Hik-Connect Mobile Client Release Notes

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The Manual includes instructions for using and managing the Product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version of this Manual at the Hikvision website (***https://www.hikvision.com/***).
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Contents

Chapter 1 Updates in V4.21.0 1

Chapter 2 Updates in V4.20.0 11

Chapter 3 Updates in V4.19.0 18

3.1 Newly Supported Devices 18

3.2 New Features & Optimizations 19

3.2.1 AX PRO V1.2.5 19

3.2.2 Direct Cloud Storage Solution with NVR 25

3.2.3 Other Updates 27

3.3 Resolved Issues 28

Chapter 4 Updates in V4.18.0 29

Chapter 5 Updates in V4.17.0 34

Chapter 6 Updates in V4.16.0 44

Chapter 7 Updates in V4.15.0 45

7.1 New Features & Optimizations 45

7.2 Newly Supported Devices 54

Chapter 8 Older Releases 58

Chapter 1 Updates in V4.21.0

This release notes introduces the updates in Hik-Connect 4.21.0, including the support for new devices and some new features.

- ***Newly Supported Devices***
- ***New Features for AxPro***
- ***New Features for Peripherals of Security Control Panel***
- ***Other New Features***

Newly Supported Device

-

Figure 1-1 Floodlight

  - Model: CS-LC1C-A0-1F2WPFRL
  - Feature: Wi-Fi, Audible and Visual Alarm, PIR Alarm, 2MP, Two-Way Audio, Regular Continuous Light
-

Figure 1-2 C1C Camera

- Model: CS-C1C-F0-1E2WF, CS-C1C-E0-1G1WF
- Features: Wi-Fi, 2MP, Two-Way Audio

Figure 1-3 C6N Camera

- Model: CS-C6N-D0-8B4WF, CS-C6N-D0-2C3WF, CS-C6N-B0-1G2WF
- Features: Wi-Fi, Pan & Tilt, 4MP, Two-Way Audio, Motion Detection

New Features for AxPro

1. Supports enabling **Remote Log Collection** and setting a valid time for a device so that technical support personnel can collect device logs and troubleshoot problems remotely.

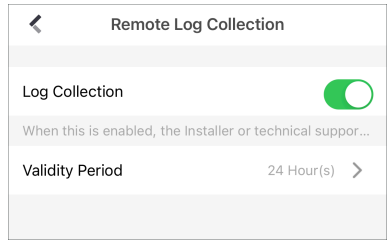


Figure 1-4 Remote Log Collection

Note

- It is disabled by default.
- The function is only supported by Axpro 1.2.6 and newer versions.

2. Supports displaying device details by default on the Home page when there is only one AxPro.

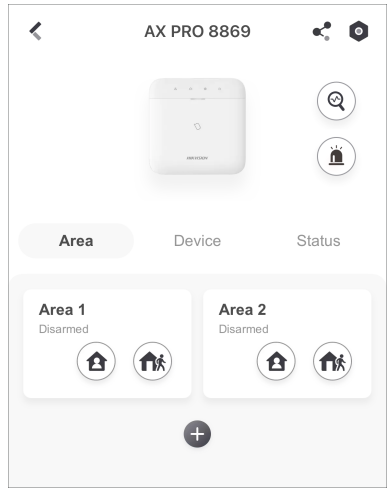


Figure 1-5 AxPro Details

3. Supports one tap to enable silent panic alarm.

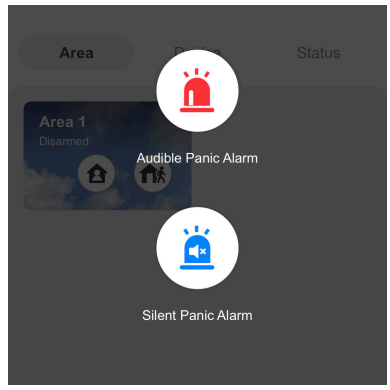


Figure 1-6 Silent Panic Alarm

4. Supports manually adding Wi-Fi when an AxPro is not in Wireless Access Point mode.

Figure 1-7 Add Wi-Fi

5. Supports displaying tips for downloading alarm-related videos on the Notification page.

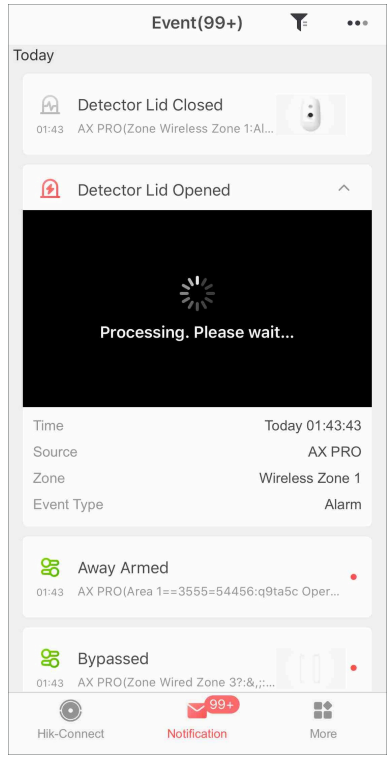


Figure 1-8 Alarm Notification

6. Supports displaying linked detectors and peripherals with an AxPro. Supports linking detectors and peripherals with an AxPro area. Supports editing and deleting linked devices.

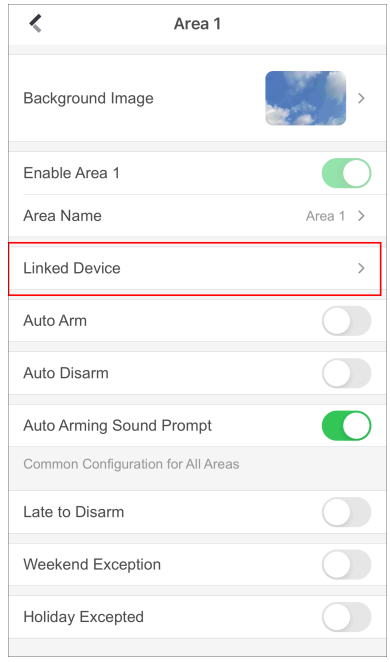


Figure 1-9 Linked Device

New Features for Peripherals of Security Control Panel

1. Supports enabling **Alarm Buzzer** for keypads.

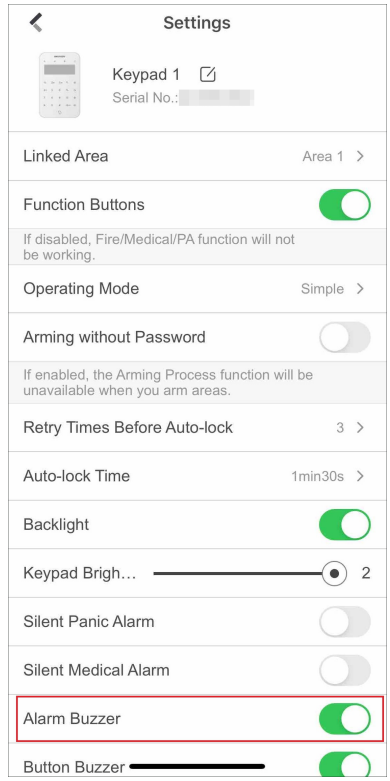


Figure 1-10 Enable Alarm Buzzer

2. Supports enabling **Chime Indication** for both internal and intercom sounders.

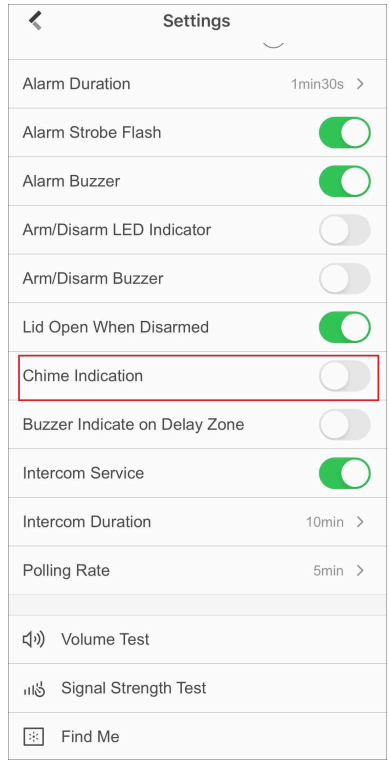


Figure 1-11 Enable Chime Indication

3. Supports enabling **Buzzer Indicate on Delay Zone** for both internal and external sounders.

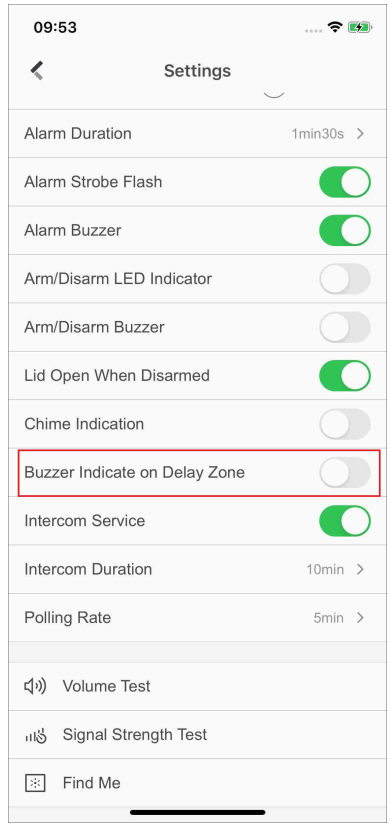


Figure 1-12 Enable Buzzer Indicate on Delay Zone

4. Supports enabling **Intercom Service** so that you can start intercom with an intercom sounder.

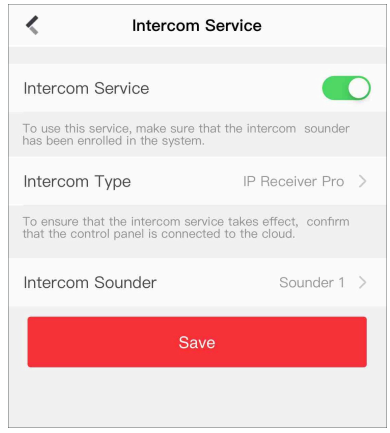


Figure 1-13 Intercom Service

Other New Features

1. Supports two modes of displaying profiles for the cloud attendance system: picture mode and model mode.

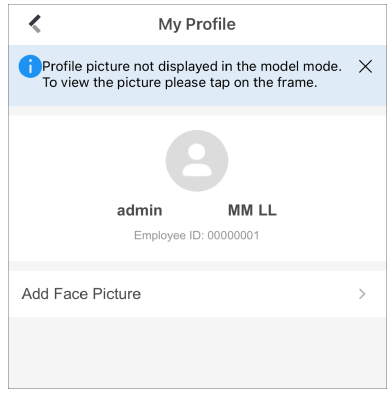


Figure 1-14 Model Mode

2. Supports over-limit notifications for the cloud attendance system.

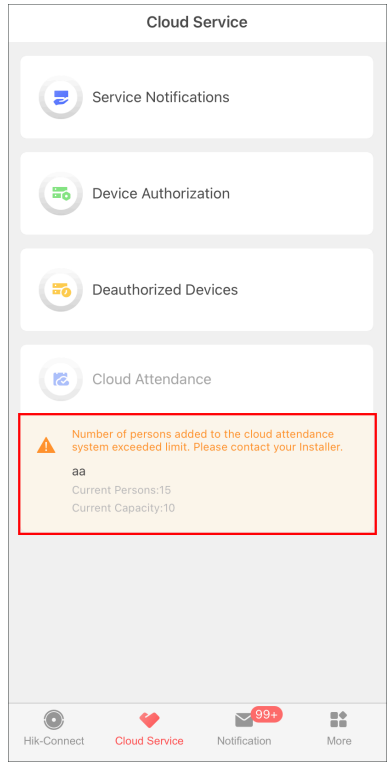


Figure 1-15 Over-Limit Notification

3. Supports configuring **Regular Continuous Light** for floodlights.

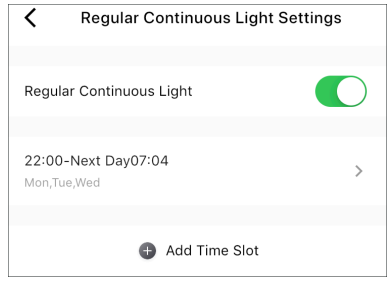


Figure 1-16 Regular Continuous Light

4. Supports authorizing service providers to access devices and supports setting what permissions are authorized.

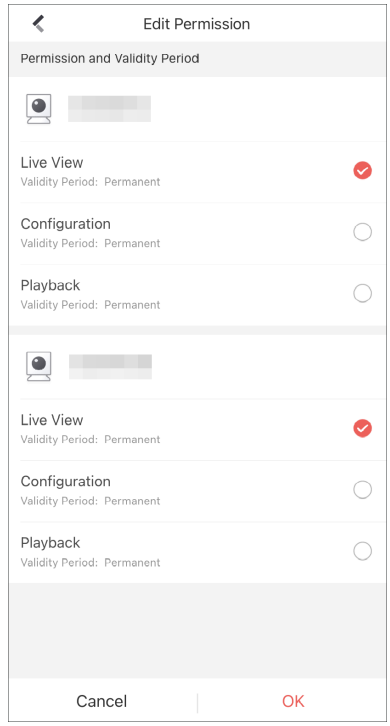


Figure 1-17 Edit Permission

Chapter 2 Updates in V4.20.0

This Release Notes introduces the updates in Hik-Connect 4.20.0, including the support for EZVIZ smart chimes and DB1C doorbell. There are also several new features.

