



SECURITY ALARM



Hik-Connect FAQ

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1. Why does my Camera System say offline?

- *Check to make sure internet is working.*
- *Check to make sure all Cameras and the Recorder Box are plugged in.*
- *Check to see if the Camera System is still powered up.*

If all of the above are good, try to power cycle the DVR, Router, and Wifi-Extender by unplugging/turning them off for 30 seconds, then repowering them.

Note:

If the system is still offline, you may need to give us a call and describe the issue so we can help further.

If this issue happened after a new network service or router/modem was installed, we will either need to remote in to fix the issue or go on site to run a new wire.

2. What is my Username and Password?

- *Every password and username should be written down and stored in a safe place.*
- *If you have forgotten either of these, you will need to walk through the following guides to get a new password or username.*

Forgotten Password:

You will need to reset your password.

Scroll down to the

“Resetting your Hik-Connect Password” section for instructions. (pg4)

Forgotten Username:

You will need to create a new username.

Scroll down to the

“Creating a Hik-Connect Account” section for instructions. (pg9)

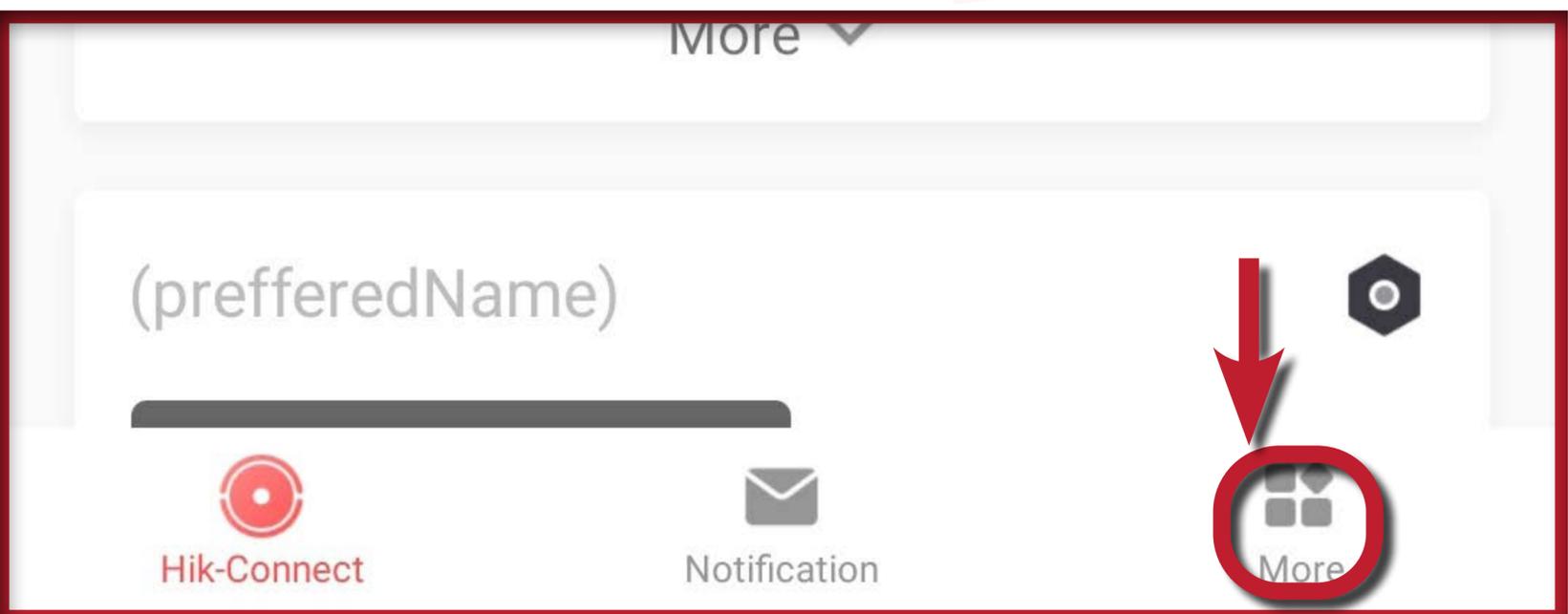
Note:

If you can't see your device after making a new username, contact us and we can reshare it to your account.

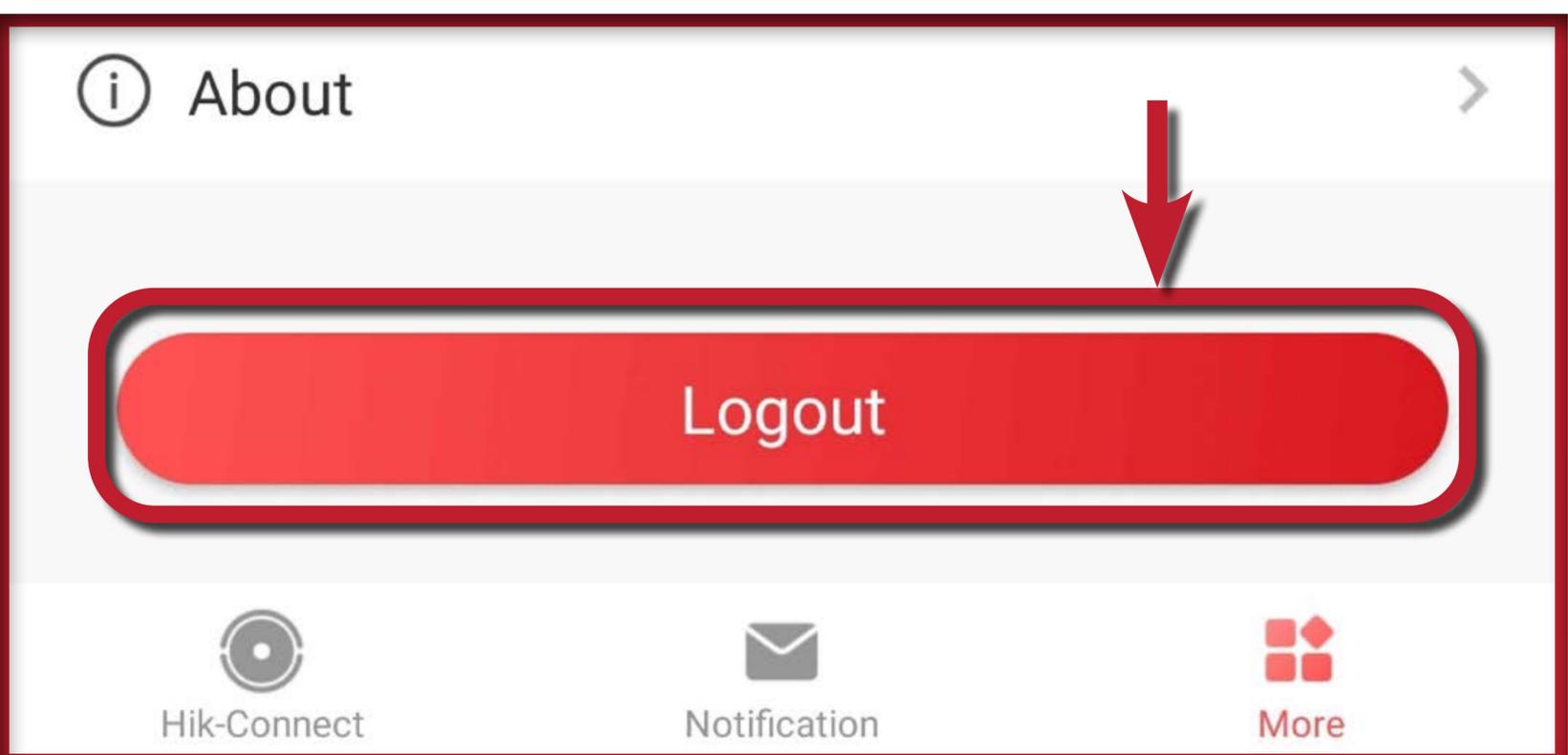
2. Resetting your Hik-Connect Password

Note: Open the app. You may be at the login screen already, skip this page if that's the case.

1. Scroll Down and click "More":



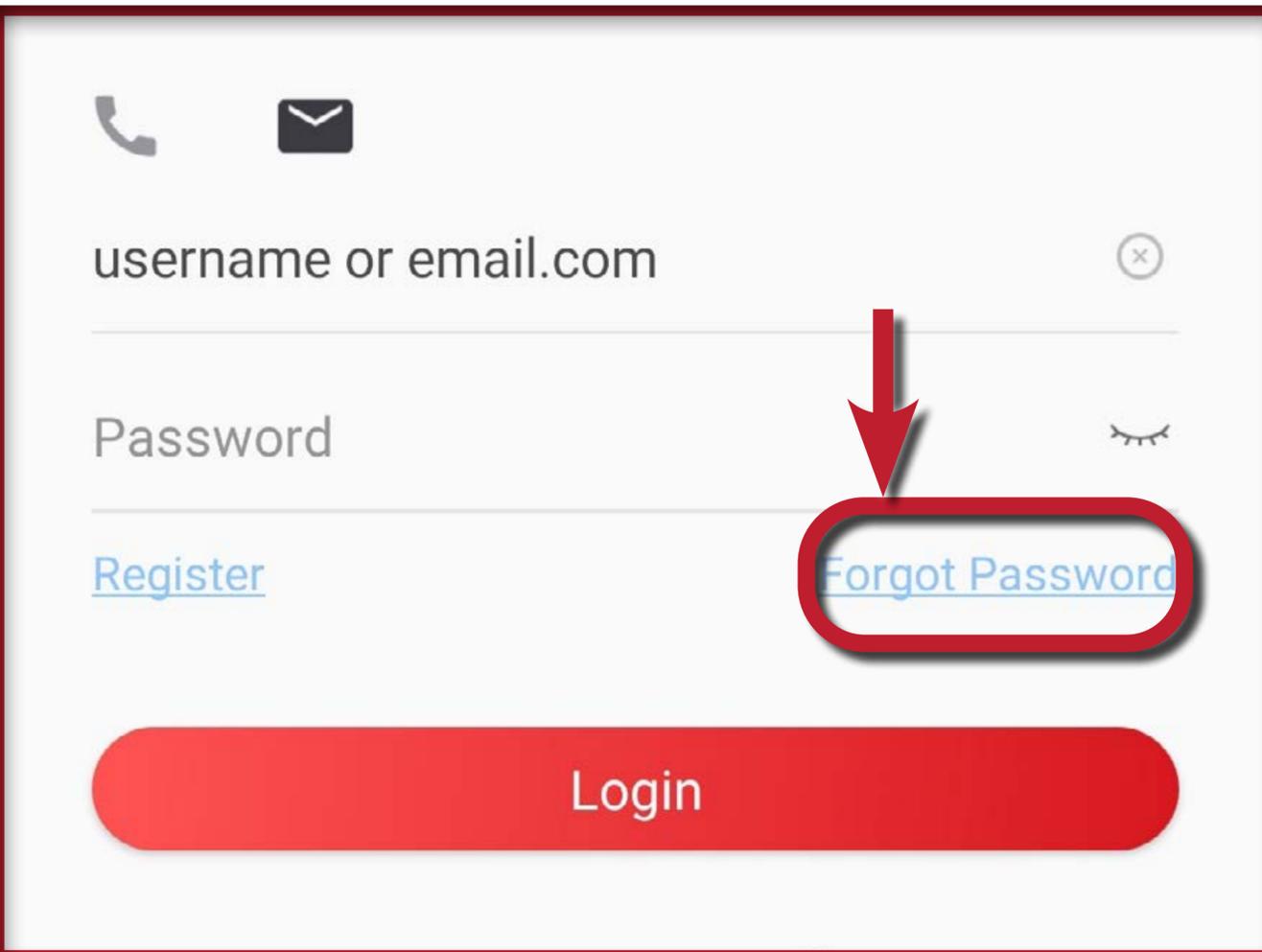
2. Scroll Down and click "Logout":



