

Hik-Partner Pro

Security Business Assistant at Your Fingertips

Hik-Partner Pro is a one-stop security service platform where Hikvision partners can get easy access to all Hikvision product information (including HiLook series), promotions, and marketing handouts. You can enjoy efficient customer and device management and extended value-added services with round-the-clock convenience.

Get well prepared in advance:

- Find product information you need quickly
- Stay on top of promotions, handouts, and trends
- Register projects online and get support from manufacturers
- Design a solution in a snap

Install remotely and hand over efficiently:

- Customizable quotations
- Ready-to-use tutorials for installation
- Visualized customer site management
- One-click handover of sites and devices

Troubleshoot anywhere, anytime:

- Proactive system health monitoring
- Remote configuration
- Rich security tools
- Online support
- Timely updates of the RMA process

Create extra income & get rewards:

- Redeem rewards and services with points
- Co-brand with Hikvision, displaying your company logo and information on customers' Hik-Connect and HikCentral Connect
- Create recurring revenue with cloud storage and cloud-based VMS

Function Availability for Different Countries / Regions

Hik-Partner Pro offers both free functions and value-added functions that cost certain fees. You can purchase certain services in the Service Market of Hik-Partner Pro to get access to the value-added functions. Currently, certain value-added functions are only available in specific countries and regions. In addition, users in some countries and regions can only access the free functions.

Functions NOT Available in Certain Countries and Regions

Note: For details about whether your country or region supports functions contained in the following services, refer to the after-sales or local distributor.

Service	Function(s) NOT Available in Certain Countries and Regions
Health Monitoring Service	Linkage rule
Remote Maintenance Pro Service	Linkage rule
Cloud Storage Service	All functions contained in the service
Temperature Screening Service	All functions contained in the service
Cloud Attendance Service	All functions contained in the service
Alarm Receiving Center (ARC) Service	All functions contained in the service
Employee Account Add-On	All functions contained in the service
HikCentral Connect Service	All functions contained in the service
HikCentral ReGuard Service	All functions contained in the service
IoT Data Service	All functions contained in the service

Countries and Regions Only with Support for Free Functions

Countries and Regions that Only Support Free Functions

Continent	Country/Region (Listed in Alphabetical Order)
Africa	Angola, Benin, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo(Brazzaville), Congo(Kinshasa), Cote D'Ivoire, Djibouti, Equatorial Guinea, Eritrea, Ethiopia, Gabon, Gambia, Guinea, Guinea-Bissau, Liberia, Madagascar, Malawi, Mali, Mayotte, Mozambique, Namibia, Niger, Nigeria, Rwanda, Senegal, Seychelles, Sierra Leone, Somalia, Tanzania, Togo, Uganda, Zambia, Zimbabwe
Asia	Japan, Taiwan (China)

Free Functions

Module	Detailed Function(s)
Customer Management Site	<ul style="list-style-type: none"> ● Adding new sites ● Adding existing sites ● Handing over sites ● Applying for site authorization from site owners ● Site collaboration with installation and maintenance service partners ● Viewing sites on the map
Device Management	<ul style="list-style-type: none"> ● Adding devices ● Remotely configuring devices ● Applying for device permissions ● Releasing device permissions ● Synchronizing devices from Hik-Connect to Hik-Partner Pro ● Enabling devices to send notifications ● Resetting device passwords ● Enabling remote log collection ● Upgrading devices ● Configuring DDNS for devices ● Configuring device offline delay ● Managing AX PRO devices, AX HYBRID PRO devices, and AX HOME devices (hereafter simplified as AX PRO, AX HYBRID PRO, and AX HOME) ➢ Remotely controlling and configuring AX PRO / AX HYBRID PRO / AX HOME

