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).

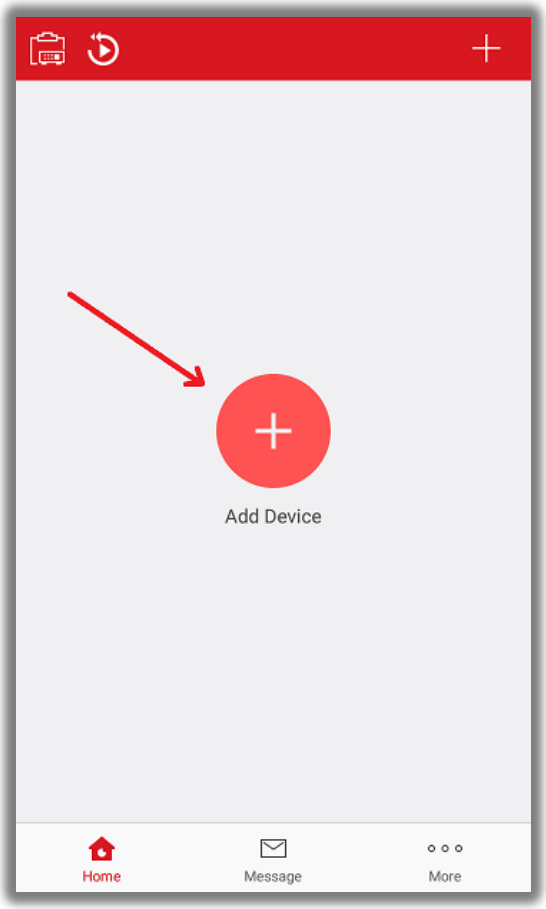
Methods Available:

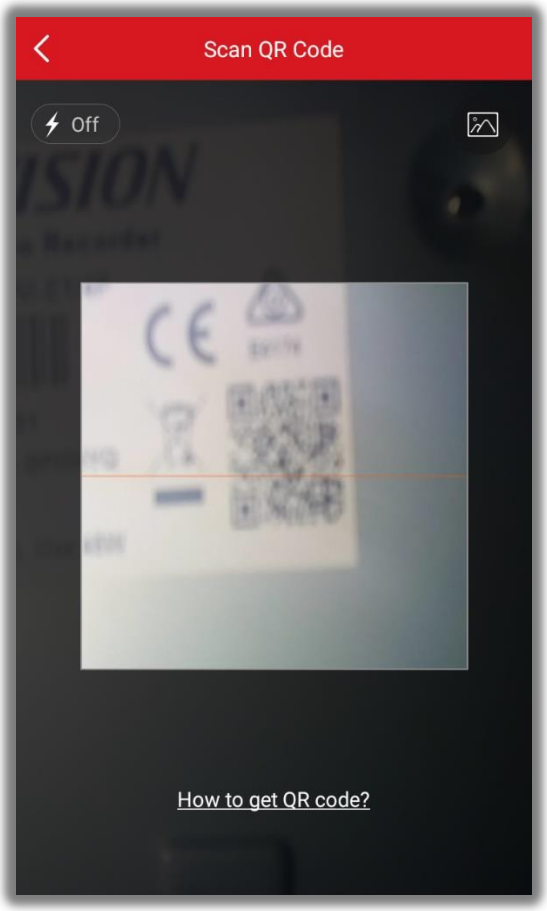
1. **via Hik-Connect App**
   a) using QR code
   b) using serial number
2. **via Hik-Connect Web portal (for management only no viewing)**
   a) using serial number only

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.