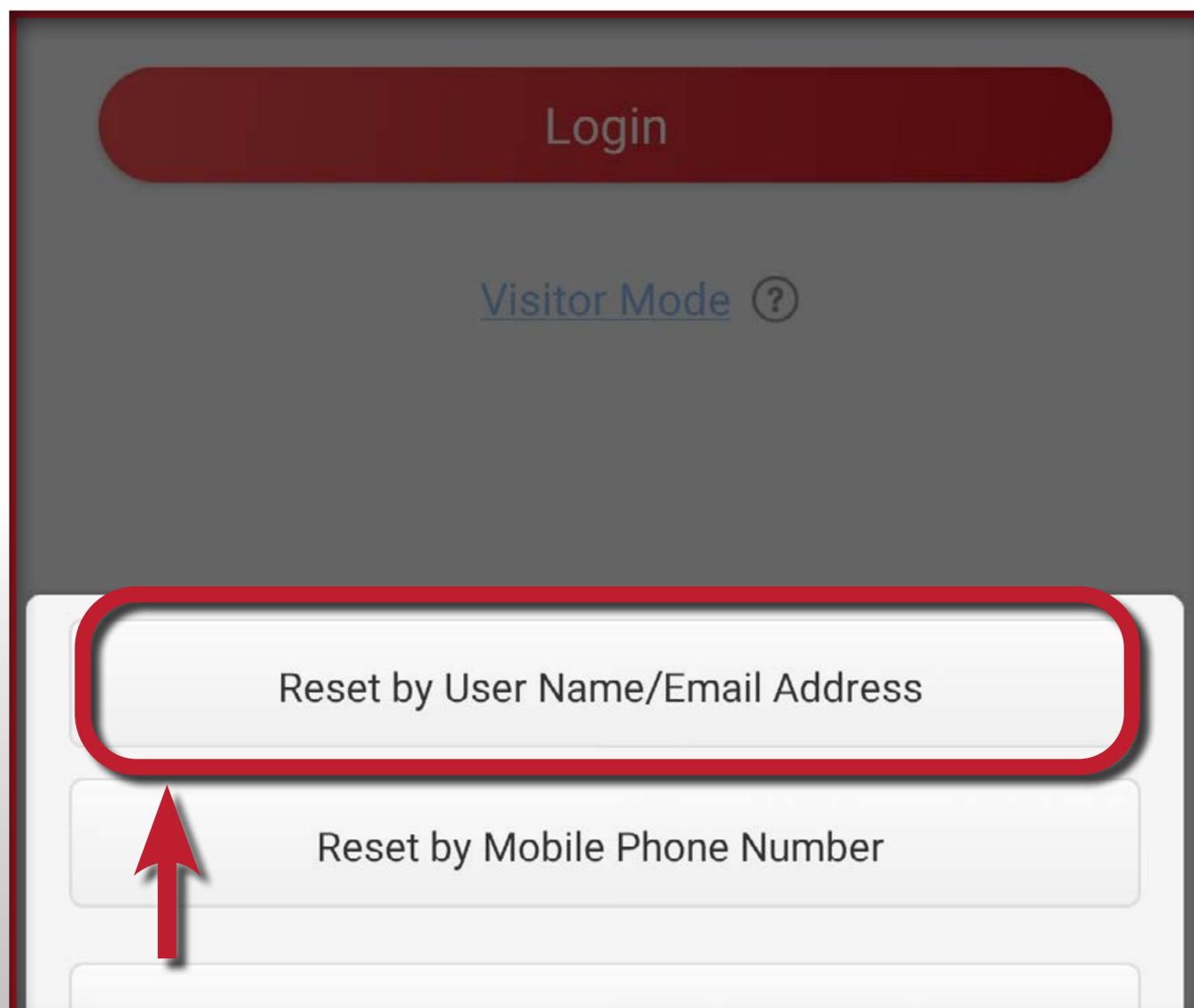
2. Resetting your Hik-Connect Password (cont'd)

This is the Login Screen.

3. Click on "forgot password"

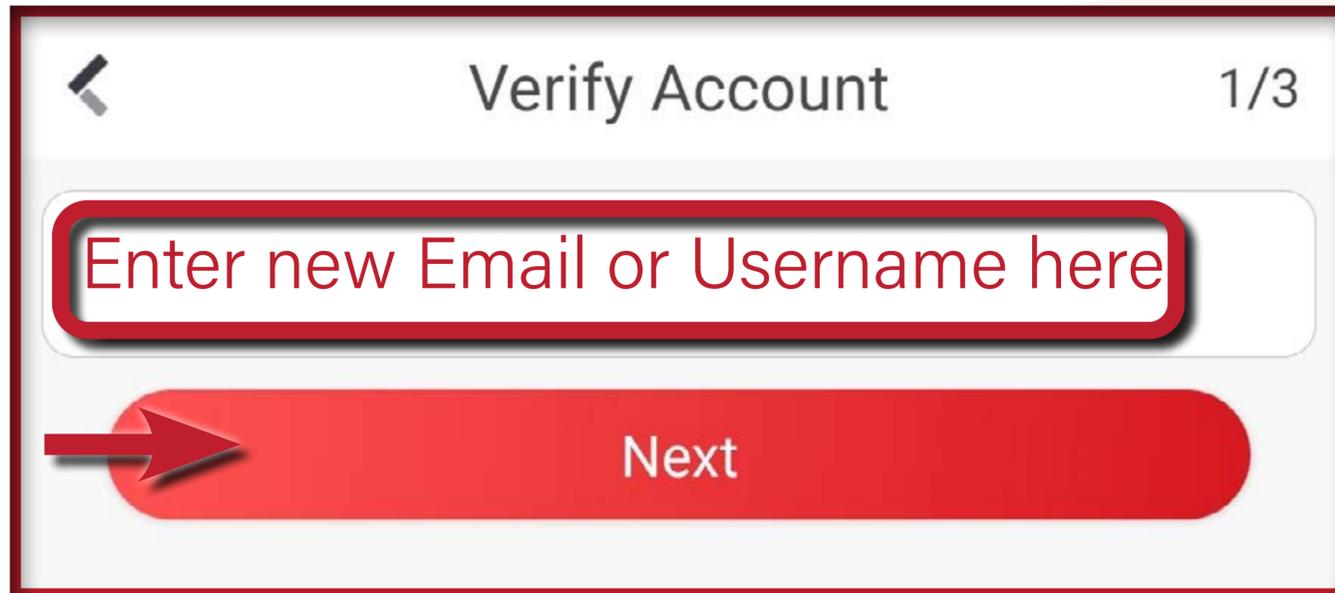


4. Click on "Reset by User Name/Email Address"



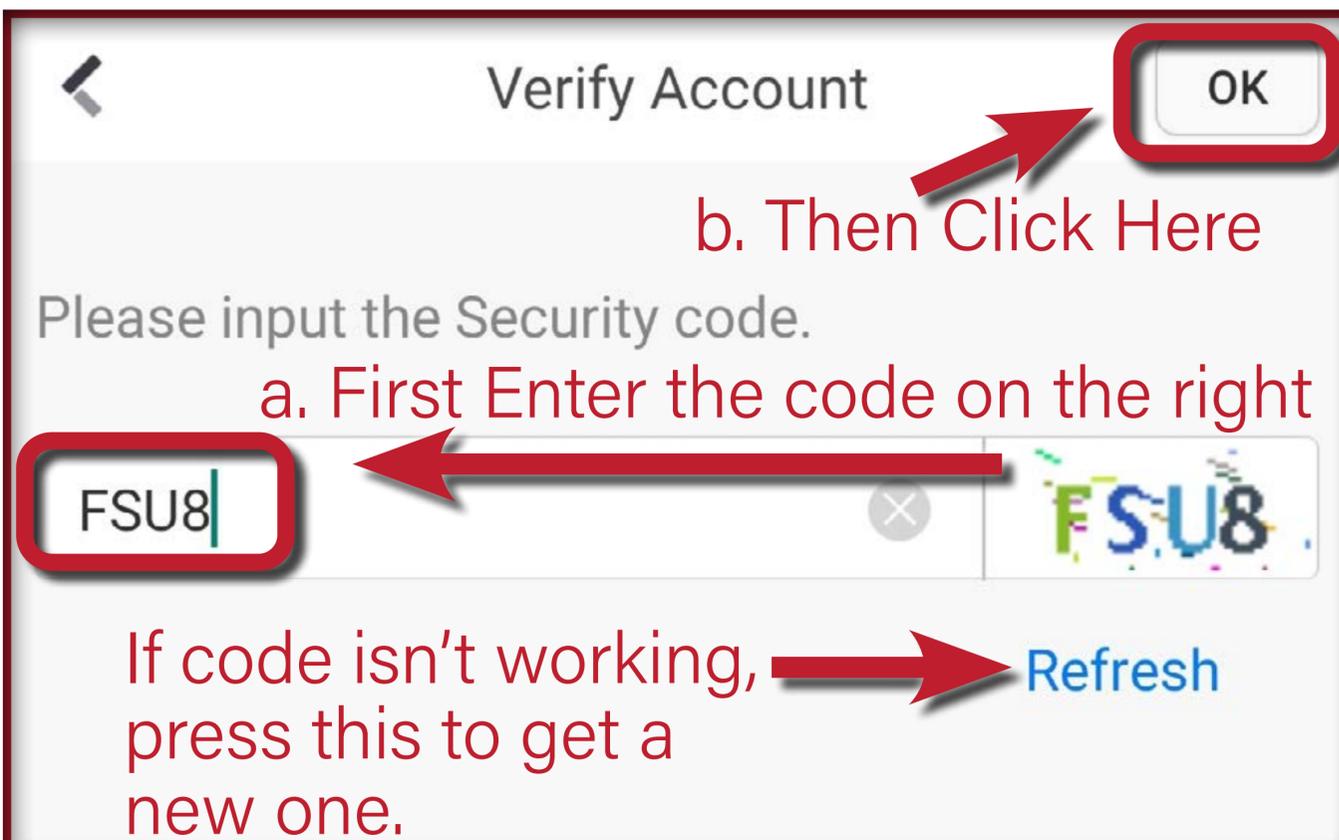
2. Resetting your Hik-Connect Password (cont'd)

