **Custom** to open the Custom Settings window, and then configure the parameters (Resolution, Frame Rate, and Bitrate) and tap **Confirm** to confirm the custom settings.



- The image effect is related to the performance of your network and phone or tablet. If the image is not fluent or the screen appears blurred, reduce the resolution, frame rate and bitrate of the camera in custom mode.
- The following table shows the recommended Android and iOS frame rate and bitrate configuration for different resolution at H.264, H.264+ and H.265 video compression by Moto X Pro (CPU: Snapdragon805, Android 5.0.2).

**Table 6-6 Android Recommended Configuration**

| Resolution                | 1-ch | 2-ch | 4-ch | Recommended Configuration            |
|---------------------------|------|------|------|--------------------------------------|
| H.264 (Software Decoding) |      |      |      |                                      |
| 1080P                     | √    | √    |      | Frame rate: 25fps; Bit rate: 4Mbps   |
| 720P                      | √    | √    | √    | Frame rate: 25fps; Bit rate: 2Mbps   |
| 4CIF                      | √    | √    | √    | Frame rate: 25fps; Bit rate: 512Kbps |

| Resolution   | 1-ch | 2-ch | 4-ch | Recommended Configuration            |
|--|------|------|------|--------------------------------------|
| H.264 (Hardware Decoding)                                      |      |      |      |                                      |
| 1080P  | √    | √    | √    | Frame rate: 25fps; Bit rate: 4Mbps   |
| 720P   | √    | √    | √    | Frame rate: 25fps; Bit rate: 2Mbps   |
| 4CIF   | √    | √    | √    | Frame rate: 25fps; Bit rate: 512Kbps |
| H.264+ (Software Decoding)                                     |      |      |      |                                      |
| 1080P  | √    | √    |      | Frame rate: 25fps; Bit rate: 4Mbps   |
| 720P   | √    | √    | √    | Frame rate: 25fps; Bit rate: 2Mbps   |
| H.264+ (Hardware Decoding)                                     |      |      |      |                                      |
| 1080P  | √    | √    | √    | Frame rate: 25fps; Bit rate: 4Mbps   |
| 720P   | √    | √    | √    | Frame rate: 25fps; Bit rate: 4Mbps   |
| H.265 (Software Decoding. Hardware decoding is not supported.) |      |      |      |                                      |
| 1080P  | √    | √    |      | Frame rate: 25fps; Bit rate: 2Mbps   |
| 720P   | √    | √    | √    | Frame rate: 25fps; Bit rate: 4Mbps   |
| 4CIF   | √    | √    | √    | Frame rate: 25fps; Bit rate: 256Mbps |

**Table 6-7 iOS Recommended Configuration**

| Resolution                 | 1-ch | 2-ch | 4-ch | Recommended Configuration            |
|----------------------------|------|------|------|--------------------------------------|
| H.264 (Hardware Decoding)  |      |      |      |                                      |
| 1080P                      | √    | √    | √    | Frame rate: 25fps; Bit rate: 4Mbps   |
| 720P                       | √    | √    | √    | Frame rate: 25fps; Bit rate: 2Mbps   |
| 4CIF                       | √    | √    | √    | Frame rate: 25fps; Bit rate: 512Kbps |
| H.264 (Software Decoding)  |      |      |      |                                      |
| 720P                       | √    | √    |      | Frame rate: 25fps; Bit rate: 2Mbps   |
| 4CIF                       | √    | √    | √    | Frame rate: 25fps; Bit rate: 512Kbps |
| H.264+ (Hardware Decoding) |      |      |      |                                      |
| 1080P                      | √    | √    | √    | Frame rate: 25fps; Bit rate: 4Mbps   |
| 720P                       | √    | √    | √    | Frame rate: 25fps; Bit rate: 2Mbps   |
| H.264+ (Software Decoding) |      |      |      |                                      |
| 720P                       | √    | √    |      | Frame rate: 25fps; Bit rate: 2Mbps   |

| Resolution   | 1-ch | 2-ch | 4-ch | Recommended Configuration            |
|--|------|------|------|--------------------------------------|
| H.265 (Software Decoding. Hardware decoding is not supported.) |      |      |      |                                      |
| 1080P  | √    |      |      | Frame rate: 25fps; Bit rate: 2Mbps   |
| 720P   | √    | √    |      | Frame rate: 25fps; Bit rate: 1Mbps   |
| 4CIF   | √    | √    | √    | Frame rate: 25fps; Bit rate: 256Kbps |

## 6.2.4 Adjust Playback Speed

For the cameras linked to a DVR or NVR, you can adjust the playback speed for them as required.



### Note

The function should be supported by the device.

During playback, you can swipe the toolbar at the bottom to view the hidden icons, and then tap  $\times$  to set the playback speed to 1/8 X, 1/4 X, 1/2 X, 1X, 2X, 4X, and 8X. X here refers to the original playback speed.

## 6.2.5 Download Video Segment from Device

During playback of the cameras linked to a DVR or NVR, you can download a specific video segment as evidence if it contains important information about incidents such as violent crimes in case of the need for settling disputes or legal cases.

### Steps



### Note

The function should be supported by the device.

1. Start playback.
2. Tap  $\downarrow$ , if important information occurs on the image.

By default, the video segment which lasts 130 seconds (from 10 seconds before the tapping, to 120 seconds after that) will be automatically selected for download. For example, if you tap  $\downarrow$  when the video footage is played to 00:00:30, the segment from 00:00:20 to 00:02:30 will be selected.



### Note

In special occasions when 130-seconds duration is not available to be selected following the above-mentioned rule, the segment will extend afterwards or backwards until the segment duration reaches 130 seconds. For example, if you start downloading from the very beginning of the video footage, the selected segment will be from 00:00:00 to 00:02:10.

3. **Optional:** Drag the slider(s) to lessen the duration of the segment for download.

---

 **Note**

The duration should not be shorter than 10 seconds.

- 
4. **Optional:** Tap the Play icon to preview the selected segment.

---

 **Note**

If the segment is encrypted, you should enter the device verification code before you can preview it. For details about video encryption, see .

- 
5. Tap **Download** to start downloading.

---

 **Note**

Downloading at the background is supported. Download task(s) continues if you exit the Download page or the Mobile Client.

- 
6. **Optional:** Go to **Me** → **Pictures and Videos** to view the downloaded video segment.

## 6.3 Cloud Storage

With cloud storage, your cameras, DVRs, and NVRs can upload recorded video clips to the cloud automatically. You can easily access, play, and download the video footage of your video devices on cloud.

---

 **Note**

Cloud storage service is not available in all countries or regions.

---

### 6.3.1 Enable/Disable Cloud Storage Service for a Channel

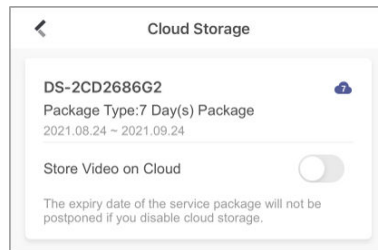
You can enable/disable cloud storage service for a specific channel of a device supporting storing video footage on cloud. You can also view details of the cloud storage service package, including service package type, effective period, and status (activated or expired).

#### Before You Start

Make sure your Service Provider has activated the cloud storage service for your device. Otherwise, you cannot enable cloud storage.

#### Steps

1. Enter the settings page of the device.
2. Tap **Cloud Storage** to enter the Cloud Storage page.



**Figure 6-3 Cloud Storage**

3. Switch on/off to enable/disable the cloud storage service of a specific channel.

## 6.3.2 Play Back Video Footage on Cloud

You can play back video footage stored on cloud.

---

### Note

Make sure your Service Provider has activate cloud storage service for your devices and you have enabled it.

See details in [\*\*\*Enable/Disable Cloud Storage Service for a Channel\*\*\*](#) .

---

To play back the video footage on cloud:


1. Start playing back the recorded video footage of a video device.

---

### Note

See instructions in [\*\*\*Normal Playback\*\*\*](#) .

---

2. Tap  to play back video footage stored on cloud.

---

### Note

You can adjust the playback speed to up to 8 times faster.

---

## 6.3.3 Download Video Footage from Cloud

The Mobile Client allows you to browse through the video footage stored on cloud of each date to quickly locate the footage you need. And you can download the video footage to your phone.

### Before You Start

---

### Note

Make sure your Service Provider has activate cloud storage service for your devices and you have enable it.

See details in [\*\*\*Enable/Disable Cloud Storage Service for a Channel\*\*\*](#) .

---



### Steps

1. Start playing back video footage stored on cloud.
- 



See details in ***Play Back Video Footage on Cloud*** .



---

2. Tap  to play video stored on cloud.
  3. Tap  to enter the Download Video page.
  4. Select a date.
- 



The date marked with a blue dot is the date during which video footage is recorded.

---

5. Tap  , and then select the video footage you want to download.
6. Tap  to download the selected video footage to your phone.



## Chapter 7 Notification

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

---

### Note

In the mobile client, each device can only send one alarm per minute. It's a mechanism to not overload the servers. So for example, a camera will send a notification about a line crossing but if someone crosses the same line 20 seconds later on the same camera, it won't send another alert/notification. It can only send 1 alert per device, per minute.

---

### 7.1 Enable Notifications

You can allow the Mobile Client to receive and push notifications of the events detected by a device, services, exceptions, etc. 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 information on the Notifications 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

- For Android, make sure your phone supports Google Play service, or notifications may fail to be pushed to you.
- For iOS, 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 **⋮ → Settings** to enter the Settings page of the device.

2. Tap **Notifications** to enter the Notification page.
3. Turn on **Notifications** 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**

The Mobile Client will receive event information from the device and push related notifications in real time. In other words, you can not only get notified by the push notifications, but also view all the received event information in Notification page.

### **Receive Events but NOT Push Notifications**

The Mobile Client will receive event information in real time from the device but NOT push related notifications. In other words, although you will NOT be disturbed by the event-related push notifications, you can view all the received event information in the Notification page.

- For audible strobe light, select one of the following two modes.

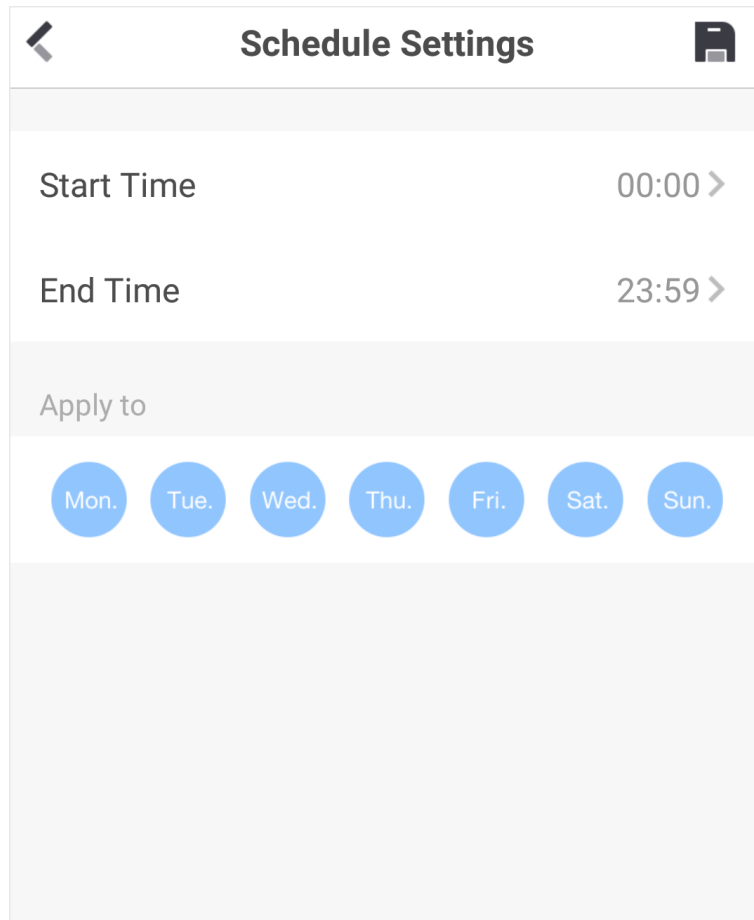
### **Receive events and push notifications, and allow Audio and Strobe Light alarms on device**

The Mobile Client will receive event information from the device, and push related notifications in real time. And the audio and strobe light alarm is allowed to be triggered on the device once an event is detected. In other words, you can not only get notified by the push notifications and the audio and strobe light alarms, but also view all the received event information in the Notification page.

### **Receive events but NOT push notifications, and NOT allow Audio and Strobe Light alarms on device**

The Mobile Client will receive event information from the device in real time, but NOT push related notification. And the audio and strobe light alarm is NOT allowed to be triggered on the device once an event is detected. In other words, although you will NOT be disturbed by the event-related push notifications and the audio and strobe light alarms, you can view all the received event information in the Notification page.

5. **Optional:** Enable notification schedule to set a time schedule for receiving event information from the device and push related notifications (if allowed in the previous step).
  - 1) Tap **Notification Schedule**.
  - 2) Tap **Set a Time Schedule** to enter the Schedule Settings page.





**Figure 7-1 Schedule Settings Page**

- 3) Set the start time and the end time.
- 4) Select the date(s) to which the configured time period applies to.

---

 **Note**

The date(s) marked in blue is selected.

- 5) Tap .
  - 6) **Optional:** Tap the configured schedule to enter the Schedule Settings page, and then edit the start time, end time, and the date(s) to which the configured time period applies to. Or tap **Delete** to delete the schedule.
  - 7) Go back to the Notification page.
6. **Optional:** Tap **Notification Sound Mode** and then select one of the following sound mode and tap  to set a notification sound mode for the detected intrusion.

---

 **Note**

The function should be supported by the device.

**Intensive**

Intense warning for the intrusion.

## Soft

Soft warning for the intrusion.

## Mute

No audible warning.


## 7.2 Check Event Notifications

You can check event notifications on the Notification page when events are detected by the devices. The unread notifications are marked with a red dot.


### Before You Start

- Set event parameters for the device and arm the device. For details, see the user manual of the device.
- For indoor station, it should have been linked to the sensor. For details, see the user manual of the video intercom device.

### Steps

1. Tap **Notifications** → **Event** to enter the Event Notifications page.
2. **Optional:** Tap  and then select a date and (or) select a device to filter the events.
3. Tap an event notification to show the detailed information such as time and source.

#### View and Download Event-related Picture

If there are multiple event-related pictures, you can swipe left/right to switch pictures. You can also tap a picture and then tap  to download the picture.

#### Zoom In/Out Event-related Picture

Tap the picture, and then spread two fingers apart to zoom in the picture and pinch them together to zoom out, or double-tap the picture to zoom in or zoom out.

---

#### Note

- Make sure you have configured the event linkage action for capturing event-related picture for the device. See the user manual of the device for details.
  - If you have enabled Video and Image Encryption for the device, you need to enter the device verification code before you can view the picture.
- 

#### View Event-related Video Footage

Tap **Playback** to view the video footage.

---

 **Note**

Make sure you have configured the event linkage action for recording video for the device. See the user manual of the device for details.

---

**View Live Video** Tap **Live View** to view the live video of the device.

---

 **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 a Service Provider on Hik-Partner Pro. For details, see the *Hik-Partner Pro Portal User Manual*.
  - Only the Service Provider on Hik-Partner Pro can configure such a linkage.
- 

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

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

**Clear All Events** Tap **...** → **Edit** → **Clear All** to clear all event notifications.

**Delete a Specific Event** Tap and hold an event notification until a prompt pops up, and then tap **Delete** to the prompt to delete the notification.

Or, swipe from the right end of the card that displays the event notification towards the left, and then delete this event notification.

## 7.3 Check Pyronix Notifications

You can check Pyronix notifications on the Notifications page when there are any Pyronix notifications. The unread notifications are marked with a red dot.

### Steps


1. Tap **Notifications** → **Pyronix** to enter the Pyronix Notifications page.
2. **Optional:** Tap **⌵** and then select a date, event type, and (or) select a device to filter the notifications.
3. **Optional:** Go back to the Notifications page and then edit the event information.

- Mark All Events as Read** Tap ... → **Mark as All Read** , and then tap to mark all event information as "already read".
- Clear All Events** Tap ... → **Edit** → **Clear All** to clear all event notifications.
- Delete a Specific Event** Tap and hold an event notification until a prompt pops up, and then tap **Delete** to the prompt to delete the notification.  
Or, swipe from the right end of the card that displays the event notification towards the left, and then delete this event notification.

### 7.4 Check Call Notifications

You can check call notifications on the Notifications page when someone calls. The unread notifications are marked with a red dot.

#### Steps

1. Tap **Notifications** → **Call** to enter the call notifications page.
2. **Optional:** Tap  and then select a date and (or) select a device to filter the notifications.
3. **Optional:** Go back to the Notifications page and then edit the event information.

- Mark All Events as Read** Tap ... → **Mark as All Read** , and then tap to mark all event information as "already read".
- Clear All Events** Tap ... → **Edit** → **Clear All** to clear all event notifications.
- Delete a Specific Event** Tap and hold an event notification until a prompt pops up, and then tap **Delete** to the prompt to delete the notification.  
Or, swipe from the right end of the card that displays the event notification towards the left, and then delete this event notification.

### 7.5 Check Service Notifications

In **Notifications** → **Service** , you can view the notifications related to services offered by your Service Provider via the Hik-Partner Pro platform, including applications for device handover, device authorization and permissions, and device password reset. You can also view notifications about cross-device linkages, device exceptions and corresponding handling results, and logs about Service Provider's operations on your devices.

---

#### **Note**

Hik-Partner Pro is a cloud service platform for the Service Providers (installation companies) that configure and maintain your devices and provide value-added services for you.

---

## 7.5.1 Accept Invitation to Be Site Owner

You can accept the invitation from the Service Provider to be the owner of a specific site.

Go to **Notifications** → **Service** .

You can tap on an invitation to view the details such as the site and the devices authorized to the Service Provider, and then tap **Agree** to accept the invitation and therefore become the owner of the site.

## 7.5.2 Approve Device Handover and Authorization Application

If a Service Provider hands over devices to you or applies for device permissions on the Hik-Partner Pro platform, you will receive an application notification. After you approve the application, the Service Provider will be able to provide device configuration and maintenance services based on the permissions you granted.

- If the Service Provider hands over devices to you, you will receive device handover and authorization applications.
- If the Service Provider applies for device permissions, you will receive device authorization applications.

### Steps

1. Go to **Notifications** → **Service** .
2. Tap on a Device Handover and Authorization Application notification.
3. Accept device handover.

---

#### **Note**

After handover, your Service Provider does not have any permissions to operate or configure the devices. Service Provider usually applies for device permissions so as to configure and maintain the devices for you. If your Service Provider has applied for the permissions, you need to accept it in device authorization application.

4. Open the Device Authorization Application.
  - If the Service Provider has applied for device permissions when handing over the devices, the device authorization application will show up right after you accept device handover.
  - If the Service Provider has not applied for device permissions, open the application after the Service Provider sends one.

---

#### **Note**

- In device authorization application, you can view details such as Service Provider information, permissions that the Service Provider applies for, and the Alarm Receiving Center (ARC) information.
- For more details on Alarm Receiving Center, see ***ARC Service*** .

5. Select the permissions you want to grant to the Service Provider.

---

## Note

- If the Service Provider enabled ARC service for you, you can check **ARC Service** to activate it.
  - If you activate ARC service, the ARC will provide 24/7 alarm responding service for you, including receiving events from devices, responding to events, and sending out emergency dispatches (if needed).
- 

6. Tap **Agree** to approve the application.

### 7.5.3 Notification about Availability of a Rent Device

If a device that you rent from the Service Provider is blocked or unblocked by the Service Provider, you will receive a notification about that.

---

## Note

If a rent device is blocked by the Service Provider, you are not allowed to operate the device via the Mobile Client. In this case, you can contact the Service Provider and ask her/him to unblock the device if required.

---

For such a notification, you can view the Service Provider who block/unblock the device and the site where the device is added.

### 7.6 Check Device Exception Notifications

You can receive and view the exception notifications of your devices that are managed by the Service Provider.

After your Service Provider handles an exception, you will also be notified of the handling result. You can see all exception notifications in **Notifications → Exception**.

### 7.7 Check System Notifications

Under system notifications, you can view linkage notifications. Linkage refers to the process in which an event detected by a resource triggers actions in other resources. The linkage can be used for notifying security personnel, upgrading security level, saving evidence, etc., when specific events happen. You can view notifications about linkages in Service Notifications.

---

## Note

- This feature is not available in all countries or regions.
  - The linkage can only be set by the Service Provider via the Hik-Partner Pro platform.
- 

Go to **Notifications → System** to view linkage notifications. You can tap on each notification to view the detected event, event time, devices in the linkage, and triggered actions.

---



## Chapter 8 Service Management

In Services section, you can manage or access services related to Hik-Partner Pro, which is a cloud service platform for Service Providers (installation companies). Service Providers can provide services such as device configuration and device maintenance for you if granted with device authorization and permissions.

Cloud Service page includes the following modules.

### Service Notifications

Check cloud-related notifications and respond requests from Hik-Partner Pro, such as applications from the Service Provider, including applications for device handover, device authorization and permissions, and device password reset.

### Device Authorization

Manage device authorization, device permissions, and ARC authorization, check Service Provider information, and transfer devices to another user.

### Deauthorized Devices

Check the devices that are deauthorized from the Service Provider and re-authorize to a new or existing Service Provider.

### Cloud Features

Access the features activated by your Service Provider via Hik-Partner Pro, including Access & Attendance, People Counting, and Temperature Screening.



#### Note

- Cloud features are not available in all countries or regions.
  - Service Provider can also activate cloud storage for your devices. With cloud storage, you can easily access the video footage of your video devices stored on cloud. See details in [\*\*\*Cloud Storage\*\*\*](#).
- 

## 8.1 Invite a Service Provider to Manage Devices

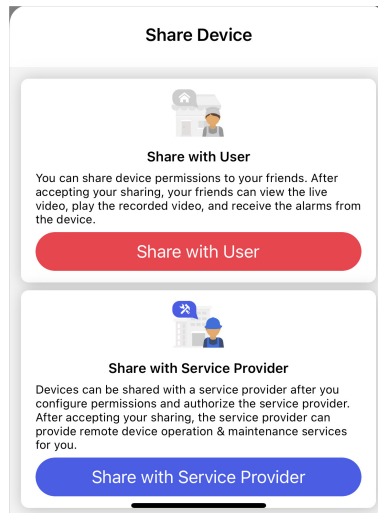
You can invite and authorize a Service Provider to help you set up and manage the devices in your account.

### Steps

#### 1. Select device(s).

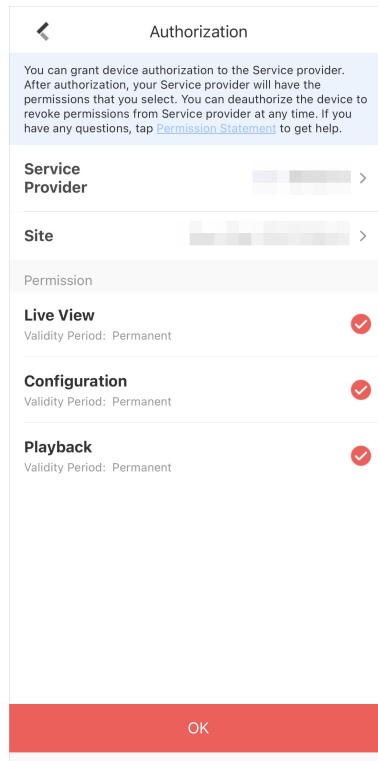
- For sharing a single device: In the device list, find a device you want to share, and tap **...** → **Share** on the device card.
- For sharing device(s): On the device list page, tap **+** → **Share Device**, and select device(s).

#### 2. Tap **Share with Service Provider**.



**Figure 8-1 Select Service Provider**

3. Tap **New Service Provider** and enter the Service Provider's account if you want to share device permissions with a new Service Provider or you do not have a Service Provider before. You can also select an existing Service Provider if you have authorized one or more Service Providers to manage your other devices before.
4. Select the site which the device will be added to and the device permissions you want to grant to the Service Provider.



**Figure 8-2 Authorization**

---

 **Note**

- If the Service Provider has not created any site for your devices, a new site will be created.
- **What's a Site?** A site is like an area where your devices are located, such as your home, office, etc. Your Service Provider uses sites to group, batch configure, and provide cloud features for your devices.

---

5. Tap **OK** to invite the Service Provider.

Your Service Provider will receive an email about the authorization and need to accept it before managing your device on Hik-Partner Pro.

## 8.2 Device Authorization Management

You can grant authorization and permissions of the devices in your Hik-Connect account to a Service Provider. With device authorization and permissions, the Service Provider is able to control and configure the devices, thereby managing and maintaining the devices for you.

You can manage device authorization in **Services → Device Authorization** .

---

 **Note**

Authorized devices are grouped in "Sites" which are created by your Service Provider.

---

## Grant Device Authorization and Permissions to Service Provider

- If your Service Provider has sent device authorization application to you, you can grant authorization by approving the application. See **Approve Device Handover and Authorization Application** for details.
- To authorize a Service Provider with more devices, follow the steps below.
  1. Tap **Services → Authorize More** .
  2. Select devices and permissions.
  3. Tap **OK** and the devices will be authorized to the Service Provider and added to the Site.

## Edit Device Permissions

You can edit devices permissions for Service Provider in the following two ways.

- Bulk Edit the Permissions of Devices in a Site:  
Tap **Services**, and you can see all Service Providers.  
Tap a Service Provider, and tap **Edit** to edit device permissions.
- Edit the Permissions of a Single Device:  
Go to the Home page, in the device list, tap **...** → **Settings** of a device to enter the device settings page. Tap **Authorization Service → Edit** to edit device permissions.

## Cancel Device Authorization

Tap **Services**, you can see all Service Providers, and tap a Service Provider.

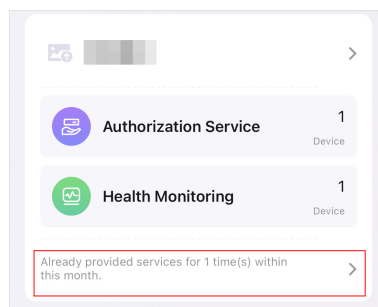
Tap **...** → **Cancel Authorization** to cancel the authorization of ALL devices in the Site.

You can keep the Site if there are value-added services activated.

## View Service Details

Tap **Services**, and you can see all Service Providers.

The number of service times is displayed, and tap it to view details.



**Figure 8-3 Service Details**

You can filter by date to view service details.

## 8.3 Reset Password of Device in Authorization

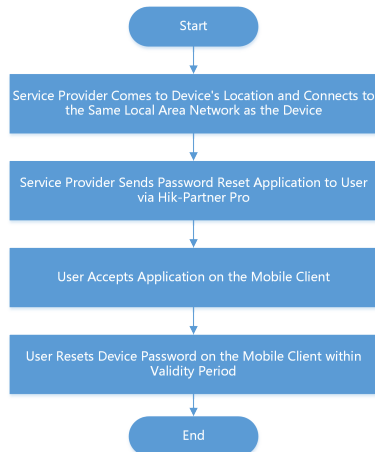
You can reset the password of a device with the assistance of Service Provider.

 **Note**

This feature requires device support.

---

Refer to the flow chart below for the whole process of resetting the password of a device that you authorized Service Provider with.



**Figure 8-4 Flow Chart of Resetting Device Password**

---

 **Note**

- The validity period of password reset application is 5 minutes.
  - You will be notified whether password reset is completed or failed.
- 

**Example**

User can ask the Service Provider for a password reset if the password of an authorized device is lost. The Service Provider has to go to the device's location and connect to the same local area network before sending a password reset application to the user. After the Service Provider sends the password reset application, user can set a new password for the device.

## 8.4 Transfer Device to Others

You can transfer the devices in your account to another account. Once transferred, the devices will be unavailable to you, and the target account will have all configuration and operation permissions of the devices.

**Steps**

1. Tap **Services**, and you can see all Service Providers.
2. Tap a service provider, and tap **...** → **Transfer Device** .

---

 **Note**

Only supports transferring devices in a Site altogether. Site is created by your Service Provider to group your devices.

3. Enter the mobile phone number or e-mail address of the target account.
4. Tap **OK** to start transferring.

---

 **Note**

- The Site becomes unavailable during transfer process.
- The recipient will receive a device transfer application. You can cancel device transfer before the target user accept the application. Once the recipient accepts it, you will no longer have any access or permission towards the devices.
- If the devices are managed by a Service Provider, the recipient can choose to keep the authorization service or cancel it.

If the recipient choose to keep the current authorization, the Service Provider managing the device will still have the device permissions after the transfer.

If the recipient choose to cancel the authorization, the Service Provider will not have any permission of the device after the transfer.

---

## 8.5 ARC Service

ARC stands for Alarm Receiving Center. ARC provides round-the-clock alarm monitoring and responding service for you. ARC can receive event notifications sent from your devices and respond to these events. In case of emergency, such as intrusions or fires, ARC sends out dispatches or contact the police on your behalf to address security issues to protect people and property.

### Activate ARC Service

---

 **Note**

ARC service is not available in all countries or regions.

---

Your Service Provider can enable ARC service for you with your approval.

To enable ARC service, the Service Provider needs to apply for ARC authorization and permissions.

After the Service Provider sends an application, you need to accept it to activate the ARC service.

To check the currently active ARC service, go to **Services** → **ARC Service** .

### Deactivate ARC Service

You can deactivate ARC service by deauthorizing ARC.

To deauthorize ARC, go to **Services** page, and tap a service provider.

Tap **Alarm Receiving Center (ARC)** and tap **Deauthorize ARC**.

After deauthorization, the ARC will lose all device permissions you granted previously and cease to provide ARC service for you.

## 8.6 Cloud Attendance

Cloud Attendance works with MinMoe access control devices. It is designed for bringing higher security and improved efficiency to access control and attendance tracking. Persons in a cloud attendance system (usually employees in an organization) can use Cloud Attendance on the Mobile Client to check attendance records, control doors and turnstiles, and check in/out.

---

### Note

- Cloud Attendance is not available in all countries or regions.
  - If applicable, make sure you have evaluated the impact on data protection before using Cloud Attendance.
  - Select your role and read the part you need.
    - If you are the employee who needs to check attendance records and control doors, read the ***For Employee*** section.
    - If you are the administrator who needs to set up the Cloud Attendance system, read the ***For Administrator*** section.
- 

### For Employee

Go to **Services** → **Cloud Attendance** .

---

### Note

If you cannot see Cloud Attendance in the Cloud Service tab, you are not in a Cloud Attendance system. Ask the administrator of the Cloud Attendance system for help.

---

Cloud Attendance has three tabs:

#### **Attendance Report**

Check your attendance status and records.

#### **Check In**

Check in or check out directly on the Mobile Client without actually presenting and authenticating at the attendance check devices. See details in ***Check In/Out Remotely*** .

#### **Door Control**

See the live view of an access control device and open door remotely. See details in ***Open Door Remotely*** .

### For Administrator

If you are the administrator who manages employees' attendance, you need to set up the Cloud Attendance system before the employees can use Cloud Attendance via the Hik-Connect Mobile Client. The system contains the access control devices, person information, shift settings, and access permission settings.

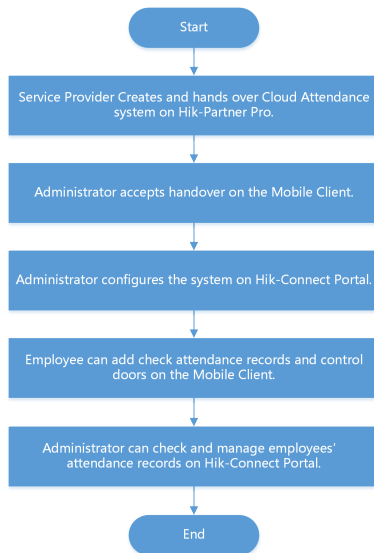
## Note

A Service Provider can create such a system, add access control devices into the system, and hand it over to you. Contact your Service Provider if you want to deploy Cloud Attendance in your organization.

---

To set up the Cloud Attendance system, you need to add persons (employees and sub-administrators) to the system, assign persons to access groups, allow check-in/out on app, and assign shift schedules to persons on the Hik-Connect Portal. For details, please visit [https://www.hik-connect.com/views/login/userManual/hik-connect\\_en/index.html](https://www.hik-connect.com/views/login/userManual/hik-connect_en/index.html).