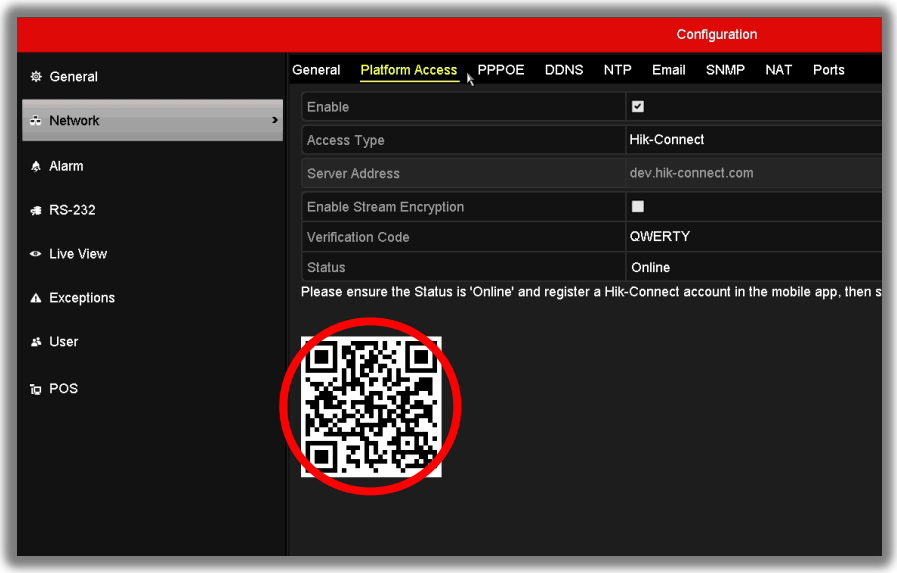




Now scan the QR code use the QR code on the **sticker** on the device.

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

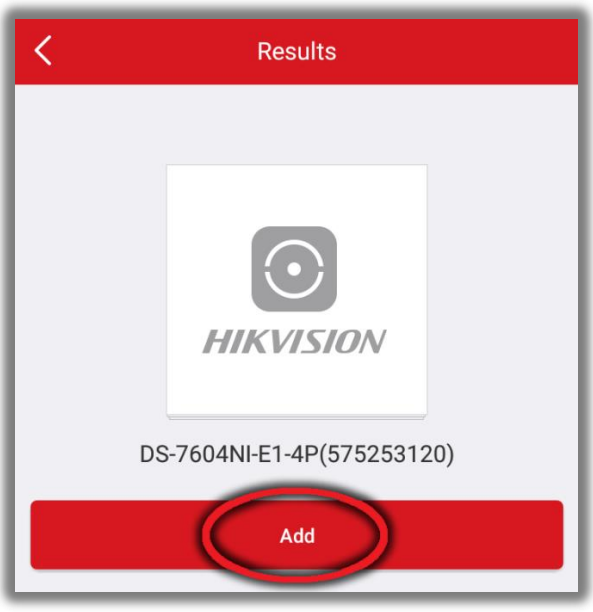
Configuration --> Network --> Platform Access.

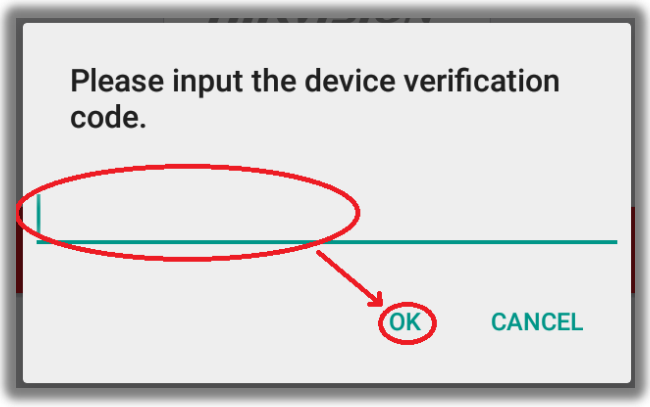


Once you have got the QR code in **focus**, it will automatically go to the next screen.

- 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.