- ***Newly Supported Devices***
- ***New Features for Smart Chimes and Doorbells***
- ***Other New Features***

Newly Supported Devices

-

Figure 2-1 Smart Chime

  - Supports managing EZVIZ smart chimes on the Hik-Connect Mobile Client.
  - Model: CS-CMT-B0-CHIME
  - Feature: One-tap Mute, Link with Doorbell, Sound Settings

-

Figure 2-2 DB1C Doorbell

  - Supports linking DB1C doorbells with EZVIZ smart chimes on Hik-Connect Mobile Client.
  - Doorbell Model: CS-DB1C-A0-1E2W2FR
  - Features: 2.4/5 GHz, Live View (Normal and Fisheye), Playback, Two-Way Audio, Device Share, Alarm, Link with Smart Chimes, Detection Area Settings, Receive Calls from Doorbell on Hik-Connect Mobile Client

New Features for Smart Chimes and Doorbells

Add a Smart Chime

You can add a smart chime to the Hik-Connect Mobile Client and link it with a doorbell so that the doorbell will standby for longer and be more responsive.

- To add a EZVIZ smart chime, tap → **Scan QR Code** on Hik-Connect. Select Doorbell as the Device Type, enter the serial number, tap **Add**.
- You can also tap → **Manual Adding** to add a smart chime.

After adding a smart chime, you can tap the smart chime in the device list to mute all at one tap and enable/disable Ring Alert for linked doorbells.

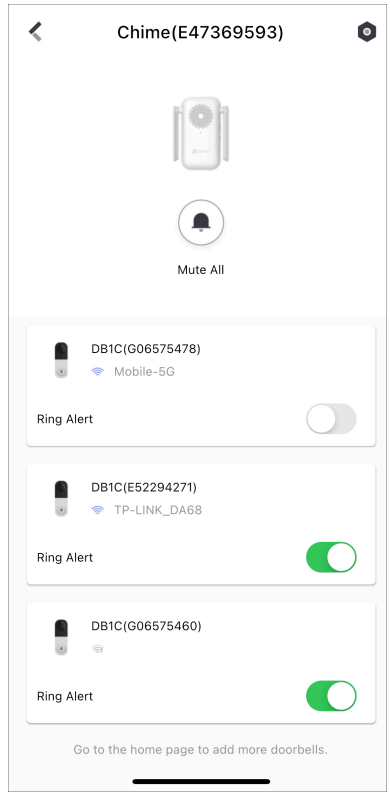


Figure 2-3 View Smart Chime

Link Smart Chime with Doorbell

- After successfully adding a smart chime, tap **Next** and link the smart chime with up to two doorbells.

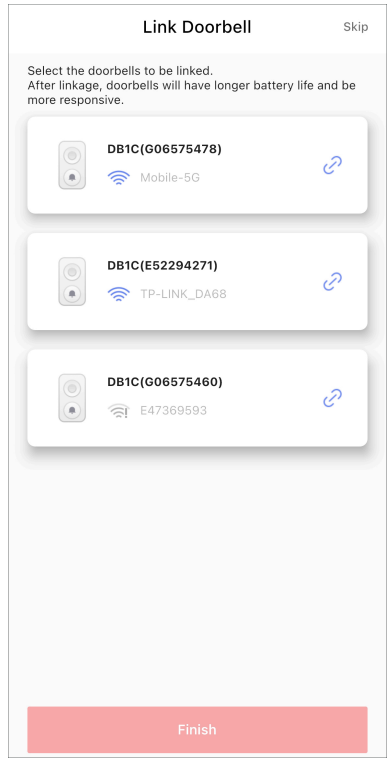


Figure 2-4 Link Doorbell

- You can also go to the doorbell Settings page and tap **Chime Type → Smart Chime** to link a smart chime with the doorbell.

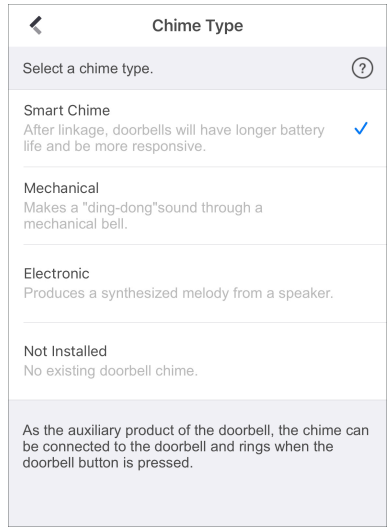


Figure 2-5 Link Smart Chime

Note

When you link a smart chime with a doorbell, make sure they are near to each other and they are both online.

Set Parameters for a Smart Chime

You can set smart chime parameters such as Time Zone, Date Format, Language, Network, Sound and Volume for a smart chime. You can also delete smart chimes on the Settings page.

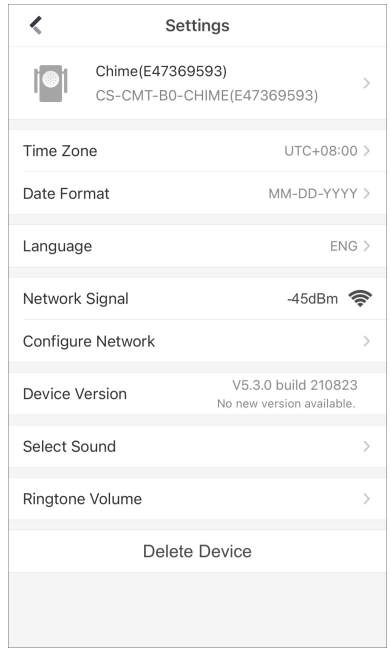


Figure 2-6 Settings for Smart Chime

Other New Features

- Supports sharing the arm/disarm permission of Live-Guard cameras.

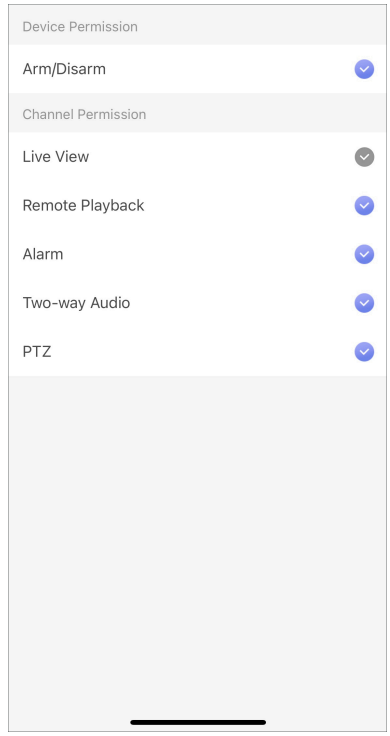


Figure 2-7 Arm/Disarm Permission

- Supports remotely arming/disarming indoor stations.

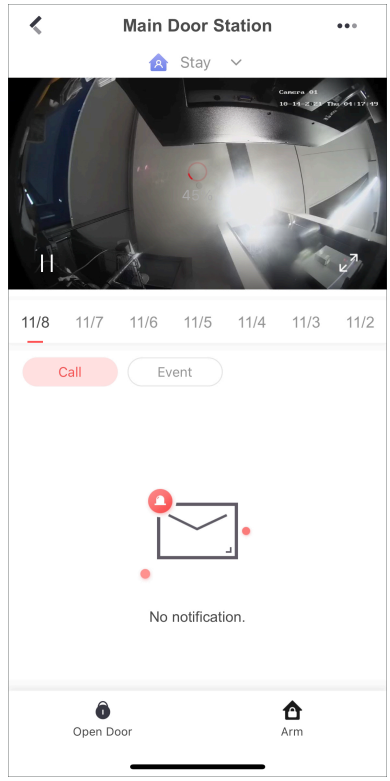


Figure 2-8 Arm/Disarm Indoor Station

- Supports configuring whether to receive events and push notifications. Supports configuring whether to enable Audio and Strobe Light alarms for cameras which support it.

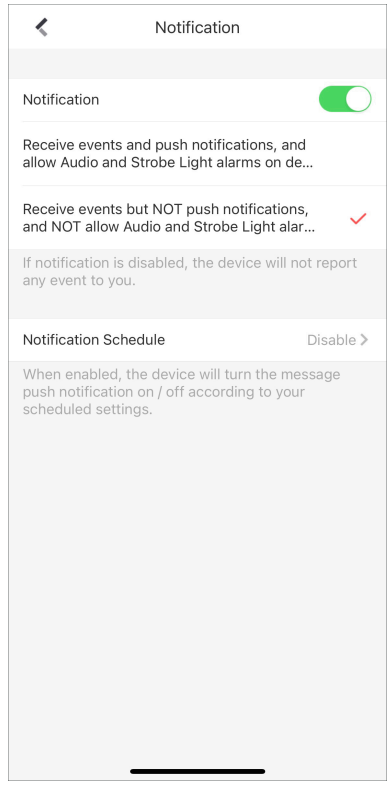


Figure 2-9 Notification Settings

Chapter 3 Updates in V4.19.0

This release notes introduces the updates in Hik-Connect 4.19.0, including newly supported device models, new features, optimizations, and bug fixes.

3.1 Newly Supported Devices

Hik-Connect 4.19.0 supports adding and managing the following new device models.

AX PRO Panel

<table>
<tr><th colspan="2">Supported Models and Key Features</th></tr>
<tr><td>DS-PWA96-M2-WE, DS-PWA96-M2-WB</td><td>DS-PWA96-M2H-WE, DS-PWA96-M2H-WB</td></tr>
<tr><td colspan="2">• 96 wireless inputs & outputs supported
• 6 wireless sounders supported
• 4 wireless repeaters supported
• 8 keypads & tag readers supported
• 36 hours of battery life
• 32 areas supported
• 5,000 event logs

RF frequency
IP module
Wi-Fi module
GPRS/3/4G module
IPC and PIRCAM supported

Dual SIM card design
Tri-X and CAM-X wireless technology
SMS for alarm events

Alarm voice call to end-users
Hik-ProConnect / Hik-Connect
SIA/CID protocol</td></tr>
<tr><td>/</td><td>• 16 onboard inputs & 2 relay outputs
• 2 onboard 12-Volt power supply for each wired detector</td></tr>
</table>

3.2 New Features & Optimizations

3.2.1 AX PRO V1.2.5

Hik-Connect 4.19.0 supports firmware V1.2.5 of the AX PRO panel.

Note

- AX PRO V1.2.5 works with Hik-Connect 4.19.0 or later.
- Hik-Connect 4.19.0 does not support AX PRO V1.2.3 or earlier.
- If you have authorized an installer to manage your AX PRO, features with * are available for the installer only. If no installer is authorized to manage the AX RPO, features with * are available for the administrator of the device only.

- For AX PRO panel:
  - ***Arm or Disarm Selected Areas***
  - ***Set Network Cameras as Zones****
  - ***Set an Opening Voice or Starting Text for Alarm Notifications****
  - ***New "Arm with Faults" Checklist****
  - ***Set Arming Schedules for Areas as an Operator***
  - ***Get Notified When the Battery Goes Low***
  - ***Keep or Reset Area/Device Names While Changing Language****
  - ***New Languages for Alarm Voice Prompt***
- For detectors and peripherals:
  - ***Tag Reader - Select an Arming Mode****
  - ***Repeater - Pair More Device Types with Manual Pairing****
  - ***Sounder - Check the Power Supply Status***

Arm or Disarm Selected Areas

You can tap ☑ to select multiple areas. And then you can arm/disarm them or clear the alarms in these areas.

