



User Guide

Hikvision Configuration

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[summary](#)

This document describes the steps to follow to connect a Hikvision device to the Cam2Drive cloud using Hik-Connect, Hikpartner Pro, and the ARC ACOBA service.



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Modification history :

<u>Version</u>	<u>Date</u>	<u>Modifications</u>
V1	17/04/2025	- Creation of the first version
V2	26/06/2025	- Corrections, addition of prerequisites, form description

STEP 1: PREREQUISITES _ CHECK THESE BEFORE YOU BEGIN :

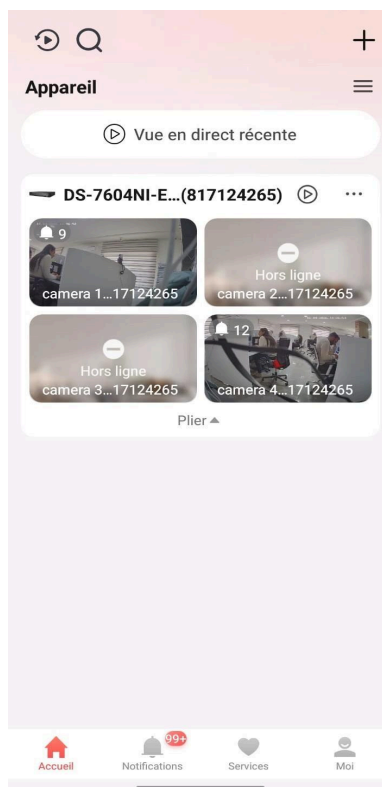
Prerequisites	Details
Cam2Drive Installer Account	You must have an active installer account on Cam2Drive. Contact ACOBA if you don't have one yet..
Registered Hikvision device	The recorder (NVR/DVR) must be added to the end customer's Hik-Connect account before any configuration can take place
Hik-Connect App (client)	The customer must have the Hik-Connect app installed. Their device must be registered on your Hik-Partner Pro site and show the status “Online.”
Hik-Partner Pro Access	As an installer, you must have an active account on Hik-Partner Pro, and the customer's recorder must be registered under your site (MySite).
Stable Internet connection	The recorder and the configuration console must be connected to the Internet.

STEP 2: VERIFYING THE HIK-CONNECT ACCOUNT AND THE DEVICE :

Before you begin, make sure the device is properly connected to the end customer's Hik-Connect account.

Log in to the Hik-Connect app and verify that:

- The device has been successfully added to the list of devices.
- Its status is **Online**.



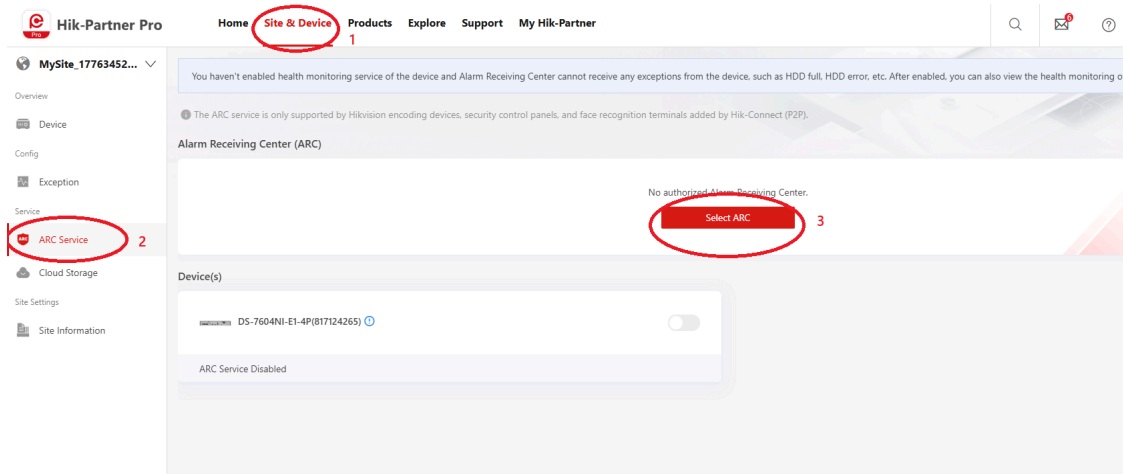
Note: If the device is offline, check the recorder's network connection and restart Hik-Connect before continuing.