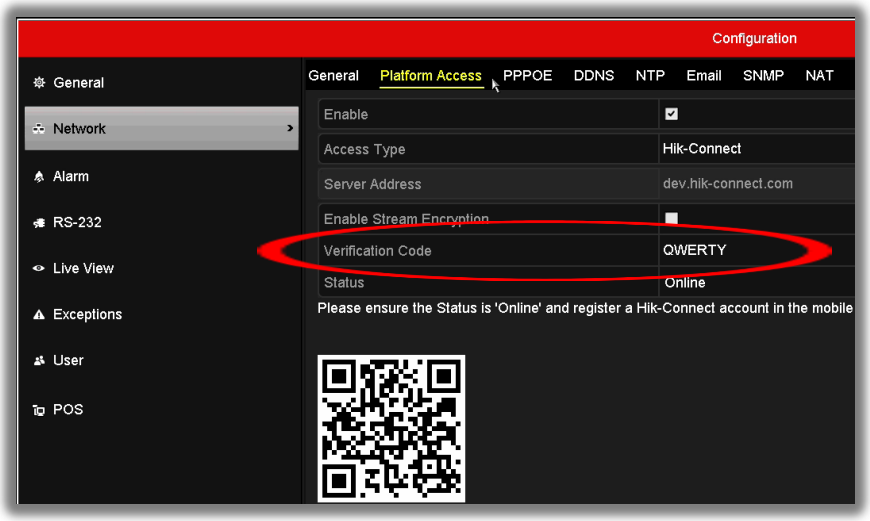




The verification code can be found in 3 places:

1. Sticker

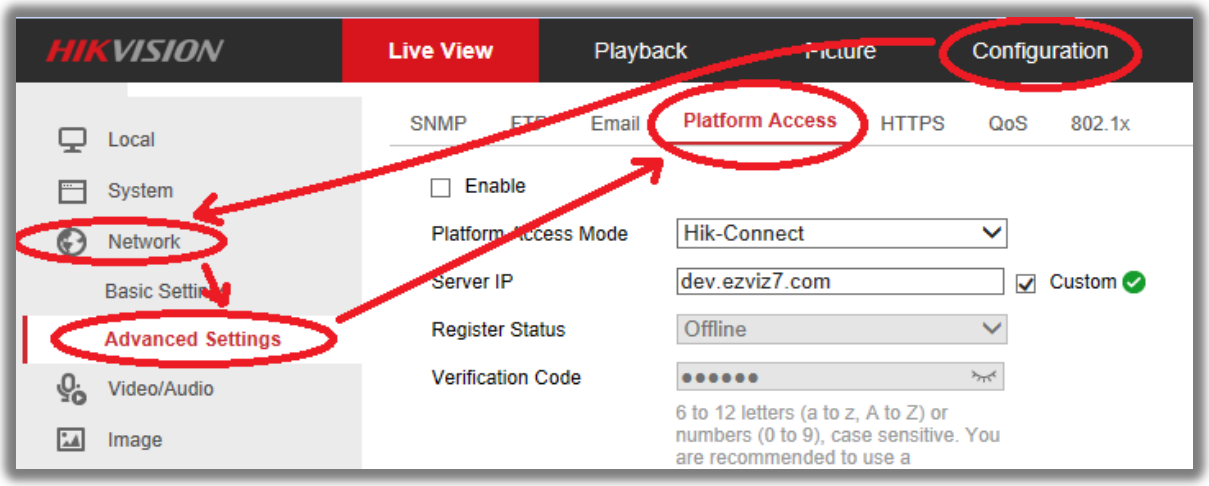
2. Local Menu (Configuration --> Network --> Platform Access.)



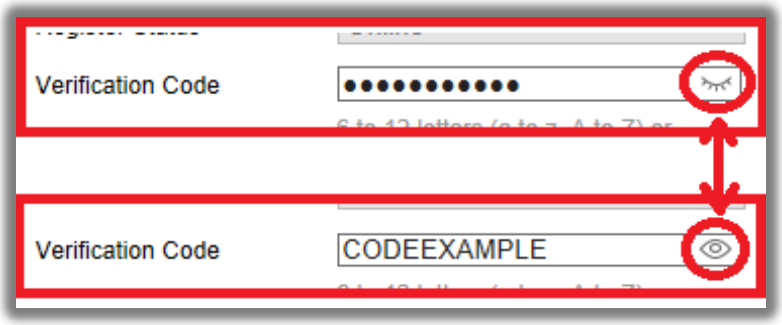
3.Web Interface

Go to the following menu location:

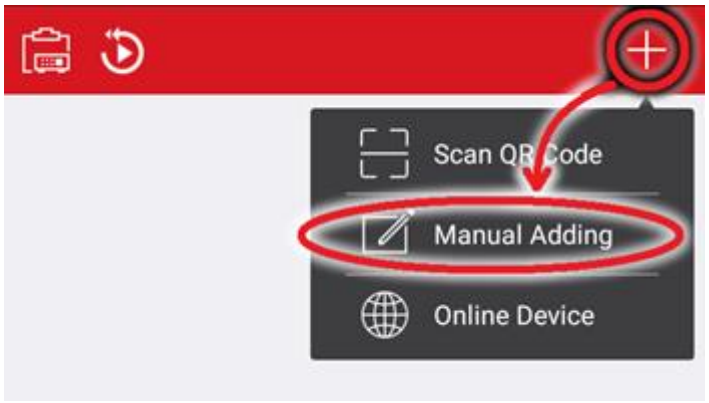
Configuration --> Network --> Advanced Settings --> Platform Access