5. Enter new Email/Username, then press "Next"



6. Enter Security Code on right, click "OK"

Note: Press refresh for a new code if the entered in one isn't working, then redo this step.



2. Resetting your Hik-Connect Password (cont'd)

7. You will get another 4-digit security code, sent from "service###@hik-connect.com" in your email box.

Enter this other security code just like last time, then press "Next".



The screenshot shows a mobile application screen titled "Input Security Code" with a progress indicator "2/3" in the top right corner. Below the title, there is a grey instruction: "Input the security code you received. The email or SMS may be delayed, please wait...". A text input field with the placeholder "Input the received security code." is highlighted with a red rounded rectangle. Below the input field are two buttons: "Previous (47)" on the left and "Next" on the right. The "Next" button is highlighted with a red rounded rectangle. A red arrow points from the text "a. Enter this new security code (sent via email) into this field." to the input field. Another red arrow points from the text "b. Then press 'Next'" to the "Next" button.

Input Security Code 2/3

Input the security code you received. The email or SMS may be delayed, please wait...

Input the received security code.

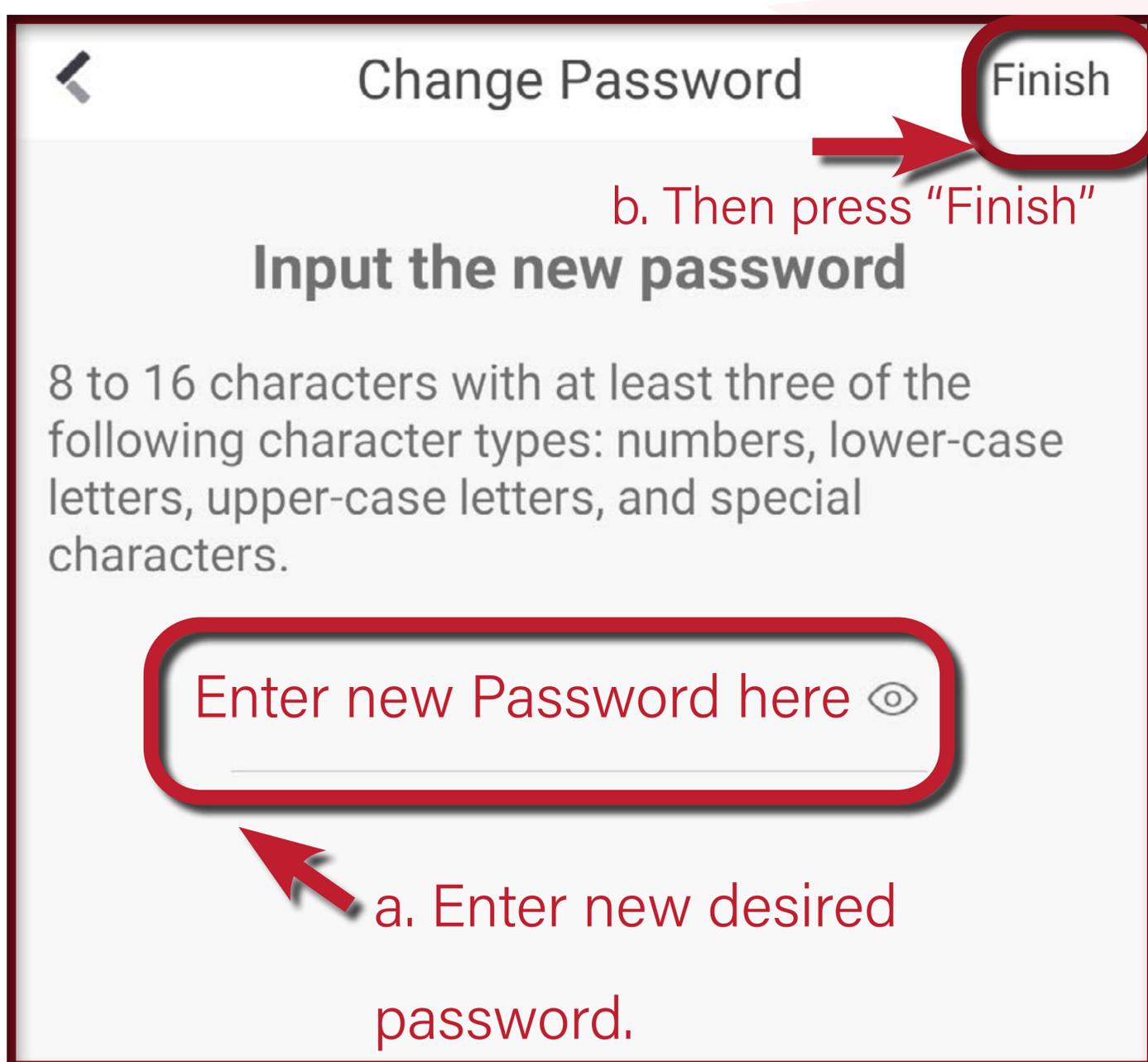
Previous (47) Next

a. Enter this new security code (sent via email) into this field.

b. Then press "Next"

2. Resetting your Hik-Connect Password (cont'd)

8. Input your new desired password. It will not work with any password, please read carefully what they require. It will not take it if you don't meet their password strength.



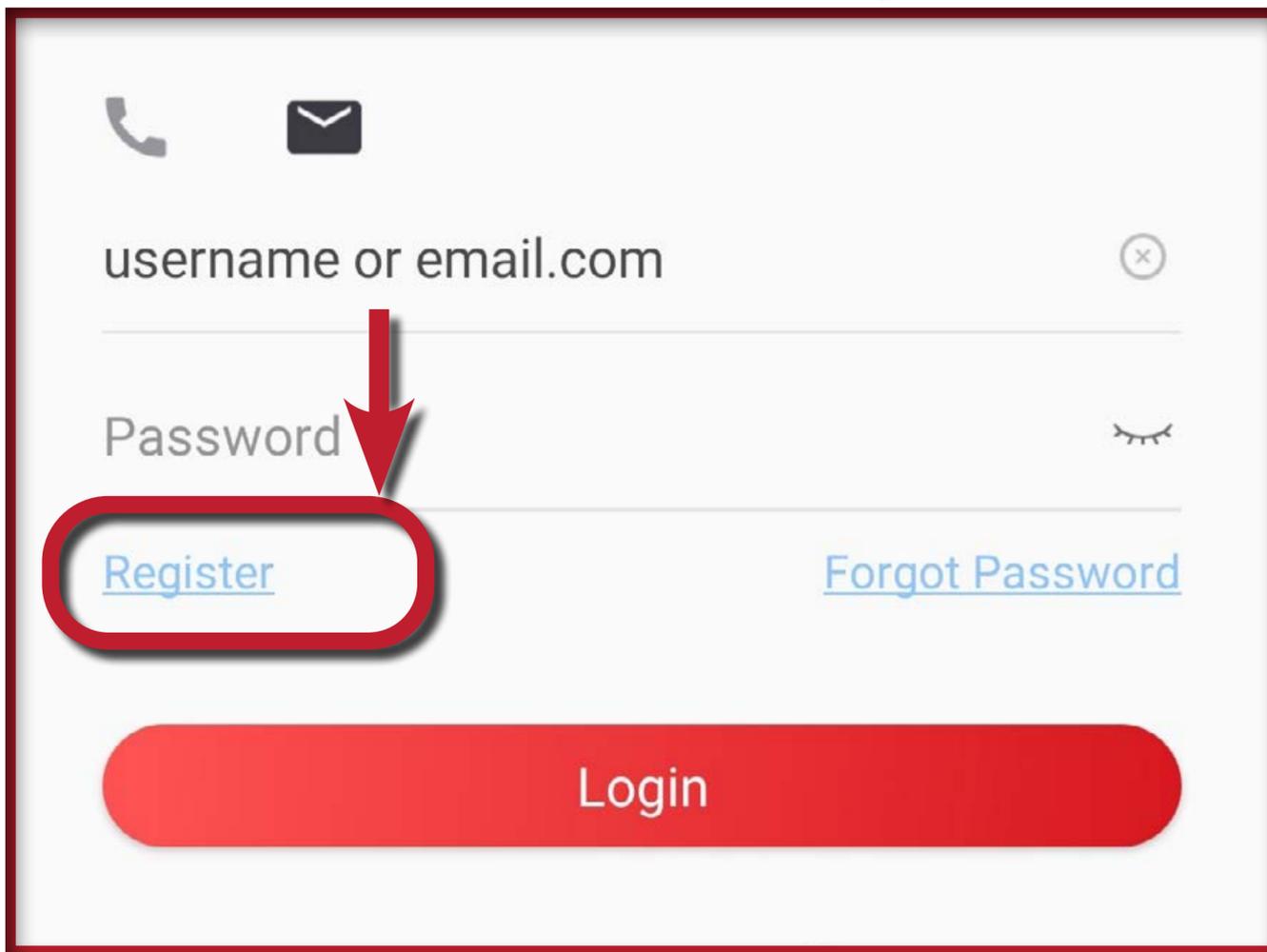
The screenshot shows a mobile application interface for changing a password. At the top, there is a back arrow on the left, the title "Change Password" in the center, and a "Finish" button on the right. The "Finish" button is circled in red, with a red arrow pointing to it from the text "b. Then press 'Finish'". Below the title, the instruction "Input the new password" is displayed in bold. Underneath, the password requirements are listed: "8 to 16 characters with at least three of the following character types: numbers, lower-case letters, upper-case letters, and special characters." A red rounded rectangular box highlights the password input field, which contains the placeholder text "Enter new Password here" and a toggle icon (an eye). A red arrow points from the text "a. Enter new desired password." to this input field.

