# HIKVISION

# Hik-Connect

# Mobile Client

### SPEC

### V4.5.0

## Software Information
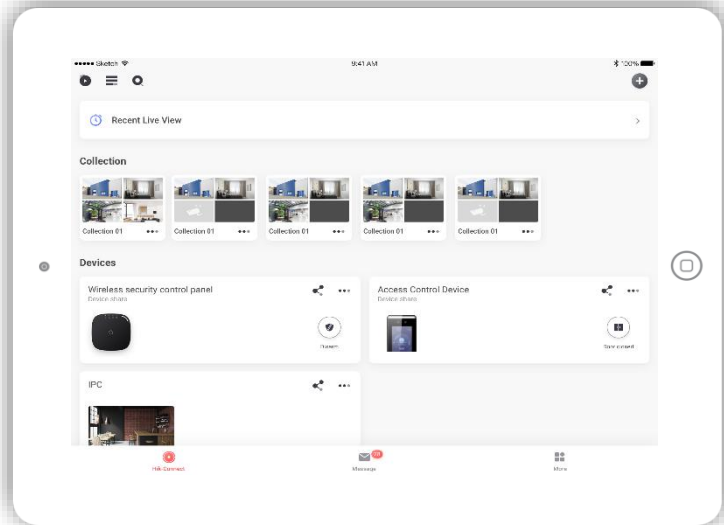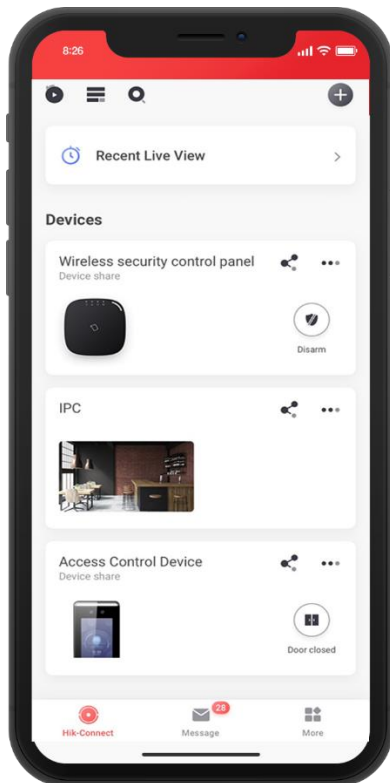
Name: Hik-Connect Mobile Client Software
Version: V4.5.0
**Android**:
System Requirement: Android 4.4 or later
**iOS**:
System Requirement: iOS 8.0 or later



## Introduction

The Hik-Connect App is designed for managing Hikvision products, including DVRs, NVRs, cameras, video intercom devices, and security control panels, etc. With the app, you can view real-time surveillance video or play it back at any place where Wi-Fi, 3G, or 4G networks are available. When alarms of your devices are triggered, you can get instant notifications on the App.

The App also supports functionality related with Hik-ProConnect, which is a platform for Installers in the security industry to manage end user's devices. On the App, you can grant permissions to a specific Installer to allow the Installer to provide installation and maintenance services for you.

### Key features

- Account management
- Adds devices via scanning QR code
- Adds devices via IP/Domain
- Adds devices via Hik-Connect Domain.
- Multiple window division modes: 1-division, 4-division, 9-division, 12-division, and 16-division

- Adds devices to the Favorites folder
- Two-way audio intercom
- Videos and pictures encryption
- Changes image qualities
- PTZ control
- 8X digital zoom
- Playback of 4 cameras simultaneously
- Pictures and videos management
- Instant alarm notifications with pictures and videos
- Updates devices remotely
- Answers calls from doorbells/video intercom devices
- Arms security control panel remotely
- Shares devices to others and grants operation permissions to them
- Login by fingerprint/face ID
- Hik-ProConnect site management

## Functional Parameters

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| Account Management | ➢ Register a new account via email address or mobile phone number<br>➢ Account login and logout<br>➢ Account information settings<br>➢ Changing account password<br>➢ Retrieving password<br>➢ Visitor mode<br>➢ Login by fingerprint |
| Live View | ➢ 1 / 4 / 9/ 12/ 16 window division<br>➢ Audio control<br>➢ Max. 8X digital zoom<br>➢ Capture and recording<br>➢ Full-screen mode<br>➢ Two-way audio<br>➢ Change live view quality<br>➢ Enable fisheye mode<br>➢ Hardware decoding (Only supported by devices added via IP/Domain) |
| PTZ | ➢ Control PTZ<br>➢ Zoom in and out<br>➢ Adjust PTZ speed<br>➢ Control focus and iris<br>➢ Set and call preset<br>➢ Auto Scan (The device should support the function)<br>➢ Auto-Tracking (The device should support the function) |
| Playback | ➢ Search videos by time for playback |

