Hik-Connect Mobile Client Software (Android)

User Manual

V2.0

UD04195B

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About this Manual

This Manual is applicable to Hik-Connect Mobile Client Software.

The Manual 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 Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version in the company website (http://overseas.hikvision.com/en/).

Please use this user manual under the guidance of professionals.

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Chapter 1 Introduction

1.1 Overview

The Hik-Connect mobile client software (Android) V1.3.0 is designed for the phone based on the Android 4.0 or above, which can generally manage Hikvision products. By adopting Hik-Connect, it is easy for you to remotely control NVRs, DVRs, network cameras, indoor stations and security control panels.

The Hik-Connect mobile client software (Android) V1.3.0 also provides the Hik-Connect service for managing Hik-Connect account and the added devices.

With this APP installed in your phone (Android), you are able to log onto the Hikvision devices via Wi-Fi, 3G or 4G.

Notes:

- Wi-Fi, 3G or 4G access service must be supported by the phone (Android).
- Network traffic charges may be produced when using the mobile software. Please refer to the local Internet Service Provider.

1.2 System Requirements

Android 4.0 or above.

1.3 Conventions

In order to simplify the description, we define the "Hik-Connect mobile client software (Android)" as "software" and "DVR", "NVR", "encoder", "network camera", "network camera", etc. as "device" in the following chapters.

Chapter 2 Software Installation and Uninstallation

Steps:

1. Log onto the **Google Play**.
2. Input "Hik-Connect" to search the mobile client software.
3. Download and install it on your phone.
4. After installing the software, tap to run the software.

   If you want to uninstall the software, tap and hold the icon on your phone until the icon turns to . Tap to uninstall the software.

Chapter 3 Login via Hik-Connect Account

When you use the software for the first time, you can either log in with the Hik-Connect account to add, manage or operate the device or skip the login to experience the local operations.

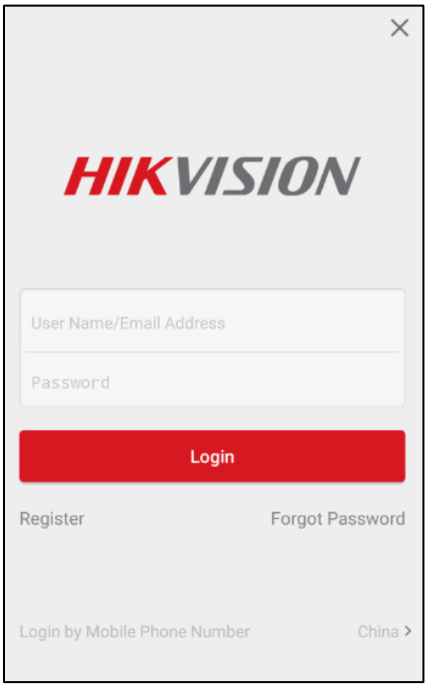
3.1 User Registration

3.1.1 Registration

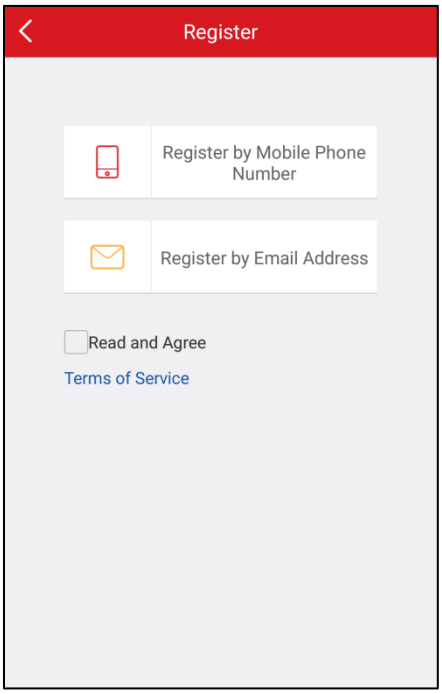
Task 1: Registering by Mobile Phone Number

Steps:

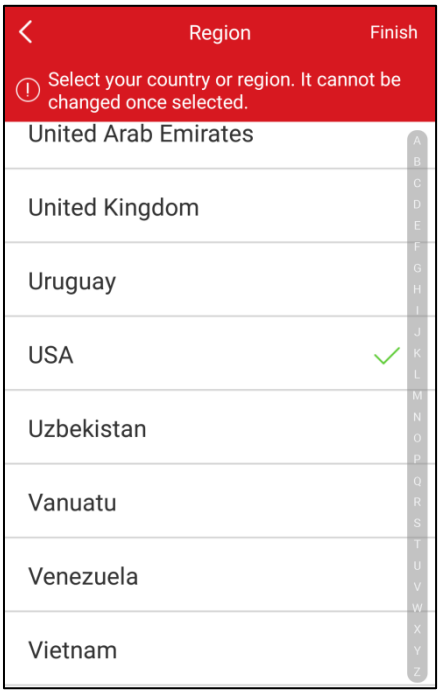
1. Tap the icon to run the software.



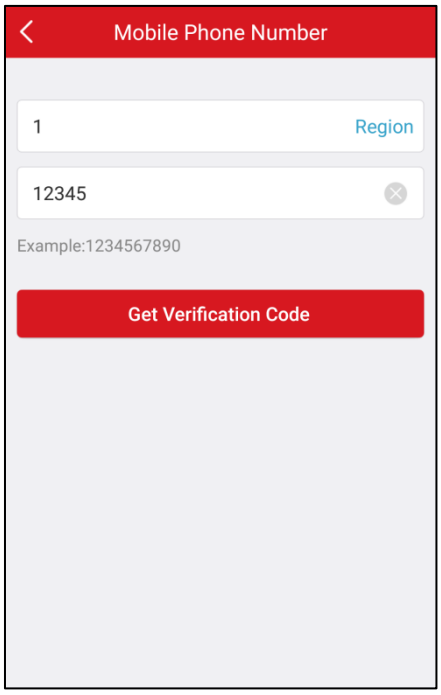
2. Tap **Register** in the login interface.
3. Tap **Terms of Service** to read the agreement.
4. Check **Read and Agree** to accept the agreement.
5. Tap **Register by Mobile Phone Number**.



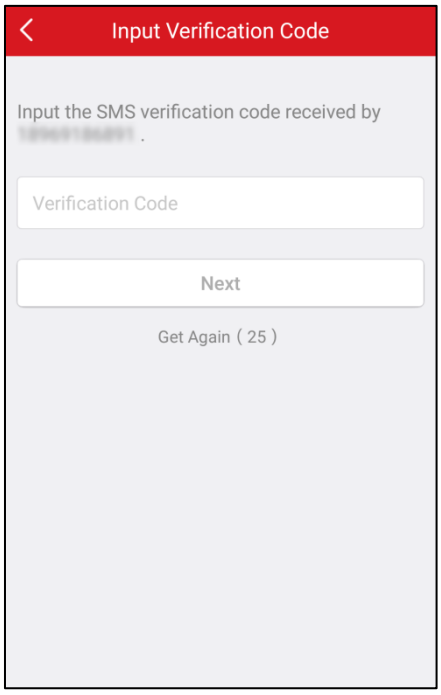
6. Select a target region in the Region interface.
   Notes:
   - The region cannot be changed once you have selected.
   - You should select an accurate region. Or it may affect the software operation.
7. Tap **Finish** at the upper-right corner of the interface.



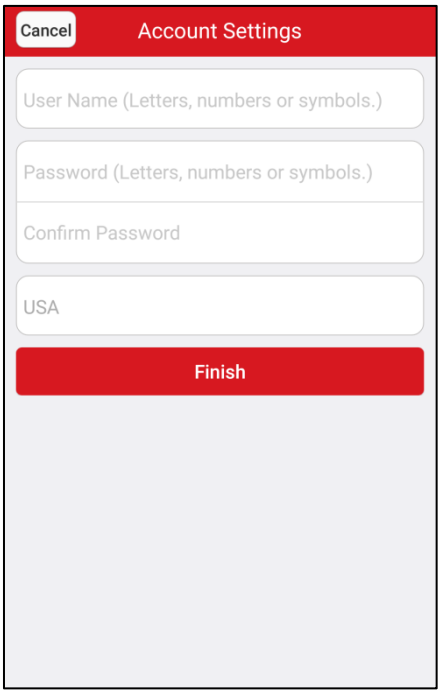
8. Input your mobile phone number in the Mobile Phone Number interface and tap **Get Verification Code**. The verification code will be sent to your mobile phone.
   Note: You can also tap **Region** to change the region.



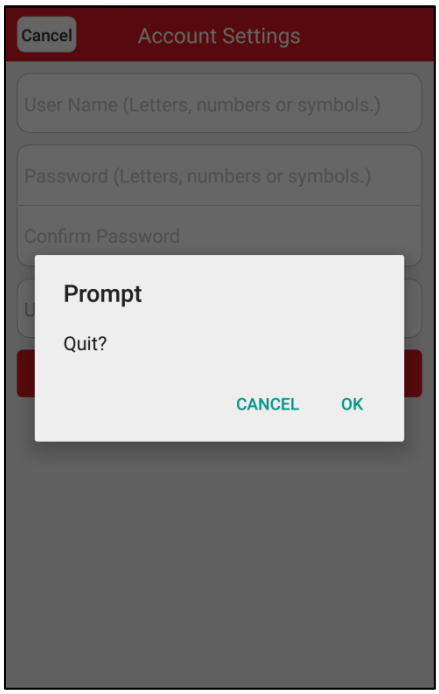
9. Input the received verification code in the box and tap **Next**.
   Note: The SMS may be delayed. If no messages received, tap **Get Again** after 60s to receive the verification code again.



10. Input a user name and a password. And confirm the password in the Account Settings interface. Tap **Finish** to complete registering.
    Or tap **Cancel** at the upper-left corner of the interface and tap **OK** in the pop-up window to cancel the registering.



Or tap the **Cancel** at the upper-left corner of the interface and tap **OK** in the pup-up window to cancel the registering.



Note: You can change the password in the More interface after login. For details about changing password, see Changing Password in *Section 6.2 Managing the Account.*

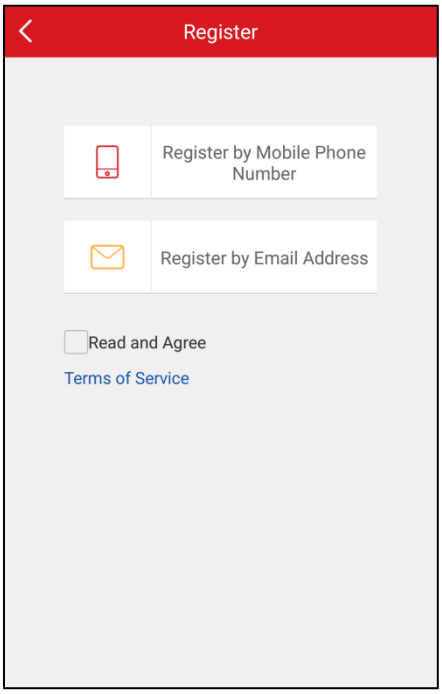
- A user name cannot contain any of the following characters: / \ : * ? " < > |. And the length of the password cannot be less than 6 characters.
- For your privacy, we strongly recommend setting the password to something of your own choosing (using a minimum of 8 characters, including upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product.

- Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

Task 2: Registering by E-mail Address

Steps:

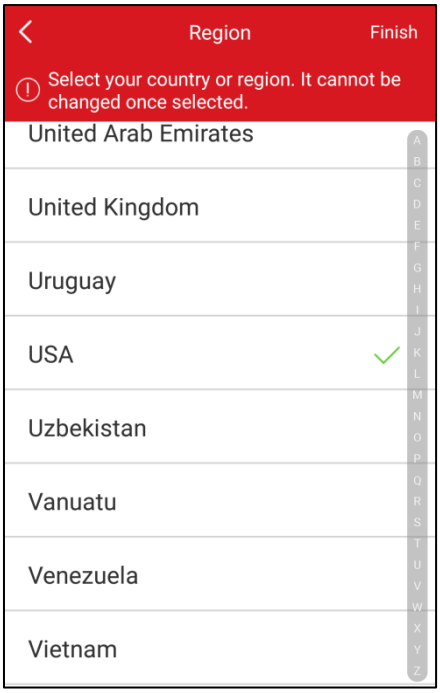
1. Tap **Register by E-mail Address**.



2. Select a target country or region and tap **Finish** at the upper-right corner of the interface.

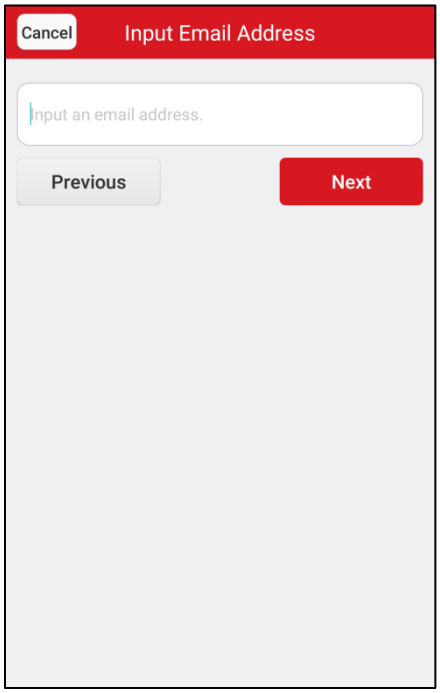
   Notes:

   - The country or the region cannot be changed once you have selected.
   - You should select an accurate country. Or it may affect the software operation.

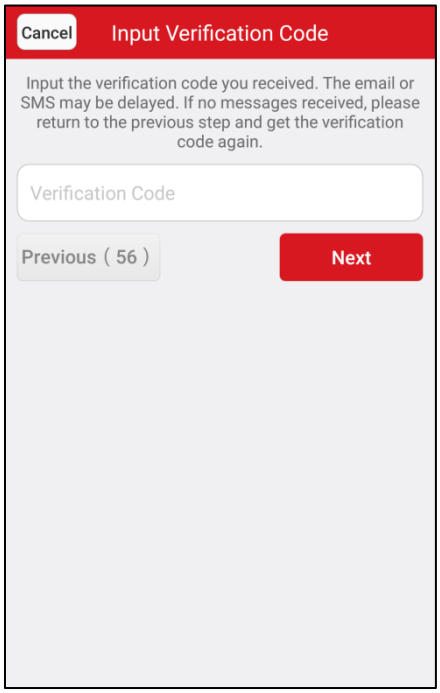


3. Input your email address and tap **Next**. The verification code will send to the target email address. Or tap **Previous** to go back to the previous step.

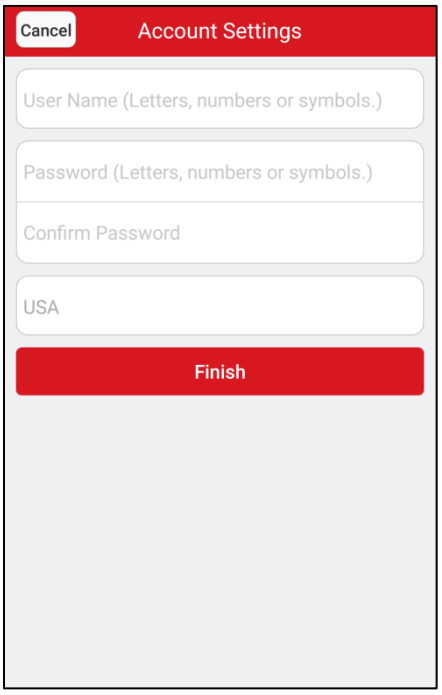
Or tap **Cancel** to cancel registering.



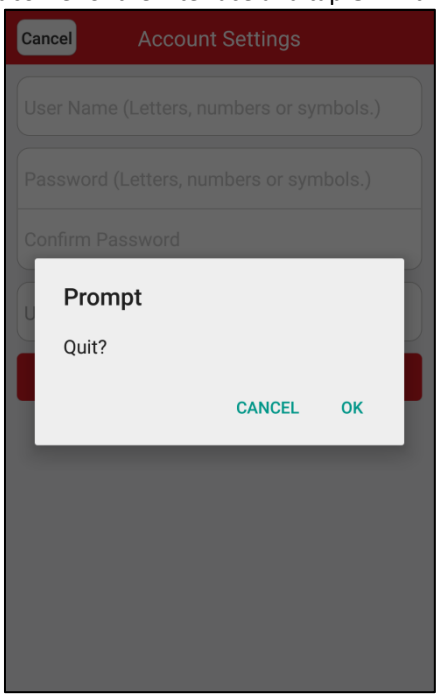
4. Input the received verification code in the Verification Code box and tap **Next**.
   Or tap **Previous** after 60s to return to the previous step.
   Or tap **Cancel** at the upper-left corner of the interface to cancel the registering.
   Note: The email may be delayed. If no emails received, tap **Previous** after 60s. Perform steps 3 and 4 again to receive and input the verification code.



5. Input a user name and a password. And confirm the password in the Account Settings interface.
6. Tap **Finish** to complete registering.



Or tap **Cancel** at the upper-left corner of the interface and tap **OK** in the pop-up window to cancel registering.



You can change the password in the More interface after login. For details about changing password, see Changing Password in *Section 6.2 Managing the Account*.

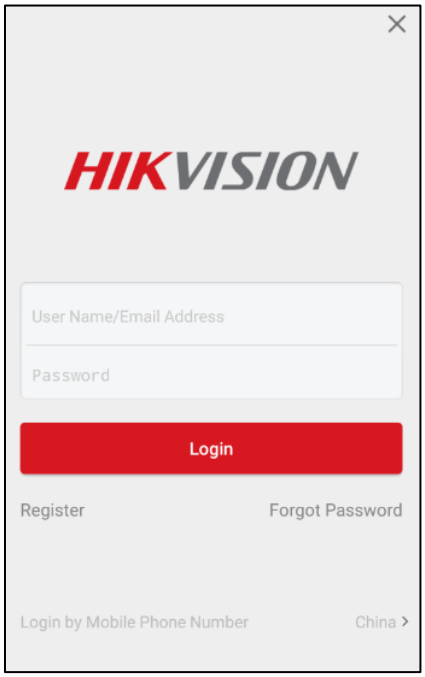
- A user name cannot contain any of the following characters: / \ : * ? " < > |. And the length of the password cannot be less than 6 characters.
- For your privacy, we strongly recommend setting the password to something of your own choosing (using a minimum of 8 characters, including upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product.
- Proper configuration of all passwords and other security settings is the responsibility of the installer

and/or end-user.

3.1.2 Login

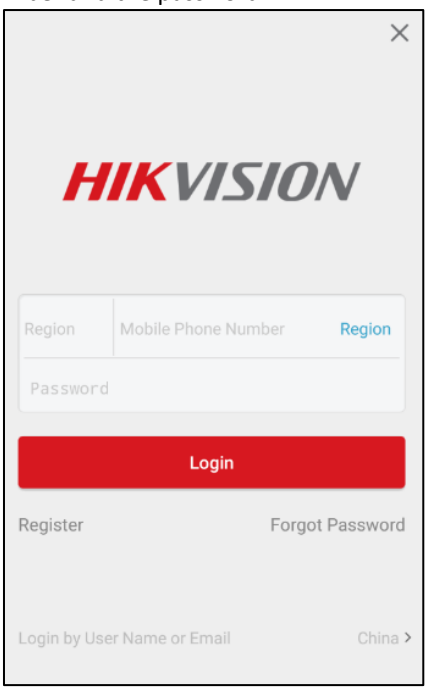
Steps:

1. Tap the icon to run the software.
2. Input the registered user name or email address. And input the password.

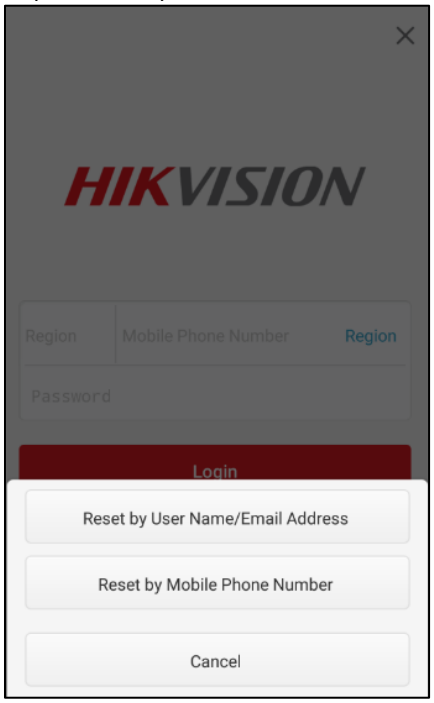


Or

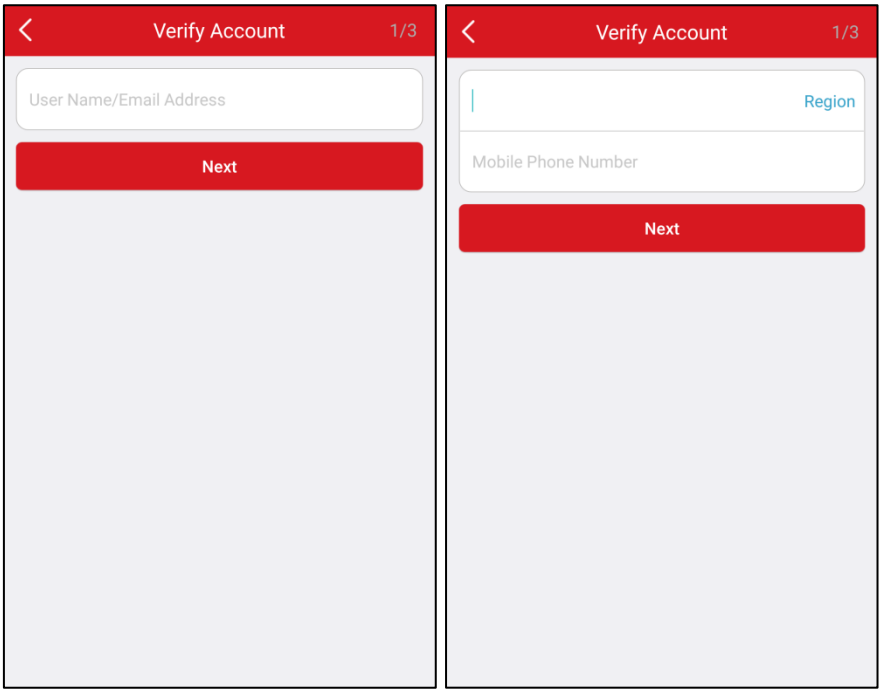
1) Tap **Login by Mobile Phone Number** at the bottom of the interface to change the login type.
2) Enter the region code or tap **Region** to select the target region code.
3) Input the mobile phone number and the password.



3. Tap **Login** to enter the main interface.
   If you forget the password, you can
   1) Tap **Forgot Password**.
   2) Tap **Reset by User Name/Email Address** or **Reset by Mobile Phone Number**.
      Or if you want to cancel the operation, tap **Cancel**.

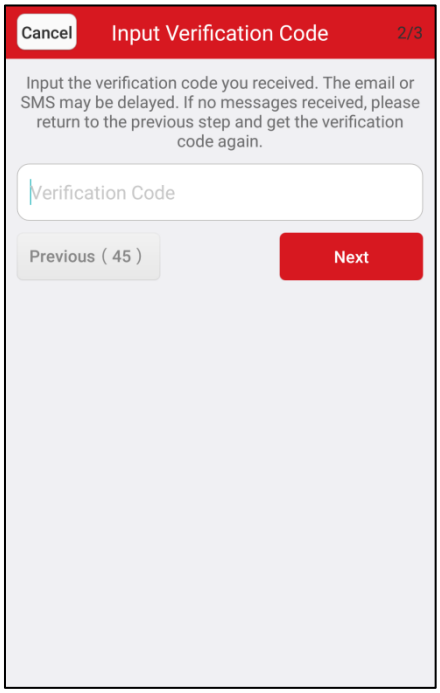


   3) Enter the user name or the email address if you choose Reset by User Name or Email Address in the Verify Account interface.
      Or enter the mobile phone number if you choose Reset by Mobile Phone Number in the Verify Account interface.

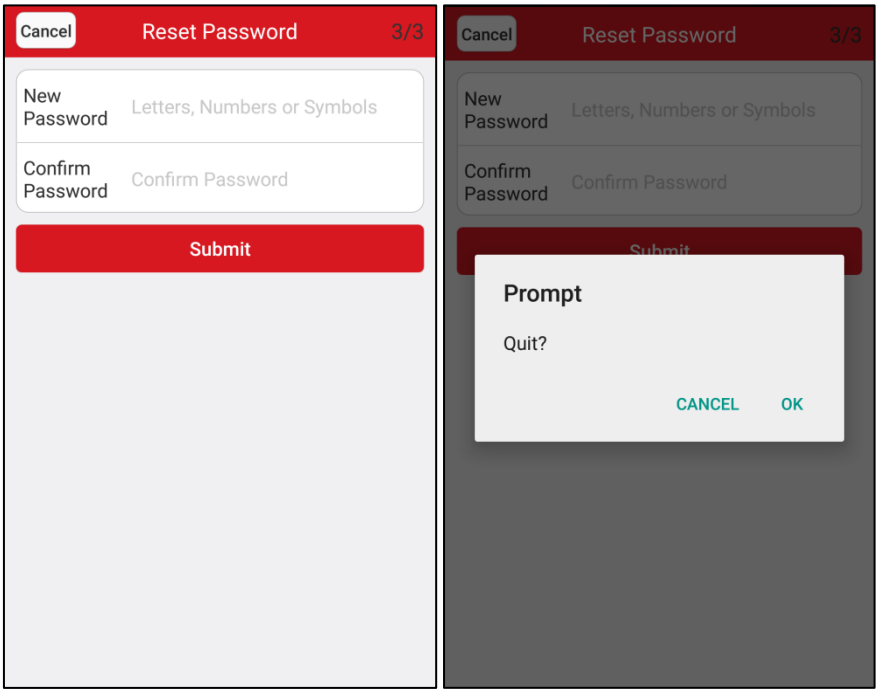


   4) Tap **Next**. A verification code will be sent to your registered phone or the email address.
   5) Input the verification code in the next interface and tap **Next**.
      Or tap **Previous** after 60s to return to the previous step.

