



What's New in Hik-Partner Pro

Legal Information

©2023 Hikvision All rights reserved.

About this Manual

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

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

Trademarks

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

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

Disclaimer

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

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

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

What's New in Hik-Partner Pro

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

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

Contents

| | |
|---|-----------|
| Chapter 1 Function Availability for Different Countries/Regions | 1 |
| Chapter 2 Updates in V2.2.50 | 6 |
| 2.1 [New]Sell-Out Promotion | 6 |
| 2.2 [Improvement]Other Updates | 15 |
| Chapter 3 Updates in V2.2.0 | 16 |
| 3.1 [New]Company Merger | 16 |
| 3.2 [New]Health Monitoring Features on the Site Page | 21 |
| 3.3 [New]Add Employees Without Account Add-on | 24 |
| 3.4 [New]Lottery Draws | 25 |
| 3.5 [New]Partner Program and Agreement Management | 26 |
| 3.6 [New]My Events on the Mobile Client | 30 |
| 3.7 [New]Compensation for Distributors | 32 |
| 3.8 [Improvement]User Interface Redesign | 36 |
| 3.9 [Improvement]Registration and Login | 42 |
| 3.10 [Improvement]Health Monitoring | 43 |
| 3.11 [Improvement]Updates about Explore | 44 |
| 3.12 [Improvement]Others | 46 |
| Chapter 4 Updates in V2.1.0 | 48 |
| 4.1 [New]Access Control and Video Intercom Services of HikCentral Connect | 48 |
| 4.2 [Improvement]Others | 57 |
| Chapter 5 Updates in V2.0.100 | 58 |
| 5.1 [New]Share Sites with Installation Service Partners Before Handover | 58 |
| 5.2 [Improvement]Others | 61 |
| Chapter 6 Updates in V2.0.0 | 63 |
| 6.1 [New]Solution | 63 |
| 6.2 [New]Project | 64 |

What's New in Hik-Partner Pro

| | |
|---|------------|
| 6.3 [New]Order & Promotion | 68 |
| 6.4 [New]Rebate | 73 |
| 6.5 [New]Quotation Tool on the Mobile Client | 75 |
| 6.6 [New]Dashboard | 79 |
| 6.7 [New]Submit More Types of Cases | 80 |
| 6.8 [New]Submit RMA Requests | 83 |
| 6.9 [New]Other New Features of the Support Module | 84 |
| 6.10 [New]After-Sales Authorization Code on the Mobile Client | 85 |
| 6.11 [New]Product Upgrade and Login After Upgrade | 87 |
| 6.12 [Improvement]Rewards Store | 90 |
| 6.13 [Improvement]Explore | 92 |
| 6.14 [Improvement]Company Management | 93 |
| 6.15 [Improvement]Account Information | 95 |
| 6.16 [Improvement]Health Monitoring | 95 |
| 6.17 [Improvement]Notification Center | 96 |
| 6.18 [Improvement]Alarm Resources | 97 |
| 6.19 [Improvement]Others | 98 |
| 6.20 Bug Fixes | 102 |
| Chapter 7 Updates in V1.12.200 | 103 |
| 7.1 [New]My QR Code | 103 |
| 7.2 [New]Purchase Co-Branding on the Portal | 104 |
| 7.3 [Improvement]Add Devices on the Mobile Client | 106 |
| 7.4 [Improvement]Co-Branding Without a Company Logo | 108 |
| 7.5 Bug Fixes | 108 |
| Chapter 8 Updates in V1.12.100 | 109 |
| 8.1 [New]Site Map | 109 |
| 8.2 [New]Employee Efficiency Overview and Statistics | 113 |
| 8.3 [New]My Service Overview | 114 |

What's New in Hik-Partner Pro

| | |
|--|------------|
| 8.4 [New]Search for Sites and Devices | 117 |
| 8.5 [New]Link with HikCentral Connect Account | 118 |
| 8.6 [New]Alarm Detection Service of HikCentral Connect | 120 |
| 8.7 [New]Add and Hand Over Devices to HikCentral Connect | 123 |
| 8.8 [New]HikCentral Connect Authorization Code | 125 |
| 8.9 [New]HikCentral ReGuard Services | 126 |
| 8.10 [Improvement]View Device Health Status in All Sites | 131 |
| 8.11 [Improvement]Remote Configuration | 132 |
| 8.12 [Improvement]Others | 133 |
| 8.13 Bug Fixes | 134 |
| Chapter 9 Updates in V1.12.0 | 135 |
| 9.1 [New]Products | 135 |
| 9.2 [New]Explore | 138 |
| 9.3 [New]Maintenance Quotation | 141 |
| 9.4 [New]HikCentral Connect Service | 143 |
| 9.5 [New]Automatic Device Synchronization | 147 |
| 9.6 [New]Set the Site Address on the Map | 149 |
| 9.7 [New]Apply for Permission for Devices on the Mobile Client | 151 |
| 9.8 [Improvement]User Interface Design Update | 152 |
| 9.9 [Improvement]Cloud Storage Service | 158 |
| 9.10 [Improvement]Registration and Login | 161 |
| 9.11 [Improvement]Company Management | 163 |
| 9.12 [Improvement]Notification Center | 165 |
| 9.13 [Improvement]Device Compatibility List | 165 |
| 9.14 [Improvement]Alarm Resources | 166 |
| 9.15 [Improvement]Others | 166 |
| 9.16 Bug Fixes | 168 |
| Chapter 10 Updates in V1.11.0 | 170 |

What's New in Hik-Partner Pro

| | |
|---|------------|
| 10.1 [New]Display What's New on the Home Page | 170 |
| 10.2 [New]What They Say About Hik-ProConnect | 172 |
| 10.3 [New]Submit Case for Support | 173 |
| 10.4 [New]Role and Permission on the Mobile Client | 174 |
| 10.5 [New]Employee Management on the Mobile Client | 176 |
| 10.6 [New]My Service on the Mobile Client | 178 |
| 10.7 [Improvement]Company Authentication | 181 |
| 10.8 [Improvement]Get Co-Branding Service for Free | 181 |
| 10.9 [Improvement]Notification Center | 182 |
| 10.10 [Improvement]Exception Notification Overview | 183 |
| 10.11 [Improvement]Send Health Check Report Regularly | 184 |
| 10.12 [Improvement]Updates Related to Alarm Resources | 184 |
| 10.13 [Improvement]Other Updates | 187 |
| 10.14 Bug Fixes | 188 |
| Chapter 11 Updates in V1.10.0 | 189 |
| 11.1 Site Sharing | 189 |
| 11.2 Notification Center | 191 |
| 11.3 Device Upgrade | 192 |
| 11.4 OneHikID (ePartner) | 194 |
| 11.5 Cloud Attendance Service | 194 |
| 11.6 Tutorial Center | 196 |
| 11.7 Updates Related to Alarm Resources | 199 |
| 11.8 Solar Camera | 200 |
| 11.9 Other Updates | 201 |
| Chapter 12 Updates in V1.9.0 | 204 |
| 12.1 Multiple Site Managers for One Site | 204 |
| 12.2 Updates Related to Health Monitoring | 207 |
| 12.3 Search Tool for Important Firmware Update | 211 |

| | |
|---|------------|
| 12.4 Device Compatibility List | 214 |
| 12.5 Online Add Your Company to the ARC List | 215 |
| 12.6 After-Sale Authorization Code | 218 |
| 12.7 Batch Configure Devices on the Same LAN When Adding Them | 220 |
| 12.8 Others | 222 |
| Chapter 13 Updates in V1.8.3 | 225 |
| 13.1 NVR-Based Cloud Storage | 225 |
| 13.2 Other Updates | 227 |
| Chapter 14 Updates in V1.8.0 | 228 |
| 14.1 Health Monitoring on the Mobile Client | 228 |
| 14.2 Add Devices on the Same LAN with the Mobile Client | 235 |
| 14.3 Device Movement | 236 |
| 14.4 Check Offline Devices via Site List | 240 |
| 14.5 Device Management Invitation from a Hik-Connect User | 241 |
| 14.6 Handle Exception Notifications | 248 |
| 14.7 Other Updates | 250 |
| Chapter 15 Updates in V1.7.2 | 253 |
| Chapter 16 Updates in V1.7.0 | 258 |
| Chapter 17 Updates in V1.6.1 | 280 |
| Chapter 18 Updates in V1.6.0 | 292 |
| Chapter 19 Updates in V1.5.2 | 305 |
| Chapter 20 Updates in V1.5.0 | 326 |
| Chapter 21 Updates in V1.3.0 | 341 |
| Chapter 22 Updates in V1.2.0 | 359 |
| Chapter 23 Updates in V1.1.1 | 371 |
| Chapter 24 Updates in V1.1.0 | 382 |

Chapter 1 Function Availability for Different Countries/Regions

Hik-Partner Pro offers both free functions and value-added functions that cost certain fees. You can purchase certain services (online purchase or purchase via service key) in the Service Market to get access to the value-added functions. Currently, certain value-added functions are only available in certain countries and regions. And users in some countries and regions can only access the free functions.

 **Note**


The way for purchasing value-added services (online purchase or purchase via service key) depends on your country or region. Contact the local distributor for details of the information. If your country or region only supports purchase via service key, you need to purchase the service key from the local distributor first.

Functions Only Available in Certain Countries and Regions

The following table shows the functions which are only available in some countries and regions.

 **Note**

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

| Service | Function(s) Only Available in Certain Countries and Regions |
|--------------------------------------|---|
| Health Monitoring | Linkage Rule  Note Linkage Rule is not available in the United States and Canada. |
| Cloud Storage | All Functions Contained in the Service |
| Temperature Screening | All Functions Contained in the Service |
| Cloud Attendance | All Functions Contained in the Service |
| Alarm Receiving Center (ARC) Service | All Functions Contained in the Service |
| Employee Account Add-On | All Functions Contained in the Service |
| HikCentral Connect Services | All Functions Contained in the Services |
| HikCentral ReGuard Services | All Functions Contained in the Services |

Countries and Regions Only with Support for Free Functions


Table 1-1 Countries and Regions That Only Support Free Functions

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





Table 1-2 Free Functions

| Module | Detailed Function(s) |
|--------------------|---|
| Account Management | <ul style="list-style-type: none"> • Register Installer Admin Account • Manage Company Information • Edit Installer Admin Account and Change Account Password |
| Site Management | <ul style="list-style-type: none"> • Add New Site • Add Existing Site • Hand Over Site • Apply for Site Authorization from Site Owner |
| Device Management | <ul style="list-style-type: none"> • Add Device <ul style="list-style-type: none"> ◦ Add Online Devices on Same LAN ◦ Add Device by Hik-Connect (P2P) ◦ Add Device by IP Address/Domain ◦ Batch Add Encoding Devices Mapped in WAN • Remotely Configure Device • Apply for Device Permission • Release Device Permission • Synchronize Devices from Hik-Connect to Hik-Partner Pro • Enable Device to Send Notifications • Upgrade Device • Configure DDNS for Device • Manage AX Pro Security Control Panel (Hereafter Simplified as AX Pro) |


What's New in Hik-Partner Pro

| Module | Detailed Function(s) |
|--|---|
| | <ul style="list-style-type: none"> ◦ Remotely Control and Configure AX Pro Security Control Panel ◦ Apply for PIN ◦ Switch Language for AX Pro ◦ Batch Arm/Disarm AX Pro |
| Alarm Receiving Center (ARC) Service | Enable ARC service for your customers and set the way to connect your customers' security control panels and Hik IP Receiver Pro. |
| Video | <ul style="list-style-type: none"> • View Live Video • Play Back Video Footage |
| Log | Search Operation Log |
| Tool | Use Tools Including: <ul style="list-style-type: none"> • Disk Calculator • NVR Channel Calculator • Focal Length Calculator • Bandwidth Calculator |
| Products | <ul style="list-style-type: none"> • View and Search for Products • Compare Products • Leave Comments for Products • Add Products to My Favorites • Like Products • Share Products |
| Solution  Note Currently, this function is only available on the Portal. | View and Search for Solutions, and Add to Favorites |
| Explore | <ul style="list-style-type: none"> • View, Search, Like, Share, and Comment on Feeds, and Add to Favorites • View, Search, Like, Share, and Comment on How To, and Add to Favorites • View, Search, Like, Share, and Comment on Videos, and Add to Favorites • Receive and View Notices • Register for and Participate in Events |
| Project | <ul style="list-style-type: none"> • Create a Project • View Project History |

What's New in Hik-Partner Pro

| Module | Detailed Function(s) |
|---|---|
|  Note Currently, this function is only available on the Portal. | |
| Order & Promotion  Note Currently, this function is only available on the Portal. | <ul style="list-style-type: none"> • Create an Order • View My Orders |
| Support | <ul style="list-style-type: none"> • Tools • Tutorial Center • Chatbot • Case <ul style="list-style-type: none"> ◦ Submit Case ◦ View and Handle Case Records • Feedback • Serial Number Inquiry  Note This function is only available for accounts of B2B (Business-to-Business) company. <ul style="list-style-type: none"> • Contact Us • RMA (Return Materials Authorization) <ul style="list-style-type: none"> ◦ Submit RMA Request ◦ View and Handle RMA Request  Note This function is only available for accounts of authenticated channel partners. |
| Incentive | <ul style="list-style-type: none"> • Rewards Store • Compensation • Partner Program |
| Rebate | <ul style="list-style-type: none"> • The Process of Earning Rebates • The Way to Calculate Rebate Amount • View Rebate Details • View Bill of Sale |

What's New in Hik-Partner Pro

| Module | Detailed Function(s) |
|--|----------------------|
|  Note Currently, this function is only available on the Portal. | |

Chapter 2 Updates in V2.2.50

Updated on February 9, 2023.

- **[\[New\]Sell-Out Promotion](#)**
- **[\[Improvement\]Other Updates](#)**

2.1 [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's New in Hik-Partner Pro

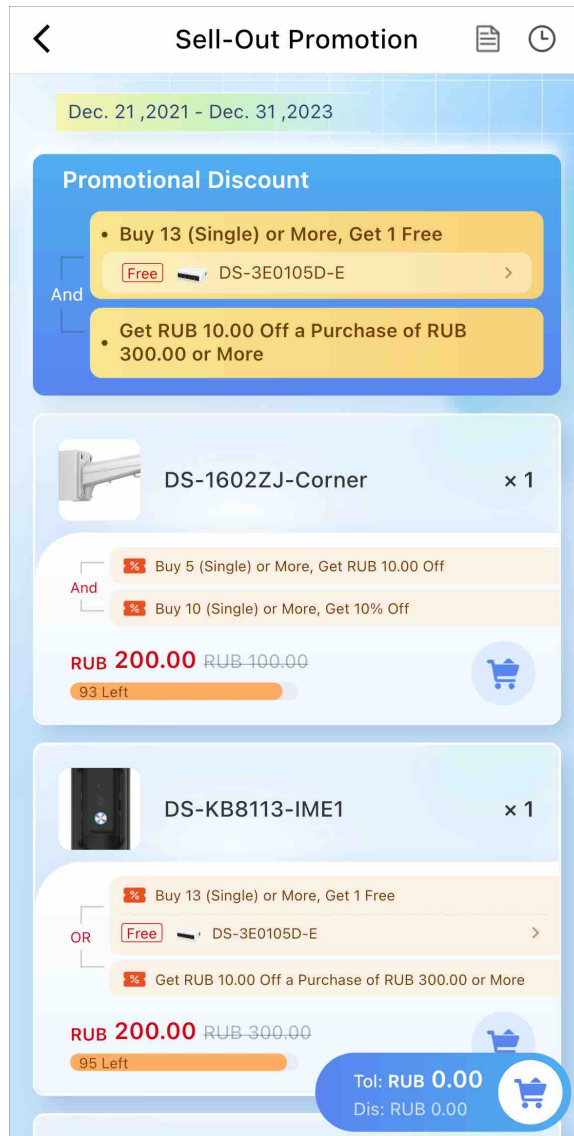


Figure 2-1 Example Sell-Out Promotion (Mobile Client)

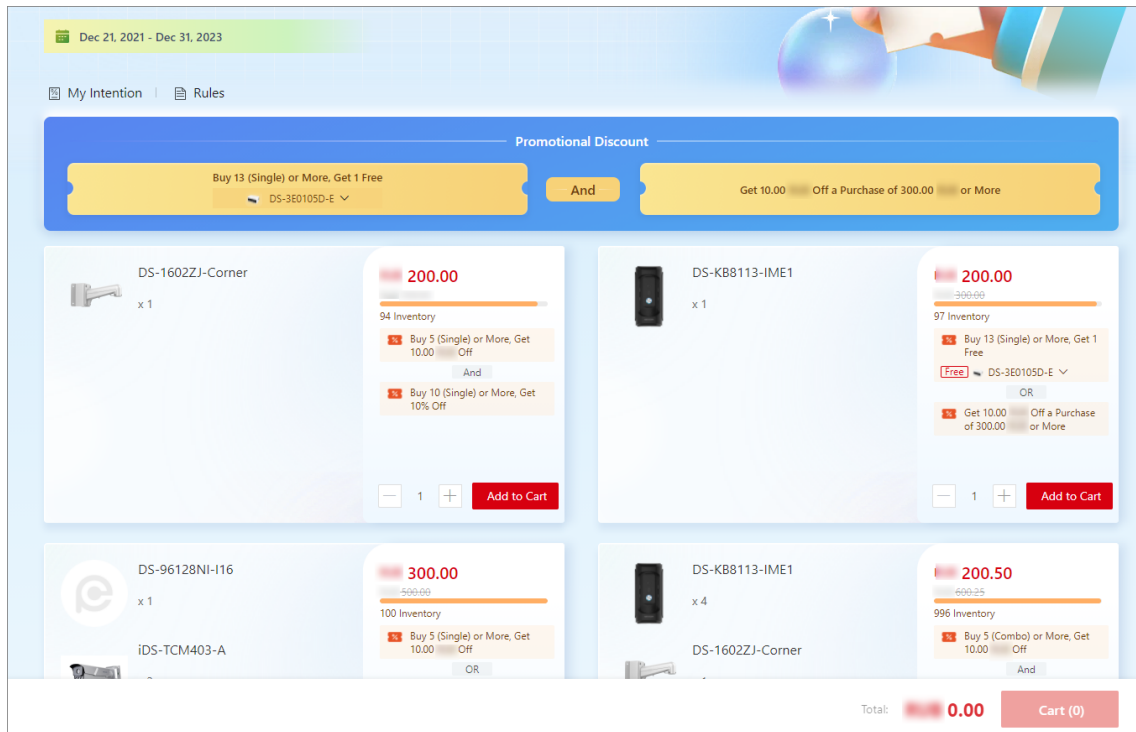


Figure 2-2 Example Sell-Out Promotion (Portal)

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's New in Hik-Partner Pro

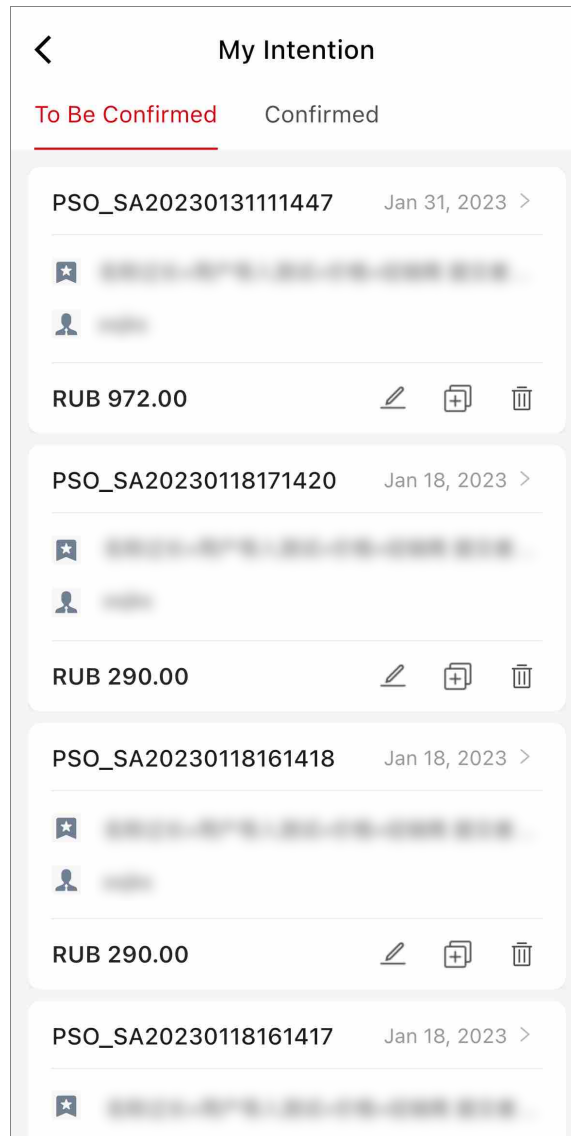


Figure 2-3 My Intention (Mobile Client)

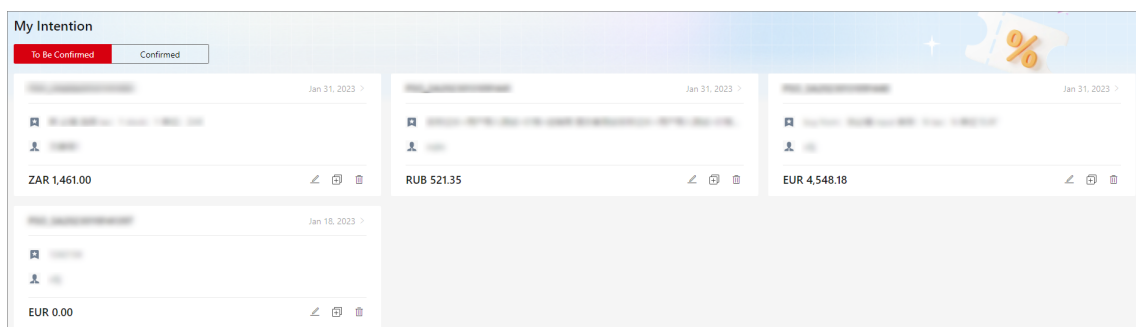


Figure 2-4 My Intention (Portal)

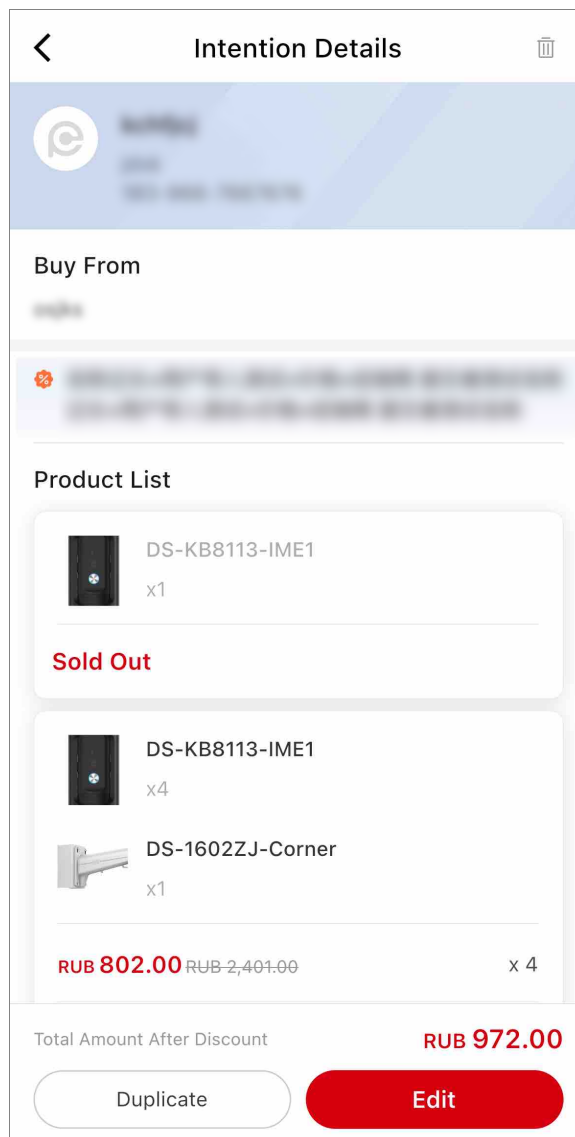


Figure 2-5 Intention Details for Submitters (Mobile Client)

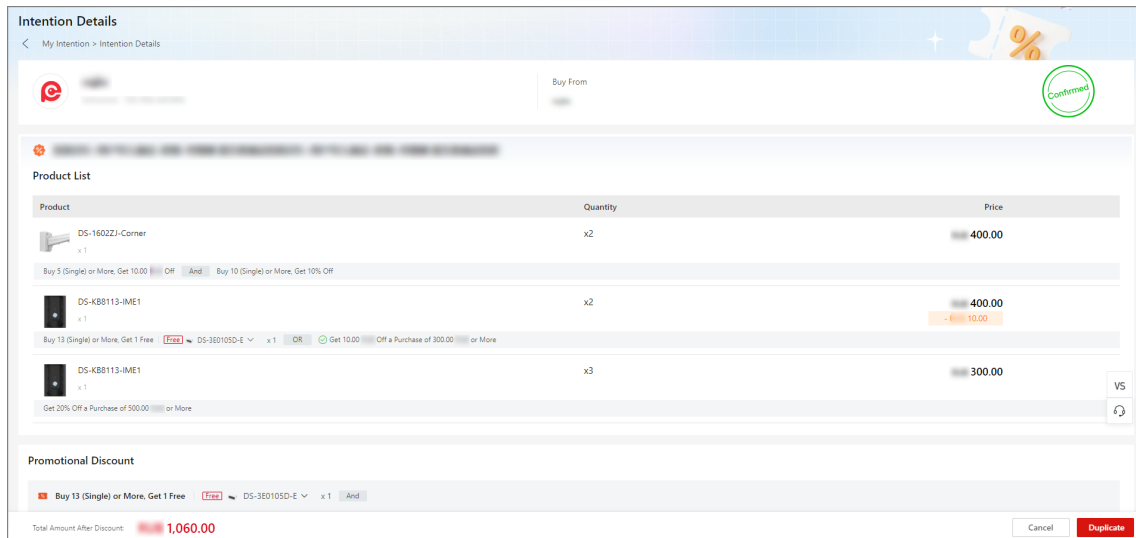


Figure 2-6 Intention Details for Submitters (Portal)

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's New in Hik-Partner Pro

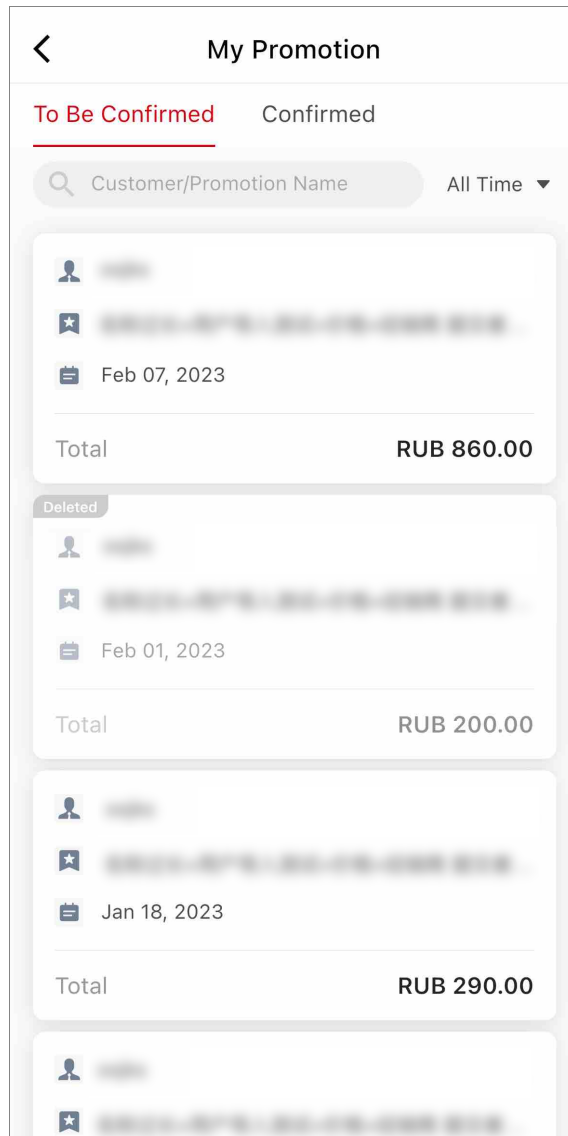


Figure 2-7 My Promotion (Mobile Client)

What's New in Hik-Partner Pro

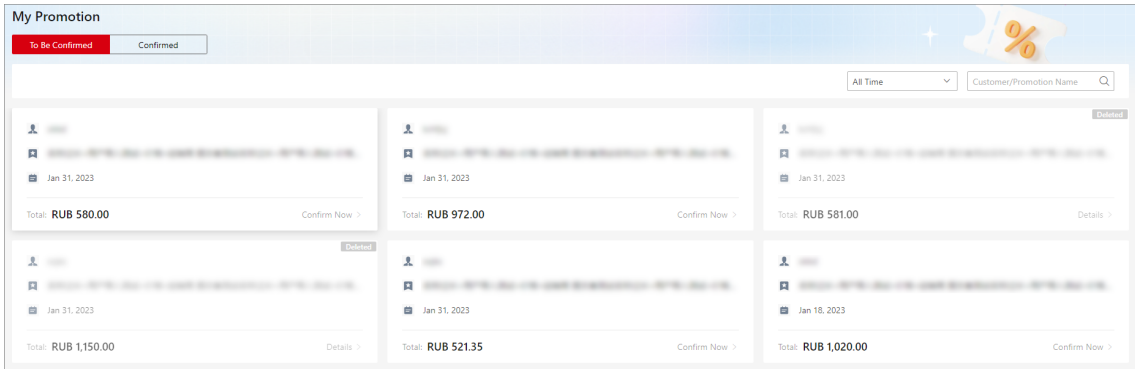


Figure 2-8 My Promotion (Portal)

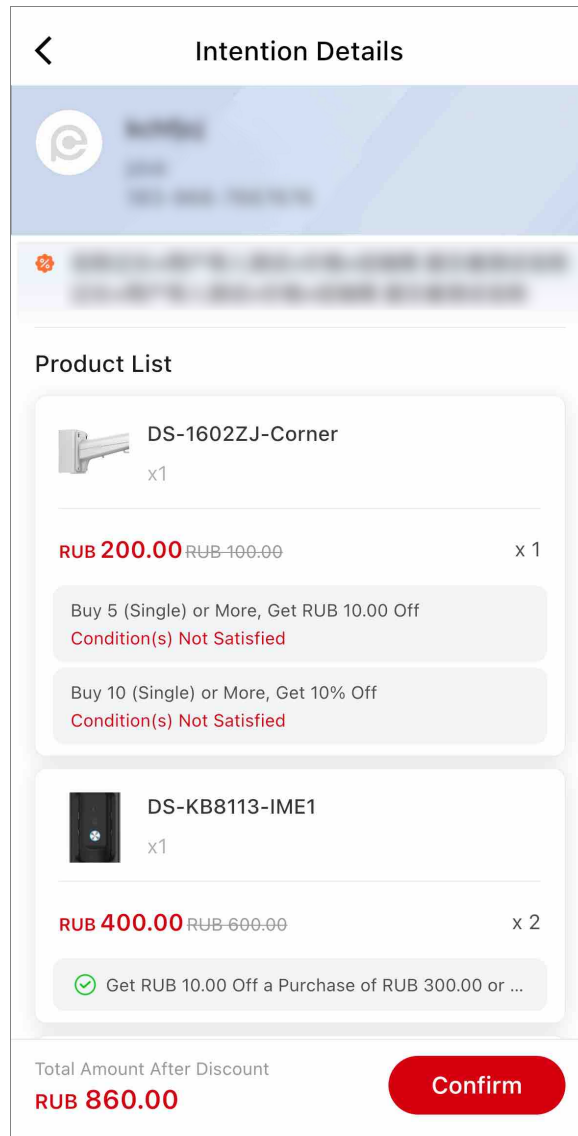


Figure 2-9 Intention Details for Providers (Mobile Client)

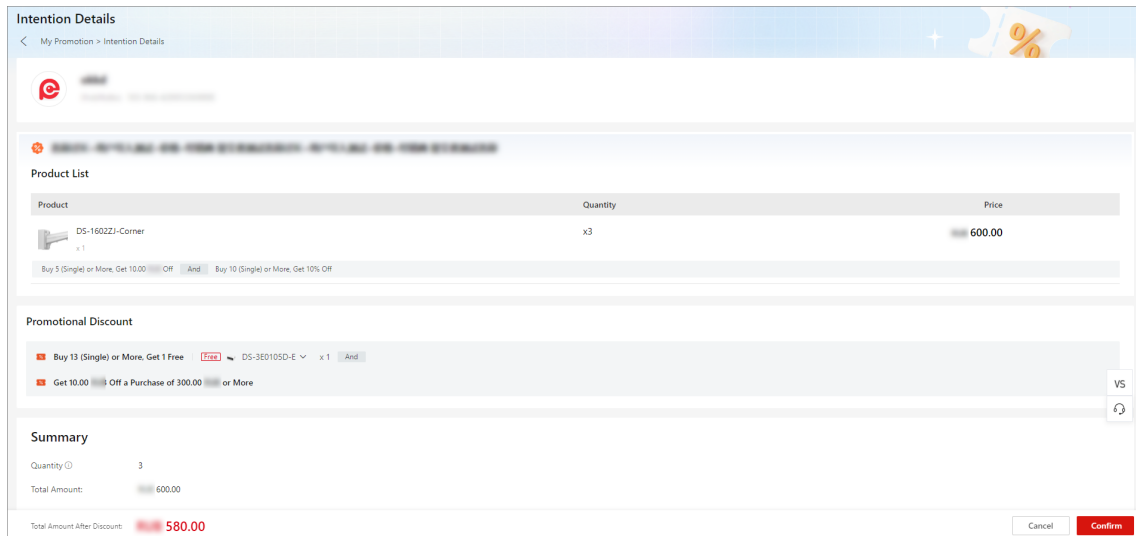


Figure 2-10 Intention Details for Providers (Portal)

2.2 [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 3 Updates in V2.2.0

Updated on February 1, 2023.

- [**\[New\]Company Merger**](#)
- [**\[New\]Health Monitoring Features on the Site Page**](#)
- [**\[New\]Add Employees Without Account Add-on**](#)
- [**\[New\]Lottery Draws**](#)
- [**\[New\]Partner Program and Agreement Management**](#)
- [**\[New\]My Events on the Mobile Client**](#)
- [**\[New\]Compensation for Distributors**](#)
- [**\[Improvement\]User Interface Redesign**](#)
- [**\[Improvement\]Registration and Login**](#)
- [**\[Improvement\]Health Monitoring**](#)
- [**\[Improvement\]Updates about Explore**](#)
- [**\[Improvement\]Others**](#)

3.1 [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.

Note

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.

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** .

What's New in Hik-Partner Pro

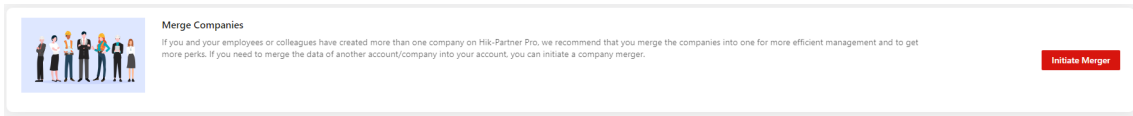


Figure 3-1 Entry on the Company Information Page

- 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.

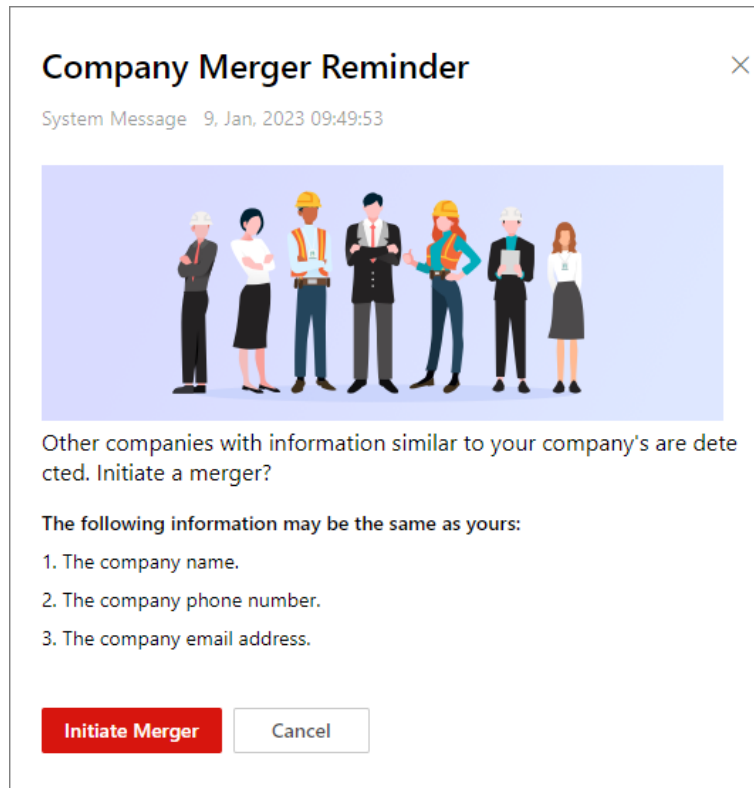



Figure 3-2 Entry in System Messages of Notification Center (Company Merger Reminder)

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 3-3 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.

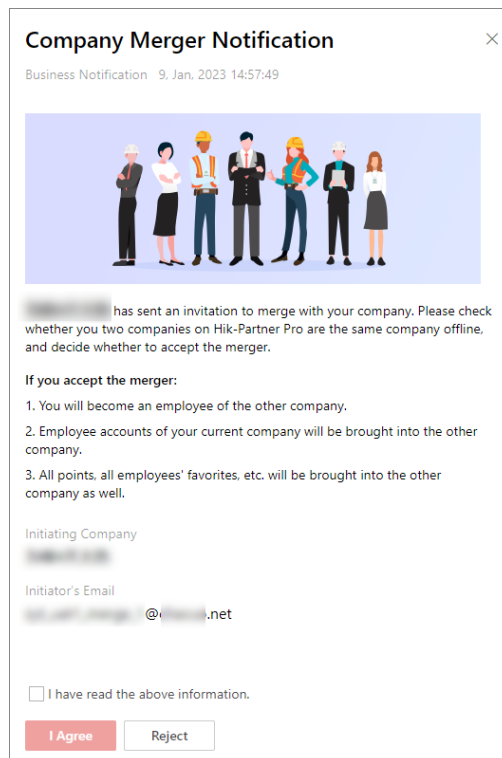


Figure 3-4 Company Merger Notification (Invitation)

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's New in Hik-Partner Pro

| | |
|---------------------|---|
| | <p>company and become employees under the Installer Admin who initiates the merger. The disabled employees 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

- 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.

3.2 [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.

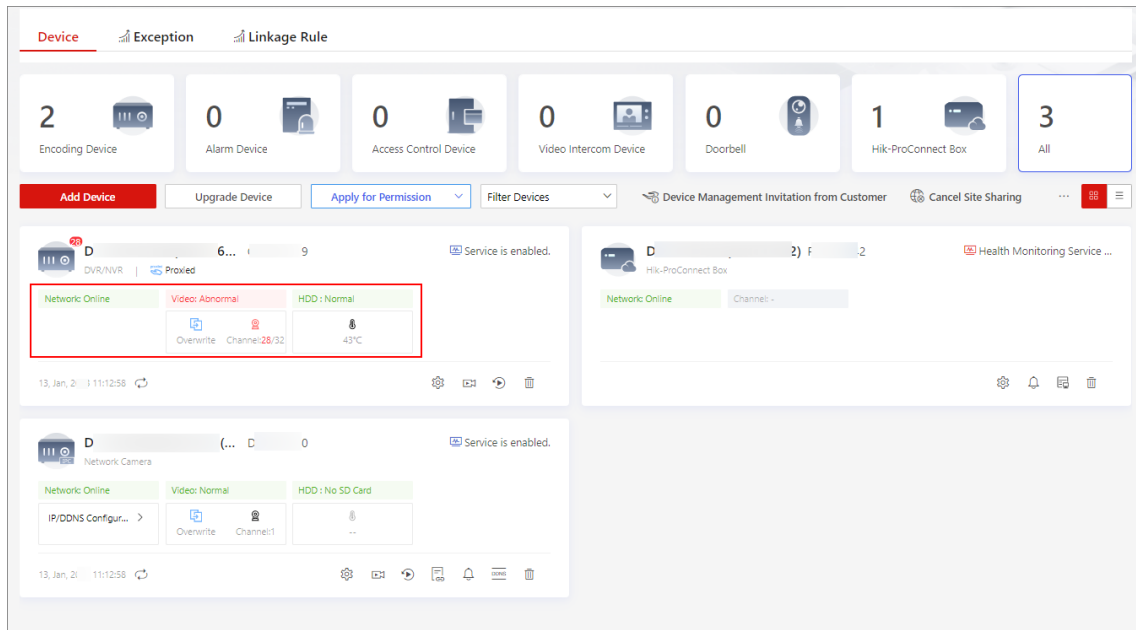


Figure 3-5 Health Data on a Device Card

What's New in Hik-Partner Pro

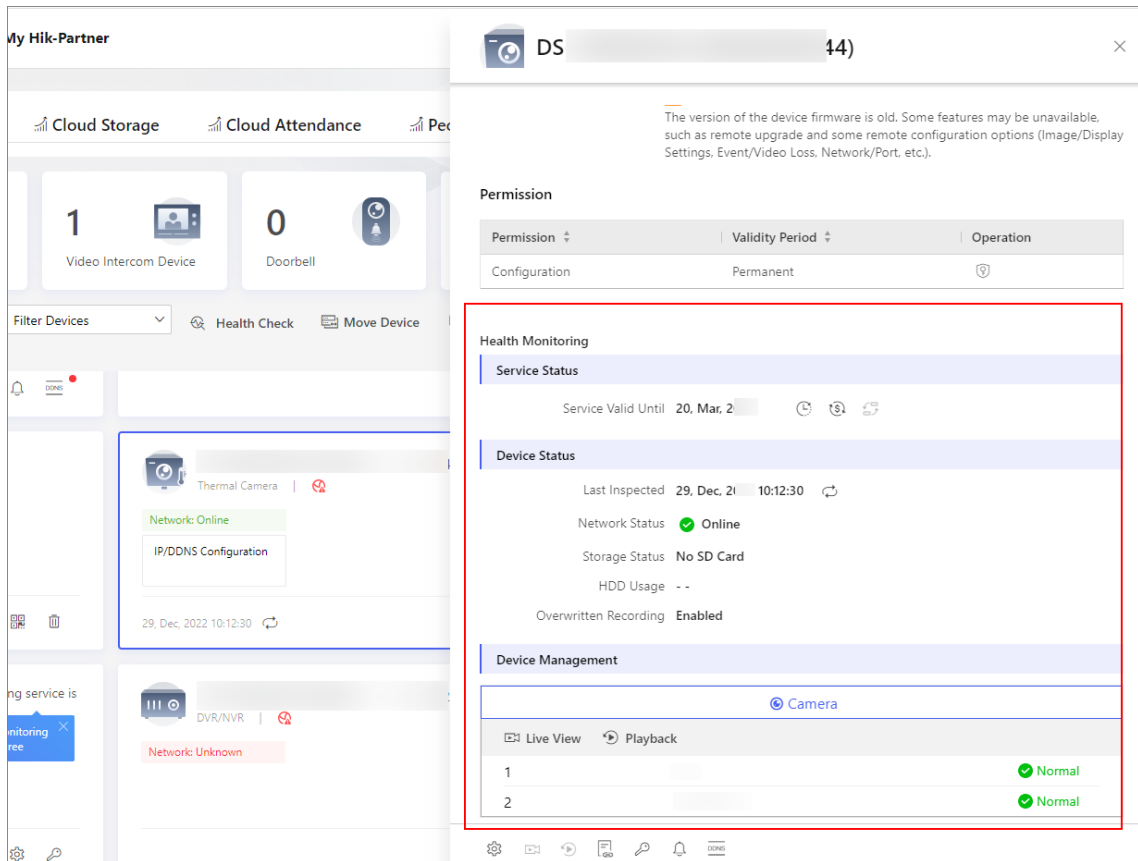


Figure 3-6 Health Status on a Device Details Pane

- Supports inspecting the device(s) on a site by clicking **Refresh** manually.

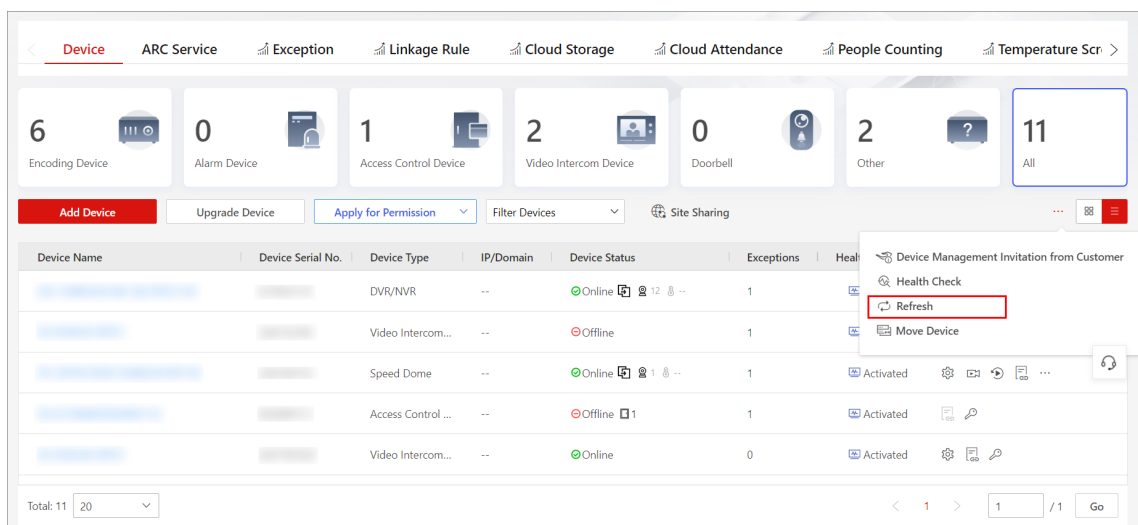


Figure 3-7 Manual Inspection on the Site Page

- Supports checking the health status of the devices on a site and generating health check reports.

What's New in Hik-Partner Pro

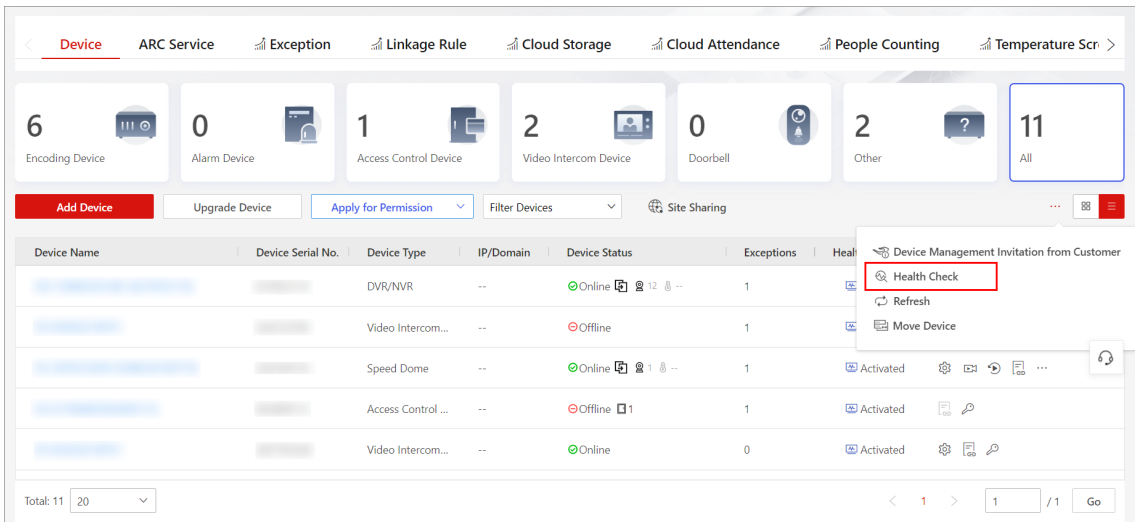


Figure 3-8 Health Check on the Site Page

- Supports filtering devices according to device status.

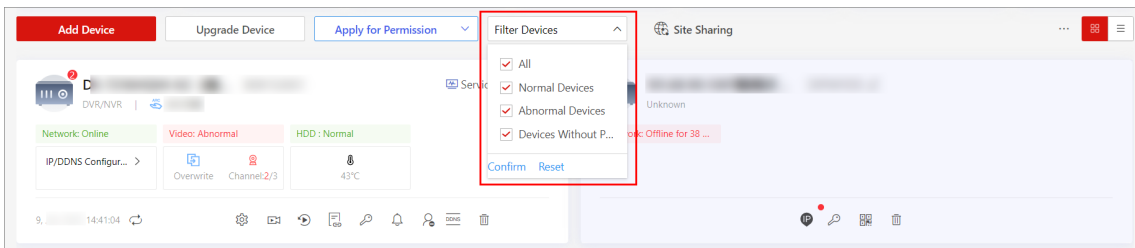


Figure 3-9 Filter Devices by Status

- Supports configuring and automatically sending health check reports on certain devices.

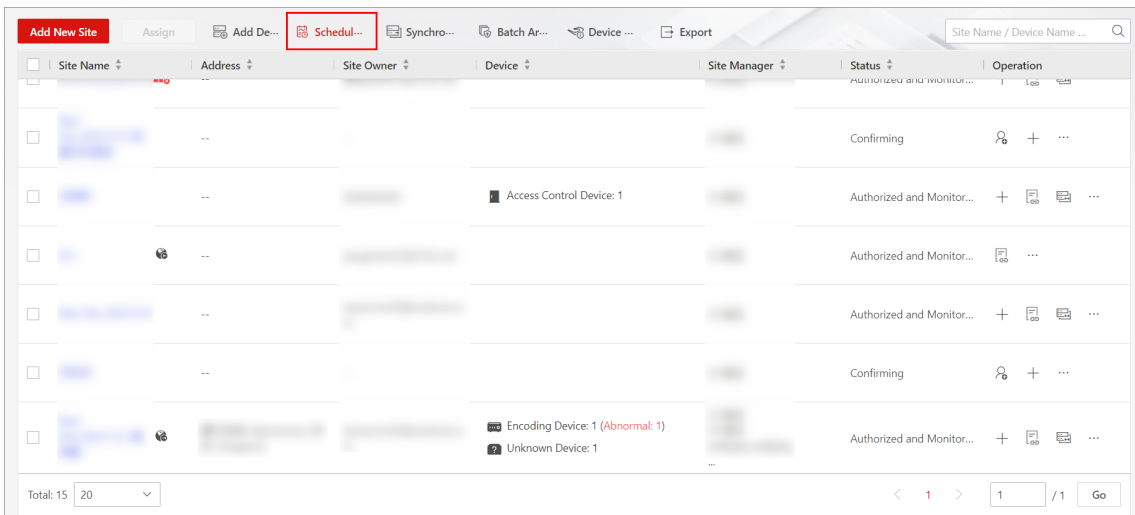


Figure 3-10 Scheduled Report on the Site Page

3.3 [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's New in Hik-Partner Pro

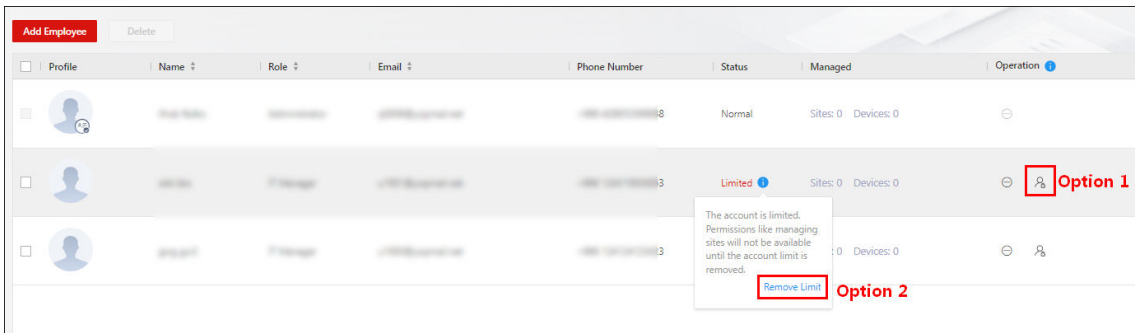


Figure 3-11 Remove Account Limits

3.4 [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.

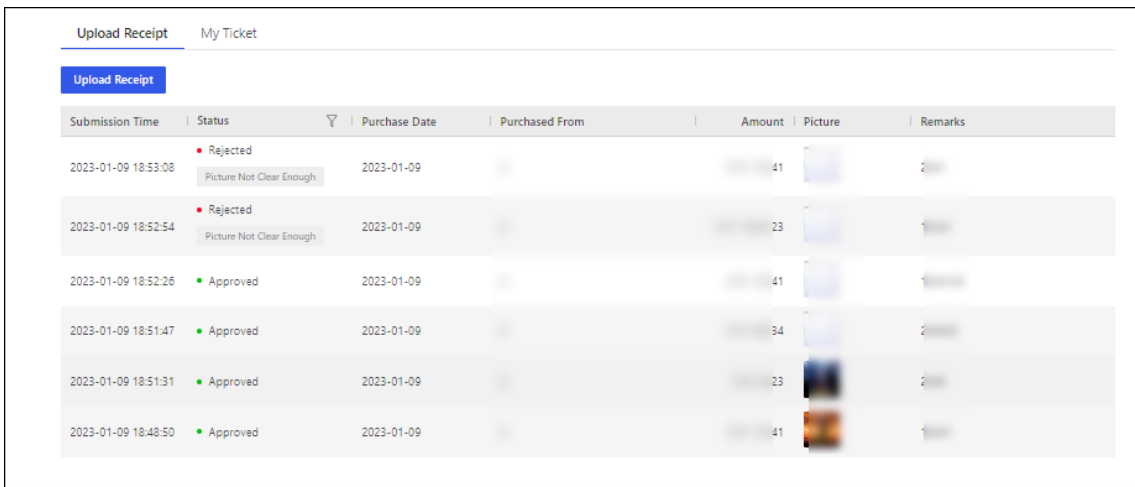


Figure 3-12 Upload Receipts and View Status

- 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.

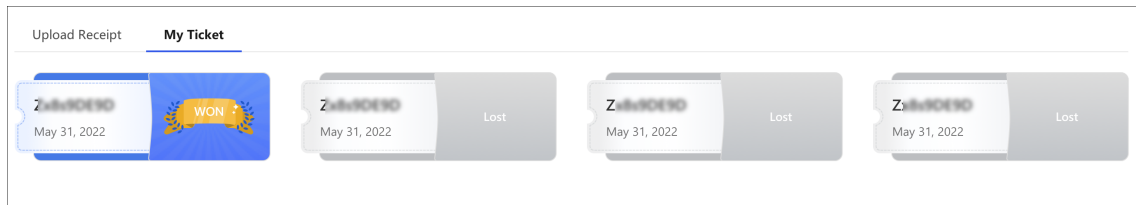


Figure 3-13 Lottery Draw Results

- 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.

3.5 [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.

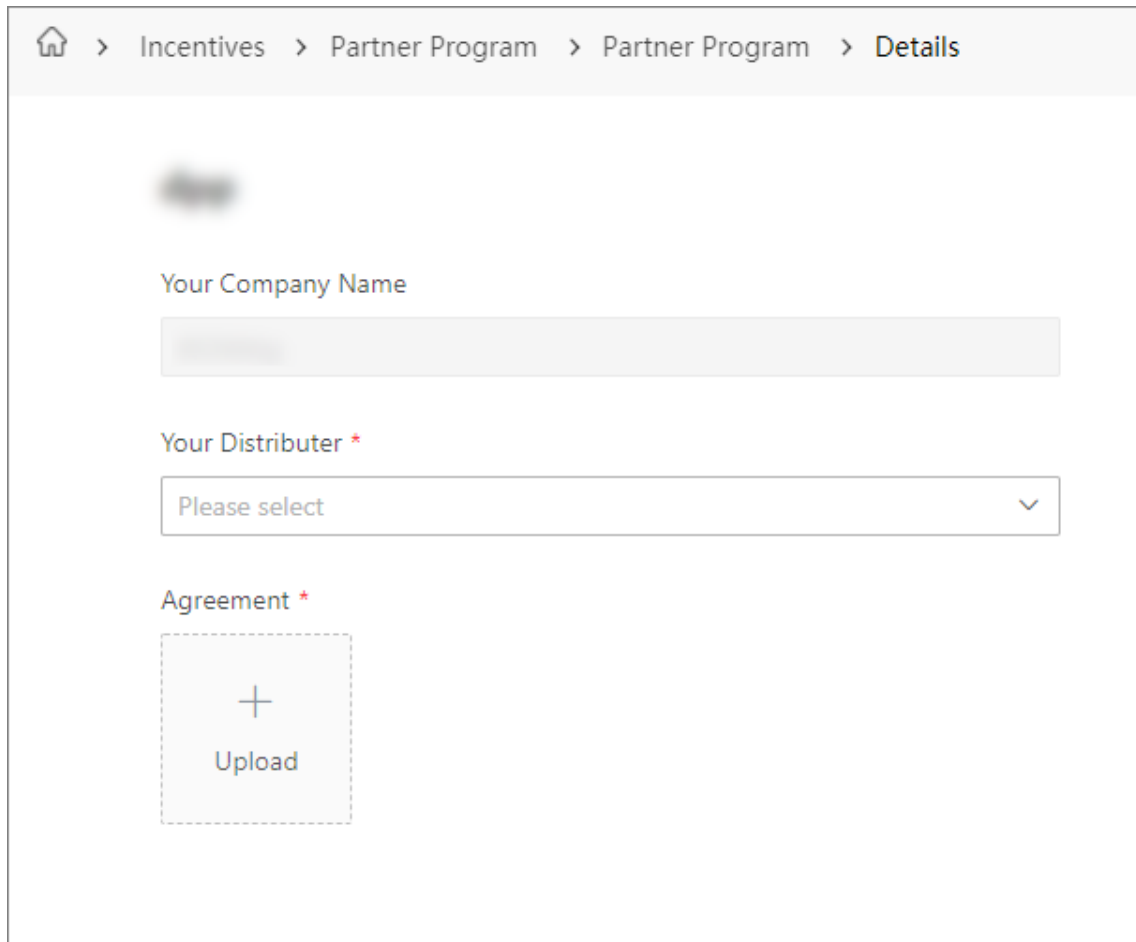
Refer to the following sections to learn more.

- [***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 form contains three main 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 3-14 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 *

Level *

Gold

| | Q1 | Q2 | Q3 | Q4 | Annual |
|--------------|----|----|----|----|--------|
| Target (USD) | | | | | |
| Rebate Rate | | | | | |

Figure 3-15 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's 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 3-16 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 3-17 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 3-18 Agreement Management

3.6 [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.

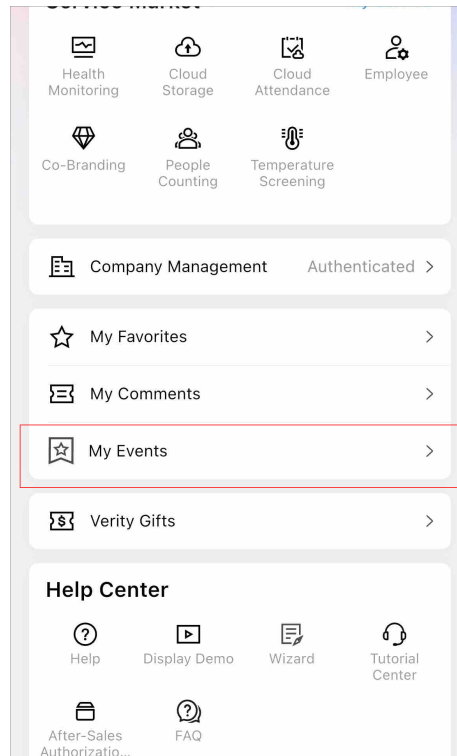


Figure 3-19 My Events

- 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.

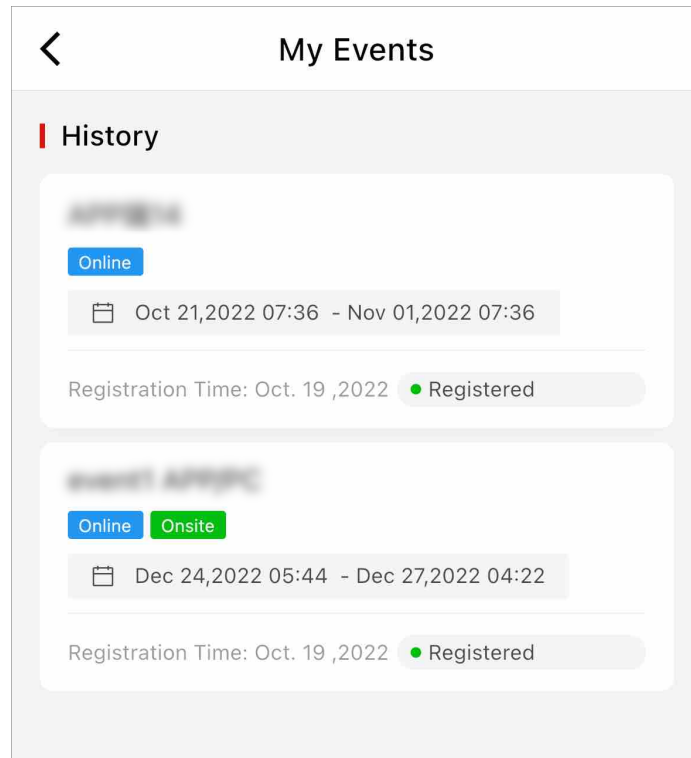


Figure 3-20 Event History

- 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.

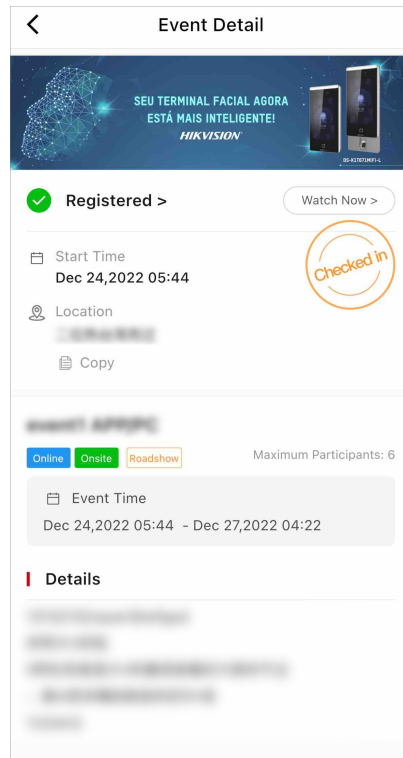


Figure 3-21 Event Detail

3.7 [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's New in Hik-Partner Pro

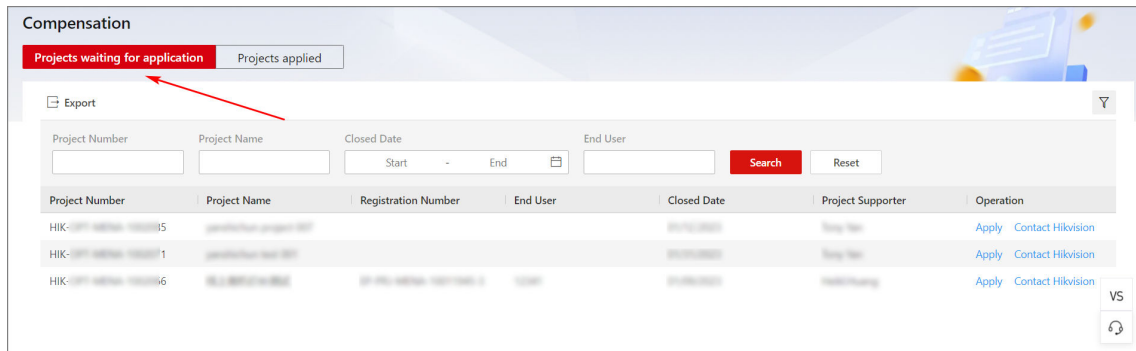


Figure 3-22 Projects Waiting for Compensation Application

- 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.

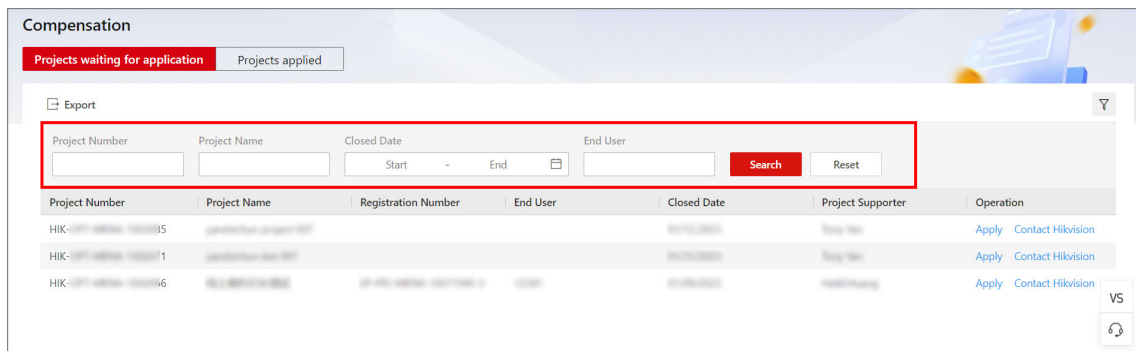


Figure 3-23 Filter and Search for Projects

- Supports contacting the corresponding project supporter (i.e., Hikvision sales representative) via email before applying for a compensation.

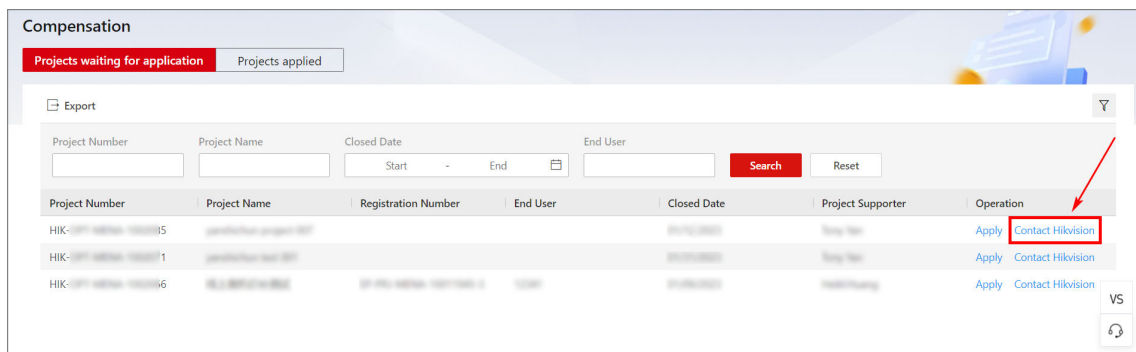


Figure 3-24 Contact Project Supporter

- 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's 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 3-25 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 3-26 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.

What's New in Hik-Partner Pro

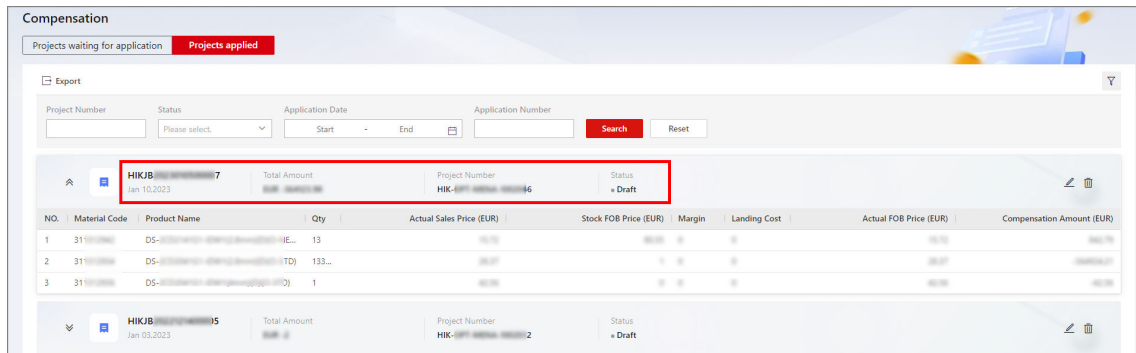


Figure 3-27 Information Displayed for Each Application

- Supports expanding an application to view detailed product and price information of the application.

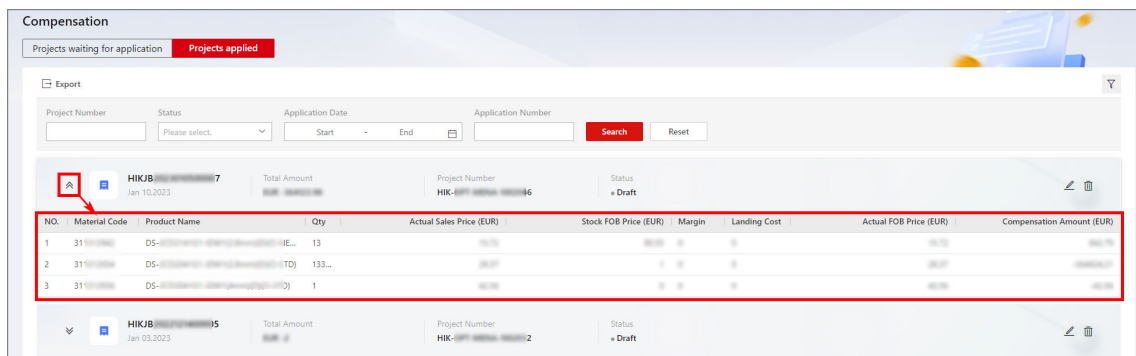


Figure 3-28 View Product and Price Details of Application

- Supports entering the application details page by clicking an application number. Supports viewing the basic information, product and price related information, attachments, and operation history of an application on the details page.
- Supports searching for applications by entering the project/application number or specifying a range for the application date, and filtering applications by status(es) (e.g., Draft, Processing, Rejected, Completed).

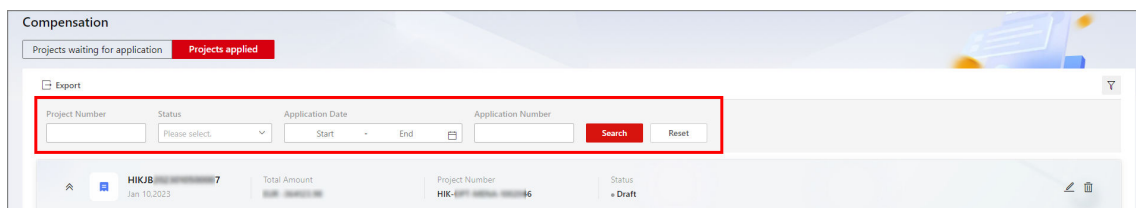


Figure 3-29 Filter and Search for Applications

- Supports editing and deleting applications that are in Draft or Rejected status.

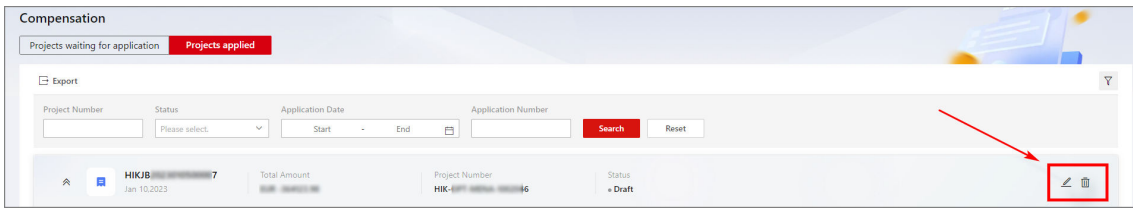


Figure 3-30 Edit/Delete Application

- 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.

3.8 [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.

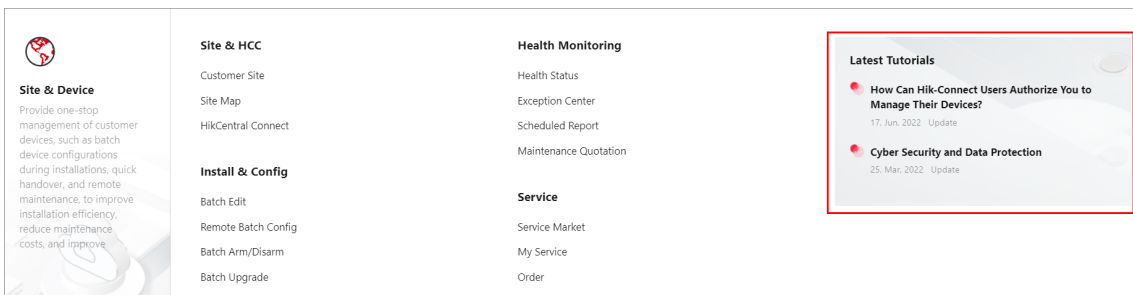




Figure 3-31 Drop-Down Menu of Site & Device Tab

- 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.

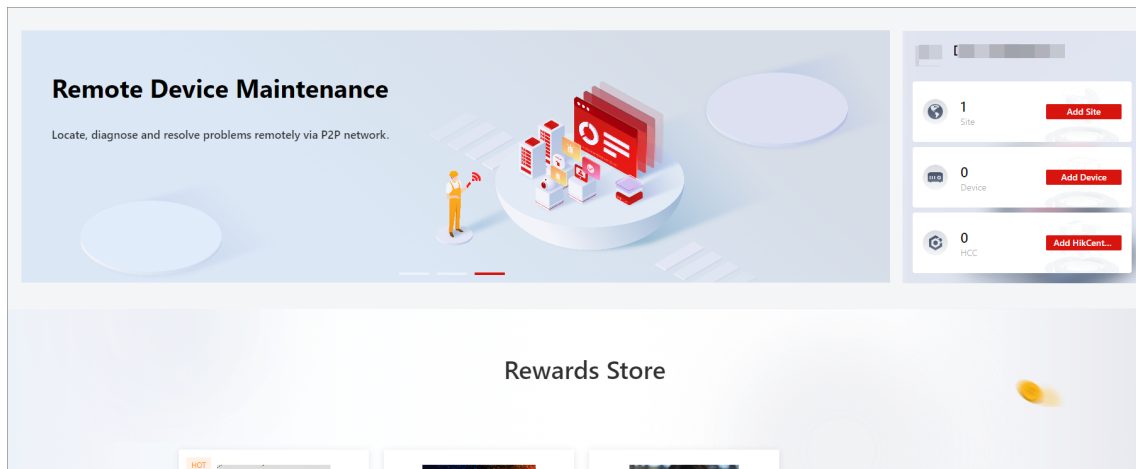


Figure 3-32 Home Page (for Authenticated Channel Partners)

- 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.

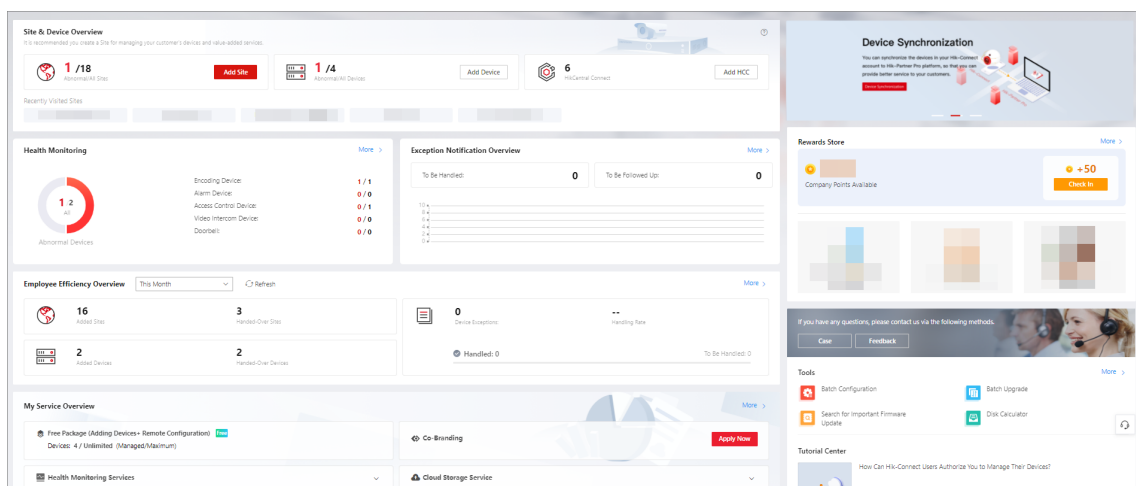



Figure 3-33 Home Page (Except for Authenticated Channel Partners)

- 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's 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.

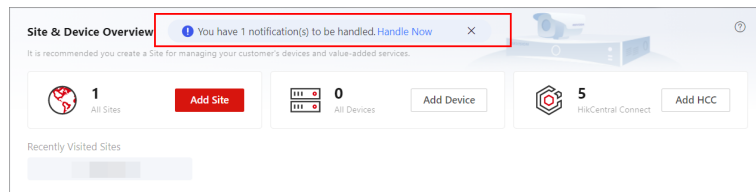


Figure 3-34 Prompt for Handling Notifications

- Supports displaying numbers of abnormal sites and devices in the Site & Device Overview area.



Figure 3-35 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.

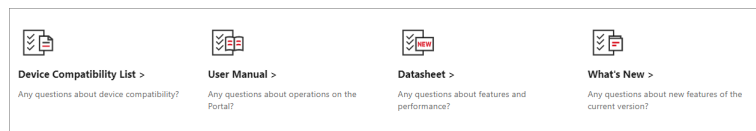


Figure 3-36 Help Area

- 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.

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).

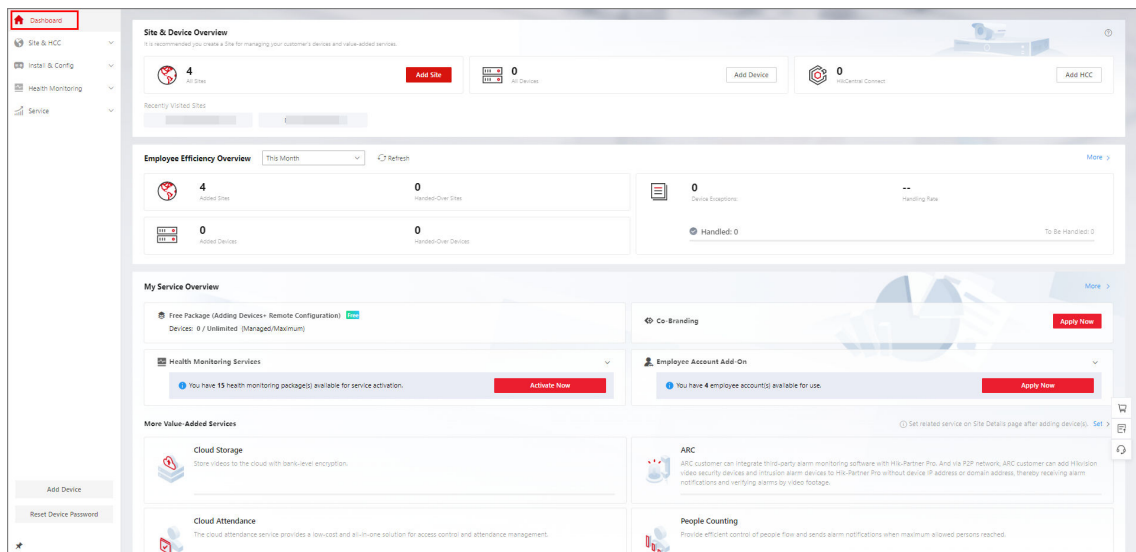


Figure 3-37 Site & Device Module for Authenticated Channel Partners

- For other accounts, the Dashboard page is removed from the Site & Device module.

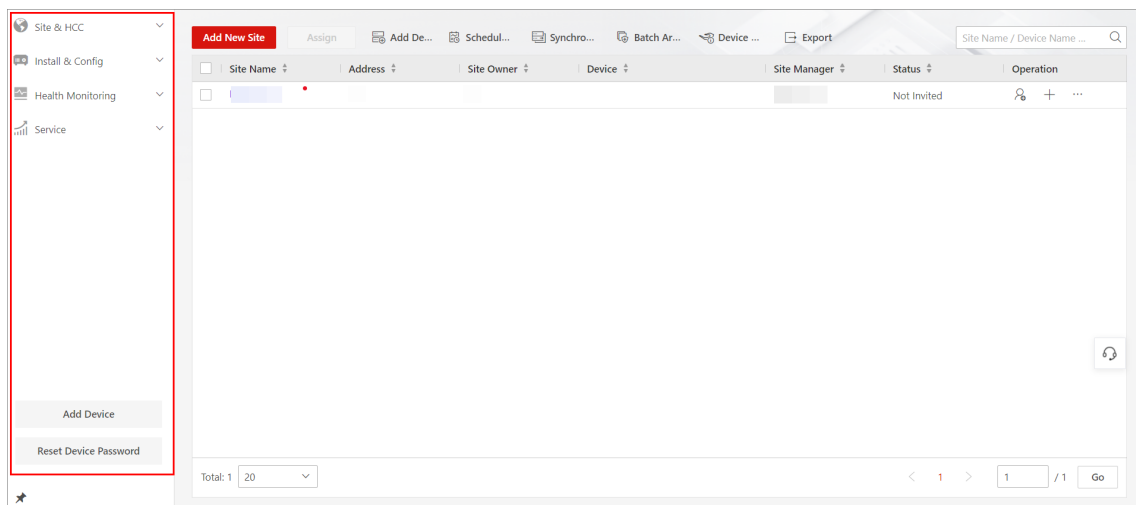


Figure 3-38 Site & Device Module for Other Accounts

- Added two independent entrances for adding devices and resetting device password.

Updates Related to the Explore Module on the Portal

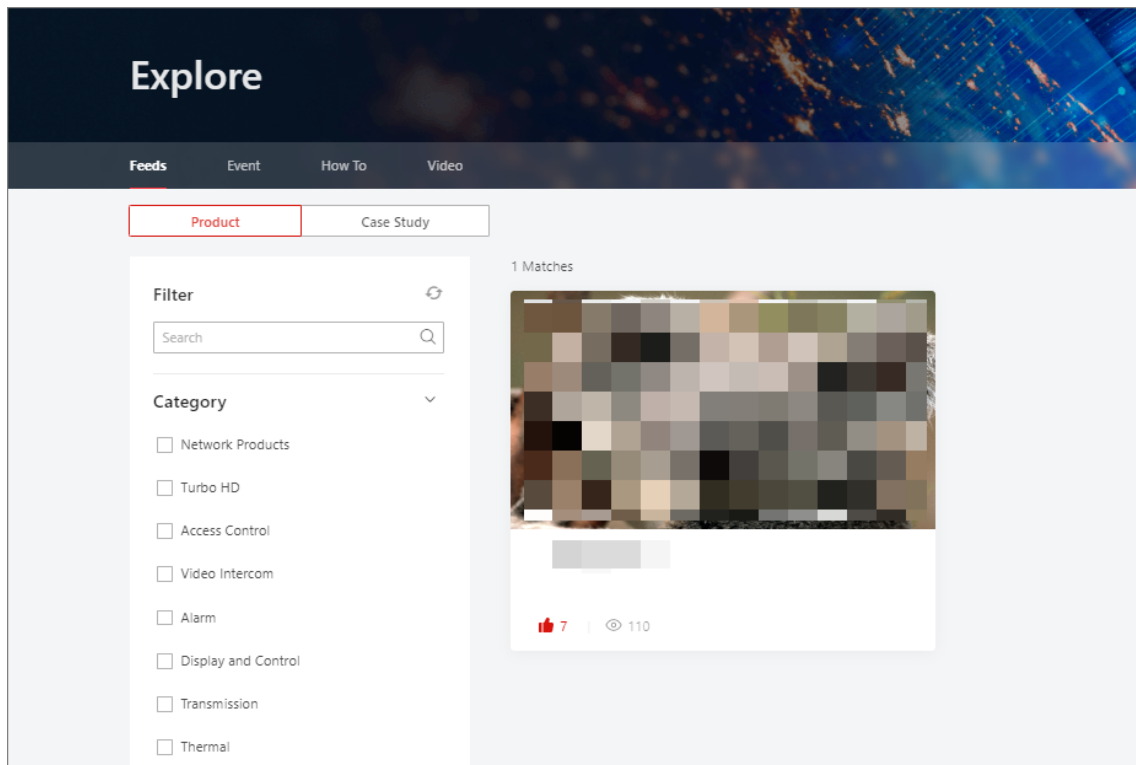


Figure 3-39 Explore Module

- 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

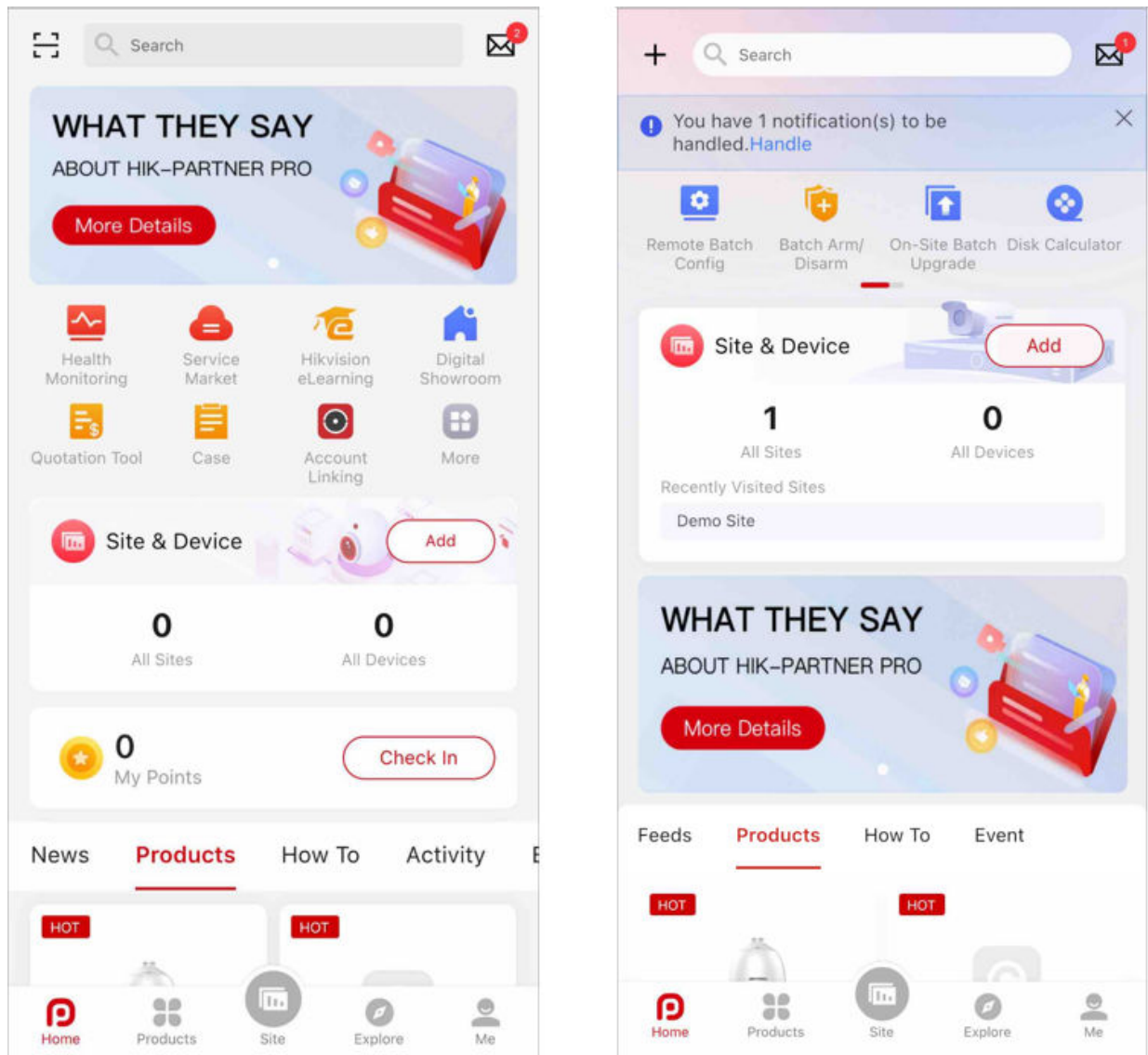


Figure 3-40 Home Pages Before (Left) and After (Right) (Mobile Client)

| | |
|---------------------------|---|
| <p>Application Center</p> | <p>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.</p> |
| <p>Banner</p> | <p>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.</p> |

| | |
|-----------------------------|---|
| 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. |

3.9 [Improvement]Registration and Login

Updates about registration and login are shown below.

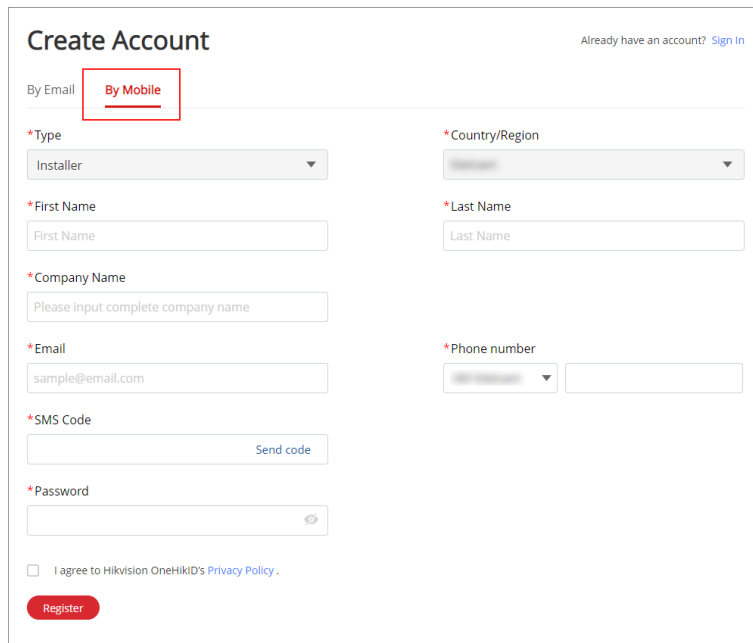
Note

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

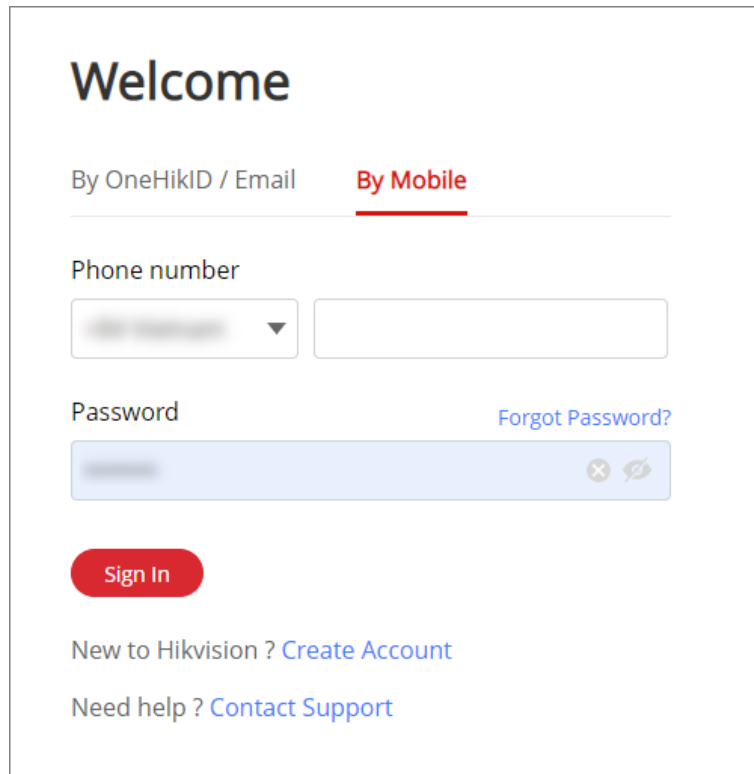
This is only supported in some countries/regions.



The screenshot shows a 'Create Account' form with the following fields and options:

- Registration method: **By Mobile** (highlighted with a red box), By Email
- *Type: Installer (dropdown)
- *Country/Region: (dropdown)
- *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 and text input)
- *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 3-41 Register with Phone Number



The screenshot shows a login interface with the heading "Welcome". Below the heading, there are two options for authentication: "By OneHikID / Email" and "By Mobile". The "By Mobile" option is selected and highlighted with a red underline. Below this, there is a "Phone number" section with a dropdown menu for country codes and a text input field for the phone number. Below that is a "Password" section with a text input field and a "Forgot Password?" link. A red "Sign In" button is located below the password field. At the bottom, there are links for "New to Hikvision ? Create Account" and "Need help ? Contact Support".

Figure 3-42 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.

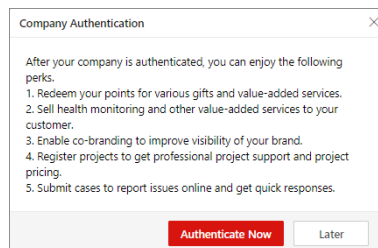


Figure 3-43 Company Authentication Guide After Registration

3.10 [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.

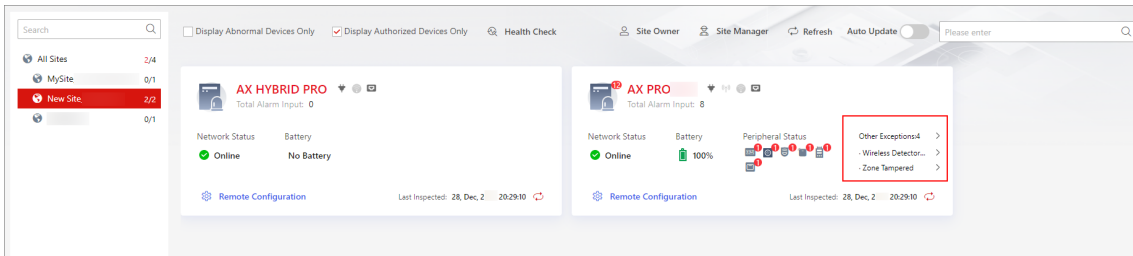


Figure 3-44 Exceptions Reported Automatically by Devices (Other Exception)

- 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.

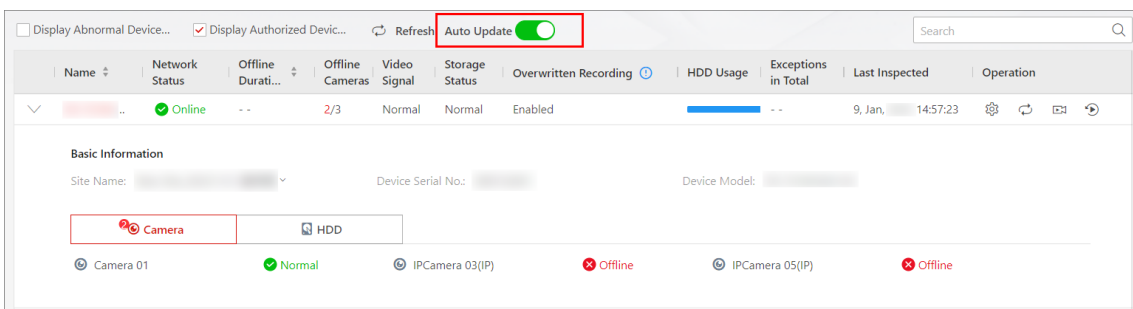


Figure 3-45 Auto Update

3.11 [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's 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).

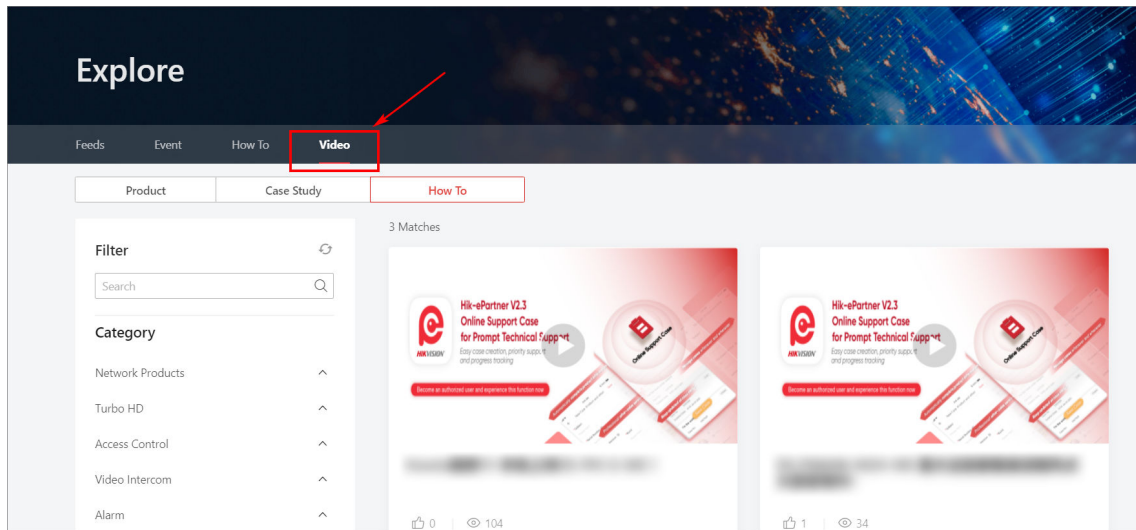


Figure 3-46 Videos

- 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.

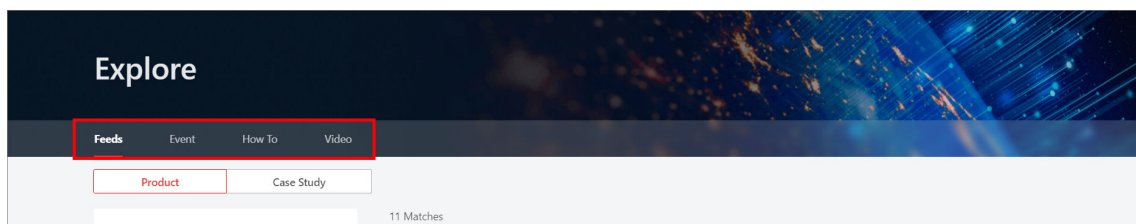


Figure 3-47 Explore (Portal)

- 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.

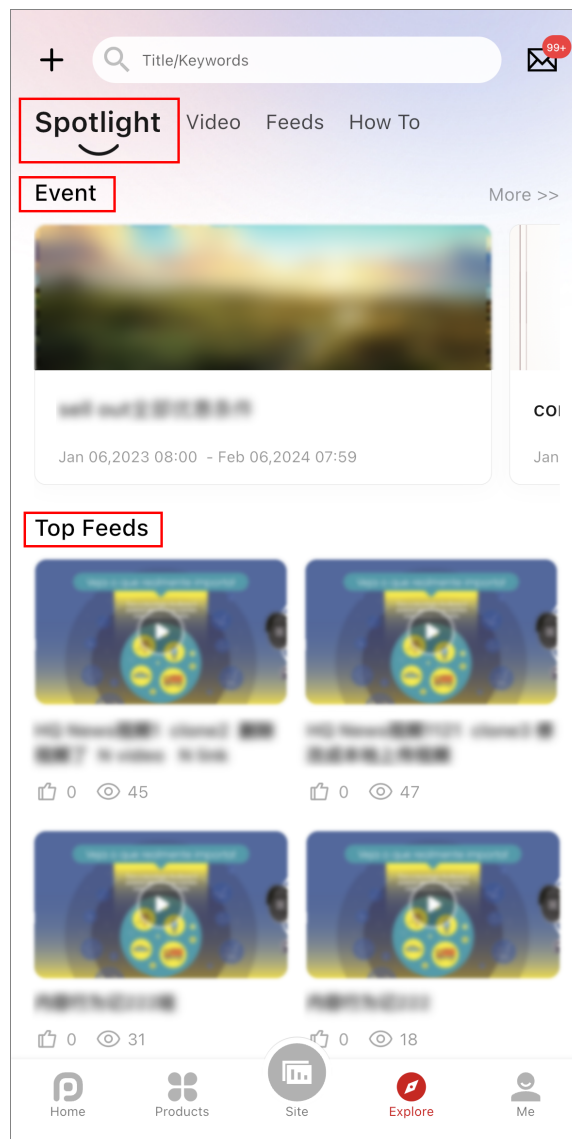


Figure 3-48 Explore (Mobile Client)

3.12 [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's 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 4 Updates in V2.1.0

Updated on January 9, 2023.

- **[New]Access Control and Video Intercom Services of HikCentral Connect**
- **[Improvement]Others**

4.1 [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.



