



***HIKVISION***<sup>®</sup>

2016

How to Setup the Hik-Connect



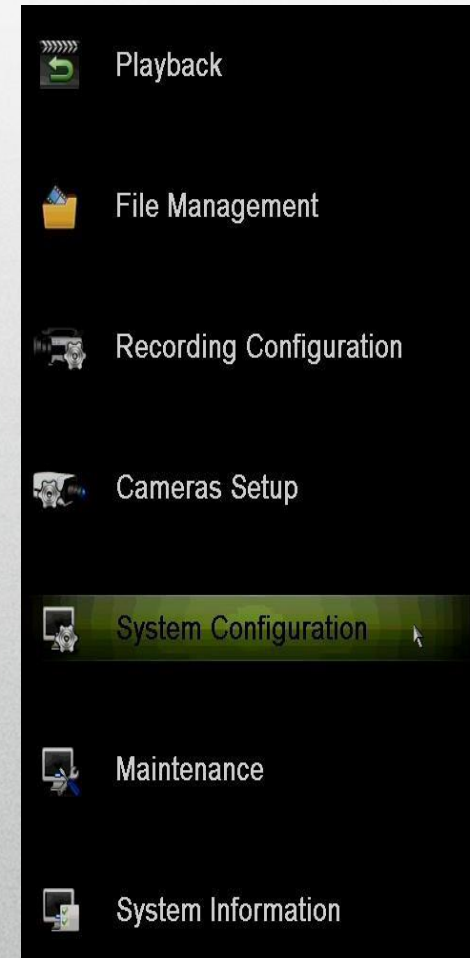
# How to Setup Hik-Connect P2P Service

- **P2P – Peer to Peer** is a communication protocol used between electronic devices where either device can initiate the communication path.
- **P2P** does **NOT** require users to forward the HTTP, server and RTSP ports
- **Hik-Connect P2P service**, requires the NVR or DVR network settings to be configured with a correct IP address, subnet mask, default gateway and DNS server.

**NOTE:** Please see the quick start guide on how to set the NVR or DVR network settings.

# How to Setup Hik-Connect P2P Service

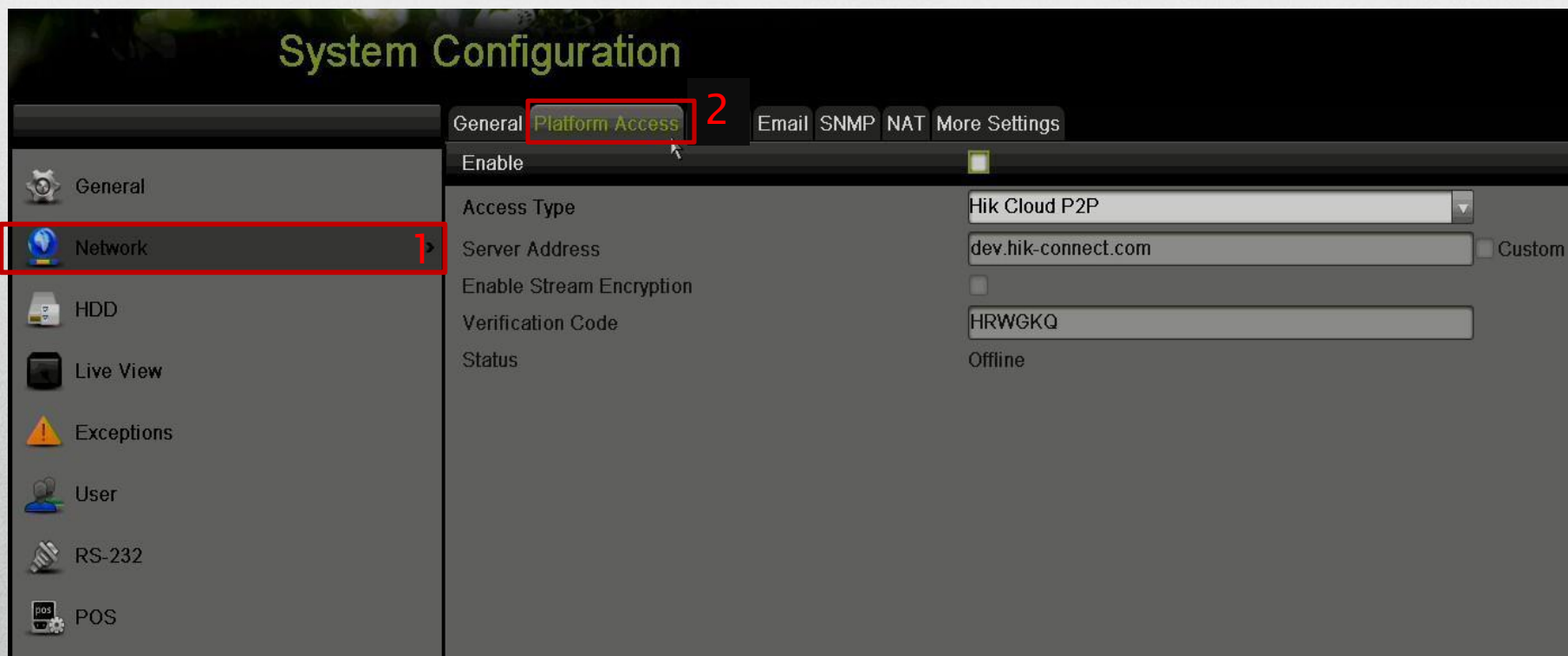
- Using the console of the NVR or DVR, select System Configuration from the Main Menu.
- The system configuration menu is where to set the date and time, configure the network setting, change port numbers, enable Hik-connect P2P service, setup email, users accounts and more.





