



Hik-Connect for Teams FAQ

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Chapter 1 Benefits and Comparison

1.1 What is the difference between Hik-Partner Pro and Hik Connect for Teams?

Question

What is the difference between Hik-Partner Pro and Hik Connect for Teams?

Answer

They are for different users.

- The Hik Connect for Teams Portal and Mobile Client are for enterprise users, providing them centralized video security management, remote control across multiple sites, etc.
- Hik-Partner Pro is the partner console for Hik Connect for Teams. It is mainly for service providers (e.g., system integrators, installers, etc.) to manage the Hik Connect for Teams services for enterprise users, such as activating trial services, purchasing extended services, etc.

1.2 What are the differences among Hik Connect for Teams, HikCentral Professional, and Hik-Partner Pro?

Question

What are the differences among Hik Connect for Teams, HikCentral Professional, and Hik-Partner Pro?

Answer

- Hik Connect for Teams is a VSaaS platform for unified security management. It frees enterprise users from local servers and helps centralize management for multiple sites on the cloud.
- HikCentral Professional is mainly used for medium and large projects in private network or in LAN.
- Hik-Partner Pro is a Partner Console to help system integrators or installers manage services by acquiring trial services, purchasing extended services, etc., for Hik Connect for Teams users.

Chapter 2 Services

2.1 What are the details of the free streaming policy within 5 minutes?

Table 2-1 About 5-min Free Streaming Policy

Paid/Free	Descriptions
All Paid (Total Paid Channels $\geq$ Total Added Channels)	No Limit
Partially Paid, Partially Free (Total Paid Channels $\leq$ Total Added Channels) E.g., you added 33 channels, and paid for 1 channel.	N paid channels means N windows are not limited for streaming. You can play any added channel in the N windows, but at the same time, streaming is limited for 5 minutes in all other windows. For example, if you add 33 channels with 1 channel paid, the 1 window will not be limited for streaming and you can play any channel in the window. At the same time, if you start live view of other channels in other windows, streaming will be limited in all other channels.
No Paid Channels	All channels are limited for streaming. You can only stream for 5 minutes.

Example

If you add 4 channels with 1 paid:

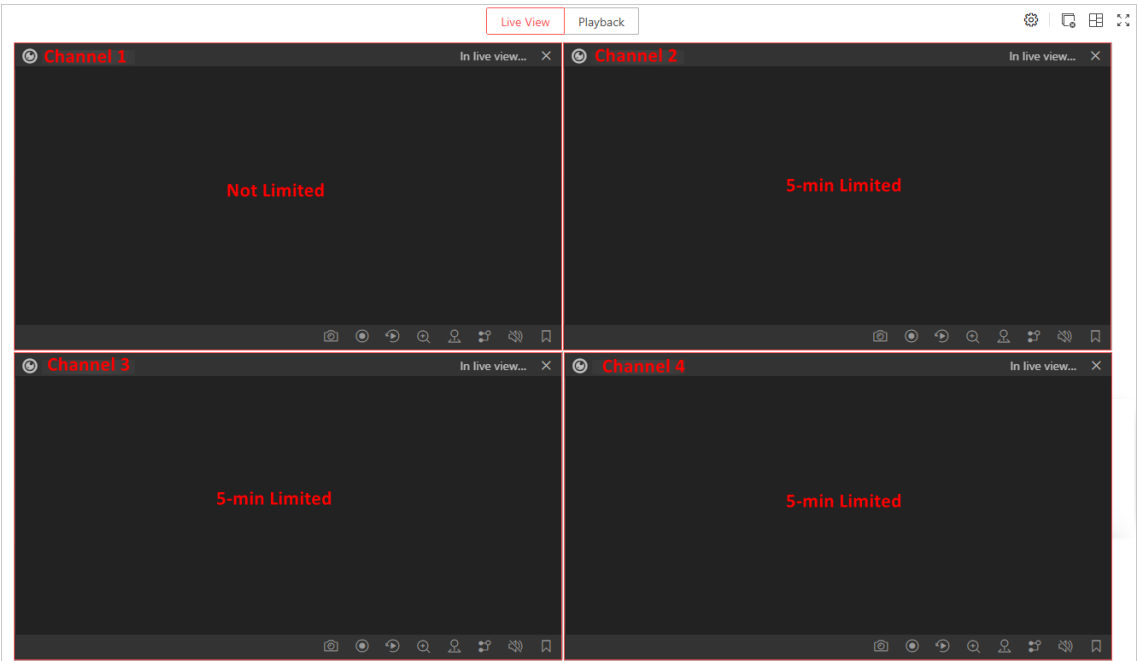


Figure 2-1 4 Added Channels with 1 Paid

If you then close the window of channel 1:

