



Activate and Access Network Camera

User Guide

Legal Information

About this Document

- This Document 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 Document is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version of the Document at the Hikvision website (<https://www.hikvision.com>). Unless otherwise agreed, Hangzhou Hikvision Digital Technology Co., Ltd. or its affiliates (hereinafter referred to as "Hikvision") makes no warranties, express or implied.
- Please use the Document with the guidance and assistance of professionals trained in supporting the Product.

About this Product

- This product can only enjoy the after-sales service support in the country or region where the purchase is made.
- If the product you choose is a video product, please scan the following QR code to obtain the "Initiatives on the Use of Video Products", and read it carefully.



Acknowledgment of Intellectual Property Rights

- Hikvision owns the copyrights and/or patents related to the technology embodied in the Products described in this Document, which may include licenses obtained from third parties.
- Any part of the Document, including text, pictures, graphics, etc., belongs to Hikvision. No part of this Document may be excerpted, copied, translated, or modified in whole or in part by any means without written permission.
- **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.

LEGAL DISCLAIMER

- TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THIS DOCUMENT 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 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 DOCUMENT AND THE APPLICABLE LAW, THE LATTER PREVAILS.

© Hangzhou Hikvision Digital Technology Co., Ltd. All rights reserved.

Contents

Chapter 1 Activate Device	1
1.1 Activate Device via HiTools Delivery	1
1.2 Activate via iVMS-4200	3
1.3 Activate Device via Web Browser	4
Chapter 2 Access Device	6
2.1 Access Camera via Web Browser	6
2.1.1 Plug-in Installation	7
2.1.2 Admin Password Recovery	7
2.1.3 Illegal Login Lock	8
2.2 Access Camera via iVMS-4200	8
Chapter 3 Operate via Mobile Client	9
3.1 Enable Hik-Connect Service on Camera	9
3.1.1 Enable Hik-Connect Service via Web Browser	9
3.1.2 Enable Hik-Connect Service via SADP Software	9
3.2 Set Up Hik-Connect	10
3.3 Add Camera to Hik-Connect	10
3.4 Initialize Memory Card via Hik-Connect	11
Chapter 4 HEVC	12

Chapter 1 Activate Device

The device needs to be activated by setting a strong password before use. This part introduces activation using different client tools.

1.1 Activate Device via HiTools Delivery

HiTools Delivery aims to streamline and enhance the activation, networking, and batch configuration for various devices. You can use the software to detect, activate, and modify the IP addresses of multiple devices over the LAN.

Before You Start

- Set the device and the computer that runs the software to the same network segment.
- Access the official website (<https://www.hikvision.com/en>) and enter **Support** → **Download** → **Software** → **HiTools** → **HiTools Delivery** to download HiTools Delivery and install it according to the prompts.

Steps

1. Run the software.
2. Click **Home Page** → **Search** → **Current Subnet**. Click **Refresh**, and the list will display all the online devices in the same network segment.
3. Select the inactive device(s) in the list. Set a new password according to the popup requirements and confirm the password.
4. Click **Activation**. The device activation status will change to **Activated** after successful activation.