9. Your new password is set! Please write it down in a safe location with your username, or you may need to walk through these steps again.

2. Creating a Hik-Connect Account

Note: You will have to create a new account if you can't remember your username or email. Read below to create a new account.

1. Scroll Down and click "Register"



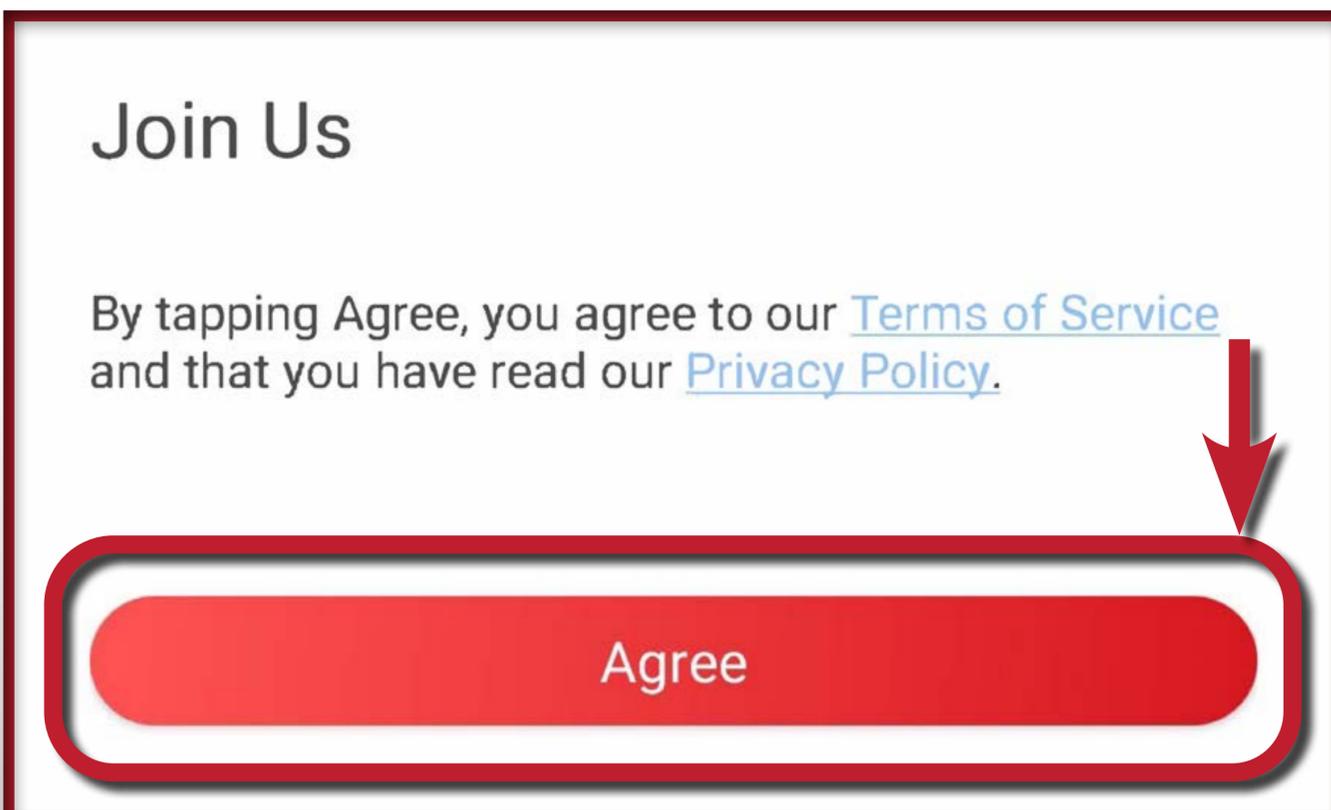
username or email.com

Password

[Register](#) [Forgot Password](#)

Login

2. Start the register process and click "Agree"



Join Us

By tapping Agree, you agree to our [Terms of Service](#) and that you have read our [Privacy Policy](#).

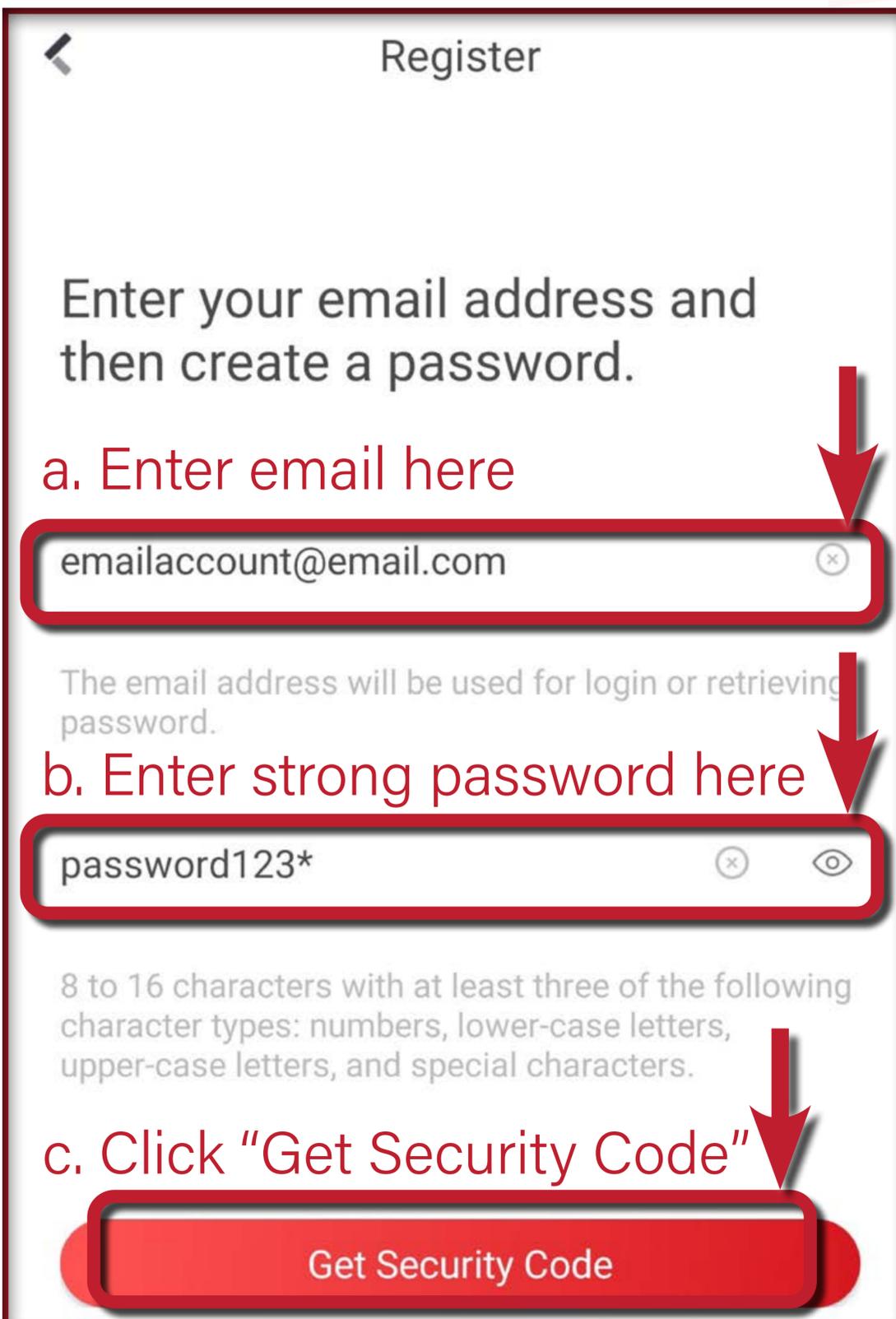
Agree

2. Creating a Hik-Connect Account (cont'd)

3. Select "USA" then click the checkmark.



4a. Enter your desired email and password. Follow their instructions for the password.