- 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 4-1 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: |

What's New in Hik-Partner Pro

| Service | Description |
|------------------------|---|
| | <ul style="list-style-type: none"> • Connecting to access control devices and managing events (e.g., viewing history events and alarm configurations for access control events). • 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's 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

Figure 4-1 Online Purchase

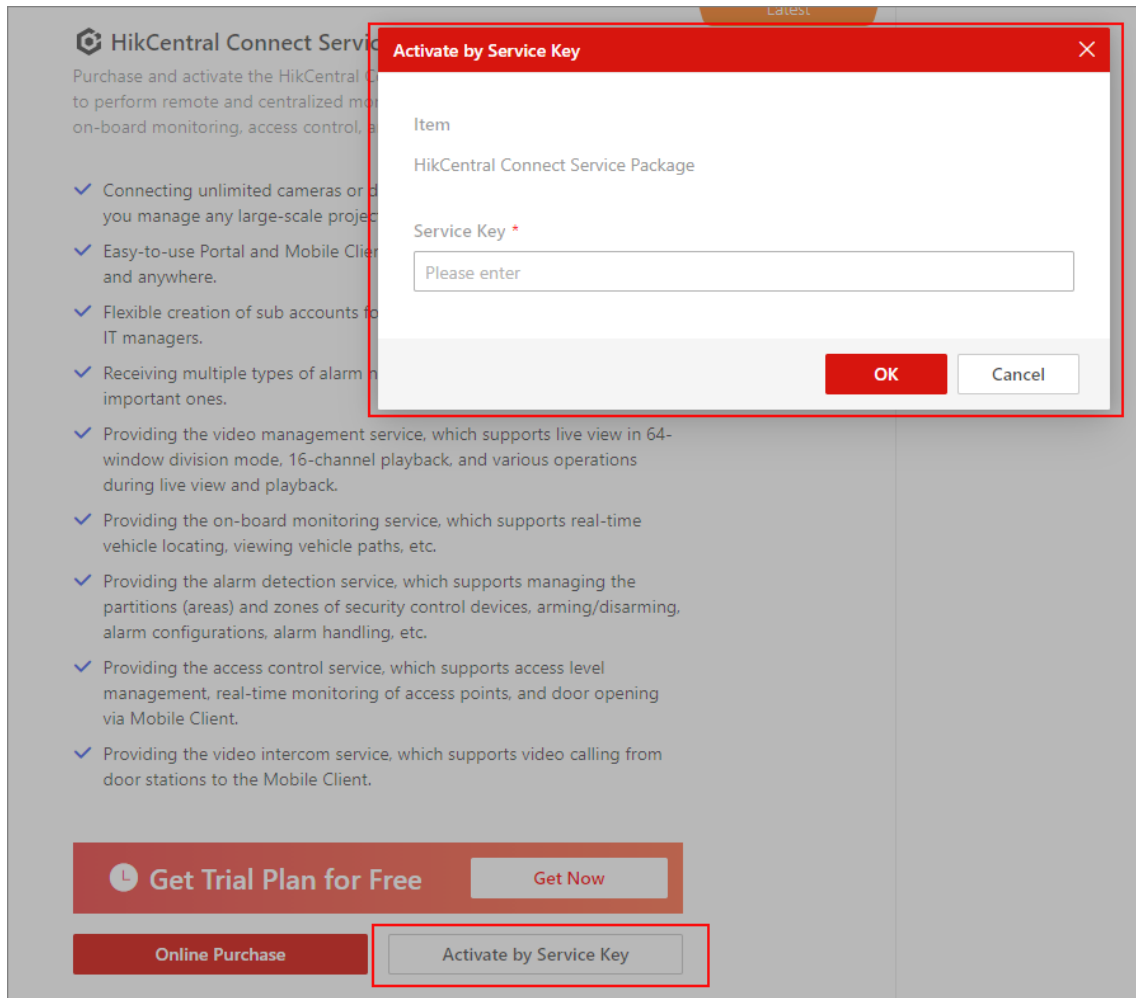


Figure 4-2 Activate by Service Key

- After online purchase or activating by service keys, you can view your order records on the Order page.

What's New in Hik-Partner Pro

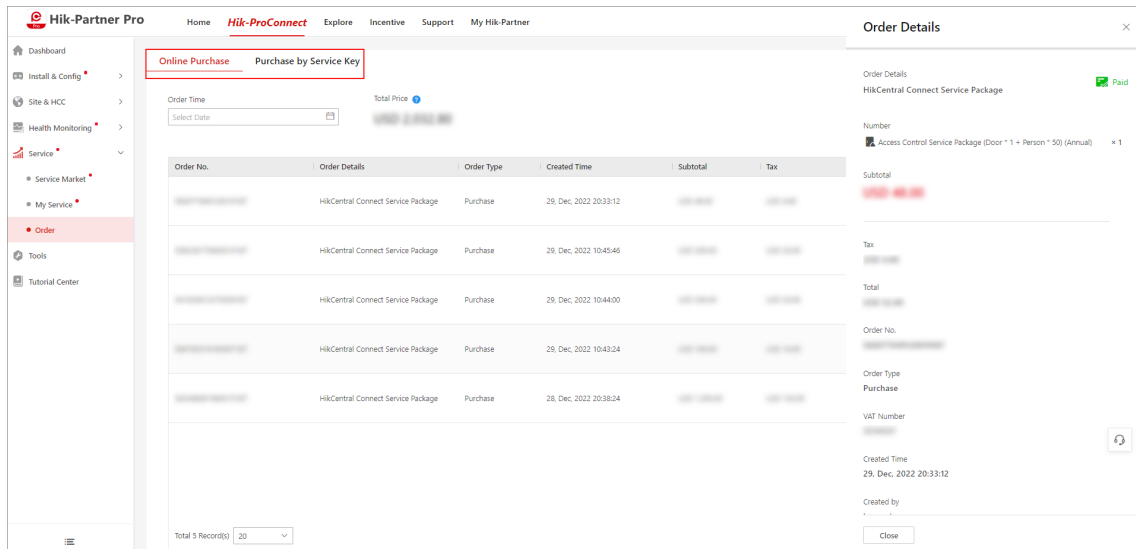


Figure 4-3 Order Details

- 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's 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 4-4 Free Plan for Access Control Service

In-Board Monitoring Free
Expire on 31, Dec, 2099
Used Vehicles (0/10)

Access Control Free
Expire on 31, Dec, 2099
Used Doors (0/2)

Video Intercom Free
Expire 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 Room(s)
You can activate for more if needed.
[Activate Service](#)

After the video intercom service is activated, you can enjoy the following perks:

- ✓ Connecting to video intercom devices (e.g., door stations), and managing the devices (e.g., adding, deleting, editing, and searching for devices, and upgrading firmware).
- ✓ Cloud-based solution which supports video calling from video intercom devices to the Mobile Client without being limited by the wiring or network.
- ✓ Connecting to video intercom devices and managing events, including viewing history events and alarm configurations for video intercom events.
- ✓ Making video calls from door stations and receiving the calls via Mobile Client.
- ✓ Self-service users can be added to each room for using functions on the Mobile Client.

[Add Device](#)

Figure 4-5 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's New in Hik-Partner Pro

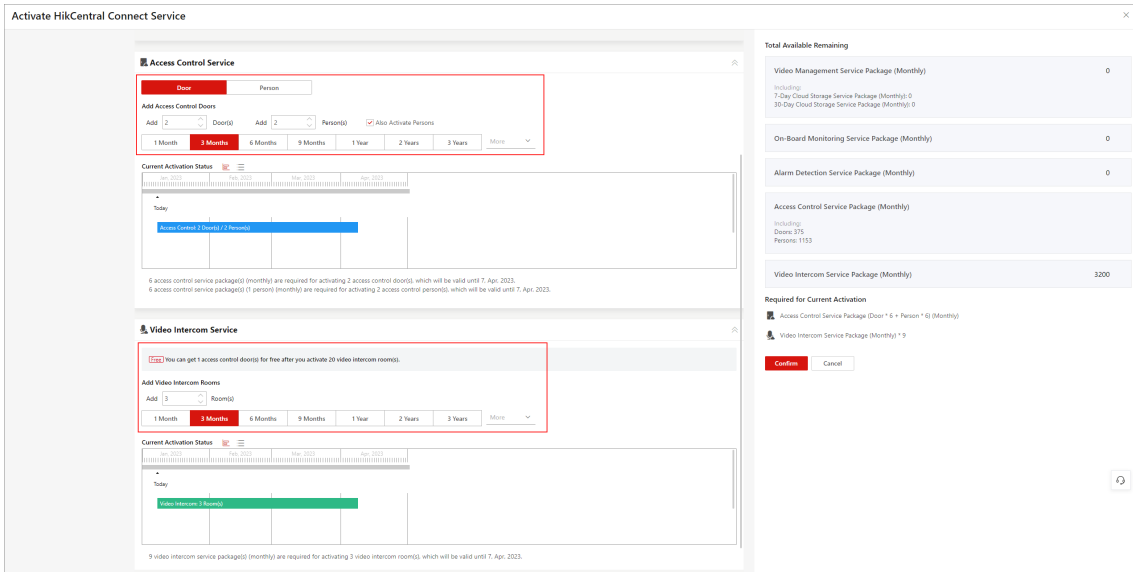


Figure 4-6 Activate Service

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.

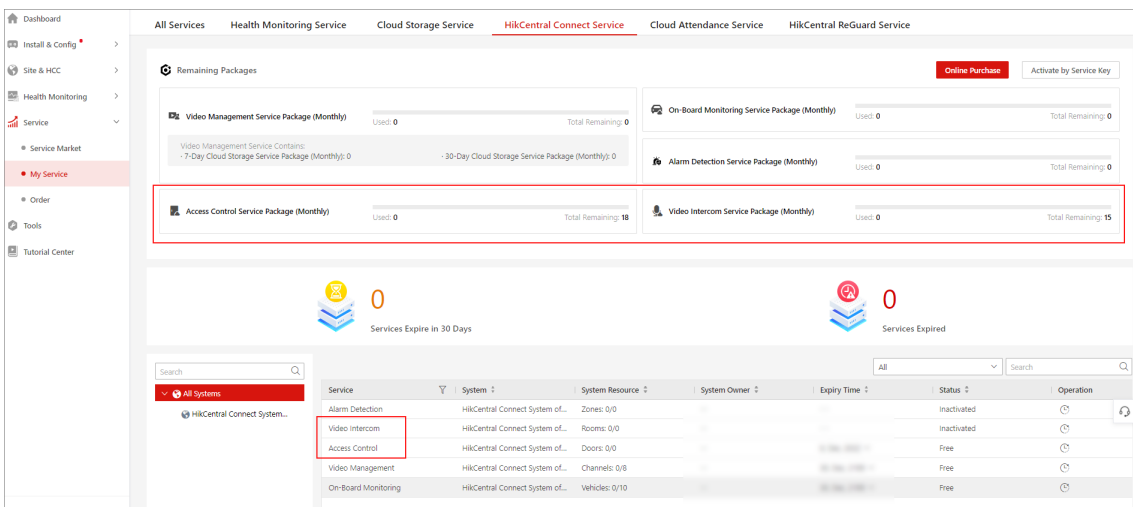


Figure 4-7 My Service

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*.

4.2 [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 5 Updates in V2.0.100

Updated on November 23, 2022.

- ***[New]Share Sites with Installation Service Partners Before Handover***
- ***[Improvement]Others***

5.1 [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's New in Hik-Partner Pro

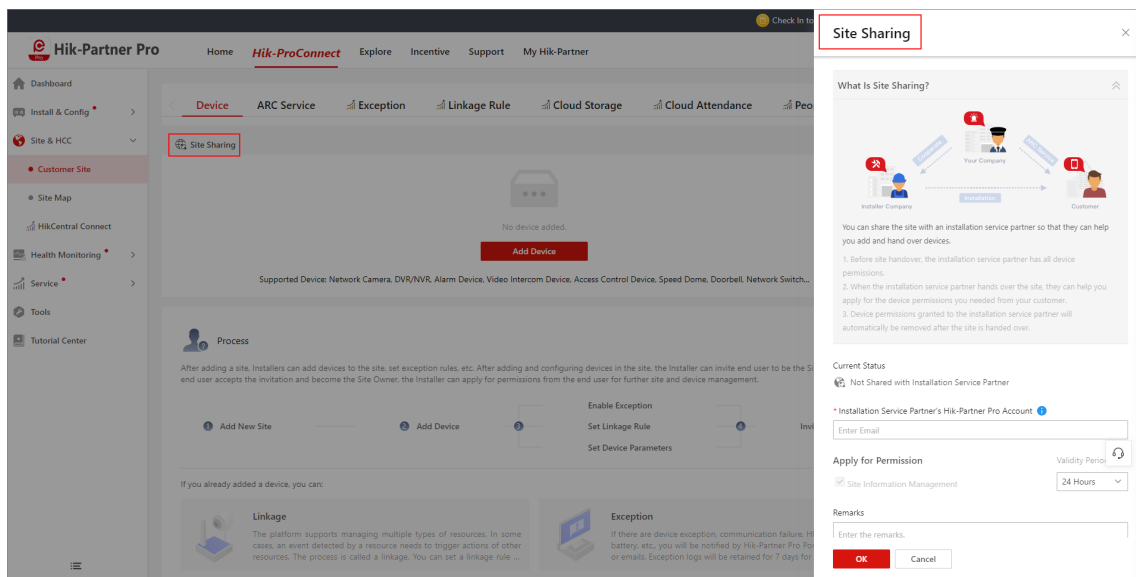


Figure 5-1 Share Site to Installation Service Partner

- 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.

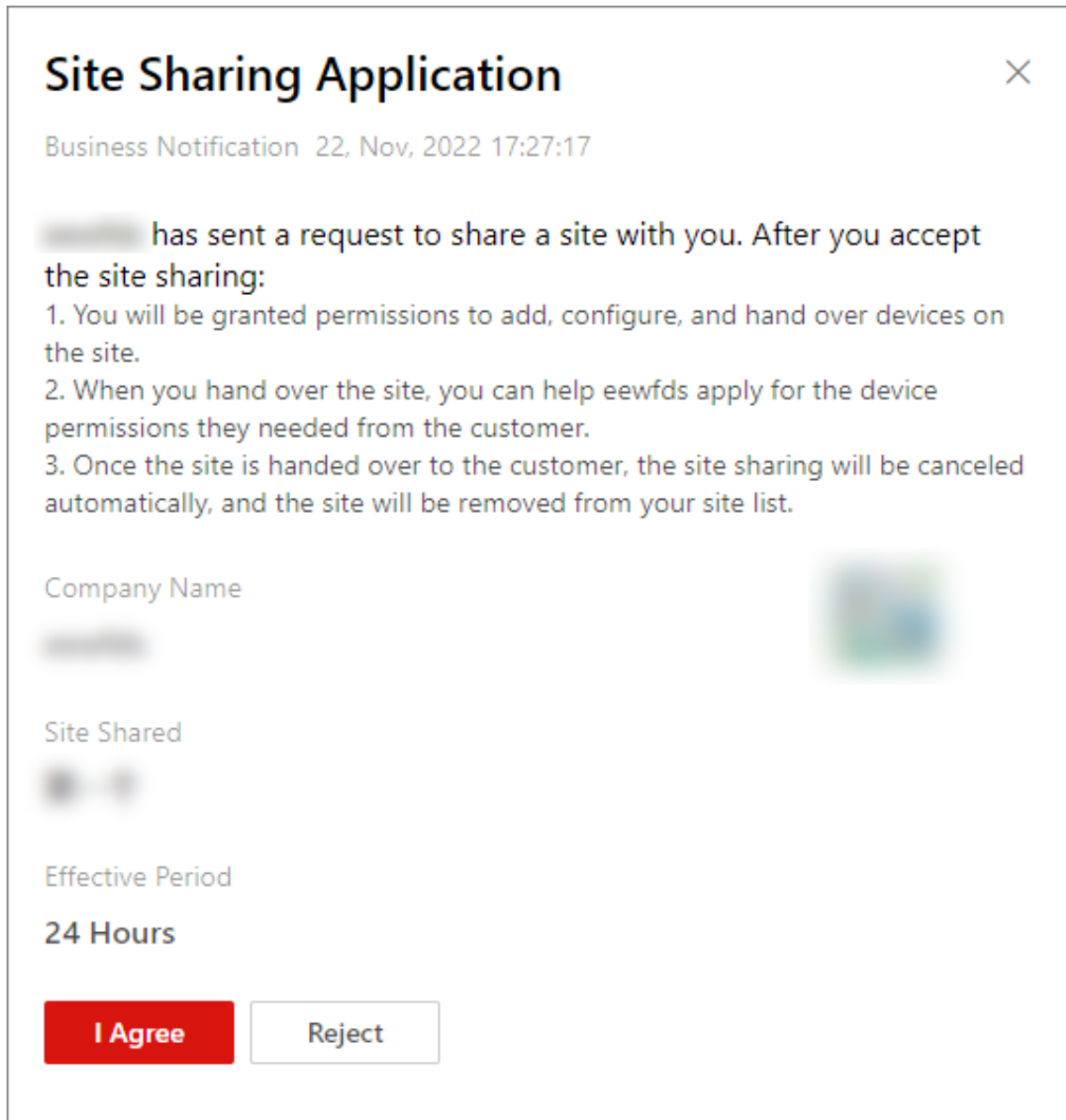


Figure 5-2 Site Sharing Application

- 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.

5.2 [Improvement]Others

- Supports assigning sites to selected site managers on the Mobile Client.



This feature is already supported by the Portal in the previous versions.

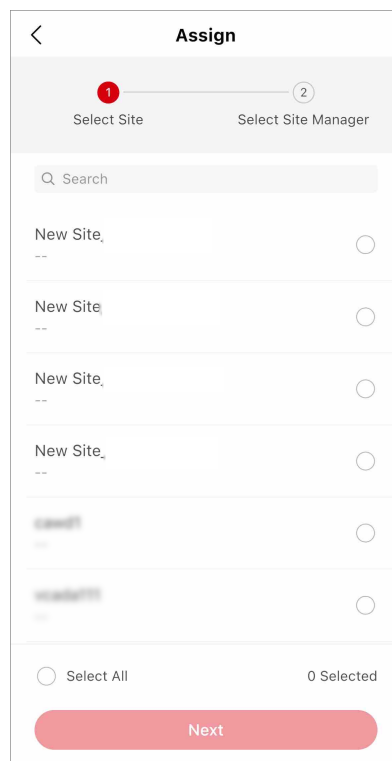


Figure 5-3 Assign Site

- Supports switching between the two display modes for devices (device cards and device list) on the site details page on the Portal.

What's New in Hik-Partner Pro

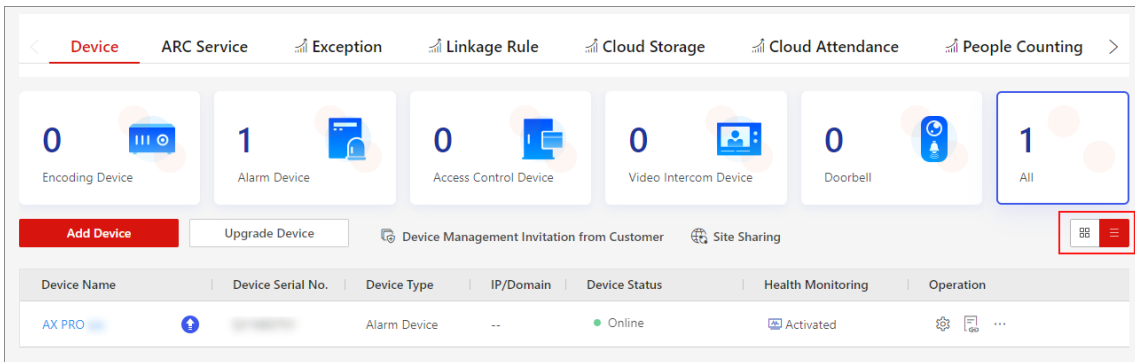


Figure 5-4 Device List

Chapter 6 Updates in V2.0.0

Updated on October 20, 2022.

- **[New]Solution**
- **[New]Project**
- **[New]Order & Promotion**
- **[New]Rebate**
- **[New]Quotation Tool on the Mobile Client**
- **[New]Dashboard**
- **[New]Submit More Types of Cases**
- **[New]Submit RMA Requests**
- **[New]Other New Features of the Support Module**
- **[New]After-Sales Authorization Code on the Mobile Client**
- **[New]Product Upgrade and Login After Upgrade**
- **[Improvement]Rewards Store**
- **[Improvement]Explore**
- **[Improvement]Company Management**
- **[Improvement]Account Information**
- **[Improvement]Health Monitoring**
- **[Improvement]Notification Center**
- **[Improvement]Alarm Resources**
- **[Improvement]Others**

6.1 [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 6-1 Filter Solutions by Sub Vertical

What's New in Hik-Partner Pro

- 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.

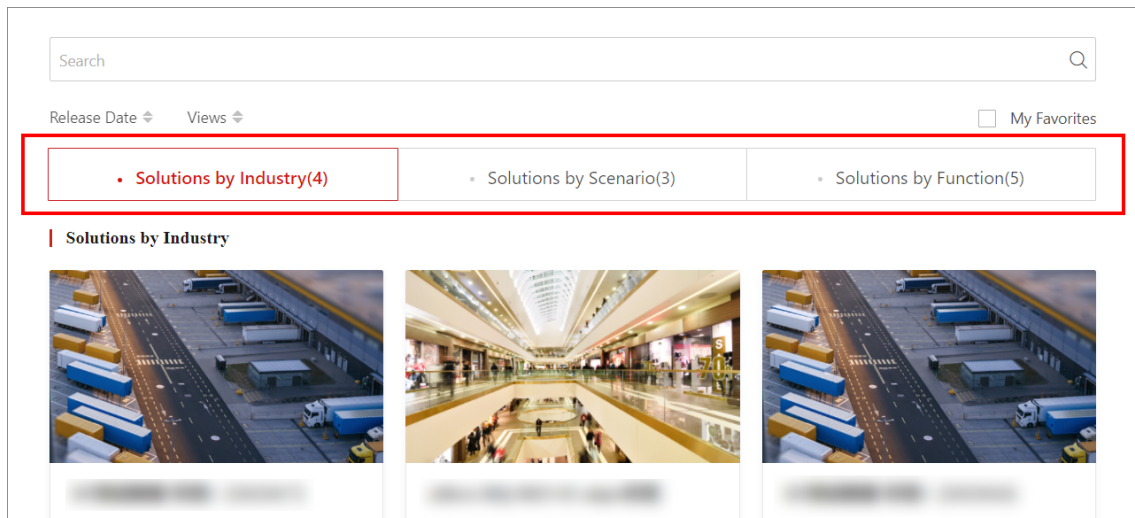


Figure 6-2 Solution Types

- 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.

6.2 [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's 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 *
EUR

Estimated Hikvision Product Amount *
Preço mínimo para Registro de projetos é ...

Total CCTV Budget
Total Security Budget

Bidding Date *
Estimated Closing Date *
Preferred Software Platform *

Competitor1 *
Competitor Solution Description1 *
+ Add

Project Description *

Figure 6-3 New Project

- Supports comparing products to help you choose products when creating a project.

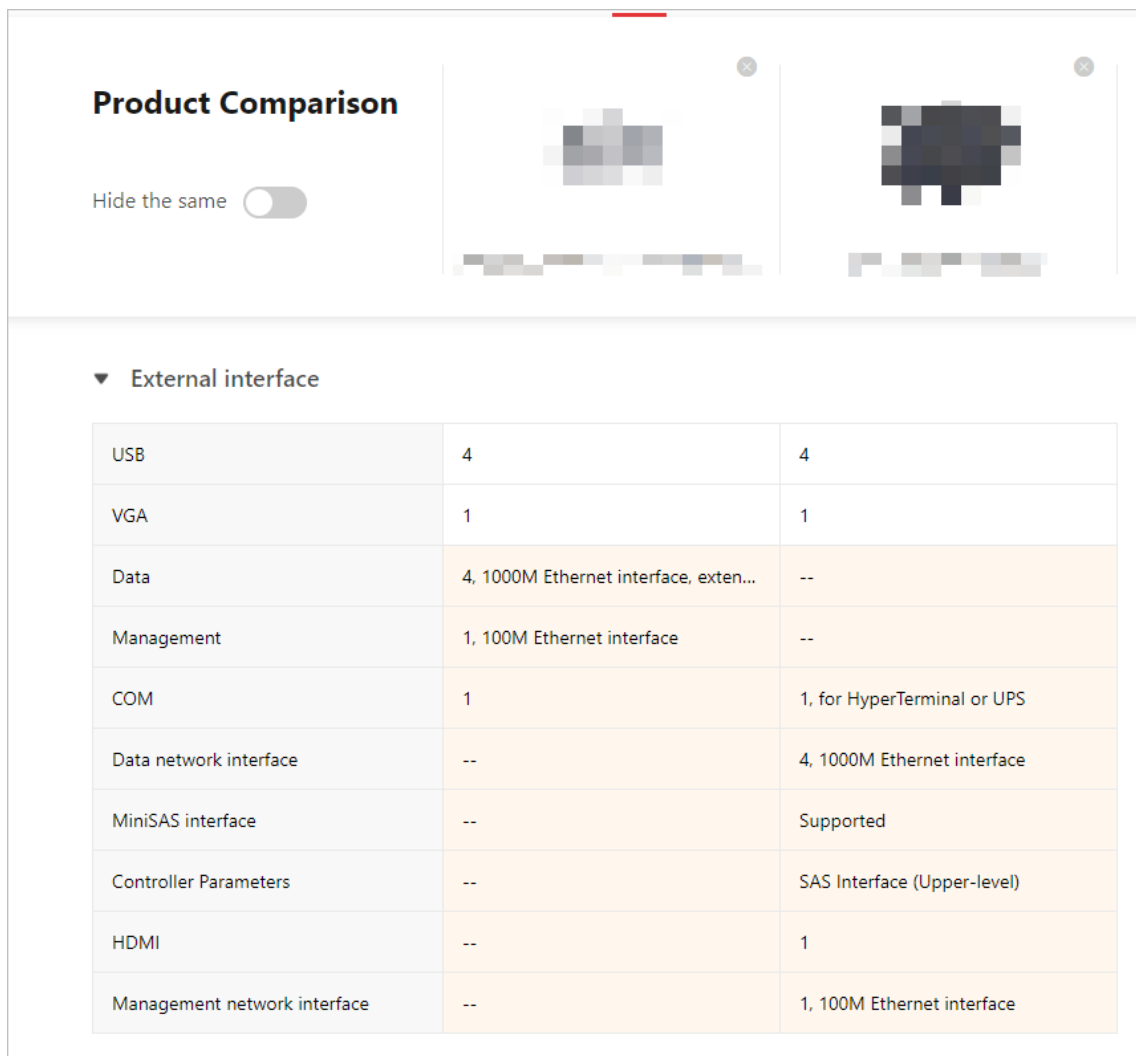


Figure 6-4 Compare Products

- 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**.

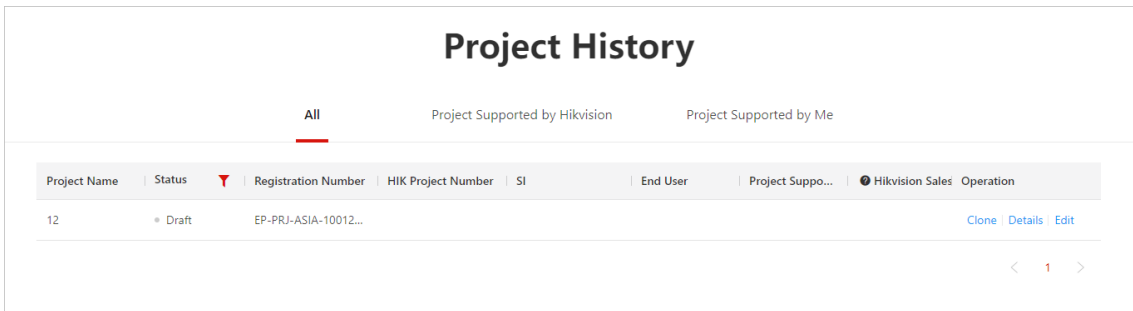


Figure 6-5 View Project History

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 6-1 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. |

6.3 [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's New in Hik-Partner Pro

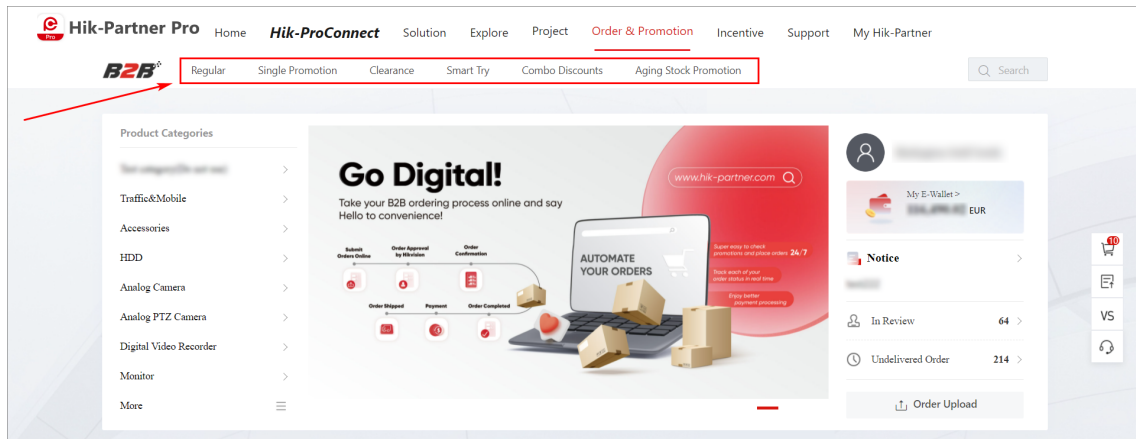


Figure 6-6 Regular and Promotional Product Types

Submit Orders

- Supports adding products to shopping cart and placing orders by selecting the products you need and filling in the required order information.

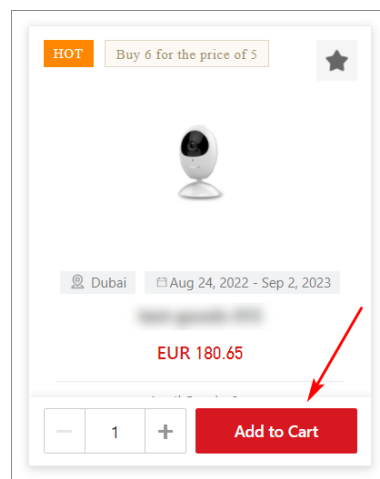


Figure 6-7 Add Product to Shopping Cart

What's New in Hik-Partner Pro

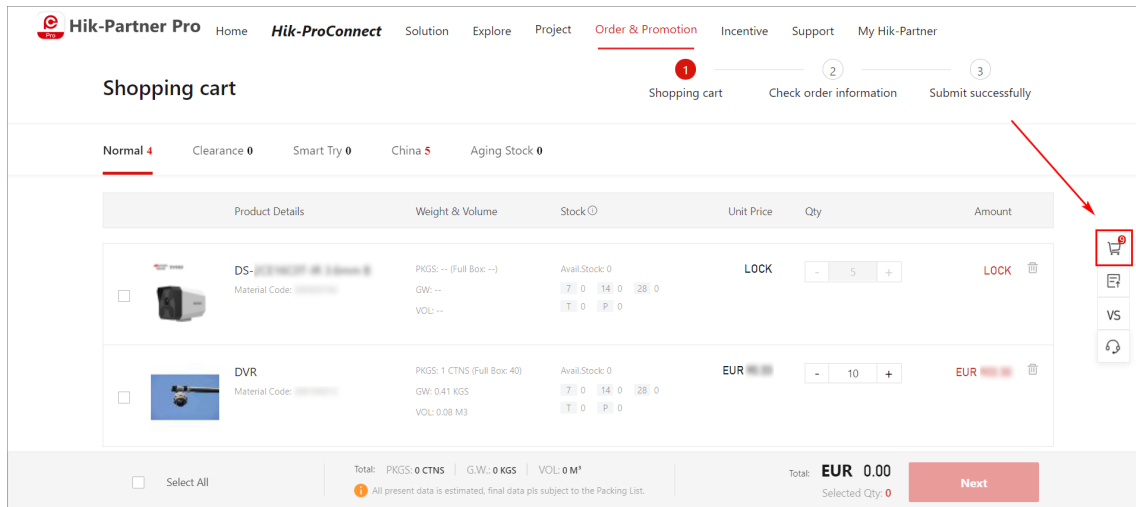


Figure 6-8 Shopping Cart

- Supports submitting product orders via Order Upload.

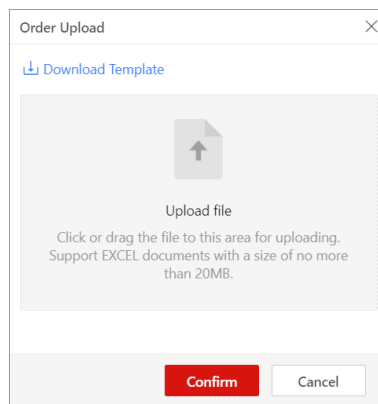


Figure 6-9 Order Upload

View Order Related Information

- Supports tracking order status and viewing orders of different status via the My Order page.

What's New in Hik-Partner Pro

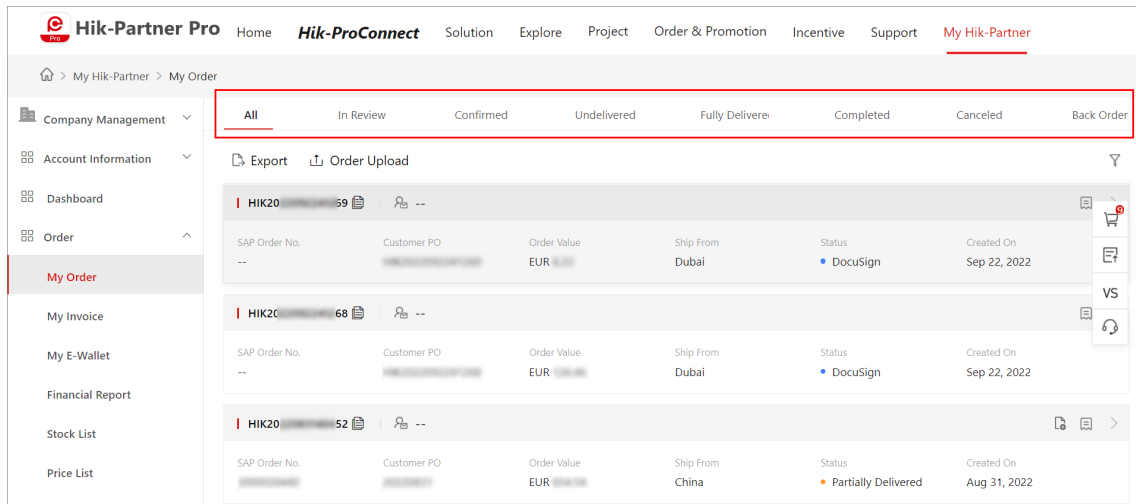


Figure 6-10 My Order

- 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.

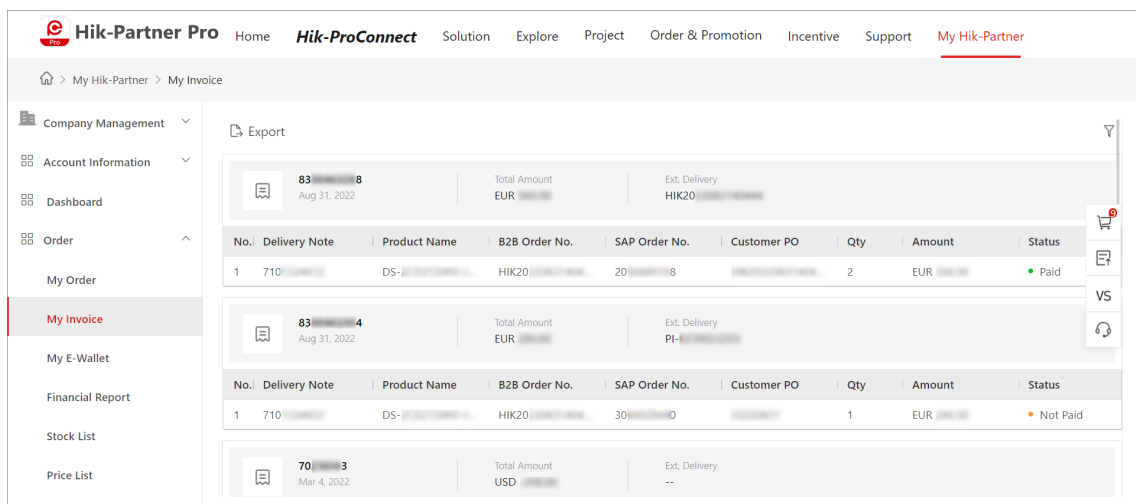


Figure 6-11 My Invoice

- Supports viewing your E-Wallet balance and transaction records and searching for specific records via the My E-Wallet page.

What's New in Hik-Partner Pro

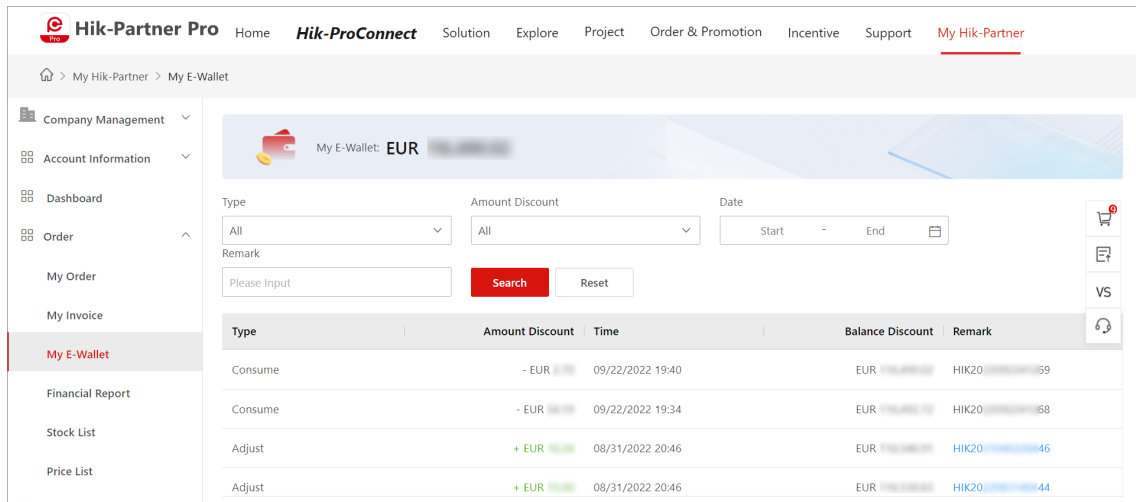


Figure 6-12 My E-Wallet

- Supports viewing details of your credit status, account payable balance, and basic information of the invoices via the Financial Report page.

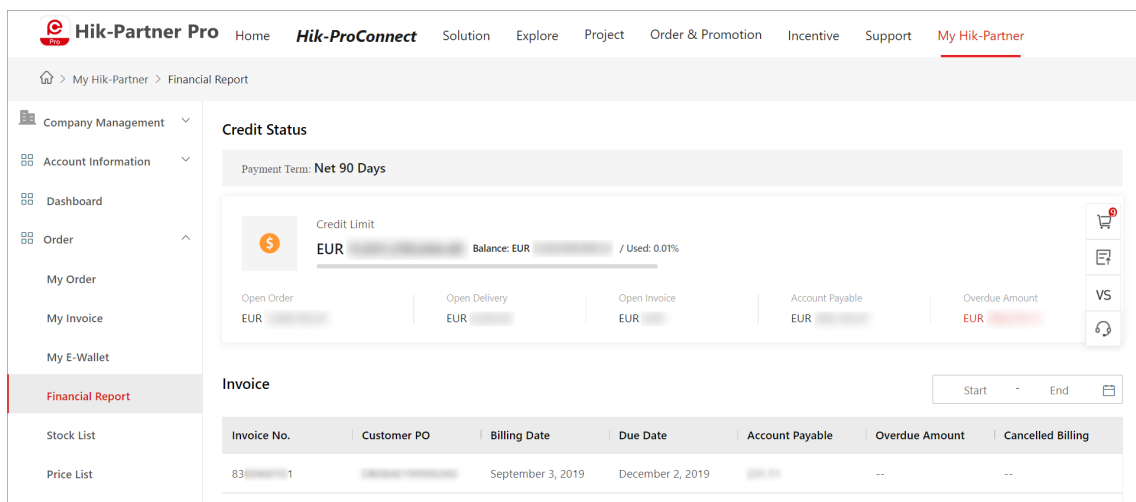


Figure 6-13 Financial Report

- 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's New in Hik-Partner Pro

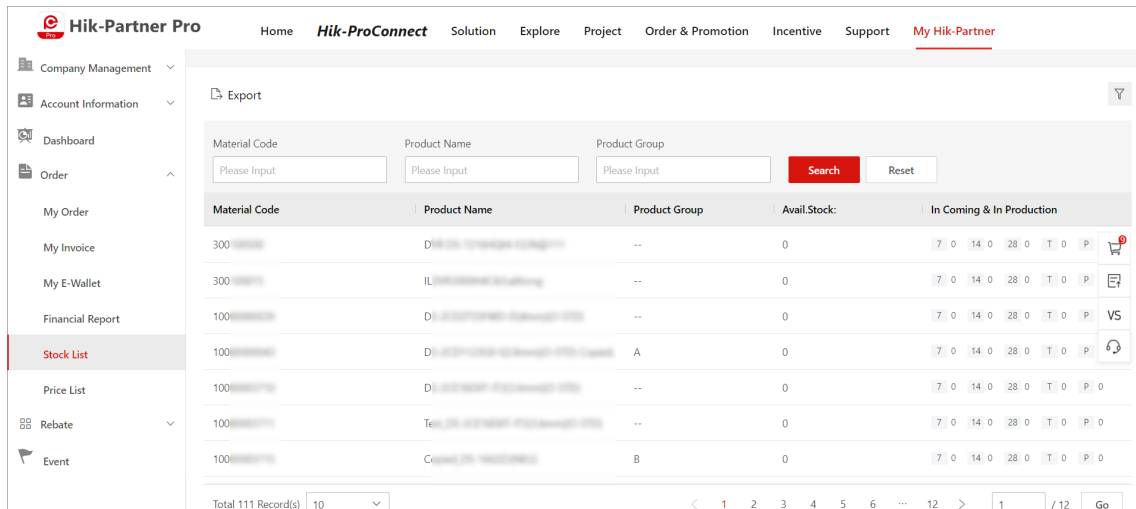


Figure 6-14 Stock List

- 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.

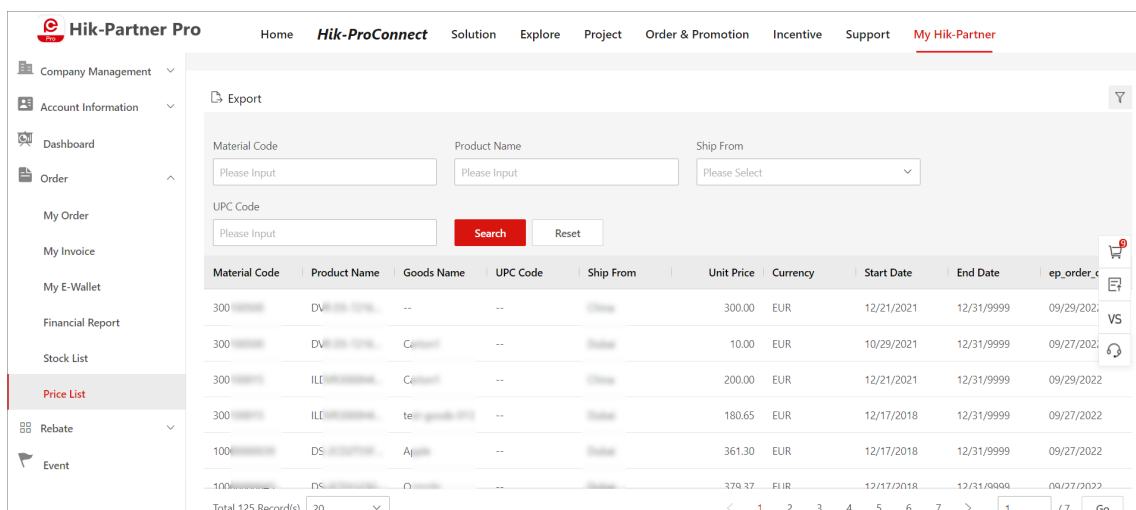


Figure 6-15 Price List

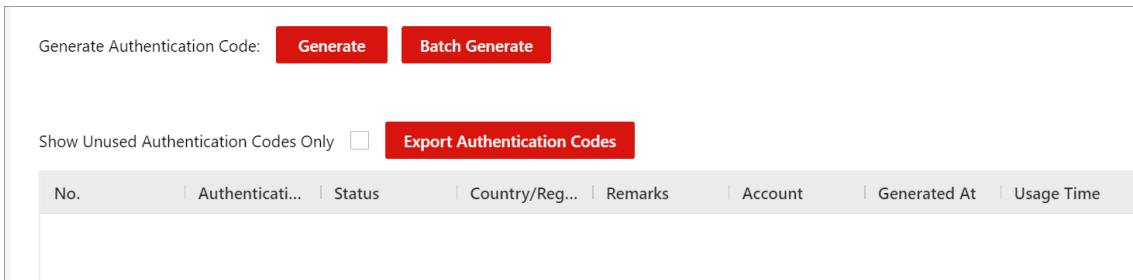
6.4 [New]Rebate

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.

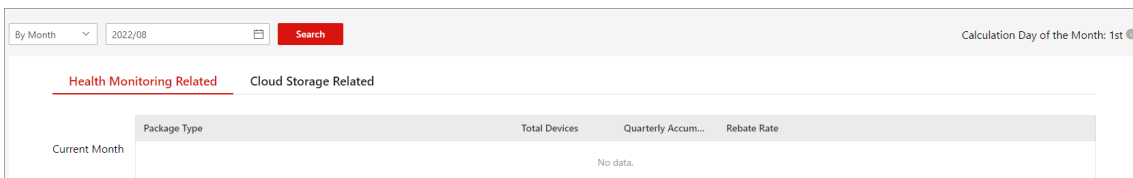
- Supports generating authentication codes for authenticated channel partners' customers (i.e., installers or secondary distributors) to complete the company authentications on Hik-Partner Pro, and then the authenticated channel partners can have chances to earn rebates.



The screenshot shows a web interface for generating authentication codes. At the top, there is a label "Generate Authentication Code:" followed by two red buttons: "Generate" and "Batch Generate". Below this, there is a checkbox labeled "Show Unused Authentication Codes Only" and a red button labeled "Export Authentication Codes". At the bottom, there is a table with the following columns: "No.", "Authenticati...", "Status", "Country/Reg...", "Remarks", "Account", "Generated At", and "Usage Time". The table is currently empty.

Figure 6-16 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.

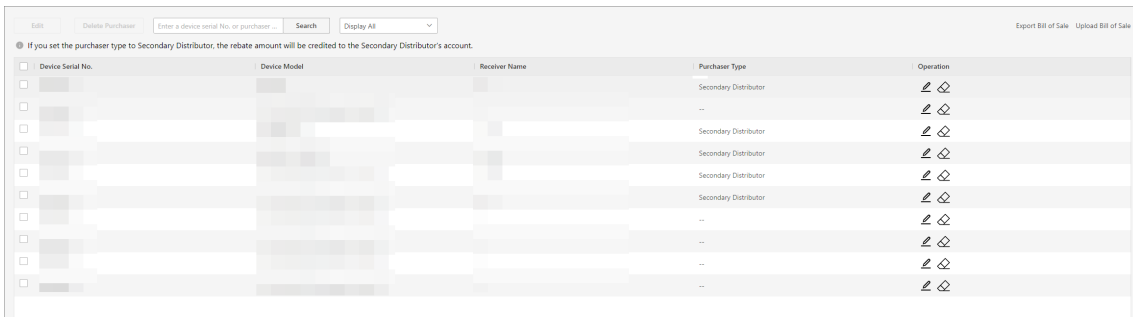


The screenshot shows a web interface for viewing rebate details. At the top, there is a dropdown menu labeled "By Month" with "2022/08" selected, a "Search" button, and a "Calculation Day of the Month: 1st" option. Below this, there are two tabs: "Health Monitoring Related" (selected) and "Cloud Storage Related". At the bottom, there is a table with the following columns: "Current Month", "Package Type", "Total Devices", "Quarterly Accum...", and "Rebate Rate". The table is currently empty and displays "No data."

Figure 6-17 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's New in Hik-Partner Pro





















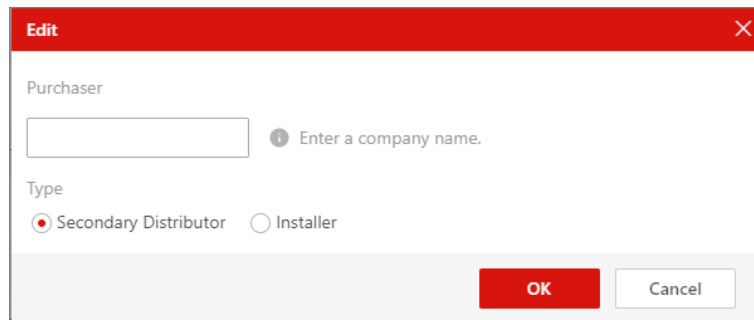
| Device Serial No. | Device Model | Receiver Name | Purchase Type | Operation |
|-------------------|--------------|---------------|-----------------------|---|
| | | | Secondary Distributor |   |
| | | | ... |   |
| | | | Secondary Distributor |   |
| | | | Secondary Distributor |   |
| | | | Secondary Distributor |   |
| | | | ... |   |
| | | | ... |   |
| | | | ... |   |
| | | | ... |   |

Figure 6-18 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 6-19 Transfer Rebates

6.5 [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.

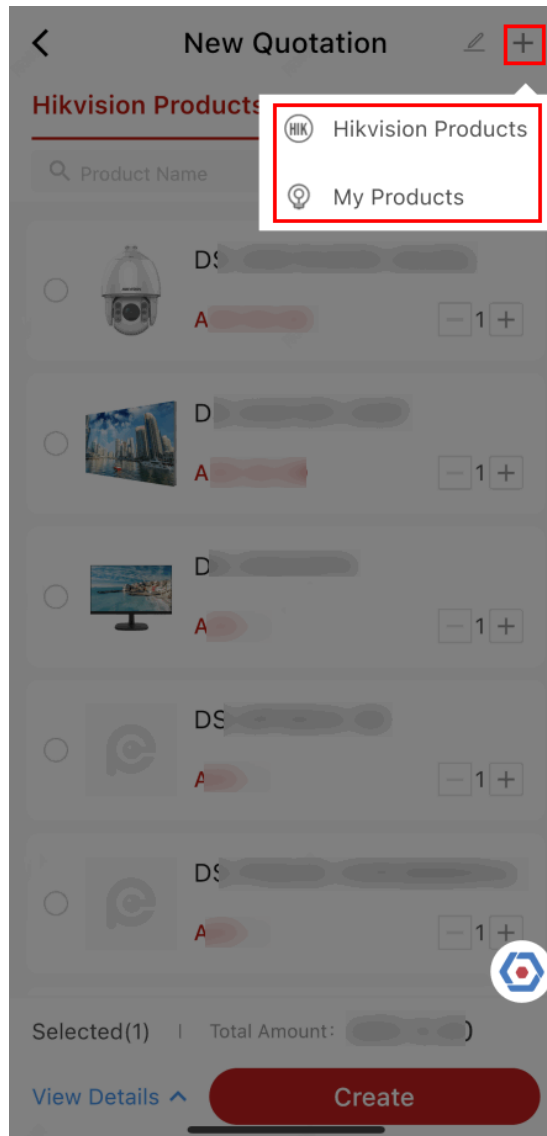


Figure 6-20 Add Device

- Supports selecting products, editing the number of product, viewing product details, editing product price, and deleting product.

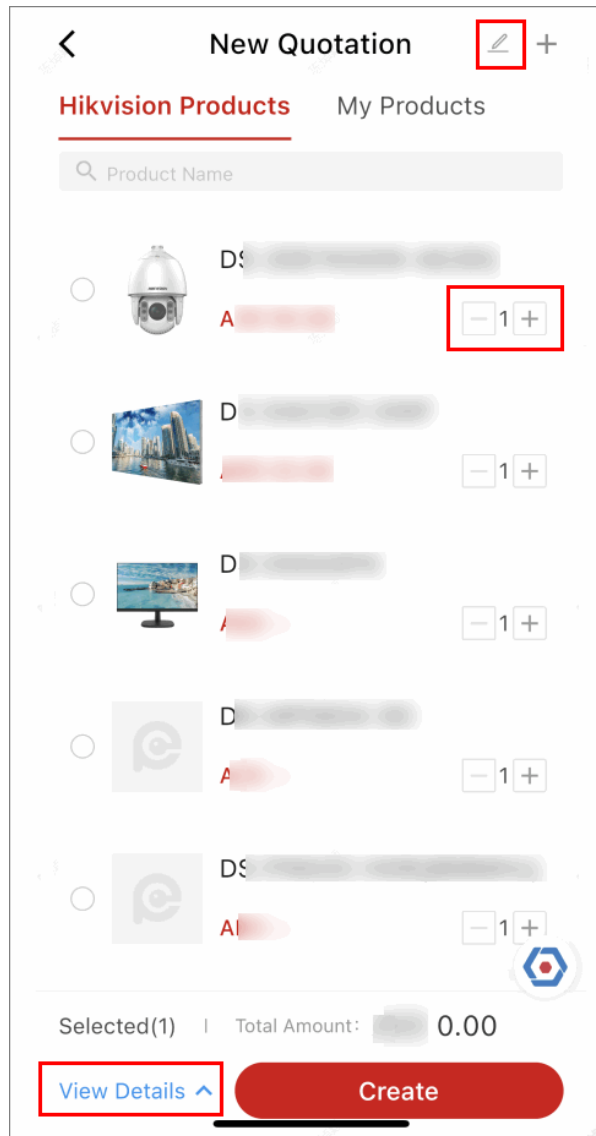


Figure 6-21 New Quotation

- 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:** Set to 'AED' with a right arrow.
- Company Details:** Includes 'Company Name' and 'Company Logo' (with a right arrow).
- Contact Person Details:** Includes fields for '*Name', '*Mobile', and '*Address', each with a right arrow.
- Bank Details:** Includes fields for 'Beneficiary', 'Tel', 'Bank', 'A/C NO.', and 'Swift', each with a right arrow. The 'A/C NO.' field has a small circular icon next to it.

At the bottom of the screen, there is a large red button labeled 'Save'.

Figure 6-22 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.

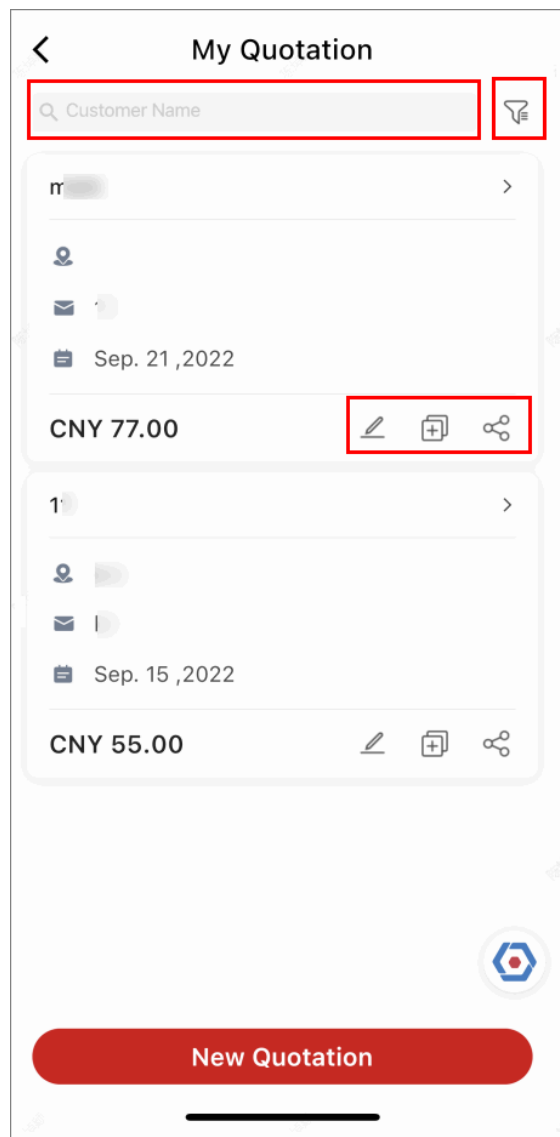


Figure 6-23 My Quotation

6.6 [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's 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.

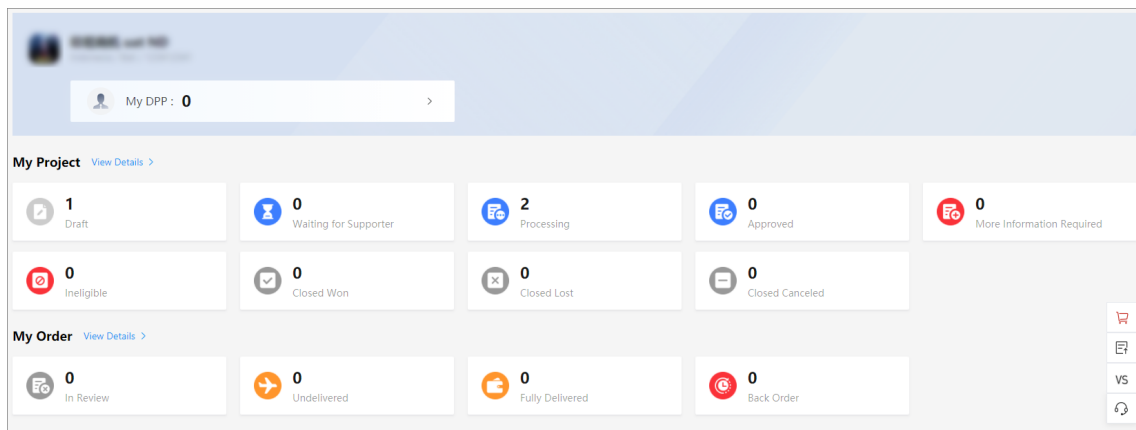


Figure 6-24 My Dashboard

6.7 [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's 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'. The form fields include: 'Title', 'Device Serial No.', 'Firmware Version', 'Build', 'Issue Description' (with a list of prompts), 'Screenshot / Error Information' (with a file upload area and supported formats: PNG, JPG, BMP, JPEG, PDF, DOC, XLSX, and TXT), 'Link for Accessing Files on Network Disk', and 'Contact Information' (with email, phone, and a checkbox for consent). A 'Submit' button and a 'Cancel' button are at the bottom right.

Figure 6-25 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'. The form fields include: 'Title', 'Software Name', 'Software Version', 'Issue Description' (with a list of prompts), 'Screenshot / Error Information' (with a file upload area and supported formats: PNG, JPG, BMP, JPEG, PDF, DOC, XLSX, and TXT), 'Link for Accessing Files on Network Disk', and 'Contact Information' (with email, phone, and a checkbox for consent). A 'Submit' button and a 'Cancel' button are at the bottom right.

Figure 6-26 Submit Software Product Case

- Supports submitting, replying to, and closing Hik-Partner Pro cases for issues related to Hik-Partner Pro.

What's 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?

Authorization Code ⓘ
 Do Not Provide Provide

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. +

Submit Cancel

Figure 6-27 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.

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 6-28 Submit Dedicated Customer Service Case

6.8 [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.

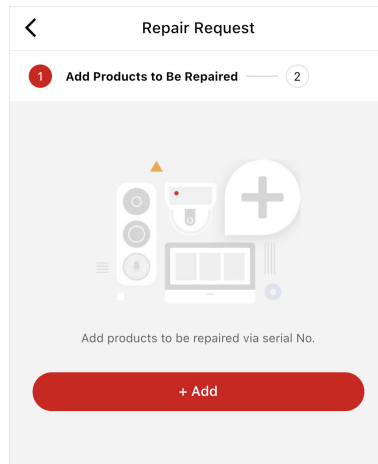


Figure 6-29 Submit Request on Mobile Client

- Supports viewing and handling RMA requests on the Mobile Client.

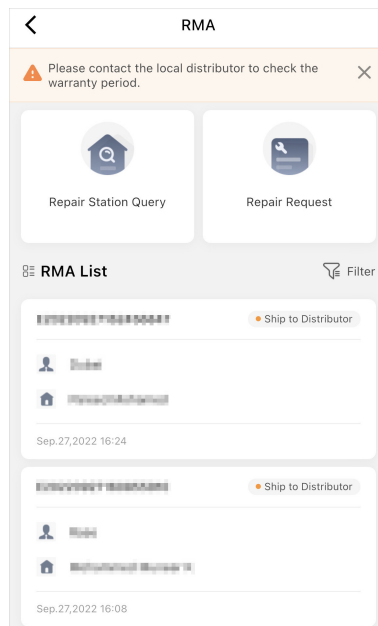




Figure 6-30 RMA List

- Supports checking request status.

6.9 [New]Other New Features of the Support Module

This version adds new features to the Support module.

What's 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**.

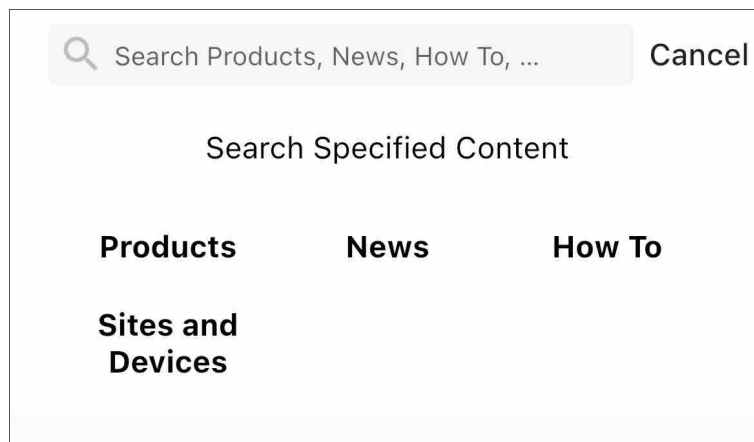


Figure 6-31 Search Box

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.

6.10 [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 6-32 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.

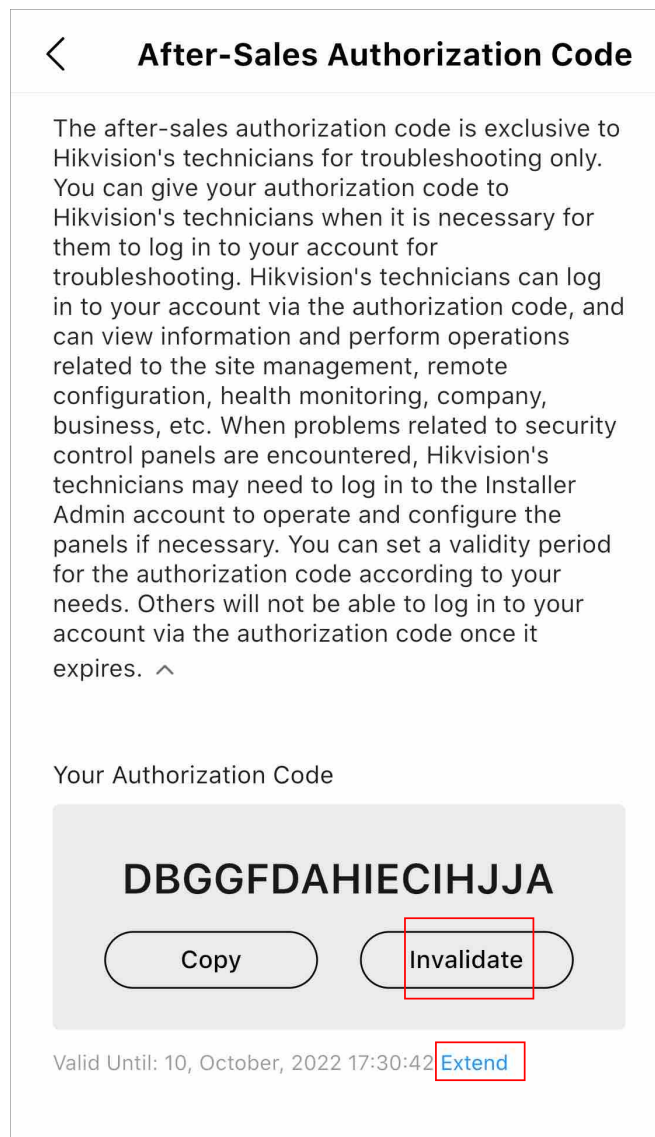


Figure 6-33 Invalidate After-Sales Authentication Code and Extend Validity Period

- Supports extending the validity period of the authorization code if required on the Mobile Client.

6.11 [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 6-34 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.

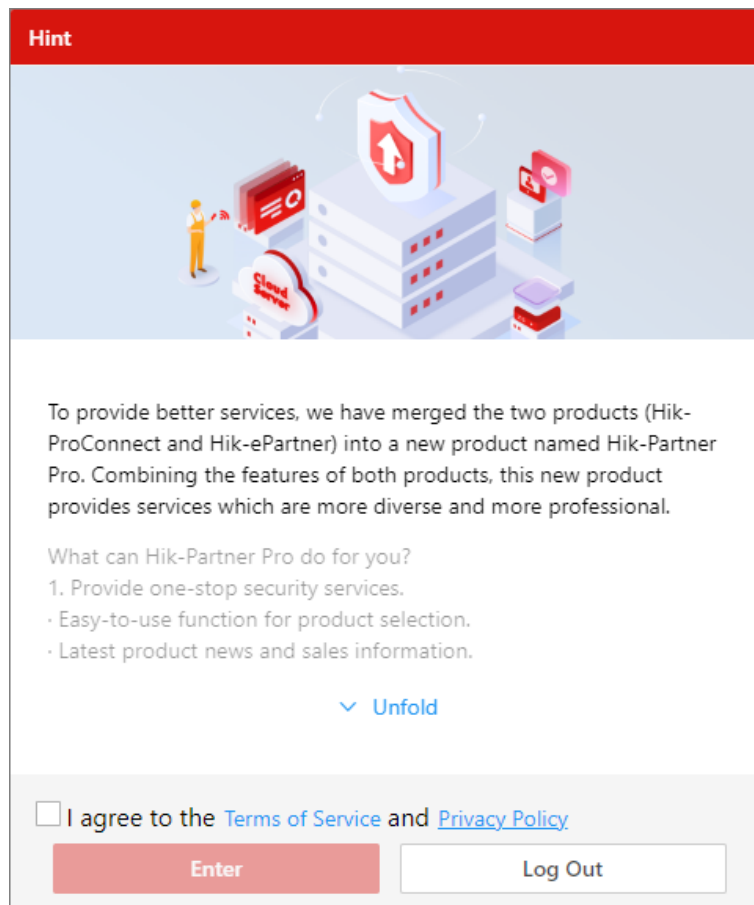


Figure 6-35 Product Upgrade

What's 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.

6.12 [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.

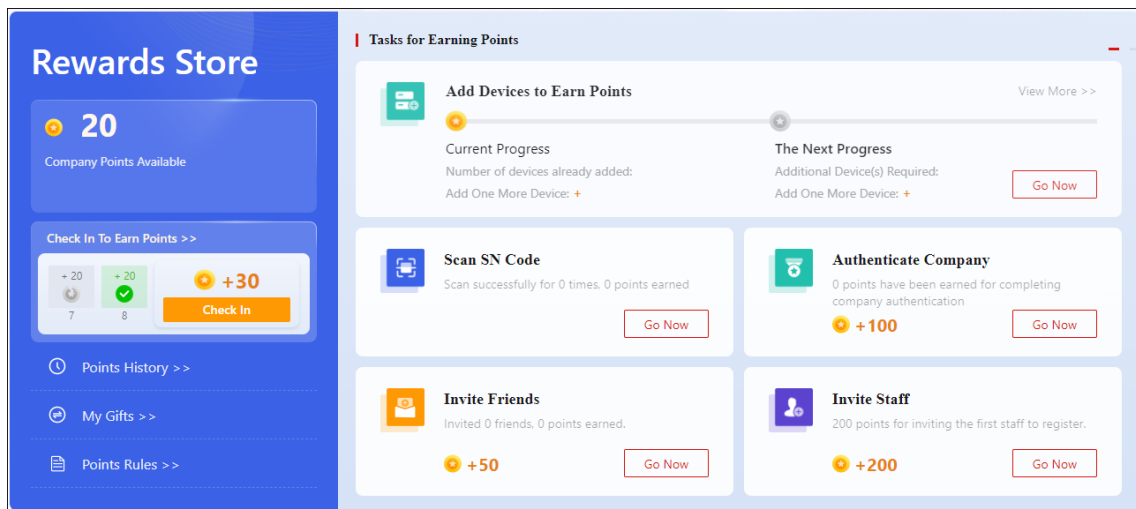


Figure 6-36 Rewards Store Page for Installer Admin

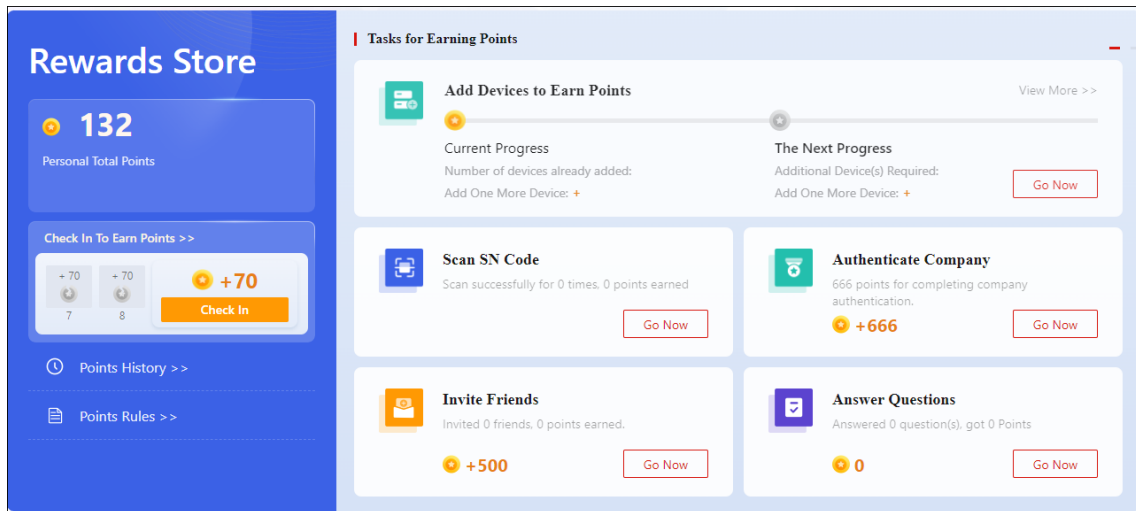


Figure 6-37 Rewards Store Page for Installers

- 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 6-38 Invite Friends to Earn Points

- Supports viewing the gifts and redeeming points for gifts in Gifts Center.

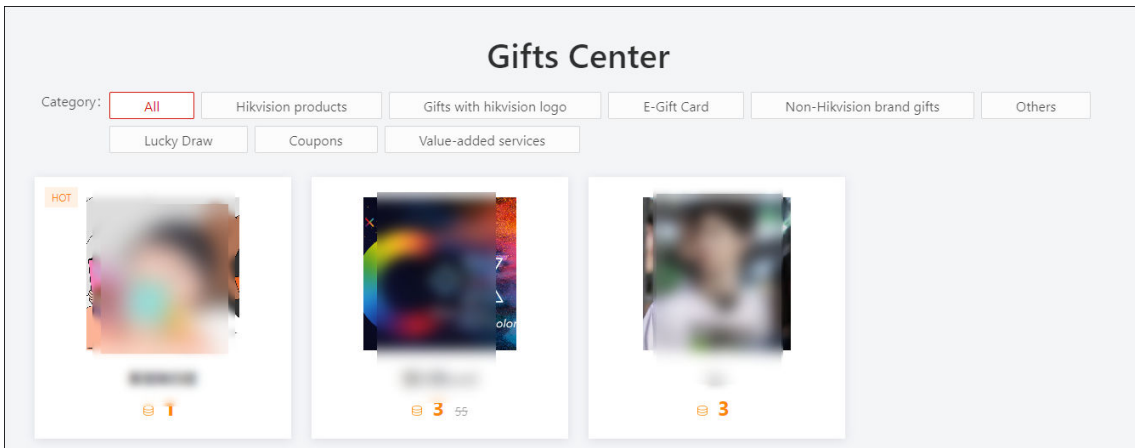


Figure 6-39 Gifts Center

- Supports viewing and filtering the point collection records in Points History.

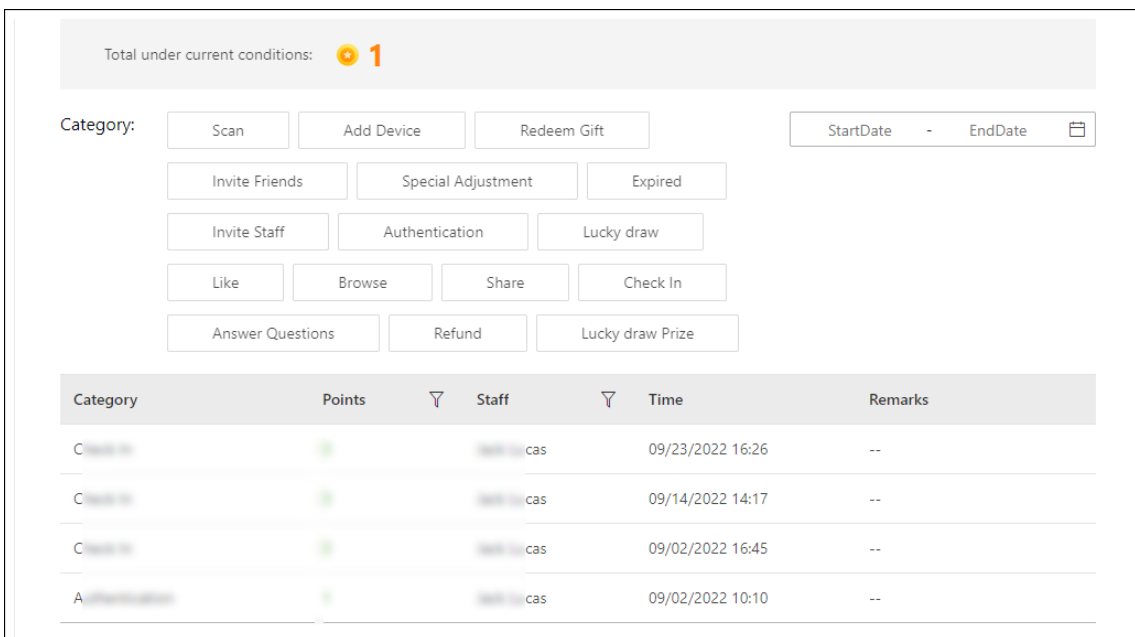


Figure 6-40 Points History

- Supports viewing my gifts and points rule.

6.13 [Improvement]Explore

Updates related to the Explore module are shown below.

What's 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.

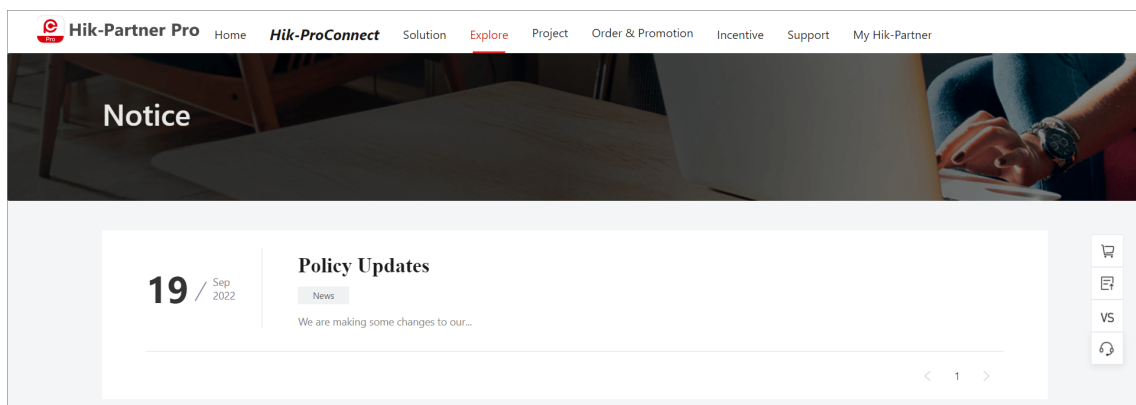


Figure 6-41 Notice

- 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.

6.14 [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.

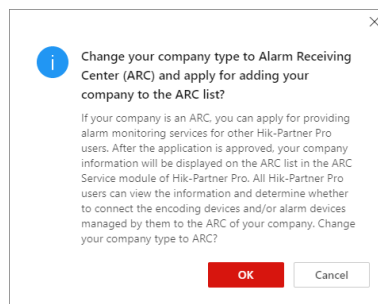


Figure 6-42 Confirm Change Your Company Type to ARC

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.

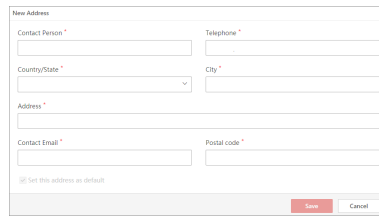


Figure 6-43 Add New Address

6.15 [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.

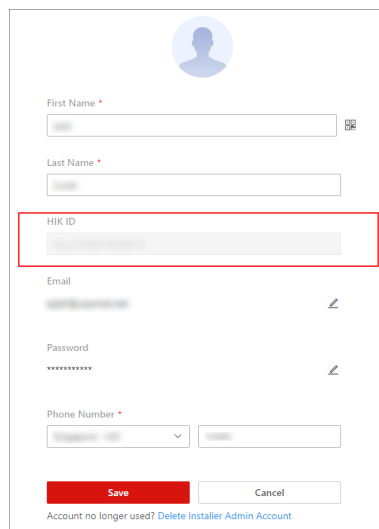


Figure 6-44 HIK ID

- 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.

6.16 [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 |
|-------------|-----------|------------|-----------------|---------|-----------|
| [blurred] | [blurred] | [blurred] | 02. Oct. 2022 | Expired | [blurred] |
| [blurred] | [blurred] | [blurred] | 02. Oct. 2022 | Expired | [blurred] |
| [blurred] | [blurred] | [blurred] | 03. Oct. 2022 | Expired | [blurred] |
| [blurred] | [blurred] | [blurred] | 06. Oct. 2022 | Expired | [blurred] |
| [blurred] | [blurred] | [blurred] | 19. Aug. 2023 | Normal | [blurred] |
| [blurred] | [blurred] | [blurred] | 15. Sep. 2023 | Normal | [blurred] |
| [blurred] | [blurred] | [blurred] | 16. Sep. 2023 | Normal | [blurred] |
| [blurred] | [blurred] | [blurred] | 22. Sep. 2023 | Normal | [blurred] |

Figure 6-45 Disabled Renewal

6.17 [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.

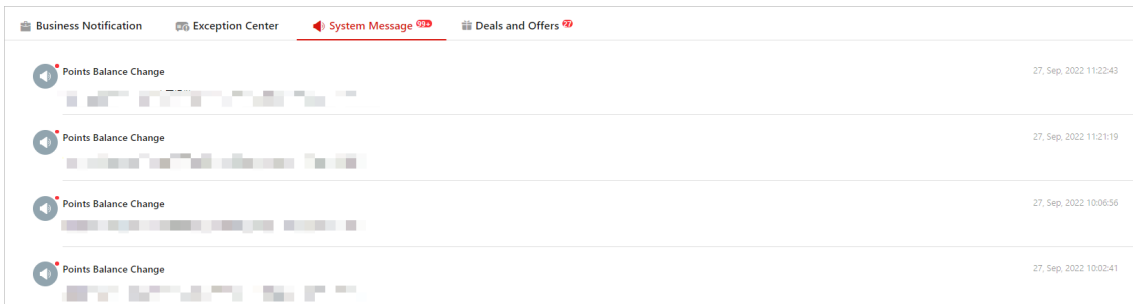


Figure 6-46 Notification Center

- Added notifications about company authentication submitted and whether the application is successful.

6.18 [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.

6.19 [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.

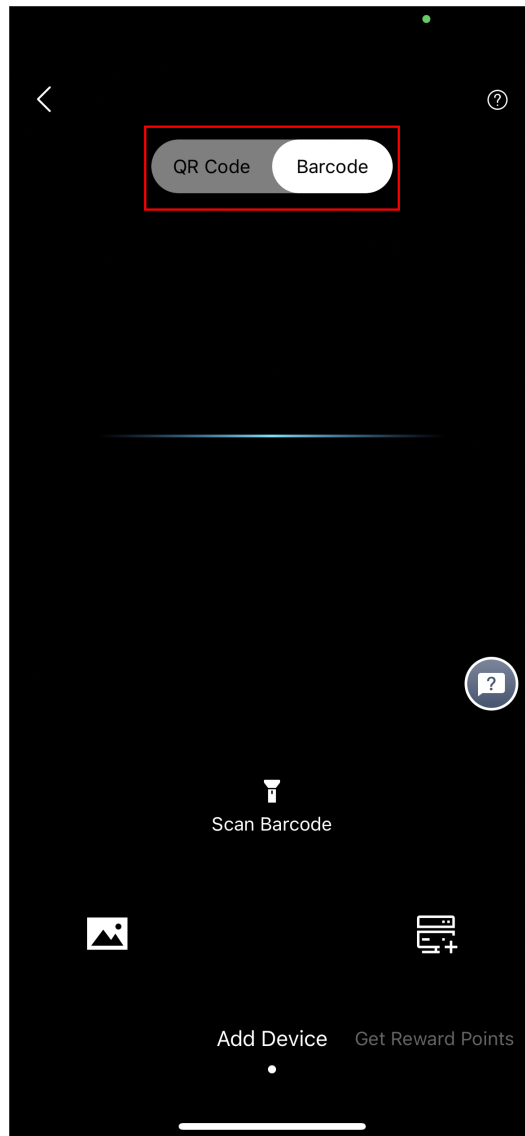


Figure 6-47 QR Code and Barcode

- 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.

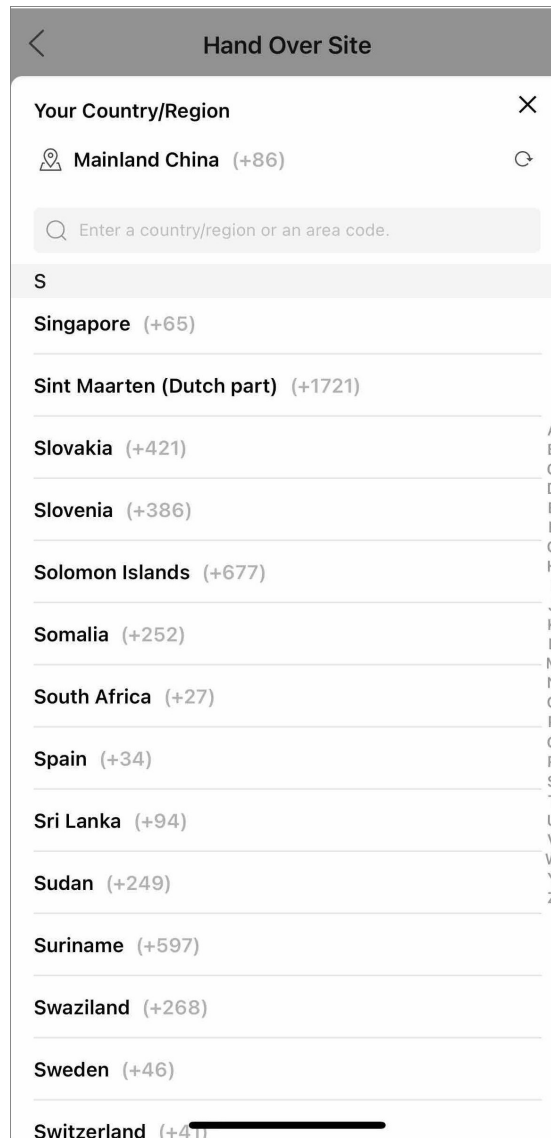


Figure 6-48 Search by Country/Region or Area Code

- 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.

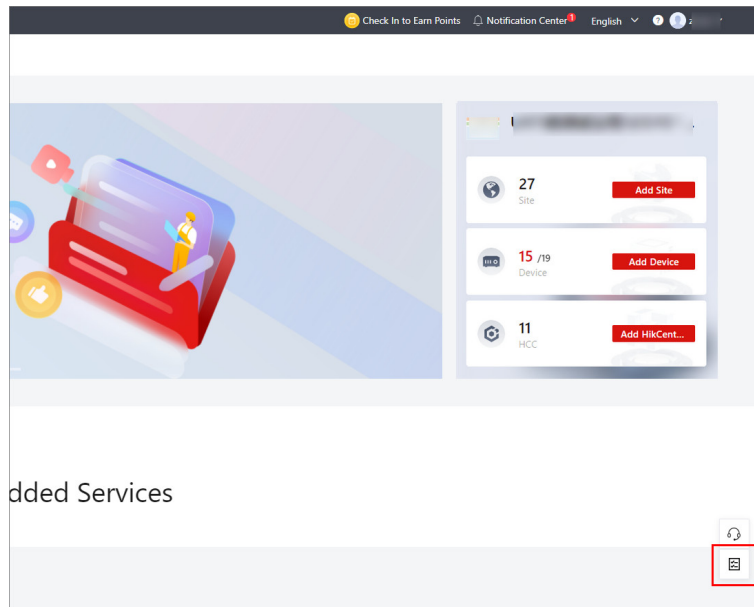


Figure 6-49 Entry to Questionnaire

- 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.

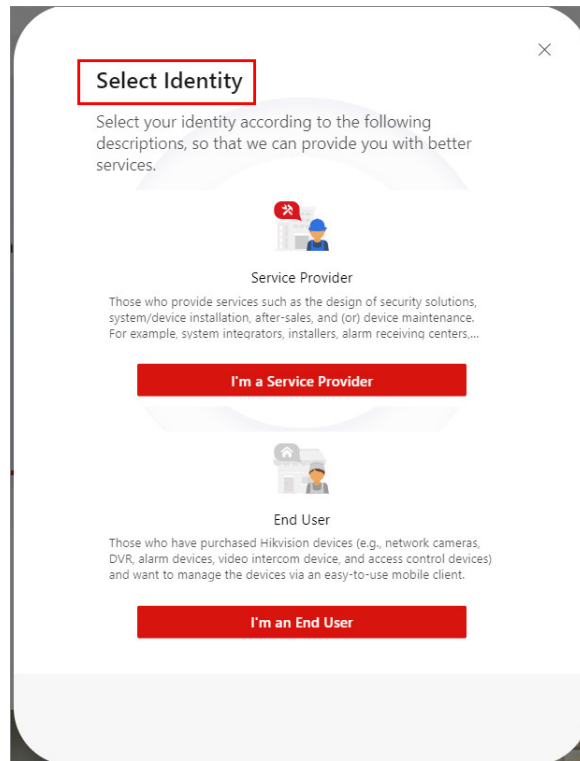


Figure 6-50 Select Identity

 **Note**

Due to UI similarity, only the related screenshot of the Portal is displayed.

6.20 Bug Fixes

Enter a short description of your concept here (optional).

This is the start of your concept.

Chapter 7 Updates in V1.12.200

Updated on August 31, 2022.

- **[New]My QR Code**
- **[New]Purchase Co-Branding on the Portal**
- **[Improvement]Add Devices on the Mobile Client**
- **[Improvement]Co-Branding Without a Company Logo**
- **Bug Fixes**

7.1 [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.



- 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.

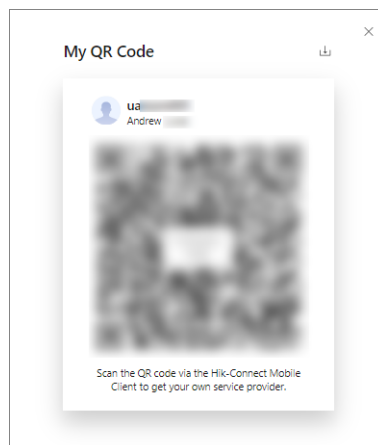


Figure 7-1 My QR Code

- 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,

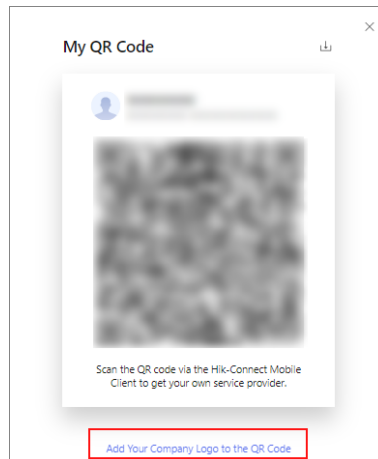


Figure 7-2 Add Your Company Logo to the QR Code

- Supports downloading the QR code.

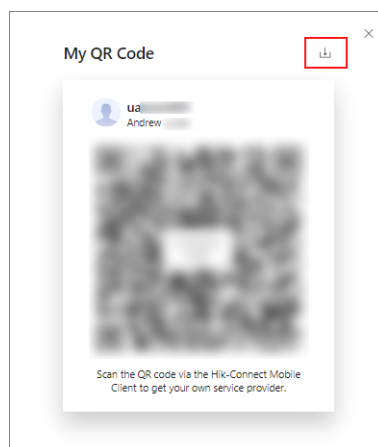


Figure 7-3 Download My QR Code

7.2 [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.

What's New in Hik-Partner Pro

Note

Online purchase is not supported in all countries/regions.

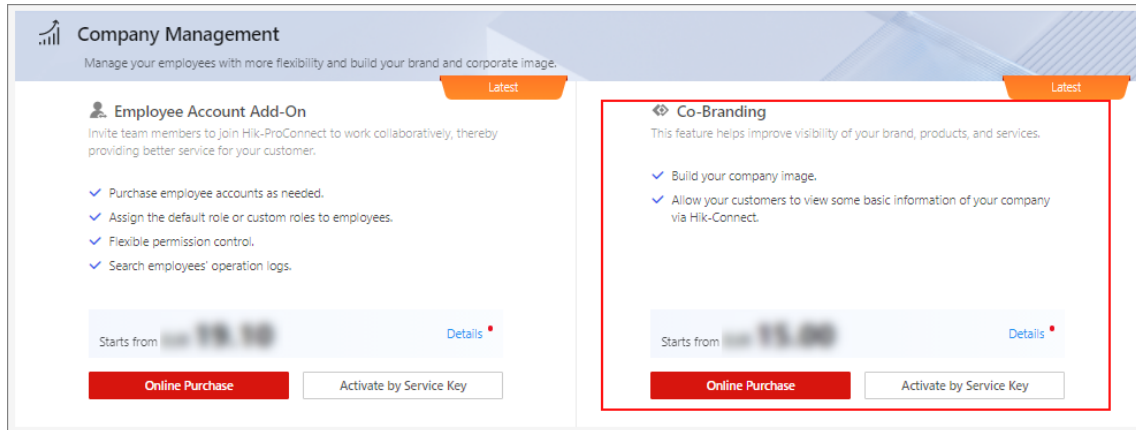


Figure 7-4 Purchase Co-Branding in Service Market

- Supports viewing the validity period of your co-branding in My Service.

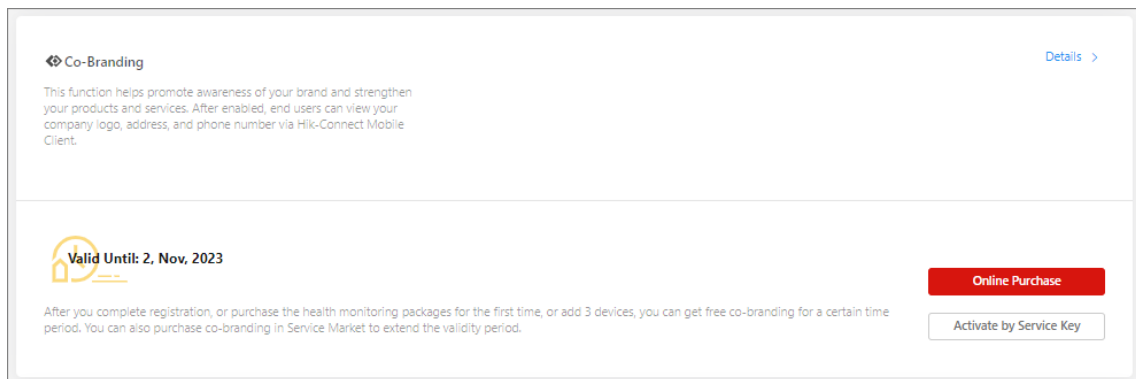


Figure 7-5 View Co-Branding in My Service

- Supports viewing the co-branding orders.

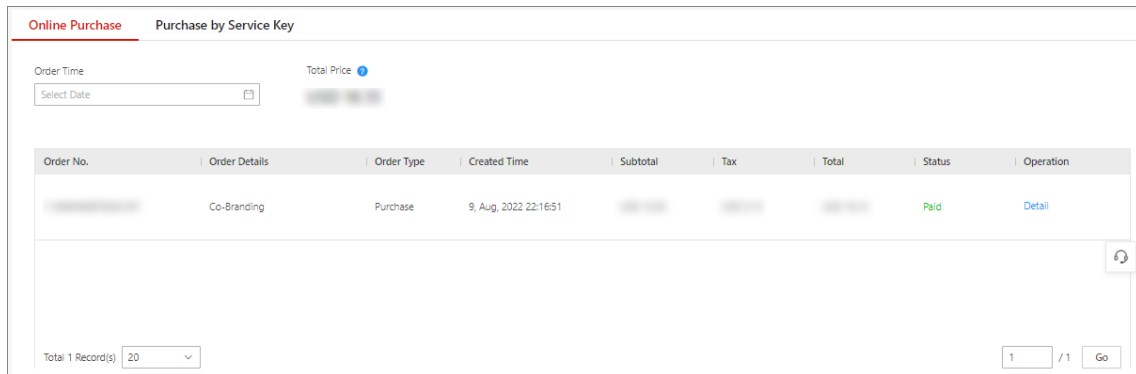


Figure 7-6 Co-Branding Order

7.3 [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.

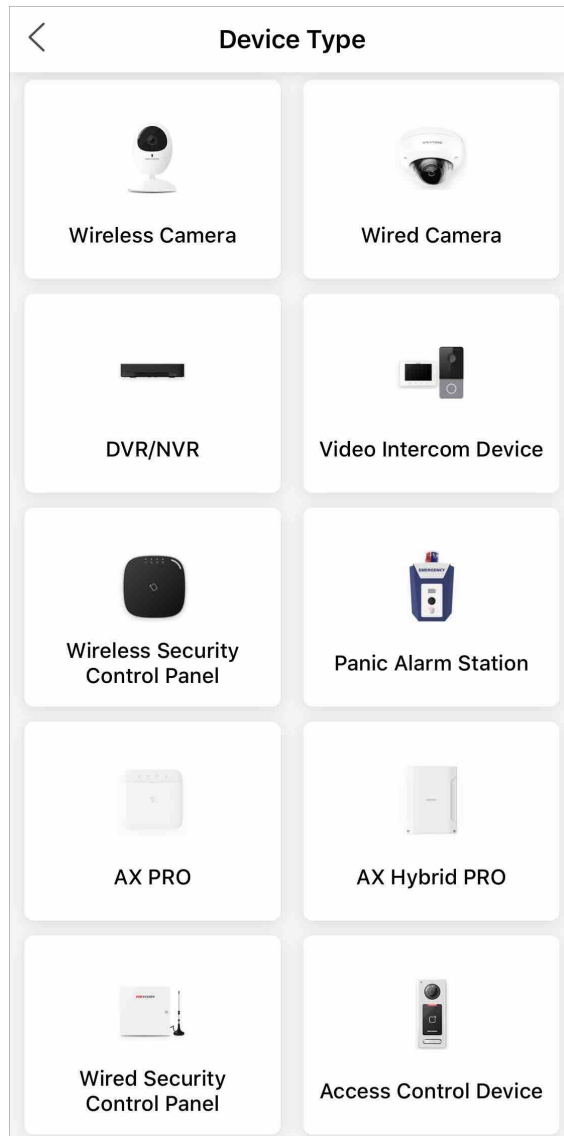


Figure 7-7 Device Type Page

- 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.
- 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.

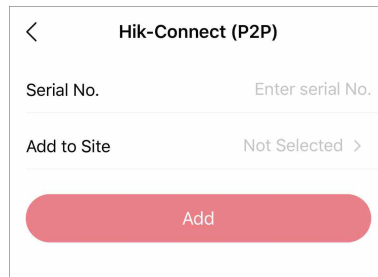


Figure 7-8 Add a Device by Entering the Serial No.

- 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.

7.4 [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.

7.5 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 8 Updates in V1.12.100

Updated on August 5, 2022.

- [**\[New\]Site Map**](#)
- [**\[New\]Employee Efficiency Overview and Statistics**](#)
- [**\[New\]My Service Overview**](#)
- [**\[New\]Search for Sites and Devices**](#)
- [**\[New\]Link with HikCentral Connect Account**](#)
- [**\[New\]Alarm Detection Service of HikCentral Connect**](#)
- [**\[New\]Add and Hand Over Devices to HikCentral Connect**](#)
- [**\[New\]HikCentral Connect Authorization Code**](#)
- [**\[New\]HikCentral ReGuard Services**](#)
- [**\[Improvement\]View Device Health Status in All Sites**](#)
- [**\[Improvement\]Remote Configuration**](#)
- [**\[Improvement\]Others**](#)
- [**Bug Fixes**](#)

8.1 [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.

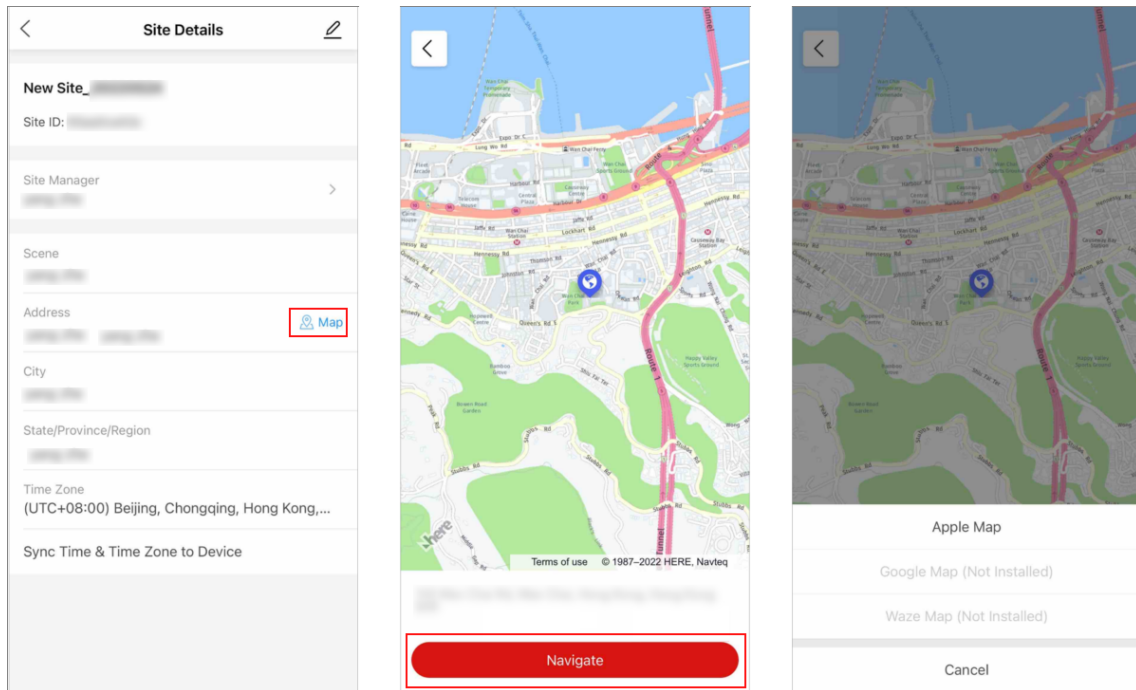


Figure 8-1 Navigation by Third-Party Applications

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.

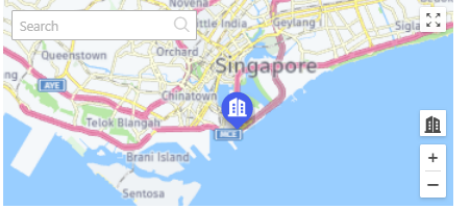
Company Information

Company Name

Country/Region

Address

Search



City

State/Province/Region

Figure 8-2 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 [X]

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 8-3 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.