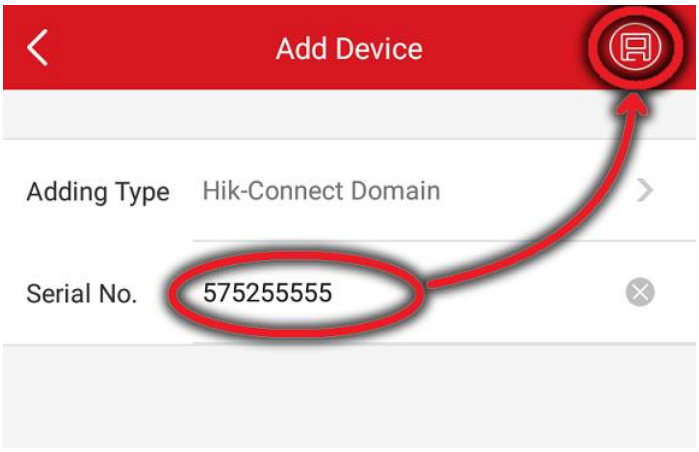
Users can check or modify the verification code in this page.



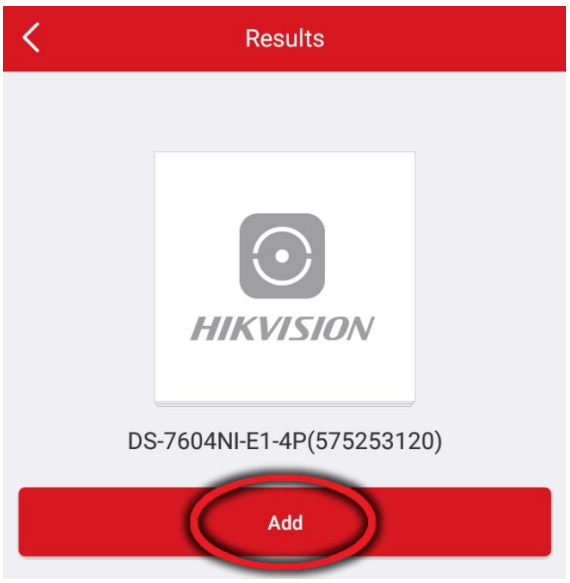
Method 1b: Add devices via Hik-Connect APP via serial number

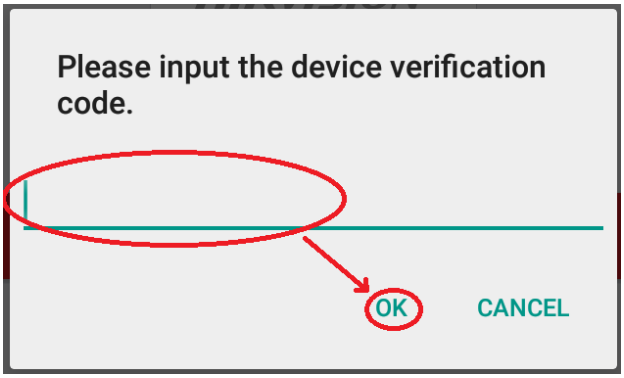


Input the **serial number** of the device and select the **save icon**.