# How to Setup Hik-Connect P2P Service

- Select the Network Menu<sup>[1]</sup> from the left, click on the Platform Access tab<sup>[2]</sup> along the top.



# How to Setup Hik-Connect P2P Service

- Enable the Hik-Connect P2P Service by placing a check in the Enablecheckbox.<sup>[3]</sup>

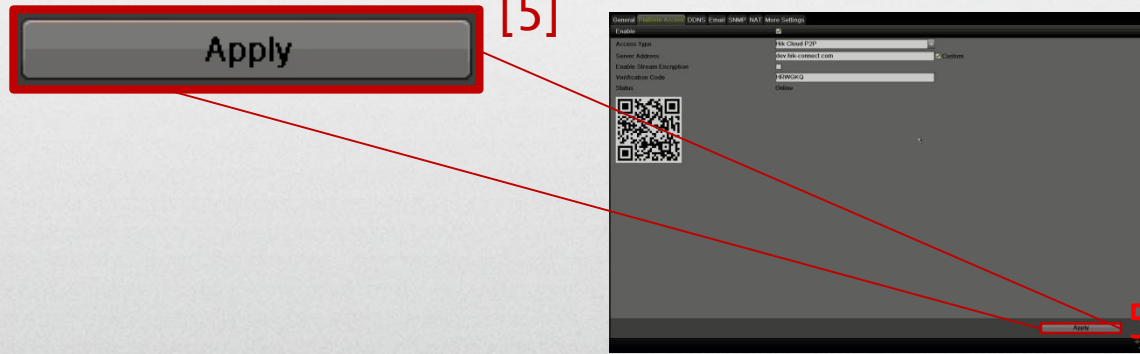


The screenshot shows a configuration window for Hik-Connect P2P Service. The 'Enable' checkbox is checked and highlighted with a red box and the number 3. The 'Access Type' dropdown is set to 'Hik Cloud P2P'. The 'Server Address' field contains 'dev.hik-connect.com' and the 'Custom' checkbox is checked, also highlighted with a red box and the number 4. The 'Enable Stream Encryption' checkbox is unchecked.

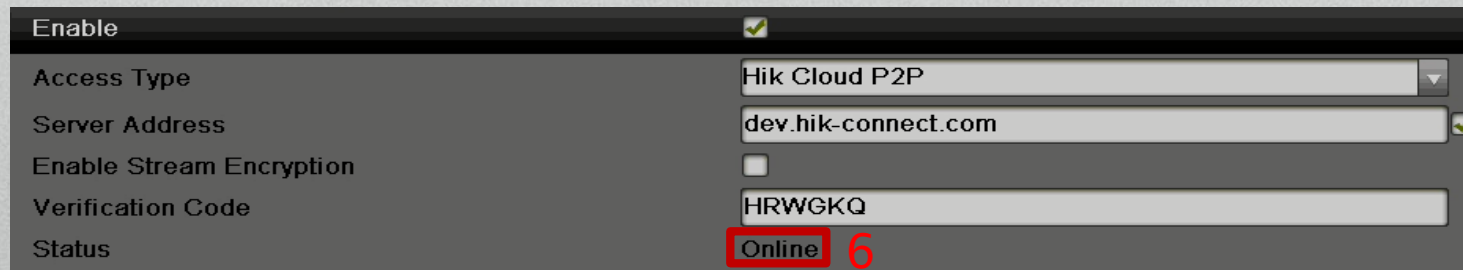
- If the address listed is not **dev.hik-connect.com**, check the Custom checkbox<sup>[4]</sup> to manually change the address to **dev.hik-connect.com**.

# How to Setup Hik-Connect P2P Service

- Click the Apply Button in lower right corner.