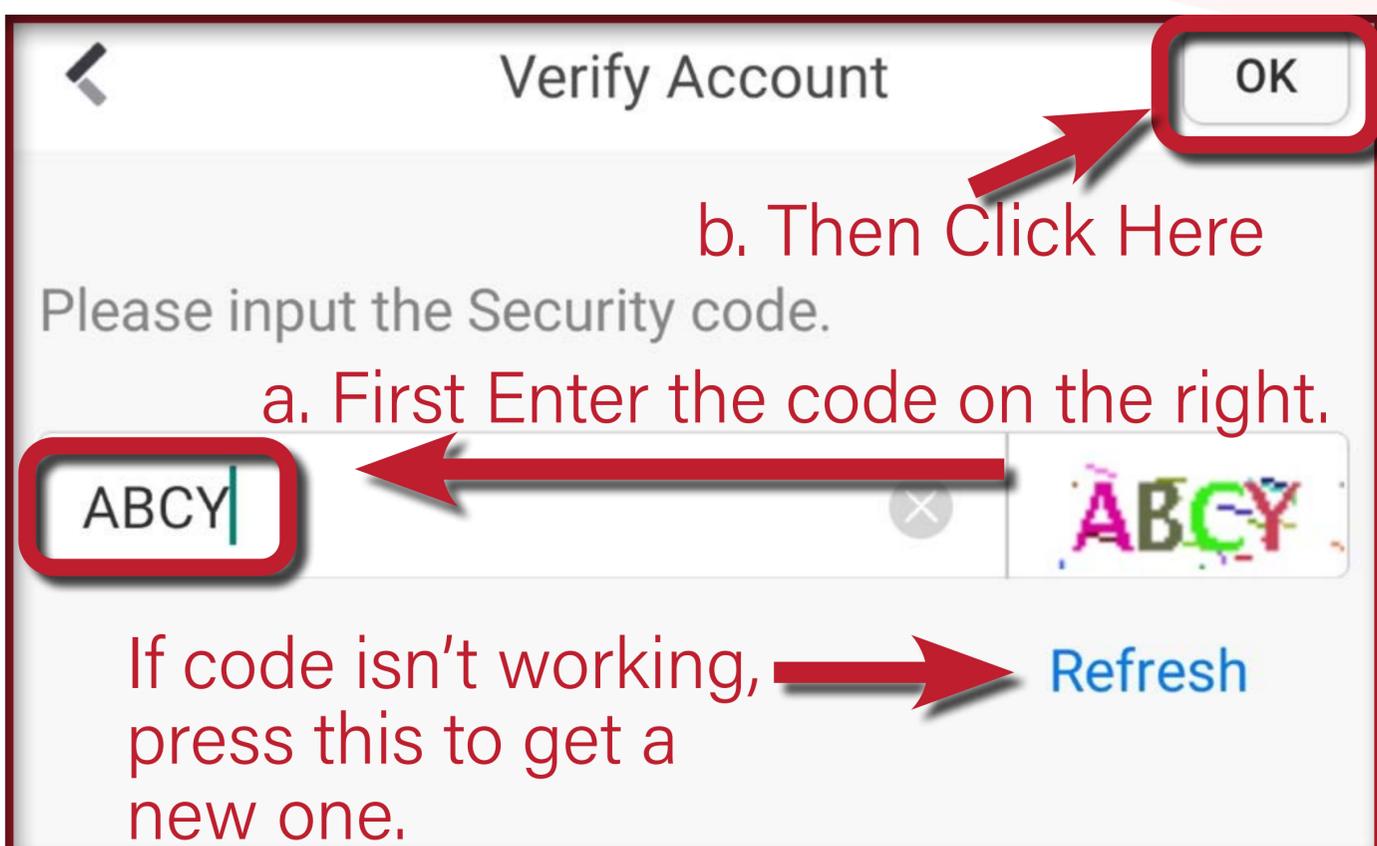
4b. Then click the "Get Security Code" button.

2. Creating a Hik-Connect Account (cont'd)

5. Enter Security Code on right, click "OK"

Note: Press refresh for a new code if the entered in one isn't working, then redo this step.

Below code is an example only, it will be different on your screen.



2. Creating a Hik-Connect Account (cont'd)

6. You will get another 4-digit security code, sent from "service###@hik-connect.com" in your email box. Enter this other security code just like last time, then press "Finish".



The screenshot shows a mobile application screen titled "Enter Security Code". At the top, it says "Sent to ***@gmail.com". Below this is a text input field containing the number "1111". A red arrow points from the text "a. Enter this new security code (sent via email) into this field." to the input field. Below the input field is a link that says "Get Again(2)". At the bottom of the screen is a large red button labeled "Finish". A red arrow points from the text "b. Then press Finish." to the "Finish" button.

Note:

If you can't see your device after making a new username, contact us and we can reshare it to your account.

3. Where can I find the Hik-Connect App?

- Its available on the Galaxy store and the Apple store.
- Follow the links below for the download. If you don't have either of these stores on your phone, you may be prompted to download them. Just follow the instructions on your phone to download that store, then download the app.

Note:

App will look like either of these icons.



Hik-Connect (Galaxy Store)

[Click Here for App \(Galaxy Store\)](#)

Hik-Connect (Apple Store)

[Click Here for App \(Apple Store\)](#)

4. Why are my Cameras pulling up slowly?

- *Depends on your phone, phones connection, and your at home/business internet.*

Check internet connect speed:

[Google Speed Test](#)

*We recommend 10mbps upload / 3mbps download speed.

**This is a minimum, systems with higher camera counts and higher resolution cameras will require more.*

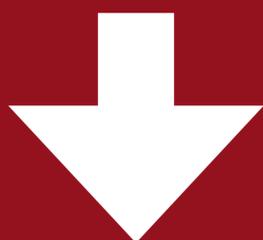
5. How do I use Playback?

(There are step by step pictures below these written instructions)

- *Click on System, choose desired camera for playback.*
- *Click "Playback" button.*
- *Change date, click on "Date" button, calendar will pop up. Press on the desired day.*
- *After arriving at correct date, scroll through the timeline to find the desired event 0:00-23:59 (12am-11:59pm)*
- *If event is important, save a copy of this event (to avoid losing it once recorder is full)*
- *Click record button, allow it to cycle through event, then click record again to stop recording. This copy of the event is now saved to your device using the app.*

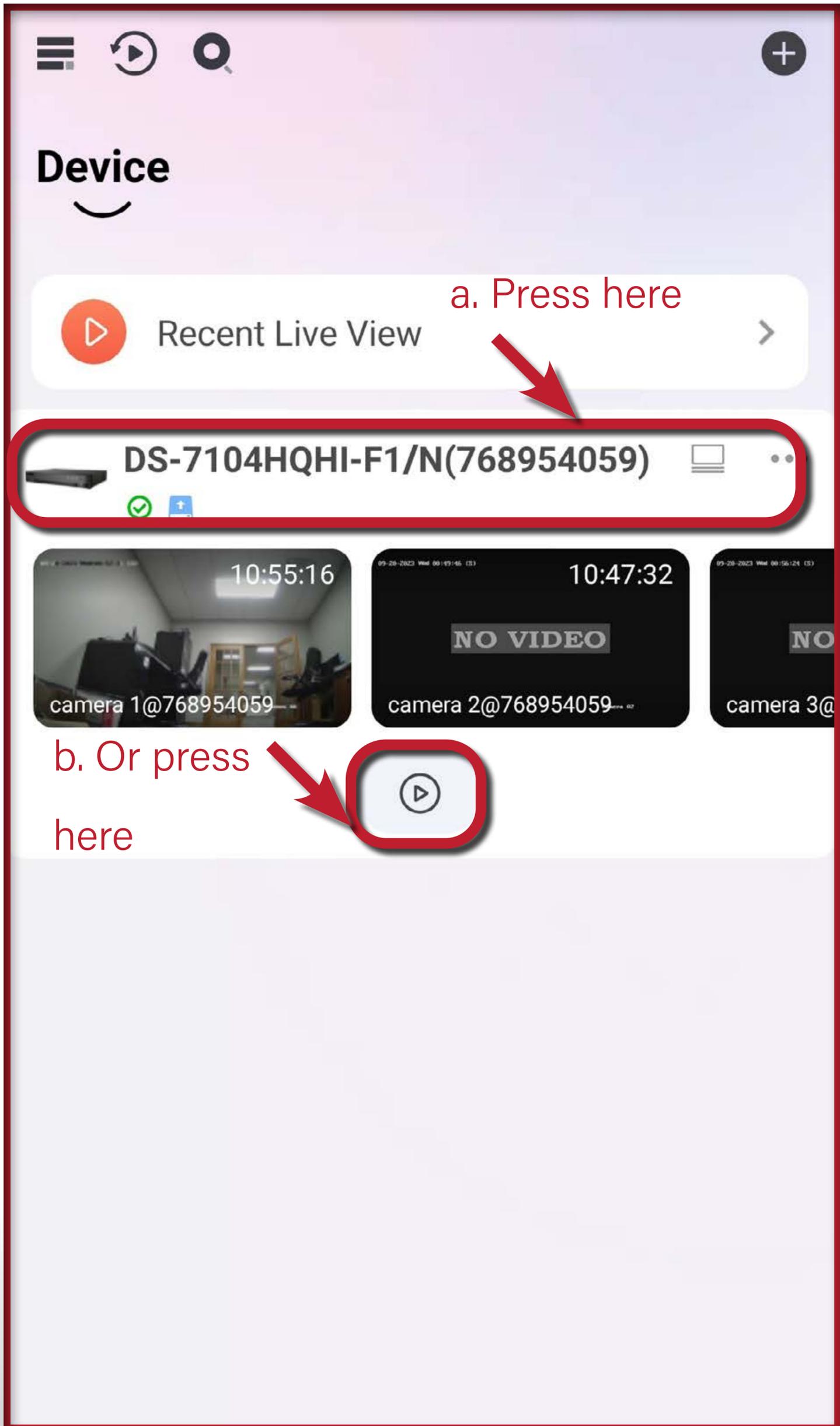
Note: Please retain copies of important events. Recorders will eventually write over old footage. Storage varies per system, please keep this in mind.