STEP 3: ACTIVATING THE ARC ACOBA SERVICE VIA HIK-PARTNER PRO :

Objective: As an installer and service provider for the end customer, you will activate the ARC ACOBA service directly from your Hik-Partner Pro account at the customer's site.

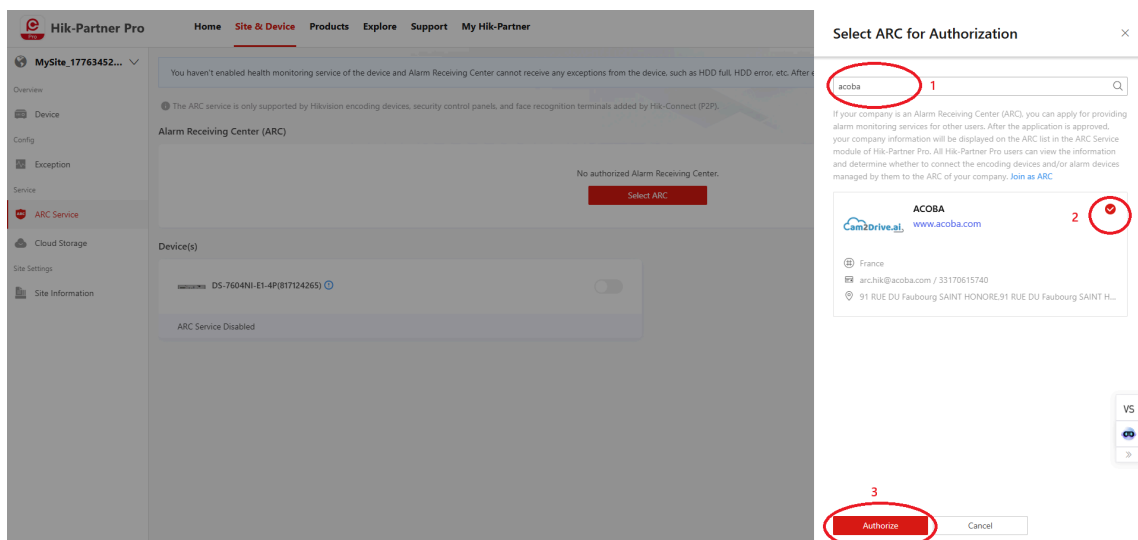
3.1. Logging In to Hik-Partner Pro

Log in to the Hik-Partner Pro platform via your browser, then go to the relevant customer's site (MySite)



3.2. Access the ARC service

In the left-hand menu, click ARC Service. If no ARC center has been configured yet, click Select ARC.