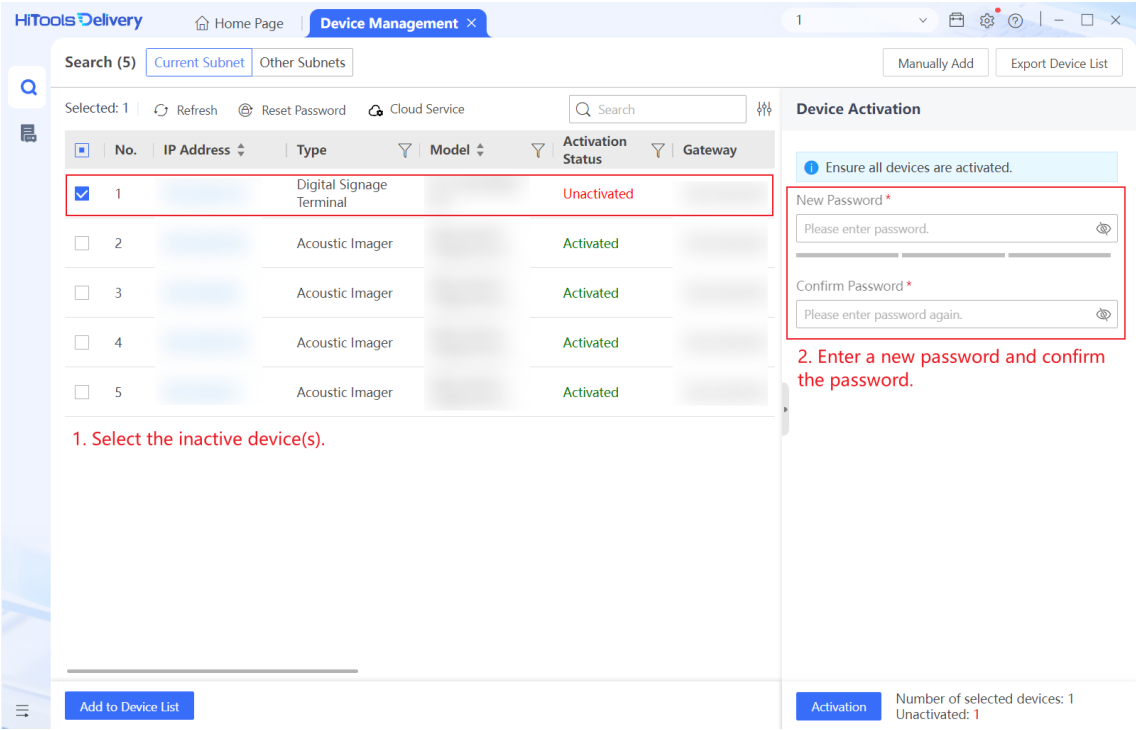


Figure 1-1 Activation

5. **Optional:** Change the IP address of the device.
- 1) On **Current Subnet** interface, select multiple devices that need to change the IP addresses.
 - 2) On the right **Network Parameter** window, set the start IP address, port No., IPv4 subnet mask, IPv4 gateway, etc., and the selected devices will be automatically assigned to increasing IP addresses. Or check **Enable DHCP** to assign dynamic IP addresses.
 - 3) Enter the admin password and click **OK**.

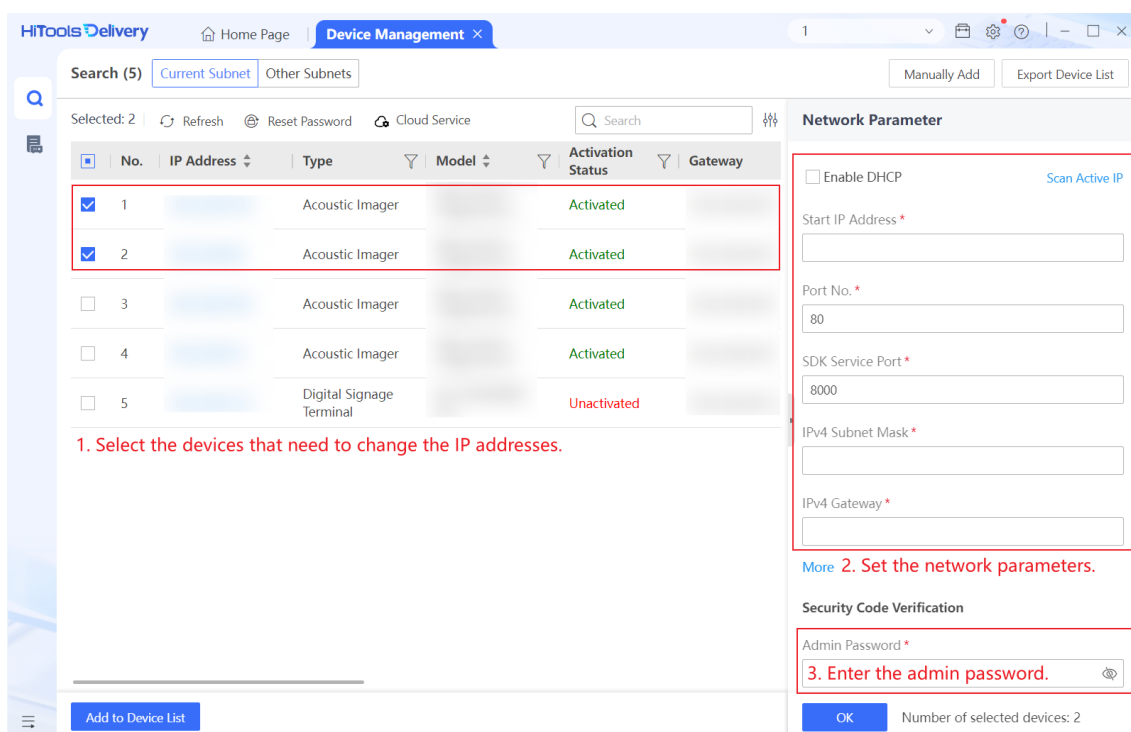


Figure 1-2 Modify Network Parameters

Note

- Set the device IP address to the same network segment with that of your computer.
- You can click **Scan Active IP** to detect and view the available IP addresses. Refer to the help of HiTools Delivery for details.
- You can also click **Home Page** → **Maintenance** → **Change IP** to change the IP addresses in batch by exporting and importing the template. Refer to the help of HiTools Delivery for details.

