Hik-Partner Pro

FAQ

Symbol Conventions

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

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

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Contents

Chapter 1 Overview

Hik-Partner Pro is a convergent, cloud-based security solution that helps manage services for your customers and expand your business by subscription offers. You can monitor the system health status of your customers' sites (even resolving problems) remotely, using a simple and reliable platform. Hik-Partner Pro solution enables you to customize security solutions for customers with fully-converged Hikvision devices, covering video, intrusion, access, intercom, and more.

Access the Hik-Partner Pro Portal

Enter or scan the following QR code to enter the Hik-Partner Pro Portal.

Figure 1-1 QR Code for the Hik-Partner Pro Portal

Access the Hik-Partner Pro Mobile Client

Scan the following QR code to download the Hik-Partner Pro Mobile Client.

Figure 1-2 QR Code for Hik-Partner Pro Mobile Client

Access the Hik-Connect

Scan the following QR code to download Hik-Connect Mobile Client.

Figure 1-3 QR Code for Hik-Connect Mobile Client

Chapter 2 Benefits and Comparison

2.1 What is the difference between Hik-Partner Pro and Hik-Connect?

Question

What is the difference between Hik-Partner Pro and Hik-Connect?

Answer

They are for different users.
The Hik-Partner Pro Portal and Mobile Client are for installers to provide them remote device management, remote health monitoring and achieve more value-added service, etc.
The Hik-Connect Mobile Client is mainly for end users to manage their devices and receive alarms from the devices.

2.2 To end users, what differences does Hik-Partner Pro make?

Question

To end users, what differences does Hik-Partner Pro make?

Answer

End users can get better and more efficient security services from Installers, such as proactive device status monitoring, flexible linkage rules across devices, device configuration, etc.

2.3 What are differences among Hik-Partner Pro, iVMS-4200 and HikCentral Professional?

Question

What are differences among Hik-Partner Pro, iVMS-4200 and HikCentral Professional?

Answer

- HikCentral Professional is mainly used in medium and large project for private network or in LAN.
- iVMS-4200 is a client software for device installation, management and local monitoring.
- Hik-Partner Pro is a convergent, cloud-based security solution that frees end users from local servers and helps installers manage services by health monitoring, flexible linkage rules, remote configuration, etc., for end users, and expand your business by subscription offers.

Chapter 3 Download and Access

3.1 What web browser can I use to access Hik-Partner Pro Portal?

Question

What web browser can I use to access Hik-Partner Pro Portal?

Answer

Internet Explorer 11, Google Chrome, and Firefox.

3.2 How can I download Hik-Partner Pro Mobile Client?

Question

Where can I download Hik-Partner Pro Mobile Client?

Answer

- For users with iPhones, you can download the Mobile Client in App Store.
- For users with Android phones, you can visit the website ***https://www.hik-partner.com*** and scan the QR code on the website to download the Mobile Client.

3.3 What is authentication code and how can I get one?

Question

What is authentication code and how can I get one?

Answer

Authentication code is used for verifying your identity information, and you can get it from the regional distributor or national distributor.

3.4 Do I need to map the ports on the router?

Question

Do I need to manually map the ports on the router?

Answer

No, you don't.

3.5 Do I need to deploy a physical server for functions like health monitoring?

Question

Do I need to deploy a physical server for functions like health monitoring and linkage rule?

Answer

No, you don't.

Chapter 4 Account and Upgrade

4.1 How can I upgrade and become a Hik-Partner Pro user if I am already a Hik-ePartner user?

Question

How can I upgrade and become a Hik-Partner Pro user if I am already a Hik-ePartner user?

Answer

- Upgrade via the Portal
  - For most countries or regions, you can enter ***https://www.hik-partner.com*** in the address bar of the web browser and use the existing account to log in.
  - For Russia, you can enter ***https://www.hik-partnerru.com*** in the address bar of the web browser and use the existing account to log in.
- Upgrade via the Mobile Client
  - Download the Hik-Partner Pro Mobile Client according to the prompt appeared when you log in to the Hik-ePartner Mobile Client and use your existing account to log in after you install it.
  - Go to the App Store (for iOS) or Google Play (for Android) to download the Hik-Partner Pro Mobile Client and use your existing account to log in after you install it.
  - If you have installed both the Hik-ePartner and Hik-ProConnect Mobile Clients on your mobile phone or tablet, you can directly upgrade the Hik-ProConnect Mobile Client to the Hik-Partner Pro Mobile Client. And you can use the account of Hik-ePartner or Hik-ProConnect to log in to Hik-Partner Pro.

