Hik-Partner Pro

User Manual

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Contents

Chapter 1 Hik-Partner Pro

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.

Security system setups are much easier with our app

Quick Links

Learn	• ***Entities in Hik-Partner Pro*** • ***Typical Applications of Devices*** • ***Typical Scenarios of Handover*** • ***Datasheet***
Quick Start Guide	• ***Use the SADP Tool to Quick Initialize LAN Devices***

1.1 Entities in Hik-Partner Pro

Here we introduce the entities (any physical or conceptual object) involved in Hik-Partner Pro.

Identity Related Entities

Service Provider

Those who provide services such as the design of security solutions, system/device installation, after-sales, and (or) device maintenance.

End User

Those who have purchased or rented devices (e.g., network cameras, DVRs, alarm devices, video intercom devices, and access control devices) and want to manage the devices via an easy-to-use mobile client. End users are customers of the service provider, and they use Hik-Connect to manage devices.

Site Related Entities

Site

A site represents a physical location where device(s) are installed and through which the Installer / Installer Admin can manage and configure the devices and services for customers.

Personal Site

For individual users and applicable to households and independent stores. It provides services like remote live view, playback, arming/disarming, and alarm receiving on the Hik-Connect Mobile Client. No more than 128 channels can be added to a personal site.

Team Site

For enterprise users and applicable to chain stores, offices, communities, and other scenes where multi-user management is required. It provides services like person and permission management, video security, access contorl, attendance check, and device maintenance on both Hik-Connect for Teams Portal and Mobile Client.

Site Manager

When a site is assigned to an Installer, the Installer becomes the site manager of the site, and can manage and configure the devices and services of the site.

Site Owner

When an installer transfers ownership of a site to an end user, the end user becomes the site owner who is the holder of the site. The installer can also apply for site authorization from the site owner to manage the site.

1.2 Running Environment

The followings are the recommended systems for running the Portal and Mobile Client.

1.2.1 Running Environment for Portal

Operating System

Microsoft Windows® 7/8.1/10 (32-bit and 64-bit).

CPU

Intel® Core^{TM} i5-4460 CPU @3.20GHz 3.20GHz and above.

RAM

8 GB and above (4 GB at least).

Graphics Card

NVIDIA® GeForce GT 730

Web Browser

Versions of Firefox (32-bit and 64-bit), Chrome (32-bit and 64-bit), and Edge (32-bit and 64-bit) released in the latest half year.

1.2.2 Running Environment for Mobile Client

System Requirement

For iOS: iOS 12 or later versions.
For Android: Android 6.0 or later versions.

Memory

For iOS: 1 GB or above.
For Android: 2 GB or above.

1.3 Function Availability for Different 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 certain countries and regions. And users in some countries and regions can only access the free functions.

Note

This document contains introductions of all Hik-Partner Pro functions, therefore some functions illustrated in this document may Not be supported in your country or region. And contents in some figures in this document may be different from the actual interface, if so, the latter shall prevail.

1.3.1 Functions Only Available in Certain Regions

The following table shows the functions only available in certain countries and regions.

Note

For details about whether your country or region supports the functions contained in the services listed below, refer to the after sales or local distributor.

Service	Function(s) Only Available in Certain Countries and Regions
Health Monitoring Service	Only linkage rule. **Note** Linkage rule is unavailable in the United States and Canada.
Cloud Storage Service	All functions contained in the service.
Cloud Attendance Service	All functions contained in the service.
SIM Data Service	All functions contained in the service.

Service	Function(s) Only Available in Certain Countries and Regions
Alarm Receiving Center (ARC) Service	All functions contained in the service.
Employee Account Add-On	All functions contained in the service.

1.3.2 Regions Only with Support for Free Functions

The following two tables shows the free functions and the countries and regions only with support for the free functions.

Table 1-1 Free Functions

Module	Function(s)
Account Management	• Register Installer Admin Account • Manage Company and Account Information
Site Management	• Add Personal and Team Sites • Hand Over Sites • Apply for Site Authorization from Site Owner • Site Collaboration with Installation/Maintenance Partners
Device Management	• Add Device • Apply for and Release Device Permissions • Sync Devices from Hik-Connect Account • Enable Devices to Send Notifications • Upgrade Devices • Configure DDNS for Devices • Manage Security Control Panel • Remote Configuration • Reset Device Password Unbind Device from Its Current Account
Video	• View Live Video • Play Back Video Footage
Log	Search Operation Logs
Tool	Tools for Providing Installation, Maintenance, and Other Services

Module	Function(s)
Incentive	• Rewards Store • Partner Program • Compensation
Support	• Tools • Tutorial Center • Chatbot • Online Support Case • Suggestions • Serial Number Inquiry • Contact Us • Return Products for Exchange or Repair via RMA (Return Materials Authorization)

Table 1-2 Countries and Regions Only With Support for Free Functions

Continent	Country/Region
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)

1.4 Partner Quick Start Guide

This quick start guide helps partners get started with Hik-Partner Pro. The guide helps with:

- Setting up partner accounts (Installer Admin accounts and employee accounts).
- Getting product info & trends.
- Adding and handing over devices.
- Providing value added services.

1.4.1 Step 1: Register Accounts

Your company should first register an Installer Admin account before you can access any features of Hik-Partner Pro. Then, the employees can be invited to register Installer accounts, or they can self-register Installer accounts and apply to join an existing company on registration.

Table 1-3 Account Types

Account Type	Description
Installer Admin	Full access to the features in the system. Usually, the Installer Admin account is owned by the manager of a company.
Installer	"Sub-accounts" to the Installer Admin and controlled via roles and permissions for what they can do. Usually, the Installer accounts are owned by the employees of a company.

Register an Installer Admin Account Using the Portal

Visit ***https://www.hik-partner.com*** , click **Register**, select your company type (installer, system integrator, distributor, reseller, alarm receiving center, or OEM), and enter the required information to register.

You can authenticate your company during the registration, or later. After you successfully register the Installer Admin account, you can start adding employees to your company, refer to ***Add Employees to Your Company and Remove Account Limit with Add-On*** .

Register an Installer Admin Account Using the Mobile Client

Install and launch the Hik-Partner Pro Mobile Client on your mobile device, select your country/region, tap **Register**, select your company type (installer, system integrator, distributor, reseller, alarm receiving center, or OEM), and enter the required information to register.

If you already have a Hik-Connect account, you can also tap **Hik-Connect**to register using the Hik-Connect account.

You can authenticate your company during the registration, or later. After you successfully register the Installer Admin account, you can start adding employees to your company, refer to ***Add Employees to Your Company and Remove Account Limit with Add-On*** .

Figure 1-1 QR Code for App Download

1.4.2 Step 2: Authenticate Company to Use More Features

Authenticate your company to use more features and value-added services on Hik-Partner Pro.

You need to fill in all the required fields and submit the online application to authenticate your company. After your application is approved, you will be notified via push notification and email.

Authenticate Your Company Using the Portal

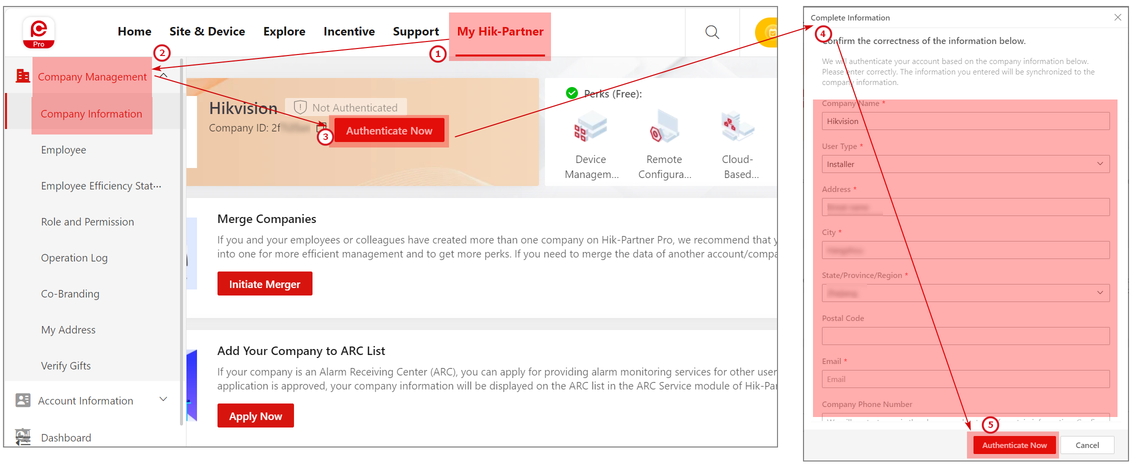


Figure 1-2 Authenticate Your Company Using the Portal

Authenticate Your Company Using the Mobile Client

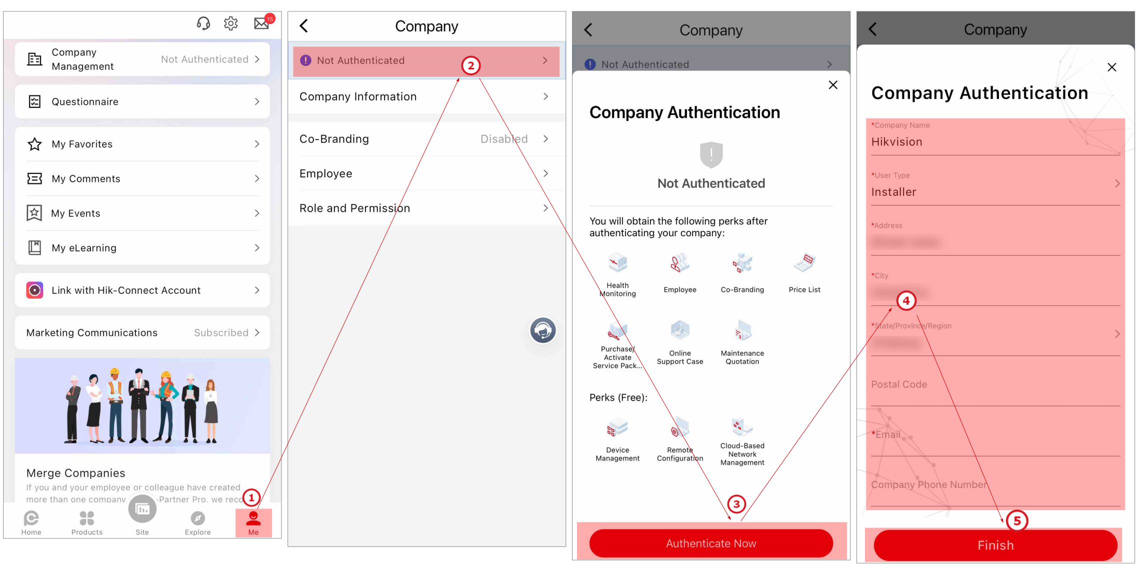


Figure 1-3 Authenticate Your Company Using the Mobile Client

1.4.3 Step 3: Access Products Info & Trends

For partners, Hik-Partner Pro offers full product information and latest product trends.

Access Products Info & Trends Using the Portal

Log in to the Portal and click **Explore**, you can access feeds, events, TechZone, and videos about products. For authenticated channel partners, they can also access the page for orders & promotions using the Portal.

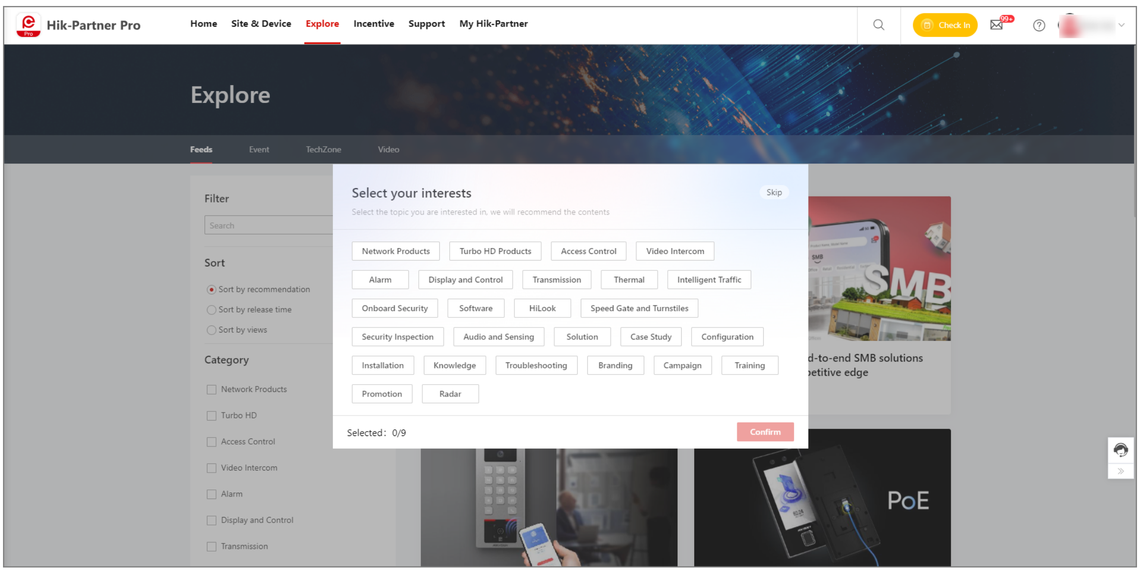


Figure 1-4 Explore on the Portal

Access Products Info & Trends Using the Mobile Client

Log in to the Mobile Client, tap **Explore**, you can access feeds, videos, and TechZone about products. On the Mobile Client, you can find all Hikvision products, and access their parameters and download product documents.

1.4.4 Step 4: Add, Hand Over, and Maintain Devices

Hik-Partner Pro offers powerful installation and configuration tool, customer site management tool, and remote maintenance tool.

Access Site & Device Using the Portal

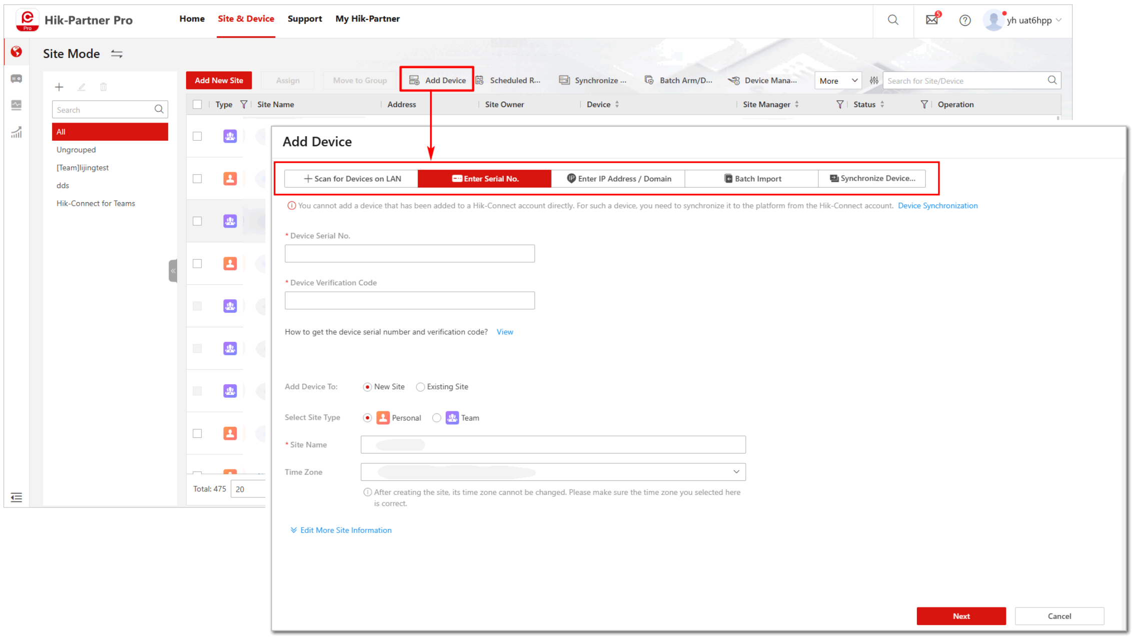


Figure 1-6 Access Site & Device Using the Portal

Access Site & Device Using the Mobile Client

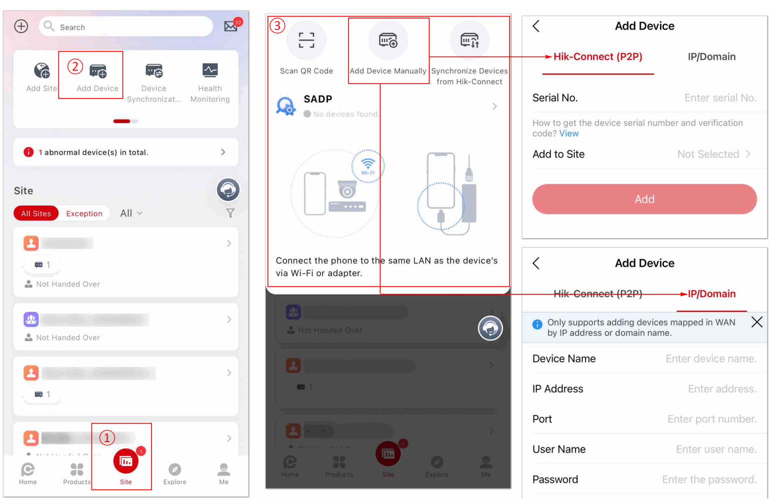


Figure 1-7 Access Site & Device Using the Mobile Client

1.4.5 Step 5: Provide Your Customer with More Value-Added Services

Explore value-added services that you can provide for your customers.

Refer to ***Provide Value-Added Services: Expand Your Business*** to find out more.

Access Service Market Using the Portal

Go to **Site & Device → Service Market** .

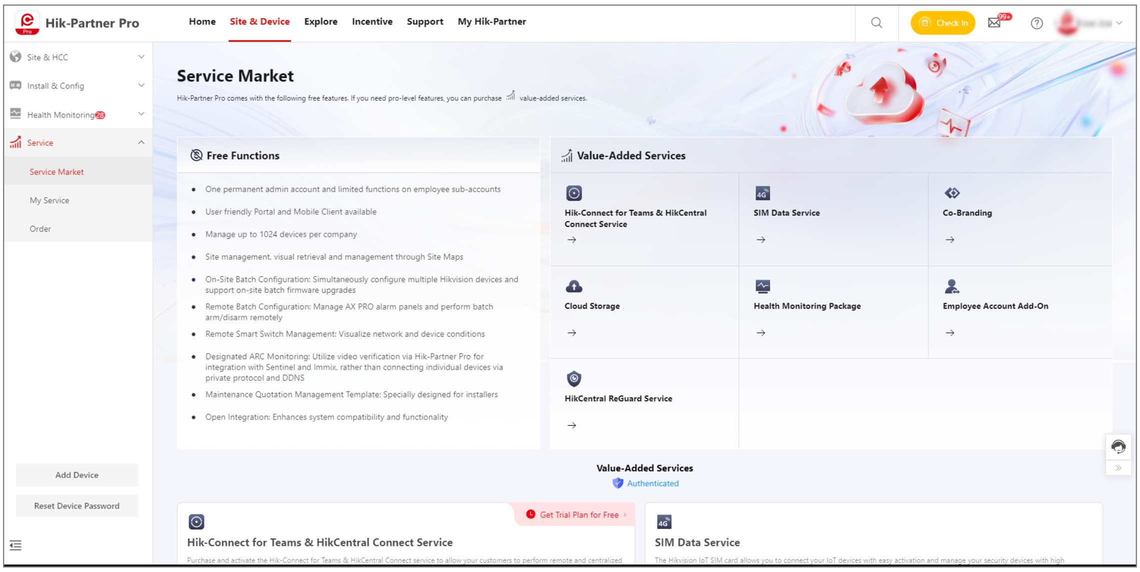


Figure 1-8 Service Market on the Portal

Access Service Market Using the Mobile Client

Go to **Me → Service Market** .

Chapter 2 Start Security Business from Presales Stage

Hik-Partner Pro offers abundant products and presales features to help partners start security businesses.

Steps	Instructions
1. View Product Info and Select Products	***How to Compare and Select Products***
2. Create Product Quotations	***How to Create Product Quotations***
3. Create Projects	***How to Create and Manage Project***
4. Place Orders	***How to Place Orders for Products***

2.1 How to Compare and Select Products

2.1.1 Compare and Select Products Using the Portal

The Order & Promotion module supports viewing information of regular products, hot products, and promotional products that are discounted or are put on clearance. You can search for and select products to place an order or submit your product order by uploading a predefined template.

Note

The module is only available to authenticated channel partners.

View and Search for Products Using the Portal

Under the B2B tab of the Order & Promotion module, you can view information of hot products and the products you have recently viewed. You can also view information of the regular products or promotional products (e.g., discount products, clearance products, etc.) by selecting the corresponding tabs under the navigation bar. You can filter the products by product category and search for specific products by product name or model.

Click a product to view its detailed information, including the product picture, description, stock availability, and other related parameters. If needed, you can add a product to Favorites by hovering over it and clicking .

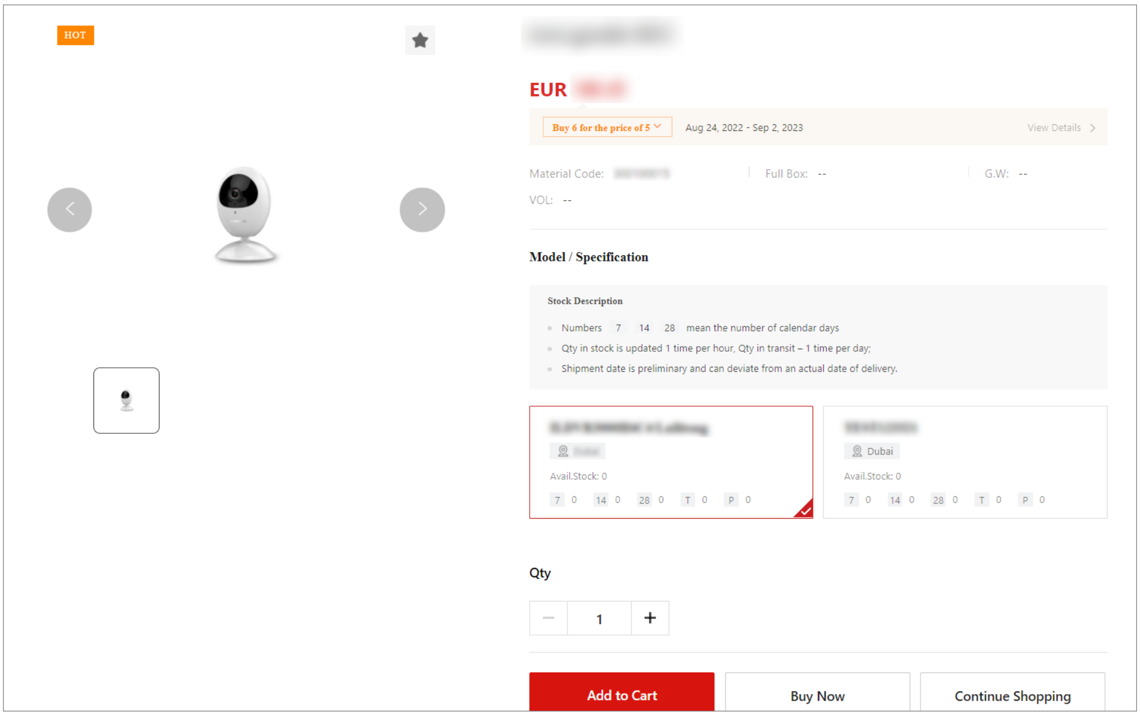


Figure 2-1 Product Information Details

Note

You can find the products you have added to Favorites later in **My Hik-Partner → Account Information → My Favorite → B2B Product** .

Compare Products Using the Portal

When you select products, you can add multiple products and compare them with their same specifications hidden. In this way, different specifications will be directly displayed and you can choose products as needed.

Note

Only products of the same category and subcategory can be compared.

Click **Project → New Project** , and in the Product Selection part, click to start compare products. You can also click at the right bottom, and add products to compare them.

To start to compare products, select at least two but no more than four products from the comparison list. On the comparison result page, fields that are different are highlighted with a background color. You can switch on **Hide the Same** on the top left to hide parts that are the same and focus only on the differences.

2.1.2 Compare and Select Products Using the Mobile Client

The Products module supports viewing information of hot products or a certain type of products. You can search for or filter the products, download the related documents, and share the product information with others. The module also supports comparing the parameters/specifications of products to learn about their similarities and differences.

Note

The Products module is not supported in some countries/regions.

View and Search Products Using the Mobile Client

You can search for products and view detailed product information, including the product picture, description, parameters, and related documents.

You can view a list of hot products on the home page under the tab **Products**, or view the products by product category in the Products module. You can search for a specific product by product name or model, or filter the products by brand, product category, type, series, and the relevant parameters. For a specific type of products, you can switch between gallery view and list view for different product display modes.

Tap on a product to view detailed information about the product, including the product picture, description, parameters, and related documents. On the product details page, you can also leave comments for the product, add it to Favorites, give it a thumbs up, download the related documents, or share the product information with others.

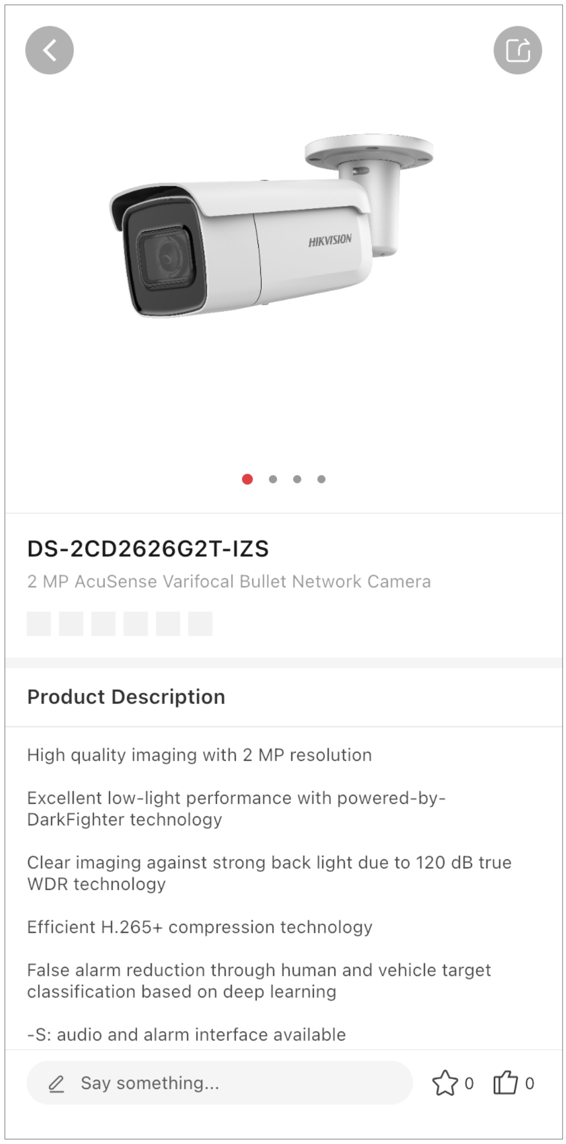


Figure 2-2 Product Details Page

Note

You can find the products you have added to Favorites later in **Me → My Favorites → Products** , and the comments you have left for the products in **Me → My Comments → Products** .

Compare Products Using the Mobile Client

You can compare the parameters/specifications of products to learn about their similarities and differences.

On the product display page, you can add a product to the comparison list by tapping **+VS** next to it. You can check the comparison list by tapping VS on the top right with the total number of added products displayed on top.

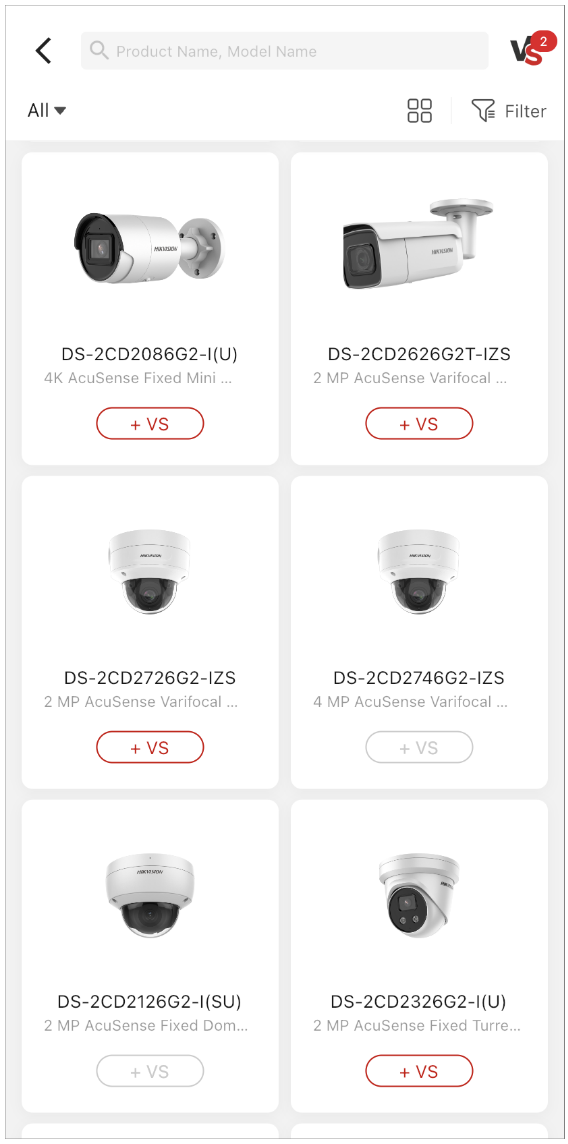


Figure 2-3 Select Products to Compare

To start comparing products, select at least two but no more than four products from the comparison list and tap **Start VS**. On the comparison result page, fields that are different are highlighted with a background color. You can switch on **Hide Same** on the top left to hide parts that are the same and focus only on the differences.

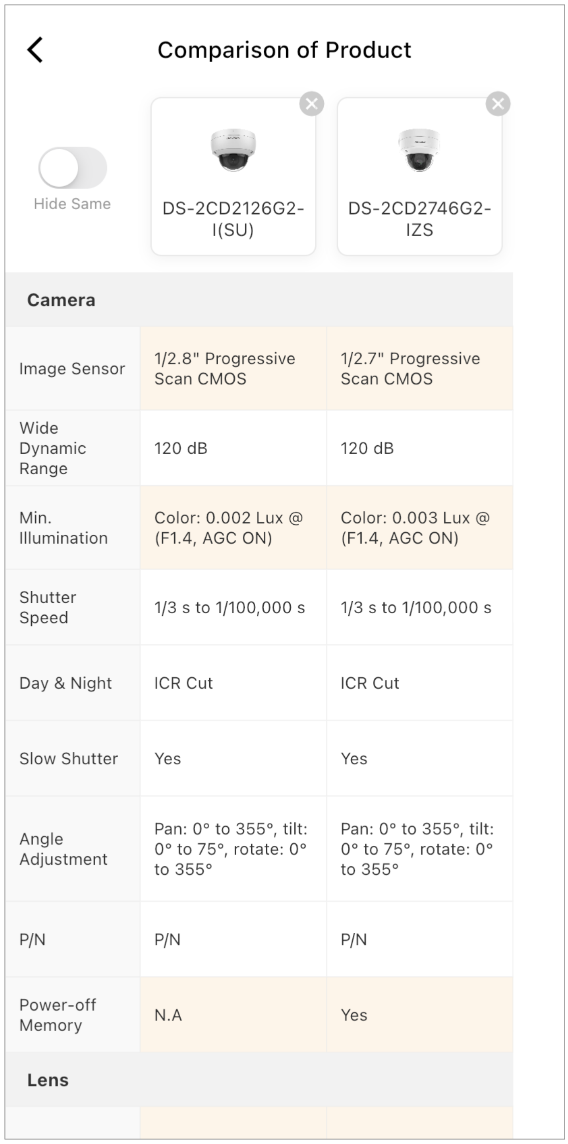


Figure 2-4 Product Comparison

2.2 How to Create Product Quotations

You can create, send, and manage quotes for your customers. You can add Hikvision products, products of other brands, and additional services to the quotes for your customers, and the created quotes can be sent to your customers in the format of PDF or Excel, which increases your professionalism.

2.2.1 Create Products Quote for Customer Using the Portal

1. Enter the My Quote for Customer page.
   - Go to **My Hik-Partner → Order → My Quote for Customer** .
   - Go to **Support → Tools → My Quote for Customer** .
   - Go to **Home → Tools → My Quote for Customer** .

Figure 2-5 My Quote for Customer

2. Click **New Quote for Customer**.
3. In the Product area, select products.
   a. Tap in the upper-right corner to set the currency unit.
   b. Click **My Usual Products**.
   c. Select products in the list.
   d. Click **Add Product** in the upper-left corner, enter the product information such as model and brand to add more products to My Usual Products.
   e. Click **Add to Quote**.
4. In the Additional Fee area, add additional fees.
   a. Click **Add Additional Fee** to select the additional fees.
   b. Click **Add** in the upper-left corner to add other additional fee types.
   c. Click **Add to Quote**.
   d. The selected additional fees and their sub total are displayed in the list.
5. In the Recipient area, enter the customer name and other optional information such as email and phone.
6. In the My Info area, set your contact name and other optional information such as email and phone.

Note

You can also click **Bank Info** to set your bank information.

7. Enter the notes, delivery date, etc.
8. Click **Save** to save the above settings or click **Save & Send Quote** to save the settings and send quote to the customer.
9. Perform further operations.

Operation	Instruction
Search for Quotes	Enter keywords of customer name in the search box to search for quotes.
View Quote Details	Click a quote to view its details such as customer name and products.
Edit Quote	Click in the Operation column to edit the quote. On the Quote Details page, click **Edit** in the down-right corner to edit the quote.
Delete Quote	Click in the Operation column to delete the quote. On the Quote Details page, click **Delete** in the down-right corner to delete the quote.
Duplicate Quote	Click in the Operation column to duplicate the quote. On the Quote Details page, click **Duplicate** in the down-right corner to duplicate the quote.
Share Quote	Click in the Operation column, select a template, and click **Send** to share the quote with others or click **Download** to download the quote template. On the Quote Details page, click **Share** in the down-right corner, select a template, and click **Send** to share the quote with others or click **Download** to download the quote template.

2.2.2 Create Products Quote for Customer Using the Mobile Client

1. Enter the My Quote for Customer page.
   - Tap **Home → Quotation → New Quotation for Customer** .
   - Tap **Home → More → Tools → Quotation → New Quotation for Customer** .
2. Tap in the upper-right corner to set the currency unit.
3. Enter the customer name.

   Note

   Tap **More Info** to set more information such as email and phone for the customer.
4. Select products.

   a. Tap **Select Product**.
   b. Select products from my usual products.
   c. Tap **Add Product** in the upper-right corner, enter the product information such as model and brand to add more products to My Usual Products.
   d. Tap **Add to Quote**.
5. Add additional fees.
   a. In the Fee Name area, tap **Select** to select the additional fees.
   b. Tap + in the upper-right corner to add other additional fee types.
   c. Tap **Confirm and Return**.
   d. The selected additional fees and their sub total are displayed in the list.
6. Enter the discount, tax, notes, and the delivery date.
7. Set your contact name.

Note

Tap **More Info** to set your email, phone number, etc. Tap **Bank Info** to set your bank information.

8. Tap **Save**.
9. Perform further operations.

Operation	Instruction
Search for Quotes	Enter keywords of customer name in the search box to search for quotes.
View Quote Details	Tap a quote to view its details such as customer name and products.
Edit Quote	Tap ··· → **Edit** to edit the quote. On the Quote Details page, tap to edit the quote.
Delete Quote	Tap ··· → **Delete** to delete the quote. On the Quote Details page, tap to delete the quote.
Duplicate Quote	Tap ··· → **Duplicate** to duplicate the quote.
Share Quote	Tap , select a template, and tap **Share** to share the quote with others. On the Quote Details page, tap **Share** to share the quote with others.

2.3 How to Create and Manage Project

After you register your projects on Hik-Partner Pro, you can not only receive special pricing on essential components, but also receive technical support for your projects.

Note

The function is only available in certain countries and regions. For details about whether your country or region supports the function, refer to the after-sales or local distributor.

2.3.1 Create a Project

Projects can be created by distributors or system integrators/installers. A project contains project information, information about who creates the project, end user information, support information, product information, and project document.

Create a Project Using the Portal

Steps

Note

The function is only available in certain countries and regions. For details about whether your country or region supports the function, refer to the after-sales or local distributor.

1. Click **Project** on the top of the page after login.
2. Click **New Project**.
3. Fill in the blanks.
   - If you are a distributor, enter project information, system integrator / installer information, end user information, support information, and product selection. Then upload the project document if there is any.
   - If you are a system integrator / installer, enter project information, distributor information, end user information, support type, support information, and product selection. Then upload the project document if there is any.

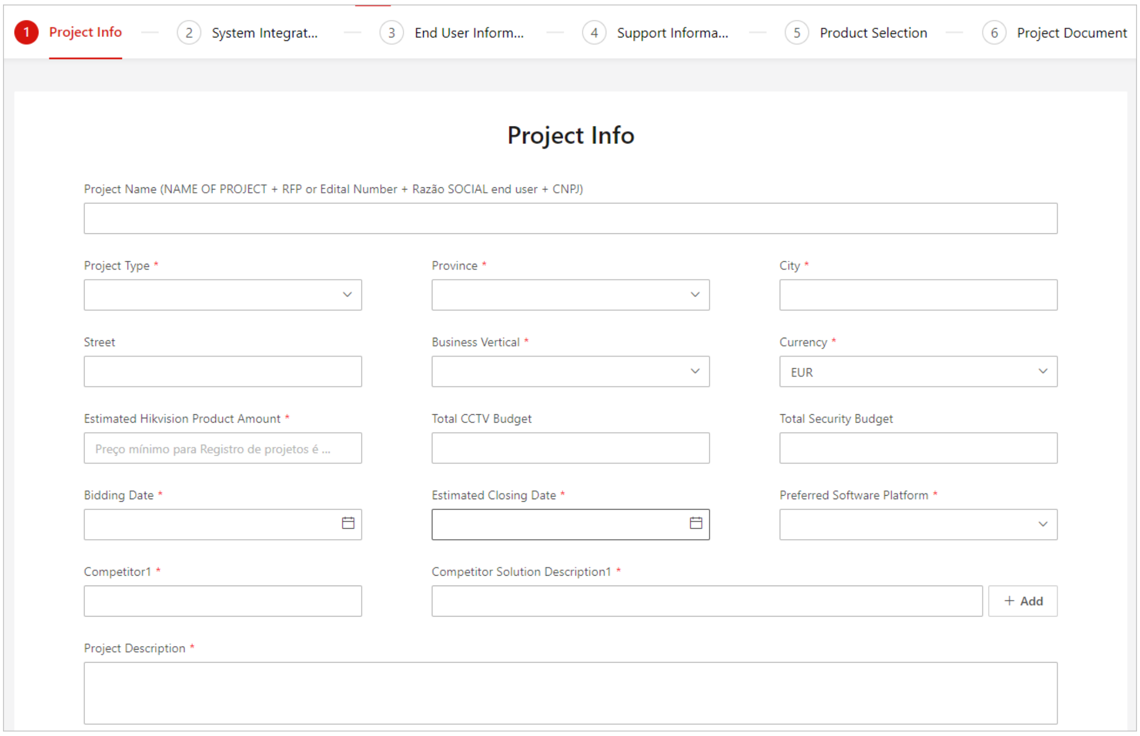


Figure 2-6 Add Project

Note

- For product selection, click **Add** → , select products and click **Confirm**.
- When you select products, you can click to compare products. For details about comparing products, refer to ***Compare Products*** .

4. Click **Save & Submit**.

The project will be displayed on the Project History page, and the **Status** will be **Waiting for supporter**.

What to do next

For further operations, refer to ***View Project History*** .

2.3.2 Compare Products

When you select products, you can add multiple products and compare them with their same specifications hidden. In this way, different specifications will be directly displayed and you can choose products as needed.

Note

Only products of the same category and subcategory can be compared.

Compare Products Using the Portal

Click **Project → New Project** , and in the Product Selection part, click VS to start compare products. You can also click VS at the right bottom, and add products to compare them.
To start to compare products, select at least two but no more than four products from the comparison list. On the comparison result page, fields that are different are highlighted with a background color. You can switch on **Hide the Same** on the top left to hide parts that are the same and focus only on the differences.

2.3.3 View Project History

You can view all projects on the Project History page. You can check the information and perform further operations.

Note

The function is only available in certain countries and regions. For details about whether your country or region supports the function, refer to the after-sales or local distributor.

View Project History Using the Portal

Click **Project** on the top of the page after login.

For Distributors

There are three tabs **All**, **Project Supported by Hikvision**, and **Project Supported by Me**.

All

All projects will be displayed under this tab. FW means the project is forwarded to you. S means the project is shared to you. For shared projects, you can only check the information but not quote.

Project Supported by Hikvision

It includes projects submitted by you and projects shared to you.

Project Supported by Me

It includes projects forwarded to you. You can click **Go to Quote**, enter distributor prices, and click **Save&Send Quote to Customer** to generate a quote and send it to the customer.

For System Integrators / Installers

You can view all projects that you created. In the Operation column, you can click **Quote** and click the document in the Download column of the pop-up window to check the quote list.

Further Operations

Operations	Description
Filter Projects by Status	Click in the Status column to filter projects by their status. Here are some project status types. • Draft: The project is only saved but not submitted. • Waiting for supporter: The project is submitted but not yet processed. • Processing: The project is currently being processed by Hikvision. • Approved: It is only available in some countries and regions. It suggests that the project be approved. • More Info Required: Hikvision needs more information to decide whether to approve the project. • Ineligible: The project is rejected by Hikvision. You can check the comments for why the project is rejected.
Close Project	Click **Close Project** and select among **Close Won**, **Close Lost**, and **Closed Canceled**. • Closed Won: It means the project is closed won, and you can enter Closed Won Amount and upload Purchase Order Document to accept the quote and close the project. • Closed Lost: It means the quote of the project is rejected, and you can select reasons, enter comments and close the project. • Closed Canceled: It means the project is canceled and closed, and you can select reasons, enter comments and close the project.
Copy Project	Click **Copy** to copy the project.
Edit Project	If the status turns to More Info Required or the project is only saved but not submitted, you can click **Edit** to edit the project.
View Details	Click **Details** to view the project details.

2.4 How to Place Orders for Products

The Order & Promotion module supports viewing information of regular products, hot products, and promotional products that are discounted or are put on clearance. You can search for and select products to place an order or submit your product order by uploading a predefined template.

2.4.1 Create an Order Using the Portal

You can place an order by adding products to the shopping cart, selecting the products you need for checkout, and entering the required shipping information.

Note

Besides adding products to the shopping cart, you can also submit an order by uploading information (material code, quantity, etc.) of products with a predefined template via **Order Upload**.

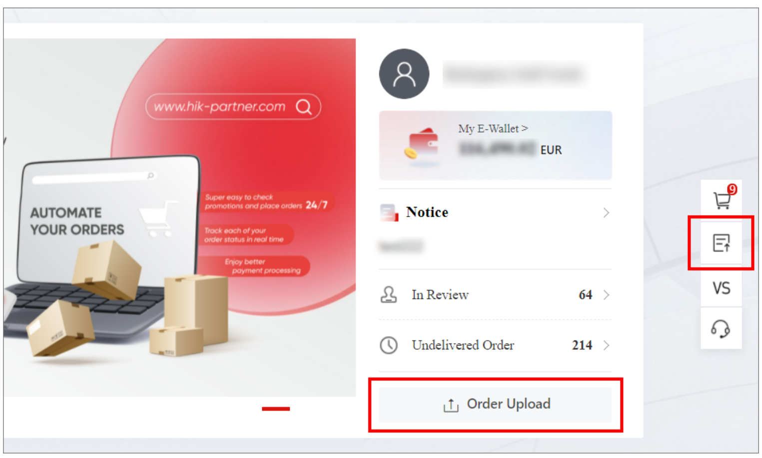


Figure 2-7 Ways for Accessing Order Upload

---

1. View or search for the products to be ordered.
2. Hover over a product of interest, set the quantity to be ordered, and click **Add to Cart**. Repeat this step to add multiple products to your shopping cart as needed.
3. Click on the right to go to your shopping cart.
4. Select the products to be ordered, adjust the quantity for each product if needed, and click **Next**.
5. On the Check Order Information page, enter your shipping/billing address, select a preferred shipping method, and confirm the order details (quantity to be ordered, total cost, etc.).

Note

- You can also set a preferred future date of delivery and upload a project register form if needed.
- If you have entered a shipping/billing address before, check whether the address information displayed on the page is correct.

6. Click **Submit**.

2.4.2 View My Orders Using the Portal

After submitting an order, you can track the status of your order, perform operations such as canceling or reordering as needed, and view related information such as invoices, transaction records, and logistics.

The following order related information can be accessed via **My Hik-Partner → Order** .

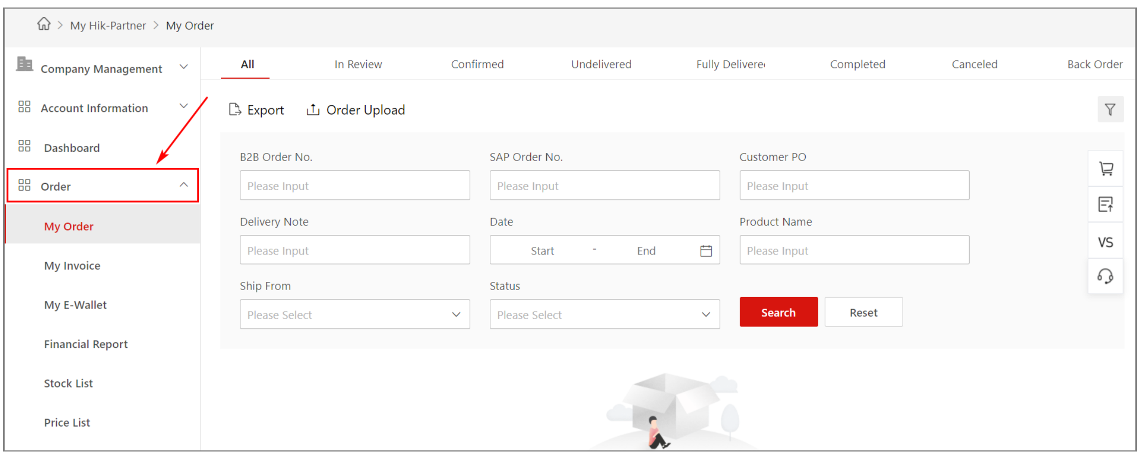


Figure 2-8 Order Related Information of Your Company

My Order Page

On the My Order page, you can view your orders by different status (e.g., In Review, Confirmed, Fully Delivered, etc.) and click an order to view the order details, including the products selected, total cost, and shipping related information.

Note

The My Order page can also be accessed via the In Review and Undelivered Order tabs displayed on the B2B page of the Order & Promotion module.

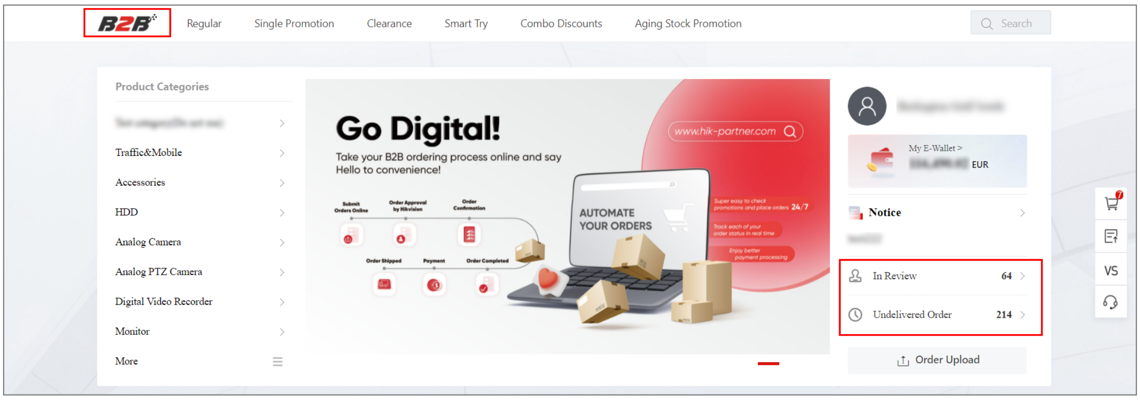


Figure 2-9 Another Way for Accessing the My Order Page

If needed, you can click **Export** to export the list of orders to your local PC, click **Order Upload** to submit an order using a predefined template, click next to an order No. to copy the order No., or click to reorder the same products of an order. To cancel ordering a product, click an order to enter the order details page, and click **Cancel** next to the product.

Note

The ordering of products that are fully delivered or the stock clearance / combo discount products are not allowed to be canceled.

My Logistics

On the My Logistics page, you can search for and view the logistics information (shipping-related) about international trade orders according to actual needs, and save the time of offline consultation and communication.

Note

The logistics information of the recent half a year is displayed.

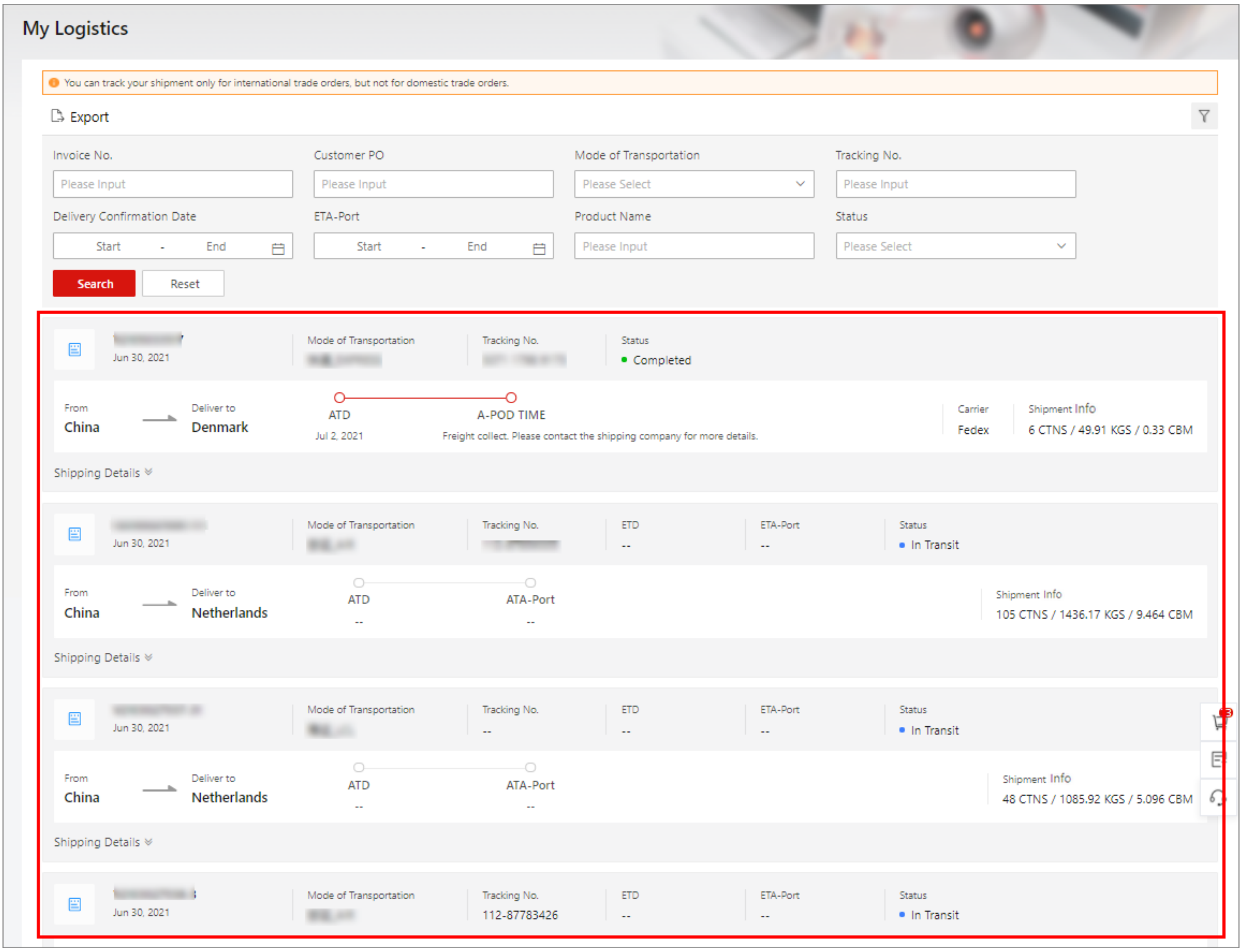


Figure 2-10 My Logistics Page

You can perform the following operations on this page if needed.

- You can set the conditions such as the invoice number and mode of transportation to search for your needed logistics information, including the carrier, places of departure and delivery, ATD (actual time of departure), ATA-Port (actual time of arrival to the port), and A-POD TIME (actual proof of delivery time), etc.
- You can click **Shipping Details** to expand and view the shipping details such as the product name and quantity.

Note

By default, 6 delivery notes are displayed. You can click **More** to view delivery notes of all products.

- You can click **Export** to export all or searched logistics information to the local PC.

My Invoice Page

On the My Invoice page, you can search for and view invoices of your past orders and export the list of invoices if needed.

My E-Wallet Page

On the My E-Wallet page, you can view your E-Wallet balance and transaction records, and search for specific records as needed.

Note

- If the type of a record is "Compensation", the number displayed is the amount you received when the corresponding compensation application is approved.
- You can also click the E-Wallet balance displayed on the B2B page of the Order & Promotion module to access your E-Wallet.

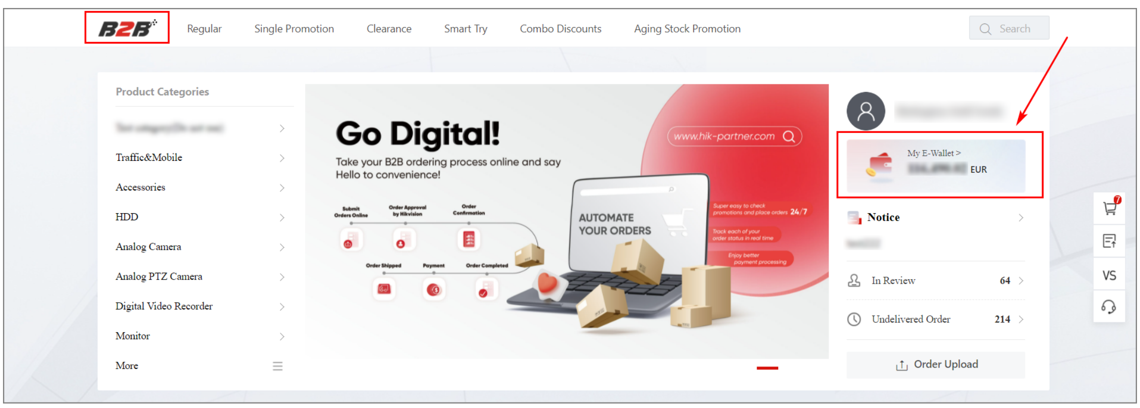


Figure 2-11 Another Way for Accessing the My E-Wallet Page

Financial Report Page

On the Financial Report page, you can view details of your credit status, account payable balance, and basic information of the invoices.

Stock List Page

On the Stock List page, you can view and search for stock related information of your products and export the full stock list or specific search results to the local PC as needed.

Price List Page

On the Price List page, you can view and search for price related information of all products and export the full price list or specific search results to the local PC as needed.

2.4.3 Set Availability Alert and Manage My Waiting List Using the Portal

You can set availability alert for products currently out of stock, follow them on the My Waiting List page, and get notified when they arrive.

Set Availability Alert

On the product list page and product details page, you can set availability alerts for products which are out of stock.
Click **Availability Alert**, set your desired quantity, and click **Confirm**.
After that, the products will be added to My Waiting List, and you will be notified by emails when the products arrive.

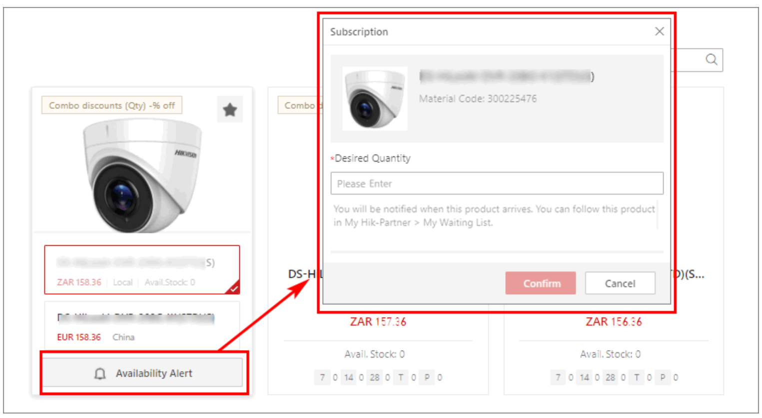


Figure 2-12 Set Availability Alert

Manage My Waiting List

Go to **My Hik-Partner → Account Information → My Waiting List** to enter the My Waiting List page, and you can view the product information in My Waiting List, including the product model, material code, account that added it, desired quantity, modified date, etc.

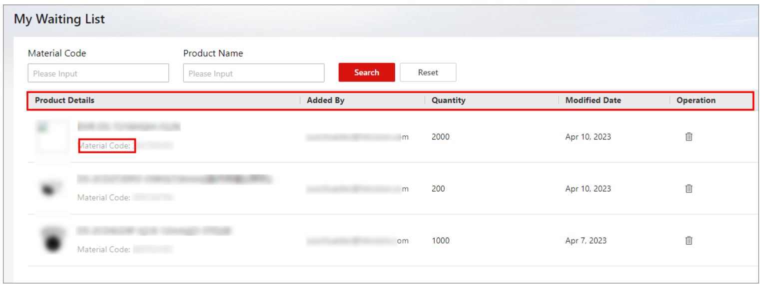


Figure 2-13 My Waiting List

The following operations are supported on this page.

- You can set the conditions including material code and product name to search for the product(s) in My Waiting List.
- Move the mouse cursor to the Quantity column, and you can click ✎ to edit the product quantity you demand.
- You can click 🗑 in the Operation column to delete a product from My Waiting List. It the product is deleted, you will not be notified when the product arrives.

2.4.4 Manage Hikvision Quote for Me Using the Portal

Note

This function is only available to some countries/regions.

Go to **My Hik-Partner → Order → Hikvision Quote for Me** .

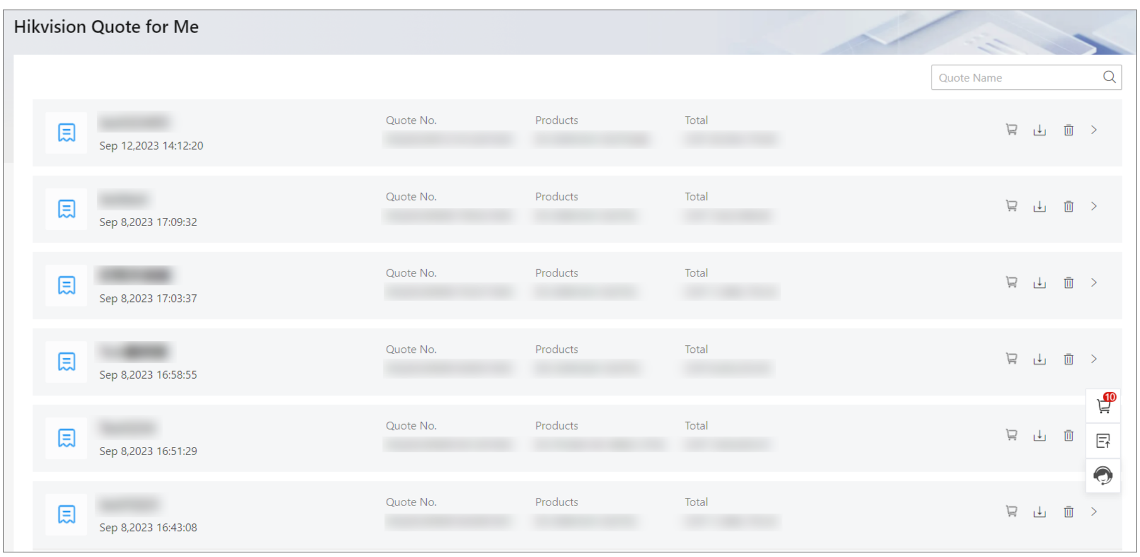


Figure 2-14 Manage Hikvision Quote for Me

Perform the following operations as needed.

Description	Operation
View Quote Details	Click to view the quote details. In the down-right corner, you can click **Download** to download the quote, and click **Buy Online** to buy the related products listed in the quote.
Buy Products Online	Click to check quote details and click **Buy Online** to buy the related products listed in the quote.
Download Quote	Click to download the quote to local PC.
Delete Quote	Click to delete the quote.
Search for Quote	Enter keywords in the search box in the upper-right corner to search for the quote.

Chapter 3 Set Up & Deliver Security System and Connect with Your Customers

3.1 Quick Initialize Devices on Site and Add to HPP for Remote Maintenance

Table 3-1 Possible Steps for Quick Initialization and Device Adding

Step	Related Topics
1. Initialize the Network	***Quick Initialize Network with AC Router and APs***
2. Quick Initialize the Devices	***Use the SADP Tool to Quick Initialize LAN Devices*** (Except Security Control Panels)
3. (Optional) Add Devices	• ***Quick Start Guide: Add Devices to Hik-Partner Pro for Remote Maintenance*** • ***Quick Add & Install Securtiy Control Panel (AX HOME) and Peripherals & Detectors***

3.1.1 Quick Initialize Network with AC Router and APs

The AC router can effectively communicate with the APs and easily configure and manage the entire network. With Hik-Partner Pro, you can activate the AC router and network switches on the same LAN together and configure the network settings.

Before You Start

- Connect and power on your AC router, APs, and network switches.
- Only the network switches on the same LAN as the AC router's can be activated together with the AC router (usually connected to the LAN port of the AC router).

Steps

1. Connect to the network devices.
   1) **Optional:** In **Add Device Manually** mode, enter the serial number of the AC router.

      Note

      If the SADP tool detects the unactivated AC, you can also enter the initialization process of the AC router.

   2) Scan the QR code of the AC router, and bring your phone close to an AP.
   3) Tap **Join** to join the Wi-Fi network of the AP so that Hik-Partner Pro can find the AC router and switches.

2. Tap **Activate All** to activate the AC router and network switches by setting the device user name, password, and verification code.

   Note

   The verification code is set for only the network switches to enable the Hik-Connect service. The AC router does not need one to enable the service.

3. Configure the network by setting the network connection method and WAN mode.

   DHCP

   The AC router automatically obtains the IP assigned by the superior router to access the Internet.

   PPPoE

   PPPoE is also known as broadband mode. You enter the broadband account and password to allow the AC router to access the Internet.

   Static IP

   You manually set the IP to allow the AC to access the Internet. Static IP supports 4 parameters: IP, subnet mask, gateway, and DNS server. The default IP, gateway, and DNS server addresses are auto obtained from the AC router.

   Multi WAN

   Enable **Multi WAN** to set the network connection methods of multiple WAN ports. Each WAN port can be configured for an independent network connection type.

   Note

   Multi WAN is enabled by default if two or more WAN ports are connected to the cable. The number of supported WAN ports depends on the AC router capability.

4. Set the Wi-Fi network by setting the Wi-Fi name, password (optional), and frequency band.

   Note

   In situations where you are far away from the AP or there are many obstacles, the 2.4 GHz band may provide a more reliable connection. However, without these limitations, 5 GHz will likely to be a faster choice.

5. Add devices to a personal site.

   Note

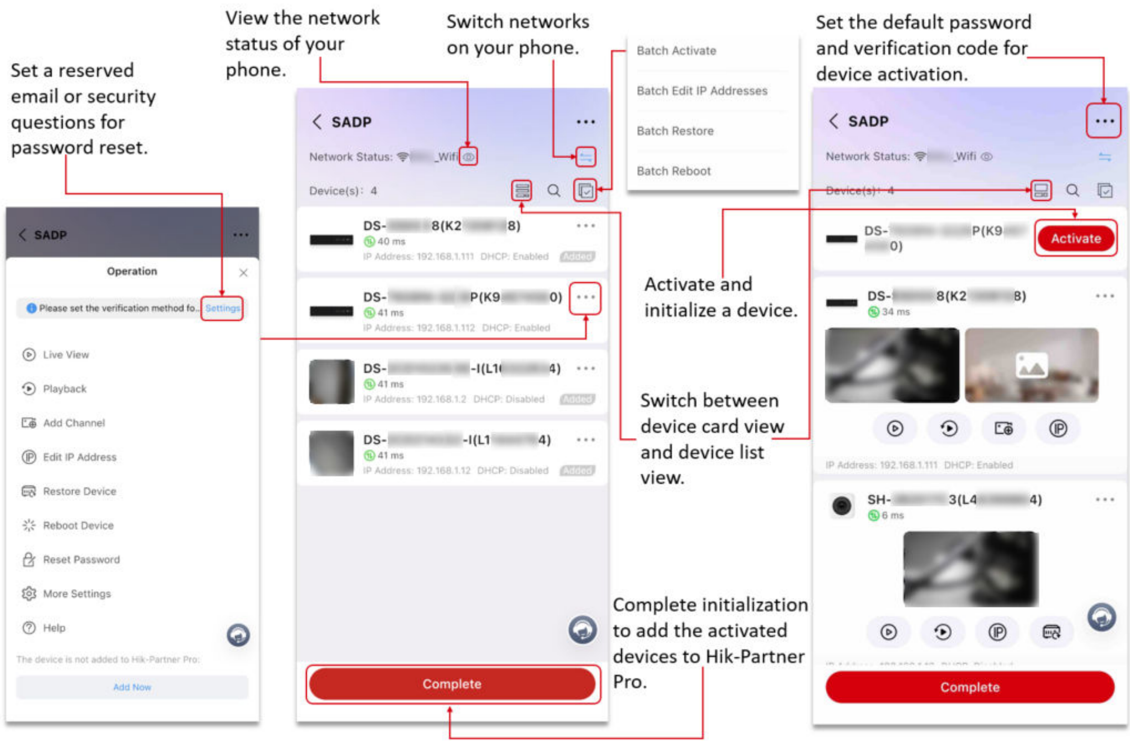
   Adding the AC to a team site is not supported.

6. When the AC is added, tap **Auto Connect** to connect your phone to the new Wi-Fi you just configure, or copy the Wi-Fi name and password to manually join the Wi-Fi.

3.1.2 Use the SADP Tool to Quick Initialize LAN Devices

The SADP tool helps installers complete the activation and basic configurations of all LAN (local area network) devices, link network camera channels to the NVR, add devices to Hik-Partner Pro, and hand over the devices to customers. Most of these are done automatically and all are done smoothly, with just the Hik-Partner Pro Mobile Client, and no need for a computer or monitor, which greatly increases the installers' work efficiency.

SADP Tool Overview



Step 1: Prepare the Devices and Connect Your Phone to the LAN

To use the SADP tool on the Mobile Client, make sure the devices are powered on and connected to the LAN, and you should connect your phone to the same LAN as the devices' via Wi-Fi or adapter.

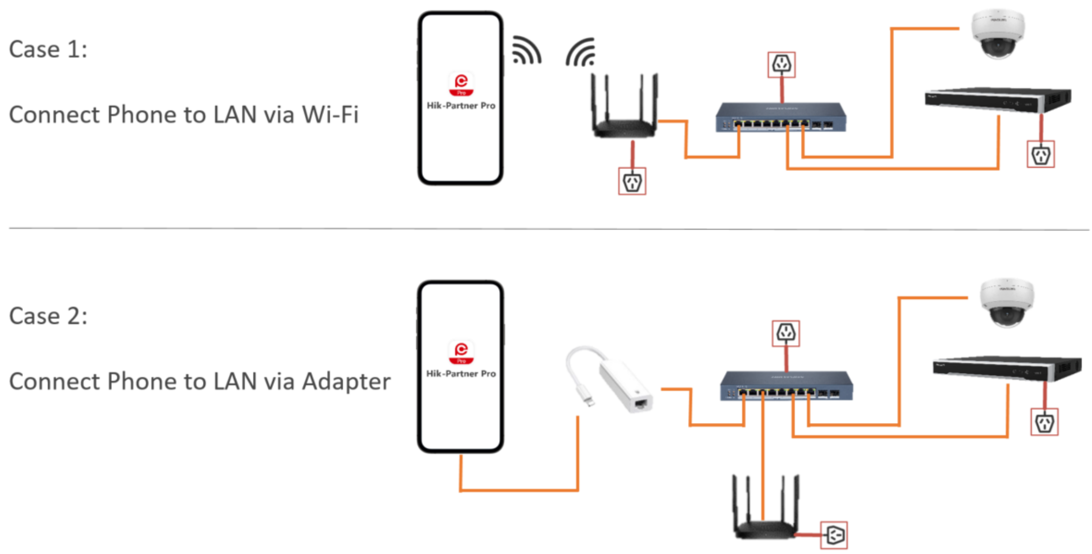


Figure 3-1 Prepare Devices

Step 2: Search for Devices on LAN

After you log in to the Hik-Partner Pro Mobile Client and when your phone is connected to the LAN, the SADP tool will search for LAN devices in the background automatically and constantly.

- The tool tests and displays the ping values and levels in real time. Higher ping means poorer connectivity between the device and your phone. When the ping is high, remote configuration, live view, and playback may fail. Icons of different colors indicate different ping levels:
  - : Less than 50 ms
    You can use the SADP tool to conduct device operations and configurations smoothly.
  - : 50 ms to 200 ms
    Some of your operations or configurations may fail.
  - : More than 200 ms
    The connection between the device and your phone is likely to fail.
- When the SADP tool detects unactivated devices (except for alarm devices) on the LAN, the window of unactivated devices will pop up.

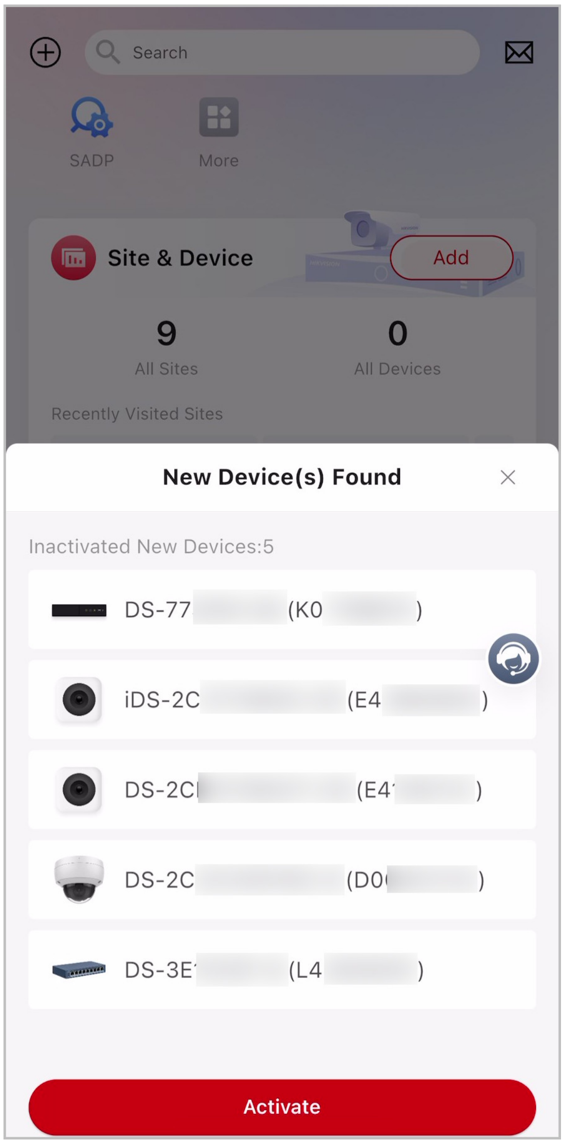


Figure 3-2 Pop-up Window of Unactivated Devices

Step 3: Initialize a Single Device or Batch Initialize Devices

You can use the SADP tool to initialize NVRs, network cameras (including PTZ cameras and thermal cameras), DVRs, access control devices, video intercom devices, Hik-ProConnect boxes, and network switches.

1. - Activate a single device: Tap **Activate** on the SADP page or the pop-up window of an unactivated device.
   - Batch activate devices: Tap → **Batch Activate** on the SADP page, select devices to activate, and tap **Next**. Or tap **Activate** on the pop-up window of the unactivated devices.
2. In the pop-up window, the default password and verification code (if any) will be filled in automatically. Otherwise, set both and you can choose to check **Set as Default Password and Verification Code**.
3. Tap **Next** to enter the Device Initialization page which includes the following automatic configurations:

Table 3-2 Configurations Automatically Done During the Initialization

Configurations	NVR	Network Cameras	Other Devices
Activate Device	√ The SADP tool checks for device batch issues during the activation.		
Configure Network	√ DHCP (dynamic host configuration protocol) is enabled automatically for the NVR so that IP addresses, gateway addresses, subnet masks, and DNS addresses can be assigned automatically to the NVR. Then, it performs ping tests to ensure accurate network settings for stable communication between your phone and the device.	√ For network cameras, DHCP is disabled automatically, in case IP address changes lead to the device going offline.	√ - For network switches (except for EI-series switches) and all DVRs, DHCP is enabled automatically. - For other devices, DHCP status will be synchronized from the default device settings. - After the IP address is set automatically, the tool performs ping tests to ensure accurate network settings for stable communication between your phone and the device
Check Firmware Update	√	√	√

<table>
<tr><th>Configurations</th><th>NVR</th><th>Network Cameras</th><th>Other Devices</th></tr>
<tr><td>Sync Device Time With Phone Time</td><td>√</td><td>√</td><td>√</td></tr>
<tr><td>Initialize HDD / SD Cards</td><td colspan="3">√
The HDDs or SD cards will be initialized automatically if any and if they are new and not initialized. If there are data stored on the HDDs and SD cards, they will not be initialized.</td></tr>
<tr><td>Others</td><td>/</td><td>Cameras can be auto added to the NVR.
- Motion Detection 2.0 is enabled automatically. All the area is set as the detection area, and Notify Surveillance Center is enabled.
- The encoding format is set. If the device supports the Smart H. 265+ encoding and the current format is the Smart H.264+ encoding, then the Smart H.265+ encoding is enabled automatically.</td><td>The Hik-Connect service will be automatically enabled if it is supported by the device.</td></tr>
</table>

4. Tap **Complete Initialization**. For NVRs, after the initialization completes, it will enter the channel-adding process, the channel-sorting process, and then the device-adding process. (If the device is a PoE NVR and the PoE channels are enabled by default, it will directly enter the device adding process.)

(Optional) Step 4: Configure and Manage NVR / DVR / Network Camera Channels Using the SADP Tool

The SADP tool allows you to configure and manage channels of NVRs, DVRs, and network cameras during live view. You can set image parameters, video parameters, and other more parameters while checking on the live view image. Moreover, you can edit the channel information (channel name, IP address, management port, user name, and password), sort channels, add channels, and delete channels.

Note

The available parameters and operations vary according to the device capability.

Tap or ··· → **Live View** on the device card of an NVR / DVR / network camera.

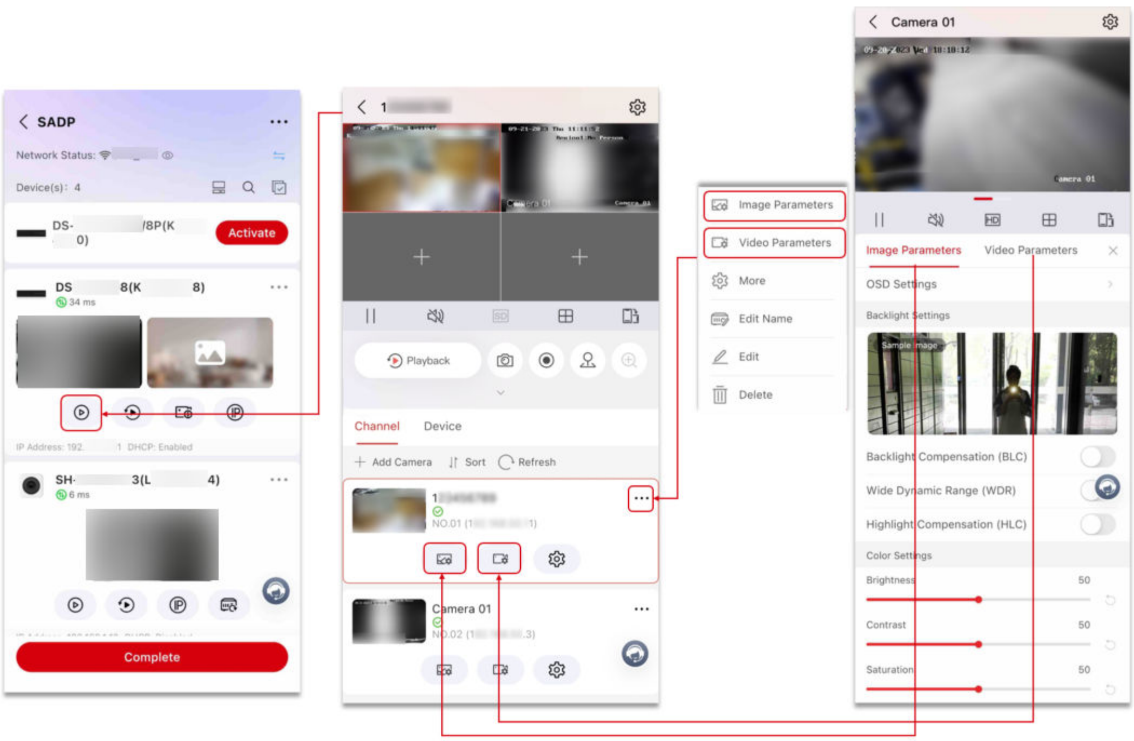


Figure 3-3 Channel Management on the Live View page

Table 3-3 Common Configurations

Parameters	Descriptions
Scene Direction	Select the rotating direction of the camera.
OSD Settings	Set whether to display the camera and time information on the video, and way they are displayed.
Backlight Settings	**Backlight Compensation (BLC)** Select a **BLC Area** where the light is too strong to reduce exposure of this area, thus increasing the exposure of other dark areas. **Wide Dynamic Range (WDR)**

Parameters	Descriptions
	By enabling **Wide Dynamic Range (WDR)**, you can have proper brightness on both the darker and brighter parts of the image. **Highlight Compensation (HLC)** Highlight compensation (HLC) is a setting that allows your camera to compensate for brighter parts of your image by reducing the brightness.
Stream Type	Main stream usually offers the best resolution and frame rate the device can do, but it needs larger storage space and higher bandwidth requirements.
Bitrate Type	The compression speed of constant bitrate is fast with the constant bitrate, but mosaic may occur across the image. The compression speed of variable bitrate is slower than that of the constant bitrate, but it guarantees the image quality of complex scenes.
Frame Rate	A higher frame rate is advantageous when there is movement in the video stream, as it guarantees the image quality throughout. Note that a higher frame rate requires higher bandwidth and larger storage space.

Table 3-4 Other NVR-Related Configurations

Operations	Descriptions
Add Channels to Activated NVR	Tap → **Auto Add / Manually Select** .
Sort NVR Channels	**Note** Channel sorting is only supported only by some NVR models. 1. - Enter the Sort Channels page.

Operations	Descriptions
	- After you add channels to an NVR, and if the total number of channels of the NVR is more than 1, you will enter the Sort Channels page automatically. - If the total number of channels of an NVR is more than 1, and you have not sorted the channels, you will be prompted to sort channels in the device card view. Tap the prompt to enter the Sort Channels page. 2. Drag and drop the channels to sort them, and tap **Complete** to finish sorting.

(Optional) Step 5: Configure Other Devices Using the SADP Tool

Refer to the ***On-Site Configure Devices Using the SADP Tool / via the Site page*** .

Other Common Operations Using the SADP Tool

Operations	Descriptions
Manage Default Device Password	On the top right of the SADP page, tap ··· → **Manage Default Device Password** to set a default device password and a default verification code.
Edit IP Addresses	Tap ··· → **Edit IP Address** on a device card to edit the IP address of a single device, or tap → **Batch Edit IP Addresses** to batch edit the IP addresses of multiple devices. You can enable **DHCP** to automatically assign the IP address, gateway address, subnet mask, and DNS address, or disable **DHCP** to set them manually. When you set the subnet mask manually, you can select from a list of recommended subnet masks, thus avoiding any invalid values you may enter.
Restore and Reboot Devices	To restore or reboot devices, tap or ··· → **Restore Device** on a device card to restore a single device, or tap → **Batch Restore/Reboot** to batch restore or reboot multiple devices.