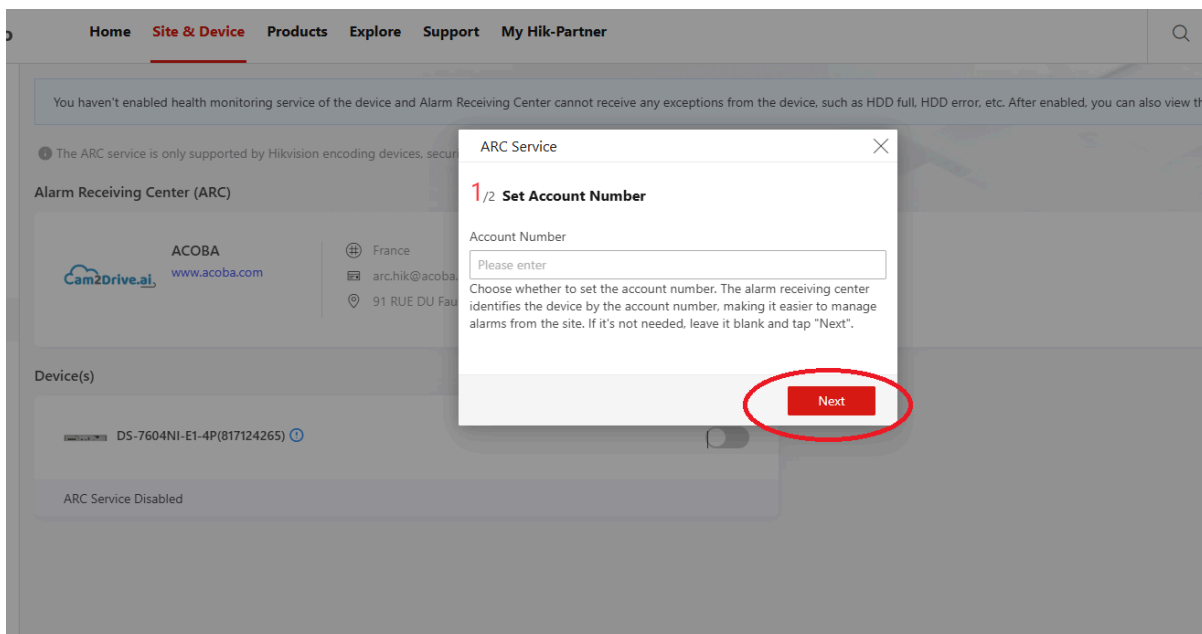
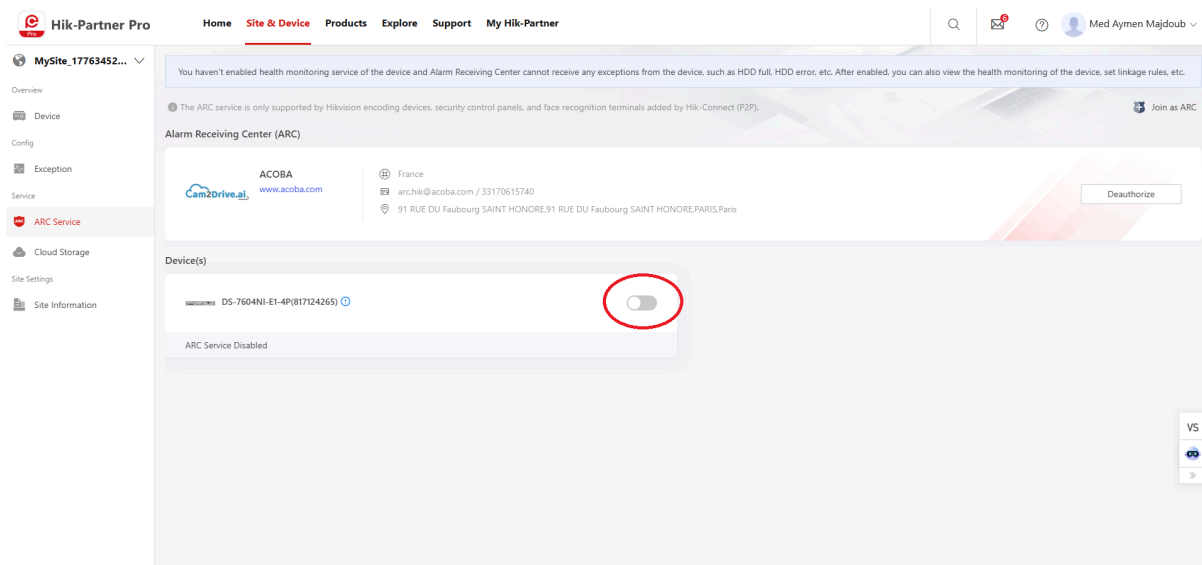
3.3. Select ACOBA as the ARC center