The following is the flow chart for deploying Cloud Attendance:



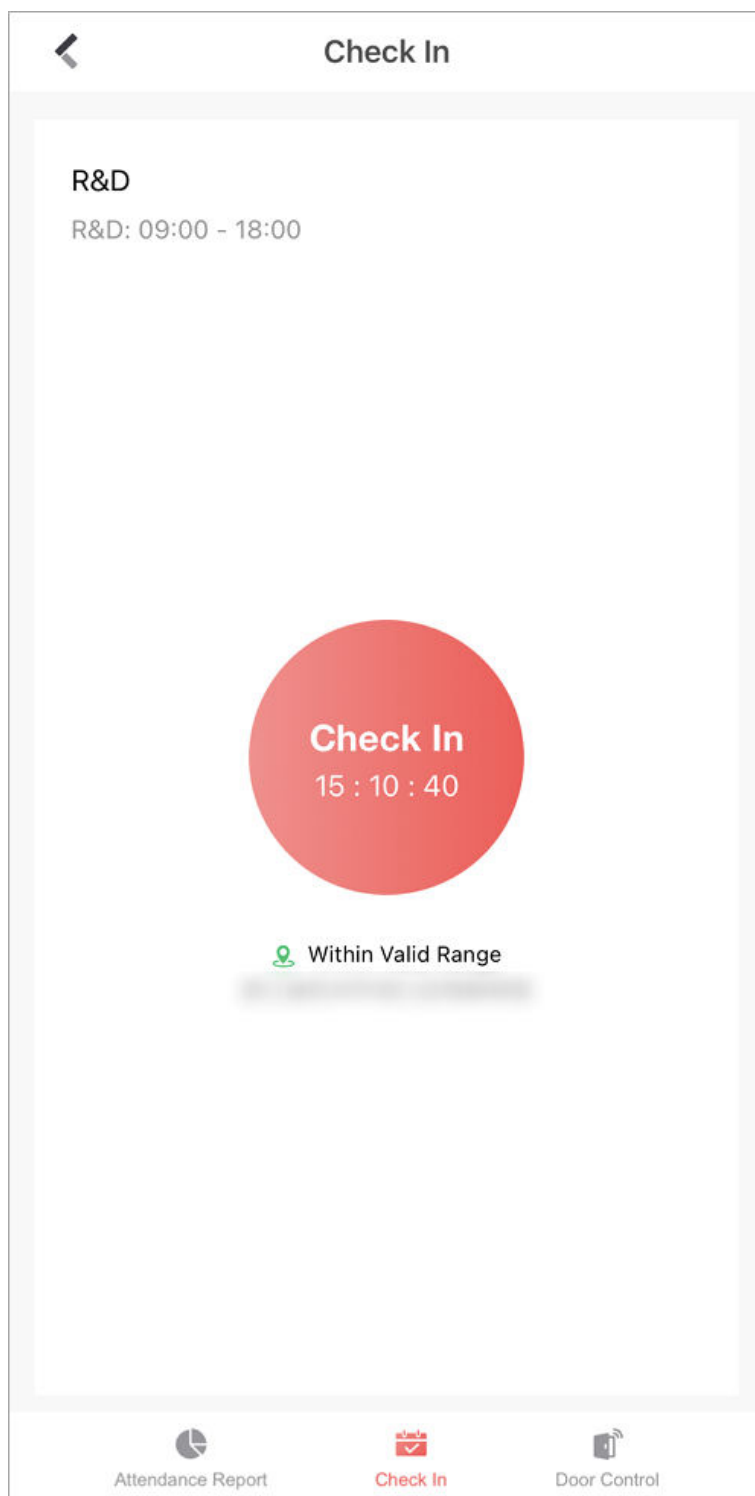
## 8.6.1 Check In/Out Remotely

You can check in or check out directly on the Mobile Client without actually presenting or authenticating at an attendance check device.

### Ask Administrator to Enable Check-In/Out on Mobile Client

If you cannot see the **Check In** tab, it means that you do not have the permission to check in/out on the Mobile Client yet.

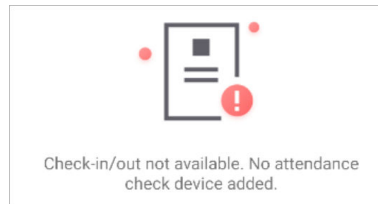




**Figure 8-6 Check In Tab in Cloud Attendance**

You can ask the administrator of the attendance system to enable **Check-In/Out by Mobile Client** for you on the Hik-Connect Portal. The administrator also needs to set the locations of each attendance site and the valid check-in range.

If the attendance system has no attendance check device added, you cannot check in/out on the Mobile Client even if the feature is enabled for you.

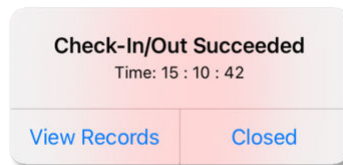


**Figure 8-7 No Attendance Check Device**

### Check In/Out on the Mobile Client

If you have acquired the permission to check in on the Mobile Client, you can tap **Check In** whenever you are within the valid check-in range of any attendance site.

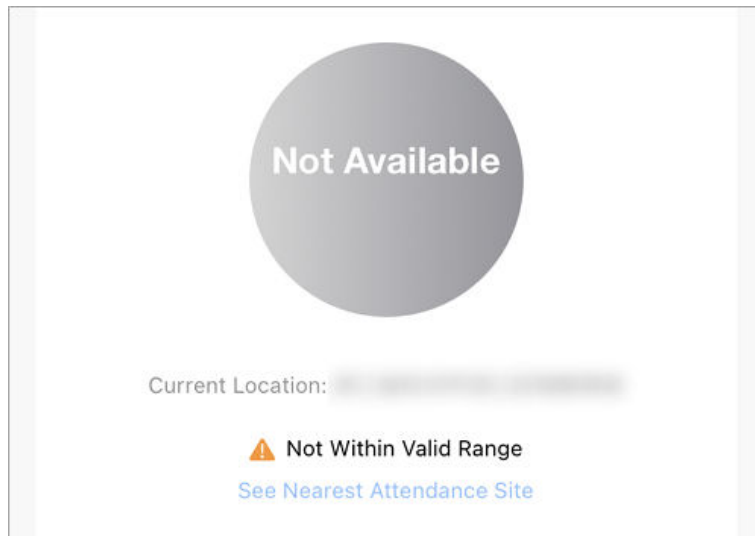
After checking in/out, you can view the recent attendance records.



**Figure 8-8 Pop-Up Notice on Recent Check-In/Out**

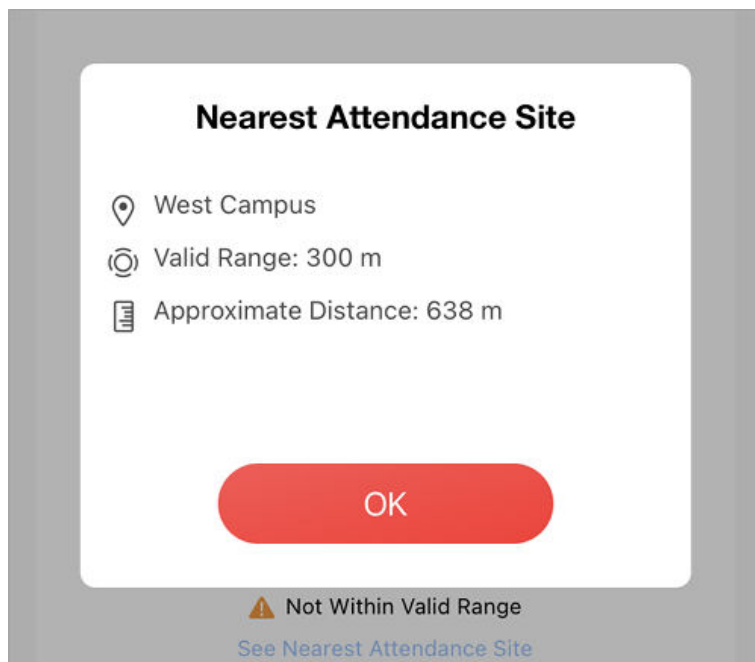
### If You are not Within Valid Range...

If you are not within the valid check-in range of any attendance site, check-in/out will be unavailable.



**Figure 8-9 Check-In/Out Unavailable**

You can tap **See Nearest Attendance Site** to check the nearest site for checking in/out.

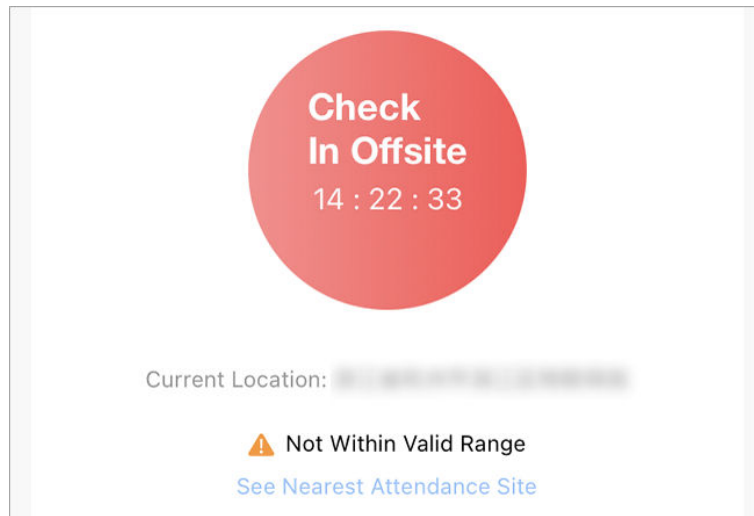


**Figure 8-10 See Nearest Attendance Site**

### **If You are Working from Home or on a Business Trip...**

If you are not required to work at a fixed location, the administrator can enable **Allow Offsite Check-In** for you.

You can tap **Check In Offsite** to check in outside the valid check-in range of any attendance site.



**Figure 8-11 Check In Offsite**

### 8.6.2 Open Door Remotely

You can control the status of doors in the Cloud Attendance system. You can also see the live video of a door before you open it.

#### Before You Start

Make sure the administrator has granted the following permissions to you: Remotely Open Door and Remote Live View.

#### Steps

1. Go to **Services** → **Cloud Attendance** → **Door Control** .

You can see the live view of the access control devices.

2. Control door status.

#### Remain Open

Keep the door open.

#### Open Door

Open the door temporarily.

#### Remain Closed

Keep the door closed.

## 8.6.3 Add Face Picture for Face Recognition

The administrator of the Cloud Attendance system can add a face picture in your person information, so that you can use face recognition for access control and time attendance. If the administrator did not add a face picture for you, you can add it by yourself.

### Steps


---



#### Note

If you are the administrator of the Cloud Attendance system, use Hik-Connect Portal to add employees' face pictures. You shall ensure that you have obtained the explicit consent from the data subject before you upload the face image and that you have performed the DPIA (Data Protection Impact Assessment) where applicable beforehand.

---

1. Go to **Services → Cloud Attendance** .
2. Tap  to enter person information page.
3. Tap **Add Face Picture** and follow the instructions on screen to finish the process.

## 8.7 People Counting

People Counting works with people counting cameras. It is designed for monitoring crowd density in order to achieve "social distancing" in workplaces, businesses, and public spaces. On the Hik-Connect Mobile Client, you can see the real-time number of people staying in an area, set the maximum number of people allowed to stay in the area, and get alerts when more people are present.

---



#### Note

Contact your Service Provider if you want to deploy People Counting in your space.

---

To check over-limit records, tap **Message and Report**. You can filter the records by dates and people counting groups.

---



#### Note

- An over-limit record contains information such as the name of people counting group, device name, alarm time, actual number of people, and the alarm threshold you set.
  - Over-limit records can be kept for up to 30 days.
- 

To send a copy of the records, tap  and enter your email address.

---



#### Note

The records will be saved as an Excel file.

---

## 8.8 Temperature Screening

Temperature Screening works with temperature screening devices and thermographic cameras. It is designed for contact-less skin-surface temperature measurement and detection of protective face masks so as to achieve preliminary screening in public areas with high efficiency. On Hik-Connect Mobile Client, you can see the screening results in real-time, set a threshold temperature, and receive abnormal temperature alarms and no-mask alarms.



**Figure 8-12 Temperature Screening and Mask Detection**

---

### Note

- Temperature Screening is not available in all countries or regions.
- Contact your Service Provider if you want to deploy Temperature Screening in your space.

---

To check the records of abnormal temperature alarms and no-mask alarms, tap **Message and Report**. You can filter the records by dates, alarm types, and devices.

---

### Note

An alarm contains information such as device name, alarm time, alarm type, and body temperature.

---

To send a copy of the records, tap  and enter your email address.

---

### Note

The records will be saved into an Excel file.

---

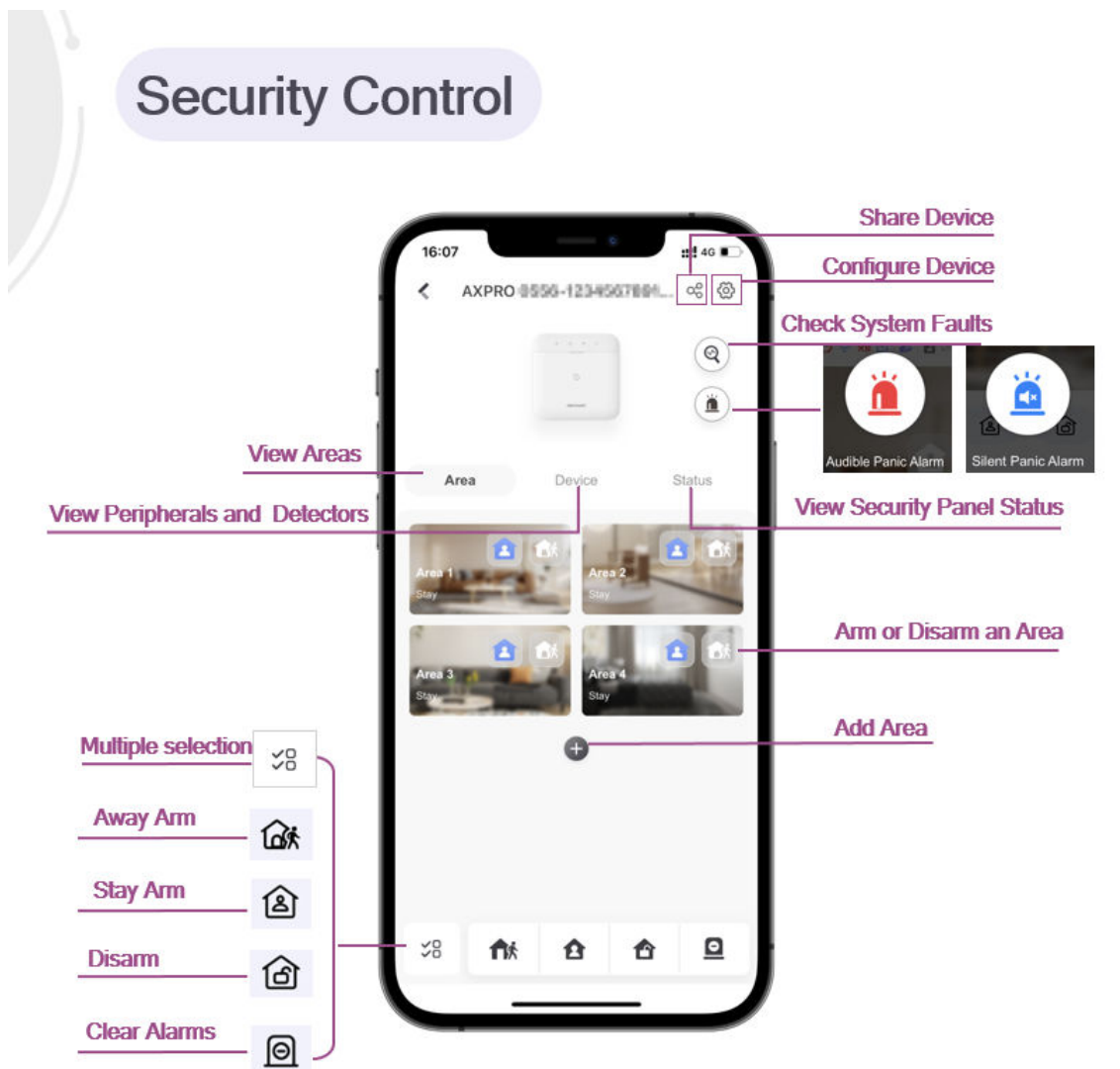
## Chapter 9 Manage Alarm Control Devices

Security control devices and panic alarm devices can be added and managed on Hik-Connect.

### 9.1 Security Control

The Mobile Client supports video security control panel, AX security control panel (including AX PRO, AX Hub, and AX Hybrid), and Pyronix security control panel.

A security control panel can be used to manage the devices needed in a security system, which can be used for detecting events (e.g., intrusion, smoke, water leakage, etc.) within predefined regions (zones), triggering event signals and alarm signals, and uploading event information and alarms to the security center.



## 9.1.1 System Description

AX PRO supports Wi-Fi, TCP/IP, and GPRS/3G/4G communication methods. It also supports ISAPI, Hik-Connect, and DC-09, which is applicable to the scenarios of market, store, house, factory, warehouse, office, etc.

- TCP/IP, Wi-Fi, and GPRS/3G/4G network
- Connects up to 128 wireless zones, 128 wireless outputs, 64 wireless keyfobs, 4 repeater, 8 sirens, 8 tag reader & keypad, and 8 PIR camera.

---

### Note

The capability varies according to the model of device.

- Supports up to 64 network users, including 1 installer, 1 administrator, and 62 normal users

---

### Note

The default password of the **installer** is **installer12345**, and the default password of the **manufacturer** is **hik12345**. These codes will have to be changed when first connected. The capability varies according to the model of device.

- Voice prompt
- 
- Configuration via Web client or mobile client
- Pushes alarm notification via messages or phone calls

---

### Note

Only device containing GPRS/3G/4G communication method supports this function

- Views live videos and sends emails of alarm linked videos via mobile client
- Uploads reports to alarm center
- Long distance two-way communication with AES-128 encryption
- Supports LED indicator to indicate system status
- 4520 mAh lithium backup battery, supports up to 12 h power supply
- SIA-Contact ID protocol compatible

---

### Note


To comply with the EN requirement, the system will only record the same log 3 times continuously.

- The device will be locked 90 s (default) after 3 failed credential attempts in a minute

## Connect to Wi-Fi

You can make the control panel connect to Wi-Fi via the Mobile Client.

### Steps

1. On the device list page, tap the security control panel.
2. Tap  → **Configure Wi-Fi Network** .



3. Follow the instructions on the page and change the control panel to the AP mode. Tap **Next**.
4. Select a stable Wi-Fi for the device to connect.
5. Back to configuration page to enter the Wi-Fi password and tap **Next**.
6. Tap **Connect to a Network** and wait for connection.  
After the connection is completed, the control panel will prompt to exit AP mode and automatically switch to STA mode.
7. **Optional:** Tap **Add Wi-Fi**, enter SSID and Password, and select a security mode to manually add Wi-Fi when an AX PRO is not in the AP mode.


### Configure Cellular Network

You can configure the cellular settings via the Mobile Client.

#### Before You Start

- Make sure you have installed a SIM card in the device.
- If you have granted an Installer with device authorization, cellular network configuration is available for the Installer only.

#### Steps

1. On the device list page, find the security control panel.
2. Tap  → **Cellular Data Network Settings** .
3. **Optional:** Turn on/off cellular network.
4. Tap on the SIM card item.



You can set up for both SIM card slots for models with dual-SIM design.

---

5. **Optional:** Turn on **Data Usage Limit** to set an upper limit to avoid overage charges.
6. Tap **Parameter Configuration** to configure access number, APN, PIN, etc.
7. **Optional:** To check the balance of the SIM account, go back to the previous page and go to **Communication Parameters** → **Check Balance** .

### Area Management

An area is a partition of a security control system that allows you to batch arm/disarm all zones in it. You can set area parameters such as area name, area background image, and auto arming/disarming schedule.

Go to the settings page of the AX PRO and tap **Area** to see the area list of your AX PRO.

By default, only Area 1 is enabled and cannot be disabled, and the rest are disabled.

Tap on an area to set the area parameters. See the descriptions of each parameter below.

#### Background Image

Set a unique background for the area.

---

## Note

Background images are stored on your Mobile Client only. Therefore, your background settings will not be shared among other users of the AX PRO.

---

### **Enable Area**

Switch on to enable the area. When enabled, the area can be linked to zones and users.

### **Area Name**

Customize the name for the area.

### **Linked Device**

Manage devices linked with an area of AxPro.

### **Auto Arm**

Set a schedule to automatically arm the area at a specific time.

### **Auto Disarm**

Set a schedule to automatically disarm the area at a specific time.

### **Auto Arming Sound Prompt**

If Auto Arming Sound Prompt is enabled, the AX PRO will sound a prompt when armed automatically.

---

## Note

- The system will not be compliant with the EN50131-1 standards when Auto Arming Sound Prompt is disabled.
  - This setting will take effect on all areas.
- 

### **Late to Disarm**

If Late to Disarm is enabled, the AX PRO will send a notification to remind you to disarm the area when the area is still armed after a specific time point.

### **Weekend Exception**

If Weekend Exception is enabled, **Auto Arm**, **Auto Disarm**, and **Late to Disarm** will be disabled on weekends.

---

## Note

You can set any day of a week as weekend.

---

### **Holiday Excepted**

If Holiday Excepted is enabled, **Auto Arm**, **Auto Disarm**, and **Late to Disarm** will be disabled on holidays.

---

## Note

You can set the start date and end date of each holiday.

---

## Manage Users

AX PRO offers different permissions for different user types. The Administrator can add, edit, and delete users, and assign different permissions to the newly-added users.

### Steps

---




#### Note

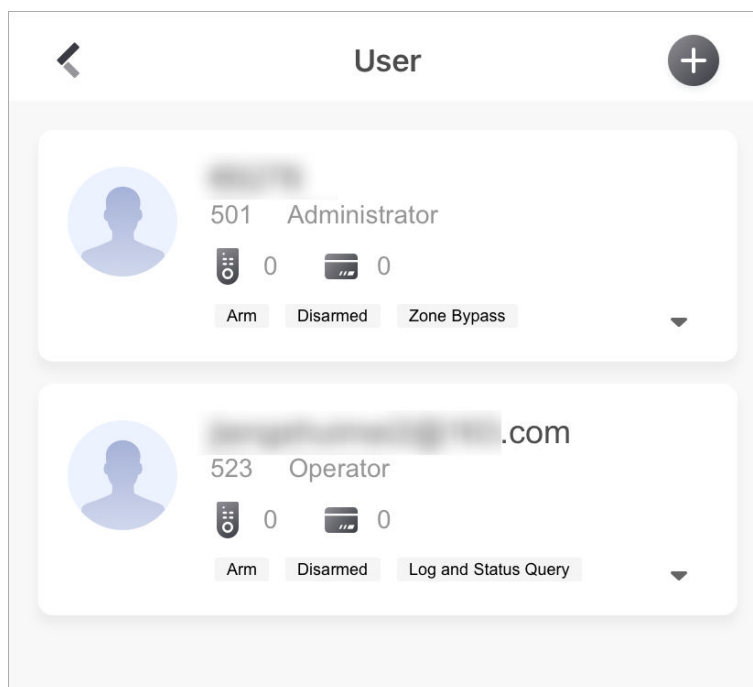
- There are four types of users in AX PRO, including Installer, Administrator, Operator, and Local User. Different types of users have different permissions for accessing the features of AX PRO.

**Table 9-1 AX PRO User Roles**

| Role                 | Permission   |
|----------------------|--|
| <b>Installer</b>     | The installer has advanced configuration permissions*.<br>When the installer hands over the AX PRO to you, you will become the administrator of the device.  |
| <b>Administrator</b> | The administrator has advanced configuration permissions* and full control permissions. The administrator can share the AX PRO to invite other users to become the operators of the device. See details in <b><i>Share Device(s) via QR Code</i></b> .<br>The operators' permissions are controlled by the administrator.<br>The administrator can also add local users directly in User Management. |
| <b>Operator</b>      | The operators have Limited configuration permissions and limited control permissions. The operators can use the Mobile Client to control the AX PRO.   |
| <b>Local User</b>    | The local users have no configuration permissions and limited control permissions. The local users can only use tags or keypads to control the AX PRO, such as arming or disarming the areas.  |

- \* If you have granted an installer with device authorization, advanced configurations are available for the installer only. If device authorization is not granted to any installer, advanced configurations are available for the administrator of the device only.
-

1. On the device list page, tap the AX PRO.
2. Tap  → **User Management** → **User** .



**Figure 9-1 User Page**

3. **Optional:** Perform further operations.

**Check User ID** AX PRO assigns a unique user ID to each user. When an alarm occurs, AX PRO will report the linked user ID along with other alarm information. If your Installer has enabled Alarm Receiving Center (ARC) service for the AX PRO, the alarm containing the user ID will be reported to ARC as well.

---

 **Note**

For example, tenants in an apartment building co-use one AX PRO, and detectors (such as fire/smoke/CO/glass-break detectors) are set up for each room. The supervisor of the building needs to link each tenant's account with the corresponding area, collect the room number, tenant contacts, and user ID in advance, and then provide these information to ARC. In case of emergency, whether detected by detectors or manually triggered by a tenant pressing a panic alarm (PA) button, an alarm including the related user ID will be reported to ARC. With such information, ARC can locate the alarm source in a targeted manner.

---

**User  
Permission**

Tap the user to grant or cancel the permissions.



Only the Administrator can control the permissions.

---

## **Set Linked Areas**

Tap the user and then tap **Linked Areas** to set the area linked to the target user.

---



Only the Administrator can set linked areas.

---

## **Edit Keypad Password**

Tap the user and then tap **Edit Keypad Password** to set the keypad password of the target user.

## **Edit Duress Password**

Tap the user and then tap **Edit Duress Password** to set the duress password of the target user.

---





If under duress, you can enter the duress code on the keyboard to arm and disarm area(s) and upload a duress alarm.

---

## **Manage Card/Tag**

After adding cards/tags to the security control panel, you can swipe the card/tag to arm or disarm all the detectors added to specific area(s) of the security control panel, and clear alarms.

### **Steps**

1. On the device list page, tap the security control panel and then log in to the device to enter the page.
  2. Tap  → **User Management** → **Card/Tag** to enter the Card/Tag Management page.
  3. Tap **+** to add a card/tag.
  4. When hearing the voice prompt "Swipe Card", you should present the card/tag on the control panel card presenting area.
    - When hearing a beep sound, the card/tag is recognized.
    - The card/tag will be displayed on the Card/Tag page.
  5. **Optional:** Tap a Card/Tag to enter the Setting Page.
  6. Tap  to edit the card/tag name.
- 



The name should contain 1 to 32 characters.

---

7. Slide **Enable Card/Tag..**
  8. Select a linked user.
  9. Select the card/tag type
-

---

### **Note**

Different linked users have different card/tag permissions.

---

#### **Operation Tag/Card**

You can swipe the tag/card to arm or disarm.

#### **Patrol Tag/Card**

When you swipe the tag/card, the system will upload a record.

**10. Optional:** Tap **Delete** to delete the card/tag.

### **Bypass a Zone**

If you bypass a zone, the zone will NOT be armed (related alarms will not be triggered and faults will not be detected) even when the area is armed.

#### **What is Bypassing a zone?**

Bypassing is the term used to describe the ability to deactivate specific zones of the alarm system before arming the system. Bypassing allows for certain zones to be disarmed while the rest of the space is armed.

#### **When to bypass a zone?**

The Bypass feature can be used when you want to intentionally arm your system with one or more zones unprotected. For example:

- If a zone is faulty, other zones of the same area can be armed only when the faulty zone is bypassed.
- You want a specific zone not to trigger any alarms in special occasions.

#### **How to Bypass zone?**

On the Settings page of a zone (detector), turn on **Zone Bypass** to bypass it.

Bypassed zones will not sound an alarm, and reduces the level of security. If you bypass a zone because it is not working, service the issue immediately so that the problem can be resolved and your system will return to proper working order.





Ensure that no zones are unintentionally bypassed when arming your system. Zones cannot be bypassed once the system is armed.

### **Arm/Disarm Areas and Clear Alarms**

You can arm/disarm an area or clears the alarms in areas manually.

On the device list page, tap the security control panel to enter the Area page.

### Arm or Disarm a Single Area

- **Stay Arm:** Tap  to arm an area in Stay mode. When people need to stay inside the area, you can use Stay Arm to enable all the perimeter burglary detection (such as perimeter detectors, magnetic contacts, and curtain detectors). In the meantime, the indoor detectors inside the area are bypassed (such as indoor PIR detectors). People can move inside the area freely and the alarm will not be triggered.
- **Away Arm:** Tap  to arm an area in Away mode. You can activate Away Arm when you are leaving the area. The area will be armed after the last person exits the area and the exit delay time ends.
- **Disarm:** When the area is armed, you can tap  or  again to disarm the area. In Disarm mode, no zone in the area will trigger any alarm even when alarm events are detected.




---

#### Note

24-Hour zones will trigger alarms whenever alarm events are detected, even if the area is disarmed.

---

### Arm/Disarm Multiple Areas or Clear Alarms


- **Away Arm:** Tap  to arm all areas in Away mode. You can activate Away Arm when you are leaving the premise. All areas will be armed after the last person exits the premise and the exit delay time ends.
- **Stay Arm:** Tap  to arm all areas in Stay mode. When people need to stay inside the premise, you can use Stay Arm to enable all the perimeter burglary detection (such as perimeter detectors, magnetic contacts, and curtain detectors). In the meantime, the indoor detectors inside the premise are bypassed (such as indoor PIR detectors). People can move inside the premise freely and the alarm will not be triggered.
- **Disarm:** Tap  to disarm all areas. In Disarm mode, no zone will trigger any alarm even when alarm events are detected.

---


#### Note

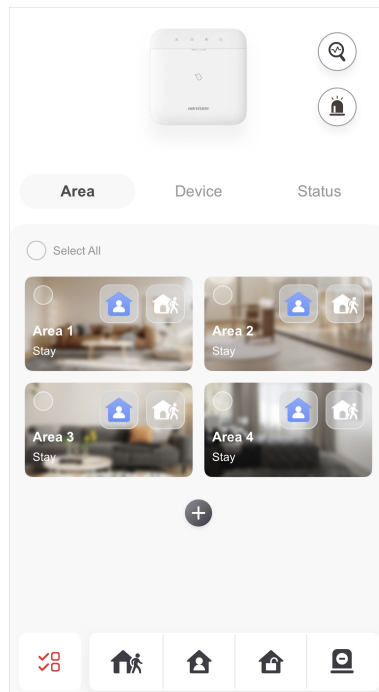
24-Hour zones will trigger alarms whenever alarm events are detected, even if the areas are disarmed.

---

- **Clear Alarm:** Tap  to clear all the alarms triggered by any zones.
- 

#### Note

You can tap  to select multiple areas. And then you can arm/disarm them or clear the alarms in these areas.



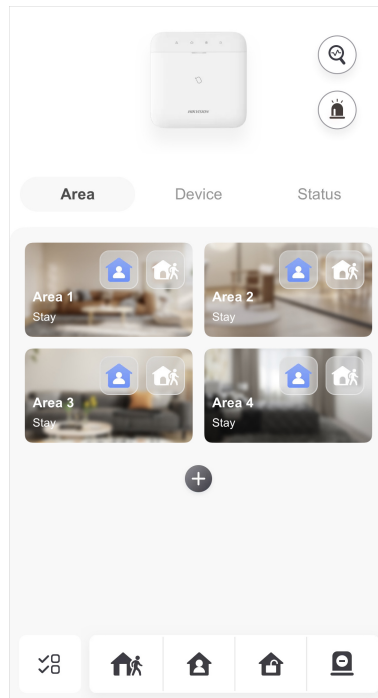
**Figure 9-2 Select Areas**

---


## Virtual Panic Alarm (PA) Button

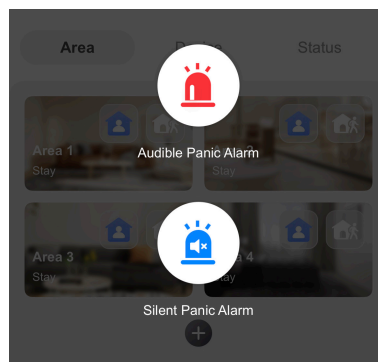
In case of emergency, you can tap the PA button for help. When you tap the PA button on the Mobile Client, the AX PRO will issue a panic alarm to alert the other users of the emergency. If the AX PRO has enabled with Alarm Receiving Center (ARC) service, the panic alarm will also be reported to the ARC.





**Figure 9-3 AX PRO Page**

Tap  and choose between audible panic alarm and silent panic alarm. After enabling panic alarm, the location will be included in the alarm information if the user has enabled the location service for the Mobile Client.



**Figure 9-4 Panic Alarm**

If your Installer has enabled ARC service for the AX PRO, the alarm containing location will be reported to ARC as well.

## Check System Faults

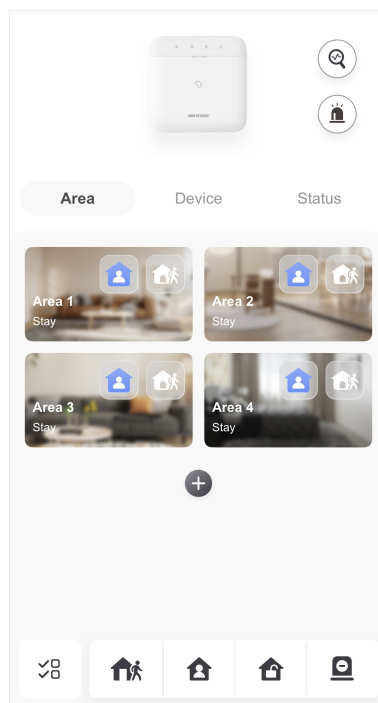
The system fault list gathers the information on the errors and faults in the security control system in one place.

---


### Note

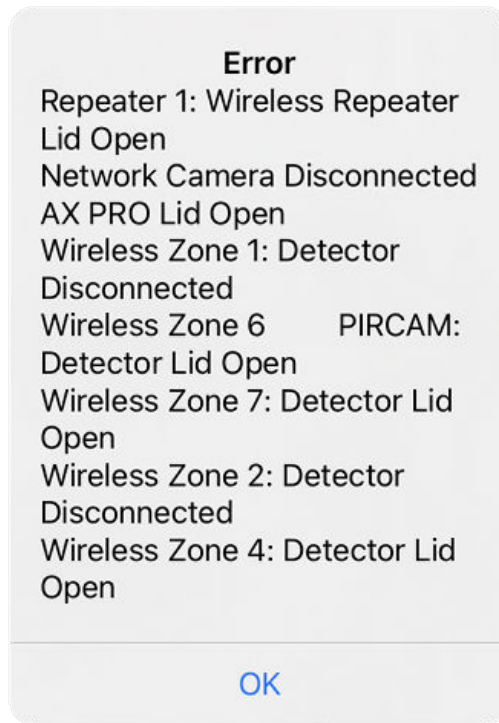
You can edit the system fault check items of the AX PRO. To edit them, go to the settings page of the AX PRO and tap **System** → **System Options** → **System Fault Check** .

---



**Figure 9-5 AX PRO Page**

You can tap  on the AX PRO page to check the system fault list.




**Figure 9-6 System Fault List**

## Device Maintenance

You can reboot the device.