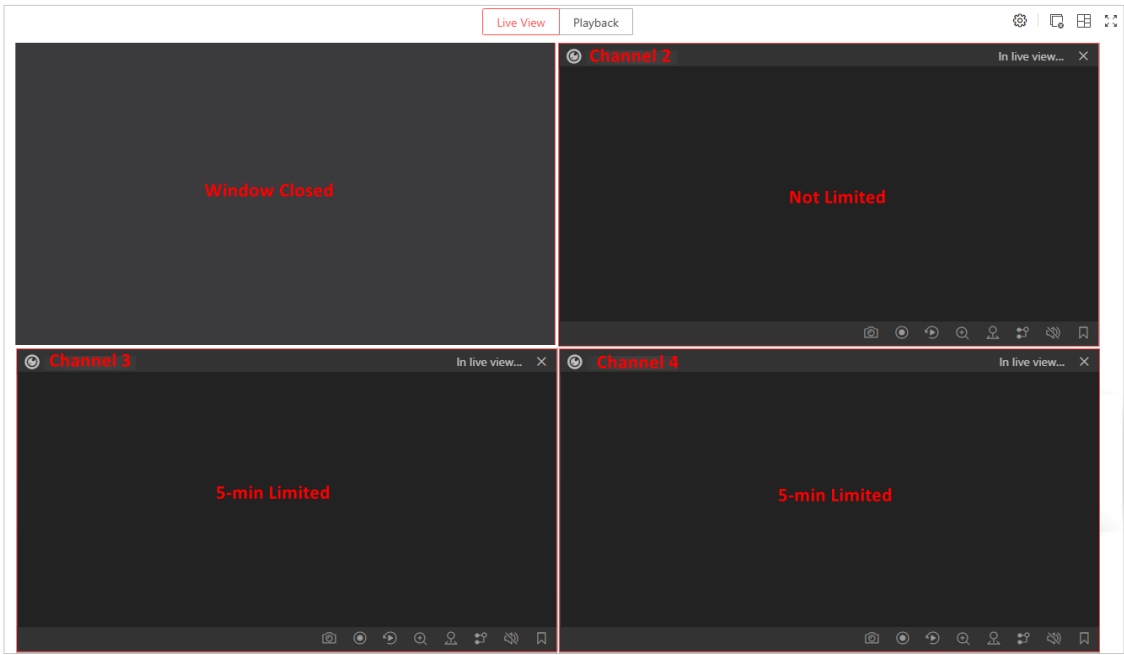


Figure 2-2 If Window of Channel 1 is Closed

Chapter 3 Download and Access

3.1 Which web browser can I use to access the Hik Connect for Teams Portal?

Question

Which web browser can I use to access the Hik Connect for Teams Portal?

Answer

Internet Explorer®, Google® Chrome, Firefox®, and Microsoft® Edge.

3.2 Do I need to map the ports on the router?

Question

Do I need to manually map the ports on the router?

Answer

No, you don't.

3.3 Do I need to deploy a physical server for functions like health monitoring?

Question

Do I need to deploy a physical server for functions like health monitoring and linkage rule?

Answer

No, you don't.

Chapter 4 Compatibility

4.1 Which devices can be added and managed in Hik Connect for Teams?

Question

Which devices can be added and managed in Hik Connect for Teams?

Answer

You can view the Device Compatibility List in the Help Center when you log into Hik Connect for Teams.

4.2 Can third-party devices be managed in Hik Connect for Teams?

Question

Can third-party devices be added and managed in Hik Connect for Teams?

Answer

No. Third-party devices cannot be added and managed in Hik Connect for Teams. Currently, Hik Connect for Teams only supports Hikvision and HiLook devices.

Chapter 5 Device Management

5.1 How many devices can be managed in Hik Connect for Teams?

Question

How many devices can be added and managed in Hik Connect for Teams?

Answer

There is no limit to the number of devices that can be managed by Hik Connect for Teams.

5.2 Where to find the device serial No.?

Question

Where to find the device serial No.?

Answer

You can find it on the device label.

5.3 How to add devices to Hik Connect for Teams?

Question

How to add devices to Hik Connect for Teams?

Answer

1. Confirm that the register status is online for the device.
2. Log into the Hik Connect for Teams Portal and go to Resource Management.
3. Enter the device serial No. and device verification code to add the device.

5.4 When adding a device, must the verification code be consistent with that of the device?

Question

When adding a device, must the verification code be consistent with that of the device?

Answer

Yes.

5.5 Can one device be managed by two or more users?

Question

Can one device be managed by two or more users?

Answer

No.

5.6 Does Hik Connect for Teams support remote device firmware upgrade?

Question

Does Hik Connect for Teams support remote device firmware upgrade?

Answer

Yes, but it requires the device to support remote upgrade.

Chapter 6 Cloud Storage

6.1 How to get cloud storage?

Question

How to get cloud storage?

Answer

Please contact your service provider to get the trial service or purchase the cloud storage service for video management.



Note

Cloud storage is not available in all countries or regions.

Chapter 7 Others

7.1 How to apply for a Hik Connect for Teams account?

Question

How to apply for a Hik Connect for Teams account?

Answer

For administrators, you can register a super user account for yourself, or you can contact your service provider to apply for an account and become the owner of the system. You will receive your login information via an invitation email.

For normal users like operators, please contact your administrator to get an account.

7.2 How to renew and expand services on Hik Connect for Teams?

Question

How to renew and expand services on Hik Connect for Teams?

Answer

Please contact your service provider to renew or expand. After they activate the services on Hik-Partner Pro, the services renewed and expanded will take effect immediately.

7.3 How many users can be managed in Hik Connect for Teams?

Question

How many users can be added and managed in Hik Connect for Teams?

Answer

Unlimited users.

7.4 Can the linkage action still be triggered if the network is disconnected?

Question

Can the linkage action still be triggered if the network is disconnected?

Answer

No, it cannot. The linkage action can only be triggered when the network is connected.



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