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| | ➢ 4-window division mode for playback simultaneously<br>➢ Control audio<br>➢ Capture and recording<br>➢ Drag timeline to set playback start time<br>➢ Adjust playback speed<br>➢ Hardware decoding<br>➢ Event playback |
| Device Management | ➢ Add and deleting device<br>    • Support adding the devices which support Hik-Connect service (hereafter simplified as "Hik-Connect device" via Hik-Connect domain or scanning QR code<br>    • Support adding devices via IP/Domain<br>    • Support adding detected online devices which are in the same local area network with the phone or tablet<br>➢ Edit device name and channel name.<br>➢ Display storage status and device version (for Hik-Connect Devices)<br>➢ Detect device version and remotely upgrading<br>➢ Videos and pictures encryption (for Hik-Connect Devices)<br>➢ Share channels to other account<br>➢ Set partition and zones (for security control panel)<br>➢ Unbind devices from other accounts with devices' password<br>➢ Reset devices' password<br>➢ Remotely Configure devices<br>➢ Change device verification code<br>➢ Set DDNS (Only supported by devices added via Hik-Connect Domain or Scanning QR Code)<br>➢ Transfer devices to another's account<br>➢ Share device(s) to other users<br>➢ Add devices to Favorites<br>➢ Draw motion detection area for specific network cameras<br>➢ Configure audio and strobe light alarm, light settings, PIR detection are for Floodlight camera |
| Hik-ProConnect<br>Related Functionality | ➢ View the details of the sites that you own, including site name, devices on the each site, and information of the Installer who is managing the devices of the site<br>➢ View history linkage, which refers to the process in which an event detected by device A triggers actions of device B, device C, device D, and so forth<br>➢ View external linked videos, which refers to the video recorded by the linked device of the alarm-source<br>➢ Edit permissions authorized to the Installer<br>➢ Hand over a specific site to another end user or to an Installer<br>➢ Cancel all authorizations to the Installer |

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| | ➢ Add a specific device, which has already been added to the app, to a specific site, by authorizing the device to the Installer<br>➢ Enable/disable Alarm Receiving Center (ARC) service for a specific device<br>➢ Receive site permission applications from the Installer<br>➢ Receive notifications about the Installer's relinquishment of site permissions or device permissions<br>➢ Display authorization status of a specific device on the device list<br>➢ Display the logo of a specific Installer on the loading page and About page |
| Alarm Notification | ➢ Arm and disarm remotely<br>➢ Receive alarm (event) notifications<br>➢ View alarm (event) information, related pictures, and related videos<br>➢ (Thermal binoculars) View alarm-related optical mode picture and thermographic mode picture.<br>➢ Supports two notification modes: "Receive Events and Push Notifications" and "Receive Events but Not Push Notifications" |
| Video Intercom | ➢ Receive notifications hen others call<br>➢ Remotely acceptor declining the call (for doorbells)<br>➢ Remotely open/close door.<br>➢ View call logs<br>➢ Switch scenes (Stay, Away, Sleep, and Custom) for indoor stations of the upcoming versions of KH8350, KH8520, and KH6320 series<br>➢ View live video streamed from the camera linked to the door station<br>➢ Control two-way audio<br>➢ Play back video footage from the camera linked to the door station<br>➢ View related events of the latest 7 days |
| Security control panels | ➢ Configuration of the partitions (areas), detectors and sensors, etc.<br>➢ Stay arm/Away arm/Disarm<br>➢ Clear alarms<br>➢ Receive alarm notifications<br>➢ Bypass some zones<br>➢ Other functions such as faults check and wireless device supervision (only supported by specific security control panels) |
| Access Control | ➢ Remotely control doors<br>➢ Configure access control devices |
| Facial Data Management | ➢ Upload facial data to DeepinMind servers and delete facial data. |
| AcuSense Series NVR (only for Australian market) | ➢ Add up to 4 areas to the NVR.<br>➢ Arm/disarm area(s).<br>➢ Automatically arm/disarm a specific area. |

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| | ➢ Clear alarm(s). |
| | ➢ Link AcuSense cameras to the NVR. |
| | ➢ View Live video streamed from the cameras linked to the NVR. |
| | ➢ Set the cameras linked to the NVR. |
| Pictures and Videos Management | ➢ Manage local pictures and videos |
| | ➢ View pictures and playing videos |
| | ➢ Download pictures and videos to the phone |
| | ➢ Share pictures and videos to others |
| System Settings | ➢ Enable push notification |
| | ➢ Enable/disable saving device parameters |
| | ➢ Enable/disable hard-decoding preferred |
| | ➢ Enable auto-receiving alarm (event) information when the phone is powered on |
| | ➢ View traffic statistic |
| | ➢ 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 feedbacks |
| Language | ➢ 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 |

## 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 |
| 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+ |

| Item | Parameters |
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| Audio Encoding | G711_A,G711_U,AAC |
| Compatible Devices | DVRs, NVRs, cameras, video intercom devices and security control panels with Hik-Connect Function. |