Or tap **Cancel** to cancel the operation.



6) Input a new password and confirm the new password in the Change Password interface.
7) Tap **Submit** to complete password reset.
Or tap **Cancel** at the upper-left corner of the interface and tap **OK** to cancel the operation.



- For your privacy, we strongly recommend setting the password to something 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.
- Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

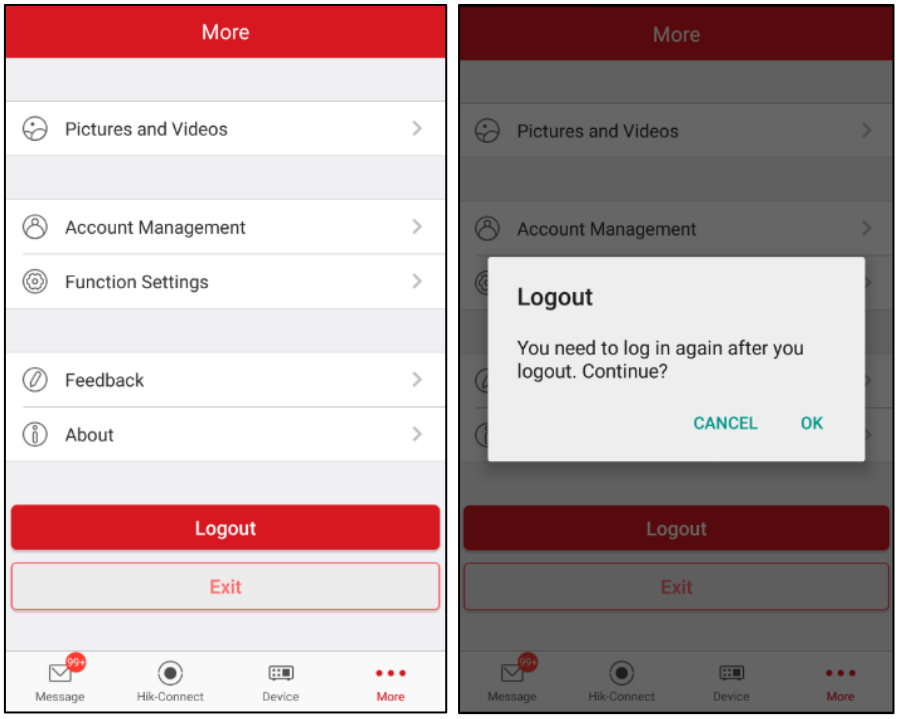
3.1.3 Logout

Before you start:
You should login to the software.
Steps:

1. Tap the icon

.
2. Tap the button

in the More interface.
3. Tap **OK** in the pop-up message box to logout.
   Or you can cap **Exit** to exit the software.



3.2 Device Management

Purpose:
You need to add a device before managing the live view, the playback, etc.
Before you start:
Make sure that the device DHCP and Hik-Connect are enabled.
By default, the DHCP and the Hik-Connect of the Hikvision devices are enabled. If the DHCP and Hik-Connect are disabled, you need to enable them manually.
For detailed information about enabling Hik-Connect, refer to *Section 3.2.5 Enabling DHCP* and *Section 3.2.6* Enabling Hik-Connect.

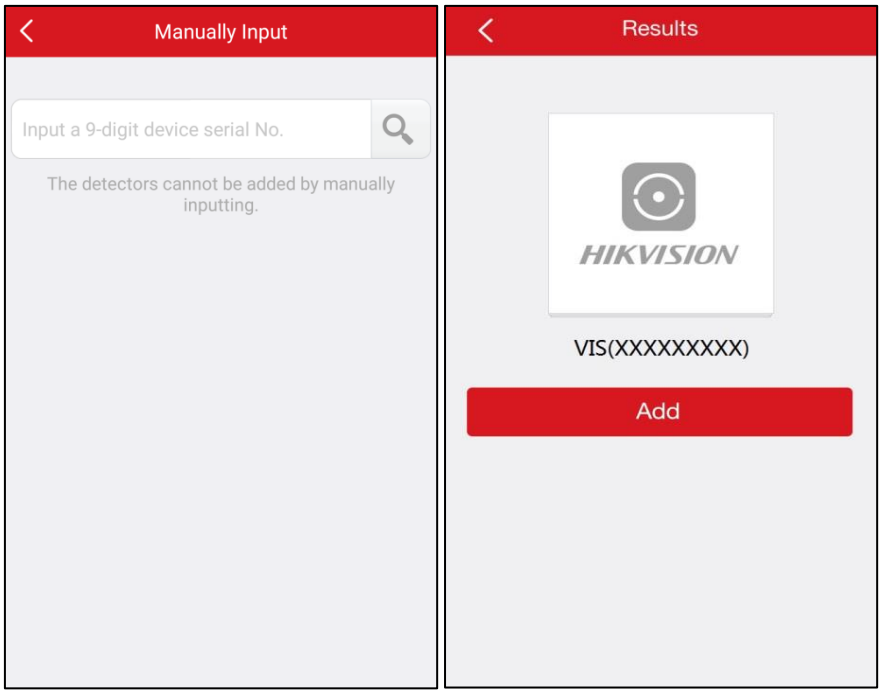
3.2.1 Adding a Device

Purpose:
Add Hikvision devices on the software to manage the live view, playback, and other functions.
Before you start:
For adding the indoor station of the video intercom and the security control panel, activate them before adding.
Make sure the device is powered on.
Steps:

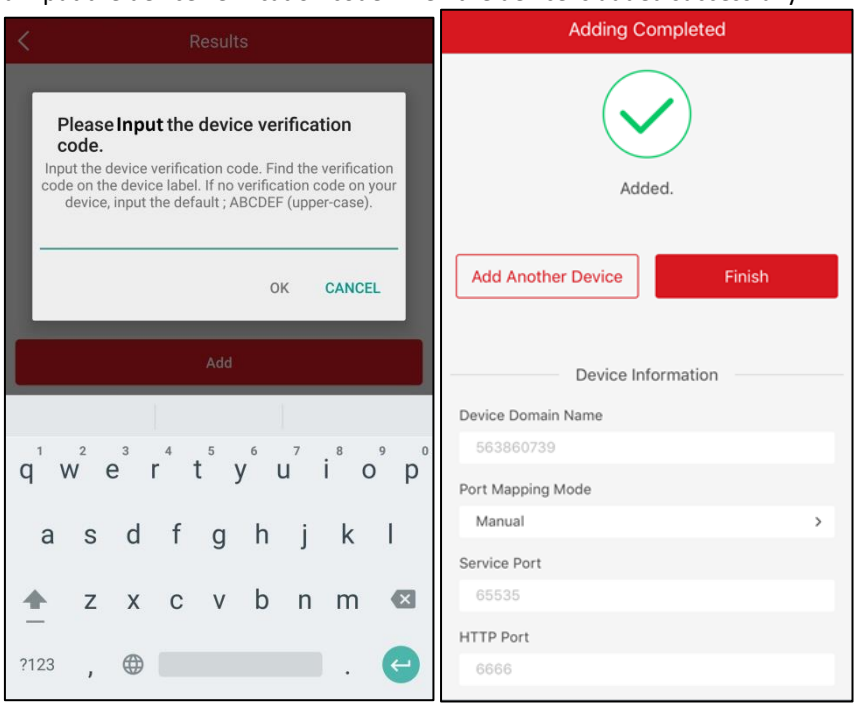
1. Tap the icon Hik-Connect at the bottom of the interface.
2. In the interface, tap the icon at the upper-right corner.
3. Scan the device QR code.
   Note: Normally, the QR code is on the back cover of the device.

Or

1) Tap the icon at the upper-right corner and input the device serial No. manually.
2) Tap the icon to search.
   Note: The detectors cannot be added by manually inputting.



4. Tap **Add** and input the device verification code. Then the device is added successfully.



5. Tap **Finish** to finish the operation or tap **Add Another Device** to add more devices to the software.
6. Set the device information as needed, including device domain name, port mapping mode, service port and HTTP port.

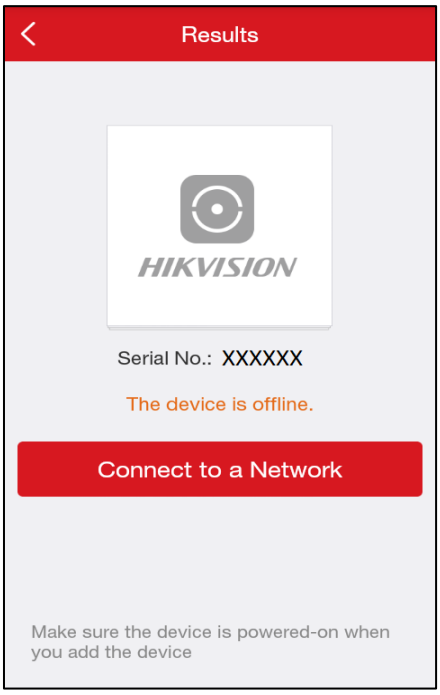
Notes:

- The default device domain name is the serial number of the device, you can also change it as needed. The entered domain name should be 1 to 64 characters, including numbers, lowercases, and dashes. It should start with lowercase and cannot end with dash.
- The entered port number should be a number ranging from 1 to 65535.
- For the video intercom devices, when scanning the QR code or inputting the serial No. of the indoor station, the corresponding door station will be displayed in the software automatically. You cannot modify the indoor station name and the door station name.

- An indoor station can be linked to multiple door stations.

If the device is offline,

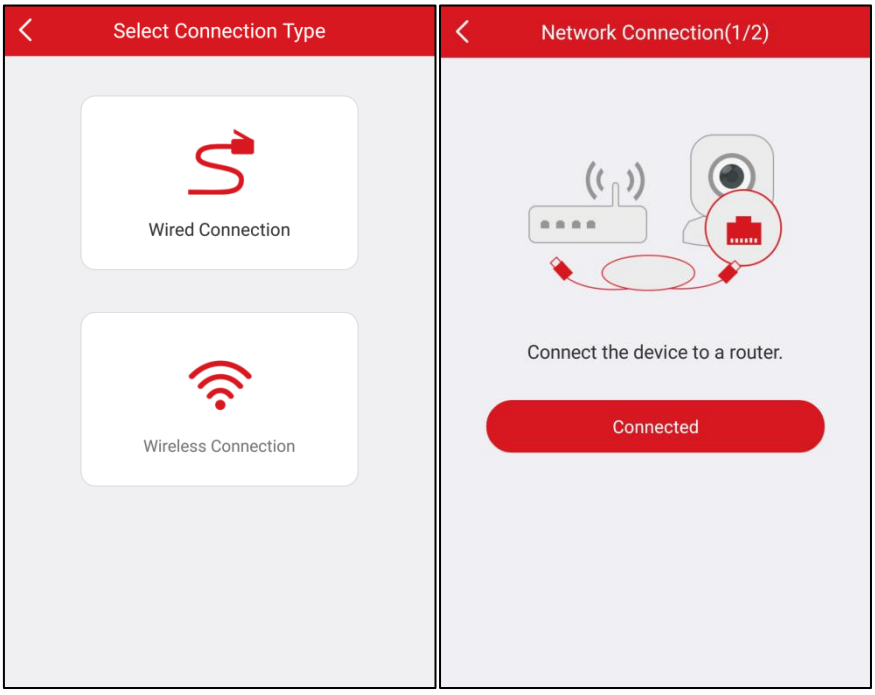
1) Tap **Connect to a Network**. You can choose Wired Connection or Wireless Connection.



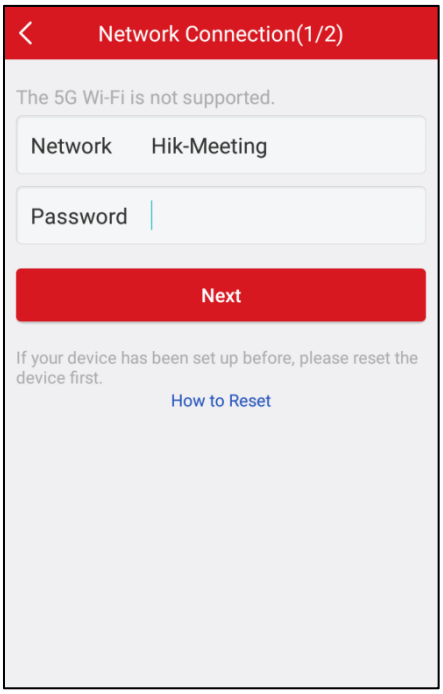
2) If you choose Wired Connection, tap **Connected** to connect to the network.

Notes:

- You should connect the device to a router.
- Make sure the device is powered on.



Or if you choose Wireless Connection, input the password in the Network Connection interface and tap **Next** to connect to the network.

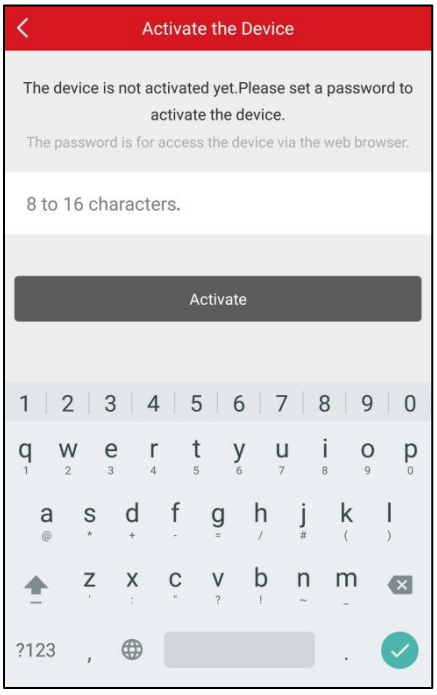


Notes:

- If you choose wireless connection, you should turn on the phone Wi-Fi function and select a Wi-Fi to connect. The selected Wi-Fi name will be displayed on the Network Connection interface.
- Reset the device before you configure the device Wi-Fi connection if it is not the first time to use the device.
- Make sure the device is powered on.

If the device is not activated,

1) Set a password and tap **Activate** to activate the device.



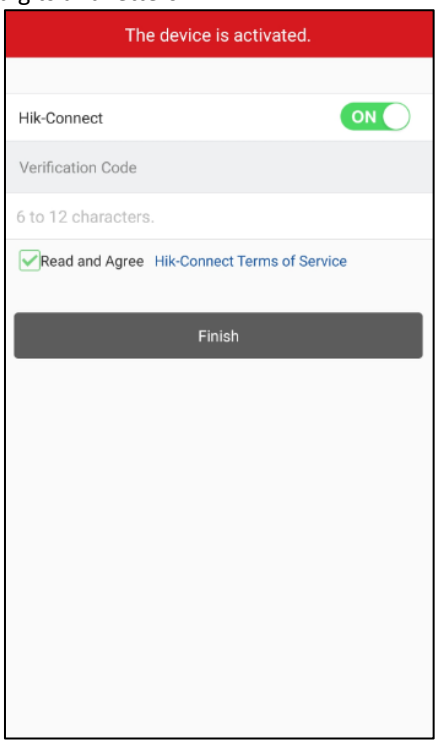
Note:

- The password is used for logging in the device via the web version, iVMS-4200, etc.
- The password should contain 8 to 16 characters with the combination of numbers, letters and

symbols.

- For your privacy, we strongly recommend setting the password to something 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.
- Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

2) Set a device verification code. The verification code should be case sensitive and contain 6 to 12 characters, including digits and letters.



3) Tap **Hik-Connect Terms of Service** to read the agreement and check **Read and Agree** to accept the agreement.
4) Tap **Finish**.

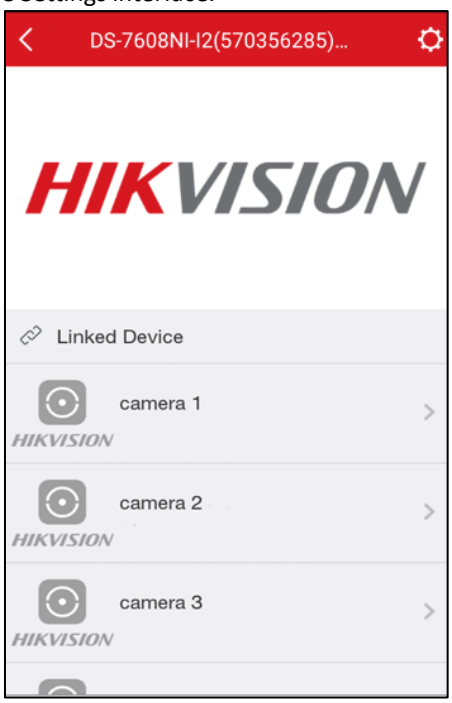
3.2.2 Managing the Device

Checking the Device Version

Steps:

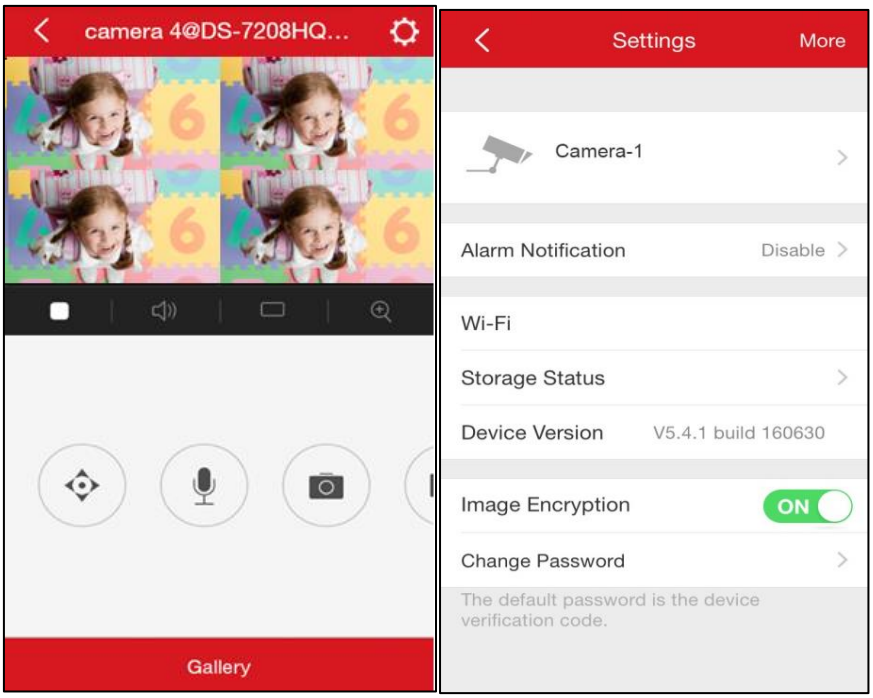
1. Tap the device name in the interface to enter the device configuration interface if there is only one channel under the device.

If there is more than one channel under the selected device, tap the device name and tap the icon at the upper-right corner to enter the Settings interface.



You can also

1) Tap the device screenshot to enter the live view interface.
2) Tap the icon at the upper-right corner to enter the device setting interface.

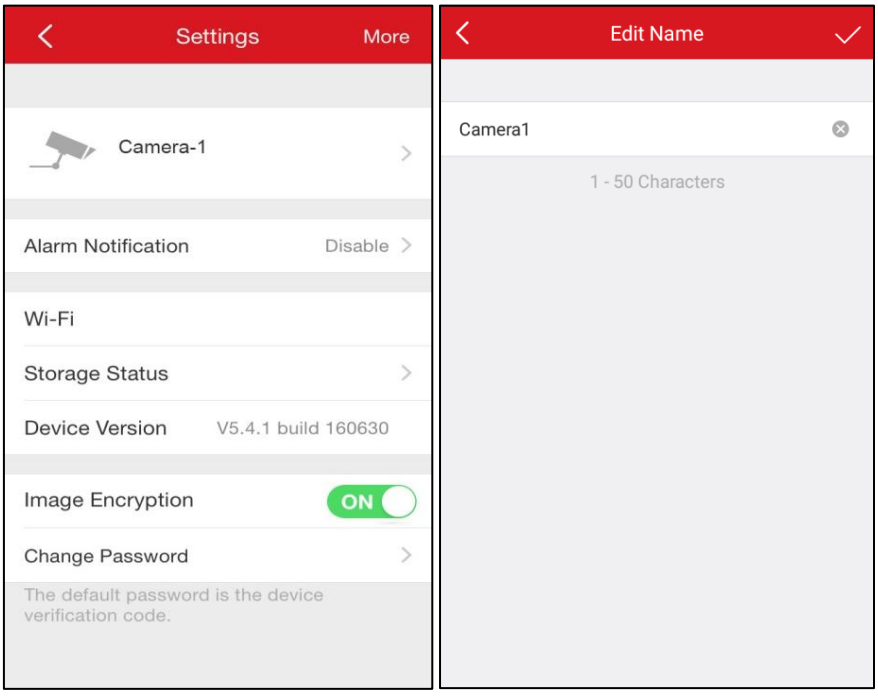


2. You can check the device version in this interface.

Editing the Device Name

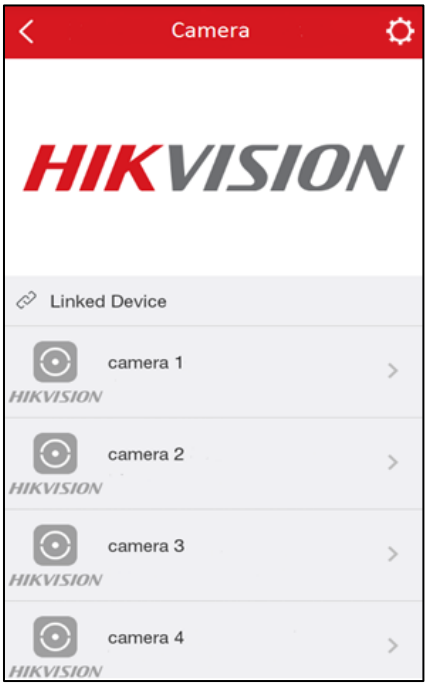
Steps:

1. In the Settings interface, tap the device name to enter the Edit Device Name interface if there is only one channel under the device.
2. Edit the device name.



3. Tap ✓ at the upper-right corner to complete editing the device name.
   Or if there are two or more channels under the target device, you can

1) Tap the device name in the Hik-Connect interface to enter the linked device list interface.



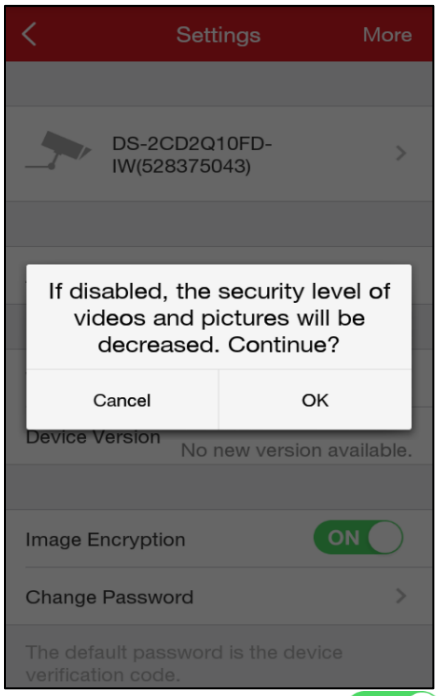
2) Tap the icon and tap the device name to edit the device name.

3) Tap to complete editing the device name.
Or you can also tap the target linked device in the linked device list and tap the linked device name to change the linked device name. Tap to complete editing.
Note: Up to 50 characters can be entered when editing the device name and the linked device name.

Enabling/Disabling the Image Encryption

If you enabling the Image Encryption, you should enter the password the first time you enter the live view interface or the playback interface.
If you change the phone to login the same account, you should enter the password again to perform the live view or the playback.
Steps:

1. Tap **ON** on the right of the Image Encryption row and tap **OK** in the pop-up window to confirm disabling. The icon OFF will turn to ON.

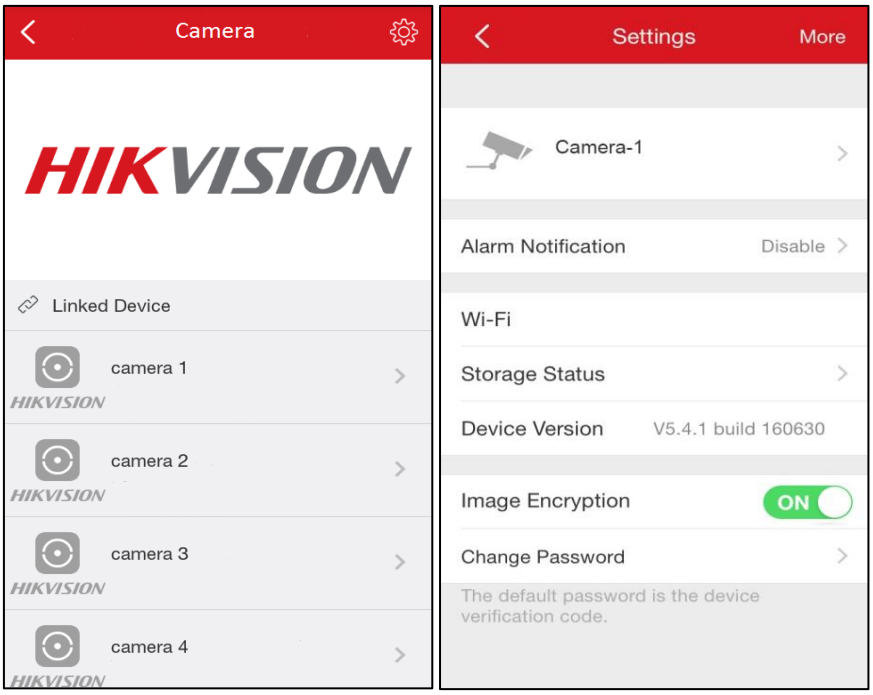


Or tap **OFF** on the right of the Image Encryption row. The icon ON will turn to the icon OFF.
Enter the device verification code. The verification code is located on the device label. If no verification code found, input the default code: ABCDEF.
Note: The Settings interface will display functions depending on different device types.