3.1.3 Quick Start Guide: Add Devices to Hik-Partner Pro for Remote Maintenance

You can select an adding method according to your needs and the device types. Hik-Partner Pro accesses devices by two modes: Hik-Connect (P2P) and Device IP Address / Domain Name, providing different capabilities.

Device Access Mode

Table 3-5 Device Access Mode

<table>
<tr><th>Device Access Mode</th><th>Device Adding Method</th><th>Description of Access Mode</th></tr>
<tr><td rowspan="4">Hik-Connect (P2P)</td><td>Scan for Devices on LAN
Scan for</td><td rowspan="4">• Full access to features based on the Hik-Connect service, such as remote configuration, health monitoring, etc.
• Securer data communication (between the platform and devices).</td></tr>
<tr><td>Enter Serial Number</td></tr>
<tr><td>Scan Device QR Code</td></tr>
<tr><td>Synchronize Devices from Hik-Connect</td></tr>
<tr><td rowspan="2">IP Address / Domain Name</td><td>Add a Single Device: Enter IP Address / Domain</td><td rowspan="2">• Faster data communications.
• No access to the features based on the Hik-Connect service.</td></tr>
<tr><td>Add Devices in a Batch: Import IP Addresses / Domains</td></tr>
</table>

Device Adding Methods Supported by Different Device Types

Table 3-6 Device Adding Methods

Adding Method / Device Type	Encoding Devices	Security Control Panels	Access Control Devices	Video Intercom Devices	Network Devices	Radars	Audio	Doorbells
Add by IP Address or Domain Name	√	×	×	×	×	×	×	×
Add by Scanning QR Code	√	√	√	√	√	√	√	√
Add by Entering Serial No.	√	√	√	√	√	√	√	√

Adding Method / Device Type	Encoding Devices	Security Control Panels	Access Control Devices	Video Intercom Devices	Network Devices	Radars	Audio	Doorbells
Add Devices on LAN (via SADP Tool)	√	×	√	√	√	√	√	×
Add Devices After Batch Configuring Them on LAN (via On-Site Config)	√	×	×	×	×	×	×	×
Synchronize Devices with Hik-Connect Account	√	√	√	√	√	√	√	√

Detailed Instructions for Device Adding

Select one of the following ways to enter the Add Device page.

- For Portal:
  Click **Site & Device → Customer Site** to enter the Customer Site page.
- For the Mobile Client:

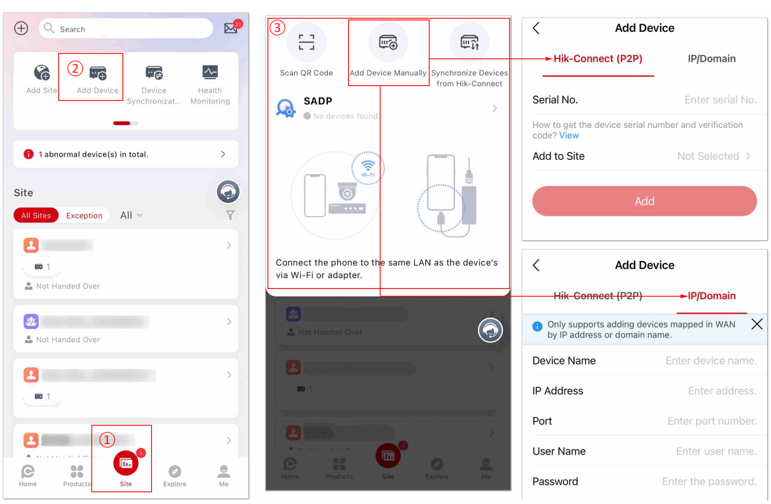


Figure 3-4 Add Devices on Mobile Client

Before you begin:

- Make sure the devices you are going to use are correctly installed and connected to the network as specified by the manufacturers.
- Make sure the device has been activated and connected to Hik-Connect service.

Table 3-7 Methods of Adding Devices

Adding Methods	Application Scenario
Add by IP Address or Domain Name	• You can use the method if you know the IP address or domain name of a device. • Only encoding devices mapped in WAN support this function. • When you need to share devices via QR code. Ask your customers to download or update the Hik-Connect Mobile Client (V 4.15.0 or later), so you can share the device by sending the QR code generated after the device setup or the download link shown in the banner on the Home page to them. • Devices added in this mode do NOT support the device handover process. If you need to hand over a device, please add detected LAN devices or add devices by entering serial No.
Add by Scanning QR Code (Only Mobile Client)	You can add a device to a site by scanning the QR code on the device, or add multiple devices to a site by scanning the QR code generated by iVMS-4200 or iVMS-4500.
Add by Entering Serial No.	If a device is connected to Hik-Connect service, you can manually add it to a site by entering the device serial number and device verification code. Enter the device serial number and device verification code. **Note** The device serial number and the default device verification code are usually on the device label. If no device verification code found, enter the verification code you created when enabling Hik-Connect service. Upgrade the device firmware version, or some functions remote configuration) cannot be used if the device is not compatible with the Hik-Partner Pro.
Add Devices After Batch Configuring Them on LAN (via On-Site Config)	After the devices on LAN are batch configured, select the device(s) to be added, and add the device(s) to an existing or a new site.
Synchronize Devices with Hik-Connect Account	In the following two cases, you need to synchronize devices in the Hik-Connect account with devices in the Hik-Partner Pro account.

Adding Methods	Application Scenario
	• Before using Hik-Partner Pro, you managed the devices for the customer by the Hik-Connect Mobile Client after the customer shares her/his devices to your Hik-Connect account. • Before using Hik-Partner Pro, you already have a Hik-Connect account and have added device(s) to it. 1. Log in to by entering your account or by scanning QR code. 2. Select the devices for synchronization. 3. Set the site information in Hik-Partner Pro for your devices to be synchronized. 4. Set the site information in Hik-Partner Pro and set the device permission for the devices shared to you. 5. (Optional) Set the time zone of the devices if needed. 6. Start device synchronization.
Add Devices to Hik-Partner Pro or Hik-Connect Using the SADP Tool	1. Tap **Add** in the Site & Device area on the Home page. 2. Tap **SADP**. Tap **Activate** to activate and initialize the devices to be added if they are not activated. 3. Tap **Complete** to enter the Add to Hik-Partner Pro page. If you do not select a site in Step 1, you can tap **Existing Site** to select an existing site to add the devices to, otherwise, the devices will be added to an automatically-created new site. 4. Tap **Add to Hik-Connect** to switch to the page for adding devices to Hik-Connect. 5. Select the devices to be added and tap **OK**. 6. Scan the device QR codes with your Hik-Connect Mobile Client to finish the device adding.

3.1.4 How to Get the Device Serial Number and Verification Code?

Network Camera

How to Get	On Device Label	On Device Local Configuration Page	On Device Web Configuration Page
Serial Number	√	×	√ **Configuration → System → System Settings → Basic Information**
Verification Code	×	×	√

How to Get	On Device Label	On Device Local Configuration Page	On Device Web Configuration Page
			Configuration → Network → Advanced Settings → Platform Access

PTZ Camera

How to Get	On Device Label	On Device Local Configuration Page	On Device Web Configuration Page
Serial Number	√	×	√ **Configuration → System → System Settings → Basic Information**
Verification Code	×	×	√ **Configuration → Network → Advanced Settings → Platform Access**

Thermal Camera

How to Get	On Device Label	On Device Local Configuration Page	On Device Web Configuration Page
Serial Number	√	×	√
Verification Code	×	×	√

DVR/NVR

How to Get	On Device Label	On Device Local Configuration Page	On Device Web Configuration Page
Serial Number	√	√ **Maintenance → System Info → Device Information**	√ **Configuration → System → System Settings → Basic Information**
Verification Code	×	√	√

How to Get	On Device Label	On Device Local Configuration Page	On Device Web Configuration Page
		System → Network → Advanced → Platform Access	**Configuration → Network → Advanced Settings → Platform Access**

NVS

How to Get	On Device Label	On Device Local Configuration Page	On Device Web Configuration Page
Serial Number	√	×	×
Verification Code	√ Scan QR Code	×	×

Access Control Device (Fingerprint Access Control Terminal)

How to Get	On Device Label	On Device Local Configuration Page	On Device Web Configuration Page
Serial Number	√	√ **Info. → Device**	×
Verification Code	×	√ **Comm. → Mobile-App**	×

Security Control Device

Note

For AX HOME

- The AX HOME device does not have a verification code. To add AX HOME to Hik-Partner Pro, you only need the device serial number.
- You can add AX HOME to Hik-Partner Pro successfully only using the Hik-Partner Pro Mobile Client, because the Portal requires a verification code, which AX HOME does not have.

How to Get	On Device Label	On Device Local Configuration Page	On Device Web Configuration Page
Serial Number	√	×	√

How to Get	On Device Label	On Device Local Configuration Page	On Device Web Configuration Page
			Engineer Maintenance → Device Information
Verification Code	√ Scan QR Code	×	√ **Communication → Cloud Service**

Video Intercom Device

How to Get		On Device Label	On Device Local Configuration Page	On Device Web Configuration Page
Door Station	Serial Number	×	×	√ **System → Device Information**
	Verification Code	√	×	×
Indoor Station	Serial Number	√	√ **Settings → More → Device Information**	×
	Verification Code	√	√	×

Doorbell

How to Get	On Device Label	On Device Local Configuration Page	On Device Web Configuration Page
Serial Number	√	×	×
Verification Code	√	×	×

AC Router

How to Get	On Device Label	On Device Local Configuration Page	On Device Web Configuration Page
Serial Number	√	×	√
Verification Code **Note** The AC router does not have a verification code and does not need one to enable the Hik-Connect service.	×	×	×

Healthcare Radar

How to Get	On Device Label	On Device Local Configuration Page	On Device Web Configuration Page
Serial Number	√	×	√
Verification Code **Note** The verification code of the healthcare radar is dynamic and keeps updating.	×	×	√

Network Speaker

How to Get	On Device Label	On Device Local Configuration Page	On Device Web Configuration Page
Serial Number	√	×	√
Verification Code	√ Scan QR Code	×	√

On Device Label

In most cases, you can find the verification code or serial number on the device label (if any), which is stuck on the device or device package.

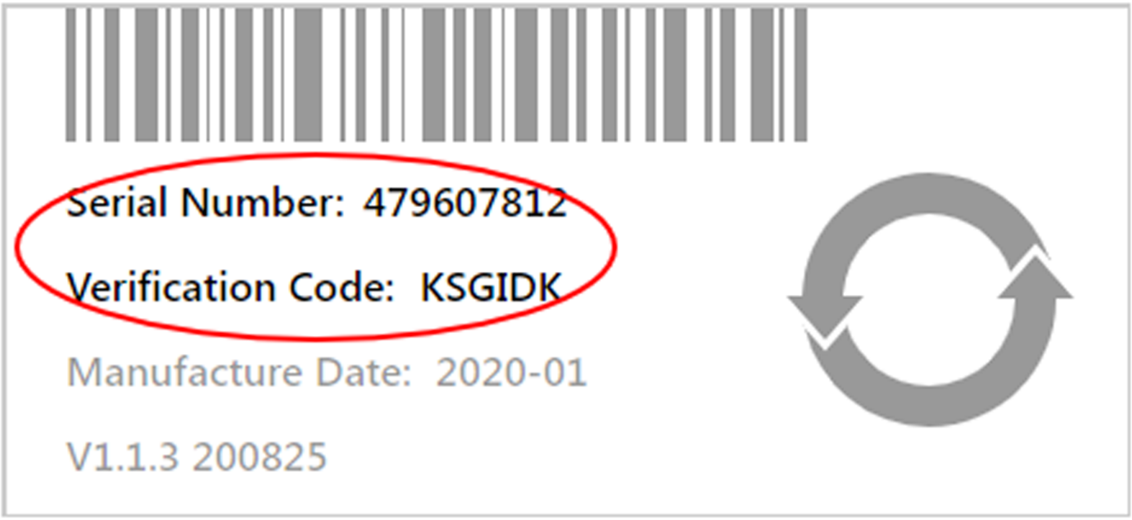


Figure 3-5 Device Label

On Device Local Configuration Page

For DVR and NVR, you can connect it to a monitor to view the device local GUI interface.
For indoor station and access control device, you can log into the device and enter its home page.

Note

On the device local configuration page, if the serial number you find is long and complete (more than 9 characters), then the one you need is a 9-character string, the last character of which is the first digit from the end of the long serial number.
The following two examples show how to get the short serial number from the long one.

- DS-1ABCD2EFGH3IJKLMNOPQRSTUVWXY **Z123T45R6**
- DS-2ABCD2EFGHIJKLMNOPQRS **T123T45R6** UVWXYZ

On Device Web Configuration Page

Log into the device via a web browser by entering the device IP address in the address bar. You will enter the device Web Configuration page.

Note

On the device web configuration page, if the serial number you find is long and complete (more than 9 characters), then the one you need is a 9-character string, the last character of which is the first digit from the end of the long serial number.
The following two examples show how to get the short serial number from the long one.

- DS-1ABCD2EFGH3IJKLMNOPQRSTUVWXY **Z123T45R6**
- DS-2ABCD2EFGHIJKLMNOPQRS **T123T45R6** UVWXYZ

3.2 On-Site Configure Devices Using the SADP Tool / via the Site page

Introduction

After ***adding various types of devices to your site*** , you can configure these devices on the Portal or Mobile Client for more efficient management.

Configuration for Various Types of Devices

Device Type	Configuration Item	Supported Platform
Encoding Device	***View Live Video and Play Back Recorded Videos***	Portal/Mobile
	Set DDNS to Make Sure Encoding Devices Can Be Managed by Hik-Partner Pro	Portal/Mobile
	Set Cloud Storage for Uploading Recorded Video to the Cloud	Portal/Mobile
Security Control Panel	***Configure an AX HOME, AX PRO, or AX HYBIRD PRO***	Portal/Mobile
	Control Areas/Zones of an AX HOME, AX PRO, or AX HYBIRD PRO	Portal/Mobile
	Batch Configure and Upgrade AX PROs	Portal/Mobile
Network Device	***Configure AC Routers***	Mobile
	Configure Network Switches	Mobile
	View Network Topology with Smart Managed Switches	Portal/Mobile
Healthcare Radar	***Link a Camera to a Radar***	Mobile

3.2.1 Encoding Devices

You can add and manage encoding devices including network cameras, DVRs and NVRs on Hik-Partner Pro. The following chapter introduces functionality supported by these devices such as live view and playback.

View Live Video and Play Back Recorded Videos

View Live Video

You can view live videos of the added online encoding devices. By live view, you can know what happens at this moment.

The following figures show the entries of live view page on the Portal and the Mobile Client.

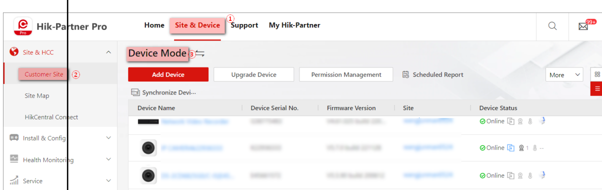


Figure 3-6 The Entry of Live View Page c
Portal (Device Mode)

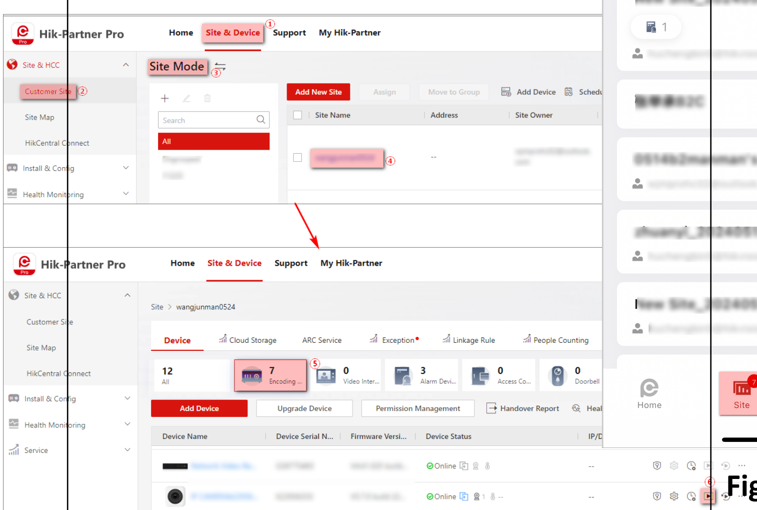


Figure 3-7 The Entry of Live View Page on the Portal (Site Mode)

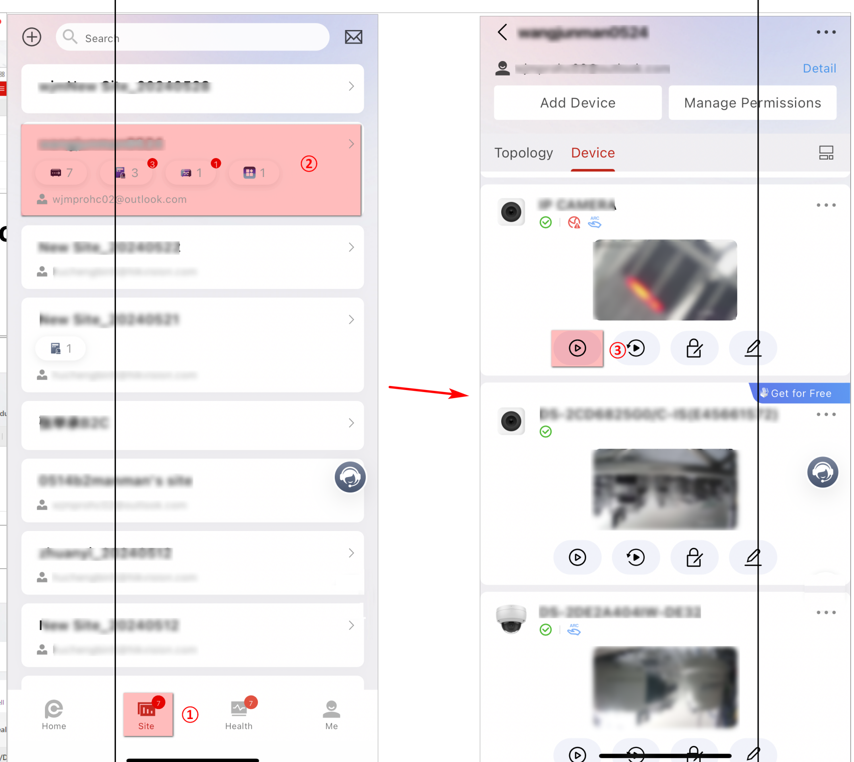


Figure 3-8 The Entry of Live View Page on the Mobile Client

On the Live View page, you can perform operations such as capturing and recording. Refer to the following figures for the explanation of these icons.

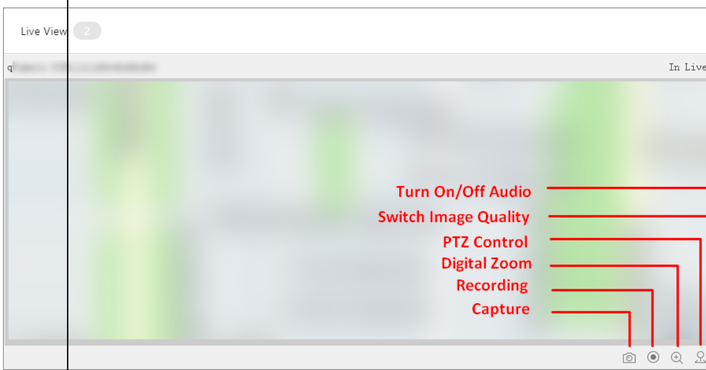


Figure 3-9 Live View Page and Icon Explanations (Portal)

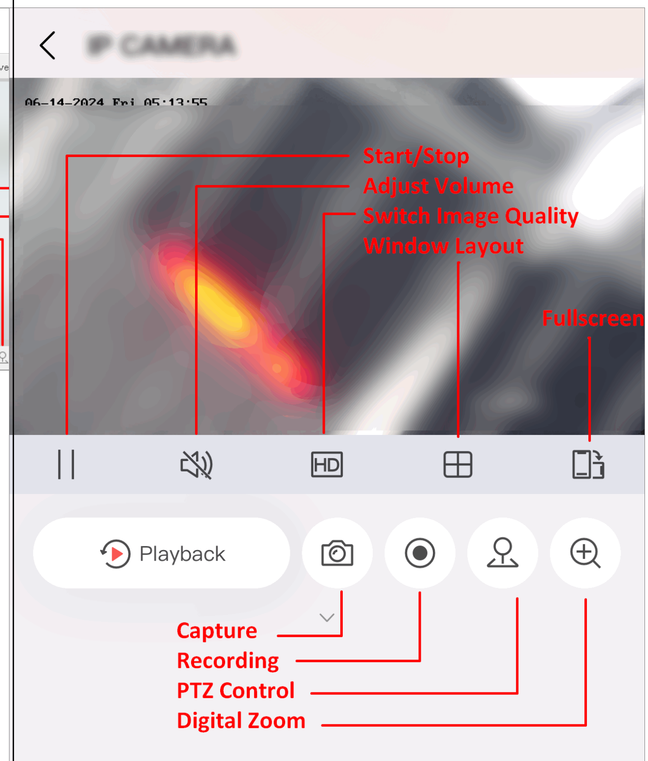


Figure 3-10 Live View Page and Icon Explanations (Mobile Client)

Note

- Up to 16 live view windows are supported.
- If Image and Video Encryption has been enabled for the device on the Hik-Connect mobile client, you are required to enter the device verification code before starting live view. If you don't know the device verification code, ask the end user for it. For details about Image and Video Encryption, see *Hik-Connect Mobile Client User Manual*.
- Please inform your end users to download or update the Hik-Connect Mobile Client (V 4.15.0 or later). You can send the QR code or download link shown in the banner on the Home page to them.

Play Back Video Footage

You can view the recorded video footage of the added online encoding devices. By playback, you can know what happens at the specific time.
The following figures show the entries of playback page on the Portal and the Mobile Client.

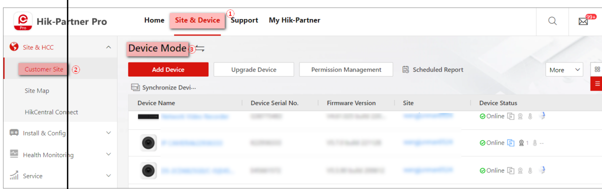


Figure 3-11 The Entry of Playback Page on the Portal (Device Mode)

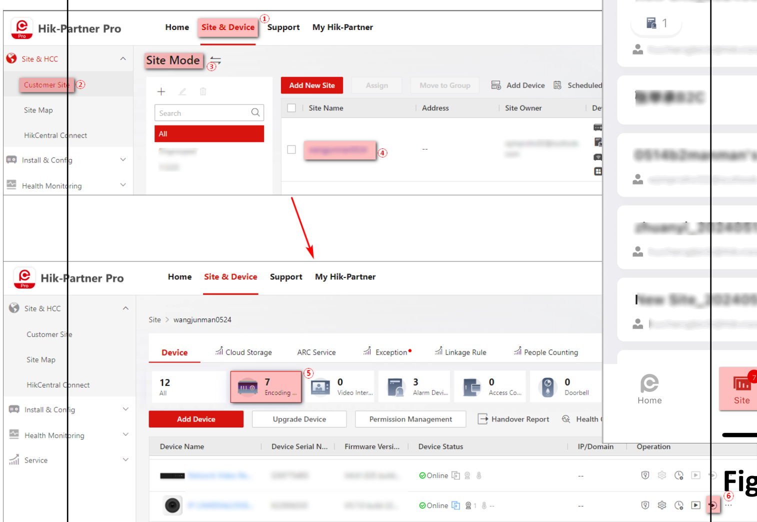


Figure 3-12 The Entry of Playback Page on the Portal (Site Mode)

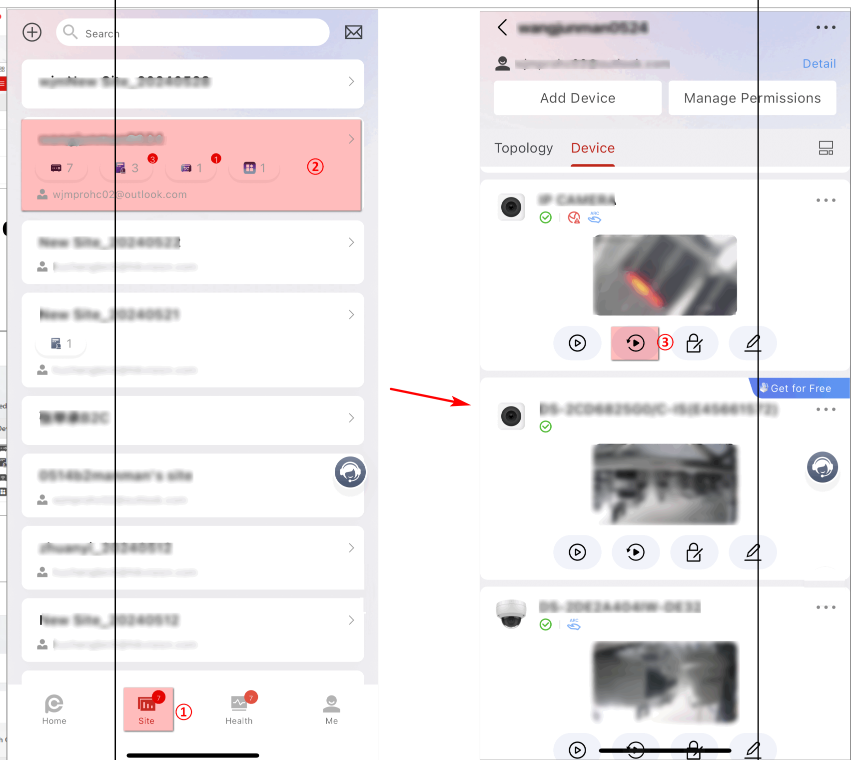


Figure 3-13 The Entry of Playback Page on the Mobile Client

On the Playback page, you can perform operations such as capturing and clipping. Refer to the following figures for the explanation of these icons.

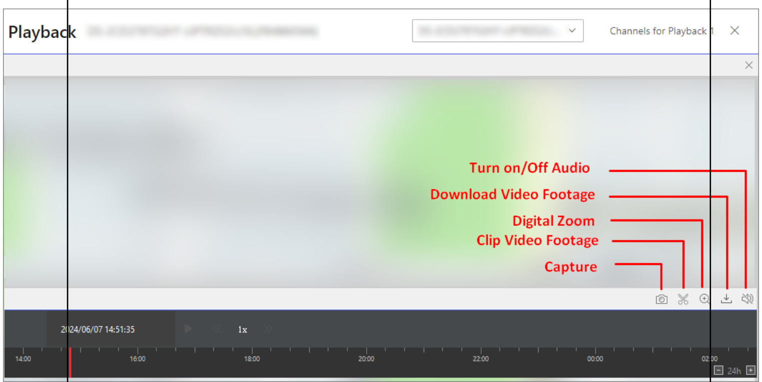


Figure 3-14 Playback Page and Icon Explanations (Portal)

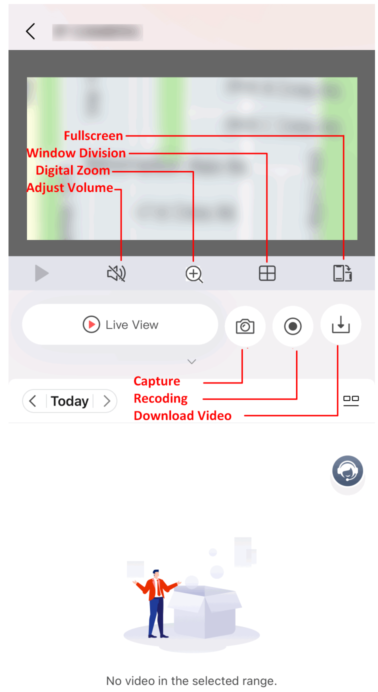


Figure 3-15 Playback Page and Icon Explanations (Mobile Client)

Note

Up to 4 playback windows are supported.

Set DDNS to Make Sure Encoding Devices Can Be Managed by Hik-Partner Pro

For devices with invalid or old firmware version, you can configure DDNS for them to make sure they can be managed by Hik-Partner Pro properly.

Only encoding devices added by Hik-Connect (P2P) support this function.

Steps

1. Enter the DDNS settings page.

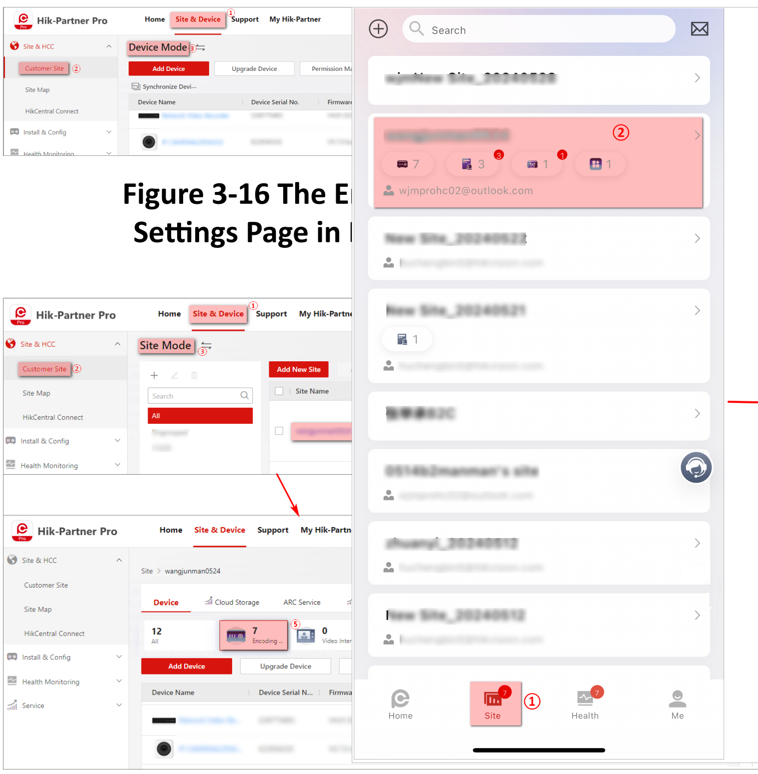


Figure 3-17 The Entry of Entering DDNS Settings Page in Site Mode (Portal)

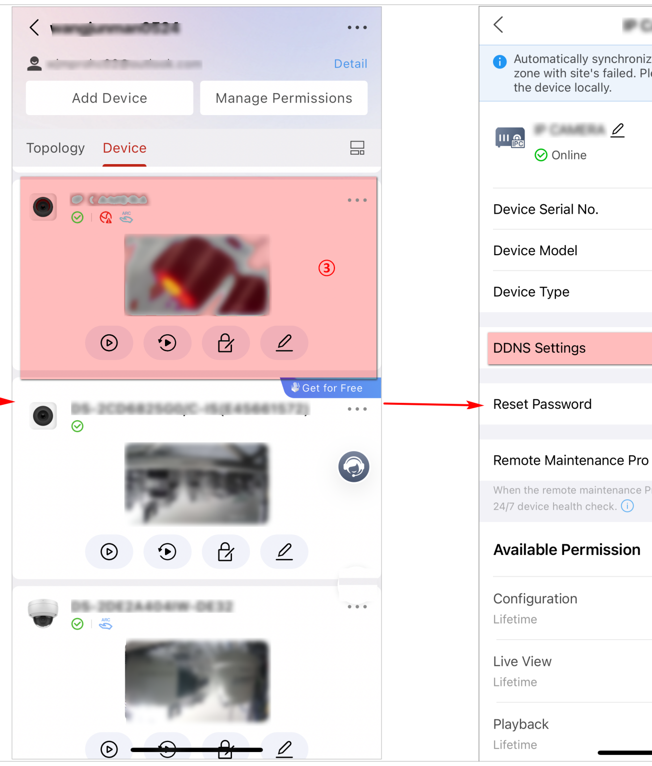


Figure 3-18 The Entry of Entering DDNS Settings Page (Mobile Client)

2. On the DDNS settings page, switch on **Enable DDNS** and set parameters.

   Port Mapping Mode

   Auto

   The service port and HTTP port are obtained automatically, and you cannot edit them after obtaining them.

   Manual

   Enter the service port and HTTP port manually.

3. Confirm the above settings.

Set Cloud Storage for Uploading Recorded Video to the Cloud

You can enable and set up cloud storage for an encoding device (DVR, NVR, or network camera) when you complete adding a device that supports cloud storage to a site. After that, the device will be able to upload event-related footage of its channel to the cloud.

If your device does not support cloud storage, you can add the channel(s) of the device to Hik-ProConnect box and then enable cloud storage.

Steps

1. Add a device that supports cloud storage to the site by Hik-Connect (P2P).

   The entry for setting cloud storage will be displayed on the adding result page.
2. Enter the cloud storage settings page.
3. **Optional:** Test the network performance if the network bandwidth is limited.
4. Set resolution of the footage to be uploaded to the cloud.
5. Set the events that will trigger video recording action of the channel.

   Note

   - The triggering events include motion detection, intrusion, and line crossing. For the settings of different events are similar, the following takes motion detection as an example.
   - Solar cameras only support setting motion detection.

   Enable Motion Detection

   Turn on the switch to enable motion detection.

   Area Settings

   Draw an area on the image, and then drag the slider to set the sensitivity of motion detection.

   Objects in motion will be detected within the drawn area.

   Arming Schedule

   Define the time period during which motion detection is activated.

   Linkage Method

   Make sure you have selected **Notify Surveillance Center**, otherwise the channel will not record video footage even if the event is detected.
6. Switch on **Cloud Storage** to enable cloud storage functionality for the channel.
7. Activate cloud storage service for the channel.

   The event related video footage of the channel will be uploaded to the cloud.
8. Finish the above settings.

Related Information Quick Start Guide: Add Devices to Hik-Partner Pro for Remote Maintenance

3.2.2 Use Security Control Panels with Hik-Partner Pro

You can add and manage AX HOME, AX PRO, AX HUB, AX HYBRID, and AX HYBIRD PRO security control panels on Hik-Partner Pro. The following chapter introduces functionality supported by these devices such as batch arming/disarming.

Note

AX HUB or AX HYBRID security control panel does not support controlling or configuring via Hik-Partner Pro, and only support generic device management, such as enabling ARC service, running health monitoring, setting rules for linkage or exception reporting, and configuring parameters remotely.

Step 1: Control Panel Installation & Initialization

Configure an AX HOME, AX PRO, or AX HYBIRD PRO

For the added security control devices including AX HOME, AX PRO, and AX HYBIRD PRO (referred to as "devices" in the following), you can configure parameters for them such as switching language and applying for a PIN.

Enter the device details page (Portal) or settings page (Mobile Client) to configure the device parameters. The following figures show the entries on the Portal and the Mobile Client.

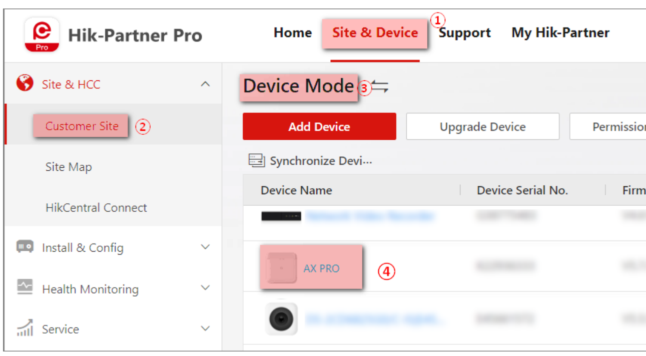


Figure 3-19 The Entry of Device Details Page the Portal (Device Mode)

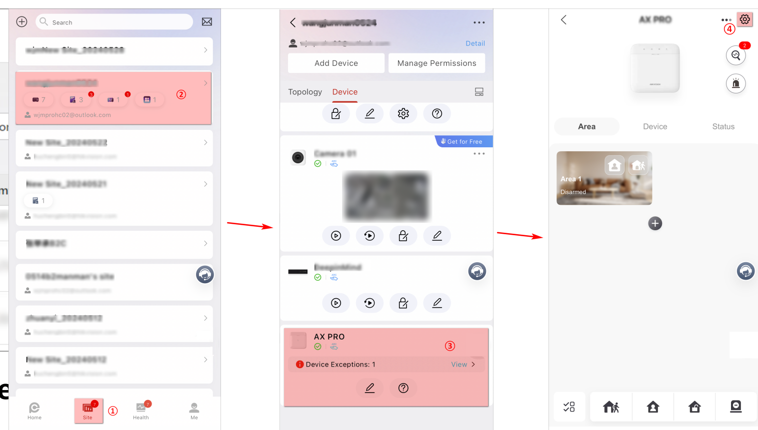


Figure 3-21 The Entry of Settings Page on the Mobile Client

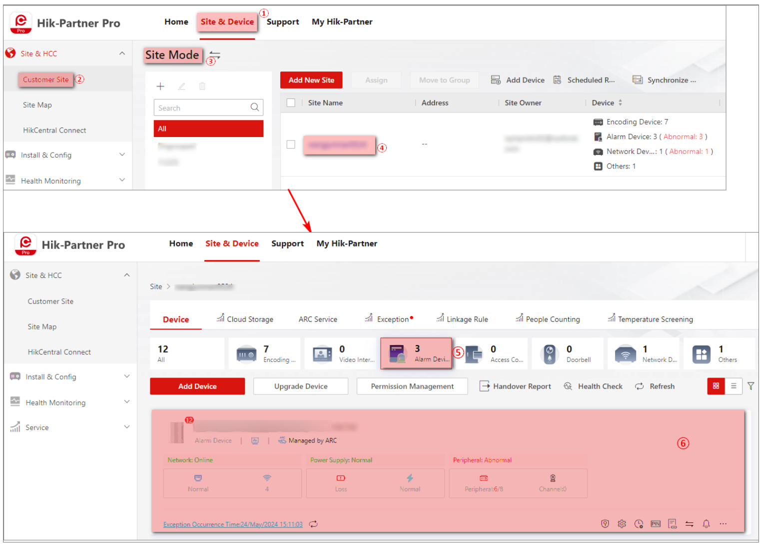


Figure 3-20 The Entry of Device Details Page on the Portal (Site Mode)

The following operations are supported to configure the device.

Remotely Configure Device

You can configure the device parameters on the remote configuration page of the device. See the user manual of the device for details.

Apply for a PIN

You can apply for a PIN, which is used for upgrading AX PRO or AX HYBRID PRO.

Switch Language

You can switch device language and decide whether to keep the names of the device and its areas.

Walk Test (Only Mobile Client)

You can start walk test, which is used to test if the detectors can detect target objects in the detection zones.

More Operations (Only Mobile Client)

You can do other configurations including the user management, system options configuration, ARC settings, linking network cameras, communication settings. Refer to the user manual of the device for details.

Control Areas/Zones of an AX HOME, AX PRO, or AX HYBIRD PRO

For the added security control devices including AX HOME, AX PRO, and AX HYBIRD PRO (referred to as "devices" in the following), you can control them such as arming/disarming area, and silencing alarm.

Enter the device details page to configure the device. The following figures show the entries on the Portal and the Mobile Client.

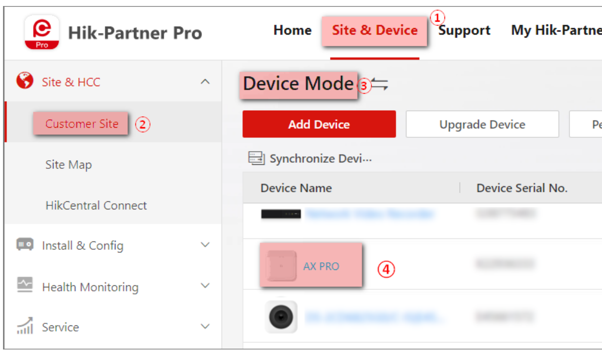


Figure 3-22 The Entry of Device Details Page on the Portal (Device Mode)

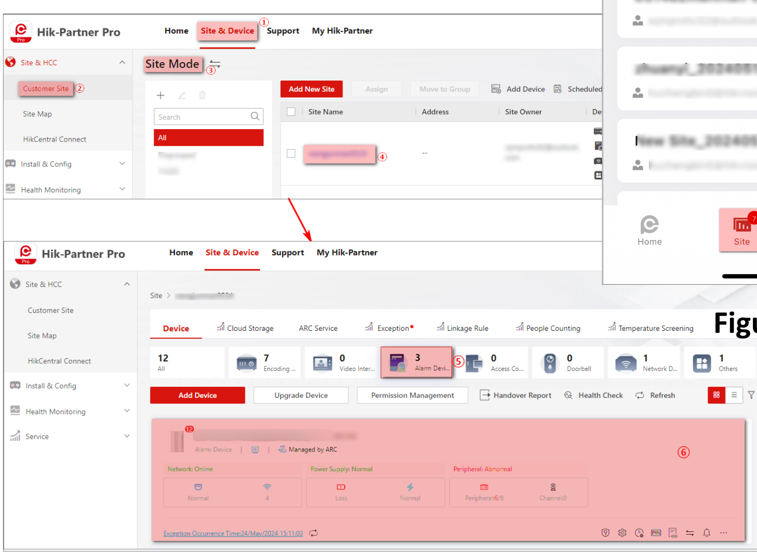


Figure 3-23 The Entry of Device Details Page on the Portal (Site Mode)

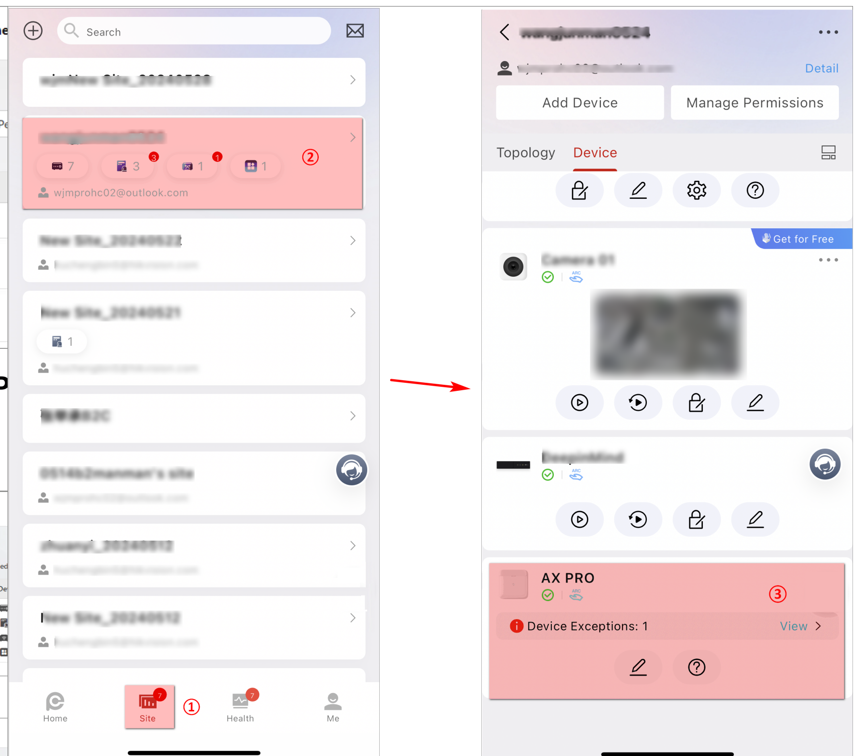


Figure 3-24 The Entry of Device Details Page on the Mobile Client

On the device details page, you can perform the following operations.

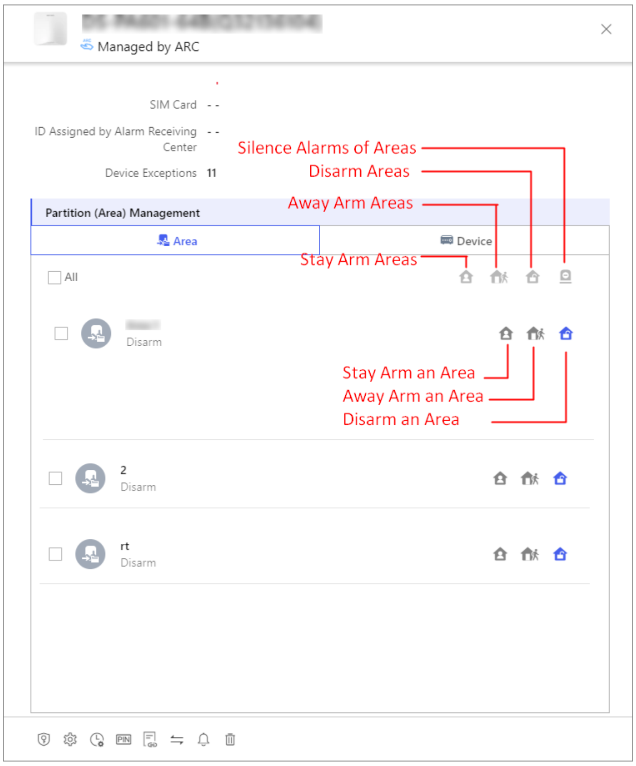


Figure 3-25 Supported Operations on the Portal

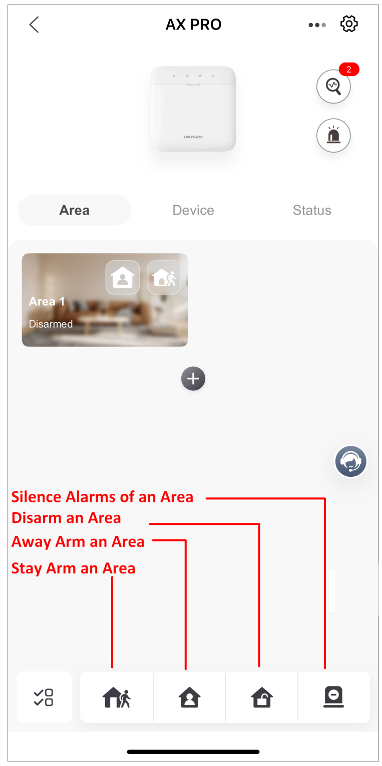


Figure 3-26 Supported Operations on the Mobile Client

Note

AX HOME devices do not support stay arming areas. AX HYBIRD PRO devices do not support silencing alarms of areas.

Batch Configure and Upgrade AX PROs

Add Templates for Batch Configuring AX PRO

Before batch configuring AX PRO devices, you should add a template with the predefined information in it.

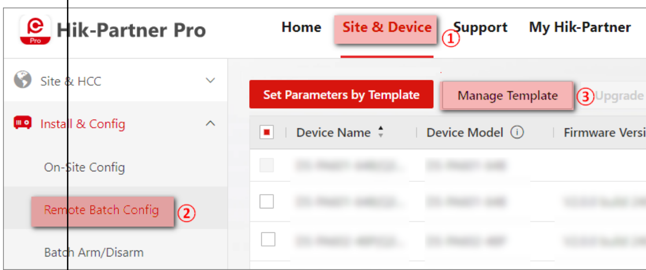


Figure 3-27 The Entry of Adding Templates The Portal

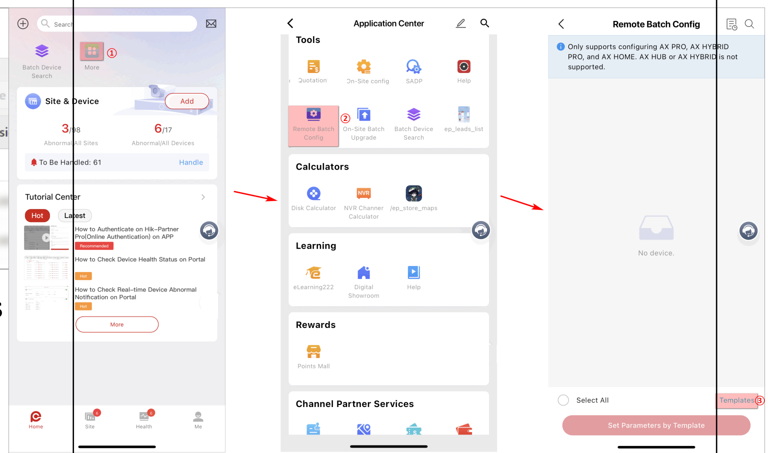


Figure 3-28 The Entry of Adding Templates on The Mobile Client

Refer to the following table for the explanations of template parameters.

Table 3-8 Explanations of Template Parameters

Arming Schedule	Enable auto Arm/Disarm	The area will be automatically armed/disarmed according to the configured time.
	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.
	Weekend/Holiday Exception	The area will not be armed or disarmed on the weekend/ holiday.
	Auto Arm Sound Prompt	The AX PRO will sound for a prompt when it is armed automatically.
	Panel Alarm Duration	The time duration of the panel alarm.
Alarm Receiving Center	Account Code	Enter the assigned account provided by the alarm receiving center.

	Impulse Counting Time	Set the timeout period waiting for the receiver to respond. Re-transmission will be arranged if the transceiver of receiving center is timed out.
	Attempts	Set the maximum number that re-transmission will be tried.
	Polling Rate	Set the interval between 2 live polling.
	Periodic Test	Enable the function and set the interval between two periodic tests.
Event Types Notification - ARC	Select which alarm receiving center to receive event notifications and the corresponding event types.	

Batch Configure AX PRO

You can batch configure AX PRO devices with the added templates. For adding templates, refer to ***Add Templates for Batch Configuring AX PRO*** .

The following figures show the entries of batch configuring devices on the Portal and the Mobile Client.

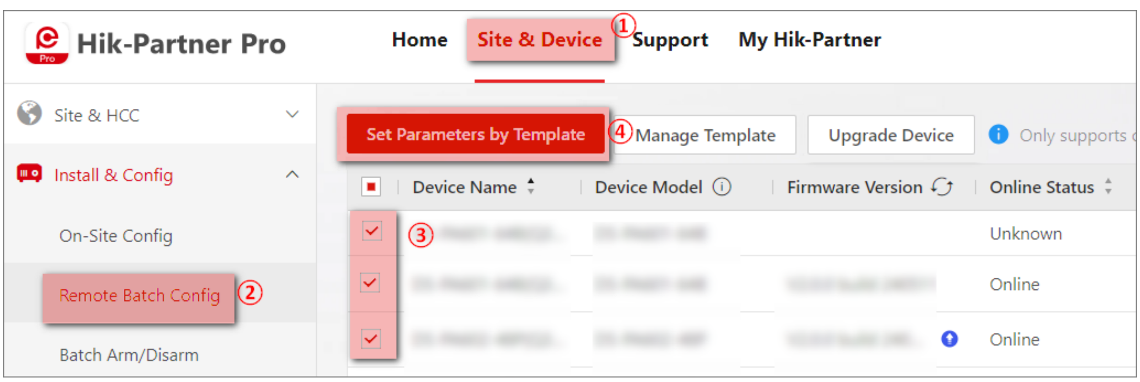


Figure 3-29 The Entry of Batch Configuring Devices (Portal)

On the Set Parameters by Template page,

1. Select a template to be applied.
2. View template details.
3. Apply the template.

Batch Upgrade AX PRO on the Portal

You can batch upgrade AX PRO devices if their firmware versions are old.

The following figure shows the entry of batch upgrading devices and the resulted page on the Portal.

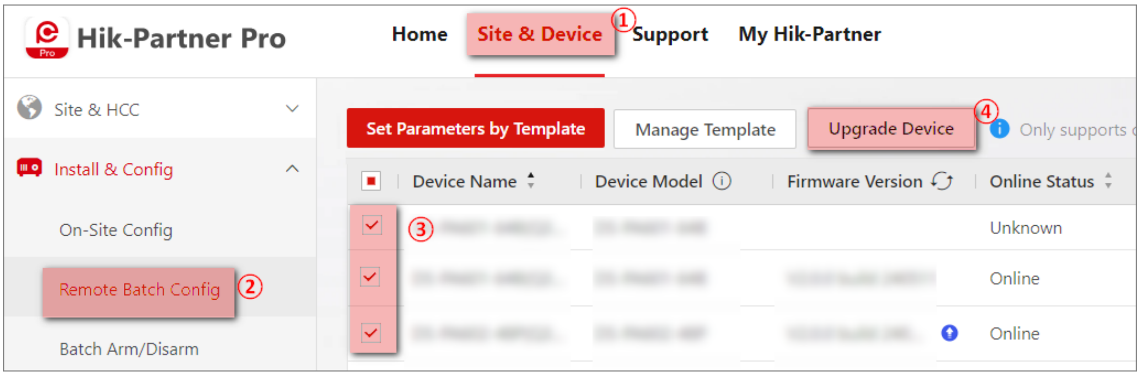


Figure 3-30 The Entry of Batch Upgrading Devices

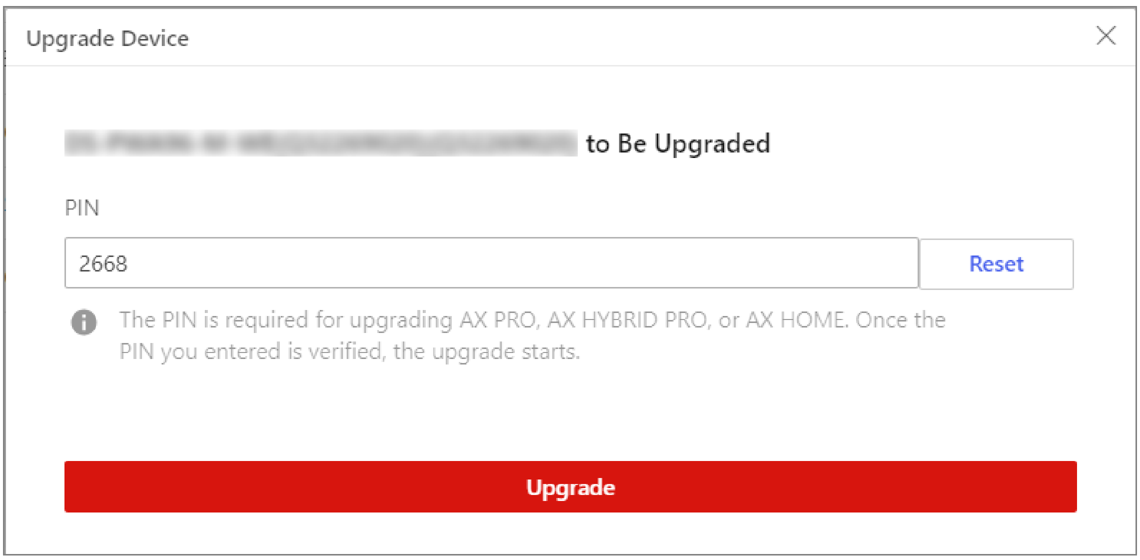


Figure 3-31 Upgrade Device Page

Note

The PIN is entered automatically. You can reset the PIN if needed.

3.2.3 Manage Network Devices

Setting up network devices like the access control router (AC router), access point (AP), and network switch, and security devices like security control panels and cameras together allows for convenient management. A unified system can provide centralized control and monitoring of both network and security components. After you install and connect the network devices and security devices, you can use the Mobile Client to initialize and configure them together.

Unified Network & Security Architecture

1. Cameras and APs: APs extend the wireless coverage of the network, allowing wireless devices like network cameras to connect to the network. Network cameras and APs are connected to the network infrastructure through PoE switches, ensuring they have both power and network connectivity.
2. PoE Switch: Provides power and data connectivity to APs and cameras. This simplifies the deployment of APs by eliminating the need for separate power supplies.
3. Aggregation Switch: Collects data traffic from multiple sources, including PoE switches (and thus, from APs and cameras connected to those switches) and directs it towards the network's core or NVRs for storage and analysis. The switch manage large volumes of data and may implement quality of service (QoS) policies to prioritize video traffic, ensuring high-quality video recording and playback. It supports VLAN tagging and can enforce VLAN policies, ensuring that data from different VLANs remains separate as it moves through the network.
4. AC Router (combing AC and router): Offers both routing capabilities to connect the local network with the public internet and include AP management. It also supports VLANs, allowing for different routing rules based on VLAN membership, which might include restricting external access to sensitive VLANs or applying different NAT policies.
5. Connectivity to the Public Network: This connectivity is typically provided through the AC router. It enables remote access to the NVRs or network cameras for video monitoring and system management.

Add Network Devices and Initialize Network

Quick Set Up AC Router and APs

The AC router can effectively communicate with and manage the APs, and easily configure and manage the entire network. With Hik-Partner Pro, you can activate the AC router and network switches on the same LAN together and configure the network settings.

Before You Start

- Connect and power on your AC router, APs, and network switches.
- Only the network switches (usually connected to the LAN port of the AC router) on the same LAN as the AC router's can be activated together with the AC router.

Steps

1. Connect to the network devices.

1) **Optional:** In **Add Device Manually** mode, enter the serial number of the AC router.

Note

If the SADP tool detects the unactivated AC, you can also enter the initialization process of the AC router.

2) Scan the QR code of the AC router, and bring your phone close to an AP.

3) Tap **Join** to join the Wi-Fi network of the AP so that Hik-Partner Pro can find the AC router and switches.

2. Tap **Activate All** to activate the AC router and network switches by setting the device user name, password, and verification code.

Note

The verification code is set for only the network switches to enable the Hik-Connect service. The AC router does not need one to enable the service.

3. Configure the network by setting the network connection method and WAN mode.

DHCP

The AC router automatically obtains the IP assigned by the superior router to access the Internet.

PPPoE

PPPoE is also known as broadband mode. You enter the broadband account and password to allow the AC router to access the Internet.

Static IP

You manually set the IP to allow the AC to access the Internet. Static IP supports 4 parameters: IP, subnet mask, gateway, and DNS server. The default IP, gateway, and DNS server addresses are auto obtained from the AC router.

Multi WAN

Enable **Multi WAN** to set the network connection methods of multiple WAN ports. Each WAN port can be configured for an independent network connection type.

Note

Multi WAN is enabled by default if two or more WAN ports are connected to the cable. The number of supported WAN ports depends on the AC router capability.

4. Set the Wi-Fi network by setting the Wi-Fi name, password (optional), and frequency band.

Note

In situations where you are far away from the AP or there are many obstacles, the 2.4 GHz band may provide a more reliable connection. However, without these limitations, 5 GHz will likely to be a faster choice.

5. Add devices to a personal site.

Note

Adding the AC to a team site is not supported.

6. When the AC is added, tap **Auto Connect** to connect your phone to the new Wi-Fi you just configure, or copy the Wi-Fi name and password to manually join the Wi-Fi.

Quick Set Up Cloud APs

Cloud APs are managed via the cloud instead of the AC router, and are designed to meet the cost-effective wireless coverage needs of SMBs and stores. You can use Hik-Partner Pro to quickly activate cloud APs and network switches together, set up Wi-Fi, and add the cloud APs and network switches to a site.

Before You Start

- Connect and power on your router, cloud APs, and network switches.
- Only the network switches (usually connected to the LAN port of the router) on the same LAN as the Cloud APs' can be activated together with the cloud APs.

Steps

1. Enter the quick setup process by manually entering the serial number or using the SADP tool.

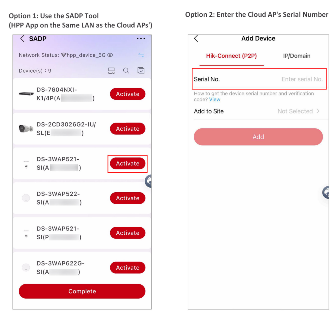


Figure 3-32 Two Options

2. Follow the quick setup process.

Note

- If your phone is already connected to the same LAN as the AP's, you will start directly from "4. Search for All Unactivated APs on the LAN".
- If you select a site where Wi-Fi is already set up, the existing Wi-Fi networks will be auto applied to the newly added APs.

Quick Set Up Router

You can use Hik-Partner Pro to quick activate a router, set up the and add it to the Hik-Partner Pro.

Steps

1. Enter the quick setup process.
   - Use the SADP tool to search for the router (on the same LAN as your phone's).
   - Scan the QR code of the router.
   - Enter the serial number of the router.
2. Tap **Activate** and follow the quick setup process.

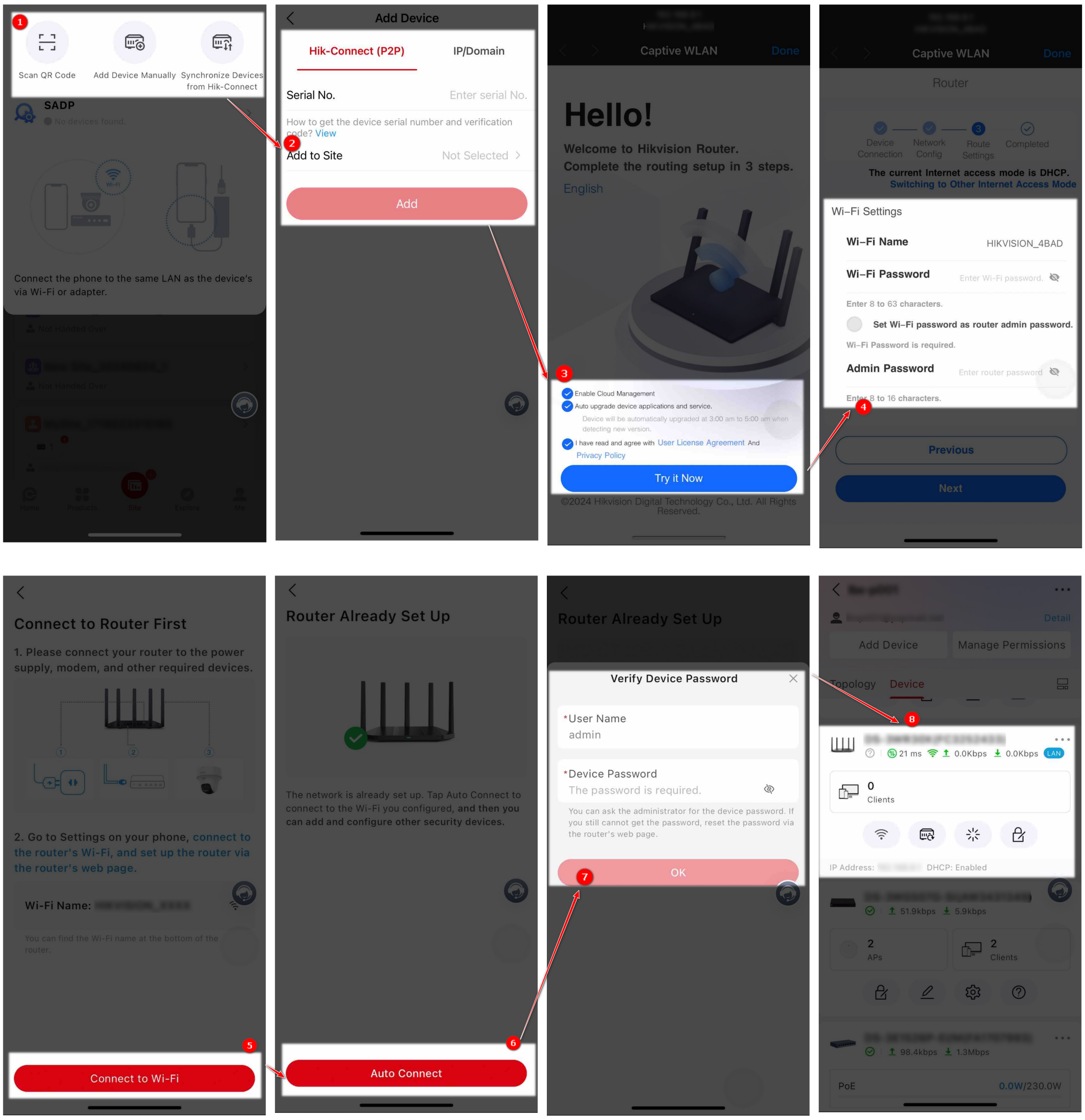


Figure 3-33 Quick Set Up Router

AC Router Operations

After you add the AC router and initialize the network, you can perform some operations, including rebooting and remotely configuring the device.

On AC Router Device Card

On an AC router device card, you can view the number of APs and clients, uplink & downlink rates, and tap buttons for resetting the password, editing the device name, remotely configuring the device, and setting the Wi-Fi netowrks (host and guest Wi-Fi networks).

On AC Router Device Details Page

You can tap an AC device card to view its details such as the port status, the uplink & downlink bandwidth utilization rate, and the Wi-Fi list. You can perform the following operations.

Operation	Description
One-Tap Network Optimization	Quick optimize the wireless network performance.
Reboot Device	Tap to reboot the AC.
Configure Wi-Fi	Tap a Wi-Fi to set its name, encryption mode, frequency band, and VLAN ID.
Configure AC	Tap to remotely configure the AC, including setting the LAN, Wi-Fi, password, and health status.
View Diagram Explanation	Tap to know what different types of diagrams mean.

Table 3-9 List of Ports, APs, and Clients

Type	Description
Port	• You can view the port type (WAN/LAN), port name, IP address of WAN port, connection status, uplink & downlink rate, negotiation rate, and peer device. • You can tap a WAN port to go to the WAN settings page.
AP	• You can view the AP name, IP address, online/offline status, connected clients, MAC address, and number of Aps. • Tap an AP to go to the AP details page • Tap → **Find Me** to manually make the AP indicator flash to find the AP. • Tap → **Reboot** to reboot the AP.

Type	Description
	• Tap to view the client list of an AP. • Tap **AP Indicator Switch**to turn on/off the indicators of all APs.
Client	• You can view the client name, connection mode, connected AP, and uplink & downlink rates. • Tap a client device to jump to its details page.

Set Up Captive Portal and Manage Users

You can set up the captive portal to control access to the network. When users access your network through a captive portal, they are required to authenticate using credentials and/or agree to certain terms and conditions. You can set authentication policies, customize portal pages, set authentication network segments, set authentication credentials (accounts, vouchers) and other information.

Set Up Captive Portal

You can set up a captive portal by customizing a portal page (portal template) first, and then adding an authentication policy and linking to a portal page.

1. Access the captive portal settings of the AC router.
2. On the Auth & Accounts page, tap **Portal Template → Add** . Set the required parameters, customize the portal visual settings, and tap **Save**.

Parameter	Description
Template Name	The name of a portal page template.
Authentication Mode	The login options for users to access the network. **One-Click** Login without the user name and password. You can set the **Access Duration**. Users need to log in again when the duration is up. **Voucher** Login with a random 8-digit passcode. **Account**

Parameter	Description
	Login with the account and password.
Post-Login URL	The URL to which users are redirected to after successful authentication.
Terms & Conditions	The privacy policy to which users' consent is required.
Logo	Set whether to display the logo, upload the logo image, and set the logo size and position.
Background	Upload the background image.
Welcome Text	Enter the welcome texts, and set the color and size.
Copyright	Enter the copyright, and set the color and size.

3. On the Auth & Accounts page, tap **Policy → Add** . Set the required parameters and tap **Save**.

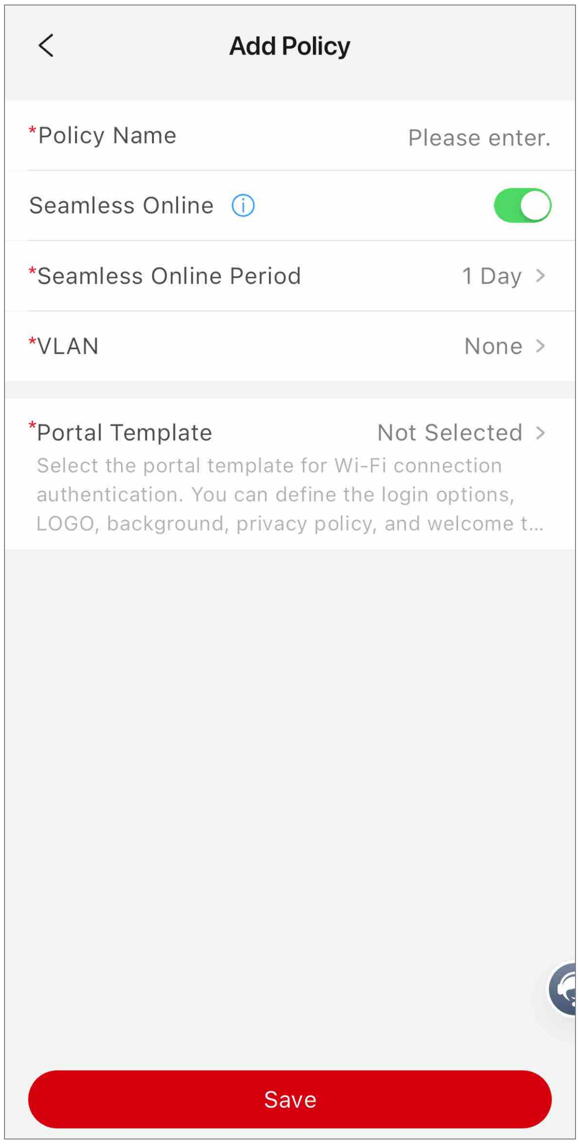


Figure 3-34 Add Policy

Parameter	Description
Policy Name	The name of a captive portal.
Seamless Online	When enabled, after a successful authentication, subsequent connections to the Wi-Fi network will be auto authenticated within the set period of time.

Parameter	Description
Seamless Online Period	The period within which connections are auto authenticated after a successful authentication.
VLAN	The VLANs of AC routers that require authentication.
Portal Template	The portal page that is displayed for authentication.

Mange Users

Add Accounts

For account authentication, users can access the specified Wi-Fi network using the valid accounts.

1. Access the captive portal settings of the AC router.
2. Tap **Account → Add** . Set the user name and password, select the user group, and tap **Save**.

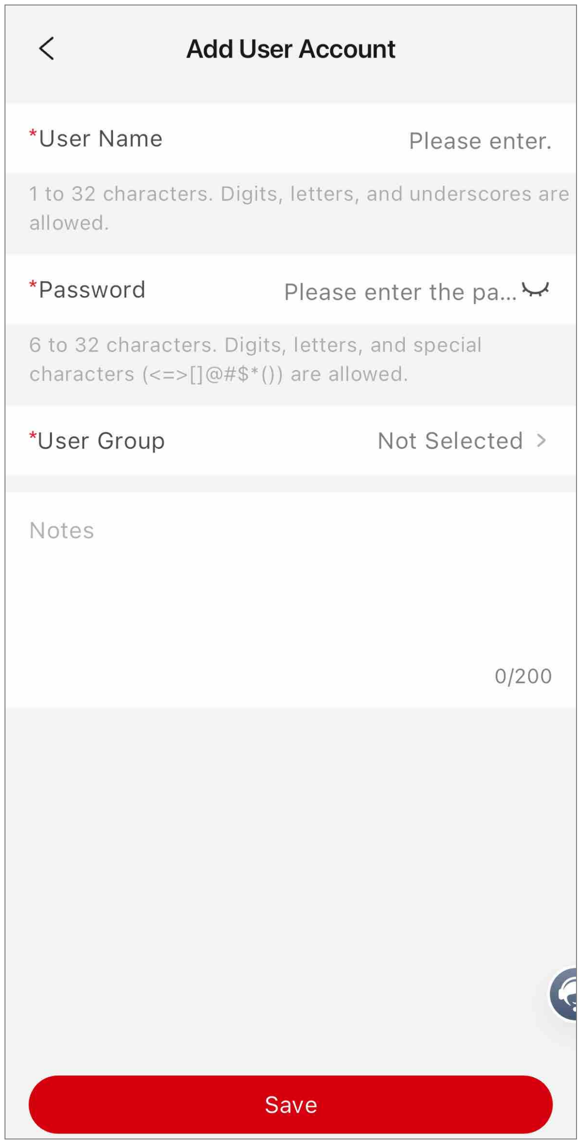


Figure 3-35 Add Account

Parameter	Description
User Name	The user name for authentication.
Password	The password for authentication.
User Group	Defines the number of concurrent devices, and access duration.

Add Vouchers

For voucher authentication, users can access the specified Wi-Fi network using the valid vouchers.

1. Access the captive portal settings of the AC router.
2. Tap **Voucher → Batch Add** . Set the quantity of vouchers to generate, select the user group, and tap **Save**.

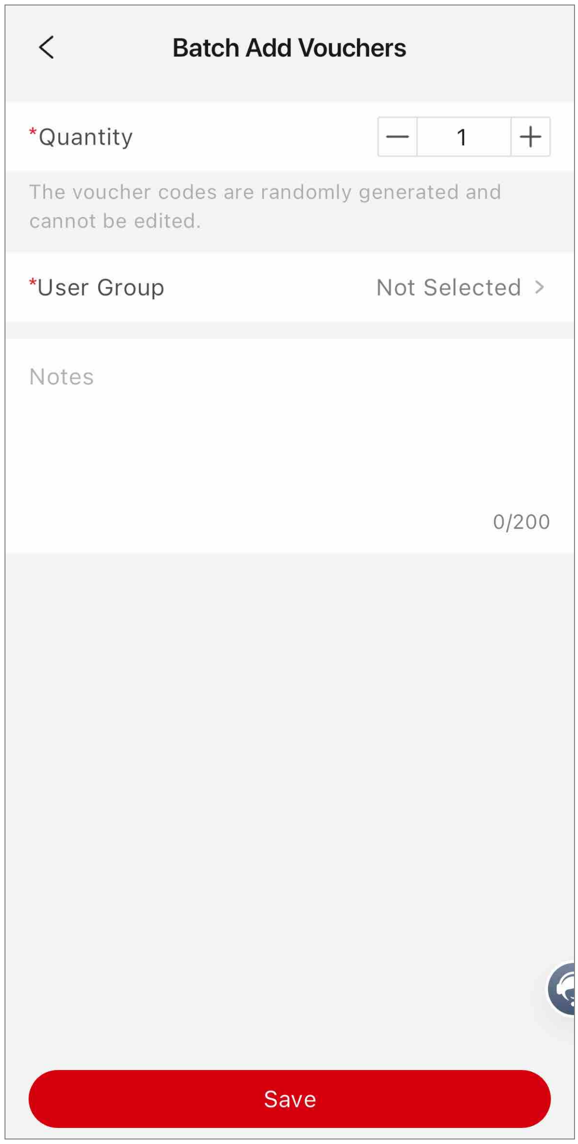


Figure 3-36 Batch Add Vouchers

Parameter	Description
Quantity	The number of vouchers to generate.
User Group	Defines the number of concurrent devices and access duration.

Add User Group

Add a user group to specify the access duration and number of concurrent clients. When you add accounts/vouchers, select a user group to apply the settings.

1. Access the captive portal settings of the AC router.
2. Tap **User Group → Add** . Set the number of concurrent clients and access duration, and tap **Save**.

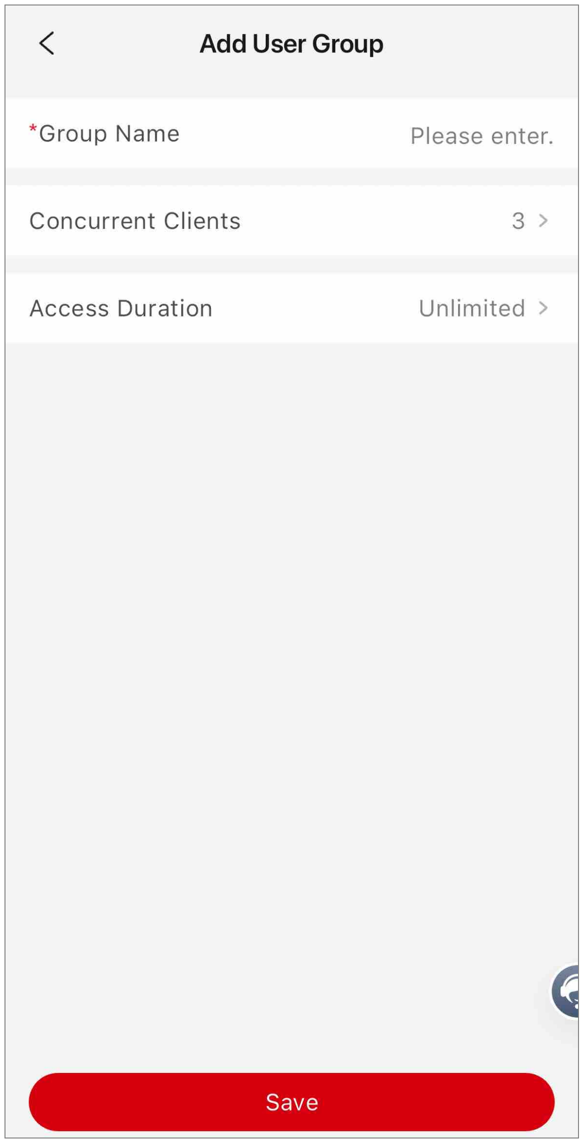


Figure 3-37 Add User Group

Parameter	Description
Group Name	The user group name.
Concurrent Clients	The number of concurrent devices for one account/voucher.
Access Duration	Clients will be auto disconnected after the access duration, and authentication will be required for reconnection to the Wi-Fi.

Cloud AP Operations

Unified Wi-Fi Settings for Cloud APs on Site

For cloud APs added to the site, you can set one or more Wi-Fi networks (up to 8) for these cloud APs. For each Wi-Fi network, you can select one or more cloud APs to apply the Wi-Fi settings.

One Tap to Adopt New APs on Site

For new APs found on the same LAN as your phone's, you can tap to adopt these new APs, which is to activate the APs, set the APs to cloud mode, and add the APs to the site.

Batch Set Wi-Fi for Multiple APs Using the SADP Tool

You can use the SADP tool to batch set one default Wi-Fi network for multiple cloud APs that are already activated.

Network Switch Operations

On the device list, tap the switch card to enter the device details page.

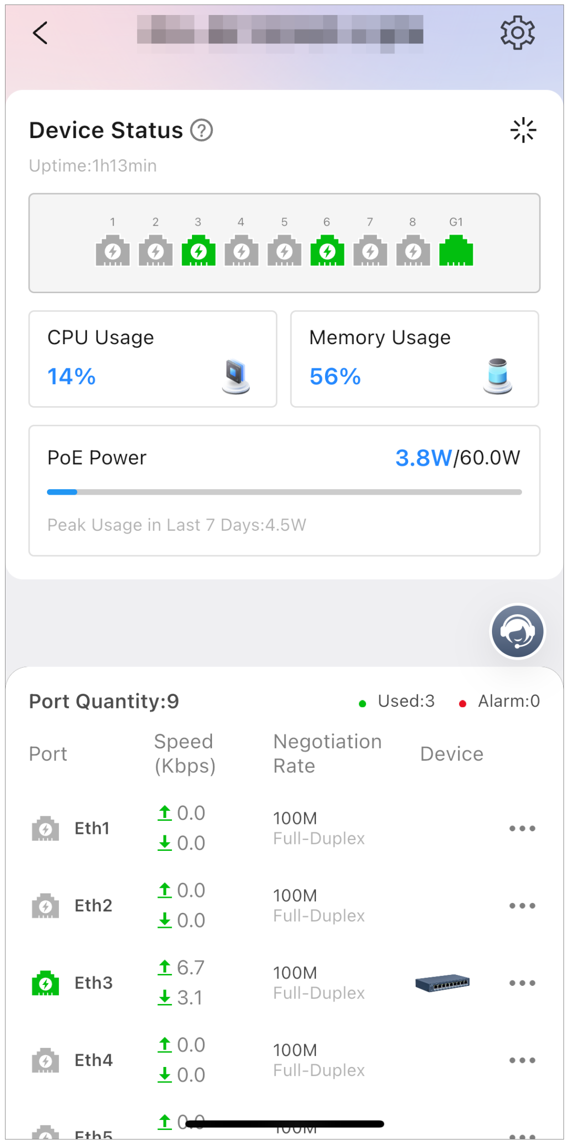


Figure 3-38 Network Switch Detail Page

VLAN Management

Virtual Local Area Networks (VLANs) are used to partition a physical network into smaller, isolated subsections. By isolating devices within a VLAN, network administrators can restrict communication between devices in different VLANs to reduce the risk of unauthorized access or data breaches, and easily troubleshoot issues to reduce downtime.

For example, a company has multiple departments, such as Marketing, Finance, IT, and Human Resources, all located on different floors of the same building. The company has a single physical network infrastructure, and all devices are connected to the same network. The company wants to ensure that each department's network traffic is isolated for better performance, security, and manageability. To achieve this, the network administrator decides to implement VLANs.

This section will guide you through configuring VLANs without going to the device's web configuration page.

1. Tap ⚙ in the upper right corner of the switch detail page, and then tap **VLAN**.
2. Create a VLAN on your switch.
   a. Tap **VLAN ID → Add** .
   b. Select an adding mode.
   c. Set the VLAN ID to identify and differentiate VLANs within a Layer 2 network domain, and tap **Save**.

   Note

   - The maximum number of VLANs that can be added in a batch varies with device models.
   - VLAN ID 1 and 4095 are typically reserved for special purposes. VLAN ID 1 is typically used for the default VLAN. Most switches are assigned to the default VLAN by default if no other VLAN is specified. VLAN ID 4095 is reserved for the use of VLAN trunking protocols. It is not used for regular VLAN traffic.

3. Assign ports to the VLAN to enable logical segmentation of the network.
   a. Tap **Configure**, and select the desired ports.