### Steps

1. On the device list page, tap the security control panel.
2. Tap  → **Maintenance** .
3. You can perform the following operations.

| Operation                    | Description  |
|------------------------------|--|
| <b>Reboot Device</b>         | Tap <b>Reboot Device</b> to reboot the security control panel.   |
| <b>Device Upgrade</b>        | Tap <b>Device Upgrade</b> to upgrade the device to a newer version.  |
| <b>Remote Log Collection</b> | <ol style="list-style-type: none"><li>a. Tap <b>Remote Log Collection</b>.</li><li>b. Enable <b>Remote Log Collection</b>.</li><li>c. Set a valid time for the device.</li></ol> |

---

### **Note**

Enable **Remote Log Collection** so that technical support personnel can collect device logs and troubleshoot problems remotely.

---

## Find Device

After you enable Find Me mode of a peripheral device, the indicator of the device will flash. In this way, you can easily distinguish a peripheral device from other devices.

Enter the Settings page of the peripheral device, and then tap **Find Me** to start finding the device.

---

### Note

- The function should be supported by the peripheral device.
  - Make sure that the security control panel is not armed, and that it is not under zone test mode, zone test mode, or signal strength test mode.
- 

## 9.1.2 AX Hub Security Control Panel

After adding an AX Hub security control panel to the Mobile Client, you can add wireless peripheral devices (including detectors, keyfobs, outputs expander, and siren) and cards/tags to the control panel. After that, you can control the alarm system by remotely arming or disarming areas via the Mobile Client, remotely pressing keys on keyfob, or swiping card.

---

### Note

- AX Hub security control panel only supports wireless peripheral devices.
  - For details about how to add an AX security control panel to the Mobile Client, see **Add Device(s) by Scanning Device QR Code** or **Add a Device by Hik-Connect Domain**.
- 

## Log in to the Security Control Panel

If the installer (or setter), which is a type of user of the security control panel, has enabled EN50131 Compliant mode, you should log in to the device before you can access the device.

---

### Note

For details about EN50131 Compliant mode, see **EN50131 Compliant Mode**.

---

On the device list page, tap the security control panel to enter the Verify Device page and then log in to the device.

## Configure AX Security Control Panel

On the Settings page of the security control panel, you can view and edit the basic information such as device name. You can also do configurations such as device time settings, area management, use management, etc.

---


## Note

There are four types of users, including administrator (or owner), operator, installer (or setter), and manufacturer. Different types of users have different permissions for the configuration of the security control panel. For details about the four types of users, see the user manual of the security control panel.

---

## System Options

You can set system options such as system fault report, siren delay time, alarm duration, etc.

On the device list page, tap the security control panel and log in to the device (if required) to enter the Area page, and then tap  → **System Options** to enter the System Options page.

## Option Management

On the Option Management tab, you can do the following configurations.

### Wireless Device Supervision

If enabled, the system will detect the status of all wireless devices.

### System Fault Report

If enabled, the system will upload a report automatically when there is a system fault.

### Disable Function Key

If enabled, all function keys will be disabled.

### Panel Lockup

If enabled, the installer user can still operate the security control panel, while the admin user will not be allowed to operate it.

### Siren Delay Time (Perimeter Alarm)

The delay time to trigger the linked siren when a perimeter zone is triggered.

---

## Note

- For details about perimeter zone, see the user manual of the security control panel.
  - The valid duration is from 0 s to 600 s.
- 

## Alarm Duration

If you have set the perimeter zone, you can set the time duration of the alarm.

---

## Note

The valid duration is from 1 s to 900 s.

---

## Fault Check

On the Fault Check tab, you can do the following configurations.

### Detect Network Camera Disconnection

If enabled, when the linked network camera is disconnected, alarm will be triggered.

### Panel Battery Fault Check

If enabled, when battery is disconnected or out of charge, the device will upload an event.

### Wired Network Fault Check

If enabled, when the wired network is disconnected or has other faults, alarm will be triggered.

### Wi-Fi Fault Check

If enabled, when the Wi-Fi is disconnected or has other faults, alarm will be triggered.

### Cellular Network Fault Check

If enabled, when the cellular data network is disconnected or has other faults, alarm will be triggered.

### SIM Card Fault Check

If enabled, the alarm will be triggered when the SIM card has faults.

### AC Power Down Check Time

An alarm will be triggered if the AC power-down duration exceeds the configured time.

To comply with the EN 50131-3 standards, set the value to 10 s.

## Area Management

You can enable specific area(s), and configure the public area.

On the device list page, tap the security control panel and log in to the device (if required) to enter the Area page, and then tap  → **Area Management** to enter the Area Management page.



### Note

If EN50131 Compliant mode is enabled, you should log in to the security control panel before you can configure it. For details about enabling EN 50131 Compliant mode, see [\*\*\*EN50131 Compliant Mode\*\*\*](#).

---

## Enable Area

On the Enable Area tab, you can select area(s) to enable them. After the selected area(s) being enabled, you can do configurations such as linking zones to the area, delay time configuration, and weekend exception. For details, see [\*\*\*Set Area Parameters\*\*\*](#).

## Public Area Configuration

On the Public Area Configuration tab, you can set the switch to on to set area 1 as the public area, and then set other areas (e.g., area 2 and area 3) as the areas linked to the public area.


- Logic: Public area is a special area which can be shared with other areas. The public area is armed automatically when all areas linked with the public area are armed; And the public area is

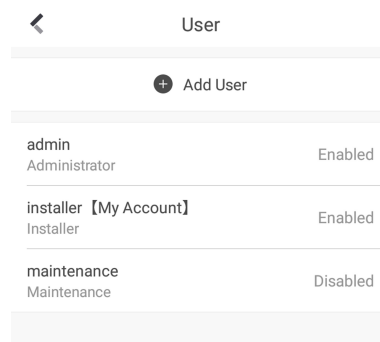
disarmed automatically when any one of areas linked with the public area is disarmed. The user can also arm or disarm the public area independently.

- Usage Scenario: Public area is usually applied to manage or control a public area which is related with other areas controlled by other areas in one building.

## User Management

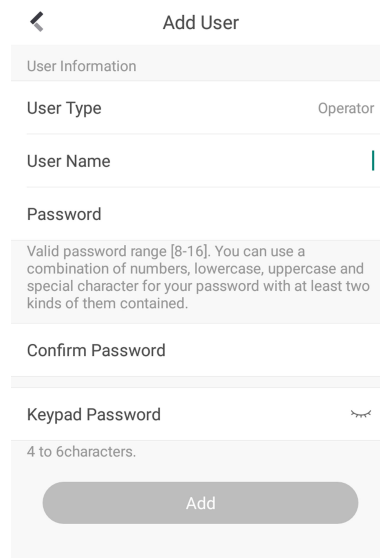
### Steps

1. On the device list page, tap the security control panel and then log in to the device (if required) to enter the control panel page.
2. Tap  → **User Management** → **User** .



**Figure 9-7 User Management**

3. Tap **Add User**.



**Figure 9-8 Add User**

4. Select **User Type**. Enter **User Name** and **Password**.
5. Enter **Keypad Password**.

---

### Note

The keypad password +1 or -1 is the duress code. Use the duress code can operate the keyboard to arm and disarm normally and upload a duress alarm. For example, if the keypad password is 123456, the duress code is 123455 or 123457.

---

6. Tap **Add** to add the user.
  7. **Optional:** Tap a user to edit the parameters. You can choose to enable the user or not. Select the linked area and the permission.
  8. **Optional:** Tap a user and tap **Delete** to delete the user.
- 

### Note

Admin, installer and manufacturer can not be deleted.

---

## Keyfob Management

You can add keyfobs to the security control panel to remotely control the area of the panel.


### Steps

1. On the device list page, tap the security control panel and then log in to the device (if required) to enter the area page.
- 

### Note

If EN50131 Compliant mode is enabled, you should log in to the security control panel before you can configure it. For details about enabling EN 50131 Compliant mode, see [\*\*EN50131 Compliant Mode\*\*](#) .

---

2. Tap  and then tap **Add Keyfob** on the Scan QR Code page.
  3. Present the keyfob to the security control panel.
  4. Press any button on the keyfob to learn.
  5. Create a keyfob name.
- 

### Note

- If you log in as an installer, skip this step.
  - The keyfob name should contain 1 to 32 characters.
- 

6. Select area(s) to be linked to the keyfob.
- 

### Note

If you log in as an installer, skip this step. Selecting area is only available for the administrator.

---

You can remotely control the selected area(s) by the keyfob based on the permission(s) configured in step 8.

7. Set the Enable Keyfob switch to on to enable the keyfob.
-



---

## Note

If you log in as an installer, skip this step. Enabling keyfob is only available for the administrator.

8. Select permissions (such as the permission to disarm and clear alarm) for the keyfob to define what operations can be done via keyfob.

---

## Note

If you log in as an installer, skip this step. Setting permissions for keyfob is only available for administrator.

9. Tap **Add**.

10. **Optional:** Enable silent panic alarm.

- 1) Go to the settings page of the keyfob.
- 2) Enable **Silent Panic Alarm**.

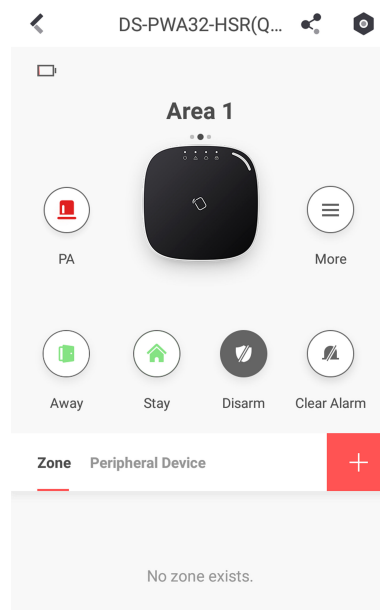
When enabled, no linked alarm output (e.g., sound prompt) will be triggered when panic alarms of the keypad is triggered.

## Add Card/Tag


You can add cards or tags to the control panel and use the cards/tags to arm, disarm, or clear alarms.

### Steps

1. On the device list page, tap the security control panel and then log in to the device (if required) to enter the area page.



**Figure 9-9 Area Page**

2. Tap  → **User Management** → **Card/Tag Management** to enter the Card/Tag Management page.
3. Tap +.
4. When hearing the voice prompt "Swipe Card", you should present the card on the control panel card presenting area.  
When hearing a beep sound, the card is recognized.
5. Create a card name and tap **Finish**.

---

## **Note**

The name should contain 1 to 32 characters.

The card is displayed in the Card/Tag Management page.

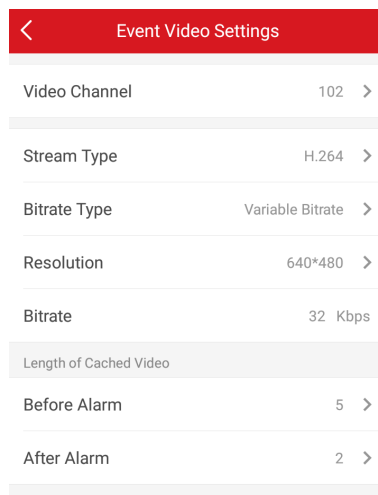
---

## Set Event Video Settings

On the device list page, tap the security control panel and then log in to the device (if required) to enter the control panel page.

Tap  → **Event Video Settings** to enter the page.

You need to select the video channel and set parameters.



**Figure 9-10 Event Video Settings**

### Stream Type

Main Stream: Being used in recording and HD preview, it has a high resolution, code rate and picture quality.

Sub-Stream: It is used to transmit network and preview pictures as a video streaming with features of lower resolution, bit rate and picture quality.

### Bitrate Type

Select the Bitrate type as constant or variable.

## Resolution

Select the resolution of the video output

## Bitrate

The higher value corresponds to the higher video quality, but the better bandwidth is required.

## Before Alarm

Length of cached video before alarm.

## After Alarm

Length of cached video after alarm.

## Configure Push Notification Settings for AX Security Control Panel

You can set a phone number to allow the security control panel to call the phone number or send SMS messages to the phone number when specific alarms (events) are triggered.

### Steps


1. On the device list page, tap the security control panel and log in to the device (if required) to enter the Area page.



### Note

If EN50131 Compliant mode is enabled, you should log in to the security control panel first before you can configure the device. For details about enabling EN50131 Compliant mode, see [\*\*\*EN50131 Compliant Mode\*\*\*](#).

---

2. Tap  → **Communication Parameters** → **Push Notification(s)**.
3. Tap **Add Phone Number** to enter a phone number.
4. Allow the security control panel to call the phone number or send SMS messages to the phone number when specific alarms (events) are triggered.

- Phone Call**
- a. Tap **Phone Call**.
  - b. Set the **Phone Call** switch to on.
  - c. Tap **Numbers of Calling** to set the maximum calling times if the call is not accepted.
  - d. Select the event(s) for triggering the phone call.

### Event Filtering Interval

Set a time interval for avoid receiving excessive notifications about the same event (alarm) type within a short period of time.

If the alarm is triggered for more than one time within the configured time interval, the alarm is considered as only being triggered for one time.

- SMS**
- a. Tap **SMS**.
  - b. Set **SMS** switch to on.

- c. Select the event(s) for triggering the SMS notification.
- d. In the Permission Settings section, select the area(s) that you (installer) have permissions to arm, disarm, and clear alarm via sending control messages to the number of the SIM card installed in the security control panel.

---

 **Note**

For details about control messages, see **Table 9-2** below.

---

After receiving the phone calls or SMS messages about the alarms (events), you can use your phone to send a control messages to arm/disarm the selected area(s) or clear alarm for the area(s) you selected on the Permission Settings page of the SMS tab.

The control message is **Command + Operation + Target**, and the details are shown below.


**Table 9-2 Control Message Description**

| Command  | Operation Type   | Target  |
|--|--|---|
| The number representing the command should be 2 digits.<br>00: Disarm<br>01: Away<br>02: Stay<br>03: Clear Alarm | The number representing the operation type should be 1 digit.<br>1: Area Operation | The number representing the target area should be no more than 3 digits.<br>0: All Areas<br>1: Area 1<br>...<br>4: Area 4 |

For example, the control message which reads **00+1+1** means to disarm area 1; And **01+1+1** means to set the status of area 1 to Away.


## EN50131 Compliant Mode

You can enable EN50131 Compliant mode to make the security control panel be compliant with the EN50131 standards.

On the device list page, tap the security control panel and log in to the device (if required) to enter the Area page, and then tap  to enter the Settings page to set the **EN50131 Compliant** switch to on.

After enabling the mode, the adding user functionality will be available, and all users of the security control panel should log in to the device by user name and device password before they can access the device.

---

 **Caution**

If the mode is disabled, the security control panel will NOT be compliant with EN 50131 standard. Please contact the after sales or our technical support for information about the risks that may be incurred in your country if you disable the mode.

---

---


## Note

Only the Installer (or Setter) has the permission to enable/disable EN50131 Compliant mode.

---

## Other Settings

You can do other settings including setting time zone for the security control panel (hereafter simplified as device), configuring device network, enabling Arming Process to auto detect the device faults during arming process, etc.

On the device list page, tap the security control panel and log in to the device (if required) to enter the Area page, and then tap  to enter the Settings page.

---

## Note

If EN50131 Compliant mode is enabled, you should log in to the security control panel first before you can configure the device. For details about enabling EN501313 Compliant mode, see [\*\*EN50131 Compliant Mode\*\*](#) .

---

## Device Information

View device information such as device model, battery level, and Wi-Fi status; And set time zone and enable Daylight Saving Time (DST) for the device.

## System Maintenance

Reboot the device or partly restore the device.

---

## Note

If the device is partly restored, the device will restore to its default settings except for admin parameters, wired network parameters, Wi-Fi parameters, detector parameters, and wireless device parameters.

---

## Configure Network

Follow the instructions to configure network for the device.

## Cellular Data Network Settings

Tap **Communication Parameters** → **Cellular Data Network Settings** to configure the related parameters.

### Mobile Network

If disabled, the device will not be available to use in mobile network.

### Parameter Configuration

You can set the phone number, user name, access password, MTU, etc.

#### Access Password

Ask the network carrier the access password and then enter it.

### APN

Ask the network carrier to get the APN information and then enter the APN information.

### Data Usage Limit

If enabled, the cellular data usage of the security control panel per month will be limited.

You can view the data used in the current month, and set the limit per month.

### Arming Process

Set the **Enable Arming Process** switch to on to enable the mode.

After enabled, the device will automatically detect its fault(s) during the arming process. You can determine whether to continue arming or not if fault(s) are detected.



### Add Device to the Security Control Panel

You should add detectors (zones), peripheral devices, keyfobs, cards/tags to the panel before you can perform further operations such as arming and disarming. The peripheral devices include wireless outputs expanders, and sirens, etc.

### Add Peripheral Device by Scanning QR Code

You can add wireless peripheral devices to the panel by scanning the device QR code.


#### Steps

1. On the device list page, tap the security control panel and then log in to the device (if required) to enter the Area page.
2. Add a peripheral device.
  - Tap **Zone** →  to enter the Scan QR Code page to add a detector.
  - Tap **Peripheral Device** →  to enter the Scan QR Code page to add other types of peripheral devices.
3. Scan the QR code of the device.

---

#### Note

The QR code is usually on the back cover of the device.

4. **Optional:** If the QR code fails to be recognized, tap  and enter the serial number of the device, and then select the device type.

---

#### Note

The serial number is usually on the back cover of the device.

5. For AX Hybrid, tap **Select Wireless Receiver** to select a wireless receiver.

---

## Note

For AX Hub, skip this step.

---

6. Tap **Add**.
7. **Optional:** Tap the device on the zone list or the peripheral device list to enter the Settings page and then tap **Delete** to delete the device.

## Add Network Camera Channel to Security Control Panel

You can add network cameras to the security control panel as the video channel for the security control panel.




### Steps

1. On the device list page, tap the security control panel and then log in to the device (if required) to enter the control panel page.
- 

## Note

If EN50131 Compliant mode is enabled, you should log in to the security control panel first before you can configure the device.

---

2. Tap  → **Network Camera Channel** to enter the Network Camera Channel page.
3. Tap the + icon or **Add Channel** to enter the Add Channel page.
4. Set the required information, including IP address, protocol type, port, user name, and password.
5. Tap  to add the channel.
6. **Optional:** Perform the following operations if required.
  - Edit a Channel** Select a channel from the channel list, and then tap  to edit it, such as IP address and user name.
  - Delete a Channel** Select a channel from the channel list, and then tap **Delete** to delete it.

## Set Area Parameters

The Mobile Client allows you to set area parameters such as alarm duration, auto arm, and auto disarm. An area is an independent control system of a security control panel. It allows you to batch arm/disarm all zones in it. If the security control panel has two areas, you have two independent systems for arming or disarming.

### Steps

1. On the device list, tap the security control panel and then log in to the device (if required) to enter the Area page.

---

## Note

If EN50131 Compliant mode is enabled, you should log in to the security control panel first before you can configure the device. For details about enabling EN50131 Compliant mode, see [\*\*\*EN50131 Compliant Mode\*\*\*](#).

---

2. Tap **More** to enter the Settings page.
3. Configure parameters for the area.

### **Auto Arm**

Enable the area to automatically arm itself in a specific time point.

#### **Auto Arm Time**

Set the time point for the area to automatically arm itself.

### **Late to Disarm**

Enable the device to push a notification to the phone or tablet to remind the user to disarm the area when the area is still armed after a specific time point.

---

## Note

Make sure you have enabled Operation Event Notification on the web page of the security control panel, or the notification will not be pushed to the phone or tablet. For details about the web page, see the user manual of the security control panel.

---

### **Late to Disarm Time**

Set the time point mentioned in **Late to Disarm**.

### **Weekend Exception**

If enabled, **Auto Arm**, **Auto Disarm**, and **Late to Disarm** will be disabled on the weekend.

### **Entry Delay 1**

### **Entry Delay 2**

Set a value for **Entry Delay 1** and **Entry Delay 2**. Entry delay is a time concept. If entry delay is configured for the delayed zone, when you enter an armed delayed zone, the zone alarm will not be triggered until the end of entry delay.

Entry delay is usually used for avoiding the triggering of false alarms when you enter a certain armed region. For example, you can set an entry delay after you arm your home. In this way, you can avoid the unnecessary triggering of intrusion alarm between the time point when you return home and the time point when you finally disarm your home.

---

## Note

After set value for **Entry Delay 1** and **Entry Delay 2**, you should set the entry delay of a specific zone to the value of **Entry Delay 1** or **Entry Delay 2**. see [\*\*\*Set Zone Parameters\*\*\*](#) for details.

---

### **Exit Delay**



Set exit delay for the delayed zone. If exit delay is configured for the delayed zone, after you arm the zone on the indoor unit, you can exit the zone without triggering alarm until the end of exit delay.

Exit delay is usually used for avoiding the triggering of false alarms when you exit a certain armed region. For example, you can set an exit delay after you arm your home. In this way, you can avoid the unnecessary triggering of intrusion alarm between the time point when you arm your home and the time point when you exit your home.

### Control Areas

You can set arming mode and clear alarms for areas of the security control panel via the Mobile Client. Area, which is an independent control system of a security control panel, allows you to batch arm/disarm all zones in it. If the security control panel has multiple areas, you have multiple independent systems for arming or disarming.

On the device list page, tap the security control panel and then log in to the device (if required) to enter the Area page and then control the area. You can swipe to the left or right to switch areas.



- If EN50131 Compliant mode is enabled, you should log in to the security control panel first before you can configure the device. For details about enabling EN50131 Compliant mode, see ***EN50131 Compliant Mode***.
  - You can also tap the arming status icon on the device list to arm or disarm the area(s).
  - If EN50131 Compliant mode is enabled for the device, controlling area(s) is not available by tapping the arming status icons.
- 

### Operations for a Single Area

- **Away:** When all the people in the detection area leave, turn on the Away mode to arm all zones in the area after the defined dwell time. For example, assume that you have set your apartment as a zone, you can set the zone status to Away when you go to work.
- **Stay:** When the people stays inside the detection area, turn on the Stay mode to turn on all the perimeter burglary detection (such as perimeter detector, magnetic contacts, curtain detector in the balcony). At the meantime, the detectors inside the detection area are bypassed (such as PIR detectors). People can move inside the area and alarm will not be triggered.
- **Disarm:** In Disarm mode, all the zones in the area will not trigger alarm, no matter the selected events are detected or not.
- **Clear Alarm:** Clear all the alarms triggered by the zones of the area.

## Operations for All Areas

- **Away:** When all the people in the detection area leave, turn on the Away mode to arm all zones in all areas after the defined dwell time.
- **Stay:** When the people stays inside the detection area, turn on the Stay mode to turn on all the perimeter burglary detection (such as perimeter detector, magnetic contacts, curtain detector in the balcony) set in all the zones of all areas. At the meantime, the detectors inside the detection area are bypassed (such as PIR detectors). People can move inside the area and alarm will not be triggered.
- **Disarm:** In Disarm mode, all the zones of all areas will not trigger alarm, no matter the selected events are detected or not.
- **Clear Alarm:** Clear all the alarms triggered by the all the zones of all the areas.

## Set Zone Parameters

You can set zone parameters, such as zone type, linked camera, and Stay/Away settings. Zone is a basic concept in the security control panel system. It refers to a protection area in the system, and is regarded as the maximum recognizable unit to distinguish the alarm event.

### Before You Start

Make sure you have linked detector(s) to the security control panel. For details, see the user manual of the security control panel.

### Steps

1. On the device list page, tap the security control panel and then log in to the device (if required) to enter the control panel page.



If EN50131 Compliant mode is enabled, you should log in to the security control panel before you can configure the device. For details about enabling EN50131 Compliant mode, see [\*\*\*EN50131 Compliant Mode\*\*\*](#).

2. Tap **Zone** and then tap a detector (zone) on the zone list to enter the Settings page.
3. Set parameters for the zone (or detector).

### Zone Type

See the descriptions of each zone type on the Zone Type page.

If you select **Delayed Zone**, you should select an entry delay (Entry Delay 1 or Entry Delay 2) on the pop-up page.



You can set Entry Delay 1 and Entry Delay 2. See [\*\*\*Set Area Parameters\*\*\*](#) for details.

If you select **Timeout Zone**, you should select a timeout value or tap **Custom** to set a custom value.

### Linked Camera

Link a camera to the zone. See [Link Camera to Zone](#) for details.

### Stay/Away

If enabled, the zone will be auto-bypassed during stay arming.



### Note

For details about bypassing a zone, see [Bypass a Zone](#).

---

### Chime

Enable the security control panel to chime when the zone is triggered.

### Double Knock

If enabled, the detector only alarm when it is triggered for two times within the time interval (i.e., **Double Knock Time Interval**) you set.

This is useful for avoiding false alarms.

### Enable Silent Zone

If enabled, no siren will be triggered if alarm occurs.

## Bypass a Zone

If you bypass a zone, the zone will NOT be armed (related alarms will not be triggered and faults will not be detected) even when the area is armed.

### What is Bypassing a zone?

Bypass is the term used to describe the ability to deactivate specific zones of the alarm system before arming the system. Bypassing allows for certain zones to be disarmed while the rest of the space is armed.

### When to bypass a zone?

The Bypass feature can be used when you want to intentionally arm your system with one or more zones unprotected. For example:

- If a zone is faulty, other zones of the same area can be armed only when the faulty zone is bypassed.
- You want a specific zone not to trigger any alarms in special occasions.

### How to Bypass zone?

On the Settings page of a zone (detector), turn on **Zone Bypass** to bypass it.

Bypassed zones will not sound an alarm, and reduces the level of security. If you bypasses a zone because it is not working, service the issue immediately so that the problem can be resolved and your system will return to proper working order.

Ensure that no zones are unintentionally bypassed when arming your system. Zones cannot be bypassed once the system is armed.

---

## Note

For details about how to enter the Settings page of a detector (or zone), see [\*\*\*Set Zone Parameters\*\*\*](#) .

---

## Link Camera to Zone

If a network camera has already been linked to the security control panel, you can link the camera to a zone managed by the control panel via the Mobile Client. After that, you can view the zone's alarm-related video when receiving the zone's alarm notification. You can also link a network camera added to the Mobile Client to a zone managed by the control panel, so as to view the zone's live video and play back the zone's videos.

### Before You Start

- Make sure you have mounted the network camera in the zone. See the user manual of the network camera for details.
- To view the alarm-related video when receiving zone's alarm notification, make sure you have linked the network camera to the security control panel via the panel's Web Client. For details, see the user manual of the AX wireless security control panel.

### Steps

---

## Note

The zone's alarm-related video lasts 7 seconds (from 5 seconds before the alarm to 2 seconds after the alarm).

---

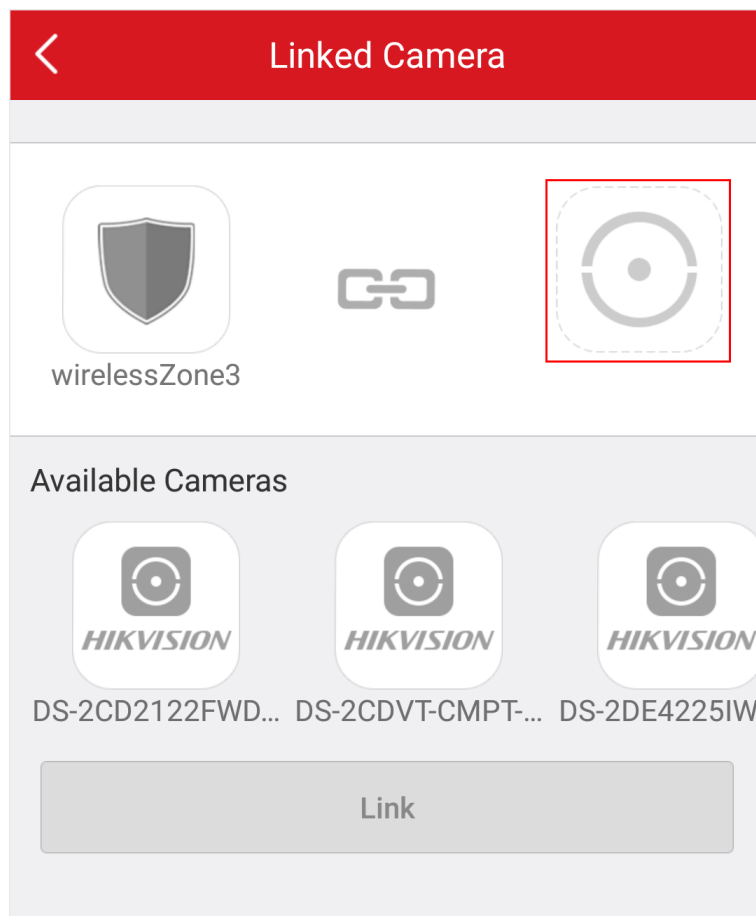
1. On the device list page, tap the security control panel and then log in to the device (if required) to enter the Area page.
- 

## Note


If EN50131 Compliant mode is enabled, you should log in to the security control panel first before you can configure the device. For details about enabling EN50131 Compliant mode, see [\*\*\*EN50131 Compliant Mode\*\*\*](#) .

---

2. Tap **Zone** and then select a detector from the zone list.
3. Tap **Link Camera** to enter the Link Camera page.



**Figure 9-11 Link Camera Page**

4. Drag a camera from the Available Cameras section to 
5. Tap **Link** .

## Set Parameters of Wireless Outputs Expander

You can set the alarm output type and the output delay for the relays of a wireless outputs expander. Alarm output is the node signal or other signal sent from the alarm controller to the peripheral devices when the alarm is triggered.

### Before You Start

Make sure you have added wireless outputs expander(s) to the security control panel.

### Steps

1. On the device list page, tap the security control panel and then log in to the device (if required) to enter the Area page.

---

 **Note**

If EN50131 Compliant mode is enabled, you should log in to the security control panel first before you can configure the device. For details about enabling EN50131 Compliant mode, see [\*\*\*EN50131 Compliant Mode\*\*\*](#).

---

2. Tap **Peripheral Device** and then tap a wireless outputs expander on the device list.

The name of the module and the relays of the expander will be displayed.

3. Click the name of the module to set its parameter.

### **Offline Duration**

If the time during which the wireless outputs expander loses communication with the security control panel exceeds the configured offline duration, the wireless outputs expander will be regarded as offline.

---

 **Note**

The default offline duration is 1 hour.

---

4. Tap a relay to enter its settings page to set its parameters.

### **Continuous Output**

If enabled, the relay will be normally closed or open.

### **Output Delay**

The delay time for the relay to become closed. In other words, output delay refers to the duration of the alarm output.

### **Link Event**

Set the type of the event linked to the relay.

#### **Alarm**

Alarm outputs will be activated when the zones in the selected area(s) alarm.

You can select an event sub-type (e.g, panic alarm) as the event that requires alarm output once it is detected within the zones.

#### **Arming**

Alarm outputs will be activated when the area(s) you select are armed.

#### **Disarming**

Alarm outputs will be activated when the selected area(s) are disarmed.

#### **Manual Mapping**

Set the switch icon to ON to manually activate alarm outputs of the relay.

#### **Zone**

Alarm outputs will be activated when the selected zone(s) are triggered or tampered.

## Set Wireless Siren Parameters

You can edit the name of the wireless siren and set the siren's volume.

### Before You Start

Make sure you have added wireless siren(s) to the security control panel. For details, see [\*\*\*Add Device to the Security Control Panel\*\*\*](#).

### Steps


1. On the device list page, tap the security control panel and then log in to the device (if required) to enter the Area page.

---

#### Note

If EN50131 Compliant mode is enabled, you should log in to the security control panel first before you can configure the device. For details about enabling EN50131 Compliant mode, see [\*\*\*EN50131 Compliant Mode\*\*\*](#).

2. Tap **Peripheral Device** and then tap a siren on the device list to enter the siren settings page.
3. Perform the following operations.

**Edit Siren Name** Tap the siren name to edit it, and then tap .

**Set Siren Volume** Drag the slider to set the volume.

---

#### Note

The function should be supported by the siren.

4. Set parameters.

#### Offline Duration

If the time during which the siren loses communication with the security control panel exceeds the configured offline duration, the siren will be regarded as offline.

#### Arm/Disarm LED Indicator

If enabled, the LED indicator of the siren will flash for one time when an area is armed, two times when disarmed.

---

#### Note

For sirens of the versions earlier than V1.0.6, the parameter is not supported.

#### Arm/Disarm Buzzer

If enabled, the buzzer of siren will buzz for one time when an area is armed, two times when disarmed.

---

#### Note

For sirens of the versions earlier than V1.0.6, the parameter is not supported.

---

## Volume Test

Tap to test the volume of the siren.

---



For sirens of the versions earlier than V1.0.6, the parameter is not supported.

---

## Set Wireless Keypad Parameters

You can set the wireless keypad parameters, including device name, buzzer, card/tag swiping, backlight, and security settings, etc.

### Before You Start

Make sure you have added wireless keypad to the security control panel.

### Steps

1. On the device list page, tap the security control panel and then log in to the device (if required) to enter the Area page.
- 



If EN50131 Compliant mode is enabled, you should log in to the security control panel first before you can configure the device. For details about enabling EN50131 Compliant mode, see [\*\*\*EN50131 Compliant Mode\*\*\*](#).

---

2. Tap **Peripheral Device** and then tap a wireless keypad on the device list.
3. Set the parameters.

### Linked Area

Set the area linked to the keypad. The linked area can be arm/disarm or clear alarm by the keypad.

### Buzzer

Enable the buzzer.

### Card/Tag Swiping

Enable swiping card/tag on the keypad to arm/disarm the linked area or clear alarms.

### Keypad

Enable using keypad to arm/disarm the linked area or clear alarms.

### Backlight

Enable the backlight of the keypad.

### Offline Duration

If the time during which the keypad loses communication with the security control panel exceeds the configured offline duration, the keypad will be regarded as offline.

### Silent Panic Alarm



When enabled, no linked alarm output (e.g., sound prompt) will be triggered when panic alarms of the keypad is triggered.