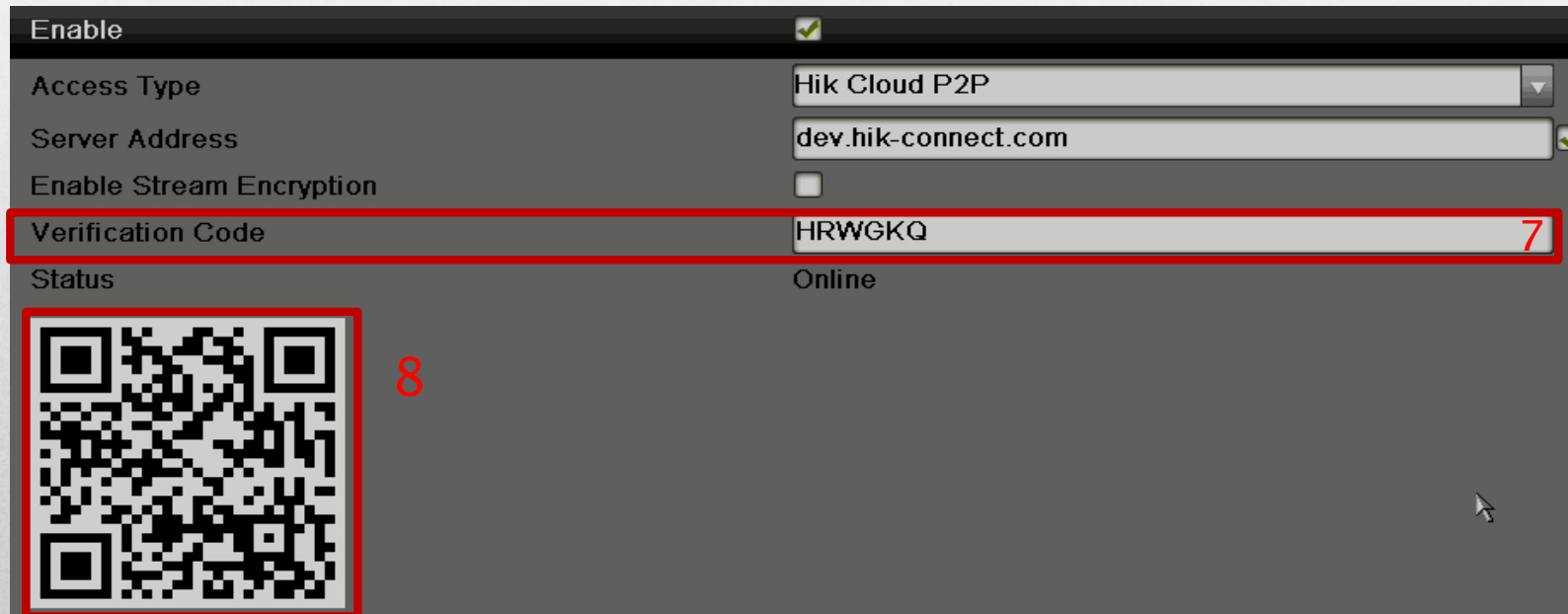
- With the correct network settings, the Status will change to Online.





# How to Setup Hik-Connect P2P Service

- You will use the Verification Code<sup>[7]</sup> to register the NVR or DVR to your Hik-Connect account using the iVMS4500 mobile app.



The screenshot shows the configuration interface for Hik-Connect P2P service. The 'Enable' checkbox is checked. The 'Access Type' is set to 'Hik Cloud P2P'. The 'Server Address' is 'dev.hik-connect.com'. The 'Enable Stream Encryption' checkbox is unchecked. The 'Verification Code' field contains 'HRWGKQ' and is highlighted with a red box and labeled with a red '7'. The 'Status' is 'Online'. Below the status, a QR code is displayed and highlighted with a red box and labeled with a red '8'.

- The QR Code<sup>[8]</sup> can also be used with the iVMS4500 mobile app to add the NVR or DVR to the mobile device.

# Troubleshooting Hik-Connect P2P Service

- The NVR or DVR may require a public DNS server. Searching the internet for public DNS servers will be the best way to find one. For example, these addresses are public DNS servers: 8.8.8.8 or 4.2.2.2 or 75.75.75.75
- When using the Hik-Connect P2P service on the iVMS4500 app, the Cloud P2P option must be used.
- Hik-Connect P2P service requires an account. You can create an account using the iVMS4500 mobile phone app.

**Note:** Please refer to the iVMS4500 user's manual for how to add device to the phone. A Hik-Connect "how to" basic training guide is also available for reference. If you are still having issues, please contact the Hikvision USA, Technical Support team.