   Note

   The VLAN configuration is not allowed for ports in an aggregation group. Aggregation groups, also known as link aggregation or port trunking, are used to combine multiple physical ports into a single logical port to increase bandwidth and provide redundancy.

   b. Select a port VLAN type.

   Note

Port Type	Description	Following Operation
ACCESS	Used to connect devices that need to connect devices that need to communicate within a single VLAN. An access port is like a door that leads directly into a specific room (VLAN). When you enter through that door, you can only communicate with the people inside that room. For example, if you have an access port assigned to VLAN 10, any device connected to	None

Port Type	Description	Following Operation
	that port can only communicate with other devices.	
TRUNK	Used to connect devices that need to communicate with multiple VLANs. A trunk port is like an elevator in the building. The elevator can carry people (data) to multiple rooms (VLANs) based on the floor (VLAN tag) they want to go to. For example, if you have a server that needs to communicate with devices in VLANs 10, 20, 30, you would connect the server to a trunk port. The trunk port would carry traffic for all the three VLANs, and the VLAN tags in the data packages would help the switch determine which VLAN the traffic belong to.	Set the accessible VLANs. For example, consider a switch with VLANs 10, 20, and 30. If you have a trunk port connecting to a server, you might only want the server to communicate with devices in VLANs 10 and 20, but not VLAN 30. In this case, you would configure the trunk port to have VLANs 10 and 20 as accessible VLANs, while excluding VLAN 30.

c. Set the PVID (Port VLAN ID) to ensure untagged traffic is routed to the correct VLAN, and tap **Save**.

Note

The PVID is used to used to determine which VLAN an incoming packet belongs to when the packet does not carry any VLAN tag. In simpler terms, the PVID is the default VLAN assigned to a switch port. When a device connected to that port sends a packet without a VLAN tag, the switch will associate the packet with the VLAN specified by the PVID. For example, consider a switch with VLANs 10, 20, and 30. If you have a port connected to a device that doesn't support VLAN tagging, you can assign a PVID to that port. If the PVID is set to VLAN 10, any untagged traffic received on that port will be considered part of VLAN 10 and forwarded accordingly.

Available Operations

Perform the following operations according to your requirements.

Operation	Description
Reboot Switch	Tap to reboot the switch.
View Peer Device	Tap **Device** to view the details of the device connected to this port.
Clear Alarm	For port with alarm(s), tap → **Clear Alarm** to clear the alarm(s) of this port.
Restart Port	For the abnormal port, tap → **Restart Port** to restart this port.
Enable/Disable Extend Mode for Port	Tap **Enable Extend Mode/Disable Extend Mode** to extend or not to extend the transmission range of this port. **Note** After enabled, the transmission range of the port will be extended to 200 to 300 m. Meanwhile, its bandwidth will be limited within 10 Mbps.
Detect Cable Status	Tap → **Cable Detection** , tap a port, and then tap **Detect**. When the detection is finished, you can view the detection result and cable length.

Network Topology

If you have added network devices AC, AP and switches to a site and connected devices to the network switch, you can view these devices' network topology. A network topology displays network links between devices and shows the link exceptions and abnormal devices, allowing you to locate exception source and troubleshoot faults in a visualized way.

Note

Make sure you have configuration permission for the network switch, otherwise network topology is unavailable. For details about applying for the permission, see .

Tap a site on the site list to enter the site page, and then tap **Topology** to view the network topology. You can perform the following operations on the network topology.

There are three display modes of the topology (see the following images). You can tap to switch the mode.

- Mode 1: Devices at the same level are all stacked in a pile.
- Mode 2: (Default Mode) Devices of the same type at the same level are stacked in a pile.
- Mode 3: No devices are stacked.

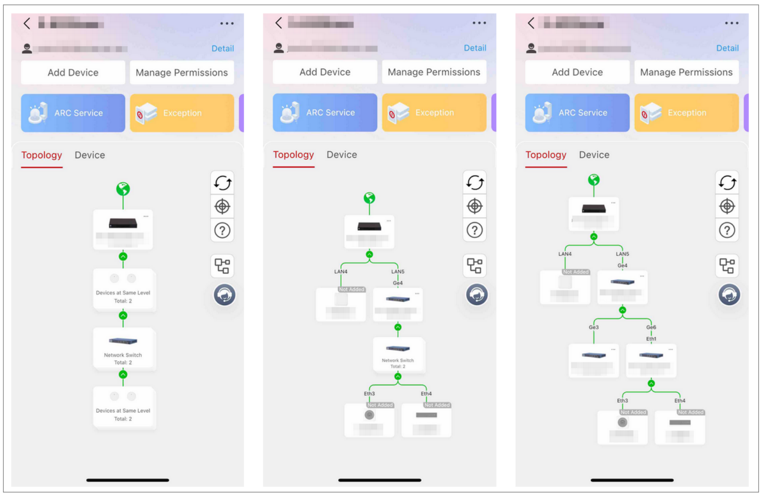


Figure 3-39 Topology Mode 1, 2 and 3

Table 3-10 Available Operations

Operation	Description
Set Root Node	If you want to change the root node, you can select a device and tap ... → **Set Root Node** . **Note** You can set a third-party switch to the root node.
View Network Device Details	You can tap an AC device on the topology to view its details, including the number of AP devices and clients, and the WAN port status.
View Details of Other Device	Tap a device to view its details, such as device model and network status.

Operation	Description
	Note • Make sure you have the configuration permission for the device, otherwise you need to apply for the permission first. • You cannot view details of a virtual network switch. • If the device is not added to the same site with the network switch, you cannot view its details.
View More Information	Tap ⓘ to view the connection type, connection status, and device status.

3.2.4 Healthcare Radars

Introduction

After activating and adding radars to a personal site via QR code / serial number / IP / Domain / LAN (SADP Tool), you can remotely configure the radars, check the health status, and link cameras to radars.

Diagram

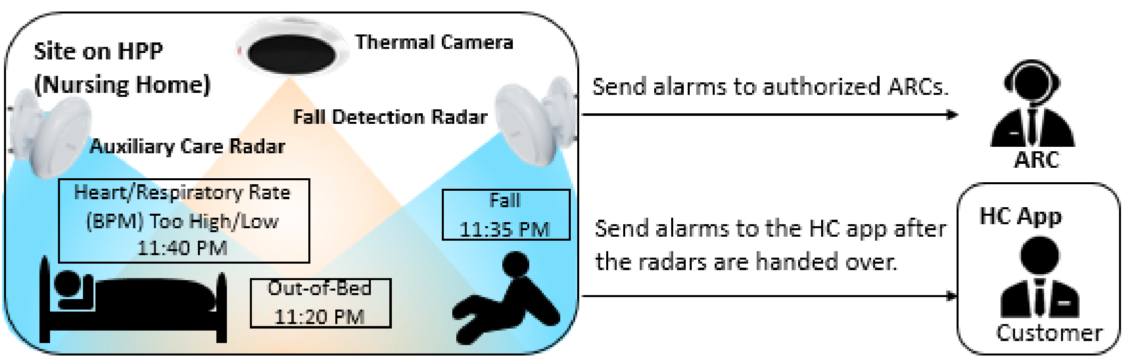


Diagram Details

Table 3-11 Device Operations

Device	Description	Operation
Thermal Camera	Provides presence detection, thermal picture and playback of the incident for double-checking, and thermal live view	-
Auxiliary Care Radar	Provides vital signs monitoring: Out-of-Bed Alarm, Heart Rate (BPM) Too High/Low Alarm, Respiratory Rate (BPM) Too High/Low Alarm.	• Remote Configuration (Wi-Fi, indicator control, alarm parameters, etc.). See the following picture. • ***Link a Camera to a Radar***
Fall Detection Radar	Provides fall detection: Fall Alarm.	• Remote Configuration (Wi-Fi, indicator control, alarm parameters, etc.). See the following picture. • ***Link a Camera to a Radar***

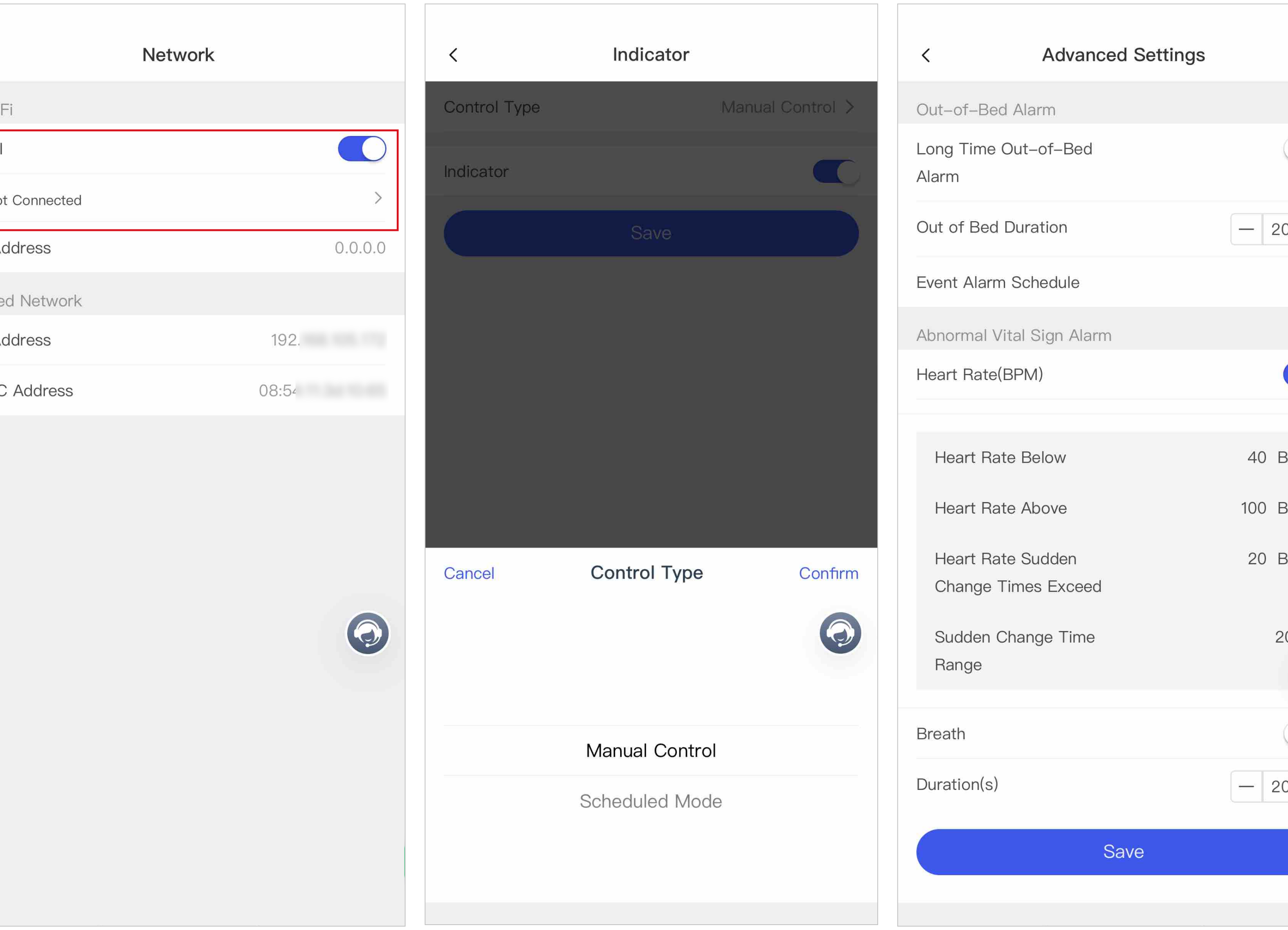


Figure 3-40 Remote Configuration of the Auxiliary Care Radar

Link a Camera to a Radar

To record a video or capture a picture so that your customer and the ARC can double check the incident, or to detect the care receiver's presence, you can link a camera to the radar via the Mobile Client.

Before You Start

Make sure the camera and the radar are added to the same site.

Steps

1. Tap **Site**, and tap the site of the radar.

2. Tap the radar and enter its details page.
3. Tap **Camera Linkage**.
4. Select a camera and tap **Link**.

Note

Only one camera can be linked to a radar.

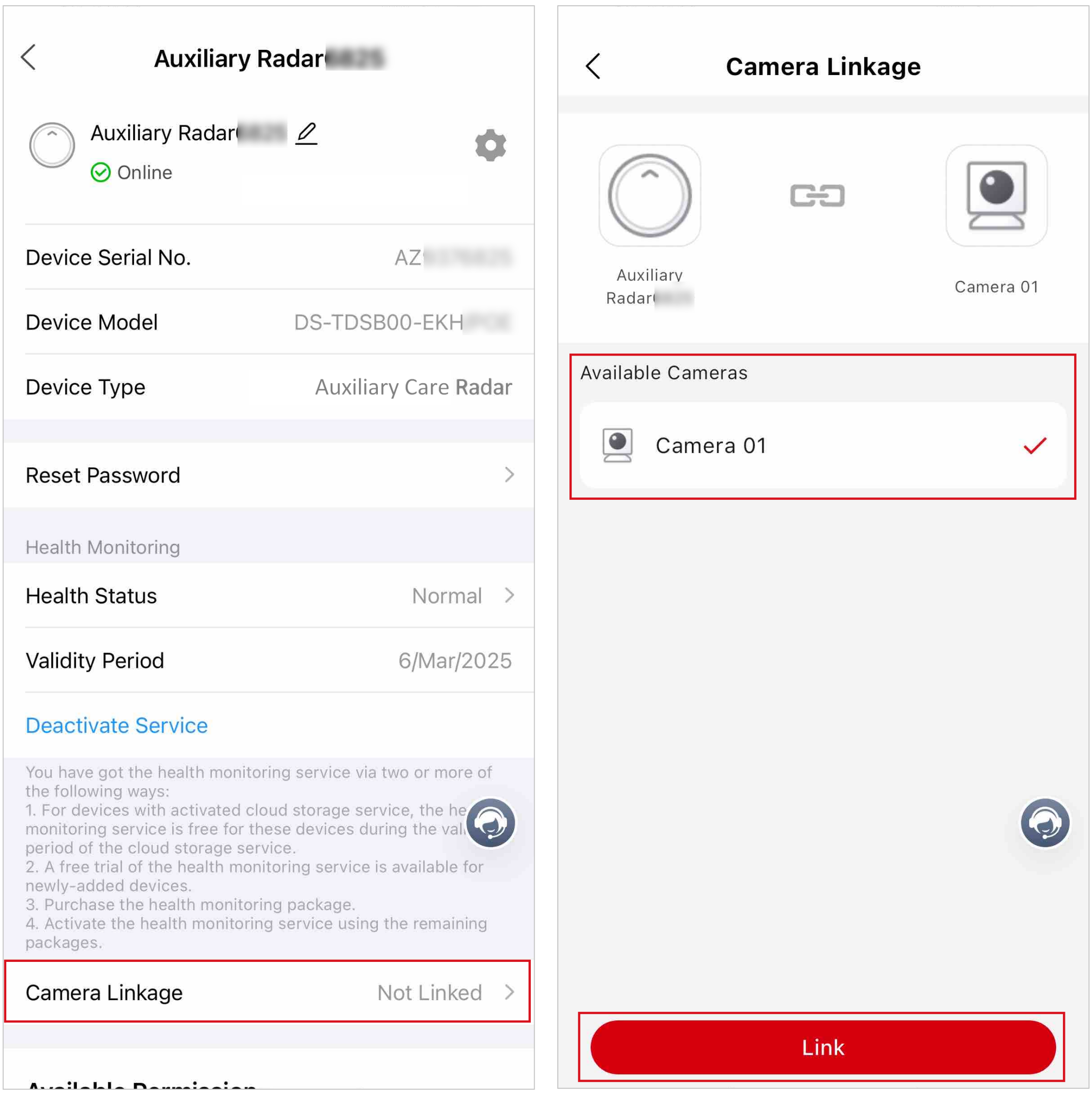


Figure 3-41 Link a Camera to a Radar

3.3 Deliver to Customers & Maintain Customer Relationships

Light CRM Tool: What is A Site?

A site can be regarded as an area or location with an actual time zone and address. There are two types of sites available to different user types and scenarios on Hik-Partner Pro, including personal site and team site. You can add sites to conveniently manage devices for your customers, and after you complete installing and setting up devices on a site, you can hand over the site and devices to your customer.

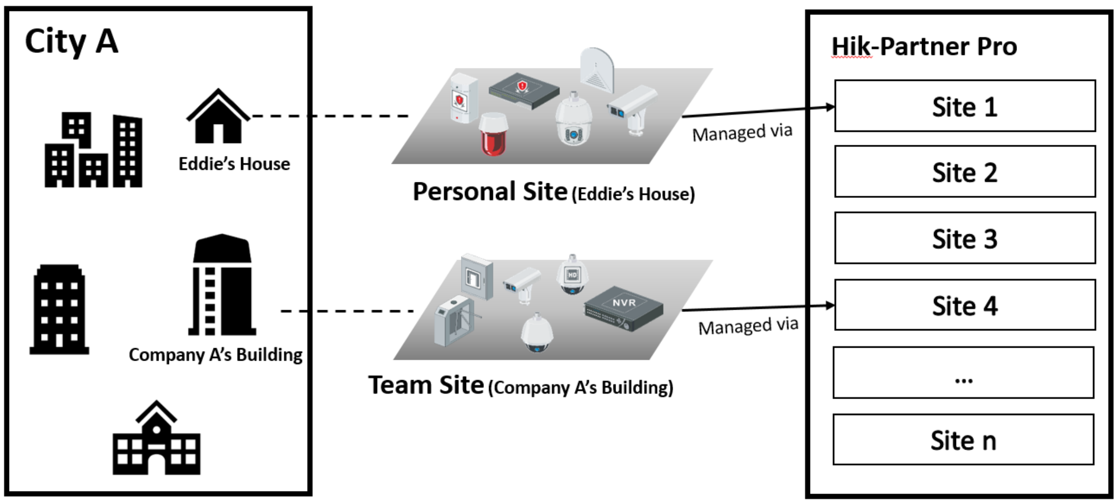


Figure 3-42 Relationship Between "Real Customer Site" and "Site on Hik-Partner Pro"

Light CRM Tool: Sites in Different Status

There are different status for the sites. And according to site status, the Installer Admin and Installers with related permissions can perform different operations.

Not Handed Over

The site is newly added, and you have not handed over the site to the customer.

Not Registered

The handover has been sent to a customer who has not registered a Hik-Connect account.

To Be Accepted

The handover application has been sent but has not been accepted by the customer who has registered a Hik-Connect account.

Handed Over, Not Authorized

The site is handed over to the customer by transferring, but the installer is not authorized to manage the site.

Authorized and Monitoring

The site is handed over by transferring and the Installer gets the site authorization from the customer.

Shared

The site is handed over to customers by sharing.

Disbanded

The site is disbanded by HikCentral Connect.

Table 3-12 Supported Operations for Sites in Different Status

Supported Operations	Status: Not Handed Over	Status: To Be Accepted Not Registered	Status: Handed Over, Not Authorized	Status: Authorized and Monitoring	Status: Shared	Status: Disbanded
Search Site	√	√	√	√	√	√
Assign Site	√	√	√	√	√	×
Hand Over by Transferring	√	×	×	×	×	×
Hand Over by Sharing	√	×	×	×	×	×
Manage Device	√	√	×	√	√	×
Edit Site	√	√	×	√	√	×
Delete Site	√	√	√	√	√	√
Apply for Site Authorization	×	×	√	×	×	×
Apply for Device Permissions	×	×	√	√	√	×
Site Collaboration	√	×	×	√	×	×
Batch Share Devices	×	×	×	×	√	×
Move to Group	√	√	√	√	√	×

Maintain Customer Loyalty: Co-Branding

Refer to ***Co-Branding: Maintain Customer Loyalty and Increase Your Brand Visibility*** .

3.3.1 Add/Edit Sites to Keep Track of Customer Information

Add Personal and Team Sites

Personal site is for individual users and applicable to households and independent stores, while team site is for enterprise users and applicable to scenes where multi-user management is required such as chain stores, offices, and communities.
The following figures show the entries of adding sites on the Portal and the Mobile Client.

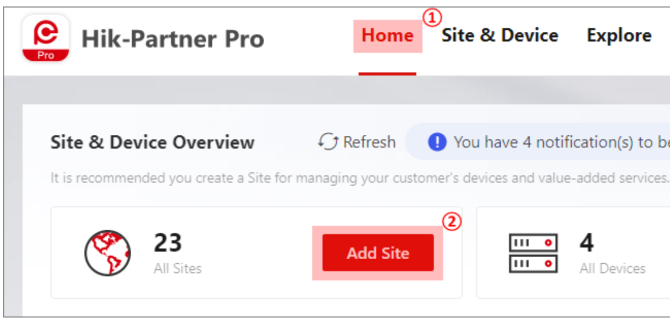


Figure 3-43 The Entry 1 of Adding Sites on the Portal

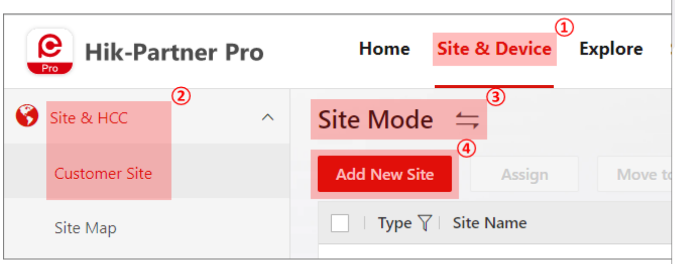
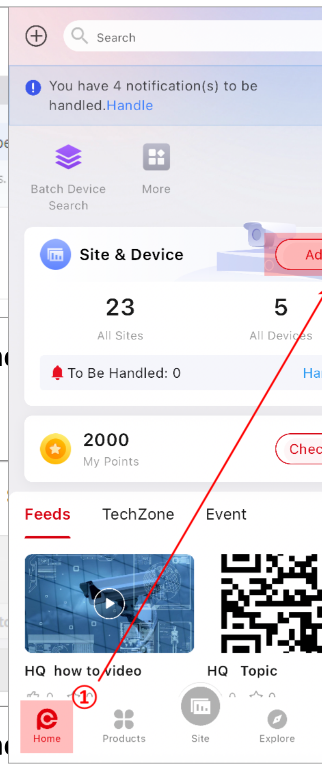


Figure 3-44 The Entry 2 of Adding Sites on the Portal



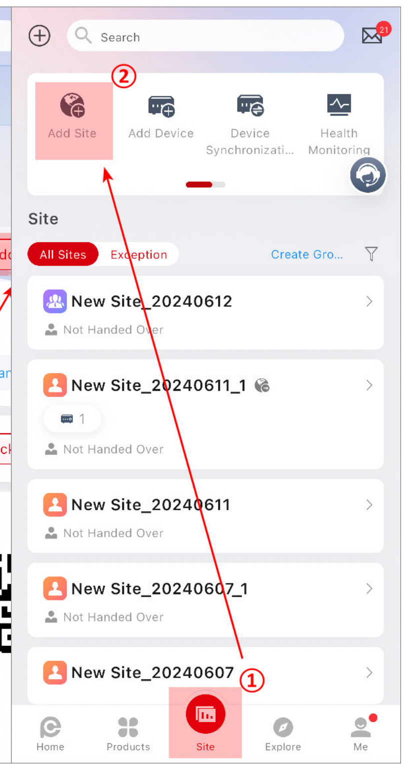


Figure 3-45 The Entry 1 of Adding Sites on the Mobile Client

Figure 3-46 The Entry 2 of Adding Sites on the Mobile Client

On the adding site page,

1. Set an unique site name and select the time zone where devices locate.
2. (Optional) Enable **Sync Time & Time Zone to Device** to synchronize the time and time zone of the site to devices installed to the site.

3. (Optional) Set more site information including scene (which helps installers to make appropriate installation plans), site address on the GIS map, city, and state/province/region; move the personal site to a group; or enter the customer information as a remark after you unfold the hidden region.
4. Select **Personal** or **Team** as the site type, (optional) select one or more services to activate for the team site, and then finish adding a site.

Related Topics

- ***Install Devices***
- ***How to Hand Over Site & Devices to Your Customer***
- ***Collaborate with an ISP/MSP on Site for Device Installation or Maintenance***

3.3.2 How to Hand Over Site & Devices to Your Customer

After the installation company completed the device installation on a site, you can hand over the site together with devices to a customer by two methods, that are transferring and sharing. Both the personal site and team site support being handed over by transferring, and after handing over, you can also apply for specified permissions for further device maintenance, but the sharing method is only supported by the personal site.

Typical Transferred and Tenant (Shared) Site Scenarios

Transferred Site Scenario (Where You Hand Over by Transferring)

A typical transferred site scenario is where the devices are owned by customers, and the installer provides the device installation and maintenance service for the customers. The devices will be available to the installer only if the customer grants the installer the corresponding device permissions.

The following diagram shows a typical scenario related to device handover (by transferring) and authorization, as well as the overall process.

In the diagram, represents Hik-Partner Pro and represents Hik-Connect.

Tenant Site Scenario (Where You Hand Over by Sharing)

A typical tenant (shared) site scenario is where the devices are owned by the ARC, the installer, or the property management company, and the ARC provides the alarm receiving service for customers with these devices, or the installer helps the property management company provide the device installation and maintenance service for the customers (tenants). The devices will be available to the customers only during the service periods.

The following diagrams show a typical scenario related to device handover (by sharing), as well as the overall process.

Two Agreements Reached

Before you can hand over the devices in the apartment by sharing to the tenant via Hik-Partner Pro, the following two agreements have to be reached.

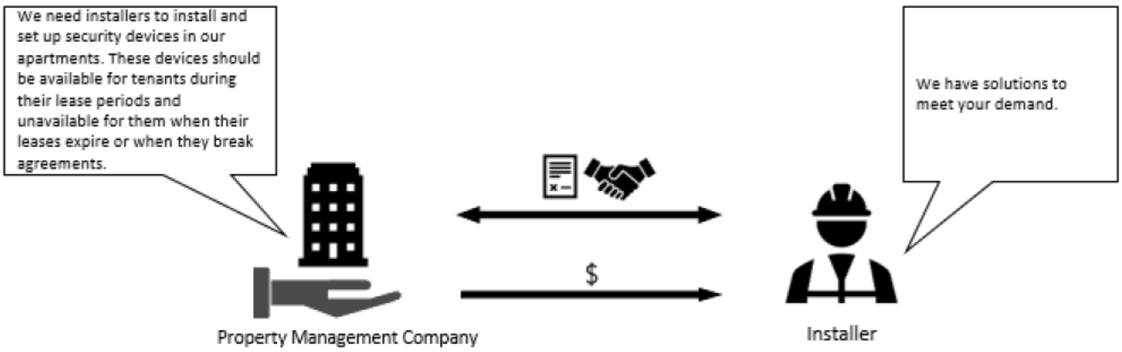


Figure 3-47 Agreement Reached Between the Property Management Company and Installer

Online Operations

After the two agreements are reached, you will hand over the devices to the tenant by sharing on Hik-Partner Pro, of which the process is shown below:

Hand Over Site with Devices by Transferring

If the site is handed over by transferring, the customer takes ownership of the devices, and usually the devices are owned by the customers.

Before You Start

- Make sure that the site status is **Not Handed Over** and the services have been activated on the site.
- Make sure you have the permission for site management, such as managing all sites and assigned sites.
- Make sure the devices are added to the site. The supported device types include security control panels, access control devices, encoding devices, video intercom devices, doorbells, Hik-ProConnect boxes, and radars.

Hand Over Personal Sites

Steps

1. Enter the Hand Over Site page.

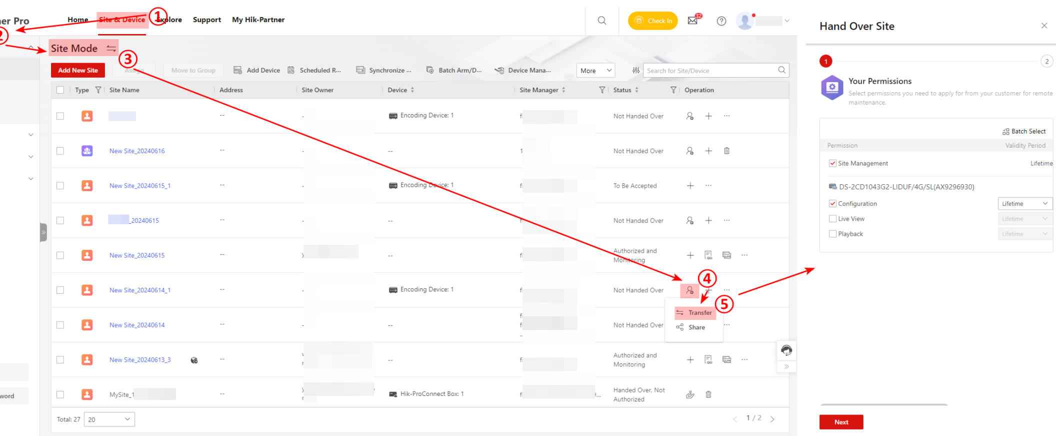


Figure 3-50 Enter the Hand Over Site Page on the Portal

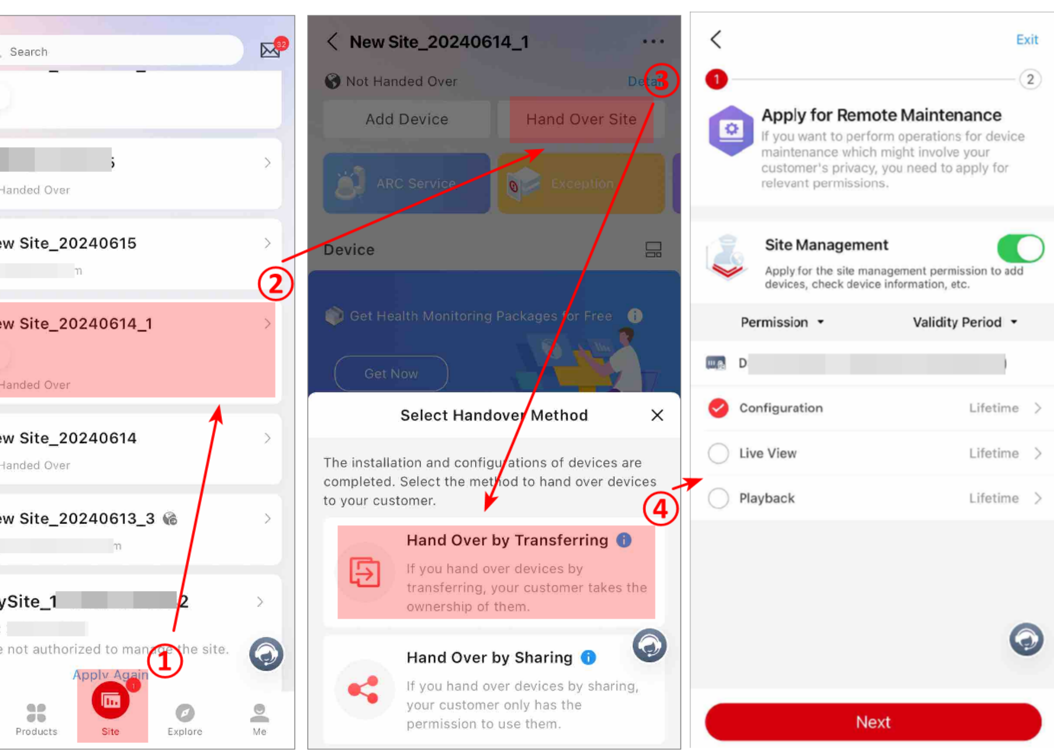


Figure 3-51 Enter the Hand Over Site Page on the Mobile Client

2. Select the permissions, including managing site information, configuring the selected devices on the site, streaming the live video and playing back video from the selected devices on the site, for which you need to apply from your customer in order to maintain the devices, and set the corresponding validity periods.

Note

- If you have no permission to manage devices, you cannot select the permissions of configuration, live view, and playback.
- When your customer accept the handover, the selected permissions will be granted to you without applying for authorization from your customer again.

3. Enter the next page and select a handover method.

Via Email or Phone Number (Both Available on the Portal and Mobile Client)	Enter the email address or phone number of the customer, (optional) enter the remarks (such as the reason for the handover, which your customer can view when they receive the handover via the Hik-Connect Mobile Client), and submit the application. And then your customer will receive the handover application in their email box or via short message with a download link of the Hik-Connect Mobile Client (v5.2.3 or later).
Via QR Code (Only Available on the Mobile Client)	Inform your customers to download or update the Hik-Connect Mobile Client (v5.2.3 or later), and then show the QR code to your customers face to face or share it via a third-party application to ask them to scan the QR code with Hik-Connect.

4. Inform your customer to register a Hik-Connect account first if they do not have one, log in to the Hik-Connect Mobile Client, and accept the handover to become the site owner.

Note

- If the cloud attendance system provided by Hikvision or a third-party manufacturer has been added to the site and activated, after you handed over the site to your customer, your customer will be able to use the cloud attendance system.
- For **Not Registered** or **To Be Accepted** sites, you can submit the handover application again for at most five times in one day and the previous handover will be invalid.

5. **Optional:** ***Apply for handed-over site authorization from site owner*** if your customer wants you to manage and maintain more of their devices after your customer accepts the handover and becomes the site owner.

Hand Over Team Sites

Steps

1. Open the Hand Over Site pane.

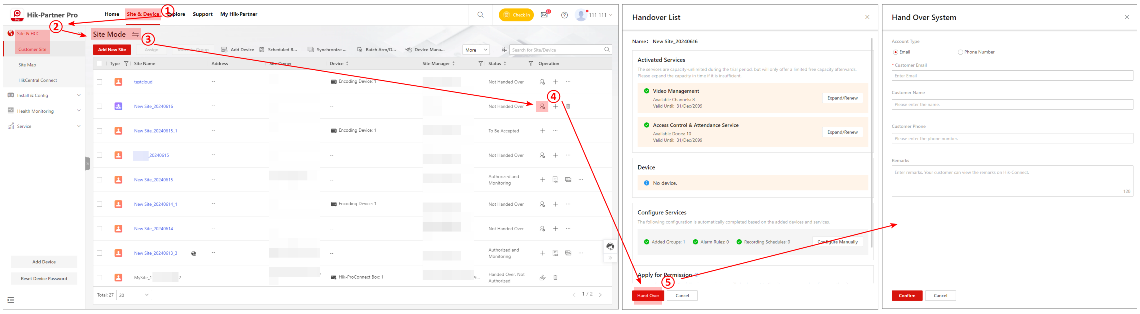


Figure 3-52 Open the Hand Over Site Pane on the Portal

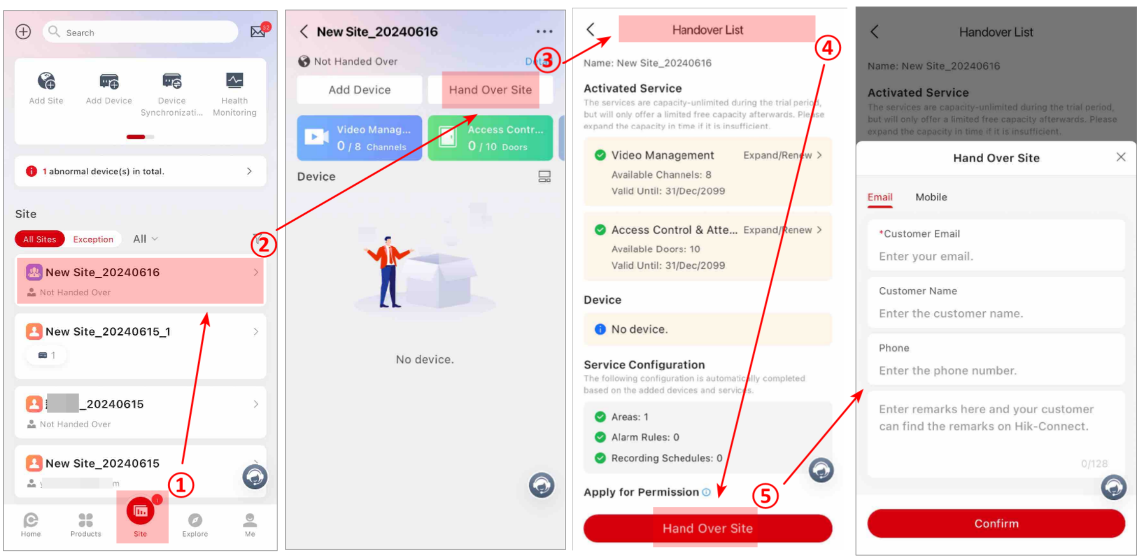


Figure 3-53 Open the Hand Over Site Pane on the Mobile Client

2. Select **Email** or **Phone Number** as the account type and set the corresponding parameters, such as the customer name and remarks.
3. Confirm your settings.

   Your customer will receive the handover application in their email box or via short message with a download link of the Hik-Connect Mobile Client.
4. Inform your customer to download or update the Hik-Connect Mobile Client (V5.2.3 or later), register a Hik-Connect account first if they do not have one, log in to the Hik-Connect Mobile Client, and accept the handover to become the site owner.

Hand Over Site with Devices by Sharing

If devices are owned by your company, for example, if you are an ARC who provides the remote alarm receiving service for customers with your company's devices, you can hand over the devices to multiple customers by sharing without transferring ownership of the devices. To hand over devices by sharing, you can choose between applying for permissions from your customers (Mode A) and NOT applying for permissions from your customers (Mode B).

Before You Start

- Make sure that the site status is **Not Handed Over**.
- Make sure you have the permission for site management, such as managing all sites and assigned sites.
- Make sure the devices are added to the site. The supported device types include security control panels, access control devices, encoding devices, video intercom devices, doorbells, Hik-ProConnect boxes, and radars.

Steps

1. Enter the handing over by sharing page.

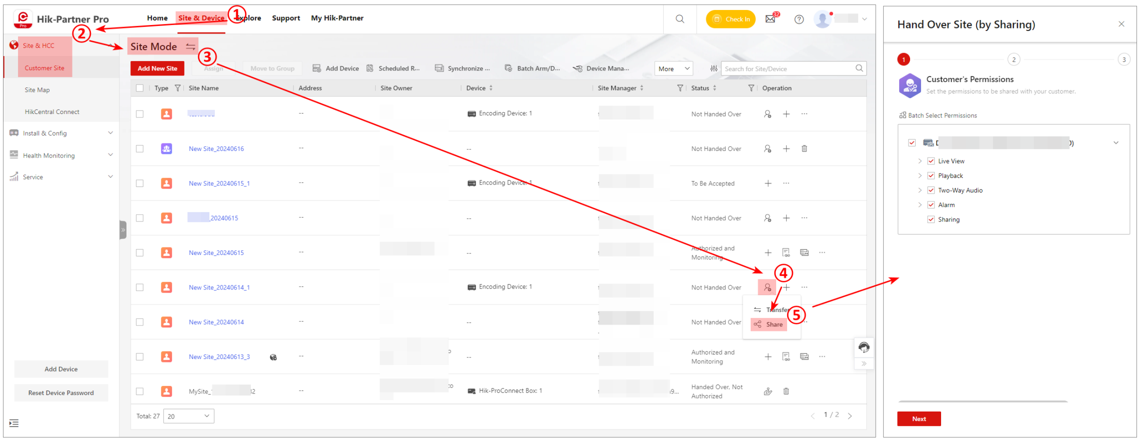


Figure 3-54 Enter the Hand Over by Sharing Page on the Portal

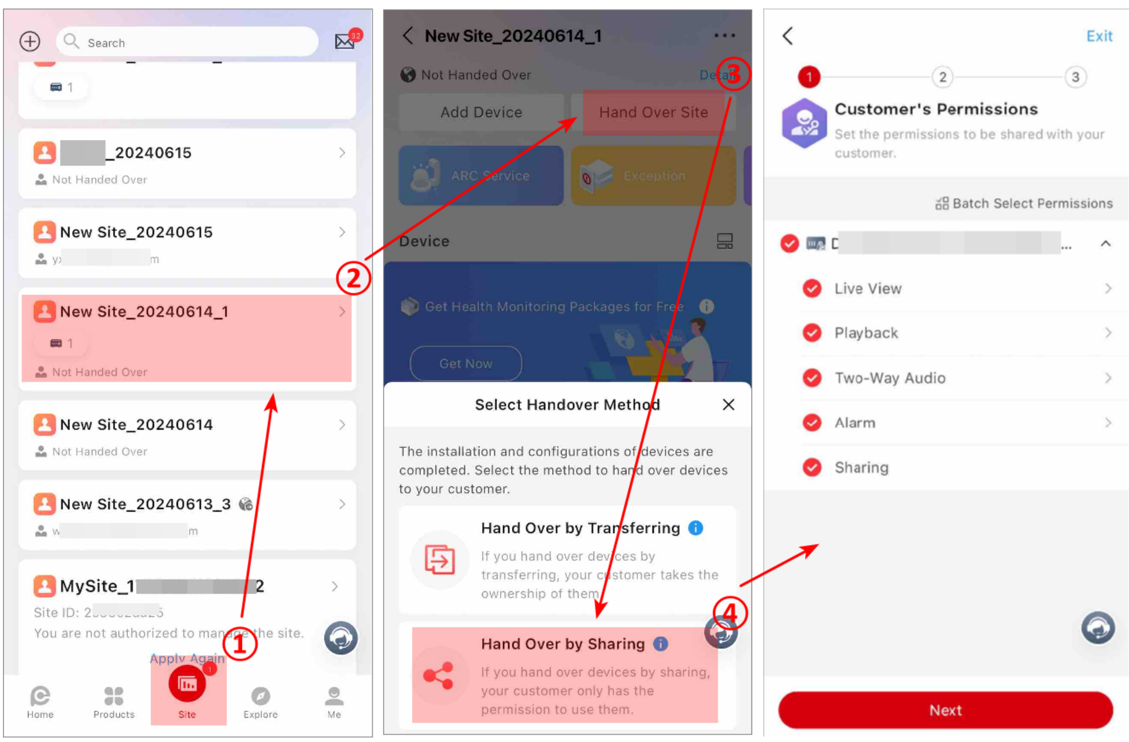


Figure 3-55 Enter the Hand Over by Sharing Page on the Mobile Client

2. Select the resources and permissions to be shared with your customer.
3. Enter the next page and decide whether to enable **I Have All Device Permissions** or not.
   - Mode A: If you need to apply for permissions from your customer, do not enable **I Have All Device Permissions**, but you need to apply for sub permissions for alarm devices (PIRCAM GIF and video clips) when the ARC service is enabled and set validity periods of live view or playback permission.

- Mode B: If you have all permissions for the devices and do not need to apply for permissions from your customer for remote maintenance, enable **I Have All Device Permissions**.

4. Enter the next page and select a method for handing over devices to only one customer or multiple customers.

Via Email or Phone Number (Both Available on the Portal and Mobile Client)	Enter the email address(es) or phone number(s) of one or multiple customers, (optional) enter the remarks (such as the reason for the handover, which your customers can view when they receive the handover via the Hik-Connect Mobile Client), and submit the application. And then your customers will receive the handover application in their email box or via short message with a download link of the Hik-Connect Mobile Client (v5.4.0 or later).
Via QR Code (Only Available on the Mobile Client)	Inform your customer(s) to download or update the Hik-Connect Mobile Client (v5.4.0 or later), and then show the QR code to your customer(s) face to face or share it via a third-party application to ask them to scan the QR code with Hik-Connect.

Note

- For Mode A, there should be a customer administrator who reviews your application for permissions. If you hand over devices to only one customer, this customer should be the customer administrator. If you hand over devices to more than one customers, you should select one customer as the customer administrator.
- One device can be shared with no more than 10 customers.

5. Inform your customers to register a Hik-Connect account first if they do not have one, log in to the Hik-Connect Mobile Client, and accept the handover.
6. **Optional:** After sites are shared, the following operations are also supported.
   - For sharings that are rejected and expired, support sharing them again.
   - For sharings that are to be accepted and accepted, support canceling sharing.
   - For sharings that are to not be accepted in Mode A, support editing customers to be shared with.
   - Supports adding new customers and new devices to the existing sharings. By default, these newly added devices will not be shared with any customer, but you can select these devices and their permissions on the customer card to share them with the corresponding customers. The customers do not need to accept the sharing once again.

3.3.3 Co-Branding: Maintain Customer Loyalty and Increase Your Brand Visibility

Follow the corresponding instructions to allow your customers to view your company information, such as company logo, email address, and phone number on the Hik-Connect Mobile Client and HikCentral Connect Portal and Mobile Client, which can help you promote awareness of your company brand, products, and services.

Effects and Benefits of Co-Branding

Effects of Co-Branding: Where Your Customers Can See Your Company Logo

- Hik-Connect: Your customers can see your company logo on the launch page, login page, Home page, About page, and service provider information page (for both personal and team modes).
- NVR/DVR: Your customer can view your company logo on the startup and live view pages of NVRs/DVRs. For NVRs/DVRs supporting co-branding, refer to the device compatibility list.

Benefits of Co-Branding

- Maintain customer loyalty
- Increase your brand visibility
- Increase potential business opportunities

Device Compatibility for Co-Branding

Check Device Compatibility for Co-Branding Using the Portal

1. Visit the Portal and scroll down to the bottom of the Portal. Click **Device Compatibility List**.

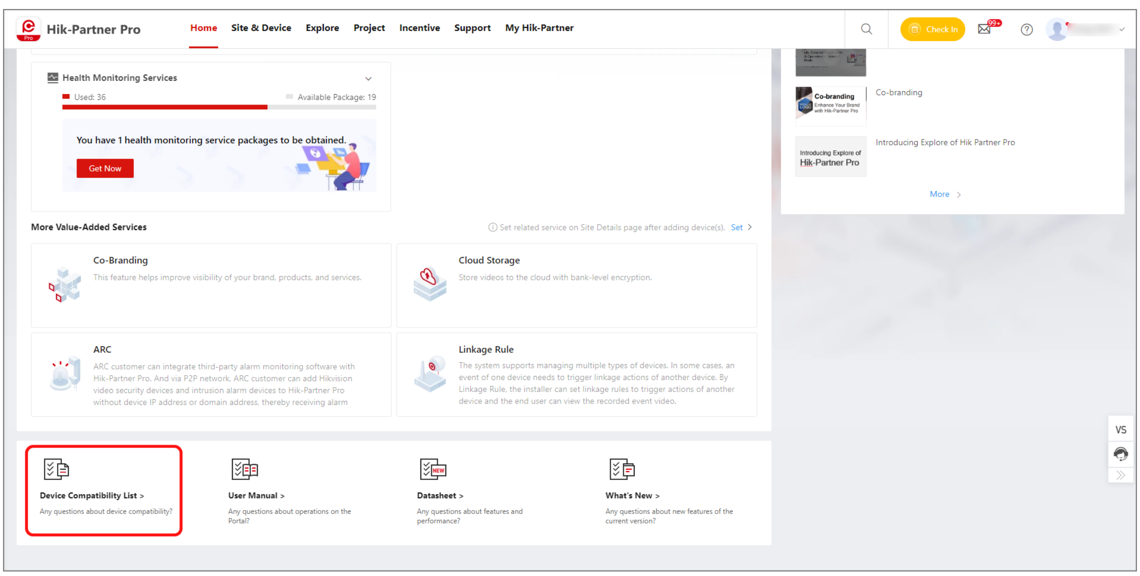


Figure 3-58 Device Compatibility List

2. Click **Compatibility List → Support Co-Branding** , and search for a NVR / DVR model to check whether it supports co-branding.

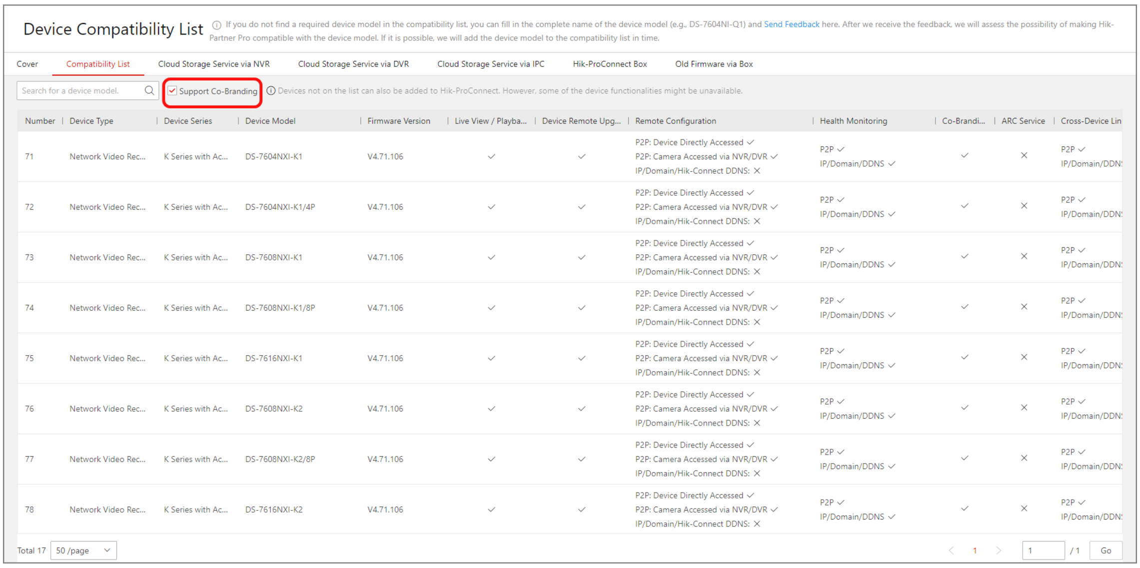


Figure 3-59 Compatibility List

Check Device Compatibility for Cloud Storage Service Using the Mobile Client

1. Log in to the Mobile Client, tap **Me → Tutorial Center** .

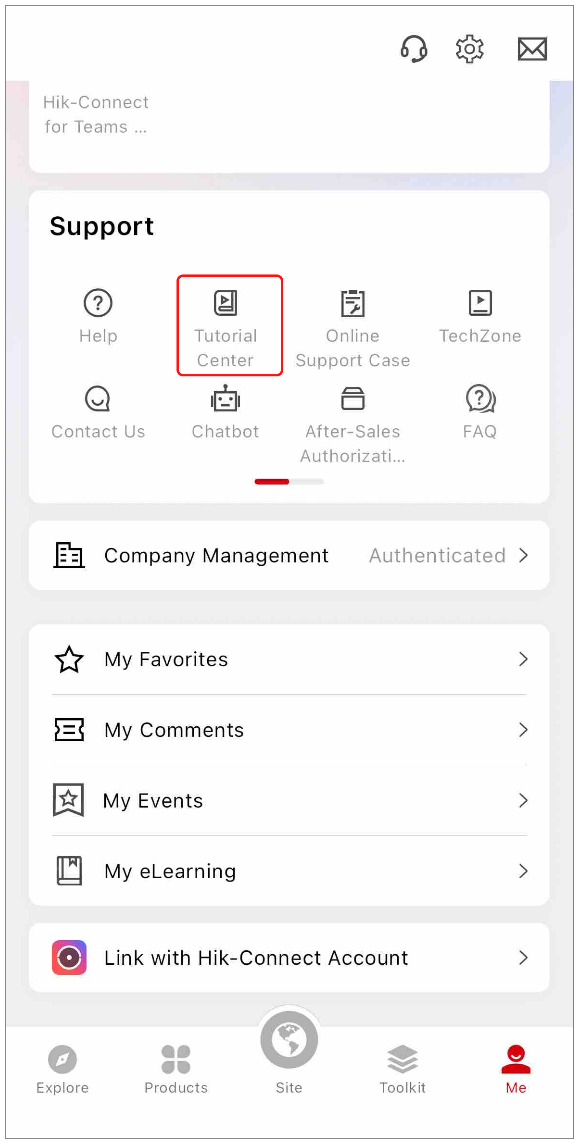


Figure 3-60 Tutorial Center

2. Tap **Technical Guidance → Hik-Partner Pro Device Compatibility List** .

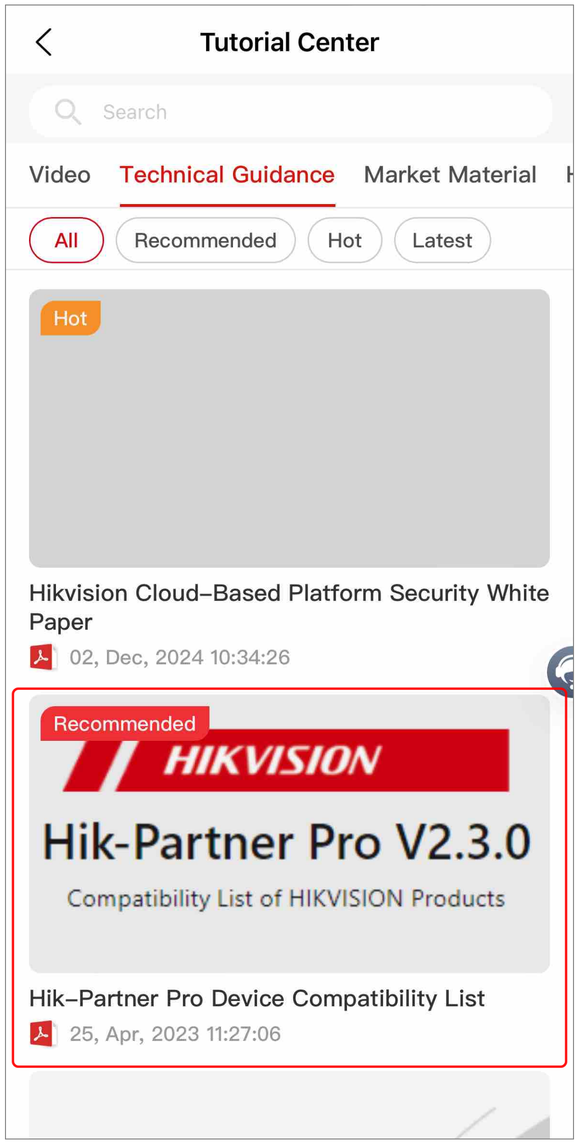


Figure 3-61 Compatibility List

3. Tap **Compatibility List →** , and search for a NVR / DVR model to check whether it supports co-branding.

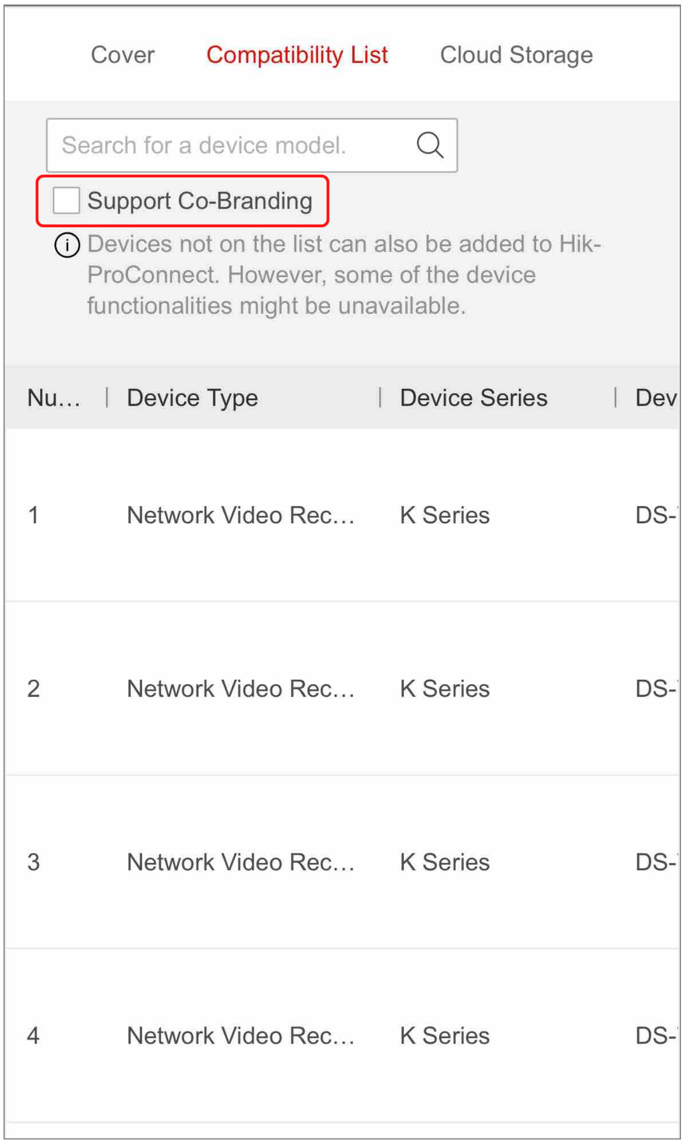


Figure 3-62 Cloud Storage Compatibility

Get Co-Branding

Ways for Getting Co-Branding for Free

Before purchasing and set up co-branding, check the following ways to get free co-branding:

1. You can redeem points for co-branding services in the ***Rewards Store*** . After that, the co-branding service will be available or its validity period will be extended if it is already available.
2. In some countries/regions, you can get the co-branding service for free for one year after ***authenticating your account*** and ***adding 3 devices via P2P*** .

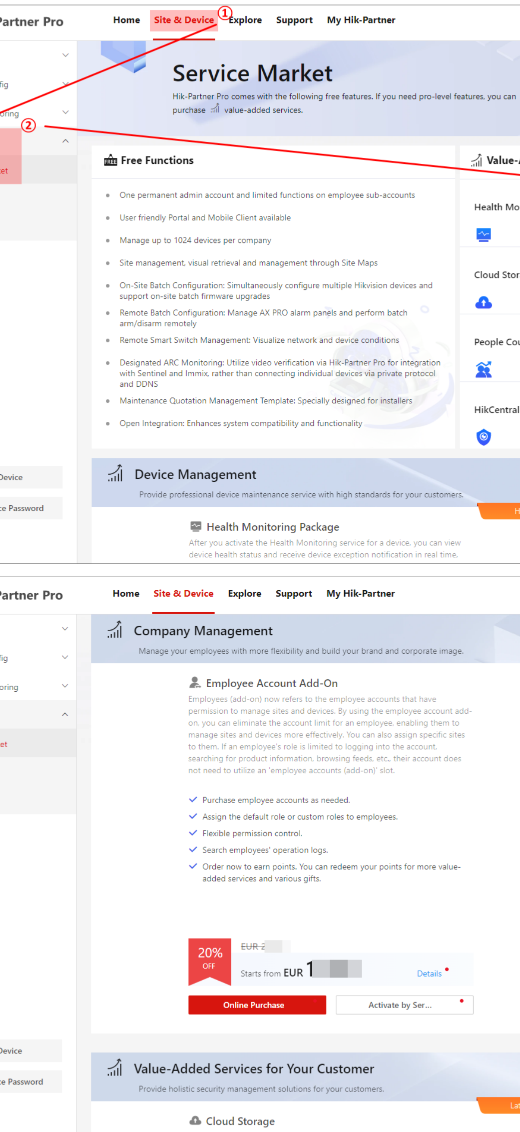
3. A window with notification about getting the co-branding service for free will pop up when your co-branding service expires in 2 months.
4. You can get the co-branding service for free after ***purchasing the annual type of health monitoring packages*** (including All Device Annual Package and Network Camera Annual Package) for the first time.

Purchase Co-Branding

Note

- Make sure you get your company authenticated.
- Purchasing co-branding services online is supported only in some countries/areas. Contact a local distributor for details.

1. Get the entry of purchasing co-branding service.



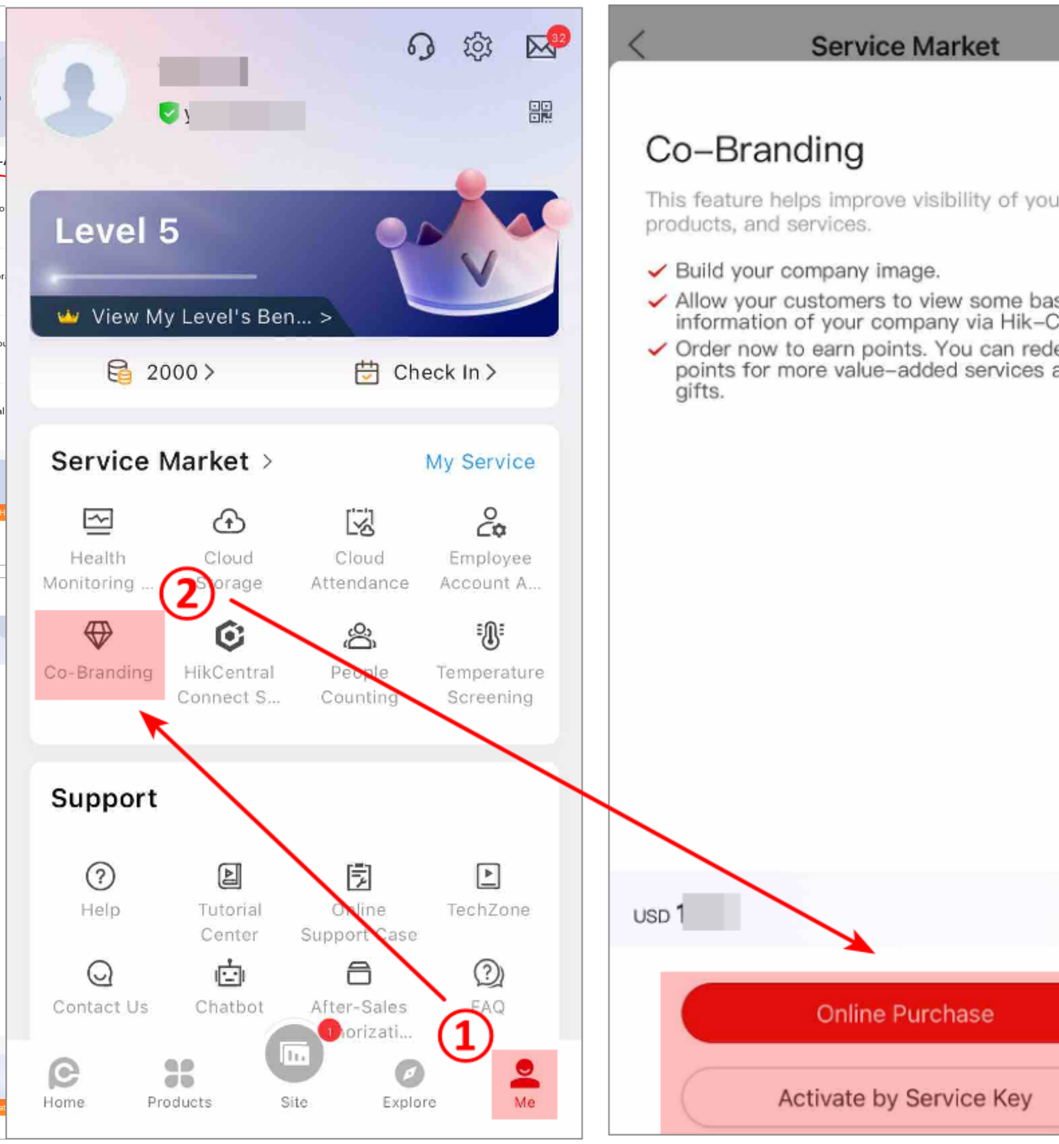


Figure 3-63 The Entry of Purchasing Co-Branding Service on the Portal

Figure 3-64 The Entry of Purchasing Co-Branding Service on the Mobile Client

2. Purchase the service in one of the following ways.

Online Purchase on the Portal	a. Specify the amount which determines the validity period, enter your VAT number, and select the payment method. b. Enter the distributor invitation code and the code from Hikvision sales.

	Note By entering the codes when you purchase services online, you may get some discounts and the distributor/reseller can ***earn some rebates*** . c. Select **Checkout** to enter the payment page and complete your payment.
Online Purchase on the Mobile Client	a. Set the service year and enter the invitation code. b. Select **Checkout** to pay for the service according to the operating system of your phone. - For iOS, sign in with your Apple ID. - For Android, go to the GCPay/PingPong payment page to complete the purchase.
Activate by Service Key on the Portal and Mobile Client	Enter a service key or multiple service keys (separated by commas) that you have purchased from distributors.

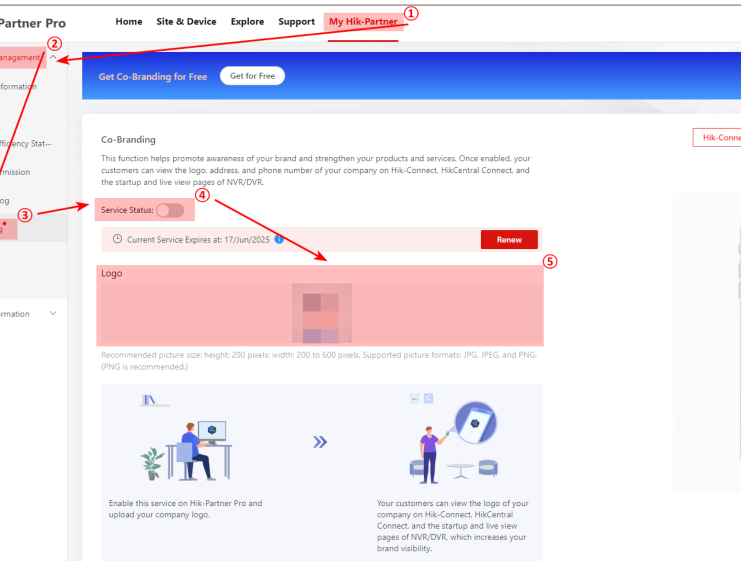
3. (Optional) Check your order details on the My Order page.

Note

For iOS, you can view only the orders made on your phone. Go to the Portal for more order details.

Enable Co-Branding

1. Enter the co-branding service page.



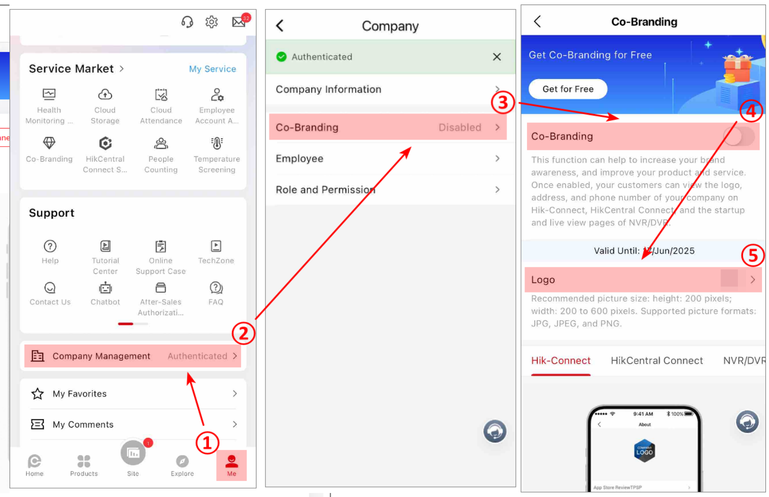


Figure 3-66 Enter the Co-Branding Service Page on the Mobile Client

Figure 3-65 Enter the Co-Branding Service Page on the Portal

2. Switch on the button to enable the co-branding service.
3. Upload your company logo in the Logo area for increased brand visibility.

Note

If no company logo is uploaded, your company name, instead of your company logo, will be displayed.

3.3.4 Group Sites to Manage Multiple Sites More Efficiently

If you need to manage individual customers from different cities, or if there is an individual customer who has many sites, such as chain stores, you can group sites by cities or group sites for such a customer who has many sites, thus managing your customers more efficiently.

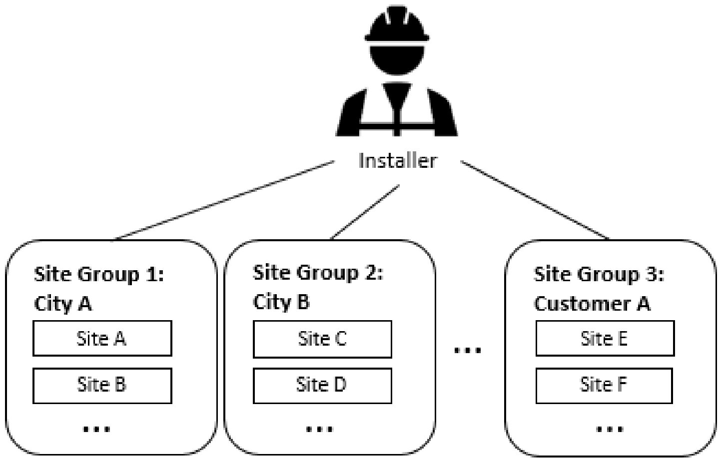


Figure 3-67 Site Grouping Scenario

There are multiple methods for you to group personal sites.

- When adding a personal site, you can create a group or select an existing group to group the new site after you enable **Move to Group**.

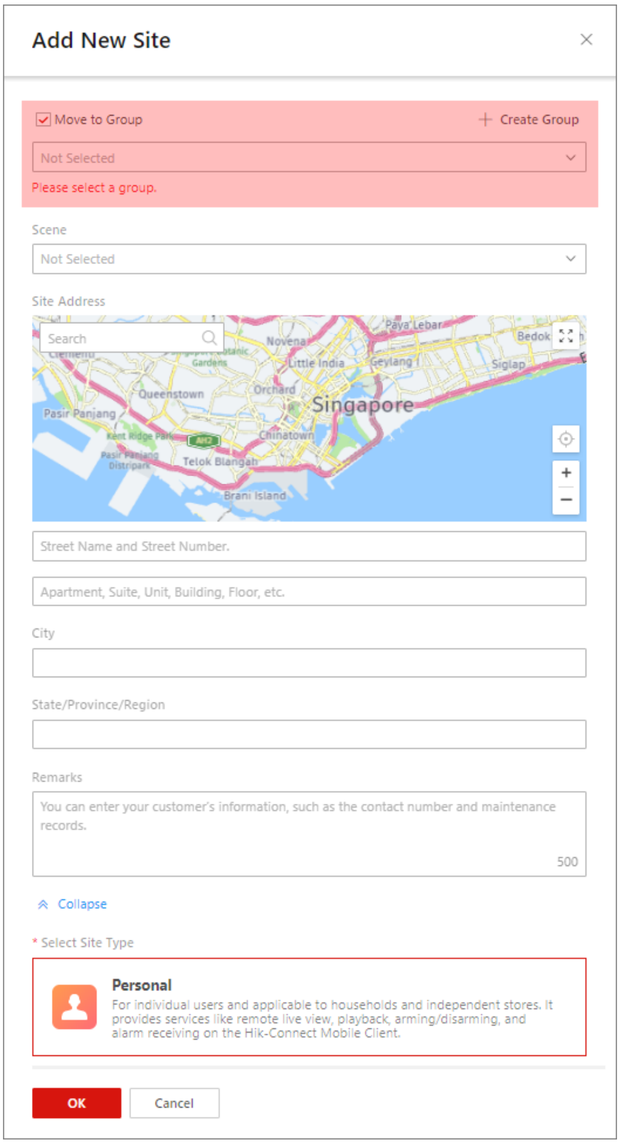


Figure 3-68 Group a Personal Site When Adding It (Portal)

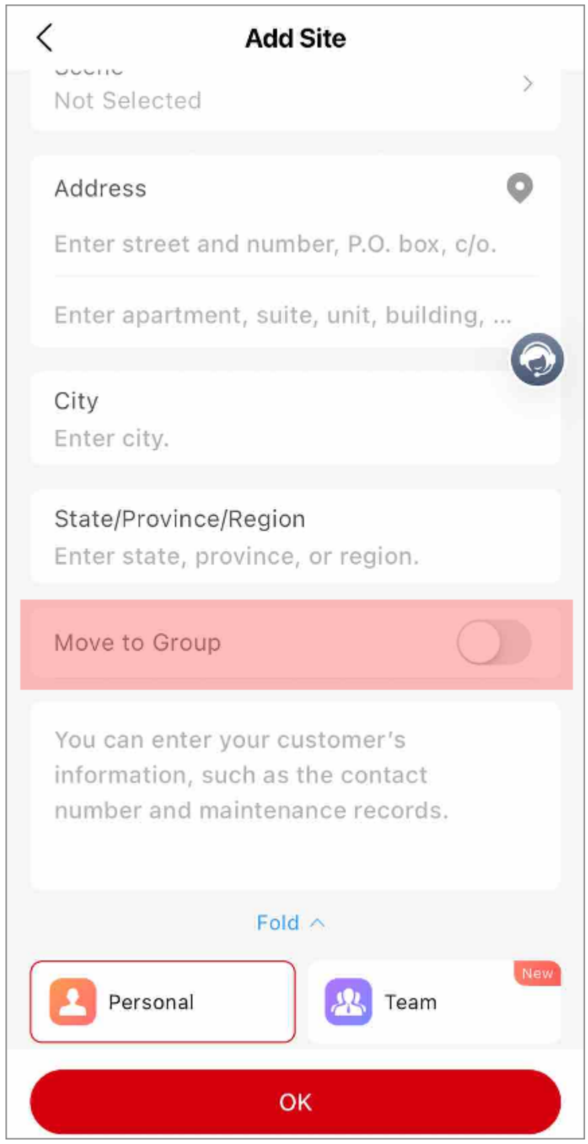


Figure 3-69 Group a Personal Site When Adding It (Mobile Client)

- If you want to group the existing personal sites, you should first create a group if there is no group and then select sites to be added to the new group.

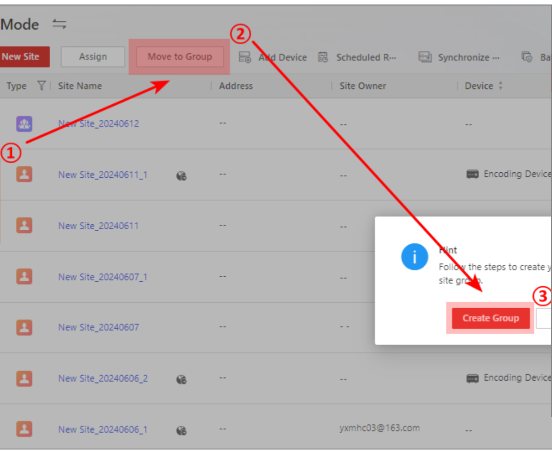


Figure 3-70 When No Site Group (Portal)

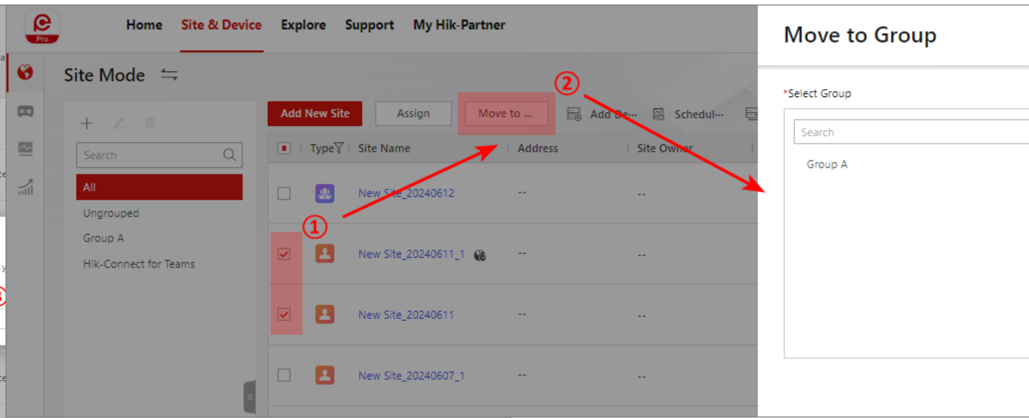


Figure 3-71 When Site Groups Exist (Portal)

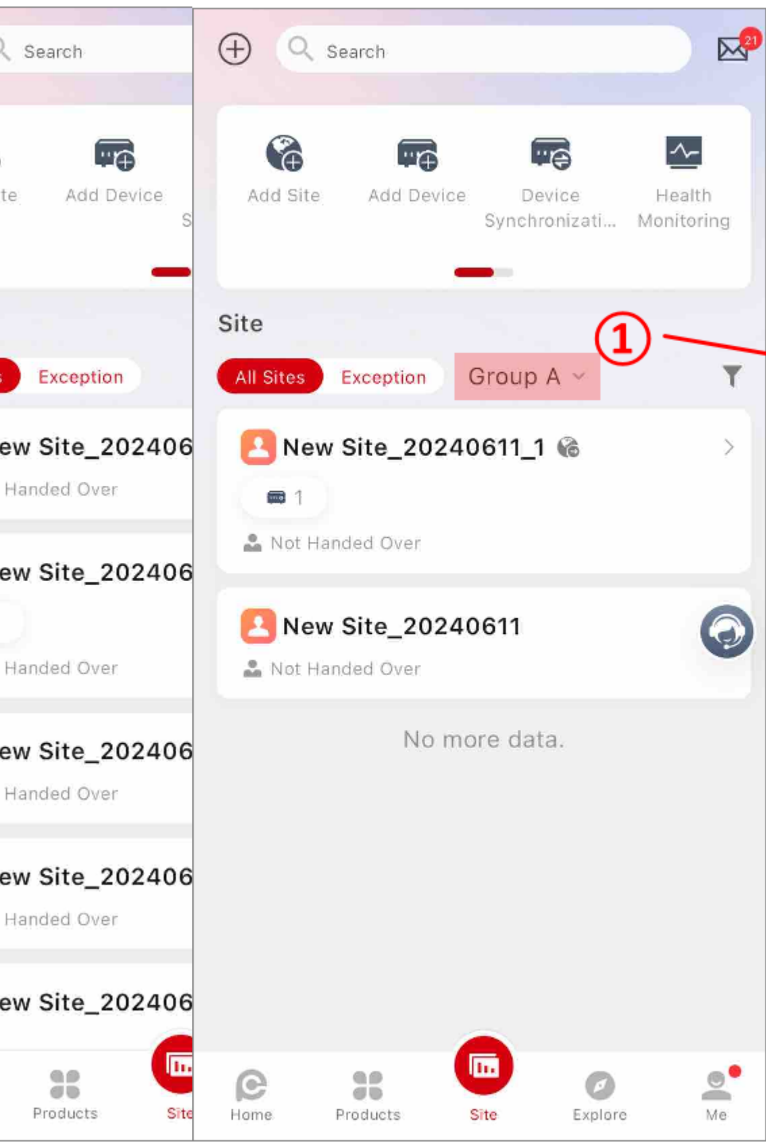


Figure 3-72 When No Site Group (Mobile Client)

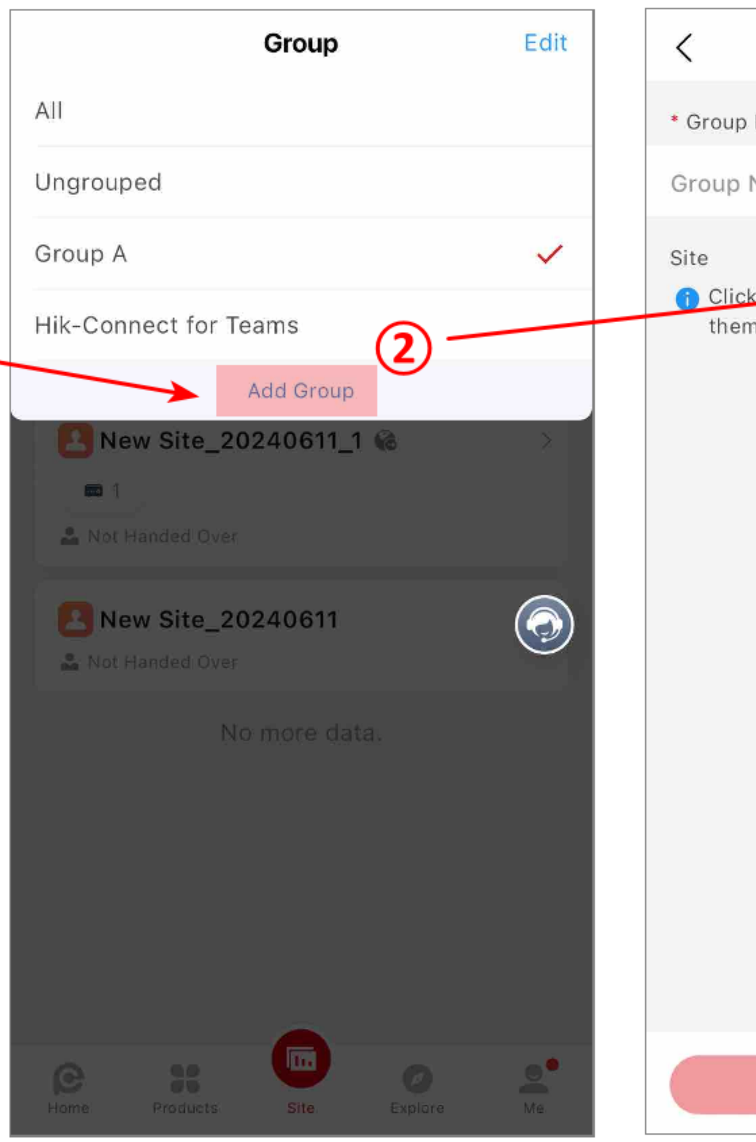


Figure 3-73 When Site Groups Exist (Mobile Client)

Note

One group can contain multiple personal sites, but one personal site can be grouped into only one group.