### Security Settings

#### Locked Duration

Specify the duration that the keypad remains locked if the failed keypad password attempts reach the specified maximum times.

#### Maximum Failed Attempts

Specify the maximum failed attempts for entering the incorrect keypad password consecutively. If the failure times reaches the specified value, the keypad will remain locked for a specified duration.

## Set Wireless Card/Tag Reader Parameters

You can set the wireless card/tag reader parameters, including device name, linked area, buzzer, offline duration, and security settings.

### Before You Start

Make sure you have added wireless card/tag readers to the security control panel.

### Steps

1. On the device list page, tap the security control panel and then log in to the device (if required) to enter the Area page.



#### Note

If EN50131 Compliant mode is enabled, you should log in to the security control panel first before you can configure the device. For details about enabling EN50131 Compliant mode, see [\*\*\*EN50131 Compliant Mode\*\*\*](#).

2. Tap **Peripheral Device** and then tap a wireless keypad on the device list.
3. Set the parameters.

#### Linked Area

Set the area linked to the wireless card/tag reader. The linked area can be arm/disarm or clear alarm by swiping card/tag on the card/tag reader.

#### Buzzer

Enable the buzzer of the card/tag reader.

#### Offline Duration

If the time during which the siren loses communication with the security control panel exceeds the configured offline duration, the siren will be regarded as offline.

### Security Settings

#### Locked Duration

Specify the duration that the card/tag reader remains locked if the failed card/tag swiping attempts reach the specified maximum times.

### **Maximum Failed Attempts**

Specify the maximum failed attempts for swiping card/tag. If the failure times reaches the specified value, the card/tag reader will remain locked for a specified duration.

### **9.1.3 AX Hybrid Security Control Panel**

Compared with AX Hub security control panel, AX Hybrid security control panel supports not only wireless peripheral devices, but also wired ones. After adding an AX Hybrid security control panel to the Mobile Client, you can add peripheral devices (including detectors, keyfobs, outputs expander, and siren) and cards/tags to the control panel. After that, you can control the alarm system by remotely arming or disarming areas via the Mobile Client, remotely pressing keys on keyfob, or swiping card.

---

#### **Note**

For details about how to add an AX Hybrid security control panel to the Mobile Client, see [\*\*\*Add Device\(s\) by Scanning Device QR Code\*\*\*](#) or [\*\*\*Add a Device by Hik-Connect Domain\*\*\*](#) .

---

### **Configure Security Control Panel**

On the Settings page of the security control panel, you can view and edit the basic information such as device name. You can also do configurations such as device time settings, area management, use management, etc.

---


#### **Note**

There are four types of users, including administrator (or owner), operator, installer (or setter), and manufacturer. Different types of users have different permissions for the configuration of the security control panel. For details about the four types of users, see the user manual of the security control panel.

---

### **System Options**

You can set system options such as system fault report, siren delay time, alarm duration, etc.

On the device list page, tap the security control panel and log in to the device to enter the Area page, and then tap  → **System Options** to enter the System Options page.

### **Option Management**

On the Option Management tab, you can do the following configurations.

#### **Wireless Device Supervision**

If enabled, the system will detect the status of all wireless devices.

### **System Fault Report**

If enabled, the system will upload a report automatically when there is a system fault.

### **Disable Function Key**

If enabled, all function keys will be disabled.

### **Siren Delay Time (Perimeter Alarm)**

The delay time to trigger the linked siren when a perimeter zone is triggered.



#### **Note**

- For details about perimeter zone, see the user manual of the security control panel.
  - The valid duration is from 0 s to 600 s.
- 

### **Alarm Duration**

If you have set the perimeter zone, you can set the time duration of the alarm.



#### **Note**

The valid duration is from 1 s to 900 s.

---

## **Fault Check**

On the Fault Check tab, you can do the following configurations.

### **Detect Network Camera Disconnection**

If enabled, when the linked network camera is disconnected, alarm will be triggered.

### **Panel Battery Fault Check**

If enabled, when battery is disconnected or out of charge, the device will upload an event.

### **Wired Network Fault Check**

If enabled, when the wired network is disconnected or has other faults, alarm will be triggered.

### **Wi-Fi Fault Check**

If enabled, when the Wi-Fi is disconnected or has other faults, alarm will be triggered.

### **Cellular Network Fault Check**

If enabled, when the cellular data network is disconnected or has other faults, alarm will be triggered.

### **SIM Card Fault Check**

If enabled, the alarm will be triggered when the SIM card has faults.


### **AC Power Down Check Time**

An alarm will be triggered if the AC power-down duration exceeds the configured time.

To comply with the EN 50131-3 standards, set the value to 10 s.

## Area Management

You can enable specific area(s), and configure the public area.

On the device list page, tap the security control panel and log in to the device (if required) to enter the Area page, and then tap  → **Area Management** to enter the Area Management page.

### Enable Area

On the Enable Area tab, you can select area(s) to enable them. After the selected area(s) being enabled, you can do configurations such as linking zones to the area, delay time configuration, and weekend exception. For details, see [Set Area Parameters](#) .

### Public Area Configuration

On the Public Area Configuration tab, you can set the switch to on to set area 1 as the public area, and then set other areas (e.g., area 2 and area 3) as the areas linked to the public area.

- Logic: Public area is a special area which can be shared with other areas. The public area is armed automatically when all areas linked with the public area are armed; And the public area is disarmed automatically when any one of areas linked with the public area is disarmed. The user can also arm or disarm the public area independently.
- Usage Scenario: Public area is usually applied to manage or control a public area which is related with other areas controlled by other areas in one building.

## User Management

The administrator and the installers can manage users. If you are the administrator, you can add, edit, and delete users, and assign different permissions to the newly-added users. If you are an installer, you can only add and delete users.


### Steps

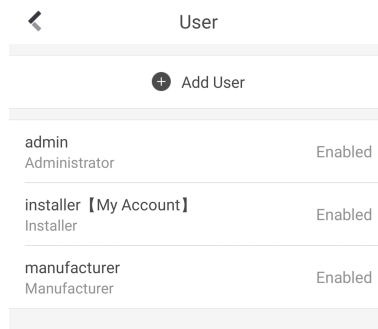
---

#### Note

There are four types of users for the security control panel, including administrator (or owner), operator, installer (or setter), and manufacturer. Different types of users have different permissions for accessing the functionality of the security control panel. For details, see the user manual of the security control panel.

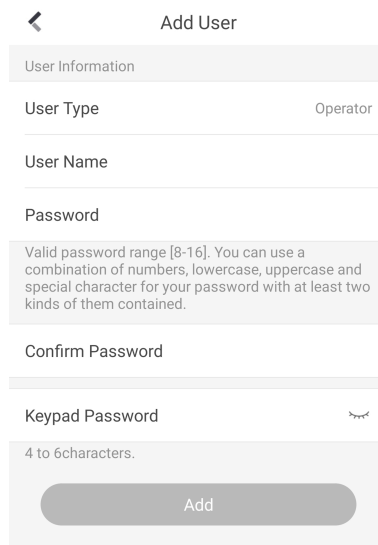
---

1. On the device list page, tap the security control panel and then log in to the device to enter the control panel page.
2. Tap  → **User Management** → **User** .



**Figure 9-12 User Management**

**3. Tap Add User.**



**Figure 9-13 Add User**

**4. Select User Type. Enter User Name and Password.**

**5. Enter Keypad Password.**

---

**Note**

The keypad password +1 or -1 is the duress code. Use the duress code can operate the keyboard to arm and disarm normally and upload a duress alarm. For example, if the keypad password is 123456, the duress code is 123455 or 123457.

**6. Tap Add** to add the user.

**7. Optional:** Perform the following operations if required.

**Enable/Disable User** If you log in as an administrator, you can tap an installer, an operator, or a manufacturer on the user list, and then enable/disable the user on the user details page.

If you log in as an installer, you can tap an operator or a manufacturer on the user list, and then enable/disable the user on the user details page.

---

 **Note**

Only the administrator and installer can enable/disable users.

---

**Set Linked Area** If the target user is a an operator, tap the target user on the user list and then tap **Area Linkage** to set the area linked to the target user.

---

 **Note**

Only the administrator can do such an operation.

---

**Set Permissions for the User** If the target user is a manufacturer, an installer, or an operator, you can tap the target user on the user list and then tap **Permission** to set the permissions authorized to the target user.

---

 **Note**

Only the administrator can do such an operation.

---

**Delete User** If the target user is an operator, tap the target user on the user list and then tap **delete** to delete the target user.

---

 **Note**


Only the administrator and installer can do such an operation.

---

## Keyfob Management

You can add keyfobs to the security control panel to remotely control the area of the panel.

### Steps

1. On the device list page, tap the security control panel and then log in to the device to enter the area page.
  2. Tap  → **User Management** → **Keyfob Management** → **Add New Keyfob** to enter the Card/Tag Management page.
  3. Select a wireless receiver or keypad.
  4. Present the keyfob to the wireless receiver or keypad.
  5. Press any button on the keyfob to learn.
  6. Create a keyfob name.
- 

 **Note**

- If you log in as an installer, skip this step.
  - The keyfob name should contain 1 to 32 characters.
-

7. Select area(s) to be linked to the keyfob.

---

 **Note**

If you log in as an installer, skip this step. Selecting area is only available for the administrator.

---

You can remotely control the selected area(s) by the keyfob based on the permission(s) configured in step 9.

8. Set the Enable Keyfob switch to on to enable the keyfob.

---

 **Note**

If you log in as an installer, skip this step. Enabling keyfob is only available for the administrator.

---

9. Select permissions (such as the permission to disarm and clear alarm) for the keyfob to define what operations can be done via keyfob.

---

 **Note**

If you log in as an installer, skip this step. Setting permissions for keyfob is only available for the administrator.

---

10. Tap **Add**.

11. **Optional:** Enable silent panic alarm.


- 1) Go to the settings page of the keyfob.
- 2) Enable **Silent Panic Alarm**.

When enabled, no linked alarm output (e.g., sound prompt) will be triggered when panic alarms of the keypad is triggered.

### Add Card/Tag

After adding cards or tags to the security control panel, you can swipe the card/tag to arm or disarm all the detectors added to specific area(s) of the security control panel, or clear alarms.

#### Steps

1. On the device list page, tap the security control panel and then log in to the device (if required) to enter the area page.
2. Tap  → **User Management** → **Card/Tag Management** → **Add New Card/Tag** to enter the Card/Tag Management page.
3. Select a keypad.
4. When hearing the voice prompt "Swipe Card", you should present the card/tag on the control panel card presenting area.  
When hearing a beep sound, the card/tag is recognized.
5. Create a card/tag name.

---

### Note

- If you log in as an installer, skip this step. Editing card/tag name is only available to the administrator.
  - The name should contain 1 to 32 characters.
- 

The card/tag will be displayed on the Card/Tag Management page.

6. Select area(s) to be linked to the card/tag.
- 

### Note

If you log in as an installer, skip this step. Selecting area is only available for the administrator.

---

You can remotely control the selected area(s) by the card/tag based on the permission(s) configured in step 8.

7. Set the Enable Card/Tag switch to on to enable the card/tag.
- 

### Note

If you log in as an installer, skip this step. Enabling card/tag is only available for the administrator.

---

8. Select permissions (such as the permission to disarm and clear alarm) for the card/tag to define what operations can be done via card/tag.
- 

### Note

If you log in as an installer, skip this step. Setting permissions for card/tag is only available for the administrator.


---

9. Tap **Add**.
- 

## Set Event Video Parameters

Event video refers to the video cached when specific events occur. You can configure parameters (video channel, stream type, resolution, etc.) for the event video of the security control panel.

On the device list page, tap the security control panel and then log in to the device to enter the control panel page.

Tap  → **Event Video Settings** to enter the page, and then configure the following parameters.

### Video Channel

Set the channel for caching video.

---

### Note

Make sure you have added network cameras to the security control panel. For details about adding network camera, see [\*\*Add Network Camera Channel to Security Control Panel\*\*](#) .

---

### Stream Type

#### Main Stream



Used in recording and HD preview, it provides higher resolution, code rate and image quality.

### **Sub-Stream**

Used to transmit network and preview pictures as a video streaming with features of lower resolution, bit rate and image quality.

### **Bitrate Type**

#### **Constant**

A constant bitrate (hence the bandwidth) is used for the video regardless of the complexity of the video scenes. Increased activities in the video scenes will result in a poorer image quality because the restricted constant bitrate doesn't reach the level to maintain sound image quality.

You can use constant bitrate when only limited network bandwidth is available.

#### **Variable**

A changeable bitrate (hence the bandwidth) is used for the video. The variability of bitrates allows videos to be recorded at a lower bitrate when there's no motion in the video scene, and at a higher bitrate when there are a lot of activities.

It is recommended that you use variable bitrates when the network bandwidth is not limited and there is a need for high quality videos. Variable bitrates provide better image quality at the expense of a higher video storage requirements as the bitrate changes with the complexity of the video scenes.

### **Resolution**

Set the resolution for the video.

### **Bitrate**

The higher the value is, the higher the video quality at the expense of higher bandwidth requirements.

### **Before Alarm**

Set the time point before the alarm to start caching video.


### **After Alarm**

Set the time point after the alarm to stop caching video.

## **Configure Push Notification Settings for AX Security Control Panel**

You can set a phone number to allow the security control panel to call the phone number or send SMS messages to the phone number when specific alarms (events) are triggered.

### **Steps**

1. On the device list page, tap the security control panel and log in to the device to enter the Area page.
2. Tap  → **Communication Parameters** → **Push Notification(s)** .
3. Tap **Add Phone Number** to enter a phone number.

4. Allow the security control panel to call the phone number or send SMS messages to the phone number when specific alarms (events) are triggered.

- Phone Call**
- a. Tap **Phone Call**.
  - b. Set the **Phone Call** switch to on.
  - c. Tap **Numbers of Calling** to set the maximum calling times if the call is not accepted.
  - d. Select the event(s) for triggering the phone call.

**Event Filtering Interval**

Set a time interval for avoid receiving excessive notifications about the same event (alarm) type within a short period of time.

If the alarm is triggered for more than one time within the configured time interval, the alarm is considered as only being triggered for one time.

- SMS**
- a. Tap **SMS**.
  - b. Set **SMS** switch to on.
  - c. Select the event(s) for triggering the SMS notification.
  - d. In the Permission Settings section, select the area(s) that you (installer) have permissions to arm, disarm, and clear alarm via sending control messages to the number of the SIM card installed in the security control panel.



**Note**

For details about control messages, see **Table 9-2** below.

---

After receiving the phone calls or SMS messages about the alarms (events), you can use your phone to send a control messages to arm/disarm the selected area(s) or clear alarm for the area(s) you selected on the Permission Settings page of the SMS tab.

The control message is **Command + Operation + Target**, and the details are shown below.

**Table 9-3 Control Message Description**

| Command  | Operation Type   | Target  |
|--|--|---|
| The number representing the command should be 2 digits.<br>00: Disarm<br>01: Away<br>02: Stay<br>03: Clear Alarm | The number representing the operation type should be 1 digit.<br>1: Area Operation | The number representing the target area should be no more than 3 digits.<br>0: All Areas<br>1: Area 1<br>...<br>4: Area 4 |

For example, the control message which reads **00+1+1** means to disarm area 1; And **01+1+1** means to set the status of area 1 to Away.



## Add Device to Security Control Panel

You should add detectors (zones), other peripheral devices, keyfobs, cards/tags to the panel before you can perform further operations such as arming and disarming. The peripheral devices include wireless outputs expanders, sirens, keypad, etc.

## Add Peripheral Device by Scanning QR Code

You can add peripheral devices to the panel by scanning the device QR code.


### Steps

1. On the device list page, tap the security control panel and then log in to the device (if required) to enter the Area page.
2. Add a peripheral device.
  - Tap **Zone** →  to enter the Scan QR Code page to add a detector.
  - Tap **Peripheral Device** →  to enter the Scan QR Code page to add other types of peripheral devices.
3. Scan the QR code of the device.



### Note

The QR code is usually on the back cover of the device.

4. **Optional:** If the QR code fails to be recognized, tap  and enter the serial number of the device, and then select the device type.



### Note

The serial number is usually on the back cover of the device.

5. Tap **Select Wireless Receiver** to select a wireless receiver.
6. Tap **Add**.
7. **Optional:** Tap the device on the zone list or the peripheral device list to enter the Settings page and then tap **Delete** to delete the device.


## Add Peripheral Device in Enrollment Mode

In Enrollment mode, when you bring the peripheral device (or detector) close to a wireless receiver, wireless communication between them will be established after you confirm such an establishment. And at the same time through the wired connection between the security control panel and the wireless receiver, which plays the role of intermediary, the connection between the peripheral device (or detector) and the security control panel will be established.

### Before You Start

Make sure you have added wireless receiver(s) or keypad to the AX Hybrid security control panel. For details, see the user manual of the device.

### Steps

1. On the device list page, tap the security control panel and then log in to the device (if required) to enter the Area page.
2. Tap  to enter the Settings page.
3. Tap **Enrollment Mode** to enter the Device Type page.  
The Device Type page displays four device types, including detector, wireless output expander, and wireless siren.
4. Select a device type.
5. Select a wireless receiver or a keypad which has a built-in wireless receiver.



### Note



Select the wireless receiver or keypad which is the nearest to the security control panel to ensure the device works after enrolling (adding) the device to the security control panel.


6. Present the peripheral device to the wireless receiver or keypad, and then press the Learn button on the peripheral device.  
The peripheral device will be enrolled (added) to the security control panel.

## Add Network Camera Channel to Security Control Panel

You can add network cameras to the security control panel as the video channel for the security control panel.

### Steps

1. On the device list page, tap the security control panel and then log in to the device (if required) to enter the control panel page.
2. Tap  → **Network Camera Channel** to enter the Network Camera Channel page.
3. Tap the + icon or **Add Channel** to enter the Add Channel page.
4. Set the required information, including IP address, protocol type, port, user name, and password.
5. Tap  to add the channel.
6. **Optional:** Perform the following operations if required.

**Edit a Channel** Select a channel from the channel list, and then tap  to edit it, such as IP address and user name.

**Delete a Channel** Select a channel from the channel list, and then tap **Delete** to delete it.

## Set Area Parameters

The Mobile Client allows you to set area parameters such as alarm duration, auto arm, and auto disarm. An area is an independent control system of a security control panel. It allows you to batch arm/disarm all zones in it. If the security control panel has two areas, you have two independent systems for arming or disarming.

On the device list, tap the security control panel and log in to the device to enter the Area page, and then tap **More** to enter the Settings page to set the following parameters.

### Auto Arm

Enable the area to automatically arm itself in a specific time point.

#### Auto Arm Time

Set the time point for the area to automatically arm itself.

### Late to Disarm

Enable the device to push a notification to the phone or tablet to remind the user to disarm the area when the area is still armed after a specific time point.



#### Note

Make sure you have enabled Operation Event Notification on the web page of the security control panel, or the notification will not be pushed to the phone or tablet. For details about the web page, see the user manual of the security control panel.

---

#### Late to Disarm Time

Set the time point mentioned in **Late to Disarm**.

### Weekend Exception

If enabled, **Auto Arm**, **Auto Disarm**, and **Late to Disarm** will be disabled on the weekend.

### Entry Delay 1

### Entry Delay 2

Set a value for **Entry Delay 1** and **Entry Delay 2**. Entry delay is a time concept. If entry delay is configured for the delayed zone, when you enter an armed delayed zone, the zone alarm will not be triggered until the end of entry delay.

Entry delay is usually used for avoiding the triggering of false alarms when you enter a certain armed region. For example, you can set an entry delay after you arm your home. In this way, you can avoid the unnecessary triggering of intrusion alarm between the time point when you return home and the time point when you finally disarm your home.



#### Note

After set value for **Entry Delay 1** and **Entry Delay 2**, you should set the entry delay of a specific zone to the value of **Entry Delay 1** or **Entry Delay 2**. See [Set Zone Parameters](#) for details.

---

### Exit Delay

Set exit delay for the delayed zone. If exit delay is configured for the delayed zone, after you arm the zone on the indoor unit, you can exit the zone without triggering alarm until the end of exit delay.

Exit delay is usually used for avoiding the triggering of false alarms when you exit a certain armed region. For example, you can set an exit delay after you arm your home. In this way, you

can avoid the unnecessary triggering of intrusion alarm between the time point when you arm your home and the time point when you exit your home.

### Control Areas

You can set arming mode and clear alarms for areas of the security control panel via the Mobile Client. Area, which is an independent control system of a security control panel, allows you to batch arm/disarm all zones in it. If the security control panel has multiple areas, you have multiple independent systems for arming or disarming.

On the device list page, tap the security control panel and then log in to the device to enter the Area page and then control the area. You can swipe to the left or right to switch areas.

### Operations for a Single Area

- **Away:** When all the people in the detection area leave, turn on the Away mode to arm all zones in the area after the defined dwell time. For example, assume that you have set your apartment as a zone, you can set the zone status to Away when you go to work.
- **Stay:** When the people stays inside the detection area, turn on the Stay mode to turn on all the perimeter burglary detection (such as perimeter detector, magnetic contacts, curtain detector in the balcony). At the meantime, the detectors inside the detection area are bypassed (such as PIR detectors). People can move inside the area and alarm will not be triggered.
- **Disarm:** In Disarm mode, all the zones in the area will not trigger alarm, no matter the selected events are detected or not.
- **Clear Alarm:** Clear all the alarms triggered by the zones of the area.

### Operations for All Areas

- **Away:** When all the people in the detection area leave, turn on the Away mode to arm all zones in all areas after the defined dwell time.
- **Stay:** When the people stays inside the detection area, turn on the Stay mode to turn on all the perimeter burglary detection (such as perimeter detector, magnetic contacts, curtain detector in the balcony) set in all the zones of all areas. At the meantime, the detectors inside the detection area are bypassed (such as PIR detectors). People can move inside the area and alarm will not be triggered.
- **Disarm:** In Disarm mode, all the zones of all areas will not trigger alarm, no matter the selected events are detected or not.
- **Clear Alarm:** Clear all the alarms triggered by the all the zones of all the areas.

### Set Zone Parameters

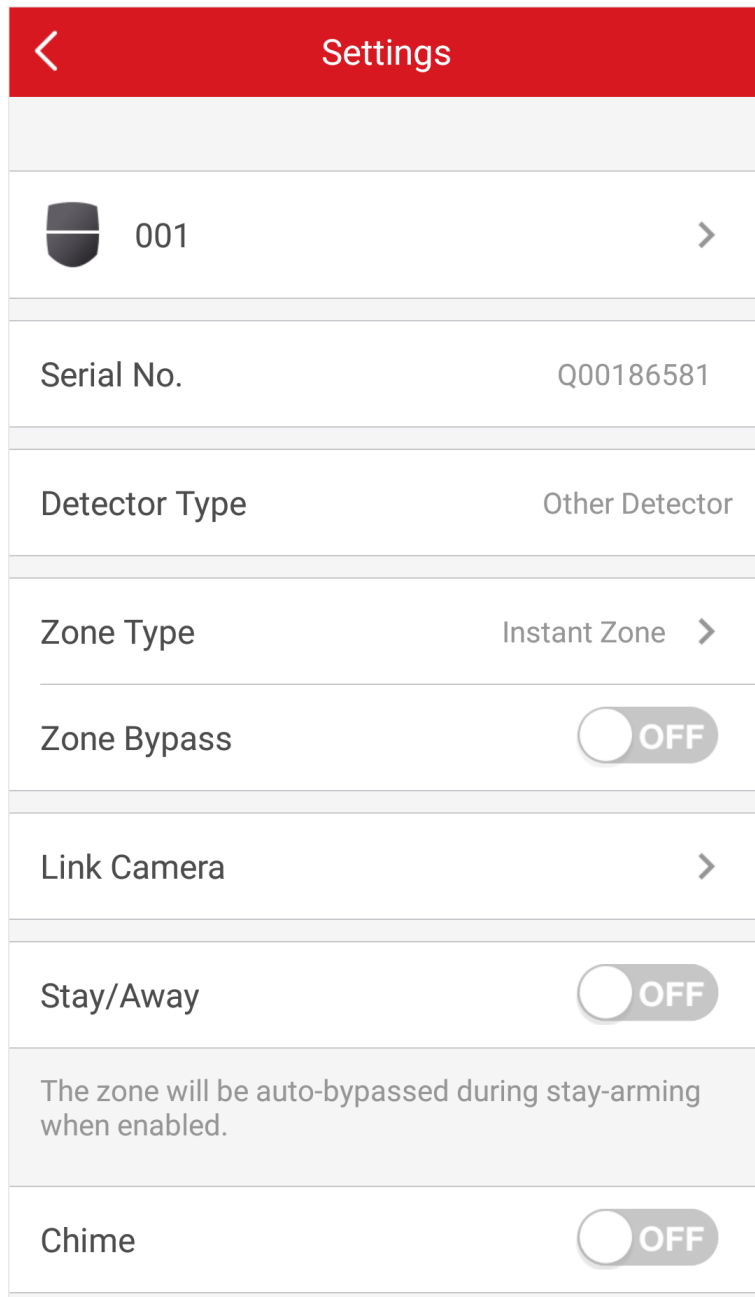
You can set zone parameters, such as zone type, linked camera, and Stay/Away settings. Zone is a basic concept in the security control panel system. It refers to a protection area in the system, and is regarded as the maximum recognizable unit to distinguish the alarm event.

### **Before You Start**

Make sure you have linked detector(s) to the security control panel. For details, see the user manual of the security control panel.

### **Steps**

1. On the device list page, tap the security control panel and then log in to the device to enter the control panel page.
2. Tap **Zone** and then tap a detector (zone) on the zone list to enter the Settings page.



**Figure 9-14 Zone Settings Page**

3. Set parameters for the zone (or detector).

**Zone Type**

See the descriptions of each zone type on the Zone Type page.

If you select **Delayed Zone**, you should select an entry delay (Entry Delay 1 or Entry Delay 2) on the pop-up page.



---

## Note

You can set Entry Delay 1 and Entry Delay 2. See [Set Area Parameters](#) for details.

If you select **Timeout Zone**, you should select a timeout value or tap **Custom** to set a custom value.

## Linked Camera

Link a camera to the zone. See [Link Camera to Zone](#) for details.

## Stay/Away

If enabled, the zone will be auto-bypassed during stay arming.

---

## Note

For details about bypassing a zone, see [Bypass a Zone](#).

---

## Chime

Enable the security control panel to chime when the zone is triggered.

## Enable Silent Zone

If enabled, no siren will be triggered if alarm occurs.

## Bypass a Zone

If you bypass a zone, the zone will NOT be armed (related alarms will not be triggered and faults will not be detected) even when the area is armed.

## What is Bypassing a zone?

Bypass is the term used to describe the ability to deactivate specific zones of the alarm system before arming the system. Bypassing allows for certain zones to be disarmed while the rest of the space is armed.

## When to bypass a zone?

The Bypass feature can be used when you want to intentionally arm your system with one or more zones unprotected. For example:

- If a zone is faulty, other zones of the same area can be armed only when the faulty zone is bypassed.
- You want a specific zone not to trigger any alarms in special occasions.

## How to Bypass zone?

On the Settings page of a zone (detector), turn on **Zone Bypass** to bypass it.

Bypassed zones will not sound an alarm, and reduces the level of security. If you bypasses a zone because it is not working, service the issue immediately so that the problem can be resolved and your system will return to proper working order.

Ensure that no zones are unintentionally bypassed when arming your system. Zones cannot be bypassed once the system is armed.

---

### Note

For details about how to enter the Settings page of a detector (or zone), see [\*\*\*Set Zone Parameters\*\*\*](#) .

---

## Link Camera to Zone

If a network camera has already been linked to the security control panel, you can link the camera to a zone managed by the control panel via the Mobile Client. After that, you can view the zone's alarm-related video when receiving the zone's alarm notification. You can also link a network camera added to the Mobile Client to a zone managed by the control panel, so as to view the zone's live video and play back the zone's videos.

### Before You Start

- Make sure you have mounted the network camera in the zone. See the user manual of the network camera for details.
- To view the alarm-related video when receiving zone's alarm notification, make sure you have linked the network camera to the security control panel via the panel's Web Client. For details, see the user manual of the AX wireless security control panel.

### Steps

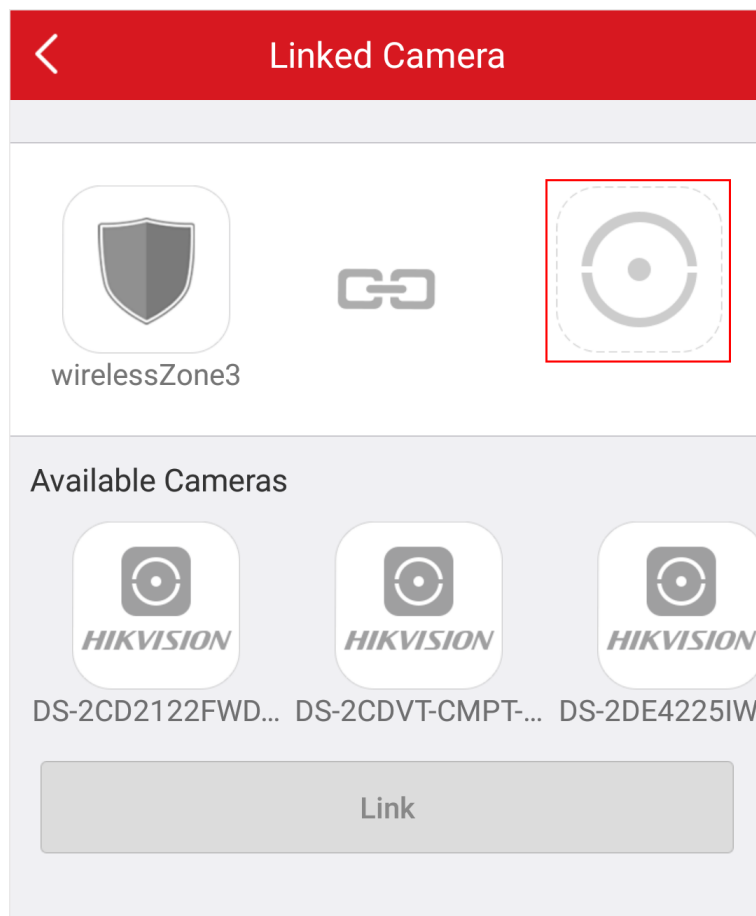
---

### Note


The zone's alarm-related video lasts 7 seconds (from 5 seconds before the alarm to 2 seconds after the alarm).

---

1. On the device list page, tap the security control panel and then log in to the device to enter the Area page.
2. Tap **Zone** and then select a detector from the zone list.
3. Tap **Link Camera** to enter the Link Camera page.



**Figure 9-15 Link Camera Page**

4. Drag a camera from the Available Cameras section to 
5. Tap **Link** .

## Set Parameters of Wireless Outputs Expander

You can set the alarm output type and the output delay for the relays of a wireless outputs expander. Alarm output is the node signal or other signal sent from the alarm controller to the peripheral devices when the alarm is triggered.

### Before You Start

Make sure you have added wireless outputs expander(s) to the security control panel.

### Steps

1. On the device list page, tap the security control panel and then log in to the device to enter the Area page.
2. Tap **Peripheral Device** and then tap a wireless outputs expander on the device list.  
The relays of the expander will be displayed.

### 3. **Optional:** Set the disconnection duration.

#### **Offline Duration**

If the time during which the wireless outputs expander loses communication with the security control panel exceeds the configured offline duration, the wireless outputs expander will be regarded as offline.




#### **Note**

The default offline duration is 1 hour.

---

### 4. Configure the relay.

- |  |   |
|--|---|
| <b>Edit Relay Name</b>                       | Tap a relay and then tap the relay name to edit its name. And then tap  to save the changes.   |
| <b>Select Alarm Output Type</b>              | Tap a relay and then select an alarm output type.<br><b>Alarm</b><br>Alarm outputs will be activated when the zone alarms.<br><b>Arming</b><br>Alarm outputs will be activated when the area (system) is armed.<br><b>Disarming</b><br>Alarm outputs will be activated when the area is disarmed.<br><b>Manual</b><br>Set the switch icon to ON in the relay list to manually activate alarm outputs of the relay.<br><b>Zone</b><br>Alarm outputs will be activated when the selected zone is triggered or tampered. |
| <b>Set Delay Time for the Relay to Close</b> | Tap a relay and then tap <b>Output Delay</b> to set the delay time for the relay to close. In other words, output delay refers to the duration of the alarm output.   |

### **Set Wireless Siren Parameters**


You can edit siren name and adjust siren's volume. And for a wired siren, you can also set siren type for it.

#### **Before You Start**

Make sure you have added wireless siren(s) to the security control panel. For details, see [\*\*\*Add Device to Security Control Panel\*\*\*](#) .

## Steps

1. On the device list page, tap the security control panel and then log in to the device to enter the Area page.
2. Tap **Peripheral Device** and then tap a siren on the device list to enter the siren settings page.
3. Perform the following operations.

**Edit Siren Name** Tap the siren name to edit it, and then tap .

**Set Siren Volume** Drag the slider to set the volume.



The function should be supported by the siren.

---

**Set Linked Event for Wired Siren**

- **Alarm:** The siren will be activated when the zones in the selected area(s) alarms.  
You can select an event sub-type (e.g, panic alarm) as the event that requires alarm output once it is detected within the zones.
- **Arming:** The siren will be activated when the selected area(s) are armed.
- **Disarming:** The siren will be activated when the selected area(s) are disarmed.
- **Manual Mapping:** Set the switch icon to ON to manually activate the siren.
- **Zone:** The siren will be activated when the selected zone(s) are triggered or tampered.

**Set Offline Duration** If the time during which the siren loses communication with the security control panel exceeds the configured offline duration, the siren will be regarded as offline.

## Set Keypad Parameters

You can set the keypad parameters, including device name, buzzer, card/tag swiping, backlight, and security settings, etc.