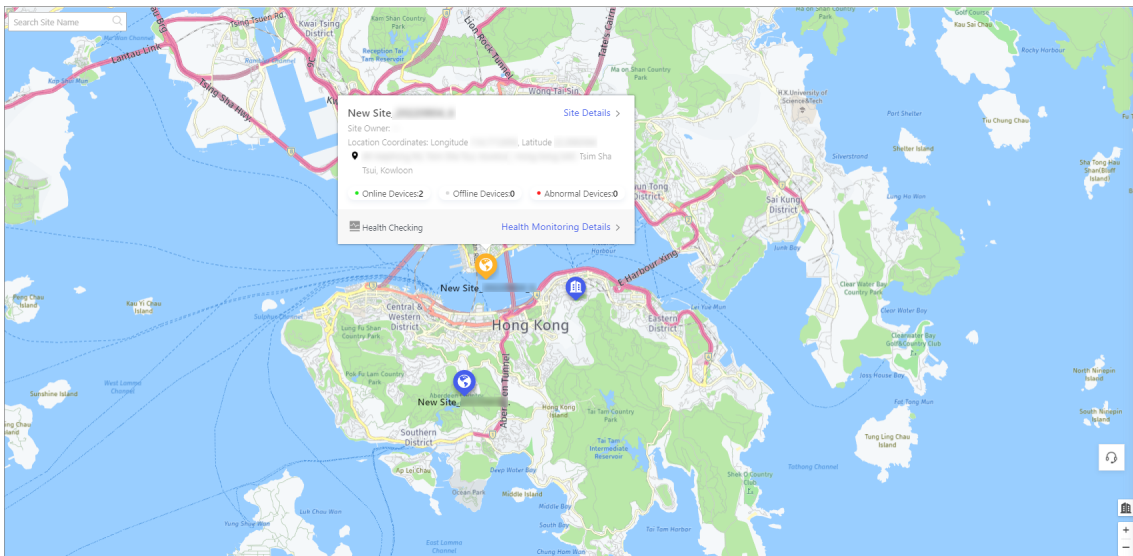


Figure 8-4 Site Map Page

- 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.

8.2 [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.

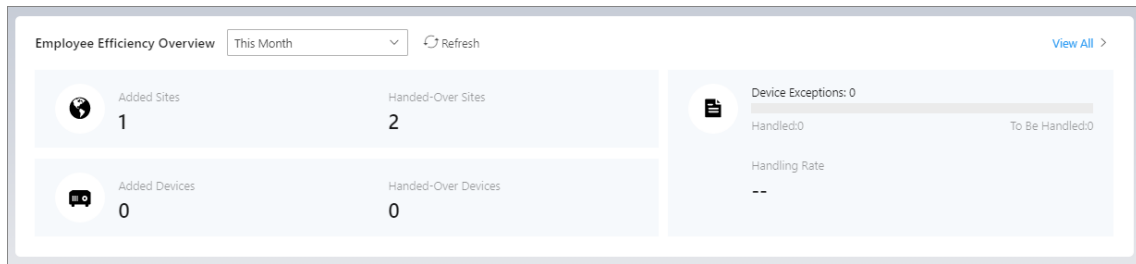


Figure 8-5 Employee Efficiency Overview

- 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 8-6 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.

8.3 [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.

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.

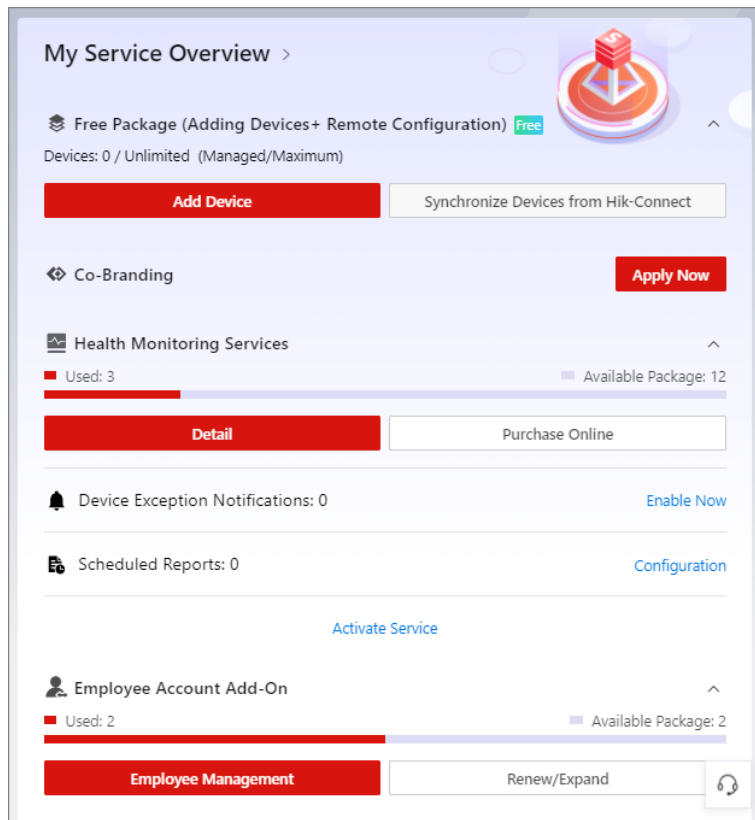



Figure 8-7 My Service Overview

| 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's 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. |

8.4 [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 8-8 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.

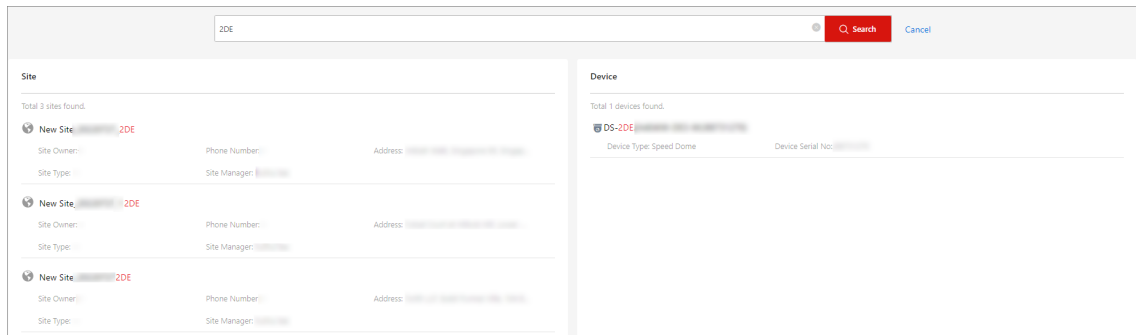


Figure 8-9 Search Result

- Supports displaying and deleting the search history. You can click the search history to search.

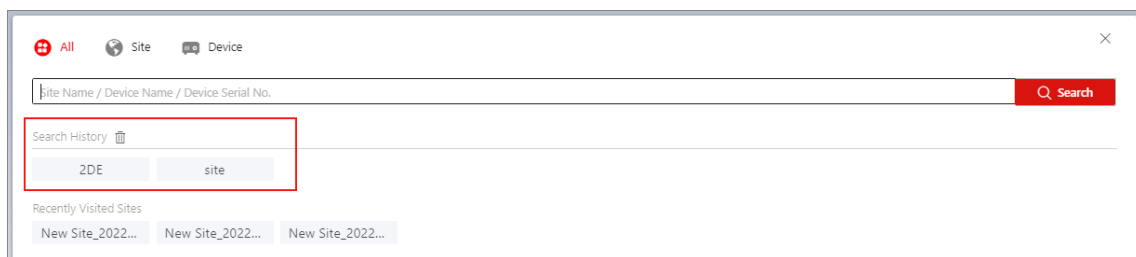


Figure 8-10 Search History

8.5 [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's 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.

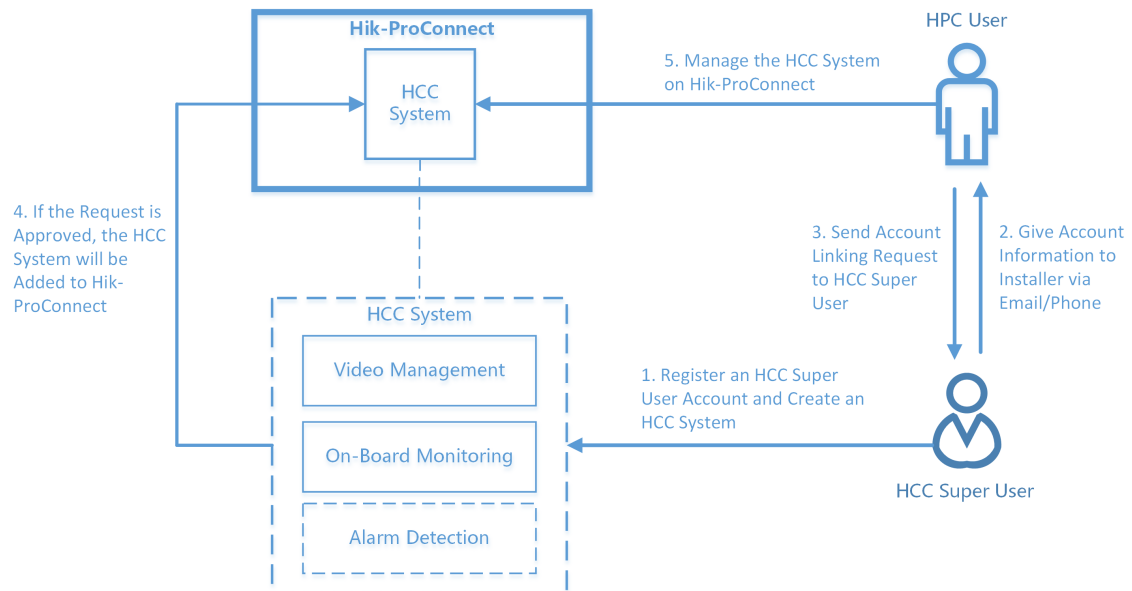


Figure 8-11 The Overall Process of Linking with HikCentral Connect Account

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.

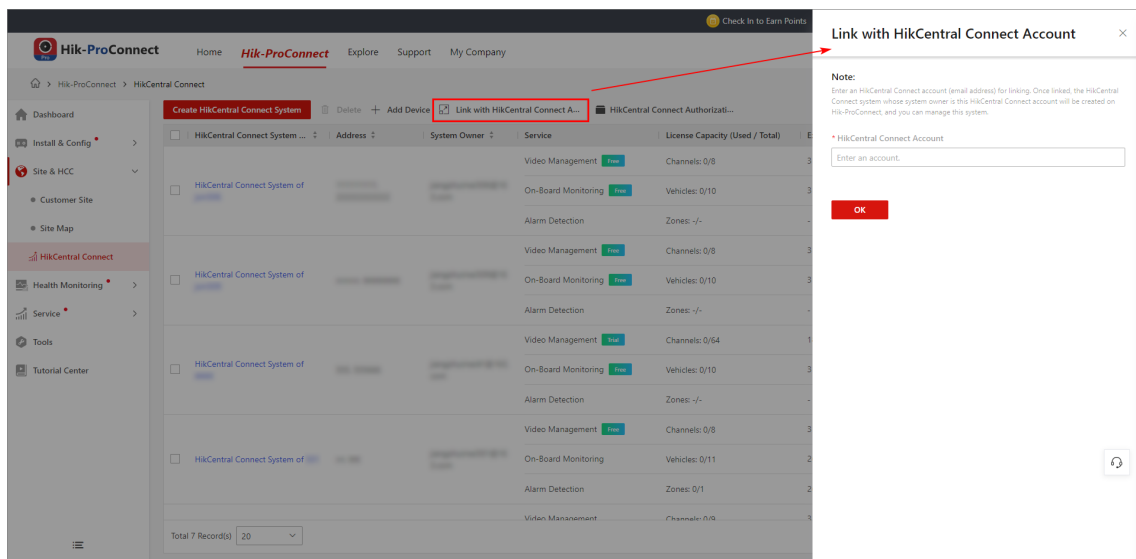


Figure 8-12 Link with HikCentral Connect Account

8.6 [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).


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
[Redacted] 
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 8-13 Purchase Alarm Detection Service (Online Purchase)

- Supports getting a trial plan for the alarm detection service (4 zones for 3 months).

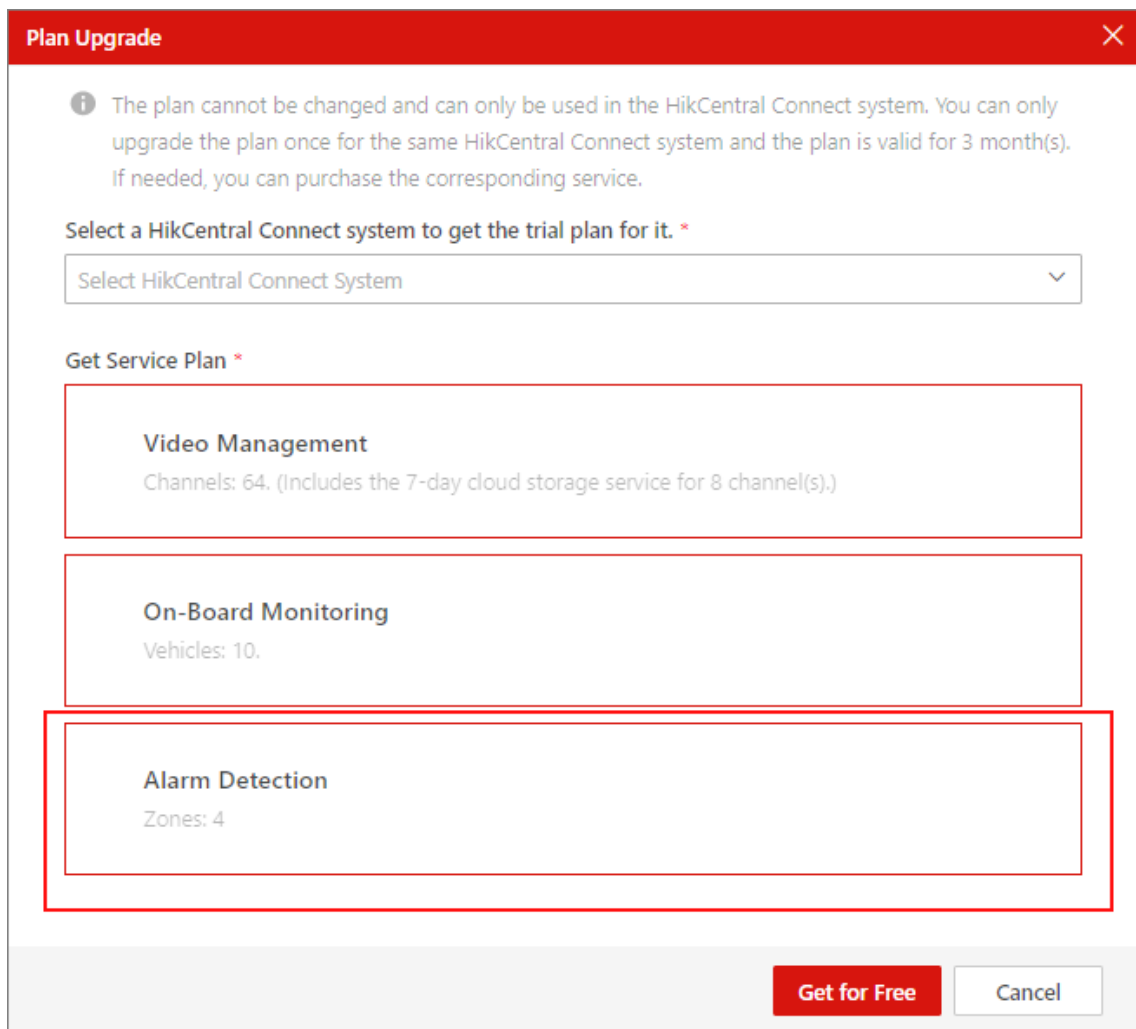


Figure 8-14 Trial Plan for Alarm Detection Service

- Supports activating the alarm detection service.

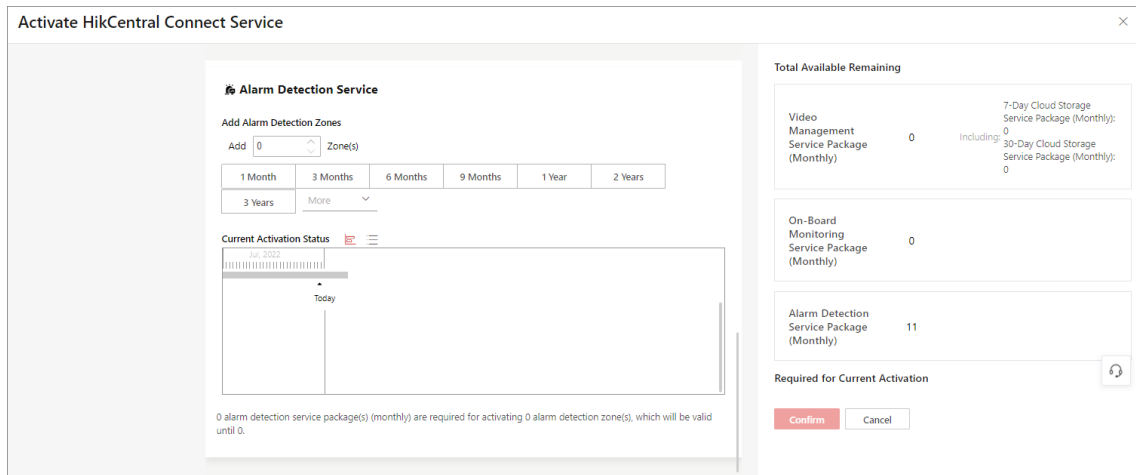


Figure 8-15 Activate Alarm Detection Service

8.7 [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's New in Hik-Partner Pro

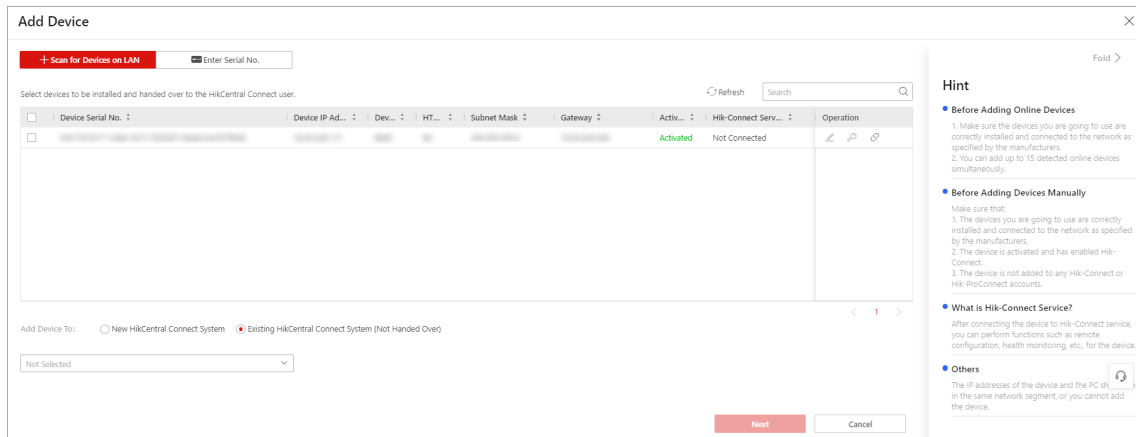


Figure 8-16 Add Device

- 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.

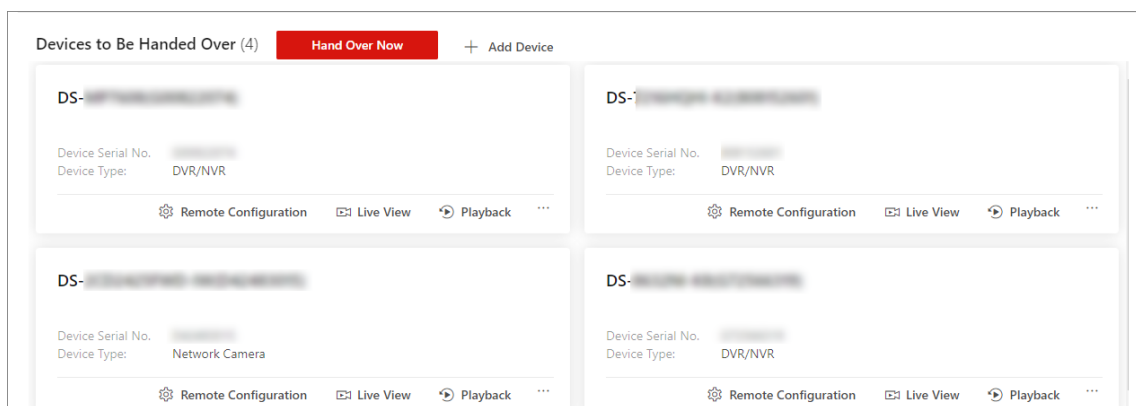


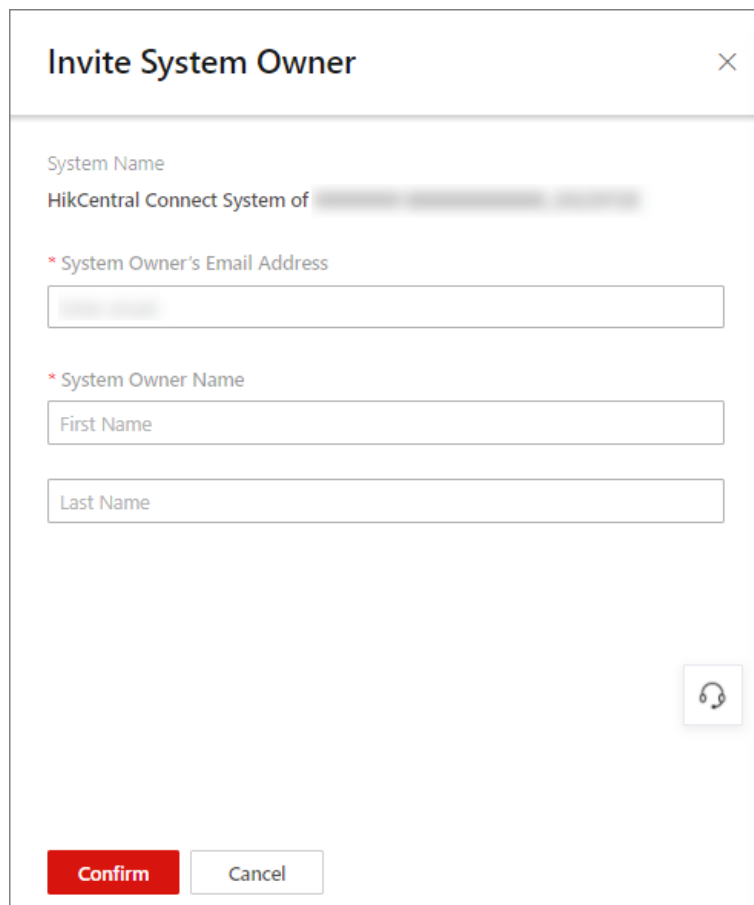
Figure 8-17 HCC Device List

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 8-18 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.

8.8 [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's New in Hik-Partner Pro

name and password. You can find the entrance for entering the authorization code on the HCC system management page.

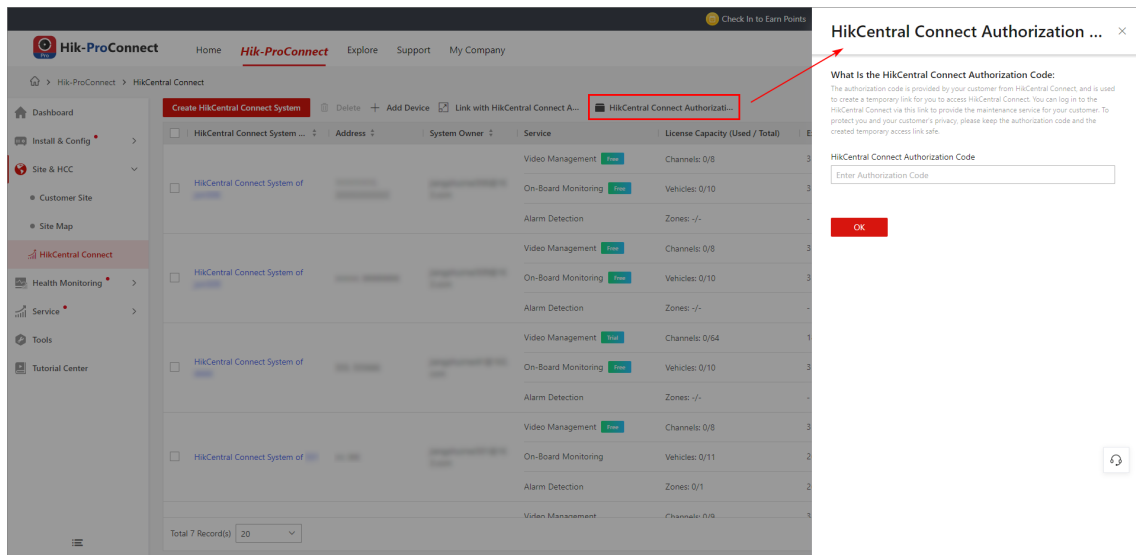


Figure 8-19 Enter HikCentral Connect Authorization Code

8.9 [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's 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.

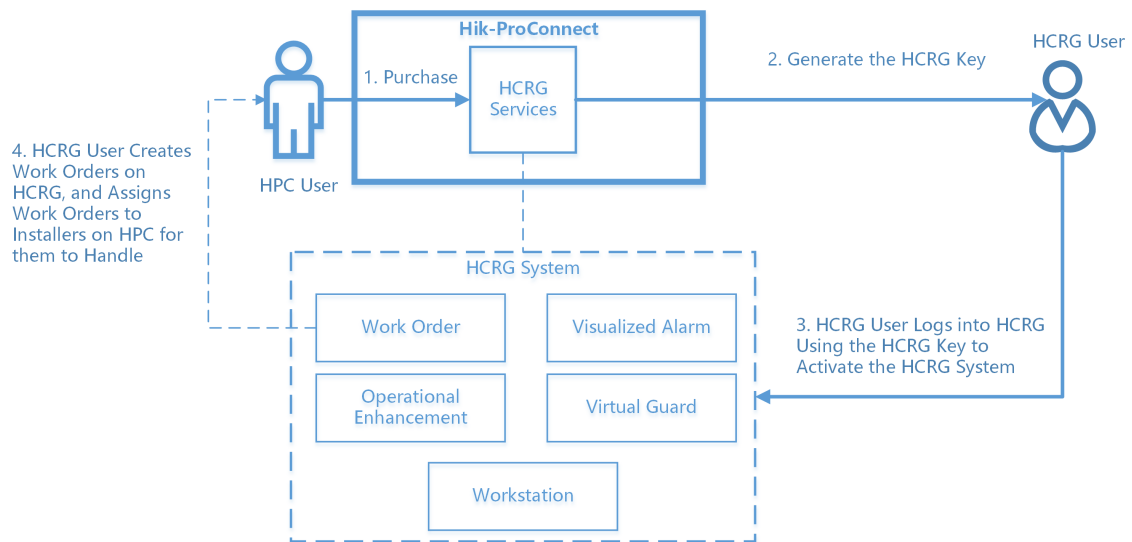


Figure 8-20 How HCRG Services Are Used

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's New in Hik-Partner Pro

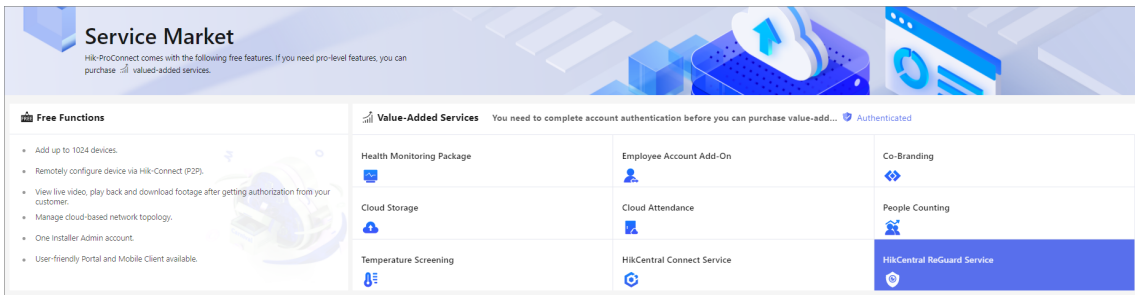


Figure 8-21 HCRG Services in Service Market

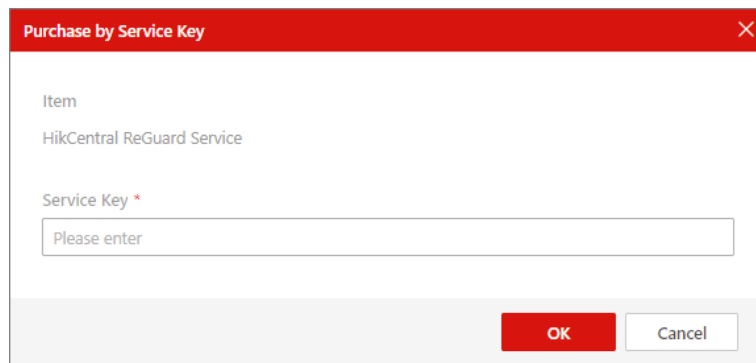


Figure 8-22 Purchase by Service Key

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.

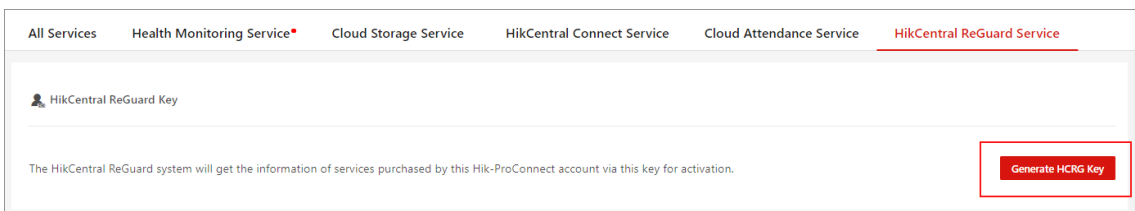


Figure 8-23 Generate the HCRG Key

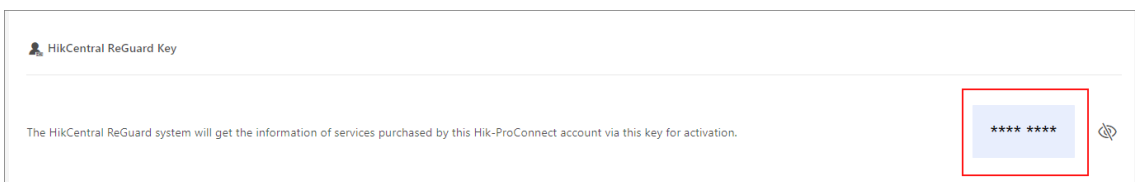


Figure 8-24 The Generated HCRG Key

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.

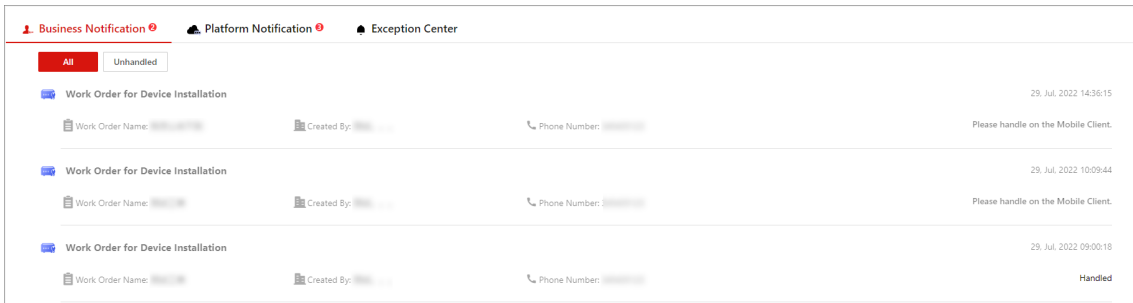


Figure 8-25 Work Order Notifications on the Portal

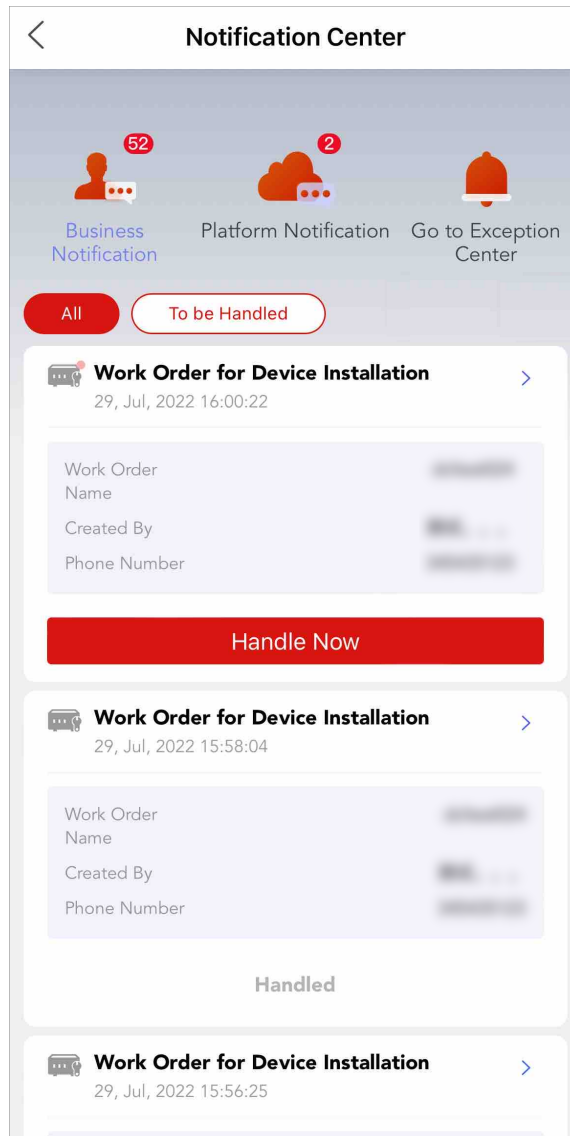


Figure 8-26 Work Order Notifications on Mobile Client

- 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.

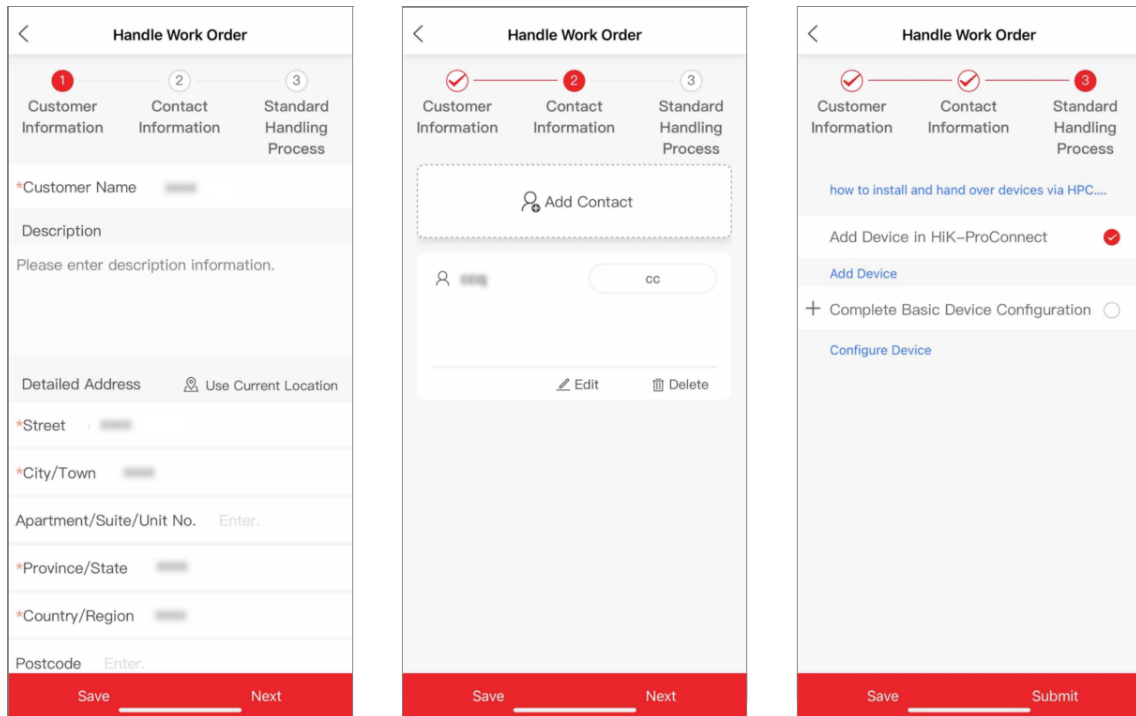


Figure 8-27 Handle a Work Order on the Mobile Client

8.10 [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's New in Hik-Partner Pro

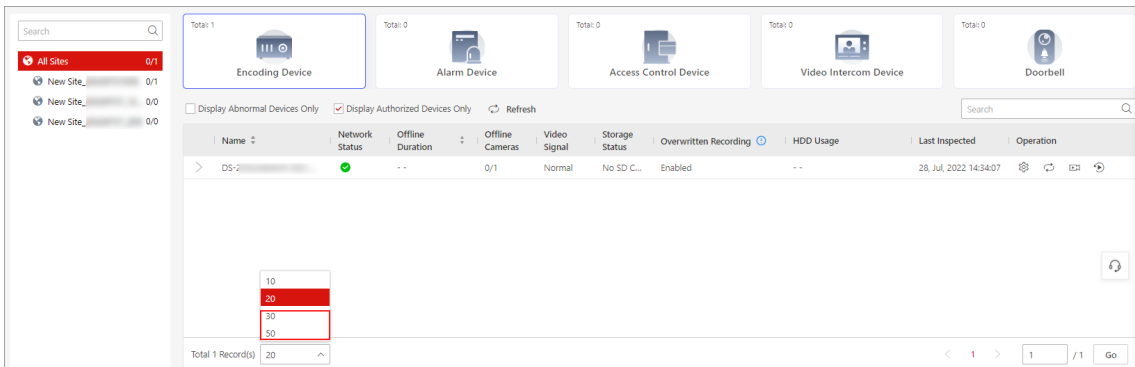


Figure 8-28 More Records on Each Page

- Supports filtering the exceptions by exception types when viewing the health status of alarm devices.

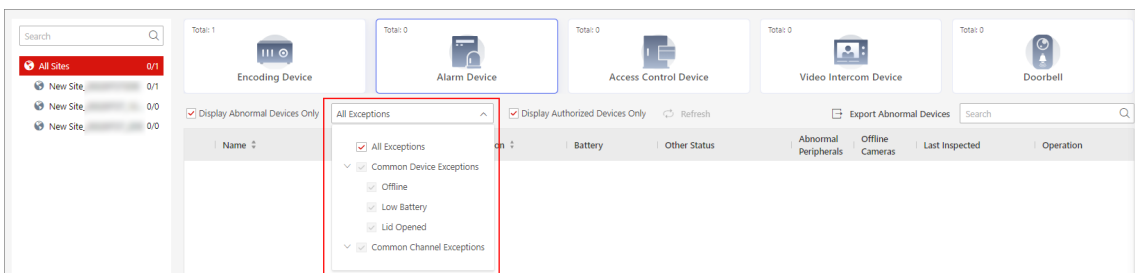


Figure 8-29 Filter by Exception Types (Alarm Device)

- Supports exporting abnormal devices in XLSX or CSV format when viewing the health status of alarm devices

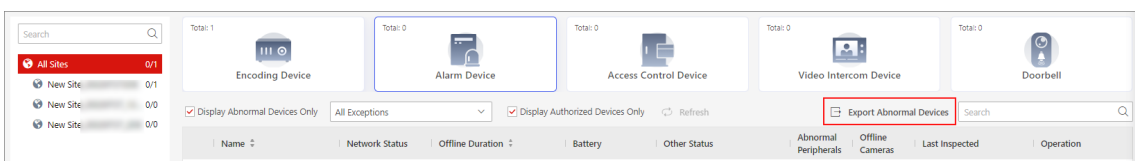


Figure 8-30 Export Abnormal Devices (Alarm Device)

8.11 [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*.

8.12 [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".

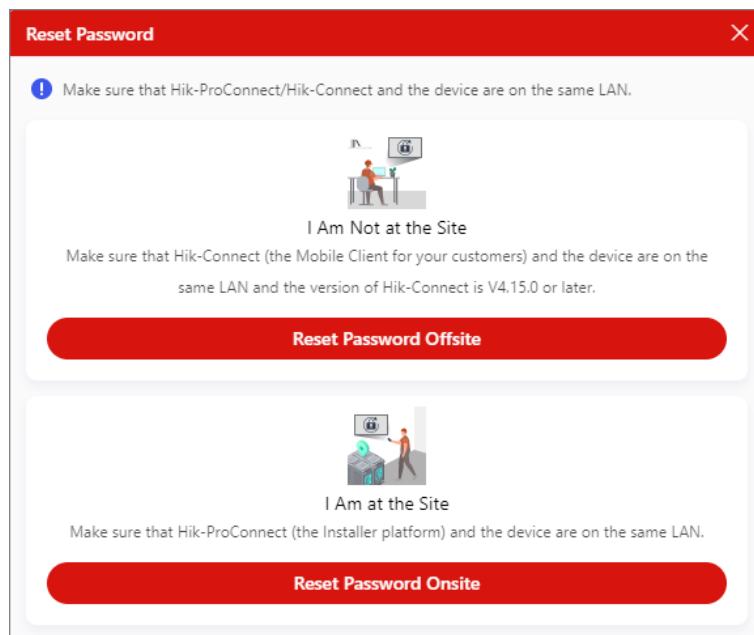


Figure 8-31 Reset Password

- 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".

8.13 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 9 Updates in V1.12.0

Updated on June 30, 2022.

- **[New]Products**
- **[New]Explore**
- **[New]Maintenance Quotation**
- **[New]HikCentral Connect Service**
- **[New]Automatic Device Synchronization**
- **[New]Set the Site Address on the Map**
- **[New]Apply for Permission for Devices on the Mobile Client**
- **[Improvement]User Interface Design Update**
- **[Improvement]Cloud Storage Service**
- **[Improvement]Registration and Login**
- **[Improvement]Company Management**
- **[Improvement]Notification Center**
- **[Improvement]Device Compatibility List**
- **[Improvement]Alarm Resources**
- **[Improvement]Others**
- **Bug Fixes**

9.1 [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.

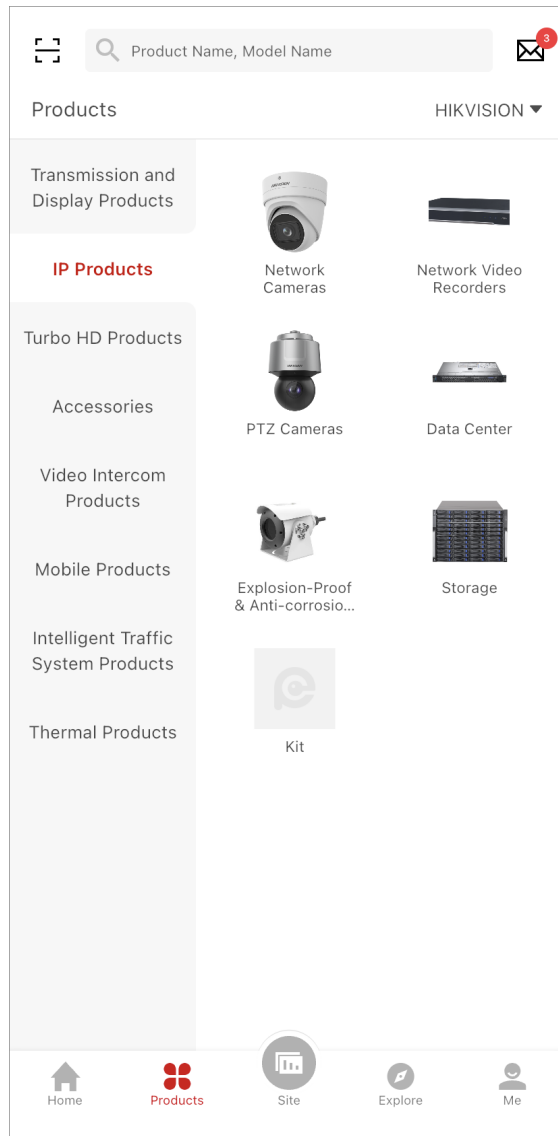


Figure 9-1 Products Module

- 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.

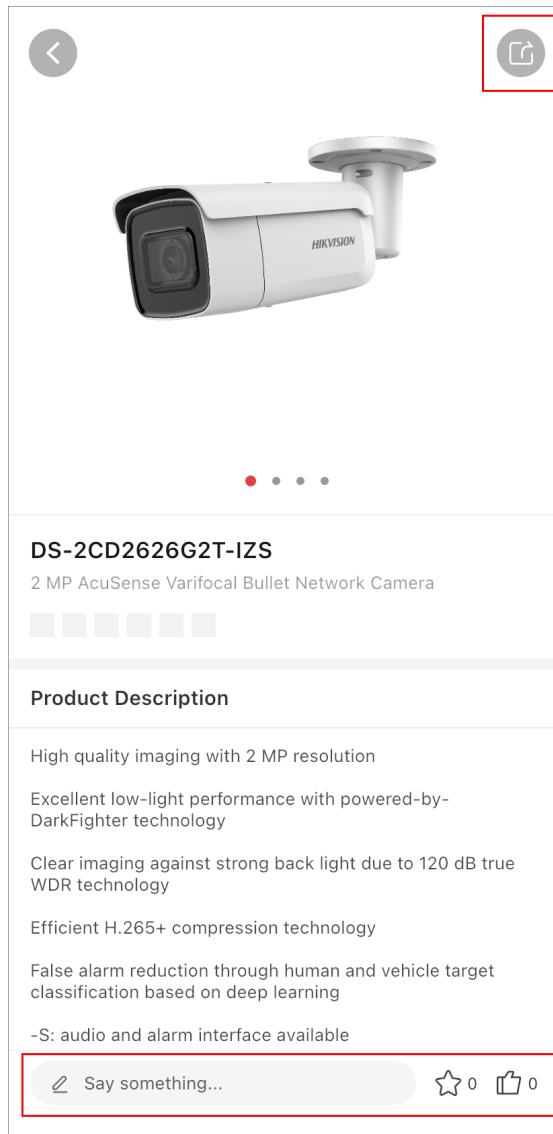



Figure 9-2 Product Details Page


- 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 9-3 Product Comparison

9.2 [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's 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.

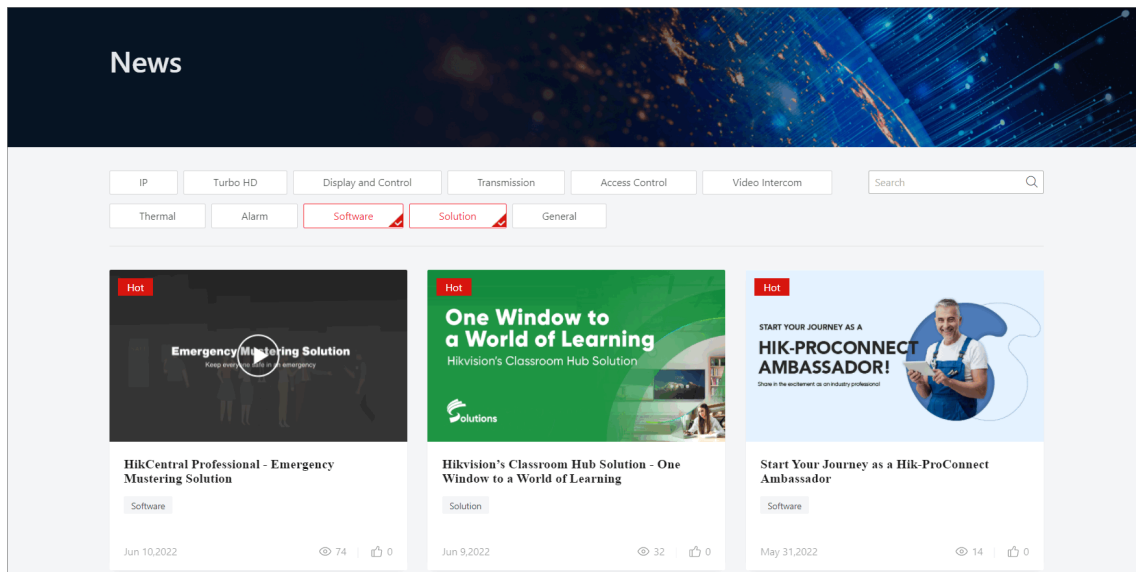


Figure 9-4 News

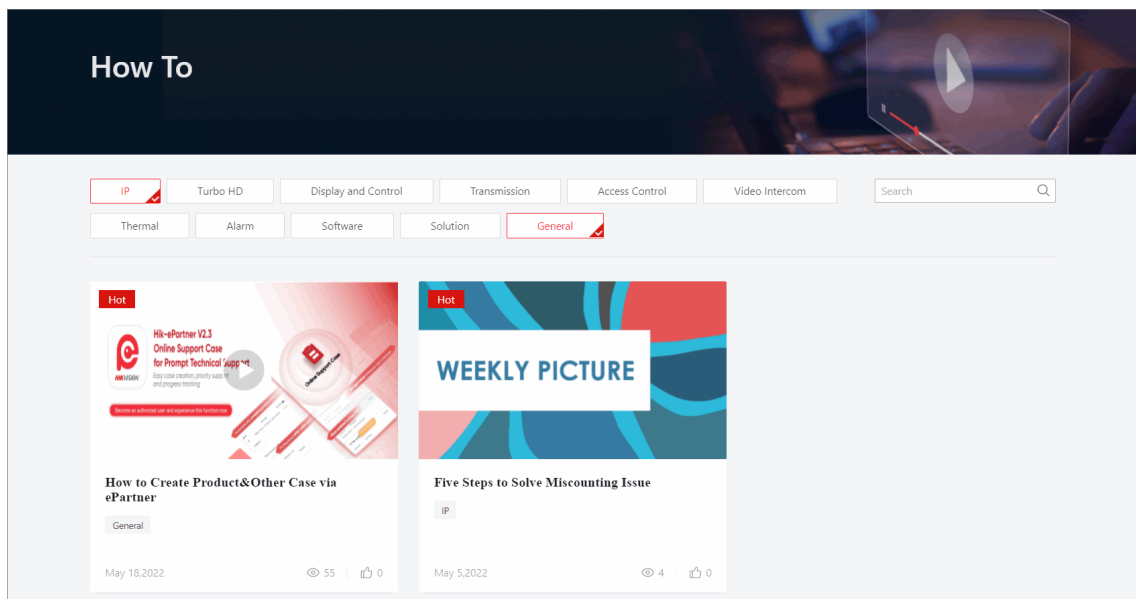


Figure 9-5 How To

- 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.

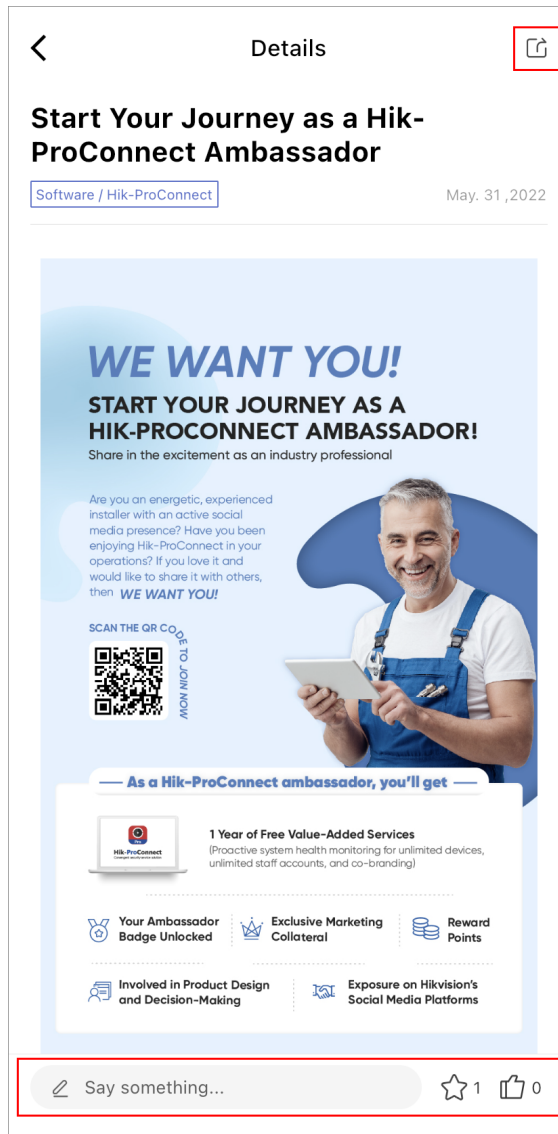


Figure 9-6 Article Page on Mobile Client

9.3 [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's 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". The form is organized into several sections:

- Quotation Details:** Includes fields for "Quotation Name" and "Quotation No." (with "EP2022" entered).
- Customer Information:** Includes fields for "Name", "Email", "Phone Number", and "Address". A "Get from Site" button is also present.
- Item:** A section with a dashed border and a "+ Add Item" button.
- Discounts and VAT:** Two toggle switches labeled "Set Discount" and "Set VAT Rate", both currently turned off.
- Service Provider Information:** Includes fields for "Name", "Email", "Phone Number", and "Address".
- Company Logo:** A placeholder for a company logo.

At the bottom of the form, there is a "Total" field showing "0.00" with a small circular icon and a link to "Edit Total". To the right of the total are two buttons: "Preview/Export" (in red) and "Save" (in white).

Figure 9-7 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.

9.4 [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.

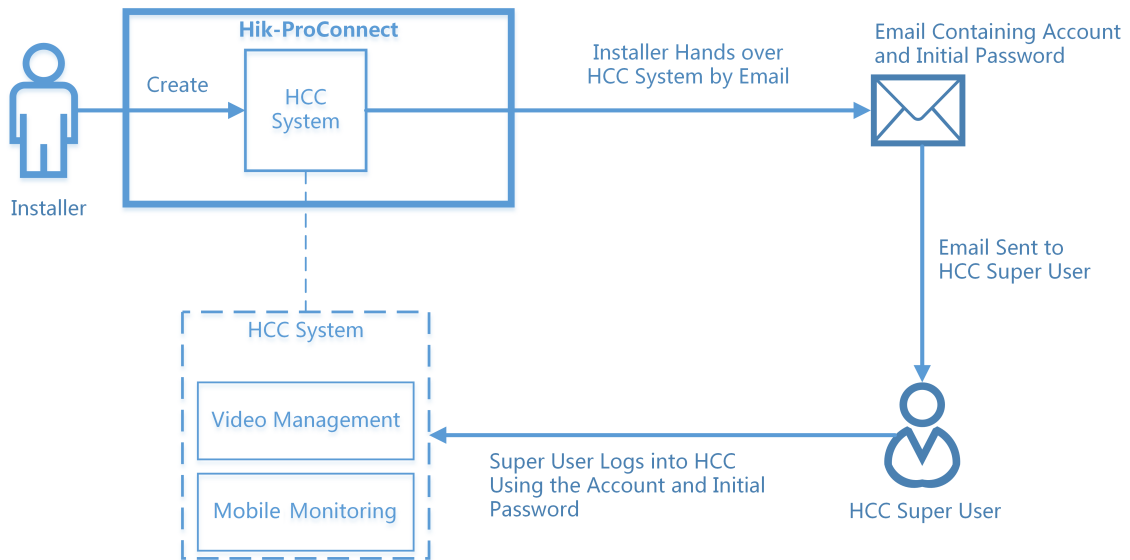


Figure 9-8 How an HCC System Is Created and Handed over to Your Customer

Introduction of Video Management and Mobile Monitoring

Table 9-1 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's 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.

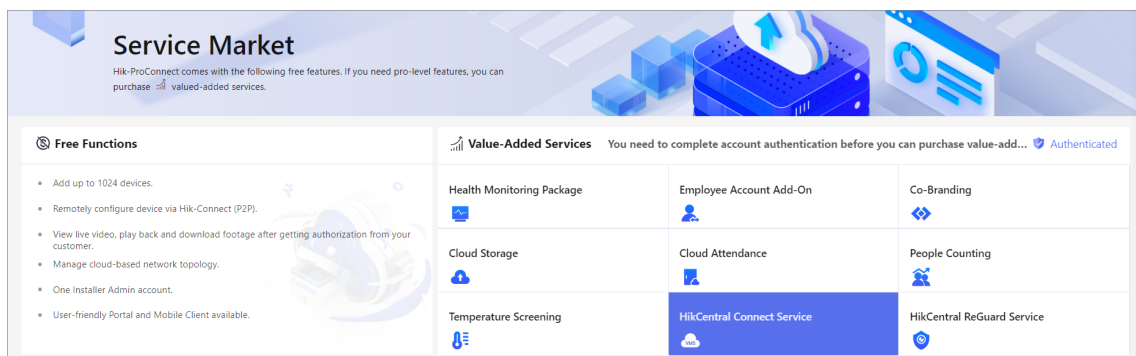


Figure 9-9 Get HCC Service from Service Market

What's 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 9-10 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.

The screenshot shows the Hik-ProConnect interface with a table of existing HCC systems and a modal dialog for creating a new one. The table lists systems like HCC 2 and HCC 1 with their respective services and capacities. The dialog box has the following fields:

- HikCentral Connect System Name: HikCentral Connect System
- Time Zone: (UTC) Dublin, Edinburgh, Lisbon, London
- Address: Street and Number, P.O. Box, c/o. (with a sub-field for Apartment, Suite, Unit, Building, Floor, etc.)
- Remarks: (with a character count of 128)

Buttons: OK, Cancel

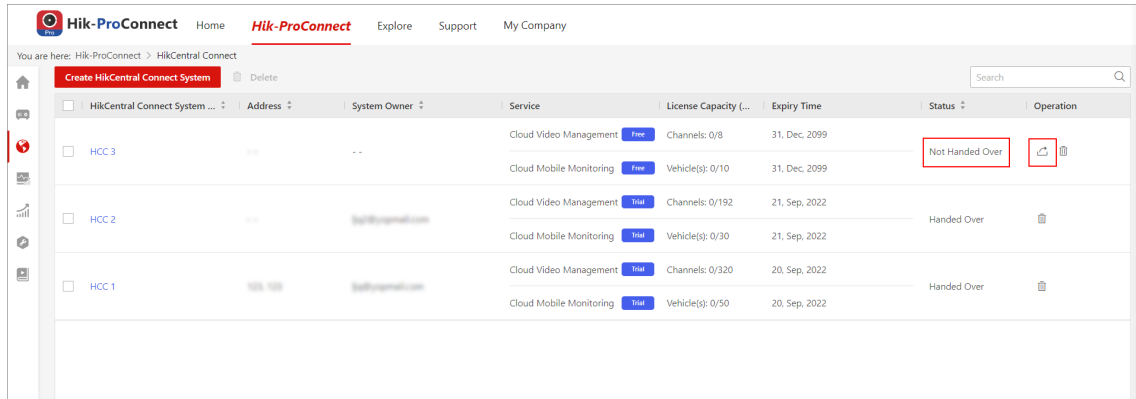
Figure 9-11 Create an HCC System

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's 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.



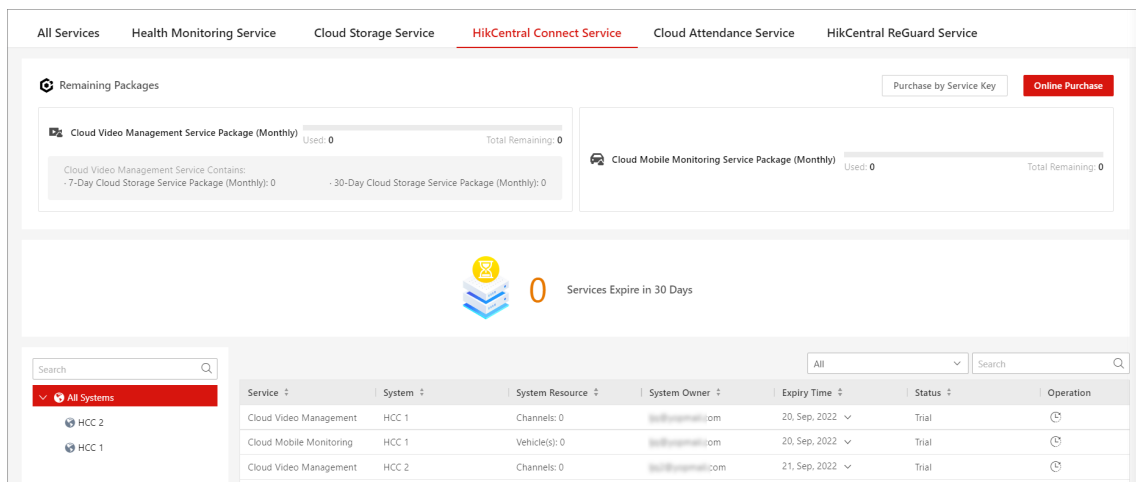
The screenshot shows the Hik-Partner Pro interface with a table of HikCentral Connect systems. The table has columns for System Owner, Service, License Capacity, Expiry Time, Status, and Operation. Three systems are listed: HCC 3, HCC 2, and HCC 1. HCC 3 is marked as 'Not Handed Over' and has a red box around its status. HCC 2 and HCC 1 are marked as 'Handed Over'.

| System | System Owner | Service | License Capacity | Expiry Time | Status | Operation |
|--------|----------------|---------------------------------|------------------|---------------|-----------------|-----------|
| HCC 3 | -- | Cloud Video Management (Free) | Channels: 0/8 | 31, Dec, 2099 | Not Handed Over | [Icon] |
| HCC 3 | -- | Cloud Mobile Monitoring (Free) | Vehicle(s): 0/10 | 31, Dec, 2099 | Not Handed Over | [Icon] |
| HCC 2 | hik@hikpro.com | Cloud Video Management (Trial) | Channels: 0/192 | 21, Sep, 2022 | Handed Over | [Icon] |
| HCC 2 | hik@hikpro.com | Cloud Mobile Monitoring (Trial) | Vehicle(s): 0/30 | 21, Sep, 2022 | Handed Over | [Icon] |
| HCC 1 | hik@hikpro.com | Cloud Video Management (Trial) | Channels: 0/320 | 20, Sep, 2022 | Handed Over | [Icon] |
| HCC 1 | hik@hikpro.com | Cloud Mobile Monitoring (Trial) | Vehicle(s): 0/50 | 20, Sep, 2022 | Handed Over | [Icon] |

Figure 9-12 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.).



The screenshot shows the Hik-Partner Pro interface with a section for 'Remaining Packages'. It displays two service packages: 'Cloud Video Management Service Package (Monthly)' and 'Cloud Mobile Monitoring Service Package (Monthly)'. Both show 'Used: 0' and 'Total Remaining: 0'. Below this, there is a section for 'Services Expire in 30 Days' with a clock icon and the number '0'. At the bottom, there is a table of HCC systems with columns for Service, System, System Resource, System Owner, Expiry Time, Status, and Operation.

| Service | System | System Resource | System Owner | Expiry Time | Status | Operation |
|-------------------------|--------|-----------------|----------------|---------------|--------|-----------|
| Cloud Video Management | HCC 1 | Channels: 0 | hik@hikpro.com | 20, Sep, 2022 | Trial | [Icon] |
| Cloud Mobile Monitoring | HCC 1 | Vehicle(s): 0 | hik@hikpro.com | 20, Sep, 2022 | Trial | [Icon] |
| Cloud Video Management | HCC 2 | Channels: 0 | hik@hikpro.com | 21, Sep, 2022 | Trial | [Icon] |

Figure 9-13 HCC Service Overview

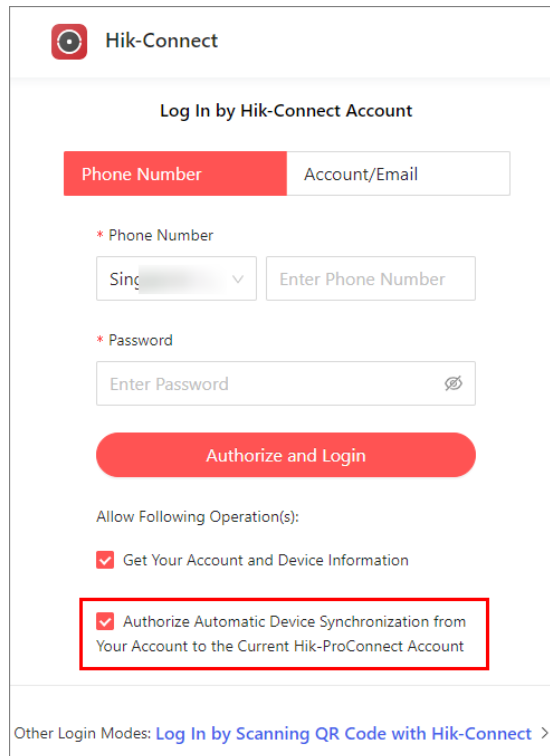
9.5 [New] Automatic Device Synchronization

This version adds automatic device synchronization. Devices newly added to Hik-Connect will be synchronized automatically to 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 tabs: 'Phone Number' (selected) and 'Account/Email'. Under the 'Phone Number' tab, there is a dropdown menu for 'Sing' and an input field for 'Enter Phone Number'. Below that is a password field labeled 'Enter Password' with a visibility icon. A red button labeled 'Authorize and Login' is positioned below the password field. Underneath the button, there is a section titled 'Allow Following Operation(s):' with two checkboxes: 'Get Your Account and Device Information' (checked) and 'Authorize Automatic Device Synchronization from Your Account to the Current Hik-ProConnect Account' (checked). The second checkbox is highlighted with a red border. At the bottom, there is a link for 'Other Login Modes: Log In by Scanning QR Code with Hik-Connect >'.

Figure 9-14 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.

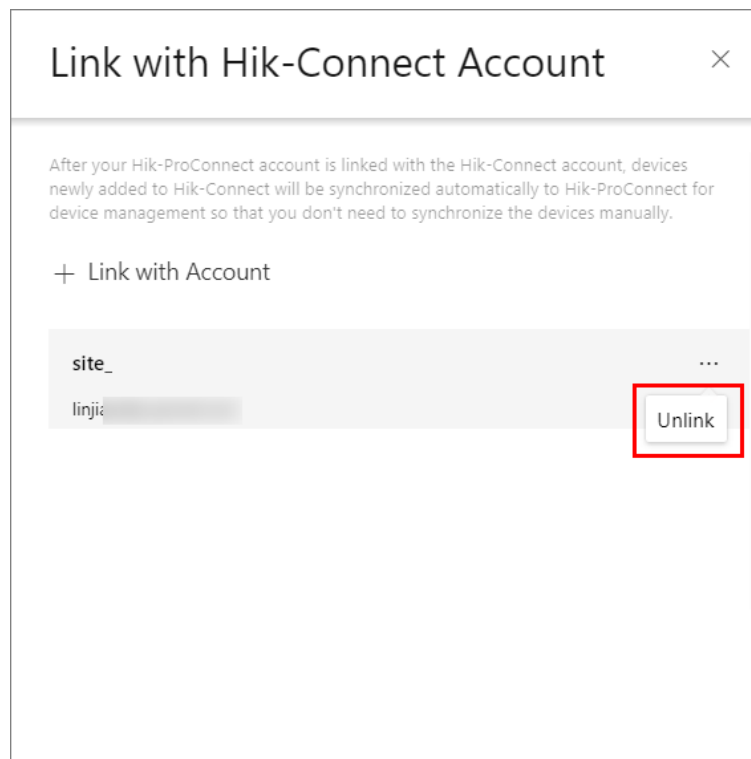


Figure 9-15 Unlink with Hik-Connect Account

9.6 [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's New in Hik-Partner Pro

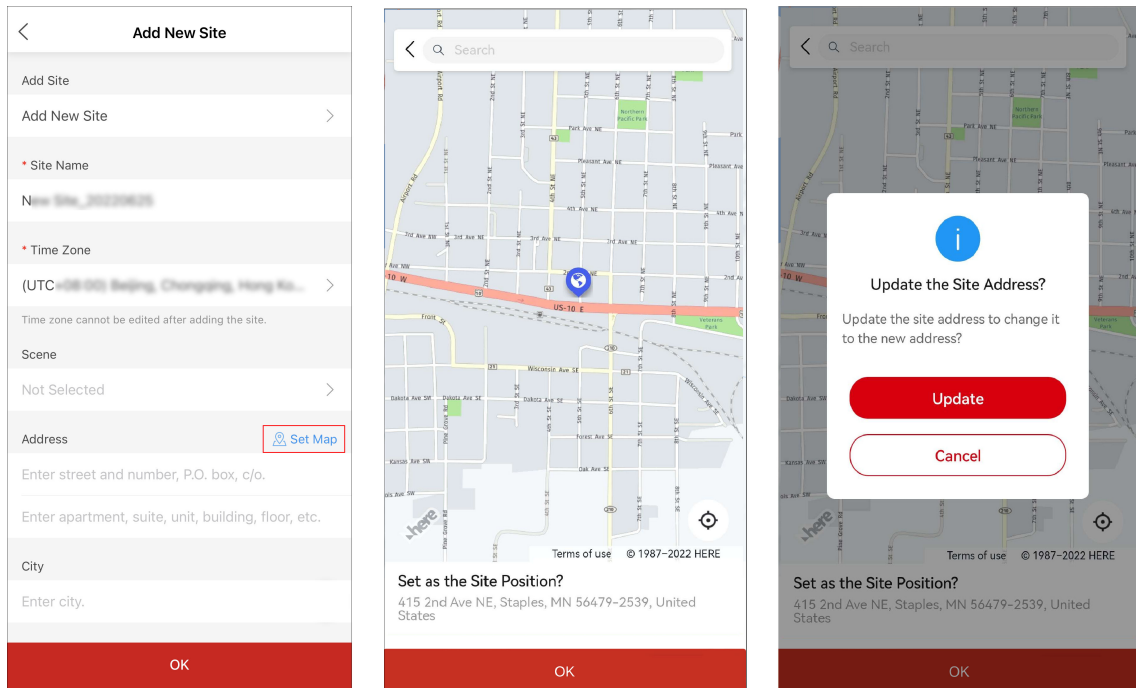


Figure 9-16 Set the Site Address on the Map

- Supports setting the site address on the map when creating a new site for the added device.

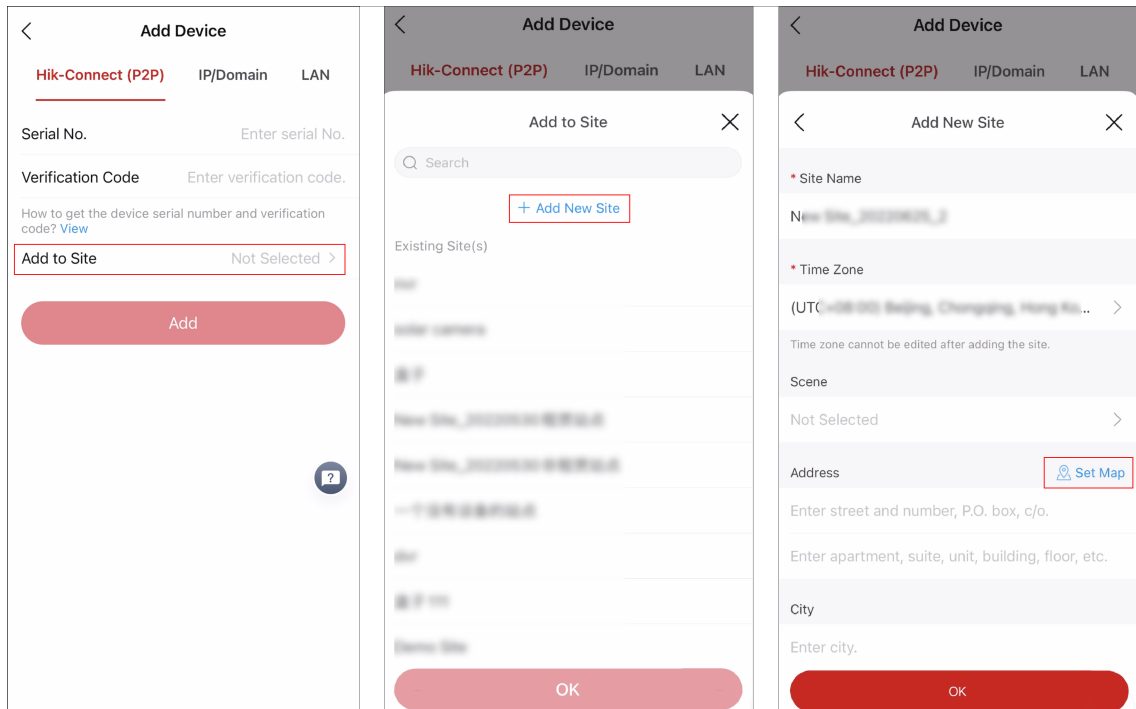


Figure 9-17 Set the Site Address on the Map for Added Device

- Supports viewing the address on the map on the site details page after setting the site address on the map.

9.7 [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.

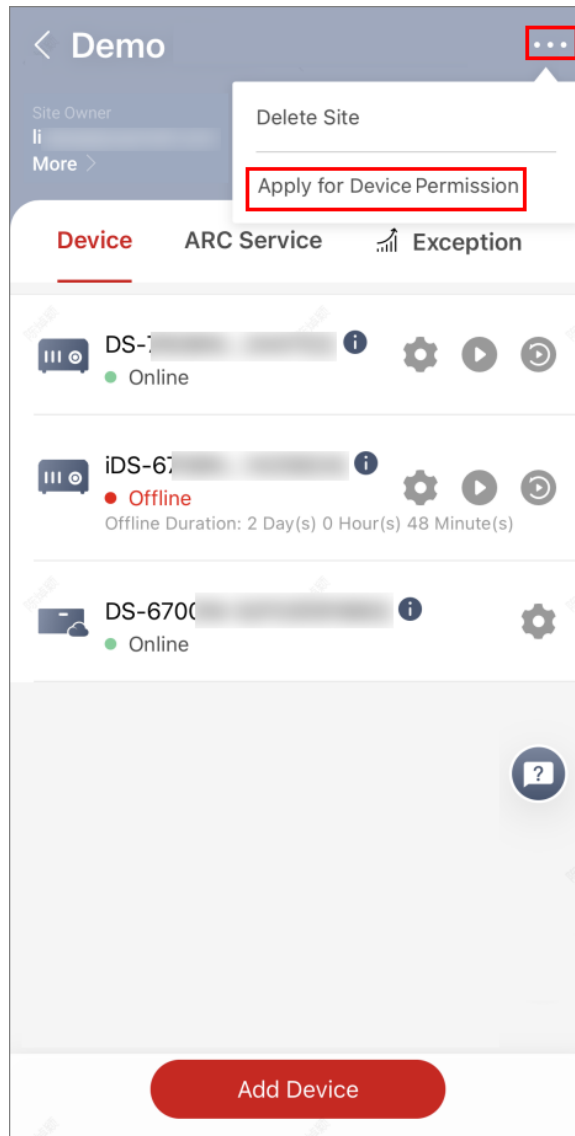


Figure 9-18 Apply for Device Permission

- Supports selecting devices to apply for the permission.
- Supports selecting a validity period for the permission.

9.8 [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's 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

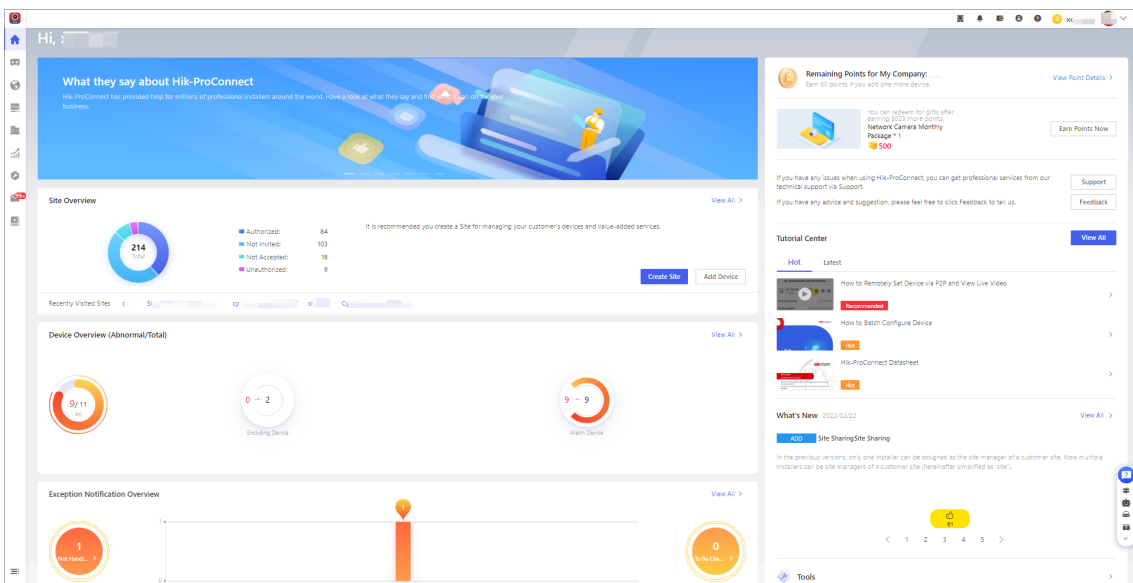


Figure 9-19 User Interface Before (Portal)

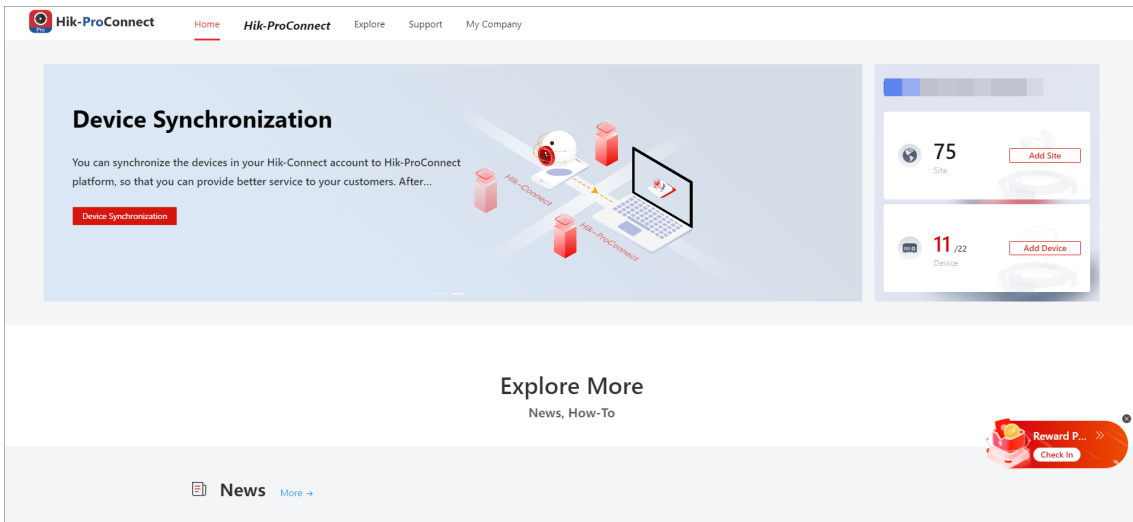


Figure 9-20 User Interface After (Portal)

What's New in Hik-Partner Pro

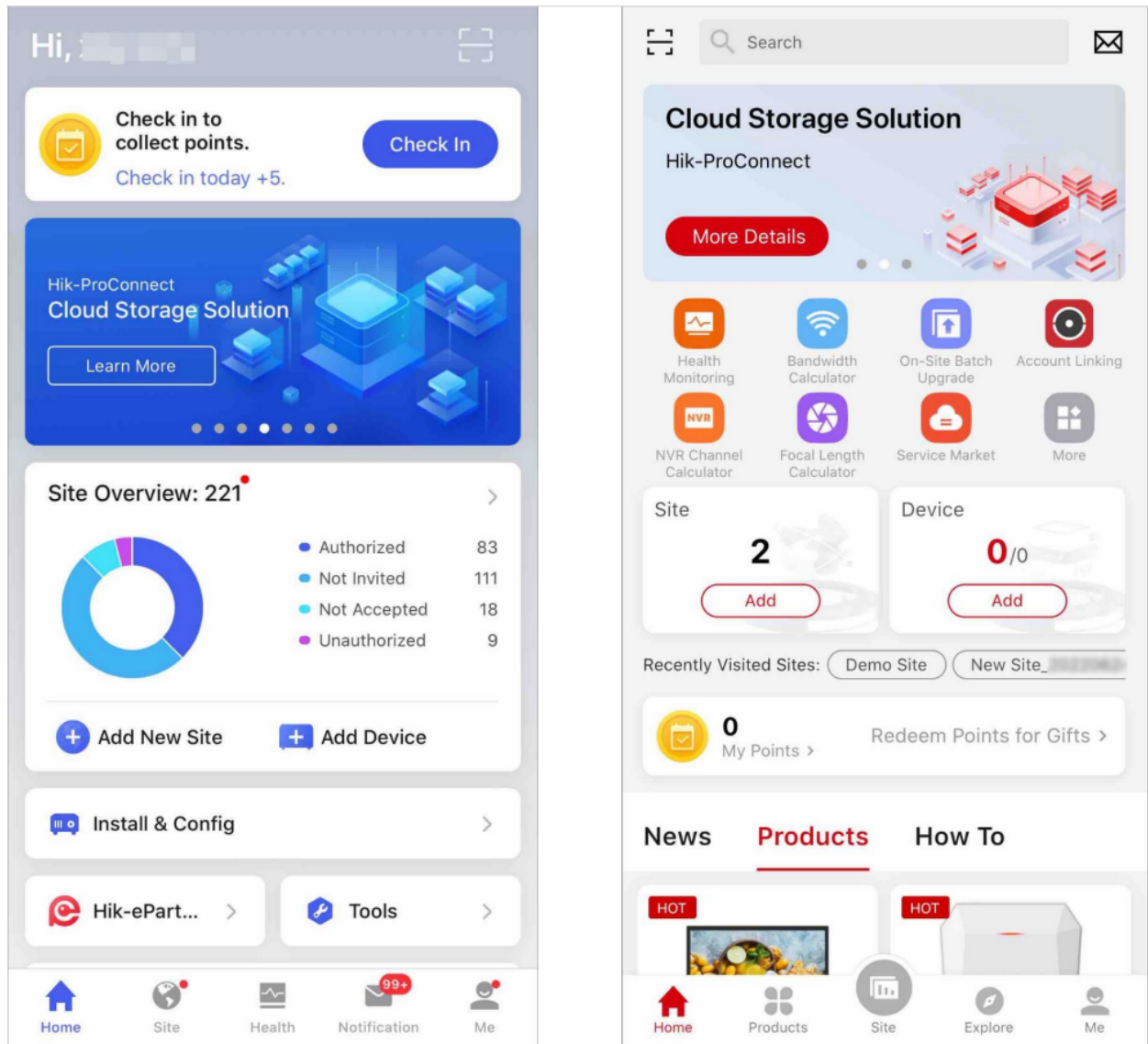


Figure 9-21 User Interfaces Before (Left) and After (Right) (Mobile Client)

Module Tabs on the Portal



Figure 9-22 Module Tabs on the Portal

Table 9-2 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

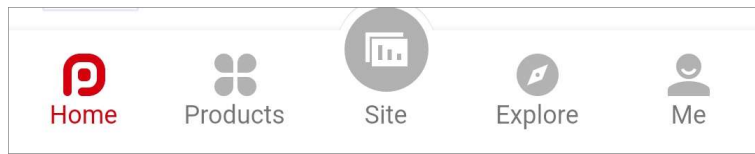




Figure 9-23 Module Tabs on the Mobile Client

Table 9-3 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's 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.
-

9.9 [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's New in Hik-Partner Pro

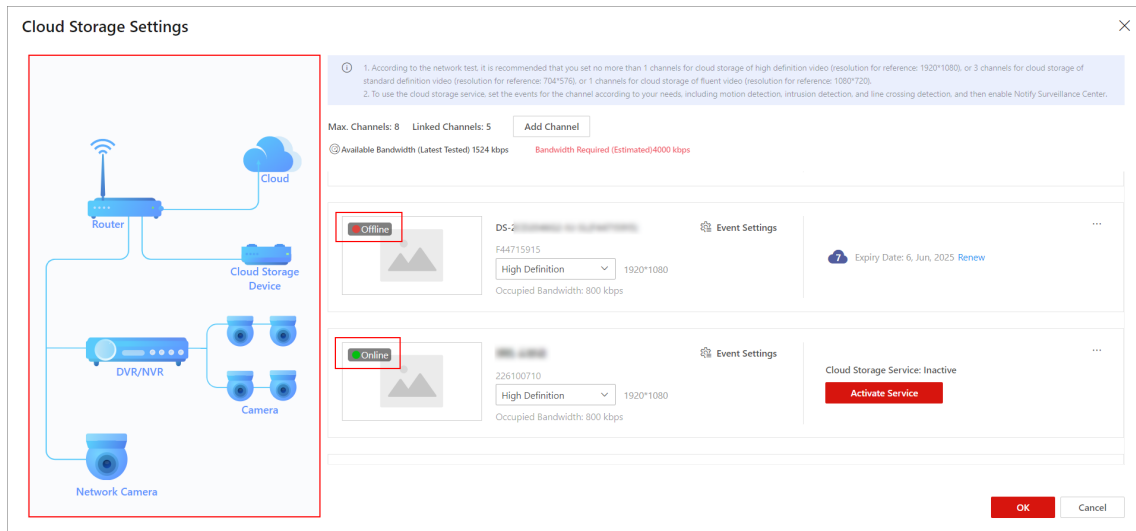


Figure 9-24 Cloud Storage Settings Page

- 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.

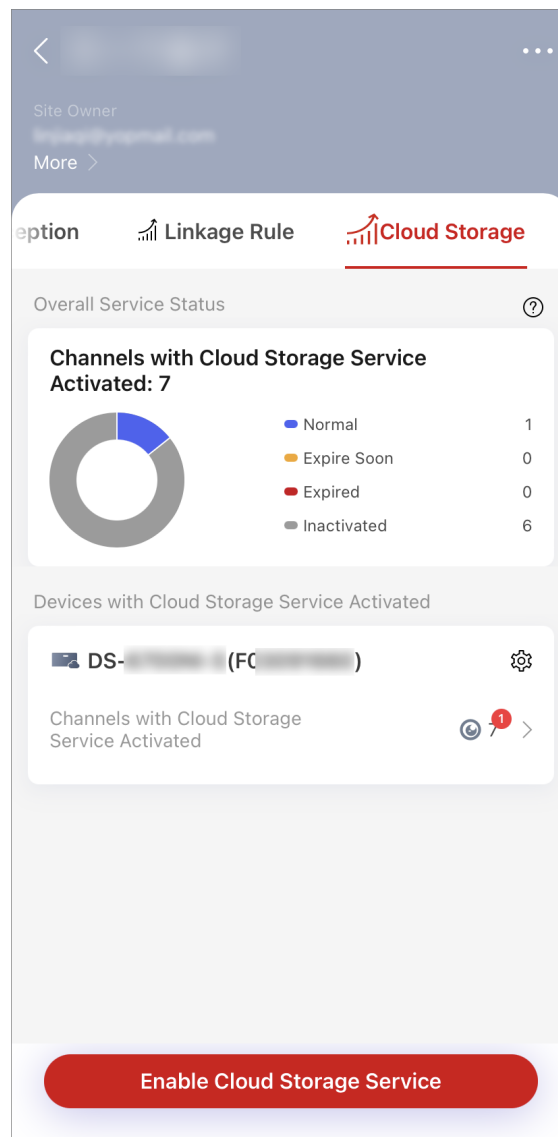


Figure 9-25 Manage Cloud Storage Service on the Mobile Client

- 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.

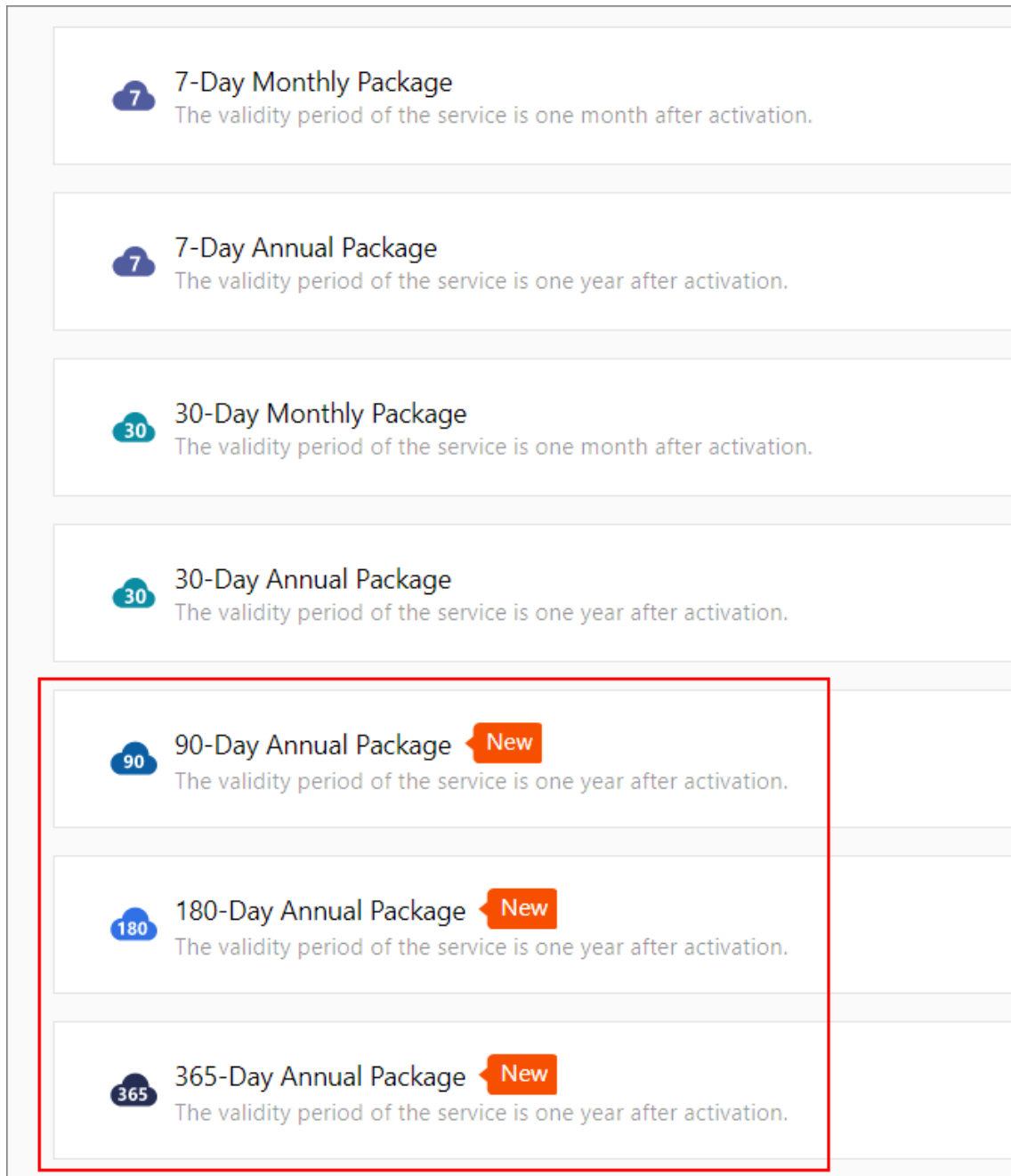


Figure 9-26 New Cloud Storage Service Packages

9.10 [Improvement]Registration and Login

Updates related to the registration and login are shown below.

What's 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.

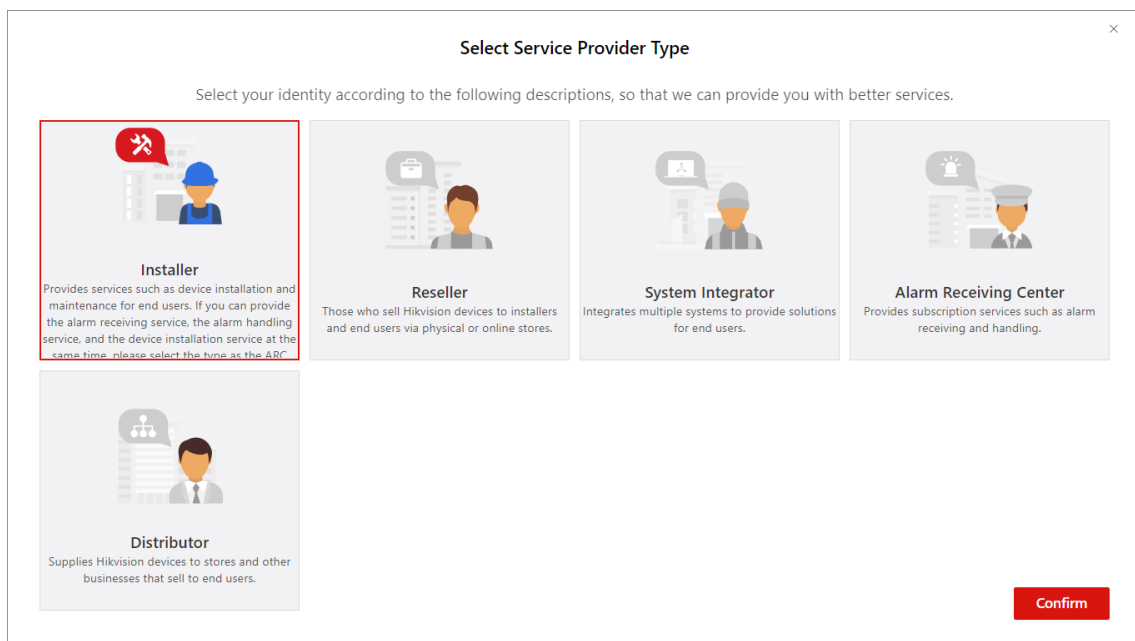


Figure 9-27 Select Service Provider Type

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.

9.11 [Improvement]Company Management

Updates related to company management are shown below.

- **Company Authentication**
- **Co-Branding**
- **Hik-ProConnect Ambassador**



Note

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.

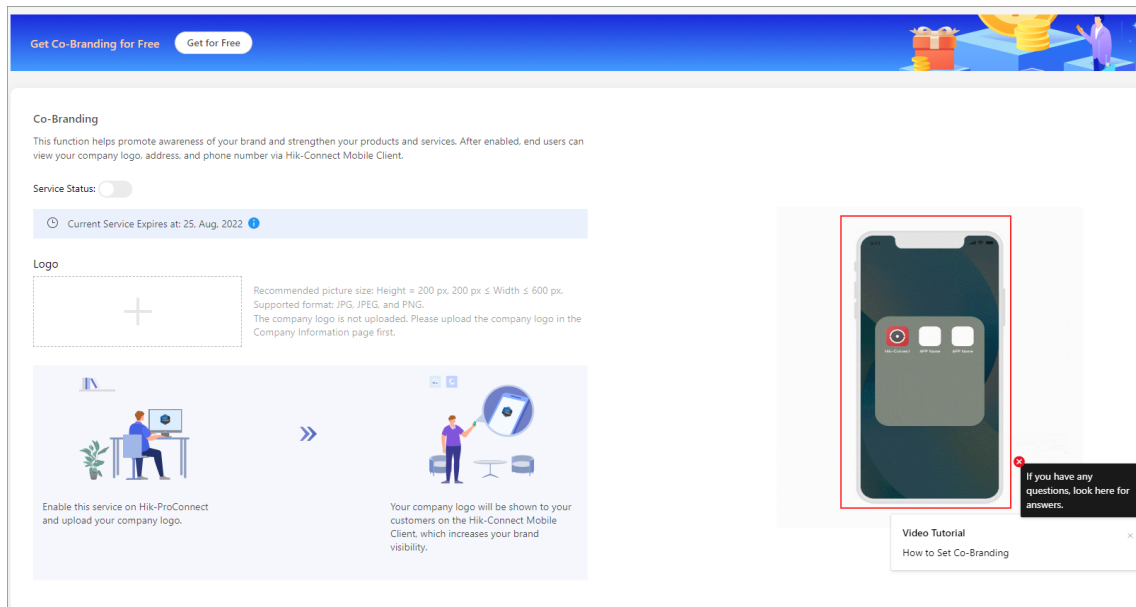


Figure 9-28 How Your Company Logo Will Be Shown to Your Customers

- 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.

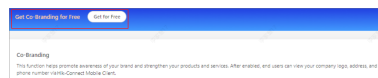


Figure 9-29 Entrance for Getting Free Co-Branding

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.

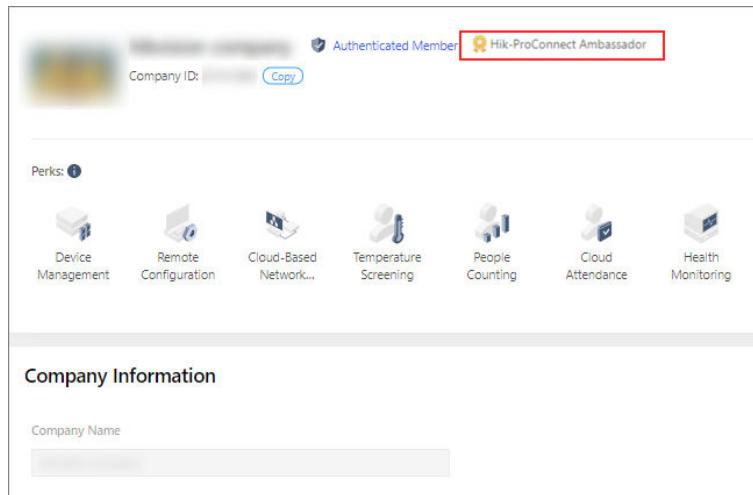


Figure 9-30 Hik-ProConnect Ambassador Badge

9.12 [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.

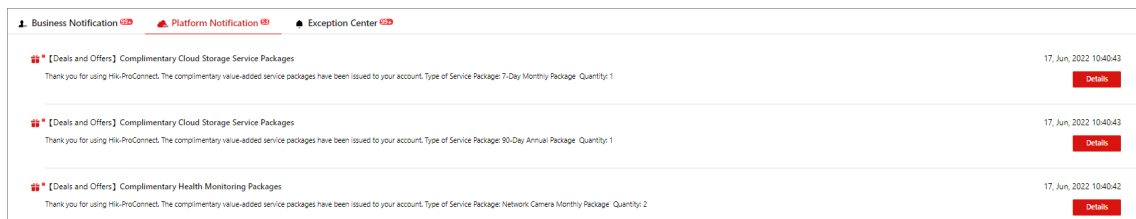


Figure 9-31 Complimentary Service Packages

- The name of the notification type "What's New" is changed to "System Message".

9.13 [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.

9.14 [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.

9.15 [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's 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).

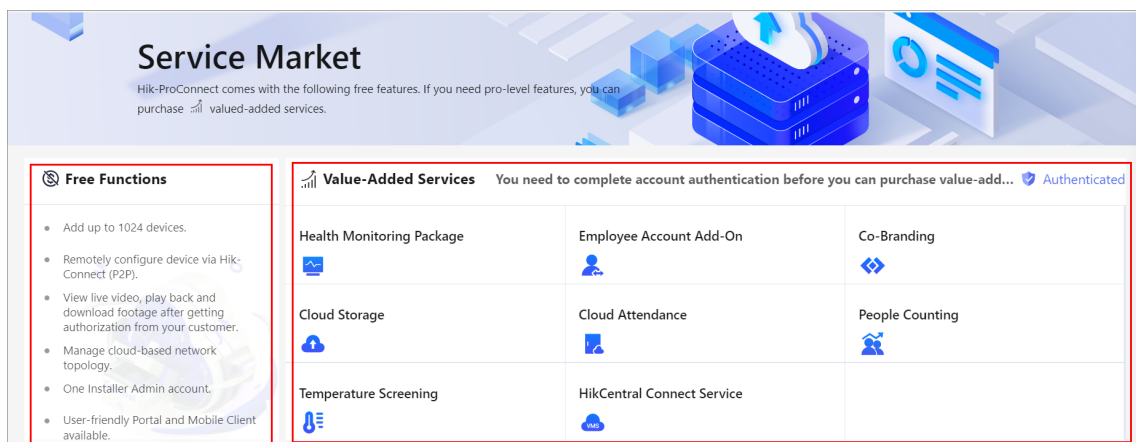


Figure 9-32 Service Market

- 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's New in Hik-Partner Pro

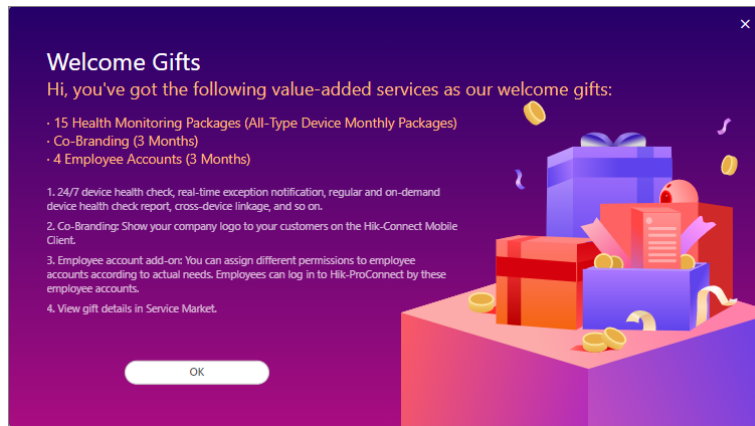


Figure 9-33 Welcome Gifts

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.

