

How to setup Hik-Connect (for sites which require notifications) – in addition to port forwarding

Setting up the recorder (you will need to carry this out using a monitor/mouse plugged directly into your recorder or via the web browser (<https://youtu.be/fX00o0IK7ls>))

Recorder set up

1. First, gain access to the DVR/NVR

2a. Right click and navigate to Menu > Configuration > Network > Platform Access, then tick the Enable box (please see the image 1) or follow this video guide <https://youtu.be/sNtB7Cjm7HY>

Or

2b. Left click on the System Menu (cog icon - at the top of screen) > Network > Advanced > Platform Access tab, then tick the Enable box (please see the image 2) or follow this video guide <https://youtu.be/HdV-ukz0qlA>

3. You'll now be asked to read and accept the terms and conditions

4. When prompted, set a Verification code and make a note of this as you will need this later. This can be any alpha-numeric code between 6 and 12 characters.

5. The Status will now show 'Online'. If not, please see the troubleshooting at the end of this guide.

Image 1

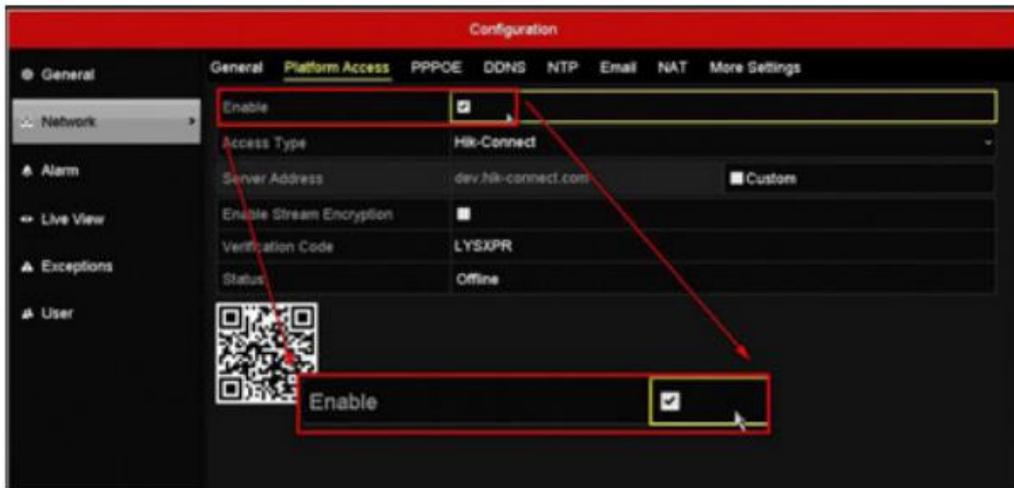
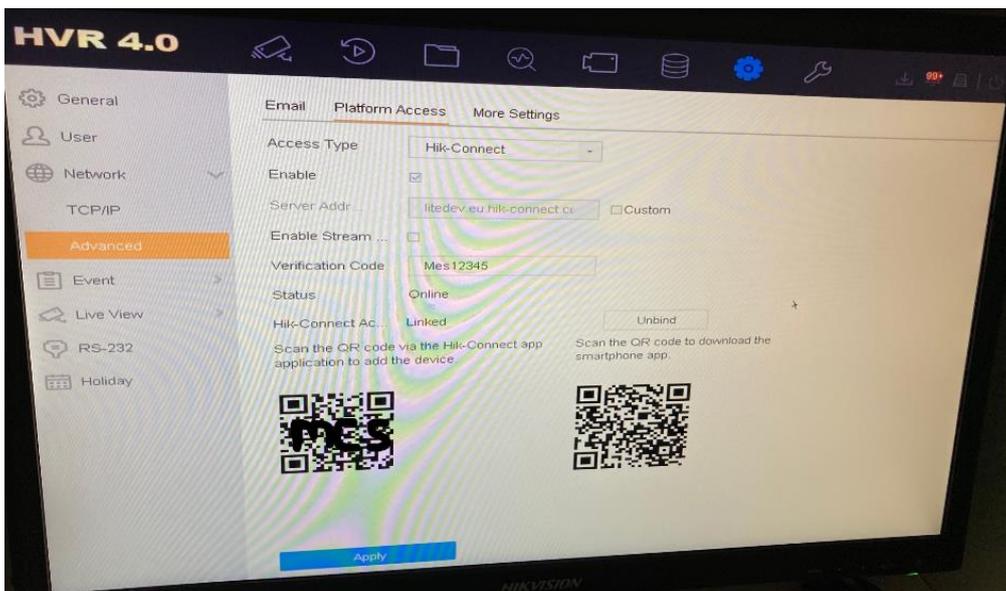