### Before You Start

Make sure you have added wireless keypad to the security control panel.

## Steps

1. On the device list page, tap the security control panel and then log in to the device to enter the Area page.
2. Tap **Peripheral Device** and then tap a wireless keypad on the device list.
3. Set the parameters.

### Linked Area

Set the area linked to the keypad. The linked area can be arm/disarm or clear alarm by the keypad.

### **Buzzer**

Enable the buzzer.

### **Card/Tag Swiping**

Enable swiping card/tag on the keypad to arm/disarm the linked area or clear alarms.

### **Keypad**

Enable using keypad to arm/disarm the linked area or clear alarms.

### **Backlight**

Enable the backlight of the keypad.

### **Silent Panic Alarm**

If enabled, no linked alarm output (e.g., sound prompt) will be triggered when the device alarms.

### **Offline Duration**

If the time during which the keypad loses communication with the security control panel exceeds the configured offline duration, the keypad will be regarded as offline.

### **Security Settings**

#### **Locked Duration**

Specify the duration that the keypad remains locked if the failed keypad password attempts reach the specified maximum times.

#### **Maximum Failed Attempts**

Specify the maximum failed attempts for entering the incorrect keypad password consecutively. If the failure times reaches the specified value, the keypad will remain locked for a specified duration.

## **Set Wireless Card/Tag Reader Parameters**

You can set the wireless card/tag reader parameters, including device name, linked area, buzzer, offline duration, and security settings.

### **Before You Start**

Make sure you have added wireless card/tag readers to the security control panel.

### **Steps**

1. On the device list page, tap the security control panel and then log in to the device to enter the Area page.
2. Tap **Peripheral Device** and then tap a wireless keypad on the device list.
3. Set the parameters.

#### **Linked Area**

Set the area linked to the wireless card/tag reader. The linked area can be arm/disarm or clear alarm by swiping card/tag on the card/tag reader.

### **Buzzer**

Enable the buzzer of the card/tag reader.

### **Offline Duration**

If the time during which the siren loses communication with the security control panel exceeds the configured offline duration, the siren will be regarded as offline.

### **Security Settings**

#### **Locked Duration**

Specify the duration that the card/tag reader remains locked if the failed card/tag swiping attempts reach the specified maximum times.

#### **Maximum Failed Attempts**

Specify the maximum failed attempts for swiping card/tag. If the failure times reaches the specified value, the card/tag reader will remain locked for a specified duration.

## **9.1.4 Video Security Control Panel**

You can add video security control panel to the Mobile Client. Video security control panel supports analog or digital HD video input and can be used cooperatively with the video security and access control system over client software. It supports uploading reports to the alarm receiving centers with various transmission modes such as PSTN, network and GPRS.

On the Mobile Client, you can set partition status, manage zones, and set voice prompt for the security control panel.

## **Partition and Zone Control**

The Mobile Client allows you to set arming mode of a partition, and control the zones. You can set arming mode for a specific zone, set zone parameters, link a camera to a zone, etc.

Partition, which is an independent control system of a security control panel, allows you to batch arm/disarm all zones in it. If the security control panel has two partitions, you have two independent systems for arming or disarming.

Zone is a basic concept in the security control panel system. It refers to a protection area in the system, and is regarded as the maximum recognizable unit to distinguish the alarm event.

---

### **Note**

For more information about partition and zone, see the user manual of the security control panel.

---

### Control a Zone

You can set the arming mode of a single zone to arm or disarm.

#### Before You Start

Enable single zone arming or disarming via Hik-Partner Pro client software. For details, see the user manual of the security control panel.

#### Steps

1. On the device list, tap the arming status icon on the right of the security control to enter the Partition page.
2. **Optional:** If the device contains more than one partition, tap the partition name at the top of the page to switch partitions.
3. Select a zone in the partition and tap the switch icon to arm or disarm it.

### Control All Zones in One Partition

You can control the arming status of all zones in a partition.

#### Steps

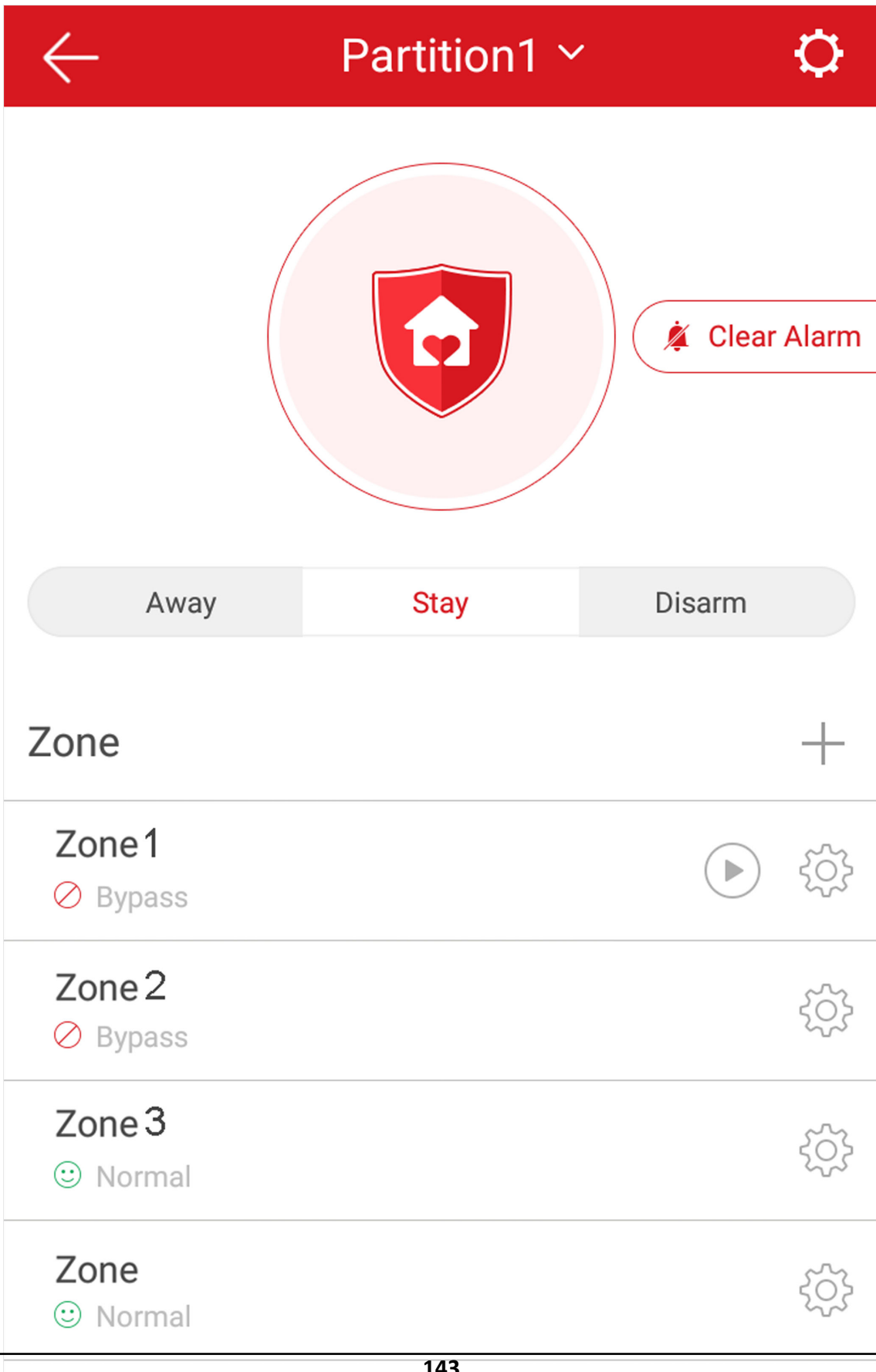


#### Note

- The function should be supported by the device.
- The security control panel's Single Zone Arming or Disarming function should be disabled. For details, see the user manual of the security control panel.

- 
1. On the device list, tap the arming status icon on the right of the security control to enter the Partition page.





**2. Optional:** If the device contains more than one partition, tap the partition name at the top of the page to switch partitions.

**3. Optional:** View zone status.

### **Bypass**

The zone is bypassed. For details about bypassing a zone, see [\*\*\*Bypass a Zone\*\*\*](#) .

### **Fault**

The detector is faulty.



### **Note**

When a zone is faulty, bypass the zone to ensure the partition which the zone belongs to can be armed.

---

**4.** Control all zones in the partition.

### **Away**

When all the people in the detection area leave, turn on the away arming mode to turn on all zones in the partition after the defined dwell time.

### **Stay**

When the people stays inside the detection area, turn on the stay arming mode to turn on all the perimeter burglary detection (such as perimeter detector, magnetic contacts, curtain detector in the balcony). At the meantime, the detectors inside the detection area are bypassed (such as PIR detectors). People can move inside the area and alarm will not be triggered.

### **Disarm**

In disarming mode, all the zones in the partition will not trigger alarm, no matter alarm events happen or not.

### **Clear Alarm**

When zones in the partition trigger alarms, tap **Clear Alarm** to clear the sound and light alarming prompt.

### **Delay**

Set the enter delay time and the exit delay time for the delayed zone.

#### **Enter Delay Time**

The waiting period between the indoor station triggering alarms and sending alarm information to the alarm center. Therefore, during entering delay time, you can disarm the zone without triggering alarms.

#### **Exit Delay Time**

The time period between the time when you arm the indoor station and the time when the arming take effect. Exit delay allows you to exit the zone without triggering alarms after arming the zone.


## Add a Zone

The Mobile Client allows you to add zones (detectors) to the security control panel.

### Before You Start

Add a video security control panel to the Mobile Client. See [Add Device for Management](#) for details.



### Steps

1. On the device list page, tap the arming status icon on the right of the video security control panel to enter the Partition page.
2. Tap  to scan the detector's QR code.



The QR code is usually on the back cover of the detector.

---

3. **Optional:** Manually add the detector if the QR code is not recognized.
  - 1) Tap , and then enter the detector's serial number.
  - 2) Tap  to search for the detector.
4. Tap **Add** on the Result page.
5. Tap **Finish**.

## Set Zone Parameters

You can set zone parameters such as zone name, zone type, and detector type.

Select a zone on the Partition page and tap  to enter the Settings page of the zone.

### Edit Zone Name

Tap the zone name to edit it.

---



The zone name should contain 1 to 50 characters.

---

### Set Zone Type

Tap the zone type to select a type from the Zone Type page.

#### Instant Zone

The zone will be immediately triggered when it detects alarm event without entering and exiting delay. The detectors of this zone are in alert condition for 24 hours every day. The detectors can be affected by arming and disarming operation, and can be bypassed. When the zone detects alarm events, the sound and light alarming prompt will be triggered on the keyboard. The siren output will be triggered when the siren is linked, meanwhile the generated event report will be uploaded to the center receiver (reporting code is different from 24-hour

audible alarm zone), and the zone alarm status can be checked on the Mobile Client. It is generally applied to smoke detector.

---

### Note

Detectors in instant zone can be affected by arming or disarming operation, and can be bypassed.

---

### **24H Silent Alarm Zone**

The detectors of this zone are in alert condition for 24 hours every day. The detectors will not be affected by arming and disarming operation or be bypassed. When the zone detects alarm events, the sound and light alarming prompt will be triggered on the keyboard. The siren output will be triggered when the siren is linked, meanwhile the generated event report will be uploaded to the center receiver, and the zone alarm status can be checked on the Mobile Client. This zone type is generally applied to the sites equipped with emergency button (e.g. bank and jewelry counter).

### **Delayed Zone**

The zone will not be in alert condition during exit delay and enter delay. Exit Delay provides you time to leave through the armed area without alarm. Entry Delay provides you time to enter the armed area to disarm the system without alarm. This zone type is mainly used in entrance/exit route (e.g. front door/main entrance), which is a key route to operate keyboard for users.

### **Internal Zone**

The internal zone is usually set within a delayed zone. After arming the partition, if the delayed zone is triggered first, the system will provide entry delay for both the delayed zone and the internal zone. If not, the internal zone will trigger alarm instantly. The delay parameters of internal zone are the same with that of the delayed zone. It is usually set in the rest room or hall (e.g. motion detector), which is a key place to operate keyboard for users.

---

### Note

For the introduction of other zone types, see the user manual of the security control panel.

---

## **Set Detector Type**

Tap **Detector Type** to select a detector type.

### **Active Infrared Detector**

The detector consists of infrared emission device and infrared receiving device. If the infrared ray sent from the emission device is blocked, and the receiver cannot receive the infrared ray, the device will send an alarm.

### **Passive Infrared Detector**

The detector doesn't emit any energy itself. It only receives emissions from environments. When the infrared rays from living things are detected, the detector will send an alarm.

### **Dual Technology Motion Detector**

The detector consists of a Passive Infrared Receiver (PIR) and microwave sensor, the two need to be activated simultaneously to trigger an alarm.

---

### Note

For the introduction of other detector types, see the user manual of the security control panel.

---

## Bypass a Zone

If you bypass a zone, the zone will NOT be armed (related alarms will not be triggered and faults will not be detected) even when the area is armed.

### What is Bypassing a zone?


Bypass is the term used to describe the ability to deactivate specific zones of the alarm system before arming the system. Bypassing allows for certain zones to be disarmed while the rest of the space is armed.

### When to bypass a zone?

The Bypass feature can be used when you want to intentionally arm your system with one or more zones unprotected. For example:

- If a zone is faulty, other zones of the same area can be armed only when the faulty zone is bypassed.
- You want a specific zone not to trigger any alarms in special occasions.

### How to Bypass zone?

Select a zone on the Partition page and tap  to enter the Settings page of the zone, and then enable zone bypass.

---

### Note

For details about how to enter the Partition page, see [\*\*\*Partition and Zone Control\*\*\*](#) .

---

Bypassed zones will not sound an alarm, and reduces the level of security. If you bypasses a zone because it is not working, service the issue immediately so that the problem can be resolved and your system will return to proper working order.

Ensure that no zones are unintentionally bypassed when arming your system. Zones cannot be bypassed once the system is armed.

---

### Note


For details about how to enter the Settings page of a detector (or zone), see [\*\*\*Set Zone Parameters\*\*\*](#) .

---

## Link Camera to Zone

After linking a camera to a zone, you can view the live video of the zone on the Mobile Client.



### Steps

1. On the device list, tap the arming status icon on the right of the security control to enter the Partition page.
2. **Optional:** If the device contains more than one partition, tap the partition name at the top of the page to switch partitions.
3. Tap  to enter the Setting page of the zone.
4. Select a camera in Available Camera section.



You can swipe the camera group to the left or right to view all the available cameras.

5. Tap **Link** to link the selected camera to the zone.
6. Tap **Finish**

 will be displayed on the right side of the zone in the zone list. You can tap  to view the zone's live video.



### Enable Voice Prompt

For a security control panel, the voice prompt offers you information about system operations or the triggered alarms.



The function should be supported by the device.


---

On the device list page, slide the device to the left and tap  or  to enter the Settings page. Tap the switch icon of Device Voice Prompt to enable or disable the function.

### Delete Zone

You can delete a specific zone from a security control panel.

#### Steps

1. On the device list, tap the arming status icon on the right of the security control to enter the Partition page.
2. **Optional:** If the device contains more than one partition, tap the partition name at the top of the page to switch partitions.
3. Select zone and tap  to enter the Settings page.
4. Tap **More** → **Delete** to delete the zone.

### 9.1.5 Pyronix Control Panel

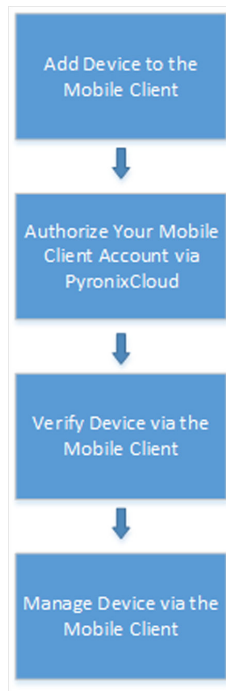
On the Mobile Client, Pyronix control panel refers to the security control panel (or alarm panel) designed and manufactured by Pyronix. You can add the Pyronix control panels to the Mobile

Client for management, such as arming and disarming areas (or partitions), viewing zone history event, and bypassing zone.

---

 **Note**

After adding the device to the Mobile Client, you should authorize the account of the Mobile Client to access the device, and verify the device before you can manage it. The flow chart of the overall process is shown below.





**Figure 9-17 Flow Chart**

---

## Add Pyronix Control Panel to Mobile Client

You can add Pyronix control panels to the Mobile Client for management of the devices.

### Steps

1. Tap  on the device list page and then select **Manual Adding**.
2. Select **Pyronix** as the adding type.
3. Enter the device alias and serial number.
4. Tap  to save the settings.

The device will be displayed on the device list.

### What to do next

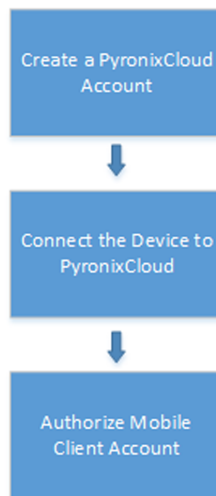
Authorize your account of the Mobile Client via PyronixCloud, otherwise you won't have the permission to access the device via the Mobile Client. See [\*\*Authorize Mobile Client Account via PyronixCloud\*\*](#) for details.

And then verify the device on the Mobile Client. See [\*\*Verify Pyronix Control Panel\*\*](#) for details.

### Authorize Mobile Client Account via PyronixCloud

Before you can manage a Pyronix control panel on the Mobile Client, you should authorize your account of the Mobile Client via PyronixCloud first, which operates as a gateway between the device and the Mobile Client.

The flow chart is shown below:



**Figure 9-18 Flow Chart of the Authorization**

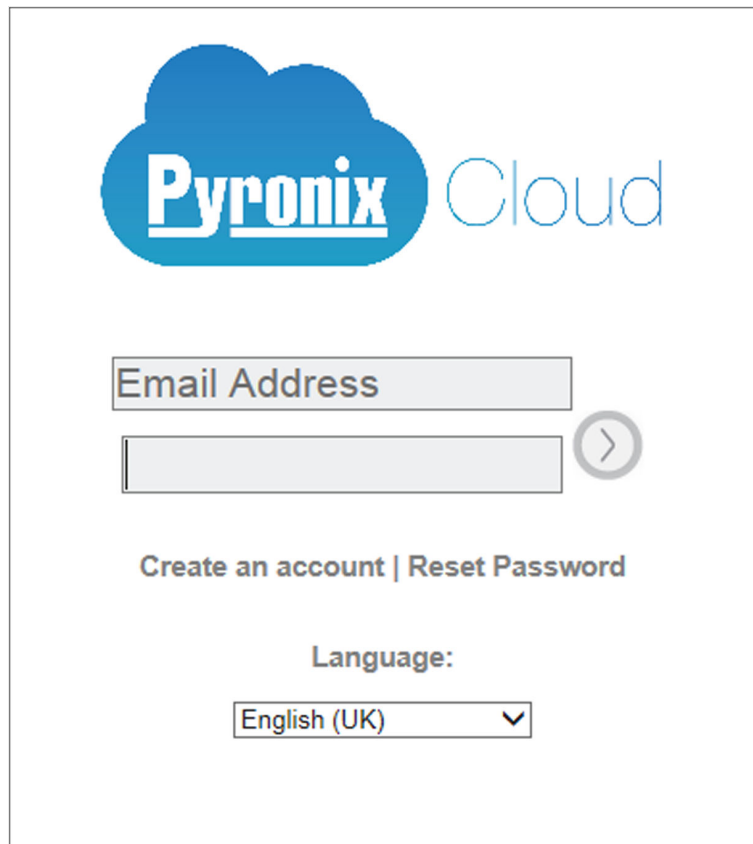
### Create a PyronixCloud Account

You should create a PyronixCloud account before you can connect a Pyronix control panel to PyronixCloud.

#### Steps

1. Visit <http://www.pyronixcloud.com> .





**Figure 9-19 The Web Page of PyronixCloud**

2. Click **Create an account** and complete the form.

You will receive an email with a confirmation link from [admin@pyronixcloud.com](mailto:admin@pyronixcloud.com).

3. Click the link to complete confirmation.

#### **What to do next**

Connect the Pyronix control panel to PyronixCloud. See ***Connect Device to PyronixCloud*** for details.

### **Connect Device to PyronixCloud**

After creating a Pyronix account, you should connect a Pyronix control panel to the PyronixCloud before you can authorize your account of the Mobile Client.

#### **Before You Start**

Create a Pyronix account. See ***Create a PyronixCloud Account*** for details.

#### **Steps**

1. Visit <http://www.pyronixcloud.com> and log in to your account.
2. Register a new system.

- 1) Enter the required information.

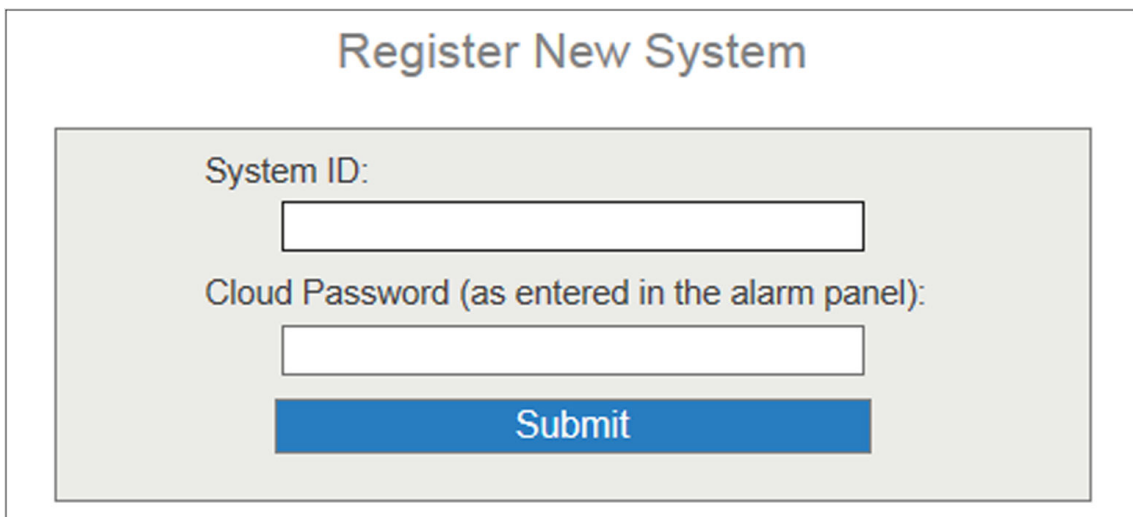
### System ID

The system ID is a unique ID for a Pyronix control panel. You can get the system ID via the device. For details, see the user manual of the device.

### Cloud Password

Enter the cloud password that you have entered in the Pyronix control panel (or alarm panel). The cloud password is set via the device. For details, see the user manual of the device.

- 2) Click **Submit**.



The screenshot shows a mobile application interface for registering a new system. At the top, the text 'Register New System' is displayed in a large, dark font. Below this, there is a light gray rectangular area containing the registration form. The form consists of two text input fields. The first field is labeled 'System ID:' and the second is labeled 'Cloud Password (as entered in the alarm panel):'. Below the second input field is a prominent blue button with the white text 'Submit'.

**Figure 9-20 Register a New System**

3. Enter a system reference to create an alias for the device.
4. Click **Submit**.  
You will receive an email with a confirmation link.
5. Click the confirmation link to continue.  
The device will be displayed on View Systems page.
6. Click the tick at the upper-right corner of the page to make sure the device is connected.

### What to do next

Authorize your account of the Mobile Client. See [\*\*\*Authorize Mobile Client Account\*\*\*](#) for details.

## Authorize Mobile Client Account

Perform the following task to authorize your account of the Mobile Client.

### Before You Start

Create a PyronixCloud account and connect the Pyronix control panel to PyronixCloud. See [\*\*\*Create a PyronixCloud Account\*\*\*](#) and [\*\*\*Connect Device to PyronixCloud\*\*\*](#) for details.

## Steps

1. Connect the Pyronix control panel to PyronixCloud to enter the View Systems page.
2. On the View Systems page, click a system ID to enter the device user list page.
3. Select your account of the Mobile Client from the User column.
4. Switch the permission to ON.

| User | Last Connected      | Permission  | Notifications                               |
|------|---------------------|---|---|
| 1111 | 28/03/2017 13:49:58 | <input checked="" type="checkbox"/> On <input type="checkbox"/> Off | <input checked="" type="checkbox"/> Enabled |

Figure 9-21 Device User List Page

5. Click **Save Now**.

You can access the Pyronix control panel via the Mobile Client.

## Verify Pyronix Control Panel

If a Pyronix control panel is not verified, you should verify it before you can manage it on the Mobile Client.

### Before You Start

- Add a Pyronix control panel to the Mobile Client. See [\*\*\*Add Pyronix Control Panel to Mobile Client\*\*\*](#) for details.
- Set the user code and APP password via the Pyronix control panel. For details, see the user manual of the device.

## Steps

1. On the device list page, tap a Pyronix control panel to enter the Verify Device page.
2. Enter the user code and the APP password.
3. Tap **Finish**.

## Control Areas (Partitions)

For a Pyronix control panel, an area (partition) is an independent control system of a security control panel. It allows you to batch arm/disarm all zones in it. If the security control panel has two partitions, you have two independent systems for arming or disarming.

### Before You Start

- Add the Pyronix control panel to the Mobile Client. See [\*\*\*Add Pyronix Control Panel to Mobile Client\*\*\*](#) for details.
- Authorize your account of the Mobile Client to access the device. See [\*\*\*Authorize Mobile Client Account via PyronixCloud\*\*\*](#) for details.

### Steps

---

#### Note

For more information about partition, see the user manual of the security control panel.

---

1. Tap the Pyronix control panel on the device list page and verify the device to enter the Area (Partition) page.
- 

#### Note

For details about verifying device and authorize the phone, see ***Verify Pyronix Control Panel***.

---

The alarm outputs and areas (partitions) will be displayed on the page.

← Device 01 ⚙️

🔔 Cellar   🔔 Gate   🔔 Key   ⋮ More

---

**Area A**

Arming...

🛡️ Input 01test  Offline ⚙️

🛡️ Input 02  Offline ⚙️

🛡️ Input 03  Offline ⚙️

[View All Zones](#)

---

**Area B**

Disarmed

🛡️ Input 01test  Offline ⚙️

🛡️ Input 02  Offline ⚙️

---

**Area C**

Disarmed

🛡️ Input 01test  Offline ⚙️

2. Set the switch to ON to arm the area (partition).

### Control Alarm Output Remotely

When the Pyronix control panel is connected with alarm outputs, such as siren and alarm lamp, you can control the alarm output status.

#### Before You Start

Connect an alarm output to the Pyronix control panel. For details, see the user manual of the device.

#### Steps


1. Tap a Pyronix control panel on the device list page and verify the device to enter the Area (Partition) page.



For details about verifying device and authorizing the phone, see [\*Verify Pyronix Control Panel\*](#).

---

The alarm output(s) and all areas (partitions) will be listed on the page.

2. Tap  to enter the Alarm Output page.
3. Tap the alarm output icon to trigger an alarm.

The time for outputting the alarm starts count down.

---



The time for outputting the alarm varies with different types of alarm outputs.

---

### Bypass a Zone

If you bypass a zone, the zone will NOT be armed (related alarms will not be triggered and faults will not be detected) even when the area is armed.

#### What is Bypassing a zone?


Bypass is the term used to describe the ability to deactivate specific zones of the alarm system before arming the system. Bypassing allows for certain zones to be disarmed while the rest of the space is armed.

#### When to bypass a zone?

The Bypass feature can be used when you want to intentionally arm your system with one or more zones unprotected. For example:

- If a zone is faulty, other zones of the same area can be armed only when the faulty zone is bypassed.
- You want a specific zone not to trigger any alarms in special occasions.

## How to Bypass zone?

Select a zone on the Area page and tap  to enter the Settings page of the zone, and then enable zone bypass.

---

### Note

For details about how to enter the Area page, see [Control Areas \(Partitions\)](#) .

---

Bypassed zones will not sound an alarm, and reduces the level of security. If you bypasses a zone because it is not working, service the issue immediately so that the problem can be resolved and your system will return to proper working order.

Ensure that no zones are unintentionally bypassed when arming your system. Zones cannot be bypassed once the system is armed.

---

### Note

For details about how to enter the Settings page of a detector (or zone), see [Set Zone Parameters](#) .

---

## 9.2 Panic Alarm Device

Panic alarm devices are designed to provide quick access of reporting emergencies and getting help when emergency situations occur and timely responses are required. You can quick respond to the emergency calls from the panic alarm devices on the Mobile Client.



When a person presses the panic button (or emergency button) on a panic alarm device (including panic alarm panel/box/station), you will receive a call from the device on the Mobile Client.

Therefore, you can respond to the emergency and get in touch with the person reporting the emergency in time.

- Before answering an emergency call, you can:
    - See the live video of the panic alarm device or linked camera.
    - Control the sounder, strobe light, and alarm outputs.
- 

### Note

You cannot control the sounder, strobe light, or alarm output if the panic alarm device is shared from another user.

---

- After answering an emergency call, you can:
    - Start two-way audio.
    - Control strobe light and alarm outputs.
-

---

 **Note**

You cannot control sounder after answering the call.

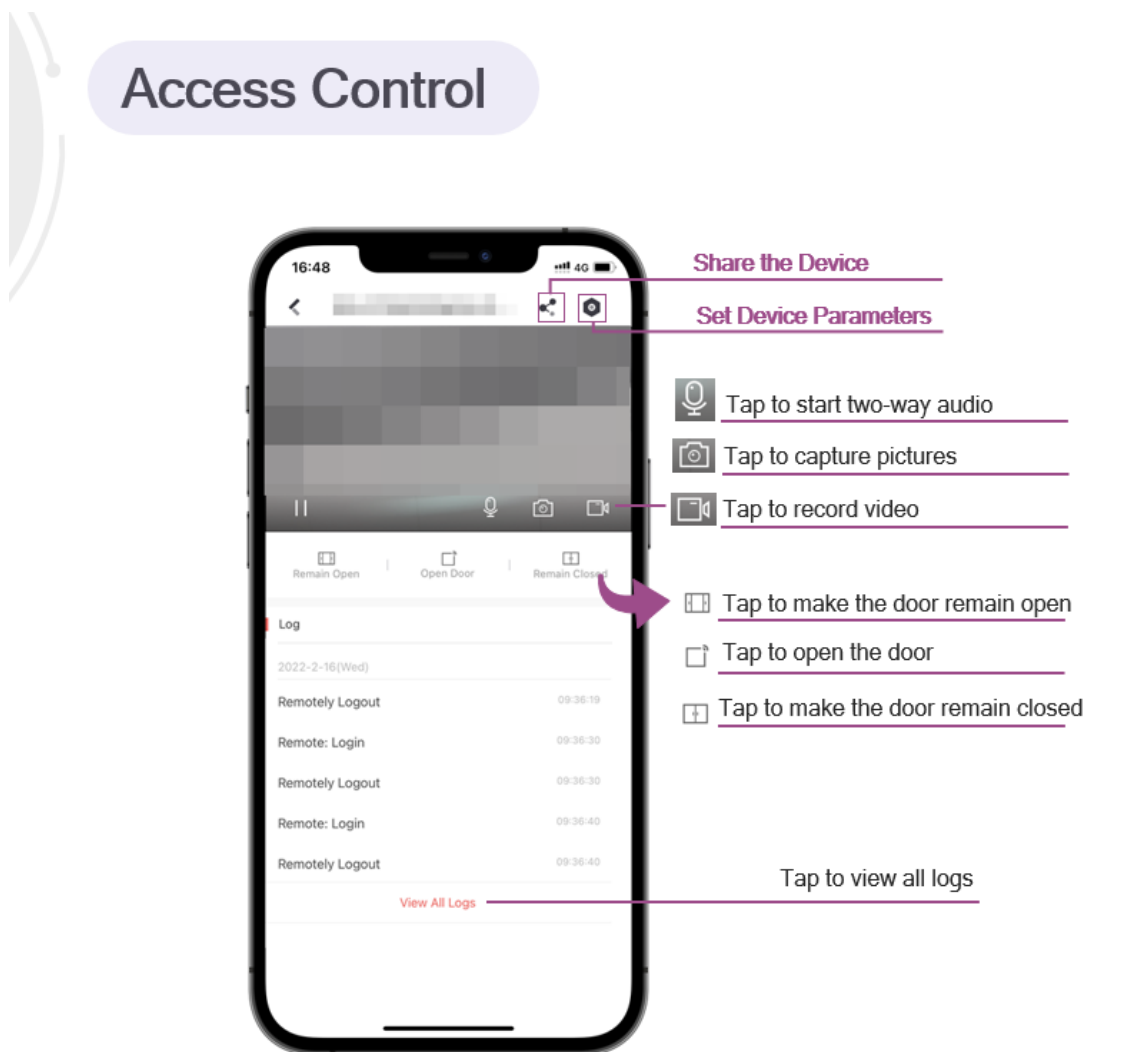
---

You can see the history of incoming emergency calls in **Notification → Call** .



## Chapter 10 Manage Access Control Devices

Access control is the selective restriction of access to a place or other resources. After adding access control devices to the Mobile Client, you can remotely control the doors, and configure duration in which the doors remain open. You can also filter and view access control device's logs, which provide the information of access events and related alarms, such as access controller tampering alarms.



### 10.1 Control Door Status

The Mobile Client supports controlling the status of the access control devices' related doors by the super password of the device.


## Steps

---

### Note

You can change the super password. See [Change Super Password](#) for details.

---

1. On the device list page, tap  on the right of the access control device to enter the door control page.
- 

### Note

The door icon varies with different door status.

---

2. Control the door status.

#### **Remain Open**

Keep the door open.

#### **Open Door**

Open the door for a configurable time period. When the time period expires, the door will close.

