



What Is New in Hik-Partner Pro

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Chapter 1 What's New in Hik-Partner Pro

With the help of new features in recent Hik-Partner Pro updates, you can enhance daily operations efficiency, and improve your security business.

May 11, 2026, Hik-Partner Pro V2.16.90

New Features

1. Supports earning reward points when adding devices to team sites.
2. Supports new compatible camera models.

Optimized Features

1. Supports daily company-level reward point limits.
2. When users apply to change their company type to ARC, the request is now processed automatically.
3. Optimizes the manual firmware upload process.
4. Unifies the display of company verification benefits across the Portal and Mobile Client.

Learn More

May 6, 2026, Hik-Partner Pro V2.16.0

New Features

1. Supports Two-Factor Authentication (2FA).
2. Supports the ARC service for team sites.
3. Supports activation and management of Elevator Control Service for team sites.

Optimized Features

1. Supports **Per-Device Health Monitoring Service** purchase option in countries where **Device-Pool Health Monitoring Service** purchase is enabled.
2. Improves multi-site employee permission management and account removal.
3. Cameras now support red & blue flashing light linkage alarm.
4. Supports multiple new door station models.
5. The Mobile Client now supports PC-Style device configuration pages.
6. Supports remote configuration compatibility for laser compensation for cameras.
7. Improves compliance for Hik-Connect for Teams login identity & operation logs.
8. Improves video playback and download experience.

Learn More

April 20, 2026, Hik-Partner Pro V2.15.630

New Features

- Adds a new points task: **Complete Company Information**.

Optimized Features

What Is New in Hik-Partner Pro

1. Improves how attachments are displayed in **Notice** pop-ups by showing the document type and name.
2. Remembers login options when your account exists in more than one company.
3. Adds state information for supplier (distributor) selection on the Company Authentication page.

Bug Fixes

- Fixes an issue for a more reliable live view experience.

[Learn More](#)

April 1, 2026, Hik-Partner Pro V2.15.580

New Features

1. Updates the cloud storage solution by introducing direct camera-to-cloud connection.
2. Supports the new HM-series thermal devices.

Optimized Features

1. Supports full upgrade process for users logged in via after-sales authorization code.
2. Updates the ARC onboarding tutorial video & Help doc.
3. Optimizes the Business Vertical Industry classification in Company Authentication.

Bug Fixes

- Fixes time zone synchronization issues on AX HOME devices.

[Learn More](#)

March 11, 2026, Hik-Partner Pro V2.15.220

Optimized Features

1. Improves the account merge experience with clearer interface wording and enhanced guidance.
2. Chatbot now opens the product category from Product pages.
3. Supports displaying both the total available company points and points you earned.
4. Other updates about security control panels.

[Learn More](#)

March 5, 2026, Hik-Partner Pro V2.15.100

New Features

1. Adds a **Network** overview section on the site details page.
2. Adds a **Monitoring** module to the site details page, which contains **Network Self-Test** and **Wi-Fi Optimization**.
3. Adds a **Network Device** module to the site details page, allowing installers to quickly access commonly used network configuration functions without navigating into each device individually.
4. Adds a **Client** module to the site details page, enabling installers and users to monitor all connected devices within a site.
5. Adds two authentication modes for captive portal settings: registration and facebook login.

What Is New in Hik-Partner Pro

6. Supports identification and reporting of wired connected clients of AC routers.
7. Supports AR visualization and quick labeling for switch ports.

Optimized Features

1. Optimizes the site page structure to provide clearer organization across configuration, operations, and services.
2. Enhances handover reports with detailed wired & wireless network information.

[Learn More](#)

February 2, 2026, Hik-Partner Pro V2.15.80

New Features

1. Adds **HPP Designer** to **Support** → **Tools** on the Portal.
2. Adds **My Feedback** to **My Hik-Partner** → **Account Information** .

Optimized Features

1. Supports upgrade release notes for devices on team sites.
2. Preserves filters and pagination when returning from device details.
3. Supports close options for AD pages on the Mobile Client.

[Learn More](#)

January 12, 2026, Hik-Partner Pro V2.15.0

New Features

1. Supports AI diagnostics for health monitoring exception.
2. Supports Google Workspace Login.
- 3.
4. Other new features.

Optimized Features

Other updates about alarm devices.

[Learn More](#)

December 23, 2025, Hik-Partner Pro V2.14.992

New Features

1. The Hik-Partner Pro Portal supports remote configuration for AC routers and APs.
2. Adds the manual refresh button to the device details page for device version & upgrade status.
3. The Distributor (ND) user type registration is now restricted to invitation only.

Optimized Features

Other updates about alarm devices.

[Learn More](#)

December 8, 2025, Hik-Partner Pro V2.14.970

New Features

1. Supports energy-efficient control panels (DS-PA202PS-16WB/DS-PA202PS-16WE).

Optimized Features

What Is New in Hik-Partner Pro

1. Chatbot supports redirecting to the Device Unbinding page.
2. Updates the web configuration package for network amplifiers (Mobile Client).
3. Improves plugin-free remote configuration (Portal).

Bug Fixes

1. Resolves an issue where messages were being delivered multiple times.

[Learn More](#)

November 20, 2025, Hik-Partner Pro V2.14.880

New Features

1. Find Devices on LAN: Supports initializing all types of devices in one streamlined and simple process.
2. Introduces a complete setup flow via Mobile Client for Mesh routers.
3. Supports new models of routers, AC routers, and APs.

Optimized Features

1. Improves and simplifies the registration process.
2. Supports batch remote upgrade in Multi-Site Collaboration scenarios for alarm devices.
3. Enhances features for wireless extender mode routers.
4. AC Router, AP, and Router Features: Supports client device type and brand recognition.
5. Simplified Site Management: Quick access to common AC router features.

[Learn More](#)

November 3, 2025, Hik-Partner Pro V2.14.870

New Features

1. Supports receiving device alarms in Hik-Partner Pro.

Optimized Features

1. Redesigns the "Me" page UI for the Mobile Client.
2. Optimizes Wi-Fi NVR access & setup.
3. Supports case-insensitive model name matching for points task.

[Learn More](#)

October 27, 2025, Hik-Partner Pro V2.14.860

New Features

1. Supports network VIP configuration via network switch on the Portal.
2. Supports global VLAN config via AC Router on the Portal.

Optimized Features

1. Adds a unified entry for network management tools.
2. Supports batch upgrading AC routers and cloud APs.

[Learn More](#)

October 13, 2025, Hik-Partner Pro V2.14.840

Optimized Features

What Is New in Hik-Partner Pro

1. Supports logging device operations in team sites, including add, edit, and delete actions, making issue tracking and troubleshooting easier.
2. Supports the Web 4.0 configuration package, enabling unified access and configuration for all thermal cameras and improving thermal device management efficiency.

[Learn More](#)

September 1, 2025, Hik-Partner Pro V2.14.0

New Features

1. Adds the audio broadcast service to team sites for network speakers and network amplifiers.
2. Supports the handover method configuration.
3. Adds a **Delete Device** permission.
4. Supports exporting employee information and filtering operation logs by device on the Portal.
5. Supports new solar-powered camera model.
6. Supports sliding gate openers.
7. Supports 2/3/5-year non-video service packages for team sites.
8. Supports 2, 3, 4, 5, and 10-year video management service packages on the App.

Optimized Features

1. Adds an auto-update toggle for the LAN device list on the Portal.
2. Supports viewing the device configuration window in full screen on the Portal.
3. Updates for alarm devices including AX PRO, AX HYBRID PRO, and AX HOME.

[Learn More](#)

August 6, 2025, Hik-Partner Pro V2.13.880

New Features

1. Adds more DVR models supporting co-branding.
2. Adds a Leaderboard for viewing your company's device ranking.

Optimized Features

1. Extends the QR code validity to 72 hours for the site handover.
2. Bug fixes.

[Learn More](#)

July 21, 2025, Hik-Partner Pro V2.13.830

New Features

1. Adds a performance testing tool for selected pilot ARC partners.

Optimized Features

1. Improves online purchase logic for employee account add-on.
2. Bug fixes.

[Learn More](#)

June 19, 2025, Hik-Partner Pro V2.13.580

New Features

What Is New in Hik-Partner Pro

1. Offline Initialization: Supports adding devices offline, and auto-binding to accounts when reconnected.
2. Global VLAN Config: Supports quickly segmenting the entire network into secure subnets.
3. Third-Party Cameras: Supports auto-detecting and displaying non-Hikvision cameras in topology.
4. Remote Log Access: Supports pulling device logs remotely for efficient in-depth troubleshooting.
5. Network VIP: Supports prioritizing key devices to ensure smooth network performance.
6. NAT Traversal: Supports accessing LAN device web pages remotely without public IP/VPN.

Optimized Features

1. Other improvements about the Portal and Mobile Client.

[Learn More](#)

June 6, 2025, Hik-Partner Pro V2.13.480

New Features

1. Adds the **Products** module on the Portal.

Optimized Features

1. Other improvements about the Portal and Mobile Client.

[Learn More](#)

May 22, 2025, Hik-Partner Pro V2.13.300

New Features

1. Adds **One-Time Deactivation** for detectors on the device card, which can be used to disable its alarms for one time.
2. Adds support for manual firmware upload and remote upgrade of security control panel via Hik-Partner Pro Portal.

Optimized Features

1. Improvements about security control panels.

[Learn More](#)

May 15, 2025, Hik-Partner Pro V2.13.200

New Features

1. Adds a firmware version filter on the Portal to quickly locate devices.
2. Shows whether a site was handed over via Transfer or Share in site details.
3. Supports generating a QR code to invite others to jump directly to your community homepage.

Optimized Features

1. Supports editing ARC company info.
2. Adds the city info update reminder.
3. Supports phone number update for all accounts.

[Learn More](#)

April 24, 2025, Hik-Partner Pro V2.13.0

What Is New in Hik-Partner Pro

New Features

1. Supports aligning expiry dates for Hik-Connect for Teams services.
2. Supports purchasing and activating the cloud timelapse service.
3. Supports the remote debugging tunnel for devices.
4. Supports NVS devices powered by PLC.
5. Supports AOV mode for solar-powered cameras.
6. Supports device-wide main/sub stream switching.

Optimized Features

1. Improves online purchase experience using the Portal.
2. Separates video management and cloud storage service packages for Hik-Connect for Teams.
3. Supports full company merging, including devices and value-added services.
4. Supports co-branding for devices shared between customers.
5. Upgrades the Tutorial Center.

[Learn More](#)

March 31, 2025, Hik-Partner Pro V2.12.450

Optimized Features

1. Updates device permissions for AX PRO V1.2.9.
2. Other improvements about security control panels.

[Learn More](#)

February 17, 2025, Hik-Partner Pro V2.12.250

New Features

1. Supports PTZ calibration when presets are inaccurate.

Optimized Features

1. Team Site supports remote configuration for cameras linked to the NVR.
2. Adds guidance documents for various services and features, including the SADP tool and cloud storage.

[Learn More](#)

January 17, 2025, Hik-Partner Pro V2.12.0

New Features

1. Supports handing over team sites by sharing via Portal.
2. Supports downloading license PDF after online purchase via Portal.

Optimized Features

1. Enhances Customer Site UI on the Portal.

[Learn More](#)

January 15, 2025, Hik-Partner Pro V2.11.800

What Is New in Hik-Partner Pro

New Features

1. Supports new types of peripherals & detectors.

Optimized Features

1. Improvements about security control panels (AX HOME V1.2 or later, AX HYBRID RPO V2.1.0 or later, and AX PRO V1.3.1 or later).
2. Supports upgrading membership levels via specific points.
3. Improves PTRZ camera compatibility.
4. Improves app startup speed.

[Learn More](#)

December 19, 2024, Hik-Partner Pro V2.11.350

New Features

1. Supports viewing DVR/NVR models that support co-branding in the device compatibility list.
2. Adds **Company Information** in **My Profile**.

Optimized Features

- Updates about network speakers & network amplifiers.

[Learn More](#)

December 2, 2024, Hik-Partner Pro V2.11.50

New Features

- Supports remote configuration for access control devices on team sites.

Optimized Features

1. Shows firmware details and the entry for update package download for manual upgrade check
2. Supports **Create Site by Device** mode for device synchronization from Hik-Connect.
3. Supports installers to create and manage HCT users via Hik-Partner Pro.
4. Other updates.

[Learn More](#)

November 14, 2024, Hik-Partner Pro V2.11.0

New Features

1. Adds the health monitoring service of Hik-Connect for Teams for device status overview and scheduled report delivery.
2. Adds the ANPR service of Hik-Connect for Teams for license plate management, barrier control, etc.
3. Supports network amplifiers to help convert analog audio systems to network audio systems.
4. Supports more models of network switches, routers, doorbells, and cameras.

Optimized Features

1. Adapts the remote configuration feature for use on MacOS.
2. Supports the guest Wi-Fi with cloud APs.
3. Improves the topology view of site.
4. Supports viewing commission details by device type and for Hik-Connect for Teams services.

What Is New in Hik-Partner Pro

[Learn More](#)

October 31, 2024, Hik-Partner Pro V2.10.500

New Features

1. Supports ARC users to manage installer-entrusted devices via Hik-Partner Pro.
2. Supports the Azure AD login (i.e., Microsoft Entra ID login).
3. Supports HikCentral Lite generated QR code scanning for reward points.

Optimized Features

- Improvements about AX HOME, AX PRO, and AX HYBRID PRO, and others.

[Learn More](#)

October 15, 2024, Hik-Partner Pro V2.10.440

New Features

- Supports network initialization with a single AC router.

Optimized Features

1. Adds the company authentication requirement for generating developer accounts.
2. Supports enabling the ARC service for encoding devices without selecting any notification types.

[Learn More](#)

September 24, 2024, Hik-Partner Pro V2.10.420

New Features

1. Adds the Content Recommendations feature.
2. Supports a new model of network speakers: DS-QAZ1310G1T-E.

[Learn More](#)

September 18, 2024, Hik-Partner Pro V2.10.410

Optimized Features

- Supports pre-upgrade condition check for peripherals & detectors.

[Learn More](#)

August 26, 2024, Hik-Partner Pro V2.10.300

New Features

1. Supports **HiLook** series of AX HOME security control panels and peripherals.
2. Supports **energy-efficient** series of security control panels and peripherals.

[Learn More](#)

August 14, 2024, Hik-Partner Pro V2.10.0

New Features

What Is New in Hik-Partner Pro

1. Cloud AP for Wireless Network Access: Designed to meet the cost-effective wireless coverage needs of SMBs and stores.
2. Captive Portal: Users accessing the network through a captive portal are required to authenticate via account, voucher, or one-click login.
3. Adds "Hand Over Site" permission to manage employees' permissions to hand over sites.
4. Adds the license management tool for distributors to generate service keys.

Optimized Features

1. Supports landscape mode on tablets.
2. Supports IoT service packages containing SMS & calls.

[Learn More](#)

July 23rd, 2024, Hik-Partner Pro V2.9.0

New Features

- AX HYBRID PRO V2.0 and later supports intelligent scenes.

Optimized Features

1. Redesigns the device permissions and notification types for security control panels.
2. Supports some models of alarm devices in black color.

[Learn More](#)

July 3rd, 2024, Hik-Partner Pro V2.8.800

New Features

- Supports adding routers to Hik-Partner Pro on the Mobile Client.

Optimized Features

1. For AC routers and switches, supports editing the name and type of a peer device on the Mobile Client.
2. For AC routers, supports adding certain clients to a block list on the Mobile Client.
3. Supports directly upgrading network cameras linked with a network video recorder on the Mobile Client.
4. Supports remotely collecting a network recorder server's log for troubleshooting.

[Learn More](#)

June 18, 2024, Hik-Partner Pro V2.8.300

New Features

1. Adds battery statistics for solar-powered cameras.
2. Supports setting account numbers for devices managed by ARCs, helping identify devices.

Optimized Features

1. SADP Tool:
 - a. Supports turning on/off PoE for channels.
 - b. Supports syncing your phone's DST to devices.
2. IoT Data Service:

What Is New in Hik-Partner Pro

- a. Adds the unlimited data monthly package, which is only applicable to security control panels.
- b. Supports configuring the APN settings automatically on 4G cameras.

[Learn More](#)

June 11, 2024, Hik-Partner Pro V2.8.0

Optimized Feature

1. Supports purchasing 1-day, 2-day, and 3-day event cloud storage service packages.
2. Supports purchasing the lifetime on-board monitoring service.
3. Supports handing over network switches and AC routers to the team sites on the Mobile Client.
4. For the team sites, you can purchase the alarm detection service by device.

[Learn More](#)

May 16, 2024, Hik-Partner Pro V2.7.280

New Feature

- Supports more models of Wi-Fi cameras.

Optimized Feature

- Supports live view of the NVR with more than 16 channels on the Portal. Previously this feature is only supported on the Mobile Client.

Bug Fix

- Fixes issues where exporting the abnormal alarm devices times out.

[Learn More](#)

May 14, 2024, Hik-Partner Pro V2.7.250

New Features

1. Supports some models of PTRZ cameras, which supports left/right rotation and PTZ lock.
2. Supports generating the handover report.
3. Supports setting the alarm types of video devices to be received by ARCs.
4. Supports remote configuration of some network switch models on the Portal, which is previously supported only on the Mobile Client.

[Learn More](#)

April 16, 2024, Hik-Partner Pro V2.7.50

New Features

- Supports creating your developer account to get the API key and API secret to call OpenAPIs for integration on the Portal.

Optimized Features

1. If you have not added IoT SIM cards, you can view the IoT data service introduction and SIM card configuration instruction on the Portal.
2. Supports displaying the signal strength of the SIM card linked with a device on the Portal.

What Is New in Hik-Partner Pro

3. Supports displaying the Zone ID and device ID of security control panels on the Portal.
4. Supports editing your company information if your company is authenticated by entering an authentication code on both the Mobile Client and the Portal.

Bug Fix

- On both the Mobile Client and the Portal, if you enable cloud storage for Camera A on the NVR/DVR settings page, Camera A will gray out in the Hik-ProConnect Box channel selection page, indicating that cloud storage is activated for Camera A.

[Learn More](#)

April 2, 2024, Hik-Partner Pro V2.7.0

New Features

1. Compatible with the NVS, auxiliary care radar, network speaker, ANPR camera, and more models of thermal cameras and Wi-Fi cameras.
2. Supports enabling the ARC service for solar-powered cameras.

Optimized Features

1. Supports exporting the health check report manually in Scheduled Report on the Portal.
2. Improves the format of the health check report.
3. Supports the health check report of AX HOME devices (both manually exported and scheduled reports).

Bug Fixes

- Fixes issues where the device self inspection fails due to the device going offline, resulting in the scheduled report displaying the misleading data cached from the last self inspection.

[Learn More](#)

March 19, 2024, Hik-Partner Pro V2.6.200

New Features

1. Supports purchasing the co-branding service on your iOS or Android mobile phone.
2. Supports setting a third-party switch to the root node in a network device topology.
3. Supports the auto-renewal, suspension, and new packages of the IoT data service.
4. Adds the instruction of the SIM card configuration.
5. Supports finding out the available carriers of your country/region.

Optimized Features

1. Supports bulk activating the following services with multiple service keys: remote maintenance pro service, employee account add-on, cloud storage service, and HikCentral Connect & HCT service.
2. Distinguishes between the uplink/downlink rate of the uplink port and those of the non-uplink port.
3. Optimizes the switch arrangement in a network device topology.
4. Supports adding and activating switches together with AC devices.
5. Supports the VLAN configuration and cable detection for network switches on the Mobile Client.

What Is New in Hik-Partner Pro

[Learn More](#)

February 1, 2024, Hik-Partner Pro V2.6.0

New Features

1. Supports the installation wizard to assist installers in setting up the AX HOME and peripherals & detectors.
2. Supports adding the AC router, and setting up the network together with the security system using Hik-Partner Pro.
3. Supports the network topology of a site with AC routers and the connected APs.
4. Supports co-branding with some NVR/DVR models.

Optimized Features

- Optimizes the Wi-Fi configuration experience of AX HOME, avoiding failures caused by unsupported 5G Wi-Fi networks.

[Learn More](#)

December 7, 2023, Hik-Partner Pro V2.5.0

New Features

1. Offers a new pricing strategy of the health monitoring service, which leads to more favorable prices for you.
2. Offers the remote maintenance Pro service, combining the previous remote maintenance service and health monitoring service. (Only for the UK and Ireland.)
3. Supports the health check report of site group.

Optimized Features

1. Improves the UI of cloud storage configurations by simplifying the process, which is applicable to DVRs, NVRs, and Hik-ProConnect boxes (DS-6700NI-S).
2. Improves the topology application.
 - a. Redesigns the UI of topology.
 - b. Optimizes the refresh speed of topology.
 - c. Supports showing more information about the topology.

[Learn More](#)

September 21, 2023, Hik-Partner Pro V2.4.200

New Features

1. Allows installers to add team sites, activate Hik-Connect for Teams services to team sites, add devices to team sites, hand over team sites to customers, and manage team sites with authorization from customers.
2. The SADP tool allows installers to configure and manage channels of NVRs, DVRs, and network cameras during live view.

[Learn More](#)

August 29, 2023, Hik-Partner Pro V2.4.100

What Is New in Hik-Partner Pro

New Features

- Supports more settings of fall detection radars, including the camera linkage, Wi-Fi, and health monitoring.

[Learn More](#)

August 29, 2023, Hik-Partner Pro V2.4.0

New Features

1. Allows you to group sites for more efficient customer management.
2. Supports batch restoring and rebooting devices via the SADP tool on the Mobile Client.

Optimized Features

1. When ARCs hand over sites by sharing, supports them to choose between applying for permissions from customers (Mode A) and NOT applying for permissions (Mode B).
2. Other improvements related to health monitoring.

[Learn More](#)

July 18, 2023, Hik-Partner Pro V2.3.450

Optimized Features

1. Renames the "How To" section to "TechZone", and makes some other improvements to the Explore module.
2. Allows you to process the company merger initiated by Hikvision in the Notification Center.

[Learn More](#)

July 4, 2023, Hik-Partner Pro V2.3.400

New Features

1. Compatible with fall detection radars which allows you to add them to Hik-Partner Pro for remote management, and hand them over to your customers to receive immediate fall alarms.
2. Adds the My Quote for Customer tool on the Portal which helps you create, send, and manage quotes for your customers.
3. Supports several models of network switches that are accessed via OTAP.

[Learn More](#)

June 15, 2023, Hik-Partner Pro V2.3.350

New Features

1. Adds the paid training events.
2. Adds the Warranty Status Inquiry tool on the Mobile Client.
3. Supports the company merger initiated by Hikvision which you can agree to or reject.

[Learn More](#)

May 24, 2023, Hik-Partner Pro V2.3.200

New Features

- Launches the SADP device configuration tool.

What Is New in Hik-Partner Pro

1. Supports automatic LAN device search.
2. Supports automatic device batch initialization that completes basic configurations.
3. Supports automatic check and repair for network and time exceptions.
4. Redesigns device cards that display frequently-used buttons.
5. Supports a smoother handover process.

Optimized Features

1. Supports setting more parameters of network cameras linked to NVRs.
2. Supports handing over devices via QR code.

[Learn More](#)

Chapter 2 Updates in V2.16.90

Scheduled Release Date: May 11, 2026

Article Published Date: May 11, 2026

2.1 [New] Reward Points for Adding Devices to Team Sites

Hik-Partner Pro now supports earning reward points when adding devices to team sites. Previously, device adding reward points were only available for personal sites. This capability has now been extended to team sites for a more consistent experience.

2.2 [New] Support for New Compatible Camera Models

The following device models are now supported.

Series	Model	Firmware Version
7 Series	DS-2CD7146G2-IZHSY	V5.9.23
Dual-Lens People Counting Series	DS-2CD6825G0/C(B)	V5.8.10
K Series with AcuSense	DS-7608NXI-M2/8P	V5.04.051
3 Series	DS-2CD3956G2-IS	V5.7.40

2.3 [Updated] Daily Company-Level Reward Point Limits

Hik-Partner Pro now supports daily company-level reward point limits, to reduce abuse through mass employee account registrations and similar behaviors.

2.4 [Updated] Company Type Change Approval Flow Optimization

When users apply to change their company type to ARC, the request is now processed automatically without requiring manual approval, enabling faster ARC onboarding.

2.5 [Updated] Manual Firmware Upload Version Validation

Hik-Partner Pro has optimized the manual firmware upload process. The system can now automatically compare the uploaded firmware version with the current latest version on the cloud,

and provide different upgrade guidance accordingly, helping users choose the correct upgrade method more clearly.

- When Uploaded Version Is Higher Than Cloud Version
 - Users can continue uploading and perform the upgrade.
 - Supports upgrading to a higher user-provided firmware version.
- When Uploaded Version Is Lower Than or Equal to Cloud Version
 - Prompts users to upgrade directly using the same or newer cloud version.
 - Automatically redirects users to the remote upgrade page after confirmation.

2.6 [Updated] Unified Display of Company Authentication Benefits

To improve user experience consistency, Hik-Partner Pro now unifies the display of company verification benefits across the Portal and Mobile Client. Users can clearly understand authentication advantages and current authentication status.

Chapter 3 Updates in V2.16.0

Scheduled Release Date: May 6, 2026

Article Published Date: April 28, 2026

3.1 [New] Two-Factor Authentication (2FA) Now Available

Hik-Partner Pro now supports Two-Factor Authentication (2FA) to further enhance account security. After enabling 2FA, users must complete an additional email verification step during login, helping prevent unauthorized access and account compromise.

Learn More:

3.2 [New] ARC Service Now Supported for Team Sites

Team sites now support ARC service integration. Users can directly configure device monitoring and alarm forwarding within Team sites, eliminating the need to transfer devices through personal sites and greatly simplifying deployment workflows.

Learn More:

Key highlights:

- **ARC Service Support for Team Sites:** Devices in team sites can now be directly connected to ARC companies. Supports both video and alarm devices. The workflow is consistent with the personal site experience.
- **Automatic Alarm Event Forwarding:** Alarm events can now be automatically forwarded to ARC platforms. Supports alarm type configuration and event filtering.
- **New ARC Permission Management:** ARC permissions can now be configured during team site transfer and sharing.

3.3 [New] Activation and Management of Elevator Control Service for Team Sites

The elevator control service supports elevator control management, providing a more complete access management solution for residential and apartment scenarios. Hik-Partner Pro now supports the activation (via service key) and management of the elevator control service for team sites.

3.4 [Updated] Optimized Health Monitoring Purchase Options

Hik-Partner Pro now supports displaying the **Per-Device Health Monitoring Service** purchase option in countries where **Device-Pool Health Monitoring Service** purchase is enabled. Users can flexibly combine device-pool-based and per-device purchases to meet large-scale deployment requirements. Also, it supports unified management in **My Service** for inventory management of both purchase options.

3.5 [Updated] Improved Multi-Site Employee Permission Management & Account Removal

Hik-Partner Pro now provides an optimized employee management and account removal experience for multi-site scenarios, including bulk site permission removal and automatic site manager reassignment, greatly improving management efficiency for large-scale deployments.

Key highlights:

- **Bulk Removal of Site Management Permissions:** No need to manually remove site permissions one by one when an employee leaves or deletes an account. Supports bulk removal of permissions across multiple managed sites.
- **Automatic Site Manager Reassignment:** If a site only has one site manager, the Installer Admin will automatically be the site manager of this site.

3.6 [Updated] Cameras Now Support Red & Blue Flashing Light Linkage Alarm

Hik-Partner Pro now supports red & blue flashing light linkage alarms for next-generation cameras. Users can configure the red & blue flashing light type during device setup (only on the Mobile Client) and remote configuration web page (only on the Portal), delivering stronger active deterrence and enhanced security protection.

3.7 [Updated] Support for New Intercom Device Models

Hik-Partner Pro now supports multiple new door station models, with enhanced remote configuration, health monitoring, and compatibility management.

HPP now supports the following new device series:

- KD8005 Door Stations
- KD9214 Door Stations
- KD9496 Door Stations
- KV8 / KV8114 Door Stations

3.8 [Updated] Mobile Client Now Supports PC-Style Device Configuration Pages

The Hik-Partner Pro Mobile Client now supports loading PC-style device configuration pages, allowing users to access the same configuration features and parameters as on the PC version. Users can now complete more advanced device configuration directly from the mobile client without switching to a computer.

Supported Devices: Network cameras (excluding thermal) and NVRs with latest firmware versions.

3.9 [Updated] Support for Laser Compensation Light Configuration

Hik-Partner Pro now supports remote configuration compatibility for laser compensation for cameras. Users can view and configure laser compensation features directly from the remote configuration page, improving nighttime monitoring and long-distance illumination experiences.

3.10 [Updated] Compliance Improvements for Hik-Connect for Teams Login Identity & Operation Logs

When Hik-Partner Pro employees enter Hik-Connect for Teams through the "Enter Hik-Connect for Teams" entry, the system now correctly displays the employee's own account identity and records their individual operation logs, improving auditability and security compliance.

3.11 [Updated] Extended Video Download Duration & Playback Experience Optimization

Hik-Partner Pro now provides an improved video playback and download experience. The maximum video download duration has been extended to 30 minutes. Playback now defaults to single-view mode to improve stability and playback success rates for high-resolution video streams.

Chapter 4 Updates in V2.15.630

Scheduled Release Date: April 20, 2026

Article Published Date: April 17, 2026

4.1 [New] Points Task: Complete Company Information

We have introduced a new **Complete Company Information** points task to encourage users to complete their company details. You can earn rewards after updating your information.

4.2 [Updated] Improved Attachment Display of Notice Pop-up

This update improves how attachments are displayed in **Notice** pop-ups by showing the document type and name directly on the download button, helping users better understand the content.

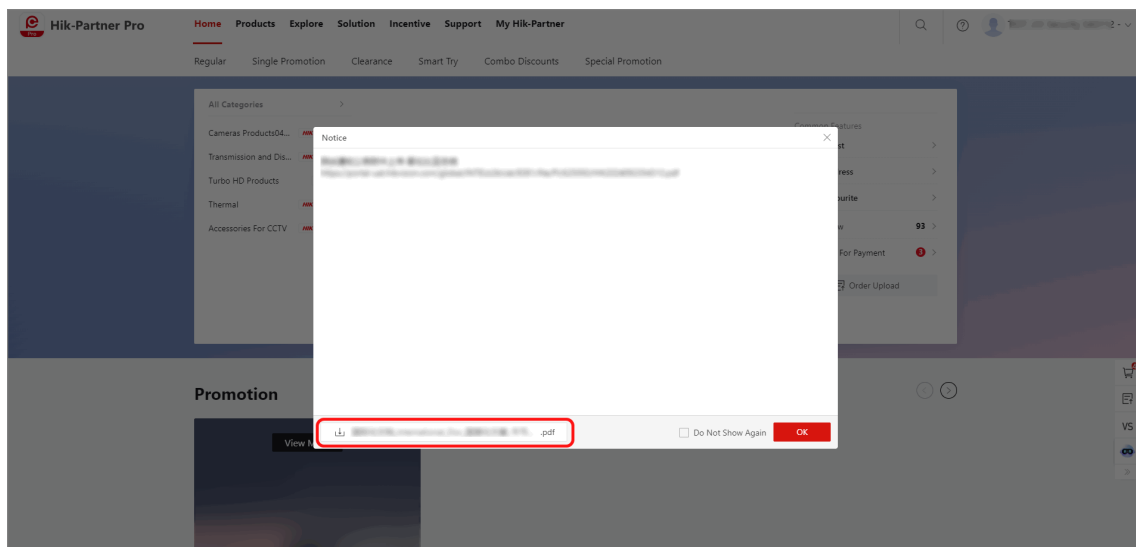
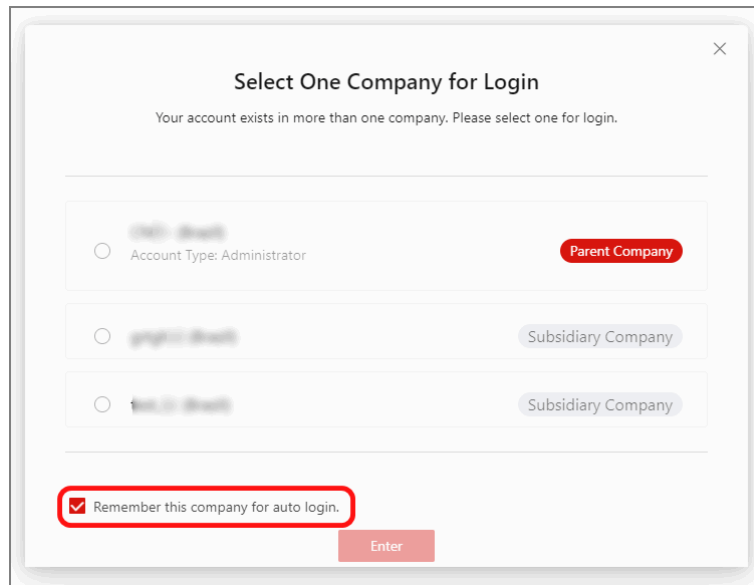


Figure 4-2 Notice Attachment

4.3 [Updated] Remember Company Option: Login Experience

This update improves the behavior of the **Remember this company for auto login** option (when your account exists in more than one company). The system will now remember your choice, helping avoid repeated actions and incorrect account selection.



The screenshot shows a modal dialog titled "Select One Company for Login". Below the title is a message: "Your account exists in more than one company. Please select one for login." There are three radio button options, each with a label and an account type: "Parent Company" (Account Type: Administrator), "Subsidiary Company", and "Subsidiary Company". The "Parent Company" option is selected, and its label is highlighted in red. At the bottom, there is a checked checkbox labeled "Remember this company for auto login." which is also highlighted with a red box. An "Enter" button is located at the bottom right of the dialog.

Figure 4-3 Remember Login

4.4 [Updated] Distributor Selection Improved: State Added

This update improves the **Which company you buy from** selection experience on the Company Authentication page by adding state information to distributor names, helping users identify the correct distributor more easily.

4.5 [Resolved] Session Optimization for More Reliable Live View

This update improves the session mechanism and fixes an issue where device live view could fail in certain cases, ensuring a more stable experience on both the Mobile Client and Portal.

Chapter 5 Updates in V2.15.580


Scheduled Release Date: April 1, 2026

Article Published Date: March 30, 2026

5.1 [New] Camera With Direct Cloud Storage

Hik-Partner Pro cloud storage solution has been updated by removing the discontinued cloud storage box, and introducing direct camera-to-cloud connection without requiring an additional storage box. The solution display has also been redesigned to provide a clearer understanding of the updated architecture.

Table 5-1 Supported Devices

Network Camera Series	Firmware Version
 Note Refer to the Device Compatibility List for specific camera models that support cloud storage.	
Some Models in 2 Series	V5.8.30 and later.
Some Models in 3 Series	V5.8.30 and later.
Some Models in 7 Series	V5.9.23 and later.

What Is New in Hik-Partner Pro

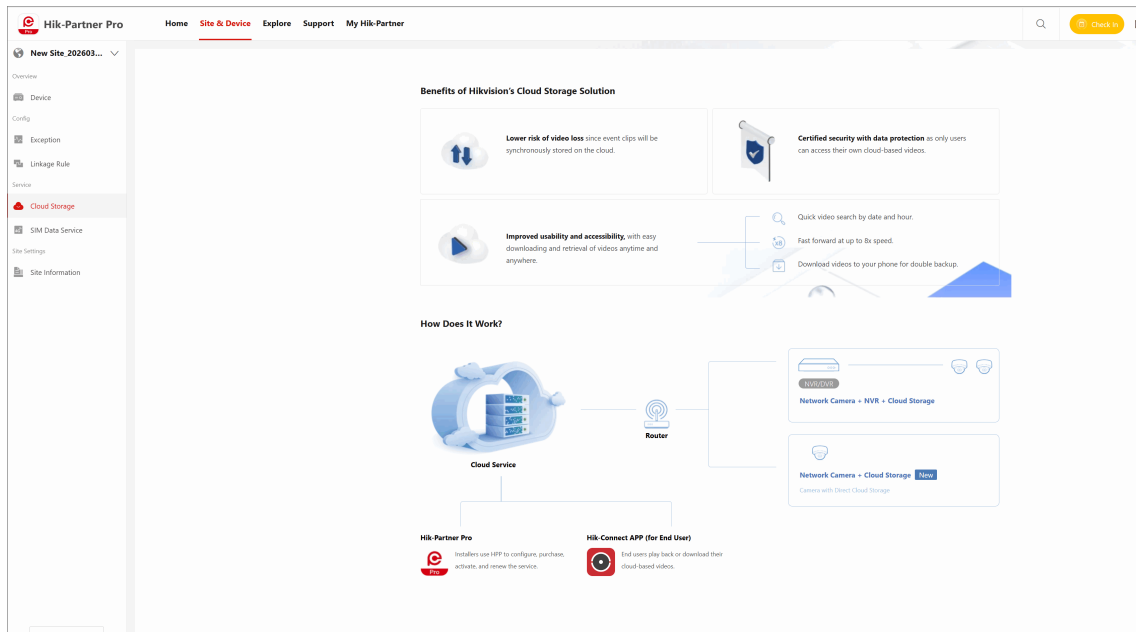


Figure 5-1 Cloud Storage Solution Display

5.2 [New] Support for New Thermal Devices

Hik-Partner Pro now supports the new HM-series thermal devices, resolving previous issues where these devices were not correctly recognized. They are now properly identified and fully supported for remote configuration and health monitoring.

Table 5-2 Supported Devices

Thermal Device Model	Firmware Version
HM-TX2840-10/G0/T1	V5.5.78 and later.
HM-TX2840-10/G1/T3	
HM-TX3840-10/G0/T1	
HM-TX3840-15/G0/T1	
HM-TX3840-25/G0/T1	
HM-TX3840-10/G1/T3	
HM-TX3840-15/G1/T3	
HM-TX3840-25/G1/T3	

5.3 [Updated] Full Upgrade Support via After-Sales Authorization Code

Hik-Partner Pro now allows users logged in via an after-sales authorization code to fully participate in the device upgrade process, including viewing upgrade availability, initiating upgrades, and tracking progress (only for ISAPI-based security control panels on personal sites). This enables technical support teams to assist customers remotely, significantly improving issue resolution efficiency.

5.4 [Updated] ARC Onboarding Tutorial Video & Help Doc

We have updated the ARC onboarding tutorial video and help documentation to provide clearer and more up-to-date guidance, helping users complete setup and usage more smoothly.

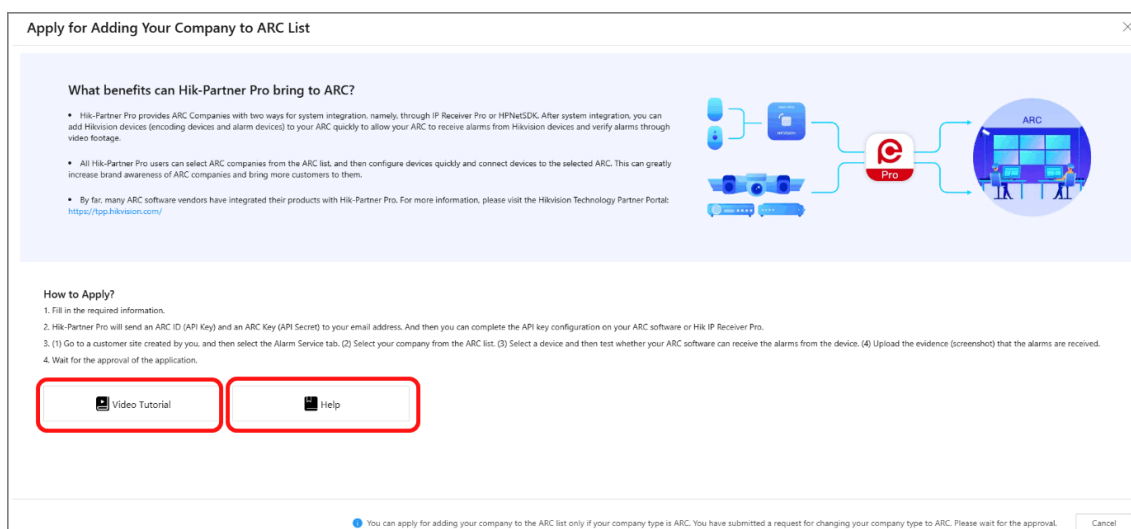


Figure 5-2 ARC Onboarding Help

5.5 [Updated] Business Vertical Industry Fields

We have optimized the Business Vertical Industry classification in Company Authentication to better reflect real-world scenarios and market needs, improving clarity and accuracy.

What Is New in Hik-Partner Pro

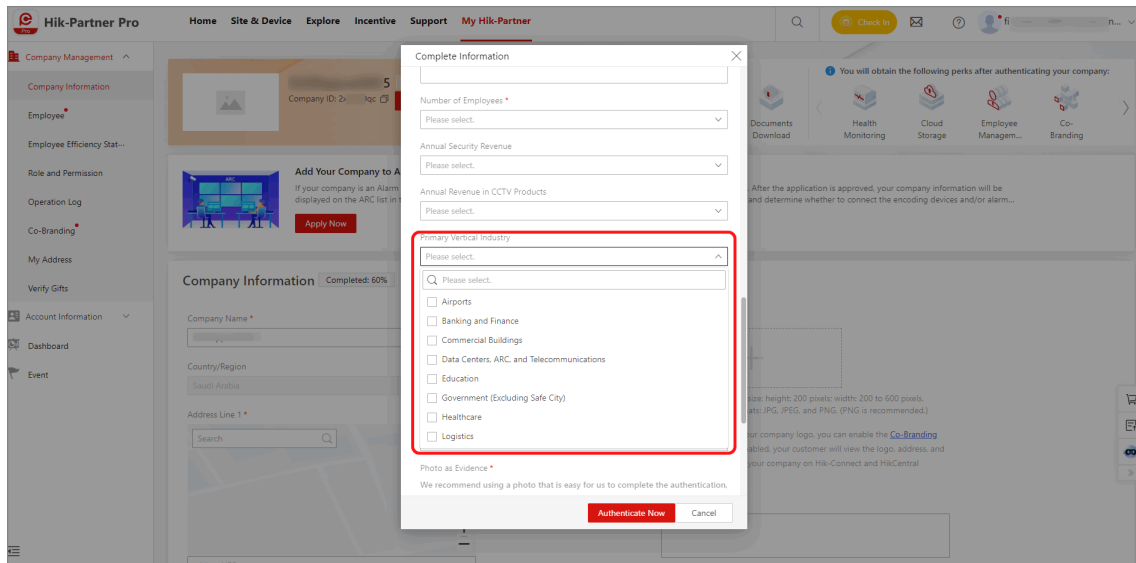


Figure 5-3 Vertical Industry Fields

5.6 [Resolved] Time Zone Sync Improved for AX HOME

This update fixes time zone synchronization issues on AX HOME devices, ensuring device time stays consistent with site settings.

Chapter 6 Updates in V2.15.220

Scheduled Release Date: March 11, 2026

Article Published Date: March 9, 2026

6.1 [Updated] Improved Account Merge Experience

The account merge experience has been improved with clearer interface wording and enhanced guidance. Additional prompts are now displayed when initiating and accepting a merge request to help users better understand the merge process.

6.2 [Updated] Chatbot Now Opens Product Category from Product Pages

When users open Chatbot from the Product module on the Hik-Partner Pro Mobile Client, it will now automatically open the Product category. This improvement helps users quickly access product-related information and assistance.

6.3 [Updated] Improved Display of Total Available Company Points and Points You Earned

The Mobile Client has improved the way points are displayed. All users, including the company Admin and employees, can now view both Available Company Points and Points You Earned, reducing confusion caused by inconsistent data display.

6.4 Updates About Alarms Devices

6.4.1 General

Batch Control Areas

For AX PRO (V1.2.9 or V1.3.1 or later), AX HYBRID PRO, and AX HOME, support selecting multiple areas to arm/disarm on the mobile client.

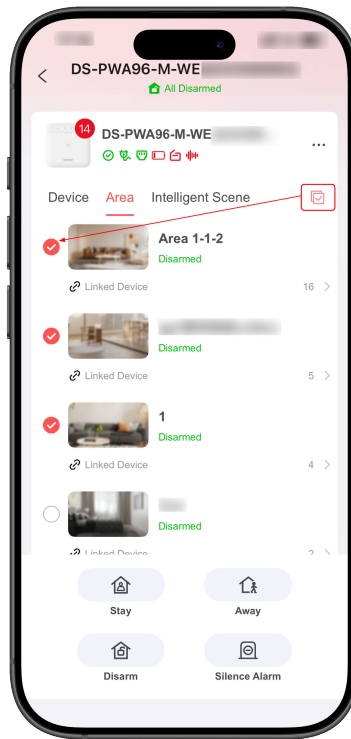


Figure 6-2 Batch Arm/Disarm Areas

Device Upgrade

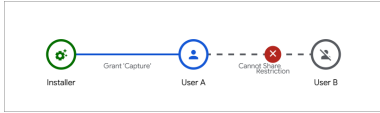
For AX PRO (V1.2.9 & V1.3.0), AX HYBRID PRO V2.1.2, and AX HOME, support scheduling upgrades for armed control panels on the Hik-Partner Pro Portal. The panels will automatically upgrade after disarming.

Permission

- For AX PRO (V1.3.0 or later), AX HYBRID PRO (V2.0 or later), and AX HOME, installers can now control the Capture Pictures by PIRCAM permission when transferring sites by sharing.

Scenario	Description
Installers with all device permissions	Installers can share the Capture Pictures by PIRCAM permission with Hik-Connect users; however, the permission cannot be further shared between Hik-Connect users.

What Is New in Hik-Partner Pro

Scenario	Description
	 <p style="text-align: center;">Figure 6-3 Permission Flow Diagram</p>
Installers who have been granted the Capture Pictures by PIRCAM permission by a Hik-Connect user.	Installers can share the Capture Pictures by PIRCAM permission with Hik-Connect users. The Hik-Connect user who has first approved the installer's request for picture capture can also share this permission with other users.

- The sub-device list for shared users now dynamically filters based on assigned arming/disarming permissions. The list displays devices from authorized areas and those are not linked with any areas.

Device State	User Permission	Visibility
In Area A	Arm/Disarm Granted	Visible
In Area B	No Permission	Hidden
In Area A & B	Only Arm/Disarm Area A	Visible
Unlinked	N/A	Visible

UI Enhancements

- UI Enhancements:** Improved the **Check Fault** interface on mobile for better usability.
Quick Access: Tap any fault badge on the device picture to navigate instantly to the **Check Fault** details.

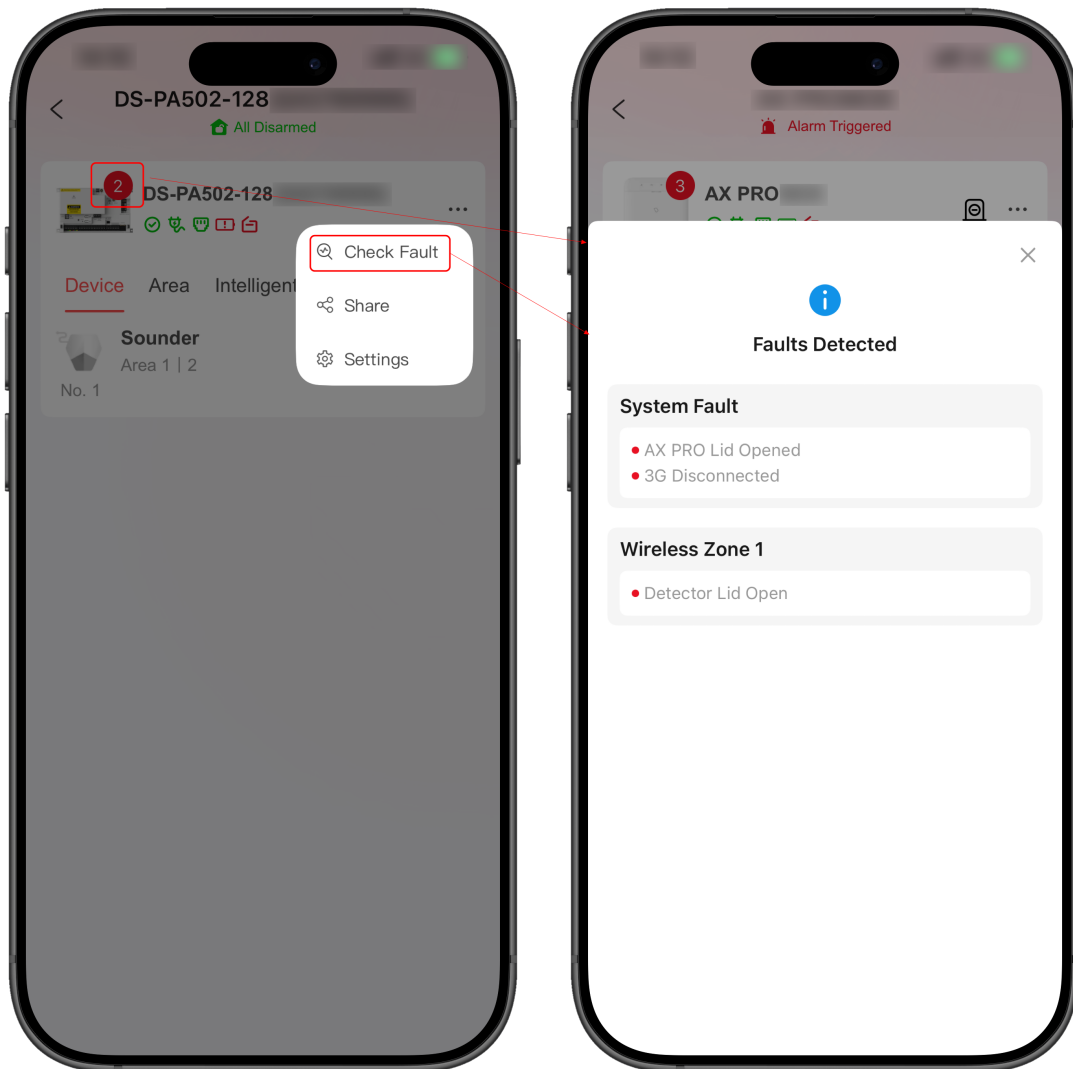


Figure 6-4 New Check Fault UI

- For AX PRO (V1.3.0 or later), AX HYBRID PRO (V2.1.2 or later), and AX HOME, optimize display of mounted devices and channels and operation buttons are now displayed independently on the mobile client.

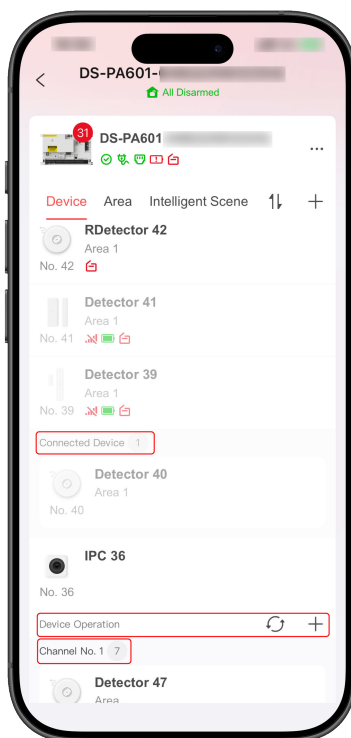


Figure 6-5 Optimized Mounted Device Display and Operation Button

- Device images now match their actual appearance.

6.4.2 AX PRO

- For AX PRO V1.3.2, support setting the initial password to log into the web configuration page and granting user management permissions when adding local users.
- For AX PRO V1.3.2, support the following dual-technology detectors: DS-PDD12P-EG2-WB(B)/DS-PDD12P-EG2-WE(B).

6.4.3 AX HYBRID PRO

- For AX HYBRID PRO V2.1.2, support the following detectors.

Device Type	Model
Bus Indoor PIR-Camera (Mirror Lens)	<ul style="list-style-type: none"> ◦ DS-PD721PC15 ◦ DS-PD721PC15F

What Is New in Hik-Partner Pro

Device Type	Model
	<ul style="list-style-type: none">◦ DS-PD722PC15APM◦ DS-PD722PC15AFPM
Bus Outdoor TT Detector	DS-PD722PC15AFPM
Bus Outdoor TT PIR-Camera Detector	<ul style="list-style-type: none">◦ DS-PD521PC15X-HM◦ DS-PD521PC15FX-HM◦ DS-PD522TH15AX-HM

- For AX HYBRID PRO V2.1.2, support the following dual-technology detectors: DS-PDD12P-EG2-WB(B)/DS-PDD12P-EG2-WE(B).
- For AX HYBRID PRO V2.1.2, support setting the initial password to log into the web configuration page and granting user management permissions when adding local users.

6.4.4 AX HOME

- For AX HOME V1.2.1 or later, add a new "Hold Reset to Unlink" enable option. When the feature is disabled, long-pressing the physical reset button on the panel will not unlink the cloud account.
 - This feature is enabled by default.
 - Installers and admin users have the permission to disable this feature.
- On the Hik-Partner Pro Portal, support viewing the device status in the exported Health Check reports.
- For AX HOME (V1.2.1 or later), support a new PIR glass breaking detector (DS-PDPG12P-EG2-WA).
- Support setting three PIR sensitivity levels for double PIR detectors.
- Support the One-Time Deactivation-Alarm Only permission. Users can now deactivate detectors or peripherals directly from the device list. When deactivated, all alarms except for tamper alarms will be ignored when the area is armed.



Note

This function is available only for users with the permission of Peripheral Settings or One-Time Deactivation-Alarm Only.

- For AX HOME and energy-efficient control panels, if devices are authorized to a service provider with the system management permission, the administrator's system management permission will be revoked.
- Correct the **Find Me** indicator light color to **green** for AX HOME detectors and peripherals.



Figure 6-6 Correct Indicator Light Color

Chapter 7 Updates in V2.15.100

Scheduled Release Date: March 5, 2026

Article Published Date: February 10, 2026

7.1 General

7.1.1 [New] Network Overview: Outbound Rate, Client Statistics, and Topology

The Hik-Partner Pro Portal now introduces a **Network** dashboard page for a site and adds the **WAN traffic trend (outbound rate)**, which enables installers to quickly identify bandwidth issues or ISP abnormalities. **Client traffic statistics (top 10 clients by traffic)** have also been added, and the topology view has been optimized for clearer display, making network troubleshooting faster and more intuitive. Key highlights:

- Adds WAN uplink/downlink traffic trends, supporting single and multi-WAN scenarios.
- Adds client traffic ranking on the dashboard.
- Topology view is centered by default for clearer visualization.
- Helps quickly diagnose slow network, congestion, or ISP-related issues.

Table 7-1 Supported Device Types

Content	Device Type Required
Topology	Any network device.
Top 10 Clients by Traffic	AC router.
Outbound Rate	AC router.

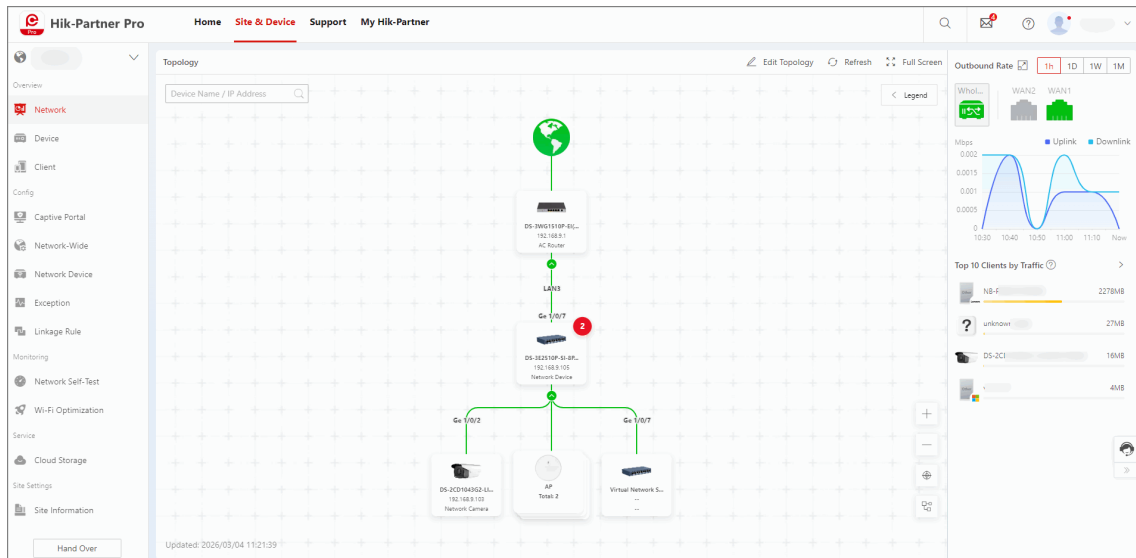


Figure 7-1 Network Overview

7.1.2 [New] Site Page Structure: One-Click Network-Wide Functions

The Hik-Partner Pro Portal introduces a new one-click **Network-Wide** entry, consolidating commonly used network-wide configuration tools. The overall site page structure has also been redesigned to provide clearer organization across configuration, operations, and services, improving efficiency during project deployment and maintenance.

- New **Network-Wide** entry centralizes **Global VLAN Config, Network VIP, NAT Traversal,** and **Application Control.**
- Moves the **Captive Portal** entry to the left navigation.
- Redesigns the site details page with a clearer category structure. Fewer navigation layers for smoother operations.
- Faster site switching for improved multi-site management.

Table 7-2 Supported Device Types

Function	Device Type Required
Captive Portal	AC router.
Global VLAN Config	AC router.
Network VIP	Network switch.
Network Traversal	AC router.
Application Control	AC router.

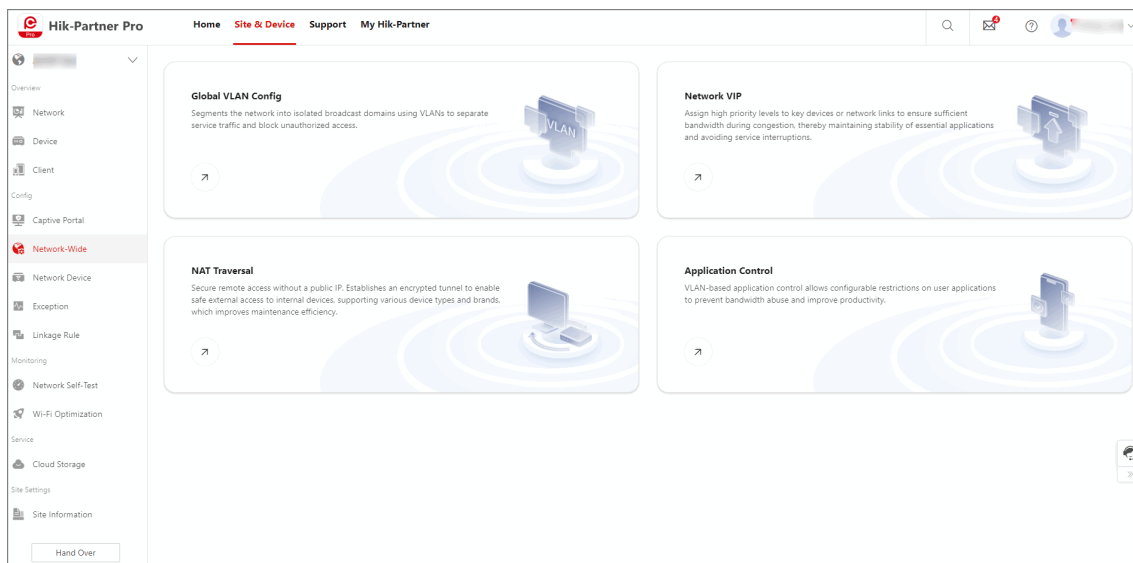


Figure 7-2 Network-Wide

7.1.3 [New] Site Page Structure: "Monitoring" Module for Easier Network Maintenance

The Hik-Partner Pro Portal introduces a new top-level **Monitoring** module, centralizing commonly used **Network Self-Test** and **Wi-Fi Optimization** tools. This update simplifies post-deployment maintenance, enabling installers to troubleshoot and optimize networks more efficiently with a clearer and more accessible interface.

Available for sites with AC routers.

7.1.4 [New] Site Page Structure: One-Click Network Device Config Entry

The Hik-Partner Pro Portal introduces a new one-click **Network Device** entry, allowing installers to quickly access commonly used network configuration functions without navigating into each device individually. This streamlined approach significantly improves remote maintenance efficiency and simplifies post-deployment configuration workflows. Key highlights:

- Automatically filters devices that support the selected configuration.
- Offline devices are disabled for selection to prevent misconfiguration.
- Supports configuration across gateway, switch, AC router, and AP devices.
- Easily switch to another device after completing configuration.

Table 7-3 Supported Device Types

Feature Category	Device Type Required
Gateway	AC router.
Network Switch	Network switch.
Wireless	AC router and Cloud AP.

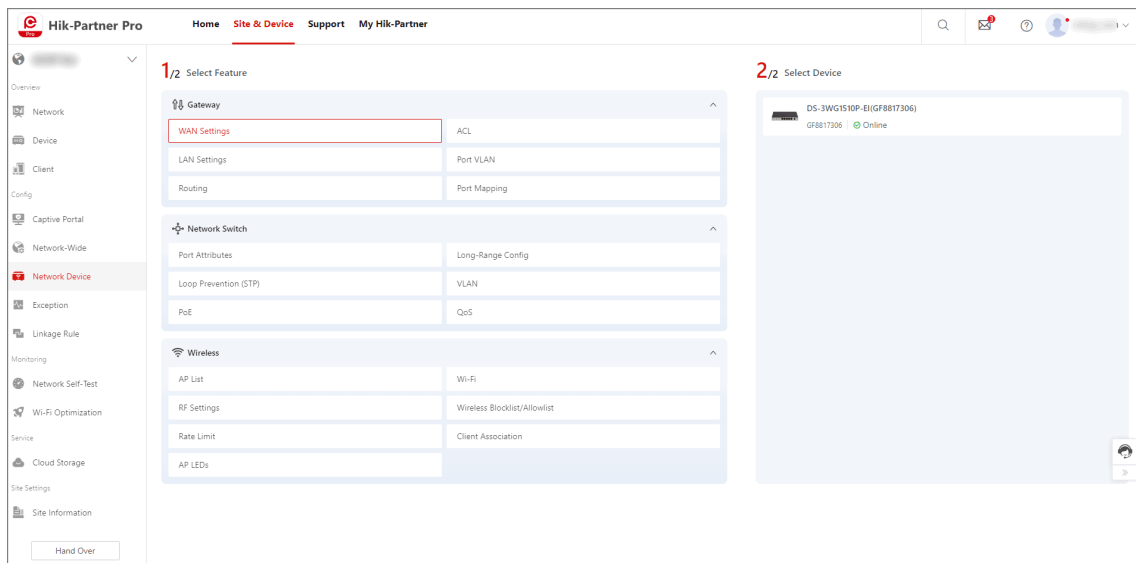


Figure 7-4 Network Device Config

7.1.5 [New] Network-Wide Client Management Module

The Hik-Partner Pro Portal introduces a dedicated **Client** module, enabling installers and users to monitor all connected devices within a site, including connection status, traffic usage, and access details. With enhanced statistics, filtering, and management tools, users can quickly identify network congestion causes, detect suspicious devices, and take actions such as speed limiting or blocking.

Available device type: AC routers.

Key highlights:

- **Client Statistics at a Glance:** View client categories such as PCs, mobile phones, and IoT devices. Monitor connection types: wired, 2.4G, and 5G. Display Top 10 clients by traffic usage.
- **Client List Management:** Switch between online and historical clients (up to 30 days). Sort by traffic usage, signal strength, or connection time. Export client lists to Excel.

What Is New in Hik-Partner Pro

- **Detailed Client Insights:** View IP, MAC, brand, and device type. View connected network device and connection path. View client traffic trend charts.
- **Client Control Actions:** Apply upload/download speed limits. Block suspicious clients. Block suspicious clients.

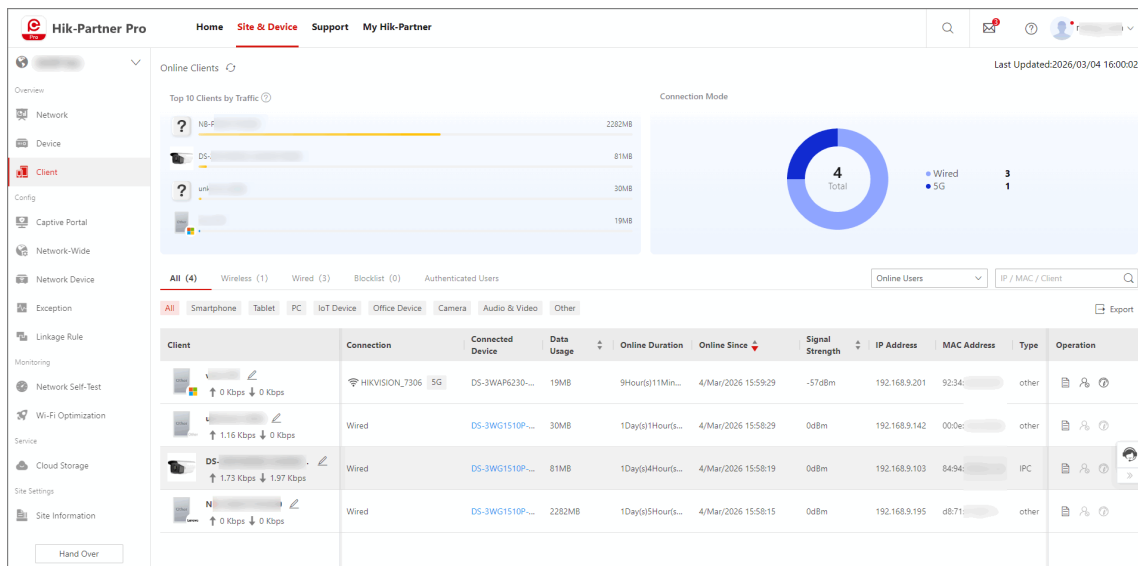
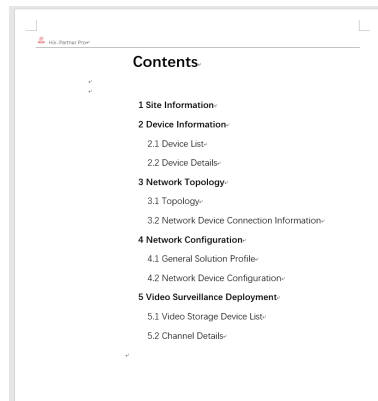


Figure 7-5 Client

7.1.6 [New] Handover Report Enhanced with Network Details

Hik-Partner Pro handover reports are now enhanced with detailed wired & wireless network information, providing clearer visibility into network structure and configuration during project handover. This upgrade improves professionalism and transparency during project acceptance. Key highlights:

- **Wired Network Details:** Includes WAN details, LAN/VLAN configuration, and IP planning.
- **Wireless Network Details:** Displays Wi-Fi configuration, AP IP ranges, and portal authentication settings.
- **Encoding Device Information:** Includes NVR/DVR details, camera channel information, resolution, bitrate, and other key parameters.
- **Privacy Protection:** Sensitive data such as Wi-Fi passwords is securely encrypted.



The screenshot shows a web interface for the Hik-Partner Pro Handover Report. The page title is "Contents" and it lists the following sections:

- 1 Site Information-
- 2 Device Information-
 - 2.1 Device List-
 - 2.2 Device Details-
- 3 Network Topology-
 - 3.1 Topology-
 - 3.2 Network Device Connection Information-
- 4 Network Configuration-
 - 4.1 General Solution Profile-
 - 4.2 Network Device Configuration-
- 5 Video Surveillance Deployment-
 - 5.1 Video Storage Device List-
 - 5.2 Channel Details-

Figure 7-6 Handover Report

7.2 AC Router

7.2.1 [New] Captive Portal: Registration Authentication

The **Captive Portal** function on the Hik-Partner Pro Portal now supports **Registration** authentication, allowing visitors to register with personal information (such as email, phone number, and name) before accessing Wi-Fi. This feature is ideal for cafés, restaurants, retail stores, and other venues offering free Wi-Fi, enabling customer engagement and marketing opportunities. Key highlights:

- **Visitor Self-Registration for Wi-Fi Access:** Supports registration with email, phone number, and name. Email or phone number can be used as login account. Customizable required fields for registration and login pages.
- **Registered User Management:** View, search, and export up to 5,000 registered user records. Delete user data when needed. Display account status (active, expired, etc.).
- **Privacy & Compliance Support:** Service providers must accept Hikvision's disclaimer. Option to declare whether collected data will be used for marketing. Customizable privacy statement content (mandatory field). Visitors must agree to the privacy statement before registration.

What Is New in Hik-Partner Pro

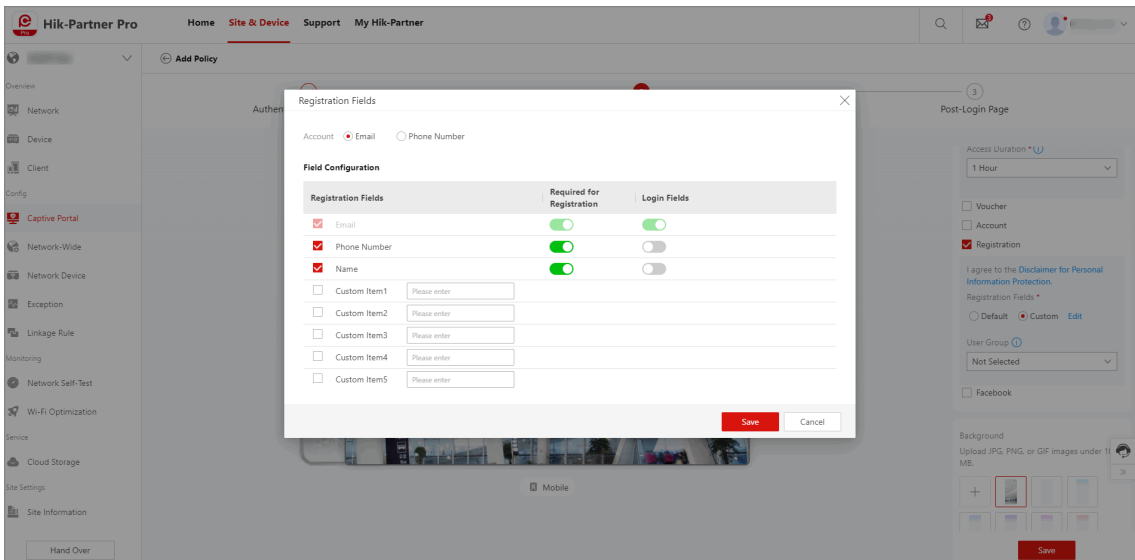


Figure 7-7 Registration Authentication

7.2.2 [New] Captive Portal: Facebook Login

The **Captive Portal** function on the Hik-Partner Pro Portal now supports **Facebook** account login for Captive Portal authentication. Visitors can quickly access Wi-Fi using their Facebook accounts without manually entering credentials or vouchers.

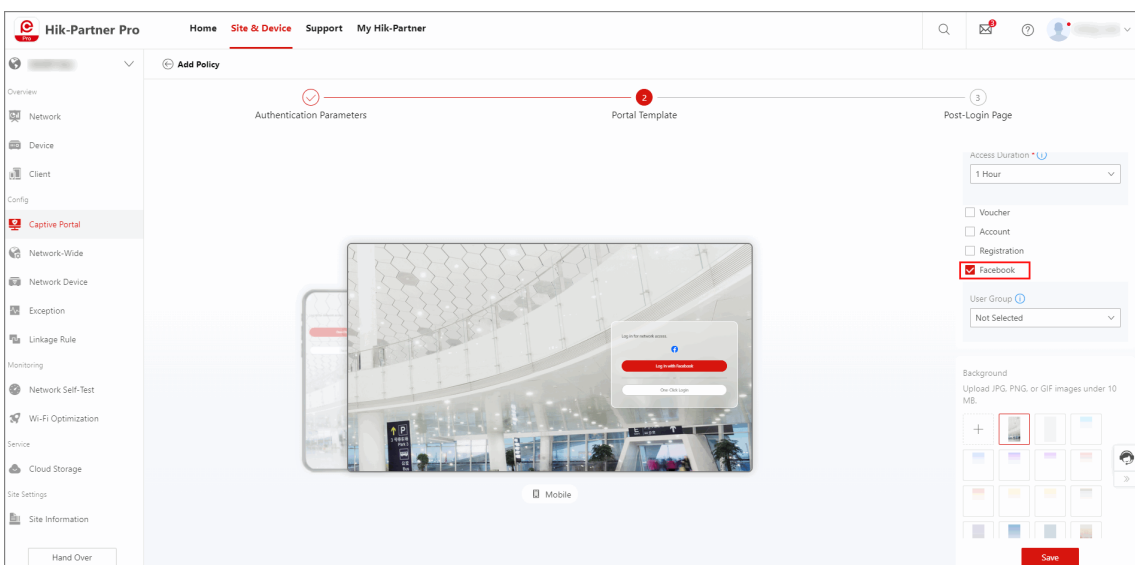


Figure 7-8 Facebook Login

7.2.3 [Updated] Captive Portal Authentication Now Supports GIF Backgrounds

Captive Portal authentication templates now support GIF animated backgrounds, allowing businesses to enhance brand presentation with dynamic visuals during Wi-Fi login.

7.2.4 [Updated] Remote Access to AC Local Web

The Hik-Partner Pro Portal now supports remote access to the built-in web page of specific models of AC routers. Installers can directly open these device's local Web page from Hik-Partner Pro without on-site access. This enhancement enables advanced configuration beyond standard Hik-Partner Pro functions, improving remote deployment and maintenance efficiency.

Related AC router models: DS-3WG210GP-SI, DS-3WG507G-SI, DS-3WG105G-SI, DS-3WG105GP-SI.

7.2.5 [Updated] AC Routers: Wired Client Identification Now Supported

On the Hik-Partner Pro Mobile Client, AC routers now support identification and reporting of wired connected clients. The Hik-Partner Pro Mobile Client has been updated accordingly to enable unified management of both wired and wireless devices. With the addition of a **Wired** label and filtering options, installers can more easily identify client types and improve operational efficiency.

7.2.6 [Updated] NAT Traversal Now Supports Device Selection

The NAT traversal feature now allows users to select target devices from a dropdown list instead of manually entering IP addresses and ports. Connected wired and wireless clients under the AC router are automatically displayed, improving efficiency and accuracy in remote LAN access.

7.3 Network Switch

7.3.1 [New] Switch Ports: AR Visualization

The Hik-Partner Pro Mobile Client introduces AR visualization for switch ports (i.e., the **AR Ports** tool). By scanning the QR code on a managed switch, installers can view connected device information directly on the physical port layout through augmented reality. This feature is especially valuable in large-scale projects, enabling faster troubleshooting and efficient maintenance.

Supported network switch models: DS-3E2510-SI-8T2F, DS-3E2510P-SI-8P2F, DS-3E2528-SI-24T4F, DS-3E2528P-SI-24P4F, DS-3E2728-SI-24T4X, DS-3E2752-SI-48T4X, DS-3E2752-SI-48F4X, DS-3E3728-SI-24T4X, DS-3E3752-SI-48T4X, DS-3E3752-SI-48F4X.

Firmware version: V1.4.902 and later.

- **Scan to View Port Details:** Scan the switch QR code to launch the AR panel. Display device name, icon, IP address, and traffic usage per port.
- **Enhanced Video & Security Device View:** Network cameras display OSD name and live snapshot. Access control devices display door name and status.
- **Quick Navigation & Maintenance:** Tap a port or device to access detailed configuration. Export switch port labels in Excel format. Locate devices within the topology view.

7.3.2 [New] Quick Port Labeling for Switches

The Hik-Partner Pro Mobile Client introduces **Quick Port Labeling** for switches, enabling installers to instantly view connected device information per port and export labeling lists in bulk. This feature significantly improves efficiency in large-scale projects with complex wiring and numerous ports. Key highlights:

- **Instantly View Port Connections:** View switch names and number of connected devices. Display port number, device name, device type icon, and connection status. Network cameras support live snapshot.
- **Export Port Labels in Excel:** Export full port-to-device mapping.
- **Device Name Synchronization:** Video devices support synchronized updates of platform name, local device name, and channel name. Non-video devices synchronize platform and local names. Third-party devices support name synchronization.
- Compatible with all smart-managed switches. Available for personal sites.

7.4 Wireless Bridge

7.4.1 [Updated] Wireless Bridge Optimization & Quick Tools Enhancement

The Hik-Partner Pro Mobile Client enhances wireless bridge management with new features including latency display, historical best signal values, and bandwidth testing, while moving frequently used tools to a more accessible toolbox area (**Bridge Alignment** and **Spectrum Scanning**). These improvements provide clearer visibility into bridge performance and simplify remote troubleshooting.

7.5 Router

7.5.1 [Updated] Mesh Router: Client IP Display

AX6000 routers now support client IP display in both wireless extender mode and access point mode, resolving previous issues where IP information was missing or inaccurate. In scenarios such as NVR + router + third-party network camera deployments, this enhancement ensures accurate IP detection and prevents device connection issues.

Chapter 8 Updates in V2.15.80

Scheduled Release Date: February 2, 2026

Article Published Date: January 28, 2026

8.1 [New] HPP Designer Entry Added to Support Page on the Portal

To improve user awareness and accessibility of the quotation and design capabilities, the Hik-Partner Pro Portal now adds an **HPP Designer** entry on the **Support** → **Tools** page. You can directly access the tool for site planning, signal simulation, and quotation report generation, significantly simplifying the workflow.

8.2 [Updated] Add My Feedback under Account Information on the Portal

To support the newly introduced customer feedback feature in the HPP Designer tool, Hik-Partner Pro adds a **My Feedback** under **My Hik-Partner** → **Account Information**. This entry allows users to submit and view submitted feedback, and view the corresponding responses, improving issue tracking and communication efficiency.

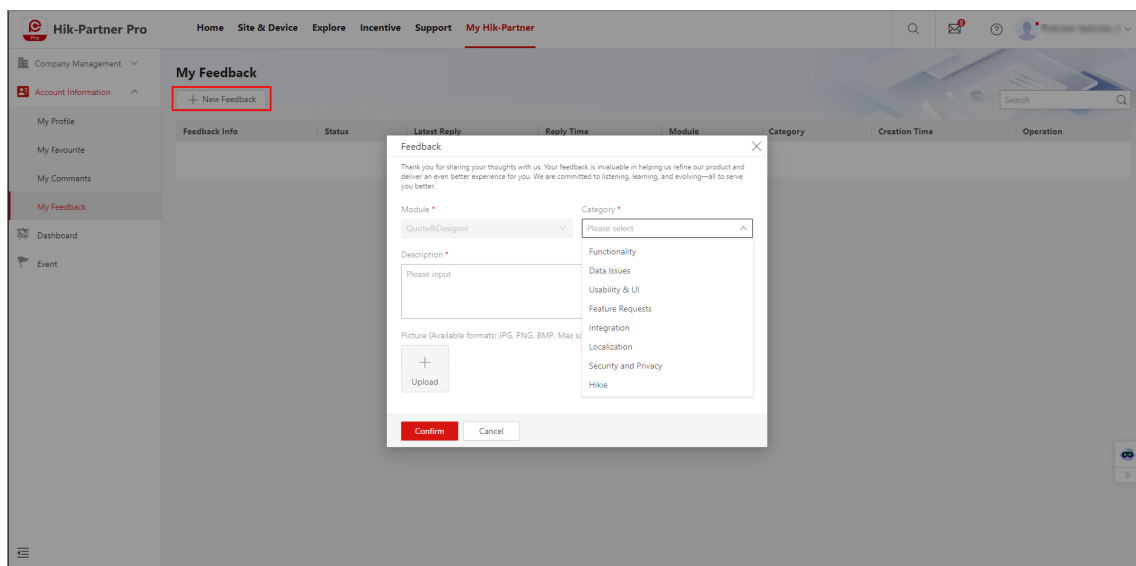


Figure 8-1 Feedback

8.3 [Updated] Support Upgrade Release Notes for Devices on Team Sites

Hik-Partner Pro now supports displaying firmware upgrade release notes for devices on team sites. When an upgradable device has upgrade announcements configured, users can view the corresponding release notes via upgrade-related entries on both Hik-Partner Pro Portal and Mobile Client.

8.4 [Updated] Preserve Filters and Pagination When Returning from Device Details

When users enter a device detail page from the device list on the Portal, and then navigate back, the previously selected filters and pagination state are preserved, eliminating the need to reconfigure filters.

8.5 [Updated] Close Option for AD Pages on the Mobile Client

To improve the user experience of in-app advertisements, users can manually close the current AD page via a **Close** button. Once closed, the same AD page will **no longer be displayed** in future app launches.

8.6 [Updated] Add Navigation Links for Updating Company Authentication Information

To address cases where some Hik-Partner Pro users completed company authentication long ago and lack essential company information, this update introduces **direct navigation links** in company information update pop-ups across **the Portal and the Mobile Client**.

Chapter 9 Updates in V2.15.0

Scheduled Release Date: January 12, 2026

Article Published Date: January 8, 2026

9.1 [New] AI-Powered Troubleshooting for Health Monitoring Exceptions

To enhance intelligent operations and accelerate issue resolution, this release introduces AI-powered troubleshooting for health monitoring exceptions. Based on detected device anomalies, the system automatically generates targeted diagnostics and solution recommendations using AI algorithms and a knowledge base. Highlights:

- An **AI Diagnostics** entry is available on device details, health reports, and exception center pages, and is displayed only when health monitoring service is active.
- The AI engine analyzes device exceptions and returns structured solutions, including root cause analysis, step-by-step guidance, best practices, and documentation links.
- Supports all device types that enable health monitoring, with optimized presentation for complex scenarios such as multi-channel devices.
- AI troubleshooting results are generated in the user's system language, with built-in multilingual and compliance checks.
- For simple issues, one-click remediation is supported. In the first phase, time zone exceptions can be fixed automatically with a single action.
- If no suitable AI solution is available, users receive a clear fallback message and guidance to contact technical support.

9.2 [New] Site Handover with Permission Templates (Handover Presets)

To address repetitive and error-prone permission configuration during frequent site deliveries for large ARC customers, this release introduces **Handover Template**. By standardizing handover modes and device permission settings at the company level, installers can complete site handover by simply selecting a preset template. Highlights:

- Handover presets can be configured at the company level, allowing standardized handover modes and permission settings per device category.
- Templates are managed on the Hik-Partner Pro Portal, while installers apply them efficiently via Hik-Partner Pro App during site handover.
- Template editing is restricted to users with **Manage All Sites** permission, ensuring configuration consistency and governance.
- Once a handover is initiated, its permission snapshot is fixed, ensuring historical handovers remain unaffected by later template changes.

- Supports both transfer and sharing handover methods, including advanced sharing scenarios with privacy control.
- Installers can complete handover with minimal steps, without manually selecting permissions or handover methods.

9.3 [New] Hik-Partner Pro Supports Google Workspace Login

HPP Portal introduces **Google Workspace SSO (SAML)** and consolidates it with existing **Azure AD SSO** under a unified **Third-Party Authentication Integration** module. After configuration, employees can sign in with Google Workspace accounts; Hik-Partner Pro will automatically create accounts and assign a default role, significantly reducing duplicate account creation and easing enterprise onboarding.

9.4 [New] Video Intercom & Access Control Device Support

Hik-Partner Pro now support onboarding and basic operations for new video intercom device models (DS-KV6114-MWBE1, DS-KV6114-WBE1, DS-KV6114-E1, DS-KV6114-ME1) and new access control device models (DS-K1T809EWX, DS-K1T809MWX, DS-K1T809MX, and DS-K1T809E), including Portal/App device addition, online status monitoring, and remote web configuration.

9.5 [Updated] Hik-Partner Pro Portal Purchase Flow Optimization

This update introduces a comprehensive optimization to the Hik-Partner Pro Portal purchase flow, enabling multiple value-added services to be purchased within a single order. This update streamlines payment, invoicing, and accounting into one unified process, significantly improving purchase efficiency for installers.

9.6 [Updated] Device Icon Alignment Across the Portal and App

To improve cross-platform consistency, Hik-Partner Pro has unified the device icon display across Portal and App. In device transfer, sharing, and site collaboration scenarios, devices are now displayed using physical product images for clearer identification.

9.7 [Updated] Group Info Display for Sites on the Portal

To improve site management efficiency in multi-site and multi-group scenarios, Hik-Partner Pro Portal now supports displaying site group information under **Customer Site → Site → All**. The display is configurable, ensuring both clarity and UI flexibility.

9.8 [Updated] Site & Device Module Menu Restructuring

To improve navigation clarity in the Hik-Partner Pro Portal, this update introduces a comprehensive restructuring of the **Site & Device** menu hierarchy. The menu structure is now more intuitive and better aligned with real-world operation workflows.

9.9 [Updated] Portal Site List: Handover Method Navigation Enhancement

To improve usability and reduce navigation steps in site management, this update enhances the interaction of the **Site Status (Handover Method)** column in the site list. Users can now directly navigate from the site list to the corresponding Site Information page by clicking **Site Status (Handover Method)**, enabling faster access to delivery-related details.

9.10 [Updated] Optimize Entry to Manage Shared Permissions

To improve usability in sharing scenarios, Hik-Partner Pro optimizes the entry point for Manage Shared Permissions. This update makes permission management more intuitive and discoverable.

9.11 [Updated] Optimized Plugin-Free Remote Configuration for LAN & IP Domain Scenarios

To improve performance in LAN and IP domain scenarios, Hik-Partner Pro optimizes the access logic for plugin-free remote configuration. By intelligently selecting the optimal access path based on device connectivity and network conditions, this update significantly improves configuration loading speed and stability while preserving the plugin-free default experience.

9.12 [Updated] Confirm Upgrade Version Before Remote Device Upgrade

To improve transparency during device upgrades, Hik-Partner Pro enhances the remote upgrade workflow on both the Portal and App. Users can now clearly review the target upgrade version and related details before initiating an upgrade, ensuring a more informed upgrade experience.

9.13 [Updated] Health Monitoring: Device Time Zone Detection & Correction

Hik-Partner Pro Health Monitoring now supports device time zone anomaly detection, enabling automatic identification and correction of mismatched device and site time zones, improving accuracy and stability across multi-site, multi-time-zone deployments.

9.14 [Updated] Health Monitoring: Export Device Health Data to Excel

Hik-Partner Pro Health Monitoring now supports exporting device health data to Excel files. Installers can export data by site, device type, or all devices for offline analysis and reporting.

9.15 [Updated] Hik-Partner Pro Account Deactivation with ARC List Cleanup

This update improves the Hik-Partner Pro account deactivation process. When a Hik-Partner Pro account on the ARC list is deactivated, the system will automatically remove the associated ARC company record, clean up managed device relationships, and prevent stale ARC data from remaining in the ARC list.

9.16 [Updated] ARC Approval Required for Event Reporting Configuration Changes

To ensure ARC's authority over event reporting in managed scenarios, this update introduces an ARC approval mechanism. When installers attempt to modify ARC event reporting settings for managed devices, ARC approval is required before changes take effect.

9.17 [Updated] Public Network Loading Experience Optimization for Hik-Partner Pro

To address inconsistent loading behaviors, excessive blocking global loaders, and poor performance under weak network conditions, this update introduces a comprehensive loading optimization for both Hik-Partner Pro App and Portal. By adopting skeleton screens, localized loading, intelligent preloading, and caching strategies, the user-perceived performance and product consistency are significantly improved.


9.18 [Updated] Battery Report Adaptation for AOV Solar-Powered Cameras

As AOV solar cameras support battery status reporting, Hik-Partner Pro introduces an enhanced battery report adaptation. This update resolves the issue of empty battery reports for AOV devices and ensures battery data is displayed appropriately based on device capability.

9.19 Updates for Alarm Devices

9.19.1 General

- Support displaying the IMEI and CCID of cellular-enabled control panels.
- For AX HYBRID PRO V2.0 or later, AX PRO V1.3.0 or later, and AX HOME, support deactivating detectors or peripherals (bypass) directly from the device list. When deactivated, alarms from the selected device will be ignored until the system is disarmed. The deactivation modes are as follows:

One-Time Deactivation Mode	Description
Off	No alarms will be ignored when the area is armed.
Lid Only	Only tamper alarms will be ignored when the area is armed.
Alarm Only	<p>All alarms except for tamper alarms will be ignored when the area is armed.</p> <p> Note</p> <ul style="list-style-type: none"> ◦ This function is only available for AX HYBRID PRO V2.1.2 and AX PRO V1.3.2. ◦ The Hik-Partner Pro Mobile Client only supports one-time deactivation-alarm only. ◦ The Hik-Connect only supports one-time deactivation-alarm only for users with the permission of Peripheral Settings or One-Time Deactivation-Alarm Only.
Entirely	All alarms will be ignored when the area is armed.

- For AX HYBRID PRO V2.1.2 or later and AX PRO V1.3.2 or later, the One-Time Deactivation-Alarm Only is configured as an independent permission.
- Support setting emergency buttons as fire zones.
- For AX HYBRID PRO V2.0 or later and AX PRO V1.3.0 or later, support displaying the anti-masking alarm icon for wireless dual-tech AM curtain detectors (DS-PDC10DM-EG2-WE/WB) after Anti-Masking is enabled and an masking alarm is triggered.
- Support a new AX PRO model (DS-PWA64-M-WE).
- Support using the Installer Admin account to log in to the device's web configuration page for AX HYBRID PRO V2.1.2.

9.19.2 AX HYBRID PRO V2.1.2

Device Management

1. Support the following bus devices.

Device Type	Model
Bus Indoor DT/DTAM (Fresnel Lens)	- DS-PD511DT15 - DS-PD512DT15AM - DS-RD511DT15 - DS-RD512DT15AM
Bus Indoor PIR-Camera (Mirror Lens)	- DS-PD721PC15 - DS-PD721PC15F - DS-PD722PC15APM - DS-PD722PC15AFPM
Bus Outdoor TT Detector	DS-PD517TT15X-HM
Bus Outdoor TT PIR- Camera Detector	- DS-PD521PC15X-HM - DS-PD521PC15FX-HM - DS-PD522TH15AX-HM
Bus Indoor MC-Shock Detecor	DS-PD540MCK
Bus Touch-Screen Keypad	- DS-PK670W - DS-PK670MDWNP - DS-PK670MDW-HWE/HWB - DS-PK502MDX
Bus Outdoor Keypad	DS-PK501BD-H1L
Bus Isolator	DS-PR521

2. Support the bus loop mode. The loop mode connects two buses in a closed loop. If the loop is cut at any point, devices remain online because communication can still travel through the other path. This prevents devices from going offline due to a single break in the connection.

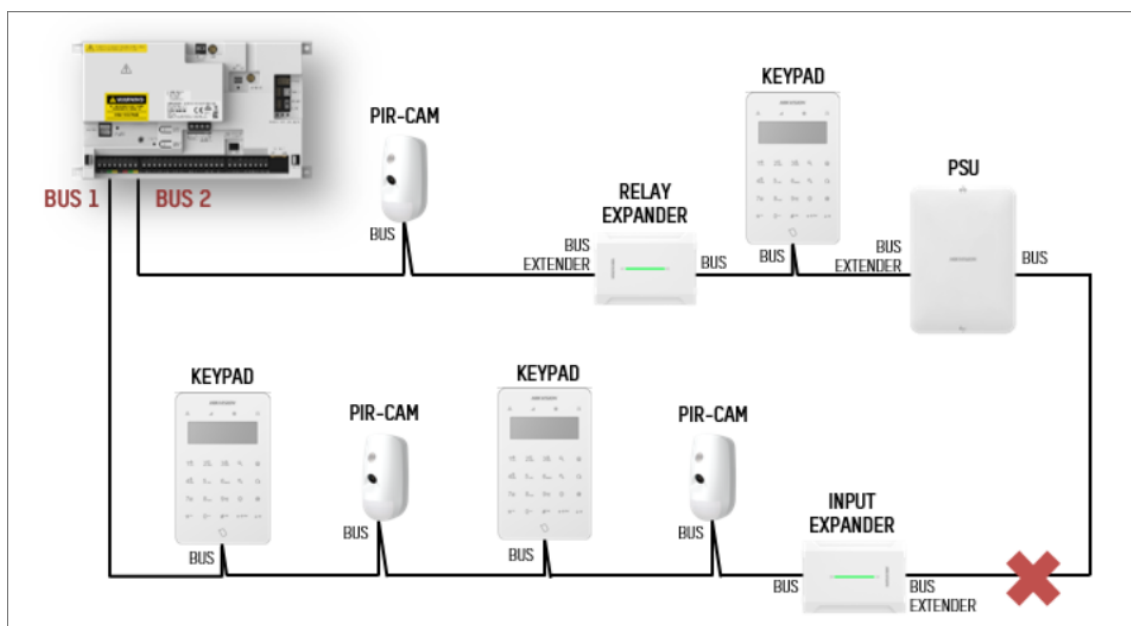


Figure 9-1 Loop Mode

Note

The maximum communication distance for the loop mode is 4 km.

3. Support scheduling the sound and backlight operation for the following bus keypad models: DS-PK501LTM-HWE/HWB; DS-PK1-LRT-HWE/HWB.
4. Support disabling notifications of incorrect keypad code entries.
5. Support displaying the bus voltage of the following bus devices: DS-PM501Z8T4 / DS-PM501R4 / DS-PR501-HWE/HWB / DS-PK501LTM-HWE/HWB / DS-PD501PC12.
6. Support selecting the video storage path for alarm verification:
 - Network Camera SD Card/ NVR Storage (up to 16 videos)
 - Control Panel Cache (up to 4 videos)
7. Support customization of keypad and keyfob function keys to run automation and control scenes (e.g., Tap to Run and Groups). The supported models are as follows:

Device Type	Model
Keyfob	<ul style="list-style-type: none"> - DS-PKF1-WE/WB - DS-PKF1-WE/WB(B) - DS-PKF201-WE/WB - DS-PKF401-WE/WB
Keypad	DS-PK501LTM-HWE/HWB

8. Supporting the configuration of sound control, strobe control, and tamper supervision parameters when enrolling wired sounders.

Table 9-1 Wired Sounder Control

Control	Channel
Sound Control	BELL/PGM/Relay Output Channels
Strobe Control	PGM/Relay Output Channels
Tamper Supervision	Zone Input Channels

9. Support resetting AUX eFuse on control panels and power supply units after faults (e.g., overcurrent, overload, overheating, or short circuit) has been restored.
10. For users with the permission of Peripheral Settings, add a "DEFAULT" tag to detectors with unchanged default settings in the device list.
11. Support enabling **Inertia** for wired roller shutter detectors and shock detectors. This function is designed to detect physical impacts or vibrations on a structure, such as a door, window, wall, or roof. This allows an alarm to be triggered before an intruder gains access to the protected area.
An alarm is triggered only if the required Pulse Count Threshold is met within the specified Alarm Window, starting from the first detected valid shock. A single shock is counted as valid only if its duration exceeds the set time.
12. In certain countries/regions, support setting the Final Exit Time for magnet shock detectors (delay zone). The Final Exit Time is a short buffer that activates when the magnetic contact is triggered and then restores during the exit countdown. Instead of arming instantly, this brief delay ensures the system gives users a quick moment to re-enter and grab a forgotten item without triggering an immediate alarm.

Feature	Standard Exit Delay Mode	Final Exit Time Mode
Trigger Condition	Delay Zone Restored	Delay Zone Restored
Result	Countdown immediately expires and arms instantly.	Countdown immediately switches to the preset Final Exit Time and arms after the Final Exit Time expires.
User Experience	Virtually no buffer, resulting in an immediate alarm if the user re-enters.	Provides a brief grace period for the user to quickly re-enter and exit without triggering an immediate alarm.

13. In certain countries/regions, support linking events (Alarms, Schedule, Arm, Disarm, Silence Alarm, Faults, Area Status, and Trigger) for output devices.

User Management

In Italy, Hik-Connect admin users will no longer have the permission of panels settings, peripheral setting, and area settings after installers transfer or share a site.

Alarm Communication

1. Support configuring the phone call notification settings: the redial times, redial interval, call priority, and call notifications when disarmed.

Parameters	Description
Redial Interval / Times	If the first call is declined, the system will redial based on the redial interval and times.
Call Priority	The call priority follows the list order: higher positions are answered first.
Call Notifications When Disarmed	If enabled, all pending notifications will be delivered even after areas are disarmed.

2. Support disabling network switch reports for the ISUP protocol to prevent frequent notifications.

Maintenance

1. On the app, support backing up and transferring all parameters of a damaged control panel and its detectors/peripherals to a new one **in the same site** for higher maintenance efficiency. Before transferring data, ensure that you are not in the following conditions:
 - The control panel is being backed up.
 - The system is being armed.
 - The target control panel is running an older version.
 - Control panel models do not match.
 - The control panel is in device diagnosis mode.
 - The panel is upgrading.
 - Control panel languages do not match.

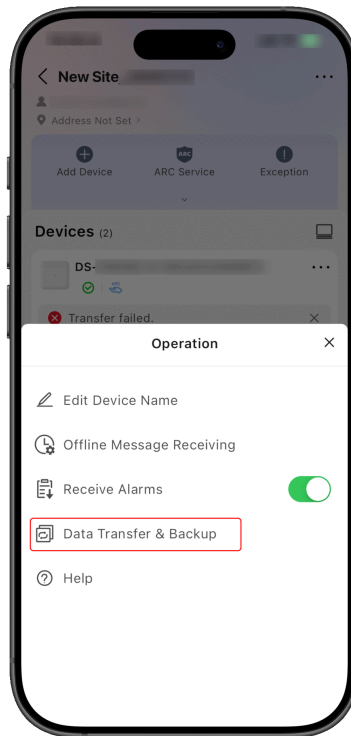


Figure 9-2 Panel Backup & Transfer

2. Support device diagnosis for detecting potential risks of alarm devices on the Portal.

Device Type	Major Check Items
Wired Detector	EOL Configuration / Zone Loop Resistance
Bus Device	Maximum Baud Rate / Voltage / Battery Status
Wireless Device	Signal Strength / Battery Status / Temperature / Lid Status / Deactivation Mode / Triggering Status
Control Panel	Network Connections / Lid Status / Power Supply / AUX eFuse Status / Battery Status / ARC Connection / Cloud Service / Area Status

What Is New in Hik-Partner Pro

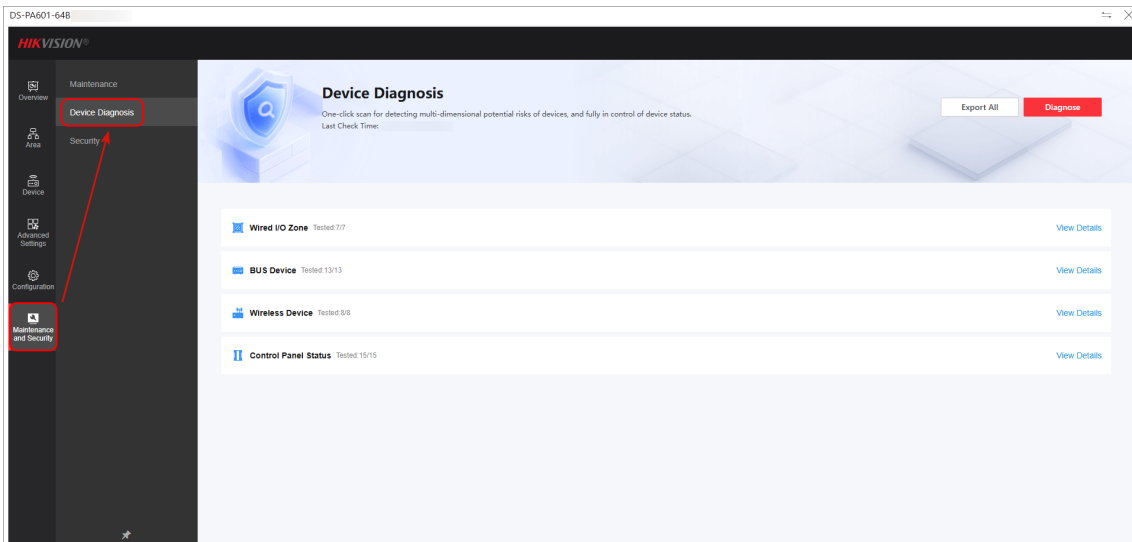


Figure 9-3 Alarm Device Diagnosis

3. On the portal, support the soak test where detectors are subjected to prolonged, continuous operations to verify stability and detect issues such as system freezes, false alarms, missed alarms, or communication failures. Detectors on a soak test do not trigger any alarms but are recorded in the event log. Detectors on soak test will remain on soak test until the soak test timer expires.

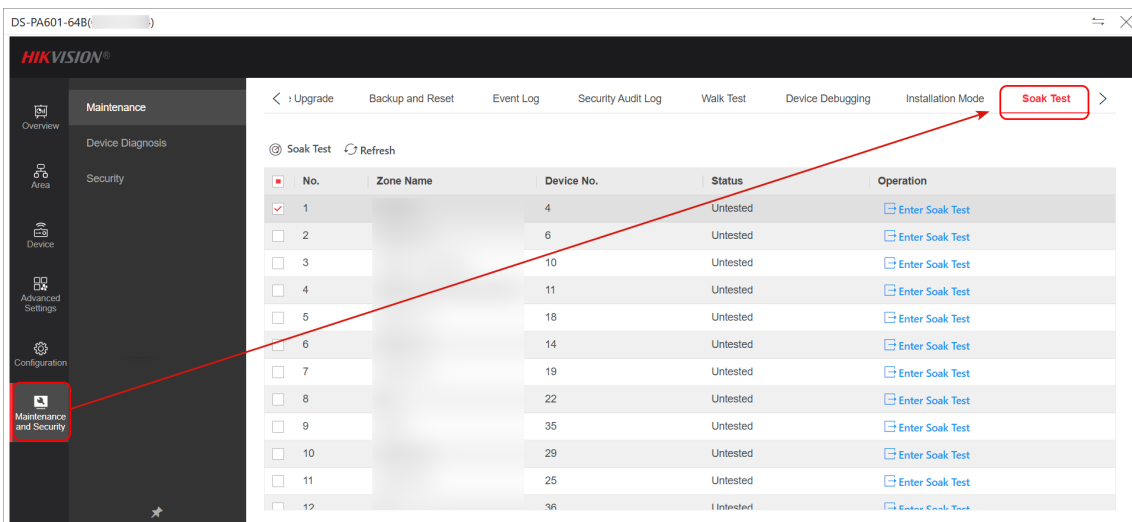


Figure 9-4 Soft Test

4. Update the event log information display on the portal.

What Is New in Hik-Partner Pro

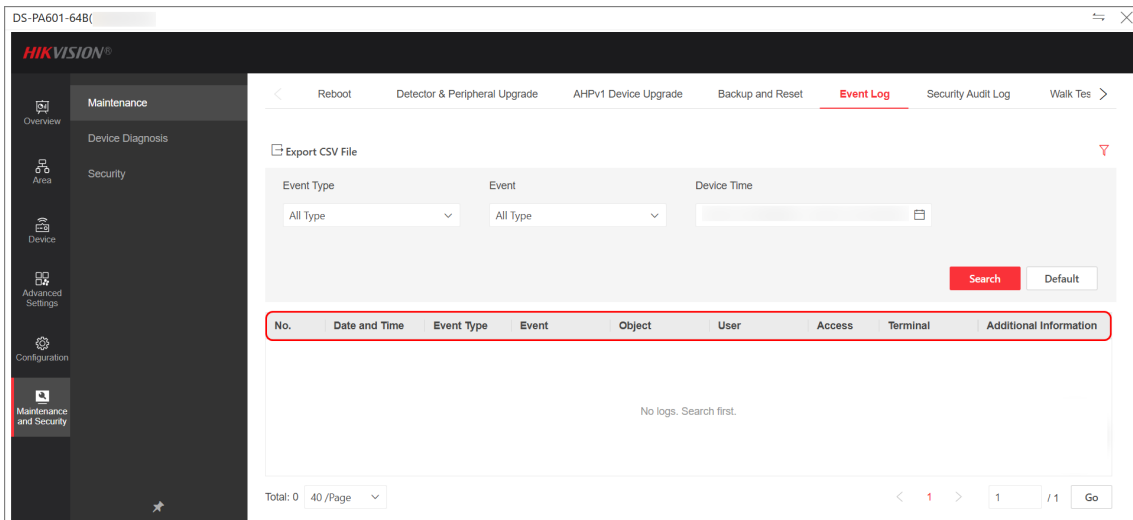


Figure 9-5 Event Log Information

5. Support the following configuration for the installation mode:

Parameters	Description
Duration	Installation Mode Duration. The duration can be extended by one hour upon expiration.
Arm/Disarm	If enabled, arming/disarming is only supported by manual control, not by automation scenes.
Event Notification	<ul style="list-style-type: none"> - If enabled, alarms and events will be reported to the ARC or users via phone call/SMS. - If disabled, sounders will still trigger audible and visual alarms.

6. On the portal, supports upgrading the following bus devices for compatibility with AX HYBRID PRO V2.1.2 when upgrade packages are available. Additionally, users can now view the **DIP switch address** for each device directly within the status list on the mobile app and the portal.

Device Type	Model
Wired Keypad	<ul style="list-style-type: none"> - DS-PK1-LRT-HWB - DS-PK1-LRT-HWE
Bus I/O Expander	<ul style="list-style-type: none"> - DS-PM1-I8O2-H - DS-PM1-O4L-H - DS-PM1-O4H-H
Tri-X Wireless Receiver	<ul style="list-style-type: none"> - DS-PM1-RT-HWB - DS-PM1-RT-HWE
Wired PIRCAM	DS-PDPC12P-EG2

Automation & Manual Control (Advanced Settings)

General

Support filtering by "any condition is met" or "all conditions are met."

Automation

Support the following four conditions types.




Table 9-2 Condition Types

Condition Type	Object	Description
User Operations	Any Area/Group	Operations: <ul style="list-style-type: none"> • Away Arm • Stay Arm • Disarm • Arming Failed
Device Events	Any Device	Events: <ul style="list-style-type: none"> • Detector Alarm / Lid Opened • Peripheral Lid Opened • Panic Alarm / Medical Alarm / Fire Alarm • Mains Power Lost • Battery Disconnected / Battery Low • Communication Faults • Detector/Peripheral Heartbeat Timeout / Offline • Network Camera Offline • Enter Walk Test • Exit Walk Test
Status Changes	<ul style="list-style-type: none"> • Area/Group • Detector 	Switched Status <ul style="list-style-type: none"> • Area/Group <ul style="list-style-type: none"> ◦ Away Arm ◦ Stay Arm ◦ Disarm ◦ Ready to Arm ◦ Alarm • Detector <ul style="list-style-type: none"> ◦ Alarm ◦ Trigger/Trigger Restored

What Is New in Hik-Partner Pro

Condition Type	Object	Description
		<ul style="list-style-type: none"> ◦ Open/Close ◦ Panic Alarm / 24H Alarm / Masking Alarm / Follow Alarm / Gas Alarm
Environment Changes	Detector	Environmental Conditions: <ul style="list-style-type: none"> • Temperature • Humidity

Table 9-3 Actions

Object	Action
Control Device (Output)	<ul style="list-style-type: none"> • Switch on/off • Switch on if condition/off after restored • Switch off if condition/on after restored • Reverse Switch • Pulse <p> Note The switching action supports only the following conditions: Device Status Changes and Environment Changes.</p>
Sounder	Sound/Strobe <p> Note The action supports only the following conditions: Device Status Changes (Ready To Arm, Arm, Disarm) and Environment Changes.</p>
Area/Group	<ul style="list-style-type: none"> • Away Arm/Stay Arm • Disarm • Toggle Arm/Disarm <p> Note The action supports only the following conditions: Device Status Changes (Ready To Arm, Open, Close) and Environment Changes.</p>

Note

You can set the delay before action. If all Device Status Changes/Environment Changes conditions restore during the delay, the pending action will be canceled.

Tap to Run

- Support adding up to 8 actions.
- Support more actions for control devices (outputs): pulse, switch on if condition/off after restored, switch off if condition/on after restored.
- Support actions for areas/groups:
 - Away Arm/Stay Arm
 - Disarm
 - Toggle Arm/Disarm

Schedule

- Support configuring schedule, recurrence, and holiday exceptions for multiple automations.
- Support setting the delay and delay times for auto arming and then using a keypad to delay arming. For example, auto-arm at 6 PM after work; delay arming by 30 minutes with keypad code if needed. The supported devices are as follows:

Device Type	Model
Control Panel	DS-PA502-64/96/128
Keypad	DS-PK501LTM-HWE/HWB

Linkage Template

Template	New Features
Arm/Disarm with One Button	Support two types of conditions: triggering events for switcher zones; device status changes.
Chime	Support configuring schedule, recurrence, and holiday exceptions.
Timeout Alert	Support selecting a device status type and setting the duration where the status persists.
Alarm Cross Confirm	Support selecting one or more detectors for two condition groups. A confirmed alarm will be generated when any detector from two groups trigger alarms within a specified time period.

9.19.3 AX PRO V1.3.2

Device Management

1. Support adding energizers as detectors for AX PRO V1.3.2 or later.

An **Electric Fence Energizer** is a device that generates high-voltage pulses to electrify a fence, typically used for security or livestock containment. When connected with a **security control panel**, the energizer can serve as a **detector** to monitor the fence's integrity and detect intrusions or tampering.

The supported energizer models are as follows: DS-PF201-1WB, DS-PF201-1WE, DS-PF201-2WB, and DS-PF201-2WE.

You can add the following types of detectors or peripherals as channels of energizers: electric fences, detectors like panic buttons and motion detectors, sounders, buzzers, and delays.

2. Support adding access control devices for disarming linkage. When an access control device is added to the panel as a LAN device, a corresponding zone is created automatically. This zone can then be linked to areas for quickly disarming the alarm system upon successful access.

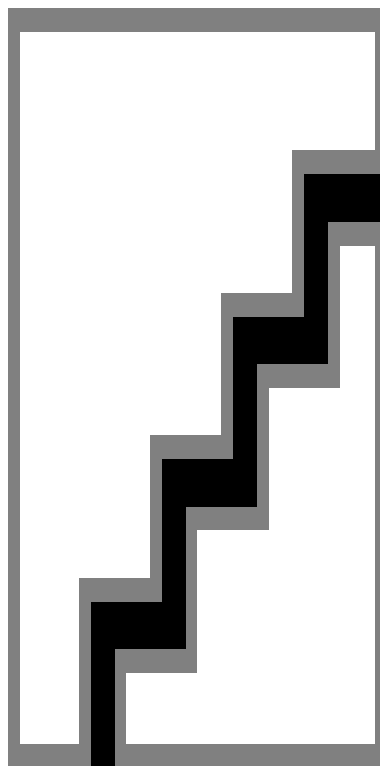


Figure 9-8 Add Access Control Devices on App

3. Support the following output models: DS-PM401R2H-WE and DS-PM401R2H-WB. You can set the working mode to Relay Mode or Roller Shutter Mode.

What Is New in Hik-Partner Pro

For the Roller Shutter mode, you can opening/closing roller doors/shutters. You can set the maximum run time for a roller door/shutter to fully open or close. After the countdown ends, the roller door/shutter is considered fully opened/closed.

4. Support a new DT detector model:DS-PDD12P-EG2-WB(B).
5. Support disabling notifications of incorrect keypad code entries.
6. Support selecting the video storage path for alarm verification:
 - Network Camera SD Card/ NVR Storage (up to 16 videos)
 - Control Panel Cache (up to 4 videos)
7. Support customization of keypad and keyfob function keys to run automation and control scenes (e.g., Tap to Run and Groups). The supported models are as follows:

Device Type	Model
Keyfob	<ul style="list-style-type: none"> - DS-PKF1-WE/WB - DS-PKF1-WE/WB(B) - DS-PKF201-WE/WB - DS-PKF401-WE/WB
Keypad	DS-PK501LTM-HWE/HWB

8. For users with the permission of Peripheral Settings, add a "DEFAULT" tag to detectors with unchanged default settings in the device list.
9. In certain countries/regions, support setting the Final Exit Time for magnet shock detectors (delay zone). The Final Exit Time is a short buffer that activates when the magnetic contact is triggered and then restores during the exit countdown. Instead of arming instantly, this brief delay ensures the system gives users a quick moment to re-enter and grab a forgotten item without triggering an immediate alarm.

Feature	Standard Exit Delay Mode	Final Exit Time Mode
Trigger Condition	Delay Zone Restored	Delay Zone Restored
Result	Countdown immediately expires and arms instantly.	Countdown immediately switches to the preset Final Exit Time and arms after the Final Exit Time expires.
User Experience	Virtually no buffer, resulting in an immediate alarm if the user re-enters.	Provides a brief grace period for the user to quickly re-enter and exit without triggering an immediate alarm.

10. In certain countries/regions, support linking events (Alarms, Schedule, Arm, Disarm, Silence Alarm, Faults, Area Status, and Trigger) for output devices.

User Management

In some countries/regions, the Hik-Connect admin users cannot have the permission of panels settings, peripheral setting, and area settings after installers transfer or share a site.

Alarm Communication

1. Support configuring the phone call notification settings: the redial times, redial interval, call priority, and call notifications when disarmed.

Parameters	Description
Redial Interval / Times	If the first call is declined, the system will redial based on the redial interval and times.
Call Priority	The call priority follows the list order: higher positions are answered first.
Call Notifications When Disarmed	If enabled, all pending notifications will be delivered even after areas are disarmed.

2. Support disabling network switch reports for the ISUP protocol to prevent frequent notifications.

Maintenance

1. On the app, support backing up and transferring all data of a damaged control panel and its detectors/peripherals to a new one for higher maintenance efficiency. Before transferring data, ensure that you are not in the following conditions:
 - The control panel is being backed up.
 - The system is being armed.
 - The target control panel is running an older version.
 - Control panel models do not match.
 - The control panel is in device diagnosis mode.
 - The panel is upgrading.
 - Control panel languages do not match.

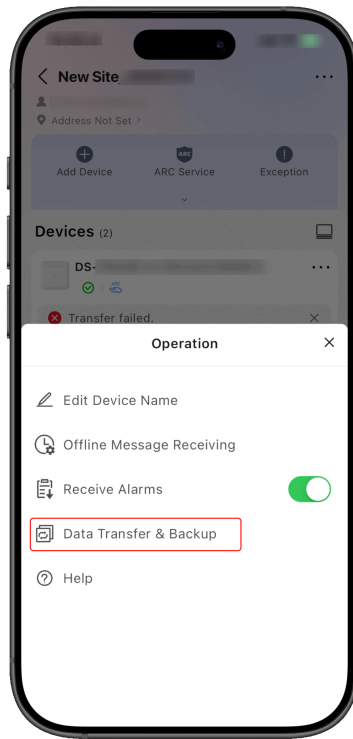


Figure 9-9 Panel Backup & Transfer

2. On the portal, support the soak test where detectors are subjected to prolonged, continuous operations to verify stability and detect issues such as system freezes, false alarms, missed alarms, or communication failures. Detectors on a soak test do not trigger any alarms but are recorded in the event log. Detectors on soak test will remain on soak test until the soak test timer expires.

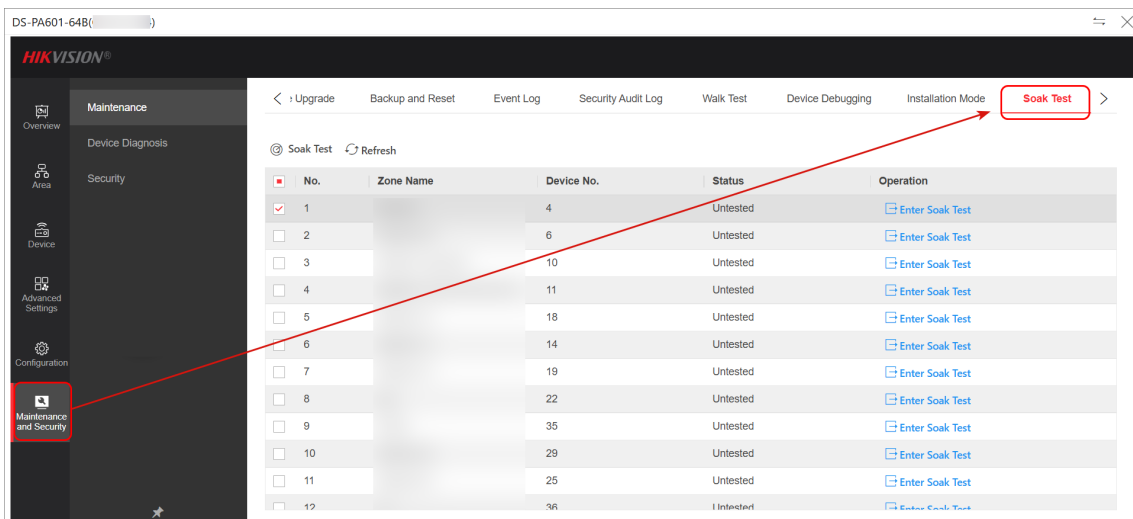


Figure 9-10 Soft Test

3. Update the event log information display on the portal.

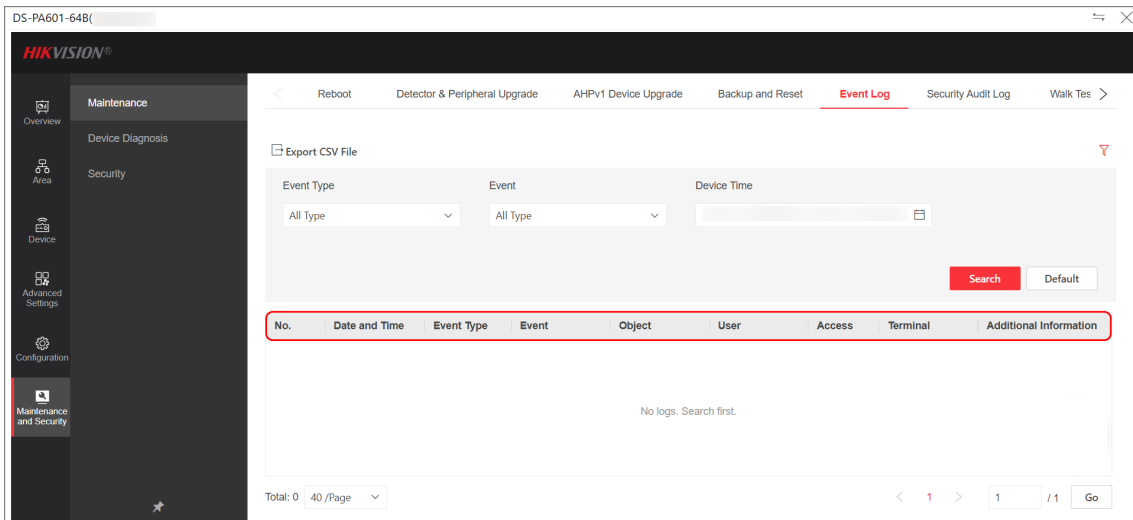


Figure 9-11 Event Log Information

4. Support the following configuration for the installation mode:

Parameters	Description
Duration	Installation Mode Duration. The duration can be extended by one hour upon expiration.
Arm/Disarm	If enabled, arming/disarming is only supported by manual control, not by automation scenes.
Event Notification	<ul style="list-style-type: none"> - If enabled, alarms and events will be reported to the ARC or users via phone call/SMS. - If disabled, sounders will still trigger audible and visual alarms.

Automation & Manual Control (Advanced Settings)

General

Support filtering by "any condition is met" or "all conditions are met."

Tap to Run

- Support adding up to 8 actions.
- Support actions for areas/groups:
 - Away Arm/Stay Arm
 - Disarm
 - Toggle Arm/Disarm

Schedule

Support configuring schedule, recurrence, and holiday exceptions for multiple automations.

Chapter 10 Updates in V2.14.992

Scheduled Release Date: December 23, 2025

Article Published Date: December 22, 2025

10.1 [New] Hik-Partner Pro Portal Supports Remote Configuration for AC Routers and APs

The Hik-Partner Pro Portal now supports remote configuration for AC routers and AP devices, allowing installers to manage and configure devices directly via the Portal, which meets installer maintenance requirements.

10.2 [New] Manual Refresh for Device Version & Upgrade Status

The Hik-Partner Pro Mobile Client and Portal now allow users to manually refresh device version and upgrade status from the device card, ensuring timely access to the latest upgrade information.

10.3 [New] Distributor (ND) Registration Restricted to Invitation Only

To improve the accuracy of Distributor (ND) user data, Hik-Partner Pro has updated its registration and company profile rules. New Distributor (ND) users can no longer directly select the **Distributor** user type during registration; Distributor accounts are now available by invitation only. This applies to both Hik-Partner Pro App and Portal. Highlights:

- During registration, the user type **Distributor** is disabled. Selecting it triggers a prompt directing users to contact sales for an invitation.
- **Distributor** is hidden in the user type list before your company authentication, including during company info edits.
- After company authentication, Distributor becomes selectable again when editing company information.

Chapter 11 Updates in V2.14.970

Scheduled Release Date: December 8, 2025

Article Published Date: December 7, 2025

11.1 [Updated] Chatbot Supports Redirecting to Device Unbinding Page

The Chatbot now supports redirecting users directly to the device unbinding page, enabling faster unbinding with fewer steps and improved management efficiency. When the Chatbot detects unbinding intent, it now displays a direct link to the unbinding page. Supports unbinding for mainstream PTZ cameras and NVR devices.

11.2 [Updated] Updated Web Configuration Package for Network Amplifiers (Mobile Client)

The Hik-Partner Pro Mobile Client now integrates the updated web configuration package for network amplifiers, adding RCA IN L/R options and channel mode settings for improved device configuration flexibility.

11.3 [Updated] Plugin-Free Remote Configuration (Portal)

The Hik-Partner Pro Portal now disables the plugin switch when plugin-free remote configuration is supported, ensuring consistent user experience and preparing for future removal of plugin-based logic.

What Is New in Hik-Partner Pro

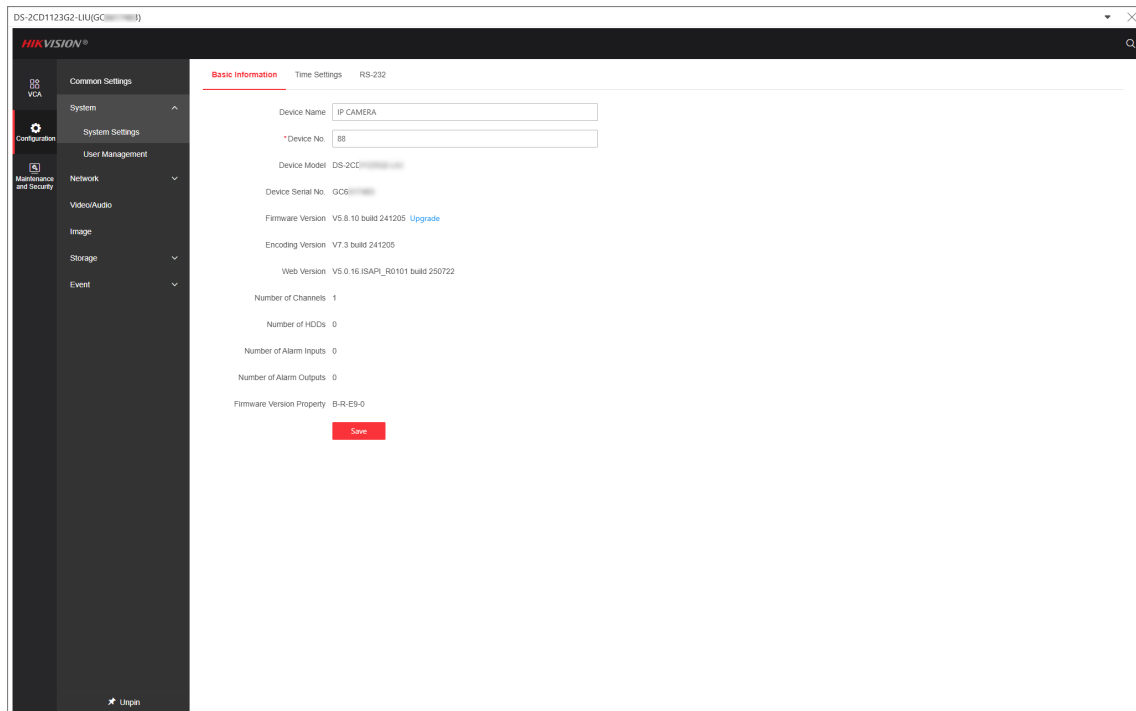


Figure 11-2 Plugin-Free Remote Configuration

11.4 [Resolved] Fix for Duplicate Message Delivery

This update resolves an issue where messages were being delivered multiple times, ensuring users receive each notification only once and preventing duplicate records in message lists of the Notification Center.

Chapter 12 Updates in V2.14.880

Scheduled Release Date: November 20, 2025

Article Published Date: November 20, 2025

12.1 [New] Find Devices on LAN: Devices Setup Process Upgraded

This update comprehensively optimizes the device setup process, improving operational fluency and error tolerance. It supports resume-after-interruption, offline network setup, and provides clearer error feedback, making device onboarding faster and more reliable.

Supports initializing all types of devices in one streamlined and simple process.

Supported device types: Network cameras, NVRs, DVRs, AC routers, APs, network switches, radars, video intercom devices, access control devices, network speakers & amplifiers, and doorbells.

12.2 [New] Streamlined Mesh Router Setup via Mobile Client

This update introduces a complete setup flow via Mobile Client for Mesh routers. The streamlined process simplifies deployment and improves installation efficiency.

12.3 [New] Support New Models of AC Routers and APs

This version supports more new models of AC routers and APs.

Device Type	Supported Model	Supported Firmware
AP	DS-3WAP6230Q-EI/H	V1.5.300 and later.
AP	DS-3WAP6230-EI/H	V1.5.300 and later.
AP	DS-3WAP6218-EI/H	V1.5.300 and later.
AP	DS-3WAP5112-EI	V1.5.300 and later.
AP	DS-3WAP5112E-EI	V1.5.300 and later.
AP	DS-3WAP5312-EI	V1.5.300 and later.
AP	DS-3WAP6130-EI	V1.5.300 and later.
AP	DS-3WAP6118-EI	V1.5.300 and later.
AP	DS-3WAP6630-EI	V1.5.300 and later.
AP	DS-3WAP6618-EI	V1.5.300 and later.

Device Type	Supported Model	Supported Firmware
AP	DS-3WG1505-EI	V1.5.300 and later.
AC Router	DS-3WG1505P-EI	V1.5.300 and later.
AC Router	DS-3WG1510P-EI	V1.5.300 and later.
AC Router	DS-3WG2505-EI	V1.5.300 and later.
AC Router	DS-3WG2510-EI	V1.5.300 and later.

12.4 [New] Support New Model of Router

This version now supports the new AX6000 router model: DS-3WR60X. Supported firmware: V1.6.0 and later.

Feature support includes: Wi-Fi management, connectivity, client list, blocked clients list, quick network optimization, Mesh networking, LED control, and remote configuration.

12.5 [Updated] Improved and Simplified Registration Process

We've improved the registration process to make the registration and company authentication process easier and more intuitively.

12.6 [Updated] Enhanced Upgrade Efficiency in Multi-Site Collaboration Scenarios for Alarm Devices

This update extends the batch upgrade feature for security control panels (**Remote Batch Config**) to support **Site Collaboration** mode. Under this mode, installers can collaborate with third-party companies (**Installation Service Partner** and **Maintenance Service Partner**), and now **ISPs** and **MSPs** can perform batch upgrade for all security control panels on the collaborated sites.

12.7 [Updated] Enhanced Features for Wireless Extender Mode Routers

This update enhances Wi-Fi management capabilities for routers in wireless extender mode, now supporting client device management and blocked clients list, improving flexibility and user experience across different network setups.

12.8 [Updated] Client Device Type and Brand Recognition

For APs, routers, and AC routers, this update introduces automatic recognition of client device types and brands across multiple products, along with manual editing support. Whether in hotels, enterprises, or other network scenarios, you can now clearly identify connected client devices for more efficient management.

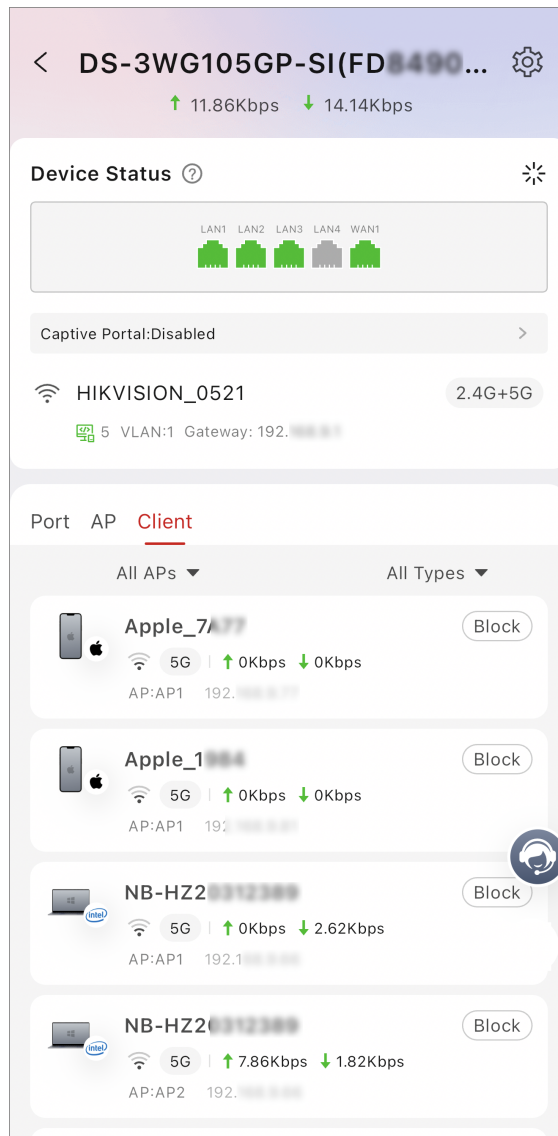


Figure 12-6 Client Manufacturer

12.9 [Updated] Simplified Site Management: Quick Access to Common AC Router Features

Since users found AC router management features scattered and hard to navigate, we've streamlined the site detail page. Now, frequently used AC router features including **Guest Wi-Fi** and **Wireless Access Control** (allowlist and blocklist) are directly accessible under **Site Shortcuts → Network** .

Chapter 13 Updates in V2.14.870

Scheduled Release Date: November 3, 2025

Article Published Date: October 30, 2025

13.1 [New] Receive Device Alarms in Hik-Partner Pro

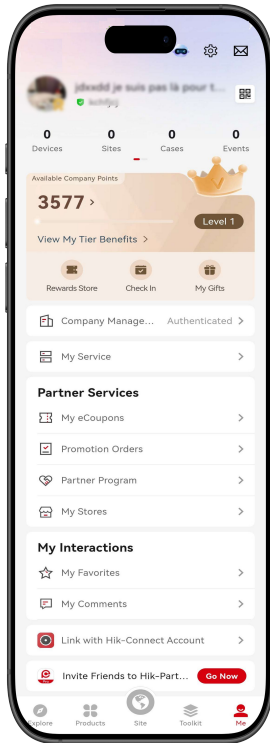
Hik-Partner Pro Mobile Client and Portal now allow installers to receive alarm messages from both not-handed-over devices and managed handed-over devices, enabling testing and troubleshooting directly within Hik-Partner Pro without switching to their customers' Hik-Connect Mobile Client.

- Message categories aligned with Hik-Connect platform for consistency.
- Adds a **Receive Alarm** switch (on by default) to device cards, configurable even when offline. You can only receive alarms from devices with the **Receive Alarm** switch on.

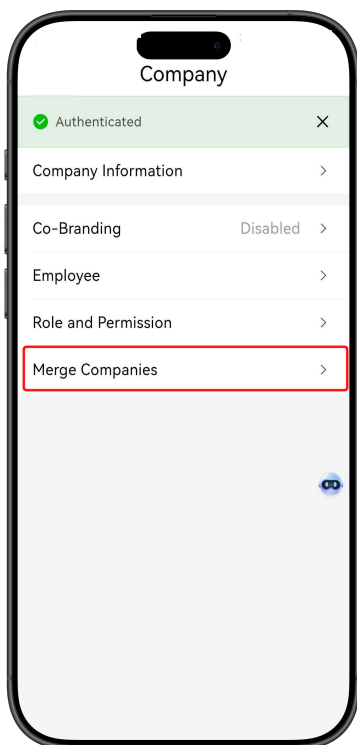
13.2 [Updated] "Me" Page UI Redesign for Mobile Client

To enhance user experience and interface consistency, the Hik-Partner Pro Mobile Client has optimized the **Me** page layout, interaction, and feature entry points, simplifying navigation and improving key feature visibility. Highlights:

What Is New in Hik-Partner Pro

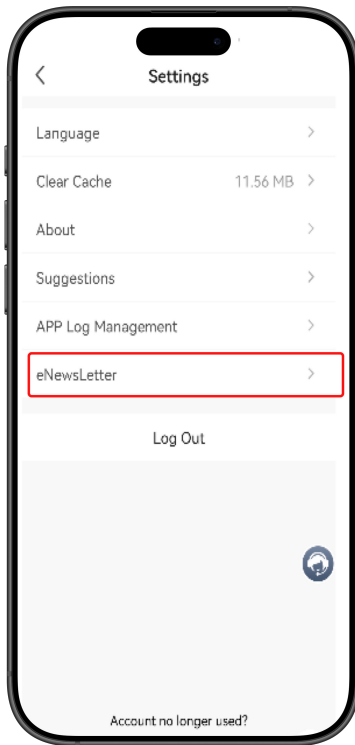


- **Enhanced Data Dashboard**
Adds the data dashboard between your profile and point card. Data include: Sites, Devices, Cases, Events, RMA, Certificates, and Courses.
- **Enhanced Points & Membership Card**
Updates the points & membership card offering animated check-in, tasks entry, and rewards preview.
- **Reorganized Module Entries**
Updates the **My Service** icon & layout. Enhances the **Partner Services** section. Now includes: **My eCoupons**, **Promotion Orders**, **Partner Program**, and **My Stores**. Adds the **My Interactions** section. Now includes: **My Favorites** and **My Comments**. Adds the entry for the **Invite Friends** points task.

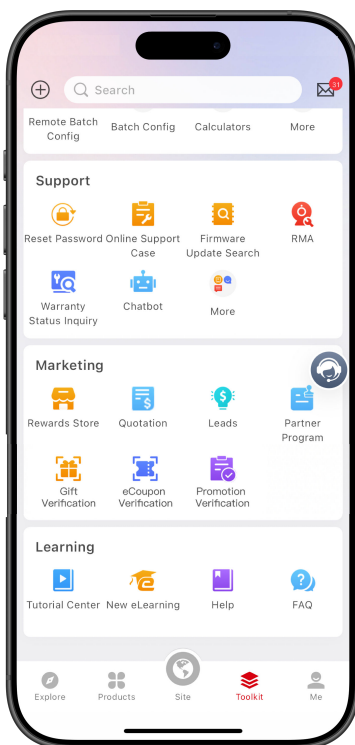


- **Company Management**
Merge Companies is now moved to the **Company Management** page.

What Is New in Hik-Partner Pro



- **Settings**
Introduces **eNewsLetter** for subscribing or unsubscribing newsletters.



- **Fixed Path & Icon Optimization**
The following pages now have fixed paths and dedicated icons in **Toolkit: Gift Verification, eCoupon Verification, Promotion Verification.**

13.3 [Updated] Wi-Fi NVR Access & Setup Optimization

Hik-Partner Pro Mobile Client now supports streamlined access for Wi-Fi NVRs, including hotspot activation, unified password setup, and in-app HDD initialization, delivering a simpler and more consistent installation experience.

- **Hotspot-Based Activation**

When no local Wi-Fi is available, you can activate the NVR by scanning its QR code and joining its hotspot. After activation, the Mobile Client auto switches back to mobile data to complete device addition.

- **HDD Initialization**

After activation, when no existing storage is detected in the HDD, initialization will be triggered.

- **Smooth Playback Support**

You can drag the playback time line smoothly without stream interruption.

13.4 [Updated] Points Task: Case-Insensitive Model Name Matching

Hik-Partner Pro now supports case-insensitive model name matching when adding devices, ensuring bonus points are correctly issued even if model names differ in case.

Chapter 14 Updates in V2.14.860

Scheduled Release Date: October 27, 2025

Article Published Date: October 23, 2025

14.1 [New] Network VIP Configuration via Network Switch on the Portal

Hik-Partner Pro now allows you to configure VIP devices or VIP links across the site network via the topology view on the Portal (previously only on the Mobile Client), ensuring that critical devices (e.g., network cameras) receive high-priority forwarding under network congestion. Highlights:

- The system applies DSCP-based QoS rules automatically to all compatible switches.
- Visual control in the topology view: Select devices or links to mark as VIP, highlighted for easy identification.
- Supports 64 priority levels (0 to 63): Users can set manually or use the default highest priority.
- Ideal for small to medium monitoring systems (10 to 70 cameras), alleviating uplink congestion and video lag.

Network VIP configuration is available for all smart managed switch models (V3.2.0 and later).

14.2 [New] Global VLAN Config via AC Router on the Portal

To streamline network deployment, the Hik-Partner Pro Portal (previously only the Mobile Client) now supports Global VLAN Config, enabling fast and unified configuration of guest VLAN, security VLAN, and custom wireless networks across the entire site topology. Highlights:

- Global entry in the Network module for unified VLAN creation and deployment.
- One-click templates for Guest VLAN, security VLAN (auto-detects security devices), and custom Wi-Fi networks. Default VLAN isolation and trunk-port policies improve security and simplify setup.
- Comprehensive Network Configuration: Configure VLAN ID, gateway address, DHCP settings (IP pool range, lease time).
- Select target devices from the topology; all upstream devices in the communication path are auto-selected.
- Port and Policy Distribution: Automatically applies VLAN and DHCP configurations to AC routers, switches, and cloud APs. Trunk/access port types are intelligently determined.
- VLAN Viewing and Editing: View existing VLANs and their associated devices, topology, or Wi-Fi networks. Edit VLAN, gateway, or Wi-Fi, and re-apply the configurations as needed.

14.3 [Updated] Unified Entry for Network Management Tools

Hik-Partner Pro Portal has relocated network management tools to the site-level toolbar under **Network** for a more intuitive and streamlined user experience.

Dynamic display logic based on available devices: **Global VLAN Config**, **Network VIP**, **NAT Traversal**, and **Captive Portal**.

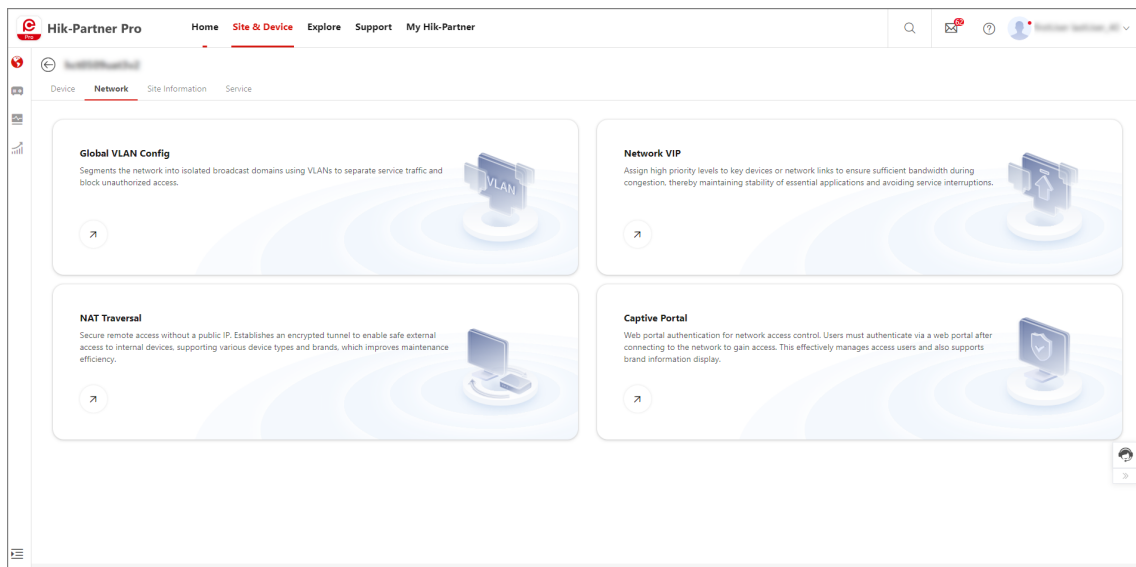


Figure 14-3 Network Module

14.4 [Updated] Batch Upgrade Support for AC Routers and Cloud APs

Hik-Partner Pro Portal now supports batch firmware upgrades for AC routers and Cloud APs, simplifying maintenance and improving upgrade efficiency.

Chapter 15 Updates in V2.14.840

Scheduled Release Date: October 13, 2025

Article Published Date: October 11, 2025

15.1 [Updated] Enhanced Device Operation Logs for Team Sites

Hik-Partner Pro now logs device operations in team sites, including add, edit, and delete actions, making issue tracking and troubleshooting easier.

Name	Employee's Email	Client	Site / HCC System	Operation Target	Operation Content	Schedule
...	...	Portal	--	--	Login Succeeded	24/Sep/2025 11:08:47
...	...	Mobile Client (iOS)	--	--	Login Succeeded	23/Sep/2025 21:53:39
...	...	Mobile Client (Android)	--	--	Logout Succeeded	23/Sep/2025 18:35:39
...	...	Portal	--	--	Login Succeeded	23/Sep/2025 18:33:23
...	...	Mobile Client (Android)	Black_Joiner	Q30343950	Deleting Devices from the Hik-Connect for Teams System Succeeded	23/Sep/2025 18:32:29
...	...	Mobile Client (Android)	Black_Joiner	Q30343950	Editing Devices of the Hik-Connect for Teams System Succeeded	23/Sep/2025 18:32:12
...	...	Mobile Client (Android)	Black_Joiner	Q30343950	Editing Devices of the Hik-Connect for Teams System Succeeded	23/Sep/2025 18:32:06
...	...	Mobile Client (Android)	Black_Joiner	Q30343950	Device Remote Configuration Succeeded	23/Sep/2025 18:30:30
...	...	Mobile Client (Android)	Black_Joiner	Q30343950	Device Remote Configuration Succeeded	23/Sep/2025 18:30:29
...	...	Mobile Client (Android)	--	Black_Joiner	Create Team Site Succeeded	23/Sep/2025 17:55:21
...	...	Mobile Client (Android)	--	--	Login Succeeded	23/Sep/2025 17:54:49
...	...	Portal	--	--	Login Succeeded	23/Sep/2025 15:19:48
...	...	Portal	New Site_20250523_3	L45203285	Deleting Devices from the Hik-Connect for Teams System Succeeded	23/Sep/2025 14:16:54
...	...	Portal	--	--	Login Succeeded	23/Sep/2025 14:15:31
...	...	Portal	New Site_20250923	New Site_20250923	Deleting Site Succeeded	23/Sep/2025 13:59:26
...	Discard Site Authorization	...

Figure 15-1 Device Operation Logs for Team Sites

15.2 [Updated] Enhanced Config for All Thermal Cameras

Hik-Partner Pro now supports the Web 4.0 configuration package, enabling unified access and configuration for all thermal cameras and improving thermal device management efficiency.

Chapter 16 Updates in V2.14.0

Scheduled Release Date: September 1, 2025

Article Published Date: August 17, 2025

16.1 [New] Audio Broadcast Service Now Available for Team Sites

We've introduced annual audio broadcast service packages for network speakers and network amplifiers, with flexible licensing and a clear free-trial policy. Highlights:

- **Service Capabilities:**
 - Remote broadcasting to one or multiple speakers.
 - Batch scheduling for more efficient timed broadcasts.
 - Automatically triggering broadcasts when alarms occur via linked devices.
- Annual subscription charged per channel (network speaker or network amplifier).
- Offering a **3-month free trial**, including unlimited number of audio channels and 200 MB storage for audio files.
- Supports online purchase, activation, renewal, and capacity expansion in Hik-Partner Pro.
- Automatic deletion of audio files 30 days after service or trial expiration.

16.2 [New] Handover Method Configuration

Hik-Partner Pro now allows you to set a default handover method (transfer only, share only, or both) at the company level, avoiding handover mistakes and simplifying the installation process. Highlights:

- Company-level setting to enforce the handover method: **Transfer** only, **Share** only, or **Both**.
- Helps avoid mistakes and irreversible operations during the site & device handover.
- Different settings supported for personal sites and team sites.
- Only users with the **Manage All Sites** permission can edit the setting; others can view.

16.3 [New] Role Permission: Delete Device

Hik-Partner Pro roles now include a **Delete Device** permission (under **Manage All Sites** and **Manage Assigned Sites**) to better control device management and prevent accidental or unauthorized deletions. For existing roles, this permission is enabled by default.

16.4 [New] Export Employee Info

You can now export employee information on the Portal.

What Is New in Hik-Partner Pro

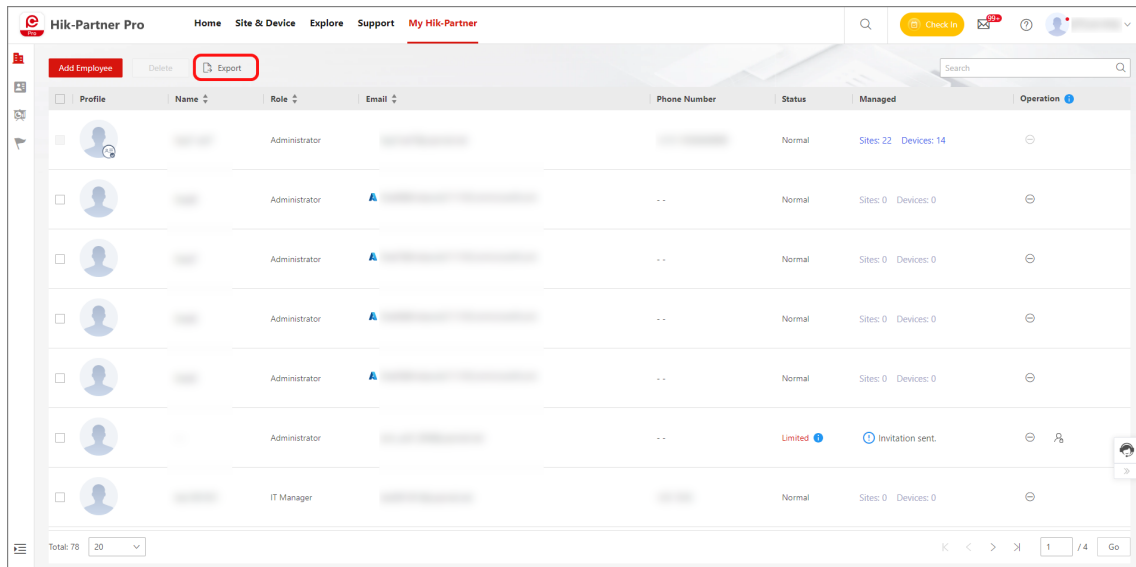


Figure 16-4 Export Employee Info

16.5 [New] Operation Log Export with New Filters

Employee operation logs can now be exported in Excel format with added filtering options, ensuring easier data management and data security. Highlights:

- New search filters: Device Serial Number.
- Exported data strictly matches the applied search filters.
- Verification required before export to protect data (email, phone).

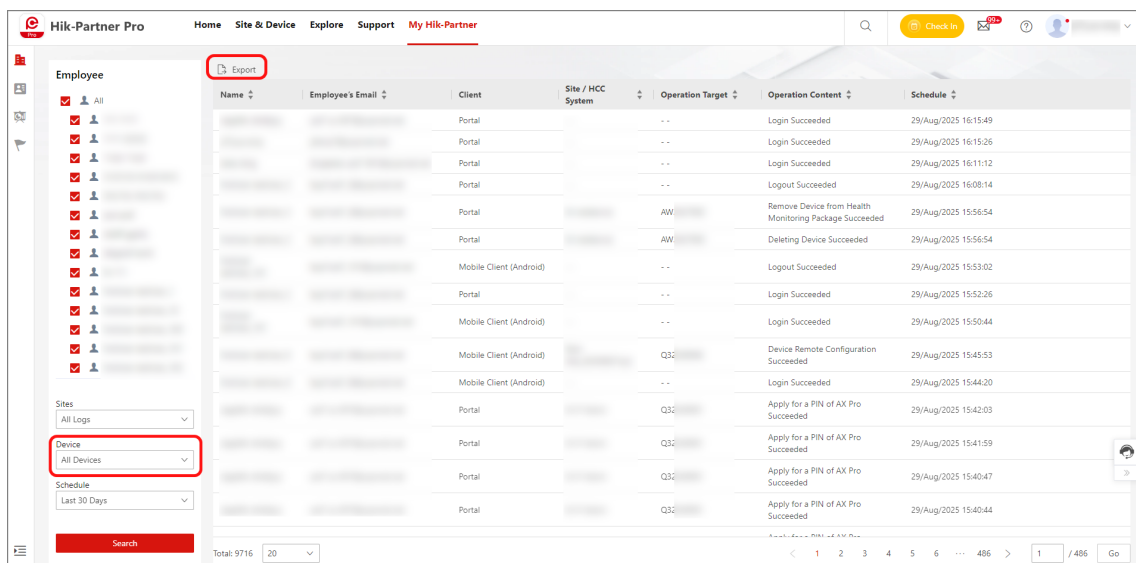


Figure 16-5 Operation Log Export and New Device Filter

16.6 [New] Compatibility: New Solar-Powered Camera Model

Hik-Partner Pro now supports the solar-powered camera model DS-2XS3Q47G1-LDH, with key functions fully supported for compatibility. Highlights:

- Supported firmware: V5.7.2 and later.
- Supports remote upgrade and PT functions; does not support remote log collection.

16.7 [New] Compatibility: Sliding Gate Opener

Hik-Partner Pro App and Portal now support basic device onboarding, information viewing, and operations for specific sliding gate opener models. Highlights:

- Supports adding the device to personal sites via Hik-Partner Pro App.
 - **Wired:** Connect the device to network via cable → scan the QR code via App → activate the device → enable the Hik-Connect service → device bound to your account.
 - **Wireless:** Power on the device → scan the QR code via App → select Wi-Fi → complete AP configuration → activate the device → enable the Hik-Connect service → device bound to your account.
- Supports viewing basic device info and version details in both Hik-Partner Pro App and Portal (consistent with existing access control devices).
- Newly added devices can be handed over to Hik-Connect.
- Supports device status inspection (offline or online), remote configuration (App & Portal).
- Supported models: DS-K3GL606WX-WB, DS-K3GL606WX-WE. Supported firmware: V3.9.0 and later.

16.8 [New] 2/3/5-Year Non-Video Service Packages for Team Sites

We've expanded subscription options for video intercom, access control & attendance, analysis report, on-board monitoring services by adding 2, 3, and 5-year service packages. For access control & attendance service, this update is applicable to 1-door, 5-door, and 10-door service packages. Currently, 2, 3, and 5-year packages can only be obtained via service key.

16.9 [New] Multi-Year Video Management Service Packages Now Available in Hik-Partner Pro App

Hik-Partner Pro App now supports 2, 3, 4, 5, and 10-year service packages for video management services, with optimized renewal and expansion logic.

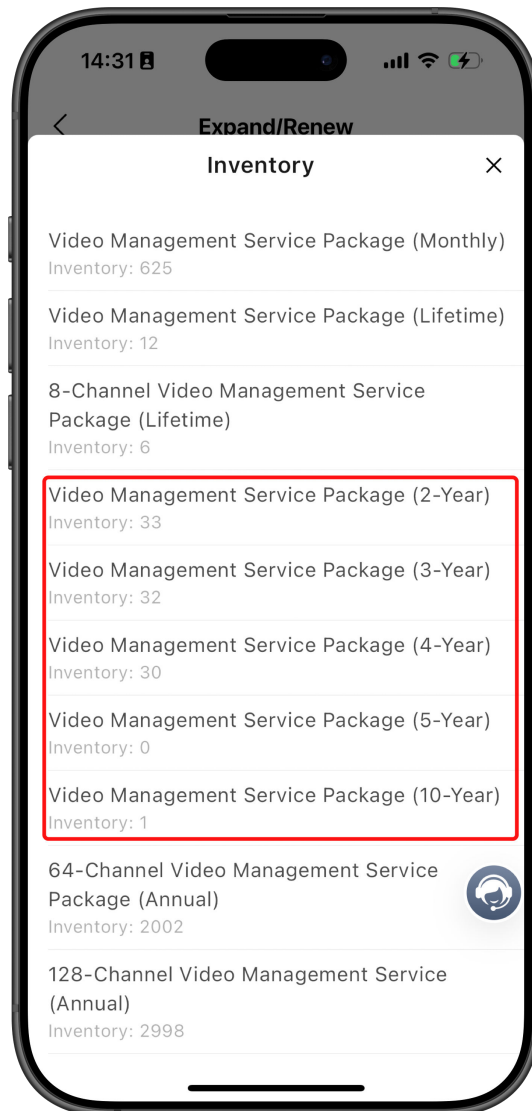


Figure 16-8 Multi-Year Video Management Service Packages

16.10 [Updated] Auto-Update Toggle for LAN Device List (Portal)

We've added an **Auto Update** toggle on the page for scanning for and adding LAN devices on the Hik-Partner Pro Portal to prevent unexpected reloads during local scans.

- New toggle to control LAN device list auto refresh. By default, it is off.
- Avoids the 15 second periodic reloads that could interrupt operations on long lists.
- Turn it on when needed. The LAN device list refreshes every 20 seconds while **Auto Update** is enabled.

What Is New in Hik-Partner Pro

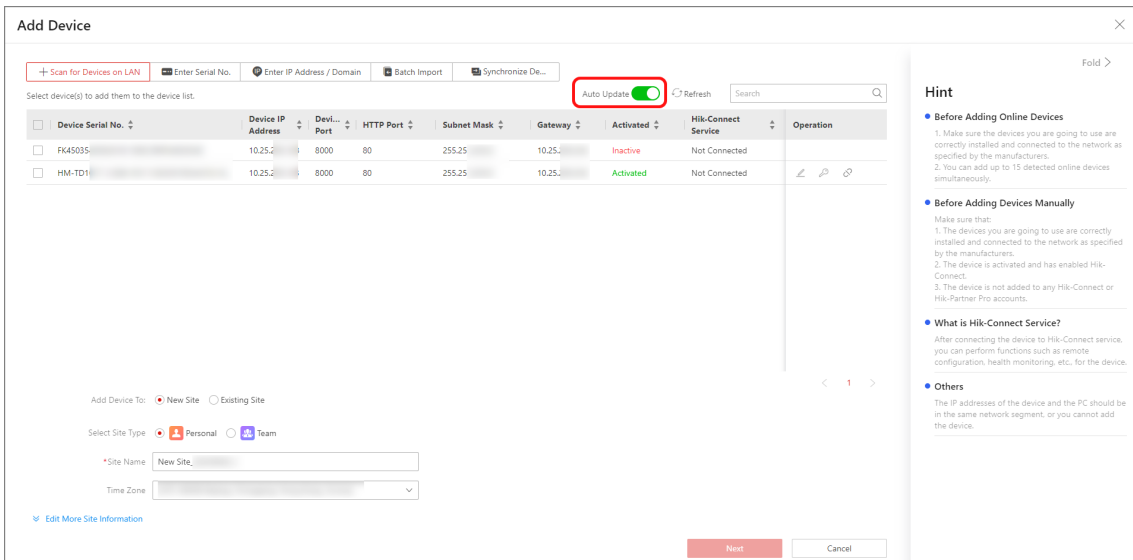


Figure 16-9 Auto Update LAN Device List

16.11 [Updated] Full-Screen Device Configuration (Portal)

You can now view the device configuration window in full screen for a smoother experience. Supported in both plug-in and non plug-in modes.

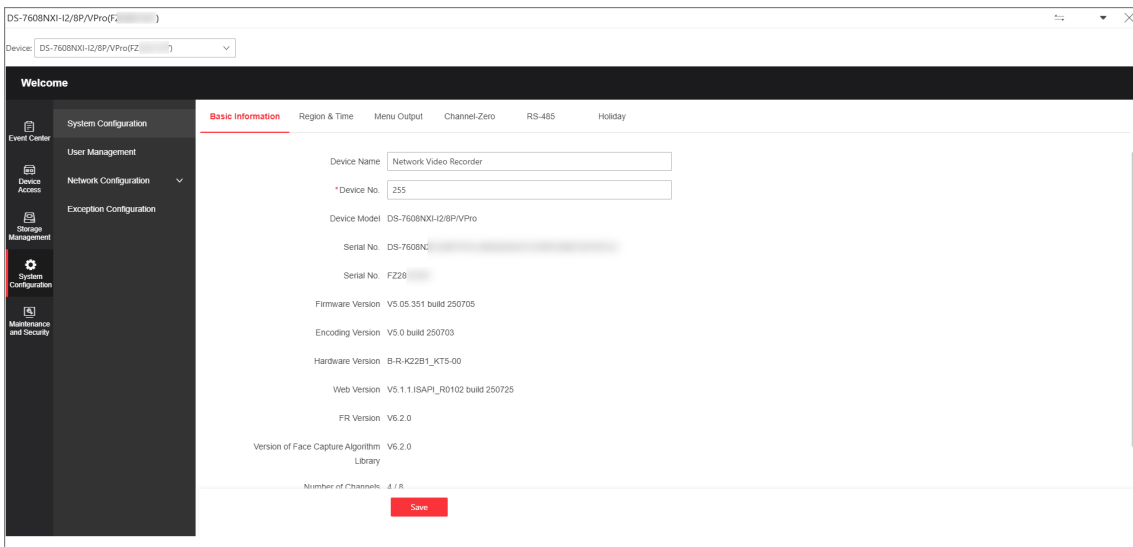


Figure 16-10 Full-Screen Device Configuration Page

16.12 [Updated] Export Sites and Devices with Manage All Sites Permission

Employees with the **Manage All Sites** permission can now export site and device information, not just the Installer Admin account.

16.13 General Updates for Alarm Devices

New Features

- The Mobile Client now supports NTP settings for AX PRO (before V1.3.0) and AX HYBRID PRO (before V2.0).

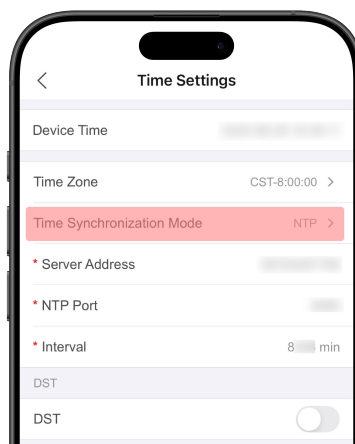


Figure 16-11 NTP Settings

Feature Enhancements

- Adds a power saving tip for the Confirm LED setting.

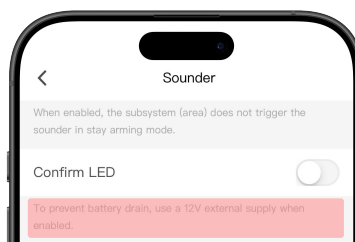


Figure 16-12 Confirm LED

- Refines the tip for adding personal mobile phone number to receive event notifications. This improvement makes it clearer for users to add their personal number, not the SIM card's dial number.

What Is New in Hik-Partner Pro

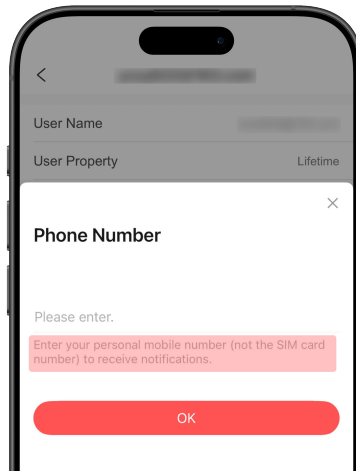


Figure 16-13 Refined Tip for Adding Mobile Phone Number

- In the Remote Batch Config section, supports filtering devices by network type, arming status, and connection status to easily identify which ones to upgrade.

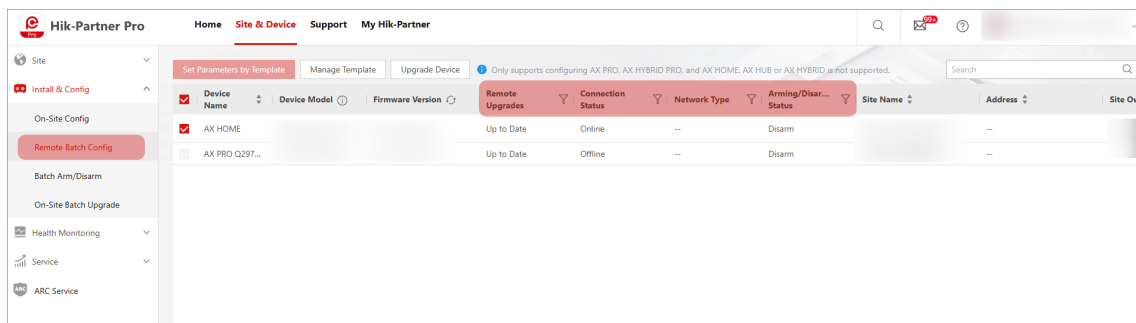


Figure 16-14 Remote Batch Config

- On the Portal, the device details page now displays the serial number for detectors and peripherals.

What Is New in Hik-Partner Pro

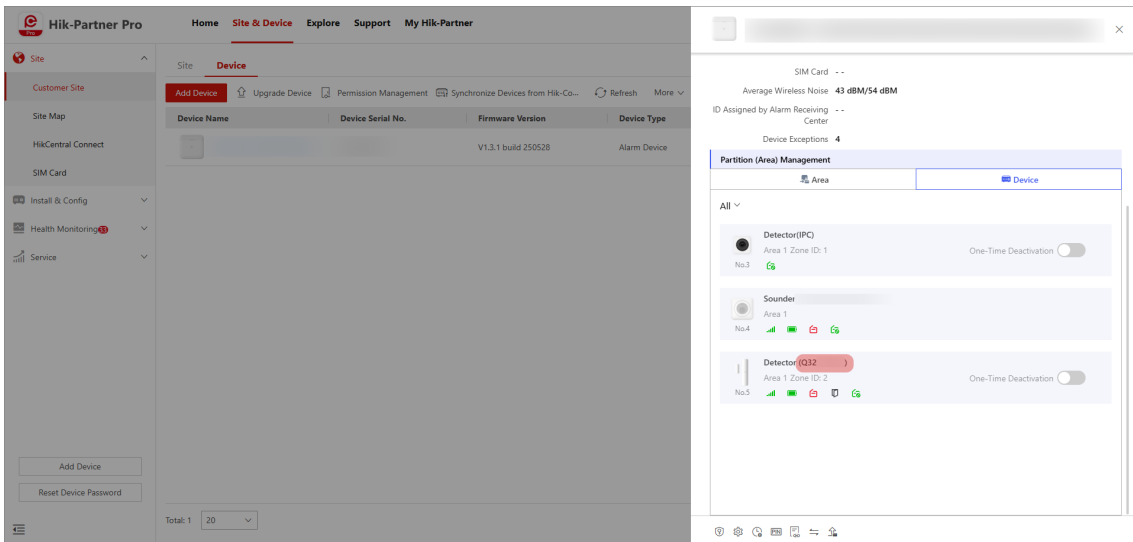


Figure 16-15 Display Serial No.

16.14 Updates for AX PRO

- For AX PRO V1.3.0 or later, supports linking wireless detectors to added network cameras on the Portal. This feature enables video verification for any triggered alarms.

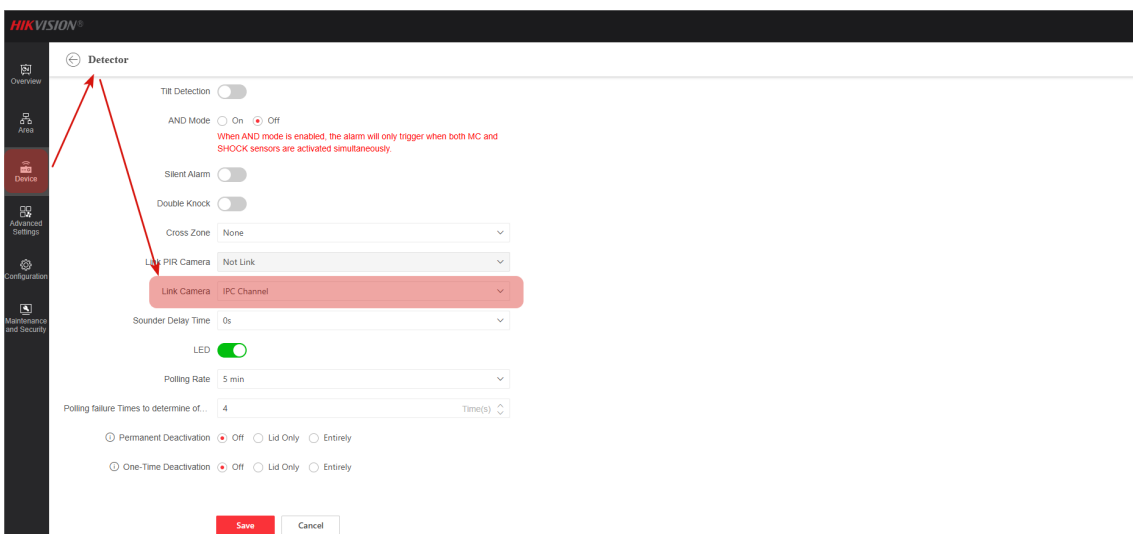


Figure 16-16 Link Wireless Detector to Added Network Camera

- For AX PRO V1.3.0 or later, supports renaming wireless detectors and peripherals when you enroll them.

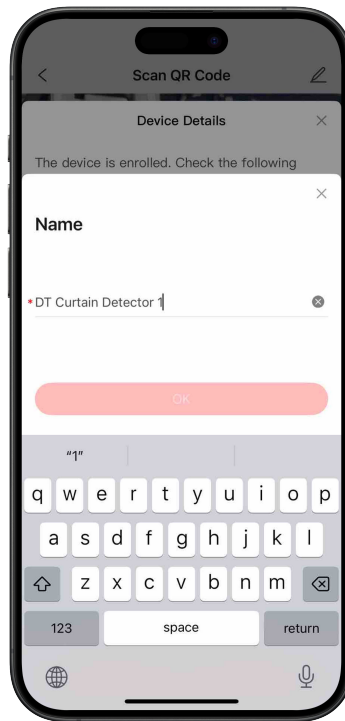


Figure 16-17 Rename Device

- The Mobile Client now supports NTP settings for AX PRO (before V1.3.0).

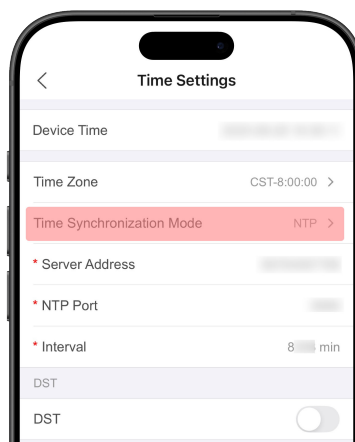


Figure 16-18 NTP Settings

16.15 Updates for AX HYBRID PRO

- For AX HYBRID PRO V2.0.0 or later, supports renaming wireless detectors and peripherals when you enroll them.

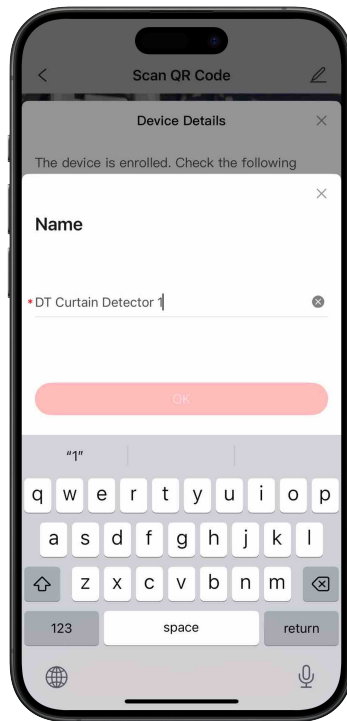


Figure 16-19 Rename Device

- The Mobile Client now supports NTP settings for AX HYBRID PRO (before V2.0).

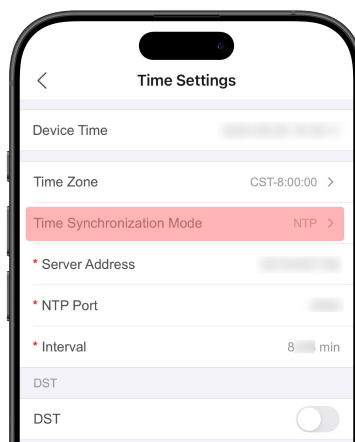


Figure 16-20 NTP Settings

16.16 Updates for AX HOME

- For energy-efficient panels, supports receiving selected alarms in the **Exception Center** after configuring exception rules in the **Exceptions** tab.

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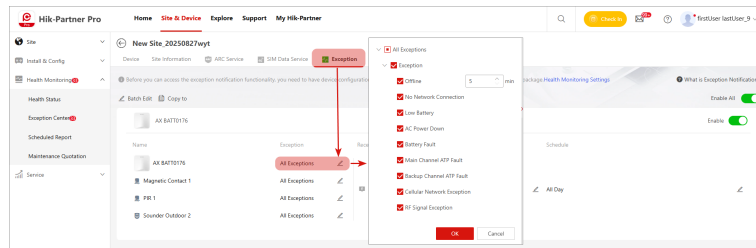


Figure 16-21 Configure Exception Rules

- For AX HOME V1.1 or later, supports renaming wireless detectors and peripherals when you enroll them.

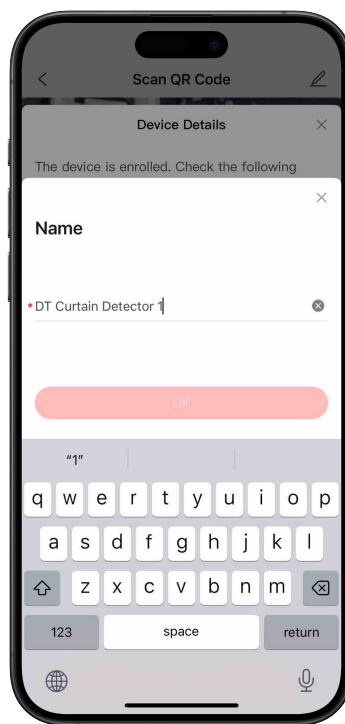


Figure 16-22 Rename Device

Chapter 17 Updates in V2.13.880

Scheduled Release Date: August 6, 2025

Article Published Date: August 5, 2025

17.1 [New] More DVRs Supporting Co-Branding

More DVR models are now supporting co-branding. Your customer can view your company logo on the startup and live view pages of NVRs/DVRs

To view specific DVR models supporting co-branding, please check the Device Compatibility List.

17.2 [New] Leaderboard: View Your Company's Device Ranking

You can now see your company's total added devices and current ranking on the Leaderboard. You can access the Leaderboard via the banner on the Home page.

17.3 [Updated] Extended QR Code Validity to 72 Hours for Site Handover

To improve the customer experience during site handover, the QR code validity for handing over sites to customers has been extended from 10 minutes to 72 hours.

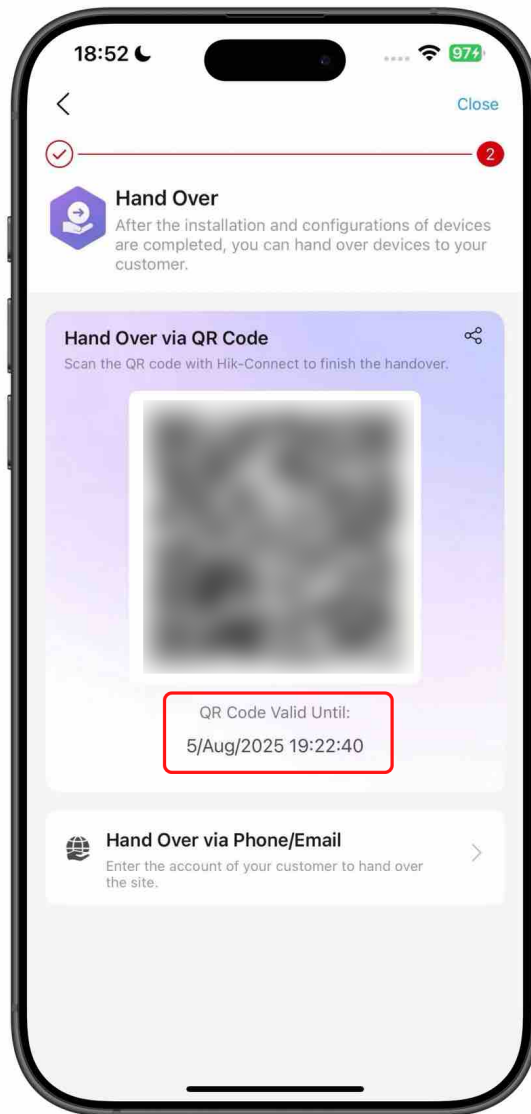


Figure 17-2 QR Code Validity

17.4 [Updated] Unified Access via hik-partner.com Across All Regions

The Hik-Partner Pro Portal now supports region-based redirection. The system will automatically redirect users to the appropriate regional domain.

17.5 [Resolved] Improved Phone Number Update for All Countries/Regions

We've fixed an issue where users in certain countries couldn't update their phone numbers due to missing country/region code options or SMS verification errors. Now, users can modify their phone numbers regardless of whether phone login is enabled in their countries/regions.

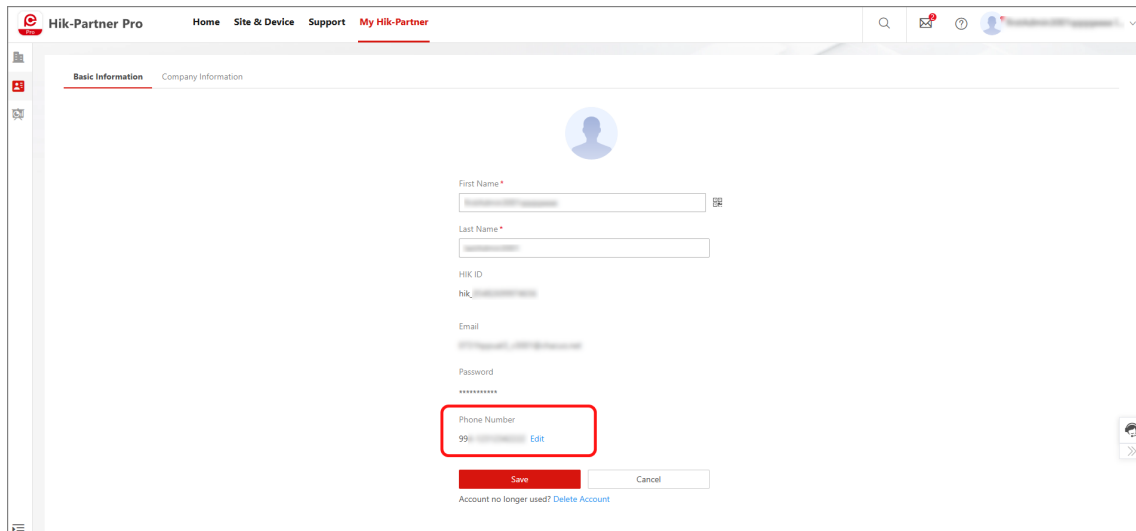


Figure 17-3 Phone Number Update

Chapter 18 Updates in V2.13.830

Scheduled Release Date: July 21, 2025

Article Published Date: July 21, 2025

18.1 [New] Performance Testing Tool

Adds a performance testing tool for ARC partners to simulate device alarms to help assess the performance of their ARC software developed using OpenAPIs. Currently, this tool is available to a group of pilot customers for feedback.

18.2 [Updated] Online Purchase Logic Optimization for Employee Account Add-on

For some countries/regions, newly purchased employee add-on slots are issued as service keys, and are now valid for one year starting from the date of activation. After purchase, you can download the service key file directly, or later from **Service → Order**.

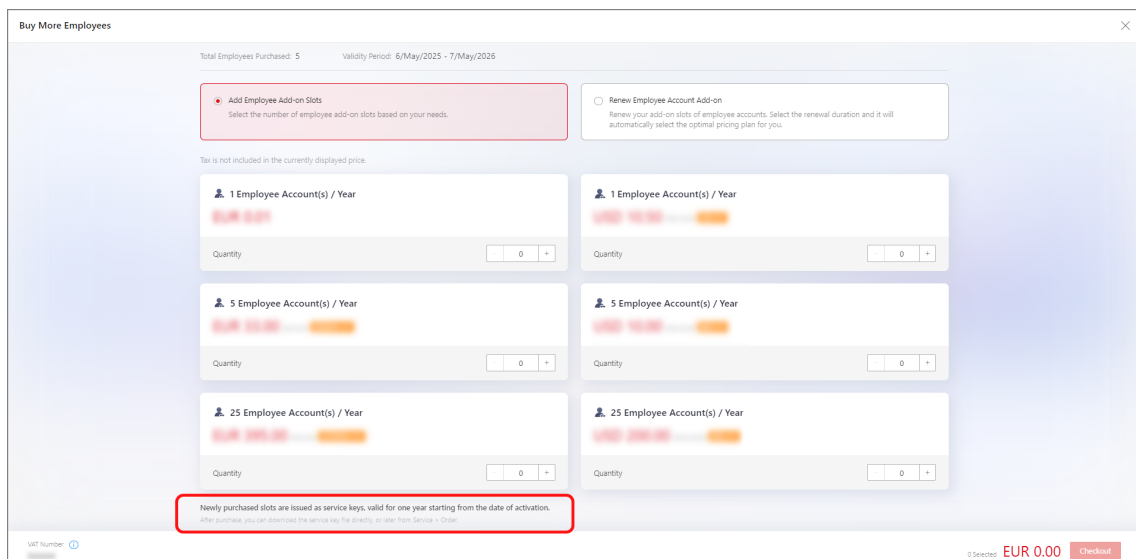


Figure 18-2 Online Purchase

18.3 [Resolved] Fixed Issues with Setting Account Numbers for Devices Managed by the ARC

When setting the account number for devices managed by the ARC, leading and trailing spaces are now automatically trimmed, and no spaces are now allowed.

Chapter 19 Updates in V2.13.580

Scheduled Release Date: June 16, 2025

Article Published Date: June 19, 2025

19.1 General

19.1.1 [New] Global VLAN Config

To streamline network deployment, the Hik-Partner Pro Mobile Client now supports **Global VLAN Config**, enabling fast and unified configuration of guest VLAN, security VLAN, and custom wireless networks across the entire topology. Key updates:

- **Unified Entry:** A new **Global VLAN Config** tool is available on the topology page.
- **Template-Based Deployment:** Quickly create Guest VLAN, security VLAN (auto-detects security devices), and custom Wi-Fi networks. Default VLAN isolation and trunk-port policies improve security and simplify setup.
- **Comprehensive Network Configuration:** Configure VLAN ID, gateway address, DHCP settings (IP pool range, lease time). Select target devices from the topology; all upstream devices in the communication path are auto-selected. Automatically includes APs, wired devices, and security devices.
- **Port and Policy Distribution:** Automatically applies VLAN and DHCP configurations to AC routers, switches, and cloud APs. Trunk/access port types are intelligently determined.
- **VLAN Viewing and Editing:** View existing VLANs and their associated devices, topology, or Wi-Fi networks. Edit VLAN, gateway, or Wi-Fi, and re-apply the configurations as needed.

19.1.2 [New] Offline Setup and LAN Config Support

Hik-Partner Pro introduces support for device addition and LAN configuration in offline environments, resolving device adding challenges in disconnected scenarios and enabling seamless transitions between offline operations and device online management. Update highlights:

- **Offline Device Addition:** You can now add devices via QR code or serial number even without internet access. These devices will be marked as pending online. Basic operations are available during the offline period (rename, delete devices).
- **Automatic Account Binding After Internet Recovery:** Once connected to the internet, these devices will be automatically bound to your accounts without further operations.
- **LAN Topology Visualization:** Support for LAN topology visualization of offline devices. The system displays the network topology to assist with deployment and connectivity checks.