Module	Detailed Function(s)
	<ul style="list-style-type: none"> ➢ Applying for PINs for AX PRO / AX HYBRID PRO / AX HOME ➢ Switching language for AX PRO / AX HYBRID PRO / AX HOME ➢ Batch arming/disarming AX PRO / AX HYBRID PRO / AX HOME
Alarm Receiving Center (ARC) Service	Enabling the ARC service for your customers' devices and setting the way to connect your customers' security control panels and Hik IP Receiver Pro
Video	<ul style="list-style-type: none"> ● Viewing live videos ● Playing back video footage
Log	Searching for operation logs
Solution	Viewing and searching for solutions provided by Hikvision
Explore	Viewing feeds about Hikvision products and solutions, how-to, notices, videos, and events
Products	Viewing, searching for, downloading, and sharing the product information, including the description, parameters, and documents
Project	Registering projects to receive project pricing and get project support
Order & Promotion	<ul style="list-style-type: none"> ● Viewing regular products, hot products, and promotional products ● Comparing products ● Placing orders ● Tracking order status after submitting orders
Incentive	<ul style="list-style-type: none"> ● Earning points by completing tasks and redeeming for gifts ● Applying for partner programs and signing related agreements by resellers ● Applying for compensation for projects by distributors
Support	<ul style="list-style-type: none"> ● Viewing video tutorials and documents in the Tutorial Center ● Using the Chatbot to ask questions and get answers online ● Submitting cases for support ● Submitting feedback and suggestions ● Checking warranty status by entering serial numbers ● Viewing information (phone No., email address, and address) for contacting us ● Submitting and handling RMA requests
Rebate	<ul style="list-style-type: none"> ● Generating authentication codes ● Viewing rebate details ● Viewing bills of sale

Hik-Partner Pro Portal

Key Features

Note: The features marked with * may be not released in certain countries or regions. Please refer to the actual interfaces.

General

- Wizard used for guiding users through the process of configuration and operation.
- Video tutorials for users to learn more about Hik-Partner Pro.
- What's New for users to learn about the new features, improvements, and bug fixes about Hik-Partner Pro.
- Using the Chatbot to ask questions and get answers online.
- Submitting cases for support if you have any issues when using Hik-Partner Pro.
- Submitting feedback information if you have any suggestions.
- *Checking warranty status by entering serial numbers.
- Viewing information (phone No., email address, and address) for contacting us.
- *Submitting and handling RMA requests for product repairs and exchanges.
- Free demo function used for experiencing general features of Hik-Partner Pro without registering any accounts to promote further registration, use and purchase for Hik-Partner Pro.
- Global server deployment for accessing Hik-Partner Pro more quickly and stably.
- *Viewing feeds about Hikvision products and solutions, how-to articles, notices, videos, and events.
- *Viewing and searching for solutions provided by Hikvision for new business opportunities and optimized operations.

Customer Site Management

- Adding new personal and team sites.
- Grouping the personal sites for more efficient customer management.
- Assigning multiple site managers to manage one site within the set validity periods.
- Handing over personal sites to customers (site owners) by sharing/transferring via email, short message, or QR code.
- Editing resources and permissions that are shared with your customers after the sharing handover.
- Handing over team sites to customers (site owners) by transferring via email or short message.
- Applying for site authorization from site owner for maintaining or managing the site.
- Collaborating with installation/maintenance service partners on personal sites to allow them to help you add and hand over devices or to cooperate with you in providing device management/maintenance services for your customers.
- Discarding site authorization unilaterally.
- Viewing sites on the site map after configuring GPS information for the sites.
- Exporting all site and device information under your account.

Device Management

- Adding device(s) by auto-detecting devices on LAN, Hik-Connect (P2P), IP address or domain name, or pre-defined template.
- Using a Hik-ProConnect Box as a proxy device for accessing devices that cannot be added by Hik-Connect (P2P).
- Upgrading one or more devices remotely.
- Configuring DDNS for the encoding devices with invalid or old firmware versions added by Hik-Connect (P2P), to make sure they can be managed by Hik-Partner Pro properly.
- Batch upgrading encoding devices (on the same LAN with Hik-Partner Pro).
- Batch configuring devices (on the same LAN with Hik-Partner Pro). The batch configuration processes include:
 - Activating devices and assigning IP addresses for them.
 - Linking channels to NVR/DVR.
 - Saving the configurations of a device as a template to the cloud and applying the template to other devices on the same LAN.
- Unbinding detected online device from its current account before adding it to your account.
- Moving a device from one site to another site with the same site owner.
- Resetting password for an authorized device (except AX PRO devices) in an onsite or offsite method.
- Synchronizing the devices from Hik-Connect account to Hik-Partner Pro, including the devices added in the Hik-Connect account and the ones shared from others.
- Linking your account with Hik-Connect accounts to synchronize devices automatically from the linked Hik-Connect accounts.
- Authorizing Hik-Partner Pro to get the account information of Hik-Connect to log in.
- Device live view, playback, and video download.
- Entering the remote configuration page of the device and setting the device's parameters.
- Enabling remote log collection for troubleshooting.

