# Hik-Partner Pro

## Security Business Assistant at Your Fingertips

Hik-Partner Pro is a one-stop security service platform where Hikvision partners can get easy access to all Hikvision product information (including HiLook series), promotions, and marketing handouts. You can enjoy efficient customer and device management and extended value-added services with round-the-clock convenience.

Get well prepared in advance:

- Find product information you need quickly
- Stay on top of promotions, handouts and trends
- Register projects online and get support from manufacturers
- Design a solution in a snap

Install remotely and hand over efficiently:

- Customizable quotations
- Ready-to-use tutorials for installation
- Visualized customer site management
- One-click handover of sites and devices

Troubleshoot anywhere, anytime:

- Proactive system health monitoring
- Remote configuration,
- Rich security tools
- Online support
- Timely updates of the RMA process

Create extra income & get rewards:

- Redeem rewards and services with points
- Co-brand with Hikvision, displaying your company logo and information on customers' Hik-Connect
- Create recurring revenue with cloud storage and cloud-based VMS

# Function Availability for Different Countries / Regions

Hik-Partner Pro offers both free functions and value-added functions that cost certain fees. You can purchase certain services in the Service Market of Hik-Partner Pro to get access to the value-added functions. Currently, certain value-added functions are only available in specific countries and regions. In addition, users in some countries and regions can only access the free functions.

## Functions Only Available in Certain Countries and Regions

***Note:*** *For details about whether your country or region supports functions contained in the following services, refer to the after-sales or local distributor.*

| Service | Function(s) Only Available in Certain Countries and Regions |
|---|---|
| Health Monitoring Service | Linkage rule.<br>***Note:*** *Linkage Rule is not available in the United States and Canada.* |
| Cloud Storage Service | All functions contained in the service |
| Temperature Screening Service | All functions contained in the service |
| Cloud Attendance Service | All functions contained in the service |
| Alarm Receiving Center (ARC) Service | All functions contained in the service |
| Employee Account Add-On | All functions contained in the service |
| HikCentral Connect Service | All functions contained in the service |
| HikCentral ReGuard Service | All functions contained in the service |

## Countries and Regions Only with Support for Free Functions

### Countries and Regions that Only Support Free Functions

| Continent | Country/Region (Listed in Alphabetical Order) |
|---|---|
| Africa | Angola, Benin, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo(Brazzaville), Congo(Kinshasa), Cote D'Ivoire, Djibouti, Equatorial Guinea, Eritrea, Ethiopia, Gabon, Gambia, Guinea, Guinea-Bissau, Liberia, Madagascar, Malawi, Mali, Mayotte, Mozambique, Namibia, Niger, Nigeria, Rwanda, Senegal, Seychelles, Sierra Leone, Somalia, Tanzania, Togo, Uganda, Zambia, Zimbabwe |
| Asia | Japan, Taiwan (China) |

### Free Functions

| Module | Detailed Function(s) |
|---|---|
| Customer Site Management | ● Adding new sites<br>● Adding existing sites<br>● Handing over sites<br>● Applying for site authorization from site owners<br>● Sharing sites<br>● Viewing sites on the map |
| Device Management | ● Adding devices<br>● Remotely configuring devices<br>● Applying for device permission<br>● Releasing device permission<br>● Synchronizing devices from Hik-Connect to Hik-Partner Pro<br>● Enabling devices to send notifications<br>● Upgrading devices<br>● Configuring DDNS for devices<br>● Managing AX PRO devices and AX HYBRID PRO devices (hereafter simplified as AX PRO and AX HYBRID PRO)<br>➢ Remotely controlling and configuring AX PRO /AX HYBRID PRO<br>➢ Applying for PINs for AX PRO / AX HYBRID PRO<br>➢ Switching language for AX PRO / AX HYBRID PRO<br>➢ Batch arming/disarming AX PRO / AX HYBRID PRO |