Chapter 5 Compatibility

5.1 Which devices can be added and managed in Hik-Partner Pro?

Question

Which devices can be added and managed in Hik-Partner Pro?

Answer

You can view all the compatible devices in *Hik-Partner Pro Compatibility List of HIKVISION Products*, or consult the local distributor.

5.2 Can third-party devices be managed in Hik-Partner Pro?

Question

Can the third-party devices be added and managed in Hik-Partner Pro?

Answer

No. Third-party devices cannot be added and managed in Hik-Partner Pro.
Currently, Hik-Partner Pro supports Hikvision, HiLook, and EZVIZ devices.

5.3 Can EZVIZ devices be managed in Hik-Partner Pro?

Question

Can EZVIZ devices be added and managed in Hik-Partner Pro?

Answer

Yes. Specific EZVIZ devices and be added and managed in Hik-Partner Pro currently. In future versions, more EZVIZ devices will be supported. For detailed models of the currently supported EZVIZ devices, refer to the latest *Hik-Partner Pro Compatibility List of HIKVISION Products*.

Chapter 6 Site Management

6.1 Why the end user didn't receive any Site Owner invitation message on Hik-Connect?

Question

I have invited an end user to be the Site Owner on Hik-Partner Pro, but why didn't the end user receive any invitation message on Hik-Connect Mobile Client?

Answer

- Make sure that the version of end user's Hik-Connect Mobile Client is 4.3 or above.
- Make sure the regions where the devices, Hik-Partner Pro, and Hik-Connect Mobile Client locate are the same.

6.2 Can I assign one site to multiple employees as Site Managers?

Question

Can I assign one site to multiple employees as Site Managers?

Answer

No.

6.3 How can end user receive site authorization application?

Question

After applying for site authorization from the end user, how can the end user receive this application?

Answer

The end user will receive the application via Hik-Connect Mobile Client.

6.4 When do I need to apply for site authorization from the end user?

Question

After handing over the site to the end user, when do I need to apply for site authorization from the end user?

Answer

When there are maintenance requirements for the devices in the site, such as remote configuration, device live view, and health monitoring, you need to apply for site authorization from the end user.

6.5 How to change the Site Manager of the site?

Question

How to change the Site Manager of the site?

Answer

Site Manager is an employee of the installation company. When a site is assigned to an employee, the employee becomes the Site Manager of the site. He/she can configure and perform health monitoring for the devices in the site for end users.
On Site page, select the site and click **Assign** to change the Site Manager of the site.

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[i] **Note**

Only the user with Administrator or IT Manager role can assign site to Site Manager and change the Site Manager of the site.

6.6 How to change the installation company for managing the site?

Question

How to change the installation company for managing the site?

Answer

Follow the steps below to change the installation company.

1. The end user needs to cancel the site authorization via Hik-Connect Mobile Client.
2. (Optional) The end user can contact the Installer Admin of the previous installation company to let Installer Admin delete the site.
3. The Installer Admin of new installation company needs to add the existing site by site ID and assign Site Manager. Then the Site Manager can add device and perform other operations for further configuration and management of the site.

Chapter 7 Device Management

7.1 How many devices can be managed in Hik-Partner Pro?

Question

How many devices can be added and managed in Hik-Partner Pro?

Answer

There is no limit for the amount of devices managed by Hik-Partner Pro.

7.2 Can the devices added to Hik-Connect be managed in Hik-Partner Pro?

Question

Can the devices which have been added to Hik-Connect be managed in Hik-Partner Pro?

Answer

Yes.

7.3 Can I add a device by IP address or domain name?

Question

Can I add a device by its IP address or domain name?

Answer

Yes.

7.4 Can one device be managed by two employees?

Question

Can one device be managed by two employees of one installation company?

Answer

No. A device can be managed by Installer Admin and one Site Manager (an employee of the installation company) simultaneously, but it cannot be managed by two employees simultaneously.

7.5 Can I set linkage rules for linking devices in different sites?

Question

Can I set linkage rules for linking devices in different sites?