3.3.5 How to Move Devices from One Customer Site to Another?

You can use the Device Movement feature to move devices from one Site to another. By distributing devices to different Sites, you can manage both the Sites and devices more efficiently.

- The feature is only supported by a device matches the following conditions:
  - The original Site where the device belongs to needs to have been authorized to you.
  - The device needs to be added by Hik-Connect (P2P). The devices added by IP address / domain name are not supported.
  - The original Site and the target Site should belong to the same Site Owner.
- Once a device is moved from its original Site, you need to configure the device again because all the original device configurations will be invalid. In addition, device related configurations including the linkage rules, exception rules, ARC settings, network switch settings, people counting service, temperature screening service, cloud storage service, and cloud attendance service, etc., will be affected. You need to configure these related configurations again also.

Move Devices on Portal

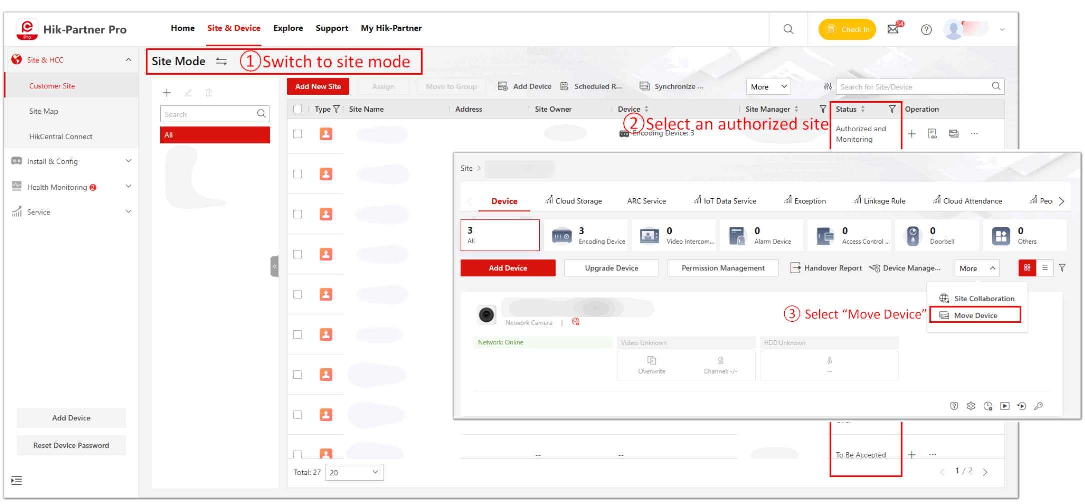


Figure 3-74 Move Device Part 1

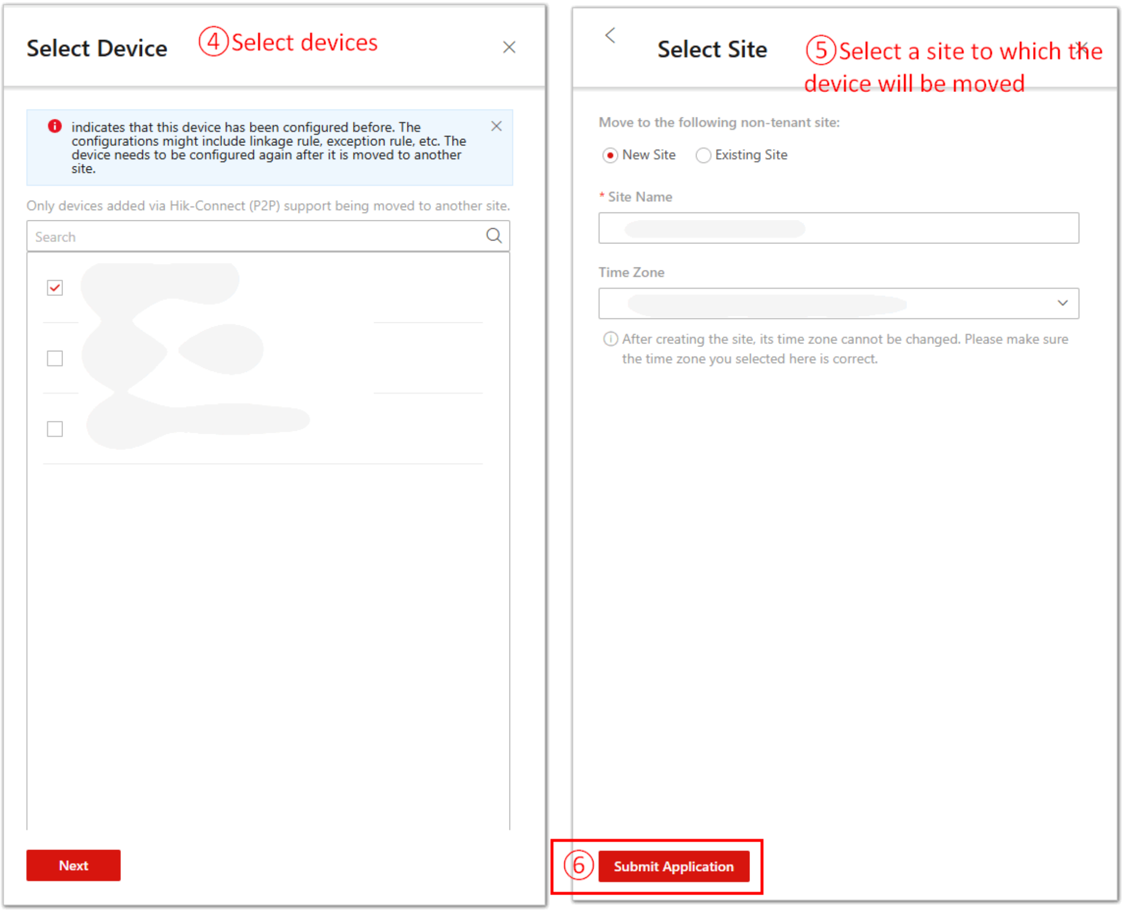


Figure 3-75 Move Device Part 2

Move Devices on Mobile Client

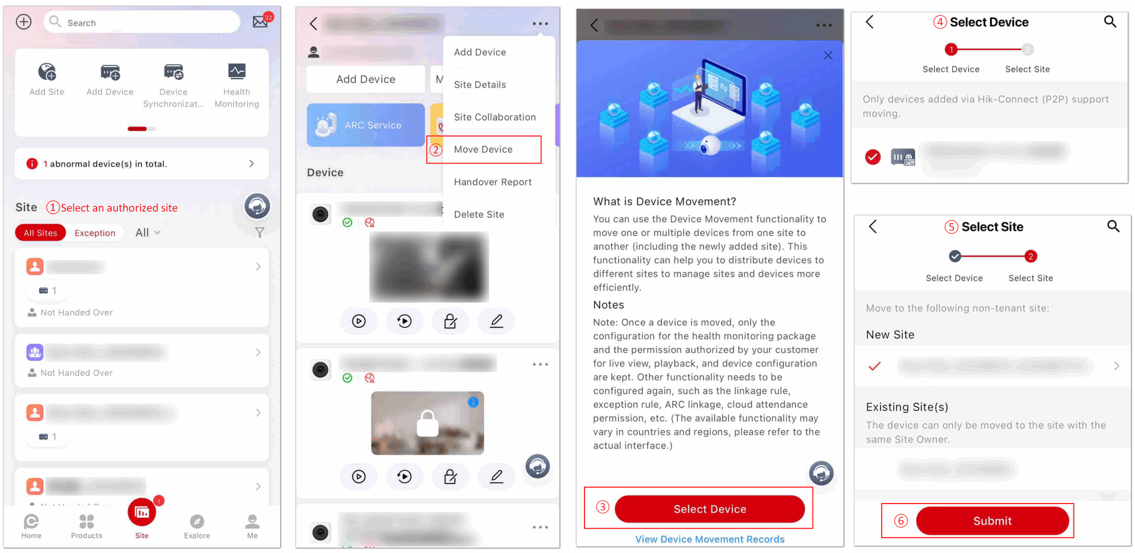


Figure 3-76 Move Devices on Mobile Client

3.3.6 How to Get a Device Management Invitation from Your Customer?

You can accept a device management invitation from your customer to manage a device that has already been added to a Hik-Connect account. In this way, the device, along with its configuration and operation permissions, can be shared with you to allow you to manage it for your customer on Hik-Partner Pro. Compared with migrating the device from Hik-Connect to Hik-Partner Pro, which requires your customer to share their Hik-Connect account name and password with you, this way is much more privacy-friendly and easier to be accepted.

To know more about the device management invitation, read the following sections:

- ***Overall Process***
- ***How Your Customer Invites You to Manage Their Device***
- ***The Email of Device Management Invitation***
- ***The Notification of Device Management Invitation***

Overall Process

If your customer (i.e., the Hik-Connect user) has already added one device to their Hik-Connect account, the customer can use the Hik-Connect Mobile Client to invite you to manage this device. Once the customer completes the invitation, an email containing the invitation information (e.g., the Hik-Connect user name and device name) and the button/link for accepting the invitation will be sent to you, and then you can accept the invitation. Invitations for device management can also be accepted via ✉ → **Business Notification** . Once you accept the invitation, the device will show on the specified site (namely, the site mentioned in the email or the notification) on Hik-Partner Pro.

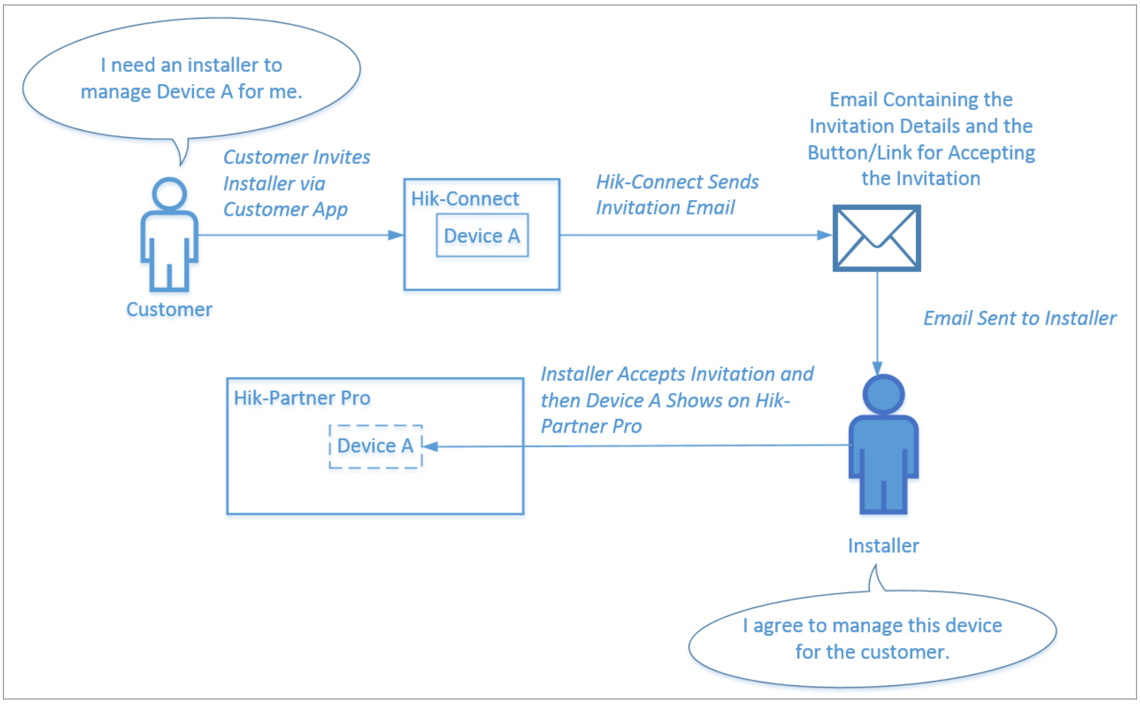


Figure 3-77 Overall Process Diagram

How Your Customer Invites You to Manage Their Device

You can go to the site list page, and then tap **Add Device → Learn More → Authorization Wizard** to open the following page to see how your customer uses the Hik-Connect Mobile Client to invite you to manage their device. It should be noted that you need to provide your Hik-Partner Pro account (email address) to your customer first to let them specify you as the Installer who manages their device.

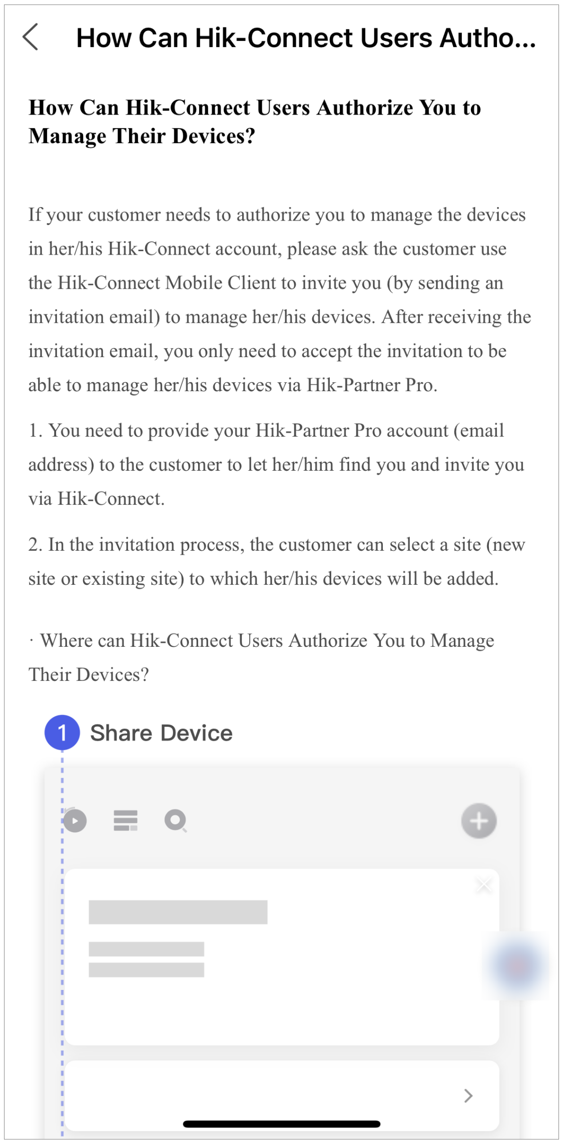


Figure 3-78 How Can Hik-Connect User Authorize You to Manage Their Device

The Email of Device Management Invitation

The email shows the invitation details including the device name, device serial number, name of the site where the device(s) is added, Hik-Connect user account, and the time of invitation. If you agree to manage the device(s) for your customer, you need to accept the invitation in three days, otherwise the invitation will be invalid.

The Notification of Device Management Invitation

The notification shows the invitation details including name of the site where the device(s) is added, device name, device serial No., the Hik-Connect user account, and the time of invitation. If you agree to manage the device(s) for your customer, you need to accept the invitation in three days, otherwise the invitation will be invalid.

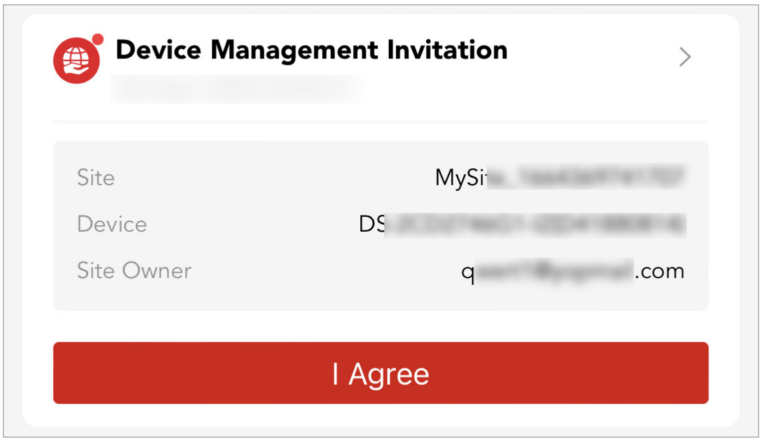


Figure 3-79 Sample Notification

3.3.7 How to Apply for Site Authorization & Device Permissions from Customers?

After handing over a site to your customer, you can apply for the permission from the customer to view the live view or playback of devices added to the site or configure the added devices. If you do not need the permissions of configuration and live view for devices, or you finish the device configuration task earlier than the planned time, you can release the permissions manually

Apply for Permission

Before You Start

Ensure that you hand over a site to your customer.

After you apply for permissions for your devices and your customer approves your application, you will be able to view the live view, playback of the device and configure device.

Steps

1. Tap **Site** to enter the site list page and tap a site.
2. Apply for device permissions.

Your Situation	Solution
Apply for permission for one device.	a. Tap a device to enter the device details page. b. In the Available Permission area, tap beside **Configuration**, **Live View**, or **Playback** to enter the Set Permission page.

Your Situation	Solution
	c. (Optional) Enter a remark. d. Tap **OK** to send the application to the customer.
Apply for permissions for multiple devices.	a. Tap **Manage Permission** on the top. b. Select the needed permissions (Configuration, Live View, and Playback) and set the validity periods ((Permanent, 1 Hour, 2 Hours, 4 Hours, or 8 Hours) respectively for different devices. **Note** You can tap **Permission** and **Validity Period** to batch set permissions and validity periods for all devices. c. (Optional) Enter a remark. d. Tap **OK** to send the application to the customer.

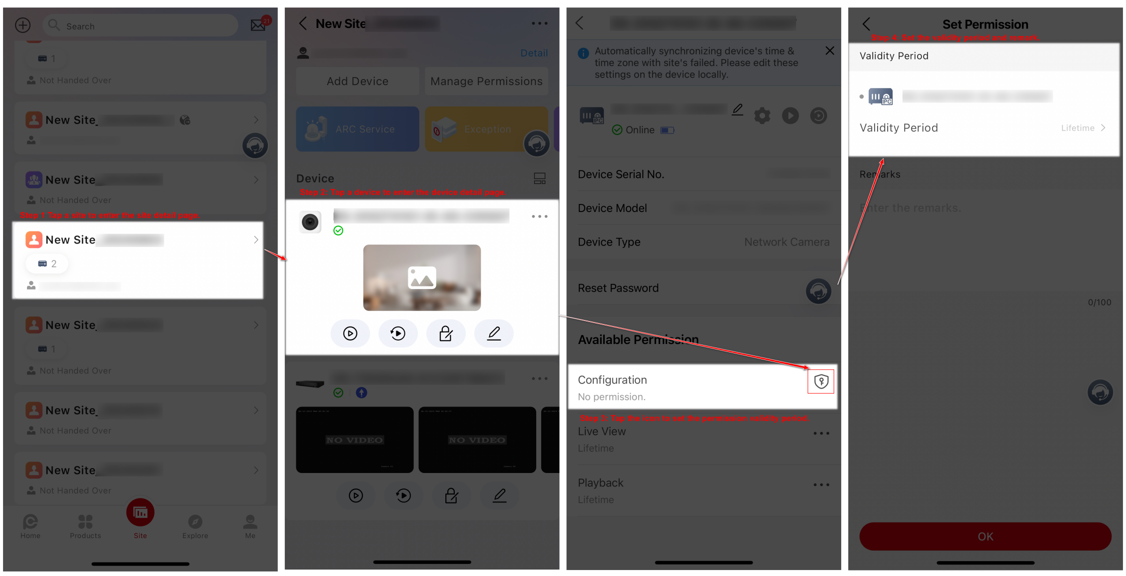


Figure 3-80 Apply for Permission for a Single Device

Release Permission

After being released, the permission will be unavailable for you. You need to apply for it again if needed. You do not have to release permission if the permission validity is **Permanent**.

Steps

1. Tap a site in the site list to enter the site details page.
2. Tap a device on the site details page to enter the device details page.
3. In the Permission area, select a permission, and tap ••• → **Release Permission** → **Release Permission**

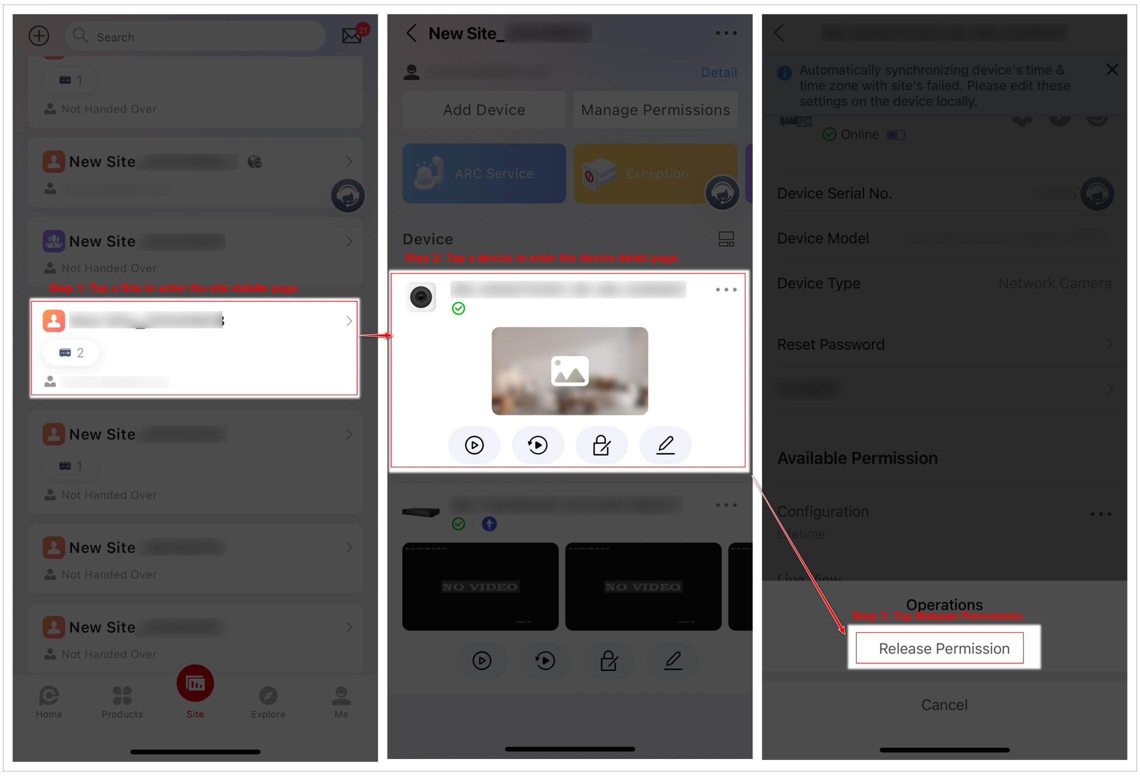


Figure 3-81 Release Permission

3.4 Manage Your Company, Employees, and Service Partners

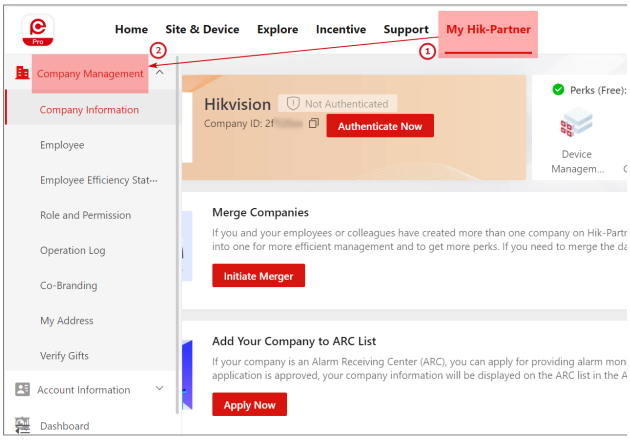


Figure 3-82 Company Management on t Portal

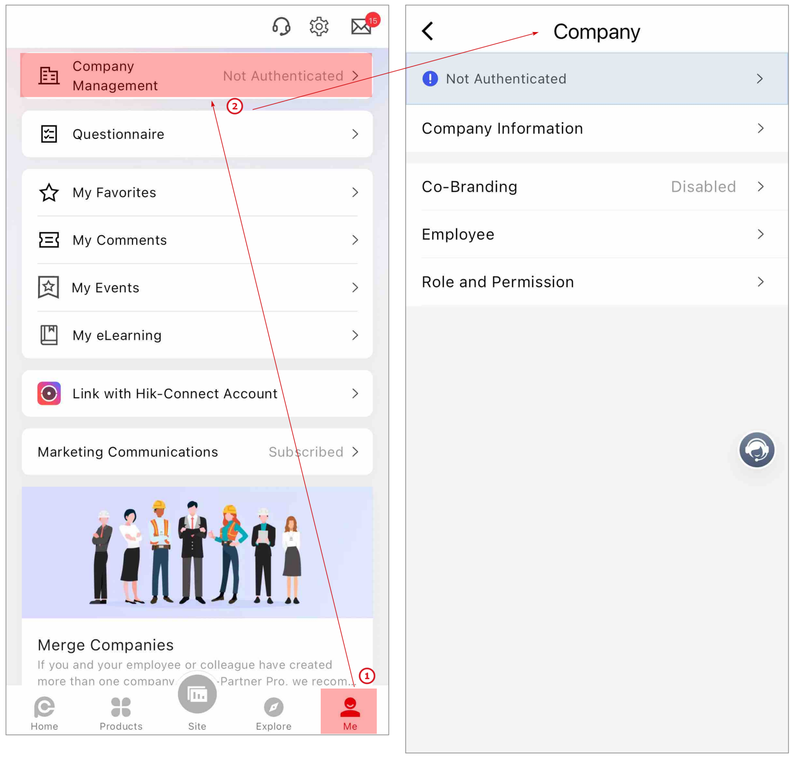


Figure 3-83 Company Management on the Mobile Client

Task	Description
Merge Your Company with Another Company	If you have created more than one Installer Admin account (company) on Hik-Partner Pro, you can merge the companies into one for more efficient management and to carry on your business smoothly (you may have encountered the problem that your second registered account/company cannot be authenticated).
Add Employees to Your Company and Remove Account Limit with Add-On	Add employees to your company, and if you want the employees to be able to manage

Task	Description
	devices, purchase the employee account add-on.
Collaborate with an ISP/MSP on Site for Device Installation or Maintenance	Collaborate with installation and maintenance service partners to add, hand over, and maintain the devices.

3.4.1 Authenticate Company to Use More Features

After Installer Admin registration, you can authenticate your company to purchase value-added services and use more features on Hik-Partner Pro.

You need to fill in all the required fields and submit the online application to authenticate your company. After your application is approved, you will be notified via push notification and email.

Note

The required fields vary depending on your region/country.

Authenticate Your Company Using the Portal

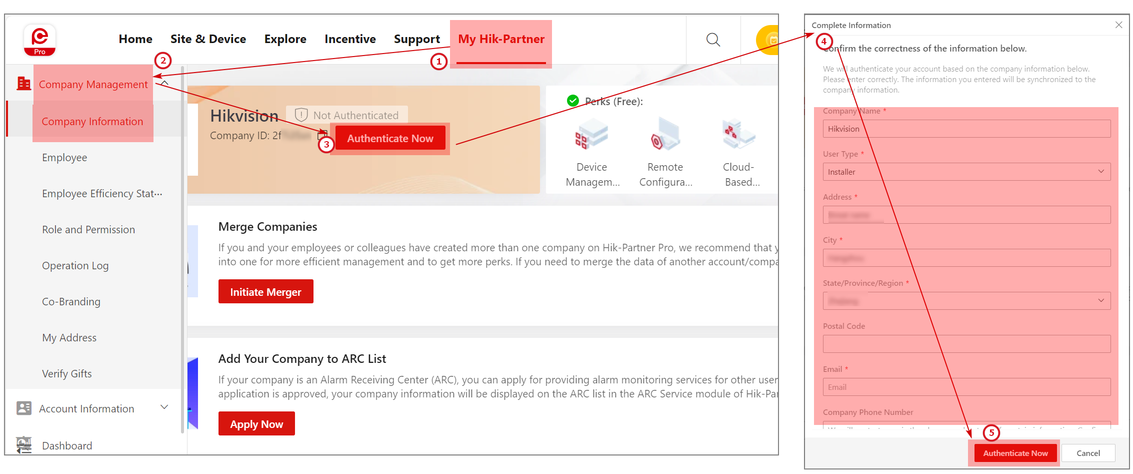


Figure 3-84 Authenticate Your Company Using the Portal

Authenticate Your Company Using the Mobile Client

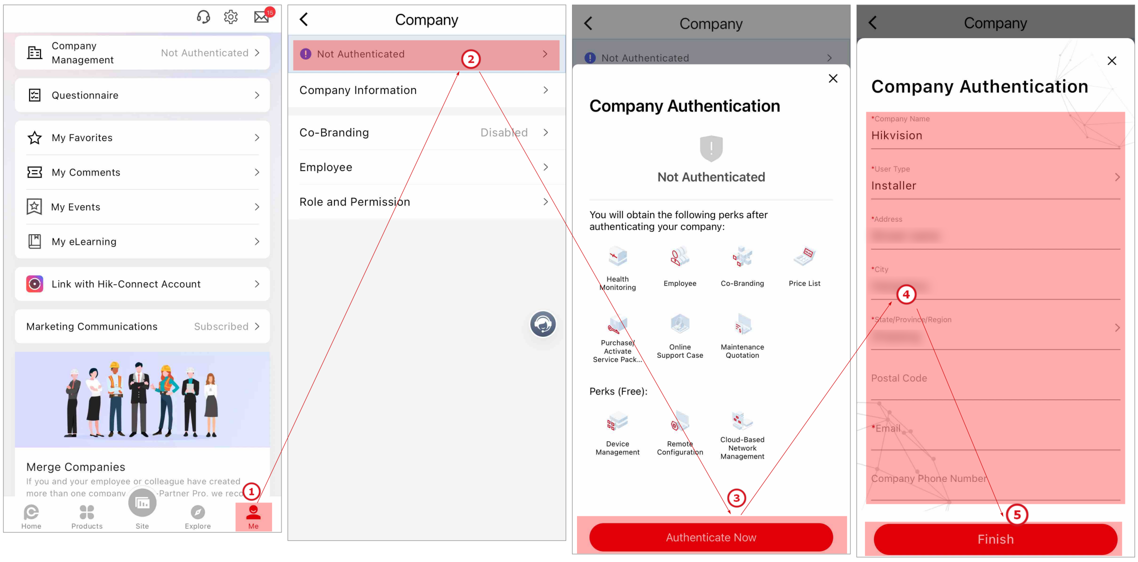


Figure 3-85 Authenticate Your Company Using the Mobile Client

3.4.2 Add Employees to Your Company and Remove Account Limit with Add-On

Step 1: Add Employees: Company Invites Employees or Employees Self-register Accounts

Company Invites Employees Using the Portal

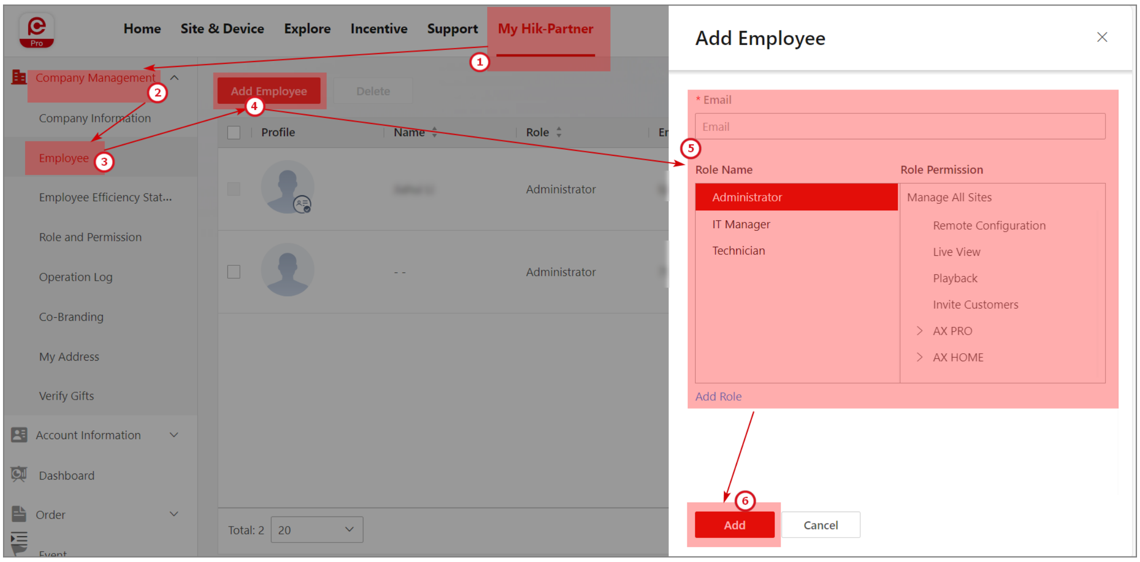


Figure 3-86 Company Invites Employees on the Portal

Company Invites Employees Using the Mobile Client

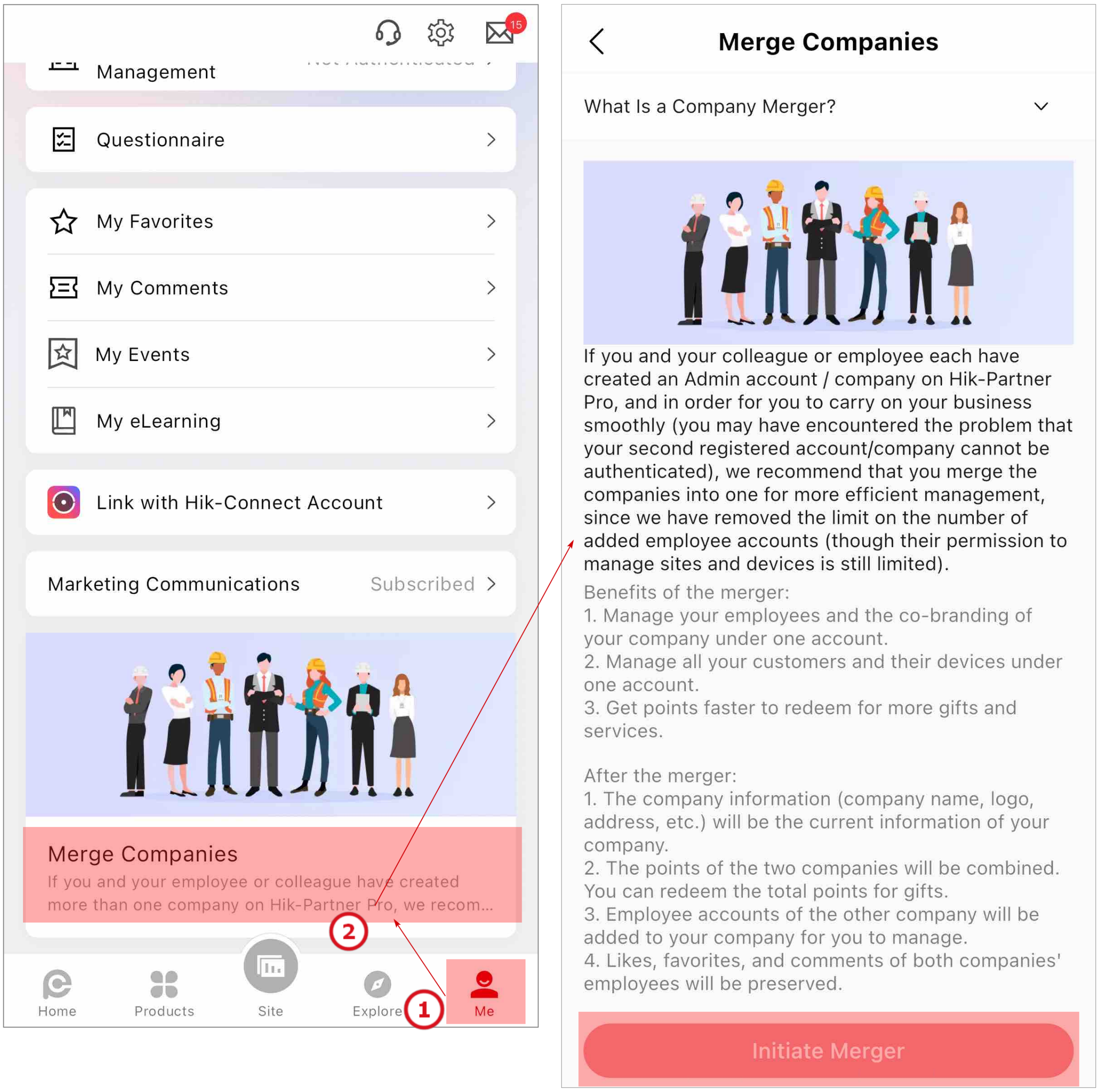


Figure 3-87 Company Invites Employees Using the Mobile Client

Step 2: Employees Accept Registration Invitations or Self-register Accounts

Accept Registration Invitations	After you are invited to register the Installer account, you will receive an email containing the link for registration.
Self-register Accounts Without Invitations	If there are companies with names similar to the company name you enter on the registration page, these companies will be listed, and you can apply to join one of them.

Step 3: (Optional) Add Role and Permissions

Add Role and Permissions Using the Portal

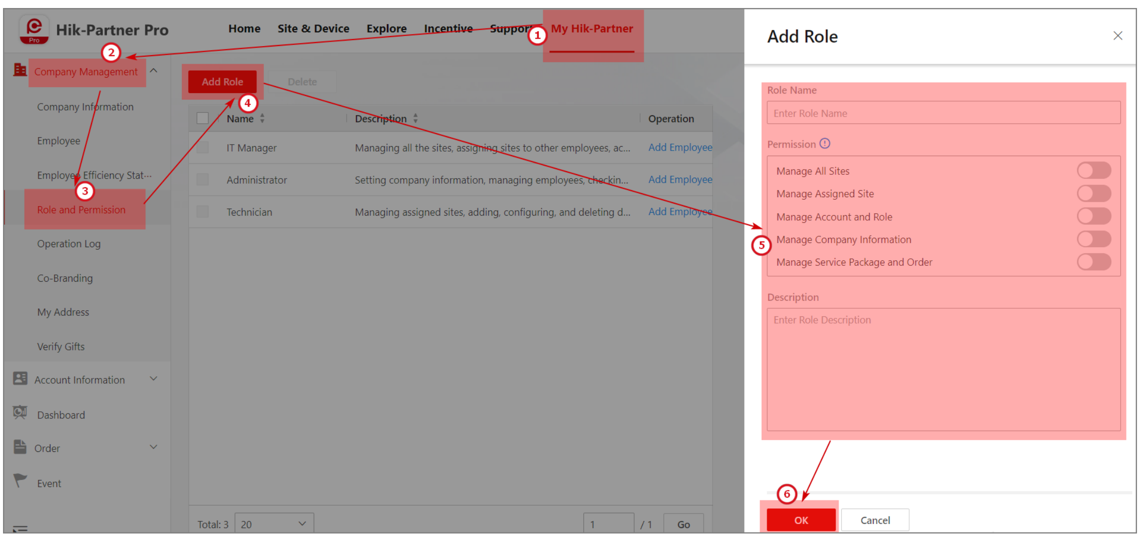


Figure 3-88 Add Role and Permissions Using the Portal

Add Role and Permissions Using the Mobile Client

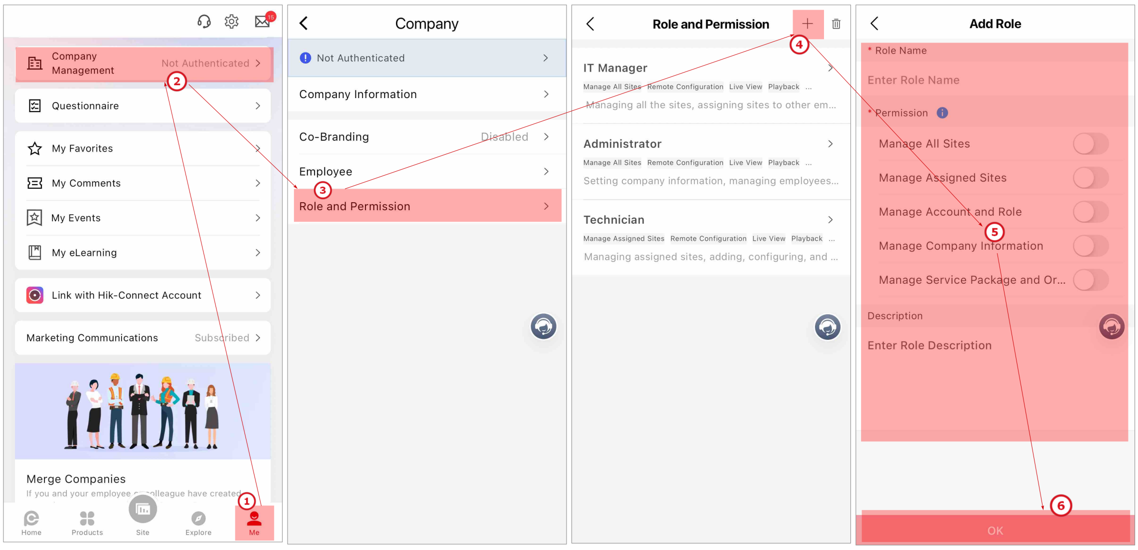


Figure 3-89 Add Role and Permissions Using the Mobile Client

Step 4: (Optional) Purchase Employee Account Add-On

The employee account add-on is for removing the Installer account limit so they can manage sites and devices.

Purchase Method	Description
Purchase Online	Select the item types and quantities, and directly pay for your order online via the Portal or Mobile Client.
Activate by Service Key	Purchase and pay for the items offline at your distributor/dealer, where you get a service key.

Note

Supported purchase methods vary depending on your region/country.

Purchase Employee Account Add-On Using the Portal

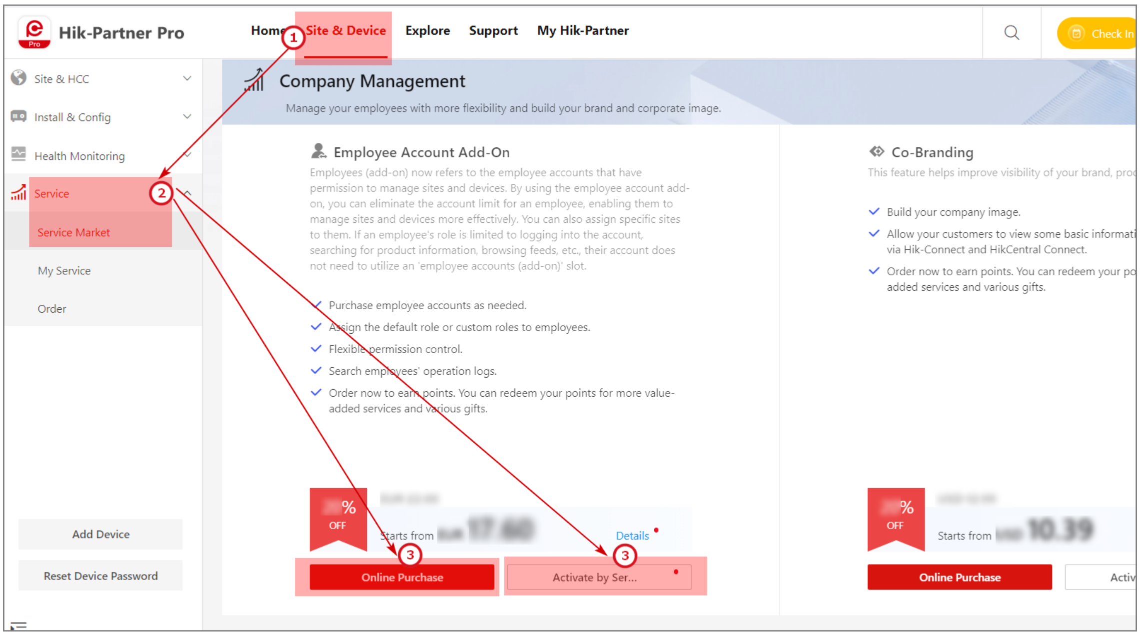


Figure 3-90 Purchase Employee Account Add-On Using the Portal

Purchase Employee Account Add-On Using the Mobile Client

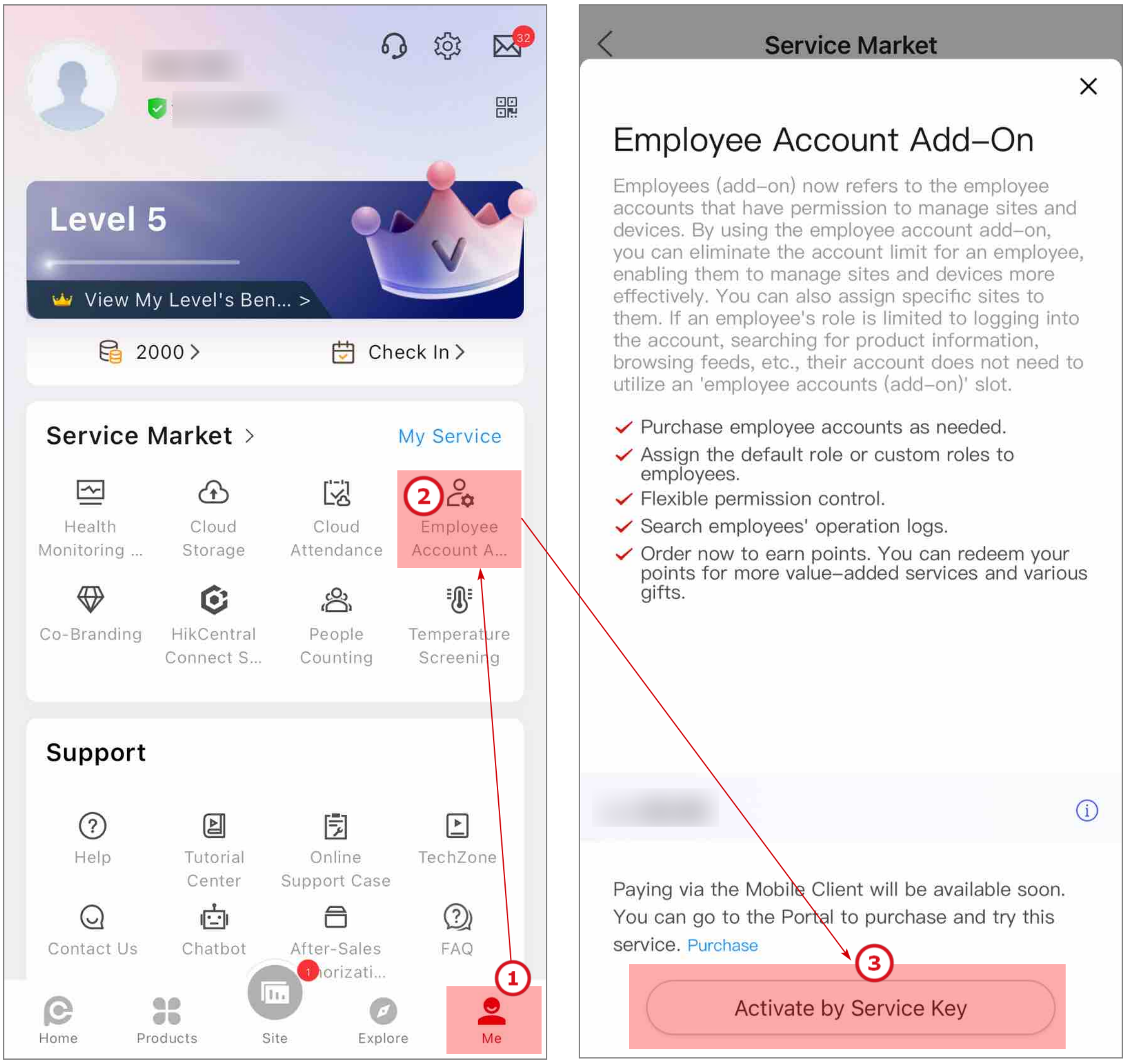


Figure 3-91 Purchase Employee Account Add-On Using the Mobile Client

Step 5: (Optional) Remove Account Limit to Allow Employees to Manage Devices

Note

Remove Account Limit and **Enable Employee Account** are different. The former is to allow the employees to manage the devices, which requires the employee account add-on. The latter is to allow the employees to log in their accounts, which does not need an 'employee account add-on' slot.

Remove Account Limit Using the Portal

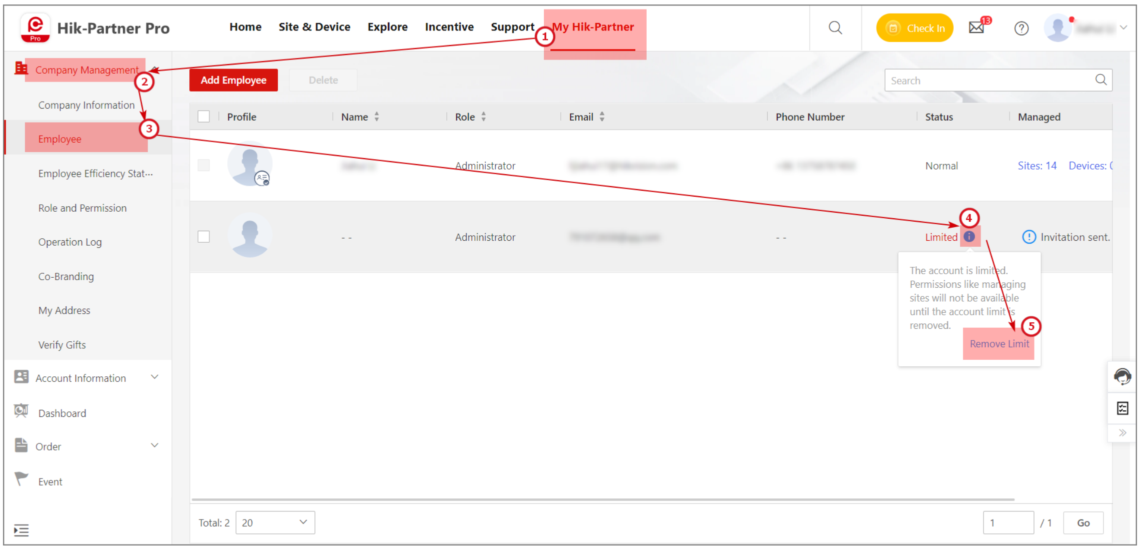


Figure 3-92 Remove Account Limit Using the Portal

Remote Account Limit Using the Mobile Client

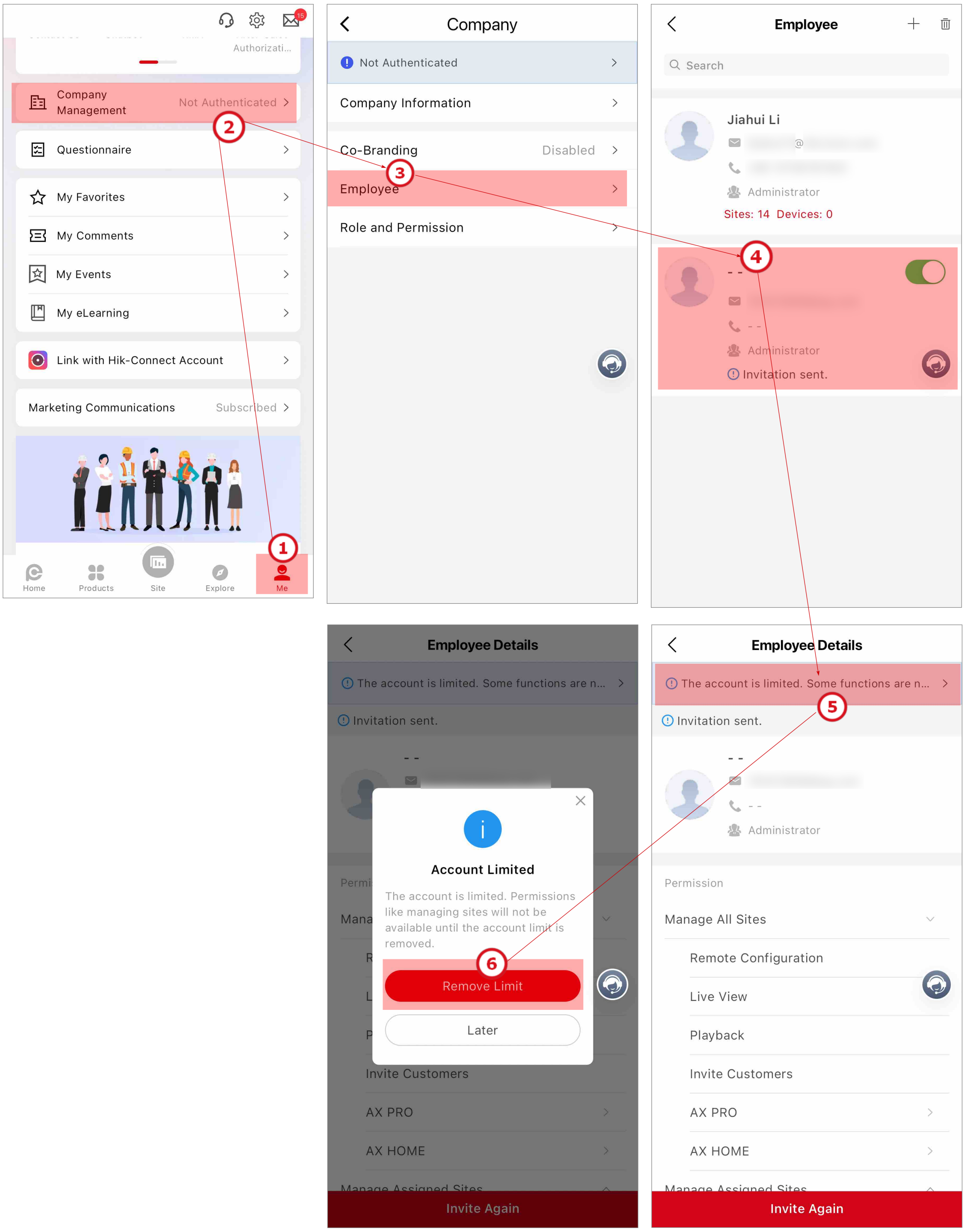


Figure 3-93 Remote Account Limit Using the Mobile Client

3.4.3 How to Configure Azure AD Login and Log In to Hik-Partner Pro via Azure AD

You can configure Azure AD login for auto syncing accounts in your Azure AD, so users can log in to Hik-Partner Pro using the accounts in Azure AD.

Note

- Microsoft has renamed **Azure AD** to **Microsoft Entra ID**.
- This feature is only available in some regions and countries.

Applicable Scenario

- You are using or about to use the Azure AD (Microsoft Entra ID) system, for managing your company's accounts.
- You need to use Hik-Partner Pro to manage your security business and customers' devices, and log in to Hik-Partner Pro using the accounts in your Azure AD. When changes occur to the accounts in your Azure AD (entry and exit of employees), you need it to be auto synced to Hik-Partner Pro.

If you have the above demands, you can configure the Azure AD login in Hik-Partner Pro according to the steps below.

Note

This feature is supported by SAML/SCIM, which is generally considered more secure than OAuth / OpenID Connect of Azure AD B2C.

Table 3-13 Overall Process of Azure AD Login Configuration

Steps	Instructions
1. Create your enterprise application in Azure AD.	***Step 1: Create an Enterprise Application in Azure AD***
2. Configure SAML SSO.	***Step 2: Configure SAML SSO***
3. Configure Accounts Sync (SCIM)	• ***Step 3: Configure Accounts Sync*** • ***Limitations***
4. Log in to Hik-Partner Pro using the accounts in Azure AD.	***Step 4: Log In to Hik-Partner Pro Using Accounts Synced from Azure AD***

Step 1: Create an Enterprise Application in Azure AD

1. Log in to Azure AD, select **Enterprise applications**
   .

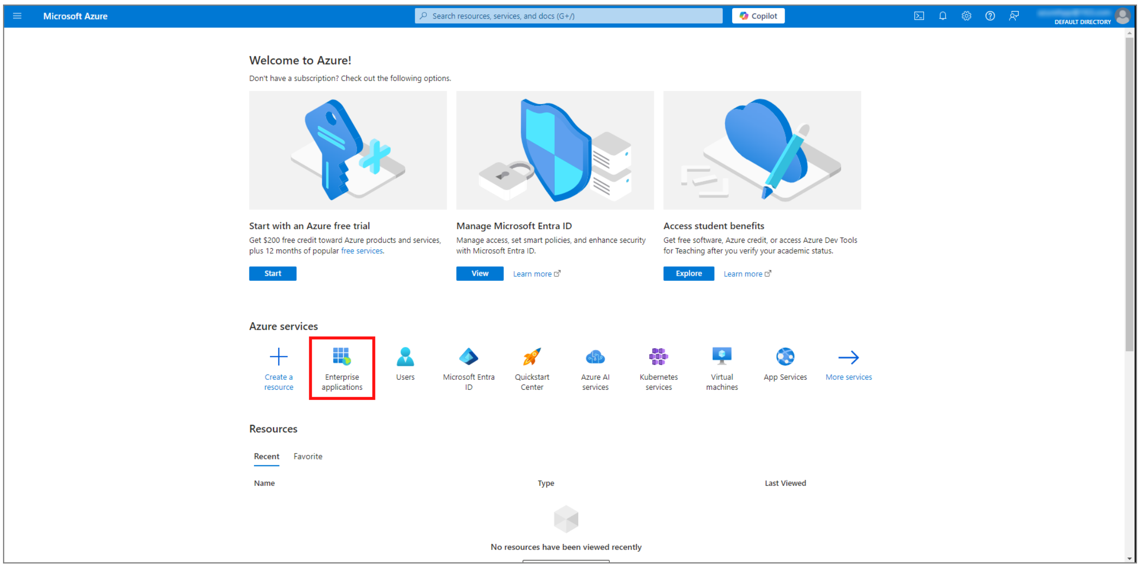


Figure 3-94 Enterprise applications

2. Click **New application**.

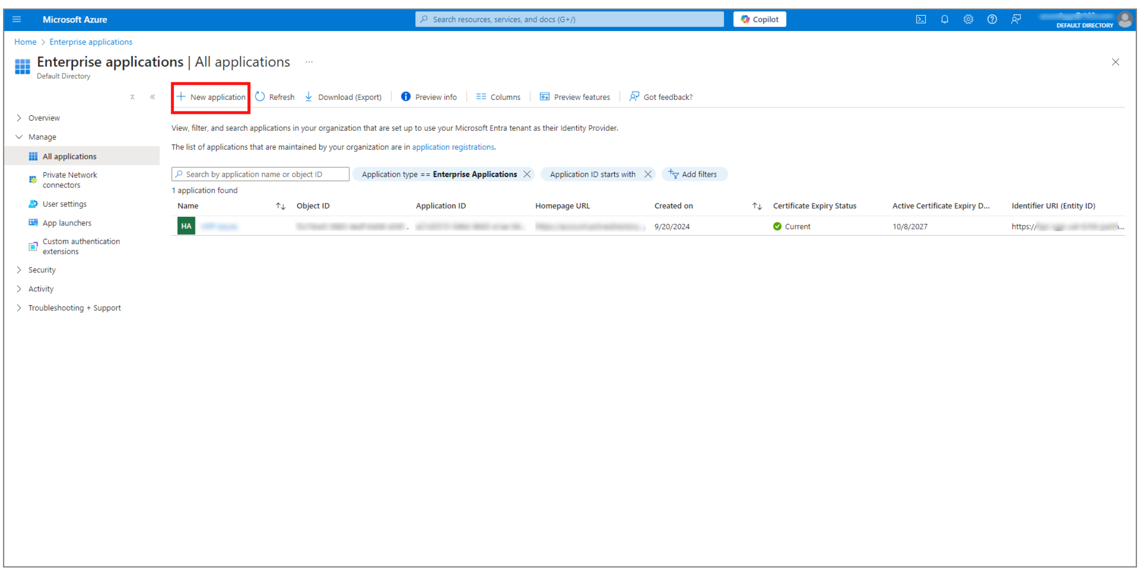


Figure 3-95 New application

3. Click **Create your own application**.
4. Set the name of your app, select **Integrate any other application you don't find in the gallery (Non-gallery)**, and click **Create**.

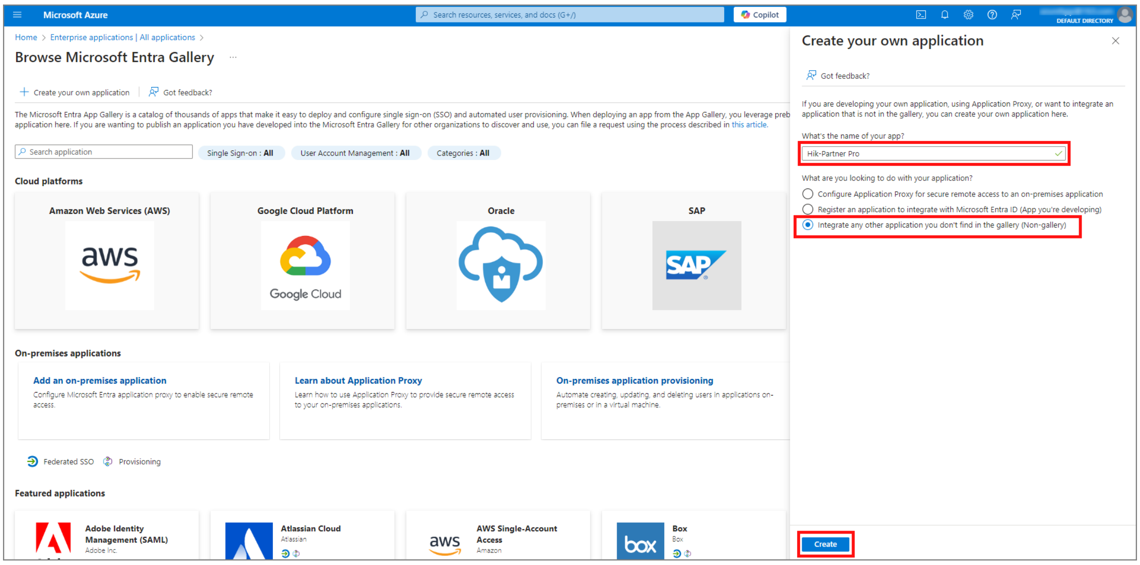


Figure 3-96 Create your own application

Step 2: Configure SAML SSO

1. Enter the enterprise application you create, select **Set up single sign on**.

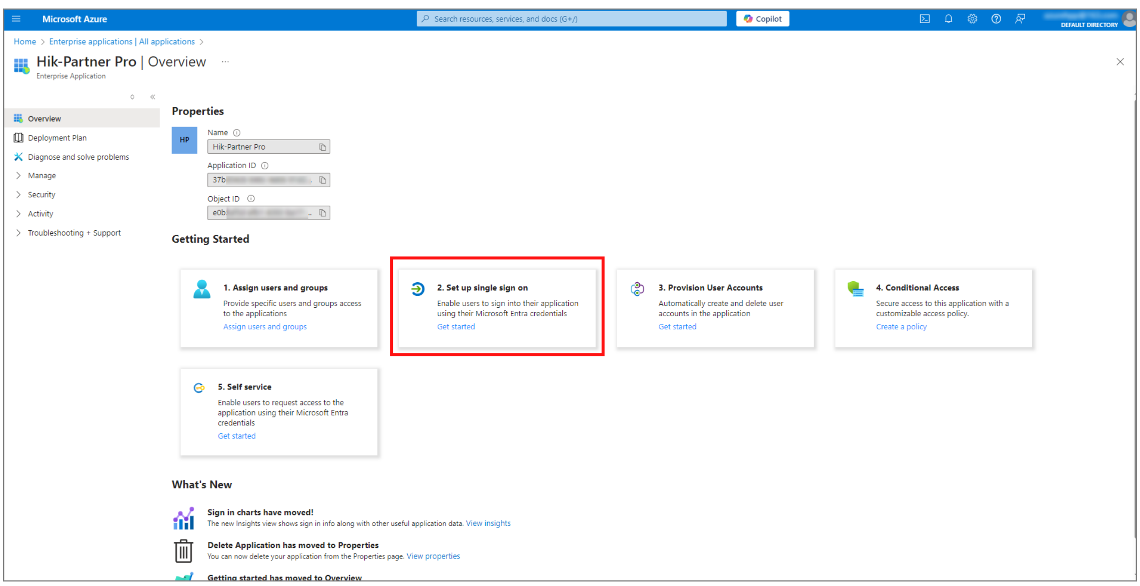


Figure 3-97 Set up single sign on

2. Select **SAML** as the single sign-on method.

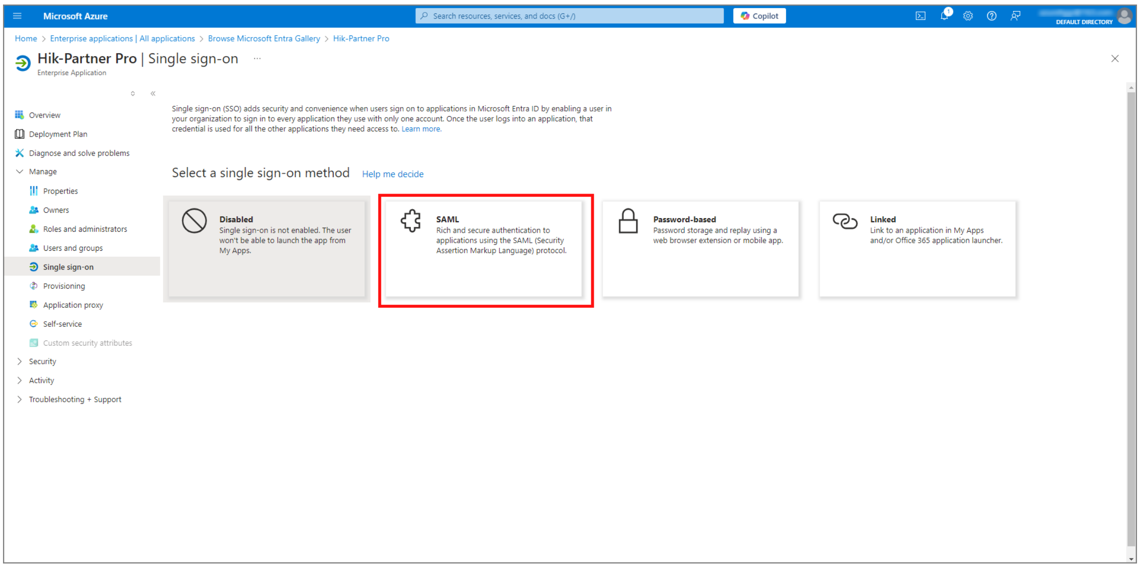


Figure 3-98 SAML Method

3. Set up the single sign on.
   a. Log in to the Hik-Partner Pro Portal, go to **My Hik-Partner → Company Management → Azure AD Login** , and click **Configure**.

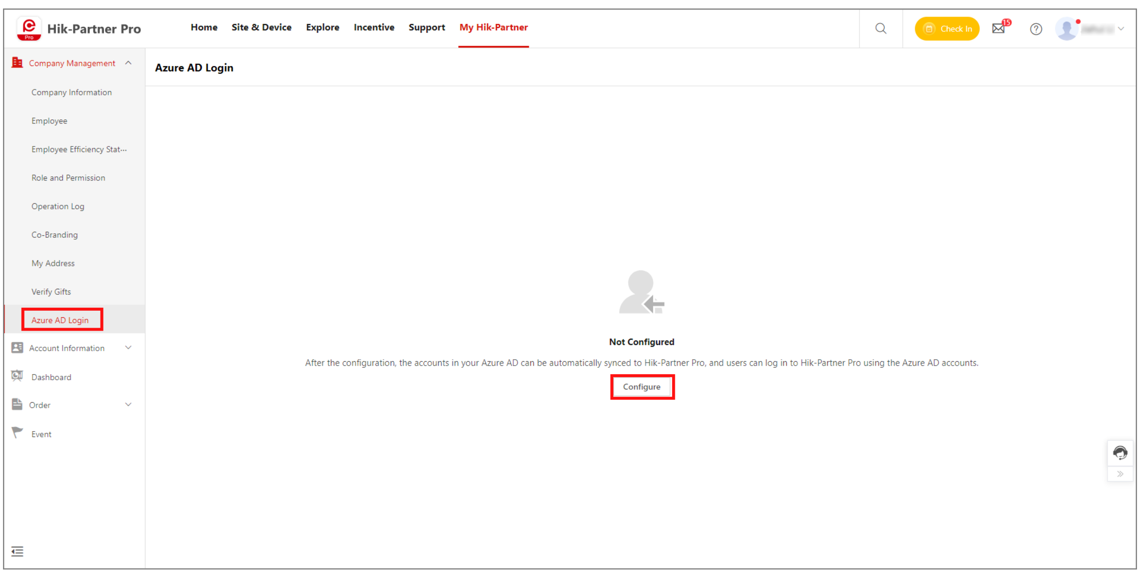


Figure 3-99 Azure AD Login Configuration on Hik-Partner Pro

   b. Click 📄 to copy the **Entity ID** and **Reply URL**.

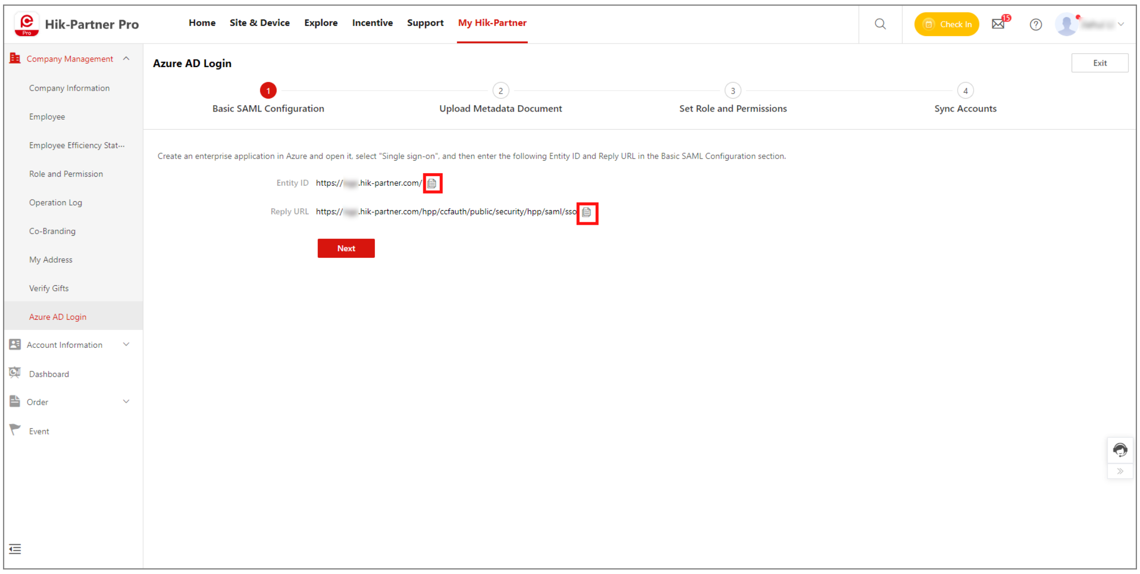


Figure 3-100 Copy Entity ID and Reply URL

c. Enter the **Entity ID** and **Reply URL** to the **Basic SAML Configuration**. Click **Save**.

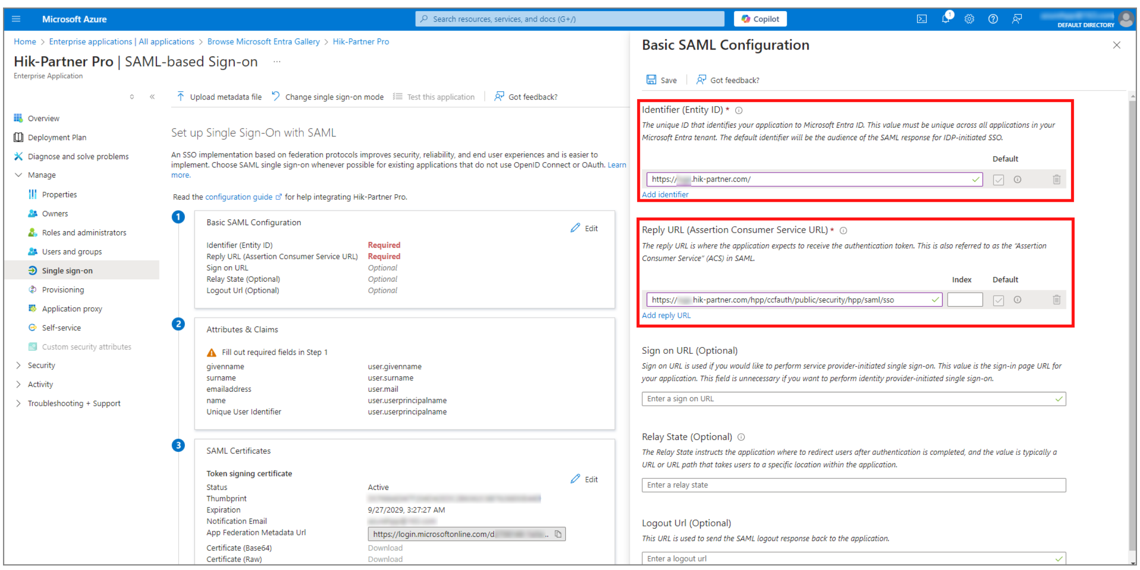


Figure 3-101 Enter Entity ID and Reply URL in Basic SAML Configuration

4. Download the federation metadata XML document from Azure AD, and upload it to Hik-Partner Pro.
   a. Click **Download** to download the federation metadata XML document on the **SAML-based Sign-on** page.

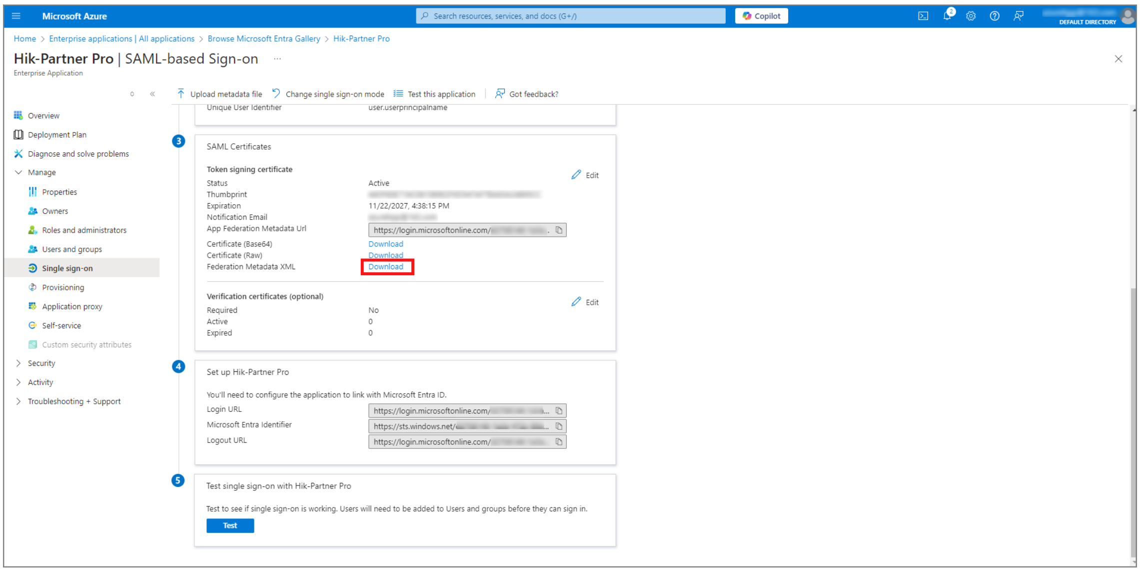


Figure 3-102 Download metadata XML

b. Go back to Hik-Partner Pro, click **Next** to go to the step **Upload Metadata Document**, and click **Upload** to upload the downloaded XML file.

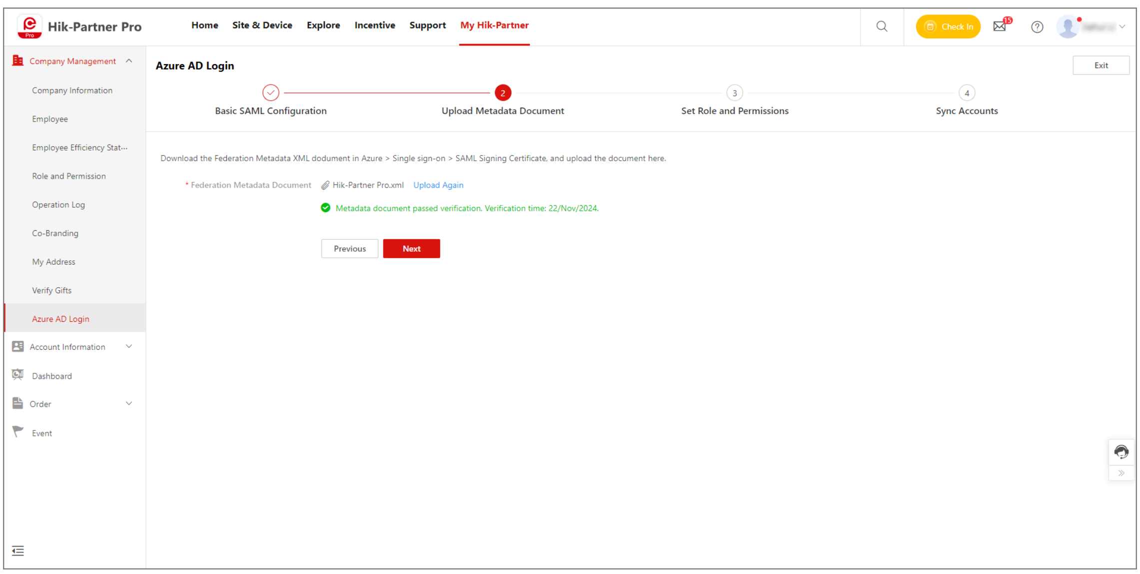


Figure 3-103 Upload

Step 3: Configure Accounts Sync

1. Go back to Hik-Partner Pro, click **Next** to go to the step **Set Role and Permissions**. Select a default role for accounts synced from Azure AD, which you can go back here later to modify.

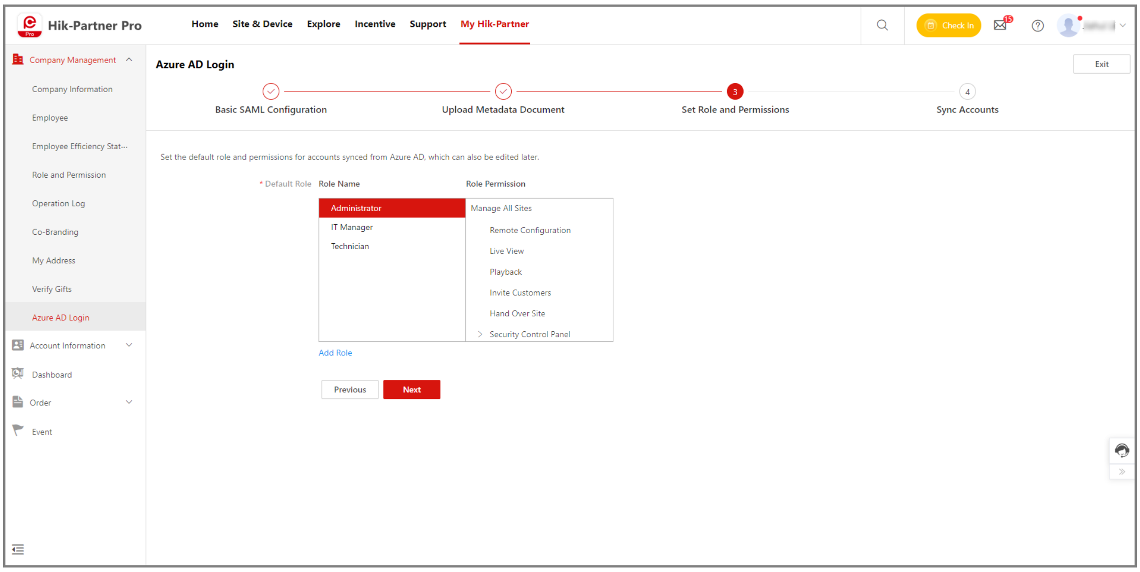


Figure 3-104 Set Role and Permissions

2. Configure accounts sync.
   a. Click **Next** to go to the step **Sync Accounts**, and click to copy the **Secret Token** and **Tenant URL**.

