

KNOWLEDGE BASE ARTICLE

HOW TO ENABLE HIK-CONNECT REMOTE ACCESS ON HIK DEVICES (NVR/DVR/CAMERA)

PRODUCTS: HIKVISION DEVICES

CCTV

TOPICS COVERED IN THIS KBA: How to enable Hik-Connect remote access on HIK devices (NVR/DVR/Camera).

Methods Available:

- via device local GUI (for DVRs/NVRs)
- via device web browser (for DVRs/NVRs/Cameras)

Method 1 - Enable Hik-Connect via device local GUI (for DVRs/NVRs)

Steps:

a. Right click and Select **Menu** and then **Login** as admin user.

| Menu | | | Login |
|--------------------|---|-----------|-----------|
| 🖷 Single Screen | • | | Login |
| Br Multi-screen | ► | User Name | admin |
| ← Previous Screen | | Password | ****** |
| → Next Screen | | | |
| 😒 Stop Auto-switch | | | |
| ≅ Start Recording | ► | | OK Cancel |

b. Go the following menu location: **Configuration --> Network --> Platform Access.**

| | | | | | Co | nfiguratio |
|------|-------------------------|-----------|------|----------|-------|------------|
| eral | General Platform Access | S PPPOE | DDNS | NTP | Email | SNMP |
| work | Лис Туре | Ŷ. | | | | /1000M S |
| | Enable DHCP | | | _ | | |
| | IPv4 Address | 192.168.1 | .114 | | | |
| | IPv4 Subnet Mask | 255.255.0 | .0 | | | |
| | IPv4 Default Gateway | 192.168.1 | | | | |



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 ${\rm c.}$ Select the Enable tick box at the top of the page.

| Configuration | | | | | | |
|---------------|-------------------------------|-----------------------|------------------|--|--|--|
| 泰 General | General Platform Access PP | POE DDNS NTP Email N/ | AT More Settings | | | |
| - Network | Enable | | | | | |
| lo Alarm | Access Type Server Address | Hik-Connect | ~ ■ Custom | | | |
| ▲ Live View | Enable Stream Encryption | | | | | |
| ▲ Exceptions | Verification Code | LYSXPR | | | | |
| 👪 User | Status | Offline | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| ♠ Live View | | | Apply Back | | | |

d. You will then need to create a **verification code**.

- 1. Enter a new verification code
- 2. Tick the terms of service box
- 3. Select 'OK' to save the settings.

| Verification Code To enable Hik-Connect servic verification code. | I ce, you need to create a verifi | | |
|---|---|------------------|----------------------|
| | ce. vou need to create a verif | | |
| | | fication code or | edit the default |
| | will require internet access. I ent" before enabling the servi | | e "Terms of Service" |
| Please read the "Terms of Se | ervice" and the "Privacy State | ement" scan the | qr code |
| | | | |
| | | | |
| | F | ок | Cancel |

e. Click 'Apply' after all settings.





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Method 2 - Enable Hik-Connect via device web browser (for DVRs/NVRs/Cameras)

Steps:

a. Login as admin user via web browser

CCTV

| admin |
|-------|
| Login |
| |

b. Go to the following menu location: **Configuration --> Network --> Advanced Settings --> Platform Access**

| HIKVISION | Live View | Playback | inclu | re Con | figuration |
|-------------------|----------------|-------------|--|--|------------|
| Local | SNMP ETC | Email Pla | atform Access | HTTPS Qo | S 802.1x |
| 🗂 System | Enable | | | | |
| Network | Platform acce | ss Mode Hil | k-Connect | ~ | |
| Basic Settin | Server IP | dev | v.ezviz7.com | | Custom |
| Advanced Settings | Register State | JS Of | fline | ~ | |
| Video/Audio | Verification C | ode •• | | > , ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, | |
| Image | | nun | 12 letters (a to z nbers (0 to 9), ca recommended to | se sensitive. You | |







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c. Tick the Enable checkbox.

| HIKVISION | Live View | Playba | ck Pictu | ıre | Configu | ration |
|----------------|----------------|--------|------------------|--------|---------|--------|
| | SNMP FTP | Email | Platform Access | HTTPS | QoS | 802.1x |
| System | 🗌 Enable | | | | | |
| Network | Platform Acces | s Mode | Hik-Connect | | ~ | |
| Basic Settings | Server IP | | dev.eu.hik-conne | ct.com | | Custom |

d. The following message with be displayed enter your desired Verification code and select ok.

| To enable Hik-Connect se verification code. | ervice, you need to create a verification code or change the |
|---|--|
| Verification Code | 6 to 12 letters (a to z, A to Z) or numbers (0 to 9), case sensitive. You are recommended to use a combination of no less than 8 letters or numbers. |
| | will require internet access. Please read the " <u>Terms of</u> licy" before enabling the service. |
| Service and <u>Privacy Po</u> | OK Cancel |

e. Click 'Save' after all settings.

Note:

Users can check or modify the verification code in this page as well.