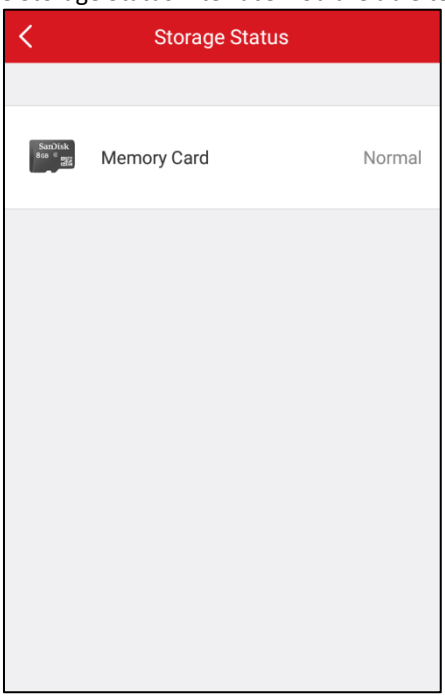
Checking Storage Status

Purpose:
You are able to check the device storage status.
Steps:

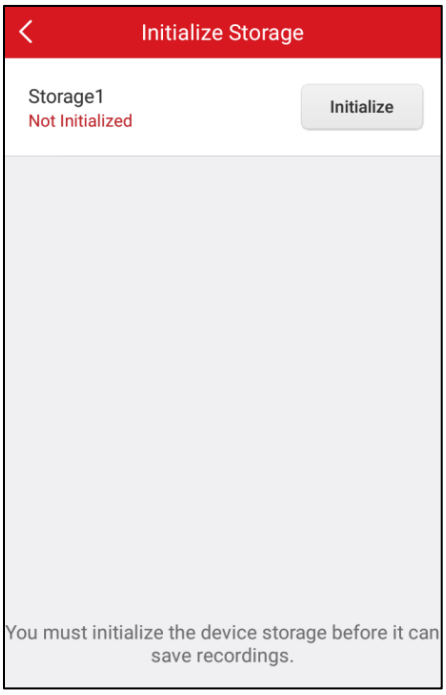
1. In the Settings interface, tap the device name to enter the Edit Device Name interface if there is only one channel under the device.
2. Or if there are two or more channels under the target device, you can
   1) Tap the device name in the Hik-Connect interface to enter the linked device list interface.
   2) Tap the icon to enter the Settings interface.



3. Tap **Storage Status** to enter the Storage Status interface. You are able to check the memory card status.



If the memory card is not initialized, tap the Memory Card to enter the Initialize Storage interface and tap **Initialize** to initialize the memory card.



Changing Device Password

Steps:

1. In the Settings interface, tap **Change Password**.
2. Tap **Edit** to enter the Change Password interface.
3. Input the old password, the new password and confirm the new password in the box.
4. Tap to confirm password changing.

- A user name cannot contain any of the following characters: / \ : * ? " < > |. And the length of the password cannot be less than 6 characters.
- For your privacy, we strongly recommend setting the password to something 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.

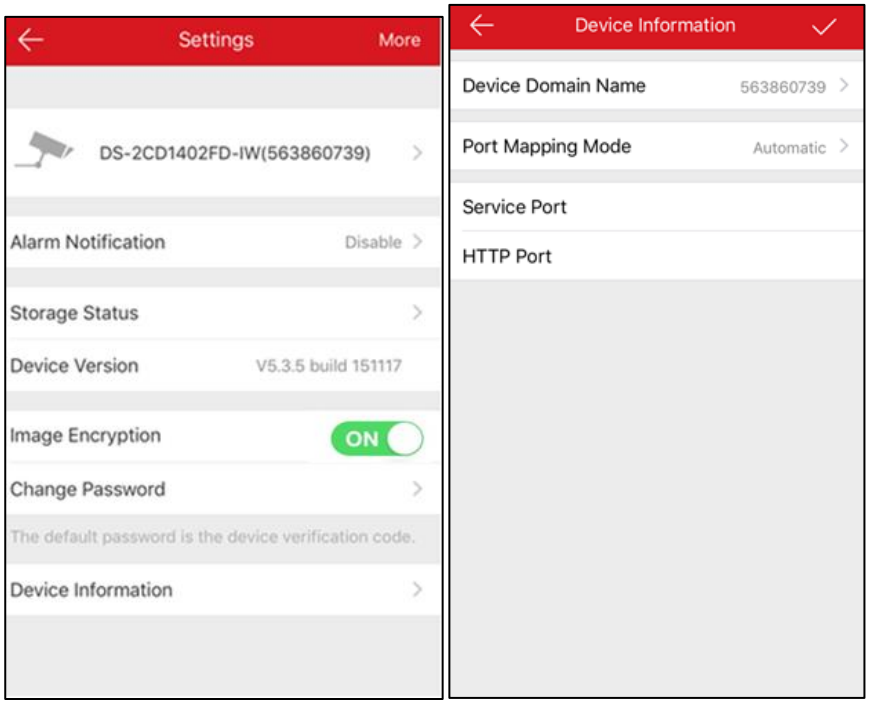
Setting Device Information

Steps:

1. In the Settings interface, tap **Device Information**.
2. Set the device information as needed, including device domain name, port mapping mode, service port and HTTP port.
3. Tap to save the settings.

- The default device domain name is the serial number of the device, you can also change it as needed. The entered domain name should be 1 to 64 characters, including numbers, lowercases, and dashes. It should start with lowercase and cannot end with dash.

- The entered port number should be a number ranging from 1 to 65535.

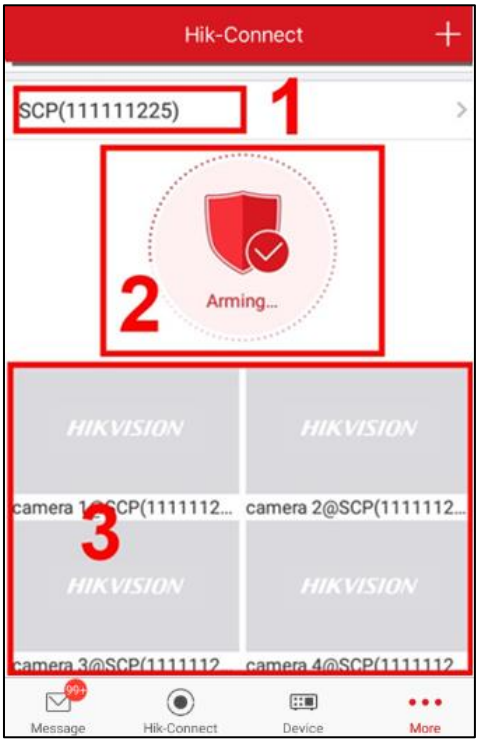


3.2.3 Managing Security Control Panel

Purpose:

You are able to manage the partition and the zone of the security control panel.

The following picture displays the Security Control Panel list in the Hik-Connect interface.



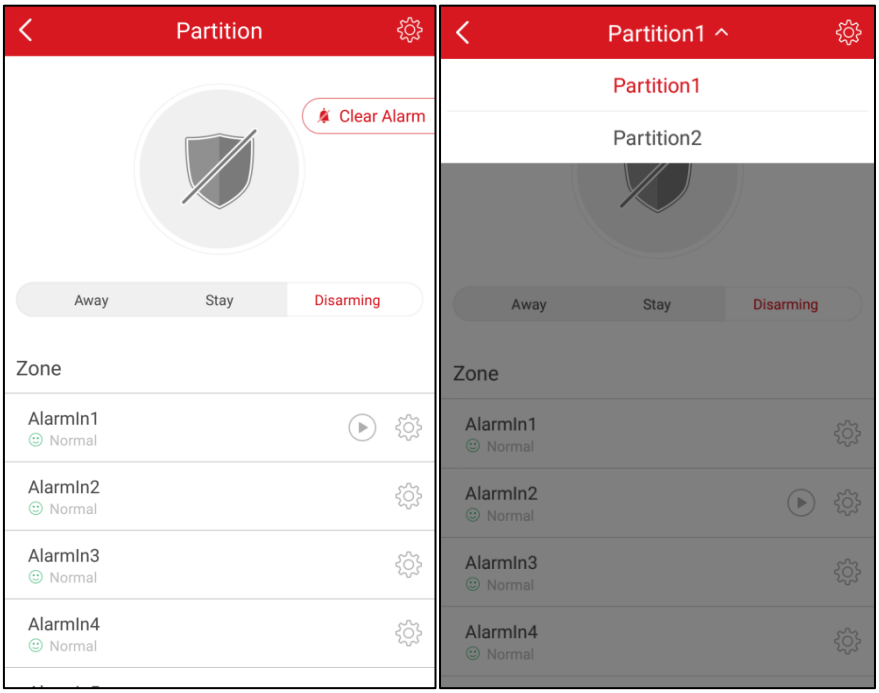
The following table describes each part of the security control panel in the list of the Hik-Connect interface.

Table 3. 1 Description of Each Part of Security Control Panel

No.	Description		
1	Security Control Panel Name		
2	Device Status	Arming	
		Disarming	
		Offline	
3	Device Linked Cameras		

Configuring Partition Status

Tap the security control panel device status in the device list of the Hik-Connect interface to enter the Partition interface. If the device contains more than one partition, you are able to change between different partitions at the top of the interface.



You can configure the partition status to **Away**, **Stay** and **Disarming**. It is also available to stop the alarm by tapping **Clear Alarm**.

Away: Enable the status when you are not in the partition.

Stay: Enable the status when you are in the partition.

Disarming: Enable the status when you do not want to arm the partition.

You are also able to check the Zone status, including Normal, Fault, Bypass, Normal Battery Voltage, Low Battery Voltage and Alarm.

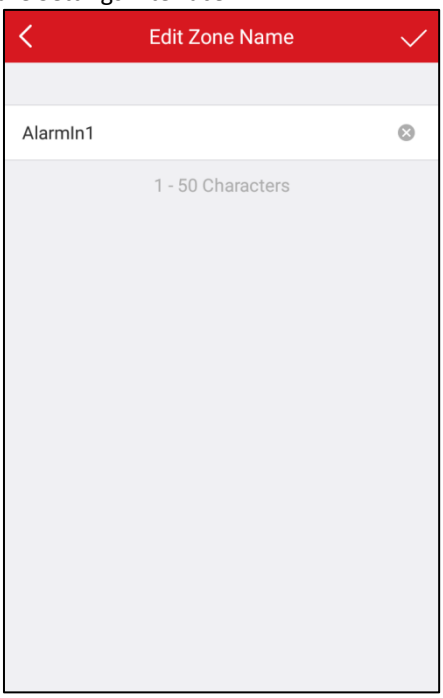
Managing Zone

Purpose:
You are able to configure the zone name, the zone type, the detector type, the entering delay time, the exiting delay time, the zone bypass and the linked camera.

Configuring Zone Name

Steps:

1. Tap the icon to enter the Settings interface.
2. Tap the zone name to enter the Edit Zone Name interface.
3. Edit the zone name and tap the icon .
   Note: 1 to 50 characters are allowed.
   Tap the icon to go back to the Settings interface.

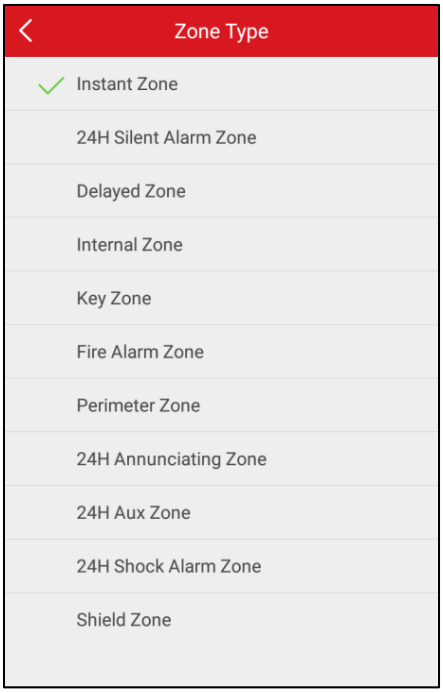


Configuring Zone Type

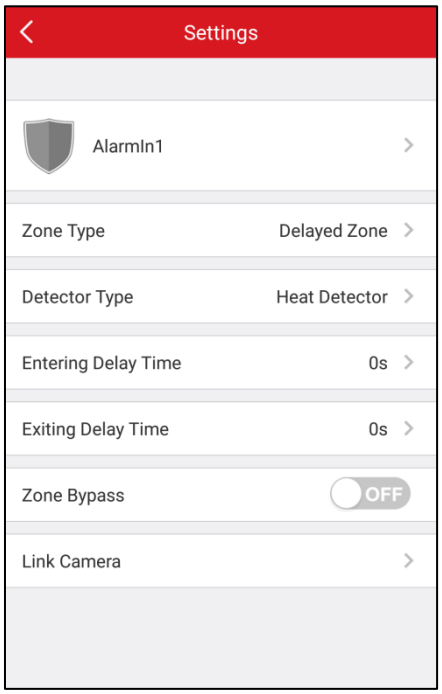
Steps:

1. Tap the icon to enter the Settings interface.
2. Tap the zone type to enter the Zone Type interface.
3. Select a zone type to determine the zone property.

4. Tap the icon to go back to the Settings interface.



5. (Optional) If you select Delayed Zone, you are able to configure the Entering Delay Time and the Exiting Delay Time in the Settings interface.

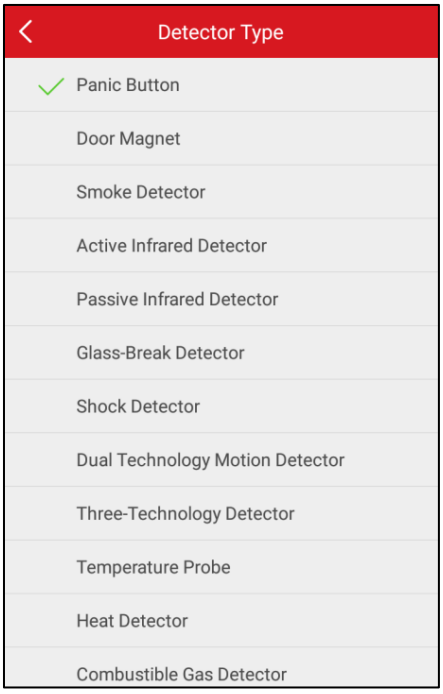


Configuring Detector Type

Steps:

1. Tap the icon to enter the Settings interface.
2. In the Settings interface, tap Detector Type to enter the Detector Type interface.
3. Select a detector to determine the zone detector type.

4. Tap the icon to go back to the zone Settings interface.



Configuring Zone Bypass

Purpose:

You are able to configure the zone to bypass if the zone detector is destroyed, offline, etc., to allow other zones working properly.

Steps:

1. Tap the icon to enter the Settings interface.
2. Tap the icon OFF / ON to enable/disable the zone bypass function.

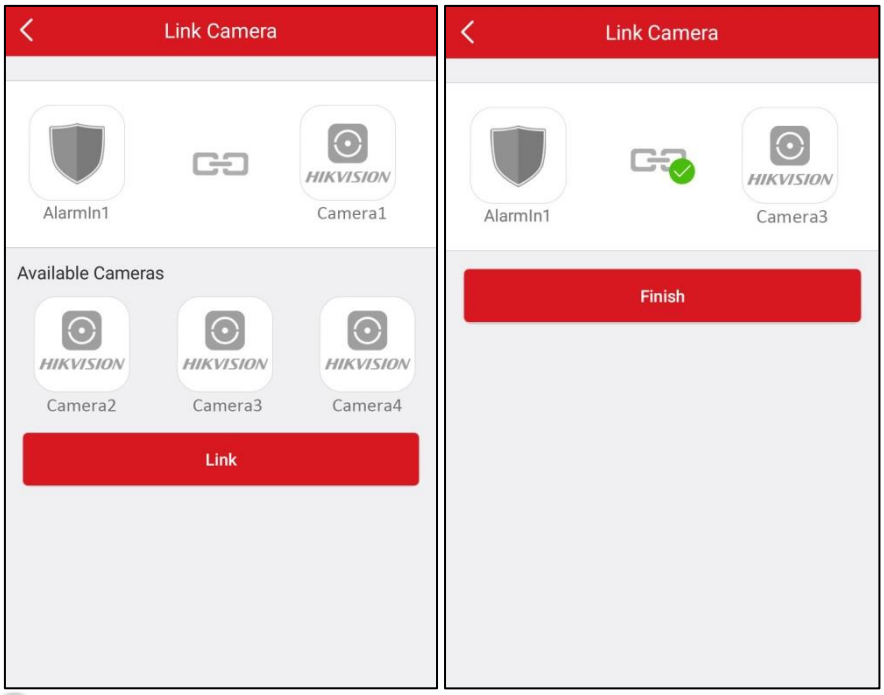
Linking Camera

Purpose:

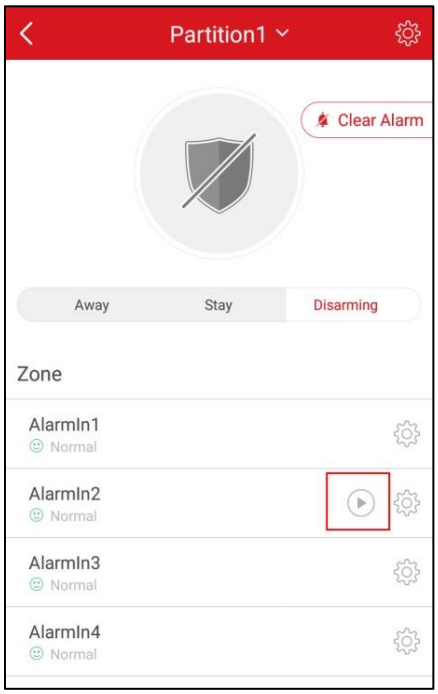
You are able to link the camera to the zone for zone monitoring.

Steps:

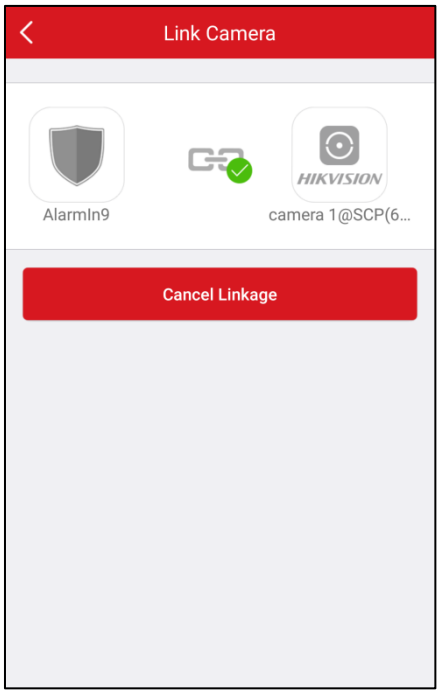
1. In the Settings interface, tap **Link Camera** to enter the Link Camera interface.
2. Tap a camera in Available Camera group. You are able to slide the camera group from left to right or from right to left to view the whole available cameras.
3. Tap **Link** to link the select camera to the zone.
4. Tap **Finish** to finish linking.



The icon will be displayed on the right of the target zone in the Zone list in the Partition interface after linking a camera. You are able to tap the icon to start live view of the linked camera.
For details about checking the live view of the linked camera, see *3.3Live View*.



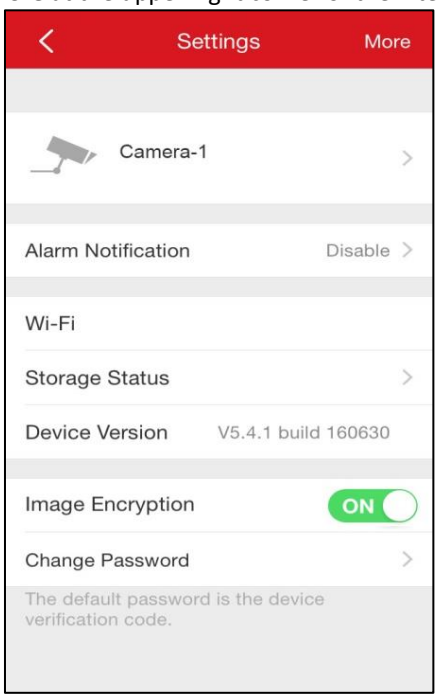
Or if you want to cancel the linkage, enter the Link Camera interface and tap **Cancel Linkage** to cancel the camera linkage.


Link Camera
AlarmIn9
camera 1@SCP(6...
Cancel Linkage

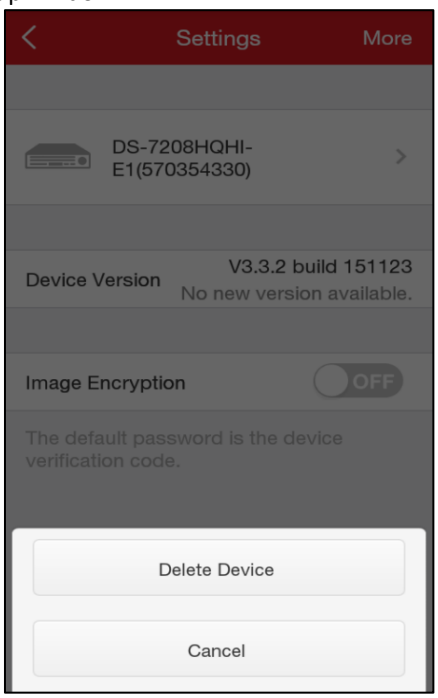
3.2.4 Deleting a Device

Steps:

1. In the Settings interface, tap **More** at the upper-right corner of the interface.



2. Tap **Delete Device** in the pop-up window.



Note: When deleting the indoor station, the corresponding door station will be deleted.

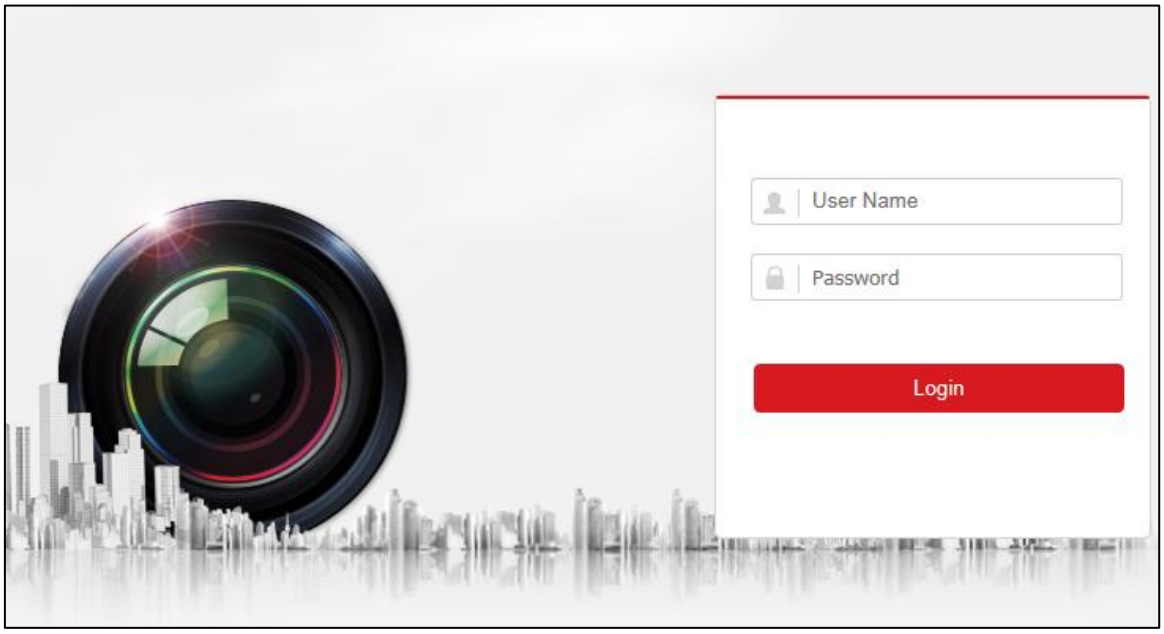
3.2.5 Enabling DHCP

Purpose:

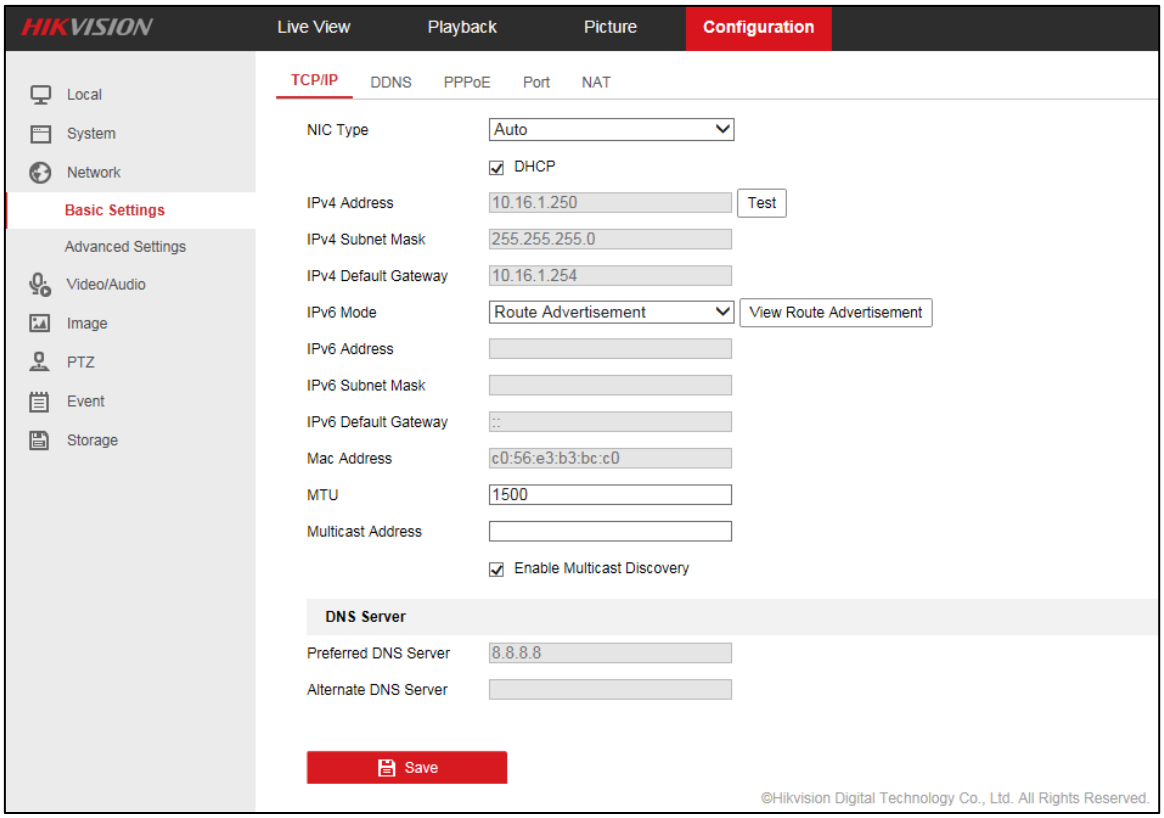
By default, DHCP of Hikvision devices that can be added to the software are enabled. You can also manually enable/disable DHCP.