1.2 Activate via iVMS-4200

iVMS-4200 is a PC client to manage and operate your devices. Device activation is supported by the software.

Before You Start

- Get the client software from the supplied disk or the official website <http://www.hikvision.com/en/>. Install the software following the prompts.
- The device and the PC that runs the software should be in the same subnet.

Steps

1. Run the client software.
2. Enter **Device Management** or **Online Device**.

3. Check the device status from the device list, and select an inactive device.
 4. Click **Activate**.
 5. Create and confirm the admin password of the device.
-



Caution

STRONG PASSWORD RECOMMENDED-We highly recommend you create a strong password of your own choosing (using a minimum of 8 characters, including upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you reset your password regularly, especially in the high security system, resetting the password monthly or weekly can better protect your product.

6. Click **OK** to start activation.
Device status change to **Active** after successful activation.
7. Modify IP address of the device.
 - 1) Select the device and click **Modify Netinfo** at **Online Device**.
 - 2) Change the device IP address to the same subnet with your computer by either modifying the IP address manually or checking **DHCP**.
 - 3) Input the admin password of the device and click **OK** to complete modification.

1.3 Activate Device via Web Browser

Use web browser to activate the device. For the device with the DHCP enabled by default, use SADP software or PC client to activate the device.

Before You Start

Make sure your device and your PC connect to the same LAN.

Steps

1. Change the IP address of your PC to the same subnet as the device.
The default IP address of the device is 192.168.1.64.
 2. Open a web browser and input the default IP address.
 3. Create and confirm the admin password.
-



Caution

STRONG PASSWORD RECOMMENDED-We highly recommend you create a strong password of your own choosing (using a minimum of 8 characters, including upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you reset your password regularly, especially in the high security system, resetting the password monthly or weekly can better protect your product.

4. Click **OK** to complete activation and enter **Live View** page.
5. Modify IP address of the camera.
 - 1) Enter IP address modification page. **Configuration → Network → TCP/IP**
 - 2) Change IP address.

3) Save the settings.

Chapter 2 Access Device

This part introduces how to access the device via web browser or client software.

2.1 Access Camera via Web Browser

Before You Start

Check the system requirement to confirm that the operating computer and web browser meets the requirements.

Table 2-1 System Requirement

Operating System	Microsoft Windows XP and above version, Mac OS X 10.8 and above version
CPU	3.0 GHz or higher
RAM	1 GB or higher
Display	1024 × 768 resolution or higher
Web Browser	For the details, see <i>Plug-in Installation</i> .

Steps

1. Open the web browser.



Note

For some web browsers, a plug-in is required. For detailed requirements, see ***Plug-in Installation*** .

2. Input IP address of the camera to enter the login interface.
3. Input user name and password.



Note

Illegal login lock is activated by default. If admin user performs seven failed password attempts (five attempts for user/operator), the IP address is blocked for 30 minutes.

If illegal login lock is not needed, go to **Configuration → System → Security → Security Service** to turn it off.

4. Click **Login**.
5. Download and install appropriate plug-in for your web browser.

For IE based web browser, webcomponents and TM are optional. For non-IE based web browser, webcomponents, TM, VLC and MJPEG are optional.

What to do next

- You can recover admin password. For detailed settings, see ***Admin Password Recovery*** .
- You can set illegal login lock to improve security. For detailed settings, see ***Illegal Login Lock*** .

2.1.1 Plug-in Installation

Certain operation systems and web browser may restrict the display and operation of the camera function. You should install plug-in or complete certain settings to ensure normal display and operation. For detailed restricted function, refer to the actual device.

Operating System	Web Browser	Operation
Windows	• Internet Explorer 10+ • Google Chrome 57 and earlier version • Mozilla Firefox 52 and earlier version	Follow pop-up prompts to complete plug-in installation.
	• Google Chrome 57+ • Mozilla Firefox 52+ • Edge 89+	Click  to download and install plug-in.
Mac OS	• Google Chrome 57+ • Mozilla Firefox 52+ • Mac Safari 16+	Plug-in installation is not required. Go to Configuration → Network → Network Service → WebSocket(s) to enable WebSocket or WebSockets for normal view. Display and operation of certain functions are restricted. For example, Playback and Picture are not available. For detailed restricted function, refer to the actual device.



Note

The camera only supports Windows and Mac OS system and do not support Linux system.

2.1.2 Admin Password Recovery

If you forget the admin password, you can reset the password by clicking **Forget Password** on the login page after completing the account security settings.

You can reset the password by setting the security question or email.



When you need to reset the password, make sure that the device and the PC are on the same network segment.

