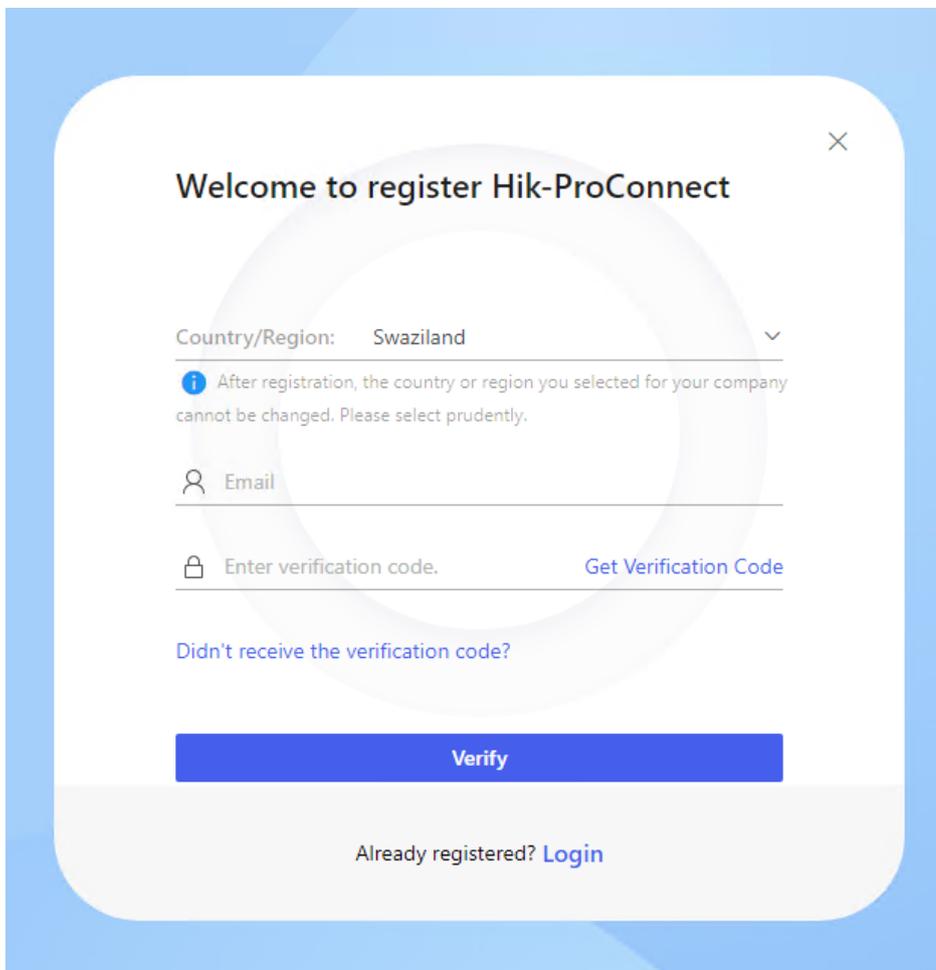


Guide for ARC register to Hik-ProConnect

Apply for ARC ID and ARC Key

1. Alarm monitoring station and Installer using Hik-ProConnect Portal(www.hik-proconnect.com)/APP to register Installer Account for testing.



The screenshot shows a registration form titled "Welcome to register Hik-ProConnect". The form includes a dropdown menu for "Country/Region" set to "Swaziland", an information icon with a note: "After registration, the country or region you selected for your company cannot be changed. Please select prudently.", an "Email" input field, a "Get Verification Code" link, a "Verify" button, and a "Login" link for already registered users.

Welcome to register Hik-ProConnect

Country/Region: Swaziland

After registration, the country or region you selected for your company cannot be changed. Please select prudently.