Steps:

1. Open the web browser on your PC.
2. Input the device IP address and press the Enter key on your keyboard.
3. Input the device user name and the password to login. Here we use the network camera as an example.



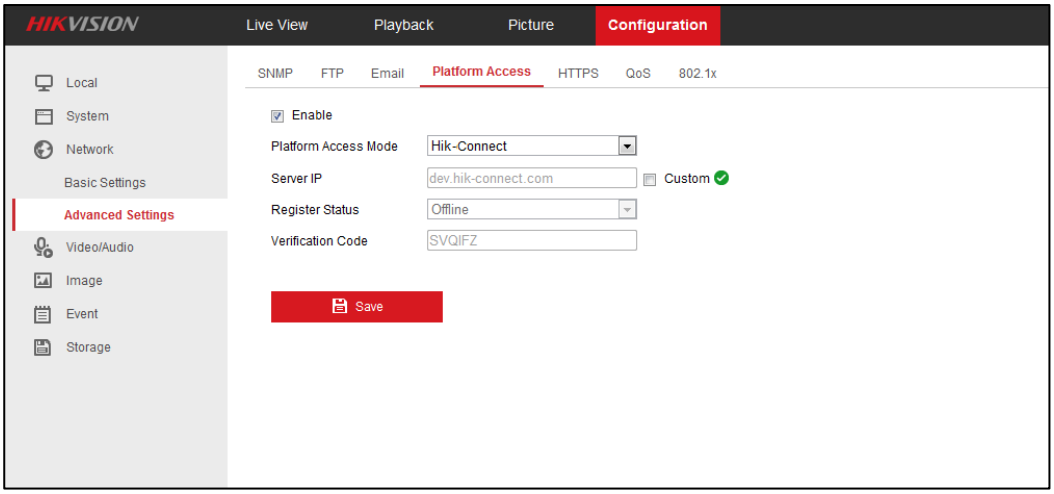
4. Tap **Configuration** -> **Network** -> **Basic Settings** to enter the **Basic Settings** interface.
5. Enable **DHCP**.
   Note: After enabling DHCP, DNS address will be allocated automatically.
6. Tap **Save** to save the configuration.



Note: For the device of security control panel, you are able to configure DHCP in iVMS-4200 Client Software. For details, see the user manual of iVMS-4200 Client Software.

3.2.6 Enabling Hik-Connect

You should enable Hik-Connect before adding the device to the software.
By default, Hik-Connect in Hikvision devices that can be added to the software are enabled.
Here we use the network camera as an example. You can check the camera Hik-Connect in the Platform Access interface in the browser.

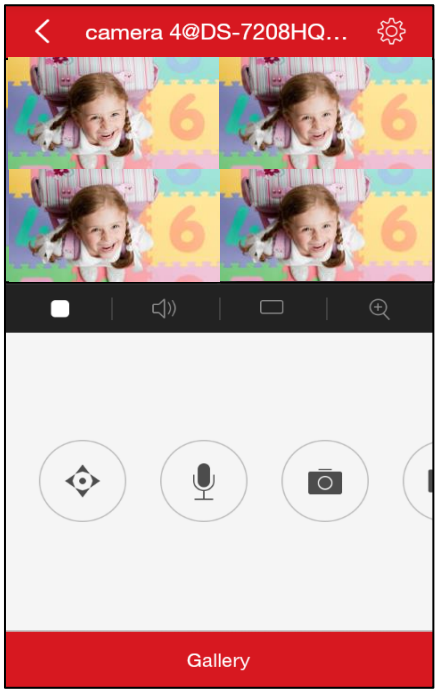


3.3 Live View

Purpose:

When the device is successfully added, you can manage the live view, control PTZ movement, manage two-way audio, capture, record and operate other functions.

Tap the Hik-Connect icon and tap the target device screenshot on the Hik-Connect interface to enter the Live View interface. The screen will be displayed in 4-division mode by default.



The table displayed below is the icons description in the Live View interface:

Icon	Description
	Start live view.
	Stop live view.
	Turn Audio on/Mute
	4-window division.
	Single-window division.
	Digital Zoom
	Start/stop controlling pan and tilt.
	Start/stop two-way audio.
	Capture.
	Record.
	Basic and high definition video quality.

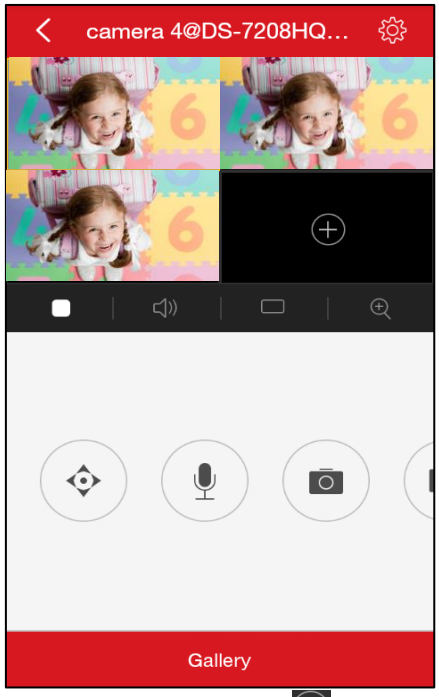
	Open the door. ***Note:*** For the video intercom device only.

Note: You can slide on the screen to show the hidden icons.

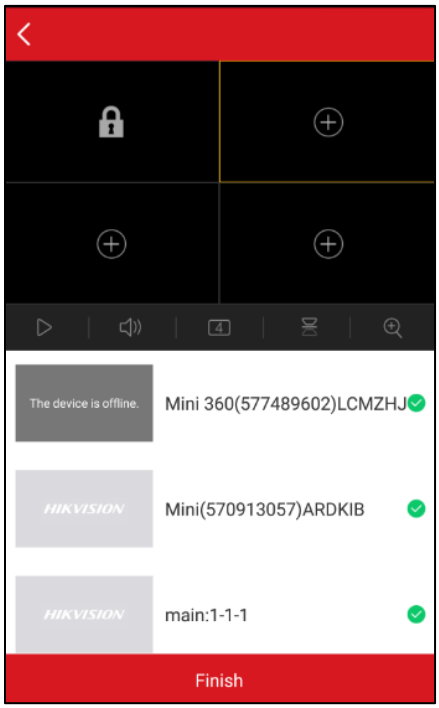
3.3.1 Starting and Stopping Live View

Steps:

1. Tap the device screenshot to enter the live view interface. By default, the live view interface is displayed in 4-window division.
   Or you are able to rotate your mobile phone to view the live view window in full screen mode.

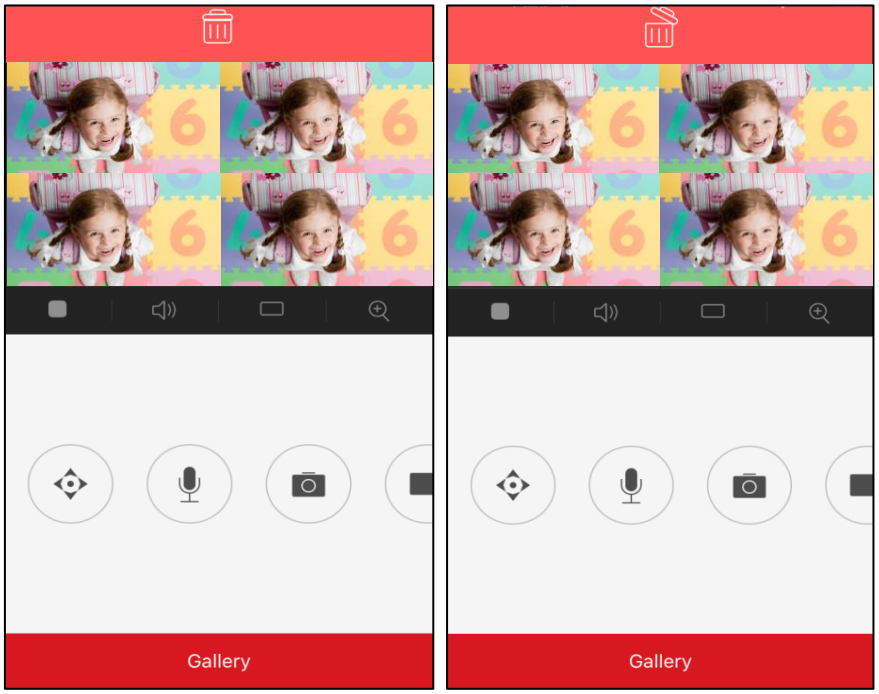


   You can select to tap the icon in one of the division window and select one or multiple cameras in the interface.

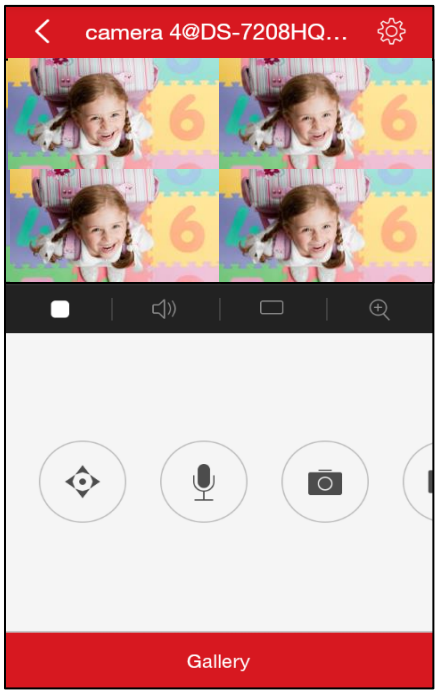


Or drag the target live view window in the 4-window division mode to the upper side of the interface to delete the window. The displayed icon will turn to .

Note: When you drag and move the selected window, will be displayed at the top of the interface. When you drag the selected window to the icon, the displayed will turn to .



2. Tap the target live view window.



3. Tap the icon to start the live view.
   Tap the icon to stop the live view.

3.3.2 Switching Window Division

Tap the icon to switch from the 4-window division mode to the single-window division mode.
Or tap the icon to switch from the single-window division mode to the 4-window division mode.
Or double-tap the target live view window in the 4-window division mode to enter the single-window division mode of the target live view window.

3.3.3 Turning On/Off Audio

Purpose:
You can control the audio of the selected camera.
Steps:

1. Select the camera in the 4-window division mode.
   Or double tap the target window to enter the single-window division mode.
2. Tap the icon to turn on the audio of the target camera.
   Or tap the icon to turn off the audio.

3.3.4 Performing Digital Zoom

Steps:

1. Select a camera in the 4-window division mode.
   Or double tap the target window to enter the single-window division mode.
2. Tap the icon .

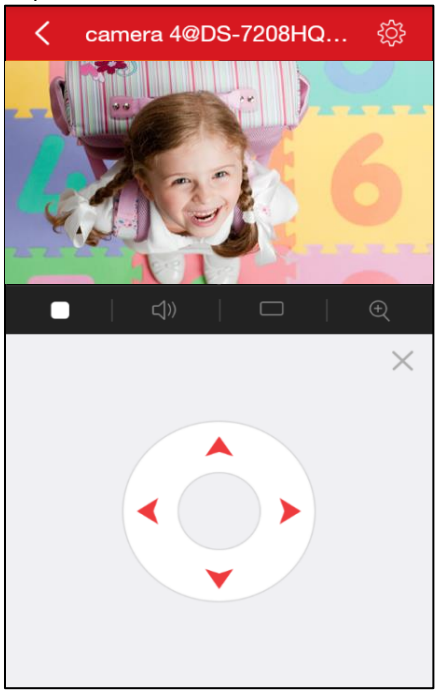
Or if you are in the single-window division mode, spread two fingers to digital zoom in.

3. The selected area will be zoomed in.
   Or if you are in the single-window division mode, you can also pinch two fingers together to digital zoom out.

3.3.5 Controlling Pan and Tilt

Steps:

1. In the live view mode, select a live view window.
2. Tap the icon to enter the control panel.



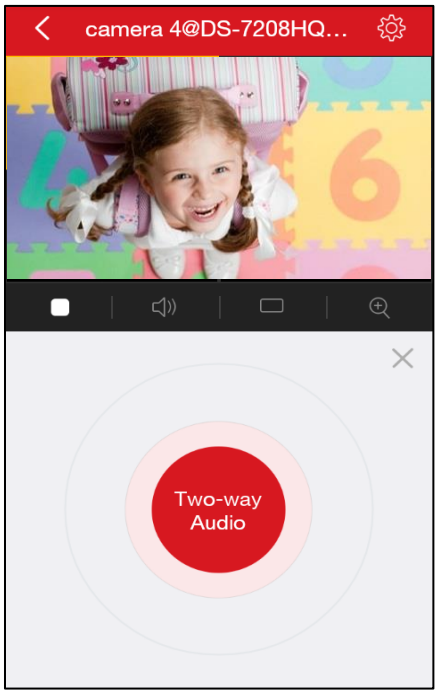
3. Tap control the camera PTZ.
   Note: The pan and tilt control function should be supported by the added device.

3.3.6 Turning On/Off Two-way Audio

Two-way audio function enables the voice talk of the devices. You can get not only the live video but also the real-time audio from the device.

Step:

1. Select a camera in the 4-window division mode.
   Or double tap the target window to enter the single-window division mode.
2. Tap the icon to turn on the two-way audio of the target camera.



Or tap the icon to turn off the two-way audio.

Note: If the device is full duplex, you are able to start two-way audio immediately after tapping the icon .

If the device is half-duplex, you have to tap and hold the button to start talking. If you want to listen, release the button.

3.3.7 Capturing and Recording

Steps:

1. Select a camera in the 4-window division mode.
   Or double tap the target window to enter the single-window division mode.
2. Tap the icon to capture the picture.
   Or tap the icon to record the live view. And tap the to stop record.

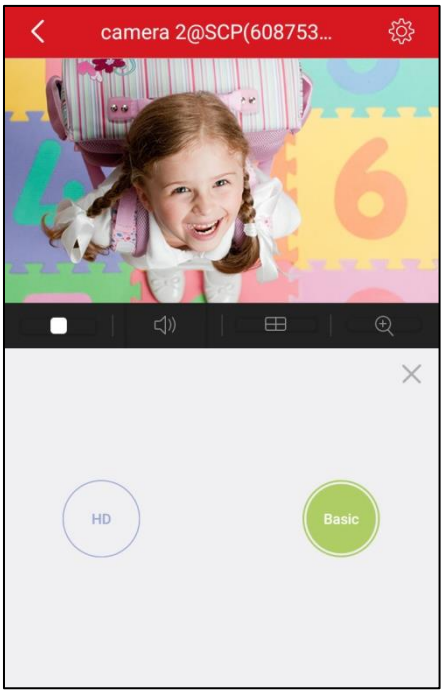
Note: Captured pictures and recorded videos will be saved in Pictures and Videos in the More interface. For details about managing the pictures and videos, see *Section 6.1 Managing Pictures and Videos*.

3.3.8 Checking the Live View Quality

Two pre-defined image qualities are provided in this software: Basic and High Definition.

Steps:

1. Tap the icon / to enter the quality switching panel.

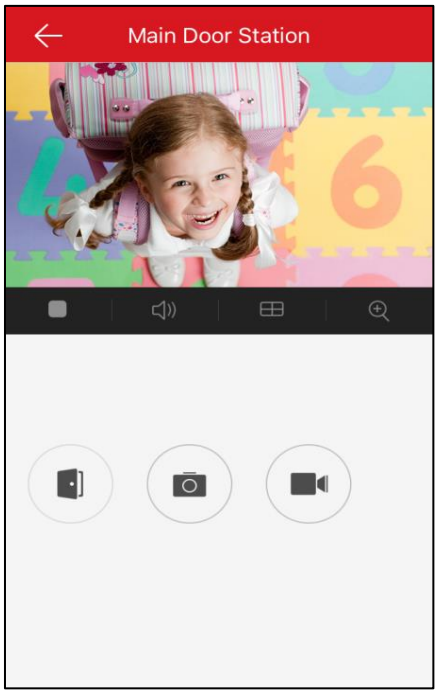


2. Tap to change the video quality.
   Basic: Basic video quality.
   HD: Video image with high definition.
   Note: The Basic quality is the default video quality.

3.3.9 Opening the Door (Video Intercom Device)

Purpose:
For video intercom devices, you can open the door via the software.
Steps:

1. Select a target live view window.
2. Tap the icon to open the corresponding door.



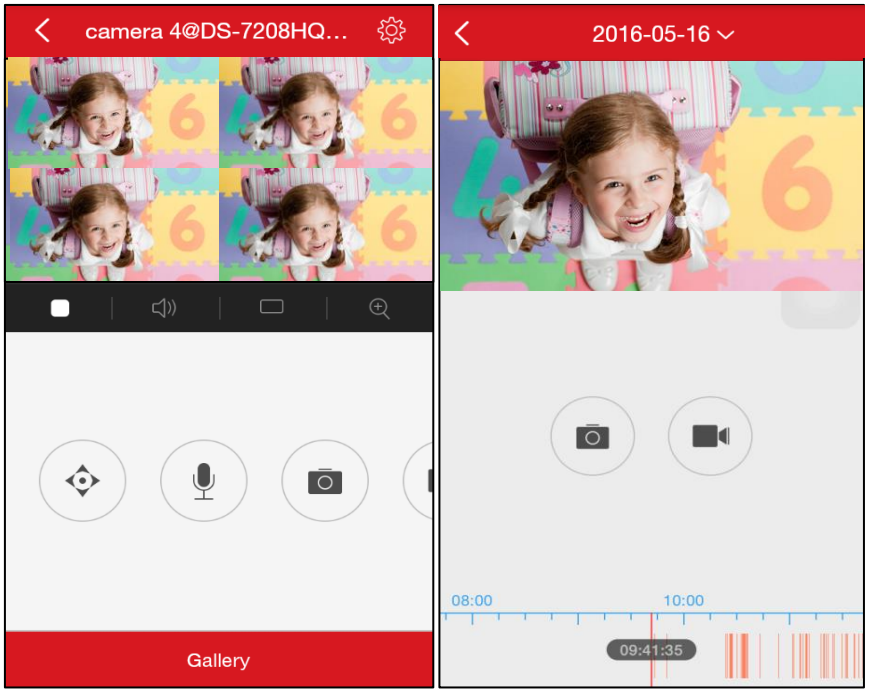
Notes:

- This function is only for the video intercom device.
- The live view duration for the video intercom device is 5 minutes.
- Up to 6 users can check the live view of the same door station at the same time. The other users can only use the audio function.

3.4 Remote Playback

Purpose:
You can check the recorded videos stored in the added device for playback.
Steps:

1. Tap the Hik-Connect icon and tap the target device screenshot on the Hik-Connect interface to enter the Live View interface.



2. Tap **Gallery** at the bottom of the live view interface.

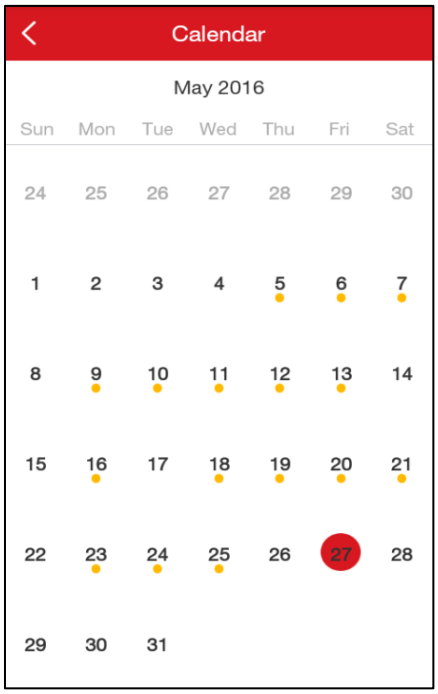
The following table displays the icons in the Playback interface:

Icon	Descriptions
	Start live view.
	Stop live view.
	Turn Audio On/Mute
	Capture.
	Record.

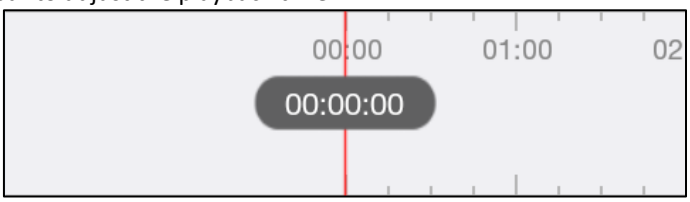
3.4.1 Starting and Stopping Playback

Steps:

1. Tap the date on the upper side of the interface to enter the Calendar interface.



2. Select a date with videos (the date with a yellow dot under) in the Calendar interface.
3. Slide the timeline bar to adjust the playback time.



4. Tap the icon to start playback.
   Or tap the icon to stop playback.

3.4.2 Turning On/Off the Audio

Tap the icon to turn on the audio when the selected video is playing. Or tap the icon mute.

3.4.3 Capturing and Recording

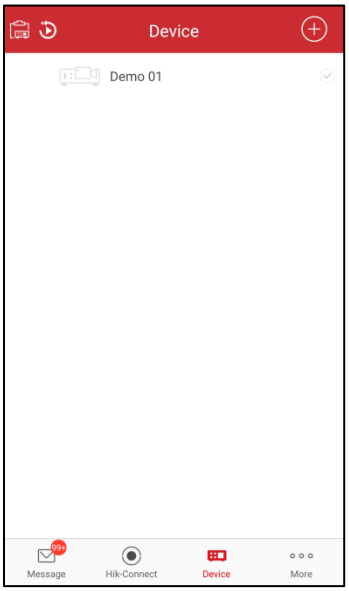
During the playback, you can tap the icon to capture pictures or tap the icon to record the target video clip. The captured pictures and the clipped videos can be checked and managed in the Pictures and Videos interface.
Note: For details about managing the pictures and videos, see *Section 6.1 Managing Pictures and Videos*.

Chapter 4 Local Operations

4.1 Device Management

4.1.1 Adding Device

Tap **Device** to enter the Device interface.



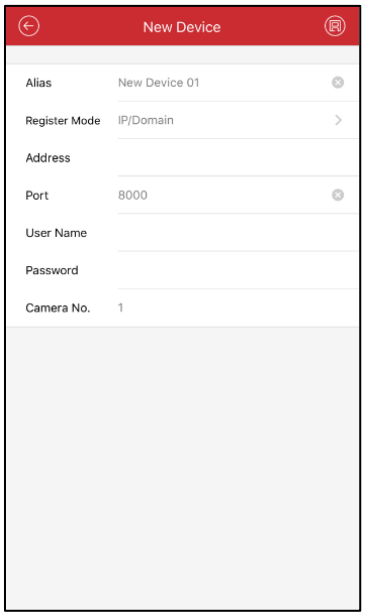
Five ways are available for adding the devices.

➢ **Manual Adding**

Steps:

1. Tap and select **Manual Adding**.
   Alias: Edit a name for the device as desired.
   Register Mode: Select the register mode to Hik-Connect Domain or IP/Domain.
   - Hik-Connect Domain: Make sure the device has been added to your Hik-Connect account before this adding operation.
   - IP/Domain: You can access the device through fixed IP address or domain name. You need to edit the IP address or domain address and the port of the device.

   User Name: Input the user name of the added device.
   Password: Input the password of the added device.
   Camera No.: The number of the camera(s) under the device can be obtained after the device is successfully added.
2. Tap to confirm the settings.



➢ Scanning QR Code for Single Adding or Batch Adding

You can add the single device or multiple devices by scanning the QR code.