**Next page for
step by step instructions.**



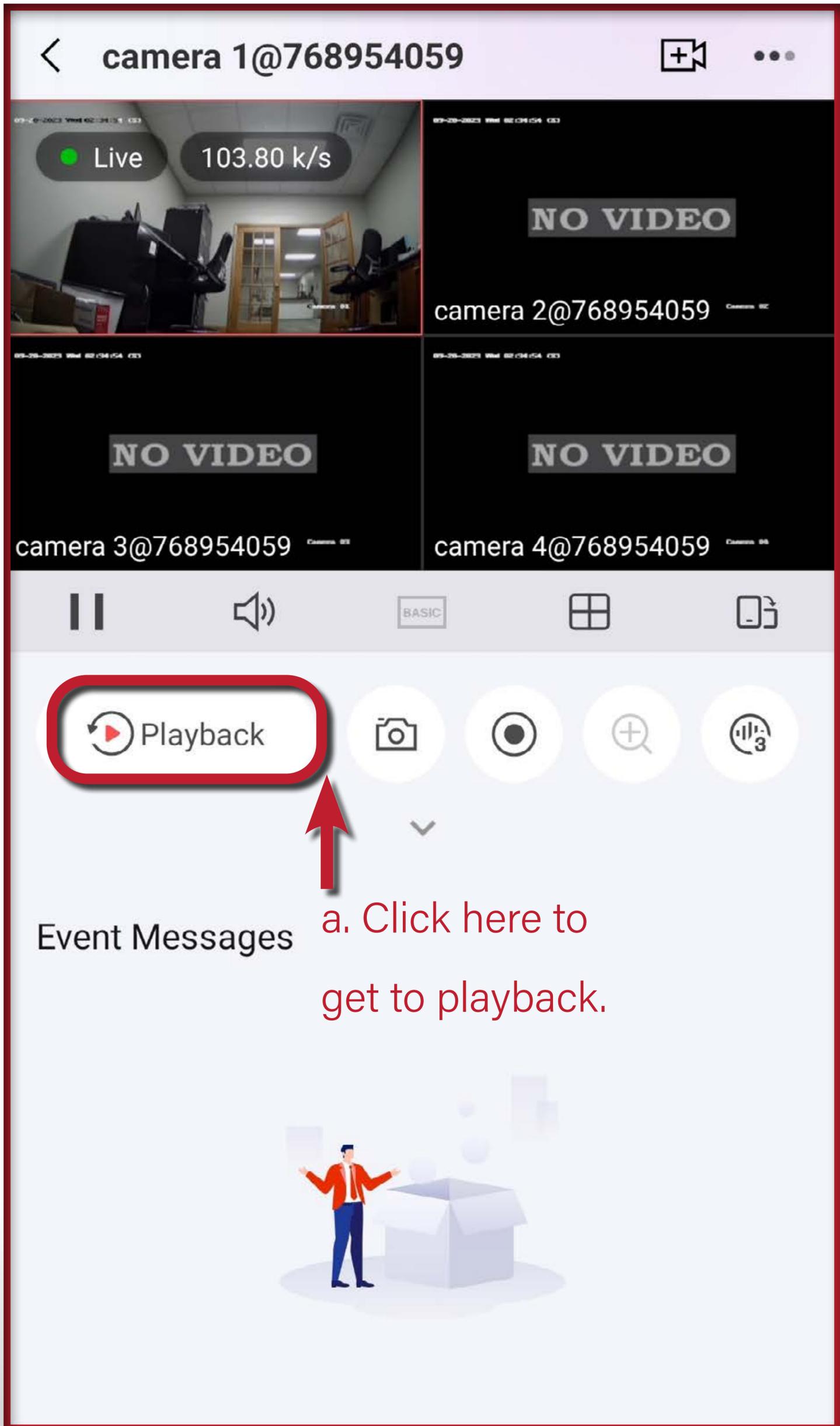
5. How do I use Playback? (cont'd)

1. Press either button to view your system.



5. How do I use Playback? (cont'd)

2. Click on "Playback" button.

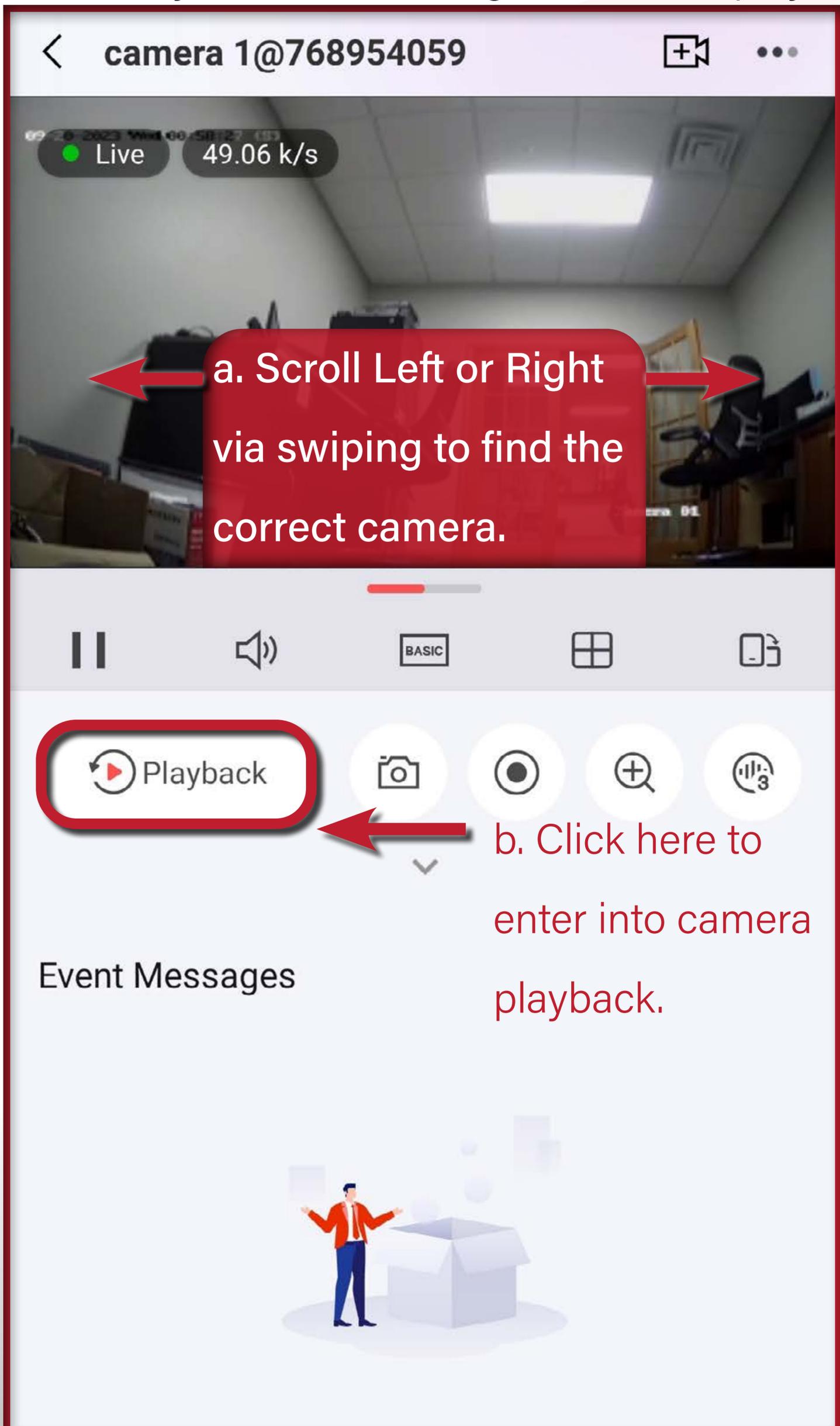


a. Click here to get to playback.

5. How do I use Playback? (cont'd)

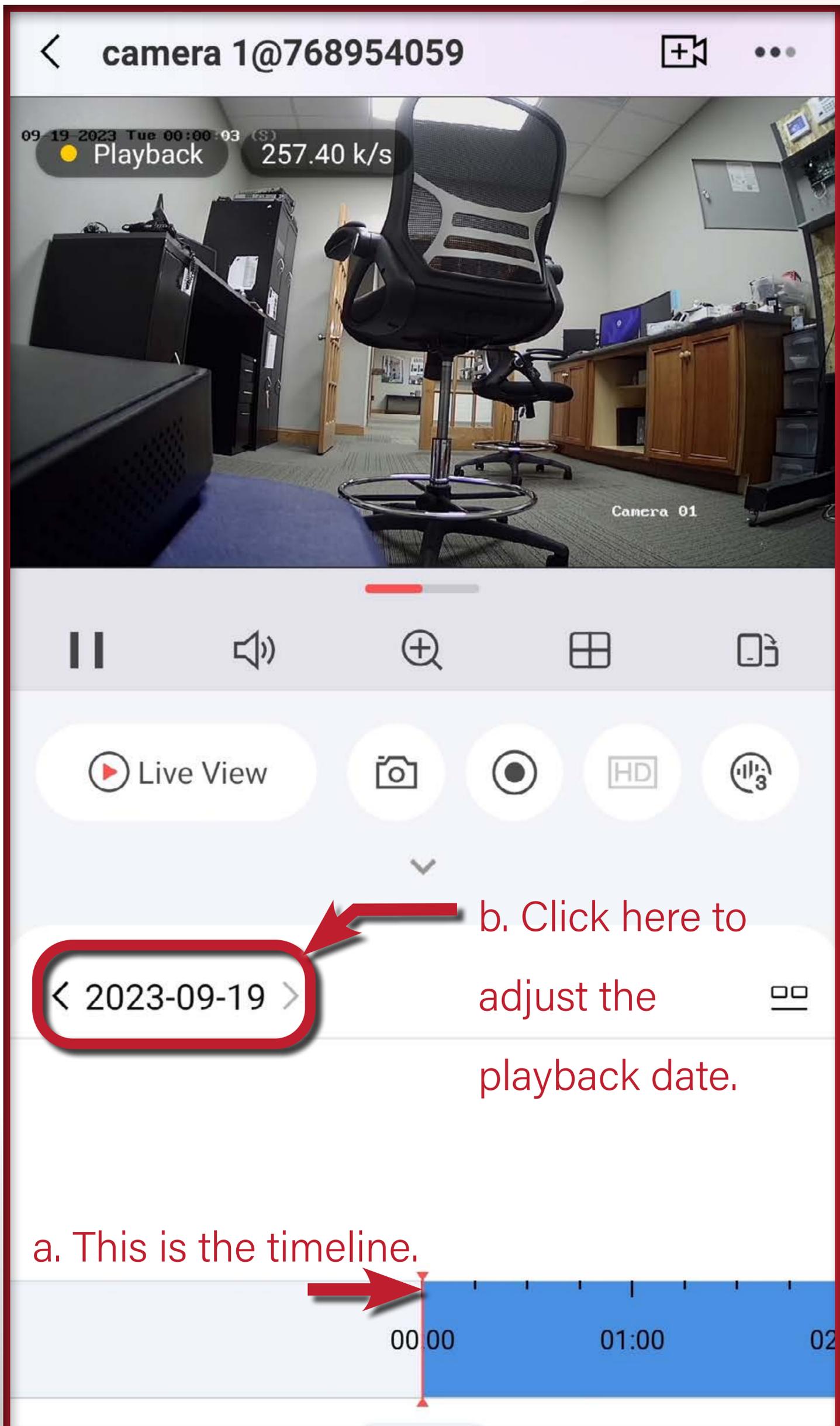
3. Scroll through the cameras to go to the correct view.