---

### Note

For details about configuring the time period, see [Set Door Open Duration](#).

---

#### **Remain Closed**

Keep the door closed. In this status, the door can only be opened by super card or super password.

---

### Note

For details about super card, see the user manual of the access control device.

---

3. Enter the super password.
- 

### Note



- For face recognition terminal, this step is not required. You can control door status directly in step 2.
  - By default, the super password is the device verification code. You can change the super password. See [Change Super Password](#) for details.
- 

The door status will change.

## 10.2 Set Door Open Duration

You can set the door open duration for the access control device. When the duration expires, the door will close automatically.

### Steps

1. On the device list page, tap  to enter the Settings page of the access control device.
2. Tap **Door Open Duration** to open the Door Open Duration list.
3. Select a duration from the list.
4. Tap  to confirm the selection.

If you tap **Open Door** in the door control page, the door will open for the configured time duration.



### Note

For details about controlling door status, see ***Control Door Status*** .

---

## 10.3 Change Super Password

The Mobile Client allows you to change the super password of the access control device, which can be used to open all the access control points (e.g., doors), even when the access control point is in remaining closed status.


### Steps



### Note

For details about super password of the access control device, see the user manual of the device.

---

1. On the device list page, tap  to enter the Settings page of the device.
2. Tap **Change Password** to enter the Change Password page.
3. Enter the old password and tap **Next**.



### Note

If it is the first time to set the super password, skip this step.

---

4. Create a new password and then tap **Finish**.
- 



### Note

The password should contain 6 numbers.

---

## 10.4 View Access Control Logs

You can view the access control device's logs including the access control events and alarm information. You can also filter the logs.

### Steps

1. On the device list page, tap the door icon on the right of the access control device to enter the door control page.



**Figure 10-1 The Icon Representing Door**

The log list will be displayed on the Log section of the page.

2. Perform the following operations.

- Refresh Log List**    Swipe the log list downward to refresh it.
- View All Logs**      Tap **View All Logs** to enter the Log page and view all access control device logs.
- Filter Logs**        On the Log page, tap **Filter** and then set the filtering condition (time and event type) to filter.

## 10.5 Enable Opening Door via Touch ID (or Face ID) Authentication

After adding face recognition terminals to the Mobile Client, you can enable opening door via Touch ID authentication or Face ID authentication.


---

### **Note**

Your phone or tablet should support Touch ID authentication or Face ID authentication.

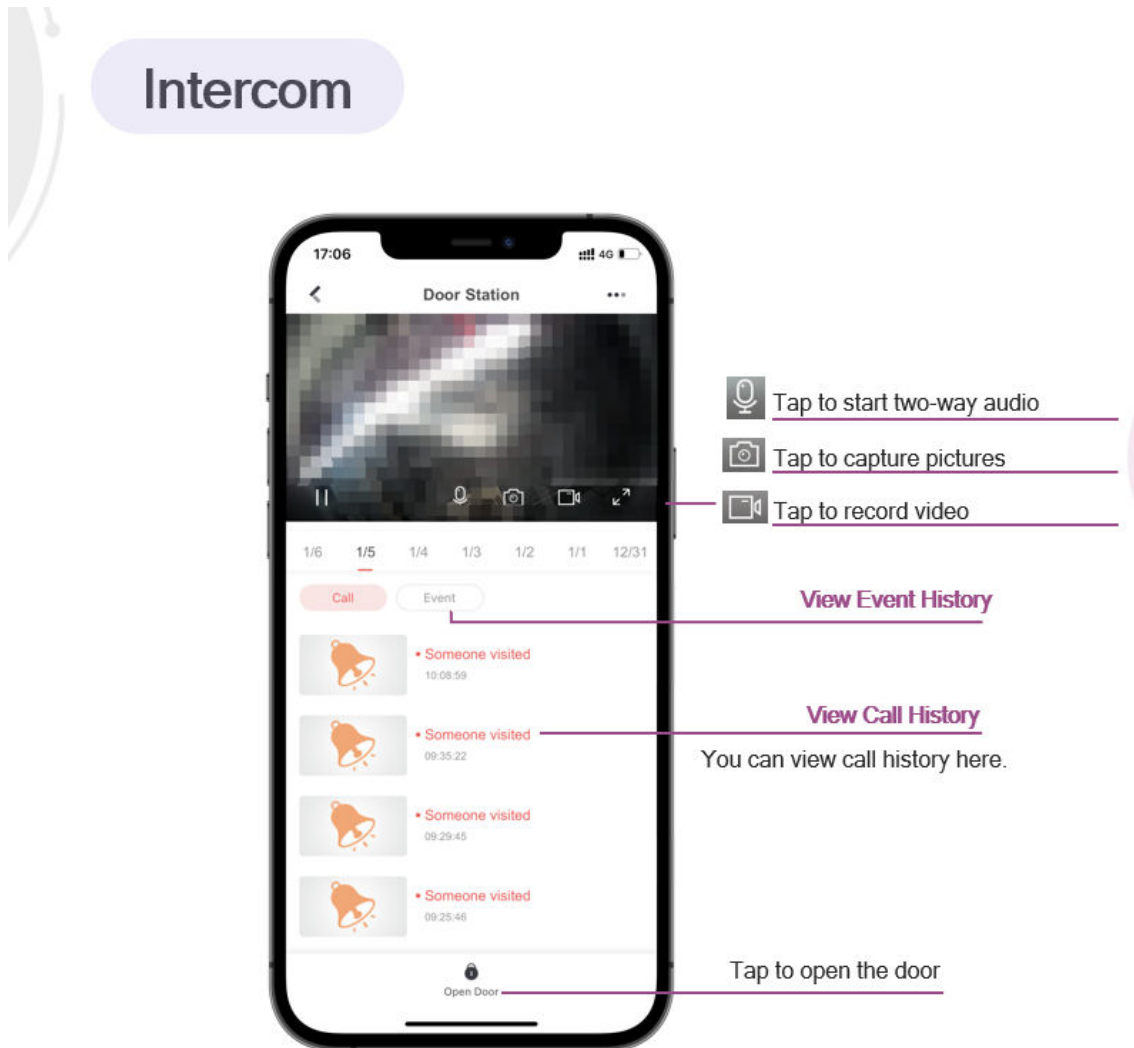
---

After adding a face recognition terminal, when you open the device's related door for the first time, a prompt will pop up asking you whether to enable opening door via Touch ID authentication or Face ID authentication or not. You can follow the prompt to enable this function.

If you have ignored the above-mentioned prompt, you can tap  to enter the Settings page, and then switch on the function.

## Chapter 11 Video Intercom

The Mobile Client supports video intercom functions. Video intercom is an audiovisual communication and security technique used in a building or a small collection of buildings. With microphones and video cameras at both sides, it enables the intercommunication via video and audio signals.



### 11.1 Answer Call from Indoor Station

If no one answers the call via the indoor station for a while, the call will be forwarded to the Mobile Client. You can answer the call, view the live video of the door station, as well as open the door.

### Steps

---

#### Note

Up to 6 users can view the live video of the same door station at the same time. If there's already been 6 users viewing the live video, you can only use the audio function of the video intercom device.

---

1. Tap the call message to enter the following page.

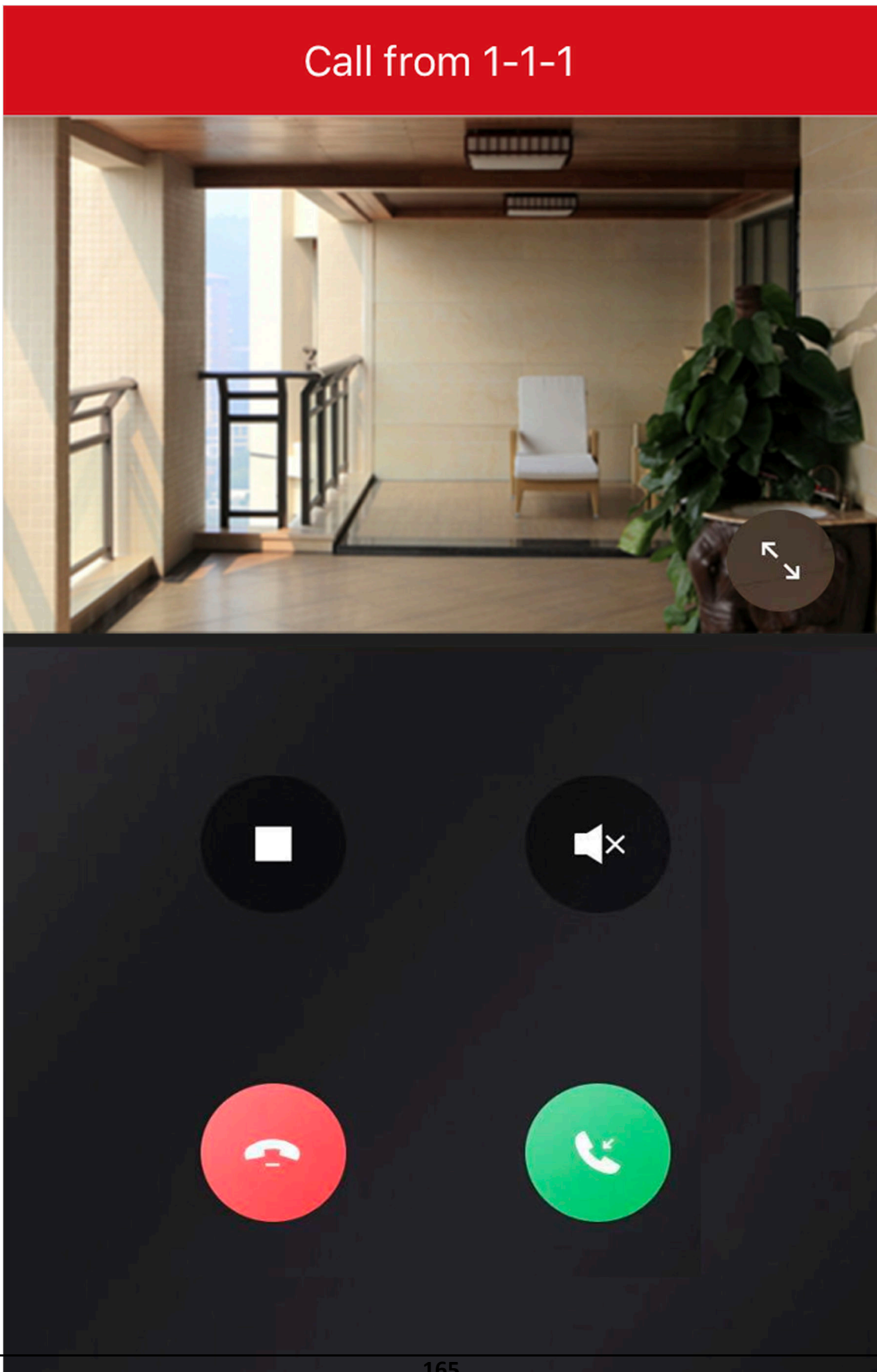




Figure 11-1 Call Page

2. Answer the call.

3. **Optional:** Perform the following operations.

**Stop/Restart Live View** Tap  to stop the live view. And tap  to restart it.

**Mute** Tap  to mute the live video.

**Open Door** Tap  to open the door.

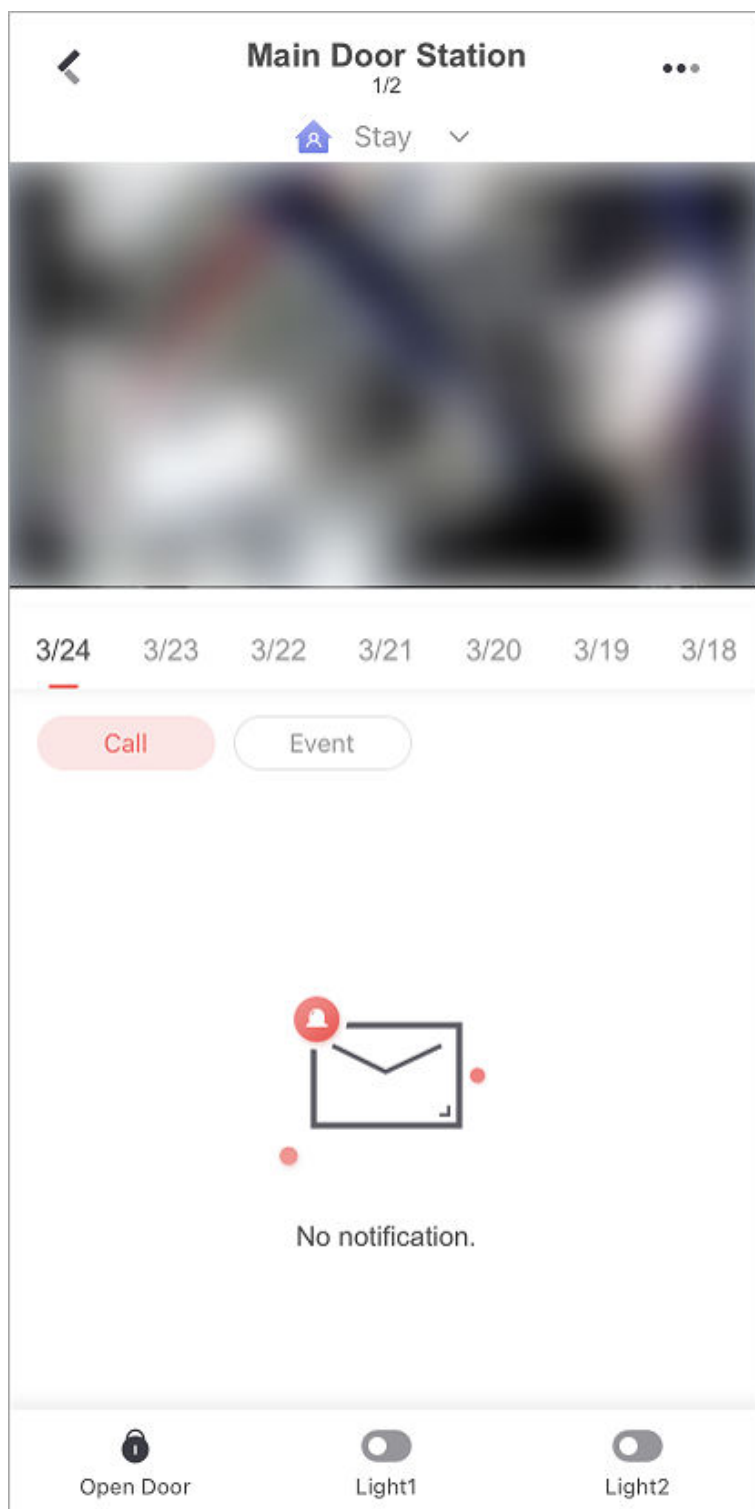
**Digital Zoom** Pinch two fingers together to zoom in the live video image, and spread them apart to zoom out.

### 11.2 Operations on Device Details Page

On the device details page of the video intercom devices, you can perform the operations including viewing the live videos streamed from the cameras linked to the door stations or doorbells, starting two-way audio, playing back video footage, viewing call logs and history events, controlling doors linked to door stations, and controlling relays connected to the indoor station.

Tap the video intercom device on the device list to enter the device page.





**Figure 11-2 Video Intercom Device Page**

### Switch Scene

You can tap  to set **Stay**, **Away**, **Sleep**, or **Custom** as the scene for arming the detectors linked to the door station.

#### Stay

When the people stays inside the detection area, turn on the Stay mode to turn on all the perimeter burglary detection (such as perimeter detector, magnetic contacts, curtain detector in the balcony). At the meantime, the detectors inside the detection area are bypassed (such as PIR detectors). People can move inside the area and alarm will not be triggered.

#### Away

When all the people in the detection area leave, turn on the Away mode to arm all zones in the area after the defined dwell time. For example, assume that you have set your apartment as a zone, you can set the zone status to Away when you go to work.

#### Sleep

The detectors in the bedroom is bypassed while the detectors in other rooms are armed. In this scene, all the perimeter burglary detection in other rooms are turned on, while no alarms will be triggered within the bedroom.

### Live View

The live video will start playing when you enter the device details page. You switch live videos if multiple door stations are linked to the video intercom device.

During live view, you can tap the image to show the hidden icons, and then perform operations such as starting two-way audio, capturing picture, recording, full-screen live view, and setting image quality.




#### Note

For details about the above-mentioned operations during live view, see , , [\*\*\*Set Image Quality for Device Added by IP/Domain\*\*\*](#) , and .

---


### Playback

Tap  → **Playback** to start playing back video footage.

### View Call Logs and Events

You can view the call logs and device-related events in the latest 7 days (the events or call logs of the current day will be displayed by default).

### Control Door

You can tap  to control the door linked to the video intercom device.

### Control Relay

You can tap  to control the connected relays of an indoor station remotely.

To set up relay name and open duration, go to the Settings page of the video intercom device.


Open duration for a relay:

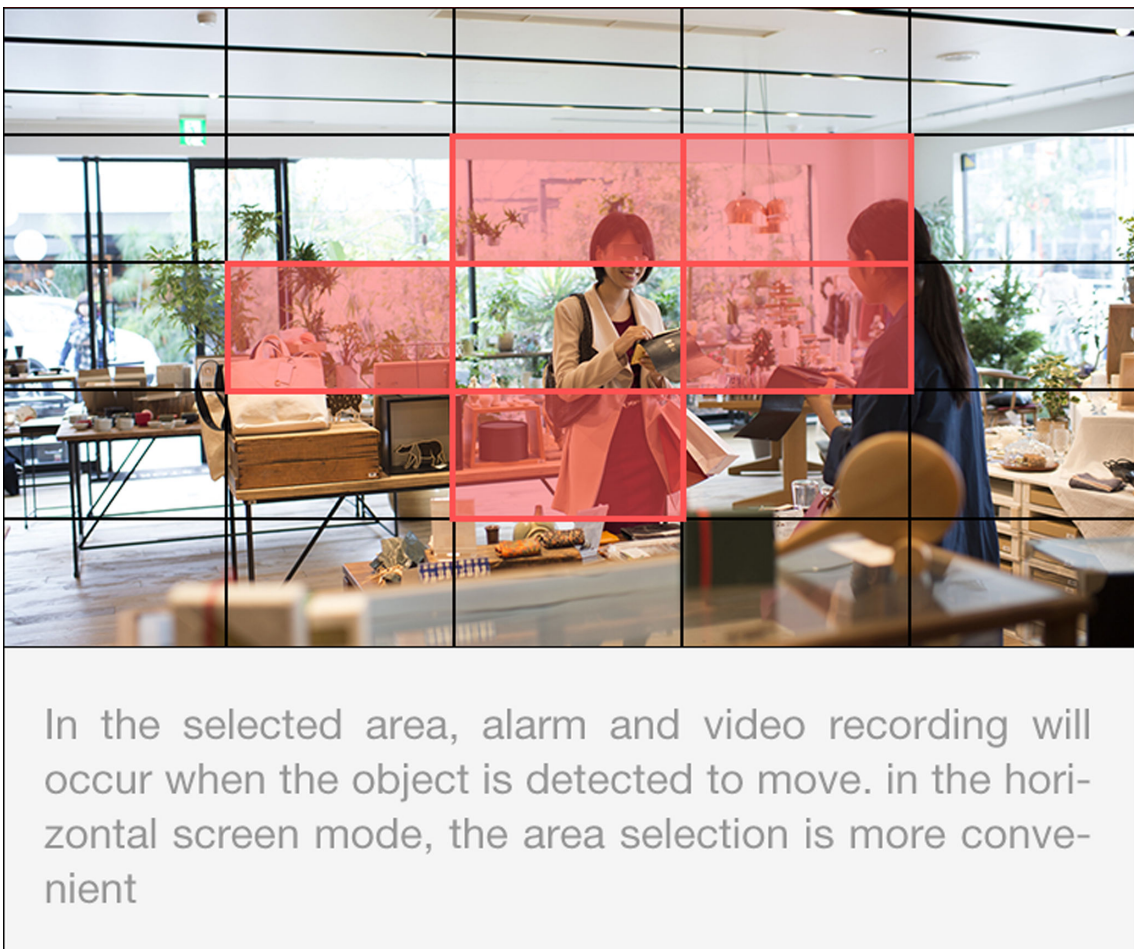
- Remain Open: The relay will not be closed automatically after you open it.
- 0-180s: The relay will be closed automatically after the open duration.

### 11.3 Set Motion Detection Alarm for Wi-Fi Doorbell

Motion detection is a way of detecting motion in a security scene by analyzing image data and differences in a series of images. After setting motion detection area for Wi-Fi doorbell, the device will be able to detect the object in motion and at the same time the Mobile Client will receive an event notification about the motion detection alarm.


#### Steps

1. On the device list page, tap  to enter the Settings page of the Wi-Fi doorbell.
2. Tap **Notification** to enter the Notification page.
3. Draw motion detection area.
  - 1) Tap **Draw Motion Detection Area** to enter the Motion Detection Area page.



**Figure 11-3 Draw Motion Detection Area**

2) Tap the grid(s) on the live video image to select the motion detection area.

3) Tap  to save the settings.

4. Tap **Motion Detection Sensitivity** on the Alarm Notification page and then drag the slider to adjust the sensitivity.

### Low

Moving persons, large moving pets, and any other large moving objects in the motion detection area will trigger the alarm, while smaller objects will not.

### Medium

Moving small pets and any other medium-sized moving objects in the motion detection area will trigger the alarm, while smaller objects will not.

### High

Moving insects, moving leaves, and any other larger objects will trigger the alarm.

### What to do next

Go back to the Notification page and make sure **Notification** is enabled.



### Note

For details about how to enabling notification, see [\*Enable Notifications\*](#)

---

## 11.4 Set Volume for Video Intercom

You can set video intercom volume as required.


### Steps



### Note

Only video intercom devices support this function.



---

1. On the device list page, tap  to enter the Settings page of a video intercom device.
2. Tap **Loudspeaker Volume** or **Microphone Volume** to adjust the loudspeaker and the microphone volume respectively.

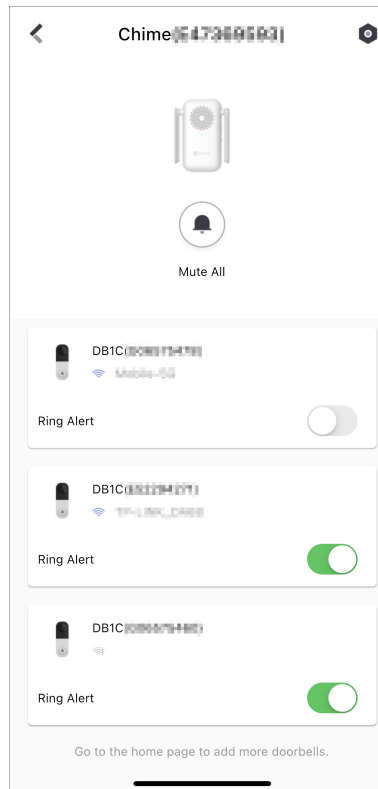
## 11.5 Link Smart Chime with Doorbell

You can add a smart chime to the Mobile Client and link it with a doorbell so that the doorbell will standby for longer and be more responsive.

### Add a Smart Chime

- To add an EZVIZ smart chime, tap  → **Scan QR Code** on Hik-Connect. Select Doorbell as the Device Type, enter the serial number, tap **Add**.
- You can also tap  → **Manual Adding** to add a smart chime.

After adding a smart chime, you can tap the smart chime in the device list to mute all devices with one tap and enable/disable Ring Alert for linked doorbells.



**Figure 11-4 View Smart Chime**

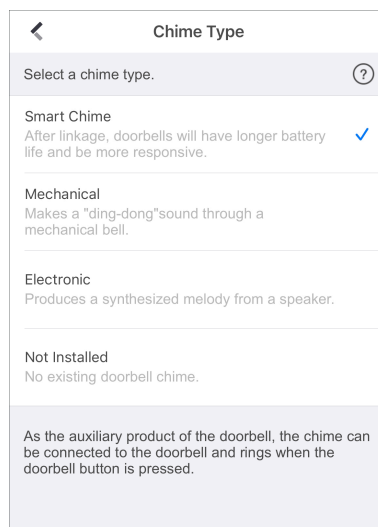
### Link Smart Chime with Doorbell

- After successfully adding a smart chime, tap **Next** and link the smart chime with up to two doorbells.



**Figure 11-5 Link Doorbell**

- You can also go to the doorbell Settings page and tap **Chime Type** → **Smart Chime** to link a smart chime with the doorbell.



**Figure 11-6 Link Smart Chime**

---

 **Note**

When you link a smart chime with a doorbell, make sure they are near to each other and they are both online.

---

## Chapter 12 Manage Routers

You can establish a wireless network by setting up a Hikvision router.

### Add and Set Up a Router

To add a Hikvision router, tap **+** → **Manual Adding**.

Select **Router** as the **Adding Type** and then join the Wi-Fi of the router (whose name usually starts with "HIKVISION\_").

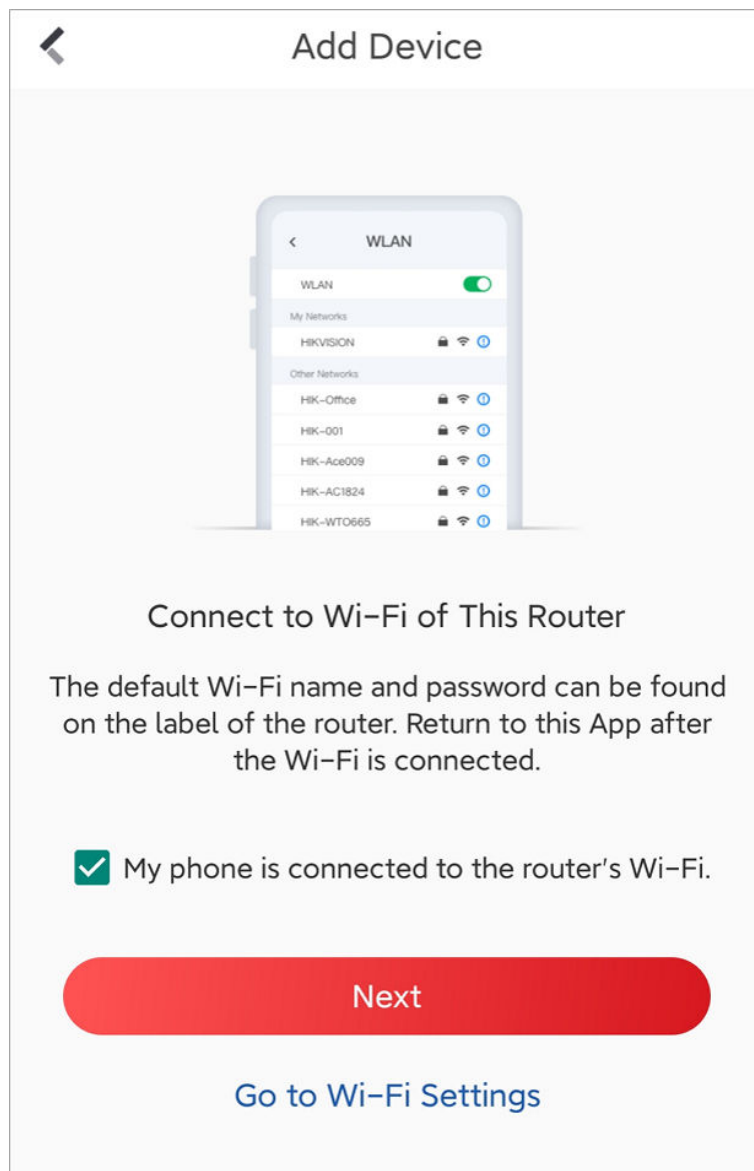
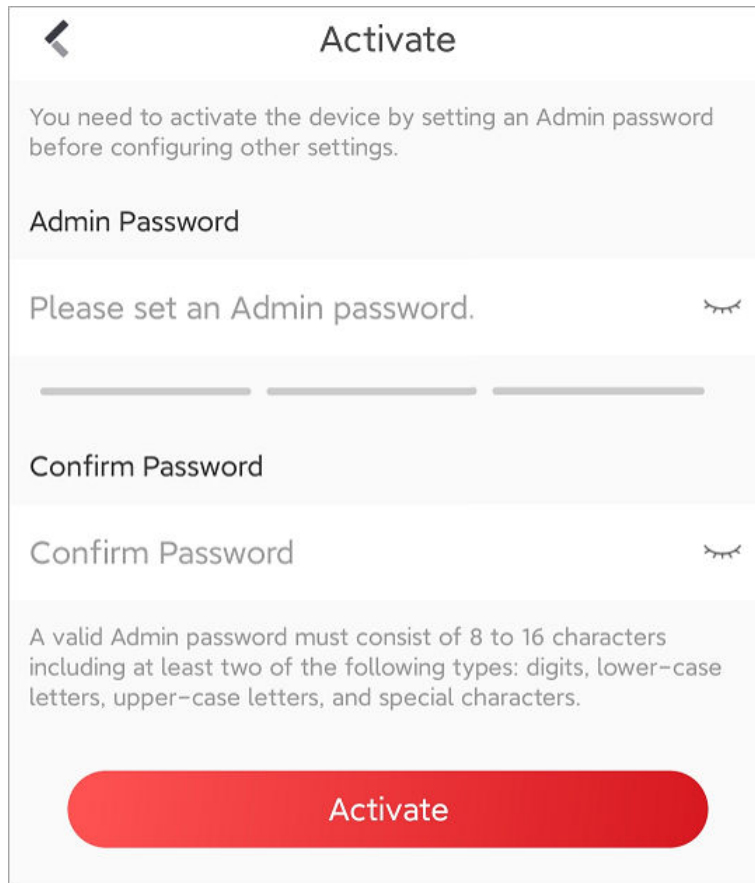


Figure 12-1 Add Device




During the process, you need to activate the router by setting an admin password, select the Internet connection mode (PPPoE, Static IP, or Dynamic IP), and set a Wi-Fi name and password.



**Activate**


You need to activate the device by setting an Admin password before configuring other settings.

**Admin Password**

Please set an Admin password. 

\_\_\_\_\_

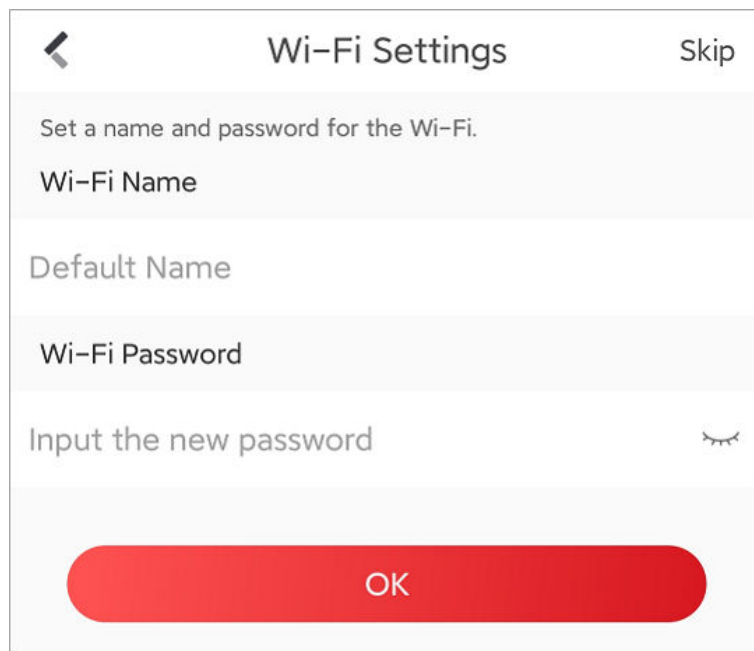
**Confirm Password**

Confirm Password 

A valid Admin password must consist of 8 to 16 characters including at least two of the following types: digits, lower-case letters, upper-case letters, and special characters.

**Activate**

**Figure 12-2 Activate Router**



**Figure 12-3 Set Wi-Fi Name and Password**

---

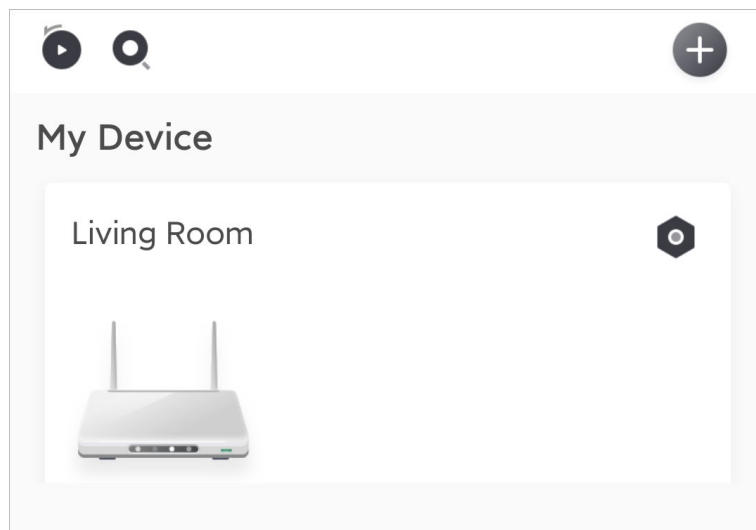
 **Note**

- After setting up the router, the router will restart. You need to re-connect to the Wi-Fi of the router before conducting further operations on the router.
- Routers are locally managed on the Mobile Client, so you can control or configure a router only when you connect your phone to the router's Wi-Fi.