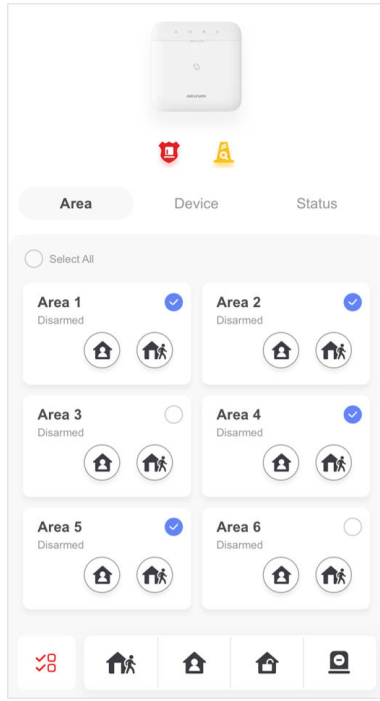


Figure 3-1 Select Areas

Set Network Cameras as Zones*

Network cameras serve as excellent perimeter protectors. Now, you can link network cameras to your AX PRO and set them as zones, so that they could be armed and disarmed along with other detectors in the area.

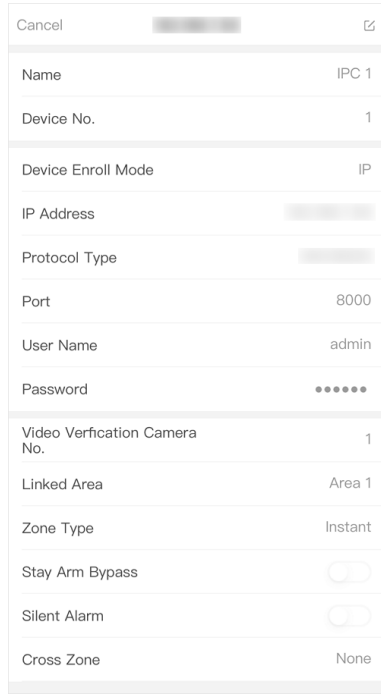


Figure 3-2 Network Camera Channel

Set an Opening Voice or Starting Text for Alarm Notifications*

You can set an opening voice for alarm phone calls or a starting text for SMS notifications. By doing so, you can easily know where the notification comes from when you receive an alarm phone call or SMS notification from your AX PRO.

Note

Currently, your installer cannot set up this feature for you even if you authorize the installer to configure your AX PRO.

To set an opening voice for alarm phone calls:

1. Go to the settings page of the AX PRO and tap **Communication Parameters → Push Notification → Phone Call and SMS** .

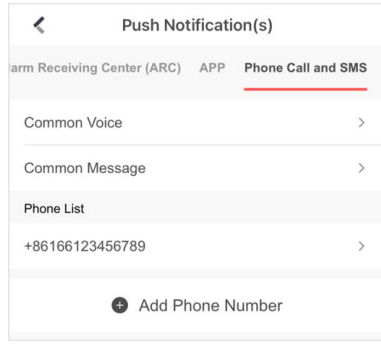


Figure 3-3 Phone Call and SMS

2. Tap **Common Voice → Import New Audio** to select the audio.

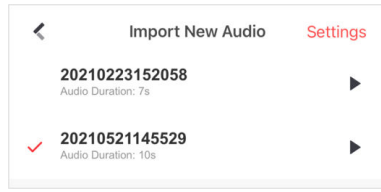


Figure 3-4 Import New Audio

Note

You can tap **Settings** in the upper-right corner to record new audios.

3. Tap **Import**.

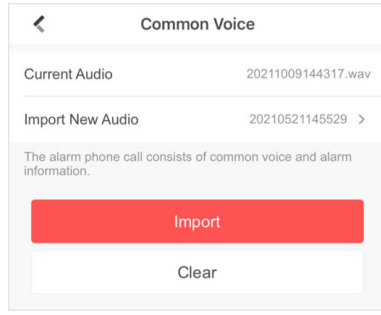


Figure 3-5 Common Voice

To set a starting text for SMS notifications:

1. Tap **Common Message**.

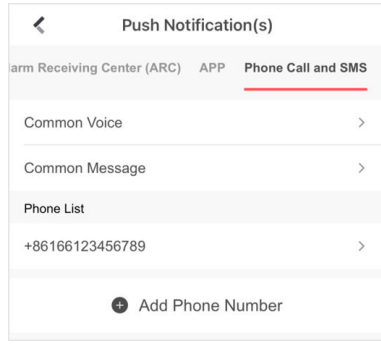


Figure 3-6 Phone Call and SMS

2. Type in the starting text.

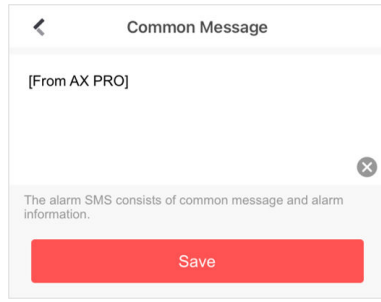


Figure 3-7 Common Message

3. Tap **Save**.

New "Arm with Faults" Checklist*

More check items in the System Fault Check (formerly named as "Panel Fault Check") are included in the Arm with Faults checklist, including Detect Network Camera Disconnection, Panel Battery Fault Check, LAN Fault Check, Wi-Fi Fault Check, and Cellular Fault Check.
To set up "Arm with Faults", go to the settings page of your AX PRO, and tap **System → System Options → Arm Options** . Enable **Arm With Faults** and switch on the checklist items.

Set Arming Schedules for Areas as an Operator

Now, the operators of an AX PRO can set arming or disarming schedules for the linked areas.

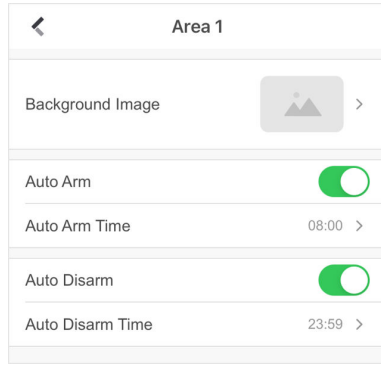


Figure 3-8 Arming Schedule

Note

What's the operator of an AX RPO?
The administrator of the AX PRO (who adds and binds it to the account) can share it to other users via Hik-Connect. The recipients become the operators of the AX PRO.

Get Notified When the Battery Goes Low

You will receive a notification in the App to inform you that your AX PRO panel's battery is running low. Low battery notifications will also be sent to the ARC if it is enabled.
For models with 4G capability (DS-#####-M-##), the notification will be sent when the battery hits 5%. For models with 2G network only (DS-#####-L-##), the notification will be sent when the battery hits 20%.

Keep or Reset Area/Device Names While Changing Language*

You can choose to keep the names of the areas, peripherals, and detectors or reset them to default when you are changing the language of the AX PRO panel.

New Languages for Alarm Voice Prompt

Added support for Spanish and Italian, apart from English, in the alarm voice prompt.
Alarm voice prompt announces the name of the triggered alarms through system notifications.
To enable the alarm voice prompt, go to **More → Settings** of Hik-Connect.

Tag Reader - Select an Arming Mode*

You can set an arming/disarming mode for your tag/card readers:

Simple

All linked areas will be armed/disarmed when you swipe the card, regardless of the system faults.

Standard

You need to select which areas to arm/disarm when you swipe the card, and confirm the system faults before arming.

To set the arming mode of a tag reader, go to its settings page and tap **Operating Mode**.

Repeater - Pair More Device Types with Manual Pairing*

You can pair more types of devices with the manual pairing mode on a repeater. Newly supported device types include detectors and peripherals such as sounder, keypad, tag reader, automation, and transmitter.
To pair devices manually, go to the settings page of the repeater and tap **Pairing →** .

Sounder - Check the Power Supply Status

You can view the power supply status of a sounder in its status page and get notified when the power supply is disconnected or reconnected.

Supported Models	
DS-PS1-E-WE	DS-PS1-E-WB

3.2.2 Direct Cloud Storage Solution with NVR

Your Installer can now enable the cloud storage service for your NVRs, and no auxiliary device is needed. Footage will be encrypted and securely stored on the cloud.

You can play back and download the footage of the linked channels of an NVR directly on Hik-Connect.

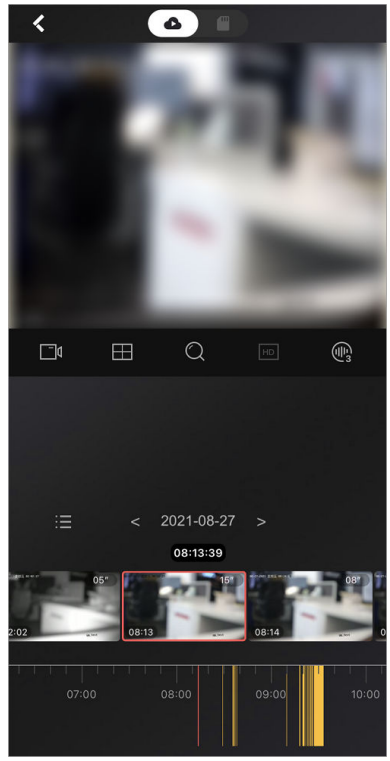


Figure 3-9 Playback - Cloud Storage

You can tap to view all the recorded video clips of each day.

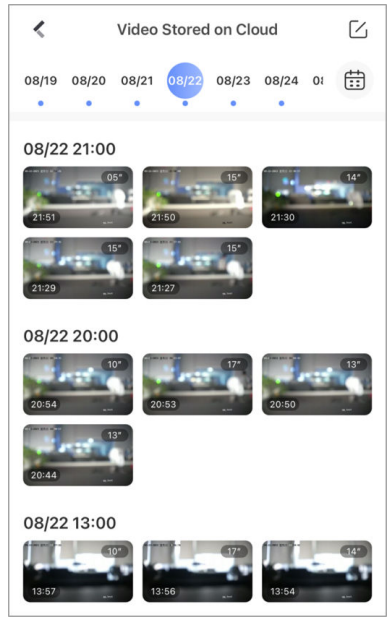


Figure 3-10 Video Stored on Cloud

You can enable or disable cloud storage for each channel in **Cloud Storage** on the settings page of an NVR.

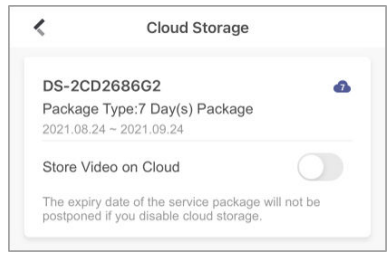


Figure 3-11 Cloud Storage

Note

- This feature requires device capability. Currently supported models:
  - With firmware V4.51.025 or above: I Series NVR, DeepinMind Series NVR, and NVR with AcuSense technology.
  - With firmware V4.32.110 or above: K Series NVR and Q Series NVR.
- Cloud storage service is not available in all countries or regions.
- Please contact your Installer for more information.

3.2.3 Other Updates

Android 12 Support

Hik-Connect Mobile Client is optimized for Android 12.

Live View UI

The UI of the live view page is optimized. Most used buttons are easier to reach.

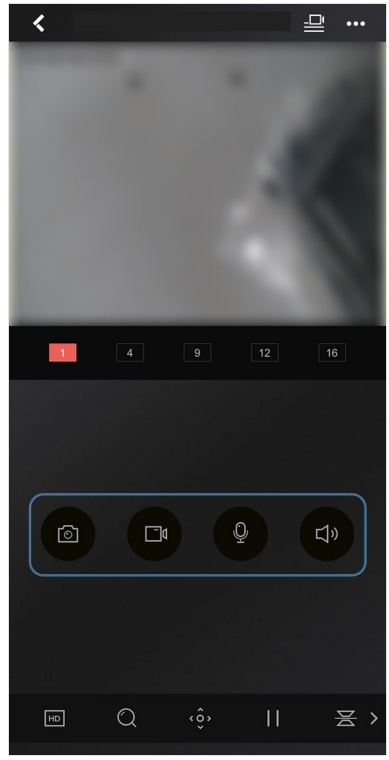


Figure 3-12 Live View

3.3 Resolved Issues

Hik-Connect 4.19.0 has fixed the following issues and bugs.

Device Management

Fixed an issue where the guidance on screen does not match with the device type when the user tries to add the device but it is already bound with another account.

AX PRO

- Fixed an issue where the administrator and installer of the AX PRO can delete it from the account while it is still armed. AX PRO panel cannot be added to any account again when being armed.
  Users now can delete the device only when it is disarmed.
- Fixed an issue where the peripheral/detector list of the AX PRO might be abnormal when the user refreshes the list repeatedly.
- Fixed an issue where some prompt (Capturing; Capturing Failed; Relay Overvoltage) shows error code only, not error description.

Chapter 4 Updates in V4.18.0

This release notes introduces the updates in Hik-Connect 4.18.0, including new features and optimizations for device management authorization.

Authorized Device Management

Invite an Installer to Manage Your Devices

In previous versions, if you want an Installer to set up your devices for you, the Installer usually needs to create a site* for you in the Installer account, add new devices to the site, and hand over the devices to you when everything is ready. However, it might be a little tricky to let the Installer manage your devices if you have already added the devices to your Hik-Connect account.

Now, you can invite an Installer to help you manage the devices that are already added to your account.