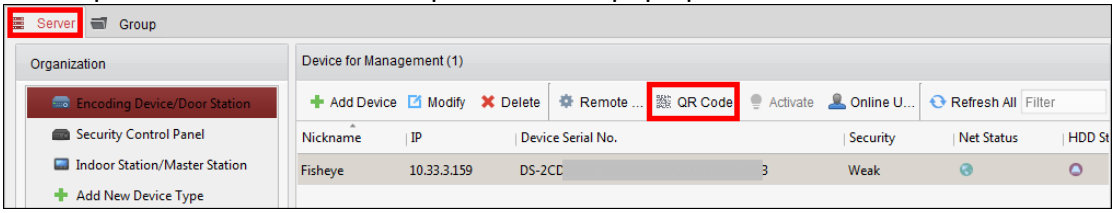
Steps:

1. Tap ⊕ and select **Scan QR Code**.
2. Perform the following steps to add single device by scanning the QR code:
   1) Use your phone to scan the QR code of the device to be added by aligning the QR Code with the scanning frame.

      Note: The QR code can be obtained via iVMS-4200 client software, iVMS-4500 mobile client software, or the local menu of the device.

      - **Device Local Menu:** Manu -> Maintenance -> Device Info.

      - **iVMS-4200 (V2.3.0.4 or above):** In the Device Management module, select Server tab, tap to select a device and tap **QR Code** to pop up the QR code window of the device.

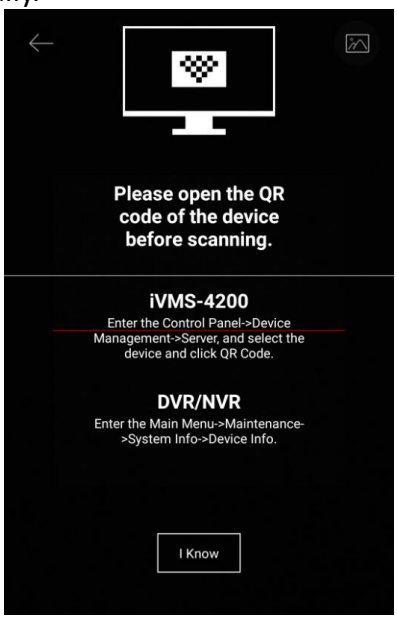


- **iVMS-4500:** Refer to *Generating QR Code* in this section.

2) Select the identified device and tap **Add**.

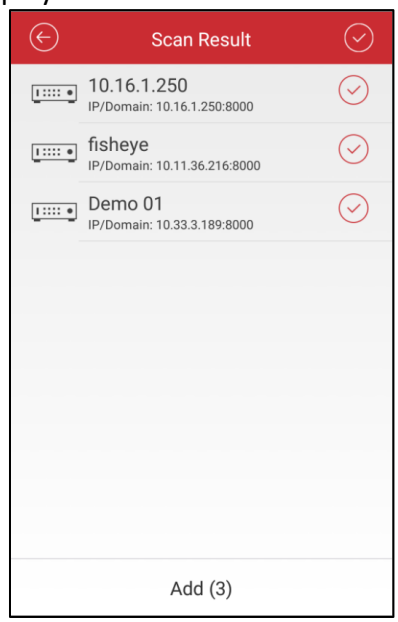
3. Perform the following steps to import the devices in batch:

1) You can use your phone to scan the QR code picture containing multiple devices information by aligning the QR Code with the scanning frame.
Or you can tap and select the QR code picture from the phone's album. The QR code will be scanned automatically.



Note: The multiple devices' QR code picture can be generated in the Generate QR Code way. For details, refer to *Generating QR Code* in this section.

2) The scanning result will display.

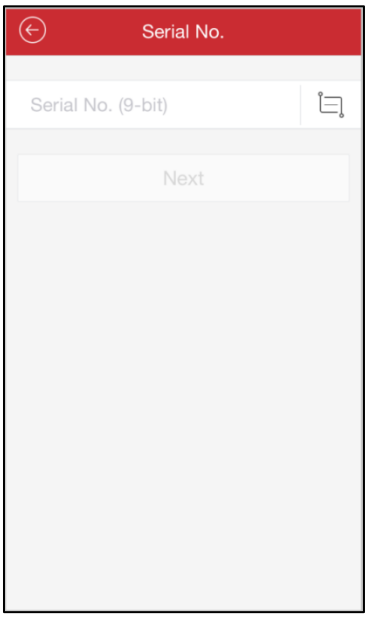


3) Select the devices to add and tap **Add** to confirm. You can tap to select all the devices in the scan result list to add.

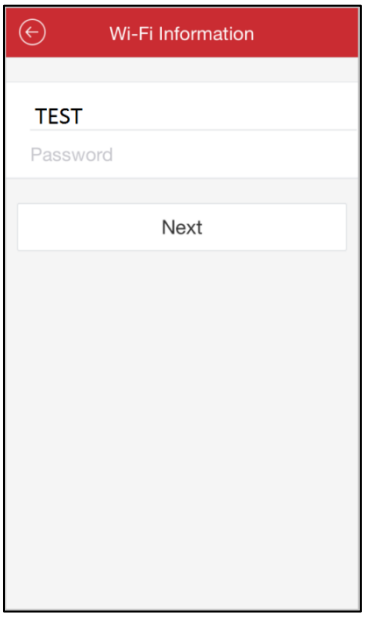
➢ Wi-Fi Configuration

1. Tap and select **Wi-Fi Configuration.**

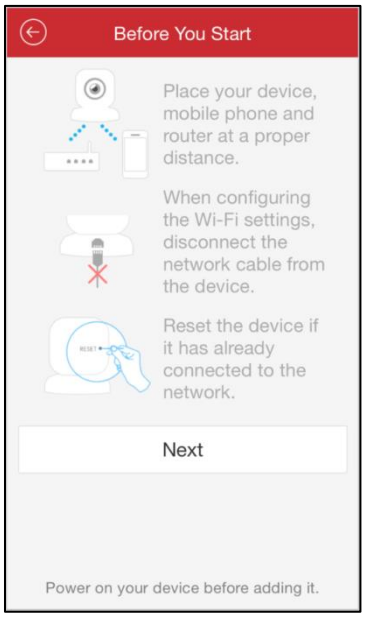
2. Input the device serial No. (9-bit), or tap and use your phone to scan the serial No. on the device label by aligning the QR Code or Barcode with the scanning frame.



3. Tap **Next** and input the password (if required) of the Wi-Fi network that your phone connects to.



4. Tap **Next** to enter the Before You Start page. Follow the hints on the page to properly place and set the device to be added.
5. Tap **Next** and the device starts connecting to the Wi-Fi network.

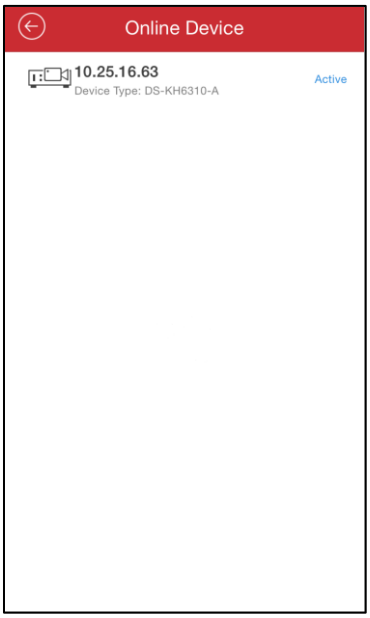


6. Set the following parameters after the device is connected to the Wi-Fi network. The IP address and port No. can be automatically obtained.
   - **Alias:** Edit a name for the device as desired.
   - **User Name:** Input the user name of the added device.
   - **Password:** Input the password of the added device.
   - **Camera No.:** The number of the camera(s) under the device can be obtained after the device is successfully added.
7. Tap to add the device.

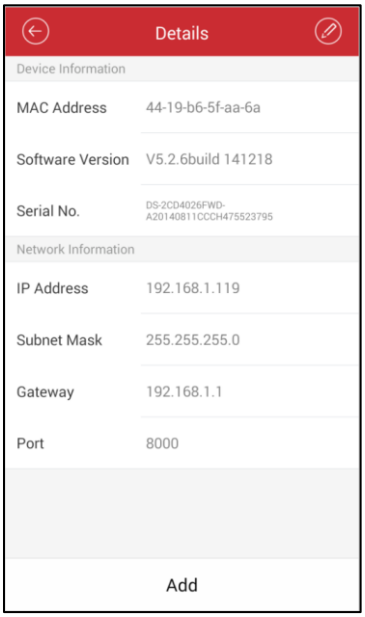
➢ Online Device Adding

1. Tap and select **Online Device.**
2. The online devices in the same local area network with the phone will be listed. Select the devices to add from the list.

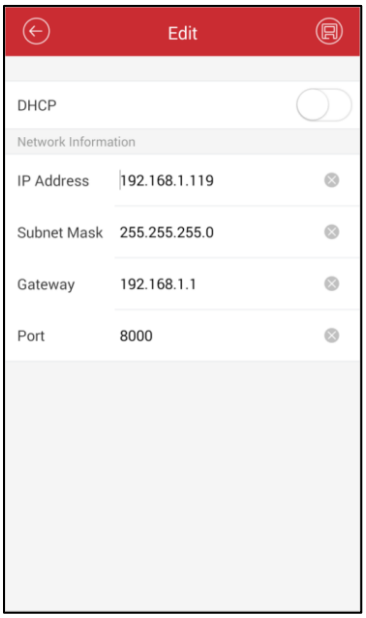
   Notes:
   - Make sure the device's Multicast Discovery function is enabled so that the online network camera can be automatically detected via private multicast protocol in the LAN. For details, refer to User Manual of network camera.
   - For the inactive device, you need to create the password for it before you can add the device properly.



3. Tap the device and you can view the online device details including device information and network information.

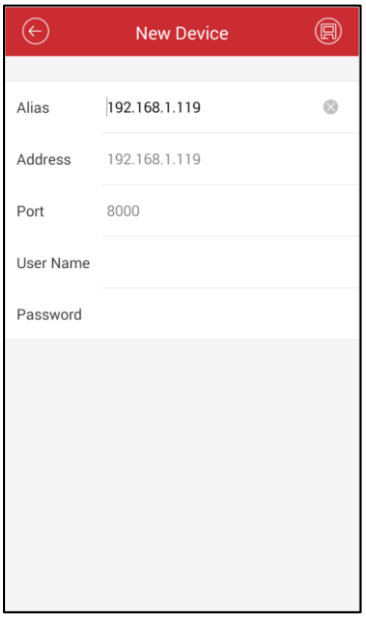


4. Tap to edit the network information.
   1) Change the device IP address to the same subnet with your phone by either modifying the IP address manually or setting the switch of **DHCP** as on.



2) Tap and input the admin password of the device to save the settings.

5. Tap **Add** to open the New Device interface.



1) Input the required information.

- **Alias:** Edit a name for the device as desired.
- **User Name:** Input the user name of the added device.
- **Password:** Input the password of the added device.

2) Tap to add the device.

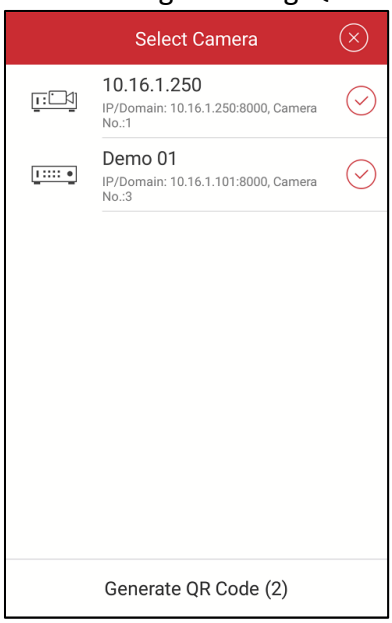
➢ Generating QR Code

You can export the information of the selected added devices to a QR code picture.

Steps:

1. In the Device interface, tap and select **Generate QR Code**.
2. Select the devices to export, and then tap **Generate QR Code**.

Note: Up to 30 devices can be selected for generating QR code.

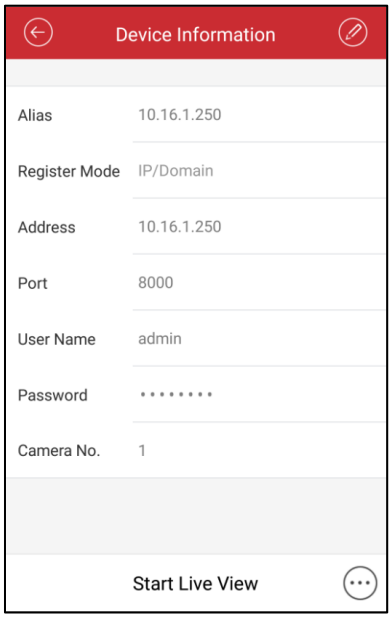


You can tap to exit the Generate QR Code mode.

3. The QR code containing the devices information will be generated. You can save the QR code picture to you phone album.
4. You can scan the generated QR code to add the devices in batch. For details, refer to *Scanning QR Code for Single Adding or Batch Adding* in this section.

Notes:

- If the device is successfully added, the software can automatically obtain the camera information of the device.
- Up to 256 devices can be added.
- You can tap **Start Live View** to live view the newly added device. Please refer to *Chapter 5* for detailed operation about live view.



Tap to return to the Device Management interface. The successfully added new device will be

displayed in the Device Management interface.

Password Strength

When the device is successfully added, the software judges the password strength automatically. If you use weak or risky password which can be easily guessed or cracked, the password security displays. In this case, we highly recommend you to use a strong password to ensure your data security. A strong password ranges from 8 to 16 characters, and must contain at least three of the following categories: numbers, lowercases, uppercases and special characters.

Activating the Device

For manual adding and online device adding, if the device to be added has not been activated yet, a window will pop up to ask you activate the device. Tap **Confirm** in the window to activate the device.

Note: You must activate the device before you can properly access to it.

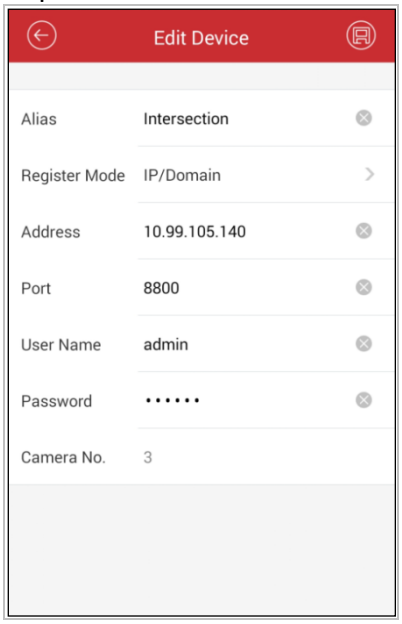
Steps:

1) Create a password for the admin account of the device and confirm the password. The software will judge password strength automatically, and we highly recommend you to use a strong password to ensure your data security. A strong password ranges from 8 to 16 characters, and must contain at least three of the following categories: number, lowercase, uppercase and special character.
2) Tap **Confirm** to activate the device.

4.1.2 Editing Device

Steps:

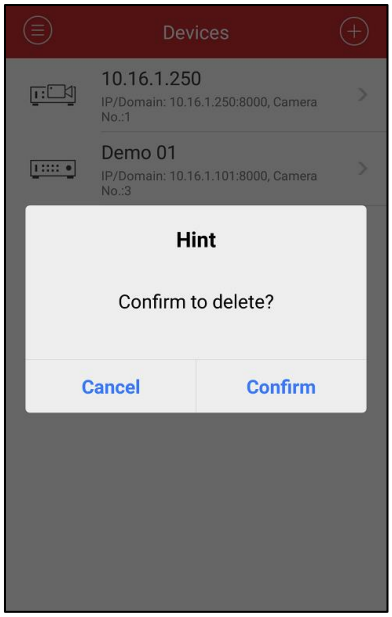
1. In the Device interface, select a device and tap the device item to view its parameters.
2. Tap and then you can edit the parameters of the device according to actual needs.



3. Tap to save the modification.
4. Tap to return to the Device Management interface.

4.1.3 Deleting Device

In the Device interface, select a device and long press it to activate the deletion window. Tap **Confirm** button to delete the selected device.



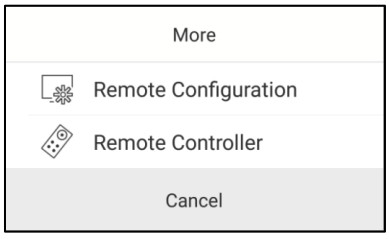
4.1.4 Remote Configuration

After adding the device, you can set the parameters of the device including basic information, time settings, recording schedule, etc.

Note: The remote configuration requires Android 4.2 or higher version.

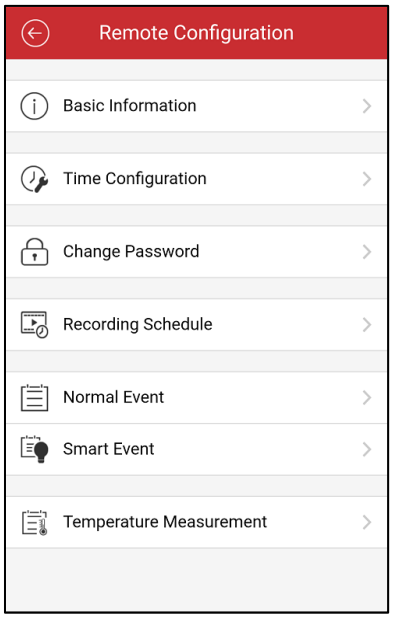
Steps:

1. In the Device Information page, tap ⋯ and select **Remote Configuration**.



2. The Remote Configuration page is shown as follows.

   Note: The parameters configurable in Remote Configuration vary according to the device type.



3. Refer to the following table for the description of the remote configuration.

Icon	Name	Description
	Basic Information	View basic information of the device such as device name, device No., model, serial No., etc.
	Time Configuration	Select the time zone and set the time synchronization mode.
	Change Password	Change the password of the device.
	Recording Schedule	Set the recording schedule for the channels of the device.
	Normal Event	Enable the normal event such as motion detection, video loss, video tampering detection, etc.
	Smart Event	Enable the smart event such as audio exception detection, face detection, line crossing detection, etc.
	Temperature Measurement	Enable the temperature measurement function for the thermal camera. ***Note:*** This function is only available to the thermal camera.

Basic Information

You can view the basic information of the device such as device name, device No., model, serial No., etc. You can edit the device name and No. as desired.

Steps:

1. Tap **Basic Information** to enter the following page:

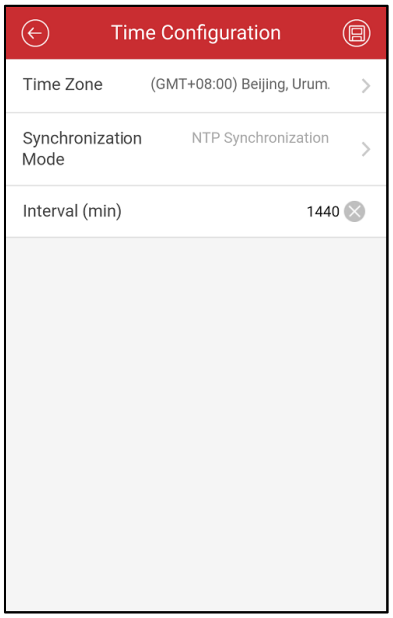
2. The software will get the device basic parameters including device name, No., model, serial No., version, etc.
3. You can tap to modify the device name and device No. and then tap to save the changes.

Time Configuration

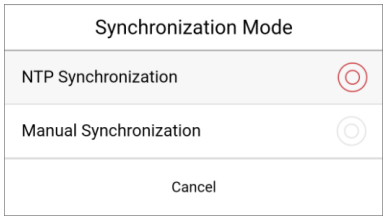
You can select the time zone and set the time synchronization mode as manual or NTP mode.

Steps:

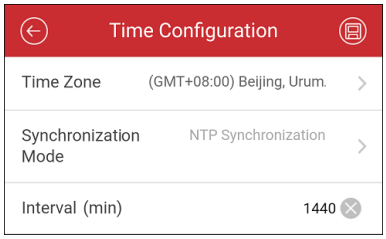
1. Tap **Time Configuration** to enter the following page:



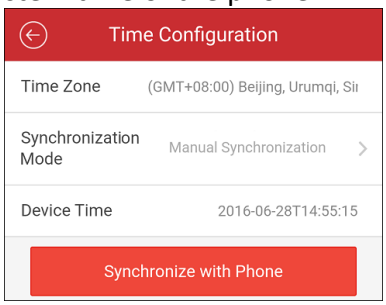
2. You can select the time zone in which the device locates and the device time will be adjusted automatically.
3. Select the Time Synchronization Mode as NTP Synchronization or Manual Synchronization mode.



- **For NTP Synchronization:** You are required to set the interval for synchronizing the device time with the NTP server. For setting the NTP server details, please refer to the User Manual of the device.



- **For Manual Synchronization:** You can tap **Synchronize with Phone** button to synchronize the device time with the system time of the phone.



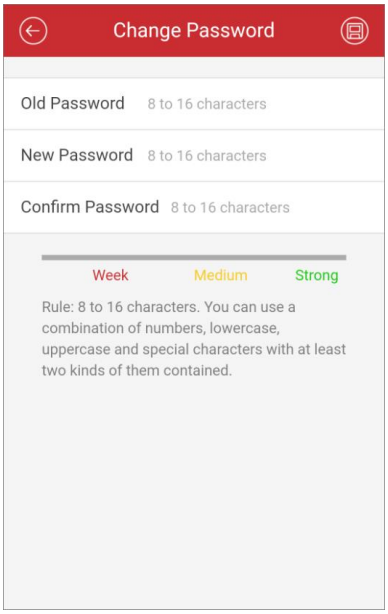
4. Tap to save the changes.

Change Password

You can change the password of the device.

Steps:

1. Tap **Change Password** to enter the following page:



2. Input the old password of the device, and then input the new password and confirm password. The software will judge password strength automatically, and we highly recommend you to use a strong password to ensure your data security.

   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.*

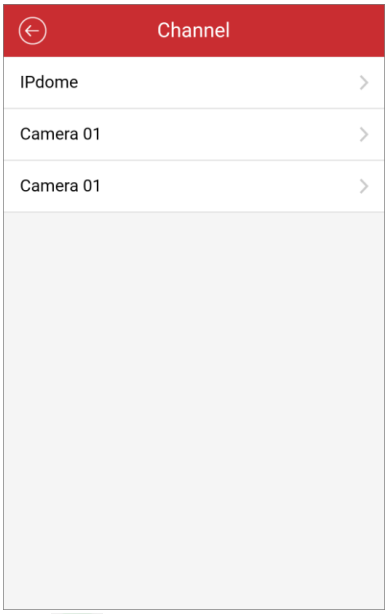
3. Tap to save the changes.

Recording Schedule

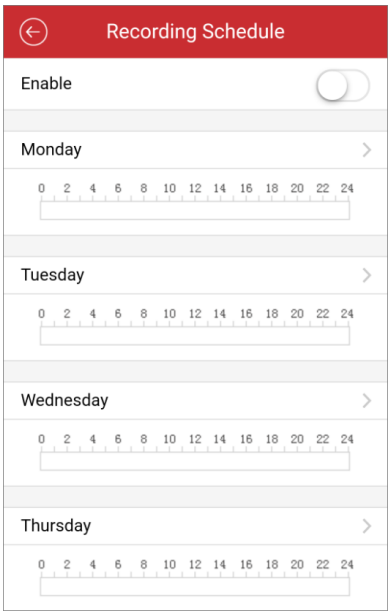
You can set the recording schedule for the channels of the device.

Steps:

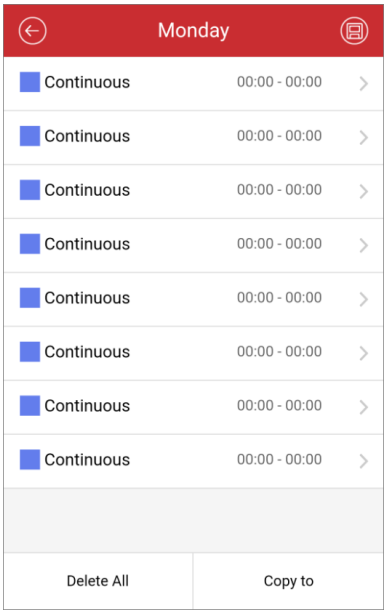
1. Tap **Recording Schedule** to enter the Recording Schedule page.
   If the device has multiple channels, you can select the channel to set the recording schedule.



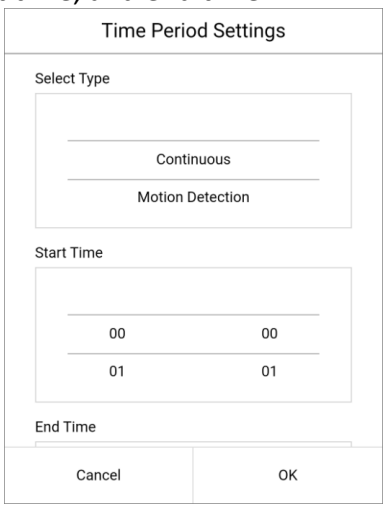
2. You can switch the to set it as to enable the recording schedule of the channel.



3. Tap the day in a week to set the schedule in the following page.
   Here we take Monday as an example.



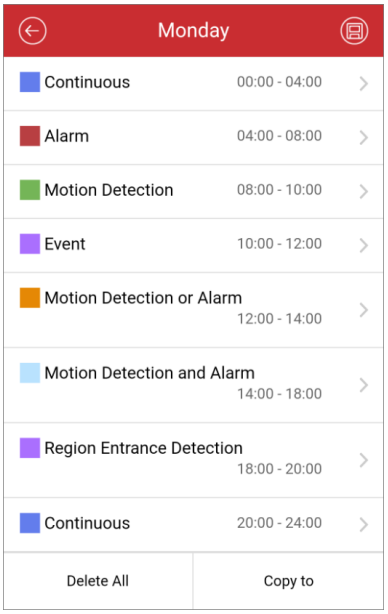
1) Up to eight time periods can be configured in one day's schedule. Tap the time period to set the recording type, start time, and end time.