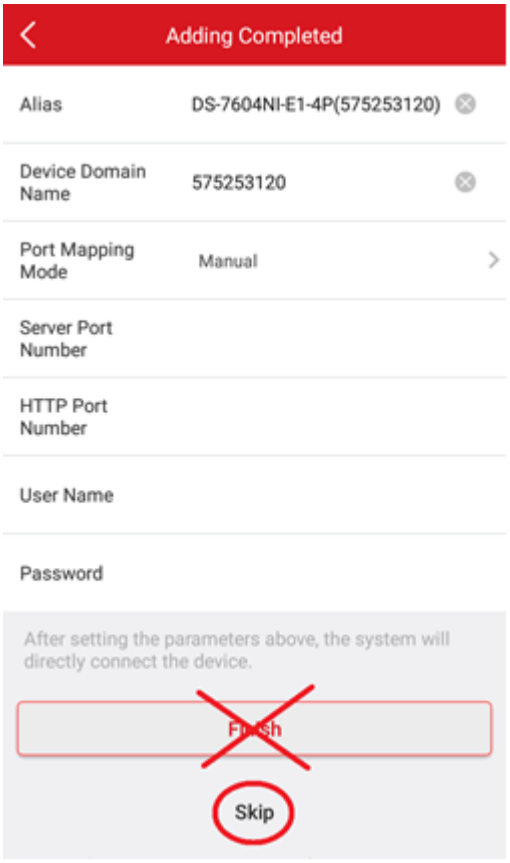
Select **Add** and input the **verification code**.

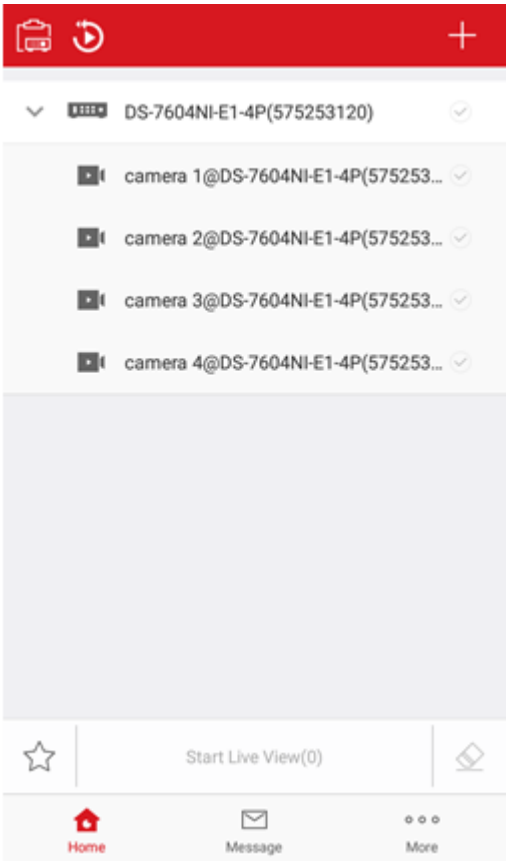




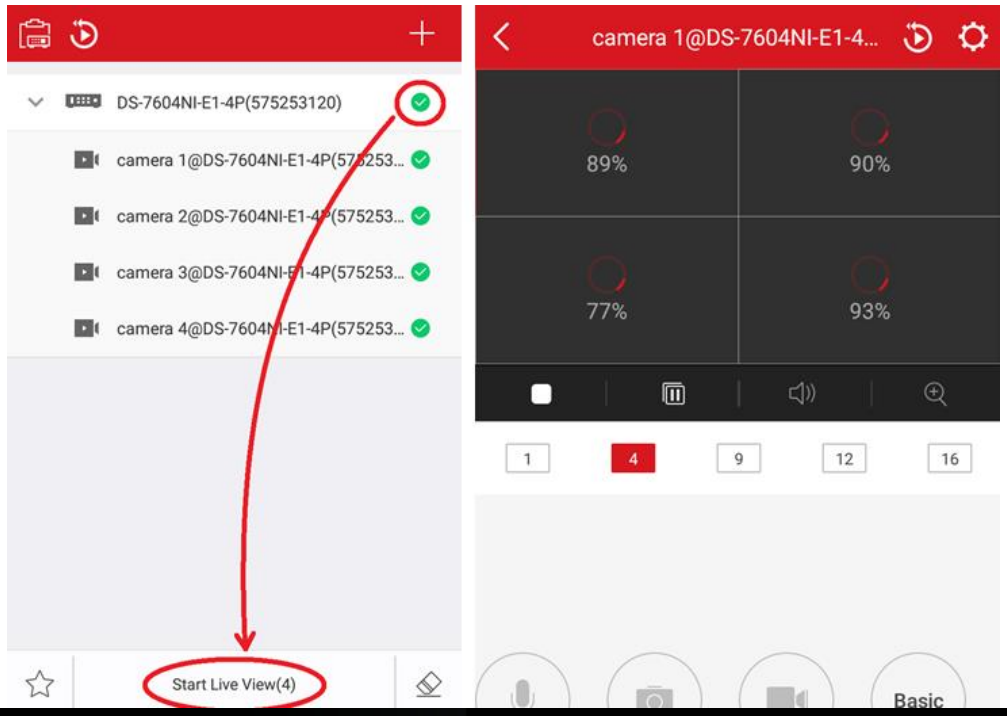
Method 1a and 1b Finish and test.