To invite an Installer to manage one of your devices:

1. In the device list, tap of the device and the Share Device page will pop up. Or you can select **More → Manage Sharing Settings → Share Device** to show the Share Device page.

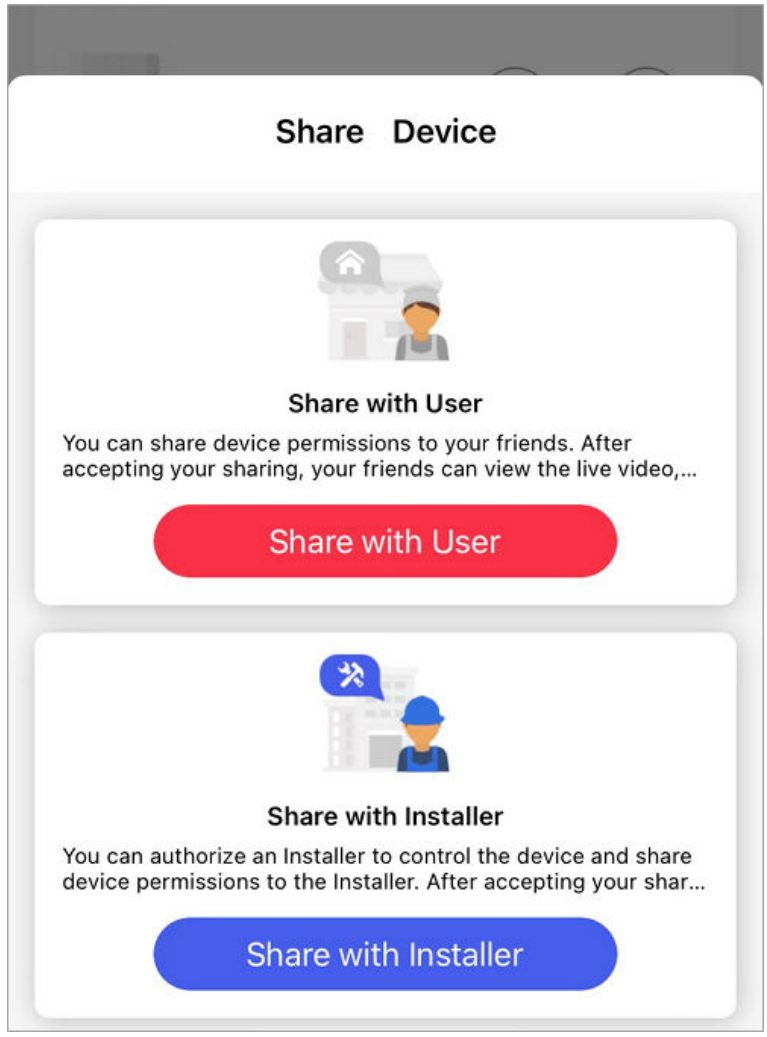


Figure 4-1 Share Device

Note

If you cannot see this page, it means the device cannot be managed by an Installer and can only be shared with another Hik-Connect user.
Possible reasons: the device is shared from others; the device is already managed by an Installer; the device is not enabled with the Hik-Connect service; the Hik-ProConnect service (Installer service) is not available in your country or region.

2. Tap **Share with Installer**.
3. Tap **New Installer** and enter the Installer's account if you want to share device permissions with a new Installer or you do not have an Installer before; select an existing Installer if you have authorized one or more Installer to manage your other devices.

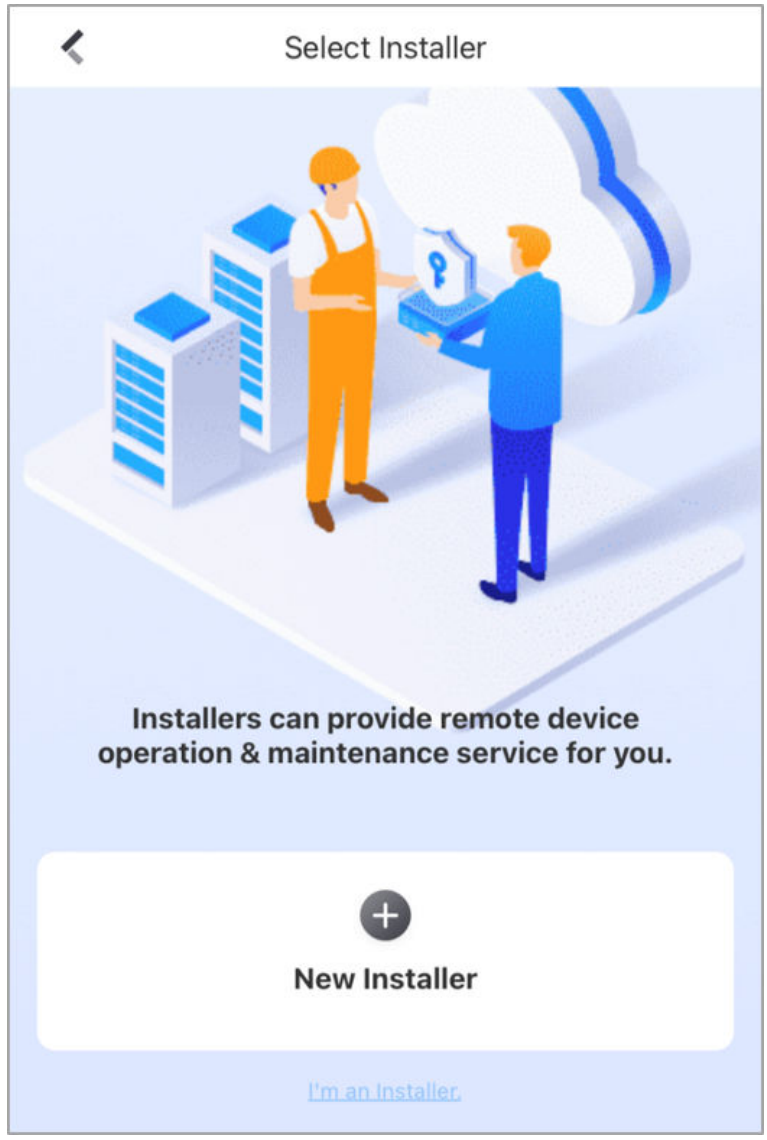


Figure 4-2 Select Installer

4. Select the site* where the device will be added and the device permissions you want to grant to the Installer.

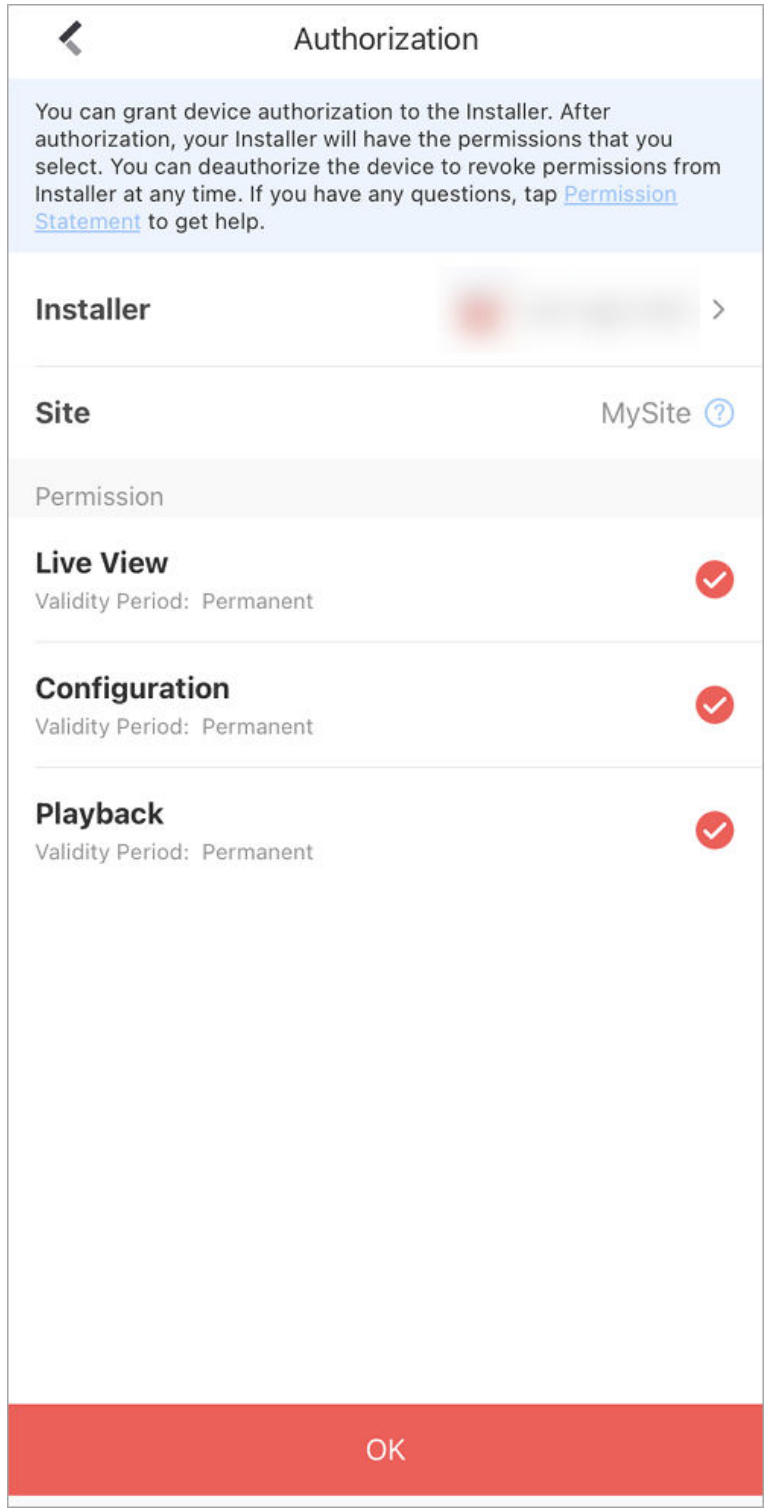


Figure 4-3 Authorization

Note

- If the Installer has not created any site* for your devices, a new site* will be created.
- *** What's a Site?** A site is like an area where your devices are located, such as your home, office, etc. Your Installer uses sites to group, batch configure, and provide cloud features for your devices.

Check Device Exceptions and Handling Results

You can receive and view the exception notifications of your devices that are managed by the Installer.

After your Installer handles an exception, you will also be notified of the handling result.

You can see all exception notifications in **Cloud Service → Service Notifications → Linkage** .

Quick Authorization After Adding a Device

After adding a new device to your Hik-Connect account, you can choose to authorize an Installer to manage it.

Keep or Cancel the Authorization of a Transferred Device

When another Hik-Connect user transfers a device that is already managed by an Installer to you, you can choose to keep the authorization service or cancel it.

If you choose to keep the current authorization, the Installer managing the device will still have the device permissions after the transfer.

If you choose to cancel the authorization, the Installer will not have any permission of the device after the transfer.

Chapter 5 Updates in V4.17.0

This release notes introduces the updates in Hik-Connect 4.17.0, including the support for Hikvision routers and several new features.

- ***Newly Supported Device - Hikvision Router (Android Only)***
- ***New Features - Manage Hikvision Routers (Android Only)***

Newly Supported Device - Hikvision Router (Android Only)

Supports managing Hikvision routers on the Hik-Connect Android Mobile Client.

Supported Models		
DS-3WR12C	DS-3WR12GC	DS-3WR3N

Features	
DS-3WR12C, DS-3WR12GC	DS-3WR3N
Key Features: 2.4/5 GHz Wi-Fi, Indicator, Guest Wi-Fi, Wi-Fi Speedup, Security Checkup	Key Features: Wi-Fi Speedup, Security Checkup
Wi-Fi Settings, Internet Settings, Connection Status, Device List, Blocklist, Power-Off Schedule, Signal Strength Adjustment, Restart, Upgrade, Factory Reset	

New Features - Manage Hikvision Routers (Android Only)

Add and Set Up a Router

You can add a Hikvision router to the Hik-Connect Android Mobile Client, so that you can set up your wireless network with just a few taps and manage the router right on your phone.

To add a Hikvision router, tap → **Manual Adding** on Hik-Connect. Select **Router** as the **Adding Type** and then join the Wi-Fi of the router (whose name usually starts with "HIKVISION_").