| Module | Detailed Function(s) |
|---|---|
| Alarm Receiving Center (ARC) Service | Enabling ARC service for your customers and setting the way to connect your customers' security control panels and Hik IP Receiver Pro |
| Video | ● Viewing live videos<br>● Playing back video footage |
| Log | Searching operation logs |
| Solution | Viewing and searching for solutions provided by Hikvision |
| Explore | Viewing news about Hikvision products and solutions, how-to articles, notices, activities, and events |
| Products | Viewing, searching for, downloading, and sharing the product information, including the description, parameters, and documents |
| Project | Registering projects to receive project pricing and get project support |
| Order & Promotion | ● Viewing regular products, hot products, and promotional products<br>● Comparing products<br>● Placing orders<br>● Tracking order status after submitting orders |
| Rewards Store | Earning points by completing tasks and redeeming for gifts |
| Support | ● Viewing video tutorials and documents in the Tutorial Center<br>● Using the Chatbot to ask questions and get answers online<br>● Submitting cases for support<br>● Submitting feedback and suggestions<br>● Checking warranty status by entering serial numbers<br>● Viewing information (phone No., email address, and address) for contacting us<br>● Submitting and handling RMA requests |
| Rebate | ● Generating authentication codes<br>● Viewing rebate details<br>● Viewing bills of sale |

# Hik-Partner Pro Portal

## Key Features

***Note:*** *The features marked with * may be not released in certain countries or regions. Please refer to the actual interfaces.*

### General

- Wizard used for guiding users through the process of configuration and operation.
- Video tutorials for users to learn more about Hik-Partner Pro.
- What's New for users to learn about the new features, improvements, and bug fixes about Hik-Partner Pro.
- Using the Chatbot to ask questions and get answers online.
- Submitting cases for support if you have any issues when using Hik-Partner Pro.
- Submitting feedback information if you have any suggestions.
- *Checking warranty status by entering serial numbers.
- Viewing information (phone No., email address, and address) for contacting us.
- *Submitting and handling RMA requests for product repairs and exchanges.
- Free demo function used for experiencing general features of Hik-Partner Pro without registering any accounts to promote further registration, use and purchase for Hik-Partner Pro.
- Global server deployment for accessing Hik-Partner Pro more quickly and stably.
- *Viewing news about Hikvision products and solutions, how-to articles, notices, activities, and events.
- *Viewing and searching for solutions provided by Hikvision for new business opportunities and optimized operations.

### Customer Site Management

- Adding new site or existing site.
- Assigning multiple site managers to manage one site.
- Handing over sites to customers (site owners) by email or short message.
- Applying for site authorization from site owner for maintaining or managing the site.
- Sharing sites with the maintenance service partners to allow them to cooperate with you in providing device management/maintenance services for your customers.
- Discarding site authorization unilaterally.
- Disabling Hik-Connect service for the device(s) if Allow Me to Disable Hik-Connect Service is enabled when handing over sites.
- Viewing sites on the site map after configuring GPS information for the sites.

### Device Management

- Adding device(s) by auto-detecting devices on LAN, Hik-Connect (P2P), IP address or domain name, or pre-defined template.
- Using a Hik-ProConnect Box as a proxy device for accessing devices that cannot be added by Hik-Connect (P2P).
- Upgrading one or more devices remotely.
- Configuring DDNS for the encoding devices with invalid or old firmware versions added by Hik-Connect (P2P), to make sure they can be managed by Hik-Partner Pro properly.
- Batch upgrading encoding devices (on the same LAN with Hik-Partner Pro).
- Batch configuring devices (on the same LAN with Hik-Partner Pro). The batch configuration processes include:
  - Activating devices and assigning IP addresses for them.
  - Linking channels to NVR/DVR.
  - Saving the configurations of a device as a template to the cloud and applying the template to other devices on the same LAN.
- Unbinding detected online device from its current account before adding it to your account.
- Moving a device from one site to another site with the same site owner.
- Resetting password for an authorized device (except AX PRO devices) in an onsite or offsite method.
- Synchronizing the devices from Hik-Connect account to Hik-Partner Pro, including the devices added in the Hik-Connect account and the ones shared from others.
- Linking your account with Hik-Connect accounts to synchronize devices automatically from the linked Hik-Connect accounts.
- Authorizing Hik-Partner Pro to get the account information of Hik-Connect to log in.
- Device live view, playback, and video download.
- Entering the remote configuration page of the device and setting the device's parameters.
- Enabling remote log collection for troubleshooting.
- Configuring device regular rebooting for certain models of network cameras.
- *Configuring people counting parameters via Hik-Partner Pro Portal and viewing people counting data on Hik-Connect

Mobile Client.