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.



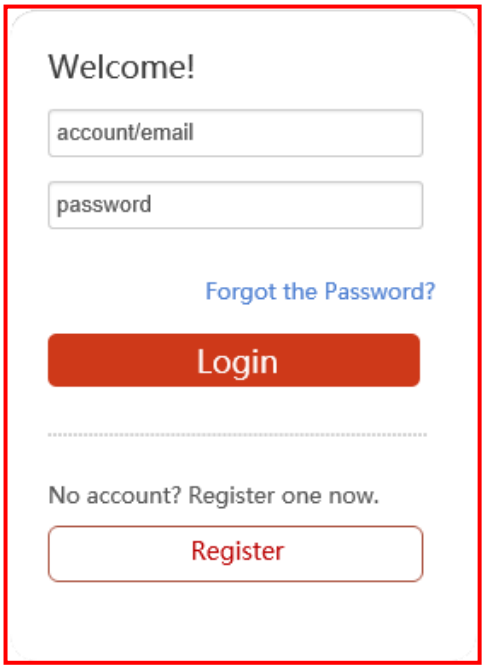
Method 2: Add devices via www.hik-connect.com web portal

(for management only no viewing)

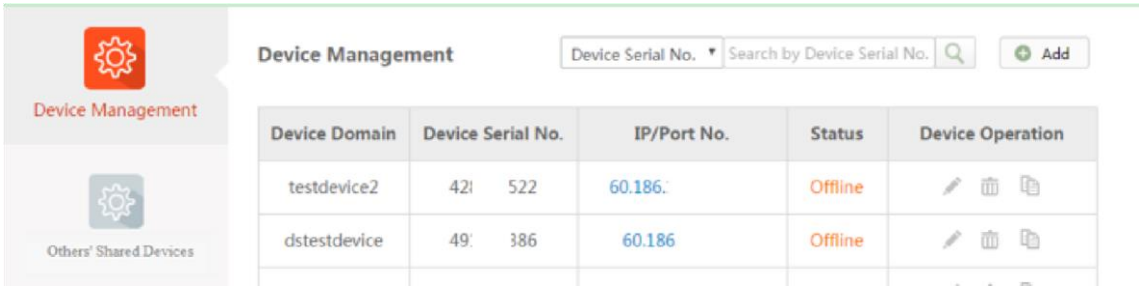
Steps:

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

b. Login with your account user name and password.