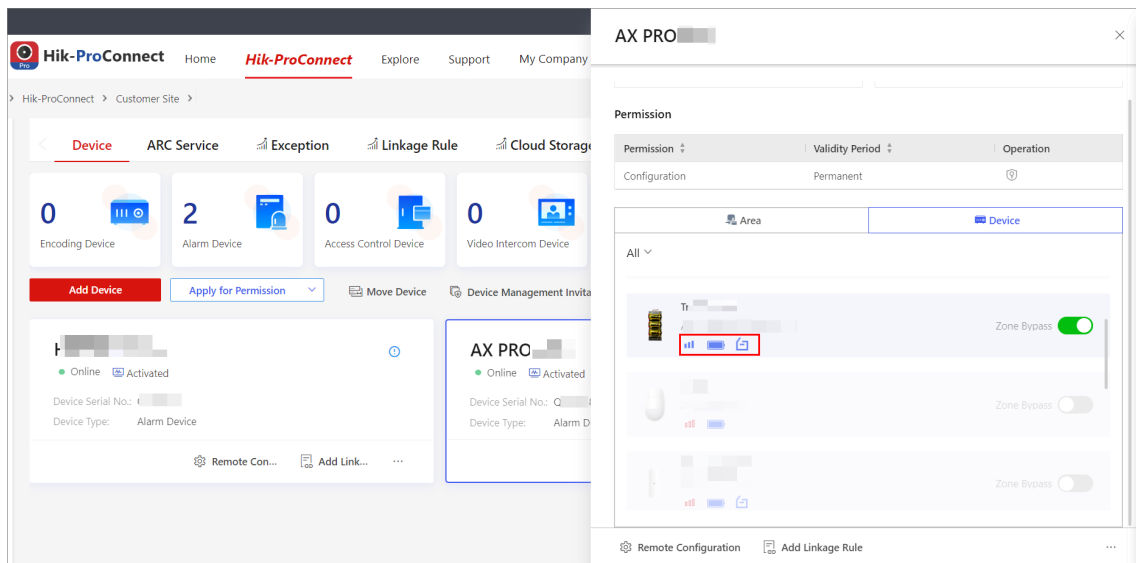


Figure 9-34 Peripheral Device Details on AX PRO Details Page

9.16 Bug Fixes

This version fixed the following bugs.

What's 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 10 Updates in V1.11.0

Updated on April 15, 2022.

- [**\[New\]Display What's New on the Home Page**](#)
- [**\[New\]What They Say About Hik-ProConnect**](#)
- [**\[New\]Submit Case for Support**](#)
- [**\[New\]Role and Permission on the Mobile Client**](#)
- [**\[New\]Employee Management on the Mobile Client**](#)
- [**\[New\]My Service on the Mobile Client**](#)
- [**\[Improvement\]Company Authentication**](#)
- [**\[Improvement\]Get Co-Branding Service for Free**](#)
- [**\[Improvement\]Notification Center**](#)
- [**\[Improvement\]Exception Notification Overview**](#)
- [**\[Improvement\]Send Health Check Report Regularly**](#)
- [**\[Improvement\]Updates Related to Alarm Resources**](#)
- [**\[Improvement\]Other Updates**](#)
- [**Bug Fixes**](#)

10.1 [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.

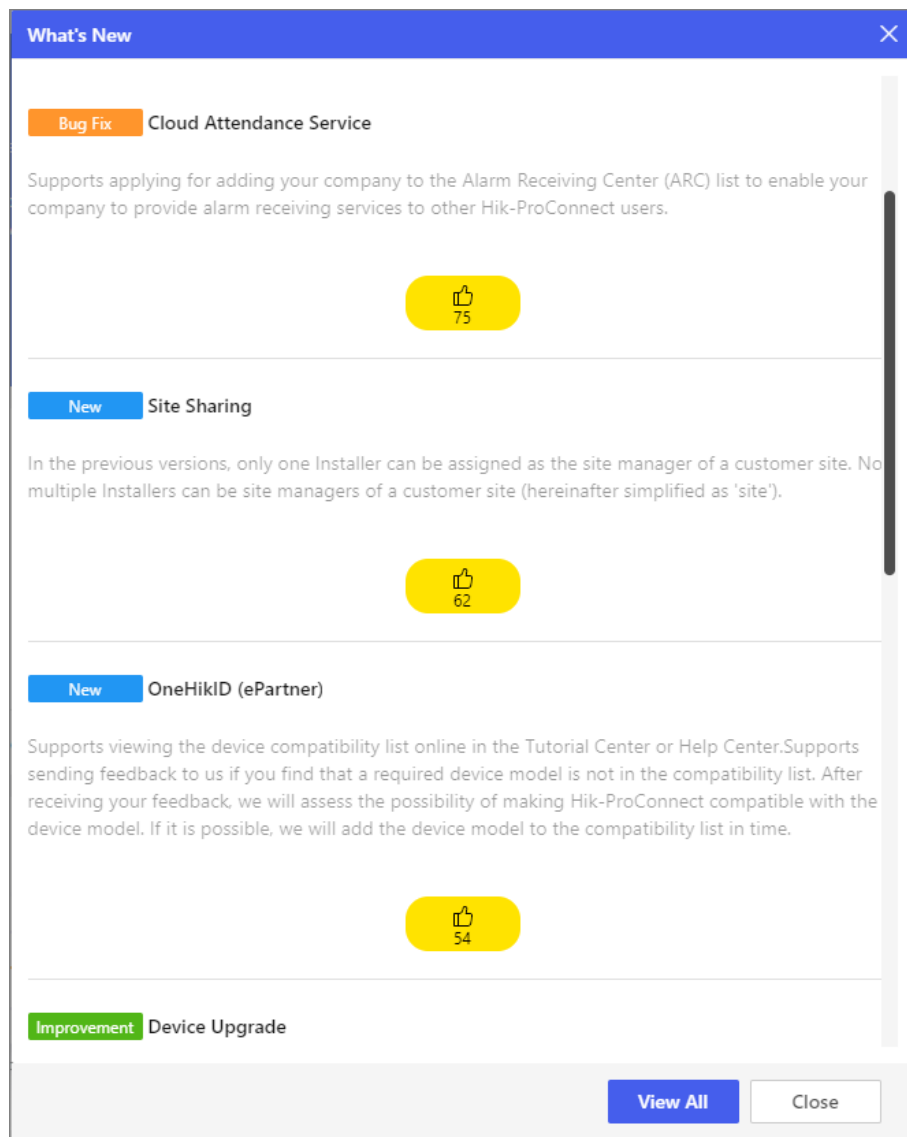


Figure 10-1 Pop-Up What's New

- 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.

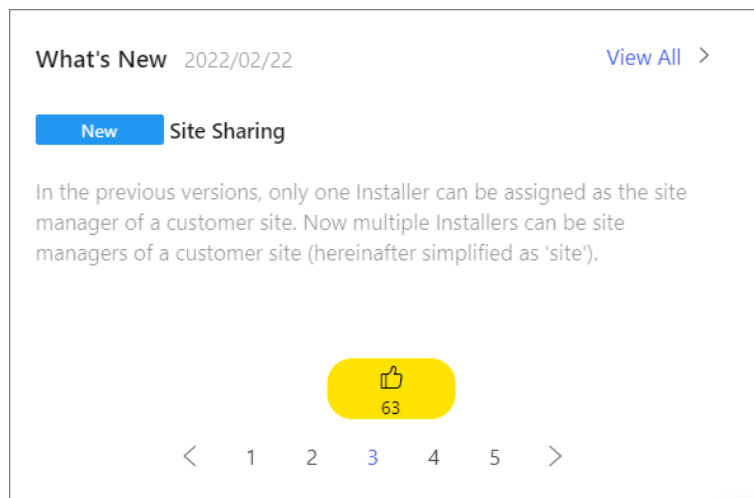



Figure 10-2 What's New on Home Page

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.

10.2 [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.

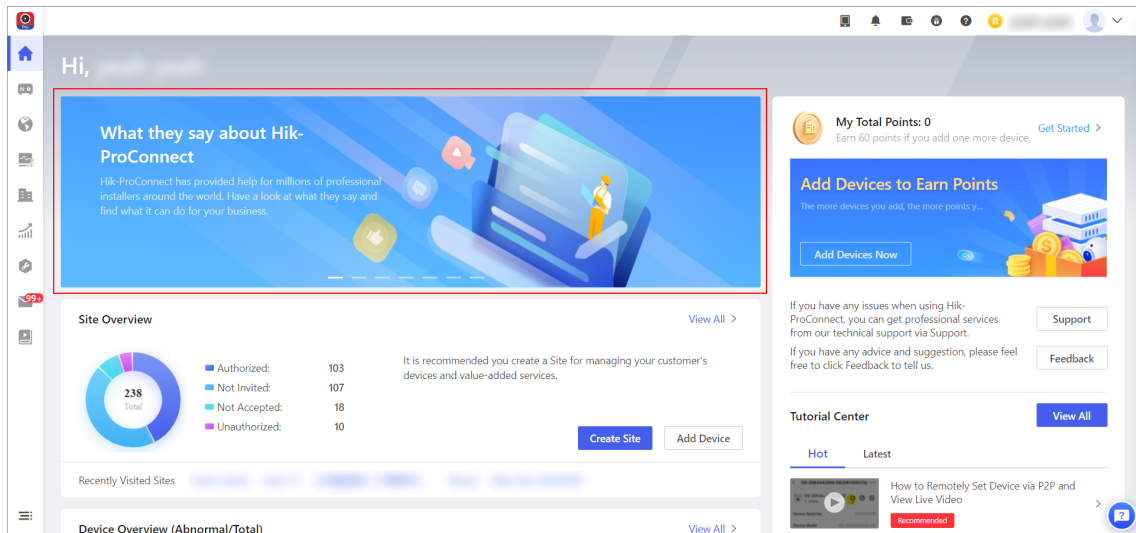


Figure 10-3 What They Say About Hik-ProConnect Banner

10.3 [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.

Submit Case Feedback

* Title

* Language English

* Case Severity: ⓘ
To get our rapid response when you have an urgent issue, select the case severity objectively.

* Contact Case

Authorization Code ⓘ
 Do Not Provide Provide

Other Contacts ⓘ
No more than 5 contacts can be added.

* 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.

Figure 10-4 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.

10.4 [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 ***Countries and Regions Only with Support for Free Functions*** for details.

Predefined Roles

The Mobile Client supports three predefined roles: Administrator, Site Manager, and IT Manager.

What's 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).

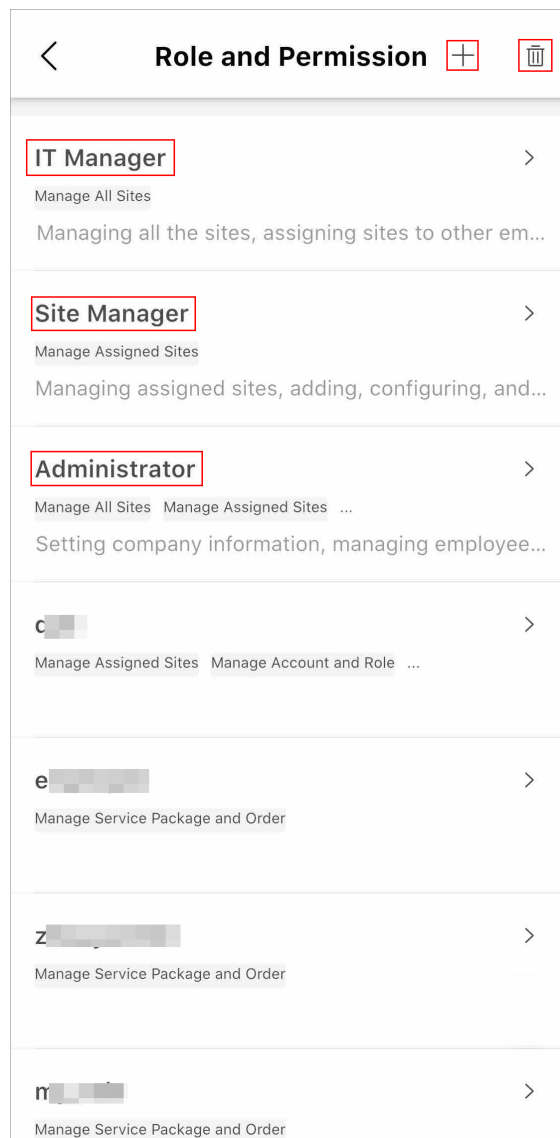


Figure 10-5 Role and Permission Page

- Supports viewing the role list and details, and editing role permissions.

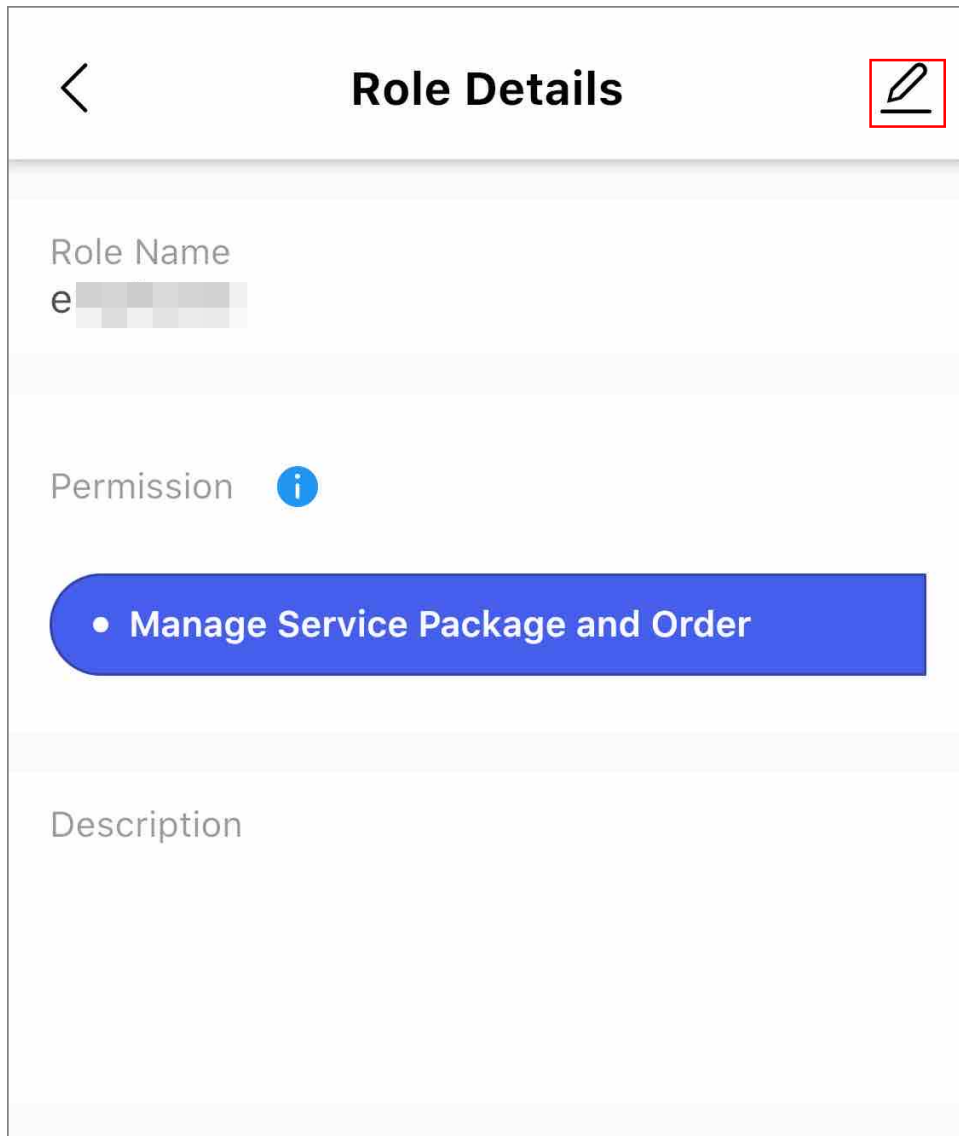


Figure 10-6 Role Details

10.5 [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's 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.

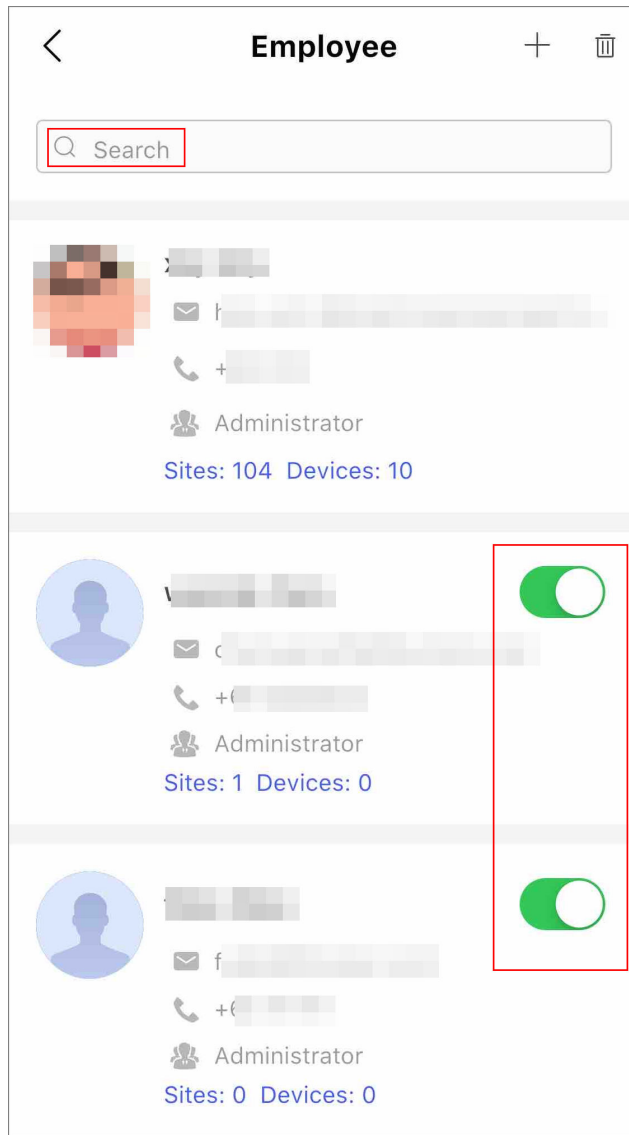


Figure 10-7 Employee Management

- Supports viewing the list and details of sites that the employee managed and editing role permissions for employees.

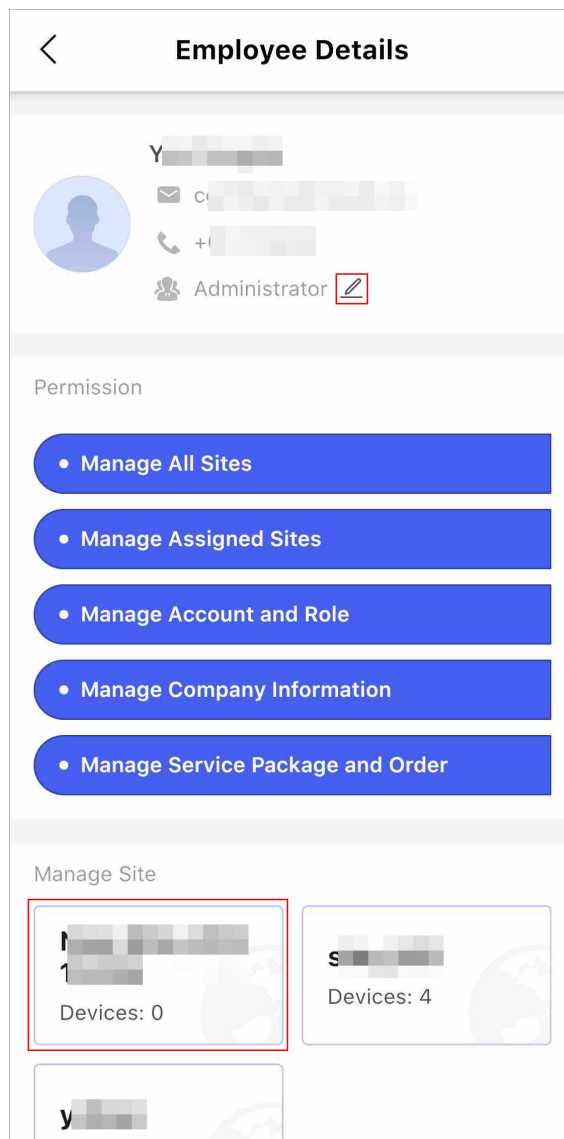


Figure 10-8 Employee Details

10.6 [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.
-

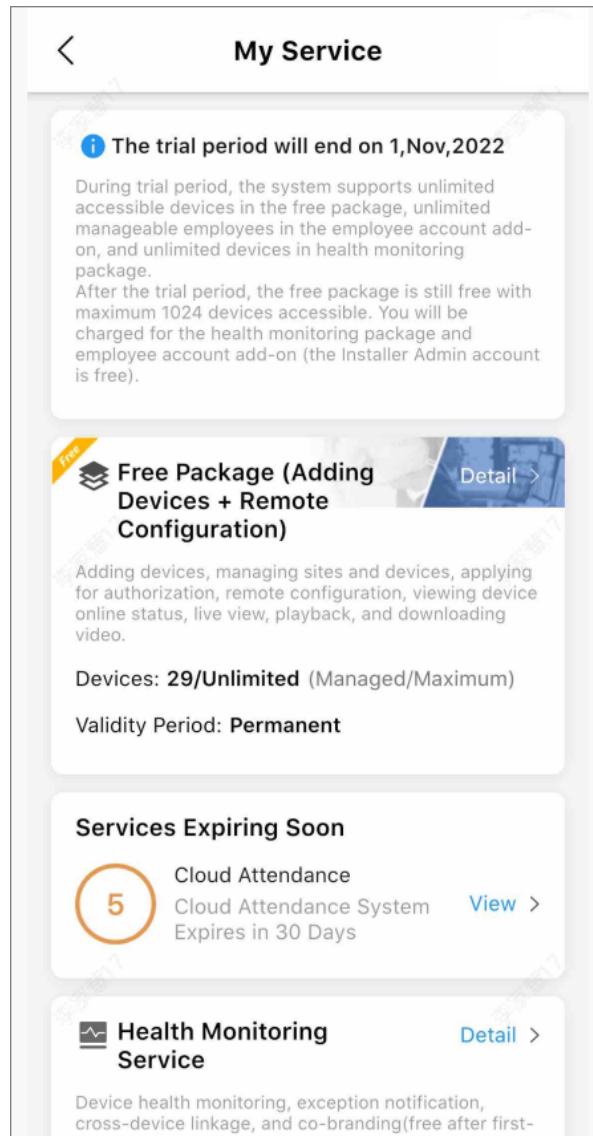


Figure 10-9 My Service Page

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. |

10.7 [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.

10.8 [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. |

10.9 [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's New in Hik-Partner Pro

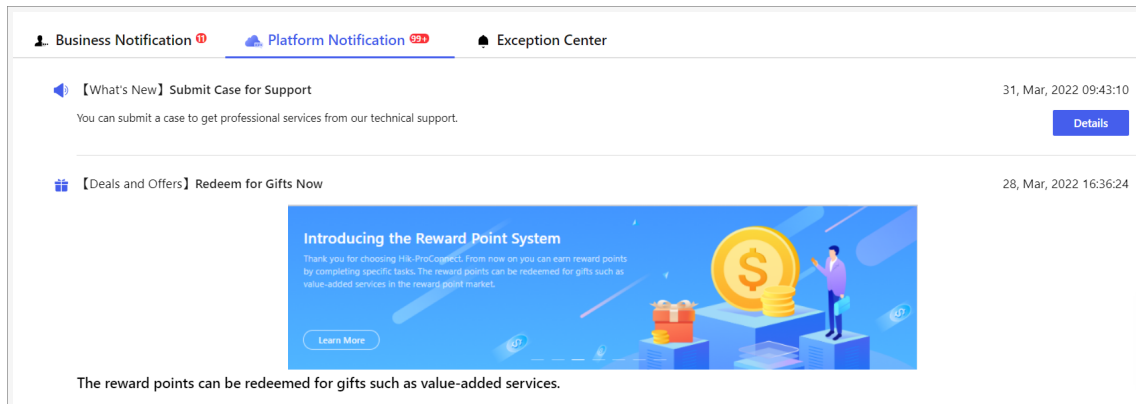


Figure 10-10 Platform Notification Page

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.

10.10 [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.

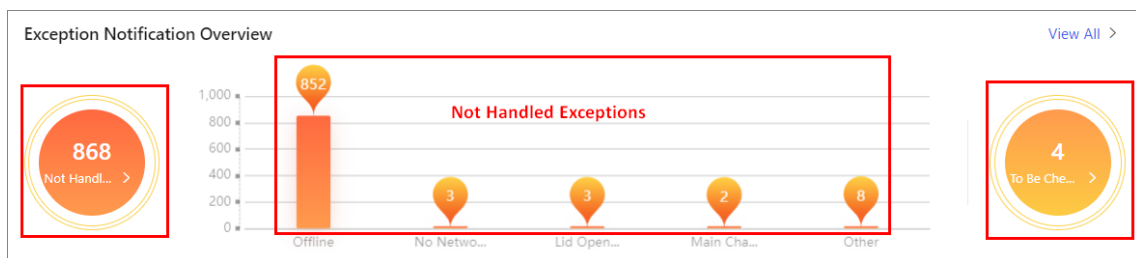


Figure 10-11 Exception Notification Overview

10.11 [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.

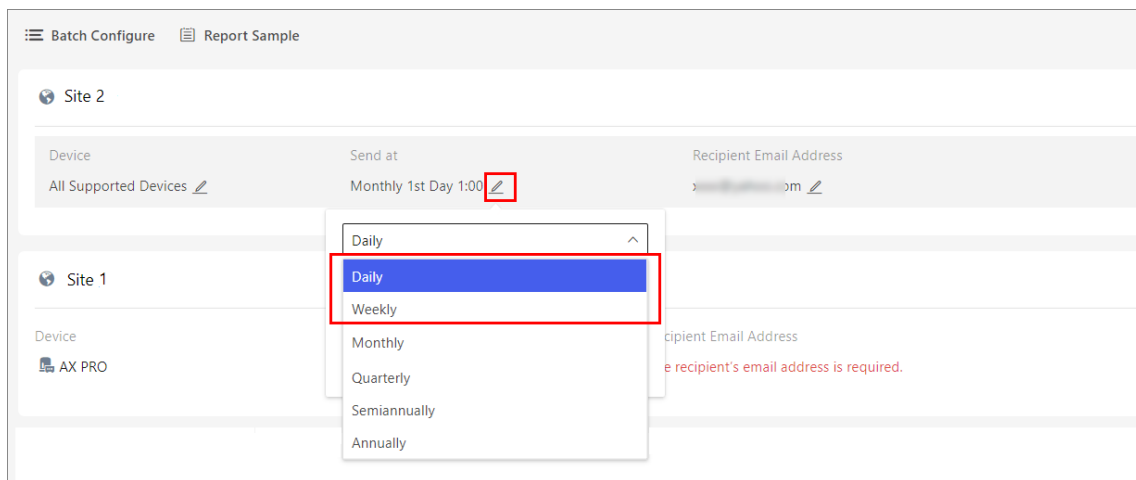


Figure 10-12 Send Daily and Weekly Health Check Reports

10.12 [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.

10.13 [Improvement]Other Updates

Note

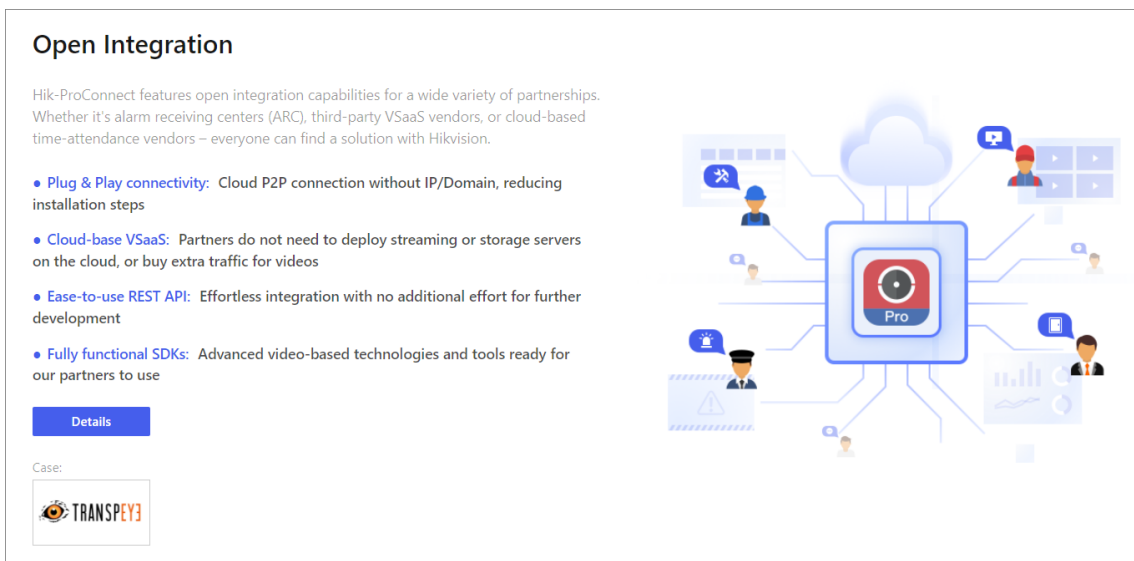
Most of the following features are supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate related screenshots of the Portal.

- 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 10-13 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.

10.14 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.

Chapter 11 Updates in V1.10.0

Hik-ProConnect v1.10.0 includes the following updates.

- [Site Sharing](#)
- [Notification Center](#)
- [Device Upgrade](#)
- [OneHikID \(ePartner\)](#)
- [Cloud Attendance Service](#)
- [Tutorial Center](#)
- [Updates Related to Alarm Resources](#)
- [Solar Camera](#)

11.1 Site Sharing

This version supports sharing sites with your maintenance service partners to allow them to cooperate with you in providing device management/maintenance services for your customers, especially in offering technical support. When sharing a site, you can determine the maintenance service partner's permissions for accessing devices on the site. After sharing a site, you can change the maintenance service partner's permissions.

Note

The updates 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.

Read the following sections to learn more about the updates.

- [How to Access the Feature](#)
- [Share a Site not Handed Over](#)
- [Share a Site that Has Been Handed Over](#)
- [Limitations](#)

How to Access the Feature

You can click/tap **Site Sharing** on the site details page to share a site. For more information, see *Hik-ProConnect Portal User Manual*.

What's New in Hik-Partner Pro

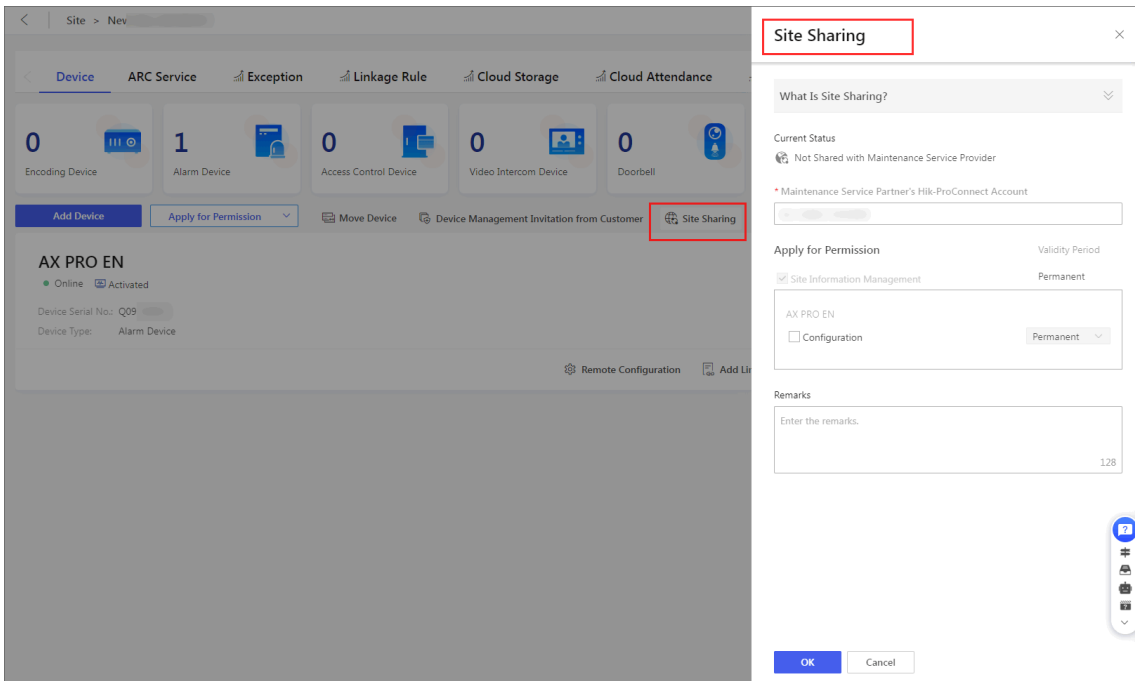


Figure 11-1 Site Sharing Page

Share a Site not Handed Over

The diagram below shows the overall process of sharing a site not handed over to your customer. For detailed steps, see *Hik-ProConnect Portal User Manual*. In the diagram, HPC represents Hik-ProConnect, HC represents Hik-Connect, and MSP represents maintenance service partner.

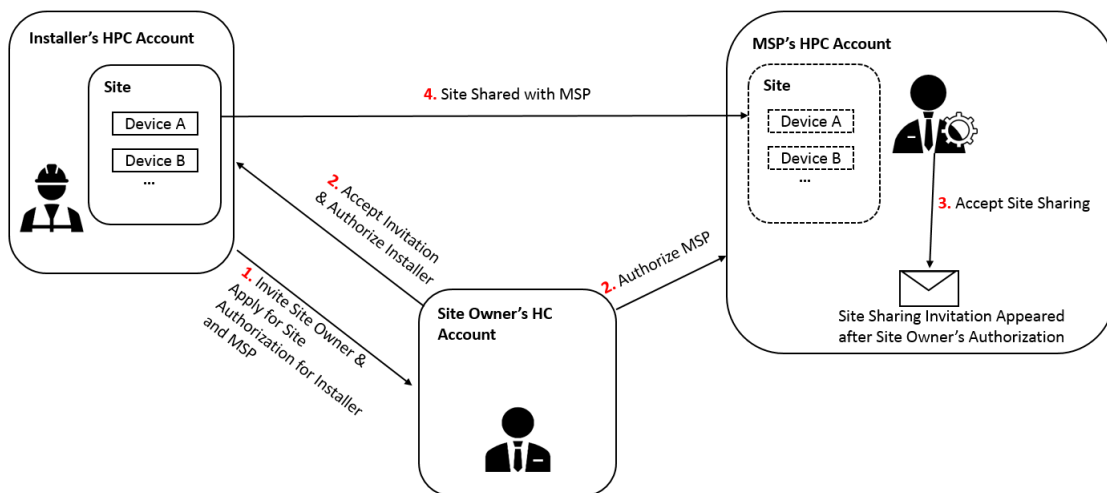


Figure 11-2 Overall Process

Share a Site that Has Been Handed Over

The diagram below shows the overall process of sharing a site that has been handed over to your customer. For detailed steps, see *Hik-ProConnect Portal User Manual*.

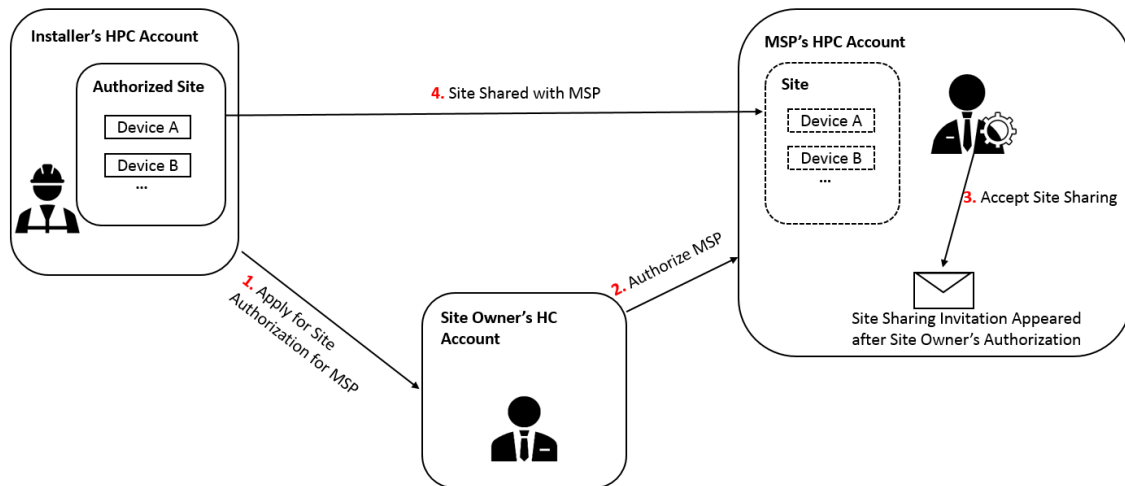


Figure 11-3 Overall Process

Limitations

- Site sharing is not supported in every country or region.
- You can only share a site with your maintenance service partner's Installer Admin account.
- Your account and your maintenance service partner's Installer Admin account need to be in the same country/region.
- You cannot share a site with any Installer of your company.

11.2 Notification Center

This version adds the Notification Center module. In notification center, you can receive business notifications and device exception notifications (in Exception Center).

Note

The updates 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.

Business Notifications

Supports receiving notifications related to site sharing and device management invitations in Business Notification.

Exception Center

We have moved the Exception Center from the Health Monitoring module to the Notification Center module. But you can still access the Exception Center from the Health Monitoring module.

11.3 Device Upgrade

Read the following sections for detailed information about the feature.

- **Download Firmware Upgrade Package**
- **Upgrade Device in Single Site in Health Monitoring Module**

Download Firmware Upgrade Package

Supports downloading the firmware upgrade package if upgrading failed for the device which is on the same LAN as the PC running the platform or the Mobile Client. You can then upgrade the device on the remote configuration page of device or via other upgrade tools.

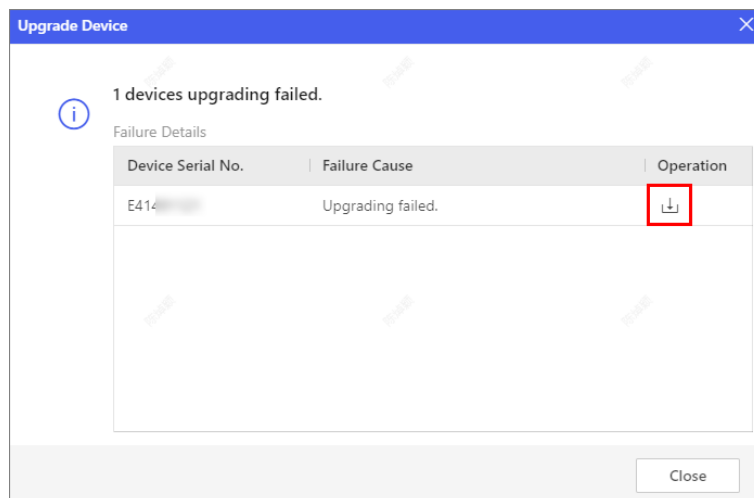


Figure 11-4 Download Firmware Upgrade Package on the Portal

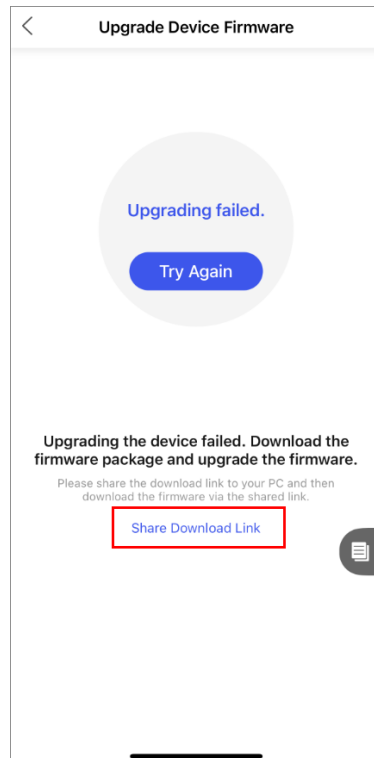


Figure 11-5 Share Download Link on the Mobile Client

Upgrade Device in Single Site in Health Monitoring Module

Supports upgrading a single device in a certain site in Health Monitoring module.

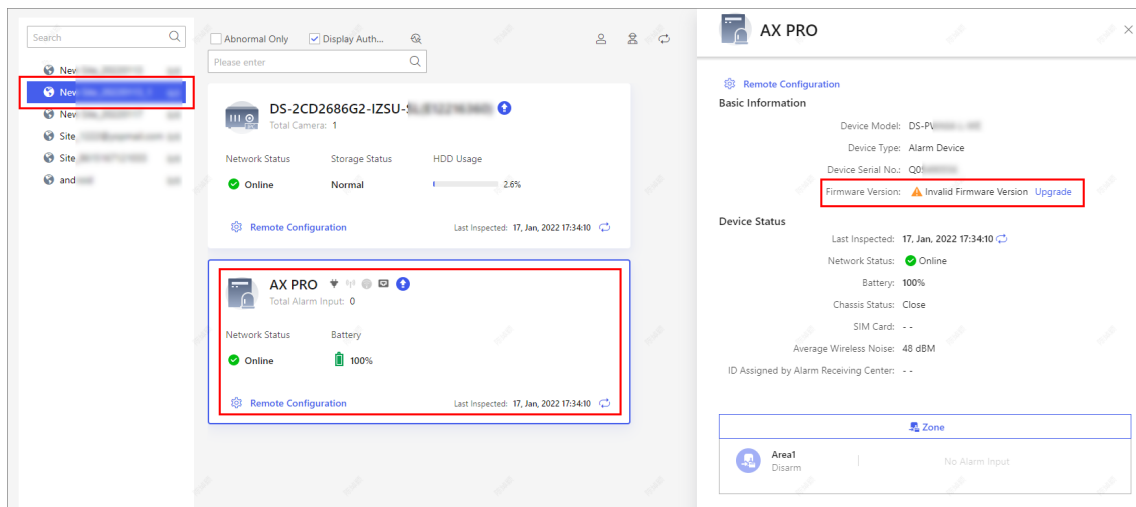


Figure 11-6 Upgrade Device

11.4 OneHikID (ePartner)

This version supports registering and login via a new account system — OneHikID (ePartner). With an OneHikID (ePartner) account, you can not only log into Hik-ProConnect, but also more Hikvision platforms such as Hik-ePartner.

Note

- OneHikID (ePartner) is not supported in some countries/regions.
- For some countries/regions, you need to upgrade your Hik-ProConnect account to a OneHikID (ePartner) account before you can log into Hik-ProConnect.

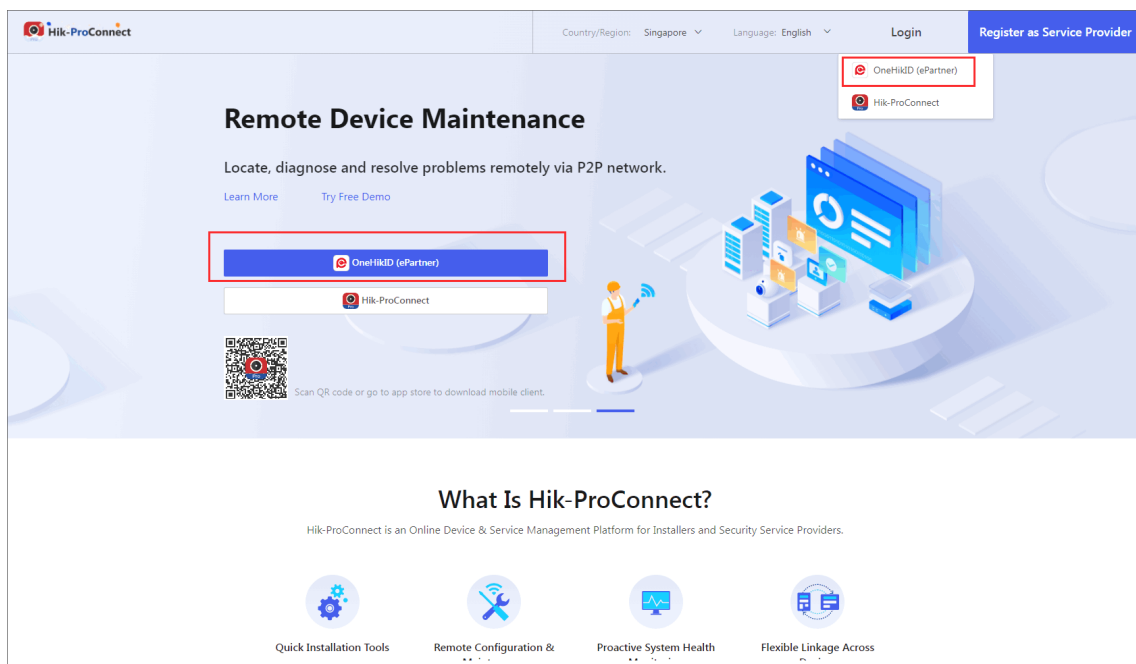


Figure 11-7 The Login Page

11.5 Cloud Attendance Service

Read the following sections for detailed information about the feature.

- **[Purchase Cloud Attendance Package Online](#)**
- **[Records of Activating Cloud Attendance Service by Service Key](#)**
- **[Purchase Cloud Attendance Service by Service Key](#)**

Purchase Cloud Attendance Package Online

Supports purchasing cloud attendance packages online if the available packages are insufficient.

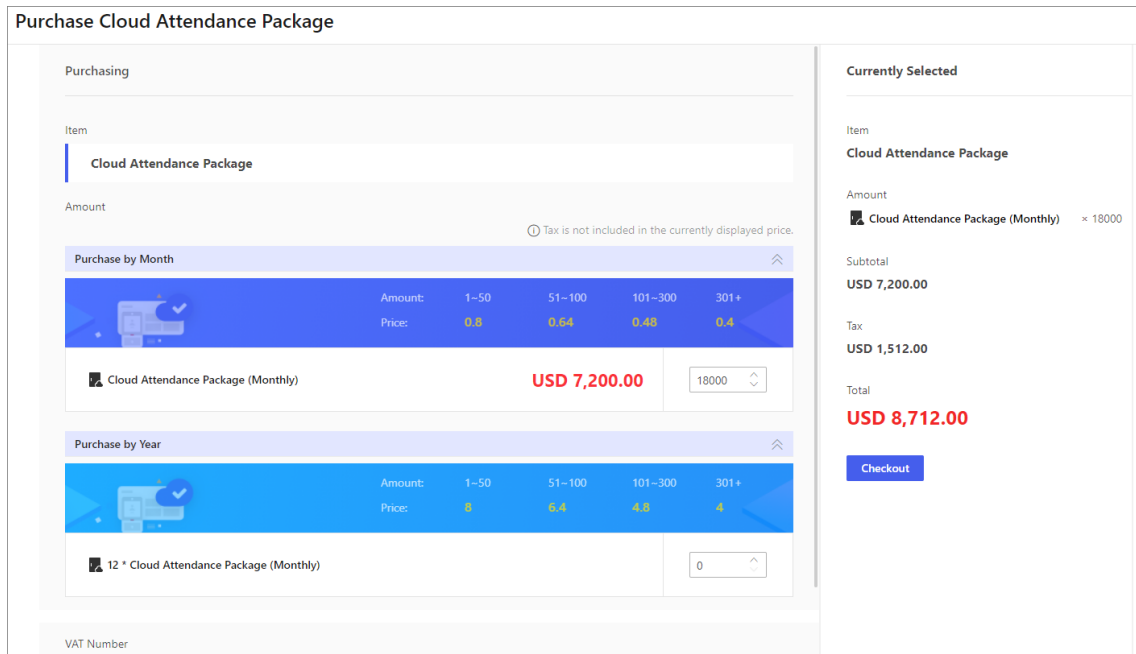


Figure 11-8 Purchase Cloud Attendance Package Online

Records of Activating Cloud Attendance Service by Service Key

Added records of activating cloud attendance service by service key.

Online Purchase Purchase by Service Key

| Order Details | Service Key | Capacity | Activation Time |
|--------------------------|---------------------|---|------------------------|
| Cloud Attendance Package | LHHS-7525-1522-JTNK | 300 * 12 * Cloud Attendance Package (Monthly) | 15. Dec. 2021 20:00:12 |
| Cloud Attendance Package | LHHS-7525-1522-JTNK | 300 * 12 * Cloud Attendance Package (Monthly) | 15. Dec. 2021 19:56:23 |
| Cloud Attendance Package | FYUZ-NNHY-4736-2628 | 10 Cloud Attendance Package (Monthly) | 2. Dec. 2021 16:12:08 |
| Cloud Attendance Package | 3287-DQUT-6315-OPIX | 10 Cloud Attendance Package (Monthly) | 2. Dec. 2021 15:55:54 |
| Cloud Attendance Package | 5476-RSAO-1322-OQTU | 10 Cloud Attendance Package (Monthly) | 2. Dec. 2021 15:55:35 |
| Cloud Attendance Package | 0578-8146-RCQI-GBKI | 10 Cloud Attendance Package (Monthly) | 2. Dec. 2021 15:55:13 |

Figure 11-9 Records of Activating Cloud Attendance Service by Service Key

Purchase Cloud Attendance Service by Service Key

Supports purchasing cloud attendance service by service key.

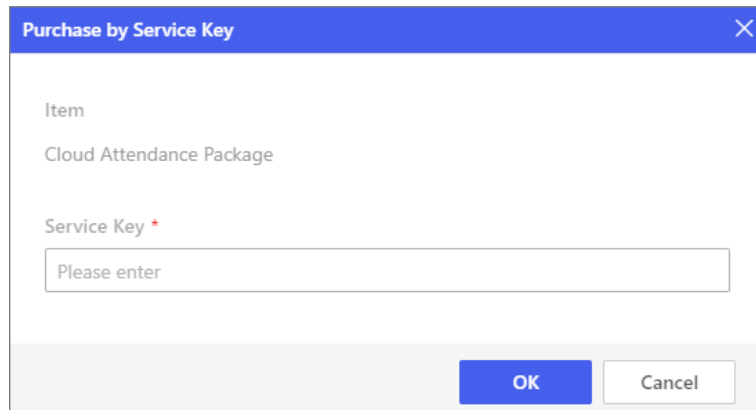


Figure 11-10 Purchase Cloud Attendance Service by Service Key

11.6 Tutorial Center

Updates related to the tutorial center are shown below.

- ***View Hot and Latest Tutorials***
- ***Display Video Tutorials for Portal and Mobile Client as One***
- ***Display Video Tutorial Categories***
- ***Filter Video Tutorials by Categories and Tags***
- ***Search Tutorials by Keywords***

Note

The following features are supported on both the Portal and Mobile Client.

View Hot and Latest Tutorials

Supports viewing hot and latest tutorials (videos, user manual, etc.) in the tutorial center on the Home page.

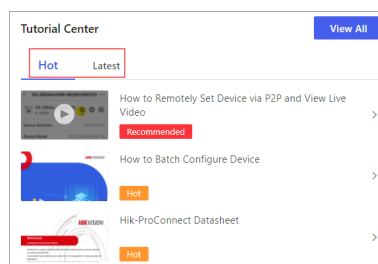


Figure 11-11 Hot and Latest Tutorials

Display Video Tutorials for Portal and Mobile Client as One

Supports displaying the video tutorial for the Portal and that for the Mobile Client as one video in the tutorial center if the two are for the same feature.

You can select one from the two video tutorials to watch according to actual needs.

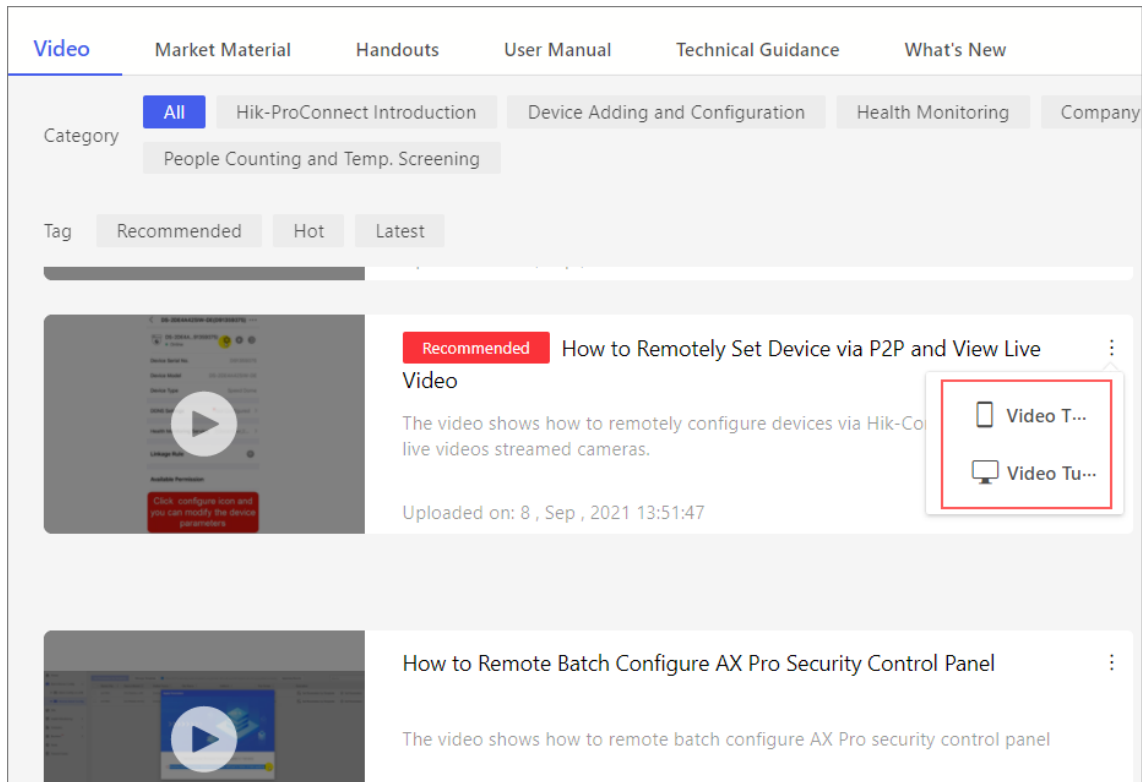


Figure 11-12 Video Tutorials for Portal and Mobile Client

Display Video Tutorial Categories

Supports displaying categories of video tutorials in the tutorial center.

What's New in Hik-Partner Pro

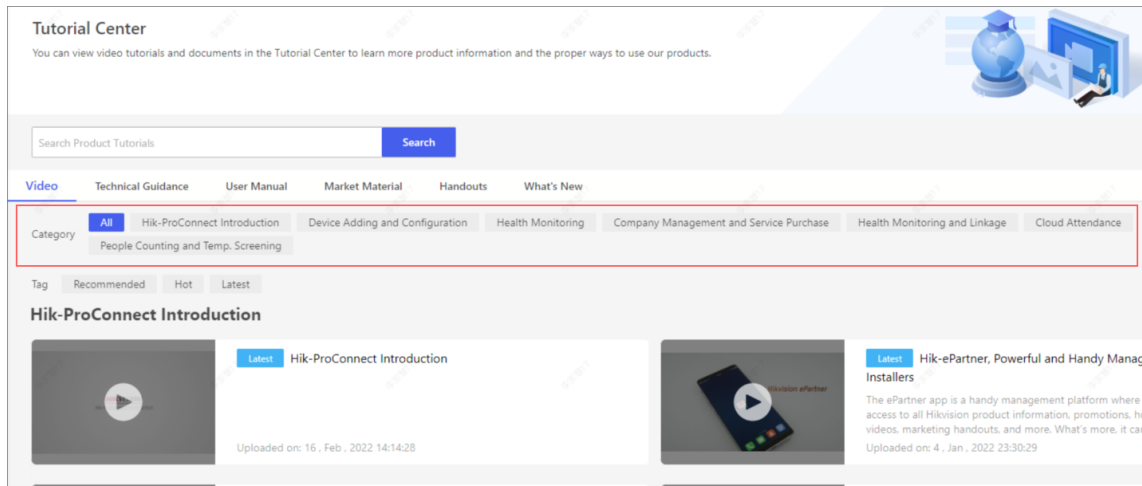


Figure 11-13 Video Tutorial Category

Filter Video Tutorials by Categories and Tags

Supports filtering video tutorials by selecting one or more categories and/or tags in the tutorial center.

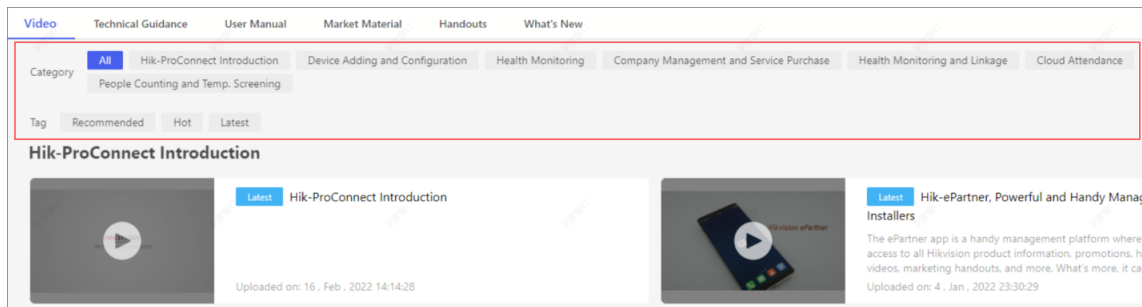


Figure 11-14 Filter Video Tutorials

Search Tutorials by Keywords

Supports searching all tutorials (videos, user manuals, etc.) in the tutorial center by entering keywords.

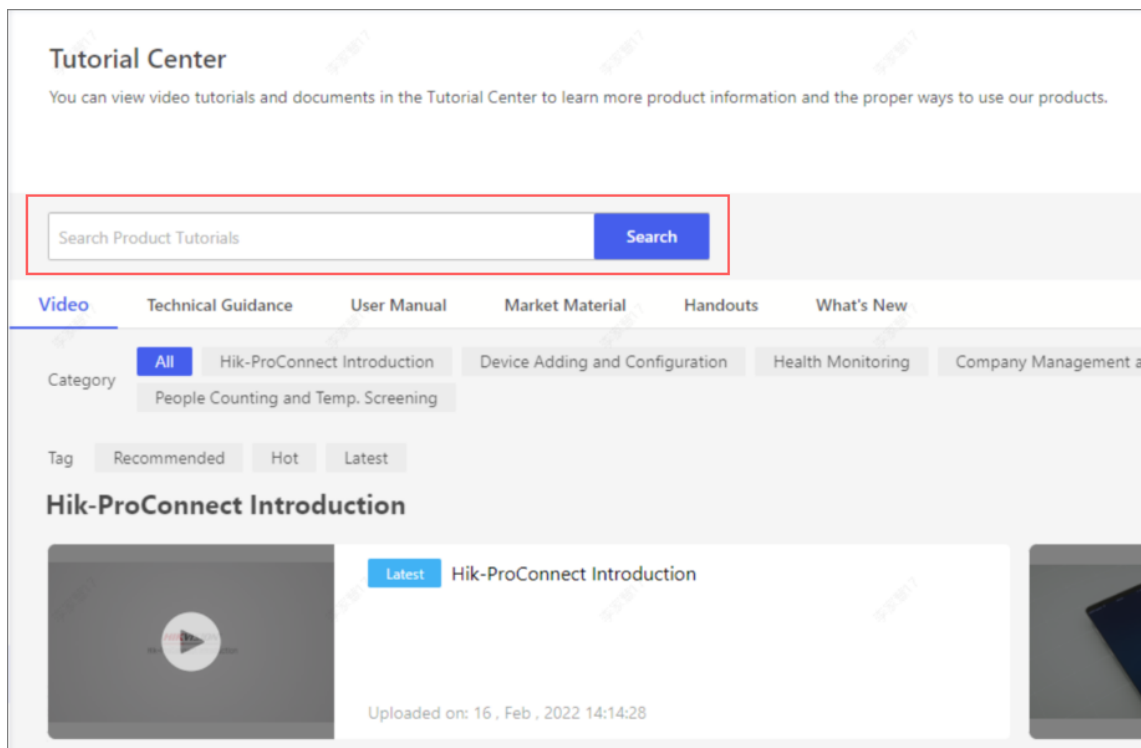


Figure 11-15 Search Tutorials

11.7 Updates Related to Alarm Resources

Updates related to alarm resources include the following:

- **Keypads**
- **Sounders**
- **Transmitters**
- **Detectors and Peripherals**
- **Others**

Keypads

- Supports adding and configuring LCD keypads via the Portal and Mobile Client.
- Supports remotely configure LCD keypads via the Portal.
- Supports checking the health status of LCD keypads in the Health Monitoring module of the Portal and Mobile Client.
- Supports enabling the Alarm Buzzer feature for common keypads via the Portal and Mobile Client.

Sounders

- Supports adding and configuring two-way audio sounders via the Portal and Mobile Client.
- Supports checking the health status of two-way audio sounders in the Health Monitoring module of the Portal and Mobile Client.

Transmitters

- Supports showing wired transmitters on the Portal.
- Supports showing the battery status and undervoltage status of multi-channel transmitters in the Health Monitoring module of the Portal.

Detectors and Peripherals

- Supports configuring different zone types and areas for detectors with multiple alarm inputs via the Mobile Client.
- Supports checking whether a peripheral of AX PRO is upgradable and upgrading the peripheral via the Portal and Mobile Client.
- Supports managing wired detectors (zones) via the Portal.
- Supports configuring detectors and peripherals on the area settings page via the Mobile Client.

Others

- Supports triggering emergency alarms in silence mode via the Mobile Client.
- Supports searching logs related to security control panels via the Mobile Client.
- Supports switching Wi-Fi for AX PRO via the Mobile Client if the current Wi-Fi signal is weak (under the prerequisite that the AP mode is not started).
- Supports managing AX PRO's device users via the Mobile Client.

11.8 Solar Camera

This version is compatible with some models of solar cameras.

Note

- For detailed information about the supported models, refer to *Hik-ProConnect Device Compatibility List*.
 - Solar cameras are supported on both the Portal and Mobile Client.
-
- Supports adding solar cameras to Hik-ProConnect.
 - Supports waking up solar cameras.
 - Supports switching a solar camera's power consumption mode.

11.9 Other Updates

- Supports viewing the number of the managed devices in the Me module of the Mobile Client.
- Supports using the Mobile Client to remotely configure network cameras connected to NVRs.
- Supports adding remarks for a site when adding it. The remarks can be the device maintenance records, information about your customer, or others.
- Added some diagrams to the latest version of *Hik-ProConnect Portal User Manual* and *Hik-ProConnect Mobile Client User Manual*. The figures below are some examples.

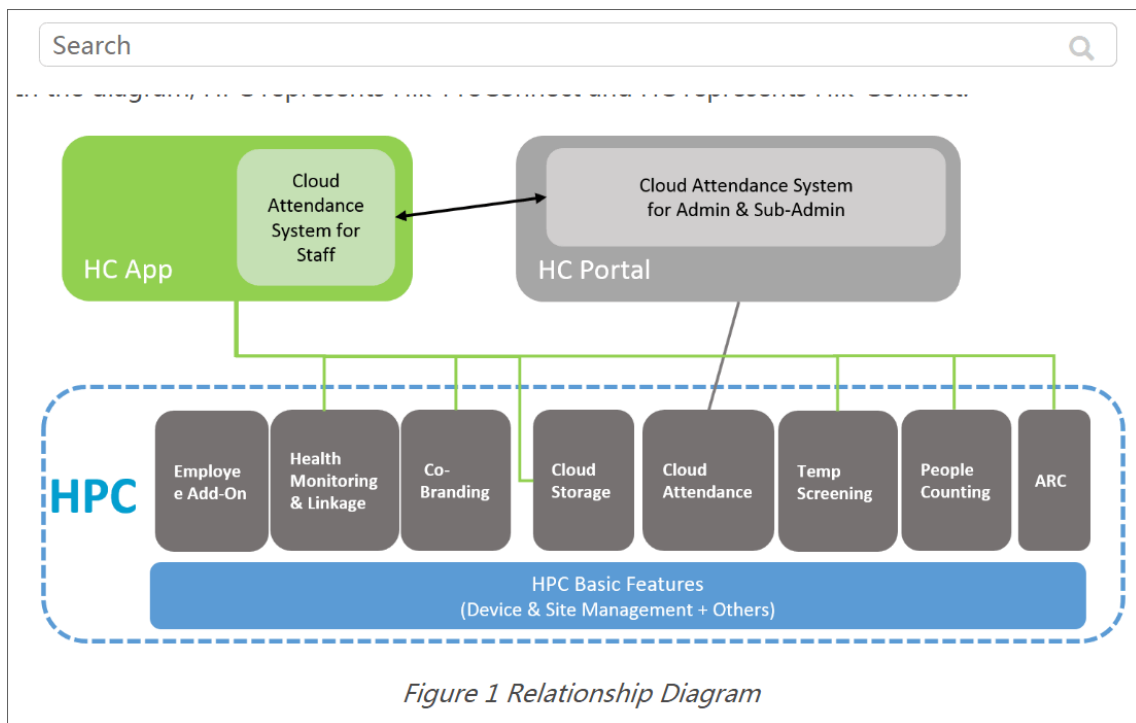


Figure 11-16 Diagram in the Introduction Chapter of the User Manual

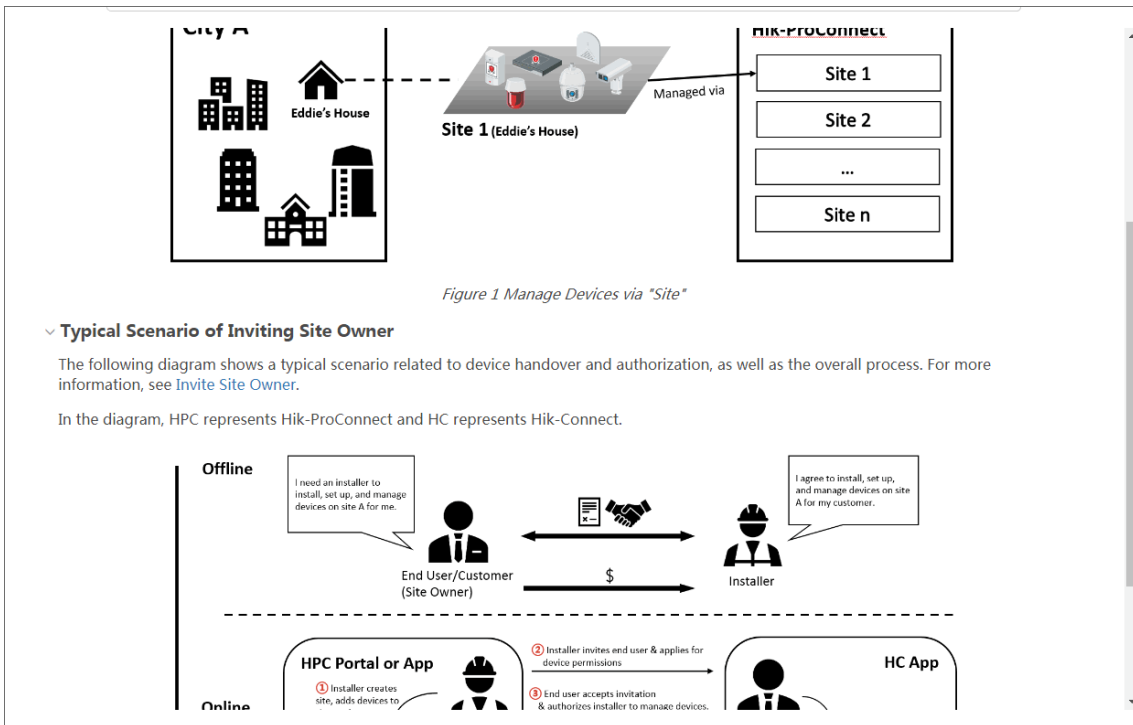


Figure 11-17 Diagram in the Site Management Chapter of the User Manual

Alarm Receiving Center (ARC) Service

Alarm Receiving Centers (ARC) is a facility that monitors companies, schools, factories, etc., for the security purpose. It is made up of a specially trained team who can react quickly when an alarm occurs. Hik-ProConnect offers multiple ARCs, which can provide 24/7 remote alarm receiving service for the end users.

If your company is a professional ARC, you can add your company to the Alarm Receiving Center (ARC) list. After that, all the other Hik-ProConnect users can be your potential customers. They can select your company as the ARC for their customers. This can promote the brand awareness of your company and provide great possibility for your company to expand business.

The diagram below shows the overall process of how an installer can enable the ARC service for the installer's customer, i.e., the end user.

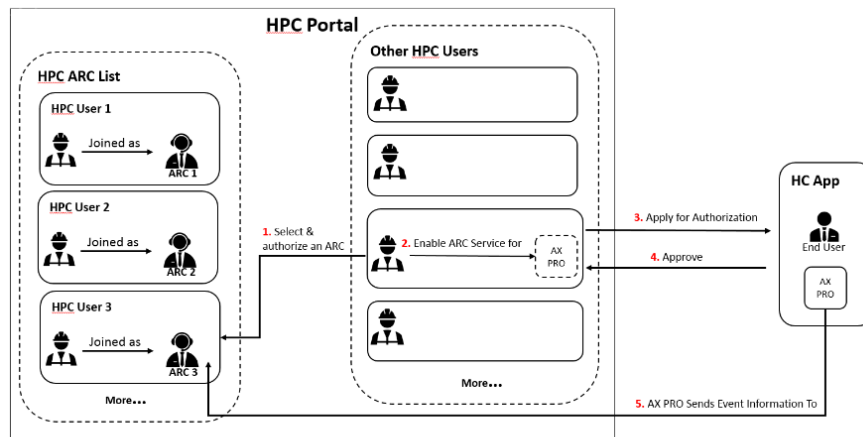


Figure 1 Overall Process of Enabling ARC Service

Figure 11-18 Diagram in the Alarm Receiving Center (ARC) Service Chapter of the User Manual

- Other optimizations.

Chapter 12 Updates in V1.9.0

Hik-ProConnect v1.9.0 includes the following updates.

- **[Multiple Site Managers for One Site](#)**
- **[Updates Related to Health Monitoring](#)**
- **[Search Tool for Important Firmware Update](#)**
- **[Device Compatibility List](#)**
- **[Online Add Your Company to the ARC List](#)**
- **[After-Sale Authorization Code](#)**
- **[Batch Configure Devices on the Same LAN When Adding Them](#)**
- **[Others](#)**

12.1 Multiple Site Managers for One Site

In the previous versions, only one Installer can be assigned as the site manager of a customer site. Now multiple Installers can be site managers of a customer site (hereinafter simplified as "site").

Note

- Up to 100 Installers can be assigned as site managers of a site. However, if there are AX PRO devices on a site, make sure their firmware versions are v 1.2.5 or later. Otherwise, the upper limit of the number of site managers who can manage these AX PRO devices will not reach 100.
- 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.

Read the following sections for more information about the feature.

- **[Assign Multiple Site Managers to One Site](#)**
- **[Send Health Check Report to Multiple Site Managers](#)**
- **[Show Site Managers on Health Check Report](#)**
- **[Send Exception Notifications to Multiple Site Managers](#)**
- **[View Site Manager Information on Health Monitoring Page](#)**

Assign Multiple Site Managers to One Site

Supports assigning multiple Installers as site managers of a specific site.

Note

The new feature is only supported on the Portal.

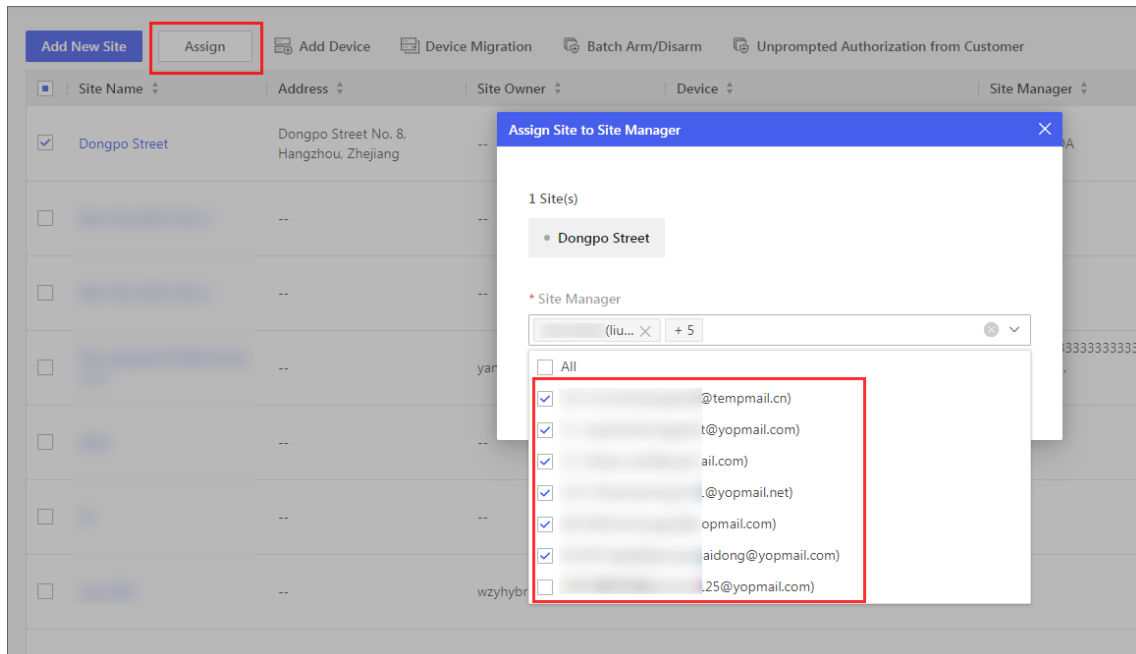


Figure 12-1 Assign Site Managers

Send Health Check Report to Multiple Site Managers

Supports automatically sending health check reports of a specific site to multiple site managers.

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.

Show Site Managers on Health Check Report

Supports showing all site managers on the health check report.

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.

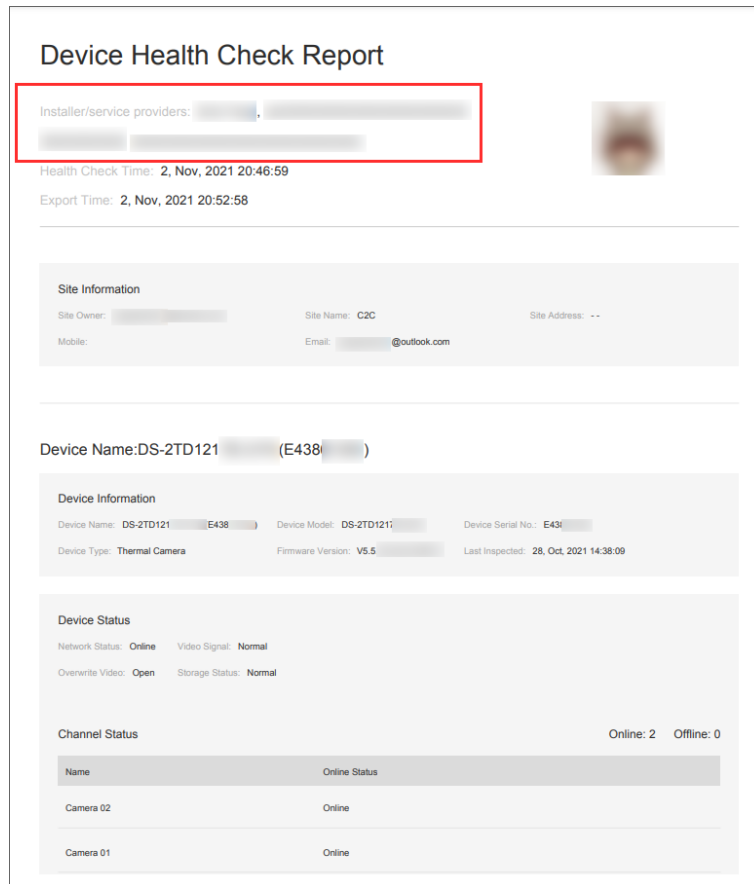


Figure 12-2 The Exported Report

Send Exception Notifications to Multiple Site Managers

If multiple Installers are assigned as the site managers of a site, all of them will receive notifications about device exceptions on the site when the following two conditions are met:

- An exception rule has been configured for the site and the exception rule is enabled.
- The exception type(s) configured in the exception rule occurred.

Note

- For details about how to configure exception rules, see the *Hik-ProConnect Portal User Manual*.
 - The new feature is supported on both the Portal and Mobile Client.
-

View Site Manager Information on Health Monitoring Page

Supports viewing the site managers of a specific site when checking the device health status of the site on the Health Status page.

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.

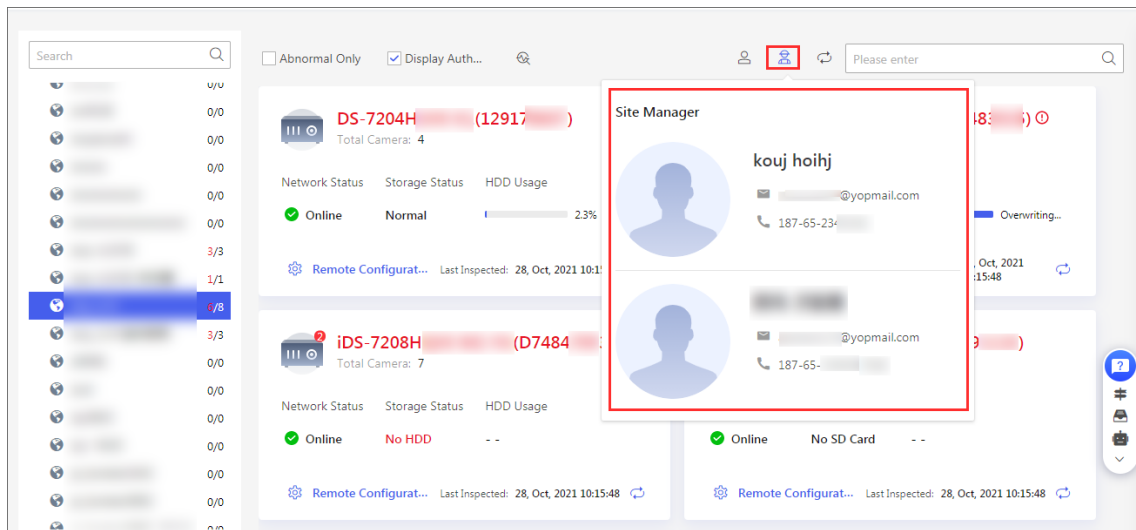


Figure 12-3 Site Manager Information

12.2 Updates Related to Health Monitoring

Updates related to health monitoring are shown below.

- **[View Device Offline Duration on the Health Status Page](#)**
- **[View Device Offline Duration on the Site Details Page](#)**
- **[View Device Offline Duration on a Health Check Report](#)**
- **[Send Regular Reports in 39 Languages](#)**
- **[View S.M.A.R.T Information on the Report](#)**

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.

View Device Offline Duration on the Health Status Page

Supports going to **Health Monitoring** → **Health Status** to view the offline duration of devices on all sites.

If needed, you can click the triangle icon to sort the devices by the ascending or descending order of their offline duration.

Note

Ranking devices by offline duration is not supported on the Mobile Client.

The screenshot displays the Health Status Page in Hik-Partner Pro. At the top, there are summary cards for various device categories: Encoding Device (25), Alarm Device (3), Hik-ProConnect Box (2), Access Control De... (1), Video Intercom De... (1), Doorbell (1), and Network Switch (1). Below these is a table of devices. The 'Offline Duration' column is highlighted with a red box, and several rows are also highlighted with red boxes to show specific offline durations.

| Name | Network Status | Offline Duration | Offline Cameras | Video Signal | Storage Status | Overwritten Recording | HDD Usage | Last Inspected | Operati |
|----------------|----------------|-----------------------------------|-----------------|--------------|----------------|-----------------------|----------------|------------------------|---------|
| > DS-2CD102... | ✓ | -- | 0/1 | Nor... | No S... | Enabled | -- | 3. Nov. 2021 10:07:... | ⚙️ |
| > DS-2CD204... | ✓ | -- | 0/1 | Nor... | No S... | Enabled | -- | 3. Nov. 2021 10:01:... | ⚙️ |
| > DS-2CD242... | ✓ | -- | 0/1 | Nor... | Nor... | Enabled | Overwriting... | 3. Nov. 2021 10:01:... | ⚙️ |
| > DS-2CD242... | ✓ | -- | 0/1 | Nor... | SD C... | Enabled | Overwriting... | 3. Nov. 2021 10:01:... | ⚙️ |
| > DS-2CD274... | ✓ | -- | 0/1 | Nor... | No S... | Enabled | -- | 3. Nov. 2021 10:01:... | ⚙️ |
| > 1115 | ✗ | 7 Day(s) 19 Hour(s) 19 Minute(s) | 0/0 | -- | -- | -- | -- | 3. Nov. 2021 10:01:... | ⚙️ |
| > DS-2CD372... | ✗ | 15 Day(s) 14 Hour(s) 17 Minute(s) | 0/0 | -- | -- | -- | -- | 3. Nov. 2021 10:01:... | ⚙️ |
| > DS-2CD372... | ✗ | 5 Day(s) 16 Hour(s) 5 Minute(s) | 1/1 | Nor... | No S... | Enabled | -- | 3. Nov. 2021 10:06:... | ⚙️ |
| > DS-2CD372... | ✓ | -- | 0/1 | Nor... | No S... | Enabled | -- | 3. Nov. 2021 10:01:... | ⚙️ |
| > 101.68 | ✗ | 5 Day(s) 19 Hour(s) 32 Minute(s) | 1/1 | Nor... | Nor... | Enabled | Overwriting... | 3. Nov. 2021 10:01:... | ⚙️ |

Figure 12-4 Device Offline Duration Shown on the Health Status Page

View Device Offline Duration on the Site Details Page

Supports going to the details page of a site to view the offline duration of a device.

What's New in Hik-Partner Pro

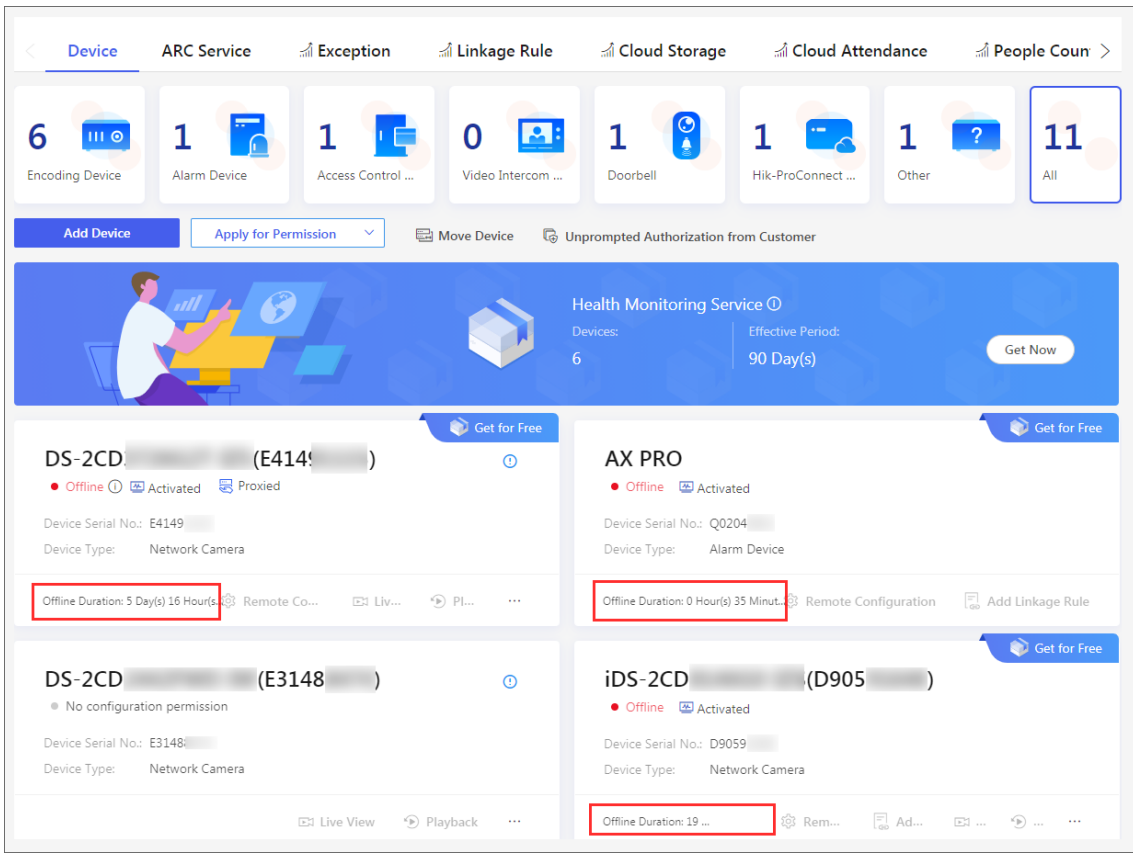


Figure 12-5 The Site Details Page

View Device Offline Duration on a Health Check Report

Supports viewing the offline duration of a device on its health check report, no matter the report is manually exported or automatically sent by the platform.

Note

For AX PRO and AX HYBRID PRO, if they are offline, generating their health check reports and viewing their offline duration are not supported.

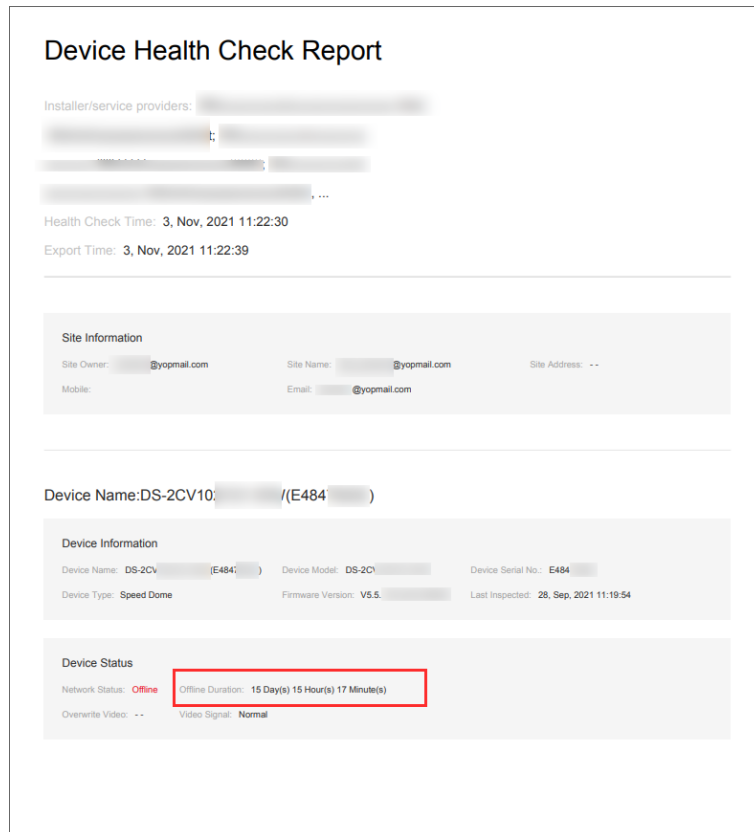


Figure 12-6 Health Check Report

Send Regular Reports in 39 Languages

Supports displaying the auto-sent health check report in one of the following 39 languages: English, Arabic, Brazilian Portuguese, Bulgarian, Croatian, Czech, Danish, Dutch, Estonian, Farsi, Finnish, French, German, Greek, Hebrew, Hungarian, Indonesian, Italian, Japanese, Kazakh, Korean, Latvian, Lithuanian, Norwegian, Polish, Portuguese, Romanian, Russian, Serbian, Slovakian, Slovenian, Spanish, Swedish, Thai, Traditional Chinese, Turkish, Ukrainian, Uzbek, and Vietnamese.

What's New in Hik-Partner Pro

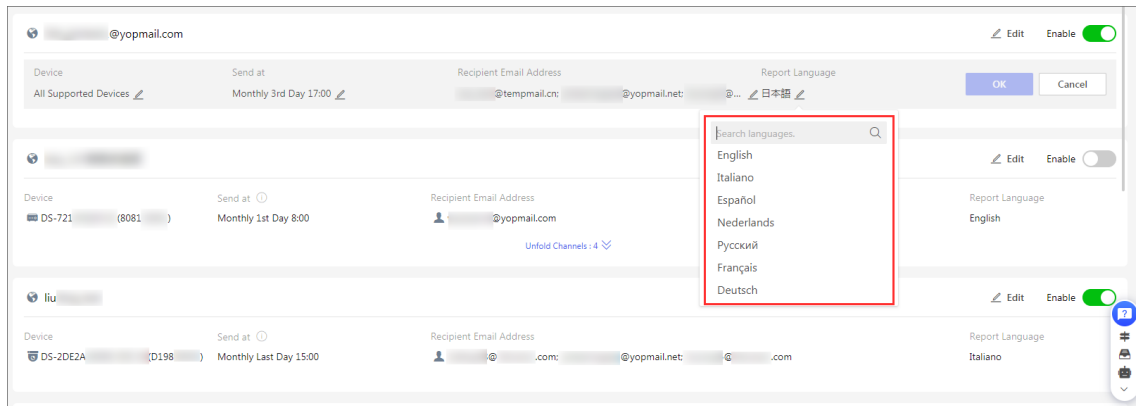


Figure 12-7 Setting the Report Language

View S.M.A.R.T Information on the Report

Supports showing the S.M.A.R.T information on the health check report.

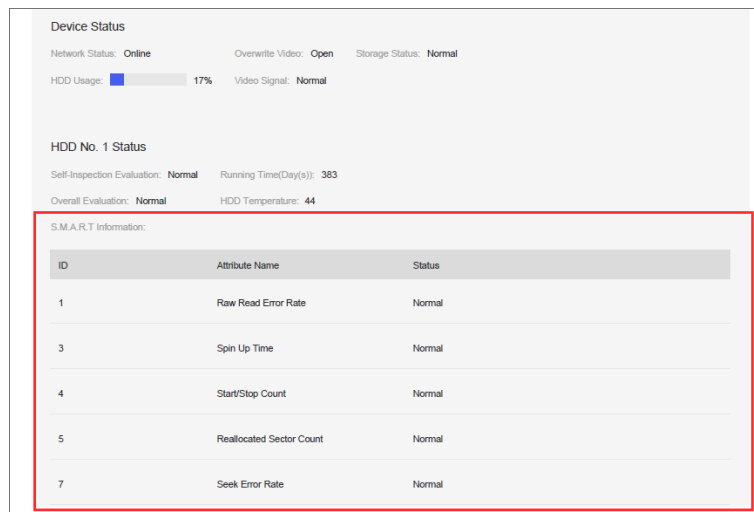


Figure 12-8 S.M.A.R.T Information on the Report

12.3 Search Tool for Important Firmware Update

Supports the Search Tool for Important Firmware Update, with which you can search for the devices affected by security vulnerabilities and update the device firmware to fix the issues.

- ***The Tool on the Portal***
- ***The Tool on the Mobile Client***

The Tool on the Portal

On the Portal, the tool can automatically detect whether the devices on the same LAN as the Portal are affected by security vulnerabilities.

You can also enter a device serial number to manually detect whether the device is affected. If affected, you can download the firmware package(s) and then update the device firmware.

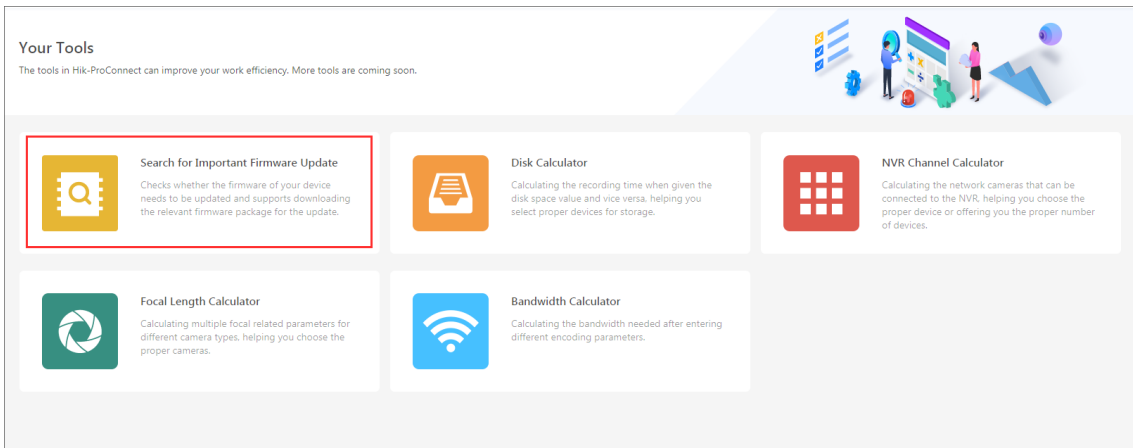


Figure 12-9 The Tools Module on the Portal

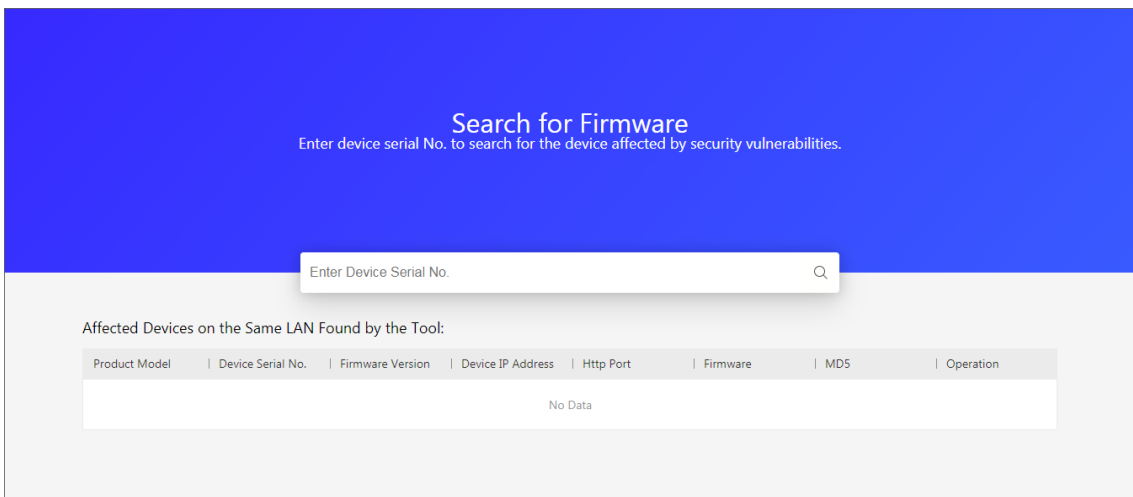


Figure 12-10 The Tool Page on the Portal

The Tool on the Mobile Client

On the Mobile Client, you can use the tool to scan the QR code / barcode on a device or its package to detect whether security vulnerabilities exist on the current firmware of the device.

What's New in Hik-Partner Pro

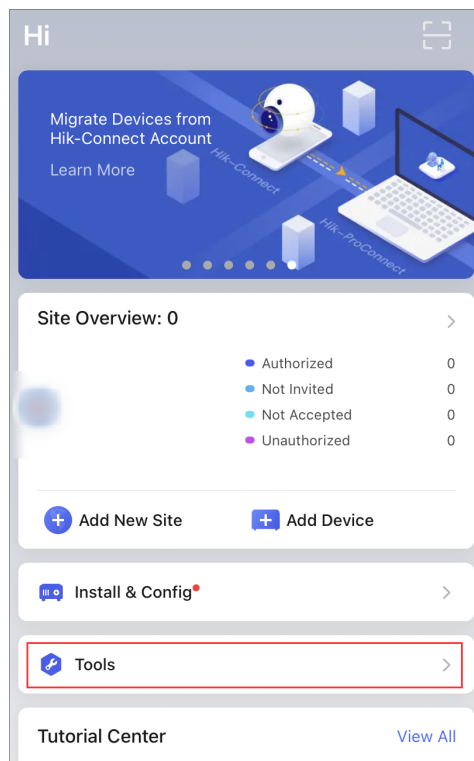


Figure 12-11 The Tools Module



Figure 12-12 Using the Tool to Scan Device QR Code

12.4 Device Compatibility List

- Supports viewing the device compatibility list online in the Tutorial Center or Help Center.
- Supports sending feedback to us if you find that a required device model is not in the compatibility list. After receiving your 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.

Note

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

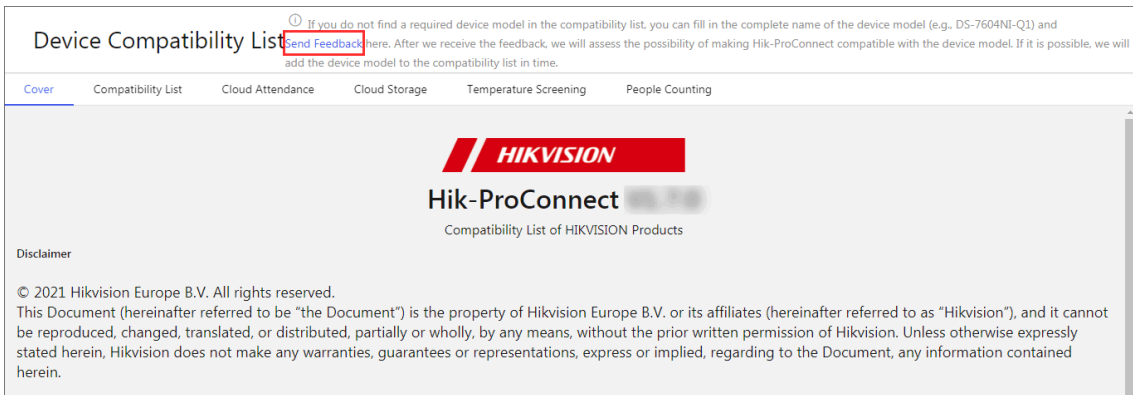


Figure 12-13 Device Compatibility List

12.5 Online Add Your Company to the ARC List

Supports applying for adding your company to the Alarm Receiving Center (ARC) list to enable your company to provide alarm receiving services to other Hik-ProConnect users.

Note

The feature is only supported on the Portal.

- **The Benefits**
- **The Overall Process**
- **Limitation**

The Benefits

After the application is approved, your company information (e.g., brand logo) will be displayed on the ARC list. All Hik-ProConnect users can view the information and determine whether to connect the encoding devices and/or alarm devices managed by them to the ARC of your company. This can promote the brand awareness of your company and help your company establish business relationships with other Hik-ProConnect users, who may be your potential customers. Moreover, after the system integration, your ARC can verify alarms through video footage.

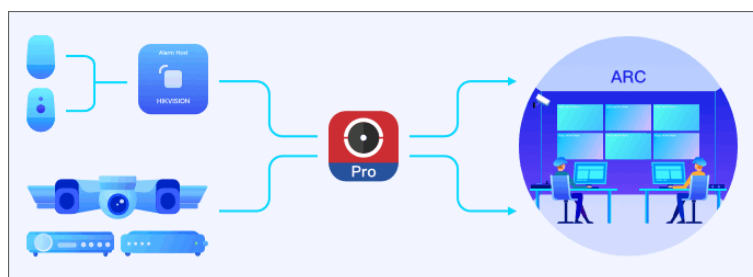


Figure 12-14 The Data Flow After System Integration

The Overall Process

1. Fill in the required company information.

Figure 12-15 Fill In Information

2. Hik-ProConnect sends an ARC ID (API Key) and an ARC Key (API Secret) to your email address. And then you can complete the API key configuration on your ARC software or Hik IP Receiver Pro.