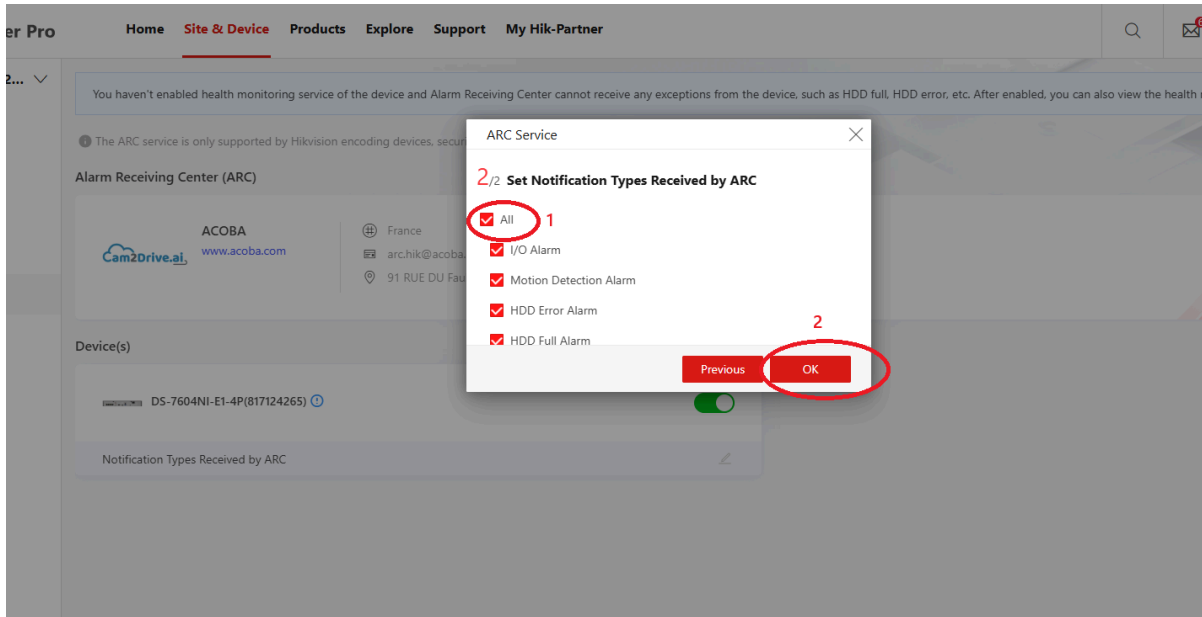
In the selection window, search for ACOBA, select it from the list, and then click Authorize to submit the authorization request.

3.4. Enable the ARC service on the recorder

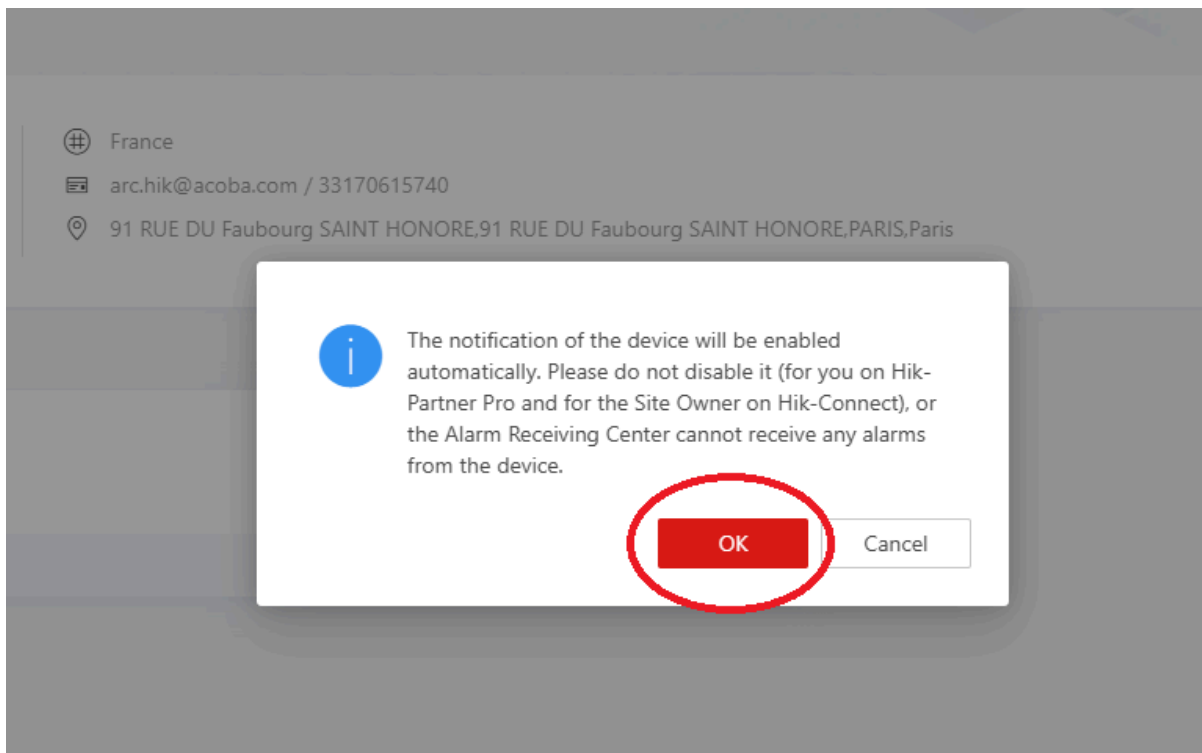
Once ACOBA has been selected, enable the ARC service on the client's recorder by following the two steps in the form:

- Step 1 of 2: Enter an account number if necessary (optional), then click Next.
- Step 2 of 2: Check “All” (all notifications), then click OK.





Note: Do not disable device notifications in Hik-Partner Pro or Hik-Connect. Otherwise, the ARC ACOBA monitoring center will no longer receive alerts from the recorder.

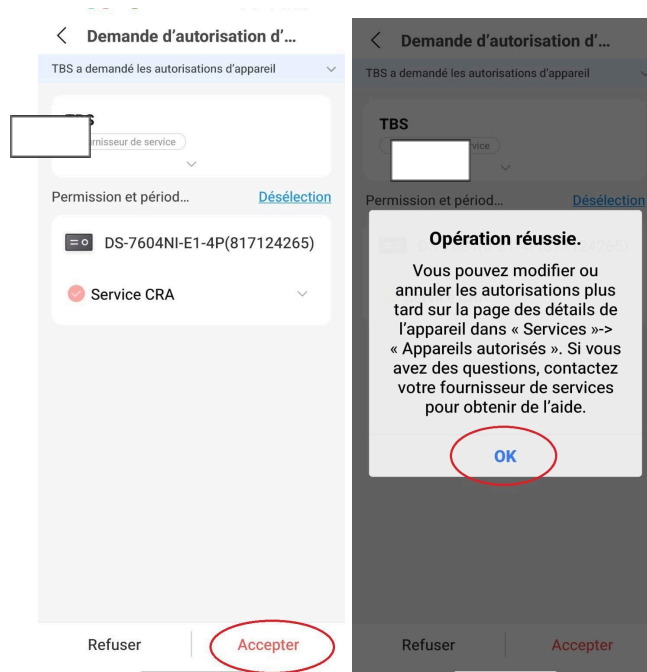
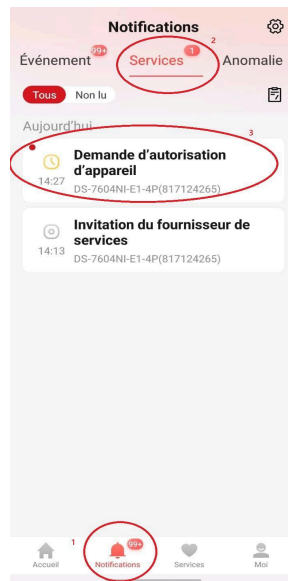


Once the operation is complete, the ARC service is confirmed to have been successfully activated.

**** ACTION REQUIRED ON THE CLIENT SIDE :**

The customer automatically receives a notification on their Hik-Connect app. They must:

- Open the device authorization request notification.
- Accept the request to complete the activation process.



The customer has accepted the request. The recorder is now authorized and linked to the ARC ACOBA service. Proceed to step 4.

STEP 4: CAM2DRIVE CONFIGURATION :

Once the activation of the ARC ACOBA service has been confirmed (Step 2), add the customer's recorder to the Cam2Drive dashboard by following the steps below.

4.1. Select the customer

Log in to your Cam2Drive installer account. Go to the “My Customers” page, then click “Edit” next to the relevant customer.