19.1.3 [New] Third-Party Camera Topology and Remote Configuration

Hik-Partner Pro now supports Dahua and ONVIF-compliant cameras in topology view, displaying manufacturer name and IP address. Direct device web access within LAN and secure remote configuration via NAT traversal for off-site scenarios are also supported.

- **Topology Visualization for Third-Party Cameras:** Dahua and ONVIF-compliant cameras now display with manufacturer name, IP address, and port number for instant device status recognition.
- **Quick Configuration in Local Network:** Within LAN, you can directly tap/click the third-party cameras in the topology to auto-launch their device web page.
- **Remote NAT Traversal Access:** You can visit the camera's device web page via **NAT Traversal**. For sites that are not handed over, Hik-Partner Pro auto-generates unique NAT Traversal tunnel links with direct access. For handed-over sites, authorization from your customer is required before you can visit the device web.

19.1.4 [Updated] Editable Name and Vendor Info for Third-Party Clients on Team Sites

Supports editing of the device name and vendor for third-party client devices connected via routers, AC routers, and cloud APs on team sites. This feature aligns team sites with personal sites, where this feature is previously already available.

19.1.5 [Updated] Topology on Portal Upgraded to Match Mobile Client Experience

Improves the network topology module on the Portal to align its visual style, features, and user experience with the Mobile Client. Key features:

- **Display Mode Switching:** Supports switching between topology view and device list view when switches exist in the site.
- **Topology Enhancements:** A WAN node icon is now displayed above the root node, indicating internet access. Devices previously not included will now be properly rendered. Three-level zoom are supported.
- **Device Card & Operations:** Clicking a device opens a device card with full health status. For cameras, thumbnails, live view, playback, remote configuration, and help are supported.
- **Link Info Display:** Link lines show uplink/downlink speeds, negotiation speed, PoE power, port names, link connection types, and link status (normal, disconnected, busy, congested).
- **Switch & Topology Behavior:** Restarting uplink ports now triggers an additional confirmation due to potential device impact. Fiber-linked child switches remain visible even if the parent switch is offline. Device IPs, exception count, and online/offline status are now clearly displayed.
- **Dashboard & Reporting:** Topology screenshot included in the site handover report. Full-screen mode, root node switching, and topology refresh are supported.

19.1.6 [Updated] Topology Accuracy and Loading Speed Optimized

Improves topology rendering speed and accuracy. Most topologies now load in under 5 seconds. Also, adds diagnostic log upload for troubleshooting abnormal topology displays. Applicable to both personal and team sites.

19.1.7 [Updated] Optimized Reward Points Expiration Notifications

Optimizes the timing of reward points expiration reminders, ensuring you are informed earlier and more effectively. New reminder times: From 180 days before expiration up to the day itself.

19.1.8 [Updated] Site Filtering by Creation Time

The site filter on the Portal now supports filtering by site creation time, helping installers quickly locate sites for batch maintenance.

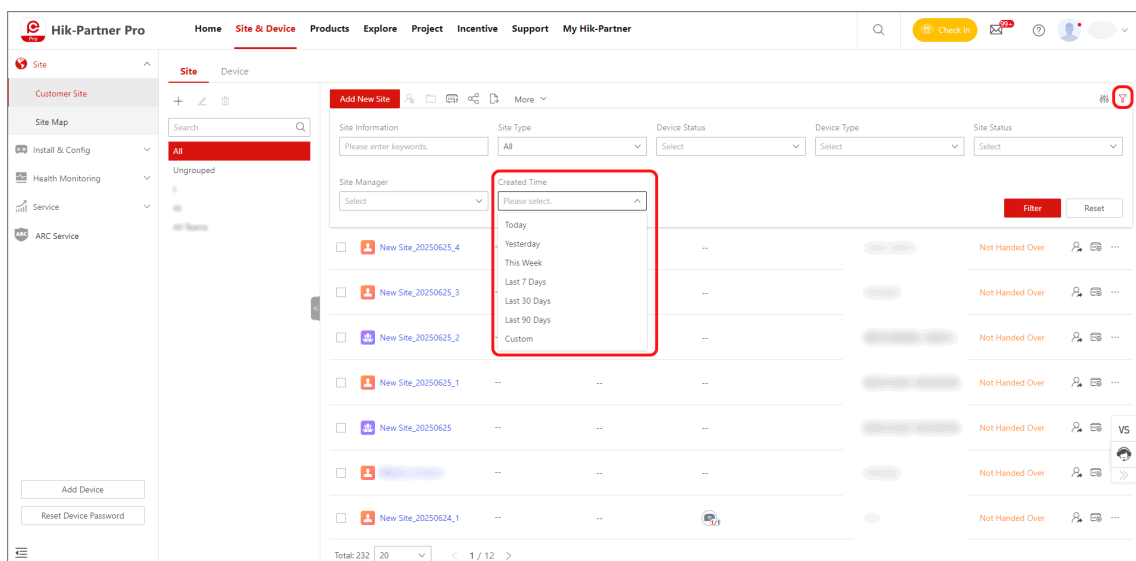


Figure 19-6 Site Filter

19.2 AC Router & APs

19.2.1 [New] Wizard for Captive Portal Setup

Adds a dedicated onboarding guide page for the captive portal feature, which includes the recommended configuration steps, tutorial videos, and quick links to related feature settings. This

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helps you to easily understand and complete the captive portal setup without prior experience, and is available on both the Portal and Mobile Client.

19.2.2 [New] Cloud AP Models

Hik-Partner Pro now supports management of 4 new cloud AP models: DS-3WAP630CG-SI/N, DS-3WAP618CG-SI/N, DS-3WAP522-SI-2T, DS-3WAP522-SI-2E. Update highlights:

- **Full Feature Coverage:** All 4 models support full feature coverage: initial network setup, Wi-Fi configuration, and AP management via AC router.
- **New Device Roles: Cloud Managed and AC Router Managed.** AC router managed APs can be cloud-connected but configurations are overridden by AC router.

19.2.3 [Updated] Optimized Topology Display for Cloud APs

For sites with only cloud APs, topology view now shows APs directly connected under the Internet node, instead of under a virtual switch. This simplifies the network structure and improves visual clarity, and is available on both the Portal and Mobile Client.

19.2.4 [Updated] Optimized Access to NAT Traversal Feature on Portal

The **NAT Traversal** entry has been moved from the "More" menu to a more visible location on the **site details** page (**Network Config** → **NAT Traversal**). Applicable to both personal and team sites, and only when an AC router is added to the site and supports NAT traversal.

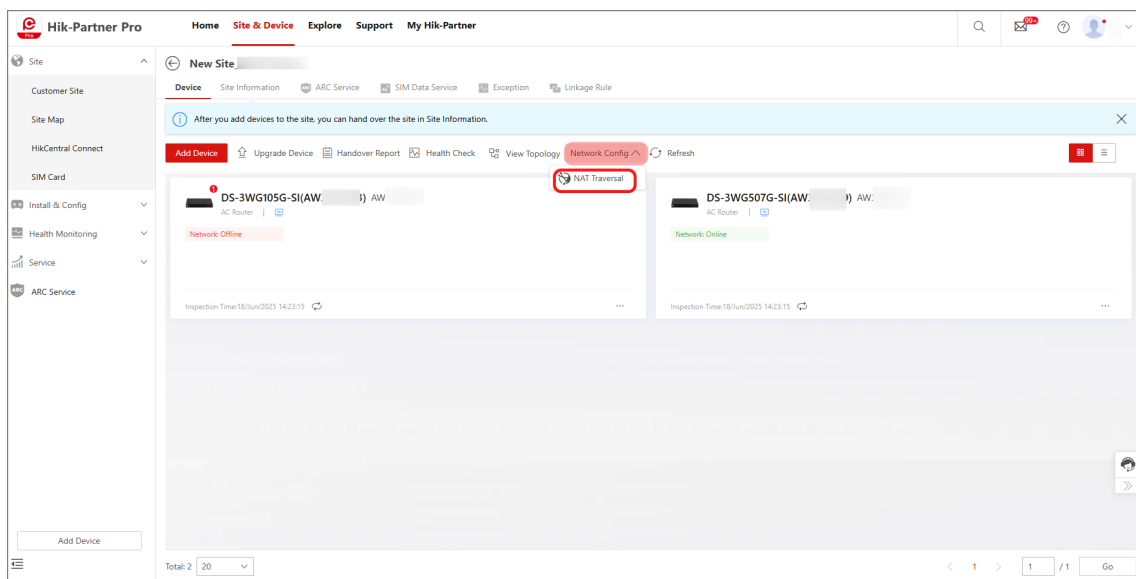


Figure 19-9 NAT Traversal

19.2.5 [Resolved] Fixed Issue with Blocklist Application for Cloud APs

Resolves an issue where applying the blocklist to the cloud AP from the Hik-Partner Pro Mobile Client may fail or cause errors when the AP is in allowlist mode. The system will now automatically switch to blocklist mode before applying the blocklist.

19.3 Router

19.3.1 [New] Mesh Networking Guide

Adds a mesh networking guidance, and when a main router becomes a sub-router, you will be prompted to add the new main router to the site.

19.3.2 [New] Wireless Extender Mode and Access Point Mode for Wireless Routers

Wireless routers now support both wireless extender mode and access point mode, enabling flexible network extension setups.

In wireless extender mode or access point mode, key operations such as reboot, speed control, and LED control remain available. The following features are not supported:

- WAN IP info.
- Client management (client list, speed limit, blocklist, etc.)
- VLAN
- TR-069
- Guest Wi-Fi.

19.4 Switch

19.4.1 [New] Remote Access to Switch Device Logs

Adds the **Security Audit Logs** feature on both the Portal and Mobile Client for supported switch models. With this feature, you can jump to the device web page to view detailed logs.

Available for supported switch models with the latest firmware, including:

- DS-3E1518P-SI-16P2F
- DS-3E1526P-SI-24P2F
- DS-3E1726F-SI

19.4.2 [New] Network VIP Configuration for Switches on the Mobile Client

Adds support on the Mobile Client for configuring VIP devices or VIP links across the site network to ensure critical devices (e.g., network cameras) receive high-priority forwarding under congestion.

Installers can define VIP devices or links directly from the topology view, selecting source and (optional) destination devices. The system applies DSCP-based QoS rules automatically to all compatible switches.

Network VIP configuration is available for supported models with the latest firmware:

- DS-3E1518P-SI-16P2F
- DS-3E1526P-SI-24P2F
- DS-3E1726F-SI

19.5 Wireless Bridge

19.5.1 [New] Gateway-Free Wireless Bridge Pairing Now Supported

The Hik-Partner Pro Mobile Client now supports wireless bridge deployment (pairing only) without requiring a gateway or switch. You can now complete bridge pairing directly through the Mobile Client, simplifying initial setup in gateway-less environments.

Overall Process: After connecting to the AP bridge's Wi-Fi, the Mobile Client detects and activates unpaired CPE bridges.

Also, a new **Wireless Bridge Pairing** tool is available in **Toolkit** for quick configuration.

19.5.2 [Updated] Enhanced Exception Notifications for Wireless Bridges

Adds notifications for these exceptions in **Notification Center** on both the Portal and Mobile Client: Weak wireless signal, wireless disconnection, PoE port power-on, PoE port power-off. Notifications help detect issues such as camera unplugging or device failures on PoE-enabled models.

Chapter 20 Updates in V2.13.480

Scheduled Release Date: June 6, 2025

Article Published Date: June 3, 2025

20.1 [New] Products Module on the Portal

You can now use the **Products** module on the Portal to view, compare, select products, and create product quotes. Previously, this module is only supported on the Mobile Client.

20.2 [Updated] Languages Now Support Online Updates

Built-in languages (English, Spanish, Vietnamese, Urdu) can now be updated online without requiring an app upgrade, just like other cloud-based languages, ensuring fully translated UI after release. Now, updated translations of all languages can take effect after app restart or re-login.

20.3 [Resolved] Unified Cloud Storage Status Display for Personal and Team Sites

The **cloud storage icon** is now consistently shown for cameras in both personal and team sites. Previously, it only appeared for personal sites.

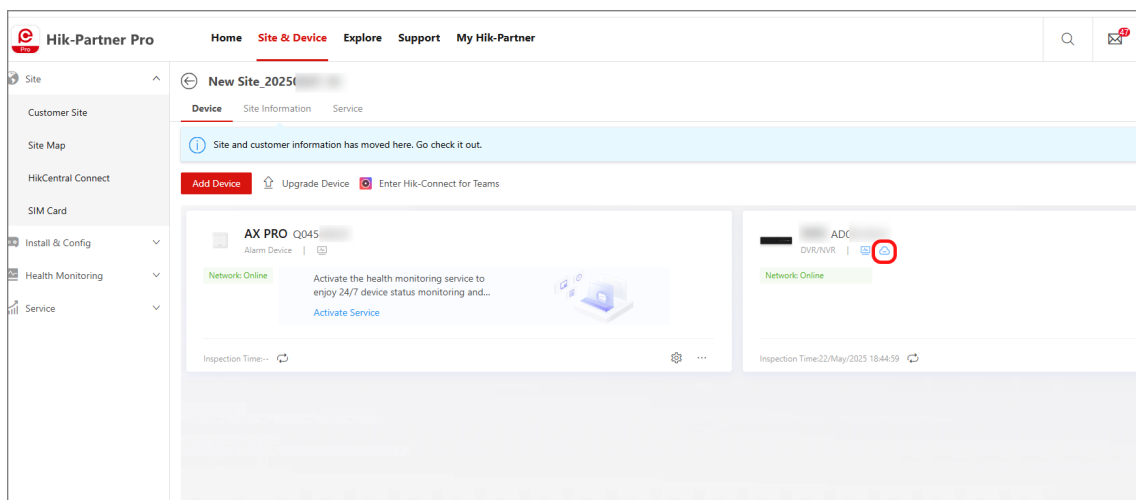


Figure 20-2 Cloud Storage Icon

Chapter 21 Updates in V2.13.300

Scheduled Release Date: May 26, 2025

Article Published Date: May 22, 2025

21.1 General

21.1.1 [New] For Detectors: One-Time Deactivation on Portal

Add **One-Time Deactivation** for detectors on the device card, which can be used to disable its alarms for one time. Supported status: Off (to ignore no alarms), Entirely (to ignore all alarms), Lid Only (to ignore only tampering alarms).

Applicable to AX HOME, AX PRO 1.3.0, and AX HYBRID PRO 2.0.0.

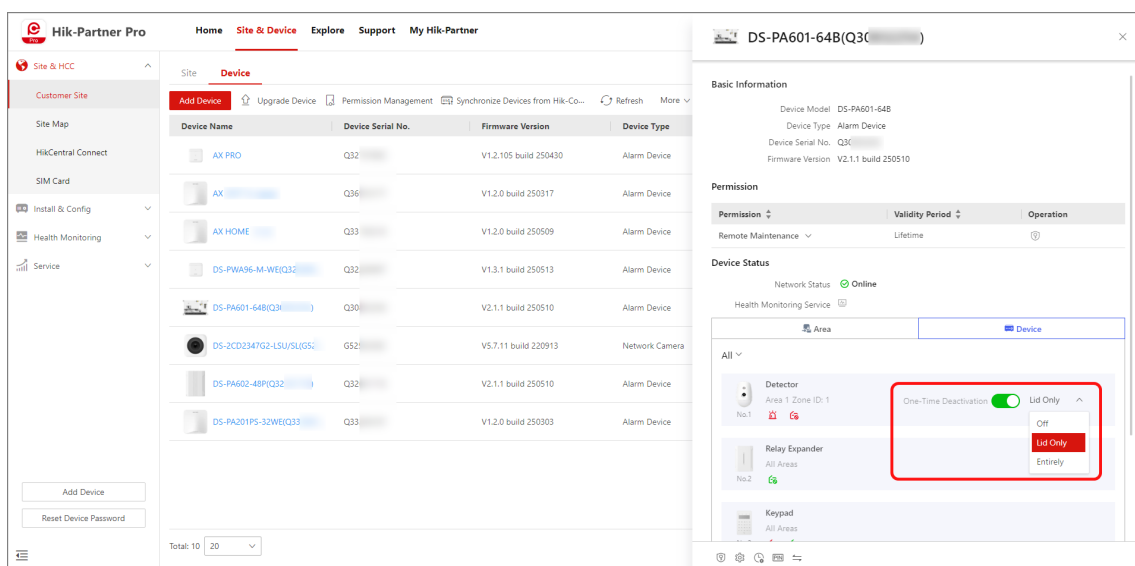


Figure 21-1 One-Time Deactivation

21.1.2 [New] Manual Firmware Upload via Portal for Security Control Panels

Add support for manual firmware upload and remote upgrade of security control panel via Hik-Partner Pro Portal.

Applicable to AX PRO V1.3.0, AX HYBRID PRO V2.0, and AX HOME V1.0.

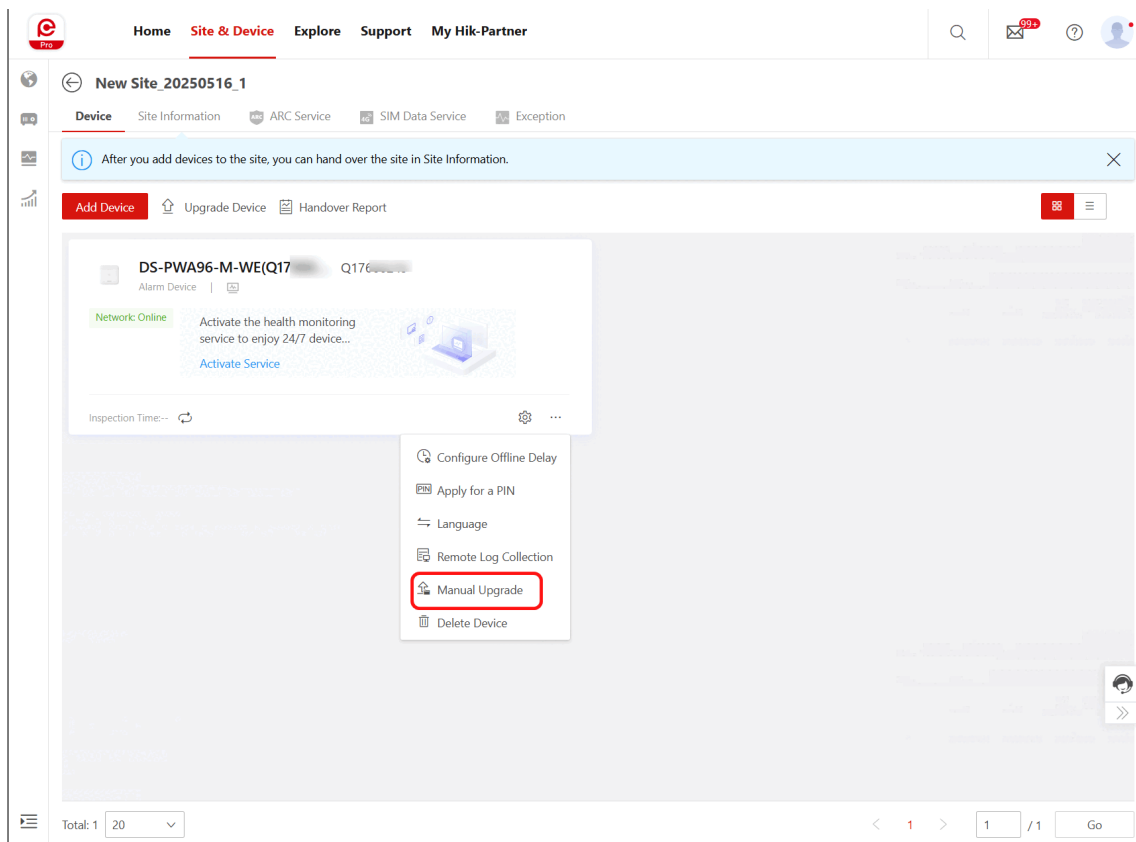


Figure 21-2 Manual Firmware Upload and Remote Upgrade

21.1.3 [Resolved] Post-Upgrade Role Fixes for Installers

Fix the issue where the Admin and Installer Admin without the User Management permission cannot add/modify/delete the cards/keyfobs/keypads for customers.

Applicable to AX PRO V1.2.9.

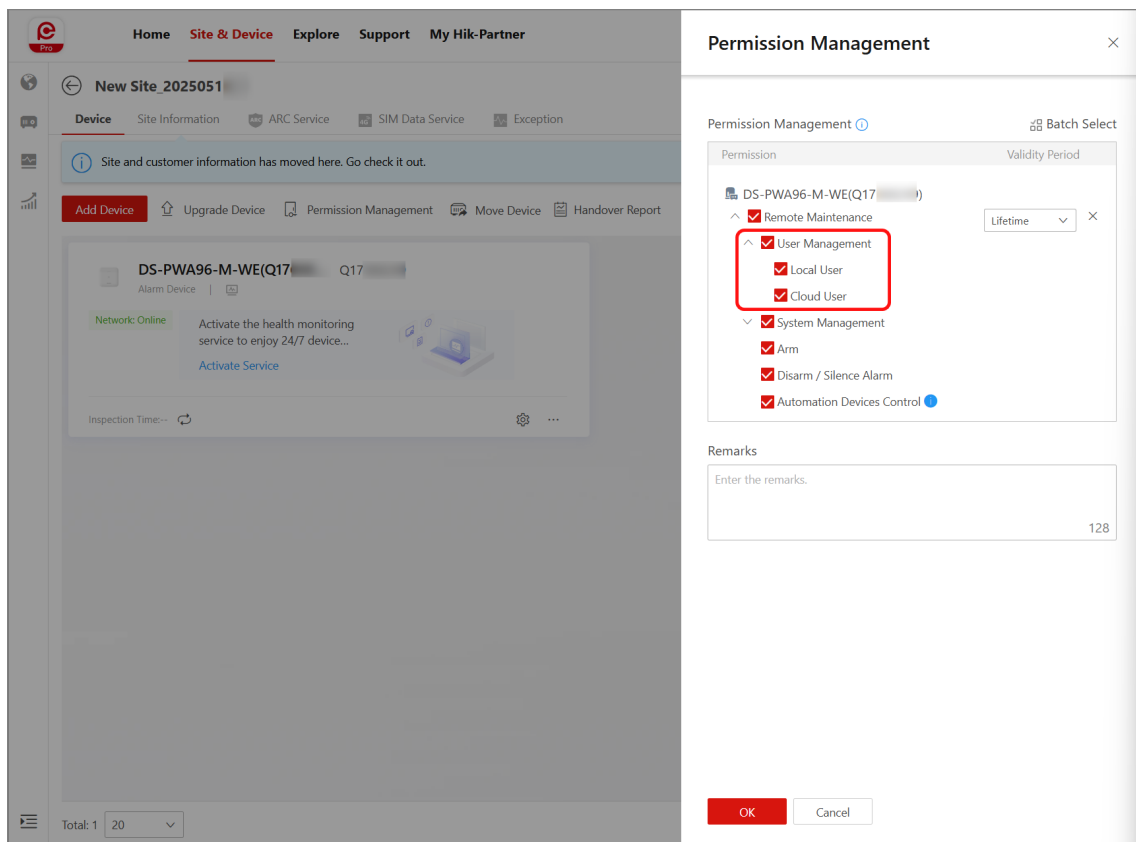


Figure 21-3 User Management Permission

21.2 AX PRO

- For AX PRO V1.3.0 or later, the identifier for added devices has been changed from "No." to "Device No.".

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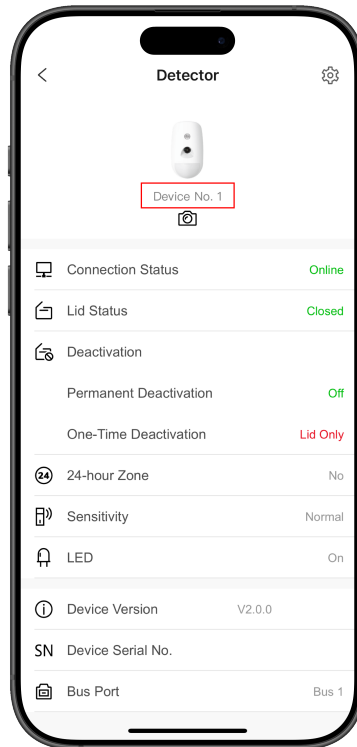


Figure 21-4 Device ID

- For AX PRO V1.3.0 or later, support directly switching on/off relays on the device list, and setting the original relay status.

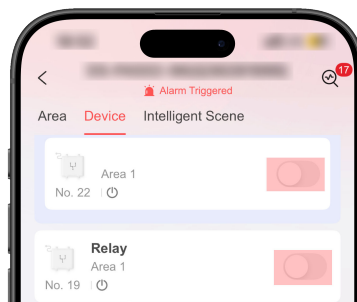


Figure 21-5 Switch on/off Relay

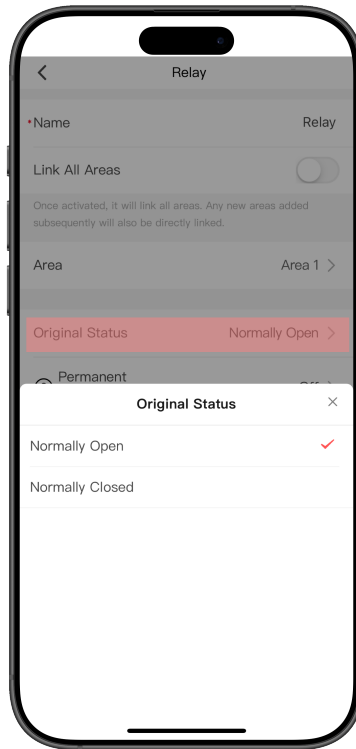


Figure 21-6 Set Original Relay Status

- For AX PRO V1.3.1 or later, add permission descriptions for the Manual Scenario when handing over devices to your service providers.

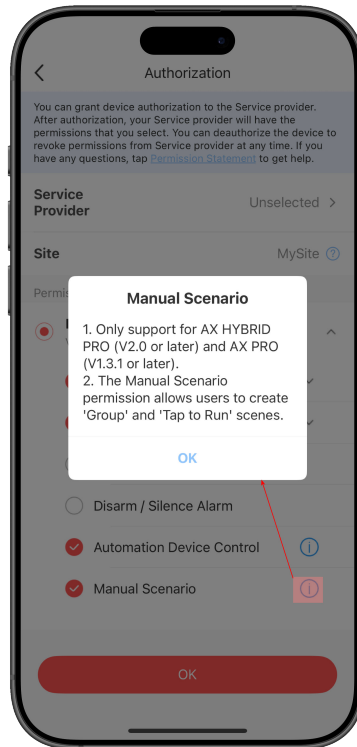


Figure 21-7 Manual Scenario Description

- For AX PRO V1.3.0 or later, when you enter the serial No. or scan the QR code to add a control panel connected to the network (connected to the Hik-Connect Service), you don't need to manually press the TAMPER button on the control panel to add the device.

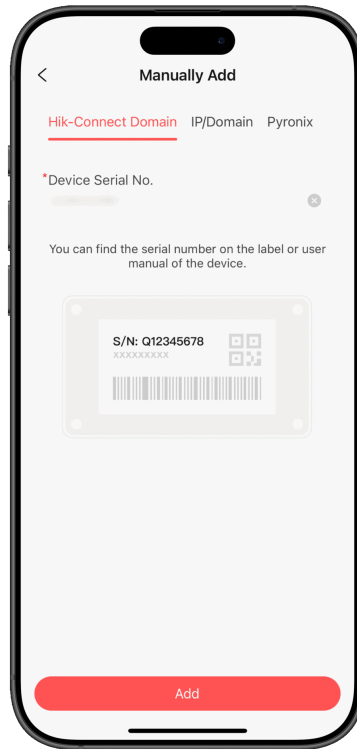


Figure 21-8 Before: Add Devices by Pressing Tamper Button

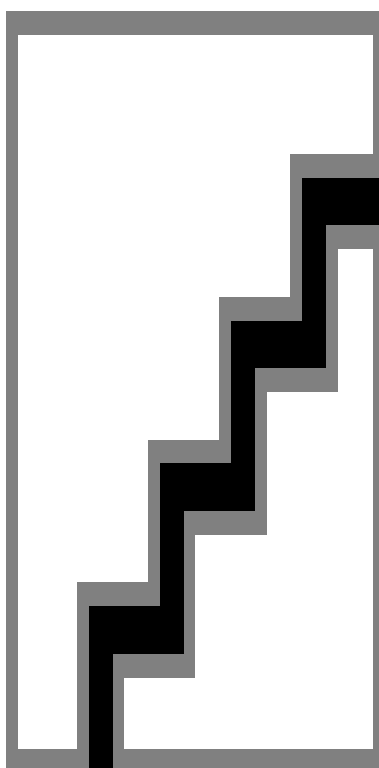


Figure 21-9 After: Add Devices Without Pressing Tamper Button

- For AX PRO V1.3.0 or later, setting the keypad operation passcode and duress passcode is not required when adding a user. If the passcode is not set, only users with the Keypad Code permission can set it later.

21.3 AX HYBRID PRO

New Features

- For AX HYBRID PRO V1.1.2 or later (DS-PHA48-EP, DS-PHA64-LP, DS-PHA48-EP(B), and DS-PHA64-LP(B)), the following models of GPRS/LTE communicators support **Dual SIM Single Standby**: DS-PC501G, DS-PC501S(EU), DS-PC501S(AU), DS-PC502S(EU), DS-PC502S(AU), DS-PM2-G, DS-PM2-S(EU), and DS-PM2-S(AU).
- For AX HYBRID PRO V1.1.2 or later (DS-PHA48-EP, DS-PHA64-LP, DS-PHA48-EP(B), and DS-PHA64-LP(B)), support adding the following wireless detectors and peripherals via wireless receivers.

Device Type	Device Model
Wireless Detector	<ul style="list-style-type: none"> ◦ DS-PDP18-HM-WE(O-STD) ◦ DS-PDBG8-EG2-WE(O-STD) ◦ DS-PDMCX-E-WE(O-STD)

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Device Type	Device Model
	<ul style="list-style-type: none"> ◦ DS-PDSMK-E-WE(O-STD) ◦ DS-PDHT-E-WE(O-STD) ◦ DS-PDCO-E-WE(O-STD) ◦ DS-PDTT15AM-LM-WE(O-STD) ◦ DS-PDQP15AM-LM-WE(O-STD) ◦ DS-PDMCS-EG2-WE(B)(O-STD) ◦ DS-PDMCK-EG2-WE(B)(O-STD) ◦ DS-PDP18-HM-WB(O-STD) ◦ DS-PDBG8-EG2-WB(O-STD) ◦ DS-PDMCX-E-WB(O-STD) ◦ DS-PDSMK-E-WB(O-STD) ◦ DS-PDHT-E-WB(O-STD) ◦ DS-PDCO-E-WB(O-STD) ◦ DS-PDTT15AM-LM-WB(O-STD) ◦ DS-PDQP15AM-LM-WB(O-STD) ◦ DS-PDMCS-EG2-WB(B)(O-STD) ◦ DS-PDMCS-EG2-WB(B)(O-STD)/Black ◦ DS-PDMCK-EG2-WB(B)(O-STD)
Wireless Peripherals	<ul style="list-style-type: none"> ◦ DS-PK1-LT-WB(O-STD) ◦ DS-PK1-E-WB(O-STD) ◦ DS-PT1-WB(O-STD) ◦ DS-PDEB2-EG2-WB(O-STD) ◦ DS-PT1-WB(B)(O-STD) ◦ DS-PKF1-WB(B)(O-STD) ◦ DS-PKF1-WB(B)(O-STD)/Black

- For AX HYBRID PRO V2.1.0 or later, support one-time deactivation (off & lid only) and permanent deactivation (off & lid only) for the following bus peripherals:

Bus Peripherals	Model
Bus Input Expander	DS-PM501Z8T4
Bus Relay Expander	DS-PM501R4
Bus Tri-X Receiver	<ul style="list-style-type: none"> ◦ DS-PR501-HWE ◦ DS-PR501-HWB
Bus Power Supply Unit	DS-PR531-3A

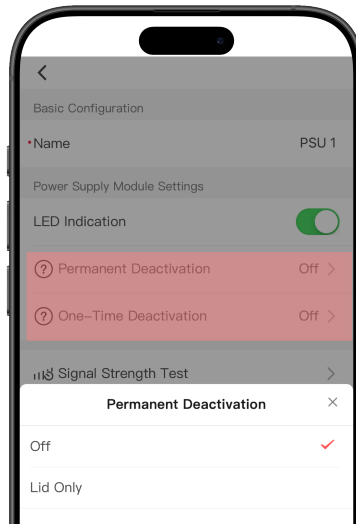


Figure 21-10 Deactivation for Bus Peripherals

- For AX HYBRID PRO V1.1.2 or later, support selecting a device identity type when reporting alarms via protocols like ADM-CID/SIA-DCS/*ADM-CID/*SIA-DCS to an ARC.

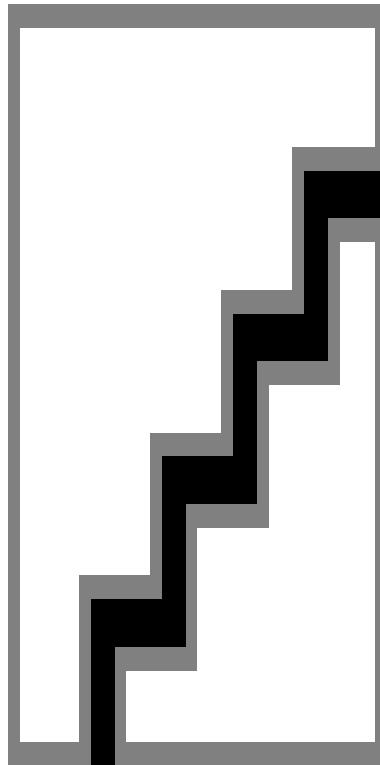


Figure 21-11 Select Device Identity When Reporting Alarms to ARC

- For AX HYBRID PRO V1.1.2 or later (DS-PHA48-EP, DS-PHA64-LP, DS-PHA48-EP, DS-PHA64-LP), add a new setting to the Alarm Receiving Center page of remote configuration to allow users to switch between Standard CID and Hikvision CID for event reporting via telephone CID.

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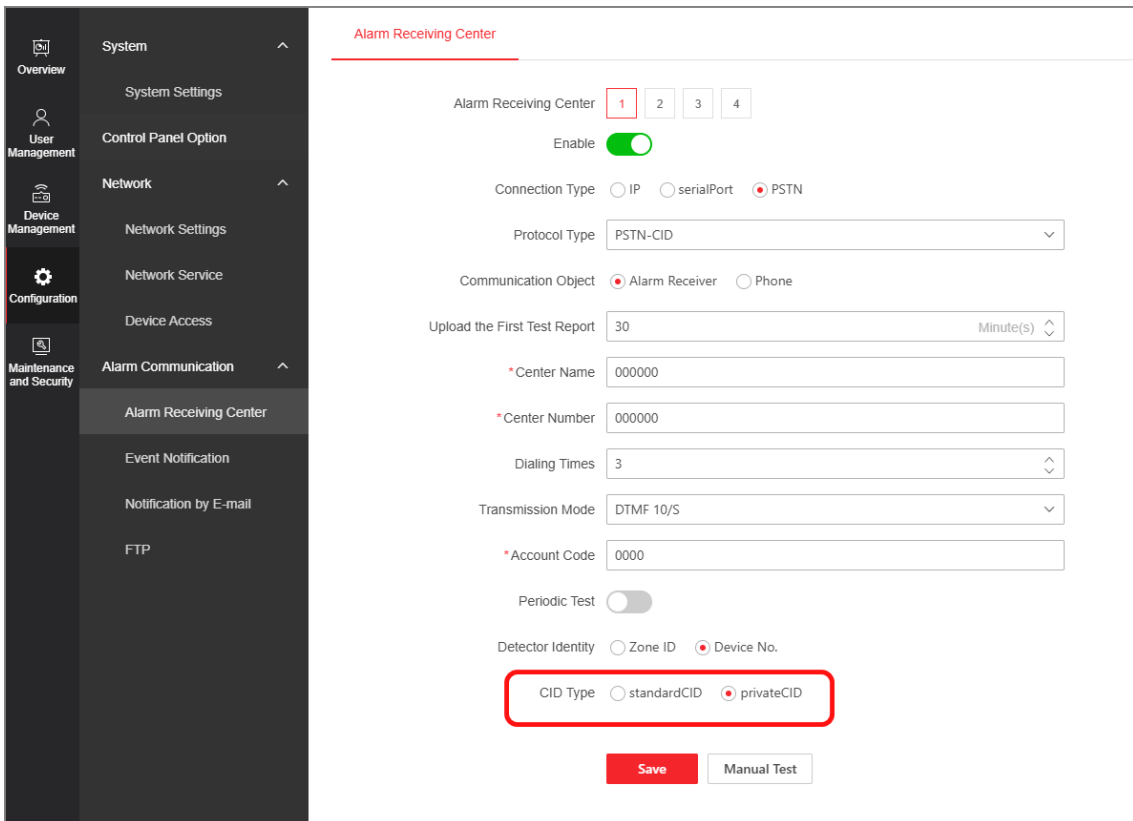


Figure 21-12 CID Type

Bug Fix

- For AX HYBRID PRO V2.0.0 or later, fix the issue where the EOL range for wired zones and expanded zones was not displaying correctly.

What Is New in Hik-Partner Pro

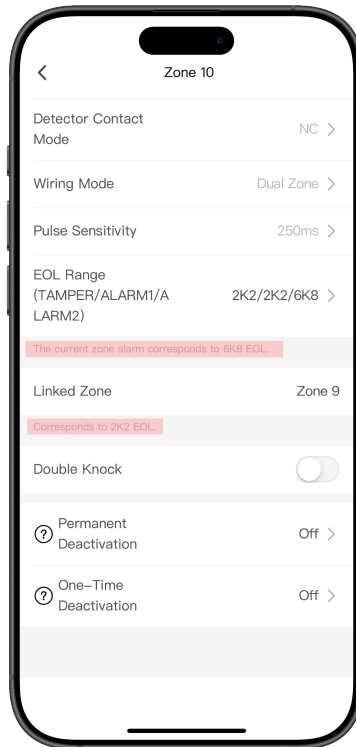


Figure 21-13 Correct EOL

- For AX HYBRID PRO V2.1.1 or later, fix the issue where **Installation Mode** button appears disabled upon re-entering the page.

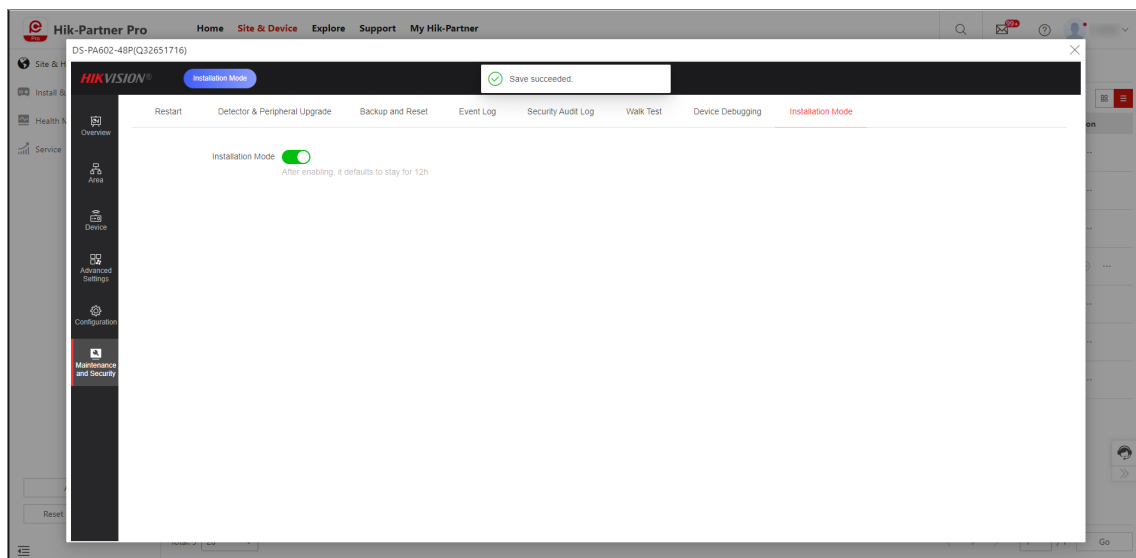


Figure 21-14 Installation Mode Button

Feature Enhancement

- For AX HYRBID PRO V2.0.0 or later, when you enter the serial No. or scan the QR code to add a control panel connected to the network (connected to the Hik-Connect Service), you don't need to manually press the TAMPER button on the control panel to add the device.

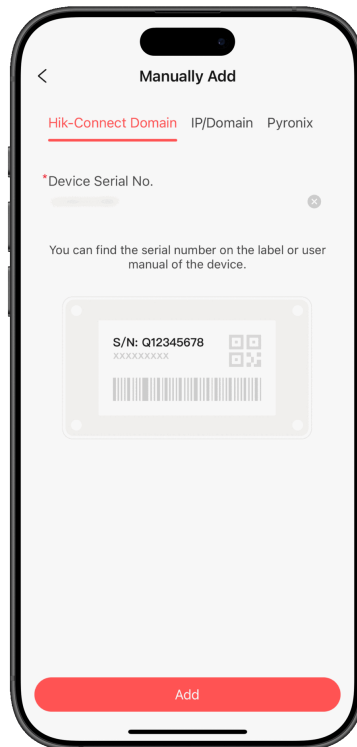


Figure 21-15 Before: Add Devices by Pressing Tamper Button

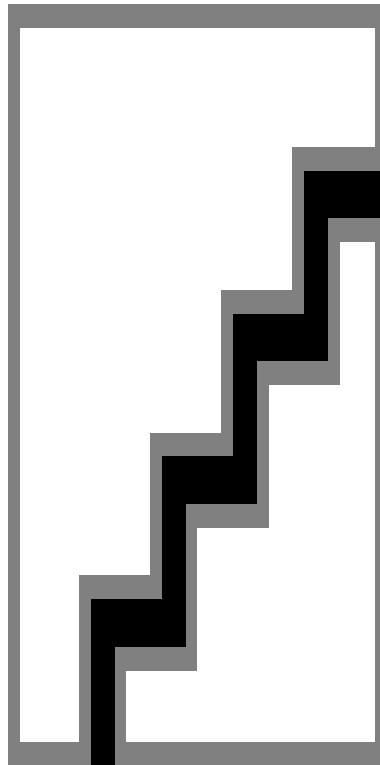


Figure 21-16 After: Add Devices Without Pressing Tamper Button

- For AX HYBRID PRO V2.0.0 or later, the identifier for added devices has been changed from "No." to "Device No.", and the "Zone No." field has been removed from the configuration page.

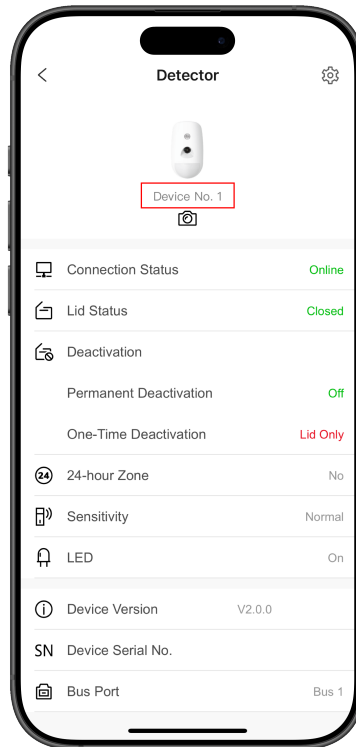


Figure 21-17 Device ID

What Is New in Hik-Partner Pro

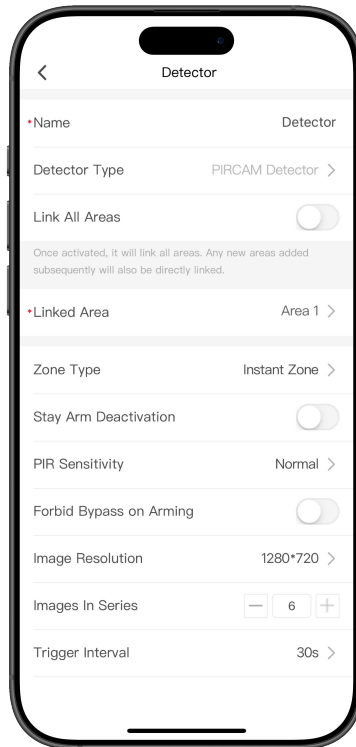


Figure 21-18 Removed Zone No.

- For AX HYBRID PRO V2.0.0 or later, the updated number of peripherals are as follows:

Peripherals	DS-PA502-64	DS-PA502-96	DS-PA502-128
Keypads	16	24	32
8-Zone Expanders	8	12	16
4-Relay Expanders	16	24	32
Wireless Receivers	8	12	16

- For AX HYBRID PRO V2.1.1 or later, support adjusting the buzzer prompt volume of the following models of keypads: DS-PK501LTM-HWB and DS-PK501LTM-HWE.

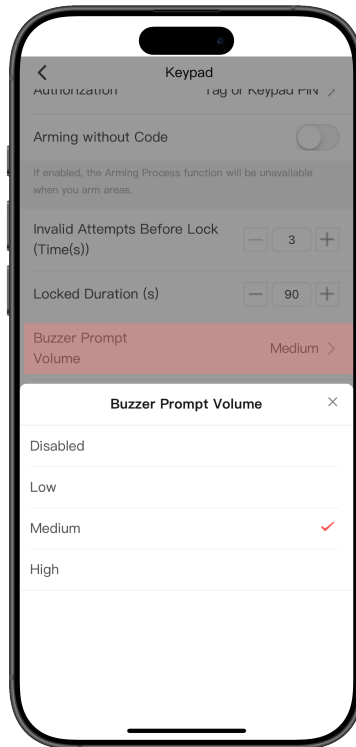


Figure 21-19 Adjust Buzzer Prompt Volume

- For AX HYBRID PRO V2.0.0 or later, support directly switching on/off relays on the device list.

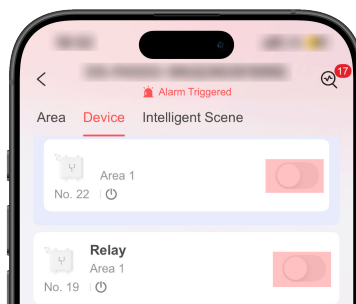


Figure 21-20 Switch on/off Relay

- For AX HYBRID PRO V2.0.0 or later, setting the keypad operation passcode and duress passcode is not required when adding a user. If the passcode is not set, only users with the Keypad Code permission can set it later.
- For AX HYBRID PRO V1.1.2 or later (DS-PHA48-EP, DS-PHA64-LP, DS-PHA48-EP(B), and DS-PHA64-LP(B)), support 8 sensitivity levels of glass break detection, where higher levels increase sensitivity.

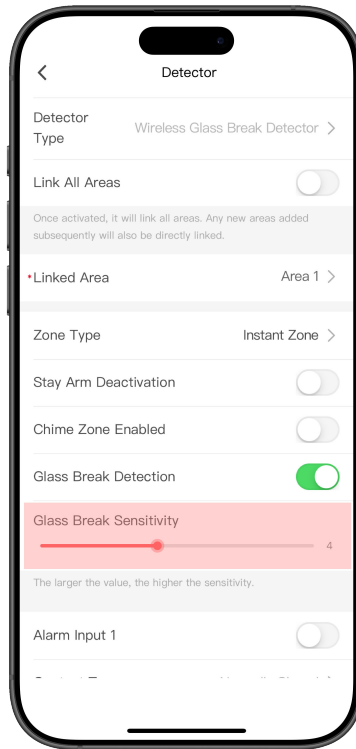


Figure 21-21 8 Sensitivity Levels of Glass Break Detection

- For AX HYBRID PRO V1.1.2 or later (DS-PHA48-EP, DS-PHA64-LP, DS-PHA48-EP(B), and DS-PHA64-LP(B)), support more EOL range options for wired detectors.

Wiring Mode	New EOL Range Option
SEOL	3K3
Double Zone	2K/3K3/6K8

What Is New in Hik-Partner Pro

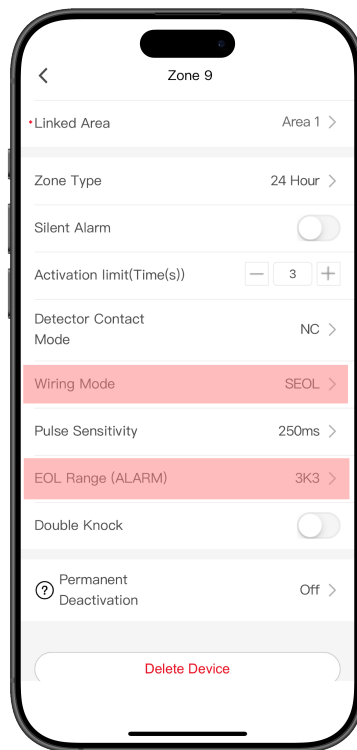


Figure 21-22 New EOL Range Option for SEOL

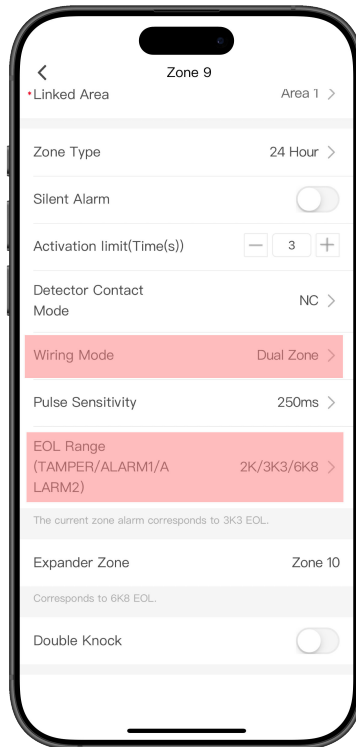


Figure 21-23 New EOL Range Option for Dual Zone

- For AX HYBRID PRO (V1.1.2 or later), support adding tags via wireless tag readers and keypads. The supported tag readers are as follows: DS-PT1-WE(O-STD), DS-PT1-WB(O-STD), DS-PT1-WE(B)(O-STD), and DS-PT1-WB(B)(O-STD).

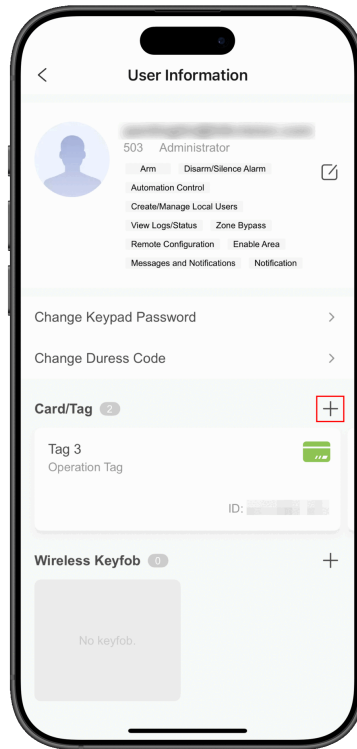


Figure 21-24 Add Tag via Tag Reading Device

- For AX HYBRID PRO V2.0.0 or later, add permission descriptions for the Manual Scenario when handing over devices to your service providers.

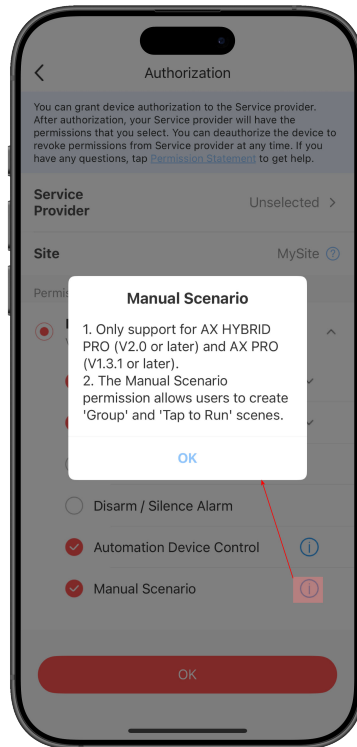


Figure 21-25 Manual Scenario Description

- For AX HYBRID PRO V2.1.0 or later, support selecting which bus to scan and add detectors and peripherals. In loop mode, Bus 1 is automatically selected as the default for adding devices. Scanning devices may fail under the following conditions:
 - The bus PIR camera is uploading a picture.
 - The control panel is detecting the baud rate of PIR cameras.
 - The control panel is detecting the bus topology.

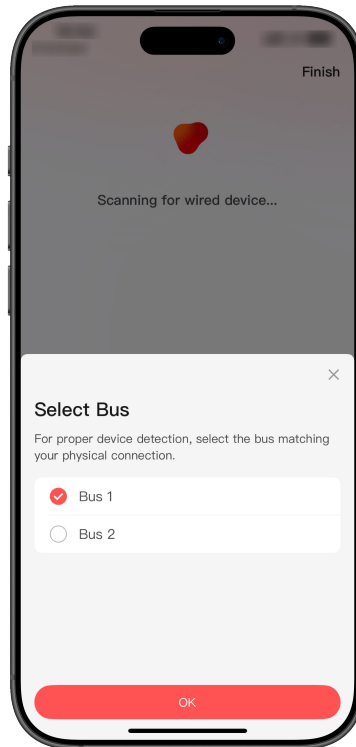


Figure 21-26 Select Bus to Add Devices

21.4 AX HOME

- Setting the keypad operation passcode and duress passcode is not required when adding a user. If the passcode is not set, it cannot be set later.
- The identifier for added devices has been changed from "No." to "Device No.".

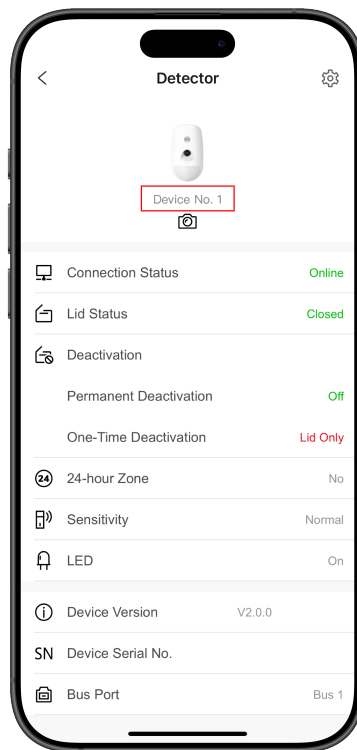


Figure 21-27 Device ID

- Support directly switching on/off relays on the device list.

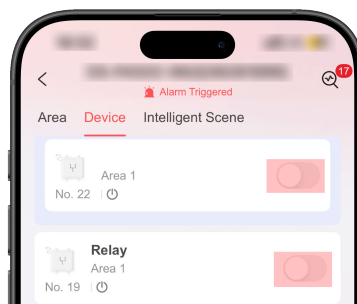


Figure 21-28 Switch on/off Relay

- When you enter the serial No. or scan the QR code to add a control panel connected to the network (connected to the Hik-Connect Service), you don't need to manually press the TAMPER button on the control panel to add the device.

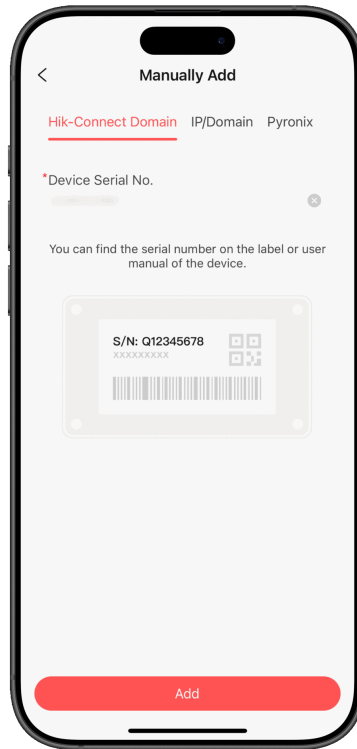


Figure 21-29 Before: Add Devices by Pressing Tamper Button

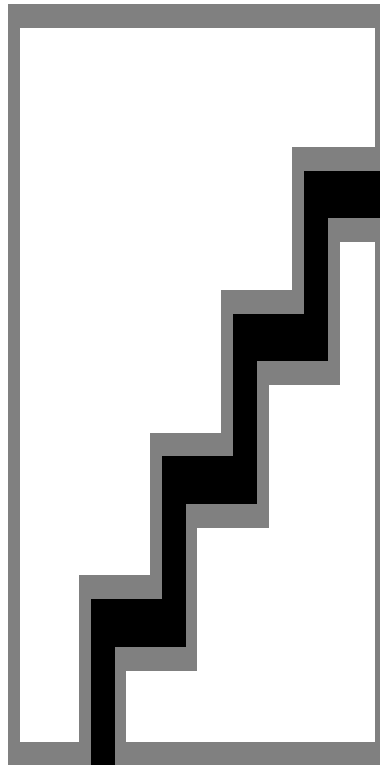


Figure 21-30 After: Add Devices Without Pressing Tamper Button

- Add permission descriptions for the Manual Scenario when handing over devices to your service providers.

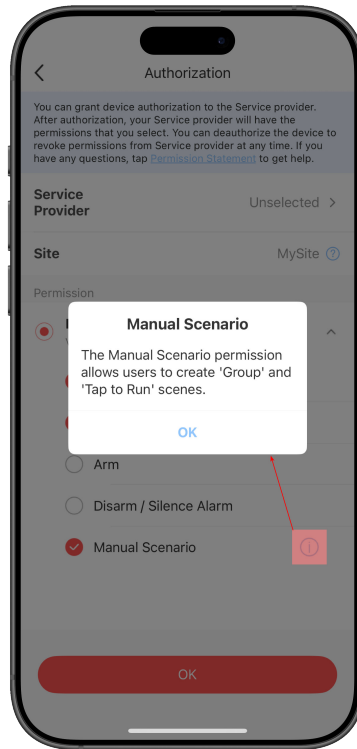


Figure 21-31 Manual Scenario Description

Chapter 22 Updates in V2.13.200

Scheduled Release Date: May 15, 2025

Article Published Date: May 10, 2025

22.1 [New] Firmware Version Filtering for Devices

Adds a firmware version filter on the Portal to quickly locate devices by firmware version, which is applicable to both personal and team sites.

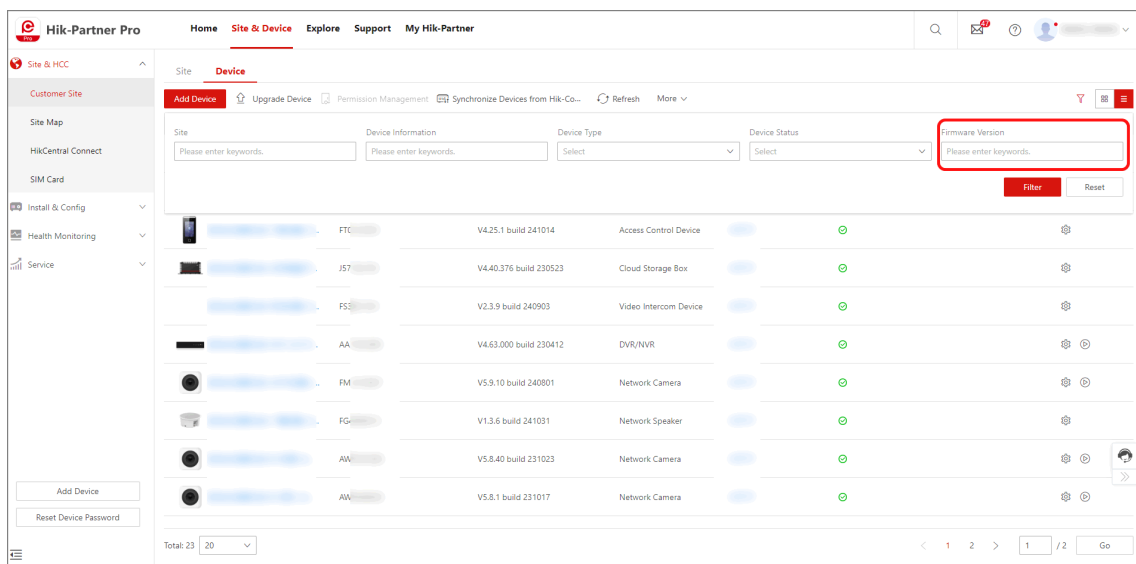


Figure 22-1 Firmware Version Filter

22.2 [New] Handover Method Display in Site Information

Site details on the Hik-Partner Pro Portal and Mobile Client now shows whether the site was handed over via Transfer or Share, which helps distinguish business relationships more accurately and improves clarity for shared or transferred deployments.

22.3 [New] QR Code to Open Community Homepage in Mobile Client

Users who share their community via QR code can now invite others to jump directly to their community homepage in the Hik-Partner Pro Mobile Client.

22.4 [Improvement] Editable ARC Company Info

ARC companies can now edit all key company details directly on the Hik-Partner Pro Portal, including the name, address, website, logo, company email, and email for receiving notifications. Previously, only limited fields were editable and changes required approval. This update improves efficiency and ensures consistency between ARC profile and Hik-Partner Pro account information.

22.5 [Improvement] City Info Update Reminder

A pop-up reminder has been added in Hik-Partner Pro (Mobile Client and Portal), prompting users to update their city information to ensure proper gift delivery and service handling.

22.6 [Improvement] Phone Number Update Now Supported for All Accounts

Personal phone numbers can now be updated directly from the user profile in both the Hik-Partner Pro Mobile Client and Portal.

Chapter 23 Updates in V2.13.0

Scheduled Release Date: April 24, 2025

Article Published Date: April 21, 2025

23.1 [New] Align Expiry Dates for Hik-Connect for Teams Services

You can now choose to align expiry dates of all activations when activating the services (for both renewal and capacity expansion).

23.2 [New] Cloud Timelapse Service of Hik-Connect for Teams

You can now purchase and activate the cloud timelapse service for team sites, which supports generating timelapse videos from snapshots, enabling easy progress monitoring and issue tracking for construction and similar scenarios and helping businesses improve project management efficiency and compliance.

23.3 [New] Remote Debugging Tunnel for Devices

Hik-Partner Pro now provides a remote debugging tunnel for the technical support to remotely access and debug supported devices (specific NVR/DVR models), ideal for devices in remote areas. You and/or your customers must authorize remote access in advance and can set the access duration. Authorization can be revoked at any time.

23.4 [New] NVS Powered by Power Line Communication

New compatibility for PLC NVS devices with updated setup processes. Supported features: Health monitoring, remote configuration, camera linking.

Table 23-1 Supported Models of NVS Devices and Linked Cameras

Device Type	Model	Firmware
NVS (Powered by PLC)	DS-7104NI-S2/PL	V4.32.300 and later.
NVS (Powered by PLC)	NVS-204H-PL01	V4.32.300 and later.
NVS (Powered by PLC)	HWS-204H-PL01	V4.32.300 and later.
NVS (Powered by PLC)	DS-7104NI-S2/PL/KIT	V4.32.300 and later.
NVS (Powered by PLC)	NVS-204H-PL01/KIT	V4.32.300 and later.

What Is New in Hik-Partner Pro

Device Type	Model	Firmware
NVS (Powered by PLC)	HWS-204H-PL01/KIT	V4.32.300 and later.
Network Camera	DS-2CFP34/EU	V5.8.10 and later.
Network Camera	DS-2CFP38/EU	V5.8.10 and later.
Network Camera	DS-2CFPL4/EU	V5.8.10 and later.
Network Camera	DS-2CFPL8/EU	V5.8.10 and later.
Network Camera	DS-2CFP04	V5.8.10 and later.
Network Camera	DS-2CFP04/EU	V5.8.10 and later.
Network Camera	DS-2CFP08	V5.8.10 and later.
Network Camera	DS-2CFP08/EU	V5.8.10 and later.

23.5 [New] AOV Mode Support for Solar-Powered Cameras

Remote configuration via Hik-Partner Pro (both the Portal and Mobile Client) now supports "Always On Video" (AOV) mode, providing flexible frame rate options.

Supported Models: DS-2DE2C200MWG0-K/4G, DS-2DE2C400MWG0-K/4G, PTZ-N2C200M-4G, and PTZ-N2C400M-4G.

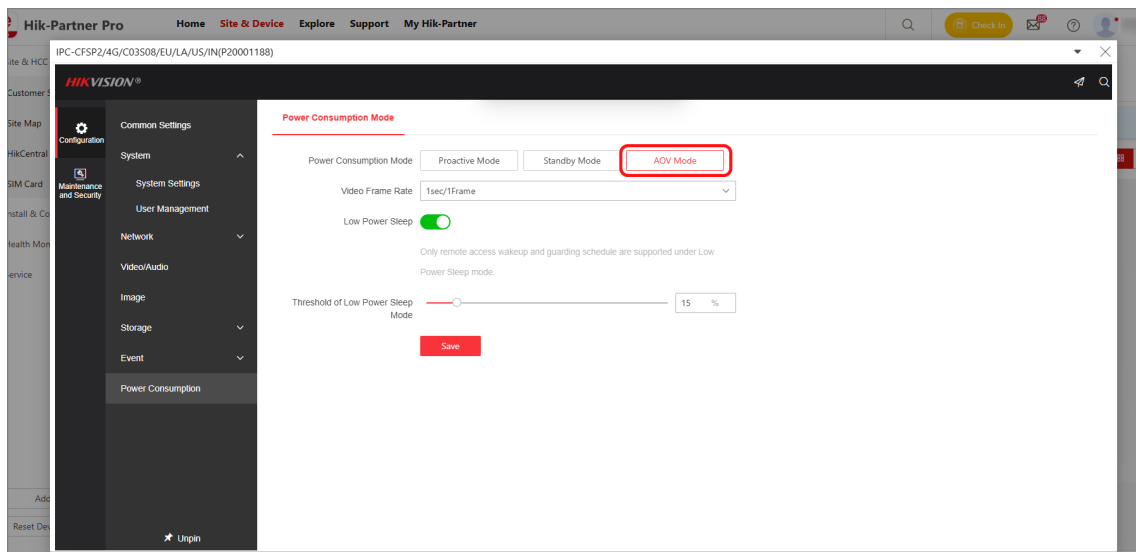


Figure 23-5 AOV Mode

23.6 [New] Device-Wide Main/Sub Stream Switching

HD (main) / Basic (sub) stream switching on the Hik-Partner Pro Mobile Client now applies to the entire device, not just a single channel. This is ideal for low-bandwidth scenarios: Once enabled, all channels on the device switch to sub-stream for faster loading.

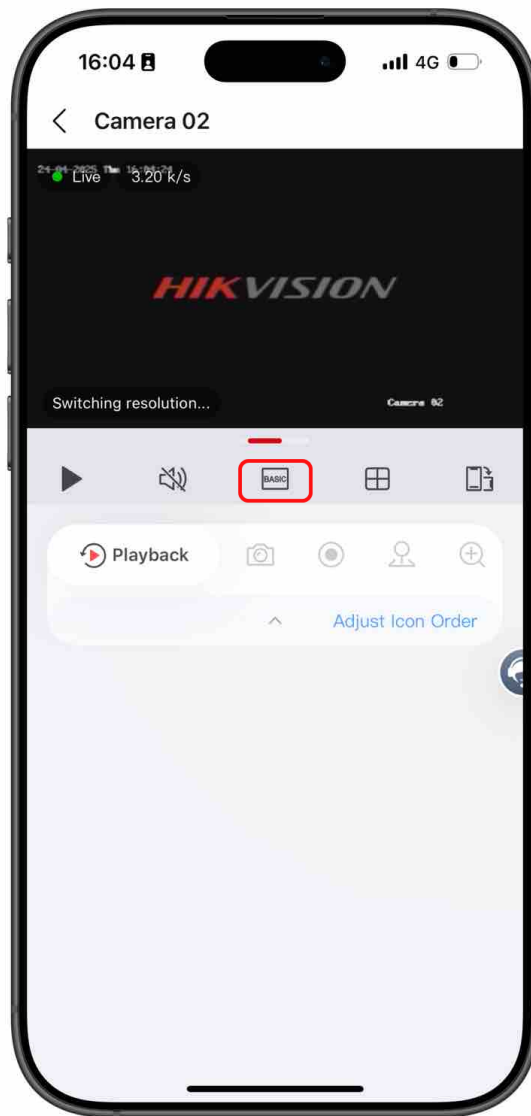


Figure 23-6 Stream Switching

23.7 [Improvement] Improved Online Purchase Experience Using the Portal

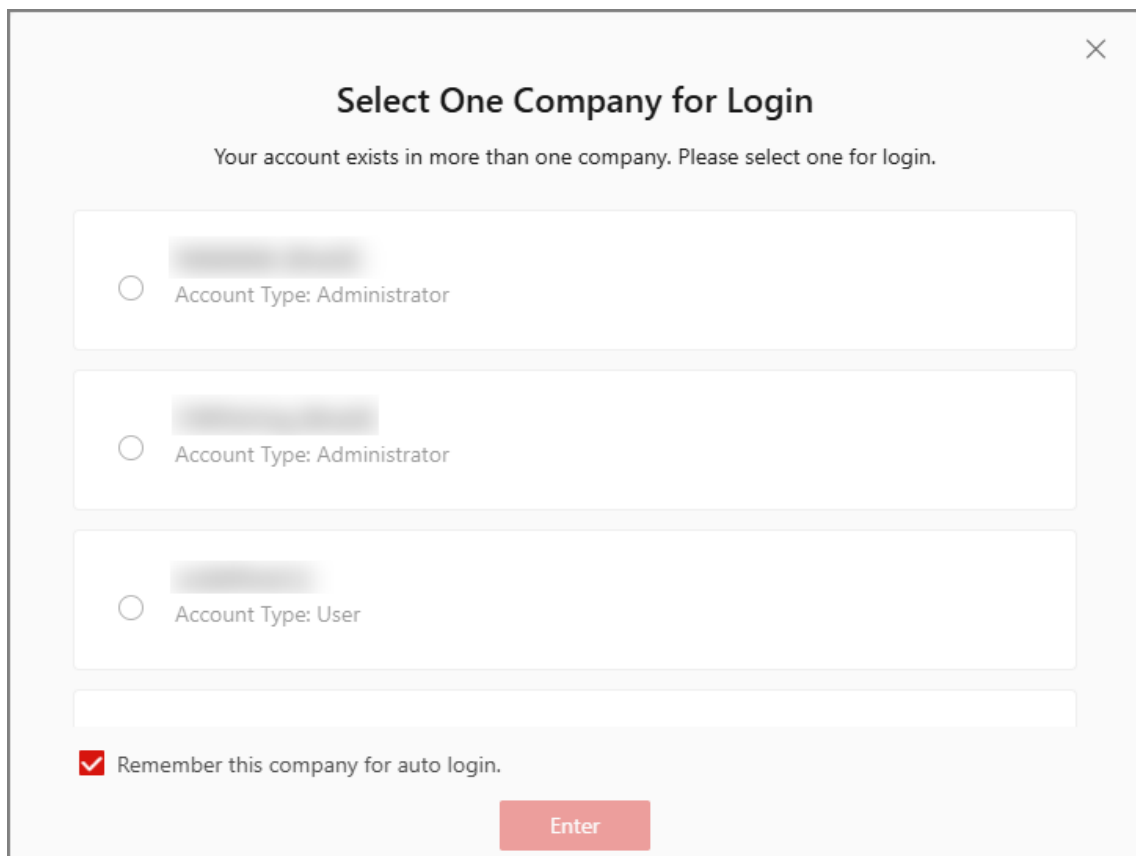
Hik-Partner Pro streamlines the purchase flow, simplifies the product selection, enhances the UI, and adds a clearer order summary before payment. Also, the "My Service" is now refined, so services now appear in a more compact style.

23.8 [Improvement] Separation of Video Management and Cloud Storage Service Packages for Hik-Connect for Teams

Video and cloud storage service packages are now managed independently to avoid activation issues. When enabling the cloud storage service for a channel, you only need a cloud storage service package—no extra video management service package is required, as the cloud storage service package now contains video management capabilities by default.

23.9 [Improvement] Company Merger Enhancement

Hik-Partner Pro now supports full company merging, including handed over sites, devices, and value-added service data, enabling smoother management across multiple companies (accounts). Both companies remain active as "parallel companies", and can access and manage each other's company data, including devices and sites.



Select One Company for Login

Your account exists in more than one company. Please select one for login.

[Blurred] Account Type: Administrator

[Blurred] Account Type: Administrator

[Blurred] Account Type: User

Remember this company for auto login.

Enter

Figure 23-9 After Merger

23.10 [Improvement] Improved Camera Order in NVR Remote Configuration

On the Hik-Partner Pro Portal, cameras under NVR devices are now displayed in channel order instead of by channel number string. This change makes the remote configuration interface more intuitive and aligns with the physical channel layout, helping users and installers quickly locate devices.

23.11 [Improvement] Health Monitoring to Include Earliest Recording Time by Channel

Hik-Partner Pro now shows the earliest video recording time for channels with storage media on the health monitoring page and device details page.

23.12 [Improvement] Co-Branding Support for Devices Shared Between Customers

If you are the service provider of a device and your customer shares this device to another Hik-Connect user, both your customer and that Hik-Connect user can see your logo on Hik-Connect.

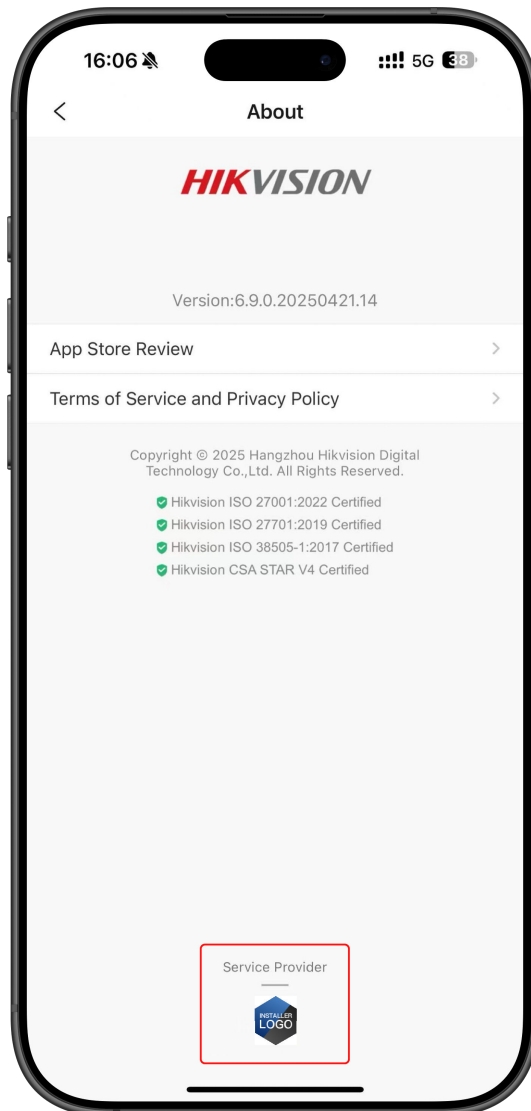


Figure 23-12 Co-Branding for Shared Devices

23.13 [Improvement] Health Monitoring Performance Optimization

Optimizes health monitoring performance for systems with large numbers of video channels, improving data loading and rendering efficiency when accessing the Health Monitoring and Exception Center pages.

23.14 [Improvement] Compatibility List Optimization

Adds a **Download** button for you to export the full device compatibility list to Excel. Also, the **Cloud Storage** tab now combines data from all 3 types of devices (NVR, DVR, Network Camera) that support cloud storage, and adds a new column for the maximum supported bit rate.

The screenshot shows the 'Device Compatibility List' interface. At the top right, there is a 'Download' button. Below the header, there are tabs for 'Cover', 'Compatibility List', and 'Cloud Storage', with 'Cloud Storage' being the active tab. A search bar and several filter dropdowns (Device Type, Max. Cloud Channels, Max. Resolution, Max. Bit Rate) are present. The main table lists 18 rows of device compatibility data. The 'Max. Bit Rate' column is highlighted with a red box, showing values of 5120 kbps for all listed devices. The table footer indicates 'Total 388' items and '50 / page'.

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)	BMP (4096*2160)	5120 kbps	--
2	Network Video Recorders	K Series	DS-7604NI-K1/AP(C)	V4.72.107	2 Channel(s)	BMP (4096*2160)	5120 kbps	--
3	Network Video Recorders	K Series	DS-7608NI-K1(C)	V4.72.107	2 Channel(s)	BMP (4096*2160)	5120 kbps	--
4	Network Video Recorders	K Series	DS-7608NI-K1/8P(C)	V4.72.107	2 Channel(s)	BMP (4096*2160)	5120 kbps	--
5	Network Video Recorders	K Series	DS-7616NI-K1(C)	V4.72.107	2 Channel(s)	BMP (4096*2160)	5120 kbps	--
6	Network Video Recorders	K Series	DS-7608NI-K2	V4.72.107	2 Channel(s)	BMP (4096*2160)	5120 kbps	--
7	Network Video Recorders	K Series	DS-7608NI-K2/8P	V4.72.107	2 Channel(s)	BMP (4096*2160)	5120 kbps	--
8	Network Video Recorders	K Series	DS-7616NI-K2	V4.72.107	2 Channel(s)	BMP (4096*2160)	5120 kbps	--
9	Network Video Recorders	K Series	DS-7616NI-K2/16P	V4.72.107	2 Channel(s)	BMP (4096*2160)	5120 kbps	--
10	Network Video Recorders	K Series	DS-7632NI-K2	V4.72.107	2 Channel(s)	BMP (4096*2160)	5120 kbps	--
11	Network Video Recorders	K Series	DS-7632NI-K2/16P	V4.72.107	2 Channel(s)	BMP (4096*2160)	5120 kbps	--
12	Network Video Recorders	K Series	DS-7708NI-K4	V4.72.107	2 Channel(s)	BMP (4096*2160)	5120 kbps	--
13	Network Video Recorders	K Series	DS-7716NI-K4	V4.72.107	2 Channel(s)	BMP (4096*2160)	5120 kbps	--
14	Network Video Recorders	K Series	DS-7716NI-K4/16P	V4.72.107	2 Channel(s)	BMP (4096*2160)	5120 kbps	--
15	Network Video Recorders	K Series	DS-7732NI-K4	V4.72.107	2 Channel(s)	BMP (4096*2160)	5120 kbps	--
16	Network Video Recorders	K Series	DS-7732NI-K4/16P	V4.72.107	2 Channel(s)	BMP (4096*2160)	5120 kbps	--
17	Network Video Recorders	K Series	DS-7604NI-K1/AP(D)	V4.74.000	1 Channel(s)	BMP (4096*2160)	5120 kbps	--
18	Network Video Recorders	K Series	DS-7608NI-K1(D)	V4.74.000	1 Channel(s)	BMP (4096*2160)	5120 kbps	--

Figure 23-13 Compatibility List Optimization

23.15 [Improvement] Employee Account Add-on: Alerts for Expiry

Supports sending emails to Installer Admins if employee account add-on slots are about to expire or already expired.

What Is New in Hik-Partner Pro

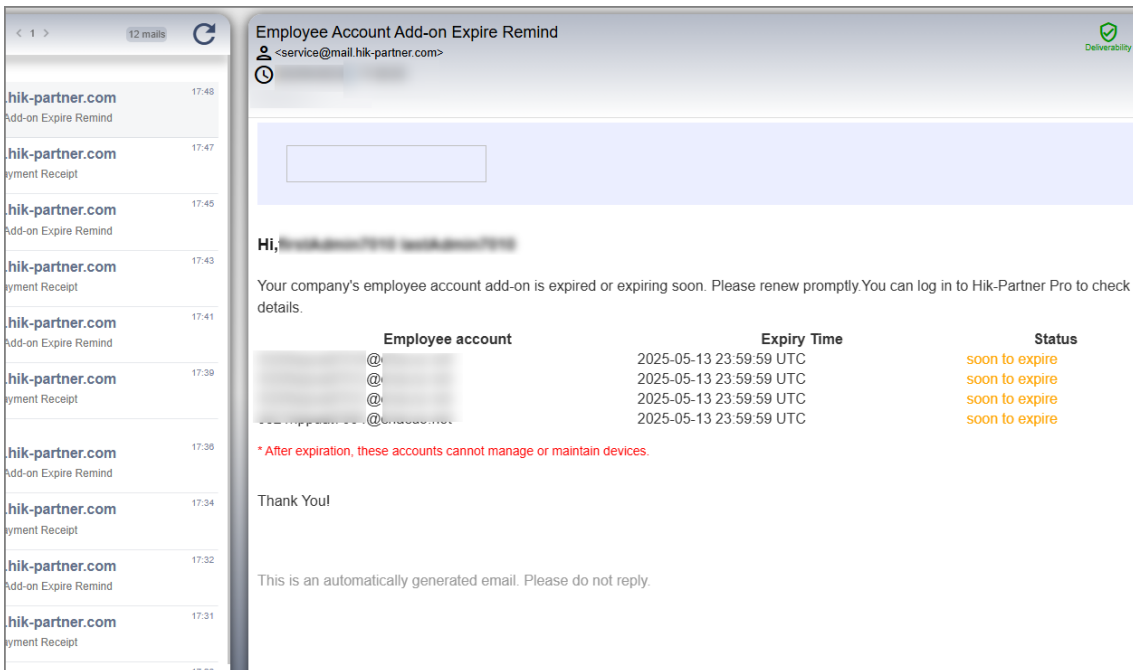


Figure 23-14 Expiry Notification Email

23.16 [Improvement] Tutorial Center Upgrade

Improves user experience of browsing contents and offers more how-to guides.

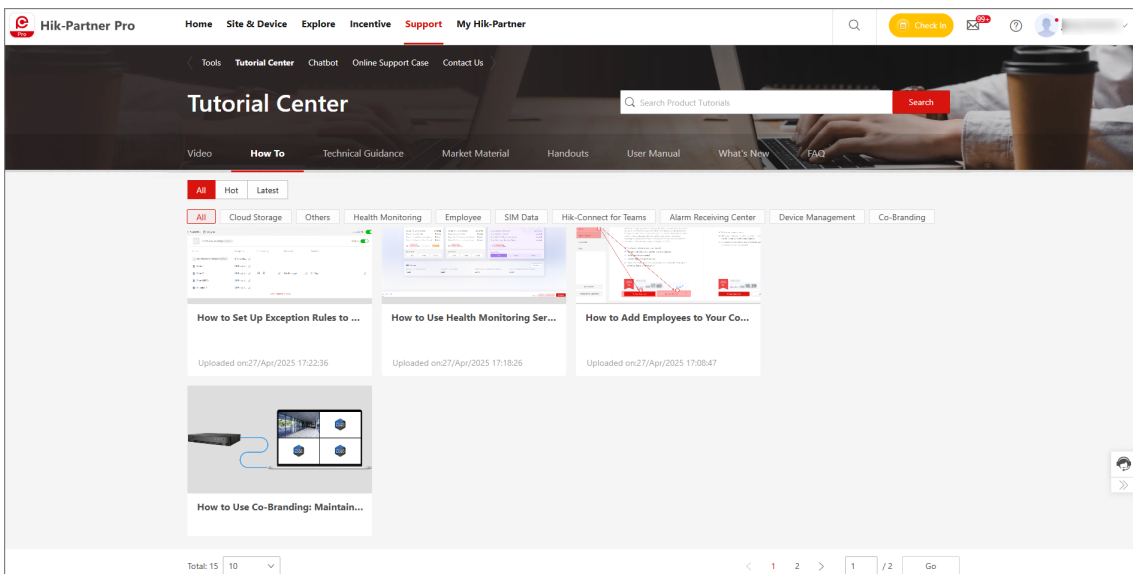


Figure 23-15 Tutorial Center

23.17 [Improvement] Version Update Notification

Adds a version update notification for major Hik-Partner Pro updates on the Mobile Client. The dialog will appear once after you log in and will provide a link to the detailed release notes.

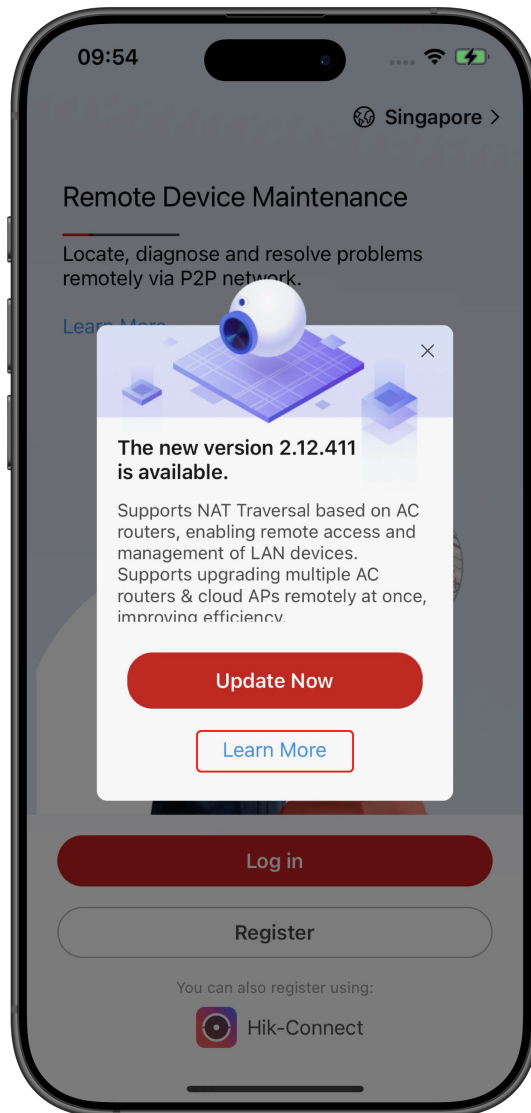


Figure 23-16 Version Update Notification

Chapter 24 Updates in V2.12.450

Scheduled Release Date: March 31, 2025

Article Published Date: March 31, 2025

24.1 Updates About Device Permissions

Granular Permission Support for Handover by Transferring

Updates granular remote maintenance permissions for AX PRO V1.2.9 when handing over the site by transferring.

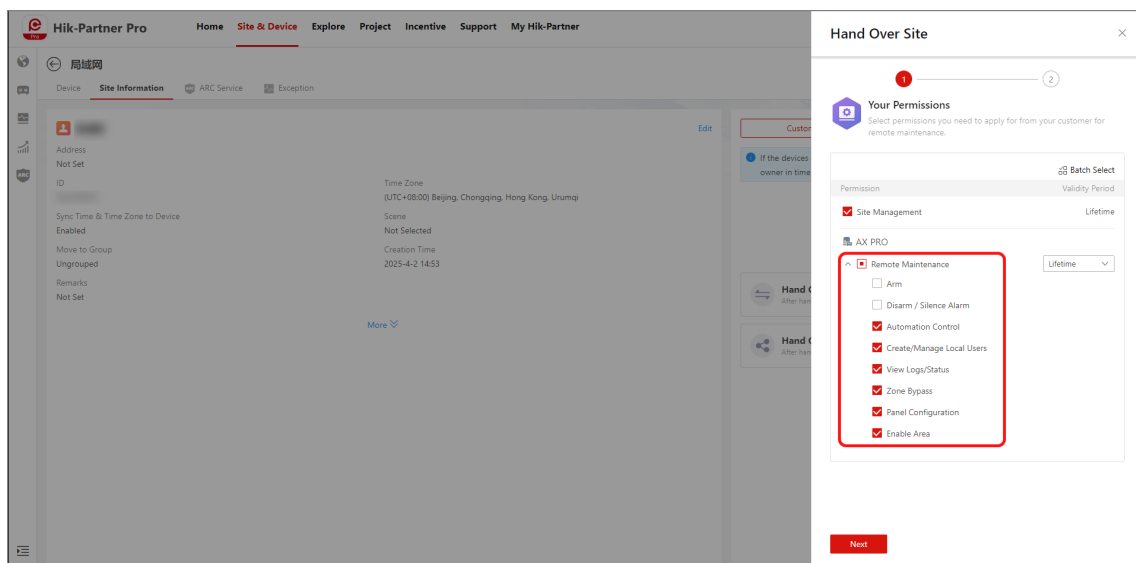


Figure 24-1 Updated Remote Maintenance Permissions (Transferring)

Granular Permission Support for Handover by Sharing

Updates granular operations and notifications permissions for AX PRO V1.2.9 when handing over the site by sharing.

24.2 Multi I/O Transmitter

Supported Control Panels

AX PRO V1.3.0 or later.

Update Details

For wired smoke detectors connected as sub-devices to multi-I/O transmitters:

- You can now **reboot them directly from the transmitter's configuration page** to silence alarms.
- For the **DS-PWA96-M2H** model, rebooting is also supported via the **panel's details page**.

24.3 Device Upgrade

(Portal & Mobile) Add a detector/peripheral upgrade prompt to help fix the protocol incompatibility issue between control panels and detectors/peripherals. Devices marked '**Upgrade Now**' require prompt update.

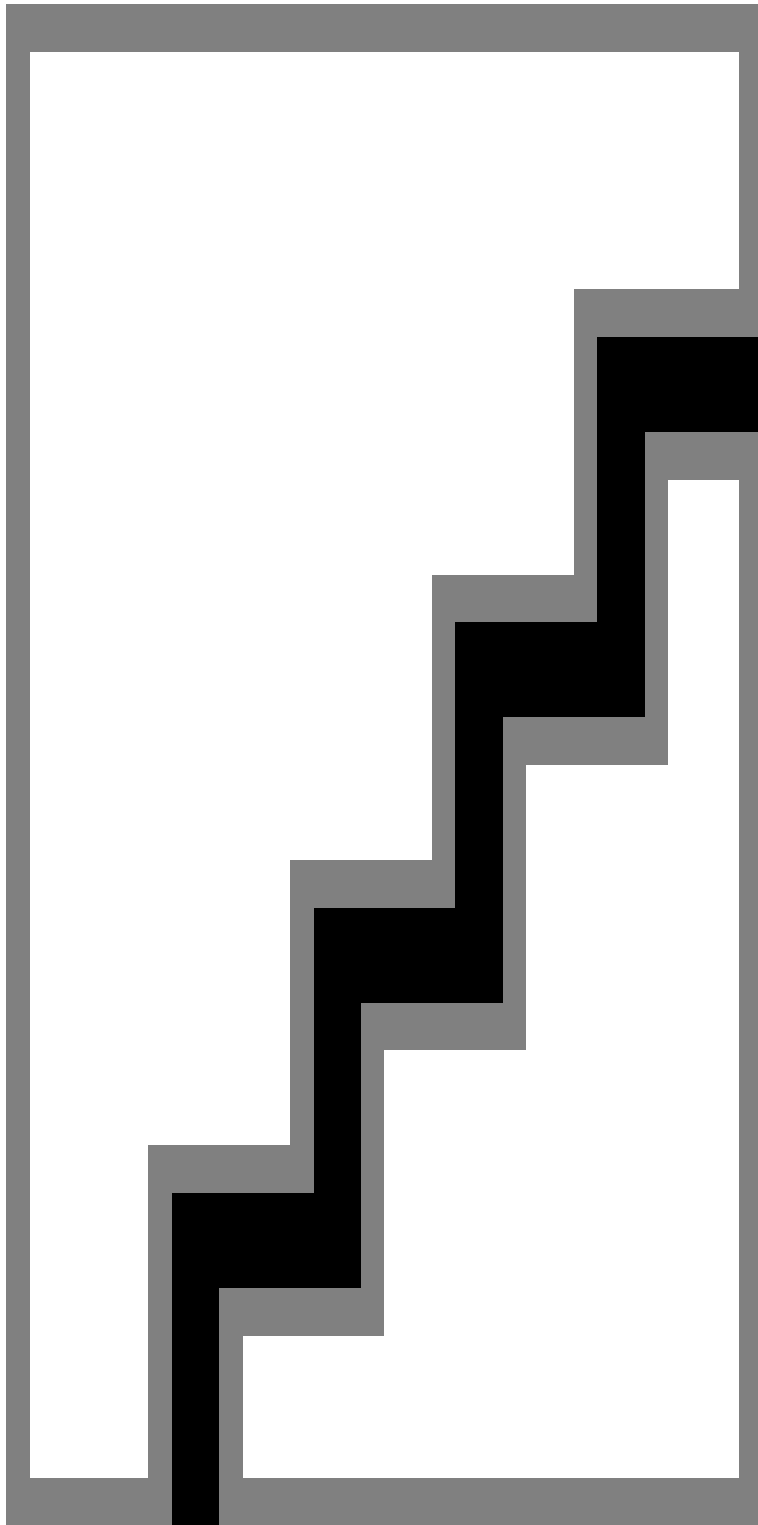


Figure 24-3 Detector/Peripheral Upgrade Prompt

24.4 ARC

(Mobile Client) When no ARC company is authorized, the authorization button is now more prominent in the mobile interface.

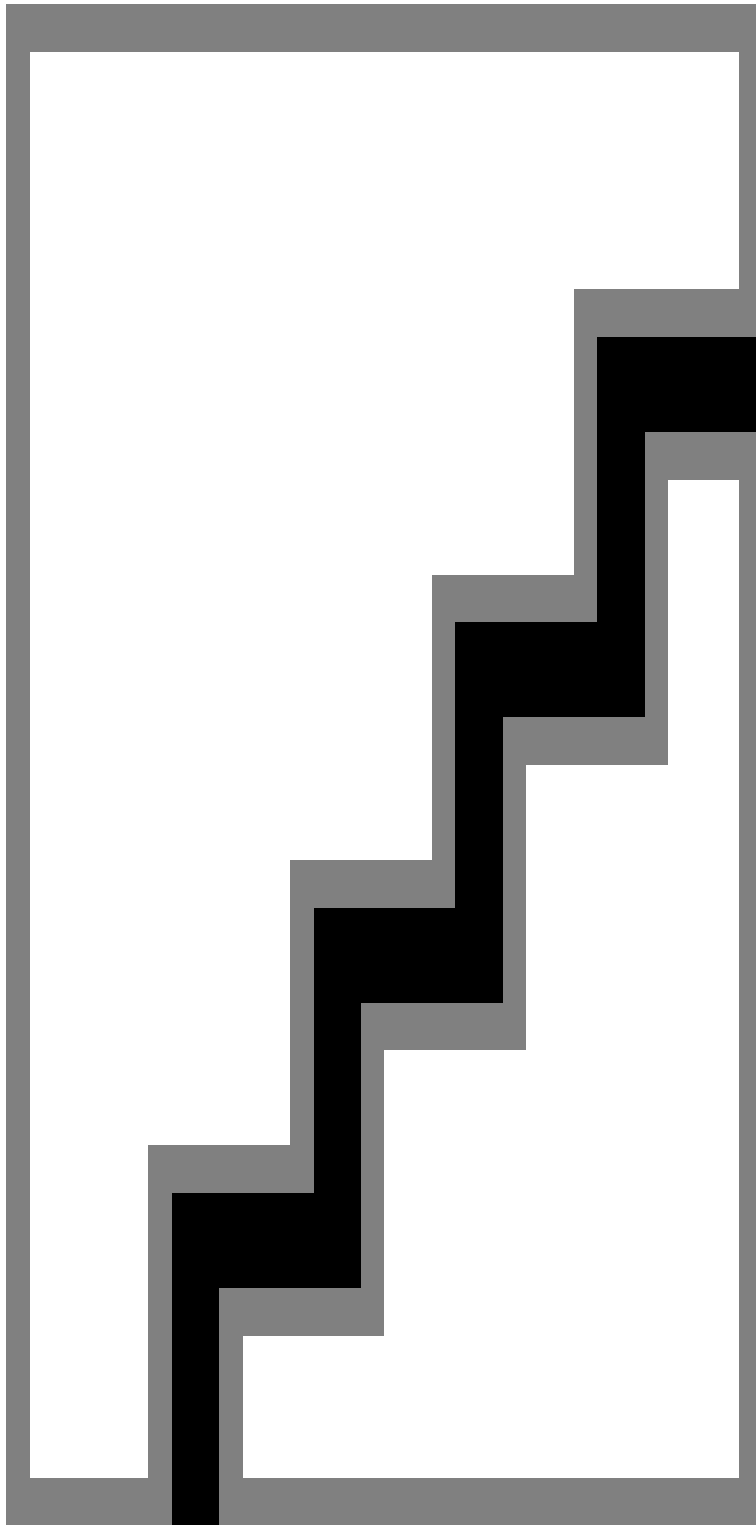


Figure 24-4 Authorize ARC

Chapter 25 Updates in V2.12.250

Scheduled Release Date: February 17, 2025

Article Published Date: February 17, 2025

25.1 [New] One-Tap Calibration for PTZ Cameras

Supports PTZ calibration when presets are inaccurate. Calibration is available whether the camera is added directly to Hik-Partner Pro or through an NVR.

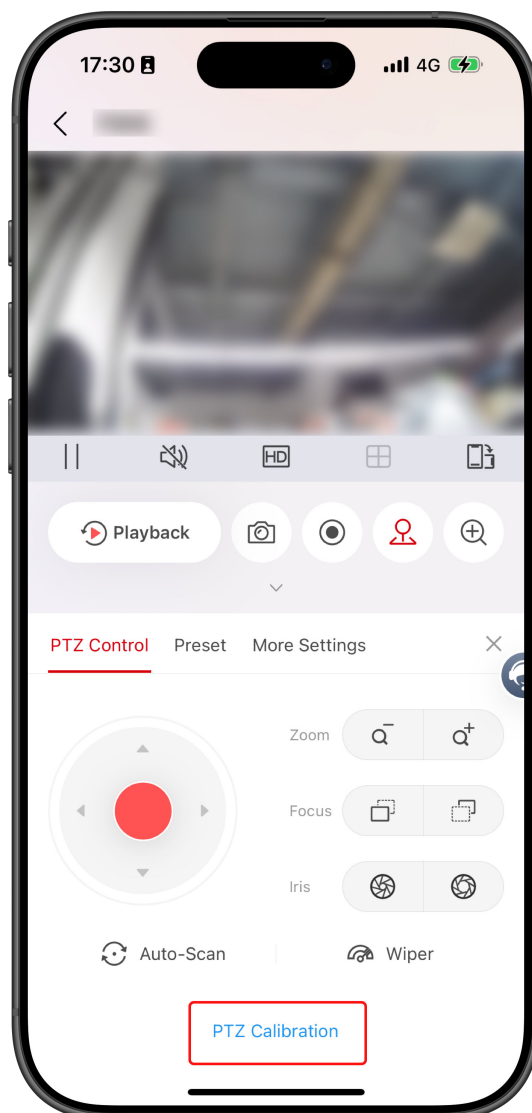


Figure 25-1 PTZ Calibration

25.2 [Updated] Team Site Supports Remote Configuration for Cameras Linked to NVR

Users can now select channels linked to the NVR added to a team site, and open its remote configuration page.

25.3 [Updated] Documentation on Various Pages

Adds guidance documents for various services and features, including the SADP tool and cloud storage.

Chapter 26 Updates in V2.12.0

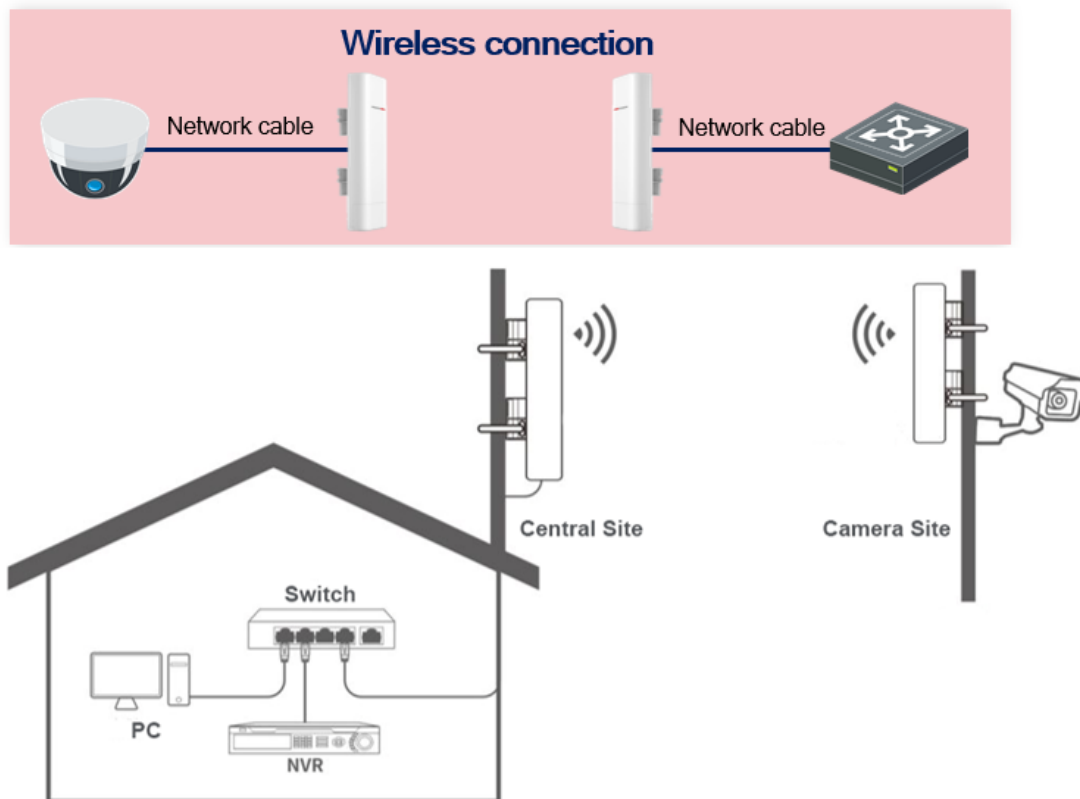
Portal Scheduled Release Date: January 17, 2025

Mobile Client Scheduled Release Date: February 15, 2025

Article Published Date: January 13, 2025

26.1 [New] Compatible with Wireless Bridges (Mobile Client)

This version is compatible with wireless bridges, with which you can build up communication between devices in two or more separate LANs without wired connections. It extends the reach of a network by bridging the gap between two distant points (maximum 15 kilometers), reducing cable, labor, and time costs and enabling easy installation for complex environments.



Supported Models

Table 26-1 Supported Wireless Bridge Models

Device Series	Device Model
Smart Managed Series	DS-3WF0EC-5ACT(B)
Smart Managed Series	DS-3WF0EC-5ACT
Smart Managed Series	DS-3WF0EC-2NT
Smart Managed Series	DS-3WF0BC-2NT
Smart Managed Series	DS-3WF0BC-2NT(B)
Smart Managed Series	DS-3WF03C-5AC/O V2
Smart Managed Series	DS-3WF03C-5AC/O V3
Smart Managed Series	DS-3WF02-5AC/D
Smart Managed Series	DS-3WF02C-5AC/O V2
Smart Managed Series	DS-3WF02C-5AC/O V3
Smart Managed Series	DS-3WF0FC-2N/O
Smart Managed Series	DS-3WF0FA-2N/O
Smart Managed Series	DS-3WF0FA-5AC/O
Smart Managed Series	DS-3WF3000-EI-5AC/P
Smart Managed Series	DS-3WF3000S-EI-5AC/P
Smart Managed Series	DS-3WF1000-EI-2N
Smart Managed Series	DS-3WF1000S-EI-2N

Supported Features of Wireless Bridges with Hik-Partner Pro

1. Supports wireless bridges initialization and pairing using the Mobile Client.
2. Supports resetting, rebooting, configuring, editing names of, and checking device details of wireless bridges using the SADP tool of the Mobile Client.
3. Supports displaying advanced details such as channel, signal strength, up/down speeds, noise levels, and CPU/memory utilization.
4. Supports checking and updating firmware for bridges remotely using the Mobile Client or Portal.
5. Supports displaying the network topology in both personal and team sites.
6. Supports handing over bridges to both personal and team sites.
7. Supports remote configuration of wireless bridges.

8. Supports health monitoring (offline/online status) and displaying bridges in the handover report.
9. Supports bridge group details (connection channels, signal strength, and paired devices).

26.2 [New] SIM Data Pool Service & Centralized SIM Management

New SIM Data Pool Service

Ideal for households or enterprises for centralized management, this service allows multiple SIM cards in one data pool to share data, allocating data based on demand and avoiding overage fees.

Centralized SIM Card & Data Pool Management

You can now manage all pools and all SIM cards on one page. Operations such as adding SIM cards to a pool, service activation/renewal, and others are supported.

26.3 [New] Hand Over Team Sites by Sharing

Introduces the "Share" feature for team sites, enabling device sharing without transferring ownership.

Key highlights:

1. Installers can retain remote access permissions.
2. Installers can cancel sharing, and reassign devices as needed.

26.4 [New] Compatible with Solar-Powered Network Switches (Mobile Client)

Adds support for solar-powered network switches (DS-3T1506HP-EI-UPS), including:

1. Battery health monitoring and low-power alerts.
2. Display of detailed battery status in the device web interface.
3. Notifications for power exceptions.

26.5 [New] License PDF Generation for Online Payments

You can now download PDF files of license (service key) details after completing online payments. Options include grouping multiple service keys into a single service key or splitting one into multiple service keys for easier activation.

What Is New in Hik-Partner Pro

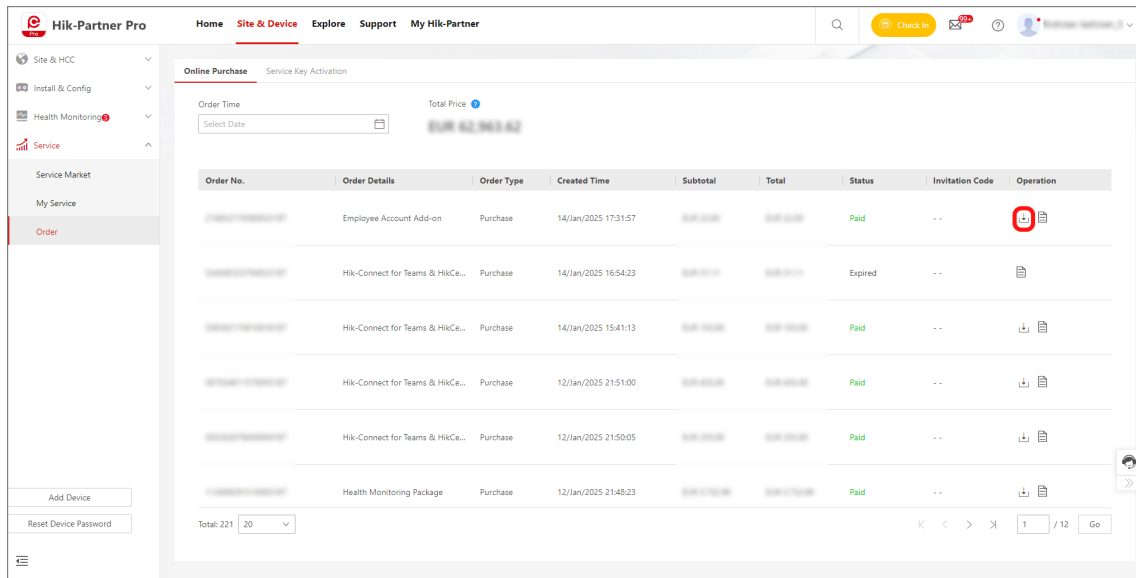


Figure 26-2 Service Key PDF Download

26.6 [Updated] Enhanced Customer Site UI

The Customer Site module is redesigned with optimizations to the site mode, device mode, and device management features within the site details page, along with an updated interactive framework for improved usability.

26.7 [Updated] Enhanced Map Interaction Experience

1. Adds a notification when no site is available on the site map for better user guidance.
2. Improves site location editing: users can now move site pins to edit locations more intuitively.

26.8 [Updated] Optimized DDNS Functionality

DDNS can now operate without requiring a user name and password. You will be prompted to input credentials only when necessary, ensuring uninterrupted use of remote configurations and playback features.

26.9 [Updated] Client Name Customization

You can now rename Hikvision devices directly from the topology or port details pages. Renamed devices are synchronized across the platform for consistency.

26.10 [Updated] Enhanced Topology Tools (Mobile Client)

Adds a new toolkit to the topology page, including tools for Wi-Fi configuration, DDNS setup, VLAN settings, and network optimization.

26.11 [Updated] Router Interaction Refinements (Mobile Client)

Enhances router detail pages with features:

1. Sorting devices by high data usage.
2. Expanding network connection details.
3. Guest Wi-Fi settings with clear differentiation.

26.12 [Updated] Team Site Time Zone Synchronization

Enables team site managers to adjust and sync time zones across all devices efficiently, ensuring consistent configurations.

26.13 [Resolved] Bug Fix: Health Monitoring

Resolves an issue where switch port exceptions are not being reported in the health monitoring module.

Chapter 27 Updates in V2.11.800

Scheduled Release Date: January 15, 2025

Article Published Date: January 13, 2025

27.1 [Updated] Membership Level Upgrade via Specific Points

Membership levels can now be upgraded by completing specific points tasks marked with an "m".



This feature is only supported in some countries/regions.

More Instructions: [*How to Earn Reward Points and Redeem for Gifts*](#)

27.2 [Updated] PTRZ Camera Compatibility Improvements

Adds support for the PTRZ cameras that are connected to NVRs and are not added to Hik-Partner Pro. Features like rotation and locking of these PTRZ cameras can now be controlled using Hik-Partner Pro.

27.3 [Updated] Optimized Hik-Partner Pro App Startup

Improves app startup speed with silent background updates for user data and settings, reducing loading time from 6 seconds to 2 seconds.

27.4 [Updated] Updates About Security Control Panels

27.4.1 General

1. Supports capturing images of PIRCAM detectors and reporting to authorized ARCs using the Hik-Partner Pro Portal.
2. For AX PRO V1.3.0 or later, adds enrollment guidance for peripherals and detectors.

27.4.2 AX HOME V1.2

New Features

1. Adds the following new types of peripherals & detectors.

What Is New in Hik-Partner Pro

Product Type	Model	Frequency
Wireless External Sounder	DS-PS1-E-WE(Blue)	868
Wireless External Sounder	DS-PS1-E-WB(Blue)	433
Wireless External Sounder	DS-PS1-E-WE(Red)	868
Wireless External Sounder	DS-PS1-E-WB(Red)	433
Wireless External Sounder	DS-PS1-E-WE(Amber)	868
Wireless External Sounder	DS-PS1-E-WB(Amber)	433
Wireless Dual Technology Curtain Detector	DS-PDC10DM-EG2-WE	868
Wireless Dual Technology Curtain Detector	DS-PDC10DM-EG2-WB	433
Wireless Double PIR Detector	DS-PDP18-HM-WE	868
Wireless Double PIR Detector	DS-PDP18-HM-WB	433
Wireless Magnet Shock Detector	DS-PDMCK-EG2-WE	868
Wireless Magnet Shock Detector	DS-PDMCK-EG2-WB	433
Wireless Magnet Shock Detector	DS-PDMCK-EG2-WE(B)	868
Wireless Magnet Shock Detector	DS-PDMCK-EG2-WB(B)	433
Wireless Portable Emergency Button	DS-PDEBP1-EG2-WE	868
Wireless Portable Emergency Button	DS-PDEBP1-EG2-WB	433
Wireless Portable Emergency Button	DS-PDEBP2-EG2-WE	8668
Wireless Portable Emergency Button	DS-PDEBP2-EG2-WB	433
Wireless Emergency Button	DS-PDEB1-EG2-WE(B)	868
Wireless Emergency Button	DS-PDEB1-EG2-WB(B)	433
Wireless Emergency Button	DS-PDEB2-EG2-WE(B)	868
Wireless Emergency Button	DS-PDEB2-EG2-WB(B)	433
Wireless Smoke Detector	DS-PDSMK-E-WE	868
Wireless Smoke Detector	DS-PDSMK-E-WB	433
Relay Module	DS-PM1-O1L-WE	868
Relay Module	DS-PM1-O1L-WB	433

- Supports enabling **Late to Disarm** for areas. If you enable **Late to Disarm** and set the late time, the control panel will report an alarm if the area is not disarmed at the specified late time.

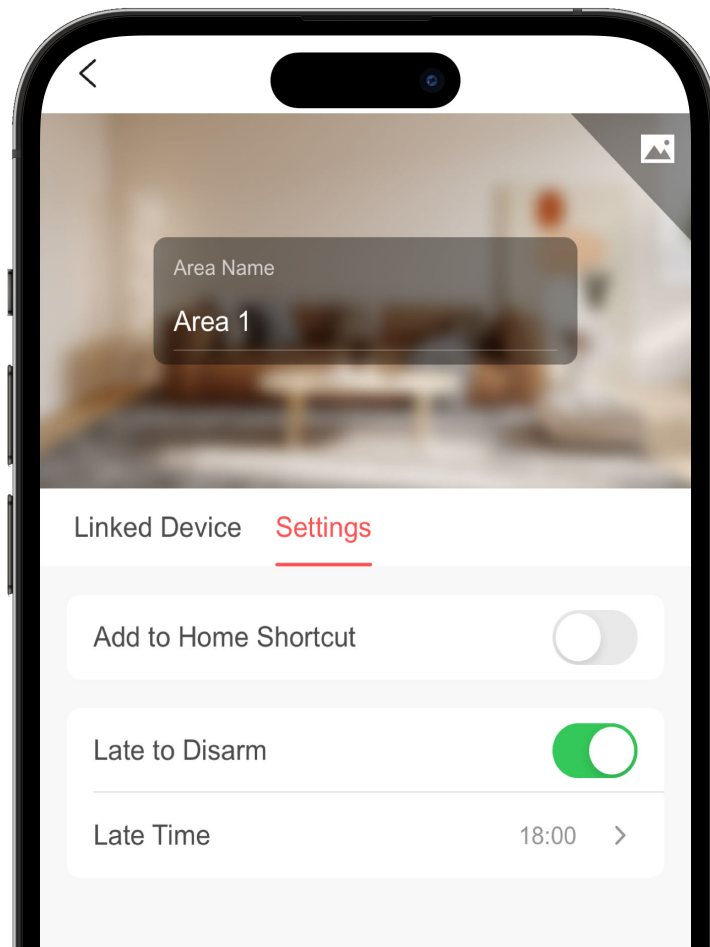


Figure 27-4 Late to Disarm Areas

3. When you enter the serial No. or scan the QR code to add a control panel, supports pressing the **TAMPER** button on the control panel within 60 seconds to add the device.

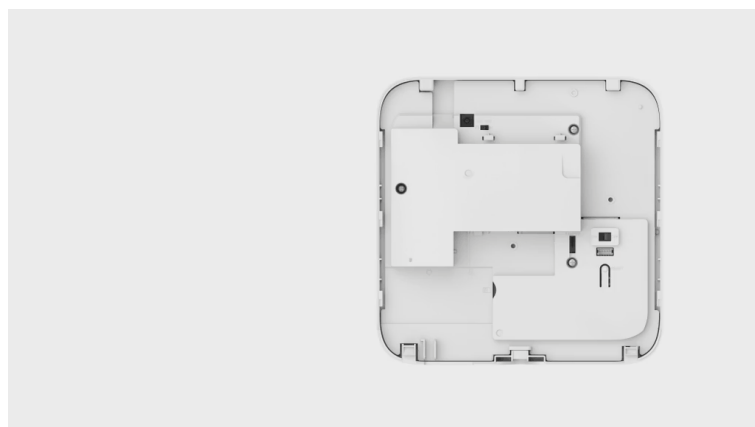


Figure 27-5 Add Devices by Pressing Tamper Button

4. Supports setting the **Tap to Run** intelligent scene for batch controlling devices.

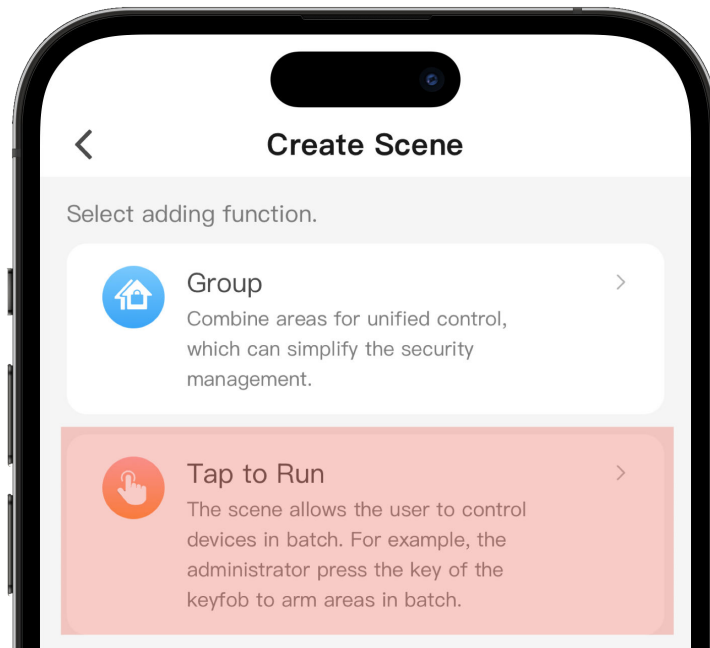


Figure 27-6 Tap to Run Scene

5. Supports creating a device linkage scene where you can link an added network camera with a zone for alarm video verification. Take the following steps to add a device linkage scene:
 - a. Tap a control panel card, tap **Intelligent Scene** → **Recommended Scene** → **Alarm Video Verification** .
 - b. Add a condition by adding a zone and setting the Condition to **Alarm**.

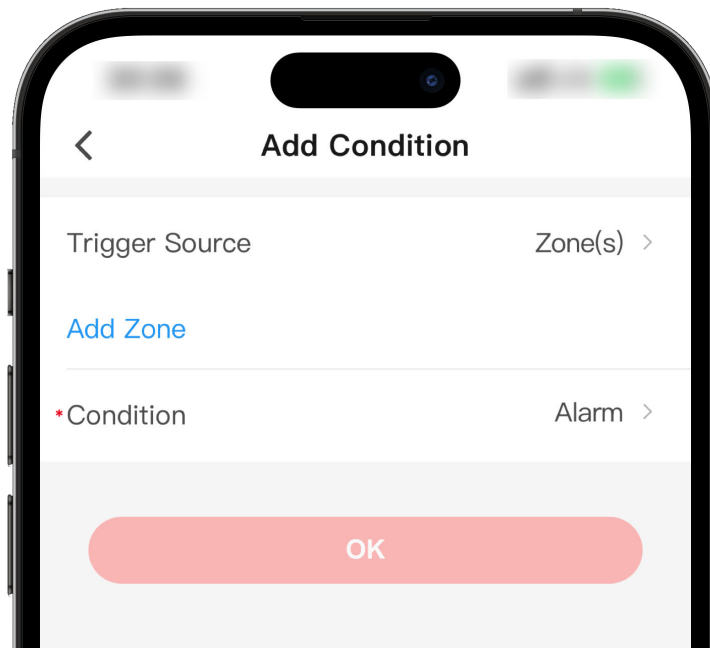


Figure 27-7 Add Condition

- c. Set the video verification action by adding a network camera and setting the Action to **Video Verification**.

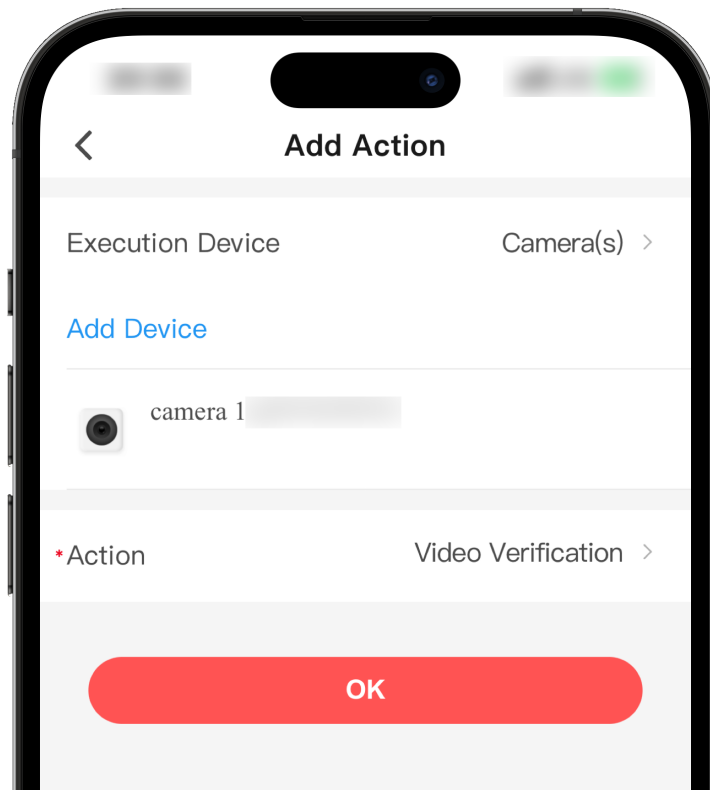


Figure 27-8 Add Action

6. Supports adding the Group scene to the homepage for batch arming/disarming areas. Take the following steps:
 - a. Tap a control panel card, and tap **Intelligent Scene** → **Create Scene** → **Group** to add areas.

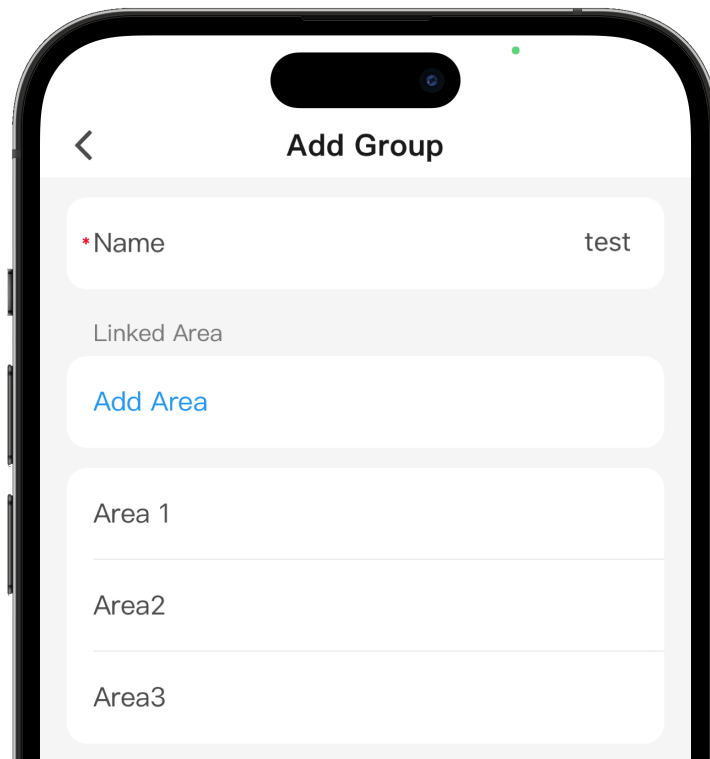


Figure 27-9 Add Group Scene

- b. On the **Intelligent Scene** page, select a Group scene and swipe it left, and then tap  .

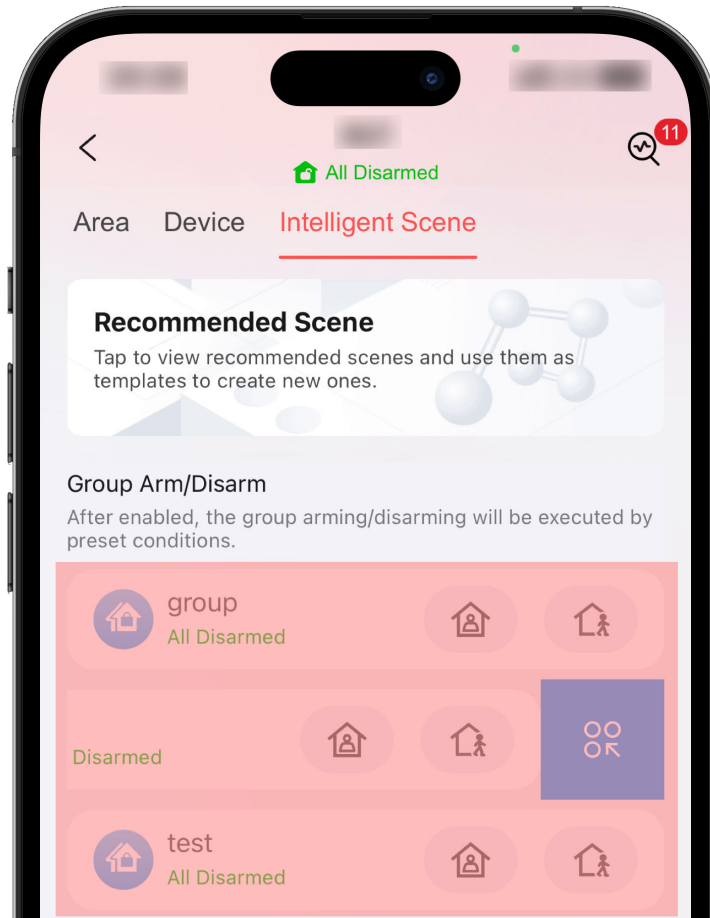


Figure 27-10 Add Group Scene to Homepage

- c. Tap the shortcut to batch arm/disarm areas on the homepage.

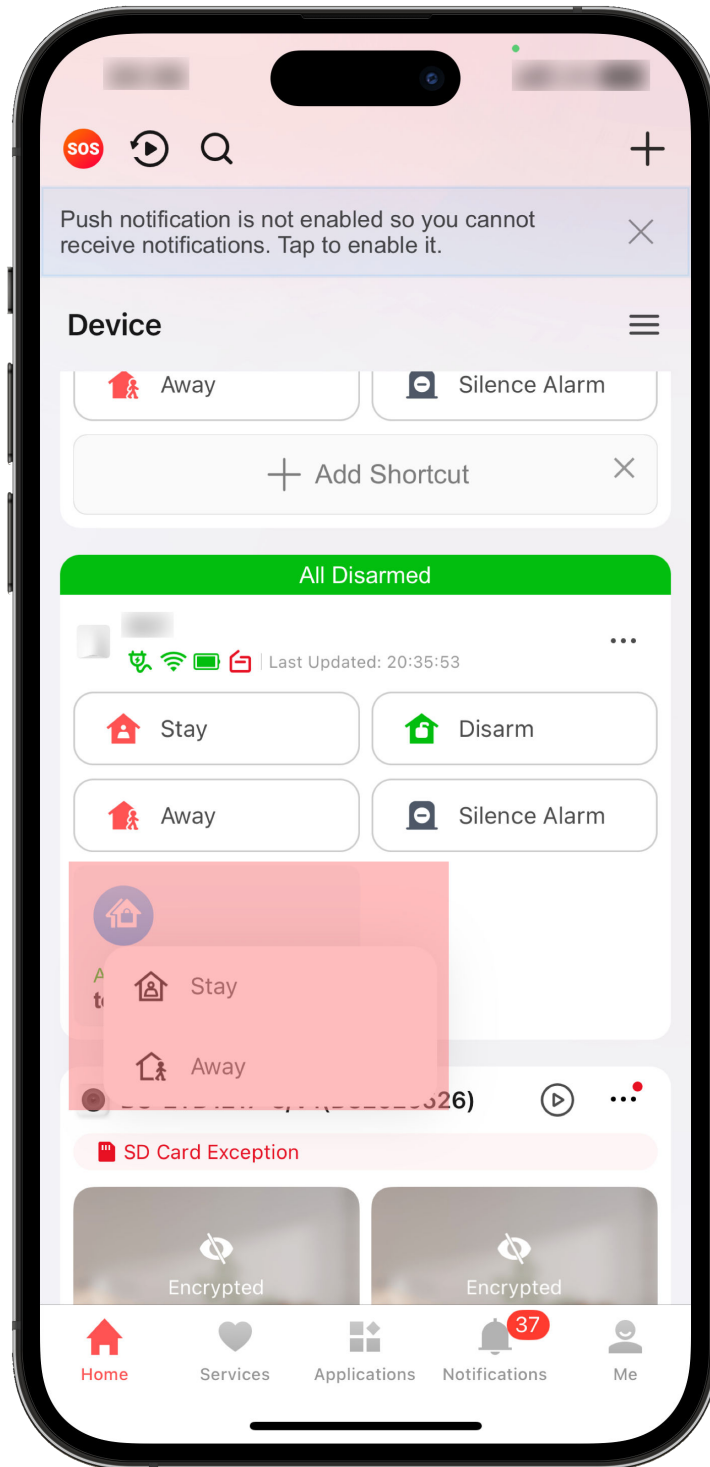


Figure 27-11 Batch Control Area Group

Feature Enhancements

1. For keypads, support silencing alarms using **I Key** or **II Key**.

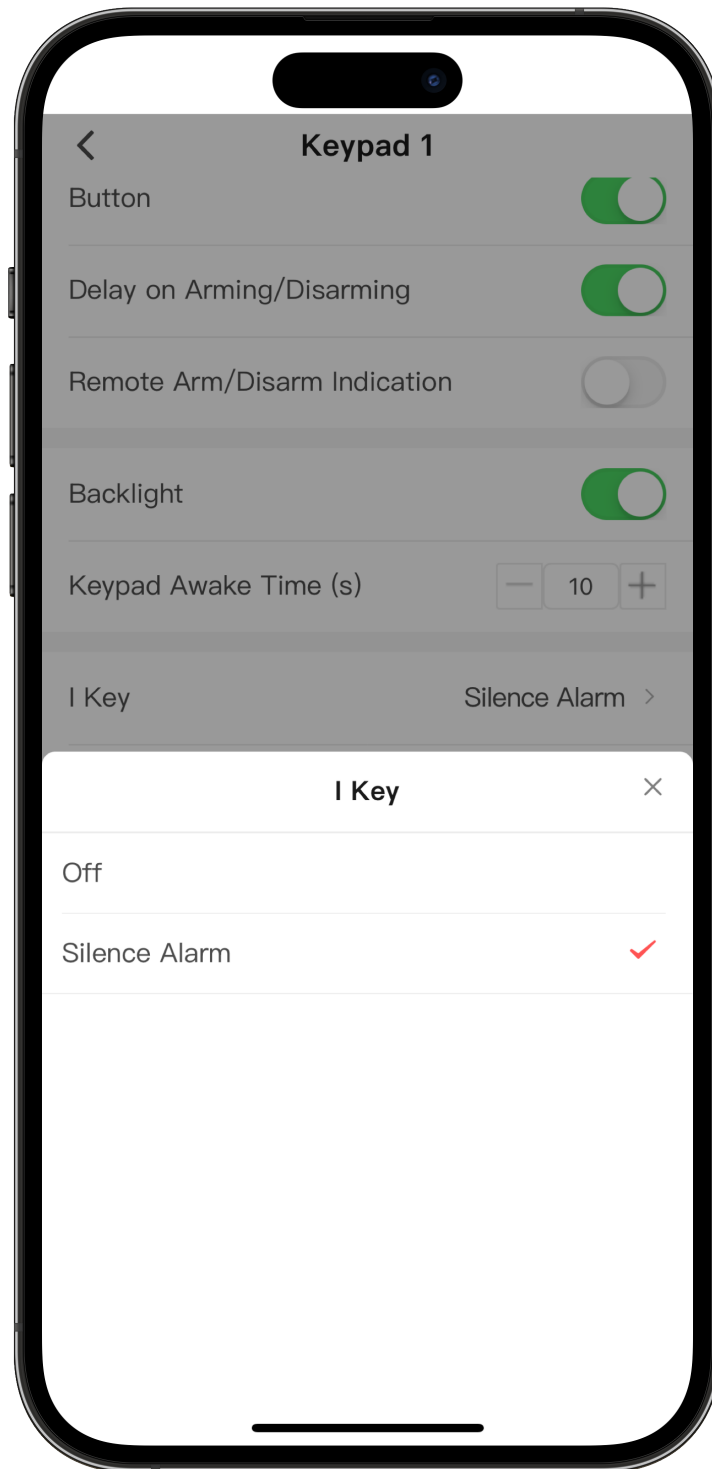


Figure 27-12 Silence Alarms with I/II Key

2. Supports arming areas in Stay mode if **Stay Arm Deactivation** is disabled for linked detectors.



Figure 27-13 Stay Arm Deactivation

 **Caution**

If the zone type is set to **24 Hour**, you cannot configure **Stay Arm Deactivation**.



Figure 27-14 Arm Area in Stay Mode

3. Supports displaying the dynamic flashing of the indicator light on the App interface when the area is disarmed and you use Find Me to locate a wireless external sounder which will flash red or blue according to the model.

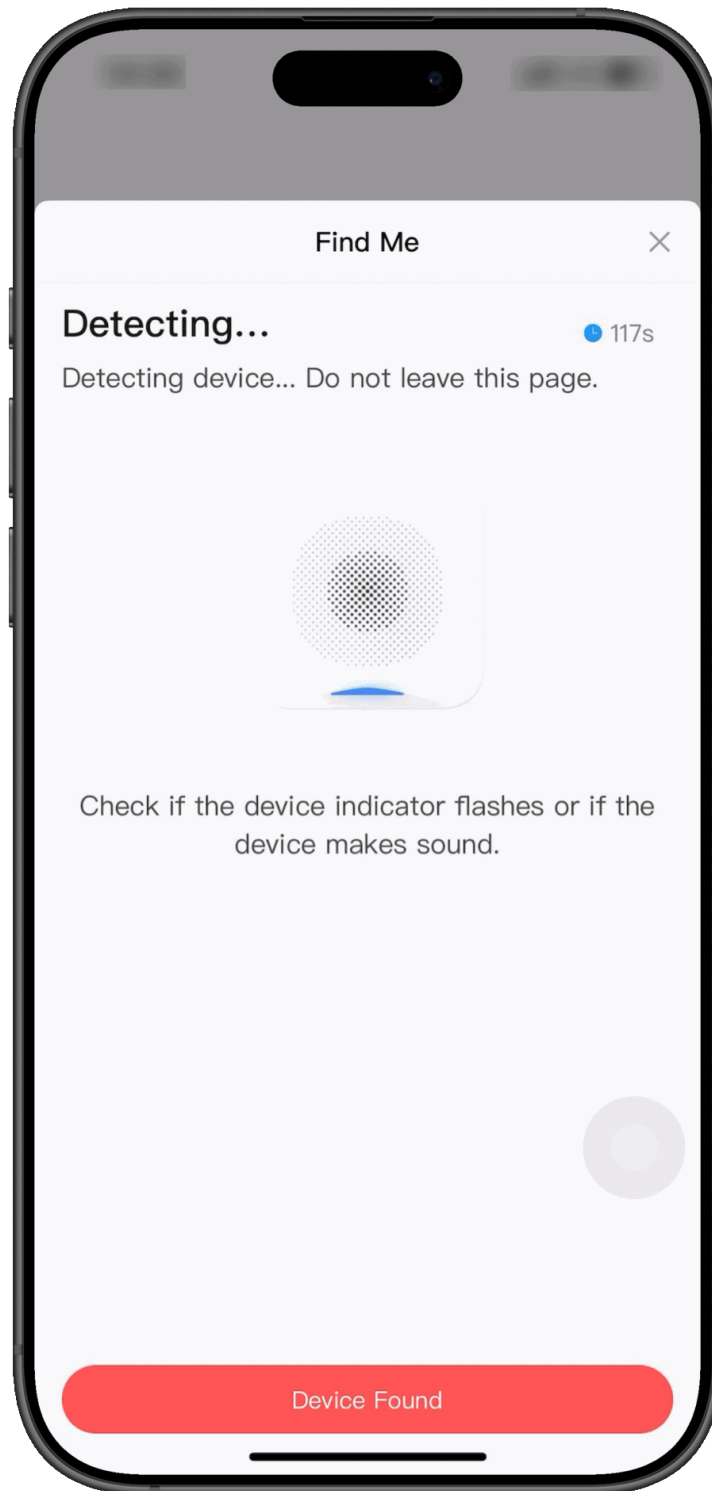


Figure 27-15 Find Me Indicator Light

Table 27-1 Supported Models

Supported Model	Frequency
DS-PS1-E-WE (Blue)	868
DS-PS1-E-WB (Blue)	433
DS-PS1-E-WE (Red)	868
DS-PS1-E-WB (Red)	433
DS-PS1-E-WE (Amber)	868
DS-PS1-E-WB (Amber)	433

4. Supports adding a shortcut for quick control of automation devices such as relay modules and smart plugs.

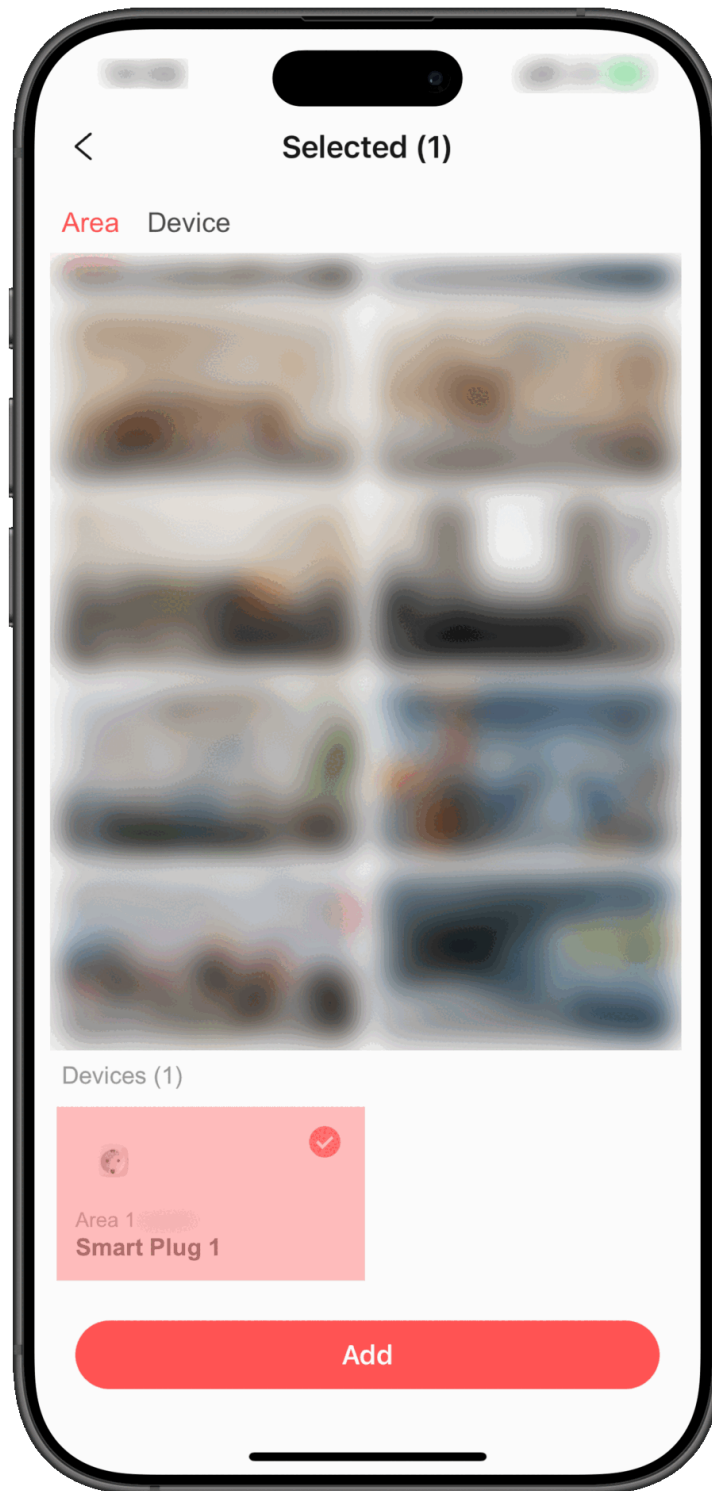


Figure 27-16 Shortcut for Automation Devices

27.4.3 AX HYBRID RPO V2.1.0 / AX PRO V1.3.1

New Features

1. For AX HYBRID PRO V2.1.0 or later and AX PRO V1.3.1 or later, supports the following new peripherals & detectors:

Table 27-2 New Supported Peripherals & Detectors

Device Type	Model
Wireless Internal Sounder	<ul style="list-style-type: none"> - DS-PS1-I-WE(B)(Blue) - DS-PS1-I-WB(B)(Blue) - DS-PS1-I-WE(B)(Red) - DS-PS1-I-WB(B)(Red)
Keyfob	<ul style="list-style-type: none"> - DS-PKF1-WE(B) - DS-PKF1-WB(B)
Wireless Magnetic Contact	<ul style="list-style-type: none"> - DS-PDMCS-EG2-WE(B) - DS-PDMCS-EG2-WB(B)
Wireless Environment Detector	<ul style="list-style-type: none"> - DS-PD452SMK-WE - DS-PD452SMK-WB - DS-PD451SMK-WE - DS-PD451SMK-WB

2. For AX HYBRID PRO V2.1.0 or later and AX PRO V1.3.1 or later, supports linking bus peripherals to all current areas and subsequently added areas.

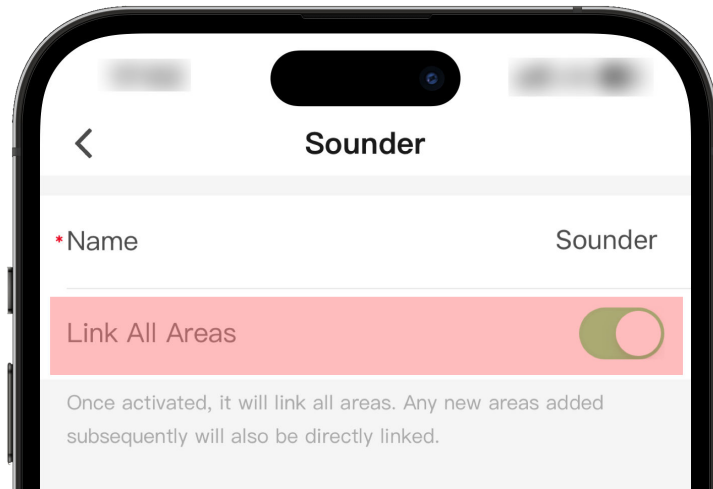


Figure 27-17 Link Bus Peripherals to All Areas

3. For AX HYBRID PRO V2.1.0 or later and AX PRO V1.3.1 or later, supports adding multiple zones for a network camera channel.

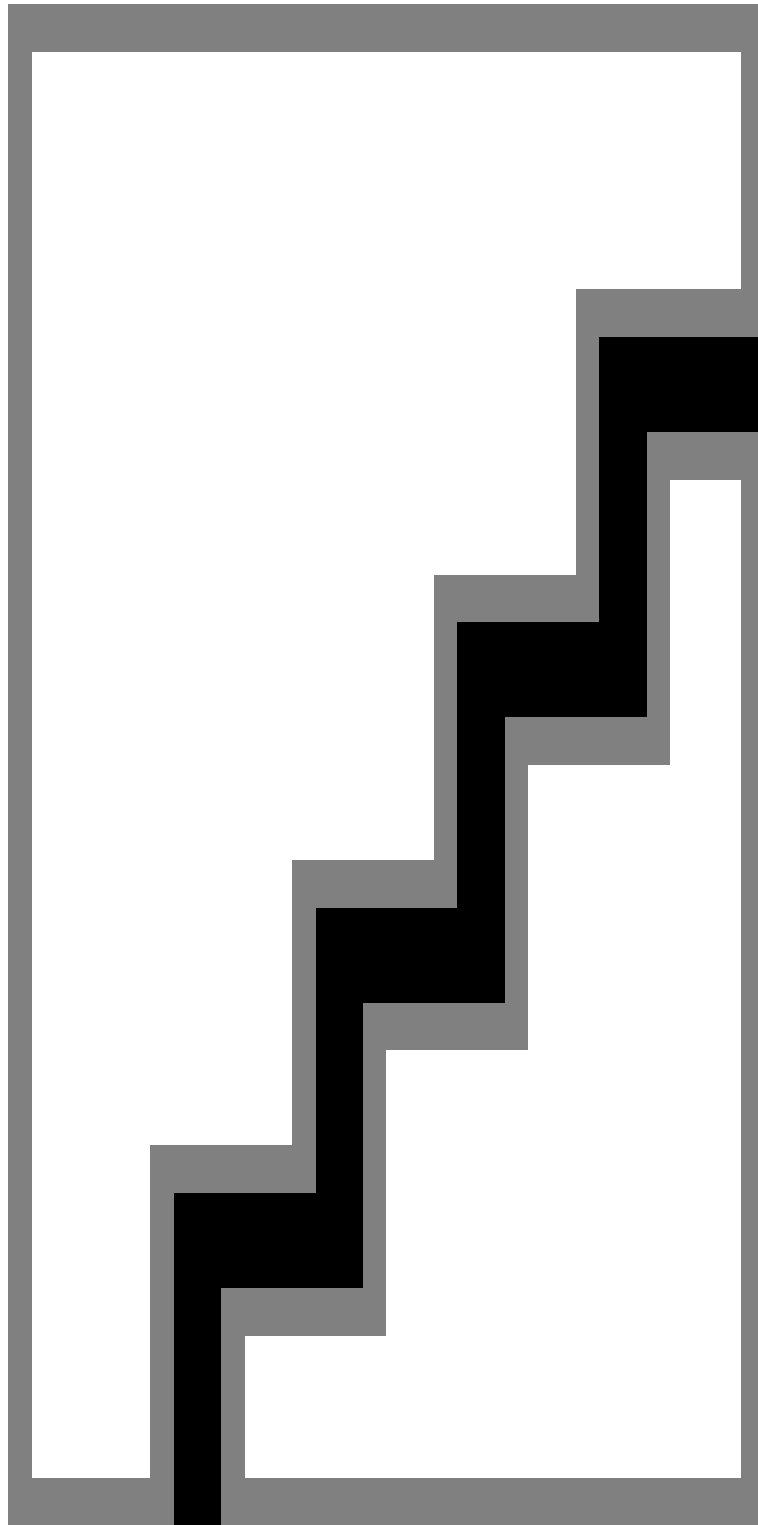



Figure 27-18 Add Zones for Network Cameras

What Is New in Hik-Partner Pro

Camera Protocol Type	Description
Added via ISAPI	<p>You can select a detection rule or multiple events for different zones. When the rule or one of the events is detected, an alarm will be reported.</p> <p> Note</p> <ul style="list-style-type: none">- Selecting a rule is only supported by certain types of cameras. You can go to the camera's web configuration page and select VCA → Rule to set the detection rule. Up to 8 rules will be displayed.- You can only set the Event Type to either Event or Rule.
Added via Hikvision SDK or ONVIF	<p>All supported events will be detected by default. When one of the events is detected, an alarm will be reported.</p>

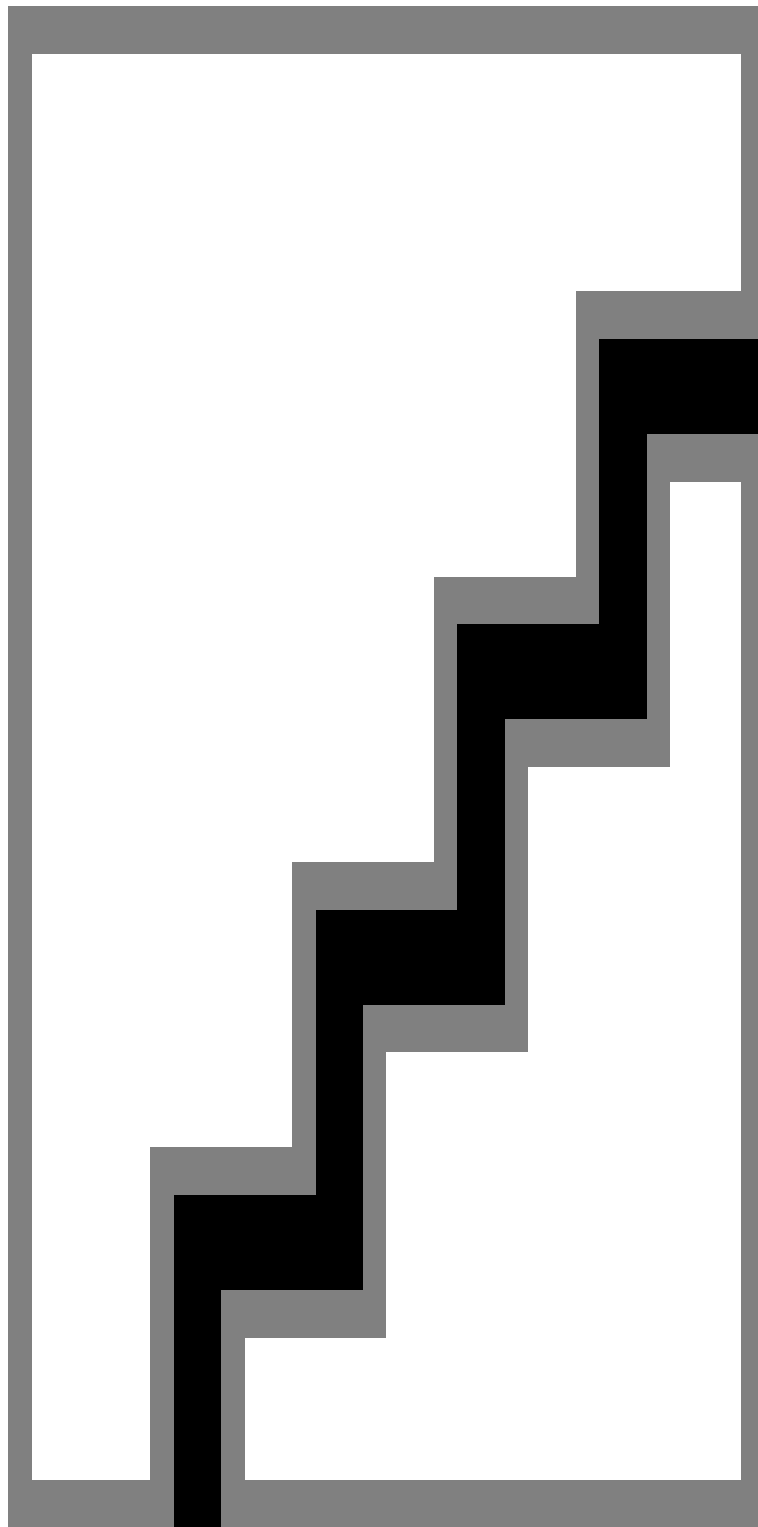


Figure 27-19 Set Event/Rule for Zones

Table 27-3 Supported Cameras

Device Type	Model
Security Thermal Cameras (HeatPro Series)	<ul style="list-style-type: none"> - DS-2TD1217-2/QA - DS-2TD1217-3/QA - DS-2TD1217-6/QA - DS-2TD1228-2/QA - DS-2TD1228-3/QA - DS-2TD1228-7/QA - DS-2TD1228T-2/QA - DS-2TD1228T-3/QA - DS-2TD1228T-2/QA(B) - DS-2TD1228T-3/QA(B) - DS-2TD2608-1/QA - DS-2TD2608-2/QA - DS-2TD2608-1/QA/FP - DS-2TD2608-2/QA/FP - DS-2TD2617-3/QA - DS-2TD2617-6/QA - DS-2TD2617-10/QA - DS-2TD2628-3/QA - DS-2TD2628-7/QA - DS-2TD2628-10/QA - DS-2TD2628-3/QA/GLT - DS-2TD2628-7/QA/GLT - DS-2TD2628-10/QA/GLT - DS-2TD2628-3/QA/GLT(JP) - DS-2TD2628-10/QA/GLT(LA) - DS-2TD2628T-3/QA - DS-2TD2628T-7/QA
Wi-Fi Camera	<ul style="list-style-type: none"> - DS-2CV1023G2-LIDWF(B) - DS-2CV1F23G2-LIDWF(B) - DS-2CV1043G2-LIDWF(B) - DS-2CV1F43G2-LIDWF(B) - DS-2DE2C200MWG/W - DS-2DE2C400MWG/W

Feature Enhancements

1. For AX HYBRID PRO V2.1.0 or later and AX PRO V1.3.1 or later, the deactivation status of linked devices is divided into two statuses:

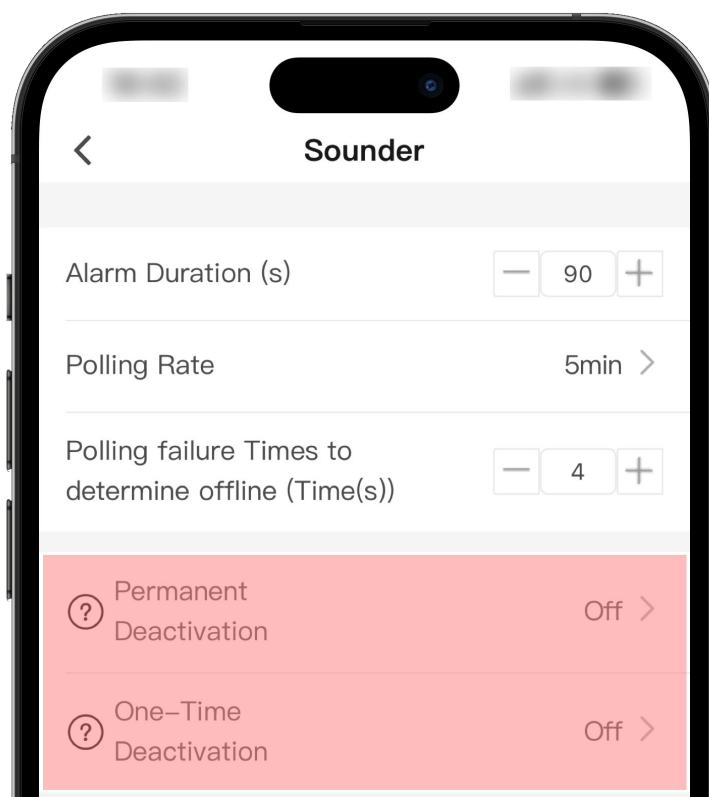


Figure 27-20 Deactivation Status

Status	Description	Options
Permanent Deactivation	Exclude the device from the system or disable its tampering alarms permanently.	<ul style="list-style-type: none"> - Off: the device operates in normal mode and transmits all events and alarms. - Entirely: The system will ignore all alarms reported by the device. - Lid Only: The system will ignore only tamper alarms.
One-Time Deactivation	Exclude the device from the system or disable its tampering alarms for a time the armed mode is active.	<ul style="list-style-type: none"> - Off: the device operates in normal mode and transmits all events and alarms. - Entirely: The system will ignore all alarms reported by the device. - Lid Only: The system will ignore only tampering alarms.

2. For AX PRO V1.3.1 or later, supports adding up to 6 internal sounders or up to 6 external sounders. Ensure that the combined total of both types does not exceed 6.
3. For AX PRO V1.3.1, supports creating the Tap to Run scene for batch controlling devices.

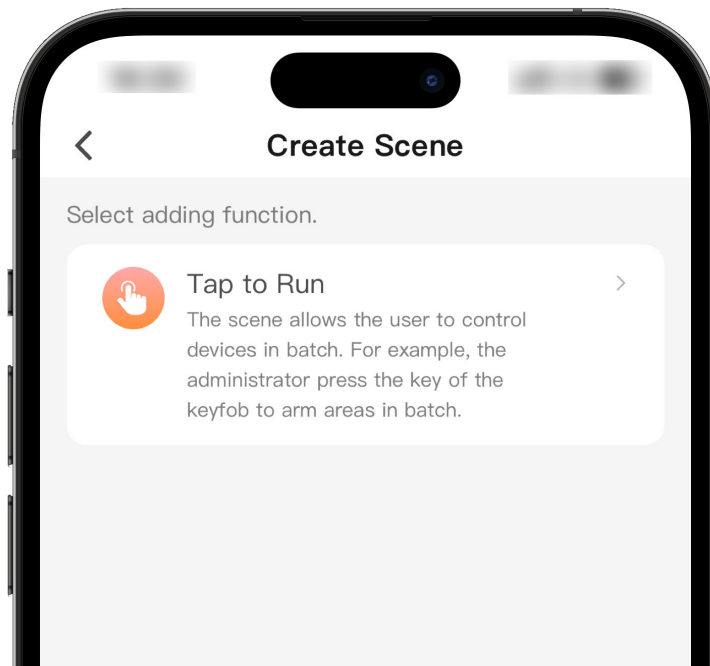


Figure 27-21 Create Tap to Run Scene

4. For AX HYBRID PRO V2.1.0 or later and AX PRO V1.3.1 or later, supports setting the communication fault sending delay and report time (60s-15,000s, 1,800s by default) in ARC Settings.

After you set the connection mode to TCP and enable communication channels, you can set the delay time for reporting Wi-Fi/Ethernet/Cellular communication failures to the ARC. If the failure is recovered before the delay ends, no alarm will be reported. If the failure persists after the delay, the control panel will report a Communication Fault alarm to the ARC.

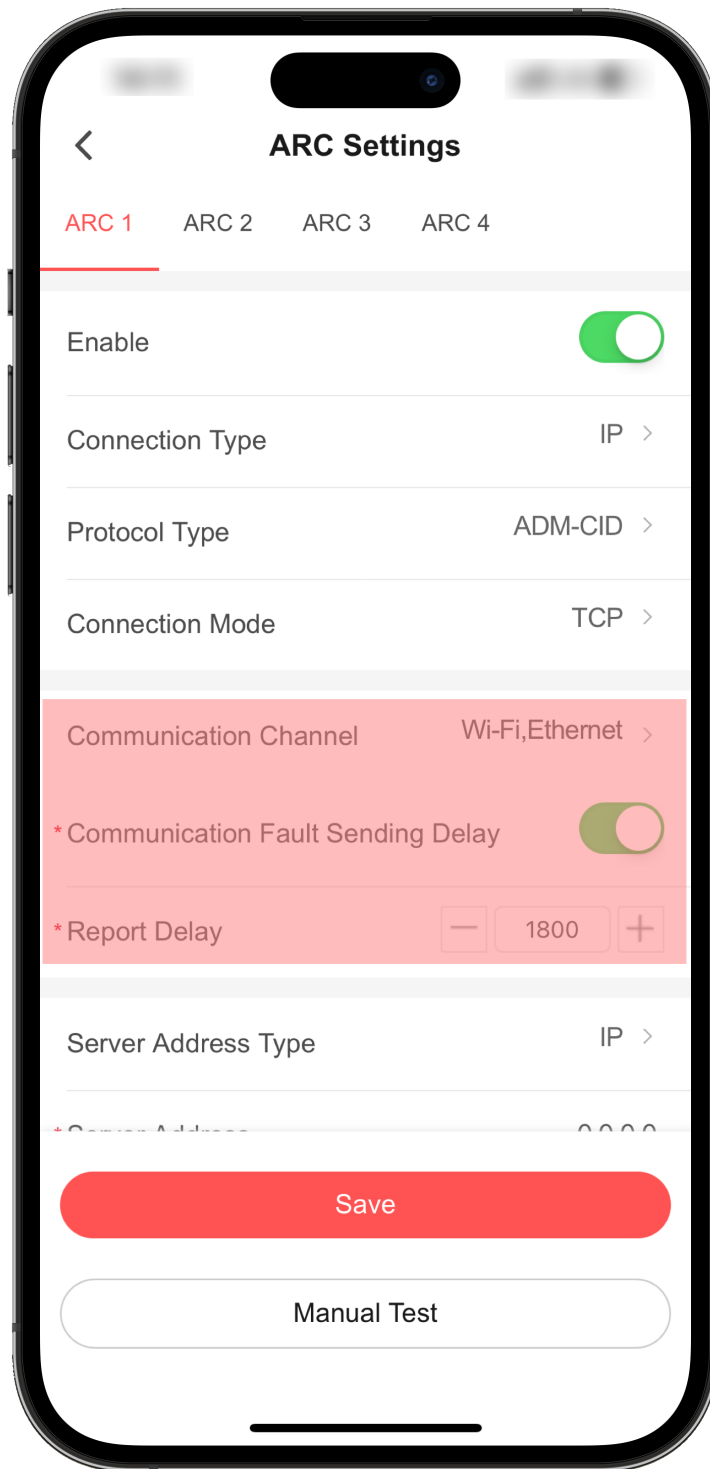


Figure 27-22 Communication Fault Sending Delay

- For AX HYBRID PRO V2.1.0 or later and AX PRO V1.3.1 or later, support the periodic test of the connection between the FSK, RDC, or IDS module and the control panel if you connect the module with the control panel with a serial cable and set the connection type to **Serial Port**. This function allows you to ensure that the control panel and these modules are communicating normally and to identify any abnormalities immediately.

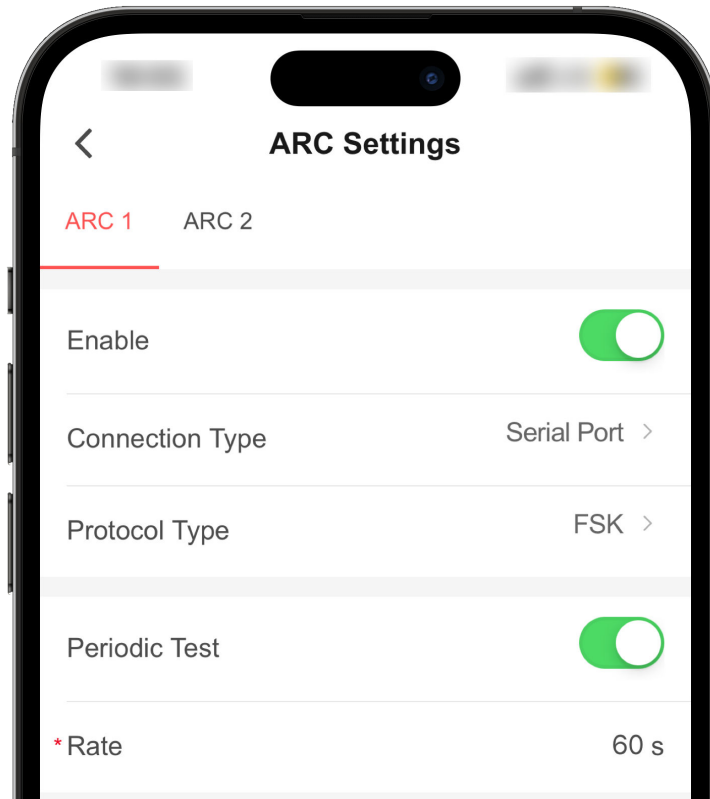


Figure 27-23 Periodic Test

- For AX HYBRID PRO V2.1.0 or later and AX PRO V1.3.1 or later, supports silencing sounders when the area is armed in Stay mode.

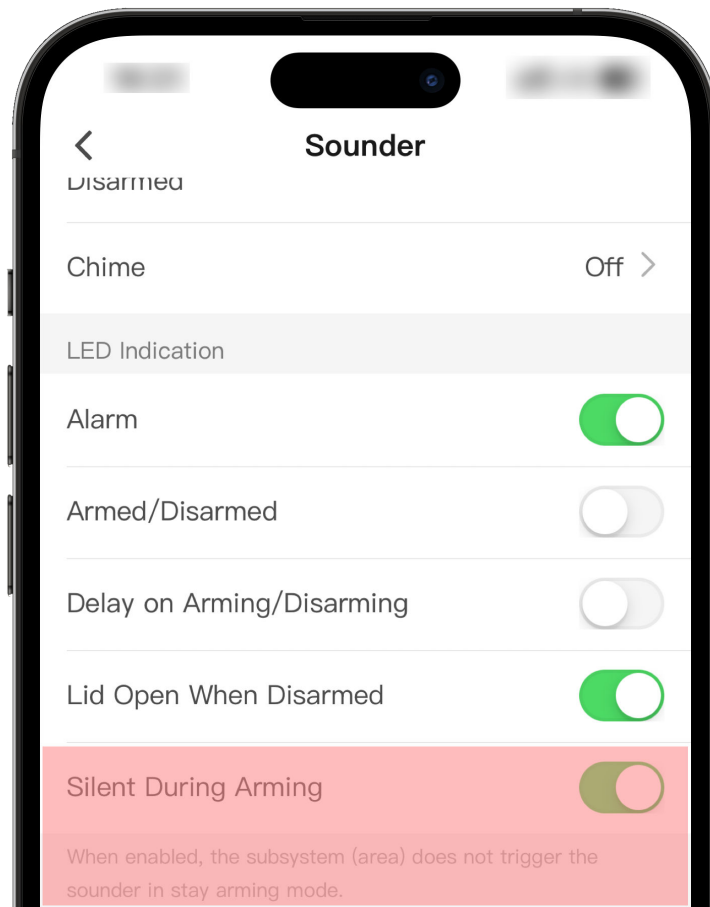


Figure 27-24 Silence Sounder in Stay Arm Mode

Chapter 28 Updates in V2.11.350

Scheduled Release Date: December 19, 2024

Article Published Date: December 19, 2024

28.1 [New] Co-Branding Device Compatibility

You can now view DVR/NVR models that support co-branding in the device compatibility list.

More Instructions: [Co-Branding](#)

28.2 [New] Company Information in My Profile

Adds **Company Information** in **My Profile**.

28.3 [Updated] Updated About Network Speakers & Network Amplifiers

Removes the time limit on uploaded audio files (60 seconds previously), and audio files up to 100 MB can now be uploaded (previously limited to 20 MB).

This update involves all models of network amplifiers and network speakers supported by Hik-Partner Pro. Refer to the Device Compatibility List for details.

Chapter 29 Updates in V2.11.50

Scheduled Release Date: December 2, 2024

Article Published Date: November 29, 2024

29.1 [New] Remote Configuration of Access Control Devices on Team Sites

You can now access the remote configuration feature of access control devices on team sites using the Portal, which is already supported on the Mobile Client.

29.2 [Updated] Firmware Info & Update Package Search for Manual Upgrade

Hik-Partner Pro now provides firmware information and firmware version on the Manual Upgrade page for you to check if your upgrade package is consistent with the device. Also, you can now search for and download the upgrade package via the Manual Upgrade page.

More Instructions: [How to Upgrade Devices](#)

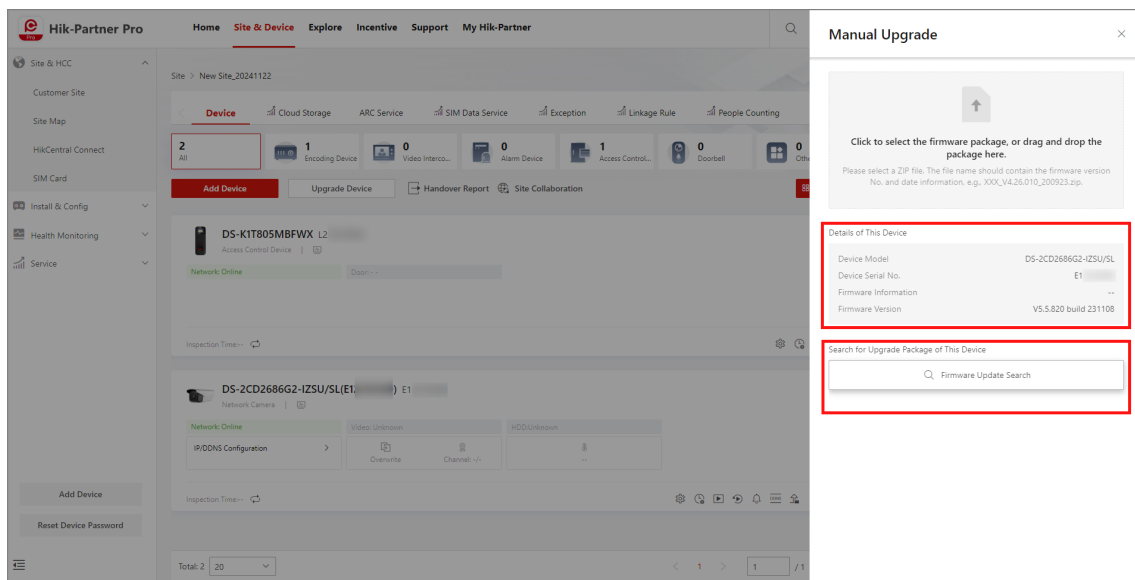


Figure 29-2 Firmware Info & Update Package Search for Manual Upgrade

29.3 [Updated] Create One Site for Each Synced Device

Hik-Partner Pro now supports **Create Site by Device** mode for syncing devices from Hik-Connect. You select this mode to create a unique site automatically for each device synced from Hik-Connect. This mode does not support syncing devices shared by other Hik-Connect accounts.

Customer Site → Device Synchronization

29.4 [Updated] HCT User Management via Hik-Partner Pro

You can now create and manage users for your customer on Hik-Connect for Teams after you access your customer's Hik-Connect for Teams through Hik-Partner Pro.

Customer Site → Select a Team Site → Enter Hik-Connect for Teams

More Instructions: [Manage Team Sites via Hik-Partner Pro](#)

29.5 [Updated] Attachment Download for Notice

You can now download the attachment in the pop-up window of **Notice**.



Figure 29-6 Download Attachment for Notice

29.6 [Resolved] Issue Resolved

We resolved an issue with the Hik-Partner Pro Portal where the account upgrade feature is not showing on the top right of the Portal after you switch your Hik-ProConnect account to another region. (Click your account name on the top right, and then **Upgrade Account**.)

Chapter 30 Updates in V2.11.0

Updated on November 15, 2024.

30.1 [New] Health Monitoring Service for Hik-Connect for Teams

Health Monitoring Service Now Available for Hik-Connect for Teams

Hik-Partner Pro now supports the health monitoring service for team sites, which offers the health monitoring capabilities consistent with those for personal sites. For example, enterprise users can now use the health status dashboard and scheduled report delivery features in Hik-Connect for Teams.

Purchase Health Monitoring Service Packages for Hik-Connect for Teams

You can purchase the health monitoring service packages for Hik-Connect for Teams on Hik-Partner Pro.

Note

You can also activate the health monitoring service for devices on team sites using the health monitoring service packages for personal sites.

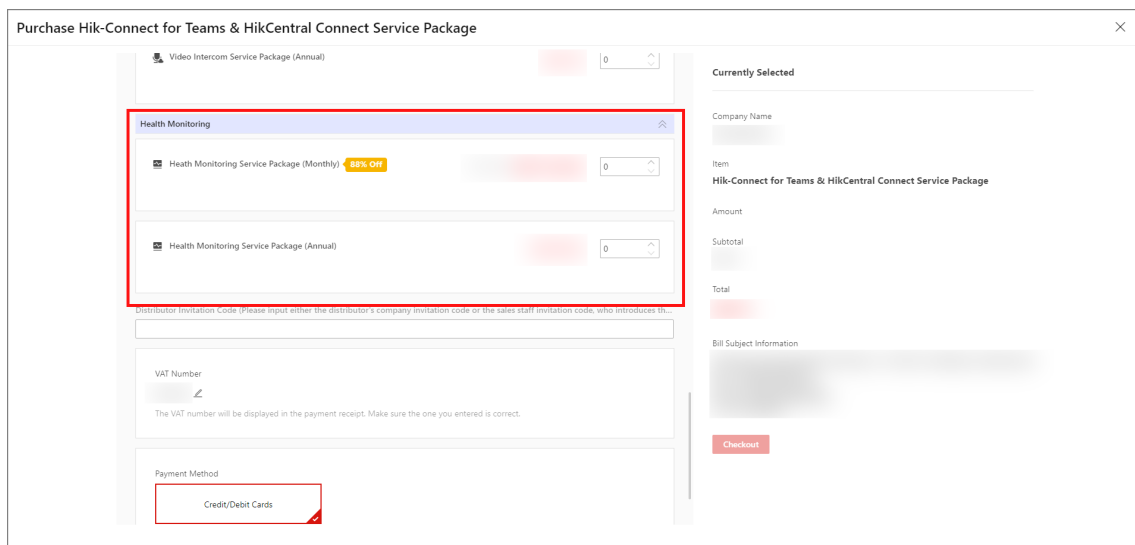


Figure 30-1 Purchase Health Monitoring Service for Hik-Connect for Teams

Team Sites' Device Health Status on Hik-Partner Pro

For team sites with the health monitoring service activated, you can now check the device health status on Hik-Partner Pro. For example, the Health Status page now includes teams sites and their devices, and the device cards in team sites now support showing device status.

30.2 [New] ANPR Service for Hik-Connect for Teams

Hik-Partner Pro now supports activating the ANPR service for Hik-Connect for Teams. After you activate the ANPR service for your enterprise customers, they can now manage license plates, apply vehicle allowlists, view passing vehicle records, perform real-time monitoring, and control barrier gates on Hik-Connect for Teams.

Hik-Partner Pro offers both the capacity-unlimited trial and free channels for the ANPR service. The quantity of free channels and the validity period of the trial vary depending on your country/region.

30.3 [New] Network Amplifiers

Compatible with Network Amplifiers

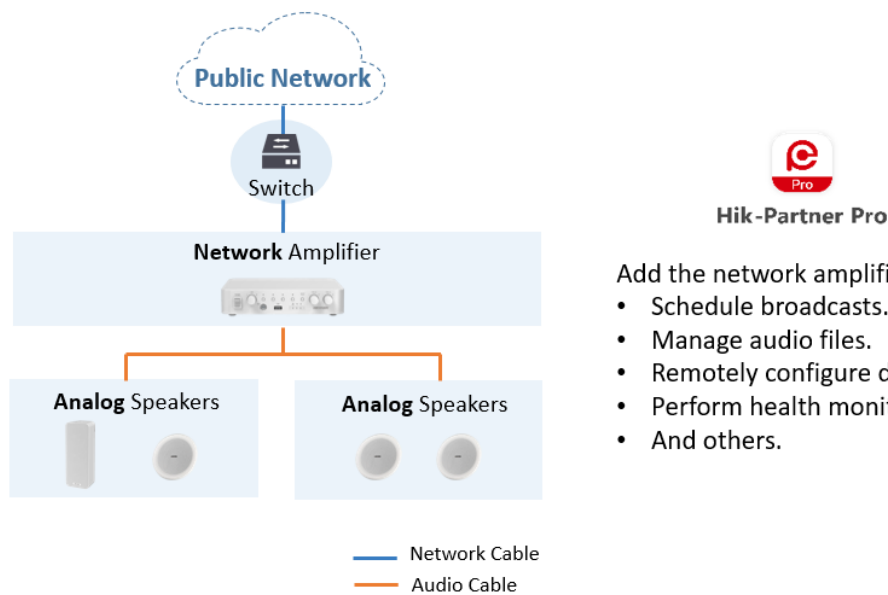
This version is compatible with network amplifiers, with which you can convert an analog audio system to a network audio system, in order to support more intelligent functions such as scheduled broadcasting, remote management, alarm linkage, etc.

Supported Model: DS-QAE1A80G1-VB.

New Installation Plan: Analog Speaker + Network Amplifier Solution

The compatibility with network amplifier facilitates the Analog Speaker + Network Amplifier solution, providing a smarter experience similar to network audio systems with low budgets.

2 to 6 analog speakers can be connected to a network amplifier.



Add the network amplifier to HPP, so as to:

- Schedule broadcasts.
- Manage audio files.
- Remotely configure devices.
- Perform health monitoring.
- And others.

Figure 30-3 Installation Plan

Supported Features with Hik-Partner Pro

Note

The features are supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate with the screenshots of the Mobile Client.

- Supports adding the network amplifiers to **personal sites** on Hik-Partner Pro only.
- Supports applying for / sharing the **remote configuration permission** when handing over the network amplifiers to customers by transferring/sharing.
- Supports activating the health monitoring service for the network amplifiers. Supported status of health check: **Online/Offline**.
- Supports remote device upgrade and on-site batch upgrade.
- Supports uploading local audio files from your PC/phone to a network amplifier.
- Supports configuring scheduled broadcast tasks.
- Supports more remote configurations of network amplifiers.
- Supports initializing the network amplifier using the SADP tool: device activation, network configuration, and time sync.

30.4 [Improvement] Adapted for Use on MacOS: Non-Plugin Remote Configuration

This version improves the remote configuration feature. Now you do not need to download plug-ins when using the remote configuration feature, which facilitates a smooth user experience for MacOS.

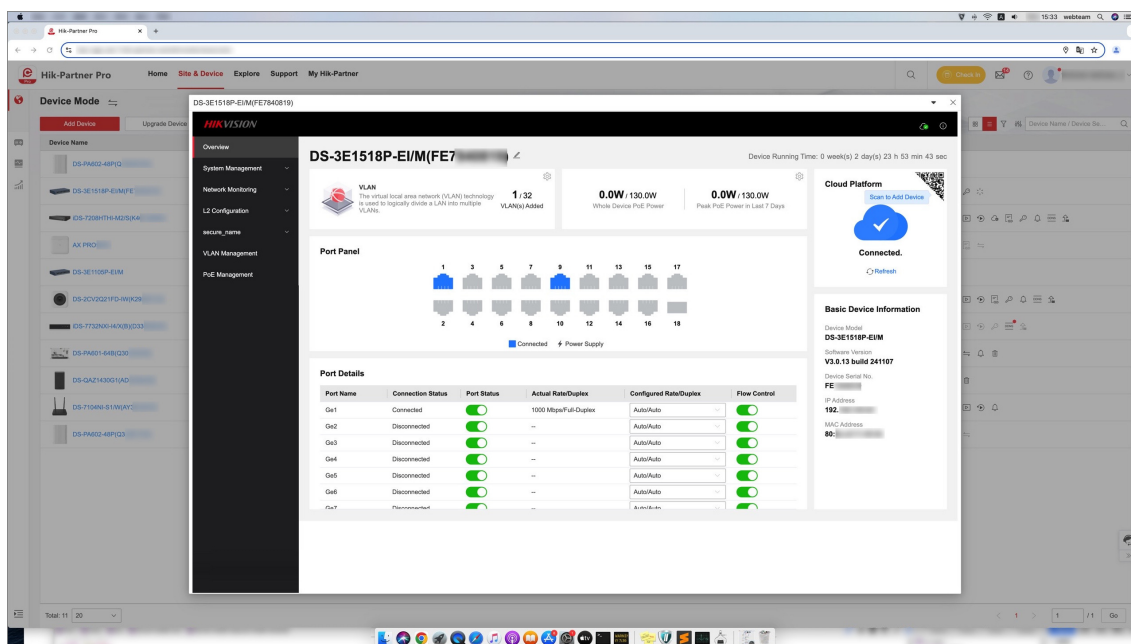


Figure 30-7 Remote Configuration for MacOS

30.5 [Improvement] Updates About Network Devices

Compatible with New Models

This version supports some new models of network switches and routers.

Category	Model
Network Switch	DS-3T1512HP-SI-8P4F
	DS-3T1528HP-SI-24P4F
	DS-3E1512HP-SI-8P2T2F
	DS-3E1520HP-SI-16P2T2F

Category	Model
	DS-3E1528HP-SI-24P2T2F
Router	DS-3WR30X-V

Cloud APs Support Guest Wi-Fi Configuration

You can now configure guest Wi-Fi with cloud AP.