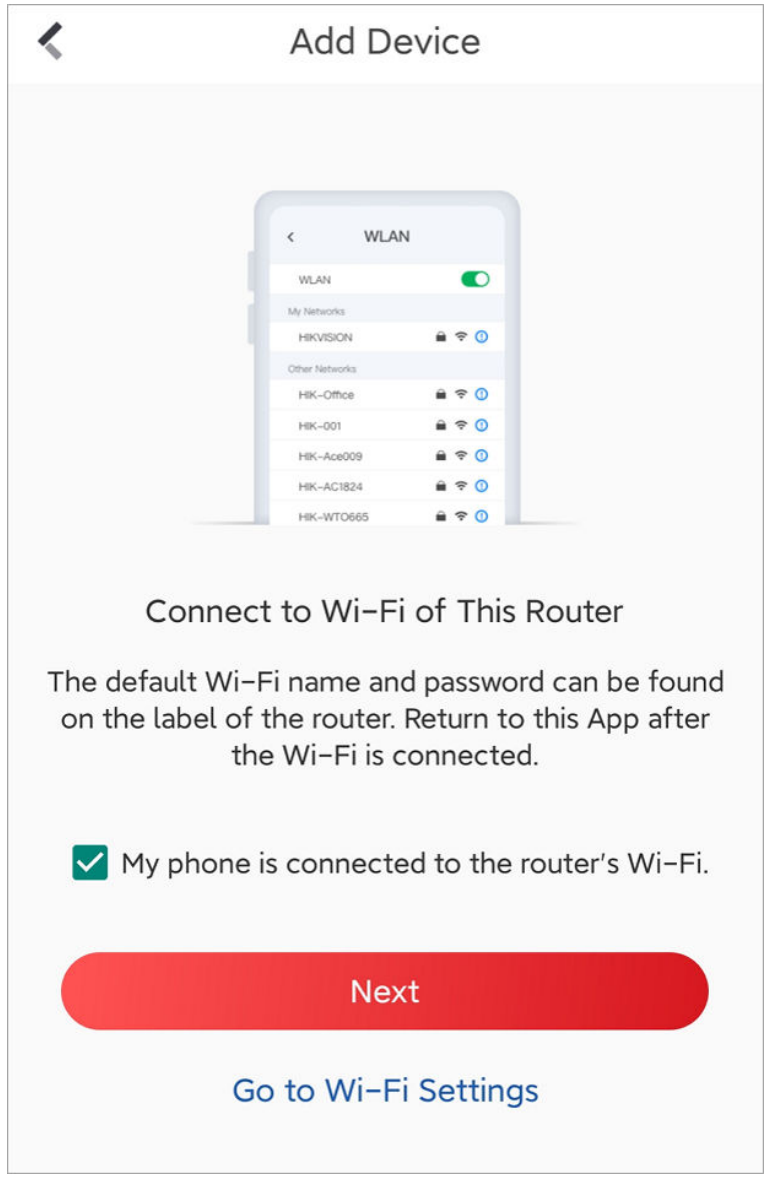


Figure 5-1 Add Device

During the process, you need to activate the router by setting an admin password, select the Internet connection mode (PPPoE, Static IP, or Dynamic IP), and set a Wi-Fi name and password.

Note

- After setting up the router, the router will restart. You need to re-connect to the Wi-Fi of the router before conducting further operations on the router.
- Routers are locally managed on the Hik-Connect Mobile Client, so you can control or configure a router only when you connect your phone to the router's Wi-Fi.

After adding the router, you can see it in the device list.

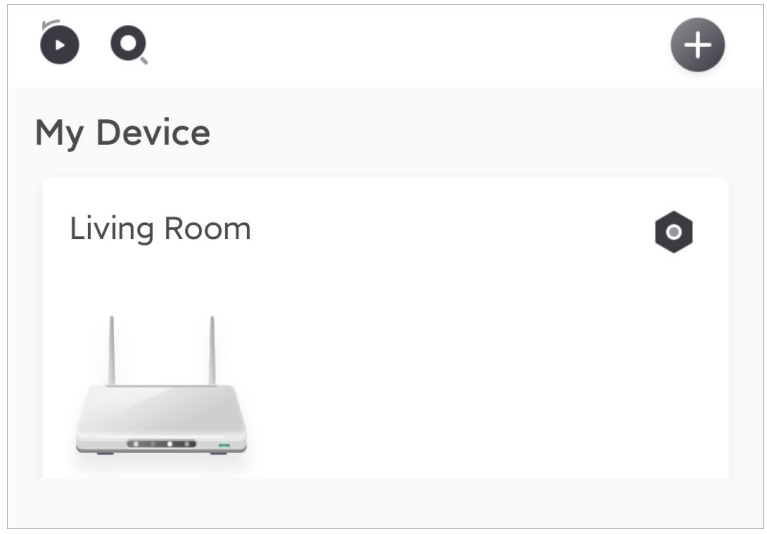


Figure 5-2 Device List

You can tap on the router to see the network speed and connected devices.

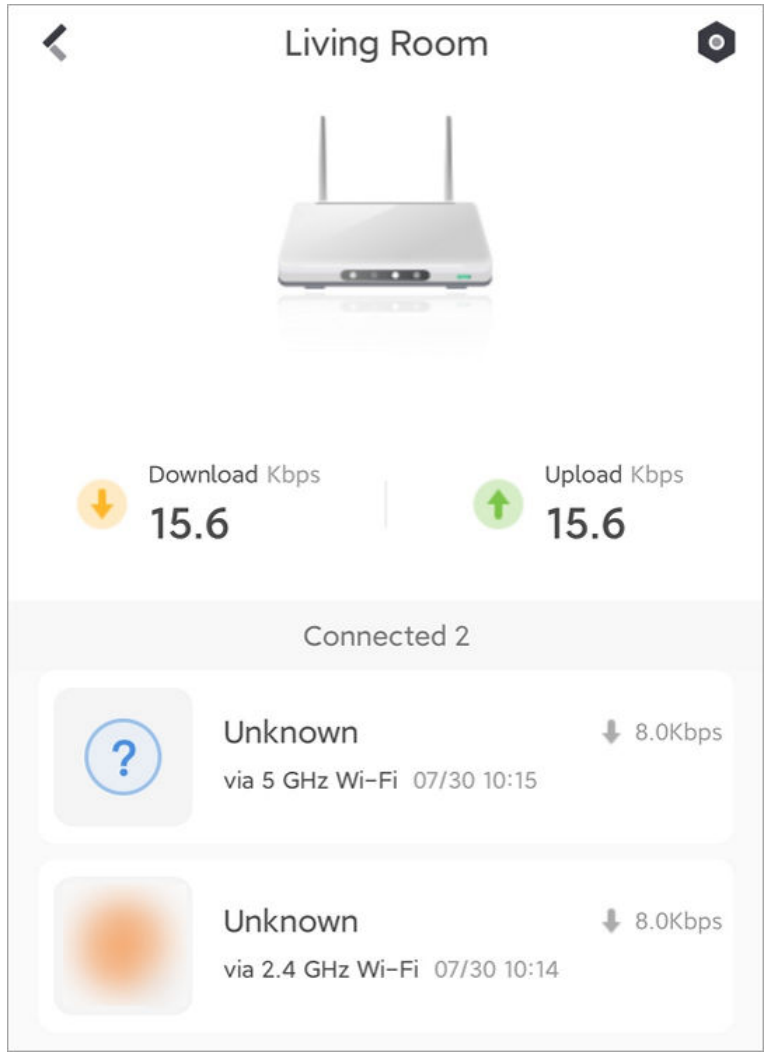


Figure 5-3 Connection Details

Use 5 GHz Wi-Fi for Better Network Performance

DS-3WR12C and DS-3WR12GC are equipped with the 5 GHz band, which supports a higher maximum data rates. Tasks consuming a large amount of network traffic can benefit from the 5 GHz Wi-Fi network.

By default, both bands are enabled after the setup. In Wi-Fi Settings, you can enable or disable 2.4 GHz Wi-Fi and 5 GHz Wi-Fi and change their security settings.

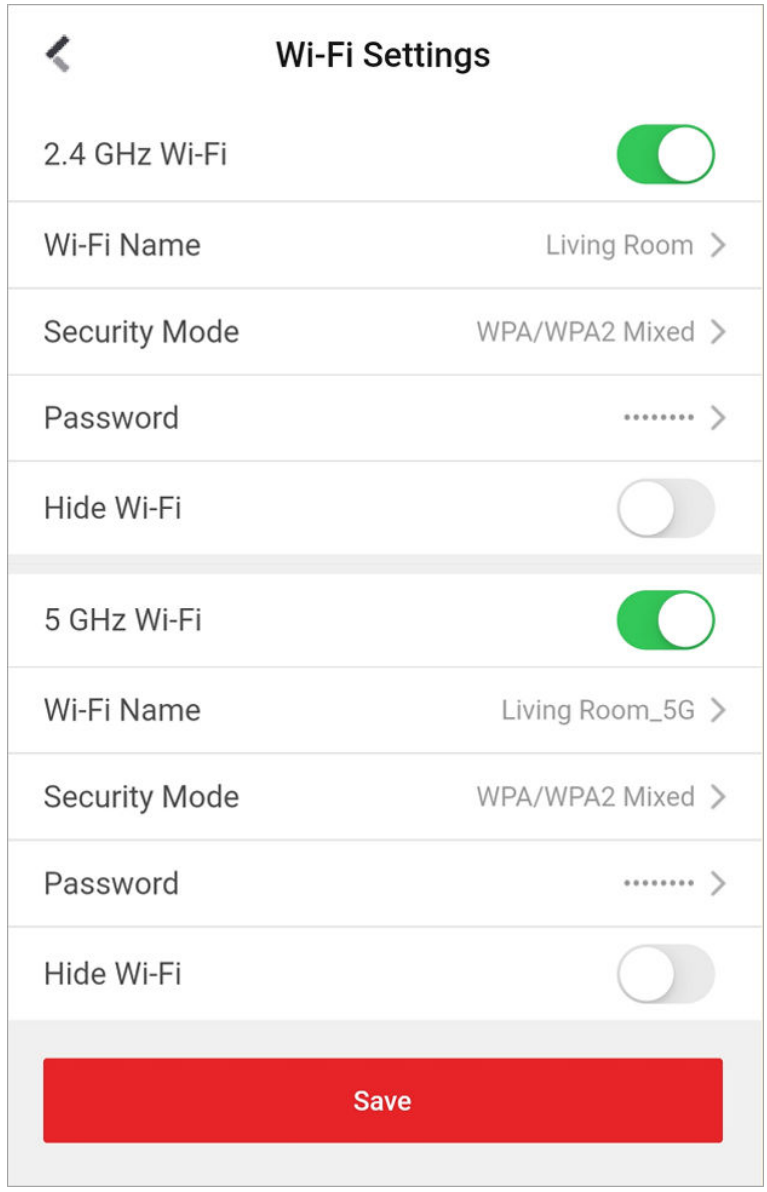


Figure 5-4 Wi-Fi Settings

Set Up a Guest Wi-Fi for Visitors

You can set up a dedicated guest Wi-Fi to securely separate visitors' Wi-Fi connection from yours.

To enable the guest Wi-Fi, go to the settings page of your router and tap **Guest Wi-Fi**. In Guest Wi-Fi, you can set the name, password, validity period, and bandwidth limit of the guest Wi-Fi.

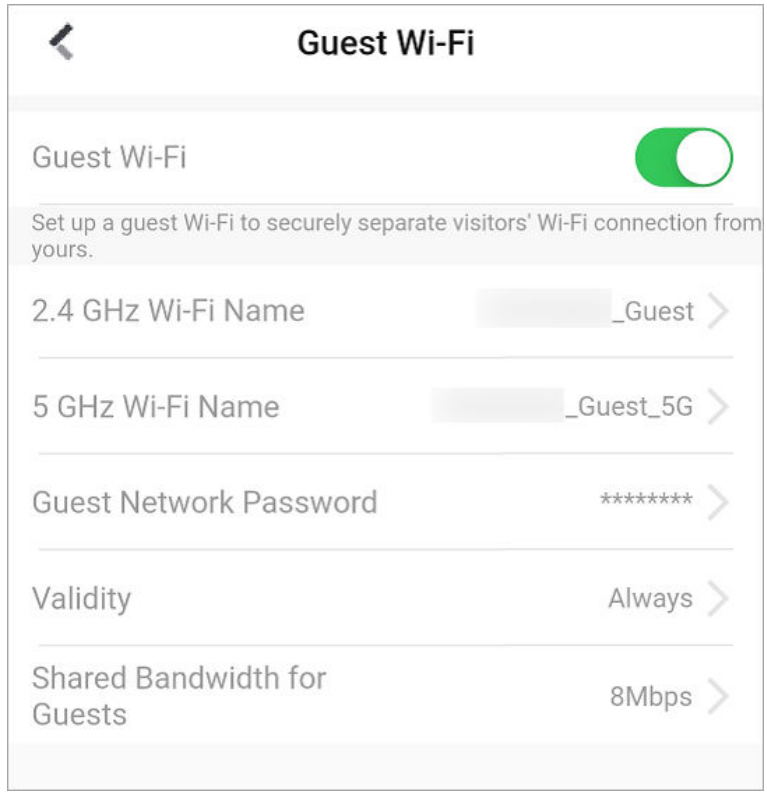


Figure 5-5 Guest Wi-Fi

Improve the Network Quality with Wi-Fi Speedup

If the Wi-Fi connection is slowing down and becoming unstable, you can use Wi-Fi Speedup to improve the network quality.

