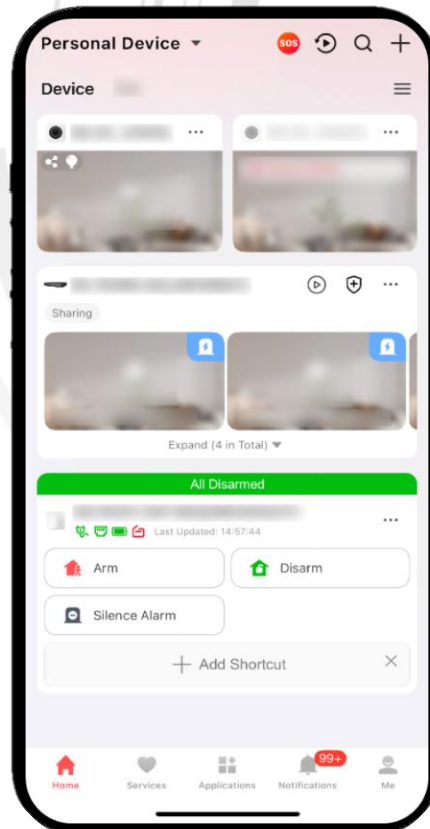# Hik-Connect Mobile Client

Version: V6.9.0
System Requirement: Android 6.0 or later; iOS 11.0 or later

Introduction

Hik-Connect Software, available on PC and mobile devices, has been designed to help households, small and medium-sized businesses (SMB) and multi-site enterprises effectively operate and manage security devices remotely.

The power of 24/7 monitoring, intrusion alarms, video intercom, access control and cloud-based attendance – all combined in one platform – keeps properties and businesses connected and protected every hour.

Compare the Team and Personal Mode

Function	Function List	Personal Mode	Team Mode
Application		APP	APP & Portal
Video Monitoring	Capability	128 channels (5mins streaming limitation)	Unlimited
	Live View	The mode supports simultaneous live view of up to 16 channels.	The Portal supports simultaneous live view of up to 64 channels, and supports up to 3 auxiliary windows.
	Playback	The mode supports simultaneous playback of up to 4 channels.	The Portal supports simultaneous playback of up to 16 channels.
	Evidence management	X	√
Video Analysis Report		X	√
Cloud Storage (Limited in Some Countries/Regions)	7/30/90/180/365 event based cloud storage	√	√
Access Control	Capability	128 Devices	Unlimited
	Remote Opening	√	√
	ACS Device Management	X	√
	ACS Event Management	X	√
	Real-time Monitoring	X	√
	Person Permission	X	√
	NFC and Bluetooth Door Opening	X	√
	Temporary Passes for Visitors	X	√
Time Attendance	Person Management	X	√
	Time Table, Schedule and Shift Setting	X	√
	Multiple Attendance Reports	X	√
	APP Clocking	X	√
On-Board Monitoring	Retention Period of Vehicle Tracks	X	6 Months
	Frequency of GPS Information Handling	X	Unlimited
	Number of Vehicles Being Concurrently Located per User	X	Unlimited
	Frequency of Event Handling	X	Unlimited
Video Intercom	Receive Video Call	√	√
	Remote Opening	√	√
	Building/Room/Resident	X	√

	Management		
	Intercom Device Management	X	√
	Intercom Event Management	X	√
	Temporary Passes for Visitors	X	√
System Capacity	Multi-Site Management	X	√
	Multi-Users/Role Management	Sub-accounts not supported, and devices can be shared with up to 10 accounts.	√ Unlimited sub-accounts and roles.
	Map Management	X	√
Alarm Panel		128 Devices	Unlimited
OpenAPI		X	√

Personal Mode Key Features

- Adding devices via scanning QR code
- Adding devices via IP/Domain
- Adding devices via Hik-Connect Domain
- Live View and Playback
- Two-way audio intercom
- Videos and pictures encryption
- PTZ control
- Digital zoom
- Instant alarm notifications with pictures and videos
- Updating device firmware remotely
- Answering calls from doorbells/video intercom devices
- Arming security control panel remotely
- Sharing devices to others
- Hik-Partner Pro cloud services
- Service Provider authorization management
- Device permission management
- ARC service
- Transferring devices to another account
- Device password reset

Personal Mode Functional Parameters

Account Management	➢ Register a new account via email address or mobile phone number ➢ Account login and logout ➢ Change account password ➢ Reset account password ➢ Visitor mode ➢ Login by fingerprint/facial authentication ➢ Edit alias