Topology Improvements

1. Supports displaying the topology for the site to which only cloud APs or only cloud APs & security devices are added.

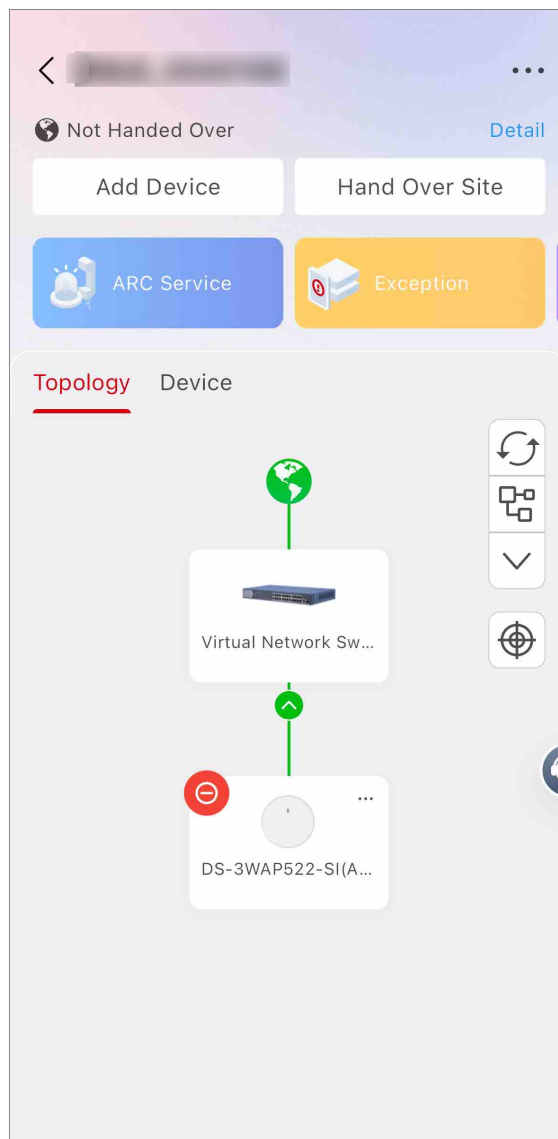


Figure 30-9 Topology for Cloud AP Only Site

2. Supports displaying the channels of the NVR/DVR.

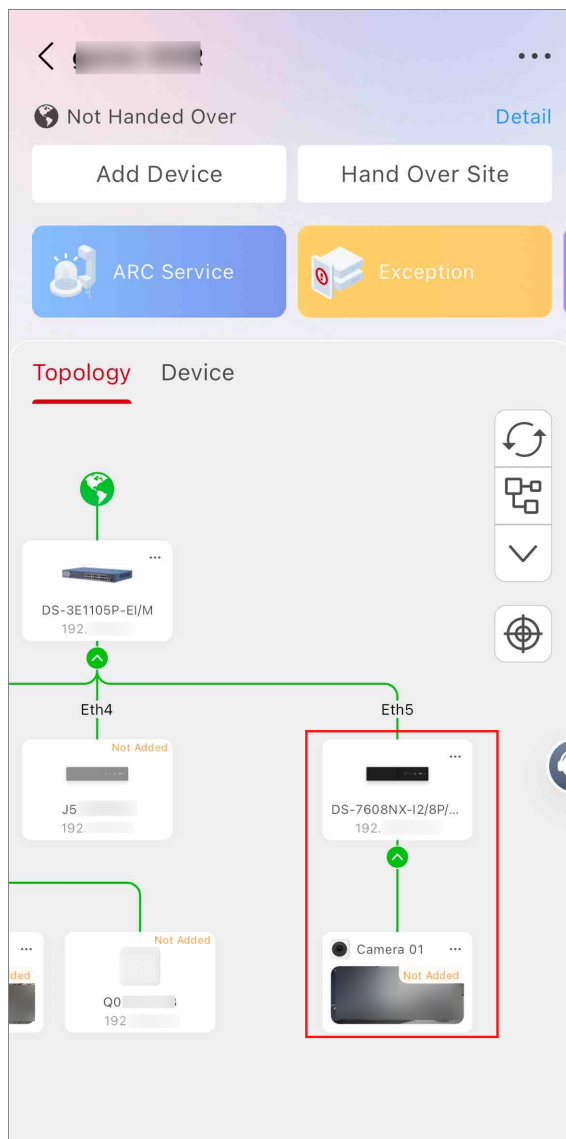


Figure 30-10 NVR Channels

30.6 [Improvement] Updates About Doorbells and Cameras

Compatible with New Doorbells (Doorphones)

This version supports the following models of doorbells. You can add them to Hik-Partner Pro for live view and playback, and to enable the ARC service for them.

What Is New in Hik-Partner Pro

Category	Model
Wire-Free Peephole Doorbell	CS-DP2-R100-6E3WPFBS
Smart Home Video Doorphone	CS-HPD7-R105-1K3
	CS-HP7-R105-1W2TFC

Compatible with New Cameras

This version supports the following models of cameras. You can add them to Hik-Partner Pro to enable the ARC service for them, and others.

Category	Model
Pan & Tilt Wi-Fi Camera	CS-H8c-R100-1J4WKFL
Wi-Fi Smart Home Camera	CS-H3c-R100-1J4WKFL
Smart Wi-Fi Pan & Tilt Camera	CS-TY1-R101-1G2WF
Standalone Smart Home Battery Camera	CS-EB3-R200-1K3WFL
Battery-Powered Camera	CS-BC1C-A0-2C4WPBDL

30.7 [Improvement] Updates About Distributor Business: Commissions

Commission Details by Device Type

You can now view details of commissions that you acquired by device type.

What Is New in Hik-Partner Pro

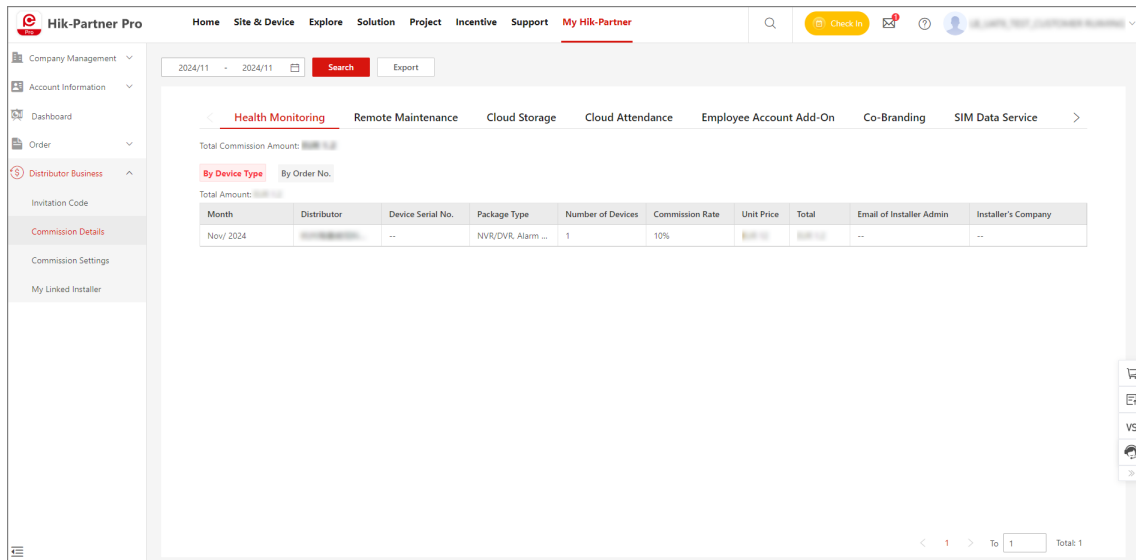


Figure 30-11 Commission Details by Device Type

Commission Details for Hik-Connect for Teams Services

You can now view the commission details for Hik-Connect for Teams services.

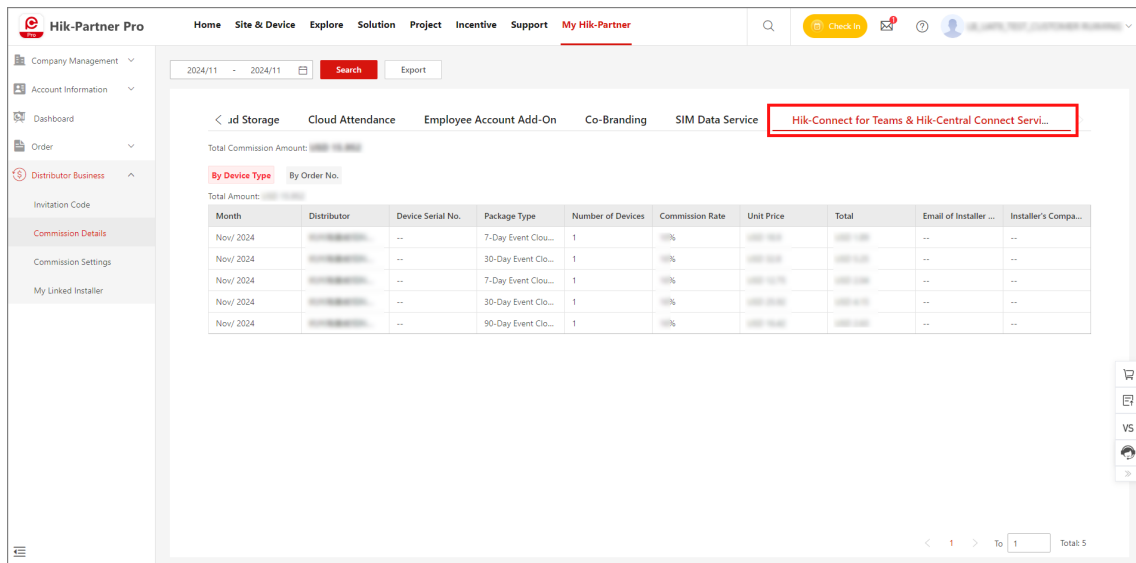


Figure 30-12 Commission Details for Hik-Connect for Teams

30.8 [Improvement] Other Updates

What Is New in Hik-Partner Pro

Device Mode: Go to the Corresponding Site of a Device

You can now click the site name of a device on the list in device mode to switch to its site details page.

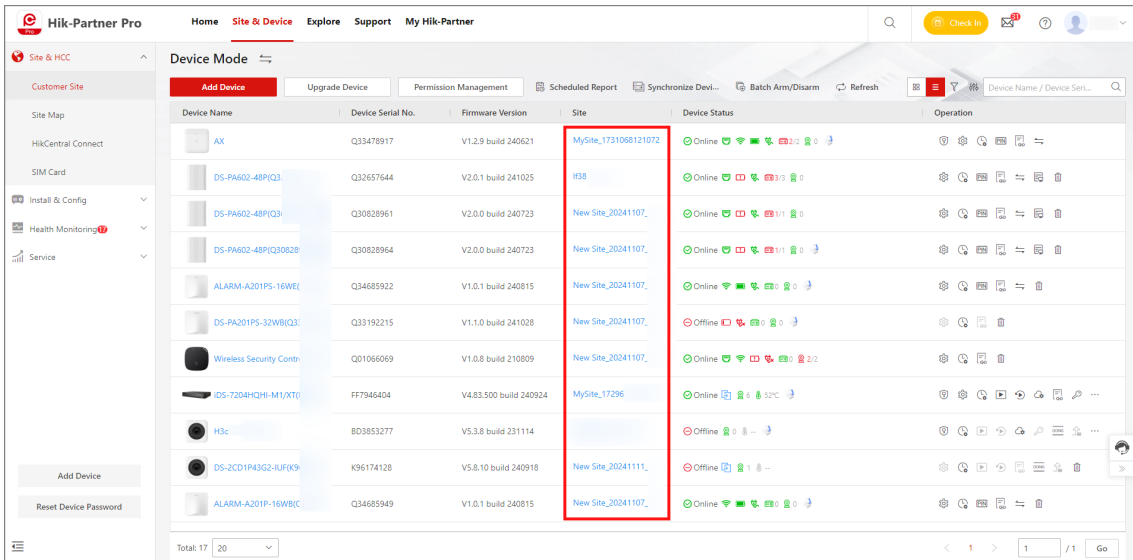


Figure 30-13 Go to Site Details Page

Guide for Upgrading HikCentral Connect System to Hik-Connect for Teams

For some countries/regions, you will be guided to create a team site instead when you try to create a HikCentral Connect system.

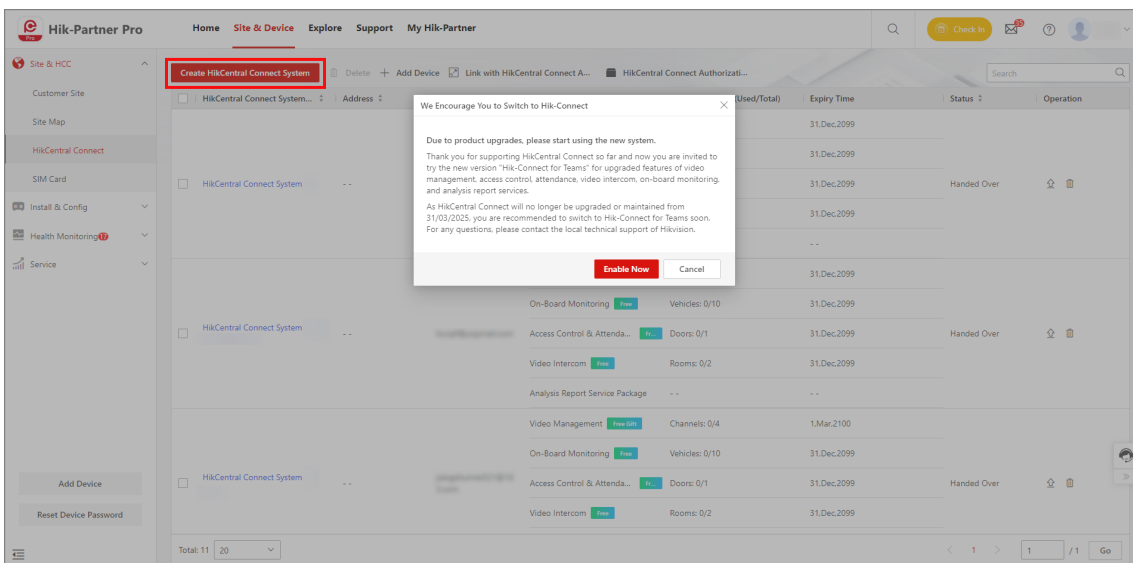


Figure 30-14 Switch to Hik-Connect for Teams

Device Adding Process Improvements

Optimizes the UI for device adding on the Mobile Client.

Manual Upgrade Supports Network Cameras

You can now upgrade firmware of network cameras by manually uploading the firmware packages.

Chapter 31 Updates in V2.10.500

Updated on October 31, 2024.

31.1 [New] ARCs Manage Devices Entrusted by Installers on Hik-Partner Pro



This feature is only available to users of the Alarm Receiving Center type, and only in certain countries and regions.

New Role's Permission "Manage ARC Service" for ARC Companies

Adds "Manage ARC Service" permission for ARC companies to control employees' permission to accept or reject devices entrusted by installers, suspend/resume services, and modify types of events received. This permission is default for the Administrator role of an ARC company.

ARC Device Management Confirmation

When installers entrust devices to ARC users, ARC users can now receive notifications via Hik-Partner Pro (**Notification Center** → **ARC Message**), and choose to accept or reject them.

ARC Device Management via Hik-Partner Pro

ARC users can now 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.

Modify Types of Events Received of Encoding Devices

ARC users can now modify event types for installer-entrusted encoding devices. Notifications will be sent to customers or installers for approval, if required.

Account Number Modification

ARC users can now modify the Account Number for installer-entrusted devices directly on Hik-Partner Pro without needing further approval.

31.2 [New] Azure AD (Microsoft Entra ID) Login

This version supports Azure AD login configuration for auto syncing accounts in your Azure AD, so users can log in to Hik-Partner Pro using the Azure AD accounts.

Note

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

Azure AD Login Configuration

You can now configure the Azure AD login for your company according to the instructions on Hik-Partner Pro. Only the Installer Admin account can configure the Azure AD login.

Azure AD Login

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.

31.3 [New] Scan QR Code from HikCentral Lite to Earn Points

Hik-Partner Pro Supports HCL QR Code Scanning

1. Hik-Partner Pro now supports scanning HCL-generated QR codes to retrieve system information, including MAC address, CPU, memory, GPU, and operating system, as well as HCL license details (e.g., quantities of video and access control resources, license status, and license code).
2. Scanned license codes are validated for points accumulation, with points awarded based on system details. Each license code can only accumulate points once, and a single MAC address supports up to 160 points.
3. Points can be redeemed for HCL licenses directly through Hik-Partner Pro.

31.4 [Improvement] Updates About AX HOME, AX PRO, and AX HYBRID PRO

31.4.1 AX HOME V1.1

New Features

1. Supports two new models of smoke detectors: DS-PDSMK-E-WE and DS-PDSMK-E-WB.
2. Supports new models of PIR cameras: DS-PD201PC10-WB, DS-PD201PC10-WE, and DS-PD201PC10-WA. You can add PIR cameras in three ways: scanning the QR code, entering the serial number, and enrollment mode.

What Is New in Hik-Partner Pro

3. Supports viewing the captured pictures of alarms triggered by a PIR camera and downloading the file.
4. Supports setting the intelligent scene for AX HOME. You can create the following three scenes: **Group** for unified control over areas, **Automation** for device linkage, and **Schedule** for device auto-operation at a specified time.

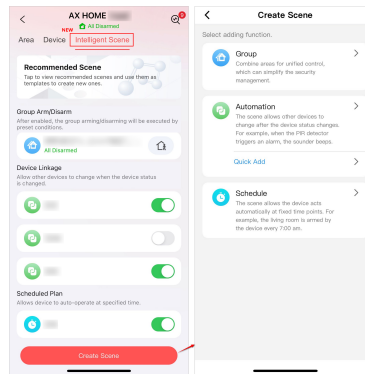


Figure 31-5 Intelligent Scene for AX HOME

Updated Features

1. For AX HOME (V1.1 and later), adds a user permission **Manual Scenario**, and the user permission **Areas** is updated to **Arm and Disarm / Silence Alarm**.
2. Supports manually setting the DNS.

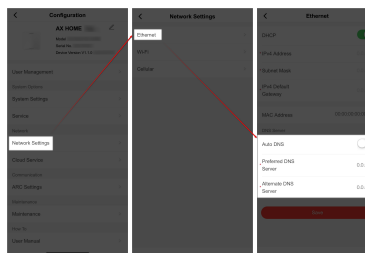


Figure 31-6 Manually Set DNS

3. Supports displaying the signal strength when testing the signal.

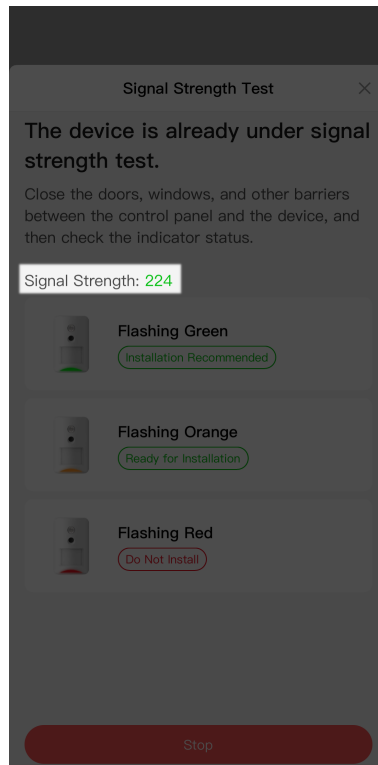


Figure 31-7 Display Signal Strength Value

4. Supports using a specific code contained in the QR code as the password to connect to the device LAN for security reasons. For AX HOME devices upgraded to V1.1, the serial No. is still used as the device's LAN password.
5. The operation passcode and duress password are required to add a local user.

What Is New in Hik-Partner Pro

Add User [X]

1 ————— 2
Basic Information Notification Settings

User Type: Local User

*User Name >

User Property: Lifetime >

Phone Number >

Keypad **Required**

*Operation Passcode >

*Duress Passcode >

Permission

Arm: Area 1 >

Disarm / Silence Alarm: Area 1 >

Manual Scenario:

Next

Figure 31-8 Required Keypad Password

6. Supports displaying up to 3 installers on the User Management page. If any, the site manager (installer), the installation/maintenance service partner, and the ARC authorized to manage the device are all displayed here.

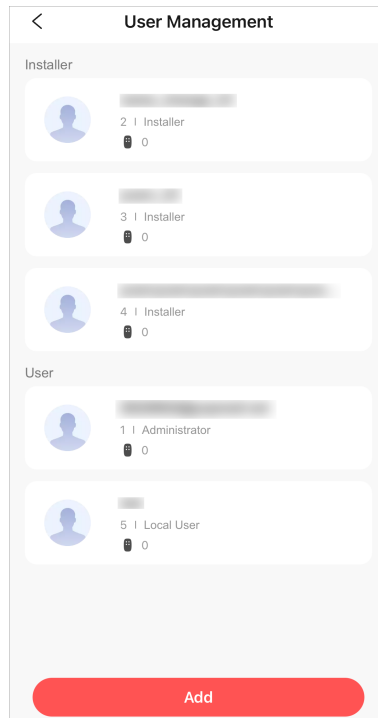


Figure 31-9 Installer List

31.4.2 AX HYBRID PRO / AX PRO

New Features

1. Supports a new model of AX HYBRID PRO: DS-PA502-128 (V2.0.1).
2. Supports new models of peripherals for AX PRO (V1.3 and later).

Type	Model
Keyfob	- DS-PKF1-WE(B) - DS-PKF1-WB(B)
Wireless Magnetic Contact	- DS-PDMCS-EG2-WE(B) - DS-PDMCS-EG2-WB(B)
Wireless Internal Sounder	- DS-PS1-I-WE(B) - DS-PS1-I-WB(B)
Wireless Repeater	- DS-PR1-WE(B) - DS-PR1-WB(B)

Updated Features

1. For AX HYBRID PRO (V2.0.1 and later), supports adding a wired sounder as the sub-device of a power supply unit.

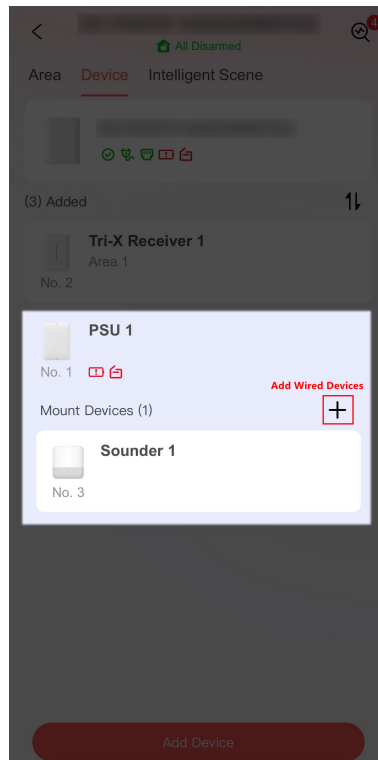


Figure 31-10 Add Sounder for PSU

2. For AX HYBRID PRO (V2.0.1 and later), supports more EOL ranges after selecting a wiring mode for wired detectors.

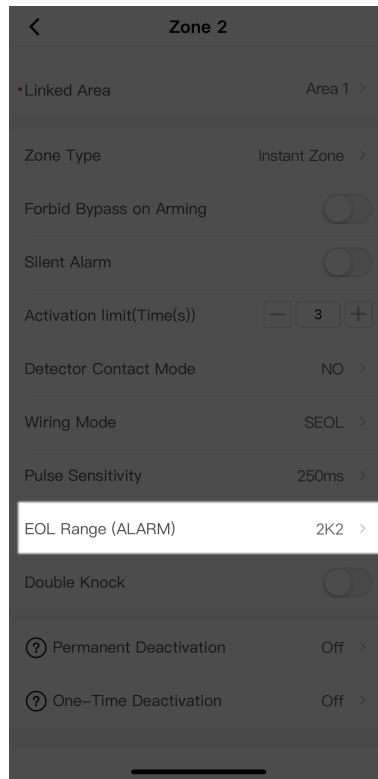


Figure 31-11 More EOL Range

3. Optimizes the icon for the relay switch state, changing from a toggle switch style to a power button style.

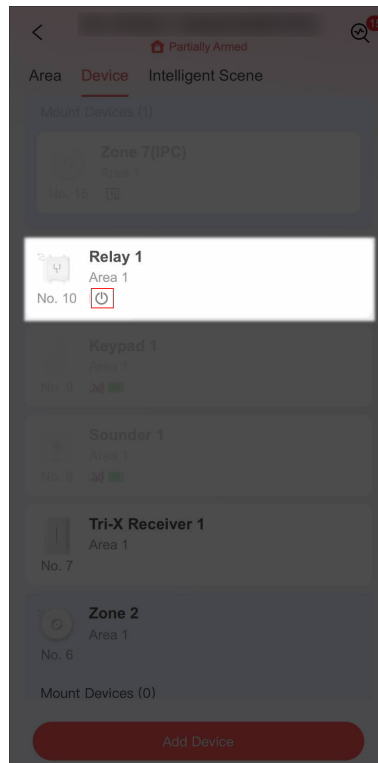


Figure 31-12 New Relay Switch Icon

4. Renames a System Options item from "Deactivation on Re-arm" to "Re-Arm on Restore".

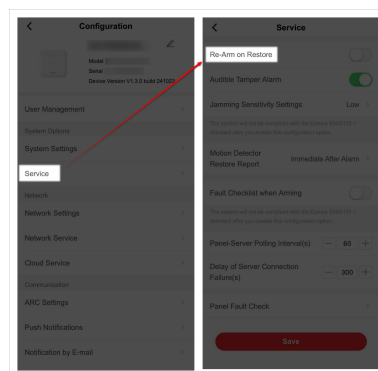


Figure 31-13 Service Rename

5. For wired devices such as wired detectors, wired relays, and wired sounders added as sub-devices, supports displaying the main device name, main device No., main device serial No., and channel No.

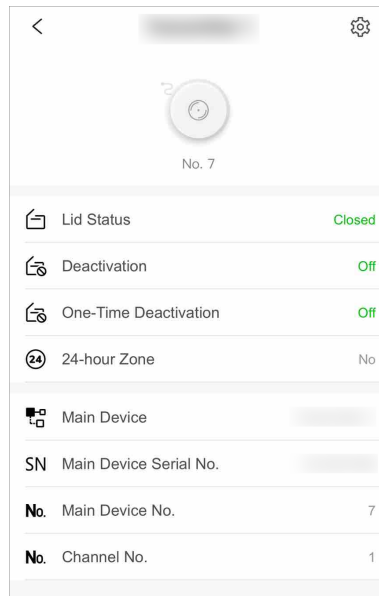


Figure 31-14 Main Device Info

6. Optimizes the device adding page where you can select the adding method according to the device type.

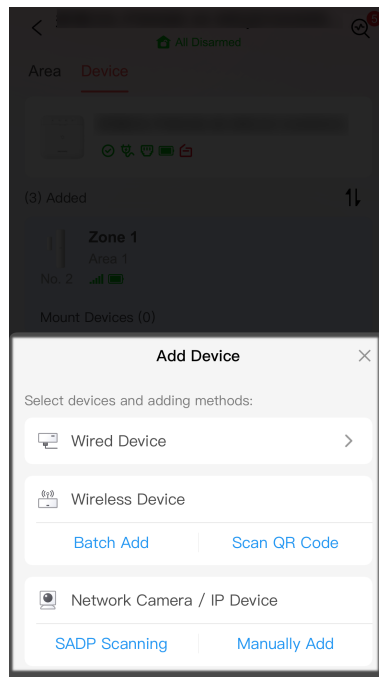


Figure 31-15 Adding Methods for Different Devices

Bug Fixes

- Fixes the issue where the users without the permission to add local users can still view the information of local users.



Note

The users without the permission to add local users can still view the keyfob linked with a local user on the device list.

-
- Fixes the issue where the backlight settings do not match the actual effect for LED keypads.

31.5 [Improvement] Other Updates

New Version of Support Case Feature Rollout by Country/Region

The Support Case feature will switch to the new version based on country/region. In some countries and regions, data is syncing to the new version and users cannot access the feature due to upgrade, which will be accessible again when data sync completes.

SADP Tool Enhancements

1. The SADP tool now supports searching for devices already added to team sites, in addition to personal sites.
2. Optimizes the device upgrade feature using the SADP tool.

ARC: Wake Up Solar-Powered Cameras via OpenAPI

Supports waking up solar-powered cameras in ARC scenarios via OpenAPI.

B2C Scenario: Ezviz Arm/Disarm Control Permissions

You can now enable notifications for devices to send events to Hik-Partner Pro and Hik-Connect without the need to activate the health monitoring service or remote maintenance Pro service.

Chapter 32 Updates in V2.10.440

Updated on October 15, 2024.

Network Initialization with a Single AC Router

The Hik-Partner Pro Mobile Client now supports you to initialize the network with a single AC router, using the SADP tool on the Mobile Client and connecting your phone to the same LAN as the AC router's via the Ethernet cable.

Company Authentication Required for Developer Account Applications

Now only after your company is authenticated can you generate a developer account for your company.

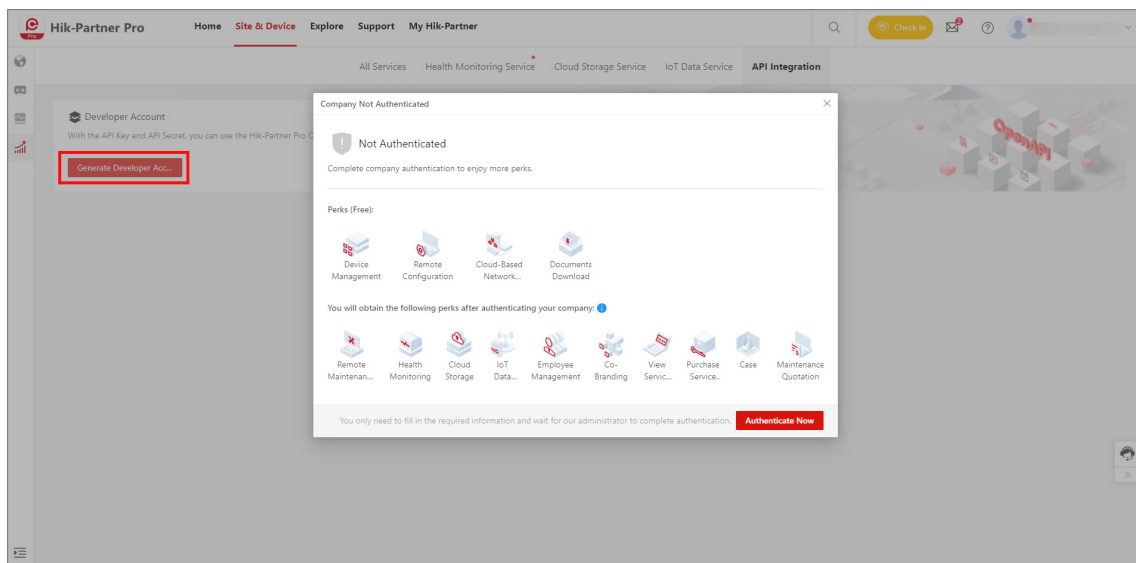


Figure 32-2 Company Authentication Required for Developer Account Applications

Enable ARC Service for Encoding Devices: Optimized Event Type Selection Logic

You can now enable the ARC service for encoding devices without selecting any notification types.

What Is New in Hik-Partner Pro

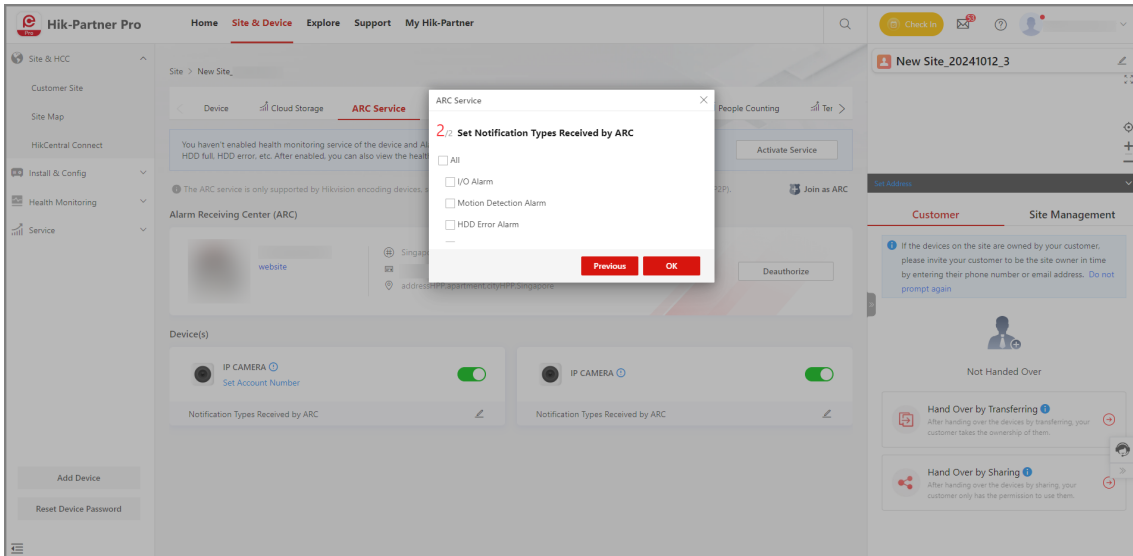


Figure 32-3 Enable ARC Service for Encoding Devices

Chapter 33 Updates in V2.10.420

Updated on September 24, 2024.

1. Adds the Content Recommendations feature to offer personalized recommendations of content, videos, pages, and product info in the Explore module, based on your browsing and interaction history.

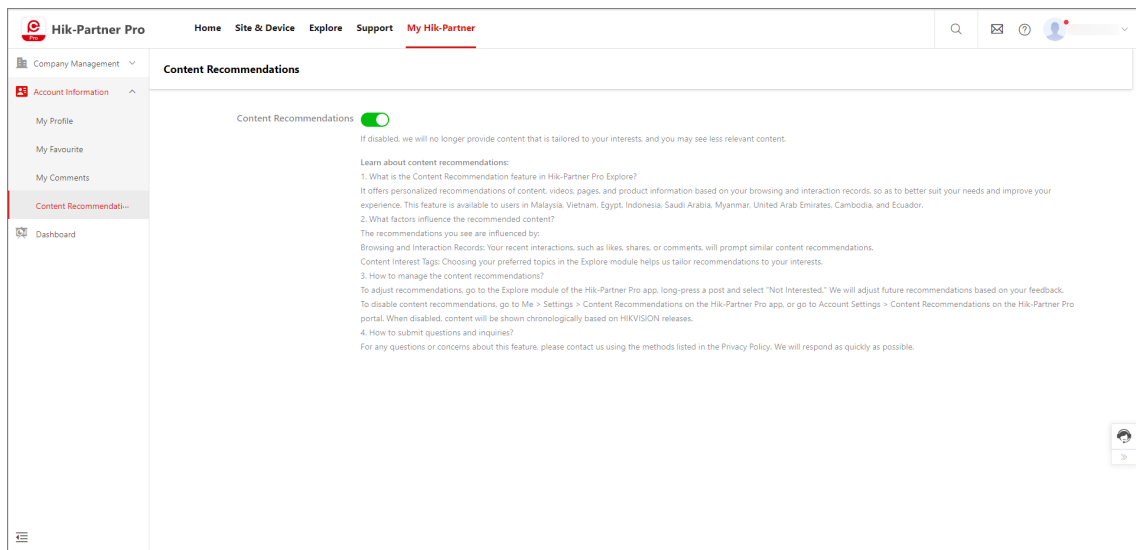


Figure 33-1 Content Recommendations

2. Supports a new model of network speakers: DS-QAZ1310G1T-E. You can add devices of this model to Hik-Partner Pro and perform remote configurations.

Chapter 34 Updates in V2.10.410

Updated on September 18, 2024.

34.1 [Improvement] Pre-Upgrade Condition Check for Peripherals & Detectors

Before prompting a peripheral/detector upgrade, the system will now assess if the pre-upgrade conditions are met.

1. Devices not meeting the following conditions will not be eligible for upgrade.
 - The battery must be above 50%.
 - The signal strength must be above 80.
 - The device must not be transmitted by the repeater.
2. Applies to AX PRO (V1.2.9 & below, and V1.3.0 & above) and AX HOME (V1.0.1 & above).

Table 34-1 Relevant Models of Peripherals & Detectors (for AX PRO)

Category	Model
Wireless PIR Detector	DS-PDP15P-EG2-WB(B)
	DS-PDP15P-EG2-WE(B)
Wireless PIR Curtain Detector	DS-PDC15-EG2-WB(B)
	DS-PDC15-EG2-WE(B)
Wireless Magnet Detector	DS-PDMC-EG2-WB(B)
	DS-PDMC-EG2-WE(B)
Wireless Magnet Shock Detector	DS-PDMCK-EG2-WB(B)
	DS-PDMCK-EG2-WE(B)
Wireless Tag Reader	DS-PT1-WB(B)
	DS-PT1-WE(B)

Table 34-2 Relevant Models of Peripherals & Detectors (for AX HOME)

Category	Model
Wireless Magnetic Contact	DS-PD201MC-WE
	DS-PD201MC-WB
	DS-PD201P10-WE

What Is New in Hik-Partner Pro

Category	Model
	DS-PD201P10-WB
Wireless Sounder Indoor	DS-PS201-WE
	DS-PS201-WB
Wireless LED Keypad	DS-PK201B-WE
	DS-PK201B-WB
Wireless Keyfob	DS-PKF201-WE
	DS-PKF201-WB

Chapter 35 Updates in V2.10.300

Updated on August 26, 2024.

1. Supports **HiLook** series of AX HOME security control panels and peripherals & detectors. This series does not support ARCs to access the control panels by HPNetSDK, OpenAPI, or IP Receiver Pro, or any other ARC-related features.

Category	Supported Model	Firmware Version
AX HOME	ALARM-A201PS-16WE	V1.0 and later.
	ALARM-A201P-16WB	
	ALARM-A201PS-16WB	
Wireless Keyfob	ALARM-KF201-WE	V1.0 and later.
	ALARM-KF201-WB	
Wireless LED Keypad	ALARM-K201B-WE	V1.0 and later.
	ALARM-K201B-WB	
Wireless Sounder Indoor	ALARM-S201-WE	V1.0 and later.
	ALARM-S201-WB	
Wireless PIR Detector	ALARM-D201P10-WE	V1.0 and later.
	ALARM-D201P10-WB	
Wireless Magnetic Contact	ALARM-D201MC-WE	V1.0 and later.
	ALARM-D201MC-WB	

2. Supports **energy-efficient** series of security control panels and peripherals & detectors. Supports adding the control panels to the platform via button on the panel.

Category	Supported Model	Firmware Version
Security Control Panel	DS-PA202PS-16WE	V1.0 and later.
	DS-PA202PS-16WB	
Wireless LED Keypad	DS-PK1-E-WEUHK	V1.0 and later.
Wireless Internal Sounder	DS-PS1-I-WE(B)UHK	V1.0 and later.
Wireless PIR Detector	DS-PDP15P-EG2-WB(B)UHK	V1.0 and later.
Wireless Magnet Detector	DS-PDMC-EG2-WB(B)UHK	V1.0 and later.

Chapter 36 Updates in V2.10.0

Updated on 14, August, 2024.

1. **[New] Compatible with Cloud APs**
2. **[New] AC Router Features: Captive Portal, Guest Wi-Fi, Quick Network Optimization**
3. **[New] License Management Tool**
4. **[New] Installer's Permission to Hand Over Site**
5. **[Improvement] Compatible with More Cameras**
6. **[Improvement] IoT Data Service**
7. **[Improvement] Site & Device Time Zone**
8. **[Improvement] Use Alarm Devices on Team Sites**
9. **[Improvement] Other Updates**

36.1 [New] Compatible with Cloud APs

This version supports cloud APs for wireless network access, which are managed via the cloud instead of the AC router, and designed to meet the cost-effective wireless coverage needs of SMBs and stores.

Quick Set Up Cloud APs

You can use Hik-Partner Pro to quickly activate cloud APs, set up Wi-Fi, and add cloud APs to a site.

1. You can enter the quick setup process by manually entering the serial number or using the SADP tool.

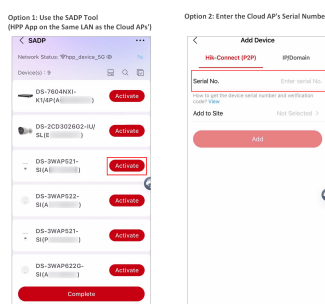


Figure 36-1 Two Options

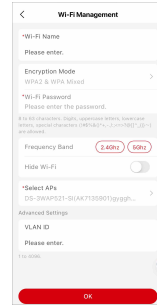
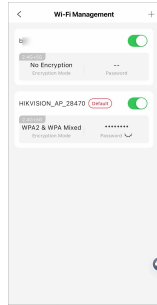
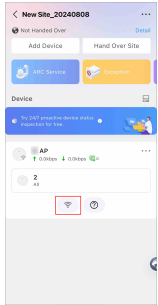
2. The quick setup process is shown as follows.

Unified Wi-Fi Settings for Cloud APs on Site

1. Quick Wi-Fi Settings on Device Card
2. Wi-Fi List Page
3. Wi-Fi Settings Page

What Is New in Hik-Partner Pro

Tap the add button of the top right to add a Wi-Fi network or tap an added Wi-Fi network to change the 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.

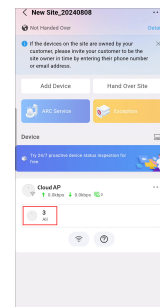
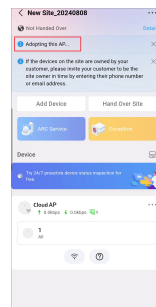
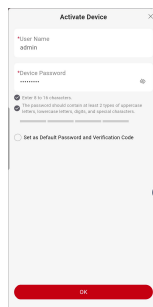
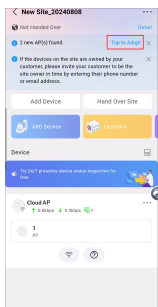
1. New APs Found on Site Page

Tap to adopt all the APs found on the LAN.

2. Set Password to Activate APs

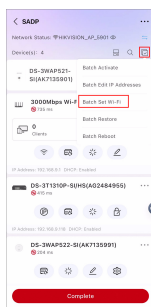
3. Adopting...

4. Finished

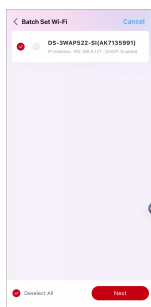


Batch Set Wi-Fi for Multiple APs Using the SADP Tool

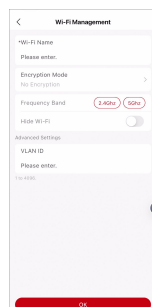
1. "Batch Set Wi-Fi" Button



2. Select APs



3. Set Up Wi-Fi



4. Applying Wi-Fi Setting to APs



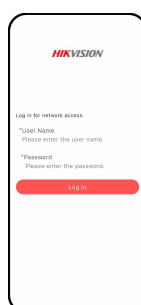
36.2 [New] AC Router Features: Captive Portal, Guest Wi-Fi, Quick Network Optimization

This version adds the captive portal, quick network optimization, and guest Wi-Fi features of the AC router.

Captive Portal

Adds the Captive Portal feature which controls access to a 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.

1. You can use the Captive Portal feature to set authentication policies, customize portal pages, set authentication network segments, set authentication credentials (accounts, vouchers) and other information.
2. The captive portal is shown to users when they access the network.

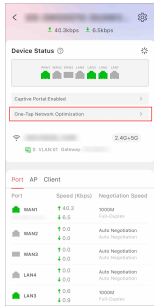


Quick Network Optimization

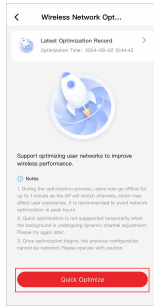
You can quick optimize the wireless network performance on the device details page of the AC router.

What Is New in Hik-Partner Pro

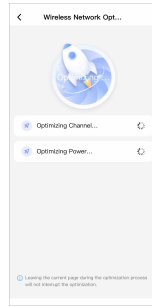
1. One-Tap Optimization



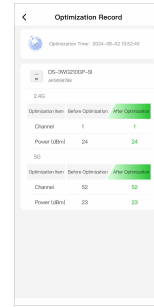
2. Tap "Quick Optimize"



3. Optimizing



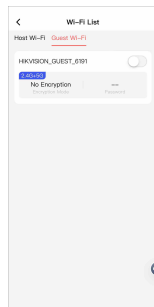
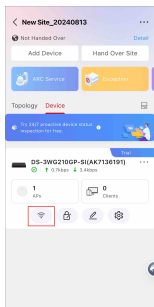
4. Finished



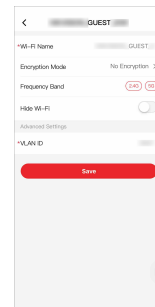
Guest Wi-Fi Settings

You can set guest Wi-Fi on the AC router's device details page.

1. Tap "Wi-Fi" Button on Device 2. Guest Wi-Fi List Card



3. Guest Wi-Fi Settings



36.3 [New] License Management Tool

This version adds the license management tool for distributors (authorized channel partners) to import inventory items by purchased license codes (service keys), and generate new license codes for items they need. This tool supports license codes of Hik-Connect for Teams services and HikCentral Lite.

36.4 [New] Installer's Permission to Hand Over Site

This version adds a role's permission to control employees' permission to hand over sites.

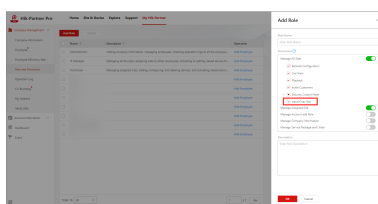


Figure 36-2 Hand Over Site Permission

36.5 [Improvement] Compatible with More Cameras

1. Supports adding smart monitoring cameras on the Portal. Supports remote configuration.

Table 36-1 Supported Smart Monitoring Cameras

Supported Model	Firmware Version
iDS-TCM403-BI(G)/POE/0832(O-STD)	V5.3.2 or later
iDS-TCM403-BI(G)/G/POE/0832(O-STD)	
iDS-TCM403-GIR/POE/0832(O-STD)	

2. Supports more models of network cameras supporting cloud storage. For details of the supported models, refer to the Device Compatibility List.

36.6 [Improvement] IoT Data Service

This version supports IoT data service packages containing SMS & calls, and makes other optimizations.



This feature is only supported in some regions/countries.

1. Supports purchasing, activating, and managing IoT data service packages containing SMS & calls.
2. Updates the data amount contained in the service packages. Only packages of 80 MB, 150 MB, and 300 MB are supported.

What Is New in Hik-Partner Pro

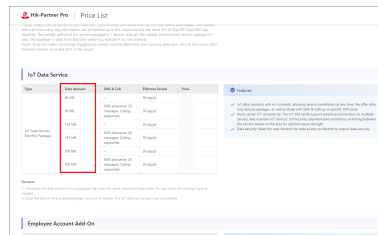


Figure 36-3 Data Amount Update

3. Supports switching carriers for a SIM card.

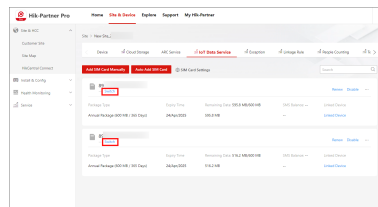


Figure 36-4 Switch Carriers

4. Adds the **Auto Add SIM Card** button for auto detecting SIM cards in the devices and adding them to the platform.

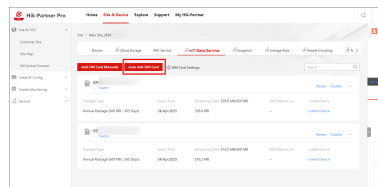


Figure 36-5 Auto Add SIM Card

36.7 [Improvement] Site & Device Time Zone

This version optimizes time zone display and synchronization.

1. You can edit the time zone of an existing site.

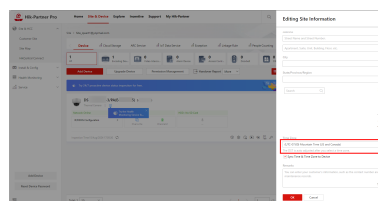


Figure 36-6 Edit Time Zone

2. When you move a device to a new site with different time zone settings, you can choose whether to continue moving (the device's time zone will be updated) or not.
3. Supports syncing devices' time zones in the Health Monitoring module.

36.8 [Improvement] Use Alarm Devices on Team Sites

This version completes the features for using alarm devices on team sites.

1. Completes the device status and information on the device card and the device details page of the security control panels on team sites.
2. Supports switching device languages and remote device upgrade for a security control panel on the team site.
3. Supports batch upgrading multiple security control panels on team sites.

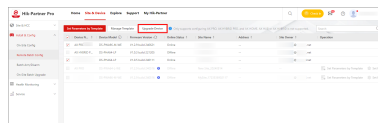


Figure 36-7 Batch Upgrade

4. Supports adding and managing AX PROs (V1.3.0 and later) and AX HYBRID PROs (V2.0 and later) on team sites. The supported detector models are the same as those on personal sites.

36.9 [Improvement] Other Updates

1. Supports enabling automatic login on the Portal for Hik-ProConnect accounts.

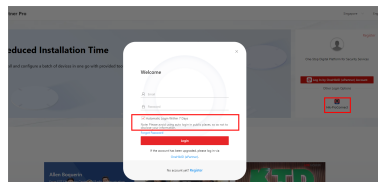


Figure 36-8 Automatic Login

2. Supports automatically removing limits for employee accounts when you have remaining "employee account (add-on)" slots that are more than the limited accounts.
3. Adds a "Channel Partner Services" section on the Me page on the Mobile Client.

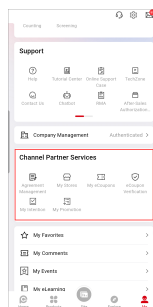


Figure 36-9 Channel Partner Services

What Is New in Hik-Partner Pro

4. Supports landscape mode on tablets. When the Mobile Client detects the tablet is in landscape mode, it will prompt you to switch to landscape mode.
5. Supports snapping the floating button to both the left and right side, and recording the last position where the button is moved to.

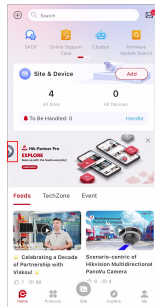


Figure 36-10 Snap to Left

6. Adds the Operation permission for encoding devices to control the shared customer's permissions for Arming, Disarming, Do Not Disturb, Alarm Output, etc.

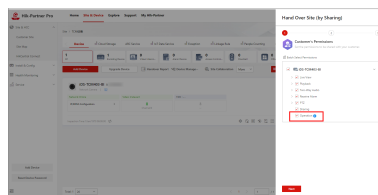


Figure 36-11 Operation

7. Terminates the "Cloud Attendance Service" from October, 30, 2024.

Chapter 37 Updates in V2.9.0

Updated on July 23rd, 2024.

37.1 [Improvement] Updates About AX PRO and AX HYBRID PRO

For AX PRO V1.3.0 & later and AX HYBRID PRO V2.0 & later.

Device Permissions and Notification Types



Features in this section are supported by both the Portal and Mobile Client. Due to UI similarity, here we only show the screenshots of the Mobile Client.

1. Redesigns the employee's permissions for security control panels.

What Is New in Hik-Partner Pro

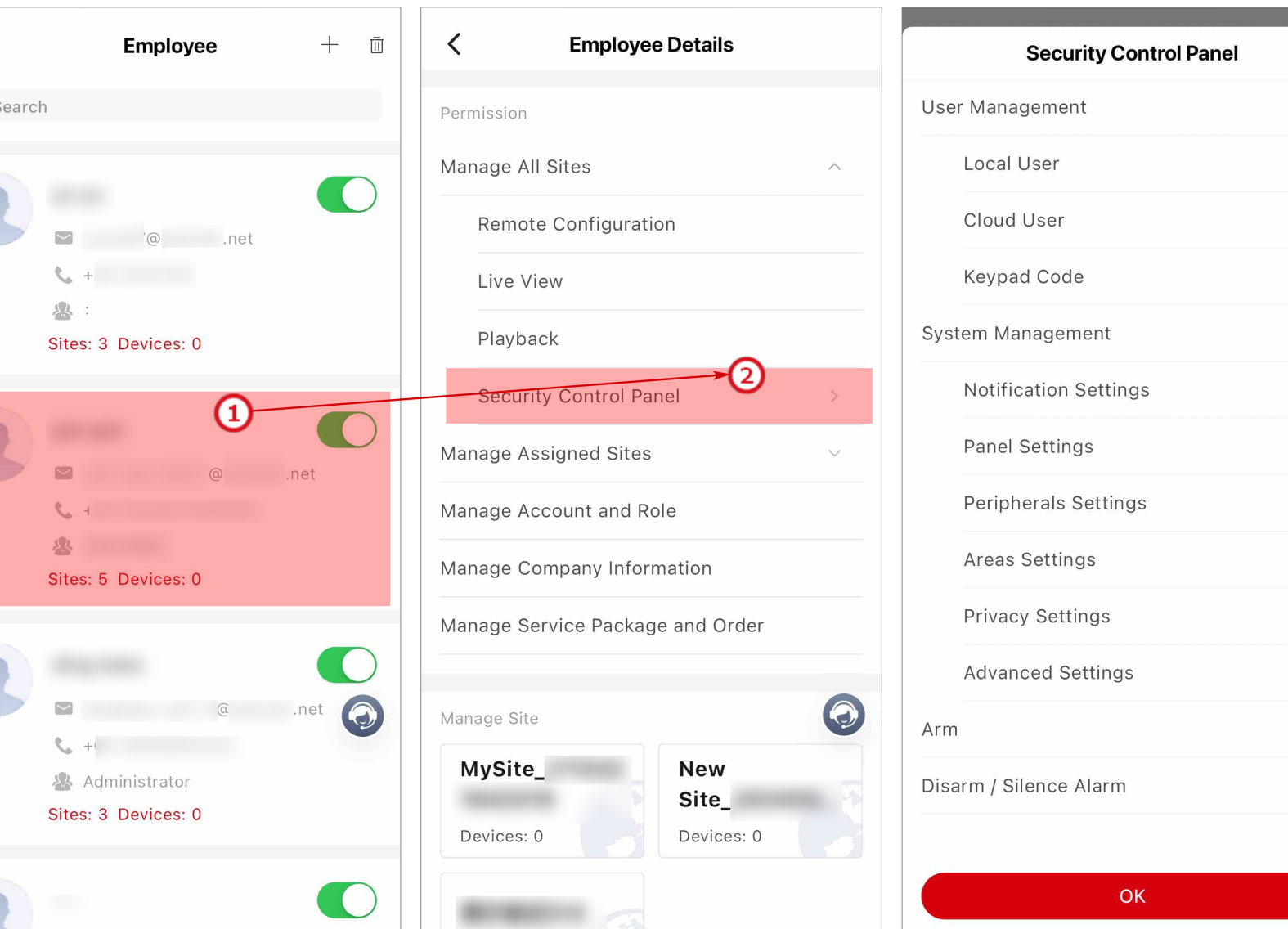


Figure 37-1 Employee Permissions

2. Redesigns the notification types that can be received by ARCs.

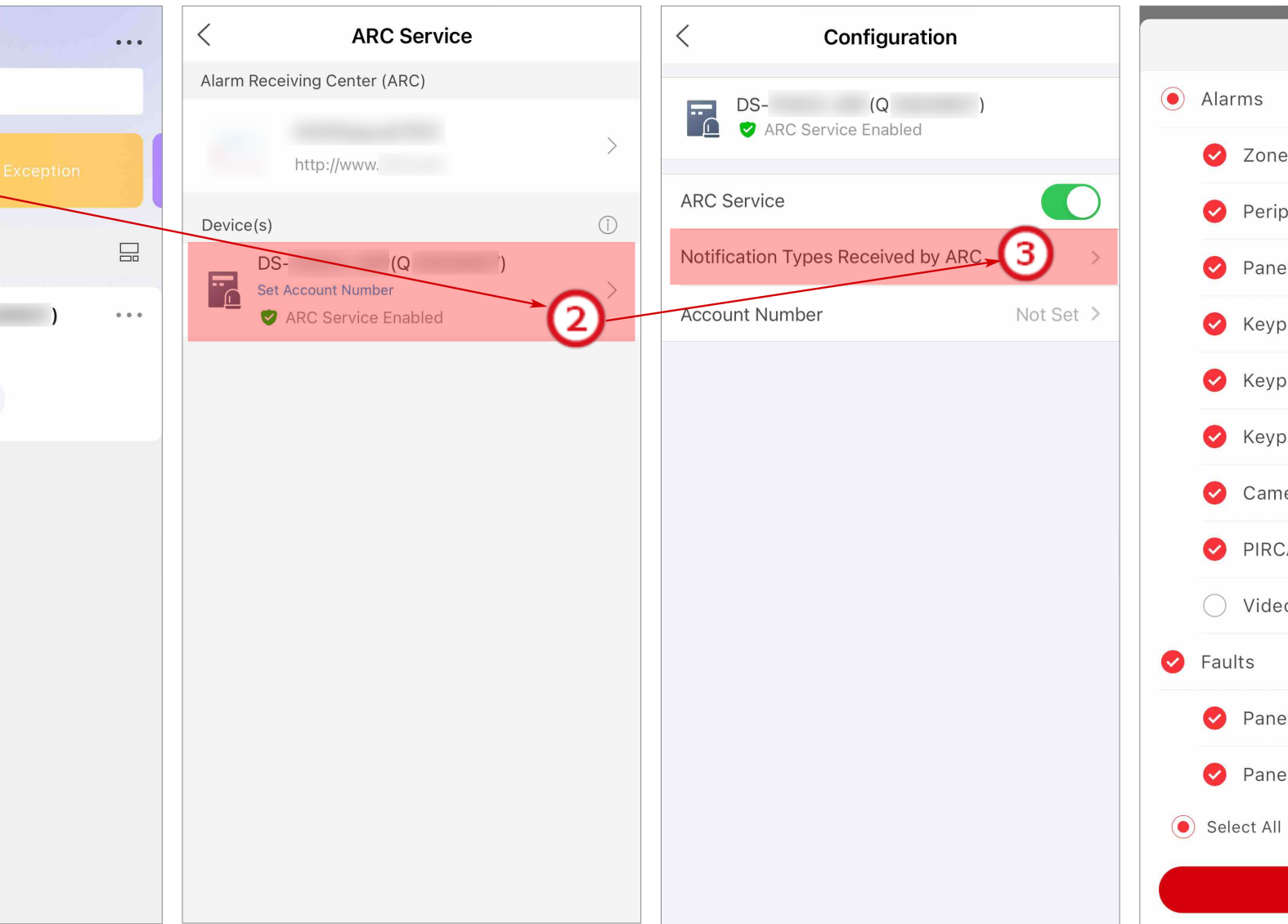


Figure 37-2 Notification Types Received by ARC

3. Redesigns the devices permissions that you can apply from your customer when you transfer the site and that you can share to your customer when you share the site.

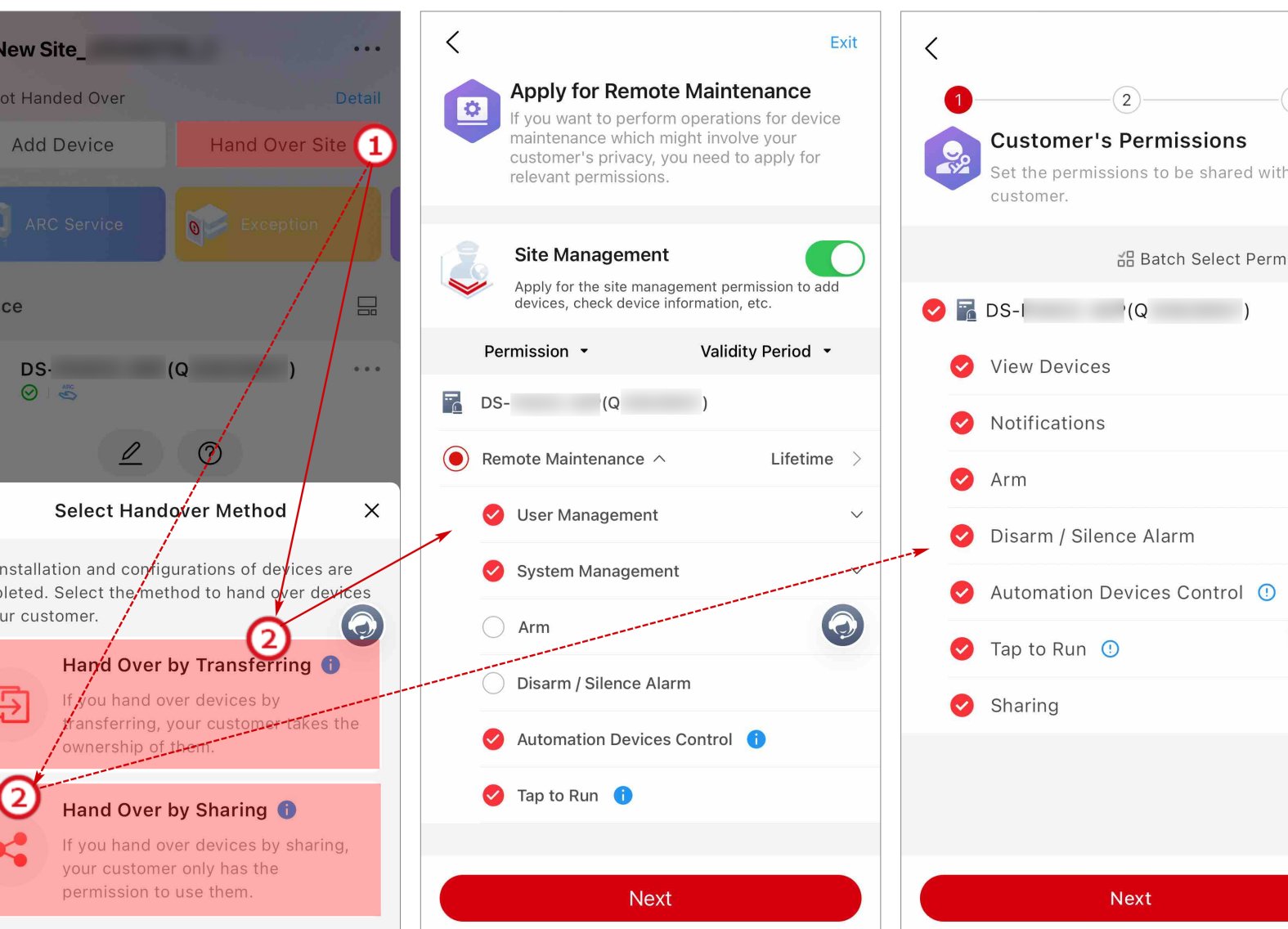


Figure 37-3 Handover by Sharing or Transferring

Intelligent Scene

AX HYBRID PRO V2.0 and later supports intelligent scenes. You can create 4 types scenes: Group, Tap to Run, Automation, and Schedule. You can also quickly create scenes based on the recommended scenes.

Note

On the Portal, Intelligent Scene is supported only on the remote configuration page of the panel. Due to UI similarity, here we only show the screenshots of the Mobile Client.

What Is New in Hik-Partner Pro

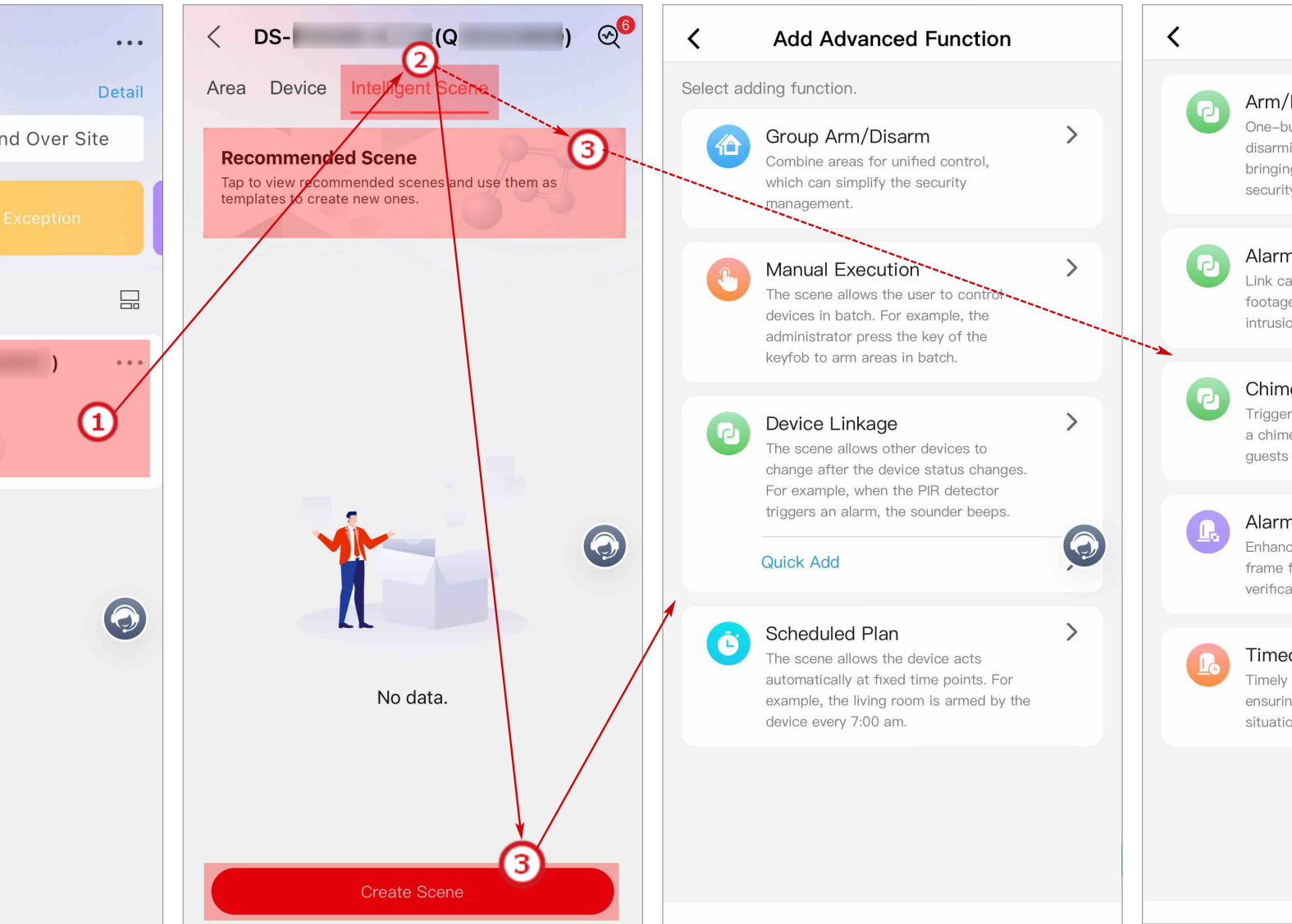


Figure 37-4 Create Scenes

1. Group Scene: Batch arm or disarm areas in a group.

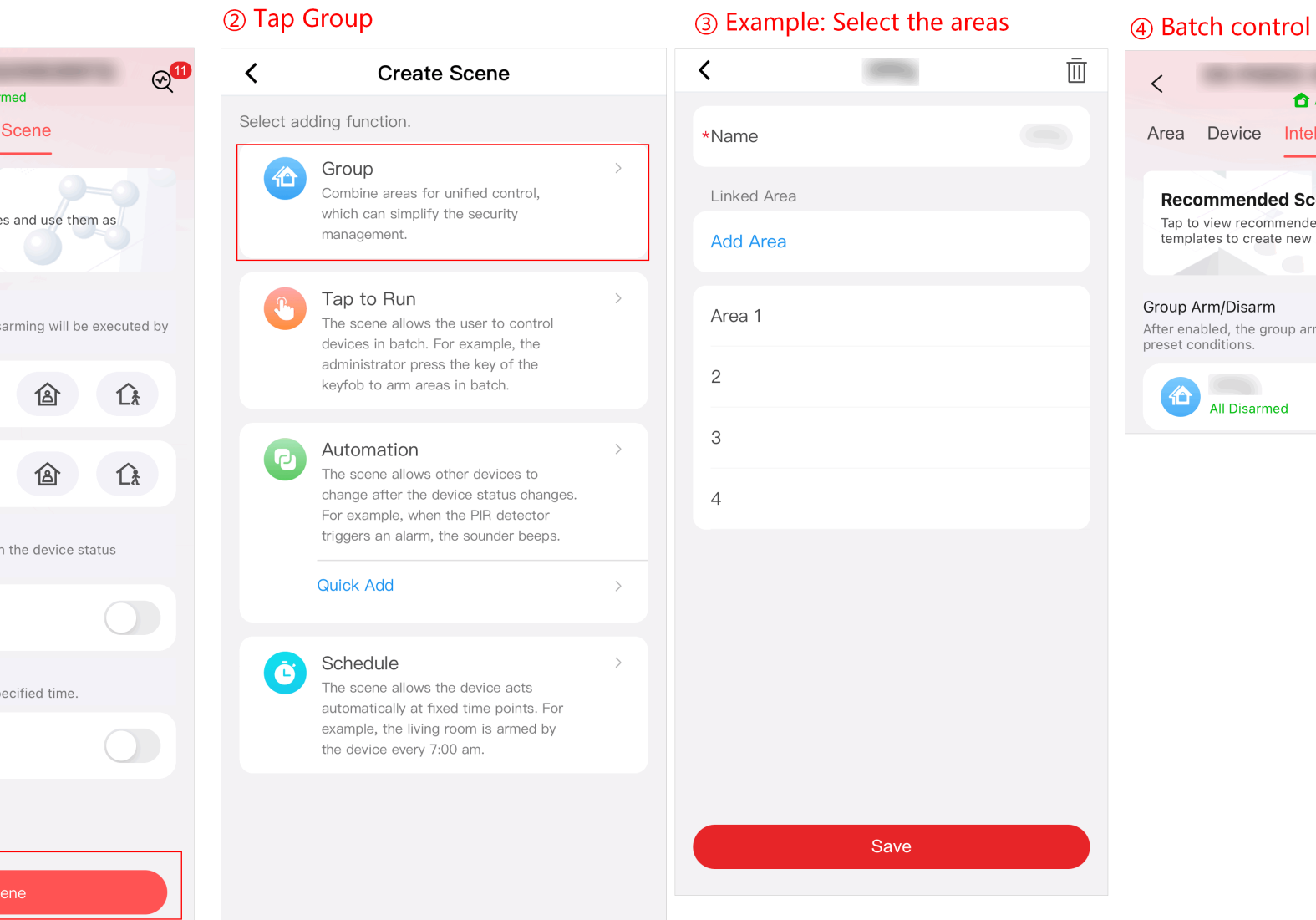


Figure 37-5 Group Scene

2. Tap to Run Scene: After selecting devices and set an action, the devices will run this action when you tap the button.

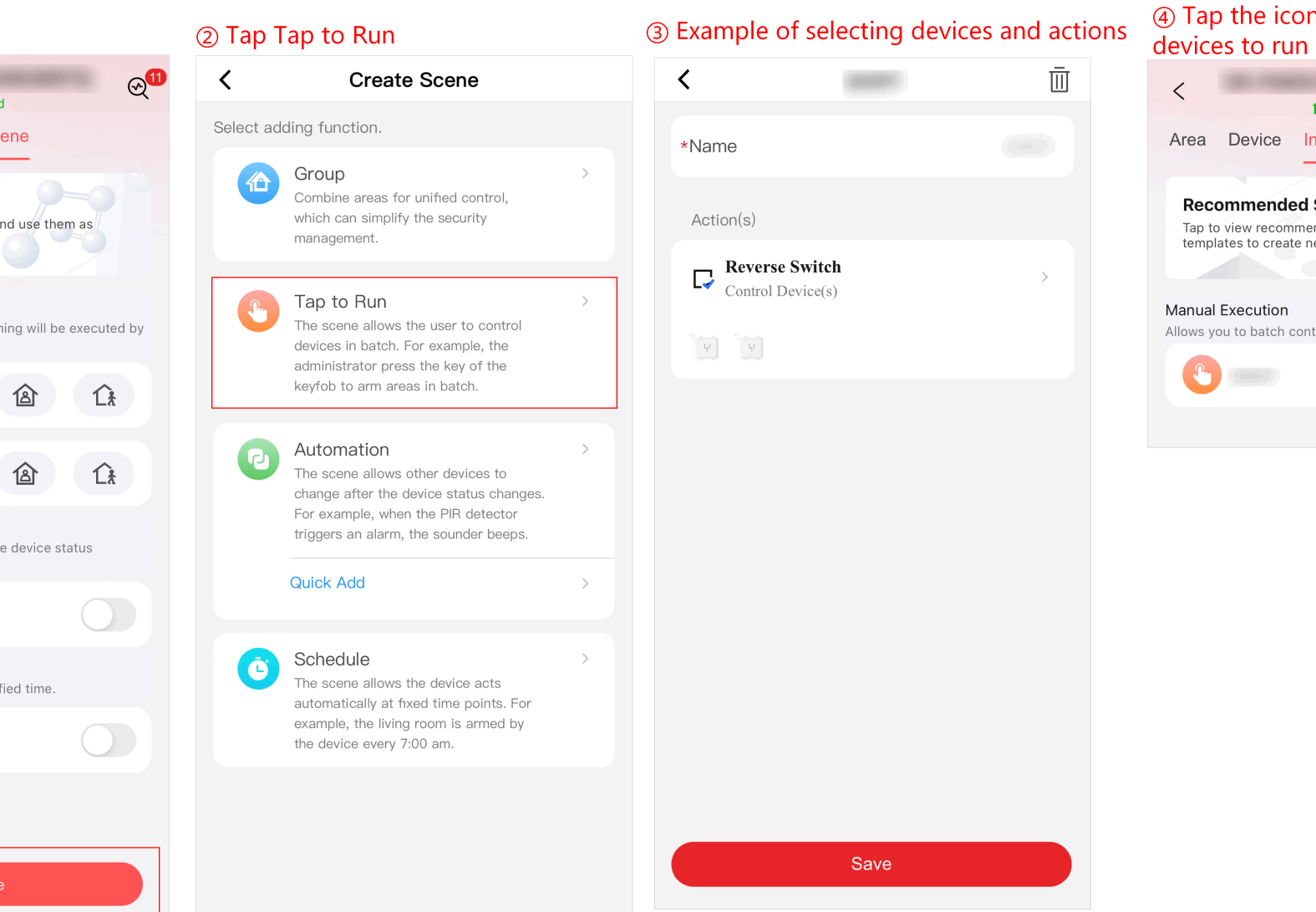
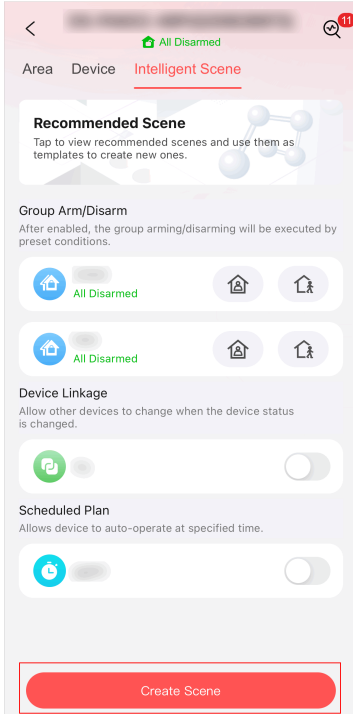


Figure 37-6 Tap to Run Scene

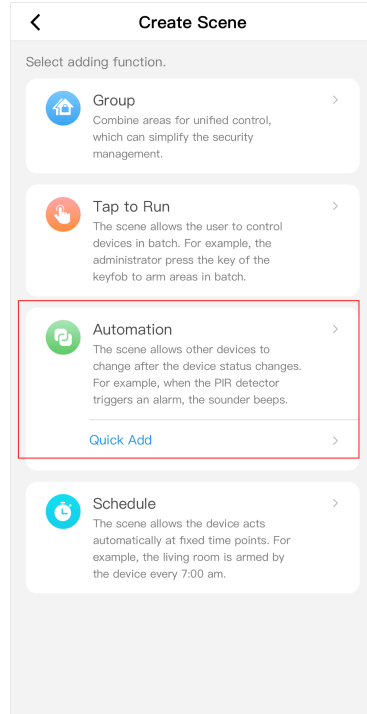
3. Automation Scene: Automatically execute device actions when a specific condition is met.

What Is New in Hik-Partner Pro

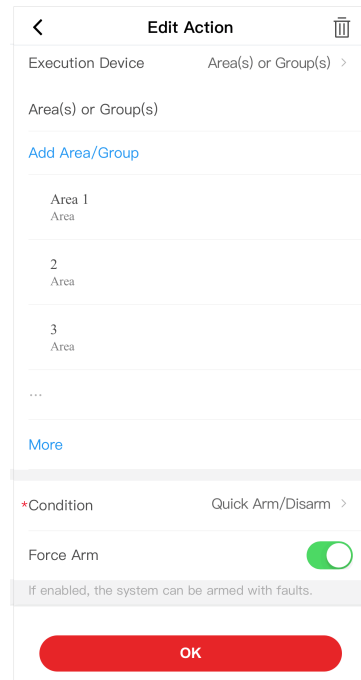
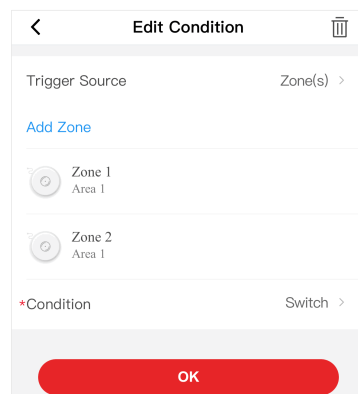
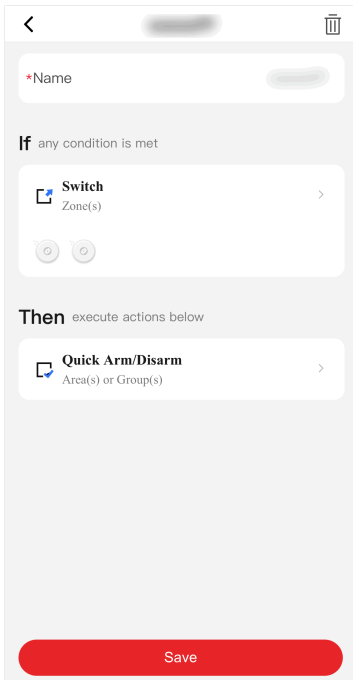
① Select Create Scene



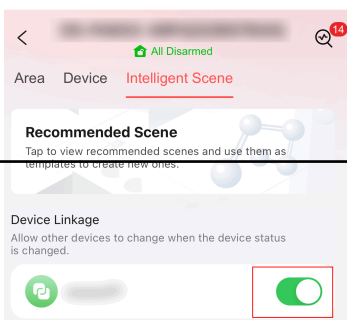
② Select Automation



③ Set conditions and actions



④ Enable the automation, and when the conditions are met, the actions will be executed automatically



What Is New in Hik-Partner Pro

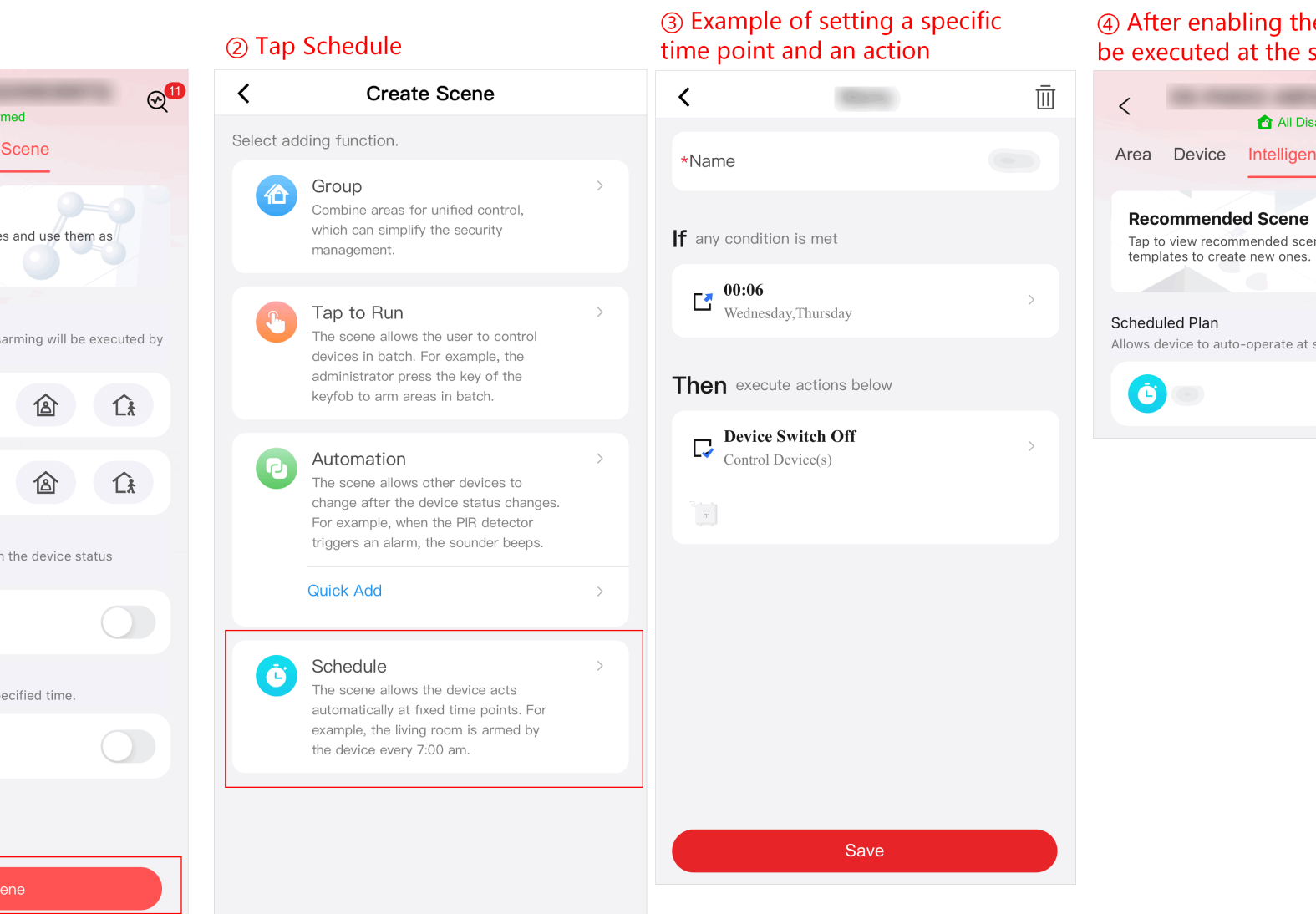


Figure 37-8 Schedule Scene

New Device Models

This version is compatible with some models of alarm devices in black color.

Table 37-1 Supported Models

Device Type	Model	Color
Security Control Panel	DS-PWA48-E-WB	Black
	DS-PWA64-L-WE/WB	Black
	DS-PWA96-M-WE/WB	Black

What Is New in Hik-Partner Pro

Device Type	Model	Color
Keyfob	DS-PKF1-WE	Black
	DS-PKF1-WB	Black
Wireless Keypad	DS-PK1-LT-WE	Black
	DS-PK1-LT-WB	Black
	DS-PK1-LT-WE(B)	Black
	DS-PK1-LT-WB(B)	Black
Wireless Internal Sounder	DS-PS1-I-WE	Black
	DS-PS1-I-WB	Black
Wireless Magnetic Contact	DS-PDMCS-EG2-WB	Black
	DS-PDMCS-EG2-WE	Black
	DS-PDMC-EG2-WE	Black
	DS-PDMC-EG2-WB	Black
	DS-PDMC-EG2-WE(B)	Black
	DS-PDMC-EG2-WB(B)	Black
PIRCAM	DS-PDPC12PF-EG2-WE(B)	Black
	DS-PDPC12PF-EG2-WB(B)	Black
Wireless Internal PIR Detector	DS-PDP15P-EG2-WE(B)	Black
	DS-PDP15P-EG2-WB(B)	Black

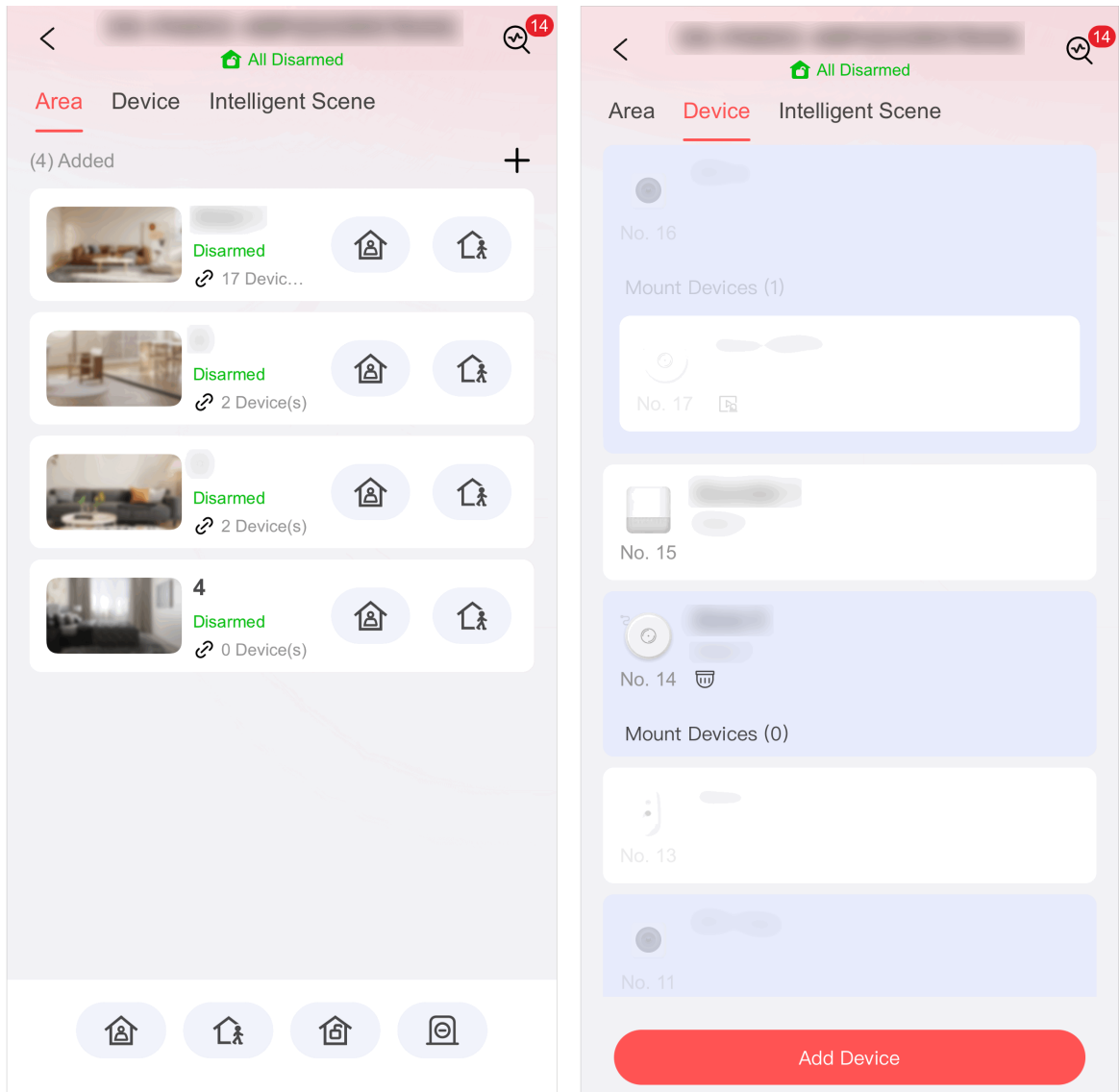
Device Adding

Supports adding the security control panels to the platform via button on the panel or connection to the panel's Wi-Fi. The Mobile Client supports both ways and the Portal only supports the former.

Other Updates

1. Redesigns the user interfaces of the following pages on the Mobile Client.

What Is New in Hik-Partner Pro



Note

You can view the devices linked to a peripheral or detector.

Figure 37-9 Details Page

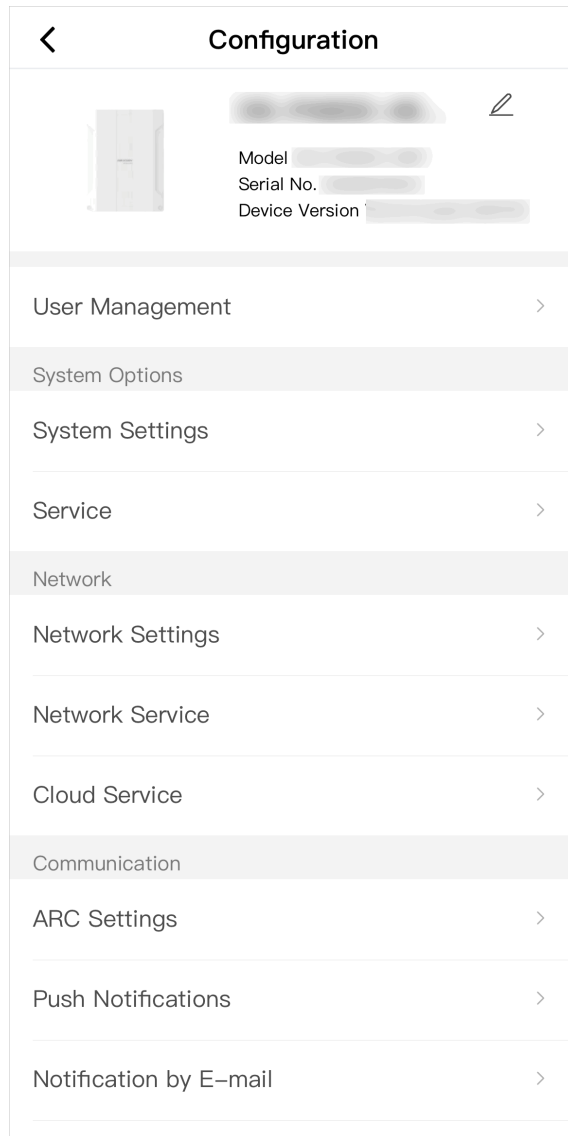


Figure 37-10 Settings Page

2. Supports enabling **Inertia** for wired zones of AX HYBRID PRO 2.0.

What Is New in Hik-Partner Pro

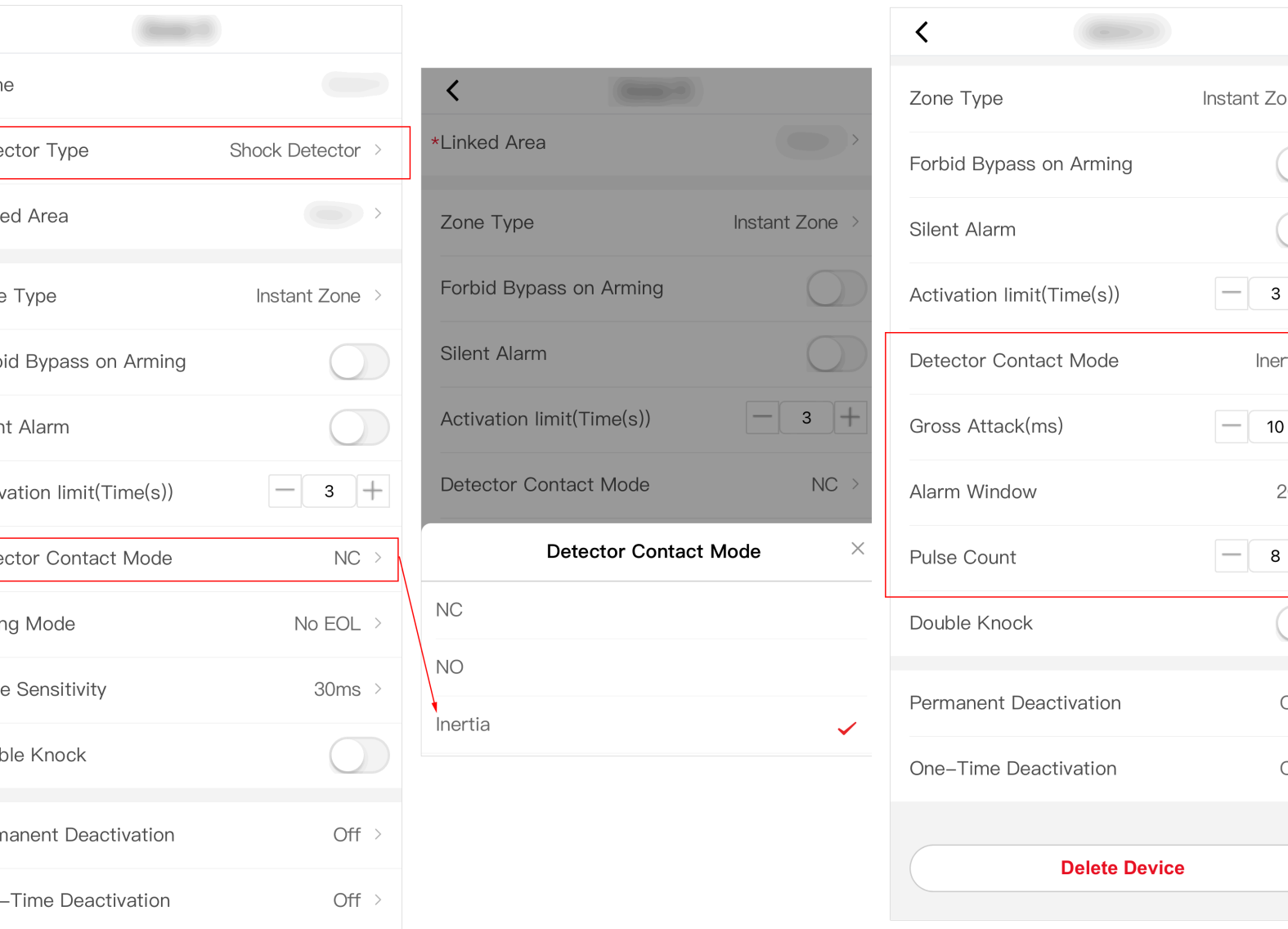


Figure 37-11 Enable Inertia

Chapter 38 Updates in V2.8.800

Updated on July 3rd, 2024.

Network Device

- Supports adding routers to Hik-Partner Pro on the Mobile Client.

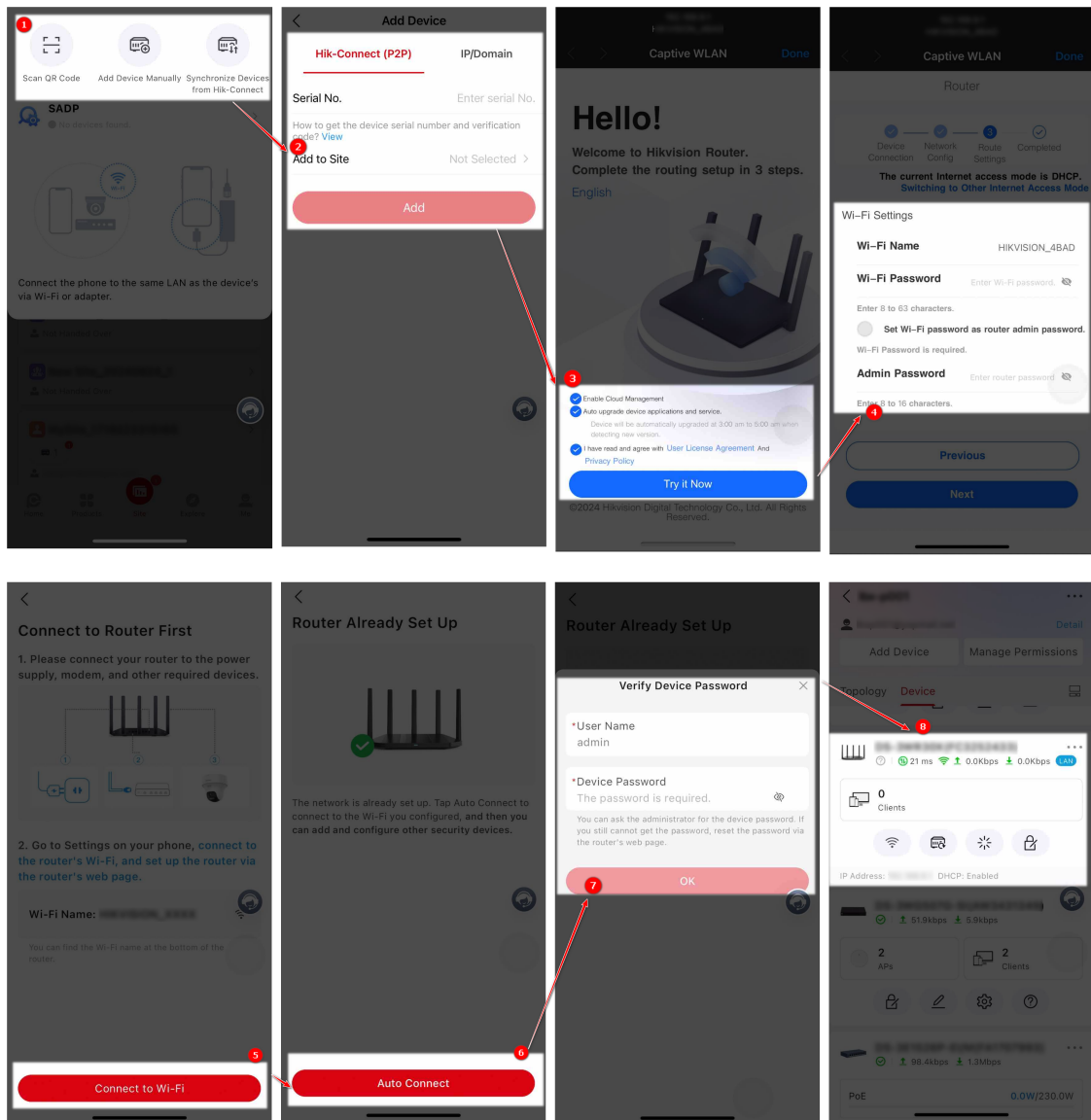


Figure 38-1 Add Routers on Mobile Client

What Is New in Hik-Partner Pro

Table 38-1 Supported Device Models

Supported Device Models	Firmware Version
DS-3WR30X	V1.0.0
DS-3WR18X	

- For AC routers and switches, supports editing the name and type of a third-party peer device on the Mobile Client.

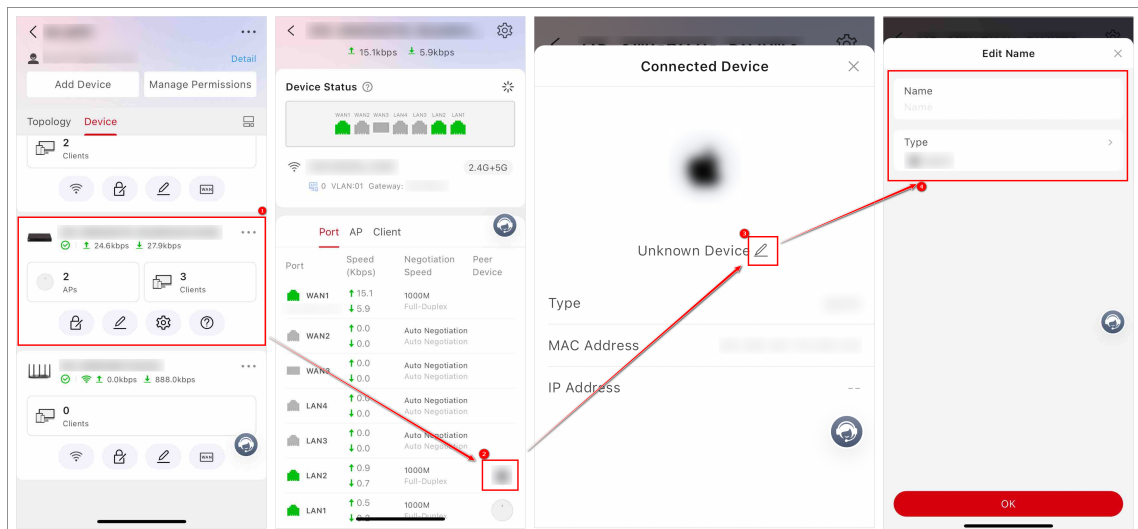


Figure 38-2 Edit Name/Type of Third-Party Peer Device

- For AC routers, supports adding certain clients to a block list on the Mobile Client.

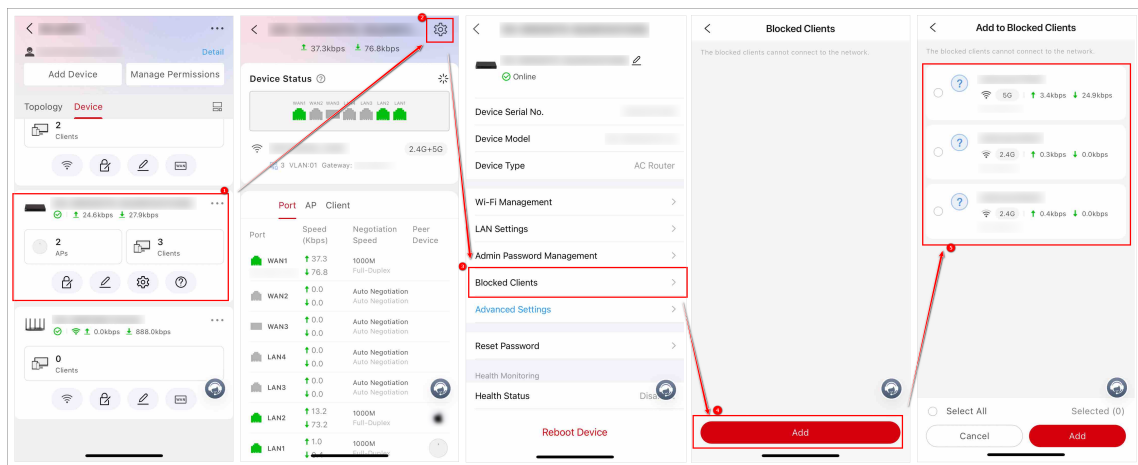


Figure 38-3 Blocked Clients

Network Video Recorder

- Supports directly upgrading network cameras linked with a network video recorder on the Mobile Client.

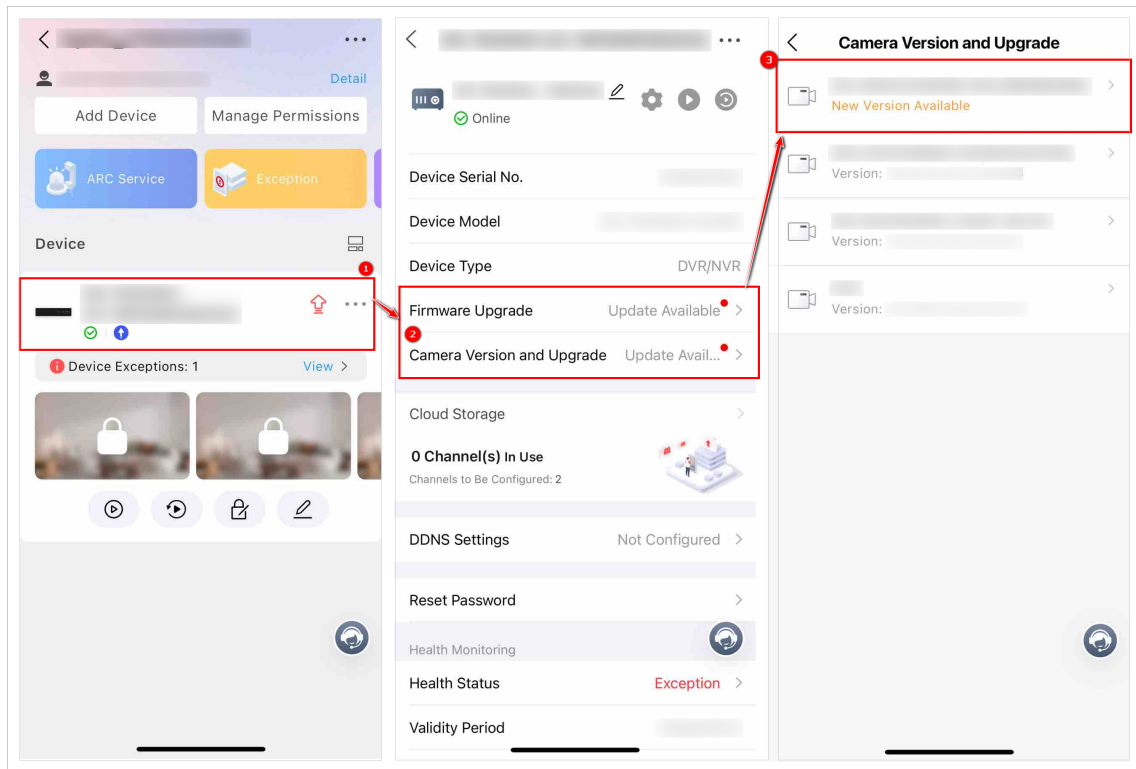


Figure 38-4 Upgrade Network Camera

- Supports enabling remote log collection for network video servers (NVSEs) to help the technical support team collect devices' logs remotely for troubleshooting. You can set the validity period for collecting remote logs as needed, after which this function will be automatically disabled.

What Is New in Hik-Partner Pro

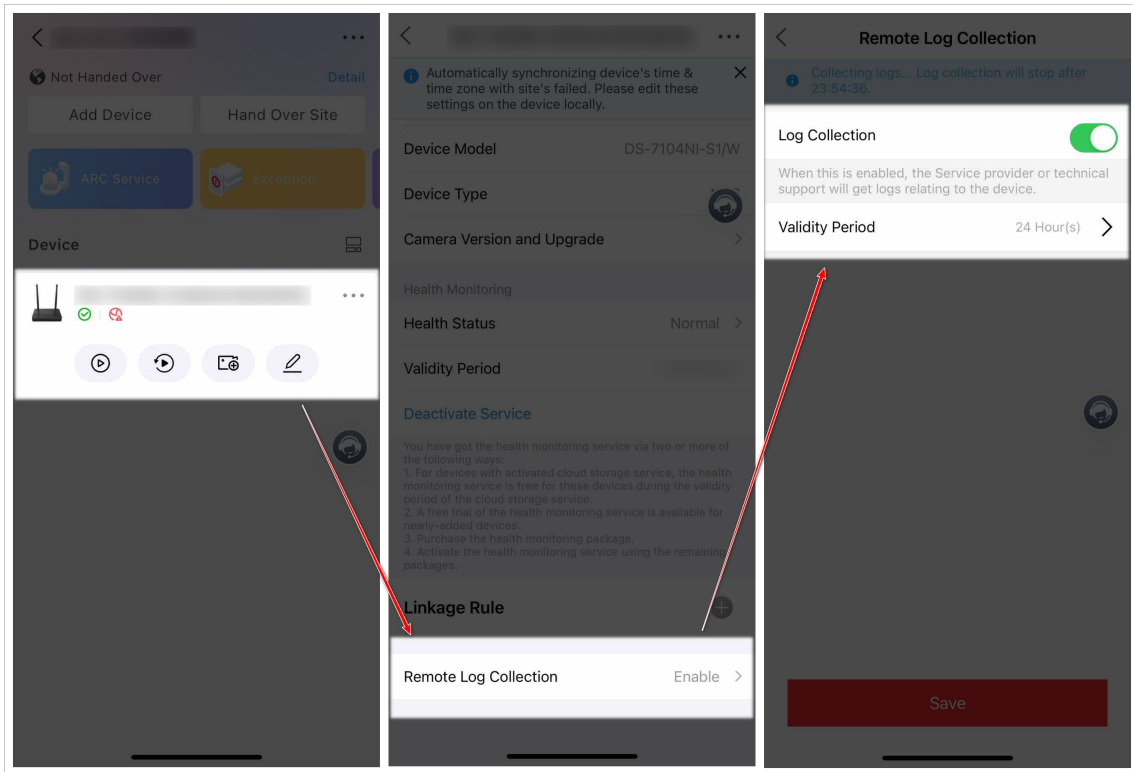


Figure 38-5 Remote Log Collection for NVS

Chapter 39 Updates in V2.8.300

Updated on June 18, 2024.

39.1 [New] Battery Management for Solar-Powered Cameras

This versions allows you to check the detailed battery status and statistics if the solar-powered cameras support battery management.



This feature is supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate with the screenshot of the Mobile Client.

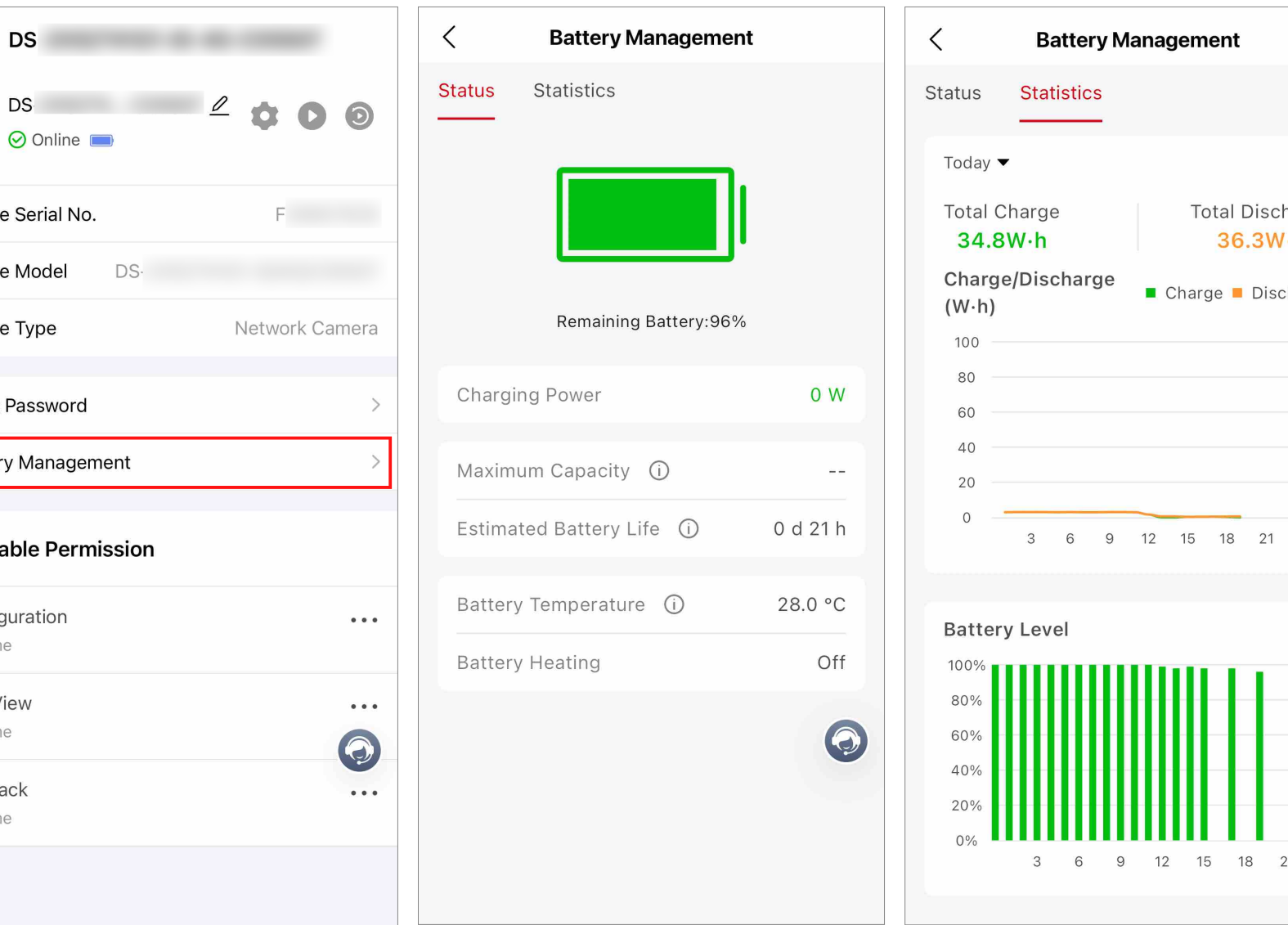


Figure 39-1 Battery Management

39.2 [Improvement] ARC Service

This version supports setting account numbers for devices managed by the ARC, helping the ARC identify devices when handling alarms.

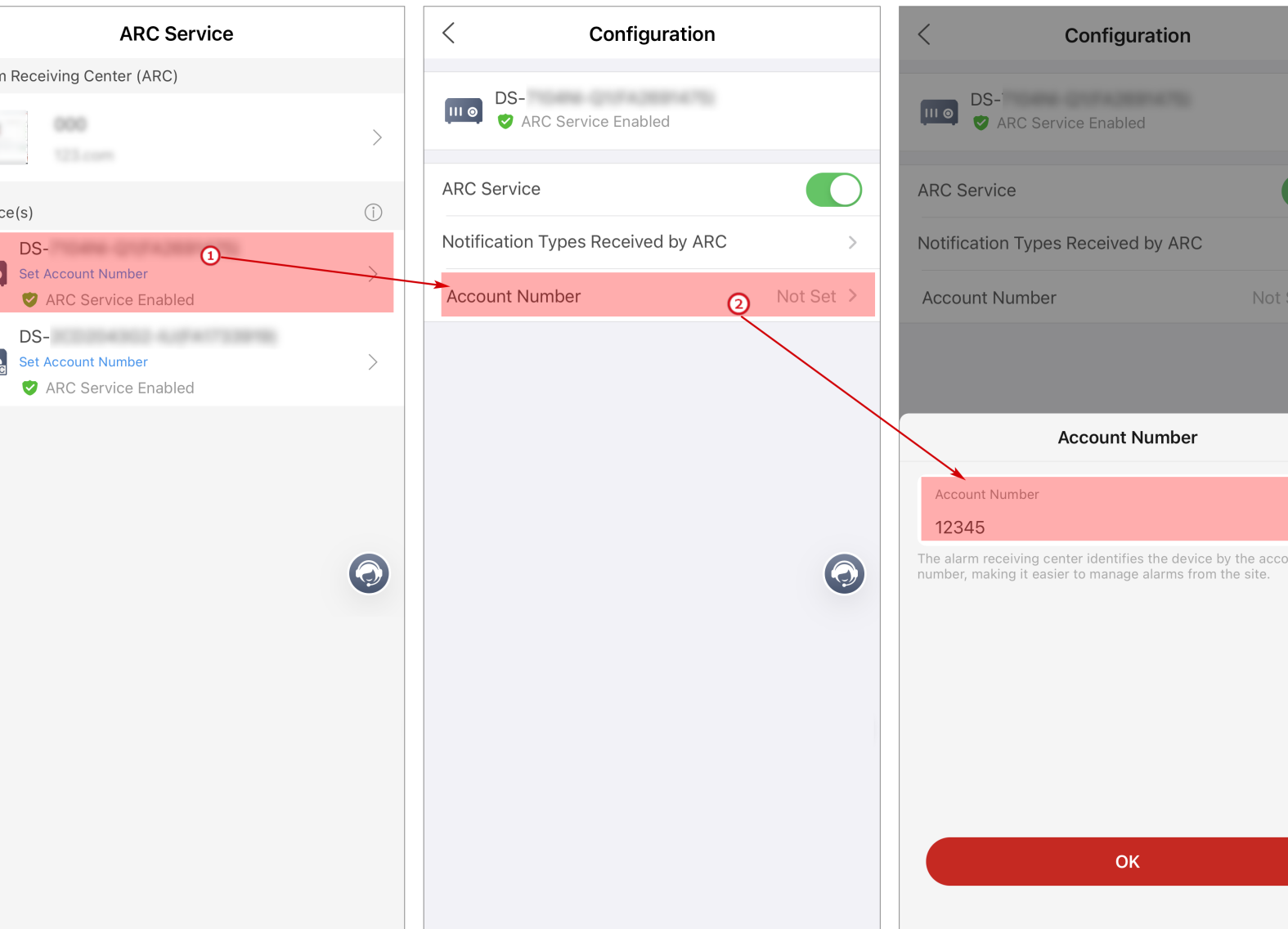


Figure 39-2 Set Account Number

39.3 [Improvement] SADP Tool

1. Supports turning on/off PoE for PoE NVR channels.

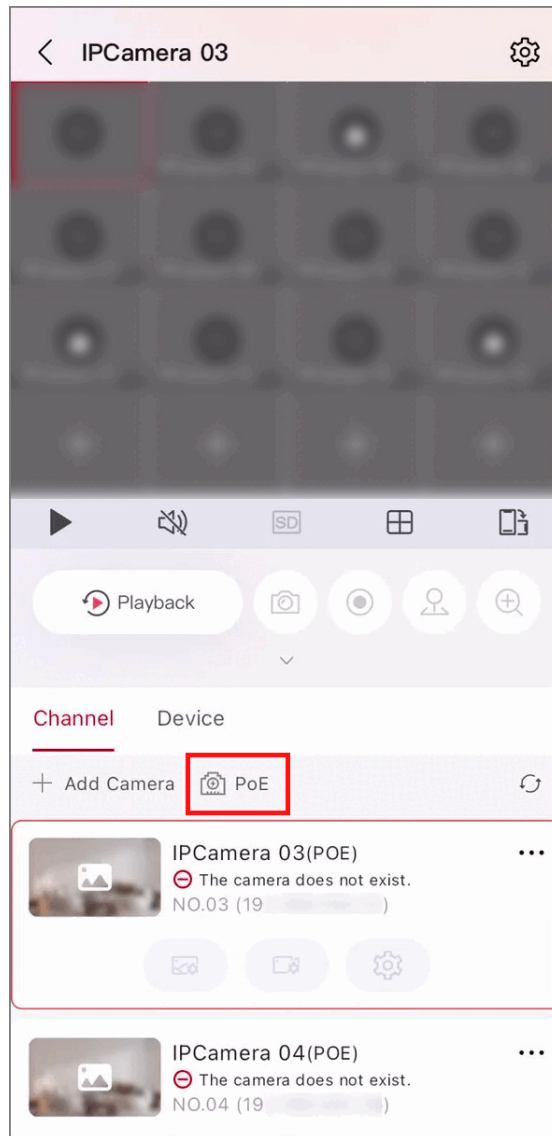


Figure 39-3 Turn On/Off PoE Channels

2. Supports syncing your phone's DST to devices.

39.4 [Improvement] OpenAPI

1. Adds the API for maintenance service partners to access the devices on the collaborated site.
2. Supports setting the IP addresses by Hikvision technical support for ARCs subscribing to alarms via OpenAPI, so only specified IP addresses can access the devices and alarms, improving data security.

Related Documents:

- [Hik-Partner Pro OpenAPI Developer Guide](#)

39.5 [Improvement] IoT Data Service

1. You can now purchase the unlimited data monthly package, which is only applicable to security control panels.

Purchase IoT Data Service Package

Package Name	Data Amount	Validity Period	Quantity
Quarterly Package (30 GB / 90 Days)	30 GB	90 day(s)	0
Quarterly Package (100 GB / 90 Days)	100 GB	90 day(s)	0
Semi-Annual Package (200 GB / 180 Days)	200 GB	180 day(s)	0
Annual Package (600 MB / 365 Days)	600 MB	365 day(s)	0
Annual Package (400 GB / 365 Days)	400 GB	365 day(s)	0
Monthly Package for Alarm (Unlimited Data / 30 Days)	Unlimited Data	30 days	0

1. The data package is valid from the time when you activate it for the SIM card.
2. You can activate multiple packages for the same SIM card one after another, and the previously activated ones will not be overwritten.
3. The monthly package (unlimited data) is only applicable to the security control panel.

Distributor Invitation Code (Please input either the distributor's company invitation code or the sales staff invitation code, who introduces t...)
Please enter the invitation code.

VAT Number

The VAT number will be displayed in the equipment receipt. Make sure the one you entered is correct.

Currently Selected:
Item: IoT Data Serv
Amount:
Subtotal: EUR 0
Total: EUR 0

Bill Subject Information:
Hikvision Eur
Tel: +31(0)23
Fax: +31(0)23
VAT No.: NL8
K.v.K: 343590

Checkout

Figure 39-4 Unlimited Data Service Package (Monthly)

2. Supports configuring the APN settings automatically on 4G cameras when you place a new SIM card into the cameras.

39.6 [Improvement] Notification Center

Note

For features supported on both the Portal and Mobile Client, due to UI similarity, here we only illustrate with the screenshots of the Mobile Client.

1. Adds a Read All button for Marketing News.

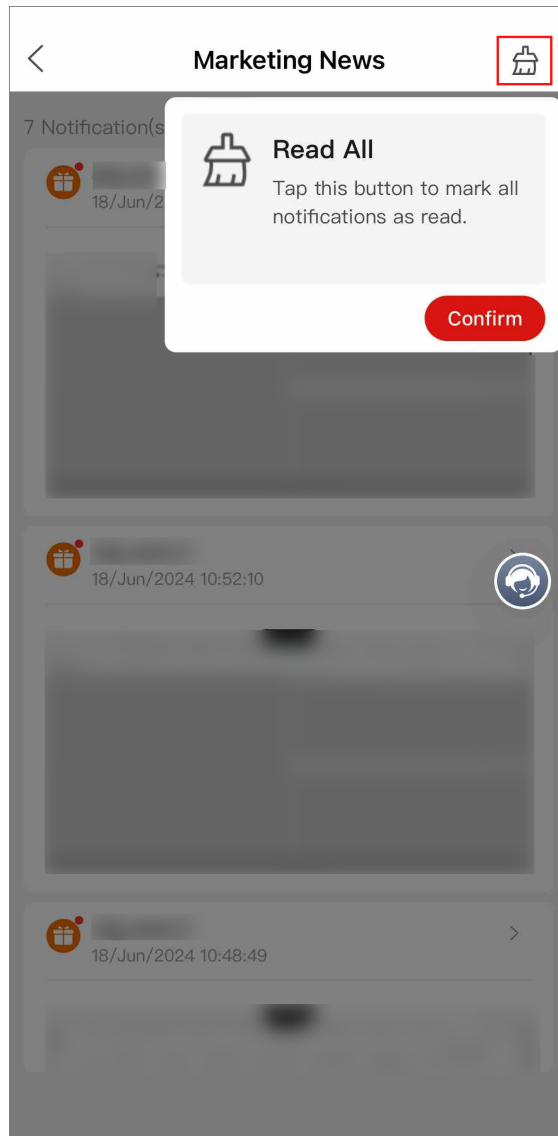


Figure 39-5 Read All

2. Supports turning on push notifications by the type of messages for the Mobile Client.

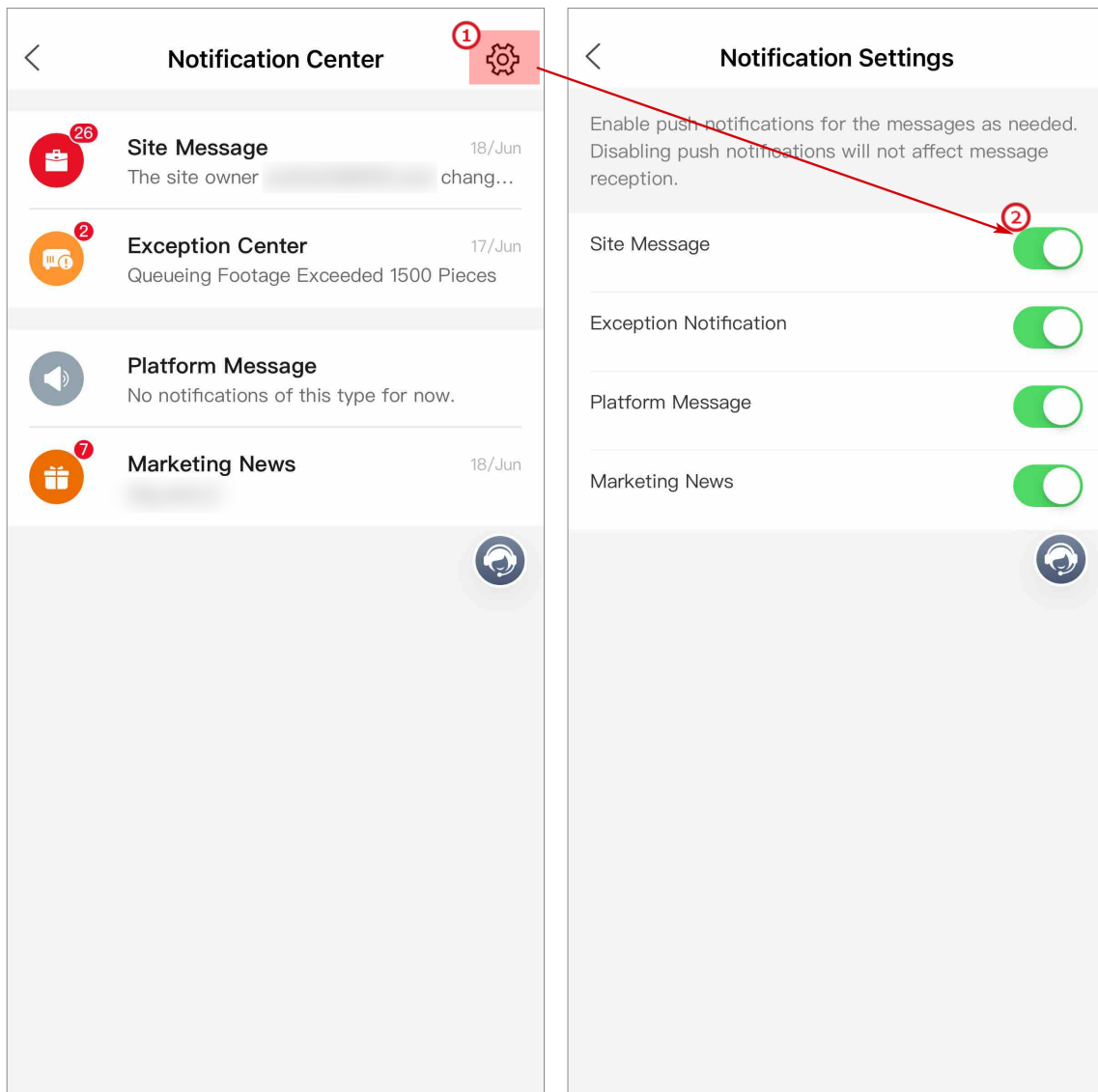


Figure 39-6 Push Notifications

3. Renames "System Message" to "Platform Message", "Business Notification" to "Site Message".

39.7 [Improvement] Hik-Connect for Teams Services

1. Supports activating Hik-Connect for Teams services by service keys on the Mobile Client.

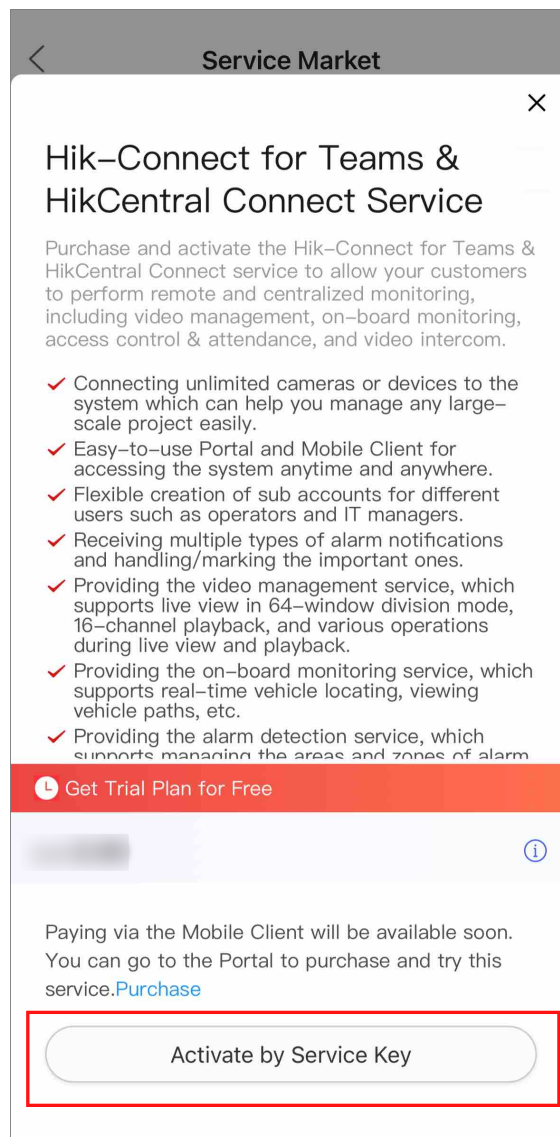


Figure 39-7 Activate by Service Key on the Mobile Client

2. Supports managing service packages in My Service on the Mobile Client.

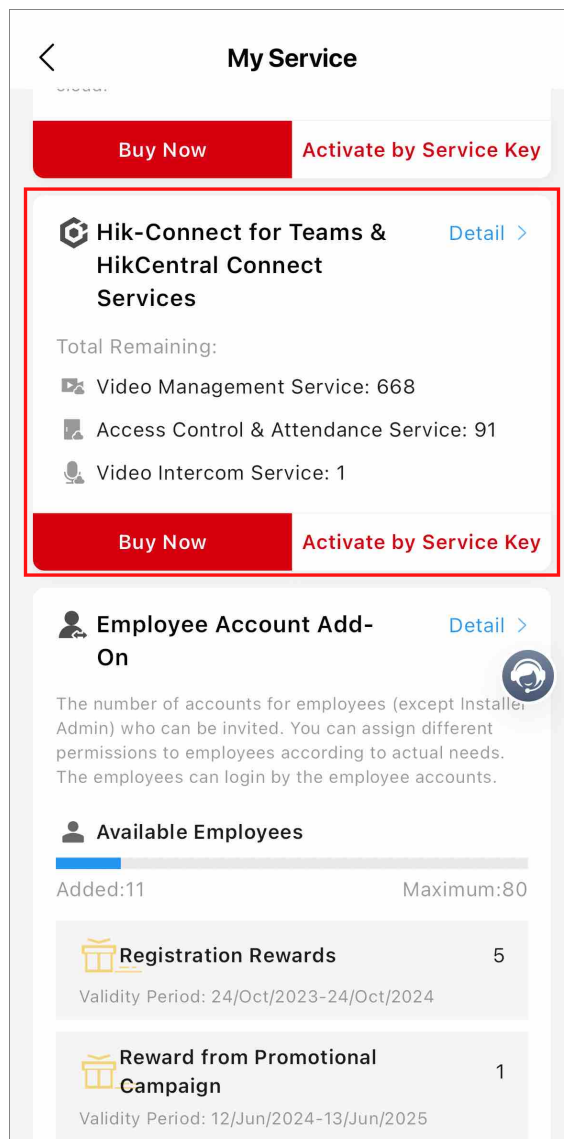


Figure 39-8 My Service on the Mobile Client

39.8 [Improvement] Other Updates

1. Localizes the emails related to registration invitation and employee self-registration.
2. Shows more information to the commission details.

What Is New in Hik-Partner Pro

Order No.	Type	Amount	Rebate Rate	Unit Price of Device / Service P...	Rebate Amount	Invitation Code	Account of Invitation Code	Installer Admin Account
1	All-Type Device Monthly Package	1	10%					
1	All-Type Device Annual Package	2	10%					
1	All-Type Device Annual Package...	1	10%					
1	All-Type Device Annual Package...	1	10%					
1	Network Camera Monthly Packag...	2	10%					
1	Network Camera Annual Package...	1	10%					
1	Network Camera Annual Package...	1	10%					
1	Network Camera Annual Package...	1	10%					

Figure 39-9 Commission Details

3. Supports searching for site managers to assign sites to them on the Portal.

Assign Site to Site Manager

2 Site(s)

New Site_202403... New Site_202403...

Search

Site Manager	Validity Period
	Lifetime
	Lifetime
	Lifetime
	Lifetime
	Lifetime
	Lifetime
	Lifetime
	Lifetime
	Lifetime
	Lifetime

Team site(s) selected, and so the validity period must be permanent.

Figure 39-10 Search Site Manager

Chapter 40 Updates in V2.8.0

Updated on June 11, 2024.

1. Supports purchasing 1-day, 2-day, and 3-day event cloud storage service packages.

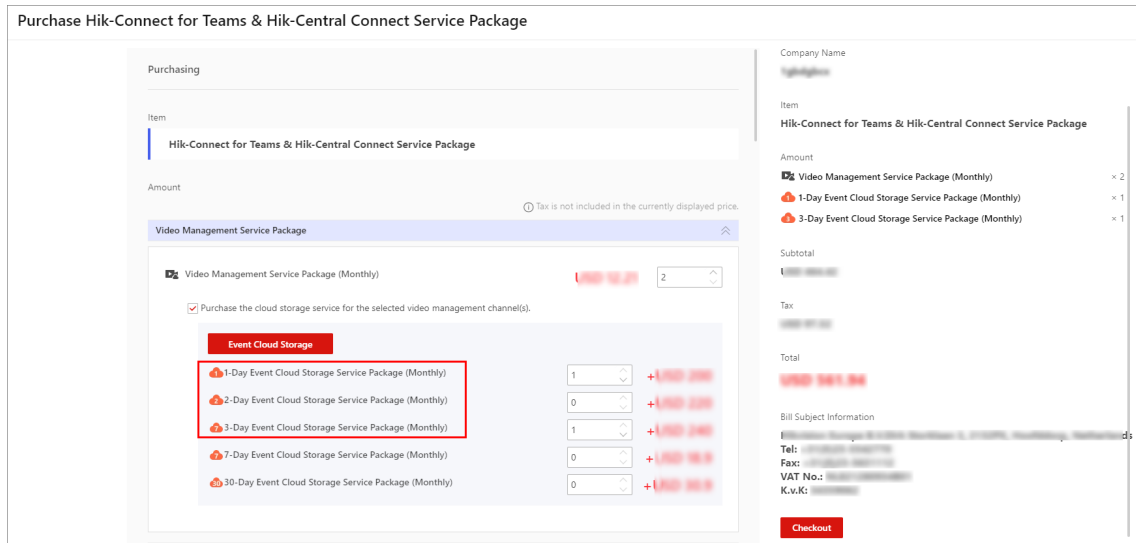


Figure 40-1 Purchase Event Cloud Storage Service Package

2. Supports purchasing the lifetime on-board monitoring service.

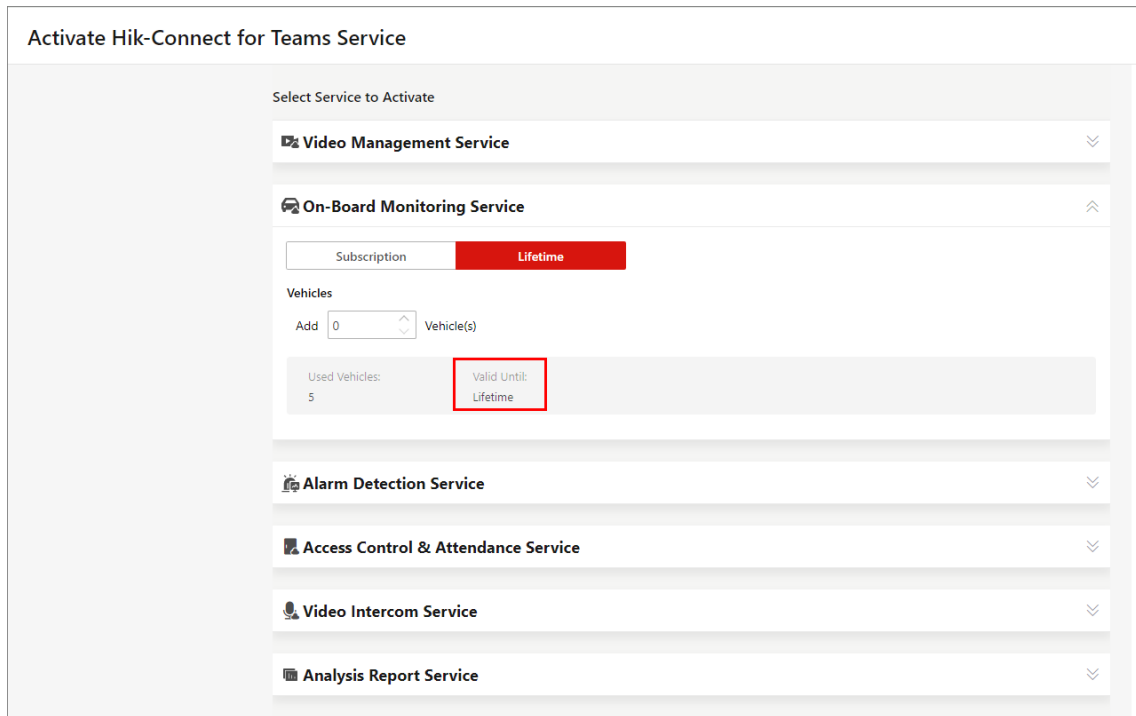


Figure 40-2 Lifetime On-Board Monitoring

3. Supports handing over network switches and AC routers to the team sites on the Mobile Client.
4. For the team sites, you can purchase the alarm detection service by device.

Chapter 41 Updates in V2.7.280

Updated on May 16, 2024.

1. Compatible with more Wi-Fi cameras.

Note

Features such as remote configuration and health monitoring are not supported by these models.

Product Category	Supported Model
PT Camera	IPC-P220-D-W-W
Speed Dome	PTZ-N2C200I-W-W
	PTZ-N2C400I-W-W
Bullet Camera	IPC-B120HA-D-W-W
	IPC-B140HA-D-W-W
Cube Camera	IPC-C320HA-D-W-W
	IPC-C340HA-D-W-W
Dome Camera	IPC-D120HA-D-W-W
	IPC-D140HA-D-W-W

2. Supports live view of the NVR with more than 16 channels on the Portal. Previously this feature is only supported on the Mobile Client.
3. Fixes issues where exporting the abnormal alarm devices times out.

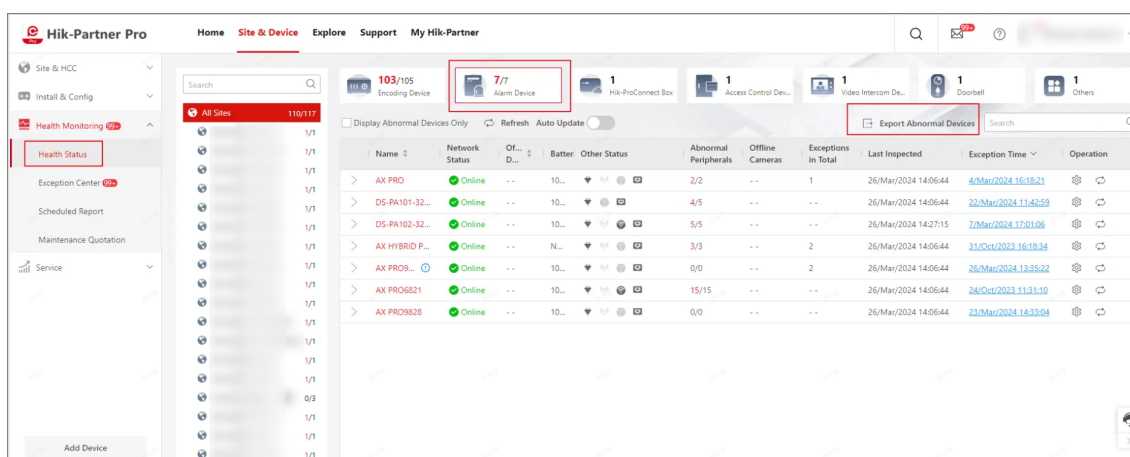


Figure 41-1 Export Abnormal Alarm Devices

Chapter 42 Updates in V2.7.250

Updated on May 14, 2024.

42.1 [New] Compatible with PTRZ Cameras

This version supports some models of PTRZ cameras. Depending on the device capability, you can left or right rotate the PTRZ cameras, and lock the PTZ to disable the zoom, focus and PTZ rotation functions of the corresponding channel.

Supported Model	Firmware Version
DS-2CD27x7G2H-LIPTRZS2U/SL(Y) (x=4/6/8)	V5.7.16 or later.
DS-2CD27x7G2H-LIPTRZS(Y) (x=4/6/8)	
DS-2CD27x7G2HT-LIPTRZS2U/SL(Y) (x=4/6/8)	
DS-2CD27x7G2HT-LIPTRZS(Y) (x=4/6/8)	

Note

This feature is supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate with the screenshot of the Portal.

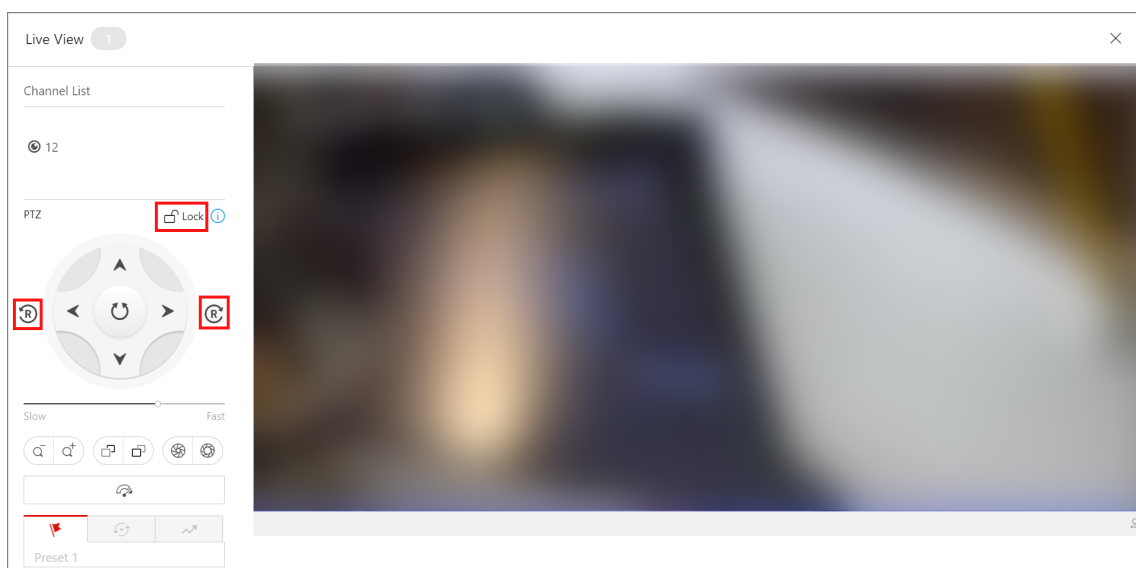


Figure 42-1 Left/Right Rotation and PTZ Lock

42.2 [New] Handover Report

This version supports generating the handover report that contains the device list, device parameters, and network topology (if any).

Note

This feature is supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate with the screenshot of the Portal.

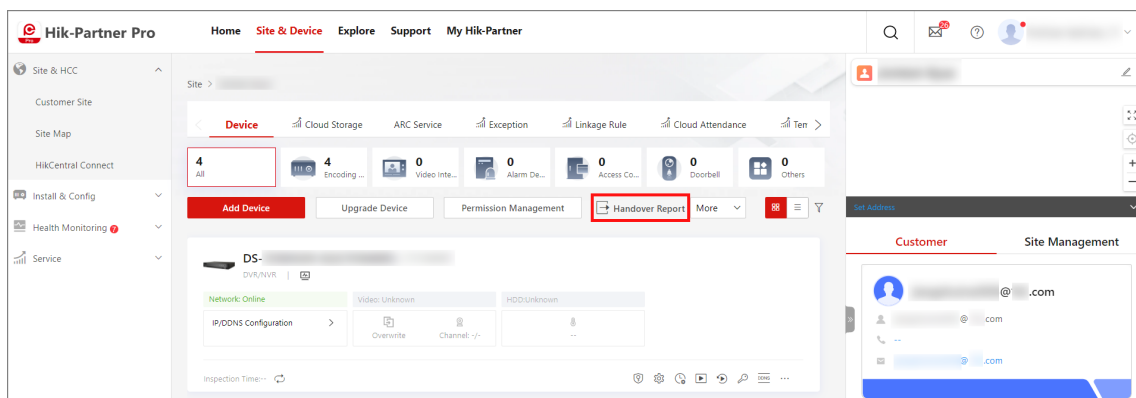


Figure 42-2 Handover Report

42.3 [New] Set Alarm Types of Video Devices That ARCs Can Receive

This version supports you to select the alarm types of video devices to be received by ARCs.

Note

- This feature is supported only when the system integration mode is OpenAPI or IP Receiver Pro.
- This feature is supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate with the screenshot of the Portal.

What Is New in Hik-Partner Pro

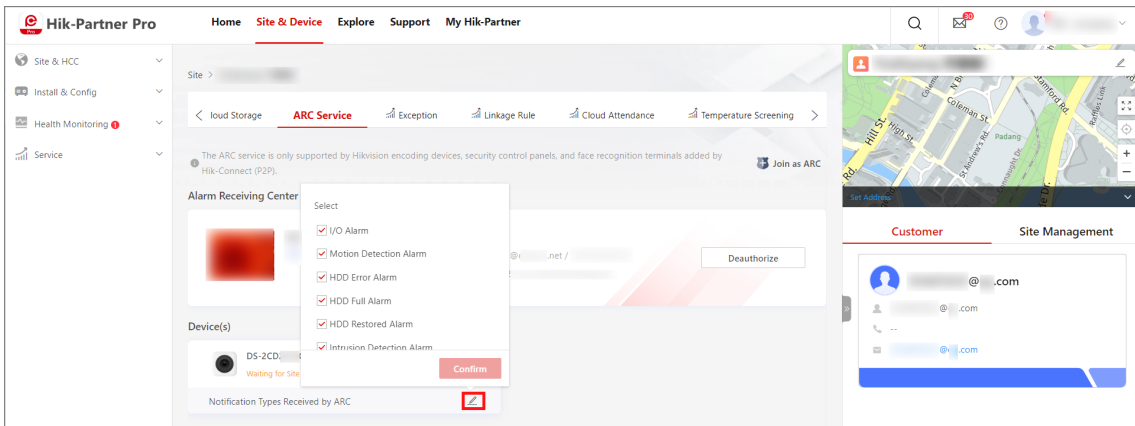


Figure 42-3 Set Alarm Types of Video Devices That the ARC Can Receive

42.4 [New] Remote Configuration of Network Switches on the Portal

This version supports remote configuration of some network switch models on the Portal, which is previously only supported on the Mobile Client.

Supported Model	Firmware Version
DS-3E1*	V3.0.5 or later
DS-3T1*	

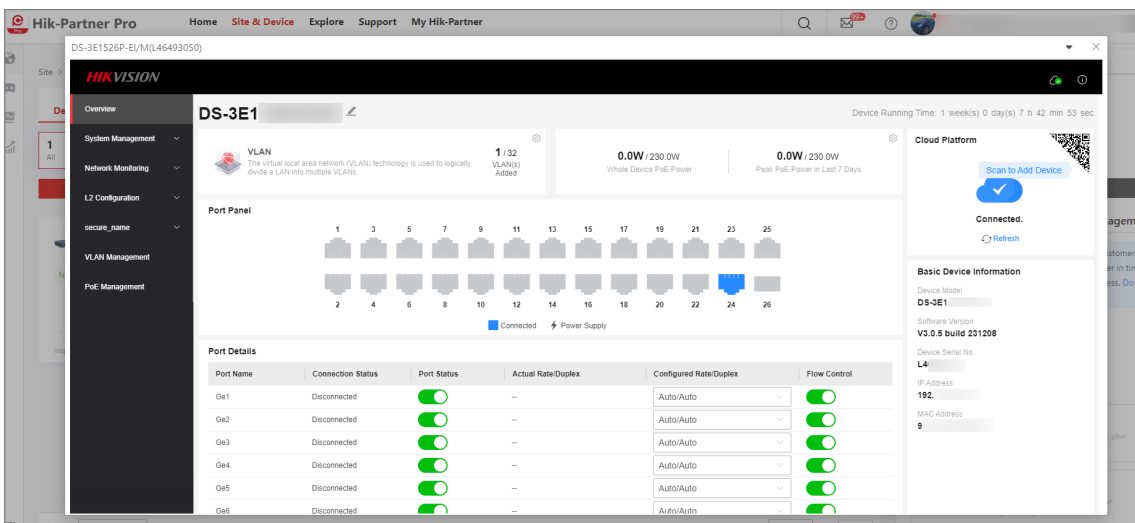


Figure 42-4 Remote Configuration on the Portal

Chapter 43 Updates in V2.7.50

Updated on April 16, 2024.

43.1 [New] API Integration

You can go to **Site & Device** → **Service** → **My Service** → **API Integration** to create your developer account to get the API key and API secret to call OpenAPIs for further integration.

43.2 [Improvement] IoT Data Service

- If you have not added IoT SIM cards, you can view the IoT data service introduction and SIM card configuration instruction on the Portal Client.

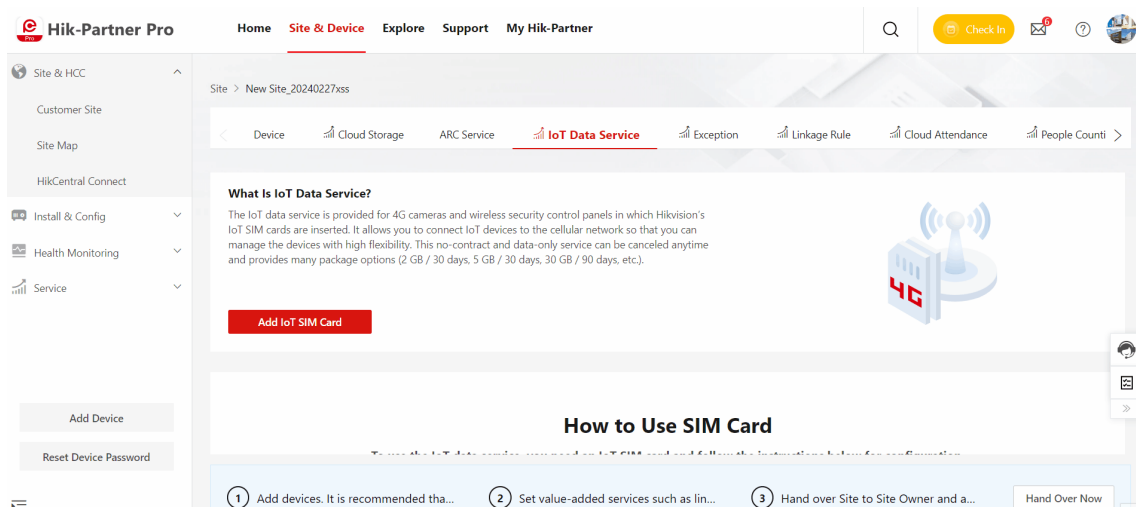


Figure 43-1 Service Introduction

- Supports displaying the signal strength of the SIM card linked with a device on the Portal Client. If a SIM card is not linked with a device, the signal strength will not be displayed.

What Is New in Hik-Partner Pro

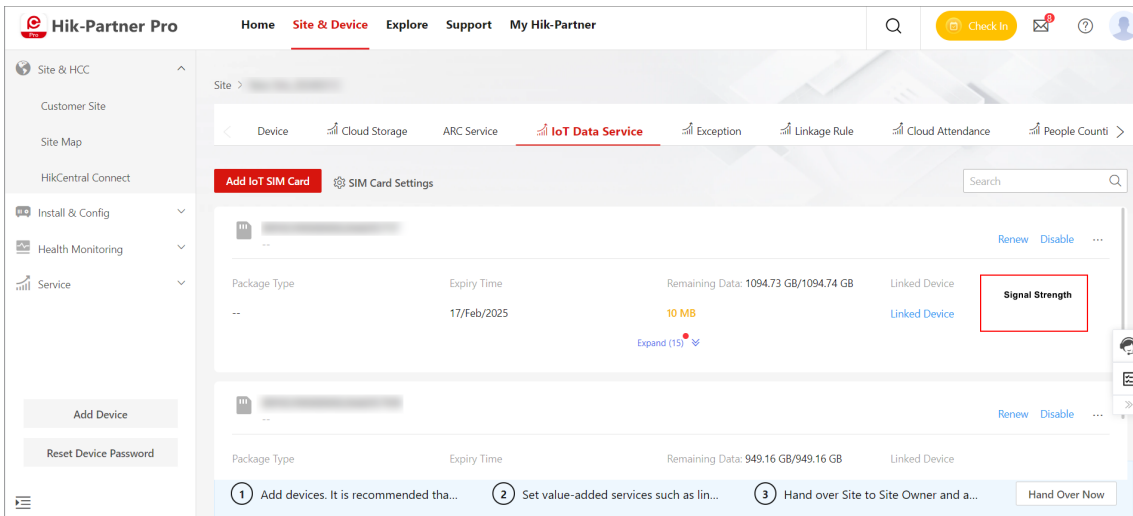


Figure 43-2 Signal Strength

43.3 [Improvement] Device Management

Peripherals of Security Control Panels

Supports displaying the Zone ID and device ID of security control panels on the Portal Client. After receiving an alarm, an ARC operator can identify the device that triggered the alarm according to the zone ID and device ID, without the need for accessing the device's web configuration page for the device ID.

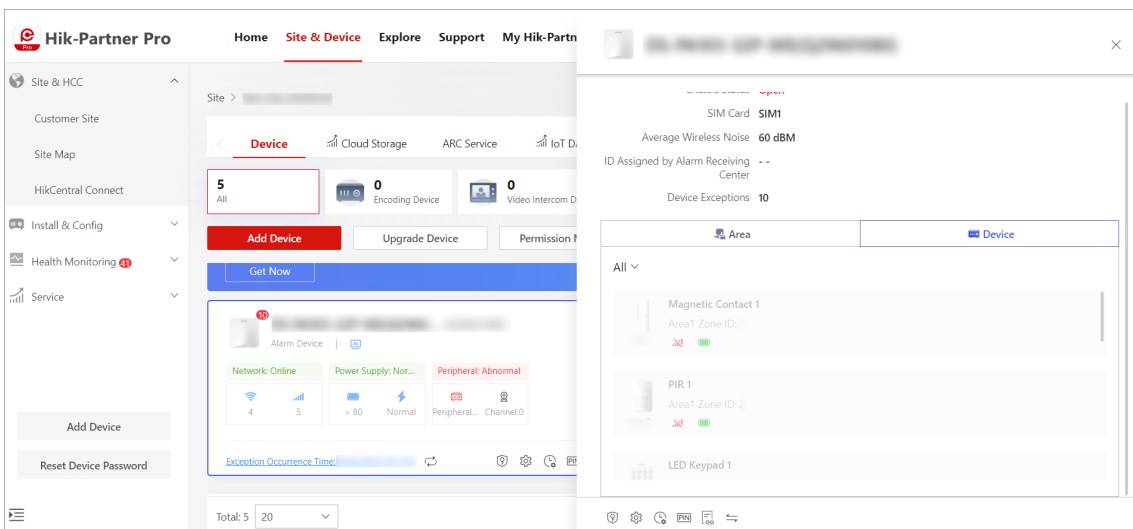


Figure 43-3 Peripheral Information

Device list Display

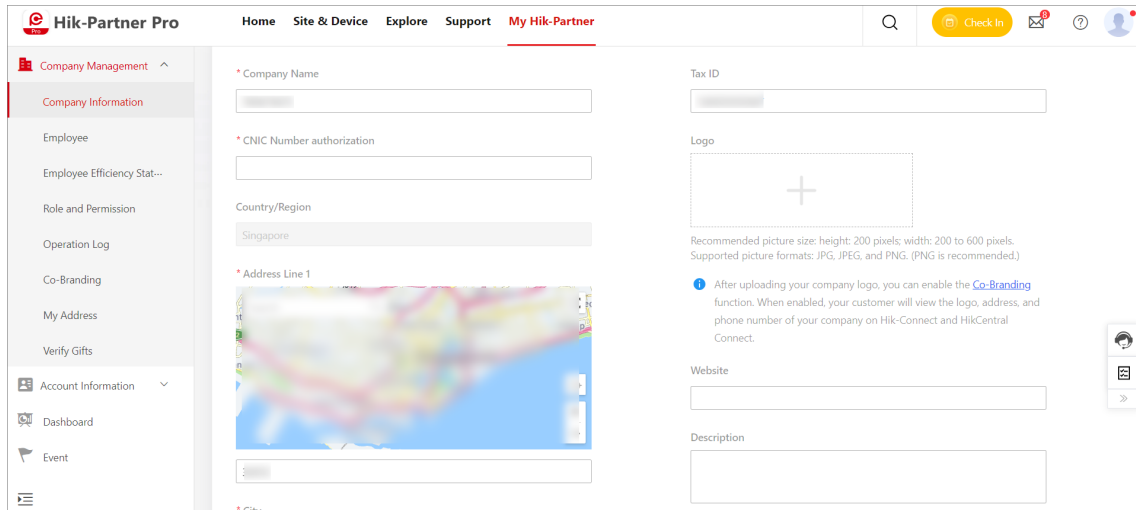
If you switch between the list or card mode for displaying the device list in the SADP page. The next time you enter, it will display in the previously chosen mode.

43.4 [Improvement] Health Monitoring

- On both the Mobile Client and Portal Client, if a new alarm of the same type and from the same device is triggered, the previous alarms will be automatically marked as read and handled, and the number in the notification badge on the Exception Center tab will decline accordingly.
- The alarms of the following exception types will be marked as read and handled, and the number in the notification badge on the Exception Center tab will decline accordingly.
 - Device Motion Alarm Restored
 - Detector Blocking Alarm Restored
 - Gas Leakage Alarm Restored
 - AC Power Restored
 - Battery Restored
 - Overcurrent Protection Restored
 - Overvoltage Protection Restored
 - Repeater AC Power Restored
 - Extension Module AC Power Restored
 - Extension Module Reconnect
 - Repeater Battery Reconnected
 - Wireless Sounder Reconnected
 - Wireless Peripheral Reconnected
 - Main Channel ATP Fault Restored
 - Backup Channel ATP Fault Restored
 - Wireless Detector Reconnected
 - Wireless Repeater Reconnected
 - Mobile Network Reconnected
 - Wi-Fi Connected
 - RF Signal Restored
 - IP Address Restored to Normal
 - Wired Network Reconnected
 - Network Camera Connected
 - Device Online
 - Detector Reconnect

43.5 [Improvement] Company Information

If you enter an authentication code to authenticate your company, you can edit your company information (excluding the country/region) instead of waiting for the approval of the information change request.









The screenshot shows the 'My Hik-Partner' interface for editing company information. The left sidebar contains a 'Company Management' menu with options like 'Company Information', 'Employee', and 'Role and Permission'. The main content area has several input fields: 'Company Name', 'Tax ID', 'CNIC Number authorization', 'Country/Region' (with a dropdown menu showing 'Singapore'), 'Address Line 1' (with a map), 'City', 'Logo' (with a plus sign and instructions), 'Website', and 'Description'. A blue information icon next to the logo field provides details about the Co-Branding feature.

Figure 43-4 Edit Company Information

43.6 [Improvement] Other Updates

- For certain countries, you can select a reseller instead of entering an invitation code to get discounts when purchasing value-added services.

Purchase IoT Data Service Package

 Data amount: 200 GB. Validity period: 180 day(s).		0
 Annual Package (600 MB / 365 Days) Data amount: 600 MB. Validity period: 365 day(s).		0
 Annual Package (400 GB / 365 Days) Data amount: 400 GB. Validity period: 365 day(s).		0

Remark:
1. The data package is valid from the time when you activate it for the SIM card.
2. You can activate multiple packages for the same SIM card one after another, and the previously activated ones will not be overwritten.

Reseller

VAT Number

The VAT number will be displayed in the payment receipt. Make sure the one you entered is correct.

Figure 43-5 Select Reseller

- If you enable cloud storage for a selected channel on the NVR/DVR setting page, you cannot select this channel to activate cloud storage on the Hik-ProConnect Box channel selection page.

Chapter 44 Updates in V2.7.0

Updated on April 2, 2024.

44.1 [New] Wireless Video Management: Compatible with NVS

This version is compatible with the NVS (network video sever).

Supported Model	Firmware Version
DS-7102NI-S1/W	V4.32.200 or later.
DS-7104NI-S1/W	
DS-7102NI-S1/W/KIT	
DS-7104NI-S1/W/KIT	

The Wi-Fi kit (NVS and Wi-Fi cameras) offers easy linkage that saves labor and complex wiring, and high recording security by storing recordings in the NVS. With Hik-Partner Pro, the system can be centrally and easily managed.

Refer to the following sections to learn more.

Typical Application: Wireless Video Management with Hik-Partner Pro & EasyLink Wi-Fi Kit



Figure 44-1 Typical Application: Wireless Video Management with Hik-Partner Pro & EasyLink Wi-Fi Kit

1. Insert the SD card into the NVS and connect the NVS and the router.
2. Power on the NVS and cameras.
3. Scan the NVS QR code with Hik-Partner Pro to add the NVS and quickly link to the Wi-Fi cameras.

Supported Features with Hik-Partner Pro

- Supports adding the NVS (to personal sites only), initializing the SD card, and quick linking to Wi-Fi cameras by scanning the NVS QR code only 1 time. The NVS does not need to be activated, and cannot access the SADP tool.

What Is New in Hik-Partner Pro

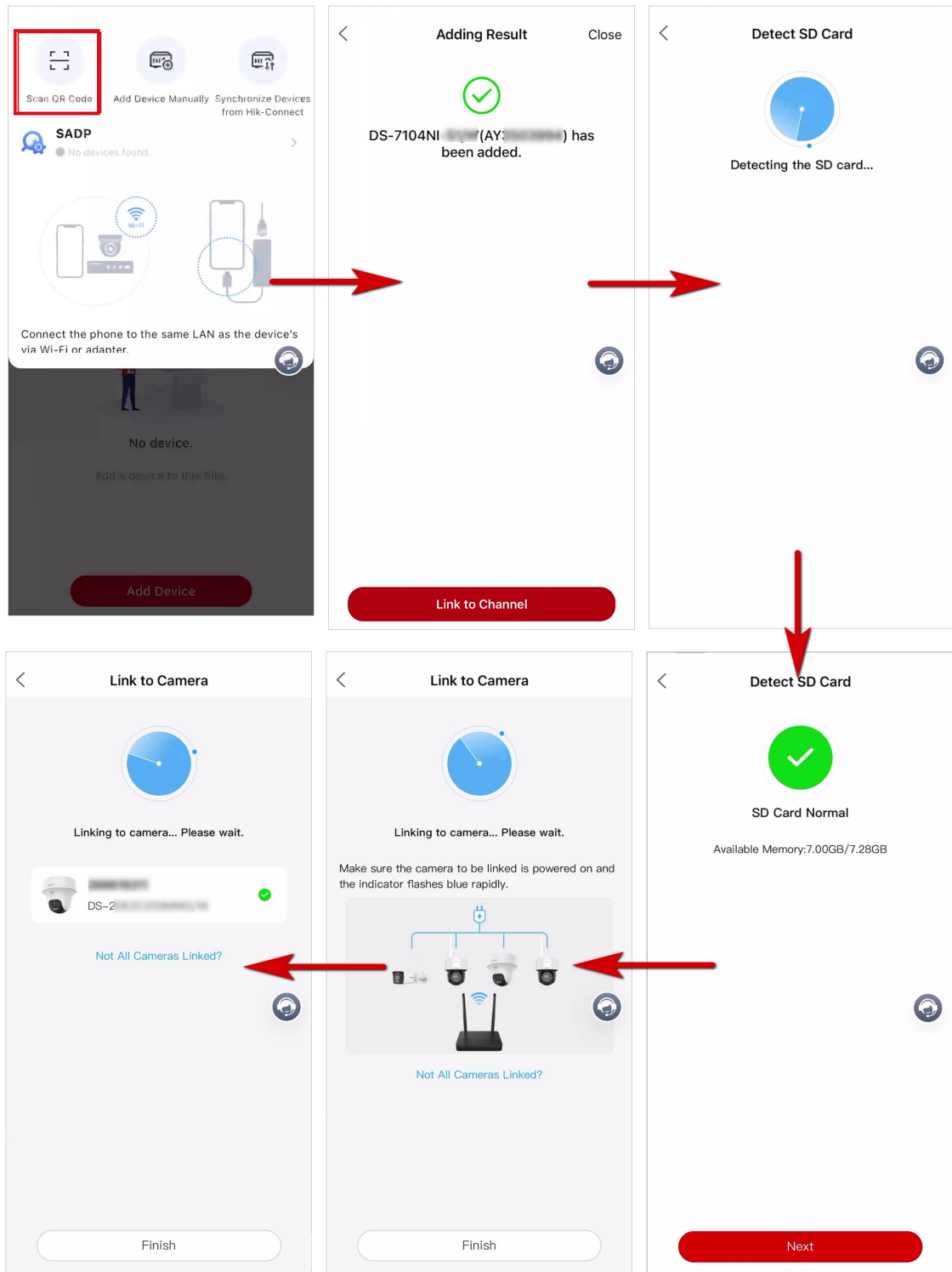


Figure 44-2 Add NVS, Initialize SD Card, and Link to Cameras

- Supports remotely configuring the NVS and its linked cameras.

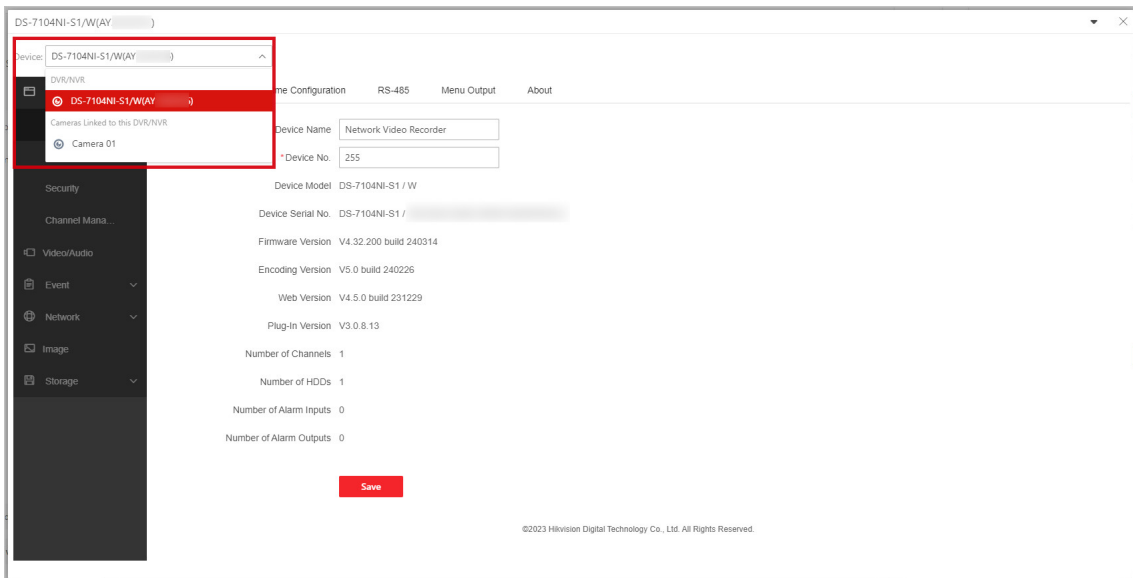


Figure 44-3 Remote Configuration

- Supports activating the health monitoring service for the NVS. The supported health check status are the same as those for the NVR/DVR.

44.2 [New] Healthcare: Compatible with Auxiliary Care Radars

This version is compatible with auxiliary care radars, which allows you to activate radar devices using Hik-Partner Pro, add them to Hik-Partner Pro for remote management, and hand them over to your customers for immediate alarms.

Supported Model	Firmware Version
DS-TDSB00-EKH	V5.1.2 or later

Refer to the following sections to learn more.

Note

This feature is supported on both the Portal and Mobile Client. We will only show Mobile Client screenshots due to the UI similarity.

Typical Application of Auxiliary Care Radars

Note

Only when the system integration mode is OpenAPI can the ARC receive alarms from the radars. Radars cannot be accessed via HPNetSDK or IP Receiver Pro.

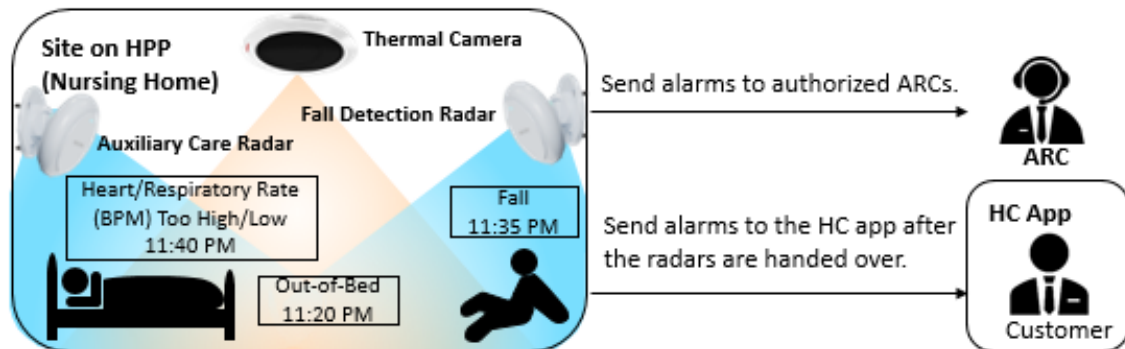


Figure 44-4 Typical Application

In nursing homes, houses for elderly people, in-patient wards, etc., auxiliary care radars can offer immediate alarm triggering so that the nursing staff and caregivers can provide 24/7 care. The healthcare radars and thermal cameras are usually combined to detect the care receiver's vital signs.

Thermal Camera

Provides presence detection, thermal picture and playback of the incident for double-checking, and thermal live view (which can protect the care receiver's privacy).

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.

Fall Detection Radar

Provides fall detection: Fall Alarm.

Supported Features with Hik-Partner Pro

- Supports adding auxiliary care radars to personal sites on Hik-Partner Pro via QR code / serial number / IP / domain / LAN / SADP tool, and handing over to customers by transferring/sharing.
- Supports activating the health monitoring service for the auxiliary care radars: Online/Offline status.

Health Monitoring

Exception Center (99+) **Scheduled Report**

All Sites >

118 Total Devices **110** Abnormal Device

Video Intercom Device Doorbell **Others**

Device(0/2) 🔍 ↻ 🏠

Auxiliary Radar >

● Online

Last Check: 27/Mar/2024 15:34:52

[REDACTED] >

● [REDACTED]

[REDACTED]



What Is New in Hik-Partner Pro

- After the auxiliary care radar is added, you can hand over the device to your customer and then authorize an ARC to manage the radar so that the customer and the ARC can receive the alarms immediately and react to emergencies.

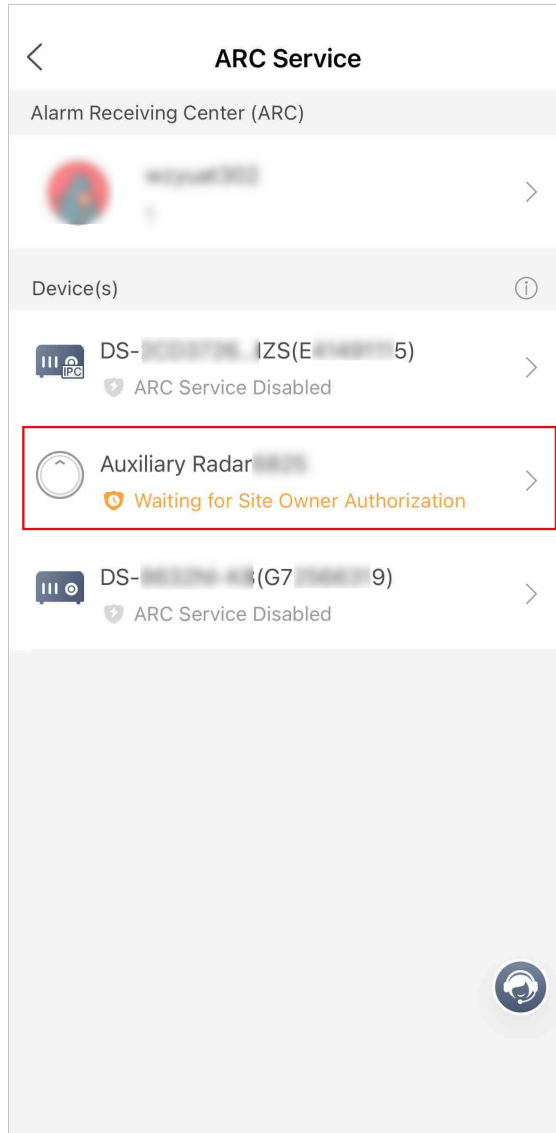


Figure 44-6 Enable the ARC Service for a Radar

- Supports remote configuration of auxiliary care radars. You can set the Wi-Fi connection, indicator control type, alarm parameters, etc. The portal provides richer parameter settings of the auxiliary care radar on the remote configuration page.

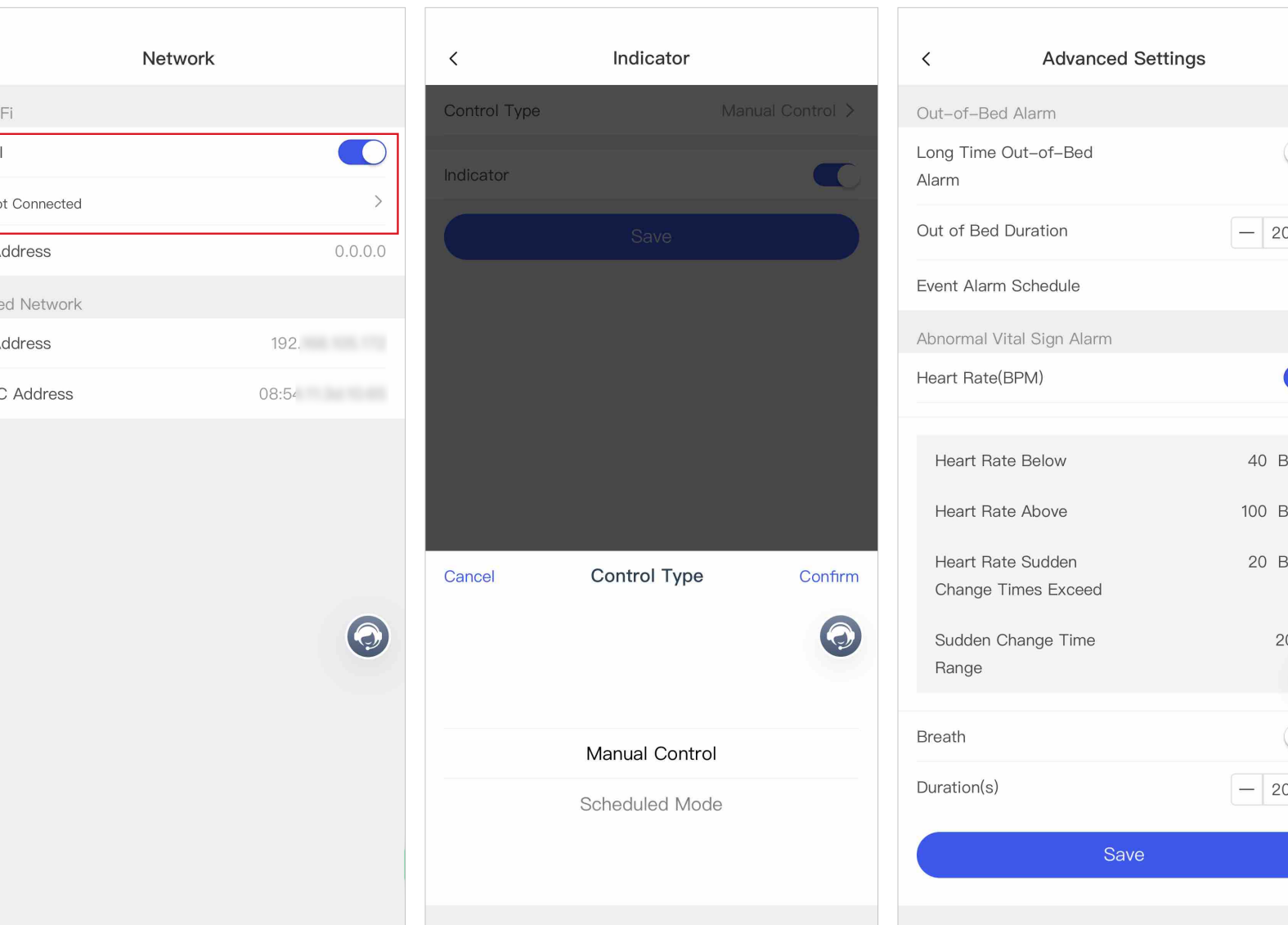


Figure 44-7 Remote Configuration of the Auxiliary Care Radar (Mobile Client)

- Supports linking a camera (added to the same site) to the auxiliary care radar on the Mobile Client to record a video or capture a picture for double checking the incident by your customer or the ARC, or to detect the care receiver's presence.

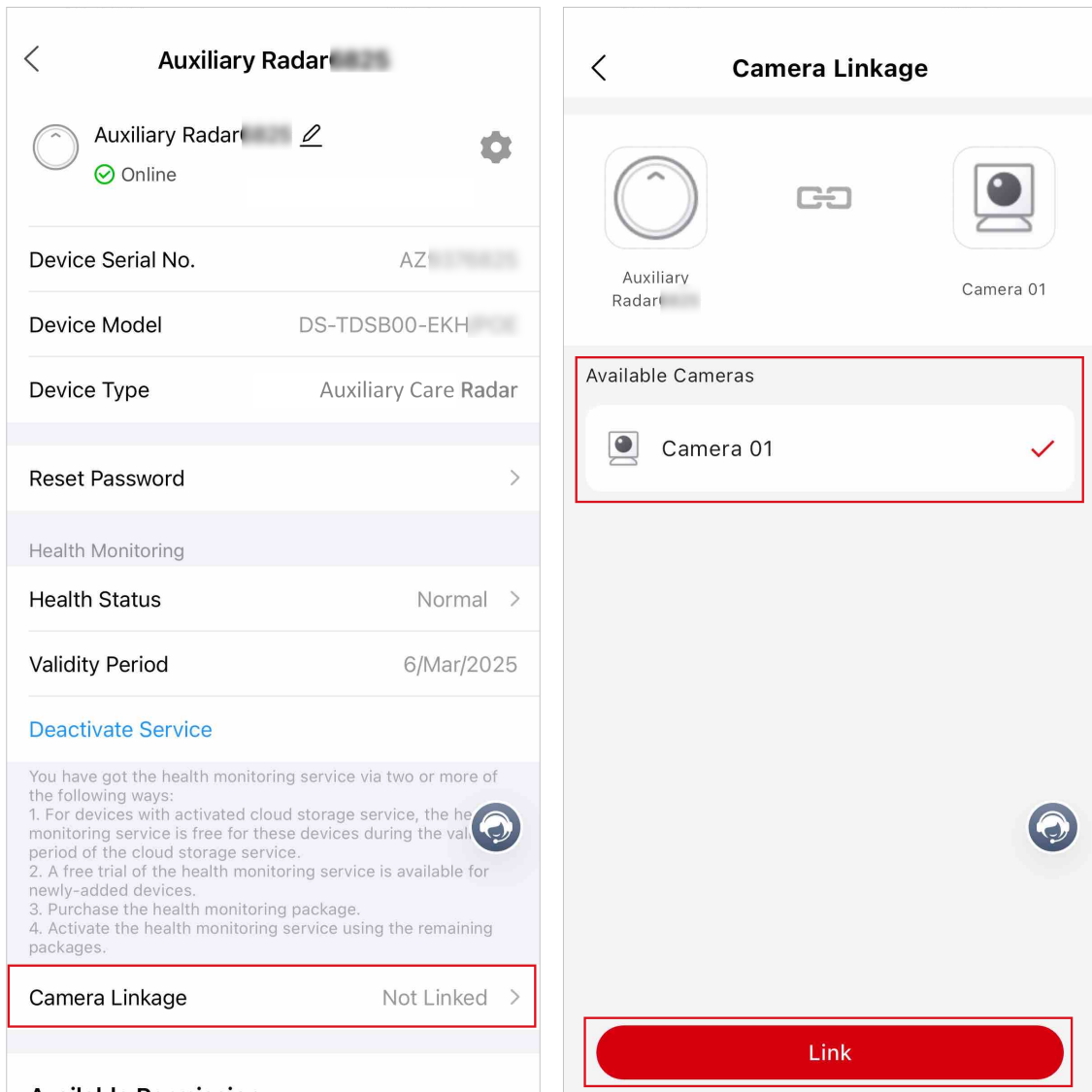


Figure 44-8 Link Camera to Auxiliary Care Radar

44.3 [New] Compatible with Network Speakers

This version is compatible with network speakers, which can offer a unified audio & video system for scenarios such as perimeter protection if combined with cameras.

Product Category	Supported Model	Firmware Version
Network Ceiling Speaker	DS-QAZ1203G1-BE	V1.3.0 or later
	DS-QAZ1206G1-BE	

What Is New in Hik-Partner Pro

Product Category	Supported Model	Firmware Version
Network Cabinet Speaker	DS-QAZ1110G1-B	
	DS-QAZ1120G1-B	
Network Column Speaker	DS-QAZ1430G1	
	DS-QAZ1460G1	
	DS-QAZ14A2G1	
Network Horn Speaker	DS-QAZ1307G1T-E	
	DS-QAZ1307G1-E	
	DS-QAZ1325G1T	

Supported Features with Hik-Partner Pro

- Supports adding the network speakers to personal sites only.
- Supports applying for / sharing the remote configuration permission when handing over the network speakers to customers by transferring/sharing.
- Supports activating the health monitoring service for the network speakers. Supported status of health check: Online/Offline.
- Supports remote device upgrade and batch device upgrade (Portal).
- Supports uploading local audio files from your PC/phone to a network speaker.