- Configuring offline delay to only receive notifications about offline events of which the offline durations are longer than the set threshold.
- Configuring device regular rebooting for certain models of network cameras.
- *Configuring people counting parameters via Hik-Partner Pro Portal and viewing people counting data on Hik-Connect Mobile Client.
- *Configuring temperature screening parameters via Hik-Partner Pro Portal and viewing temperature screening data on Hik-Connect Mobile Client.
- Remotely managing and maintaining AX PRO devices / AX HYBRID PRO devices / AX HOME devices:
 - Remote configuration and remote maintenance for AX PRO / AX HYBRID PRO / AX HOME.
 - *Creating parameter templates for AX PRO.
 - *Batch configuring AX PRO remotely by template.
 - *Batch arming/disarming AX PRO / AX HYBRID PRO / AX HOME.
 - *Batch upgrading AX PRO / AX HYBRID PRO / AX HOME.

***Linkage**

- Configuring linkage rule for the devices in a site.
- Using six pre-defined templates designed for typical applications.
- Two linkage modes, including LAN and Cloud P2P.

Exception

- Configuring exception rules to monitor the status of managed resources in real-time.
- Receiving resource exception notifications.
- Viewing exception records of the resources and exporting the exception records.
- Handling exception notifications.

Health Status

- Viewing status information of devices on each site.
- Automatically inspecting and manually inspecting the health status of the devices.
- Automatically sending health monitoring reports.
- Viewing status of encoding devices, security control panel, access control device, video intercom device, doorbell, Hik-ProConnect box, and network switch.
- Viewing network topology for the switch(es) and connected devices, including network links between devices, and link exceptions and abnormal devices.

Notification Center

- Receiving and handling business notifications, including device management invitations, site sharing notifications, device installation work orders, etc.
- Receiving exception notifications.
- Receiving system messages.
- Receiving deals and offers.

***Cloud Attendance Service**

- Purchasing the cloud attendance service online in the Service Market directly or by the service key (purchased from the local distributor offline).
- Adding and activating new cloud attendance system for a site.
- Enabling or disabling cloud attendance systems for end-users.
- Deleting cloud attendance systems on a site that has not been authorized by the end-user.

***Cloud Storage Service**

- Purchasing cloud storage service packages online in the Service Market directly or by the service key (purchased from the local distributor offline).
- Activating cloud storage service for Hik-ProConnect boxes, certain models of DVRs/NVRs, and certain models of solar cameras to upload event-related video footage from specified channels to the cloud.
- Activating or renewing the cloud storage service for a channel.

***IoT Data Service**

- Purchasing IoT data service packages online in the Service Market directly or by the service key (purchased from the local distributor offline).
- Activating or renewing IoT data service for 4G IoT SIM cards inserted in 4G cameras.

***HikCentral Connect & Hik-Connect for Teams Services**

- Purchasing the services online in the Service Market directly or by the service key (purchased from the local distributor offline).
- Creating HCC systems / team sites (HCT) which contain the video management service, analysis report service, etc., adding devices to the HCC systems / team sites (HCT), and then handing over the systems / team sites to your customers (enterprise users).
- Activating or renewing the services for the HCC systems / team sites (HCT).
- Accessing customers' HCC systems using the HikCentral Connect authorization codes to provide maintenance services.
- Applying for system management permission and system access permission from customers to help manage services and maintain devices on team sites (HCT).

***HikCentral ReGuard Service**

- Activating the HikCentral ReGuard service in the Service Market by the service key (purchased from the local distributor offline).
- Generating the HCRG key in My Service for activating the HCRG system.
- Receiving device installation work orders.