Note

ARC software here refers to the software used by your company for receiving alarms.

Figure 12-16 ARC ID & Key Sent

3. Test a device to check whether your alarm receiving software can receive the alarms from the device.

4. Upload the evidence (screenshot) that the alarms are received by your alarm receiving software.

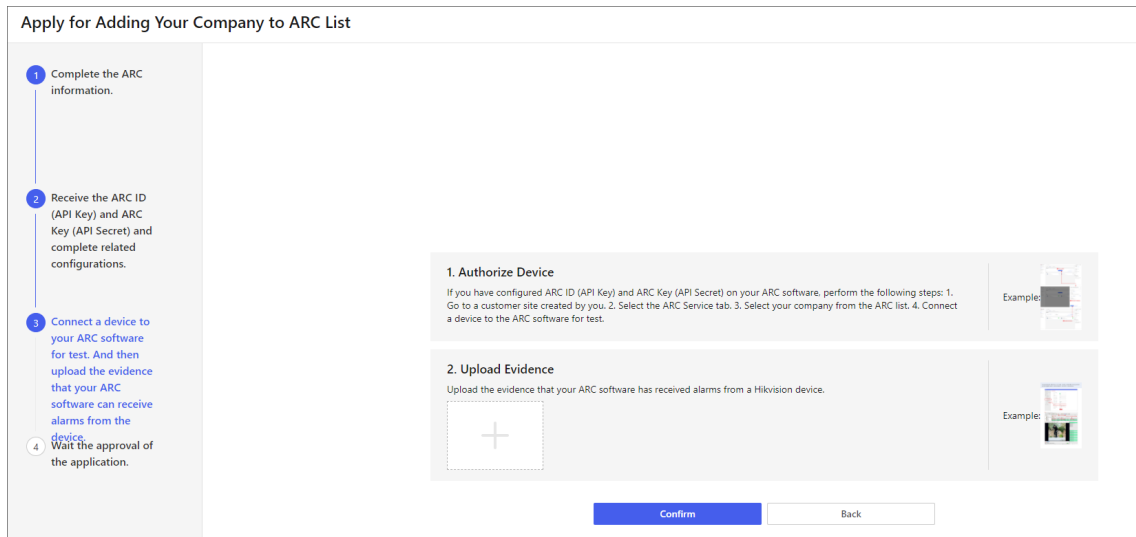


Figure 12-17 Upload Evidence

5. Wait for the approval of your application.



Note

For detailed steps, see the *Hik-ProConnect Portal User Manual*.

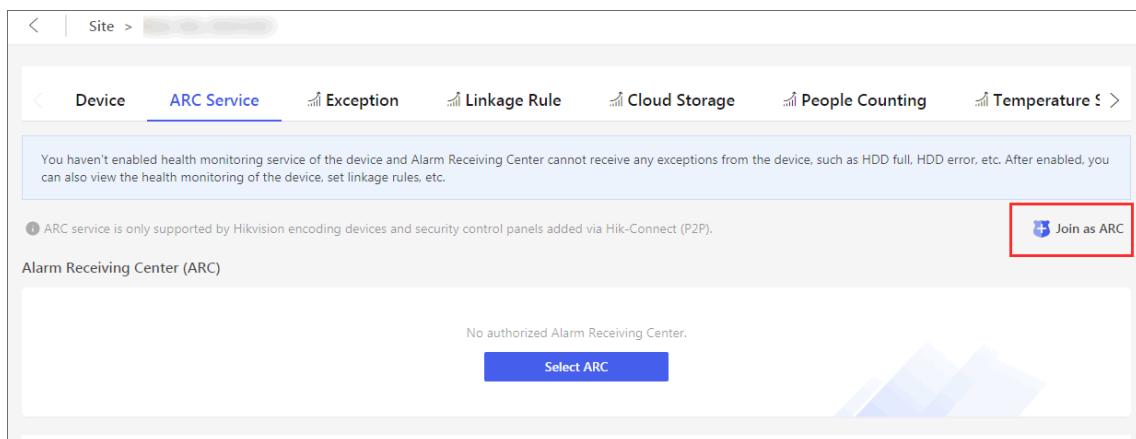


Figure 12-18 The Entry for Applying for Adding Your Company to ARC List

Limitation

- The feature is only supported for the company whose type is selected as ARC.
- You need to have the permission for managing company information. If you do not have the permission, contact the Installer Admin.

12.6 After-Sale Authorization Code

Note

The feature is not supported on the Mobile Client.

- Supports generating after-sale authorization codes on the Portal.
The technical support staff can use an authorization code to log into your Hik-ProConnect account for troubleshooting.

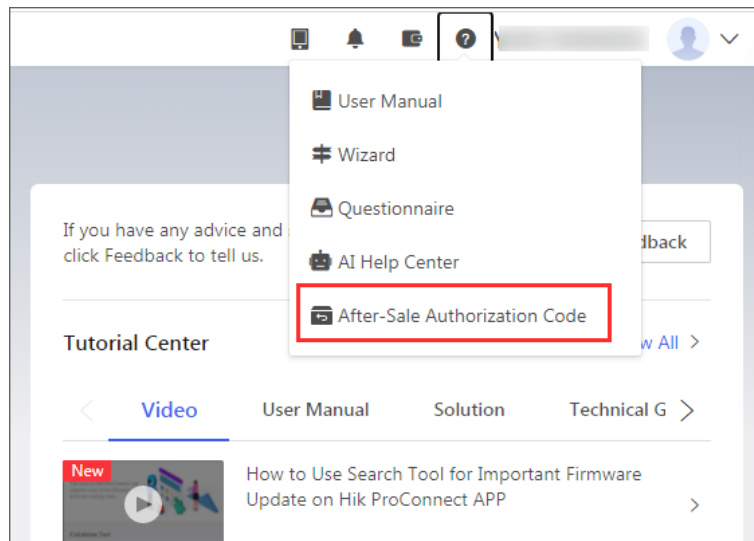


Figure 12-19 Generate Authorization Code

- Supports setting validity period of the authorization code to 6 hours, 12 hours, 24 hours, 48 hours, or 72 hours.

What's New in Hik-Partner Pro

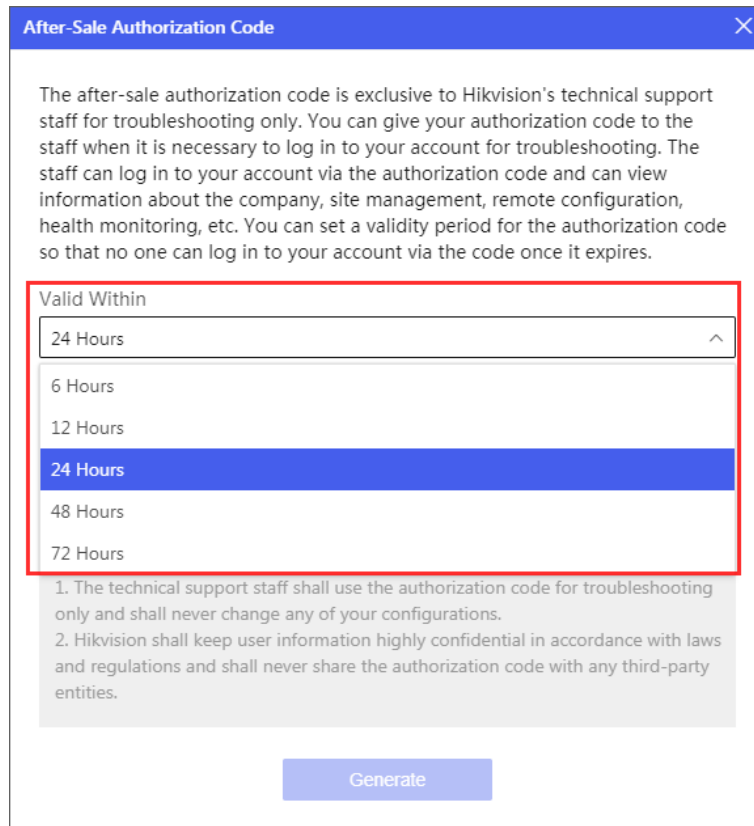


Figure 12-20 Setting Validity Period

- Supports invalidating an after-sale authorization code anytime.

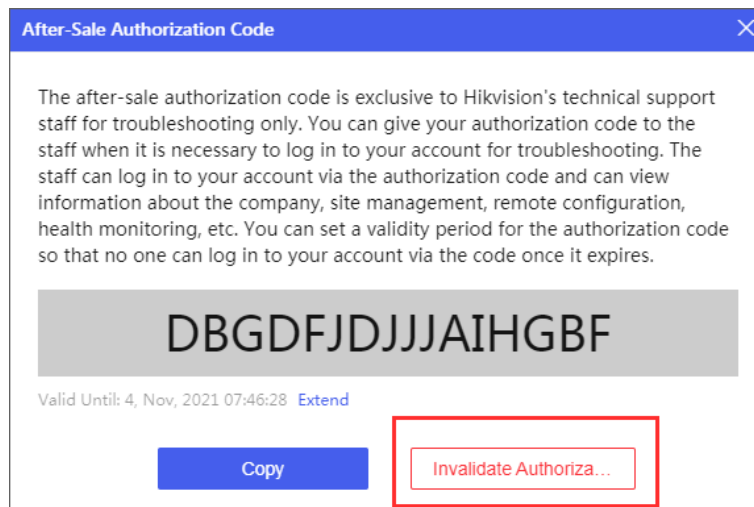


Figure 12-21 Invalidate the Authorization Code

- Supports extending the validity period of the authorization code if required.

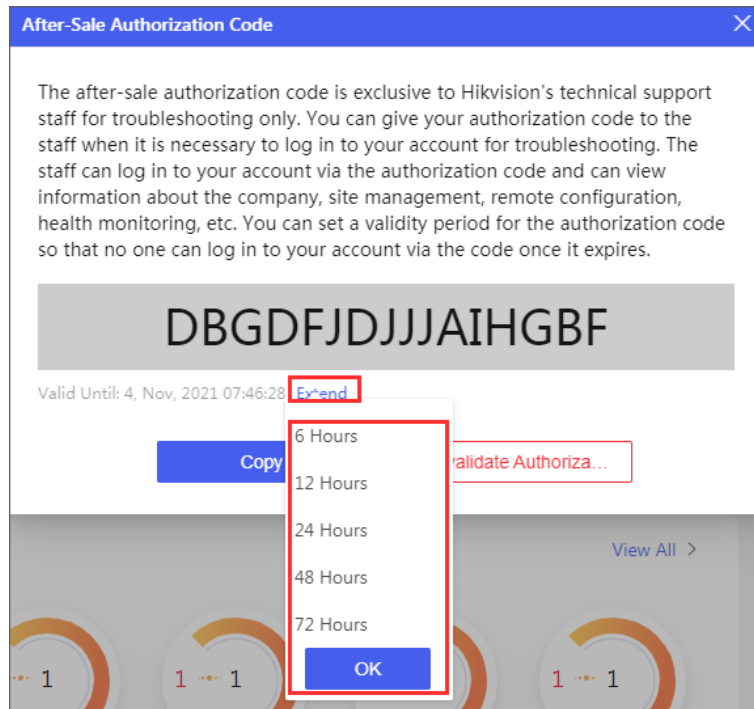


Figure 12-22 Extend Validity Period

12.7 Batch Configure Devices on the Same LAN When Adding Them

Added an entry to the On-Site Config module on the adding by LAN page of the Mobile Client.

The new feature allows you to use the Mobile Client to quickly complete the initial configurations of the devices on the same LAN with your mobile phone before adding them to Hik-ProConnect. The initial configurations include device activation, linking channels to NVR (optional), and batch setting parameters by template.

What's New in Hik-Partner Pro

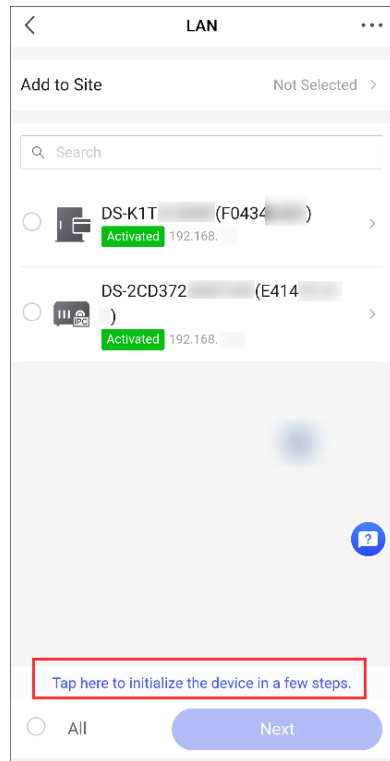


Figure 12-23 The Entry to On-Site Config

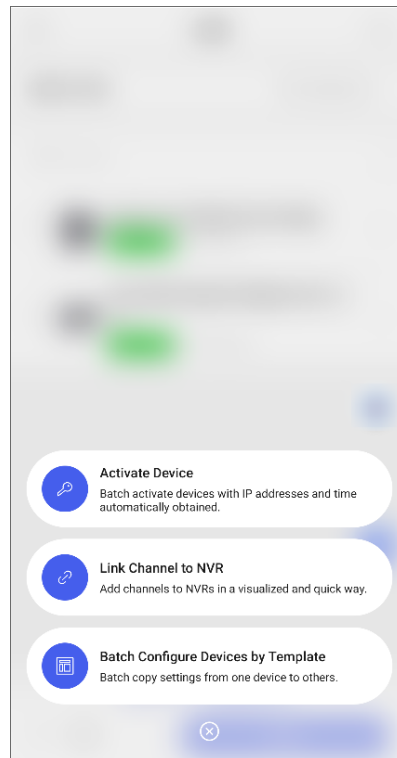


Figure 12-24 The On-Site Config Module

12.8 Others

- Optimized the company authentication procedures. Specifically, uploading a photo (e.g., business license photo) is required now.

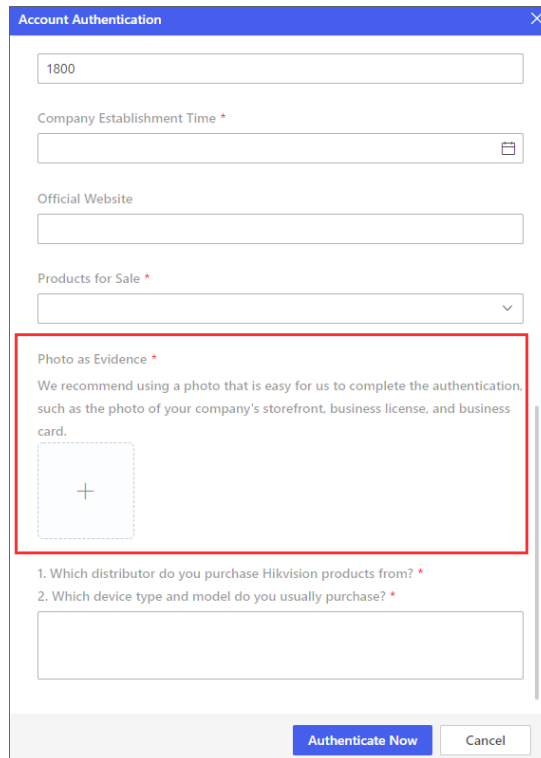


Figure 12-25 Photo as Evidence Required

- Added a questionnaire specific to the Tutorial Center.

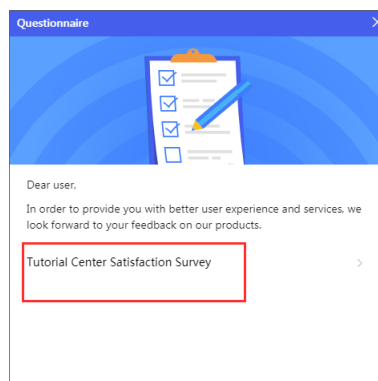


Figure 12-26 Tutorial Center Questionnaire

- Added Door Opened Normally as a triggering event for setting linkage rules. The Door Opened Normally event refers to the event in which a door is normally opened through facial authentication, card authentication, fingerprint authentication, or passcode, etc.

 **Note**

Door Opened Normally as a triggering event is only available when you select a door linked to an access control device as the Source in the linkage rule.

What's New in Hik-Partner Pro

- Compatible with AX Hybrid (v 1.3.2).
- Supports viewing feature introductions on specific features' pages.
- Provides a floating menu bar in the lower-right corner of the Portal and Mobile Client, which allows you to get access to video tutorials and documents.

Chapter 13 Updates in V1.8.3

Hik-ProConnect V1.8.3 includes the following updates.

- **NVR-Based Cloud Storage**
- **Other Updates**

13.1 NVR-Based Cloud Storage

Supports adding NVRs to Hik-ProConnect and configuring cloud storage settings to upload event-related footage to the cloud. With these NVRs, you can upload event-related footage recorded by their channels to the cloud without Hik-ProConnect Boxes.

Note

The feature is supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate the feature with related screen-shot(s) of the Portal.

Refer to the following sections for more information about this newly-updated feature.

- **Network Topology**
- **Procedures of Setting Cloud Storage for NVR**
- **Limitation**

Network Topology

The figure below shows the network topology of the NVR-based cloud storage solution.

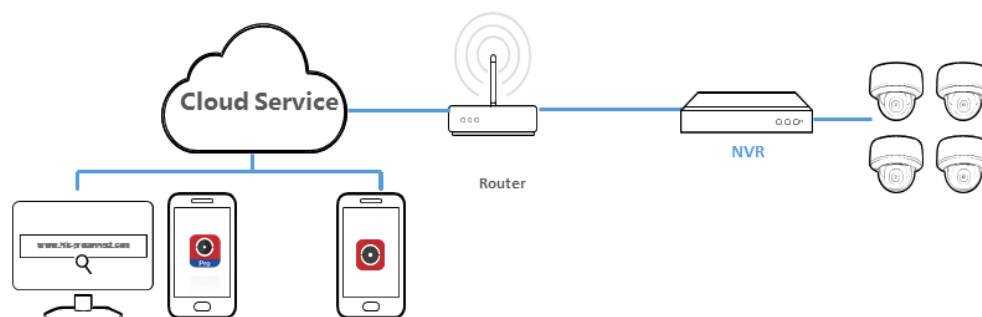


Figure 13-1 Network Topology

Procedures of Setting Cloud Storage for NVR

Before activating the cloud storage service for a channel linked to an NVR, you need to set cloud storage for it. The procedures are similar to setting cloud storage for a Hik-ProConnect Box, including the following:

1. Add the NVR by Hik-Connect (P2P).
2. Perform a network test.
3. Enable cloud storage for a channel linked to the NVR.
4. Set the definition of the footage to be uploaded to the cloud.
5. Set the event(s) that will trigger the channel's video recording actions.

Note

For detailed operations, see the *Hik-ProConnect Portal User Manual*.

Limitation

- The feature is not supported in some countries/regions.
- Only specific models of NVRs support cloud storage. For the complete list of the supported models, see the *Hik-ProConnect Device Compatibility List*.
- If H.264+ / H.265+ encoding is enabled for the channel with cloud storage enabled, the quality of the video footage uploaded to the cloud will be hugely affected. It is recommended that you disable this encoding method.
- If stream encryption is not enabled for a channel linked to an NVR that supports cloud storage, you cannot enable cloud storage for the channel.

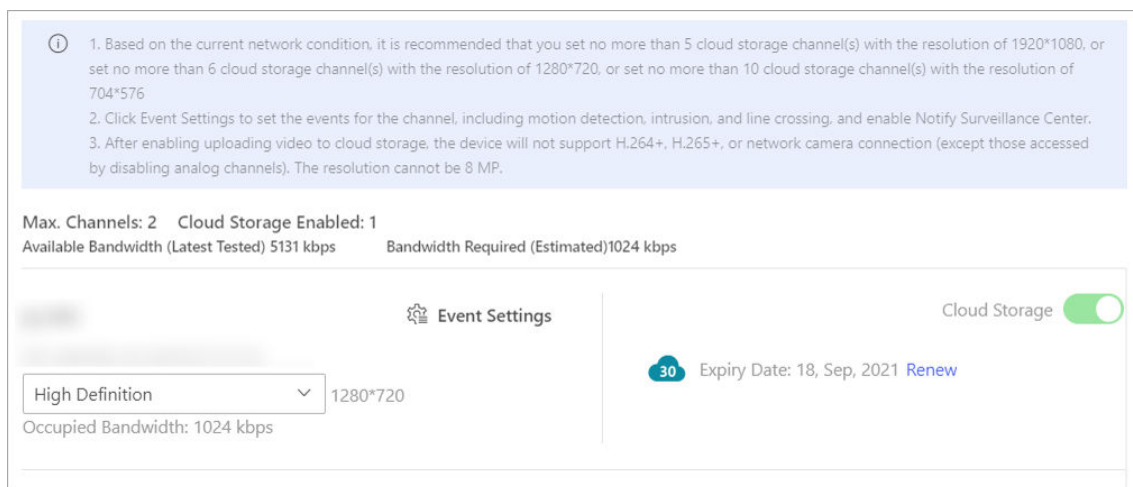


Figure 13-2 Set Cloud Storage for NVR

13.2 Other Updates

- Compatible with the latest AX PRO firmware (V1.2.5).
- Supports using the Mobile Client to batch arm/disarm the selected areas configured on an AX PRO device and clear alarms triggered in the selected areas.

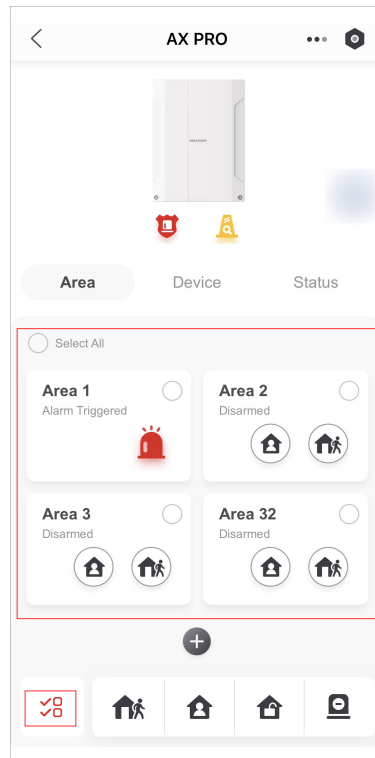


Figure 13-3 The Batch Operations for AX PRO on the Mobile Client

- Supports viewing the service keys that have been used for purchasing services by going to **Business** → **Order** on the Portal.

The screenshot shows the 'Purchase by Service Key' page in a web portal. It features a table with columns for 'Order Details', 'Service Key', 'Capacity', and 'Activation Time'. The 'Service Key' column is highlighted with a red box. The table contains three rows of data.

| Order Details | Service Key | Capacity | Activation Time |
|---------------------------|------------------|--------------------------------------|-----------------------|
| Employee Account Add-on | TRFA [REDACTED] | 25 | 8, Sep, 2021 14:38:06 |
| Health Monitoring Package | 0376- [REDACTED] | All-Type Device Annual Package × 100 | 8, Sep, 2021 14:37:23 |
| Health Monitoring Package | JKPC- [REDACTED] | All-Type Device Annual Package × 20 | 8, Sep, 2021 14:33:29 |

Figure 13-4 View Service Key

Chapter 14 Updates in V1.8.0

Hik-ProConnect V1.8.0 includes the following updates:

- **[Health Monitoring on the Mobile Client](#)**
- **[Add Devices on the Same LAN with the Mobile Client](#)**
- **[Device Movement](#)**
- **[Check Offline Devices via Site List](#)**
- **[Device Management Invitation from a Hik-Connect User](#)**
- **[Handle Exception Notifications](#)**
- **[Other Updates](#)**

14.1 Health Monitoring on the Mobile Client

Supports health monitoring features on the Mobile Client. In previous versions, you can only use the Portal to view the device status and network topology obtained from automatic inspection and perform other related operations. Now you can check the device status and network topology anywhere anytime via the Mobile Client. The information about device status and network topology, which is of importance for the maintenance of the devices managed on Hik-ProConnect, helps you locate exception sources and determine methods for troubleshooting in time, thereby contributing to the smooth running of these devices.



Health monitoring is only supported after you activate the health monitoring service.

Refer to the following sections for more information on the newly-supported health monitoring features on the Mobile Client.

- **[Check Device Status](#)**
- **[Check Network Topology](#)**
- **[Send Report Regularly](#)**

Check Device Status

- **View Status of Devices in All Sites:** For Installer, you can view the status of each type of devices in all the Sites assigned to you. For Installer Admin, you can view the status of each device type in all Sites.
- **View Status of Device in One Site:** For Installer, you can view the status of devices in a Site assigned to you. For Installer Admin, you can view the status of devices on any Site.

Table 14-1 Device Status Information and Available Operations on All Site Page

| Device Type | Available Device Status Information and Operations |
|-------------------------|---|
| Encoding Device | <ul style="list-style-type: none"> • Available Device Status Information: Network status, the number of offline linked cameras, storage status, HDD usage, last inspected time, overwritten recording status, video loss (only supported for analog cameras), etc. • Available Operations: Remote configuration, refreshing status, viewing device type and firmware version, filtering abnormal devices, filtering authorized devices, viewing Site Owner and Site Manager information, manual inspection, live view, etc. |
| Access Control Device | <ul style="list-style-type: none"> • Available Device Status Information: Network status, number of doors, last inspected time, etc. • Available Operations: Refreshing status, viewing device type and firmware version, filtering abnormal devices, filtering authorized devices, viewing Site Owner and Site Manager information, manual inspection, etc. |
| Security Control Device | <ul style="list-style-type: none"> • Available Device Status Information: Network status, remaining battery power, ARC ID, number of abnormal peripheral devices, etc. • Available Operations: Remote configuration, refreshing status, viewing device type and firmware version, firmware upgrade, filtering abnormal devices, filtering authorized devices, viewing the status of zones and peripheral devices, viewing Site Owner and Site Manager information, manual inspection, etc. |
| Video Intercom Device | <ul style="list-style-type: none"> • Available Device Status Information: Network status, last inspected time, etc. • Available Operations: Viewing device name and firmware version, refreshing status, manual inspection, etc. |
| Doorbell | <ul style="list-style-type: none"> • Available Device Status Information: Device model, network status, SD card status, last checked time, etc. • Available Operations: Manual inspection, filtering abnormal devices, filtering authorized devices, remote configuration, live view, etc. |

What's New in Hik-Partner Pro

| Device Type | Available Device Status Information and Operations |
|--------------------|--|
| Hik-ProConnect Box | <ul style="list-style-type: none"> • Available Device Status Information: Network status of the Box, number of offline channels (cameras) added to the Box, and the latest time when the device was inspected, etc. • Available Operations: Manual inspection, remote configuration, etc. |
| Network Switch | <ul style="list-style-type: none"> • Available Device Status Information: Network status of the switch (online/offline), the number of online ports of the switch, and the latest time when the device was inspected, memory usage, CPU usage, POE power, port status (alarm, normal, not connected), etc. • Available Operations: Manual inspection, rebooting, viewing network topology, viewing the enlarged picture of ports, clearing alarms, restarting a port, enabling/disabling extend mode, etc. |

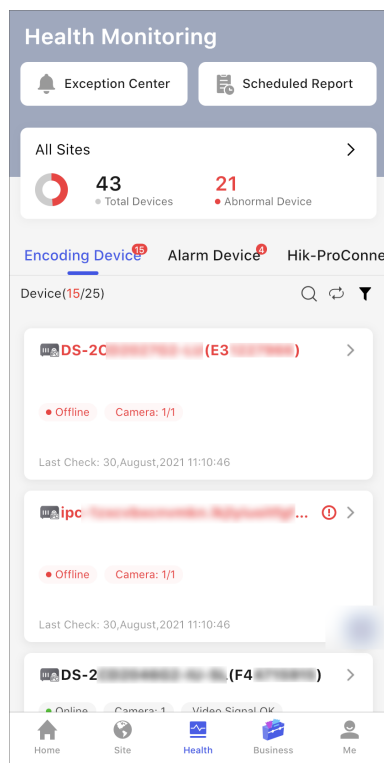


Figure 14-1 View Status of Devices on All Sites

Table 14-2 Available Operations for Status of Devices on One Site

| Operation | Description |
|--|--|
| Filter Data | Filter abnormal devices or authorized devices. |
| Upgrade Device Firmware | Upgrade firmware when a new firmware version is detected by Hik-ProConnect. |
| Diagnose Devices | Manually check the health status of devices on the Site. For AX PRO, NVR, DVR, exporting the diagnostics report to the local PC is supported. |
| View Site Owner / Site Manager Information | View information of the Site Owner / Site Manager, including name, email address, and phone number. |
| Remote Configuration | Remotely configure devices parameters. |
| Manual Inspection | Manually inspect the health status of one device or all devices on the Site. |
| Reconfigure IP/Domain | Reconfigure IP/domain of an encoding device if connection exceptions occur. |
| Reconfigure DDNS | Reconfigure DDNS for devices if connection exceptions occur. |
| View Device Status Information | Refer to <i>Table 14-1</i> . |

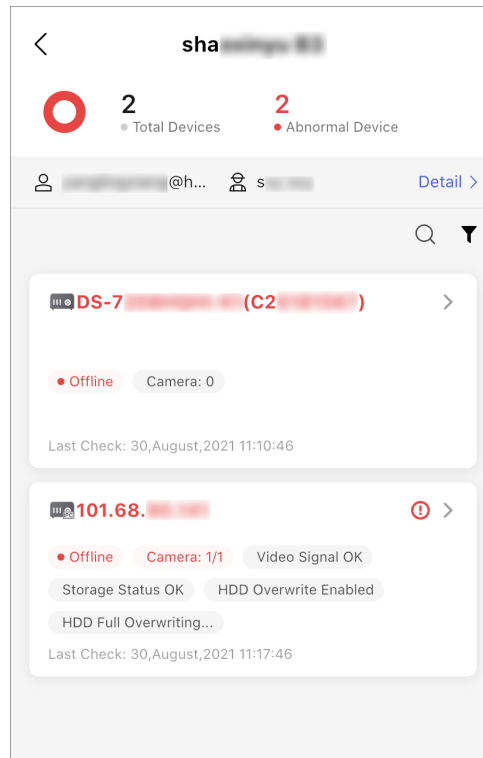


Figure 14-2 View Status of Devices on One Site

Check Network Topology

Supports a new entry (see the figure below) for viewing the network topology of specific devices, if you have added a network switch to a Site and connected these devices to the network switch. On the network topology, you can perform operations including digital zoom, searching devices, viewing network switch status, rebooting network switch, and viewing the link information (upstream, downstream, port name, and port status), remotely configuring devices connected to the network switch, etc.

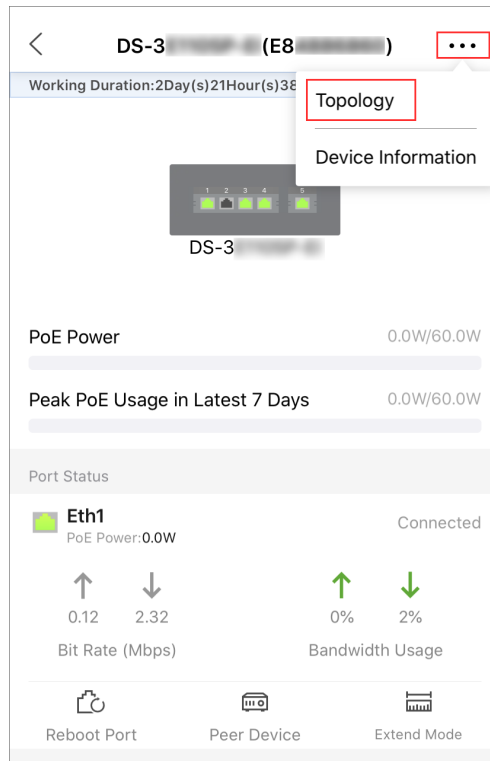


Figure 14-3 How to Enter Network Topology

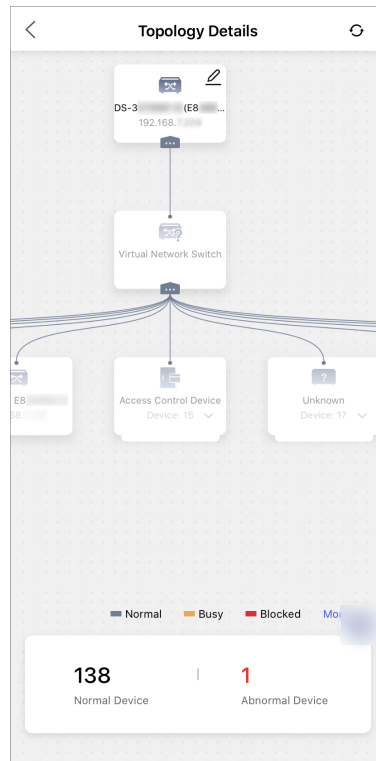


Figure 14-4 View Topology

Send Report Regularly

Supports setting a schedule to let Hik-ProConnect generate device health check reports regularly and send them to your email address automatically. This allows you to get regular updates on the health status of important devices.

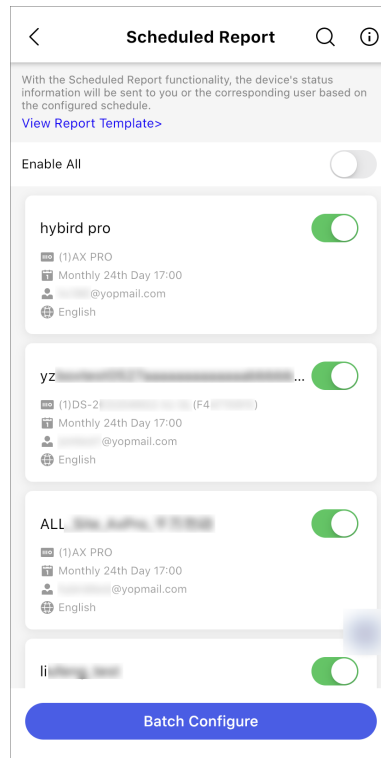


Figure 14-5 Set Scheduled Report

14.2 Add Devices on the Same LAN with the Mobile Client

Supports adding devices on the same LAN with the Mobile Client.

On the Mobile Client, online devices on the same LAN will be automatically detected. You can select devices to add them to Hik-ProConnect. Depending on the device status, the adding process includes some or all of the following:

- **Device Activation:** If there are unactivated device(s) in the selected ones, create a shared device admin password for them to activate them.
- **Entering Device Password:** For devices that are activated but not connected to the Hik-Connect service, you should enter its admin password on the pop-up window. The admin password is created when you activate the device.
- **Setting Device Verification Code:** If device(s) failed to be automatically connected to the Hik-Connect service, you need to set a shared device verification code for them to manually connect them to the service.
- **Compatibility Test:** If a device is not compatible with Hik-ProConnect, you need to upgrade its firmware.

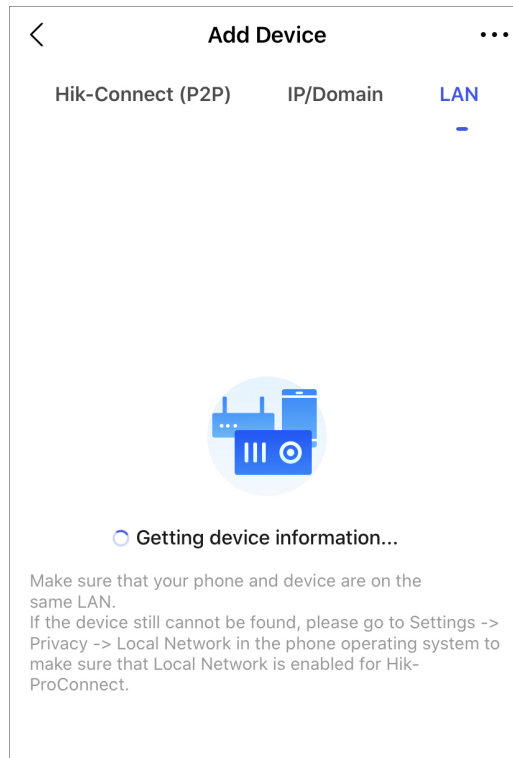


Figure 14-6 Detect Devices on the Same LAN

14.3 Device Movement

Supports moving devices from one Site to another existing Site or a new Site.

Note

The feature is supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate the feature with related screen-shots of the Portal.


Refer to the following sections for more information about the feature.

- **[What is Device Movement](#)**
- **[Entry of the Feature](#)**
- **[Process](#)**
- **[Limitation](#)**
- **[Device Movement Records](#)**

What is Device Movement

Refer to the figure below to see what is device management.

Move Device ✕



The illustration shows a person in a hard hat and safety vest standing on a white platform, interacting with a large tablet. The tablet displays a list of devices with an arrow pointing to the right. Surrounding the person are several blue server racks, each with a globe on top. A white spherical device is shown moving from one rack to another, indicated by blue arrows.

- **What is Device Movement?**
You can use the Device Movement feature to move one or multiple devices from one site to another. The feature can help you to distribute devices to different sites to manage sites and devices more efficiently.
- **Notes**
Once a device is moved, only the configurations related to the health monitoring packages and the permissions authorized by your customer for live view, playback, and device configuration are kept. Other features might need to be configured again, such as the linkage rule, exception rule, ARC settings, cloud attendance permission, etc. (The available features may vary in countries and regions. The actual features on the user interfaces shall prevail.)

Figure 14-7 What is Device Movement

Entry of the Feature

You can go to the site list page, and then click the icon shown in the figure below to start device movement.

| Site Manager | Status | Operation |
|--------------|--------------------------------|------------------|
| hhhh kkkk | Not Invited | 👤 + ... |
| hhhh kkkk | Not Invited | 👤 + ... |
| hhhh kkkk | Authorized and Monitoring | + 📄 ... 📄 |
| hhhh kkkk | Authorized and Monitoring | + 📄 ... 📄 |
| -- | Authorization application i... | 👤 |
| -- | Authorization application i... | 👤 |

Figure 14-8 The Entry

Process

The main process of device movement includes:

1. The Installer determines the devices and the target Site where the devices need to be moved to, and then Hik-ProConnect sends a device movement application to the Site Owner (i.e., your customer).
2. The Site Owner approves this application on the Hik-Connect Mobile Client.
3. The devices move to the target Site.

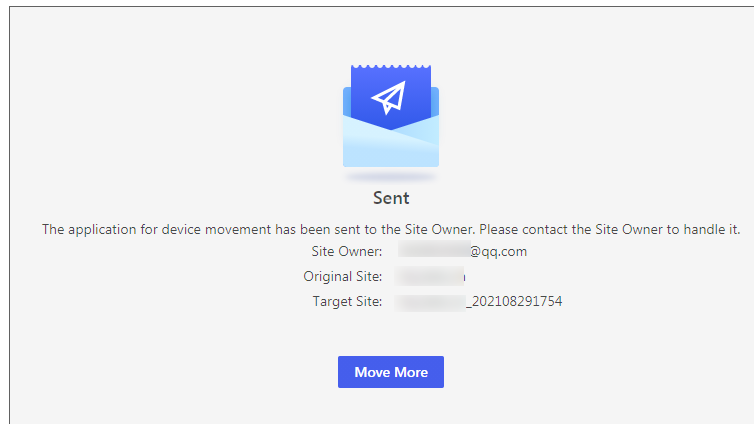


Figure 14-9 Device Movement Application Sent to Site Owner

Limitation

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

Device Movement Records

Supports viewing the device movement records. The information includes the time when the device movement application is sent, the email of the Site Owner, and the status of the application.

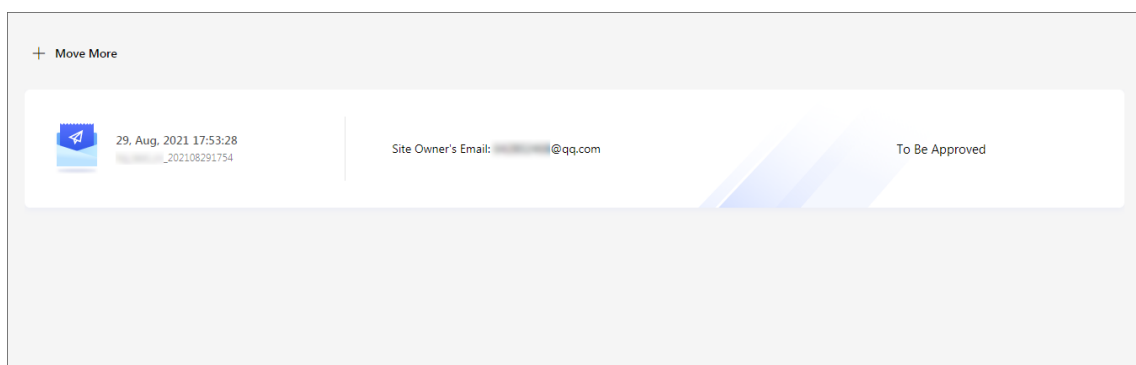


Figure 14-10 Device Movement Records

14.4 Check Offline Devices via Site List

Supports viewing the device offline information on the site list page.

Note

The feature is supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate the feature with related screen-shot(s) of the Portal.

- Supports filtering the Sites with offline devices by clicking **Site with Offline Device** in the search box.

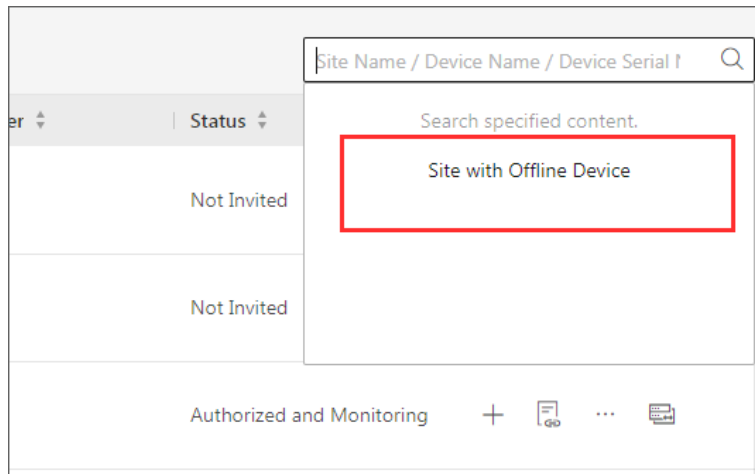
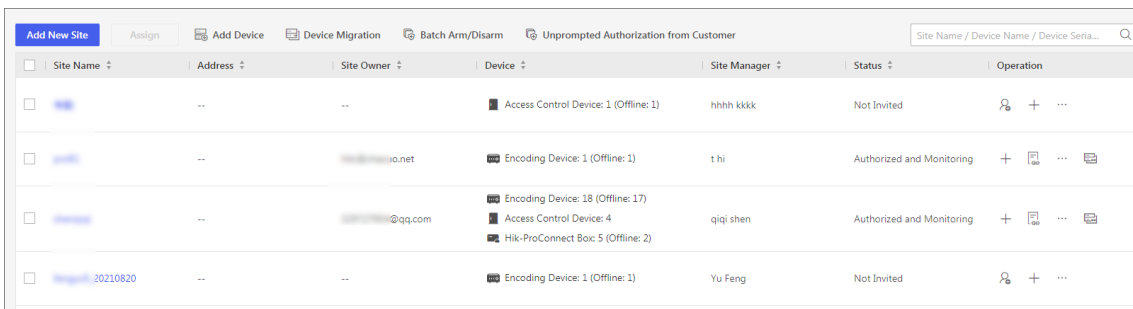


Figure 14-11 Filter Sites with Offline Devices

- Supports viewing the details of the offline devices, including the device type and the number of offline devices.



| Site Name | Address | Site Owner | Device | Site Manager | Status | Operation |
|-----------|----------|------------|--|-----------------|---------------------------|---------------------|
| [icon] | -- | -- | Access Control Device: 1 (Offline: 1) | h h h h k k k k | Not Invited | [icon] + ... |
| [icon] | -- | io.net | Encoding Device: 1 (Offline: 1) | t h i | Authorized and Monitoring | + [icon] ... [icon] |
| [icon] | -- | @qq.com | Encoding Device: 18 (Offline: 17) Access Control Device: 4 Hik-ProConnect Box 5 (Offline: 2) | q i q i s h e n | Authorized and Monitoring | + [icon] ... [icon] |
| [icon] | 20210820 | -- | Encoding Device: 1 (Offline: 1) | Y u F e n g | Not Invited | [icon] + ... |

Figure 14-12 View Offline Devices

14.5 Device Management Invitation from a Hik-Connect User

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



The feature is supported on both the Portal and Mobile Client. Due to UI similarity, here we only illustrate the feature with related screen-shot(s) of the Portal.

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

- [**Overall Process**](#)
- [**Introduction About the Device Management Invitation on Hik-ProConnect**](#)
- [**The Email of Device Management Invitation**](#)
- [**How Can Your Customer Invite You to Manage Their Device via Hik-Connect**](#)

Overall Process

If your customer (i.e., the Hik-Connect user) has already added one device to their Hik-Connect account, the customer can use the Hik-Connect Mobile Client to invite you to manage this device. Once the customer completes the invitation, an email containing the invitation information (e.g., the Hik-Connect user name, Site name, device name) and the button/link for accepting the invitation will be sent to you, and then you can accept the invitation. Once you accept the invitation, the device will show on the specified Site (namely, the Site mentioned in the email) on Hik-ProConnect.

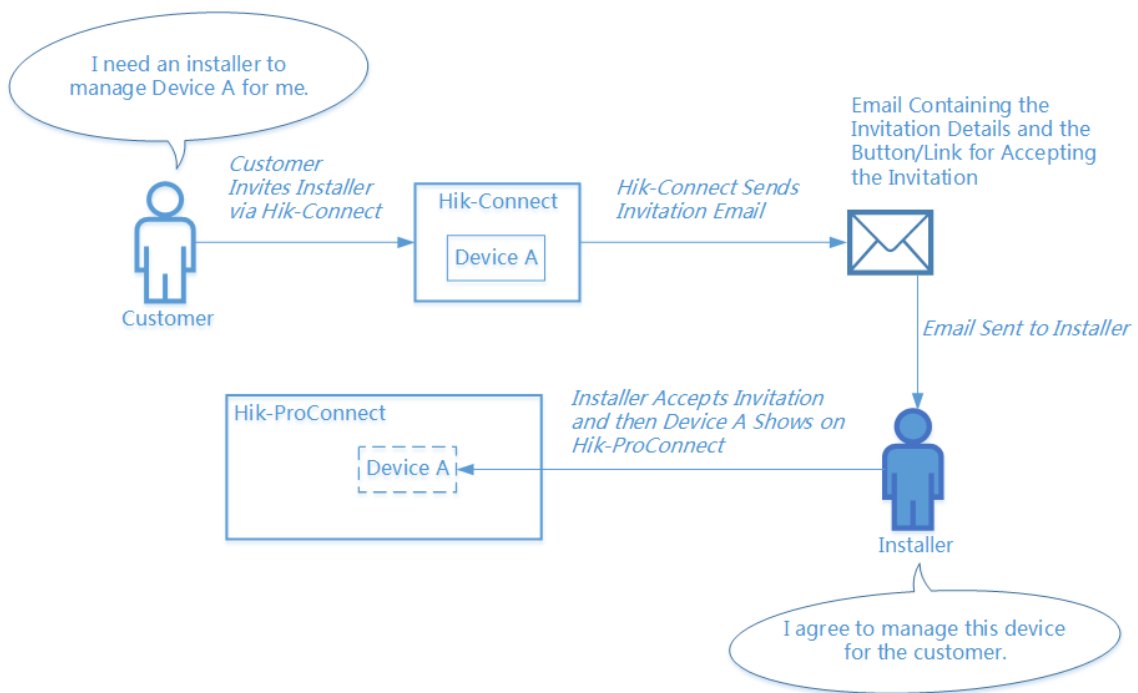


Figure 14-13 Overall Process Diagram

Introduction About the Device Management Invitation on Hik-ProConnect

Supports clicking **Unprompted Authorization from Customer** on the site list page to open the window shown below. On the window, you can see how your customer uses the Hik-Connect Mobile Client to invite you to manage their device. It should be noted that you need to provide your Hik-ProConnect account (email address) to your customer first to let them specify you as the installer who manage their device.

Note

If the information shown on the window is insufficient to you, refer to **[How Can Your Customer Invite You to Manage Their Device via Hik-Connect](#)** to see detailed steps on the Hik-Connect Mobile Client.

What's New in Hik-Partner Pro

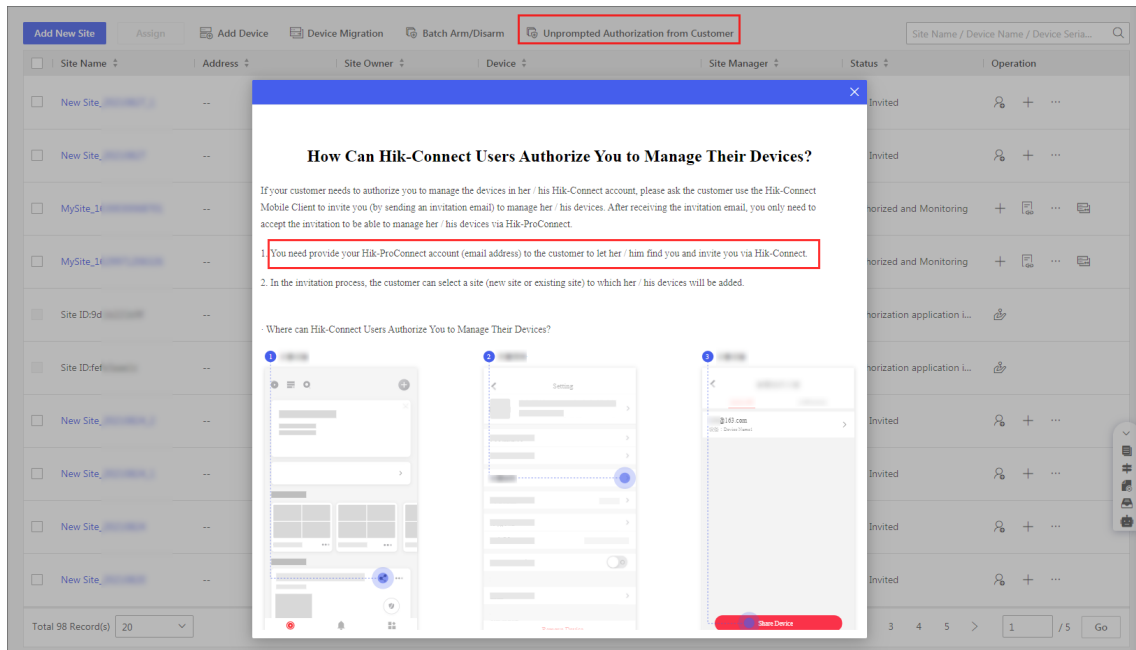


Figure 14-14 The Pop-up Window

The Email of Device Management Invitation

The email shows the invitation details including device name, device serial No., name of the Site where the device is added, Hik-Connect user account, and the time of invitation.

Note

If you agree to manage the device for your customer, you need to accept the invitation in three days, otherwise the invitation will be invalid.

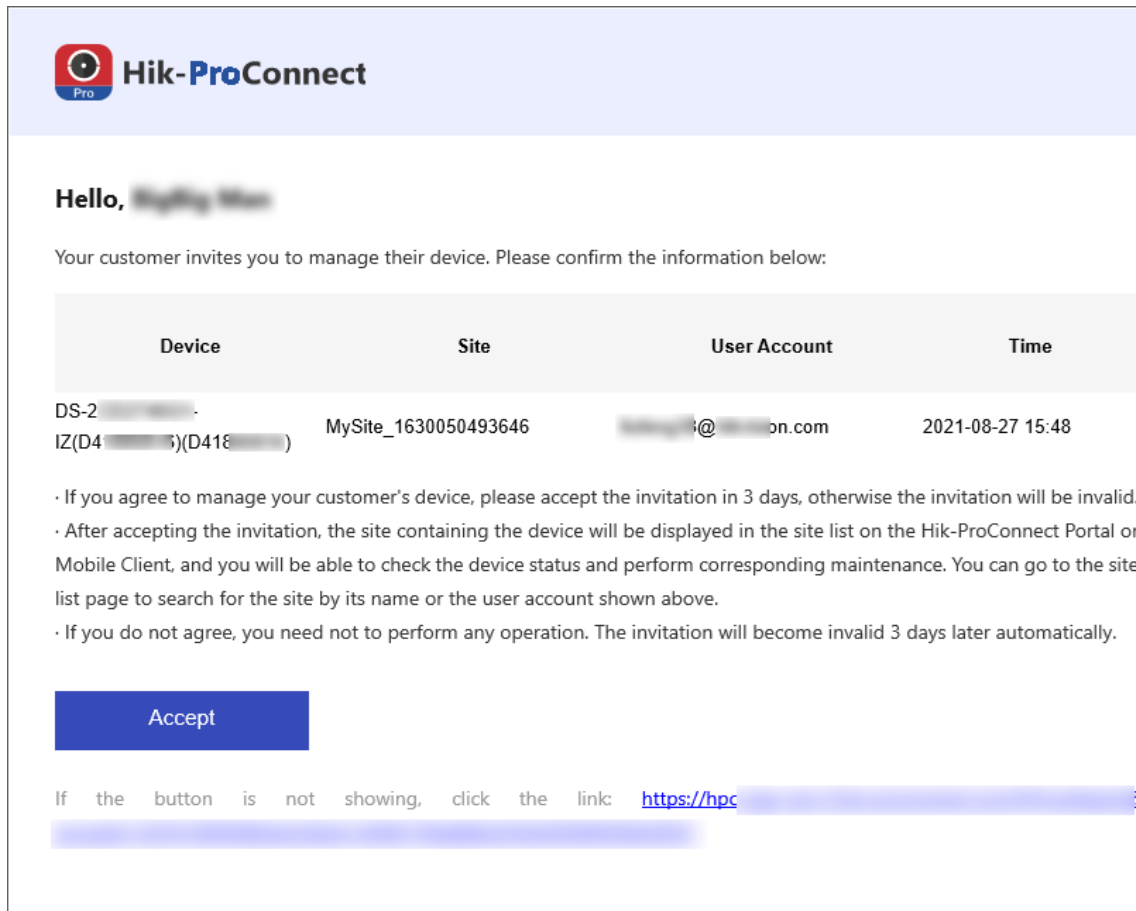



Figure 14-15 Email Example

How Can Your Customer Invite You to Manage Their Device via Hik-Connect

Refer to the following steps for details about how can your customer invite you to manage their device via the Hik-Connect Mobile Client.

1. In the device list, tap  of the device and the Share Device page will pop up. Or select **More** → **Manage Sharing Settings** → **Share Device** to show the Share Device page.

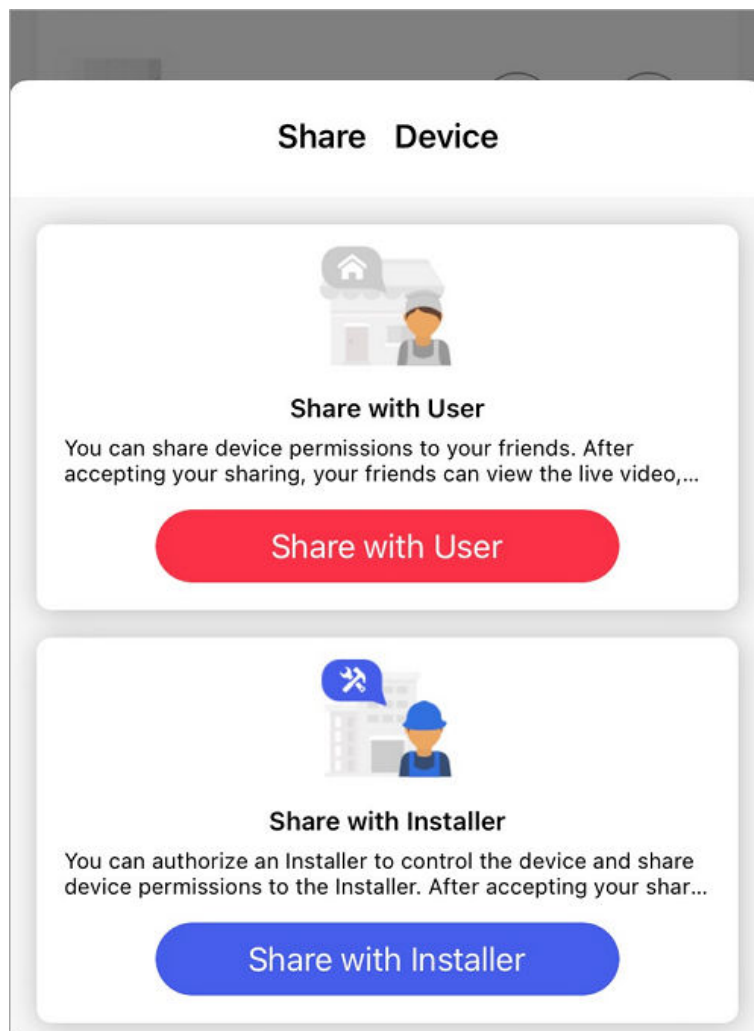


Figure 14-16 Share Device

 **Note**

If this page doesn't show, it means the device cannot be managed by an installer and can only be shared with another Hik-Connect user.

Possible reasons: the device is shared from others; the device is already managed by an installer; the device is not enabled with the Hik-Connect service; or the Hik-ProConnect service (installer service) is not available in your customer's country or region.

-
2. Tap **Share with Installer**.
 3. Tap **New Installer** and enter the installer's account to share device permissions with a new installer; or select an existing installer.

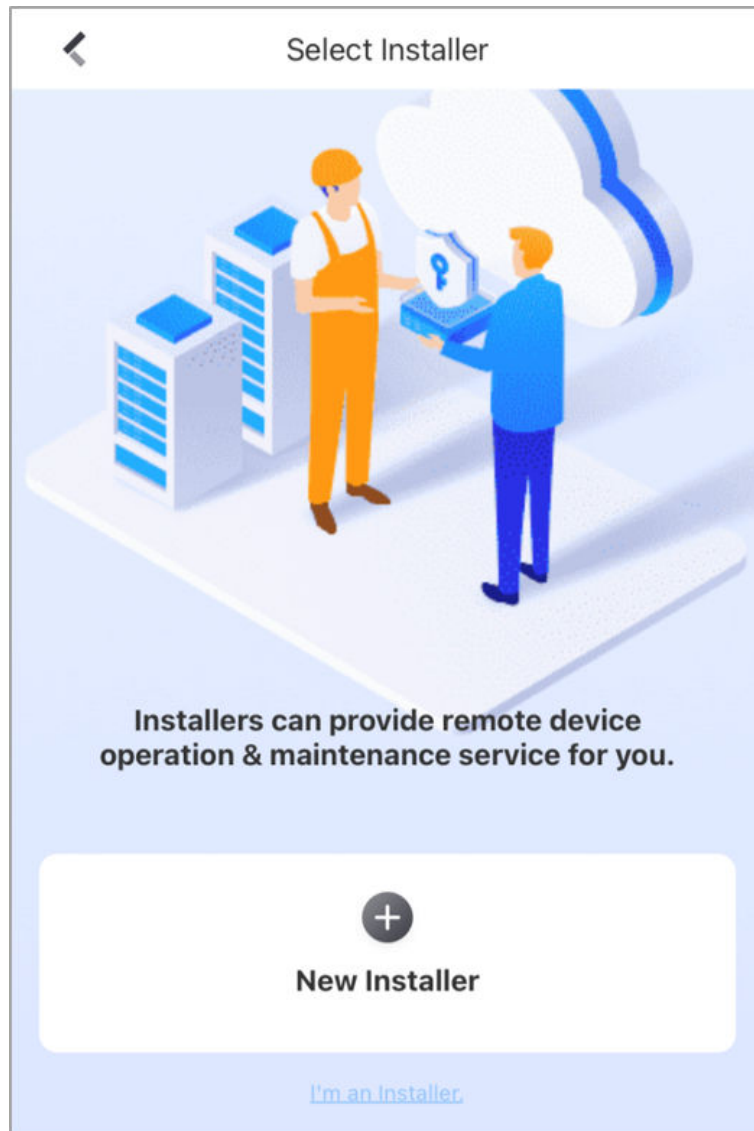


Figure 14-17 Select Installer

4. Select the Site where the device will be added and the device permissions to be granted to the installer.

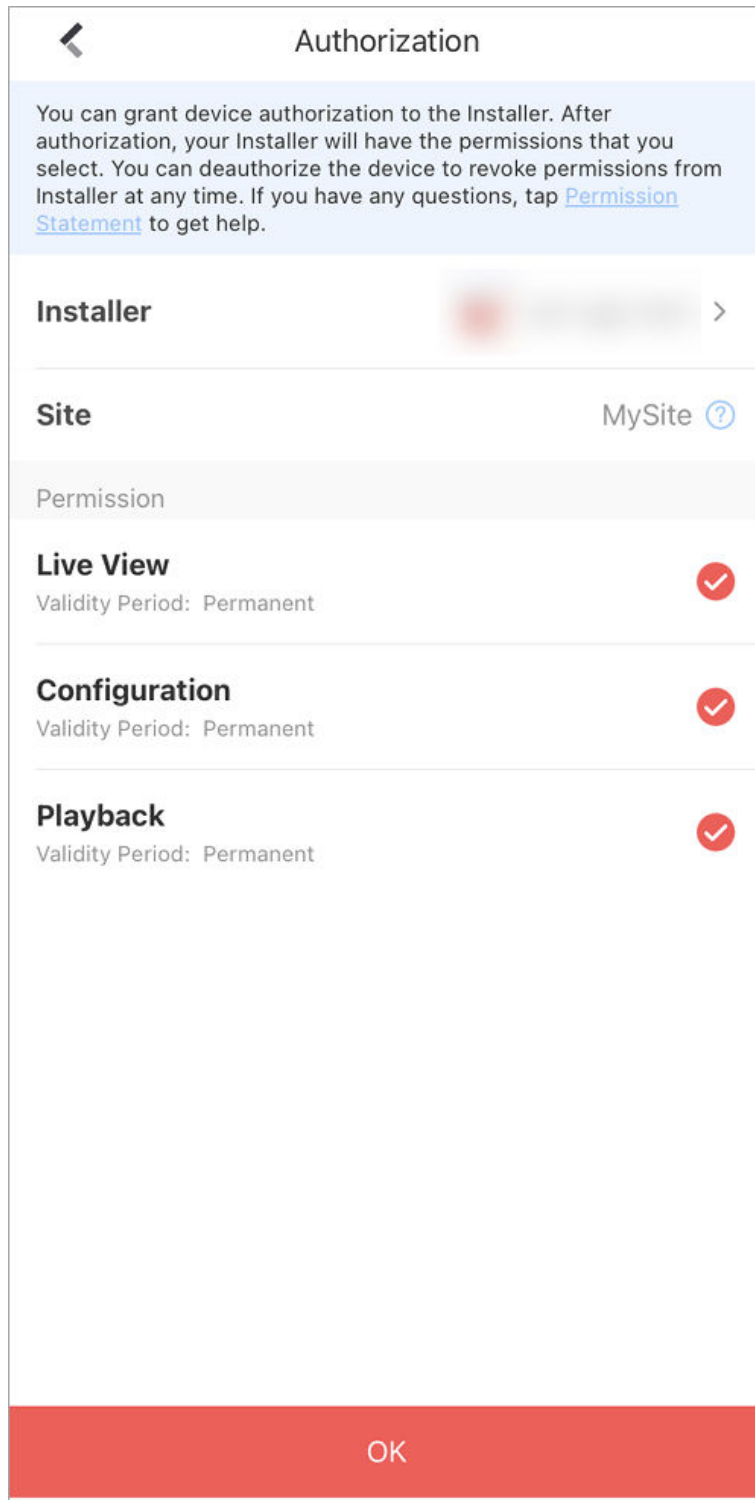


Figure 14-18 Authorization

14.6 Handle Exception Notifications

See the following two sections about updates related to handling exception notifications and setting exception rules.

Note

The updates are supported by both the Portal and Mobile Client. Due to UI similarity, here we only illustrate the updates with related screen-shots of the Portal.

- **Handle Exception Notifications in the Exception Center**
- **Exception Rule**

Handle Exception Notifications in the Exception Center

- Supports handling a specific exception.

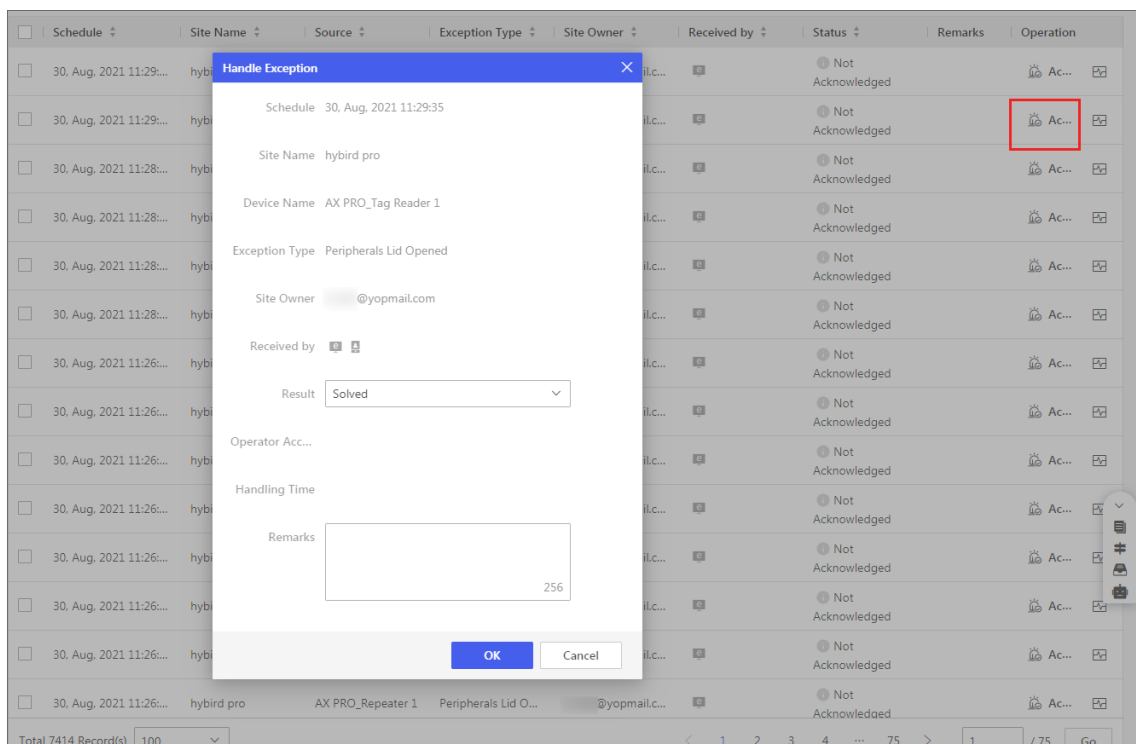


Figure 14-19 Handle One Exception

- Supports batch handling exceptions.

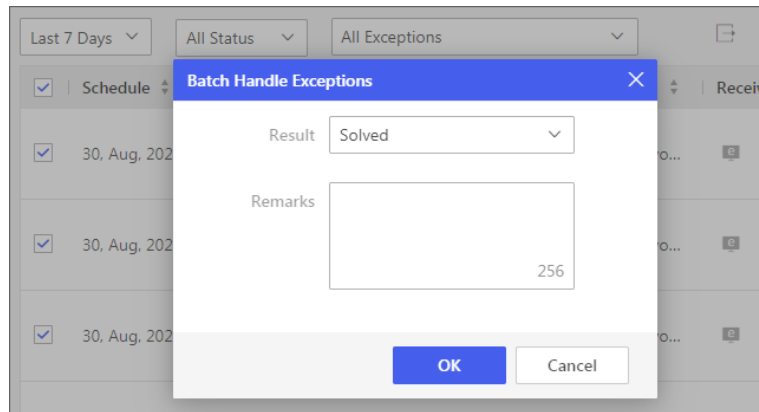


Figure 14-20 Batch Handle Exceptions

- Supports jumping to a specific device's health monitoring page to troubleshoot exceptions.

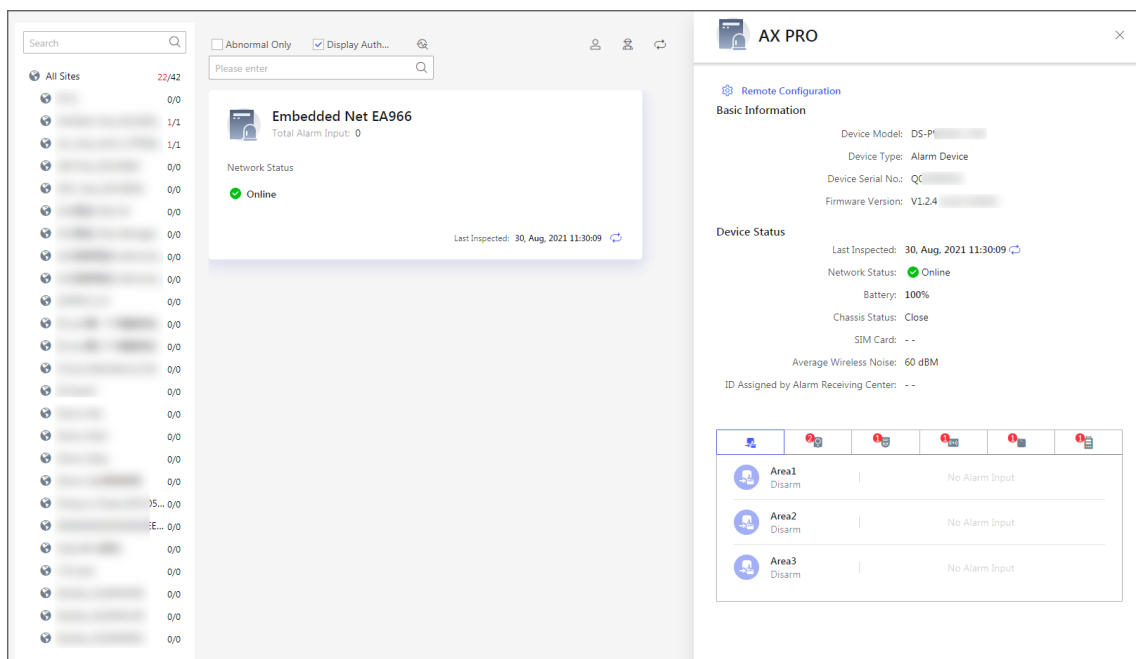


Figure 14-21 Device's Health Monitoring Page

Exception Rule

Supports setting the Hik-Connect Mobile Client as the client for receiving device exception notifications. This allows you to share device exception notifications with the end-user (i.e., your customer) on Hik-Connect.

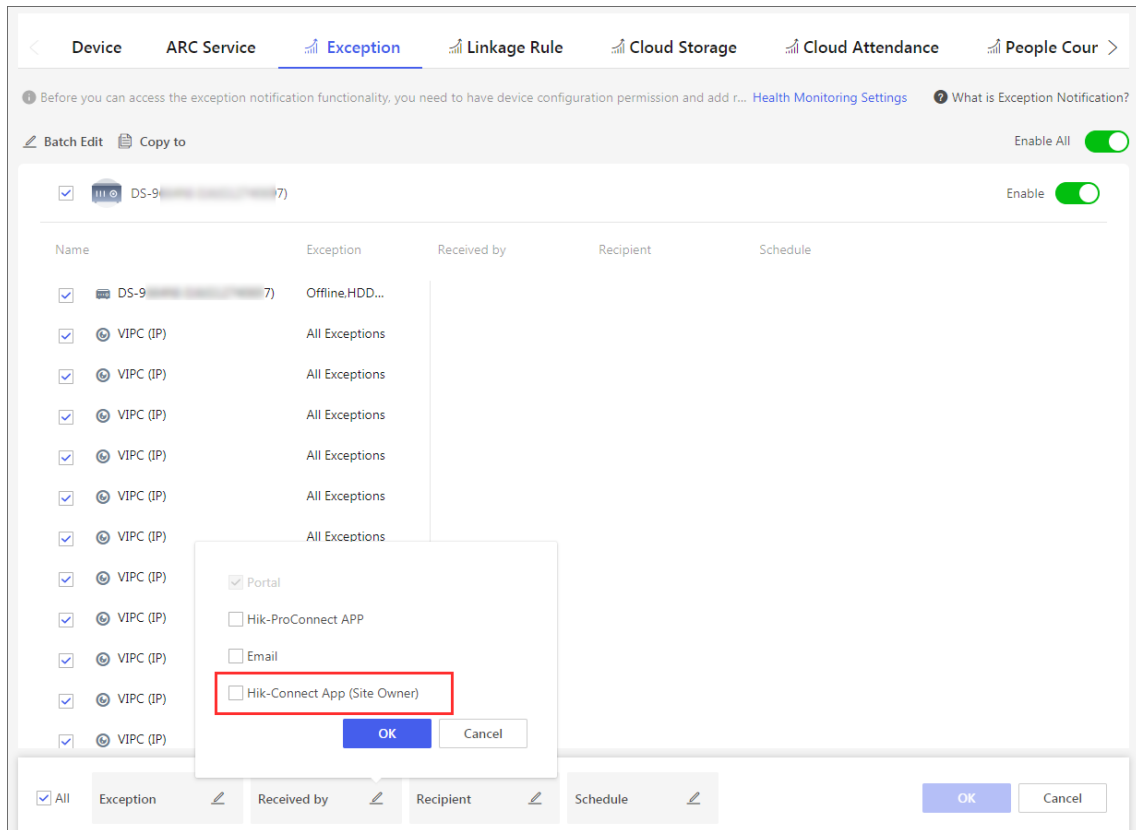


Figure 14-22 Set Hik-Connect Mobile Client as the Recipient Client

14.7 Other Updates

- Optimizes the co-branding feature by enlarging the corresponding company logo shown on the Hik-Connect Mobile Client.
- Supports editing your account information on the Mobile Client.

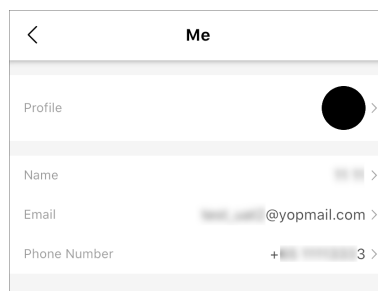


Figure 14-23 Edit Your Account Information on the Mobile Client

- Supports assigning the Manage All Sites permission to up to 100 employee accounts (i.e., Installer accounts) on the Portal.

What's New in Hik-Partner Pro

Note

This feature is not supported in some countries and regions.

- Supports adding AX HYBRID PRO to Hik-ProConnect via both the Portal and Mobile Client for remote management and maintenance.

Note

For information about the supported models, see the *Hik-ProConnect Device Compatibility List*.

- Supports AI Help Center on both the Portal and the Mobile Client. The AI Help Center allows you to ask questions and get corresponding answers online.

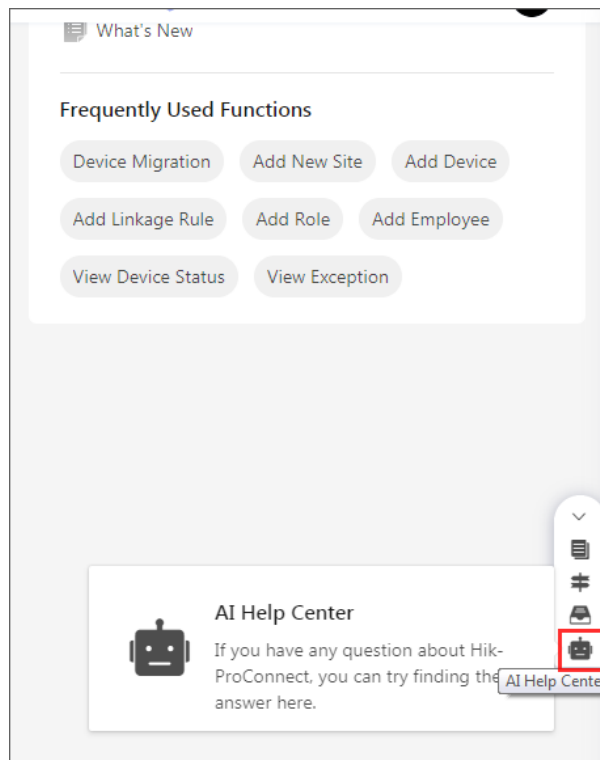


Figure 14-24 AI Help Center on the Portal

What's New in Hik-Partner Pro

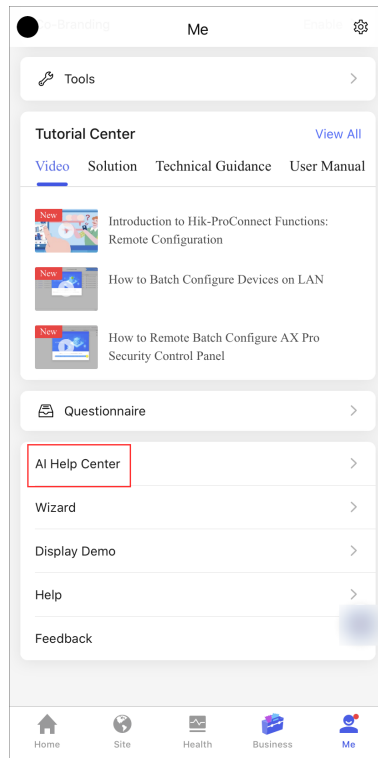


Figure 14-25 AI Help Center on the Mobile Client

Chapter 15 Updates in V1.7.2

Hik-ProConnect V1.7.2 includes the following updates:

 **Note**

Some functions are not available in every country and region.

- **Reward Point System**
- **Batch Upgrade AX PRO**
- **Batch Arm / Disarm AX PRO**
- **Tutorial Center**
- **Mobile Client Optimizations**

Reward Point System

Supports the Reward Point System accessible via both the Portal and Mobile Client.

With the system, you can complete certain tasks to get the reward points redeemable for lots of gifts (e.g., certain value-added services) in the Reward Point Market.

 **Note**

- The reward point system is not supported in some countries / regions.
 - For certain countries / regions, you need to have your company authenticated before you can collect reward points.
 - For countries / regions that support Hik-ePartner, if you are also a Hik-ePartner user, your Hik-ePartner account can be linked with your Hik-ProConnect account to enable the mutual recognition of points in both accounts. After the two accounts are linked, the points in the two accounts will be accumulated, and can be redeemed for gifts offered by both Hik-ProConnect and Hik-ePartner. After the linkage is canceled, the accumulated points will be equally distributed to the two accounts.
-

Table 15-1 Available Information / Operations for the Installer Admin / Installers

| Information/Operation | Installer Admin | Installer |
|----------------------------------|---|---|
| Remaining Points for the Company | √ | × |
| My Total Points | √ | √ |
| Collection Details | √ Point collection details of all people in the company are available. | √ Only the Installer's own point collection details are available. |
| Point Rules | √ | √ |

What's New in Hik-Partner Pro

| Information/Operation | Installer Admin | Installer |
|--|--|--|
| Check-In Records | √ Records of all people in the company are available. | √ Only the Installer's own records are available. |
| Tier Information | √ | √ |
| Add Device to Earn More Points | √ | √ |
| View the Task List and Do Tasks | √ | × |
| View and Filter Points Earned by Each Staff Member | √ | × |
| Redeem Points for Gifts | √ For the gifts offer by Hik-ePartner, you need to go to Hik-ePartner to redeem points for these gifts. | × |

 **Note**

The points required for gifts shown in the two figures below are just examples. The information displayed on the actual My Points page shall prevail.

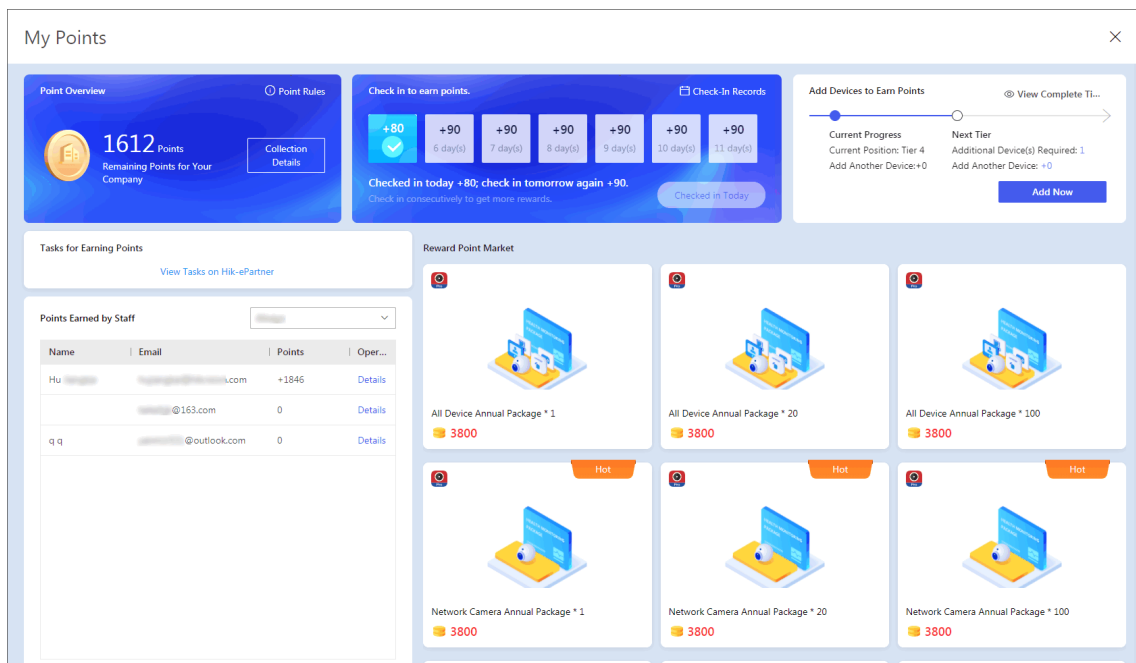


Figure 15-1 My Point Page for Installer Admin

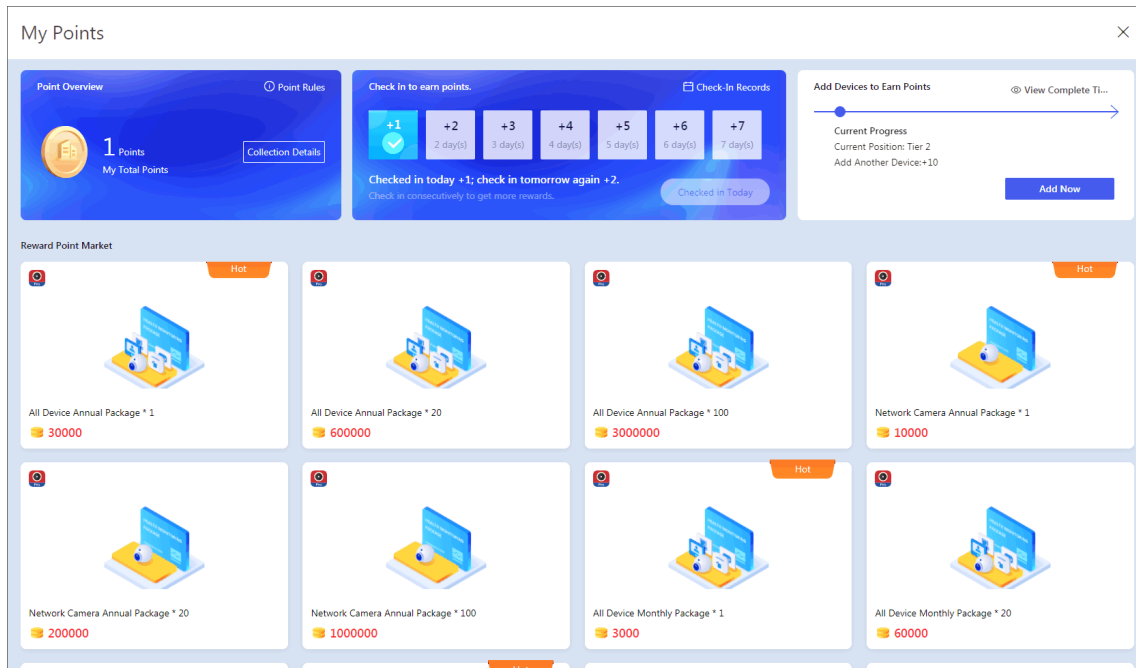


Figure 15-2 My Points Page for the Installer

Batch Upgrade AX PRO

Supports batch upgrading the firmware of multiple AX PRO devices to ensure the proper functioning of these devices.

| <input type="button" value="Set Parameters by Template"/> <input type="button" value="Manage Template"/> <input type="button" value="Upgrade Device"/> Only AX Pro security control panel is supported. AX Hub and AX Hybrid are not supported currently. | | | | | | | |
|--|--------------|--------------|------------------|---------------|-----------|---------|------------|
| <input checked="" type="checkbox"/> | Device Na... | Device Model | Firmware Version | Online Status | Site Name | Address | Site Owner |
| <input checked="" type="checkbox"/> | AX PRO666 | DS-PW | V1 | Online | | -- | -- |
| <input checked="" type="checkbox"/> | AX PRO | DS-PW | V1 | Online | | -- | -- |

Figure 15-3 Batch Upgrade AX PRO Devices

Batch Arm / Disarm AX PRO

Optimized the entry of the feature for batch arming / disarming AX PRO devices to make the feature easier to be found.

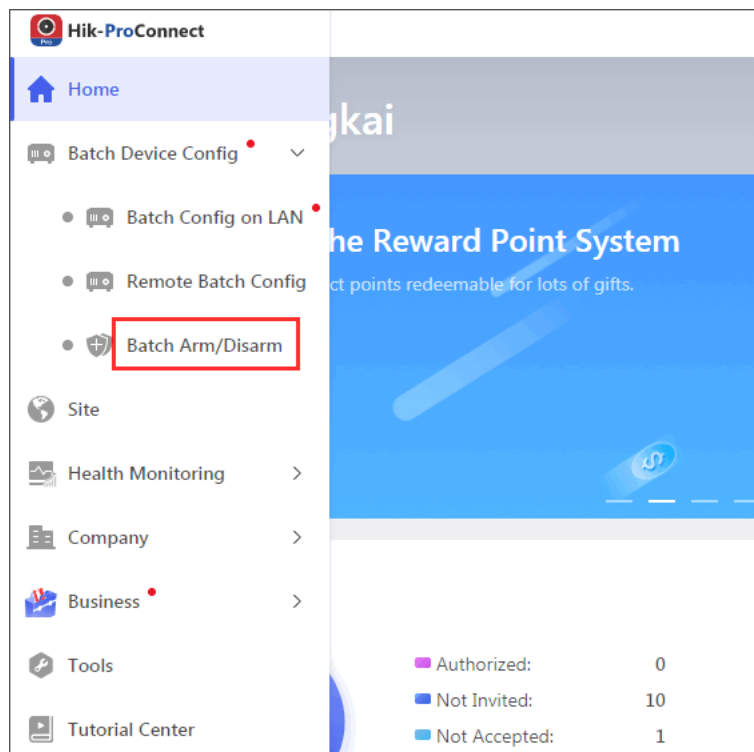


Figure 15-4 The Optimized Entry of the Feature

Tutorial Center

Optimized the Tutorial Center. Now you can view both video tutorials and different types of documents in the Tutorial Center.

Note

Some documents are unavailable currently but they are coming soon.

What's New in Hik-Partner Pro

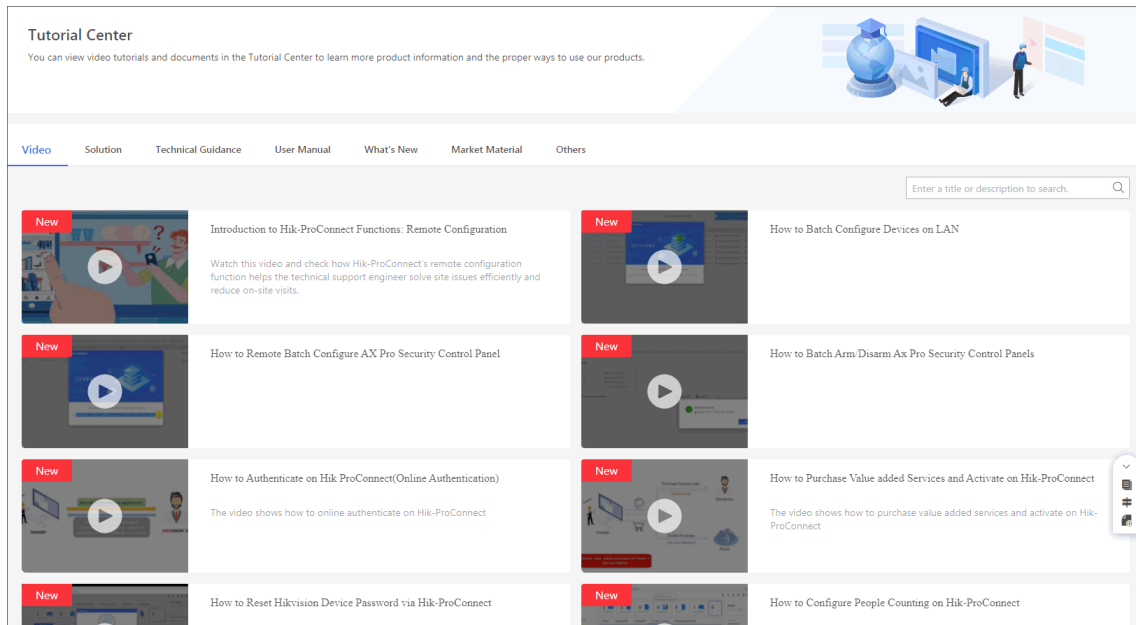


Figure 15-5 Tutorial Center Optimization

Mobile Client Optimizations

1. Supports automatically detecting whether a device is online when adding it by scanning its QR code. If the device is offline, network configuration is required.
2. Supports viewing What's New, Datasheet, and Device Compatibility List.

Chapter 16 Updates in V1.7.0

Hik-ProConnect V1.7.0 includes the following updates:

 **Note**

Some functions are not available in every country and region.

- **Health Monitoring Service**
 - **Device Management**
 - **Cloud Storage Service**
 - **Co-Branding Service**
 - **Register and Login**
 - **Optimizations in Mobile Client**
-

 **Note**

This chapter simplifies "AX PRO security control panel" as "AX PRO device".

Health Monitoring Service

Health monitoring service is a value-added service which can help you provide better device maintenance service to your customers. After purchasing and activating the health monitoring service, you can view the real-time health of devices and receive notifications once exceptions occurred in devices added to Hik-ProConnect. You can also manage your health monitoring service, including viewing remaining service packages, service activation, service renewal, service transfer, service auto renewal, and so on.

 **Note**

The service term starts when you activate it via service packages.

What's New in Hik-Partner Pro

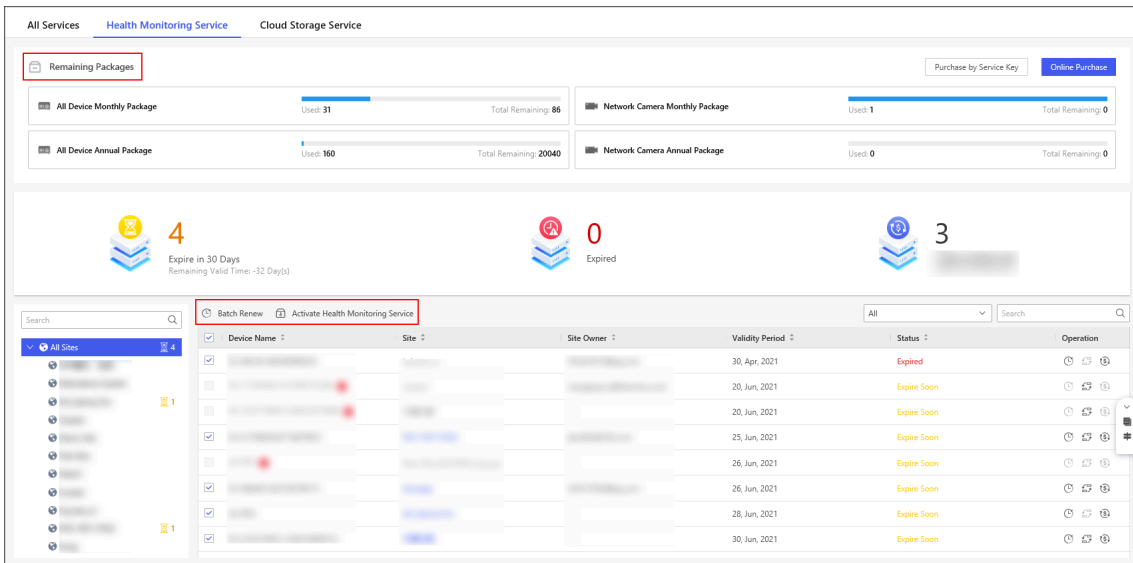


Figure 16-1 Health Monitoring Service

1. Supports displaying the number of remaining service packages and activated service packages.
2. Separated the type of service packages into purchased packages and free packages.
3. Supports displaying the number of service packages that are going to expire in 30 days and have already expired.

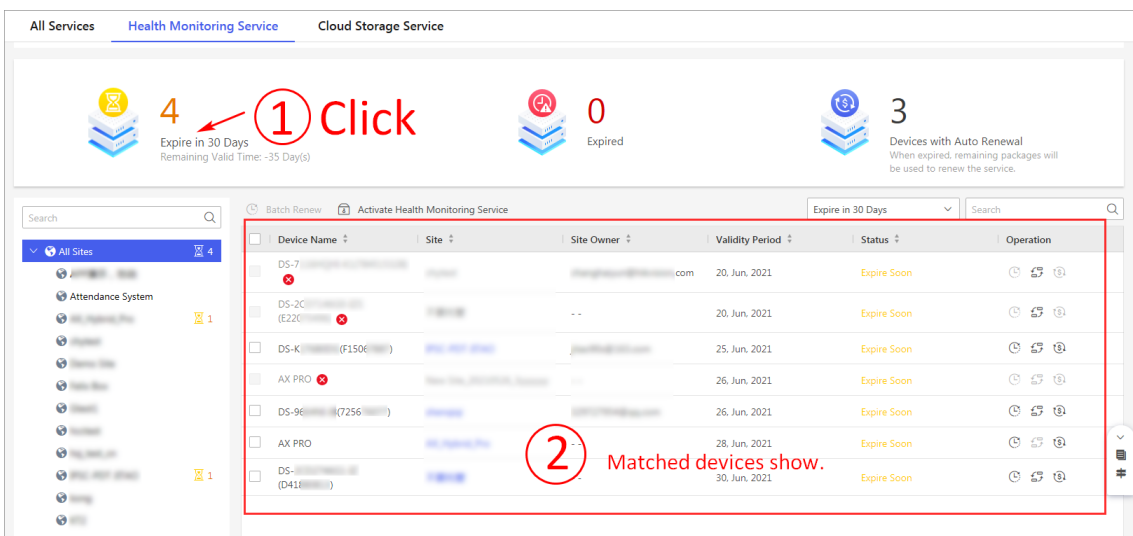


Figure 16-2 Service Package Expiration Overview

4. Supports displaying the devices activated with the health monitoring service by site.
5. Supports selecting a specific type of service package to renew the health monitoring service for a single device at one time.

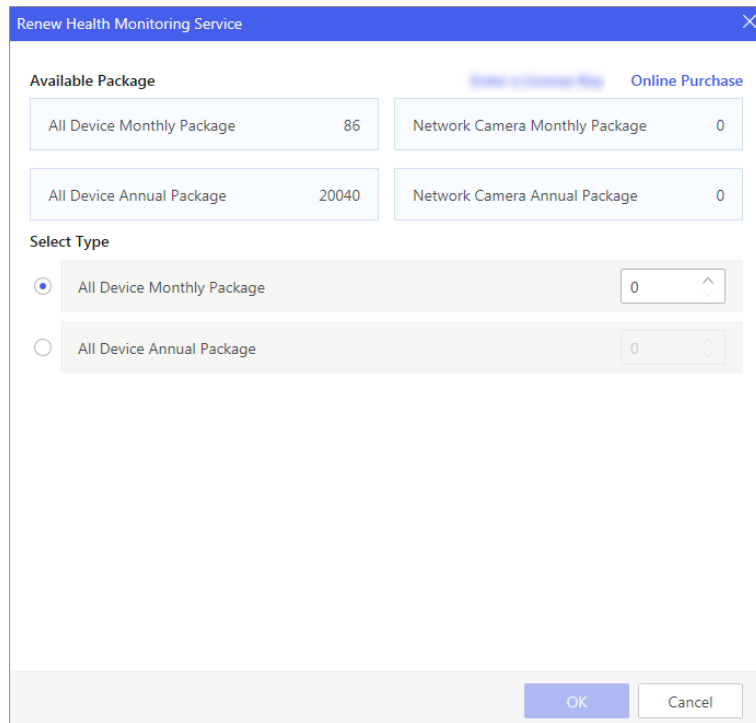


Figure 16-3 Renew Health Monitoring Service

6. Supports selecting a specific type of service package to batch renew the health monitoring service for multiple devices at one time.
7. Supports transferring the service package used by one device to another device for use.

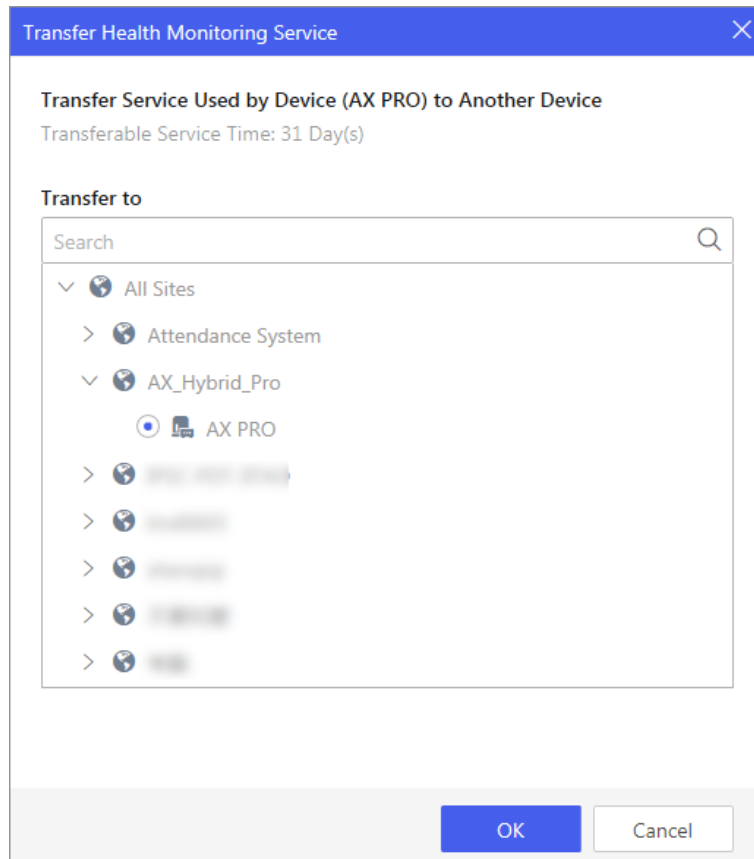


Figure 16-4 Transfer Health Monitoring Service

8. Supports enabling and disabling auto-renewal of the health monitoring service. Once enabled, the remaining service packages will be used automatically.

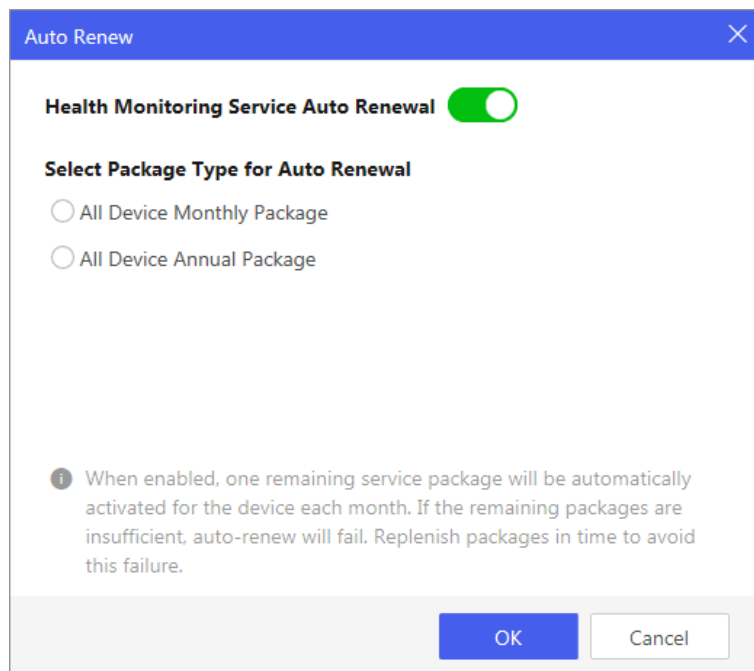


Figure 16-5 Auto Renew Health Monitoring Service

Device Management

1. Supports resetting device password both onsite and offsite. The offsite method has the following advantages:
 - Convenience. The Installer does not need to go to the site to reset password for an end user. As long as the end user is onsite, he/she can reset password by himself/herself.
 - Easier operation. No need for constant calls and emails. The Installer can send an application for password restoration, and the end user can restore his/her password via Hik-Connect.
 - Higher safety. No need to constantly send the files for password restoration.
 - Better compatibility. This function is supported by most models and versions of devices except the AX PRO devices.