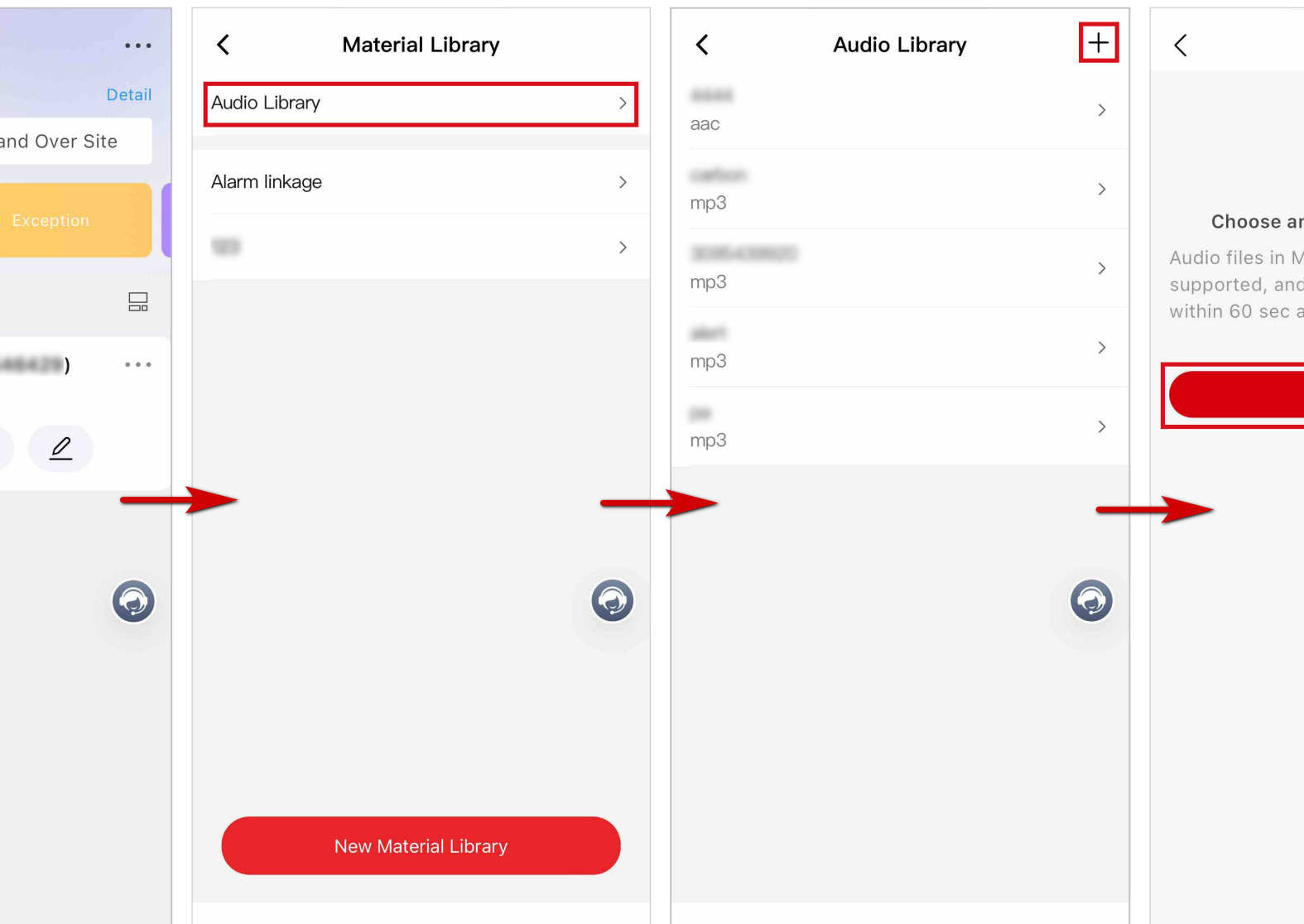


Figure 44-9 Upload Audio File

- Supports configuring scheduled broadcast tasks.

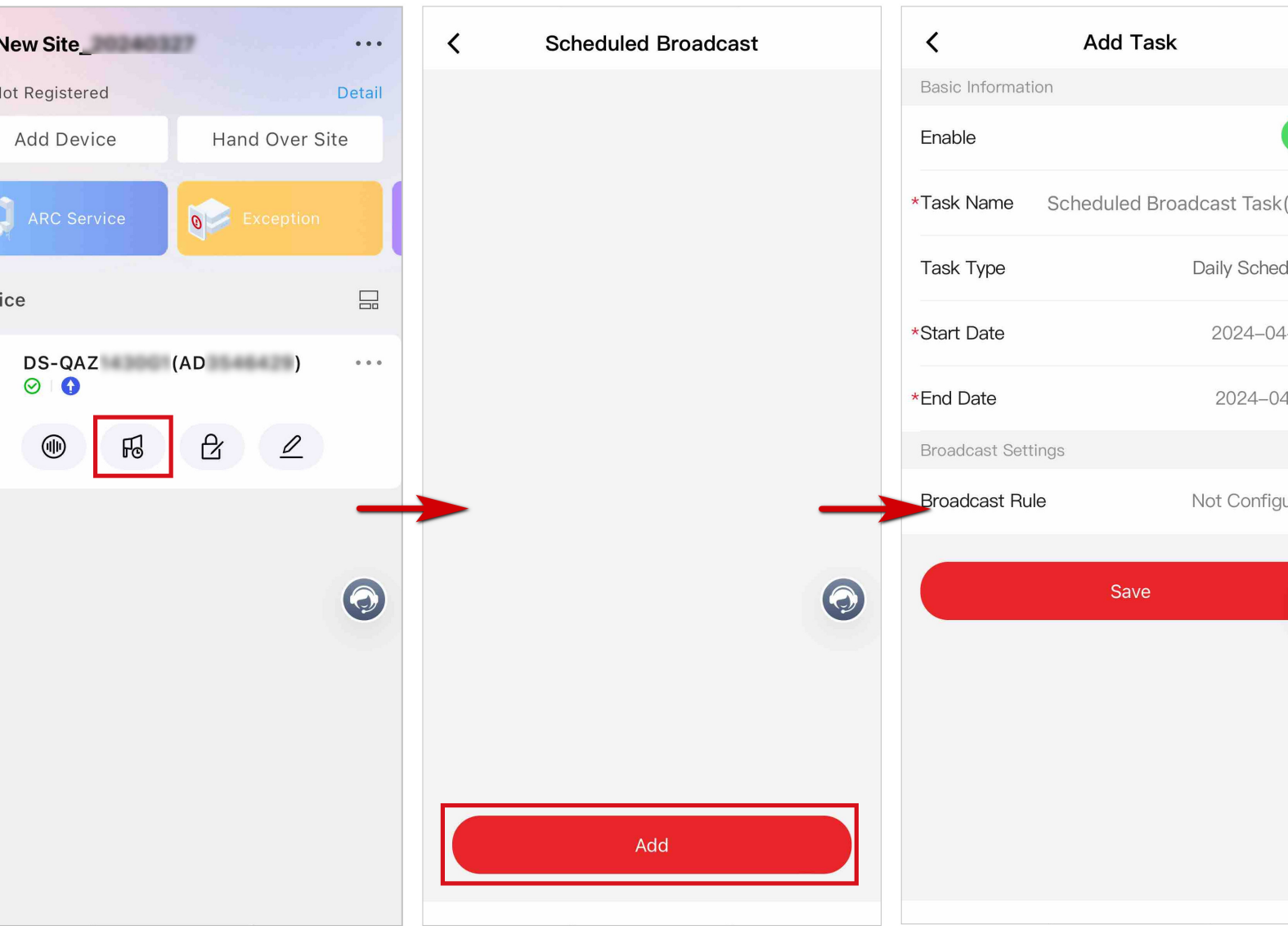


Figure 44-10 Configure Scheduled Broadcast

- Supports more remote configurations of network speakers.

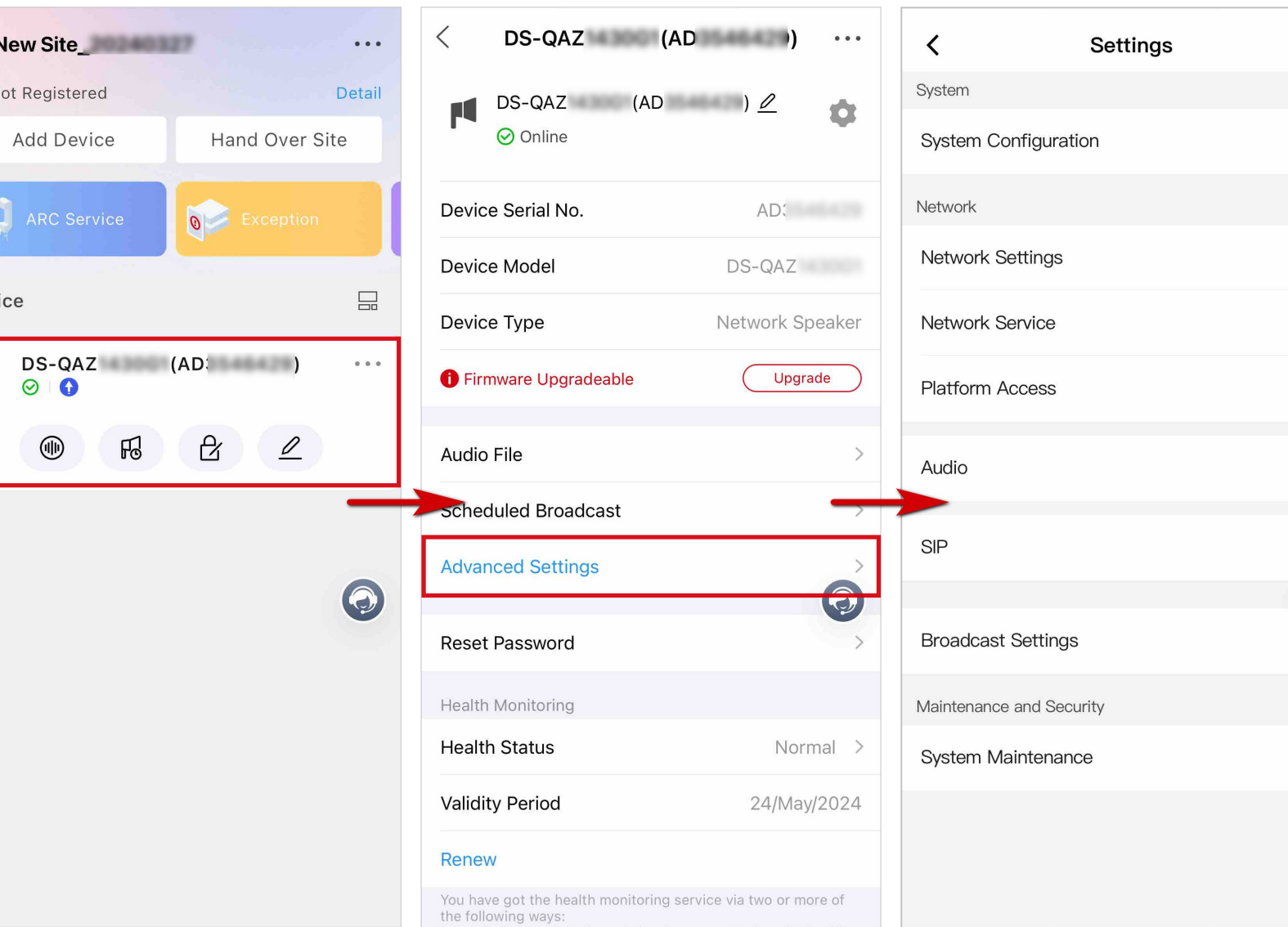


Figure 44-11 Remote Configuration of Network Speaker

- Supports initializing the network speaker using the SADP tool: device activation, network configuration, and time sync.

44.4 [New] Compatible with ANPR Cameras

This version supports ANPR cameras for vehicle detection and mixed-traffic detection. Vehicles entering the set lane can be detected, the vehicle and license plate pictures can be captured and stored, and alarms be triggered.

What Is New in Hik-Partner Pro

Supported Model	Firmware Version
iDS-2CD7A46G0/P-IZHS(Y)	V5.8.50 or later
iDS-2CD7547G0/P-XZHS(Y)	
iDS-TCV900-BI	

Supports configuring the vehicle detection / mixed-traffic detection in **Road Traffic** on the remote configuration page.

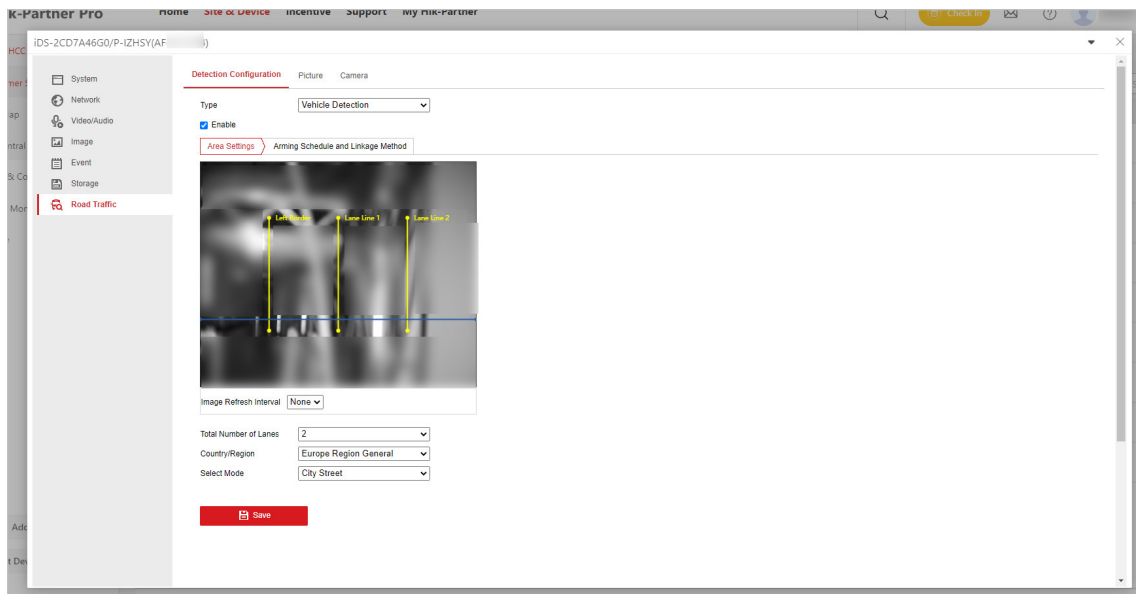


Figure 44-12 Remote Configuration of ANPR Camera

44.5 [New] Compatible with More Cameras

This version is compatible with more thermal cameras and Wi-Fi cameras.

Device	Supported Model
Wi-Fi Camera	DS-2CD2423G2-IW-W
	DS-2CD2443G2-IW-W
	DS-2CV2041G2-IDW-W
	DS-2CV2Q21G1-IDW
	DS-2CV2121G2-IDW-W
	DS-2CV2141G2-IDW-W

Device	Supported Model
	DS-2DE2C200IG-W-W
	DS-2DE2C400IG-W-W
Thermal Camera	DS-2TD1228-2/QA
	DS-2TD4238-4/S2
	DS-2TD4137-25/WY
	DS-2TX3742-15A/Q
	DS-2TXS2628-10P/QA/GLT/CH30S80
	HM-TD1018
	HM-TD1017
	HM-TD2628-7/QA
HM-TD4137-25/WY	

44.6 [New] Enable ARC Service for Solar-Powered Cameras

This version allows enabling the ARC service for solar-powered cameras.

All the solar-powered camera models that Hik-Partner Pro is compatible with will support the ARC service.

System Integration Mode	Supported Features
OpenAPI	Alarm Receiving
HPNetSDK	Live View, Playback
IP Receiver Pro	Solar-powered cameras cannot be accessed via this mode.

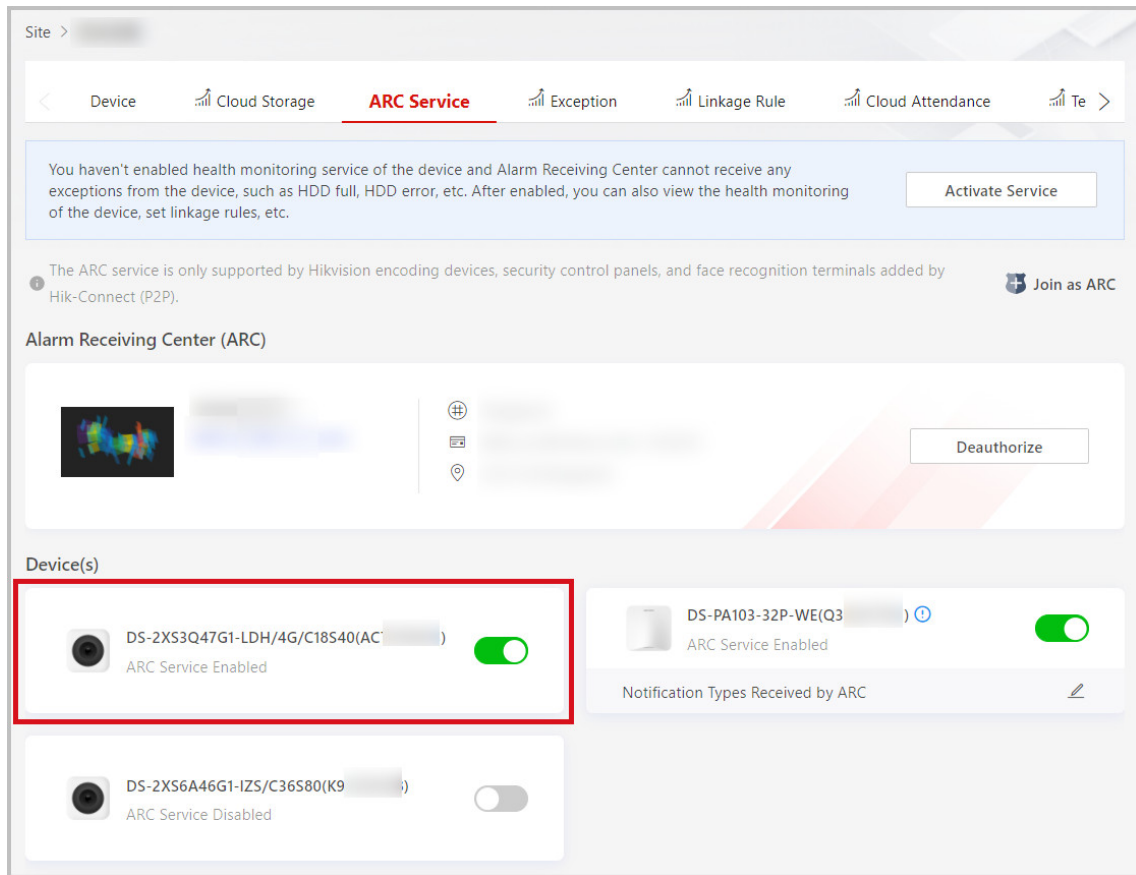


Figure 44-13 Enable ARC Service for Solar-Powered Cameras

44.7 [Improvement] Updates & Bug Fixes About Health Check Reports

- Supports exporting the device health check report manually on the Scheduled Report page of the Portal.

What Is New in Hik-Partner Pro

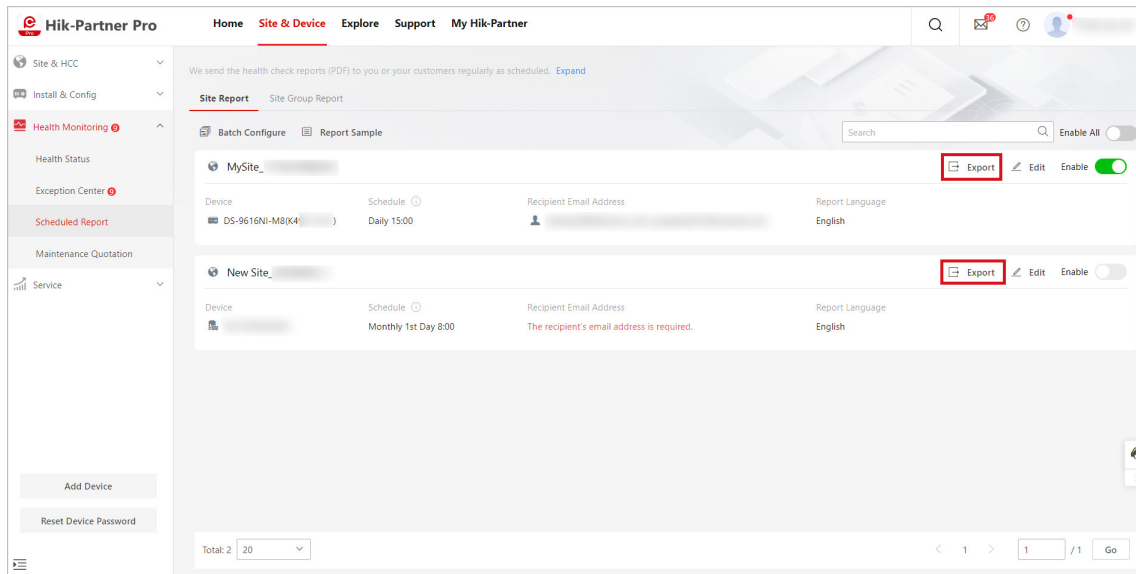


Figure 44-14 Export Report Manually

- Supports the health check report of AX HOME devices (both manually exported and scheduled reports).
- Redesigns health check reports so that both the manually exported reports and the scheduled reports have the same layout and style.
- Fixes issues where the device self inspection fails due to the device going offline, resulting in the scheduled report displaying the misleading data cached from the last self inspection.

44.8 [Improvement] Other Updates

- Supports image changes in video playback when dragging the progress bar (currently only for local storage recordings, not for cloud storage recordings or devices added by IP/domain).
- Supports synchronizing the edited device name from Hik-Partner Pro to Hik-Connect after the device is handed over by transferring, if the device name is edited before the handover.

Chapter 45 Updates in V2.6.200

Updated on March 19, 2024.

45.1 [New] IoT Data Service

This version supports the auto-renewal, suspension, new packages, carrier search, SIM card configuration guide of the IoT data service on the Portal.

- Supports the 150 MB monthly or 600 MB annual package.

Activate IoT Data Service

Item

IoT Data Service

IoT SIM Card No.

Activate IoT Data Service

Select Package Type

Monthly Package (150 MB / 30 Days) (6 Left) ^

Monthly Package (150 MB / 30 Days) (6 Left)

Monthly Package (2 GB / 30 Days) (0 Left)

Monthly Package (5 GB / 30 Days) (0 Left)

Quarterly Package (10 GB / 90 Days) (1 Left)

Quarterly Package (30 GB / 90 Days) (1 Left)

Quarterly Package (100 GB / 90 Days) (0 Left)

Semi-Annual Package (200 GB / 180 Days) (0 Left)

Annual Package (600 MB / 365 Days) (9 Left)

Figure 45-1 New IoT Data Service

- Supports the auto-renewal of your IoT data service. When you enable this function, the service will auto-renew with the selected package type.

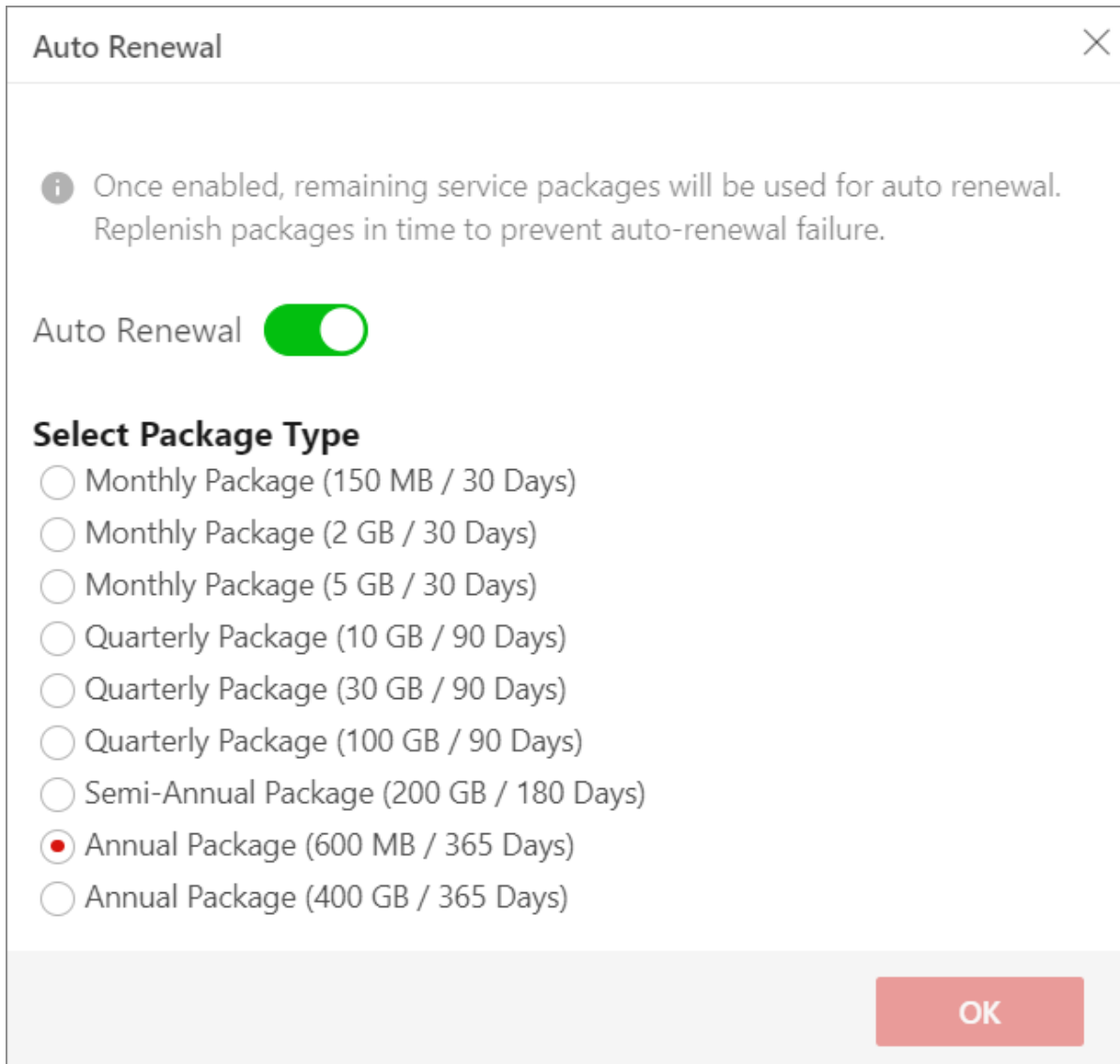


Figure 45-2 Service Auto Renewal

- Supports suspending the SIM card for the user who doesn't pay you after you purchase the service. After the service is deactivated, the validity period will continue to be counted.

What Is New in Hik-Partner Pro

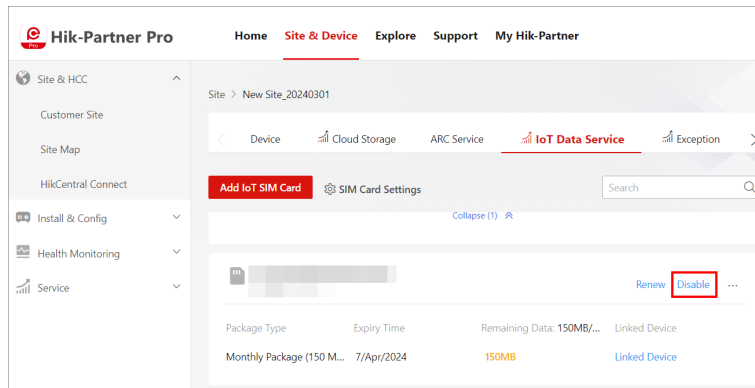


Figure 45-3 Disable SIM Card

- Provides an instruction of the SIM card configuration for AX PRO devices and 4G network cameras.

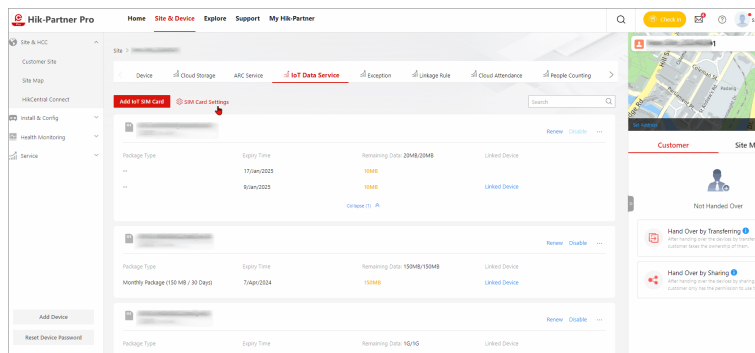


Figure 45-4 SIM Card Configuration Guide

- You can view the carrier name of your IoT data service in the IoT Data Service tab, and find available carriers in your country/region in the **Support - Tools** section.

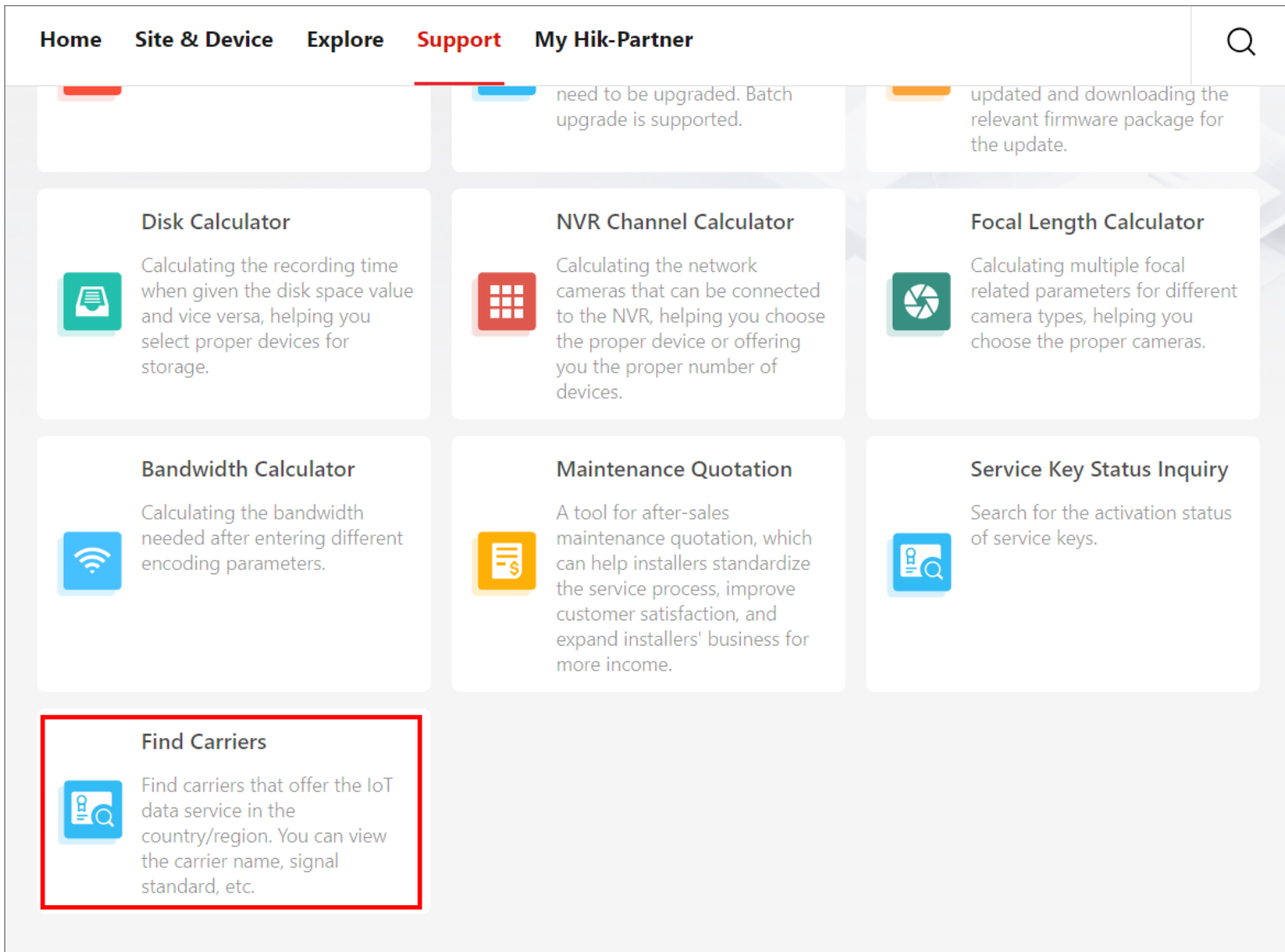


Figure 45-5 Find Carriers

45.2 [New] Mobile Co-Branding Payment

This version supports purchasing the co-branding service with your iOS or Android mobile phone for enhanced personal information security.

- For iOS, you can purchase the co-branding service with in-app purchases in the Service Market page.
- For Android, you can purchase the co-branding service with yearly packages on the GCPay/PingPong payment page.

45.3 [Improvement] Network Switch Management

- Supports adding and activating network switches together with AC routers on the Mobile Client.
- Supports setting a third-party switch (referred as virtual network switch) to the root node on the Mobile Client.

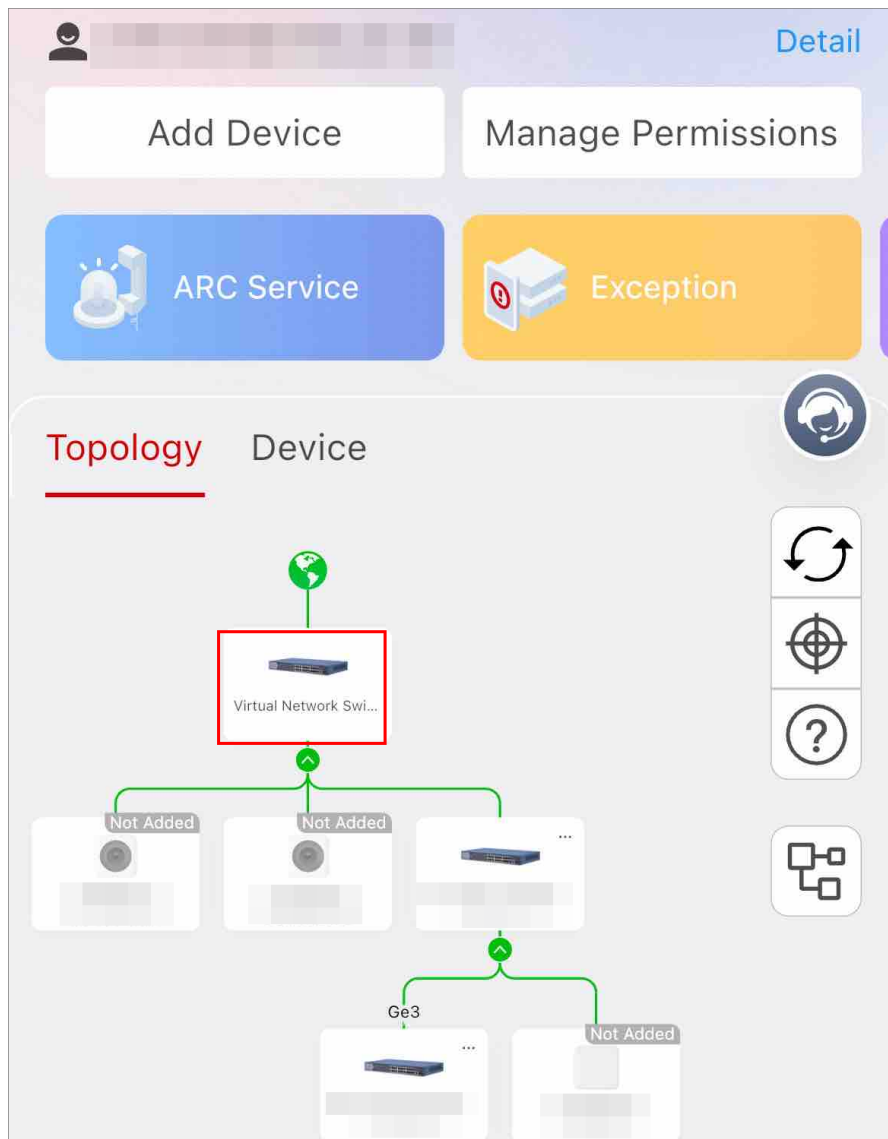


Figure 45-6 Set Virtual Network Switch to Root Node

- On the Mobile Client, the switch ports at every level are arranged from left to right in ascending order in a network device topology.

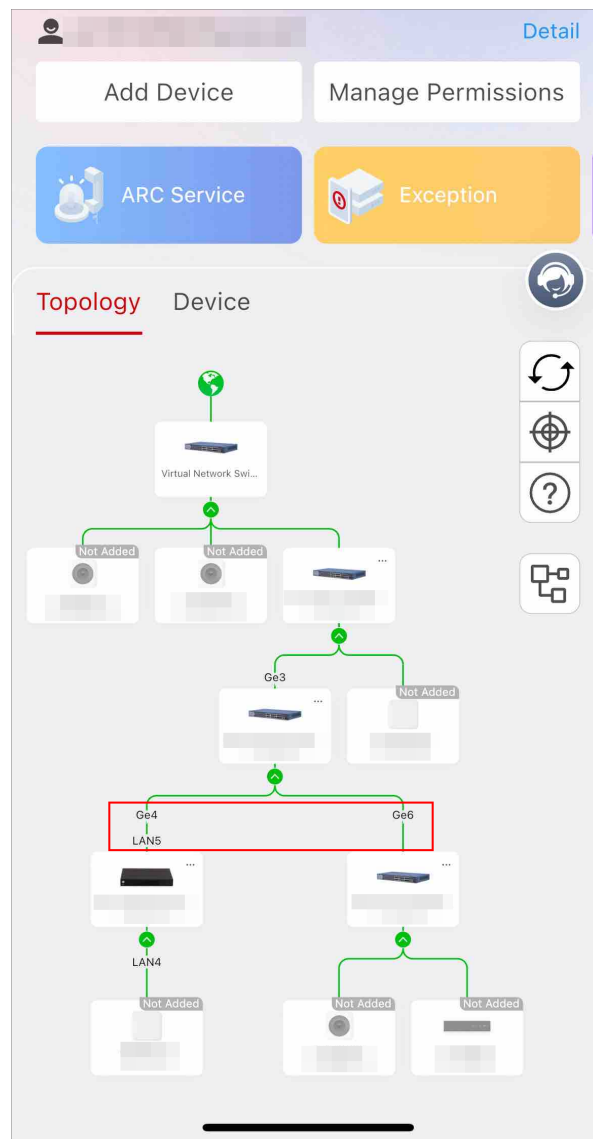


Figure 45-7 Switch Port Layout

- For switches and AC devices, the receiving rate for an uplink port is the downlink rate, while the sending rate is the uplink rate. For downlink ports, the receiving rate is the uplink rate, and the sending rate is the downlink rate.

What Is New in Hik-Partner Pro

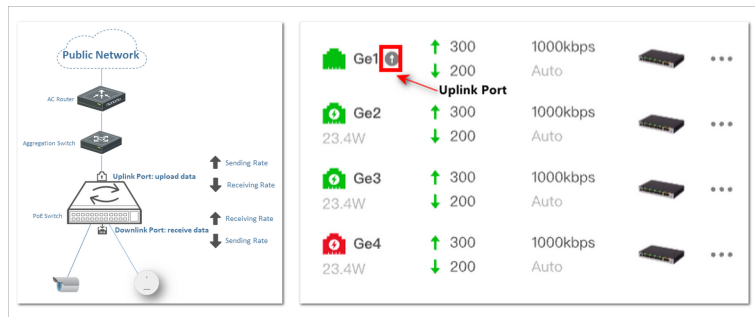


Figure 45-8 Uplink Port

- Optimizes the port diagram for 4-port and 6-port switches.
 - For Hikvision switches, the port diagram represents the actual port layout.
 - For third-party switches, how their ports will be displayed depends on the port quantity.

Port Quantity	Display
Less than or equal to 8	Displayed in one line.
Greater than 8	Displayed in two lines.

- Supports configuring VLANs and detecting the cable status of switches without going to the device's web configuration page.

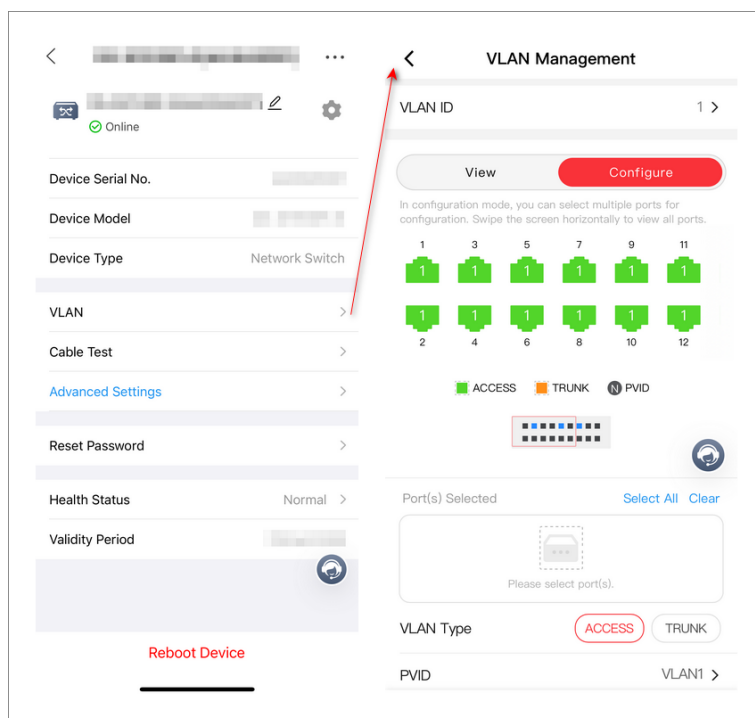


Figure 45-9 VLAN Management

What Is New in Hik-Partner Pro

- For certain switches, you can view the CPU usage and memory usage in the switch detail page and the switch card.
- Supports displaying the rebooting status of ports.

45.4 [Improvement] Bulk Activate by Service Keys

Supports entering multiple service keys (separated by commas) to activate the following value-added services in the Service Market module: the employee account add-on, cloud storage, and HikCentral Connect & Hik-Connect for Teams services.

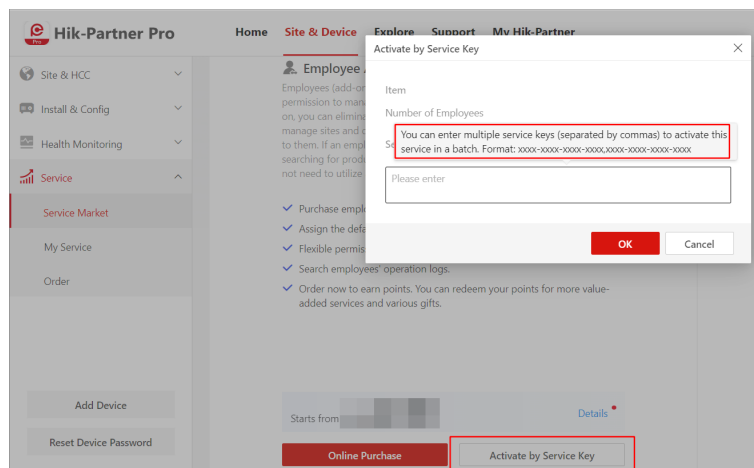


Figure 45-10 Bulk Activate by Service Keys

Chapter 46 Updates in V2.6.0

Updated on February 1, 2024.

46.1 [New] Manage the AX HOME and Peripherals & Detectors

This version supports the AX HOME and its peripherals & detectors.

Optimized Wi-Fi Configuration of AX HOME for Enhanced Experience

This version optimizes the Wi-Fi configuration of AX HOME to avoid failures caused by unsupported 5G Wi-Fi networks. The Mobile Client connects to the device LAN first, and then shows you the nearby Wi-Fi list excluding all 5G Wi-Fi networks, from which you can choose one to connect the device to it.



This improvement is only available for AX HOME devices.

Installation Wizard for Setting Up AX HOME and Peripherals & Detectors

This version adds the installation wizard to assist installers in setting up the AX HOME and peripherals & detectors. After you add the AX HOME to Hik-Partner Pro, you will enter the installation wizard, or you can manually launch the installation wizard, during which you will be guided through the following configurations

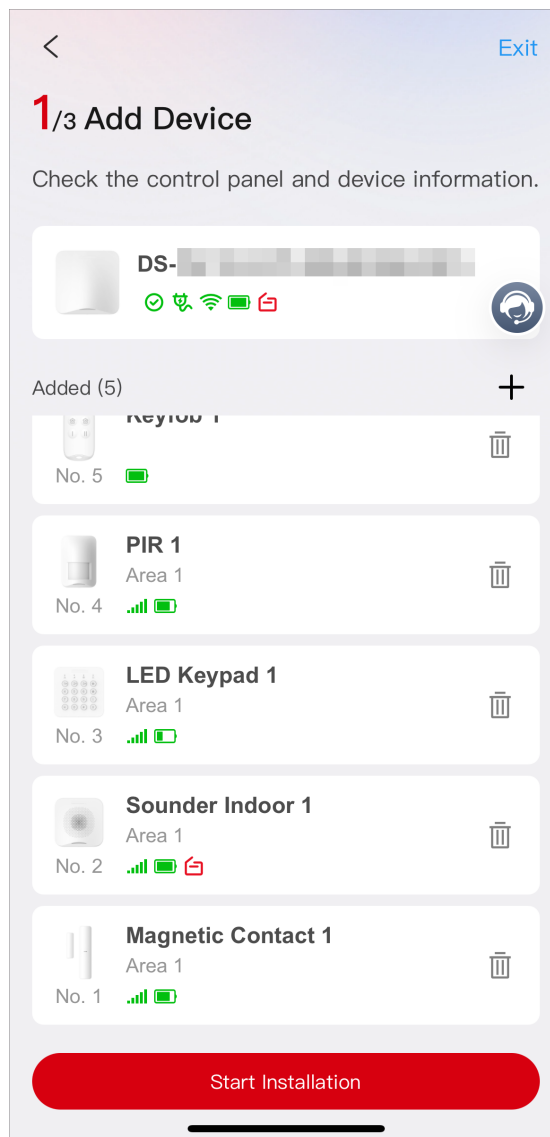


Figure 46-1 Installation Wizard

1. The added peripherals & detectors are listed. You can tap a device to modify its settings, delete a device, and add a device.
2. Configure the panel: set the device language and name, and upgrade the panel.
3. Follow the instructions of peripheral & detector installation.
4. Add areas and edit the area names.

Other Updates About AX HOME

For details, see [***Control Security Control Panels***](#) and [***Configure Security Control Panels***](#) .

- Supports adding AX HOMEs to Hik-Partner Pro on the Mobile Client. Supported features: Viewing the panel details, (batch) arming/disarming panels, remote configuration, device synchronization

What Is New in Hik-Partner Pro

from Hik-Connect, health monitoring, auto sending device health check reports or manually exporting the report, site collaboration, etc.

Note

- AX HOME does not support stay arming.
 - Adding an AX HOME via the SADP tool is not supported.
 - The portal does not support adding AX HOMEs, and AX HOMEs can be added to only the personal sites.
-

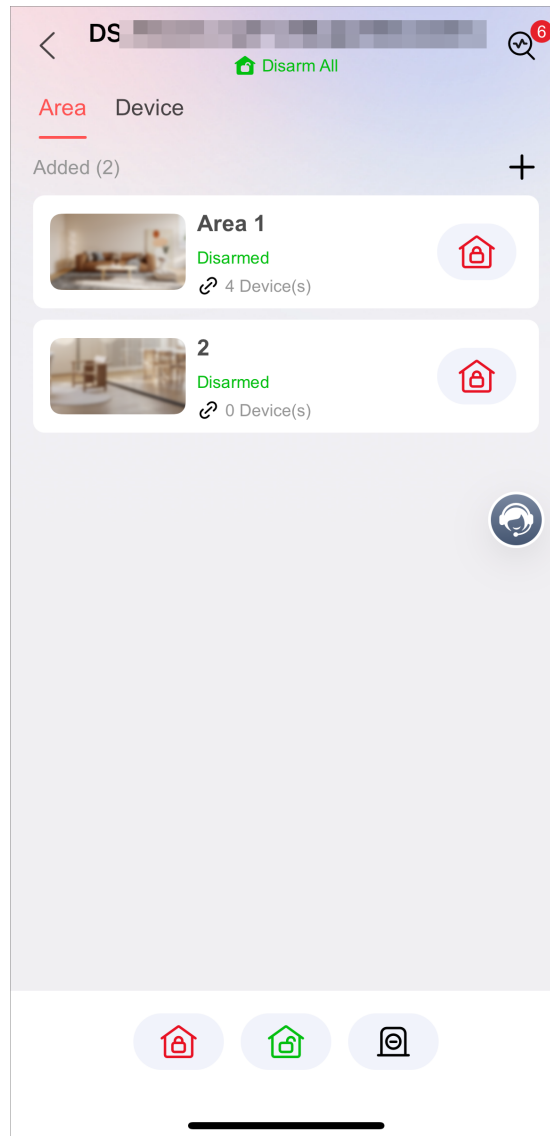


Figure 46-2 AX HOME Control

- Supports adding the peripherals & detectors in 3 ways, scanning the QR code, entering the serial number, and enrollment mode. After adding, you can view the peripheral & detector list and check the details of a peripheral or detector.

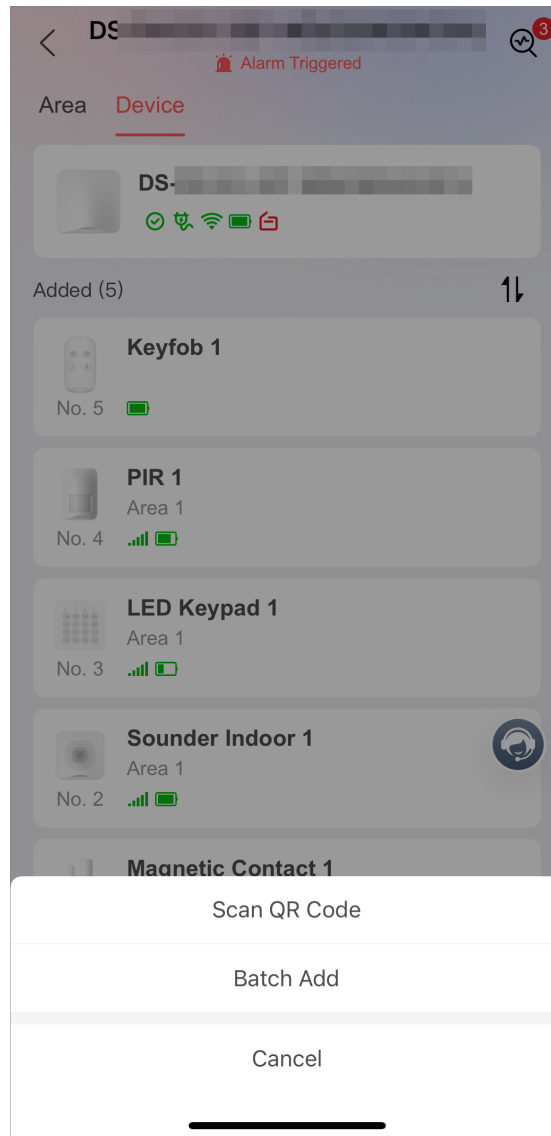


Figure 46-3 Add Peripherals & Detectors

- Supports storing the operation logs of AX HOME on Hik-Partner Pro. You can search for the logs on the remote configuration page of AX HOME.

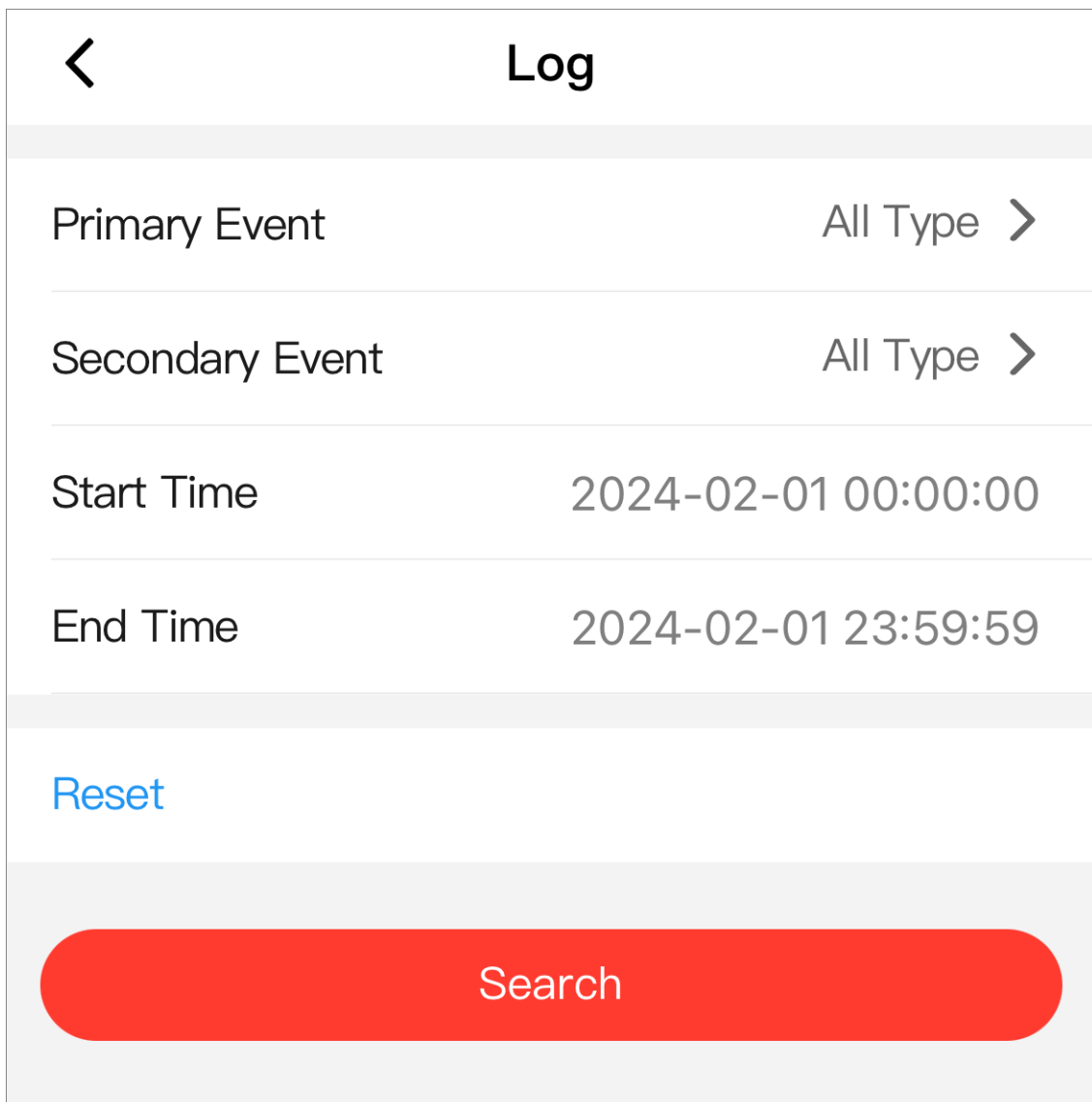


Figure 46-4 Operation Log of AX HOME

- Supports upgrading the AX HOME panel and its peripherals & detectors. Supports batch upgrading the AX HOMEs on the Portal.

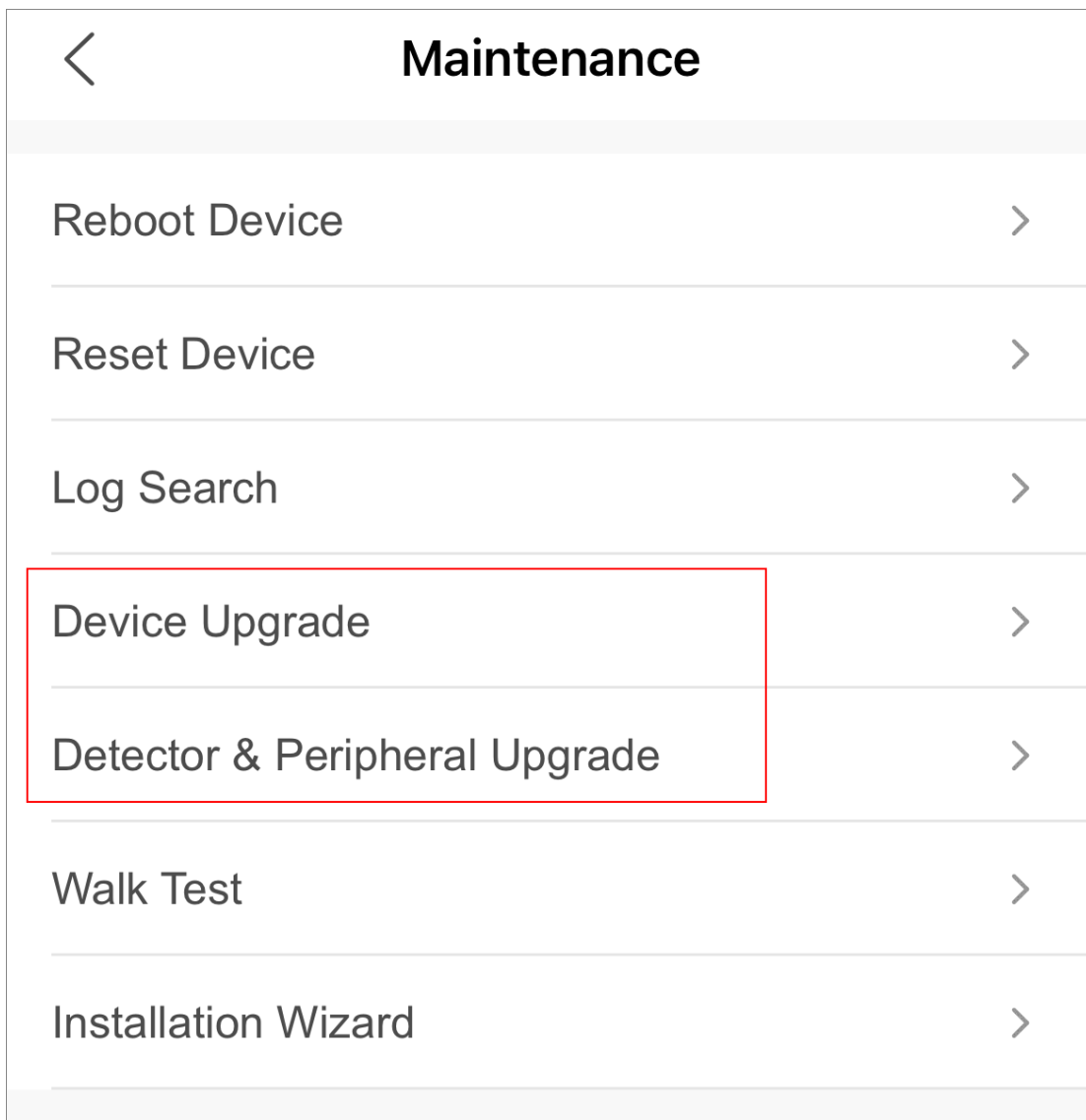


Figure 46-5 AX HOME Upgrade

- Supports switching the device language of AX HOME.

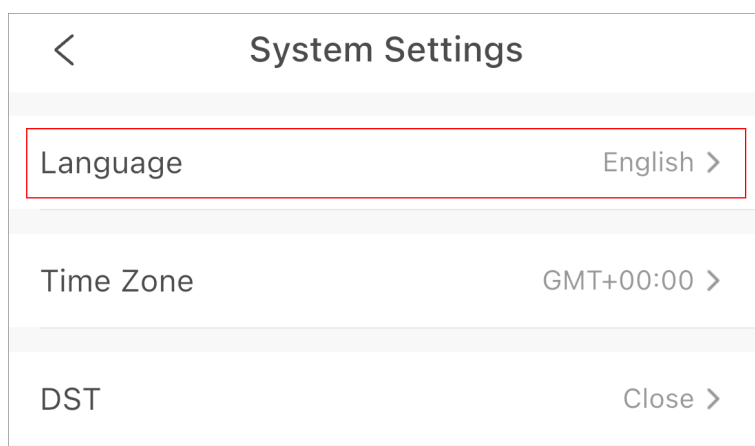


Figure 46-6 Switch Language

- Supports setting the sub permissions for AX HOME to the role of employees.

The screenshot shows the 'Add Role' configuration interface. At the top, there is a back arrow and the title 'Add Role'. Below the title, there are two main sections: 'Role Name' and 'Permission'. The 'Role Name' section has a label '* Role Name' and a text input field containing 'Enter Role Name'. The 'Permission' section has a label '* Permission' and an information icon. It contains a 'Manage All Sites' toggle switch which is turned on. Below this, there is a list of sub-permissions, each with a red checkmark icon: 'Remote Configuration', 'Live View', 'Playback', 'Invite Customers' (with a headset icon), 'AX PRO' (with a right arrow), and 'AX HOME' (with a right arrow). The 'AX HOME' item is enclosed in a red rectangular box.

Figure 46-7 Set Sub Permissions

46.2 [New] Manage the AC Router and Initialize the Network

The Access Controller (AC) and Access Point (AP) devices are supported in the Hik-Partner Pro V2.6.0. Refer to the device compatibility list for the supported models.

Initialize and Set Up the Unified Network & Security System

This version allows installers to set up and initialize the network together with the security system, and to perform remote device configuration and troubleshooting. After you install and connect the

What Is New in Hik-Partner Pro

network devices and security devices, you can use the Hik-Partner Pro Mobile Client to initialize and set up them together. For details, see **Add AC Router and Initialize Network** .

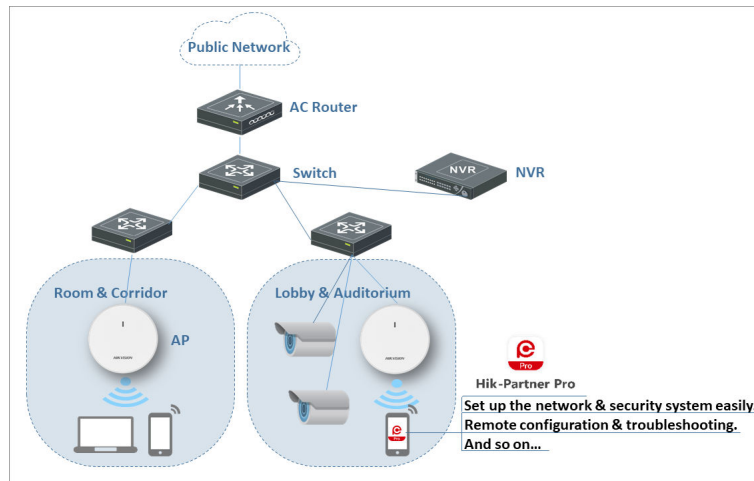


Figure 46-8 Typical Scenario: Unified Network & Security System

Network Topology with AC and AP

The version supports the network topology of a site with AC and AP devices. For details, see **Network Topology** .

- Supports displaying the AC router in the network topology of a site, together with its connected APs.

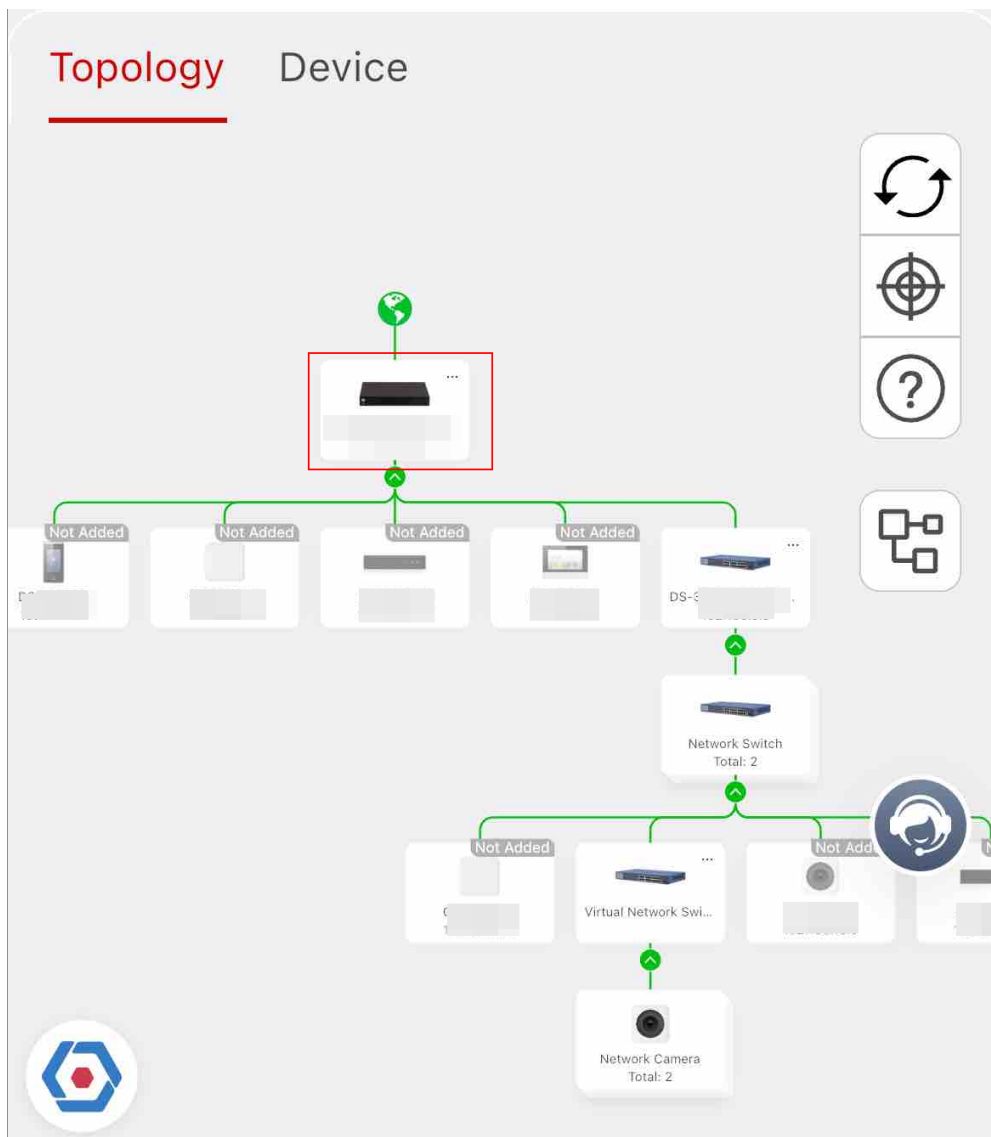


Figure 46-9 AC in Network Topology

- Supports displaying the device type, icon, serial number, and IP address.
- Supports jumping to the AC/AP device details page by tapping an AC/AP in the topology.

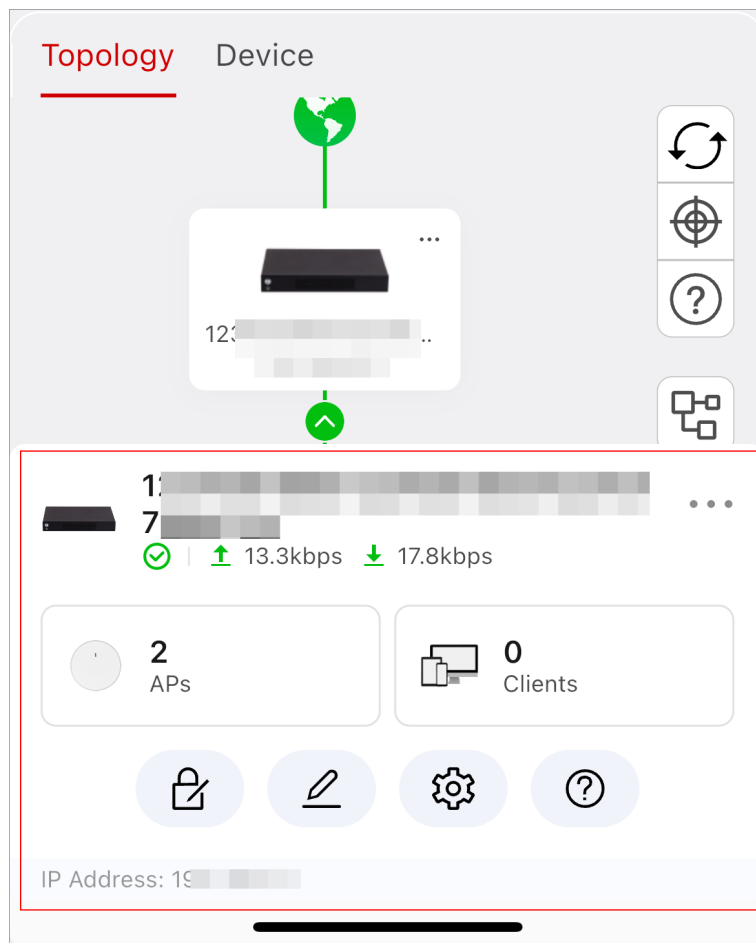


Figure 46-10 Device Details

- Supports setting an AC and a third-party device (virtual device) to the root node.

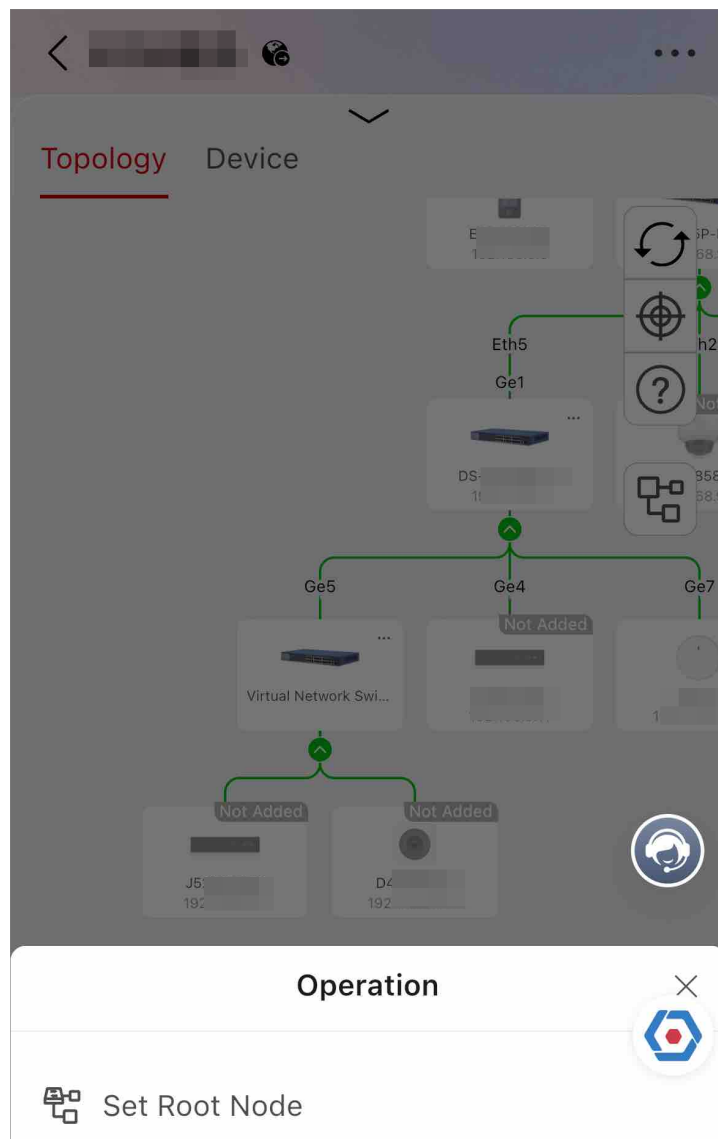


Figure 46-11 Set Root Node

AC Router Details and Configurations

For details, see [***AC Router Operations***](#) .

- On the device card, supports showing the number of APs and clients, uplink & downlink rates, and buttons for password reset, editing the device name, remote configuration, and help information.

What Is New in Hik-Partner Pro

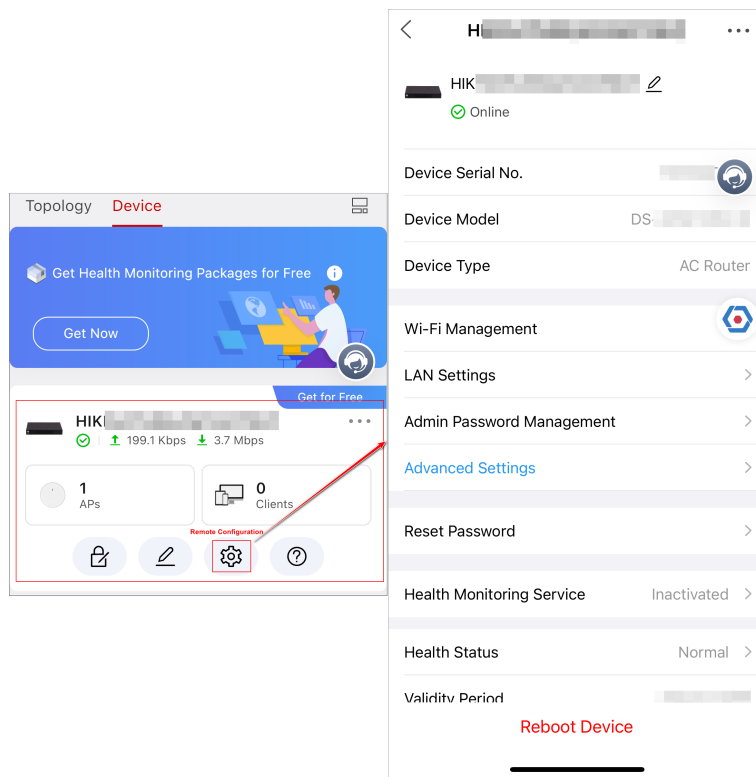


Figure 46-12 AC Details

- On the device details page:
 - Supports rebooting the AC router, and jumping to the Wi-Fi settings page.
 - Supports remote configuration: AC device name editing, LAN settings, Wi-Fi management, admin password management, advanced settings, and password reset.

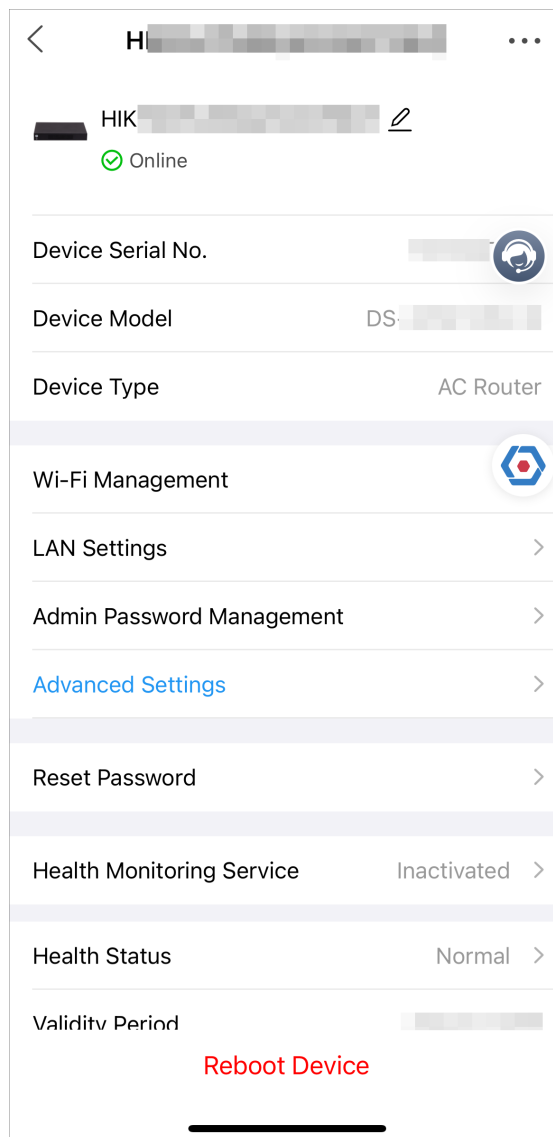


Figure 46-13 Device Configuration

- Supports showing the lists of ports, APs, and clients.
 - Port list: Port type (WAN/LAN), port name, IP address of WAN port, connection status, uplink & downlink rates, negotiation rate, and peer devices. Supports tapping a WAN port to go to the WAN settings page.

What Is New in Hik-Partner Pro

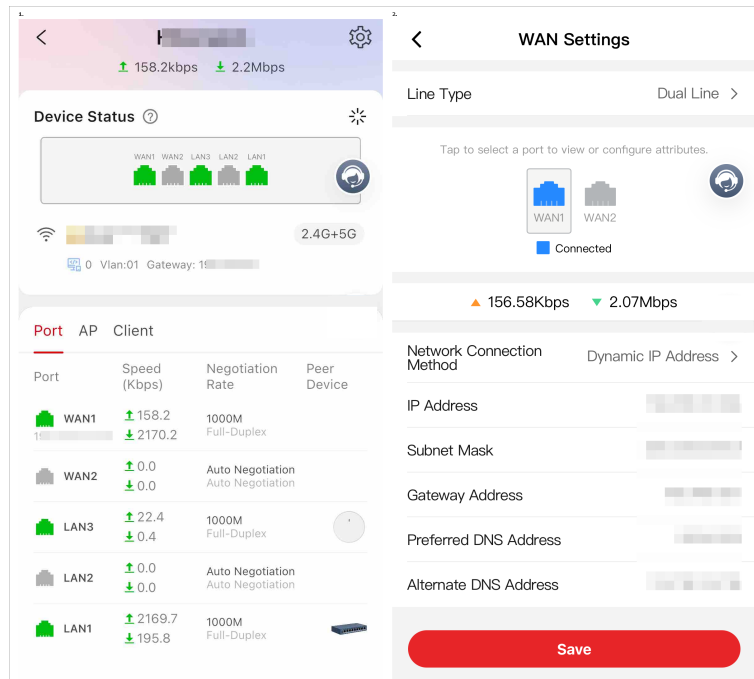
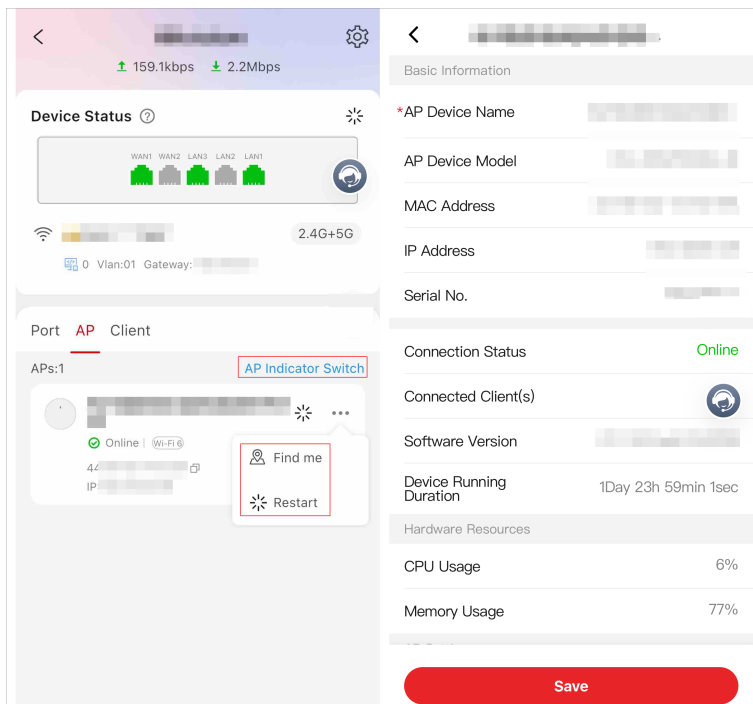


Figure 46-14 Port List

- AP list: AP name, IP address, online/offline status, connected clients, MAC address, and number of Aps. Supports tapping an AP to go to the AP details page. Supports tapping **Find Me** to manually make the AP indicator flash to find the AP. Other supported operations: rebooting the AP, jumping to the client list of an AP, and turning on/off the indicators of all APs.

What Is New in Hik-Partner Pro



- Client list: Client name, connection mode, connected AP, and uplink & downlink rates. Supports tapping a client to jump to its details page.

Other Updates About AC Router

- Supports health monitoring of AC routers (online/offline status), and setting the exception rule of the AC router.
- On the Health Monitoring page, adds the Network Device tab, under which lists the AC routers and network switches with their health status. Tap an AC router to jump to its remote configuration page.

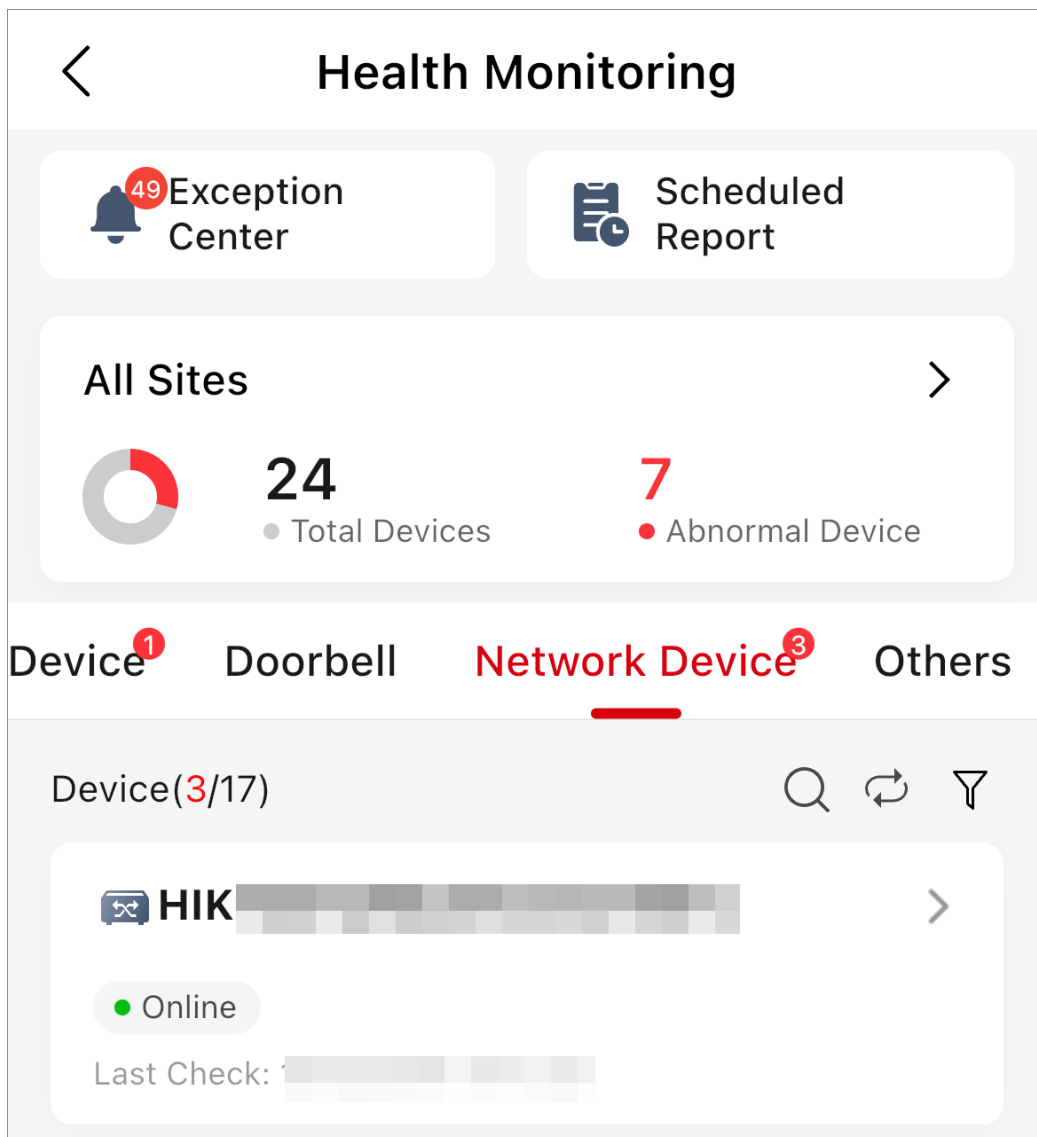


Figure 46-16 Health Monitoring of AC

- Supports remotely upgrading the AC router on the system setting page.
- Supports handing over the AC router to your customer by transferring. Handing over the AC router by sharing is currently not supported.

46.3 [New] Co-Branding with NVR/DVR

This version supports co-branding with some NVR/DVR models.

What Is New in Hik-Partner Pro

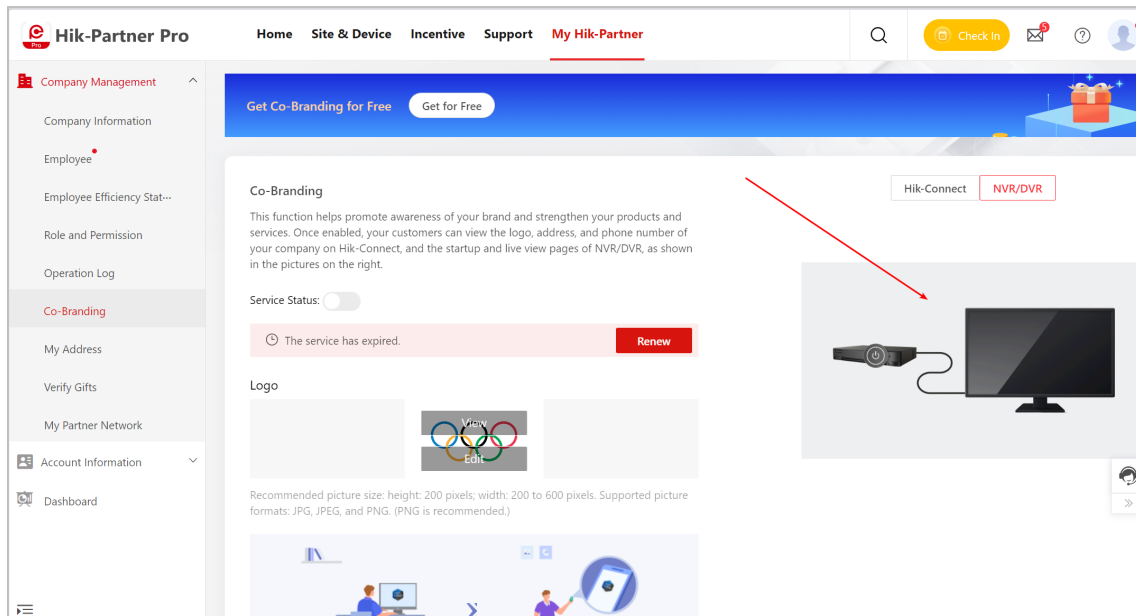


Figure 46-17 Co-Branding with NVR/DVR

With co-branding enabled, your customers can now view your company logo and other information about your company on the startup and live view pages of NVRs/DVRs.

Supported models:

Note

- Only NVRs/DVRs of V4.82.000 or later support co-branding.
- The models listed below are only for current reference. For up-to-date information about the supported models, refer to the *Device Compatibility List*.

Device Model
DS-7608NXI-K1/8P
DS-7604NXI-K1/4P
DS-7616NXI-K2/16P
DS-7608NXI-K2/8P
DS-7732NI-K4/16P
DS-7732NI-K4/16P
DS-7716NI-K4/16P
DS-7716NI-K4/16P
DS-7708NI-K4/8P

What Is New in Hik-Partner Pro

DS-7632NI-K2/16P
DS-7632NI-K2
DS-7616NI-K2/16P
DS-7616NI-K2
DS-7608NI-K2/8P
DS-7608NI-K2
DS-7732NI-K4
DS-7732NI-K4
DS-7716NI-K4
DS-7716NI-K4
DS-7708NI-K4
DS-7616NXI-K2/16P
DS-7616NXI-K2/16P
DS-7616NXI-K2/16P
DS-7616NXI-K2/16P
DS-7616NXI-K2/16P
DS-7608NXI-K2/8P
DS-7608NXI-K2/8P
DS-7608NXI-K2/8P
DS-7616NI-K1
DS-7608NI-K1/8P
DS-7608NI-K1/8P
DS-7608NI-K1
DS-7608NI-K1
DS-7604NI-K1/4P
DS-7604NI-K1/4P
DS-7604NI-K1
DS-7604NI-K1
DS-7608NI-Q2/8P

What Is New in Hik-Partner Pro

DS-7608NI-Q2
DS-7608NI-Q2
DS-7616NI-Q1
DS-7608NI-Q1/8P
DS-7608NI-Q1
DS-7604NI-Q1/4P
DS-7604NI-Q1/4P
DS-7604NI-Q1
DS-7616NI-Q2/16P
DS-7616NI-Q2
HW-HWN-4208MH-8P
HW-HWN-4208MH
HW-HWN-4116MH
HW-HWN-4108MH-8P
HW-HWN-4108MH
HW-HWN-4104MH-4P
HW-HWN-4104MH
HW-HWN-4216MH-16P
HW-HWN-4216MH
DS-7732NXI-K4/16P
DS-7732NXI-K4/16P
DS-7716NXI-K4/16P
DS-7716NXI-K4/16P
DS-7708NXI-K4/8P
DS-7708NXI-K4/8P
DS-7732NXI-K4
DS-7732NXI-K4
DS-7716NXI-K4
DS-7716NXI-K4

What Is New in Hik-Partner Pro

DS-7708NXI-K4
DS-7708NXI-K4
DS-7616NXI-K1
DS-7608NXI-K1/8P
DS-7608NXI-K1
DS-7608NXI-K1/8P
DS-7608NXI-K1
DS-7604NXI-K1/4P
DS-7604NXI-K1
DS-7604NXI-K1/4P
DS-7604NXI-K1
DS-7632NXI-K2/16P
DS-7632NXI-K2
DS-7616NXI-K2/16P
DS-7616NXI-K2
DS-7608NXI-K2/8P
DS-7608NXI-K2
DS-7632NI-K2/16P
DS-7632NI-K2
DS-7616NI-K2/16P
DS-7616NI-K2
DS-7608NI-K2/8P
DS-7608NI-K2
DS-7732NI-Q4/16P
DS-7716NI-Q4/16P
DS-7708NI-Q4/8P
DS-7732NI-K4/16P
DS-7732NI-K4/16P
DS-7716NI-K4/16P

DS-7716NI-K4/16P
DS-7708NI-K4/8P
DS-7732NI-K4
DS-7732NI-K4
DS-7716NI-K4
DS-7716NI-K4
DS-7708NI-K4
DS-7732NI-Q4
DS-7716NI-Q4
DS-7708NI-Q4

46.4 [Improvement] Other Updates

1. When you hand over AX PROs by transferring and select permissions you are to apply for from your customer, the configuration permissions to Arm and Disarm / Silence Alarm will not be selected by default.
2. On the remote configuration page of NVR, supports adding and deleting IP speakers, volume configuration, and linkage configuration.

Chapter 47 Updates in V2.5.0

Updated on December 7, 2023.

47.1 [New] New Pricing Strategy of Health Monitoring Service

This version improves the pricing strategy of the health monitoring service by offering three new types of packages supporting different numbers of devices that can be monitored, which leads to more favorable prices for you.

1. Numbers of devices for which you can activate the health monitoring service by different packages:

- **Premium Package:** 50 devices.
- **Professional Package:** 200 devices.
- **Expert Package:** 500 devices.

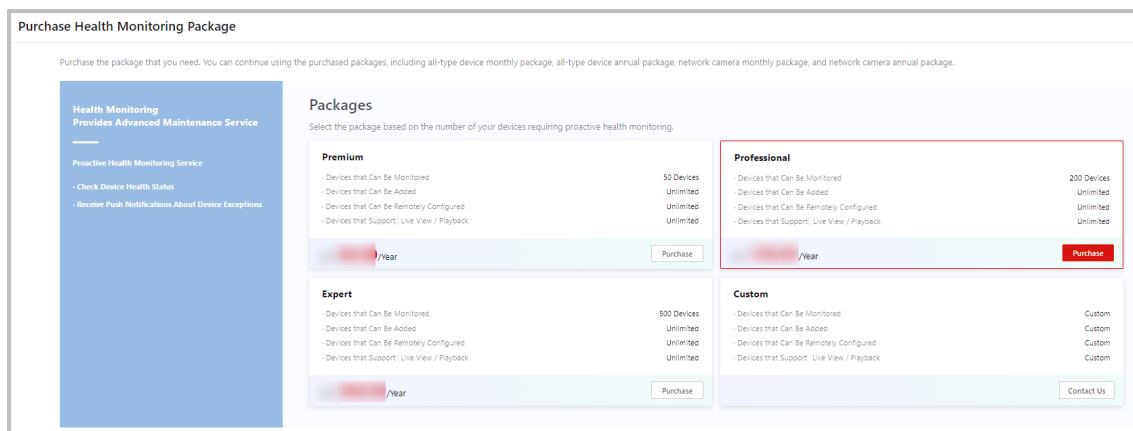


Figure 47-1 New Packages

2. With any one of the above packages:

- You can activate the health monitoring service for any device types, but the number of devices cannot exceed your package's limit, or you will not be able to use the health monitoring service.
- You can add an unlimited number of devices to Hik-Partner Pro and perform remote device configuration, live view, and playback freely.

3. If you need health monitoring for more devices, you can contact our sales representatives to customize the package.

4. Both online purchase and purchase by service key are supported on the Portal and Mobile Client.

What Is New in Hik-Partner Pro

Note

Online purchase is only supported by the iOS Mobile Client.

5. When purchasing packages:

- If your currently in use package is of lower level, you can select **Upgrade** to make the newly purchased package take effect immediately, and your current package's remaining service time will be converted to the equivalent of the newly purchased package. Otherwise, you can select **Renew** to make it take effect after your current package expires.

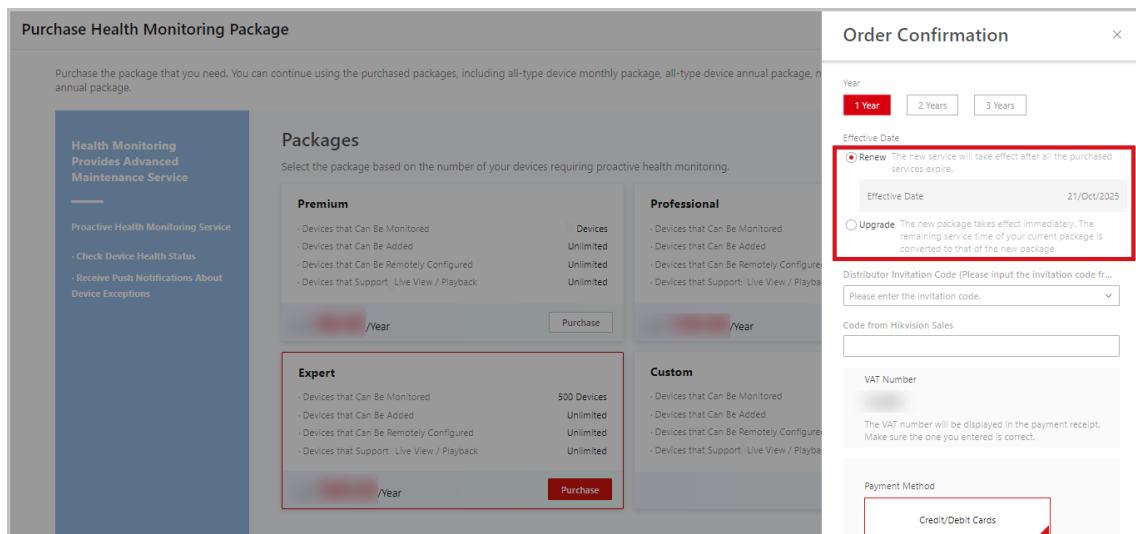


Figure 47-2 Purchase Package of Higher Level

- If your currently in use package is of the same or higher level, the newly purchased package will take effect after your current package expires.
- #### 6. You can still use your already purchased and remaining packages of the previous pricing strategy: **All-Type Device Monthly/Annual Package**, and **Network Camera Monthly/Annual Packages**.

Note

If both packages of the previous and new pricing strategies are activated to one device at the same time, their validity periods will just overlap and the validity will NOT be extended.

7. You can get a 3-month premium health monitoring package after registration, and you can redeem points for these new health monitoring packages.
8. For devices with activated cloud storage service, the health monitoring service is free for these devices during the validity period of the cloud storage service.
9. Supports rebates related to these new health monitoring packages.

47.2 [New] Seamless Cloud Storage Configuration Flow

This version improves and streamlines the cloud storage configuration process, which includes enabling cloud storage, service activation, and event settings.



Note

Certain countries/regions do not support cloud storage.

1. For Hik-ProConnect Boxes:

- On the page of cloud storage configuration, channels that are on the same LAN as the box's are displayed.

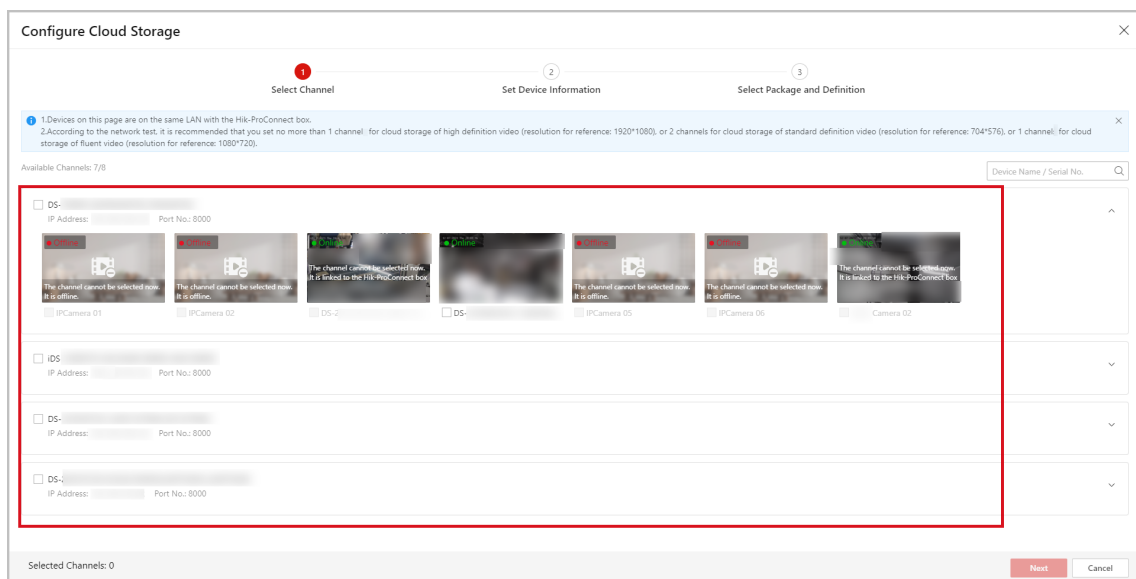
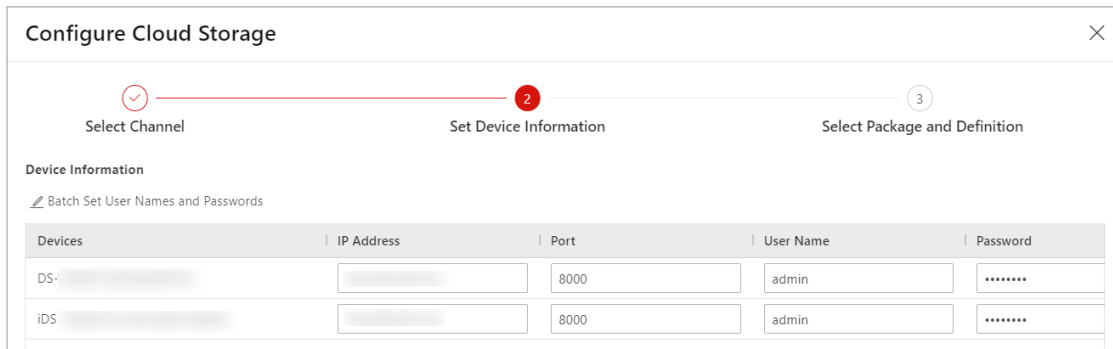


Figure 47-3 Devices (Channels) on the Same LAN

- For the channels selected to be configured, you can set the device information (user name, password, IP address, and port No.), the channel definition, and the cloud storage package to activate, after which the cloud storage configuration starts and can run in the background.

What Is New in Hik-Partner Pro



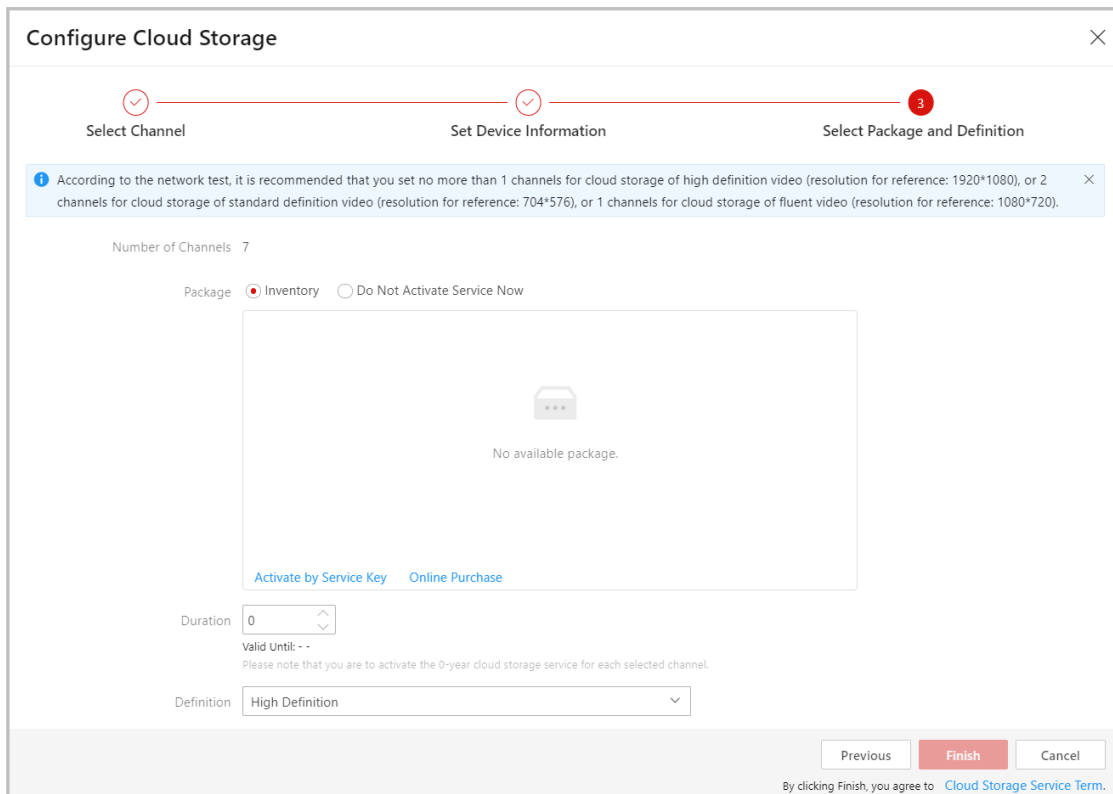
Configure Cloud Storage

Select Channel | **Set Device Information** | Select Package and Definition

Device Information

[Batch Set User Names and Passwords](#)

Devices	IP Address	Port	User Name	Password
DS- [redacted]	[redacted]	8000	admin	*****
iDS- [redacted]	[redacted]	8000	admin	*****



Configure Cloud Storage

Select Channel | Set Device Information | **Select Package and Definition**

ⓘ According to the network test, it is recommended that you set no more than 1 channels for cloud storage of high definition video (resolution for reference: 1920*1080), or 2 channels for cloud storage of standard definition video (resolution for reference: 704*576), or 1 channels for cloud storage of fluent video (resolution for reference: 1080*720).

Number of Channels: 7

Package: Inventory Do Not Activate Service Now

No available package.

[Activate by Service Key](#) [Online Purchase](#)

Duration: 0

Valid Until: --

Please note that you are to activate the 0-year cloud storage service for each selected channel.

Definition: High Definition

Previous **Finish** Cancel

By clicking Finish, you agree to [Cloud Storage Service Term.](#)

Figure 47-4 Set Device Information, Package, and Definition

- The automatic cloud storage configurations can run in the background. The settings that are completed automatically in the background include: linking the selected channels to the Hik-ProConnect box, disabling Smart H.264+/H.265+ encoding, enabling SVC, enabling cloud storage, setting motion detection events, enabling **Notify Surveillance Center**, and activating the cloud storage service.

What Is New in Hik-Partner Pro

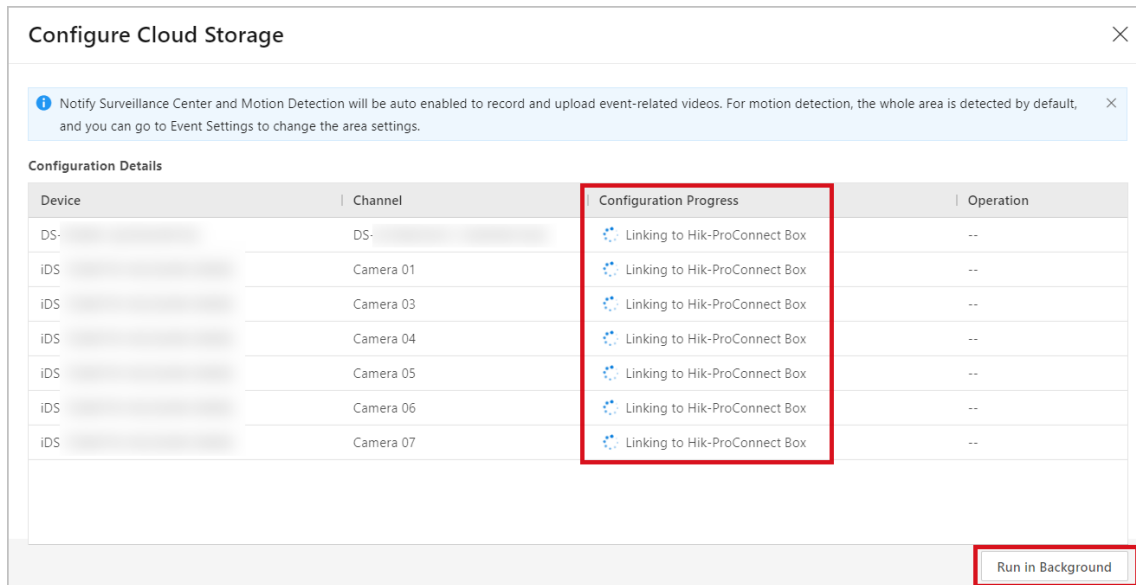


Figure 47-5 Automatic Cloud Storage Configuration

- When the configuration completes, the configuration result of each channel and causes of failure (if any) will be displayed.

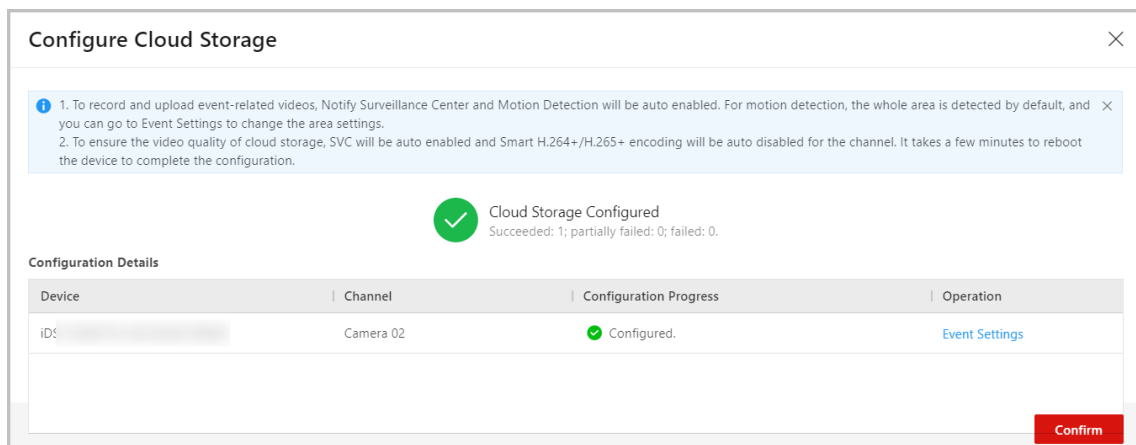


Figure 47-6 Result

2. For NVRs/DVRs/Cameras:

- The configuration starts after you select channels and set the definition and package.

What Is New in Hik-Partner Pro

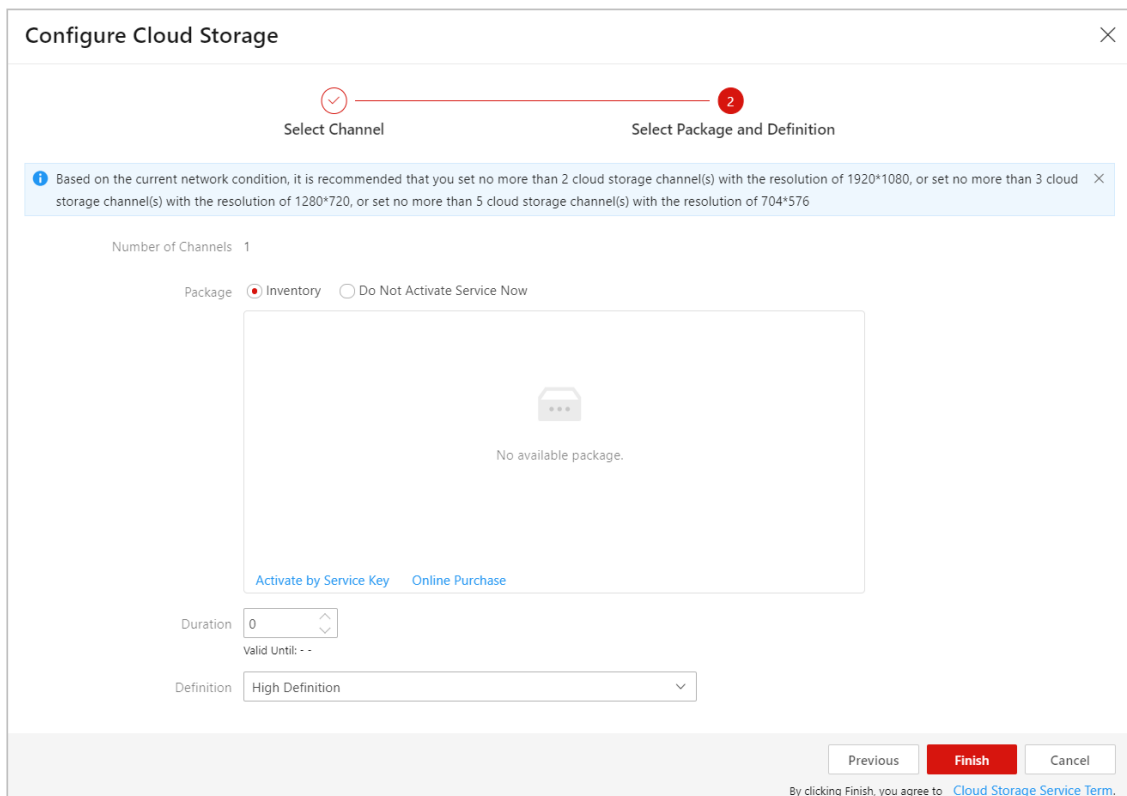
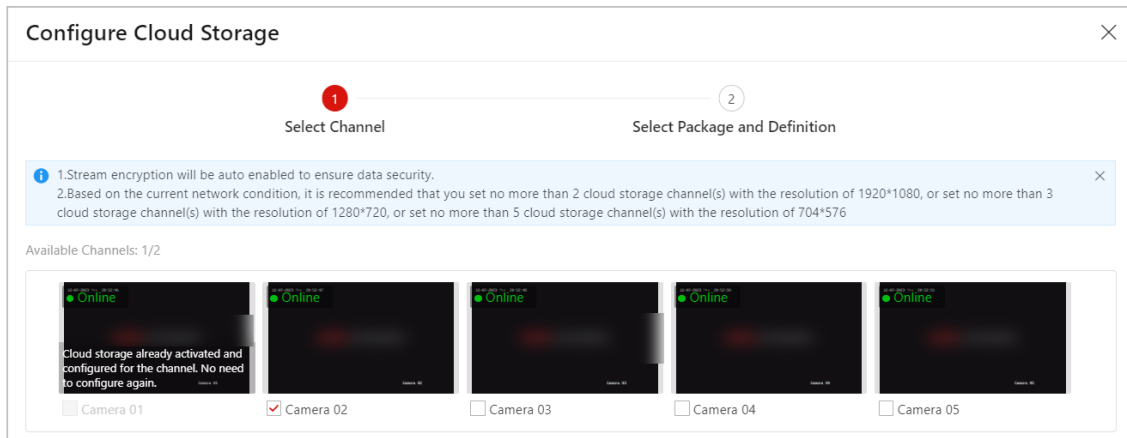


Figure 47-7 Select Channels, Package, and Definition

- Settings that are completed automatically in the background include: disabling Smart H. 264+/H.265+ encoding, enabling SVC, enabling cloud storage, setting motion detection events, enabling **Notify Surveillance Center**, and activating the cloud storage service.
3. On the device card of Hik-ProConnect box, adds the cloud storage channel status.

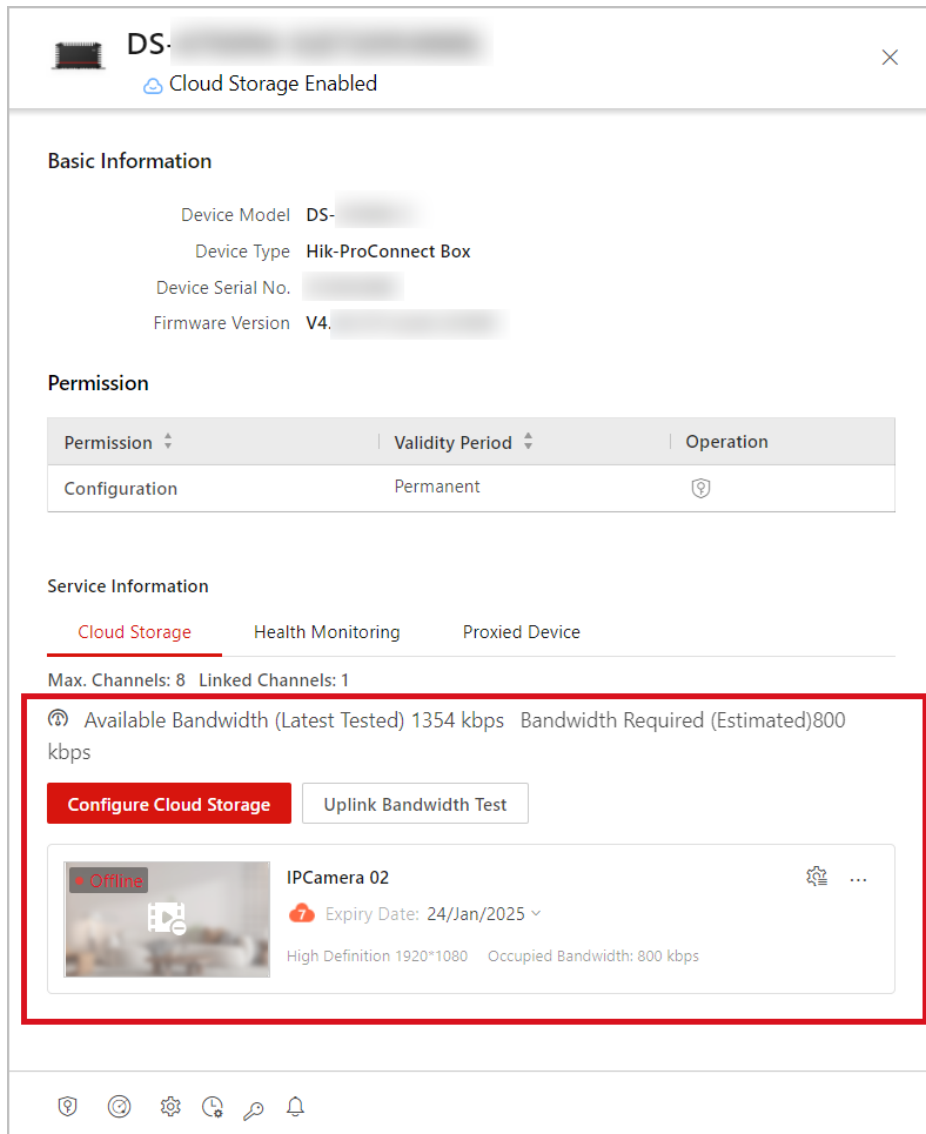


Figure 47-8 Cloud Storage Channel Status

4. Adds the **Configure Cloud Storage** button to the device cards and operation column of the devices that support cloud storage.

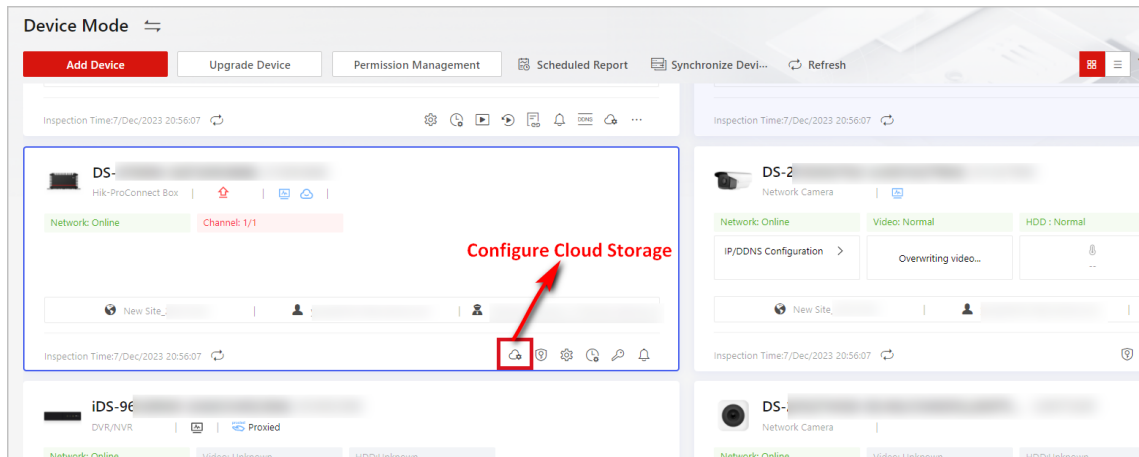


Figure 47-9 Configure Cloud Storage

47.3 [New] Topology View of Site on the Mobile Client

This version adds the topology view on the site details page of the Mobile Client.

1. When there are network switches added to a site, the site details page displays the topology view by default and you can switch between the topology view and the device view. Devices not added to the site are also displayed in the topology, which are marked with "Not Added".

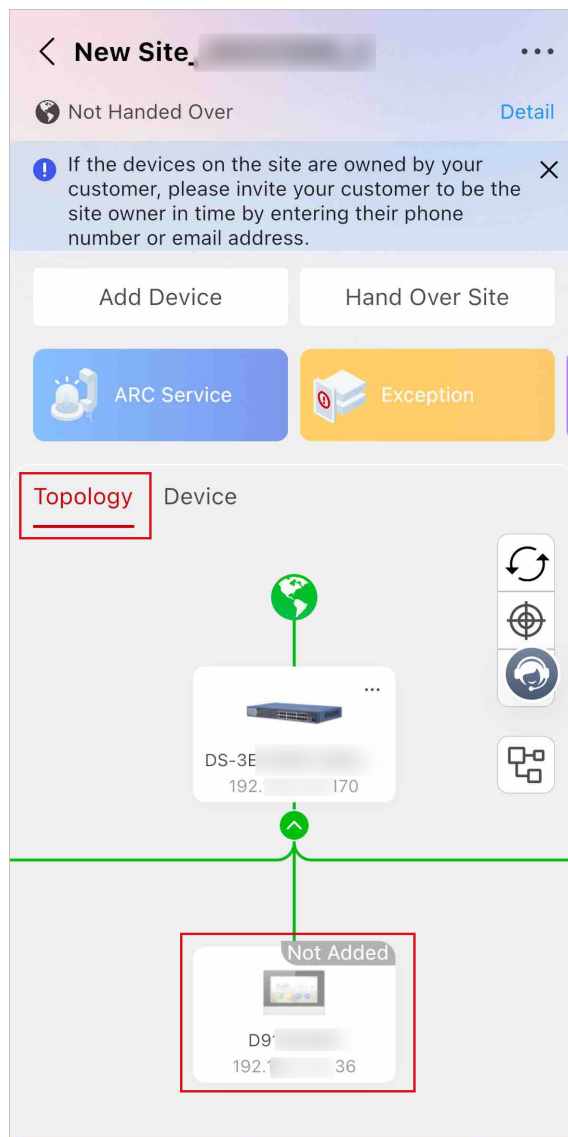


Figure 47-10 Topology

2. Supports the following three display modes of the topology:
- 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.

What Is New in Hik-Partner Pro

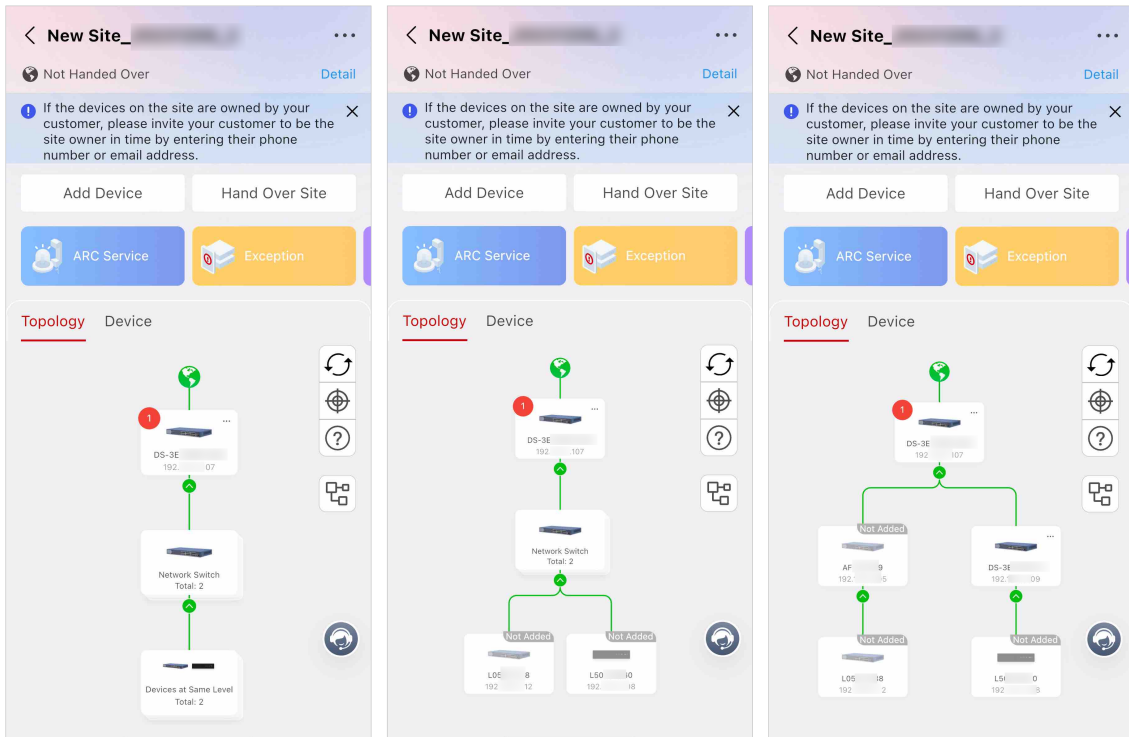


Figure 47-11 Mode 1, 2 and 3

3. You can tap a device in the topology to show its device card to perform related operations and check its health status.

What Is New in Hik-Partner Pro

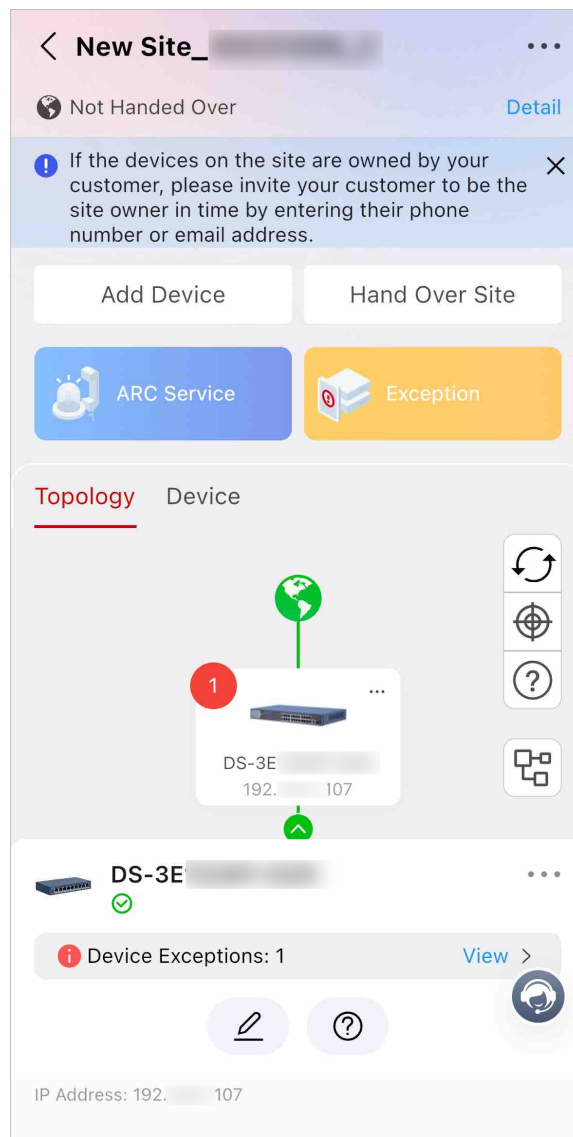


Figure 47-12 Device Card

4. Supports displaying the thumbnail images of cameras/channels on the topology.

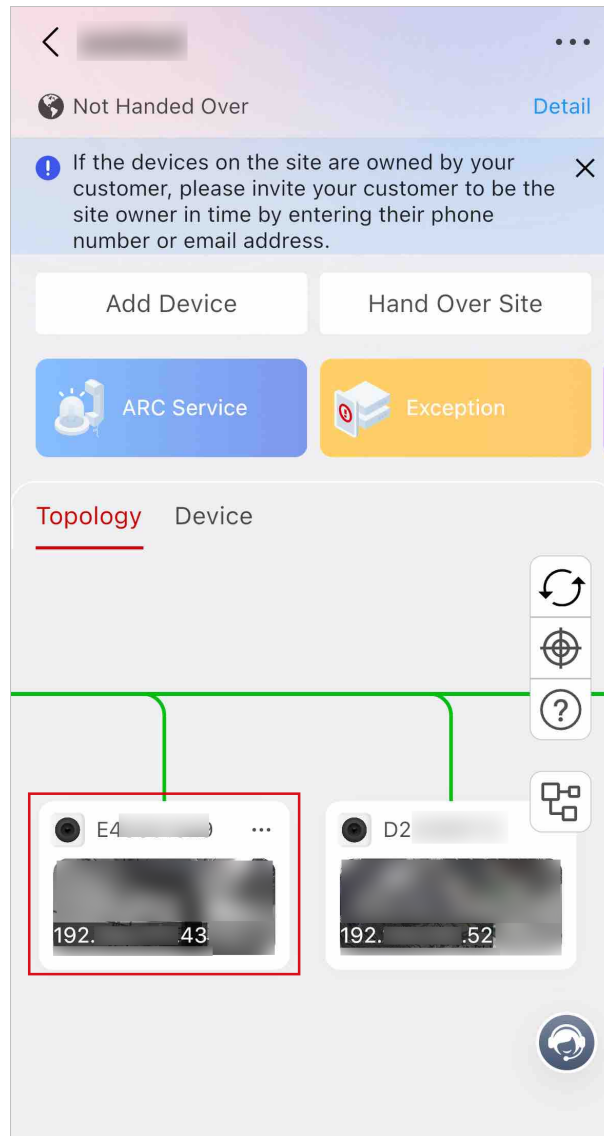


Figure 47-13 Camera Thumbnail

5. The topology can also show different internet connection types (fiber optic, wireless, or network cable) and connection status (normal, disconnected, blocked, or busy).

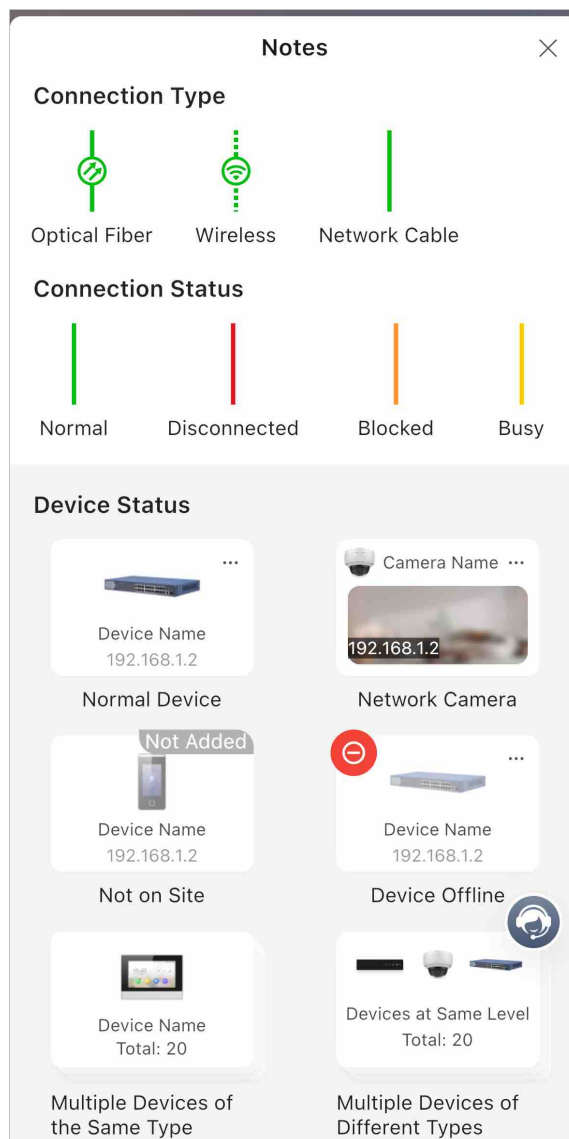


Figure 47-14 More Information

47.4 [New] Remote Maintenance Pro Service

This version offers the remote maintenance Pro service, which combines the previous remote maintenance service and health monitoring service, and enables you to perform remote maintenance (remote device configuration, live view and playback, password reset, and firmware upgrade), check device health status on dashboards, receive device exceptions in real time, auto send device health check reports and manually export the reports, and set cross-device linkage rules.

What Is New in Hik-Partner Pro

Note

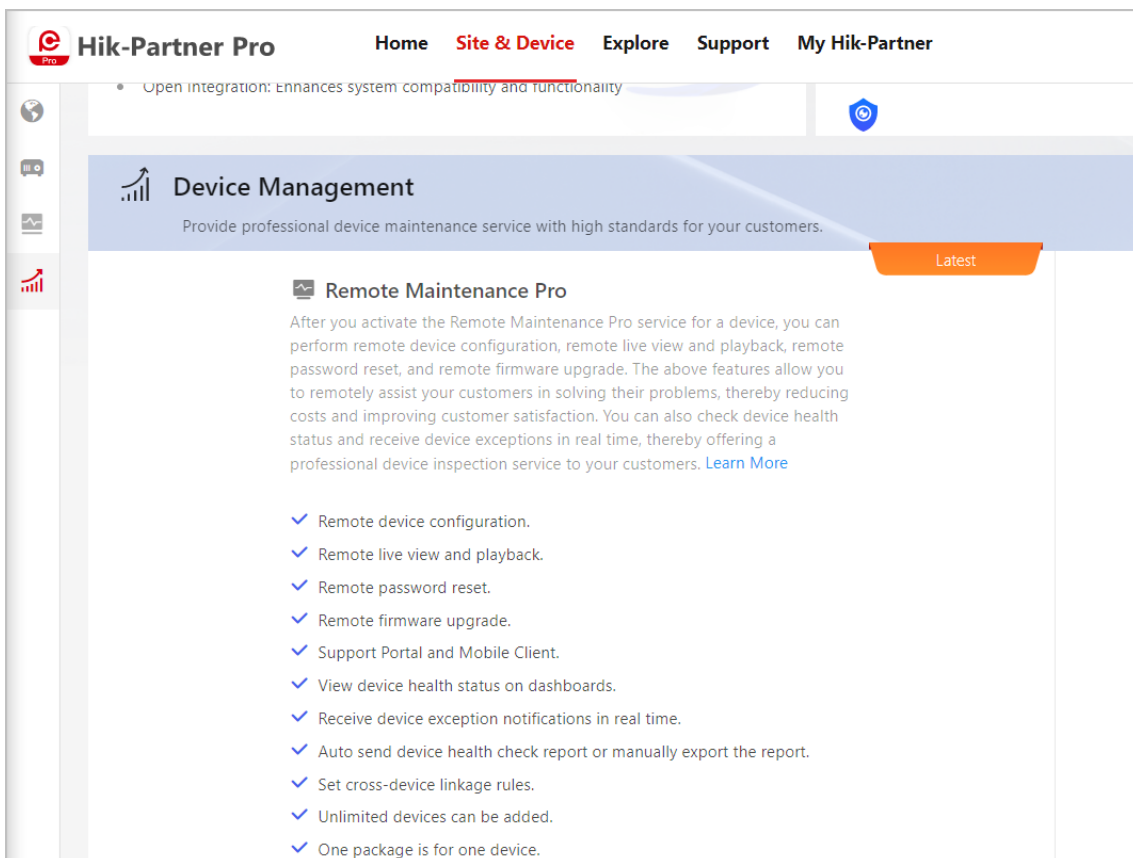
The remote maintenance Pro service is currently only supported in the United Kingdom and Ireland.

1. Two types of remote maintenance Pro service packages are supported:

- **Back-End Recorder Monthly/Annual Package:** Applicable to NVRs, DVRs, and cameras (network cameras, PTZ cameras, and thermal cameras).
- **Camera Monthly/Annual Package:** Applicable to network cameras, PTZ cameras, and thermal cameras.

Note

All other devices (that are not listed above) can access the features provided by the remote maintenance Pro service freely with NO need for any service packages.



The screenshot displays the Hik-Partner Pro web interface. At the top, there is a navigation bar with the Hik-Partner Pro logo and menu items: Home, Site & Device (highlighted), Explore, Support, and My Hik-Partner. Below the navigation bar, a banner for "Device Management" is visible, with the subtext "Provide professional device maintenance service with high standards for your customers." and a "Latest" button. The main content area features a section titled "Remote Maintenance Pro" with a brief description of the service and a "Learn More" link. Below this, a list of features is provided, each preceded by a checkmark icon:

- ✓ Remote device configuration.
- ✓ Remote live view and playback.
- ✓ Remote password reset.
- ✓ Remote firmware upgrade.
- ✓ Support Portal and Mobile Client.
- ✓ View device health status on dashboards.
- ✓ Receive device exception notifications in real time.
- ✓ Auto send device health check report or manually export the report.
- ✓ Set cross-device linkage rules.
- ✓ Unlimited devices can be added.
- ✓ One package is for one device.

Figure 47-15 Remote Maintenance Pro Service

2. The remaining packages of the previous remote maintenance service and health monitoring service will be converted automatically to remote maintenance Pro packages.

What Is New in Hik-Partner Pro

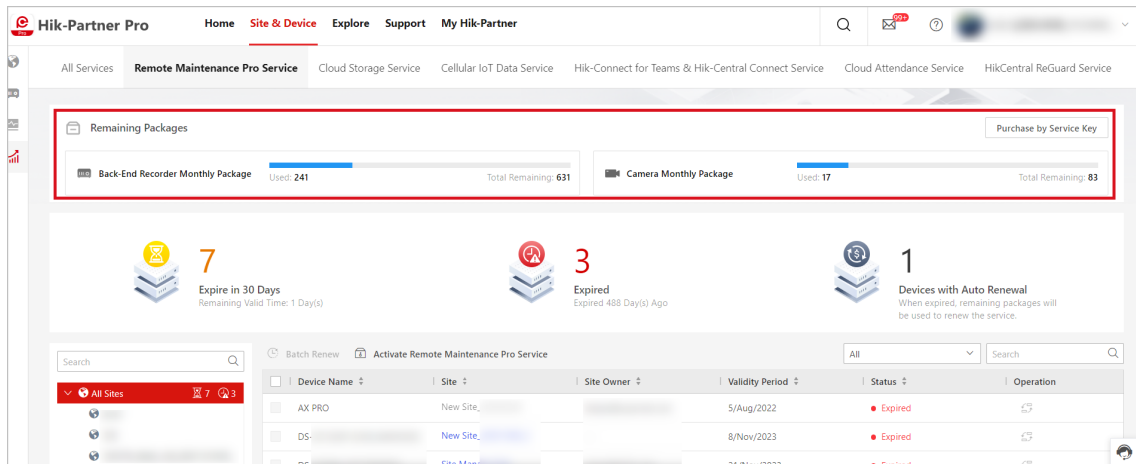


Figure 47-16 Remaining Packages

3. For devices that are already activated with the previous health monitoring service and remote maintenance service, their remaining service time of both services will be kept and converted automatically to the remote maintenance Pro service time.
4. Supports rebates related to the remote maintenance Pro service.
5. Both online purchase and purchase by service key are supported on the Portal and Mobile Client.

Note

Online purchase is only supported by the iOS Mobile Client.

6. The remote maintenance Pro service is free for one month for newly added devices, and you can also redeem points for the remote site maintenance Pro packages.

47.5 [New] Health Check Report of Site Group

This version allows you to set up schedules for sending device health check reports of site groups automatically to specified recipients.

The site group report combines the health check details of all sites within a site group into one PDF file.

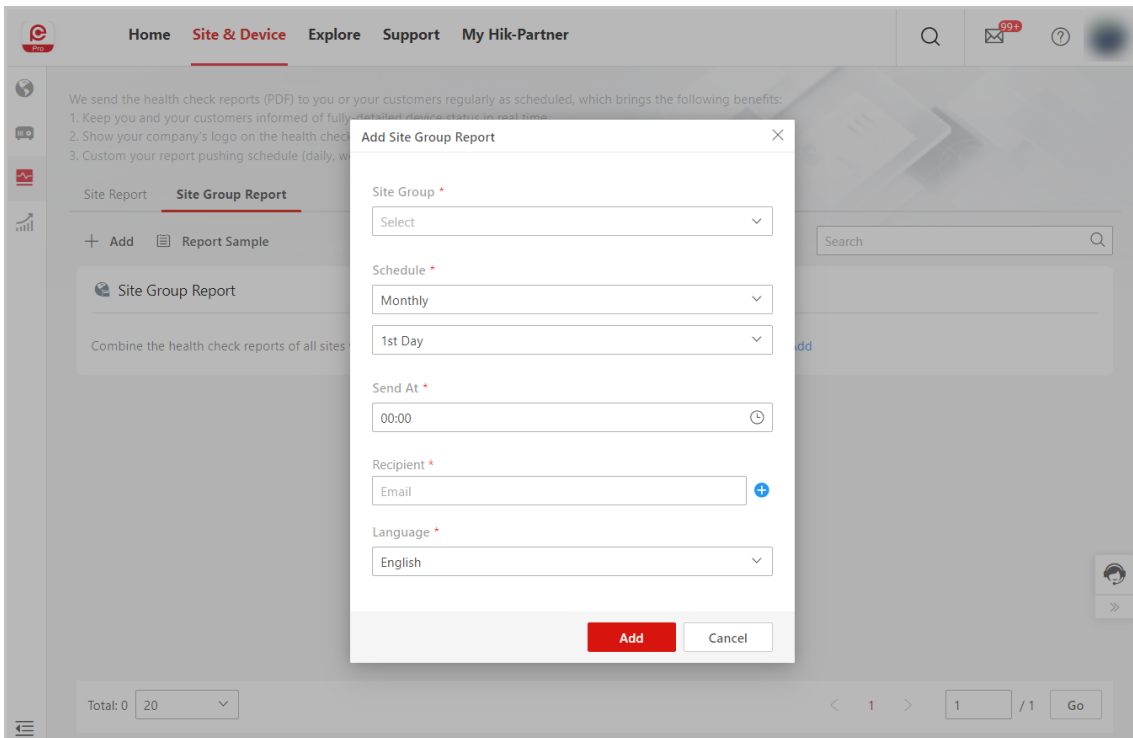


Figure 47-17 Add Site Group Report

47.6 [Improvement] More Device Status for Health Monitoring

This version allows you to obtain more device status.

1. On the health monitoring dashboard:
 - Adds the Device tab to show more status (video signal, HDD usage, overwrite status, video retention period, device time, and IP address).

What Is New in Hik-Partner Pro

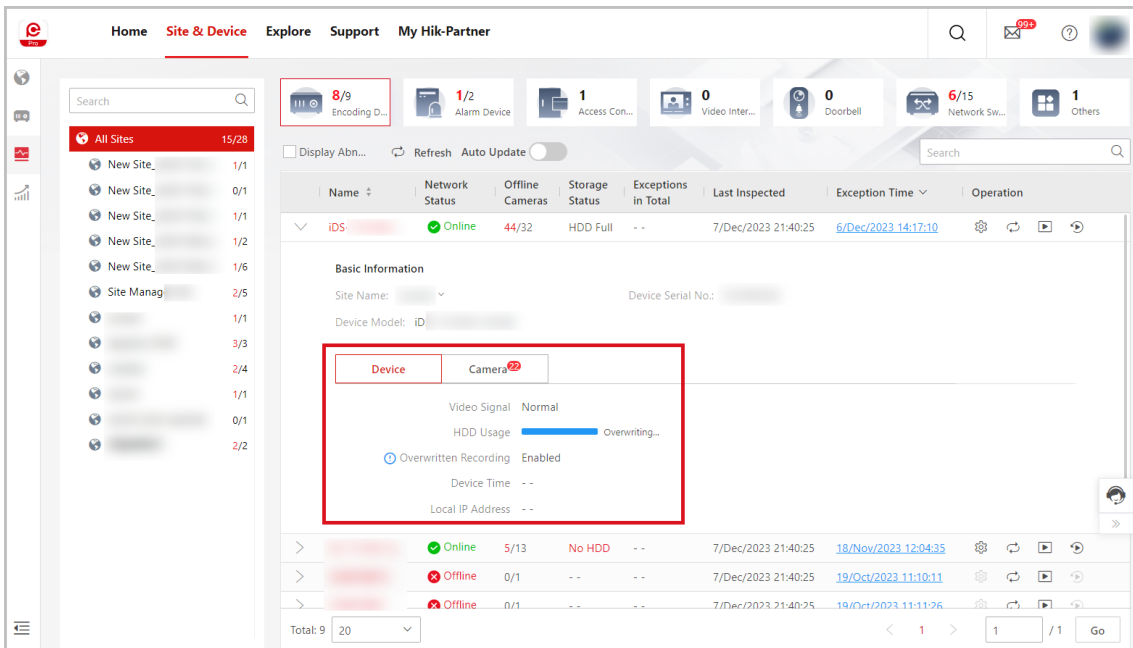


Figure 47-18 Device Tab

- Adds the camera recording status.

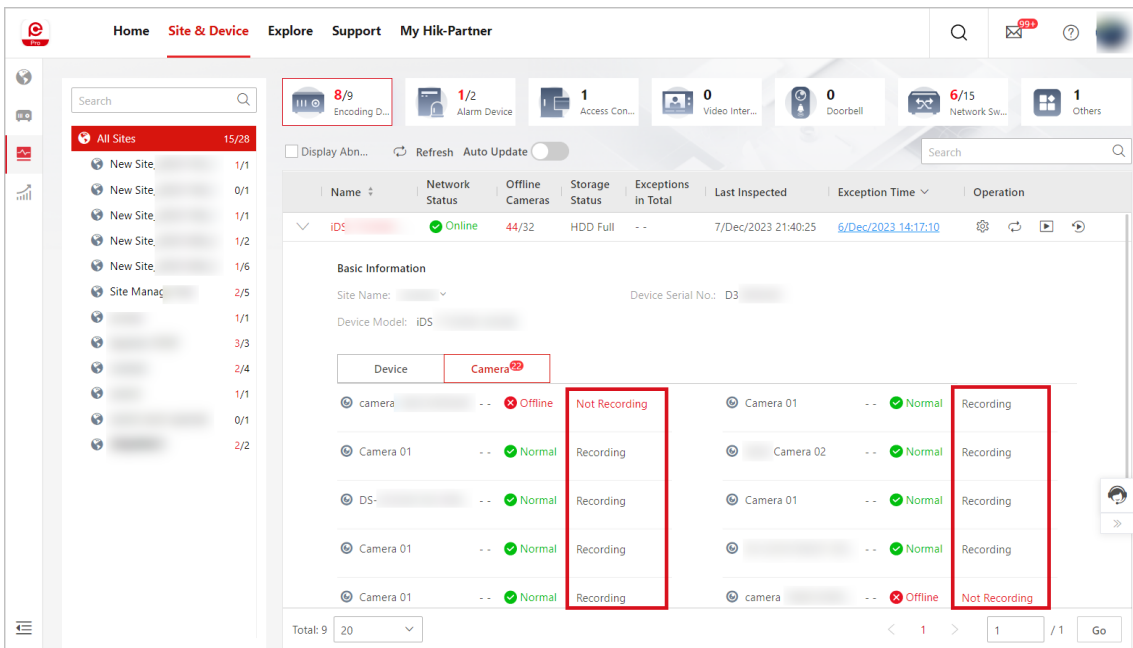


Figure 47-19 Recording Status

- When you hover your cursor over the Offline status, it shows the offline duration.

What Is New in Hik-Partner Pro

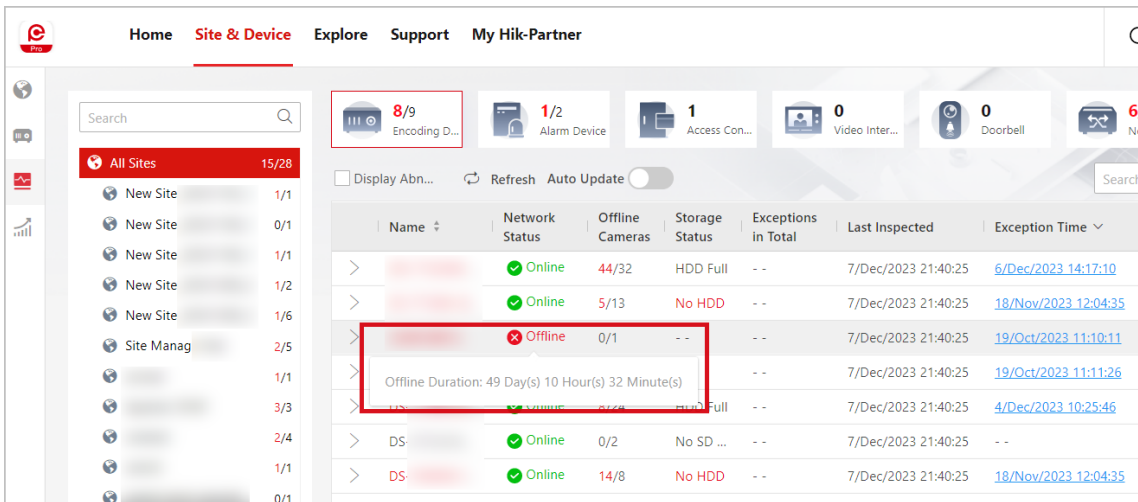


Figure 47-20 Offline Duration

2. Under the Health Monitoring tab on the device details pane:

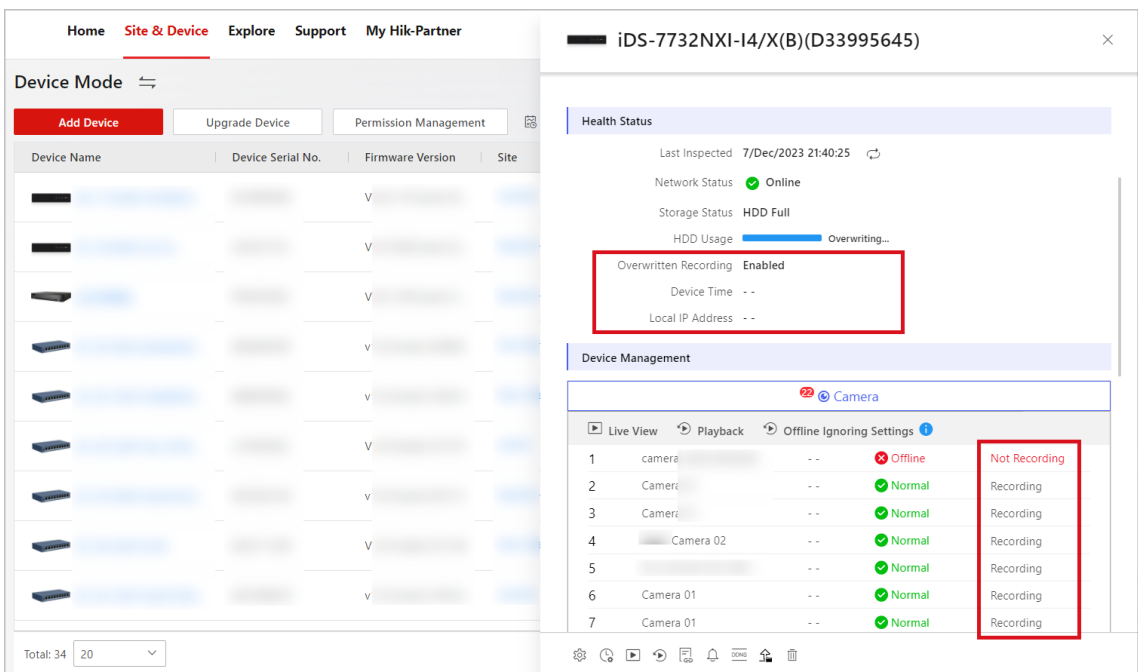


Figure 47-21 Device Details Pane

- Adds the device status: video retention period, device time, IP address.
- Adds the camera recording status.

47.7 [Improvement] Other Updates

1. The Hik-Partner Pro Mobile Client supports the remote configurations of intercom devices (indoor stations, door stations, villa door stations, and doorbells). Previously, the remote configurations of intercom devices were only supported on the Portal.
2. Improves the status display and exception rules of network switches.
3. Network switches accessed via OTAP support password reset, on LAN device upgrade, time (zone) and date format sync via the SADP tool, and DNS address configuration via the SADP tool.
4. Changes the role name "Site Manager" to "Technician".

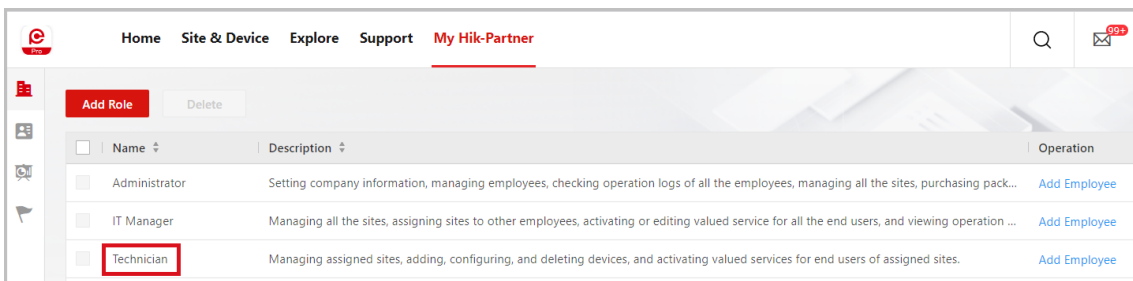


Figure 47-22 Technician

Chapter 48 Updates in V2.4.200

Updated on September 21, 2023.

48.1 [New] Support Hik-Connect for Teams

This version allows installers to add team sites, activate Hik-Connect for Teams services to team sites, add devices to team sites, hand over team sites to customers, and manage team sites with authorization from customers.

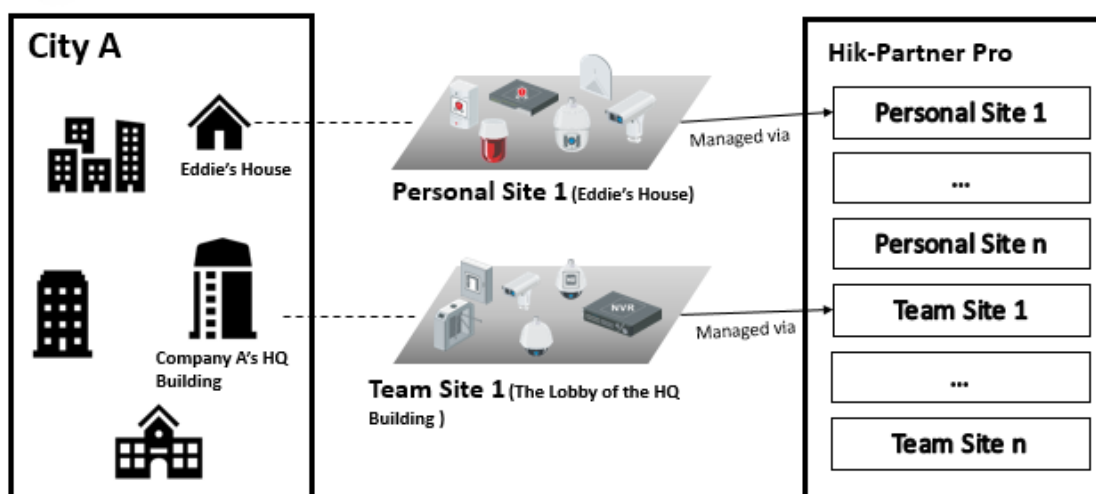
Note

The updates are supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate with related screenshots of the Portal.

Refer to the following sections to learn more.

- [*View of Personal Site and Team Site*](#)
- [*Relationship Between Hik-Connect for Teams and Hik-Partner Pro*](#)
- [*Add Team Site and Hand Over to Customer*](#)
- [*Purchase and Activate Services for Team Sites*](#)

View of Personal Site and Team Site



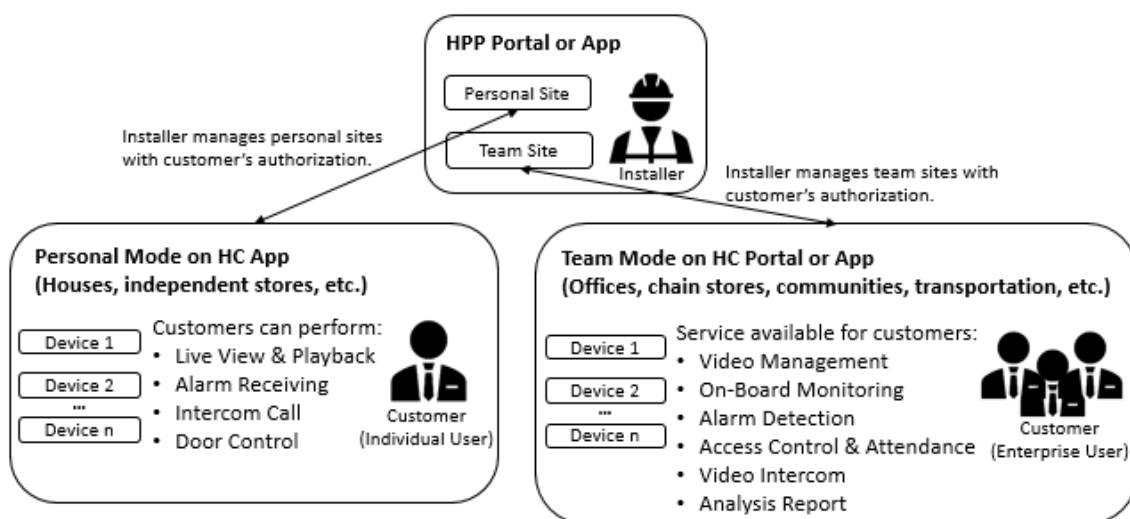


Figure 48-1 View of Personal Site and Team Site

Relationship Between Hik-Connect for Teams and Hik-Partner Pro

- As an Installer or the Installer Admin, you can create a team site on Hik-Partner Pro, add devices to the site, activate services to the site, and then hand it over to your customer, i.e., the enterprise user, without additional inconveniences such as onsite server deployment. A email or text message containing the HCT system link will be sent to your customer, who can then registers and logs in to accept the handover.

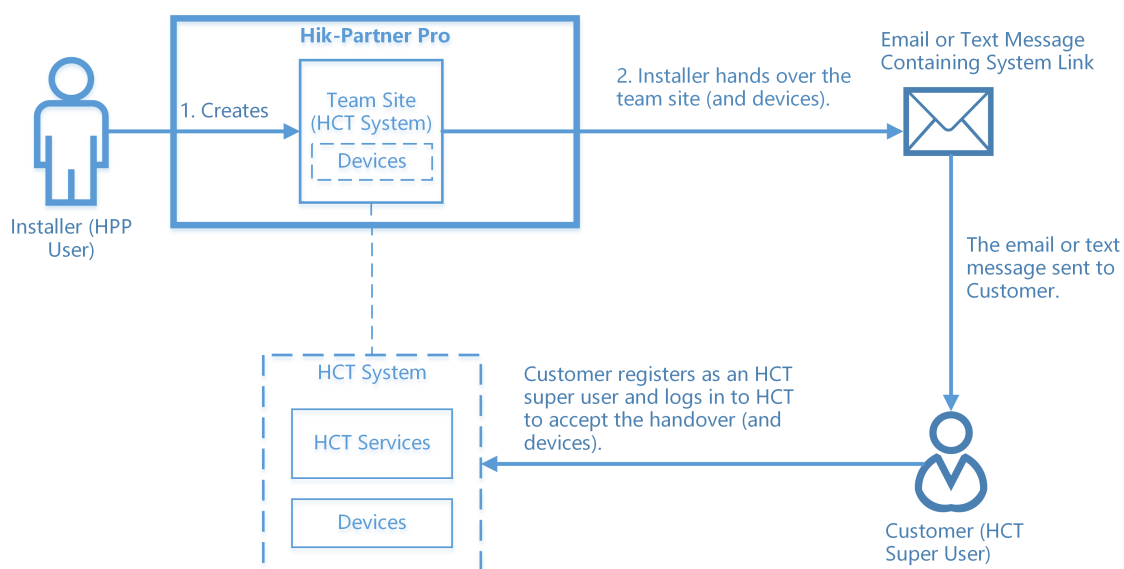


Figure 48-2 Installer Creates Team Site on Hik-Partner Pro and Hands Over to Hik-Connect

- Your customer can register as a Hik-Connect super administrator and create a team by themselves, and then they can enter your Hik-Partner Pro account on Hik-Connect to invite you

What Is New in Hik-Partner Pro

to manage their team. After you accept the invitation, their team will be added to your Hik-Partner Pro for you to manage.

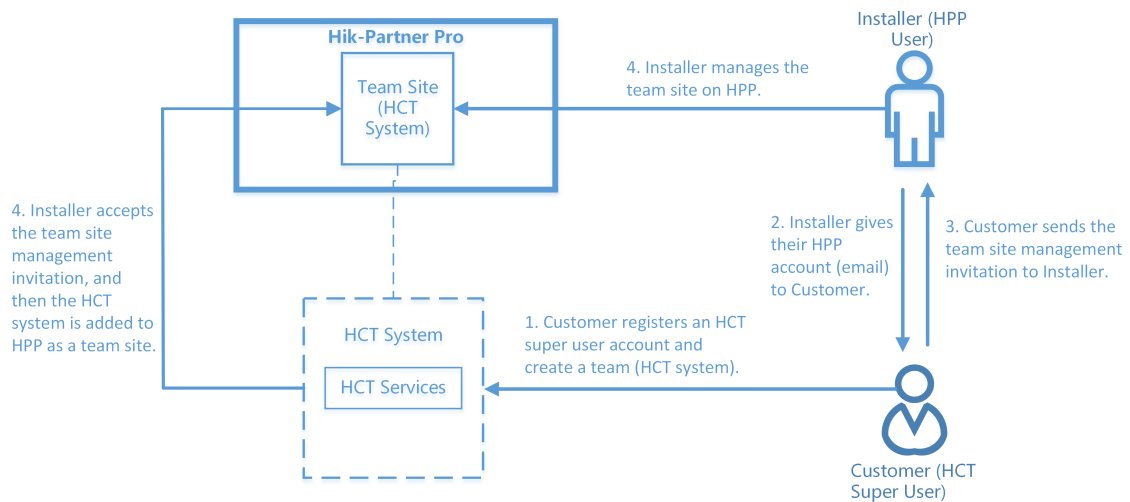


Figure 48-3 Customer Creates Team on Hik-Connect and Invites Installer to Manage Team

Add Team Site and Hand Over to Customer

- Supports adding new team sites.
You can select services to activate for the team site when you create a new team site.

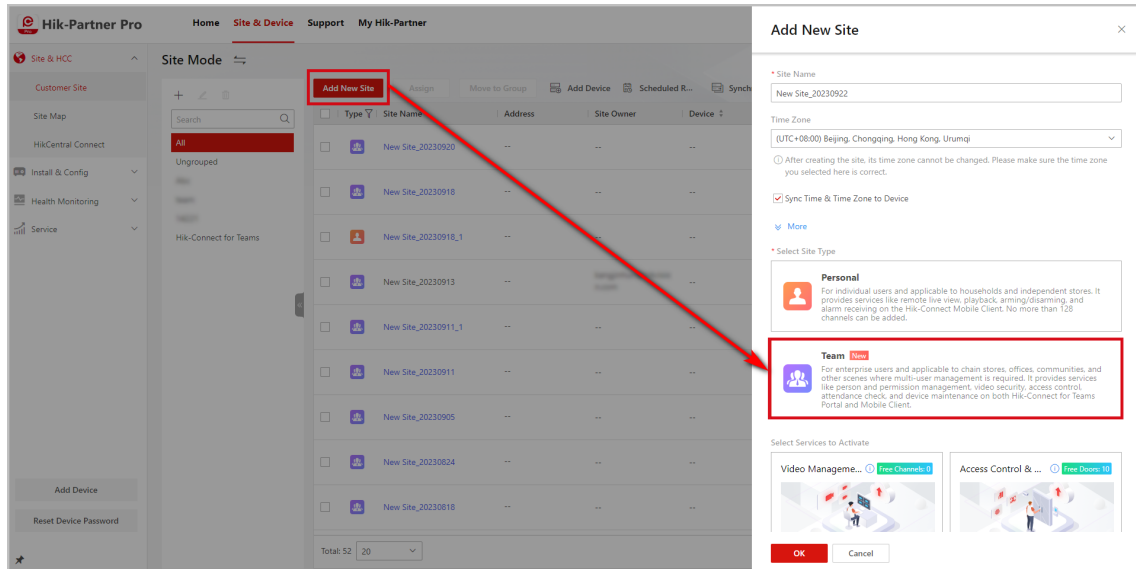


Figure 48-4 Add New Team Site

- After you create a new team site, you can add devices to it and click **Enter System** to go to the Hik-Connect Portal to configure services for the HCT system (team site).

What Is New in Hik-Partner Pro

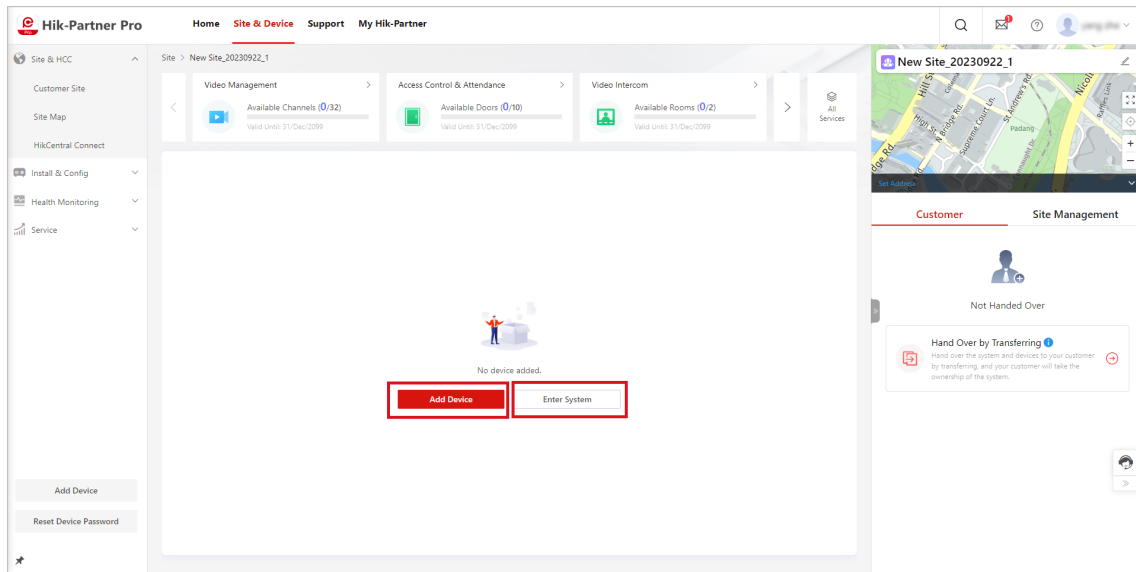


Figure 48-5 Add Devices and Configure Services for HCT System

- Supports handing over the team site to your customer. You can check if all configurations are done via the handover list, including the activated services, added devices, configurations related to the activated services, and permissions you are to apply from the customer. You can expand or renew the activated services, configure services on the Hik-Connect Portal, and edit the permissions you are to apply for.

What Is New in Hik-Partner Pro

The image shows two side-by-side panels from the Hik-Partner Pro interface. The left panel, titled 'Handover List', displays details for a site named 'New Site_20230922'. It includes sections for 'Activated Services' (Video Management, Access Control & Attendance Service, Video Intercom, People Counting, Heat Analysis), 'Device' (No device), 'Configure Services' (Added Areas: 0, Alarm Rules: 0, Recording Schedules: 0), and 'Apply for Permission'. A red box highlights the 'Hand Over' button at the bottom left. The right panel, titled 'Hand Over System', contains a form for account information, including 'Account Type' (Email selected), 'Customer Email', 'Customer Name', 'Phone', and 'Remarks'. A red arrow points from the 'Hand Over' button in the left panel to the top of the right panel. At the bottom of the right panel are 'Confirm' and 'Cancel' buttons.

Figure 48-6 Check Handover List and Hand Over Team Site

Purchase and Activate Services for Team Sites

Before you hand over the team site to your customer, you can activate services to the team site. After you hand it over, you can still activate services to the team site if you have the system management permission.

What Is New in Hik-Partner Pro

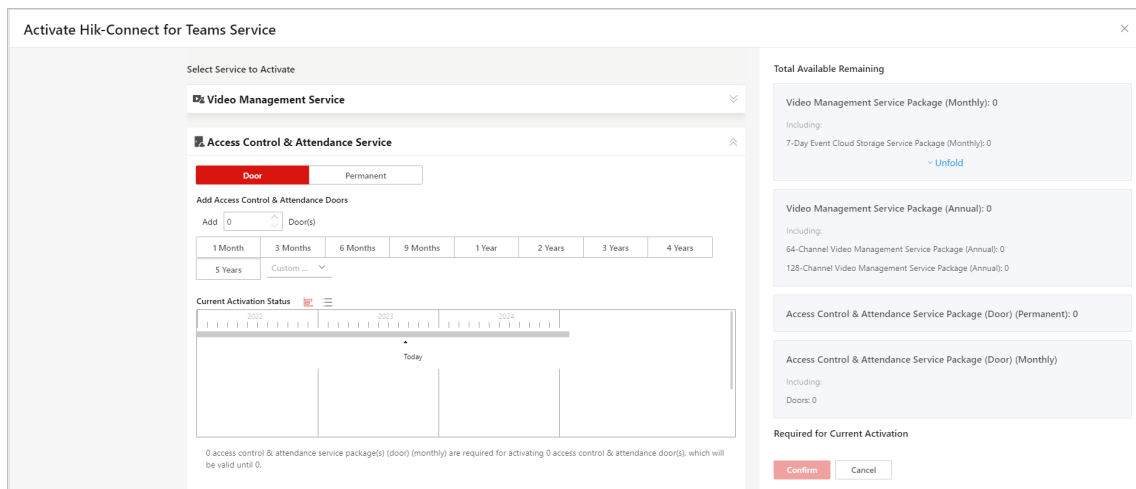
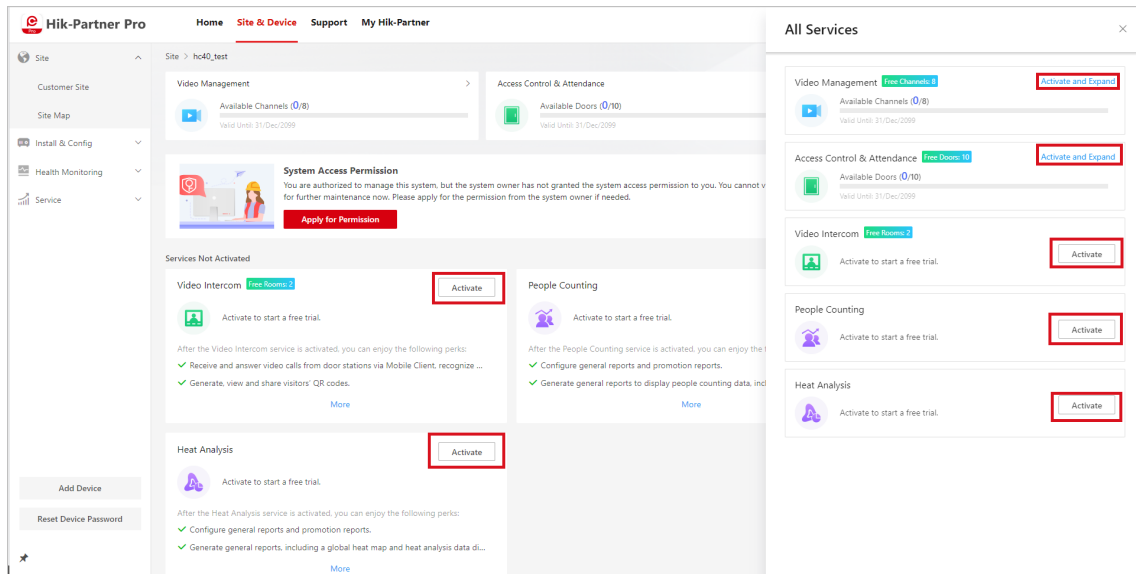


Figure 48-7 Activate HCT Services After Handover

48.2 [New] SADP Tool: Configure Channels on the Live View Page

Starting with this version, 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.

What Is New in Hik-Partner Pro

Note

- This update is only supported on the Mobile Client.
 - The available parameters and operations vary according to the device capability.
-

What Is New in Hik-Partner Pro

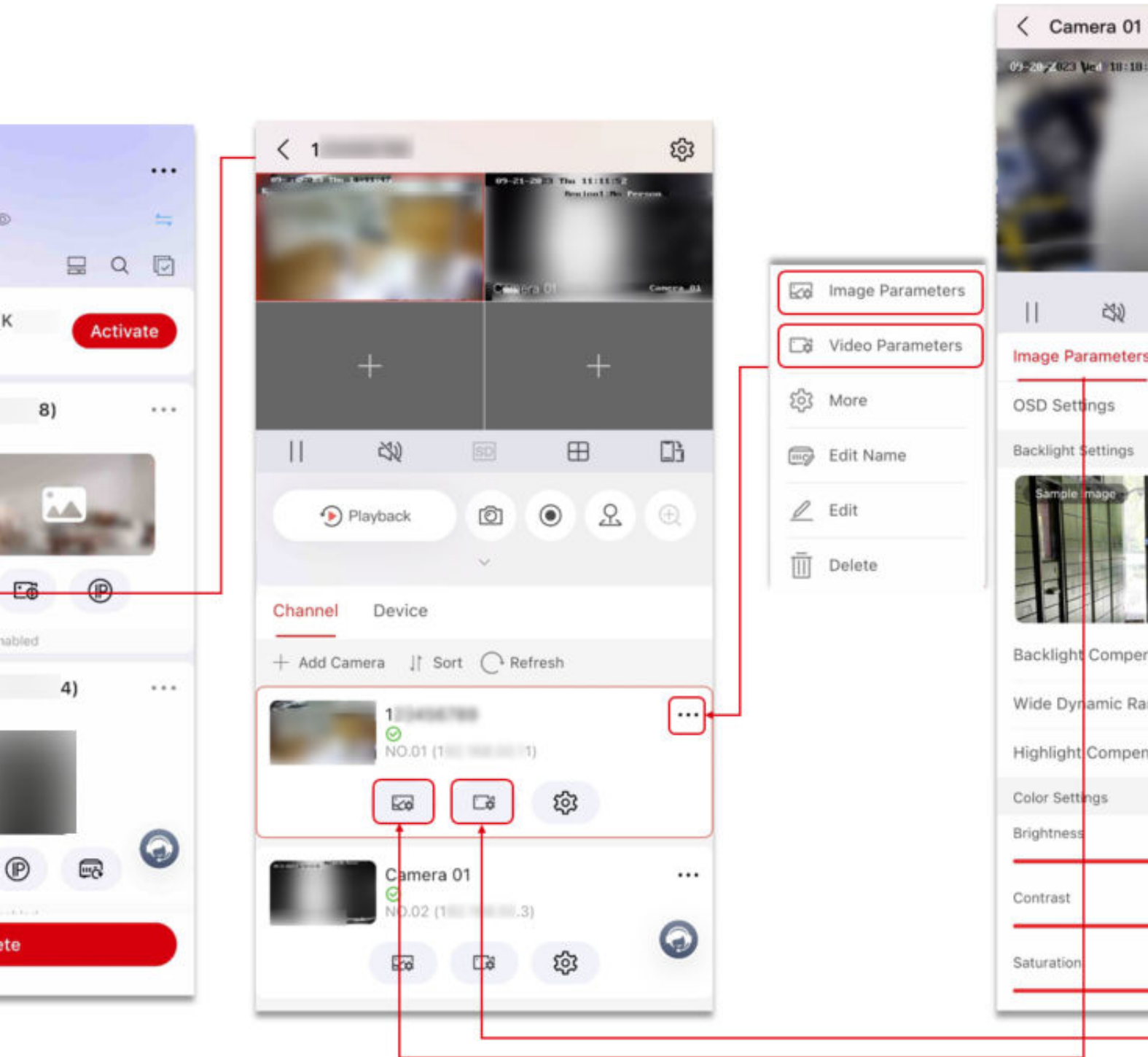


Figure 48-8 Channel Management on the Live View page

Refer to the following sections to learn more.

- ***Set Image Parameters***
- ***Set Video Parameters***
- ***Edit Channel Name and Other Information***

Set Image Parameters

With image parameters, you can control the exposure and color effects of the video image produced by your camera. You can set the scene direction, OSD settings (to set whether to display camera and time information on the video), backlight settings including BLC, WDR, and HLC (to adjust the exposure of the video image), and color settings including brightness, contrast, saturation, and sharpness.

What Is New in Hik-Partner Pro

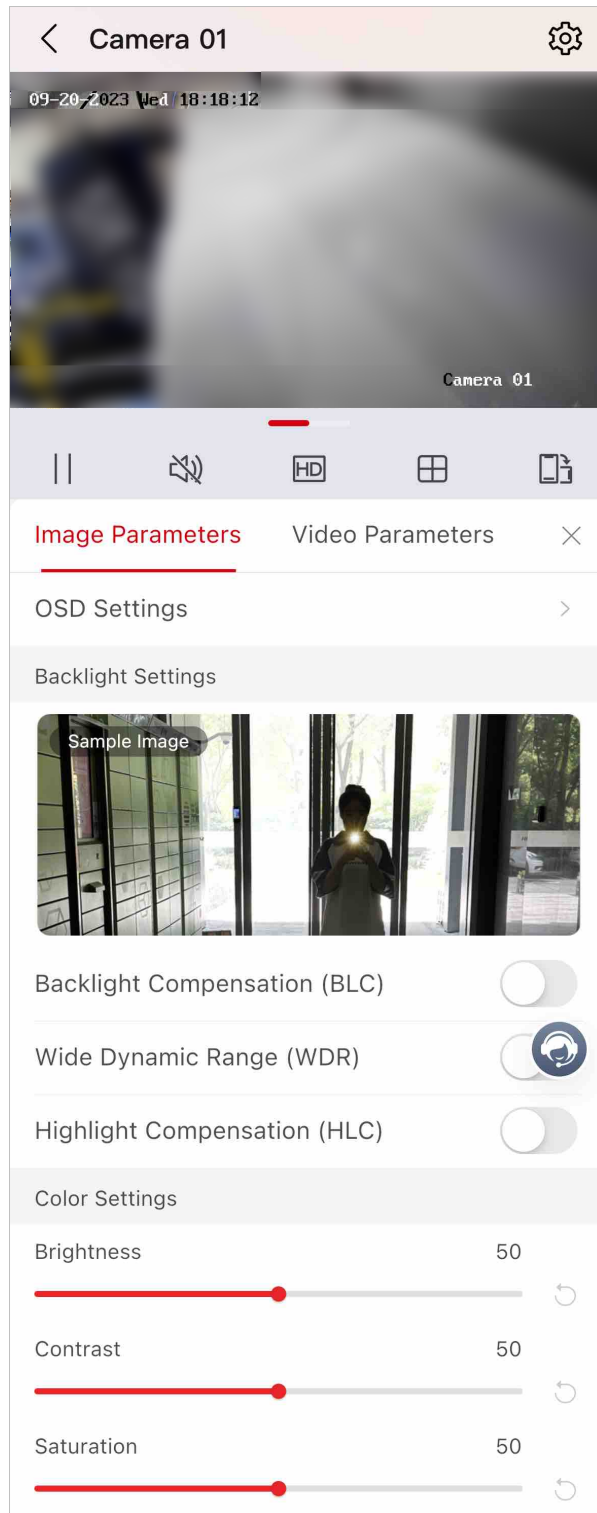


Figure 48-9 Image Parameters

Set Video Parameters

You can set the parameters related to video streaming, including the stream type, audio and video switch, resolution, bitrate type, frame rate, max. bitrate, and encoding format. After you set parameters for a channel, you can tap **Copy Parameters to All Channels** to copy the parameters to all other channels of the current device.