Security

- Supporting channel encryption: HTTPS and TLS/SSL used to ensure the security of the transmission process.
- Supporting signal encryption: AES 128, AES256, and RSA used to ensure the security of data content.
- Protection against account attacks.
- Supporting verification code encryption to ensure the security of streaming during remote live view and downloading.
- Supporting Cloud P2P to establish secure link without port mapping and avoid exposing ports to the public network.
- Unique serial number bound by one account to prevent the device from being added by an attacker.

***Project**

- Registering projects to receive project pricing and get project support.
- Viewing project status and details, and quoting for, editing, closing, and copying projects.

***Order & Promotion**

- Viewing regular, hot, and promotional products, and comparing products.
- Placing an order by adding products to the shopping cart, and tracking the submitted orders.
- Setting the availability alert to add products out of stock to your waiting list.

***Reward Point System**

- Earning reward points redeemable for lots of gifts after completing specific tasks.
- Redeeming reward points for lots of gifts (e.g., certain value-added services) in the rewards store.

***Rebate**

- For resellers: earning commissions after their invitation codes are entered by installers on the Online Purchase page.
- For resellers: checking commission details based on the value-added services, and viewing the linked installers and (if authorized) also their countries/regions and total devices.

Others

- Offering co-branding service to display your company logo and information on your customers' Hik-Connect, HikCentral Connect, and NVRs/DVRs for brand promotion.
- Account authentication: entering authentication code, or submitting online application. (Different countries or regions may vary.)
- Searching operation logs in the recent 90 days.
- Purchasing health monitoring packages / remote maintenance Pro service packages and setting the devices that can access the service.
- Creating maintenance quotations for providing your customers with the device maintenance service.
- Generating after-sales authorization codes, which you can send to the technical support staff to let them log into your account by the codes.
- Registering the OneHikID (ePartner) account, which allows you to log in to Hik-Partner Pro and other Hikvision platforms.
- Switching among two or more companies if your account exists in more than one company.
- Initiating a company merger to merge your company with another company on Hik-Partner Pro for more efficient management.
- *Applying for partner programs by resellers and managing and signing agreements by resellers and distributors.
- *Applying for compensation for projects by distributors.

- *Getting lottery tickets by uploading sales receipts for chances of winning prizes.
- *Submitting purchase intentions on the sell-out promotion page for discounts and free products.
- *Searching for the logistics information (shipping-related) about international trade orders.
- *Creating, sending, and managing quotes for your customers.

Specifications

The following table shows the maximum performance of the Hik-Partner Pro Portal.

Features	Maximum Performance
Supported Languages	English, Arabic, Brazilian Portuguese, Bulgarian, Croatian, Czech, Danish, Dutch, Estonian, Farsi, Finnish, French, German, Greek, Hebrew, Hungarian, Indonesian, Italian, Japanese, Kazakh, Korean, Latvian, Lithuanian, Norwegian, Polish, Portuguese, Romanian, Russian, Serbian, Slovakian, Slovenian, Spanish, Swedish, Thai, Traditional Chinese, Turkish, Ukrainian, Uzbek, and Vietnamese
Number of Employees	Unlimited
Number of Sites	Unlimited
Number of Devices (Free Version)	1024
Number of Devices (After Purchase the Health Monitoring Service)	Unlimited
Number of Devices (After Purchase the Remote Maintenance Pro Service)	Unlimited
Number of Templates for Remote Configuration of Security Control Panel	5
Transcoding by Hik-ProConnect Box	Resolution: 1920*1080 Frame rate: 10 fps (1 to 5 channels)/8 fps (6 channels)/7 fps (7 channels)/6 fps (8 channels) Bit rate: 800 kbps
Decoding by Hik-ProConnect Box	8*1080P
Notification Retention Period	Up to 7 days
Log Retention Period	Up to 90 days

Hik-Partner Pro Mobile Client

Key Features

Note: The features marked with * may be not released in certain countries or regions. Please refer to the actual interfaces.

