



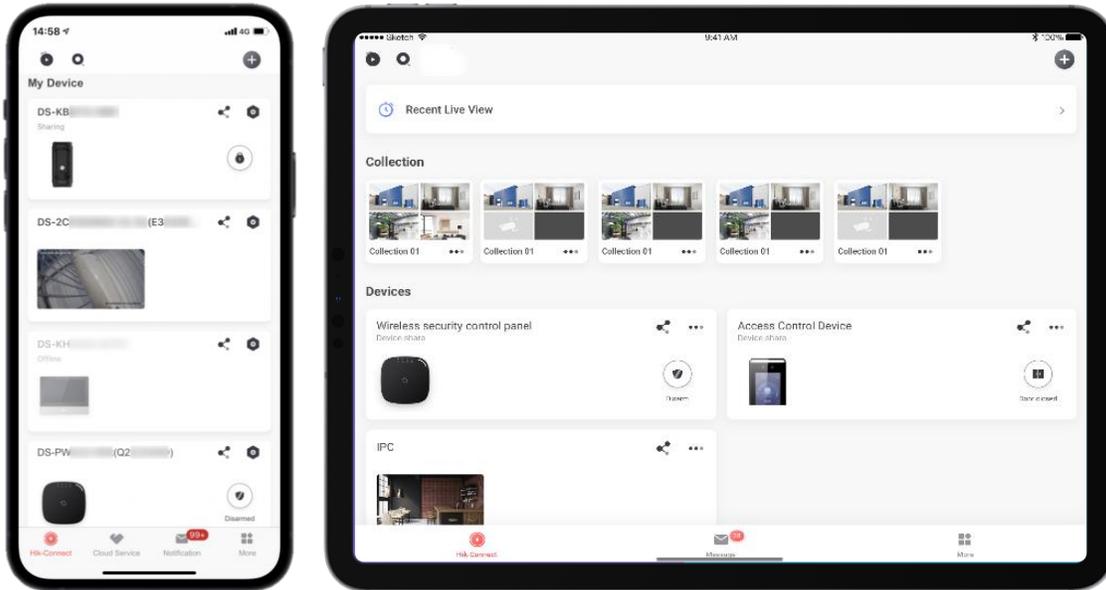
Hik-Connect
Mobile Client
Datasheet
V4.11.0

Software Information

Name: Hik-Connect Mobile Client Software

Version: V4.11.0

System Requirement: Android 4.4 or later; iOS 10.0 or later



Introduction

Hik-Connect App is designed for managing Hikvision products, including DVRs, NVRs, cameras, video intercom devices, and security control panels. With the App, you can view real-time video or playback of your cameras via Wi-Fi or cellular network. When device alarms are triggered, you can get instant notifications in the App.

The App also supports functionality related with Hik-ProConnect, which is a platform for Installers in the security industry to manage customers' devices. In the App, you can grant permissions to an Installer to allow the Installer to provide configuration and maintenance services for you.

Key Features

- Account management
- Adding devices via scanning QR code
- Adding devices via IP/Domain
- Adding devices via Hik-Connect Domain
- Window divisions for Live View: 1-division, 4-division, 9-division, 12-division, and 16-division
- Changing video quality
- Adding devices to Favorites
- Two-way audio intercom
- Videos and pictures encryption
- PTZ control
- 8X digital zoom
- Simultaneous playback of up to 4 cameras

- Picture and video management
- Instant alarm notifications with pictures and videos
- Updating device firmware remotely
- Answering calls from doorbells/video intercom devices
- Arming security control panel remotely
- Sharing devices to others
- Login by fingerprint/facial authentication
- Hik-ProConnect cloud services
- Installer authorization management
- Device permission management
- ARC service
- Transferring devices to another account
- Device password reset

Functional Parameters

Account Management	<ul style="list-style-type: none"> ➤ Register a new account via email address or mobile phone number. ➤ Account login and logout ➤ Account information settings ➤ Change account password. ➤ Retrieve password. ➤ Visitor mode ➤ Login by fingerprint/facial authentication ➤ Edit alias. ➤ Edit linked mobile phone number or email address. ➤ Generate account QR code. ➤ Delete account.
Live View	<ul style="list-style-type: none"> ➤ 1/4/9/12/16 window division ➤ Audio control ➤ Max. 8X digital zoom ➤ Capture and recording ➤ Full-screen mode ➤ Two-way audio ➤ Change live view quality. ➤ Enable fisheye mode. ➤ Hardware decoding (Only supported by devices added via IP/Domain.) ➤ Noise reduction
PTZ	<ul style="list-style-type: none"> ➤ Control PTZ. ➤ Zoom in and out. ➤ Adjust PTZ speed. ➤ Control focus and iris.