Image 2 (GUI 4.0)



Browser set up of recorder

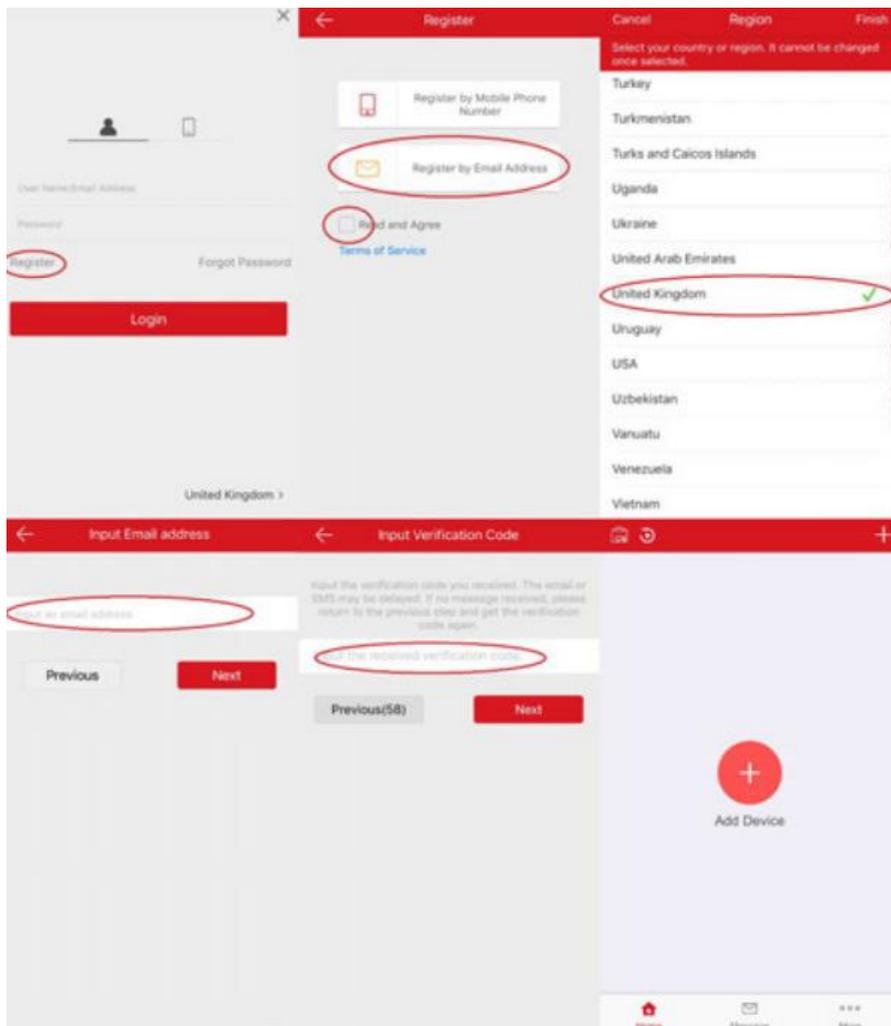
1. Log in then click on the 'configuration' tab, 'Network' menu, 'Advanced Settings', 'Platform Access' tab

2. Check the enable box, then press OK to agree to accept the terms and conditions.
3. When prompted, set a Verification code and make a note of this as you will need this later. This can be any alpha-numeric code between 6 and 12 characters.
4. Save
5. You should now be able to add the system to the hik-connect app via the 'manual adding' method where you will need the serial number (1 letter followed by 8 numbers eg. D95125314) or via online device which should show your recorder (as long as the device you are using the app on is on the same network as the CCTV recorder you are trying to add).