Email

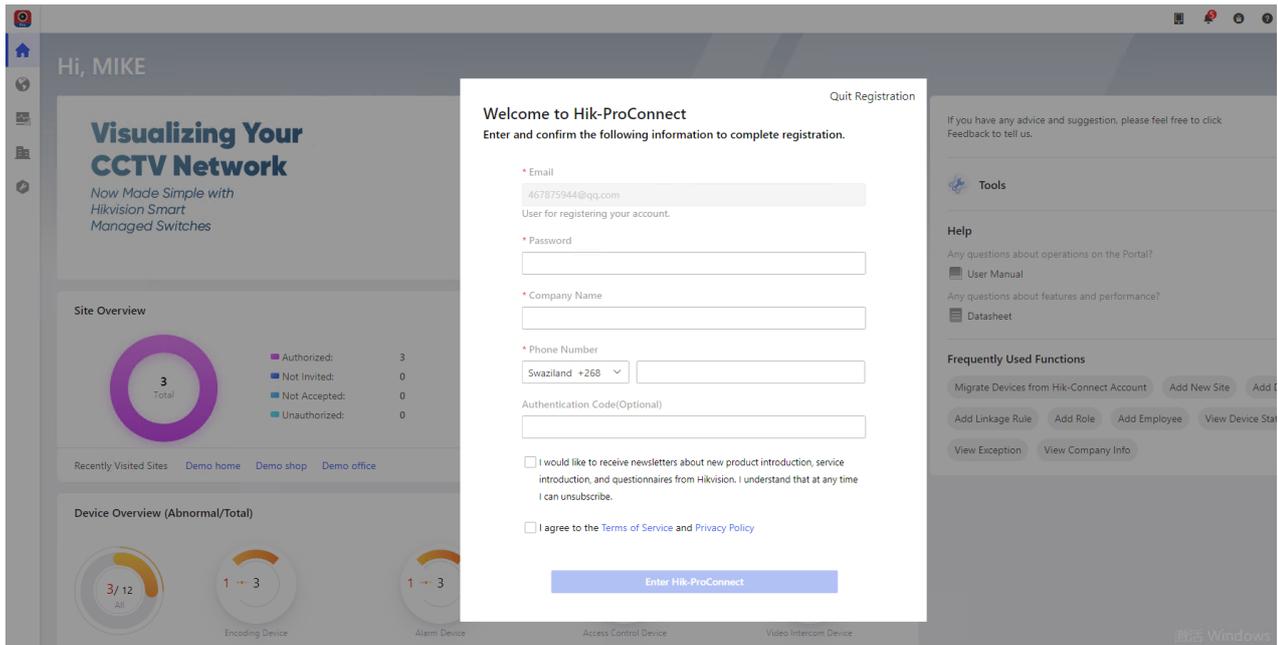
Enter verification code. [Get Verification Code](#)

Didn't receive the verification code?

Verify

Already registered? [Login](#)

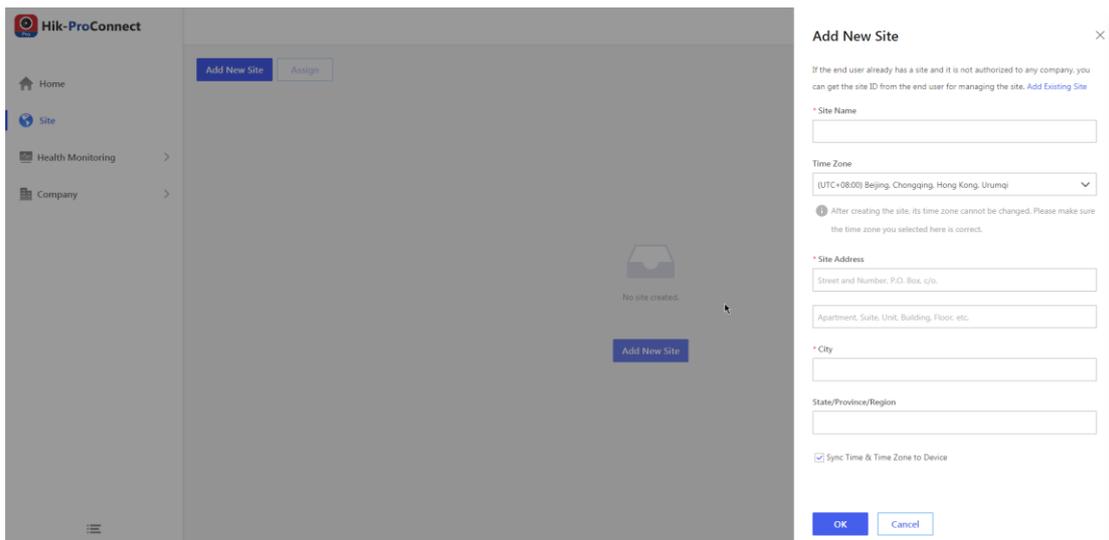
2. After register completed with verification Code in email, you can login Hik-ProConnect. At first, you have to fill in brief information before you can use.



