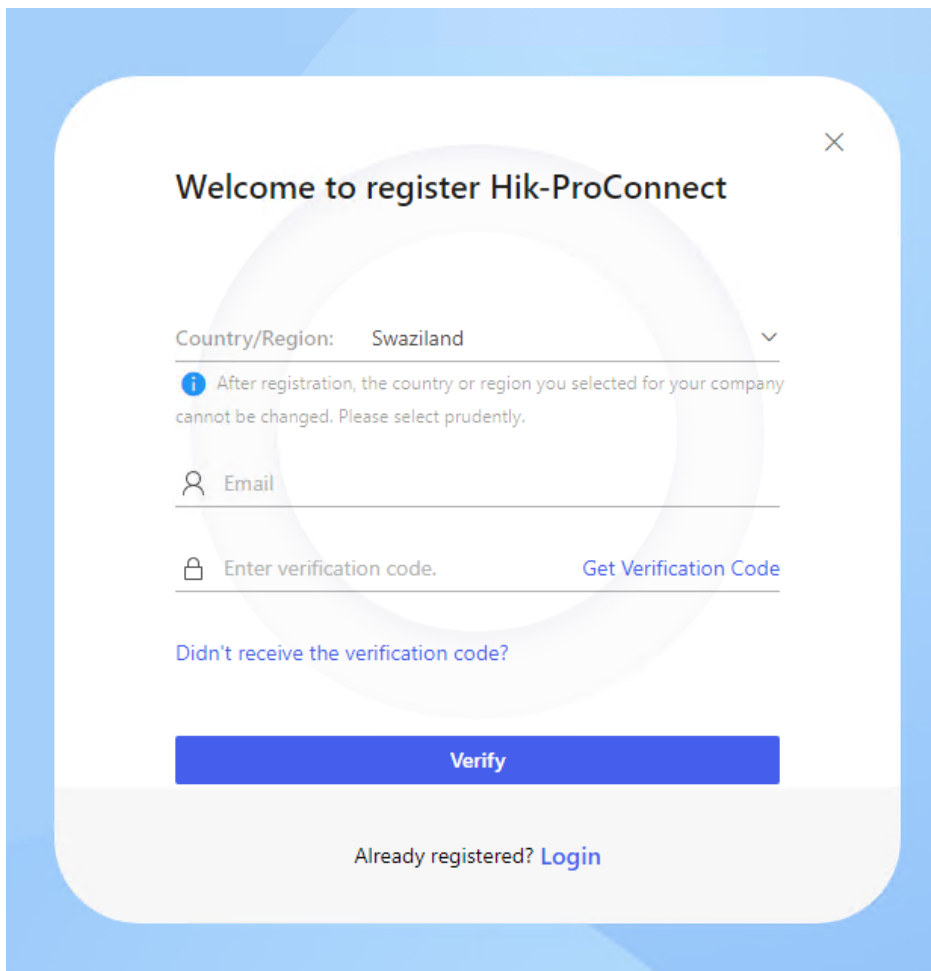


Guide for ARC register to Hik-ProConnect

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 image shows a mobile application interface for registering a Hik-ProConnect account. The title is "Welcome to register Hik-ProConnect". Below the title, there is a dropdown menu for "Country/Region" with "Swaziland" selected. A blue information icon is followed by the text: "After registration, the country or region you selected for your company cannot be changed. Please select prudently." Below this is an "Email" input field with a person icon. Underneath is a "Get Verification Code" button. Below that is a "Verify" button. At the bottom, there is a link that says "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.

Hi, MIKE

Visualizing Your CCTV Network

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Site Overview

Authorized:	3
Not Invited:	0
Not Accepted:	0
Unauthorized:	0
Total	3

Recently Visited Sites: Demo home, Demo shop, Demo office

Device Overview (Abnormal/Total)

Device Type	Abnormal	Total
Encoding Device	3	12
Alarm Device	1	3
Access Control Device	1	3

Welcome to Hik-ProConnect

Enter and confirm the following information to complete registration.

* Email: 467875944@qq.com
User for registering your account.

* Password: []

* Company Name: []

* Phone Number: Swaziland +268 []

Authentication Code(Optional): []

☐ I would like to receive newsletters about new product introduction, service introduction, and questionnaires from Hikvision. I understand that at any time I can unsubscribe.

☐ I agree to the [Terms of Service](#) and [Privacy Policy](#)

Enter Hik-ProConnect

[Quit Registration](#)

If you have any advice and suggestion, please feel free to click Feedback to tell us.

Tools

Help

Any questions about operations on the Portal?
User Manual

Any questions about features and performance?
Datasheet

Frequently Used Functions

Migrate Devices from Hik-Connect Account, Add New Site, Add Linkage Rule, Add Role, Add Employee, View Device Status, View Exception, View Company Info

- 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).