Different recording types are marked in different color.

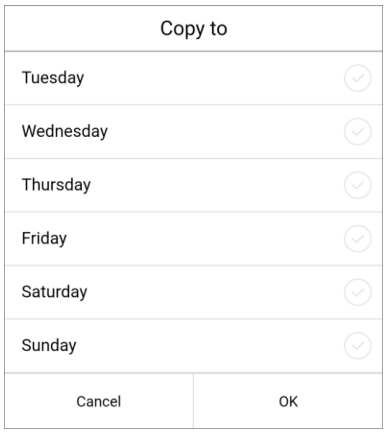
- **Continuous:** The video will be recorded automatically according to the time of the schedule.
- **Motion Detection:** The video will be recorded when the motion is detected.
- **Alarm:** The video will be recorded when the alarm is triggered via the external alarm input channels.
- **Motion Detection or Alarm:** The video will be recorded when the external alarm is triggered or the motion is detected.
- **Motion Detection and Alarm:** The video will be recorded when the motion and alarm are triggered at the same time.
- **Event:** The video will be recorded when any event is detected.
  Note: You can also set the recording type as detailed event type, which should be supported by the device. For details, please refer to the User Manual of the device.

2) Tap **OK** to save the settings of the time period on Monday.
3) Perform step 1) to 2) to set other time periods on Monday.



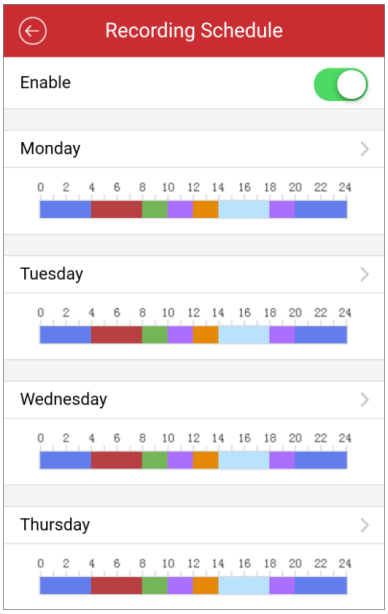
Note: Up to 8 time periods can be configured for each day. And the time periods cannot be overlapped with each other.

4) (Optional) You can tap **Copy to** to copy all the time periods settings on Monday to the other dates.



You can tap **Delete All** to clear all the configured time periods on Monday.

5) Tap to save the settings.



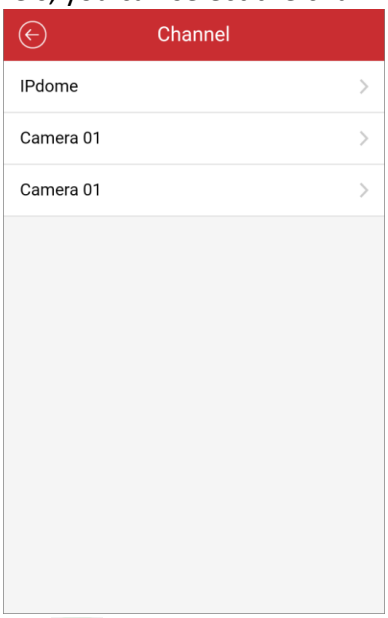
Normal Event

You can enable the normal event such as motion detection, video tampering alarm, video loss alarm, for the channels of the device.

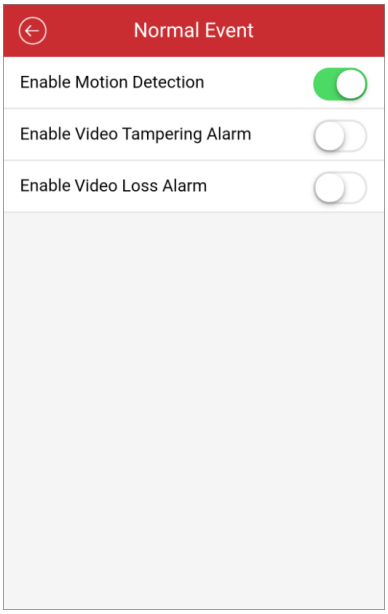
Note: The supported event types of Normal Event vary according to different devices.

Steps:

1. Tap **Normal Event** to enter the Normal Event page.
   If the device has multiple channels, you can select the channel according to actual needs.



2. You can switch the to set it as to enable the function of normal event.



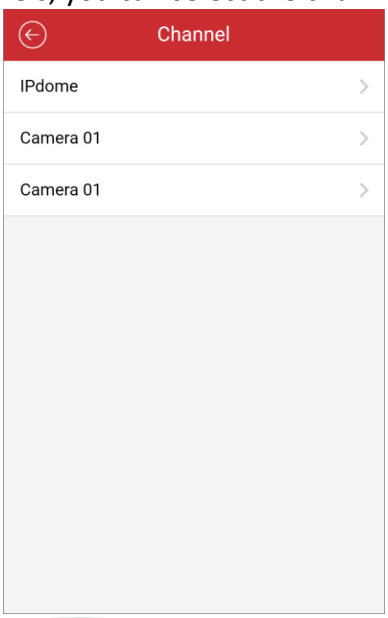
Smart Event

You can enable the smart event which is supported by the mobile client software, such as audio exception detection, face detection, intrusion detection, etc., for the channels of the device.

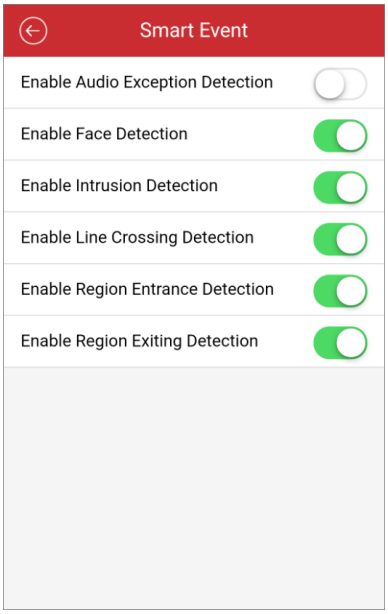
Note: The supported event types of Smart Event vary according to different devices.

Steps:

1. Tap **Smart Event** to enter the Smart Event page.
   If the device has multiple channels, you can select the channel according to actual needs.

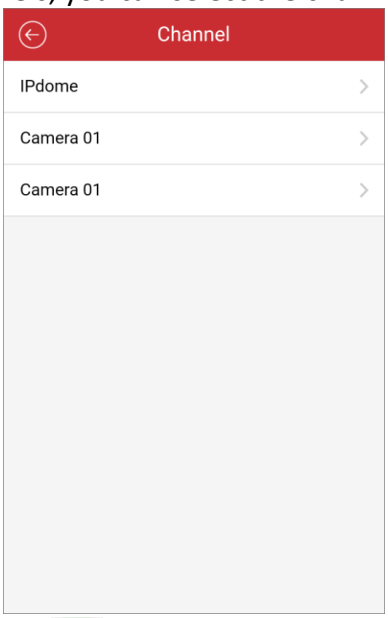


2. You can switch the to set it as to enable the function of smart event.

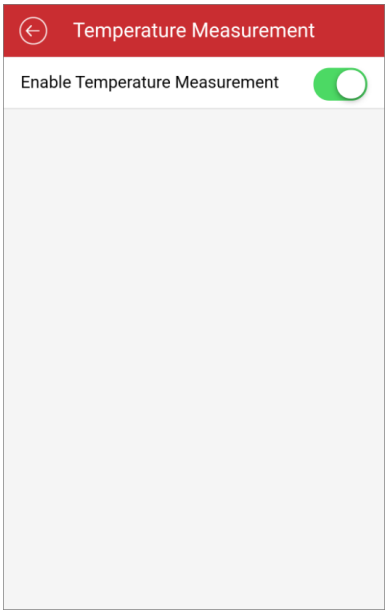


Temperature Measurement

You can enable the temperature measurement function for the thermal camera.
Note: This function is only available to the thermal camera.
Steps:
1. Tap **Temperature Measurement** to enter the Temperature Measurement page.
   If the device has multiple channels, you can select the channel according to actual needs.



2. You can switch the to set it as to enable the function of temperature measurement.



4.1.5 Remote Controller

You can operate the device's local menu via the mobile client.

Note: The remote controller function is supported when phone connected with Wi-Fi network, and the network latency should be less than 200ms.

Steps:

1. In the Device Information page, tap ⋯ and select **Remote Controller** to enter the following interface.

2. You can slide on the phone screen to perform operations on the device local menu such as moving up, down, left, and right.
   Tap the screen to confirm.
3. Tap ↩ to cancel and return to the previous menu of the device.

4. You can tap to open the main menu of the device.

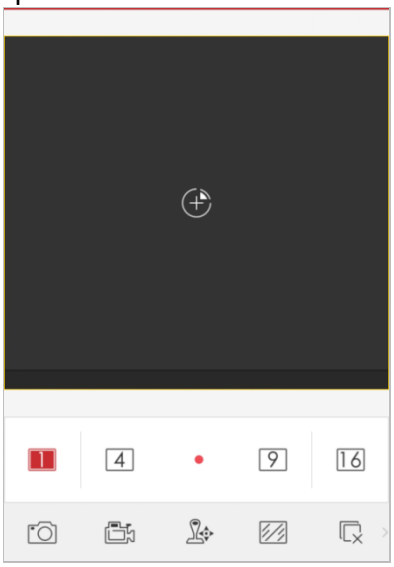
4.2 Live View

After the device is successfully added, you can view live video from the devices, control the alarm output of the device, manage PTZ control, and perform fisheye expansion as well.

Note: The alarm output and PTZ control should be supported by the added device.

Steps:

1. Tap **Device** to enter the device interface.
2. Select the desired device and tap **Start Live View** to enter the Live View interface.



Icon	Description
	Go to the Camera List interface.
1 4 9 16	1/4/9/16-window division.
	Select a camera for live view.
	Capture picture of the selected live view window.
	Record the video of the selected live view window.
	PTZ control panel.
	Image quality panel.
	Stop all the live view.
	Audio control.
	Two-way audio.
	Alarm output control panel.
	Digital zoom.
	Fisheye expansion.

Note: You can slide the icon toolbar to show the hidden icons.

Start Live View

Steps:

1. Tap to display the added camera list. Tap a device node to list all the cameras under it.

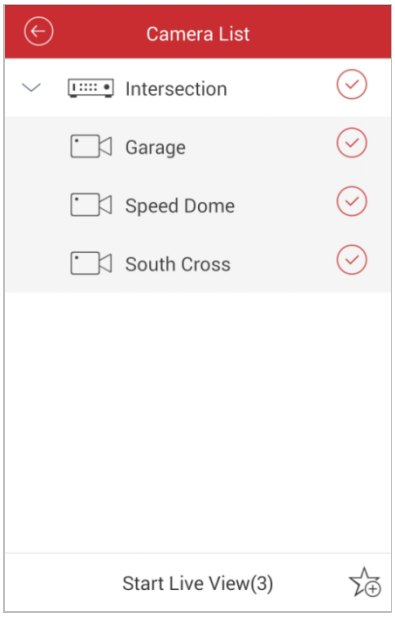
(Optional) You can also tap to enter the Camera List interface and select one camera for live view.

Note: The name of the camera under the device is obtained from the device.

2. Check checkbox in the device item to select all the cameras under it, or check checkbox in the camera item to select the specific camera as desired.

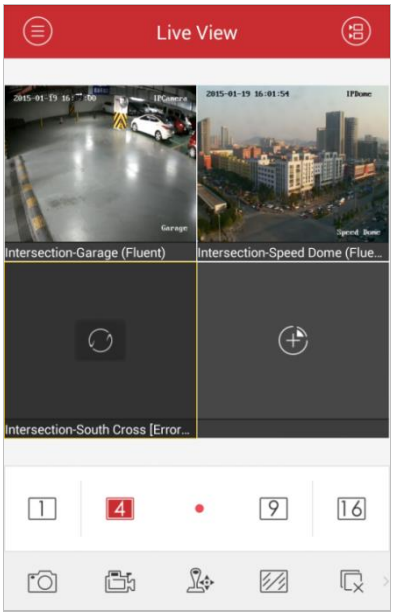
Notes:

- You can slide the camera list downwards to refresh the device status.
- If the channel-zero is supported by the device and it has been configured, you can select to live view by channel-zero.
- If there is only one channel under the device, the icon of the device shows as . Otherwise, it shows as .
- Up to 32 cameras can be selected for live viewing at the same time. You can slide the display window to view more cameras.



3. Tap **Start Live View** to start live view of the selected camera(s). Or you can tap to return to the Live View interface.

Note: If the camera is live viewed for the first time, it plays the live video at sub-stream if it supports sub-stream, otherwise it plays at main stream; if not, the camera plays at the stream type of the last time.



Favorites Configuration

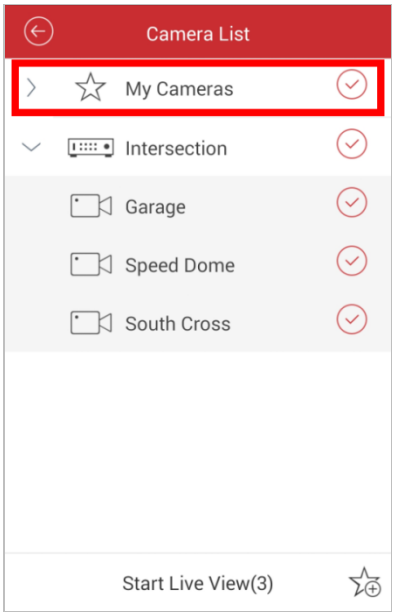
You can add the commonly used camera(s) to the favorites so that you can access the camera(s) conveniently.

Steps:

1. Perform the *Step 1* and *Step 2* of *Start Live View* to select the camera(s).
2. Tap ☆ to add the camera(s) to the Favorites.
3. In the pop-up dialog box, enter the name for the favorites.
4. Tap **Confirm** to save the settings.

   Note: Up to 32 favorites can be added.

The successfully added favorites will be shown in the device list area.

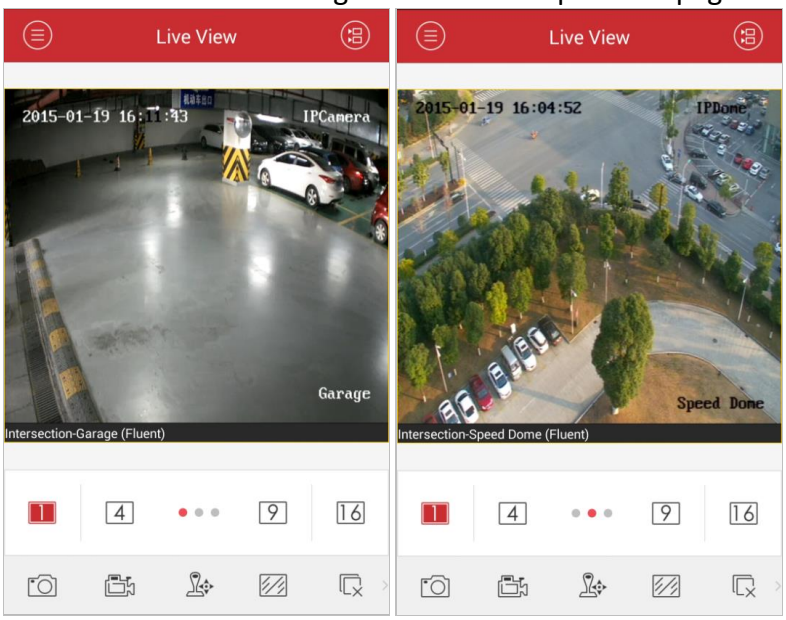


If you want to delete the favorites, you can long press it to activate the deletion window. Tap **Confirm** button to delete the selected favorites.

Window Division

You can tap 1/4/9/16 to set the window division as desired. When there are multiple pages of

playing windows, you can slide the screen to go to the next or previous page.



You can drag and move the window to adjust the window sequence. You can double-tap the live view window to display the camera in 1-division mode and double-tap again to restore.

Record & Capture

In live view mode, select a live viewing window and tap the to record the video of it, or tap the to capture a picture of it.

The videos and pictures can be viewed and managed in the Picture & Video Management interface (refer to *Chapter 8*).

Notes:

- It is recommended not to record 4 cameras simultaneously during live view due to the performance limit of the phone.
- Capture is not supported when hardware decoding is enabled.

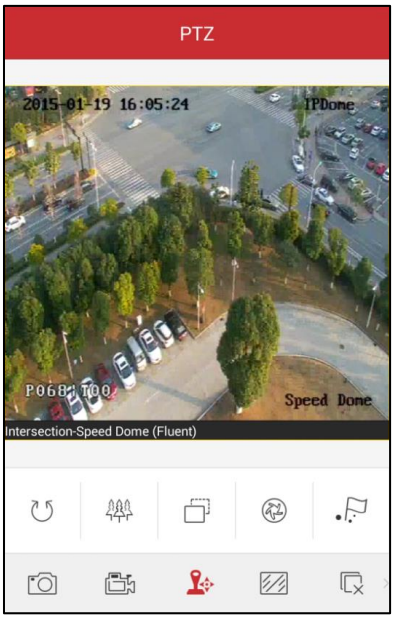
PTZ Control

In live view mode, select a playing window and tap to activate PTZ control panel, and the changes to .

Note: The PTZ control should be supported by the added device.

You can slide on the live view window to realize the pan left/right and tilt up/down movements.

You can also pinch two fingers together to zoom out or spread them apart to zoom in the live view.

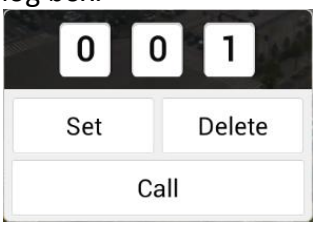


Icon	Description
	Start/stop the auto-scan.
	Zoom control: Zoom+/Zoom-
	Focus control: Focus+/Focus-
	Iris control: Iris+/Iris-
	Set, delete and call the preset.

Setting a Preset

Steps:

1. In the PTZ control mode, slide on the live view window to move the camera to the desired scene.
2. Tap to access the following dialog box.



3. Slide the number area to set the preset No.
   Note: The preset No. should be between 1 and 256.
4. Tap **Set** to finish the preset settings. You can tap **Delete** to delete the preset.

Calling a Preset

For the programmed preset, edit the preset No. in the dialog box and tap **Call** to call it.
After completion of PTZ control, tap to hide the PTZ control panel.

Image Quality

There are two defined image quality types provided, including **Clear** and **Fluent**. And you can also customize the image quality. Tap to adjust the quality according to the performance of your network and phone hardware.

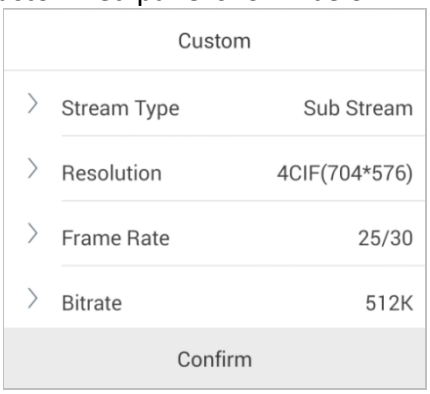
Notes:

- If you change the image quality, the live view and recording of the device may be affected due to the new settings.
- For Hik-Connect device, you can set the image quality as **Clear** or **Fluent**.
- In multi-division live view, you can only select the defined image quality as **Fluent**. Or you can customize the image quality and the stream type can only be **Sub Stream**.

Customize the Image Quality

Steps:

1. Tap **Custom** to activate the customized panel shown below.



2. Configure the parameters according to actual needs, including Stream Type, Resolution, Frame Rate and Bitrate.
3. Tap **Confirm** to save the settings.

Note: The live view effect is related to the performance of your network and phone hardware. If the live view is not fluent or the screen appears blurred, please reduce the resolution, frame rate and bitrate of the camera in Custom mode, or set the image quality as Fluent mode.

The following table shows the recommended frame rate and bitrate configuration for different resolution at H.264, H.264+ and H.265 video compression by Moto X Pro (CPU: Snapdragon805, Android 5.0.2).

Resolution	1-ch	2-ch	4-ch	Recommended Configuration
H.264 (Software Decoding)				
1080P	√	√		Frame rate: 25fps; Bit rate: 4Mbps
720P	√	√	√	Frame rate: 25fps; Bit rate: 2Mbps
4CIF	√	√	√	Frame rate: 25fps; Bit rate: 512Kbps
H.264 (Hardware Decoding)				
1080P	√	√	√	Frame rate: 25fps; Bit rate: 4Mbps
720P	√	√	√	Frame rate: 25fps; Bit rate: 2Mbps
4CIF	√	√	√	Frame rate: 25fps; Bit rate: 512Kbps
H.264+ (Software Decoding)				
1080P	√	√		Frame rate: 25fps; Bit rate: 4Mbps
720P	√	√	√	Frame rate: 25fps; Bit rate: 2Mbps
H.264+ (Hardware Decoding)				
1080P	√	√	√	Frame rate: 25fps; Bit rate: 4Mbps
720P	√	√	√	Frame rate: 25fps; Bit rate: 2Mbps
H.265 (Software Decoding. Hardware decoding is not supported.)				
1080P	√	√		Frame rate: 25fps; Bit rate: 2Mbps
720P	√	√	√	Frame rate: 25fps; Bit rate: 1Mbps
4CIF	√	√	√	Frame rate: 25fps; Bit rate: 256Kbps

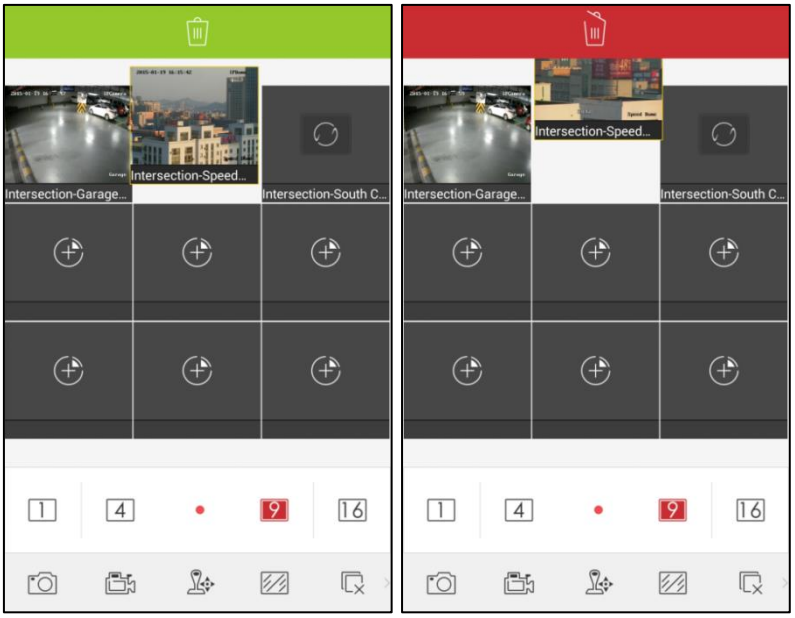
Stop Live View

During the live view, you can tap (it changes to) to stop live view of all cameras. And you can also tap to recover the previous live view.

Or you can perform the following steps to stop live view of the specific camera.

Steps:

1. Tap and hold the live view window.
2. Drag the window upwards, and the shows on the top of the window.
3. Drag the window to the until it changes to and then release the window.



Audio Control

You can control the audio of the selected channel.

Select the channel and slide the icon toolbar to access the hidden icons.

Tap to enable the audio of the selected channel.

Notes:

- The audio is enabled when the live view starts by default.
- When the audio control of the channel is enabled, the two-way audio function is not supported.

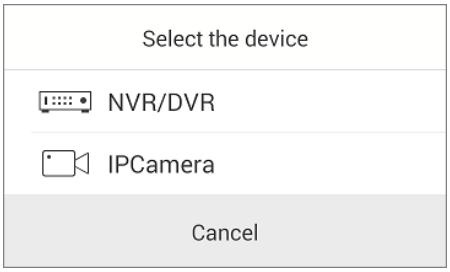
Two-way Audio

Two-way audio function enables the voice talk of the devices. You can get not only the live video but also the real-time audio from the device.

Tap to start the two-way audio with the device in live view.

Notes:

- For NVR or DVR device, you can select the device itself, or the IP cameras to start two-way audio.
  The supported audio format of two-way audio for IP Camera: G.722.1, G.711alaw, G.711ulaw, MP2L2, G.726, and AAC.
  The supported audio format of two-way audio for DVR/NVR: G.711alaw and G.711ulaw.
- When the two-way audio of the channel is enabled, the audio control function is not supported.



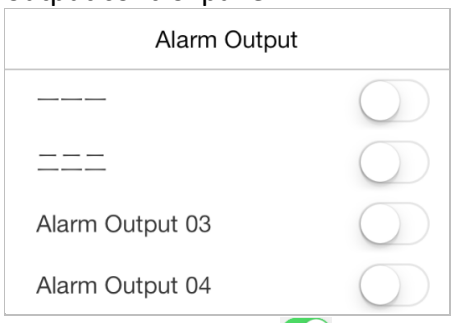
Alarm Output Control

You can control the alarm outputs of the added device by the software.

Note: The alarm output should be supported by the device.