Question

No, you can't. Currently, you can set linkage rules for linking devices in the same site.

7.6 Can the linkage action still be triggered if network disconnected?

Question

Can the linkage action still be triggered if network disconnected.

Answer

Not, it can't. The linkage action can only be triggered when network is connected.

7.7 Does Hik-Partner Pro support remote device firmware upgrading?

Question

Does Hik-Partner Pro support remote device firmware upgrading?

Answer

Yes. Currently, Hik-Partner Pro supports remote upgrading of the device firmware of AX Hub and AX Pro.

7.8 How to delete devices?

Question

How to delete devices?

Answer

- Before inviting end user as the Site Owner, the Site Manager can delete devices in the site on Hik-Partner Pro.
- Once you invited an end user as the Site Manager, only the end user can delete devices on Hik-Connect Mobile Client.

Chapter 8 Health Monitoring

8.1 What functions are supported in Health Status module?

Question

What functions are supported in Health Status module?

Answer

The supported functions in Health Status module are as follows:

Table 8-1 List of Supported Functions in Health Status Module

Function	Description
Locate Device	According to device types, locate the abnormal device(s) quickly.
Status Display	Show device list of each site and status information. Refresh status for the first time login and entering Health Status page.
Automatically Inspect	Inspect the working status of the devices automatically and display the last inspected time.
Manually Inspect	Inspect the status information of the devices manually.
Remote Configuration	Remotely configure device parameters.
Status of Encoding Device	Show status information, including network status, storage status of HDD or SD card, IP channel status of NVR, S.M.A.R.T. information of HDD, overwritten recording status, HDD usage, etc.
Status of Security Control Panel	Show status information, including network status, low battery, mobile network/wireless network/wired network/disconnected, and remaining battery power.
Status of Access Control Device	Show network status.
Status of Video Intercom Device	Show network status.
Status of Doorbell	Show network status and SD card status.

Chapter 9 Cloud Storage

 Note

Certain countries/regions do not support cloud storage.

9.1 Is the Hik-ProConnect Box a must for cloud storage?

Question

Is the Hik-ProConnect Box a must for cloud storage?

Answer

Yes. The Hik-ProConnect Box can transcode local videos and upload them to cloud. As the original videos have big bit rate when they are being uploaded to cloud, cloud storage failure might occur in poor network condition. Therefore, the original videos need to be transcoded into appropriate resolution and frame rate by the Hik-ProConnect Box, and then to be uploaded to cloud.

9.2 How many channels can be linked to a Hik-ProConnect Box for uploading their video footage to cloud?

Question

How many channels can be linked to a Hik-ProConnect Box for uploading their video footage to cloud?

Answer

If the resolution of the camera is 2 MP, up to 8 channels can be linked to a Hik-ProConnect Box; if the resolution is 4 PM, up to 4 channels can be linked. Therefore, if the resolution of the camera is higher, the number of channels allowed to be linked is fewer. The highest resolution allowed is 8 MP.

9.3 What are the resolution and frame rate of the video footage stored on cloud?

Question

What are the resolution and frame rate of the video footage stored on cloud?

Answer

There are 2 types of resolution available: 1920*1080 and 704*576. The frame rate is determined by the number of channels accessed to the Hik-ProConnect Box. Specifically, 10 fps is for 1 to 5 channels, 8 fps is for 6 channels, 7 fps is for 7 channels, and 6 fps is for 8 channels.

9.4 Can I store video footage on the Hik-ProConnect Box?

Question

Can I store video footage on the Hik-ProConnect box?

Answer

No. The Hik-ProConnect box can transcode local videos and upload them to cloud for cloud storage, but it cannot store video footage.

9.5 Can I link two Hik-ProConnect Boxes or a Hik-ProConnect Box and another type of device?

Question

Can I set a linkage between two Hik-ProConnect boxes or between a Hik-ProConnect box and another type of device?

Answer

No. You cannot set a linkage between two Hik-ProConnect boxes or between a Hik-ProConnect box and another type of device.

9.6 How to avoid cloud storage failure caused by network exception?

Question

How to avoid cloud storage failure caused by network exception?

Answer

Hik-ProConnect box uses Automatic Network Replenishment (ANR) to effectively avoid video loss caused by network exception.
In poor network condition, videos of some channels will be temporarily stored in the hard disk or the SD card, and then to be uploaded to cloud for cloud storage after the network is recovered.