Click on "Playback" button to go to camera playback.



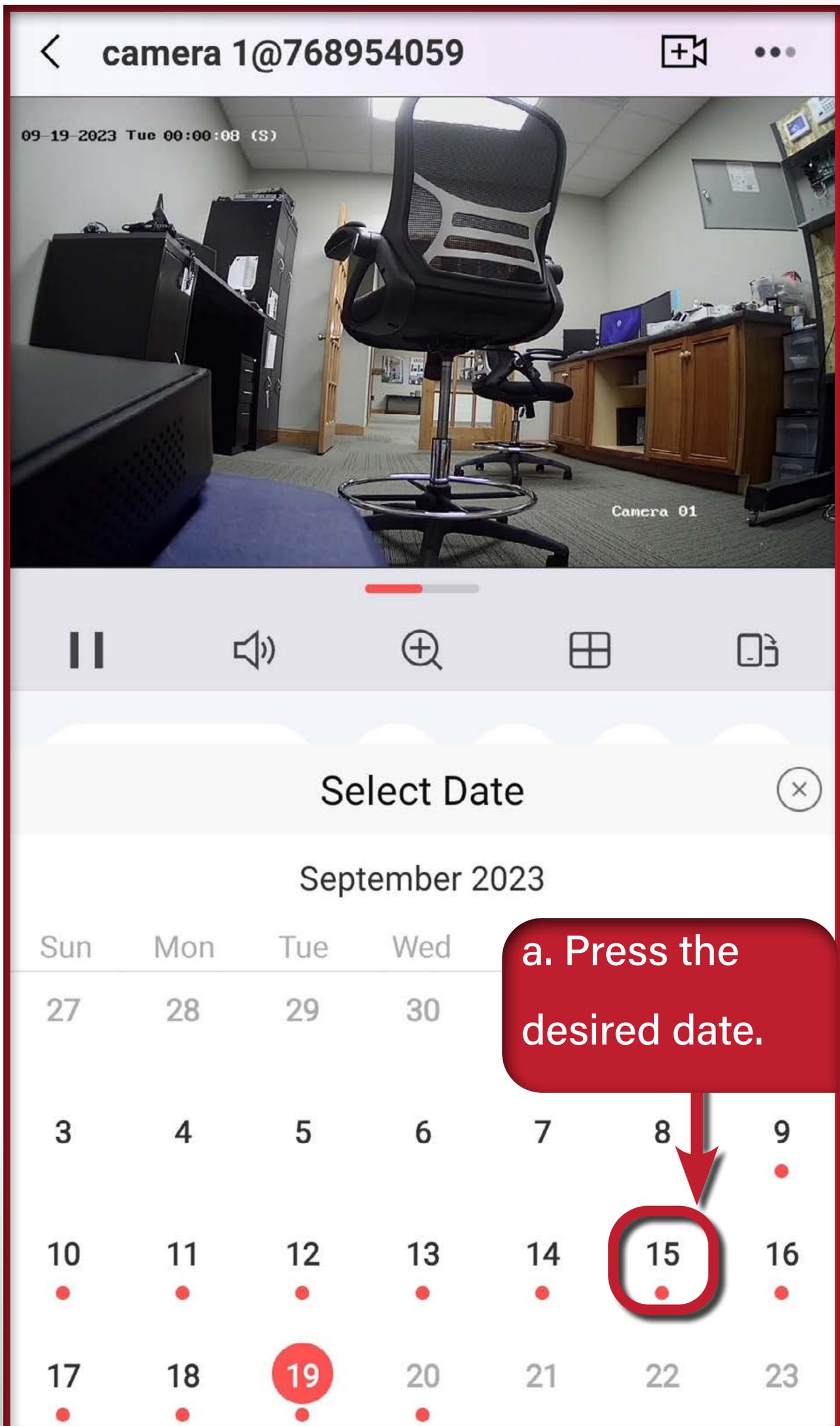
5. How do I use Playback? (cont'd)

4. Below screen will show the playback "Timeline"
Click the date to set it to the desired playback date.



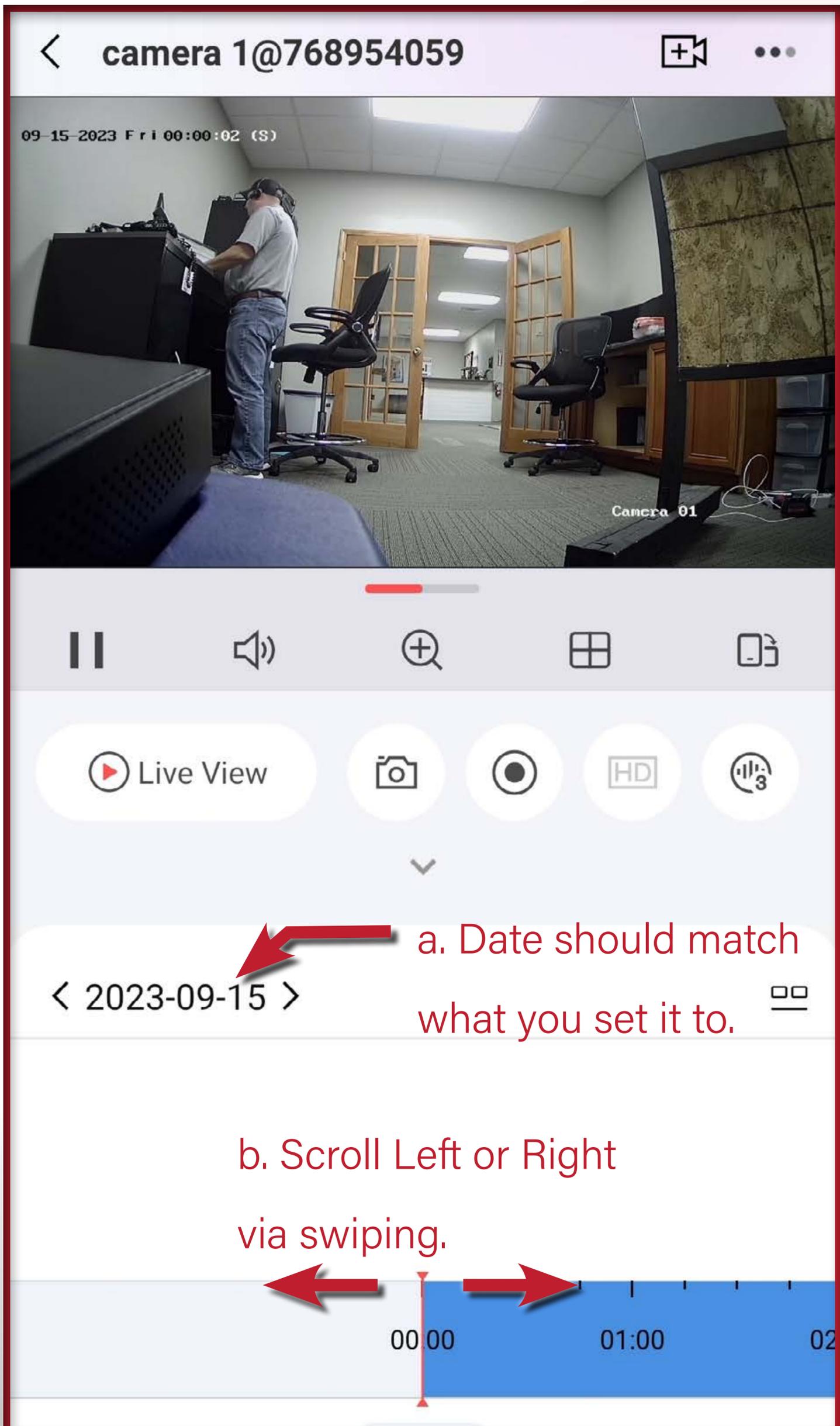
5. How do I use Playback? (cont'd)

5. Calendar will pop up. Select the desired date.



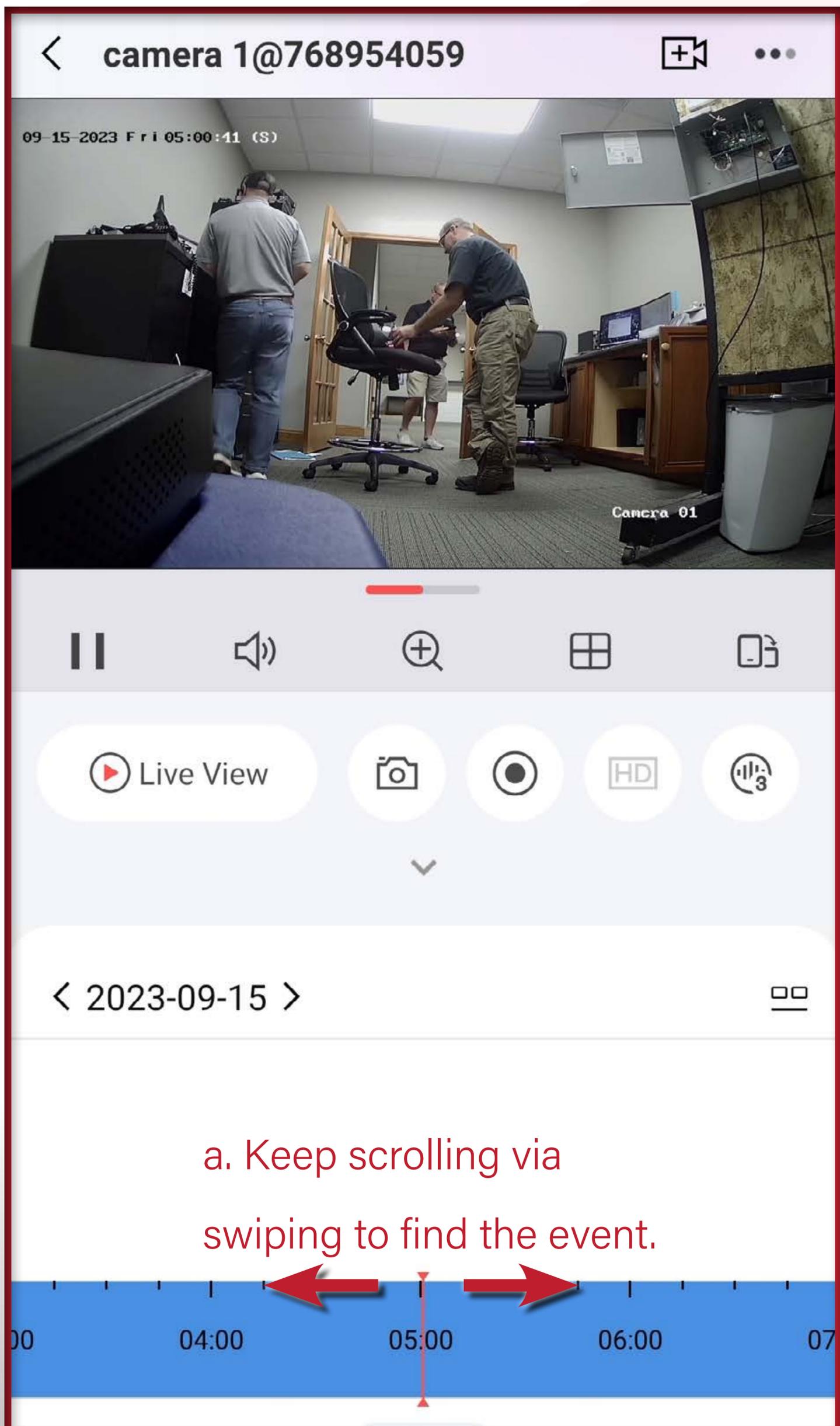
5. How do I use Playback? (cont'd)