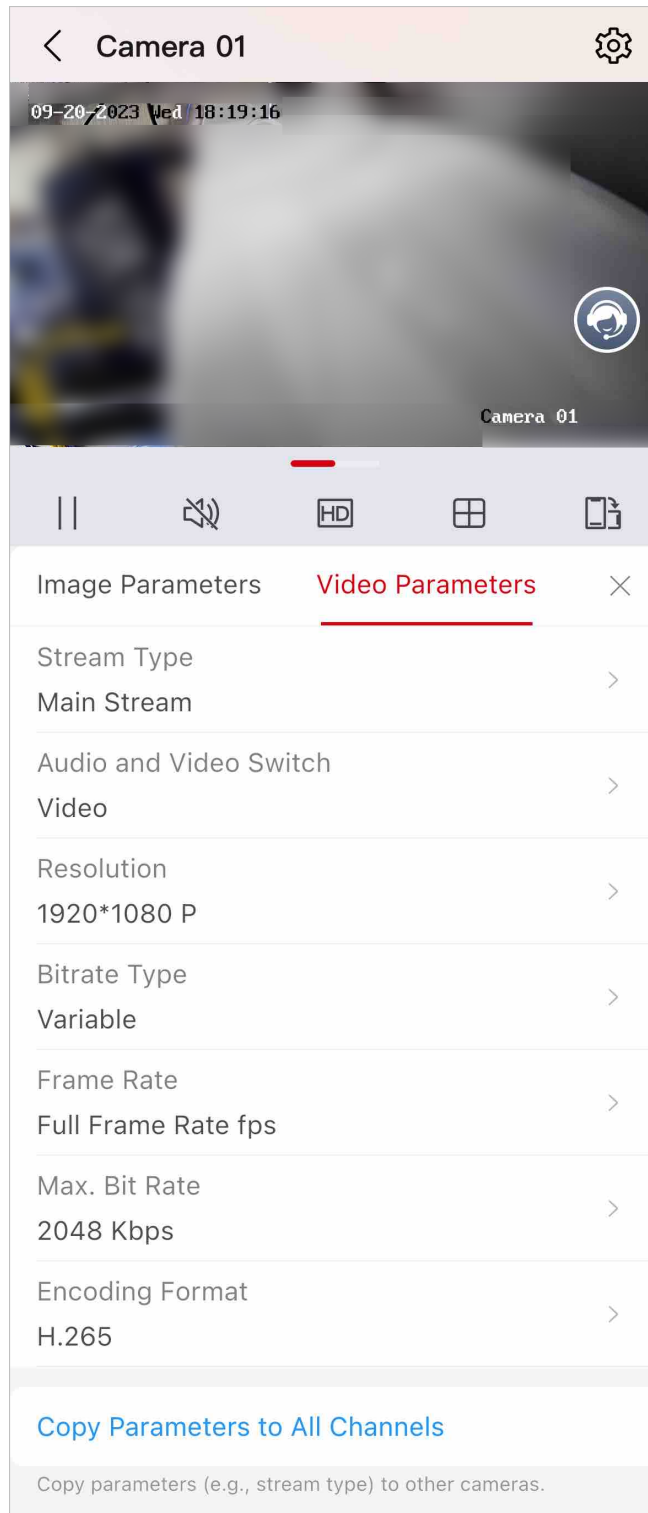




Figure 48-10 Video Parameters

Edit Channel Name and Other Information

You can tap ... →  **Edit Name** to edit the channel name, and tap ... →  **Edit** to edit the channel information including the IP address, management port, user name, and password.

Chapter 49 Updates in V2.4.100

Updated on August 29, 2023.

49.1 [Improvement] Updates Related to Fall Detection Radars

This version supports more settings of fall detection radars, including the camera linkage, Wi-Fi, and health monitoring.



For updates supported on both the Portal and Mobile Client, due to UI similarity, here we only illustrate with related screenshots of the Mobile Client.

- Supports linking a camera to the fall detection radar on the Mobile Client to record a video when the radar detects a fall.
Your customer and the ARC can check the recorded video upon receiving a fall detection alarm.

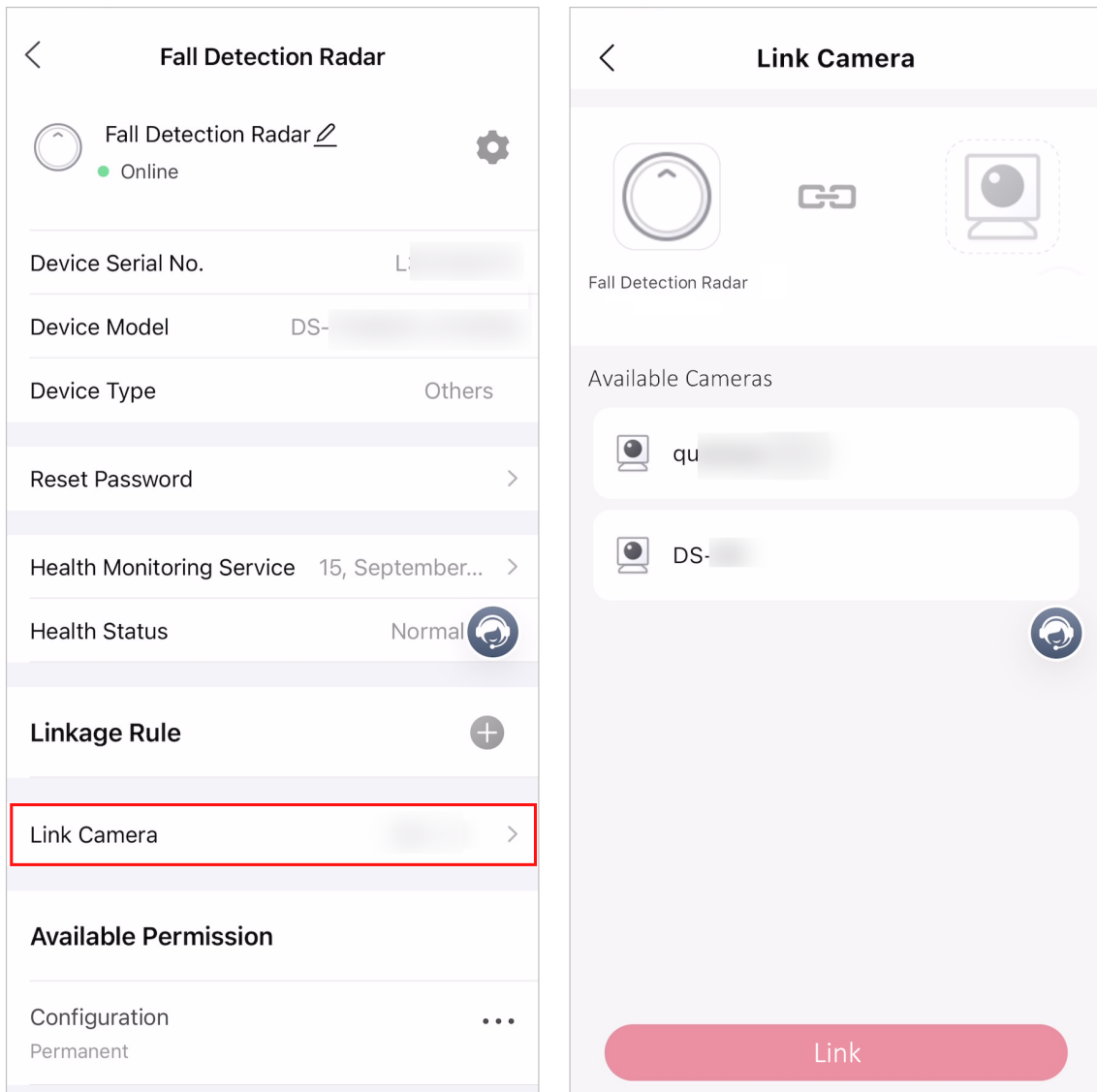


Figure 49-1 Link Camera to Fall Detection Radar

- Supports connecting the radar to the Wi-Fi network on the Mobile Client.

What Is New in Hik-Partner Pro

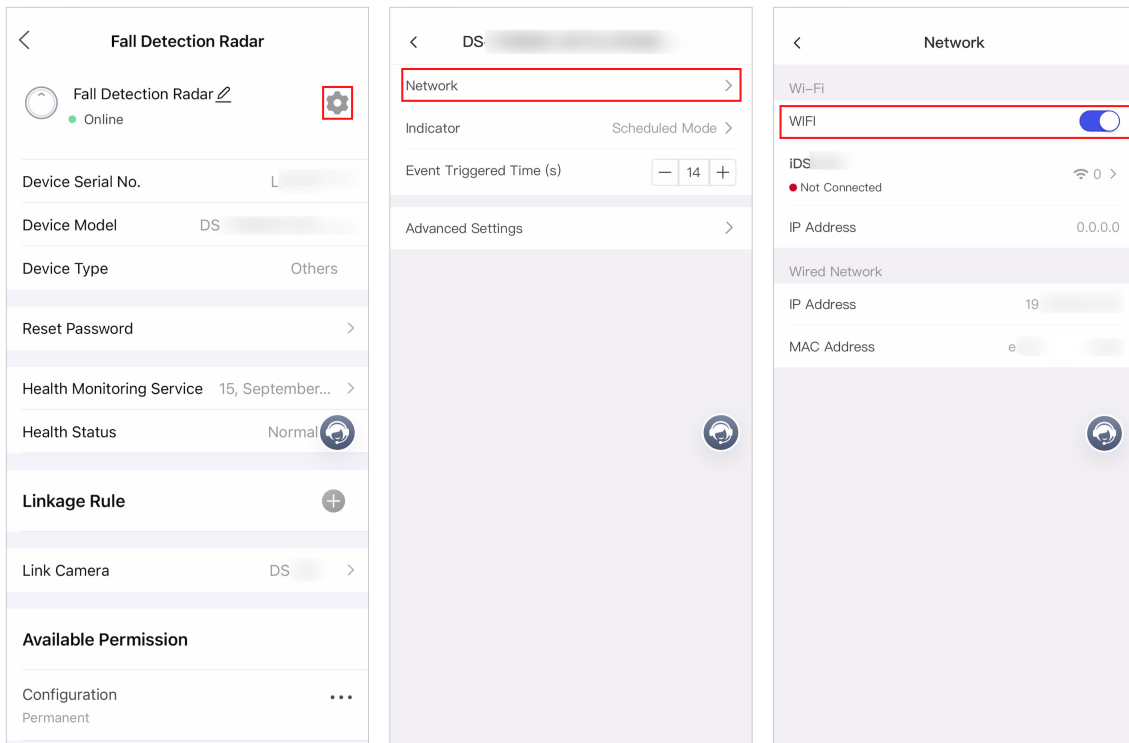


Figure 49-2 Wi-Fi Configuration

- Supports activating the health monitoring service to a radar and inspecting the radar manually on both the Portal and Mobile Client.
 - Supports checking the network status on the Health Monitoring page and the Site page.

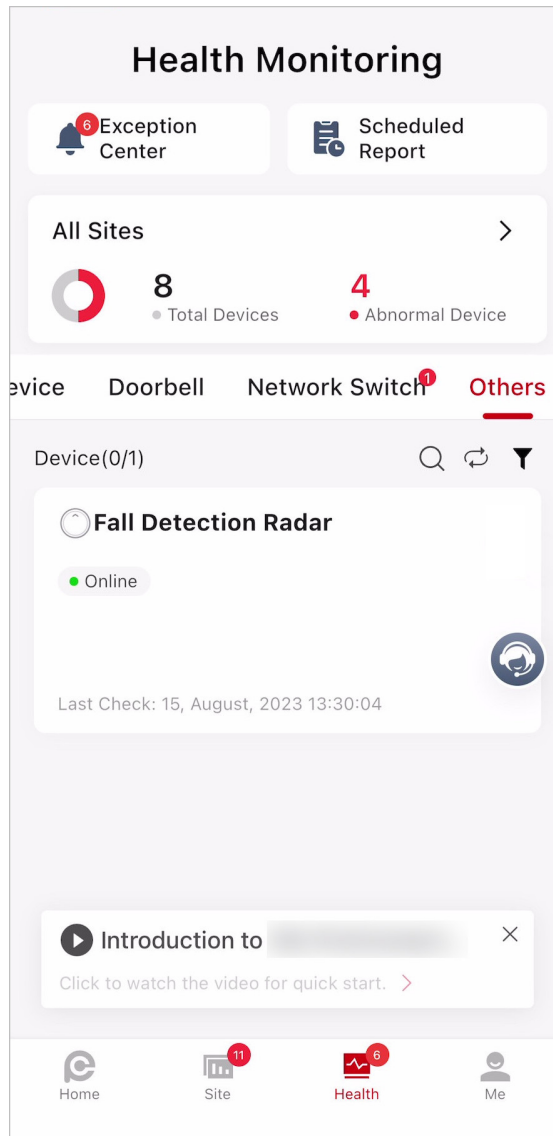


Figure 49-3 Health Status

- Supports setting the exception rule for a radar on both the Portal and Mobile Client.

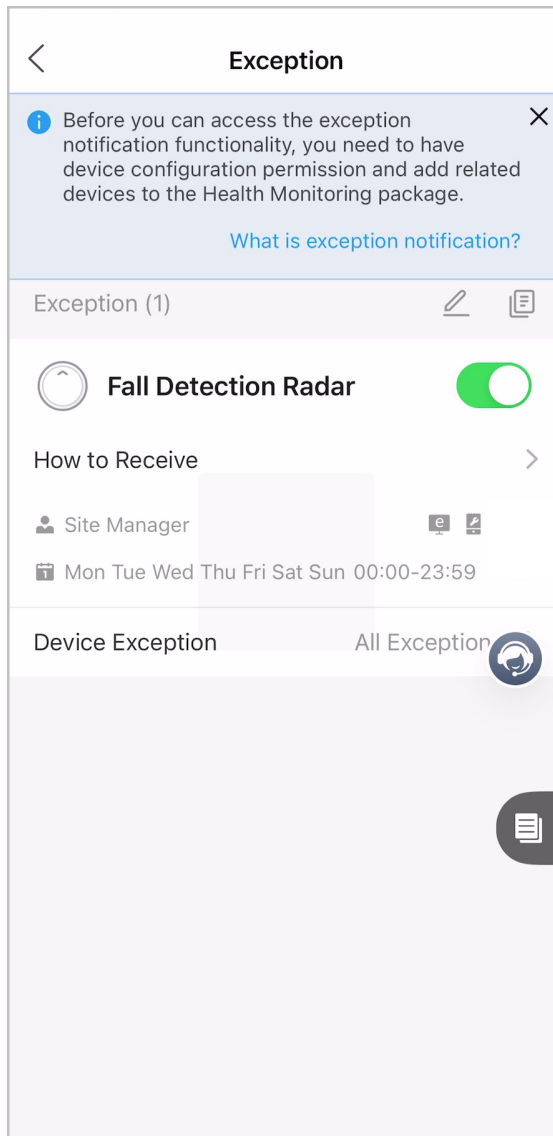


Figure 49-4 Exception Rule

Chapter 50 Updates in V2.4.0

Updated on August 29, 2023.

50.1 [New] Two Ways to Hand Over Devices by Sharing

If you are an ARC that provides the remote alarm receiving service for customers, and when the devices are owned by your company, you can hand over the devices by sharing without transferring ownership of the devices. This version allows you to choose between applying for permissions from your customer (Mode A) and NOT applying for permissions from your customer (Mode B).

Note

This update is supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate with related screenshots of the Portal.

Refer to the following sections to learn more.

- [**Overall Process**](#)
- [**View and Edit Sharing Details**](#)
- [**Add New Devices to Shared Sites**](#)

Overall Process

1. After you add devices to a site and select the sharing handover method, you need to set the device permissions to share with your customers.
You can share permissions for devices including alarm devices (security control panels), access control devices, encoding devices, video intercom devices, doorbells, Hik-ProConnect boxes, and radars.

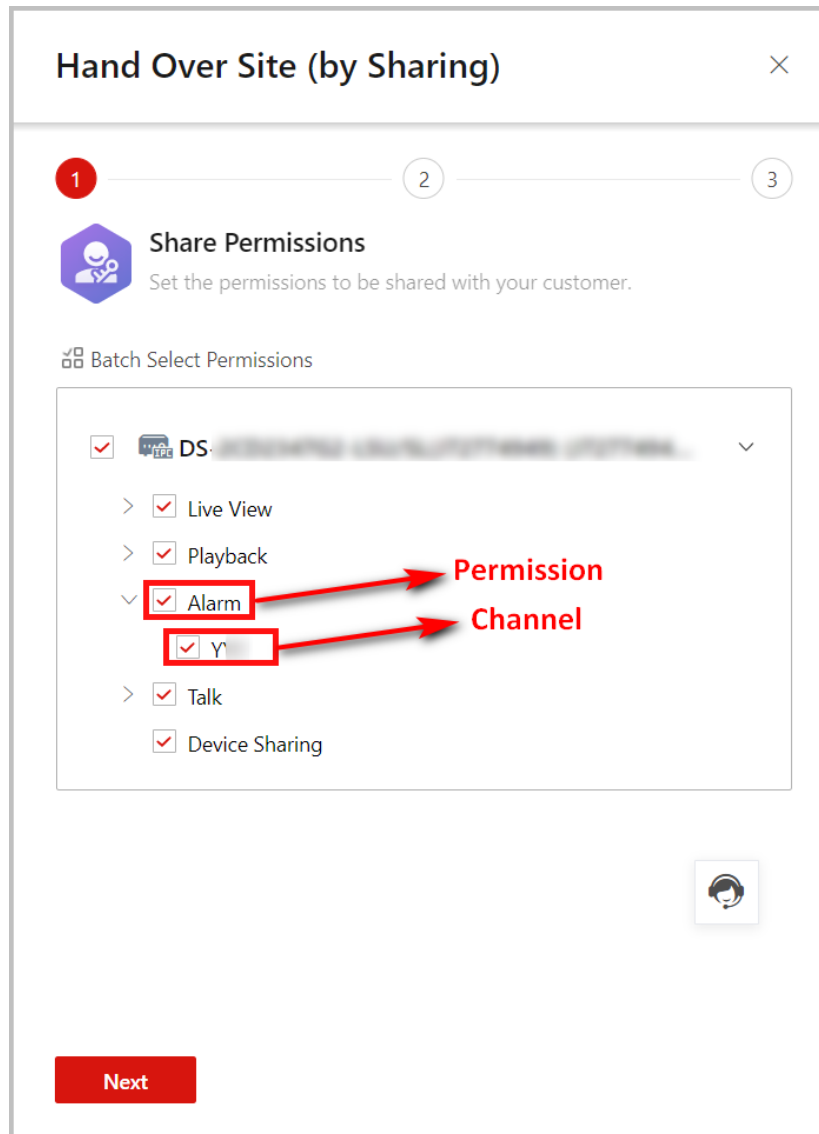


Figure 50-1 Step 1: Set Permissions to Share with Customer

2. 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**.

In this mode, you need to set the permissions to apply from your customer, including live view, playback, and sub permissions for alarm devices (PIRCAM GIF, and video clips). The configuration permissions are selected by default and cannot be deselected. You only need to apply for sub permissions for alarm devices (PIRCAM GIF and video clips) when the ARC service is enabled for the devices to be handed over.
 - Mode B: By enabling **I Have All Device Permissions**, you confirm that you have all permissions for the devices and do not need to apply for permissions from your customer for remote maintenance.

Mode A:

< Hand Over Site (by Sharing) ×

1 — 2 — 3

Remote Maintenance
If you want to perform operations for device maintenance which might involve your customer's privacy, you need to apply for relevant permissions.

I Have All Device Permissions

I have all permissions for the devices and do not need to apply for permissions from the customer.

Batch Select

Permission	Validity Period
<input checked="" type="checkbox"/> Configuration	Permanent
<input checked="" type="checkbox"/> Live View	Permanent
<input checked="" type="checkbox"/> Playback	Permanent

Next

Mode B:

< Hand Over Site (by Sharing) ×

1 — 2 — 3

Remote Maintenance
If you want to perform operations for device maintenance which might involve your customer's privacy, you need to apply for relevant permissions.

I Have All Device Permissions

I have all permissions for the devices and do not need to apply for permissions from the customer.

Next

Figure 50-2 Step 2: Decide Whether to Apply Permission from Your Customer

3. Add customer accounts to hand over the devices to them.


Note

One device can be shared with no more than 10 customers.

- For both Mode A and B, you can add multiple customer accounts (either phone or email) for handing over the devices. All the added customers will receive the handover application on their Hik-Connect, just wait for them to approve. On the Hik-Partner Pro Mobile Client, you can also generate a QR code for your customers to scan to accept the handover.


< Hand Over Site (by Sharing) ×

✓ ———— ✓ ———— 3

 **Hand Over**
The installation and configurations of devices are completed. Select the method to hand over devices to your customer.

+
@.com × -
+ × 1 × -
+ × 1 × -
@.com × -

Remarks
Enter remarks. Your customer can view the remarks on Hik-Connect.
128



OK Cancel

Figure 50-3 Step 3: Add Customer Accounts

- For Mode A, you should add a Customer Administrator who will review your application for permissions.

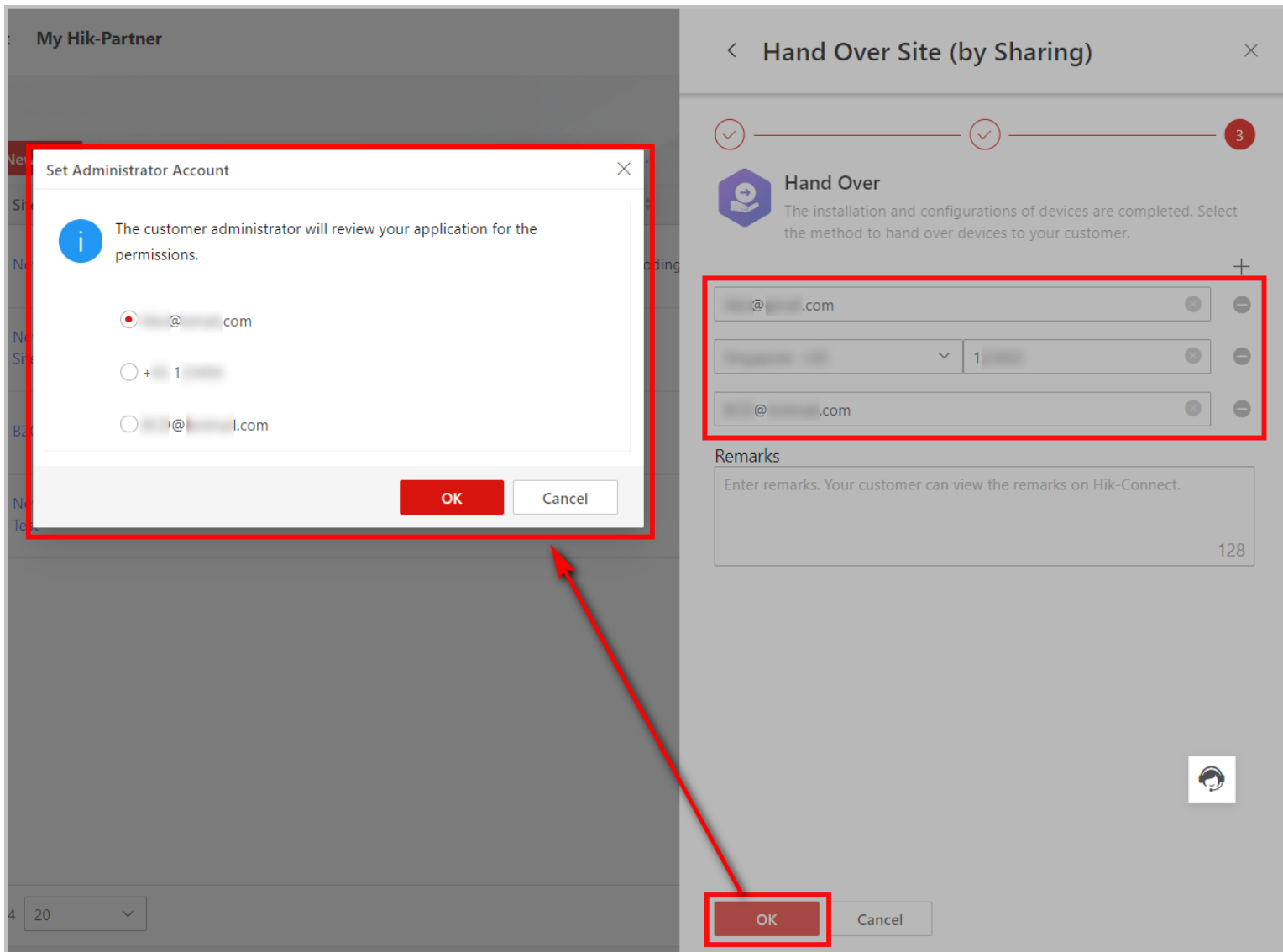
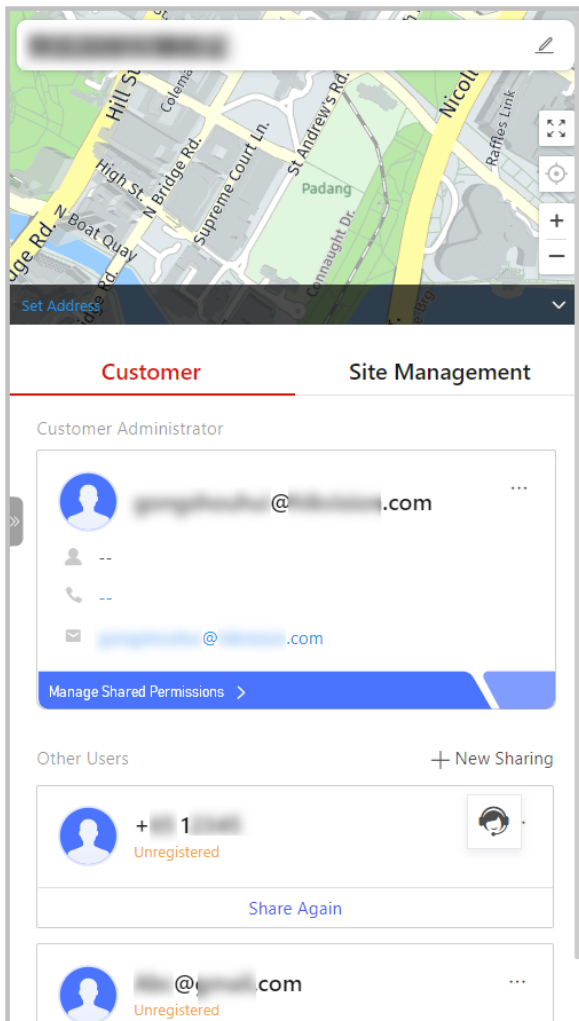


Figure 50-4 Step 3: Set Customer Administrator in Mode A

View and Edit Sharing Details

- After you hand over the site by sharing, you can check the sharing details under the Customer tab including customer accounts and sharing status.

Mode A:



Mode B:

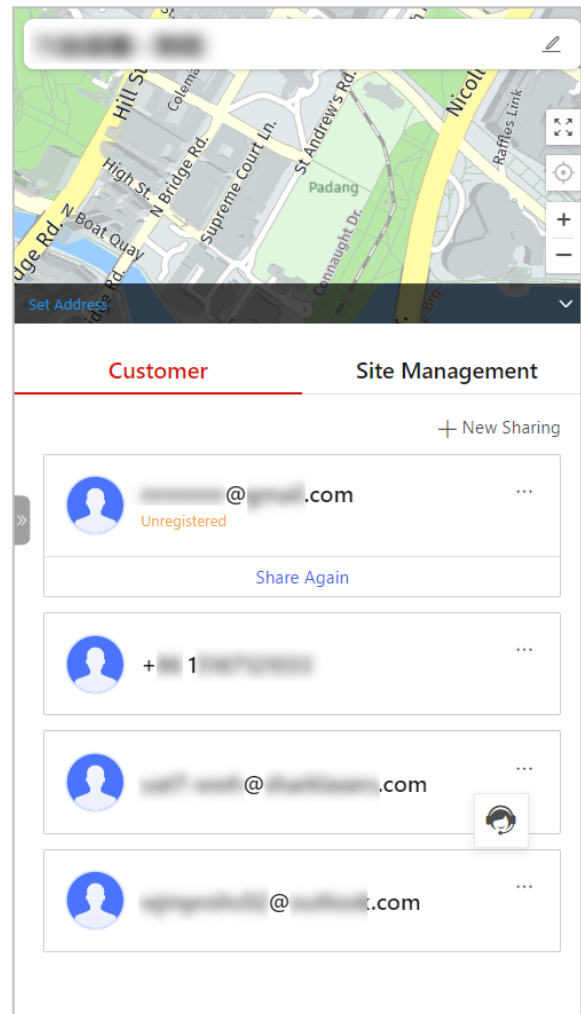


Figure 50-5 Customer

- For sharings that are rejected and expired, you can share again. For sharings that are to be accepted and accepted, you can cancel sharing.
- Also, you can select the customer card to view and edit the shared resources and permissions, edit the customer accounts, and add a new customer account to share with them.
- Especially, for Mode A, after the customer administrator accepts the sharing handover, you will not be able to edit their account, but you can send an application to the customer administrator to cancel sharing.

Add New Devices to Shared Sites

After a site is shared with customers, you can still add new devices to the site, but the added devices will not be shared with any customer by default. However, you can still share these devices

and their permissions with customers by editing the sharing details under the Customer tab, and the customers do not need to accept the sharing once again.

50.2 [New] Site Grouping

This version allows you to group the sites for more efficient customer management.

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

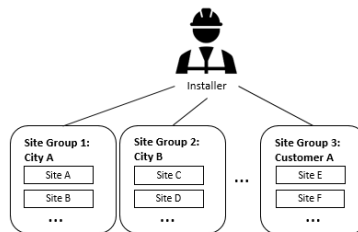


Figure 50-6 Group Sites

You can create, edit, delete site groups, and move sites between site groups conveniently.

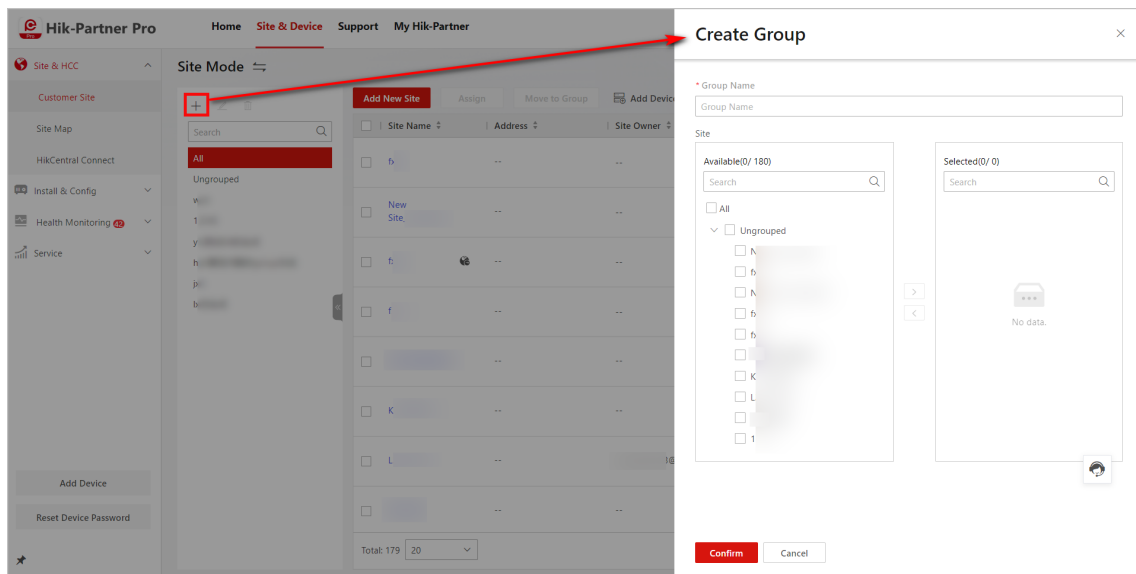


Figure 50-7 Create Site Group

50.3 [Improvement] Updates Related to SADP Tool

Updates related to the SADP tool on the Mobile Client are shown below.

- Supports batch restoring and rebooting devices via the SADP tool on the Mobile Client.

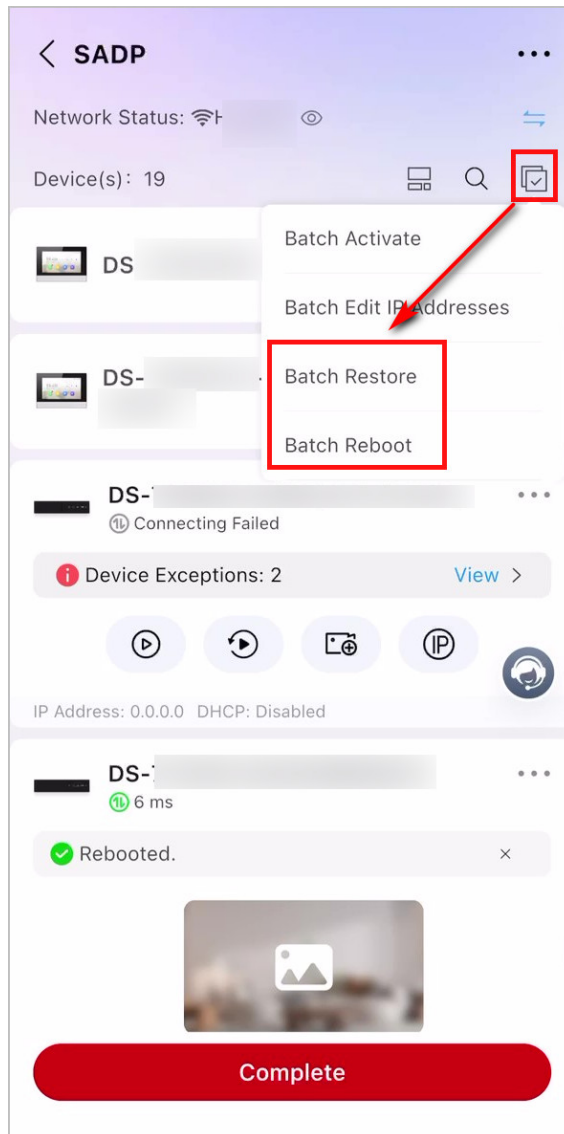


Figure 50-8 Batch Restore and Reboot Devices via SADP Tool

- Improves the compatibility of the SADP tool with access control devices.

50.4 [Improvement] Updates Related to Health Monitoring

Updates related to health monitoring are shown below.

Note

The updates are supported on both the Portal and Mobile Client, and due to UI similarity, here we only illustrate with the related screenshot of the Portal.

What Is New in Hik-Partner Pro

- Supports showing the exception occurrence time on the health status page, site details page, and exported report. (Only supported by encoding devices and alarm devices.)

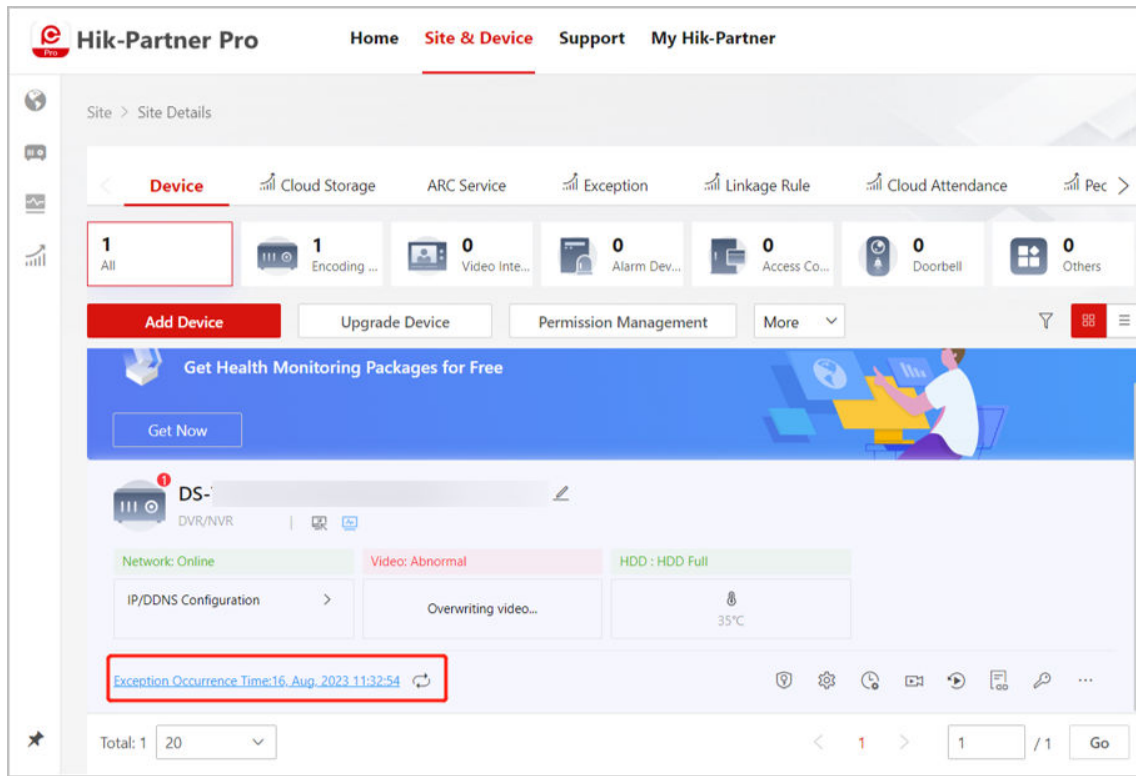


Figure 50-9 Exception Occurrence Time

- Improves the scheduled health check report. For alarm devices, this version adds the "Recent 50 Operation Logs" section, serial numbers of peripheral devices, and temperatures of the keyboards, card readers, output modules, relay modules, repeaters, sounders, transmitters, and zones.

50.5 [Improvement] Other Updates

Note

For updates supported on both the Portal and Mobile Client, due to UI similarity, here we only illustrate with related screenshots of the Portal.

- Adds more conditions for filtering sites on both the Portal and Mobile Client, including the site manager and site group.

What Is New in Hik-Partner Pro

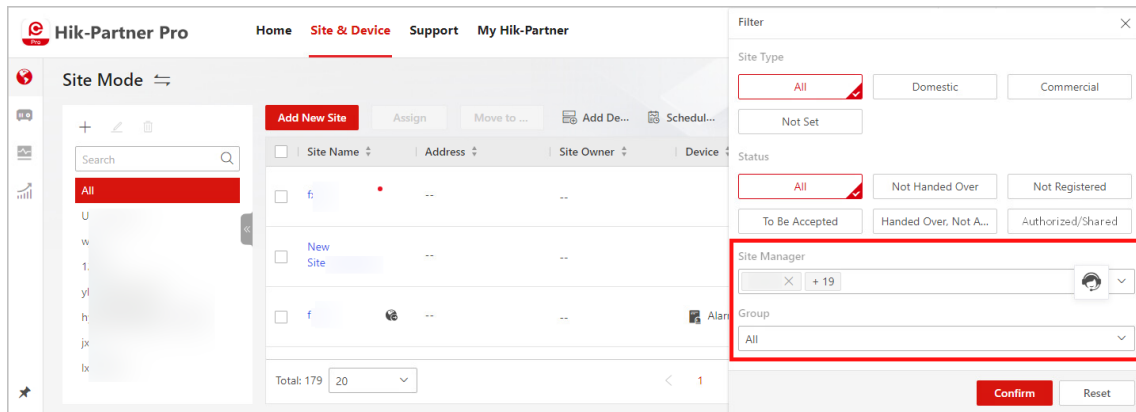


Figure 50-10 More Filtering Conditions

- Supports searching for sites by more keywords including the site address, remarks, and site group name on both the Portal and Mobile Client.
- Supports purchasing (via iOS only) and activating the Remote Maintenance Service on the Mobile Client. (This update is only available to some countries/regions.)

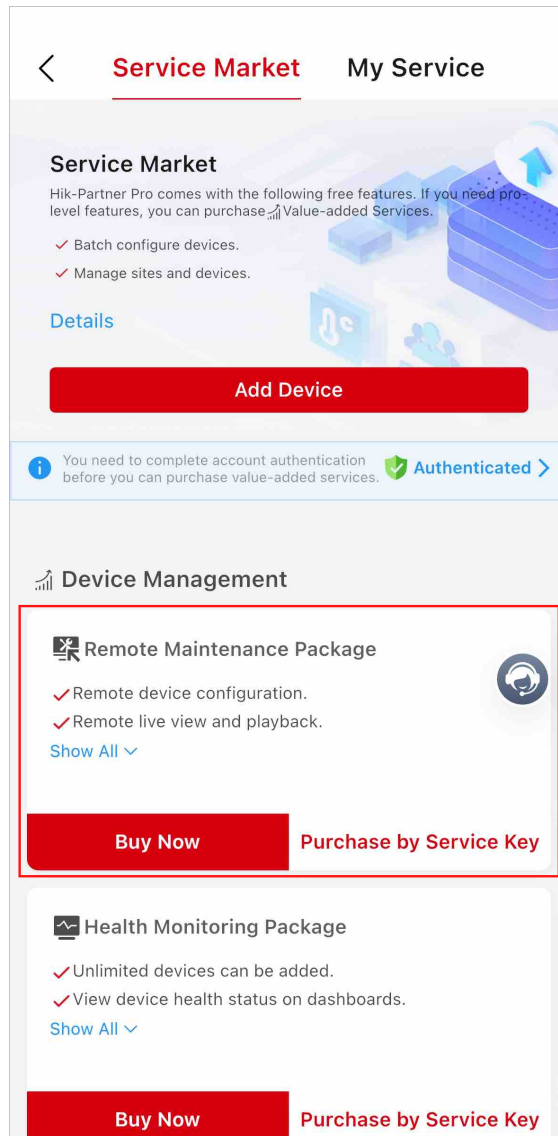


Figure 50-11 Remote Maintenance Service on the Mobile Client

- On both the Portal and Mobile Client, when you add roles for employee accounts, you can now set sub permissions under "Manage All Sites" and "Manage Assigned Site". The sub permissions are related to security control panels.

What Is New in Hik-Partner Pro

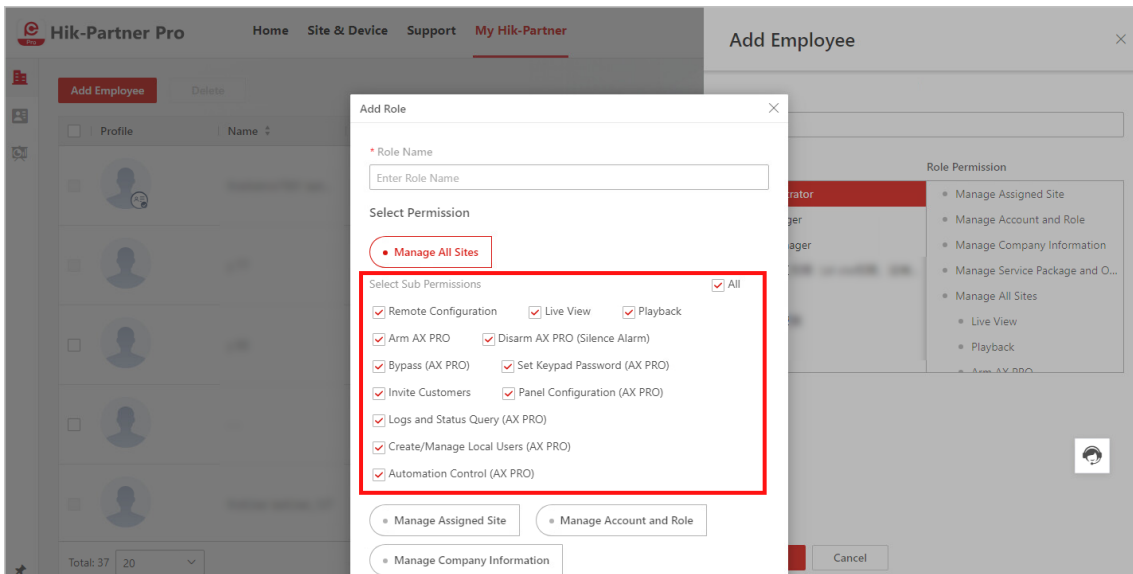


Figure 50-12 Select Sub Permissions

Chapter 51 Updates in V2.3.450

Updated on July 18, 2023.

51.1 [Improvement] Explore

This version renames the "How To" section to "TechZone", and makes some other improvements to the Explore module.



For updates supported on both the Portal and Mobile Client, due to UI similarity, here we only illustrate with related screenshot(s) of the Mobile Client.

- Renames the "How To" section to "TechZone" on both the Portal and Mobile Client.

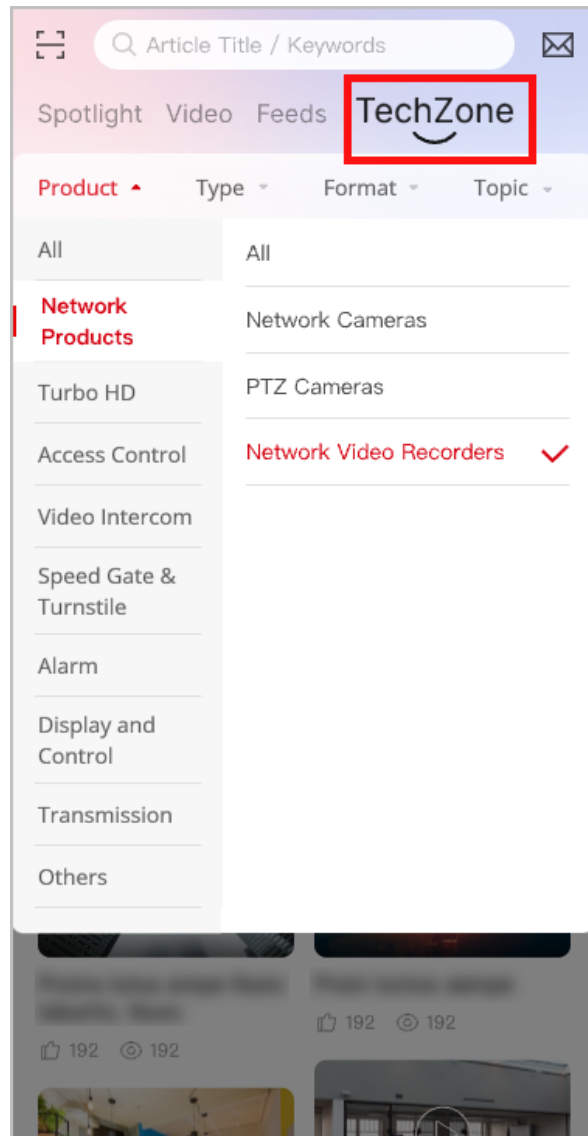


Figure 51-1 TechZone

- Adds "Topic" as a new filter condition on both the Portal and the Mobile Client.

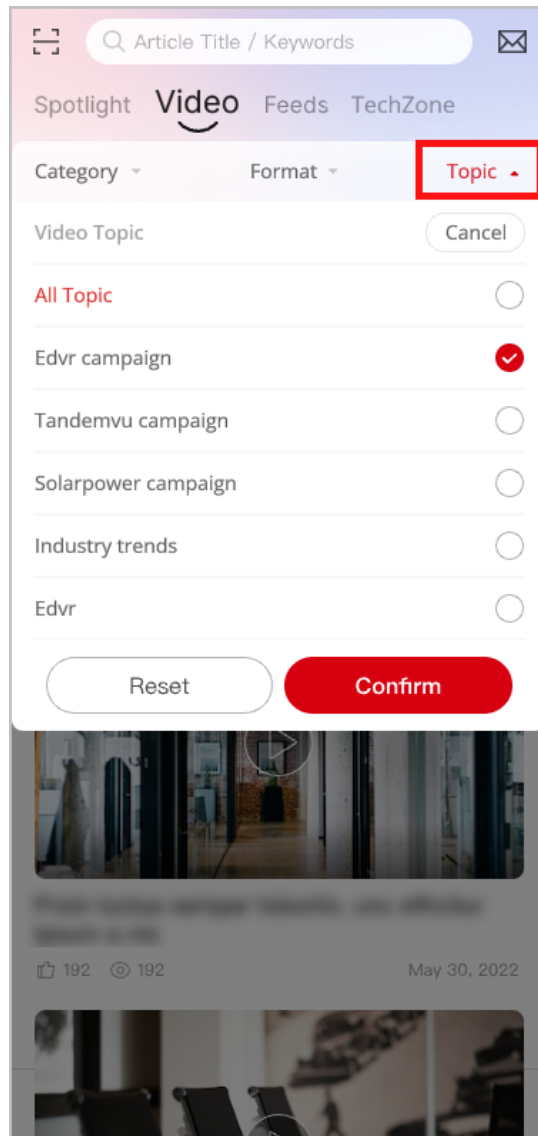


Figure 51-2 New Filter Condition "Topic"

- Supports playing videos in full-screen mode.

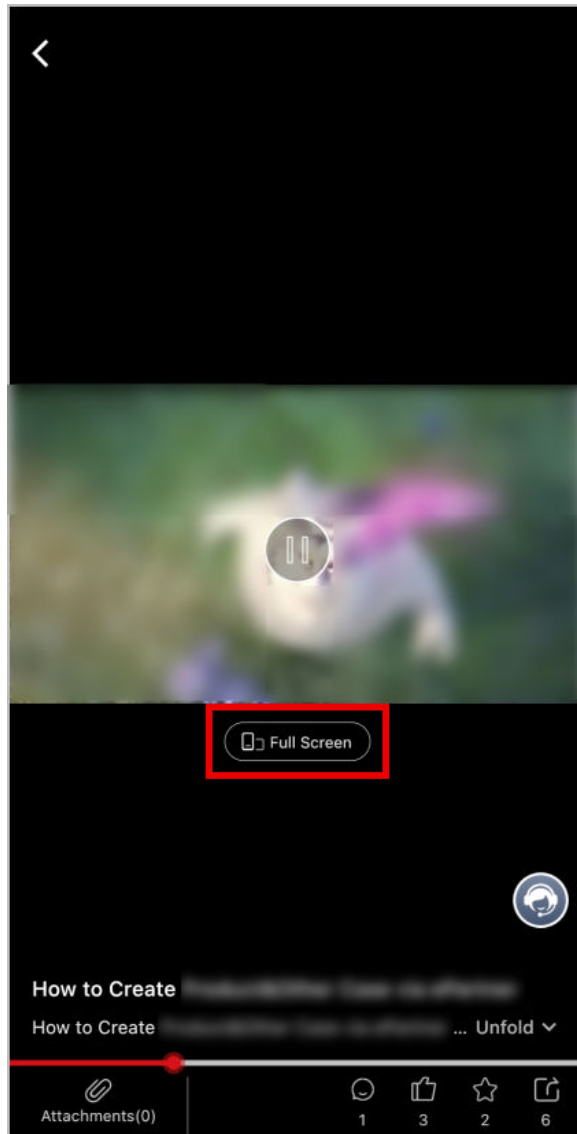


Figure 51-3 Full-Screen Button

- Supports dragging the progress bar to fast forward or rewind a video.

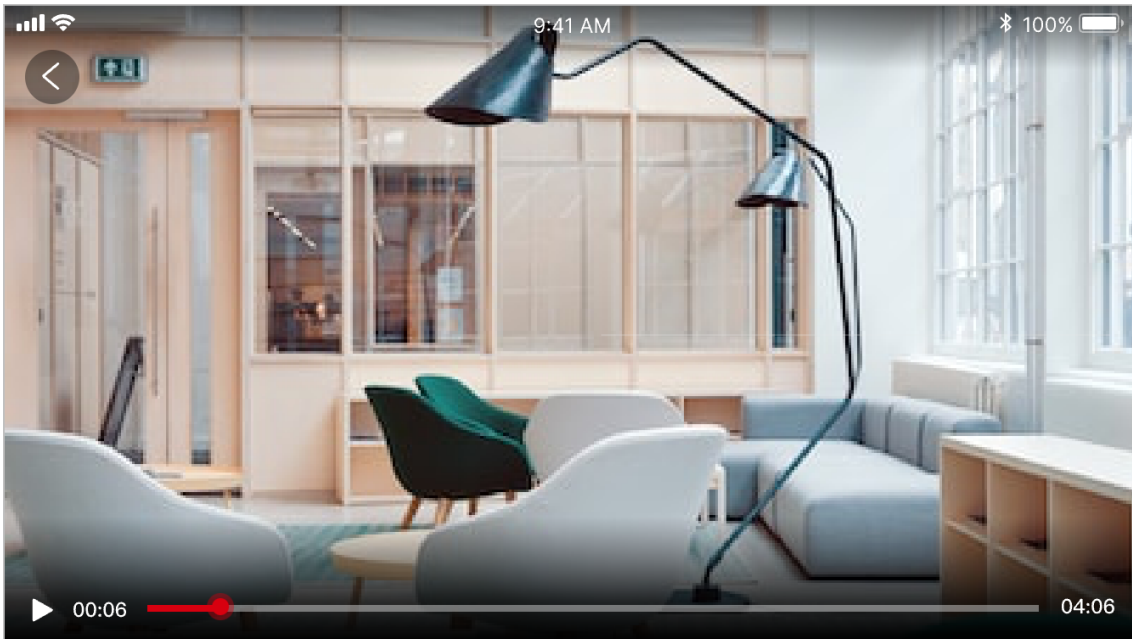


Figure 51-4 Drag Progress Bar

51.2 [Improvement] Company Merger

This version allows you to process the company merger initiated by Hikvision in the Notification Center.

Note

The updates are supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate with related screenshot(s) of the Portal.

Here we assume that Company B is to be merged into Company A.

Refer to the following sections to learn more.

- ***Merger Message Sent to Company B First***
- ***Merger Completes After Company A Accepts***

Merger Message Sent to Company B First

If a company merger is initiated by Hikvision, the Installer Admin of Company B may now receive the merger message as a system message in the Notification Center.



Figure 51-5 Company B Receives the Message in Notification Center

If Company B still has assets under their accounts, they should delete the assets or ask the Hikvision technical support to delete the assets first before they accept the merger.

Merger Completes After Company A Accepts

- After Company B accepts the merger, the Installer Admin of Company A will receive the merger message.

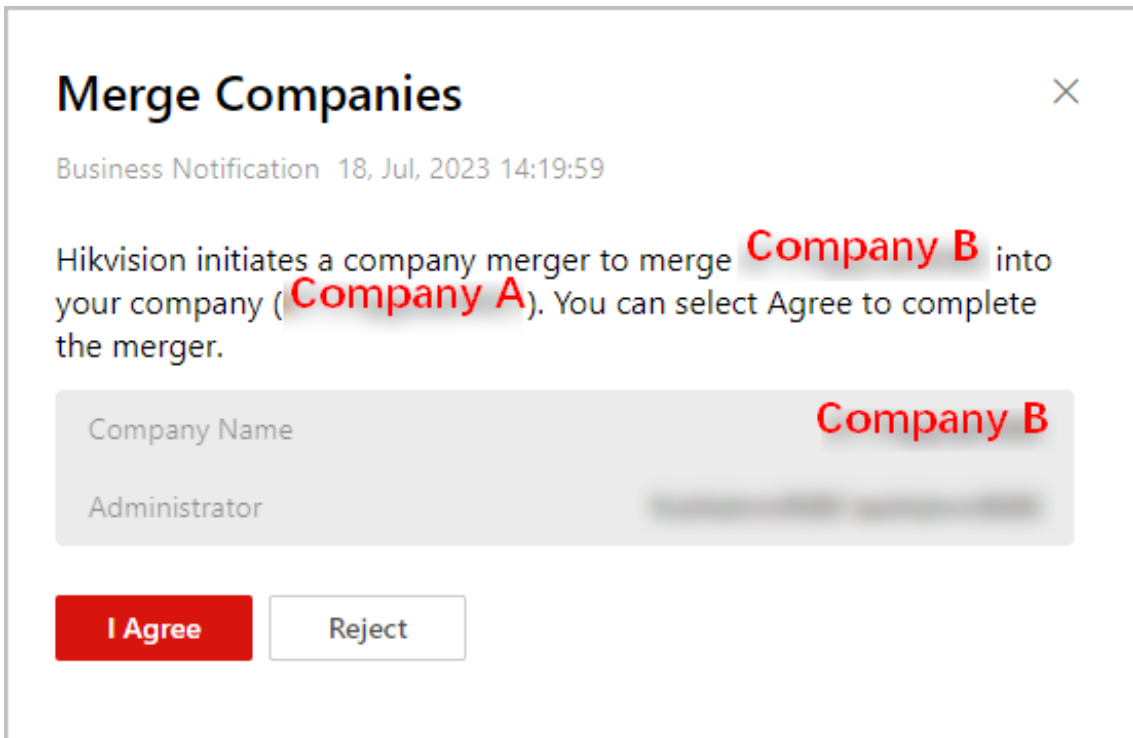


Figure 51-6 Company A Receives the Message in Notification Center


- After Company A accepts the merger, the merger may still fail. Both companies will be notified via Notification Center.

Company Merger Failed ×

Company Merger Failed 18, Jul, 2023 14:04:26

Company merger with **Company B** failed. The other company may have assets (devices, authorized sites, handed-over HikCentral Connect system, linked Hik-Connect accounts, etc.) on Hik-Partner Pro and cannot be merged now. Please contact **Company B** administrator () to delete the assets and then:

1. Go to the Company Information page or click the card below to resend a company merger request to **Company B**.



Merge Companies

2. Contact the Hikvision technical support to resend a company merger request to **Company B**.

Figure 51-7 Notify Company A

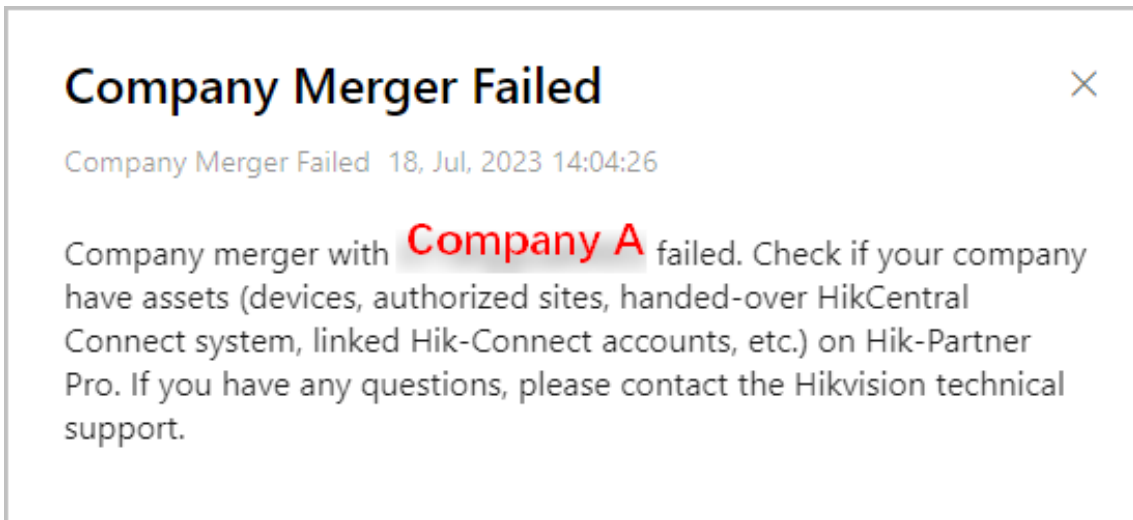


Figure 51-8 Notify Company B

51.3 [Improvement] Other Updates

- Supports displaying employees whose applications for joining your company are to be approved on the Employee page of the Portal.
You can click **I Agree/Reject** to approve/reject their applications.

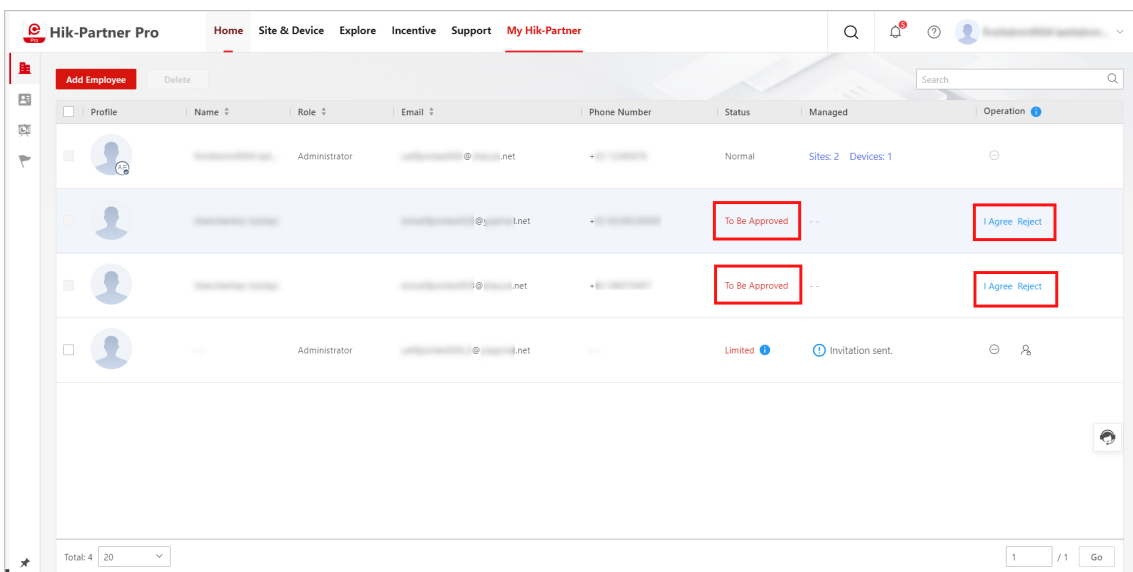


Figure 51-9 Display Employees to Be Approved

- Supports earning extra points when you add a new type of device.
- Adds a new language Kurdish on both the Portal and the Mobile Client.

Chapter 52 Updates in V2.3.400

Updated on July 4, 2023.

52.1 [New] Compatible with Fall Detection Radars

This version is compatible with fall detection radars which allows you to activate the radar devices using Hik-Partner Pro, add them to Hik-Partner Pro for remote management, and hand them over to your customers to receive immediate fall alarms.

Note

This update is supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate with related screenshot(s) of the Mobile Client.

Refer to the following sections to learn more.

- [Typical Application of Fall Detection Radars](#)
- [Activate, Add, and Hand Over Radars Using Hik-Partner Pro](#)

Typical Application of Fall Detection Radars

In nursing homes, houses for elderly people, etc., fall detection radars can offer immediate alarm triggering so that the nursing staff and caregivers can provide 24/7 care.

The supported model is DS-TDSB00-EKT.

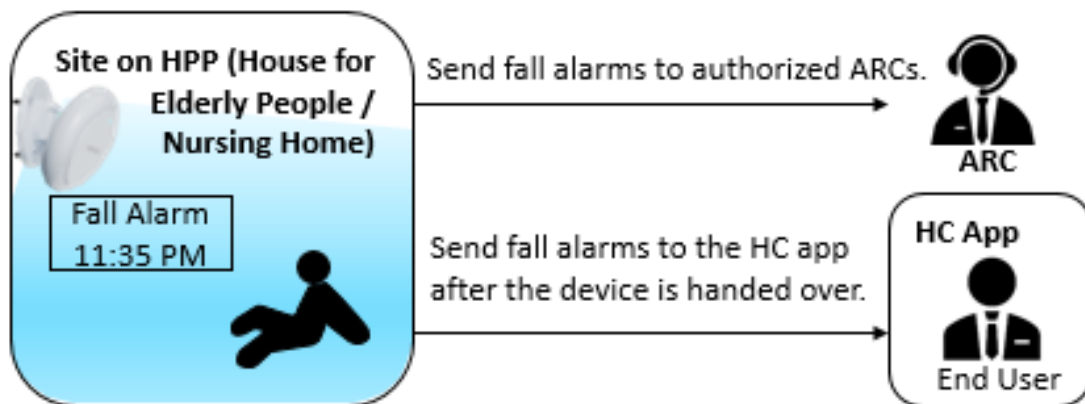


Figure 52-1 Fall Detection Radar Application

Activate, Add, and Hand Over Radars Using Hik-Partner Pro

- Supports activating and adding radar devices using the SADP tool on the Mobile Client. When activating the radar devices, you only have to set the passwords. The verification codes are automatically acquired from the radar devices and are dynamic and constantly changing.

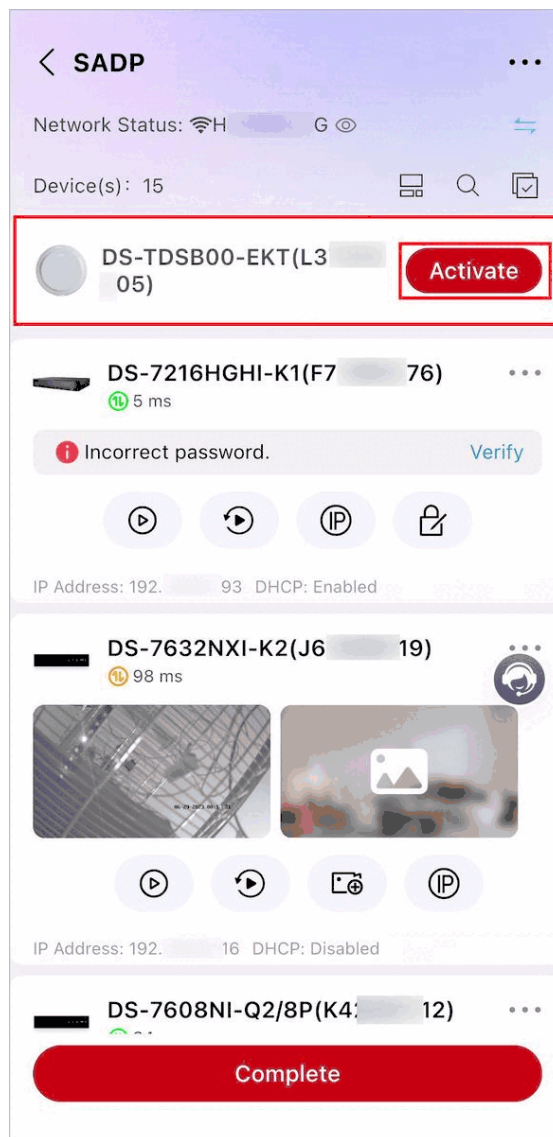


Figure 52-2 Activate and Add a Radar Device Using the SADP Tool

- Supports adding radar devices by scanning QR codes (via Mobile Client only) or entering serial numbers.
For radar devices, when you add them by entering serial numbers, the network connection process is required whether your radar device and phone are on the same LAN or not, because the network connection process is for automatically acquiring its constantly changing dynamic verification code from the radar device.

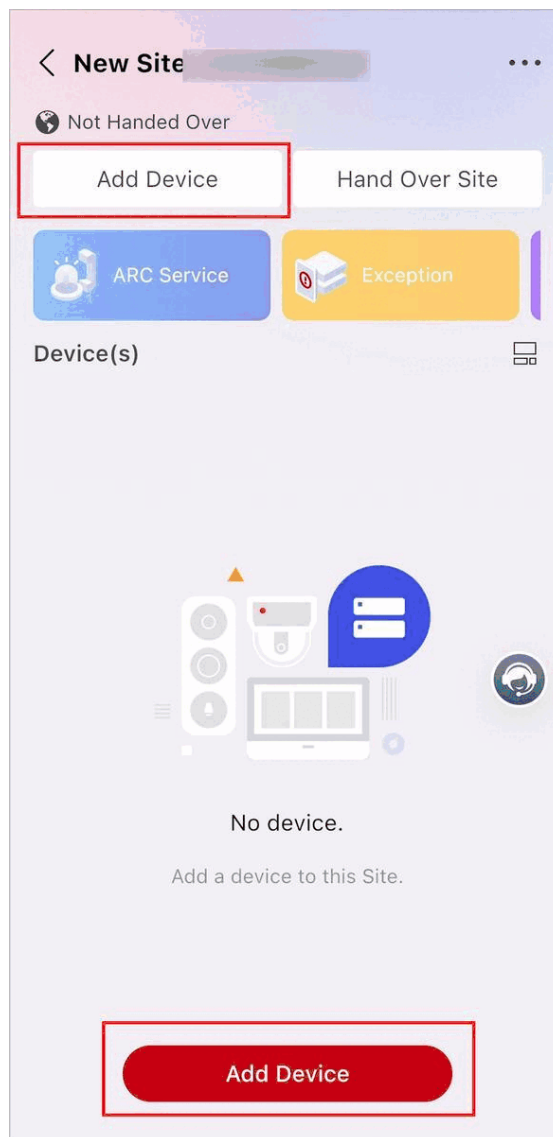


Figure 52-3 Add a Radar Device by Entering the Serial Number

- After the fall detection radar is added, you can hand over the device to your customer and authorize an ARC to manage the radar so that the customer and the ARC can receive the fall alarms immediately and react to emergencies timely.

52.2 [New] My Quote for Customer

This version adds the My Quote for Customer tool on the Portal which helps you create, send, and manage quotes for your customers. You can add Hikvision products, products of other brands, and additional services for quotes, and the created quotes can be sent to your customers in the format of PDF or Excel, which increases your professionalism.

What Is New in Hik-Partner Pro

Note

This update is only available to some countries/regions.

Refer to the following sections to learn more.

- [**How to Access the My Quote for Customer Tool**](#)
- [**Add Items for Quotes**](#)
- [**Create, Send, and Manage Quotes for Customers**](#)

How to Access the My Quote for Customer Tool

You can access the My Quote for Customer tool in the following ways.

- Go to **Support** → **Tools** → **My Quote for Customer** or click **My Quote for Customer** in the Tools section on the Home page.

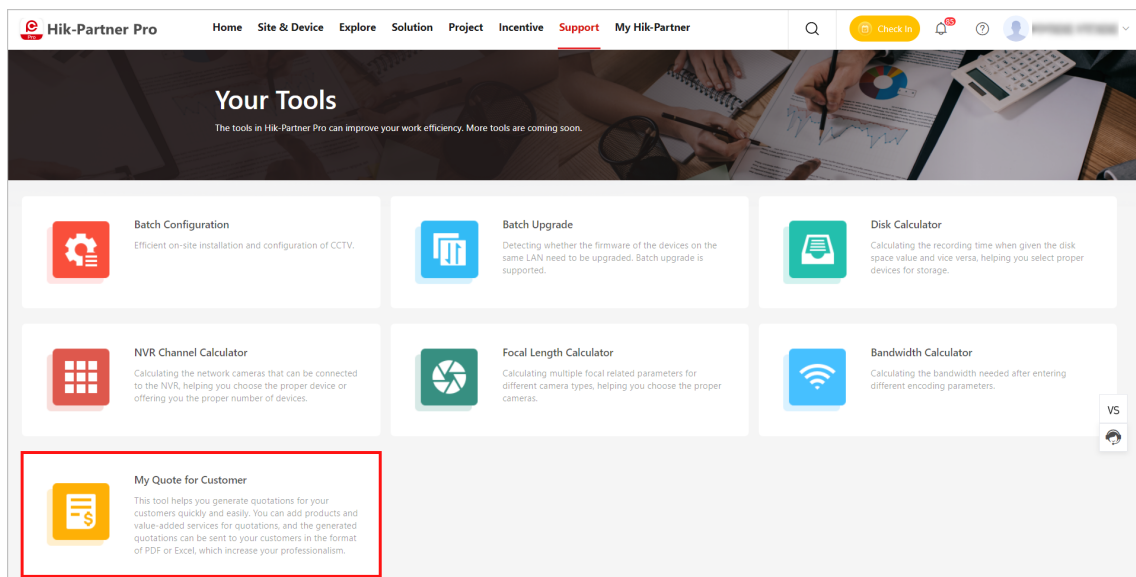


Figure 52-4 Your Tools

- Click your account name on the top right of the Portal, and then click **My Quote for Customer**.

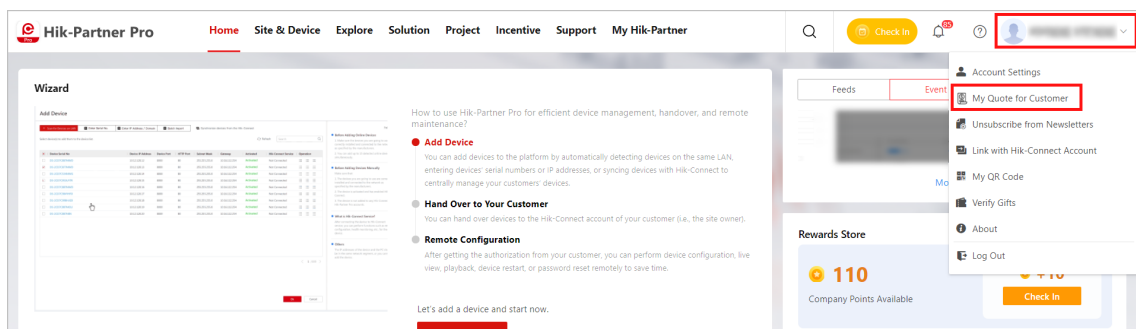


Figure 52-5 Top-Right Drop-Down List

Add Items for Quotes

Before creating a quote, you need to add items for the quote, including the products of Hikvision and/or other brands, and the additional fees such as the installation and commissioning fee and remote maintenance fee.

- You can enter keywords of the product model/description to search for the products to add them to the quote.

The below listed are the products you previously used for quotes. You can click **Quote** to add them to the current quote. You can also click **Add Product** to open the My Usual Products window to add products manually.

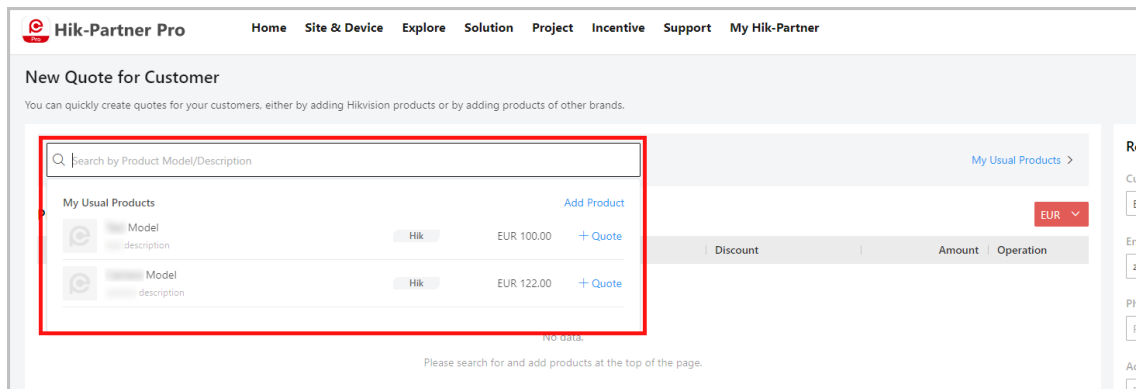


Figure 52-6 Search for Products

- In the My Usual Products window, you can set the product picture, model, description, brand, and unit price to manually add a product to the My Usual Products list. You can then select the products you need for the quote, and click **Add to Quote** to add them to the current quote. You can also set conditions to search for products in the My Usual Products list.

What Is New in Hik-Partner Pro

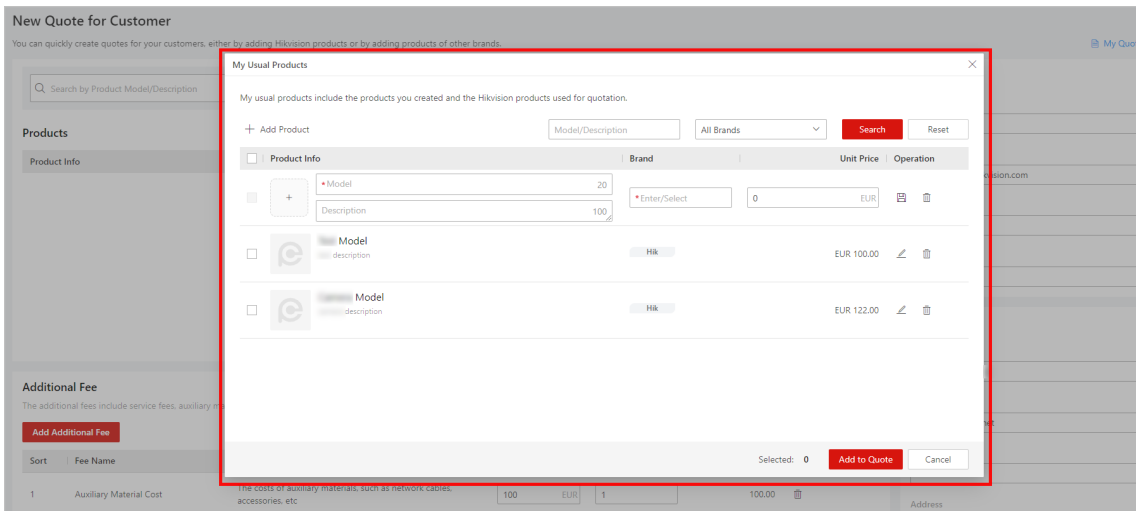


Figure 52-7 My Usual Products

- In the Additional Fee section, you can set service fees, auxiliary material costs, etc., according to actual needs.

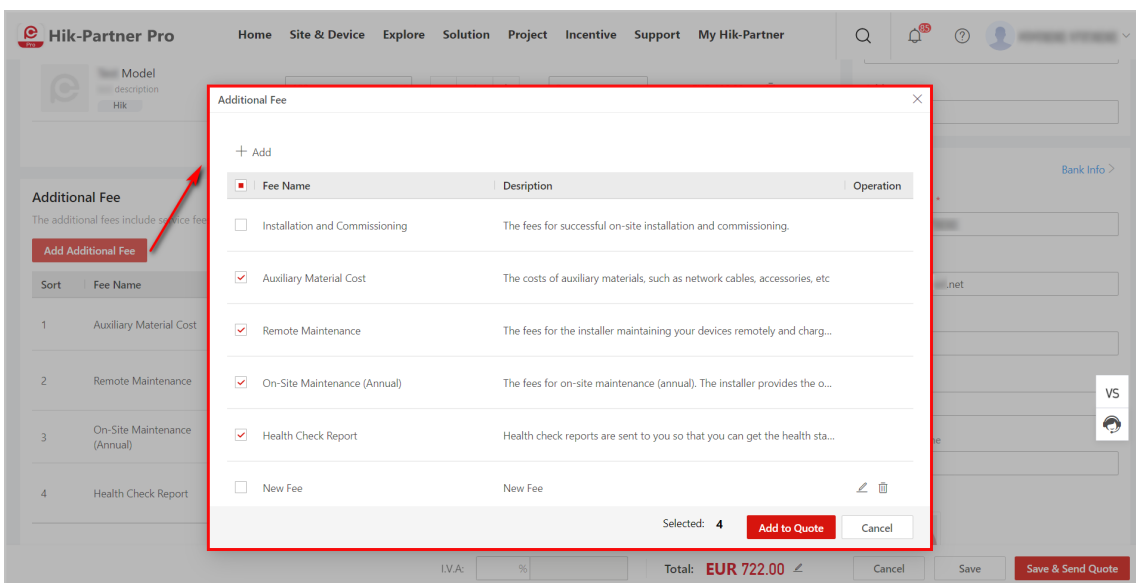


Figure 52-8 Add Additional Fee

Create, Send, and Manage Quotes for Customers

After adding items and setting other information, you can save, send, and manage the quotes.

- After adding items and before saving and sending quotes, you can edit the product unit price, quantity, and discount, set the recipient information and your information (including your bank information), add notes for the quotes, set the delivery date, set the currency, set the tax rate, and edit the total amount.

What Is New in Hik-Partner Pro

New Quote for Customer

You can quickly create quotes for your customers, either by adding Hikvision products or by adding products of other brands.

Search by Product Model/Description

My Usual Products >

Products

Product Info	Unit Price	Qty	Discount	Amount	Operation
Model description	100 EUR	1	20 %	EUR 80.00	
Model description	80 EUR	1	20 %	EUR 64.00	

Subtotal: EUR 144.00

Additional Fee

The additional fees include service fees, auxiliary material costs, etc., which can be set according to actual needs.

Add Additional Fee

Sort	Fee Name	Description	Unit Price	Qty	Amount	Operation
1	Auxiliary Material Cost	The costs of auxiliary materials, such as network cables, accessories, etc.	100 EUR	1	100.00	
2	Remote Maintenance	The fees for the installer maintaining your devices remotely and charged by the number of devices and the remote maintenance time duration.	200 EUR	1	200.00	
3	On-Site Maintenance (Annual)	The fees for on-site maintenance (annual). The installer provides the on-site maintenance service N times at most per year.	100 EUR	1	100.00	
4	Health Check Report	Health check reports are sent to you so that you can get the health status of your devices, and you will be charged by the number of reports sent to you per year.	100 EUR	1	100.00	

Subtotal: EUR 500.00

Notes: Please enter. Delivery Date: Please Select

VAT: 10 % 68 Total: EUR 748.00

Cancel Save Save & Send Quote

Figure 52-9 Set Other Information

- After all required information is set, you can save the quote to the quote list and send the quote to your customer.
Supports selecting PDF or Excel as the quote template for sending to your customer.

What Is New in Hik-Partner Pro

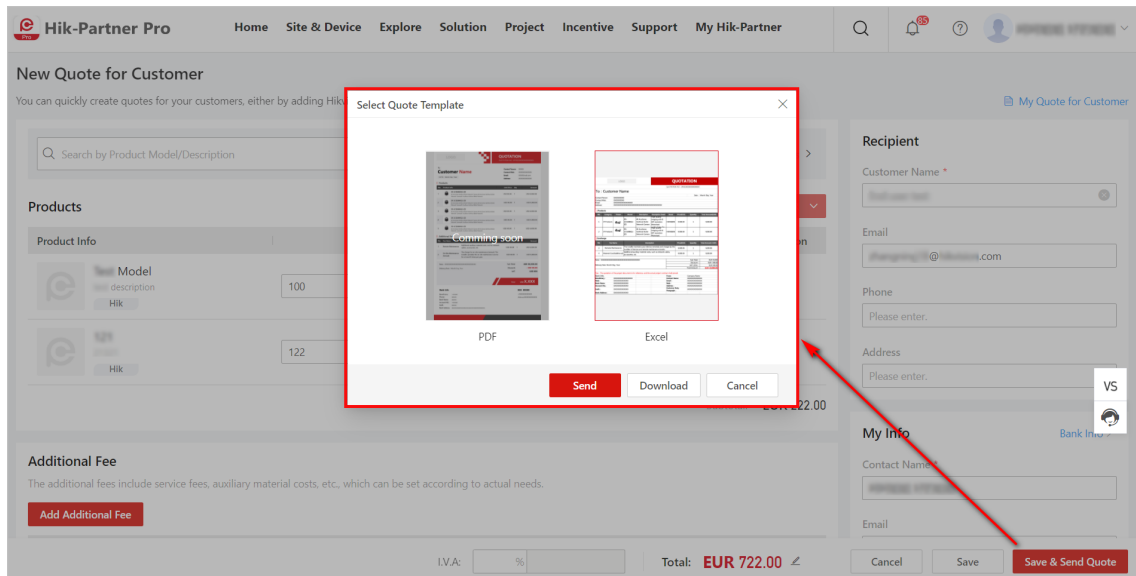


Figure 52-10 Select Quote Template

- On the quote list page and the quote details page, you can share, download, edit, copy, and delete the quote.

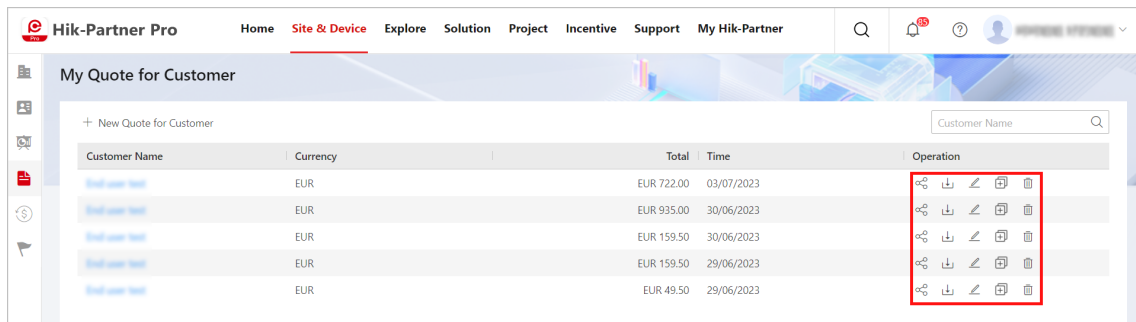


Figure 52-11 Quote List

What Is New in Hik-Partner Pro

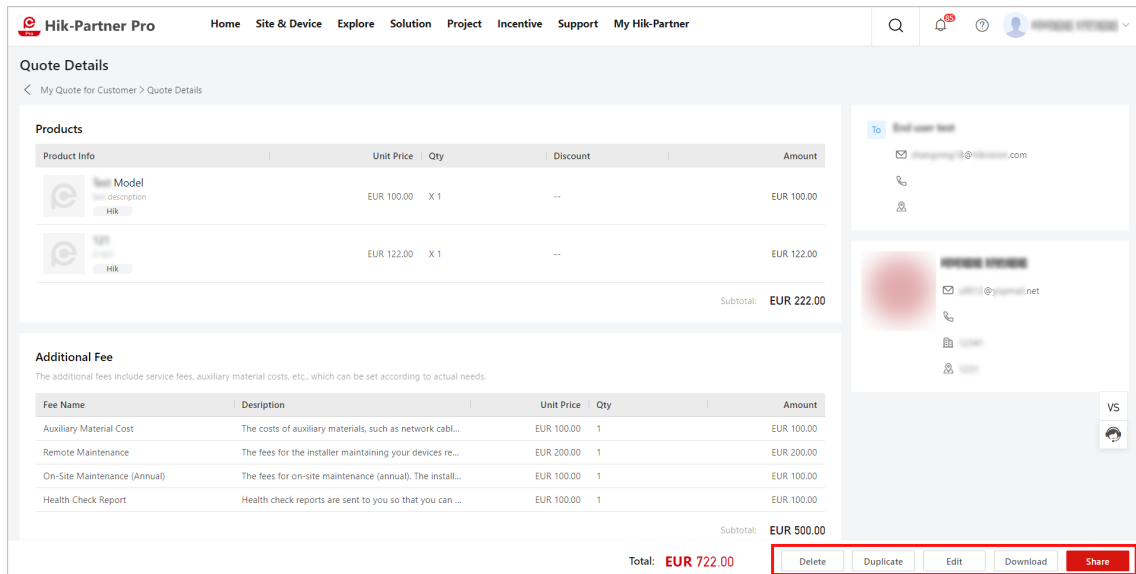


Figure 52-12 Quote Details

52.3 [New] Network Switches Accessed via OTAP

This version supports several models of network switches that are accessed via OTAP.

Note

This update is supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate with related screenshot(s) of the Mobile Client.

This version is compatible with models of network switches accessed via OTAP, and the supported models are DS-3E1518P-EI, DS-3E1518PM-EI, DS-3E1526P-EI, and DS-3E1526PM-EI. Previously, only network switches accessed via ISAPI protocol are supported.

What Is New in Hik-Partner Pro

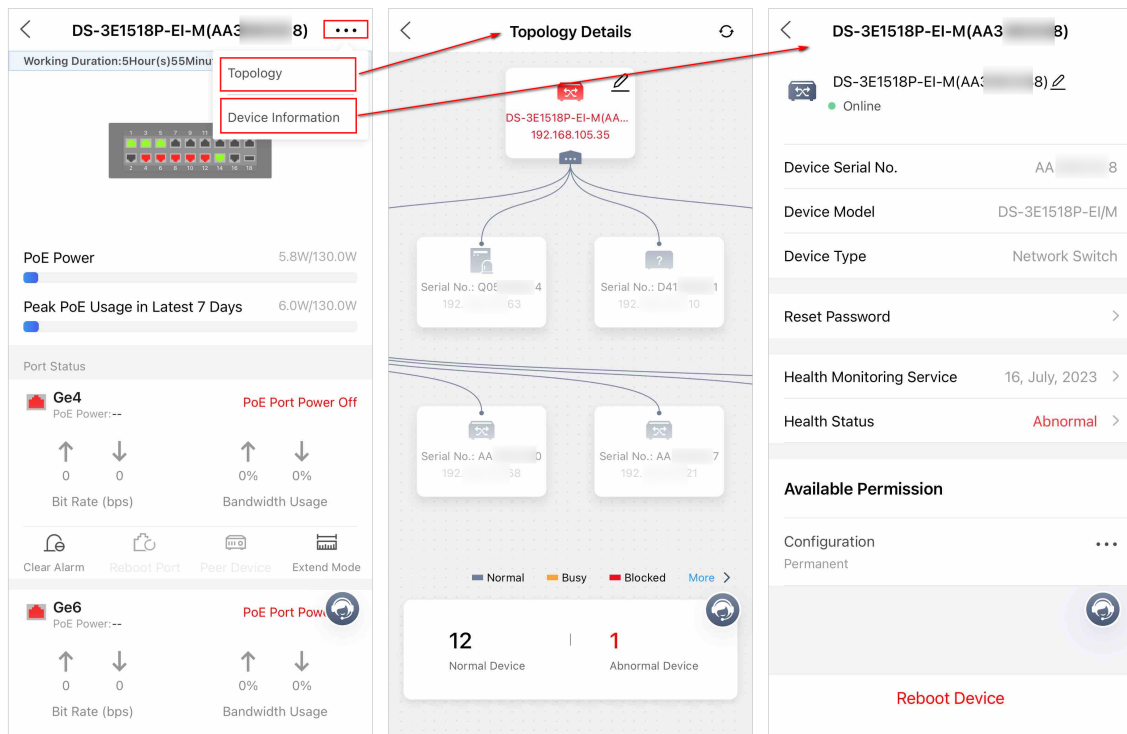



Figure 52-13 Network Switch Accessed via OTAP

The following table shows the comparison of the two kinds of network switches.

Table 52-1 Comparison of Network Switches Accessed via OTAP and Those Accessed via ISAPI Protocol

Functionality	Network Switch Accessed via ISAPI Protocol	Network Switch Accessed via OTAP
Network Topology	Supported	Supported
View Port Status	Supported	Supported
Reboot Port	Supported	Supported
Reboot Device	Supported	Supported
Reset Password	Supported  Note Device password reset is only supported by some device models.	Not Supported
SADP Tool	Supported	Supported, Except for:

What Is New in Hik-Partner Pro

Functionality	Network Switch Accessed via ISAPI Protocol	Network Switch Accessed via OTAP
		<ul style="list-style-type: none">• Synchronizing the time zone, time, and date format to the device.• Configuring DNS addresses.
Upgrade Device on LAN	Supported	Not Supported

Chapter 53 Updates in V2.3.350

Updated on June 15, 2023.

53.1 [New] Paid Training Event

This version adds a new type of events: paid training, for which you can register successfully only after you make the payment.



- This update is only available to some users in some countries/regions.
- For updates supported on both the Portal and Mobile Client, due to UI similarity, here we only illustrate with related screenshot(s) of the Portal.
- Paid training event registrations are not supported on the Mobile Client. You should go to the Portal to register for the paid events.

Refer to the following sections to learn more.

- [***Register for Paid Training Event***](#)
- [***Purchase and Payment***](#)

Register for Paid Training Event

On the Event page, you can check the prices of paid trainings and register for them. Click **Register** to check the registration information and edit it if needed; and if your company is not yet authenticated, you will be guided to complete the authentication first.

If the registration information is correct, you can click **Pay Now** to enter the page for purchase and payment.



The registration information is synchronized automatically from your company information.

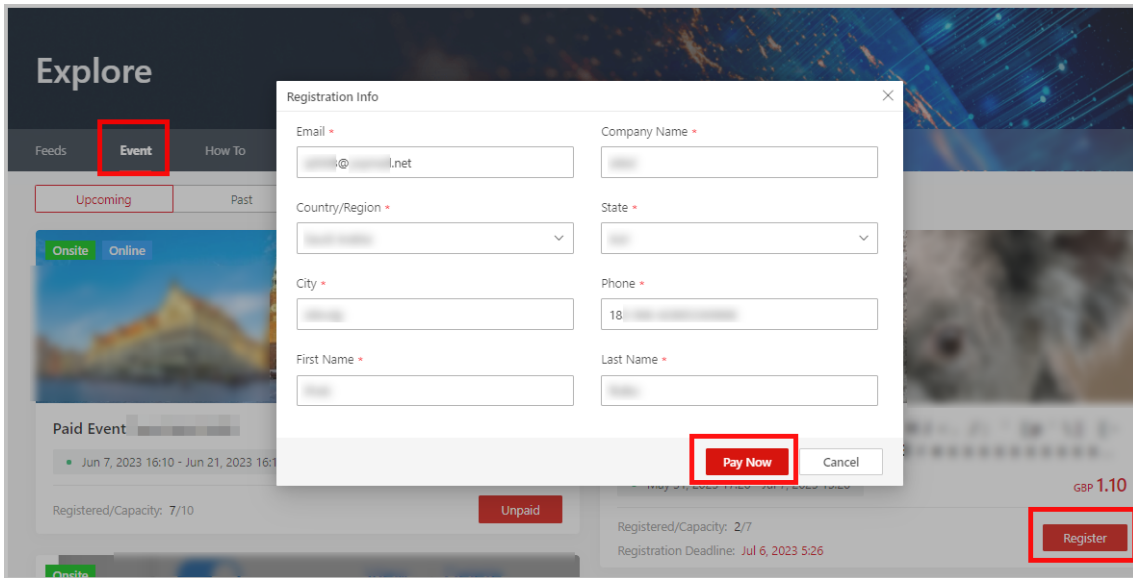


Figure 53-1 Paid Training Registration

Purchase and Payment

To register successfully, you have to purchase the training course and make the payment. After you click **Pay Now**, you will enter the Purchase Training Course page, and then you can click **Checkout** to place the order.

After you place the order, a place will be reserved for you to register, and you shall make the payment in 10 minutes, or the reserved place will be released.

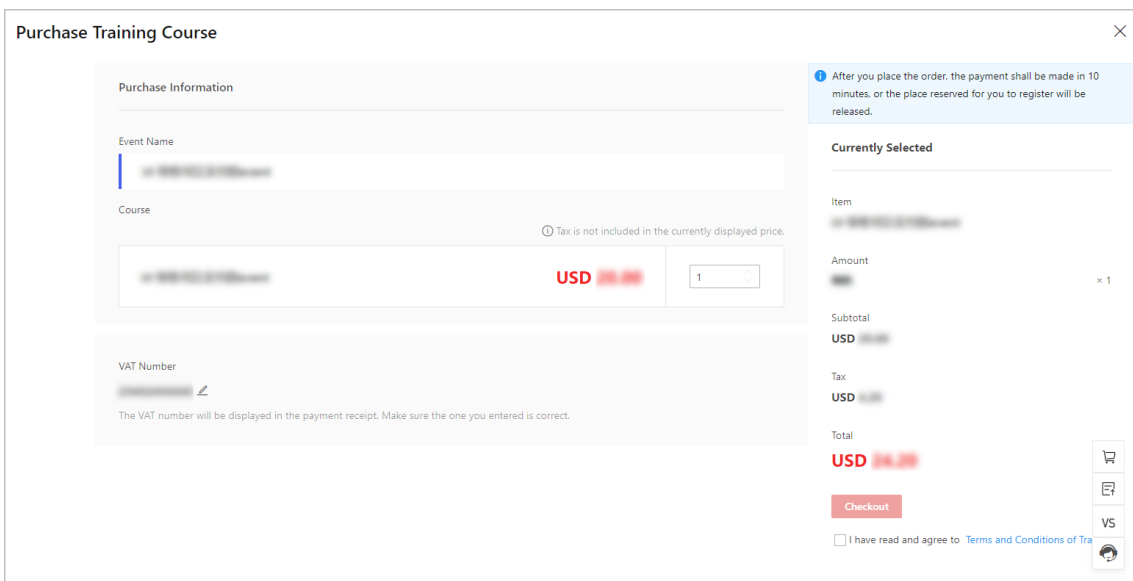


Figure 53-2 Purchase Training Course

If you have submitted the registration information but not placed the order, or if you have placed the order but not made the payment, the status of the event will become **Unpaid**. By clicking **Unpaid**, you will be directed to the Purchase Training Course page to place the order or the Order page to make the payment.

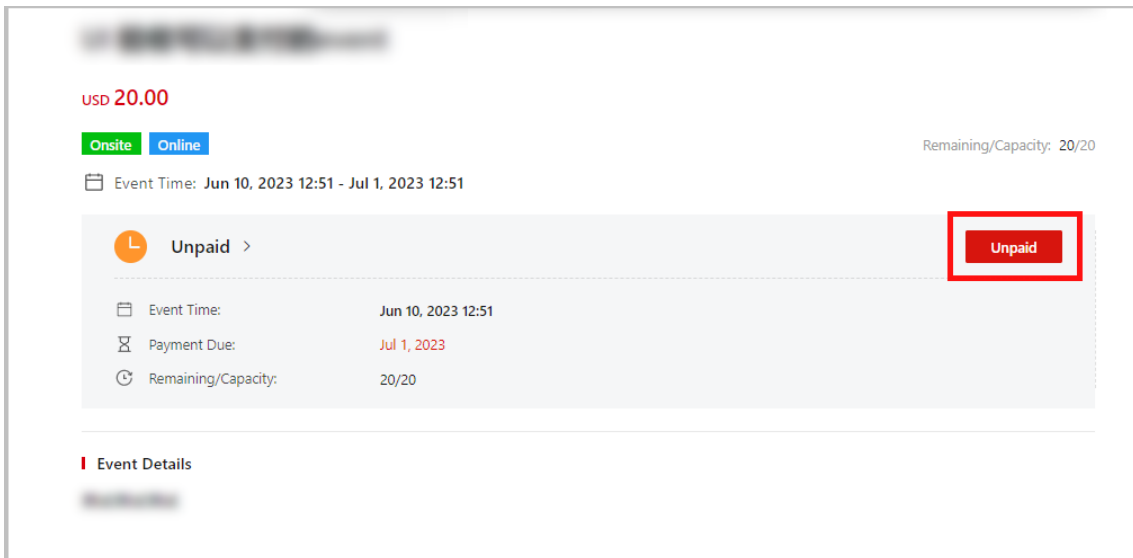



Figure 53-3 Unpaid Training Event

53.2 [New] Warranty Status Inquiry

This version adds the Warranty Status Inquiry tool on the Mobile Client, so you can check the warranty status of a product after you enter its serial number or scan the QR code / barcode.

You can now find the Warranty Status Inquiry tool in the Application Center; or you can scan the device QR code / barcode via  on the Home page first, and then select **Warranty Status Inquiry**. If you access the tool via Application Center, you can select to enter the serial number or to scan the QR code / barcode.

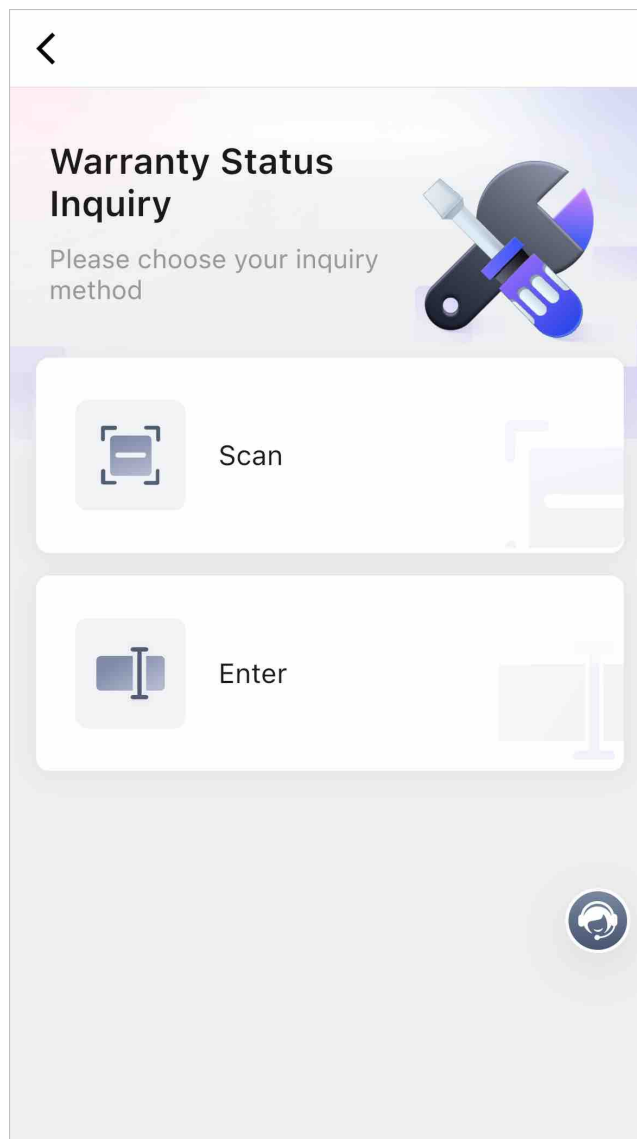
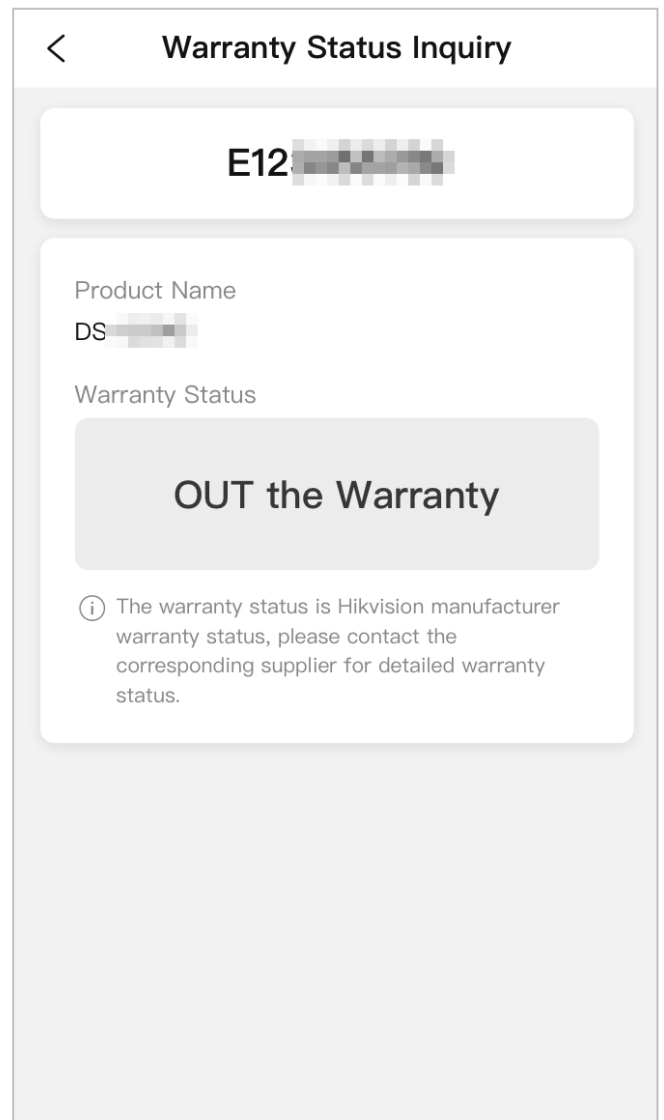
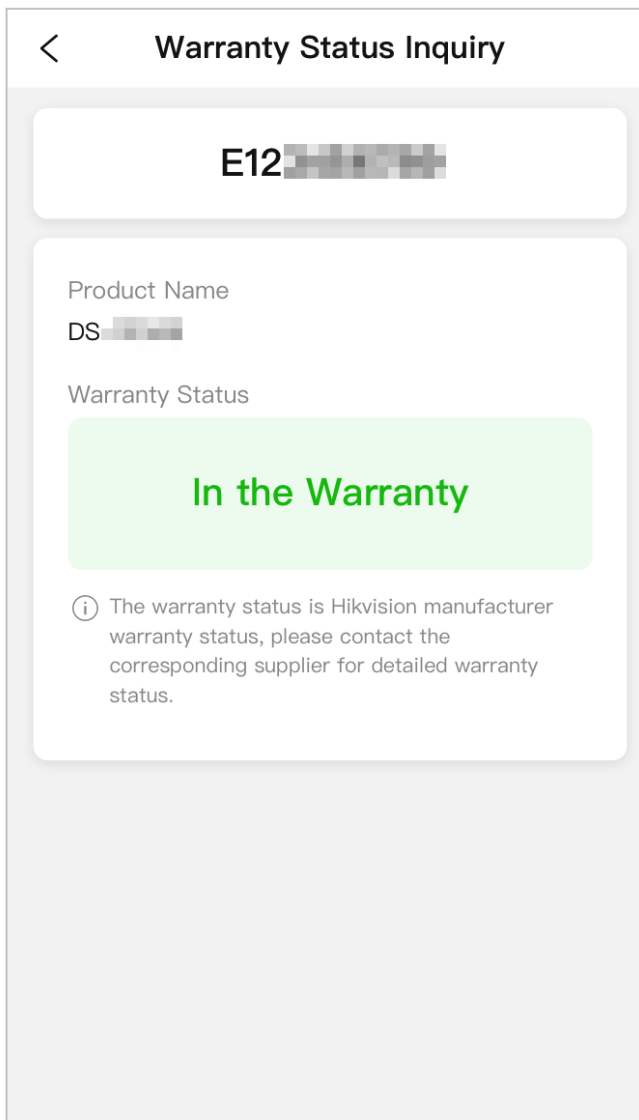


Figure 53-4 Warranty Status Inquiry

On the result page, you can check the warranty status (under warranty or out of warranty), serial number, and product name.



53.3 [Improvement] Company Merger

This version supports the company merger initiated by Hikvision which you can agree to or reject, and removes the restriction that the company to be merged into another company cannot be authenticated already.

Note

This update is supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate with related screenshot(s) of the Portal.

Refer to the following sections to learn more.

- **Accept/Reject Company Merger Initiated by Hikvision**
- **Remove Restriction**

Accept/Reject Company 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.

- The Installer Admin of Company B will first receive the pop-up message upon their login. The Installer Admin can only select **Confirm** or **Reject** to continue using, and cannot close the pop-up window.
After the Installer Admin of Company B selects **Confirm**, situations differ according to Company B's assets, such as devices, sites with authorization, handed-over HikCentral Connect systems, linked Hik-Connect accounts, and purchased value-added services that are still in use:
 - If there are no assets under their account, Company A will receive the company merger message.
 - If there are assets that can be deleted by themselves, they should delete the assets first and try again.
 - If there are assets that cannot be deleted by themselves, they should ask the Hikvision technical support to delete the assets first and try again.

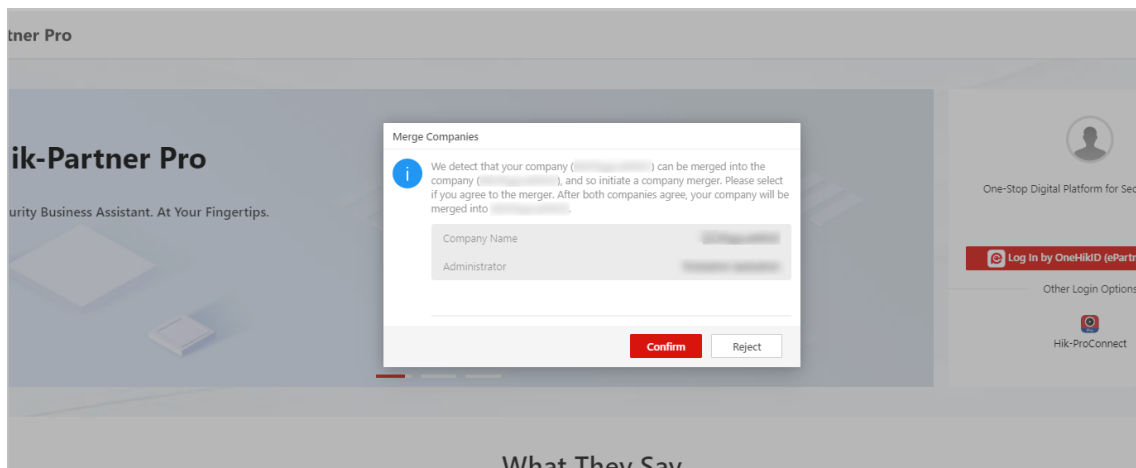


Figure 53-5 Company B Receives the Merger Message First

- After Company B agrees to the merger, the Installer Admin of Company A will receive a pop-up message upon their login. The Installer Admin can only select **I Agree** or **Reject** to continue using, and cannot close the pop-up window.

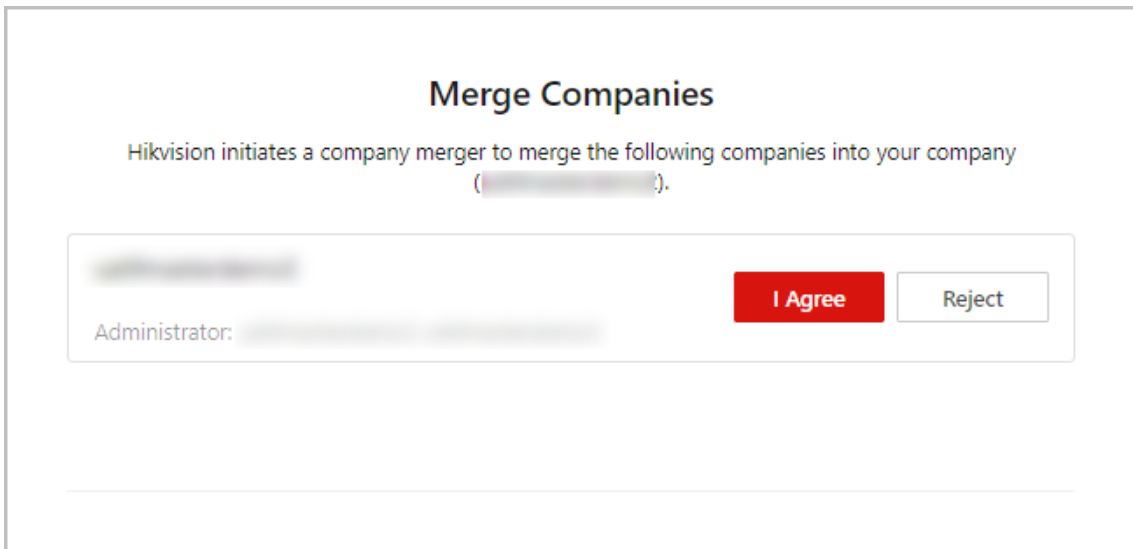


Figure 53-6 Company A Receives Message

- After Company A selects **I Agree**, the company merger completes.



Figure 53-7 Company Merger Completed

Remove Restriction

Previously, an already authenticated company cannot be merged into another company. Starting from this version, this restriction is removed.

Note

For the company merger initiated by Hikvision, at least one of the two companies to be merged should be authenticated.

53.4 [Improvement] Other Updates

- Designs a new Home page for authenticated channel partners by merging the previous Order & Promotion page with the previous Home page.

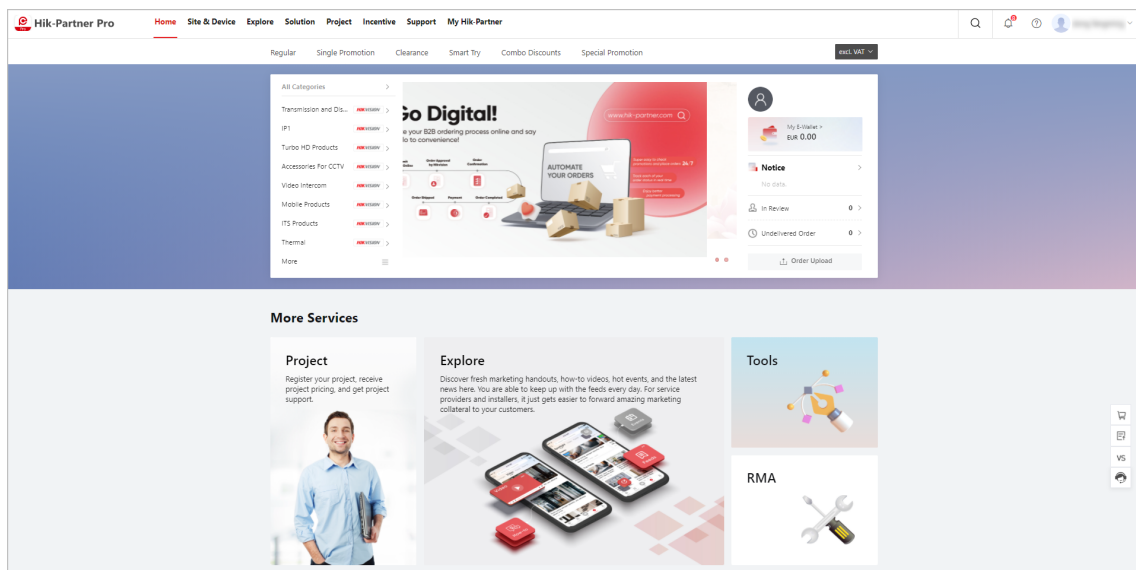


Figure 53-8 New Home Page for Authenticated Channel Partners

- Updates for countries/regions that support registering and logging in with a phone number:
 - Users can edit their phone numbers on the profile page.

Change Phone Number

+ [Country Code] Phone number [001]

Password []

i Please input the password to verify your identification.

Confirm

Figure 53-9 Change Phone Number

- Remembers and fills in automatically the phone number for login.

The screenshot shows a login interface with the following elements:

- Welcome** header.
- Two login options: **By OneHikID / Email** and **By Mobile** (which is selected and underlined in red).
- Phone number** section with a dropdown menu showing **+971 United Arab Emirates** and a text input field containing **0001**.
- Password** section with a text input field and a **Forgot Password?** link.
- A red **Sign In** button.
- Links for **New to Hikvision ? Create Account** and **Need help ? Contact Support**.

Figure 53-10 Remembers Phone Number for Login

- Invitation codes are now case-insensitive, and letters are all displayed as capitals.

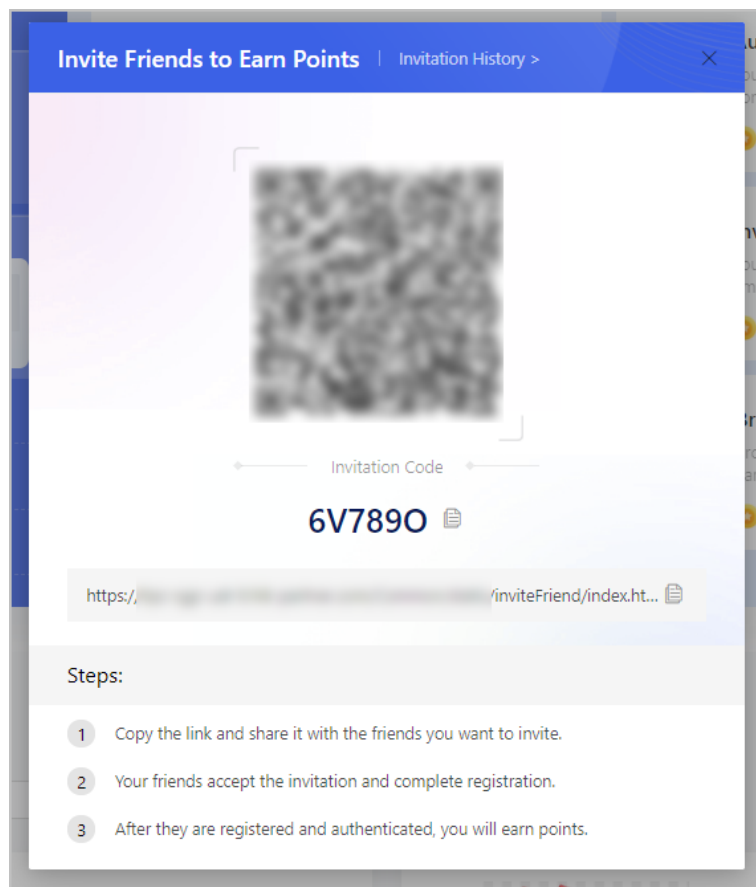


Figure 53-11 Case-insensitive Invitation Codes

Chapter 54 Updates in V2.3.300

Updated on June 5, 2023.

54.1 [New] Remote Maintenance Service

This version offers the remote maintenance service in the Service Market, which enables you to access the features necessary for remote maintenance, including remote configuration, live view, playback, arming/disarming areas, bypassing zones, silencing alarms, batch arming/disarming security control panels, and device (batch) upgrade.



Note

This update is only available to some countries/regions and supported only by the Portal.

Refer to the following sections to learn more.

- [**Get Remote Maintenance Packages**](#)
- [**Use and Manage Remote Maintenance Service**](#)
- [**Comparison of the Free, Remote Maintenance, and Health Monitoring Package**](#)
- [**Earn Commissions Related to Remote Maintenance Service**](#)

Get Remote Maintenance Packages

To get the remote maintenance packages, you can directly purchase them online in the Service Market, or purchase offline first from the local distributors and then activate online by the service key.

You can also get 15 complimentary remote maintenance packages (monthly and for all-type devices) as welcome gifts after registration.

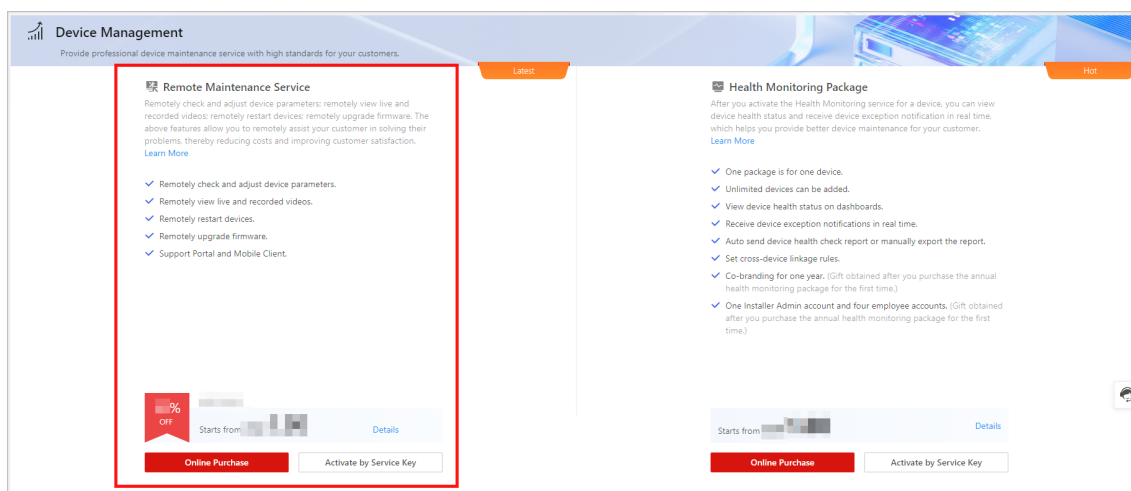


Figure 54-1 Online Purchase and Activation by Service Key

Use and Manage Remote Maintenance Service

After you get remote maintenance packages, you can activate them to your customers' devices so that you can perform remote configuration, live view, playback, etc., for such devices. You can check your usage of the remote maintenance service in My Service, and also manage your service using auto-renewal, service transferring, etc.

- Supports activating the remote maintenance service for devices. You can also batch renew the service for multiple devices.

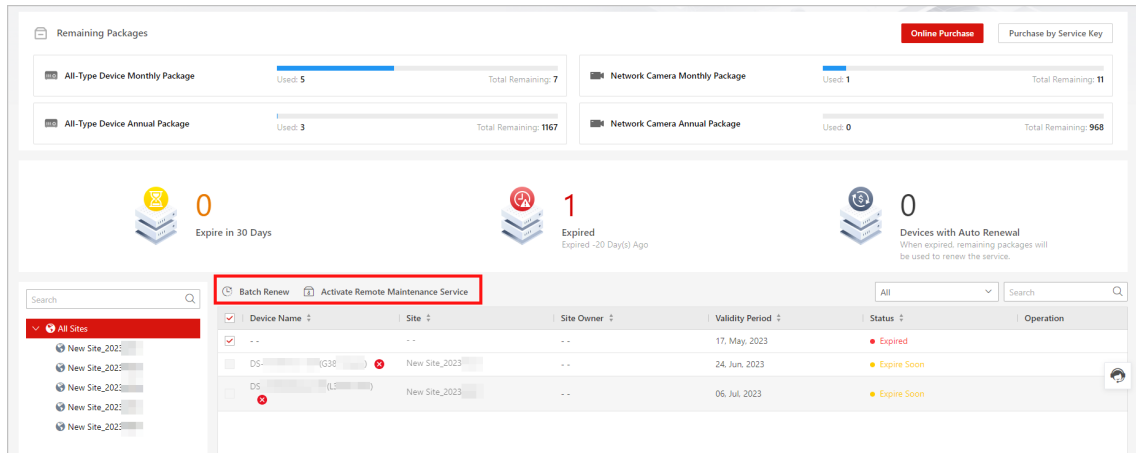


Figure 54-2 Activate and Batch Renew

- Supports checking the remaining packages and the service status of devices on all sites / one specific site.

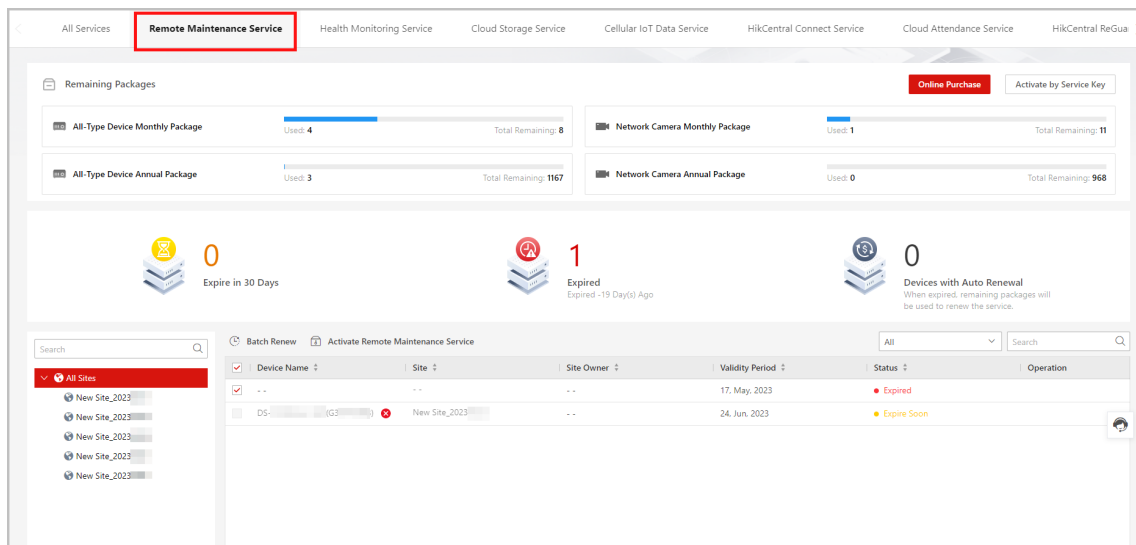


Figure 54-3 My Service

- Supports enabling auto-renewal of the remote maintenance service for a device.

What Is New in Hik-Partner Pro

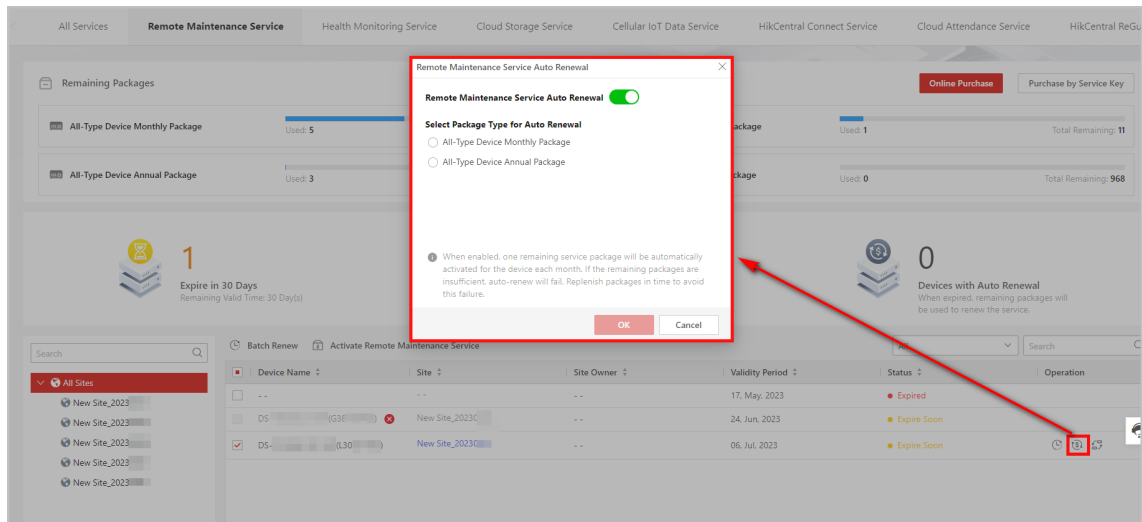





Figure 54-4 Enable Auto-Renewal

Comparison of the Free, Remote Maintenance, and Health Monitoring Package

Table 54-1 Comparison of the Free, Remote Maintenance, and Health Monitoring Package

Functionality	Free Package	Remote Maintenance Package	Health Monitoring Package
Site/Customer Management	<ul style="list-style-type: none"> Supported 	<ul style="list-style-type: none"> Supported 	<ul style="list-style-type: none"> Supported
Site Map	<ul style="list-style-type: none"> Maximum Number of Added Devices: 1024 	<ul style="list-style-type: none"> Maximum Number of Added Devices: 1024 	<ul style="list-style-type: none"> Unlimited Number of Added Devices
Adding/Deleting Devices	<ul style="list-style-type: none"> Unlimited Number of Employee Accounts 	<ul style="list-style-type: none"> Unlimited Number of Employee Accounts 	<ul style="list-style-type: none"> Unlimited Number of Employee Accounts
On-Site Config			
On-Site Batch Upgrade	<p> Note</p>	<p> Note</p>	<p> Note</p>
Device Status	<p>Employee accounts with permission to manage devices shall be purchased additionally.</p>	<p>Employee accounts with permission to manage devices shall be purchased additionally.</p>	<p>Employee accounts with permission to manage devices shall be purchased additionally.</p>
Batch Arming/Disarming Alarm Devices			
Employee Account	<ul style="list-style-type: none"> Number of Maintenance Quotations: 3 	<ul style="list-style-type: none"> Number of Maintenance Quotations: 3 	<ul style="list-style-type: none"> Unlimited Number of Maintenance Quotations
Maintenance Quotation			
Remote Configuration	Not Supported		

What Is New in Hik-Partner Pro

Functionality	Free Package	Remote Maintenance Package	Health Monitoring Package
Live View / Playback / Video Download			
Device Remote Upgrade			
Remote Batch Upgrade			
Real-Time Health Monitoring		Not Supported	
Device Exception Notification			
Exception Handling			
Scheduled Health Check Reports			
Linkage Rule			

Earn Commissions Related to Remote Maintenance Service

For countries and regions that support resellers/distributors to earn commissions via invitation codes, resellers/distributors can earn commissions by encouraging installers to purchase the remote maintenance service online while asking the installers to enter the invitation codes on the Online Purchase page.

- Supports installers to enter invitation codes of resellers/distributors when purchasing the remote maintenance service online.

What Is New in Hik-Partner Pro

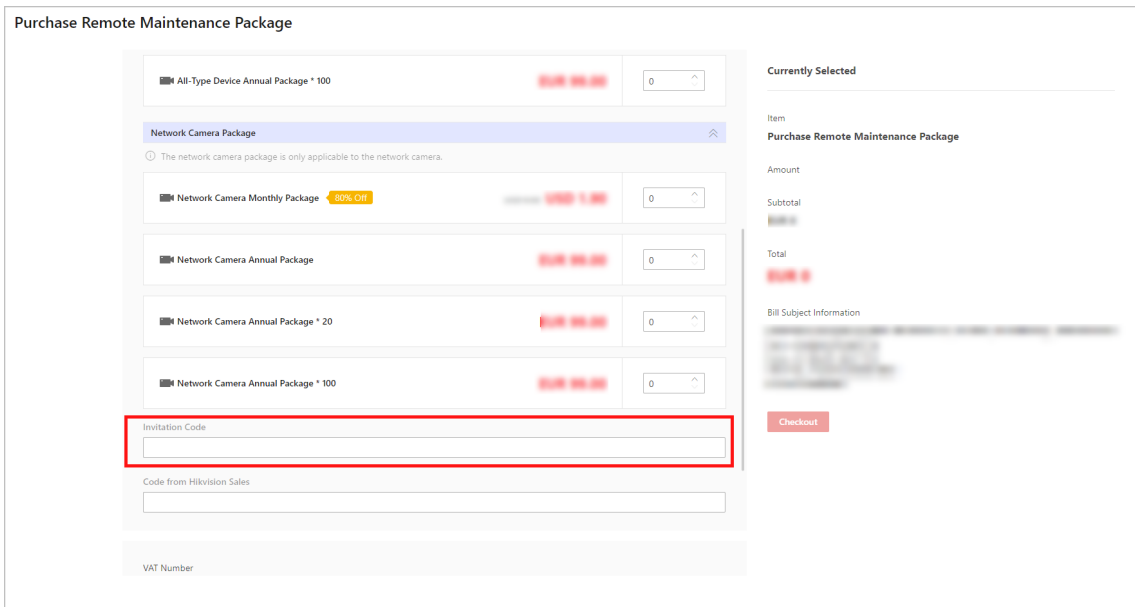


Figure 54-5 Installer Enters Invitation Code

- Supports resellers/distributors to check the commission details related to the remote maintenance service.

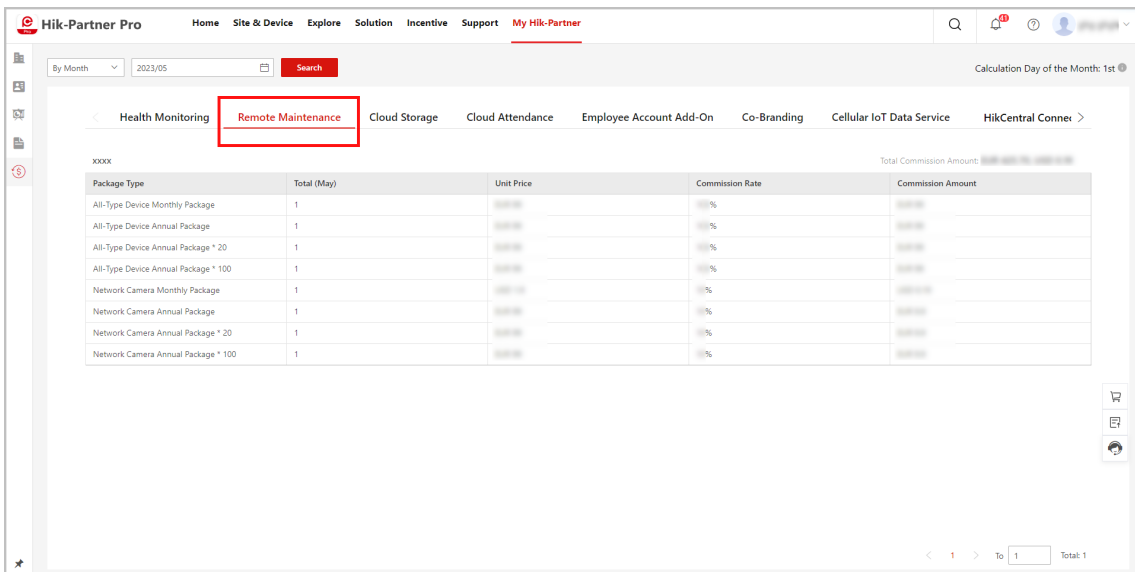


Figure 54-6 Reseller/Distributor Checks Commission Details

54.2 [Improvement] Other Updates

- Compatible with PTZ cameras.

What Is New in Hik-Partner Pro

Supports displaying device exceptions (disk failure, full disk, etc.) of PTZ cameras, triggering events (motion detection, intrusion detection, and line crossing detection) detected by PTZ cameras, triggering linkage actions (video recording and picture capturing) of PTZ cameras, configuring PTZ cameras remotely, and upgrading PTZ camera firmware remotely.

For details, refer to the *Device Compatibility List*.

- Supports searching for logs of cloud storage exceptions on the remote configuration page of Hik-ProConnect boxes.

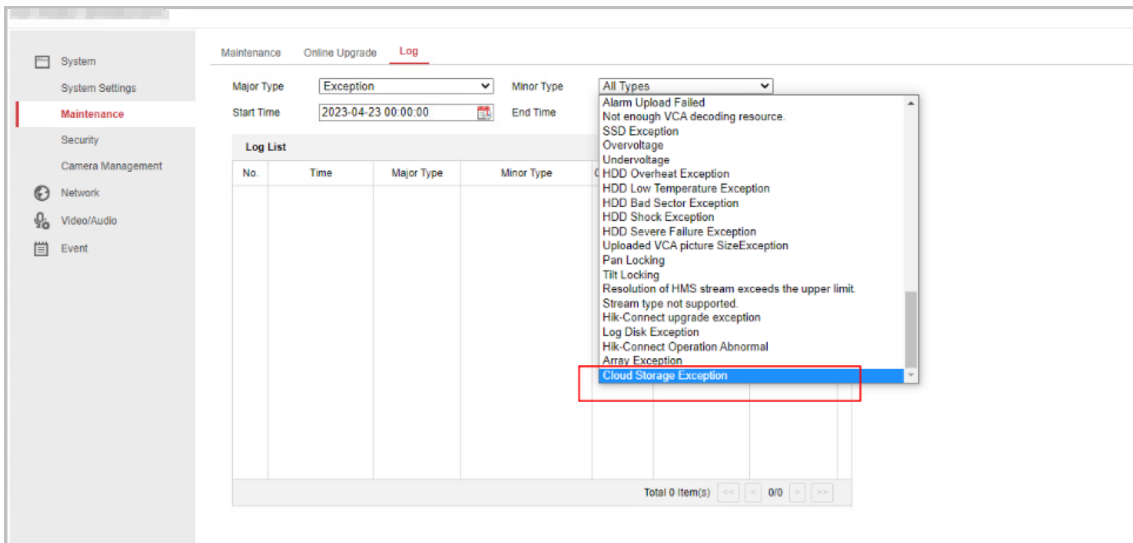


Figure 54-7 Hik-ProConnect Box Cloud Storage Exception

- Adds the device firmware version to the site and device information you export.

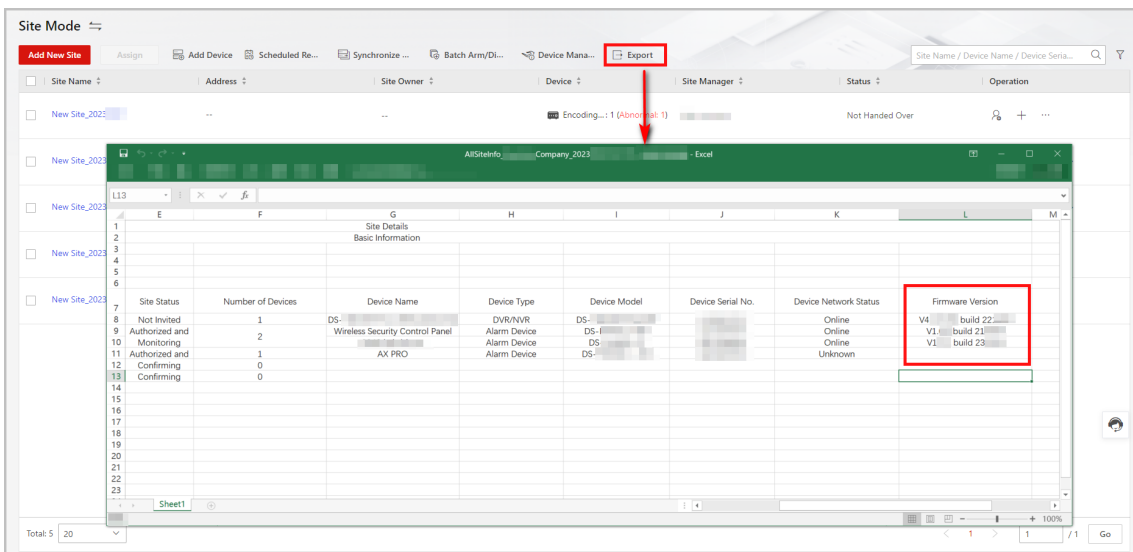


Figure 54-8 Export Device Firmware Version

- Reduces the size of device type cards on the Health Status page so that there is more space for showing the device health status on the Health Status page.

What Is New in Hik-Partner Pro

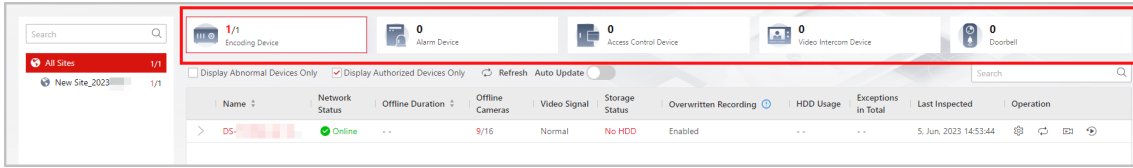


Figure 54-9 Health Status Page

Chapter 55 Updates in V2.3.200

Updated on May 24, 2023.

55.1 [New] SADP Tool on the Mobile Client

This version adds the SADP tool for you to complete the device installation and handover process easily and quickly with the Hik-Partner Pro Mobile Client, which eliminates the need to bring a monitor or PC to the installation site and simplifies the whole process.

Refer to the following sections to learn more.

- [How to Access the SADP Tool](#)
- [Automatic Device Initialization Using SADP](#)
- [More SADP Features](#)

How to Access the SADP Tool

To access and 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.

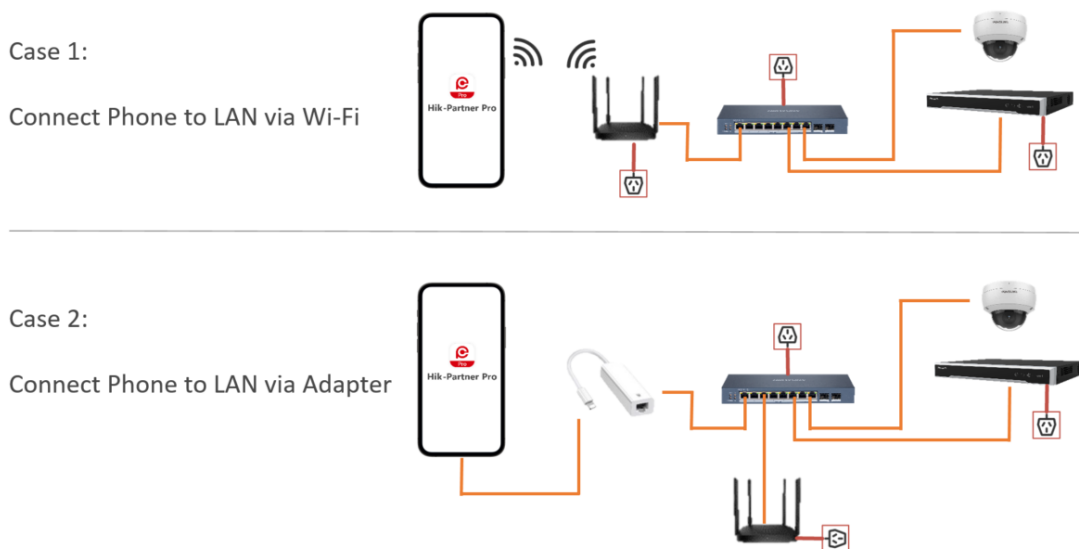


Figure 55-1 Connect Phone to LAN

After your phone and devices are connected to the same LAN, you can then access the SADP tool:

What Is New in Hik-Partner Pro

- The list of LAN devices that are not activated will pop up automatically for you to initialize them using the SADP tool.
- You can also access the SADP tool via the device adding buttons on the Mobile Client.
- Or you can find the SADP tool in the Application Center.

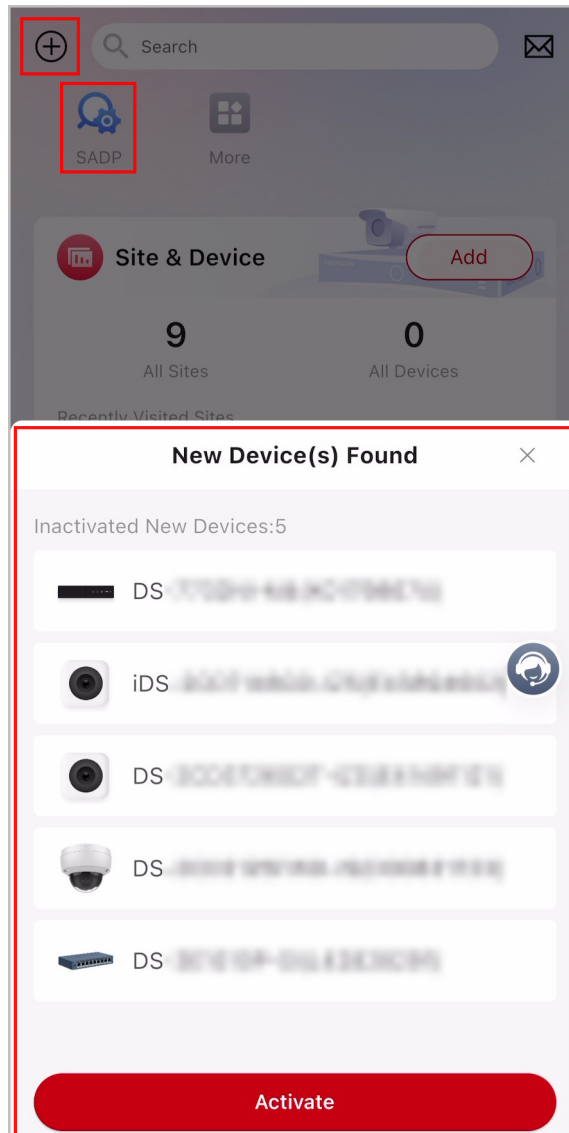


Figure 55-2 New Devices Found

Automatic Device Initialization Using SADP

After you tap **Activate**, set the device password and verification code, and set whether to link the channels to the NVR automatically, the automatic device initialization starts.

During the initialization process, the device activation, network configuration, firmware update check, device time sync, and HDD / SD card initialization will all be done automatically. (Channels will also be linked to the NVR automatically if set.)

What Is New in Hik-Partner Pro

After the initialization process, you will be guided to add the devices to a site on Hik-Partner Pro and then hand over the site with devices to your customer, or to add the devices to Hik-Connect.

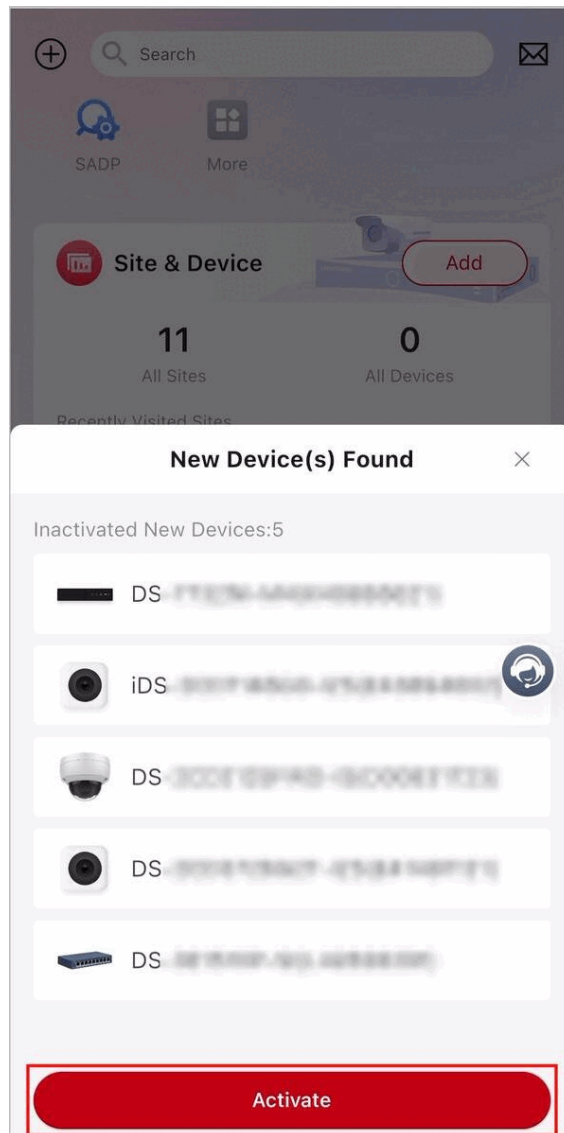




Figure 55-3 Device Initialization, Adding to Hik-Partner Pro, and Handover

More SADP Features

The SADP tool also supports the following features which improve your work efficiency.

- Supports switching between the device card view and list view by tapping  and  . Both the card and list views support displaying the thumbnail images of the cameras/channels so that you can easily recognize the devices. The device card view supports displaying the thumbnail images of all NVR channels.

What Is New in Hik-Partner Pro

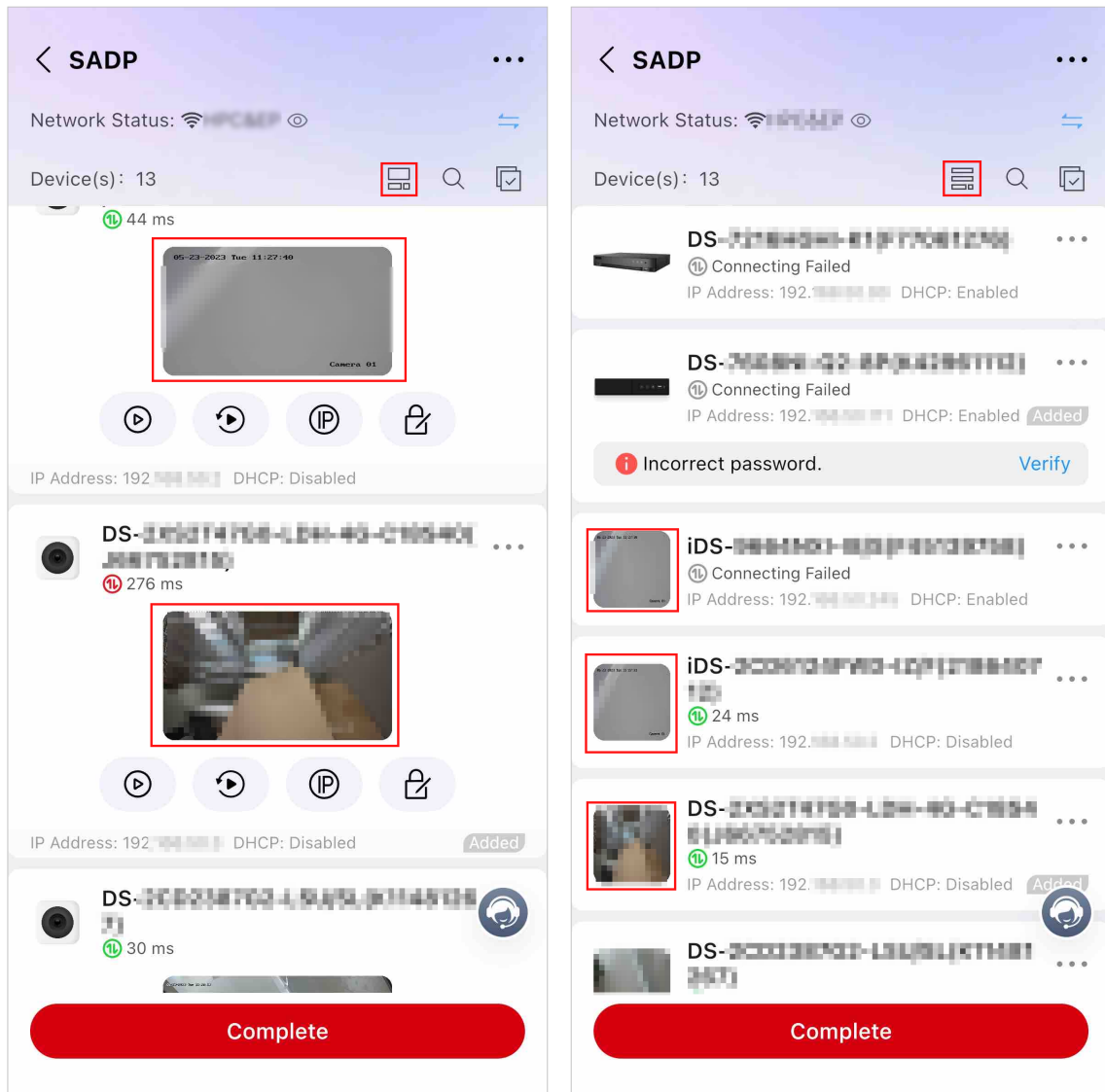


Figure 55-4 Card View (Left) and List View (Right)

- Redesigns the device card. On the device card, you can check the device type icon, device name, device serial number, IP address, whether DHCP is enabled, thumbnail images of channels (for encoding devices), whether the device is added to Hik-Partner Pro, real-time ping, and device exceptions.

What Is New in Hik-Partner Pro

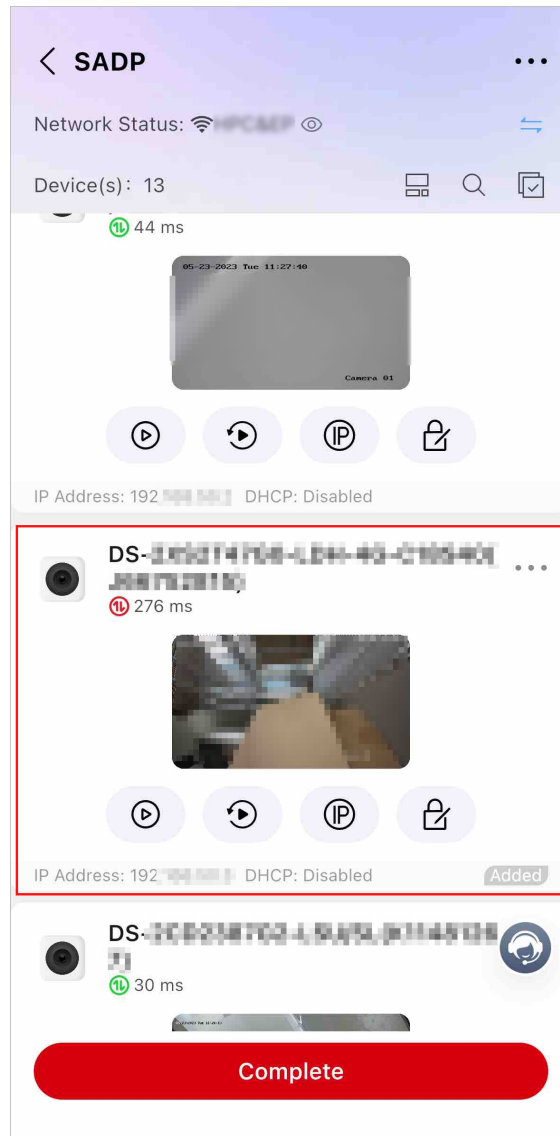


Figure 55-5 Device Card

- Supports testing and displaying the ping in real time which measures the connectivity between your phone and the LAN devices.

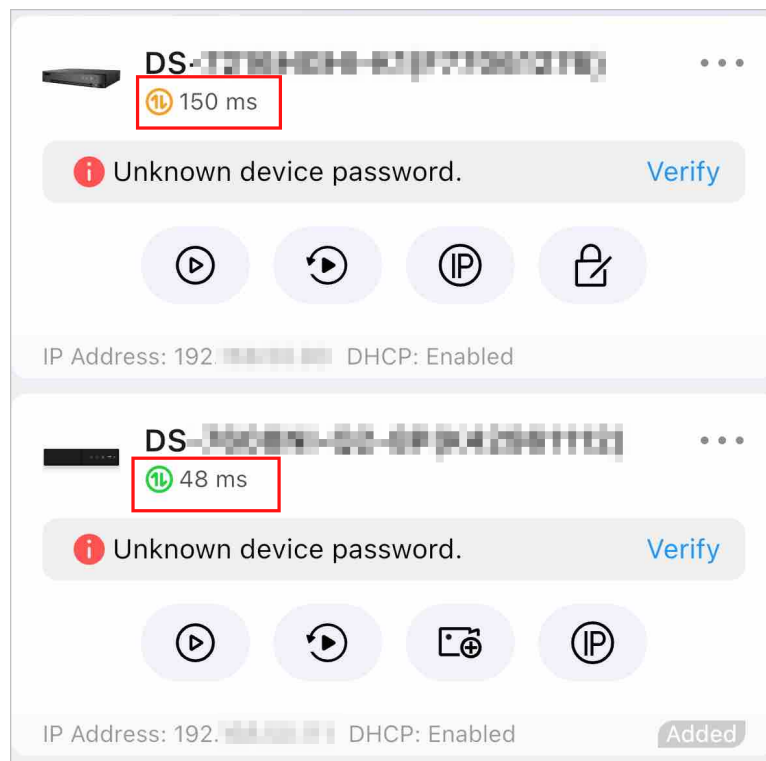


Figure 55-6 Real-Time Ping Monitoring

- Supports editing the IP address parameters (i.e., DHCP, IP address, gateway address, subnet mask, and DNS address) of the LAN devices.

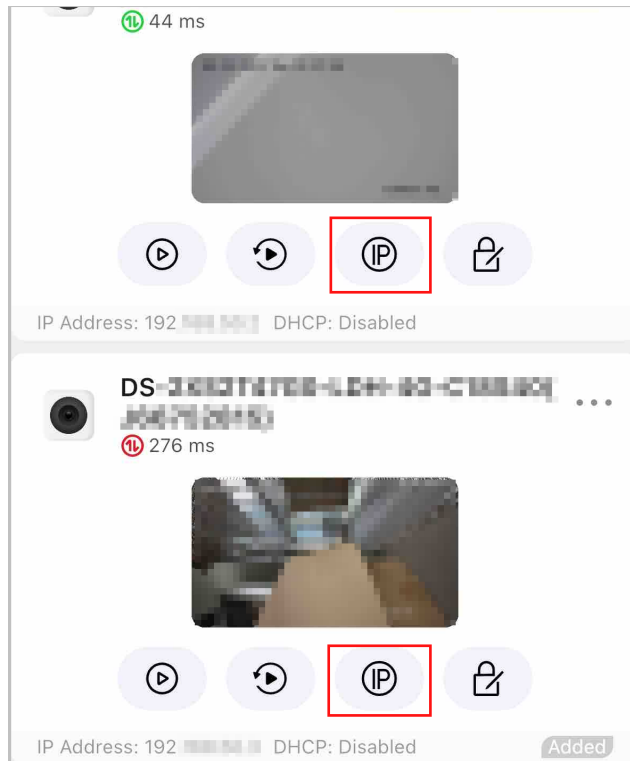


Figure 55-7 Edit IP Address

You can enable **DHCP** to automatically assign the IP address, gateway address, subnet mask, and DNS address, or disable **DHCP** to set them manually.

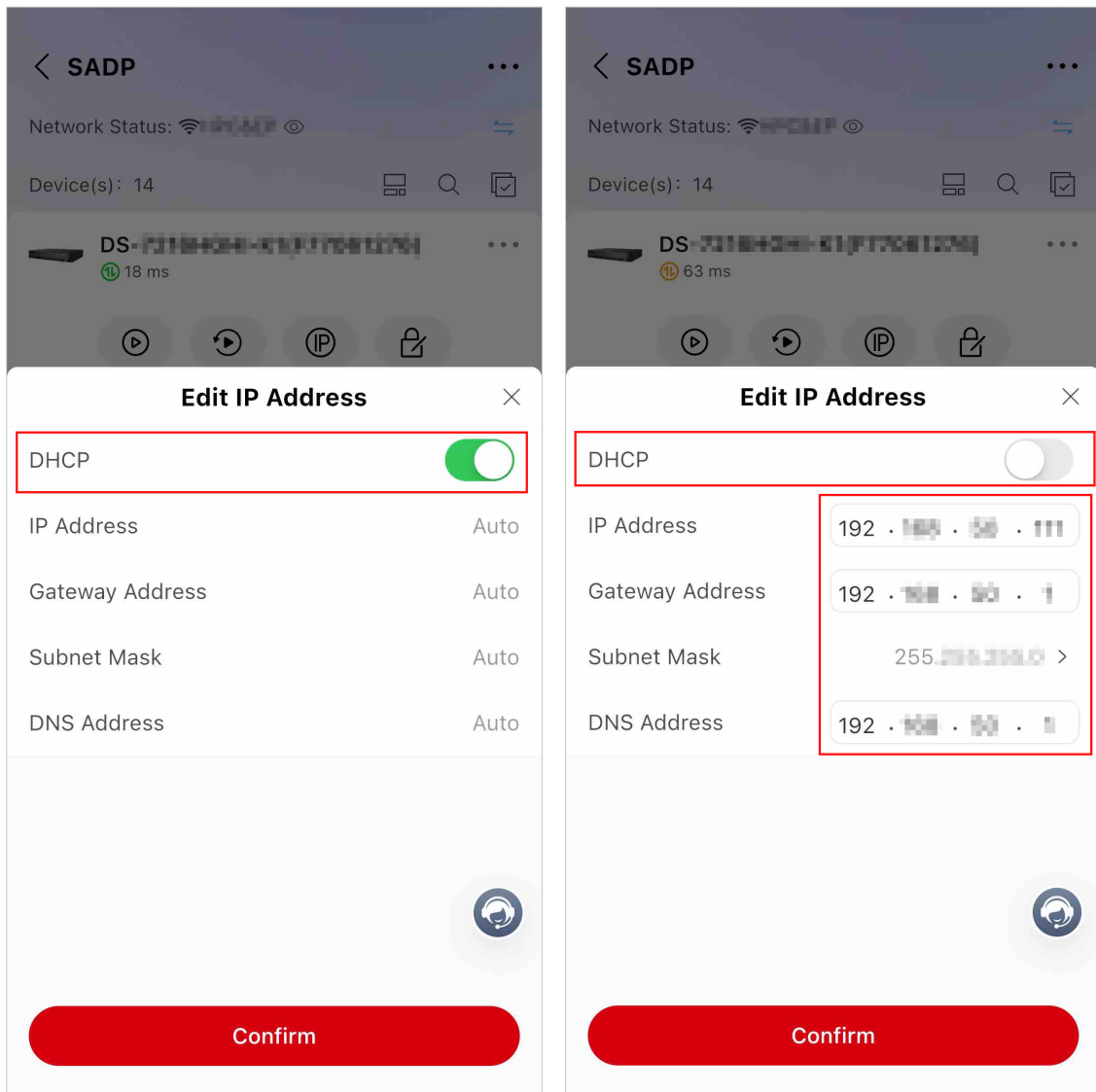


Figure 55-8 Assign Automatically (DHCP Enabled) and Set Manually (DHCP Disabled)

For manually setting the subnet mask, you can select from a list of recommended subnet masks, thus avoiding any invalid values you may enter.

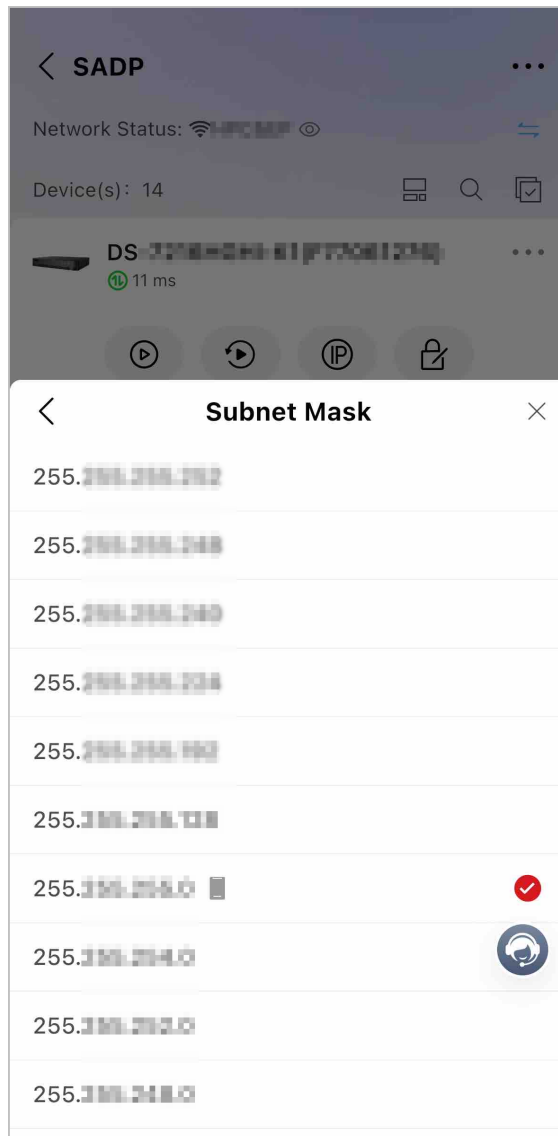


Figure 55-9 Recommended Subnet Masks

- Supports automatically checking for issues such as network exceptions and device time exceptions, and fixing these issues with just one tap.

What Is New in Hik-Partner Pro

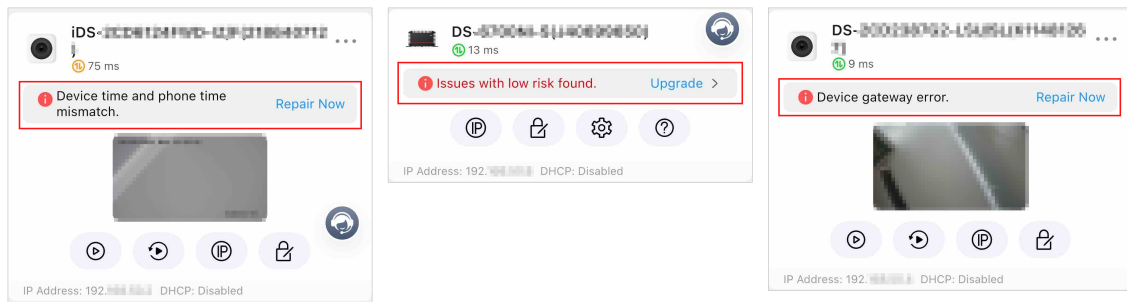


Figure 55-10 Device Exceptions

- Supports resetting passwords of LAN devices.
For situations where you forgot the passwords, there are four methods of password reset.
 - If you have set the reserved email beforehand, you can reset the password via the reserved email.
 - If you have set the security questions beforehand, you can reset the password by answering the security questions.
 - If you haven't set the reserved email or security questions, and the Case module is supported in your country/region, you can reset the password by submitting a device password reset case.
 - If you haven't set the reserved email or security questions, and the Case module is not supported in your country/region, you can reset the password via the password reset string from SADP (as shown in the figure below).

What Is New in Hik-Partner Pro

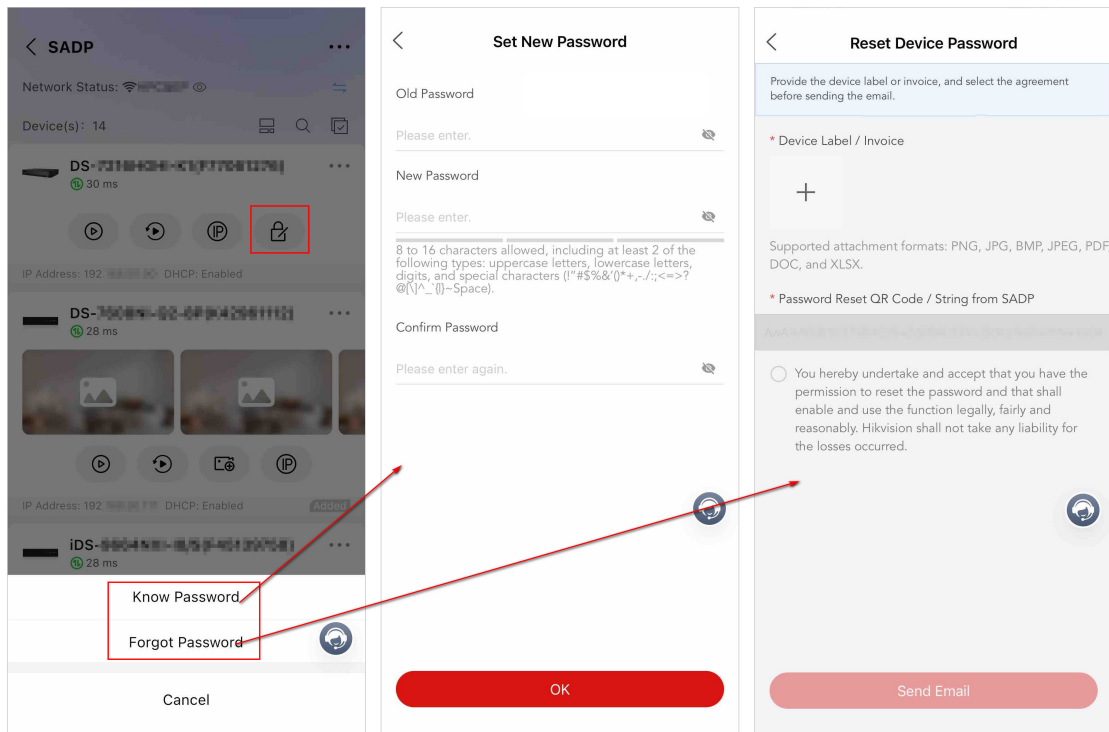


Figure 55-11 Reset LAN Device Password

- Supports adding devices to Hik-Connect after you complete device activations and configurations.
If you need to add devices to Hik-Partner Pro, you can select devices to be added and tap **OK** directly on the Add to Hik-Partner Pro page.
Or if you need to add devices to Hik-Connect, you can tap **Add to Hik-Connect** on the bottom of the Add to Hik-Partner Pro page.

What Is New in Hik-Partner Pro

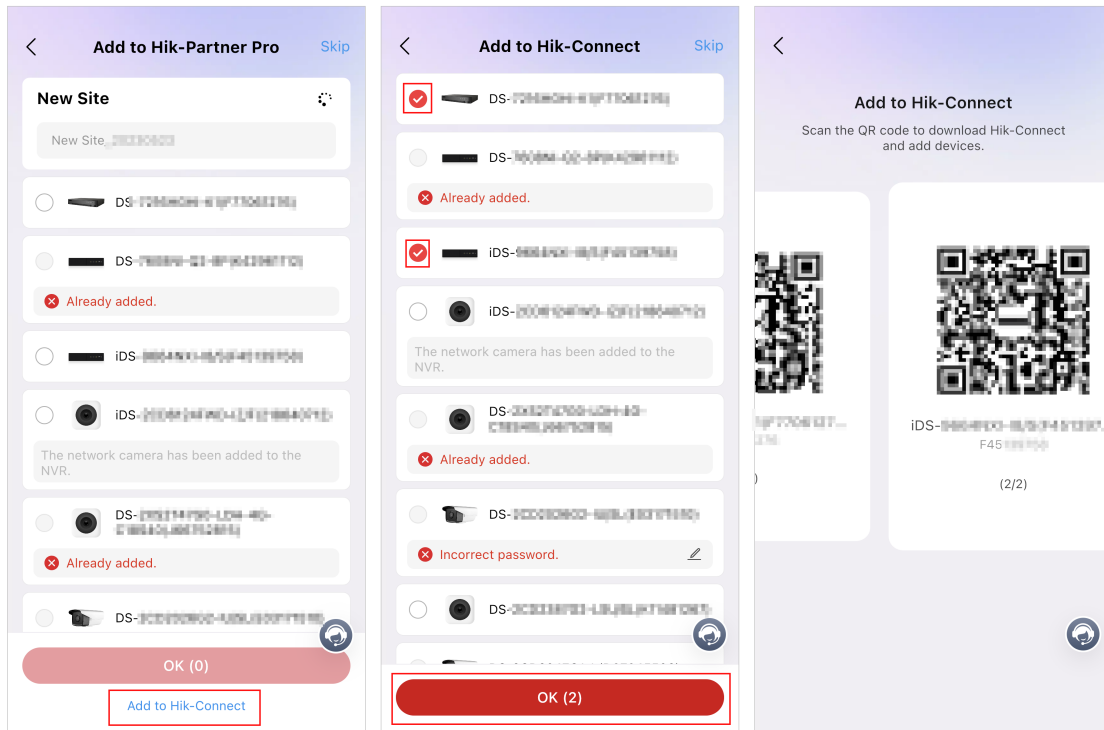


Figure 55-12 Add to Hik-Connect

- Supports batch activating devices and batch editing IP addresses.

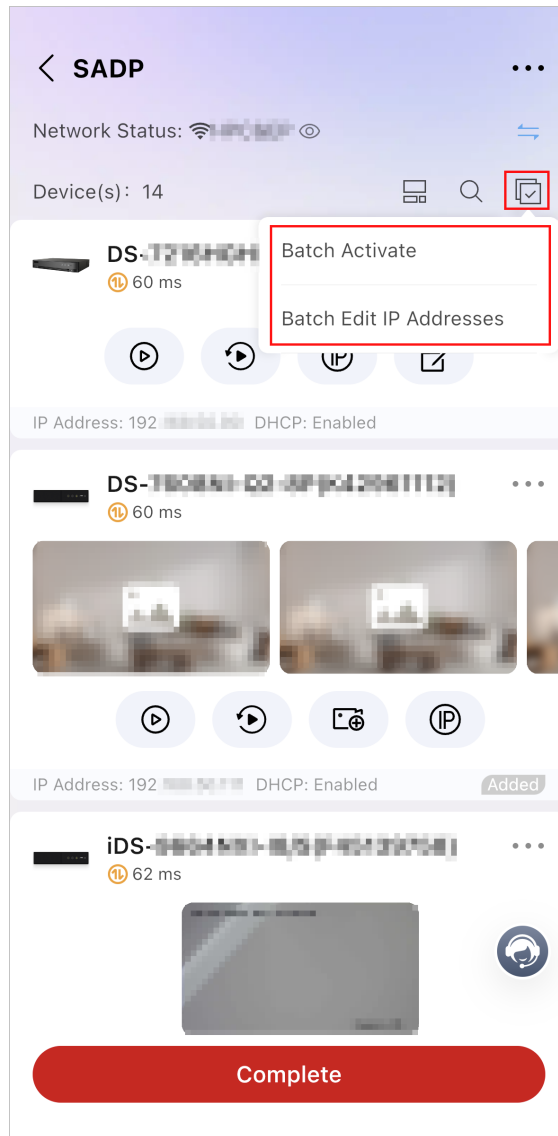


Figure 55-13 Batch Operations

- Supports setting the verification method for the device password reset.

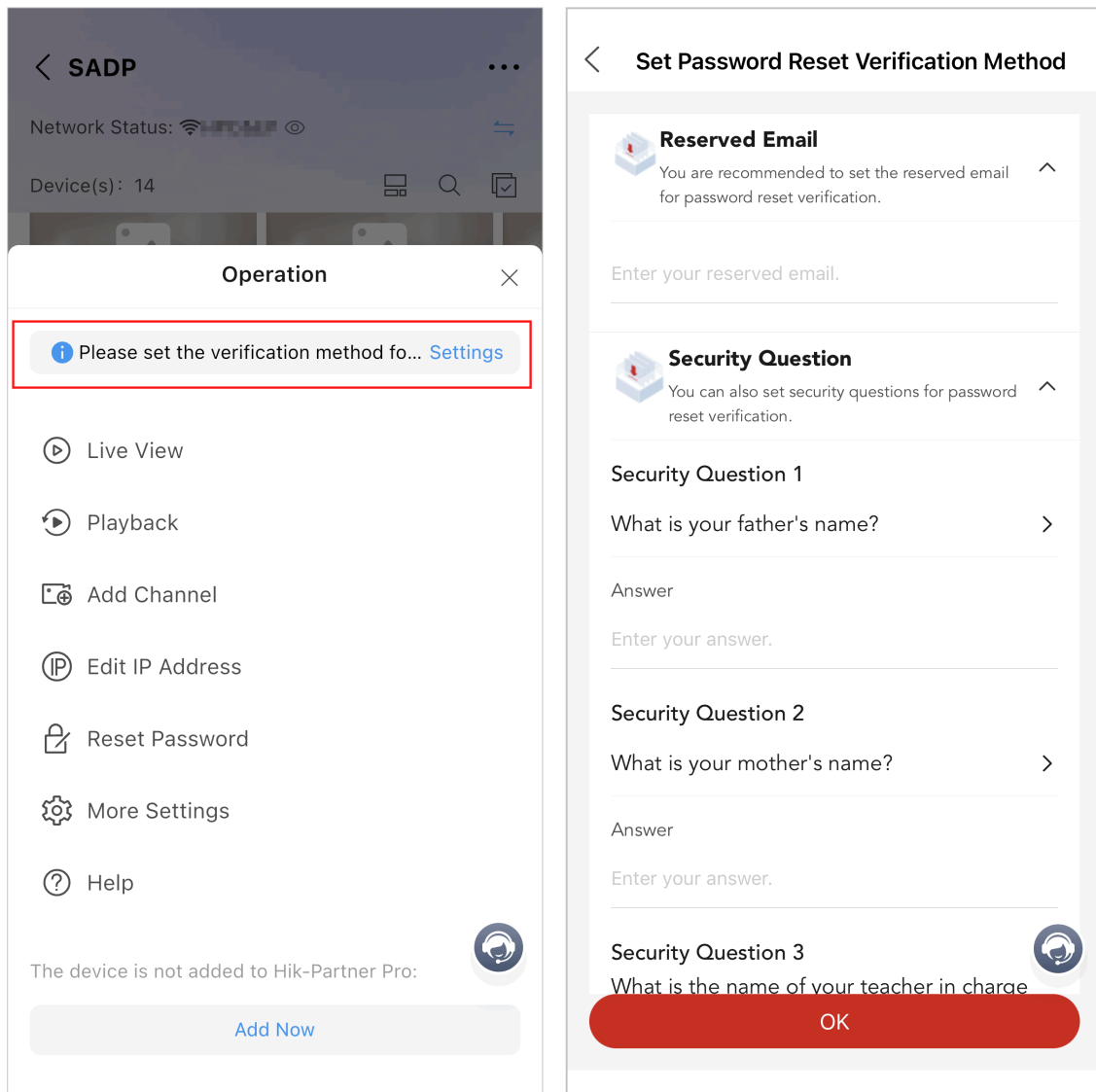


Figure 55-14 Password Reset Verification Method

- Supports sorting the NVR channels.
- After an NVR is initialized, you will be guided to add channels to it. You can also tap **Add Channel** on the device card of the NVR to add channels to it.
- Supports setting the default device password and default verification code.

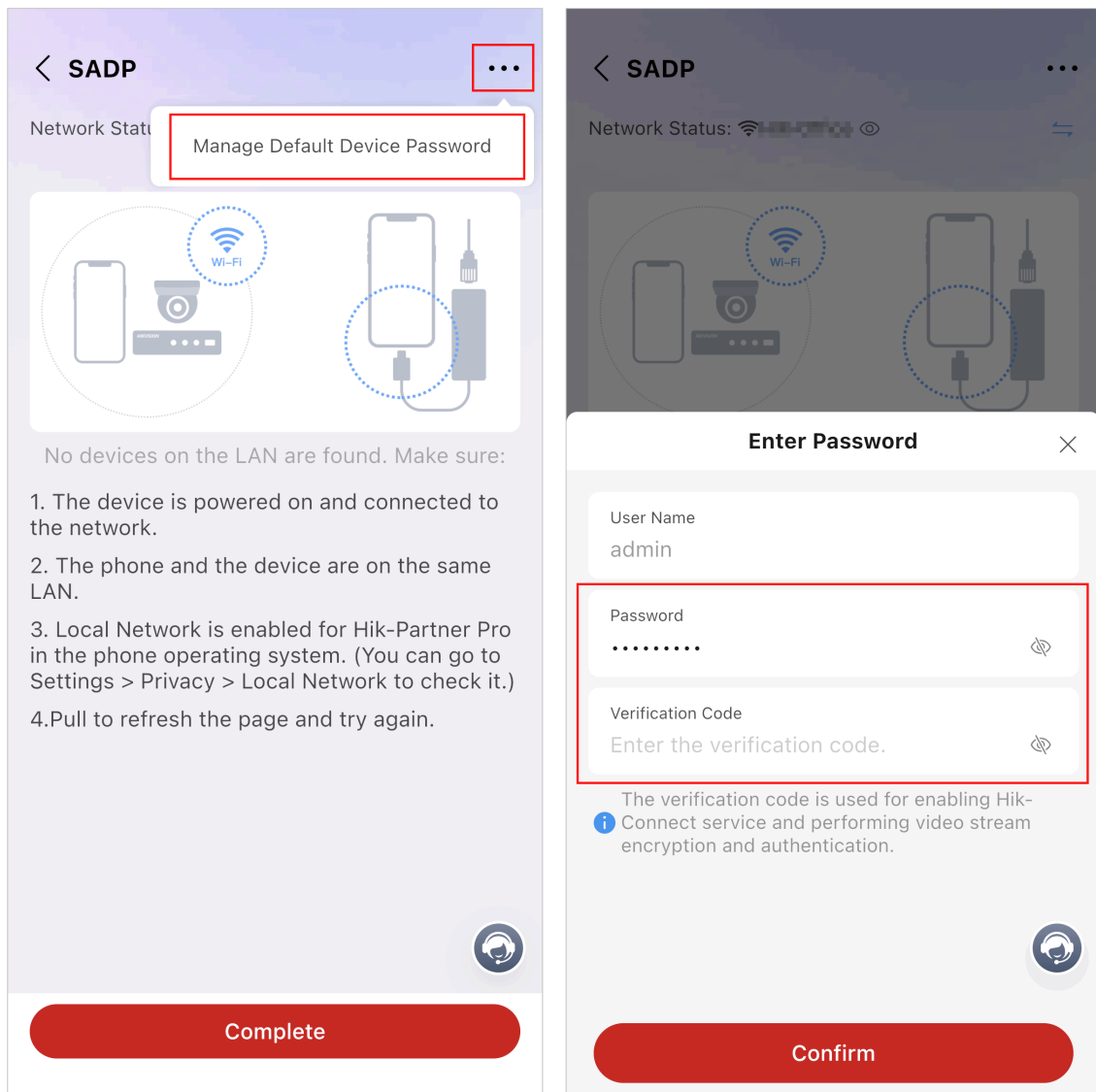



Figure 55-15 Default Password and Verification Code

55.2 [New] Hand Over via QR Code

This version supports handing over sites to your customers via QR codes on the Mobile Client.

The site handover is now divided into two or three steps, and both the transferring and sharing handover methods support handing over via QR code. Besides entering the account of your customer to submit the handover application, you can ask your customer to scan the QR code with Hik-Connect and accept the handover. You can also tap  to share the code with your customer.

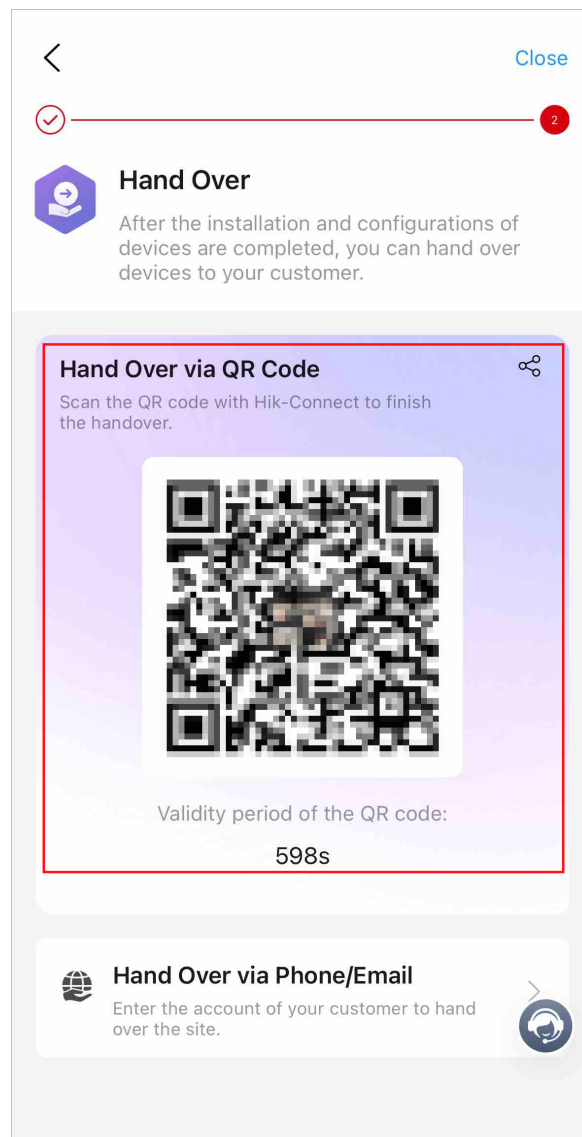


Figure 55-16 Hand Over via QR Code

Transferring

The transferring handover method indicates that your customer takes the ownership of the devices.

After you apply for device permissions, you can choose to hand over the site via QR code or phone/email.