- Alarm monitoring station can complete the below form to apply ARC ID and key <https://www.surveymonkey.co.uk/r/H72878M>
- HIKVISION will use your ARC company information to register an ARC company, and generate an ARC account (with ARC ID & ARC Key). HIKVISION will configure the relations of ARC account and Installer account. After that, HIKVISION will send back your ARC account by email.

Configure Hik-ProConnect

- Installer can login Hik-ProConnect (using Installer account) to configure the ARC service. At first, you should add a site to manage device(s).



Then you can add device to the site.

Hik-ProConnect | Site > installer

No device added.
Add Device

Supported Device: Network Camera, DVR/NVR, Security Control Panel, Video Intercom Device, Access Control Device, Speed Dome, Doorbell...

Process
After adding a site, installers can add devices to the site; set linkage rules; set exception rules, etc. After adding and configuring devices in the site, the Installer can invite end user to be the Site Owner. After the end user accepts the invitation and become the Site Owner, the Installer can apply for permissions from the end user for further site and device management.

1 Add New Site → 2 Add Device → 3 Enable Exception / Set Linkage Rule / Set Device Parameters → 4 Invite Site Owner

If you already added a device, you can:

- Linkage**: A linkage refers to the process in which an event detected by resource A triggers actions of resource B, resource C, resource D... You can add a rule to define such a linkage.
- Exception**: An exception rule is used to monitor the status of managed resources in real-time. When the resource is exceptional, the resource will push a notification to the Hik-ProConnect to notify L...

installer
ID: dk2011f5a1 (Copy)
Not Invited
Invite

Site Manager
Zhu Zhenlei
Address: sssss
SS
City: hayise
State/Province/Region: london
Time Zone: (UTC) Coordinated Universal Time
Sync Time & Time Zone to Device (Enabled)

Attention! ARC service is only supported by Hikvision encoding devices and AX Pro security control panels added by **Hik-Connect** Service.

You can add device by online or manual. Please note that, adding mode should be Hik-Connect.

Add Device

Online Device | Manual Adding

Select device(s) to add them to the device list.

Device Serial No.	Device IP...	De...	HT...	Subnet Ma...	Gateway	Act...	Hik-Connect...	Operation
<input type="checkbox"/>	10.18.80.18	8000	80	255.255.255.0	10.18.80.254	Active	Connected	
<input type="checkbox"/>	10.18.80.22	8000	80	255.255.255.0	10.18.80.254	Active	Connected	
<input type="checkbox"/>	10.18.80.108	8000	80	255.255.255.0	10.18.80.254	Active	Connected	
<input type="checkbox"/>	10.18.80.104	8000	80	255.255.255.0	10.18.80.254	Active	Connected	
<input type="checkbox"/>	10.18.80.15	8000	80	255.255.255.0	10.18.80.254	Active	Connected	
<input type="checkbox"/>	10.18.80.25	8000	80	255.255.255.0	10.18.80.254	Active	Connected	

Next | Cancel

Hint

- Before Adding Online Devices**
 - Make sure the devices you are going to use are correctly installed and connected to the network as specified by the manufacturers.
 - You can add up to 15 detected online devices simultaneously.
- Before Adding Devices Manually**

Make sure that:

 - The devices you are going to use are correctly installed and connected to the network as specified by the manufacturers.
 - The device is activated and has enabled Hik-Connect.
 - The device is not added to any Hik-Connect or Hik-ProConnect accounts.
- What is Hik-Connect Service?**

After connecting the device to Hik-Connect service, you can perform functions such as remote configuration, linkage rule, health monitoring, etc. for the device.
- Enable health monitoring service for the device?**

For devices with health monitoring service disabled, you cannot upgrade device firmware, set linkage rules (the existing linkage rules will be invalid), set and receive exceptions, and check device health status.
- Others**

The IP addresses of the device and the PC should be in the same network segment, or you cannot add the device.

Add Device

Online Device | **Manual Adding**

Adding Mode

* Device Serial No.

* Device Verification Code

How to get the device serial number and verification code? [View](#)

Next **Cancel**

Hint

- Before Adding Online Devices**
 - Make sure the devices you are going to use are correctly installed and connected to the network as specified by the manufacturers.
 - You can add up to 15 detected online devices simultaneously.
- Before Adding Devices Manually**

Make sure that:

 - The devices you are going to use are correctly installed and connected to the network as specified by the manufacturers.
 - The device is activated and has enabled HiK-Connect.
 - The device is not added to any HiK-Connect or HiK-ProConnect accounts.
- What is HiK-Connect Service?**

After connecting the device to HiK-Connect service, you can perform functions such as remote configuration, linkage rule, health monitoring, etc. for the device.
- Enable health monitoring service for the device?**

For devices with health monitoring service disabled, you cannot upgrade device firmware, set linkage rules (the existing linkage rules will be invalid), set and receive exceptions, and check device health status.

2. In ARC Service module, you can configure ARC Service for your device(s).

Hik-ProConnect | Site > ARC Test

Encoding Device: 2 | Security Control Panel: 1 | Access Control Device: 0 | Video Intercom Device: 0 | Doorbell: 0 | All: 3

ARC Test
 ID: 6eb3eect99

Site Owner: [Redacted]@gmail.com
 Phone Number: --
 Email: [Redacted]@gmail.com
 Site Manager: **Zhu Zhenlei**
 Address: London, 1, City: London, State/Province/Region: [Redacted]
 Time Zone: (UTC+08:00) Beijing, Chongqing, Hong Kong, Urumqi
 Sync Time & Time Zone to Device: (Enabled)

ARC Service

ARC service is only supported by Hikvision encoding devices and AX Pro security control panels added by HiK-Connect Service.

Alarm Receiving Center (ARC)

No authorized Alarm Receiving Center.
Select ARC

Device(s)

- [Redacted] ARC Service Disabled
- [Redacted] ARC Service Disabled
- AX PRO ARC Service Disabled

Select an ARC company (your company) to provide services.

Select ARC for Authorization

Search

- ARC-London**
www.hikvision.com/europe/
 United Kingdom
 Dijk, Storkaan 5, 2132 PX Hoofddorp, The Netherlands

Authorize **Cancel**

Enable ARC service for device(s). then authorize in hik-connect app.

The screenshot displays the Hik-ProConnect web interface for configuring an Alarm Receiving Center (ARC) for a site named 'ARC Test'. The top navigation bar shows the site name and user 'Zhu ZhenLei'. A dashboard at the top provides counts for various device types: Encoding Device (2), Security Control Panel (1), Access Control Device (0), Video Intercom Device (0), Doorbell (0), and All (3). The main configuration area is divided into tabs: Device, Linkage Rule, Exception, and ARC Service. The ARC Service tab is selected, showing a note that ARC service is supported by Hikvision encoding devices and AX Pro security control panels. Below this, there is an 'Alarm Receiving Center (ARC)' section with details for 'ARC-London', including its location in the United Kingdom and a 'Deauthorize' button. A 'Device(s)' section lists three devices with their ARC service status and toggle switches: one AX PRO device with ARC Service Enabled (toggle on), and two other devices with ARC Service Disabled (toggles off).

Now you have finished the configurations in Hik-ProConnect.