6. Now that you are on the desired date, scroll through the timeline to the correct time.



5. How do I use Playback? (cont'd)

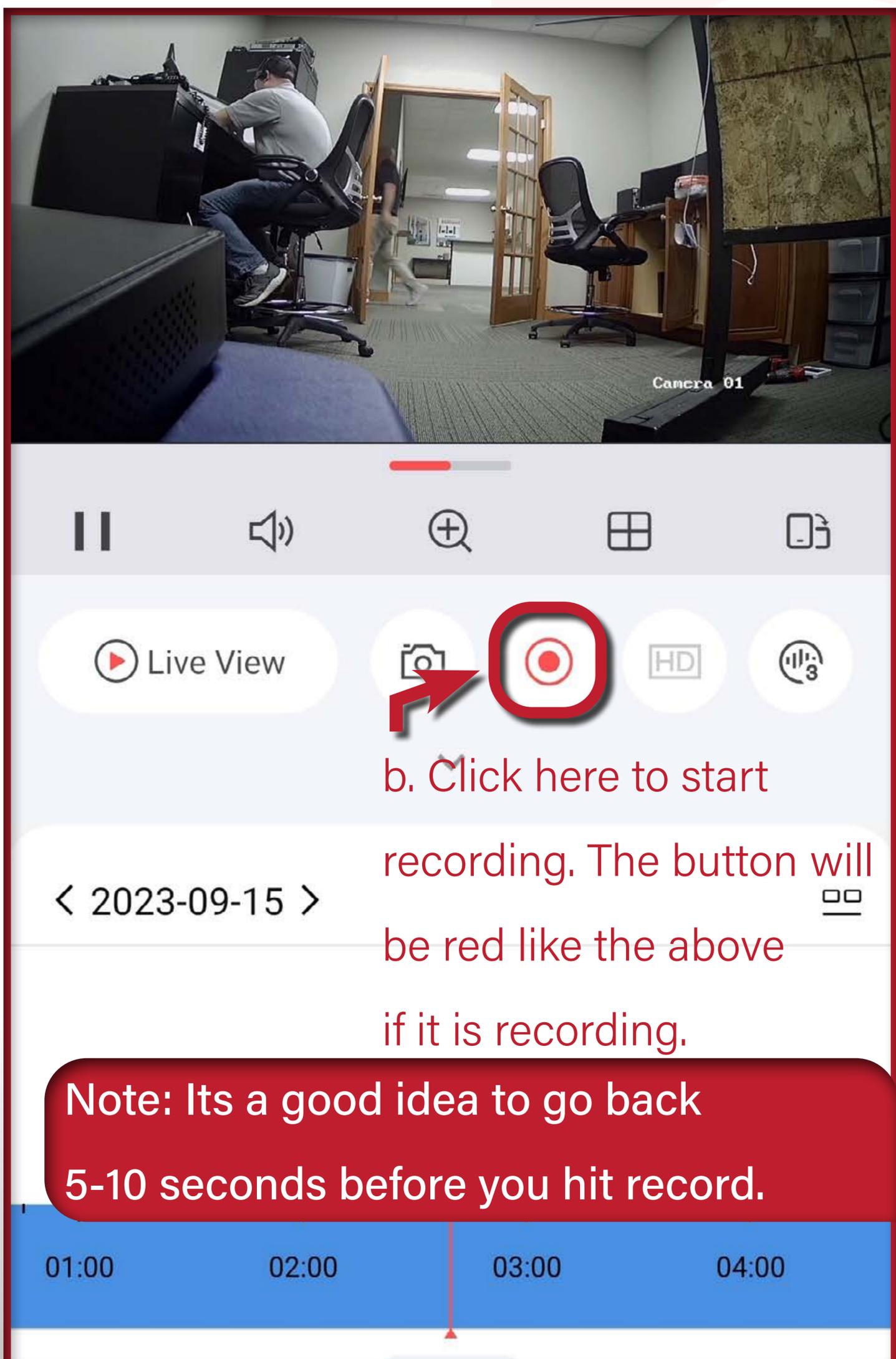
7. Keep scrolling till you find the event.



a. Keep scrolling via swiping to find the event.

5. How do I use Playback? (cont'd)

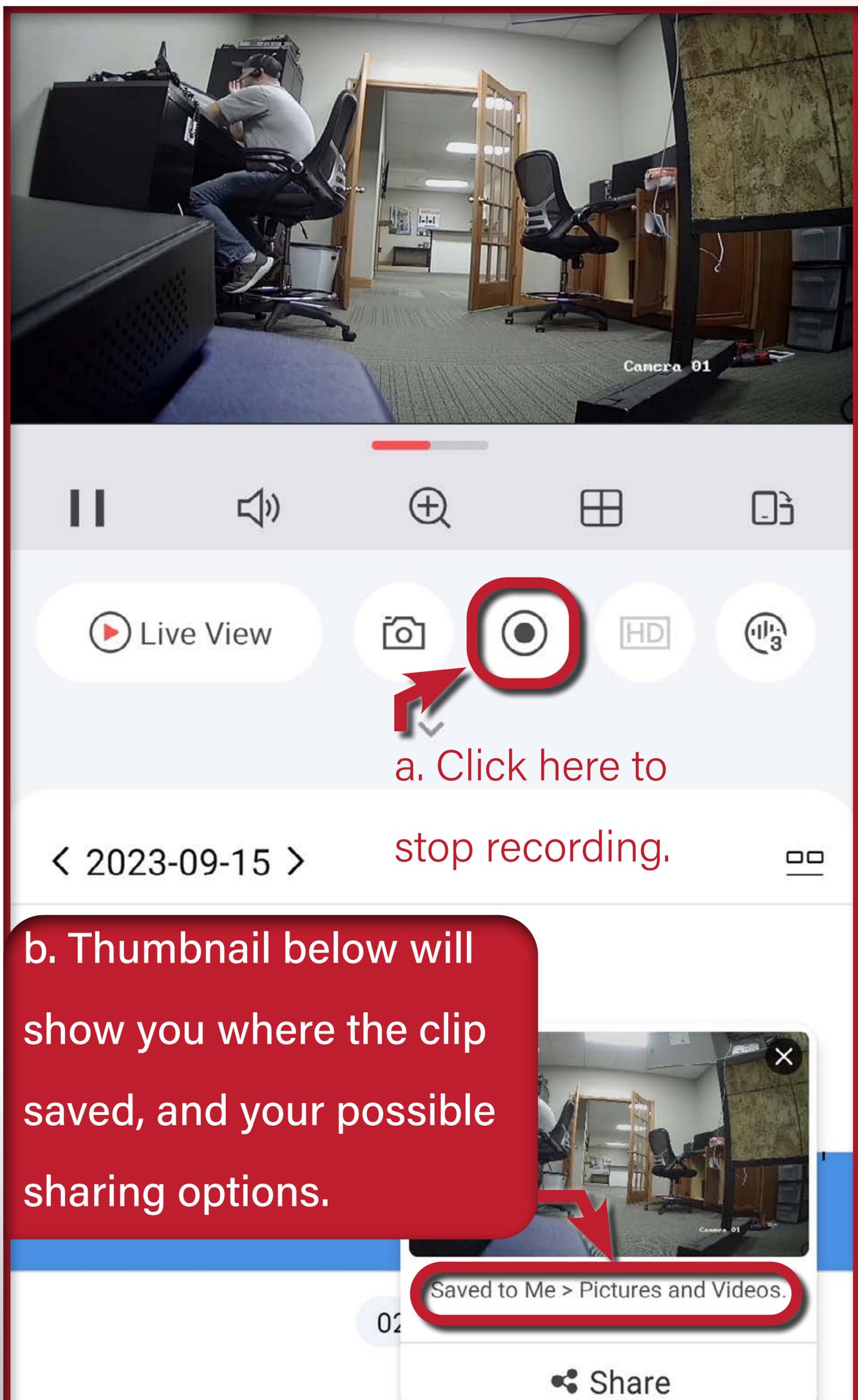
8. Once you are on the event, click the below button to record. If the button looks red like the below, it is recording. (This ensures when your system starts to save over old footage, that you have a copy of the event.)



5. How do I use Playback? (cont'd)

9. Once event has played through, press button again, recording has now ended.

Below thumbnail will show where it saved on your device.





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**SECURITY
ALARM**

Phone# 618-548-5768

Feel free to call if further system
assistance is needed.