Add New Site

If the end user already has a site and it is not authorized to any company, you can get the site ID from the end user for managing the site. [Add Existing Site](#)

* Site Name: []

Time Zone: [UTC+08:00 Beijing, Chongqing, Hong Kong, Urumqi]

After creating the site, its time zone cannot be changed. Please make sure the time zone you selected here is correct.

* Site Address: []
[]
Apartment, Suite, Unit, Building, Floor, etc.

* City: []

State/Province/Region: []

☒ Sync Time & Time Zone to Device

OK **Cancel**

Then you can add device to the site.

Home

Site

Health Monitoring

Company

Business

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 becomes the Site Owner, the installer can apply for permissions from the end user for further site and device management.

Add New Site

Add Device

Enable Exception

Set Linkage Rule

Set Device Parameters

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: d82011f5a1 [Copy](#)

Not Invited

Invite

Site Manager

Zhu Zhenlei

Address

ssss

ss

City

hayie

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"/>	[REDACTED]	10.18.80.18	8000	80	255.255.255.0	10.18.80.254	Active	Connected	
<input type="checkbox"/>	[REDACTED]	10.18.80.22	8000	80	255.255.255.0	10.18.80.254	Active	Connected	
<input type="checkbox"/>	[REDACTED]	10.18.80.108	8000	80	255.255.255.0	10.18.80.254	Active	Connected	
<input type="checkbox"/>	[REDACTED]	10.18.80.104	8000	80	255.255.255.0	10.18.80.254	Active	Connected	
<input type="checkbox"/>	[REDACTED]	10.18.80.15	8000	80	255.255.255.0	10.18.80.254	Active	Connected	
<input type="checkbox"/>	[REDACTED]	10.18.80.25	8000	80	255.255.255.0	10.18.80.254	Active	Connected	

Next

Cancel

Hint

Before Adding Online Devices

1. Make sure the devices you are going to use are correctly installed and connected to the network as specified by the manufacturers.
2. You can add up to 15 detected online devices simultaneously.

Before Adding Devices Manually

Make sure that:
1. The devices you are going to use are correctly installed and connected to the network as specified by the manufacturers.
2. The device is activated and has enabled Hik-Connect.
3. 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

Hik-Connect

* Device Serial No.

* Device Verification Code

How to get the device serial number and verification code?

View

Next

Cancel

Hint

Before Adding Online Devices

1. Make sure the devices you are going to use are correctly installed and connected to the network as specified by the manufacturers.

2. You can add up to 15 detected online devices simultaneously.

Before Adding Devices Manually

Make sure that:

1. The devices you are going to use are correctly installed and connected to the network as specified by the manufacturers.

2. The device is activated and has enabled Hik-Connect.

3. The device is not added to any Hik-Connect or Hik-ProConnect accounts.

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

Hik-ProConnect

Home

Site

Health Monitoring

Company

Business

Site > ARC Test

2 Encoding Device

1 Security Control Panel

0 Access Control Device

0 Video Intercom Device

0 Doorbell

3 All

Device

Linkage Rule

Exception

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)

ARC Service Disabled

ARC Service Disabled

AX PRO

ARC Service Disabled

ARC Test

ID: 6b33e0c99

Site Owner

@gmail.com

Phone Number

--

Email

@gmail.com

Site Manager

Zhu Zhenlei

Address

London

1

City

London

State/Province/Region

Time Zone

(UTC+08:00) Beijing, Chongqing, Hong Kong, Urumqi

Sync Time & Time Zone to Device (Enabled)

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

Hik-ProConnect

Home

Site

Health Monitoring

Company

Business

Site > ARC Test

2 Encoding Device

1 Security Control Panel

0 Access Control Device

0 Video Intercom Device

0 Doorbell

Device

Linkage Rule

Exception

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)

ARC Service Disabled

ARC Service Disabled

AX PRO

ARC Service Disabled

Select ARC for Authorization

Search

ARC-London

www.hikvision.com/europe/

United Kingdom

Dirk Storklaan 5, 2132 PX Houtdorp, The Netherlands

Authorize

Cancel

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

Hik-ProConnect

Site: > ARC Test

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

ARC Test

Site Owner: [Redacted]@gmail.com

Phone Number: --

Email: [Redacted]@il.com

Site Manager: Zhu ZhenLei

Address: London

City: Lodon

State/Province/Region: --

Time Zone: (UTC+08:00) Beijing, Chongqing, Hong Kong, Urumqi

Sync Time & Time Zone to Device (Enabled)

ARC-London

United Kingdom

Dark Storkaan 3, 2132 FX Houtdorp, The Netherlands

Deauthorize

Device(s)

AX PRO ARC Service Enabled

ARC Service Disabled

ARC Service Disabled

Now you have finished the configurations in Hik-ProConnect.