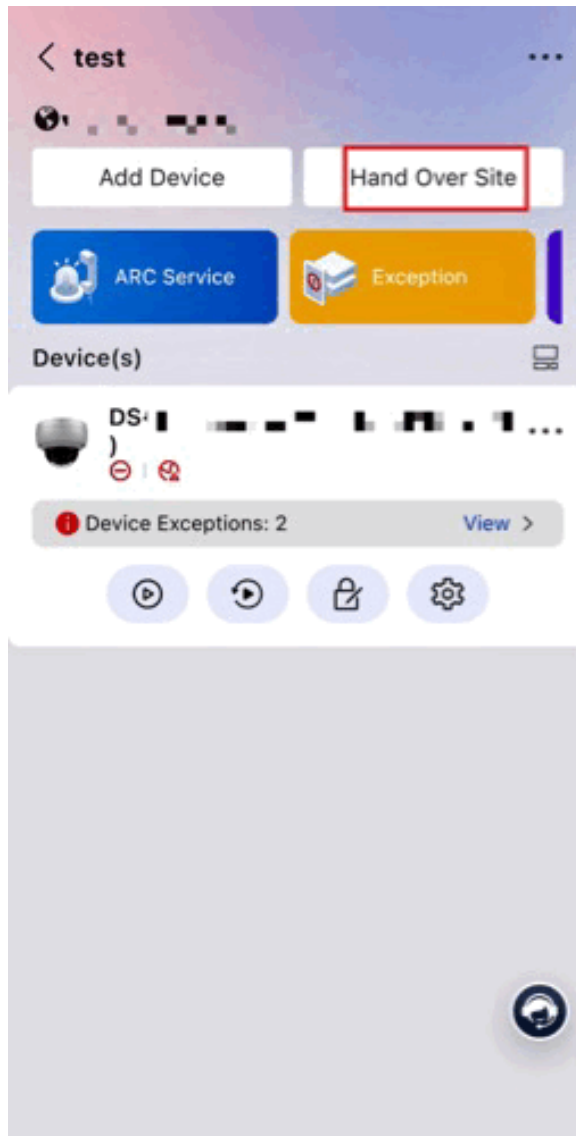


Figure 55-17 The Process of Transferring Site

Sharing

The sharing handover method indicates that your customer only has the permission to use the devices and does not take the ownership of the devices.

After you set the permissions to be shared with your customer and apply for device permissions, you can choose to hand over the site via QR code or phone/email.

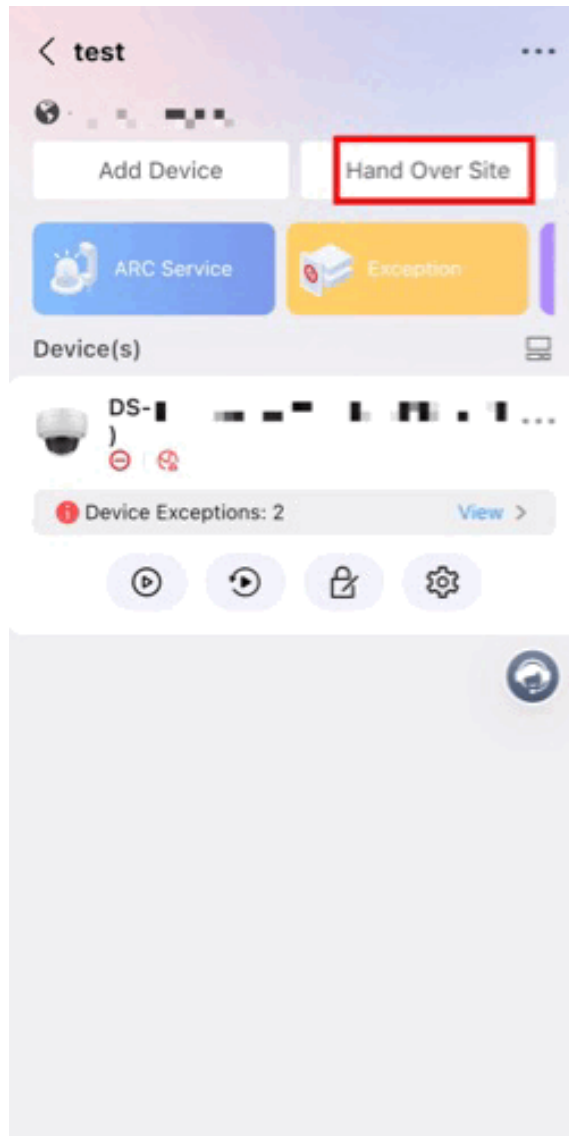


Figure 55-18 The Process of Sharing Site

55.3 [Improvement] Remote Configuration for Network Cameras

This version supports the complete settings on the remote configuration page of network cameras which are linked to NVRs added by Hik-Connect (P2P).

Note

This update is supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate with the related screenshot(s) of the Portal.

What Is New in Hik-Partner Pro

For network cameras which are linked to NVRs added by Hik-Connect (P2P), you can now set all parameters which are related to the maintenance, network, video/audio, image, event, storage, etc. Previously, for such cameras, only device rebooting and image settings are supported on the remote configuration page.

The screenshot displays the 'Camera 01' configuration interface. At the top, there is a 'Device:' dropdown menu set to 'Camera 01'. Below this is a navigation sidebar with categories: System, System Settings (highlighted in red), Maintenance, Security, User Management, Network, Video/Audio, Image, Event, Storage, and Behavior Analysis. The main content area is titled 'Basic Information' and contains the following fields:

Device Name	IP CAMERA
Device No.	88
Model	DS- [blurred]
Serial No.	DS- [blurred]
Firmware Version	V5 [blurred]
Encoding Version	V7 [blurred]
Web Version	V4 [blurred]
Plugin Version	3. [blurred]
Number of Channels	1
Number of HDDs	0
Number of Alarm Input	1
Number of Alarm Output	1
Firmware Version Property	C [blurred]

At the bottom of the configuration area, there is a red 'Save' button with a document icon.

Figure 55-19 Remote Configuration Page

Chapter 56 Updates in V2.3.150

Updated on April 24, 2023.


56.1 [New] My eCoupons and eCoupon Verification

This version adds My eCoupons and eCoupon Verification on the Mobile Client. In My eCoupon, you can view the eCoupons that you have claimed, as well as the eCoupons that are automatically issued to you. In eCoupon Verification, you can verify eCoupons, view eCoupon verification records, etc.



This function is only available to some users in some countries/regions.

Claim eCoupon

There are two ways to claim/get eCoupons. Firstly, on the **Home** page, you can tap  in the upper-left corner to start scanning the QR code of the eCoupon, or find the entry of claiming eCoupons in the Application Center, in the Banner area, or under the Event tab. Also, you may get eCoupons automatically. After claiming eCoupons or getting eCoupons automatically, you can view all your eCoupons in **Me → My eCoupon** .



To claim eCoupons, you should have been configured with the permission to claim eCoupons.

View My eCoupon

- Supports viewing your eCoupons in the list and their related information such as the eCoupon type, discount rule, and validity period. You can check the number/amount of the eCoupon that have been verified today and whether you have reached the daily limit for verification.

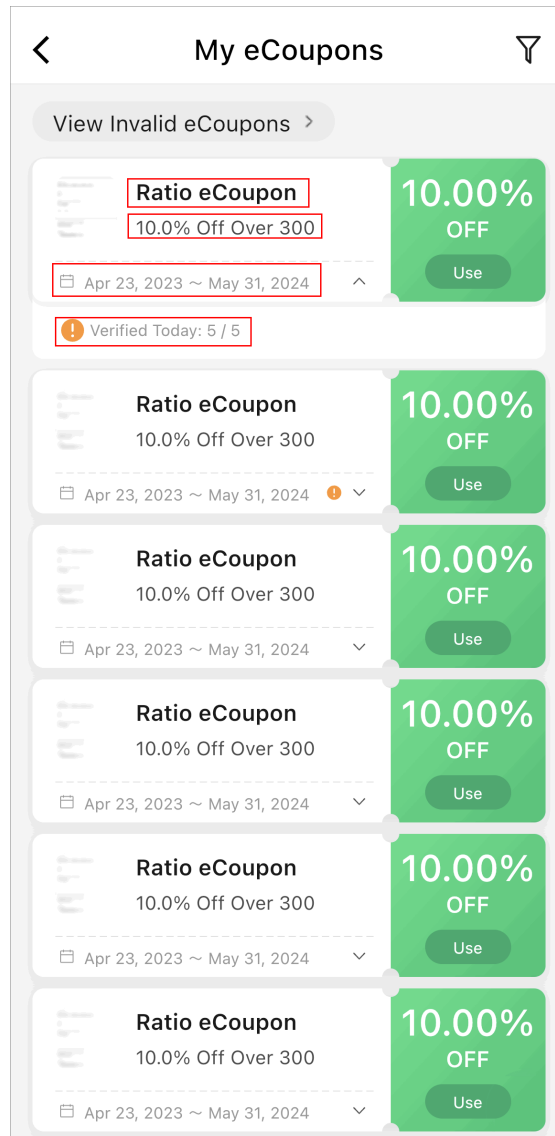


Figure 56-1 My eCoupons

- Supports filtering your eCoupons by eCoupon type and validity period.

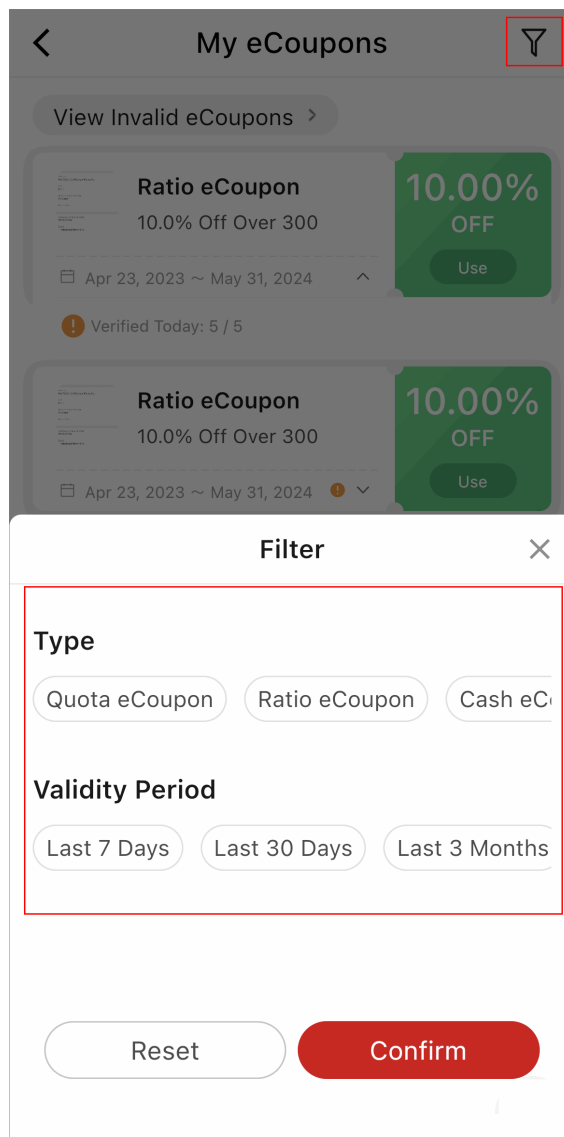


Figure 56-2 Filter eCoupons

- Supports tapping an eCoupon to view its details, including the eCoupon name, type, QR code, validity period, usage rules, etc. Supports copying the code. The QR code should be refreshed every 3 minutes to make it valid.

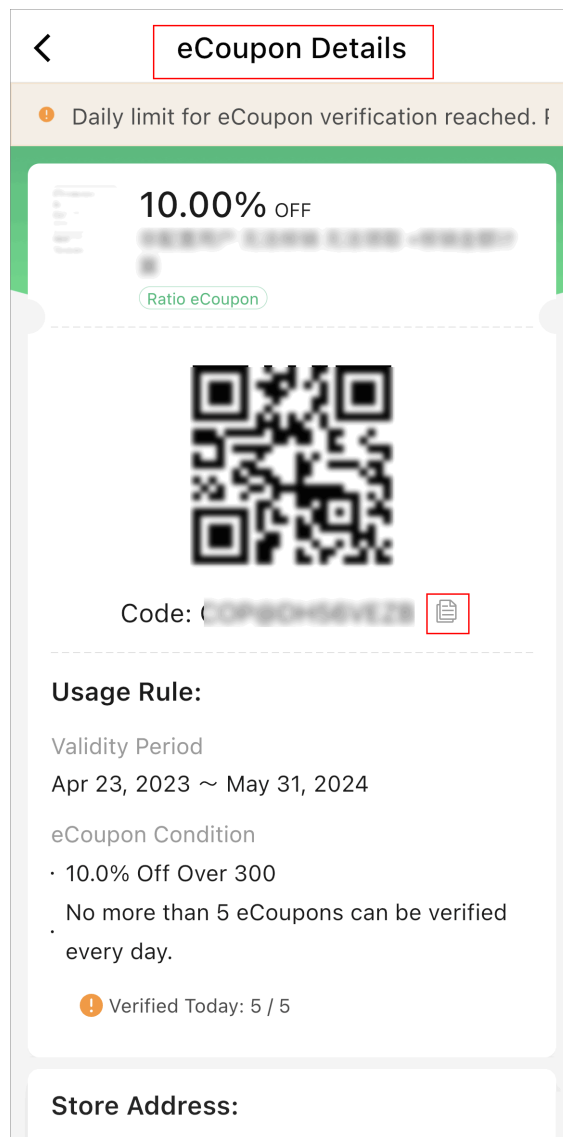



Figure 56-3 eCoupon Details

- Supports viewing invalid eCoupons, which have been used or expired.
- Supports tapping an invalid eCoupon to view its details, including the eCoupon name, type, validity period, usage rules, etc.

Verify eCoupon

To verify eCoupons, you should have been configured with the verification permission. If your company has been configured with the verification permission, all employees in your company can verify eCoupons.

- Supports verifying eCoupons by scanning the QR code or by manually entering the code on the eCoupon Verification page. Also, you can scan the QR code via  in the upper left corner on the

What Is New in Hik-Partner Pro

Home page. The verification will not continue if the eCoupon has been used or expired. Supports entering the order number and order amount during eCoupon verification.

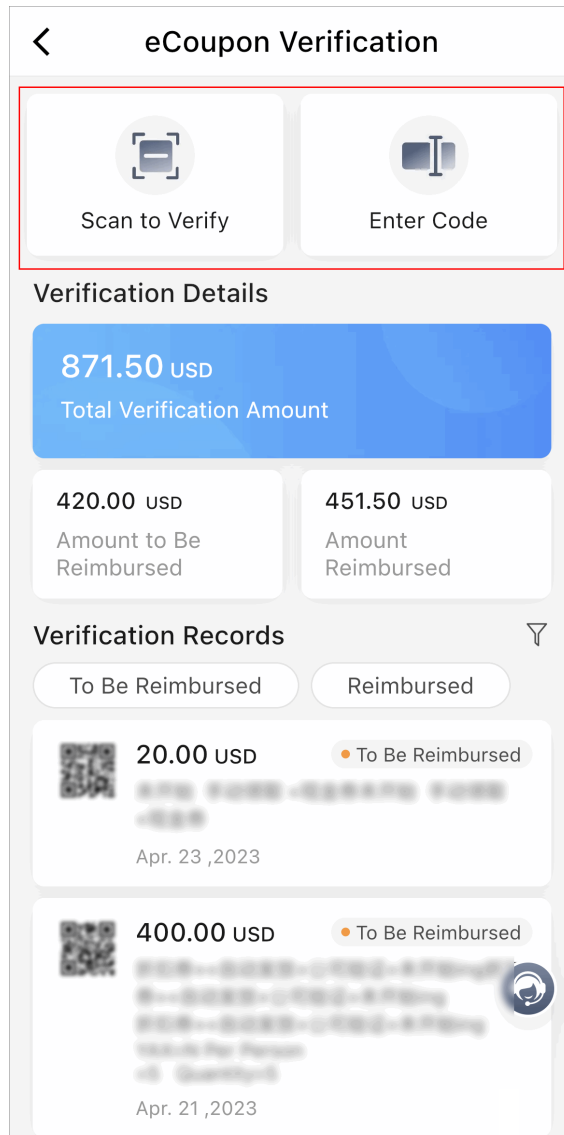


Figure 56-4 Verification Method

- Supports viewing the verification details, including the total verification amount, the amount to be reimbursed, and the amount reimbursed.

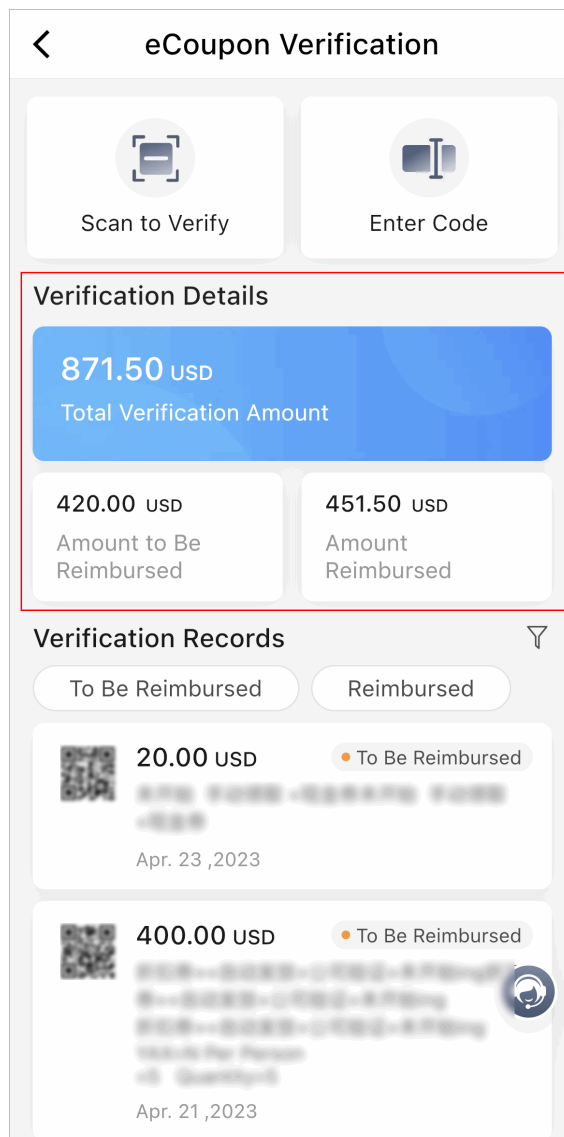


Figure 56-5 Verification Details

- Supports viewing the verification records and filtering records by whether the eCoupon has been reimbursed and the reimbursement period.

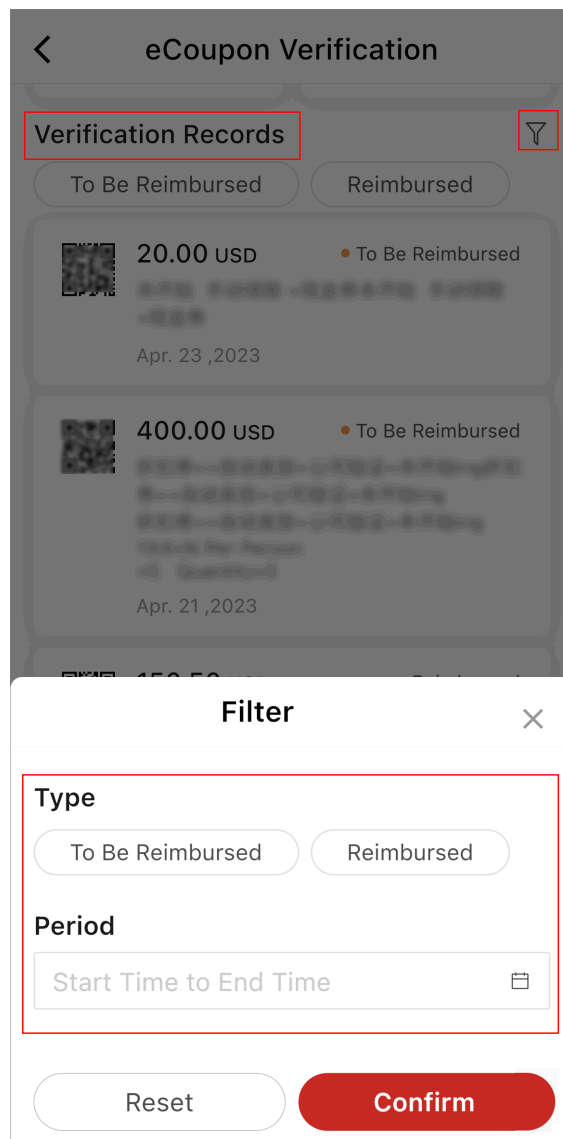


Figure 56-6 View and Filter Verification Records

56.2 [New] Scan Device Codes for Details

This version supports scanning device QR codes / barcodes to view product details.

After you scan a device QR code / barcode using the Mobile Client, you can select **View Product Details** on the Select Application Scenario pane to go to the product details page.

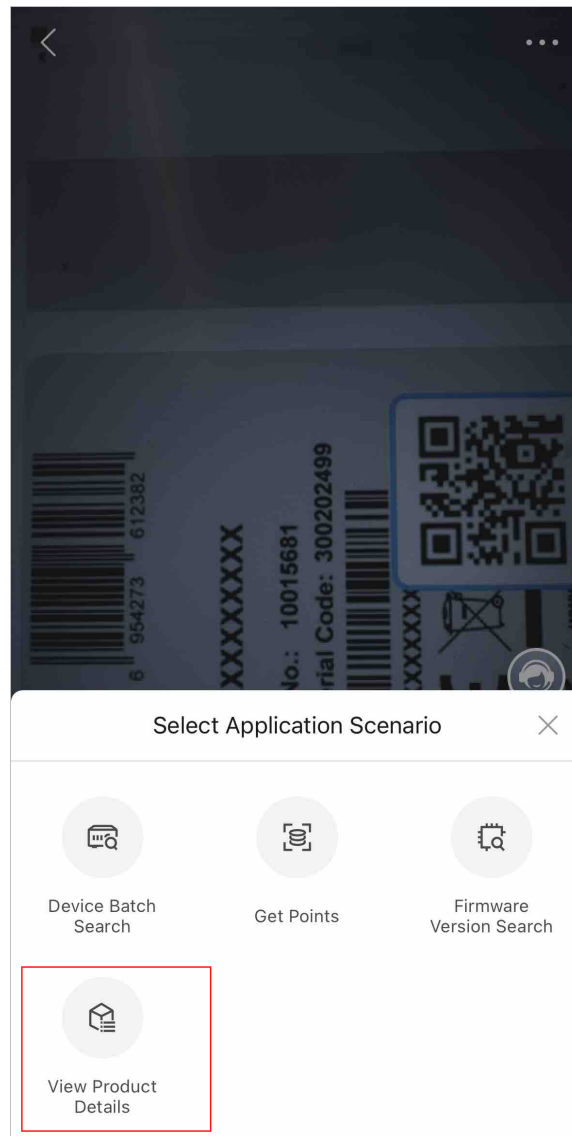


Figure 56-7 View Product Details

56.3 [Improvement] Other Updates

- After your account (employee account) is disabled by your company administrator, you will be prompted with the email address of your Installer Admin upon login so that you can contact and ask them to handle this.

Note

This feature is supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate the feature with related screenshot(s) of the Portal.

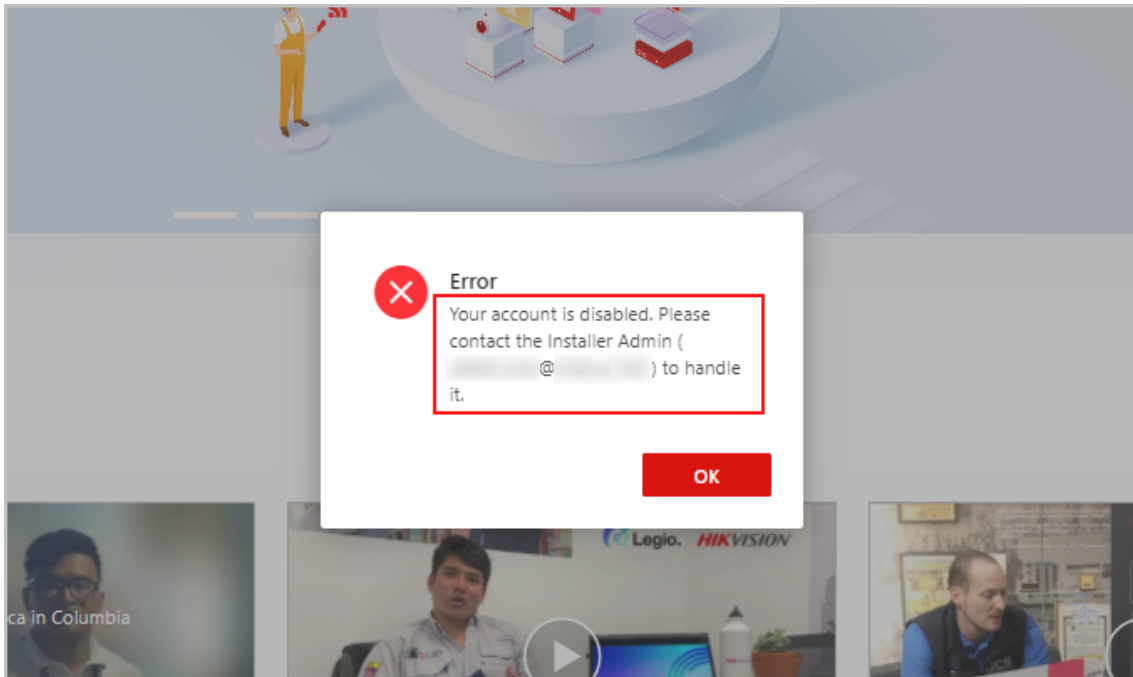


Figure 56-8 When Your Account Is Disabled

If your account exists in multiple companies and is disabled by more than one company, you will be prompted with all the email addresses of the Installer Admins from these companies, and you can contact the corresponding Installer Admin and ask them to handle this.

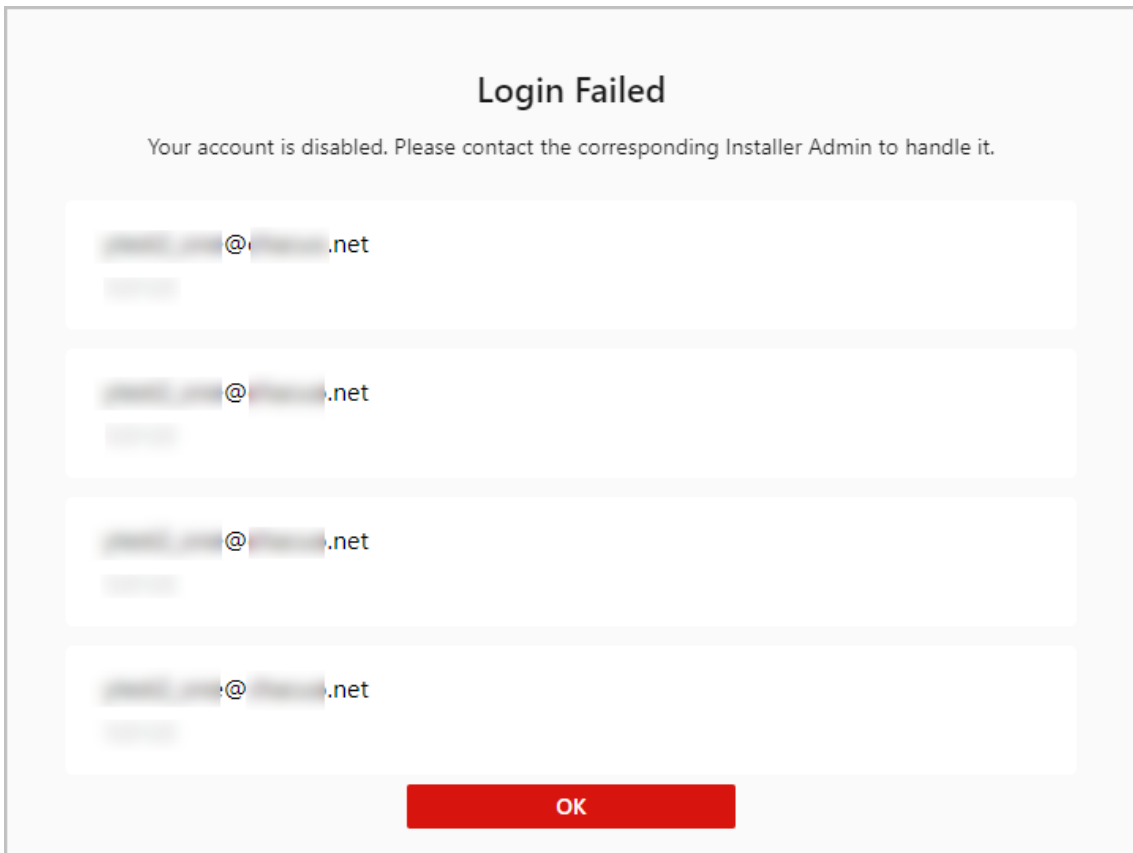


Figure 56-9 When Your Account Is Disabled by Multiple Companies

- If your company authentication application is rejected, you can now view the reason for the rejection in the System Message section of the Notification Center.
- For authenticated channel partners, the global search for products in Order & Promotion is improved.
 - Adds the search history.

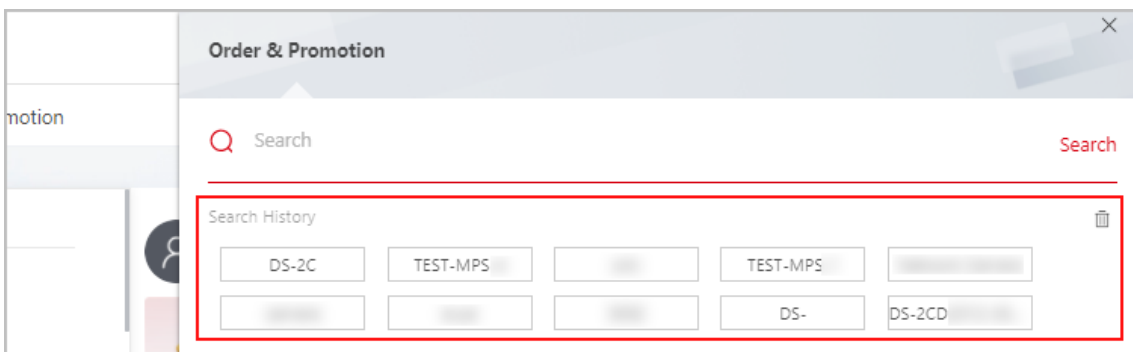


Figure 56-10 Search History

- Supports displaying a list of related keywords that you may be searching for when you are entering the product model.

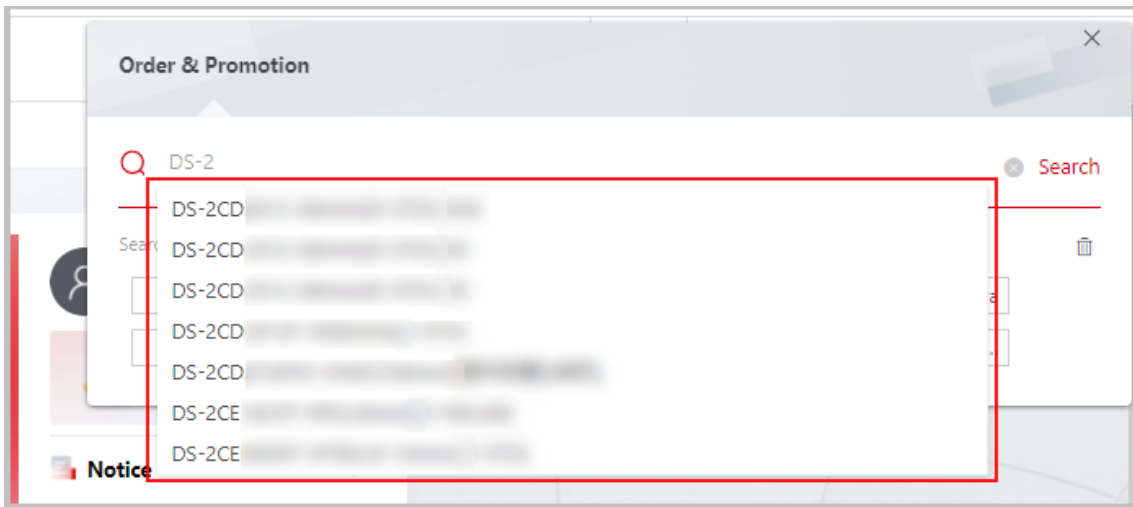


Figure 56-11 Related Keywords

- Adds a floating and movable button on the Mobile Client for you to access the tools of the Support page.

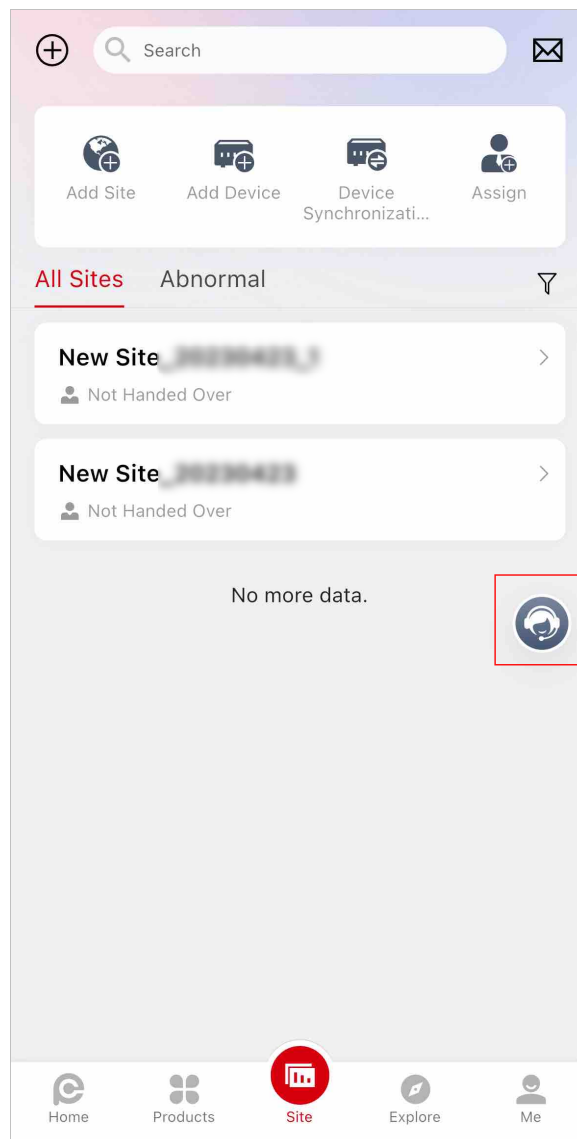


Figure 56-12 Support Icon

- Adds the entries of user manuals on the pages of cloud storage and health monitoring for both the Portal and the Mobile Client.
You can now view the user manuals for cloud storage and health monitoring when you are using the two services, without having to exit the operation pages. Check the user manuals to learn how to maintain devices using the health monitoring service and how to configure cloud storage for devices to upload videos to the cloud.

 **Note**

This feature is supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate the feature with related screenshot(s) of the Portal.

What Is New in Hik-Partner Pro

The screenshot displays the Hik-Partner Pro portal interface. At the top, there are five summary cards for different device types: Encoding Device (Total: 3), Alarm Device (Total: 0), Access Control Device (Total: 0), Video Intercom Device (Total: 0), and Doorbell (Total: 0). Below these cards is a filter section with checkboxes for 'Display Abnormal Devices Only' and 'Display Authorized Devices Only', along with 'Refresh' and 'Auto Update' buttons. A search bar is also present.

Name	Network Status	Offline Duration	Offline Cameras	Video Signal	Storage Status	Overwritten Recording	HDD Usage	Exceptions in Total	Last Inspected	Operation
1	Offline	31 Day(s) 3 Hour(s) ...	0/0	--	--	--	--	--	23, Apr, 2023 17:05...	[Icons]
Basic Information Site Name: 1 Device Serial No.: Device Model: DS-										
100	Offline	3 Hour(s) 49 Minute...	1/1	Normal	No SD Card	Enabled	--	--	23, Apr, 2023 17:05...	[Icons]
Basic Information Site Name: Device Serial No.: Device Model: DS- IPDome Offline										

At the bottom right, a 'Help Center' dropdown menu is visible, containing 'AI Help Center', 'Suggestion', and 'User Manual'. A red box highlights the 'User Manual' option, and a red arrow points to it.

Total: 20 [Dropdown] < 1 > 1 / 1 Go

Figure 56-13 User Manual (Portal)

Chapter 57 Updates in V2.3.50

Updated on April 12, 2023.

57.1 [New] Earn Commissions via Invitation Codes

This version adds a new method of earning commissions by resellers after their invitation codes are entered by installers on the Online Purchase page.

For resellers, by promoting value-added services to installers, you can get commissions according to the partner program agreements. For installers, by entering invitation codes from resellers, you can get discounts when you purchase services online.

The figure below shows an example of earning commissions by resellers based on the partner program agreements.

Note

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.

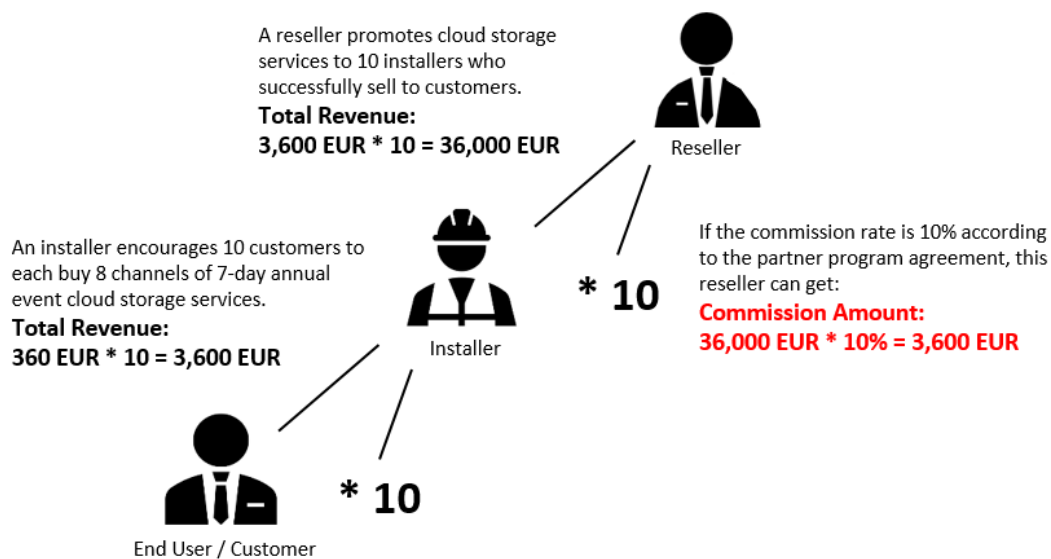


Figure 57-1 Example: Earn Commissions by Reseller

- When installers are purchasing services online, they can enter the resellers' invitation codes so that the resellers can get commissions.
For installers, if the invitation codes they entered are from resellers who are in the partner programs, they can get discounts when they place the orders.

What Is New in Hik-Partner Pro

Purchase Health Monitoring Package

All-Type Device Package

The all-device package is applicable to the DVR, NVR, network camera, PTZ camera, access control device, alarm device, video intercom device, doorbell, Hik-ProConnect Box, thermal device, and network switch.

All-Type Device Monthly Package	0
All-Type Device Annual Package	0
All-Type Device Annual Package * 20 % Off	0
All-Type Device Annual Package * 100 % Off	0

Network Camera Package

The network camera package is only applicable to the network camera.

Network Camera Monthly Package	0
Network Camera Annual Package	0
Network Camera Annual Package * 20 % Off	0
Network Camera Annual Package * 100 % Off	0

Invitation Code

Code from Hikvision Sales

Currently Selected

Item
Health Monitoring

Amount

Subtotal

Total

Checkout

Figure 57-2 Enter Invitation Code from Reseller

- If you are a reseller who has the permission to manage company information, you can check your commission details on the Commission Details page, which are related to the health monitoring service, cloud storage service, cloud attendance service, employee account add-on service, co-branding, cellular IoT data service, HikCentral Connect service, etc.

By Month 2023/03 Search Calculation Day of the Month: 15th

Health Monitoring Related Cloud Storage Related Cloud Attendance Related Employee Account Add-On Related Co-Branding Related Cellular IoT Data Service Related **HikCentral Connect Service Related**

Cloud Storage

Figure 57-3 Commission Details

- If you are a reseller, you can also view all your linked installers on the My Linked Installer page. If they have authorized you to view their devices, you can view their countries/regions and total devices.

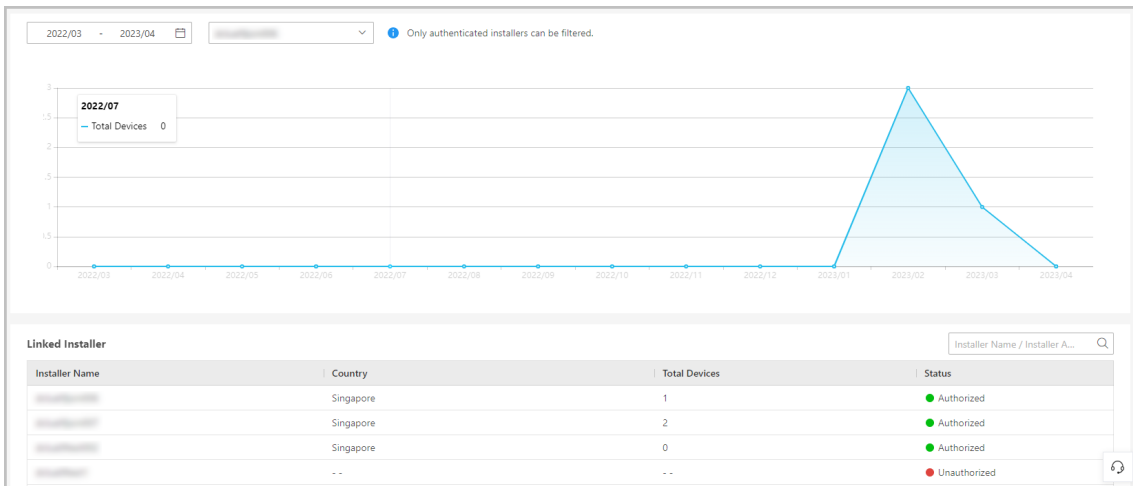


Figure 57-4 My Linked Installer

57.2 [New] My Logistics

This version adds My Logistics on the Portal, which allows you to 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

Only users who have the corresponding permission can access the My Logistics page.

- Supports displaying the logistics information of the recent half a year on the My Logistics page.

What Is New in Hik-Partner Pro

The screenshot displays the 'My Logistics' interface. At the top, a notification states: 'You can track your shipment only for international trade orders, but not for domestic trade orders.' Below this is a search section with the following fields:

- Invoice No. (Please Input)
- Customer PO (Please Input)
- Mode of Transportation (Please Select)
- Tracking No. (Please Input)
- Delivery Confirmation Date (Start - End)
- ETA-Port (Start - End)
- Product Name (Please Input)
- Status (Please Select)

Buttons for 'Search' and 'Reset' are located below the search fields. The main content area shows a list of shipments, each with a timeline and key details:

- Shipment 1:** From China to Denmark. Status: Completed. Timeline shows ATD (Actual Time of Departure) on Jul 2, 2021, and A-POD TIME (Actual Proof of Delivery Time). Carrier: Fedex. Shipment Info: 6 CTNS / 49.91 KGS / 0.33 CBM.
- Shipment 2:** From China to Netherlands. Status: In Transit. Timeline shows ATD and ATA-Port (Actual Time of Arrival to the Port). Shipment Info: 105 CTNS / 1436.17 KGS / 9.464 CBM.
- Shipment 3:** From China to Netherlands. Status: In Transit. Timeline shows ATD and ATA-Port. Shipment Info: 48 CTNS / 1085.92 KGS / 5.096 CBM.
- Shipment 4:** From China to Netherlands. Status: In Transit. Tracking No.: 112-87783426. Shipment Info: 48 CTNS / 1085.92 KGS / 5.096 CBM.

Figure 57-5 My Logistics Page

- Supports setting 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.

What Is New in Hik-Partner Pro

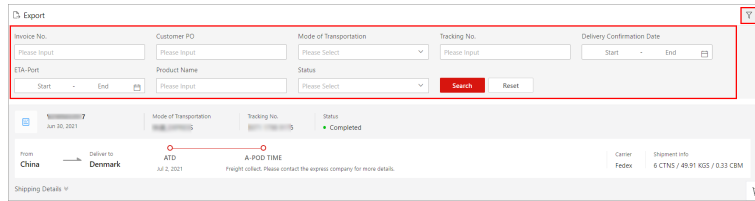


Figure 57-6 Search Conditions

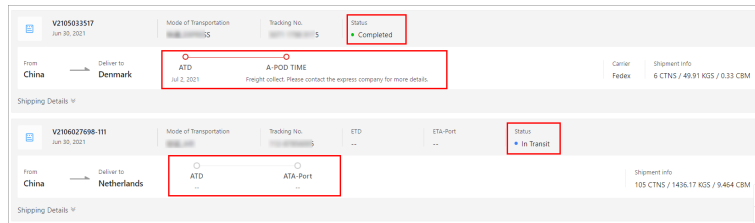


Figure 57-7 Logistics Information

- Supports expanding and viewing shipping details such as the product name and quantity. By default, 6 delivery notes are displayed. Supports viewing delivery notes of all products by clicking **More**.

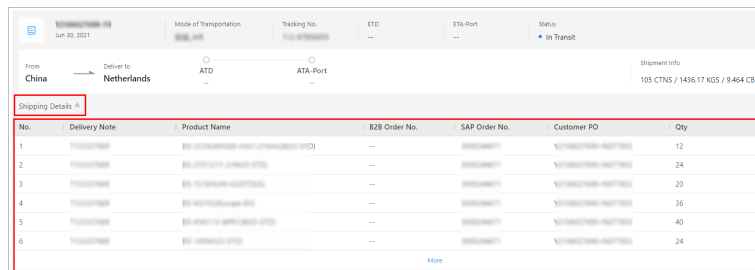


Figure 57-8 Shipping Details

- Supports exporting all or searched logistics information to the local PC.

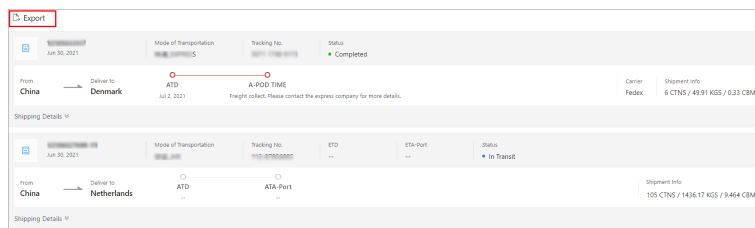


Figure 57-9 Export Information

57.3 [New] My Waiting List

This version adds My Waiting List on the Portal, displaying the products that you need but are currently out of stock.

Set Availability Alert

On the product list page and product details page, supports setting availability alerts for products which are out of stock. After that, the products will be added to My Waiting List, and you will be notified by emails when the products arrive.

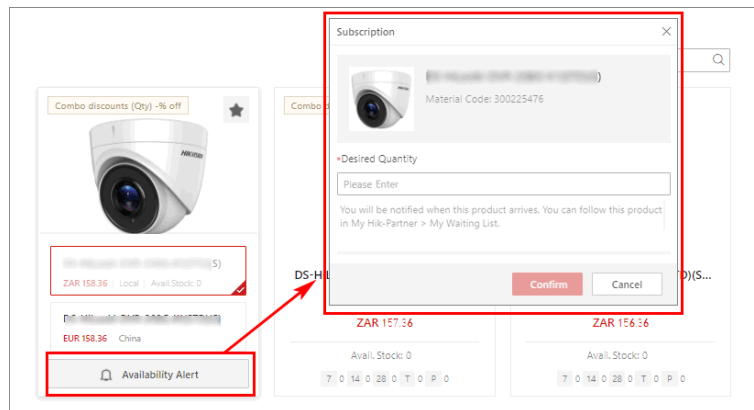


Figure 57-10 Set Availability Alert

View My Waiting List

After you set availability alerts for products that are currently out of stock, you can check them in My Waiting List.

- Supports setting the conditions including material code and product name to search for the product(s) in My Waiting List.

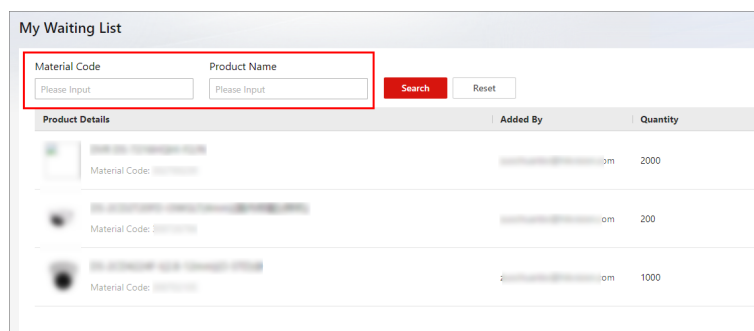


Figure 57-11 Search Conditions

- Supports viewing the product information in My Waiting List, including the product model, material code, quantity, modified date, etc.

What Is New in Hik-Partner Pro

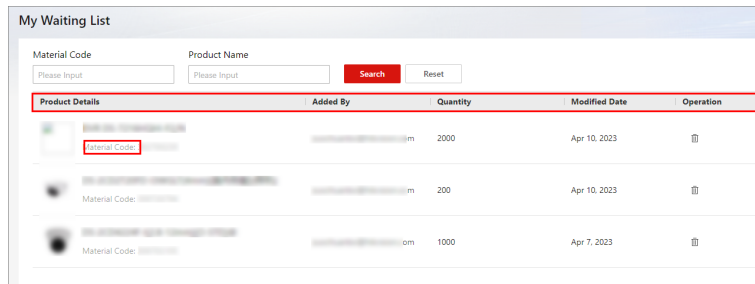


Figure 57-12 Product Information

- Supports editing the product quantity you demand in My Waiting List.

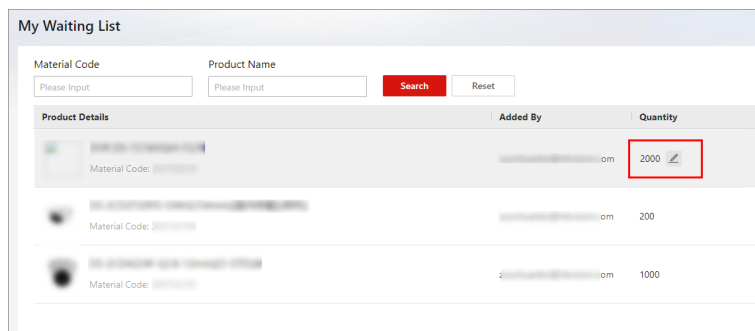


Figure 57-13 Edit Quantity

- Supports deleting a product from My Waiting List. If the product is deleted, you will not be notified when the product arrives.

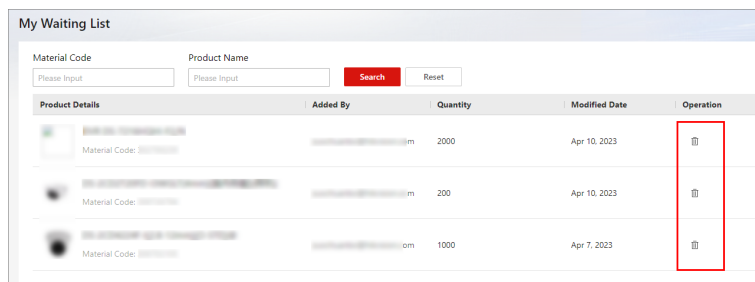


Figure 57-14 Delete a Product

57.4 [Improvement] Code Scanning

This version improves the code scanning function.

What Is New in Hik-Partner Pro

- Supports recognizing QR codes and barcodes automatically. You can now scan codes directly without having to select **QR Code** or **Barcode** beforehand.
- Supports recognizing multiple codes at the same time. When multiple QR codes and/or barcodes are recognized at the same time, they will all be marked with blue arrows and you should select one for scanning.

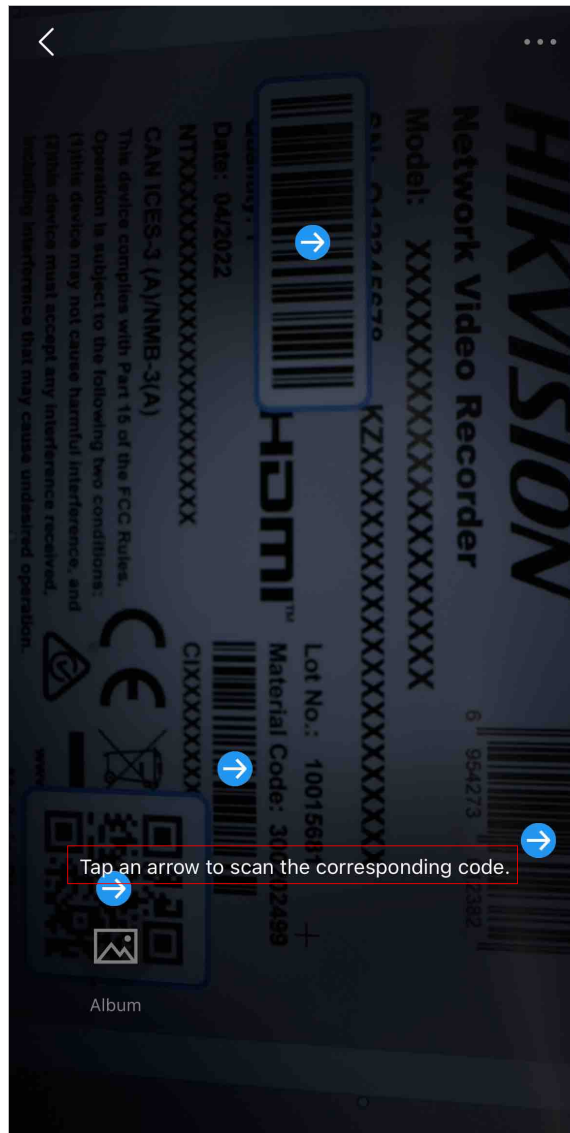


Figure 57-15 Multiple Codes Marked with Blue Arrows

- Adds the help information for you to know about the scenarios of code scanning.

What Is New in Hik-Partner Pro

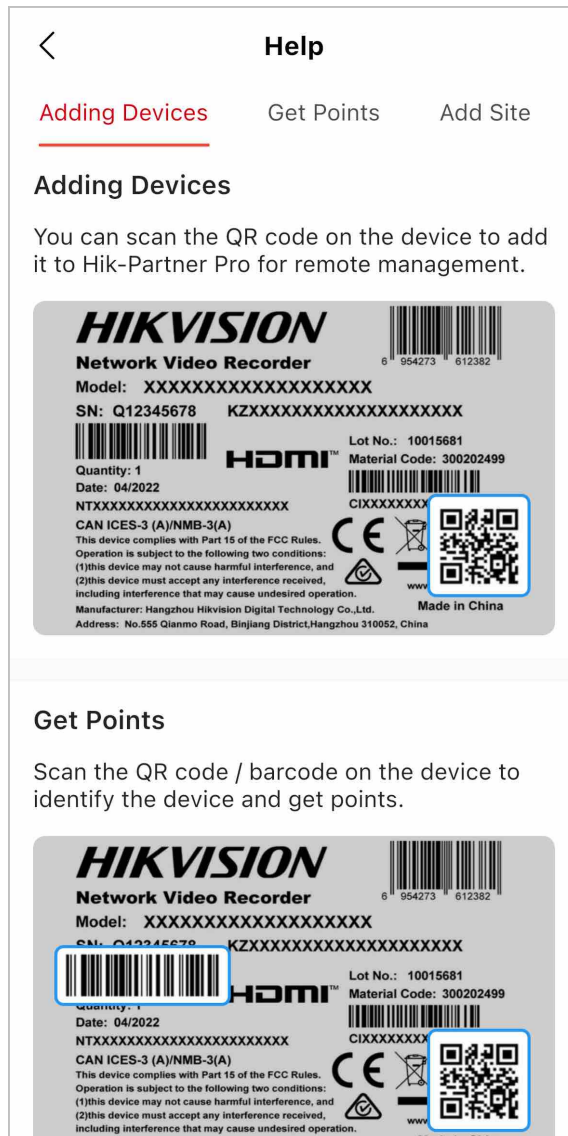


Figure 57-16 Help

- When the code doesn't apply to any scenarios, sharing the scanning result with others is supported. During the scanning process, if anything that does not meet your expectations occurs, you can give feedback to us, and the image captured for scanning will automatically be taken to the feedback-giving page.

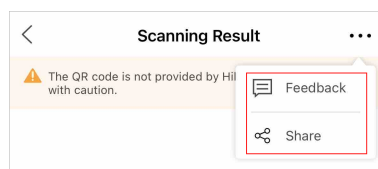


Figure 57-17 Share and Feedback

What Is New in Hik-Partner Pro

- When the application scenario cannot be judged and determined by the code information (e.g., when you scan the device barcode), you can select the application scenario manually; otherwise, you will enter the corresponding application scenario directly after scanning the code.

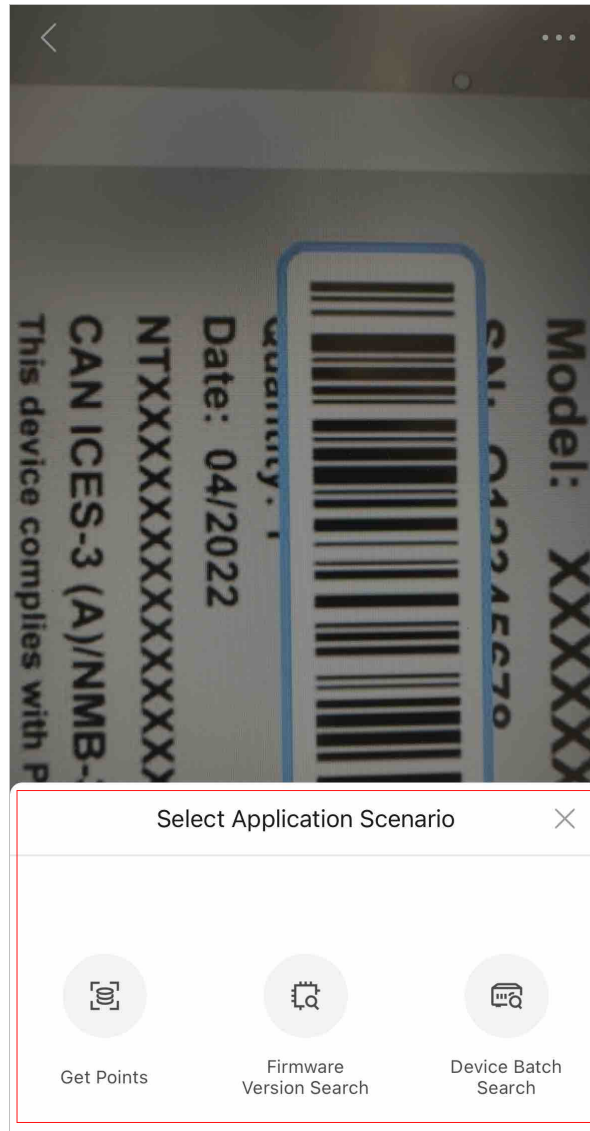


Figure 57-18 Select Application Scenario

- For scenarios including the points getting, firmware version search, and device batch search, you can scan codes one after another continuously without having to exit and enter the code scanning page repeatedly.

57.5 [Improvement] Other Updates

- Adds a footer on the Order & Promotion page.

What Is New in Hik-Partner Pro

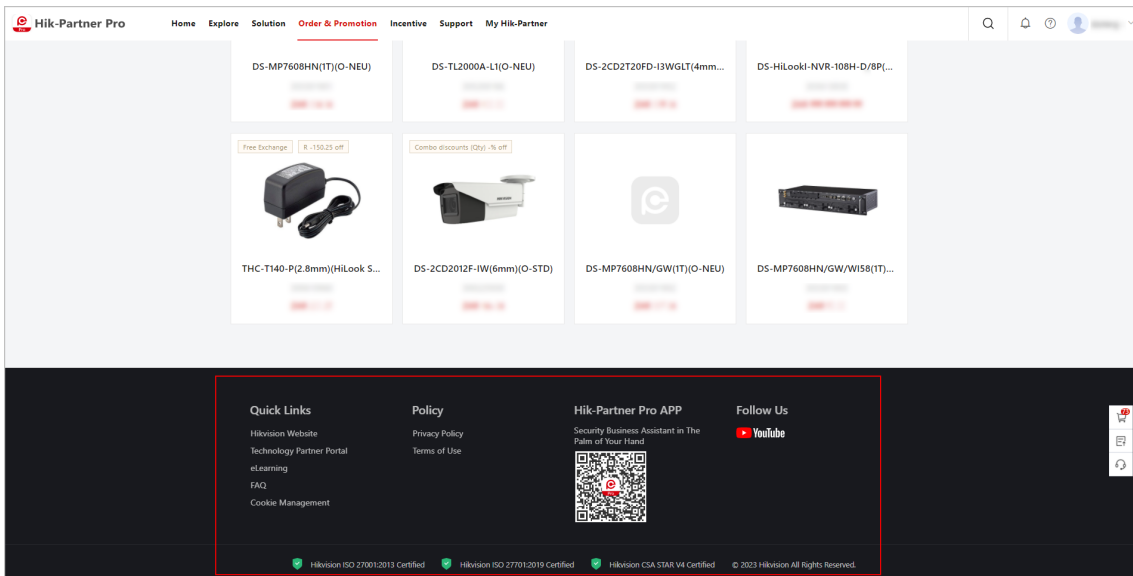


Figure 57-19 Footer

- Adds the network status check of devices when adding the devices by IP addresses / domain names to improve the success rate of device adding. Devices need to be online for you to add them by IP addresses / domain names.
- Adds a phone number field for the HikCentral Connect system. You can contact HikCentral Connect users by calling to provide services and solve problems for them.

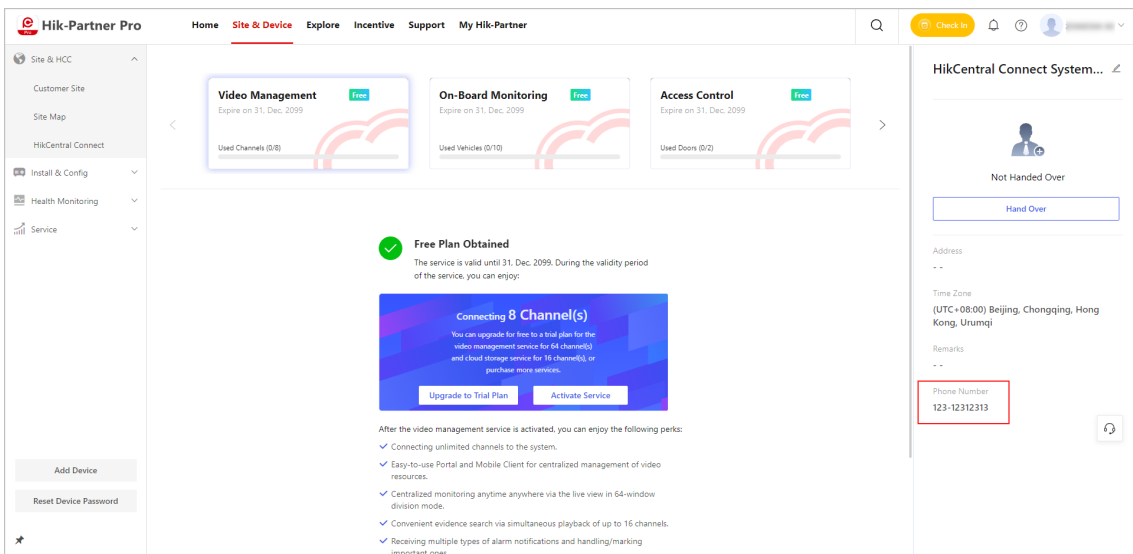


Figure 57-20 Phone Number

- Adds the **Max. Cloud Channels** and **Max. Resolution** columns to the Cloud Storage Service via NVR and Cloud Storage Service via DVR pages in the *Device Compatibility List*.

What Is New in Hik-Partner Pro

Device Compatibility List 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-ProConnect 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 Attendance](#)
[Cloud Storage Service via NVR](#)
[Cloud Storage Service via DVR](#)
[Cloud Storage Service via Box](#)
[Old Firmware via Box](#)
[Temperature Screening](#)
[People Counting](#)

Search for a device model:

The service is only available when devices are added via Hik-Connect P2P. Default resolution: resolution of the channel's main stream (within the resolution limit of NVR/DVR). Default frame rate: around 10 fps.

Ser. No.	Device Type	Device Series	Device Model	Firmware Version	Max. Cloud Channels	Max. Resolution	Remarks
1	Network Video Recorders	K Series	DS-7604NI-K1(C)	V4.72.107	2	8MP (4096*2160)	--
2	Network Video Recorders	K Series	DS-7608NI-K1(4P)(C)	V4.72.107	2	8MP (4096*2160)	--
3	Network Video Recorders	K Series	DS-7608NI-K1(C)	V4.72.107	2	8MP (4096*2160)	--
4	Network Video Recorders	K Series	DS-7608NI-K1(8P)(C)	V4.72.107	2	8MP (4096*2160)	--
5	Network Video Recorders	K Series	DS-7616NI-K1(C)	V4.72.107	2	8MP (4096*2160)	--
6	Network Video Recorders	K Series	DS-7608NI-K2	V4.72.107	2	8MP (4096*2160)	--
7	Network Video Recorders	K Series	DS-7608NI-K2(8P)	V4.72.107	2	8MP (4096*2160)	--
8	Network Video Recorders	K Series	DS-7616NI-K2	V4.72.107	2	8MP (4096*2160)	--
9	Network Video Recorders	K Series	DS-7616NI-K2(16P)	V4.72.107	2	8MP (4096*2160)	--
10	Network Video Recorders	K Series	DS-7632NI-K2	V4.72.107	2	8MP (4096*2160)	--
11	Network Video Recorders	K Series	DS-7632NI-K2(16P)	V4.72.107	2	8MP (4096*2160)	--
12	Network Video Recorders	K Series	DS-7708NI-K4	V4.72.107	2	8MP (4096*2160)	--
13	Network Video Recorders	K Series	DS-7716NI-K4	V4.72.107	2	8MP (4096*2160)	--
14	Network Video Recorders	K Series	DS-7716NI-K4(16P)	V4.72.107	2	8MP (4096*2160)	--
15	Network Video Recorders	K Series	DS-7732NI-K4	V4.72.107	2	8MP (4096*2160)	--
16	Network Video Recorders	K Series	DS-7732NI-K4(16P)	V4.72.107	2	8MP (4096*2160)	--
17	Network Video Recorders	K Series	DS-7604NI-K1(4P)(D)	V4.74.000_230213	1	8MP (4096*2160)	--
18	Network Video Recorders	K Series	DS-7608NI-K1(D)	V4.74.000_230213	1	8MP (4096*2160)	--
19	Network Video Recorders	K Series	DS-7604NI-K1(D)	V4.74.000_230213	1	8MP (4096*2160)	--
20	Network Video Recorders	K Series	DS-7608NI-K1(8P)(D)	V4.74.000_230213	1	8MP (4096*2160)	--
21	Network Video Recorders	K Series	DS-7616NI-K1(D)	V4.74.000_230213	1	8MP (4096*2160)	--
22	Network Video Recorders	K Series	DS-7616NI-K3(D)	V4.74.000_230217	1	8MP (4096*2160)	--
23	Network Video Recorders	K Series	DS-7608NI-K3(8P)(D)	V4.74.000_230217	1	8MP (4096*2160)	--

Total 188 /page < 1 2 3 4 > 1 / 4 Go

Figure 57-21 Device Compatibility List

Chapter 58 Updates in V2.3.0

Updated on March 22, 2023.

58.1 [New] Cellular IoT Data Service

This version supports purchasing and managing cellular IoT data service on the Portal, which allows your customers to connect their IoT devices to cellular network after you activate the service to the 4G IoT SIM cards inserted in their devices (e.g., solar cameras or non-solar 4G cameras). Under scenarios where wired or wireless network coverage is not available, this allows the devices to access 4G network for remote live view, playback, configuration, etc. The service is no-contract and data-only, which can be canceled at any time with high flexibility.



Note

This feature is not available in some countries/regions.

Refer to the following sections to learn more.

- [***Purchase and Manage Cellular IoT Data Service Packages***](#)
- [***Activate Cellular IoT Data Service for 4G IoT SIM Card***](#)
- [***Remaining Data and Expiration Date Calculation for Service Packages***](#)

Purchase and Manage Cellular IoT Data Service Packages

In the Service Market, you can purchase cellular IoT data service packages directly online or get service packages by entering service keys purchased from local distributors offline. Supports choosing from 7 types of service package, including monthly, quarterly, semi-annual, and annual packages which contain different amount of data to suit your customers' needs.

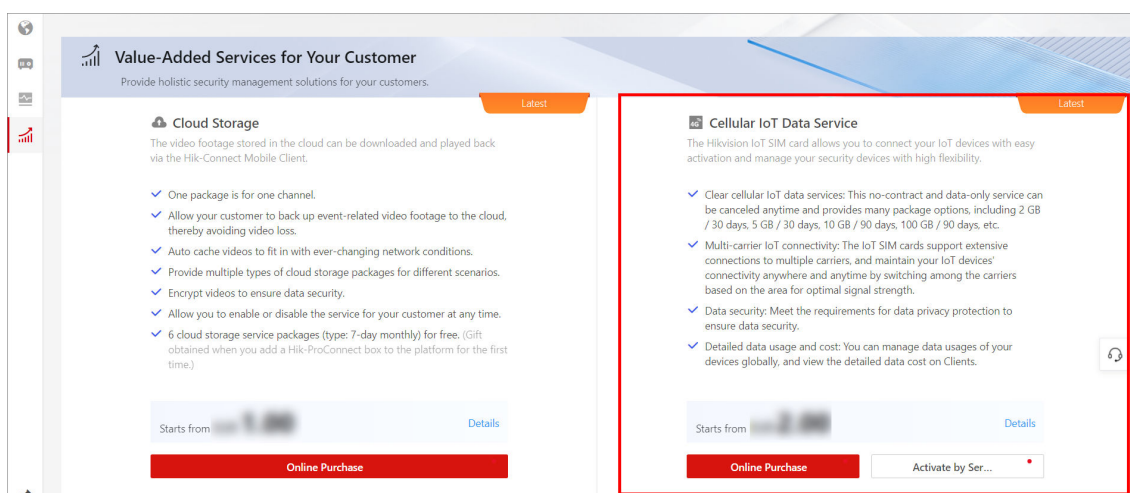


Figure 58-1 Get Cellular IoT Data Service Package from Service Market

What Is New in Hik-Partner Pro

You can manage the cellular IoT data service packages you purchased in My Service. Supports viewing your remaining inventory, the information (e.g., the expiry time, remaining data, etc.) of in-use services activated to SIM cards of all sites or a specific site, and the data usage details of a SIM card in the last 30 days. Supports adding more data to a card by renewing the service with a service package from your inventory.

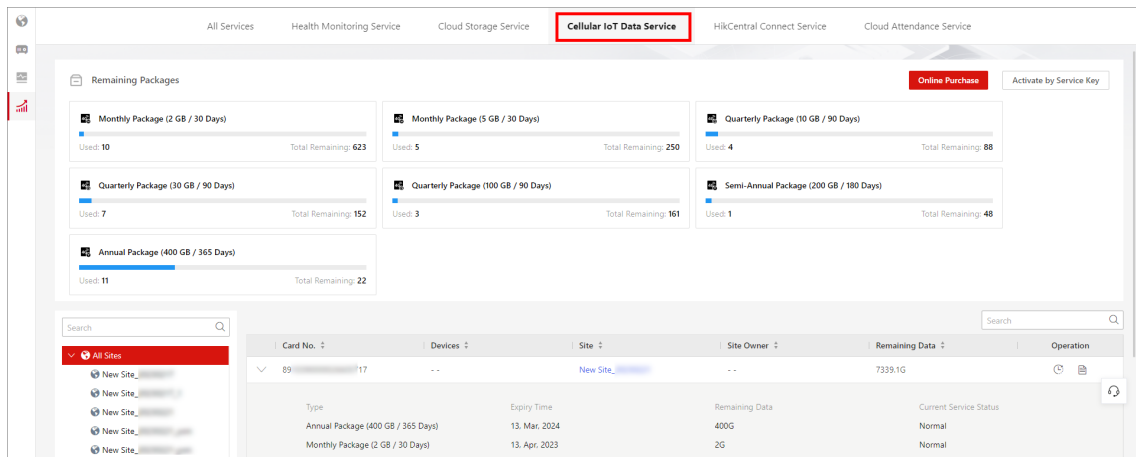


Figure 58-2 Manage Cellular IoT Data Service Packages in My Service

Activate Cellular IoT Data Service for 4G IoT SIM Card

Adds a Cellular IoT Data Service tab to the site details page of customer sites.

- Supports activating cellular IoT data service for 4G IoT SIM cards.
- Supports displaying the card numbers and names of the corresponding devices if the site already has devices with 4G IoT SIM cards inserted.
- Supports adding SIM cards to the site manually and linking them to devices added to the current site which support 4G IoT SIM cards.

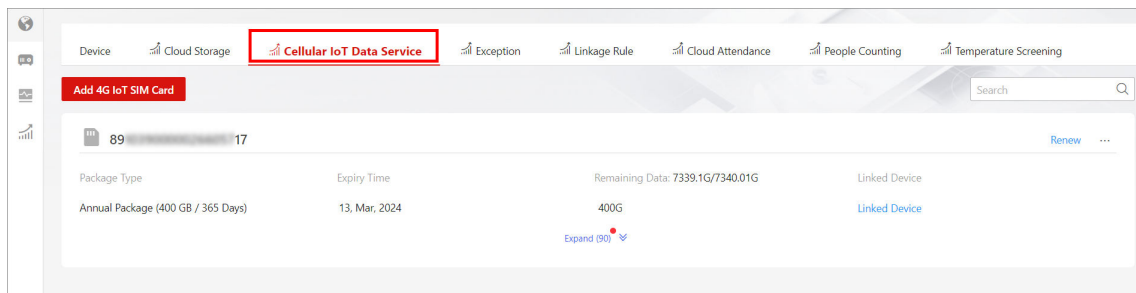


Figure 58-3 Cellular IoT Data Service Tab for Customer Sites

Activate Cellular IoT Data Service

Item
Cellular IoT Data Service

4G IoT SIM Card No.
891-17

Activate Cellular IoT Data Service

Select Package Type
Monthly Package (2 GB / 30 Days) (623 Left)

Current Status of Cellular IoT Data Service
Total remaining data: 7339G

Feb, 2023	Mar, 2023	Apr, 2023	May, 2023
Total remaining data: 7339G			
Today			
Monthly Package (2 GB / ...)			
Quarterly Package (100 GB / 90 Days)			

Confirm **Cancel**

Figure 58-4 Activate Cellular IoT Data Service for 4G IoT SIM Card

Remaining Data and Expiration Date Calculation for Service Packages

- The cellular IoT data service packages will be added to your inventory after the online purchase / service key activation and will not consume their expiration dates.
- The cellular IoT data service package takes effect immediately after being activated to a SIM card, and its data will be added directly to the card's remaining data. Once activated to a SIM card, the expiration date of the service package starts counting down immediately instead of waiting for the expiration of the service package currently in use.
- If more than one service package is activated on a SIM card at the same time, the data of the one with the closest expiration date will be used first.

58.2 [New] Password Reset in Application Center and Reset Before Site Handover

This version adds a new password reset entry in Application Center and allows you to reset passwords for devices on not-handed-over sites on the Mobile Client.

Note

This update is only supported on the Mobile Client.

Refer to the following sections to learn more.

- [***New Password Reset Entry in Application Center***](#)
- [***Set New Password Directly on Hik-Partner Pro Before Site Handover***](#)

New Password Reset Entry in Application Center

You can now access the password reset function via Application Center. Previously, you can only go to the device details page to reset the password in

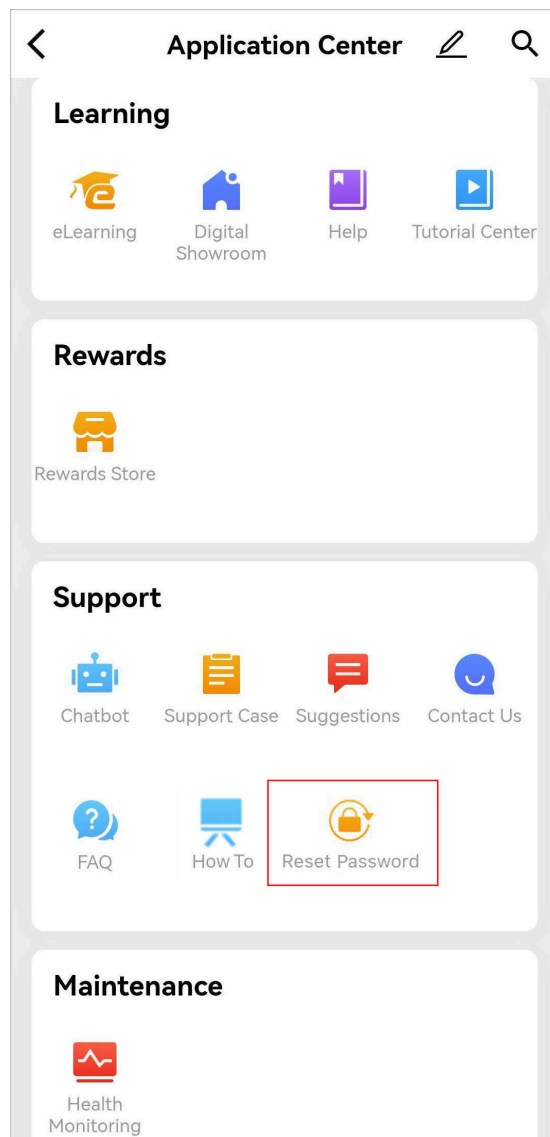



Figure 58-5 Reset Password in Application Center

Set New Password Directly on Hik-Partner Pro Before Site Handover

Before the site of the device is handed over, when you are at the site and the device is on the same LAN as your Hik-Partner Pro Mobile Client, you may enter the process where you can reset the password by entering and confirming a new password directly on your Hik-Partner Pro Mobile Client.


< Set New Password

New Password

Please enter. 

8 to 16 characters allowed, including at least 2 of the following types: uppercase letters, lowercase letters, digits, and special characters (!\"#\$%&'()*+,-./:;<=>?@[]^_`{|}~Space).

Confirm Password

Please enter. 

Confirm

Figure 58-6 Set New Password Before Site Handover

If you have handed over the site, you will still enter the process of resetting the password onsite/offsite which is already supported in previous versions.

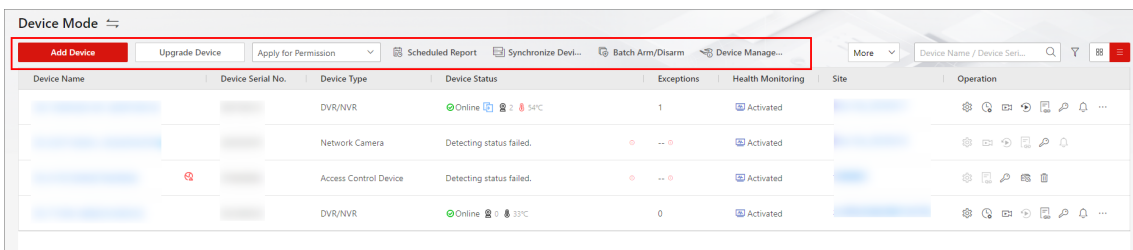
58.3 [New] Manage Devices in Device Mode

This version adds Device Mode on the site page. You can switch to this mode to view all the devices in all sites and manage devices as needed.

What Is New in Hik-Partner Pro

Note

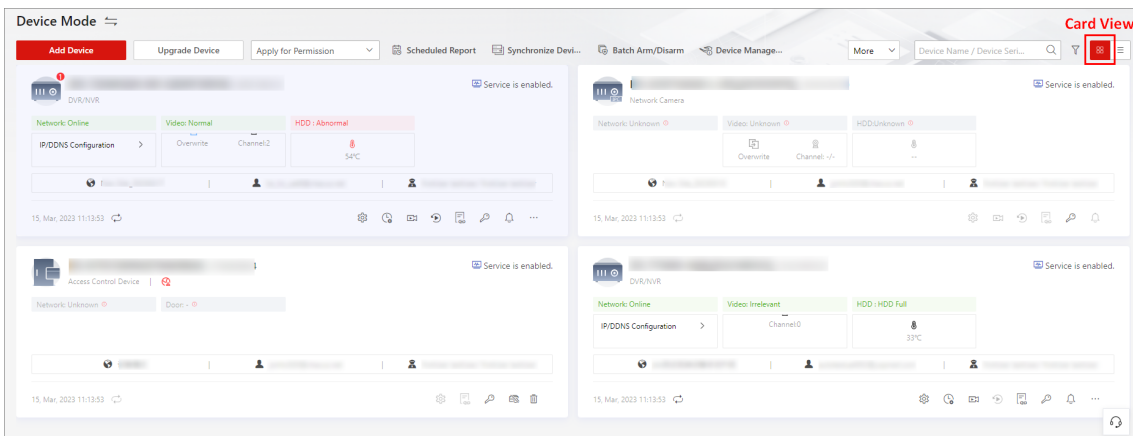
- This feature is only supported on the Portal.
- There are two view modes (card view and list view) in Device Mode. Due to UI similarity, here we only illustrate with related screenshot(s) of the list view.
- Supports adding devices, upgrading device(s), applying for the permission for device(s), synchronizing devices from Hik-Connect, batch arming/disarming devices, and viewing the introduction of how to authorize you to manage devices in your customer's Hik-Connect account.



Device Name	Device Serial No.	Device Type	Device Status	Exceptions	Health Monitoring	Site	Operation
[Redacted]	[Redacted]	DVR/NVR	Online 54°C	1	Activated	[Redacted]	[Icons]
[Redacted]	[Redacted]	Network Camera	Detecting status failed.	0	Activated	[Redacted]	[Icons]
[Redacted]	[Redacted]	Access Control Device	Detecting status failed.	0	Activated	[Redacted]	[Icons]
[Redacted]	[Redacted]	DVR/NVR	Online 33°C	0	Activated	[Redacted]	[Icons]

Figure 58-7 Supported Operations

- Supports switching between card view and list view. In the card view, supports clicking the card to view device details. In the list view, supports clicking the device name to view device details and clicking the site name to view site details.



Device Type	Network Status	Video Status	HDD Status	Temperature
DVR/NVR	Network Online	Video: Normal	HDD: Abnormal	54°C
Network Camera	Network Unknown	Video: Unknown	HDD: Unknown	-
Access Control Device	Network: Unknown	Door: -	-	-
DVR/NVR	Network Online	Video: Irrelevant	HDD: HDD Full	33°C

Figure 58-8 Card View

What Is New in Hik-Partner Pro

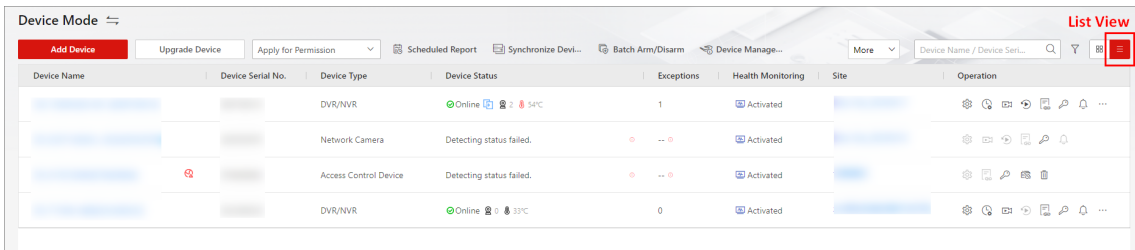


Figure 58-9 List View

- Supports displaying device related information, including device name, device serial No., site name, device status, health monitoring status, etc. For a single device, supports refreshing the device, start live view or playback of the device, configure the device remotely, etc.

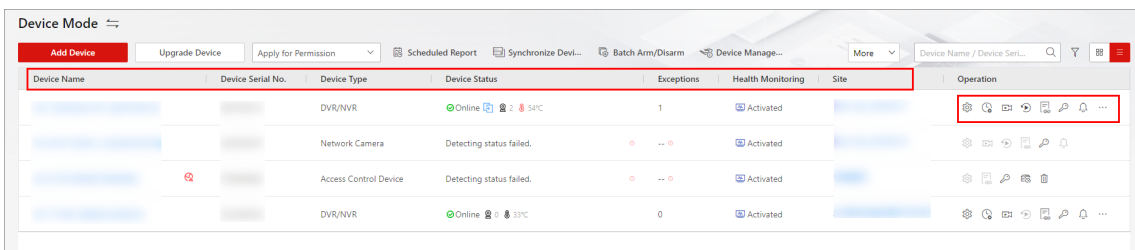


Figure 58-10 Device Related Information and Operation

- Supports refreshing all devices. Supports exporting the information of all sites and devices. Supports searching for devices by device name or serial No.

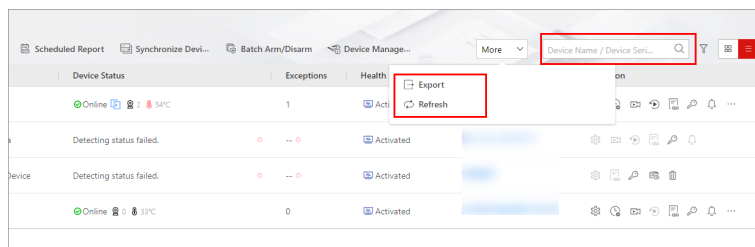


Figure 58-11 Refresh and Search for Device

- Supports filtering devices by the needed condition(s).

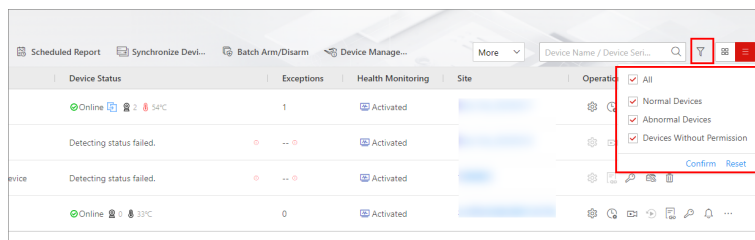


Figure 58-12 Filter Device

58.4 [New] Configure Device Offline Delay

This version allows you to set the allowed offline duration for the device. Notifications about device offline exceptions will be received on Hik-Partner Pro, ARC, and Hik-Connect only if the device is offline for longer than the configured duration.

Note

Only the devices that are connected to Hik-Connect services (P2P) support this function.

- Supports configuring device offline delay duration on the device card/list both in Device Mode and Site Mode on the Portal. The allowed duration is between 5 minutes and 24 hours.

Note

- For NON security control panels, make sure you have activated health monitoring services and configured **Offline** as an exception type on the site details page.
- For security control panels, you need to activate health monitoring services and configure **Offline** as an exception type only if you need to receive exception notifications on Hik-Partner Pro (it is not required to activate health monitoring services for receiving exception notifications on ARC and Hik-Connect).

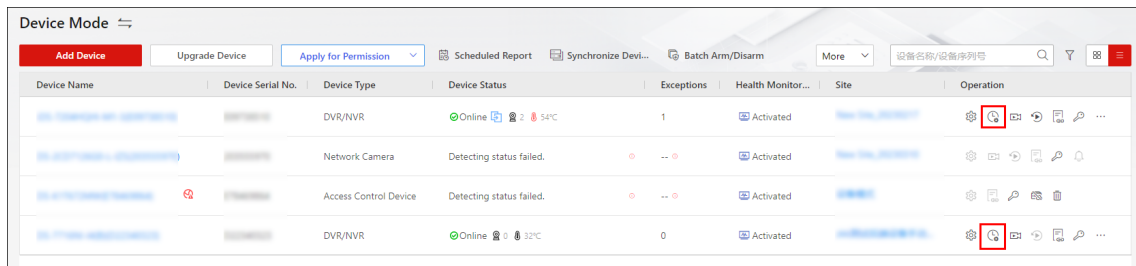


Figure 58-13 Entrance in Device Mode

What Is New in Hik-Partner Pro

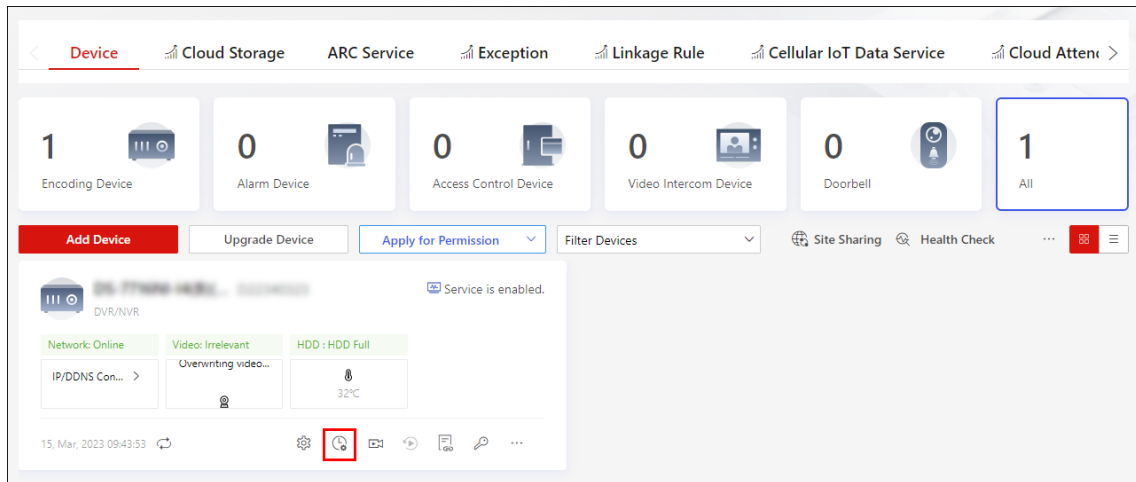


Figure 58-14 Entrance in Site Mode

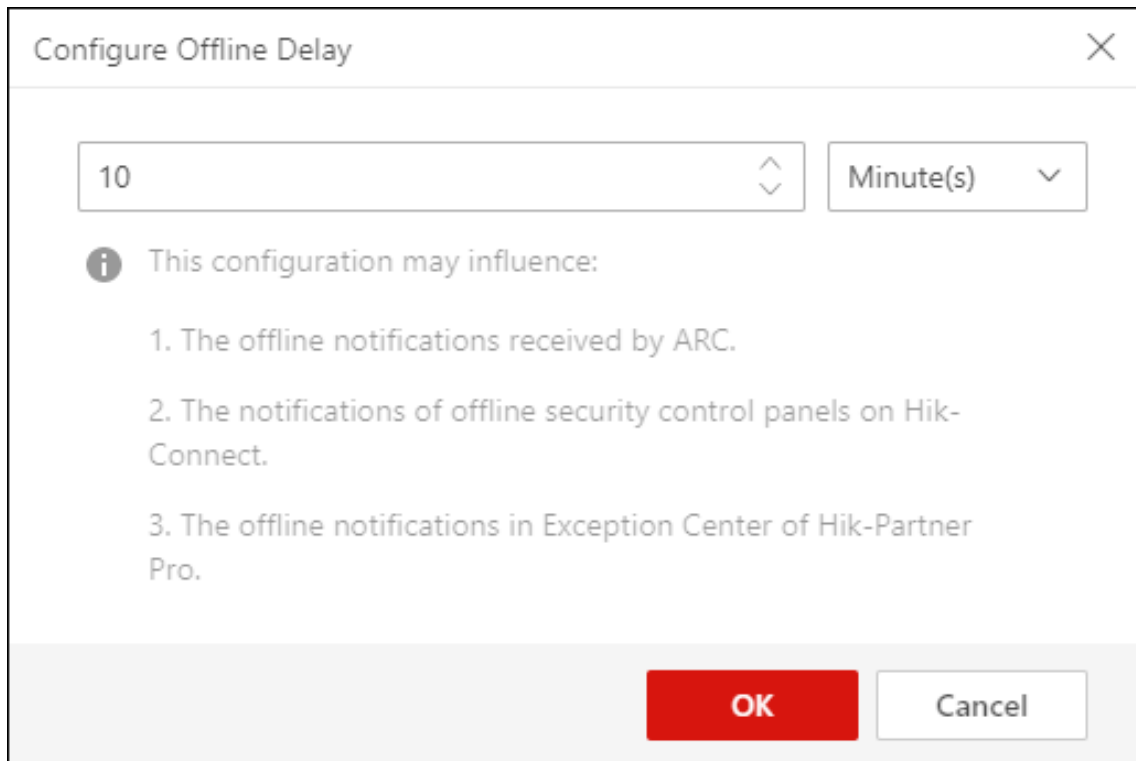


Figure 58-15 Configure Offline Delay

- Adjusts the allowed duration for device offline on the site details page both on the Portal and Mobile Client. The allowed duration is also between 5 minutes and 24 hours.

Note

Due to UI similarity, here we only illustrate with related screenshot(s) of the Portal.

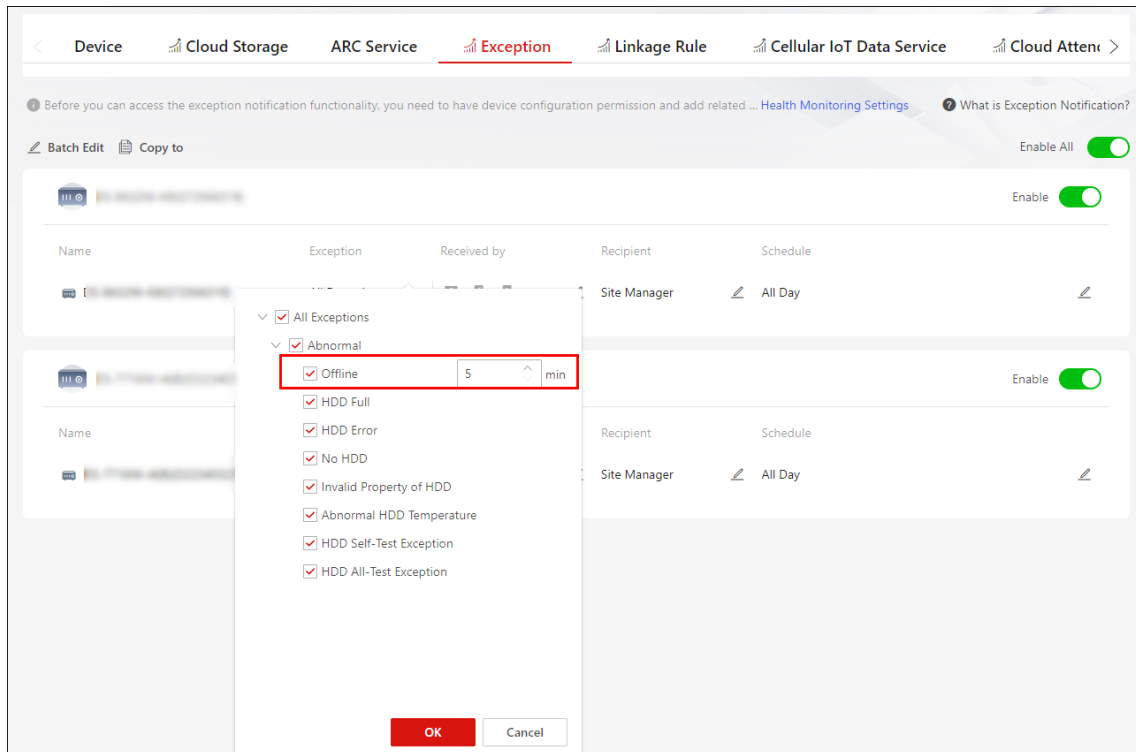


Figure 58-16 Configure Device Offline Delay on Site Details Page

58.5 [New] Set Validity Period for Site Manager

The Portal of this version allows you to set validity period for site managers.

Note

Some updates are supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate with related screenshot(s) of the Portal.

Set Validity Periods When Assigning Sites

1. At least one site manager's validity period should be Permanent.
2. By default, the validity period of site managers with the permission for managing all sites is Permanent and cannot be edited.

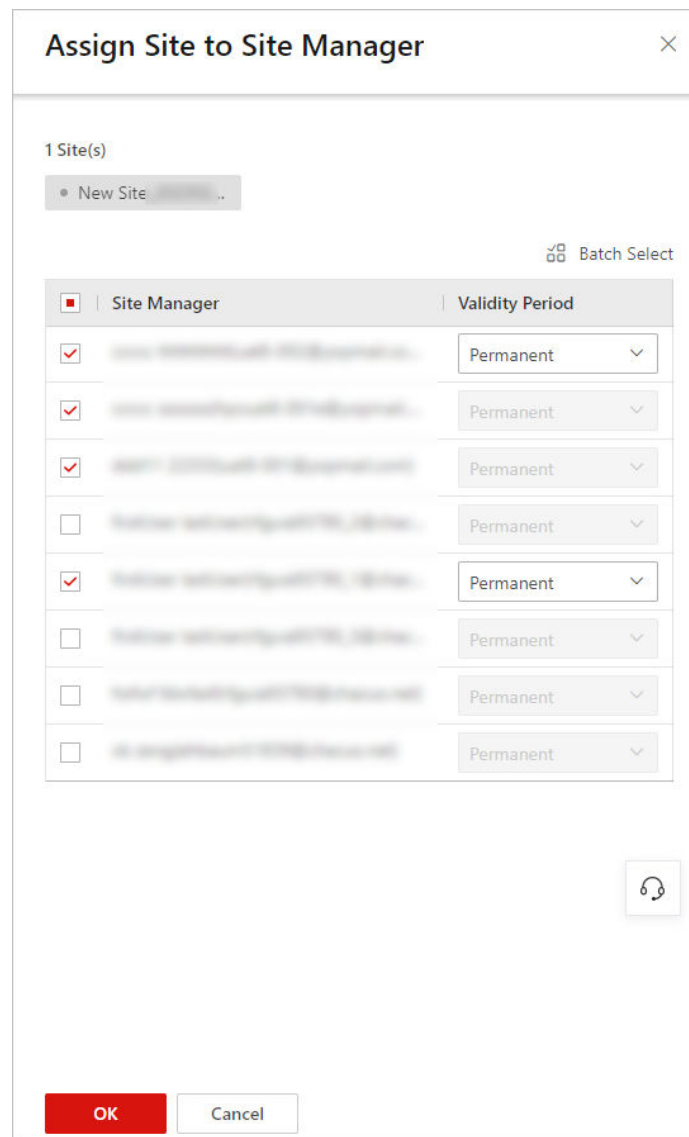


Figure 58-17 Assign Site to Site Manager

Display Validity Countdown

After assigning sites to Installers:

- On the Site page (in the Site Manager column) and the Site Details page, the names of site managers and validity period countdown of the permission will be displayed.

What Is New in Hik-Partner Pro

Site Name	Address	Site Owner	Device	Site Manager	Status	Operation
... / Permanent ...tt / 01h 58min	Not Handed Over	👤 + ...
... / Permanent ...tt / 01h 58min	Not Registered	👤 + ...

Figure 58-18 Current Site Page

Ne Site, 2022-01-01

Site ID: [Copy](#)

Not Handed Over

[Hand Over Now](#)

Site Manager	Validity Period	Operation
...	Permanent	👤
...	01h 36min	🗑️
...	Permanent	🗑️
...	Permanent	🗑️
...	03h 36min	🗑️

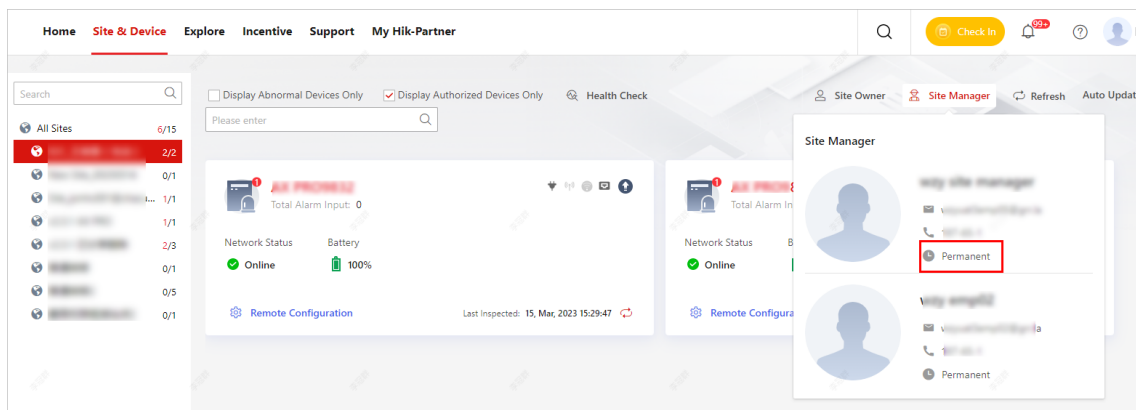
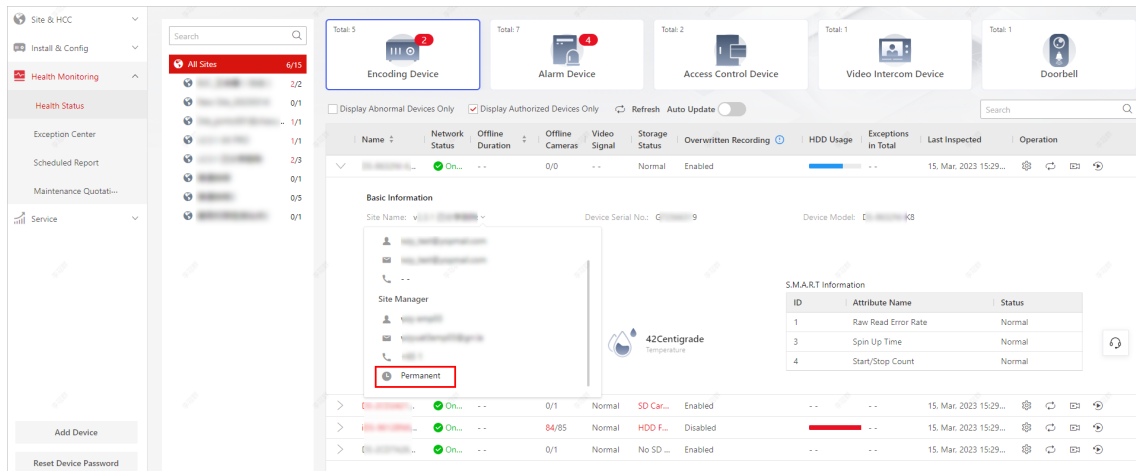
[Collapse](#)

Scene
House
Address
City
State/Province/Region

Figure 58-19 Site Details



- On the Health Status page, you can view the validity countdown of one site or all sites.

What Is New in Hik-Partner Pro




Change Validity Periods and Delete Site Managers

On the Site Details page, you can perform the following operations.

- Click  to remove current account from the site manager list.
- Click  to remove other account from the site manager list.

Note

An account without the permission for managing all sites can only remove its own account from the site manager list, while an account with the permission for managing all sites can remove all accounts from the site manager list.

- Click  and select a new validity period for a site manager from the drop-down list.

The unassigned site managers and site managers whose validity periods are changed will receive a notification on the Portal and Mobile Client.

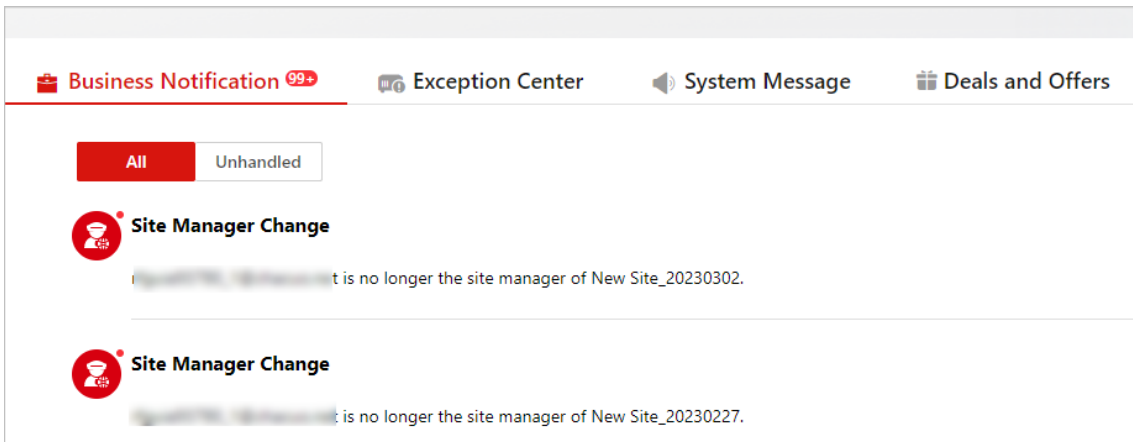


Figure 58-22 Business Notification

58.6 [Improvement] Pages Layout Redesign

For the update(s) supported on both the Portal and Mobile Client, due to UI similarity, here we only illustrate with related screenshot(s) of the Portal.

Company Information

- Redesigns the layout of the Company Information page by merging the company account, perks, and company information.

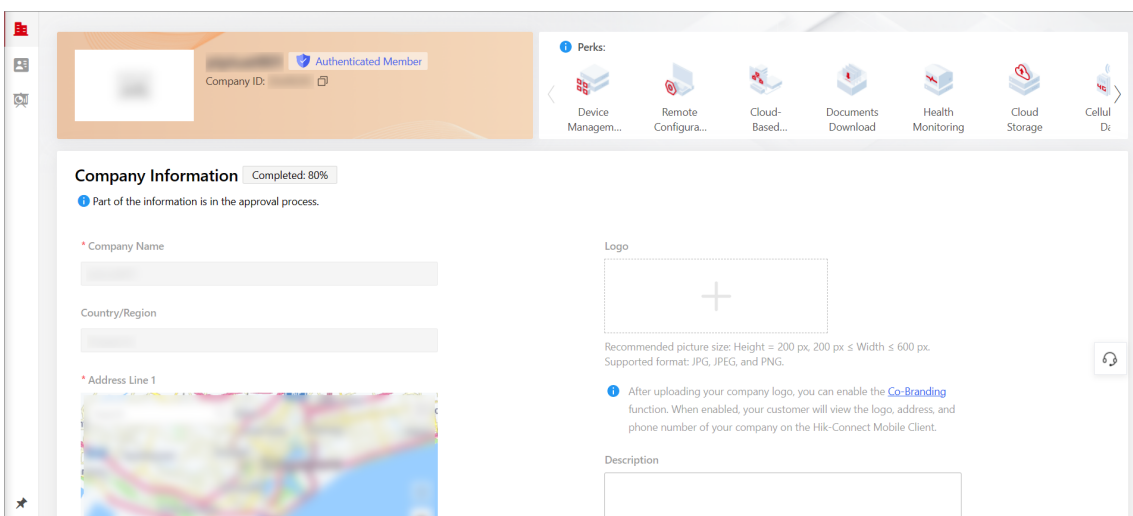


Figure 58-23 Layout of Company Information

- Supports viewing all perks by clicking \langle / \rangle .

Tutorial Center

- Redesigns the Search bar, tabs, and tags to highlight the tutorial materials.

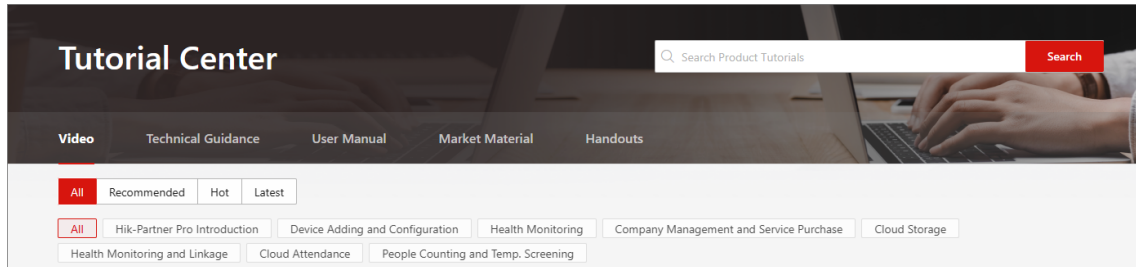


Figure 58-24 Layout of Tutorial Center

- Redesigns the video covers and simplifies introductions to focus on the videos.

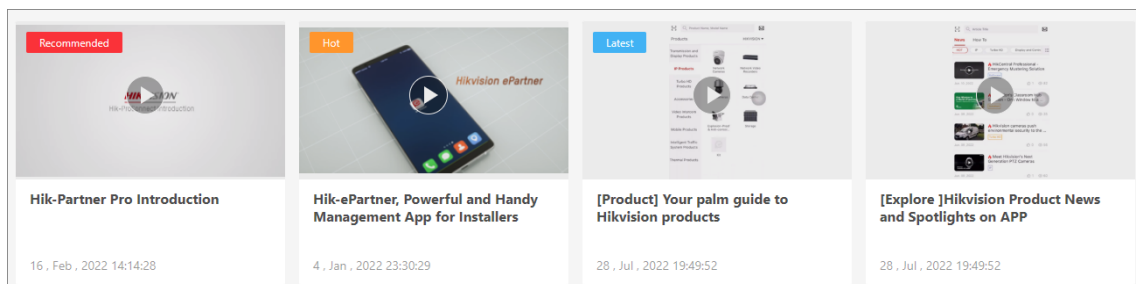


Figure 58-25 Layout of Video Page

58.7 [Improvement] Other Updates

- Supports some new models of solar security cameras including DS-2XS2T41G0-ID/4G/C04S05, DS-2XS2T47G0-LD/4G/C14S40, DS-2XS2T47G0-LDH/4G/C18S40, DS-2XS6A47G1-LS/4G, DS-2XS6A87G1-LS/4G, and DS-2XS6F45G0-I9C1/4G on both the Portal and Mobile Client. Supports features including live view, playback, remote configuration, and 4G on both the Portal and Mobile Client.
- Adds a new language Cambodian on both the Portal and Mobile Client.
- Your company may become unauthenticated due to the lack or expiry of company information. Under this situation, you need to re-submit your company information, and people who have the company management permission will be notified of system messages about the information change on both the Portal and Mobile Client.

Chapter 59 Updates in V2.2.100

Updated on March 9, 2023.

59.1 [New] Join an Existing Company Without Invitation

This version allows you to create an employee account and join an existing company without invitation.



This update is supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate with related screenshot(s) of the Portal.

Refer to the following sections to learn more.

- ***For Employees: Apply to Join a Company on Registration***
- ***For Administrators: Approve/Reject Employee Joining Applications***

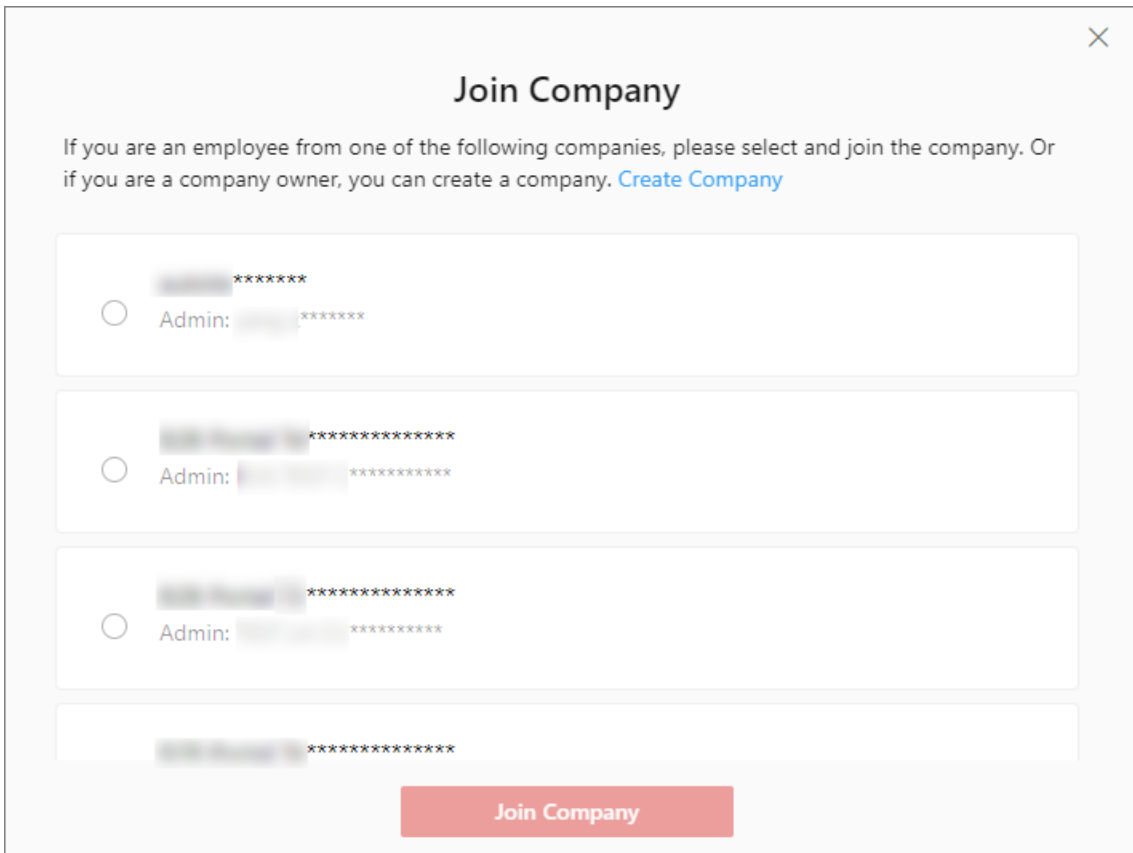
For Employees: Apply to Join a Company on Registration

As an employee of a company, you can now join the company on registration without invitation.

- After you fill in the required information (company name, etc.) and click/tap **Register** on the registration page, if there are existing companies with names similar to the company name you just entered, these companies will be listed and displayed so that you can apply to join one of them. Or if you are a company owner, you can choose to create a company and not to join any company.



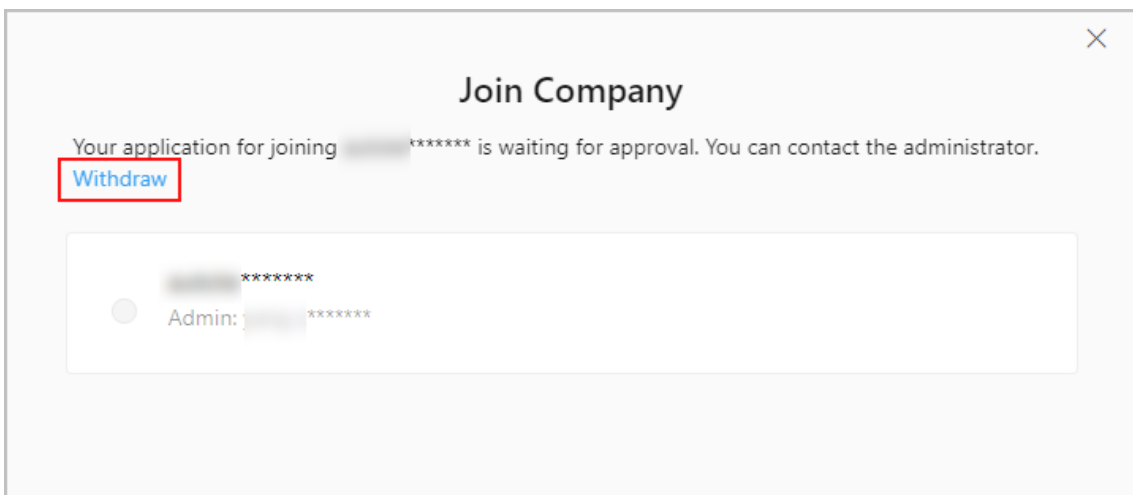
Only authenticated companies and companies which have submitted authentication applications can be listed and displayed.



The screenshot shows a dialog box titled "Join Company" with a close button (X) in the top right corner. Below the title is a message: "If you are an employee from one of the following companies, please select and join the company. Or if you are a company owner, you can create a company. [Create Company](#)". There are four radio button options, each with a company name (partially obscured by a grey box) and a password field (masked with asterisks). The first option is selected. Below the options is a red button labeled "Join Company".

Figure 59-1 Select and Join a Company

- After you submit your joining application to an existing company and before it is approved by the company's administrator, you can withdraw the application.



The screenshot shows the same "Join Company" dialog box. The message now reads: "Your application for joining [redacted] is waiting for approval. You can contact the administrator." A blue "Withdraw" button is highlighted with a red box. Below the message is a single radio button option with a company name and password field, which is currently unselected.

Figure 59-2 Withdraw Joining Application

For Administrators: Approve/Reject Employee Joining Applications

As a company administrator, after an employee submits their joining application to your company, you need to approve their application so that they can join your company successfully.

- If you have permission to manage employees, you can approve or reject the employee joining applications in the Notification Center.

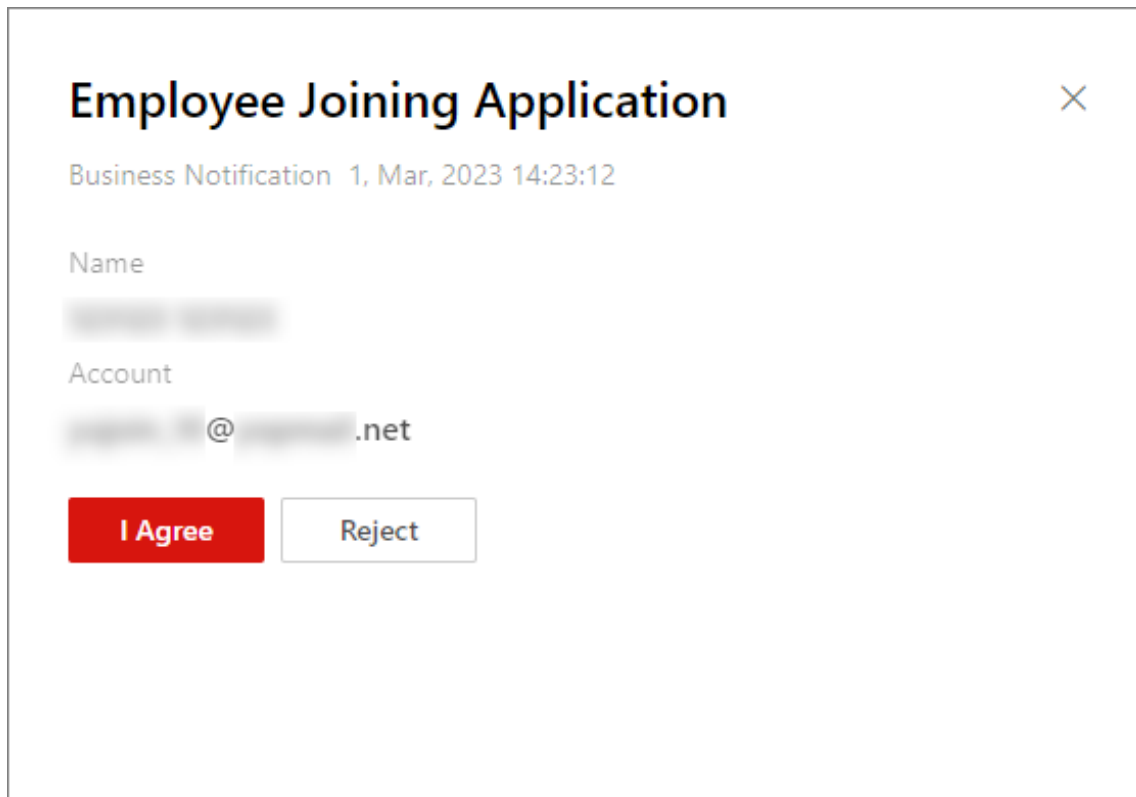


Figure 59-3 Employee Joining Application

- You can also select a role for the employee after you approve their joining application.

Employee Joining Application ✕

Business Notification 1, Mar, 2023 14:23:12

Name
[Redacted]

Account
[Redacted]

/// Reject

Select Role

Select a role for this employee.

Role Name	Role Permission
Administrator	<ul style="list-style-type: none">• Manage Assigned Site
IT Manager	<ul style="list-style-type: none">• Manage Account and Role
Site Manager	<ul style="list-style-type: none">• Manage Company Information• Manage Service Package and O...• Manage All Sites

Confirm Cancel

Figure 59-4 Select a Role for the Employee on Approval

59.2 [New] Co-Branding with HikCentral Connect

This version supports co-branding with HikCentral Connect.

Note

- This update is supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate with related screenshot(s) of the Portal.
- This update is not available in the countries/regions where HCC services are not supported.

After you enable co-branding, your customers can view your company logo, email address, and phone number on the HCC Portal and Mobile Client from this version on. Previously, only the Hik-Connect Mobile Client was supported.

Note

This is only supported by the Hik-Connect Mobile Client in version 4.26.0 or later, and HCC in version 1.2.50 or later.

Supports displaying the example pictures for you to know how your company logo or name will be shown to your customers on HCC.

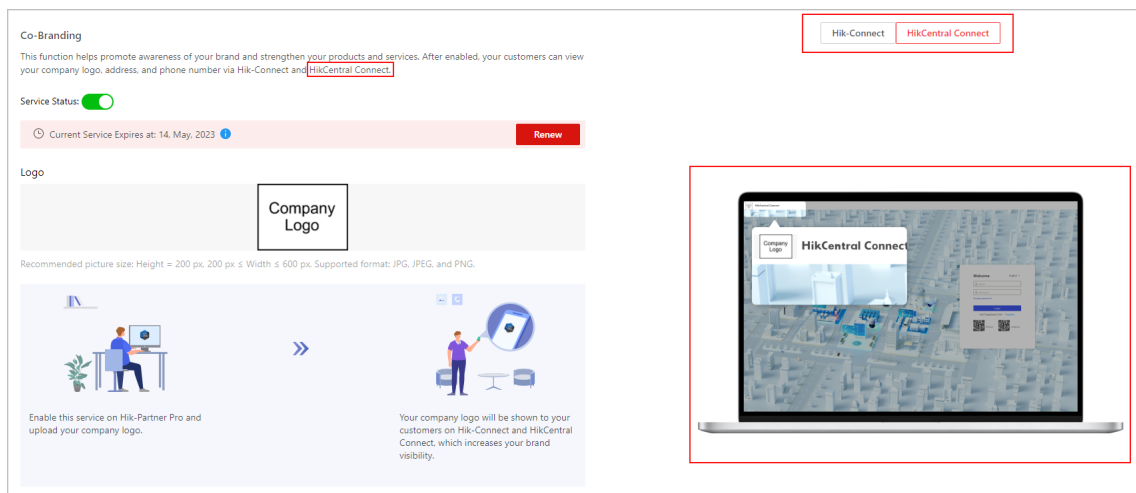


Figure 59-5 Co-Branding with the HCC Portal

What Is New in Hik-Partner Pro

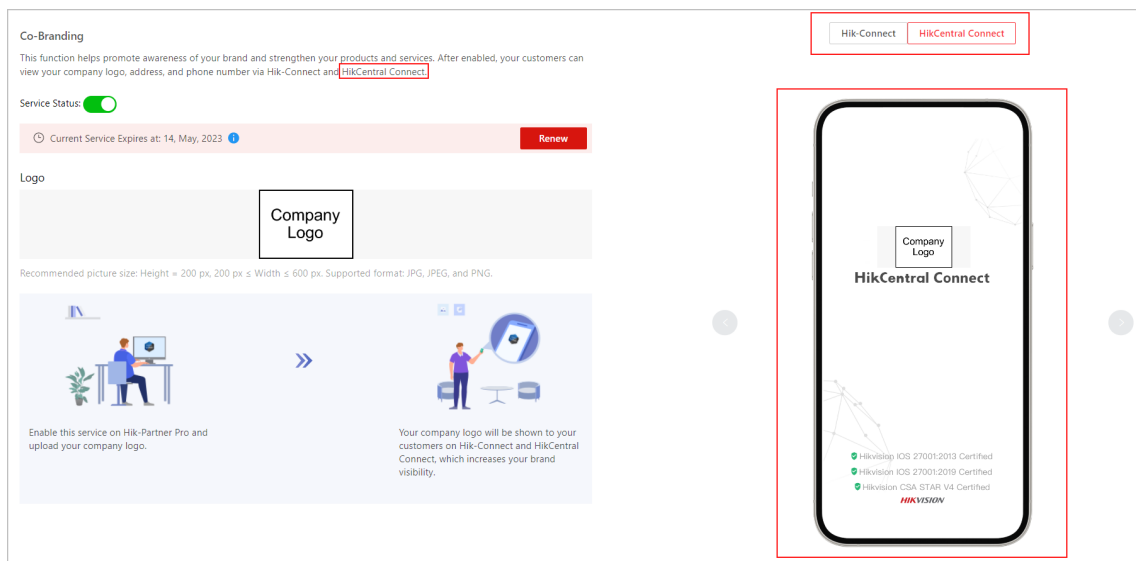


Figure 59-6 Co-Branding with the HCC Mobile Client

59.3 [New] Event and 24/7 Cloud Storage Service Packages for HCC

This version adds 24/7 cloud storage service packages for HCC and supports more types of event cloud storage service packages for HCC on the Hik-Partner Pro Portal.

Note

This update is not available in the countries/regions where HCC services are not supported.

- Supports purchasing event and 24/7 cloud storage service packages for HCC. Both the event and 24/7 cloud storage services for HCC support 7-day monthly/annual packages, 30-day monthly/annual packages, 90-day annual packages, 180-day annual packages, and 365-day annual packages.

What Is New in Hik-Partner Pro

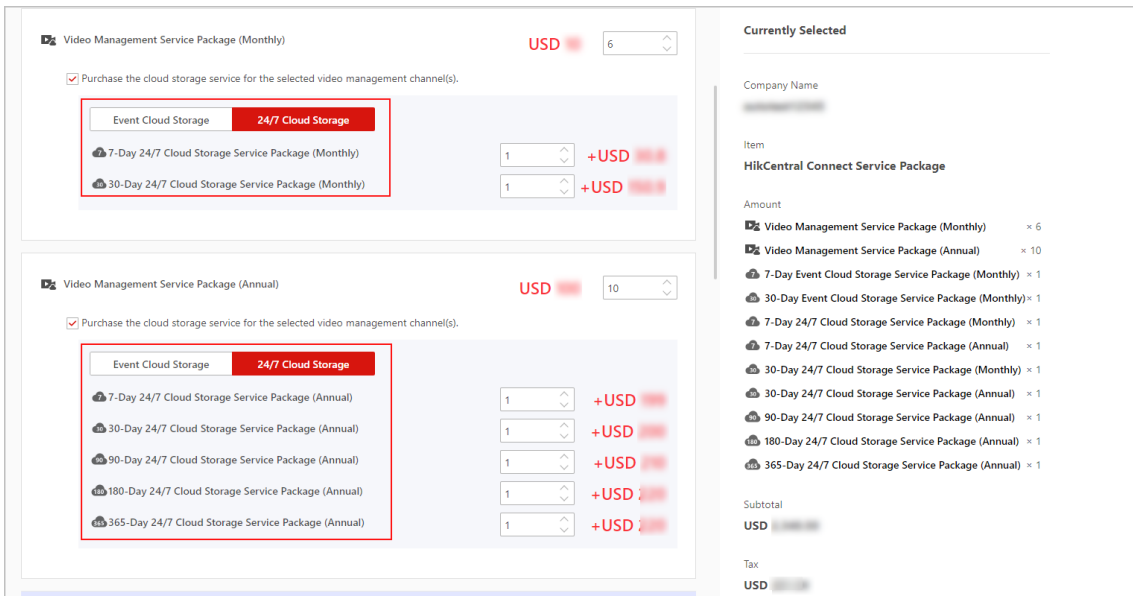


Figure 59-7 Purchase Event and 24/7 Cloud Storage Service Packages

- Supports activating event and 24/7 cloud storage services for HCC.

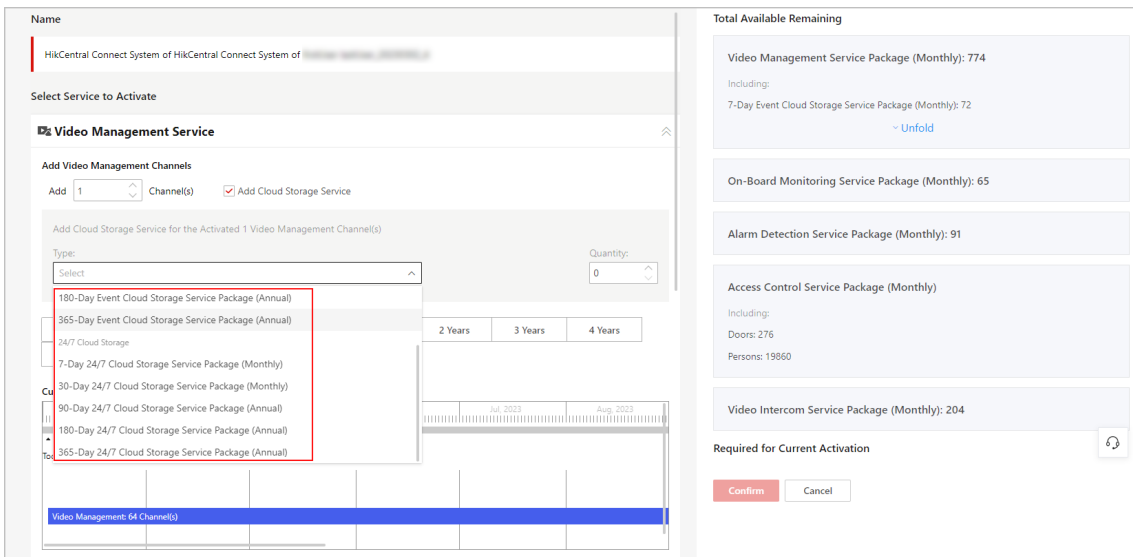


Figure 59-8 Activate Event and 24/7 Cloud Storage Services for HCC

- Supports managing the remaining event and 24/7 cloud storage service packages in the My Service module.

What Is New in Hik-Partner Pro

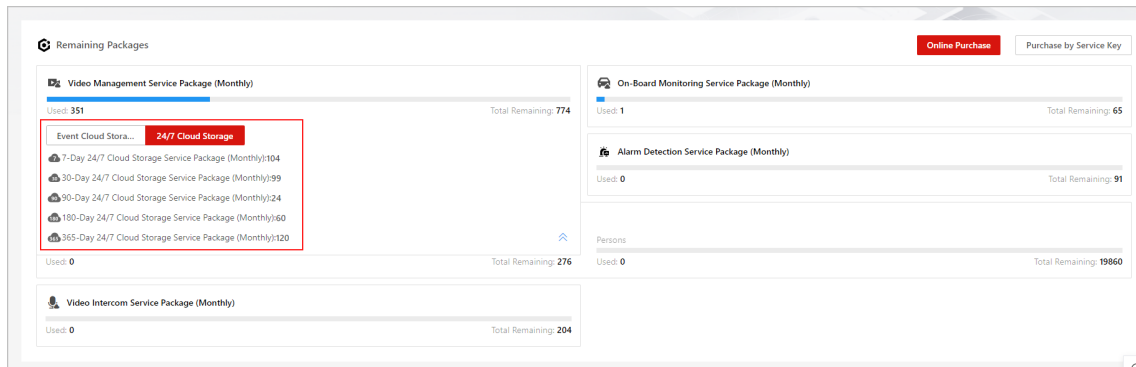


Figure 59-9 Manage Remaining Packages

59.4 [Improvement] Other Updates

Note

For the update(s) supported on both the Portal and Mobile Client, due to UI similarity, here we only illustrate with related screenshot(s) of the Portal.

- Adds an entry for How To in the Application Center on the Mobile Client. You can now tap **How To** both in Application Center and on the Support page to go to the How To section in the Explore module.

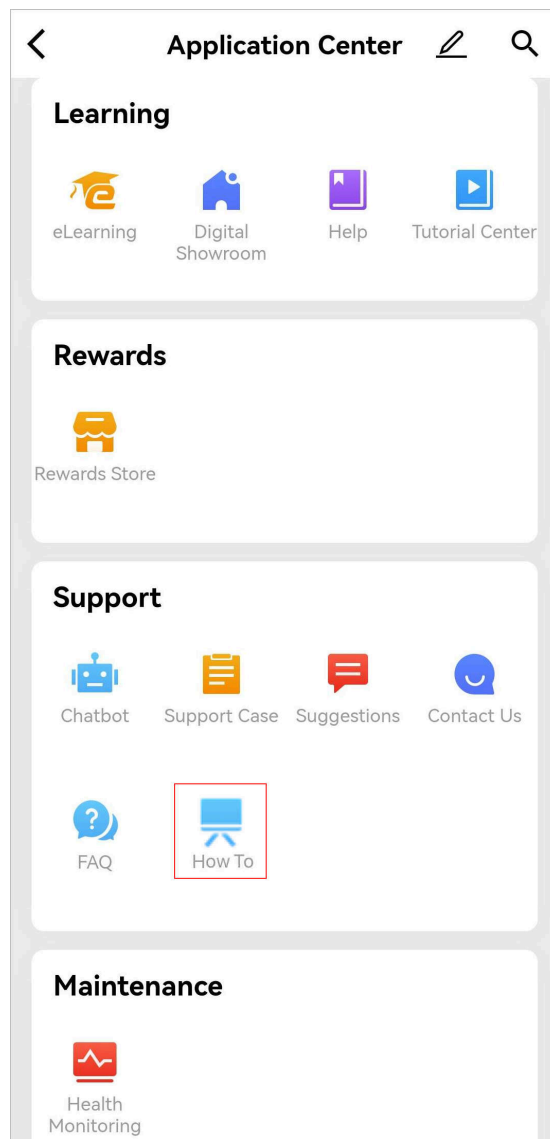


Figure 59-10 How To in Application Center

- Adds an instruction on how to solve the login problem caused by changing the email address for your OneHikID account on both the Portal and Mobile Client.
If you have changed your email address for your OneHikID account, and if the new email address is the same as that for a Hik-ProConnect account, you will not be able to log in with this email address. A solution will be provided when you encounter this problem.

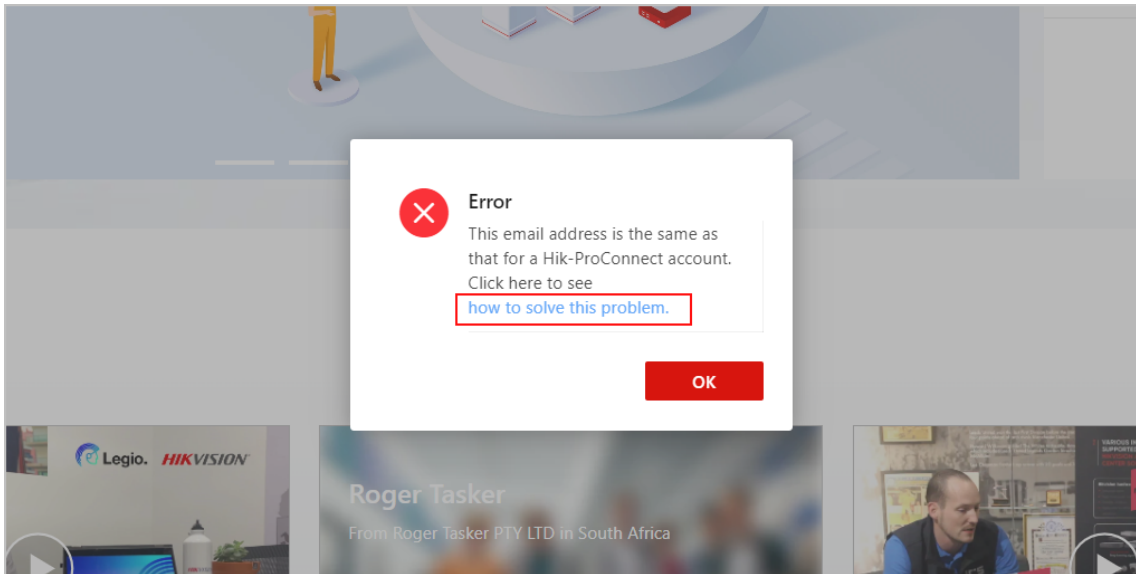


Figure 59-11 Email Address Conflict

- When you try to reset your OneHikID account password on the Hik-ProConnect account login page, you will receive an email prompting you to switch to the OneHikID account login page instead of an email containing the verification code for the password reset.

Chapter 60 Updates in V2.2.50

Updated on February 9, 2023.

60.1 [New] Sell-Out Promotion

This version supports submitting your intention to purchase discounted products on the sell-out promotion page, and managing your submitted intentions in My Intention or managing the purchase intentions you received in My Promotion.



This function is only available to some users in some countries/regions.

Refer to the following sections for more details.

- **[Submit Your Purchase Intentions](#)**
- **[Manage Your Submitted Purchase Intentions in My Intention](#)**
- **[Confirm Purchase Intentions You Received in My Promotion](#)**

Submit Your Purchase Intentions

You can 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 read the promotional rules, view the promotional products, add the products to your cart, and submit your purchase intention.

What Is New in Hik-Partner Pro

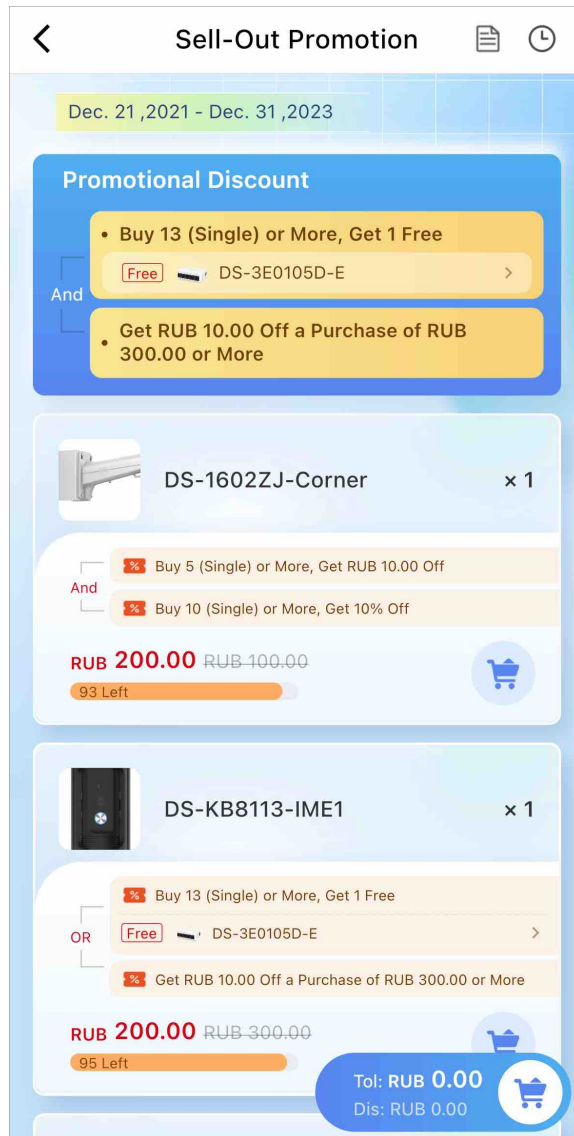


Figure 60-1 Example Sell-Out Promotion (Mobile Client)

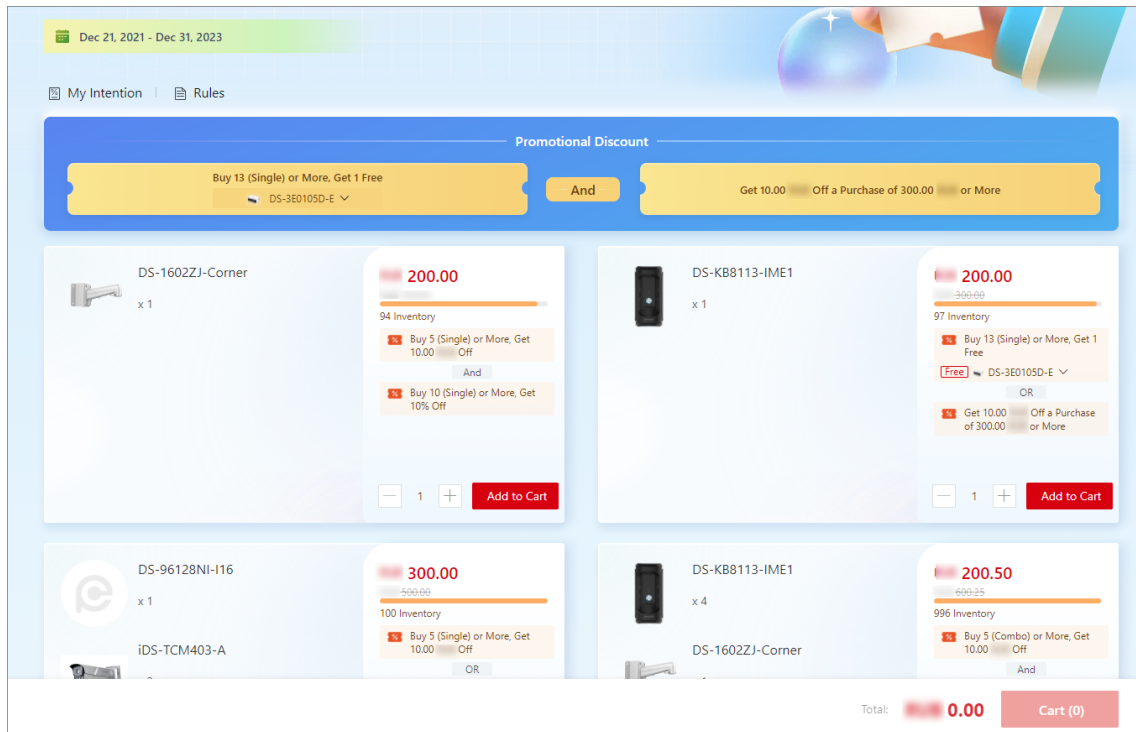


Figure 60-2 Example Sell-Out Promotion (Portal)

Manage Your Submitted Purchase Intentions in My Intention

After you submit your purchase intentions on the sell-out promotion page, you can edit, duplicate, and delete your intentions. After you edit or delete your intention, the corresponding provider will receive a notification. After your purchase intention is confirmed by the provider, you will not be able to edit or delete it, and you can come to the provider offline to purchase the products you submitted at the discounted price based on the confirmed purchase intention.

What Is New in Hik-Partner Pro

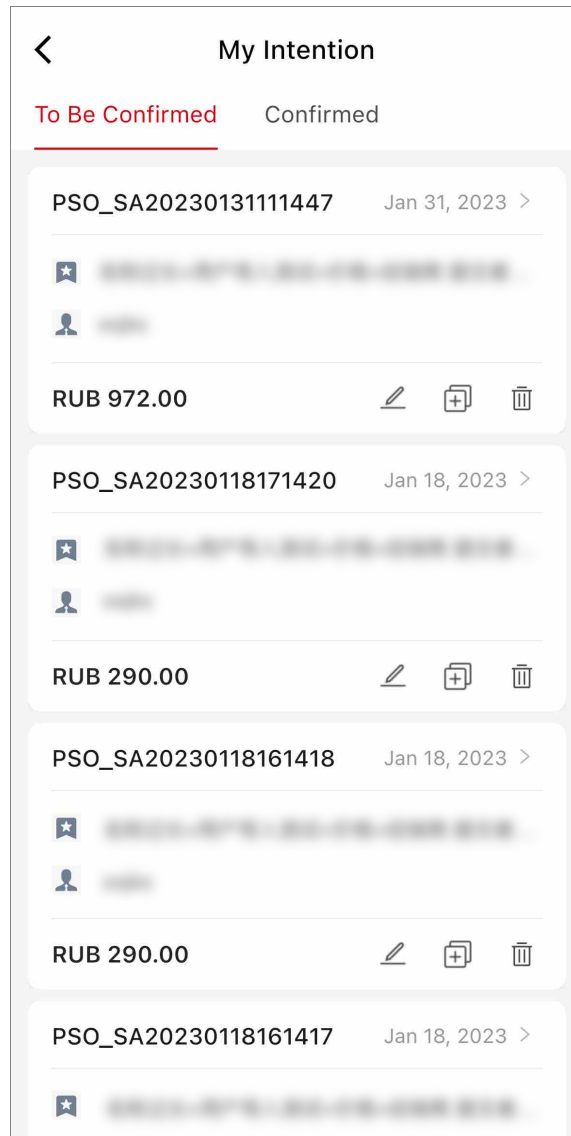


Figure 60-3 My Intention (Mobile Client)

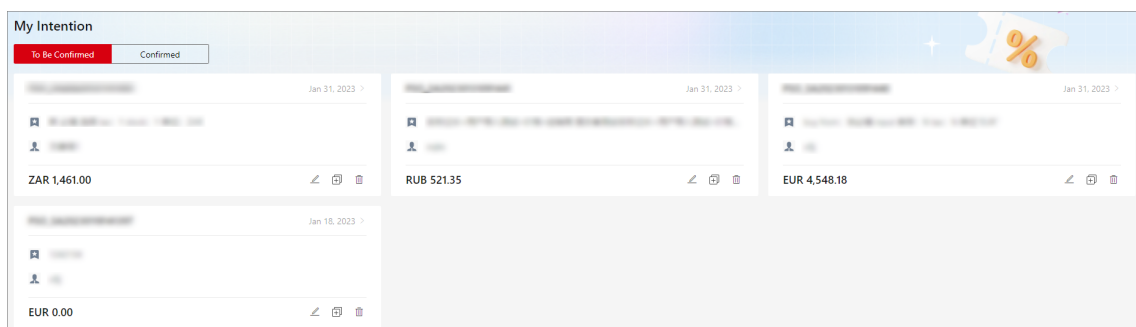


Figure 60-4 My Intention (Portal)

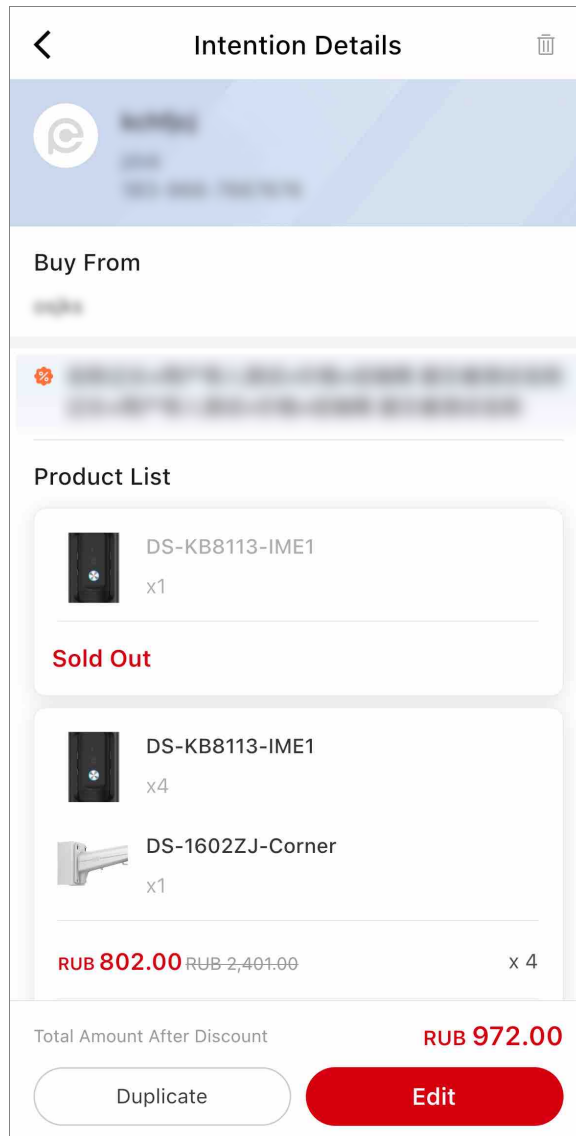


Figure 60-5 Intention Details for Submitters (Mobile Client)

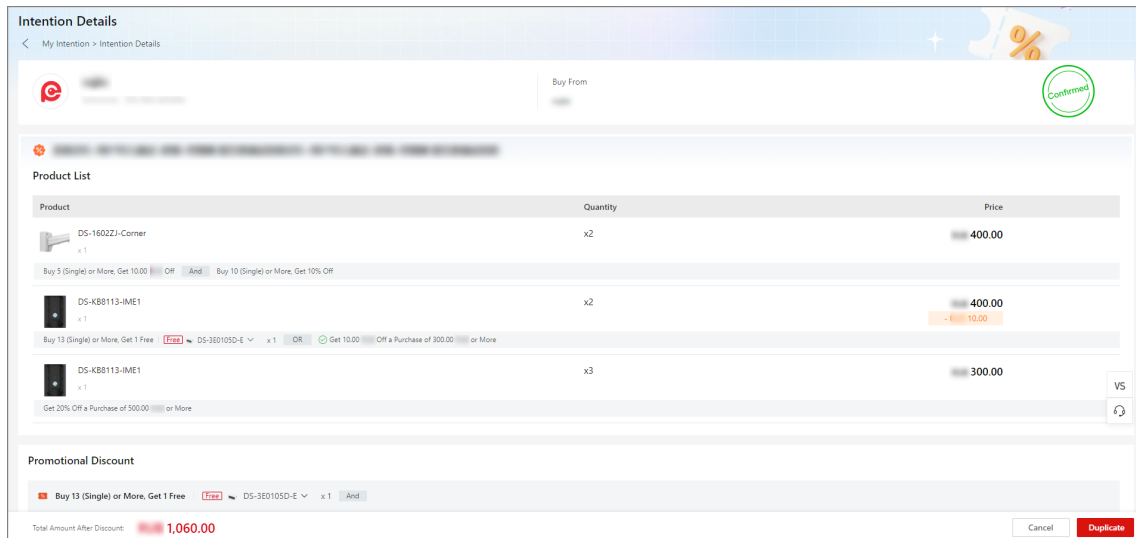


Figure 60-6 Intention Details for Submitters (Portal)

Confirm Purchase Intentions You Received in My Promotion

If you are a provider (supplier) who is on the provider list for the sell-out promotion, you will be able to receive purchase intentions. If you have already received purchase intentions submitted by others and your account is the Installer Admin account, you can manage them in My Promotion (both confirmed and to be confirmed intentions). You can decide whether to confirm a purchase intention after you check the purchase intention details (the total amount after discount, etc.). After you confirm a purchase intention, the intention submitter may come to you and purchase the promotional products from you at the discounted price based on the confirmed intention. For the confirmed intentions, you can export them to Excel files.

What Is New in Hik-Partner Pro

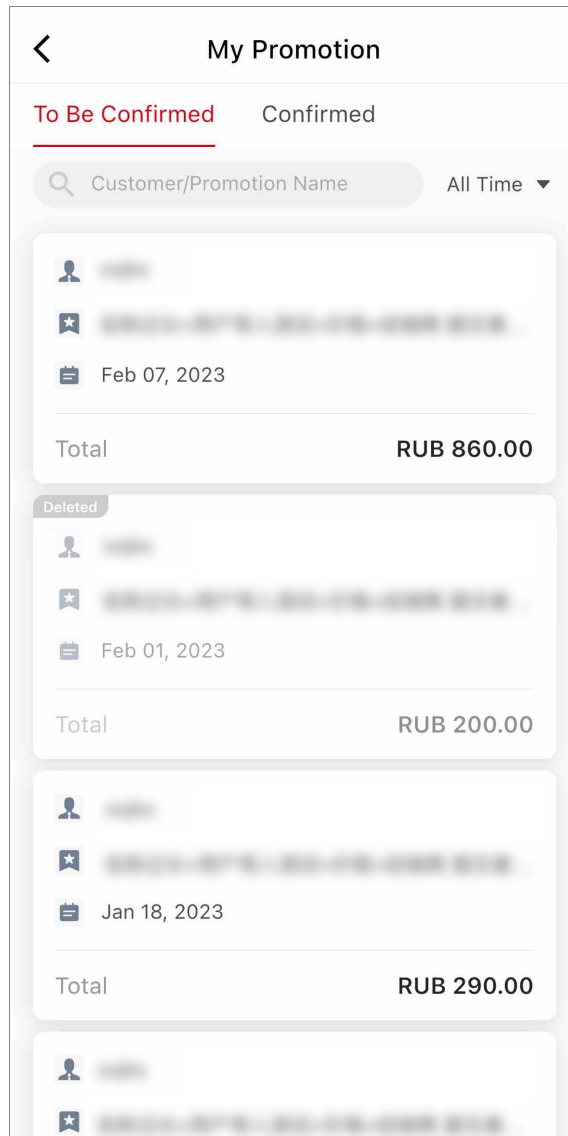


Figure 60-7 My Promotion (Mobile Client)

What Is New in Hik-Partner Pro

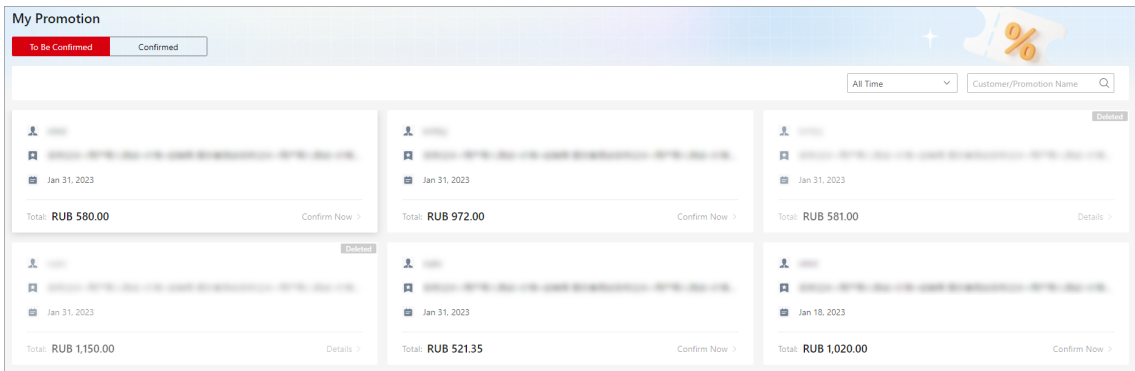


Figure 60-8 My Promotion (Portal)

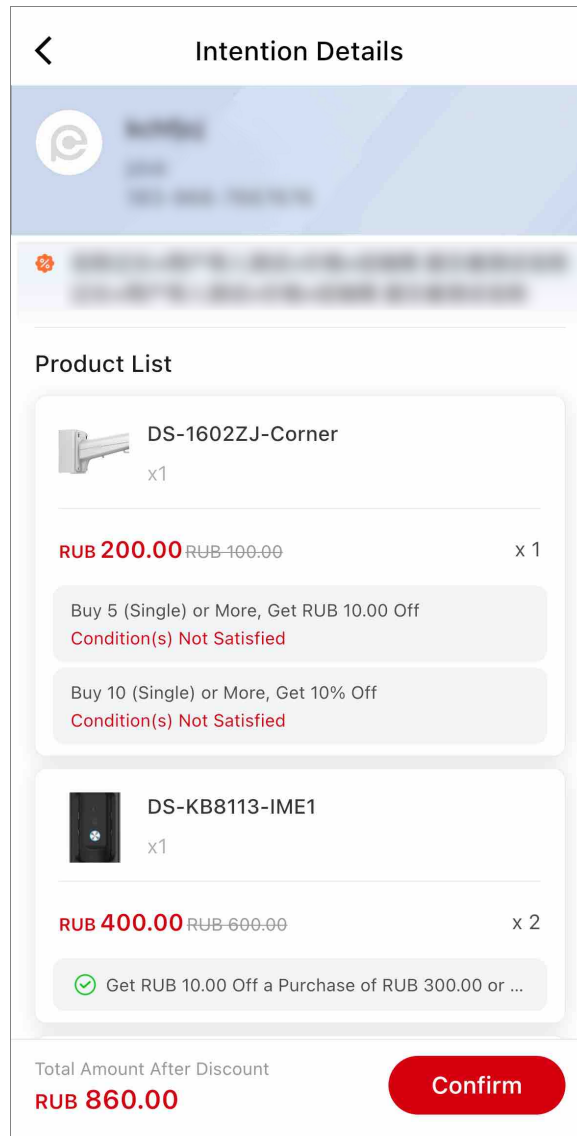


Figure 60-9 Intention Details for Providers (Mobile Client)

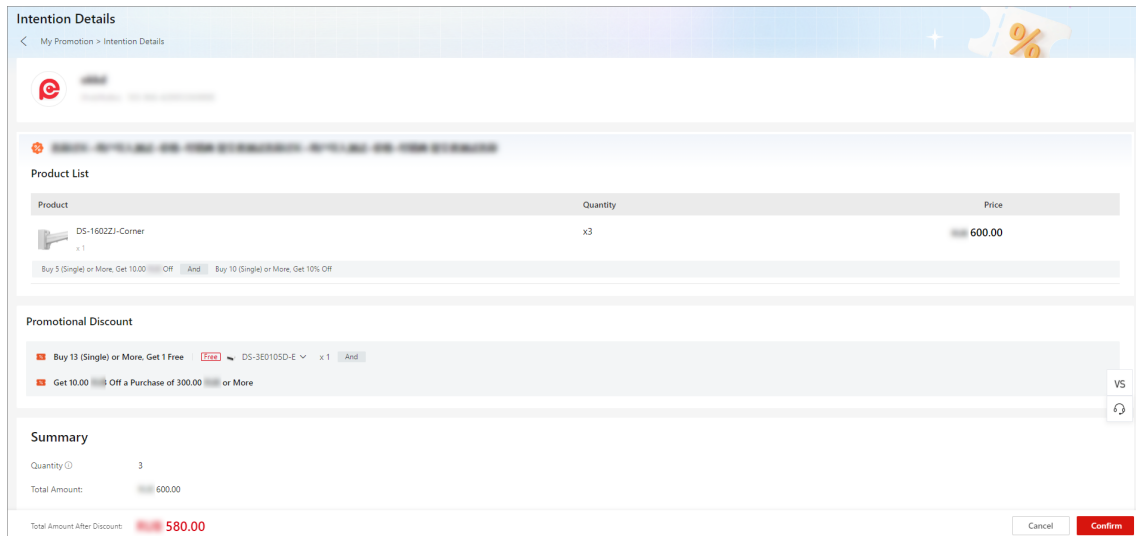


Figure 60-10 Intention Details for Providers (Portal)

60.2 [Improvement] Other Updates

- Improves the process of earning reward points by inviting friends to register an account. Your invited friends can now enter the registration process directly after tapping the invitation link or scanning the QR code without having to download the Mobile Client.
- Adds system messages related to reward points in Notification Center. You can receive check-in reminders as system messages. Also, if you are the Installer Admin, you can receive the points expiration reminder as a system message every time your points are about to expire.
- Adds splash ads on the Mobile Client (only available after automatic login). In the case of automatic login, you may see splash ads on the Mobile Client at launch so that you can get the latest information about products, services, events, etc. You can tap the ads to view more details or tap **Skip** to skip the ads.

Chapter 61 Updates in V2.2.0

Updated on February 1, 2023.

61.1 [New] Company Merger

This version supports merging your company with another one on Hik-Partner Pro, so you can carry on your business more efficiently.



- The added feature is supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate the feature with related screenshot(s) of the Portal.
 - This feature is not available in some countries/regions.
-

If you and your employees or colleagues 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).

Refer to the following sections to learn more about the company merger.

- [**Initiate a Company Merger**](#)
- [**Accept a Company Merger**](#)
- [**Benefits of the Company Merger**](#)
- [**Effects on the Accounts/Companies After the Merger**](#)
- [**Limitations**](#)

Initiate a Company Merger

If you need to initiate a company merger, you can access the feature in one of the following two ways:

- Go to **Company Management** → **Company Information** .

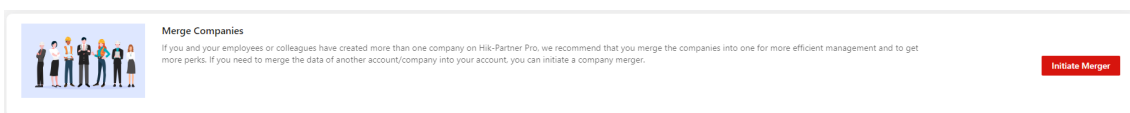


Figure 61-1 Entry on the Company Information Page

- If other companies with information similar to your company's are detected, you will receive a company merger reminder in **System Message** of the Notification Center.

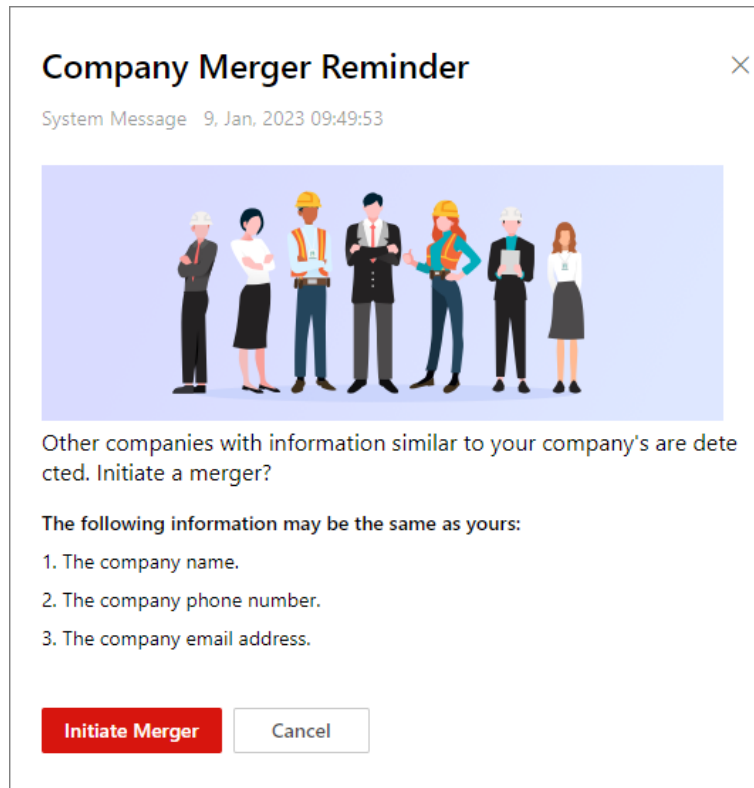



Figure 61-2 Entry in System Messages of Notification Center (Company Merger Reminder)

Merge Companies ×

What Is a Company Merger? ↑



If you and your colleague or employee each have created an Admin account / company on Hik-Partner Pro, and in order for you to carry on your business smoothly (you may have encountered the problem that your second registered account/company cannot be authenticated), we recommend that you merge the companies into one for more efficient management, since we have removed the limit on the number of added employee accounts (though their permission to manage sites and devices is still limited).

Benefits of the merger:

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

After the merger:

1. The company information (company name, logo, address, etc.) will be the current information of your company.
2. The points of the two companies will be combined. You can redeem the total points for gifts.
3. Employee accounts of the other company will be added to your company for you to manage.
4. Likes, favorites, and comments of both companies' employees will be kept.

- 1** Enter the Admin account of the invited company.
- 2** Contact the admin (who will receive an email and a message reminder) to log in to Hik-Partner Pro and accept the request at Notification Center.

Agree to Information Sharing Protocol !

Initiate Merger

Figure 61-3 Merge Companies

Accept a Company Merger

If you are invited by another company to merge your company with theirs, you can receive and handle the company merger invitation in Notification Center on Hik-Partner Pro.

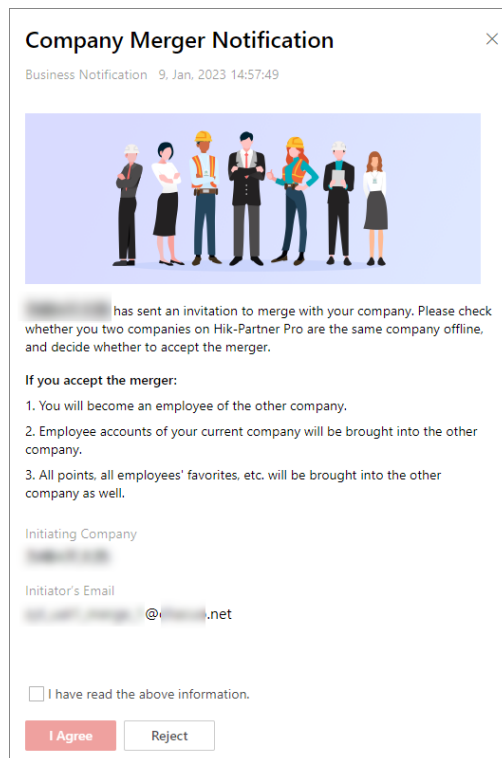


Figure 61-4 Company Merger Notification (Invitation)

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	<ul style="list-style-type: none">• 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
---------------------------------------	--

What Is New in Hik-Partner Pro

	<p>company and become employees under the Installer Admin who initiates the merger. Employees that are disabled of the invited company will still be disabled after they are migrated.</p> <p>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.</p> <p>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.</p> <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 which initiates the company merger and the account which 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 authenticated already, 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.

61.2 [New] Health Monitoring Features on the Site Page

This version added some Health Monitoring features on the site page of Portal for you to monitor the device health, configure scheduled reports, filter devices by status, and inspect the devices on the site manually, which enables you to find and realize the device exceptions during your daily site and device management.

- Supports viewing the inspected device health data on the device cards and the device details panes of a site.

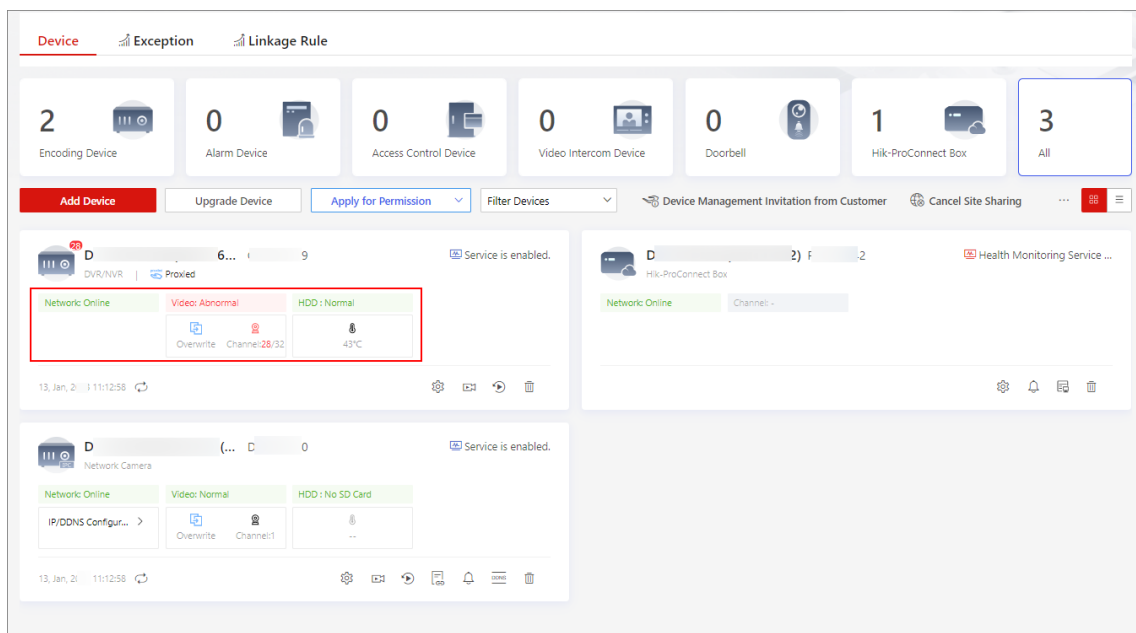


Figure 61-5 Health Data on a Device Card

What Is New in Hik-Partner Pro

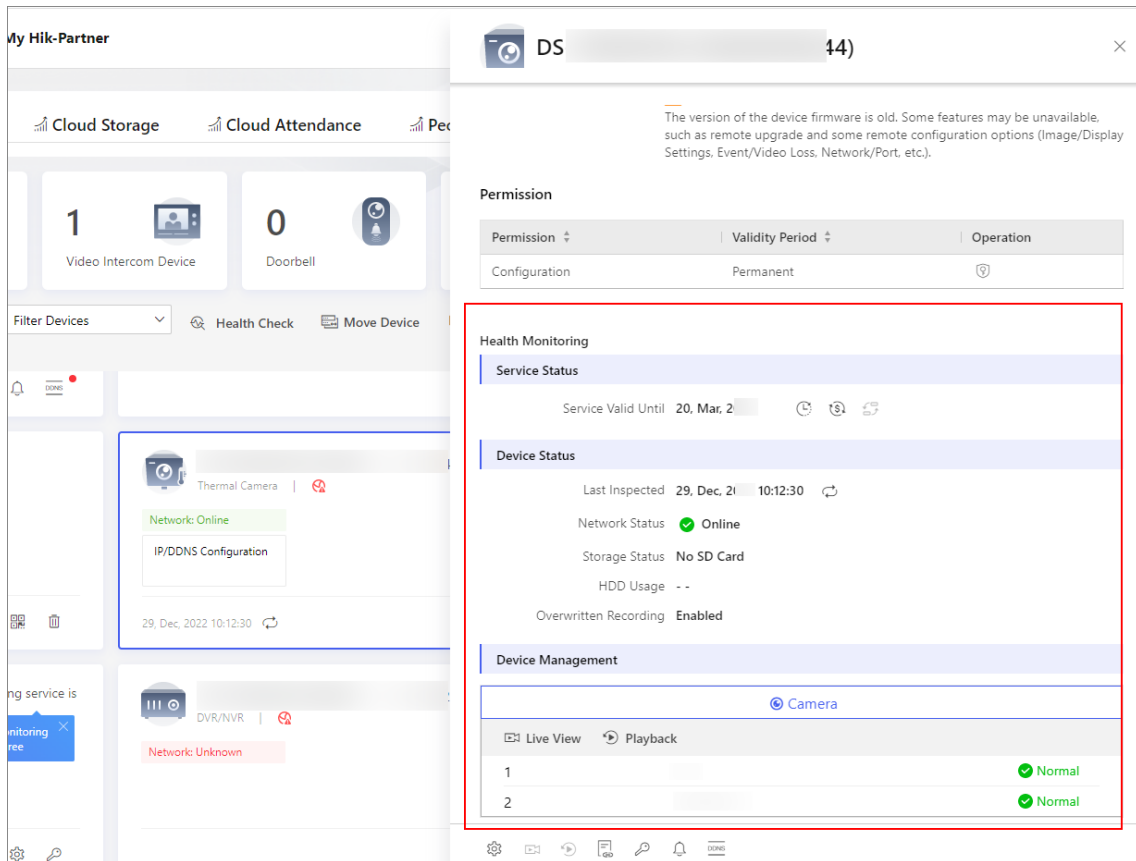


Figure 61-6 Health Status on a Device Details Pane

- Supports inspecting the device(s) on a site by clicking **Refresh** manually.

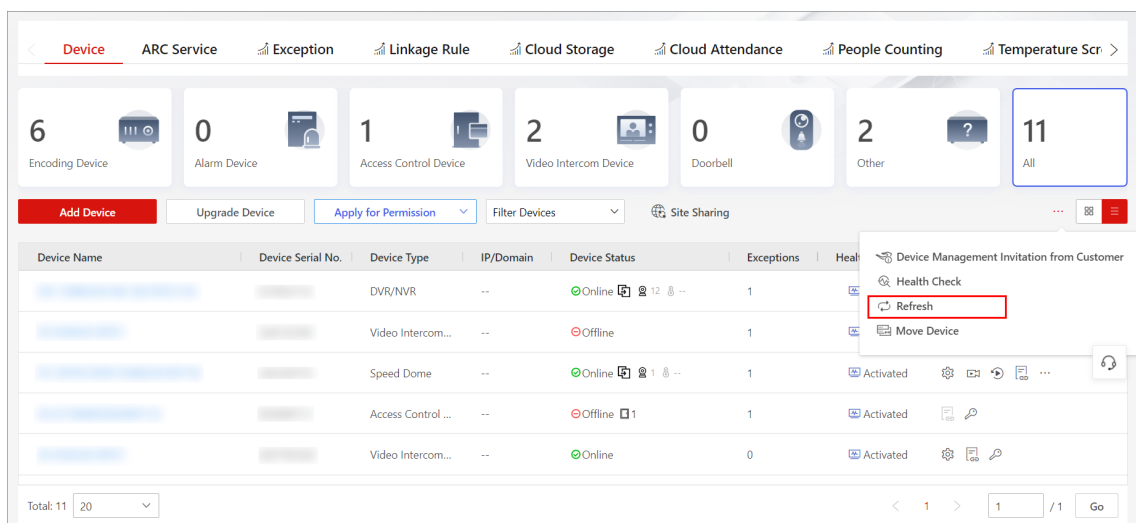


Figure 61-7 Manual Inspection on the Site Page

- Supports checking the health status of the devices on a site and generating health check reports.

What Is New in Hik-Partner Pro

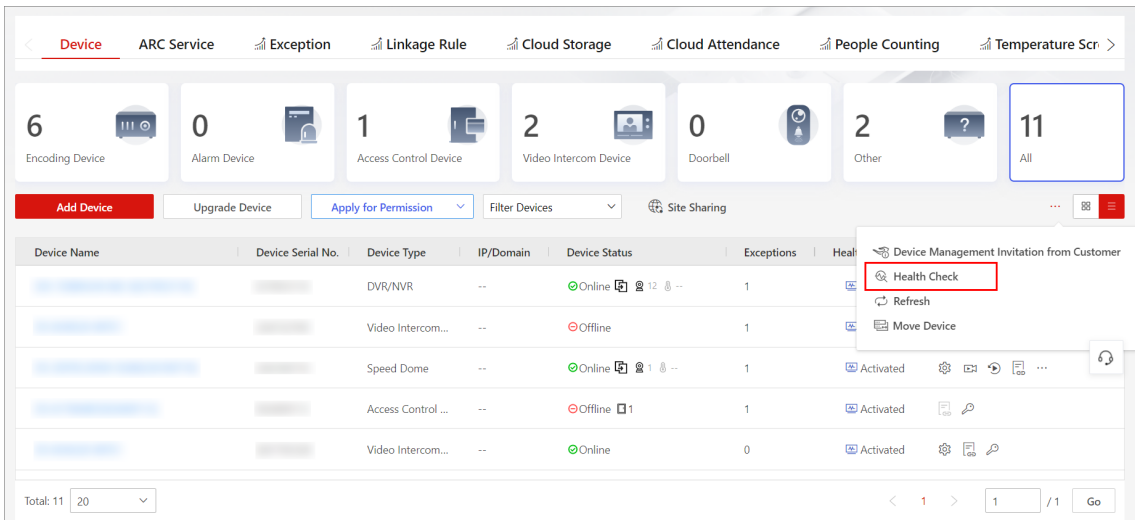


Figure 61-8 Health Check on the Site Page

- Supports filtering devices according to device status.

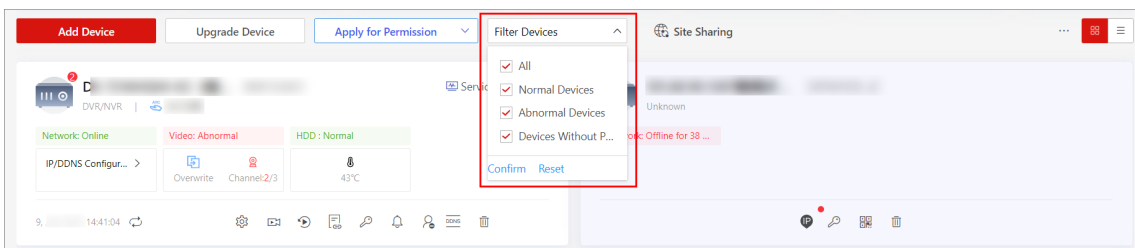


Figure 61-9 Filter Devices by Status

- Supports configuring and automatically sending health check reports on certain devices.

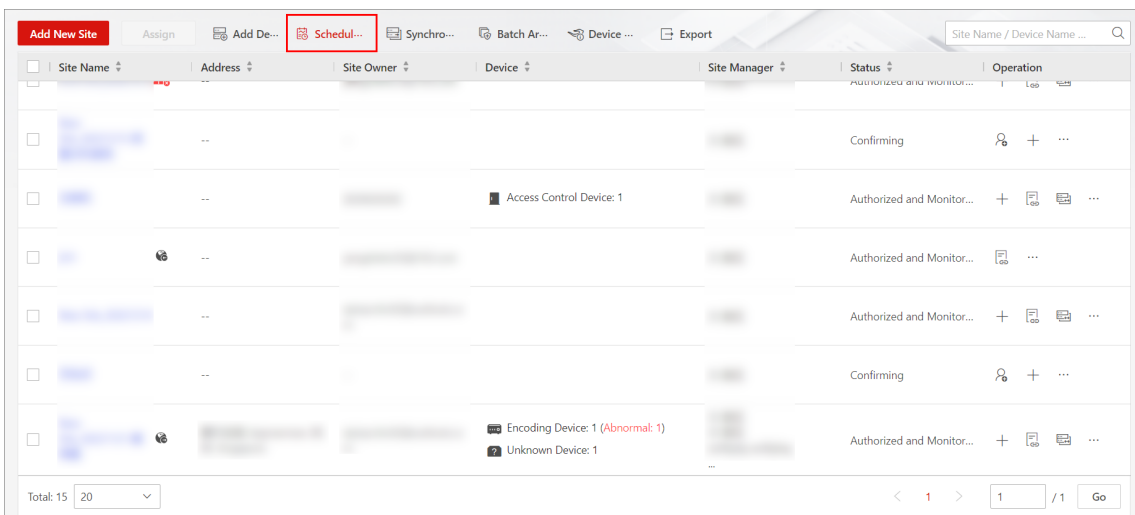


Figure 61-10 Scheduled Report on the Site Page

61.3 [New] Add Employees Without Account Add-on

This version supports adding unlimited number of employees without using the employee account add-on, and removing account limit for an employee to enable them to manage sites and devices using the employee account add-on.

Note

The feature is supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate the feature with related screenshot(s) of the Portal.

Refer to the following sections to learn more.

- **[Add Unlimited Number of Employee Accounts](#)**
- **[Remove Account Limit Using Employee Account Add-on](#)**

Add Unlimited Number of Employee Accounts

Supports adding/inviting unlimited number of employees without using the employee account add-on. The invited employees can register accounts and log in to their accounts without limitations.

However, without using the employee account add-on, after the employees log in, their accounts are limited by default. They will not be able to create sites or add devices, sites cannot be assigned to them, and no records about the limited employee accounts will be shown on the Employee Efficiency Statistics page and the Operation Log page.

Remove Account Limit Using Employee Account Add-on

If you have permission to manage employees, you can remove account limit for an employee on the Employee page to enable them to manage sites and devices, etc., which requires one employee account (add-on) for each employee.

If an employee only needs to log in to their account, search for product information, browse feeds, etc, their account limit does not have to be removed, which means they does not have to occupy an employee account (add-on).

Note

- The operation cannot be revoked unless you delete the employee account.
 - The employee account will turn to limited again after the employee account add-on expires.
-

What Is New in Hik-Partner Pro

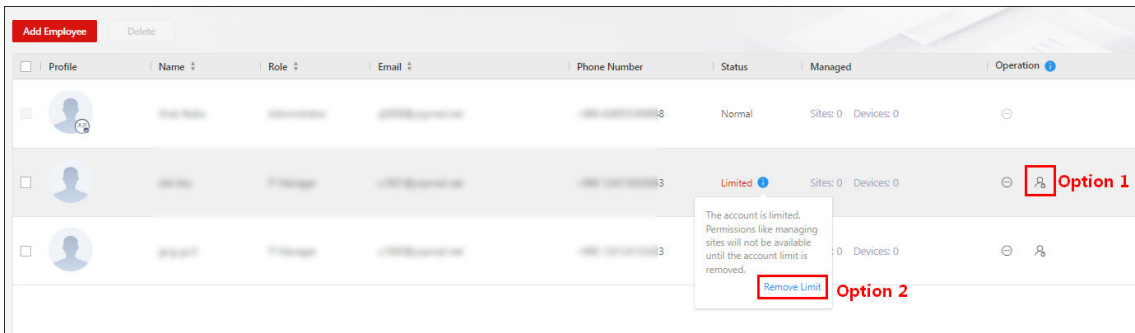


Figure 61-11 Remove Account Limits

61.4 [New] Lottery Draws

This version supports uploading receipts to get tickets for lottery draws.