---

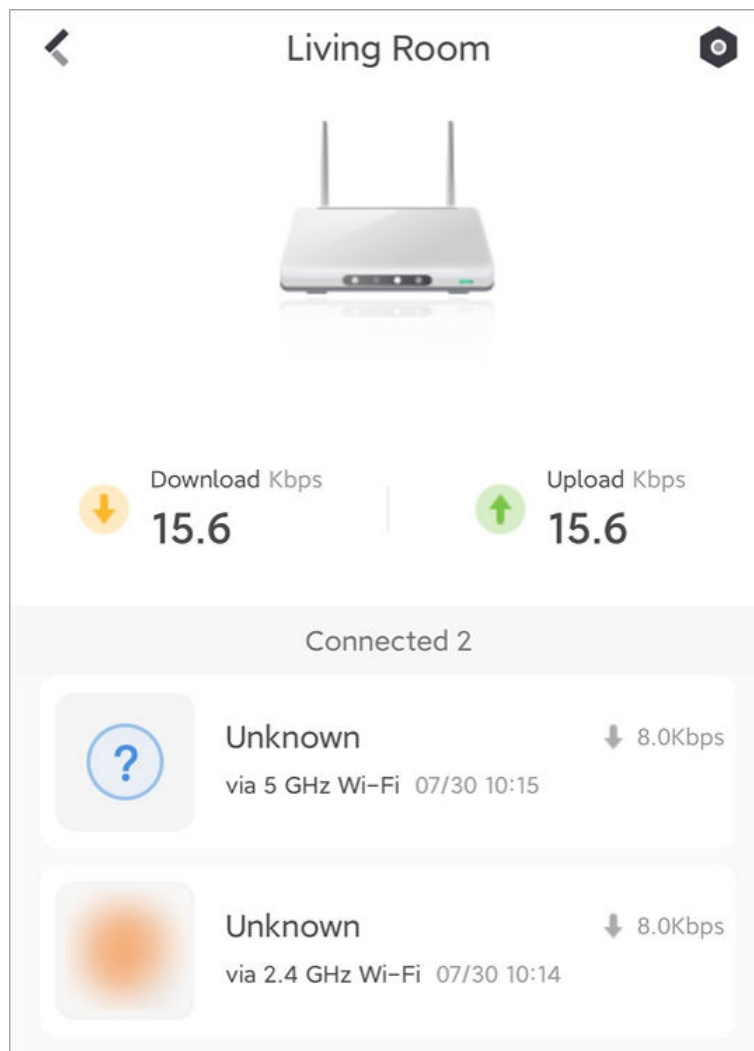
### Check the Network Speed and Connected Devices

After adding the router, it will show up in the device list.



**Figure 12-4 Device List**

You can tap on the router to see its network speed and connected devices.



**Figure 12-5 Connection Details**

Tap on a connected device, you can see its connection details, limit the connection speed, or add the device to the blocklist.

## **Change the Wi-Fi Name, Security Mode, Password, and Bands**

You can set the Wi-Fi name, security mode, and password of a router in Wi-Fi settings. You can also hide the Wi-Fi from other people's Wi-Fi list. If your router supports the 5 GHz Wi-Fi, you can also enable the 5 GHz Wi-Fi for higher data rates.

### **2.4 GHz Wi-Fi / 5 GHz Wi-Fi**

Enable or disable different bands of Wi-Fi signal.

Some models are equipped with the 5 GHz band, which supports a higher maximum data rates.

Tasks consuming a large amount of network traffic can benefit from the 5 GHz Wi-Fi network.

### **Wi-Fi Name**

The Wi-Fi name will appear on the Wi-Fi list when you search for Wi-Fi connection.

The Wi-Fi name should contain 1 to 32 characters.

### Security Mode

You can select None, WPA, WPA2, or WPA/WPA2 Mixed.



#### Caution

If you select **None**, your Wi-Fi network will be unprotected and open to anyone, which may cause security risks.

---

### Password

Others must enter the password before connecting to the Wi-Fi.

The Wi-Fi password should contain 8 to 63 characters, excluding emoji or special characters.

### Hide Wi-Fi

If you do not want your Wi-Fi network to appear on other people's Wi-Fi lists, you can hide the Wi-Fi.

## Change the Internet Connection Type

You can set the Internet connection type to PPPoE, dynamic IP, or static IP in Internet Settings. You need to select the type according to the current Internet service provided by your Internet Service Provider (ISP).

### PPPoE

If your Internet service comes with an account name and password, select PPPoE.

ISP uses a PPPoE account to track the data traffic and bill each user. It is widely used in communities.

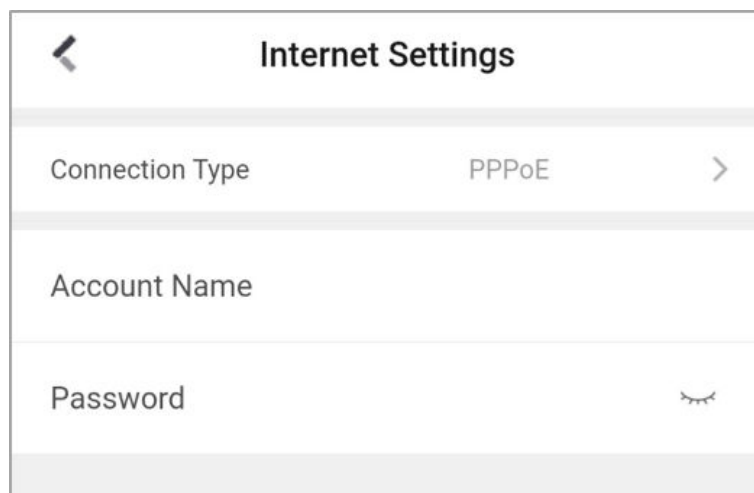


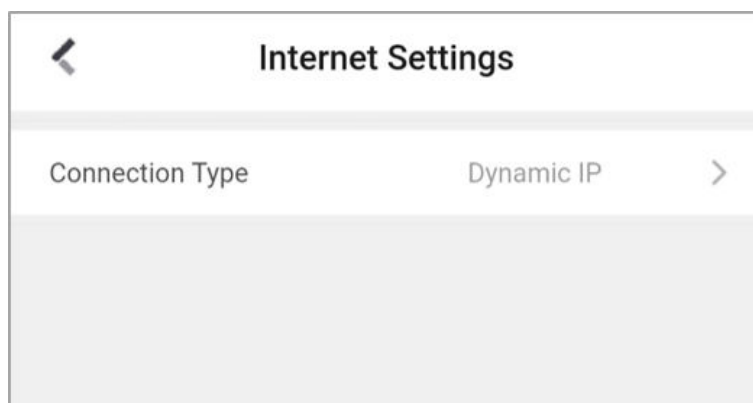
Figure 12-6 PPPoE

### Dynamic IP

Also known as "DHCP". If your Internet service does not require any manual configurations to be connected, select Dynamic IP.

In this case, the ISP assigns a temporary IP address to you every time you try to connect to the Internet.

It is widely used in public spaces such as offices and hotels.



**Figure 12-7 Dynamic IP**

### **Static IP**

If your ISP allocates a dedicated IP address to you, select **Static IP**.

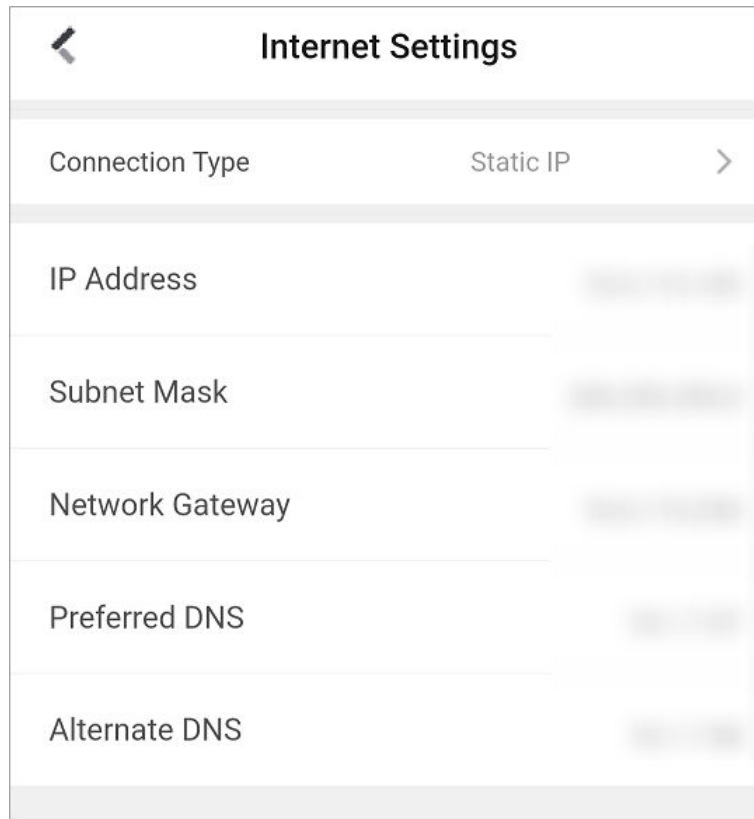


Figure 12-8 Static IP

### Set Up a Guest Wi-Fi for Visitors

You can set up a guest Wi-Fi to securely separate visitors' Wi-Fi connection from yours. You can also control the validity period and bandwidth limit of the guest Wi-Fi.

To enable the guest Wi-Fi, go to the settings page of your router and tap **Guest Wi-Fi**.

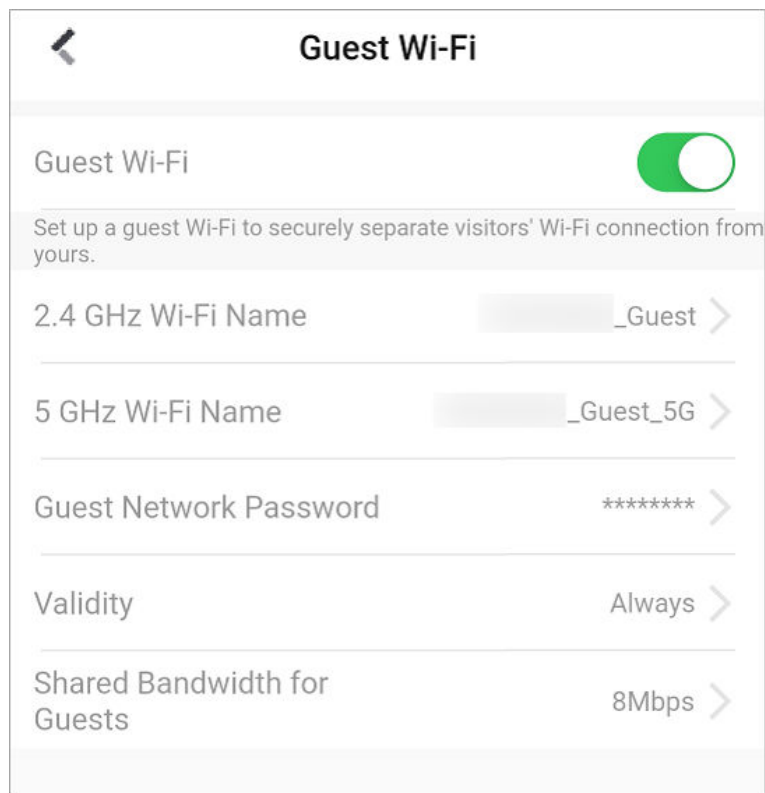


Figure 12-9 Guest Wi-Fi

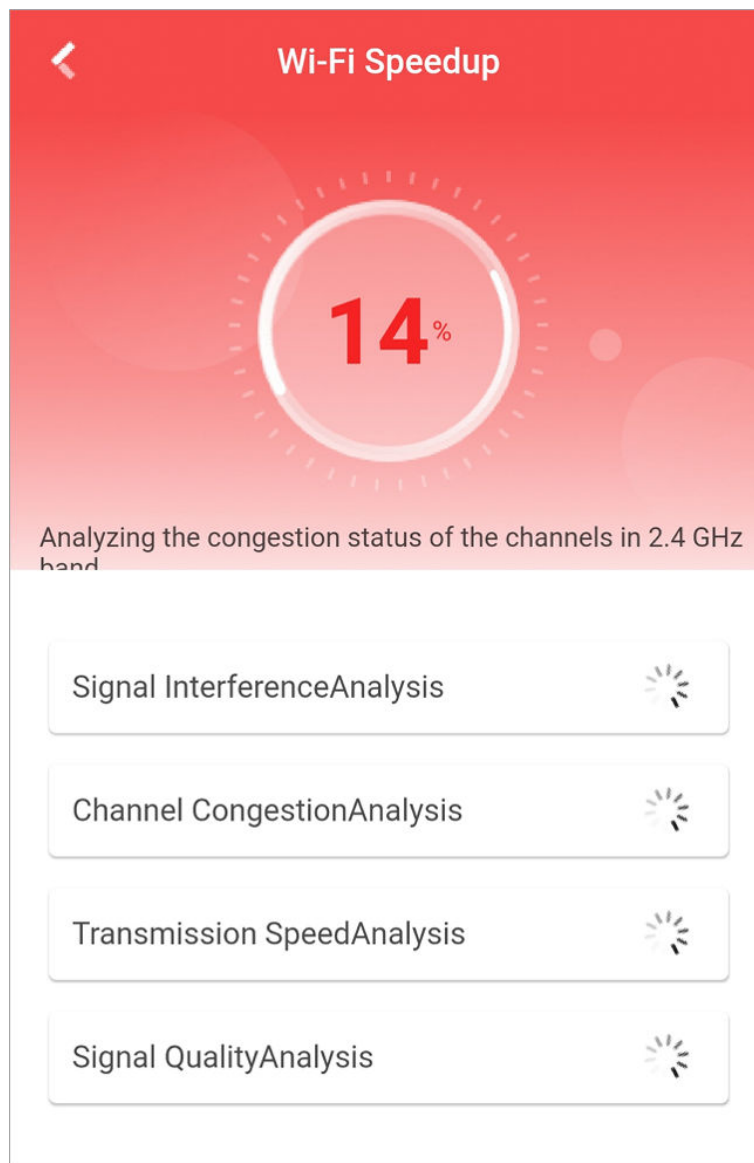
### Improve the Network Quality with Wi-Fi Speedup

To use Wi-Fi Speedup, go to the settings page of your router and tap **Wi-Fi Speedup**.

Wi-Fi Speedup analyzes the signal interference, channel congestion, transmission speed, and signal quality of your Wi-Fi network.

When the network condition is poor, you can optimize your Wi-Fi network with just one tap.



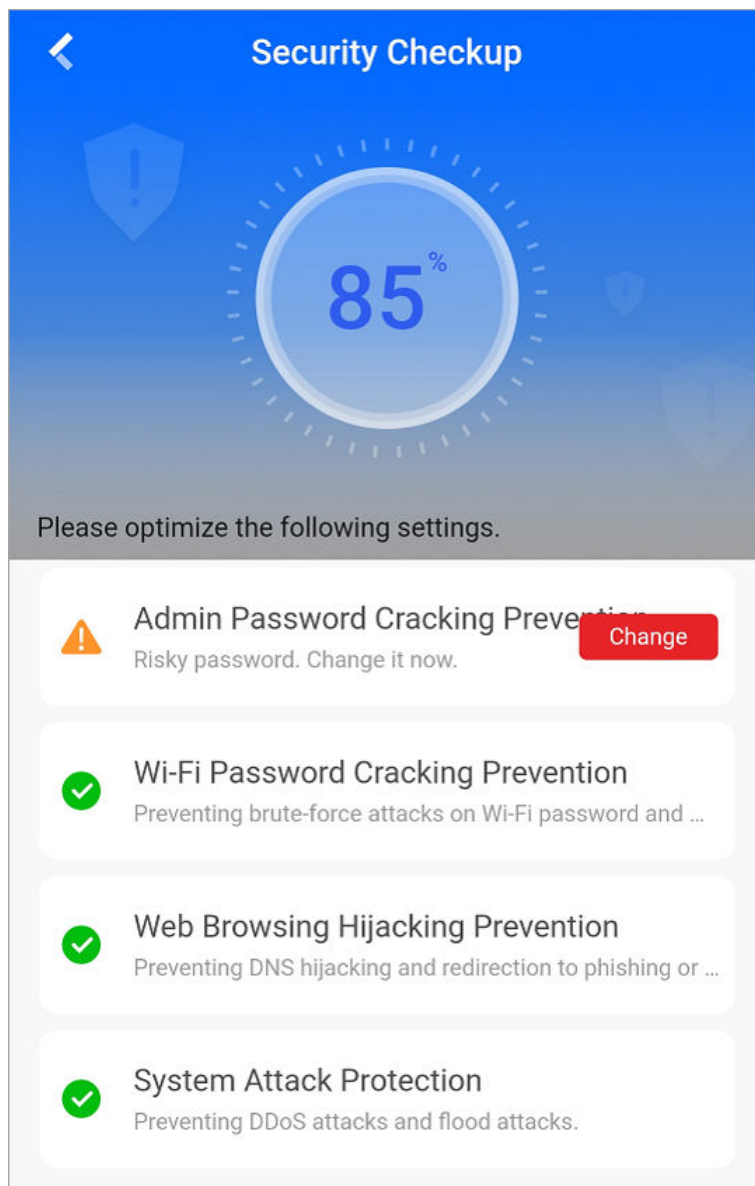


**Figure 12-10 Wi-Fi Speedup**

### **Secure the Network with Security Checkup**

Security Checkup examines the overall security level of your router and wireless network, and provides recommendations to guide you secure your network.

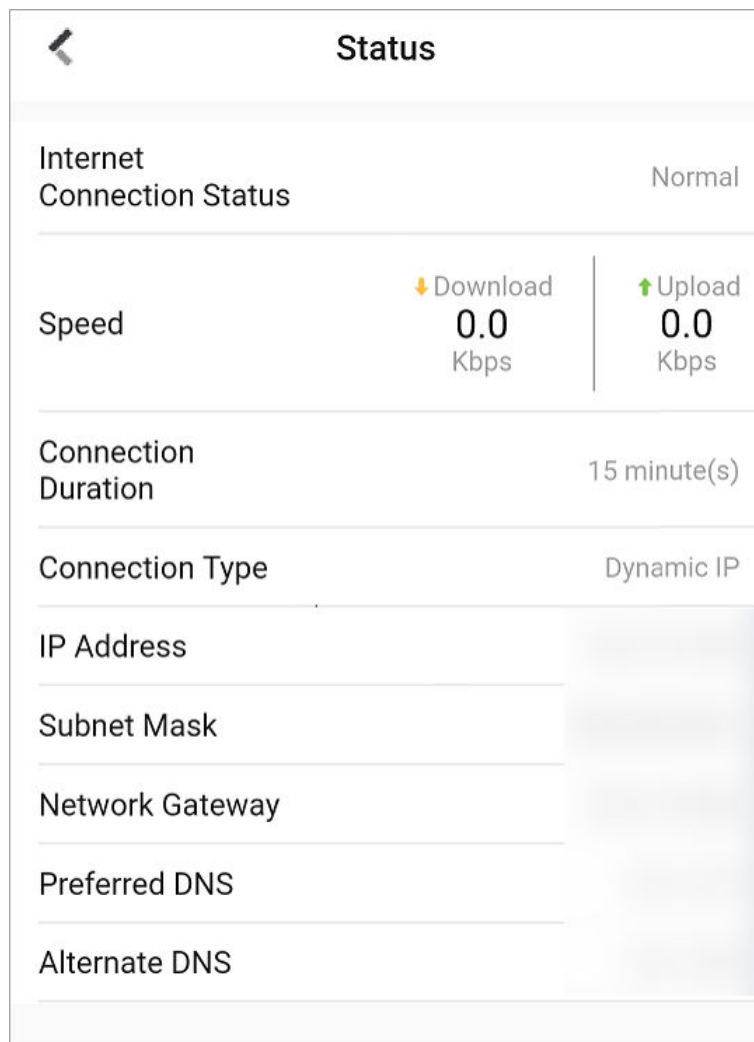
To use Security Checkup, go to the settings page of your router and tap **Security Checkup**. If security threats are detected, Security Checkup will provide recommendations to guide you secure your network.



**Figure 12-11 Result**

### **Check the Internet Connection Details**

Tap **Status** on the settings page of your router. You can see the overall status, speed, duration, connection type, IP address, subnet mask, network gateway, and DNS of the Internet connection.



**Figure 12-12 Status**

## **Adjust the Wi-Fi Signal Strength**

Tap **Wi-Fi Signal Strength** to select a signal strength mode: Power Saving, Standard, and High.

## **Set a Power-Off Schedule**

Tap **Power-Off Schedule** on the settings page of your router to set a schedule to turn off the router during specific time periods in different days of a week.

## **Change the Admin Password**

Tap **Change Admin Password** on the settings page of your router to set a new Admin password.

## **Restart the Router**

Tap **Restart** on the settings page of your router to restart it.

### Factory Reset the Router

Tap **Factory Reset** on the settings page of your router to reset the router to its factory state.

---


#### **Note**

A factory reset will erase all settings on the router. You have to add and activate the router again if you still want to manage the router on the Mobile Client.

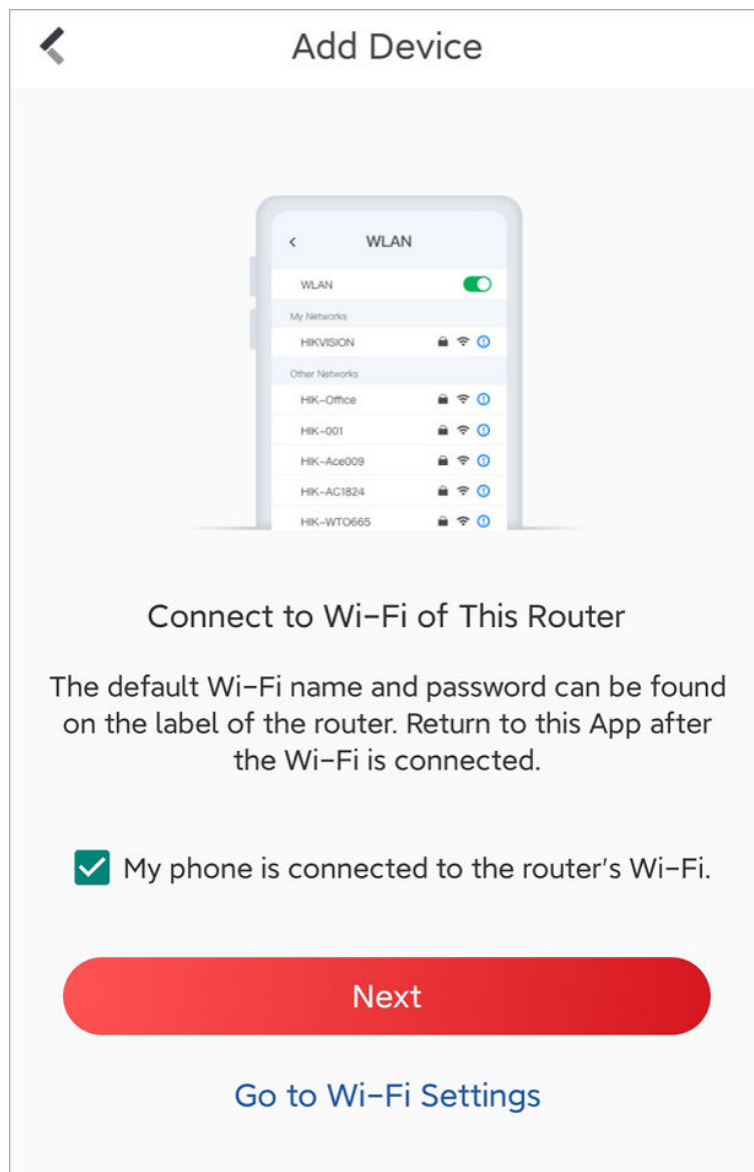
---

## 12.1 Add and Set Up a Router

You can add a new router to the Mobile Client, so that you can set up your wireless network with just a few taps and manage the router right on your phone.

To add a Hikvision router, tap  → **Manual Adding** .

Select **Router** as the **Adding Type** and then join the Wi-Fi of the router (whose name usually starts with "HIKVISION\_").




**Figure 12-13 Add Device**

During the process, you need to activate the router by setting an admin password, select the Internet connection mode (PPPoE, Static IP, or Dynamic IP), and set a Wi-Fi name and password.

**Activate**


You need to activate the device by setting an Admin password before configuring other settings.

**Admin Password**

Please set an Admin password. 

\_\_\_\_\_

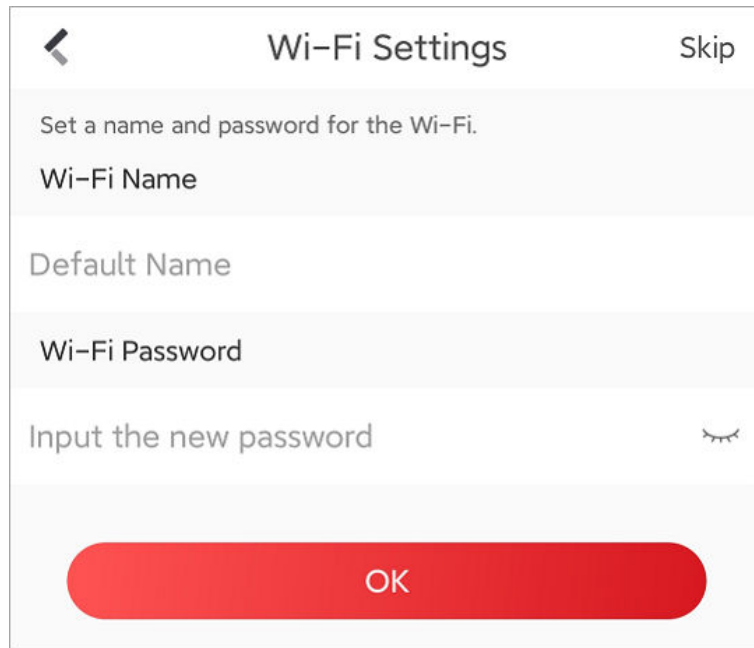
**Confirm Password**

Confirm Password 

A valid Admin password must consist of 8 to 16 characters including at least two of the following types: digits, lower-case letters, upper-case letters, and special characters.

**Activate**

**Figure 12-14 Activate Router**



**Figure 12-15 Set Wi-Fi Name and Password**

---

 **Note**

- Refer to ***Internet Settings of a Router*** if you need more information on Internet connection modes.
- After setting up the router, the router will restart. You need to re-connect to the Wi-Fi of the router before conducting further operations on the router.
- Routers are locally managed on the Mobile Client, so you can control or configure a router only when you connect your phone to the router's Wi-Fi.

---

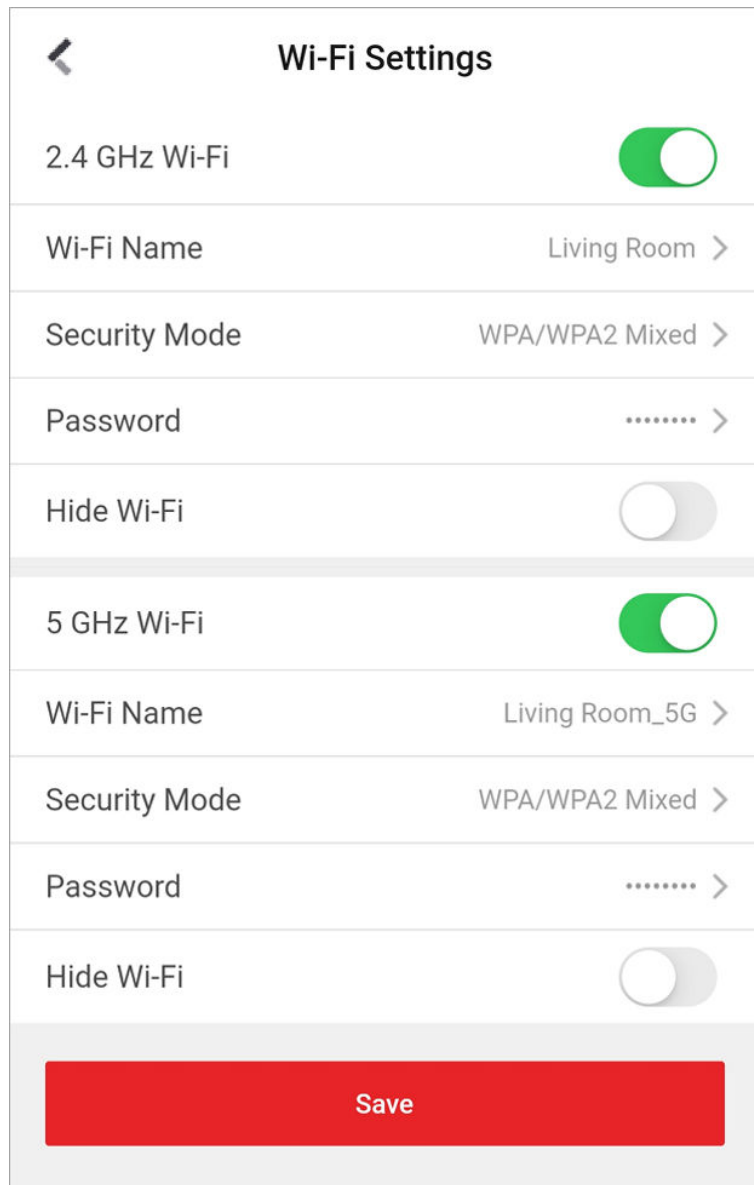
## 12.2 Wi-Fi Settings of a Router

You can set the Wi-Fi name, security mode, password, and bands of a router in Wi-Fi settings. You can also hide the Wi-Fi from other people's Wi-Fi lists.

### Where is the Wi-Fi Settings?

Tap **Wi-Fi Settings** on the settings page of the router.

## Options in Wi-Fi Settings



**Figure 12-16 Wi-Fi Settings**

### 2.4 GHz Wi-Fi / 5 GHz Wi-Fi

Enable or disable different bands of Wi-Fi signal.

Some models are equipped with the 5 GHz band, which supports a higher maximum data rates.

Tasks consuming a large amount of network traffic can benefit from the 5 GHz Wi-Fi network.

### Wi-Fi Name

The Wi-Fi name will appear on the Wi-Fi list when you search for Wi-Fi connection.



The Wi-Fi name should contain 1 to 32 characters.

### Security Mode

You can select None, WPA, WPA2, or WPA/WPA2 Mixed.



### Caution

If you select **None**, your Wi-Fi network will be unprotected and open to anyone, which may cause security risks.

---

### Password

Others must enter the password before connecting to the Wi-Fi.

The Wi-Fi password should contain 8 to 63 characters, excluding emoji or special characters.

### Hide Wi-Fi

If you do not want your Wi-Fi network to appear on other people's Wi-Fi lists, you can hide the Wi-Fi.

## 12.3 Internet Settings of a Router

You can set the Internet connection type to PPPoE, dynamic IP, or static IP in Internet Settings.

### Where is the Internet Settings?

Tap **Internet Settings** on the settings page of your router.

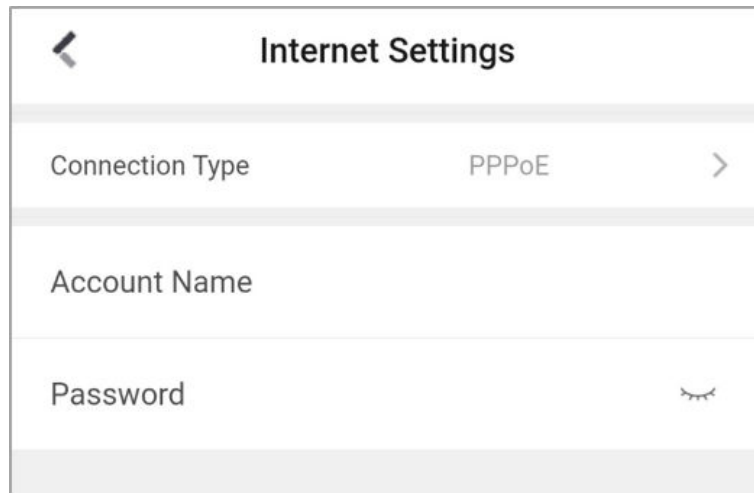
### What Internet connection type should I select?

You need to select the type according to the current Internet service provided by your Internet Service Provider (ISP).

#### PPPoE

If your Internet service comes with an account name and password, select PPPoE.

ISP uses a PPPoE account to track the data traffic and bill each user. It is widely used in communities.



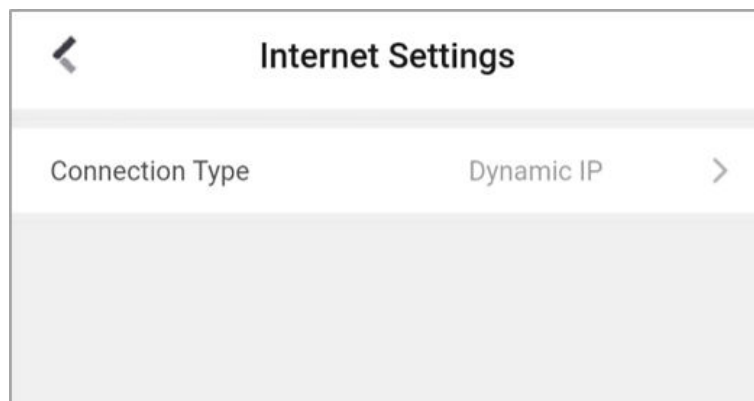
**Figure 12-17 PPPoE**

### **Dynamic IP**

Also known as "DHCP". If your Internet service does not require any manual configurations to be connected, select Dynamic IP.

In this case, the ISP assigns a temporary IP address to you every time you try to connect to the Internet.

It is widely used in public spaces such as offices and hotels.



**Figure 12-18 Dynamic IP**

### **Static IP**

If your ISP allocates a dedicated IP address to you, select **Static IP**.