Category	Features
	➢ Generate account QR code for device sharing ➢ Delete account permanently
Live View	➢ 1/4/9/12/16 window division ➢ Audio control ➢ Max. 8X digital zoom ➢ Capture and recording ➢ Full-screen mode ➢ Two-way audio ➢ Change live view quality ➢ Enable fisheye mode ➢ Hardware decoding (Only supported by devices added via IP/Domain) ➢ Noise reduction ➢ Mirror mode ➢ PTZ control
PTZ	➢ Control camera direction ➢ Zoom in and out ➢ Adjust PTZ speed ➢ Control focus and iris ➢ Set and call preset ➢ Auto Scan (Device support required) ➢ Auto-Tracking (Device support required)
Playback	➢ Search videos by time ➢ Up to 4 channels of simultaneous playback ➢ 1 or 4 window division ➢ Control audio ➢ Capture and recording ➢ Drag timeline to set playback start time ➢ Adjust playback speed ➢ Hardware decoding ➢ Event playback ➢ Download video footage from cloud ➢ Play video footage from cloud ➢ Noise reduction

Device Management	➢ Add and delete devices
	  • Supports adding the devices which support Hik-Connect service (hereafter simplified as "Hik-Connect device" via Hik-Connect domain or scanning QR code
	  • Supports adding devices via IP/Domain
	  • Supports adding detected online devices which are in the same local area network with the phone or tablet
	➢ Edit device name and channel name
	➢ Display storage status and device version (for Hik-Connect Devices)
	➢ Enable/disable cloud storage service for cameras
	➢ Detect device version and upgrade remotely
	➢ Videos and pictures encryption (for Hik-Connect Devices)
	➢ Share channels to other accounts

	➢ Share devices to other accounts ➢ Unbind devices from other accounts with devices' password ➢ Reset device password ➢ Remote configuration ➢ Change device verification code ➢ Set DDNS (Only supported by devices added via Hik-Connect Domain or Scanning QR Code) ➢ Add devices to Favorites ➢ Draw motion detection area for specific network cameras ➢ Configure audio and strobe light alarm, light settings, PIR detection for Floodlight camera ➢ Record and set custom audio alarm for devices

Hik-Connect Cloud Service	➢ Manage device authorization and Service Provider permission
	   • View the details of the Sites that you own, including site name, devices on the each Site, and information of the Service Provider who is managing the devices in a Site
	   • Authorize a Service Provider with more devices by adding them to a Site
	   • Edit device permissions granted to a Service Provider
	   • Cancel all authorizations of devices in a Site from the Service Provider
	   • Switch between multiple Service Providers
	   • Transfer all device in a Site to another Hik-Connect account
	   • Authorize/deauthorize Alarm Receiving Center (ARC) service for a Site
	➢ Check and respond to cloud service notifications
	   • Receive device handover applications from Service Provider
	   • Receive device permission applications from Service Provider
	   • Receive notifications about Service Provider cancels device authorization
	   • Receive notifications about the device permissions released by Service Provider
	   • Receive device transfer applications from other Hik-Connect users
	   • Receive device offline notifications
	   • Receive device password reset application
	   • View history linkage, which refers to the process in which an event detected by a device triggers actions of other
	   • View logs about Service Provider's operations on devices
	➢ Check previously deauthorized devices
	➢ View external linked videos, which refers to the video recorded by the linked device of the alarm-source
	➢ Cloud features (Not available in all countries or regions.):
	   • People Counting: Monitor the number of persons who have entered a specific area in real time. Set the maximum persons allowed to stay in the area.
	   • Temperature Screening: Monitor the skin-surface temperature of the persons detected in the live view of temperature screening