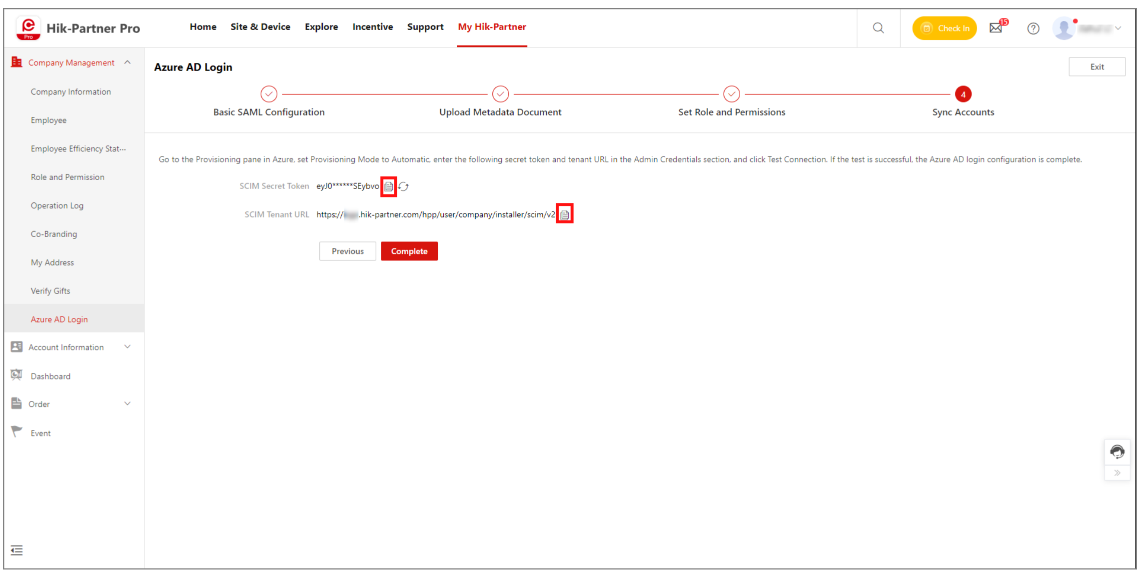


Figure 3-105 Sync Accounts

   b. Go back to Microsoft Azure, select **Provisioning**. Set the **Provisioning Mode** to **Automatic**, and enter the copied **Tenant URL** and **Secret Token** in the **Admin Credentials** section.

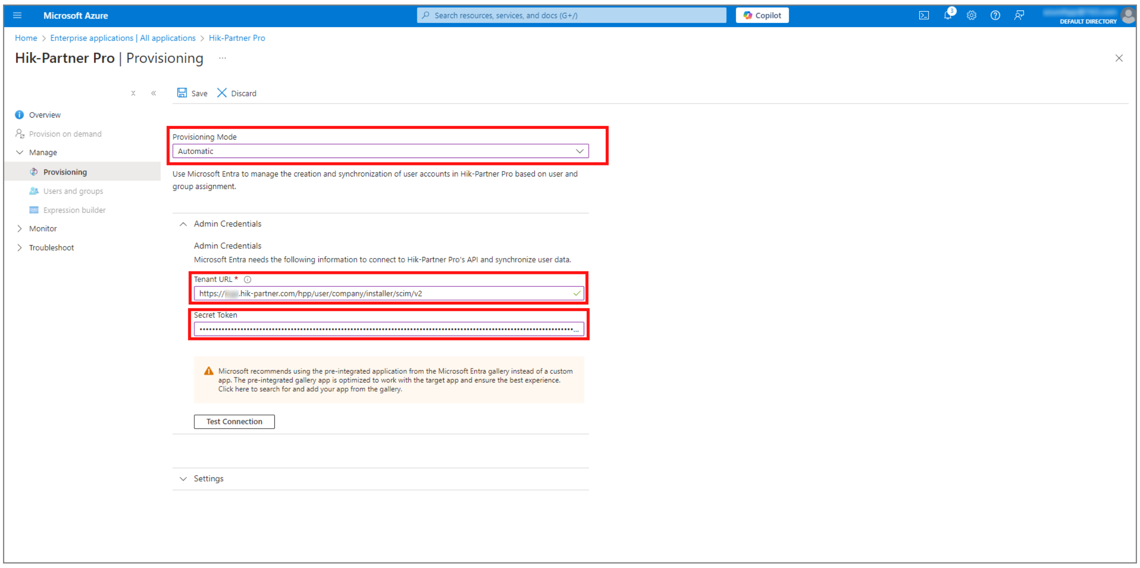


Figure 3-106 Provisioning

c. Click **Test Connection** and wait for the successful prompt.

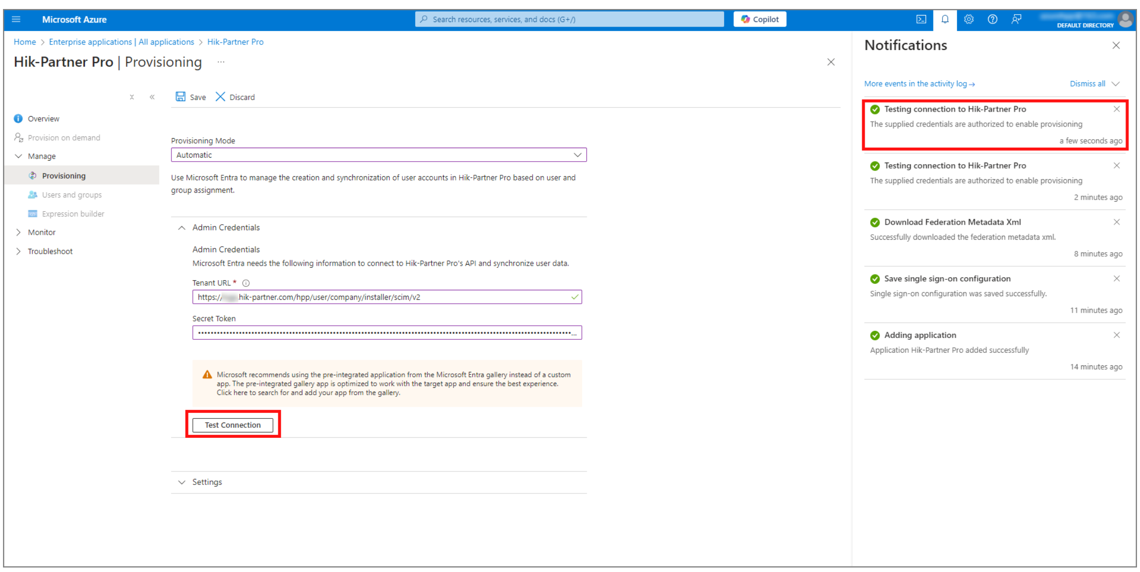


Figure 3-107 Test Connection

d. Click **Save**. Go to the **Overview** page, and click **Start provisioning**.

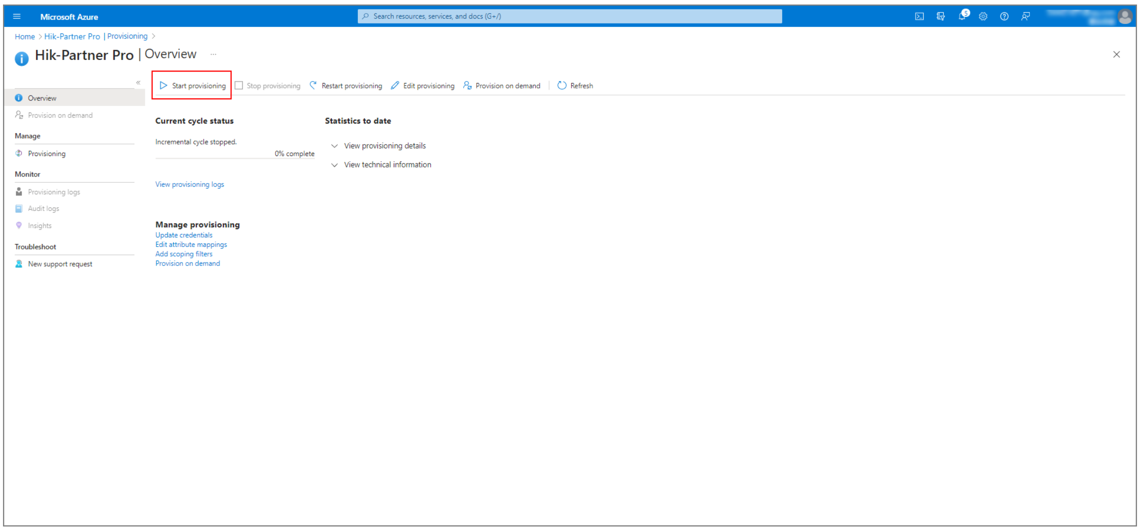


Figure 3-108 Start provisioning

3. Go back to Hik-Partner Pro, click **Complete** to finish the configuration.
4. You can select **Users and Groups → Add user/group** to add the accounts that need to log in to Hik-Partner Pro to the enterprise application in Azure AD according to your needs. These accounts come from your existing Azure AD tenant.

Note

Azure AD will sync the newly added accounts to Hik-Partner Pro in 40 minutes. To check the sync details, go to **Provisioning → View provisioning logs** .

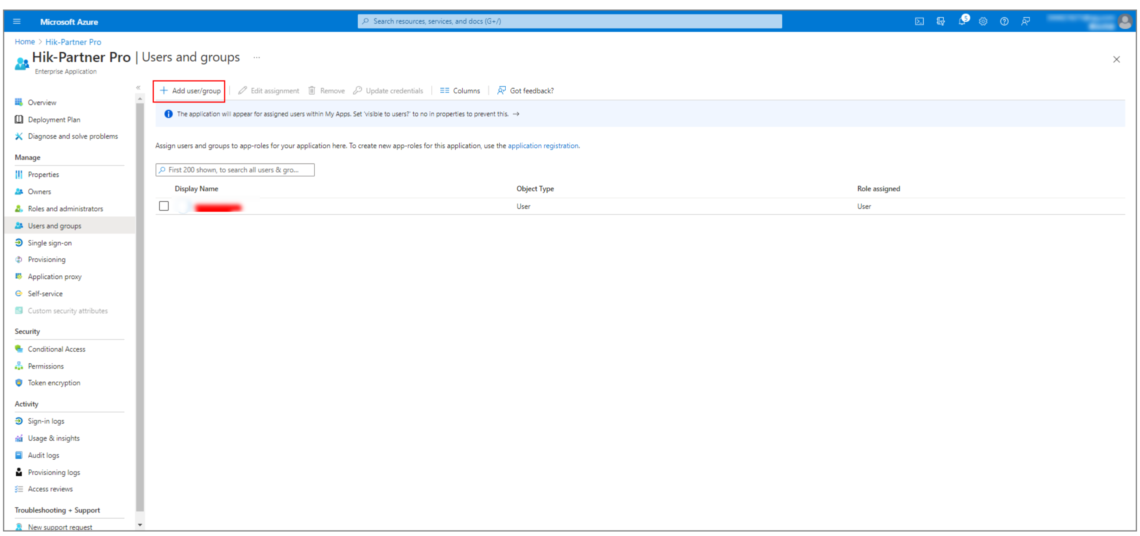


Figure 3-109 Add User

5. If you have added user groups in your Azure, to sync the users successfully:

a. Select **Attribute mapping (Preview)**, and disable **Provision Microsoft Entra ID Groups**. (Make sure the **Enabled** column is **No**.)

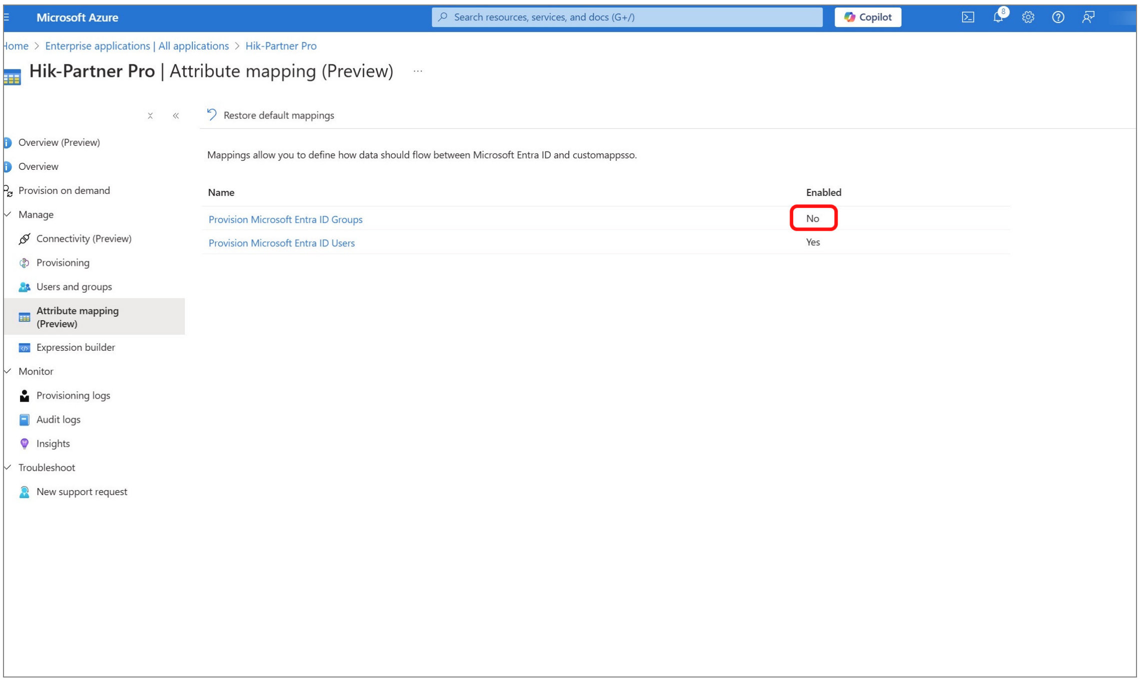


Figure 3-110 Disable Provision Microsoft Entra ID Groups

b. Select **Provisioning**, and click **Restart provisioning**.

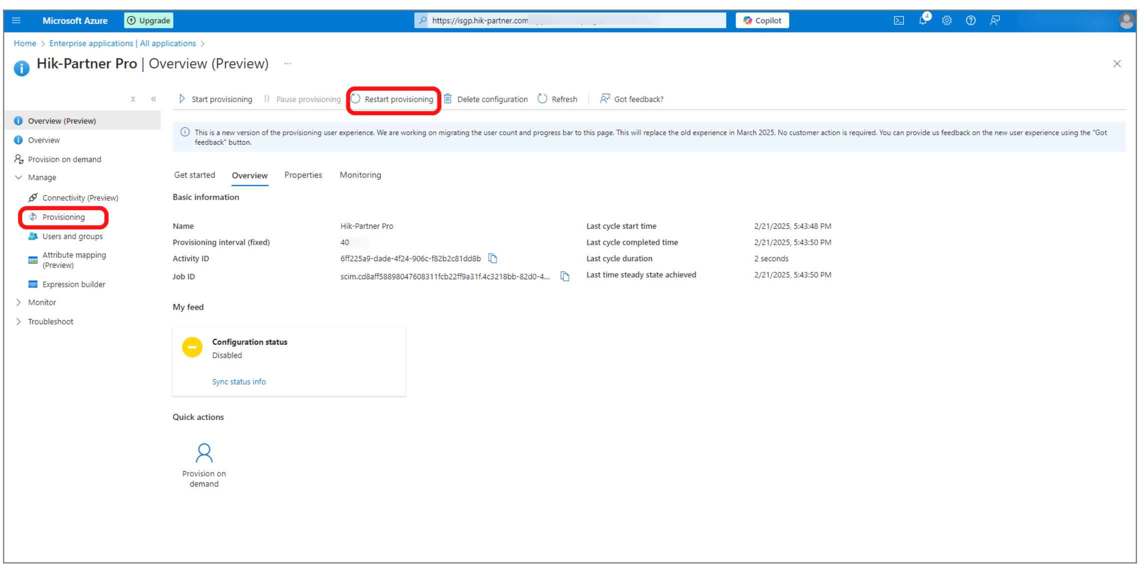


Figure 3-111 Restart Provisioning

6. Go to the **Employee** page of Hik-Partner Pro to check the synced accounts. The synced accounts will be marked with the icon .

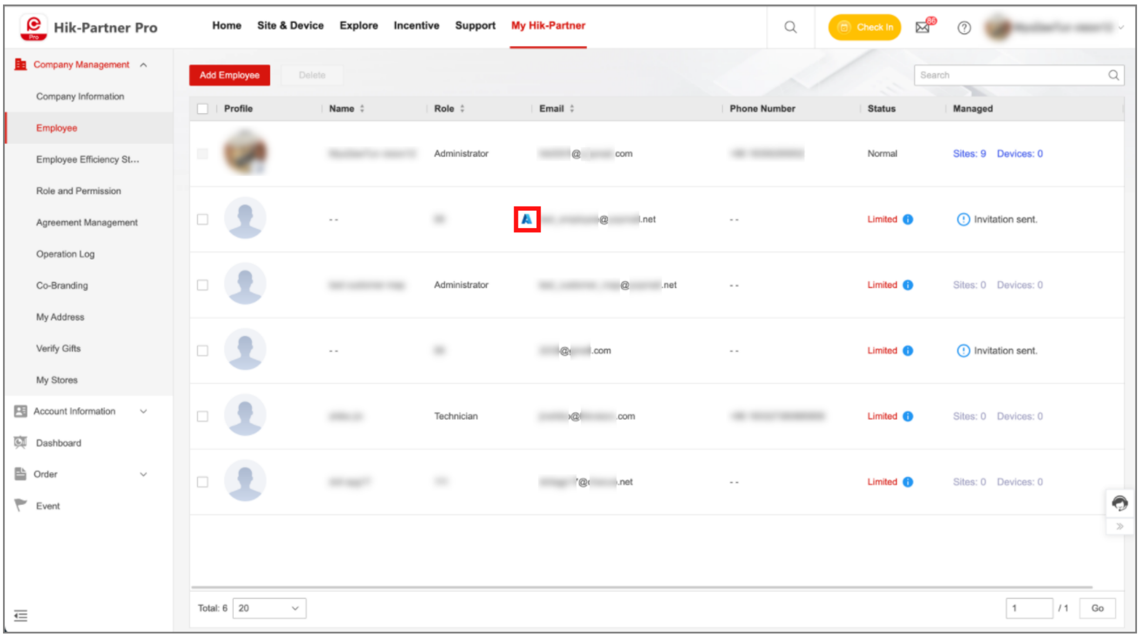


Figure 3-112 Synced Accounts

Step 4: Log In to Hik-Partner Pro Using Accounts Synced from Azure AD

1. Go to the Hik-Partner Pro Portal or Mobile Client, select **Log In via Azure AD**.
2. Enter the account (email) and select **Next**. You will be redirected to the login page of Microsoft Azure.

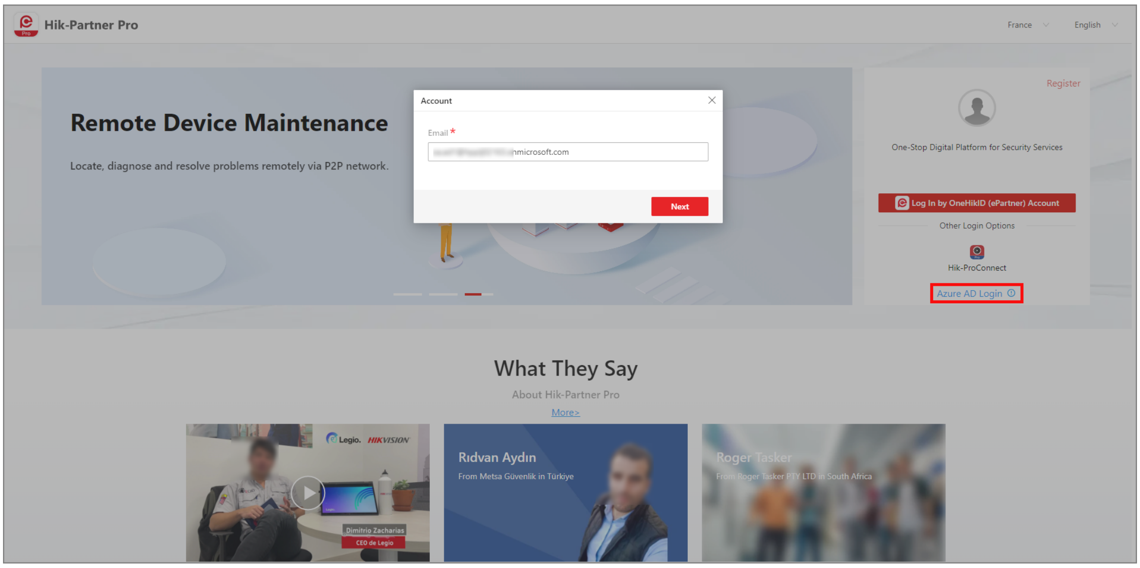


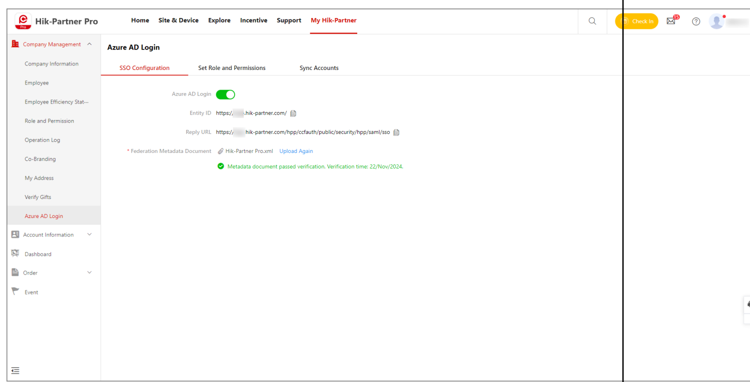
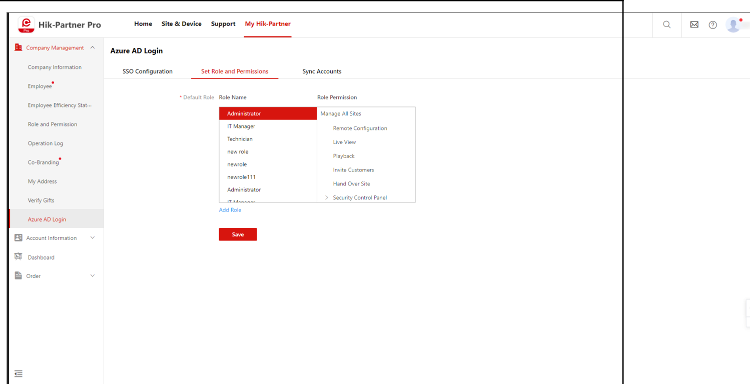
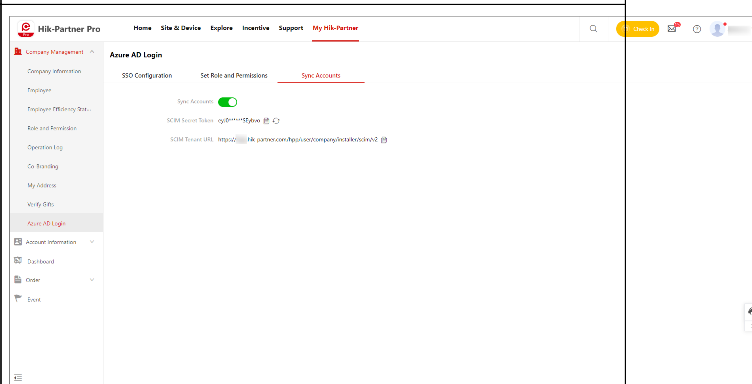
Figure 3-113 Login

3. Enter the password, and select **Sign in**. If verification passed, you will log in to and enter Hik-Partner Pro.

(Optional) Step 5: Modify Azure AD Login Settings

After you complete the Azure AD login configuration, you can also disable Azure AD Login, modify the default role of synced accounts, and disable account login.

1. Go to the Hik-Partner Pro Portal, select **My Hik-Partner → Company Management → Azure AD Login** .
2. The following modifications are available.

<table>
<tr><th>Available Operations</th><th>Tab</th></tr>
<tr><td>- Turn off Azure AD Login to make users unable to log in using the synced accounts.
- Upload the metadata XML file again if any changes made.</td><td></td></tr>
<tr><td>Modify the default role for the synced accounts (that are synced from Azure AD after the role modification).</td><td></td></tr>
<tr><td>Turn off Sync Accounts to stop syncing any more new accounts from Azure AD.</td><td></td></tr>
</table>

Limitations

- A single Azure AD tenant can only be uniquely bound to one Hik-Partner Pro company (i.e., one Installer Admin account).
- Currently, only work/school accounts in Azure AD are supported for synchronization to Hik-Partner Pro. Guest/personal accounts are not supported for logging in to Hik-Partner Pro.

Related FAQ

Q: Why are my Azure AD accounts not synced to Hik-Partner Pro?

A:

Possible Causes:

1. You have added user groups in your Azure, which causes failure when you sync accounts to Hik-Partner Pro.
2. It generally takes about 40 minutes for Azure AD to sync the newly added accounts.

Troubleshooting Steps:

1. If you have added user groups in your Azure, to sync the users successfully:
   a. Select **Attribute mapping (Preview)**, and disable **Provision Microsoft Entra ID Groups**. (Make sure the **Enabled** column is **No**.)

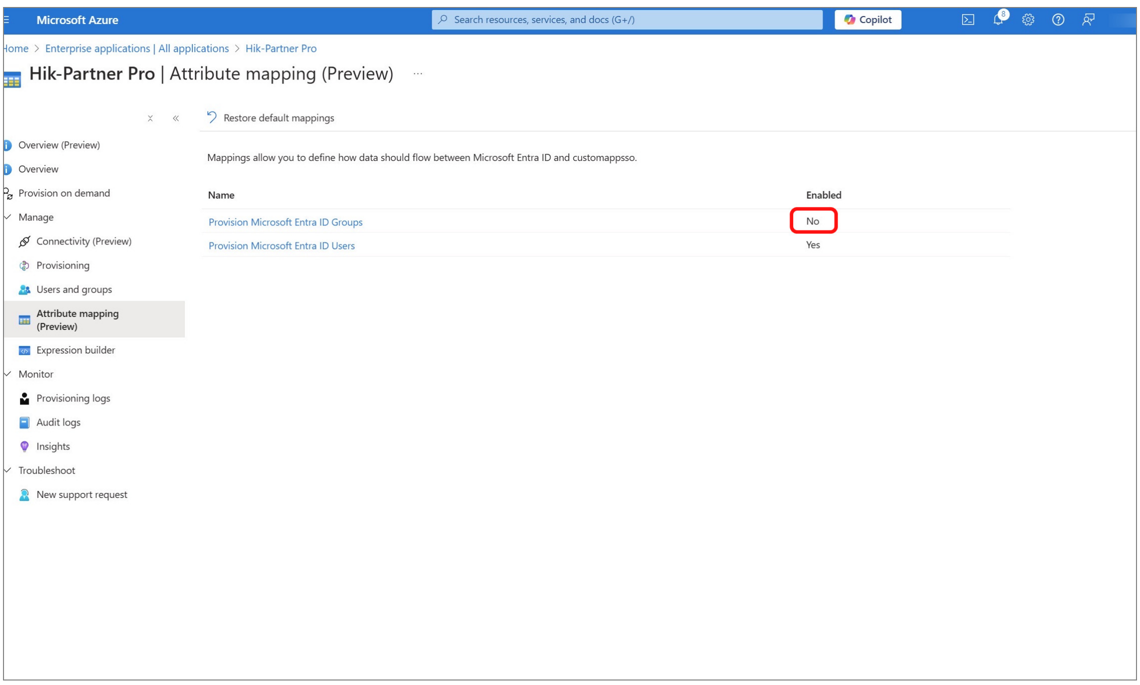


Figure 3-114 Disable Provision Microsoft Entra ID Groups

   b. Select **Provisioning**, and click **Restart provisioning**.

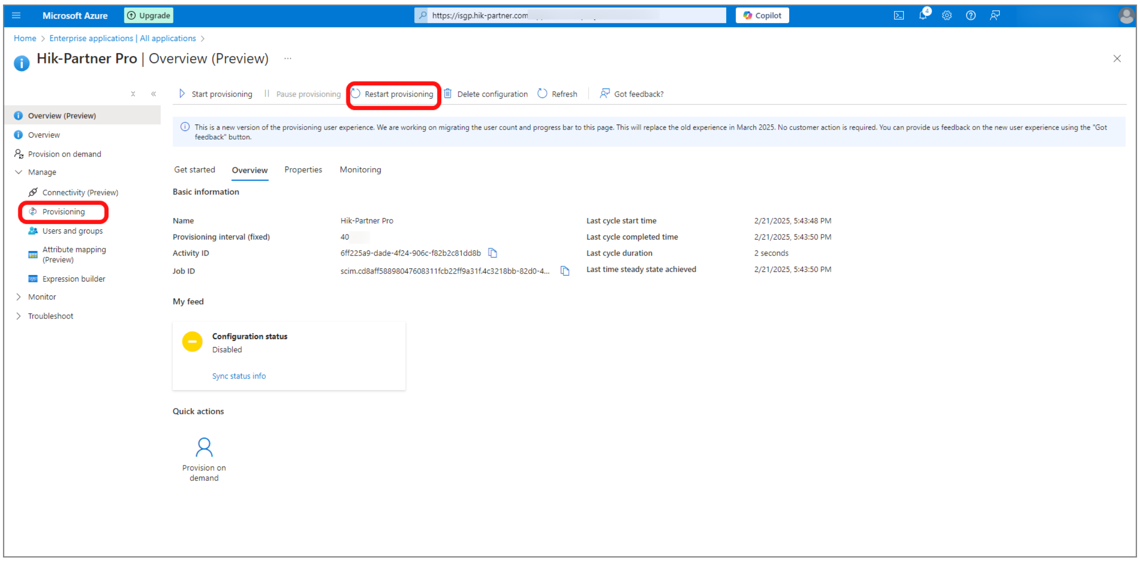


Figure 3-115 Restart Provisioning

2. Azure AD will generally sync the newly added accounts to Hik-Partner Pro in 40 minutes. Wait for 40 minutes, and to check the sync details, go to **Provisioning → View provisioning logs** .

Q: What type of Azure AD accounts can be synced?

A:Currently, only work/school accounts in Azure AD are supported for synchronization to Hik-Partner Pro. Guest/personal accounts are not supported for logging in to Hik-Partner Pro.

3.4.4 How to Assign Sites to Installers as Site Managers?

Follow the corresponding instructions if you want to assign sites to the specified installers as site managers responsible for configurations of the devices on the site.

Before You Start

Make sure you have been *configured with the Manage All Sites permission*.

Assign Sites on the Portal

Steps

1. Select one or multiple sites for assignment on the Customer Site page and open the Assign Site to Site Manager pane.

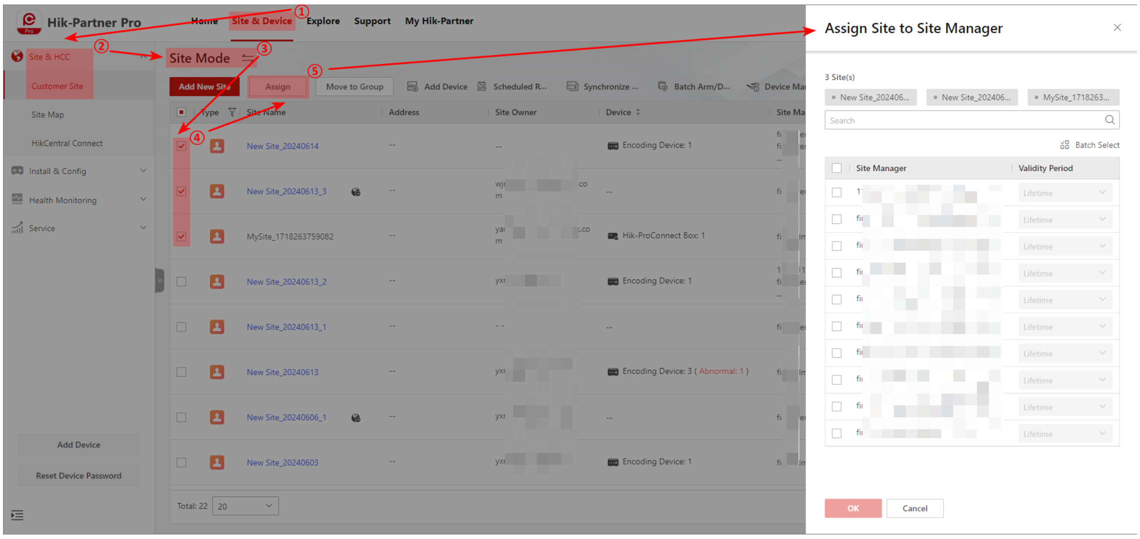


Figure 3-116 Open the Assign Site to Site Manager Page (Portal)

2. Select one or multiple installers as the site manager(s) of the selected site(s).

Note

No more than 100 site managers can be assigned to each site.

3. Set a validity period for each site manager one by one or click **Batch Select** to batch select a validity period for all selected site managers.

Note

- At least one site manager's validity period should be Lifetime.
- By default, the validity period of site managers with the Manage All Sites permission is Lifetime and cannot be edited.

4. Click **OK**.

   The installers assigned with sites will receive a notification on Hik-Partner Pro. In the Site Manager column, the names of site managers and validity period countdown of the permission will be displayed.

5. **Optional:** Click a site name to show the site details on the right, and click or to remove the current or the other account from the site manager list.

Note

- An account without the Manage All Sites permission can only remove its own account from the site manager list, while an account with the Manage All Sites permission can remove all accounts from the site manager list.
- If site managers or validity periods are changed, the corresponding site managers will also receive notifications on Hik-Partner Pro.

Assign Sites on the Mobile Client

Steps

1. Enter the Assign page.

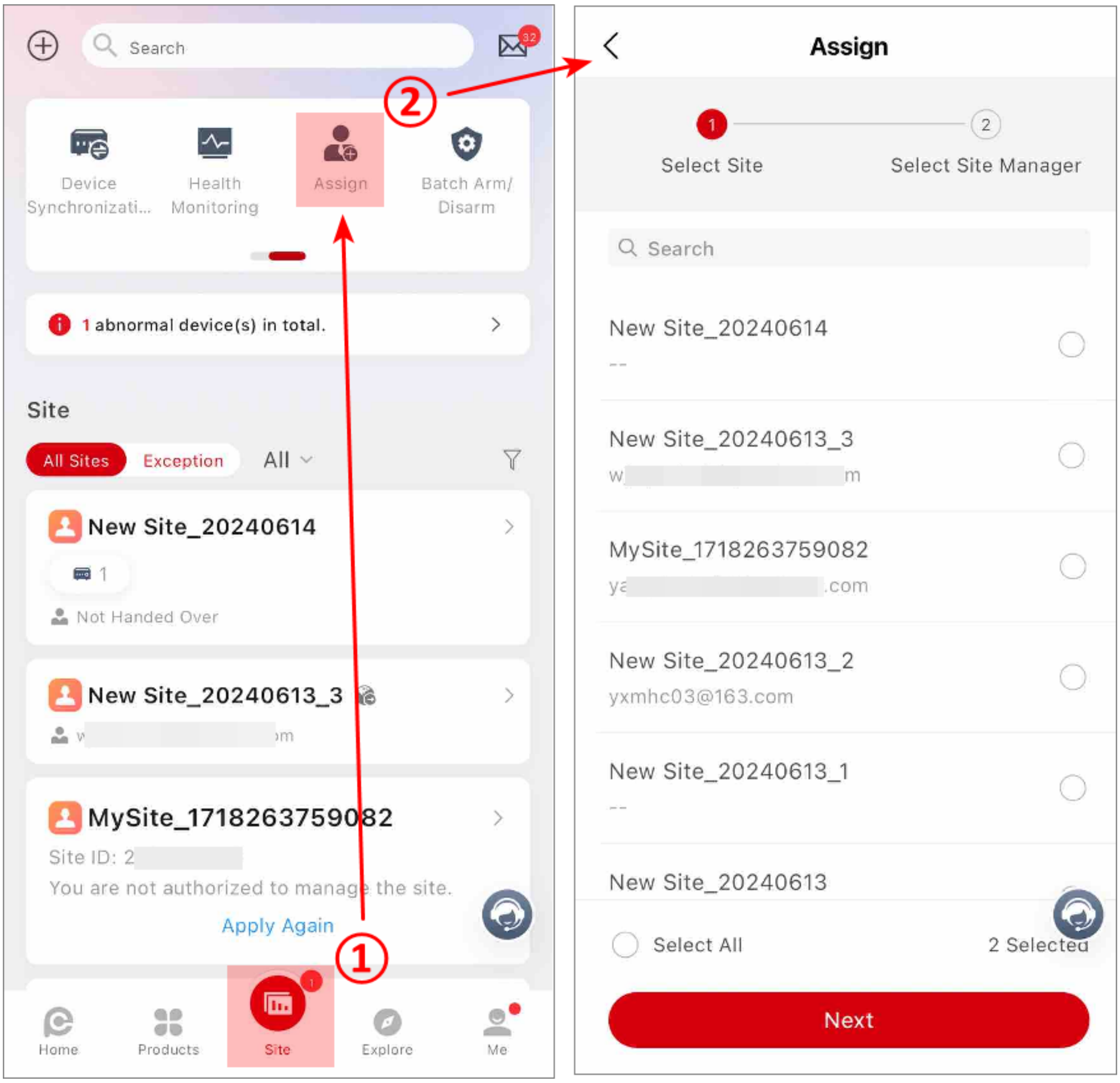


Figure 3-117 Enter the Assign Page (Mobile Client)

2. Select one, multiple, or all sites for assignment, and tap **Next**.
3. Select one, multiple, all Installers as the site manager(s) of the selected site(s).

Note

No more than 100 site managers can be assigned to each site.

4. Tap **OK**.

The installers assigned with sites will receive a notification on Hik-Partner Pro. And the names of site managers will be displayed on the site details page.

5. **Optional:** Repeat the above steps to change site managers.

Note

If site managers are changed, the corresponding site managers will also receive notifications on Hik-Partner Pro.

3.4.5 Collaborate with an ISP/MSP on Site for Device Installation or Maintenance

You can collaborate with service partners to install and maintain the devices for your customers.

Stage	Service Partner	Description	Related Topics
Before Handover	Installation Service Partner (ISP)	ISP can help you install devices. ISPs have all permissions for the devices.	***Collaborate with ISP to Install and Hand Over Devices Before Handover***
Handover		ISP can help you hand over devices. After the site is handed over or collaboration is canceled, their device permissions are removed. **Note** The handover email/ message your customer receives only contains your company's information.	
After Handover	Maintenance Service Partner (MSP)	After the site is handed over **by transferring**, MSP can help you maintain devices, especially in offering technical support. You and your customer together determine	***Collaborate with MSP to Maintain Devices After Handover***

Stage	Service Partner	Description	Related Topics
		the MSP's permissions for devices.	

Collaborate with ISP to Install and Hand Over Devices Before Handover

The diagram below shows the overall process of site collaboration before you hand it over to your customer, and in this scenario, suppose your company is an ARC company.

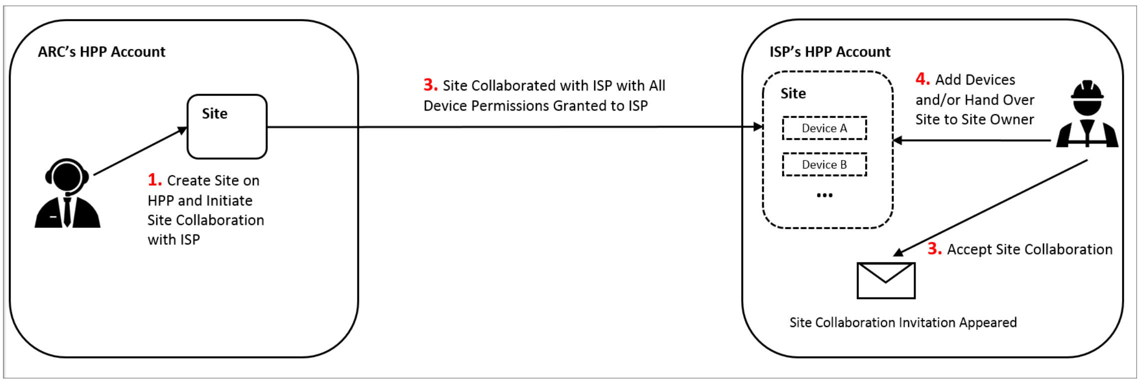


Figure 3-118 Overall Process

Collaborate with MSP to Maintain Devices After Handover

The diagram below shows the overall process of site collaboration after the site is handed over by transferring to your customer, and in this scenario, suppose your company is an installation company.

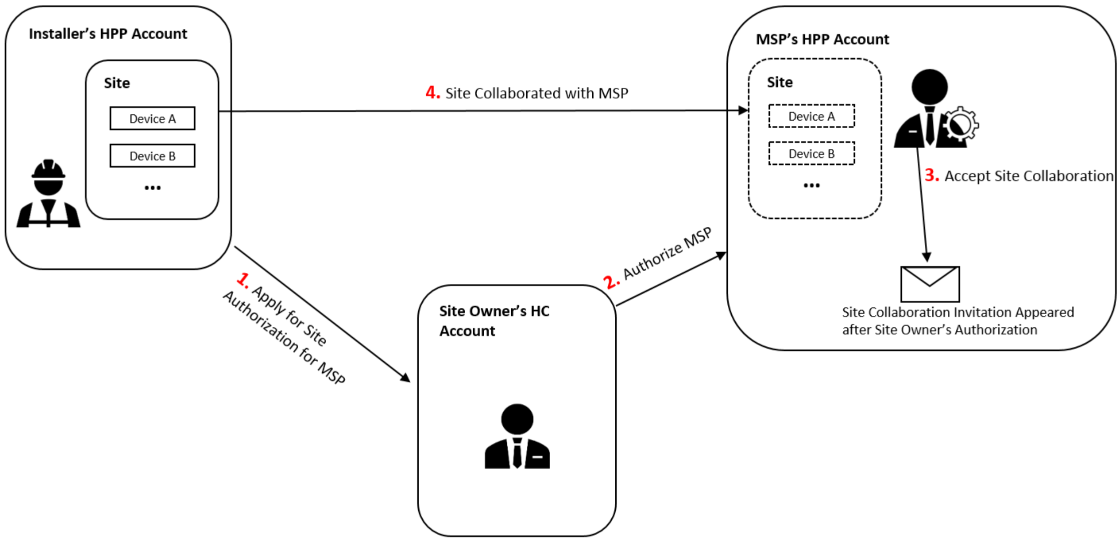


Figure 3-119 Overall Process

Limitations

- Site collaboration is not supported in some countries/regions or by some accounts.
- You can only invite these accounts to collaborate with you on the site: your MSP's Installer Admin account, and your ISP's account with the Manage All Sites or Manage Assigned Sites permission.
- Your account and the account which you invite need to be in the same country/region.
- You cannot invite any Installer account of your company.
- You can initiate site collaboration with your ISP before the site handover only on the Portal. The Mobile Client currently does not support initiating site collaboration with the ISP.

3.4.6 Merge Your Company with Another Company

If you have created more than one Installer Admin account (company) on Hik-Partner Pro, you can merge the companies into one for more efficient management and to carry on your business smoothly (you may have encountered the problem that your second registered account/company cannot be authenticated).

View of Merged Companies

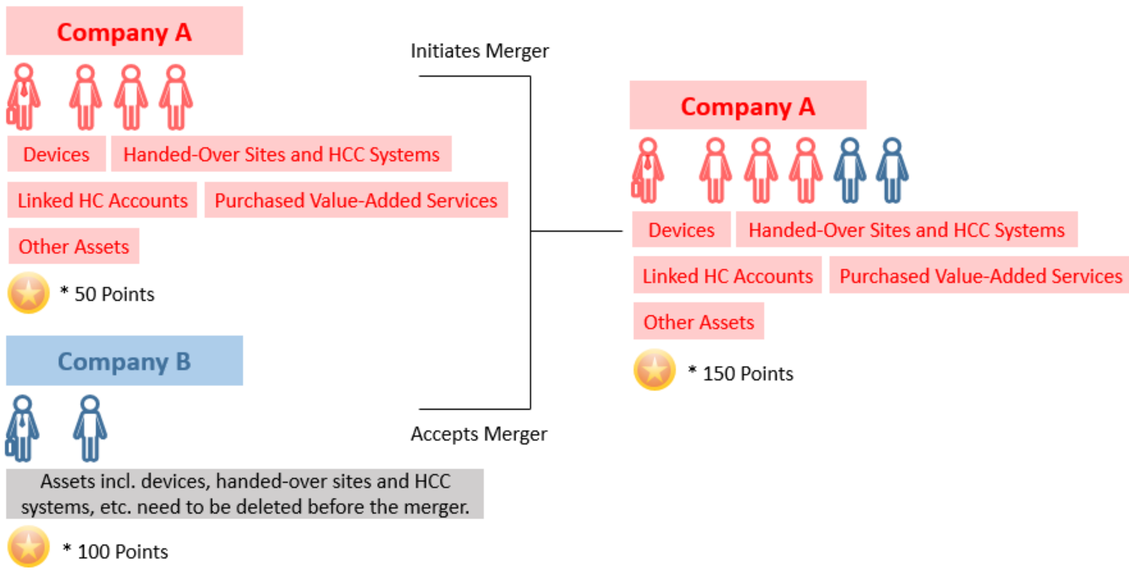


Figure 3-120 View of Merged Companies

Benefits of the Company Merger

- Manage your employees and the co-branding of your company via one account.
- Manage all your customers and their devices under one account.
- Get points faster to redeem for more gifts and value-added services.

Effects on the Accounts/Companies After the Merger

Installer Admin and Employee Accounts	• The Installer Admin who initiates the merger is still the Installer Admin. The Installer Admin of the invited company becomes an employee with the role of administrator under the initiating company. • All employee accounts of the invited company are migrated to the initiating company and become employees under the Installer Admin who initiates the merger. The employees that are already disabled will still be disabled after they are migrated. No matter whether the total number of free and purchased employee accounts (add-on) of the initiating company is insufficient or not, all employee accounts of the invited

	company will become limited accounts after the merger. If an employee has not become a Hik-Partner Pro user, they can still be migrated to the initiating company only if their previous Installer Admin has become a Hik-Partner Pro user. • If there is an account (email address) exists in both the initiating and invited companies before the merger, this account will exist only in the initiating company after the merger, with its role the same as before.
Reward Points	Points of both companies will be combined and points history of both companies and all employees will be preserved.
Company Information	Only the information (company name, logo, address, authentication status, etc.) about the initiating company will be preserved.
Others	• The invited company will be deleted. • All accounts of the invited company will be logged out after the merger. After they log in again, they will be in the initiating company. • If there are invited employees of the invited company who have not registered right before the merger, the links for registration will become invalid after the merger. • Likes, favorites, and comments of all accounts will be preserved.

Limitations

- This feature is not available in some countries/regions.
- Both the account that initiates the company merger and the account that is invited to merge companies need to be Installer Admin accounts, should have been upgraded to OneHikID accounts, and should have upgraded and become Hik-Partner Pro users.
- The invited company cannot be an authenticated channel partner, or be added to the ARC list already.
- The initiator's account and the invited account need to be in the same country/region.
- The merger may also fail for the following reasons:

- There are devices or handed-over sites under the invited account.
- The invited account is linked with a Hik-Connect account.
- The invited account has purchased value-added services and the services are still in use.

Initiate Company Merger

Note

If the company merger is initiated by Hikvision, you do not need to initiate the merger manually.

1. Initiate a merger and send the company merger invitation by entering the Installer Admin account of the invited company. The invited company will be able to see your company name and your email address.
2. Contact the invited Installer Admin (who will receive an email and a message reminder) to log in to Hik-Partner Pro and accept the company merger request in the Notification Center.

Initiate Company Merger Using the Portal

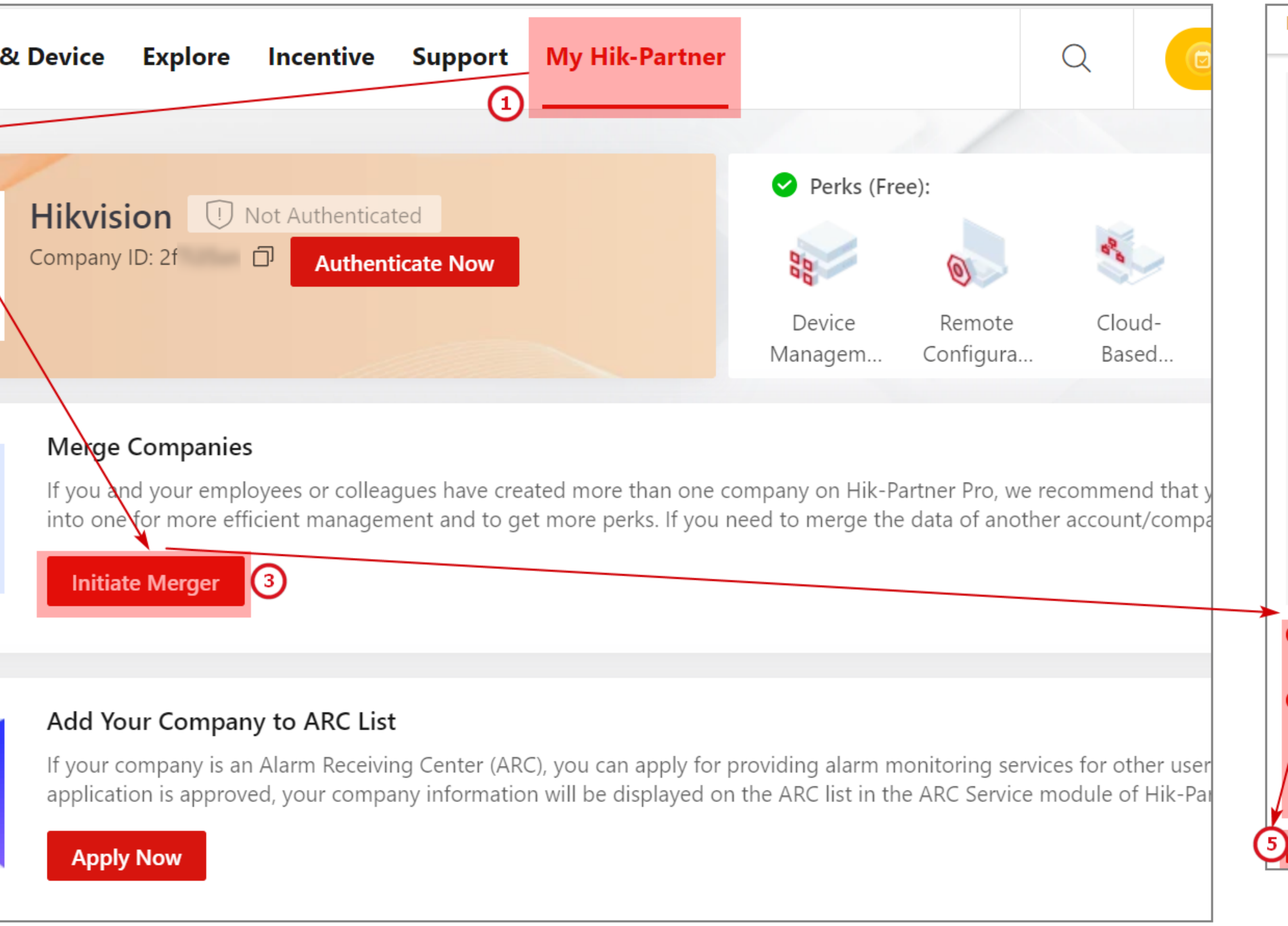


Figure 3-121 Initiate Company Merger Using the Portal

Initiate Company Merger Using the Mobile Client

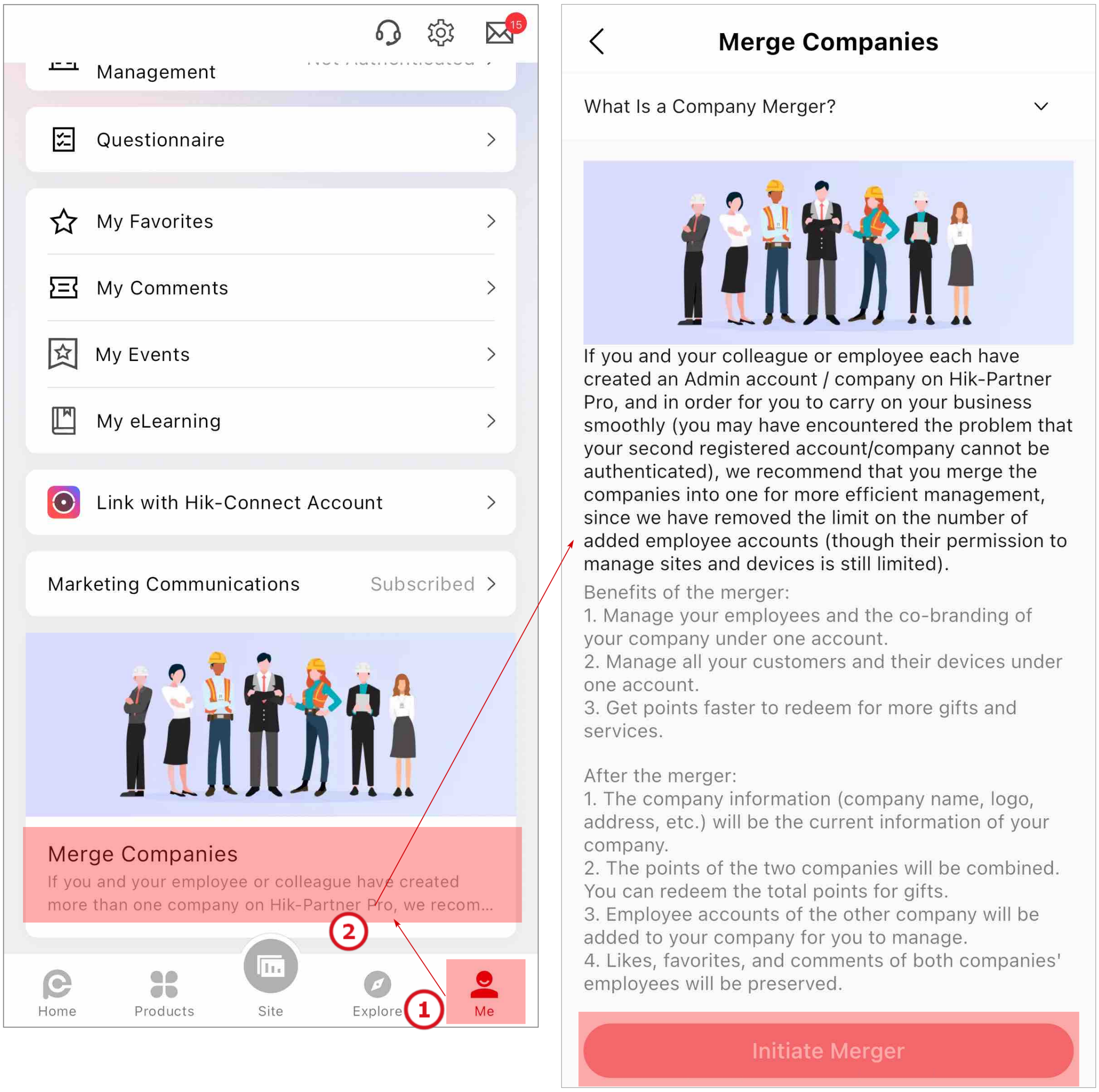


Figure 3-122 Initiate Company Merger Using the Mobile Client

Handle Company Merger Invitations

For the Merger Initiated by Another Company

Go to the notification center, select **Site Message**, and select the company merger notification to handle it.

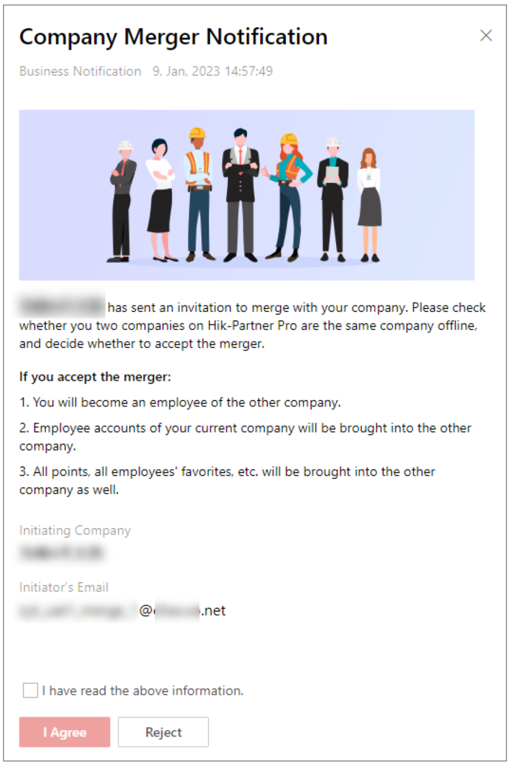


Figure 3-123 Company Merger Notification (Portal)

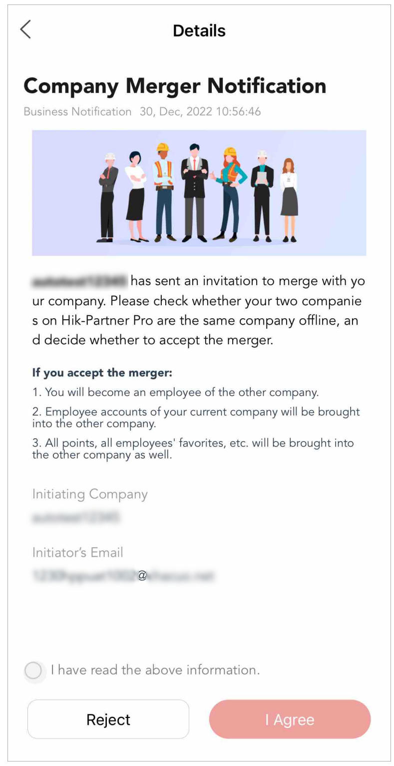


Figure 3-124 Company Merger Notification (Mobile Client)

For the Merger Initiated by Hikvision

If a company merger is initiated by Hikvision, after both companies to be merged agree to the merger, and the company (Company B) to be merged into the other company (Company A) does not have assets under their account, the company merger completes.

1. The Installer Admin of Company B first receives the merger message as a platform message in the Notification Center or upon login.

Figure 3-125 Company B Receives the Message in Notification Center

2. After Company B accepts the merger, the Installer Admin of Company A receives the platform message of the merger.

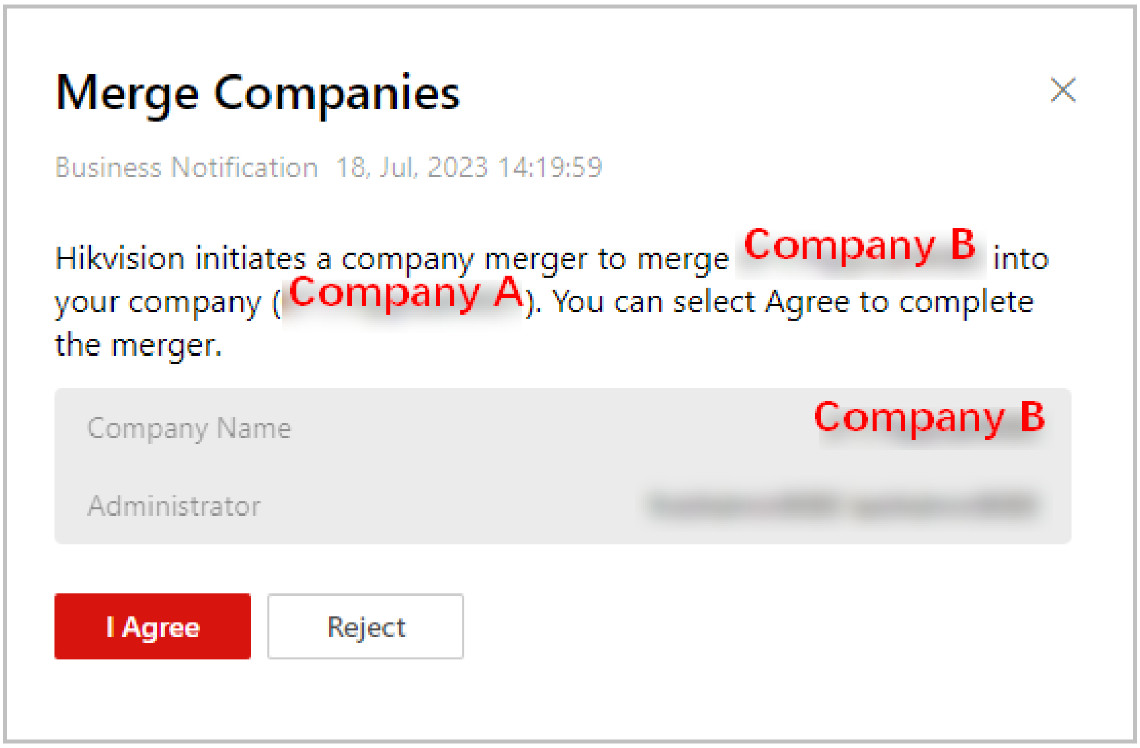


Figure 3-126 Company A Receives the Message in Notification Center

Chapter 4 Maintain Customers' Devices to Grow Your Aftersales Business

Hik-Partner Pro offers powerful device maintenance and health monitoring features to help partners provide maintenance services for their customers.

Feature	Instructions
Reset Password Remotely / via LAN	***How to Reset Device Password***
Upgrade Device Remotely / via LAN	***How to Upgrade Devices***
Unbind Devices via LAN	***How to Unbind Devices?***
Detect Events and Trigger Linkage Actions	***How to Set Linkages to Trigger Actions When Events Occur?***
Detect Exceptions & Alarms and Send Notifications	• ***How to Set Up Exception Rules to Receive Exception Notifications?*** • ***How to Configure Device Offline Delay?***
Device Health Status Dashboard	***How to View Device Health Status in Real Time?***
Device Health Check Report	***How to Export Device Health Report and Set Scheduled Report Delivery?***
Create Quote for Providing Maintenance Services	***How to Create Maintenance Quotation?***
Access Operation Logs of Your Company	***How to Get Operations Logs of Employees for Troubleshooting?***
Alarm Receiving and Handling Services via Hik-Partner Pro	• ***How to Provide an ARC Service on Hik-Partner Pro to Expand Your Business?*** • ***How to Integrate with Hik-Partner Pro?***

4.1 Remote Device Configurations as Powerful as Configurations Over LAN

When you are not able to access the LAN on your customers' sites, with Hik-Partner Pro and if devices are added to sites you can remotely configure devices.

Encoding Devices

Device Operations/ Configurations	NOT Over the LAN: On the Site Page	Over the LAN: On the Site Page or On the SADP Tool Page
Configure Cameras Added to the NVR	√	√
View Live Video and Play Back Recorded Videos	√	√
Set DDNS to Make Sure Encoding Devices Can Be Managed by Hik-Partner Pro	√	√
Set Cloud Storage for Uploading Recorded Video to the Cloud	√	√

4.2 How to Reset Device Password

Follow the corresponding instructions according to your actual situation.

Situations and Corresponding Solutions

Your Situation		Solution
You cannot access the device LAN.	You can access the device local GUI.	Scan the password reset QR code and get a verification code to reset the password on the device local GUI. See ***Reset Password for Nearby Device*** .
	The device is handed over and you have the site authorization. Also, your customer's Hik-Connect and the device are on the same LAN.	Send password reset applications using either the Portal or Mobile Client to your customer's Hik-Connect. See ***Reset Password for Devices Added to Hik-Partner Pro*** .
	For other situations and if **Support Case** is available in your country/region.	Submit a password reset case using the Mobile Client. See ***Reset Password by Submitting Case*** .
Your phone and the device are on the same LAN.	The device is added to Hik-Partner Pro and not handed over.	Reset the password directly. See ***Reset Password for Devices Added to Hik-Partner Pro*** .

Your Situation		Solution
	The device is handed over and you have the site authorization.	Send password reset applications using either the Portal or Mobile Client to your customer's Hik-Connect. See ***Reset Password for Devices Added to Hik-Partner Pro*** .
	You do not forget the password.	Enter the old password to reset it using the SADP tool on the Mobile Client. See ***Reset Password via Old Password*** .
	You have set a reserved email.	Reset the password via reserved email using the SADP tool on the Mobile Client. See ***Reset Password via Reserved Email / Security Questions*** .
	You have set the security questions.	Answer the pre-defined security questions using the SADP tool on the Mobile Client. See ***Reset Password via Reserved Email / Security Questions*** .
	For other situations and if **Support Case** is not available in your country/region.	Send an email to technical support using the SADP tool on the Mobile Client. See ***Reset Password by Sending Email to Technical Support*** .
	For other situations and if **Support Case** is available in your country/region.	Submit a password reset case using the Mobile Client. See ***Reset Password by Submitting Case*** .

4.2.1 Reset Password for Nearby Device

Scan the Password Reset QR Code Using the Mobile Client

1. On the local GUI of the device, select **Forget Password → Verify by Hik-Connect** to show the password reset QR code.
2. On the Hik-Partner Pro Mobile Client, tap **Me → Support → Reset Password → Nearby Device (Scanning)** , and scan the password reset QR code to get the code for password reset.
3. Enter the code on the local GUI of the device.
4. Set a new password and select **OK** on the local GUI of the device.

4.2.2 Reset Password for Devices Added to Hik-Partner Pro

Reset Password for Devices Added to Hik-Partner Pro Using the Portal

1. Go to **Site & Device → Customer Site** , find the device, and click or → .
2. You may enter automatically or choose one of the following processes of password reset.

Your Situation	Instructions
The device is not handed over and your Hik-Partner Pro Mobile Client and the device are on the same LAN.	Please use the Mobile Client.
The device is handed over and you have the site authorization. Also, your Hik-Partner Pro and the device are on the same LAN.	a. Click **I Am at the Site** to send the application to your customer. b. Wait until your customer reset the password on their Hik-Connect.
The device is handed over and you have the site authorization. Also, your customer's Hik-Connect and the device are on the same LAN.	a. Click **I Am Not at the Site** to send the application to your customer. b. Wait until your customer reset the password on their Hik-Connect.

Reset Password for Devices Added to Hik-Partner Pro Using the Mobile Client

1. Access the Password Reset function via either of the following ways.
   - Tap **Site**, enter a site, select the device, and tap **Reset Password**.
   - On the **Me** page or in the application center, go to **Support → Reset Password → Device on Hik-Partner Pro** .
2. You may enter automatically or choose one of the following three processes of password reset.

Your Situation	Instructions
The device is not handed over and your Hik-Partner Pro Mobile Client and the device are on the same LAN.	a. (Optional) Tap the device. b. Enter and confirm the new password on the Set New Password page. c. Tap **Confirm**.
The device is handed over and you have the site authorization. Also, your Hik-Partner Pro and the device are on the same LAN.	a. (Optional) Tap the device with the LAN icon. b. Tap **Reset Password** to send the application to your customer. c. Wait until your customer reset the password on their Hik-Connect.
The device is handed over and you have the site authorization. Also, your customer's Hik-Connect and the device are on the same LAN.	a. (Optional) Tap the device. b. The application is auto sent to your customer. c. Wait until your customer reset the password on their Hik-Connect.

4.2.3 Reset Password by Submitting Case

Submit Password Reset Case Using the Mobile Client

1. Enter the Submit Case page via either of the ways.
   - On the **Me** page or in the application center, go to **Support → Online Support Case → New Case → Device Password Reset** .
   - On the **Me** page or in the application center, **Support → Reset Password → Submit Case** .
2. Fill in the fields as required.
3. Tap **Confirm**.
4. After you receive the reply which contains the reset code/string from our technical support, enter the code or import the string file to reset the password using the SADP software on the PC.

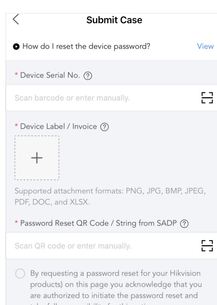


Figure 4-1 Device Password Reset Case

4.2.4 Reset Password via Old Password

Reset Password via Old Password Using the Mobile Client

1. If your device and your phone are on the same LAN, go to the SADP page by tapping ⊕ → **SADP** .
2. Tap ··· → **Reset Password** → **Know Password** .
3. Enter the old password and set the new password.
4. Tap **OK**.

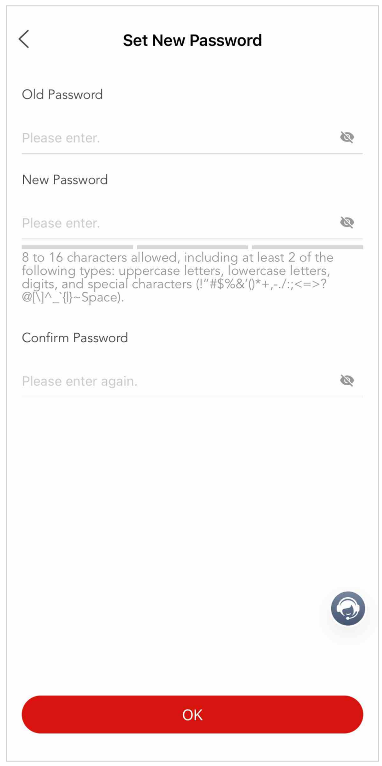


Figure 4-2 Reset Password via Old Password

4.2.5 Reset Password via Reserved Email / Security Questions

Reset Password via Reserved Email Using the Mobile Client

1. If your device and your phone are on the same LAN, go to the SADP page by tapping ⊕ → **SADP** .
2. Tap ··· → **Reset Password** → **Forgot Password** on the SADP page.
3. Read carefully the Privacy Policy, and tap **Agree** to continue.
4. Select **Forgot Password**.
5. Set a new password via reserved email or by answering the predefined security questions.

How to Set Verification Method for Password Reset Using the Mobile Client

Note

Setting the verification method is available only when the device is not added to Hik-Partner Pro and no verification method is set for the device.

1. If your device and your phone are on the same LAN, go to the SADP page by tapping ⊕ → **SADP** .
2. Tap ··· → **Settings** on the SADP page.
3. Set either or both of the reserved email and the answers to 3 security questions.
4. Tap **OK**.

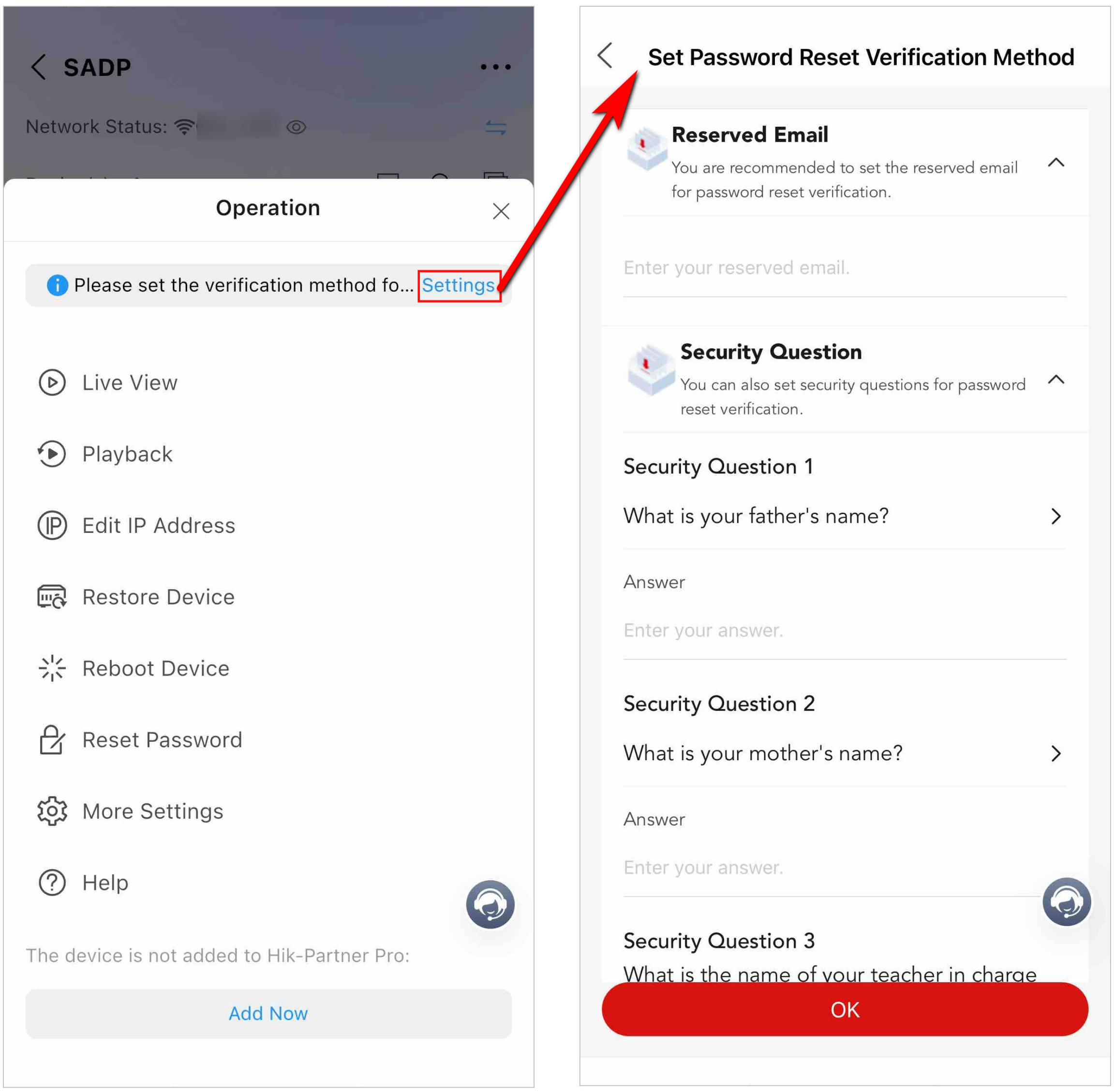


Figure 4-3 Set Verification Method

4.2.6 Reset Password by Sending Email to Technical Support

Send Email to Technical Support for Password Reset Using the Mobile Client

1. If your device and your phone are on the same LAN, go to the SADP page by tapping ⊕ → **SADP** .
2. Tap ··· → **Reset Password** → **Forgot Password** on the SADP page.
3. Upload the picture of the device label / Invoice, confirm and check the statement, and tap **Send Email** to send the email to technical support.

Note

The password reset QR code / string from SADP is filled in automatically and cannot be edited.

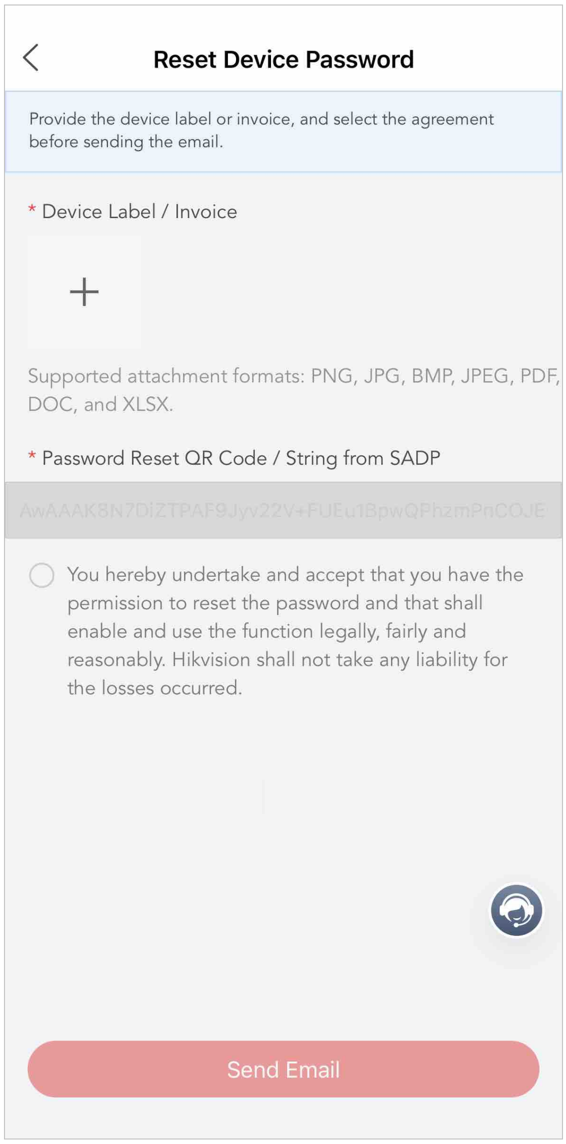


Figure 4-4 Reset Password via Technical Support

4. After you receive the reset code/string from technical support, enter the reset code/string on the Reset Device Password page, set the new password, and tap **OK**. Tap **Send Again** if you do not receive a reply.

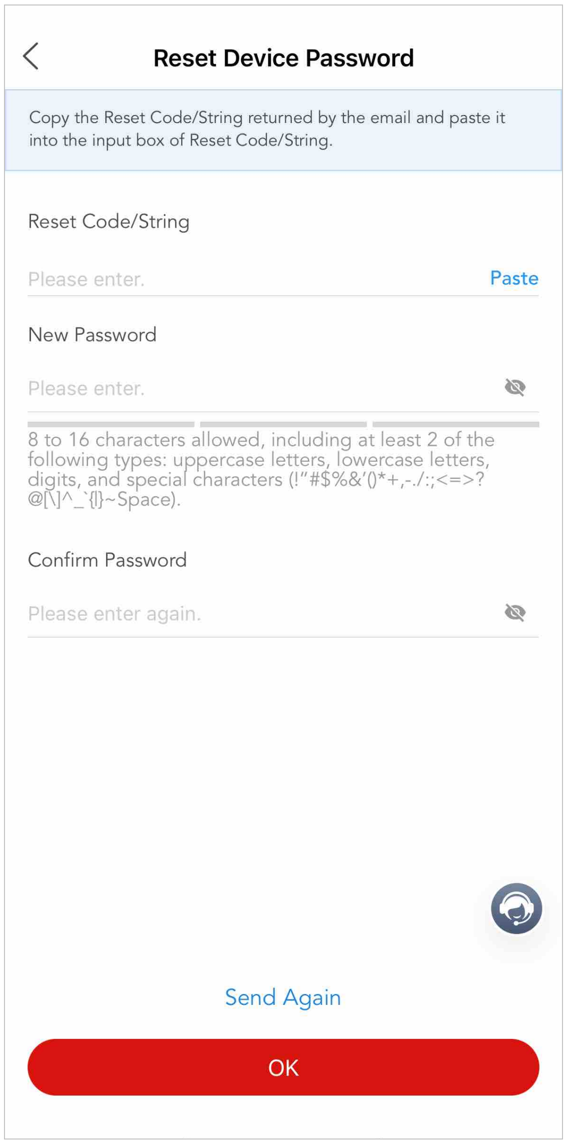


Figure 4-5 Set New Password

4.3 How to Upgrade Devices

Table 4-1 Situations and Corresponding Solutions

Your Situation	Solution	Supported Devices
Devices are on the same LAN of Hik-Partner Pro.	***Batch Upgrade Device on LAN***	Security Control Panels, Doorbells, Network Cameras,

Your Situation	Solution	Supported Devices
		NVRs, DVRs, Hik-ProConnect Boxes
Devices are added to Hik-Partner Pro and are online.	***Upgrade Device Automatically***	Security Control Panels, Doorbells, Hik-ProConnect Boxes, DVRs, NVRs, Network Cameras
	Upgrade Device Manually by Uploading Firmware Package	NVRs, DVRs, Network Cameras

4.3.1 Batch Upgrade Device on LAN

You can batch upgrade devices (security control panels, encoding devices, doorbells, etc.) on the same LAN to make the devices compatible with Hik-Partner Pro, if there are new firmware versions of the devices.

Batch Upgrade Device on LAN Using the Portal

1. Click **Site & Device → Install & Config → On-Site Batch Upgrade** .
2. Select devices that need to be upgraded.
3. Click **Upgrade Online** or **Upgrade by Local File** to upgrade the selected devices.

Batch Upgrade Device on LAN Using the Mobile Client

1. On Home page, tap **More → On-Site Batch Upgrade** , or tap **On-Site Batch Upgrade** on the Home page.
2. Select devices that need to be upgraded.
3. Tap **Upgrade Online** to upgrade the selected devices.

4.3.2 Upgrade Device Automatically

If Hik-Partner Pro detects new firmware of devices including security control panels, doorbells, Hik-ProConnect boxes, DVRs/NVRs that support cloud storage, and certain models of network cameras, you can upgrade the devices automatically.

Upgrade Device Automatically Using the Portal

1. Go to **Site & Device → Customer Site** .
2. In **Device Mode**, click **Upgrade Device**, and select upgradable devices. Or in **Site Mode**, click a site to enter its site details page, and click **Upgrade Device** to select upgradable devices.
3. Click **Upgrade**.

Note

- If there are devices which have enabled EN50131 Compliant mode, enter the device passwords and click **OK**.
- Once started, the upgrade cannot be stopped. Make sure a power failure or network disconnection does not happen during the upgrade.
- For the device failed to be upgraded, you can click to download the upgrade firmware package, and then upgrade the device on the remote configuration page of device or via manual upgrade.