The screenshot shows the 'Mes Clients' page in the Cam2Drive.ai interface. On the left is a sidebar with navigation links: Mes Clients, PARAMÈTRES, Mes Abonnements, Utilisateurs & Permissions, COMPTE, Préférences, Changer mot de passe, Académie, and Se déconnecter. The main content area is titled 'Clients' and includes a search bar with fields for 'E-mail' and 'Nom Complet', and a button 'AJOUTER UN CLIENT'. Below is a table with the following data:

NOM COMPLET	E-MAIL	ENREGISTREURS	SITES	ACTIONS
Customer ArcService	custmortest@yopmail.com	3	1	CONNECTER MODIFIER
Customer Hikvision	costumer.hikvision@yopmail.com	11	1	CONNECTER MODIFIER

At the bottom right of the table, it says 'Lignes par page: 10' and '1-2 de 2'. The 'MODIFIER' button for the 'Customer Hikvision' row is circled in red and labeled with a red '1'.

4.2. Accéder à la liste des enregistreurs

In the customer record, click the “List of Recorders” tab.

The screenshot shows the 'Liste des Enregistreurs' page in the Cam2Drive.ai interface. The top navigation bar includes 'RETOUR' and a tab labeled '2' which is circled in red. Below the navigation bar are tabs for 'INFORMATIONS CLIENT', 'ABONNEMENTS CLIENT', 'LISTE DES SITES', 'LISTE DES ENREGISTREURS', and 'LISTE DES CAMÉRAS'. The 'LISTE DES ENREGISTREURS' tab is selected and circled in red. Below the tabs is a search bar with fields for 'Nom de l'enregistreur', 'Fabricant', and 'Nom du site', and a button 'AJOUTER ENREGISTREUR'. Below is a table with the following data:

NOM DE L'ENREGISTREUR	FABRICANT	NOM DU SITE	CLOUD DRIVE	CAMÉRAS	ACTIONS
Device Dahua	Dahua	default site	150 GB	16	[Edit] [Delete]
Device Test	Dahua	default site	[Warning Icon]	16	[Edit] [Delete]
HIK_C98768824	Hikvision	default site	100 GB	16	[Edit] [Delete]
Hik_D92939193	Hikvision	default site	50 GB	1	[Edit] [Delete]
HIK_D92939230	Hikvision	default site	50 GB	1	[Edit] [Delete]
HIK_F77401650	Hikvision	default site	50 GB	1	[Edit] [Delete]
HIK-AOV-GC0283280	Hikvision	default site	50 GB	1	[Edit] [Delete]
Hik-D92939225	Hikvision	default site	50 GB	1	[Edit] [Delete]

4.3. Add the device

Click the “Add device” button in the upper-right corner.

The screenshot shows the Cam2Drive.ai web interface. On the left is a sidebar with navigation links: 'Mes Clients', 'PARAMETRES', 'Mes Abonnements', 'Utilisateurs & Permissions', 'COMPTE', 'Préférences', 'Changer mot de passe', 'Académie', and 'Se déconnecter'. The main area has tabs for 'INFORMATIONS CLIENT', 'ABONNEMENTS CLIENT', 'LISTE DES SITES', 'LISTE DES ENREGISTREURS' (selected), and 'LISTE DES CAMÉRAS'. Below the tabs is a form to add a recorder with fields for 'Nom de l'enregistreur', 'Fabricant' (set to 'Tout'), and 'Nom du site'. Below this is a table of existing recorders. In the top right corner, the 'AJOUTER ENREGISTREUR' button is circled in red and labeled with a red '3'.

NOM DE L'ENREGISTREUR	FABRICANT	NOM DU SITE	CLOUD DRIVE	CAMÉRAS	ACTIONS
Device Dahua	Dahua	default site	150 GB	16	[Edit] [Delete]
Device Test	Dahua	default site	[Icon]	16	[Edit] [Delete]
HIK_C98768824	Hikvision	default site	100 GB	16	[Edit] [Delete]
HIK_D92939193	Hikvision	default site	50 GB	1	[Edit] [Delete]
HIK_D92939230	Hikvision	default site	50 GB	1	[Edit] [Delete]
HIK_F77401650	Hikvision	default site	50 GB	1	[Edit] [Delete]
HIK-AOV-GC0283280	Hikvision	default site	50 GB	1	[Edit] [Delete]
HIK-D92939225	Hikvision	default site	50 GB	1	[Edit] [Delete]

A form will open. Fill in all the fields as shown in the table below.