Security Question

You can set the account security during the activation. Or you can go to **Configuration → System → User Management**, click **Account Security Settings**, select the security question and input your answer.

You can click **Forget Password** and answer the security question to reset the admin password when access the device via browser.

Email

You can set the account security during the activation. Or you can go to **Configuration → System → User Management**, click **Account Security Settings**, input your email address to receive the verification code during the recovering operation process.

2.1.3 Illegal Login Lock

It helps to improve the security when accessing the device via Internet.

Go to **Maintenance and Security → Security → Login Management**, and enable **Enable Illegal Login Lock**. **Illegal Login Attempts** and **Locking Duration** are configurable.

Illegal Login Attempts

When your login attempts with the wrong password reach the set times, the device is locked.

Locking Duration

The device releases the lock after the setting duration.

2.2 Access Camera via iVMS-4200

Add the camera to client software before further operation.

Refer to the *iVMS-4200 Client Software User Manual* for detailed setting steps.

Chapter 3 Operate via Mobile Client

Hik-Connect is an application for mobile devices. Using the App, you can view live image, receive alarm notification and so on.



Hik-Connect service should be supported by the camera.

3.1 Enable Hik-Connect Service on Camera

Hik-Connect service should be enabled on your camera before using the service.

You can enable the service through SADP software or Web browser.

3.1.1 Enable Hik-Connect Service via Web Browser

Follow the following steps to enable Hik-Connect Service via Web Browser.

Before You Start

You need to activate the camera before enabling the service.

Steps

1. Access the camera via web browser.
2. Enter platform access configuration interface. **Configuration → Network → Platform Access → Hik-Connect**.
3. Check **Enable**.
4. Click and read "Terms of Service" and "Privacy Policy" in pop-up window.
5. Create a verification code or change the old verification code for the camera.



The verification code is required when you add the camera to Hik-Connect service.

6. Save the settings.

3.1.2 Enable Hik-Connect Service via SADP Software

This part introduce how to enable Hik-Connect service via SADP software of an activated camera.

Steps

1. Run SADP software.
2. Select a camera and enter **Modify Network Parameters** page.
3. Check **Enable Hik-Connect**.

4. Create a verification code or change the old verification code.



Note

The verification code is required when you add the camera to Hik-Connect service.

5. Click and read "Terms of Service" and "Privacy Policy".
6. Confirm the settings.

3.2 Set Up Hik-Connect

Steps

1. Get and install Hik-Connect application by the following ways.
 - Visit <https://appstore.hikvision.com> to download the application according to your mobile phone system.
 - Visit the official site of our company. Then go to **Support** → **Tools** → **Hikvision App Store**.
 - Scan the QR code below to download the application.



Note

If errors like "Unknown app" occur during the installation, solve the problem in two ways.

- Visit <https://appstore.hikvision.com/static/help/index.html> to refer to the troubleshooting.
- Visit <https://appstore.hikvision.com/>, and click **Installation Help** at the upper right corner of the interface to refer to the troubleshooting.

2. Start the application and register for a Hik-Connect user account.
3. Log in after registration.

3.3 Add Camera to Hik-Connect

Steps

1. Connect your mobile device to a Wi-Fi.
2. Log into the Hik-Connect app.
3. In the home page, tap "+" on the upper-right corner to add a camera.
4. Scan the QR code on camera body or on the *Quick Start Guide* cover.



Note

If the QR code is missing or too blur to be recognized, you can also add the camera by inputting the camera's serial number.

5. Input the verification code of your camera.



Note

- The required verification code is the code you create or change when you enable Hik-Connect service on the camera.
- If you forget the verification code, you can check the current verification code on **Platform Access** configuration page via web browser.

6. Tap **Connect to a Network** button in the popup interface.
7. Choose **Wired Connection** or **Wireless Connection** according to your camera function.

Wireless Connection	Input the Wi-Fi password that your mobile phone has connected to, and tap Next to start the Wi-Fi connection process. (Locate the camera within 3 meters from the router when setting up the Wi-Fi.)
Wired Connection	Connect the camera to the router with a network cable and tap Connected in the result interface.



Note

The router should be the same one which your mobile phone has connected to.

8. Tap **Add** in the next interface to finish adding.
- For detailed information, refer to the user manual of the Hik-Connect app.

3.4 Initialize Memory Card via Hik-Connect

Memory card requires initialization before saving camera recordings and pictures.

Steps

1. Check the memory card status by tapping on **Storage Status** in the device settings interface.
2. If the memory card status displays as Uninitialized, tap to initialize it.
The status will change to Normal after the successful initialization.

Result

You can then start recording any event triggered video in the camera such as motion detection.

Chapter 4 HEVC





See Far, Go Further