HOW TO ADD DEVICES AN EXSISTING HIK-CONNECT ACCOUNT

PRODUCTS: HIKVISION DEVICES

TOPICS COVERED IN THIS KBA: How to add devices to an existing hik-connect account (NVR/DVR/Camera).

Methods Available:

1. via Hik-Connect App
   a) using QR code
   b) using serial number
2. via Hik-Connect Web portal (for management only no viewing)
   a) using serial number only

Method 1a: Add devices via Hik-Connect APP via QR code

First, Open the Hik-Connect App.

Select the **add device button** in the middle of the screen you will then see the QR scanning screen shown below on the right.
Now scan the QR code use the QR code on the sticker on the device.

a. In the case of DVRs/NVRs it can also be found by going to menu location:

   Configuration --> Network --> Platform Access.

Once you have got the QR code in focus, it will automatically go to the next screen.
- If QR code won’t detect try the second method using the serial number.

Select Add and input the verification code which will be found alongside the QR code.
The verification code can be found in 3 places:

1. **Sticker**

   ![Sticker Image]
   
   **Verification Code:** BPMHYQ

2. **Local Menu (Configuration --> Network --> Platform Access.)**

   ![Local Menu Image]
   
   **Verification Code:** QCERTY

3. **Web Interface**

   Go to the following menu location:
   
   Configuration --> Network --> Advanced Settings --> Platform Access

![Web Interface Image]

Users can check or modify the verification code in this page.

![Web Interface Verification Code Box Image]
Method 1b: Add devices via Hik-Connect APP via serial number

Input the **serial number** of the device and select the **save icon**.

Select **Add** and input the **verification code**.
Method 1a and 1b Finish and test.

No matter what method you used to add the device the next screen will be the same as the Left picture: Select skip NOT finish.

Select all cameras and then select start live view to test remote connection.
Method 2: Add devices via www.hik-connect.com web portal
(for management only no viewing)

Steps:

a. Input www.hik-connect.com into browser location bar;

b. Login with your account user name and password.

c. Go to Device Management:
d. Click **Add**; Input your device **Serial no.** then click **Search**.

Select the **+ Icon**, Input the **verification code** and Select **Add**.
The verification code can be found in 3 places:

1. **Sticker**

![Sticker Image]

**Verification Code:** BPMHYQ

2. **Local Menu (Configuration --> Network --> Platform Access.)**

![Configuration Menu Image]

**Verification Code:** ONERTY

3. **Web Interface**

Go to the following menu location:

Configuration --> Network --> Advanced Settings --> Platform Access

![Web Interface Image]

Users can check or modify the verification code in this page.

![Verification Code Field Image]