Note

For offsite password reset, the version of the Hik-Connect Mobile Client should be V4.15.0 or later.

The following video (unavailable in the PDF document) shows the process of resetting the password of a device in the offsite method via Hik-ProConnect: you can send a password reset application to your customer by just three clicks; after your customer accepts this application on the Hik-Connect Mobile Client, your customer will be able to reset the device password on the Mobile Client if the device and the Mobile Client are on the same LAN.

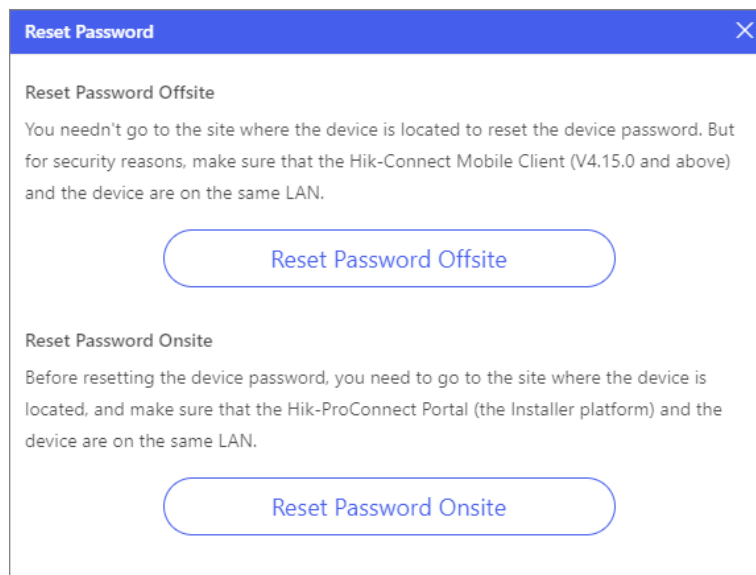


Figure 16-6 Reset Device Password

The offsite password reset workflow and the onsite one are slightly different in terms of which client (Hik-ProConnect or Hik-Connect) must be on the same LAN with the device. See the flow charts below for more information.

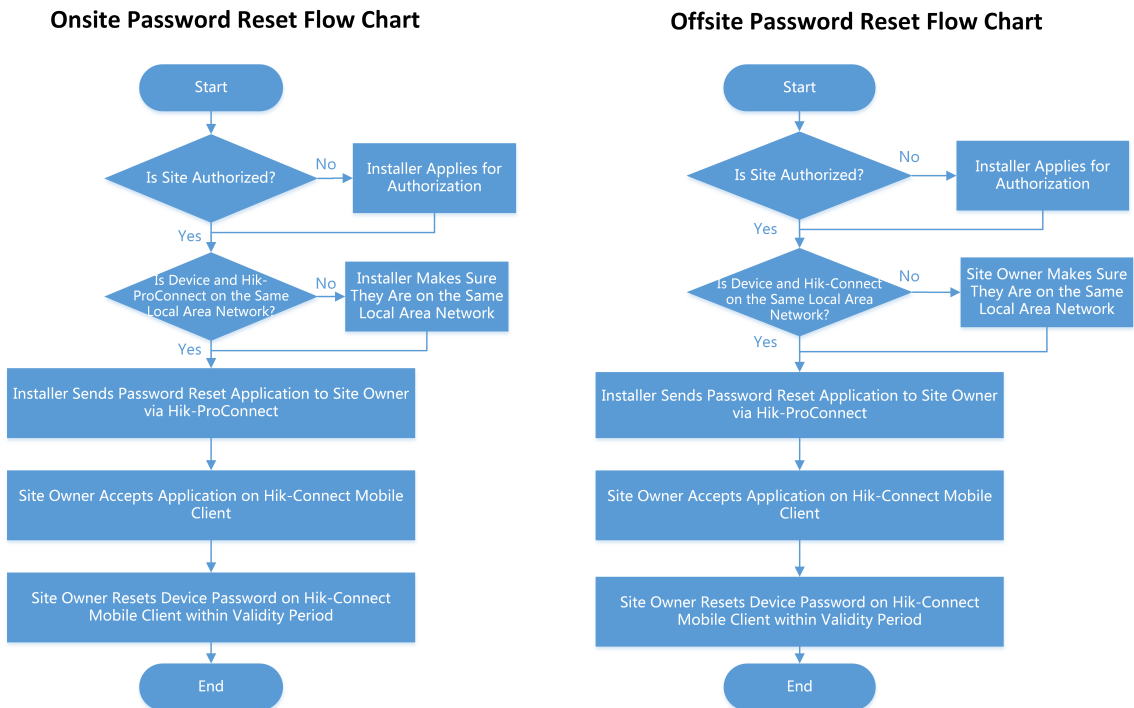


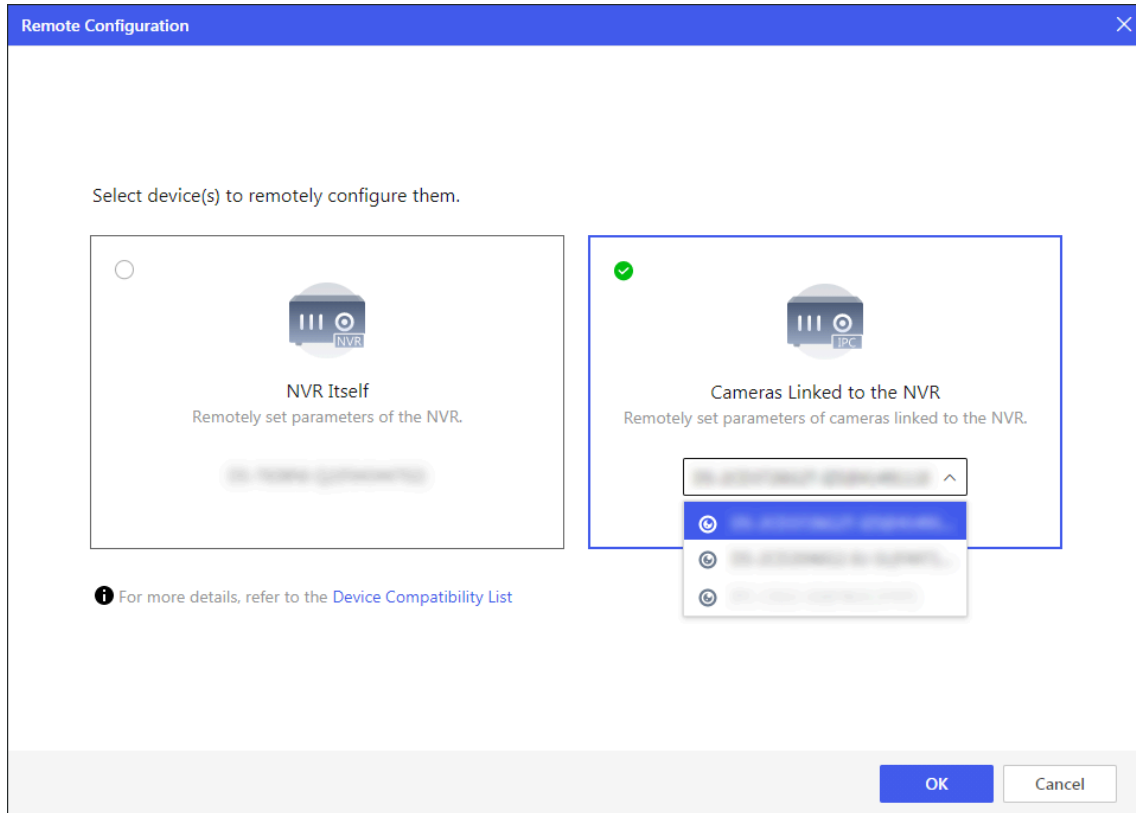
Figure 16-7 The Two Flow Charts

2. Supports configuring IP Cameras remotely via NVRs on the Portal.

What's New in Hik-Partner Pro

Note

Currently, this function is only supported by K/Q series NVR V4.31.100, and will be supported by I series NVR by the end of August this year.



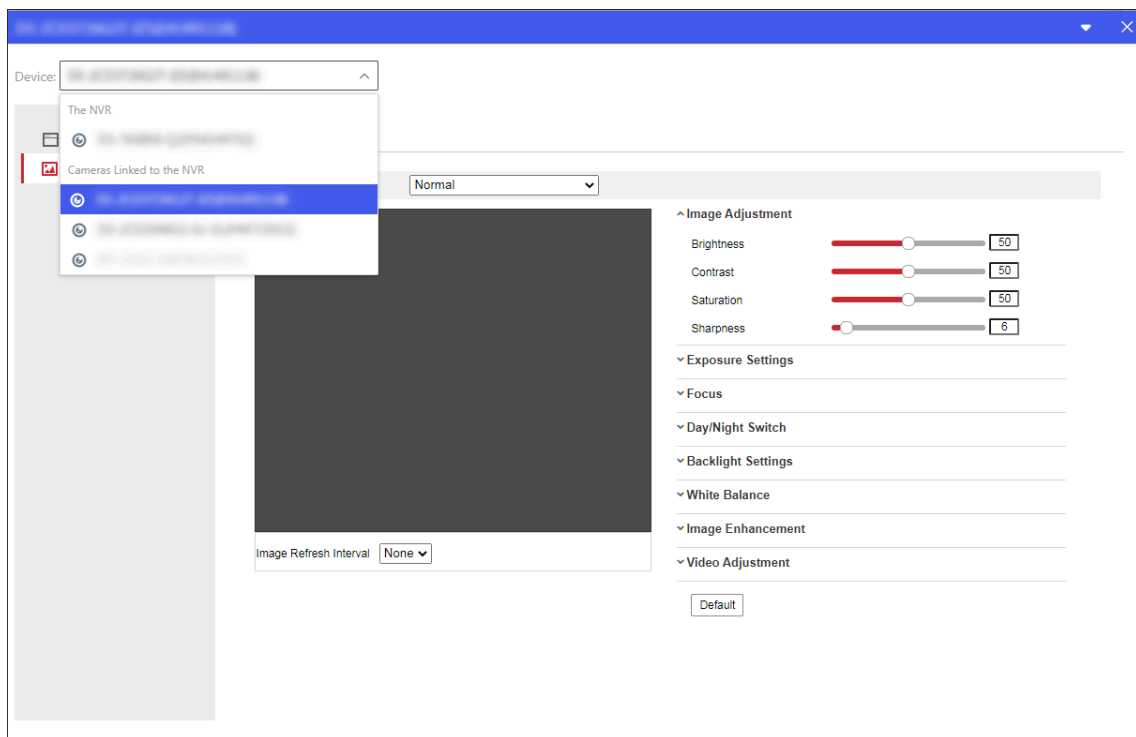


Figure 16-8 Remotely Configure Device Parameters

3. Supports adding non-P2P devices to Hik-ProConnect via the proxy of Hik-ProConnect Boxes on the Portal. Once added, these devices support health monitoring, exception notification, live view, playback, remote configuration, etc, and can be handed over to end users together with sites.

What's New in Hik-Partner Pro

DS-6 (E720)

Basic Information

Device Name: DS-6 (E720)
Device Type: Hik-ProConnect Box
Device Serial No.: E7209

Status Information

Network Status: ● Online
Health Monitoring Service: 🔗 Activated

Health Monitoring Transfer

Health Monitoring Validity Period Re...

Auto Renewal Not Activated Auto Renew

Cloud Storage Proxied Device

Some devices does not support accessing Hik-ProConnect or parts of its functions. For these devices, you can connect them to a Hik-ProConnect Box to allow them to access the platform. After that, functions such as live view, playback, remote configuration, health monitoring, and cloud storage will be available.

+ Add To-Be-Proxied Devices

| | |
|---|-----|
| DS-2C (D41) ● Online | ... |
| Device Serial No.: D418 Device IP Address: 192.168. Port | |
| Linked Channel : 1 | ⌵ |
| Unknown | ... |
| Device Serial No.: D546 Device IP Address: 192.168. Port | |
| Linked Channel : 3 | ⌵ |
| iDS-72 /FA(D93) ● Online | ... |

🔄 Network Test ⚙️ Remote Configuration ...

Figure 16-9 The Entry to Add To-Be-Proxied Device

What's New in Hik-Partner Pro

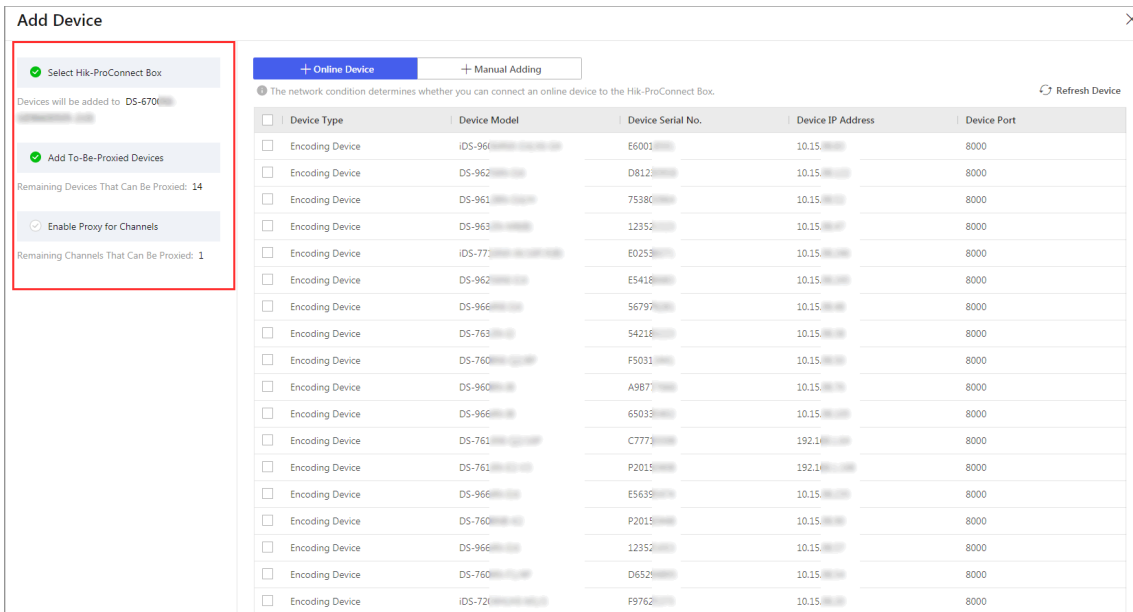
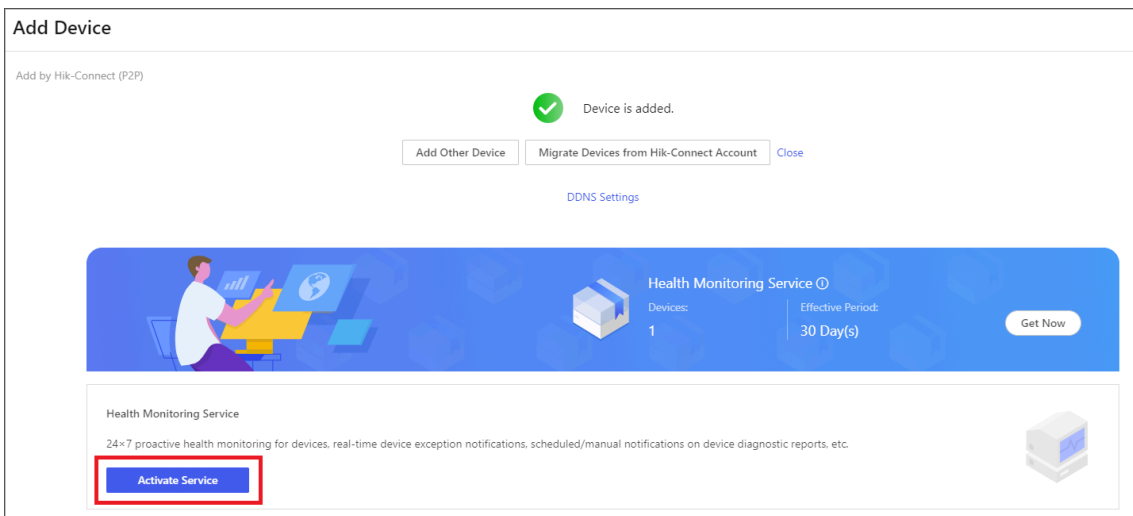


Figure 16-10 Steps to Add Devices via Proxy

- Supports activating health monitoring service for devices on the result page after adding them to sites via Hik-Connect (P2P) on the Portal. You can also enter a site, move the cursor to "Inactive" on a device card to activate the health monitoring service for the device.



What's New in Hik-Partner Pro

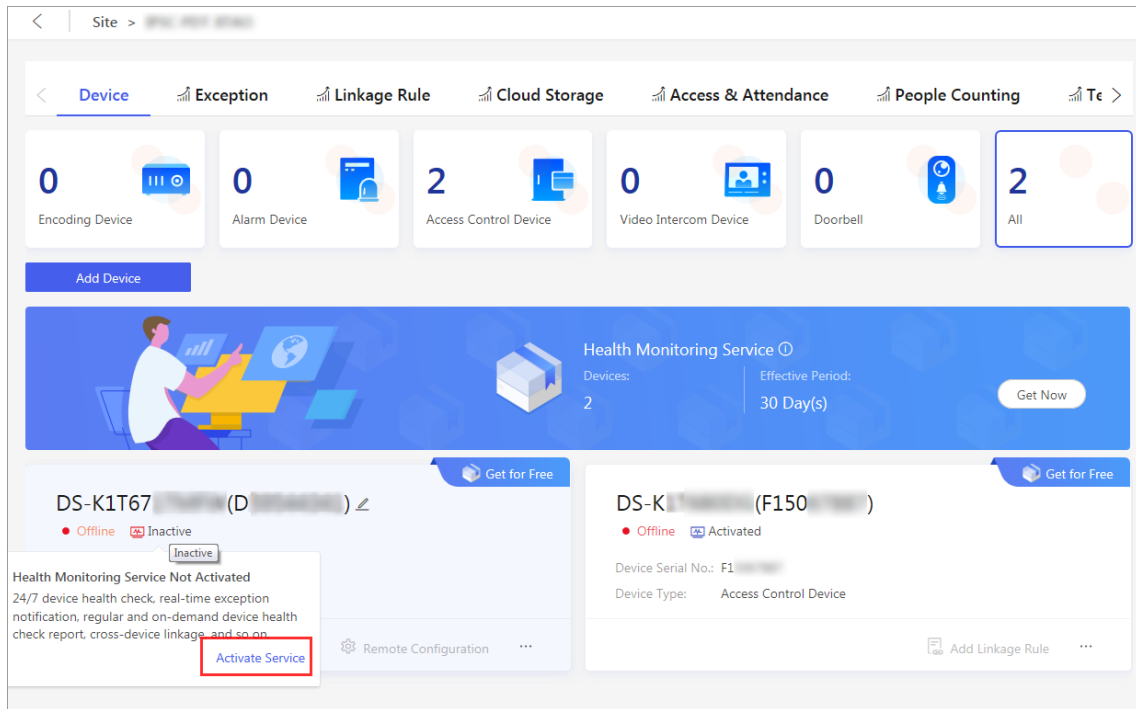


Figure 16-11 Activate Health Monitoring Service for Added Devices on Portal

5. Optimized the mechanism of device unbinding in terms of security: if you have checked **Allow Me to Disable Hik-Connect Service** when handing over a Site to your customer, the devices added to the Site cannot be unbound from their current accounts.

Note

The function is for P2P devices only.

Invite Site Owner ×

Site Name: [Redacted]

Allow Me to Disable Hik-Connect Service ?

Invite by

Email Phone Number

* Site Owner's Email

Enter Email

Apply for Permission

Validity Period

Site Information Management Permanent

Configuration Permanent ▾

Select Device(s) for Configuration Permission

[Blue Button] [Blue Button]

Live View Permanent ▾

Playback Permanent ▾

OK Cancel

Figure 16-12 Invite Site Owner

Cloud Storage Service

1. Supports setting the stream type for the channels added to Hik-ProConnect Boxes on the Portal. You can select High Definition, Standard Definition, or set custom stream parameters (resolution, bit rate).

What's New in Hik-Partner Pro

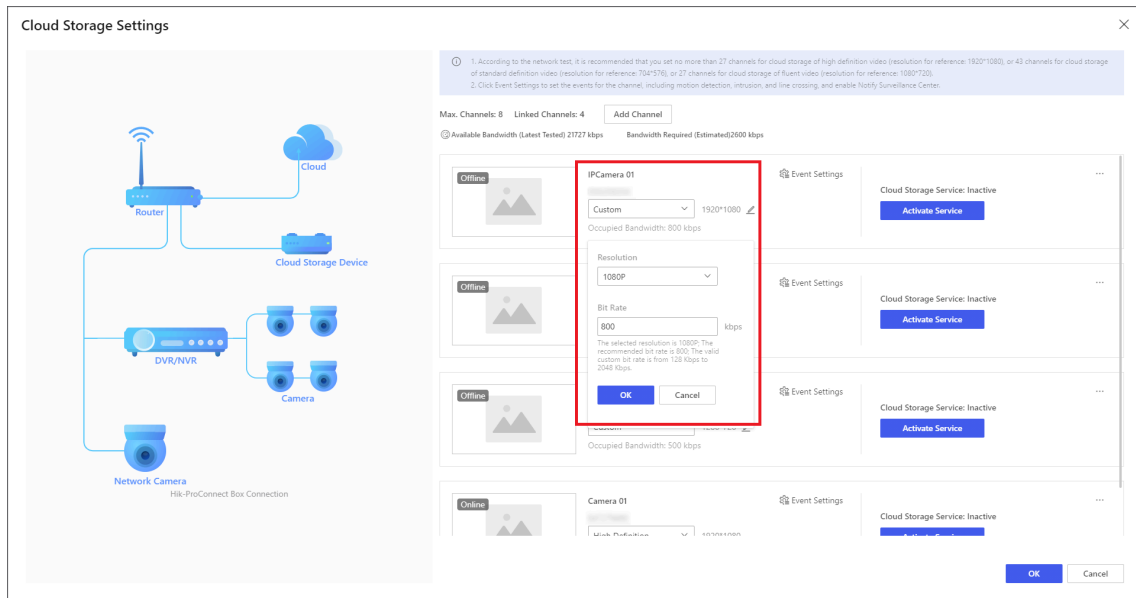


Figure 16-13 Cloud Storage Settings on Portal

2. Supports activating the cloud storage service for non-P2P devices (i.e., the devices do not support the Hik-Connect service) on the Portal.

Note

The non-P2P devices should be proxied by Hik-ProConnect Boxes first.

Co-Branding Service

1. Provides free co-branding service after buying the annual health monitoring package for the first time.
2. Supports enabling the co-branding service via the Portal.

What's New in Hik-Partner Pro

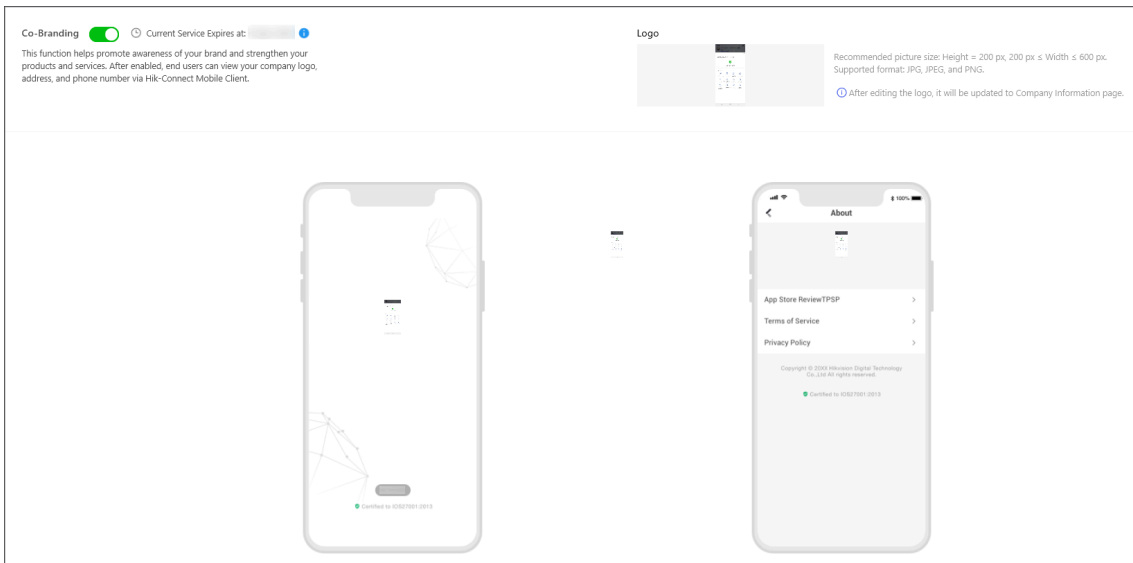


Figure 16-14 Enable Co-Branding Service on Portal

Register and Login

1. Optimized the UI design of the Login page on the Portal, and added more introductions to Hik-ProConnect on the page to help users have a basic understanding of Hik-ProConnect before registration.

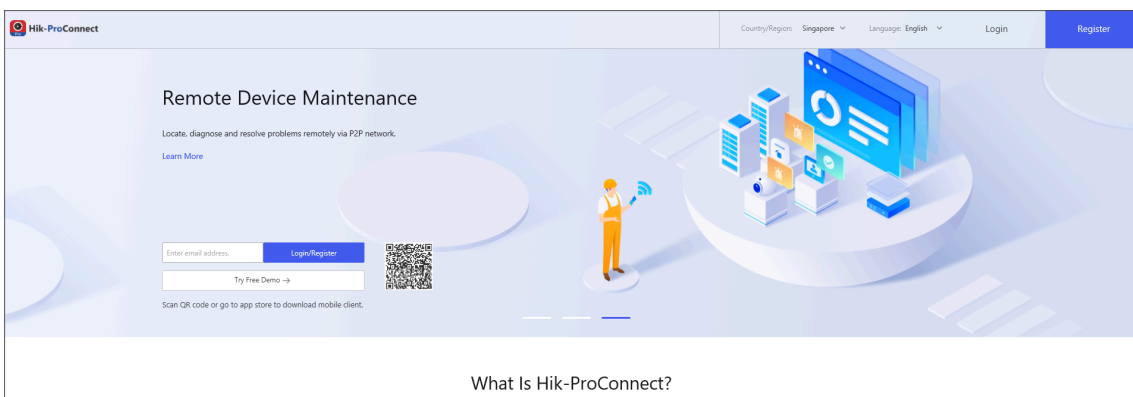


Figure 16-15 Login Page on the Portal

2. Added more required fields for registration on the Portal, including address, city, and state/province/region.

[Quit Registration](#)

Welcome to Hik-ProConnect

Enter and confirm the following information to complete registration.

* Email

Used for registering your account.

* Password

* Company Name

* Address

* City

* State/Province/Region

* Phone Number

Figure 16-16 Registration on the Portal

Optimizations in Mobile Client

1. Supports entering the Service Market via the Mobile Client. You can view all paid services there, and can go to the Portal to purchase any service you desire.

 **Note**

If your country/region supports purchasing services by service key, you do not need to go to the Portal to purchase services, and you can directly use the service key to purchase the health monitoring service and cloud storage service via the Mobile Client.

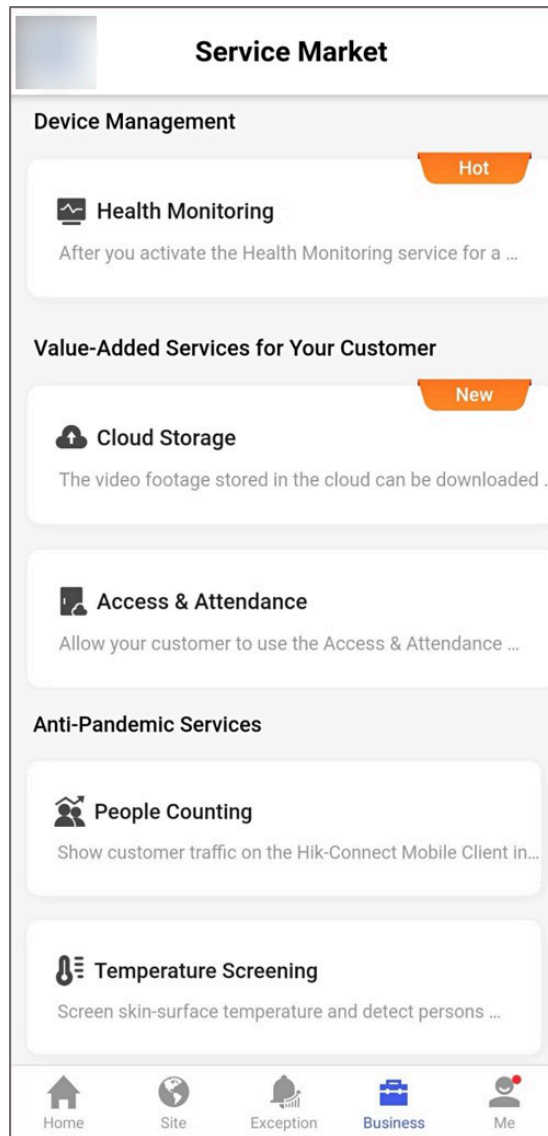


Figure 16-17 Service Market on Mobile Client

2. Supports activating health monitoring service for devices on the result page after adding them to sites via Hik-Connect (P2P) on the Mobile Client.

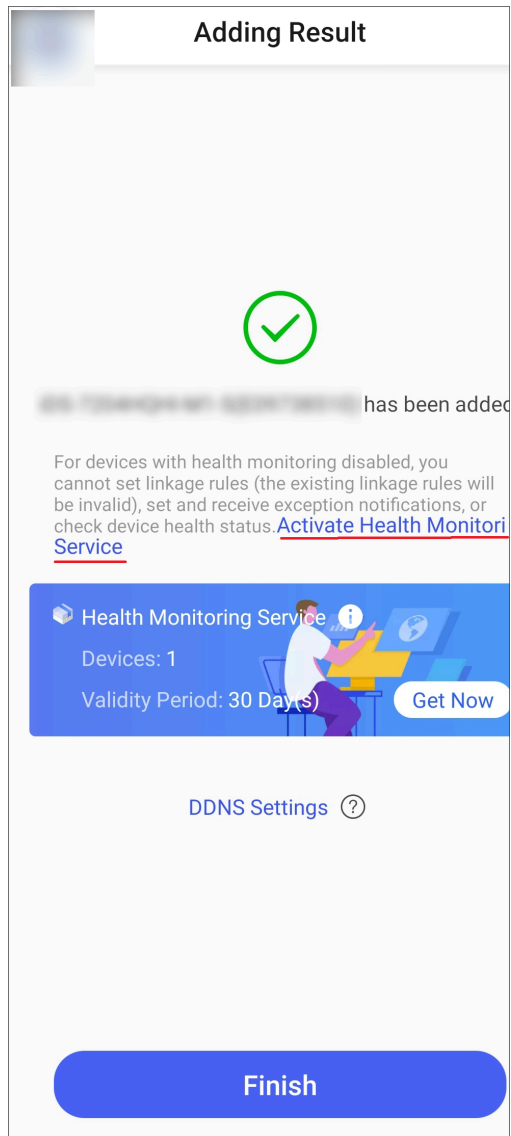


Figure 16-18 Activate Health Monitoring Service for Added Devices on Mobile Client

3. Supports enabling the co-branding service via the Mobile Client.

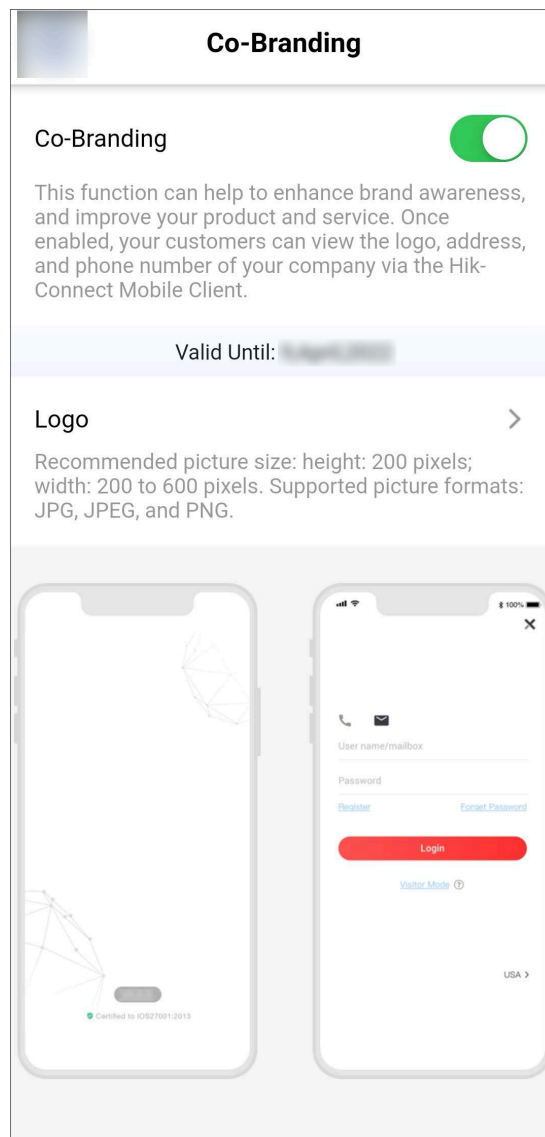


Figure 16-19 Enable Co-Branding Service on Mobile Client

4. Supports authenticating the Installer Admin account by entering an authentication code or submitting an online application via the Mobile Client (depending on your country/region).
5. Supports displaying and editing the company information via the Mobile Client.
6. Supports storing the health monitoring packages that are not activated.

Note

The service term starts when you activate the health monitoring service via service packages.

7. Supports batch configuring parameters for added AX PRO devices by creating template(s) on the Mobile Client.

Note

This function is only supported in certain countries and regions, and is only available for AX PRO devices with firmware V1.1.0 or later.

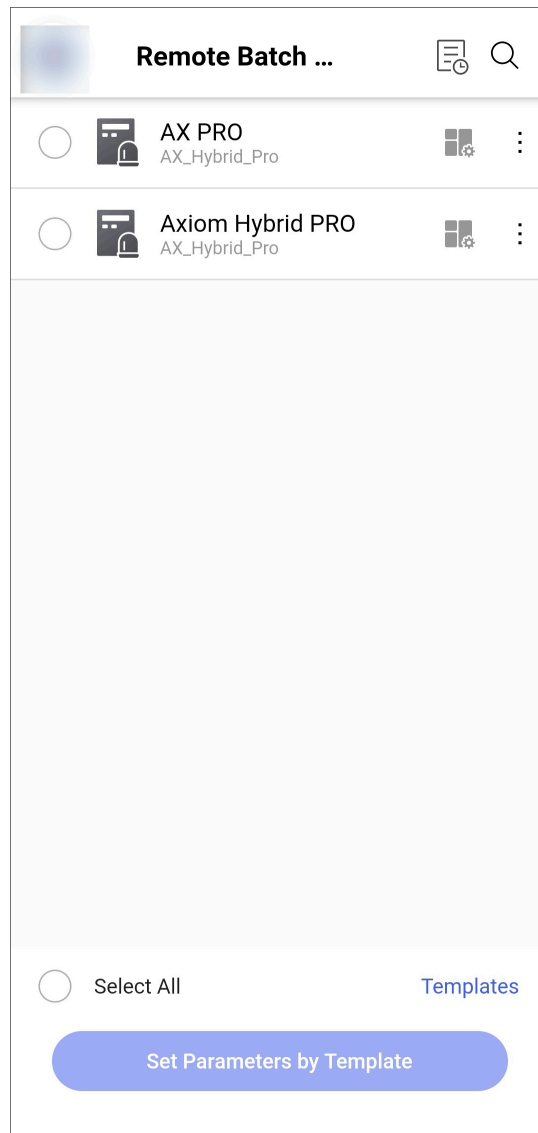


Figure 16-20 AX PRO Remote Batch Configuration on Mobile Client

8. Supports adding non-P2P devices to Hik-ProConnect via the proxy of Hik-ProConnect Boxes on the Mobile Client. Once added, these devices support health monitoring, exception notification, live view, playback, remote configuration, etc, and can be handed over to end users together with sites.

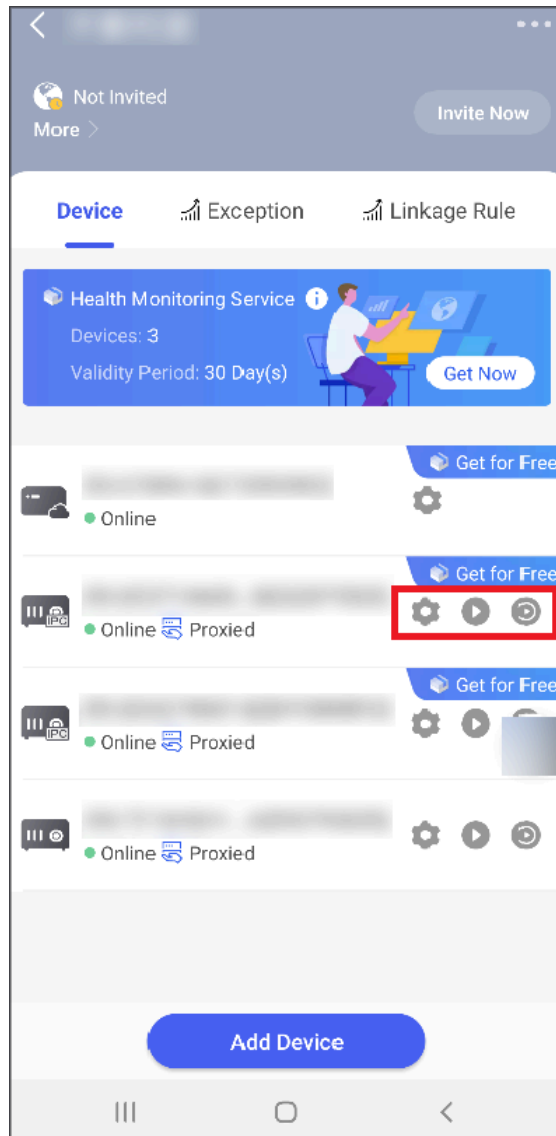


Figure 16-21 More Settings for the Added Devices on Mobile Client

9. Supports playing the live video from multiple channels at the same time on the Mobile Client.
10. Supports linking the registered Installers with distributors.
11. Supports unbinding devices except the rent devices on the Mobile Client.

 **Note**

The function is for P2P devices only.

12. Supports setting the stream type for the channels added to Hik-ProConnect Boxes on the Mobile Client. You can select High Definition, Standard Definition, or set custom stream parameters (resolution, bit rate).

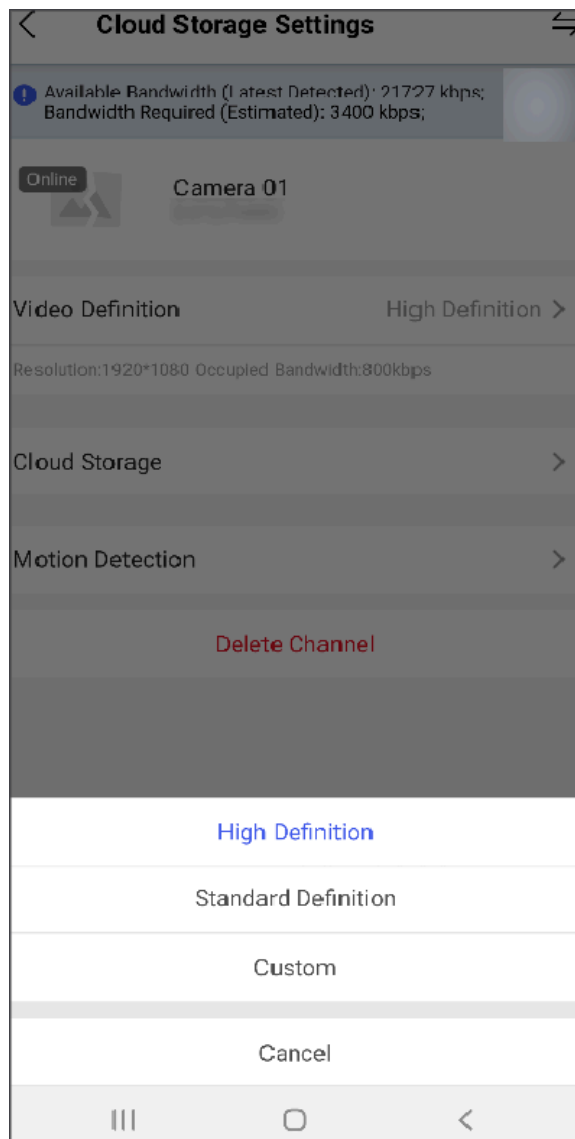


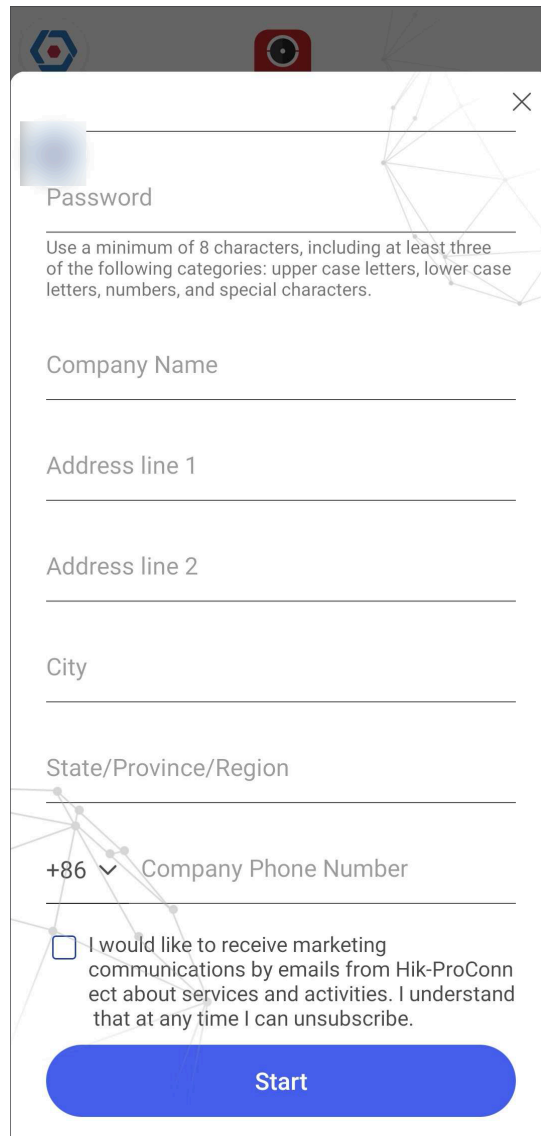
Figure 16-22 Cloud Storage Settings on Mobile Client

13. Supports activating the cloud storage service for non-P2P devices (i.e., the devices do not support the Hik-Connect service) on the Mobile Client.

Note

The non-P2P devices should be proxied by Hik-ProConnect Boxes first.

14. Added more required fields for registration on the Mobile Client, including address, city, and state/province/region.



The image shows a registration form on a mobile client interface. The form is white with a blue header bar containing a hexagonal logo on the left and a red camera icon on the right. The form fields are as follows:

- Image Placeholder:** A blue square placeholder for a profile picture.
- Password:** A text input field with a password strength indicator. Below it, a note reads: "Use a minimum of 8 characters, including at least three of the following categories: upper case letters, lower case letters, numbers, and special characters."
- Company Name:** A text input field.
- Address line 1:** A text input field.
- Address line 2:** A text input field.
- City:** A text input field.
- State/Province/Region:** A text input field.
- Company Phone Number:** A text input field with a dropdown menu showing "+86" and a checkmark.
- Marketing Opt-in:** A checkbox with the text: "I would like to receive marketing communications by emails from Hik-ProConnect about services and activities. I understand that at any time I can unsubscribe."
- Start Button:** A blue rounded rectangular button with the text "Start".

Figure 16-23 Registration on Mobile Client

Chapter 17 Updates in V1.6.1

V1.6.1 includes the following updates:

- **Batch Configuration on LAN**
- **Remote Batch Configuration**
- **Batch Arm/Disarm AX Pro**
- **Device Compatibility**
- **Network Switch**
- **Alarm Receiving Center Service**
- **Mobile Client Home Page**
- **Others**



This chapter simplifies "AX Pro security control panel" as "AX Pro device".

Batch Configuration on LAN

Supports batch configuring online devices on the same Local Area Network (LAN) with Hik-ProConnect to improve the efficiency for configuring and adding multiple devices. The flow chart is shown below.

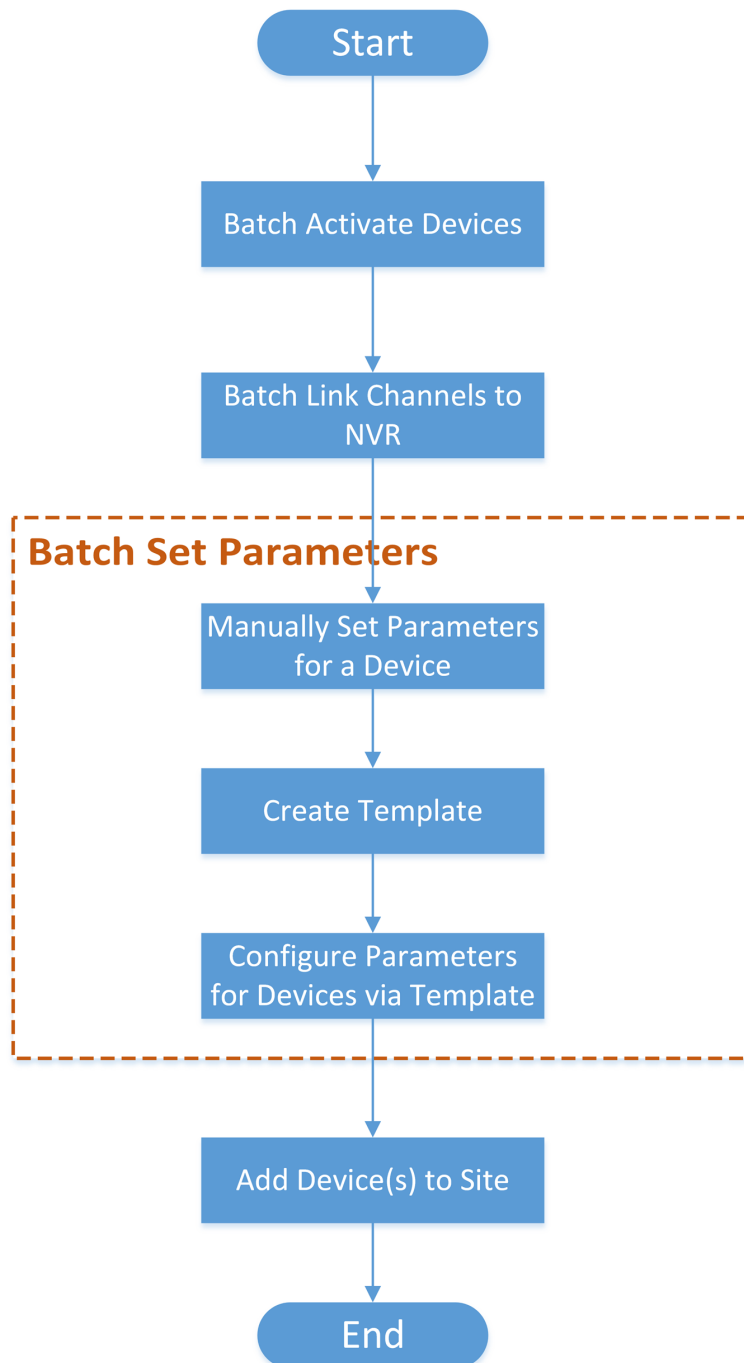


Figure 17-1 Flow Chart

1. Supports batch activating online devices on the same Local Area Network (LAN) with Hik-ProConnect and batch assigning IP addresses for them.

What's New in Hik-Partner Pro

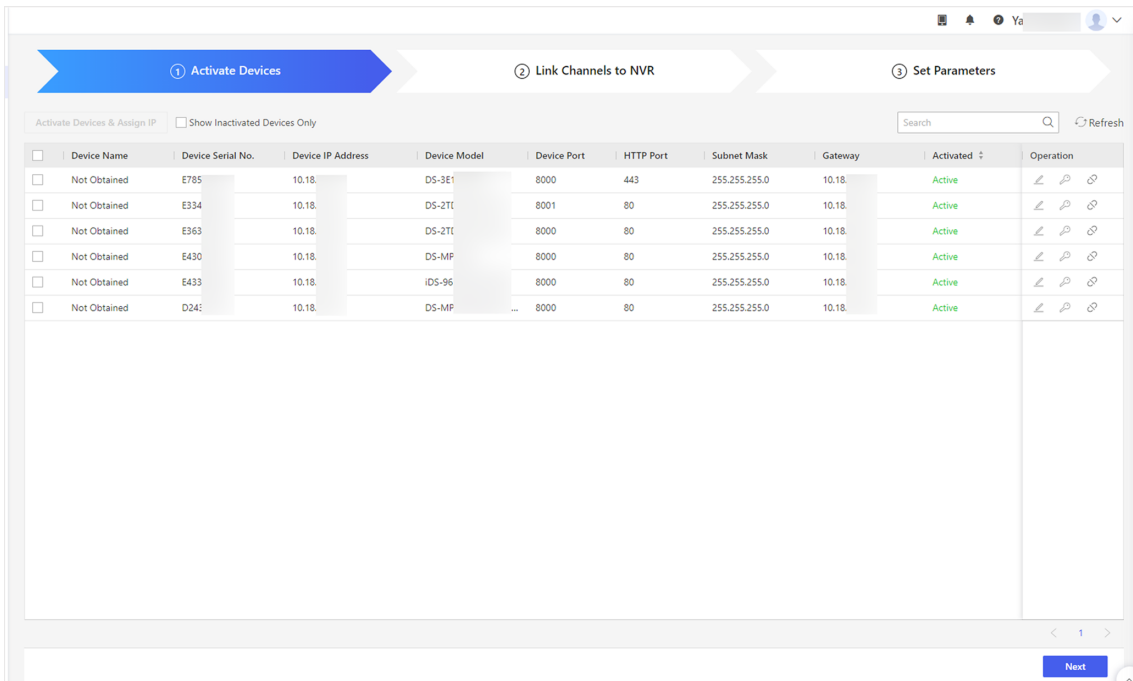


Figure 17-2 Batch Activate Online Devices

2. Supports automatically synchronizing computer (or mobile terminal) time to devices after batch activating devices.
3. Supports batch linking channels to a NVR if the activated devices contain this type of devices.

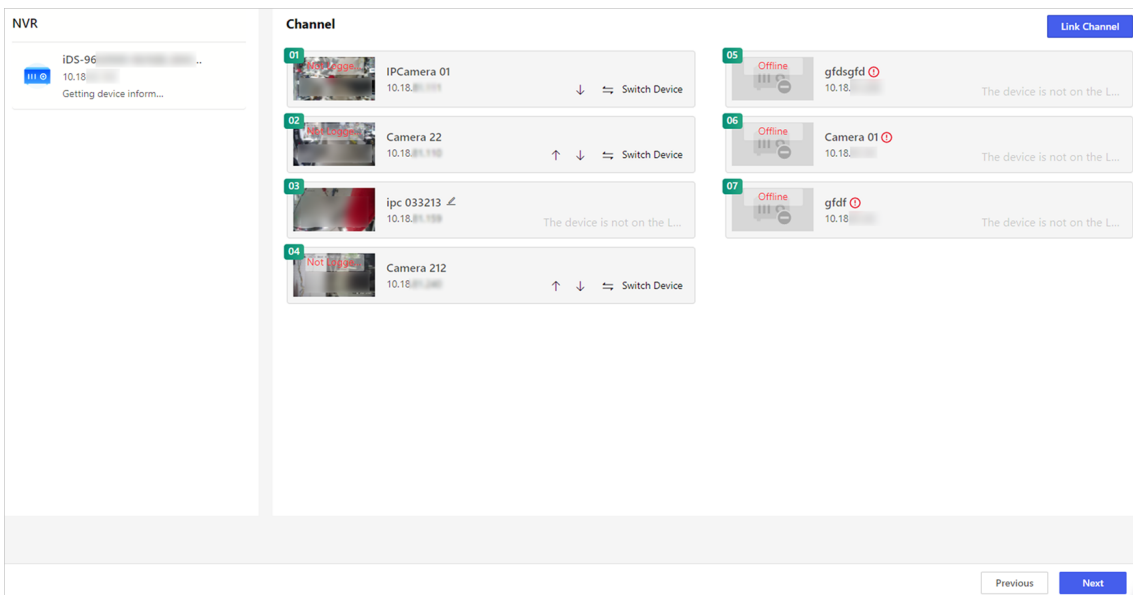


Figure 17-3 Batch Link Channels to NVR

What's New in Hik-Partner Pro

- Supports manually setting a device and saving the configurations as a template, and then batch configuring other devices based on the template; Manually synchronizing PC (or mobile terminal) time to devices is also supported when setting device parameters.

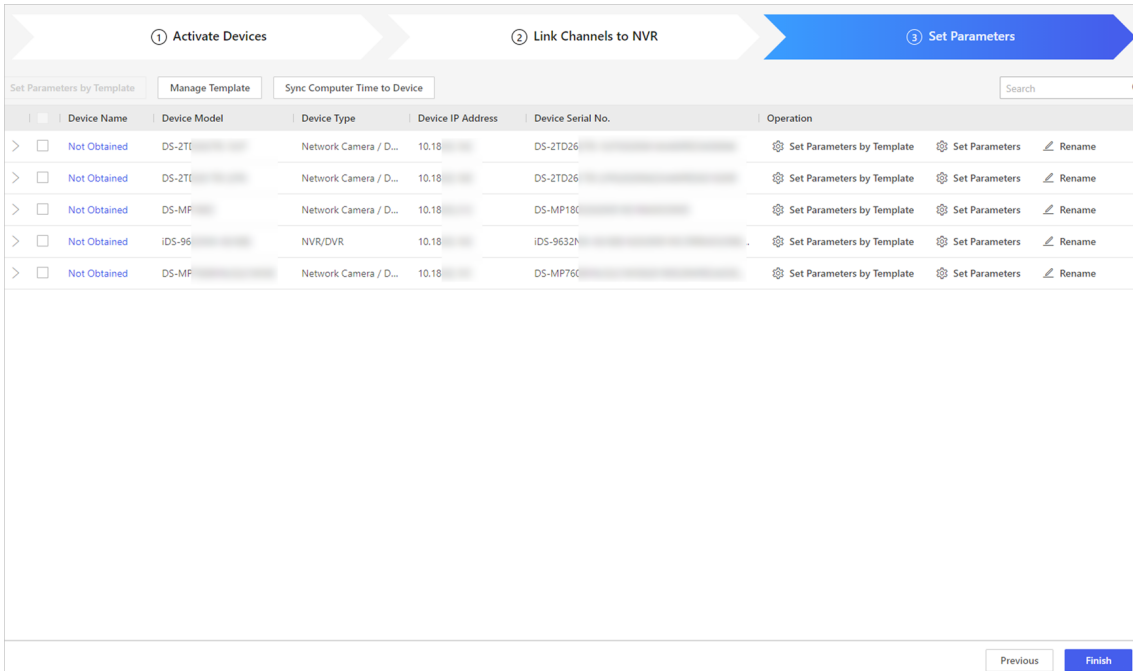


Figure 17-4 Batch Set Parameters

- Supports showing a prompt to guide the user to add devices to a Site when the user finishes batch configuring them.

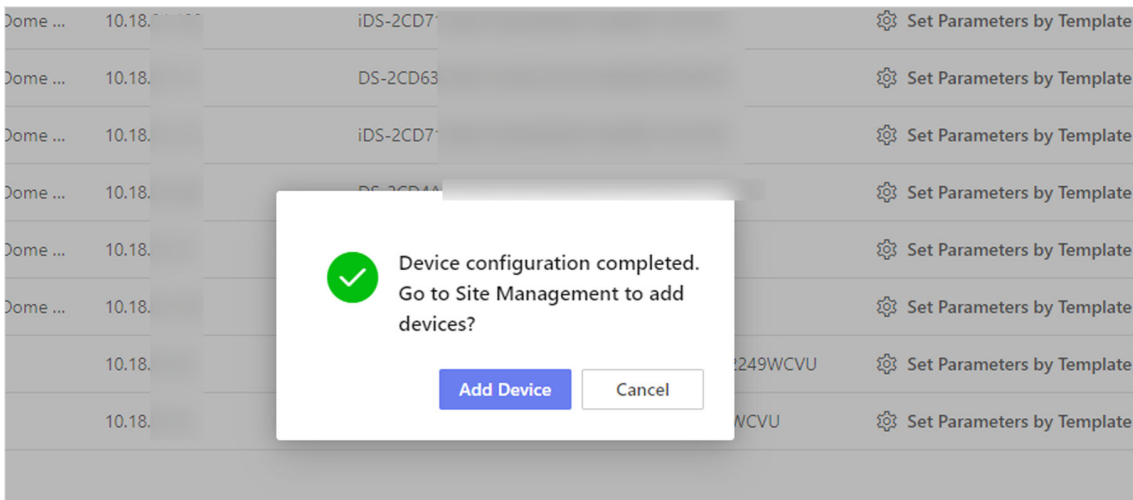


Figure 17-5 The Prompt

Remote Batch Configuration

Supports batch configuring AX Pro security control panels (V1.1.0 and later versions) remotely.

Note

- This function is only supported in certain countries and regions.
- This function is currently unavailable on the Mobile Client.
- The Installer needs to acquire the device configuration permission.

1. The Installer Admin can view the AX Pro devices added to all Sites.
An Installer can view the AX Pro devices added to the Sites assigned to her/him.

Note

The offline AX Pro devices will also be displayed but not configurable.

| Device Na... | Device Type | Online Status | Site Name | Address | Site Owner | Operation |
|--------------|-------------|---------------|----------------------------|---------|------------|---|
| AX PRO 14... | DS-... | Online | kychu_ax2_L | -- | ... | Set Parameters by Template Set Parameters |
| AX PRO 14... | DS-... | Online | kychu_ax2_L | -- | ... | Set Parameters by Template Set Parameters |
| AX PRO 14... | DS-... | Online | kychu_ax2_L | -- | ... | Set Parameters by Template Set Parameters |
| AX PRO 14... | DS-... | Online | kychu_ax2_L | -- | ... | Set Parameters by Template Set Parameters |
| AX PRO 14... | DS-... | Online | AX Pro 161 B1 | ... | ... | Set Parameters by Template Set Parameters |
| AX PRO 14... | DS-... | Online | AX Pro 161 B1 | ... | ... | Set Parameters by Template Set Parameters |
| AX PRO 14... | DS-... | Online | AX Pro 161 B1 | ... | ... | Set Parameters by Template Set Parameters |
| AX PRO 14... | DS-... | Online | AX Pro 161 B1 | ... | ... | Set Parameters by Template Set Parameters |
| AX PRO 14... | DS-... | Online | New Site_20210310 | -- | ... | Set Parameters by Template Set Parameters |
| AX PRO 14... | DS-... | Online | AX2 tl | -- | ... | Set Parameters by Template Set Parameters |
| AX PRO 14... | DS-... | Online | kychu_ax2_L | -- | ... | Set Parameters by Template Set Parameters |
| AX PRO 14... | DS-... | Online | Ax2 wjm1111111111111111... | -- | ... | Set Parameters by Template Set Parameters |
| AX PRO 14... | DS-... | Online | AX Pro 161 B1 | ... | ... | Set Parameters by Template Set Parameters |
| AX PRO 14... | DS-... | Online | AX Pro 161 B1 | ... | ... | Set Parameters by Template Set Parameters |
| AX PRO 14... | DS-... | Online | AX Pro 161 B1 | ... | ... | Set Parameters by Template Set Parameters |
| AX PRO 14... | DS-... | Online | AX Pro 161 B1 | ... | ... | Set Parameters by Template Set Parameters |
| AX PRO 14... | DS-... | Online | AX Pro 161 B1 | ... | ... | Set Parameters by Template Set Parameters |
| AX PRO 14... | DS-... | Online | AX Pro 161 B1 | ... | ... | Set Parameters by Template Set Parameters |

Figure 17-6 Showing All AX Pro

2. Supports creating templates for batch configuring other AX Pro devices.

Note

Up to 5 templates can be added.

Five types of template contents are available, including:

- **Alarm Receiving Center:** Set parameters related to data communication between alarm receiving center and alarm devices, such as transmission mode, polling rate, and periodic test.

What's New in Hik-Partner Pro

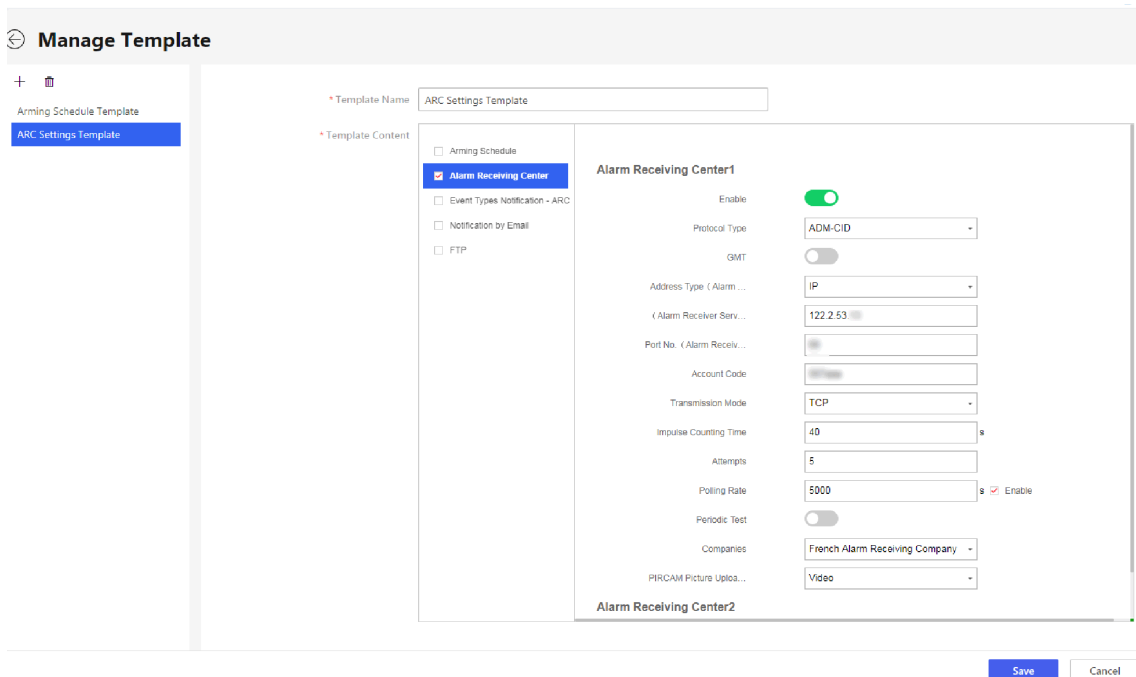


Figure 17-7 Alarm Receiving Center Parameters

- **Event Types Notification - ARC:** Select events that will be sent to alarm receiving center(s).

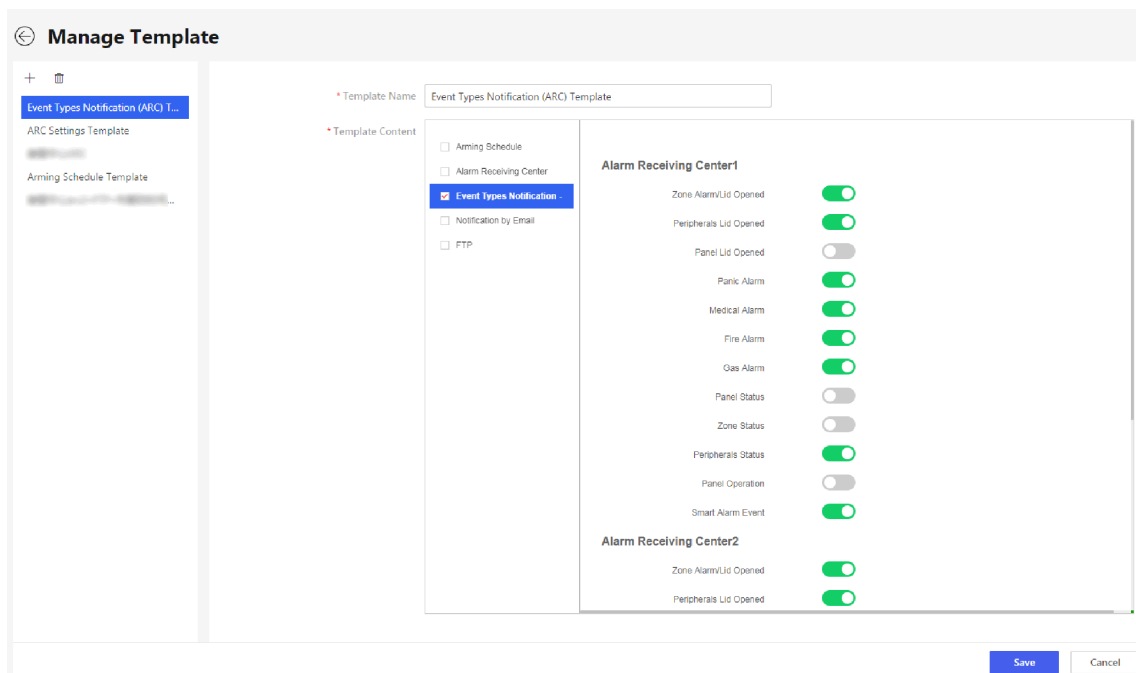


Figure 17-8 Event Types Notification Parameters

- **Notification by Email:** Set parameters related to sending video verification events, which refer to events that can be verified by video footage, to a specified email address. The

What's New in Hik-Partner Pro

information of video verification event sent to the specified email address contains event-related video footage.

Manage Template

Template Name: Notification by Email Template

Template Content:

- Arming Schedule
- Alarm Receiving Center
- Event Types Notification - ARC
- Notification by Email
- FTP

Video Verification Events:

Sender Name: Jack ✓

Sender's Address: @outlook.com ✓

SMTP Server address: []

SMTP Port: [] ✓

Encryption Type: SSL

Server Authentication:

User Name: Jack1992 ✓

Password: [] ✓

Confirm Password: [] ✓

Receiver Name: Liz ✓

Receiver: @outlook.com ✓

Save Cancel

Figure 17-9 Notification by Email Parameters

- **FTP:** Set parameters related to File Transfer Protocol (FTP).

Manage Template

Template Name: FTP + NotificationByEmail Template

Template Content:

- Arming Schedule
- Alarm Receiving Center
- Event Types Notification - ARC
- Notification by Email
- FTP

Preferred FTP

Enable Preferred FTP:

Address Type: IP

FTP Server: 25.212

Port No.: []

Protocol Type: FTP

Enable Anonymity:

User Name: admin ✓

Password: []

Directory Structure: Save in Secondary Directory

Parent Directory: Custom 123123

Secondary Directory: Custom 123123

Alternated FTP

Enable Alternated FTP:

Address Type: Domain Name

Domain Name: []

Save Cancel

Figure 17-10 FTP Parameters

3. Supports editing and deleting templates.
4. Supports batch configuring multiple AX Pro devices by batch applying parameter data saved in a template to these devices. The video below shows the whole process of batch configuration by template. You can also scan the QR code below to view the video about this function on your mobile phone.



Figure 17-11 QR Code

5. Supports showing the process of applying parameters.
6. Supports viewing the results of applying parameters. If failure occurs, you can check cause of failure.

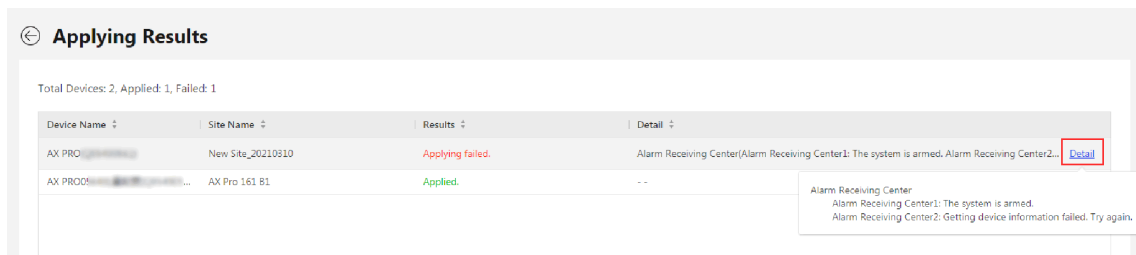


Figure 17-12 Results of Applying

Batch Arm/Disarm AX Pro

Supports batch arming/disarming AX Pro devices. The functionality makes it convenient for batch controlling large number of AX Pro devices in special scenarios.

Note

This function is currently only supported in Spain.

1. Supports adding AX Pro devices of different Sites to different groups for batch arming/disarming.

What's New in Hik-Partner Pro

Note

The Installer needs to acquire permission to manage the Sites where these AX Pro devices are added. In other words, the Installer Admin needs to assign these Sites to the Installer.

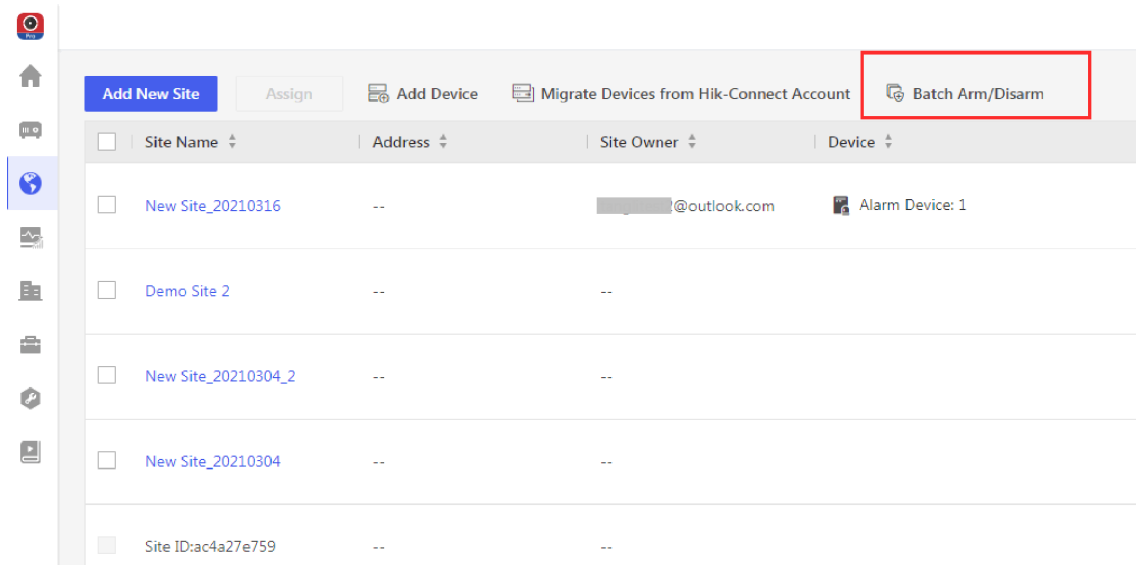


Figure 17-13 Entry for Batch Arming/Disarming

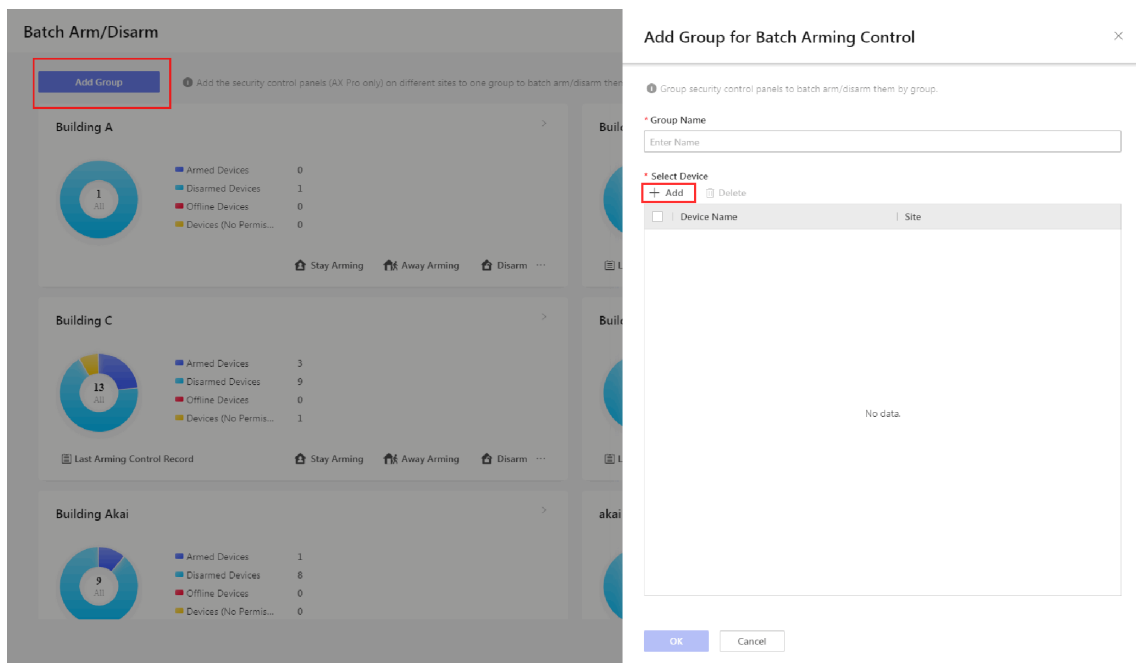


Figure 17-14 Add AX Pro Devices to Group

2. Supports batch arming/disarming AX Pro devices by group.

What's New in Hik-Partner Pro

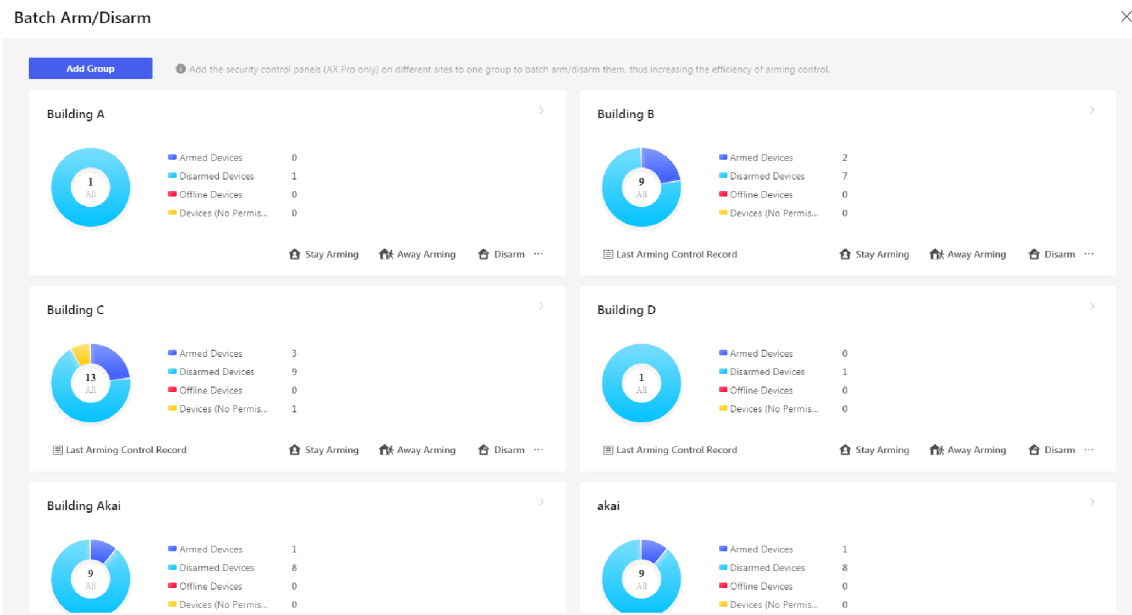


Figure 17-15 Arm/Disarm by Group

3. Supports viewing operation logs (operation succeeded, operation failed, and the failure cause) of batch arming/disarming.

Device Compatibility

1. Supports Single-Input Transmitter, which is used for transforming the connection between detector and AX Pro from wired connection to wireless connection. The supported models include DS-PM1-I1-WE and DS-PM1-I1-WB.
2. Supports external detector.
3. Supports R3 Smoke Detector, R3 Heat Detector, and R3 CO Detector. The supported functions include:
 - Setting Polling Rate
 - Signal Strength Test
 - Remote Test
 - Find Me
4. Supports new models of MinMoe access control devices, including DS-K5671-3XF/ZU and DS-K5604A-3XF/V V3.2.2.

Network Switch

Supports showing network switch's working duration (starting from power-on), which can be used for evaluating stability of network switch.

What's New in Hik-Partner Pro

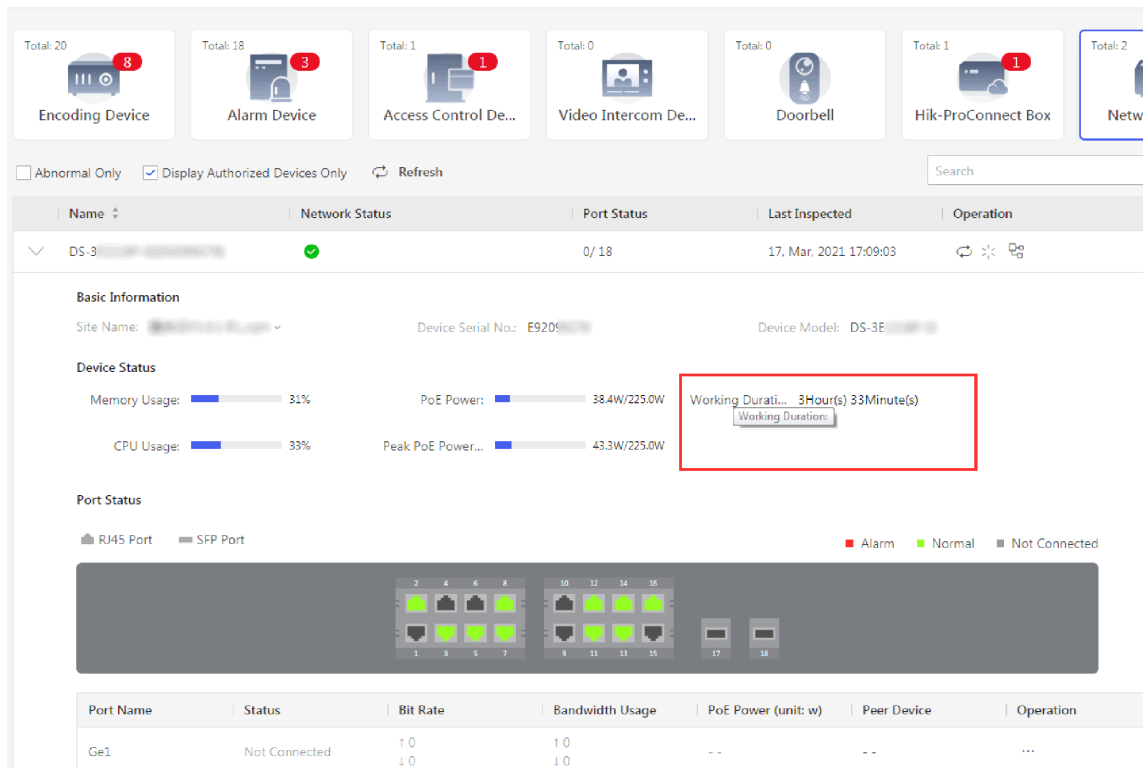


Figure 17-16 Working Duration of Network Switch

Alarm Receiving Center Service

Added authentication mechanism (by logging into installer account of AX Hub or AX Hybrid) before setting ways to connect to Hik IP Receiver Pro, if EN50131 Compliant mode is enabled on AX Hub or AX Hybrid.

Note

Alarm receiving center service is only supported in certain countries and regions.

Mobile Client Home Page

Added the section for showing recently-visited Sites (up to 5 Sites displayed in reverse chronological order) on the Home Page of the Mobile Client.

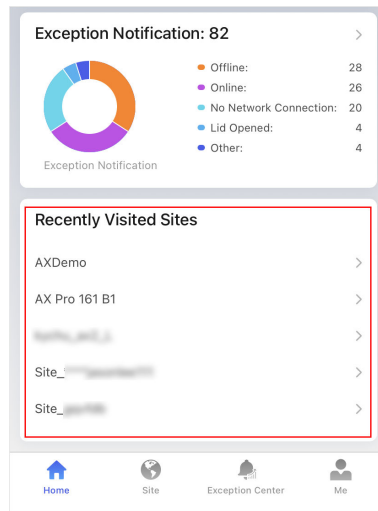


Figure 17-17 Recently-Visited Sites Shown on Mobile Client

Others

1. Added "Distributor" as a user identity in the process of user identity selection after registration and login.
1. Improved loading speed of the remote configuration page of encoding devices.
2. Supports accessing Hik-ProConnect in the Republic of the Sudan.

Chapter 18 Updates in V1.6.0

Updates in Hik-ProConnect V1.6.0 in terms of functionality module are listed below.

Note

Some functions are not available in every country and region.

- *Access and Attendance*
- *Batch Device Configuration*
- *Sending Report Regularly*
- *Device Compatibility*
- *Registration and Login*
- *Service Market*
- *Others*

Access and Attendance

Access & Attendance is newly supported in V1.6.0 basing on the compatibility between Hik-ProConnect and MinMoe access control device. You can activate the service for your customers to offer them a cloud-based access and attendance management solution. It allows them to effectively and efficiently manage their employees' work hours and attendance anytime and anywhere using the Hik-Connect Portal and Hik-Connect Mobile Client, without the inconvenience of deploying and maintaining physical servers.

Note

The Access and Attendance functionality is only supported in some countries and regions currently. You might fail to find the functionality due to its unavailability in your country or region. If you need this functionality, please feel free to contact the local distributor or our branch office.

The follow chart for setting the Access & Attendance system is shown below:

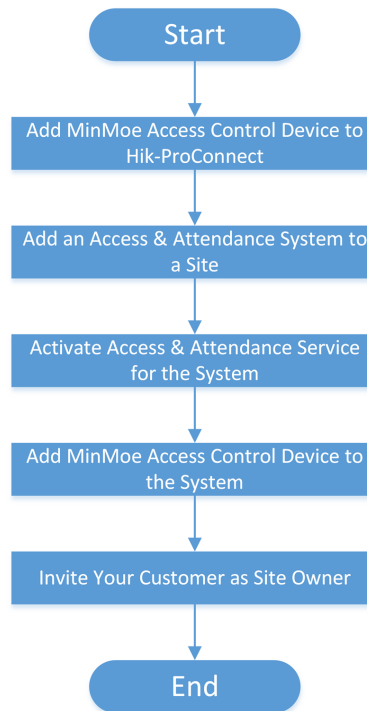


Figure 18-1 Flow Chart

1. Supports free trial of the Access & Attendance service.

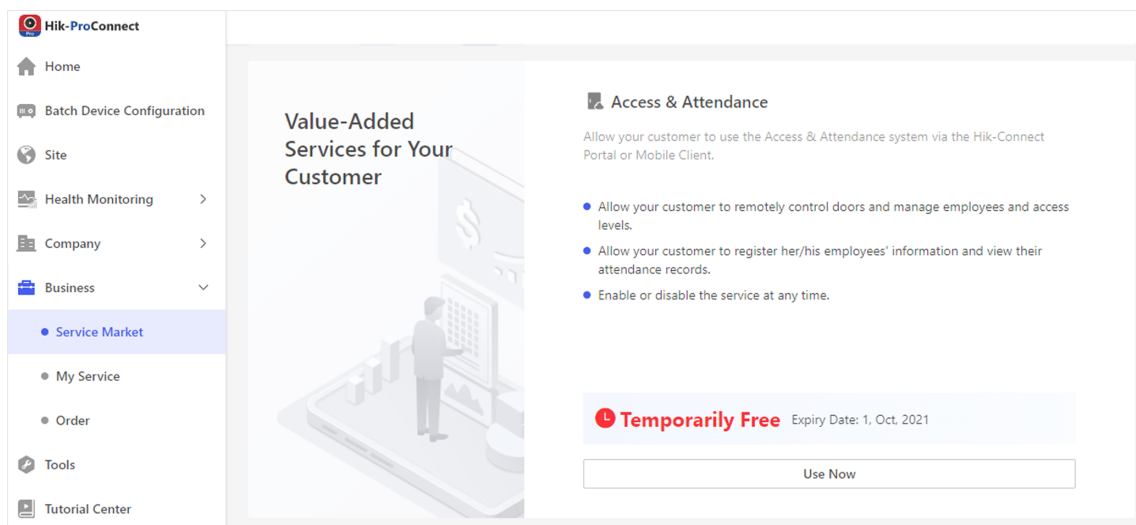


Figure 18-2 Access & Attendance Service

2. Supports adding or editing an Access & Attendance system to a specific Site.

Note

You can add only one Access & Attendance system for each Site Owner.

What's New in Hik-Partner Pro

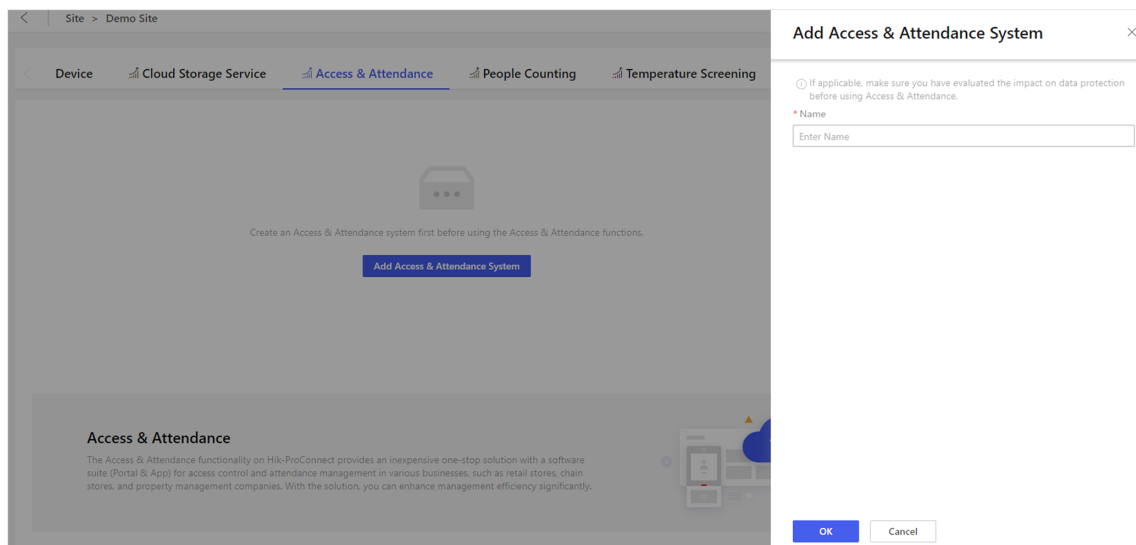


Figure 18-3 Add Access & Attendance System

3. Support activating Access & Attendance service for the Access & Attendance system.

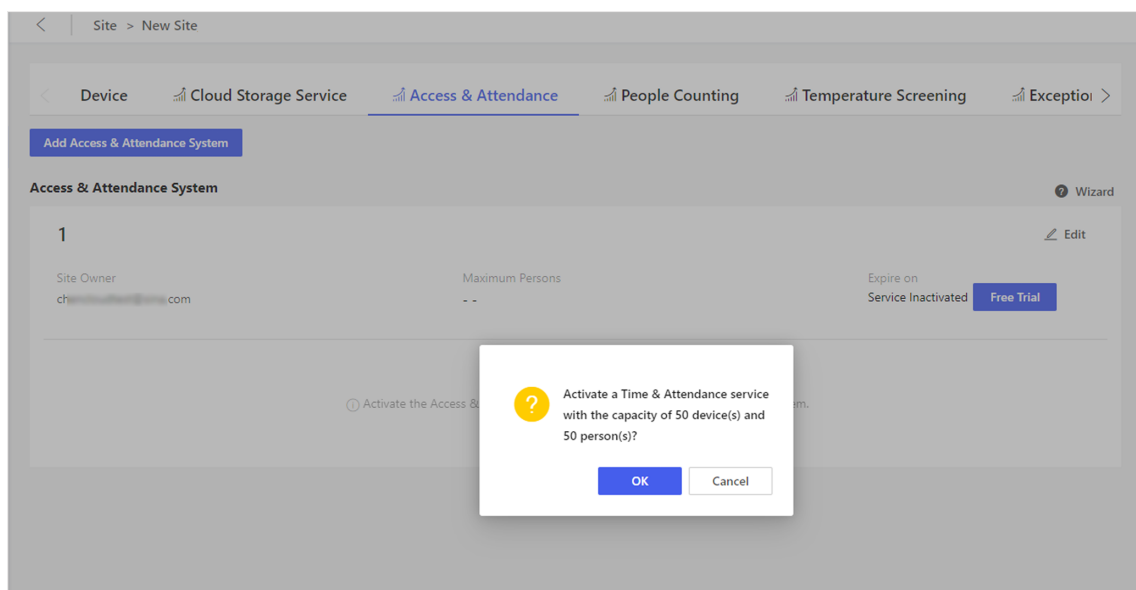


Figure 18-4 Activate Access & Attendance Service

4. Supports adding MinMoe access control devices to the Access & Attendance system.
5. Supports applying for enabling the Access & Attendance system from your customer when handing over the Site configured with the Access & Attendance system to her/him. Once your customer approves the application, he/she will be able to access the system via Hik-Connect.
6. Supports third-party time and attendance system (hereafter simplified as "third-party system").
 - Supports connecting a third-party system to Hik-ProConnect.

 **Note**

If you need to connect a third-party system to Hik-ProConnect, please contact the local Hikvision branch.

- Supports adding MinMoe access control devices to the third-party system.
- Supports activating (currently free-trial) the Access & Attendance service for the third-party system.
- Supports applying for enabling the Access & Attendance service for the third-party system from your customer when handing over the Site configured with third-party system to her/him. Once your customer approves the application, he/she will be able to access the third-party system via Hik-Connect.

Batch Device Configuration

Supports batch configuring online devices on the same Local Area Network (LAN) with Hik-ProConnect to improve the efficiency for configuring and adding multiple devices. The flow chart is shown below.

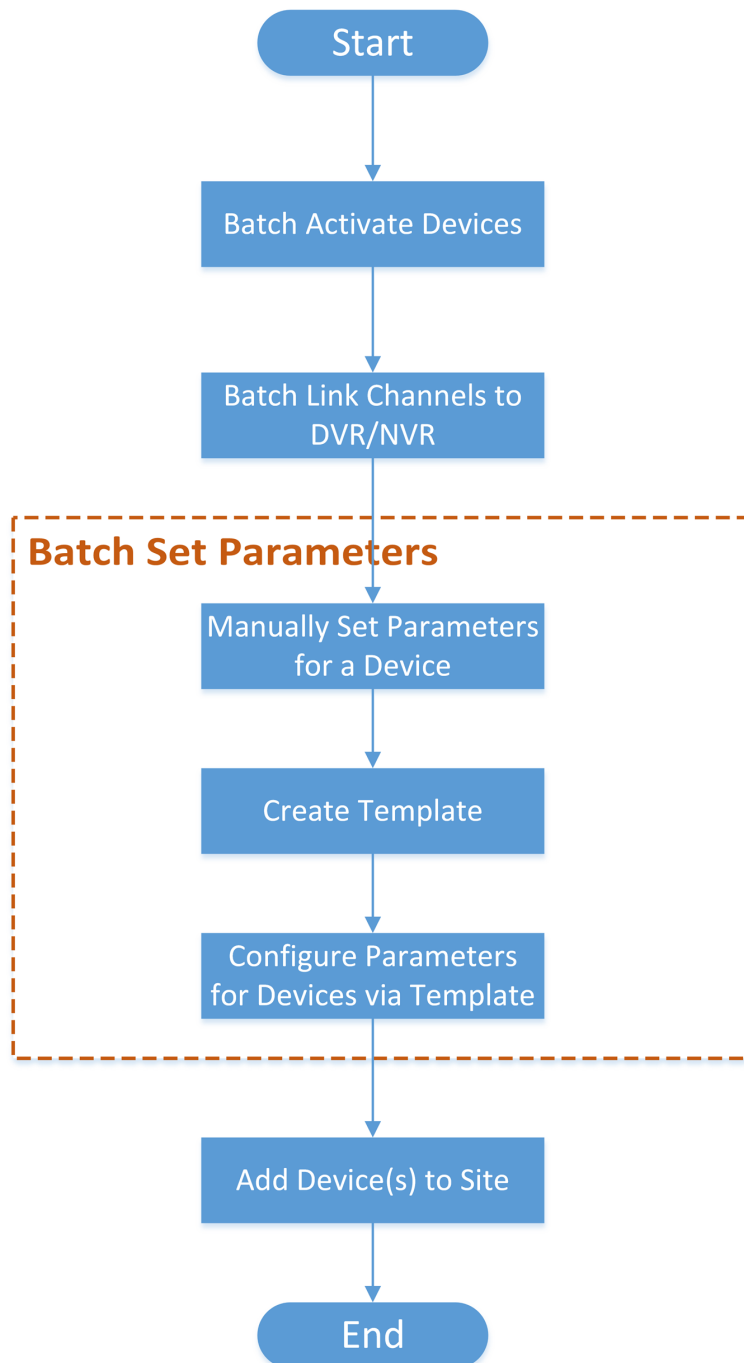


Figure 18-5 Flow Chart

1. Supports batch activating online devices on the same Local Area Network (LAN) with Hik-ProConnect and batch assigning IP addresses for them.

What's New in Hik-Partner Pro

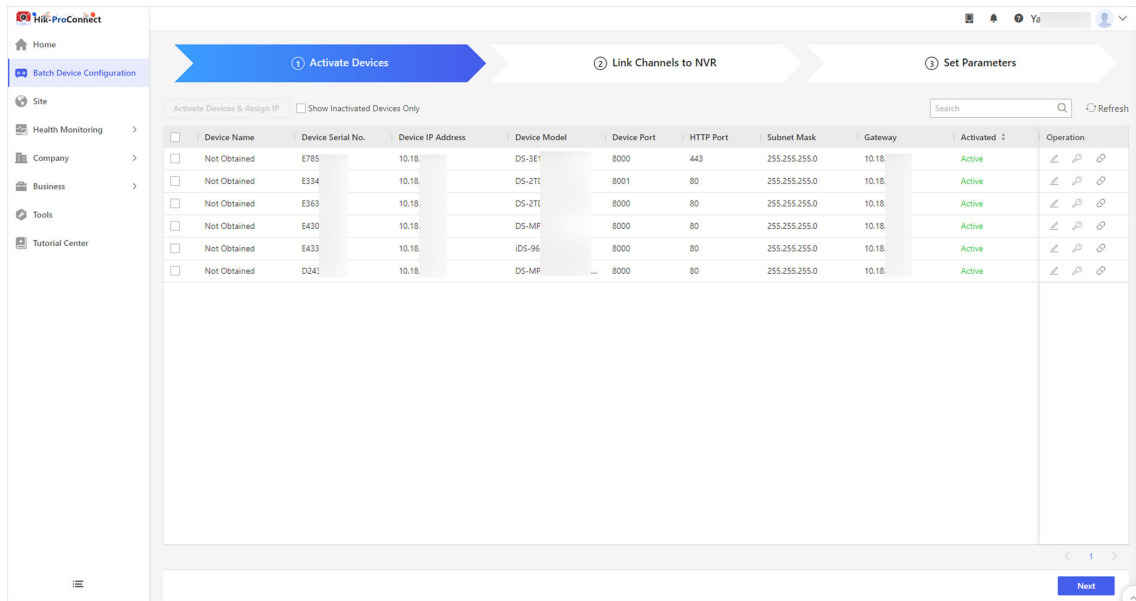


Figure 18-6 Batch Activate Online Devices

2. Supports automatically synchronizing computer (or mobile terminal) time to devices after batch activating devices.
3. Supports batch linking channels to NVR/DVR if the activated devices contain this type of devices.

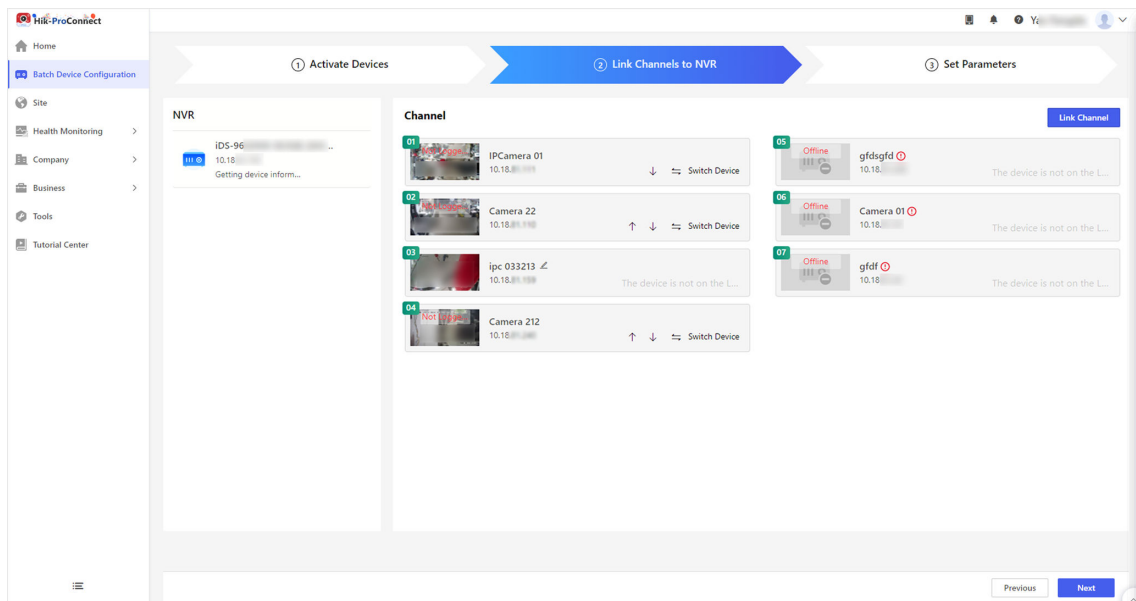


Figure 18-7 Batch Link Channels to NVR/DVR

4. Supports manually setting a device and saving the configurations as a template, and then batch configuring other devices based on the template; Manually synchronizing computer (or mobile terminal) time to devices is also supported when setting device parameters.

What's New in Hik-Partner Pro

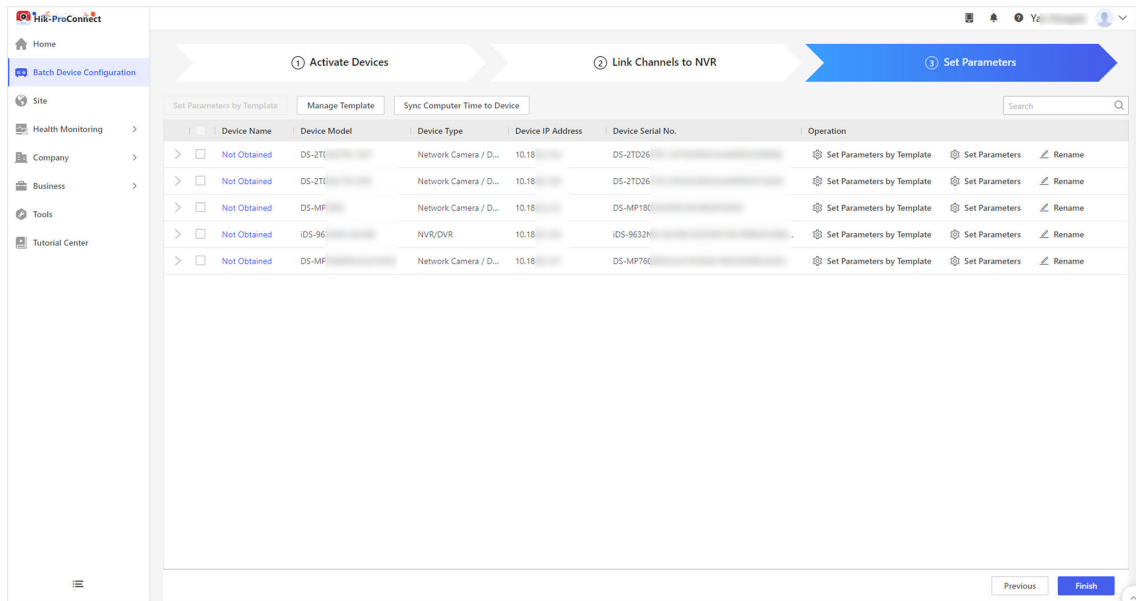


Figure 18-8 Batch Set Parameters

- 5. Supports showing a prompt to guide the user to add devices to a Site when the user finishes batch configuring them.