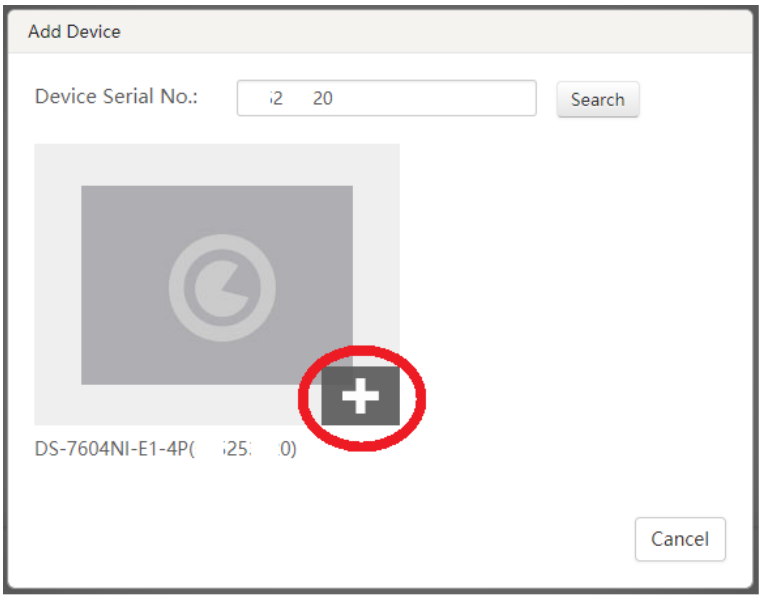


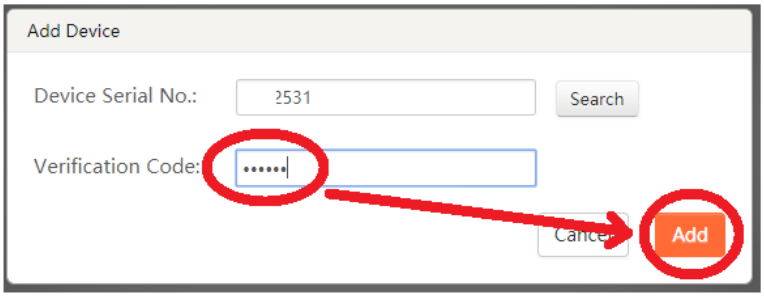
c. Go to Device Management;

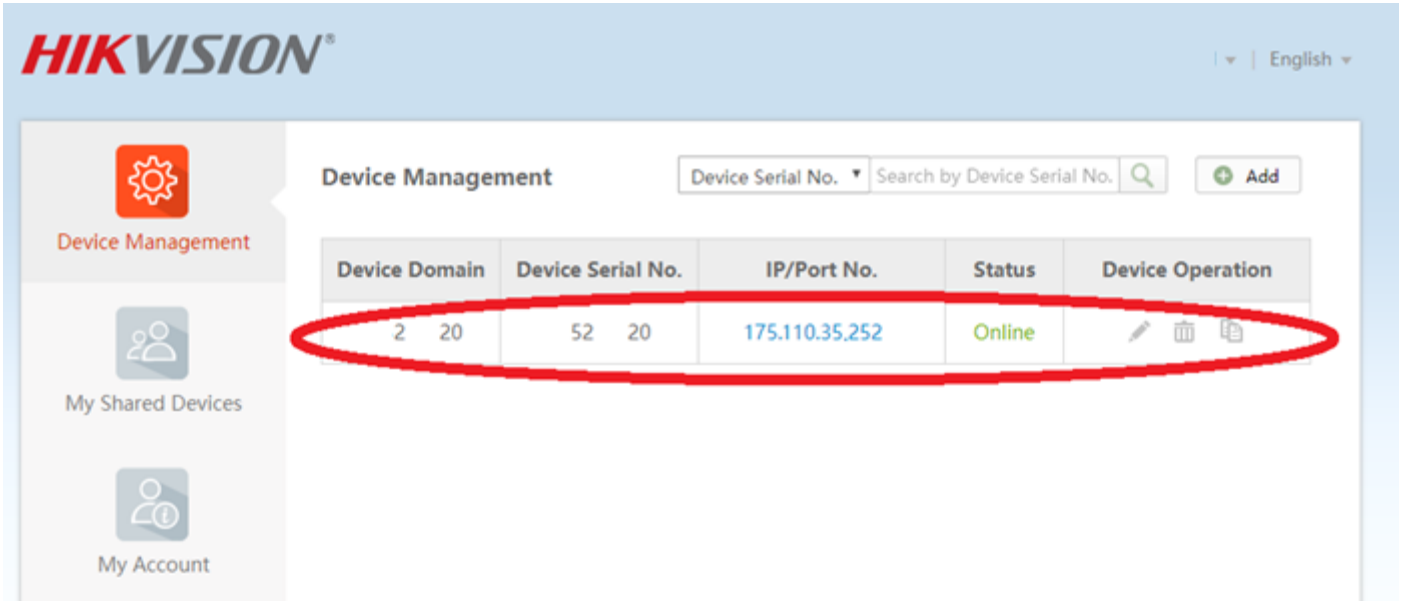


d. Click **Add;** Input your device **Serial no.** then click **Search.**

Select the **+ Icon**, Input the **verification code** and Select **Add**.