Upgrade Device Automatically Using the Mobile Client

1. Tap **Site**, and tap a site to enter its site details page.
2. Tap a device name to enter the device details page.
3. Tap **Upgrade Device**.

Note

- If there are devices which have enabled EN50131 Compliant mode, enter the device passwords and click **OK**.
- Once started, the upgrade cannot be stopped. Make sure a power failure or network disconnection does not happen during the upgrade.
- For the device failed to be upgraded, you can tap **Share Download Link** to share the download link via Email, Facebook, etc. You can then open the link to download the upgrade firmware and upgrade the device on the remote configuration page of the device or via manual upgrade.

4.3.3 Upgrade Device Manually by Uploading Firmware Package

If a device with the new firmware version to be upgraded and the PC running with the Portal are not on the same LAN (Local Area Network), you can upload firmware packages from the local PC for manually upgrading the device to make the device more compatible with Hik-Partner Pro.

Note

- Make sure you have the permission for remotely configuring devices.
- This function is only available for some DVRs, NVRs, and network cameras.

Upgrade Device Manually Using the Portal

1. Go to **Site & Device → Customer Site** .
2. Find the device, and click or ··· **→ Manual Upgrade** .

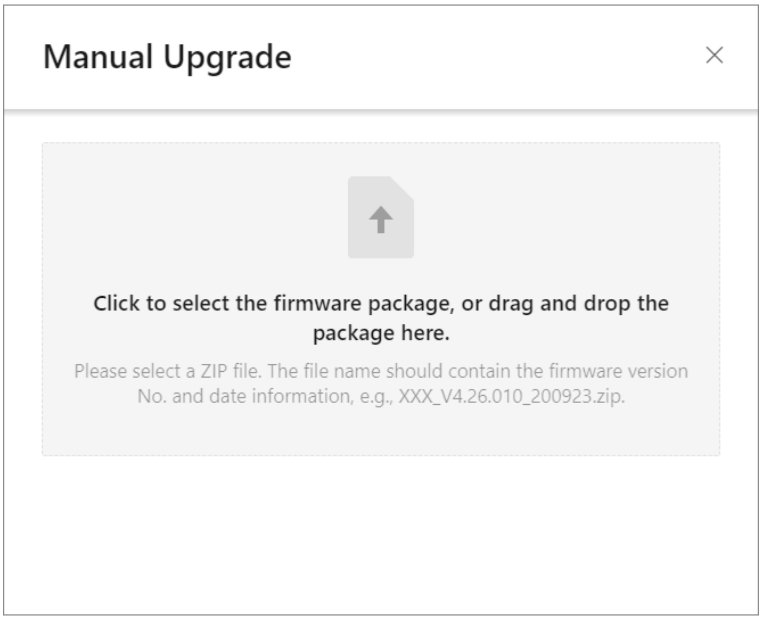


Figure 4-6 Manual Upgrade Pane

3. Click **Firmware Update Search** to search for and download the firmware package of the current device.
4. Click to select the firmware package in ZIP format from the local PC or drag it to the gray area.

Note

Make sure the package is consistent with **Details of This Device**, and the file name matches one of the followings, otherwise, errors will occur.

Supported File Name Format	Example
{custom name}_V{firmware version No.}_{date}.zip	test_V4.26.10_230316.zip
{custom name}_V|v{firmware version No.}_Build_{date}.zip	NVR_V5.0.0_Build_220210.zip
Format 3: {custom name}_V{firmware version No.}_build{date}.zip	DVR_V4.26.500_build200518.zip

5. Click to reselect an upgrade package as you needed.

Note

If you click × to close the Manual Upgrade pane, the selected package will still be kept for the next time you open the pane.

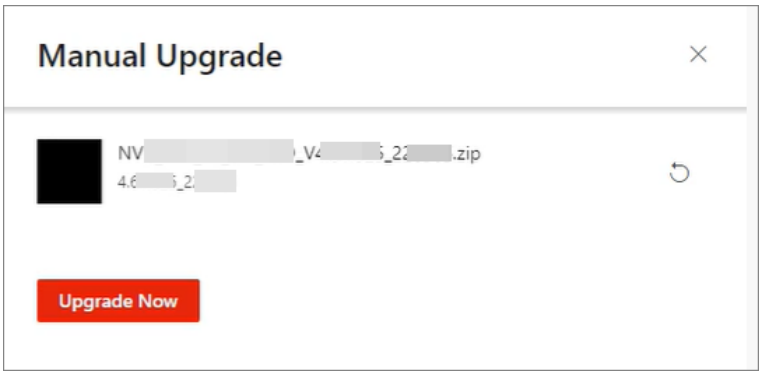


Figure 4-7 After Selecting Firmware Package

6. Click **Upgrade Now** and a risk prompt will pop up.
7. Click **OK** to start upgrading the device.

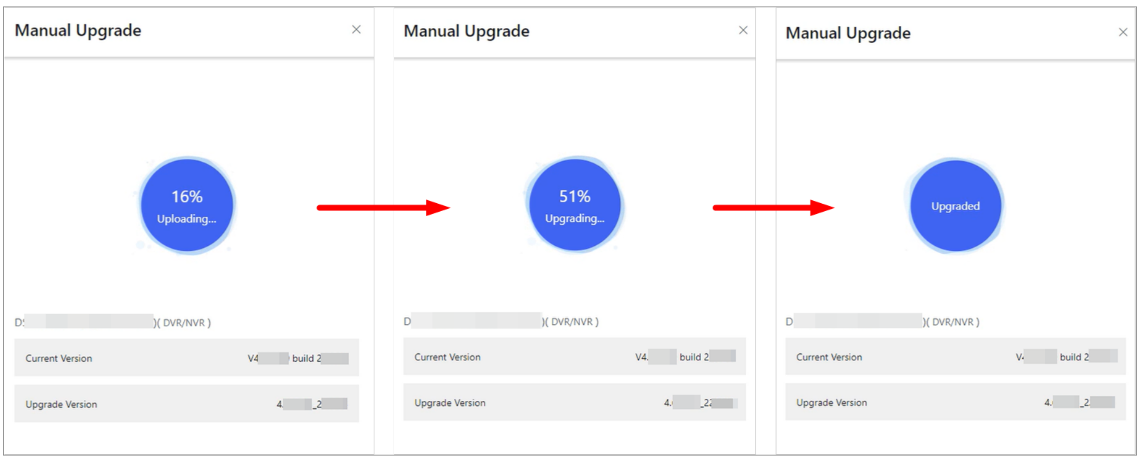


Figure 4-8 Upgrade Progress

4.4 How to Unbind Devices?

When you add a device by scanning QR code or add it manually by entering the serial number, or when you add detected online devices, if the adding result page shows it has been added to another account, you need to unbind it from its current account first before you can add it to your account. The device unbinding functionality is useful when you need to add a device to a new account but have no access to delete it from the old account (e.g., if you forgot the password of the old account).

Unbind Devices Using the Portal

1. On the adding result page, click in the Operation column.
2. Enter the device password and click **OK** to unbind it from its current account.

Note

If the device firmware does not support device unbinding, you are required to enter a CAPTCHA code after entering the device password.

3. When the device is unbound, you can click in the Operation column to add the device to your account.

Unbind Devices Using the Mobile Client

1. Tap **Unbind** on the adding result page.
2. Enter the device password and tap **Finish** to unbind it from its currently-added account.

Note

If the device firmware does not support device unbinding, you are required to enter a CAPTCHA code after entering the device password.

3. When the device is unbound, you can add it to your account.

Limitations

- Make sure the Mobile Client or the Portal runs on the same LAN with the device. Otherwise, unbinding will be unavailable.
- Some devices only supports unbinding on the Mobile Clients, e.g., AX HOME security control panels.
- For a site that is handed over to your customer by sharing, you cannot unbind the devices added to this site.

4.5 How to Set Linkages to Trigger Actions When Events Occur?

You can set up a linkage to trigger certain device actions when the specified event occurs. You can add a linkage using the predefined template or customize a linkage. The linkages can be used for purposes such as notifying the security personnel, upgrading the security level, and recording evidences when specific events occur.

Note

What Is A Linkage and How to Set One

A linkage refers to the process where an event detected by **Resource A** triggers actions of **Resource B**, **Resource C**, **Resource D**, etc.

To set a linkage, you need to define the following five elements.

Table 4-2 Five Elements of a Linkage

Element	Description
Source	The resource that detects the **Triggering Event**.
Triggering Event	The event detected by the **Source** for triggering the **Linkage Actions**.
Linked Resources	The resources that are to perform the **Linkage Actions**.
Linkage Actions	Actions that the **Linked Resources** perform when the **Triggering Event** occurs.
Linkage Schedule	The scheduled time during which the linkage is activated.

Table 4-3 Overall Process of Setting a Linkage

Steps	Instructions
1. Add resources to Hik-Partner Pro you need them to be the **Source** and **Linked Resources**.	• ***Quick Start Guide: Add Devices to Hik-Partner Pro for Remote Maintenance*** • ***Available Triggering Events for Different Source Devices*** • ***Available Linkage Actions for Different Linked Resources*** • ***What Are the Six Template Linkages For?***
2. Set the triggering event on the source device (resource), and some linkage actions also need to be set on the linked resources (devices) in advance.	• User manuals of the devices (resources). • ***Available Triggering Events for Different Source Devices*** • ***Available Linkage Actions for Different Linked Resources*** • ***What Are the Six Template Linkages For?***
3. Add and enable a linkage.	***Add and Enable a Linkage***
4. Enable **Notification** for the **Source** device.	***Enable Notification for the Source Device***

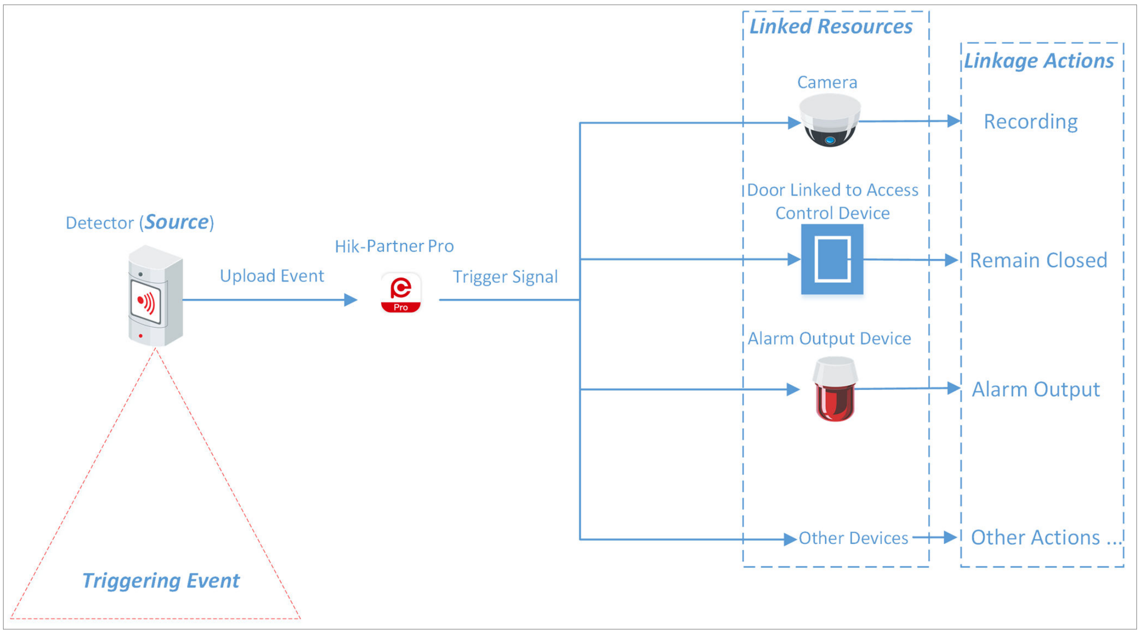


Figure 4-9 Linkage

Example

Upgrade Security Level for a Jewelry Store

Your customer is the manager of a jewelry store, who needs to upgrade the store's security level during non-business hours. The store has been installed with a PIR detector linked to a security control panel, a sounder linked to the security control panel, and several network cameras.

In this case, you can set a linkage to trigger alarm output and recording in the store when objects in motion are detected during non-business hours. The following elements need to be defined:

- **Source**: The PIR detector in the store.
- **Triggering Event**: The motion detection event.
- **Linked Resources**: The alarm output (the sounder in this case) and the network cameras in the store.
- **Linkage Actions**:
  - For sounder: Sends out audible alarm.
  - For network cameras: Start recording.
- **Linkage Schedule**: Non-business hours every day.

4.5.1 Add and Enable a Linkage

Hik-Partner Pro offers 6 predefined templates (Intrusion, Forced Entry Alarm, Back to Home/Office, Away, Visitor Calling, and Perimeter Zone Alarm), designed for 6 typical applications of linkages. You can also customize the linkage for your customer.

Note

Make sure you have the configuration permission for the devices.

Add and Enable a Linkage Using the Portal

1. Go to **Site & Device → Customer Site** .
2. Open the **Add Linkage Rule** page in one of the following ways:
   - Click a site to enter its site details page, and click **Linkage Rule**.
   - In the site list (site mode) or in the device list (device mode), click in the Operation column.
3. Choose either ways to set a linkage:
   - To add a linkage based on a template, select a template on the left, and set the required information.

Parameter	Description
Linkage Rule Name	Set a name for the linkage.
When	Select a resource as the **Source** for detecting the triggering event defined in the template.
Trigger Following Actions	Select the **Linked Resources** for performing the linkage action. **Note** You can set only one linkage action.
Linkage Schedule	Set the scheduled time during which the linkage is activated.

   - To customize a linkage, click **Customize Linkage Rule**, and set the required information.

Parameter	Description
Linkage Rule Name	Set a name for the linkage.
Trigger	Set the **Source** and the **Triggering Event** for triggering the linkage action. **Note** Make sure that the triggering event has been configured on the selected device. For details about configuring event on device, see the user manual of the device.

Parameter	Description
Linkage	Click **Add** to select **Linkage Actions** and **Linked Resources**. **Note** - Up to 128 Linkage Actions or 10 Linked Resources can be selected. - You can set up to 4 **Linkage Actions** for cameras as the **Linked Resources**. For example, if you have set the picture capturing and recording for camera 1, you can only set two more **Linkage Actions**, e.g., capturing picture and recording for camera 2.
Linkage Schedule	Set the scheduled time during which the linkage is activated.

4. Click **OK**.

Add and Enable a Linkage Using the Mobile Client

1. Tap **Site**.
2. Tap **Linkage Rule**.
3. Choose either ways to set a linkage:
   - To add a linkage based on a template, tap a template on the top, and set the required information.

Parameter	Description
Linkage Rule Name	Set a name for the linkage.
When	Select a resource as the **Source** for detecting the triggering event defined in the template.
Trigger Following Actions	Select the **Linked Resources** for performing the linkage action. **Note** You can set only one linkage action.
Linkage Schedule	Set the scheduled time during which the linkage is activated.

   - To customize a linkage, tap **Add Linkage Rule** on the bottom, and set the required information.

Parameter	Description
Trigger	Set the **Source** and the **Triggering Event** for triggering the linkage action. **Note** Make sure that the triggering event has been configured on the selected device. For details about configuring event on device, see the user manual of the device.
Linkage	Tap **Add Linkage** to select **Linkage Actions** and **Linked Resources**. **Note** - Up to 128 Linkage Actions or 10 Linked Resources can be selected. - You can set up to 4 **Linkage Actions** for cameras as the **Linked Resources**. For example, if you have set the picture capturing and recording for camera 1, you can only set two more **Linkage Actions**, e.g., capturing picture and recording for camera 2.
Linkage Schedule	Set the scheduled time during which the linkage is activated.
Linkage Rule Name	Set a name for the linkage.

4. Tap **Enable** or **OK**.

4.5.2 Enable Notification for the Source Device

After adding and enabling a linkage rule, you should make sure the Notification functionality of the Source device is enabled so that the events detected by the Source device can be uploaded to the Hik-Partner Pro system, which is the prerequisite to trigger the linkage actions in the related linkage rules.

Enable Notification for the Source Device Using the Portal

1. Go to **Site & Device → Customer Site** .
2. Find the device, and click on the device card or in the Operation column.

3. Switch on **Notification** and set the **Notification Schedule** for uploading the events detected by the **Source** device to Hik-Partner Pro.
4. Click **OK**.

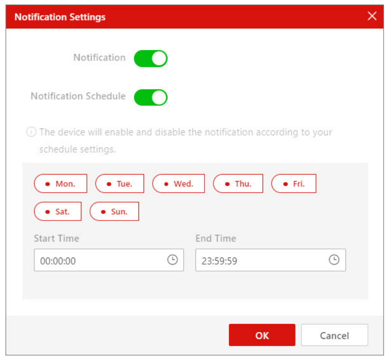


Figure 4-12 Notification Settings

Enable Notification for the Source Device Using the Mobile Client

1. Tap **Site**.
2. Find the device, and tap it to enter its device details page.
3. Tap ··· → **Notification** .
4. Switch on **Notification** and set the **Notification Schedule** for uploading the events detected by the **Source** device to Hik-Partner Pro.

4.5.3 What Are the Six Template Linkages For?

Template	Description
Intrusion	Used for improving the security level by triggering the linkage actions including capture, recording, and alarm output, when the intrusion event (people, vehicles, or other objects enter a predefined area) occurs.
Forced Entry Alarm	Used for improving the security level by triggering the linkage actions including capture, recording, door remaining closed, alarm output, and calling preset when a door is opened abnormally.
Back to Home/Office	Used for lowering the security level and enabling privacy protection by triggering the linkage actions including disarming and enabling privacy mask, when you are back to your home or office from outside.
Away	Used for improving the security level and canceling privacy protection by triggering the linkage actions including arming and disabling privacy mask when you leave your home or office.

Template	Description
Visitor Calling	Used for improving the security level by triggering the linkage actions including capture and recording when visitors are calling from the door station.
Perimeter Zone Alarm	Used for improving the security level by triggering the linkage actions including capture, recording, calling preset, alarm output, and remaining door closed, if people or other objects are detected in all accesses (including doors, windows, cellar doors, etc.) to a property.

4.5.4 Available Triggering Events for Different Source Devices

Table 4-4 Available Triggering Events for Different Resource Types

Source	Triggering Event
Camera	• Motion Detection • Face Detection • Intrusion • Line Crossing Detection
Access Control Device	• Network Disconnected • Tampering Alarm
Door Linked to Access Control Device	• Door Opened Normally **Note** Capture or Recording cannot be set as the linkage action for the triggering event Door Opened Normally. • Door Opened Abnormally • Tampering Alarm
Door Station	• Calling
Area of Security Control Panel	• Away Arming • Disarmed • Stay Arming • Alarm, such as Instant Zone Alarm, 24-Hour Annunciating Zone Alarm, and Delayed Zone Alarm.
Zone (Detector) Linked to Security Control Panel	• Alarm, such as Instant Zone Alarm, 24-Hour Annunciating Zone Alarm, and Delayed Zone Alarm.
Doorbell	• Calling • PIR Detection

4.5.5 Available Linkage Actions for Different Linked Resources

Table 4-5 Linkage Action Description

Linked Resource	Linkage Action	Description
Camera (Channel)	Capture Picture	The camera will capture a picture when the Triggering Event is detected.
	Recording	The camera will record video footage when the Triggering Event is detected. **Note** The recorded video footage starts from 5 s before the detection of the Triggering Event, and lasts 30 s.
	Call Preset	Select a preset from the Preset drop-down list to specify it as the preset which will be called when the Triggering Event is detected. A preset is a predefined image position which contains configuration parameters for pan, tilt, zoom, focus and other parameters. By calling a preset, the PTZ camera will move to the predefined image position. **Note** Make sure you have configured presets for the PTZ camera. For details, see the user manual of the PTZ camera.
	Call Patrol	S elect a patrol from the Patrol drop-down list to specify it as the patrol which will be called when the Triggering Event is detected. A patrol is a predefined PTZ movement path consisted of a series of key points (i.e., presets) that have their own designated sequence. By calling a patrol, the PTZ camera will travel to all the key points in the set speed so as to provide a dynamic view. **Note** Make sure you have configured patrols for the PTZ camera. For details, see the user manual of the PTZ camera.

Linked Resource	Linkage Action	Description
	Call Pattern	Select a pattern from the Pattern drop-down list tot specify it as the pattern which will be called when the Triggering Event is detected. A pattern is a predefined PTZ movement path with a certain dwell-time configured for a certain position. By calling a pattern, the PTZ camera moves according the predefined path. **Note** Make sure you have configured patterns for the PTZ camera. For details, see the user manual of the PTZ camera.
	Arm	The camera will be armed and hence the events related to the camera will be uploaded to the Hik-Connect Mobile Client when the Triggering Event is detected.
	Disarm	The camera will be disarmed and hence the events related to the camera will not be uploaded to the Hik-Connect Mobile Client when the Triggering Event is detected.
	Enable Privacy Mask	Privacy mask will be displayed on the live images of the camera when the Triggering Event is detected. **Note** Make sure you have configured privacy mask for the camera. For details, see the user manual of the camera.
	Disable Privacy Mask	Privacy mask will NOT be displayed on the live images of the camera when the Triggering Event is detected.
Alarm Output	Alarm Output	The alarm output of the Linked Resource will be triggered when the Triggering Event is detected.
Area of Security Control Panel	Stay Arm	The arming status of the area of the security control panel will switch to Stay when the Triggering Event is detected.
	Away Arm	The arming status of the area of the security control panel will switch to Away when the Triggering Event is detected.
	Disarm	The area of the security control panel will be disarmed when the Triggering Event is detected.
Door Linked to Access Control Device	Open Door	The door related to the access control device will be opened when the Triggering Event is detected.

Linked Resource	Linkage Action	Description
	Remain Open	The door related to the access control device will remain open when the Triggering Event is detected.
	Remain Closed	The door related to the access control device will remain closed when the Triggering Event is detected.
Door Station	Open Door	The door linked to the door station will be automatically opened when the Triggering Event is detected.
Alarm Input	Arm Alarm Input	The alarm input will be armed and hence events related to it will be uploaded to the Hik-Connect Mobile Client when the Triggering Event is detected.
	Disarm Alarm Input	The alarm input will be disarmed and hence events related to it will NOT be uploaded to the Hik-Connect Mobile Client when the Triggering Event is detected.

4.6 How to Set Up Exception Rules to Receive Exception Notifications?

You can set up an exception rule to specify how, when, and where you want to receive exception notifications of a device or channel.

What Is An Exception Rule and How to Set One

An exception rule is used to monitor the status of managed resources in real time: When an exception of a resource occurs, the resource will push a notification to Hik-Partner Pro to notify the specified Installers about this exception.
To set an exception rule to define such a notification, you need to define the following five elements.

Table 4-6 Five Elements of an Exception Rule

Element	Description
Source	The resource (device, channel, zones, peripherals, etc.) on which an **Exception** occurs.
Exception	The event/exception occurring on the **Source** for triggering the notification.
Received By	Portal, Mobile Client, email.
Recipient	Who can receive the notification.
Schedule	When to receive the notification.

Table 4-7 Overall Process of Setting a Exception Rule

Steps	Instructions
1. Add resources to Hik-Partner Pro you need them to be the **Source** of exceptions.	***Quick Start Guide: Add Devices to Hik-Partner Pro for Remote Maintenance***
2. Add the exception notification rule.	***Add an Exception Rule***
3. Enable **Notification** for the **Source** device.	***Enable Notification for the Source Device***

4.6.1 Add an Exception Rule

Add an Exception Rule Using the Portal

1. Go to **Site & Device → Customer Site** .
2. Click a site to enter its site details page, and then click **Exception**.
3. Click to set the elements for triggering a notification of a device. Or click **Batch Edit** to set for multiple devices.

Parameter	Description
Exception	Select the types of exceptions you need to monitor. For **Offline**, you can set the threshold of the offline duration. You will only be notified of **Offline** longer than the threshold.
Received By	Where to receive: Hik-Partner Pro Portal, Hik-Partner Pro App, Hik-Connect App, or Recipients' Emails.
Recipient	Site manager and/or Installer Admin.
Schedule	Set when the recipient can receive the notification.

4. Switch on **Enable** to enable the exception rule. You also click **Copy To** to copy the exception notification settings to the resources of the same type.

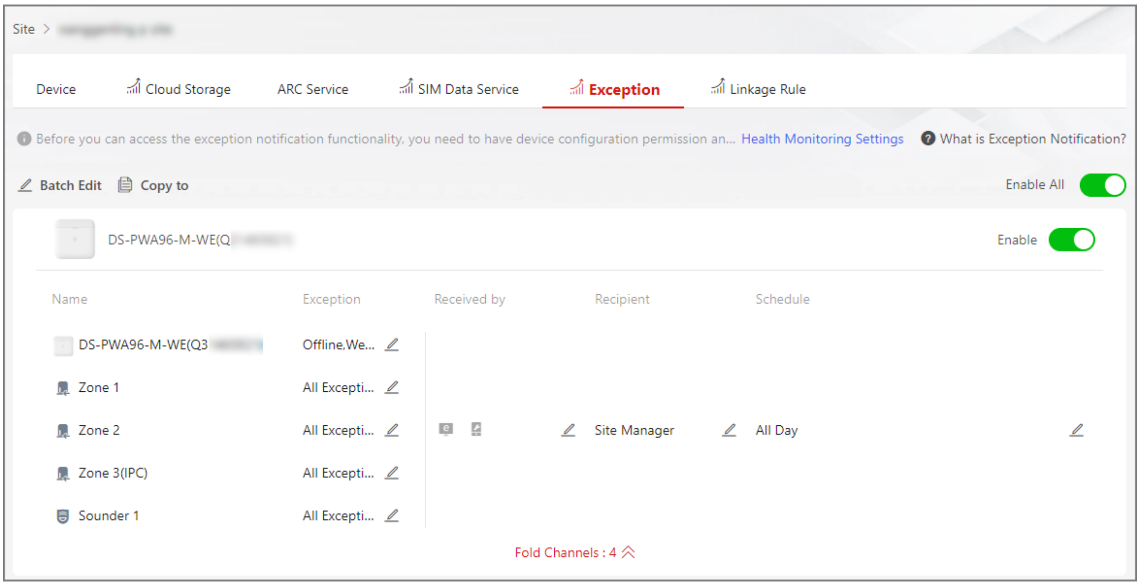


Figure 4-13 Exception Settings

Add an Exception Rule Using the Mobile Client

1. Tap **Site**.
2. Tap a site to enter its site details page, and then tap **Exception**.
3. Tap **Device/Channel Exception** and **How to Receive** to set the elements for triggering a notification of a device. Or tap to batch set for multiple devices.

Parameter	Description
Device/Channel Exception	Select the types of exceptions you need to monitor. For **Offline**, you can set the threshold of the offline duration. You will only be notified of **Offline** longer than the threshold.
Recipient	Site manager and/or Installer Admin.
Received By	Where to receive: Hik-Partner Pro Portal, Hik-Partner Pro App, Hik-Connect App, or Recipients' Emails.
Schedule	Set when the recipient can receive the notification.

4. Switch on the button on the device card to enable the exception rule. You also tap to copy the exception notification settings to the resources of the same type.

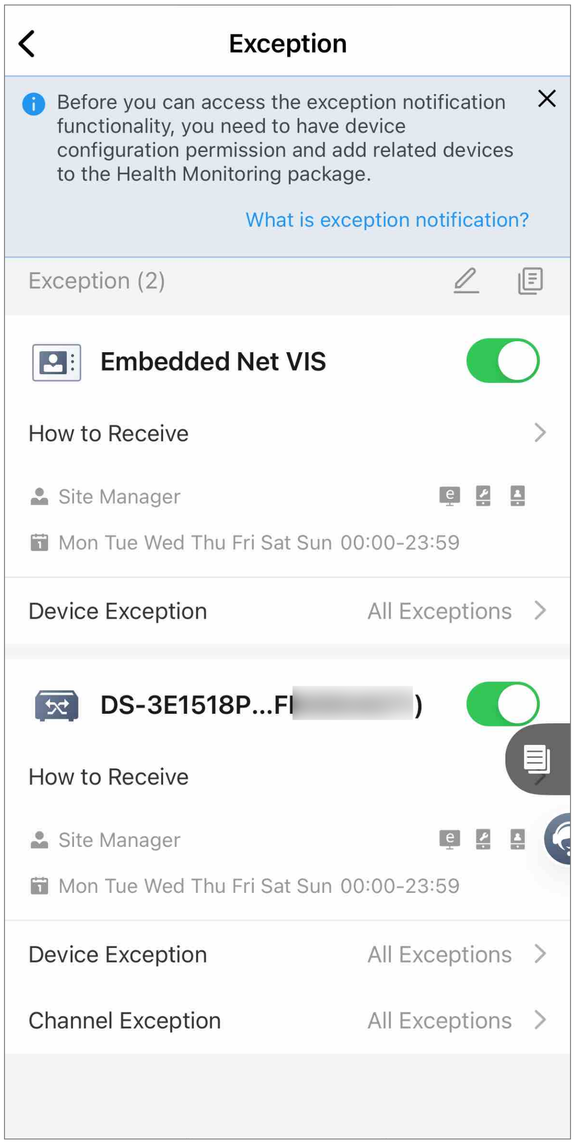


Figure 4-14 Exception Settings

4.6.2 Enable Notification for the Source Device

After adding and enabling an exception rule, you should make sure the Notification functionality of the Source device is enabled so that the events detected by the device can be uploaded to the Hik-Partner Pro system and the Hik-Connect Mobile Client, which is the prerequisite to trigger the exception rules defined in related exception rules.

Enable Notification for the Source Device Using the Portal

1. Go to **Site & Device → Customer Site** .
2. Find the device, and click on the device card or in the Operation column.
3. Switch on **Notification** and set the **Notification Schedule** for uploading the events detected by the **Source** device to Hik-Partner Pro.
4. Click **OK**.

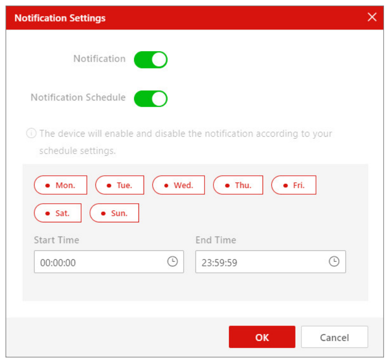


Figure 4-15 Notification Settings

Enable Notification for the Source Device Using the Mobile Client

1. Tap **Site**.
2. Find the device, and tap it to enter its device details page.
3. Tap → **Notification** .
4. Switch on **Notification** and set the **Notification Schedule** for uploading the events detected by the **Source** device to Hik-Partner Pro.

4.7 How to Configure Device Offline Delay?

You can set the allowed offline duration for the device. Hik-Partner Pro, ARC, and Hik-Connect will receive offline exceptions only if the device is offline for longer than the configured duration.

- This feature only supports devices that are connected to Hik-Connect services (P2P).
- Make sure you have activated health monitoring services and configured **Offline** as an exception type on the site details page. For security control devices, if your only need ARC and Hik-Connect to receive notifications, you do not need to activate health monitoring services.

Configure Device Offline Delay Using the Portal

1. Go to **Site & Device → Customer Site** .
2. Open the Configure Offline Delay pane via one of the following ways.
   - Find the device, and click on the device card/list.

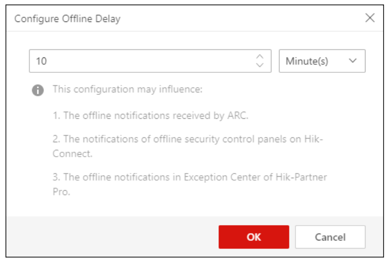


Figure 4-16 Configure Offline Delay

- Find and click the site, click **Exception**, click on the device card in the **Exception** column.

3. Specify the delay duration (5 minutes to 24 hours).
4. Click **OK**.

Configure Device Offline Delay Using the Mobile Client

1. Tap **Site** .
2. Tap the site to enter the site details page, and tap **Exception**.
3. Tap **Device/Channel Exception → Exception** .

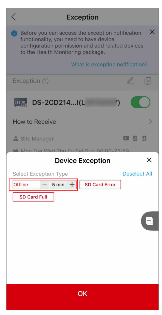


Figure 4-17 Configure Device Offline Delay

4. Specify the delay duration (5 minutes to 24 hours).
5. Tap **OK**.

4.8 How to View Device Health Status in Real Time?

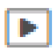
Note

Make sure you have activated the health monitoring service.

4.8.1 View Devices Health Status

View Device Health Status Using the Portal

1. Go to **Site & Device → Health Monitoring → Health Status** .
2. - To view all devices on all sites by device type, click **All Sites**, and select a device type.
   - To view all devices on a specific site, select a site.
3. View the device status and perform related operations. See ***Supported Device Status and Operations for Different Device Types*** for more supported status and operations.

Button	Description
	Perform remote configuration.
	Perform health check/inspection to get the latest device status.
	Live view.
	Playback.
Auto Update	Switch on **Auto Update** so that the latest exceptions and status will be displayed in real time.

View Device Health Status Using the Mobile Client

Tap **Site & Device → Health Monitoring → Health Status** , select **All Sites** to view device health status by device type, or select a specific site to view the devices of this site.

1. Tap **Site → Health Monitoring** .
2. - To view all devices on all sites by device type, select a device type.
   - To view all devices on a specific site, tap **All Sites**, and select a site.
3. View the device status and perform related operations. See ***Supported Device Status and Operations for Different Device Types*** for more supported status and operations.

Button	Description
	Perform remote configuration.
	Perform health check/inspection to get the latest device status.
	Live view.

Button	Description
	Playback.
Auto Update	Switch on **Auto Update** so that the latest exceptions and status will be displayed in real time.

4.8.2 Supported Device Status and Operations for Different Device Types

Device Type	Device Status	Device Operations
Encoding Device	• Device: Network Status, Storage Status, Video Signal, HDD Usage, Overwritten Recording Status appears beside the device name when you have no configuration permission for it, the IP/domain is invalid, or DDNS is invalid. You can fix these issues via . • Channel: Network Status • HDD: Self-Inspection Evaluation Result, Overall Evaluation Result, Running Status, Running Time, Temperature, S.M.A.R.T Information	Live View, Playback, Remote Configuration
Alarm Device	• Device: Network Status, Offline Duration, Battery Status, Power Supply Status, Mobile Network Status, Wireless Network Status, Network Cable Status, Quantity of Abnormal Peripherals, Chassis Status, SIM Card Status	Remote Configuration

Device Type	Device Status	Device Operations
	appears beside the device name when firmware update is available. You can upgrade firmware via . appears beside the device name when EN50131 Compliant mode has been enabled on the device, or you have no configuration permission for it. For the former, authenticate the device via so you can view the device status. • Area (Zones) and Peripheral: Network Status, Zone Triggering Status, Tampering Status, etc.	
Hik-ProConnect Box	Network Status, Quantity of Offline Channels	Remote Configuration
Access Control Device	Network Status, Offline Duration, Door Quantity appears beside the device name when you have no configuration permission for it. You can fix the issue via . • : Sufficient battery power. • : Insufficient battery power. • : Normal strength of the communication signals between the peripheral device and the security control panel. • : Weak strength of the communication signals between the peripheral device and the security control panel. • : Alarm triggered.	Remote Configuration

Device Type	Device Status	Device Operations
	• : Device tampered. • : Zone bypassed. • : Trigger exception.	
Video Intercom Device	Network Status appears beside the device name when you have no configuration permission for it.	Remote Configuration
Doorbell	Network Status, SD Card Status appears beside the device name when firmware update is available. You can upgrade firmware via .	Live View, Remote Configuration
Network Device	Network Status, Offline Duration, Quantity of Online Ports, Memory Usage, CPU Usage, PoE Power, Peak PoE Power, Working Duration, Port Status, Network Topology	• Remote Configuration • : View Topology • : Remotely Reboot Device • → **Clear Alarm** : Clear Alarms of Ports • → **Restart Port** : Restart Port • → **Enable Extend Mode** : Extend Transmission Range of Port **Note** When enabled, the transmission range of the port will be extended from 200 to 300 m. Meanwhile, its bandwidth will be limited within 10 Mbps.

4.9 How to Export Device Health Report and Set Scheduled Report Delivery?

Note

- Make sure you have activated the health monitoring service or remote maintenance Pro service.
- Health check reports only support encoding devices and security control panels.

Your Intention	Report Scope	Instructions
To Perform Health Check and Export the Report Manually	For All Devices of a Site	***Export Reports Manually of a Site***
Reports Being Sent Automatically and Regularly to You and Your Customers	For All Devices of a Site or a Site Group	***Set Scheduled Report Delivery***

Device Health Report Template

4.9.1 Export Reports Manually of a Site

Export Reports Manually of a Site Using the Portal

1. Go to **Site & Device → Health Monitoring → Health Status** , or go to **Site & Device → Customer Site** .
2. Select a site from the list for which you need to export the report.
3. Click **Health Check**.
4. Click **Check Now** to check the health status of the devices on the site and generate a report.
5. To export the report of a device, click **View Report**. To export the report of all devices on the site, click **Export Report**.

Export Reports Manually of a Site Using the Mobile Client

1. Tap **Site → Health Monitoring** .
2. Tap **All Sites**, and select a site for which you need to export the report.
3. Tap **Health Check**.
4. Tap **Check Now** to check the health status of the devices on the site and generate a report.
5. To export the report of a device, tap . To export the report of all devices on the site, tap **View All Reports**.

4.9.2 Set Scheduled Report Delivery

Set Scheduled Report Delivery Using the Portal

1. Go to **Site & Device → Health Monitoring → Scheduled Report** .
2. Select **Site Report** or **Site Group Report**, and configure the report delivery settings.

Report Type	Description	Steps
Site Report	One report for one site.	Click **Edit** to set for a site, or click **Batch Configure** and select sites to set for multiple sites.
Site Group Report	One report for a group of sites. For how to group sites, see ***Group Sites to Manage Multiple Sites More Efficiently*** .	Click **Edit** or click **Add** to set for a site group.

Delivery Parameter	Description
Device	Devices to be included in the report.
Schedule	Set the frequency and specific time for sending the report. Supports annually, quarterly, monthly, weekly, and daily.
Recipient Email Address	Enter one or more email addresses to set recipients.
Report Language	Choose a language for the report.

3. Click **OK** or **Add**.
4. To enable the scheduled delivery settings, switch on **Enable** or **Enable All**.

Set Scheduled Report Delivery Using the Mobile Client

1. Tap **Site → Health Monitoring → Scheduled Report** .
2. Select **Site Report** or **Site Group Report**, and configure the report delivery settings.

Report Type	Description	Steps
Site Report	One report for one site.	Tap a site card to set for a site, or tap **Batch Configure** and select sites to set for multiple sites.
Site Group Report	One report for a group of sites. For how to group sites,	Tap a site group card or tap **Add** to set for a site group.

Report Type	Description	Steps
	see ***Group Sites to Manage Multiple Sites More Efficiently*** .	

Delivery Parameter	Description
Device	Devices to be included in the report.
Schedule	Set the frequency and specific time for sending the report. Supports annually, quarterly, monthly, weekly, and daily.
Recipient Email Address	Enter one or more email addresses to set recipients.
Report Language	Choose a language for the report.

3. Tap **Save**.
4. To enable the scheduled delivery settings, switch on the button.

4.10 How to Create Maintenance Quotation?

To provide customers with regular and professional device maintenance services, you can use the tool for after-sales maintenance quotation, with which you can standardize the service process, improve customer satisfaction, and expand your business.

Note

You can create unlimited number of quotations if you activate the health monitoring service or remote maintenance Pro service. Otherwise, you can create only 3 quotes.

Create a Maintenance Quotation Using the Portal

1. Go to **Site & Device → Health Monitoring → Maintenance Quotation** .
2. Click **Create Quotation**.
3. Set the required information.

Parameter	Description
Quotation Details	Quotation name and quotation No.
Customer Information	Customer's name, email, phone, and address. Or click **Get from Site** and select a site to auto sync the info.

Parameter	Description
Item	Click **Add Item** to add the default or custom items. Then, set the device model, unit price, and quantity.
Set Discount	If needed, set a discount for your customer.
Set VAT Rate	If needed, set the VAT rate.
Service Provider Information	Service provider's name, email, phone number, address, and company logo.

4. Click **Preview/Export** to see and export it as a PDF file.
5. Click **Save**.

4.11 How to Get Operations Logs of Employees for Troubleshooting?

Operation logs (the operator, time, site, target, result, etc.) of all employees (Installer Admin and Installers) will be recorded and you can search for the operation logs of any employee within 90 days for troubleshooting the sites and devices.

Note

- This feature is not available to authenticated channel partners.
- Logs of all employees are available to those with the permission to manage accounts and roles. For those without this permission, they can only view their own logs.
- Logs of all sites are available to those with the permission to manage all sites. For those without this permission, they can only view the logs of the sites assigned to them.
- Logs within up to 90 days are available.

Search Operation Logs Using the Portal

To access the operation logs, click **My Hik-Partner → Company Management → Operation Log** . You can search for operation logs by the employee, site, and time.

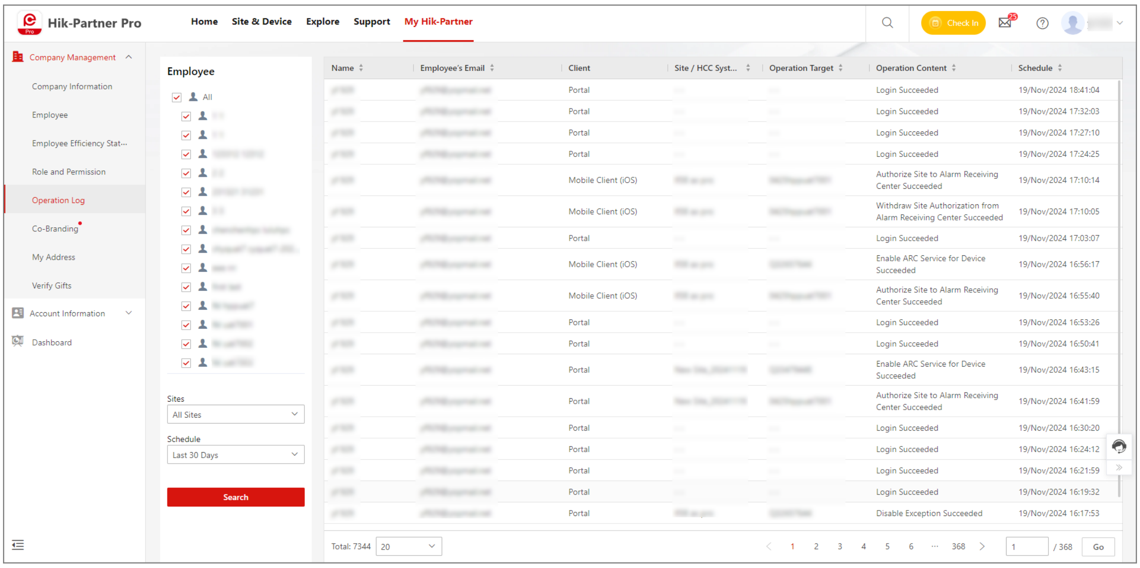


Figure 4-22 Search Operation Logs

4.12 How to Provide an ARC Service on Hik-Partner Pro to Expand Your Business?

Alarm Receiving Centers (ARC) is a facility that receives and reacts quickly to alarms from systems of companies, schools, factories, etc., for the security purpose. Hik-Partner Pro offers a list of authenticated professional ARCs, from which installers can select to provide 24/7 remote alarm receiving service for their customers.

Note

The ARC service is available in only some countries and regions and to only personal sites.

Your Role	Description	Related Topics
ARC	Add your company to Hik-Partner Pro's ARC list. After that, all other Hik-Partner Pro users can be your potential customers. This promotes brand awareness for your company and provides great possibility to expand business.	• ***Step 1: ARC Company Joins the ARC List of Hik-Partner Pro*** • ***Step 3: ARC Accepts Devices Entrusted by Installers*** • ***Step 4: ARC Manages Entrusted Devices*** • ***Step 5: Establish Communications Between***

Your Role	Description	Related Topics
		ARC Software and Devices Using IP Receiver Pro • *How to Integrate with Hik-Partner Pro?*
Installer or Other Hik-Partner Pro Users	Select from Hik-Partner Pro's ARC list to provide 24/7 remote alarm receiving service for your customers.	*Step 2: Installer Enables ARC Service for Customer's Devices*

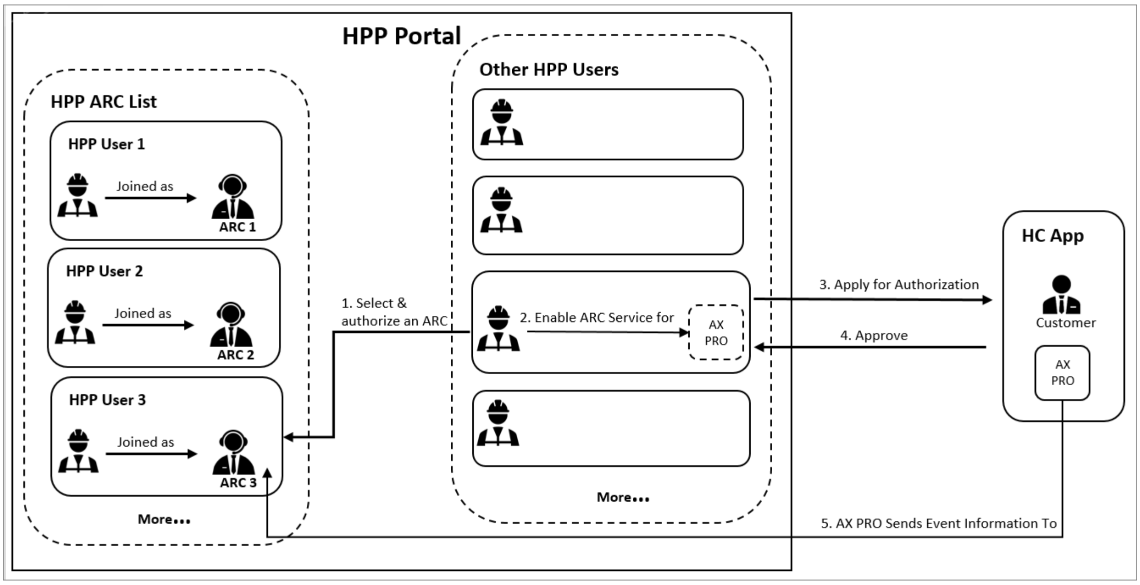


Figure 4-23 Overall Process

4.12.1 Step 1: ARC Company Joins the ARC List of Hik-Partner Pro

ARC Company Joins the ARC List of Hik-Partner Pro Using the Portal

Before joining as ARC, make sure the type of your company is ARC on your company information page.

1. Go to **My Hik-Partner → Company → Company Information** .

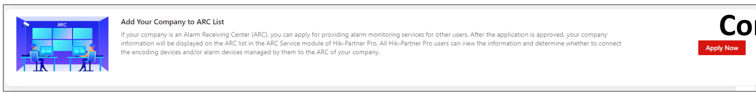


Figure 4-24 Entry

2. Click **Apply Now**.

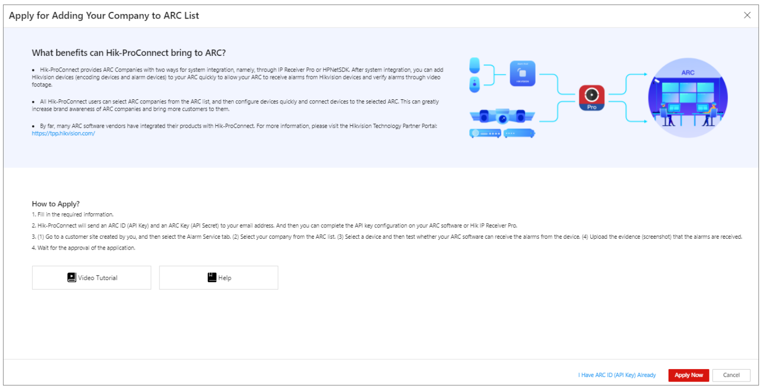


Figure 4-25 Introduction Page of Joining as ARC

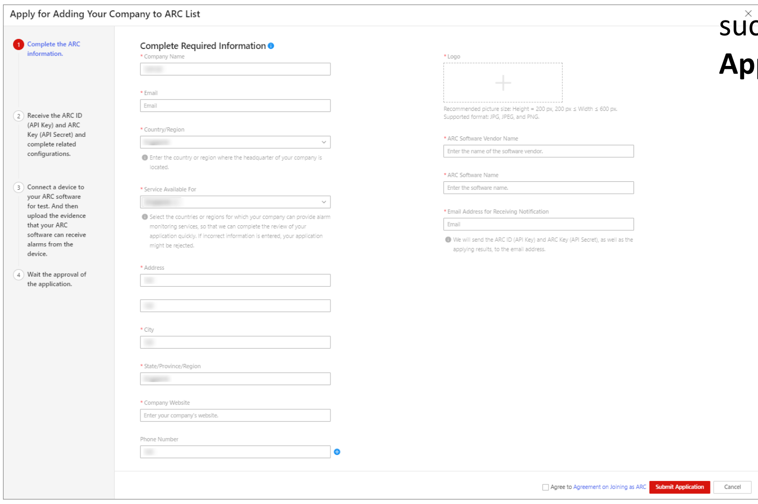


Figure 4-26 Fill in Information

3. Complete the required company information such as the email address, and click **Submit Application**.

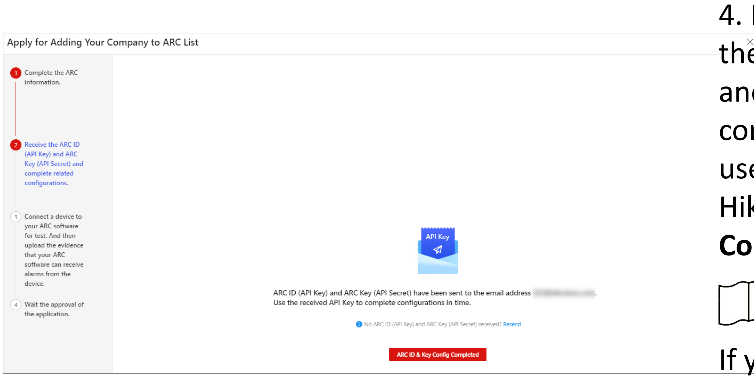


Figure 4-27 ARC ID & Ket Sent

4. Make sure you receive an email containing the ARC ID (API Key) and ARC Key (API Secret), and then complete the ARC ID and ARC Key configuration on your ARC software (software used by your company for receiving alarms) or Hik IP Receiver Pro. Last, click **ARC ID & Key Config Completed**.

Note

If you have any questions about the ARC ID and ARC Key configuration, refer to **Agreement on Joining as ARC** and find the email for getting help.

4.12.2 Step 2: Installer Enables ARC Service for Customer's Devices

You can authorize a site to an ARC, and then enable the ARC service for devices on the site to allow the staff of the ARC to receive events from the devices, respond to the events, and send out emergency dispatches (if needed) around the clock.

Note

The ARC service is only supported by the devices added by Hik-Connect (P2P). The supported device types include cameras, NVRs, and security control panels.

Enable ARC Service for Devices Using the Portal

1. Go to **Site & Device → Customer Site** , and click the site to enter its site details page.
2. Click **ARC Service**.
3. Click **Select ARC** to show the ARC list. You can check the ARC's information.
4. Select an ARC, and click **Authorize**. Devices on this site available for the ARC service will show.
5. Enable the ARC service for a specific device. After the ARC confirms, events detected by the device and device exceptions will be sent to the ARC.
   a. Turn on the button on the device card.
   b. To help the ARC identify the device, set the account number.
   c. Click **Next**.
   d. Set the types of notifications (events) that can be received by the ARC.
   e. Click **OK**.

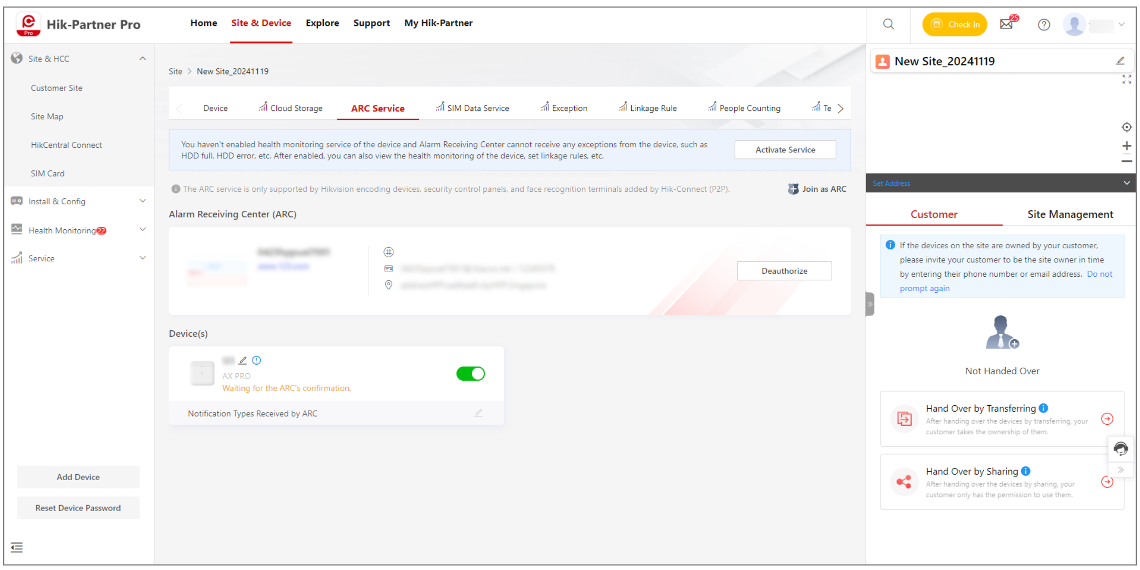


Figure 4-28 Enable ARC Service for Devices Using the Portal

Enable ARC Service for Devices Using the Mobile Client

1. Tap **Site**, and tap the site to enter its site details page.
2. Tap **ARC Service**.
3. Tap > to show the ARC list. You can check the ARC's information.
4. Choose and tap an ARC, and tap **Authorize**. Devices on this site available for the ARC service will show.
5. Enable the ARC service for a specific device. After the ARC confirms, events detected by the device and device exceptions will be sent to the ARC.
   a. Tap a device.
   b. Turn on the ARC Service button.
   c. To help the ARC identify the device, set the account number.

d. Tap **Next**.
e. Set the types of notifications (events) that can be received by the ARC.
f. Tap **OK**.

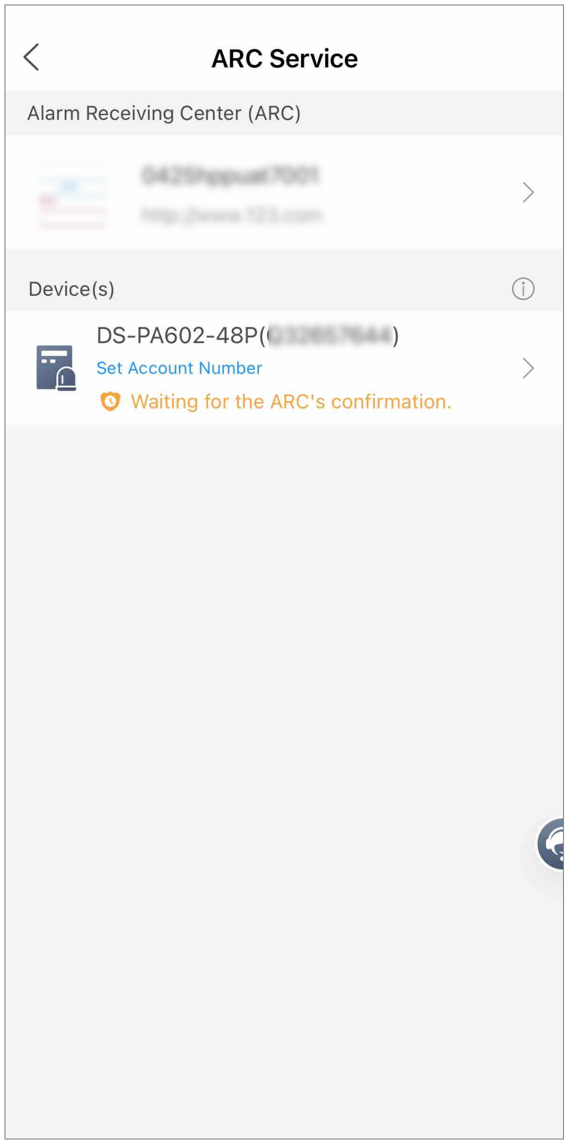


Figure 4-29 Enable ARC Service for Devices Using the Mobile Client

4.12.3 Step 3: ARC Accepts Devices Entrusted by Installers

When installers entrust devices to ARC users, ARC users can now receive notifications via Hik-Partner Pro, and choose to accept or reject them.

Accept Devices Using the Portal

1. On the top right of the Portal, click , and then **ARC Message**.
2. Click **Accept**.

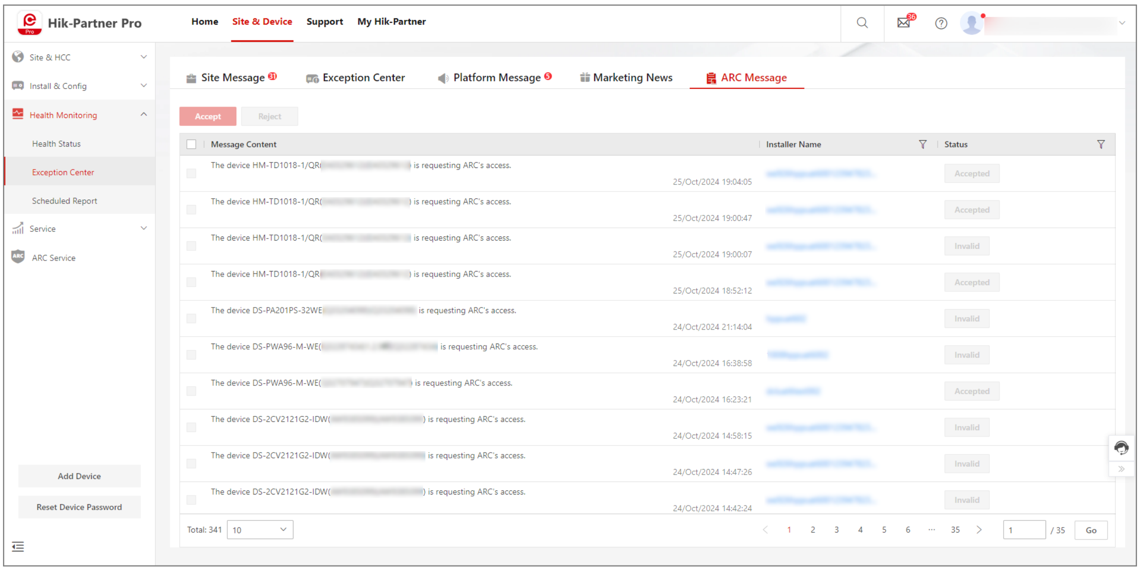


Figure 4-30 ARC Message on the Portal

Accept Devices Using the Mobile Client

1. On the top right of the Mobile Client, tap , and then **ARC Message**.
2. Tap **Accept**.

4.12.4 Step 4: ARC Manages Entrusted Devices

ARC users can log in to Hik-Partner Pro to manage devices with ARC service enabled.

On the ARC Service page, devices are listed, and ARC users can suspend/resume selected devices to stop/restart providing ARC services, modify the types of events they can receive, and modify the account numbers of devices.

Manage Entrusted Devices Using the Portal

Go to **Site & Device → ARC Service** .

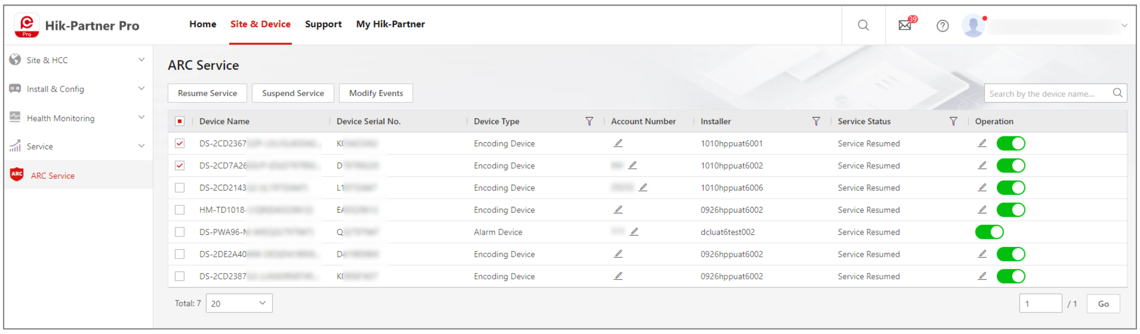


Figure 4-32 ARC Device Management on the Portal

Intention	Steps
Modify Types of Events Received (of Encoding Devices)	Select devices and click **Modify Events** to batch modify, or click in the Operation column to modify. Notifications will be sent to customers or installers for approval.
Modify Account Number for Device for Easier Management	Click in the Account Number column.
Stop/Restart Providing ARC Services for Selected Devices	Select devices and click **Suspend Service** or **Resume Service**, or switch off/on the button in the Operation column.

Manage Entrusted Devices Using the Mobile Client

Tap **Site**, and then **ARC Service**.

Intention	Steps
Modify Types of Events Received (of Encoding Devices)	Tap , select devices, and tap **Modify Events** to batch modify, or tap on the device card to modify. Notifications will be sent to customers or installers for approval.
Modify Account Number for Device for Easier Management	Tap a device card, and tap **Account Number** to modify.
Stop/Restart Providing ARC Services for Selected Devices	Tap , select devices, and tap **Suspend Service** or **Resume Service**, or switch off/on the button on the device card.

4.12.5 Step 5: Establish Communications Between ARC Software and Devices Using IP Receiver Pro

1. Install and activate the IPRP (the medium for transmitting alarms and related videos from the device to the ARC). Refer to ***the user manual of IPRP*** .
2. Configure supported protocols for transmitting events from devices to the ARC on the IPRP. Refer to ***the user manual of IPRP*** .
3. If you have enabled the ARC service for a security control panel in the previous steps and the ARC accesses the device via IP Receiver Pro, click/tap the device to open the configuration pane, and then set the way to connect the device to IP Receiver Pro (the medium for transmitting alarms and related videos from the device to the ARC).

Note

If the device is armed, disarm it first.

Ways to Connect to IP Receiver Pro

Connect Directly or by Hik-Partner Pro Server

Direct connection will be used in priority. When direct connection is abnormal, the device will be connected to IP Receiver Pro by Hik-Partner Pro server. If direct connection is restored, it will auto switch back to direct connection.

This mechanism ensures the stability of data transmission from the device to the ARC.

Connect by Hik-Partner Pro Server

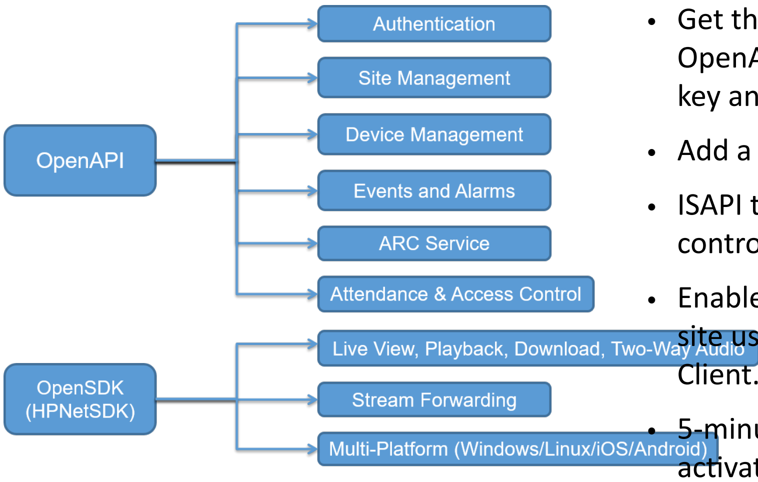
The device will be connected to IP Receiver Pro byHik-Partner Pro server constantly.

The stability of data transmission is lower compared with **Connect Directly or by Hik-Partner Pro Server**

4.13 How to Integrate with Hik-Partner Pro?

Integration guide for alarm receiving centers (ARC), third-party VSaaS vendors, and cloud-based time-attendance vendors.

Step 1: Check the Capabilities for Integration



- Get the access token (call credential of OpenAPIs) using the developer account (API key and API secret).
- Add a site before adding the device.
- ISAPI transparent transmission and allowlist control.
- Enable the ARC service for the device on the site using the Hik-Partner Pro Portal or Mobile Client.
- 5-minute free streaming. Purchase and activate by channels for unlimited streaming.

Step 2: Get a Developer Account

The developer account (API key) and password (API secret) are used for getting the access token (call credential of OpenAPIs).

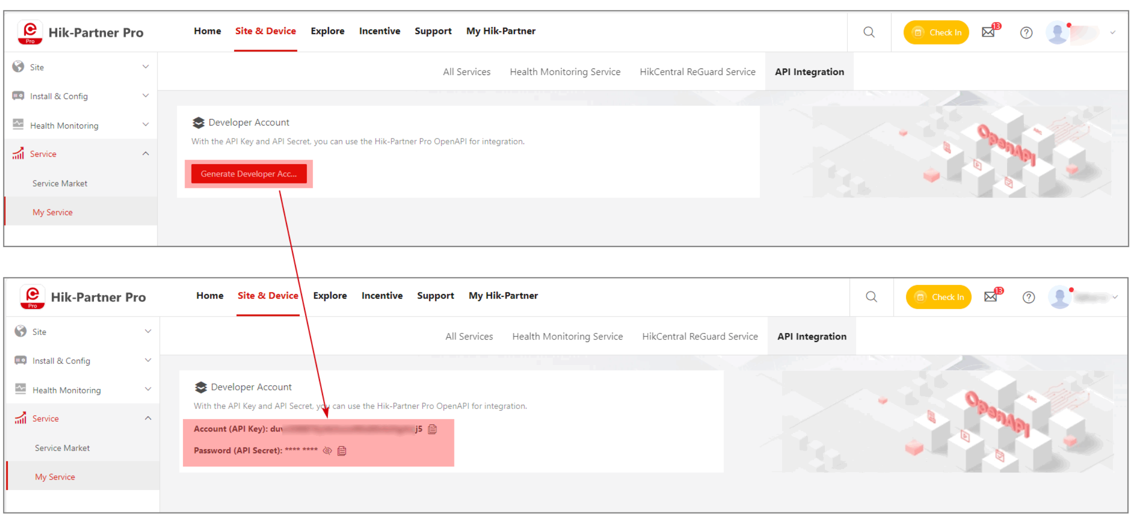
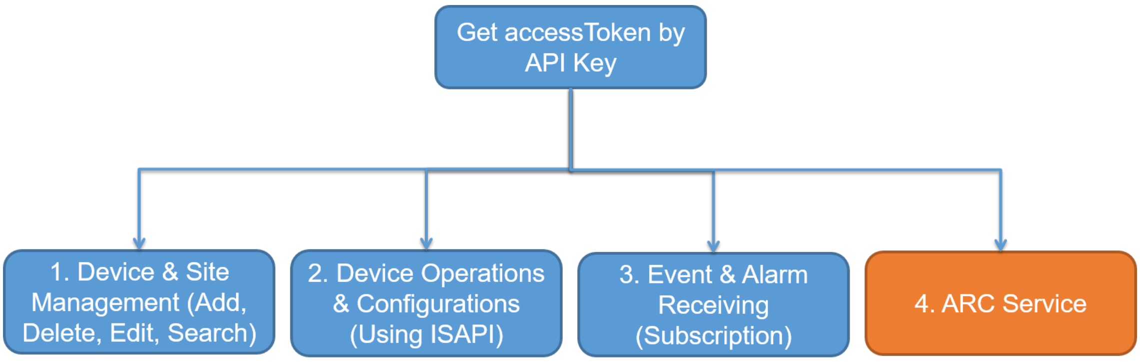


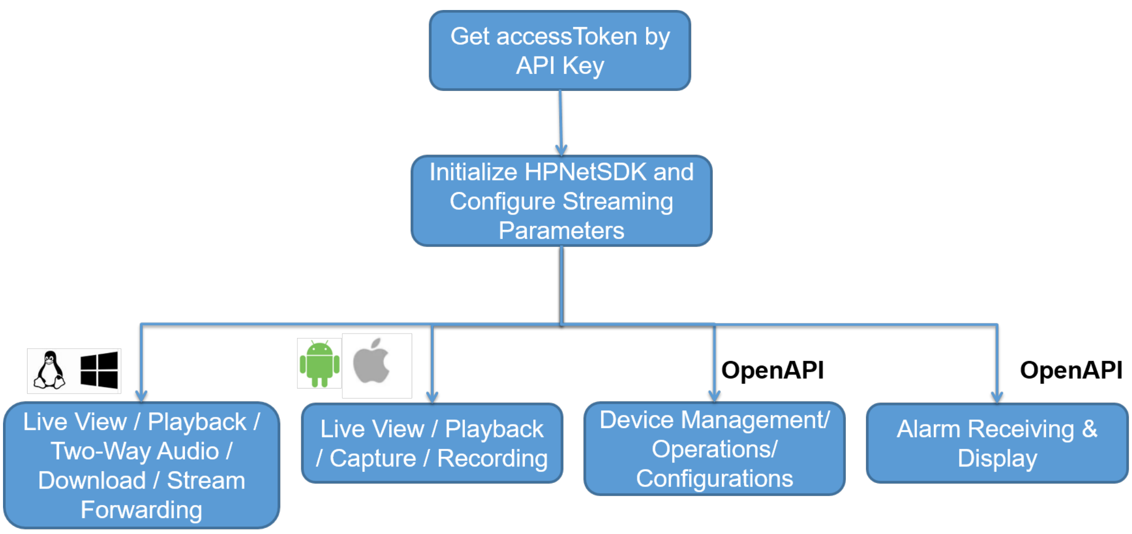
Figure 4-34 Generate a Developer Account

Step 3: (Optional) ARC Integration Process



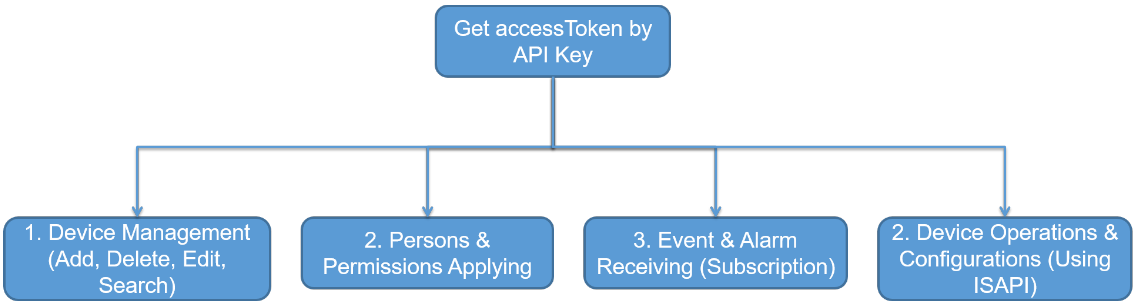
- Link the API key to the devices.on sites of Hik-Partner Pro companies.
- Perform operations & configurations for devices that you are authorized by other Hik-Partner Procompanies to manage.
- Subscribe to the events and alarms of devices owned or managed by your company.
- Access the devices that you are authorized by other companies to manage.

Step 3: (Optional) VSaaS Integration Process



- Use HPNetSDK for Windows/Linux.
- Use HPNetSDK for Android & iOS.
- Call OpenAPIs or get from the third-party server.
- The third-party server forwards alarms and by calling OpenAPIs receives alarms.

Step 3 (Optional) Attendance Integration Process



- By calling OpenAPIs, create sites first and then add devices.
- Or using the Hik-Partner Pro Portal or Mobile Client to create sites and add devices, and then by calling OpenAPIs access the device list.

- Add, delete, and edit persons.
- Apply access levels.

- Supported types of events and alarms are controlled by the allowlist.

- Supported ISAPI protocols are controlled by the allowlist.

Related Documents

- ***Hik-Partner Pro OpenAPI Developer Guide***
- Hik-Partner Pro Network SDK (Windows)
- Hik-Partner Pro Network SDK (Linux)
- Hik-Partner Pro Network SDK (iOS)
- Hik-Partner Pro Network SDK (Android)

Chapter 5 Provide Value-Added Services: Expand Your Business

Hik-Partner Pro provides various value-added services to help partners to expand their businesses and meet the demands of all types of customers.

Value-Added Service	Customer Type
Health Monitoring Service: Better Maintenance for Your Customers	Individual users: Households, independent stores. etc.
Remote Maintenance Pro Service: Better Maintenance for Your Customers **Note** Available in only the United Kingdom and Ireland.	
Cloud Storage Service: Secure & Expand Your Customers' Storage	
SIM Data Service: Connect Devices to 4G Network	
Hik-Connect for Teams Services: Provide VSaaS Solution for Enterprise Customers	Enterprise users: Chain stores, offices, communities, etc.
HikCentral ReGuard Service: Security Management Solution for Customers	Remote monitoring center.

5.1 Health Monitoring Service: Better Maintenance for Your Customers

Note

For the United Kingdom and Ireland, the health monitoring service is replaced by ***Remote Maintenance Pro Service: Better Maintenance for Your Customers*** .

Pain Points and What Customers Want From Installers

Pain Points of Customers & Installers	What Customers Want from Installers
Customers: • Do not know if the devices need any maintenance. • Do not know if any exceptions occur. • Lack of professional device maintenance. **Installers:** • On-site visit is time consuming, laborious, and with high travel & operational costs. • Cannot spot device exceptions promptly.	• They want the installers to spot device exceptions as quickly as possible. • They want the installers to handle the exceptions as quickly as possible, anytime and anywhere.

What You Can Sell & Offer to Your Customers

Hik-Partner Pro offers a free package containing a suite of features such as device online/offline status. In some cases, these free features are insufficient for you to satisfy higher level needs of your customers. Compared with the free package, the health monitoring package offers much more as follows.

Table 5-1 Free Package VS Health Monitoring Package

Functionality	Free Package	Health Monitoring Package
Site and Customer Management	Supported	Supported
Site Map	Supported	Supported
Add Devices to Hik-Partner Pro	Supported Capacity: 1024 Devices	Supported **Capacity: Unlimited Devices**
On-Site Config	Supported	Supported
On-Site Batch Upgrade	Supported	Supported
Device Status	Supported	Supported
Batch Arm and Disarm Alarm Devices	Supported	Supported
Employee Account	Supported Unlimited Number of Employee Accounts	Supported Unlimited Number of Employee Accounts

Functionality	Free Package	Health Monitoring Package
	Employee accounts with permission to manage devices shall be purchased additionally.	Employee accounts with permission to manage devices shall be purchased additionally.
Maintenance Quotation	Supported Capacity: 3 Maintenance Quotations	Supported **Capacity: Unlimited Maintenance Quotations**
Remote Configuration	Supported	Supported
Remote Live View, Playback, and Video Download	Supported	Supported
Remote Device Upgrade	Supported	Supported
Remote Batch Upgrade	Supported	Supported
Real-Time Health Monitoring	NOT Supported	**Supported**
Device Exception Notification	NOT Supported	**Supported**
Exception Handling	NOT Supported	**Supported**
Scheduled Health Check Reports	NOT Supported	**Supported**
Linkage Rule	NOT Supported	**Supported**

5.1.1 Step 1: Get Health Monitoring Packages

You can purchase the health monitoring packages online in the Service Market in Hik-Partner Pro, or purchase a service key from the local distributor first and then activate by the service key to get the purchased service packages.

Note

The supported purchase methods vary depending on your country/region. Contact the local distributor for details.

Purchase Online Using the Portal

1. Go to **Site & Device → Service Market** .
2. In the Health Monitoring Package area, click **Online Purchase** to enter the Purchase Health Monitoring Package page.
3. Select the package based on the number of devices requiring proactive health monitoring, and click **Purchase**.

Premium Package

Health monitoring up to 50 devices.

Professional Package

Health monitoring up to 200 devices.

Expert Package

Health monitoring up to 500 devices.

Custom

If you need health monitoring for more devices, click **Contact Us**, and contact our sales representatives to customize the package.

4. Select the effective duration.
5. Enter the distributor invitation code and the code from Hikvision sales.

Note

By entering the codes when you purchase services online, you may get some discounts and the distributor/reseller can earn some rebates. For details, refer to ***How to Earn Commissions as a Distributor/Reseller*** .

6. Enter your VAT number. The VAT number will be displayed in the payment receipt.
7. Select **Credit/Debit Cards** as the payment method.
8. Click **Checkout** to enter the payment page and finish the payment.

Purchase Online Using the Mobile Client

1. Go to **Me → Service Market** .
2. In the Health Monitoring Service area, tap **Buy Now**.
3. Select the package based on the number of devices requiring proactive health monitoring, and tap **Purchase**.

Premium Package

Health monitoring up to 50 devices.

Professional Package

Health monitoring up to 200 devices.

Expert Package

Health monitoring up to 500 devices.

Custom

If you need health monitoring for more devices, click **Contact Us**, and contact our sales representatives to customize the package.

4. Select the effective duration.
5. Enter the distributor invitation code and the code from Hikvision sales.

Note

By entering the codes when you purchase services online, you may get some discounts and the distributor/reseller can earn some rebates. For details, refer to ***How to Earn Commissions as a Distributor/Reseller*** .

6. Tap **Payment Agreement** at the bottom to read the agreement and check **Before paying, please agree to Payment Agreement** if you agree with the terms.
7. Tap **Checkout** to enter the payment page and finish the payment.

Get Packages by Service Key Using the Portal

1. Contact your local distributor and purchase a service key from them.
2. Go to **Site & Device → Service Market** .
3. In the Health Monitoring Package area, click **Activate by Service Key**.
4. In the **Service Key** field, enter the service key.
5. Click **OK**.

Get Packages by Service Key Using the Mobile Client

1. Contact your local distributor and purchase a service key from them.
2. Go to **Me → Service Market** .
3. In the Health Monitoring Service area, tap **Activate by Service Key**.
4. In the **Service Key** field, enter the service key.
5. Tap **OK**.

5.1.2 Step 2: Activate Health Monitoring Service for Customers' Devices

After you get the health monitoring package, you can activate the health monitoring service for any types of devices, as long as the number of devices is within your current package's limit. Once the service is activated, features such as device health monitoring and device exception notifications will be available for these devices.

Activate the Service for Devices Using the Portal

Choose one of the following ways to activate the health monitoring service for the devices.

- Go to **Site & Device → Service → My Service → Health Monitoring Service** . Toggle on the switch in the Operation column to activate for one device, or select multiple devices and click **Batch Activate Health Monitoring Service for Devices**.
- Go to **Site & Device → Customer Site** , find the device, hover the cursor onto on the device card, and then click **Activate Service**.
- When you add devices successfully, on the adding result page, click **Activate Service**.

Note

- If the firmware version of a device is obsolete, or its device type cannot be recognized by Hik-Partner Pro, activating health monitoring service for the device is not supported.
- If the number of devices with activated health monitoring service reached the package's limit, you can click **Upgrade Service** to upgrade to a package of higher device capacity.

Activate the Service for Devices Using the Mobile Client

Choose one of the following ways to activate the health monitoring service for the devices.

- Go to **Me → My Service** , and tap **Detail** in the Health Monitoring section. Tap **Activate Service**, and select devices to activate the service.
- Tap **Site**, tap a site, tap a device, and tap **Health Monitoring Service** to activate the service for it.
- When you add devices successfully, on the adding result page, tap **Activate Service**.

Note

- If the firmware version of a device is obsolete, or its device type cannot be recognized by Hik-Partner Pro, activating health monitoring service for the device is not supported.
- If the number of devices with activated health monitoring service reached the package's limit, you can tap **Upgrade Service** to upgrade to a package of higher device capacity.

5.1.3 Step 3: Manage Health Monitoring Packages

Manage Health Monitoring Service Using the Portal

Go to **Site & Device → Service → My Service → Health Monitoring Service** .

Package

On this page, you can manage your premium, professional, and expert packages.