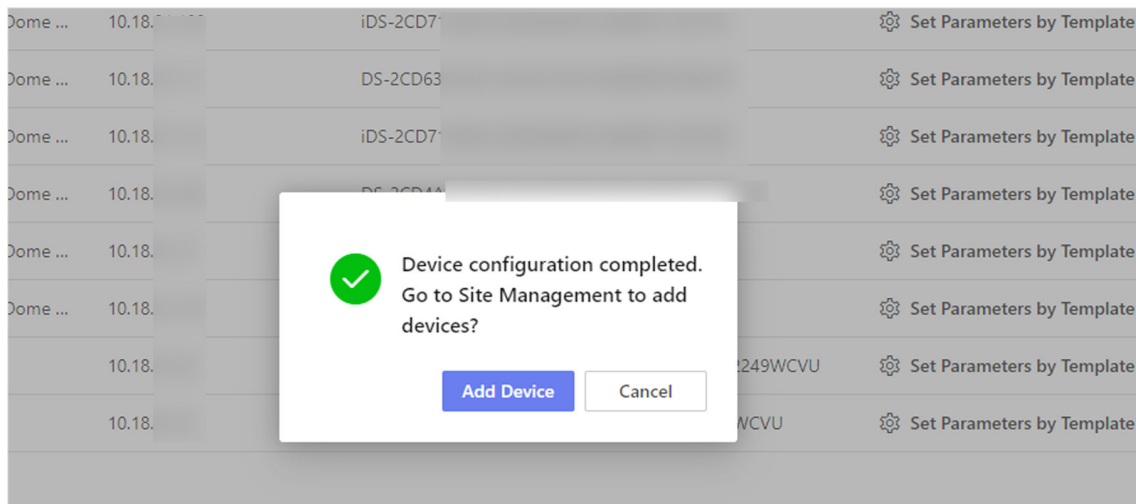


Figure 18-9 The Prompt

Sending Report Regularly

Supports setting rules to define a schedule for sending health check report of specified devices to specified recipient(s) regularly.

Note

- The prerequisite for using this function is that you have added devices to the Health Monitoring package.
- Currently only AX Pro security control panel supports this function.

1. Supports setting rules for device(s) on a specific Site.

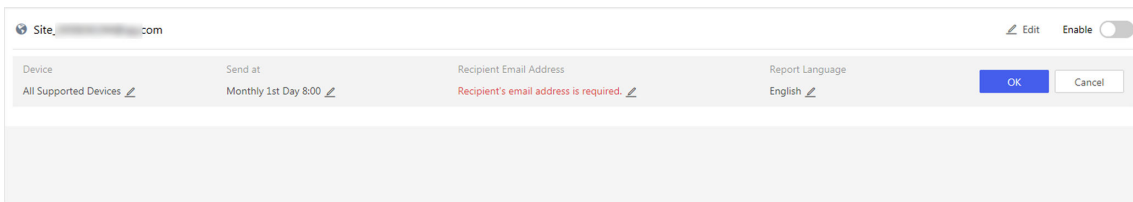


Figure 18-10 Setting Rules for Device(s) on One Site

2. Supports batch setting rules for devices on multiple Sites.

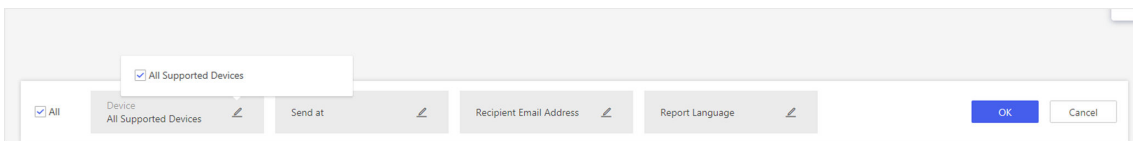


Figure 18-11 Setting Rules for Devices on Multiple Sites

3. Supports setting frequency for sending report flexibly.

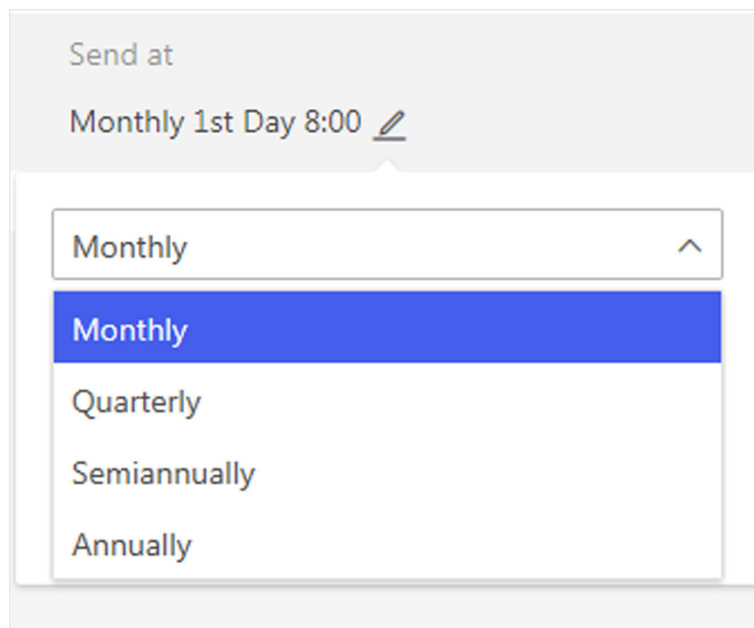


Figure 18-12 Setting Frequency Flexibly

4. Supports setting language report to English or Spanish.

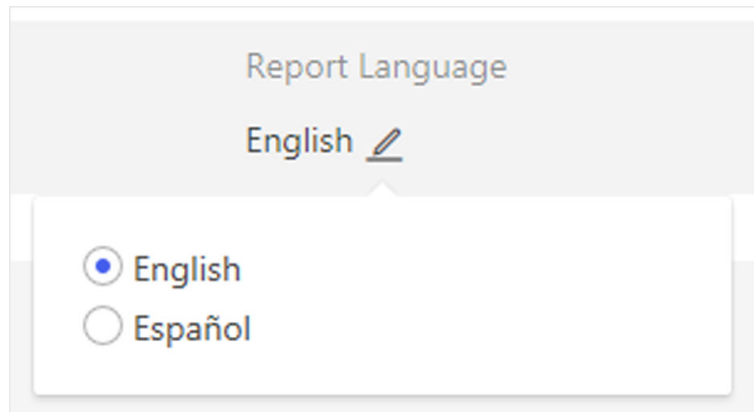


Figure 18-13 Setting Report Language

Device Compatibility

1. Supports adding MinMoe access control devices (hereafter simplified as "MinMoe device") to Sites.
 - Supports setting a MinMoe device as the Source or a Linked Resource in a Linkage Rule. If you set the MinMoe device as the Source, you can set Door Opened Abnormally and Tampering Alarm as the Triggering Event; If you set it as a Linked Resource, you can set Open Door, Remain Open, or Remain Closed as its Linkage Action.
 - Supports viewing MinMoe device's health status in **Health Monitoring** → **Health Status** .
 - Supports setting exception rule for MinMoe device.
 - Supports remote configuration for MinMoe device.
 - Supports MinMoe device models with temperature screening capability.

 **Note**

For details about the supported models, refer to *Hik-ProConnect Compatibility List*.

2. Supports adding panic alarm devices to Sites.

| Supported Models |
|-------------------------|
| - DS-PEA1-N1 |
| - DS-PEA1-21 |
| - DS-PEA2-21 |
| - DS-PEA3M-21 |
| - DS-PEA3M-21H |
| - DS-PEA22-F(B)/Neutral |
| - DS-PEA22-F(B) |
| - DS-PEA22-B(B) |
| - DS-PEA22-P(B) |

What's New in Hik-Partner Pro

- Supports remote configuration for the panic alarm device.
- Supports batch configuring panic alarm devices.
- Supports setting a panic alarm device as the Source or Linked Resource in a Linkage Rule. If you set it as the Source, you can set Panic Alarm as the Triggering Event; If you set it as a Linked Resource, you can set Enable/Disable Sounder, Enable/Disable Strobe Light, and Alarm Output as its Linkage Action.
- Supports viewing online status of the panic alarm device in **Health Monitoring** → **Health Status** .

Registration and Login

- Optimized the UI design for the Registration and Login module to shorten the registration process and improve usability.

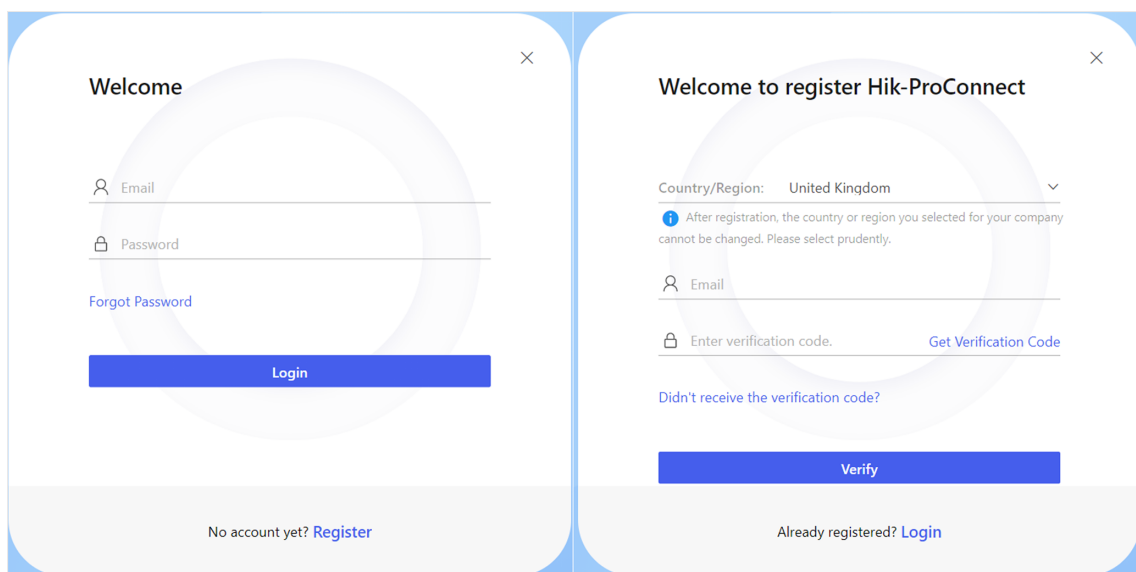


Figure 18-14 Registration and Login

- Added the process for selecting user identify after registration and login so as to guide end users and IT operation personnel to use the Hik-Connect Mobile Client.

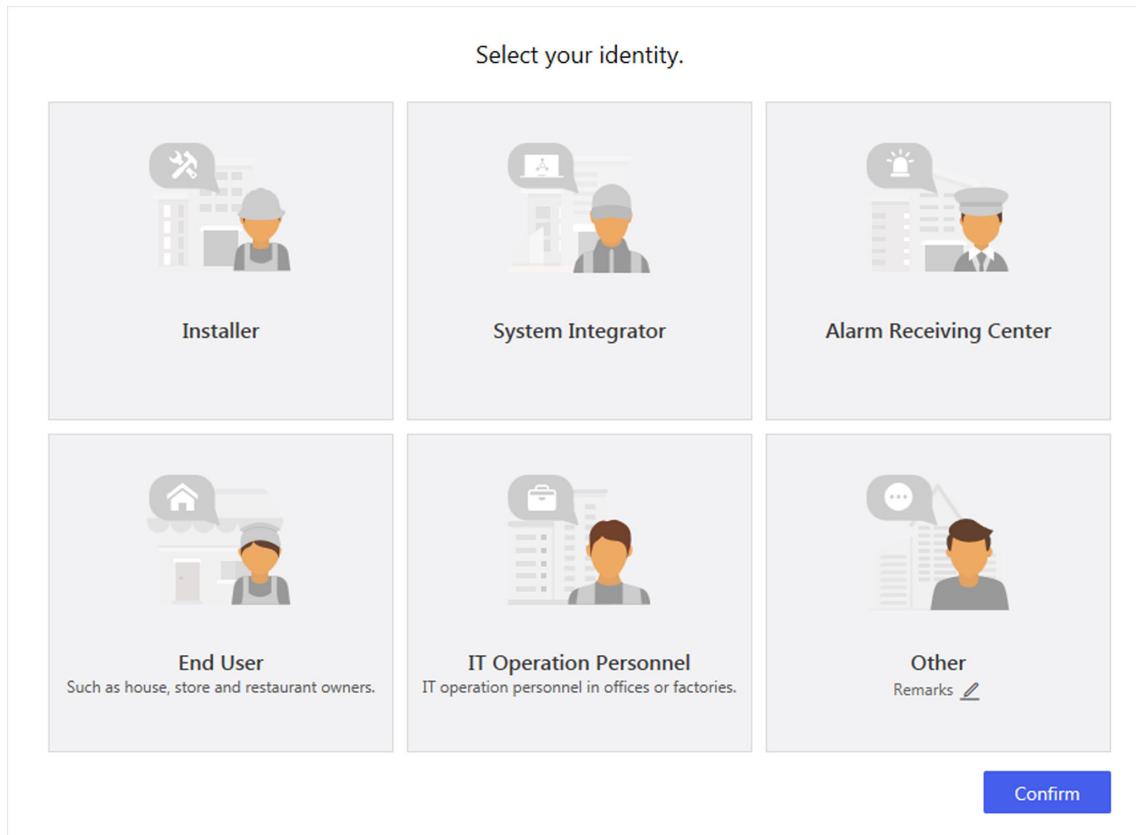


Figure 18-15 Select Identity

- Added the link to the Hikvision official website (the Hik-ProConnect section) for learning more about Hik-ProConnect.

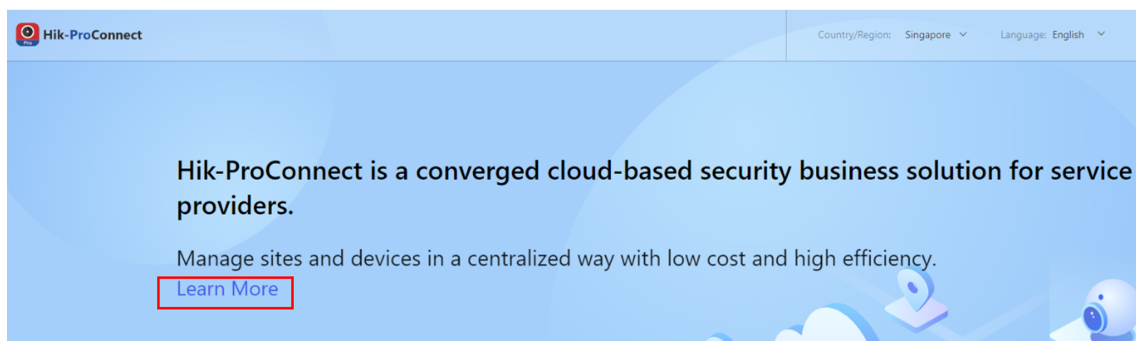


Figure 18-16 Learn More about Hik-ProConnect

Service Market

Optimized the UI design for the Service Market.

1. Categorizes services into Device Management, Value-Added Devices for Your Customer, Anti-Pandemic Services, and Company Management.

What's New in Hik-Partner Pro

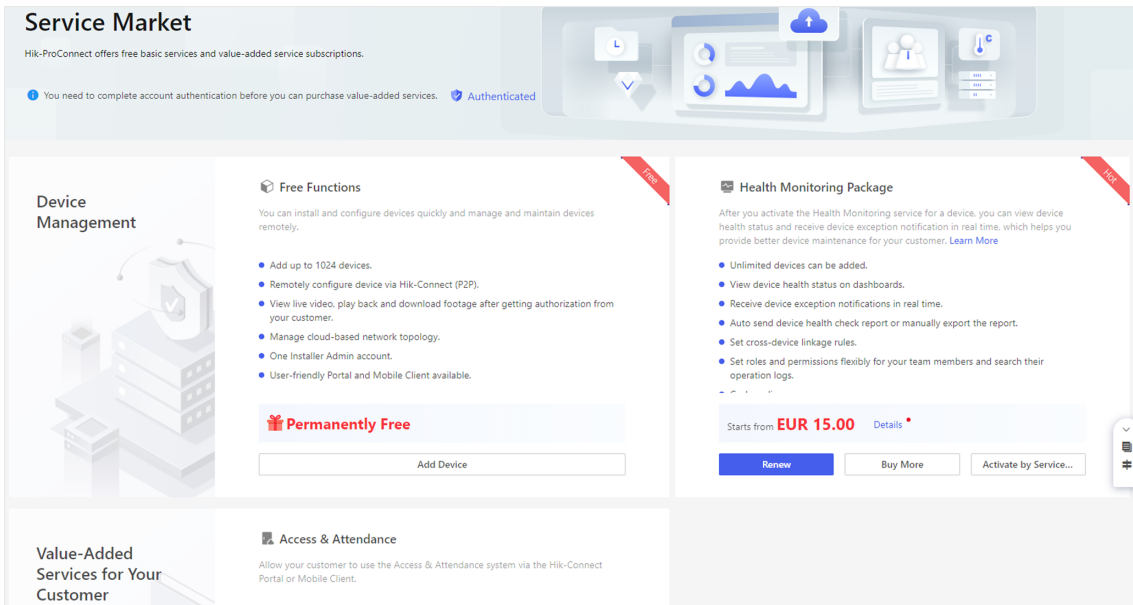


Figure 18-17 Service Market

2. Shows values of each service.
3. Supports viewing the price list (make sure your company information has been authenticated. You can go to the Company Information module on the Portal to authenticate).

| Free Package | |
|-----------------|-------|
| Device Capacity | Price |
| 1-1024* | Free |

Free Functions (Permanently Free)

- ✓ Add up to 1024 devices.
- ✓ Remotely configure device via Hik-Connect (P2P).
- ✓ View live video, play back and download footage after getting authorization from your customer.
- ✓ Manage network topology via Hikvision network switch.
- ✓ One Installer Admin account.
- ✓ User-friendly Portal and Mobile Client.
- ✓ You can activate the Health Monitoring service which lasts three months for each device for free.

| Health Monitoring Package | | |
|--|-------------------|-------------|
| Compatible Device Types | Number of Devices | Annual Cost |
| DVR / NVR / Security Control Device / Video Intercom Device (Connected to Cloud) | 1 | EUR 15 |
| | 20 | EUR 555 |
| | 100 | EUR 2555 |
| Network Camera (Connected to Cloud) | 1 | EUR 15 |
| | 20 | EUR 255 |
| | 100 | EUR 855 |

You can access the following functions for free permanently.

- ✓ Unlimited device capacity.
- ✓ 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.
- ✓ Manage employees' roles and permissions and view employees' operation log.
- ✓ Co-Branding
- ✓ Five Installer accounts: one Installer Admin account and four employee accounts.

Figure 18-18 Price List

4. Shows the privileges you will obtain if you authenticate your company information.

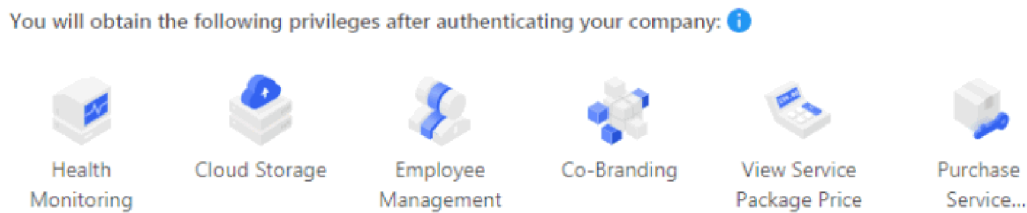


Figure 18-19 Privileges After Authentication

Others

1. (Mobile Client) Added the entry to value-added services in **Me** to redirect to these services on the Portal.



Figure 18-20 Value-Added Services

2. (Mobile Client) Added profile picture and company authentication status in **Me**. If the company information is not authenticated, redirecting to the Portal for authentication is supported.

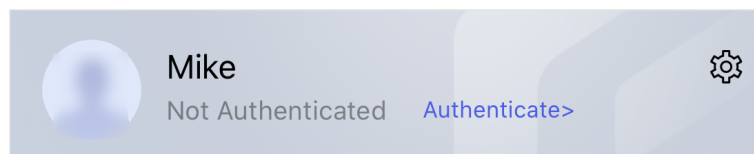


Figure 18-21 Account Information

3. (Mobile Client) Added the entry for scanning QR code on the home page. The user can:
 - Scan the QR code generated on iVMS-4500 Mobile Client and iVMS-4200 Client Software to add device(s).
 - Scan the QR code on back cover or label of the EZVIZ device or Hik-Connect (P2P) device to add the device.
 - Scan the QR code containing Site ID information to apply for Site authorization.
 - Scan other supported QR codes.
4. - (Portal) Added hotline information on the Feedback page.
 - (Mobile Client) Added hotline information in **Me**.

Chapter 19 Updates in V1.5.2

Updates in Hik-ProConnect V1.5.2 in terms of functionality module are listed below.

Note

Some functions are not available in every country and region.

- **Batch Device Configuration**
- **Device Migration**
- **Device Adding**
- **Site Management**
- **Account Management**
- **Device Compatibility**
- **Network Switch**
- **Linkage Rule**
- **Exception**
- **User Feedback**
- **Others**

Batch Device Configuration

Supports batch configuring online devices on the same Local Area Network (LAN) with Hik-ProConnect to improve the efficiency for configuring and adding multiple devices. The flow chart is shown below.

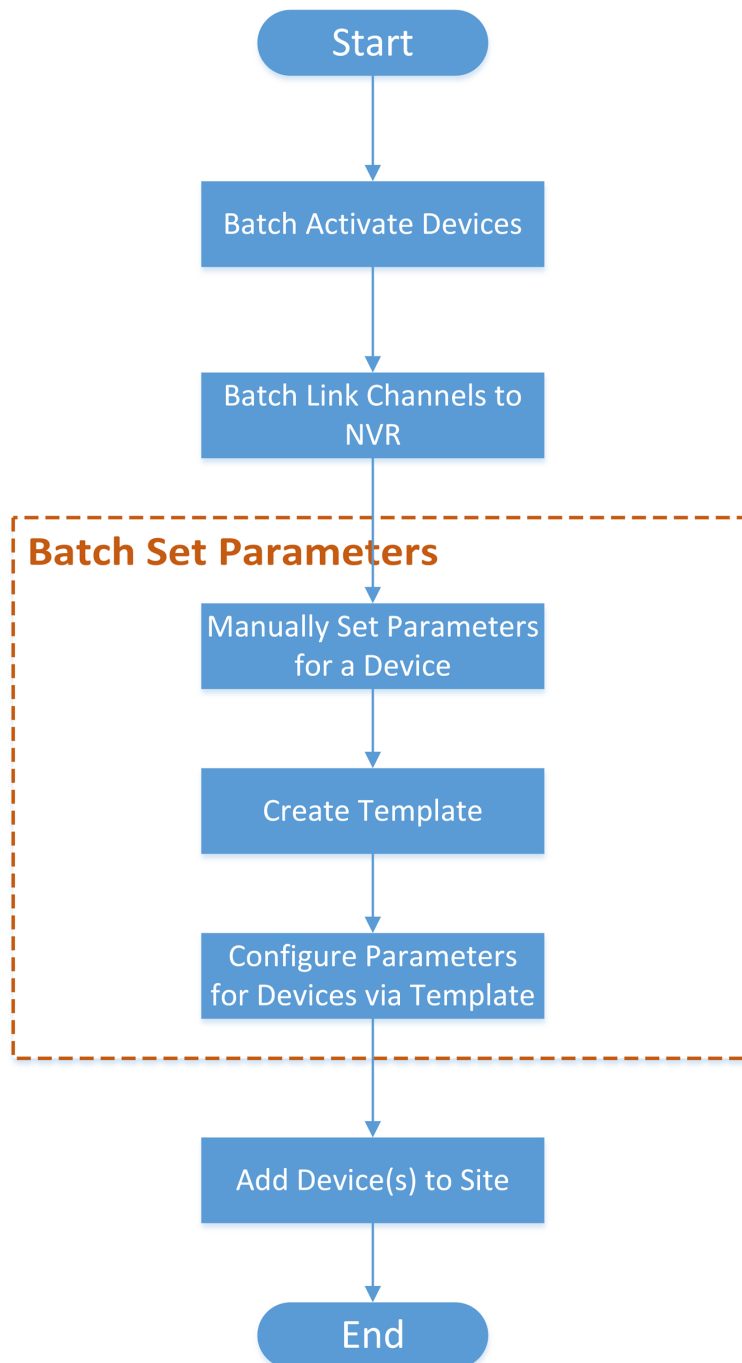


Figure 19-1 Flow Chart

1. Supports batch activating online devices on the same Local Area Network (LAN) with Hik-ProConnect and batch assigning IP addresses for them.

What's New in Hik-Partner Pro

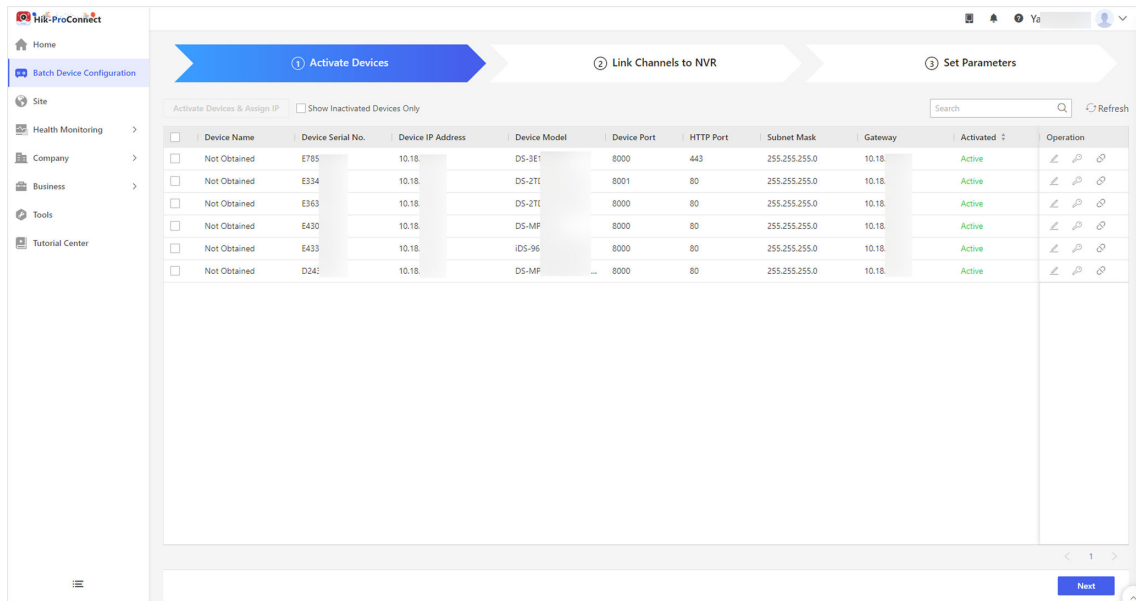


Figure 19-2 Batch Activate Online Device

2. Supports automatically synchronizing computer (or mobile terminal) time to devices after batch activating devices.
3. Supports batch linking channels to NVR if the activated devices contain the this type of devices.

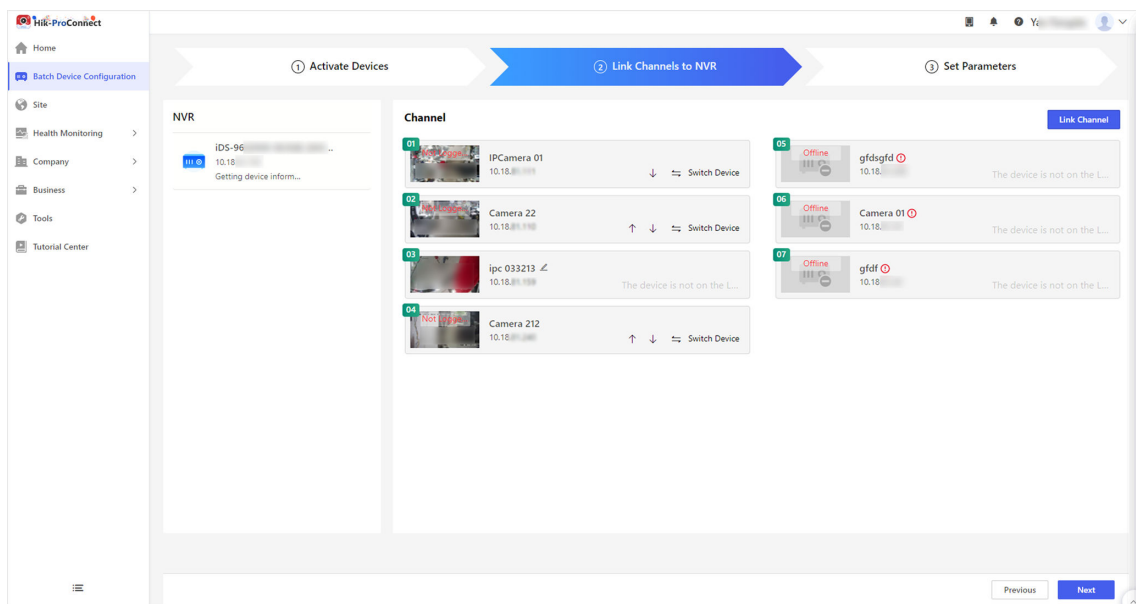


Figure 19-3 Batch Link Channels to NVR

4. Supports manually setting a device and saving the configurations as a template, and then batch configuring other devices based on the template; Manually synchronizing computer (or mobile terminal) time to devices is also supported when setting device parameters.

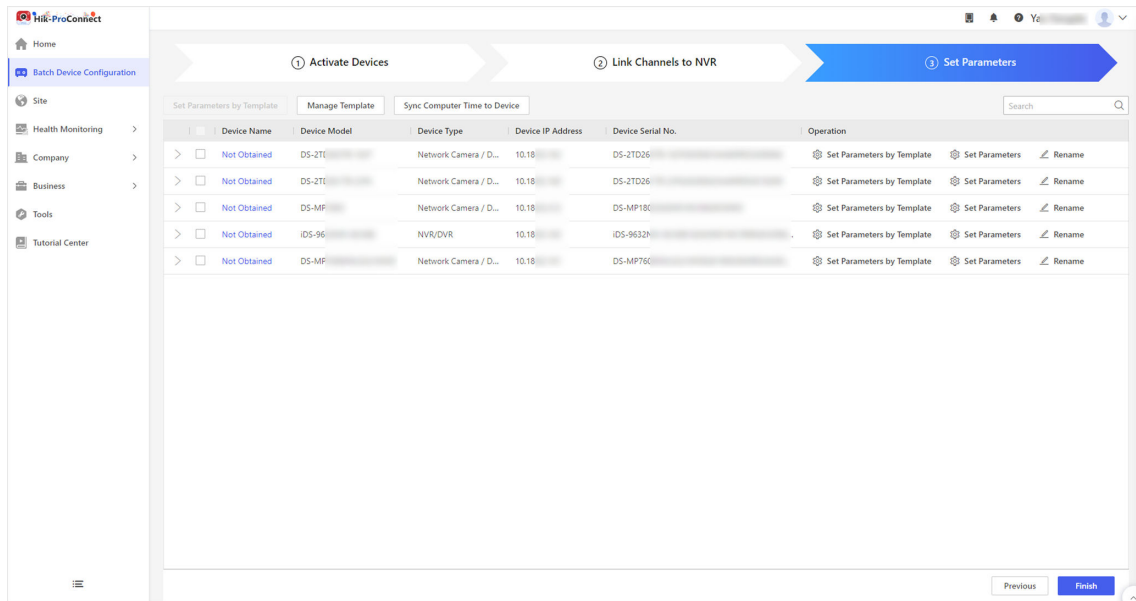


Figure 19-4 Batch Set Parameters

5. Supports showing a prompt to guides the user to add devices to a Site when the user finishes batch configuring them.

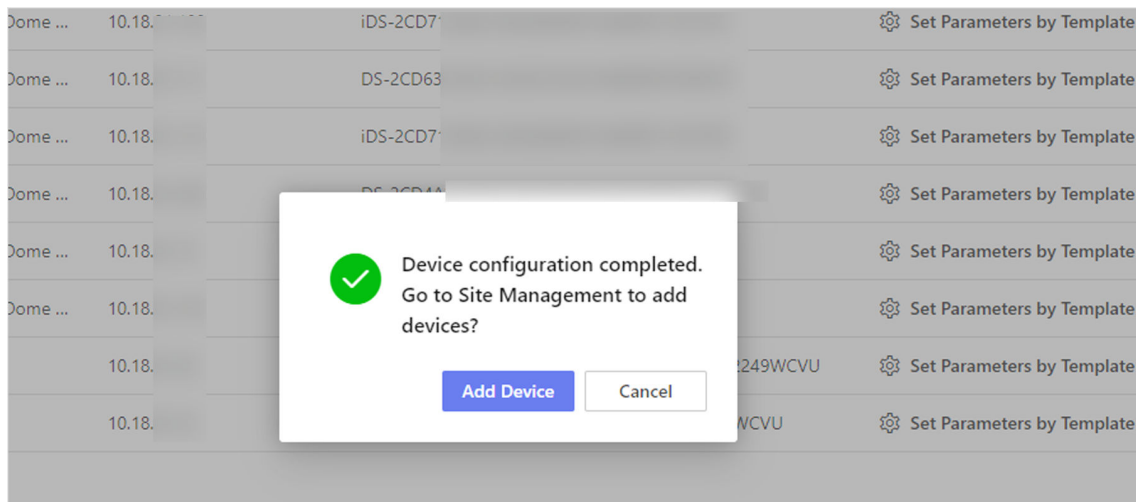


Figure 19-5 The Prompt

Device Migration

(Mobile Client) Supports migrating devices from the Hik-Connect Mobile Client to Hik-ProConnect via the Mobile Client.

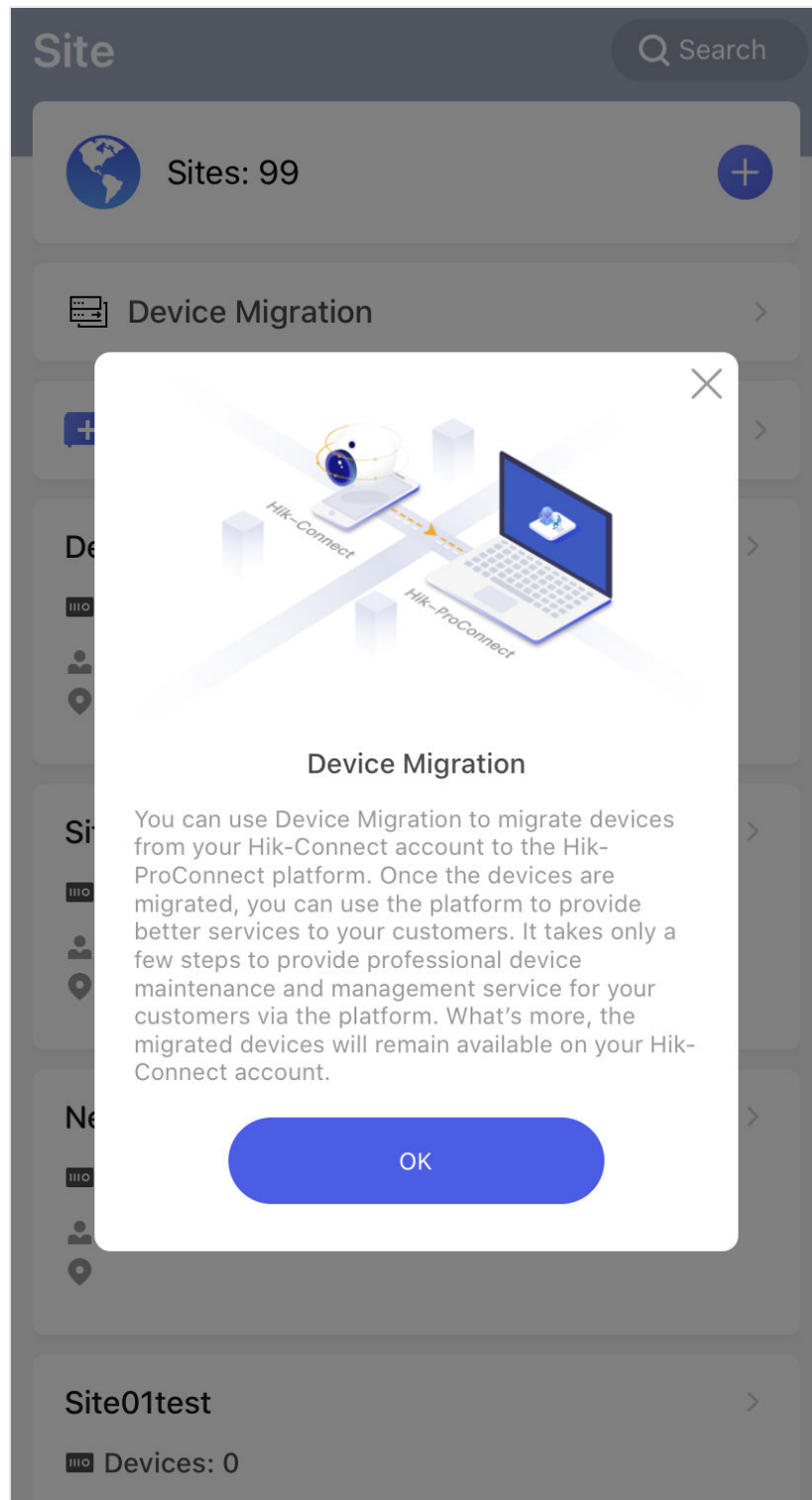


Figure 19-6 Device Migration via the Mobile Client

Device Adding

Supports the following functions in terms of device adding to simplify the device adding process.

1. Added a new entry for adding devices on the Home page.

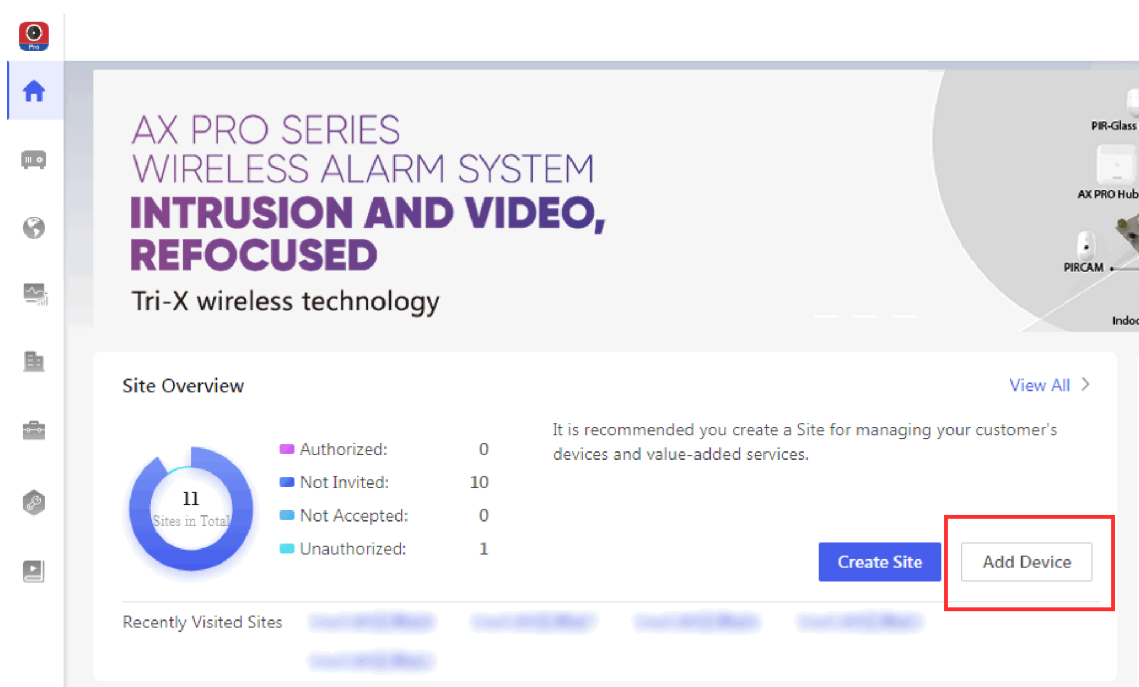


Figure 19-7 New Entry for Adding Device on Home Page

2. Supports adding devices to the platform first and then allocate a devices to a newly-added Site or an existing Site.
 - Supports showing all the available existing Sites for selection.
 - Supports automatically generating a default Site name: New Site_Date_Serial Number (e.g., New Site_20201224_2) when allocating devices to a newly-added Site.
 - Supports automatically entering a default time zone when allocating devices to a newly-added Site.

What's New in Hik-Partner Pro

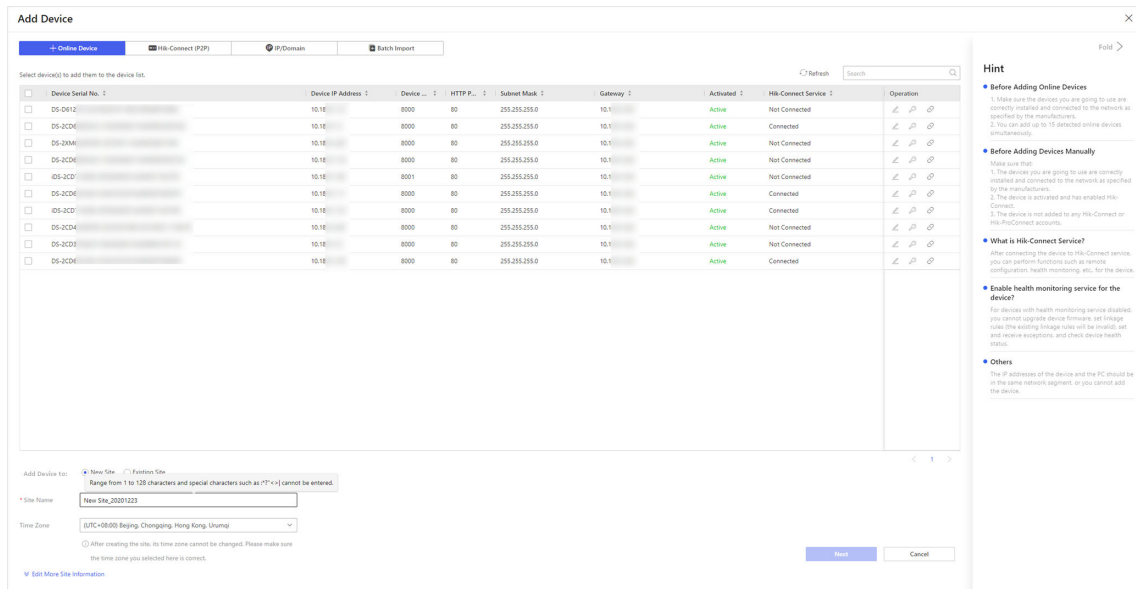


Figure 19-8 Add Devices First and Then Allocate Them to Site

3. Added device verification code settings to the process of adding online devices if the device doesn't not support automatically connecting to the Hik-Connect service.

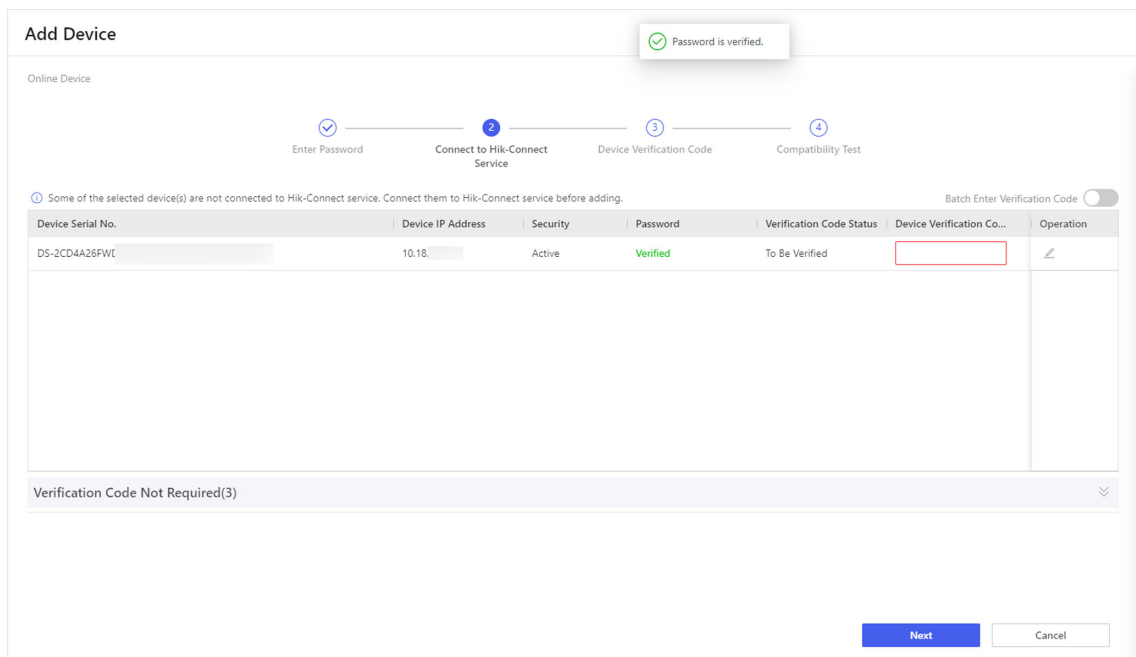


Figure 19-9 Set Device Verification Code

4. Automatically enabling DHCP for a device during activation is no longer supported. Instead, the platform will automatically assign a fixed IP address for an activated device.

Site Management

1. Supports discarding Site authorization.
 - Supports discarding Site authorization directly if all devices on the Site are owned by the Installer's customer.
 - Supports discarding Site authorization by deleting a Site if all devices on the Site are rent from the Installer to her/his customer (in this case, discarding Site authorization directly is not supported).

| Site Manager | Status | Operation |
|--------------|---------------------------|---------------------|
| wang ruby | Authorized and Monitoring | + [icon] ... |
| wang ruby | Authorized and Monitoring | + [icon] ... |
| wang ruby | Authorized and Monitoring | + [icon] ... |
| wang ruby | Not Invited | [person icon] + ... |
| wang ruby | Authorized and Monitoring | + [icon] ... |
| wang ruby | Invited, Not Authorized | [person icon] ... |
| wang ruby | Authorized and Monitoring | + [icon] ... |
| wang ruby | Authorized and Monitoring | + [icon] ... |

Discard Site Authorization

Figure 19-10 Discard Site Authorization

2. Supports displaying the information of email for Site handover in the official language of the country / region where the recipient is located.
3. Optimized the Site Details page.

What's New in Hik-Partner Pro

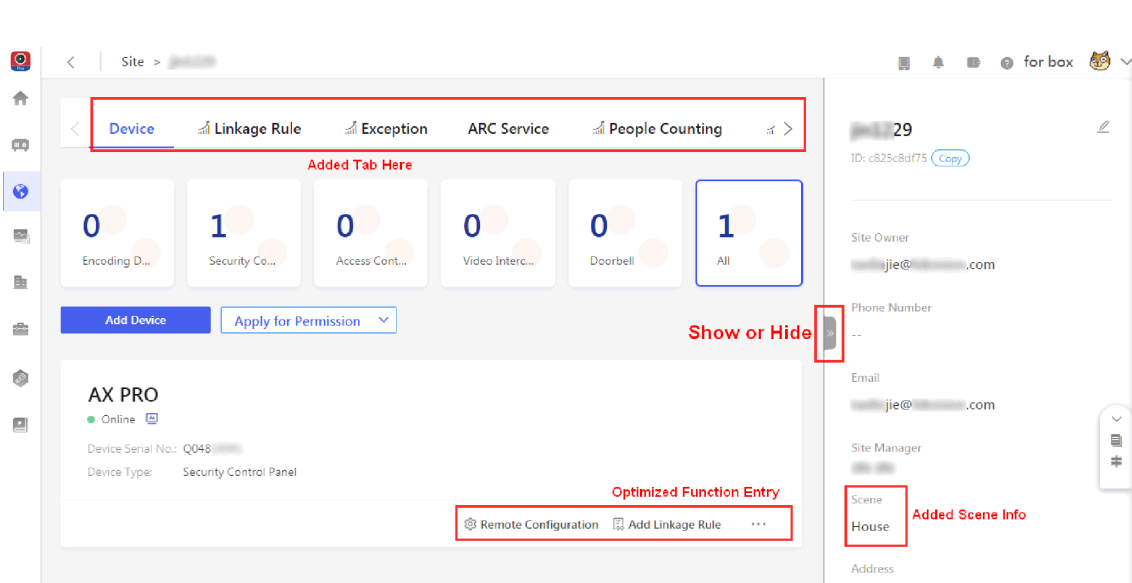


Figure 19-11 The Optimized Site Details Page

4. (Mobile Client) Supports scanning QR code shared by the Hik-Connect user to select an existing Site for allocating devices.

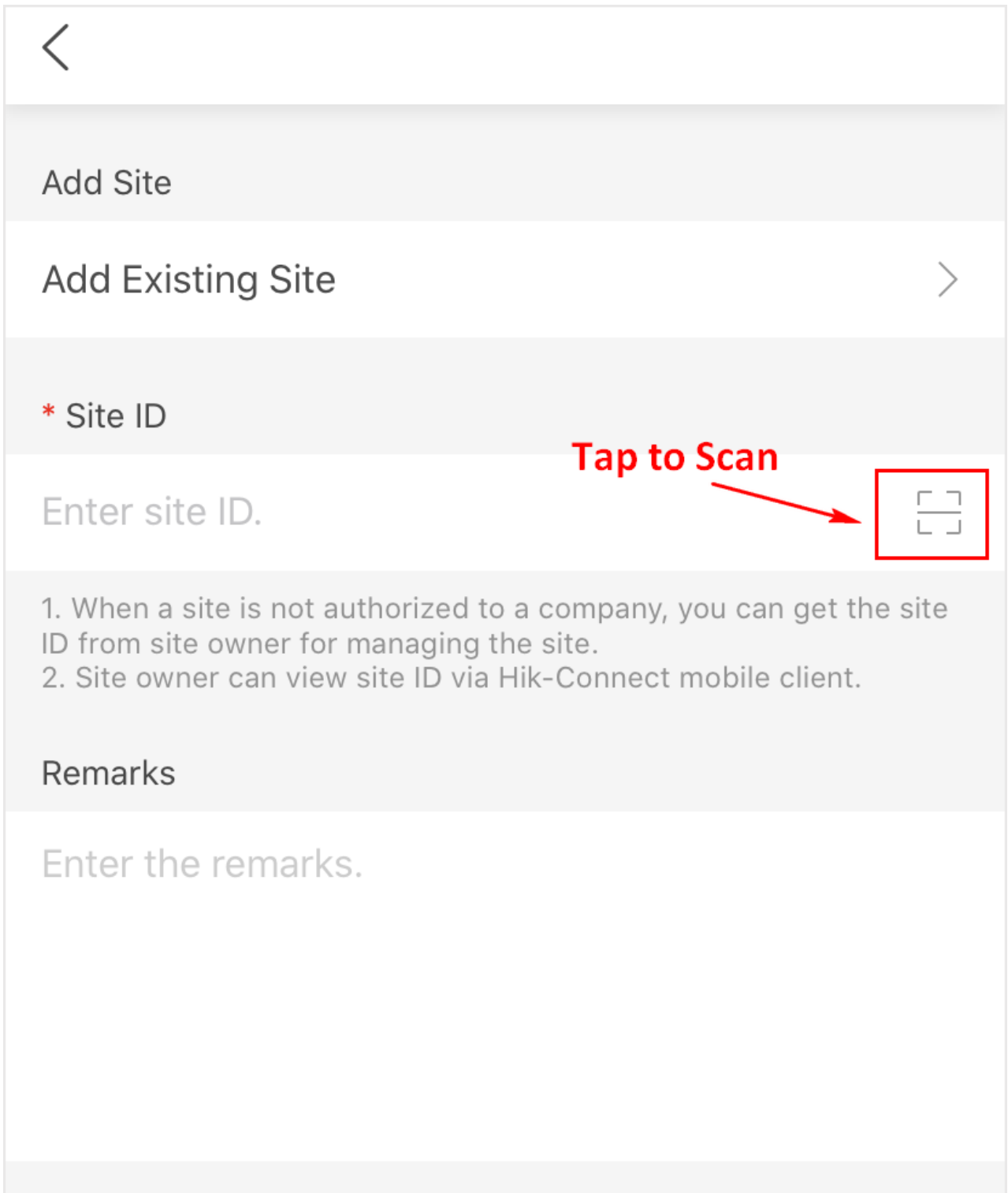


Figure 19-12 Scan QR Code to Add Device to Existing Site

Account Management

1. VAT No. is required when authenticating Installer's company information.
2. Optimized the experience of information entering when registering account on the Mobile Client or logging into the Mobile Client.
 - Automatically shows the frequently-used email service provider and domain for quick entering when entering email address.

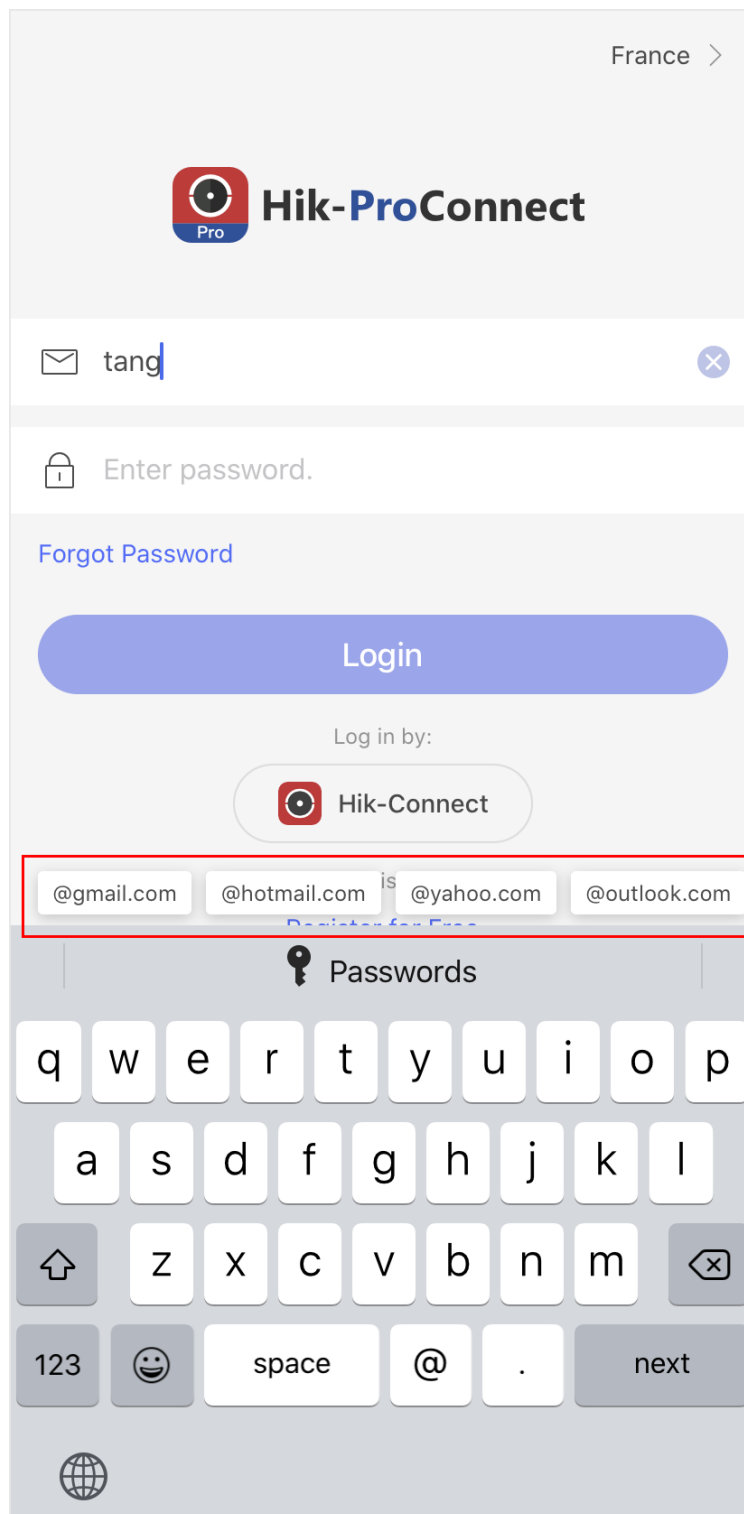


Figure 19-13 Optimized Email Entering

- Marks invalidly-entered information in red and shows hints for correction when registering an account on the Mobile Client.

What's New in Hik-Partner Pro

3. Supports registering a Hik-ProConnect account by Hik-Connect account via the Mobile Client.

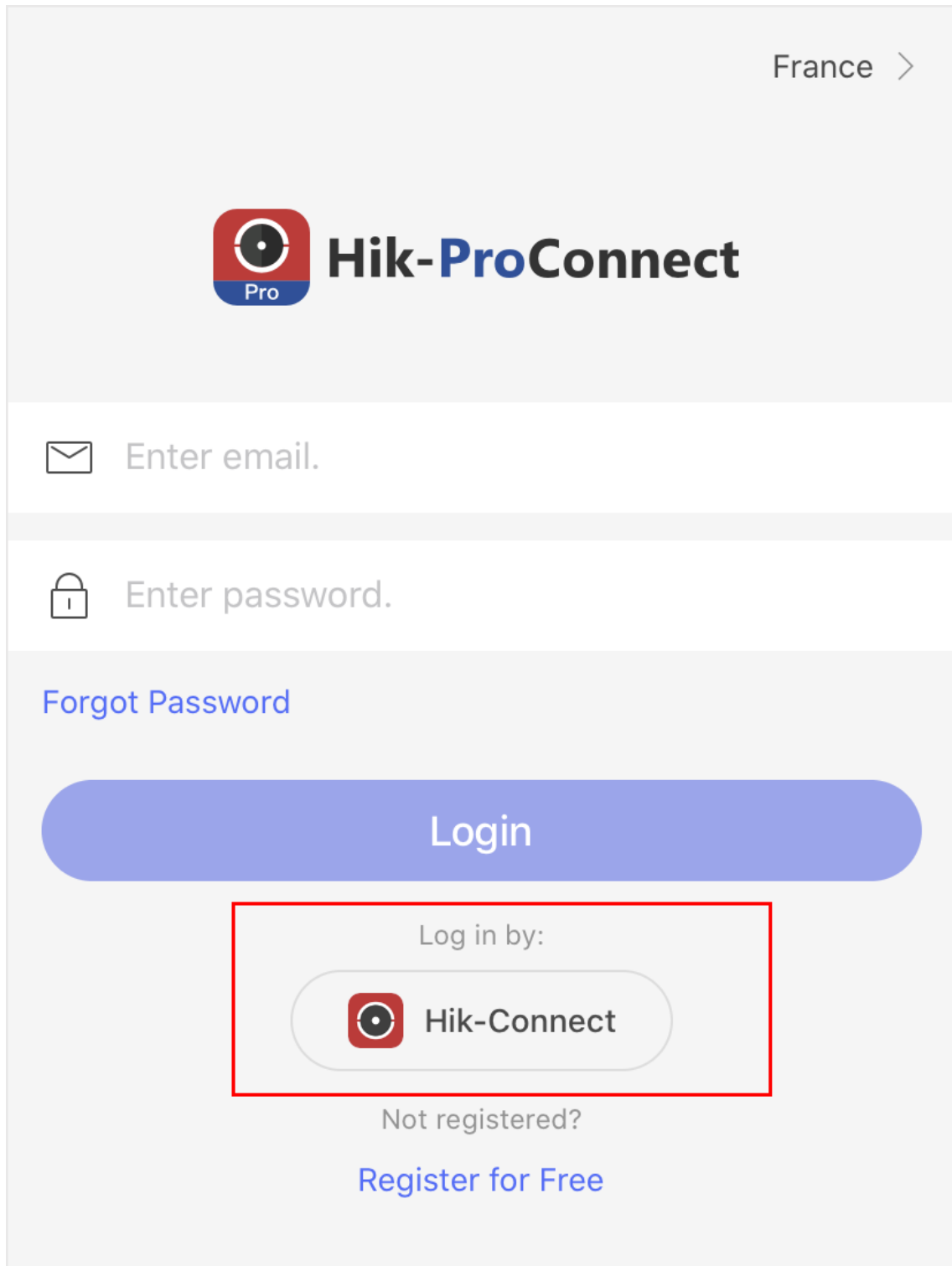


Figure 19-14 Register by Hik-Connect Account

4. The authenticated Installer is not allowed to edit the company information. If editing company information is required, the Installer needs to send a request to ***support@hikvision.com***.

Device Compatibility

1. Supports EZVIZ Wi-Fi camera and Hikvision G3 series camera.
 - Supports adding EZVIZ Wi-Fi camera to Hik-ProConnect and setting camera's network in AP (Access Point) mode.

| Supported Models |
|-------------------|
| CS-C3N-A0 (C3N) |
| CS-CV310-A0 (C3W) |
| CS-C1C-D0 (C1C) |

- Supports editing device information, device deletion, device firmware update, Site management and device authorization, health monitoring (online status, SD card status), exception notification, live view, playback, and linkage rule (motion detection as the triggering event).

 **Note**

Remote device configuration is not supported.

2. Supports specific models of Hikvision G3 series cameras.
-

 **Note**

The supported models are about to be released soon.

- Supports adding Hikvision G3 series camera (supported firmware version: V5.5.160).
- Supports remote device configuration, health monitoring, and exception notification.

Network Switch

Supports enabling extend mode for a specific port of the network switch to extend transmission range and enhance transmission stability.

Linkage Rule

1. Supports more device models for linkage rule settings. For details, see *Hik-ProConnect Compatibility List*.
2. Added wizard on the linkage rule settings page.

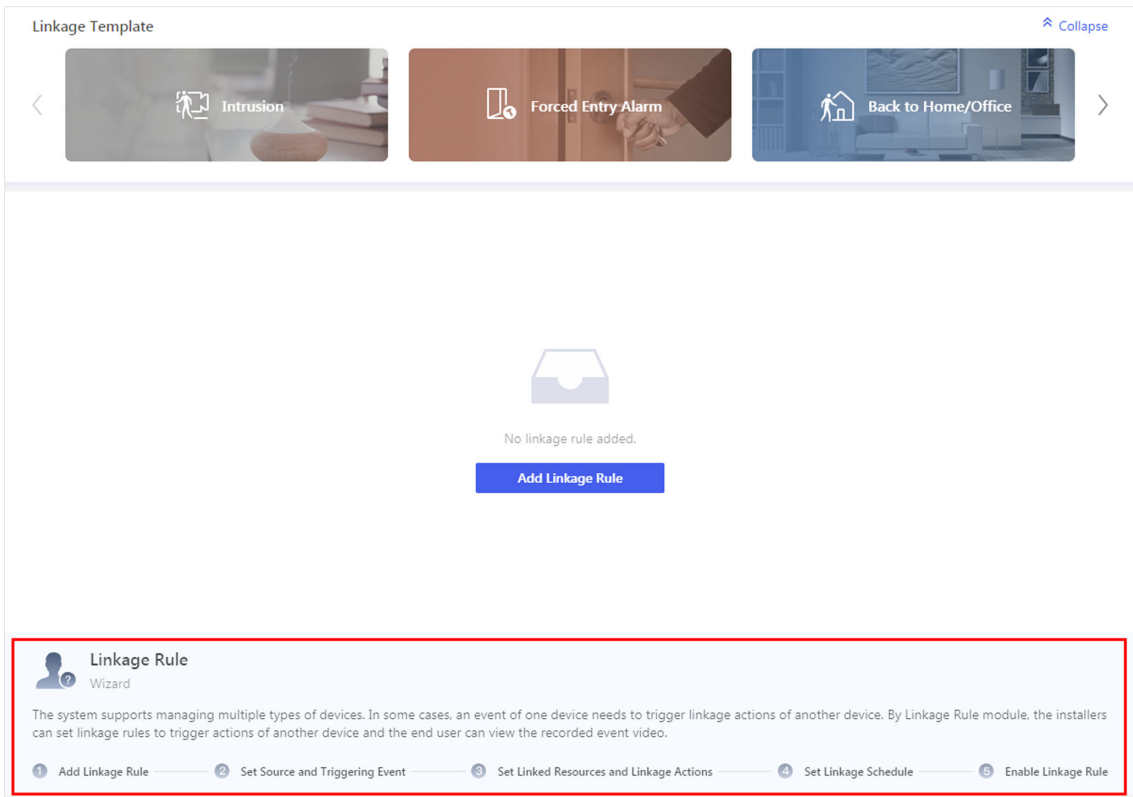


Figure 19-15 Wizard on Linkage Rule Settings Page

Exception

1. Added brief introduction of exception notification on the exception rule settings page.

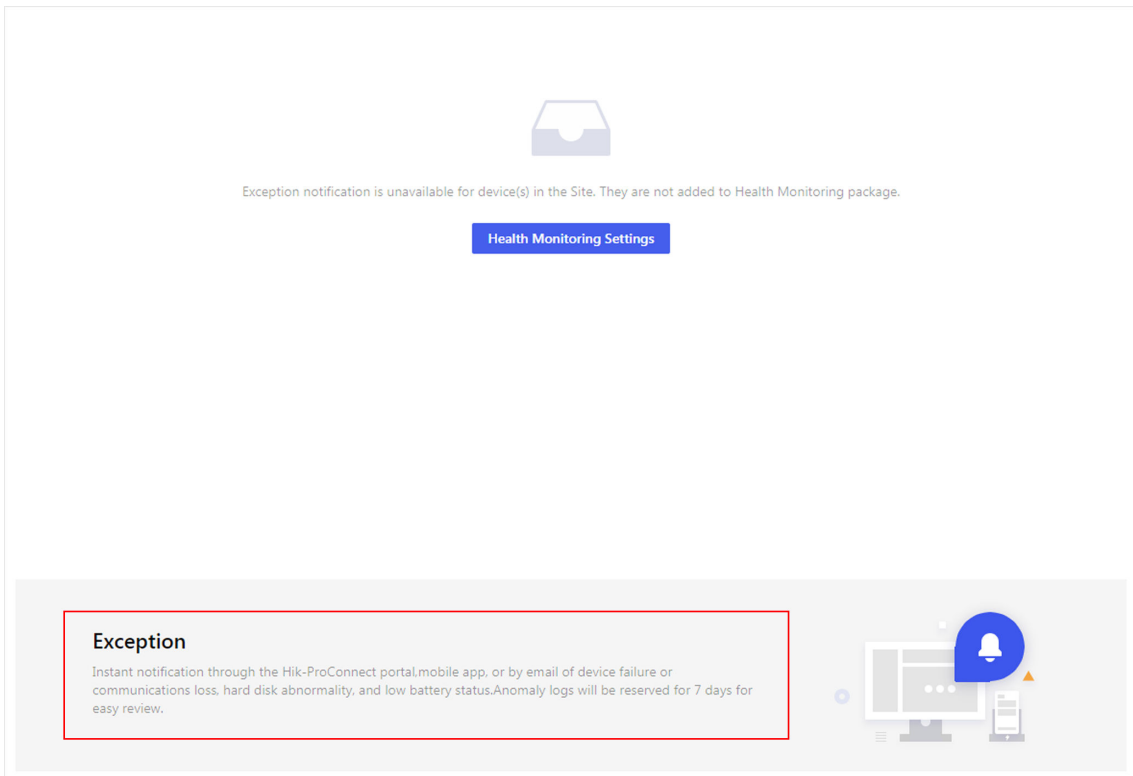


Figure 19-16 Brief Introduction of Exception Notification

2. (Mobile Client) Added brief introduction on exception detection and exception notification on the Exception Center page if there's no data in the Exception Center.

User Feedback

Supports sending feedback on the home page of the Portal.

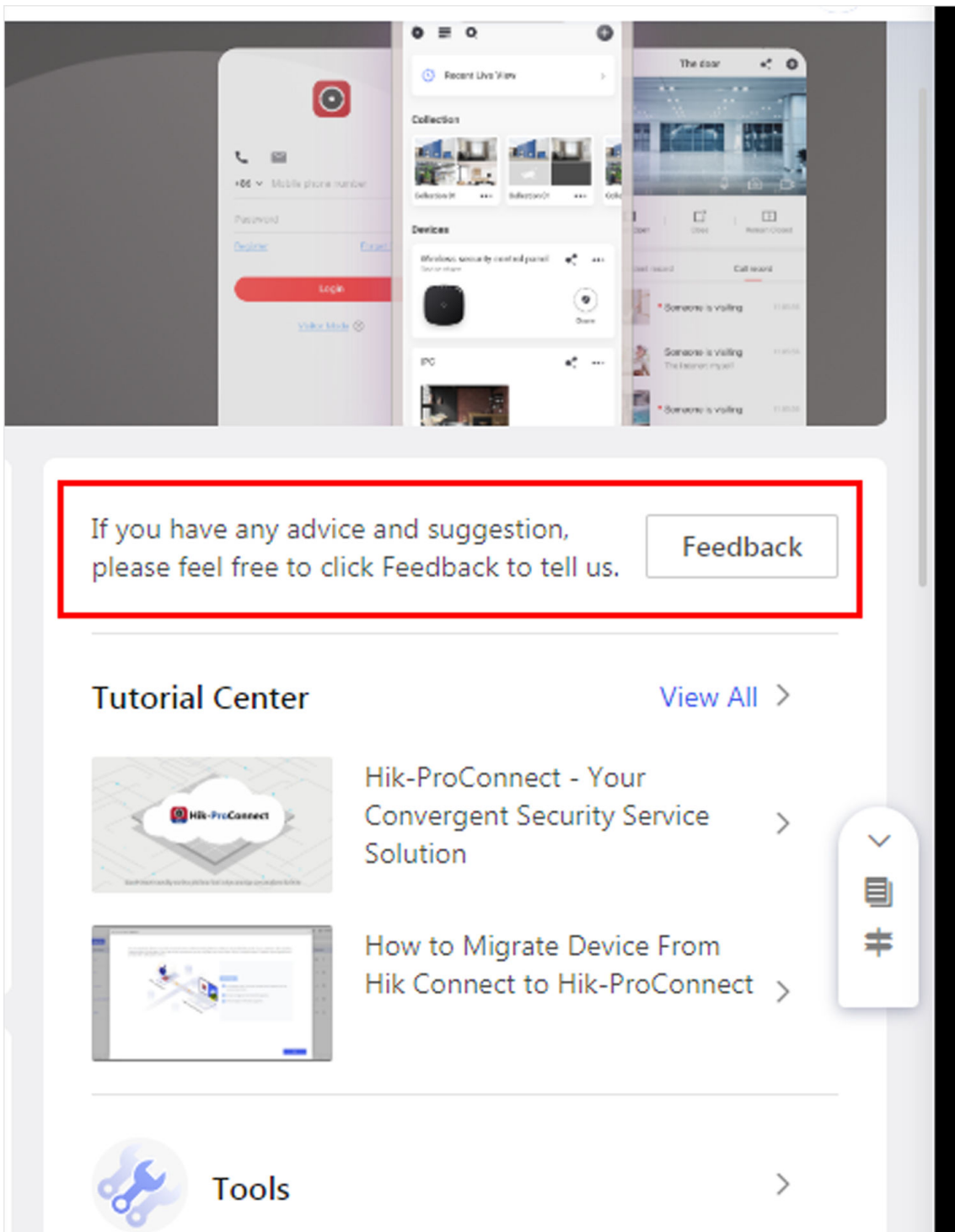


Figure 19-17 Feedback Entry on Portal's Home Page

Others

1. (Portal) Supports viewing records of completed payments in the Operation Log.

 **Note**

Viewing records of failed payments are not supported.

2. (Mobile Client) Optimized streaming speed.
3. (Mobile Client) Added wizard on the Mobile Client to guide the new user to get to know Hik-ProConnect and its key features (e.g., adding device and adding Site).

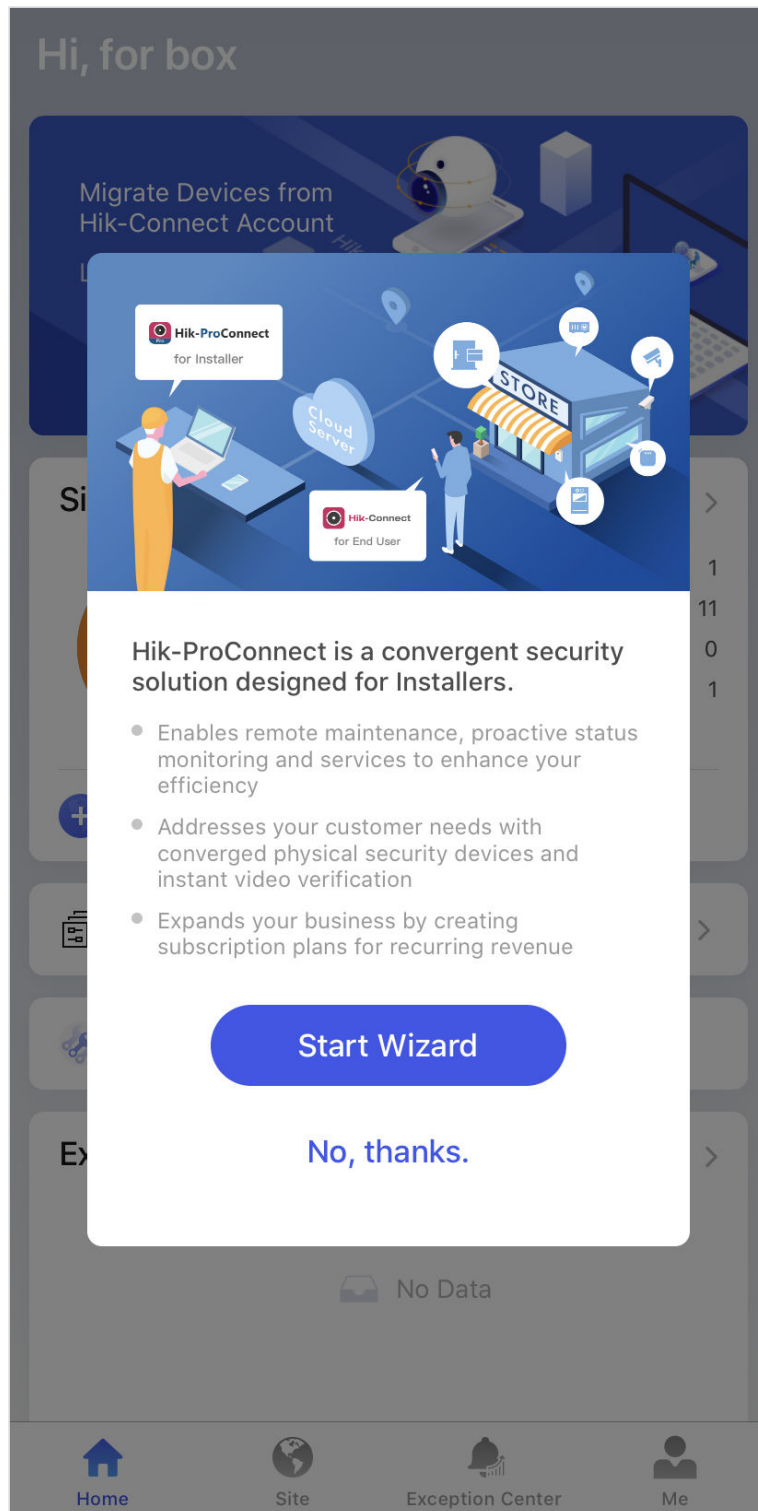


Figure 19-18 Wizard

4. Supports adding virtual device in a demo Site for function display.

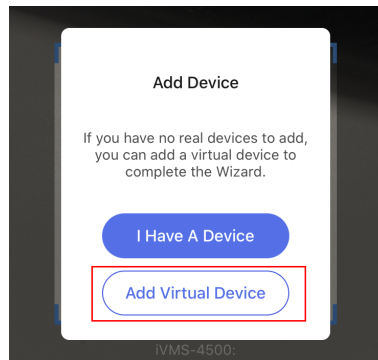


Figure 19-19 Add Virtual Device

5. Supports showing the number of authorized devices on Hik-ProConnect in the Overview section of the home page.

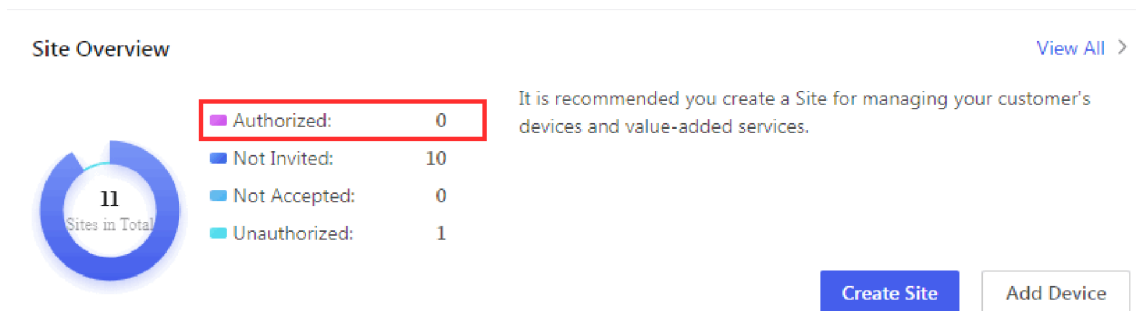


Figure 19-20 Authorized Device Statistics in Overview

Chapter 20 Updates in V1.5.0

V1.5.0 includes the following updates:

 **Note**

Some functions are not available in every country and region.

- **Cloud Network Switch**
- **Health Monitoring**
- **Account Management**
- **Home Page**
- **Device Management**
- **Service**

Cloud Network Switch

1. The Portal and the Mobile Client support adding online network switch and adding network switch by Hik-Connect (P2P).
2. The following functions for network switch are supported:
 - Viewing network switch information including network status (online/offline), the number of online ports, and the latest inspecting time
 - Rebooting network switch and restarting port remotely
 - Displaying peer device

The screenshot displays a window titled "Reboot Network Switch" with a close button in the top right corner. Below the title bar, there is a "Reboot Network Switch" button with a circular arrow icon. The main content is organized into three sections: "Basic Information", "Device Status", and "Port Status".

Basic Information

- Device Model: [blurred]
- Device Type: [blurred]
- Device Serial No.: [blurred]

Device Status

- Last Inspected: 2, Nov, 2020 11:42:47
- Network Status: Online
- PoE Power: 0.0W/110.0W
- Peak PoE Power in Latest... 6.3W/110.0W

Port Status

Legend: RJ45 Port SFP Port

| Port | Status |
|------|---------------|
| 1 | Normal |
| 2 | Normal |
| 3 | Normal |
| 4 | Alarm |
| 5 | Alarm |
| 6 | Not Connected |
| 7 | Not Connected |
| 8 | Normal |
| G1 | Not Connected |

Legend: Alarm Normal Not Connected

The screenshot displays the 'Port Status' interface in Hik-Partner Pro. At the top, there is a refresh icon and a blurred device ID. Below the title, there are legends for 'RJ45 Port' and 'SFP Port'. A grid of 26 port status indicators is shown, with ports 2, 4, 6, 8, 10, 12, 14, 16, 18, 20, 22, 24, 17, 19, 21, 23, 25, and 26. A legend indicates that red squares represent 'Alarm', green squares represent 'Normal', and grey squares represent 'Not Connected'. Below the grid, detailed information is provided for two ports: Ge26 and Ge1. Ge26 is shown as 'SFP Port Disconnected' with a red status bar, a bit rate of 0, and 0% bandwidth usage. Ge1 is shown as 'Connected' with a green status bar, a bit rate of 394.58 Kbps up and 7.18 Mbps down, and 0% bandwidth usage (unblocked).

Port Status

RJ45 Port SFP Port

2 4 6 8 10 12 14 16 18 20 22 24 25 26
1 3 5 7 9 11 13 15 17 19 21 23

■ Alarm ■ Normal ■ Not Connected

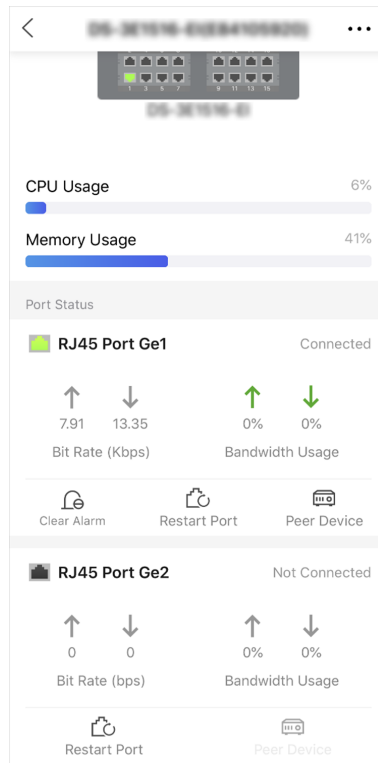
■ Ge26 | SFP Port Disconnected Peer Device: - -

Bit Rate: ↑ 0 ↓ 0 Bandwidth Usage: ↑ 0 ↓ 0

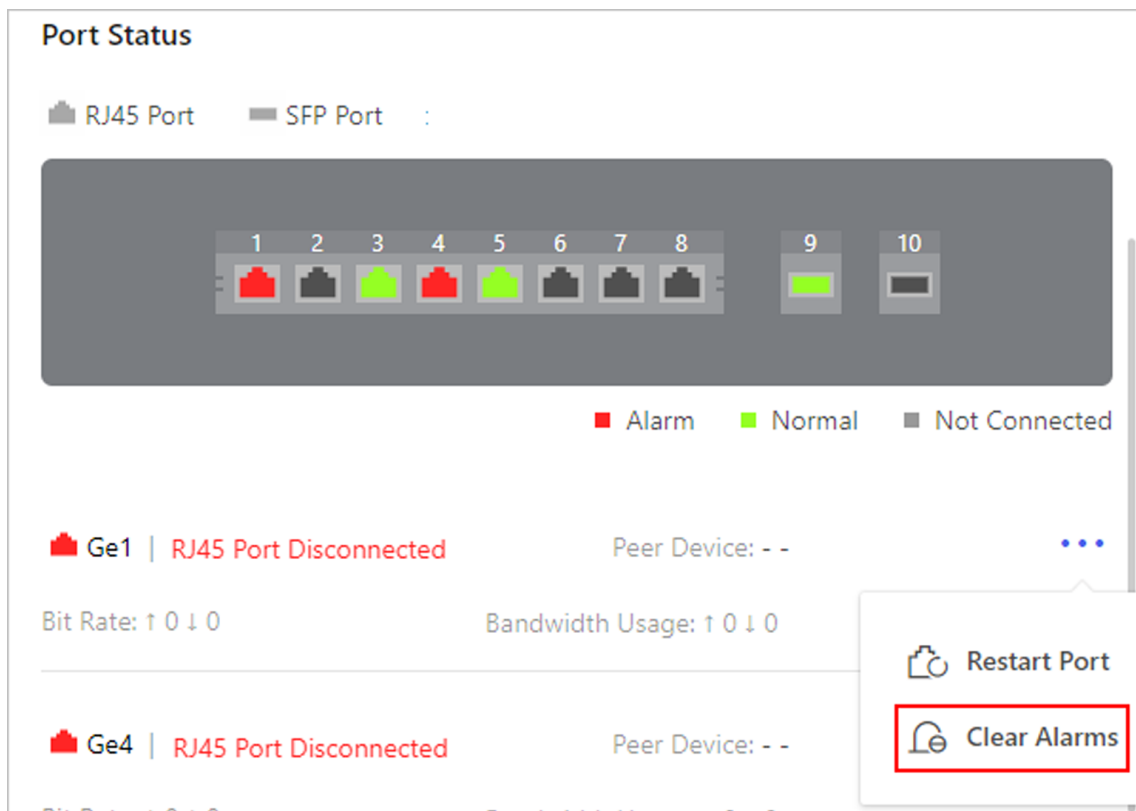
■ Ge1 | Connected Peer Device: ? Unkno... ▼

Bit Rate: ↑ 394.58 Kbps ↓ 7.18 Mbps Bandwidth Usage: ↑ 0%(Unblocked) ↓ 1%(Unblocked)

What's New in Hik-Partner Pro

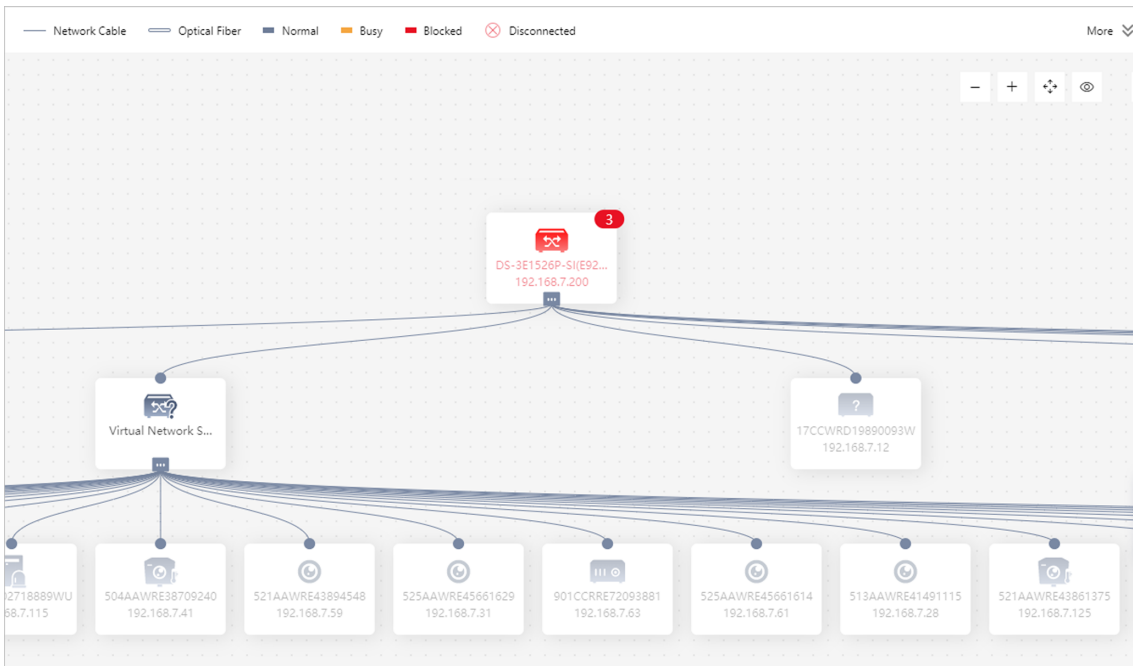


- Clearing alarm for ports



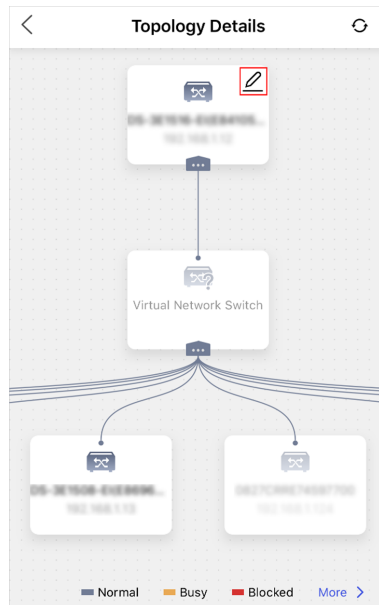
- Inspecting network switch manually
- Adding exception rule, receiving exception notifications from device, and checking device exceptions in the Exception Center
- Upgrading device
- Viewing topology and connected devices. Topology supports the following functions:
 - Viewing legend
 - Editing root node
 - Refreshing topology
 - Displaying device information on cards
 - Moving topology
 - Zooming in/out topology
 - Adjusting topology size
 - Displaying topology thumbnail
 - Searching for devices in topology
 - Viewing link information based on legends
 - Viewing link details
 - Applying for configuration permission
 - Viewing network switch details and control it
 - Viewing other device's details and configure it

What's New in Hik-Partner Pro



- Refreshing topology
- Editing root node of topology



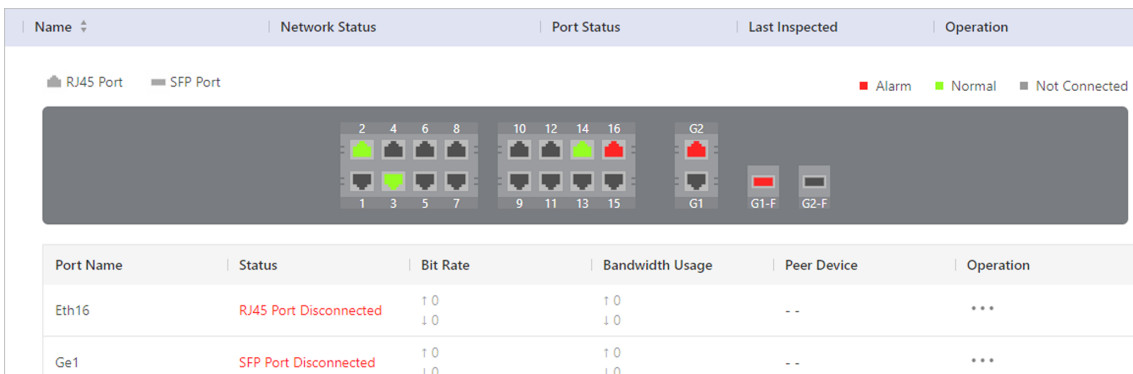
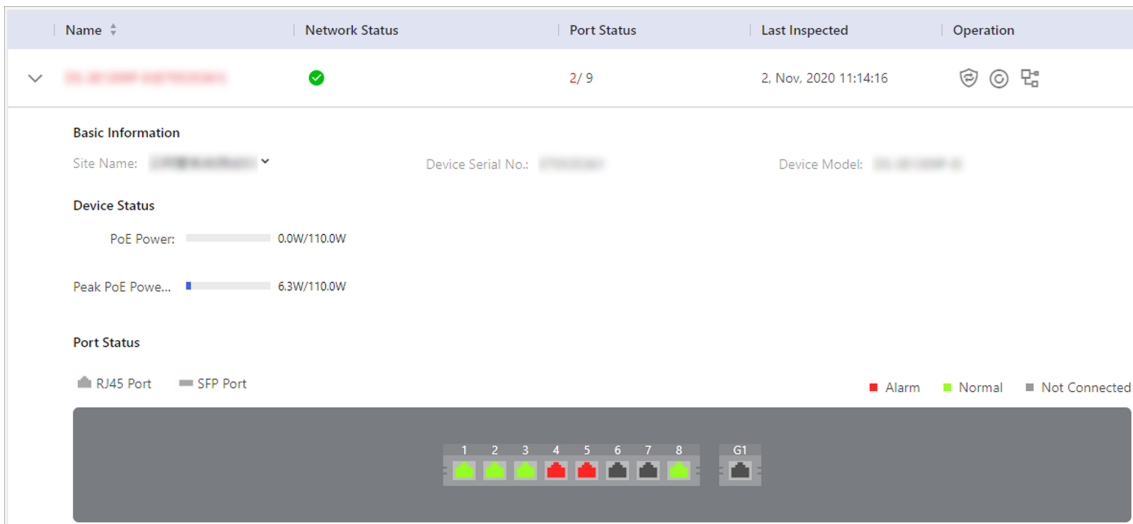


Health Monitoring

1. The Health Monitoring page supports displaying status of network switch.

| Name | Network Status | Port Status | Last Inspected | Operation |
|-----------------|----------------|-------------|-----------------------|-----------|
| > [Device Name] | ✖ | 0/0 | 2, Nov, 2020 11:00:02 | [Icons] |
| > [Device Name] | ✖ | 0/0 | 2, Nov, 2020 11:00:02 | [Icons] |
| > [Device Name] | ✖ | 0/0 | 2, Nov, 2020 11:00:02 | [Icons] |
| > [Device Name] | ✖ | 0/0 | 2, Nov, 2020 11:00:02 | [Icons] |
| > [Device Name] | ✖ | 0/0 | 2, Nov, 2020 11:00:02 | [Icons] |

What's New in Hik-Partner Pro



Account Management

1. Optimizes the registration. User should provide email address and get a verification code before entering other account information.

What's New in Hik-Partner Pro

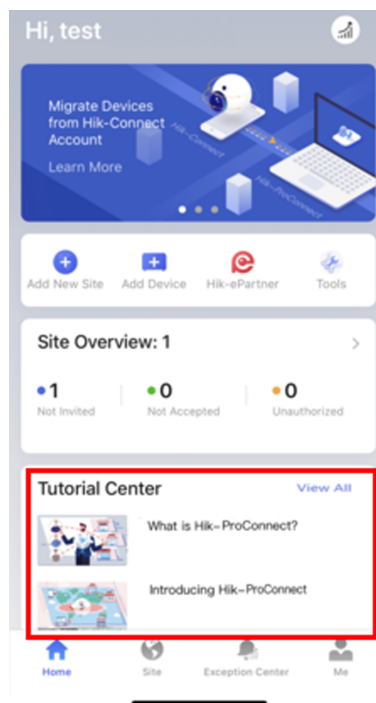
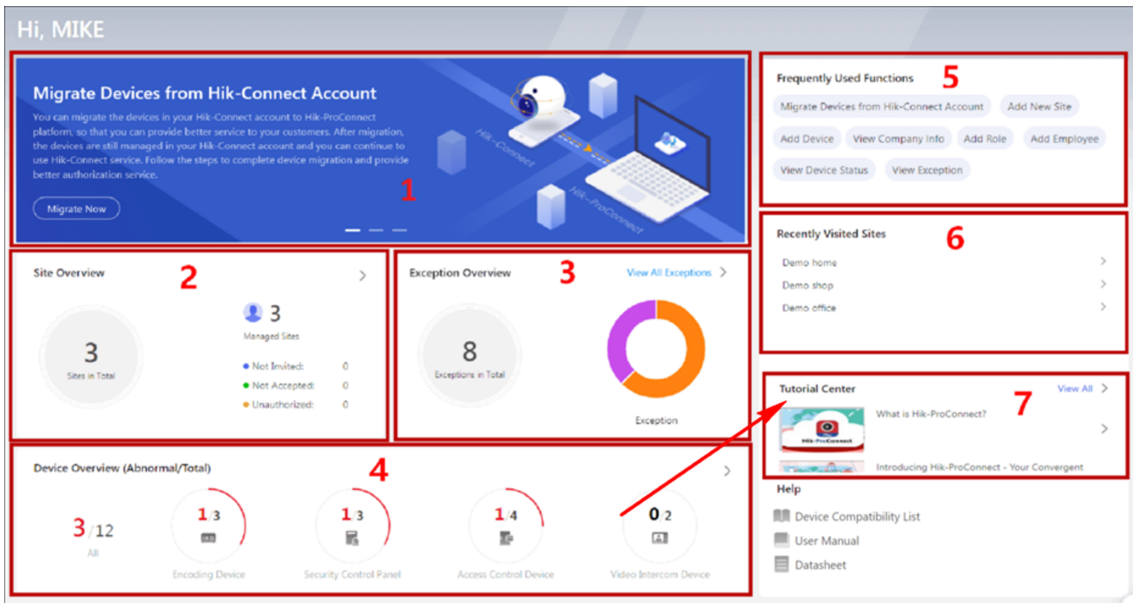
The image shows a web registration form for Hik-ProConnect. At the top left is the Hik-ProConnect logo. Below it, the text 'Welcome' is displayed, followed by a link 'Already registered? Login'. The form contains several fields: a dropdown menu for 'Country/Region' with 'United Kingdom' selected; a note with a warning icon stating 'After registration, the country or region you selected for you company cannot be changed. Please select prudently.'; an 'Email' input field; a 'Verification Code' input field with a blue 'Get Verification Code' button; a link 'Didn't receive the verification...'; a 'Password' input field; a 'Confirm Password' input field; and a 'First Name' input field. At the bottom is a large blue 'Register' button.

The image shows a mobile registration form for Hik-ProConnect. At the top left is a back arrow, and at the top right is the title 'Register'. Below it, the text 'Country/Region' is displayed, followed by 'Mainland China' and a right-pointing arrow. A note with a warning icon states 'After registration, the country or region you selected for you company cannot be changed. Please select prudently.' The form contains several fields: an 'Email' input field with the placeholder text 'Enter email.'; a 'Verification Code' input field with a grey 'Get Verification Code' button; a link 'Didn't receive the verification code?'; a 'Password' input field with the placeholder text 'Enter password.'; a 'Confirm Password' input field with the placeholder text 'Confirm Password'; and a 'First Name' input field with the placeholder text 'Enter first name.'. At the bottom is a grey 'Register' button.

Home Page

1. Adds Tutorial Center on the Home page of the Portal and the Mobile Client. In Tutorial Center, you can view video tutorials to learn more about Hik-ProConnect.

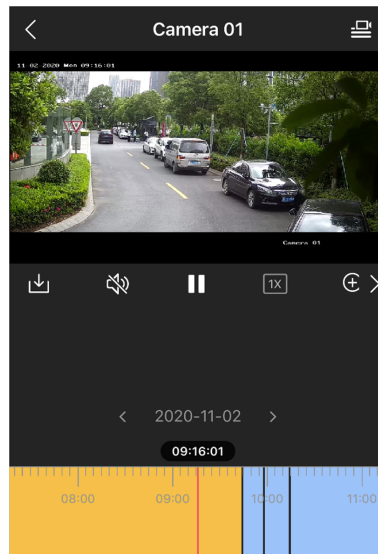
What's New in Hik-Partner Pro



Device Management

1. Adds color marks on time bar for different video types on the Playback page of the Mobile Client. Time-based video files are marked in blue and event-based video files are marked in yellow. You will quickly know the type of the video footage from the color marks.

What's New in Hik-Partner Pro



- The Portal and the Mobile Client support unbinding device from its current account. When you add detected online device(s), or add device by scanning QR code, if the adding result page shows that a device has been added to another account, you need to unbind it first before you can add it to your account. The device unbinding functionality is useful when you need to add a device to a new account but have no access to delete it from the old account (e.g., if you forget the password of the old account).

Add Device

Online Device Manual Adding

Select device(s) to add them to the device list.

Search Refresh

| <input type="checkbox"/> | Device Serial No. ↓ | Device IP ... ↓ | Dev... ↓ | HT... ↓ | Subnet Mask ↓ | Gateway ↓ | Acti... ↓ | Hik-Connect Se... ↓ | Operation |
|--------------------------|---------------------|-----------------|----------|---------|---------------|------------|-----------|---------------------|-----------|
| <input type="checkbox"/> | [Redacted] | [Redacted] | 8000 | 80 | [Redacted] | [Redacted] | Active | Not Connected | |
| <input type="checkbox"/> | [Redacted] | [Redacted] | 8000 | 80 | [Redacted] | [Redacted] | Active | Not Connected | |
| <input type="checkbox"/> | [Redacted] | [Redacted] | 8000 | 80 | [Redacted] | [Redacted] | Active | Connected | |

Add Device

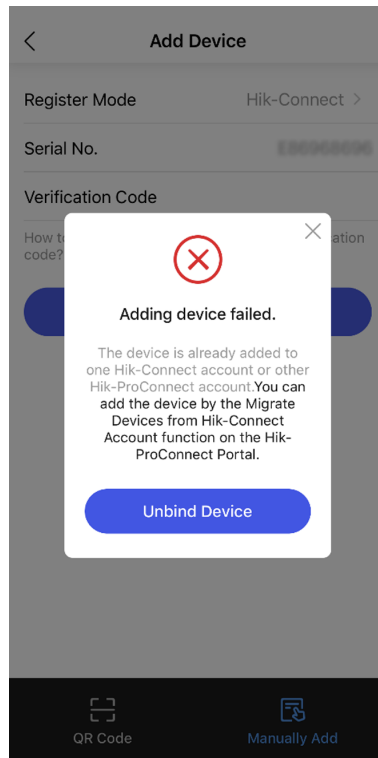
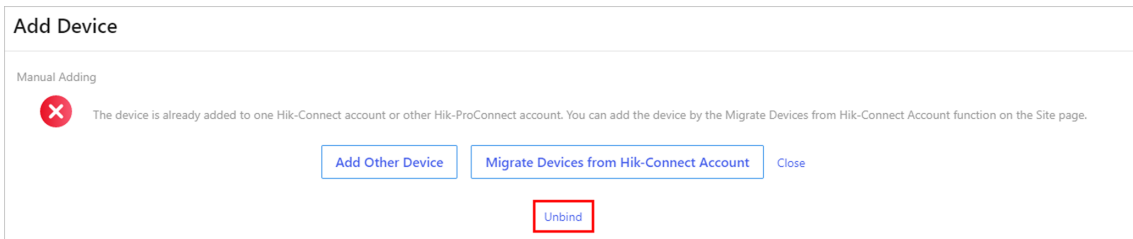
Online Device

Adding devices failed: 1.