- *Configuring temperature screening parameters via Hik-Partner Pro Portal and viewing temperature screening data on Hik-Connect Mobile Client.
- Remotely managing and maintaining AX PRO devices / AX HYBRID PRO devices:
  - Remote configuration and remote maintenance for AX PRO / AX HYBRID PRO.
  - *Creating parameter templates for AX PRO.
  - *Batch configuring AX PRO remotely by template.
  - *Batch arming/disarming AX PRO / AX HYBRID PRO.
  - *Batch upgrading AX PRO / AX HYBRID PRO.

## *Linkage

- Configuring linkage rule for the devices in a site.
- Using six pre-defined templates designed for typical applications.
- Two linkage modes, including LAN and Cloud P2P.

## Exception

- Configuring exception rules to monitor the status of managed resources in real-time.
- Receiving resource exception notifications.
- Viewing exception records of the resources and exporting the exception records.
- Handling exception notifications.

## Health Status

- Viewing status information of devices on each site.
- Automatically inspecting and manually inspecting the health status of the devices.
- Automatically sending health monitoring reports.
- Viewing status of encoding devices, security control panel, access control device, video intercom device, doorbell, Hik-ProConnect box, and network switch.
- Viewing network topology for the switch(es) and connected devices, including network links between devices, and link exceptions and abnormal devices.

## Notification Center

- Receiving and handling business notifications, including device management invitations, site sharing notifications, and device installation work orders.
- Receiving exception notifications.
- Receiving system messages.
- Receiving deals and offers.

## *Cloud Attendance Service

- Purchasing the cloud attendance service online in the Service Market directly or by the service key (purchased from the local distributor offline).
- Adding and activating new cloud attendance system for a site.
- Enabling or disabling cloud attendance systems for end-users.
- Deleting cloud attendance systems on a site that has not been authorized by the end-user.

## *Cloud Storage Service

- Purchasing cloud storage service packages online in the Service Market directly or by the service key (purchased from the local distributor offline).
- Activating cloud storage service for Hik-ProConnect boxes, certain models of DVRs/NVRs, and certain models of solar cameras to upload event-related video footage from specified channels to the cloud.
- Activating or renewing cloud storage service for a channel.

## *HikCentral Connect Service

- Purchasing the HikCentral Connect service online in the Service Market directly or by the service key (purchased from the local distributor offline).
- Creating HikCentral Connect systems which contain the video management service, mobile monitoring service, alarm detection service, etc., adding devices to the systems, and then handing over the systems to your customers (enterprise users).
- Activating or renewing HikCentral Connect service for the systems.
- Accessing customers' systems using the HikCentral Connect authorization codes to provide maintenance services.

### *HikCentral ReGuard Service

- Activating the HikCentral ReGuard service in the Service Market by the service key (purchased from the local distributor offline).
- Generating the HCRG key in My Service for activating the HCRG system.
- Receiving device installation work orders.

### Security

- Supporting channel encryption: HTTPS and TLS/SSL used to ensure the security of the transmission process.
- Supporting signal encryption: AES 128, AES256, and RSA used to ensure the security of data content.
- Protection against account attacks.
- Supporting verification code encryption to ensure the security of streaming during remote live view and downloading.
- Supporting Cloud P2P to establish secure link without port mapping and avoid exposing ports to the public network.
- Unique serial number bound by one account to prevent the device from being added by an attacker.

### *Project

- Registering projects to receive project pricing and get project support.
- Viewing project status and details, and quoting for, editing, closing, and copying projects.

### *Order & Promotion

- Viewing regular, hot, and promotional products, and comparing products.
- Placing an order by adding products to the shopping cart, and tracking the submitted orders.

### *Reward Point System

- Earning reward points redeemable for lots of gifts after completing specific tasks.
- Redeeming reward points for lots of gifts (e.g., certain value-added services) in the rewards store.

### *Rebate

- Generating authentication codes for installers.
- Viewing rebate details and bills of sale.