	devices. Set a threshold temperature for triggering abnormal temperature alarm. • Cloud Attendance: Manage employee attendance. Or, as an employee, check attendance records and control doors • Cloud Storage: View event-related video footage which is recorded by Hik-ProConnect boxes or certain models of DVRs/NVRs and saved on the cloud. There are four types of cloud storage service available on Hik-Partner Pro Portal, and they are 7 day monthly, 7 day annually, 30 day monthly, and 30 day annually.
Alarm Notification	➢ Receive alarm (event) notifications ➢ View alarm (event) information, related pictures, and related videos ➢ (Thermal binoculars) View alarm-related optical mode picture and thermographic mode picture ➢ Supports two notification modes: "Receive Events and Push Notifications" and "Receive Events but Not Push Notifications" ➢ Get notified on important alarms even in Do Not Disturb mode with Critical Alerts (iOS)
Video Intercom	➢ Receive calls ➢ Remotely accept or decline calls (from doorbells) ➢ View call history ➢ Switch scenes (Stay, Away, Sleep, and Custom) for indoor stations ➢ View live video streamed from the camera linked to the door station ➢ Control two-way audio ➢ Play back video footage from the camera linked to the door station ➢ View related events of the latest 7 days ➢ Control connected relays
Security Control Panel	➢ Configuration of the partitions (areas), detectors and sensors, etc. ➢ Stay Arm / Away Arm / Disarm ➢ Clear alarms ➢ Receive alarm notifications ➢ Bypass zones ➢ Forbid bypassing zones ➢ Set cross zone ➢ Check system fault list ➢ Manually trigger panic alarm and report current location by tapping the PA icon ➢ Find peripherals with Find Me ➢ Other functions such as faults check and wireless device supervision (only supported by specific security control panels)
Access Control	➢ Control doors remotely ➢ Configure access control devices ➢ Search for history events ➢ Live View
DVR/NVR	➢ Batch start live view of all linked cameras ➢ Start playback of single camera ➢ Event notification

	➢ Remote configuration
	➢ Quick disable/enable notification and alarm
	➢ Set arming/disarming schedule
	➢ Set custom audio alarm
	➢ View network topology (Wi-Fi NVR only)
AcuSense Series NVR	➢ Add up to 4 areas to the NVR
	➢ Arm/disarm area(s)
	➢ Automatically arm/disarm a specific area
	➢ Clear alarm(s)
	➢ Link AcuSense cameras to the NVR
	➢ View Live video streamed from the cameras linked to the NVR
	➢ Set the cameras linked to the NVR
	Note：The supported models include NVR-8-A-AUS, NVR-16-A-AUS, NVR-32-A-AUS, NVR-64-A-AUS, and NVR-4-A-AUS.
Network Switch	➢ Show network switches in the device list after Service Provider hands them over to you
	➢ Check device status including uptime, CPU/GPU usage, and port connection
	➢ Event notification
Solar Camera	➢ Wake up device
	➢ Live View and Playback
	➢ View status including battery level and network signal strength
	➢ Switch power consumption mode
	➢ Event notification
Pictures and Videos Management	➢ Manage local pictures and videos
	➢ View pictures and play videos
	➢ Download pictures and video
	➢ Share pictures and videos to others
System Settings	➢ Enable/disable push notification
	➢ Enable/disable saving device parameters automatically
	➢ Enable/disable hard-decoding
	➢ Enable auto-receiving alarm (event) information when the device is powered on
	➢ View data traffic statistics
	➢ Manage custom audio files
	➢ Generate device QR codes
	➢ Generate QR code for connecting devices to Wi-Fi
	➢ Enable/disable resuming latest live view
	➢ Enable/disable displaying floating live view on the device list
	➢ Enable/disable displaying channel-zero
	➢ Enable/disable auto downloading upgrade file
	➢ Enable/disable alarm voice prompt (Not available in all countries or regions.)
More	➢ Check downloaded pictures and videos
	➢ Manage device sharing
	➢ Reset password for DVR and NVR by scanning device QR code

	➢ Configure device network connection by scanning device QR code ➢ Help and feedback
Compatible with HiLook	➢ Add HiLook devices to Hik-Connect App ➢ Add Hikvision devices to HiLook App
Language	Simplified Chinese, English, Russian, Estonian, Bulgarian, Hungarian, Greek, German, Italian, Czech, Slovak, French, Polish, Dutch, Portuguese, Spanish, Romanian, Danish, Swedish, Norwegian, Finnish, Croatian, Slovenian, Serb, Turkish, Korean, Traditional Chinese, Thai, Vietnamese, Japanese, Hebraism, Latvian, Lithuanian, Brazilian Portuguese, Arabic, Farsi, Indonesian, Uzbek, Kazak, Ukrainian

Personal Mode Technical Parameters

Item	Parameters
Max. Connected Devices (Hik-Connect Domain)	128
Max. Connected Devices (Static IP or domain)	1024
Max. Channels Can Be Selected for Live View or Playback	128
Max. Shared Accounts (By One Channel)	10
Max. Streaming Number (One channel/ Live View)	20
Max. Cameras for Live View Simultaneously	16
Max. Cameras for Playback Simultaneously	4 (Device capability required.)
Max. Favorites Folders	32
Video Encoding	H.264,MPEG4,MJPEG, H.264+,H.265,H.265+
Audio Encoding	G711_A,G711_U,AAC
Compatible Devices	DVRs, NVRs, cameras, video intercom devices and security control panels.

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