General

- Wizard used for guiding users through the process of configuration and operation.
- Video tutorials for users to learn more about Hik-Partner Pro.
- What's New for users to learn about the new features, improvements, and bug fixes about Hik-Partner Pro.
- Using the Chatbot to ask questions and get answers online.
- Submitting cases for support if you have any issues when using Hik-Partner Pro.
- Submitting feedback information if you have any suggestions.
- Viewing information (phone No., email address, and address) for contacting us.
- *Submitting and handling RMA requests for product repairs and exchanges.
- Free demo function used for experiencing general features of Hik-Partner Pro without registering any accounts to promote further registration, use and purchase for Hik-Partner Pro.
- Global server deployment for accessing Hik-Partner Pro more quickly and stably.
- *Viewing feeds about Hikvision products and solutions, how-to articles, videos, and events.
- *Viewing, searching for, downloading, and sharing the product information, including the description, parameters, and documents.

Customer Site Management

- Adding new personal and team sites.
- Grouping the personal sites for more efficient customer management.
- Assigning multiple site managers to manage one site within the set validity periods.
- Handing over personal sites to customers (site owners) by sharing/transferring via email, short message, or QR code.
- Editing resources and permissions that are shared with your customers after the sharing handover.
- Handing over team sites to customers (site owners) by transferring via email or short message.
- Applying for site authorization from site owner for maintaining or managing the site.
- Collaborating with maintenance service partners on sites to allow them to help provide device management/maintenance services for your customers.
- Discarding site authorization unilaterally.

Device Management

- Adding device(s) by QR code, Hik-Connect (P2P), auto-detecting devices on LAN (SADP tool), and IP address or domain name.
- Using the SADP tool to complete the LAN devices initialization automatically, including activation, network configuration, firmware update check, time sync, HDD / SD card initialization, linking cameras to the NVR, etc., and to set image parameters, video parameters, and other more parameters while checking on the live view image.
- Using a Hik-ProConnect box as a proxy device for accessing devices that cannot be added by Hik-Connect (P2P).
- Upgrading one or more devices remotely.
- Configuring DDNS for the encoding devices with invalid or old firmware versions added by Hik-Connect (P2P), to make sure they can be managed by Hik-Partner Pro properly.
- Batch upgrading encoding devices (on the same LAN with Hik-Partner Pro).
- Batch configuring devices (on the same LAN with your Hik-Partner Pro). The batch configuration processes include:
 - Activating devices and assigning IP addresses for them.
 - Linking channels to NVR/DVR.
 - Saving the configurations of a device as a template to the cloud and applying the template to other devices on the same LAN.
- Unbinding device (on the same LAN with the phone or tablet where your Hik-Partner Pro Mobile Client runs) from its current account before adding it to your account.
- Moving a device from one site to another site with the same site owner.
- Resetting password for an authorized device (except AX PROs) in an onsite or offsite method, and for not-handed-over devices (except AX PROs) on the same LAN as your Hik-Partner Pro Mobile Client.
- Configuring device regular rebooting for certain models of network cameras.
- Synchronizing the devices from Hik-Connect account to Hik-Partner Pro, including the devices added in the Hik-Connect account and the ones shared from others.
- Linking your account with Hik-Connect accounts to synchronize devices automatically from the linked Hik-Connect accounts.

- Authorizing Hik-Partner Pro to get the account information of Hik-Connect to log in.
- Device live view, playback, and video download.
- Entering the remote configuration page of the device and setting the device's parameters.
- Configuring offline delay to only receive notifications about offline events of which the offline durations are longer than the set threshold.
- Enabling remote log collection for troubleshooting.
- Configuring device regular rebooting for certain models of network cameras.
- Remotely managing and maintaining AX PRO / AX HYBRID PRO / AX HOME devices:
 - Remote configuration and remote maintenance for AX PRO / AX HYBRID PRO / AX HOME.
 - *Creating parameter templates for AX PRO.
 - *Batch configuring AX PRO remotely by template.
 - *Batch arming/disarming AX PRO / AX HYBRID PRO / AX HOME.
 - Batch arming/disarming selected areas configured on an AX PRO / AX HYBRID PRO / AX HOME device and batch clearing alarms triggered in the selected areas configured on an AX PRO.
- Viewing network topology for the switch(es) and connected devices, including network links between devices, and link exceptions and abnormal devices.
- Adding the AC router & APs and network switches to initialize the unified network & security system.