Wi-Fi Speedup analyzes the signal interference, channel congestion, transmission speed, and signal quality of your Wi-Fi network. When the condition is poor, you can optimize your Wi-Fi network with just one tap.

To use Wi-Fi Speedup, go to the settings page of your router and tap **Wi-Fi Speedup**.

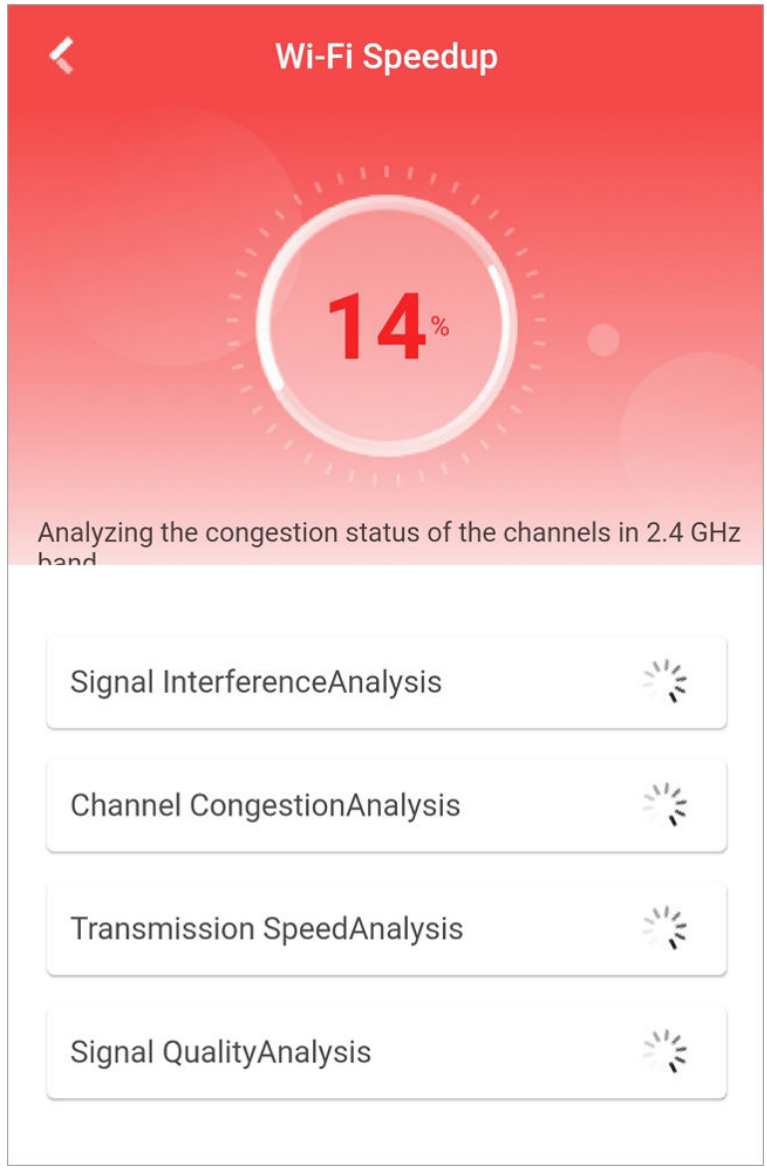


Figure 5-6 Wi-Fi Speedup

Secure the Network with Security Checkup

Security Checkup examines the password settings to prevent brute-force attacks on Wi-Fi password and admin password. Security Checkup also prevents system attacks, DNS hijacking, and redirection to phishing or malicious websites. If security threats are detected, Security Checkup will provide recommendations to guide you secure your network.

To use Security Checkup, go to the settings page and tap **Security Checkup**.

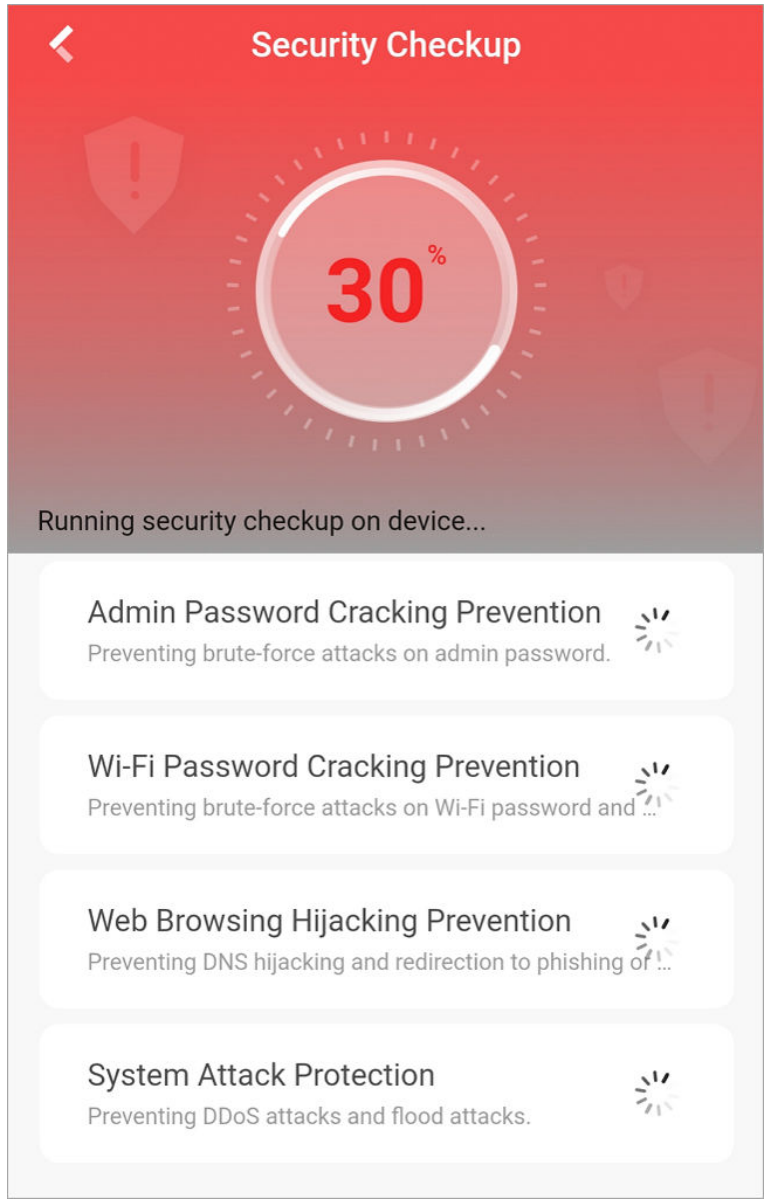


Figure 5-7 Security Checkup

Explore More

On the Mobile Client, you can also add unwanted devices to the blocklist, set a power-off schedule, adjust the signal strength, etc.

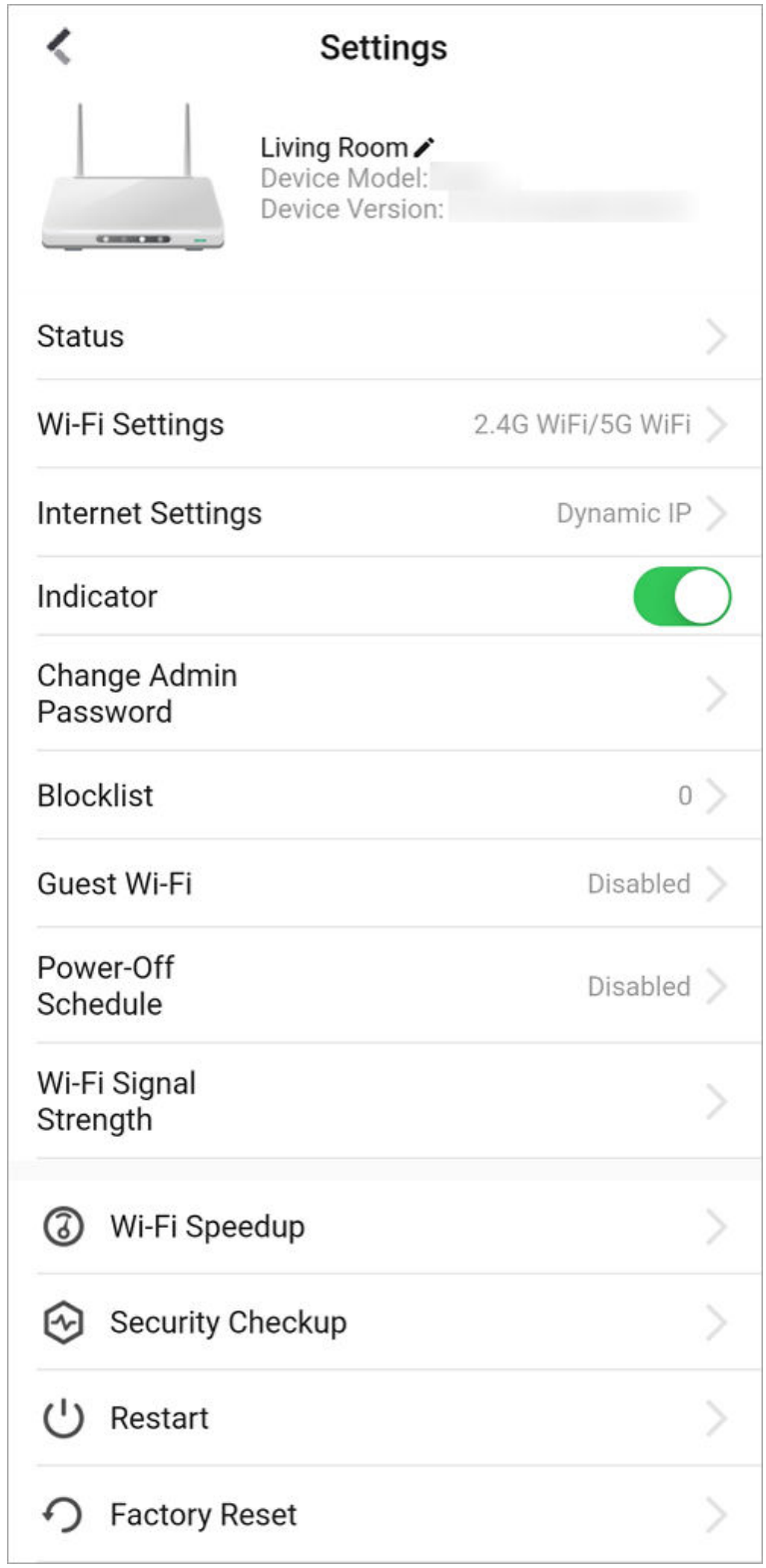


Figure 5-8 Settings

For more details, refer to the *User Manual of Hik-Connect Mobile Client*.

Chapter 6 Updates in V4.16.0

Hik-Connect 4.16.0 contains bug fixes and performance improvements.

Chapter 7 Updates in V4.15.0

This release notes introduces the updates in Hik-Connect 4.15.0, including newly supported device models, new features, and optimizations.

See details in the following topics.