Note

- This function is only available to some users in some countries/regions. For details, please contact the local distributors.
- Due to UI similarity, for updates supported on both the Portal and Mobile Client, here we only illustrate them with relevant screenshots of the Portal.
- Supports uploading receipts and viewing the status of uploaded receipts (Approved / Rejected / To Be Approved). Supports viewing the causes for rejected receipts.

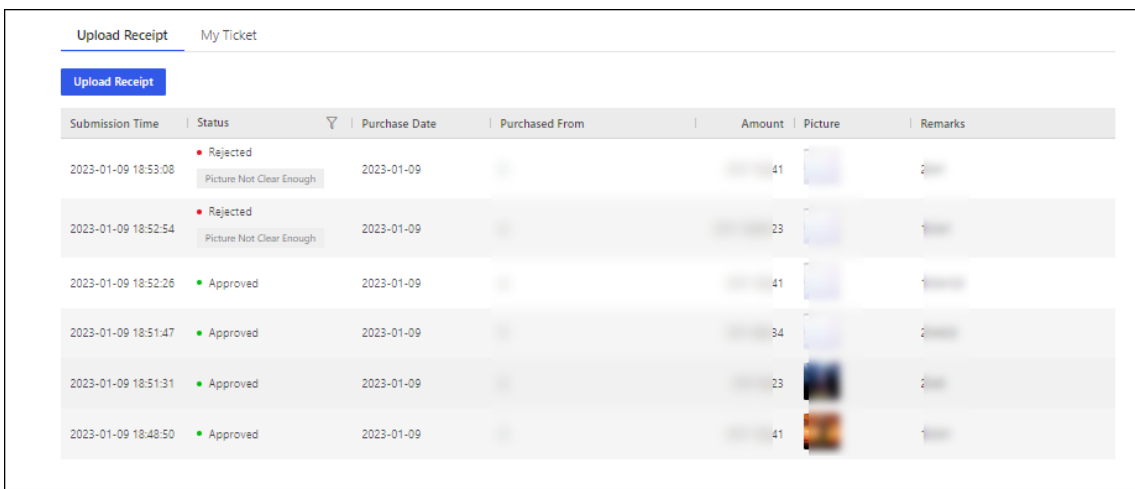


Figure 61-12 Upload Receipts and View Status

- Supports viewing the ticket status after the uploaded receipts are approved (Waiting for Draw) and the results (Won/Lost) after the tickets are drawn. Supports viewing the winning tickets in front of the lost ones.

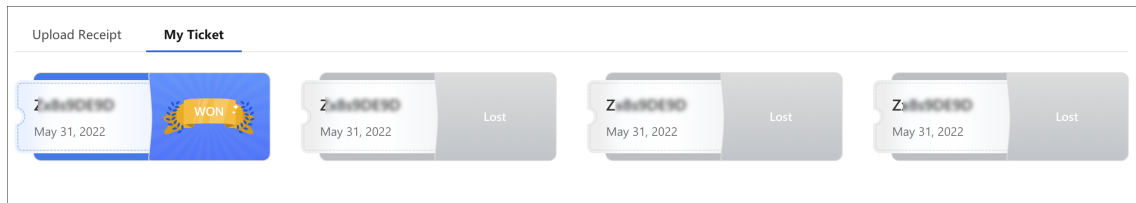


Figure 61-13 Lottery Draw Results

- Supports viewing related notifications on the Deals and Offers page in the notification center, including the notifications of rejected receipts, obtained tickets, and lottery draw results. Supports jumping to corresponding pages from the notifications.

61.5 [New]Partner Program and Agreement Management

This version supports resellers to apply for partner programs on Hik-Partner Pro with the contract agreements signed both offline and online, and supports distributors to manage their partner program agreements with resellers.

Note

- The added features are supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate the feature with related screenshot(s) of the Portal.
 - These features are not supported by some accounts or in some countries/regions.
-

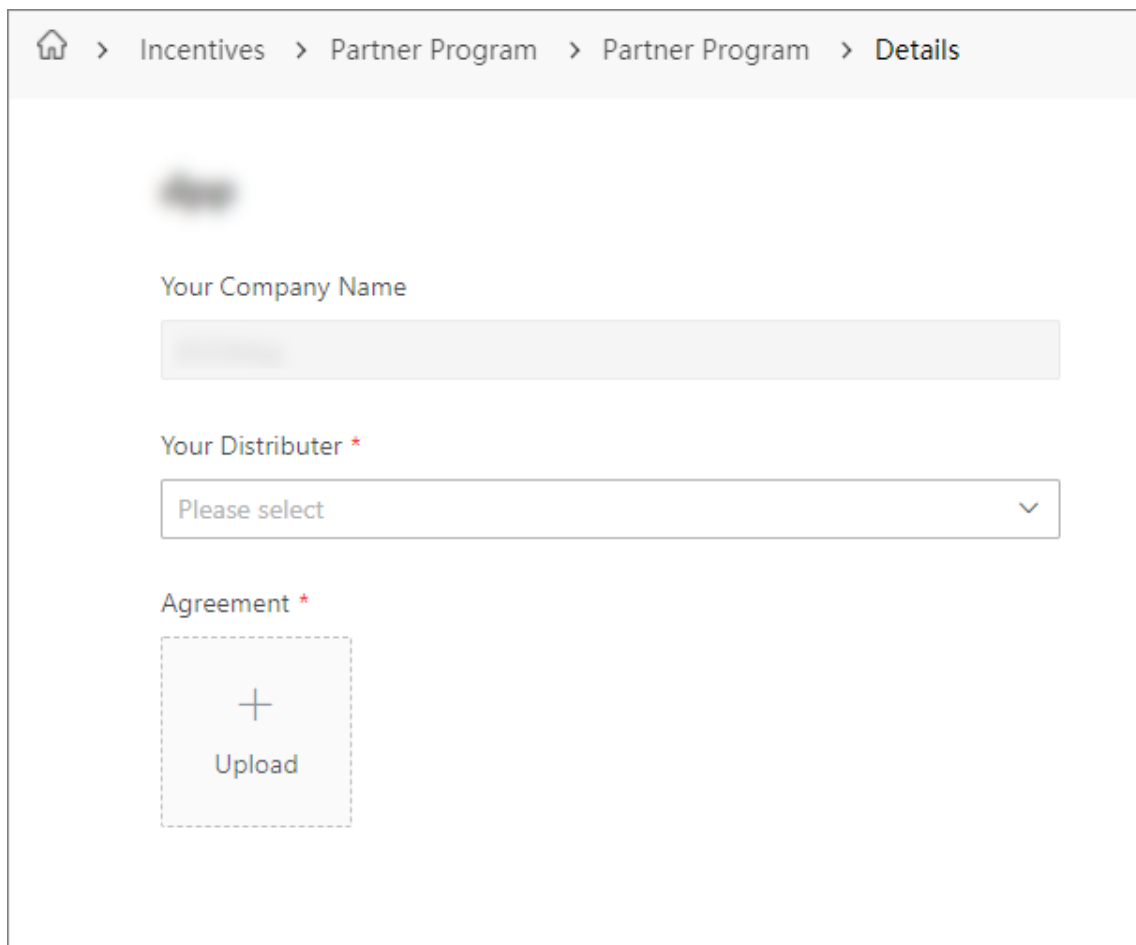
Refer to the following sections to learn more.

- **[Reseller Submits Program Applications](#)**
- **[Distributor Manages Agreements](#)**

Reseller Submits Program Applications

As a reseller, you can go to the Partner Program page to apply for partner programs on Hik-Partner Pro with the contract agreements signed both offline and online.

- If you have signed the contract agreement with Hikvision offline, you should upload the signed contract agreement when you submit the application.




The screenshot shows a web application interface with a breadcrumb trail at the top: Home > Incentives > Partner Program > Partner Program > Details. Below the breadcrumb, there is a blurred profile picture. The main form contains three sections: 1. 'Your Company Name' with a text input field. 2. 'Your Distributer *' with a dropdown menu showing 'Please select' and a downward arrow. 3. 'Agreement *' with a dashed box containing a plus sign and the word 'Upload'.

Figure 61-14 Application Page (Contract Agreement Already Signed Offline)

- If you haven't signed the contract agreement offline, you should select the level you want to apply for. If the level you select requires you to communicate with Hikvision to confirm the targets offline, you may need to submit the application again after you communicate with the Hikvision sales representative.

Home > Incentives > Partner Program > Partner Program > Details




Your Company Name

Your Distributer *

Please select ▼

Level *

**Gold**

	Q1	Q2	Q3	Q4	Annual
Target (USD)					
Rebate Rate					

Figure 61-15 Application Page (Contract Agreement Not Signed)

- After your program application is approved and the contract agreement with Hikvision is signed, the program certificate will be issued to you. You can view the details of all your certificates in My Certificate.

What Is New in Hik-Partner Pro

Certificate	Term of Validity	Distributor	Status	Operation
Diamonds	2022-2023		Normal	
Platinum	2022-2023		Normal	
Diamonds	2022		Expired	Apply Again
Platinum	2022		Expired	Apply Again
Gold	2022		Expired	Apply Again

Figure 61-16 My Certificate

- 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, and you can sign the program agreements online directly.

Application Name	Distributor	Status	Time
Initiated by Hikvision		Pending Signing	11/29/2022
		Expired	11/29/2022
		Completed	11/29/2022
		Rejected	11/29/2022
		Completed	11/28/2022
		Rejected	11/28/2022
		Expired	11/28/2022
		Rejected	11/28/2022
		Expired	11/28/2022
		Rejected	11/24/2022

Figure 61-17 Program History

Distributor Manages Agreements

As a distributor, you can go to the Agreement Management page to manage all your signed and to be signed 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. Also, you can sign agreements online directly on Hik-Partner Pro.

Program	Customer	Agreement	Status	Time	Operation
			To Be Signed	11/29/2022	Sign
			Signed	11/29/2022	
			Signed	11/28/2022	
			Signed	11/24/2022	

Figure 61-18 Agreement Management

61.6 [New] My Events on the Mobile Client

This version adds My Events on the Mobile Client for you to view your registered events.

Note

This feature is only supported in some countries/regions.

- Tap **Me** → **My Events** to enter the My Events page.

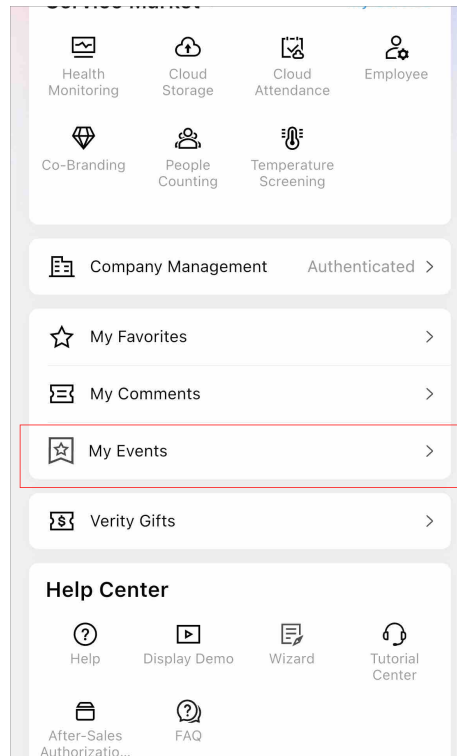


Figure 61-19 My Events

- All the events that you have registered are displayed on the My Events page. On the event list, you can view the event name, event time, event status, your registration time, whether the event is held onsite or online, etc.

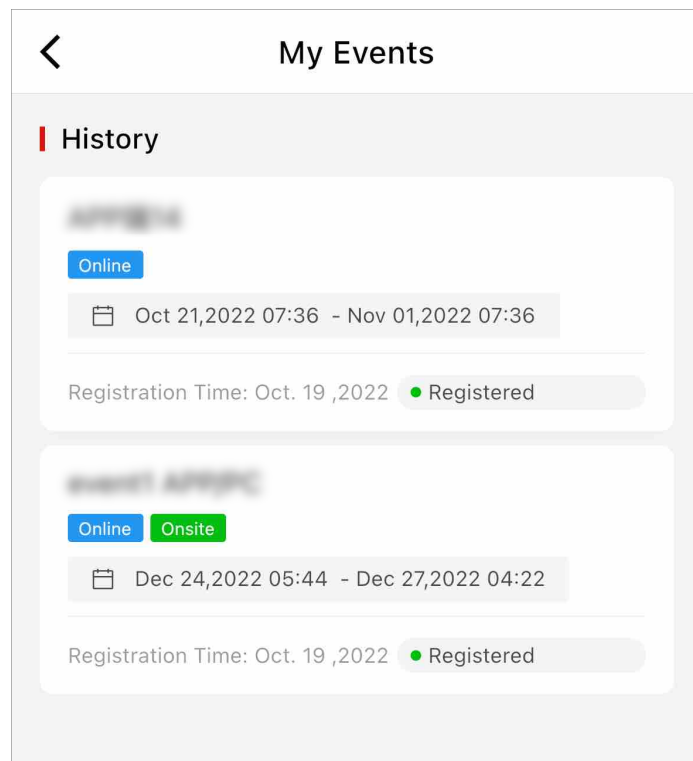


Figure 61-20 Event History

- Tap an event to enter its detail page.
On the Event Detail page, you can view the event picture, event name, event start/end time, event location, event type, maximum participants, whether it is held onsite or online, etc, and you can also tap **Watch Now** or tap the displayed QR code to watch the event if the event is online and has started.

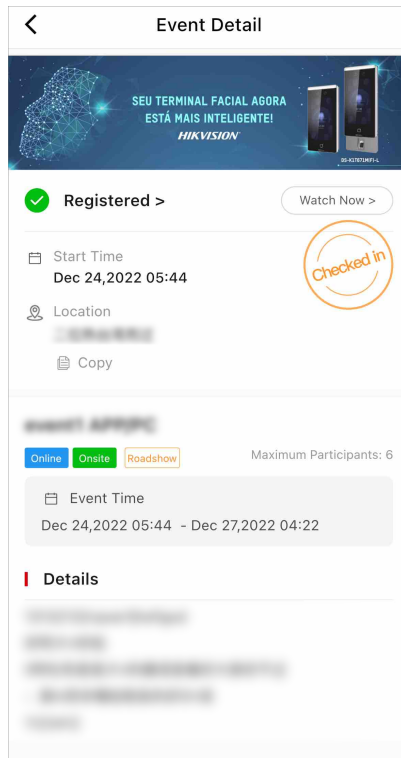


Figure 61-21 Event Detail

61.7 [New] Compensation for Distributors

This version adds a Compensation module on the Portal for submitting and handling online compensation applications. In general, a compensation application is submitted by 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.

Note

The updated module is only available to authenticated channel partners.

Apply for Compensation

- Supports applying 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.

What Is New in Hik-Partner Pro

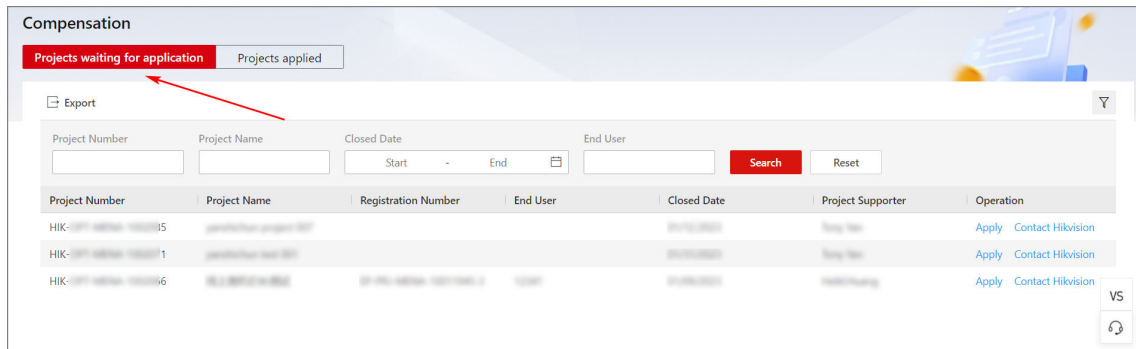


Figure 61-22 Projects Waiting for Compensation Application

- Supports filtering and searching for projects waiting to be applied by project number, project name, date of closing, and name of the corresponding end user.

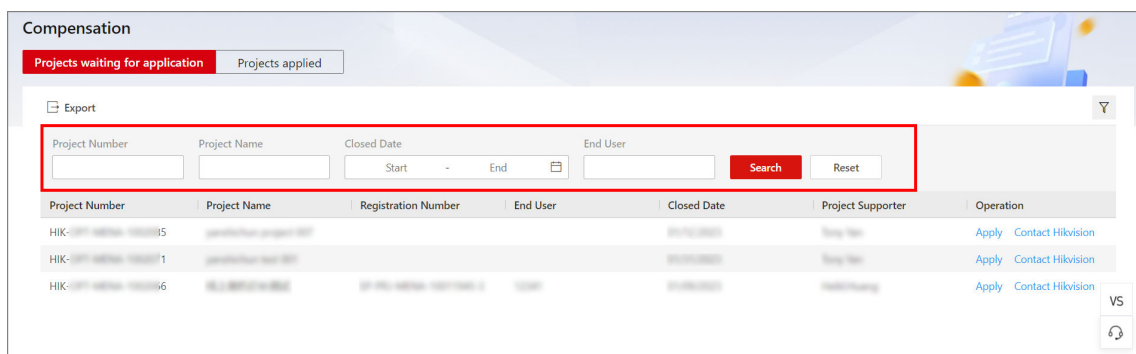


Figure 61-23 Filter and Search for Projects

- Supports contacting the corresponding project supporter (i.e., Hikvision sales representative) via email before applying for a compensation.

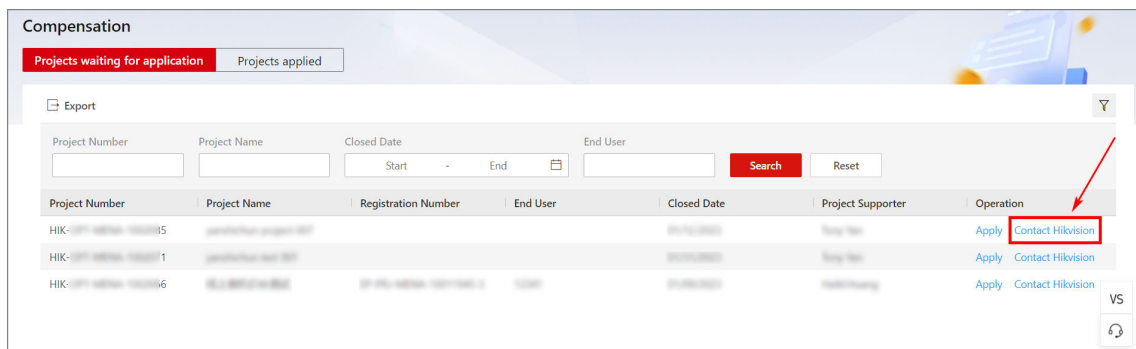


Figure 61-24 Contact Project Supporter

- Supports entering or editing price related information accordingly for each product sold, such as the sales price and currency of the actual transaction, the exchange rate if the currency is different from that of the suggested sales price, the stock FOB price if the amount displayed is incorrect, the margin (i.e., handling fee), and the landing cost.

What Is New in Hik-Partner Pro

NO.	Material ...	Product Name	Qty	Suggested ...	Actual S...	Currency	Exchange...	Stock FOB...	Margin	Landing Cost	Actual FOB Price(EUR)	Compensation Amount(EUR)
1	311	DS-2	5	59	Please In...	EUR	Please In...	Please Input	Pleas... %	Pleas... %		
2	311	DS-2	16	12.4	Please In...	EUR		Please Input	Pleas... %	Pleas... %		
3	311	DS-2	20	9	Please In...	EUR		Please Input	Pleas... %	Pleas... %		
4	311	DS-2	700	56.4	Please In...	EUR		Please Input	Pleas... %	Pleas... %		

Total Compensation Amount: **EUR 0.00**

Figure 61-25 Edit Price Information for Products Sold

- Supports calculating the actual FOB price and the compensation amount automatically based on the price information you enter.
- Supports uploading proof attachments (e.g., delivery notes with actual sales prices, PI documents, etc.) to make it easier to get your application approved.

Attachment

Upload file

Please upload necessary document for Hikvision's better confirmation.
 1. Delivery note with your selling price to your customer
 2.PI document with Hikvision. (Mandatory when you revised stock FOB price)

I confirm I have read and agreed to the [Compensation Policy](#)

Figure 61-26 Upload Proof Attachments for Applications

- Supports saving unsuccessful applications as drafts for you to edit and resubmit at a later time.

View and Handle Submitted Compensation Applications

- Supports checking the application number, the latest date of submission, the total compensation amount, the related project number, and the current status of each submitted application. If an application is rejected, you can also view the latest remarks for the application.

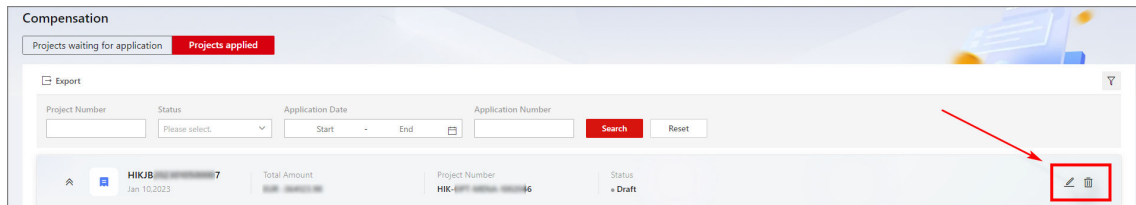


Figure 61-30 Edit/Delete Application

- Supports receiving compensation for completed (i.e., approved) applications via one of the three methods: compensation amount issued to your e-wallet, credit notes, or free items.

61.8 [Improvement] User Interface Redesign

Updates related to the user interface design of the Portal and the Mobile Client are shown below.

- **Updates Related to the Top Navigation Bar on the Portal**
- **Updates Related to the Home Page on the Portal**
- **Updates Related to the Site & Device Module on the Portal**
- **Updates Related to the Explore Module on the Portal**
- **Updates Related to Home Page on the Mobile Client**

Updates Related to the Top Navigation Bar on the Portal

- Added the step-by-step guides to introduce module tabs on the top navigation bar for the first-time login.
- Changed the module name from Hik-ProConnect to Site & Device.
- Supports displaying the latest video tutorials and how-to documents/videos on drop-down menus of **Site & Device** and **Support** tabs, respectively.

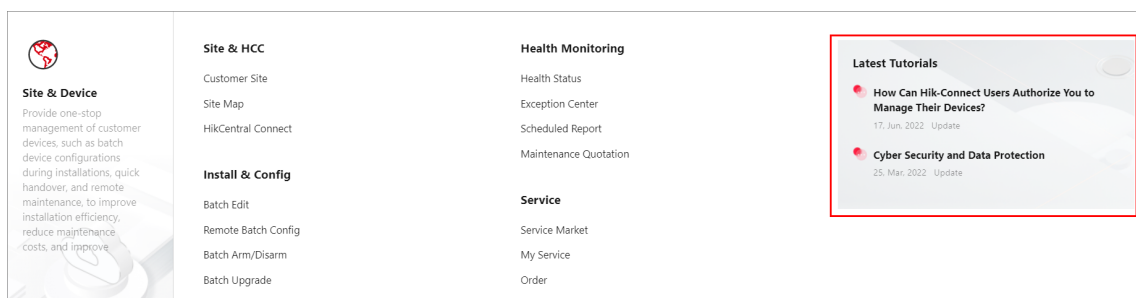




Figure 61-31 Drop-Down Menu of Site & Device Tab

- Added an icon  for searching all sites, devices, feeds, or how-to documents/videos on the platform.
- Removed the display of your rewards points on the top navigation bar. It only keeps an entrance for you to check in to earn points.
- Added an icon  for switching companies for login if you have upgraded and become a Hik-Partner Pro user and your account still exists in more than one company.

Updates Related to the Home Page on the Portal

- Supports displaying two different types of Home pages (one is for authenticated channel partners, and the other is for other accounts).
- The layout of Home page for authenticated channel partners is changed based on the Home page of the former version, and the detailed changes are listed below.

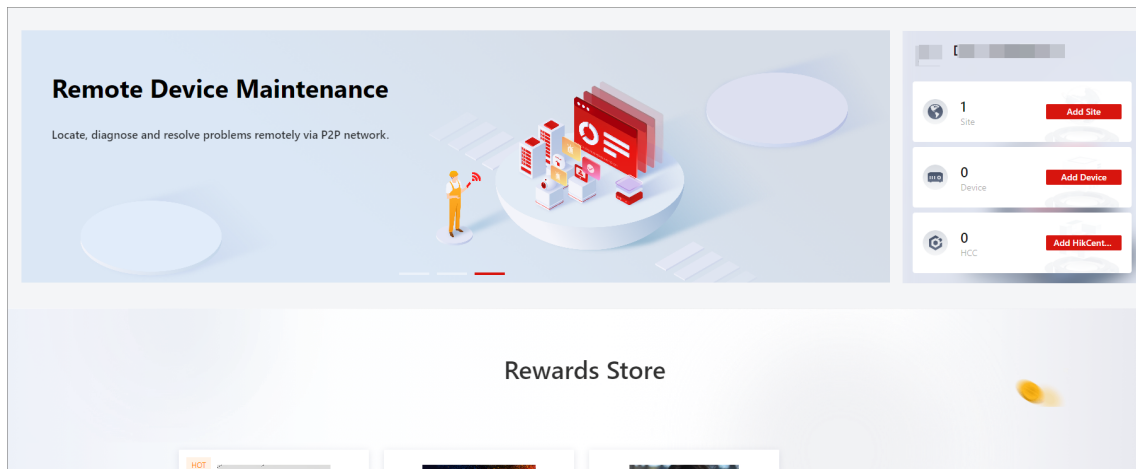


Figure 61-32 Home Page (for Authenticated Channel Partners)

- Removed the Value-Added Services Overview area.
- If the Site & Device module is not displayed on the top navigation bar, the entrance for adding sites / devices / HikCentral Connect systems will also not be displayed.
- The layout of Home page for other accounts is changed based on the Dashboard page of the Site & Device module in the former version, and the detailed changes are listed below.

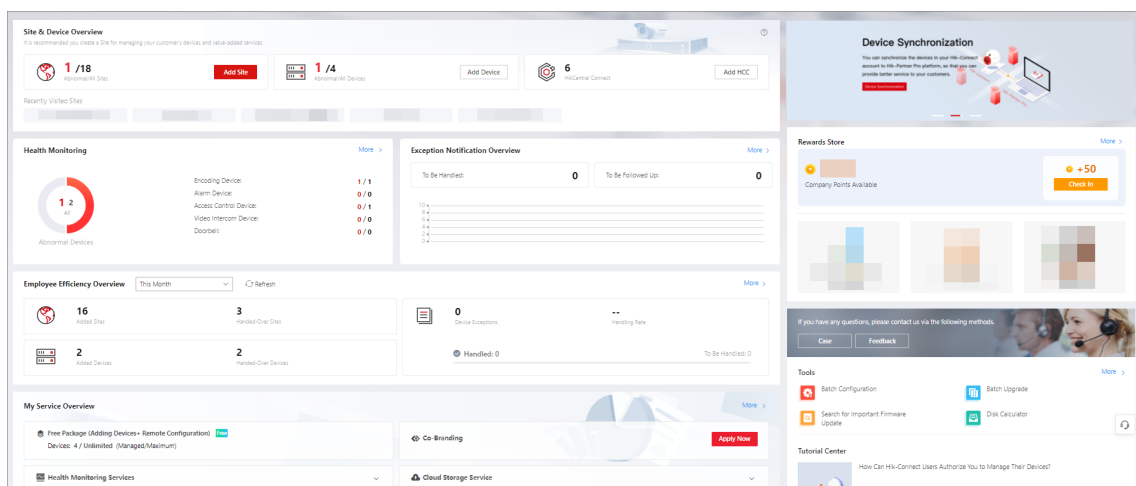



Figure 61-33 Home Page (Except for Authenticated Channel Partners)

- Added an icon  in the top right corner of the Site & Device Overview area for showing the wizard about adding devices, handing over devices to customers, and remote configuration. If

What Is New in Hik-Partner Pro

there are no sites, devices, and HikCentral Connect systems added, the wizard will automatically be displayed in this area.

- Added a prompt at the top of the Site & Device Overview / Wizard area for showing the number of notifications to be handled and quickly accessing the Notification Center module to handle notifications.

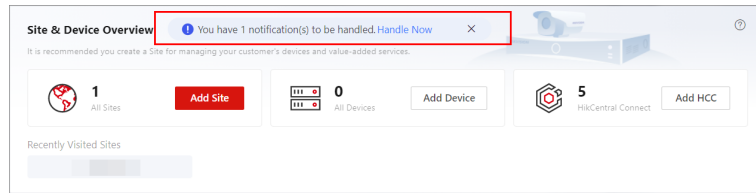


Figure 61-34 Prompt for Handling Notifications

- Supports displaying numbers of abnormal sites and devices in the Site & Device Overview area.



Figure 61-35 Display Numbers of Abnormal Sites and Devices

- Optimized display styles of the Health Monitoring area, Exception Notification Overview area, Employee Efficiency Overview area, My Service Overview area, and More Value-Added Services area.
- Supports displaying the number of abnormal devices, including devices overall and each device type respectively, in the Health Monitoring area.
- Added a Help area at the bottom for accessing online documents including the Device Compatibility List, User Manual, Datasheet, and What's New.

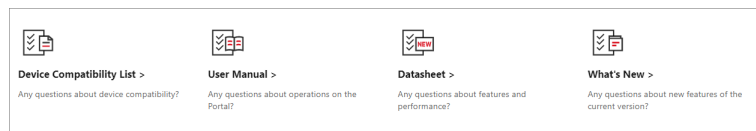


Figure 61-36 Help Area

- Added a Rewards Store area at the right for displaying the total available points and available gifts for redeeming.
- Added two entrances for accessing the Case and Feedback module at the right.
- Added a Tools area at the right for showing online tools that can help you improve your work efficiency.
- Supports switching between **Tutorial Center** and **How To** tabs to view three latest video tutorials and how-to documents/videos at the right.
- Added an area at the right for displaying three latest events and feeds.

What Is New in Hik-Partner Pro

Updates Related to the Site & Device Module on the Portal

- Supports displaying two different types of Site & Device modules (one is for authenticated channel partners, and the other is for other accounts).
- For authenticated channel partners who have the permission to access the Site & Device module, the Dashboard page will be displayed and its layout is similar to that of the Home page for other accounts (refer to *Hik-Partner Pro Portal User Manual* for differences between them).

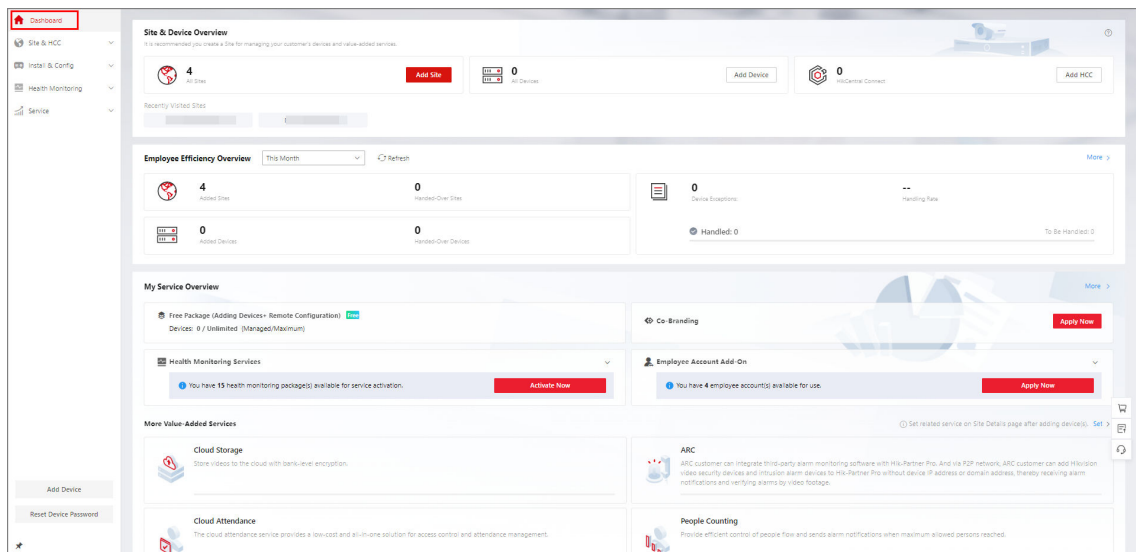


Figure 61-37 Site & Device Module for Authenticated Channel Partners

- For other accounts, the Dashboard page is removed from the Site & Device module.

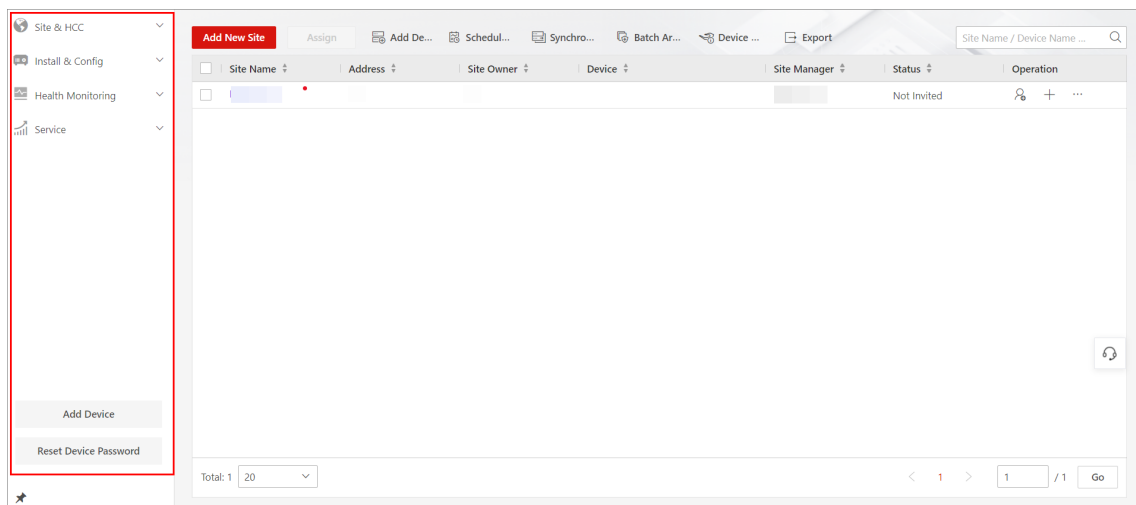


Figure 61-38 Site & Device Module for Other Accounts

- Added two independent entrances for adding devices and resetting device password.

Updates Related to the Explore Module on the Portal

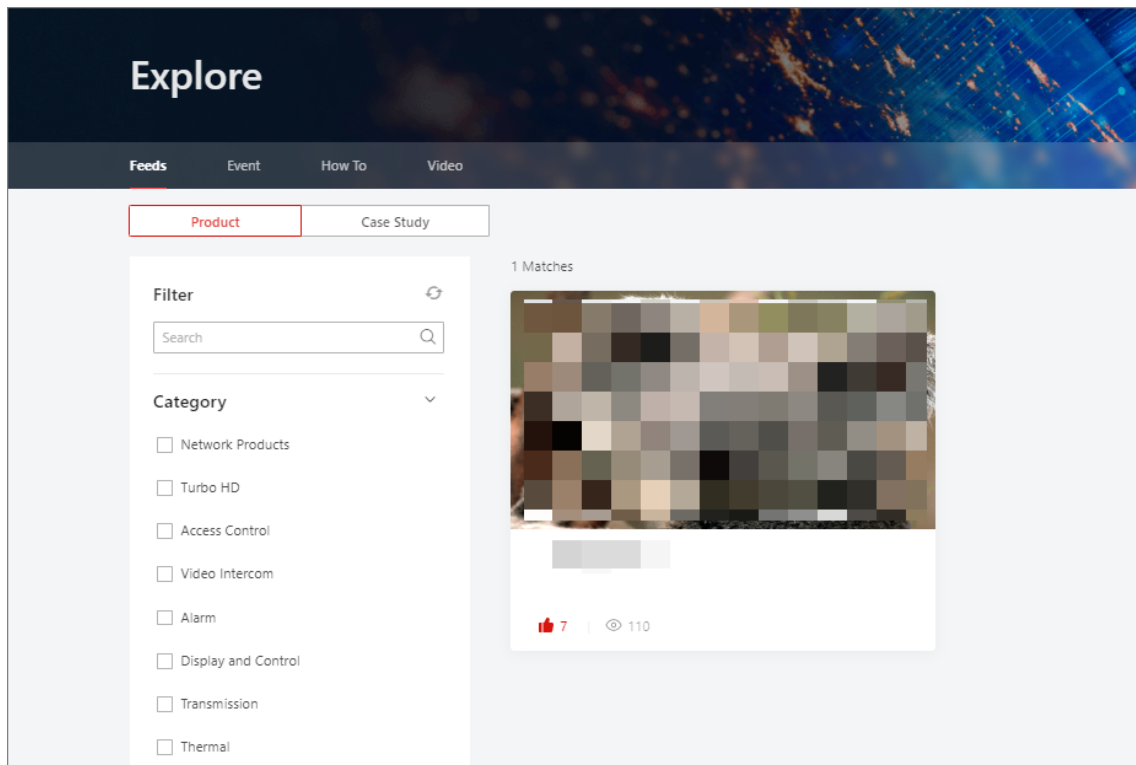


Figure 61-39 Explore Module

- Merged the Activity category to the Event category, and added a Video category.
- Changed the category name from News to Feeds.
- Optimized the whole layout of the Explore page.

Updates Related to Home Page on the Mobile Client

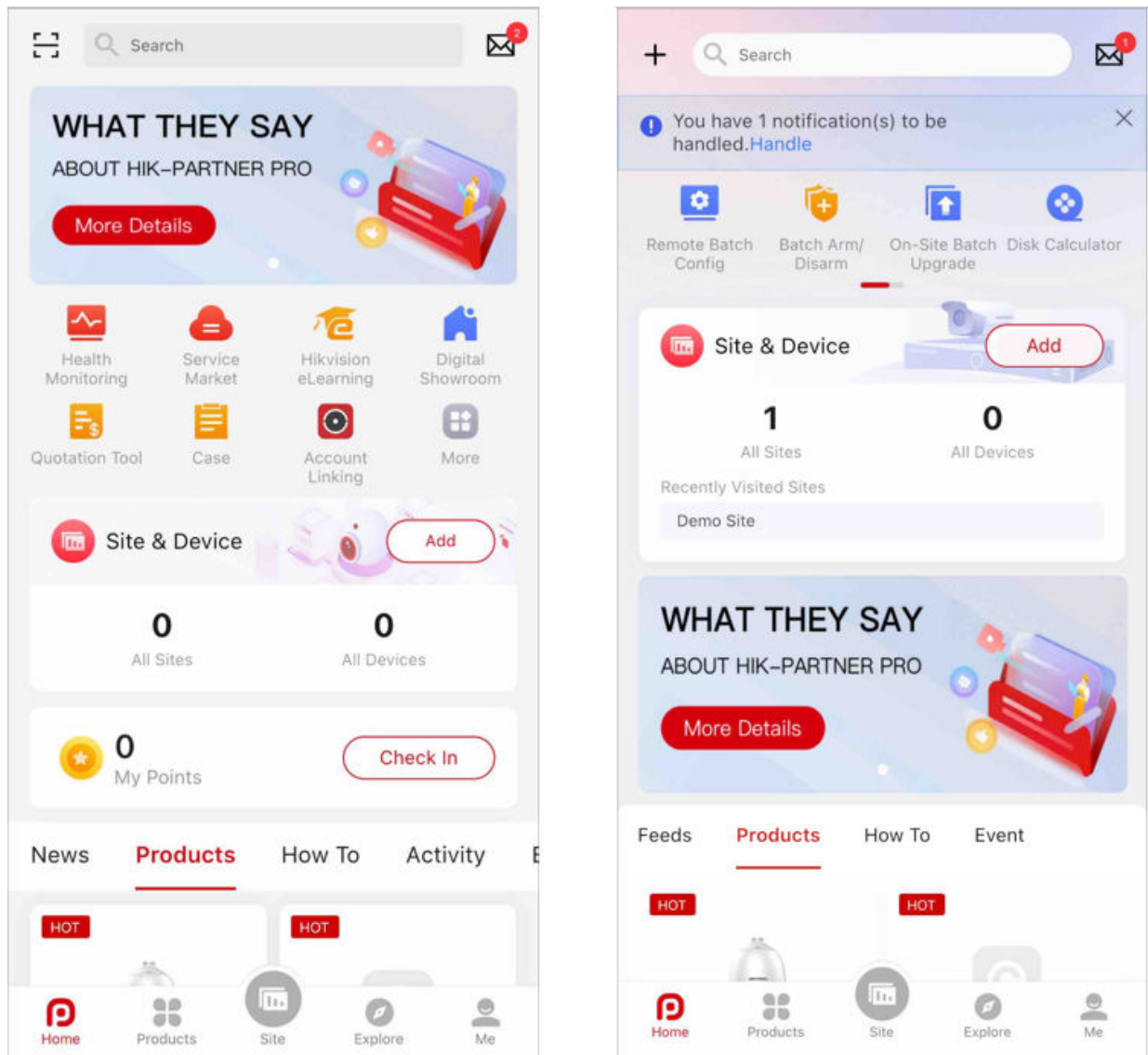


Figure 61-40 Home Pages Before (Left) and After (Right) (Mobile Client)

Application Center	The applications are now shown in one row right below the search bar on the Home page, and you can swipe left and right to view more.
Banner	The banner section is now moved to the section above that for feeds, products, how to, and events. You can tap the x on the top right of a banner to not show the banner again. When there are new banners, they will still show on the Home page.

What Is New in Hik-Partner Pro

Background Color	Changed the background color to a gradient.
To Be Handled Notifications	When there are notifications to be handled, a tip will show above the applications that reminds you of how many notifications you have not handled yet. You can tap Handle to go to the Business Notification of Notification Center to handle them.

61.9 [Improvement] Registration and Login

Updates about registration and login are shown below.

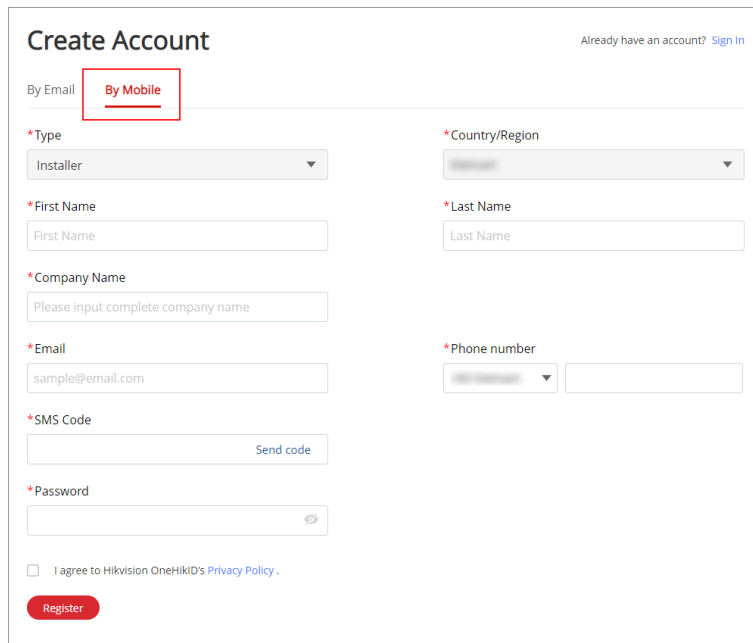
Note

The updates are supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate the updates with the relevant screenshot(s) of the Portal.

- Supports registering and logging in with your phone number.

Note

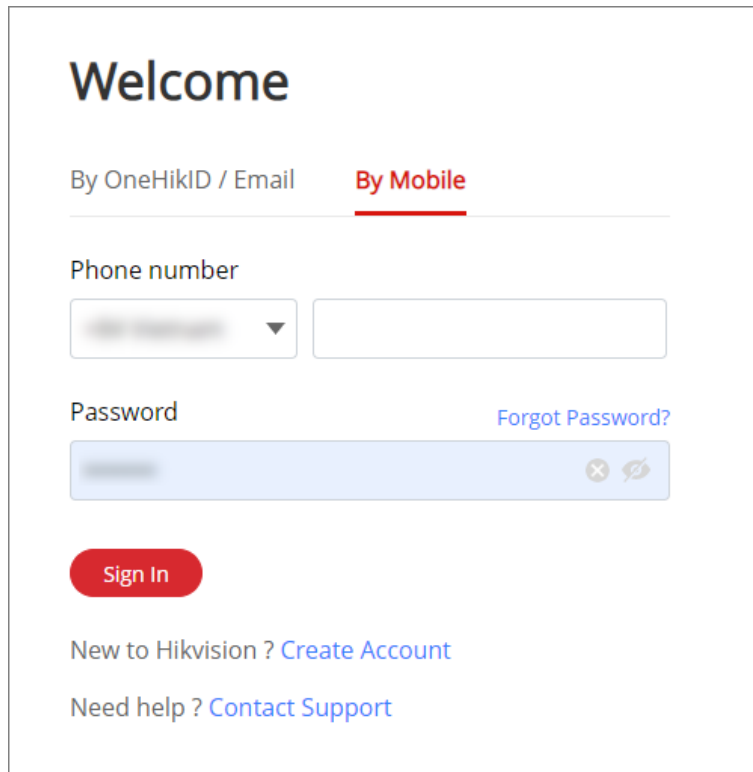
This is only supported in some countries/regions.



The screenshot shows a 'Create Account' form with the following fields and options:

- Registration method: **By Mobile** (highlighted with a red box) and By Email.
- *Type: Installer (dropdown menu)
- *Country/Region: (dropdown menu)
- *First Name: (text input)
- *Last Name: (text input)
- *Company Name: (text input with placeholder 'Please input complete company name')
- *Email: (text input with placeholder 'sample@email.com')
- *Phone number: (dropdown menu for country code and text input for number)
- *SMS Code: (text input with 'Send code' button)
- *Password: (text input with eye icon)
- Checkbox: I agree to Hikvision OneHikID's [Privacy Policy](#).
- Register button (red)

Figure 61-41 Register with Phone Number



The screenshot shows a login interface with the following elements:

- Welcome** header.
- Two authentication options: **By OneHikID / Email** and **By Mobile** (highlighted with a red underline).
- Phone number** section: a dropdown menu for country codes and a text input field for the phone number.
- Password** section: a text input field with a 'Forgot Password?' link and icons for clearing and showing/hiding the password.
- A red **Sign In** button.
- Links for **New to Hikvision ? Create Account** and **Need help ? Contact Support**.

Figure 61-42 Log In with Phone Number

- Simplifies the post-registration process. After registration, you will be guided to authenticate your account, and you can choose to authenticate right away or later.

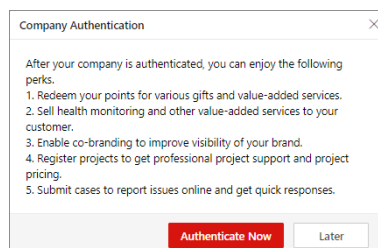


Figure 61-43 Company Authentication Guide After Registration

61.10 [Improvement] Health Monitoring

This version supports managing the exceptions reported automatically by devices together with the previously supported inspected exceptions, which expands the exception types for device maintenance, etc.

- **Exceptions Reported Automatically by Devices**
- **Auto Update Health Status**

Exceptions Reported Automatically by Devices

- On the Health Status page, the device cards of a site can display exceptions reported automatically by devices. Supports displaying the number of automatically reported exceptions and the latest 2 exceptions.

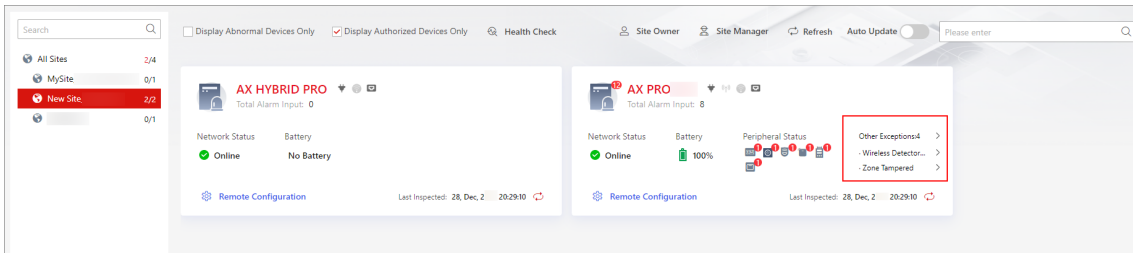


Figure 61-44 Exceptions Reported Automatically by Devices (Other Exception)

- Click > on the device card to go to the Exception Center. Supports viewing and handling the exceptions. After the exceptions are handled, the Health Status page will not display the handled exceptions any more.

Auto Update Health Status

Supports switching on Auto Update on the Health Status page so that the latest device exceptions and status received by the Portal will be displayed in real time.

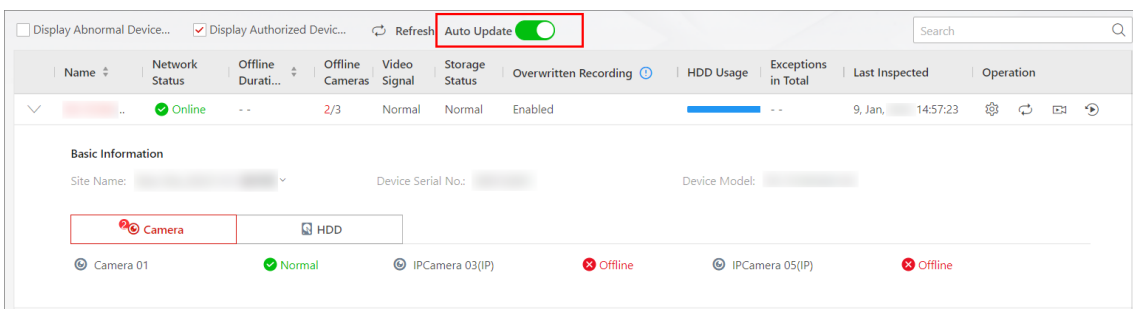


Figure 61-45 Auto Update

61.11 [Improvement] Updates about Explore

Updates related to the Explore module are shown below.

Note

- The updated module is not supported in all countries/regions. For details about the supported countries/regions, contact the local distributors or sales representatives.
- Due to UI similarity, for updates supported on both the Portal and Mobile Client, here we only illustrate them with relevant screenshots of the Portal.

What Is New in Hik-Partner Pro

- Added a new page called "Video". Supports searching for and viewing feeds and how-tos in the form of video here. Supports filtering videos by category and type (e.g., product-related, case study, how-to).

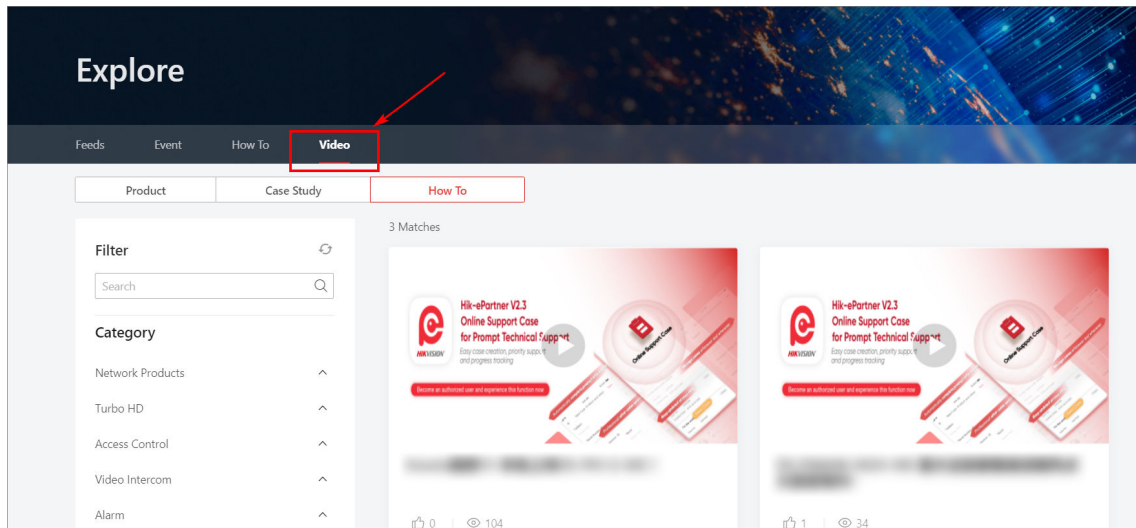


Figure 61-46 Videos

- Changed the name of the original page for viewing the latest news and information about Hikvision products and solutions from "News" to "Feeds".
- Merged the contents of two previously independent pages, "Activities" and "Events", into one page called "Event".
- Redesigned the module display on the Portal. Added tabs to display the previously separated pages of the Explore module.

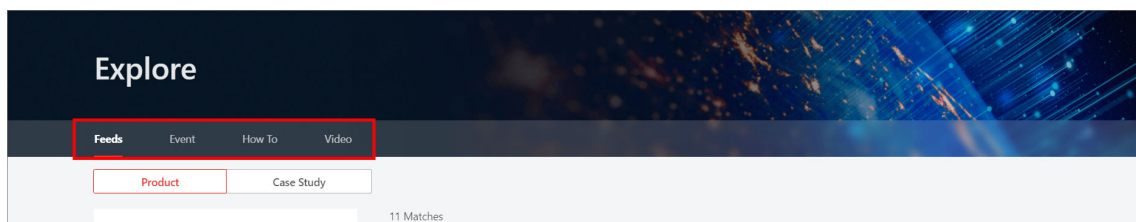


Figure 61-47 Explore (Portal)

- Redesigned the module display on the Mobile Client. Added a page called "Spotlight" for viewing and accessing event-related information and feeds that are popular.

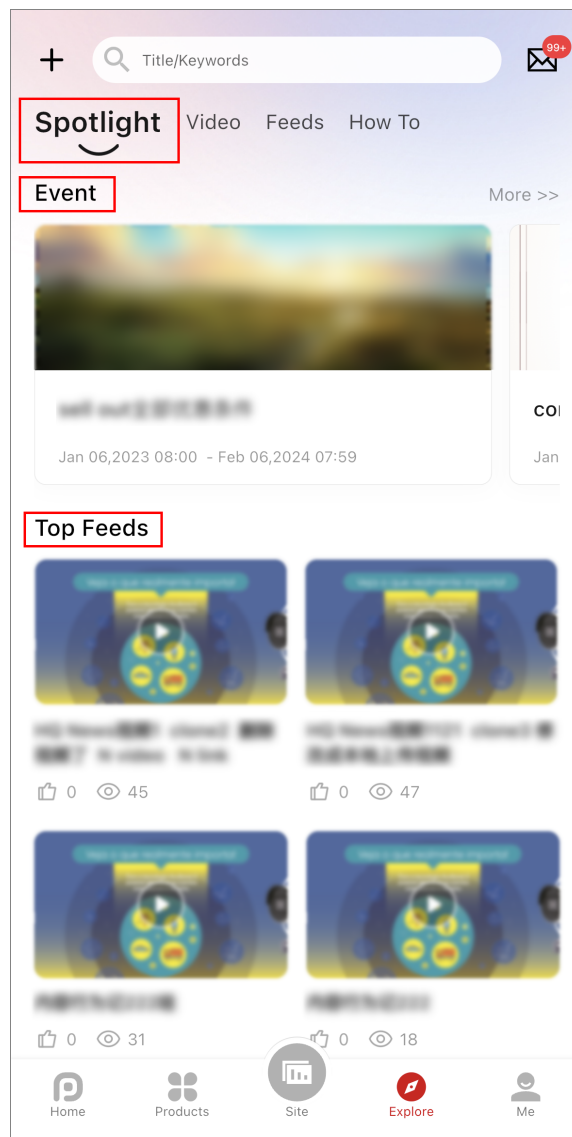


Figure 61-48 Explore (Mobile Client)

61.12 [Improvement] Others

- For OneHikID accounts, supports automatically logging in to Hik-eLearning when you open Hik-eLearning via Hik-Partner Pro.
- Supports exporting operation logs on the Remote Configuration pages of AX PRO and AX Hybrid PRO on the Portal.
- For the Installer Admin account, supports exporting Excel files to view detailed information about all sites on the Portal.

What Is New in Hik-Partner Pro

- Supports DS-K1T502 series access control devices, DS-K1T321 series MinMoe access control devices. See the Compatibility List for details. Supports the following features: Remote Configuration, Device Health Monitoring, Device Exception Rules, Device Linkage Rules, etc.
- Updated search on the Mobile Client:
 - The search categories are changed from Product, News, How To, Sites and Devices to Products, Explore, Sites and Devices.
 - The found results are now categorized as Products, Feeds (formerly News), How To, and Sites and Devices.
- Under the condition that two sites are handed over to the same Hik-Connect user by email and phone number respectively, you can also move devices between the two sites on the Portal and Mobile Client.
- Supports redeeming points for Co-Branding (Annual). If the co-branding service of the account is not enabled, the service will be automatically enabled after a redemption. If the service is enabled, the service will be extended based on the original expiry time.

Chapter 62 Updates in V2.1.0

Updated on January 9, 2023.

62.1 [New] Access Control and Video Intercom Services of HikCentral Connect

This version supports purchasing and managing the access control service and the video intercom service of HikCentral Connect (hereinafter referred to as HCC) on the Hik-Partner Pro Portal. With the two services, features such as access level management, real-time monitoring of door status, door opening via mobile credentials, call receiving, and housing management are available to the enterprise users (i.e., your customers) on HCC.

Note

- The HCC service is not supported in all countries/regions. For details about the supported countries/regions, contact the local distributors or sales representatives.
- The HCC service-related features (purchasing and managing the services, etc.) are only supported on the Hik-Partner Pro Portal and are available only if your company is authenticated.
- Enterprise users of HCC can access their HCC systems via the HCC Portal or Mobile Client to use features provided by HCC services. The URL of the HCC Portal is <https://hikcentralconnect.com>.

Refer to the following sections for more information about the services.

- [**Introduction of the Access Control Service and Video Intercom Service**](#)
- [**Get and Activate Services**](#)
- [**Manage Services**](#)
- [**Add Access Control / Video Intercom Devices to HCC System**](#)

Introduction of the Access Control Service and Video Intercom Service

Table 62-1 Access Control and Video Intercom

Service	Description
Access Control Service	Features provided by the access control service which are available on HCC include access level management, real-time monitoring of door status, and door opening via Mobile Client. Your customers can enjoy the following perks using the HCC Portal / Mobile Client: <ul style="list-style-type: none">• Connecting to access control devices and managing events (e.g., viewing history events)

What Is New in Hik-Partner Pro

Service	Description
	<p>and alarm configurations for access control events).</p> <ul style="list-style-type: none"> • Convenient person management and resource management. • Remote door control and door opening via Bluetooth. • Multiple credential types (face, fingerprint, card, QR code, etc.). • Convenient access level management with varied access permissions from person to person and quick configurations. • Powerful features for real-time monitoring of door status.
Video Intercom Service	<p>Features provided by the video intercom service which are available on HCC include housing management and call management. Your customers can enjoy the following perks using the HCC Portal / Mobile Client:</p> <ul style="list-style-type: none"> • Connecting to video intercom devices and managing events (e.g., viewing history events and alarm configurations for events). • Cloud-based solution which supports calling from video intercom devices to the Mobile Client without being limited by the wiring or network. • Centralized management of multiple communities, which improves work efficiency and saves manpower. • 6 self-service users can be added to each room for using functions on the Mobile Client. • Multiple ways of opening doors via Mobile Client, including QR codes, Bluetooth, and remote control. • Call history for tracking all calls anytime. • Creating and managing temporary passes for visitors with temporary access needs.

Note

Features listed above in the table are only available on HCC and only after the services are obtained.

Get and Activate Services

- You can get access control and video intercom service packages (annual) in two ways (online purchase and activation by service key) in Service Market to replenish your service package inventory.

For access control service, different types of service packages are available, including door-only, person-only, and other combinations for persons and doors.

For video intercom service, you can also purchase 3 video intercom service packages (annual) as a batch.

After getting access control and video intercom service packages (annual) in Service Market, these purchased annual service packages will be added to your remaining packages in the form of monthly service packages. For example, if you purchase the access control service package (door * 1 + person * 50) (annual) and a video intercom service package (annual), the access control service package (door * 12 + person * 600) (monthly) and 12 video intercom service packages (monthly) will be added to your remaining packages.

What Is New in Hik-Partner Pro

Purchase HikCentral Connect Service Package

Access Control Service

Access Control Service Package (Annual)

Type	Door	Person	Amount	Price
Door-Only	1	0	0	€ 0.00
Person-Only	0	1	0	€ 0.00
Combo 1 - % Off	1	50	0	€ 0.00
Combo 2 - % Off	2	200	0	€ 0.00
Combo 3 - % Off	6	500	0	€ 0.00

Video Intercom Service

Video Intercom Service Package (Annual) € 0.00

3 * Video Intercom Service Package (Annual) € 0.00

VAT Number
The VAT number will be displayed in the payment receipt. Make sure the one you entered is correct.

Currently Selected

Company Name

Item
HikCentral Connect Service Package

Amount

Subtotal

Total € 0.00

[Checkout](#)

Figure 62-1 Online Purchase

What Is New in Hik-Partner Pro

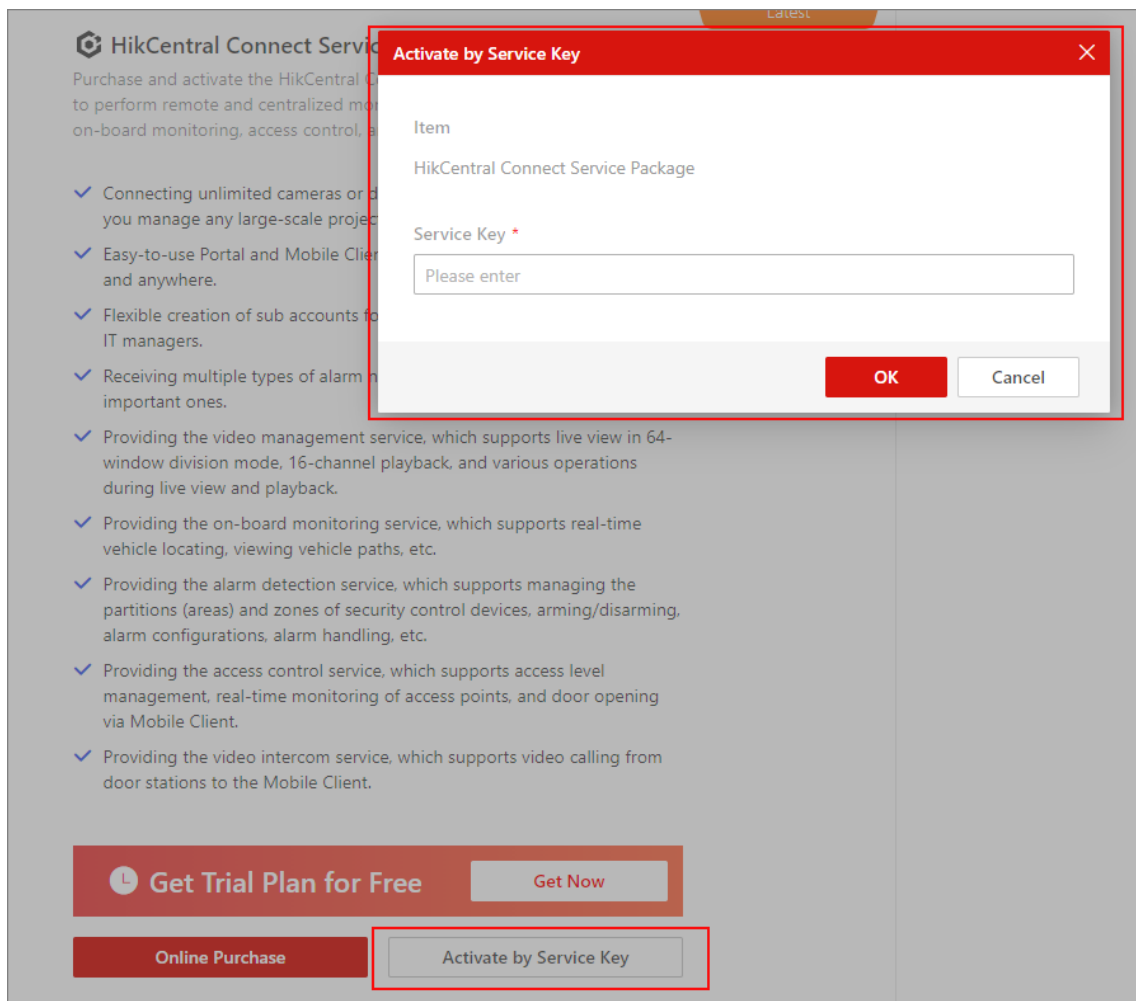


Figure 62-2 Activate by Service Key

- After online purchase or activating by service keys, you can view your order records on the Order page.

What Is New in Hik-Partner Pro

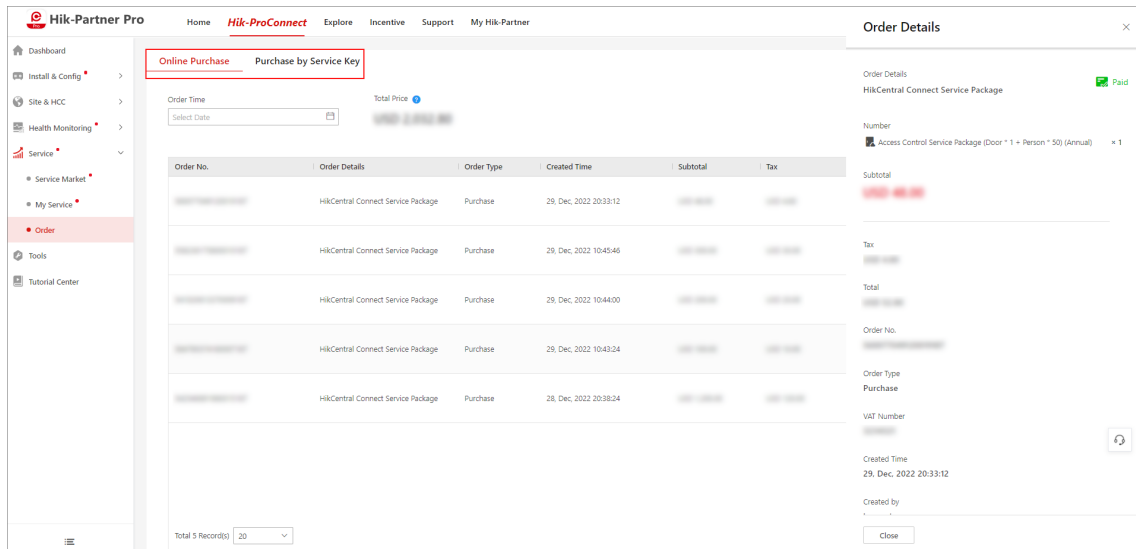


Figure 62-3 Order Details

- You can also get free plans for both the access control service (2 doors and 25 persons) and the video intercom service (2 rooms).

Note

Available plans for services and plan details may vary according to your country/region.

What Is New in Hik-Partner Pro

Board Monitoring Free
Expires on 31, Dec, 2099
Vehicles (0/10)

Access Control Free
Expires on 31, Dec, 2099
Used Doors (0/2)

Video Intercom Free
Expires on 31, Dec, 2099
Used Rooms (0/2)

Free Plan Obtained
The service is valid until 31, Dec, 2099. During the validity period of the service, you can enjoy:

Connecting 2 Door(s) and 25 Person(s)
You can activate for more if needed.

Activate Service

After the access control service is activated, you can enjoy the following perks:

- ✓ Connecting to access control devices and managing events.
- ✓ Convenient person management, access level management, and device management.
- ✓ Remote door control and door opening via Bluetooth.

Add Device

Figure 62-4 Free Plan for Access Control Service

What Is New in Hik-Partner Pro

The screenshot displays the Hik-Partner Pro interface with three service cards: 'In-Board Monitoring', 'Access Control', and 'Video Intercom'. Each card is labeled 'Free' and has an expiration date of '31, Dec, 2099'. The 'Video Intercom' card is highlighted with a red border. Below the cards, a 'Free Plan Obtained' notification is shown, indicating that the service is valid until 31, Dec, 2099. A blue banner displays 'Connecting 2 Room(s)' with an 'Activate Service' button. A list of perks is provided, including connecting to video intercom devices, cloud-based video calling, and self-service users. An 'Add Device' button is located at the bottom.

Figure 62-5 Free Plan for Video Intercom Service

- After getting service packages by online purchase or entering service keys, you can activate the access control service and video intercom service for HCC users. For example, to activate 2 access control doors and 2 access control persons which shall be valid for 3 months and 3 video intercom rooms valid for 3 months, the access control service package (door * 6 + person * 6) (monthly) and 9 video intercom service packages (monthly) are required. You can also get one access control door for free after you activate 20 video intercom rooms.

Note

This may not be supported in some countries/regions.

What Is New in Hik-Partner Pro

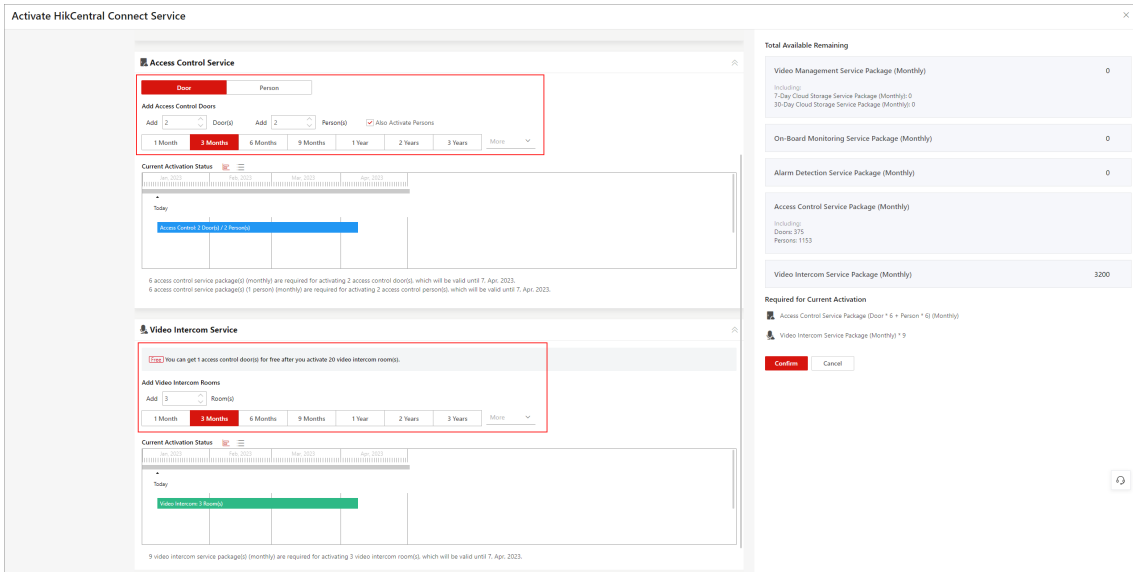


Figure 62-6 Activate Service

Manage Services

You can check the numbers of used and remaining access control and video intercom service packages in My Service, and details about the access control and video intercom services used for each HCC system (e.g., the number of resources, system owner, expiry time, service status, etc.). You can also receive emails notifying you of services expiring soon if you have permission to manage services.

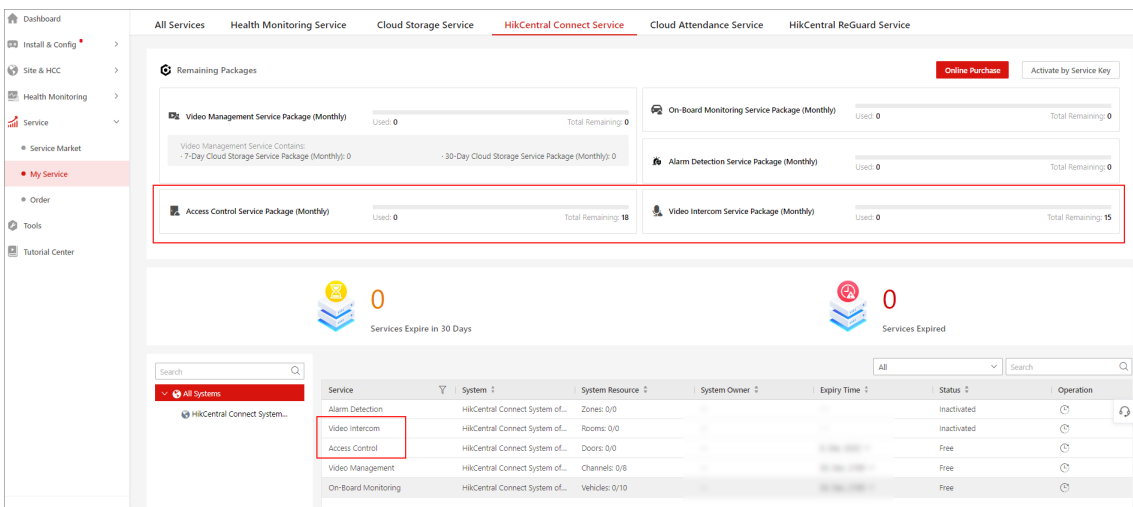


Figure 62-7 My Service

Add Access Control / Video Intercom Devices to HCC System

You can add access control devices and video intercom devices to HCC systems and hand over the devices together with the system.

Supports adding video intercom devices of KD94/96 series. For details about the supported models of the access control devices and video intercom devices, refer to the *Hik-Partner Pro Device Compatibility List*.

62.2 [Improvement] Others

Supports multiple languages for the emails sent to HikCentral Connect users, including:

- The email containing the account user name (i.e., email address) and initial password which is sent to your customer when you hand over the system.
- The email notifying your customer of the device handover to the system.
- The email requesting account linking.

Chapter 63 Updates in V2.0.100

Updated on November 23, 2022.

63.1 [New] Share Sites with Installation Service Partners Before Handover

This version supports sharing not-handed-over sites with your installation service partners so that they can help you add and hand over devices.



Some updates are supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate these updates with related screenshot(s) of the Portal.

Read the following sections to learn more about the updates.

- [***For Your Company That Starts a Site Sharing***](#)
- [***For Installation Service Partner to Whom a Site Is Shared***](#)
- [***Limitations***](#)

For Your Company That Starts a Site Sharing



You can only starts a site sharing on the Portal.

- Before a site is handed over, your company can start the site sharing by entering your installation service partner's Hik-Partner Pro account and setting the permission validity period. You can click **Site Sharing** on the site details page or click ... → 🌐 to share a site.

What Is New in Hik-Partner Pro

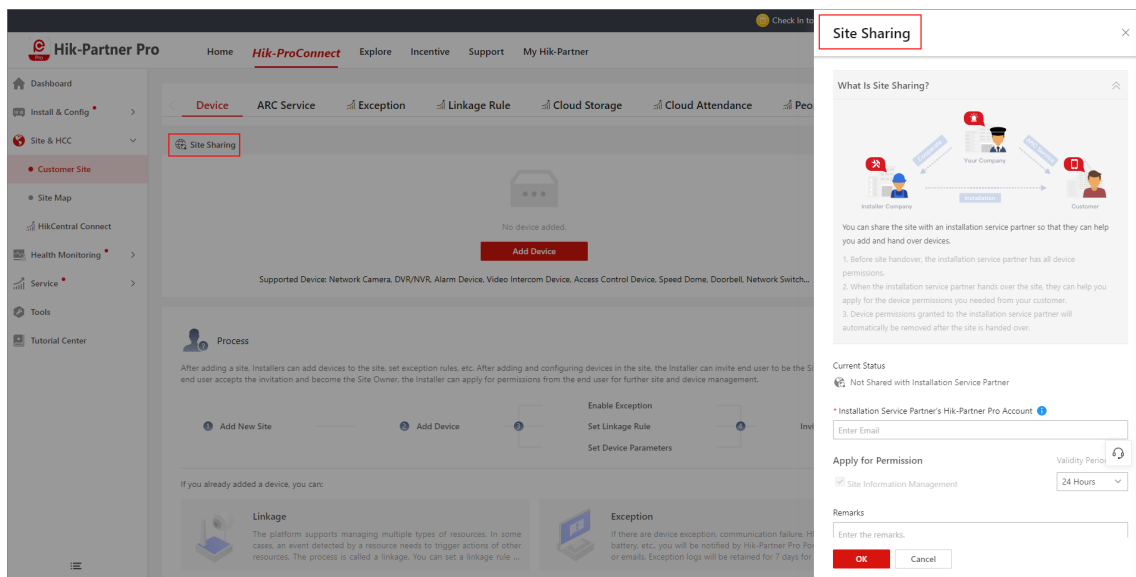


Figure 63-1 Share Site to Installation Service Partner

- After you start sharing a site, you can view the sharing status including **To Be Accepted**, **Rejected**, and **Shared**.
For sites which are **To Be Accepted** and **Rejected**, you can apply to share the sites again.
For sites which are **Rejected** and **Shared**, you can cancel the site sharing.
- You can receive a notification when your installation service partner accepts/rejects/cancels the sharing.

For Installation Service Partner to Whom a Site Is Shared

- After you share a site to your installation service partner, they can receive and handle the site sharing application in Notification Center.

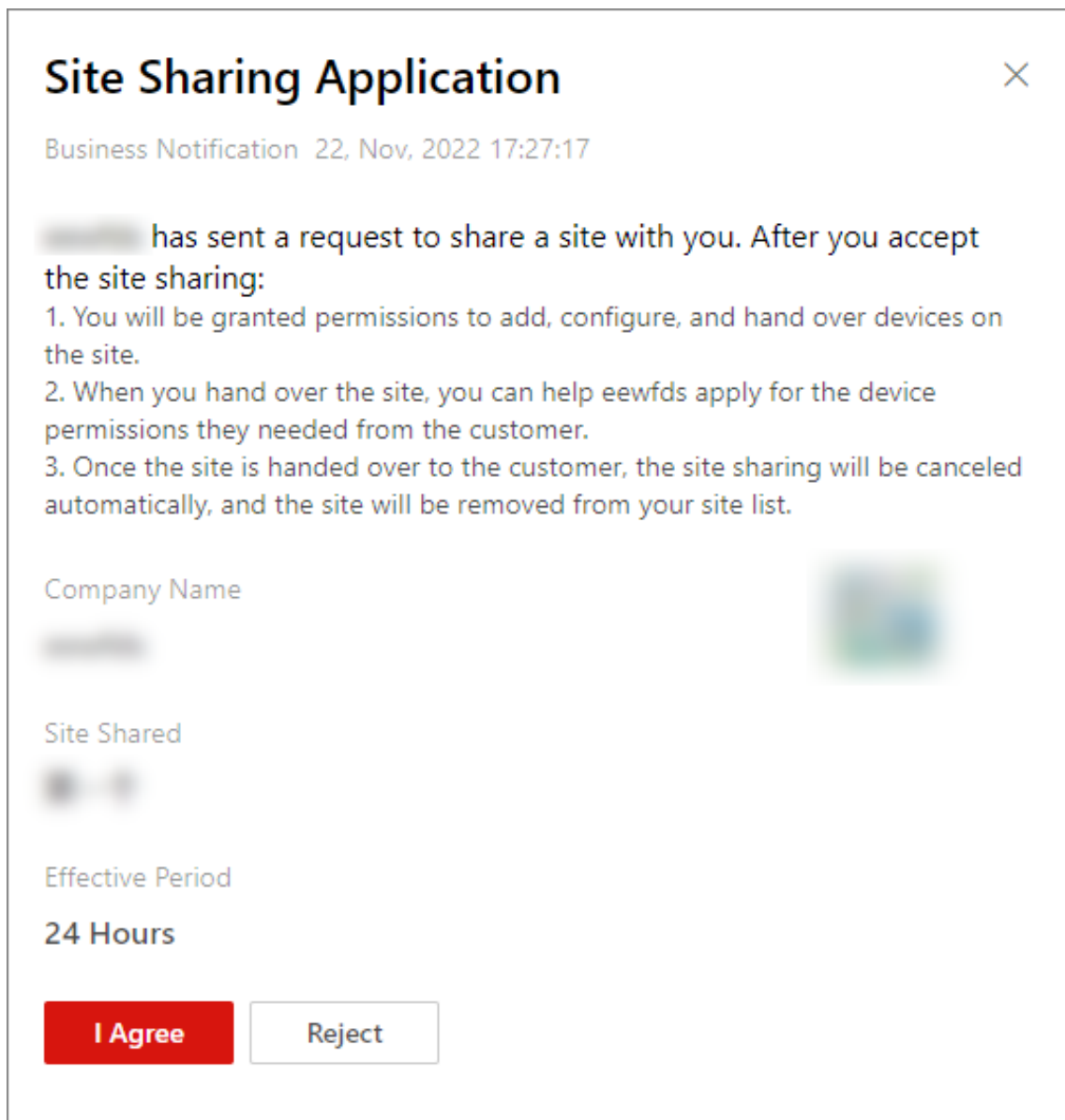


Figure 63-2 Site Sharing Application

- After the installation service partner accepts the site sharing, they can cancel the site sharing and the site will be deleted from their site list.
- After adding and configuring devices for the site, the installation service partner can hand over the site to your customer, and help you apply for the device permissions you need from your customer.

Before site handover, the installation service partner has all device permissions.

After the site is handed over, device permissions granted to the installation service partner will automatically be removed.

Limitations

- Site sharing before site handover is not supported in some countries/regions or by some accounts.
- You cannot share a site to any account of your company.
- You can only share a site to an account with the Manage All Sites or Manage Assigned Sites permission.
- Your account and your installation service partner's account need to be in the same country/region.

63.2 [Improvement] Others

- Supports assigning sites to selected site managers on the Mobile Client.



Note

This feature is already supported by the Portal in the previous versions.

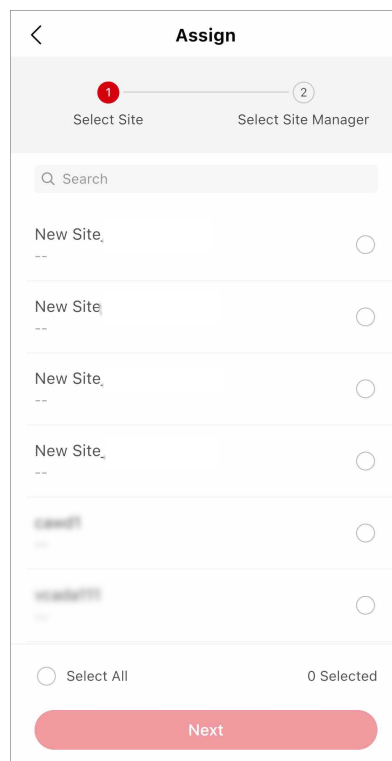


Figure 63-3 Assign Site

- Supports switching between the two display modes for devices (device cards and device list) on the site details page on the Portal.

What Is New in Hik-Partner Pro

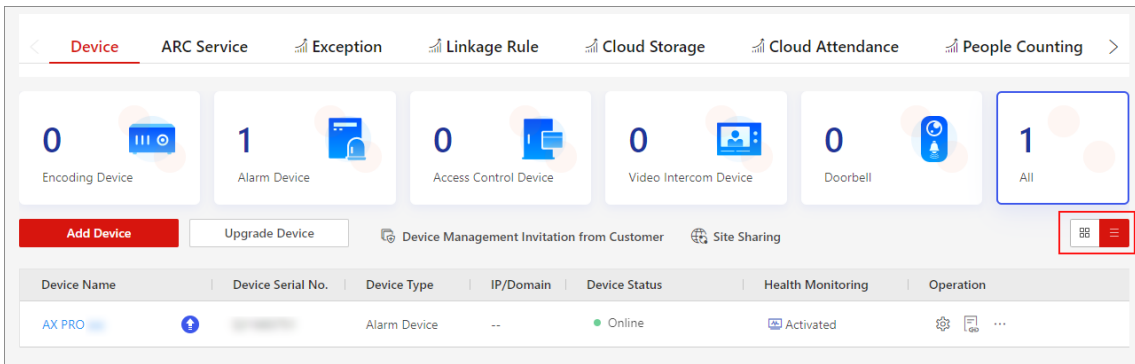


Figure 63-4 Device List

Chapter 64 Updates in V2.0.0

Updated on October 20, 2022.

64.1 [New] Solution

This version adds a Solution module on the Portal for you to search for and view all-round solutions for your varied needs.

Note

The updated module is only available to some users in some countries/regions. For details, please contact Hikvision.

- Supports viewing solutions listed for a variety of verticals.
- Supports filtering the solutions of a vertical by tags of its sub verticals.



Figure 64-1 Filter Solutions by Sub Vertical

- Supports searching for solutions by keyword.
- Supports sorting the solutions in ascending/descending order by release date and/or number of views.
- Supports displaying the solutions in groups by different types, namely solutions by industry, by scenario, and by function.

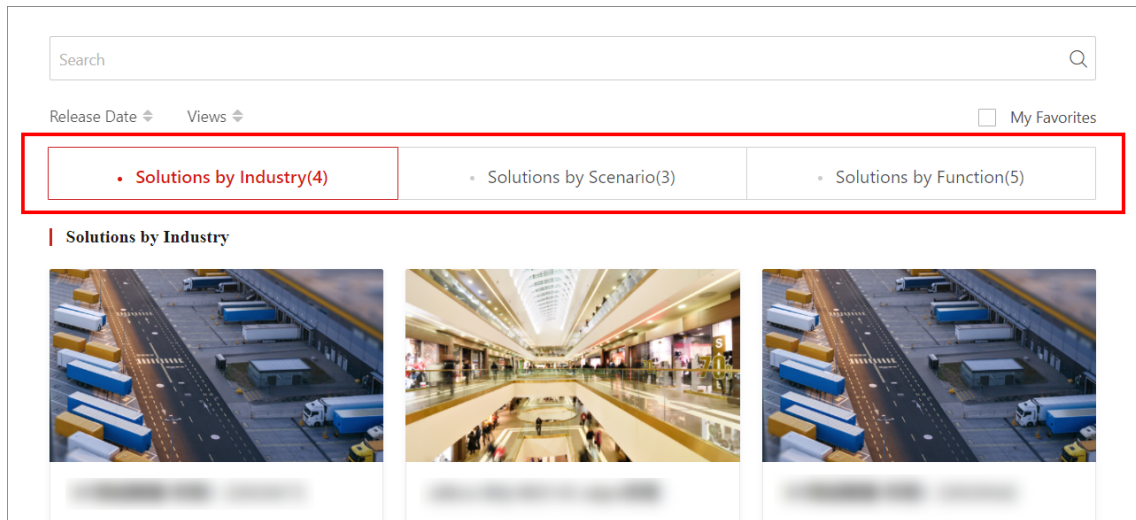


Figure 64-2 Solution Types

- Supports adding a solution to Favorites and viewing only those added to Favorites by checking My Favorites at the top right.
- Supports viewing the solution description and BOQ (Bill Of Quotation), and downloading the related documents.
- Supports liking a solution and copying the link of a solution to share with other persons.

64.2 [New] Project

This version added the Project module on the Portal for you to receive special pricing on essential components and get technical support. Also, this version added some other features related to Project.

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.

- **[Create a Project](#)**
- **[View and Handle Projects](#)**
- **[Project Status Instructions](#)**

Create a Project

- Supports creating projects by distributors or system integrators/installers.

What Is New in Hik-Partner Pro

- If you are a distributor, the process is to 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, the process is to enter project information, distributor information, end user information, support type, support information, and product selection. Then upload the project document if there is any.

Project Info

Project Name (NAME OF PROJECT + RFP or Edital Number + Razão SOCIAL end user + CNPJ)

Project Type * Province * City *

Street Business Vertical * Currency *

Estimated Hikvision Product Amount * Total CCTV Budget Total Security Budget

Bidding Date * Estimated Closing Date * Preferred Software Platform *

Competitor1 * Competitor Solution Description1 * + Add

Project Description *

Figure 64-3 New Project

- Supports comparing products to help you choose products when creating a project.

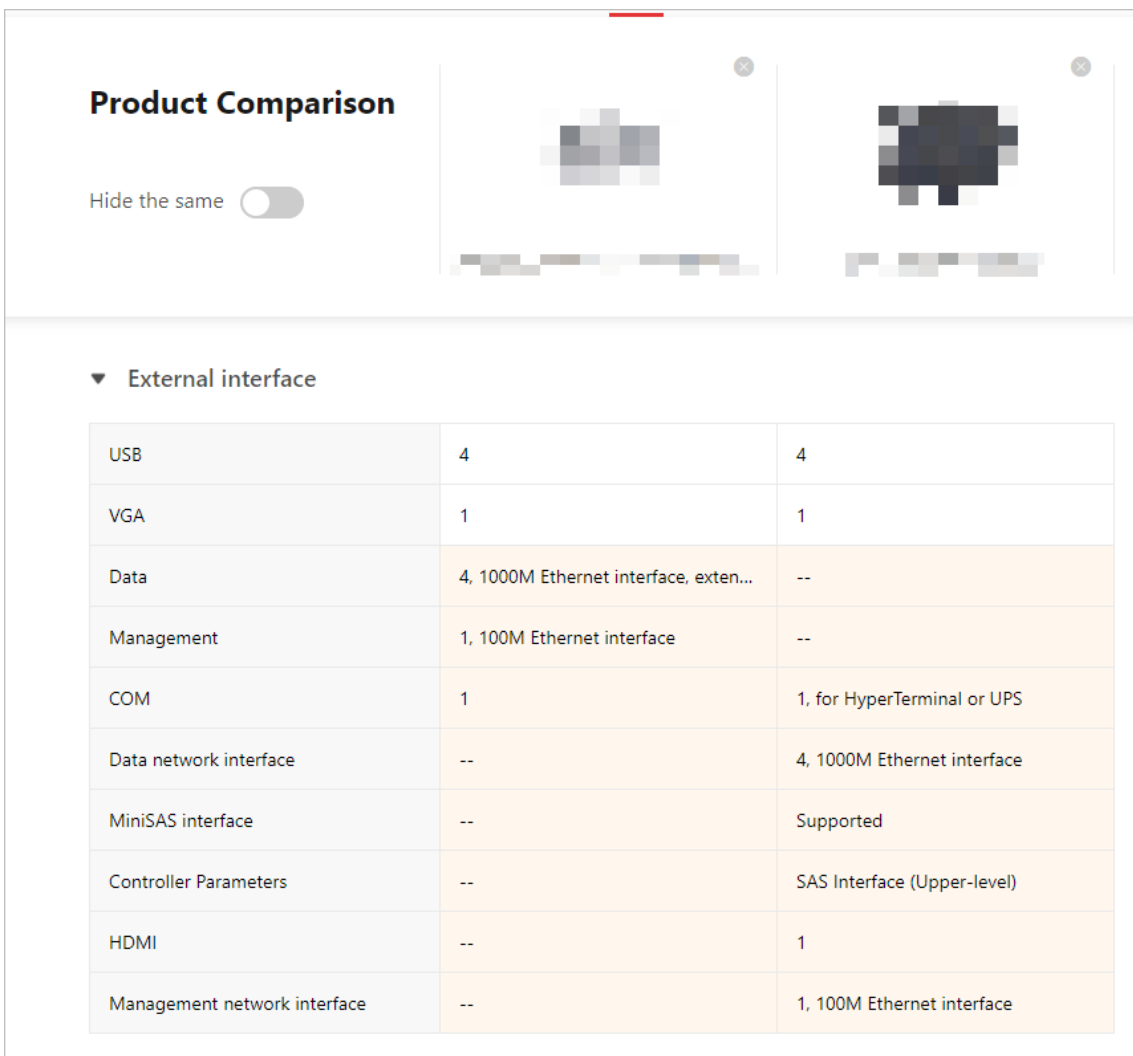


Figure 64-4 Compare Products

- Supports viewing the successfully added projects on the Project History page.

View and Handle Projects

Supports checking project information and perform further operations after projects are created.

- For Distributors: Supports viewing projects under three tabs: **All**, **Project Supported by Hikvision**, and **Project Supported by Me**.

What Is New in Hik-Partner Pro

Figure 64-5 View Project History

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: In the Operation column, supports clicking **Quote** and click the document in the Download column of the pop-up window to check the quote list.

Project Status Instructions

Supports displaying project status so you can be updated of where a project is.

Table 64-1 Project Status

Status	Description
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.

Status	Description
Ineligible	The project is rejected by Hikvision. You can check the comments for why the project is rejected.
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.

64.3 [New] Order & Promotion

This version adds an Order & Promotion module on the Portal for you to view product information and place orders by selecting the products you need.



Note

The updated module is only available to authenticated channel partners.

View Product Information

- Supports viewing products by product category and type.
- Supports viewing hot products and recently viewed products.
- Supports viewing regular products and promotional products (e.g., discount products, clearance products, etc.).

What Is New in Hik-Partner Pro

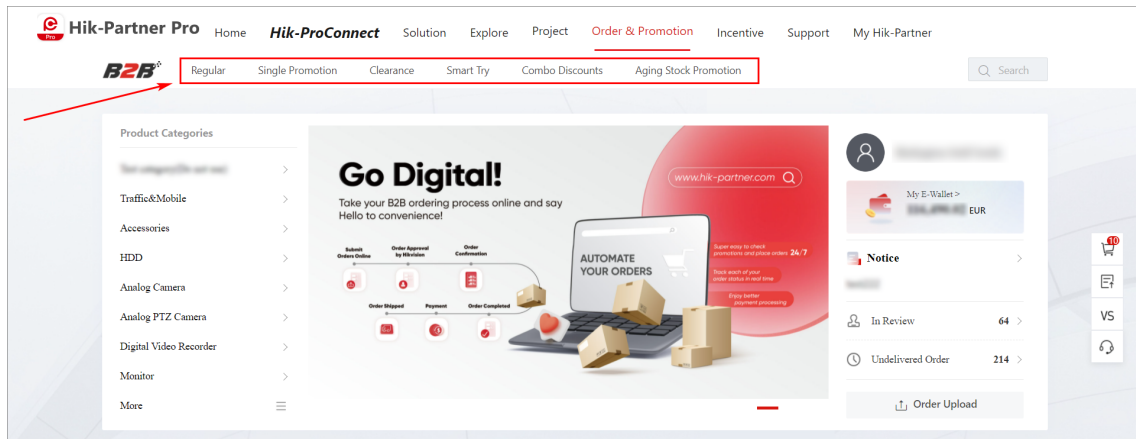


Figure 64-6 Regular and Promotional Product Types

Submit Orders

- Supports adding products to shopping cart and placing orders by selecting the products you need and filling in the required order information.

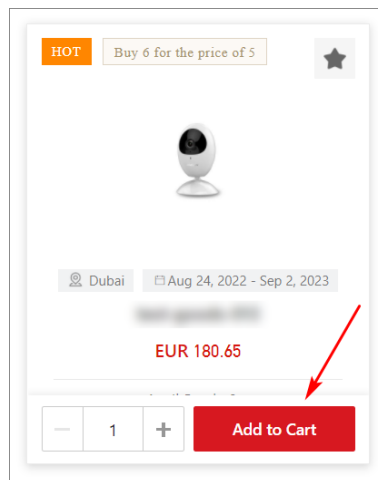


Figure 64-7 Add Product to Shopping Cart

What Is New in Hik-Partner Pro

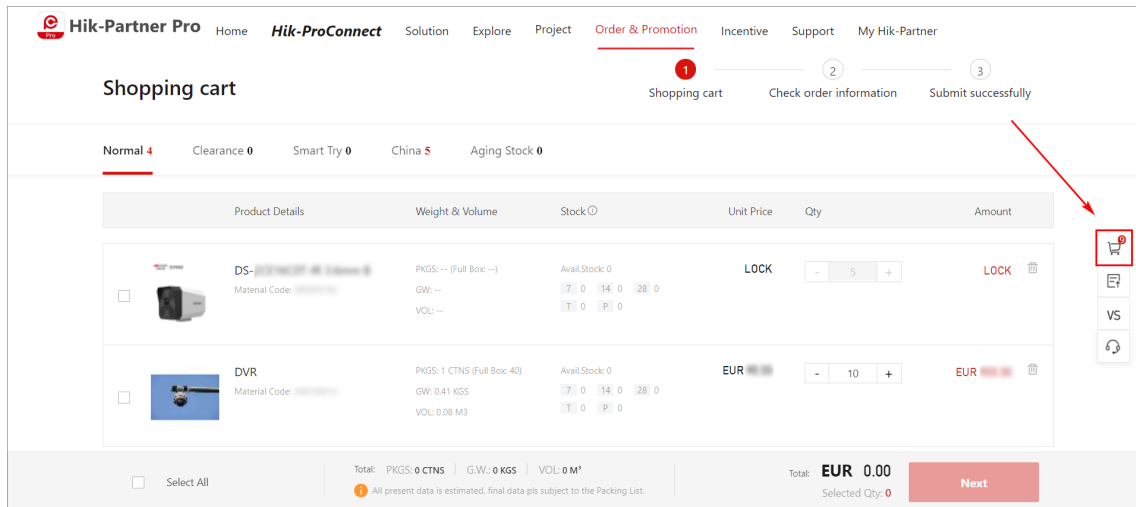


Figure 64-8 Shopping Cart

- Supports submitting product orders via Order Upload.

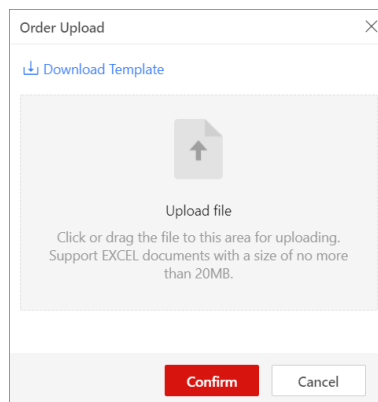


Figure 64-9 Order Upload

View Order Related Information

- Supports tracking order status and viewing orders of different status via the My Order page.

What Is New in Hik-Partner Pro

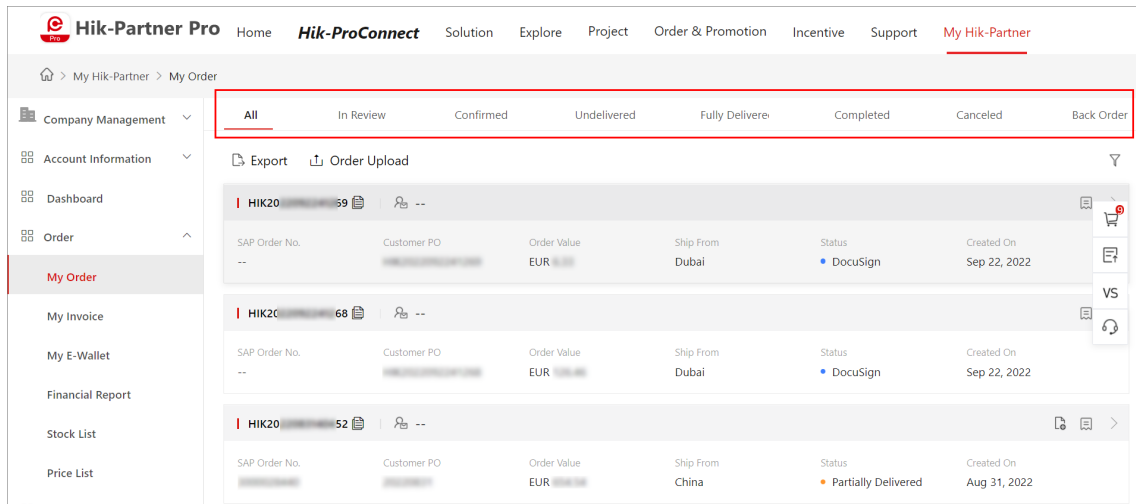


Figure 64-10 My Order

- Supports exporting the order list to your local PC and copying an order No.
- Supports reordering the same products of an order and canceling the ordering of a product.
- Supports searching for and viewing invoices of your past orders and exporting the invoice list via the My Invoice page.

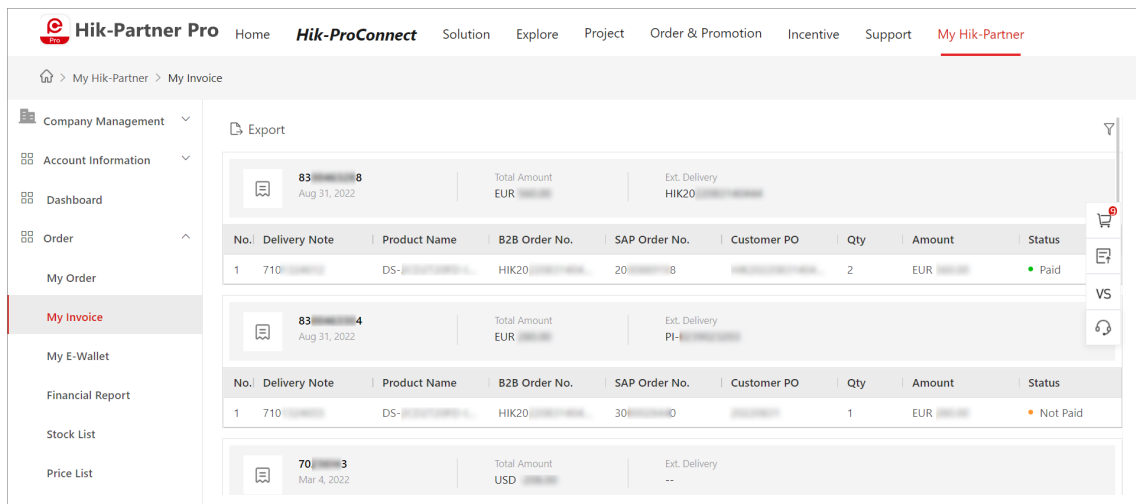


Figure 64-11 My Invoice

- Supports viewing your E-Wallet balance and transaction records and searching for specific records via the My E-Wallet page.

What Is New in Hik-Partner Pro

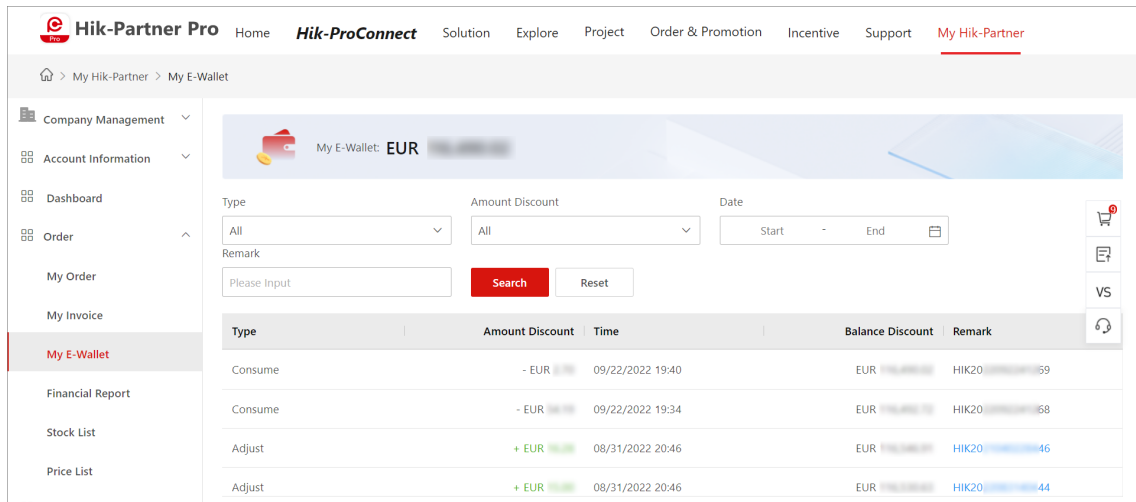


Figure 64-12 My E-Wallet

- Supports viewing details of your credit status, account payable balance, and basic information of the invoices via the Financial Report page.

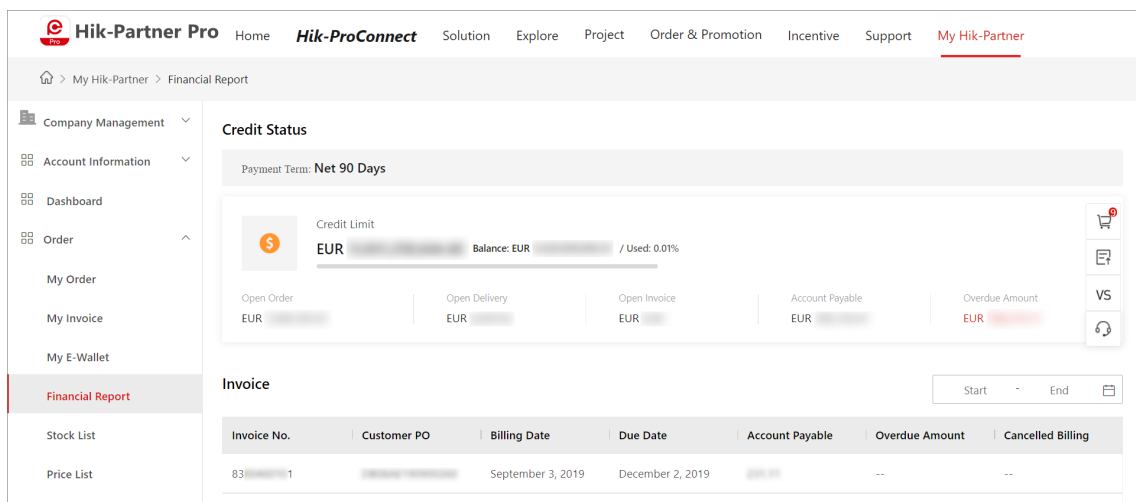


Figure 64-13 Financial Report

- Supports viewing and searching for stock related information of your products via the Stock List page. Supports exporting the full stock list or specific search results to the local PC.

What Is New in Hik-Partner Pro

Material Code	Product Name	Product Group	Avail. Stock:	In Coming & In Production
300	DV...	--	0	7 0 14 0 28 0 T 0 P
300	IL...	--	0	7 0 14 0 28 0 T 0 P
100	DV...	--	0	7 0 14 0 28 0 T 0 P
100	DV...	A	0	7 0 14 0 28 0 T 0 P
100	DV...	--	0	7 0 14 0 28 0 T 0 P
100	Te...	--	0	7 0 14 0 28 0 T 0 P
100	C...	B	0	7 0 14 0 28 0 T 0 P

Figure 64-14 Stock List

- Supports viewing and searching for price related information of all products via the Price List page. Supports exporting the full price list or specific search results to the local PC.

Material Code	Product Name	Goods Name	UPC Code	Ship From	Unit Price	Currency	Start Date	End Date	ep_order
300	DV...	--	--	...	300.00	EUR	12/21/2021	12/31/9999	09/29/2022
300	DV...	C...	--	...	10.00	EUR	10/29/2021	12/31/9999	09/27/2022
300	IL...	C...	--	...	200.00	EUR	12/21/2021	12/31/9999	09/29/2022
300	IL...	te...	--	...	180.65	EUR	12/17/2018	12/31/9999	09/27/2022
100	DS...	A...	--	...	361.30	EUR	12/17/2018	12/31/9999	09/27/2022
100	DS...	C...	--	...	379.37	EUR	12/17/2018	12/31/9999	09/27/2022

Figure 64-15 Price List

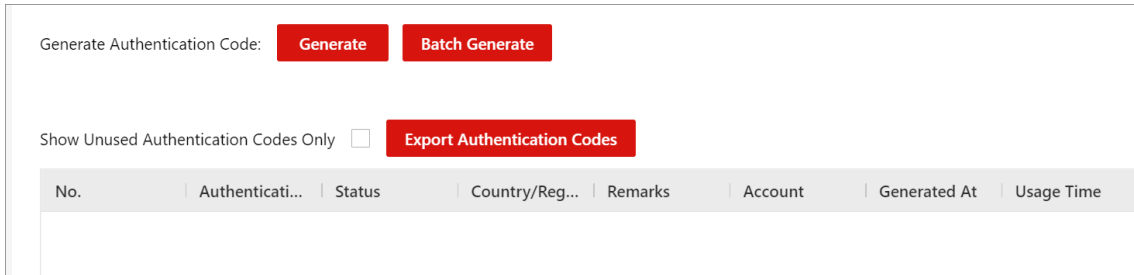
64.4 [New] Rebate

This version adds a Rebate module on the Hik-Partner Pro Portal for authenticated channel partners to view the rebates they earn from successfully promoting services (i.e., health monitoring service and cloud storage service) of Hik-Partner Pro to installers and secondary distributors.

Note

This function is only available to some users in some countries/regions. For details, please contact Hikvision.

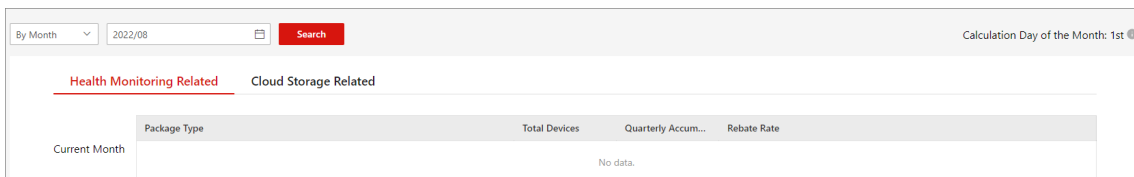
- Supports generating authentication codes for authenticated channel partners' customers (i.e., installers or secondary distributors) to complete the company authentications on Hik-Partner Pro, and then the authenticated channel partners can have chances to earn rebates.



No.	Authenticati...	Status	Country/Reg...	Remarks	Account	Generated At	Usage Time
-----	-----------------	--------	----------------	---------	---------	--------------	------------

Figure 64-16 Generate Authentication Code

- Supports viewing the rebate strategy about the elements for determining the rebate amount and the formula for calculating the rebate amount.
- Supports viewing the details of rebates earned after the authenticated channel partners successfully promoting the health monitoring service or cloud storage service to their customers (i.e., installers or secondary distributors), and the installers or secondary distributors have activated two services for devices added to Hik-Partner Pro or channels linked to a Hik-ProConnect box.

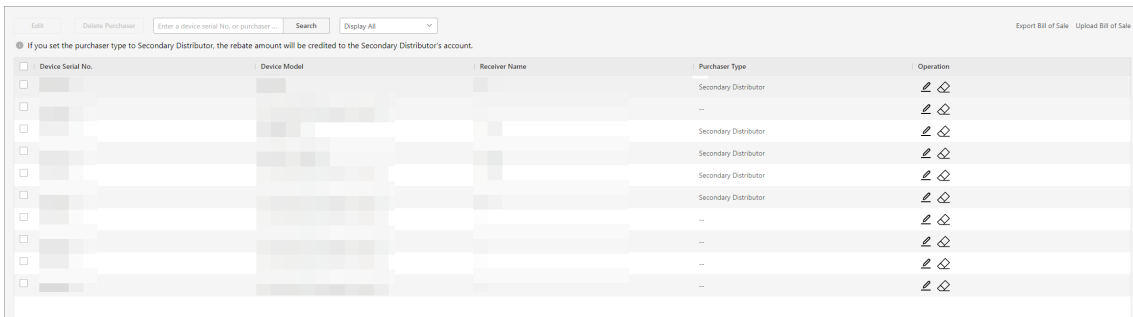


Package Type	Total Devices	Quarterly Accum...	Rebate Rate
Current Month	No data.		

Figure 64-17 Rebate Details

- Supports filtering or exporting the authenticated channel partners' bills of sale to check the information (including the device serial No., device model, purchaser name, and purchaser type) related to the devices sold to installers or secondary distributors.

What Is New in Hik-Partner Pro





















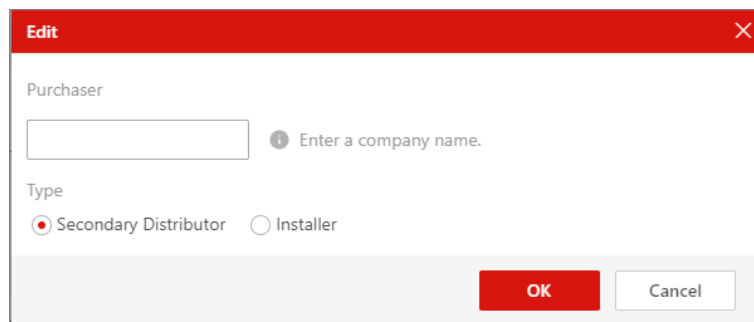
Device Serial No.	Device Model	Receiver Name	Purchase Type	Operation
			Secondary Distributor	 
			...	 
			Secondary Distributor	 
			Secondary Distributor	 
			Secondary Distributor	 
			...	 
			...	 
			...	 
			...	 

Figure 64-18 Bill of Sale Page

- Supports transferring rebates related to specific devices to secondary distributors after the authenticated channel partners set the purchaser type to **Secondary Distributor**.



Edit

Purchaser

Enter a company name.

Type

Secondary Distributor Installer

OK Cancel

Figure 64-19 Transfer Rebates

64.5 [New] Quotation Tool on the Mobile Client

This version added Quotation Tool on the Mobile Client.

- Supports creating a new quotation. Supports selecting devices from Hikvision Products or My Products.

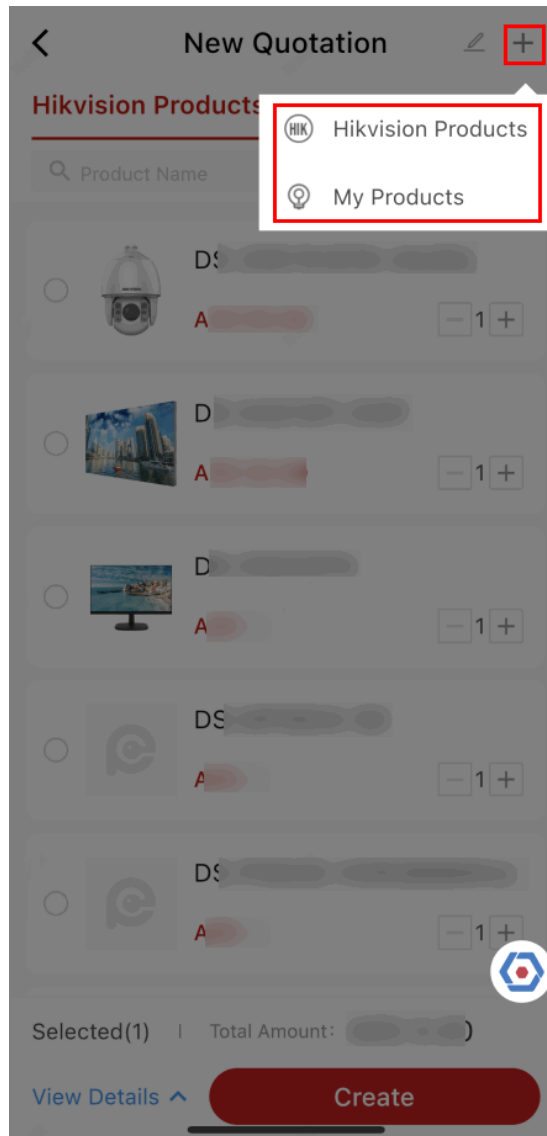


Figure 64-20 Add Device

- Supports selecting products, editing the number of product, viewing product details, editing product price, and deleting product.

What Is New in Hik-Partner Pro

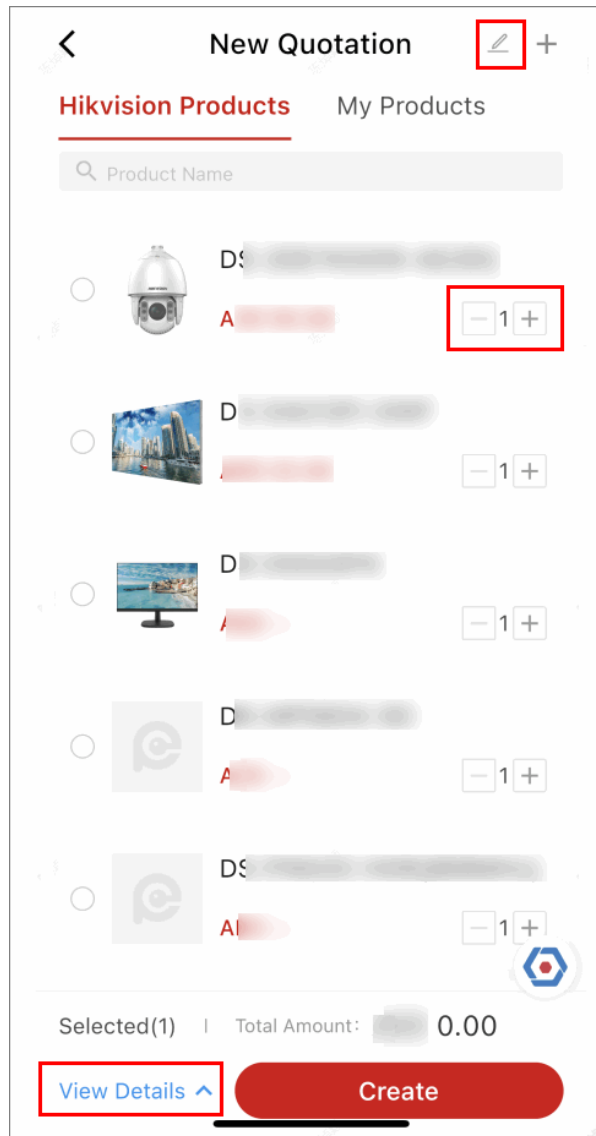


Figure 64-21 New Quotation

- Supports configuring quotation currency, company information, contact person information, etc.

The screenshot shows a mobile application interface for configuration. At the top, there is a back arrow and the title 'Configuration'. Below this, there are several sections, each with a header and a red box around it:

- Quotation Currency:** AED >
- Company Details:**
 - Company Name: [blurred]
 - Company Logo: [blurred] >
- Contact Person Details:**
 - *Name: [blurred]
 - *Mobile: [blurred]
 - *Address: [blurred]
- Bank Details:**
 - Beneficiary: Beneficiary
 - Tel: Tel
 - Bank: Bank
 - A/C NO.: A/C [blurred] [bank icon]
 - Swift: Swift

At the bottom of the screen, there is a large red button labeled 'Save'.

Figure 64-22 Configuration

- Supports searching for and filtering quotations. Supports sharing the quotation (in PDF or Excel format) to others. Supports editing the quotation and copying the quotation to a new one.

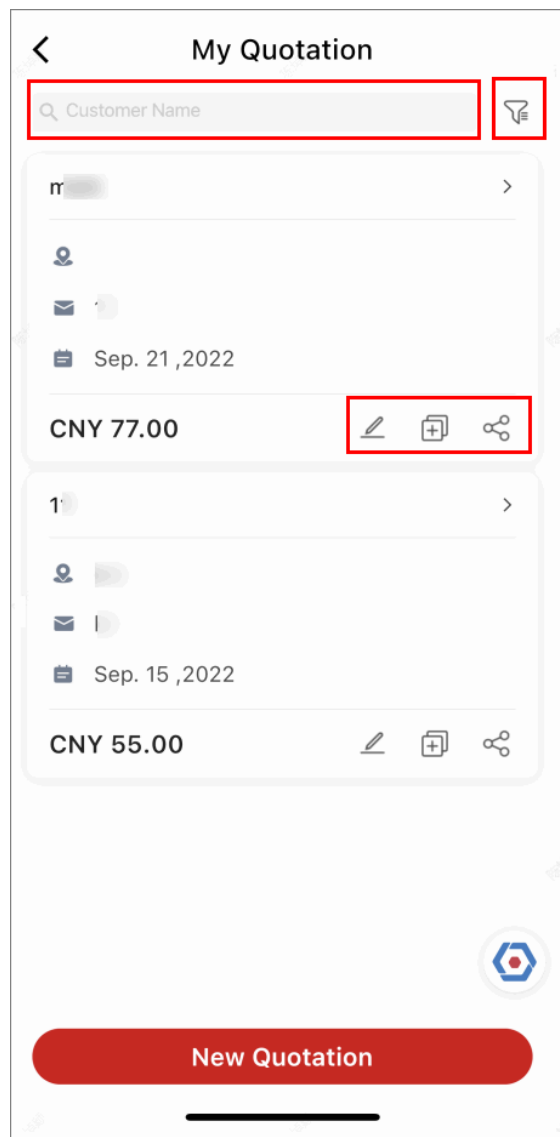


Figure 64-23 My Quotation

64.6 [New] Dashboard

This version adds Dashboard to the Portal for you to have an overview of the status of all your projects and orders, and view the number of your DPPs/distributors.

Note

This function is only available to some users in some countries/regions. For details, please contact Hikvision.

- Supports viewing the number of your DPPs/distributors.

What Is New in Hik-Partner Pro

You can click > to switch to My Partner Network to view details about your DPPs/distributors.

- Supports viewing the status of your projects, including draft, waiting for supporter, processing, approved, more information required, ineligible, closed won, closed lost, and closed canceled. You can click **View Details** to switch to Project History for more details and operations.
- Supports viewing the status of your orders, including in review, undelivered, fully delivered, and back order.

You can click **View Details** to switch to My Order for more details and operations.

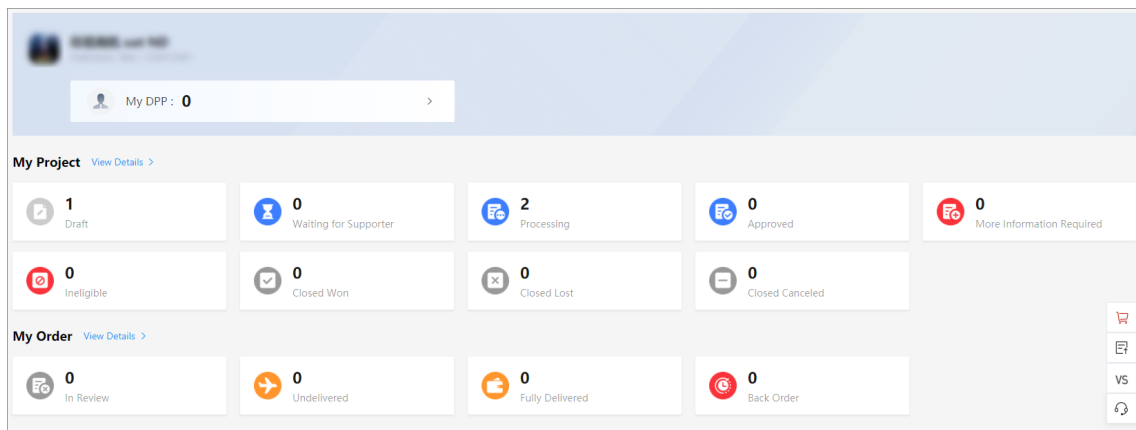


Figure 64-24 My Dashboard

64.7 [New] Submit More Types of Cases

This version supports submitting more types of cases including Hardware Product Case, Software Product Case, Hik-Partner Pro Case, Device Password Reset Case, and Dedicated Customer Service Case.

Note

- This feature is supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate the feature with related screenshot(s) of the Portal.
 - Hardware Product Case, Software Product Case, and Hik-Partner Pro Case are only available to some countries and regions.
 - Dedicated Customer Service Case for focused troubleshooting from technical support is only available to some installers.
-
- Supports submitting, replying to, and closing hardware product cases for issues related to operations, configurations, or faults.

What Is New in Hik-Partner Pro

The screenshot shows the 'Submit Case' form in Hik-Partner Pro. The interface includes a sidebar with 'Submit Case' and 'Case Records' options. The main form is titled 'Submit Case' and has a sub-header: 'For device password reset, please submit cases on the Hik-Partner Pro Mobile Client.' The form is divided into two steps: '1 Select Case Type' and '2 Fill In and Submit Information'. The 'Selected Case Type' is 'Hardware Products' with a 'Reselect' link. The form contains several input fields: 'Title' (text), 'Device Serial No.' (text), 'Firmware Version' (text), and 'Build' (text). There is a 'Screenshot / Error Information' section with a plus icon and a note: 'Maximum size of each attachment: 5 MB; supported attachment formats: PNG, JPG, BMP, JPEG, PDF, DOC, XLSX, and TXT; maximum number of attachments: 5 PNG/JPG/BMP/JPEG files and 3 PDF/DOC/XLSX/TXT files.' Below this is a 'Link for Accessing Files on Network Disk' section with a text input field and a note: 'For files larger than 5 MB, please upload them to a network disk.' The 'Contact Information' section includes an email field, a dropdown menu, and a text field. A checkbox is present with the text: 'The purpose for which we collect the above information is for our local support team to contact you and provide services in time. All personal data will be collected, stored, and processed according to the applicable data protection laws. For more details, refer to our [Privacy Policy](#).' At the bottom right, there are 'Submit' and 'Cancel' buttons.

Figure 64-25 Submit Hardware Product Case

- Supports submitting, replying to, and closing software product cases for issues related to Hik-Connect and iVMS-4200.

The screenshot shows the 'Submit Case' form in Hik-Partner Pro for Software Products. The interface is similar to the hardware product case form. The 'Selected Case Type' is 'Software Products' with a 'Reselect' link. The form contains input fields for 'Title' (text), 'Software Name' (text), and 'Software Version' (text). The 'Issue Description' section includes a text area and a note: 'To describe the issue in detail, you are recommended to refer to the following items: 1. Provide the complete error code and/or error message (if any). 2. What operations or changes did you perform or make before the issue occurred?'. The 'Screenshot / Error Information' section is identical to the hardware product case form. The 'Contact Information' section includes an email field, a dropdown menu, and a text field. A checkbox is present with the text: 'The purpose for which we collect the above information is for our local support team to contact you and provide services in time. All personal data will be collected, stored, and processed according to the applicable data protection laws. For more details, refer to our [Privacy Policy](#).' At the bottom right, there are 'Submit' and 'Cancel' buttons.

Figure 64-26 Submit Software Product Case

- Supports submitting, replying to, and closing Hik-Partner Pro cases for issues related to Hik-Partner Pro.

What Is New in Hik-Partner Pro

Submit Case ⓘ For device password reset, please submit cases on the Hik-Partner Pro Mobile Client.

1 Select Case Type > 2 Fill In and Submit Information

Selected Case Type: Hik-Partner Pro [Reselect](#)

* Title
Enter the title.

* Issue Description
To describe the issue in detail, you are recommended to refer to the following items:
1. Provide the complete error code and/or error message (if any).
2. What operations or changes did you perform or make before the issue occurred?

Screenshot / Error Information
+
Maximum size of each attachment: 5 MB; supported attachment formats: PNG, JPG, BMP, JPEG, PDF, DOC, XLSX, and TXT; maximum number of attachments: 5 PNG/JPG/BMP/JPEG files and 3 PDF/DOC/XLSX/TXT files.

Link for Accessing Files on Network Disk
Enter the link.
For files larger than 5 MB, please upload them to a network disk.

Other Contacts No more than 5 contacts can be added.
Enter the email address of the contact. +

Authorization Code ⓘ
 Do Not Provide Provide

Submit Cancel

Figure 64-27 Submit Hik-Partner Pro Case

- Supports submitting, replying to, and closing device password reset cases on the Hik-Partner Pro Mobile Client.
- Supports submitting, replying to, and closing dedicated customer service cases for focused troubleshooting from technical support.

What Is New in Hik-Partner Pro

Submit Case For device password reset, please submit cases on the Hik-Partner Pro Mobile Client.

* Title
Enter the title.

* Language
 English

* Case Severity: To get our rapid response when you have an urgent issue, select the case severity objectively.
 Critical Business Down Business Impaired Functional Defects

* Issue Description
To describe the issue in detail, you're recommended to refer to the following items:
1. How often does the issue occur?
2. What operations or changes did you perform or make before the issue occurred?
3. Is there any way to avoid the issue temporarily?
4. If the issue is difficult to describe with words, you can add related pictures or put links to related videos here.

Screenshot / Error Information
Up to 5 images and 3 files. Each attachment is limited to 5M.
Format supported: png/jpg/bmp/jpeg, pdf/doc/docx/xls/xlsx/txt.

Link for Accessing Files on Network Disk
Enter the link.
For files larger than 5 MB, please upload them to a network disk.

* Contact Information
 Case Phone Number

Other Contacts No more than 5 contacts can be added.
Enter the email address of the contact.

Authorization Code Do Not Provide Provide

Submit

Figure 64-28 Submit Dedicated Customer Service Case

64.8 [New] Submit RMA Requests

This version added the RMA module on the Portal and Mobile Client for you to ship an item back for an exchange or repair due to a product defect or malfunction. Also, this version added some other features related to RMA.

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.

- Supports submitting RMA requests on both the Portal and Mobile Client.

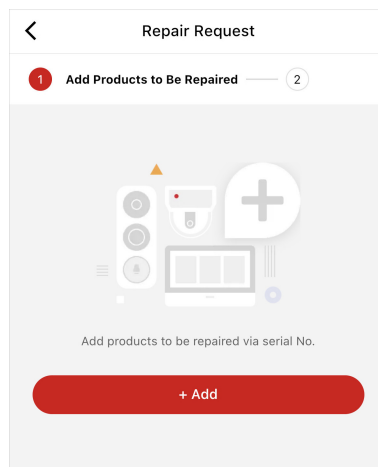


Figure 64-29 Submit Request on Mobile Client

- Supports viewing and handling RMA requests on the Mobile Client.

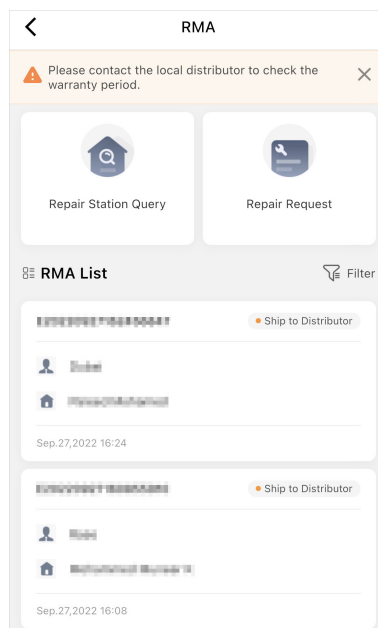




Figure 64-30 RMA List

- Supports checking request status.

64.9 [New] Other New Features of the Support Module

This version adds new features to the Support module.

What Is New in Hik-Partner Pro

- Supports checking the warranty period by product serial number on the Portal in certain countries and regions. For details, please contact Hikvision.
- Supports viewing the contact of Hikvision and sales representative (varying by country/region) in Contact Us on the Portal and Mobile Client.
- Adds another entry to Support on the Mobile Client: On the top right corner of the Me page, tap  to enter the support page.
- Supports more access to How To content on the Mobile Client:
 - On the Me page, tap  → **How To** .
 - On the top of the home page, tap the search box on the top and tap **How To**.

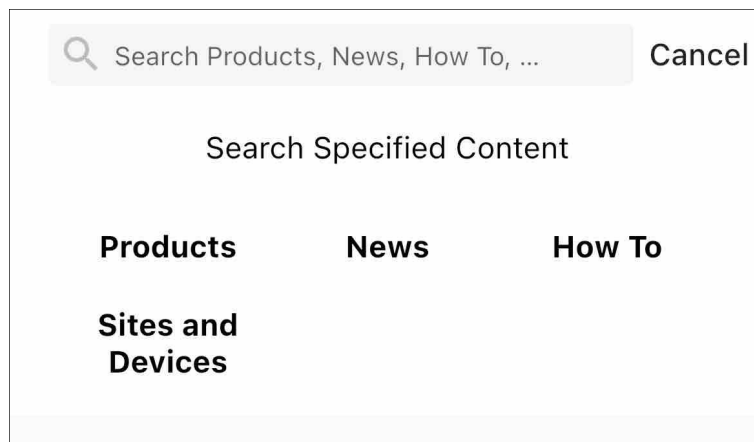


Figure 64-31 Search Box

Note

If no results are found, you will be guided to enter **Chatbot** or submit cases accordingly.

- Supports the Feedback feature on the Mobile Client and Portal. You can submit new suggestions and view the suggestions you submitted.

64.10 [New] After-Sales Authorization Code on the Mobile Client

This version adds the after-sales authorization code function on the Mobile Client, so the technical support staff can use an authorization code to log in to your Hik-Partner Pro account for troubleshooting.

- Supports generating after-sales authorization codes on the Mobile Client.

< **After-Sales Authorization Code**

The after-sales authorization code is exclusive to Hikvision's technicians for troubleshooting only. You can give your authorization code to Hikvision's technicians when it is necessary for them to log in to your account for troubleshooting. Hikvision's technicians can log in to your account via the authorization code, and can view information and perform operations related to the site management, remote configuration, health monitoring, company, business, etc. When problems related to security control panels are encountered, Hikvision's technicians may need to log in to the Installer Admin account to operate and configure the panels if necessary. You can set a validity period for the authorization code according to your needs. Others will not be able to log in to your account via the authorization code once it expires. ^

Valid Within

6 Hours	12 Hours
24 Hours	48 Hours
72 Hours	

Generate

I agree to the [Statement about After-Sales Authorization Codes](#).

Figure 64-32 Generate After-Sales Authorization Code and Set Validity Period

- Supports setting the validity period of the authorization code to 6 hours, 12 hours, 24 hours, 48 hours, or 72 hours on the Mobile Client.
- Supports invalidating an after-sales authorization code anytime on the Mobile Client.

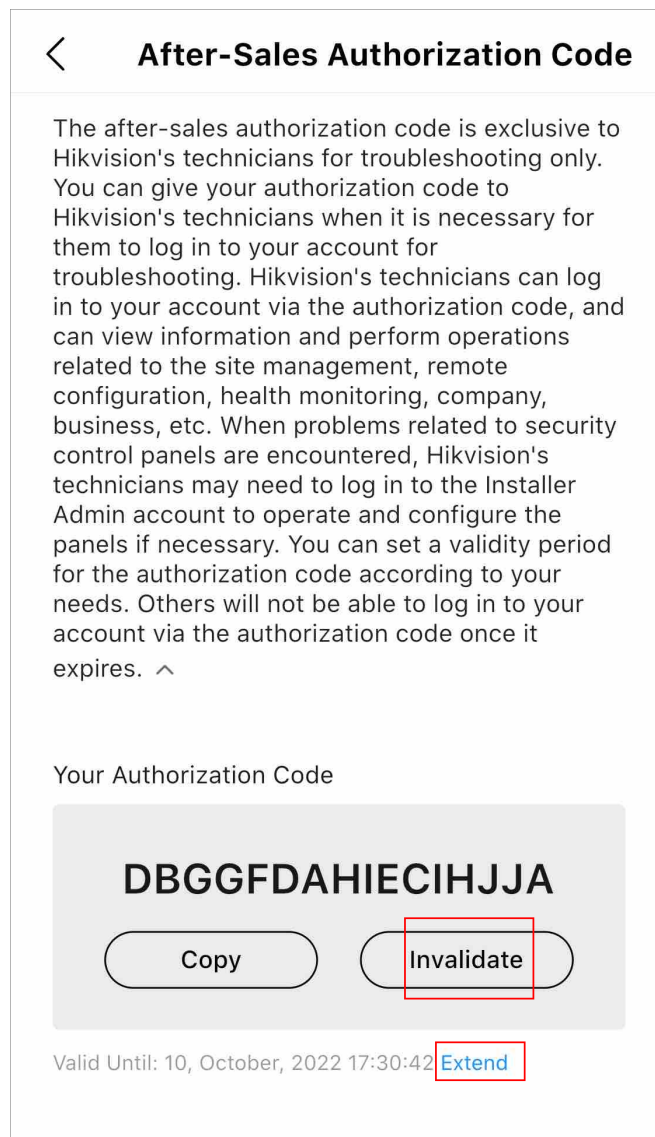


Figure 64-33 Invalidate After-Sales Authentication Code and Extend Validity Period

- Supports extending the validity period of the authorization code if required on the Mobile Client.

64.11 [New] Product Upgrade and Login After Upgrade

This version is upgraded from Hik-ProConnect and becomes a new product named Hik-Partner Pro, which combines the features of Hik-ProConnect and another product named Hik-ePartner.

Note

The updates are not supported in some countries/regions.

- ***Product Upgrade***
- ***First-Time Login After Product Upgrade***
- ***After First-Time Login***

Product Upgrade

- The product name is changed from Hik-ProConnect to Hik-Partner Pro, and the product icon is redesigned.



Figure 64-34 New Product Name and Icon

- The website is changed to <https://www.hik-partner.com>.

First-Time Login After Product Upgrade

When you log in to Hik-Partner Pro for the first time using the existing account of Hik-ProConnect and/or Hik-ePartner, a window will pop up to notify you of the product upgrade.

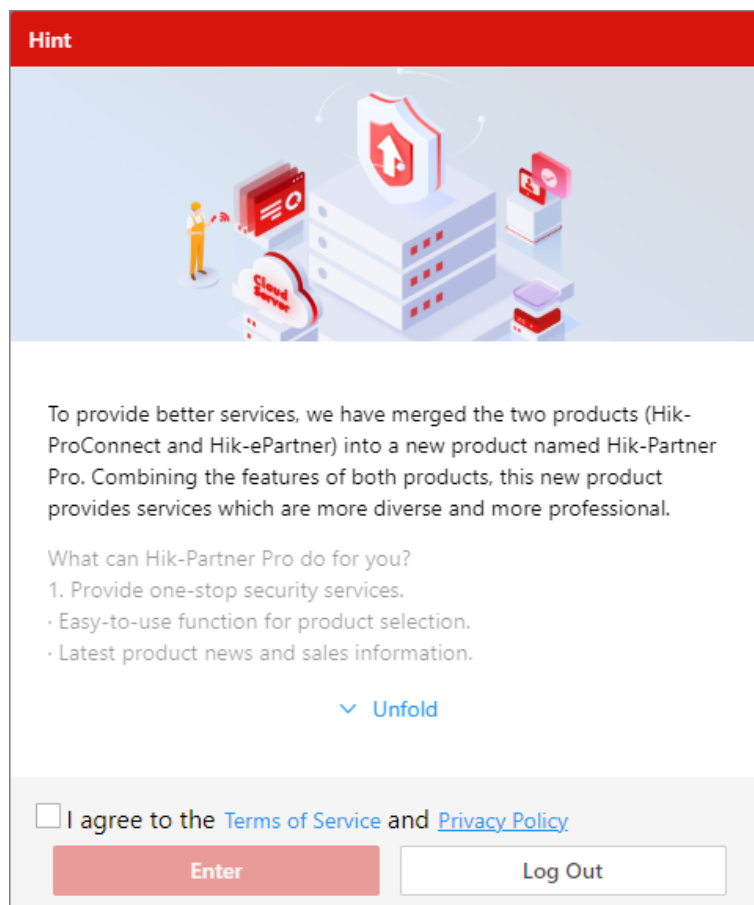


Figure 64-35 Product Upgrade

What Is New in Hik-Partner Pro

After you check **I would like to receive newsletters about new product introduction, service introduction, and questionnaires from Hikvision. I understand that I can unsubscribe at any time.** (which is optional) and **I have read and agree to Terms of Service and Privacy Policy.**, and click/tap **Enter**, you become a Hik-Partner Pro user and can continue to use Hik-Partner Pro.

- Situations Where You Enter the Home Page Directly After You Click/Tap **Enter**
 - Your account only exists in Hik-ProConnect.
 - Your account exists in both Hik-ProConnect and Hik-ePartner, and is the Installer Admin / Admin account in both companies on Hik-ProConnect and Hik-ePartner, which means the two companies can be merged into one company, and the data (devices, employees, etc.) of both companies can also be merged and not lost. Moreover, the information about the two companies are the same so that you don't need to select the company information to be kept, or only one of the two companies is authenticated so that the information of the authenticated company will automatically be kept.
 - Your account only exists in Hik-ePartner. And your account is the Admin account, or is an employee account but the Admin user has completed company merging.
- Other Situations
 - Your account exists in both Hik-ProConnect and Hik-ePartner, and is the Installer Admin / Admin account in both companies on Hik-ProConnect and Hik-ePartner, which means the two companies can be merged into one company, and the data (devices, employees, etc.) of both companies can also be merged and not lost. Moreover, the information about the two companies are the different, and both companies are authenticated / not authenticated. You have to select the company information you would like to keep after you click/tap **Enter**.
 - Your account exists in both Hik-ProConnect and Hik-ePartner. The Installer Admin / Admin accounts of the two companies are different, so company merging is not supported, which means both companies are kept for you on Hik-Partner Pro. You have to select one for login after you click/tap **Enter**.
 - Your account exists in both Hik-ProConnect and Hik-ePartner, and your account is an employee account in Hik-ePartner. You can log in to the company created on Hik-ePartner only after the Admin user completes merging companies. Or you can continue to log in to your company created on Hik-ProConnect for using.
 - Your account only exists in Hik-ePartner and is an employee account. Moreover, the Admin user has not completed company merging. You can log in to use Hik-Partner Pro only after the Admin user completes merging companies.
 - Your account exists in both Hik-ProConnect and Hik-ePartner. And your account exists in more than one company on Hik-ePartner. You have to select one from the companies on Hik-ePartner for company merging. You should also select the company information you would like to keep if needed.

After First-Time Login

If you have completed company merging and your account still exists in more than one company, or if the companies in which your account exists are all kept on Hik-Partner Pro, you need to select one company for login.

You can also click/tap **Switch Company** on the Company Information page to switch to another company.

64.12 [Improvement] Rewards Store

Updates related to Rewards Store (Reward Point Market) are shown below.

Note

- This feature is not supported in all countries/regions. For details about the supported countries/regions, contact the local distributors or sales representatives.
 - The following updates are supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate the updates with related screenshot(s) of the Portal.
-
- The name "Reward Point Market" is changed to "Rewards Store". Supports going to the Rewards Store by **Incentive** → **Rewards Store** on the Portal.

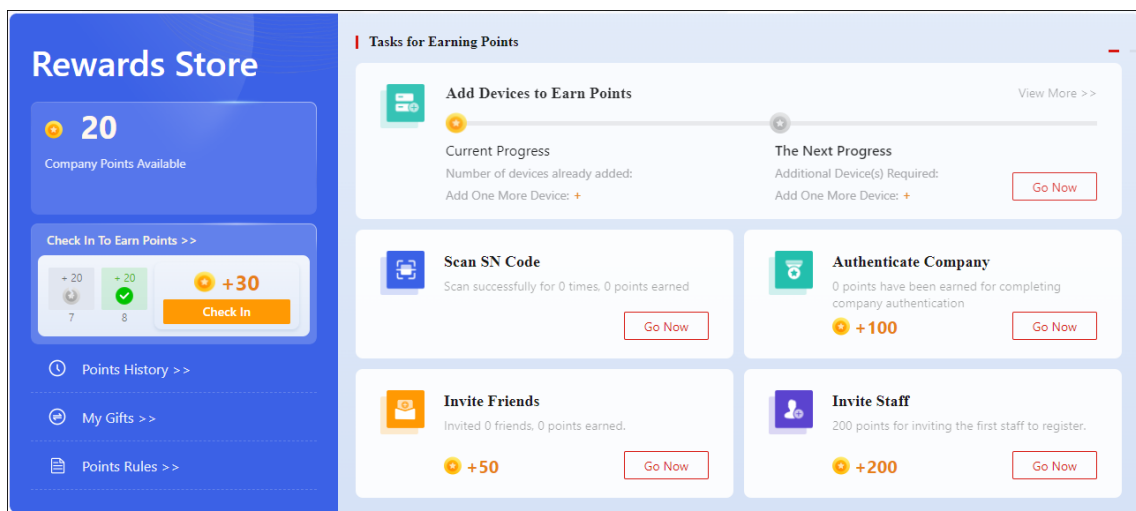


Figure 64-36 Rewards Store Page for Installer Admin

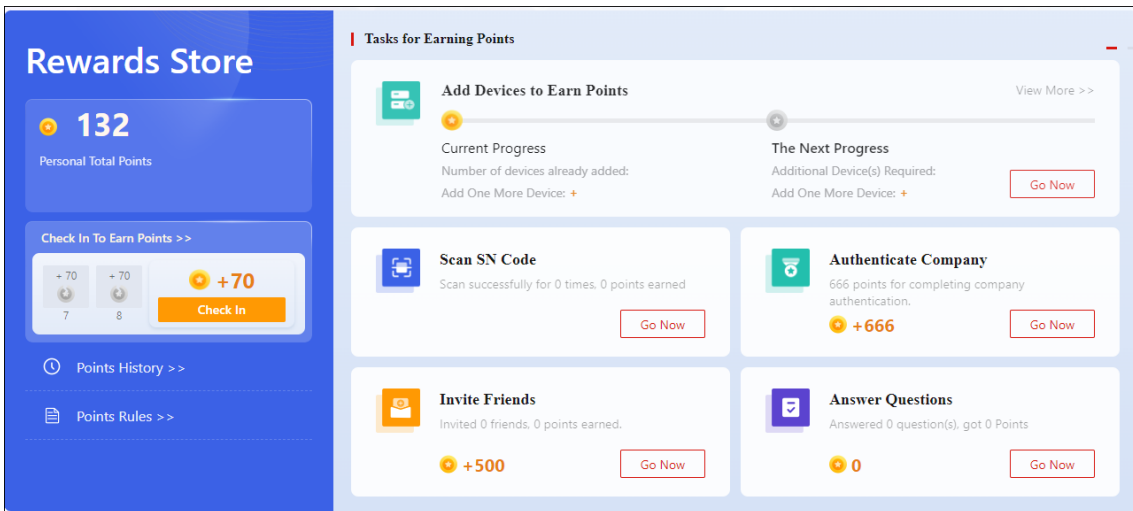


Figure 64-37 Rewards Store Page for Installers

- Supports multiple methods for earning points, including inviting friends (by sharing the QR code, invitation code, or invitation link), checking in every day, answering questions, browsing/liking news, inviting staff members, scanning SN codes, and adding devices.

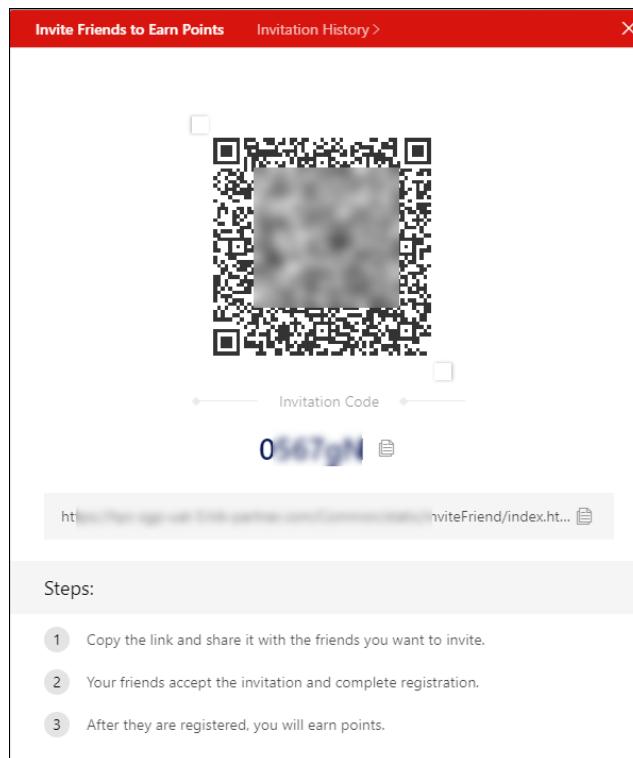


Figure 64-38 Invite Friends to Earn Points

- Supports viewing the gifts and redeeming points for gifts in Gifts Center.

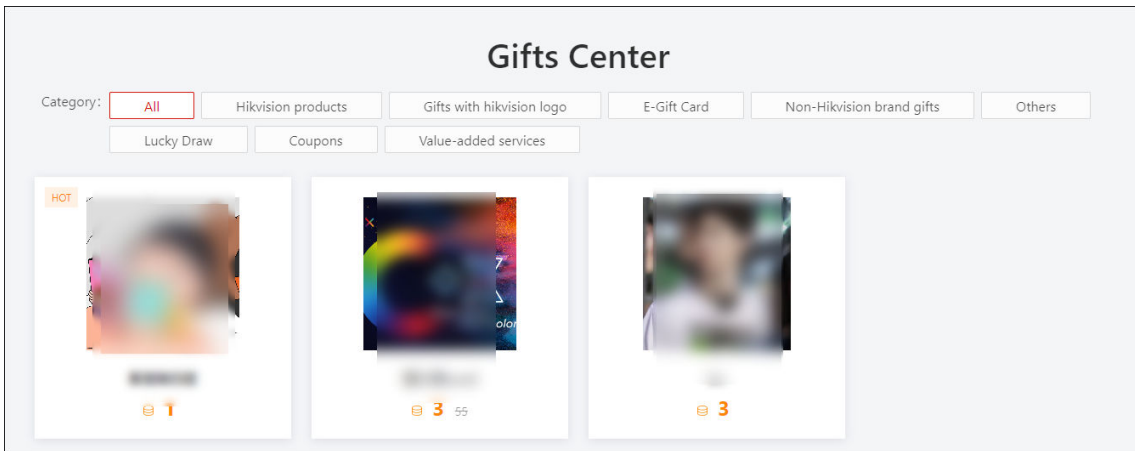


Figure 64-39 Gifts Center

- Supports viewing and filtering the point collection records in Points History.

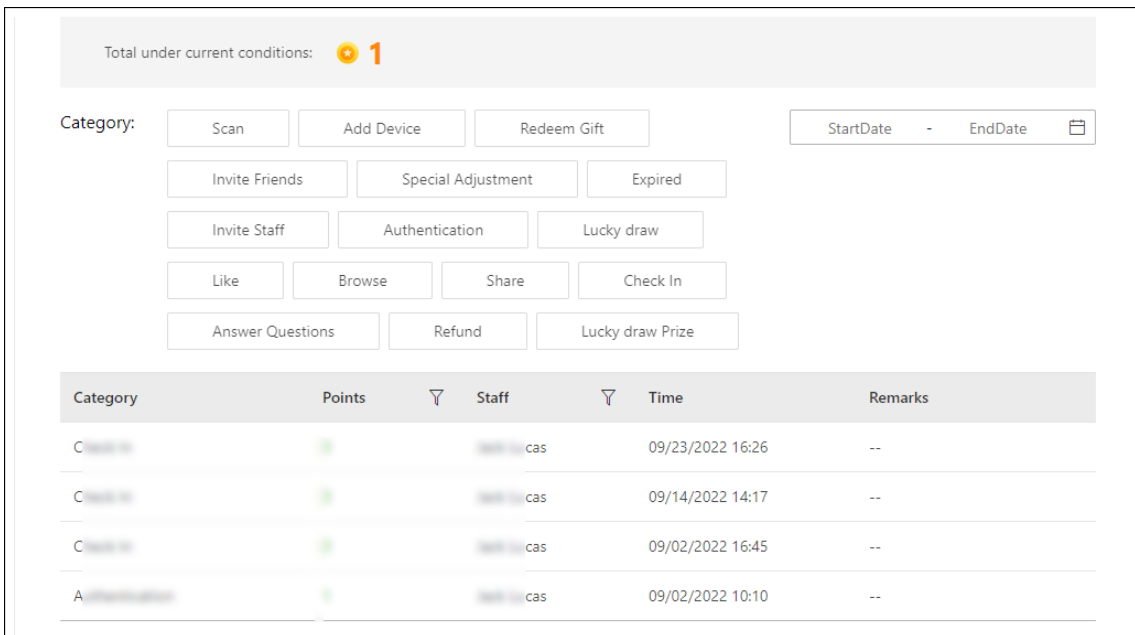


Figure 64-40 Points History

- Supports viewing my gifts and points rule.

64.13 [Improvement] Explore

Updates related to the Explore module are shown below.

What Is New in Hik-Partner Pro

Note

- The updated module is not supported in all countries/regions. For details about the supported countries/regions, contact the local distributors or sales representatives.
 - Due to UI similarity, for updates supported on both the Portal and Mobile Client, here we only illustrate them with relevant screenshots of the Portal.
-
- Supports viewing notices announced by Hikvision via **Notice** (the notices may also pop up after you log in).
-

Note

This feature is only supported on the Portal.

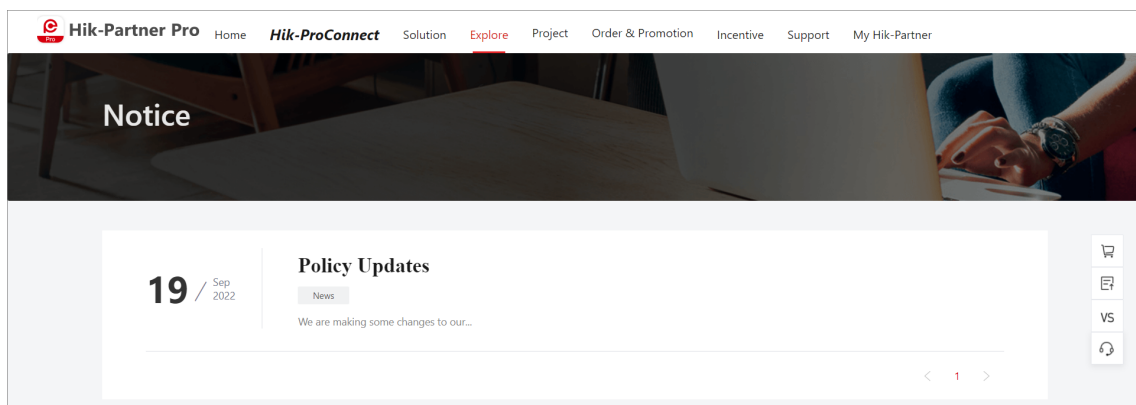


Figure 64-41 Notice

- Supports viewing notifications of and participating in activities released by Hikvision via **Activities**, such as product promotions, trainings, and lucky draws.
- Supports signing up for upcoming events and viewing event details (e.g., event time, attendee limit, sign-up deadline) via **Events**. Supports viewing the events by event types.

64.14 [Improvement] Company Management

This version supports editing company information even if your company is authenticated, adds My Partner Network and My Address to the Portal, and so on.

Note

- The updates are not supported in some countries and regions.
 - For features supported on both the Portal and Mobile Client, due to UI similarity, here we only illustrate the feature with related screenshot(s) of the Portal.
-

Refer to the following sections for more information.

- **Submit Company Information Change Requests for Authenticated Companies**
- **Application for Joining as ARC by Company with Non-ARC Company Type**
- **My Partner Network**
- **My Address**

Submit Company Information Change Requests for Authenticated Companies

Supports editing company information of authenticated companies by submitting change requests. For companies authenticated via online application, company information (company name, address, state/province/region, city, postal code, user type, and VAT No.) can be edited. Supports viewing the percentage of completed information.

Application for Joining as ARC by Company with Non-ARC Company Type

For companies whose company type is not ARC, supports displaying buttons for joining as ARC on the ARC Service page and Company Information page.

After clicking the button, you will be prompted to confirm to change your company type to ARC and apply for adding your company to the ARC list. After you click **OK**, your company type change request is submitted and after it is approved you can continue the application process.

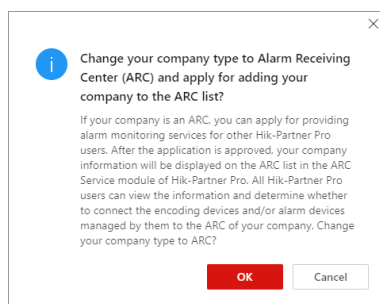


Figure 64-42 Confirm Change Your Company Type to ARC

My Partner Network

Note

This function is only available to some users in some countries/regions. For details, please contact Hikvision.

Supports viewing and exporting the basic information about your partners.

You will be able to view the partner No., partner name, partner type, partner level, VAT No., address, website, etc.

My Address

Supports adding, editing, and deleting your shipping addresses, and setting the default shipping address.

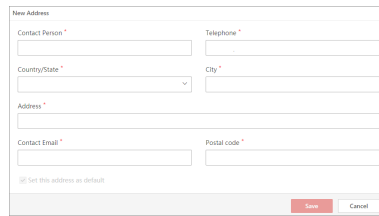


Figure 64-43 Add New Address

64.15 [Improvement] Account Information

The updates about account information are shown below.



The updates are not supported in some countries/regions.

- Supports displaying HIK ID on the My Profile page.

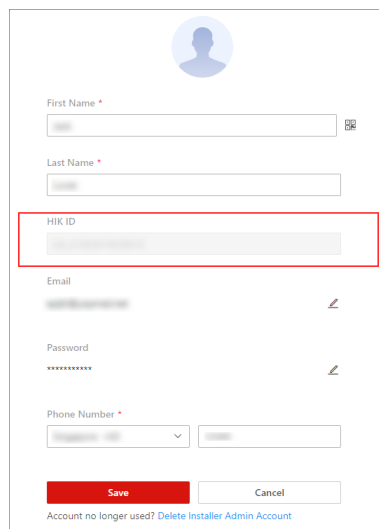


Figure 64-44 HIK ID

- Adds a limitation on deleting the Installer Admin account.
The Installer Admin account cannot be deleted when there are employee accounts in the company.
- Supports viewing the how to, new, etc., you added to My Favorites on the My Favorites page.

64.16 [Improvement] Health Monitoring

Updates related to the feature of health monitoring are shown below.

- **Device Exceptions**
- **Exception Center**
- **Others**

Device Exceptions

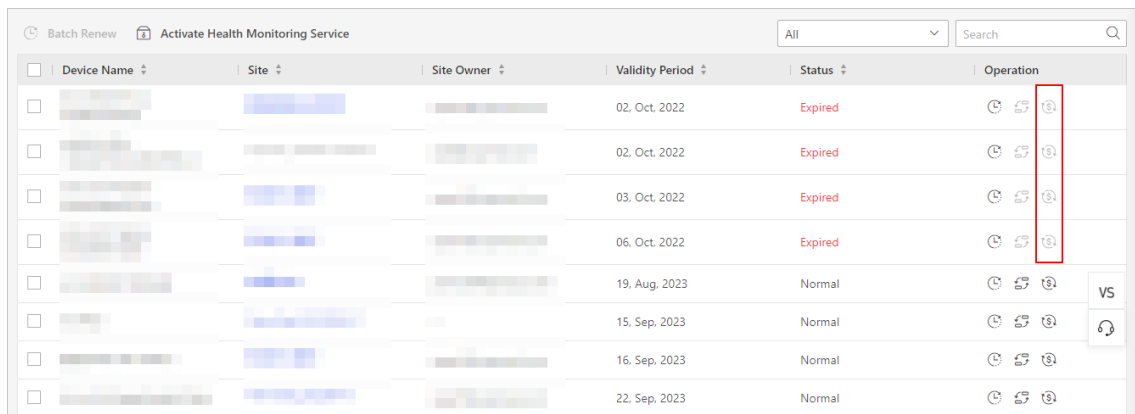
On both the Portal and Mobile Client, device exception notifications are by default pushed if the device health monitoring service is activated. Site managers and end users shall be notified via Hik-ProConnect Mobile Client and Hik-Connect respectively.

Exception Center

- In the Exception Center, now if a device turns offline, you will not be notified of the offline status of the linked channels.
- Exceptions are now classified as exception, alarm, and operation.
- Supports viewing device exception notifications in the past 90 days.

Others

- If peripherals are not linked to a security control panel, you will not be notified of their exceptions due to network disconnection.
- For devices whose health monitoring packages are expired, renewal is disabled on My Service page and device detail page.



Device Name	Site	Site Owner	Validity Period	Status	Operation
[Redacted]	[Redacted]	[Redacted]	02. Oct. 2022	Expired	[Redacted]
[Redacted]	[Redacted]	[Redacted]	02. Oct. 2022	Expired	[Redacted]
[Redacted]	[Redacted]	[Redacted]	03. Oct. 2022	Expired	[Redacted]
[Redacted]	[Redacted]	[Redacted]	06. Oct. 2022	Expired	[Redacted]
[Redacted]	[Redacted]	[Redacted]	19. Aug. 2023	Normal	[Redacted]
[Redacted]	[Redacted]	[Redacted]	15. Sep. 2023	Normal	[Redacted]
[Redacted]	[Redacted]	[Redacted]	16. Sep. 2023	Normal	[Redacted]
[Redacted]	[Redacted]	[Redacted]	22. Sep. 2023	Normal	[Redacted]

Figure 64-45 Disabled Renewal

64.17 [Improvement] Notification Center

Updates related to the notification center are shown below.

- The Platform Notifications tab is now changed to System Messages and Deals and Offers.

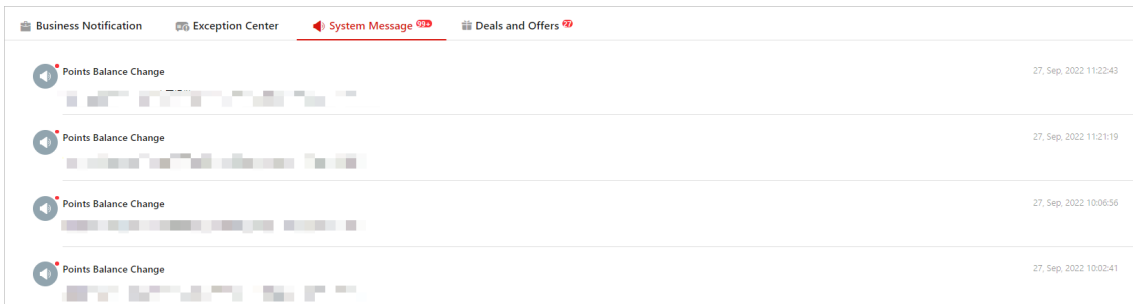


Figure 64-46 Notification Center

- Added notifications about company authentication submitted and whether the application is successful.

64.18 [Improvement] Alarm Resources

Updates related to alarm resources are shown below. Most of the features are supported on both the Portal and Mobile Client.

Security Control Panel Configuration

- For AX PRO 1.2.8: Supports displaying network priority when the communication mode for cloud service is set to Auto or Wired & Wi-Fi, and supports traffic consumption prompt when the communication is set to Cellular Data Network.
- For AX PRO 1.2.8: Supports enabling ARC disconnection report delay and setting the delay time. The disconnection will be reported only if the connection is not resumed within the delay time.
- For AX PRO 1.2.8: Supports enabling network camera disconnection report delay and setting the delay time. The disconnection will be reported is not resumed within the delay time.
- For AX PRO and AX HYBRID PRO: Supports configuring network parameters by scanning the QR code via the Mobile Client.

Zone/Peripheral Configuration

- For AX PRO 1.2.8: Supports up to 16 channels for network cameras. Supports enabling video verification function for 4 channels.
- For AX PRO 1.2.8: Supports adding wireless CO/smoke/heat detectors by scanning the code or entering the serial No., and changed the displayed instructions and pictures when adding detectors.
- For AX PRO 1.2.8: Supports enabling chime indication on the keypad configuration page.
- For AX PRO 1.2.8: Changed the minimum value of pulse duration in Relay Module and Wall Switch from 5 seconds to 1 second.
- For AX PRO 1.2.8: Supports specifying only some areas, instead of all, on the keyfob configuration page for performing operations.
- For AX PRO 1.2.8: Supports setting the detector contact mode to 3EOL (Triple End of Line Wiring) on the zone configuration page.

- Supports adding wireless 180° panoramic outdoor detectors, wireless double PIR detectors, and smart plugs.
- On the portable emergency button configuration page, supports enabling Polling Option, which will take effect after the emergency button is triggered, and changed the maximum value of polling rate from 30 minutes to 6 hours.

64.19 [Improvement] Others

- Added two tabs on the top of the scanning page: QR Code and Barcode.



Note

This function is only supported on the Mobile Client.

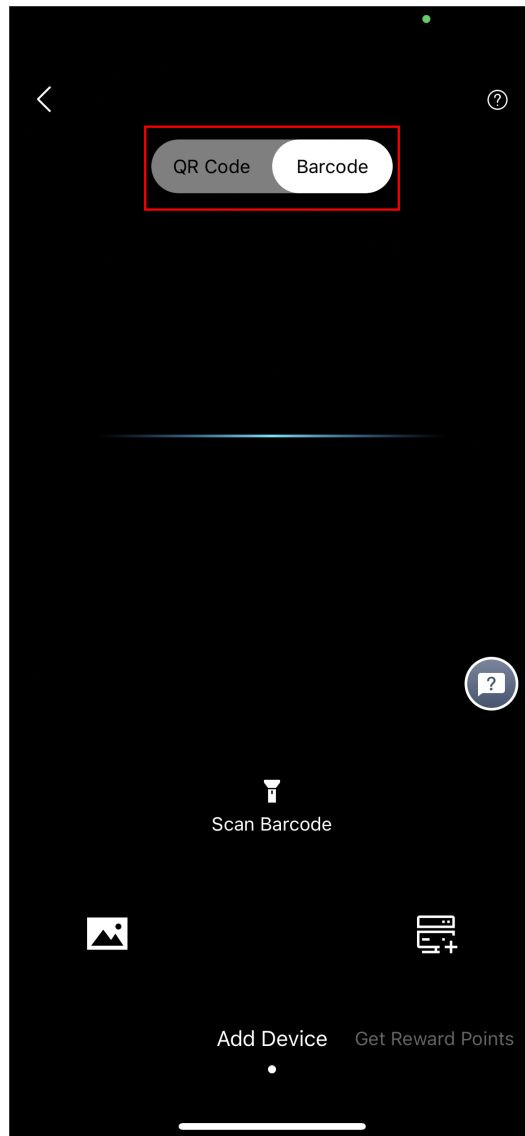


Figure 64-47 QR Code and Barcode

- Added a prompt (Your account is disabled. Contact the Installer Admin.) after an employee's account is disabled.
- Supports searching by country/region name or area code when selecting the country/region.

 **Note**

This function is only supported on the Mobile Client.

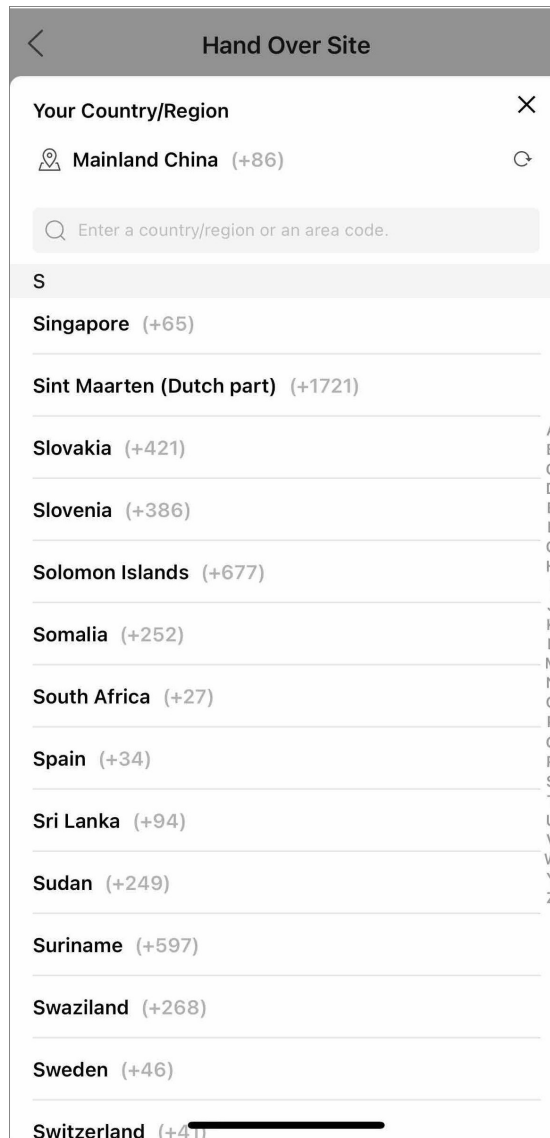


Figure 64-48 Search by Country/Region or Area Code

- Optimized the page of employee joining a company. The employee can register an OneHikID account or log in by OneHikID account.
- Added a floating icon in the down-right corner which provides an entry to the questionnaire.

 **Note**

This function is only supported on the Portal. Whether the floating icon displays or not depends on the country/region where you are and whether the questionnaire has been configured.

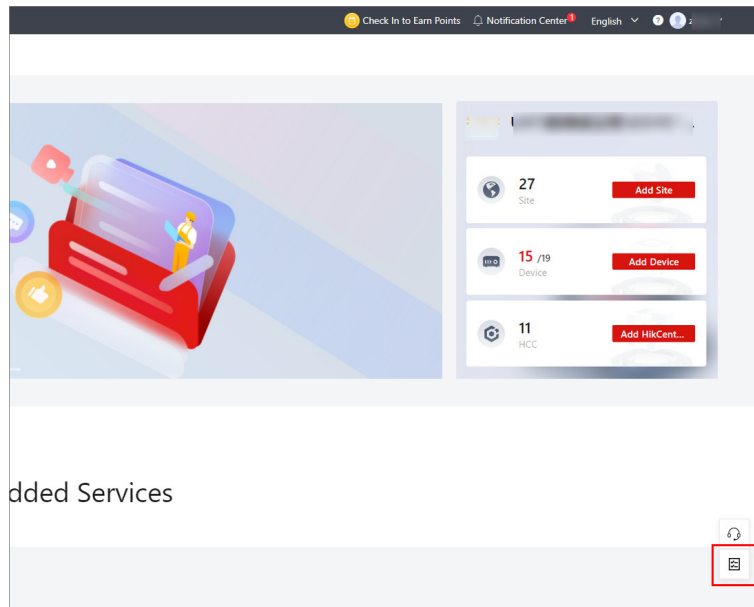


Figure 64-49 Entry to Questionnaire

- The Hikvision technical supports can edit the company information and configure AX PRO by authentication code.
- Supports adding DS-K1T321 series access control terminals to the site, which support remote configuration, health monitoring, remote upgrade, exception rule and linkage rule configuration, and ARC service.

Note

Refer to the device compatibility list for the detailed device models.

- Supports selecting an identity when registering an account.

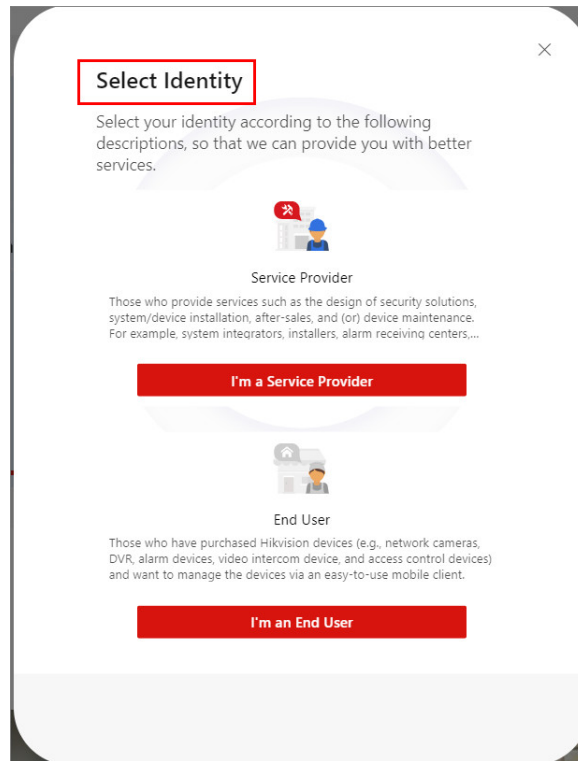


Figure 64-50 Select Identity

 **Note**

Due to UI similarity, only the related screenshot of the Portal is displayed.

64.20 Bug Fixes

Enter a short description of your concept here (optional).

This is the start of your concept.

Chapter 65 Updates in V1.12.200

Updated on August 31, 2022.

65.1 [New] My QR Code

This version adds a QR code for you, so your customers can scan via the Hik-Connect Mobile Client to add you as the service provider and authorize you to manage devices.

Note

- This feature is supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate the feature with related screenshot(s) of the Portal.
 - This feature is only supported by accounts with the Manage Assigned Sites permission.
-
- Supports showing My QR Code on the My Profile page of the Portal and on the Me page of the Mobile Client.
You can also click your profile photo on the top right of the Portal, and then click **My QR Code** to show the QR code.
Your account name and the company name are shown above the QR code.

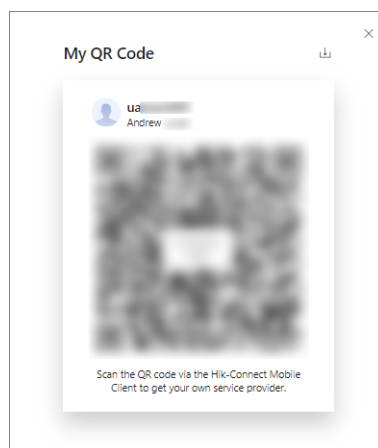


Figure 65-1 My QR Code

- If you have enabled co-branding and uploaded your company logo, supports displaying your company logo in the middle of the QR code.
If you have not uploaded your company logo, the entrance for adding your company logo to the QR code will be displayed,

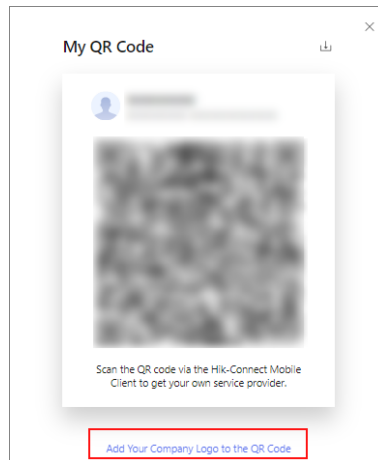


Figure 65-2 Add Your Company Logo to the QR Code

- Supports downloading the QR code.

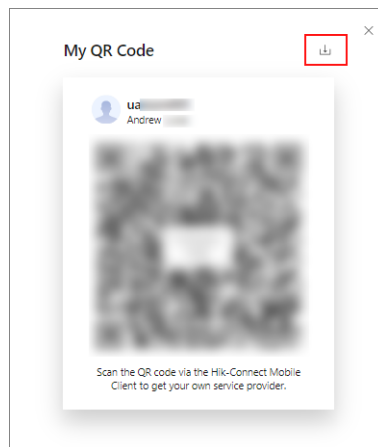


Figure 65-3 Download My QR Code

65.2 [New] Purchase Co-Branding on the Portal

This version adds the feature of purchasing co-branding in the Service Market on the Portal.

- Supports both purchasing co-branding online and activating co-branding by service key purchased offline.
By purchasing one Co-Branding (Annual), you can extend the validity period of your co-branding by one year.

 **Note**

Online purchase is not supported in all countries/regions.

What Is New in Hik-Partner Pro

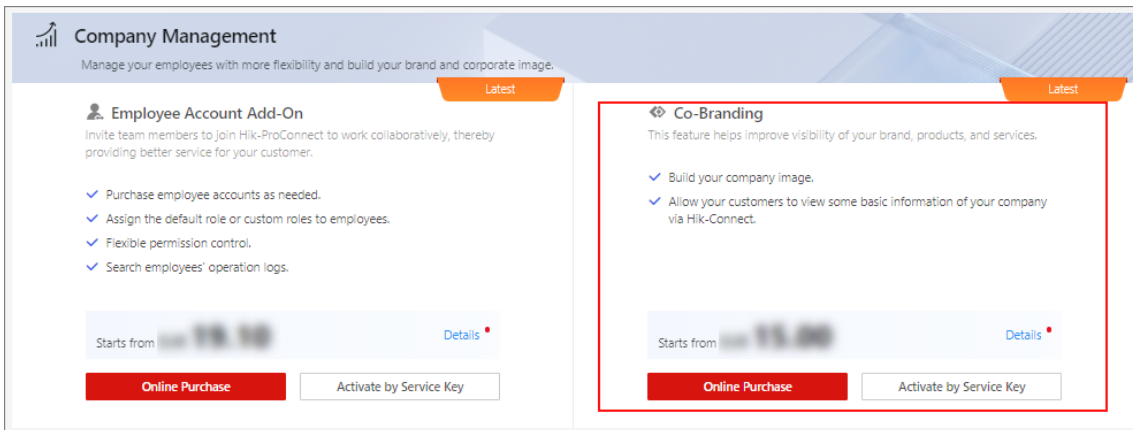


Figure 65-4 Purchase Co-Branding in Service Market

- Supports viewing the validity period of your co-branding in My Service.

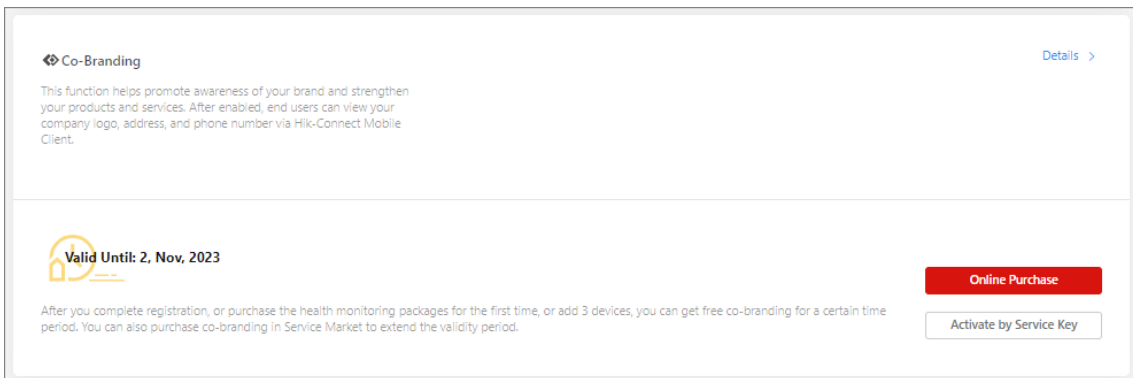


Figure 65-5 View Co-Branding in My Service

- Supports viewing the co-branding orders.

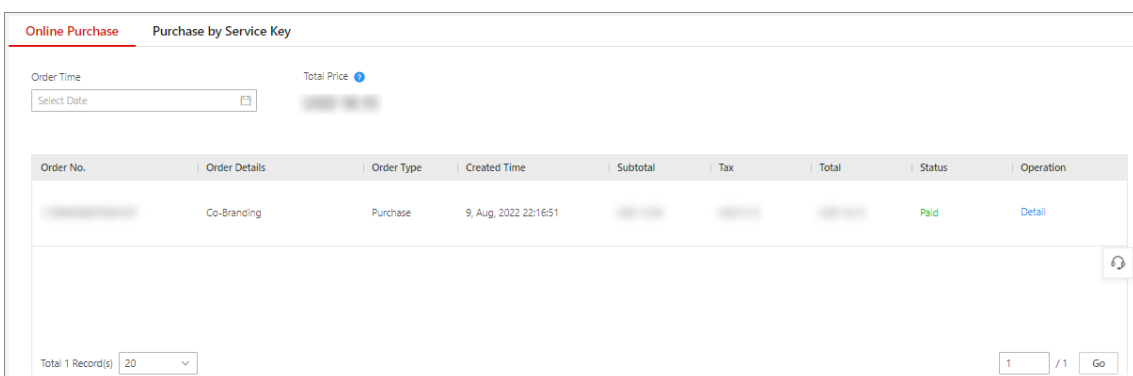


Figure 65-6 Co-Branding Order

65.3 [Improvement] Add Devices on the Mobile Client

This version improved the process of adding devices on the Mobile Client.

- During the process of adding devices by Hik-Connect (P2P), supports showing the actual images instead of vector images of devices on the Device Type page, to improve your experience when you select the device type.