9.7 Does the Hik-ProConnect Box support linking third-party devices for cloud storage?

Question

Does the Hik-ProConnect box support linking a third-party device and upload video footage from the device to cloud for cloud storage?

Answer

Currently, Hik-ProConnect Box only supports Hikvision cameras or DVRs/NVRs.

9.8 Does the Hik-ProConnect box support remote firmware update?

Question

Does the Hik-ProConnect box support remote firmware update?

Answer

Yes. It supports remote firmware update.

9.9 What types of video footage can be stored on cloud?

Question

What types of video footage can be stored on cloud?

Answer

The linkage video footage of three types of events, namely, motion detection, line crossing and intrusion.

9.10 How many types of cloud storage packages are available? And how long is the retention period offered by each type of package?

Question

How many types of cloud storage packages are available? And how long is the retention period offered by each type of package?

Answer

4 types of cloud storage packages are available, they are: 7-day monthly, 7-day annual, 30-day monthly and 30-day annual. Take the "7-day monthly" as an example, "7-day" indicates that the

retention period is 7 days, that is, the video stored on day 8 will overwrite the video stored on day 1, and "monthly" indicates that the service will last for 1 month.

Chapter 10 People Counting

10.1 Can I add a people counting camera to multiple people counting groups?

Question

Can I add a people counting camera to multiple people counting groups?

Answer

Yes. Up to 16 different groups.

10.2 Do priority levels exist in the people counting parameters set via the Hik-Partner Pro platform and the Hik-Connect Mobile Client?

Question

Do priority levels exist in the people counting parameters set via the Hik-Partner Pro platform and those set via the Hik-Connect Mobile Client?

Answer

No. There are no priority levels because the latter parameters will overwrite the former ones.

10.3 What roles do the Hik-Partner Pro platform and the Hik-Connect Mobile Client play respectively in the cloud-based People Counting solution?

Question

What roles do the Hik-Partner Pro platform and the Hik-Connect Mobile Client play respectively in the cloud-based People Counting solution?

Answer

Installers can configure added people counting cameras, purchase service packages and switch on/off people counting service via the Hik-Partner Pro platform. End users can view real-time people counting data (in LAN), receive alarms (high skin-surface temperature/not wearing mask), configure parameters, check records, and export reports via the Hik-Connect Mobile Client.

10.4 How long will people counting records be retained on the Hik-Connect Mobile Client?

Question

How long will people counting records be retained on the Hik-Connect Mobile Client?

Answer

The records will be retained for 30 days if the end user doesn't delete them.

Chapter 11 Support

11.1 How can I get professional support while I am using Hik-Partner Pro?

Question

How can I get professional support while I am using Hik-Partner Pro?

Answer

You can get useful and timely help from the **Support** module on the top of the Hik-Partner Pro Portal or the **Me → Help Center** module on the Hik-Partner Pro Mobile Client.

11.2 How can I learn information or operations about different products on Hik-Partner Pro?

Question

How can I learn information or operations about different products on Hik-Partner Pro?

Answer

1. Go to **Support → Tutorial Center** on the Portal or **Me → Help Center → Tutorial Center** on the Mobile Client.
2. Enter keywords (e.g., "how to reset password", " how to add device") to search for the related how-to videos or documents.

11.3 How can I get quick response to my query on Hik-Partner Pro?

Question

How can I get quick response to my query on Hik-Partner Pro?

Answer

1. Go to **Support → Chatbot** on the Portal or **Me → Help Center → Chatbot** on the Mobile Client.
2. Enter your query (e.g., "how to reset password", "how to activate co-branding", or some Hikvision product information) and click **Send**.

11.4 How can I get professional help from the technical support if I have issues when using Hik-Partner Pro?

Question

How can I get professional help from the technical support if I have issues when using Hik-Partner Pro?

Answer

1. Go to **Support → Case** on the Portal or **Me → Help Center → Case** on the Mobile Client.
2. Enter your case title and describe your issue as more detailed as you can, and you can also attach screenshots to help troubleshoot more easily.
3. Enter the authorization code to help us troubleshoot more quickly.
4. Click **Submit**.

$\boxed{\mathbf{i}}$**Note**

The Case function is not available in every country or region.