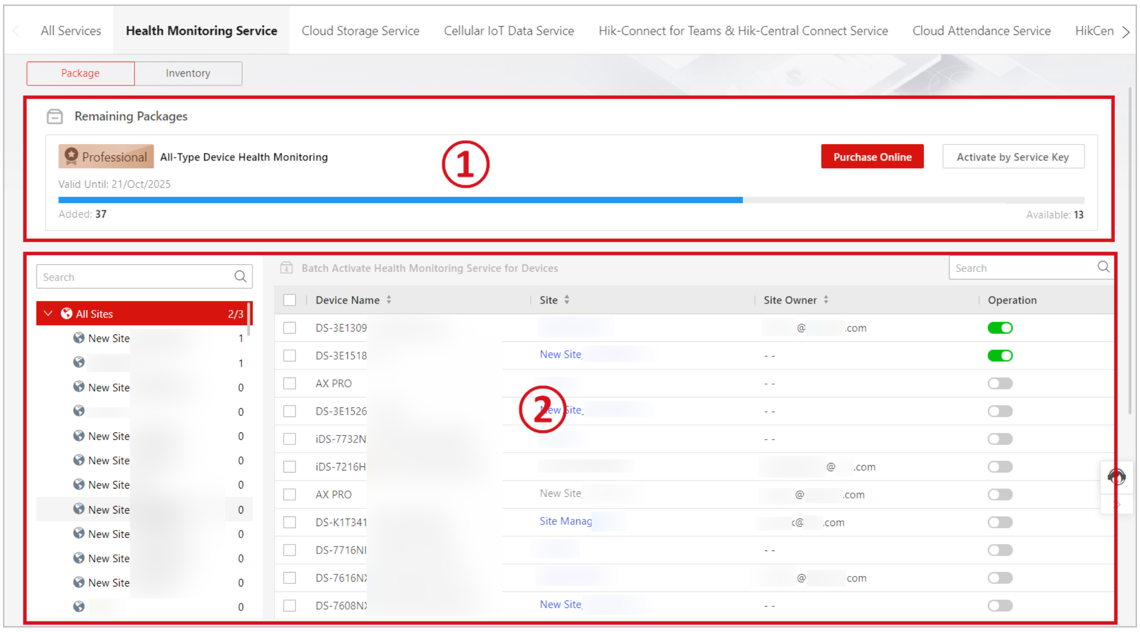


Figure 5-1 Manage Your Health Monitoring Service (Package)

Table 5-2 Available Operations

Area No.	Operation	Description
1	View Remaining Packages & Purchase More	You can check the current number of devices for which the health monitoring service is activated, and the remaining number of devices for which the service can still be activated. Click **Activate by Service Key** to get more packages.
2	Activate Service	Toggle on the switch in the Operation column to activate the service for the device. Or select multiple devices, and then click **Batch Activate Health Monitoring Service for Devices**.

Inventory

On this page, you can manage your remaining all-type device monthly/annual packages, and network camera monthly/annual packages. If you do not have these remaining packages, this page will not be available to you.

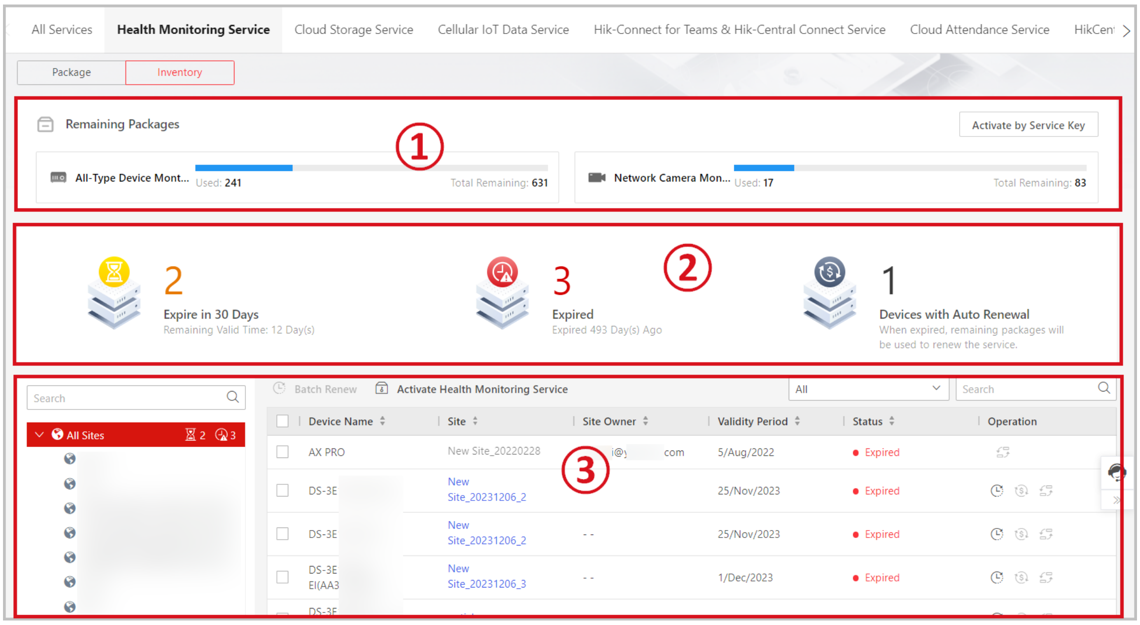


Figure 5-2 Manage Your Health Monitoring Service

Table 5-3 Available Features

Area No.	Operation	Description
1	View Remaining Packages & Purchase More	View the used number and remaining numbers of each type of heath monitoring packages. Click **Activate by Service Key** to get more all-type device monthly/annual packages, and network camera monthly/annual packages.
2	View Expiration and Auto Renewal Information	View numbers of devices whose services are expiring in 30 days, expired, and with enabled auto renewal.
3	Activate Service	Click **Activate Health Monitoring Service** to activate the service for selected devices.
3	Renew Service	Select devices and then click **Batch Renew**, or click in the Operation column.
3	Transfer Service	Click in the Operation column to transfer the remaining service time from the current device to another.
3	Enable Service Auto Renewal	Click in the Operation column, switch on **Auto Renewal**, and then select a type of service packages for auto renewing the service.

Manage Health Monitoring Service Using the Mobile Client

Tap **Me** at the bottom right, tap **My Service**, and tap **Detail** in the Health Monitoring Service section.

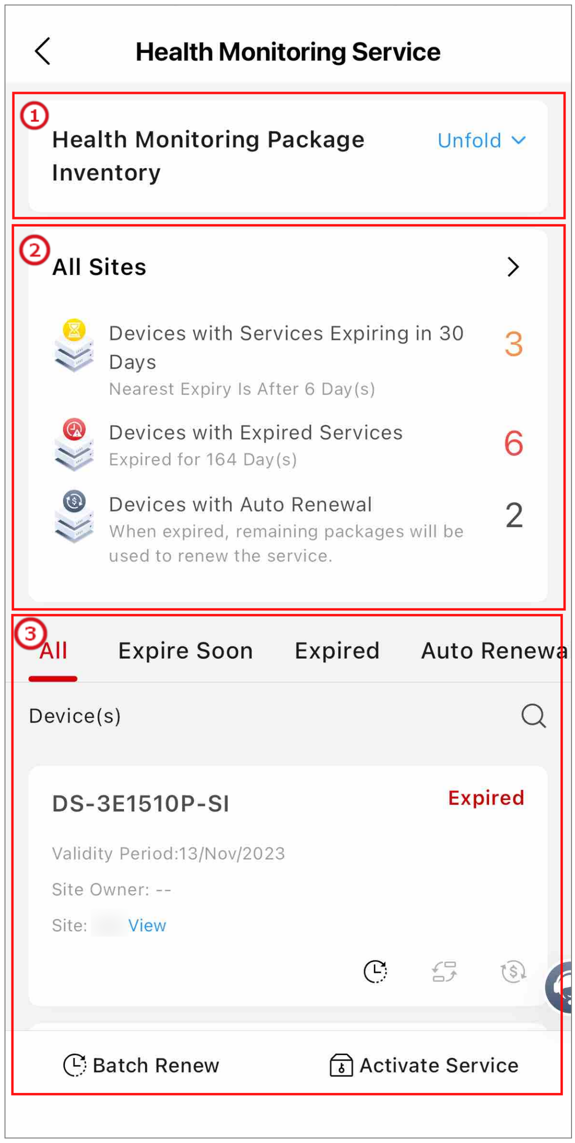


Figure 5-3 My Service: Health Monitoring Service

Table 5-4 Available Operations

Area No.	Operation	Description
1	View Remaining Packages & Purchase More	Check the usage details of your health monitoring packages.

Area No.	Operation	Description
		Tap **Activate by Service Key** to get more packages.
2	View Expiration and Auto Renewal Information	View numbers of devices whose services are expiring in 30 days, expired, and with enabled auto renewal.
3	Activate Service	Tap **Activate Service**, and select multiple devices to activate.
3	Renew Service	Tap **Batch Renew**, and select devices to renew. Or tap on the device card.
3	Transfer Service	Tap on the device card to transfer the remaining service time from the current device to another.
3	Enable Service Auto Renewal	Tap on the device card, and select a type of service packages for auto renewing the health monitoring service.

5.2 Remote Maintenance Pro Service: Better Maintenance for Your Customers

Note

The remote maintenance Pro service is available to only the United Kingdom and Ireland.

Pain Points and What Customers Want From Installers

Pain Points of Customers & Installers	What Customers Want from Installers
Customers: • Do not know if the devices need any maintenance. • Do not know if any exceptions occur. • Lack of professional device maintenance. **Installers:** • On-site visit is time consuming, laborious, and with high travel & operational costs. • Cannot spot device exceptions promptly.	• They want the installers to spot device exceptions as quickly as possible. • They want the installers to handle the exceptions as quickly as possible, anytime and anywhere.

What You Can Sell & Offer to Your Customers

Hik-Partner Pro offers a free package containing a suite of features such as device online/offline status. In some cases, these free features are insufficient for you to satisfy higher level needs of your customers. Compared with the free package, the remote maintenance Pro package offers much more as follows.

Table 5-5 Free Package VS Remote Maintenance Pro Package

Functionality	Free Package	Remote Maintenance Pro Package
Site and Customer Management	Supported	Supported
Site Map	Supported	Supported
Add Devices to Hik-Partner Pro	Supported Capacity: 1024 Devices	Supported **Capacity: Unlimited Devices**
On-Site Config	Supported	Supported
On-Site Batch Upgrade	Supported	Supported
Device Status	Supported	Supported
Batch Arm and Disarm Alarm Devices	Supported	Supported
Employee Account	Supported Unlimited Number of Employee Accounts Employee accounts with permission to manage devices shall be purchased additionally.	Supported Unlimited Number of Employee Accounts Employee accounts with permission to manage devices shall be purchased additionally.
Maintenance Quotation	Supported Capacity: 3 Maintenance Quotations	Supported **Capacity: Unlimited Maintenance Quotations**
Remote Configuration	NOT Supported	**Supported**
Remote Live View, Playback, and Video Download	NOT Supported	**Supported**
Remote Device Upgrade	NOT Supported	**Supported**
Remote Batch Upgrade	NOT Supported	**Supported**
Real-Time Health Monitoring	NOT Supported	**Supported**
Device Exception Notification	NOT Supported	**Supported**
Exception Handling	NOT Supported	**Supported**

Functionality	Free Package	Remote Maintenance Pro Package
Scheduled Health Check Reports	NOT Supported	**Supported**
Linkage Rule	NOT Supported	**Supported**

5.2.1 Step 1: Get Remote Maintenance Pro Packages

You can purchase the remote maintenance Pro packages online in the Service Market in Hik-Partner Pro, or purchase a service key from the local distributor first and then activate by the service key to get the purchased service packages.

Note

The supported purchase methods vary depending on your country/region. Contact the local distributor for details.

Purchase Online Using the Portal

1. Go to **Site & Device → Service Market** .
2. In the Remote Maintenance Pro Service area, click **Online Purchase** to enter the Purchase Remote Maintenance Pro Package page.
3. Select service packages and set the number of service packages that you want to purchase.

   Back-End Recorder Monthly Package

   One package for one device of nearly any type. And the activated service lasts one month.

   Applicable to DVRs, NVRs, network cameras, PTZ cameras, access control devices, alarm devices, video intercom devices, doorbells, Hik-ProConnect boxes, thermal devices, and network switches.

   Back-End Recorder Annual Package

   One package for one device of nearly any type. And the activated service lasts one year.

   Applicable to DVRs, NVRs, network cameras, PTZ cameras, access control devices, alarm devices, video intercom devices, doorbells, Hik-ProConnect boxes, thermal devices, and network switches.

   Back-End Recorder Annual Package * 20

   20 back-end recorder annual packages sold as a batch. Set the number of batches to purchase.

   Back-End Recorder Annual Package * 100

   100 back-end recorder annual package sold as a batch. Set the number of batches to purchase.

Camera Monthly Package

One package for one camera. And the activated service lasts one month.

Camera Annual Package

One package for one camera. And the activated service lasts one year.

Camera Annal Package * 20

20 camera annual packages sold as a batch. Set the number of batches to purchase.

Camera Annual Package * 100

100 camera annual packages sold as a batch. Set the number of batches to purchase.

4. Enter the distributor invitation code and the code from Hikvision sales.

Note

By entering the codes when you purchase services online, you may get some discounts and the distributor/reseller can earn some rebates. For details, refer to ***How to Earn Commissions as a Distributor/Reseller*** .

5. Enter your VAT number. The VAT number will be displayed in the payment receipt.
6. Select **Credit/Debit Cards** as the payment method.
7. Click **Checkout** to enter the payment page and finish the payment.

Purchase Online Using the Mobile Client

1. Go to **Me → Service Market** .
2. In the Remote Maintenance Pro Service area, tap **Buy Now**.
3. Select service packages and set the number of service packages that you want to purchase.

Back-End Recorder Monthly Package

One package for one device of nearly any type. And the activated service lasts one month.

Applicable to DVRs, NVRs, network cameras, PTZ cameras, access control devices, alarm devices, video intercom devices, doorbells, Hik-ProConnect boxes, thermal devices, and network switches.

Back-End Recorder Annual Package

One package for one device of nearly any type. And the activated service lasts one year.

Applicable to DVRs, NVRs, network cameras, PTZ cameras, access control devices, alarm devices, video intercom devices, doorbells, Hik-ProConnect boxes, thermal devices, and network switches.

Back-End Recorder Annual Package * 20

20 back-end recorder annual packages sold as a batch. Set the number of batches to purchase.

Back-End Recorder Annual Package * 100

100 back-end recorder annual package sold as a batch. Set the number of batches to purchase.

Camera Monthly Package

One package for one camera. And the activated service lasts one month.

Camera Annual Package

One package for one camera. And the activated service lasts one year.

Camera Annal Package * 20

20 camera annual packages sold as a batch. Set the number of batches to purchase.

Camera Annual Package * 100

100 camera annual packages sold as a batch. Set the number of batches to purchase.

4. Enter the distributor invitation code and the code from Hikvision sales.

Note

By entering the codes when you purchase services online, you may get some discounts and the distributor/reseller can earn some rebates. For details, refer to ***How to Earn Commissions as a Distributor/Reseller*** .

5. Tap **Payment Agreement** at the bottom to read the agreement and check **Before paying, please agree to Payment Agreement** if you agree with the terms.
6. Tap **Checkout** to enter the payment page and finish the payment.

Get Packages by Service Key Using the Portal

1. Contact your local distributor and purchase a service key from them.
2. Go to **Site & Device → Service Market** .
3. In the Remote Maintenance Pro Service area, click **Activate by Service Key**.
4. In the **Service Key** field, enter the service key.
5. Click **OK**.

Get Packages by Service Key Using the Mobile Client

1. Contact your local distributor and purchase a service key from them.
2. Go to **Me → Service Market** .
3. In the Remote Maintenance Pro Service area, tap **Activate by Service Key**.
4. In the **Service Key** field, enter the service key.
5. Tap **OK**.

5.2.2 Step 2: Activate Remote Maintenance Pro Service for Customers' Devices

After you get the remote maintenance pro packages, you can activate the service for devices. Once the service is activated, features such as device health monitoring and device exception notifications will be available for these devices.

Activate the Service for Devices Using the Portal

Choose one of the following ways to activate the remote maintenance Pro service for the devices.

- Go to **Site & Device → Service → My Service → Remote Maintenance Pro Service → Activate Remote Maintenance Pro Service** . Select the devices and the activation type to activate the service.
- Go to **Site & Device → Customer Site** , find the device, hover the cursor onto on the device card, and then click **Activate Service**.
- When you add devices successfully, on the adding result page, click **Activate Service**.

Note

If the firmware version of a device is obsolete, or its device type cannot be recognized by Hik-Partner Pro, activating remote maintenance Pro service for the device is not supported.

Activate the Service for Devices Using the Mobile Client

Choose one of the following ways to activate the remote maintenance Pro service for the devices.

- Go to **Me → My Service** , and tap **Detail** in the Remote Maintenance Pro Service section. Tap **Activate Service**, and select the devices and activation type to activate the service.
- Tap **Site**, tap a site, tap a device, and tap **Remote Maintenance Pro Service** to activate the service for it.
- When you add devices successfully, on the adding result page, tap **Activate Service**.

Note

If the firmware version of a device is obsolete, or its device type cannot be recognized by Hik-Partner Pro, activating remote maintenance Pro service for the device is not supported.

5.2.3 Step 3: Manage Remote Maintenance Pro Packages

Manage Remote Maintenance Pro Service Using the Portal

Go to **Site & Device → Service → My Service → Remote Maintenance Pro Service** .

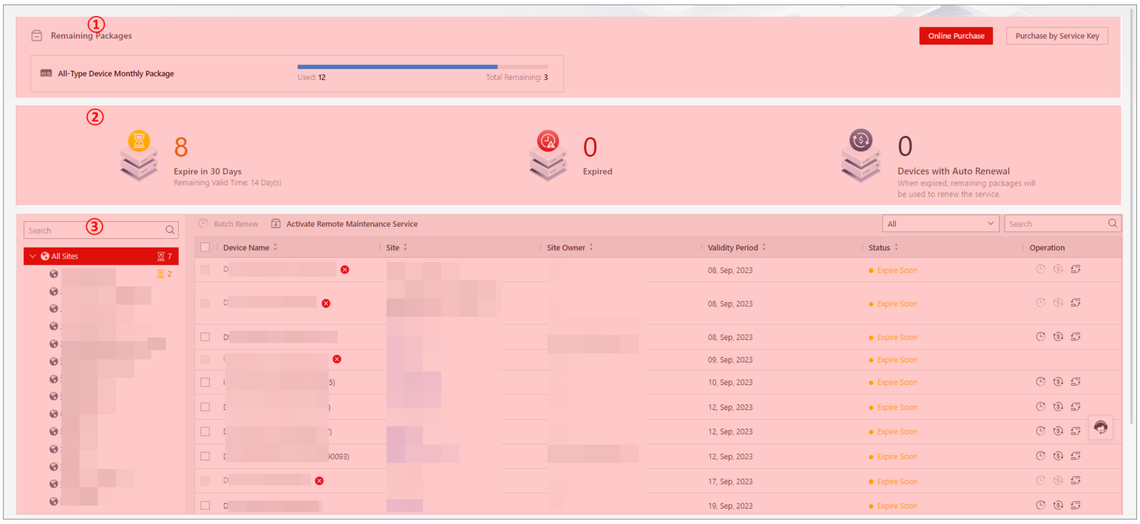


Figure 5-4 Manage Your Remote Maintenance Pro Service

Table 5-6 Available Features

Area No.	Operation	Description
1	View Remaining Packages & Purchase More	View the used number and remaining numbers of each type of remote maintenance Pro packages. Click **Activate by Service Key** or **Online Purchase** to get more packages.
2	View Expiration and Auto Renewal Information	View numbers of devices whose services are expiring in 30 days, expired, and with enabled auto renewal.
3	Activate Service	Click **Activate Remote Maintenance Pro Service** to activate the service for selected devices.
3	Renew Service	Select devices and then click **Batch Renew**, or click in the Operation column.
3	Transfer Service	Click in the Operation column to transfer the remaining service time from the current device to another.
3	Enable Service Auto Renewal	Click in the Operation column, switch on **Auto Renewal**, and then select a type of service packages for auto renewing the service.

Manage Remote Maintenance Pro Service Using the Mobile Client

Tap **Me** at the bottom right, tap **My Service**, and tap **Detail** in the Remote Maintenance Pro Service section.

Table 5-7 Available Operations

Operation	Description
View Remaining Packages & Purchase More	Check the usage details of your remote maintenance Pro packages. Tap **Activate by Service Key** to get more packages.
View Expiration and Auto Renewal Information	View numbers of devices whose services are expiring in 30 days, expired, and with enabled auto renewal.
Activate Service	Tap **Activate Service**, and select multiple devices to activate.
Renew Service	Tap **Batch Renew**, and select devices to renew. Or tap on the device card.
Transfer Service	Tap on the device card to transfer the remaining service time from the current device to another.
Enable Service Auto Renewal	Tap on the device card, and select a type of service packages for auto renewing the service.

5.3 Cloud Storage Service: Secure & Expand Your Customers' Storage

Customers' Pain Points and What They Want

Pain Points of Customers (End Users)	What They Want
• Limited storage capacity. • Data loss risk. • Complex data management. • Restricted access and sharing. • High infrastructure or hardware costs.	• Scalable and flexible storage. • Cost efficiency. • Guaranteed data security and privacy. • Real-time access.

What You Can Sell & Offer to Your Customers

Hik-Partner Pro offers a comprehensive cloud storage solution of both event-related recording and 24/7 recording.

- **Scalability and flexibility:** Cloud storage solutions can easily scale to accommodate large volumes of data, providing flexibility as data storage needs fluctuate.
- **Cost savings:** Cloud storage eliminates the need for expensive on-premises hardware and reduces maintenance costs.
- **Lower risk of data loss:** Recordings are synchronously stored on the cloud.

- **Certified security with data protection:** Only users can access their own cloud stored videos.
- **Improved usability and accessibility:** Easy downloading and retrieval of videos anytime and anywhere.

5.3.1 Device Compatibility for Cloud Storage Service

Check Device Compatibility for Cloud Storage Service Using the Portal

1. Visit the Portal and scroll down to the bottom of the Portal. Click **Device Compatibility List**.

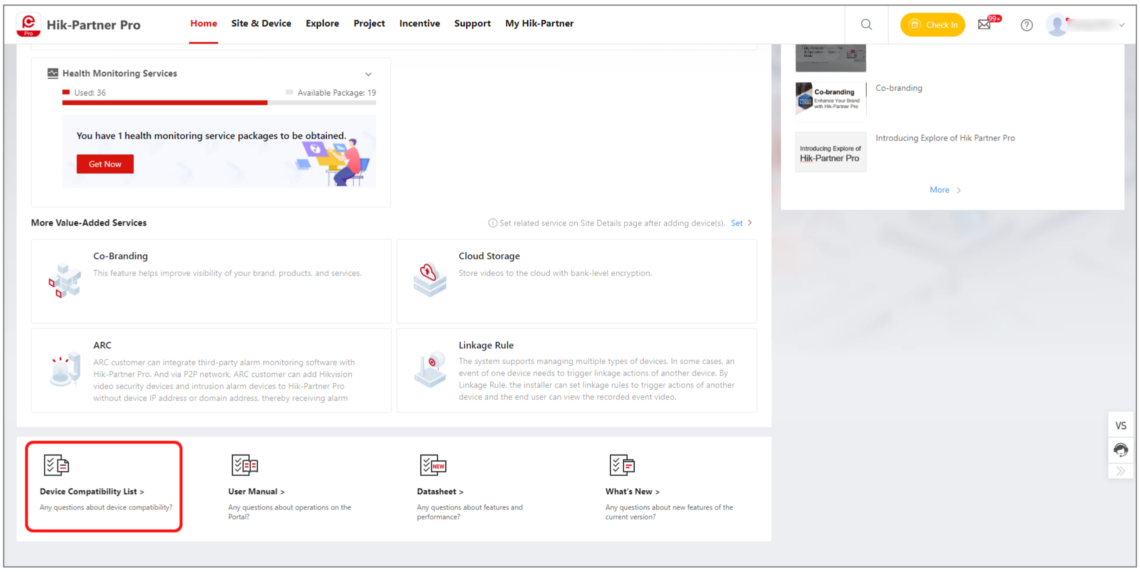
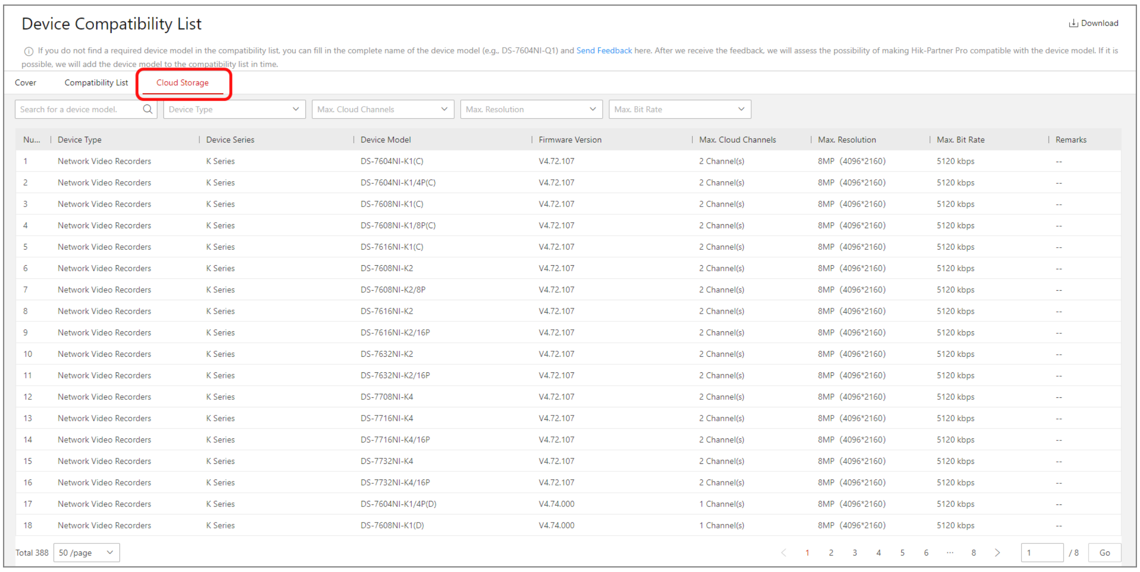


Figure 5-5 Device Compatibility List

2. Click **Cloud Storage**, and search for a NVR / DVR / network camera model to check whether it supports the cloud storage service.



Device Compatibility List

Download

If you do not find a required device model in the compatibility list, you can fill in the complete name of the device model (e.g., DS-7604NI-Q1) and Send Feedback here. After we receive the feedback, we will assess the possibility of making Hik-Partner Pro compatible with the device model. If it is possible, we will add the device model to the compatibility list in time.

Cover | Compatibility List | Cloud Storage

Search for a device model. | Device Type | Max. Cloud Channels | Max. Resolution | Max. Bit Rate

Nu...	Device Type	Device Series	Device Model	Firmware Version	Max. Cloud Channels	Max. Resolution	Max. Bit Rate	Remarks
1	Network Video Recorders	K Series	DS-7604NI-K1(C)	V4.72.107	2 Channel(s)	8MP (4096*2160)	5120 kbps	--
2	Network Video Recorders	K Series	DS-7604NI-K1/4P(C)	V4.72.107	2 Channel(s)	8MP (4096*2160)	5120 kbps	--
3	Network Video Recorders	K Series	DS-7608NI-K1(C)	V4.72.107	2 Channel(s)	8MP (4096*2160)	5120 kbps	--
4	Network Video Recorders	K Series	DS-7608NI-K1/8P(C)	V4.72.107	2 Channel(s)	8MP (4096*2160)	5120 kbps	--
5	Network Video Recorders	K Series	DS-7616NI-K1(C)	V4.72.107	2 Channel(s)	8MP (4096*2160)	5120 kbps	--
6	Network Video Recorders	K Series	DS-7608NI-K2	V4.72.107	2 Channel(s)	8MP (4096*2160)	5120 kbps	--
7	Network Video Recorders	K Series	DS-7608NI-K2/8P	V4.72.107	2 Channel(s)	8MP (4096*2160)	5120 kbps	--
8	Network Video Recorders	K Series	DS-7616NI-K2	V4.72.107	2 Channel(s)	8MP (4096*2160)	5120 kbps	--
9	Network Video Recorders	K Series	DS-7616NI-K2/16P	V4.72.107	2 Channel(s)	8MP (4096*2160)	5120 kbps	--
10	Network Video Recorders	K Series	DS-7632NI-K2	V4.72.107	2 Channel(s)	8MP (4096*2160)	5120 kbps	--
11	Network Video Recorders	K Series	DS-7632NI-K2/16P	V4.72.107	2 Channel(s)	8MP (4096*2160)	5120 kbps	--
12	Network Video Recorders	K Series	DS-7708NI-K4	V4.72.107	2 Channel(s)	8MP (4096*2160)	5120 kbps	--
13	Network Video Recorders	K Series	DS-7716NI-K4	V4.72.107	2 Channel(s)	8MP (4096*2160)	5120 kbps	--
14	Network Video Recorders	K Series	DS-7716NI-K4/16P	V4.72.107	2 Channel(s)	8MP (4096*2160)	5120 kbps	--
15	Network Video Recorders	K Series	DS-7732NI-K4	V4.72.107	2 Channel(s)	8MP (4096*2160)	5120 kbps	--
16	Network Video Recorders	K Series	DS-7732NI-K4/16P	V4.72.107	2 Channel(s)	8MP (4096*2160)	5120 kbps	--
17	Network Video Recorders	K Series	DS-7604NI-K1/4P(D)	V4.74.000	1 Channel(s)	8MP (4096*2160)	5120 kbps	--
18	Network Video Recorders	K Series	DS-7608NI-K1(D)	V4.74.000	1 Channel(s)	8MP (4096*2160)	5120 kbps	--

Total 388 | 50 /page | 1 2 3 4 5 6 ... 8 | 1 / 8 | Go

Figure 5-6 Compatibility List

Check Device Compatibility for Cloud Storage Service Using the Mobile Client

1. Log in to the Mobile Client, tap **Me → Tutorial Center** .

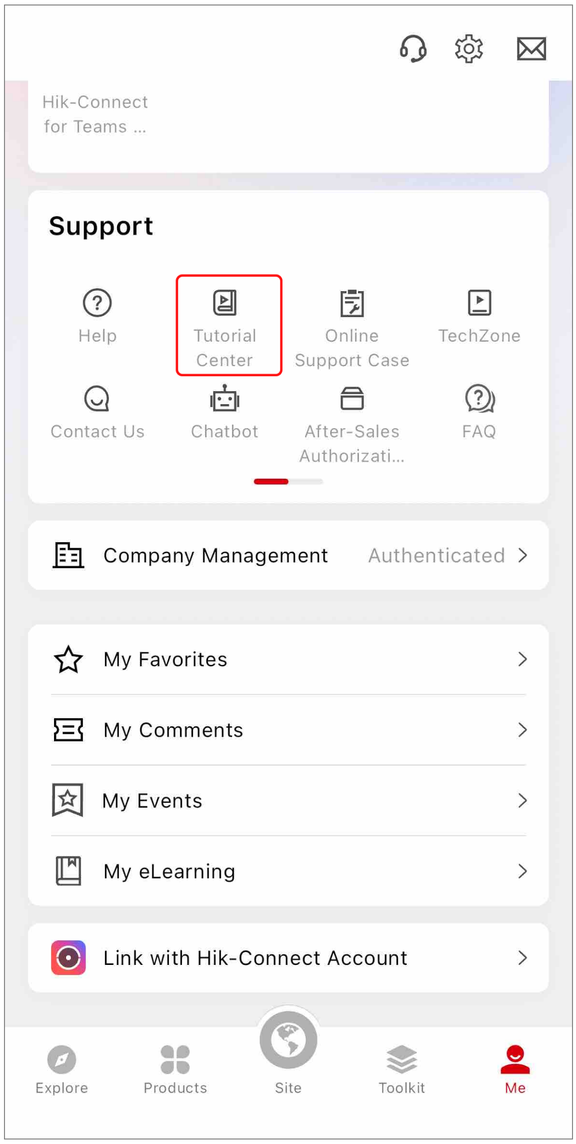


Figure 5-7 Tutorial Center

2. Tap **Technical Guidance → Hik-Partner Pro Device Compatibility List** .

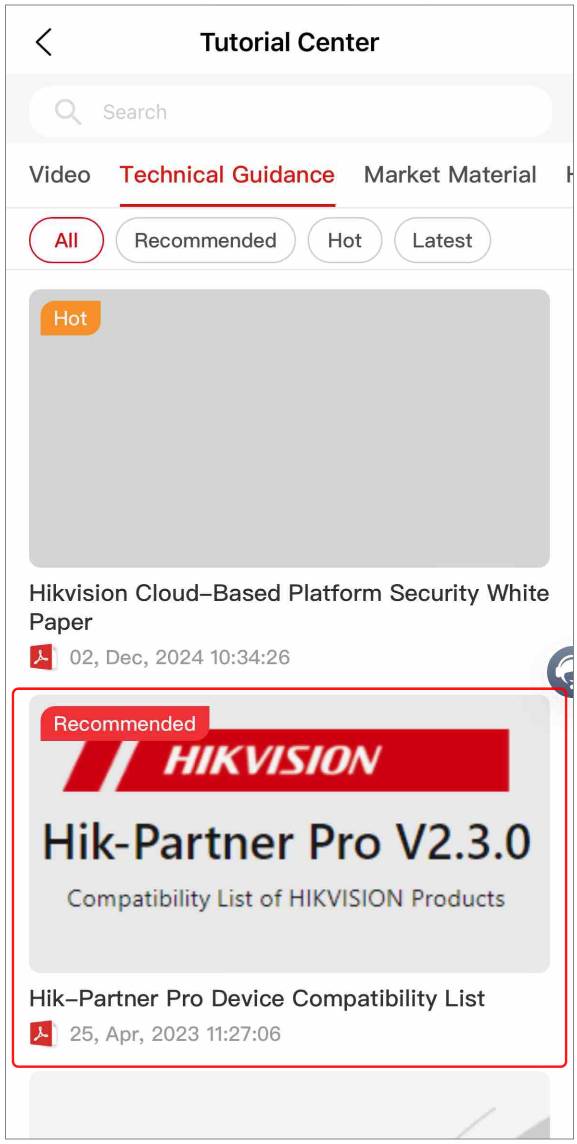


Figure 5-8 Compatibility List

3. Tap **Cloud Storage**, and search for a NVR / DVR / network camera model to check whether it supports the cloud storage service.

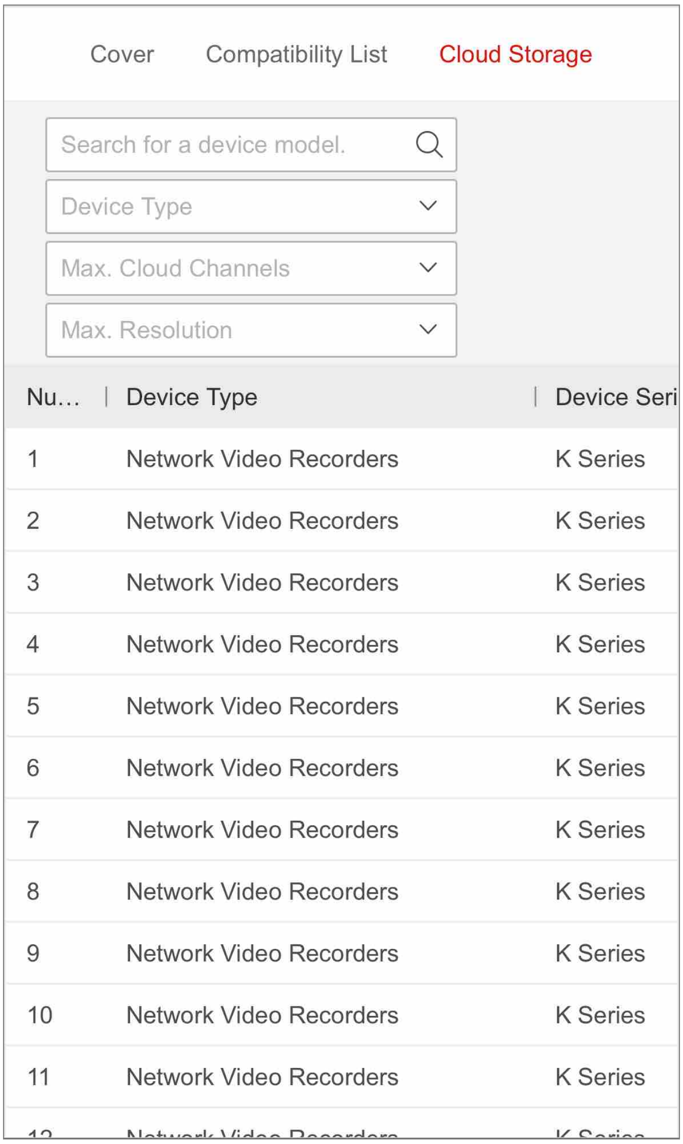


Figure 5-9 Cloud Storage Compatibility

5.3.2 Step 1: Get Cloud Storage Service Packages

You can purchase the cloud storage service packages online in the Service Market in Hik-Partner Pro, or purchase a service key from the local distributor first and then activate by the service key to get the purchased service packages.

Note

The supported purchase methods vary depending on your country/region. Contact the local distributor for details.

Purchase Online Using the Portal

1. Go to **Site & Device → Service Market** .
2. In the Cloud Storage Service area, click **Online Purchase**.
3. Set the number of packages to purchase. You can purchase one or more types of packages at a time.
   The number before "Day" (e.g. 7-Day, 30-Day, 90-Day, 180-Day, 365-Day) refers to the retention period of video footage on the cloud. **Monthly** and **Annual** refer to how long the service will last after activation.
   For example, if you select **7-Day Monthly Package**, the video footage can be saved on the cloud for 7 days, and it will be covered by new video footage from the 8th day; and the service will last for a month after activation.
4. Enter the distributor invitation code and the code from Hikvision sales.

   Note

   By entering the codes when you purchase services online, you may get some discounts and the distributor/reseller can earn some rebates. For details, refer to ***How to Earn Commissions as a Distributor/Reseller*** .
5. Enter your VAT number. The VAT number will be displayed in the payment receipt.
6. Select **Credit/Debit Cards** as the payment method.
7. Click **Checkout** to enter the payment page and finish the payment.

Get Packages by Service Key Using the Portal

1. Contact your local distributor and purchase a service key from them.
2. Go to **Site & Device → Service Market** .
3. In the Cloud Storage Service area, click **Activate by Service Key**.
4. In the **Service Key** field, enter the service key.
5. Click **OK**.

Get Packages by Service Key Using the Mobile Client

1. Contact your local distributor and purchase a service key from them.
2. Go to **Me → Service Market** .
3. In the Cloud Storage Service area, tap **Activate by Service Key**.
4. In the **Service Key** field, enter the service key.
5. Tap **OK**.

5.3.3 (Optional) Step 2: Perform Uplink Bandwidth Test

Before you set cloud storage for devices, it is recommended that you perform the uplink bandwidth test first, so you can refer to the test result to decide the quantity of cloud storage channels to set and their definitions.

Perform Uplink Bandwidth Test Using the Portal

1. Add a Hik-ProConnect box or an NVR/DVR/camera with the cloud storage capability to a site.

   Note

   Refer to ***Quick Start Guide: Add Devices to Hik-Partner Pro for Remote Maintenance*** . Do not add the device by IP / domain name, or its cloud storage functionality will be unavailable.
2. Go to **Site & Device → Customer Site** .
3. Find the device and click it to enter its details page.
4. Click **Uplink Bandwidth Test**.
5. Click **Start**. When it completes, the recommended quantity and resolution are shown on the test page.

Perform Uplink Bandwidth Test Using the Mobile Client

1. Add a Hik-ProConnect box or an NVR/DVR/camera with the cloud storage capability to a site.

   Note

   Refer to ***Quick Start Guide: Add Devices to Hik-Partner Pro for Remote Maintenance*** . Do not add the device by IP / domain name, or its cloud storage functionality will be unavailable.
2. Tap **Site** .
3. Find the device and tap it to enter its details page.
4. Tap **Cloud Storage → Uplink Bandwidth Test** .
5. Tap **Start Testing**. When it completes, the recommended quantity and resolution are shown on the test page.

5.3.4 Step 3: Configure Cloud Storage and Activate Service for Devices

Hik-Partner Pro provides a seamless configuration process that contains enabling cloud storage, service activation, and event settings.

Scenario	Instruction
If your NVRs/DVRs/cameras have cloud storage capabilities themselves, you can directly set cloud storage for them.	**For NVRs/DVRs:** • ***Set Cloud Storage Service for NVRs/DVRs Using the Portal*** • ***Set Cloud Storage Service for NVRs/DVRs Using the Mobile Client*** **For Cameras:**

Scenario	Instruction
	• ***Set Cloud Storage Service for Cameras Using the Portal*** • ***Set Cloud Storage Service for Cameras Using the Mobile Client***
If your NVRs/DVRs/cameras do not have cloud storage capabilities themselves, you should use a Hik-ProConnect box to help the NVRs/DVRs/ cameras to upload videos to the cloud.	• ***Set Cloud Storage Service for Hik-ProConnect Boxes Using the Portal*** • ***Set Cloud Storage Service for Hik-ProConnect Boxes Using the Mobile Client***

Set Cloud Storage Service for Hik-ProConnect Boxes Using the Portal

1. Add a Hik-ProConnect box and the NVRs/DVRs/cameras to the same site (also need to be on the same LAN).

   Note

   Refer to ***Quick Start Guide: Add Devices to Hik-Partner Pro for Remote Maintenance*** . Do not add the device by IP / domain name, or its cloud storage functionality will be unavailable.
2. Enter the Configure Cloud Storage page by one of the following ways.
   - On the adding result page, click **Cloud Storage Settings**.
   - Go to **Site & Device → Customer Site** , find the Hik-ProConnect box, and click on the device card.
   - Go to **Site & Device → Customer Site** , click the Hik-ProConnect box to enter its details page, and click **Configure Cloud Storage**.
   - Go to **Site & Device → Customer Site** , click the site, and go to **Cloud Storage → Configure Cloud Storage /** .
3. Set required information: Select channels to be configured, set device information (user name, password, IP address, port No.), select cloud storage package for service activation, and select definitions.
4. Wait for the configuration to complete. You can click **Run in Background** to hide the page. Settings completed automatically in the background include:
   - Linking the selected channels to the Hik-ProConnect box.
   - Enabling SVC.
   - Enabling the device's cloud storage capability.
   - Setting motion detection events and enabling **Notify Surveillance Center**.
   - Activating the cloud storage service.
5. On the result page, click **Event Settings** to continue to set events.

Set Cloud Storage Service for Hik-ProConnect Boxes Using the Mobile Client

1. Add a Hik-ProConnect box and the NVRs/DVRs/cameras to the same site (also need to be on the same LAN).

Note

Refer to ***Quick Start Guide: Add Devices to Hik-Partner Pro for Remote Maintenance*** . Do not add the device by IP / domain name, or its cloud storage functionality will be unavailable.

2. Enter the Configure Cloud Storage page by one of the following ways.
   - On the adding result page, tap **Cloud Storage Settings**.
   - Tap **Site**, select the site, find the Hik-ProConnect box, and tap on the device card.
   - Tap **Site**, select the site, tap the Hik-ProConnect box to enter its details page, and tap **Cloud Storage → Cloud Storage Settings** .
   - Tap **Site**, select the site, and go to **Cloud Storage → Configure Cloud Storage /** .
3. Set required information: Select channels to be configured, set device information (user name, password, IP address, port No.), select cloud storage package for service activation, and select definitions.
4. Wait for the configuration to complete. You can tap **Run in Background** to hide the page. Settings completed automatically in the background include:
   - Linking the selected channels to the Hik-ProConnect box.
   - Enabling SVC.
   - Enabling the device's cloud storage capability.
   - Setting motion detection events and enabling **Notify Surveillance Center**.
   - Activating the cloud storage service.
5. On the result page, tap **Event Settings** to continue to set events.

Set Cloud Storage Service for NVRs/DVRs Using the Portal

1. Add the NVR/DVR with the cloud storage capability itself to a site.

Note

Refer to ***Quick Start Guide: Add Devices to Hik-Partner Pro for Remote Maintenance*** . Do not add the device by IP / domain name, or its cloud storage functionality will be unavailable.

2. Enter the Configure Cloud Storage page by one of the following ways.
   - On the adding result page, click **Cloud Storage Settings**.
   - Go to **Site & Device → Customer Site** , find the NVR/DVR, and click on the device card.
   - Go to **Site & Device → Customer Site** , click the NVR/DVR to enter its details page, and click **Configure Cloud Storage**.
   - Go to **Site & Device → Customer Site** , click the site, and go to **Cloud Storage → Configure Cloud Storage /** .
3. Set required information: Select channels to be configured, select cloud storage package for service activation, and select definitions.
4. Wait for the configuration to complete. You can click **Run in Background** to hide the page. Settings completed automatically in the background include:
   - Disabling Smart H.264+/H.265+ encoding and enabling SVC.
   - Enabling the device's cloud storage capability.

- Setting motion detection events and enabling **Notify Surveillance Center**.
- Activating the cloud storage service.

5. On the result page, click **Event Settings** to continue to set events.

Set Cloud Storage Service for NVRs/DVRs Using the Mobile Client

1. Add the NVR/DVR with the cloud storage capability itself to a site.

Note

Refer to ***Quick Start Guide: Add Devices to Hik-Partner Pro for Remote Maintenance*** . Do not add the device by IP / domain name, or its cloud storage functionality will be unavailable.

2. Enter the Configure Cloud Storage page by one of the following ways.
   - On the adding result page, tap **Cloud Storage Settings**.
   - Tap **Site**, select the site, find the NVR/DVR, and tap on the device card.
   - Tap **Site**, select the site, tap the NVR/DVR to enter its details page, and tap **Cloud Storage → Cloud Storage Settings** .
   - Tap **Site**, select the site, and go to **Cloud Storage → Configure Cloud Storage /** .
3. Set required information: Select channels to be configured, select cloud storage package for service activation, and select definitions.
4. Wait for the configuration to complete. You can tap **Run in Background** to hide the page. Settings completed automatically in the background include:
   - Disabling Smart H.264+/H.265+ encoding and enabling SVC.
   - Enabling the device's cloud storage capability.
   - Setting motion detection events and enabling **Notify Surveillance Center**.
   - Activating the cloud storage service.
5. On the result page, tap **Event Settings** to continue to set events.

Set Cloud Storage Service for Cameras Using the Portal

1. Add the camera with the cloud storage capability itself to a site.

Note

Refer to ***Quick Start Guide: Add Devices to Hik-Partner Pro for Remote Maintenance*** . Do not add the device by IP / domain name, or its cloud storage functionality will be unavailable.

2. Enter the Configure Cloud Storage page by one of the following ways.
   - On the adding result page, click **Cloud Storage Settings**.
   - Go to **Site & Device → Customer Site** , find the camera, and click on the device card.
   - Go to **Site & Device → Customer Site** , click the camera to enter its details page, and click **Configure Cloud Storage**.
   - Go to **Site & Device → Customer Site** , click the site, and go to **Cloud Storage → Configure Cloud Storage /** .
3. Set required information: Select the cloud storage package for service activation, and select the definition.
4. Wait for the configuration to complete. You can click **Run in Background** to hide the page.

Settings completed automatically in the background include:

- Disabling Smart H.264+/H.265+ encoding and enabling SVC.
- Enabling the device's cloud storage capability.
- Setting motion detection events and enabling **Notify Surveillance Center**.
- Activating the cloud storage service.

5. On the result page, click **Event Settings** to continue to set events.

Set Cloud Storage Service for Cameras Using the Mobile Client

1. Add the camera with the cloud storage capability itself to a site.

Note

Refer to ***Quick Start Guide: Add Devices to Hik-Partner Pro for Remote Maintenance*** . Do not add the device by IP / domain name, or its cloud storage functionality will be unavailable.

2. Enter the Configure Cloud Storage page by one of the following ways.
   - On the adding result page, tap **Cloud Storage Settings**.
   - Tap **Site**, select the site, find the camera, and tap on the device card.
   - Tap **Site**, select the site, tap the camera to enter its details page, and tap **Cloud Storage → Cloud Storage Settings** .
   - Tap **Site**, select the site, and go to **Cloud Storage → Configure Cloud Storage /** .
3. Set required information: Select the cloud storage package for service activation, and select the definition.
4. Wait for the configuration to complete. You can tap **Run in Background** to hide the page.
   Settings completed automatically in the background include:
   - Disabling Smart H.264+/H.265+ encoding and enabling SVC.
   - Enabling the device's cloud storage capability.
   - Setting motion detection events and enabling **Notify Surveillance Center**.
   - Activating the cloud storage service.
5. On the result page, tap **Event Settings** to continue to set events.

5.3.5 Step 4: Manage Cloud Storage Service Packages

Manage Cloud Storage Service Using the Portal

Go to **Site & Device → Service → My Service → Cloud Storage Service** .

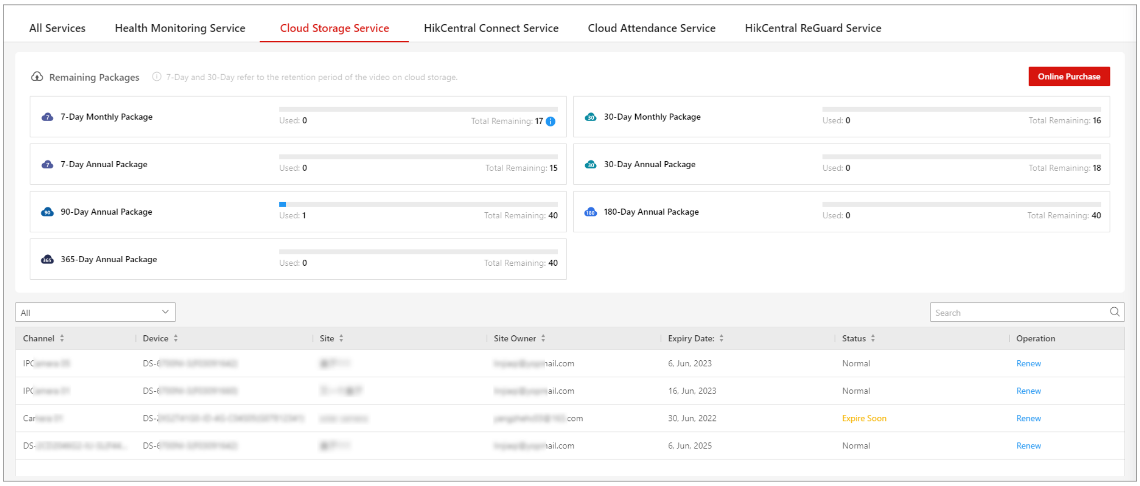


Figure 5-11 Manage Your Cloud Storage Service

Table 5-8 Available Features

Operation	Description
View Remaining Packages & Purchase More	View the used number and remaining numbers of each type of cloud storage packages. Click **Online Purchase** or **Activate by Service Key** to get more packages.
View Expiry Dates	View service expiry dates of each channel.
Renew Service	Click in the Operation column.
Transfer Service	Click in the Operation column to transfer the remaining service time from the current device to another.

Manage Health Monitoring Service Using the Mobile Client

Tap **Me** at the bottom right, tap **My Service**, and tap **Detail** in the Cloud Storage Service section.

Table 5-9 Available Features

Operation	Description
View Remaining Packages & Purchase More	View the used number and remaining numbers of each type of cloud storage packages. Tap **Buy Now** or **Activate by Service Key** to get more packages.
View Expiry Dates	View service expiry dates of each channel.

Operation	Description
Renew Service	Tap on the device card.
Transfer Service	Tap on the device card to transfer the remaining service time from the current device to another.

5.4 SIM Data Service: Connect Devices to 4G Network

Pain Points and What Customers Want From Installers

Pain Points of Customers	What Customers Want from Installers
• Remote or hard-to reach areas where traditional networks may fail. • Network downtime such as a primary network failure.	• Reliable and secure connectivity anytime and anywhere. • Data plans easy to purchase and manage. • Help manage multiple SIM cards.

What You Can Sell & Offer to Your Customers

- **Clear Service Plan and Easy to Purchase**: Hik-Partner Pro saves you the hassle of going to stores in person to purchase data plans. You can get service packages directly online. Data plans offered by Hik-Partner Pro are no-contract and data-only, which can be canceled at any time.
- **A Wide Variety of Options**: You can choose from monthly packages that contain different amount of data to suit your customers' needs.
- **Multi-Carrier IoT Connectivity**: The SIM cards support extensive connections to multiple carriers, and support switching among carriers for optimal signal strength.
- **Simple to Manage**: You can manage the service packages and data usage details of all your SIM cards on the Portal, and receive reminders promptly when data is about to run out or expire.
- **Data Security**: Data privacy protection for ensuring data security for your customers.

5.4.1 Step 1: Get SIM Card and Set APN on Devices

To use the data service on a device, you need a SIM card and set the APN on the device.

1. Get a SIM card from your distributor. Some devices themselves include SIM cards already.
2. Open the device's back cover, and insert the SIM card into the device's slot.

   Note

   The slot's position may vary depending on the specific model.
3. Set the APN according to the first 6 digits of the SIM card number.

Note

On some devices, APN is automatically set when you insert a SIM card into the device.

- **For wireless security control panels:**
  On the device configuration page, go to **Configuration → Network Settings → Cellular Data Network → Network Parameters** , enter the APN.
- **For 4G cameras:**
  On the device configuration page, go to **Configuration → Network Settings → Wireless Dial Settings → Private Network** , enter the APN.

First 6 Digits of Card No.	APN
890010	data.apn.name
891039	data.apn.name
893204	bicsapn
898830	super

5.4.2 Step 2: Get SIM Data Service Packages

You can purchase the SIM data service packages online in the Service Market in Hik-Partner Pro, or purchase a service key from the local distributor first and then activate by the service key to get the purchased service packages.

Note

The supported purchase methods vary depending on your country/region. Contact the local distributor for details.

Purchase Online Using the Portal

1. **Go to Site & Device → Service Market .**
2. In the SIM Data Service area, click **Online Purchase** to enter the Purchase SIM Data Service Package page.
3. Select the package based on the data amount and SMS allowance and set the quantity of packages to purchase.

   Note

   Packages that contain SMS allowance are exclusive to SIM cards of which the card numbers starting with 898830.
4. Enter the distributor invitation code and the code from Hikvision sales.

Note

By entering the codes when you purchase services online, you may get some discounts and the distributor/reseller can earn some rebates. For details, refer to ***How to Earn Commissions as a Distributor/Reseller*** .

5. Enter your VAT number. The VAT number will be displayed in the payment receipt.
6. Select **Credit/Debit Cards** as the payment method.
7. Click **Checkout** to enter the payment page and finish the payment.

Get Packages by Service Key Using the Portal

1. Contact your local distributor and purchase a service key from them.
2. Go to **Site & Device → Service Market** .
3. In the SIM Data Service area, click **Activate by Service Key**.
4. In the **Service Key** field, enter the service key.
5. Click **OK**.

5.4.3 Step 3: Activate SIM Data Service for SIM Card

Activate the Service for SIM Card Using the Portal

1. Add the SIM card to Hik-Partner Pro by one of the following ways.

Method	Steps
Auto Add SIM Card This method is only applicable to SIM cards inserted in devices which are already added to the site.	a. Go to **Site & Device → Customer Site** . b. Click the site. c. Click **SIM Data Service → Auto Add SIM Card** . d. Wait for cards to be auto added to the site. Click **OK**.
Add SIM Card Manually Enter the card No. to add SIM cards one by one.	**To add a SIM card to Hik-Partner Pro:** a. Go to **Site & Device → SIM Card** . b. Click **Add SIM Card Manually**. c. Enter the card number. d. Click **Confirm**.
	To add a SIM card to a specific site on Hik-Partner Pro: a. Go to **Site & Device → Customer Site** . b. Click the site. c. Click **SIM Data Service → Add SIM Card Manually** .

Method	Steps
	d. Enter the card number. e. Click **Confirm**.

2. Turn on **Activate**.
3. Select a type of service package.
4. Turn on **Auto Renewal**.
5. Click **Confirm**.

5.4.4 Step 4: Manage SIM Cards and SIM Data Service Packages

Manage SIM Data Cards Using the Portal

Go to **Site & Device → SIM Card** .

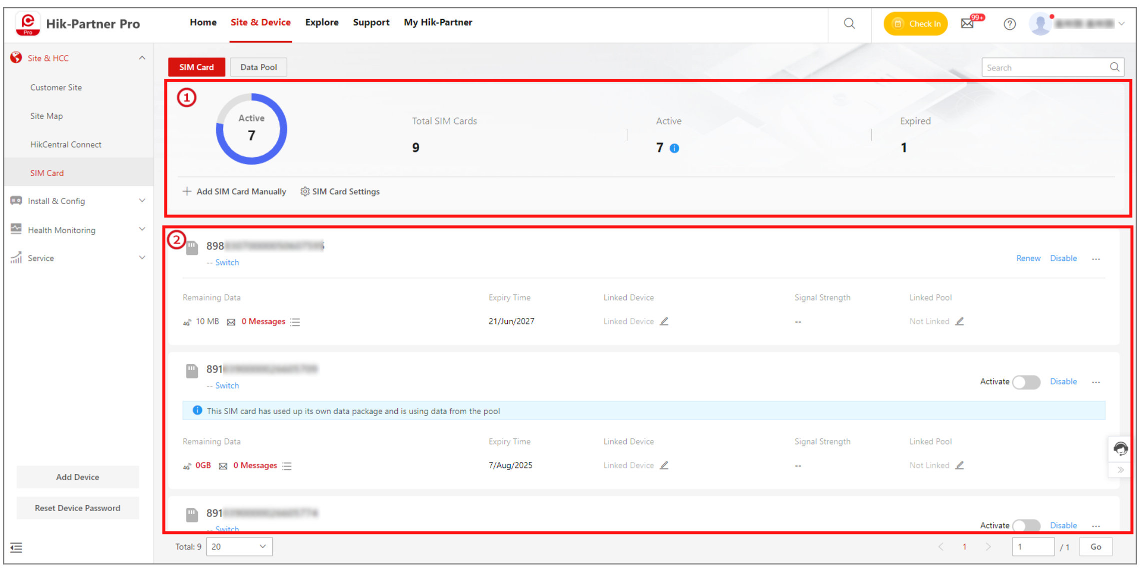


Figure 5-12 SIM Card Management

Table 5-10 Available Operations

Area No.	Operation	Description
1	View SIM Card Status	View the number of SIM cards with active/expired data service.
1	Add SIM Card Manually	Add a SIM card by entering the SIM card number.
2	View SIM Card Details	View remaining data, expiry time, signal strength, etc.
2	Activate/Renew Service	Turn on **Activate** or click **Renew** to activate/renew the SIM data service for the card.

Area No.	Operation	Description
2	Suspend/Resume SIM Card	Click **Suspend/Resume** to suspend/resume the data service for the SIM card.
2	Enable Service Auto Renewal	Click ··· → **Auto Renewal** .
2	Check Usage Details	Click ··· → **Details** to view data usage details in the last 30 days.

Manage SIM Data Service Packages Using the Portal

Go to **Site & Device** → **Service** → **My Service** → **SIM Data Service** .

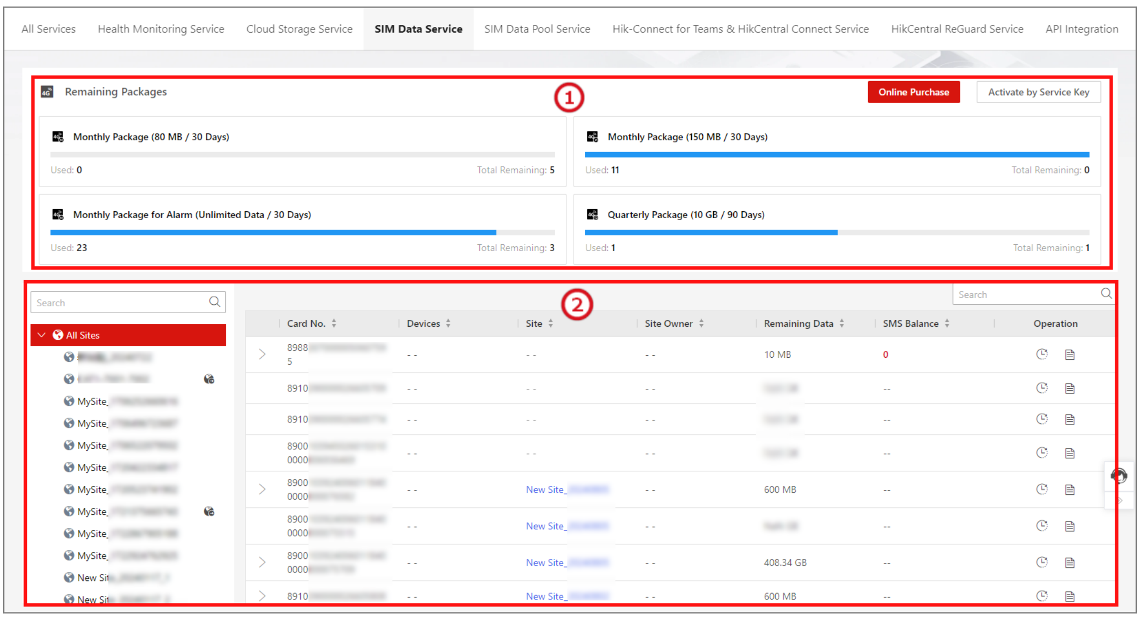


Figure 5-13 Manage Your SIM Data Service Packages

Table 5-11 Available Operations

Area No.	Operation	Description
1	View Remaining Packages & Purchase More	View the used number and remaining numbers of each type of packages. Click **Activate by Service Key** or **Online Purchase** to get more packages.
2	View Data Balance	View the remaining data of each SIM card.

Area No.	Operation	Description
2	Renew Service	Click in the Operation column. You can choose to enable **Auto Renewal**.
2	Check Usage Details	Click in the Operation column to data usage details in the last 30 days.

5.5 SIM Data Pool Service: Cards Share Data in a Pool

This service allows multiple SIM cards in one data pool to share data.

Pain Points and What Customers Want From Installers

Pain Points of Customers & Installers	What Customers Want from Installers
• Hard to avoid overage fees of SIM cards. • Complex bill management. • Hard to manage and allocate data for multiple SIM cards.	• Help manage multiple SIM cards and bills. • Help avoid overage fees.

What You Can Sell & Offer to Your Customers

- **Cost Savings**: Centralized data management to avoid overage fees of the SIM cards.
- **Flexibility**: Allocate data based on demand, improving efficiency.
- **Simplified Financial Management**: One bill covers all SIM cards.
- **Convenience**: Ideal for households or enterprises for centralized management and control.

How to Use SIM Data Pool Service

Table 5-12 How to Use SIM Data Pool Service

Steps	Related Topics
1. **Add SIM cards to pools** so as to use purchased data pool service packages. Only SIM cards for which the **SIM data service** is already activated (not expired) can be added to pools. They start using data from the pool if their own data are used up.	• ***SIM Data Service: Connect Devices to 4G Network*** • ***Step 1: Add SIM Cards to Data Pool***
2. **Get SIM data pool service packages** by online purchase or purchasing service keys from distributors.	***Step 2: Get SIM Data Pool Service Packages***

Steps	Related Topics
3. **Replenish the pool** with shareable data quota.	***Step 3: Activate SIM Data Pool Service for Pool***
4. Enable auto renewal, add SIM cards, check usage details, etc.	***Step 4: Manage Data Pools and SIM Data Pool Service Packages***

5.5.1 Step 1: Add SIM Cards to Data Pool

Only SIM cards for which the SIM data service is already activated (not expired) can be added to pools. They start using data from the pool if their own data are used up.

Add SIM Cards to Data Pool Using the Portal

1. Go to **Site & Device → SIM Card → Data Pool** .
2. Add a pool.
   a. Click **Add Pool**.
   b. Enter the pool name.
   c. Click **OK**.
3. Add SIM cards to the pool.
   a. Click **Add SIM Card Manually**.
   b. Select SIM cards to add them to the pool, or click **Manual Adding** to add by entering the card number.
   c. Click **OK**.

5.5.2 Step 2: Get SIM Data Pool Service Packages

You can purchase the SIM data pool service packages online in the Service Market in Hik-Partner Pro, or purchase a service key from the local distributor first and then activate by the service key to get the purchased service packages.

Note

The supported purchase methods vary depending on your country/region. Contact the local distributor for details.

Purchase Online Using the Portal

1. Go to **Site & Device → Service Market** .
2. In the SIM Data Pool Service area, click **Online Purchase** to enter the Purchase SIM Data Pool Service Package page.
3. Select the package based on the data amount and SMS allowance and set the quantity of packages to purchase.

4. Enter the distributor invitation code and the code from Hikvision sales.

Note

By entering the codes when you purchase services online, you may get some discounts and the distributor/reseller can earn some rebates. For details, refer to ***How to Earn Commissions as a Distributor/Reseller*** .

5. Enter your VAT number. The VAT number will be displayed in the payment receipt.
6. Select **Credit/Debit Cards** as the payment method.
7. Click **Checkout** to enter the payment page and finish the payment.

Get Packages by Service Key Using the Portal

1. Contact your local distributor and purchase a service key from them.
2. Go to **Site & Device → Service Market** .
3. In the SIM Data Pool Service area, click **Activate by Service Key**.
4. In the **Service Key** field, enter the service key.
5. Click **OK**.

5.5.3 Step 3: Activate SIM Data Pool Service for Pool

Activate the Service for Your Pool Using the Portal

1. Go to **Site & Device → SIM Card → Data Pool** .
2. Click **Activate**.
3. Select a type of service package.
4. Turn on **Auto Renewal**.
5. Click **Confirm**.

5.5.4 Step 4: Manage Data Pools and SIM Data Pool Service Packages

Manage Data Pools Using the Portal

Go to **Site & Device → SIM Card → Data Pool** .

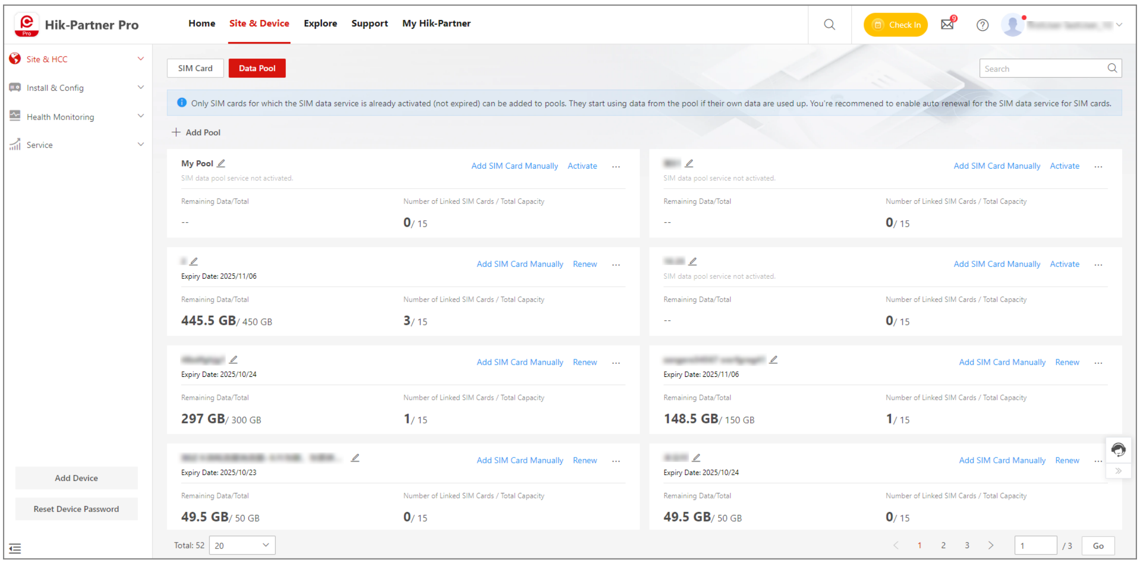


Figure 5-14 Data Pool Management

Table 5-13 Available Operations

Operation	Description
View Data Pool Details	View the remaining data of the pool and number of added SIM cards.
Add SIM Card	Click **Add SIM Card Manually**. Select SIM cards or enter a SIM card number to add to a pool.
Activate/Renew Service	Click **Activate** or **Renew** to activate/renew the SIM data pool service for the pool.
Enable Service Auto Renewal	Click ··· → **Auto Renewal** .
Check Usage Details	Click ··· → **Details** to view data usage details of the pool in the last 30 days.

Manage SIM Data Pool Service Packages Using the Portal

Go to **Site & Device → Service → My Service → SIM Data Pool Service** .

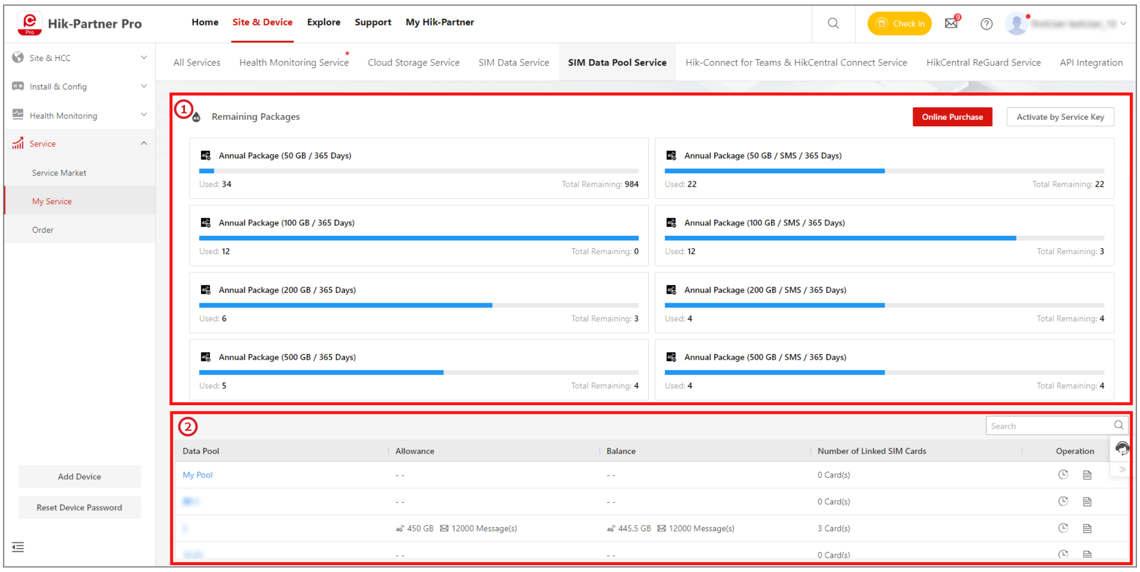


Figure 5-15 Manage Your SIM Data Pool Service Packages

Table 5-14 Available Operations

Area No.	Operation	Description
1	View Remaining Packages & Purchase More	View the used number and remaining numbers of each type of packages. Click **Activate by Service Key** or **Online Purchase** to get more packages.
2	View Data Balance	View the data balance of each data pool.
2	Renew Service	Click in the Operation column. You can choose to enable **Auto Renewal**.
2	Check Usage Details	Click in the Operation column to data usage details in the last 30 days.

5.6 Hik-Connect for Teams Services: Provide VSaaS Solution for Enterprise Customers

Hik-Connect for Teams (HCT) services are offered by the HCT Portal and Mobile Client, which provide a Video Security as a Service (VSaaS) solution for enterprise users.

Note

The availability of HCT services varies depending on the country/region.

What to Offer to Your Customers & Core Benefits for You

For What Kind of Customers
Enterprise users, also for chain stores, offices, communities, etc.

What You Can Offer to Customers

You can help enterprise customers install, set up, and hand over a system using Hik-Partner Pro to provide services like person and permission management, video security, access control, attendance check, and device maintenance.

Note

Except for basic features, customers can only pay for the services they need.

- **Basic features for HCT systems:**
  - Unlimited channels and devices.
  - Access via HCT Portal and Mobile Client.
  - Enterprise-level management, multi-location management.
  - Multi-account management (unlimited user), multi-level permissions for different user roles.
  - Maintenance and OpenAPI.
- **Video management:** Live view, playback, 3 auxiliary screens, intelligent video search, video clip & alarm information archiving to cloud storage, etc.
- **Access control & attendance:**
  - Remote door control, personnel management, access level management, temporary pass assignment, entry or exit logs with detailed info, event management, etc.
  - Timetable, schedule, and shift settings. Diverse attendance reports. Mobile attendance for clocking.
- **Intrusion:** Support alarm devices. Arming, disarming, alarm handling, linkage between alarms and videos, etc.
- **Intercom:** Remote video intercom, building/room/resident management, and temporary pass.
- **Analysis report:** Support people counting and heat maps.
- **On-board monitoring:** Real-time monitoring, GPS location, and playback of on-board devices, alarms on drivers' behaviors, driving reports, etc.
- **ANPR:** License plate management, vehicle allowlists, passing vehicle records, barrier gate control, etc.
- **Health monitoring:** Device health monitoring overview and scheduled health check report delivery.

Core Benefits for You (Installers, Service Providers, etc.)
• **Cloud-based, easy deployment:** Simplify the installation process with Hik-Partner Pro. **No more** complex server deployment, public IP, domain, or VPN requirements. • **Unlock profitable opportunities:** Expand your business, generate continuing revenue for you via multiple subscription service options, including cloud-based VMS, access control & attendance, intercom, and cloud storage solutions.

Overall Instructions for Service Providers to Provide HCT Services

Role / Platform	Description	Related Topics
Service Providers (Installers, etc.) on Hik-Partner Pro	1. Create a team site and select desired services.	***Step 1: Create an HCT System (Team Site) and Select Desired Services***
	2. Add devices to the team site.	***Step 2: Add Devices to Team Site***
	3. Activate the service, configure users, devices & scenarios for the site, and hand over the team site to customers.	• ***Step 3: Get HCT Packages*** • ***Step 4: Activate/Renew HCT Services*** • ***Step 5: Hand Over a Team Site*** • ***Hik-Connect for Teams Portal User Manual***
	4. Manage services and access the system to help customers maintain the services.	• ***Step 6: Manage Devices, Services & Users for a Team Site*** • ***Step 7: Manage HCT Services for All Team Sites***
Customers (i.e., Enterprise Users) on Hik-Connect for Teams	1. Receive an email after the installer hands over the site, which contains a login link. 2. Log in to the HCT system and accept the devices. 3. Use the services in HCT.	• ***Hik-Connect for Teams Portal User Manual*** • ***Hik-Connect for Teams Mobile Client User Manual***

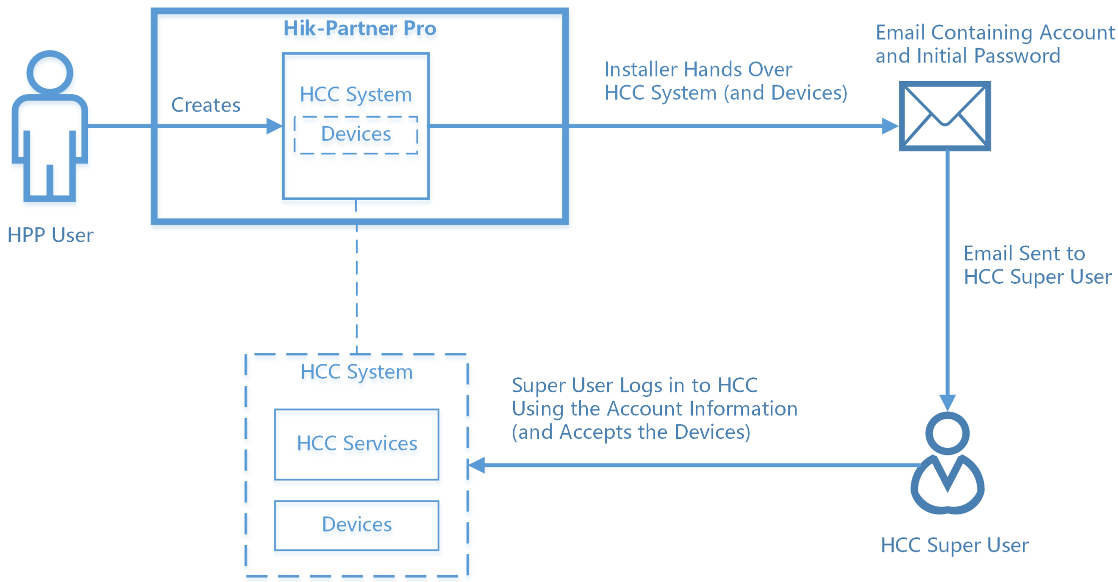


Figure 5-16 How an HCT System Is Created on Hik-Partner Pro and Handed Over

5.6.1 Step 1: Create an HCT System (Team Site) and Select Desired Services

Add a Team Site Using the Portal

1. Go to **Site & Device → Customer Site** .
2. Switch to **Site Mode**.
3. Click **Add New Site**.
4. Set the site name and time zone.
5. Click **More** to set more information such as the scene and site address.
6. Select **Team** as the site type.
7. Select desired services to activate for your customer.

Note

For some services, Hik-Partner Pro offers both the capacity-umlimited trial for some time period and the free lifetime capacity. Details vary depending on the country/region.

8. Click **OK**.

Create a Team Site Using the Mobile Client

1. Go to **Site**.
2. Tap **Add Site**.
3. Set the site name and time zone.
4. Tap **Unfold** to set more information such as the scene and site address.
5. Select **Team** as the site type.
6. Select desired services to activate for your customer.

Note

For some services, Hik-Partner Pro offers both the capacity-umlimited trial for some time period and the free lifetime capacity. Details vary depending on the country/region.

7. Tap **OK**.

5.6.2 Step 2: Add Devices to Team Site

After you create a team site, you will immediately enter the Add Device process. Or you can add devices later. The team sites only supports adding device by scanning QR codes, by entering the serial numbers, and via the LAN (the SADP tool). For detailed instructions, refer to ***Quick Start Guide: Add Devices to Hik-Partner Pro for Remote Maintenance*** .

5.6.3 Step 3: Get HCT Packages

You can purchase the health monitoring packages online in the Service Market in Hik-Partner Pro, or purchase a service key from the local distributor first and then activate by the service key to get the purchased service packages.

Note

The supported purchase methods vary depending on your country/region. Contact the local distributor for details.

Purchase Online Using the Portal

1. Go to **Site & Device → Service Market** .
2. In the Hik-Connect for Teams Service area, click **Online Purchase** to enter the Purchase Hik-Connect for Teams Service Package page.
3. Set the package quantity of the services your customer needs.

   Video Management Service Package

   One monthly/annual package for one channel. You can select whether to include the cloud storage service.

   On-Board Monitoring Service Package

   One monthly/annual package for one vehicle.

   Intrusion Service Package

   One monthly/annual package for one alarm device.

   Access Control & Attendance Service Package

   One lifetime/annual package for 1/5/10 doors.

   Video Intercom Service

   One annual package for one room.

Health Monitoring Service Package

One monthly/annual package for one device.

Note

You can also activate the health monitoring service for devices on team sites using the health monitoring packages for personal sites.

4. Enter the distributor invitation code and the code from Hikvision sales.

Note

By entering the codes when you purchase services online, you may get some discounts and the distributor/reseller can earn some rebates. For details, refer to ***How to Earn Commissions as a Distributor/Reseller*** .

5. Enter your VAT number. The VAT number will be displayed in the payment receipt.
6. Select **Credit/Debit Cards** as the payment method.
7. Click **Checkout** to enter the payment page and finish the payment.

Get Packages by Service Key Using the Portal

1. Contact your local distributor and purchase a service key from them.
2. Go to **Site & Device → Service Market** .
3. In the Hik-Connect for Teams Service area, click **Activate by Service Key**.
4. In the **Service Key** field, enter the service key.
5. Click **OK**.

Get Packages by Service Key Using the Mobile Client

1. Contact your local distributor and purchase a service key from them.
2. Go to **Me → Service Market** .
3. In the Hik-Connect for Teams Service area, tap **Activate by Service Key**.
4. In the **Service Key** field, enter the service key.
5. Tap **OK**.

5.6.4 Step 4: Activate/Renew HCT Services

HCT services activation or renewal via the Hik-Partner Pro means to only expand the service capacities for customer's HCT system. Customers need to choose which resources to utilize the capacities on their HCT Portal or Mobile Client.

Activate/Renew HCT Services Using the Portal

1. Go to **Site & Device → Customer Site** , and click a team site to enter the site details page.
2. Click the service you are to activate/renew, and click **Expand** or click **Activate** first and then **Expand**.
3. Set the quantity and (if any) service duration.
4. Click **Confirm** to complete, or **Purchase and Activate** if remaining packages are insufficient.

Activate/Renew HCT Services Using the Mobile Client

1. Go to **Site**, and tap a team site to enter the site details page.
2. Tap the service you are to activate/renew, and tap **Activate and Expand** or tap **Activate** first and then **Activate and Expand**.
3. Set the quantity and (if any) service duration.
4. Tap **Confirm** to complete, or **Purchase and Activate** if remaining packages are insufficient.