### Others

- Offering co-branding function to display company logo and information on the Hik-Connect Mobile Client for brand promotion.
- Account authentication: entering authentication code, or submitting online application. (Different countries or regions may vary.)
- Searching operation logs in the recent 90 days.
- Purchasing health monitoring packages and setting the devices that can access the service.
- Creating maintenance quotations for providing your customers with the device maintenance service.
- Generating after-sales authorization codes, which you can send to the technical support staff to let them log into your account by the codes.
- Registering the OneHikID (ePartner) account, which allows you to log into Hik-Partner Pro and other Hikvision platforms.
- *Switching among two or more companies if your account exists in more than one company.

## Specifications

The following table shows the maximum performance of the Hik-Partner Pro Portal.

| Features | Maximum Performance |
|---|---|
| Supported Languages | English, Arabic, Brazilian Portuguese, Bulgarian, Croatian, Czech, Danish, Dutch, Estonian, Farsi, Finnish, French, German, Greek, Hebrew, Hungarian, Indonesian, Italian, Japanese, Kazakh, Korean, Latvian, Lithuanian, Norwegian, Polish, Portuguese, Romanian, Russian, Serbian, Slovakian, Slovenian, Spanish, Swedish, Thai, Traditional Chinese, Turkish, Ukrainian, Uzbek, and Vietnamese |
| Number of Employees | Unlimited |
| Number of Sites | Unlimited |
| Number of Devices | Unlimited |
| Number of Templates for Remote Configuration of Security Control Panel | 5 |
| Transcoding by Hik-ProConnect Box | Resolution: 1920*1080 |

| | |
|---|---|
| | Frame rate: 10 fps (1 to 5 channels)/8 fps (6 channels)/7 fps (7 channels)/6 fps (8 channels)<br>Bit rate: 800 kbps |
| Decoding by Hik-ProConnect Box | 8*1080P |
| Notification Retention Period | Up to 7 days |
| Log Retention Period | Up to 90 days |

# Hik-Partner Pro Mobile Client

## Key Features

***Note:*** *The features marked with * may be not released in certain countries or regions. Please refer to the actual interfaces.*

### General

- Wizard used for guiding users through the process of configuration and operation.
- Video tutorials for users to learn more about Hik-Partner Pro.
- What's New for users to learn about the new features, improvements, and bug fixes about Hik-Partner Pro.
- Using the Chatbot to ask questions and get answers online.
- Submitting cases for support if you have any issues when using Hik-Partner Pro.
- Submitting feedback information if you have any suggestions.
- Viewing information (phone No., email address, and address) for contacting us.
- *Submitting and handling RMA requests for product repairs and exchanges.
- Free demo function used for experiencing general features of Hik-Partner Pro without registering any accounts to promote further registration, use and purchase for Hik-Partner Pro.
- Global server deployment for accessing Hik-Partner Pro more quickly and stably.
- *Viewing news about Hikvision products and solutions, how-to articles, activities, and events.
- *Viewing, searching for, downloading, and sharing the product information, including the description, parameters, and documents.

### Customer Site Management

- Adding new site or existing site.
- Assigning multiple managers to manage one site.
- Handing over sites to customers (site owners) by email or short message.
- Applying for site authorization from site owner for maintaining or managing the site.
- Sharing sites with the maintenance service partners to allow them to cooperate with you in providing device management/maintenance services for your customers.
- Discarding authorization unilaterally.
- Disabling Hik-Connect service for the device(s) if Allow Me Able to Disable Hik-Connect Service is enabled when handing over sites.