	<ul style="list-style-type: none"> ➤ Set and call preset. ➤ Auto Scan (Device support required.) ➤ Auto-Tracking (Device support required.)
Playback	<ul style="list-style-type: none"> ➤ Search videos by time for playback. ➤ 4-window division mode for playback simultaneously ➤ Control audio. ➤ Capture and recording ➤ Drag timeline to set playback start time. ➤ Adjust playback speed. ➤ Hardware decoding ➤ Event playback ➤ Download video footage from cloud. ➤ Play video footage from cloud. ➤ Noise reduction
Device Management	<ul style="list-style-type: none"> ➤ Add and delete device. <ul style="list-style-type: none"> • Supports adding the devices which support Hik-Connect service (hereafter simplified as “Hik-Connect device” via Hik-Connect domain or scanning QR code. • Supports adding devices via IP/Domain. • Supports adding detected online devices which are in the same local area network with the phone or tablet. ➤ Edit device name and channel name. ➤ Display storage status and device version (for Hik-Connect Devices). ➤ Enable/disable cloud storage service for cameras. ➤ Detect device version and upgrade remotely. ➤ Videos and pictures encryption (for Hik-Connect Devices) ➤ Share channels to other accounts. ➤ Share device(s) to other users ➤ Set partition and zones (for security control panels). ➤ Unbind devices from other accounts with devices’ password. ➤ Reset device password. ➤ Configure devices remotely. ➤ Change device verification code. ➤ Set DDNS (Only supported by devices added via Hik-Connect Domain or Scanning QR Code). ➤ Add devices to Favorites. ➤ Draw motion detection area for specific network cameras. ➤ Configure audio and strobe light alarm, light settings, PIR detection for Floodlight camera. ➤ Record and set custom audio alarm for devices.
Hik-ProConnect Cloud Service	<ul style="list-style-type: none"> ➤ Manage device authorization and Installer permission. <ul style="list-style-type: none"> • View the details of the Sites that you own, including site

	<p>name, devices on the each site, and information of the Installer who is managing the devices of a Site.</p> <ul style="list-style-type: none"> • Authorize Installer with more devices by adding them to a Site. • Edit permissions granted to the Installer. • Cancel all authorizations of devices in a Site from the Installer. • Switch between multiple Installers. • Transfer all device in a Site to another account. • Enable/disable Alarm Receiving Center (ARC) service for a Site. <p>➤ Check and respond to cloud service notifications</p> <ul style="list-style-type: none"> • Receive device handover applications from Installer. • Receive device permission applications from Installer. • Receive notifications about Installer cancels device authorization. • Receive notifications about the device permissions released by Installer. • Receive device transfer applications from other users. • Receive device offline notifications. • Receive device password reset application. • View history linkage, which refers to the process in which an event detected by a device triggers actions of other. • View logs about Installer’s operations on devices. <p>➤ Check and share previously deauthorized devices in a Site.</p> <p>➤ View external linked videos, which refers to the video recorded by the linked device of the alarm-source.</p> <p>➤ Value-added services (Only available in some countries or regions):</p> <ul style="list-style-type: none"> • People Counting - Monitor the number of persons who have entered a specific area in real time. Set the maximum persons allowed to stay in the area. • Temperature Screening - Monitor the skin-surface temperature of the persons detected in the live view of temperature screening devices. Set the threshold temperature for triggering abnormal temperature alarm.
Alarm Notification	<ul style="list-style-type: none"> ➤ Arm and disarm remotely. ➤ Receive alarm (event) notifications. ➤ View alarm (event) information, related pictures, and related videos. ➤ (Thermal binoculars) View alarm-related optical mode picture and thermographic mode picture. ➤ Supports two notification modes: “Receive Events and Push Notifications” and “Receive Events but Not Push Notifications”.

