

Notice: Hik-Connect Service Release

Dec. 30, 2016

To Our Valued Customers,

Hikvision is pleased to announce the launch of its Hik-Connect service for customers migrating from the HiDDNS Service (please refer to the Dec. 13, 2016 *Notice: HiDDNS Service Migrates to Hik-Connect*).

Beginning Jan. 4th, 2017, the Hik-Connect web portal, www.hik-connect.com, will be available for account registration, to add devices, for centralized management of devices registered to the Hik-Connect platform with domain name and for device access via domain name link on a web browser.

In the meantime, customers can use the Hik-Connect App (IOS & Android) to add registered devices for remote management. Hikvision will release a new version of the Hik-Connect App that we expect to be approved and ready for downloading by Jan. 10, 2017. At that time, customers will be able to add devices by Hik-Connect Domain, IP/Domain method, and also continue using the alarm PUSH notification service.

Please be aware of the upcoming release information:

Items	Details	Release Dates	Remarks
Hik-Connect web portal (www.hik-connect.com)	<ul style="list-style-type: none">Hik-Connect account registrationHik-Connect devices centralized management	Jan. 4, 2017	N/A
Hik-Connect App (IOS and Android)	<ul style="list-style-type: none">Hik-Connect account registrationNew Device tab is used for adding device by Hik-Connect Domain, IP/Domain method	Jan. 4, 2017 submit to IOS APP Store/Google Play	Estimating extra 4-7 days until approval is completed

As they become available, Hikvision will upload the guidance documents and corresponding device (including IP cameras and recorders) firmware that supports Hik-Connect, on the Hikvision website. In the interim, customers can take advantage of the Hik-Connect platform features by following a few easy steps.

Here are the set-up instructions:

1. Upgrade device to proper firmware that supports Hik-Connect
2. Enable "Hik-Connect" on device local or web GUI, and configure corresponding parameters if necessary
3. Download the Hik-Connect App from the IOS App store/Google Play

4. Register user's personal account via email or phone number at Hik-Connect App/Hik-Connect web portal
5. Add user's owned devices into user's registered account at Hik-Connect App/Hik-Connect web portal
6. Adding the device by Hik-Connect Domain method is necessary if customers want to use the new domain name service on Hik-Connect App
7. The new registered device is ready to use

If you have any questions, please contact your Hikvision representative or Hikvision Tech Support at support.uk@hikvision.com

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