- ***New Features & Optimizations*** in V4.15.0
- ***Newly Supported Devices*** in V4.15.0

7.1 New Features & Optimizations

Hik-Connect 4.15.0 supports new features and optimizations for the following modules and devices:

- ***Cloud Service – Access & Attendance***
- ***AX PRO***
- ***Hik-ProConnect Box***
- ***Camera / NVR / Live View***
- ***Panic Alarm***
- ***Video Intercom***

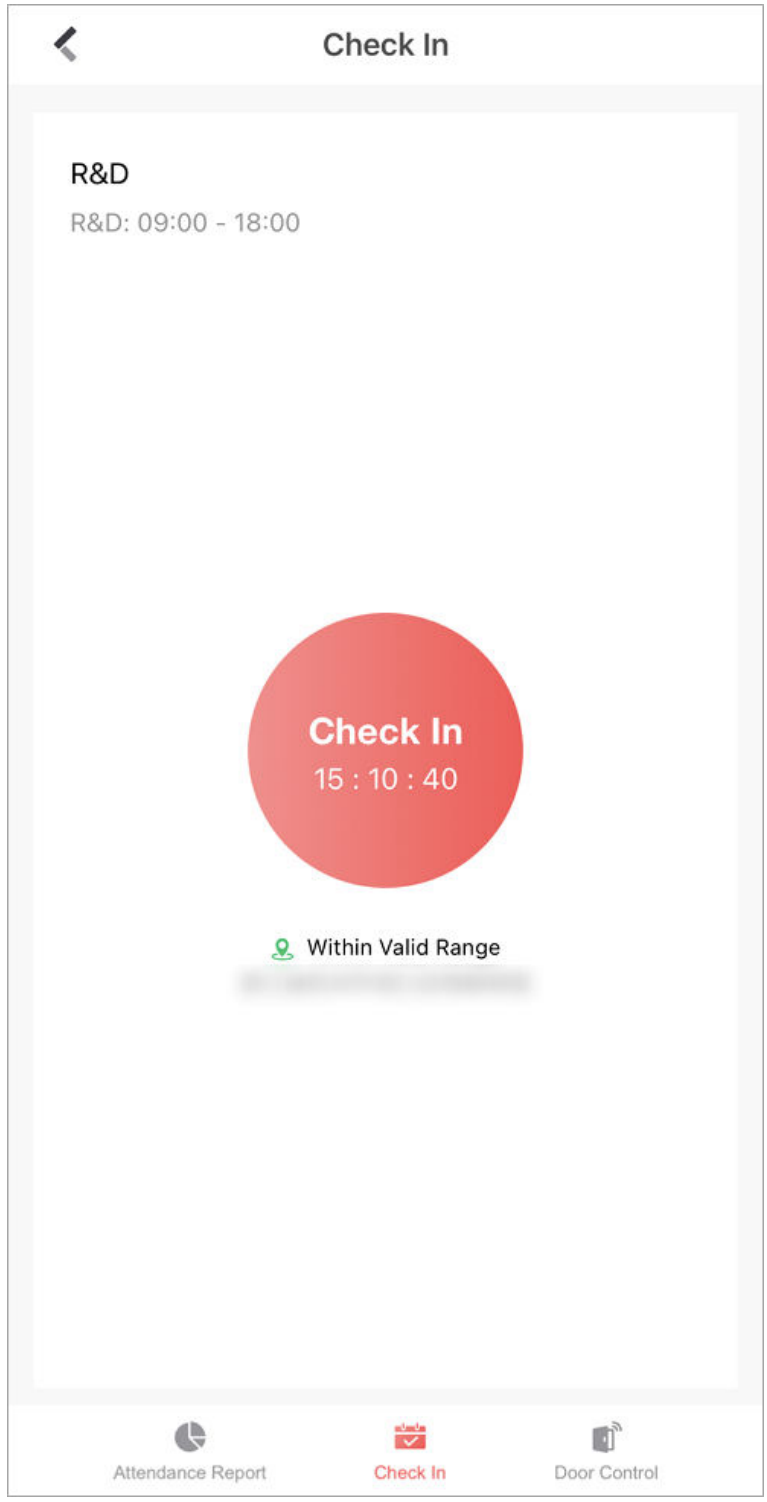
Cloud Service – Access & Attendance

Check In/Out on the Mobile Client

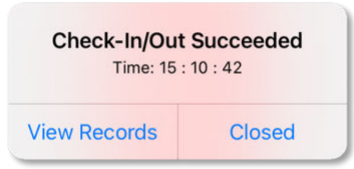
You can check in/out on the Mobile Client remotely.

First, the administrator of an attendance system needs to enable **Check-In/Out by Mobile Client** on the Hik-Connect Portal and sets attendance sites and valid check-in range.

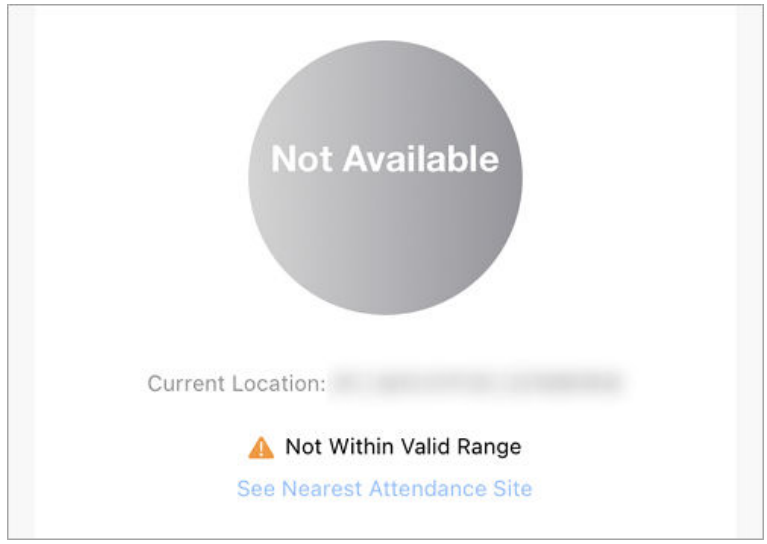
Then, employees can check in via the Hik-Connect Mobile Client simply by tapping **Check In** if the employee is within the valid check-in range of an attendance site.



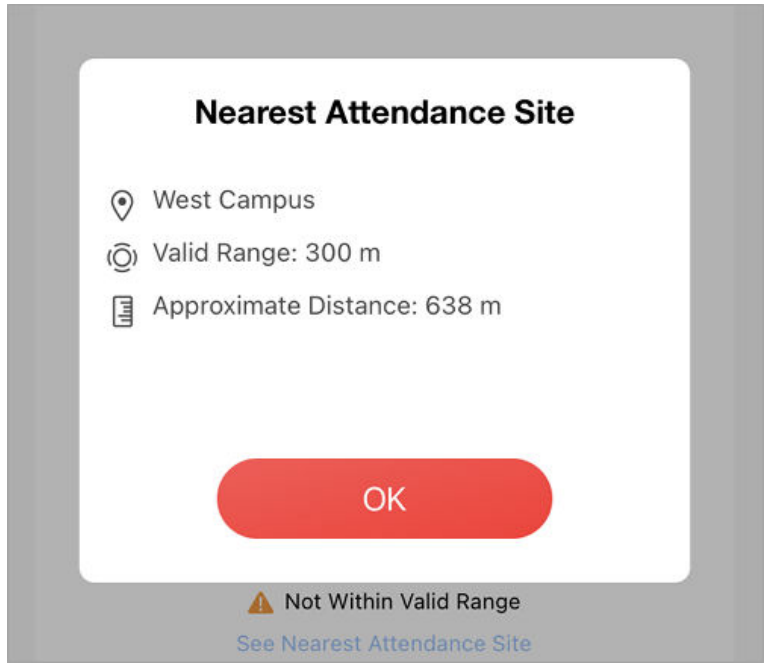
After checking in/out, you can view the recent attendance records.



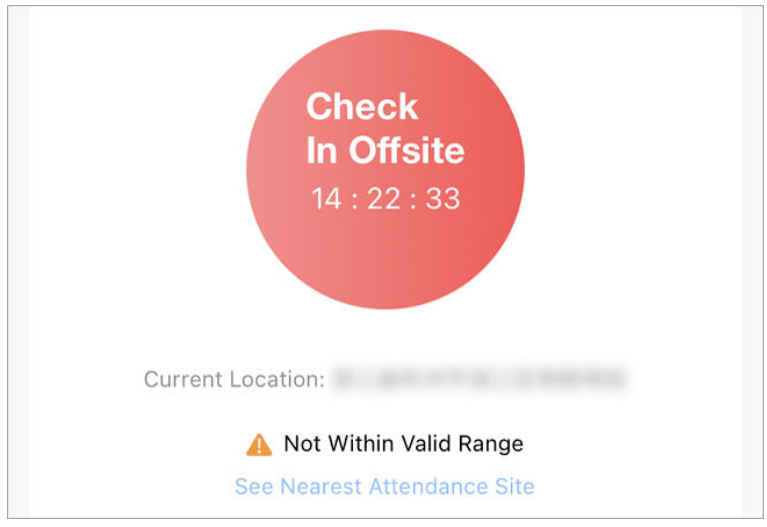
If the employee is not within the valid check-in range of any attendance site, check-in/out will be unavailable.



The employee can tap **See Nearest Attendance Site** to check the nearest site for checking in/out.



If the employee is not required to work at a fixed location, the administrator can enable **Allow Offsite Check-In** for the employee. And the employee can tap **Check In Offsite** to check in outside the valid check-in range of any attendance site.



View More Daily Details in Attendance Report

You can tap on a date in the Attendance Report to view the holiday information, leave information, break time, and overtime on that day.

AX PRO

Note

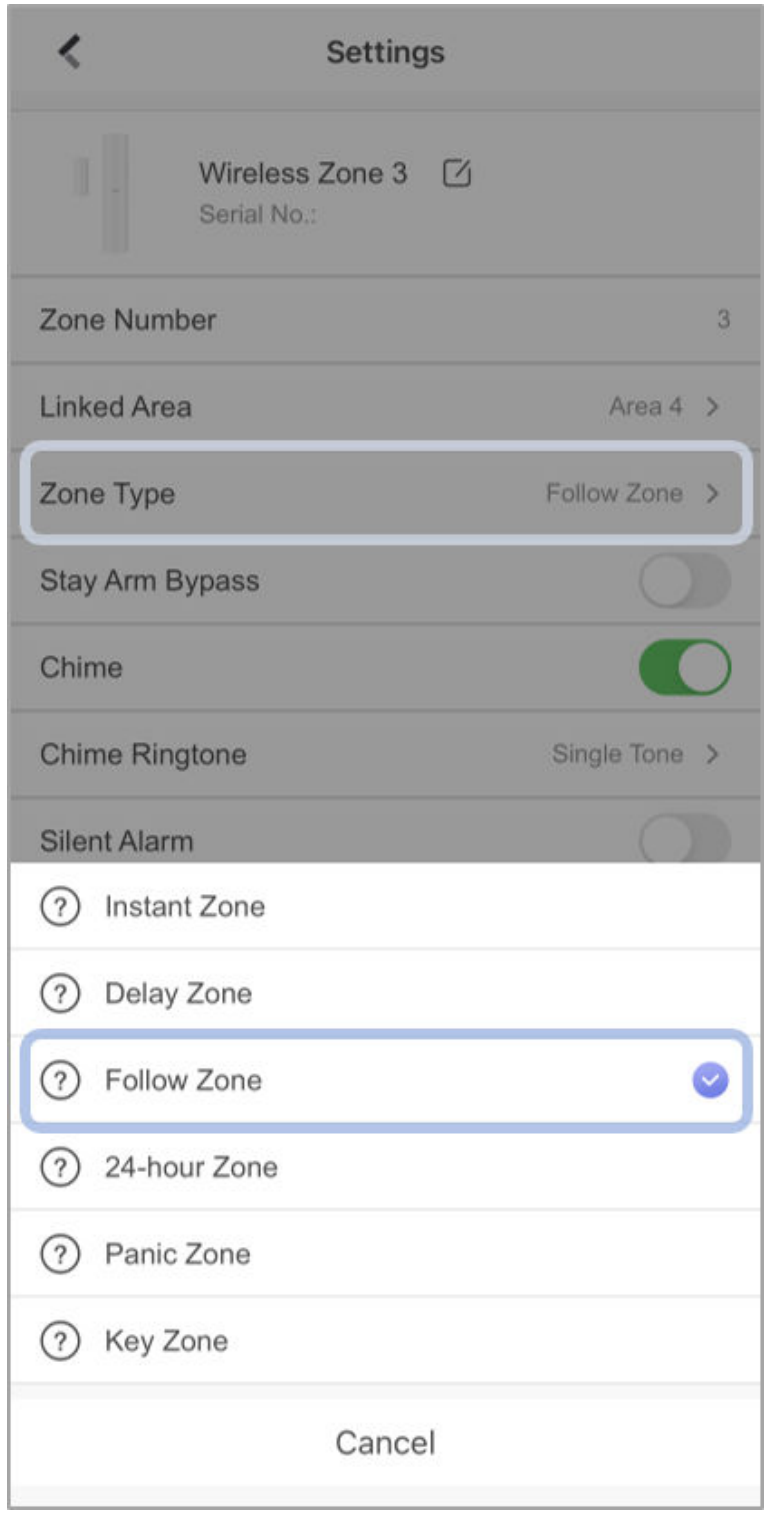
- Available for AX PRO with firmware V1.2.4 or later.
- If you have granted an Installer with device authorization, items with * are available for the Installer only. If device authorization is not granted to any Installer, items with * are available for the Administrator of the device only.

Set Detectors as Follow Zones*

You can set detectors, including motion detectors, PIRCAMs, magnetic detectors, and glass break detectors, as follow zones.

When an area is armed in away mode, a follow zone will alarm immediately when activated. However, if an entry delay zone is activated first, the activated follow zone will not alarm within the entry delay countdown, allowing the user to disarm the area within the entry delay period.

To change the zone type for a detector, go to the settings page of the detector and tap **Zone Type**.