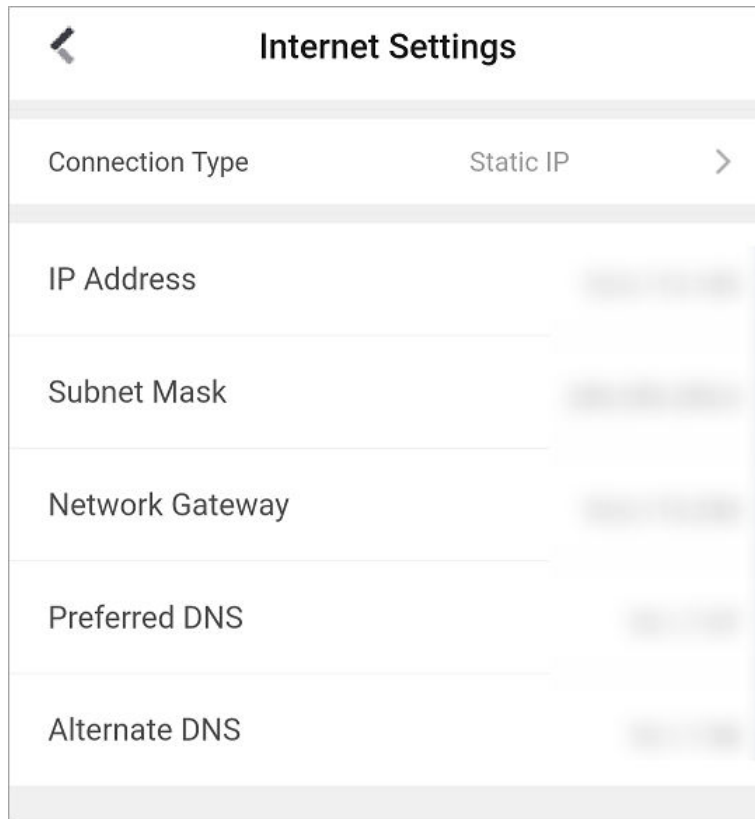


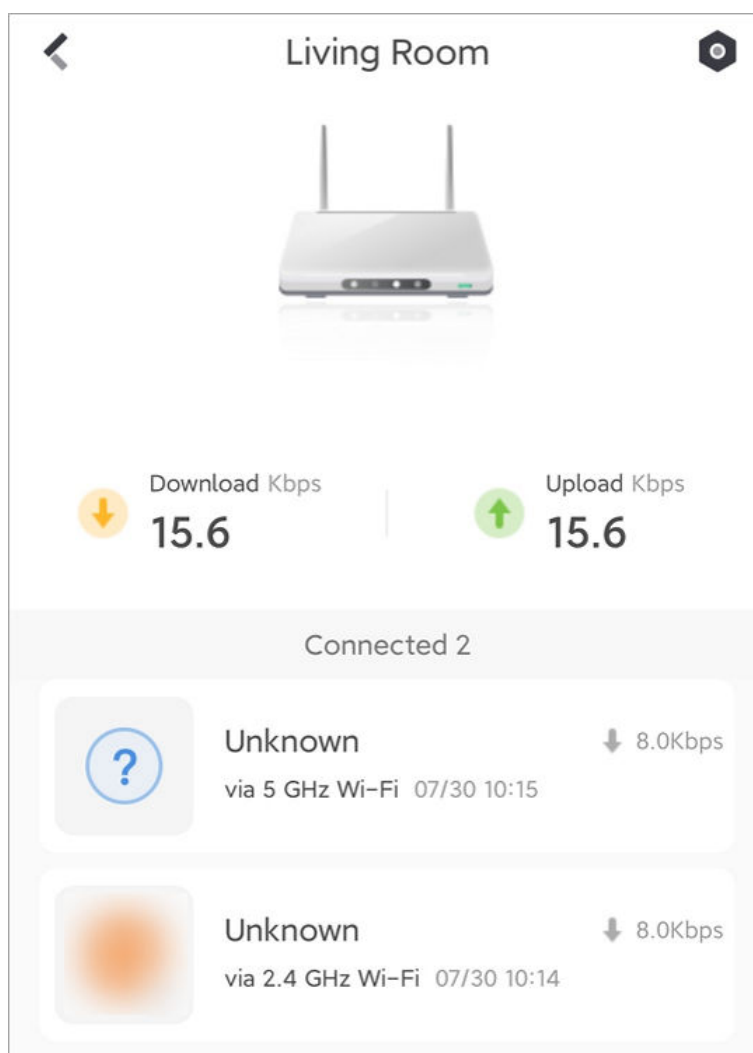
Figure 12-19 Static IP

## 12.4 Manage the Devices Connected to a Router

You can check which devices are connected to your router, and view the connection details of a particular device. You can limit the speed of the connected devices and add unwanted devices to the blocklist.

### Where can I see the connected devices?

In the **My Device** list, tap on the router to see all devices connected to it via the Wi-Fi or a network cable.



**Figure 12-20 Connection Details**

### **Check Device Connection Details**

Tap on a connected device to see its connection details.

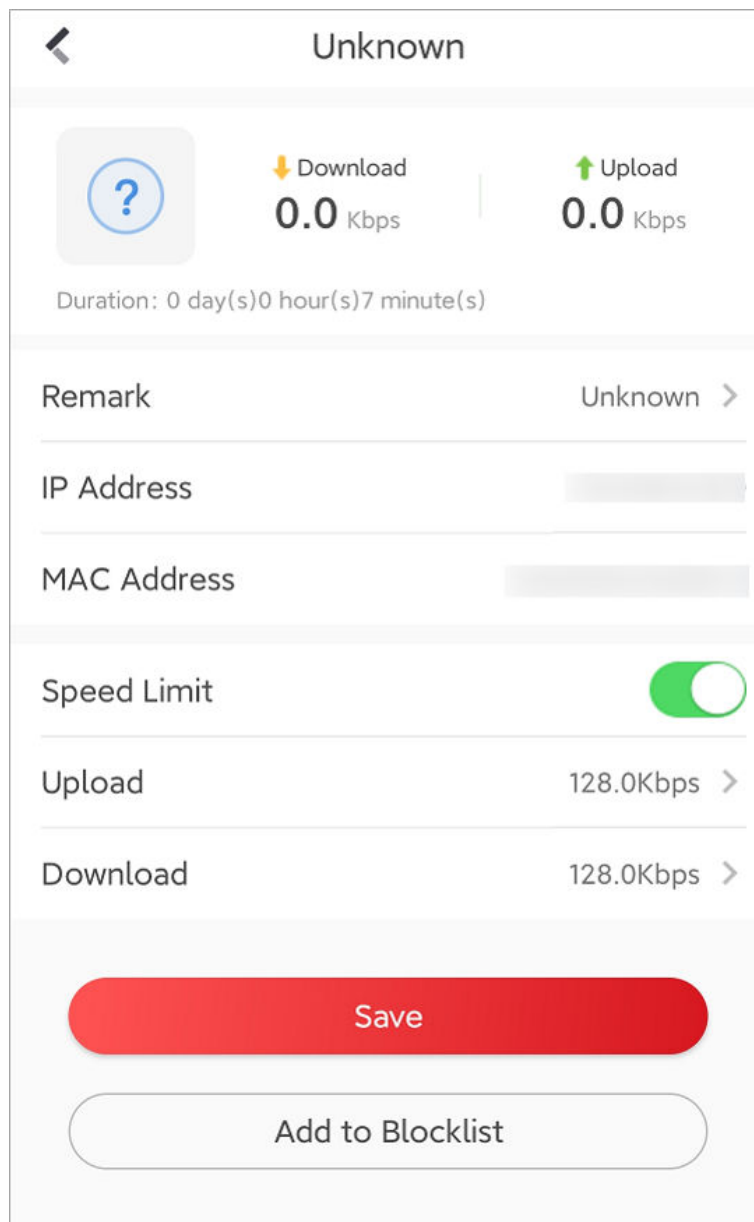


Figure 12-21 Device Connection Details

### Limit a Device's Connection Speed

You can switch on **Speed Limit** and set a limit for the download/upload speed of the device.

### Add Device to the Blocklist

Tap **Add to Blocklist** so that the device cannot be connected to the Wi-Fi again.

Tap **Remove from Blocklist** if you choose to allow the device to be connected to the router. You can also tap **Blocklist** on the settings page of the router to see all blocked devices.

## 12.5 Set Up a Guest Wi-Fi for Visitors

You can set up a guest Wi-Fi to securely separate visitors' Wi-Fi connection from yours.

### Where can I set up the guest Wi-Fi?

To enable the guest Wi-Fi, go to the settings page of your router and tap **Guest Wi-Fi**.

### Set Up the Guest Wi-Fi

In Guest Wi-Fi, you can set the name, password, validity period, and bandwidth limit of the guest Wi-Fi.

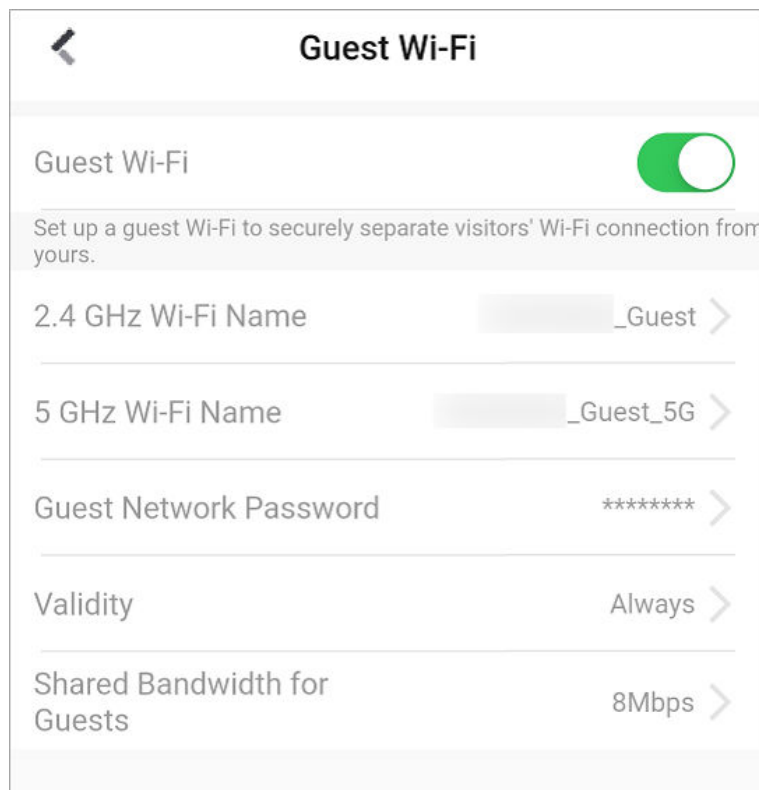


Figure 12-22 Guest Wi-Fi

## 12.6 Wi-Fi Speedup

If the Wi-Fi connection is slowing down and becoming unstable, you can use Wi-Fi Speedup to improve the network quality.

### Where is Wi-Fi Speedup?

To use Wi-Fi Speedup, go to the settings page of your router and tap **Wi-Fi Speedup**.

### How does Wi-Fi Speedup work?

Wi-Fi Speedup analyzes the signal interference, channel congestion, transmission speed, and signal quality of your Wi-Fi network.

When the network condition is poor, you can optimize your Wi-Fi network with just one tap.

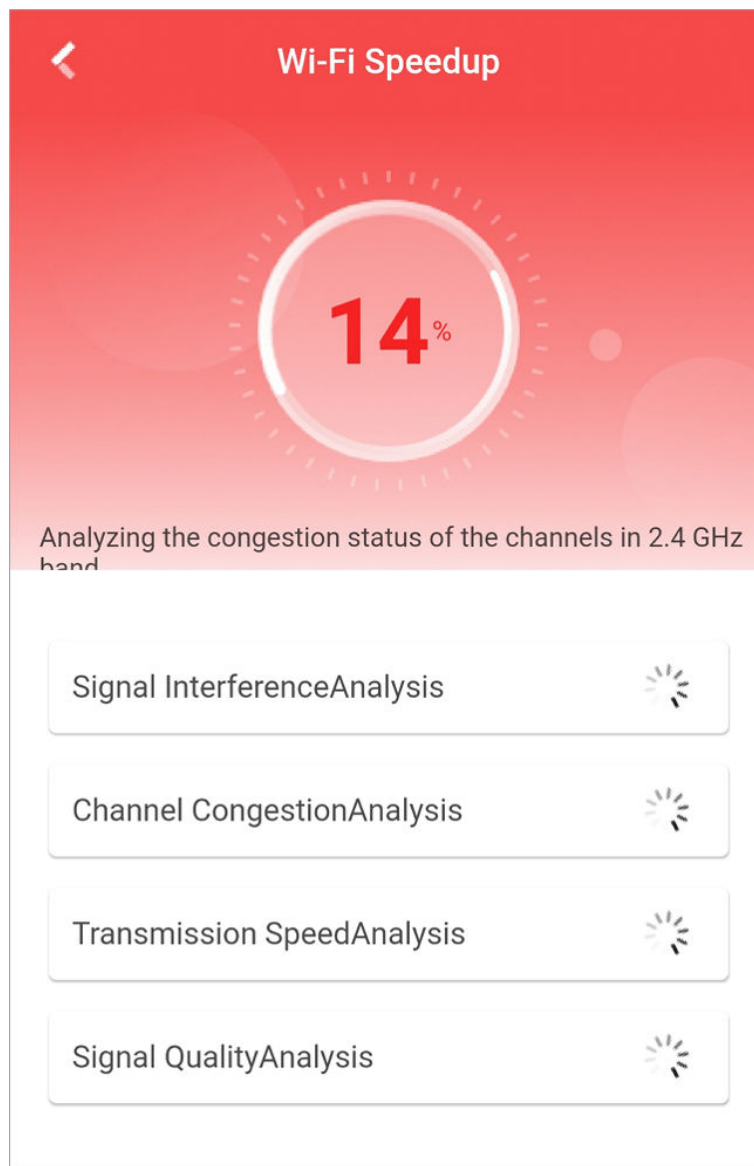


Figure 12-23 Wi-Fi Speedup

## 12.7 Security Checkup

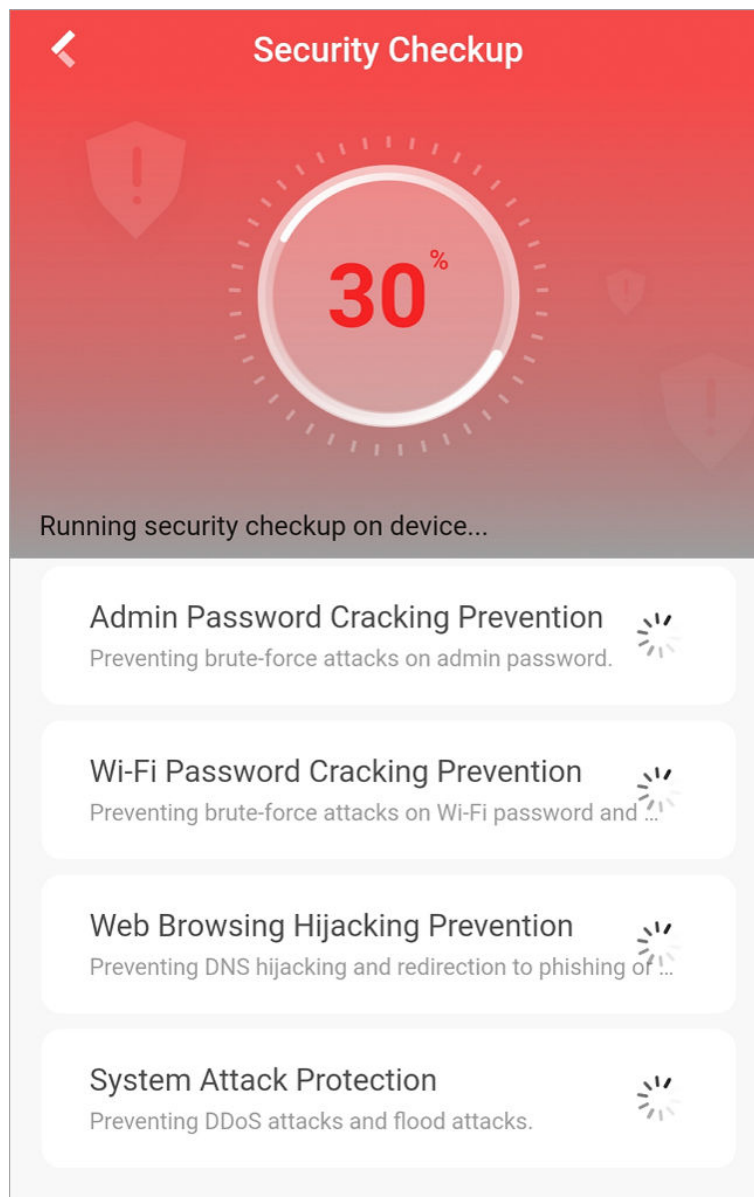
Security Checkup examines the overall security level of your router and wireless network, and provides recommendations to guide you secure your network.

## Where is Security Checkup?

To use Security Checkup, go to the settings page of your router and tap **Security Checkup**.

## How does Security Checkup work?

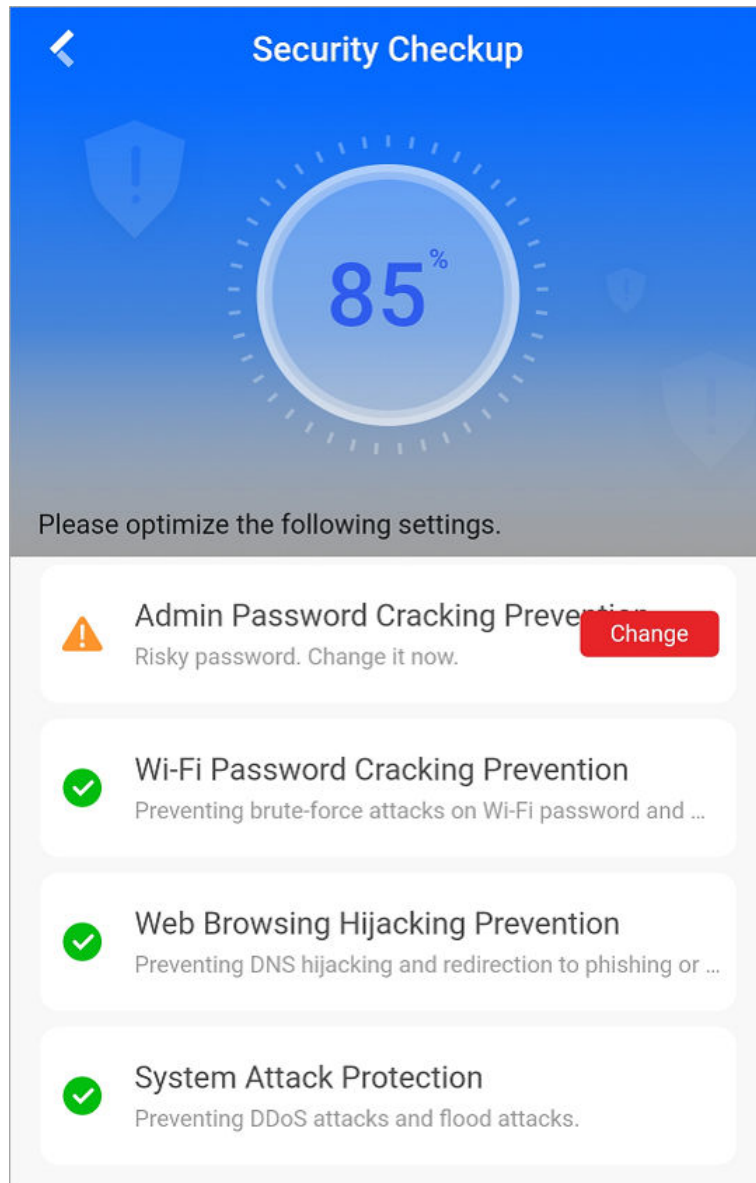
Security Checkup examines your password settings to prevent brute-force attacks on the Wi-Fi password and admin password. Security Checkup also prevents system attacks, DNS hijacking, and redirection to phishing or malicious websites.



**Figure 12-24 Security Checkup**

If security threats are detected, Security Checkup will provide recommendations to guide you secure your network.





**Figure 12-25 Result**

## Chapter 13 Network Switch

Network switches help to expand device connectivity, improve data distribution efficiency, and reduce network bandwidth stress, thus streamlining the deployment and maintenance of larger-scale video security network. You can view the status of network switches in the Mobile Client.

---

 **Note**

Network switches need to be added on Hik-Partner Pro by Installer and then handed over to you. You cannot add network switches by yourself via Hik-Connect.

---

After your Installer hands over network switches to you, you can view them in the device list on the Home page.

You can tap on a network switch to check its status.

When port connection changes or an exception occurs/restores, you will be notified. You can check the details on Notification tab.

**Table 13-1 Supported Status and Operations of Network Switch**

| Status   | Operation  |
|--|--|
| <ul style="list-style-type: none"><li>• Device Uptime</li><li>• Port Status</li><li>• CPU Usage</li><li>• Memory Usage</li><li>• PoE Power</li></ul> | <ul style="list-style-type: none"><li>• Edit device name.</li><li>• Check device firmware version.</li><li>• Configure DDNS.</li><li>• Change remote configuration.</li><li>• Delete device.</li></ul> |

## Chapter 14 Account

You need a Hik-Connect account to manage your devices online, use the cloud features, and share devices with others. You can use the visitor mode to experience the app with a temporary account and register an account of your own later.

### 14.1 Select Region at First Time Running

The first time you run the Mobile Client, you should select the region where your devices are located. Otherwise, the live view, playback and alarm notification of the devices will fail.



#### Note

You should select the region where your devices are located, or subsequent operations may be affected.

---

After running the Mobile Client, tap **Select Region** to select a region.

### 14.2 Registration

You can register an account by your mobile phone number or your email address. With a registered account, you can log in to the Mobile Clients running on different mobile phones, which provides convenience for managing your devices.



#### Note

You can use visitor mode to manage your devices without registration. See [\*\*\*Visitor Mode\*\*\*](#) for details.

---

#### 14.2.1 Register by Email Address

You can register an account by your email address.

##### Steps

1. Tap **Login/Register** on the Home page.
2. Tap **Register** to enter the Join Us page.
3. Tap **Terms of Service** and **Privacy Policy** to read the relevant content and then tap **Agree** to continue.
4. Select the region where your devices locate.
5. In the Register page, enter your email address and then create a password.

---

### Note

We highly recommend you to create a strong password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.

---

6. Tap **Get Security Code** to get the security code for verification.
7. Enter the security code you received, and then tap **Finish**.

### 14.2.2 Register by Mobile Phone Number

You can register an account by your mobile phone number.

#### Steps

1. Tap **Login/Register** on the Home page.
  2. Tap **Register** to enter the Join Us page.
  3. Tap **Terms of Service** and **Privacy Policy** to read the relevant content and then tap **Agree** to continue.
  4. Select the region where your devices locate.
  5. In the Register page, tap **Register by Mobile Phone Number**.
  6. Enter your mobile phone number and then create a password.
- 

### Note

We highly recommend you to create a strong password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.

---

7. Tap **Get Security Code** to get the security code for verification.
8. Enter the security code you received, and then tap **Finish**.

### 14.3 Visitor Mode

Visitor mode allows you to manage devices on the Mobile Client without registration. When you log in as a visitor, a visitor account will be created for you automatically, and the account will not change on the same phone.

---

### Caution

For information security, please use visitor mode cautiously, which is NOT password-protected.

---

---

## Note

In visitor mode, you can only manage your devices on a same phone. To avoid this inconvenience, you can register an account. For details about registering account in visitor mode, see [\*\*\*Register an Account in Visitor Mode\*\*\*](#) .

---

### 14.3.1 Functions in Visitor Mode

Most of the functions supported in a registered account are supported in visitor mode.


Tap **Visitor Mode** on the Home page or the Login page to enter visitor mode.

The followings are the functions supported in visitor mode.

#### Device Management

Add devices to the Mobile Client and configure device settings. See [\*\*\*Add Device for Management\*\*\*](#) and [\*\*\*Configure Your Device\*\*\*](#) for details.

#### Sharing Device

Tap  → **Scan QR Code** to scan the QR code of another visitor account to share device(s) to the account. For details about sharing device, see [\*\*\*Device Sharing\*\*\*](#) .

---

## Note

To get the QR code of a visitor account, go to **Me** → **Account Management** .

---

#### Live View and Playback

View live video of the added devices and play back the videos. See [\*\*\*Live View\*\*\*](#) and [\*\*\*Playback\*\*\*](#) for details.

#### Access Control

Control door status and check access control events. See [\*\*\*Manage Access Control Devices\*\*\*](#) for details.

---

## Note

Make sure you have added access control devices to the Mobile Client.

---

#### Security Control Panel Management

Manage partitions (areas) and zones for the security control panel. See [\*\*\*Security Control\*\*\*](#) for details.

#### Alarm Configuration

Configure the alarm notifications on Alarm Notification page. See [\*\*\*Notification\*\*\*](#) for details.

### 14.3.2 Register an Account in Visitor Mode

Though the visitor mode allows you to manage devices without registration, you can only manage your devices on one phone or tablet. With a registered account, you can manage devices on different phones or tablets.

#### Steps

1. Tap **Visitor Mode** on the Login page or Home page to enter the visitor mode.
2. Tap **Me → Register an Account** to open the Join Us window.
3. Tap **Terms of Service** and **Privacy Policy** to read the relevant information.
4. Tap **Agree** if you accept our terms of service and privacy policy.
5. Register an account by mobile phone number or email address.



See ***Register by Email Address*** and ***Register by Mobile Phone Number*** for details.

---

## Chapter 15 Configure Your System

This section introduces system settings of the Mobile Client, and the parameters include custom audio management, generate QR code, hard-decoding preferred, traffic statistics, Wi-Fi settings, display channel-zero, etc.

## Settings

Enable Push Notification Disabled >

Configure in "Settings>Notifications" of iOS system.

**Auto Answer**

When enabled, video intercom calls will be answered automatically. Turn off Auto Answer if you need to check caller's identity before answering the call.

**Alarm Voice Prompt**

If the function is enabled, there will be voice prompts while receiving the special alarm reports. The settings will take effects after re-login.

**Save Device Parameters**

The device parameters will be saved automatically. You can have access to the videos conveniently.

**Custom Audio Management** → You can record audio files and set them as the custom audio prompts for the alarms.

**Generate QR Code** → To batch share up to 32 devices via QR code.

**Hard-Decoding Preferred** → Hardware decoding provides better decoding performance and lower CPU usage when you play high definition video.

**Traffic Statistics** → To view data usage.

**Wi-Fi Settings** → Generate a QR code with Wi-Fi information, and then use a network camera or wireless doorbell to scan the QR code to connect the device to the Wi-Fi network.

**Floating Live View**

Tap cameras on Home page and you can view the cameras live videos in the floating window.

**Resume Latest Live View**

If enabled, the latest live view will be resumed when you enter the Mobile Client.

**Display Channel-Zero** → **206** Channel-zero, known as virtual channel, can show video from all channels of the device. It can help to reduce bandwidth while simultaneously preview multi-channel video.

**Auto-Download Upgrade File**

Auto-download upgrade file when connecting to a Wi-Fi network.



## 15.1 Enable Push Notification

If push notification is enabled, the Mobile Client will push alarm notifications related to the added devices to you.



For details about alarm notifications, see [Notification](#) for details.

---

Tap **Me** → **Settings** to enter the Settings page, and then enable the push notification.

## 15.2 Save Device Parameters

If the function is enabled, the Mobile Client will remember the device parameters you set. Take video and image encryption for an example, you only need to enter the device verification code for once to view the encrypted live view, playback, or picture.



- For details about video and image encryption, see .
  - For details about setting device parameters via the Mobile Client, see [Configure Your Device](#) .
- 

Tap **Me** → **Settings** to enter the Settings page, and then enable the function.

## 15.3 Auto-Receive Alarm after Power-on

If you enable this function, the Mobile Client will run automatically and receive alarm event information when the phone or tablet is powered on.

Tap **Me** → **Settings** to enter the Settings page and then enable the function.

---



The power consumption of the phone or tablet may increase.

---

## 15.4 Generate a QR Code with Device Information

For devices added via IP/domain, the Mobile Client allows you to generate a QR code containing the information of up to 32 devices. The QR code can be used to quickly add multiple devices. For example, if user A has generated a QR code containing the information of 10 devices, user B can scan the QR code to batch add the 10 devices to his or her account.

## Steps

---

### Note

Only devices added by IP/domain support this function.

---

1. Tap **Me** → **Settings** to enter the Settings page.
2. Tap **Generate QR Code**.
3. Tap **Generate QR Code** in the IP/Domain field to enter the Select Device page.
4. Select device(s).
5. Tap **Generate QR Code**.  
The QR code picture will be generated.
6. Tap **Save** to save the picture to the photo album of your phone.

## 15.5 Hardware Decoding

Hardware decoding provides better decoding performance and lower CPU usage when you play high definition videos during live view or playback.

Tap **Me** → **Settings** to enter the Settings page, and then enable the function.

---

### Note

- Hardware decoding is only supported when the resolution is 704\*576, 704\*480, 640\*480, 1024\*768, 1280\*720, 1280\*960, 1920\*1080, 2048\*1536, or 2560\*1920. For other resolutions, only software decoding is supported.
  - For H.265 video compression, hardware decoding is not supported.
  - Hardware decoding should be supported by the device. If not, the device will adopt software decoding by default.
- 

## 15.6 View Traffic Statistics

The Mobile Client automatically calculates the network traffic consumed during live view and playback. You can check the mobile network traffic and Wi-Fi network traffic separately.

Tap **Me** → **Settings** to enter the Settings page, and then tap **Traffic Statistics**.

## 15.7 Generate a QR Code with Wi-Fi Information

You can generate a QR code with Wi-Fi information, and then use a network camera or wireless doorbell to scan the QR code to connect the device to the Wi-Fi network.

## Steps

---

### Note

Connecting device to a Wi-Fi network by scanning QR code should be supported by the device.

---

1. Tap **Me** → **Settings** to enter the Settings page.
2. Tap **Wi-Fi Settings** to enter the Wi-Fi Settings page.
3. Set the required information.

#### **Wi-Fi Name**

Enter the SSID of the Wi-Fi network.

#### **Password**

Enter the password of the Wi-Fi network.

#### **Encryption**

Select the encryption type as the one you set for the router.

---

### Note

If you select NONE as the encryption type, the password of the Wi-Fi network is not required.

---

4. Tap **Generate** to generate a QR code for the Wi-Fi network.

#### **What to do next**

Use a network camera or wireless doorbell to scan the QR code to connect the device to the Wi-Fi network.

## 15.8 Floating Live View

If you enable this function, floating live view window(s) will be displayed on the device list page when you select one or more device(s). You can preview the live video(s) in the floating window(s).

---

### Note

- If you select more than 16 cameras, the number of the selected cameras will be displayed.
  - Up to 256 cameras can be displayed as floating windows.
- 

Tap **Me** → **Settings** to enter the Settings page and then enable the function.

## 15.9 Resume Latest Live View

If you enable the function, the latest live view will be resumed each time you enter the Mobile Client. The window division mode, and the live view windows' sequence (if in multiple-window mode) will also be restored.

Tap **Me** → **Settings** to enter the Settings page, and then enable the function.

### 15.10 Tablet Mode

If the Mobile Client is installed on an Android tablet, you can enable tablet mode so that the interfaces will be displayed in landscape mode by default.

Tap **Me** → **Settings** to enter the Settings page and then enable the function.



After enabling tablet mode, you should restart the Mobile Client to make the settings effective.

---

### 15.11 Display/Hide Channel-Zero

Channel-zero, known as virtual channel, can show the videos from all channels of the device, reducing the bandwidth while simultaneously previewing from multi-channel. It can acquire image information and save bandwidth for transmission through encoding and configuring output images.

Tap **Me** → **Settings** and then enable the Mobile Client to display channel-zero.

### 15.12 Auto-Download Upgrade File

If you enable Auto-Download Upgrade File, the Mobile Client will automatically download the upgrade file in Wi-Fi networks, which helps speed up the device upgrade process.



For details about upgrading device, see [\*Upgrade Device Firmware\*](#) .

Tap **Me** → **Settings** to enter the Settings page and then enable the function.

---

### 15.13 Manage Custom Audio

You can record audio files for setting them as the custom audio prompts for the alarms sent from the channels linked to specific models of DVR.

Perform this task to record an audio file.

#### Steps

1. Tap **Me** → **Settings** → **Custom Audio Management** .
2. Tap **Start Recording** to start recording, and then tap **Stop Recording**.

The Complete Recording dialog pops up.

3. **Optional:** Create a name for the audio file.

---


### Note


By default, the file name is the time (accurate to second) when recording stops.

---

4. Tap **Confirm**.

5. **Optional:** Perform further operations.

**Rename Audio** Swipe left and then tap  to rename the audio file.

**Delete Audio** Swipe left and then tap  to delete the audio file.

### What to do next

Set custom audio prompt for the alarms sent from the channels linked to specific models of DVR.

For details, see [\*\*\*Set Custom Audio\*\*\*](#) .







## Chapter 16 Other Functions

The Mobile Client provides other functions, including Touch ID or Face ID authentication and management of the recorded videos and captured pictures.

### 16.1 Pictures and Videos

In Picture and Video Management module, you can view and manage the recorded (or clipped) video footage and the captured pictures.

Tap **Me** → **Pictures and Videos** to enter the Pictures and Videos page and then you can perform the following operations.

- **Play Video File:** Tap a video file and then tap  to play it.  
You can rotate the phone to view the video in landscape mode.
- **Save to Local Album:** Tap a video file or a picture, and then tap  to save the video file or picture to the album of your phone or tablet.
- **Delete a Video File or Picture:** Tap a video file or a picture, and then tap  to delete it.
- **Share a Picture or Video File to Another Application:** Tap a video file or a picture, and then tap  to share it to another application.
- **Batch Delete Video Files and (or) Pictures:** Tap **Edit** and select video files and (or) pictures, and then tap  to delete them.
- **Batch Share Pictures and (or) Video Files to Another Application:** Tap **Edit** and select pictures and (or) video files, and then tap  to share it to another application.

### 16.2 Share Hik-Connect

You can show the QR Code for downloading the Mobile Client to others.

Tap **Me** → **Share Hik-Connect** to view the QR code. After that, you can let others scan the QR code to download the Mobile Client.



See Far, Go Further