Steps:

1. Slide the icon toolbar to access the hidden icons.
2. Tap to activate the alarm output control panel.



3. Select an alarm output and tap it to set it as to enable this alarm output. You can also tap the enabled alarm output to set it as to disable it.

Digital Zoom

You can realize the digital zoom during live view.

Steps:

1. Tap to select a playing window.
2. Slide the icon toolbar to access the hidden icons.
3. Tap and the selected window will be display in 1-division mode.
4. Spread two fingers apart to zoom in or pinch them together to zoom out the live view. Or you can double-tap on the live view image to realize digital zoom.

Note: Digital Zoom is not supported when hardware decoding is enabled.

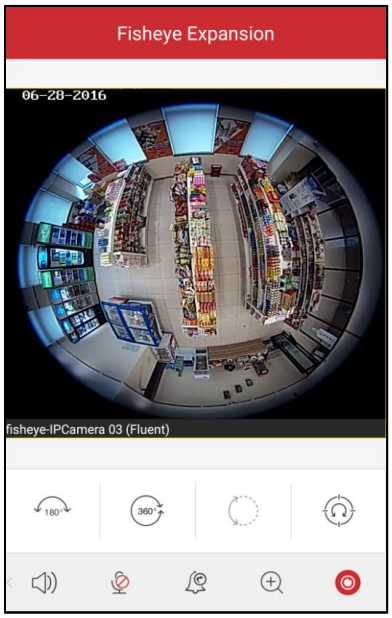
Fisheye Expansion

The live video of the fisheye camera can be played in fisheye expansion mode.

Notes:

- This fisheye expansion function should be supported by the device.
- Fisheye Expansion is not supported when hardware decoding is enabled.

Tap to show the fisheye expansion panel.



Icon	Description
	Dual-180° panorama view for ceiling mounting and table mounting.
	360° panorama view for ceiling mounting and table mounting.
	Panorama view for wall mounting.
	PTZ view. You can slide on the live view window to realize the pan left/right and tilt up/down movements. You can also pinch two fingers together to zoom out or spread them apart to zoom in the live view.

You can select the expansion mode according to the mounting type of the device.

Live View for Thermal Camera

During live view of thermal camera, the fire source information, OSD, temperature, ship detection frame, and other information will be displayed on the live view image if configured and detected.

Notes:

- For configuring the display of fire source, OSD, temperature, and ship if detected, please refer to the *User Manual* of the thermal camera.
- The fire source information, OSD, temperature, ship detection frame, and other information are available only in single-window live view mode.
- During live view for thermal camera, if you enable the digital function, the fire source information, OSD, temperature, ship detection frame, and other information will be hidden.

Full-Screen Live View

During live view, you can rotate the phone to enter the full-screen mode.

Note: Please release the rotation lock of the phone to realize this function. You can touch the screen to activate the control panel after it hides.

Icon	Description
1 4 9 16	1/4/9/16-window division.
	Capture picture of the selected live view window.
	Record the video of the selected live view window.
	PTZ control panel.
	Image quality panel.
	Stop all the live view.
	Audio control.
	Two-way audio.
	Alarm output control panel.
	Digital zoom.
	Fisheye expansion panel.

4.3 Remote Playback

You can search the recorded video files stored in the added device for playback.

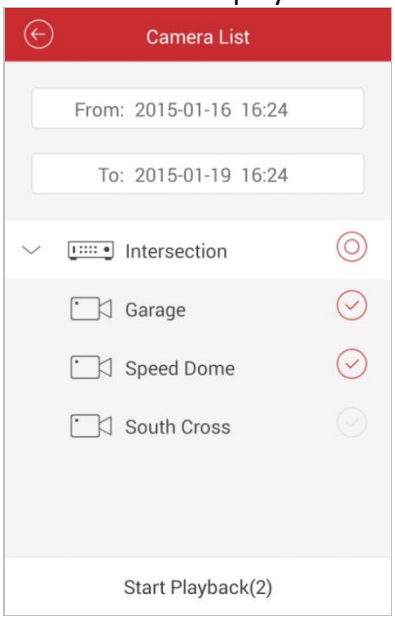
Start Playback

Steps:

1. Tap **Device** to enter the device interface.
2. Tap the icon on the upper left corner of the device interface to enter the remote playback interface.
3. Set the start time and end time in the **From** and **To** field to define the search condition.
4. Select a device node and tap to list all the cameras under it.
5. Check checkbox in the device item to select all the cameras under it, or check checkbox in the camera item to select the specific camera as desired.

   Notes:

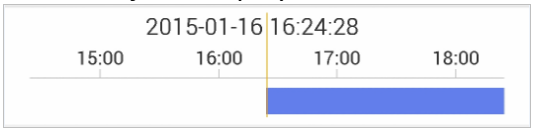
   - You can slide the camera list downwards to refresh the device status.
   - Only the camera with record during that period can be played back successfully.
   - Up to 4 cameras can be selected for remote playback at the same time.



6. Tap **Start Playback** to start playback.

   Note: You can drag and move the window to adjust the window sequence. You can double-tap the playback window to display the camera in 1-division mode and double-tap again to restore.

7. You can slide the timeline bar to adjust the playback time.



Icon	Description
	Capture picture of the playback window.
	Clip the playback video.
	Pause the playback.
1X	Adjust the playback speed.
	Stop the playback.
	Audio control.
	Image quality panel.
	Digital zoom.

Note: You can slide the icon toolbar to show the hidden icons.

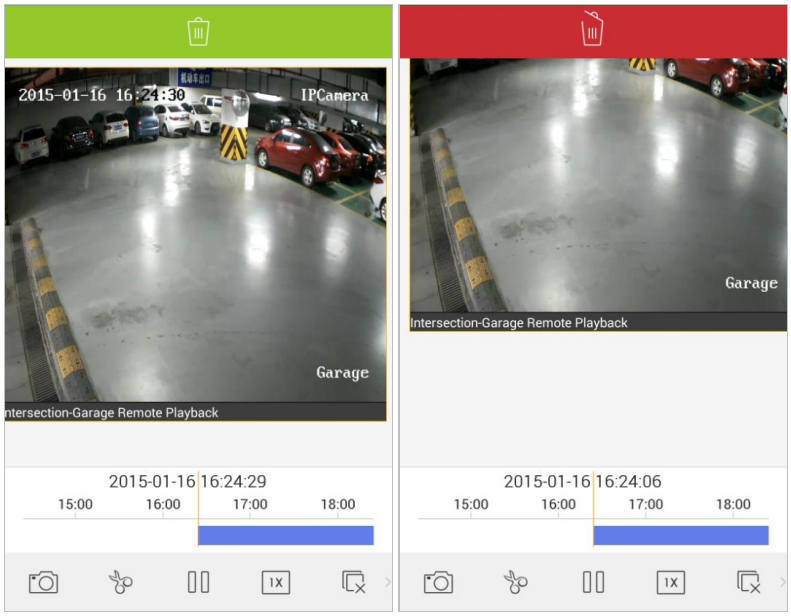
Stop Playback

You can tap to stop the playback.

Or you can perform the following steps to stop the playback.

Steps:

1. Tap and hold the playback window.
2. Drag the window upwards, and the shows on the top of the window.
3. Drag the window to the until it changes to and then release the window.



Clip & Capture

During the playback, you can tap to clip the playback video, or tap to capture pictures of it. The clipped video and captured pictures can be viewed and managed in the Picture & Video Management interface (refer to *Chapter 8*).

Note: Capture is not supported when hardware decoding is enabled.

Playback Speed

You can set the playback speed of the video files as 1/16X, 1/8X, 1/4X, 1/2X, 1X, 2X, 4X, 8X, and 16X.

Steps:

1. Tap to select a playing window.
2. Tap 1X and tap or to slow forward or fast forward during playback.

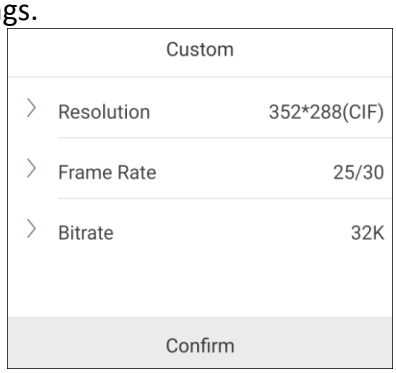
Image Quality

For the device which supports transcoding playback, you can customize the image quality during playback.

Note: This function should be supported by the device.

Steps:

1. Tap to activate the Image Quality panel.
2. Tap **Custom**, and you can set the resolution, frame rate and bitrate.
3. Tap **Confirm** to save the settings.



Digital Zoom

You can realize the digital zoom during playback of video files.

Steps:

1. Slide the icon toolbar to access the hidden icons.
2. Tap and then spread two fingers apart to zoom in or pinch them together to zoom out the video. Or you can double-tap on the playing video to realize digital zoom.

Note: Digital Zoom is not supported when hardware decoding is enabled.

Remote Playback for Thermal Camera

During remote playback of thermal camera, the fire source information, OSD, temperature, ship detection frame, and other information will be displayed on the playback image if detected.

Note: For configuring the display of fire source, OSD, temperature, and ship if detected, please refer to the *User Manual* of the thermal camera.

Full-Screen Playback

During playback, you can rotate the phone to enter the full-screen mode.

Note: Please release the rotation lock of the phone to realize this function. You can touch the screen to activate the control panel after it hides.

Icon	Description
	Capture picture of the playback video.
	Clip the playback video.
	Pause the playback.
	Adjust the playback speed.
	Stop the playback.
	Audio control.
	Image quality panel.
	Digital zoom.

Chapter 5 Alarm Notifications Configuration

Purpose:
You can configure the alarm notifications in Alarm Notification interface. The device will push the alarm notification to your phone. You can also read and delete the alarm notifications in the Message interface.

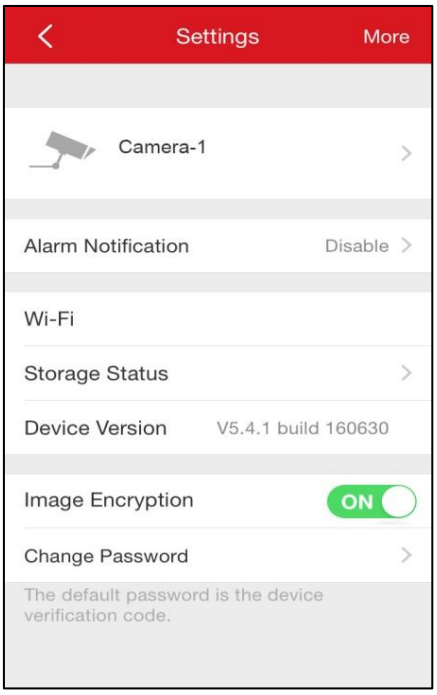
5.1 Enabling/Disabling Alarm Notification

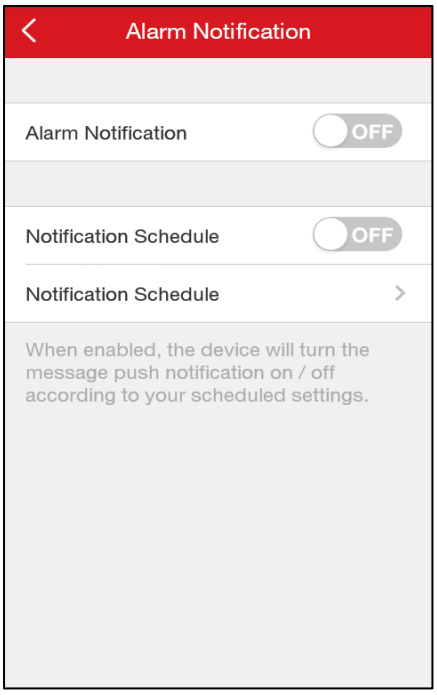
Steps:

1. Tap the device name in the Hik-Connect interface to enter the Settings interface if there is only one channel under the device.

Or if there is more than one channel under the selected device, tap the device name and tap the icon at the upper-right corner to enter the Settings interface.
For the security control panel, if there is more than one channel under the selected device, tap the device name and tap the linked device to enter the linked device Settings interface.

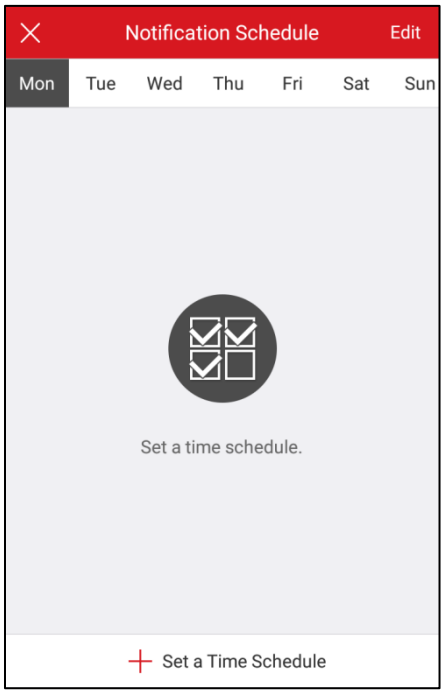
1. Tap **Alarm Notification** to enter the Alarm Notification interface.
2. Tap the icon / to enable/disable Alarm Notification.



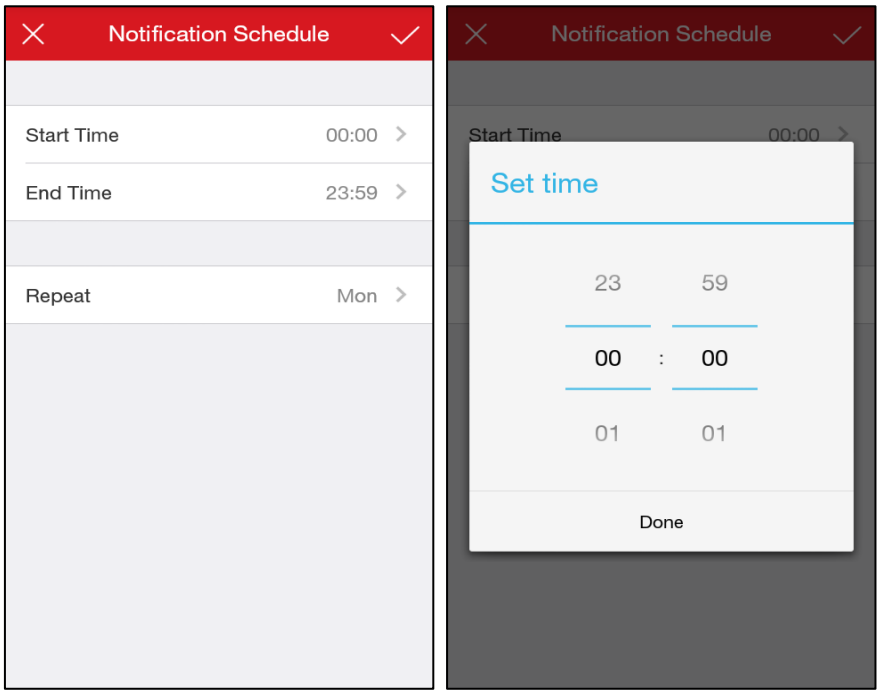


You can also

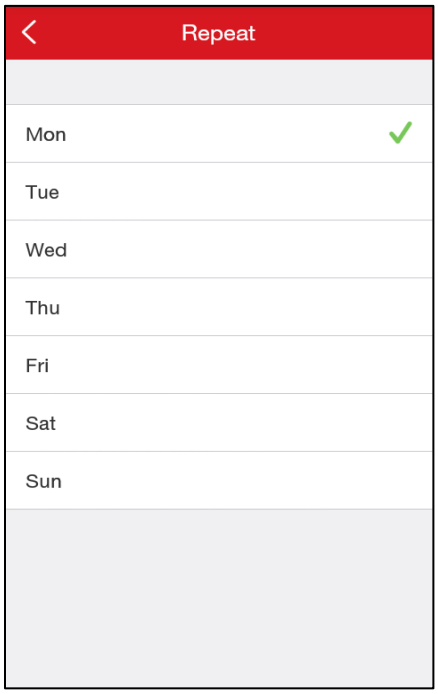
1) Tap the icon on the right of Notification Schedule to enable the Notification Schedule.
2) Tap **Notification Schedule** to enter the Notification Schedule interface.



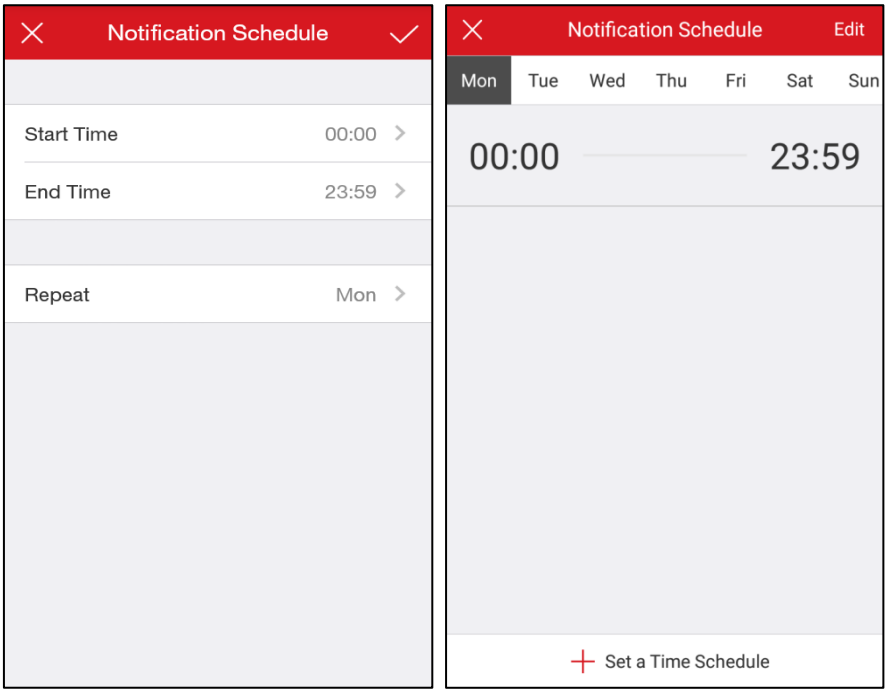
3) Tap **Set a Time Schedule**.
4) Tap **Start Time**, **End Time**, and slide to select the time.



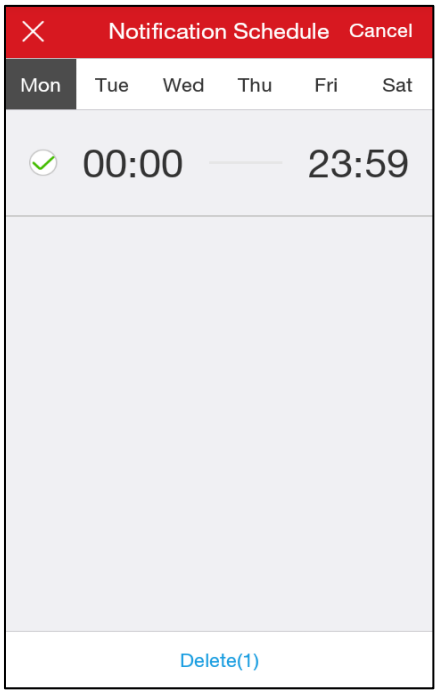
Optionally, tap **Repeat** and select the day you want to repeat.



5) Tap the icon to go back to the Notification Schedule interface and tap the icon to confirm the setting.

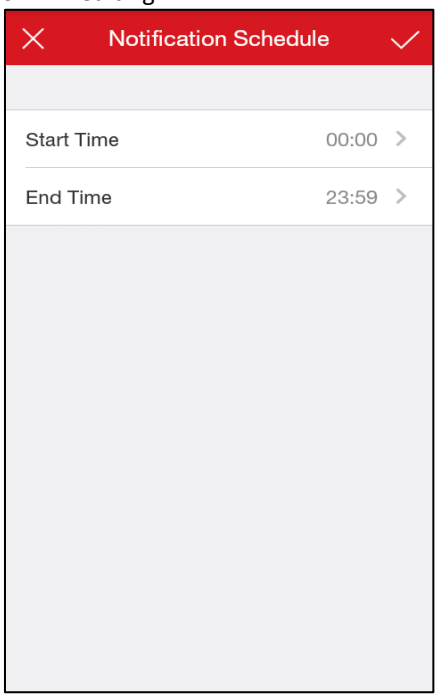


You can also tap **Edit** at the upper-right corner of the interface and select a schedule. Tap **Delete** to delete the schedule. Or tap **Cancel** to cancel the operation.



Or

1) Tap the schedule in the Notification Schedule interface to edit the schedule.
2) Tap **Start Time** or **End Time** to modify.
3) Tap the icon to confirm editing.



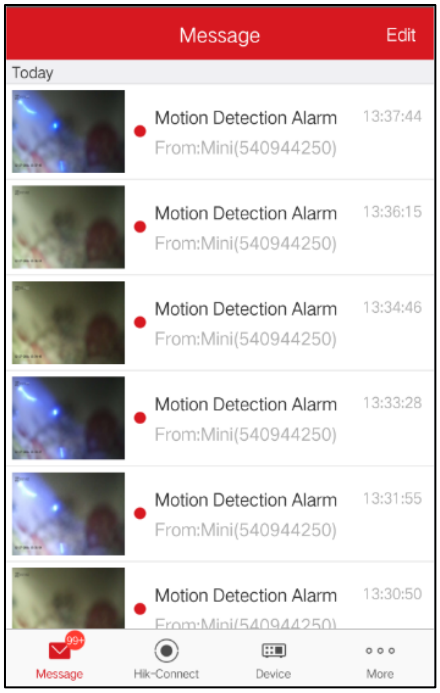
Notes:

- If enable Alarm Notification, the device will push the alarm messages according to configured notification schedule. For details about setting event (except for the video intercom device), see the device user manual.
- The security control panel does not support the Notification Schedule function.

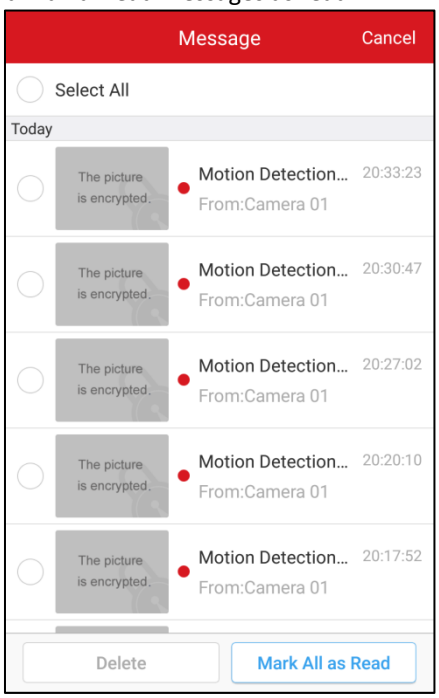
5.2 Reading the Alarm Message

Steps:

1. Tap the icon Message to enter the Message interface.



2. Tap the unread messages to view the message.
   Or
   1) Tap **Edit** at the upper-right corner of the interface.
   2) Tap **Mark All as Read** to mark all unread messages as read.

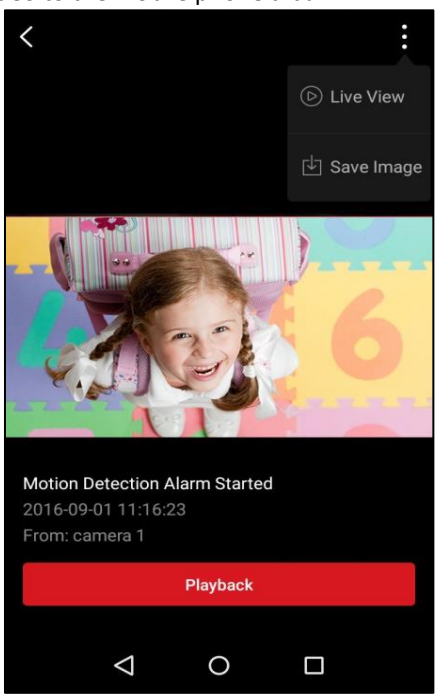


For the alarm messages of the security control panel, you are able to check the alarm started information:

1) Tap a security control panel alarm message and tap Playback to view the playback video when the alarm is started.

2) Tap the icon at the upper right corner.

3) Tap **Live View** to check the camera live view
Or tap **Save** to save the video to the mobile phone album.



Notes:

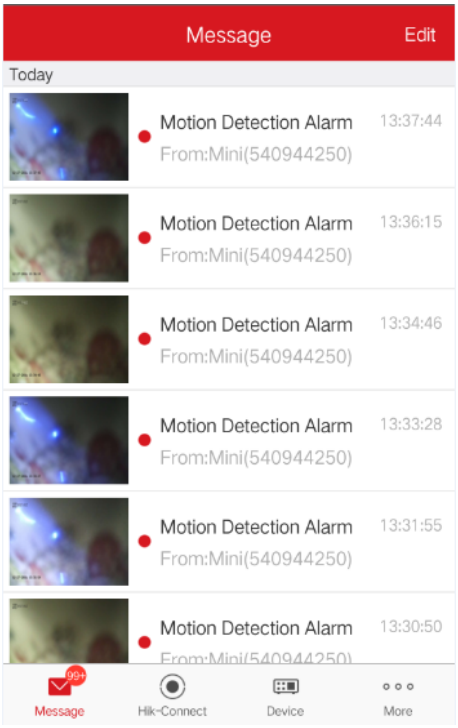
- The message with a red point is the unread message.
- The calling messages of the video intercom device cannot be displayed in the Messages interface.