11.5 How can I give suggestions on Hik-Partner Pro during the usage?

Question

How can I give suggestions on Hik-Partner Pro during the usage?

Answer

You can go to **Support → Feedback** on the Portal or **Me → Feedback** on the Mobile Client to submit your suggestions. And we will highly take your suggestions into consideration.

Chapter 12 Return Material Authorization (RMA)

12.1 What is RMA used for?

Question

What is RMA used for?

Answer

You can repair products via RMA according to the following process.

1. Customer's products need to be repaired.
2. You initiate an after-sales process online.
3. The authorized distributor takes the order for maintenance.
4. The authorized distributor returns the repaired products to you.
5. You perform installation and debugging for the customer.

⌐ⁱ⌐**Note**

The function is only available in certain countries and regions.

12.2 How can I submit an RMA request?

Question

How can I submit an RMA request?

Answer

- On the Mobile Client, you can submit an RMA request by the following steps.

    1. Go to **More → Support → RMA** on the Home page.
    2. Tap **+Add** to start creating your RMA request.
    3. Scan the QR code or enter the serial code manually to add the product.
    4. Select a repair station.
    5. Fill the breakdown information of the product in the blanks.
    6. Check all the information and tap **Submit**.
- On the Portal, you can submit an RMA request by the following steps.

    1. Go to **Support → RMA** .
    2. Click **+Add** to start creating your RMA request.
    3. Enter the serial code manually to add the product.
    4. Enter your shipping information and select a repair station.
    5. Check all the information and tap **Submit**.

ⓘ**Note**

The function is only available in certain countries and regions.

12.3 How can I contact the suitable repair station?

Question

How can I contact the suitable repair station?

Answer

Finding a repair station is only available on the Mobile Client, you can refer to the following steps.
1. Go to **More → Support → RMA** on the Home page.
2. Tap **Repair Station Query**.
3. Swipe up and down to view more available repair stations and tap a station to view detailed information.
4. Tap ☎ or tap **Make a Call** on the details page to make a phone call to the station staff for asking more information.

ⓘ**Note**

The function is only available in certain countries and regions.

12.4 How can I check the status of my RMA request?

Question

How can I check the status of my RMA request?

Answer

- On the Portal, there are two ways for you to quickly check the status of your RMA request.
  - On the RMA page, set search conditions, including reference number, RMA number, date, application number, and serial number to search for your historical RMA requests.
  - On the RMA page, click ▽ in the Status column and check the status(es) to filter your RMA requests by status.
- On the Mobile Client, you can tap **Filter** on the RMA List page and select the status(es) or set a time period to quickly filter your RMA requests by status and time.

ⓘ**Note**

The function is only available in certain countries and regions.

12.5 What should I do when I received a repaired device?

Question

What should I do when I received a repaired device?

Answer

You should search for the corresponding RMA request in the RMA list by different conditions on the Portal or the Mobile Client and click or tap **Complete** to finish the request.

Note

The function is only available in certain countries and regions.

Chapter 13 Rewards Store

13.1 How to get reward points?

Question

How to get reward points?

Answer

There are three ways to get reward points.

- Complete tasks in Rewards Store to earn points. The available tasks vary with different countries or regions.
  - **Check In**: Complete the daily check-in task.
  - **Company Authentication**: Submit your company information and complete the authentication.
  - **Scan SN Code**: Successfully scan SN codes of Hikvision products. Each SN code only earns points the first time it is scanned. This task is only available for accounts of the authenticated company.
  - **Add Device**: Successfully add devices to Hik-Partner Pro. The more devices you add, the more points you earn.
  - **Invite Employee**: Successfully invite the first employee to register an Installer account on Hik-Partner Pro.
  - **Invite Friend**: Successfully invite your friends to register the Installer Admin accounts on Hik-Partner Pro and complete the authentication for their companies. The more friends you invite, the more points you earn.
  - **Answer Questions**: Correctly answer questions every day or every week. The more questions you answer, the more points you earn.
  - **Browse/Like/Share News and How-To in Explore**: Browse, like, or share news and how-to displayed in the Explore module. The most points you can earn in a day is limited.
- Participate in the lucky draws, and you can earn points when the prizes in the lucky draws are points.
- Participate in the events, and you will have the opportunity to earn additional points.

13.2 How to use reward points?

Question

How to use reward points?