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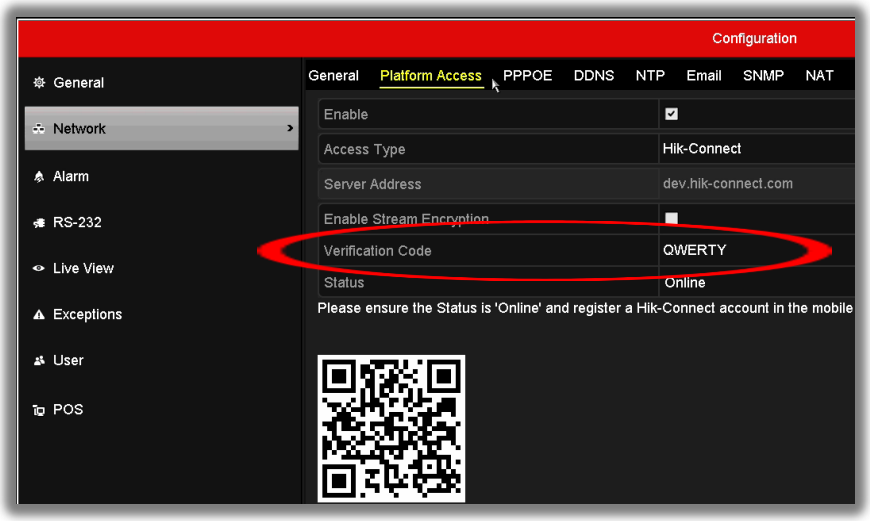

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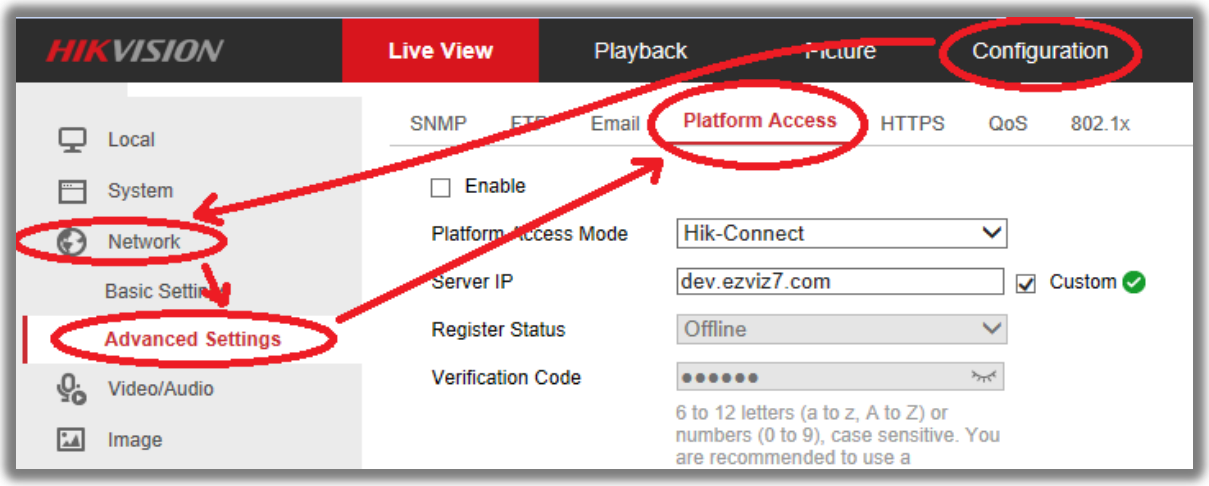
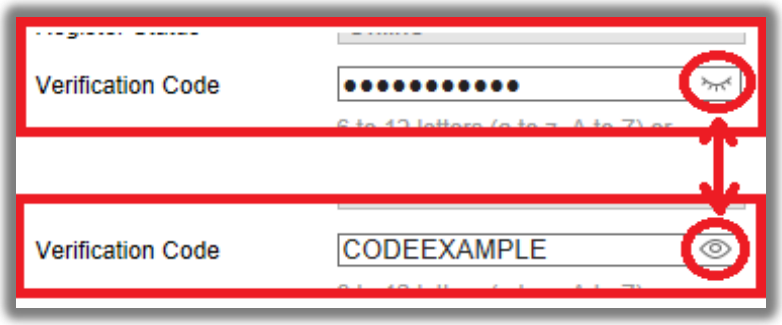
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