5.6.5 Step 5: Hand Over a Team Site

Hand Over a Team Site Using the Portal

1. Go to **Site & Device → Customer Site** , and switch to **Site Mode**.
2. To complete more configurations (users, devices and scenarios settings) before the handover, click **Enter Hik-Connect for Teams** to enter the HCT system of your customer.
3. Find the team site, and click in the Operation column, or click the team site to enter its details page and click **Hand Over by Transferring**.
4. Check and make adjustments to the handover list: the activated services and their capacities, added devices, completed configurations, and the permissions you are to apply for from the customer.

Note

- With the service management permission, you can activate, renew, and manage HCT services for this team site via Hik-Partner Pro.
- With the system access permission, you can access the HCT system remotely to help add, maintain, and configure devices.

5. Click **Hand Over**.
6. Select **Email** or **Phone Number**, and set customer information for handover.
7. Click **Confirm**. Your customer will receive the handover request via email or SMS.

Hand Over a Team Site Using the Mobile Client

1. Tap **Site**.
2. Find and tap the team site to enter its details page, and tap **Hand Over Site**.
3. Check and make adjustments to the handover list: the activated services and their capacities, added devices, completed configurations, and the permissions you are to apply for from the customer.

Note

- With the service management permission, you can activate, renew, and manage HCT services for this team site via Hik-Partner Pro.
- With the system access permission, you can access the HCT system remotely to help add, maintain, and configure devices.

4. Tap **Hand Over Site**.
5. Select **Email** or **Phone Number**, and set customer information for handover.
6. Tap **Confirm**. Your customer will receive the handover request via email or SMS.

5.6.6 Step 6: Manage Devices, Services & Users for a Team Site

Before you hand over the team site, or after you hand it over and if you are granted the service management permission and the system access permission by your customer, you can help manage devices, services and users for their team site.

Installer's Permission	With the Permission, Installers Can	Instructions
Service Management Permission	View service package information of the system, including activated service types, activated service quantities, expiry times, and used service quantities.	Enter a team site's details page to view its service details: • **Portal:** Click **Site & Device → Customer Site** , and click the team site. • **App:** Tap **Site**, and tap the team site.
	Activate services, renew the activated services, and expand the service capacity for the system.	***Step 4: Activate/Renew HCT Services***
System Access Permission	• View device information of the system, including the number of devices, device names, device serial numbers, and models. • Add devices to the system. • View live videos of cameras and perform PTZ controls (such as setting and calling presets and auto-switches). • Play recorded video clips. • Configure devices remotely. • Add, delete, edit and view user accounts on the remote configuration page of the	Enter a team site's details page to add and configure devices: • **Portal:** Click **Site & Device → Customer Site** , and click the team site. • **App:** Tap **Site**, and tap the team site.

Installer's Permission	With the Permission, Installers Can	Instructions
	device (with administrator password authenticated).	
	Access the system remotely as an administrator. All device configuration and operation permissions, and all system configuration and management permissions.	**Portal:** 1. Click **Site & Device → Customer Site** , and click the team site. 2. Click **Enter Hik-Connect for Teams** to enter the customer's HCT system.

5.6.7 Step 7: Manage HCT Services for All Team Sites

Manage HCT Services for All Team Sites Using the Portal

Go to **Site & Device → Service → My Service → Hik-Connect for Teams Service** .

Table 5-15 Available Features

Area	Operation	Description
1	Check Remaining Packages & Purchase More	You can check the number of used and remaining packages for each service. If needed, click **Online Purchase** or **Activate by Service Key** to get more packages.
2	View Overall Package Expiration Status	You can view the overall number of services that are going to expire within 30 days and those that have already expired. Click to view details of these services in the list below.
3	Activate Service	Click in the Operation column to activate the service for the corresponding HCT team site.

Manage HCT Services for All Team Sites Using the Mobile Client

Tap **Me** at the bottom right, tap **My Service**, and tap **Detail** in the Hik-Connect for Teams Service section.
You can check the number of used and remaining packages for each service.

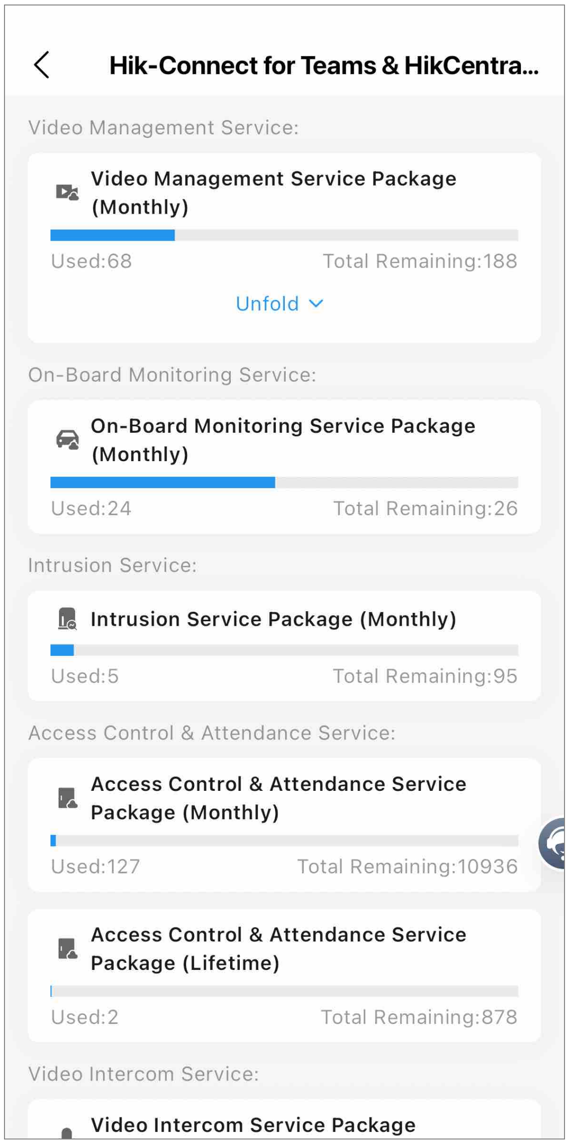


Figure 5-21 My Service: HCT Service

5.7 HikCentral ReGuard Service: Security Management Solution for Customers

HikCentral ReGuard (hereinafter referred to as HCRG) services are the value-added services offered by the HCRG. HCRG provides a security management solution that helps its users (i.e., remote monitoring center) with alarm receiving and handling.

Note

The HCRG services are supported only in some countries/regions. For details, contact the local distributors or after-sales.

For What Kind of Customers & What You Can Offer to Them

For What Kind of Customers
Remote Monitoring Centers (RMC) (for alarm receiving and handling, etc.).

<table>
<tr><th>What You Can Offer to Them</th></tr>
<tr><td>You can help customers install and set up a system with the following capabilities.
• Basic features for RMC systems:
◦ Alarm receiving and verification (without videos or pictures).
◦ Configuration and application of alarm handling flows.
◦ Web Client & Control Client.
◦ 12-month maintenance service and 24/7 emergency support for critical faults.
• Visualized alarms:
◦ Pop-up window for alarm videos and fast alarm verification.
◦ Alarm verification with details including captured pictures, live videos, and recorded videos.
◦ Quick live view and playback of all cameras of the alarm source location.
◦ Video monitoring module.
◦ Smart wall configuration and application.
• Virtual guard: Management of scheduled virtual guard tours.
• Work order system: Online work order system to assign and manage work orders and get device installation & maintenance support from installers.
• Operational enhancement: Alarm statistics reports and alarm handling efficiency reports.</td></tr>
</table>

Overall Instructions for Service Providers to Provide HikCentral ReGuard Services

Role / Platform	Description	Related Topics
Service Providers (Installers, etc.) on Hik-Partner Pro	1. Purchase HCRG services and and generate an HCRG key on Hik-Partner Pro. 2. Give the HCRG key to customer for HCRG activation. 3. Receive the installation work orders from customers' HCRG, and go to the sites to	• ***Step 1: Get HikCentral ReGuard Services*** • ***Step 2: Generate HikCentral ReGuard Key for HCRG Activation*** • ***(Optional) Step 3: Receive and Handle Work Orders*** • ***Step 4: Manage HikCentral ReGuard Services***

Role / Platform	Description	Related Topics
	install devices and hand over to HCRG.	
Customers (i.e., Remote Monitoring Centers) on HikCentral ReGuard	1. Use the HCRG key given by the service provider to log in to HCRG and activate the services. 2. Create installation work orders and assign to service providers (installers). 3. Accept devices and use the services in HCRG.	• ***HikCentral ReGuard Web Client User Manual*** • ***HikCentral ReGuard Control Client User Manual***

5.7.1 Step 1: Get HikCentral ReGuard Services

You can purchase a service key from the local distributor first and then activate by the service key to get the purchased services.

Get Services by Service Key Using the Portal

1. Contact your local distributor and purchase a service key from them.
2. Go to **Site & Device → Service Market** .
3. In the HikCentral ReGuard Services area, click **Activate by Service Key**.
4. In the **Service Key** field, enter the service key.
5. Click **OK**.

5.7.2 Step 2: Generate HikCentral ReGuard Key for HCRG Activation

After you get the HCRG services by service key, you can generate an HCRG key for activating the HCRG system. Users can use your HCRG key to activate the HCRG services.

Generate the HikCentral ReGuard Key Using the Portal

1. Go to **Site & Device → Service → My Service → HikCentral ReGuard Service** .
2. Click **Generate**. The key will appear on this page and be sent to the email of Installer Admin.
3. Enter the key on HCRG to activate the services.

5.7.3 (Optional) Step 3: Receive and Handle Work Orders

If your customer (RMC) assign work orders to your company, all installers with the Manage All/ Assigned Site permission can receive the notifications, and can choose whether to handle the work orders.

Receive and Handle Work Orders Using the Mobile Client

1. Go to **Me** → → **Site Message** .
2. Find the work order and tap **Handle New**.
3. Go to the site, and install and configure the devices. After you complete, tap **submit** to submit the work order and hand over the devices to your customer's HCRG.

5.7.4 Step 4: Manage HikCentral ReGuard Services

After purchasing and activating HCRG services, you can monitor the real-time status of HCRG services on Hik-Partner Pro, including the total number of valid workstations, the number of valid additional services, the number of services expiring within 30 days, and the number of expired services.

Manage HikCentral ReGuard Services Using the Portal

Go to **Site & Device** → **Service** → **My Service** → **Health Monitoring Service** .

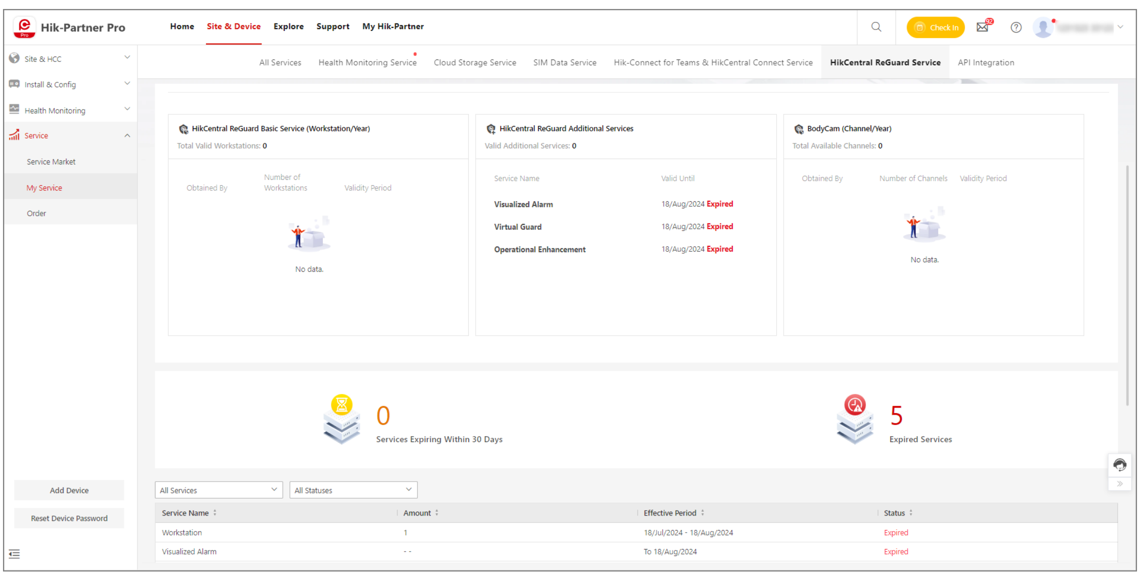


Figure 5-22 Manage HikCentral ReGuard Services Using the Portal

Chapter 6 Get Support & Incentives to Stay Connected with Hikvision

Hik-Partner Pro provides various features to help partners to get professional support and incentives for their businesses.

Features	Description	Related Roles
Online Support Cases	If you have any issues related to hardware, software, device password reset, etc., you can get professional help from our technical support via Online Support Case.	All
Return Material Authorization (RMA)	Return material authorization (RMA) is an arrangement in which installers can ship defected products back to distributors for an exchange or repair.	• Installer • Distributor
Partner Programs	Partner programs are rebate and incentive programs that encourage resellers (DPPs) to sell products by offering rebates. Three parties are involved here: Hikvision, reseller (DPP), and distributor.	• Reseller (DPP) • Distributor
Commissions	Distributors/resellers can earn commissions from successfully promoting value-added services of Hik-Partner Pro to their customers (e.g., installers). For installers, they can also get some discounts on purchasing the services.	• Distributor/Reseller
Compensations	For distributors who keep a supply of products from Hikvision at a fixed price in advance, but later sell products	• Distributor

Features	Description	Related Roles
	at a lower price due to getting project support, you may apply for compensation online.	
Reward Points	Hik-Partner Pro provides a reward point system to reward your trust and support.	• All
eCoupons	The eCoupons (quota eCoupons, cash eCoupons, and ratio eCoupons) can be used by buyers to get discounts when they purchase products.	• Installer or Other Buyers • Reseller, Distributor, or Other Providers
Sell-Out Promotions	Sell-out promotions are activities that offer buyers discounts or free products when discount conditions are met.	• Installer or Other Buyers • Reseller, Distributor, or Other Providers

6.1 How to Submit Online Support Cases to Get Help from Hikvision

If you have any issues related to hardware, software, device password reset, etc., you can get professional help from our technical support via Online Support Case. You can submit cases to report your issues to us and follow up on the cases you submit.

Note

- This feature is only available for some countries and regions.
- You can use this feature only if your company is authenticated. Refer to ***Authenticate Company to Use More Features*** .

Table 6-1 Case Types

Case Type	Description	Required Info	Where to Submit
Hardware Products	For issues related to device operations,	• Device Serial No. • Firmware Version • Issue Description	Portal / Mobile Client

Case Type	Description	Required Info	Where to Submit
	configurations, or faults.		
Software Products	For issues related to Hik-Connect and iVMS-4200.	• Software Name • Software Version • Issue Description	Portal / Mobile Client
Hik-Partner Pro	For issues related to Hik-Partner Pro • Account Management • Health Monitoring • Site Management • Cloud Storage • Co-Branding • Code Scanning and Reward Point Market • Solution and Projects • Others	• Issue Description • After-Sales Authorization Code Required when it is necessary for technical support to use the code to log in to your account for troubleshooting.	Portal / Mobile Client
Device Password Reset	Submit cases to reset device passwords according to the replies from the support team.	• Device Serial No. • Device Label / Invoice Upload label pictures or invoice files. • Password Reset QR Code / String from SADP Scan QR code or enter manually.	Mobile Client
Device Unbinding	Submit cases to unbind your devices from Hik-Connect according to the replies from the support team.	• Network Status (LAN device or not.) Serial No. and QR code / string from SADP are auto filled for LAN devices. • Device Serial No. • Device Label / Invoice	Mobile Client

Case Type	Description	Required Info	Where to Submit
		Upload label pictures or invoice files. • Password Reset QR Code / String from SADP Scan/enter the QR code / string provided by SADP.	
Dedicated Customer Service	Only available for some installers, for focused troubleshooting from technical support.	• Language • Case Severity **Critical Business Down** Main functions which are critical to your business, such as logging in to the platform, creating sites, adding devices, receiving alarms, and handing over sites, are unavailable. **Business Impaired** Main functions work properly, but there are other function-related issues such as batch LAN configuration not working, probabilistic failure of remote configuration, and connection failure of some devices.	Portal / Mobile Client

Case Type	Description	Required Info	Where to Submit
		Functional Defects There are some functional defects which do not affect your business or only affect your business slightly, such as wrong words on the page and high response latency. • Issue Description	

6.1.1 Submit and Track Online Support Cases

Submit and Track Online Support Cases Using the Portal

1. Access the Online Support Case module. Choose from:
   - Click **Support → Case** .
   - Click **Case** on the right side of the Home page.
   - Click → floating on the bottom right.
2. Click **Submit Case**.
3. Select a case type, and enter required information.
4. Click **Submit** to submit the case.
5. Go to **Case Records** to track all your submitted cases. You can track the replies from technical support, reply to them to provide more info, and close the cases if the issues are solved.

Note

The case will be closed automatically if you do not reply within 14 days.

Submit and Track Online Support Cases Using the Mobile Client

1. Access the Online Support Case module. Choose from:
   - Tap **Me →** **(at the top right) → Case** .
   - Tap **Home → More → Support → Case** .
   - Tap **(floating on the Mobile Client) → Support → Case** .
2. Tap **New Case**.
3. Select a case type, and enter required information.

4. Tap **Confirm** to submit the case.
5. On the case list, you can track all your submitted cases. You can track the replies from technical support, reply to them to provide more info, and close the cases if the issues are solved.

Note

The case will be closed automatically if you do not reply within 14 days.

6.2 How to Return Defected Products for Exchange or Repair (RMA)

Return material authorization (RMA) is an arrangement in which you can ship an item back for an exchange or repair due to a product defect or malfunction.

Note

The function is only available in certain countries and regions. For details about whether your country or region supports the function, refer to the after-sales or local distributor.

Your Role	Description	Related Topics
Installer	1. Submit RMA requests. 2. Send the defected products to the distributor. 3. Receive the repaired and debugged products.	• ***Submit RMA Requests*** • ***Track RMA Requests*** • ***Find Repair Stations***
Distributor	1. Repair the defected products after receiving RMA requests. 2. Return the repaired and debugged products.	/

6.2.1 Submit RMA Requests

You can register an RMA request for exchanging or repairing products. After registration, you can check real-time status of the RMA requests.

Submit RMA Requests Using the Portal

1. Go to **Support → RMA** .
2. Click **Add** to add products, and choose from:
   - Input the serial number of the products of interest, click **Add**, and enter fault description and reference. Click **Add Attachment** to add attachments if there are any.
   - Click **Download Template**, enter information of multiple products, and click **Upload Serial List** to batch upload products.

Note

It should be a Hikvision product sold in the current country or region.

3. After all products are added, click **Next** to set shipping information.
4. Set shipping information. The distributor is identified and auto-selected according to the product serial number, and the nearest repair station will be selected by default. The distributor and product info will show up in the list.
   If the distributor is not auto-identified:

Whether Your Country/Region Supports Trans-distributor Repair or Not	Description
Yes	- Click **Change Shipping Address** to choose a distributor by yourself. - You can also select among all stations of all distributors in the country.
No	The product cannot be added.

5. Check the information in the list, and click **Submit**.

Submit RMA Requests Using the Mobile Client

1. Tap **Me → (at the top right) → RMA** , or tap **Home → More → Support → RMA** .
2. Tap **Repair Request → +Add** , and enter the product serial No. or scan the product QR code to start the application.

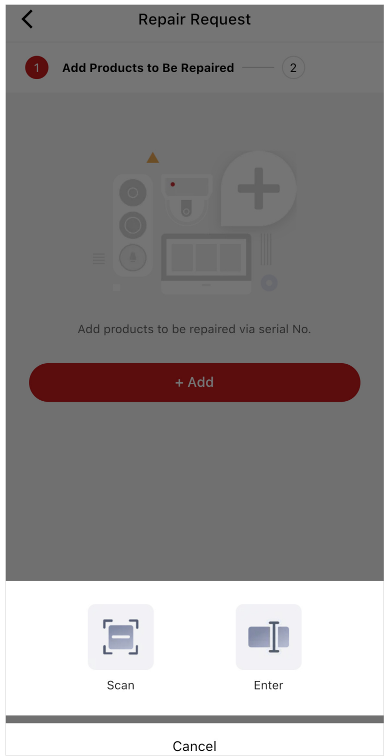


Figure 6-1 Add Products to Be Repaired

Note

It should be a Hikvision product sold in the current country or region.

3. Set shipping information. The distributor is identified and auto-selected according to the product serial number, and the nearest repair station will be selected by default. The distributor and product info will show up in the list.
   If the distributor is not auto-identified:

Whether Your Country/Region Supports Trans-distributor Repair or Not	Description
Yes	- Tap to choose a distributor by yourself. - You can also select among all stations of all distributors in the country.
No	The product cannot be added.

4. If there are more devices to be repaired, tap **+Add** to add more devices, or you can tap **Confirm** to enter shipping information.
5. Tap **Add a New Address** to add a new shipping address or select an existing address, then tap **Submit**, and the status of the RMA request will turn to Requested.

Shipping Method	Description
Shipping Carrier	Tap **Ship to Distributor** to enter the shipping carrier and shipping order No.
By Myself	Confirm that the product is shipped, and then the status of the RMA request will turn to Shipped to Distributor.

6.2.2 Track RMA Requests

After an RMA request is submitted, you can track its status and perform further operations.

Track RMA Requests Using the Portal

Go to **Support → RMA** .

Operation	Description
Filter by Status	Click , and select among Saved, Unreceived, In Repair, Waiting For Customer Response, Ready for Shipment, and Completed.
View Details	Click **Detail** to view application details.
Download Document	Click **Download Document** to download the application file.

Track RMA Requests Using the Mobile Client

Tap **Me →** **(at the top right) → RMA** or tap **Home → More → Support → RMA** .

Note

- When the status is Requested:
  - If you select shipping carrier as the shipping method, you need to tap **Ship to Distributor** to enter shipping information (including shipping Carrier or shipping order No.).
  - If you select ship by myself as the shipping method, confirm that you have shipped the product.
  - You can tap **Cancel Request** to cancel the request.
- If the status is Repaired & Shipped, you can tap **Complete** to finish the request.

Operation	Description
Filter by Status	Tap **Filter** to filter requests by their status and time.
View Details	Tap an application to view details. Each to-be-repaired product has an RMA number.
Handle Requests Based on Their Status	**Requested** • If the shipping method is shipping carrier, tap **Ship to Distributor** to enter shipping information (including shipping Carrier or shipping order No.). • If the shipping method is by myself, confirm that you have shipped the product. • Tap **Cancel Request** to cancel the request. **Repaired & Shipped** Tap **Complete** to finish the request.

6.2.3 Find Repair Stations

You can view repair stations and their distances from you on the map, so you can choose which repair station you want to ship your products to.

Find Repair Stations Using the Mobile Client

1. Tap **Me → (at the top right) → RMA** , or tap **Home → More → Support → RMA** .
2. Tap **Repair Station Query**.
3. - On the map, your location and nearby repair stations are displayed.
   - In the list, the available repair stations are displayed according to their distances from your location.
   - The information about repair stations includes the station name, contributor name, station address, distance from you location to the station, and station phone number (Tap or tap **Make a Call** on the details page to make a phone call to the station staff for asking more information.)

6.3 How to Join Partner Programs

Partner programs are rebate and incentive programs that help resellers (DPPs) grow their businesses and encourage resellers to sell products, and rebates will be offered to resellers on their achieving the sales targets.

Note

- Contract agreements of partner programs where sales targets are set need to be signed by three parties (the reseller, distributor, and Hikvision).
- This function is not supported by some accounts or in some countries/regions.

Your Role	Description	Related Topics
Reseller (DPP)	1. Apply for partner programs, and make sure the contract agreements are signed by Hikvision either offline or online. 2. If your application is approved and your contract agreement is signed by all the three parties, you will get a program certificate. 3. Rebates will be offered to you on your achieving the sales targets.	• ***Resellers (DPPs) Submit Program Applications*** • ***Resellers (DPPs) Manage Certificates*** • ***Resellers (DPPs) Manage Programs***
Distributor	Manage and sign the program agreements on Hik-Partner Pro.	***Distributors Manage Agreements***

6.3.1 Resellers (DPPs) Submit Program Applications

As a reseller, you can apply for partner programs to get rebates on Hik-Partner Pro with the contract agreements signed either offline or online.

Submit Program Application Using the Portal

1. Go to **Incentive → Partner Program** , and click a program in the **Program Application** section.
2. Select your signing status in the pop-up window according to whether you have signed the agreement with Hikvision offline or not.
   The details and introduction about the partner program you are applying for will be shown.

Figure 6-2 Select Signing Status

3. Click **Next** to continue.
4. If you have signed the contract agreement with Hikvision offline, upload the signed contract agreement. If not, select the level you want to apply for.
5. Click **Submit**.
6. If you have uploaded the signed agreement, the application process is completed after you click **Submit**. If not, you may enter one of the following processes:
   - If the level you select does not require you to communicate with Hikvision to confirm the targets offline, you will enter the Details page of the contract agreement. Check **I agree with and accept this agreement** and click **Submit** to submit the application.
   - If the level you select requires you to communicate with Hikvision to confirm the targets offline, choose one of the followings:
     - Communicate with the Hikvision sales representative offline, sign your contract agreement with them offline, and submit the application again online by yourself (you need to upload your signed contract agreement).
     - Communicate with the Hikvision sales representative offline, and they will initiate the signing process online for you. You need to sign the contract agreement online.

Submit Program Application Using the Mobile Client

1. Go to **Me → Partner Program** , and tap a program in the **Program Application** section.
2. Select your signing status in the pop-up window according to whether you have signed the agreement with Hikvision offline or not.
   The details and introduction about the partner program you are applying for will be shown.

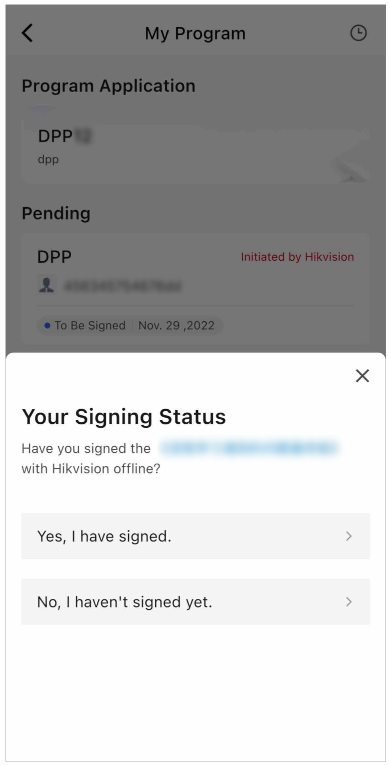


Figure 6-3 Select Signing Status

3. If you have signed the contract agreement with Hikvision offline, upload the signed contract agreement. If not, select the level you want to apply for.
4. Tap **Submit** or **Next**.
5. If you have uploaded the signed agreement, the application process is completed after you tap **Submit**. If not, you may enter one of the following processes:
   - If the level you select does not require you to communicate with Hikvision to confirm the targets offline, you will enter the Details page of the contract agreement. Check **I agree with and accept this agreement** and tap **Next** to submit the application.
   - If the level you select requires you to communicate with Hikvision to confirm the targets offline, choose one of the followings:
     - Communicate with the Hikvision sales representative offline, sign your contract agreement with them offline, and submit the application again online by yourself (you need to upload your signed contract agreement).
     - Communicate with the Hikvision sales representative offline, and they will initiate the signing process online for you. You need to sign the contract agreement online.

6.3.2 Resellers (DPPs) Manage Certificates

As a reseller, after your program application is approved and the contract agreement is signed by all the three parties, the program certificate will be issued to you. You can view the details of all your certificates in My Certificate.

View Certificates Using the Portal

Go to **Incentive → Partner Program → My Certificate** .

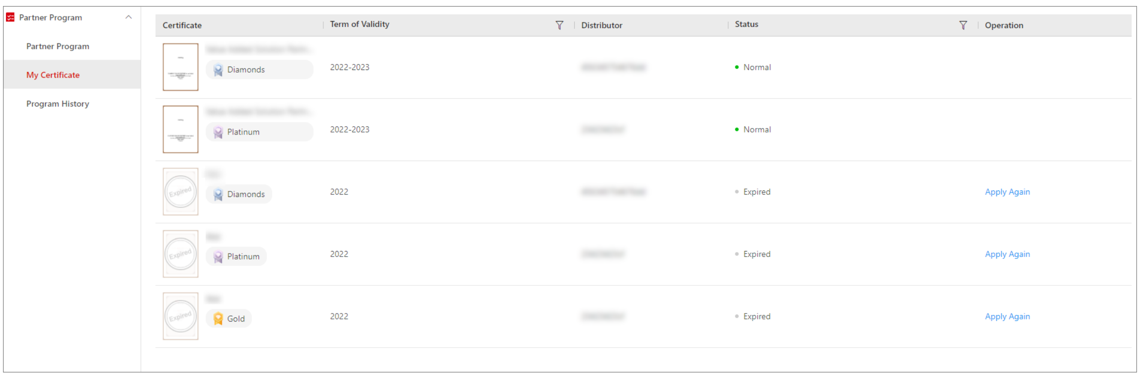


Figure 6-4 My Certificate

On the certificate list, you can view the program certificate name, certificate thumbnail, level, term of validity, distributor, and status (normal or expired).

Click **Apply Again** in the Operation column to apply for the partner program for which your certificate has expired.

Click the certificate thumbnail or name to enter the Certificate Details page. You can download the certificate and the contract agreement you signed on this page.

View Your Certificates Using the Mobile Client

Go to **Me → Partner Program** , you can swipe left and right to view the certificates in the My Certificate section, or tap **More** to enter the My Certificate page for more details and to perform more operations.

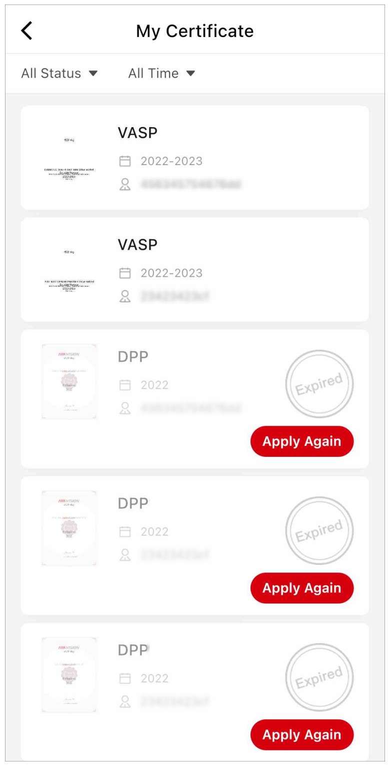


Figure 6-5 My Certificate

On the certificate list, you can view the program certificate name, certificate thumbnail, level, term of validity, distributor, and status (expired or not).

Tap **Apply Again** to apply for the partner program for which your certificate has expired.

Tap a certificate in the list to enter the Certificate Details page. You can download the contract agreement you signed on this page.

6.3.3 Resellers (DPPs) Manage Programs

As a reseller, after you submit your program application or if there are programs initiated by Hikvision for you, you can view all these programs in Program History.

Manage Programs Using the Portal

Go to **Incentive → Partner Program → Program History** .

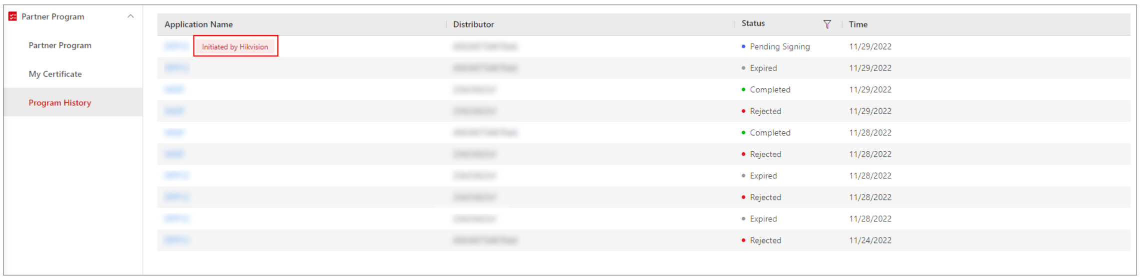


Figure 6-6 Program History

You can view the program name, application status (pending signing, completed, expired, and rejected), application time, and the distributor on the list.

Click an application record to enter the Details page. You can view the application status, program name, distributor name, level, and contract agreement.

For the program application of which the status is **Pending Signing**, click **Sign** on the right bottom of the Details page to sign the agreement online.

Manage Programs Using the Mobile Client

Go to **Me → Partner Program →** .

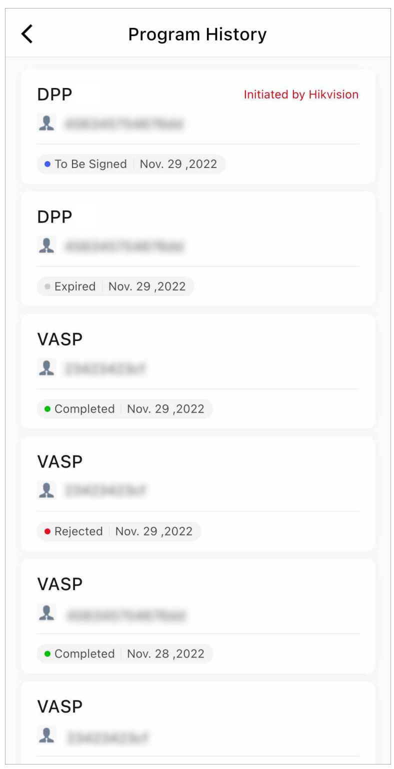


Figure 6-7 Program History

You can view the program name, application status (pending signing, completed, expired, and rejected), application time, and the distributor on the list.

Tap an application record to enter the details page of the program application. You can view the application status, program name, distributor name, level, and contract agreement.
For the program application of which the status is **Pending Signing**, tap **Sign** on the bottom of the details page to sign the agreement online.

6.3.4 Distributors Manage Agreements

As a distributor, you can manage and sign your contract agreements of partner programs with resellers and Hikvision on Hik-Partner Pro.

Manage Agreements Using the Portal

Go to **My Hik-Partner → Company Management → Agreement Management** .

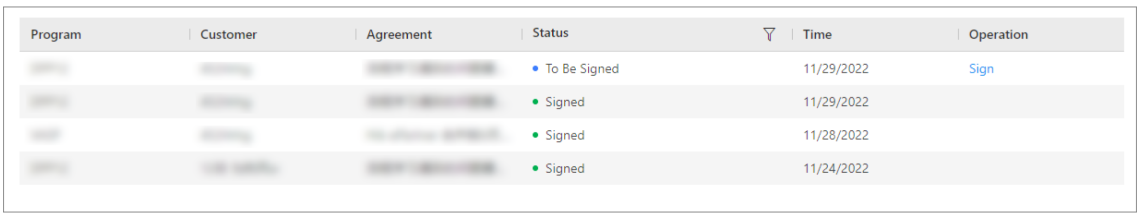


Figure 6-8 Agreement Management

You can view the program name, customer (i.e., reseller) name, agreement name, signing status (signed / to be signed), and the date when the signing process is initiated.
Click **Sign** to sign the contract agreement online.

Manage My Agreements Using the Mobile Client

Go to **Me → Agreement Management** to view your agreements.
You can view the program name, customer (i.e., reseller) name, agreement name, signing status (signed / to be signed), and the date when the signing process is initiated.
Tap **Sign** to sign the contract agreement online.

6.4 How to Earn Commissions as a Distributor/Reseller

For distributors/resellers, they can earn commissions from successfully promoting value-added services of Hik-Partner Pro to their customers (e.g., installers). For installers, they can also get some discounts on purchasing the services. Here we will introduce the process and the calculation method of earning commissions.

Note

This function is only available to some users in some countries/regions. For details, please contact Hikvision.

Example: Distributor/Resellers Earn Commissions

- Here we suppose that the price for 8 channels of 7-day annual event cloud storage is 360 EUR, which is only for reference. The actual prices on your page shall prevail.
- The discount for installers is not shown in the figure below.

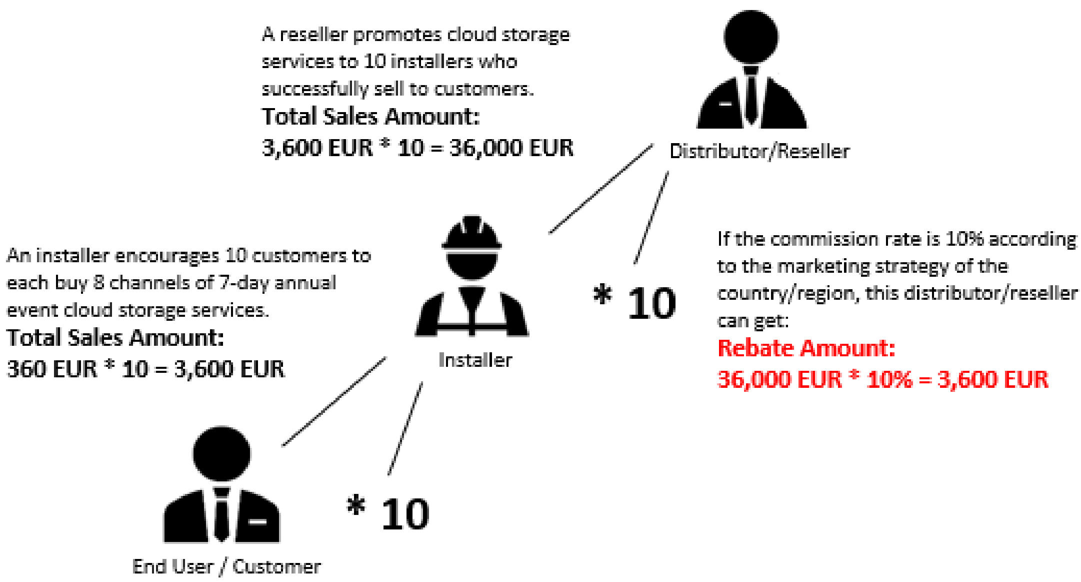


Figure 6-9 Example: Distributor/Resellers Earn Commissions

6.4.1 The Process of Earning Commissions

1. The distributor/reseller introduces and promotes the value-added services to installers when selling Hikvision devices.
   Value-added services include the health monitoring service, remote maintenance service, cloud storage service, cloud attendance service, employee account add-on, co-branding, cellular IoT data service, etc. The actual supported value-added services may vary according to your country/region.
2. The installer purchases services online via Hik-Partner Pro Portal / Mobile Client, and enters the **Distributor Invitation Code** (required for getting commissions) and the **Code from Hikvision Sales** (optional, and only for tracking sales performance).

Note

For distributors/resellers, you can get your **Distributor Invitation Code** via the Invite Friends task in the ***Rewards Store*** , and then ask the installer to enter it on the page of online purchase. The **Code from Hikvision Sales** can be any string created and given by the salesperson as long as it can represent this sales person for tracking their sales performance.

Note

Entering distributor invitation code is also supported on the Mobile Client. Due to UI similarity, here we only show the screenshot of the Portal.

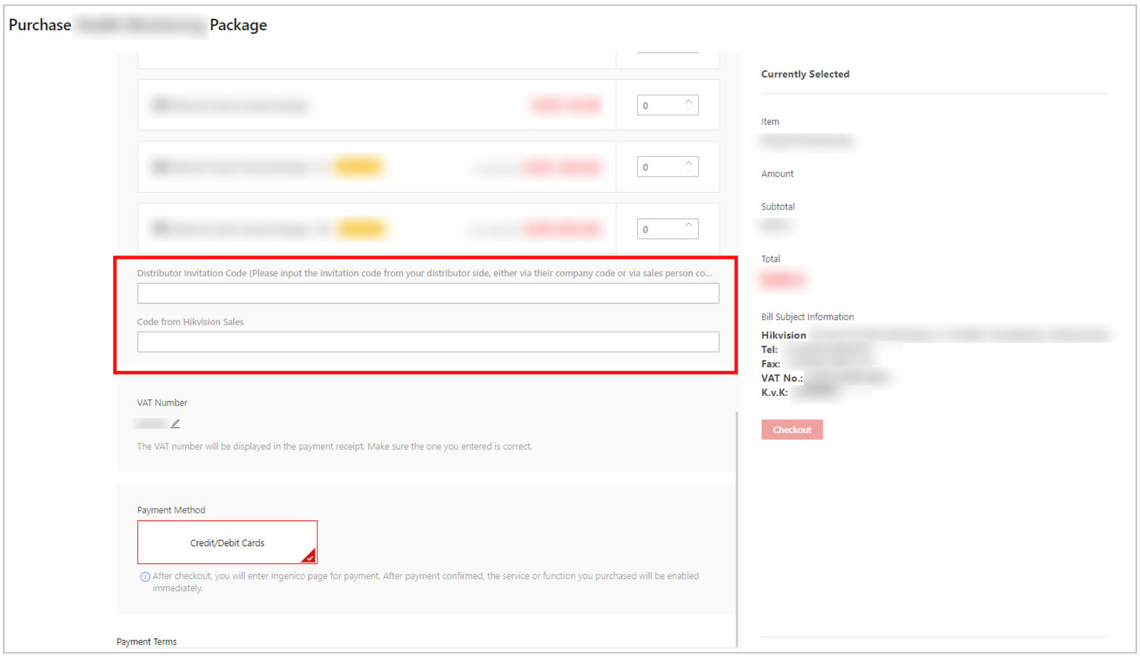


Figure 6-10 Enter Distributor Invitation Code Using the Portal

3. Hik-Partner Pro calculates the monthly commission amount based on the total sales amount of the distributor/reseller in the last month.

   Note

   The distributor/reseller can go to the Portal, and click **My Hik-Partner → Commission → Commission Settings** to view the calculation rules. Refer to ***The Way to Calculate Commission Amount*** for details.

4. The distributor/reseller gets the commission amount in the form of a credit note.

   Note

   The distributor/reseller can go to the Portal, and click **My Hik-Partner → Commission → Commission Details** to view information about the commissions they have earned. See ***View Commission Details Using the Portal*** for details.

6.4.2 The Way to Calculate Commission Amount

Go to the Hik-Partner Pro Portal, click **My Hik-Partner → Commission → Commission Settings** to view the calculation rules such as the commission rate.

Elements that Determine the Commission Amount

- **Total Sales Amount**
  The total sales amount of the orders linked to you via your distributor invitation code.
- **Commission Rate**
  The commission rate depends on the marketing strategy of the country/region.

Formula for Calculating the Commission Amount

Total Sales Amount in Previous Month × Commission Rate = Commission Amount for Previous Month

Note

The platform will calculate the commission amount of the previous month on a fixed day of each month.

6.4.3 View Commission Details Using the Portal

After distributors/resellers promote the value-added services to their customers (e.g., installers), they will earn a certain commission amount and they can view the details of their commissions.

Note

You can view the commissions of the current month after the calculation day of the next month. For example, if the calculation day is set to the 15th of each month, you can view the commissions of July on August 16th.

Go to **My Hik-Partner → Commission → Commission Details** .

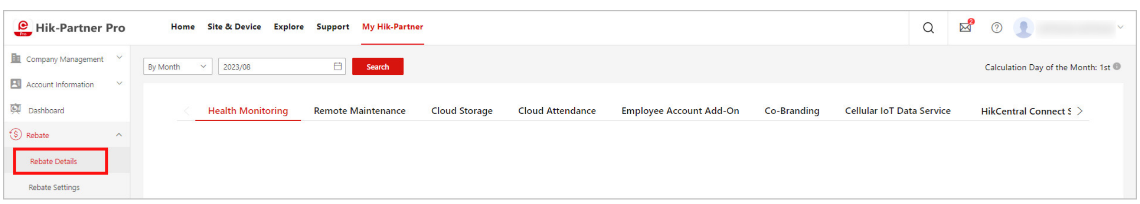


Figure 6-11 Commission Details

6.5 How to Apply for Compensation and Manage Applications

For distributors who keep a supply of products from Hikvision at a fixed price in advance, but later sell products at a lower price due to getting project support, you may apply for compensation online. After a compensation application is approved, the compensation amount may be issued to your e-wallet, or you may be compensated by credit notes against receivables or free items.

Note

- This feature is only available to authenticated channel partners.
- For details about projects, refer to .

6.5.1 Apply for Compensation Using the Portal

You can apply for compensation for projects that are either submitted by you or shared to you. Projects that support the submission of a compensation application should be in Closed Won status and the date of closing should be within three months.

1. Go to **Incentive → Compensation** , and select **Projects waiting for application**.

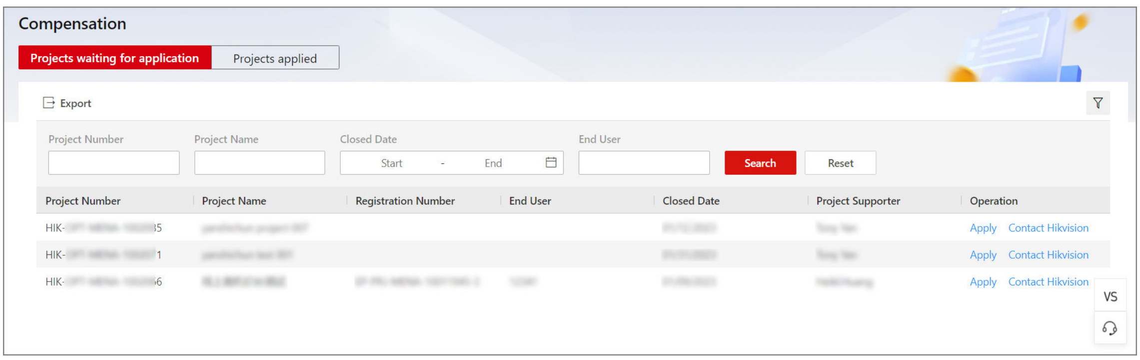


Figure 6-12 Projects Waiting for Compensation Application

2. (Optional) Click **Contact Hikvision** in the Operation column of a project to send an email to the project supporter (i.e., Hikvision sales representative), if you have any questions or there is something you would like to tell them before applying.
3. Click **Apply** in the Operation column of a project to enter the Input Price Information page.

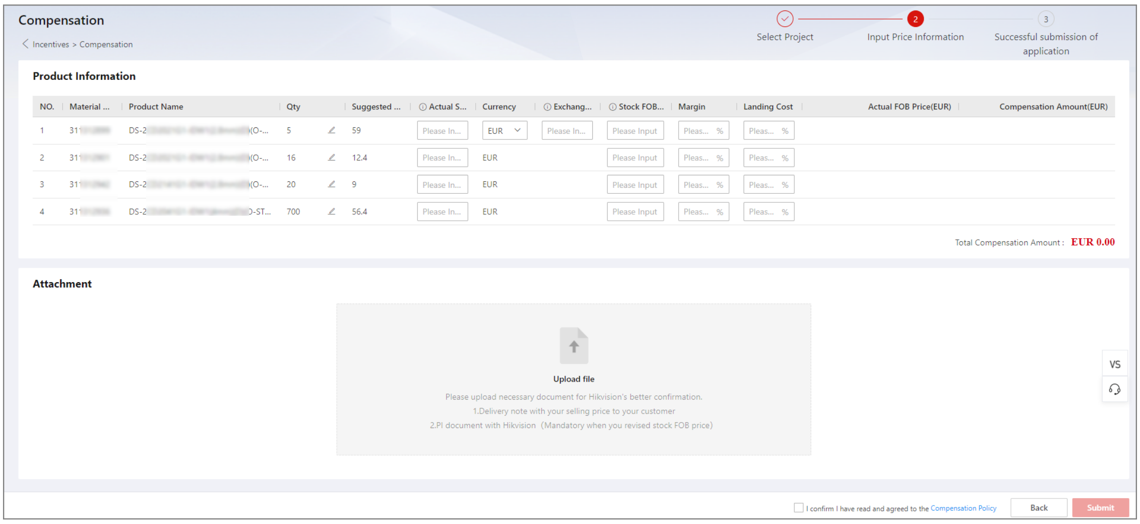


Figure 6-13 Compensation Application

4. In the Product Information field, enter or edit the following price related information accordingly for each product.

   Actual Sales Price

   If the currency of the actual transaction is different from that of the suggested sales price, enter this field according to your actual situation. Otherwise, the actual sales price should be the same as the suggested sales price.

   Currency

   Select the currency of the actual transaction.

   Exchange Rate

   If the currency of the actual transaction is different from that of the suggested sales price, enter the currency exchange rate at the time of the transaction.

   Note

   If the currencies are the same, exchange rate will be set to 1 and cannot be edited.

   Stock FOB Price

   Revise this field if you find a price displayed is incorrect.

   Margin

   Enter the handling fee of a transaction as a percentage (%).

   Landing Cost

   Enter the total landed cost for a product as a percentage (%).

5. (Optional) Upload the appropriate attachments (e.g., delivery notes with actual sales prices, PI documents, etc.) according to your actual situation to make it easier to get your application approved.

Note

If you have revised the stock FOB price for a product above, uploading a PI document is required here. Otherwise your application will be rejected.

6. Read the Compensation Policy, check the box for confirming policy agreement, and click **Submit**. A window will pop up for you to confirm the submission. After clicking **Confirm**, you will land on the successful submission page with relevant details of your application such as the application number, project number, and the total compensation amount.

Note

If your application fails to be submitted, please contact Hikvision. A failed submission will be saved in Draft status for you to edit and resubmit later.

6.5.2 Manage Submitted Compensation Applications Using the Portal

After you submit a compensation application, you can track the status of your application, edit draft and rejected applications for resubmission, and export all applications.

Go to **Incentive → Compensation** and select **Projects applied**.

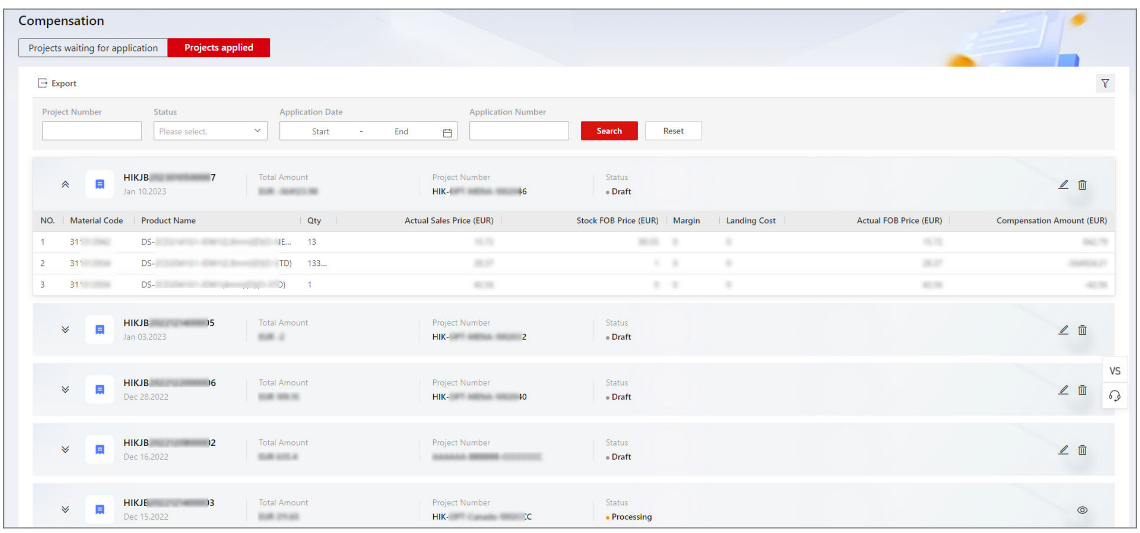


Figure 6-14 Submitted Compensation Applications

Application Status

Draft

The application has failed to be submitted. Information entered for the latest submission is saved for you to edit and resubmit.

Processing

The application has been submitted and is currently under review.

Rejected

The application has been reviewed by a Hikvision sales representative and is rejected. You can view remarks for your application, make changes to it, and resubmit if needed.

Completed

The application is approved. You will be compensated by one of the following methods: compensation amount issued to your e-wallet, credit notes, or free items.

6.6 How to Earn Reward Points and Redeem for Gifts

Hik-Partner Pro provides a reward point system to reward your trust and support. By completing specific tasks (e.g., check in, add devices, authenticate your company, invite friends, answer questions), you can get the reward points redeemable for lots of gifts (e.g., certain value-added services) in the Rewards Store.

Note

- The reward point system is only supported in some countries/regions.
- For some countries/regions, the reward points are available only when your company is authenticated. For details about company authentication, see ***Authenticate Company to Use More Features*** .

6.6.1 Earn Reward Points and Redeem for Gifts Using the Portal

1. Click **Incentive → Rewards Store** , or click **More** in the Rewards Store section on the right of the Home page.
2. On the task list, click **Go Now** to complete a task to earn points.

   Note

   You can click **Check In** on the top right of the Portal to earn points every day.
3. Select a gift, set the quantity, and click **Redeem** to redeem for it in the Gift Center below.

6.6.2 Earn Reward Points and Redeem for Gifts Using the Mobile Client

1. Enter the Rewards Store page.
   - Tap **Home → More → Rewards Store** .
   - Tap **Home → My Points** .
   - Tap **Me → Available Company Points** .
2. On the task list, tap **Go Now** to complete a task to earn points.

   Note

   You can tap **Check In** on the Home page to earn points every day.

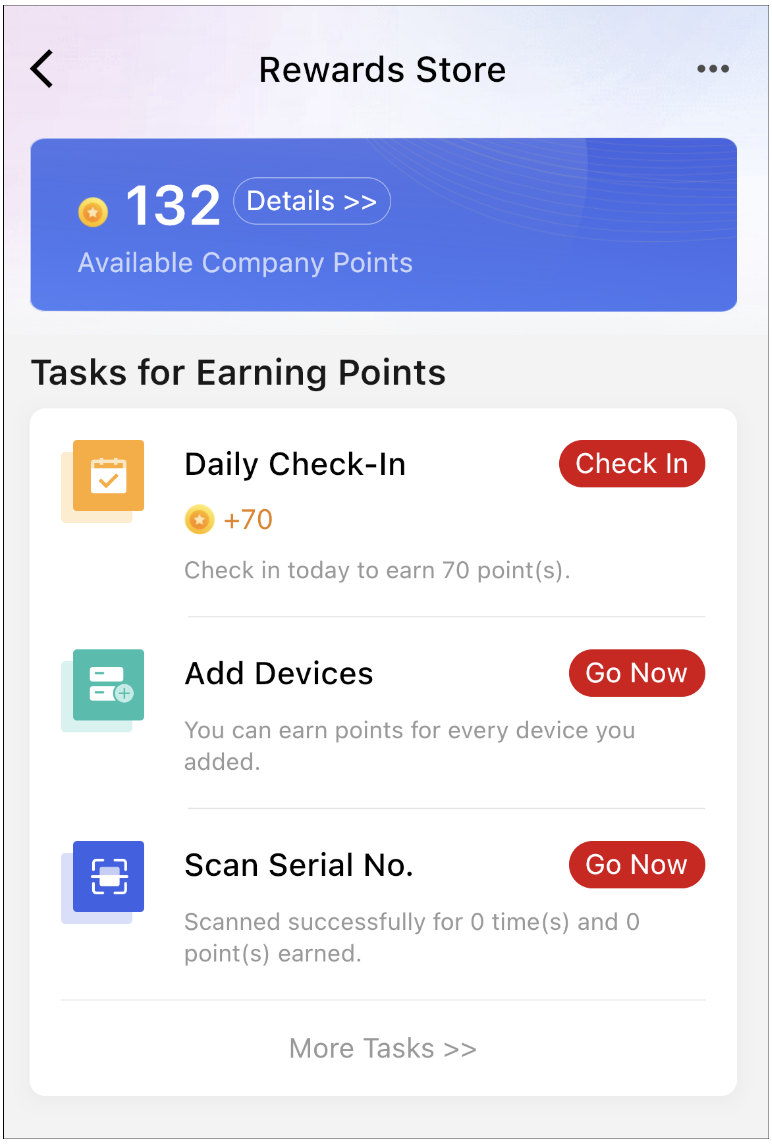


Figure 6-15 Rewards Store

3. Select a gift, set the quantity, and tap **Redeem** to redeem for it in the Gift Center below.

6.7 How to Claim and Verify eCoupons

The eCoupons (quota eCoupons, cash eCoupons, and ratio eCoupons) can be used by buyers to get discounts when they purchase products.

Note

This feature is only available to some users in some countries/regions.

Your Role	Description	Related Topics
Installer or Other Buyers	Claim eCoupons, and go to the corresponding providers to get the eCoupons verified to get discounts.	***Step 1: Buyers Claim eCoupons Using the Mobile Client***
Reseller, Distributor, or Other Providers	Verify buyers' eCoupons using Hik-Partner Pro and the verified amount will be reimbursed by Hikvision.	***Step 2: Providers Verify eCoupons Using the Mobile Client***

6.7.1 Step 1: Buyers Claim eCoupons Using the Mobile Client

Ways to Claim eCoupons

There are 3 ways to claim eCoupons.

- On the Home page, tap ⊕ → in the upper-left corner, and scan the QR code of the eCoupon.
- Find the entry for claiming eCoupons in the Application Center, in the Banner area, or under the Event tab.
- Also, you may get eCoupons automatically.

View My eCoupons

After claiming eCoupons or getting eCoupons automatically, you can view all your eCoupons in **Me → My eCoupons** .

On the My eCoupons page, you can:

- View eCoupon information such as the eCoupon type (quota eCoupon, cash eCoupon, or ratio eCoupon), discount rule, and validity period.
- Tap **View Invalid eCoupons** to view used or expired eCoupons.
- Tap to view the number of eCoupons that are verified and whether you have reached the quantity limit of eCoupon verification.
- Tap an eCoupon to view its details.

6.7.2 Step 2: Providers Verify eCoupons Using the Mobile Client

Note

If your company are granted the verification permission by Hikvision, all employees in your company can verify eCoupons. For details, please contact Hikvision.

1. Go to **Me → eCoupon Verification** .
2. Tap **Scan to Verify** or **Enter Code** to verify eCoupons.
3. (Optional) You can view the verification records and filter by whether eCoupons are reimbursed and by the reimbursement period.

6.8 How to Join Sell-Out Promotions

Sell-out promotions are activities that offer buyers discounts or free products when discount conditions are met.

Note

- This feature is only available to some users in some countries/regions.
- Only the Installer Admin account can access this feature.

Your Role	Description	Related Topics
Installer or Other Buyers	1. Submit purchase intentions to providers. 2. If intentions are confirmed, you can go to the providers offline and purchase the products with discounts.	***Step 1: Buyers Submit and Modify Intentions***
Reseller, Distributor, or Other Providers	1. Receive, manage, and confirm purchase intentions submitted by buyers. 2. After you confirm an intention, the intention submitter may come to you and purchase the products from you.	***Step 2: Providers Confirm Intentions from Buyers***

6.8.1 Step 1: Buyers Submit and Modify Intentions

On the sell-out promotion page, you can view the promotional rules and products, add the products to your cart, and submit your purchase intentions to selected providers (resellers or distributors). After your intentions are confirmed, you can go to the providers offline and purchase the products according to the prices of your intentions.

For Buyers: Submit and Modify Purchase Intentions Using the Portal

1. Find the entry for a sell-out promotion on the Event page or on the banner of the Home page.

On the sell-out promotion page, you can view the promotion validity period, promotional discounts, and details about each product (product picture, product model, discount conditions, price, available quantity, etc.).

Note

A combo product is for selling a bundle of individual (single) products as one product.

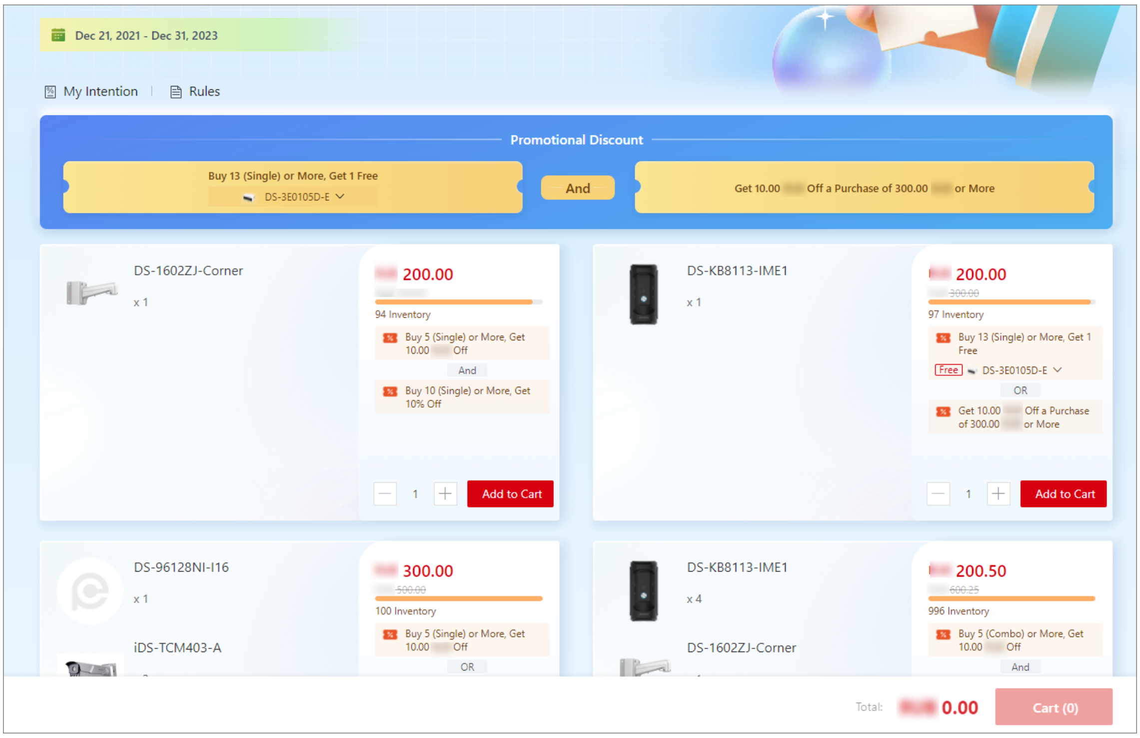


Figure 6-16 Example Sell-Out Promotion

2. (Optional) Click Rules to view the promotional rules, which offer detailed descriptions of the conditions you have to meet in order to get discounts and free products.
3. On each product card, click Add to Cart to add a specific number of products to your cart.
4. Click Cart to manage added products in your cart and to continue the submitting process.
   For each product, indicates that the following discount condition is satisfied and you can get the corresponding discount or free products.

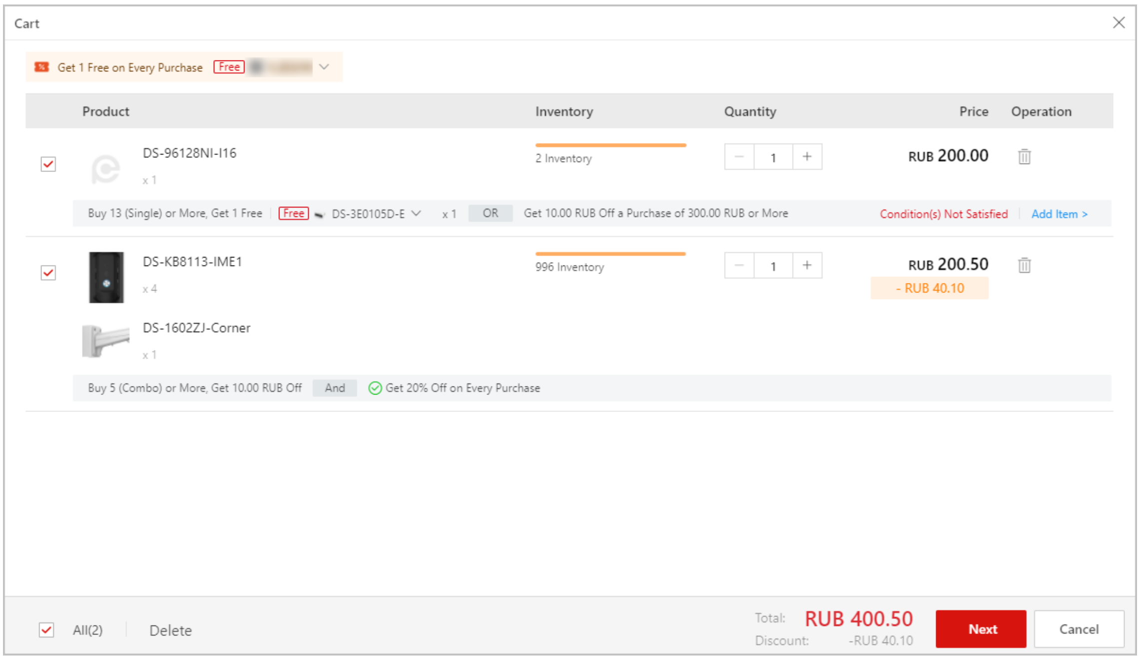


Figure 6-17 Cart for Sell-Out Promotion

5. Check the products and click Next to go to the Confirm Intention page. Select a distributor or reseller to purchase the products.

Note

The quantity in the summary contains the number of free gift products, the number of individual products in combo products, and the number of single products.

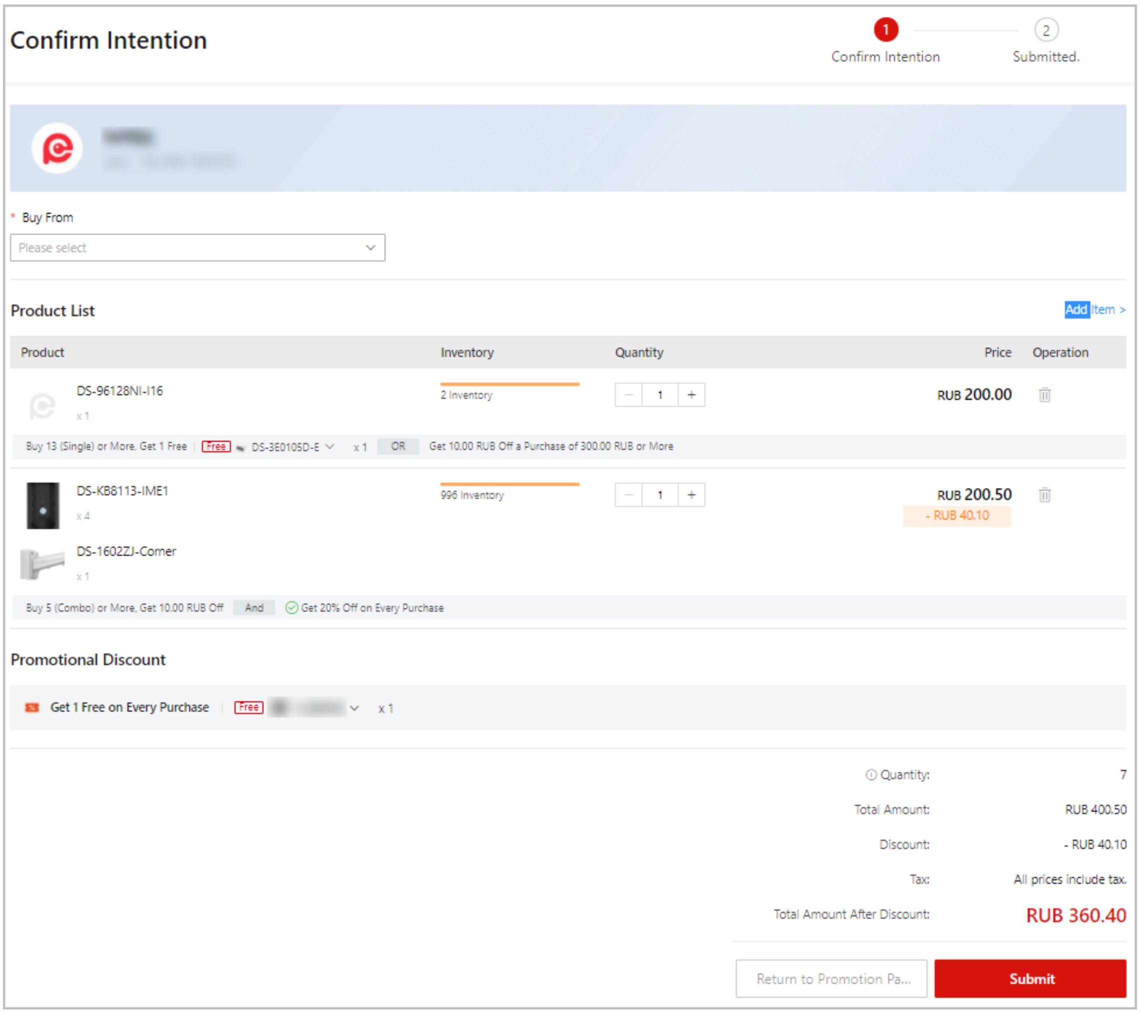


Figure 6-18 Confirm Intention

6. Click Submit to submit your intention.
7. (Optional) Click My Intention to modify your intentions before the provider confirms it.

Note

To go to the My Intention page, you can also click **My Intention** on the promotion page, or go to **My Hik-Partner → Account Information → My Intention** .

For Buyers: Submit and Modify Purchase Intentions Using the Mobile Client

1. Find the entry for a sell-out promotion on the Event page or on the banner of the Home page. On the sell-out promotion page, you can view the promotion validity period, promotional discounts, and details about each product (product picture, product model, discount conditions, price, available quantity, etc.).

Note

A combo product is for selling a bundle of individual (single) products as one product.

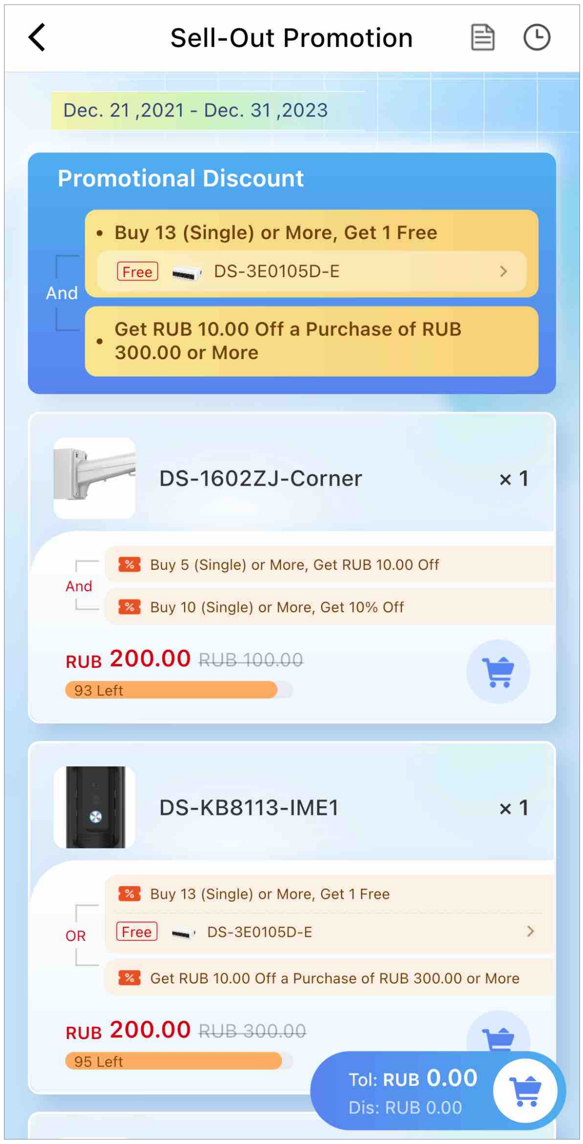


Figure 6-19 Example Sell-Out Promotion

2. (Optional) Tap to view the promotional rules, which offer detailed descriptions of the conditions you have to meet in order to get discounts and free products.
3. On each product card, tap to add one product to your cart. Tap again to add one more.
4. Tap to manage added products in your cart and to continue the submitting process. For each product, indicates that the following discount condition is satisfied and you can get the corresponding discount or free products.

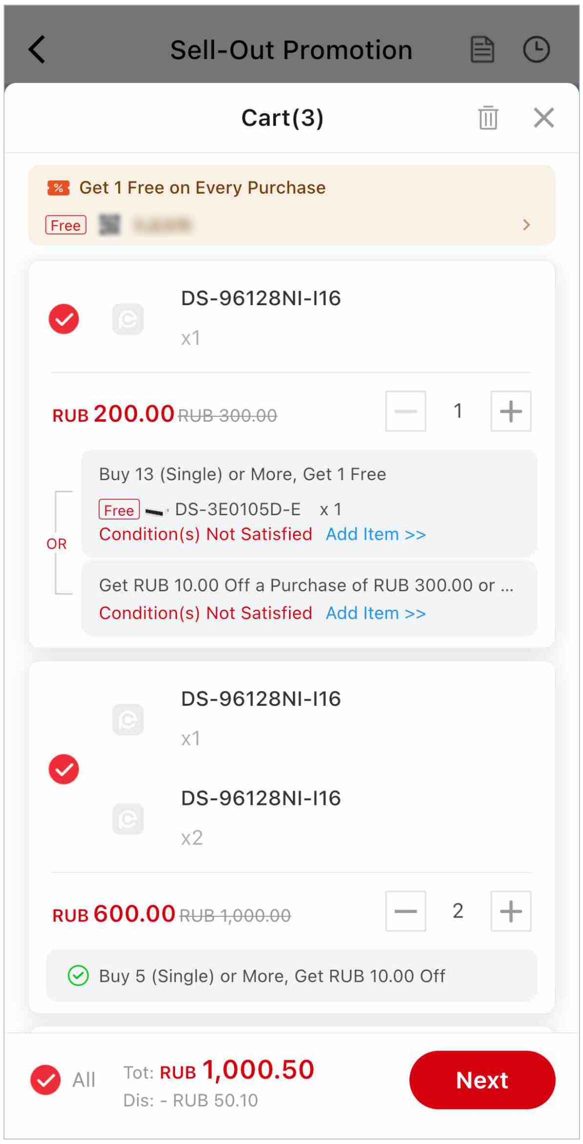


Figure 6-20 Cart for Sell-Out Promotion

5. Check the products and tap **Next** to go to the Confirm Intention page. Select a distributor or reseller to purchase the products.

Note

The quantity in the summary contains the number of free gift products, the number of individual products in combo products, and the number of single products.

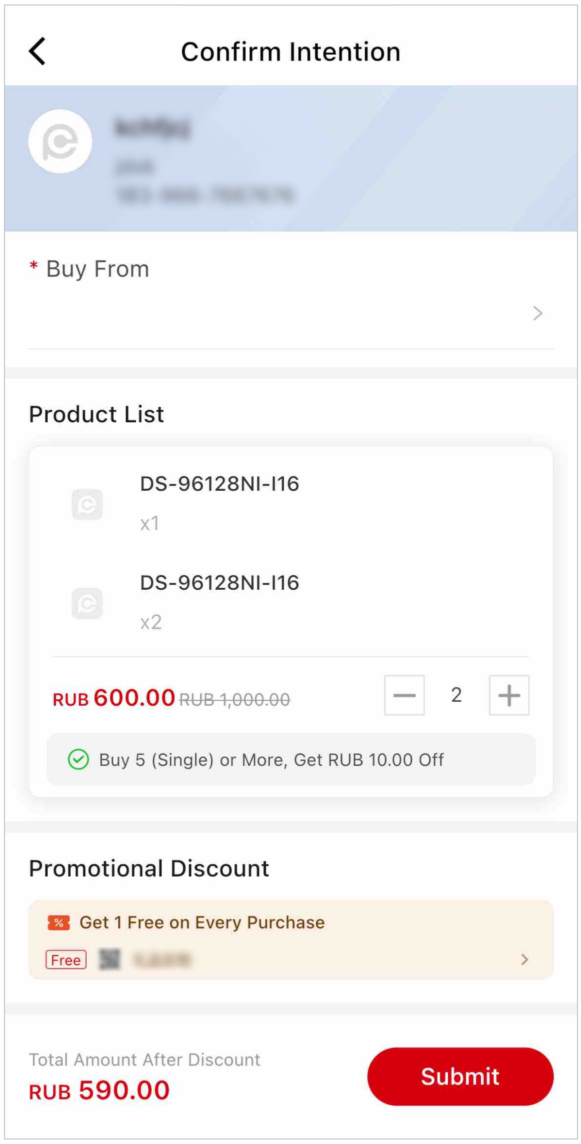


Figure 6-21 Confirm Intention

6. Tap **Submit** to submit your intention.
7. (Optional) Tap **My Intention** to modify your intention before the provider confirms it.

Note

To go to the My Intention page, you can also tap ◷ on the promotion page, or go to **Me → My Intention** .

6.8.2 Step 2: Providers Confirm Intentions from Buyers

If you are a distributor or reseller who is on the provider list for the sell-out promotion, you will be able to receive purchase intentions. You can decide whether to confirm a purchase intention, so the submitter can come to you and purchase the products.

For Providers: Confirm Intentions Using the Portal

1. Click **My Hik-Partner → Company Management → My Promotion** .

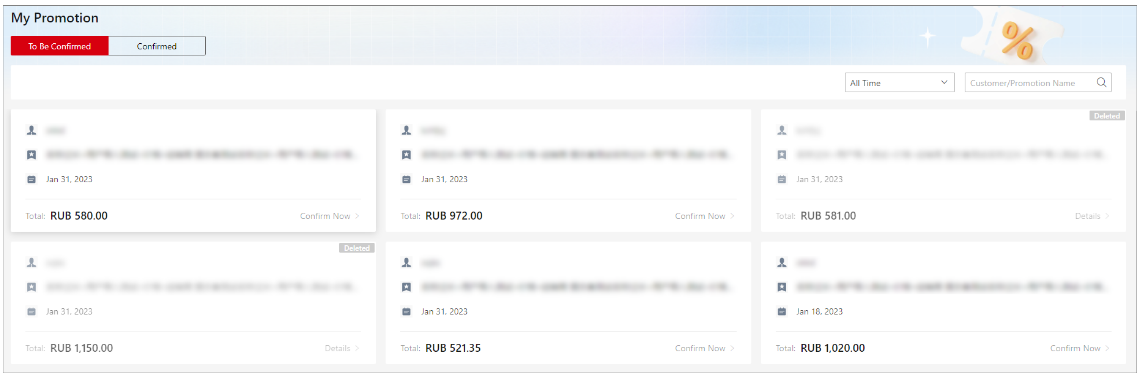


Figure 6-22 My Promotion

2. Click an intention card, check the intention details (product list, promotional discount, total amount after discount, etc.), and then click **Confirm** to confirm the intention.
   For confirmed intentions, you can click **Export** to export them to XLSX files.

For Providers: Confirm Intentions Using the Mobile Client

1. Tap **Me → My Promotion** .

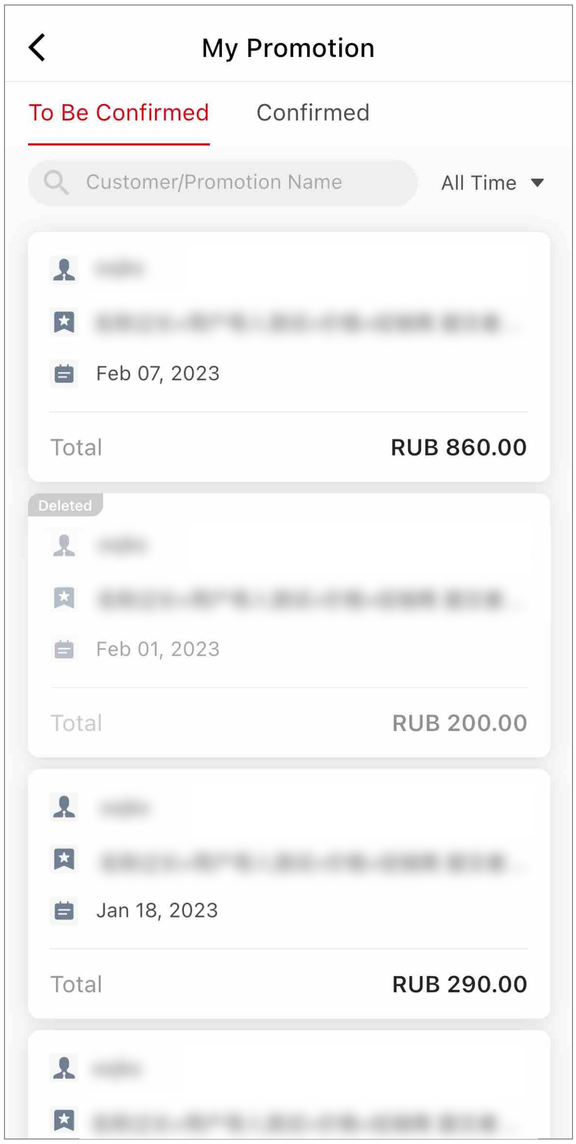


Figure 6-23 My Promotion

2. Tap an intention card, check the intention details (product list, promotional discount, total amount after discount, etc.), and then tap **Confirm** to confirm the intention.
   For confirmed intentions, you can tap **Export** to export them to XLSX files.

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