Answer

You can redeem reward points for gifts. But before redeeming points for gifts, make sure your company has completed the authentication, and only the admin account of your company can redeem points for gifts.

The redeemable gifts include physical goods, vouchers, value-added services, and so on. And the redeemable gifts vary with different countries or regions.

13.3 How to get redeemed gifts?

Question

How to get redeemed gifts?

Answer

For different types of redeemed gifts, the delivery methods are different. You can pay attention to prompts in the redeem order details (go to **Incentive → Rewards Store → My Gifts**).

- For physical goods, the delivery methods include offline delivery and door-to-door pickup. For offline delivery, you can check the tracking number in the redeem order details after the goods are shipped offline. For door-to-door pickup, you can check the self-pick-up point and verification code in the redeem order details for picking up gifts by yourself.
- For vouchers, the delivery method is online delivery. You can check the voucher code in the redeem order details after the voucher is delivered.
- For value-added services, the delivery method is directly credit to the account. You can view the value-added service inventory in your account (go to **Hik-ProConnect → Service → My Service**) after they are successfully redeemed.

13.4 How can a submitted order be considered as a successful redeem?

Question

How can a submitted order be considered as a successful redeem?

Answer

After you submit a redeem order, our staff will review it. You can check the status (i.e., Processing, Shipped, and Rejected) of the redeem order in **Incentive → Rewards Store → My Gifts** .

13.5 Will points expire? When do they expire?

Question

Will points expire? When do they expire?

Answer

Yes, points will expire, but the actual point expiration rules vary with different countries or regions. The points will be invalid at the end of each year.

13.6 How to check the point history?

Question

How to check the point history?

Answer

You can view the history of point changes in **Rewards Store → Points History** . The admin account of a company can view the point collection details by employee, and both the admin account and employee account can view the point collection details by task.

13.7 How to check SN code scan records? How to appeal when scanning failed?

How to check SN code scan records? How to appeal when scanning failed?

Answer

You can view the SN code scan records (i.e., Succeeded and Failed) on the **Rewards Store → Scan History** page of the Mobile Client. For the Failed record, you can open the record details page, tap **Complaint**, and fill in the information to appeal.

13.8 How to check friend invitation records?

Question

How to check friend invitation records?

Answer

You can check the friend invitation history on the **Invite Friends to Earn → Invitation History** page of the Portal and Mobile Client.

Chapter 14 Other

14.1 How does Hikvision protect users' privacy?

Question

How does Hikvision protect users' privacy?

Answer

We highly respect users' privacy and make related privacy policies for users/installers to know how we handle the collection, storage, disclosure and protection of personal information. We have passed ISO27001 certification and have adopted multiple measures to safeguard your privacy. For example, all user data are encrypted and stored in AWS server. And we use irreversible algorithm to store users' passwords. Besides, based on multiple encryption techniques such as RSA Asymmetric Algorithm and AES secret key which can be customized by users, we ensure that the transmission and storage of user data are well encrypted, and no third-parties or Hikvision have the access to users' stream data.

14.2 Can I edit the company information?

Question

Can I edit the company information?

Answer

Yes, you can edit the company information on Hik-Partner Pro Portal in **Company → Company Information** .

14.3 I have uploaded my company logo, but why is it not displayed on Hik-Connect?

Question

I have uploaded my company logo, but why is it not displayed on Hik-Connect?

Answer

- Please make sure that the user's Hik-Connect version is 4.0 or above. Here is the QR code for downloading Hik-Connect Mobile Client.

Figure 14-1 QR Code of Hik-Connect Mobile Client

- It will take a few minutes for logo picture uploading and synchronizing to Hik-Connect Mobile Client. Please check later.
- If the end user has multiple devices and they are hosted by different installation companies, the logo will not be displayed on the startup page and **About** page of Hik-Connect.

14.4 Does Hik-Partner Pro support playback and download?

Question

Does Hik-Partner Pro support playback and download?

Answer

Yes. Hik-Partner Pro supports simultaneous playback of up to 4 channels, and can simultaneously download the 2-minute videos of up to 4 channels after getting authorization from the end user.

14.5 How to purchase the value-added services of Hik-Partner Pro?

Question

How to purchase the value-added services of Hik-Partner Pro?

Answer

The ways to purchase the value-added services are varied in different countries, it might be online payment or license activation. Please refer to the sales representative for more details.

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