### Device Management

- Adding device(s) by QR code, Hik-Connect (P2P), auto-detecting devices on LAN, and IP address or domain name.
- Using a Hik-ProConnect box as a proxy device for accessing devices that cannot be added by Hik-Connect (P2P).
- Upgrading one or more devices remotely.
- Configuring DDNS for the encoding devices with invalid or old firmware versions added by Hik-Connect (P2P), to make sure they can be managed by Hik-Partner Pro properly.
- Batch upgrading encoding devices (on the same LAN with Hik-Partner Pro).
- Batch configuring devices (on the same LAN with your Hik-Partner Pro). The batch configuration processes include:
  - Activating devices and assigning IP addresses for them.
  - Linking channels to NVR/DVR.
  - Saving the configurations of a device as a template to the cloud and applying the template to other devices on the same LAN.
- Unbinding device (on the same LAN with the phone or tablet where your Hik-Partner Pro Mobile Client runs) from its current account before adding it to your account.
- Moving a device from one site to another site with the same site owner.
- Resetting password for an authorized device (except AX PRO device) in an onsite or offsite method.
- Configuring device regular rebooting for certain models of network cameras.
- Synchronizing the devices from Hik-Connect account to Hik-Partner Pro, including the devices added in the Hik-Connect account and the ones shared from others.
- Linking your account with Hik-Connect accounts to synchronize devices automatically from the linked Hik-Connect accounts.
- Authorizing Hik-Partner Pro to get the account information of Hik-Connect to log in.
- Device live view, playback, and video download.
- Entering the remote configuration page of the device and setting the device's parameters.
- Enabling remote log collection for troubleshooting.
- Configuring device regular rebooting for certain models of network cameras.
- Remotely managing and maintaining AX PRO / AX HYBRID PRO devices:

- Remote configuration and remote maintenance for AX PRO / AX HYBRID PRO.
- *Creating parameter templates for AX PRO.
- *Batch configuring AX PRO remotely by template.
- *Batch arming/disarming AX PRO / AX HYBRID PRO.
- Batch arming/disarming selected areas configured on an AX PRO / AX HYBRID PRO device and batch clearing alarms triggered in the selected areas configured on an AX PRO.

- Viewing network topology for the switch(es) and connected devices, including network links between devices, and link exceptions and abnormal devices.

### *Linkage

- Configuring linkage rule for the devices on a site.
- Using six pre-defined templates designed for typical applications.
- Two linkage modes, including LAN and Cloud P2P.

### Exception

- Configuring exception rules to monitor the status of managed resources in real-time.
- Receiving exception notifications.
- Viewing exception records of the resources and exporting the exception records.
- Handling exception notifications.

### Health Status

- Viewing status information of devices on each site.
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### Notification Center

- Receiving and handling business notifications, including device management invitations, site sharing notifications, and device installation work orders.
- Receiving exception notifications.
- Receiving system messages.
- Receiving deals and offers.

### *Cloud Storage Service

- Purchase cloud storage packages by the service key (purchased from the local distributor offline).
- Activating cloud storage service for Hik-ProConnect boxes or certain models of DVRs/NVRs to upload event-related video footage from specified channels to the cloud.
- Activating or renewing cloud storage service for a channel.

### Security

- Channel encryption: HTTPS and TLS/SSL used to ensure the security of the transmission process.
- Signal encryption: AES 128 and RSA used to ensure the security of data content.
- Protection against account attacks.
- Verification code encryption to ensure the security of streaming during remote live view and downloading.
- Cloud P2P to establish secure link without port mapping and avoid exposing ports to the public network.
- Unique serial number bound by one account to prevent the device from being added by an attacker.

### *Reward Point System

- Earning reward points redeemable for lots of gifts after completing specific tasks.
- Redeeming reward points for lots of gifts (e.g., certain value-added services) in the rewards store.

### Others

- Offering co-branding function to display company logo and information on the Hik-Connect Mobile Client for brand promotion.
- Account authentication: entering authentication code, or submitting online application. (Different countries or regions may vary.)
- Creating quotations for selected products and sharing the created quotations with your customers using the quotation tool.

- Generating after-sales authorization codes, which you can send to the technical support staff to let them log into your account by the codes.
- Registering the OneHikID (ePartner) account, which allows you to log into Hik-Partner Pro and other Hikvision platforms.
- *Switching among two or more companies if your account exists in more than one company.

## Specifications

The following table shows the maximum performance of the Hik-Partner Pro Mobile Client.

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|---|---|
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| Number of Sites | Unlimited |
| Number of Devices | Unlimited |
| Transcoding by Hik-ProConnect Box | Resolution: 1920*1080<br>Frame rate: 10 fps (1 to 5 channels)/8 fps (6 channels)/7 fps (7 channels)/6 fps (8 channels)<br>Bit rate: 800 kbps |
| Decoding by Hik-ProConnect Box | 8*1080P |
| Notification Retention Period | Up to 7 days |

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