Video Intercom	<ul style="list-style-type: none"> ➤ Receive notifications when others call. ➤ Remotely accept or decline calls (from doorbells). ➤ Remotely open/close door. ➤ View call history. ➤ Switch scenes (Stay, Away, Sleep, and Custom) for indoor stations. ➤ View live video streamed from the camera linked to the door station. ➤ Control two-way audio. ➤ Play back video footage from the camera linked to the door station. ➤ View related events of the latest 7 days.
Security Control Panel	<ul style="list-style-type: none"> ➤ Configuration of the partitions (areas), detectors and sensors, etc. ➤ Stay arm/Away arm/Disarm ➤ Clear alarms. ➤ Receive alarm notifications. ➤ Bypass zones. ➤ Forbid bypassing zones. ➤ Set cross zone. ➤ Manually activate panic alarm by tapping PA icon. ➤ Find peripherals with Find Me. ➤ Other functions such as faults check and wireless device supervision (only supported by specific security control panels)
Access Control	<ul style="list-style-type: none"> ➤ Control doors remotely. ➤ Configure access control devices. ➤ Search for history events. ➤ Live view
DVR/NVR	<ul style="list-style-type: none"> ➤ Start live view of all linked cameras in bulk. ➤ Start playback of single camera. ➤ Event notification ➤ Remote configuration ➤ Quick disable/enable notification and alarm. ➤ Set arming/disarming schedule. ➤ Set custom audio alarm. ➤ View network topology (Wi-Fi NVR only).
Network Switch	<ul style="list-style-type: none"> ➤ Show network switches in the device list after Installer hands them over to you. ➤ Check device status including uptime, CPU/GPU usage, and port connection. ➤ Event notification
AcuSense Series NVR (Australian market only)	<ul style="list-style-type: none"> ➤ Add up to 4 areas to the NVR. ➤ Arm/disarm area(s). ➤ Automatically arm/disarm a specific area. ➤ Clear alarm(s).

	<ul style="list-style-type: none"> ➤ Link AcuSense cameras to the NVR. ➤ View Live video streamed from the cameras linked to the NVR. ➤ Set the cameras linked to the NVR.
Solar Camera	<ul style="list-style-type: none"> ➤ Wake up device. ➤ Live view and playback ➤ View status including battery level and network signal strength. ➤ Switch power consumption mode. ➤ Event notification
Pictures and Videos Management	<ul style="list-style-type: none"> ➤ Manage local pictures and videos. ➤ View pictures and play videos. ➤ Download pictures and video. ➤ Share pictures and videos to others.
System Settings	<ul style="list-style-type: none"> ➤ Enable push notification. ➤ Enable/disable saving device parameters. ➤ Enable/disable hard-decoding. ➤ Enable auto-receiving alarm (event) information when the device is powered on. ➤ View traffic statistics. ➤ Resume latest live view. ➤ Display floating live view on the device list. ➤ Display channel-zero. ➤ Reset password for DVR and NVR. ➤ Set Wi-Fi. ➤ New versions online detection ➤ Help and feedback
Language	<ul style="list-style-type: none"> ➤ Simplified Chinese, English, Russian, Estonian, Bulgarian, Hungarian, Greek, German, Italian, Czech, Slovak, French, Polish, Dutch, Portuguese, Spanish, Romanian, Danish, Swedish, Norwegian, Finnish, Croatian, Slovenian, Serb, Turkish, Korean, Traditional Chinese, Thai, Vietnamese, Japanese, Hebraism, Latvian, Lithuanian, Brazilian Portuguese, Arabic, Farsi, Indonesian, Uzbek, Kazak, Ukrainian

Technical Parameters

Item	Parameters
Max. Connected Devices (Hik-Connect Domain)	1024
Max. Channels Can Be Selected for Live View or Playback	256
Max. Shared Accounts (By One Channel)	64
Max. Streaming Number (One channel/ Live View)	20

Item	Parameters
Max. Cameras for Live View Simultaneously	16
Max. Cameras for Playback Simultaneously	4 (*supported model only)
Max. Favorites Folders	32
Max. Users for Receiving Shared Devices	100
Video Encoding	H.264,MPEG4,MJPEG, H.264+,H.265,H.265+
Audio Encoding	G711_A,G711_U,AAC
Compatible Devices	DVRs, NVRs, cameras, video intercom devices and security control panels with Hik-Connect function.