Settings
Wireless Zone 3
Serial No.:
Zone Number
3
Linked Area
Area 4
Zone Type
Follow Zone
Stay Arm Bypass
Chime
Chime Ringtone
Single Tone
Silent Alarm
Instant Zone
Delay Zone
Follow Zone
24-hour Zone
Panic Zone
Key Zone
Cancel

Supported Model		
DS-PDP15P-EG2-WE	DS-PDD12P-EG2-WE	DS-PDPG12P-EG2-WE
DS-PDC15-EG2-WE	DS-PDMCS-EG2-WE	DS-PDMC-EG2-WE
DS-PDMCK-EG2-WE	DS-PDBG8-EG2-WE	DS-PDPC12PF-EG2-WE
DS-PDPC12P-EG2-WE	DS-PDCL12-EG2-WE	DS-PDMCX-E-WE
DS-PDC10DM-EG2-WE	DS-PDC10AM-EG2-WE	DS-PDTT15AM-LM-WE/WB

Set PIR Detectors as Timeout Zones*

You can set a PIR detector as a timeout zone, so that the detector will trigger an alarm when it detects or does not detect person activities for a period of time that is longer than the threshold you set.

For example, you can set up a PIR detector in the living space of persons who need extra care, and set the detector as a timeout zone. You can get notified when the detector does not detect any activities in a while, which might indicate that the persons are having difficulties in moving around or cannot return to the premise.

To change the zone type for a detector, go to the settings page of the detector and tap **Zone Type**.

Supported Model		
Wireless PIR Detector: DS-PDP15P-EG2-WE/WB	**Wireless Dual-Tech Detector:** DS-PDD12P-EG2-WE/WB	**Wireless PIR-Glass Break Detector:** DS-PDPG12P-EG2-WE/WB
Wireless PIR Curtain Detector: DS-PDC15-EG2-WE/WB	**Wireless PIR Ceiling Detector:** DS-PDCL12-EG2-WE/WB	**Wireless Dual-Tech AM Curtain Detector:**DS-PDC10DM-EG2-WE/WB
Wireless PIR AM Curtain Detector: DS-PDC10AM-EG2-WE/WB		

Pair Specific Devices with Repeater*

You can manually pair the detectors and peripherals you select, instead of using auto pairing.

To pair devices manually, go to the settings page of the repeater and tap **Pairing** → .

Restart Countdown when Entering Delay Zone Again*

You can set a delay zone to restart the alarm countdown when activated a second time after the area is armed.

For example, a user needs to come back to the premise after arming the area in away mode. The countdown will restart and no alarm will be issued if the user exit the premise within the exit delay time.

To enable this function, go to the settings page of a detector (set as delay zone) and switch on **Time With Restart**.

Change Arming Logic for a Shared Zone*

If a zone is linked with multiple areas, you can choose the AND-OR logic for the zone:

- **AND**: The zone will be armed only if all linked areas are armed. When activated, the zone will issue an alarm to all linked areas.
- **OR**: The zone will be armed if any of the linked areas are armed. When activated, the zone will issue an alarm to the armed areas only.

To change the arming logic of a shared zone, go to the settings page of the detector and tap **Arm Mode**.

Power Saving Mode

You can enable power saving mode for AX PRO panel. When power saving mode is on, Wi-Fi will be in low-consumption mode and 4G connection, tag reader, LED indicators, and voice prompt will be disabled.

To enable power saving mode, go to the settings page of AX PRO. Tap **System Options → System Management** and switch on **Power Saving Mode**.

Issue Lid Open Alarm even when Sounder is Disarmed

If you want the sounder to start the buzzer alarm when the lid of the sounder is opened when disarmed, you can enable **Lid Open When Disarmed**.

Go to the settings page of the sounder and enable **Alarm Buzzer**. Then, enable **Lid Open When Disarmed**.

Hik-ProConnect Box

Connect Unsupported Devices to Hik-Connect Service

Your Installer can set up a Hik-ProConnect Box as a proxy device to connect devices that do not support Hik-Connect service to the service. After connecting to a Hik-ProConnect Box, the device will support live view, playback, PTZ control, door control, event linkage, remote configuration, device transfer, device authorization management, and Installer permission management via Hik-Connect service.

This feature is only supported by certain models of camera, DVR, NVR, access controller, and security control panel.

Camera / NVR / Live View

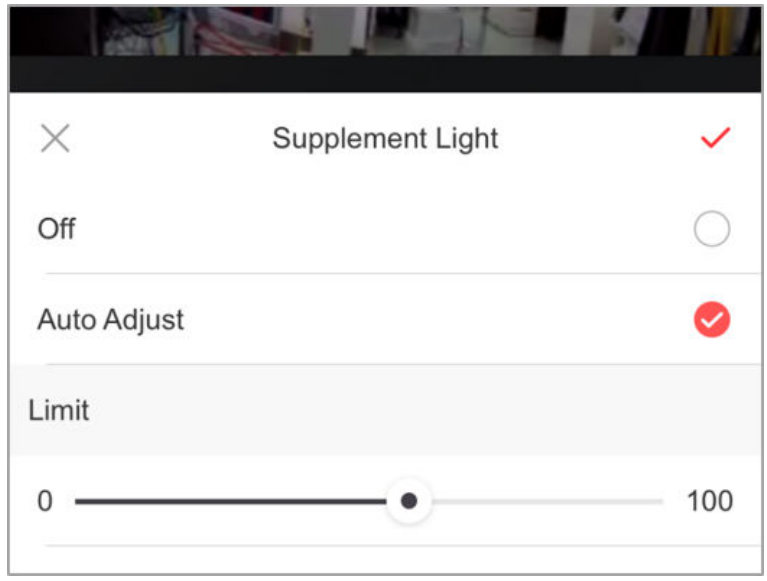
Improved Noise Reduction for Two-Way Audio

The noise reduction algorithm has been upgraded to provide clearer audio when using two-way audio during live view.

Supplement Light Control for ColorVu Camera

For a ColorVu series camera, whether it is directly added to Hik-Connect or is connected via an NVR, you can control the supplement light during live view.

On the live view page of the camera, you can tap to show the supplement light control panel. You can turn off the supplement light or set to auto adjust and set a limit for maximum luminance.



Supported Model	
DS-2CD2027G2-LU (2.8mm)	DS-2CD2T47G2-L (4mm)

Strobe Light and Audible Warning Control

For a camera with strobe light and audible warning, whether it is directly added to Hik-Connect or is connected via an NVR, you can control the strobe light and audible warning during live view.

On the live view page of the camera, you can tap to turn on/off strobe light or tap to turn on/off audible warning.

Supported Model
Pro Series NVR: DS-7608NI-Q2 (C); DS-7616NI-K1 (C)
AcuSense Series Camera: DS-2CD2046G2-IU/SL(C), DS-2CD2346G2-ISU/SL(C), DS-2CD2T46G2-ISU/SL(C), DS-2CD2386G2-ISU/SL(C), DS-2CD2T86G2-ISU/SL(C)

Custom Audible Warning

For a camera with strobe light and audible warning, whether added directly to Hik-Connect or connected via an NVR, you can customize the audio for audible warning.

To set a custom audible warning, go to the settings page of the camera or the NVR where the camera is connected, and then tap **Custom Audio**.

Panic Alarm

Answer Emergency Calls

When a person presses the panic button (emergency button) on a panic alarm device (including panic alarm panel/box/station), you will receive a call from the device on the Mobile Client.

Therefore, you can respond to the emergency and get in touch with the person reporting the emergency in time, instead of just receiving an alarm notification which can easily get ignored.

- Before answering an emergency call, you can:
  - See the live video of the panic alarm device or linked camera.
  - Control the sounder, strobe light, and alarm outputs.

Note

You cannot control the sounder, strobe light, or alarm output if the panic alarm device is shared from another user.

- After answering an emergency call, you can:
  - Start two-way audio.
  - Control strobe light and alarm outputs.

Note

You cannot control sounder after answering the call.

You can see the history of incoming emergency calls in **Notification → Call** .

Video Intercom

Enable/Disable Auto Answer (iOS)

You can change the settings of answering video intercom calls in **More → Settings → Auto Answer** .

- **On**: Two-way audio will be enabled after you answer the Hik-Connect system-level calls.
- **Off**: Two-way audio will not be enabled after you answer the Hik-Connect system-level calls. You need to start the two-way audio after entering the Mobile Client.

7.2 Newly Supported Devices

Hik-Connect 4.15.0 supports adding and managing the following new device models:

- ***AX PRO Detector*** : Wireless External Tri-Tech Detector, Wireless Dual-Tech AM Curtain Detector
- ***AX PRO Peripheral*** : Multi-IO Transmitter
- ***Panic Alarm*** : Panic Alarm Box, Panic Alarm Panel, Panic Alarm Station

AX PRO Detector

Note

- Available for AX PRO with firmware V1.2.4 or later.
- If you have granted an Installer with device authorization, items with * are available for the Installer only. If device authorization is not granted to any Installer, items with * are available for the Administrator of the device only.

Wireless External Tri-Tech Detector

Supports controlling and configuring external wireless tri-tech detectors with AX PRO.

Newly Supported Model	
DS-PDCO-E-WE/WB	DS-PDTT15AM-LM-WE/WB

Operation		
User Guide	Signal Strength Test*	Detection Zone Test*
Find Me	Bypassing Zone	Deleting Device*

Configuration		
Zone Name*	Zone Type*	Linked Area*
Entry Delay Time*	Exit Delay Time*	Stay Arm Delay Time*
Stay Arm Bypass*	Chime	Silent Alarm
Sounder Delay Time*	Cross Zone*	Combined Time Interval*
PIR Sensitivity*	Microwave Sensitivity*	Linked Camera*
Anti-Masking*	AM Pulse Interval*	Image Resolution*
Images In Series*	Trigger Interval*	LED
Buzzer	Swinger Limit Activations*	Polling Rate*

Wireless Dual-Tech AM Curtain Detector

Supports controlling and configuring external wireless dual-tech AM curtain detectors with AX PRO.

Supported Model
DS-PDC10DM-EG2-WE/WB

Operation		
User Guide	Signal Strength Test*	Detection Zone Test*
Find Me	Bypassing Zone	Deleting Device*

Configuration		
Zone Name*	Zone Type*	Linked Area*
Stay Arm Bypass*	Chime	Silent Alarm
Sounder Delay Time*	Cross Zone*	Non Activity
PIR Sensitivity*	Microwave Sensitivity*	Linked Camera*
Always Active	Identify Directions	Anti-Masking*
LED	Swinger Limit Activations*	Polling Rate*

AX PRO Peripheral

Note

- Available for AX PRO with firmware V1.2.4 or later.
- If you have granted an Installer with device authorization, items with * are available for the Installer only. If device authorization is not granted to any Installer, items with * are available for the Administrator of the device only.

Multi-IO Transmitter

Supports controlling and configuring multi-input transmitters with AX PRO.

With a multi-IO transmitter, you can connect different types of third-party and wired detectors or relays to AX PRO.

Note

A multi-IO transmitter supports connecting up to 16 zones and 2 relays.

Supported Model
DS-PM1-I16O2-WE/WB

Operation		
User Guide	Signal Strength Test*	Smoke Detector Reset
Find Me	Bypassing Zone	Deleting Device*

Panic Alarm

Supports configuring and controlling panic alarm boxes, panic alarm panels, and panic stations via the Mobile Client.

Supported Models			
Panic Alarm Box	DS-PEA2-21#		
Panic Alarm Panel	DS-PEA1-N1#	DS-PEA1-21#	DS-PEAP-CV1
	DS-PEAP-CV1E	DS-PEAP-CVS1	DS-PEAP-CVS1E
	DS-PEAP-CVSA1	DS-PEAP-CVSA1E	DS-PEAP-CV2
	DS-PEAP-CV2E	DS-PEAP-CVS2	DS-PEAP-CVS2E
	DS-PEAP-CVSA2	DS-PEAP-CVSA2E	
Panic Alarm Station	DS-PEA3M-21H#	DS-PEA3M-21#	
# Newly supported.			

Chapter 8 Older Releases

Hik-Connect 4.14.0 or earlier.

- ***Updates in Hik-Connect 4.14.0***
- ***Updates in Hik-Connect 4.13.0***
- ***Updates in Hik-Connect 4.12.0***
- ***Updates in Hik-Connect 4.11.0***
- ***Updates in Hik-Connect 4.9.0***
- ***Updates in Hik-Connect 4.7.0***
- ***Updates in Hik-Connect 4.5.0***
- ***Updates in Hik-Connect 4.4.0***
- ***Updates in Hik-Connect 4.3.0***
- ***Updates in Hik-Connect 4.2.0***
- ***Updates in Hik-Connect 4.1.0***
- ***Updates in Hik-Connect 4.0.0***

See Far, Go Further