***Linkage**

- Configuring linkage rule for the devices on a site.
- Using six pre-defined templates designed for typical applications.
- Two linkage modes, including LAN and Cloud P2P.

Exception

- Configuring exception rules to monitor the status of managed resources in real-time.
- Receiving exception notifications.
- Viewing exception records of the resources and exporting the exception records.
- Handling exception notifications.

Health Status

- Viewing status information of devices on each site.
- Automatically inspecting and manually inspecting the health status of the devices.
- Automatically sending health monitoring reports.
- Viewing status of encoding devices, security control panel, access control device, video intercom device, doorbell, Hik-ProConnect box, and network switch.
- Viewing network topology for the switch(es) and connected devices, including network links between devices, and link exceptions and abnormal devices.

Notification Center

- Receiving and handling business notifications, including device management invitations, site sharing notifications, device installation work orders, etc.
- Receiving exception notifications.
- Receiving system messages.
- Receiving deals and offers.

***Cloud Storage Service**

- Purchase cloud storage packages by the service key (purchased from the local distributor offline).
- Activating cloud storage service for Hik-ProConnect boxes or certain models of DVRs/NVRs to upload event-related video footage from specified channels to the cloud.
- Activating or renewing cloud storage service for a channel.

Security

- Channel encryption: HTTPS and TLS/SSL used to ensure the security of the transmission process.
- Signal encryption: AES 128 and RSA used to ensure the security of data content.
- Protection against account attacks.
- Verification code encryption to ensure the security of streaming during remote live view and downloading.
- Cloud P2P to establish secure link without port mapping and avoid exposing ports to the public network.
- Unique serial number bound by one account to prevent the device from being added by an attacker.

*Reward Point System

- Earning reward points redeemable for lots of gifts after completing specific tasks.
- Redeeming reward points for lots of gifts (e.g., certain value-added services) in the rewards store.

Others

- Offering co-branding service to display your company logo and information on your customers' Hik-Connect, HikCentral Connect, and NVRs/DVRs for brand promotion.
- Account authentication: entering authentication code, or submitting online application. (Different countries or regions may vary.)
- Creating quotations for selected products and sharing the created quotations with your customers using the quotation tool.
- Generating after-sales authorization codes, which you can send to the technical support staff to let them log into your account by the codes.
- Registering the OneHikID (ePartner) account, which allows you to log into Hik-Partner Pro and other Hikvision platforms.
- Switching among two or more companies if your account exists in more than one company.
- Initiating a company merger to merge your company with another company on Hik-Partner Pro for more efficient management.
- *Applying for partner programs by resellers and managing and signing agreements by resellers and distributors.
- *Getting lottery tickets by uploading sales receipts for chances of winning prizes.
- *Submitting purchase intentions on the sell-out promotion page for discounts and free products.
- *Claiming eCoupons and for distributors verifying the eCoupons.
- *Creating, sending, and managing quotes for your customers.

Specifications

The following table shows the maximum performance of the Hik-Partner Pro Mobile Client.

Features	Maximum Performance
Supported Languages	English, Arabic, Brazilian Portuguese, Bulgarian, Croatian, Czech, Danish, Dutch, Estonian, Farsi, Finnish, French, German, Greek, Hebrew, Hungarian, Indonesian, Italian, Japanese, Kazakh, Korean, Latvian, Lithuanian, Norwegian, Polish, Portuguese, Romanian, Russian, Serbian, Slovakian, Slovenian, Spanish, Swedish, Thai, Traditional Chinese, Turkish, Ukrainian, Uzbek, and Vietnamese
Number of Sites	Unlimited
Number of Devices (Free Version)	1024
Number of Devices (After Purchase the Health Monitoring Service)	Unlimited
Number of Devices (After Purchase the Remote Maintenance Pro Service)	Unlimited
Transcoding by Hik-ProConnect Box	Resolution: 1920*1080 Frame rate: 10 fps (1 to 5 channels)/8 fps (6 channels)/7 fps (7 channels)/6 fps (8 channels) Bit rate: 800 kbps
Decoding by Hik-ProConnect Box	8*1080P
Notification Retention Period	Up to 7 days

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