5.3 Deleting the Alarm Message

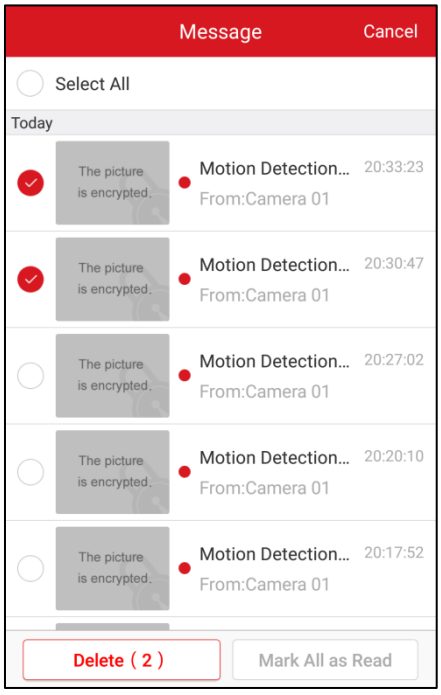
Steps:

1. Tap the icon

to enter the Message interface.



2. Tap **Edit** at the upper-right corner of the interface.
3. Select multiple messages or tap **Select All**.
4. Tap **Delete** to delete the selected messages.
   Or tap **Cancel** to cancel the operation.



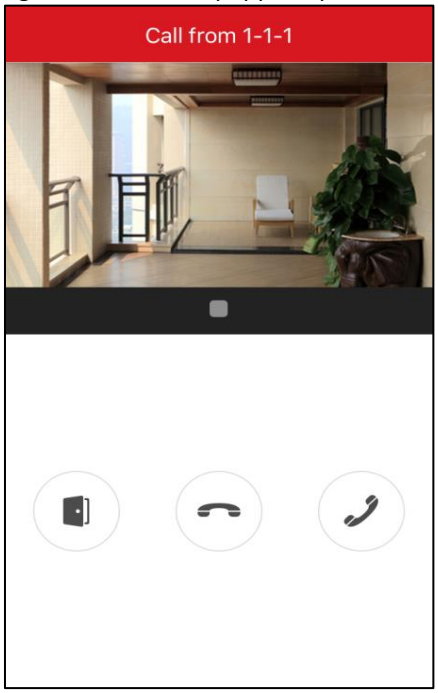
5.4 Alarm Messages of Video Intercom Device

5.4.1 Checking the Calling Message

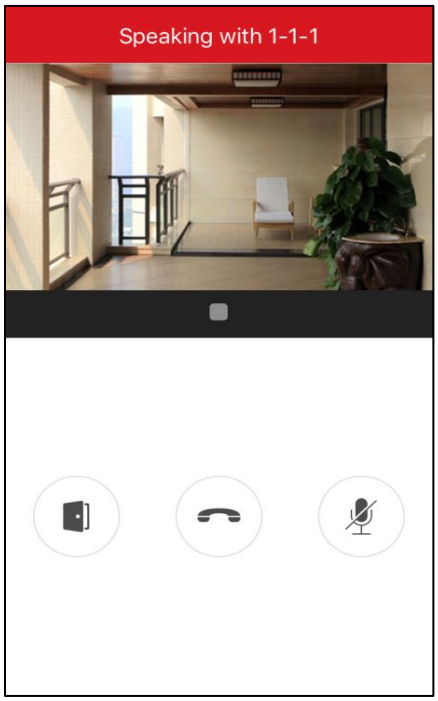
Purpose:
If no one answers the call of the indoor station for a while, the call will be forwarded to the software.
Note: The call forwarding time duration can be set on the indoor station setting interface. The available time duration that can be set is from 0 to 20s.

Steps:

1. Tap the calling message. A calling interface will be popped up.



2. Tap the icon to enter the live view interface of the video intercom device.
   Or tap the icon to decline the call.
3. In the door station interface, tap the icon or to play or stop the door station live view.
   Or tap the icon to mute.
   Or tap the icon to hang up.
   Or tap the icon to open the door.



Notes:

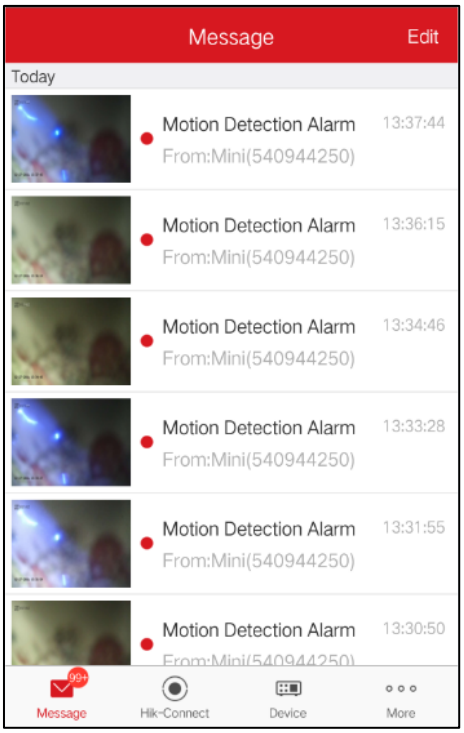
- If you do not answer the call, the calling interface will be keep until the call is hanged up. A message will pop up on your phone.
- Up to 6 users can check the live view of the same door station at the same time. For more than 6 users, other users cannot use the live view function. Only the audio function can be used.

5.4.2 Receiving Alarm Messages

Purpose:
When the device sensor is triggered, the alarm information will be sent to your phone.
For details about event configuration, see the user manual of the video intercom device.
Before you start:

- The indoor station has linked to the sensor and it has been armed.
- The sensor is triggered.

Tap the triggered alarm message on your mobile phone to enter the Message interface to check. For details about operating in Message interface, see *Section 5.2 Reading the Alarm Message* and *Section 5.3 Deleting the Alarm Message.*
Or if you do not operate, the message will be hidden.


Message
Edit
Today
Motion Detection Alarm
13:37:44
From:Mini(540944250)
Motion Detection Alarm
13:36:15
From:Mini(540944250)
Motion Detection Alarm
13:34:46
From:Mini(540944250)
Motion Detection Alarm
13:33:28
From:Mini(540944250)
Motion Detection Alarm
13:31:55
From:Mini(540944250)
Motion Detection Alarm
13:30:50
Message
Hik-Connect
Device
More

Chapter 6 More Configuration

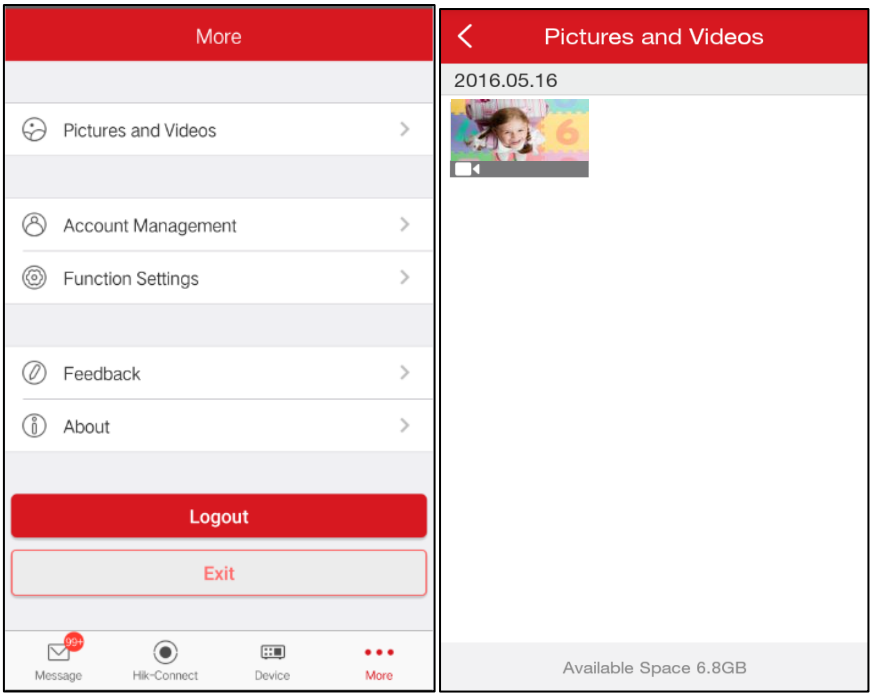
Purpose:
In the More interface, you can manage pictures, videos and accounts, save device parameters, send feedbacks, and view the software version, terms of services and the privacy statement.

6.1 Managing Pictures and Videos

6.1.1 Managing the Video

Steps:

1. Tap the icon More to enter the More interface and tap Pictures and Video.



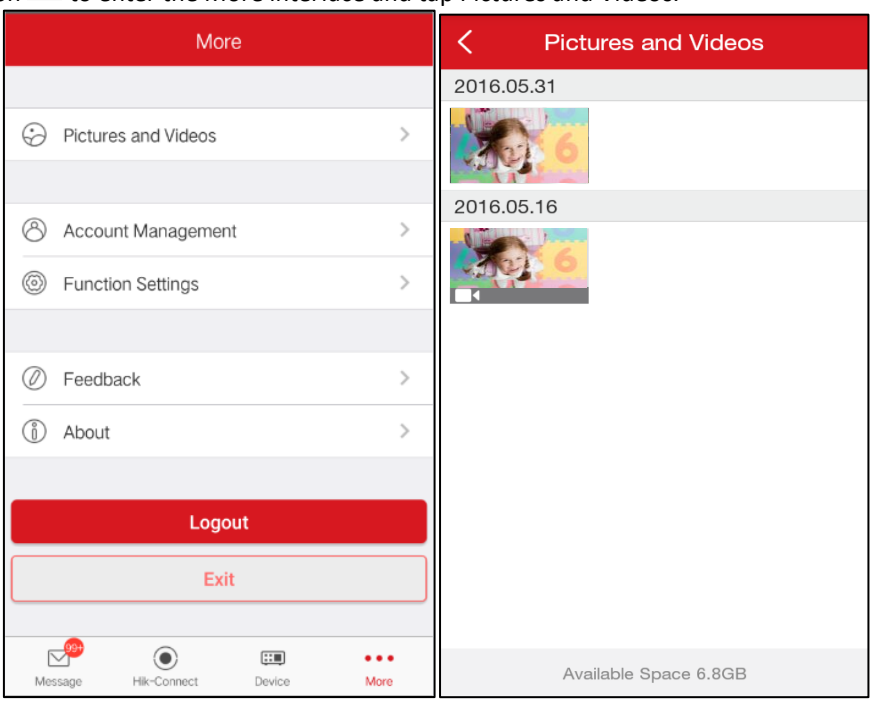
1. Tap the target video file to enter the interface for video playing.
   Note: The files with are video files.
2. Tap the icon or the icon to play the video.
   Or tap the icon to pause.
   Or tap the icon to delete the video.
   Or tap the icon to go back to the previous interface.

6.1.2 Managing the Picture

You can save or delete the selected picture.

Steps:

1. Tap the icon More to enter the More interface and tap Pictures and Videos.



2. Tap the target picture to enter the interface for picture managing.

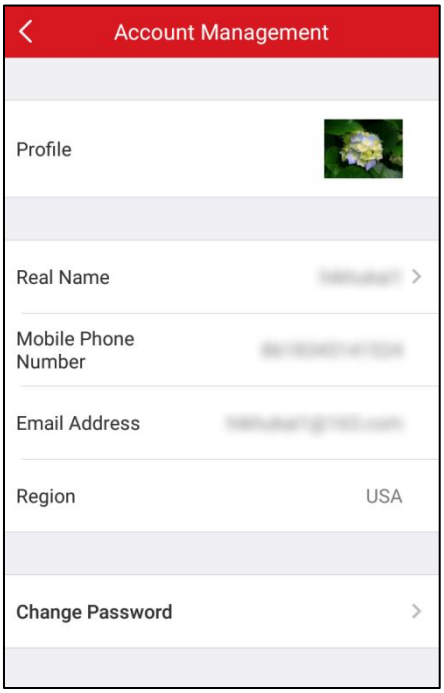
   Note: The files without are picture files.

3. Tap the icon to delete the picture.

Or tap the icon to go back the previous interface.

6.2 Managing the Account

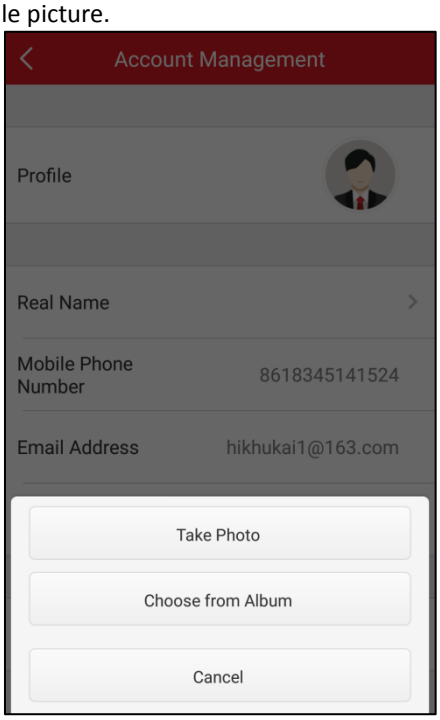
Tap the icon More to enter the More interface and tap **Account Management** to enter the Account Management interface.



6.2.1 Changing Profile

Steps:

1. Tap **Profile** to change the profile picture.



2. Tap **Take Photo** to take a new photo as the profile picture.
   Or tap **Choose from Album** to select a picture from your album.
   Or tap **Cancel** to cancel the operation.

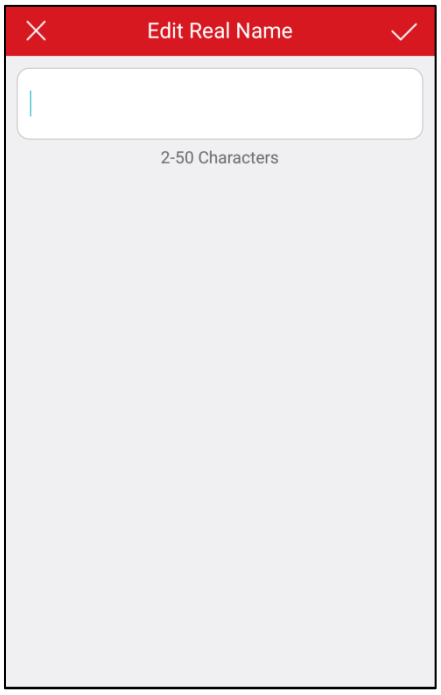
6.2.2 Editing Real Name

Purpose:

You can edit the real name of the account.

Steps:

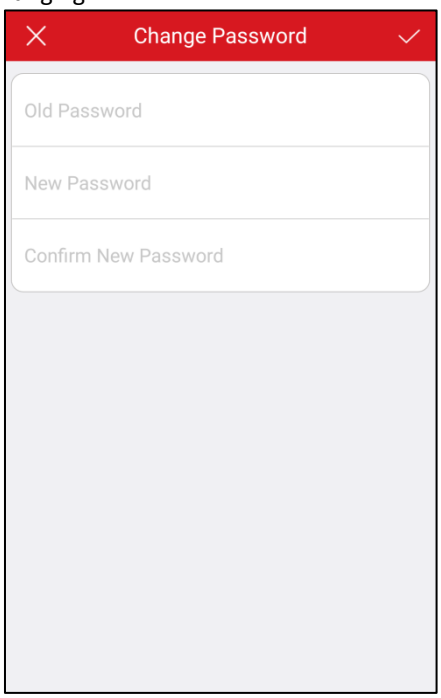
1. Tap **Real Name** to enter the Edit Real Name interface.
2. Input your real name in the box.
   Note: 2-50 characters are allowed.
3. Tap to confirm editing.



6.2.3 Changing Account Password

Steps:

1. Tap **Change Password** to enter the Change Password interface.
2. Input the old password, the new password and confirm the new password in the box.
3. Tap to confirm password changing.



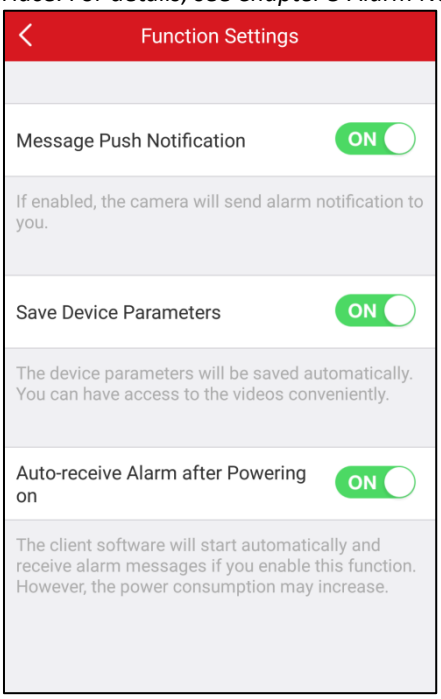
6.2.4 Checking Other Information

In the Account Management interface, you can also check the account linked mobile phone number, the account email address and the region.

6.3 Function Settings

6.3.1 Enabling/Disabling Message Push Notification

Tap ON / OFF to disable/enable **Message Push Notification**. When enabling the function, the triggered alarm massages will be saved in Message interface. For details, see *Chapter 5 Alarm Notifications Configuration*.



6.3.2 Saving Device Parameters

Purpose:

You can enable **Save Device Parameters** to save the device parameters such as the image encryption password. If you enable the function, you will be no need to input the password every time you enter the live view interface.

Tap the icon OFF to enable **Save Device Parameters**.

Or tap the icon ON to disable the function.

6.3.3 Enabling/Disabling Auto-receive Alarm after Power-on

Tap ON / OFF to disable/enable **Auto-receive Alarm after Power-on**.

Notes:

- The software will start automatically and receive alarm messages if you enable this function.
- The power consumption may increase.

6.3.4 Enabling/Disabling Hardware Decoding

Hardware Decoding can provide better decoding performance and lower CPU usage when playing the HD videos during live view or remote playback.

You can switch the

of **Hard-Decoding Preferred** to set it as

to enable decoding by hardware for live view and remote playback.

Notes:

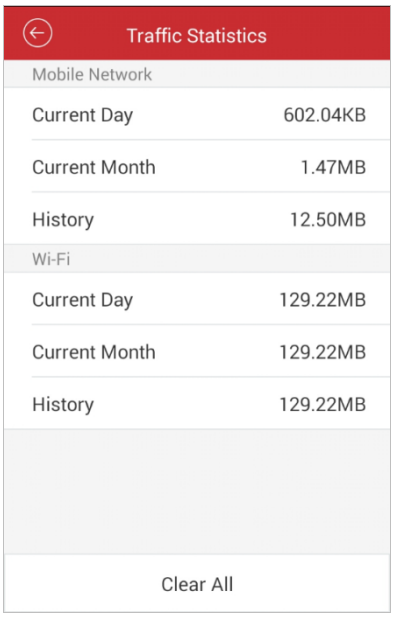
- The hardware decoding requires Android 4.1 or higher version.
- Hardware decoding doesn't support manual capture, digital zoom, fisheye expansion, and local playback.
- Up to four channels can be decoded at the same time for hardware decoding.
- The hardware decoding function should be supported by the device. If not, it will adopt software decoding by default.

The hardware decoding is determined by the phone hardware performance. The following table shows the phone models which perform well in our test.

Phone Model	Version	CPU	GPU
Samsung GT-I9300	4.3	Exynos 4412	Mali-400MP
Galaxy S5	4.4	Snapdragon 801	Adreno 330
Galaxy S6	5.1.1	Exynos 7420	Mail-T760
Galaxy S5	5	Snapdragon 801	Adreno 330
Note3	4.3	Snapdragon 800(MSM8974)	Adreno 330
Note4	4.4	Snapdragon 805	Adreno 420
Nexus 5	4.4	Snapdragon 800(MSM8974)	Adreno 330
Nexus 6	5	Snapdragon 805(APQ8084AB)	Adreno 420
Nexus 6P	6	Snapdragon 810	Adreno 430
Nexus 7	4.4	NVIDIA Tegra 3	
Nexus 9	5	NVIDIA Tegra K1	
MotoX Pro	5.0.1	Snapdragon 805	Adreno 420
HUAWEI C199	4.4.2	Snapdragon MSM8928	Adreno 305
HUAWEI H30-T10	4.4.2	MT 6582	Mail-400MP
HUAWEI Honor 6	4.4.2	Hisilicon Kirin928	Mail-T628MP4
HUAWEI Mate7	4.4.2	Hisilicon Kirin925	Mali-T628 MP4

6.3.5 Checking Traffic Statistics

The network traffic consumed during live view and remote playback can be checked. You can check the mobile network traffic and Wi-Fi network traffic separately.



Steps:

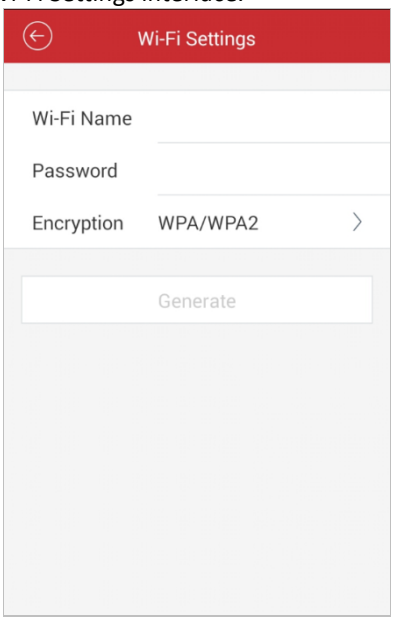
1. Tap **Traffic Statistics** to enter the Traffic Statistics interface. The recorded traffic data lists.
   Mobile Network: Refer to the cellular data consumed during live view and remote playback.
   Wi-Fi: Refer to the Wi-Fi data consumed during live view and remote playback.
   Current Day: The traffic data consumed today.
   Current Month: The traffic data consumed this month.
   History: The traffic data consumed since you started using the software.
2. (Optional) You can tap **Clear All** to empty the data.

6.3.6 Configuring Wi-Fi

The software provides the function of generating the QR code of Wi-Fi network. The network camera can scan the QR code to connect to the Wi-Fi network conveniently.

Steps:

1. Tap **Wi-Fi Settings** to enter the Wi-Fi Settings interface.



2. Enter the Wi-Fi Name (known as SSID) and password of the Wi-Fi network, select the encryption type which should be the same as the settings of the router, and tap Generate to **generate** a QR code for the Wi-Fi network.

Note: If you select *NONE* as the encryption type, the password for the Wi-Fi is not required.

3. The network camera can connect to this network by scanning the QR code.

Notes:

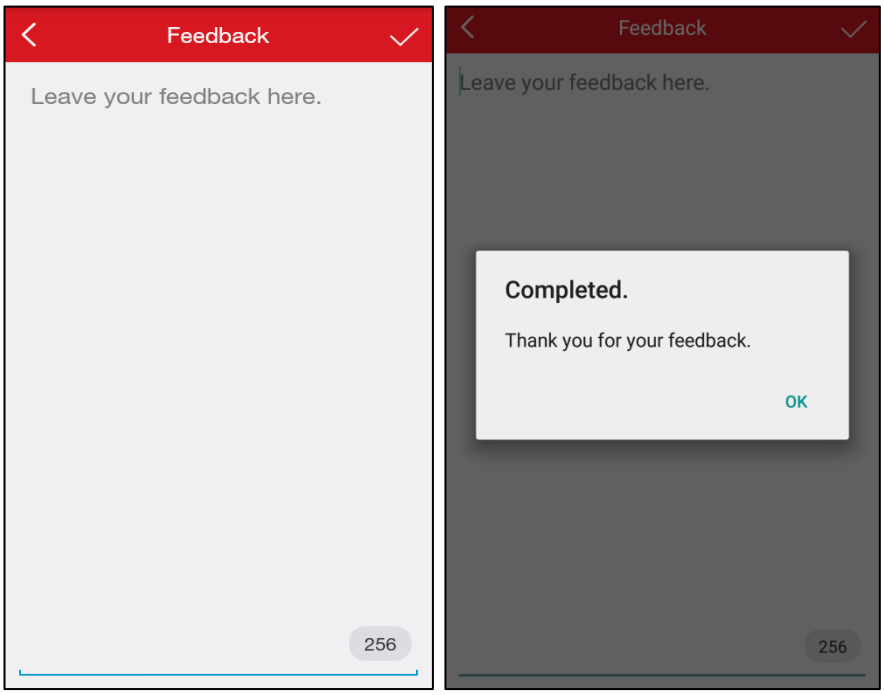
- This function should be supported by the network camera.
- For detailed operation of the camera, please refer to the User Manual of the network camera.

6.4 Sending Feedbacks

If there is any problem or suggestion when you use the software, feel free to send feedbacks to us.

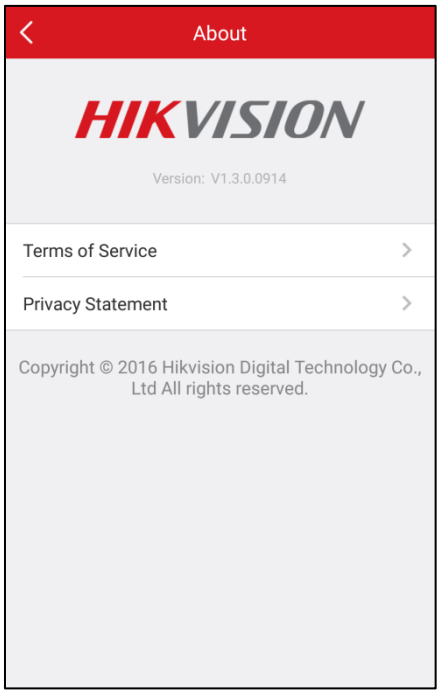
Steps:

1. Tap **Feedback** in the More interface.
2. Input your questions or advices.
3. Tap ✓ to send the feedback. Our technical engineers will handle your problems and suggestions as soon as possible.



6.5 Checking About

In the More interface, tap **About** to check updates, terms of service and privacy statement.



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