Enable Hik-Connect 3.0 Remote Access Platform Services
On Recorders
What is Hik-Connect 3.0 Platform?

- **The Hik-Connect Platform** has two different services to allow for remote access to Hikvision devices.
  - **Hik-Connect P2P Service – Peer to Peer** protocol is used between electronic devices where either device can initiate communication.
  - **Hik-Connect DDNS Service** – Allows accounts to assign unique domain names to online devices. Port forwarding is required.*

- **Both Hik-Connect Services** require the NVR or DVR network settings to be configured with a correct IP address, subnet mask, default gateway and DNS server.

- **Hik-Connect Accounts** are required to use these services.

**NOTE:** Please see the quick start guide on how to set the NVR or DVR network settings. Security Tip:

+ Minimize the number of ports opened to the Internet. Port forwarding should only be configured when absolutely necessary. Avoid common ports by changing the default device ports and/or mapping different external ports to the internal ports.
At the Recorder Using the Menus

• Login to your recorder

• Using the local monitor and mouse connected to the recorder, right-click anywhere on the screen to display the pop-up Menu[1]. Select MENU[2]

• From the Main Menu[3] select System Configuration[4].
System Configuration

- In the System Configuration menu choose Network[1].
- Please note: Any network communication requires that the recorder be properly configured on the network (IP address[2], subnet mask[3], Default Gateway[4] and DNS server address[5])
Platform Access

- Click on the Platform Access tab[1] along the top.
  (In older firmware, the tab needed may be labeled “Cloud P2P” or “DDNS”)

- Click the “Enable” box [2]
Terms of Service/Verification Code

- In the pop-up[1], create a verification code[2] that will be used to validate the device to the Hik-Connect Account.

- Check the box[3] to accept the terms of service.

- Click OK[4]

- Please note the verification code for later use.

NOTE: Verification Code must be 6~12 characters long, using only upper case letters, lower case letters and numbers. See https://www.hik-connect.com/views/terms/termsofservice.html in your browser or scan the QR code to read these terms on a mobile phone.
Server Address/Apply

- Ensure that the Server Address\(^1\) is dev.us.hik-connect.com
- If needed, check the “Custom” box\(^2\) and edit the address

- Click “Apply”\(^3\) at the bottom right.
Connection and QR Code

- Within a few minutes, status[1] should show ‘online’
- To refresh screen, leave screen and return

QR code[2] contains device model and serial number for use adding this device to mobile apps such as Hik-Connect. It can be photographed for later use.
Gather Necessary Information

- Later in the Hik-Connect adding process you will need the verification code you noted in a previous step.

- You will also need 9 digits[1] from within the device serial number.

- This information can be found using the local monitor and mouse at the recorder in the System Information[2] Device Info[3] screen.

From A Local PC Using SADP and IE Browser

- The recorder must be already be activated (see separate How To document or video for device activation/password creation process).

- If the network configuration has not yet been set, launch SADP and assign values compatible with the local area network for IP address, subnet mask and Default Gateway.
Gather Necessary Information

- Later in the Hik-Connect process you will need 9 digits\(^1\) from within the device serial number
- The serial number appears in the SADP screen\(^2\)
- Note these digits for future use

<table>
<thead>
<tr>
<th>ID</th>
<th>Device Type</th>
<th>Status</th>
<th>IPv4 Address</th>
<th>Port</th>
<th>Software Version</th>
<th>IPv4 Gateway</th>
<th>HTTP Port</th>
<th>Device Serial No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>001</td>
<td>DS-7608NI-I2</td>
<td>Active</td>
<td>192.168.0.3</td>
<td>8000</td>
<td>V3.4.92Abuild...</td>
<td>192.168.0.1</td>
<td>80</td>
<td>DS-7608NI-I2/6P0B20170207CCRI2346789WCVU</td>
</tr>
<tr>
<td>002</td>
<td>DS-7208HGI-SH</td>
<td>Active</td>
<td>192.168.0.4</td>
<td>8000</td>
<td>V3.114build ...</td>
<td>192.168.0.1</td>
<td>80</td>
<td>DS-7208HGI-SH0820151225AMW2B7654321WCVU</td>
</tr>
</tbody>
</table>
From A Local PC Using SADP and IE Browser

• Access the recorder from the LAN using IE. Type the IP address (and http port, if other than 80) of the recorder into the location bar in the form http://address:port[1] e.g. http://192.168.0.3:97[2] If http port is 80 (default) can omit port number. The login screen[3] is displayed.

• Or, double click on the IP address in the SADP screen[4]

Note: If systems prompts to ‘Update Plugin’ follow those prompts then repeat the steps on this page.
Login to Recorder / Network Settings

  

- Click Advanced Settings[8] and Platform Access[9]

  - Enable
  - Platform Access Mode: Hik-Connect
  - Server Address: dev.us.hik-connect.com
  - Register Status: Offline
  - Verification Code: **********

6 to 12 letters (a to z, A to Z) or numbers (0 to 9), case sensitive. You are recommended to use a combination of no less than 8 letters or numbers.
Enable Platform Access/Set Verification Code

- Click the box[1] to Enable platform access.
- In pop-up click OK [2] to accept the Terms of Service and Privacy Policy. Click the links to read those terms.

Note

To enable Hik-Connect service, you need to create a verification code or change the verification code.

The Hik-Connect service will require internet access. Please read the "Terms of Service" and "Privacy Policy" before enabling the service.

[2] OK Cancel

- Use the icon[3] (if present) to reveal a hidden verification code[4], or enter a new code. Make note of the verification code for later use.
Verify Access Mode and Server Address

- Access type should be Hik-Connect\(^1\)
- Server address dev.us.hik-connect.com\(^2\)
- Use Custom checkbox\(^3\) to modify if needed

- Click Save\(^4\)
Verify Connection to Hik-Connect Platform

- Register Status[1] will change to Online[2]
- Refresh screen, or view a different menu then Platform Access to view current status

![Platform Access Configuration](image)
Gather Necessary Information

- Later in the Hik-Connect process you will need the verification code you noted in a previous step.
- You will also need 9 digits[1] from within the device serial number.
- In the System menu[2] under System Settings[3] the necessary part of the serial number is the 9 numeric characters in the position indicated in red [3]
- Note the serial number for future use.
Troubleshooting Hik-Connect P2P Service/Next Step

- The NVR or DVR may require a public DNS server (instead of the IP address of the router/gateway). You can search the internet for nearby public DNS servers. Some examples of public DNS servers are: 8.8.8.8, 4.2.2.2 or 75.75.75.75
- The NVR or DVR must be set up properly on the local area network. Confirm that you can use IE to access the IP address of the NVR from the LAN.
- In rare cases, a strong firewall may have to be programmed to allow the recorder to access the Hik-Connect.com server.
- Once the device is ‘online’, then the next step is to create a Hik-Connect Account