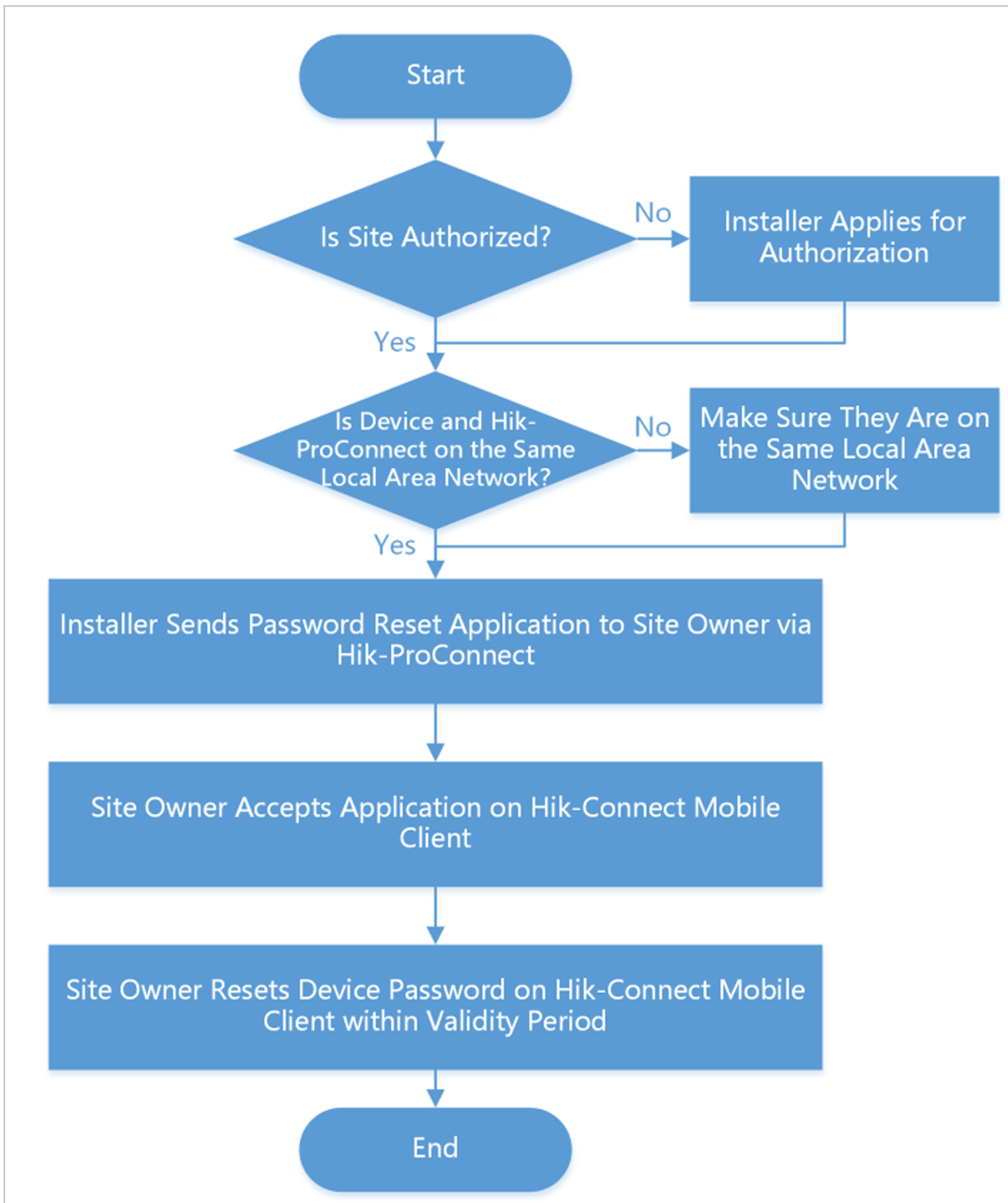
[Add Other Device](#)
[Migrate Devices from Hik-Connect Account](#)
[Close](#)

| Device Serial No. | Reason | Operation |
|-------------------|---|-----------|
| [Redacted] | The device is already added to one Hik-Connect account or other Hik-ProConnect accou... | |

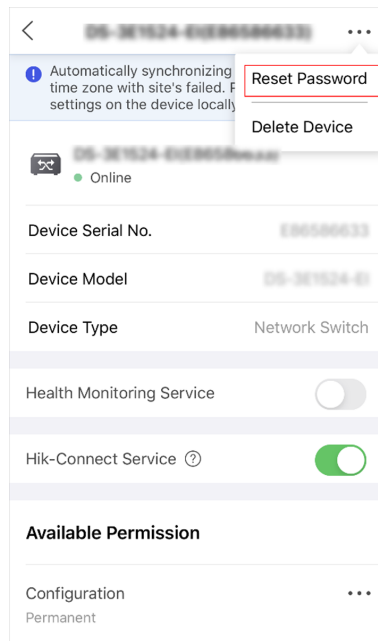
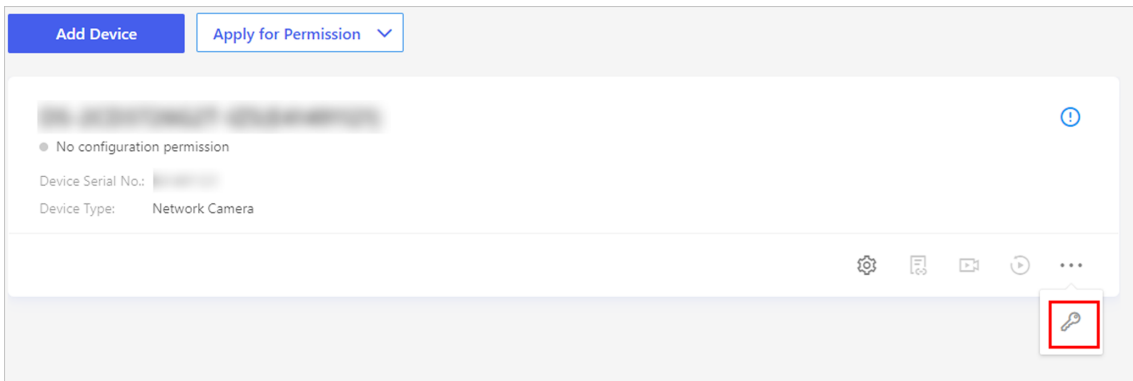
What's New in Hik-Partner Pro



3. The Portal and the Mobile Client support resetting device password when the Site Owner and the Installer have both lost the password.



What's New in Hik-Partner Pro

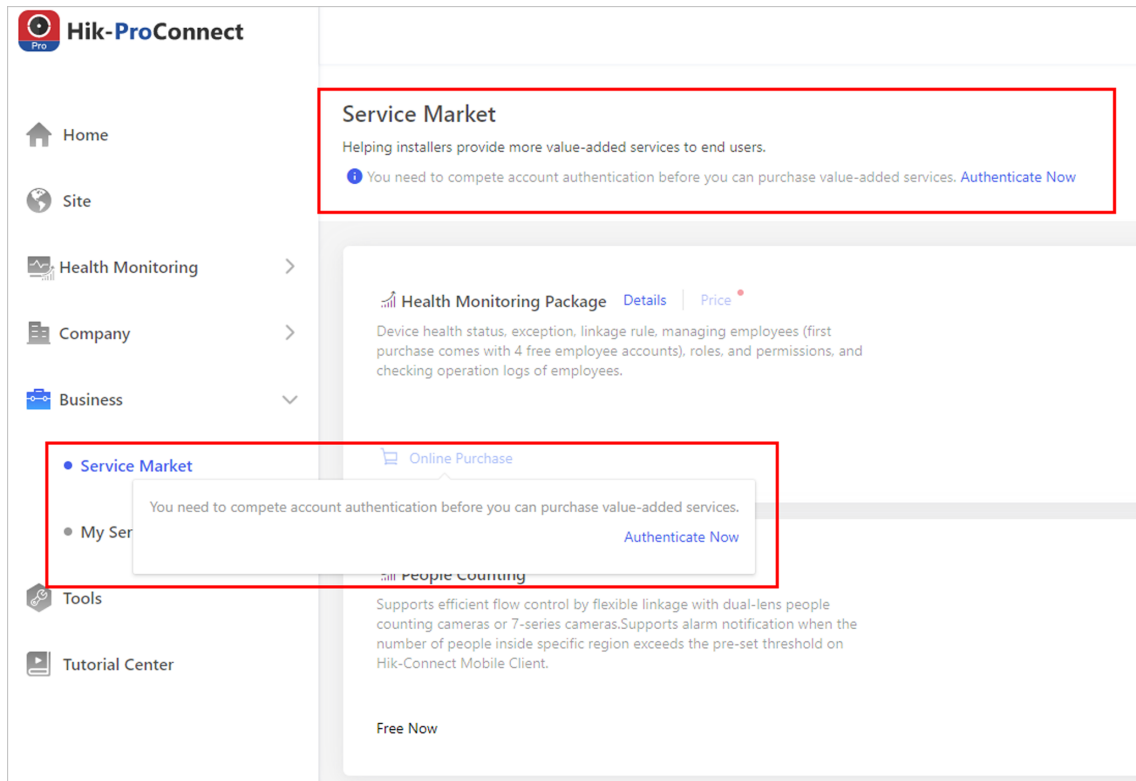


- 4. The Portal supports fuzzy searching in detected online devices.
- 5. Adds new devices supporting remote configuration.

Service

- 1. Adds notifications on the Portal to guide unauthenticated users to authenticate before purchasing value-added services.

What's New in Hik-Partner Pro



Chapter 21 Updates in V1.3.0

V1.3.0 includes the following updates:

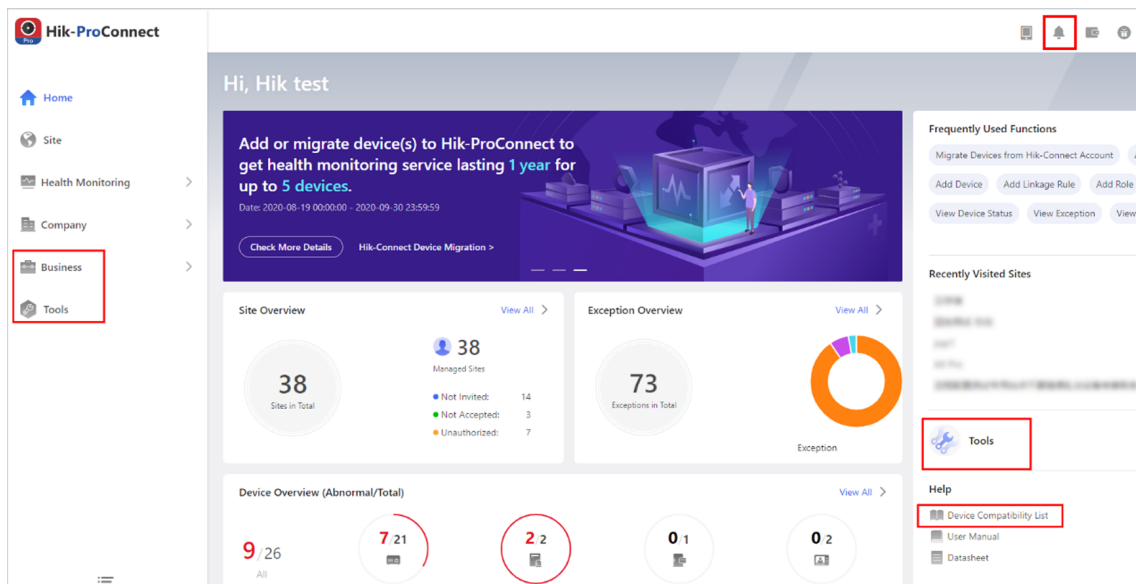
Note

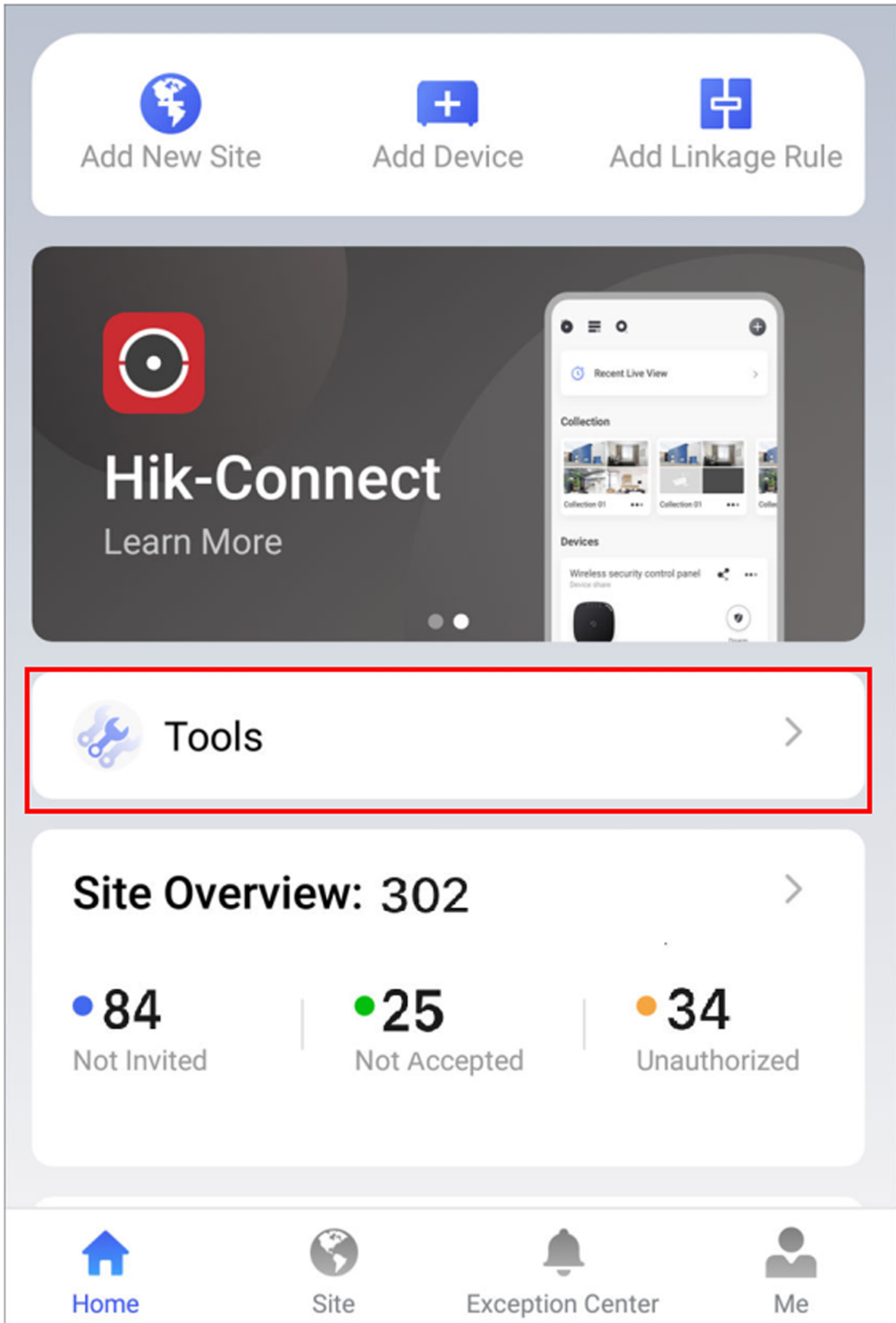
Some functions are not available in every country and region.

- **User Interface**
- **Account Management**
- **Site Management**
- **Device Management**
- **Service**
- **Health Monitoring**
- **Tools**

User Interface

1. Adds the link of Device Compatibility List, Tools, and Business on the Home page of the Portal.
2. Adds the link of Tools on the Home page of the Mobile Client.





Account Management

1. Supports authenticating account by entering an authentication code from Hikvision or distributor, or submitting an online application according to the country or region when registering the account.
2. Optimizes the process of Installer Admin Account registration and company information management.

Site Management

1. The Portal and the Mobile Client support rental mode. After handing over a Site to an end user, the Installer can disable Hik-Connect service of the devices by enabling **Allow Me to Disable Hik-Connect Service** function so that the end user cannot perform device operations via Hik-Connect Mobile Client.

Invite Site Owner ✕

Site Name:

Allow Me to Disable Hik-Connect Service !

Invite by

Email Phone Number

* Site Owner's Email

< Invite Site Owner

Email Phone Number

Enter Email Account of Hik-Connect

Enter email.

Allow Me to Disable Hik-Connect Service ?

Device Management

1. The Portal supports remote configuration of video intercom device.
2. The Portal's NVR/DVR Remote Configuration page supports rebooting, formatting HDD, and network configuration.

The following table shows the device series which support rebooting, formatting HDD, and network configuration on Remote Configuration page.

| Feature | Device Series | |
|-----------------------|--|---|
| | DVR | NVR |
| Rebooting | DS-72HG-K DS-72HG-F Hilook Q-K Hilook U-K Hilook G-K Hilook G-F | I Series K Series Q Series HiLook HiWatch |
| Formatting HDD | DS-72HG-K DS-72HG-F DS-71HG-K DS-71HG-F Hilook Q-K Hilook U-K Hilook G-K Hilook G-F | I Series K Series Q Series HiLook HiWatch |
| Network Configuration | iDS-72HU-M/S iDS-72HU-M/FA iDS-72HQ-M/S DS-72HT-K DS-72HU-K DS-72HQ-K DS-72HG-K DS-71HU-K DS-71HQ-K DS-71HG-F Hilook Q-K Hilook U-K | I Series K Series Q Series HiLook HiWatch |

What's New in Hik-Partner Pro

| Feature | Device Series | |
|---------|--------------------------|-----|
| | DVR | NVR |
| | Hilook G-K Hilook G-F | |

3. The Portal and the Mobile Client support adding, managing, and working with Hik-ProConnect Box.
4. The Portal and the Mobile Client support linking channels of encoding device to Hik-ProConnect Box.



Add Channel ✕

i According to the network test, it is recommended that you set no more than 25 channels for cloud storage of high definition video (resolution for reference: 1920*1080), or 41 channels for cloud storage of standard definition video (resolution for reference: 704*576)

Select Device Connected to

E38709244 ▾

Select Channel

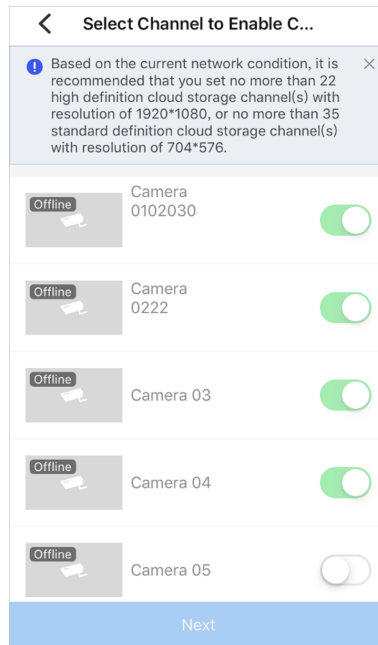
| | | |
|---|-----------|--------------------------|
|  | Camera 01 | <input type="checkbox"/> |
|  | Camera 02 | <input type="checkbox"/> |

Device Information ^

| | |
|----------------------|----------------------|
| * Device IP Address | * Port |
| <input type="text"/> | <input type="text"/> |
| * User Name | * Password |
| <input type="text"/> | <input type="text"/> |



OK **Cancel**

What's New in Hik-Partner Pro



5. The Portal and the Mobile Client support compatibility detection of custom devices and online upgradation of Hik-ProConnect Box.
6. The Portal's Remote Configuration page supports viewing exception-related logs of Hik-ProConnect Box.
7. The Portal and the Mobile Client support setting alarm input and alarm output linked to encoding devices and NVR/DVR as the sources of linkage rules.
8. The Portal and the Mobile Client support setting AX Pro's 24-Hour Zone Alarm as the triggering event of linkage rule.
9. Supports adding linkage rule for thermal camera.
10. The Portal and the Mobile Client support network test of Hik-ProConnect Box, helping set cloud storage in the way that can make the most use of limited network bandwidth.

DS-6708NI-S(E55056045) ✕




Basic Information

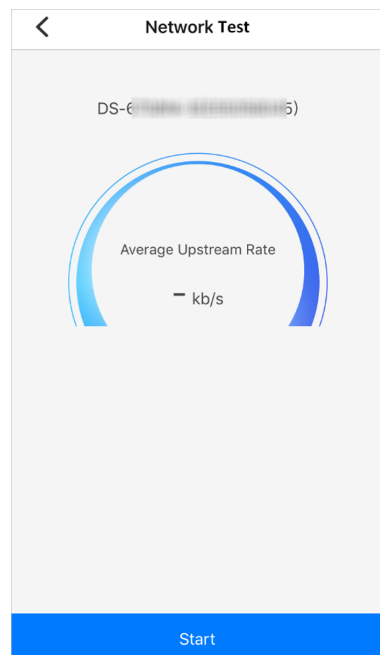
Device Name: XXXXXXXXXX

Device Type: Hik-ProConnect Box

Device Serial No.: XXXXXXXXXX

Permission

| Permission  | Validity Period  | Operation |
|--|---|---|
| Configuration | Permanent |  |



Service

1. The Portal supports purchasing cloud storage service package.

 **Note**

Way of payment may vary in different counties.









What's New in Hik-Partner Pro

Purchasing

Item

Cloud Storage Service Package

Amount

| | | |
|--|---|--------------------------------|
|  7-Day Monthly Package The validity period of the service is one month after activation. |  | <input type="text" value="0"/> |
|  7-Day Annual Package The validity period of the service is one year after activation. |  | <input type="text" value="0"/> |
|  30-Day Monthly Package The validity period of the service is one month after activation. |  | <input type="text" value="0"/> |
|  30-Day Annual Package The validity period of the service is one year after activation. |  | <input type="text" value="0"/> |

2. The Portal and the Mobile Client support activating cloud storage service by service key.



Way of activation may vary in different counties.

Activate/Renew Cloud Storage Service ×

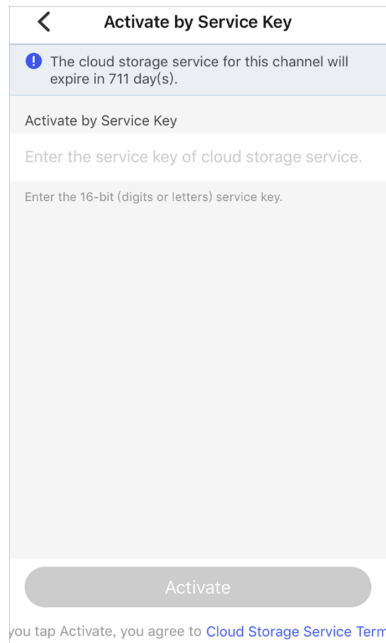
Purchased Service Package **Activate by Service Key**

Enter the 16-bit service key.

Activate/Renew **Cancel**

If you click Activate, you agree to [Cloud Storage Service Term](#)

What's New in Hik-Partner Pro

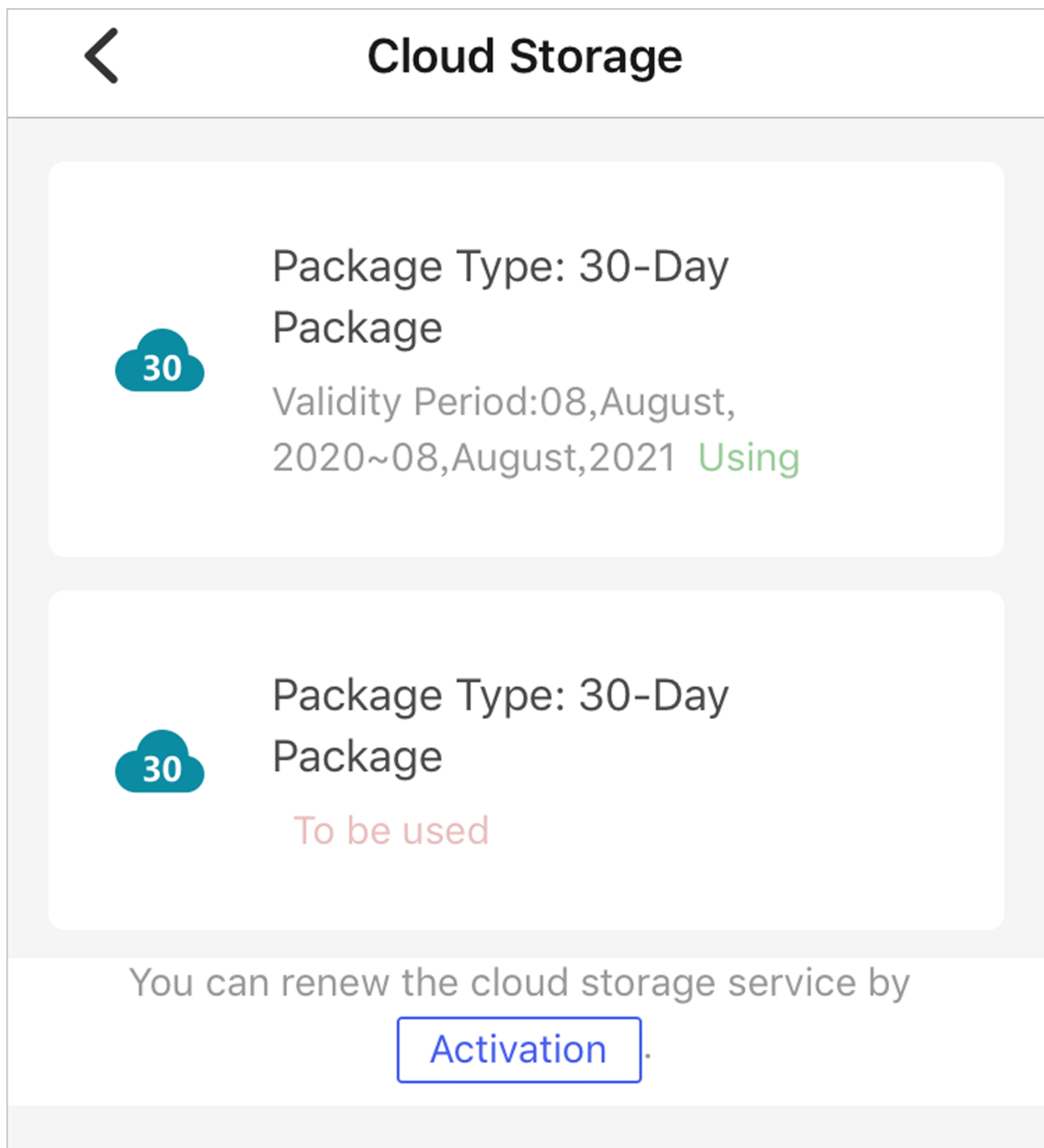


3. Supports activating cloud storage service for specific device channels.

Max. Channels: 8 Linked Channels: 8 [Add Channel](#)

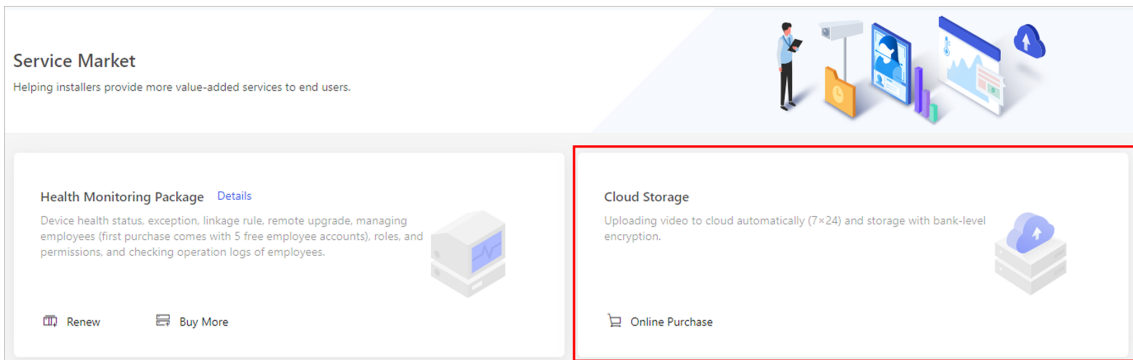
Available Bandwidth (Latest Tested) 17611 kbps Bandwidth Required (Estimated) 5800 kbps

| | | | |
|--------------------|--|----------------|---|
| Online | 1080P 264; 720P 264 E43861375 Standard Definition 720*576 Occupied Bandwidth: 500 kbps | Event Settings | Cloud Storage Service: Inactive Activate Service |
| Offline | Camera 0102030405060708091011121 D96286702 High Definition 1920*1080 Occupied Bandwidth: 800 kbps | Event Settings | Cloud Storage Service: Inactive Activate Service |
| Offline | Camera 02222223333333333333333334 D96286702 High Definition 1920*1080 Occupied Bandwidth: 800 kbps | Event Settings | Cloud Storage Service: Inactive Activate Service |

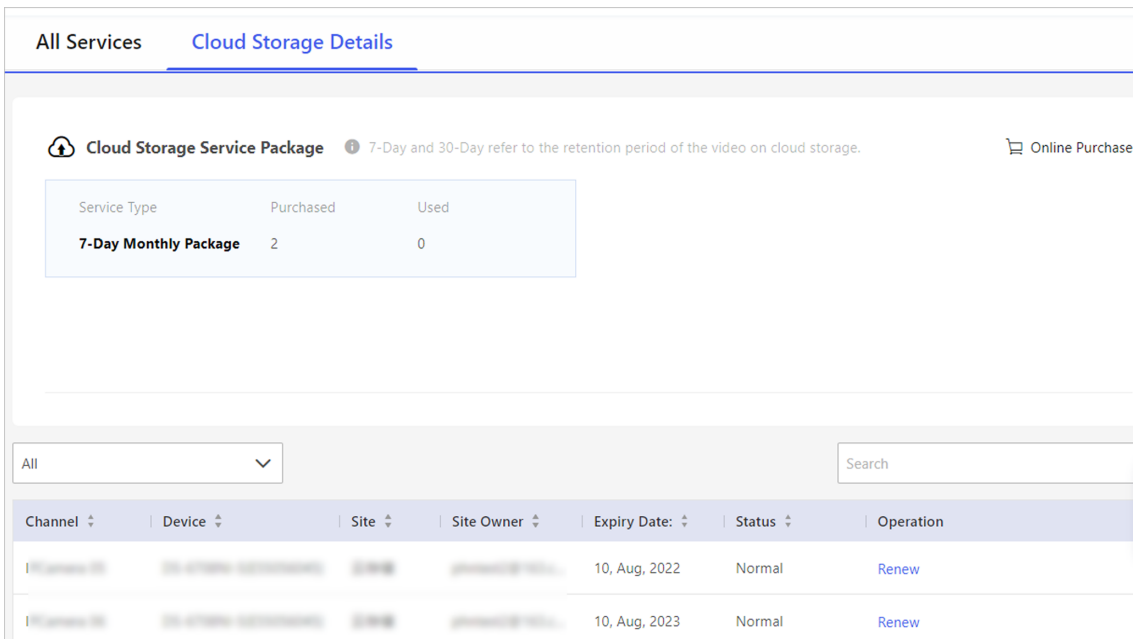


4. Adds Cloud Storage module on the Service Market page of the Portal and the Mobile Client.

What's New in Hik-Partner Pro



5. Adds Cloud Storage Details page on the Portal, showing the cloud storage service packages purchased by the Installer company and the cloud storage service status of the channels of each site.



6. Adds purchase history of Cloud Storage Service Package in the Order Details column.

What's New in Hik-Partner Pro

Online Purchase

Order Time: Calendar icon Total Price: **€96.80**

| Order No. | Order Details | Order Type | Created Time | Total | Tax | Subtotal | Status | Operation |
|---------------|-------------------------------|---------------------|--------------------|--------|-------|----------|--------|------------------------|
| 3748275479... | Cloud Storage Service Package | First Time Purchase | 26. Aug, 2020 1... | €40.00 | €8.40 | €48.40 | Paid | Detail |
| 3817520978... | Cloud Storage Service Package | First Time Purchase | 26. Aug, 2020 1... | €40.00 | €8.40 | €48.40 | Paid | Detail |

7. Supports 2-month free trial of cloud storage service for Hik-ProConnect Box.
8. Optimizes the Portal and the Mobile Client's cloud storage operation of Hik-ProConnect Box and DVR.

Health Monitoring

1. Supports monitoring the status of Hik-ProConnect Box and AX Pro Repeater.
2. Supports diagnosing devices (including AX Pro, network camera, wireless outputs expander, repeater, NVR, and DVR) on the Site and exporting diagnostics report of AX Pro, NVR, and DVR as a PDF file to local PC.

Abnormal Only Display Authorized Devices Only Upgrade Device **Health Check**

DVR-2160-4100N21702
Total Camera: 0

| | | |
|----------------|----------------|-----------|
| Network Status | Storage Status | HDD Usage |
| Offline | -- | -- |

Last Inspected: 27, Aug, 2020 15:53:29


NVR-4100N-41
Total Camera: 7

| | |
|----------------|---------|
| Network Status | Offline |
| Online | 4/7 |

Remote Configuration






What's New in Hik-Partner Pro

Health Check



Checking Completed

Note
During health check, the system will check the status and performance of the devices. Do NOT perform operations for devices in this site during health check, including adding, deleting, upgrading, remote configuration, etc.

| Device Name | Status |
|-------------|--|
| [REDACTED] | Abnormal View Report  |
| [REDACTED] | Abnormal View Report  |
| [REDACTED] | Abnormal View Report  |
| [REDACTED] | Normal  |
| [REDACTED] | Normal  |

[Run in Background](#) [Export Report](#)

What's New in Hik-Partner Pro

Device Name:7732

Device Information

Device Name: 7732 IP/Domain: [REDACTED] Device Serial No.: [REDACTED]
Device Type: DVR/NVR Port: 21000 Last Inspected: 27, Aug, 2020 16:58:30
Device Model: [REDACTED] Firmware Version: V4.40.400 build 200803

Device Status

Network Status: **Offline** Video Signal: **Normal** Storage Status: **Normal**
Overwrite Video: **Open** HDD Usage: 6%

HDD Status

| HDD No. | Self-Inspection Evaluation | Overall Evaluation | Running Time(Day(s)) | HDD Temperature |
|----------|----------------------------|--------------------|----------------------|-----------------|
| HDD NO.4 | Normal | Normal | 1187 | 32 |

Channel Status Online: 0 Offline: 4

| Name | Online Status |
|-----------|----------------|
| youdu | Offline |
| Camera 02 | Offline |
| Camera 01 | Offline |

3. The Portal supports filtering operation logs by site name.

The screenshot displays a web interface for filtering data. It features three main sections: 'Employee', 'Sites', and 'Schedule'. The 'Employee' section contains five entries, each with a checked checkbox and a person icon. The 'Sites' section has a dropdown menu currently set to 'All Logs', which is highlighted with a red rectangular border. The 'Schedule' section has a dropdown menu set to 'Last 30 Days'. At the bottom of the interface is a prominent blue button labeled 'Search'.

Tools

1. The Portal and the Mobile Client provide online tools for improving work efficiency, including Disk Calculator, NVR Channel Calculator, Focal Length Calculator, and Bandwidth Calculator.

What's New in Hik-Partner Pro

Your Tools

The tools in Hik-ProConnect can improve your work efficiency. More tools are coming soon.



Disk Calculator

Calculating the recording time when given the disk space value and vice versa, helping you select proper devices for storage.



NVR Channel Calculator

Calculating the network cameras that can be connected to the NVR, helping you choose the proper device or offering you the proper number of devices.



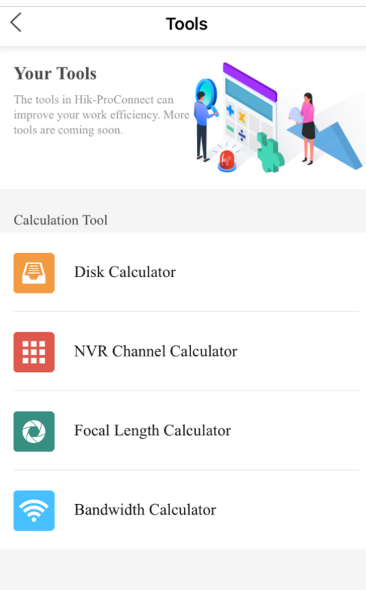
Focal Length Calculator

Calculating multiple focal related parameters for different camera types, helping you choose the proper cameras.



Bandwidth Calculator

Calculating the bandwidth needed after entering different encoding parameters.



Chapter 22 Updates in V1.2.0

V1.2.0 includes the following updates:



Some functions are not available in every country and region.

- **Management of Devices Added by IP/Domain**
- **DDNS Settings**
- **Roles and Permissions**
- **Permission Application**
- **Globalized Service**
- **Multi-Language**
- **Remote Configuration**
- **Employee**

Management of Devices Added by IP/Domain

1. The Portal and the Mobile Client support adding devices by device IP address or domain name.

Add Device

Online Device Manual Adding

Adding Mode
IP/Domain ▼

i Only supports adding devices mapped in WAN by IP address or domain name.

* Device Name

* IP/Domain

* Port

* User Name

* Password

Enable Health Monitoring Service **i**

< **Add Device**

! Only supports adding devices mapped in WAN by IP address or domain name. ✕

Register Mode IP/Domain >

Device Name Enter device name.

IP Address Enter address.

Port Enter port number.

User Name Enter user name.

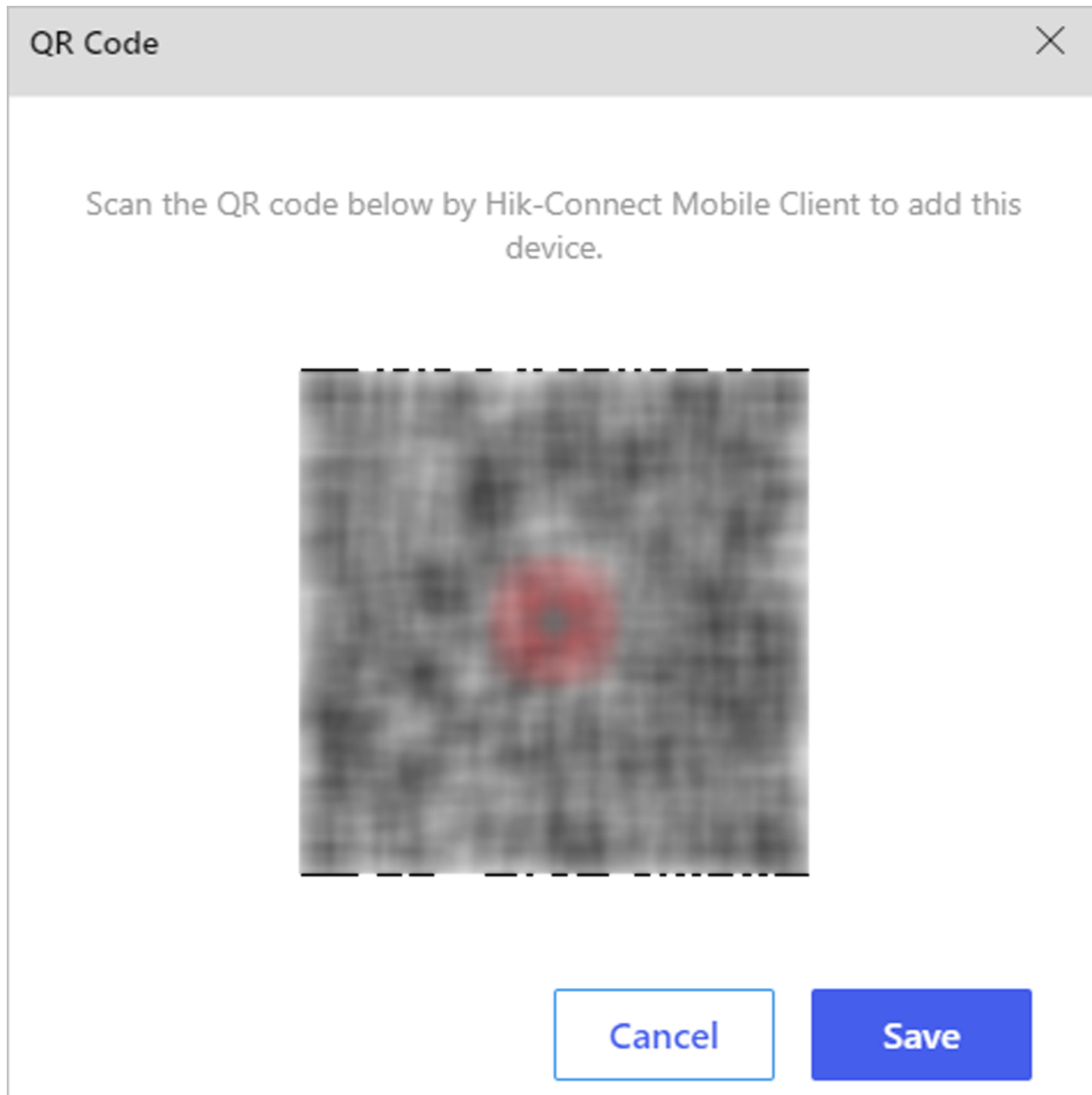
Password Enter password.

Add

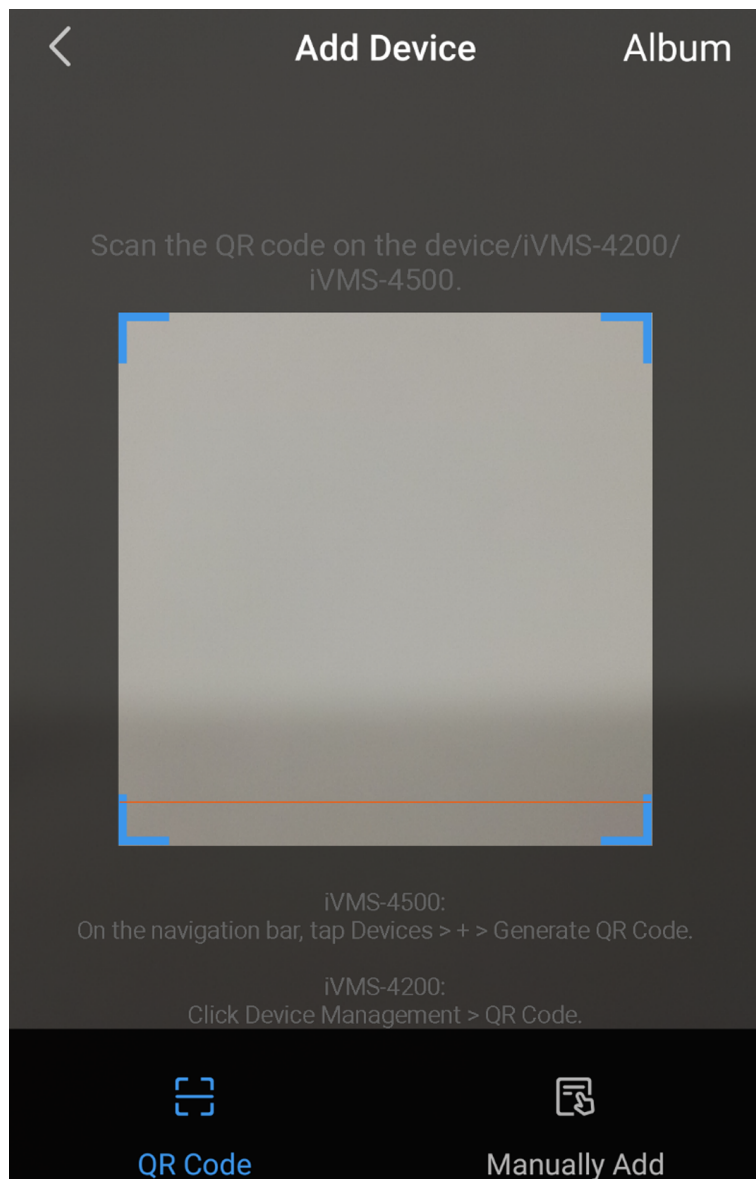
QR Code Manually Add

2. Devices added by this mode support functions including health monitoring, linkage rule (the linkage action Capture is not supported), exception, live view, remote configuration, etc.

3. The Portal provides QR codes of the devices added by IP/Domain. By scanning the QR codes, end users can quickly add these devices to their Hik-Connect account for management.



4. The Mobile Client supports adding devices in a batch by scanning device QR code generated by iVMS-4200 / iVMS-4500. With this function, the user can quickly add devices managed by iVMS-4200 / iVMS-4500 to the Hik-ProConnect.



DDNS Settings

1. The Portal and the Mobile Client support configuring DDNS for devices added by Hik-Connect Service. For devices with invalid or old firmware version, the user can use this function to make sure these devices can be managed by Hik-ProConnect properly.

DDNS Settings ✕

i After setting DDNS, when performing functions such as remote configuration, live view, playback, health monitoring, linkage rule, etc., the platform will connect to the device according to the DDNS settings.

[How to set port?](#)

Enable DDNS

Port Mapping Mode ▼

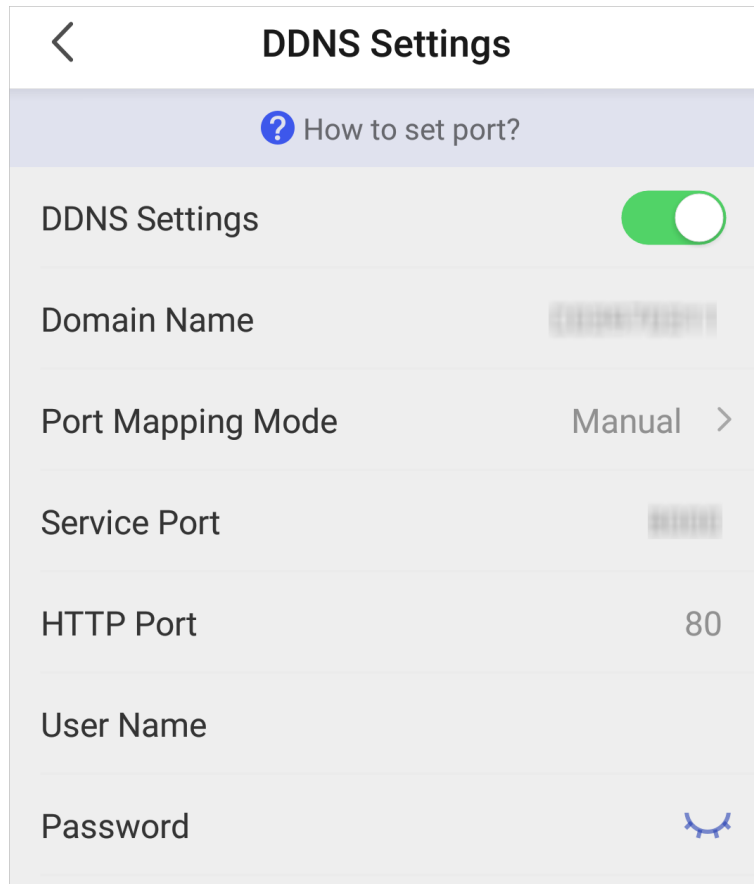
* Domain Name

* Service Port

* HTTP Port

* User Name

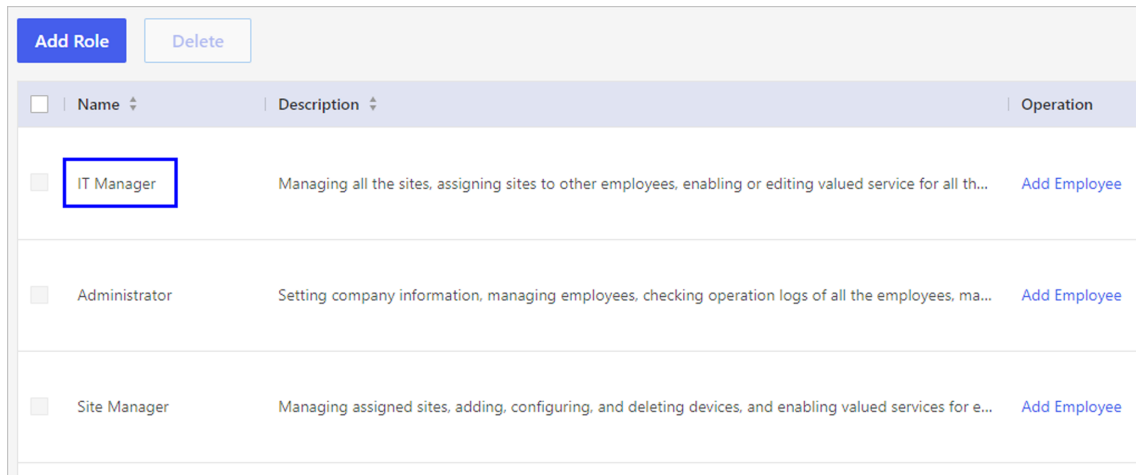
* Password



Roles and Permissions

1. Adds a predefined role: IT Manager. This role has the permission to manage all sites, including assigning sites to other employees and viewing operation logs of all the employees. In generally, it is oriented for manager of an installation company or Installer with permission to manage all devices.

What's New in Hik-Partner Pro



| <input type="checkbox"/> | Name | Description | Operation |
|--------------------------|---------------|--|------------------------------|
| <input type="checkbox"/> | IT Manager | Managing all the sites, assigning sites to other employees, enabling or editing valued service for all th... | Add Employee |
| <input type="checkbox"/> | Administrator | Setting company information, managing employees, checking operation logs of all the employees, ma... | Add Employee |
| <input type="checkbox"/> | Site Manager | Managing assigned sites, adding, configuring, and deleting devices, and enabling valued services for e... | Add Employee |

2. Changes the original permissions to the following four types:

- Manage All Sites
- Manage Assigned Site
- Manage Account and Role
- Manage Company Information

Add Role [X]

Role Name

Enter Role Name

Permission !

- Manage All Sites
- Manage Assigned Site
- Manage Account and Role
- Manage Company Information

Permission Application

1. After handing over a Site to end user, the Portal and the Mobile Client allow Installer to apply for configuration and live view permissions from end user to temporarily manage the devices. When applying for these two permissions, the Portal and the Mobile Client support selecting the validity period for the permissions, including 1 hour, 2 hours, 4 hours, 8 hours, and Permanent.

Apply for Configuration Permission [X]

Confirm to apply for configuration permission for the following device(s)?

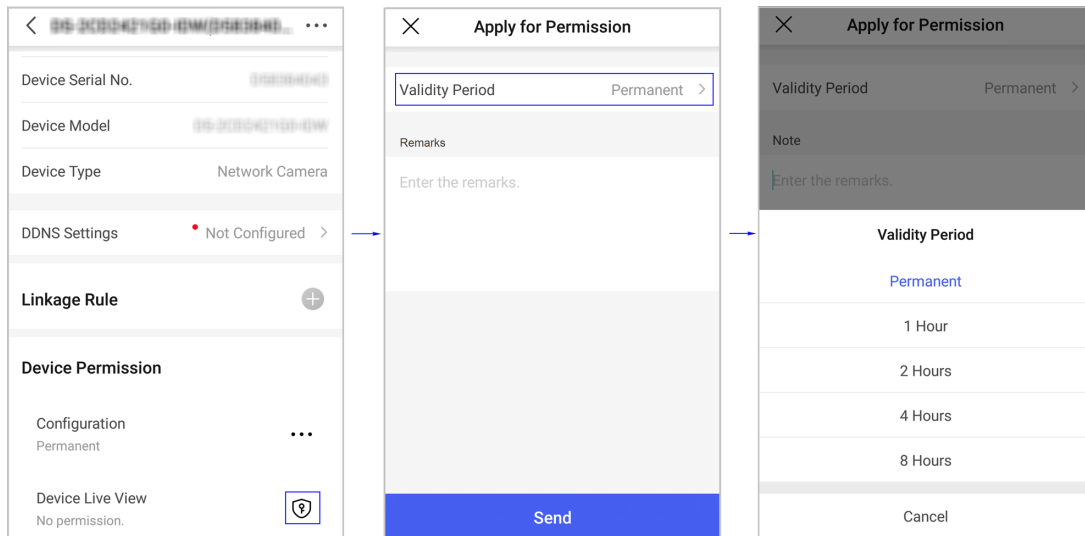
1 Device(s)

Validity Period: Permanent

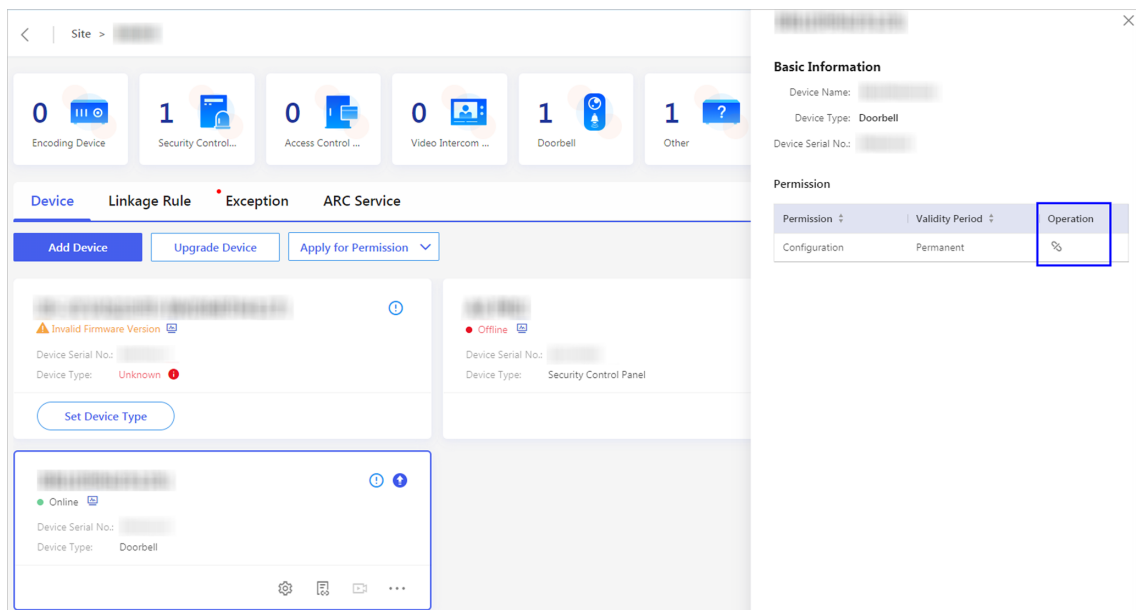
Remarks: Enter the remarks. 128

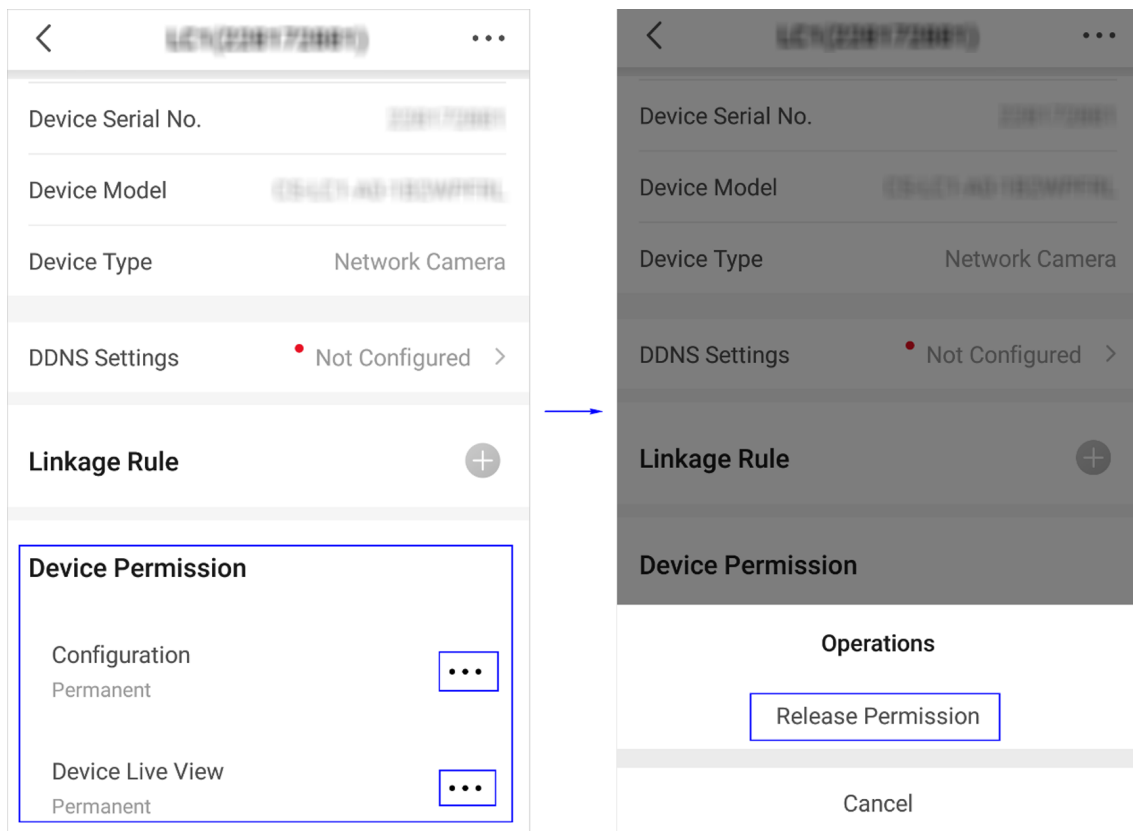
OK Cancel

What's New in Hik-Partner Pro



2. If the validity is not permanent, the Portal and the Mobile Client support releasing configuration and live view permissions. After releasing the permissions, if you want to configure the device or perform live view of the device, you need to apply for the permissions again.





Globalized Service

1. The Portal and the Mobile Client support connecting to the nearest server to speed up the server response.
2. If the server identifies a wrong country/region for an account, you can select the correct country/region manually on the Login page of the Portal and the Mobile Client.

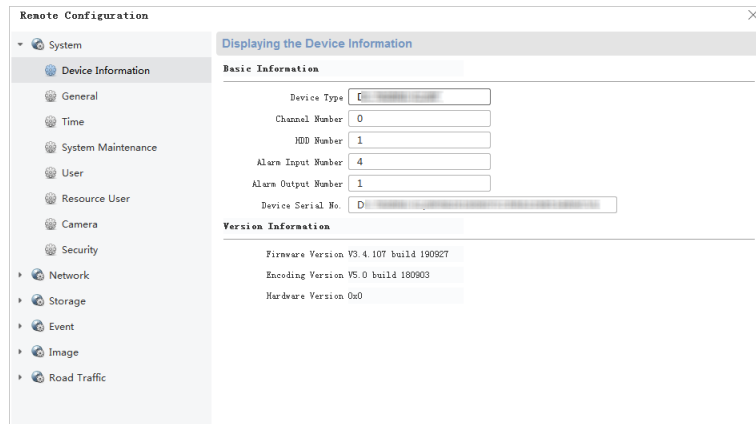
Multi-Language

Newly supported languages on the Portal and the Mobile Client: Arabic, Brazilian, Farsi, Hebrew, Indonesian, Japanese, Kazakh, Korean, Portuguese, Thai, Traditional Chinese, Uzbek, and Vietnamese.

Remote Configuration

1. The Portal and the Mobile Client support remote configuration for NVR & DVR. With this function, NVRs & DVRs with invalid and old firmware versions can be managed by the Hik-ProConnect properly.
2. Optimizes the remote configuration function for devices with old firmware version.
3. Optimizes the Mobile Client's remote configuration page, providing a more user-friendly interface.

What's New in Hik-Partner Pro



Employee

1. The Portal 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 an employee account is stolen, you can disable the account for security reason. After disabling the employee account, the employee cannot log into Hik-ProConnect Portal and Mobile Client by this account.

The screenshot shows the 'Employee Management' interface. At the top, there are 'Add Employee' and 'Delete' buttons, and a search bar. Below is a table with columns: Name, Role, Email, Phone Number, Managed, and Enable. The 'Enable' column contains toggle switches for each employee. A blue box highlights the 'Enable' column.

| Name | Role | Email | Phone Number | Managed | Enable |
|--------------|---------------|----------------------|--------------|-----------------------|-------------------------------------|
| John Doe | Administrator | john.doe@hik.com | 123-456-7890 | Sites: 29 Devices: 12 | <input type="checkbox"/> |
| Jane Smith | Administrator | jane.smith@hik.com | 123-456-7890 | Sites: 5 Devices: 0 | <input checked="" type="checkbox"/> |
| Mike Johnson | IT Manager | mike.johnson@hik.com | 123-456-7890 | Sites: 3 Devices: 150 | <input checked="" type="checkbox"/> |
| Emily White | Administrator | emily.white@hik.com | 123-456-7890 | Sites: 0 Devices: 0 | <input checked="" type="checkbox"/> |
| David Brown | IT Manager | david.brown@hik.com | 123-456-7890 | Sites: 1 Devices: 0 | <input checked="" type="checkbox"/> |

Chapter 23 Updates in V1.1.1

V1.1.1 includes the following updates:

 **Note**


Some functions are not available in every country and region.

- **Account Management**
- **Device Management**
- **Company Management**
- **Exception Center**
- **Others**

Account Management

1. The Mobile Client supports registering Installer Admin account and binding company information, including company logo, business license number, VAT number, etc.

Fill in Company Information [Logout](#)

 If you have an account which has linked with company information, please log into your account

[Login](#)

* Company Name

Enter company name.

* Phone Number

Enter phone number.

* Email

Enter email.

* Address

Enter street and number, P.O. box, c/o.



Register

Enter first name.

*Last Name

Enter last name.

*Phone Number

+93 > Enter phone number.

*Authentication Code

Enter authentication code.

I would like to receive marketing communications by emails from Hik-ProConnect about services and activities. I understand that at any time I can unsubscribe.

I agree to the [Terms of Service](#) and [Privacy Policy](#).

Register

2. Supports subscribing to marketing communications about Hik-ProConnect on the Portal and the Mobile Client after registering Installer Admin account, changing account email. And supports unsubscribing the marketing communications after login.

Register on the Portal

* First Name

* Last Name

* Phone Number

Afghanistan +9.

* Authentication Code

I would like to receive marketing communications by emails from Hik-ProConnect about services and activities. I understand that at any time I can unsubscribe.

I agree to the [Terms of Service](#) and [Privacy Policy](#)

< **Register**

Enter first name.

*Last Name

Enter last name.

*Phone Number

+93 > Enter phone number.

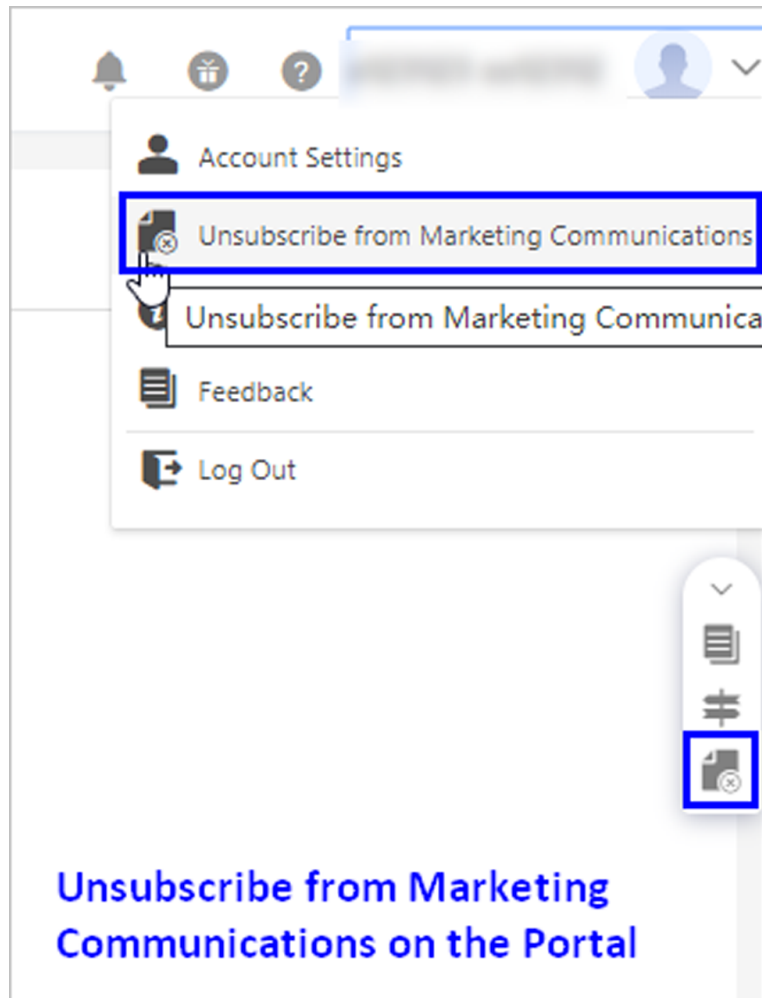
*Authentication Code

Enter authentication code.


I would like to receive marketing communications by emails from Hik-ProConnect about services and activities. I understand that at any time I can unsubscribe.

I agree to the [Terms of Service](#) and [Privacy Policy](#).

Register



Me



[Redacted Name]

[Redacted Email]

+ [Redacted Phone]

Unsubscribe the Marketing Communications on the Mobile Client.

Marketing CommunicationsSubscribed >


Change Password >

About >


Help >

Feedback >


Questionnaire >




Home



Site



Exception Center



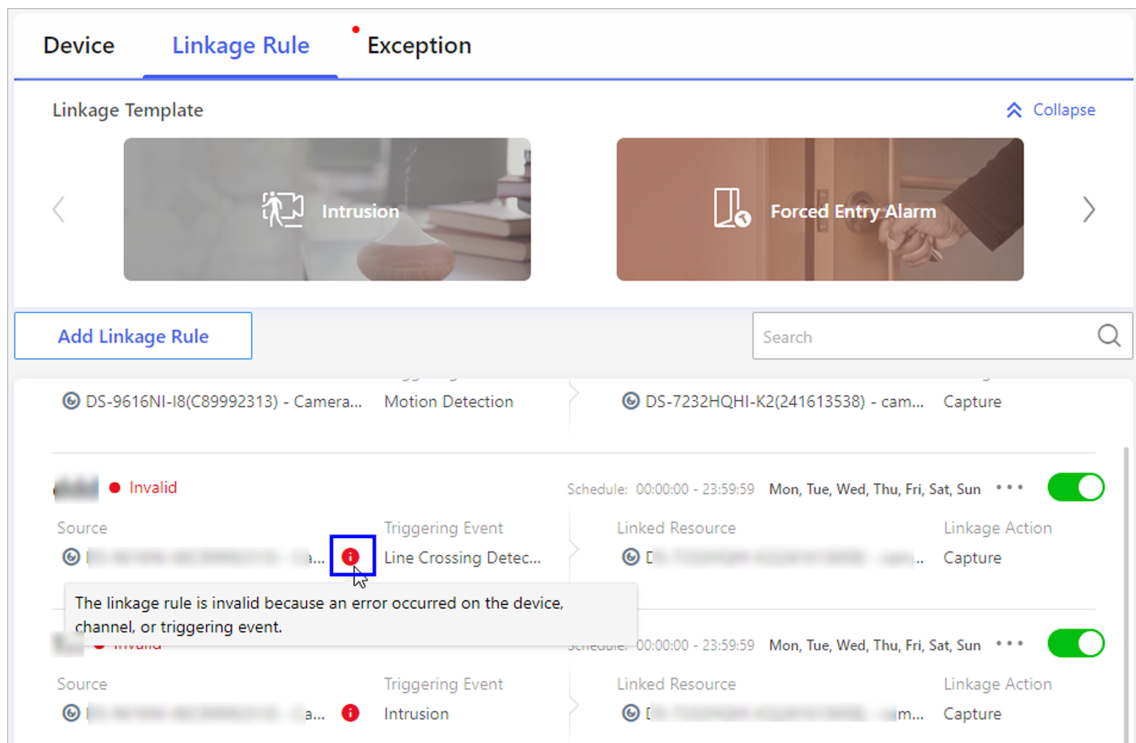
Me

What's New in Hik-Partner Pro

3. Deletes auto-login checkbox on the Mobile Client so that you will log in automatically by default.
4. Supports applying for an authentication code by a 6-digit company ID, and companies with a 6-digit company ID can also apply for an authentication code.

Device Management

1. Adds explanation for linkage rule's invalid status. With this function, you will quickly learn the reason why the linkage rule is invalid.



2. Deletes the feedback button on the Add Linkage Rule page of the Portal and the Mobile Client.

Company Management

1. On Company Information page of the Portal, adds comparison information about the supported functions and manageable devices between basic package and health monitoring package provided by Hik-ProConnect.

What's New in Hik-Partner Pro

| Introduction ✕ | | |
|---|--|---------------------------------|
| Function | Basic Package Adding Devices + Remote Configuration | Health Monitoring Package |
| Adding Devices | Manageable Devices 1024 | Manageable Devices Unlimited |
| Site & Device | | |
| Applying for Authorization | | |
| Viewing Device Online Status | | |
| Remote Configuration | | |
| Live View | | |
| Health Monitoring | - | ✓ |
| Exception | - | ✓ |
| Linkage Rule | - | ✓ |
| Device Remote Upgrade | - | ✓ |
| Employee/Role/Permission Management | - | ✓ |
| Searching Operation Logs of Employees | - | ✓ |
| Co-Branding | - | ✓ |

- Optimizes role permissions by integrating the four permissions (Manage Device, Manage Site Information, Add New Site, and Delete Site) into one permission: Manage Assigned Site.

Add Role ✕

Role Name

Permission !

- Manage Assigned Site
- Assign Site
- Manage Account and Role
- Manage Company Information

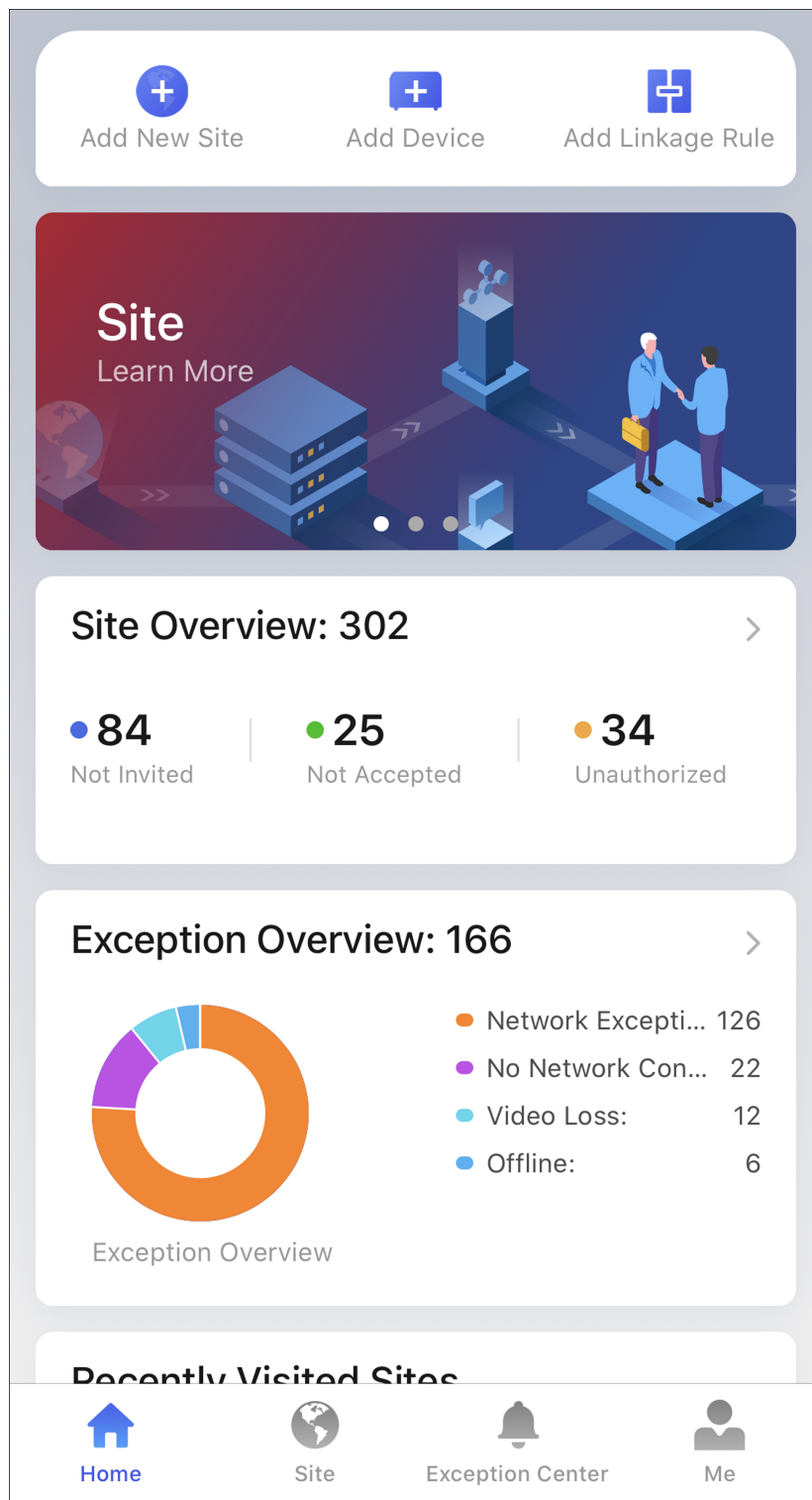
Exception Center

Optimizes the searching date of historical exceptions displayed on the Exception Overview by including exception of the current day into that of the last 7 days.

Others

1. Adds Home page on the Mobile Client.

What's New in Hik-Partner Pro



2. Adds questionnaire for trial on the Portal and the Mobile Client.
3. Newly supported languages: Croatian, Estonian, Greek, Latvian, Lithuanian, Norwegian, Romanian, Serbian, Slovakian, Slovenian, Swedish, Turkish, and Ukrainian.

Chapter 24 Updates in V1.1.0

V1.1.0 includes the following updates:

Note

Some functions are not available in every country and region.

- **Device Management**
- **Site Management**
- **Account Management**
- **Live View**
- **Health Monitoring**
- **Exception Center**
- **User Interface**
- **Others**

Device Management

1. Adds six predefined templates for typical applications and flexible linkage rule configuration, including Intrusion, Forced Entry Alarm, Back to Home/Office, Away, Visitor Calling, and Perimeter Zone Alarm on the Portal and the Mobile Client.

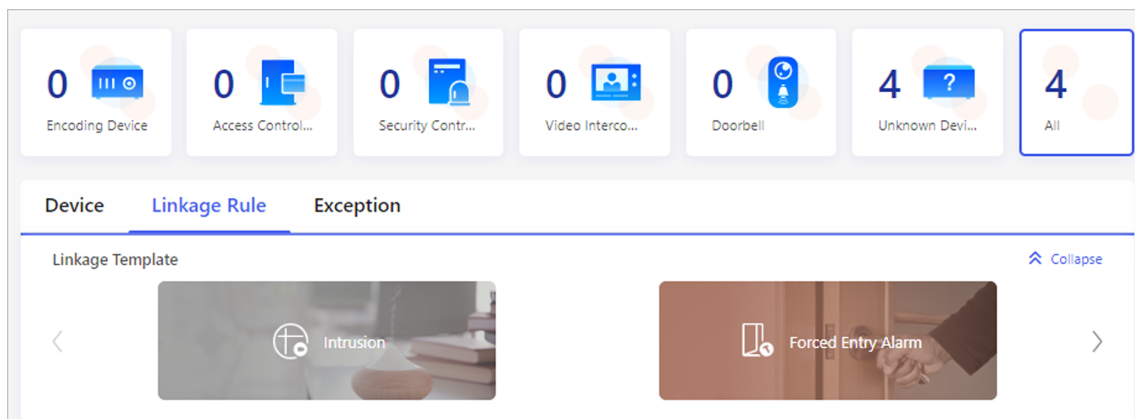


Figure 24-1 Linkage Templates on the Portal

2. Supports enabling or disabling linkage rule to allow the linkage rule to be active or inactive (if abnormal) on the Portal and the Mobile Client.
3. Supports enabling device notifications and setting notification schedule on the Portal and the Mobile Client. After adding and enabling a linkage rule, make sure you have enabled the Notification functionality of the Source device so that the events detected by the device can be uploaded to the Hik-ProConnect system and the Hik-Connect Mobile Client, which is the prerequisite to trigger the linkage actions defined in the linkage rule(s) of the source device.

What's New in Hik-Partner Pro

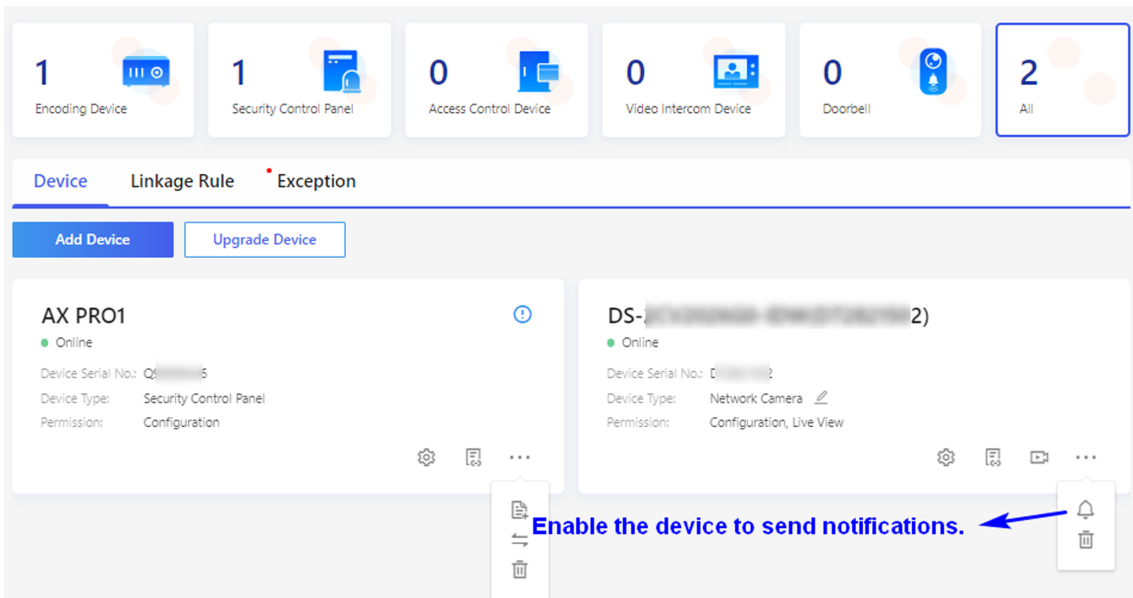


Figure 24-2 Site Page on the Portal

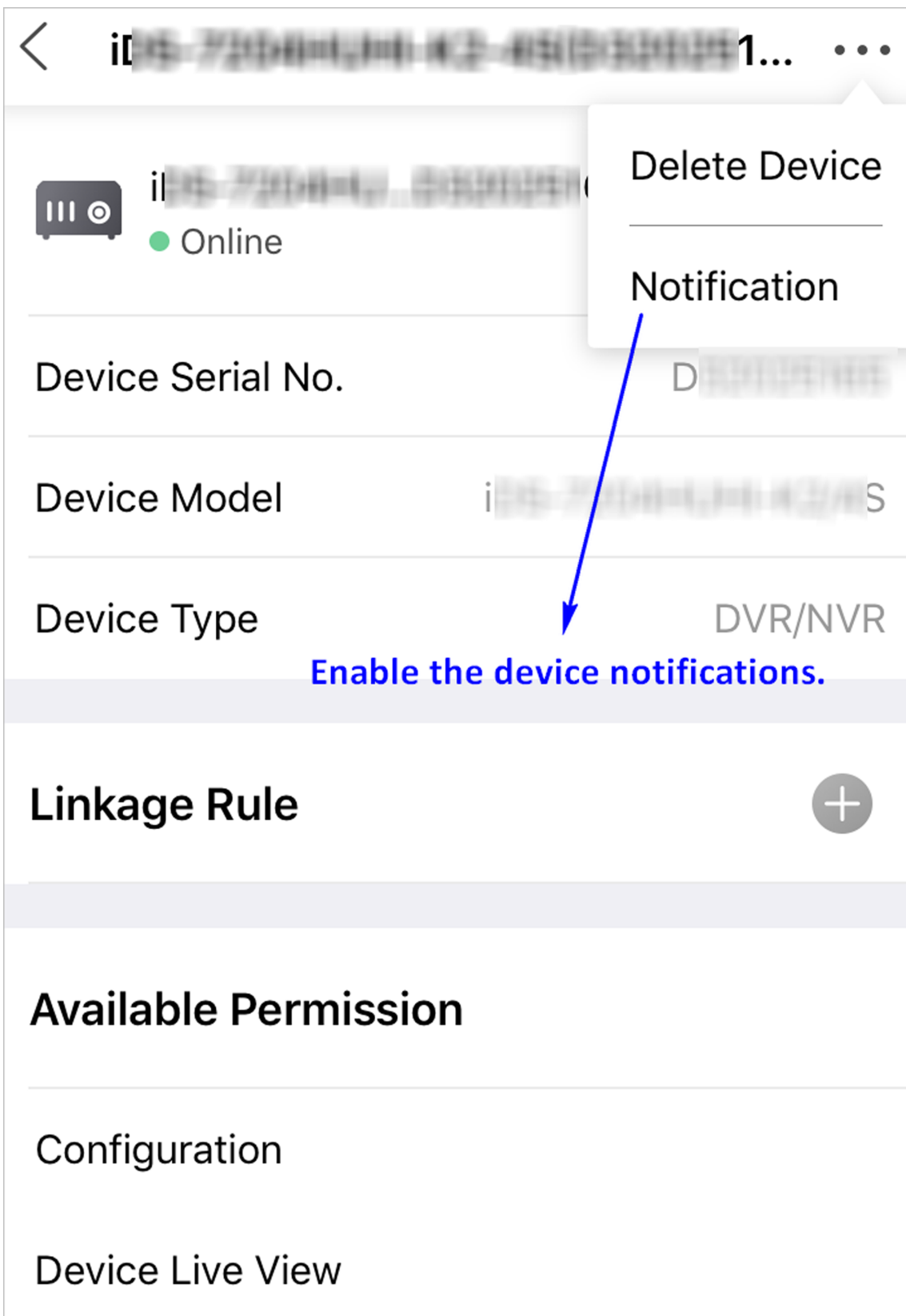


Figure 24-3 Device Page on the Mobile Client

4. Detects whether the device firmware version is compatible with the Hik-ProConnect when adding an online device by the Portal and adding a device by the Mobile Client.
5. Optimizes the channel list of devices on the linkage rule configuration page.

Site Management

1. Supports displaying unknown device in the site list.
2. Optimizes the Site Owner invitation of the Portal. Invitation to Site Owner will be sent by email if sending invitation by short message is not supported in a particular country or region.
3. Optimizes the Site Owner invitation of the Portal and the Mobile Client.

Account Management

1. Old password will be required before changing password.
2. Password authentication, instead of an email verification code, is required before deleting an Installer Admin account.

Live View

1. Supports switching image quality during live view on the Portal and the Mobile Client.

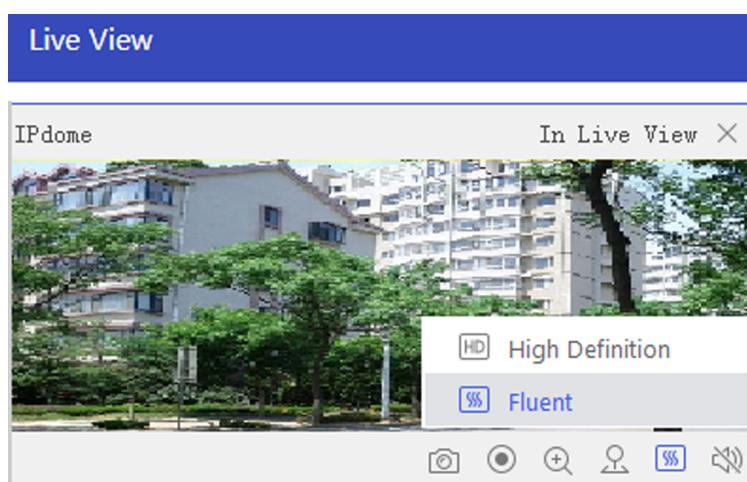


Figure 24-4 Live View on the Portal

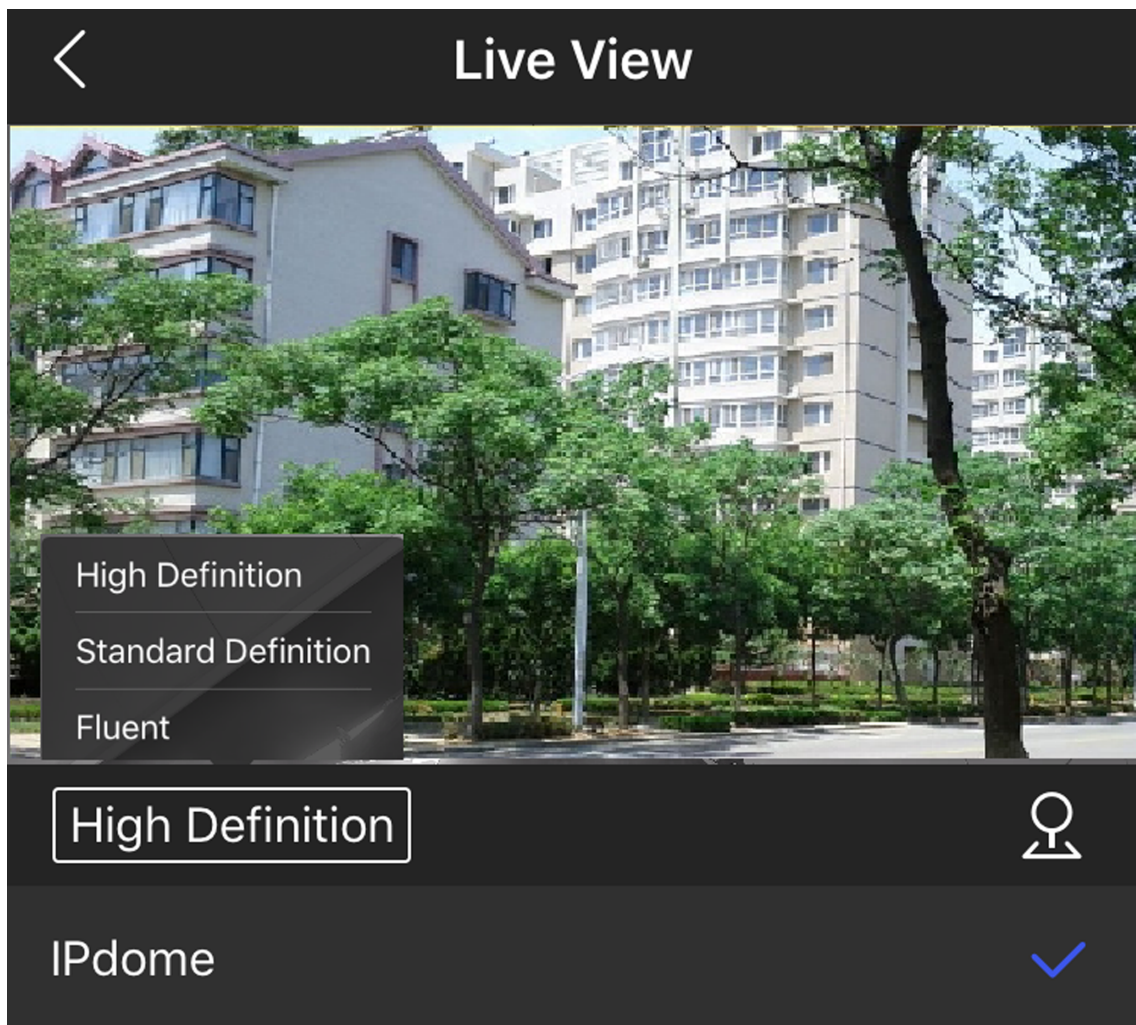


Figure 24-5 Live View on the Mobile Client

2. Supports configuring PTZ-related actions of the PTZ camera managed by an NVR/DVR when adding a linkage rule.

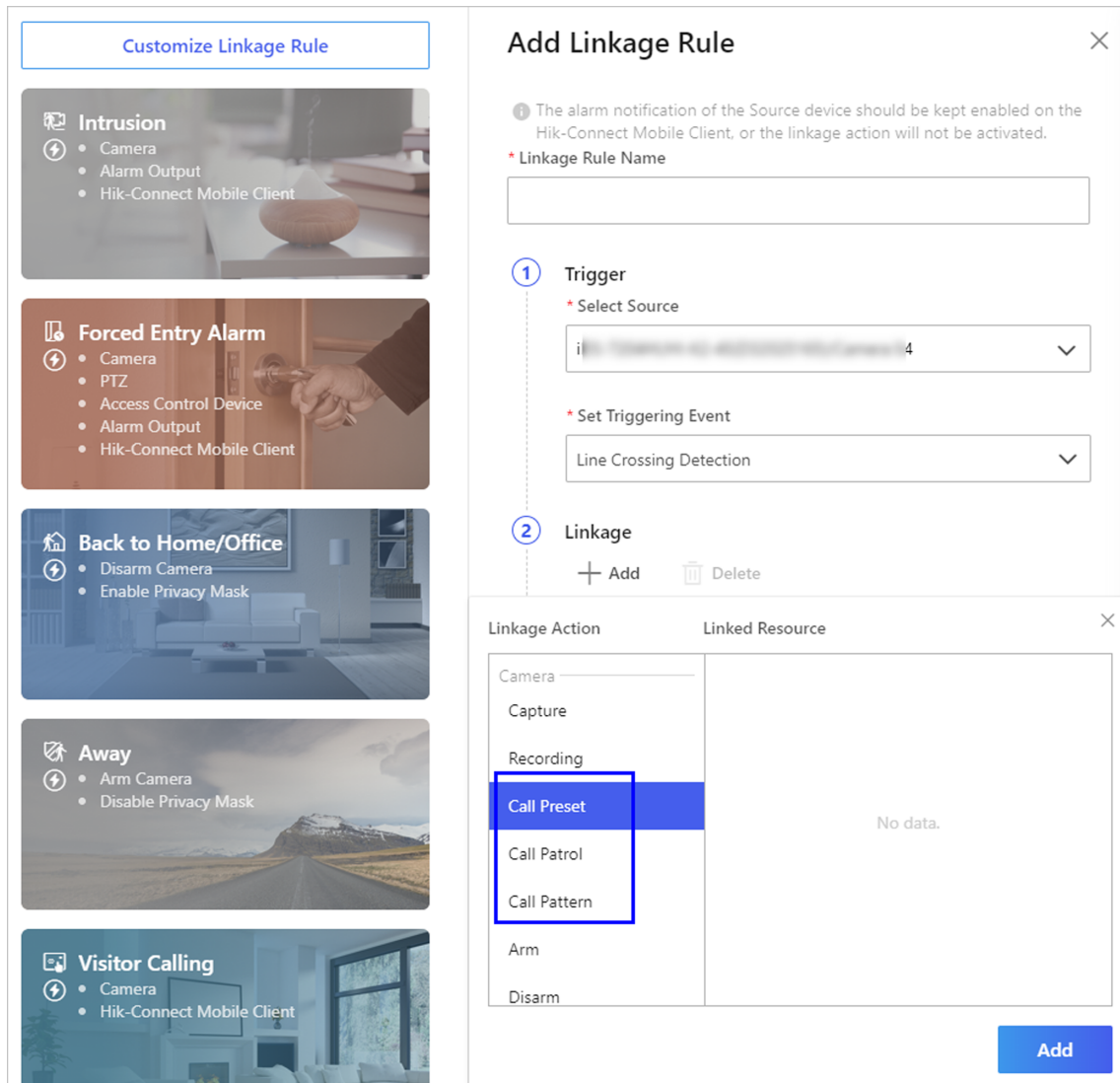


Figure 24-6 Add Linkage Rule on the Portal

Health Monitoring

Device health monitoring will start automatically after logging in to the Portal and the Mobile Client, and you can view the latest device status on the Portal's Health Monitoring page.

Exception Center

1. Adds new exception types for the Portal and the Mobile Client in exception rule settings, such as video loss and zone tampered.

What's New in Hik-Partner Pro

The screenshot displays the Exception Center interface. On the left, there is a search bar and a sidebar with 'All Sites'. The main area shows a table of exceptions with columns for Schedule, Site Name, Source, and Exception Type. A blue box highlights the filter buttons for 'Video Loss' and 'Zone Tampered'.

| Schedule | Site Name | Source | Exception Type |
|---------------------|-----------|--------|----------------|
| 31/03/2020 09:14:43 | pt | 2261 | Video Loss |
| 31/03/2020 09:00:35 | pt | 2261 | Video Loss |
| 31/03/2020 08:30:33 | pt | 2261 | Video Loss |
| 31/03/2020 08:00:27 | pt | 2261 | Video Loss |
| 31/03/2020 07:30:27 | pt | 2261 | Video Loss |
| 31/03/2020 07:00:25 | pt | 2261 | Video Loss |
| 31/03/2020 06:30:23 | pt | 2261 | Video Loss |

Figure 24-7 Exception Center on the Portal

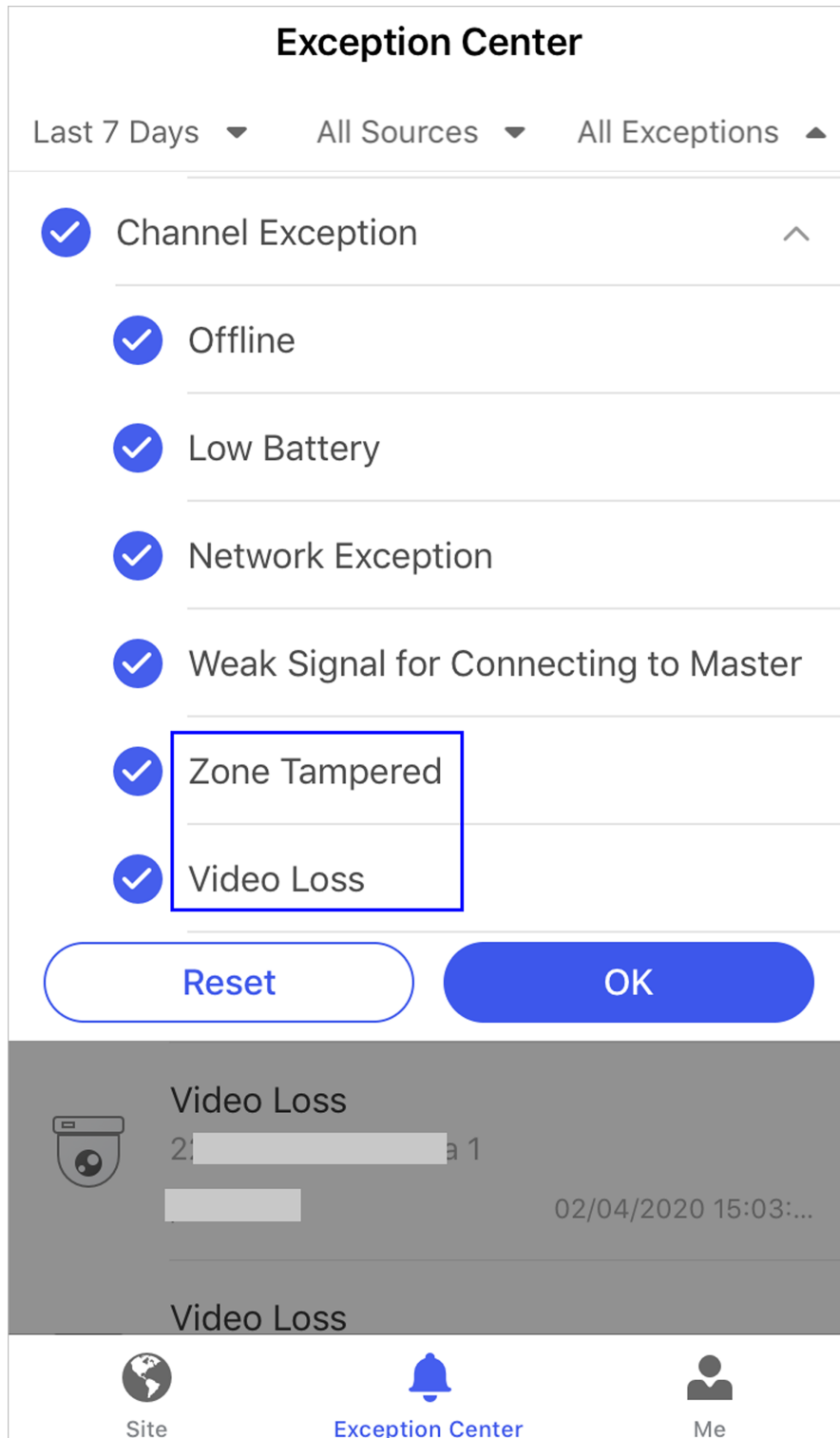


Figure 24-8 Exception Center on the Mobile Client

User Interface

1. New Home Page displays user-friendly banners, site overview, device overview, exception overview, frequently used functions, recently visited sites, and employee information.
2. New logos of the Portal and the Mobile Client.
3. Optimizes the interface of the site list and site page of the Mobile Client.

Others

1. Supports more countries and regions, including more time zones and phone area codes.
2. Newly supported languages: Bulgarian, Czech, Danish, Finnish, Hungarian, and Portuguese.
3. Supports free demo and you can learn general functions of Hik-ProConnect without registering any accounts.

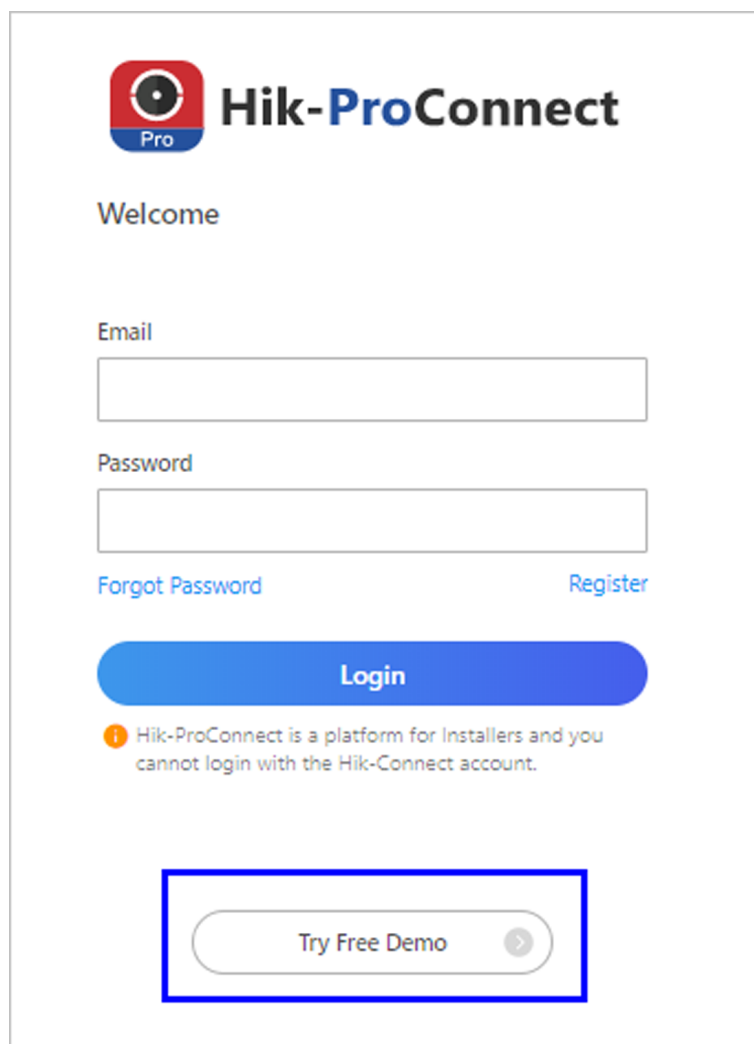


Figure 24-9 Login Page on the Portal