Setting up the Hik-connect app (video guide - <https://youtu.be/Mrj2rGcNmHQ>)

1. Download the Hik-Connect App from the App store (apple devices) or Google Play store (android devices)
2. Once installed, open the app and you'll be presented with the login screen, tap on Register
3. Follow the on-screen instructions to setup a Hik-connect account. You will need to verify the account by using a valid email address or mobile phone number (see image 3)
4. You have now registered the Hik-Connect account. Make a note of the username and password. These login details will need to be re-entered if you ever have to reinstall the app, or if you want to use Hik-connect on another device.

Image 3 (6 x screenshots from app set up)



Adding the recorder to Hik-connect

1. You'll now be taken into the app and prompted to add a device. Click the + symbol to add a device and the phones camera will open. Or see 1a
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device which should show your recorder (as long as the device you are using the app on is on the same network as the CCTV recorder you are trying to add).

2. On the recorder navigate to the Platform Access page again (as per step 2 when setting up the recorder)

3. Scan the QR code with phones camera.

4. If prompted, enter the verification code you previously created and skip the port settings.

THE SYSTEM IS NOW LINKED WITH YOUR HIK-CONNECT ACCOUNT

5. The cameras connected to the recorder will now be visible on the mobile Hik-Connect app. Select the camera you want to view and click Start Live View

6. To share your system with someone else they will need to have the hik-connect app on their device and their own hik-connect account (alternatively you  could give them your account details so they can use your account). To share your system, click  this share button then you can either enter the email address/mobile phone number that their hik-connect account is registered to or you can share using a QR code. If sharing via QR code the recipient will need to open the hik-connect app on their device, then click the + button (at the top right) then click 'Scan QR Code'. Then follow any prompts to accept the device which has been shared.

Troubleshooting

I haven't received a verification code

Please check your spam folders and email filters. If the problem persists consider registering with a different email or mobile number.

Hik-Connect status is offline

Ensure the enable box is ticked on the 'Platform Access' page and that your unit has a working connection to the internet. Check the network settings are correct for the network you are connected to.

Still within the 'network' menu head to either the 'general' tab or the 'TCP/IP' tab and ensure there is a Preferred DNS Server and Alternate DNS Server address present. If there is not please uncheck the box (enable DNS DHCP/Enable Obtain DNS) then check it again. Hopefully these boxes will now be populated. If only the 'preferred' box gets populated, please use 8.8.8.8 in the alternative box. Then apply/save then see if the hik-connect status changes to online. If not try toggling the 'enable DHCP' checkbox on, then apply/save then back off then apply/save.

I get a message saying the device is already registered

Devices can only be added to a single account. To view the device on multiple phones or tablets, you just need to install the Hik-Connect app on the 2nd phone or table, then log in with the details of the Hik-Connect account the device is registered to.

If you can't get the owner to share the system with you please scan the QR code when you are on the same wi-fi network that the system is connected to then press 'unbind' when prompted.

I don't have an option for platform access

Please contact us with your device's serial number and current firmware version as the unit may need a firmware update. This information can be found in the 'Maintenance' menu.

I can no longer view the cameras via a web browser / Invalid encryption key message

Via the web browser, go into configuration, local, then enter the verification code you previously created in step 4 into the 'Encryption key' box, then press save.

I need support with my system

Please contact us. We may need you to share the device with us so we can help you. To do this, open the hik-connect app >More >Manage Sharing Settings >click 'share device' >enter support@mes-systems.co.uk > press return > press next > select your system > press next > ensure the 'all permissions' checkbox is ticked > press finish.

Once the DVR has been added please share it with support@mes-systems.co.uk then send an email to this address to advise us.

How to I use the app

Please watch [this video](#) on how to use the app.