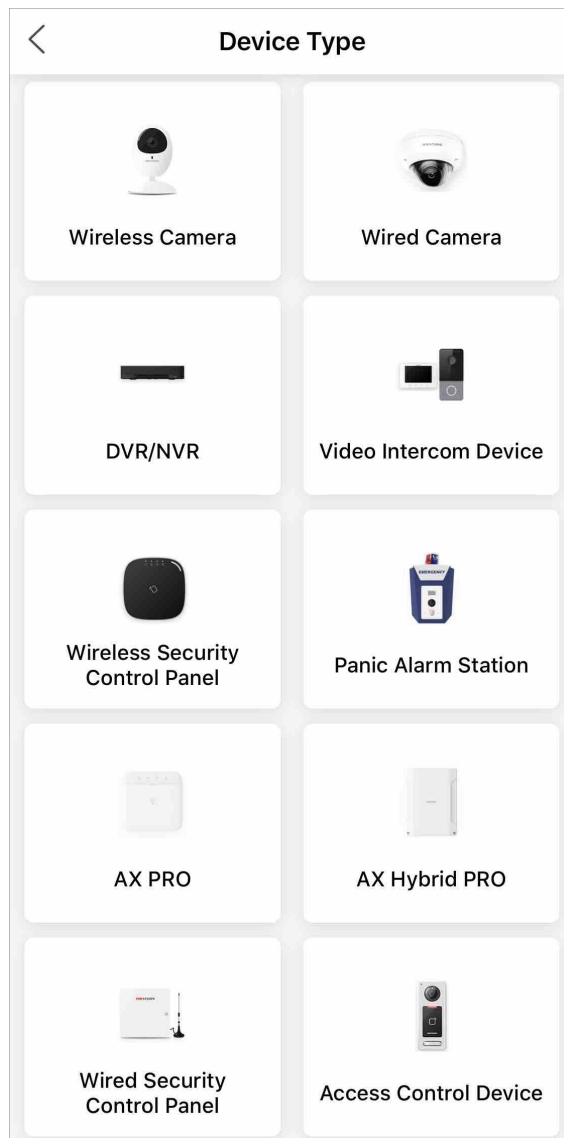


Figure 65-7 Device Type Page

- After you scan the device QR code, if the QR code does not contain the verification code information, you will not be prompted immediately to enter the verification code. The Mobile Client will enter the processes of checking the device network status (online/offline) and checking whether the device has already been added right after you scan the QR code.

What Is New in Hik-Partner Pro

- When you add the device by entering the serial No., you will not be required to enter the verification code on the device adding page.

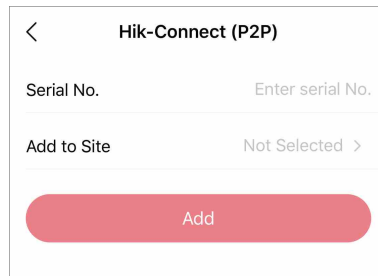


Figure 65-8 Add a Device by Entering the Serial No.

- You will be prompted to enter the verification code for the following situations.
 - If the device is online and if the verification code is not provided, you will be prompted to enter the verification code after you click **Add**.
 - Before you enter the process of connecting a wireless device to the network, you will be prompted to enter the verification code.
 - After you complete the process of connecting a wired device to the network, you will be prompted to enter the verification code to add the device.

65.4 [Improvement] Co-Branding Without a Company Logo

This version supports enabling co-branding without uploading a company logo.

- Supports enabling co-branding even if you haven't uploaded a company logo.

Note

This is only supported by the Hik-Connect Mobile Client in version 4.26.0 or later. To enjoy more perks with co-branding, upload your company logo.

- Supports showing your company name to your customers on the Hik-Connect Mobile Client after you enable co-branding without uploading a company logo.

65.5 Bug Fixes

This version fixed the following bugs.

- Exceptions occur when devices in an HCC system upload events to HCC.
- Exceptions of doorbell channels cannot be displayed in the Exception Center after you select a doorbell channel, and can only be displayed when you select the doorbell device.

Chapter 66 Updates in V1.12.100

Updated on August 5, 2022.

66.1 [New] Site Map

This version added the Site Map module for displaying GPS locations of all sites and your company, and also added some other features related to the Site Map.

Refer to the following sections for more information.

- **[Navigation by Third-Party Applications](#)**
- **[GPS Information for the Sites and Company](#)**
- **[View All Sites and Your Company on the Site Map](#)**

Navigation by Third-Party Applications

Supports using third-party applications to plan the route and navigate from your current location to the site.



Note

This feature is only supported on the Mobile Client.

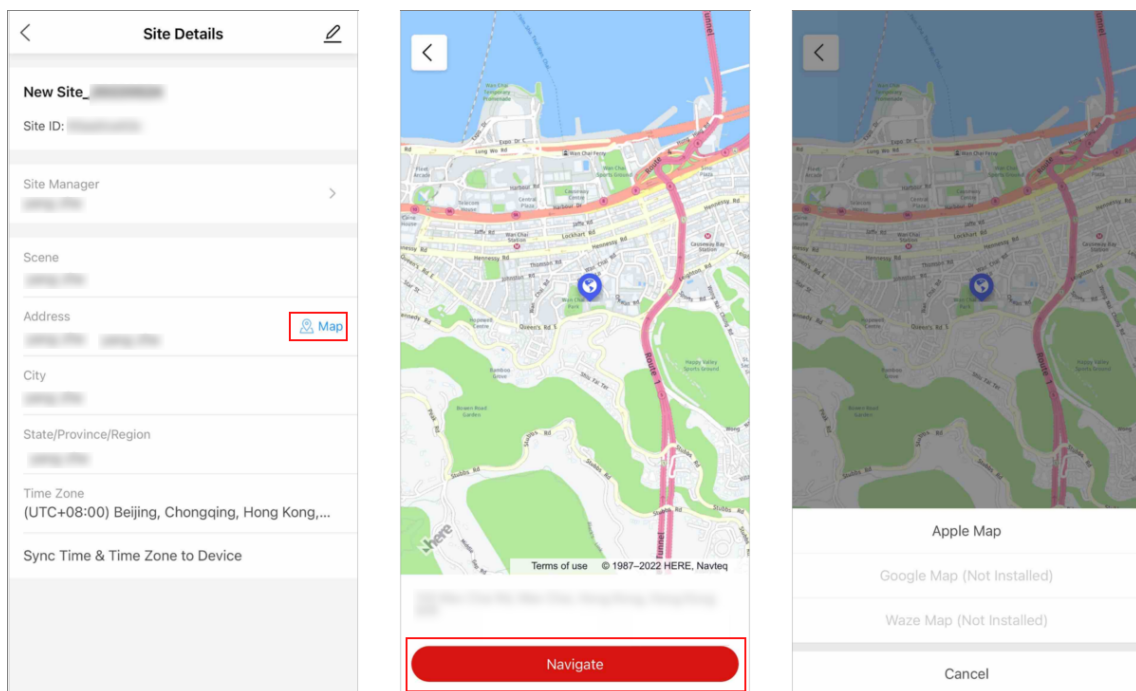


Figure 66-1 Navigation by Third-Party Applications

GPS Information for the Sites and Company

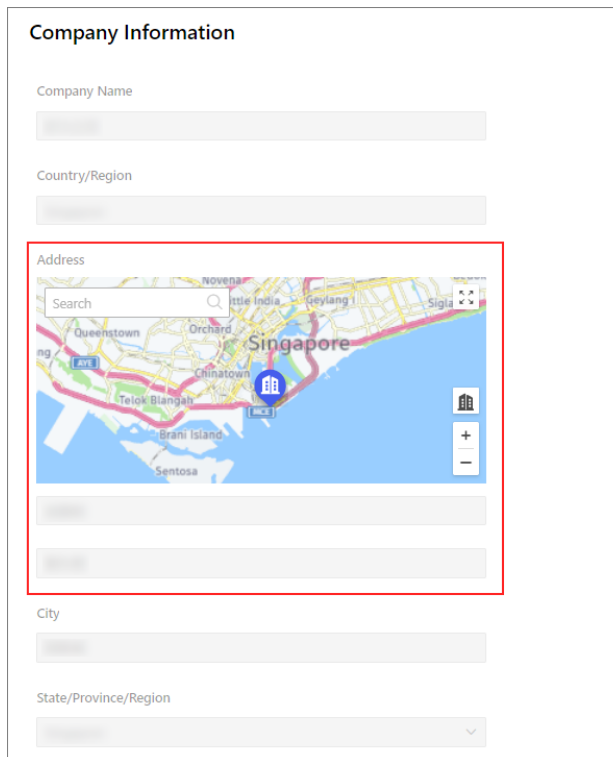
Note

The following features in this section are for the Portal. In the previous version, the GPS information for sites is already supported on the Mobile Client, and the GPS information for the company is not supported on the Mobile Client.

- Supports locating and displaying the company address on the map. Supports editing and updating the GPS information and address of the company by clicking on the map or searching for a location.
-

Note

For authenticated companies, only the GPS information can be edited. If your company is not authenticated, both the entered address and GPS information can be edited.



The screenshot shows a web form titled "Company Information". It contains several input fields: "Company Name", "Country/Region", "Address", "City", and "State/Province/Region". A red rectangular box highlights the "Address" field, which contains a map of Singapore. The map shows various districts like Novena, Little India, Geylang, Orchard, Chinatown, and Sentosa. A blue location pin is placed on the map, and a search bar is visible at the top of the map interface.

Figure 66-2 Company GPS Information

- Supports setting the GPS information for the site when you add a new site by clicking on the map or searching for a location. The site address will also be set automatically by clicking on the map or searching for a location.

Add New Site [Close]

Add New Site

New Site Existing Site

* Site Name

Time Zone

Scene

Not Selected

Site Address

Search

Street and Number, P.O. Box, c/o.

Apartment, Suite, Unit, Building, Floor, etc.

City

State/Province/Region

Select

OK Cancel

Figure 66-3 Set GPS Information When Adding New Sites

- On the site details page, supports displaying and editing the site GPS information.

View All Sites and Your Company on the Site Map

Note

This feature is only supported on the Portal.

- Added the Site Map module for displaying the GPS locations of all sites and your company if the GPS locations are set.

What Is New in Hik-Partner Pro

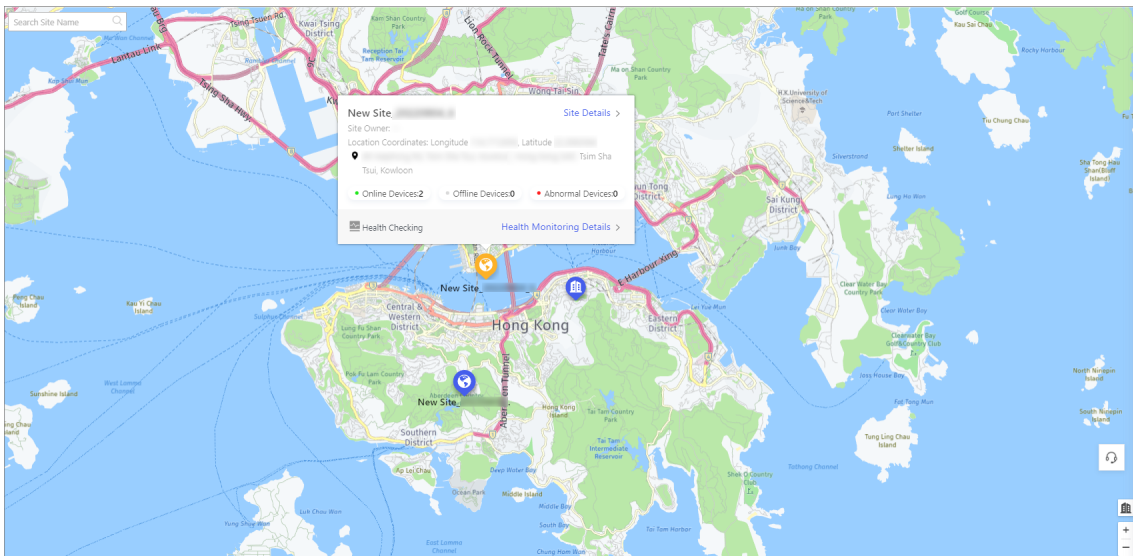


Figure 66-4 Site Map Page

- Supports displaying the numbers of online, offline, and abnormal devices if health monitoring is enabled.
- Supports zooming in/out and dragging the map, locating the company, and searching for a site by site name.
- Supports clicking the site icon to view the site information (i.e., site name, site location, number of online/offline devices, site owner, and number of exceptions). Supports displaying the entrances for switching to the site details page and the health status page.

66.2 [New] Employee Efficiency Overview and Statistics

This version added the Employee Efficiency Overview and Employee Efficiency Statistics to the Portal for you to know the efficiency of your employees.

Note

The features are supported only if you have permissions to manage the employees.

Refer to the following sections for more information.

- [***Employee Efficiency Overview***](#)
- [***Employee Efficiency Statistics***](#)

Employee Efficiency Overview

- Added the Employee Efficiency Overview to the Dashboard. Supports displaying added sites, added devices, handed-over sites, handed-over devices, handled device exceptions, etc.

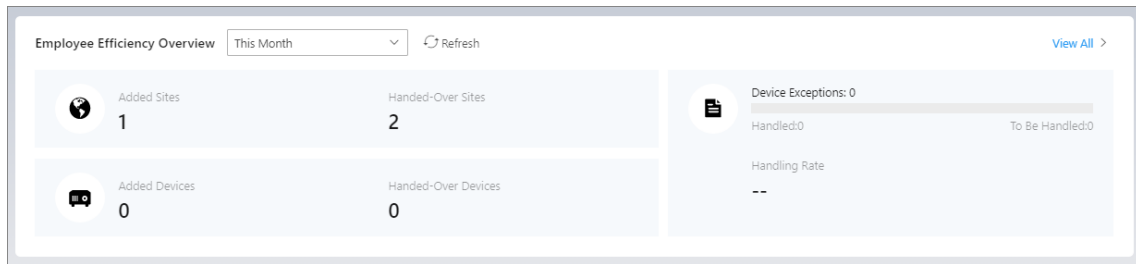


Figure 66-5 Employee Efficiency Overview

- Supports displaying the employee efficiency overview for this month, this week, and today. Supports refreshing the overview manually, and switching to the Employee Efficiency Statistics page by clicking **View All**.

Employee Efficiency Statistics

- Added the Employee Efficiency Statistics to the Company Management. Supports displaying the efficiency statistics of all employees, including the latest active time, added sites, added devices, handed-over sites, handed-over devices, and handled device exceptions.

Name	Latest Active Time	Added Sites	Added Devices	Handed-Over Sites	Handed-Over Devices	Handled Device Exceptions	Operation
[Employee Icon]	2022-07-27 18:42:40	1	0	2	0	0	Details
[Employee Icon]	2022-07-27 13:44:47	1	0	0	0	0	Details
[Employee Icon]	2022-07-27 15:07:14	0	0	0	0	0	Details

Figure 66-6 Employee Efficiency Statistics Page

- Supports switching to the Operation Log page to view the operation logs of an employee by clicking **Details** in the Operation column.
- Supports filtering the efficiency statistics by the specified time period (i.e., today, yesterday, this week, last 7 days, last 30 days, or custom time period).
- Supports searching for the efficiency records by the employee's name, email address, or phone number.
- Supports exporting the employee efficiency statistics in XLSX or CSV format.

66.3 [New] My Service Overview

This version added the My Service Overview to the Dashboard of the Portal for you to have an overview of your services and to manage the services.

What Is New in Hik-Partner Pro

Note

- This feature is supported only if you have the permission to manage service packages and orders.
- Only the services for which you have available service packages will be displayed on My Service Overview.

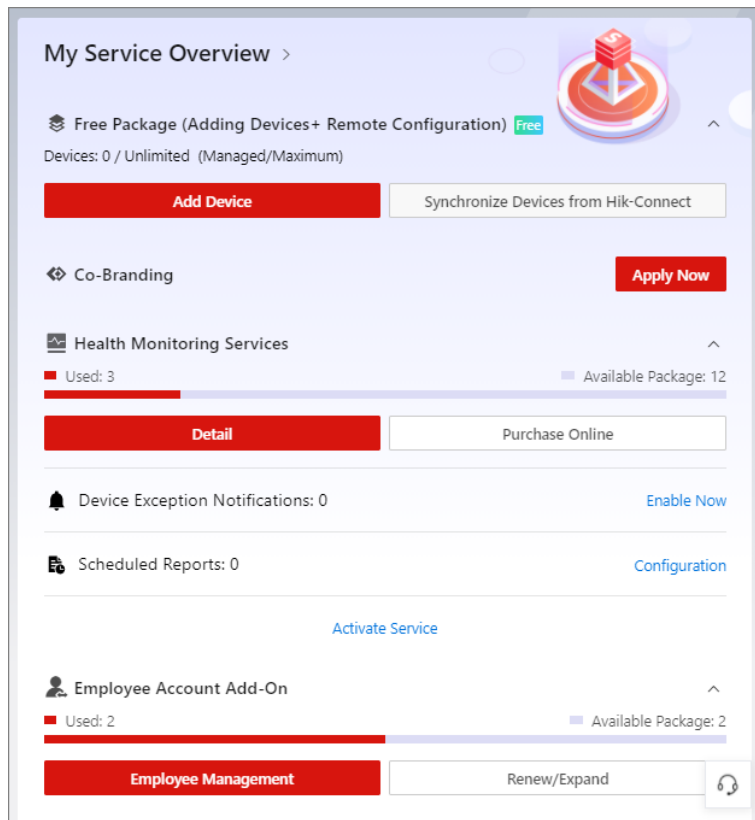



Figure 66-7 My Service Overview

Section	Description
Free Package (Adding Devices + Remote Configuration)	<ul style="list-style-type: none"> • Supports displaying numbers of managed devices and devices that can be added. • Supports displaying the entrances for adding devices and synchronizing devices from Hik-Connect.
Co-Branding	Supports displaying the company logo when co-branding is enabled and the entrance for enabling the co-branding.

What Is New in Hik-Partner Pro

Section	Description
Health Monitoring Service	<ul style="list-style-type: none"> • Supports displaying the numbers of used and available service packages and the entrance for activating the service. • If there are devices with the service expiring within 30 days, supports displaying the number of devices with expiring or expired service and the entrance for details. • Supports displaying the numbers of device exception notifications and scheduled reports if there are devices using the health monitoring service. • Supports displaying the entrance for renewing/expanding. • Supports displaying the entrance for getting the free health monitoring packages (if any). • Supports displaying the entrances for enabling the device exception notifications and configuring the scheduled reports.
Cloud Storage Service	<ul style="list-style-type: none"> • Supports displaying numbers of used and available service packages. • If there are devices with the service expiring within 30 days, supports displaying the number of devices with expiring or expired service and the entrance for details. • Supports displaying the entrances for renewing/expanding and activating the service.
Employee Account Add-On	<ul style="list-style-type: none"> • Supports displaying used and available employee accounts. • Supports displaying the expiry time when the service is expiring within 30 days and displaying the entrance for renewing the service. • Supports displaying the entrances for inviting employees and managing employees.

Section	Description
Cloud Attendance Service	<ul style="list-style-type: none"> • Supports displaying numbers of used and available service packages. • Supports displaying numbers of expiring and expired cloud attendance systems and the entrance for details. • Supports displaying the entrance for adding cloud attendance systems.
Alarm Receiving Center (ARC) Service  Note This section will be displayed only if your country/region supports the ARC service, and your company type is ARC or there are companies added to the local ARC list.	<ul style="list-style-type: none"> • Supports displaying the status of your application for joining as ARC if your company has applied, and displaying the entrance for applying if your company has not applied or the application failed. • Supports displaying the number of companies added to the local ARC list and the name of last joined company. • Supports displaying the numbers of managed devices. • Supports displaying the entrance for viewing the local ARC list and searching for ARCs. • Supports displaying the entrance for configuring the ARC service.

66.4 [New] Search for Sites and Devices

This version added a feature for you to search for sites and devices on the Dashboard of the Portal.

- Supports selecting **All**, **Site**, or **Device** for searching for both sites and devices, only sites, or only devices.

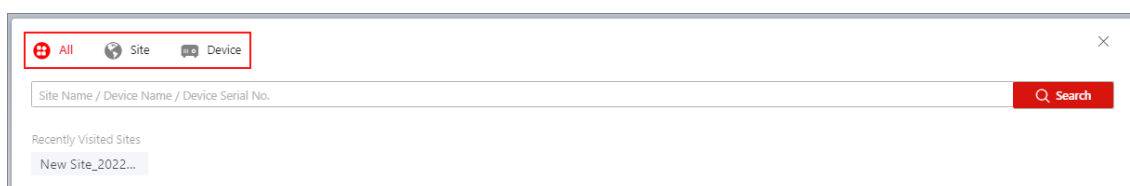


Figure 66-8 Types for Search

- Supports displaying the site details (site name, site owner, site type, phone number, site manager, and site address) and the device details (device name, device type, and device serial No.) on the search result page.

What Is New in Hik-Partner Pro

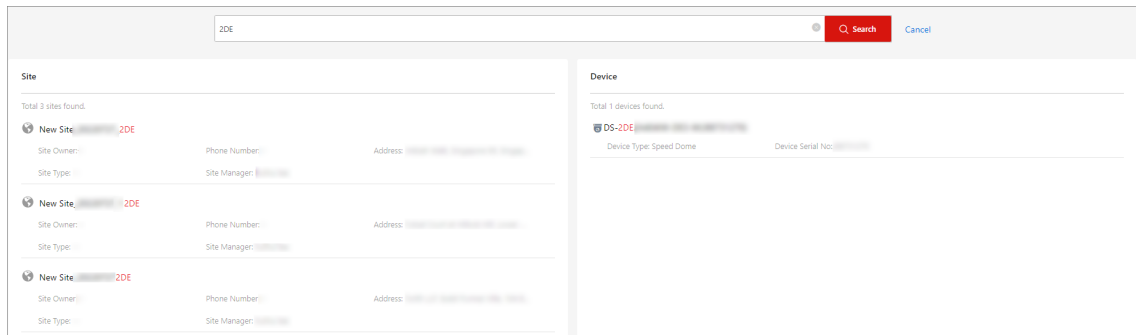


Figure 66-9 Search Result

- Supports displaying and deleting the search history. You can click the search history to search.

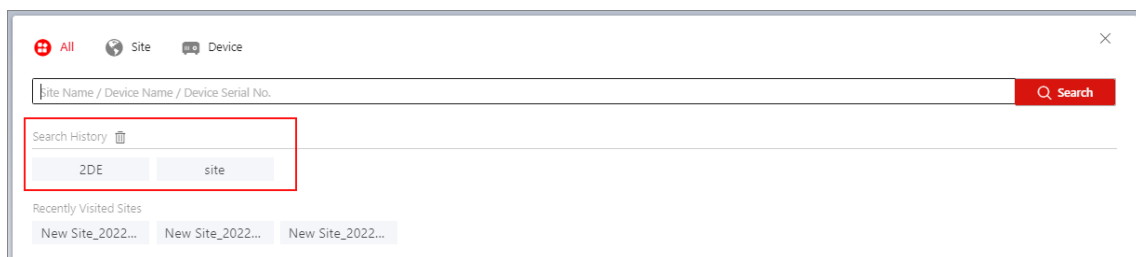


Figure 66-10 Search History

66.5 [New] Link with HikCentral Connect Account

This version added a feature for you to link with the self-registered users of HikCentral Connect (hereinafter referred to as HCC) to add their self-created HCC systems to Hik-ProConnect and offer value-added services for them.

Note

- The HCC service is not supported in all countries/regions. For details about the supported countries/regions, contact the local distributors or sales representatives.
- The HCC service-related features are only supported on the Hik-ProConnect Portal and are available only if your company is authenticated.

The self-registered HCC users can create an HCC system on their own and start using the video management and/or on-board monitoring services of HCC on free service plans. However, if they want to use the alarm detection service, upgrade the free service plans to trial plans, or enjoy the service features without limitations, they need to link with a Hik-ProConnect user like you to purchase/activate the services for them.

To complete the linking process, HCC super users will need to give their account information (i.e., email address of the system owner) to you, an installer, who can then send an account linking request to them using the information. After a linking request is approved on their HCC Mobile

What Is New in Hik-Partner Pro

Client, the HCC system whose system owner is this HCC account will be added to Hik-ProConnect for you to manage, such as performing service plan upgrades and service activations.

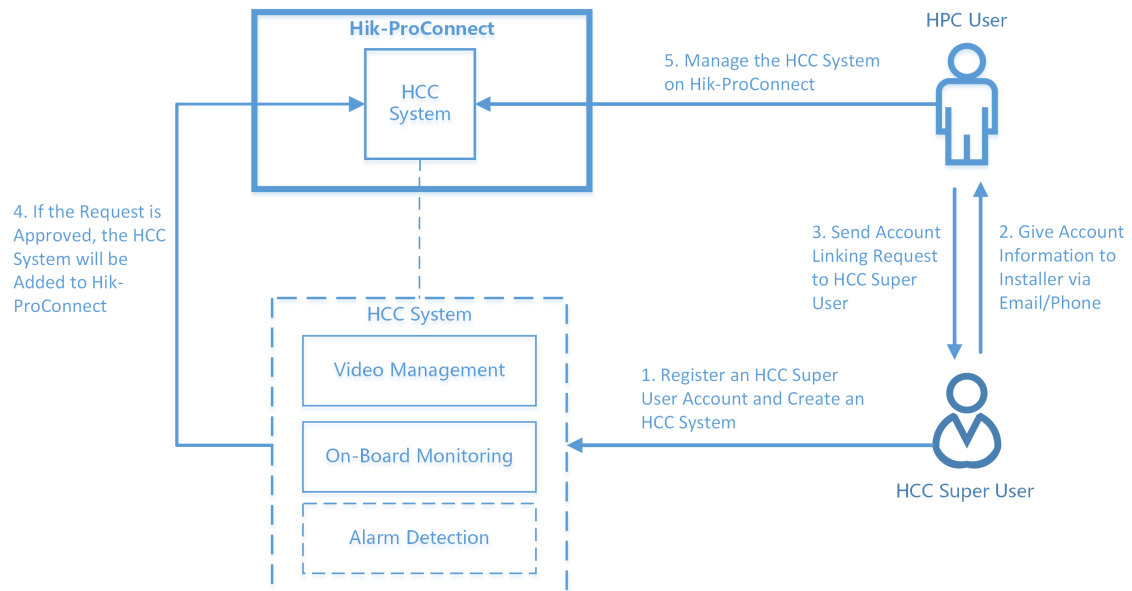


Figure 66-11 The Overall Process of Linking with HikCentral Connect Account

Note

An HCC account can only be linked with one Hik-ProConnect account at the same time. If your customer has already linked with another installer, you can still send a linking request. After the request is approved, you can start managing your customer's HCC system and the services already activated by the previous installer will not take up your service package inventory.

The entrance for sending account linking requests to HCC users can be found on the HCC system management page.

What Is New in Hik-Partner Pro

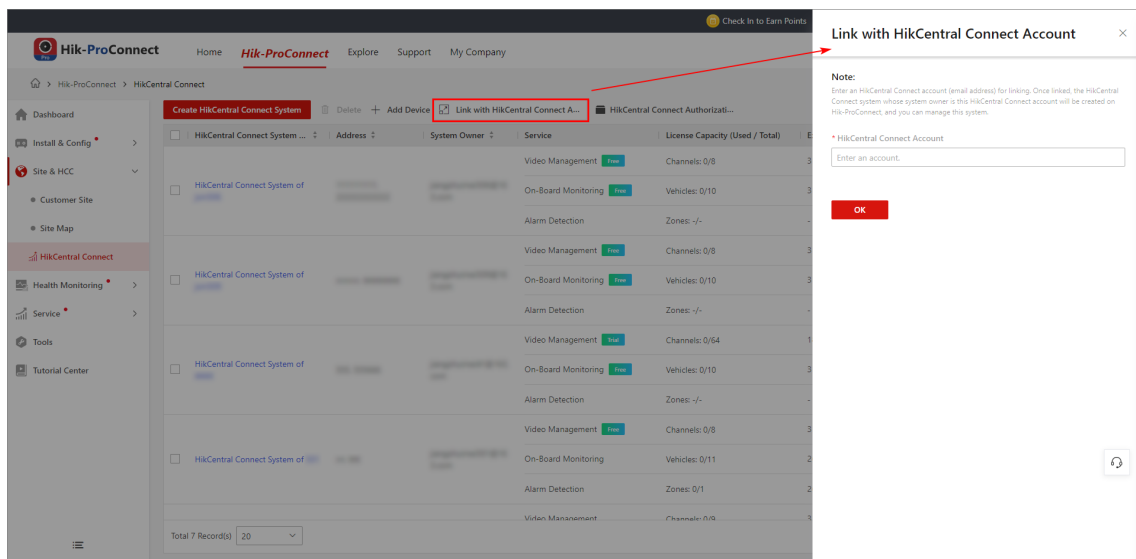


Figure 66-12 Link with HikCentral Connect Account

66.6 [New] Alarm Detection Service of HikCentral Connect

This version added the alarm detection service of HikCentral Connect, which supports managing the partitions (areas) and zones of security control devices, arming/disarming, alarm configurations, alarm handling, etc.

Note

The HCC service is not supported in all countries/regions. For details about the supported countries/regions, contact the local distributors or sales representatives.

- With the newly added alarm detection service, your customers can enjoy:
 - Professional security services with the use of security control devices.
 - Multiple ways of arming/disarming partitions (areas).
 - Assigning different operation permissions for better teamwork.
 - Handling alarms from partitions (areas) and zones directly on the map.
 - Linkage between alarms and videos to check the situation in time.
 - Features for maintenance to manage alarm detection systems easily.
- Supports purchasing the alarm detection service packages (monthly and annual) in two ways (online purchase and by service key).

What Is New in Hik-Partner Pro

Purchase HikCentral Connect Service Package

On-Board Monitoring Service Package (Monthly) 0

On-Board Monitoring Service Package (Annual) 0

Alarm Detection Service

Alarm Detection Service Package (Monthly) 0

Alarm Detection Service Package (Annual) 0

VAT Number
The VAT number will be displayed in the payment receipt. Make sure the one you entered is correct.

Payment Method
Credit/Debit Cards

After checkout, you will enter Ingenico page for payment. After payment confirmed, the service or function you purchased will be enabled immediately.

Figure 66-13 Purchase Alarm Detection Service (Online Purchase)

- Supports getting a trial plan for the alarm detection service (4 zones for 3 months).

Plan Upgrade ✕

i The plan cannot be changed and can only be used in the HikCentral Connect system. You can only upgrade the plan once for the same HikCentral Connect system and the plan is valid for 3 month(s). If needed, you can purchase the corresponding service.

Select a HikCentral Connect system to get the trial plan for it. *

Select HikCentral Connect System ▾

Get Service Plan *

Video Management
Channels: 64. (Includes the 7-day cloud storage service for 8 channel(s).)

On-Board Monitoring
Vehicles: 10.

Alarm Detection
Zones: 4

Get for Free Cancel

Figure 66-14 Trial Plan for Alarm Detection Service

- Supports activating the alarm detection service.

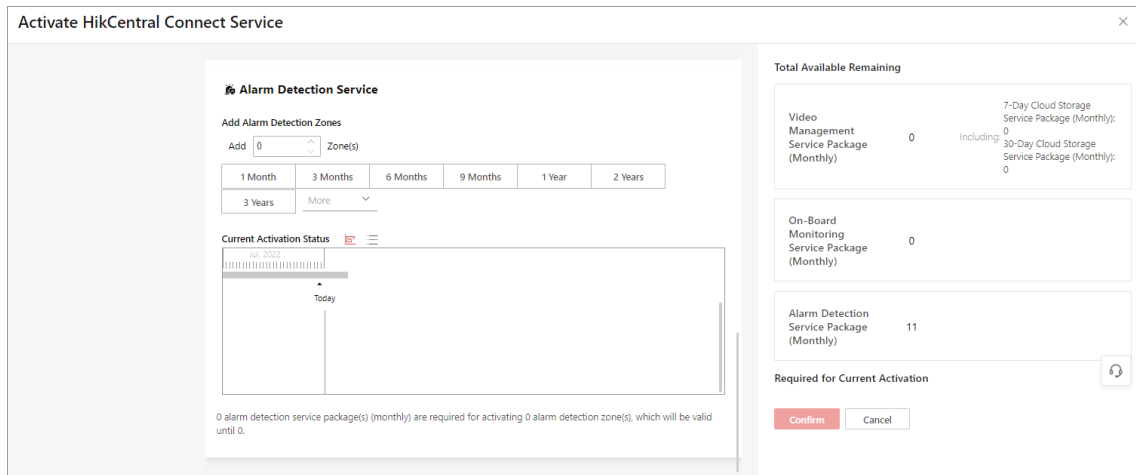


Figure 66-15 Activate Alarm Detection Service

66.7 [New] Add and Hand Over Devices to HikCentral Connect

This version added a feature for you to add devices to HikCentral Connect (hereinafter referred to as HCC) systems and hand over the devices to HCC users together with the systems.

Note

- The HCC service is not supported in all countries/regions. For details about the supported countries/regions, contact the local distributors or sales representatives.
- The HCC service-related features are only supported on the Hik-ProConnect Portal and are available only if your company is authenticated.

Refer to the following sections for more information.

Add Devices to HCC Systems

- Supports entering the Add Device (to HCC) page via the HCC list page, via the HCC system details page, and via the prompt window after you finish the On-Site Config.

What Is New in Hik-Partner Pro

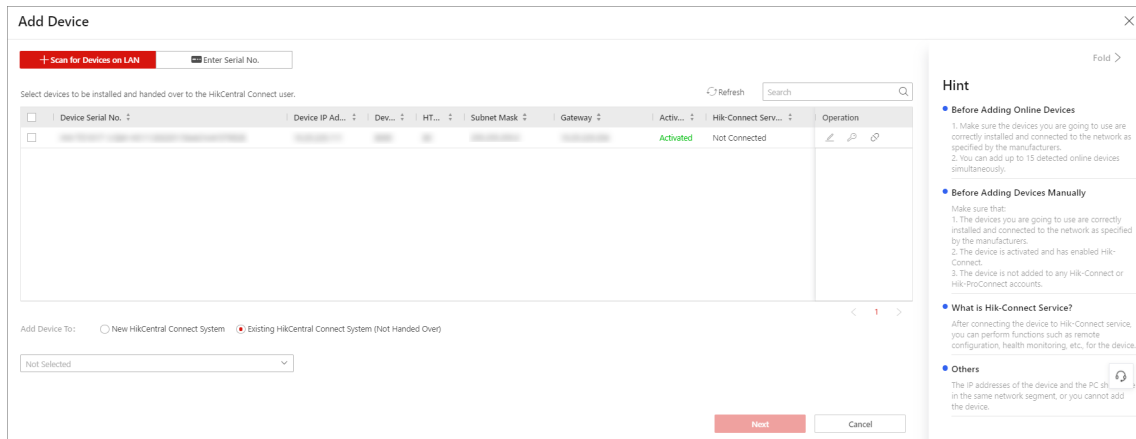


Figure 66-16 Add Device

- Supports adding devices to both new HCC systems and existing HCC systems (not handed over).
- Supports displaying the devices on the system details page after adding. Supports remote configuration, deleting devices, editing device names, etc., on the device list.

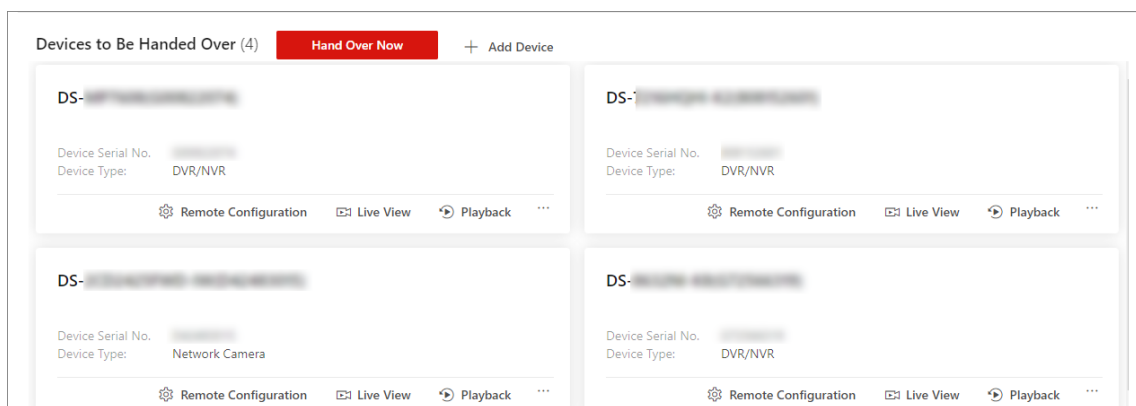


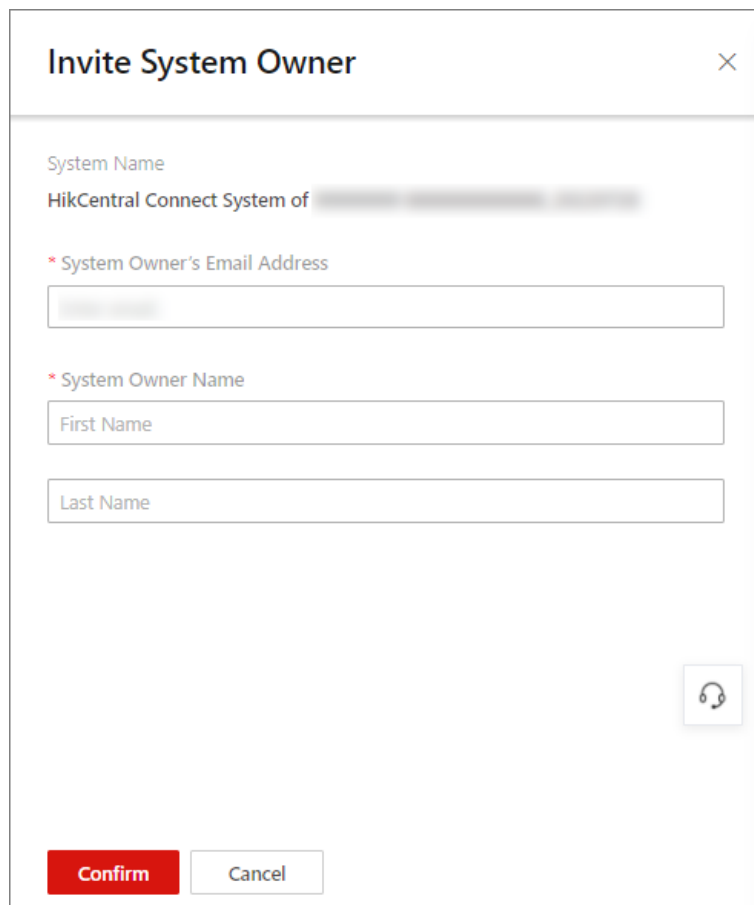
Figure 66-17 HCC Device List

Hand Over Devices Together with HCC Systems

- Supports entering the page for handing over the devices (system) via the HCC list page, via the HCC system details page, and via the success page after you add devices to HCC.

Note

Only supports handing over the devices together with systems.



Invite System Owner [Close]

System Name
HikCentral Connect System of [blurred]

* System Owner's Email Address
[Input Field]

* System Owner Name
First Name [Input Field]
Last Name [Input Field]

[Help Icon]

Confirm Cancel

Figure 66-18 Hand Over the System (Devices)

- Supports displaying the device status as To Be Accepted and sending emails to HCC system owners after handing over the devices.

66.8 [New] HikCentral Connect Authorization Code

This version added a feature for you to access your customers' HikCentral Connect (hereinafter referred to as HCC) systems using the authorization code created by them on HCC to provide them maintenance services within a set period of time.

Note

- The HCC service is not supported in all countries/regions. For details about the supported countries/regions, contact the local distributors or sales representatives.
- The HCC service-related features are only supported on the Hik-ProConnect Portal and are available only if your company is authenticated.

If your customer needs maintenance services from you, they can create an authorization code on HCC for you to access their HCC system directly without the need to log in using their account

What Is New in Hik-Partner Pro

name and password. You can find the entrance for entering the authorization code on the HCC system management page.

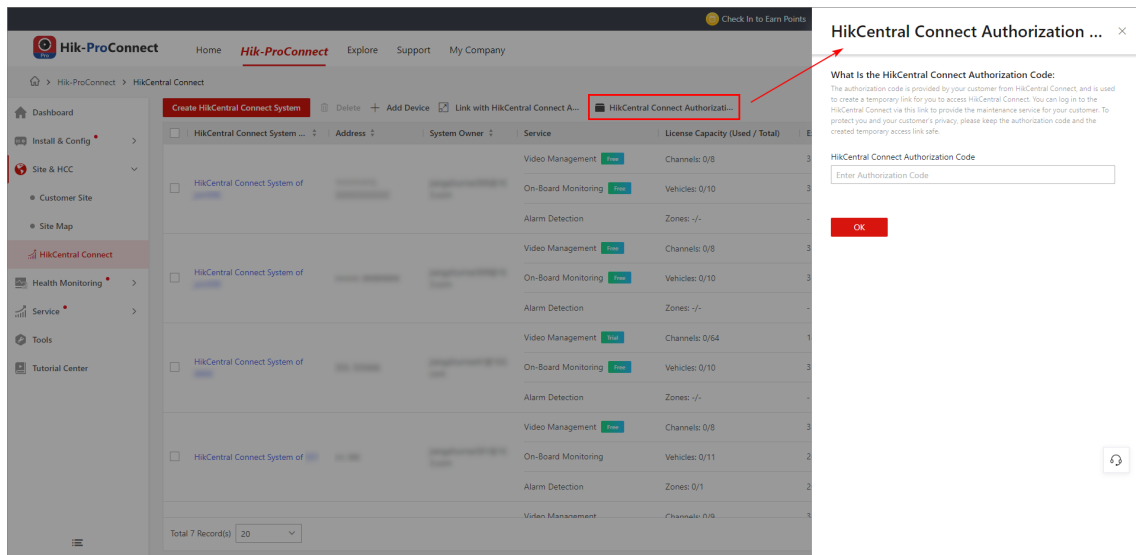


Figure 66-19 Enter HikCentral Connect Authorization Code

66.9 [New] HikCentral ReGuard Services

This version supports the HikCentral ReGuard (hereinafter referred to as HCRG) services, which are the value-added services offered by the HCRG. HCRG provides a security management solution that helps its users (i.e., service providers) manage alarm receiving and handling services. The services include the basic service (workstation) and four additional services (virtual guard, operational enhancement, visualized alarm, and work order).

Note

- The HCRG services are not supported in some countries/regions. For details about the supported countries/regions, contact the local distributors or after-sales.
- HCRG-related features are only supported on the Hik-ProConnect Portal.

Refer to the following sections for more information.

- **[Relationship Between Hik-ProConnect and HCRG](#)**
- **[Purchase HCRG Services by Service Key](#)**
- **[Generate HCRG Keys for Activation After Purchase](#)**
- **[Receive and Handle Work Orders on Hik-ProConnect](#)**

Relationship Between Hik-ProConnect and HCRG

Hik-ProConnect is where HCRG services are purchased (by service key), HCRG keys are generated for activation, and work orders assigned by HCRG users are received and handled.

What Is New in Hik-Partner Pro

Usually, the HCRG user is the Remote Monitoring Center (hereinafter referred to as RMC) who provides the alarm receiving and handling services, and HCRG services purchased (by service key) on Hik-ProConnect together with the HCRG can help them provide better services.

In the typical scenario, an RMC admin will register and become a Hik-ProConnect user, so they can purchase HCRG services (by service key), generate an HCRG key for activation, and then, as an HCRG user, log into HCRG using the key to activate the HCRG system. After activation, they can create work orders on HCRG, and assign the work orders to an installation company on Hik-ProConnect by entering the Installer Admin account of the company. All installers with the Manage Assigned Site permission in the company will receive the work order notifications, and those who are to handle the work orders will go to the sites to install the devices according to the address and customer information on the work orders.

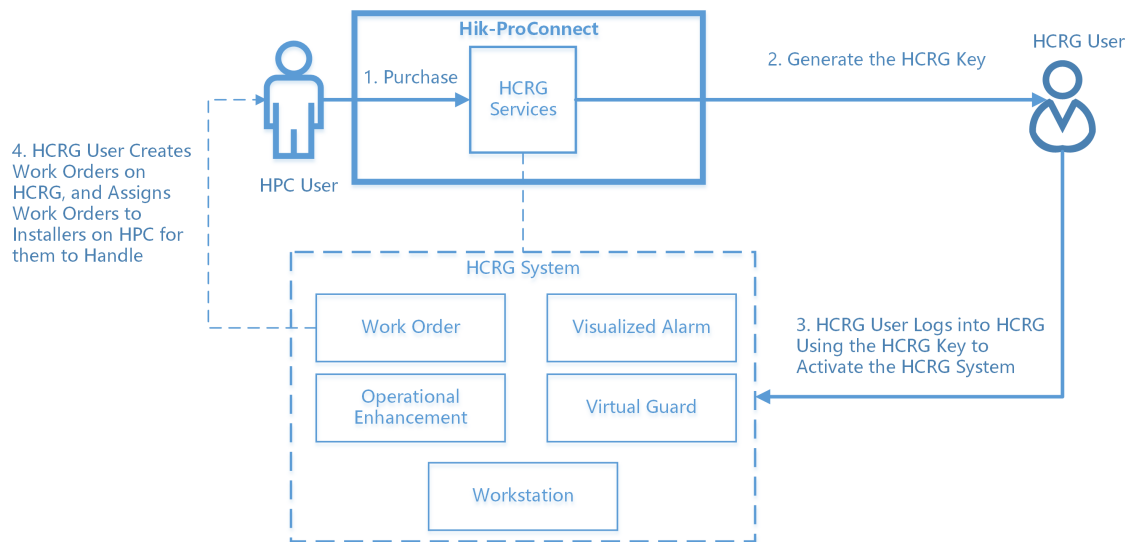


Figure 66-20 How HCRG Services Are Used

Purchase HCRG Services by Service Key

In the service market, you can purchase HCRG services by entering a service key.

Note

Online purchase is currently not supported.

What Is New in Hik-Partner Pro

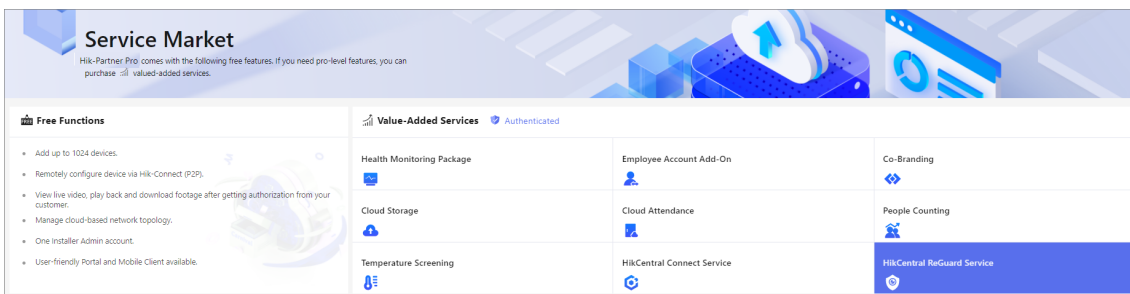


Figure 66-21 HCRG Services in Service Market

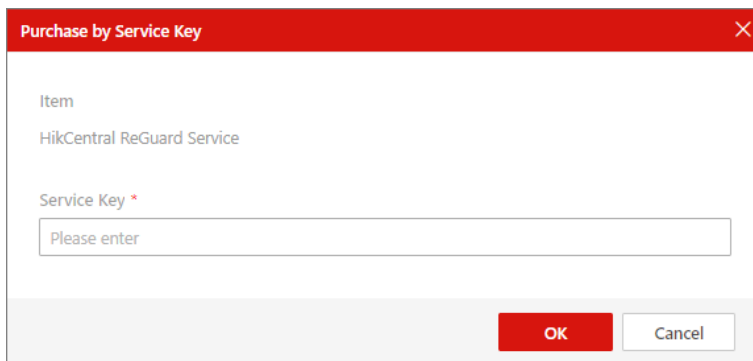


Figure 66-22 Purchase by Service Key

Generate HCRG Keys for Activation After Purchase

After HCRG services are purchased by service key, you can generate an HCRG key in My Service on the Portal for activating the HCRG system. The generated key will be sent to the email address of the Installer Admin and is also displayed in My Service. HCRG users can log in to HCRG with the key to activate the HCRG system.

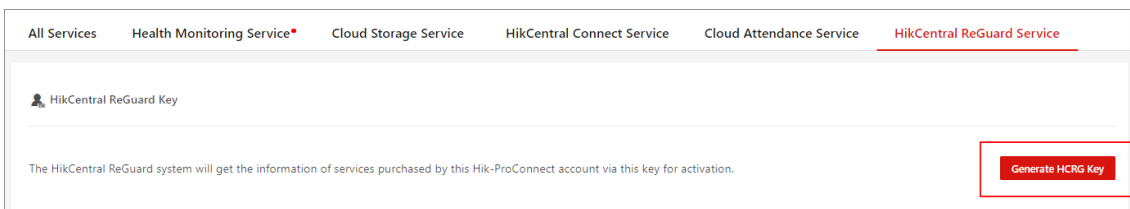


Figure 66-23 Generate the HCRG Key

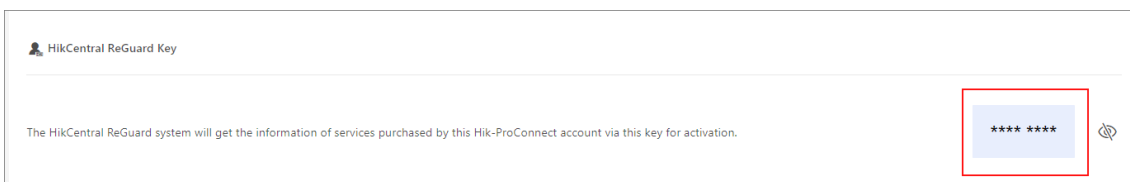


Figure 66-24 The Generated HCRG Key

Receive and Handle Work Orders on Hik-ProConnect

- Supports receiving work order notifications in Business Notification of Notification Center on both the Portal and Mobile Client. Click the work order notification on the Portal and you will be asked to handle the work order on the Mobile Client.

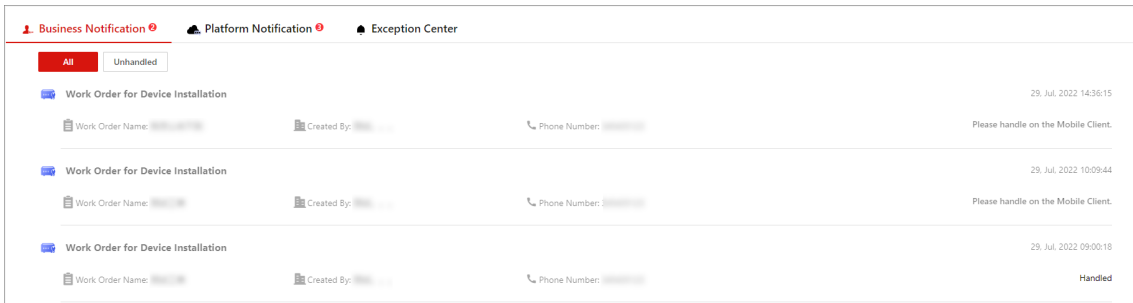


Figure 66-25 Work Order Notifications on the Portal

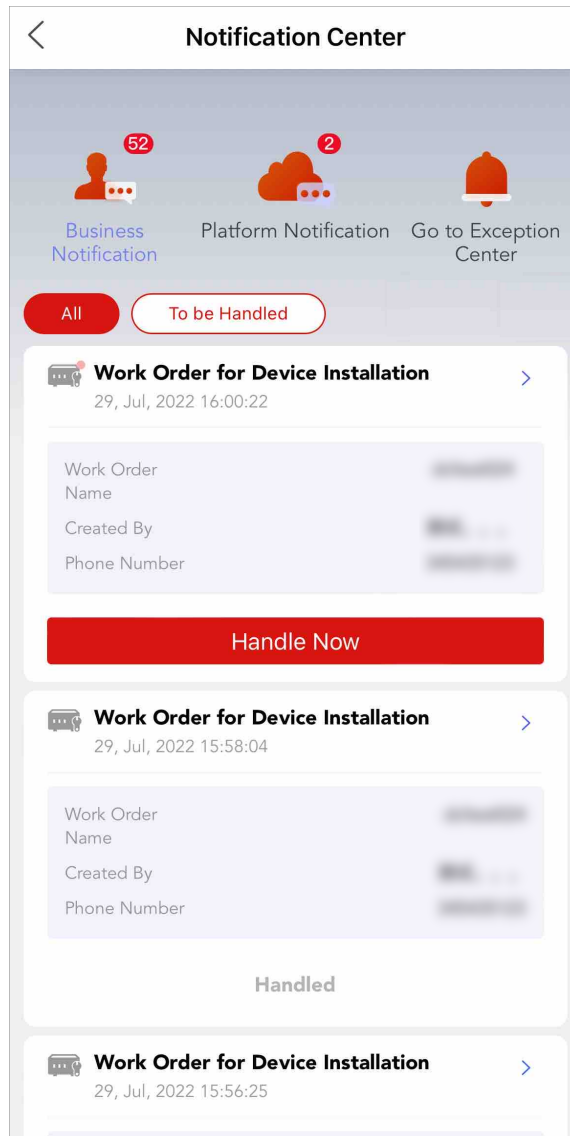


Figure 66-26 Work Order Notifications on Mobile Client

- Supports receiving push notifications via the Mobile Client when work orders are assigned to you.
- Supports handling the work order for device installation on the Mobile Client. Supports adding and configuring devices.

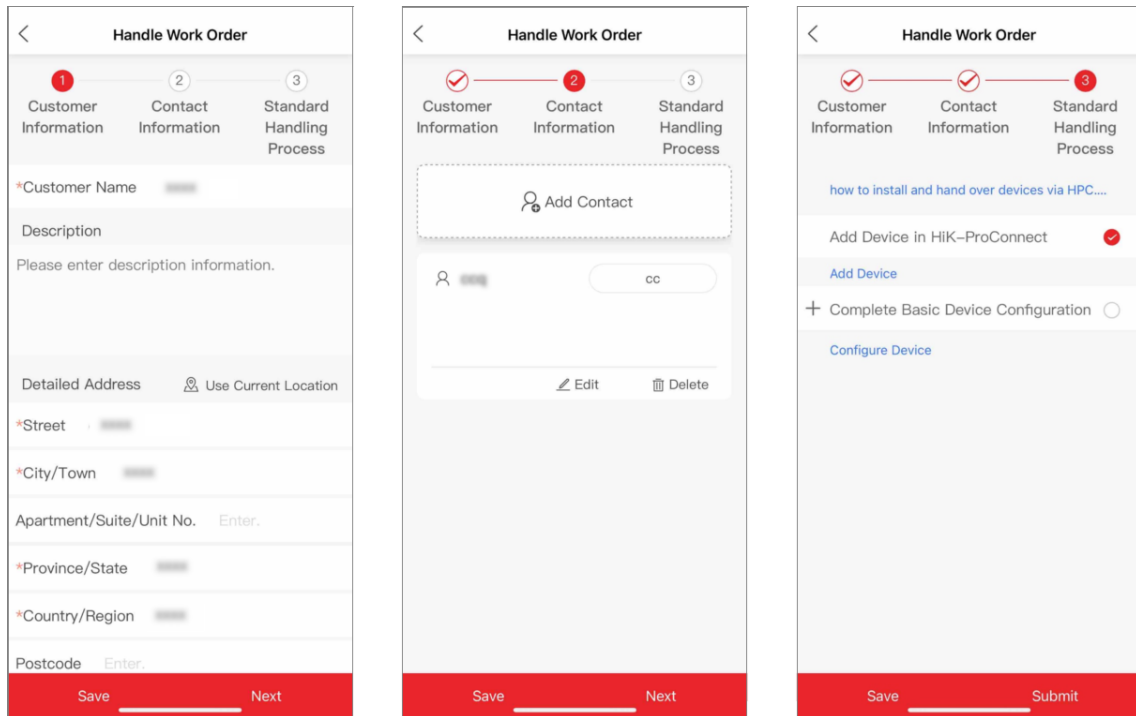


Figure 66-27 Handle a Work Order on the Mobile Client

66.10 [Improvement] View Device Health Status in All Sites

Updates related to the feature of viewing device health status in all sites are shown below.

Note

The updates are only supported on the Portal.

- Supports displaying more (30 and 50) records on each page. By default, 20 records (instead of the previous 10 records) will be displayed on each page.

What Is New in Hik-Partner Pro

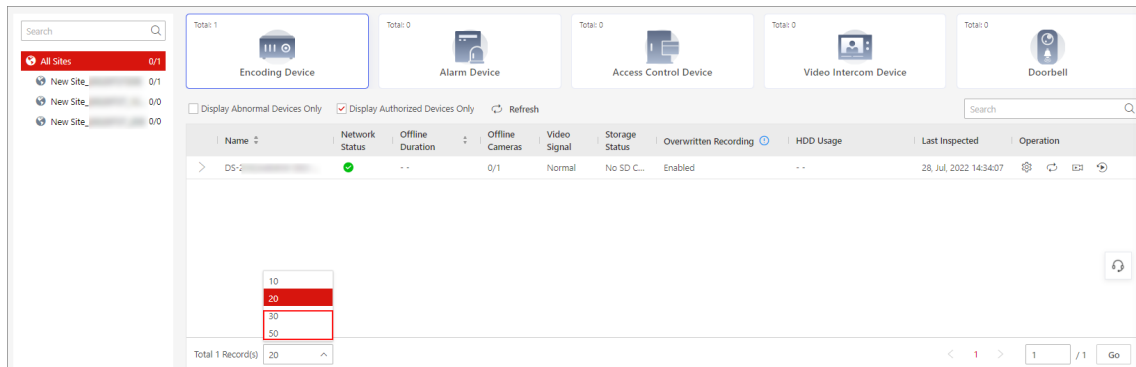


Figure 66-28 More Records on Each Page

- Supports filtering the exceptions by exception types when viewing the health status of alarm devices.

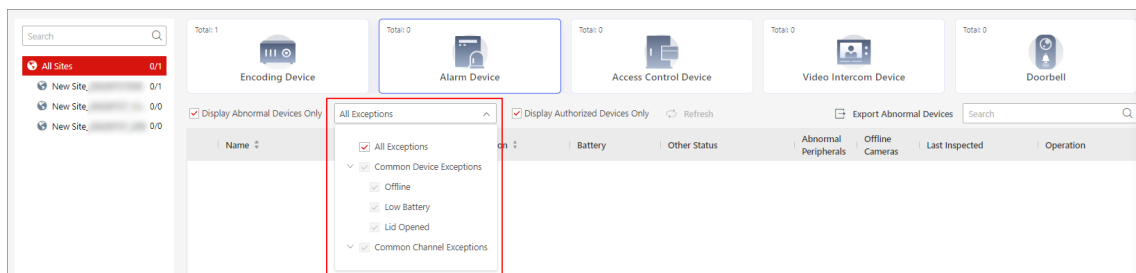


Figure 66-29 Filter by Exception Types (Alarm Device)

- Supports exporting abnormal devices in XLSX or CSV format when viewing the health status of alarm devices

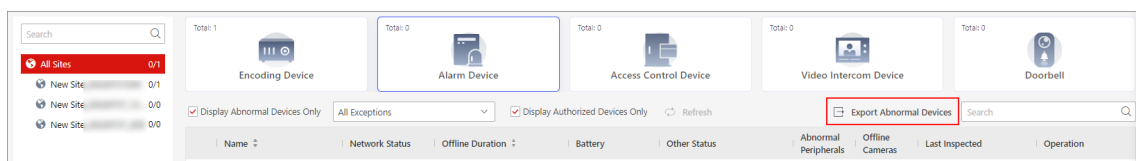


Figure 66-30 Export Abnormal Devices (Alarm Device)

66.11 [Improvement] Remote Configuration

Updates about remote configuration are shown below.

- For network cameras that support light and audio alarms, supports configuring the flashing alarm light output, audible alarm output, and alarm linkage (flashing alarm and audible warning) on the Mobile Client.

Note

This feature is already supported on the Portal by the previous version.

- For solar cameras, supports configuring the timing wake, consumption mode, and regular rebooting.

Note

For detailed information about the supported models, refer to *Hik-ProConnect Device Compatibility List*.

66.12 [Improvement] Others

Note

Due to UI similarity, for features both supported by the Portal and Mobile Client, here we only illustrate them with related screenshot(s) of the Portal.

- Improved the user interface of the Reset Password page.
 - Added pictures to show the two ways of resetting passwords (onsite and offsite).
 - Supports guiding you to select the appropriate way of resetting passwords by choosing between "I Am Not at the Site" and "I Am at the Site".

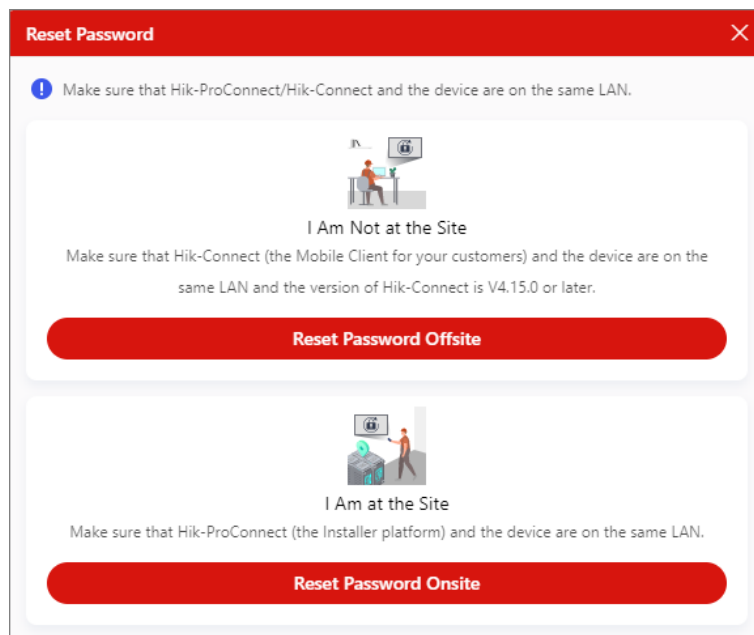


Figure 66-31 Reset Password

- Supports reporting calling events of devices (such as doorbells, door stations, and face recognition terminals) to alarm receiving centers (ARCs).
- Changed the names of the two HikCentral Connect services "cloud video management" and "cloud mobile monitoring" to "video management" and "on-board monitoring".

66.13 Bug Fixes

This version fixed the following bugs.

- Some texts and messages on the user interface are displayed in English when other languages are selected.
- When devices that have been synchronized to Hik-ProConnect are transferred from the original Hik-Connect account to another, and then you synchronize devices newly added from the original Hik-Connect account to Hik-ProConnect, an error will be reported.

Chapter 67 Updates in V1.12.0

Updated on June 30, 2022.

67.1 [New] Products

This version adds a Products module on the Mobile Client for searching for products, viewing product information, and comparing products.

 **Note**

- The update is only supported on the Mobile Client.
 - The updated module is not supported in all countries/regions. For details about the supported countries/regions, contact the local distributors or sales representatives.
-
- Supports viewing products by product category and filtering products by brand, product category, type, series, and the relevant parameters.

What Is New in Hik-Partner Pro

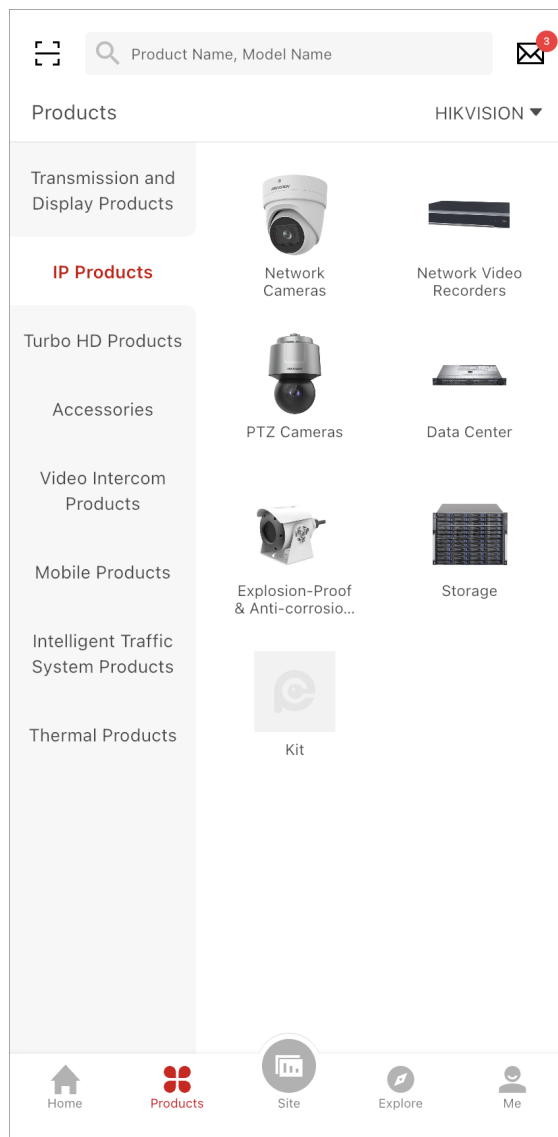


Figure 67-1 Products Module

- Supports searching for products by product name or model.
- Supports viewing detailed product information, including the product picture, description, parameters, and related documents.
- On the product details page, supports leaving comments for a product, adding it to Favorites, giving it a thumbs up, downloading the related documents, and sharing the product information with others.

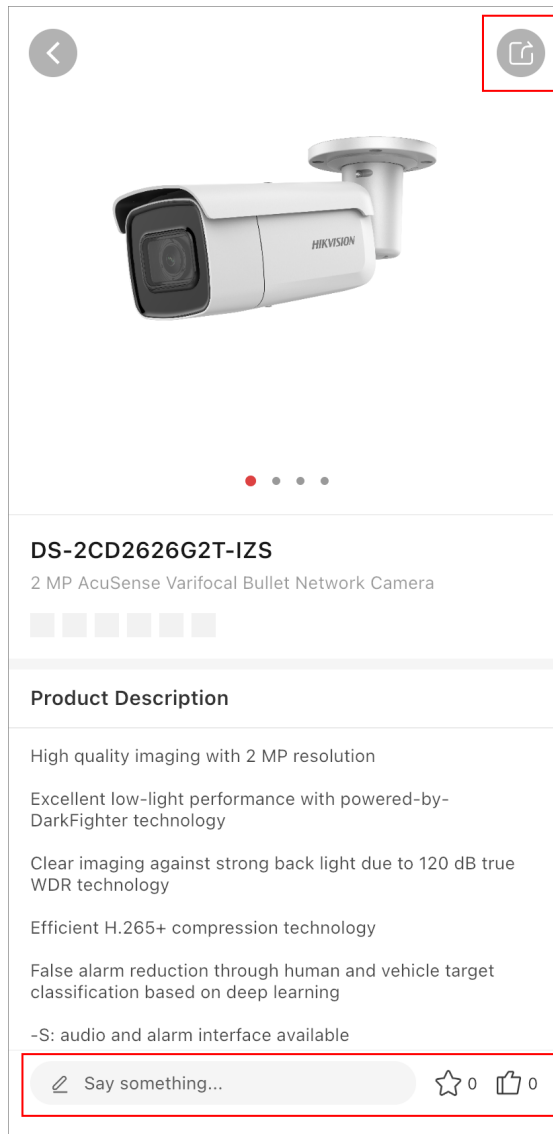



Figure 67-2 Product Details Page


- Supports comparing the parameters/specifications of no more than four products to learn about their similarities and differences. When checking the product comparison result, supports hiding parts that are the same to focus only on the differences.

<
Comparison of Product

Hide Same



DS-2CD2126G2-I(SU)



DS-2CD2746G2-IZS

Camera		
Image Sensor	1/2.8" Progressive Scan CMOS	1/2.7" Progressive Scan CMOS
Wide Dynamic Range	120 dB	120 dB
Min. Illumination	Color: 0.002 Lux @ (F1.4, AGC ON)	Color: 0.003 Lux @ (F1.4, AGC ON)
Shutter Speed	1/3 s to 1/100,000 s	1/3 s to 1/100,000 s
Day & Night	ICR Cut	ICR Cut
Slow Shutter	Yes	Yes
Angle Adjustment	Pan: 0° to 355°, tilt: 0° to 75°, rotate: 0° to 355°	Pan: 0° to 355°, tilt: 0° to 75°, rotate: 0° to 355°
P/N	P/N	P/N
Power-off Memory	N.A	Yes
Lens		

Figure 67-3 Product Comparison

67.2 [New] Explore

This version adds an Explore module that provides the latest news and information about Hikvision products and solutions, as well as how-to guides for solving problems encountered when using Hikvision products and services.

What Is New in Hik-Partner Pro

Note

- The update is supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate some of the features with relevant screenshots of the Portal.
 - The updated module is not supported in all countries/regions. For details about the supported countries/regions, contact the local distributors or sales representatives.
-
- Supports viewing news articles and how-to articles, searching for articles by keyword, and filtering articles by tag.

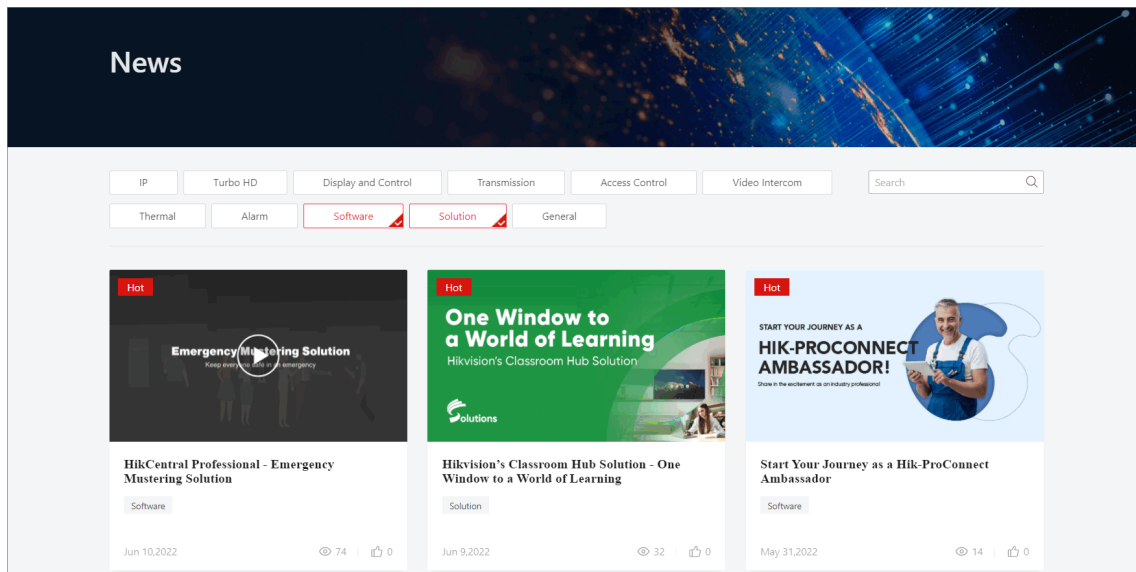


Figure 67-4 News

What Is New in Hik-Partner Pro

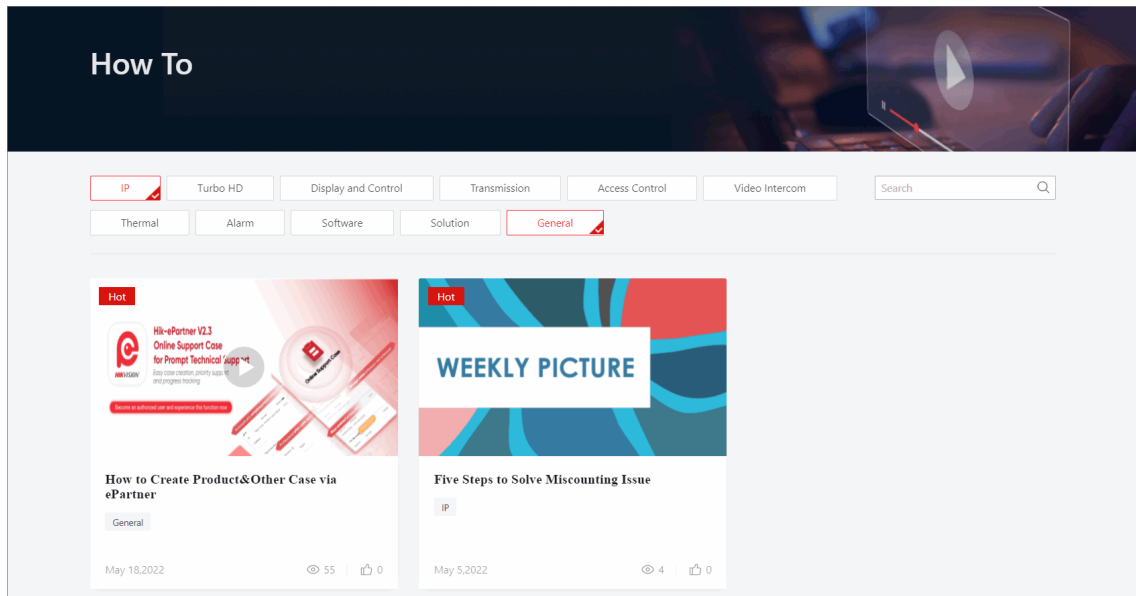


Figure 67-5 How To

- Supports giving an article a thumbs up.
- On the Mobile Client, supports leaving comments for an article, adding it to Favorites, and forwarding materials that are of interest to your customers.

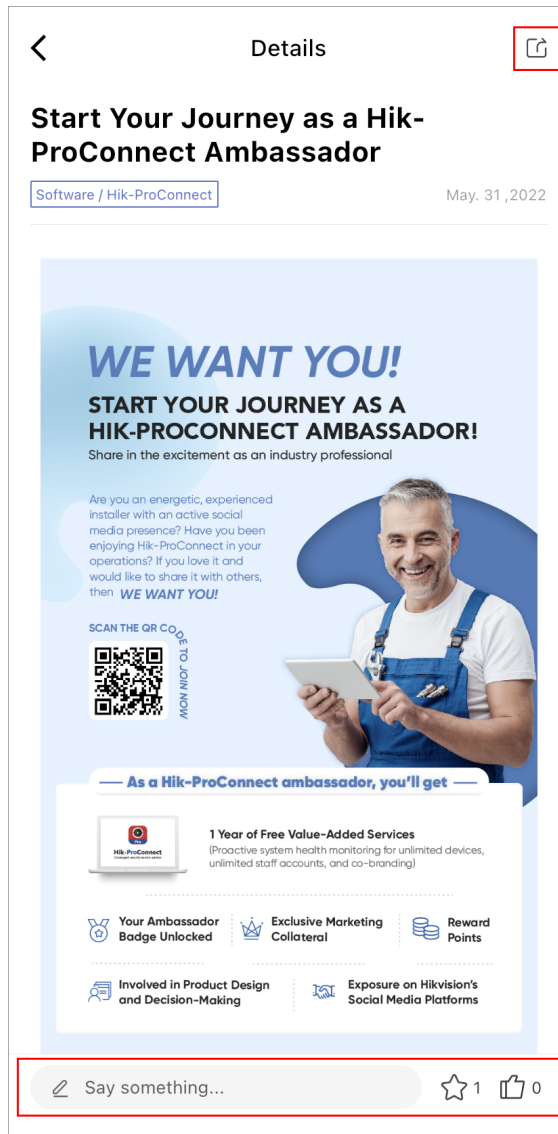


Figure 67-6 Article Page on Mobile Client

67.3 [New] Maintenance Quotation

This version adds a tool for you to create quotations for providing device maintenance services so that you can standardize the service process, improve customer satisfaction, and expand your business.

Note

This feature is only supported on the Portal and is available only if your company is authenticated.

- Supports creating a maintenance quotation.

What Is New in Hik-Partner Pro

You can set the quotation name, quotation No., customer information, quotation items, discounts, VAT rate, and your company information (including the company logo). When you set the quotation items, you can customize items if the default items (remote maintenance, health check report, on-site maintenance, etc.) do not meet your needs. The tool will automatically add up the prices of all set items to calculate the total price; moreover, you can edit the total if you want to give customers more discounts or charge extra fees.

The screenshot shows a web form titled "Create Maintenance Quotation" with a close button (X) in the top right corner. The form is organized into several sections:

- Quotation Details:** Includes fields for "Quotation Name" and "Quotation No." (containing "EP2022"). A "Currency" dropdown is visible on the right.
- Customer Information:** Includes fields for "Name", "Email", "Phone Number" (with a dropdown), and "Address". A "Get from Site" dropdown is on the right.
- Item:** A dashed box with a "+ Add Item" button.
- Set Discount:** A toggle switch.
- Set VAT Rate:** A toggle switch.
- Service Provider Information:** Includes fields for "Name", "Email", "Phone Number" (with a dropdown), and "Address".
- Company Logo:** A placeholder image.

At the bottom of the form, the total price is displayed as "Total: 0.00" with a "Edit Total" link. There are "Preview/Export" and "Save" buttons on the right.

Figure 67-7 Create Maintenance Quotation

- Supports previewing/exporting the maintenance quotation to see how the quotation will be presented and to send it to your customer.
- Supports editing and deleting the maintenance quotation after creating the quotation.

67.4 [New] HikCentral Connect Service

This version supports purchasing and managing the HikCentral Connect (hereinafter referred to as HCC) service, which provides value-added services such as video management and mobile monitoring for enterprise users of HCC. After being purchased, the HCC service packages can be used for HCC systems created on Hik-ProConnect and handed over to the enterprise users.

Note

- The HCC service is not supported in all countries/regions. For details about the supported countries/regions, contact the local distributors or sales representatives.
- The HCC service-related features are only supported on the Hik-ProConnect Portal and are available only if your company is authenticated.
- Enterprise users of HCC can access their HCC systems via the HCC Portal or Mobile Client. The URL of the HCC Portal is <https://hikcentralconnect.com>.

Refer to the following sections for more information about the HCC service.

- **[Relationship Between Hik-ProConnect and HCC](#)**
- **[Introduction of Video Management and Mobile Monitoring](#)**
- **[How to Get the HCC Service Packages](#)**
- **[Create HCC Systems on Hik-ProConnect](#)**
- **[Hand over an HCC System to Your Customer](#)**
- **[Manage HCC Service](#)**

Relationship Between Hik-ProConnect and HCC

HCC is a Video Security as a Service (VSaaS) platform for unified security management that provides services such as video security and mobile monitoring to enterprise users. Hik-ProConnect is where HCC systems are created.

As an Installer or the Installer Admin, you can create an HCC system on Hik-ProConnect and then hand it over to your customer, i.e., the enterprise user, without additional inconveniences such as onsite server deployment. To deliver the HCC system, an invitation email containing a super user account and an initial password will be sent to your customer, who can then use the account information to log into the HCC system.

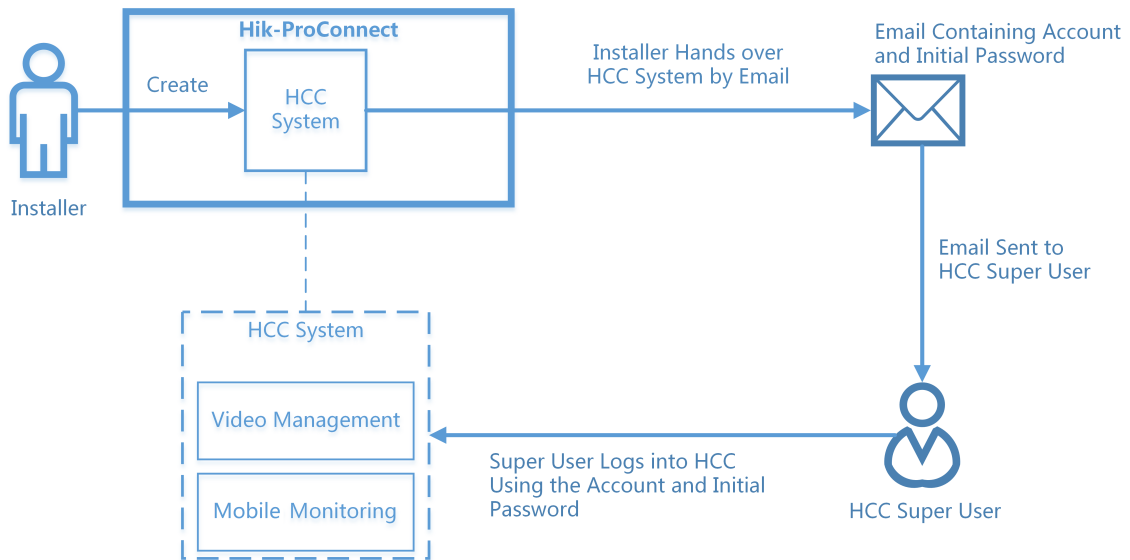


Figure 67-8 How an HCC System Is Created and Handed over to Your Customer

Introduction of Video Management and Mobile Monitoring

Table 67-1 Video Management and Mobile Monitoring

Service	Description
Video Management Service	<p>The video management service provides video monitoring features such as live view, playback, and cloud storage. Your customers can enjoy the following perks:</p> <ul style="list-style-type: none"> • Easy-to-use Portal and Mobile Client for centralized management of video resources. • Centralized monitoring anywhere anytime via the live view in 64-window division mode. • Convenient evidence search via simultaneous playback of up to 16 channels. • Receiving multiple types of alarm notifications and handling/marketing important ones. • Flexible creation of sub accounts for different persons such as operators and IT managers. • Convenient event backtrack via detailed logs.
Mobile Monitoring Service	<p>The mobile monitoring service provides features such as vehicle management, real-time vehicle locating, and driving monitoring. Your customers can enjoy the following perks:</p>

What Is New in Hik-Partner Pro

Service	Description
	<ul style="list-style-type: none"> Easy-to-use Portal and Mobile Client for centralized management of vehicles after connecting them to the cloud. Viewing real-time locations of vehicles via GPS positioning. Live view and playback via cameras mounted in/on vehicles. Playing back vehicle tracks and viewing related footage. Flexible creation of sub accounts for different persons such as operators and IT managers.

How to Get the HCC Service Packages

In the service market of the Hik-ProConnect Portal, you can either purchase HCC service packages online or activate them by entering a service key. If needed, you can also get a trial plan of the HCC service for an HCC system for free.

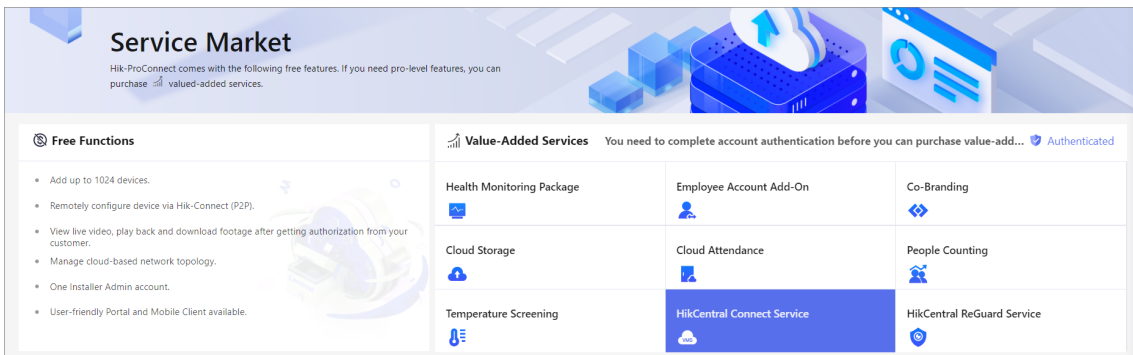


Figure 67-9 Get HCC Service from Service Market

What Is New in Hik-Partner Pro

Value-Added Services Provided by HikCentral Connect
Provides value-added services such as video security, vehicle positioning, and vehicle management for enterprise users of HikCentral Connect.

HikCentral Connect Service
Purchase and activate the HikCentral Connect service to allow your customers to perform centralized video monitoring remotely.

- ✓ Connecting unlimited cameras or devices to the system which can help you manage any large-scale project easily.
- ✓ Easy-to-use Portal and Mobile Client for accessing the system anytime and anywhere.
- ✓ Flexible creation of sub-accounts for different users such as operators and IT managers.
- ✓ Receiving multiple types of alarm notifications and handling/marketing the important ones.
- ✓ Providing the cloud video management service, which supports live view in 64-window division mode, 16-channel playback, and various operations during live view and playback.
- ✓ Providing the cloud mobile monitoring service, which supports real-time vehicle locating, viewing vehicle paths, etc.

[Get Trial Plan for Free](#) [Get Them Now](#)

[Online Purchase](#) [Activate by Service Key](#)

Figure 67-10 Ways of Getting HCC Service Packages

Create HCC Systems on Hik-ProConnect

Supports creating HCC systems for your customers by setting information such as the system name, time zone (the time zone where your customer site is located), address (the address of your customer site), and remarks.

Create HikCentral Connect System

HikCentral Connect System Name
HikCentral Connect System

Time Zone
(UTC) Dublin, Edinburgh, Lisbon, London
After creating the site, its time zone cannot be changed. Please make sure the time zone you selected here is correct.

Address
Street and Number, P.O. Box, c/o.
Apartment, Suite, Unit, Building, Floor, etc.

Remarks

[OK](#) [Cancel](#)

Name	Address	System Owner	Service	License Capacity (U...)	Ex
HCC 2			Cloud Video Management	Channels: 0/192	21
HCC 1			Cloud Mobile Monitoring	Vehicle(s): 0/30	21
			Cloud Video Management	Channels: 0/320	28
			Cloud Mobile Monitoring	Vehicle(s): 0/50	28

Figure 67-11 Create an HCC System

Hand over an HCC System to Your Customer

Supports handing over an HCC system to your customer by inviting your customer to be the owner of the system. To deliver an HCC system, an invitation email containing a super user account and an

What Is New in Hik-Partner Pro

initial password will be sent to your customer, who can then accept the handover, use the account information to log into the HCC system, and perform further operations and configurations in the system.

HikCentral Connect System	Address	System Owner	Service	License Capacity	Expiry Time	Status	Operation
HCC 3			Cloud Video Management	Free Channels: 0/8	31, Dec, 2099	Not Handed Over	
			Cloud Mobile Monitoring	Free Vehicle(s): 0/10	31, Dec, 2099		
HCC 2			Cloud Video Management	Trial Channels: 0/192	21, Sep, 2022	Handed Over	
			Cloud Mobile Monitoring	Trial Vehicle(s): 0/30	21, Sep, 2022		
HCC 1			Cloud Video Management	Trial Channels: 0/320	20, Sep, 2022	Handed Over	
			Cloud Mobile Monitoring	Trial Vehicle(s): 0/50	20, Sep, 2022		

Figure 67-12 Invite System Owner

Manage HCC Service

Supports viewing the number of used and remaining HCC service packages in My Service, and viewing detailed information about the service used for each handed-over HCC system (e.g., the number of resources, name of the system owner, service expiry time, service package status, etc.).

Service	System	System Resource	System Owner	Expiry Time	Status	Operation
Cloud Video Management	HCC 1	Channels: 0		20, Sep, 2022	Trial	
Cloud Mobile Monitoring	HCC 1	Vehicle(s): 0		20, Sep, 2022	Trial	
Cloud Video Management	HCC 2	Channels: 0		21, Sep, 2022	Trial	

Figure 67-13 HCC Service Overview

67.5 [New] Automatic Device Synchronization

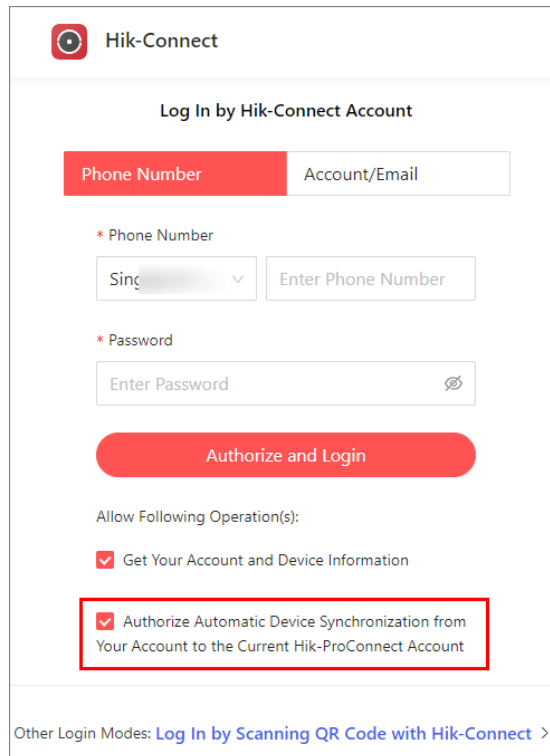
This version adds automatic device synchronization. Devices newly added to Hik-Connect will be synchronized automatically to Hik-ProConnect.

What Is New in Hik-Partner Pro

Note

The feature is supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate the features with related screenshot(s) of the Portal.

- Supports authorizing automatic device synchronization. After authorization, your Hik-Connect account and the current Hik-ProConnect account will be linked. Devices newly added to Hik-Connect will be synchronized automatically to Hik-ProConnect. Also, a new site will be created for each new device.



The screenshot shows the Hik-Connect login page. At the top, there is a red header with the Hik-Connect logo and the text 'Hik-Connect'. Below this, the page is titled 'Log In by Hik-Connect Account'. There are two input fields: 'Phone Number' (highlighted in red) and 'Account/Email'. Below these, there are two required fields: '* Phone Number' with a dropdown menu and an 'Enter Phone Number' field, and '* Password' with an 'Enter Password' field and a show/hide icon. A red 'Authorize and Login' button is positioned below the password field. Underneath the button, the text 'Allow Following Operation(s):' is followed by two checked checkboxes: 'Get Your Account and Device Information' and 'Authorize Automatic Device Synchronization from Your Account to the Current Hik-ProConnect Account' (the latter is highlighted with a red box). At the bottom, there is a link for 'Other Login Modes: Log In by Scanning QR Code with Hik-Connect >'.

Figure 67-14 Authorize Automatic Device Synchronization

Note

By default, you do not have configuration permission, live view permission, or playback permission for devices that are automatically synchronized to your Hik-ProConnect account.

- Supports unlinking your Hik-Connect account with your Hik-ProConnect account. After unlinking, devices newly added to Hik-Connect will not be synchronized automatically to Hik-ProConnect.

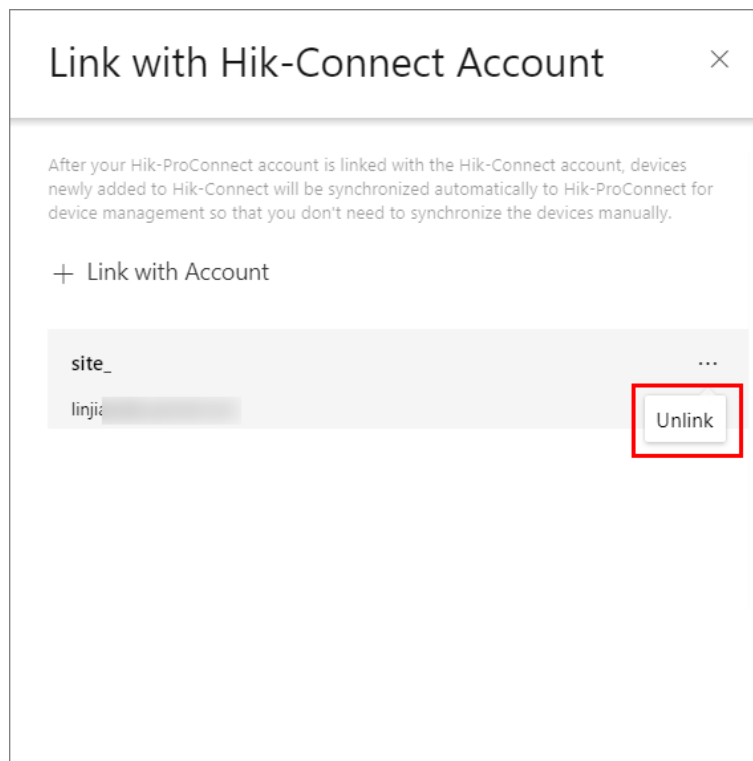


Figure 67-15 Unlink with Hik-Connect Account

67.6 [New] Set the Site Address on the Map

This version supports setting the site address on the map. By locating the site on the map, you can update the configured site address and view the address on the site details page.

Note

This feature is supported only on the Mobile Client.

- Supports setting the site address on the map when adding a new site or editing an existing site. When editing an existing site, you can update the site address to change it to the new address set on the map.

What Is New in Hik-Partner Pro

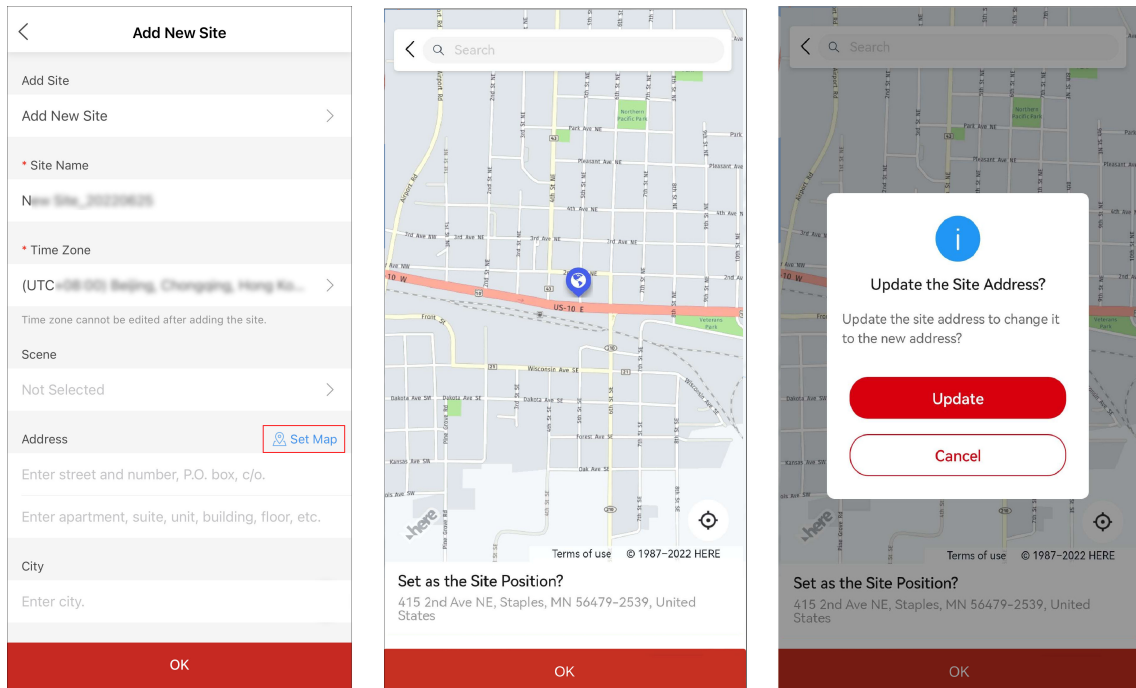


Figure 67-16 Set the Site Address on the Map

- Supports setting the site address on the map when creating a new site for the added device.

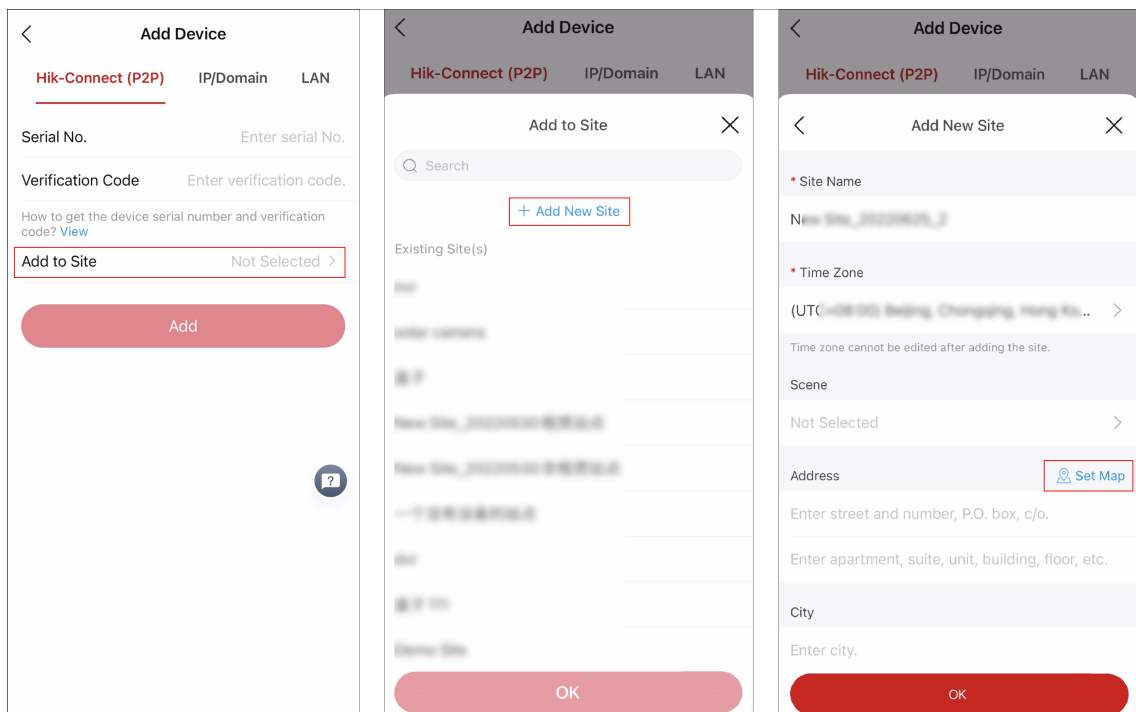


Figure 67-17 Set the Site Address on the Map for Added Device

- Supports viewing the address on the map on the site details page after setting the site address on the map.

67.7 [New] Apply for Permission for Devices on the Mobile Client

This version adds applying for permission for multiple devices on the Mobile Client. In previous versions, you can only apply for permission for one device. Now you can select multiple devices in a batch and apply for permission. The permissions include configuration permission, playback permission, and live view permission.

- Supports applying for permission for multiple devices.

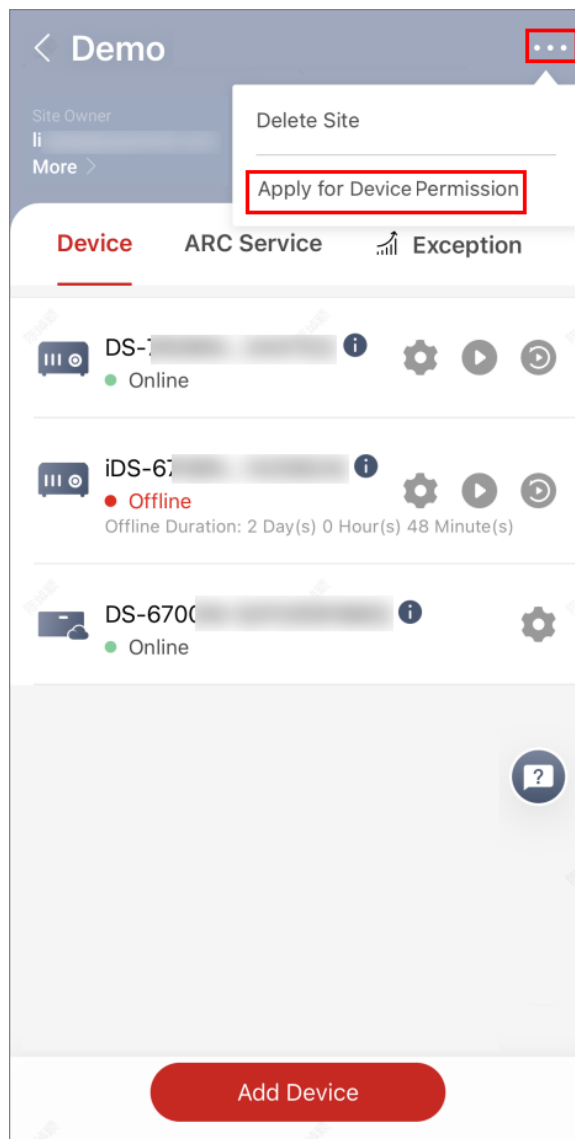


Figure 67-18 Apply for Device Permission

- Supports selecting devices to apply for the permission.
- Supports selecting a validity period for the permission.

67.8 [Improvement] User Interface Design Update

This version changes the theme color of user interfaces and redesigns module tabs on the Portal and Mobile Client.

- **Theme Color**
- **User Interfaces Before and After**

What Is New in Hik-Partner Pro

- ***Module Tabs on the Portal***
- ***Module Tabs on the Mobile Client***

Note

The updates are not supported in all countries/regions. For details about the supported countries/regions, contact the local distributors or sales representatives.

Theme Color

The theme color of user interfaces are changed from blue to red.

User Interfaces Before and After

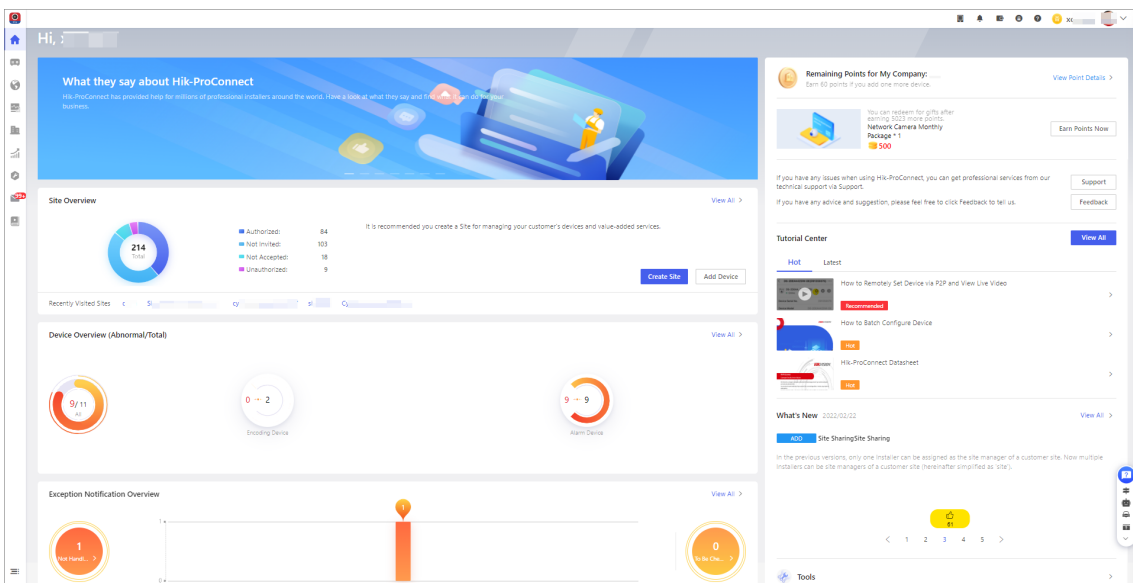


Figure 67-19 User Interface Before (Portal)

What Is New in Hik-Partner Pro

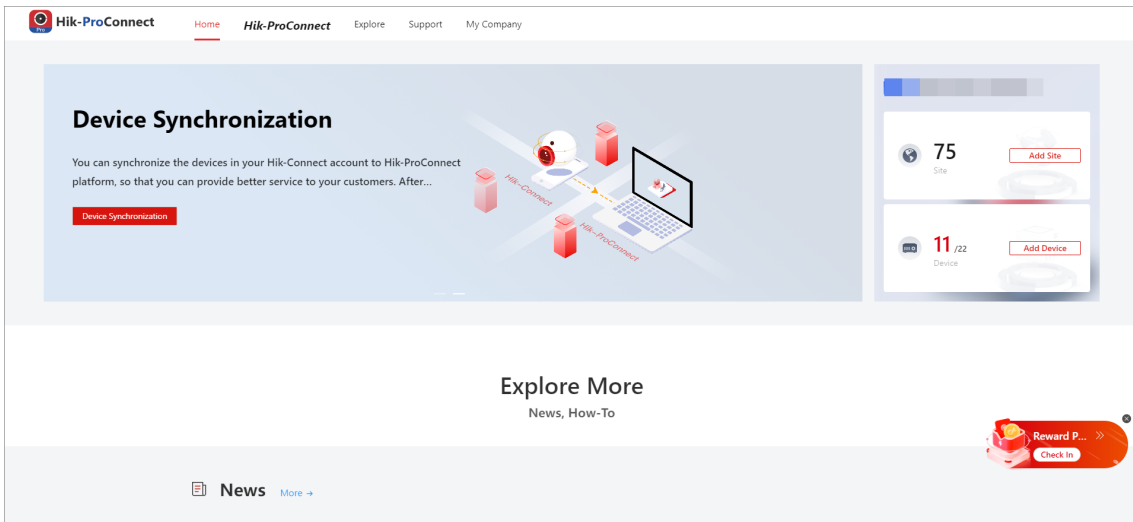


Figure 67-20 User Interface After (Portal)

What Is New in Hik-Partner Pro

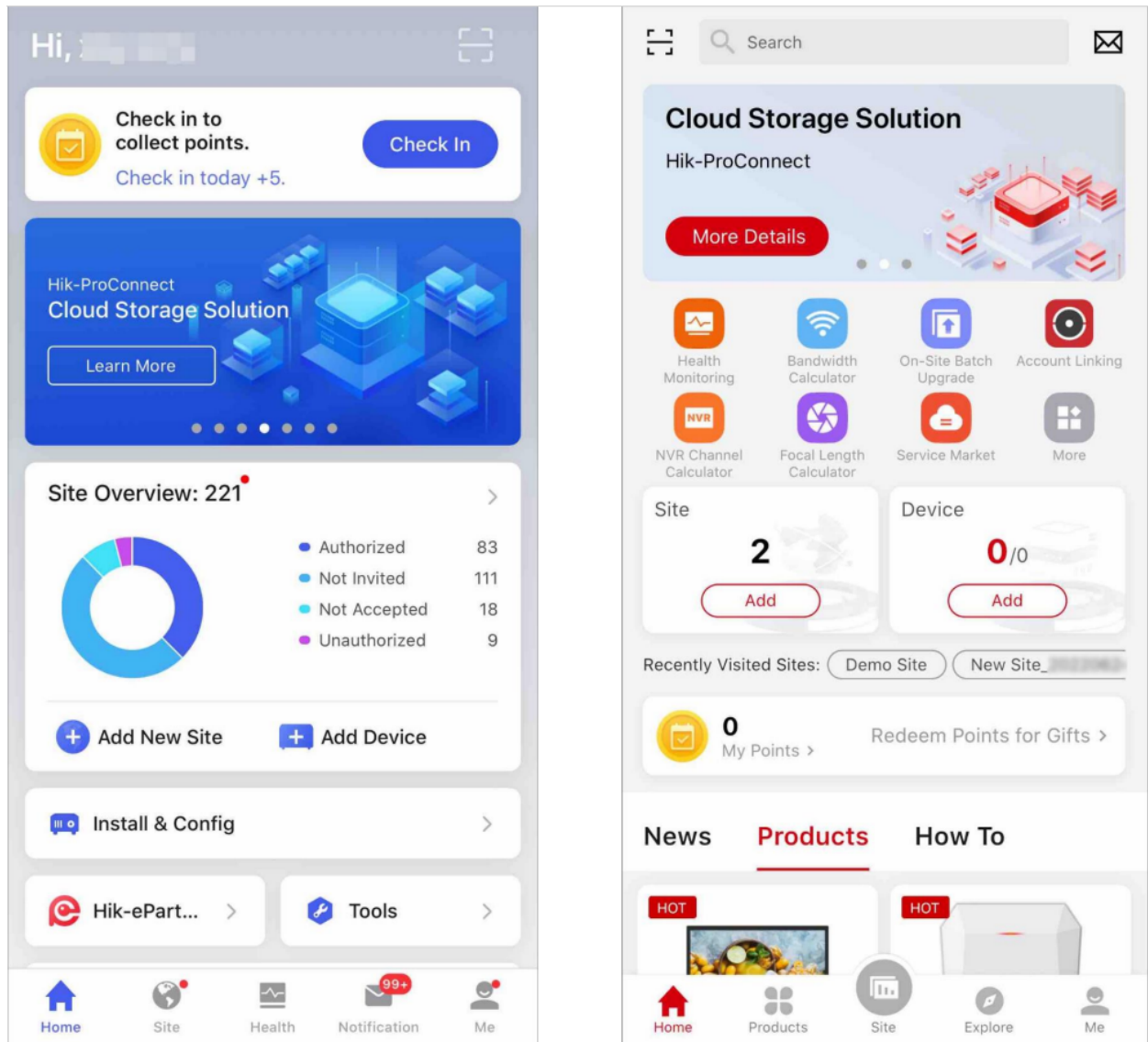


Figure 67-21 User Interfaces Before (Left) and After (Right) (Mobile Client)

Module Tabs on the Portal



Figure 67-22 Module Tabs on the Portal

Table 67-2 Module Tabs on the Portal

Module Tabs	Description
Home	On the Home page, you can view the banners showing the key features, functions, and important information of Hik-ProConnect, check the number of added sites and devices, have an overview of the Explore module, get the introductions of value-added services, and quickly access some pages such as the site adding page, device adding page, and news page.
Hik-ProConnect	The module provides entries for main functions of the previous version, including dashboard overview, batch configuration of devices, customer site and HikCentral Connect system management, health monitoring, notification center, service market, tools, and tutorial center.
Explore	The module collects introductions, videos, pictures, and news about the latest Hikvision products and solutions. Installers and service providers can easily keep up with the trend here, without having to find the latest news on other websites.
Support	This module is available to you in many helpful formats. Wherever you are, whenever you need it, we have resources ready. Whether you are installing hardware or have questions about our services, our online support, documentation, and knowledgeable representatives are only a mouse-click away.
My Company	The module deals with all the management and administration aspects of your company. It contains the following parts: Company Information, Employee, Role and Permission, Operation Log, Co-Branding, and My Profile.

 **Note**

- For detailed introductions of these modules, refer to the *Hik-ProConnect Portal User Manual*.
 - If the country or region where you locate does not support the Explore module, the Portal layout of the current version is still the same as that of the last version.
-

Module Tabs on the Mobile Client

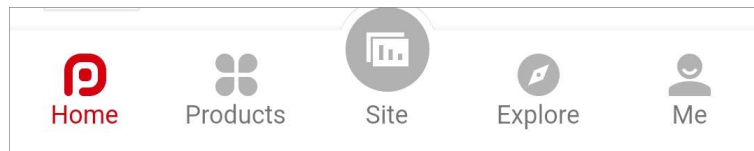




Figure 67-23 Module Tabs on the Mobile Client

Table 67-3 Module Tabs on the Mobile Client

Module Tabs	Description
<p>Home</p>	<p>On the Home page, you can view the banners showing the key features, functions, and important information of Hik-ProConnect, check the number of added sites and devices, view the recently visited sites and how many points you have earned, have an overview of the Explore module and the Product module, and quickly access some pages such as health monitoring page, service market page, site adding page, device adding page, and my point page.</p> <p> Note</p> <ul style="list-style-type: none"> • The Notification tab on the bottom for accessing the Notification Center is now deleted. You can now access the Notification Center via  on the top right of the page. • For countries/regions that support the Explore and Products modules, the original Health tab on the bottom for accessing the Health Monitoring page is now deleted. You can now access Health Monitoring via Health Monitoring or More → Health Monitoring on the Home page.
<p>Products</p>	<p>In the Products module, you can view, search for, download, and share the product information easily, including the description, parameters, and documents. When you viewing the product information, you can select at least two products to compare them for a better learning.</p>
<p>Site</p>	<p>The module shows the site list. A site represents a physical location where devices are installed and through which the Installer Admin / Installer can manage the devices.</p>
<p>Explore</p>	<p>The module collects introductions, videos, pictures, and news about the latest Hikvision products and solutions. Installers and service providers can easily keep up with the trend here,</p>

What Is New in Hik-Partner Pro

Module Tabs	Description
	without having to find the latest news on other websites. You can also forward the interested materials to your customers.
Me	On the Me page, you can view and edit the account information, view the version of the current platform, log out of the current account, manage your company, purchase value-added services in the service market, manage your services, finish a questionnaire, view your favorites and comments in the Explore module and Products module, quickly access the help center such as tutorial center, wizard, support, and feedback. You can also link your Hik-ProConnect account with the Hik-Connect account, subscribe or unsubscribe to the marketing communications, and scan the QR code to link your Hik-ProConnect with the distributor.

Note

- For detailed introductions of these modules, refer to the *Hik-ProConnect Mobile Client User Manual*.
 - For countries or regions not supporting the Products and Explore modules, the Mobile Client will display a Health tab instead of displaying the Products and Explore tabs.
-

67.9 [Improvement] Cloud Storage Service

Updates related to the cloud storage service are shown below.

- Optimized the user interface for the Portal's cloud storage settings page.
 - Adjusted the width of the network topology displayed on the left of the page.
 - Added colors to differentiate the network status of channels; green indicates the channel is online and red indicates the channel is offline.

What Is New in Hik-Partner Pro

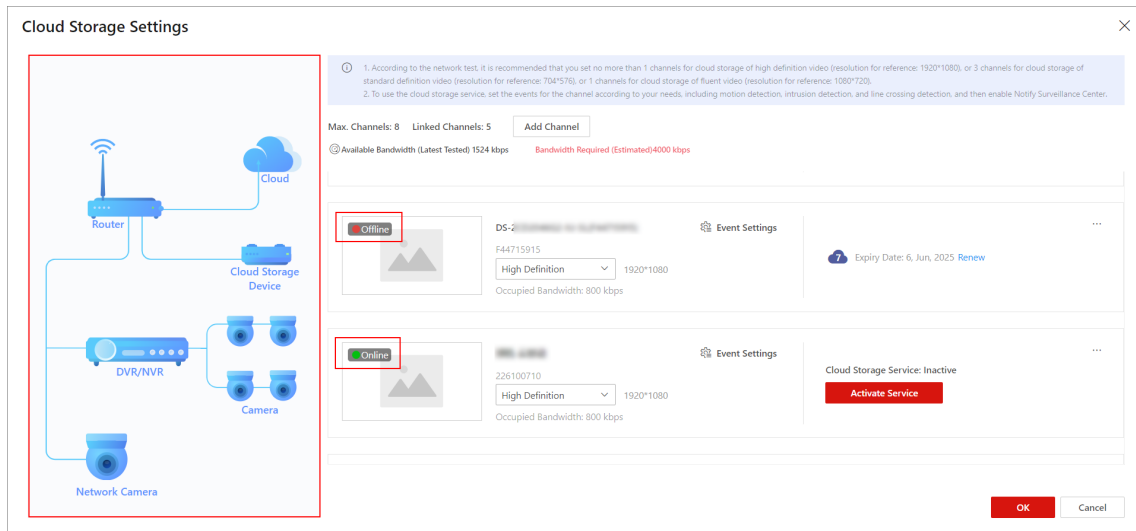


Figure 67-24 Cloud Storage Settings Page

- The I series NVRs support video recording starting about five seconds before an event occurs.
- Supports enabling and configuring cloud storage for solar cameras on the Portal.
- Supports managing cloud storage service on the Mobile Client.
 - Supports viewing the cloud storage features.
 - Supports viewing the overall status of the cloud storage service, i.e., the number of channels with different service status (normal, expire soon, expired, and inactivated).
 - Supports viewing the list of devices with cloud storage service activated and the service status of channels linked to each device.
 - Supports configuring the cloud storage settings for device channels.

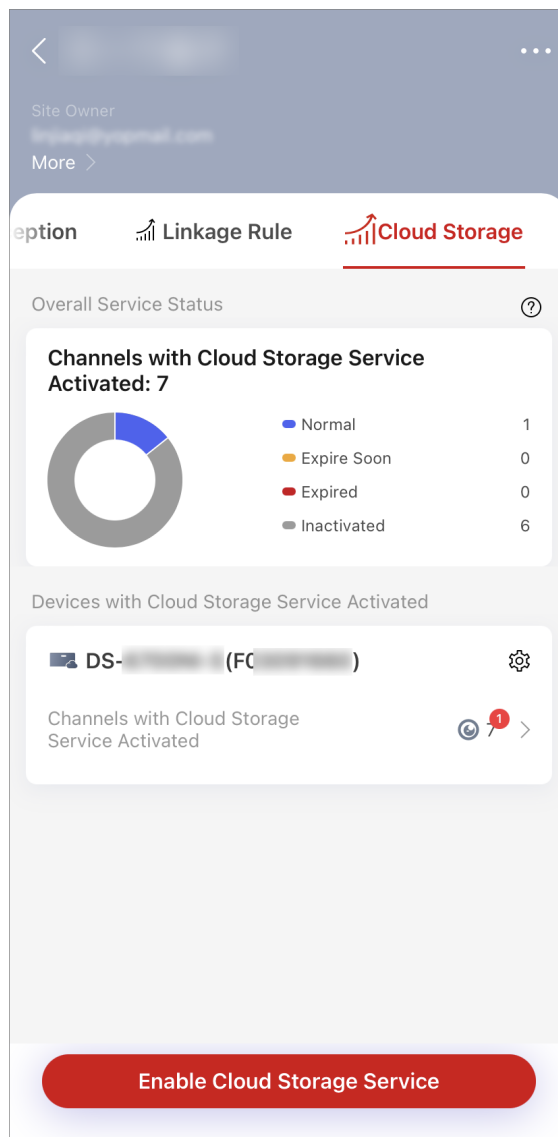


Figure 67-25 Manage Cloud Storage Service on the Mobile Client

- Added three new types of annual packages of the cloud storage service with the video retention period being extended to 90 days, 180 days, and 365 days.

Note

The update is supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate the update with the relevant screenshot of the Portal.

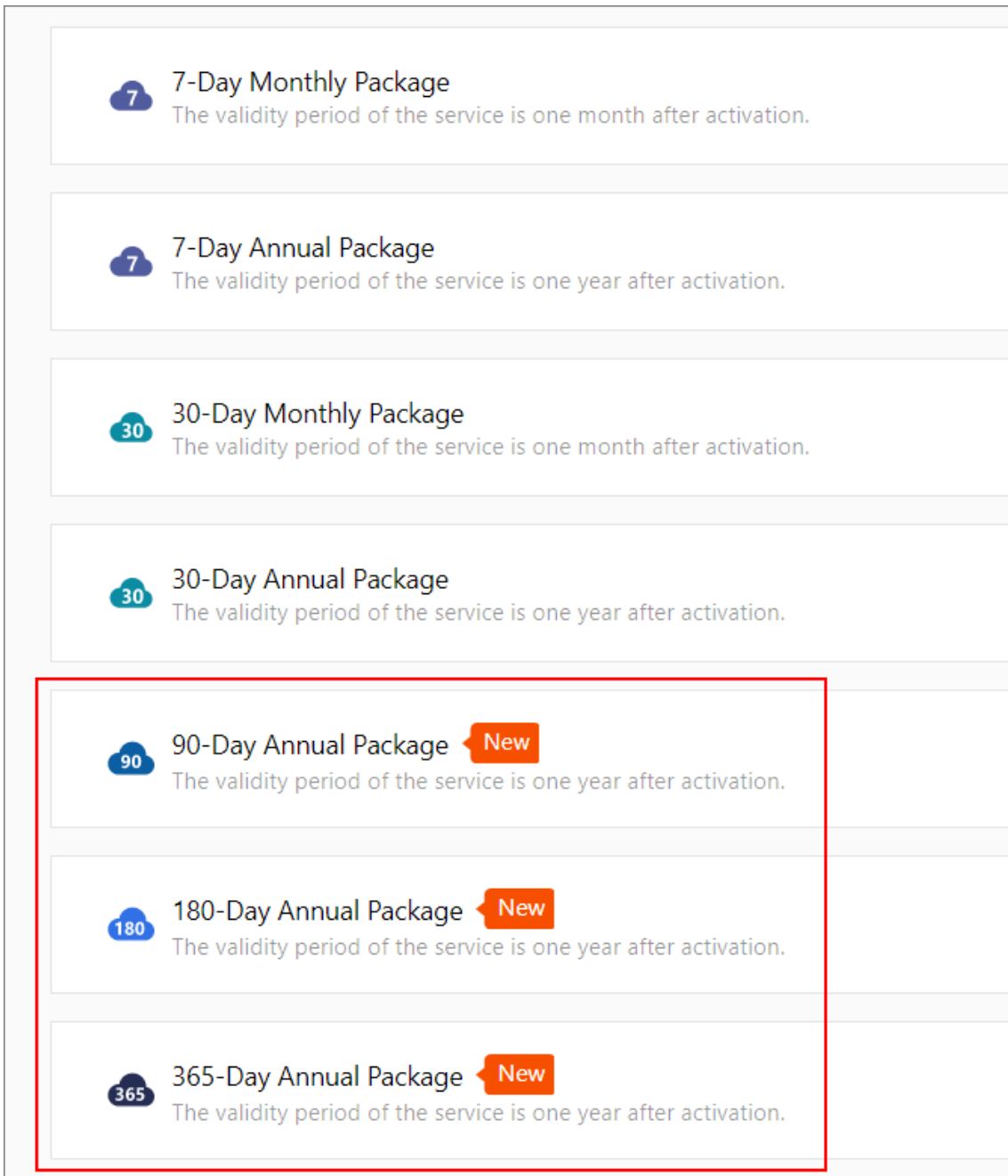


Figure 67-26 New Cloud Storage Service Packages

67.10 [Improvement]Registration and Login

Updates related to the registration and login are shown below.

What Is New in Hik-Partner Pro

Note

Due to UI similarity, for features both supported by the Portal and Mobile Client, here we only illustrate them with related screenshot(s) of the Portal.

- After you upgraded the Hik-ProConnect account to the OneHikID account, logging in to the Portal and Mobile Client by the Hik-ProConnect account is not supported.
- The display of "OneHikID" or "OneHikID (ePartner)" on the login page and account upgrade page of the Portal and Mobile Client is determined by the country or region where you locate.
- When you register an OneHikID account or log in to Hik-ProConnect via the OneHikID account for the first time, the Portal and Mobile Client support prompting you if Hik-ProConnect is not supported by the country or region where you locate.
- When you upgrade the existing Hik-ProConnect account to the OneHikID account, the Portal and Mobile Client support synchronizing the registration information (i.e., account name, country/region, language, company type, and company name) of the OneHikID account with that of the existing Hik-ProConnect account.
- Supports registering an OneHikID account via the Hik-Connect account on the Mobile Client. When you use this registration method, the email address which is automatically displayed on the OneHikID registration page cannot be edited.
- Supports selecting the Installer, System Integrator, Distributor, Reseller, or Alarm Receiving Center (ARC) as the service provider type if you select **I'm a Service Provider** when you register an OneHikID account on the Portal and Mobile Client.

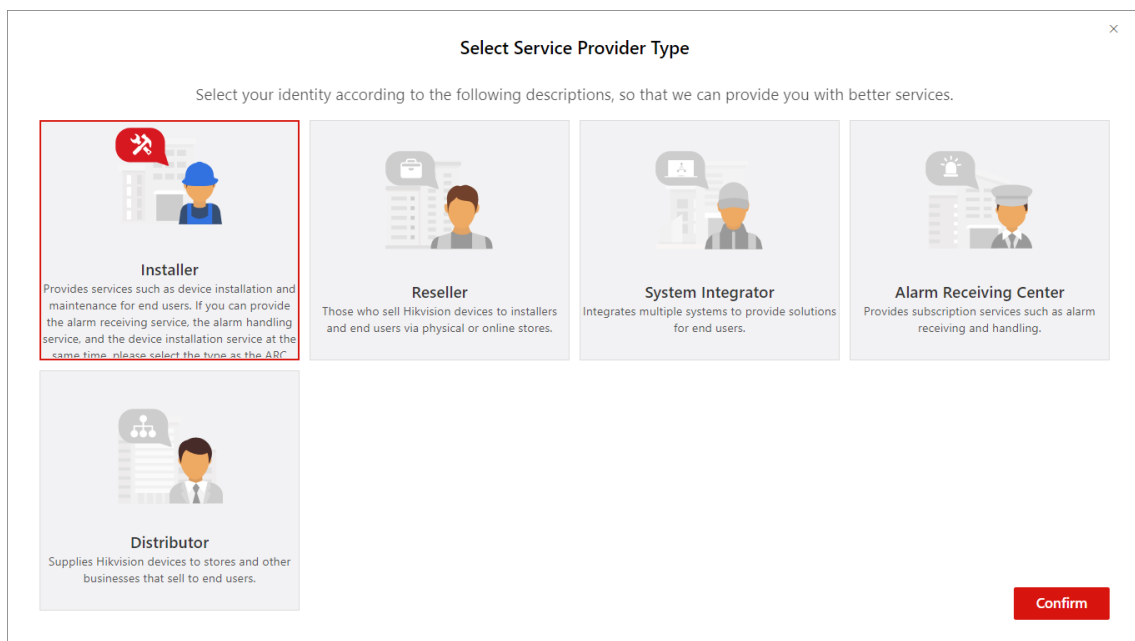


Figure 67-27 Select Service Provider Type

Installer

Provides device installation and maintenance services for customers.

System Integrator

Integrates multiple systems to provide solutions for customers.

Distributor

Trades with Hikvision and supplies Hikvision devices to other businesses that sell to customers.

Reseller

Bulk purchases Hikvision devices from distributors and then sells the devices to installers.

Alarm Receiving Center (ARC)

Provides the alarm receiving and handling service for customers.

67.11 [Improvement] Company Management

Updates related to company management are shown below.

- **Company Authentication**
- **Co-Branding**
- **Hik-ProConnect Ambassador**



The following features are supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate the features with related screenshot(s) of the Portal.

Company Authentication

- If your company is already authenticated on Hik-ePartner and you are the manager of your company, this version supports synchronizing your company authentication status and company information from Hik-ePartner to Hik-ProConnect, when you log in to Hik-ProConnect via the same OneHikID account or when you submit the company authentication application on Hik-ProConnect.
- Updates the condition for company authentication application: Whether you should add at least one device via Hik-Connect (P2P) or not is determined by your country/region.
- If your country/region is in Australia (continent), this version adds two fields (security license number and contact name) on the company information editing page and company authentication application page.

Co-Branding

- Supports editing your company logo on the page for enabling co-branding.
- Supports displaying an example picture for you to know how your company logo will be shown to your customers on the Hik-Connect Mobile Client.

What Is New in Hik-Partner Pro

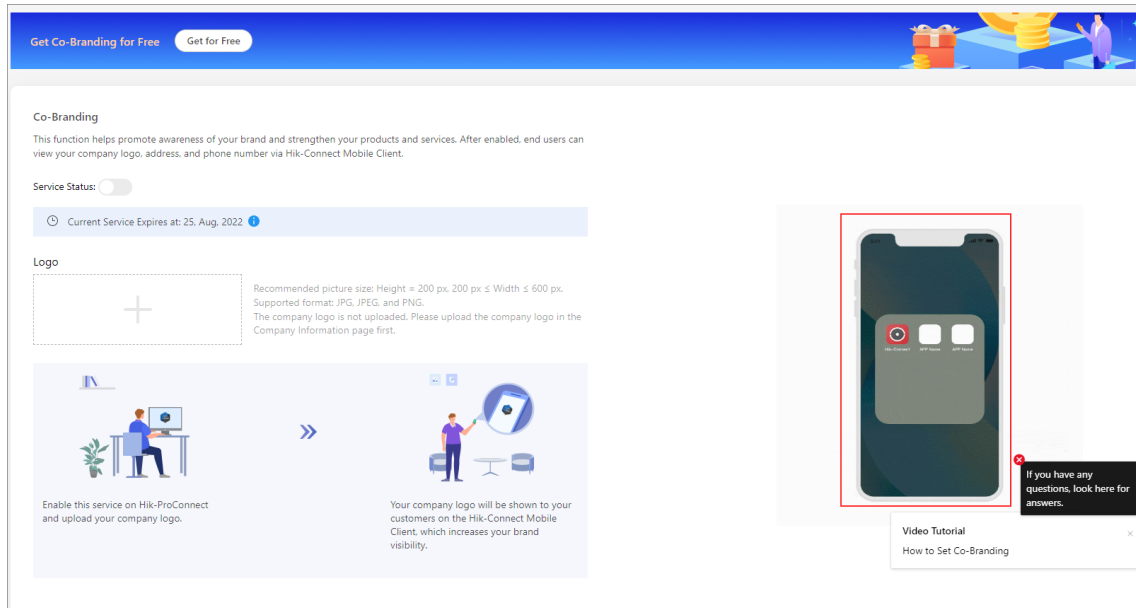


Figure 67-28 How Your Company Logo Will Be Shown to Your Customers

- Supports always displaying the entrance for getting co-branding for free by authenticating your company and adding 3 devices.

Note

Getting co-branding for free is not supported in all countries/regions. For details about the supported countries/regions, contact the local distributors or after-sales.

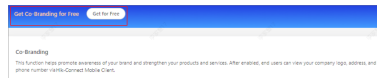


Figure 67-29 Entrance for Getting Free Co-Branding

Hik-ProConnect Ambassador

On the Me page of the Mobile Client, supports displaying the Hik-ProConnect Ambassador badge on the profile picture if you are the Installer Admin. On the Company Information page, supports displaying the Hik-ProConnect Ambassador badge beside the company logo.

What Is New in Hik-Partner Pro

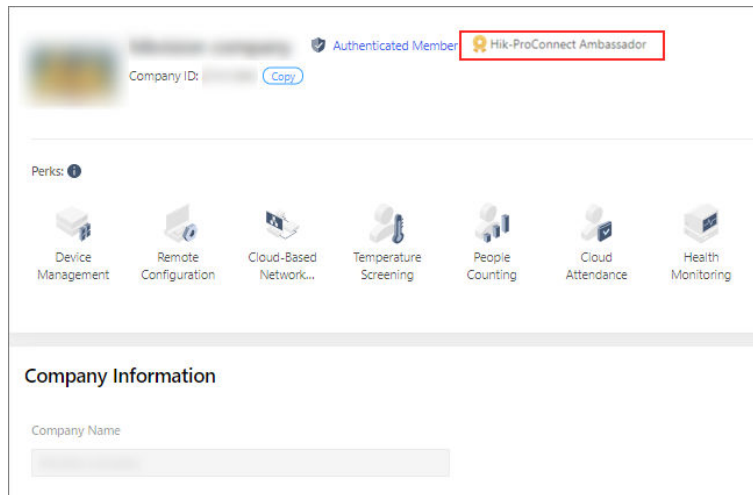


Figure 67-30 Hik-ProConnect Ambassador Badge

67.12 [Improvement] Notification Center

Updates related to Notification Center are shown below.

- Supports receiving a notification when your company is authenticated successfully, which will be displayed on the Platform Notification page.
- Supports receiving notifications when there are complimentary service packages for you from the platform (complimentary health monitoring packages, complimentary cloud storage service packages, etc.), which will be displayed on the Platform Notification page.

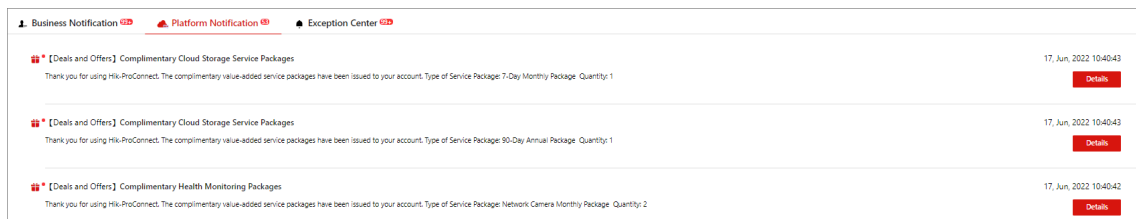


Figure 67-31 Complimentary Service Packages

- The name of the notification type "What's New" is changed to "System Message".

67.13 [Improvement] Device Compatibility List

This version supports more models of video intercom devices.

Supports 5 more models of video intercom devices: DS-KH9310-WTE1(B), DS-KH9510-WTE1(B), DS-KH6350-WTE1, DS-KH6360-WTE1, and DS-KH6320-WTDE1. Features supported by these models of

video intercom devices are remote configuration, remote maintenance (health monitoring and exception notification), and cross-device linkage.

67.14 [Improvement] Alarm Resources

Updates related to alarm resources are shown below. Most of the features are supported on both the Portal and Mobile Client.

- For AX PRO 1.2.7, supports two more protocols, RDC Module and IDS Module for ARC.
- For door magnetic contacts added to AX PRO 1.2.7, if primary contact is disabled, door status (opened, closed) will no longer be displayed.



Note

The function is only supported by the Mobile Client.

- In System Fault Check module of AX PRO 1.2.7, added Battery Lost Check and Low Battery Check. For LAN Lost, Wi-Fi Lost, and Cellular Lost, supports enabling them and set **Delay Time**.
- Supports adding up to 12 holidays when you set **Holiday Exception** for each area of AX PRO 1.2.7.
- For input expanders of an AX HYBRID PRO 1.0.2, supports adding relays, viewing relay status, and configuring parameters.
- For R3 series wireless receivers of an AX HYBRID PRO 1.0.2, supports viewing their status and configuring parameters. Also supports viewing connected devices of R3 series wireless receivers.
- For Tri-X receivers of an AX HYBRID PRO 1.0.2, supports receiving wireless devices such as detectors, wireless keyfobs, and wireless sounders.
- For PIRCAMs linked with an AX HYBRID PRO 1.0.2, supports viewing their status and configuring parameters. Supports manually capturing pictures.



Note

The function is only supported by the Mobile Client.

- For wired zones of an AX HYBRID PRO 1.0.2, supports setting 3EOL (Triple End of Line Wiring) as a detector contact mode.
- When an AX HYBRID PRO 1.0.2 is armed, deleting it is not allowed.

67.15 [Improvement] Others



Note

Due to UI similarity, for features both supported by the Portal and Mobile Client, here we only illustrate them with related screenshot(s) of the Portal.

- Supports reminding you of the reward point increment between your current login and last login, points you earned after you invited customers, or points you earned after you completed the company authentication.

What Is New in Hik-Partner Pro

- If the point increment exists between your current login and last login, a prompt about how many points you have earned will appear on the Home page of the Portal or Mobile Client once you logged in to the platform. The Installer Admin can view reward points of the company, but the Installer can only view the personal reward points.
- If you invited customers or completed the company authentication on the Portal, a prompt about how many points you have earned via the task(s) will pop up on the Portal in real time.
- If you invited customers or completed the company authentication on the Mobile Client, a message containing the number of points you earned via the task(s) will be sent to your mobile phone in real time.
- Supports formatting the HDD of a DVR or NVR during batch configuration of devices on the Portal and Mobile Client. Batch formatting HDDs is not supported.
- Added a quick entry on the What They Say About Hik-ProConnect banner of the Home page on the Portal and Mobile Client for viewing details.
- If customers authorized the Alarm Receiving Center (ARC) to manage their new devices or discarded the device authorization, the Portal and Mobile Client support sending an email to the receiving email address configured during the Join as ARC application.
- Changed the display mode of free functions and value-added services to the tile mode on the Service Market page of the Portal for customers to conveniently select service(s).

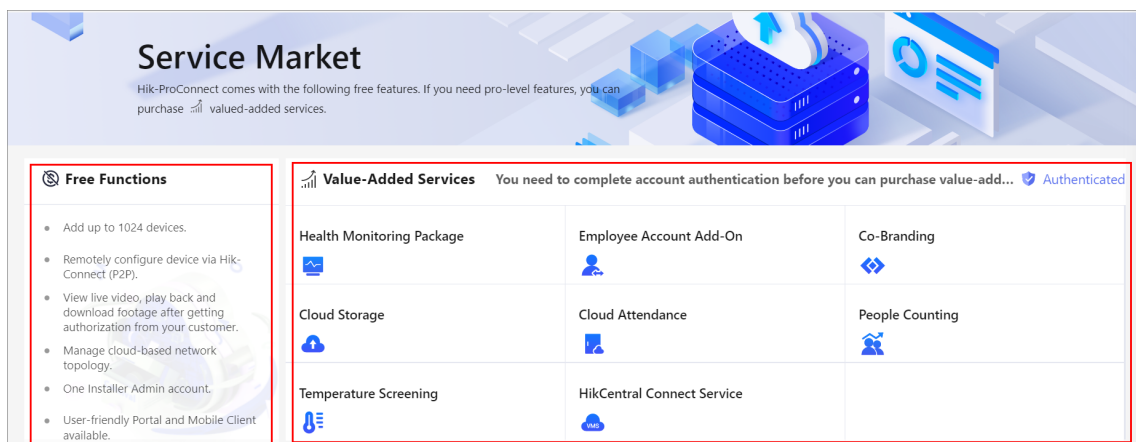


Figure 67-32 Service Market

- Supports viewing the welcome gifts including the co-branding service, employee account add-on service, and health monitoring service in the pop-up window on the Home page of the Portal and Mobile Client when you log in to the platform for the first time. Red dots will also appear at the entries of these three services and you can view the gift details when you access the services for the first time.

What Is New in Hik-Partner Pro

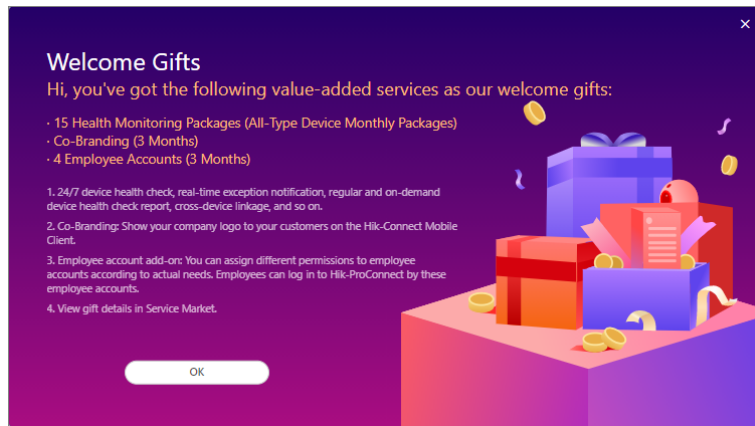


Figure 67-33 Welcome Gifts

Note

Welcome gifts are not supported in all countries/regions. For details about the supported countries/regions, contact the local distributors or after-sales.

- Supports canceling waking up solar cameras on the Mobile Client.
- Supports displaying peripheral device details such as the signal status, battery status, bypass status, and lid status on the AX PRO details page of the Portal.

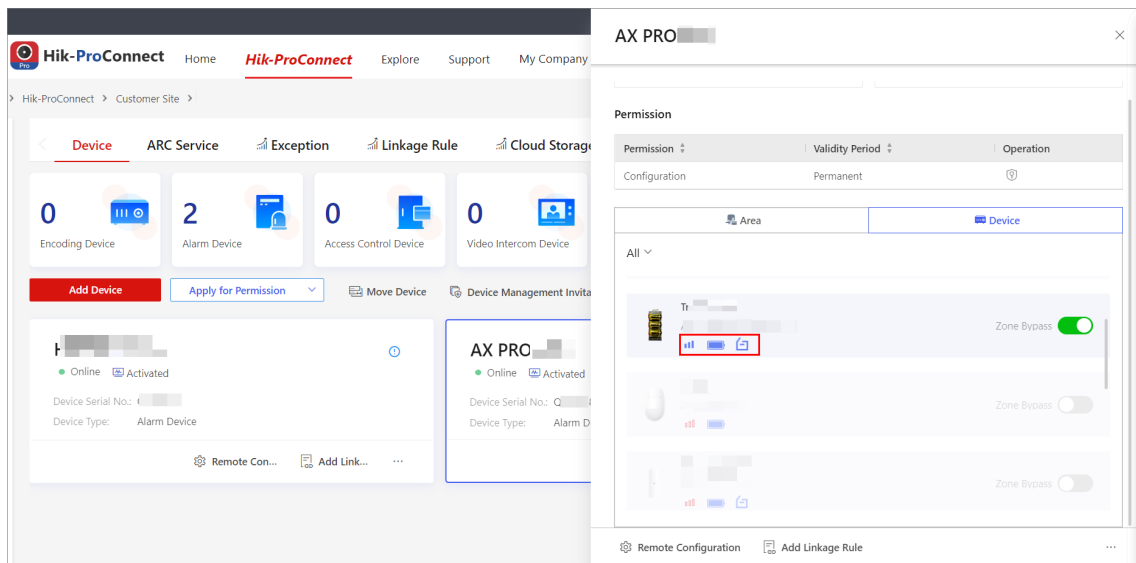


Figure 67-34 Peripheral Device Details on AX PRO Details Page

67.16 Bug Fixes

This version fixed the following bugs.

What Is New in Hik-Partner Pro

- Adding devices by scanning the QR code keeps failing on the Mobile Client (iOS).
- No guide for helping users get the device serial No. and verification code in the Wizard on the Mobile Client (iOS).

Chapter 68 Updates in V1.11.0

Updated on April 15, 2022.

68.1 [New] Display What's New on the Home Page

This version supports providing what's new for you to get the latest information about Hik-ProConnect.



The update is supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate the feature with related screenshot(s) of the Portal.

You can view the what's new through the following two methods:

- For the first-time login via a web browser / mobile phone, a prompt window will pop up for you to view the key features updated in the current version.

What Is New in Hik-Partner Pro

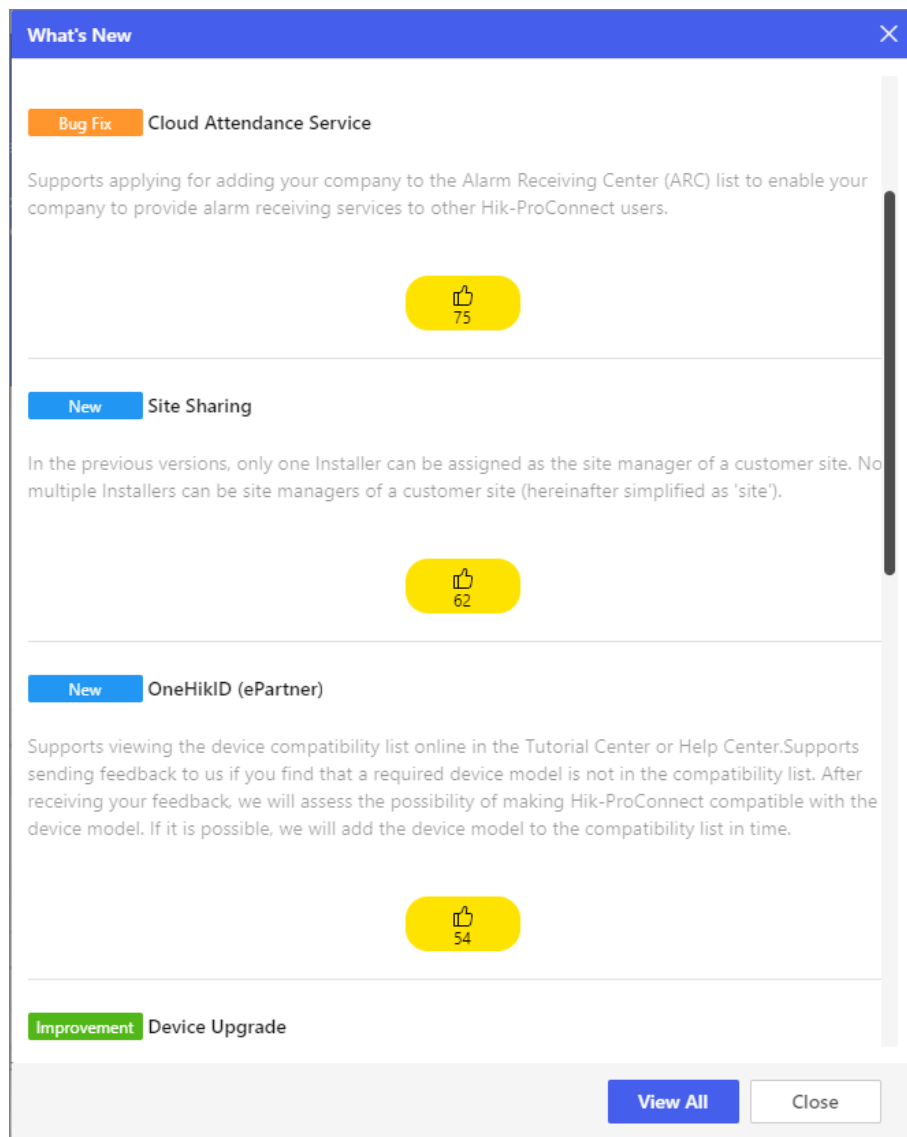


Figure 68-1 Pop-Up What's New

- On the Home page, you can view the top 5 liked items of update information about the current version of Hik-ProConnect. The most liked item will be displayed on the page No.1.

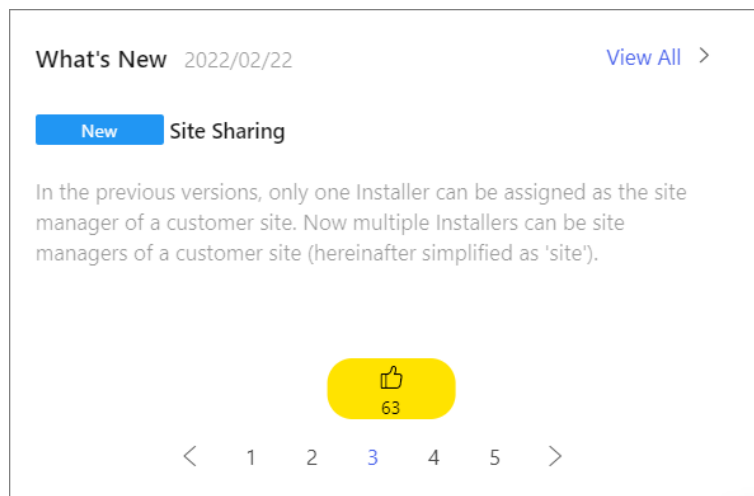



Figure 68-2 What's New on Home Page

The contents in the what's new are classified as New, Improvement, and Bug Fix.

You can click digits or arrows below to switch the update information, click  to like the information, or view the number of likes.

You can also click **View All** to view the complete what's new.

68.2 [New] What They Say About Hik-ProConnect

This version adds a What They Say About Hik-ProConnect module to display what installers around the world have to comment on or share about their experience of using Hik-ProConnect. The content shared could be in the form of videos, images, or plain texts.

Note

The update is supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate the update with the relevant screenshot of the Portal.

Access the page by clicking/tapping the banner displayed on the Home page.

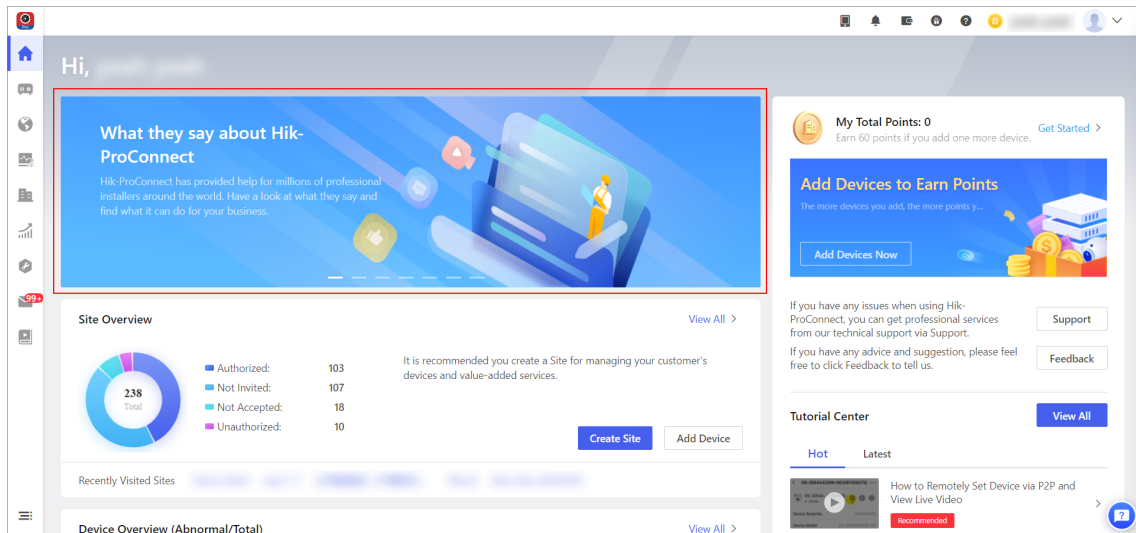


Figure 68-3 What They Say About Hik-ProConnect Banner

68.3 [New] Submit Case for Support

This version adds a Support page for you to get professional services from our technical support if you have any issues when using Hik-ProConnect.

Note

The feature is supported on both the Portal and Mobile Client and is available only if your company is authenticated. Due to UI similarity, here we only illustrate the feature with related screenshot(s) of the Portal

- Supports submitting a case, including the case title, case severity, issue description, etc.

The screenshot shows a 'Submit Case' form with the following elements:

- Title:** A text input field.
- Language:** A radio button selection with 'English' selected.
- Case Severity:** Three buttons: 'Critical Business Down', 'Business Impaired', and 'Functional Defects'. A tooltip explains: 'To get our rapid response when you have an urgent issue, select the case severity objectively.'
- Contact:** A radio button selection with 'Case' selected.
- Authorization Code:** Two radio buttons: 'Do Not Provide' (selected) and 'Provide'.
- Other Contacts:** A text input field with a '+' icon. A note says 'No more than 5 contacts can be added.' The input field contains the placeholder text 'Enter the email address of the contact.'
- Issue Description:** A text area with a tooltip that reads: 'To describe the issue in detail, you're recommended to refer to the following items: 1. How often does the issue occur? 2. What operations or changes did you perform or make before the issue occurred? 3. Is there any way to avoid the issue temporarily? 4. If the issue is difficult to describe with words, you can add related pictures or put links to related videos here.'

Figure 68-4 Submit a Case

- Supports viewing the details of the case records, including the case ID, created time, current status, replies, etc.
- Supports replying to the case and closing the case.
- Supports sending notifications to the Mobile Client and the configured email address when there are new replies from the technical support.

68.4 [New] Role and Permission on the Mobile Client

This version adds the Role and Permission module to the Mobile Client. Before adding an employee to the system, you should create different roles with different permissions for accessing system resources and then assign roles to corresponding employees to grant the permissions to them.

Note

For the countries/regions only with support for free functions, managing role and permission is not supported. For details about free functions and these countries/regions. See for details.

Predefined Roles

The Mobile Client supports three predefined roles: Administrator, Site Manager, and IT Manager.

What Is New in Hik-Partner Pro

- Administrator: Setting company information, managing employees, checking operation logs of all the employees, and managing all the sites.
- Site Manager: Managing assigned sites, adding, configuring, and deleting devices, and enabling valued services for end users of assigned sites.
- IT Manager: Managing all the sites, assigning sites to other employees, enabling or editing valued service for all the end users, and viewing operation logs of all the employees.

Available Operations on Mobile Client

- Supports creating new role(s) and deleting role(s).

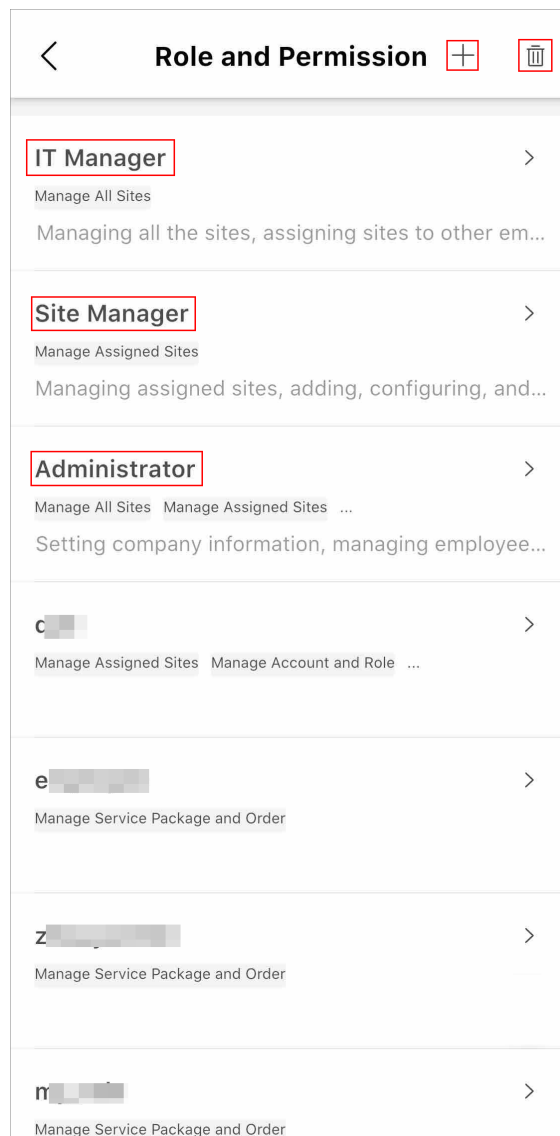


Figure 68-5 Role and Permission Page

- Supports viewing the role list and details, and editing role permissions.

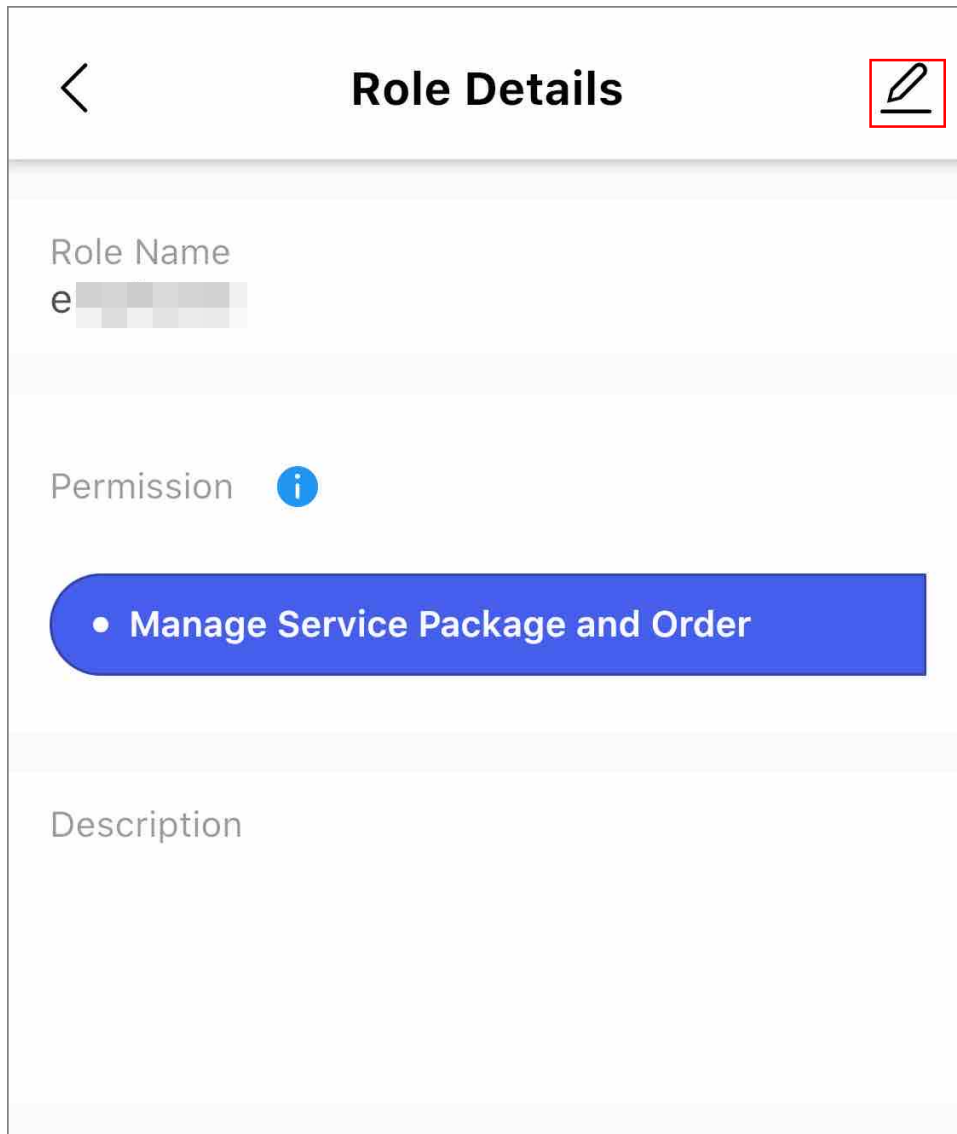


Figure 68-6 Role Details

68.5 [New] Employee Management on the Mobile Client

This version adds the Employee Management module to the Mobile Client. Employees can be invited by the Installer Admin and Installers, who have the permission for managing account and role, to manage resources in the system.

- Supports adding and deleting employee(s), viewing the employee list and details, and searching for employees.
- Supports enabling and disabling employee account. When no more employees can be invited, you can disable an employee account which is not needed and invite a new employee; or when

What Is New in Hik-Partner Pro

an employee account is stolen, you can disable the account for security reason. After you disabled the employee account, the employee cannot log into Hik-ProConnect by this account.

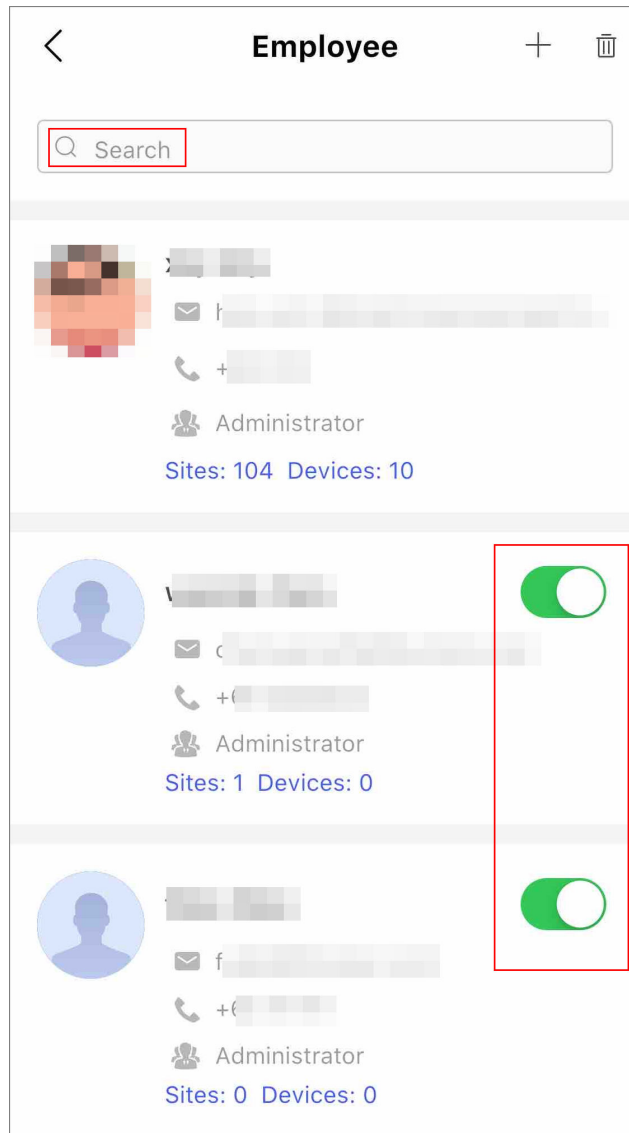


Figure 68-7 Employee Management

- Supports viewing the list and details of sites that the employee managed and editing role permissions for employees.

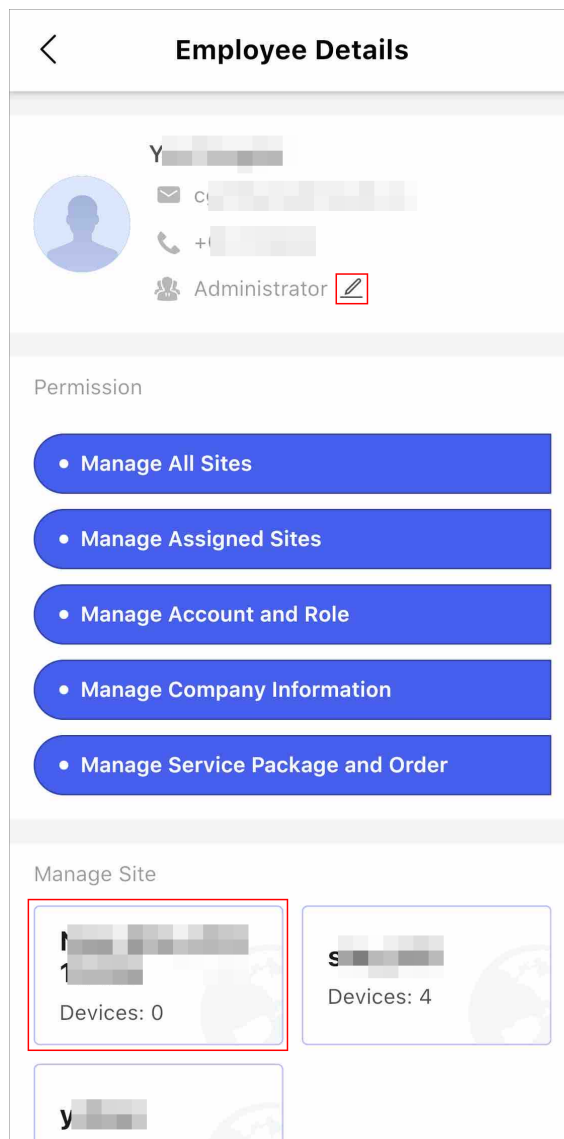


Figure 68-8 Employee Details

68.6 [New] My Service on the Mobile Client

This version adds the My Service module on the Mobile Client. In previous versions, you can only use the Portal to view and manage all your services. Now you can check your service status, purchase services by service keys, renew services, activate services, etc., anywhere anytime via the Mobile Client.

Refer to the following sections to learn more about the updates.

- **[My Service Page Overview](#)**
- **[Supported Operations on Detail Pages for Services](#)**

Note

This feature is not supported in regions only with support for free functions and is available only if you have the permission to purchase service packages.

My Service Page Overview

Supports showing the information about the trial period, free package, services expiring soon, and services that you are using or have purchased. You can purchase the service by service key, send an email containing the Portal's URL for purchasing to your email address, and view the detail page for the service.

Note

- The page shows a service section only if you have purchased or are using the service.
 - The Mobile Client does not support purchasing the services online. You can go to the Portal to purchase online, or purchase a service key from the local distributor offline first and then purchase the service by the service key via the Mobile Client.
-

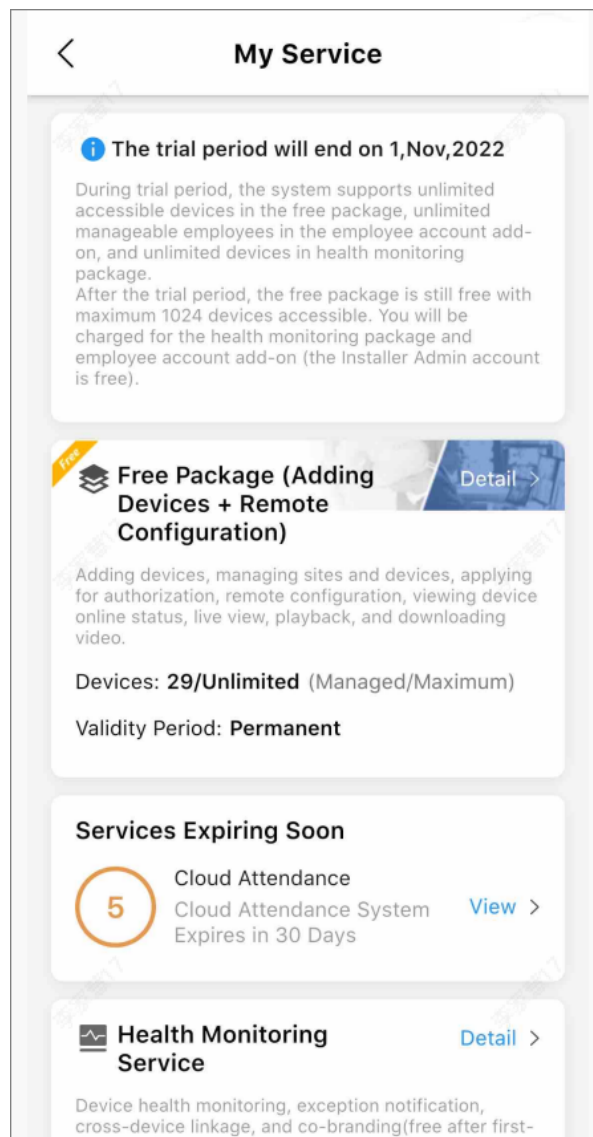


Figure 68-9 My Service Page

Supported Operations on Detail Pages for Services

Service	Supported Operations
Health Monitoring Service	Viewing numbers of the devices with services expiring in 30 days, devices with expired services, and devices with auto renewal, filtering devices by site and service status, renewing /

Service	Supported Operations
	batch renewing services, transferring the service time to another device, and disabling/enabling auto renewal.
Cloud Storage Service	Viewing numbers of the channels with services expiring in 30 days and channels with expired services, filtering channels by service status, and renewing the service for a specific channel.
Employee Account Add-On	Viewing the added employees, and adding, deleting, enabling/disabling employees.
Cloud Attendance Service	Viewing the cloud attendance systems expiring in 30 days and expired systems, filtering cloud attendance systems by site and by service status, and renewing systems.

68.7 [Improvement] Company Authentication

Updates related to company authentication are shown below.

- Supports prompting and guiding you to authenticate your company by submitting the authentication application if your company is not authenticated.
- Supports prompting and guiding you to add one device by Hik-Connect (P2P) or synchronize one device added by Hik-Connect (P2P) if you do not have one after you submit the application.

Note

Your application will be completed only if you have added at least one device by Hik-Connect (P2P) or managed at least one device added by Hik-Connect (P2P).

-
- Supports notifying via push notification and email once the application is approved.

68.8 [Improvement] Get Co-Branding Service for Free

Updates related to co-branding service are shown below.

Note

The co-branding service is supported on both the Portal and Mobile Client.

Supports getting the co-branding service for free after authenticating your account and adding 3 devices via P2P (the 3 devices should be newly added after this function is available).

The entrances on the Portal and Mobile Client to get the co-branding service for free are as follows:

Portal	<ul style="list-style-type: none">• the entrance on the Service Market page in Service module and on the Co-Branding page in Company module;• the entrance on the Home page and in the upper-right corner if 1) your account is authenticated, 2) your co-branding service expires in 2 months, or 3) you have not yet obtained the co-branding service for free.
Mobile Client	<ul style="list-style-type: none">• the entrance on the Service Market page in Service module and on the Co-Branding page in Companies module.• the entrance on the Home page or on the Me page if 1) your account is authenticated, 2) your co-branding service expires in 2 months, or 3) you have not yet obtained the co-branding service for free.

68.9 [Improvement] Notification Center

Updates related to the Notification Center module are shown below.

- **Platform Notifications**
- **Exception Records**
- **Push Notifications for Mobile Client**

Platform Notifications



The updates are supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate the updates with the relevant screenshot of the Portal.

- Supports receiving platform-related notifications, such as the latest version of the system, newly added features, and the latest deals and offers.
- Supports displaying basic information of the platform notifications in the notification list, including notification type, title, time when it was generated, the read/unread status, and the notification content.
- Supports viewing the details page of platform notifications and/or opening the corresponding link of the notification.

What Is New in Hik-Partner Pro

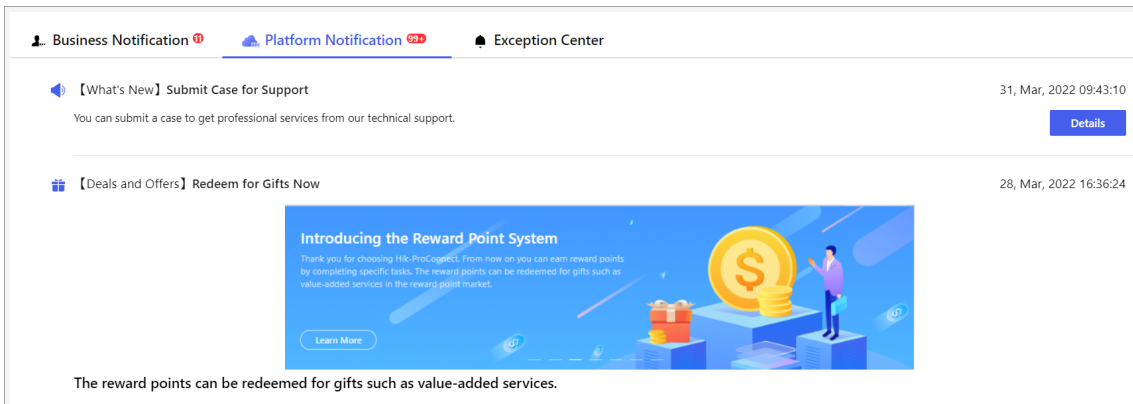


Figure 68-10 Platform Notification Page

Exception Records

Added new information about exception handling to the exception records exported via the Portal, including the handling result, operator account, handling time, and remarks.

Push Notifications for Mobile Client

Supports sending all types of notifications received in the Notification Center as push notifications on your mobile device if you have push notifications enabled for the Mobile Client.

68.10 [Improvement] Exception Notification Overview

Updates related to exception notification overview are shown below.

Note

The following features are supported on both the Portal and Mobile Client.

- On the Home page, supports viewing the number of exceptions by two status: Not Handled and To be Checked.
- Supports viewing numbers of the top 5 types of exceptions that are not handled.

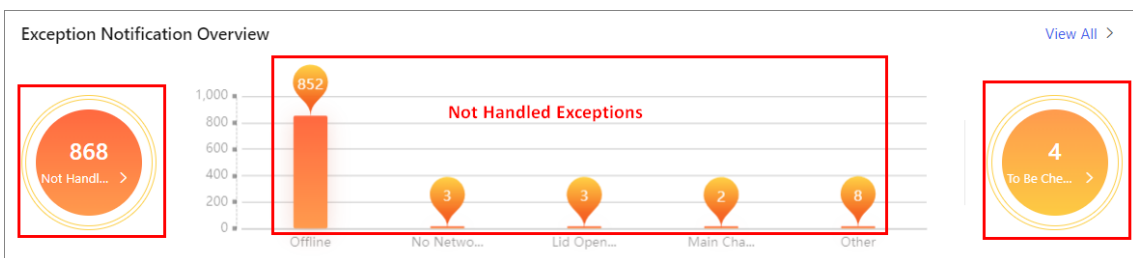


Figure 68-11 Exception Notification Overview

68.11 [Improvement] Send Health Check Report Regularly

Supports configuring daily and weekly report settings for sending health check reports regularly to the designated email addresses. Monthly, quarterly, semiannually, and annually report settings are already supported in the previous version.

Note

This feature is supported both on the Portal and Mobile Client.

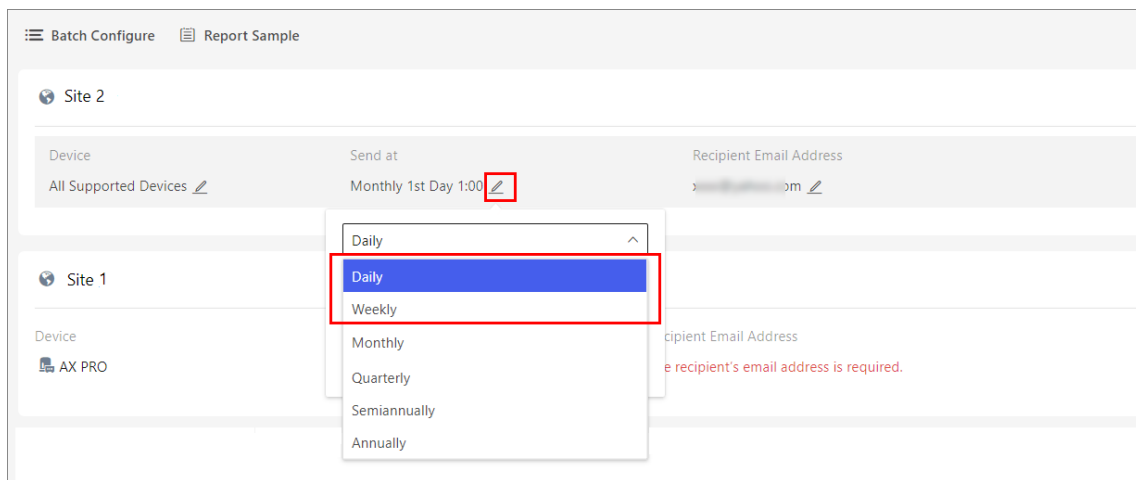


Figure 68-12 Send Daily and Weekly Health Check Reports

68.12 [Improvement] Updates Related to Alarm Resources

Updates related to alarm resources include the following:

Note

The updates below are all for AX HYBRID PROs, and most of the features mentioned below have been supported by AX PROs already in the previous version.

- **Communication Parameters**
- **System**
- **Network Camera**
- **Keypad**
- **Area**
- **Others**

Communication Parameters

- Supports setting Companies as French Alarm Receiving Company via the Portal and Mobile Client when the protocol type is ADM-CID, *ADM-CID, SIA-DCS, or *SIA-DCS.
- Supports configuring HTTP Data Transmission and PIRCAM Picture Upload Mode in the Alarm Receiving Center (ARC) settings via the Portal and Mobile Client when Companies is French Alarm Receiving Company.
- Supports setting the protocol type as ISUP for all 4 ARCs at the same time via the Portal and Mobile Client.



Note

This feature is only supported by AX HYBRID PROs.

- Supports configuring the SIM cards in the cellular data network settings via the Portal and Mobile Client.
- Supports configuring the communication mode and period test in the cloud service settings via the Portal and Mobile Client.
- Supports FTP settings via the Portal and Mobile Client.
- Supports configuring the common message and common voice in the Push Notification(s) section via the Portal and Mobile Client.

System

- Supports the ATS fault and jamming on the fault checklist in the Arm Options via the Portal and Mobile Client.



Note

This feature is only supported by AX HYBRID PROs.

- Supports configuring the mains power lost in the System Fault Check via the Portal and Mobile Client.
- Supports jamming sensitivity settings via the Portal and Mobile Client.

Network Camera

- Supports SADP scanning for adding network cameras via the Portal and Mobile Client.
- Supports configuring network camera zones, selecting the linked areas, and editing the name for the network cameras via the Portal and Mobile Client.
- Supports triggering actions of relays by network cameras after the network camera zone is selected via the Portal and Mobile Client.

Keypad

- Supports configuring the keypad arming light via the Portal and Mobile Client.

Note

This feature is only supported by AX HYBRID PROs.

- Supports switching operation modes of keypads via the Portal and Mobile Client.
- Supports enabling Active on Entry Delay for keypads via the Portal and Mobile Client.

Area

- Supports configuring and displaying the background image for the area via the Mobile Client.
- Supports enabling/disabling the auto-arming sound prompt for an area via the Portal and Mobile Client.

Note

The AX PRO supports configuring the auto-arming sound prompt for all areas.

- Supports batch arming/disarming areas and batch clearing alarms of areas via the Mobile Client.

Others

- Supports prompting the user that the newly created account and password will overwrite those configured on the device configuration page after adding the device via the Portal and Mobile Client.

Note

This feature is only supported by AX HYBRID PROs.

- Supports adding input expanders, viewing their status and connected devices, and adding relays and zones as their connected devices via the Portal and Mobile Client.
- Supports prompting the user that the security control panel cannot be deleted when it is armed via the Mobile Client.
- Supports displaying the user guides of the connected detectors and peripherals via the Portal and Mobile Client.

Note

This feature is only supported by AX HYBRID PROs.

- Supports displaying the user ID in the User Management section via the Portal and Mobile Client.
- Supports receiving quick alarms via the Mobile Client.
- Supports counting down when arming areas via the Mobile Client if there are delay zones of the area.
- Supports configuring the sounder anti-shear via the Portal and Mobile Client.

Note

This feature is only supported by AX HYBRID PROs.

- Supports enabling/disabling the tamper alarm on login via the Mobile Client.
- Supports setting the wired zone type as follow zone via the Portal and Mobile Client.

Note

This feature is only supported by AX HYBRID PROs.

- Supports configuring the arming mode for the zone linked to multiple areas via the Portal and Mobile Client.
- Supports enabling the remote log collection for devices which are not delivered.

68.13 [Improvement] Other Updates

Note

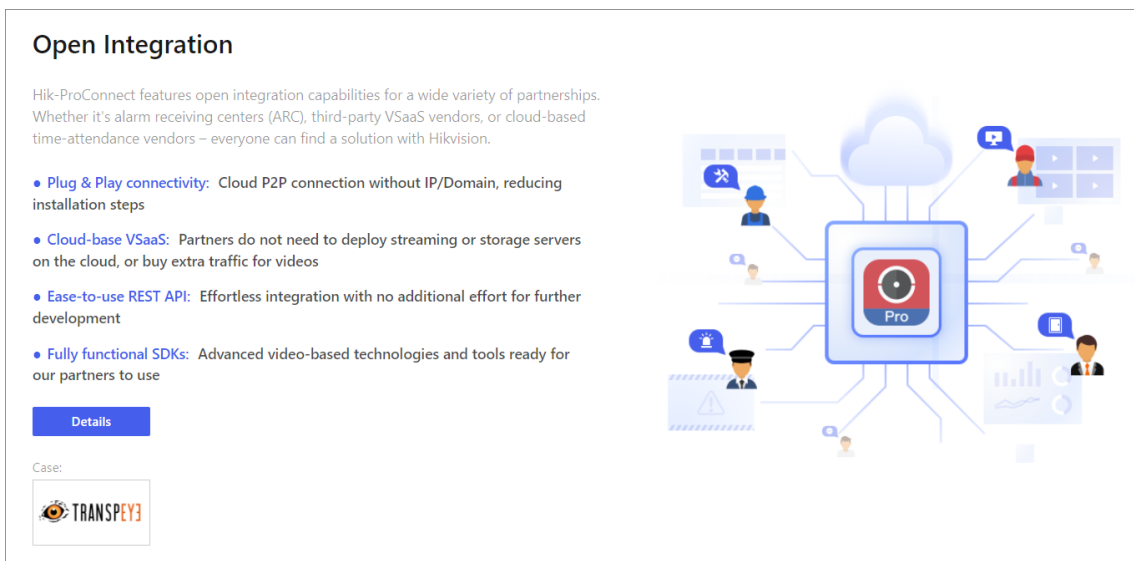
Most of the following features are supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate related screenshots of the Portal.

- Supports accessing the Mobile Client without entering the user name and password within 30 days.
- Supports device regular rebooting.

Note

The functionality is only available to certain models of network cameras.

- Changed the character "Migrate" to "Synchronize", "Device Migration" to "Device Synchronization".
- Added quick access to Open Integration and the introduction of its key features on the login page of the Portal.



Open Integration

Hik-ProConnect features open integration capabilities for a wide variety of partnerships. Whether it's alarm receiving centers (ARC), third-party VSaaS vendors, or cloud-based time-attendance vendors – everyone can find a solution with Hikvision.

- **Plug & Play connectivity:** Cloud P2P connection without IP/Domain, reducing installation steps
- **Cloud-base VSaaS:** Partners do not need to deploy streaming or storage servers on the cloud, or buy extra traffic for videos
- **Ease-to-use REST API:** Effortless integration with no additional effort for further development
- **Fully functional SDKs:** Advanced video-based technologies and tools ready for our partners to use

[Details](#)


Case:


Figure 68-13 Open Integration Introduction

- Supports pushing the notification of Unprompted Authorization on the Mobile Client.

- Supports viewing video tutorials on the device batch configuration page, health status page, and firmware batch upgrade page.
- Supports adding, editing, viewing, and deleting the login account and password of device on the remote configuration page.
- For the NVR and DVR, supports copying the recording schedule of one channel to other channel(s) on the remote configuration page.
- Compatible with K series and Q series NVRs for cloud storage service. Refer to *Device Compatibility List* for details.
- Compatible with the face recognition terminal DS-K3B631X for cloud attendance. Refer to *Device Compatibility List* for details.

68.14 Bug Fixes

This version fixed the following bugs.

- The red dots on the price lists for service packages do not disappear after the user clicks or taps.
- The upper-case letters in the account are changed to lower-case letters after the account is upgraded to a OneHikID (ePartner) account.
- When the user submits an application again for device movement after the former one has been rejected, the Hik-Connect Mobile Client cannot receive the application.