The screenshot shows the same Cam2Drive.ai interface, but with a modal form titled 'Ajouter un enregistreur' (Add a recorder) open. The modal has a subtitle 'Configuration rapide et minimaliste de l'enregistreur'. It contains the following fields: 'Nom de l'enregistreur' (with a red border and error message 'Le champ Nom de l'enregistreur est requis'), 'Fabricant' (dropdown menu set to 'Dahua'), 'Site' (dropdown menu set to 'default site'), 'Type de l'enregistreur' (dropdown menu set to 'Recorder (NVR/DVR)'), and 'Nombre des caméras' (input field set to '16'). A 'VALIDER' button is at the bottom. The modal is labeled with a red '4'.

Field	Description / Expected Value
Recorder Name	Enter a descriptive name for this device (e.g., HIK_D92939230). This name will be displayed on the dashboard.
Manufacturer	Select Hikvision from the drop-down list.
Serial Number	The recorder's serial number. It can be found on the device label or in the recorder's web interface under System > Information.
Verification Code	Hikvision verification code (displayed when the device is activated). Can be found in the recorder's interface under Network > Advanced Settings > Hik-Connect.
Site	Select the site to which this recorder is assigned (e.g., default site).
Recorder Type	Select “Recorder (NVR/DVR)” for a network video recorder, or “IP Camera” for a standalone IP camera.
Number of cameras	Specify the number of camera channels connected to this recorder.

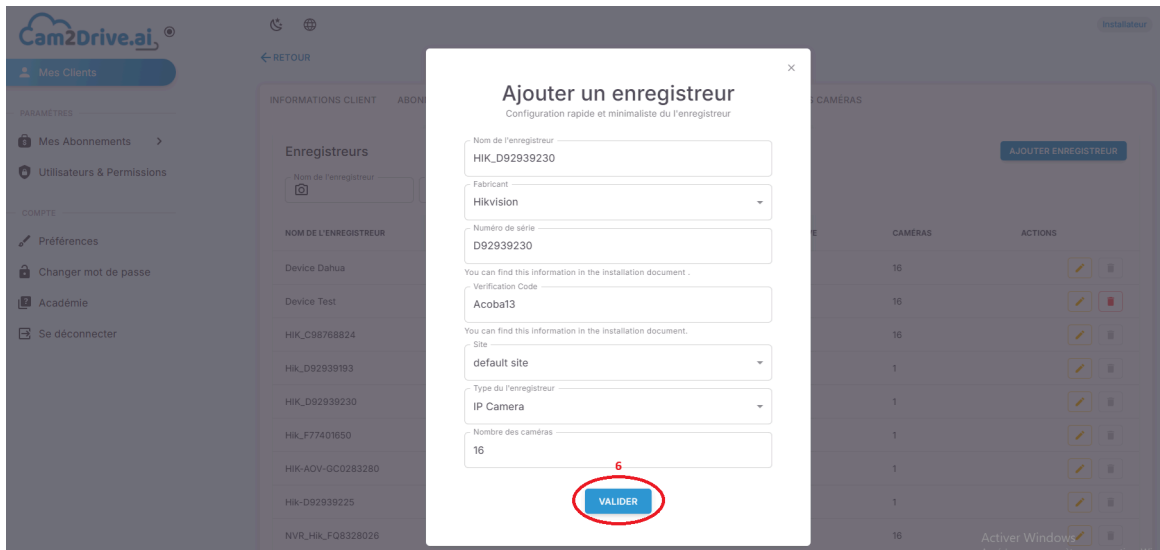
Select Hikvision as the manufacturer, then fill in the other fields.

The screenshot shows the 'Ajouter un enregistreur' (Add a recorder) configuration window. The window has a title bar with a close button (X). Below the title, it says 'Configuration rapide et minimaliste de l'enregistreur'. The form contains the following fields:

- Nom de l'enregistreur**: A text input field containing 'HIK_D92939230'.
- Fabricant**: A dropdown menu with 'Dahua' selected. A red circle highlights the dropdown arrow, and another red circle highlights the 'Hikvision' option in the list.
- Nombre des caméras**: A text input field containing '16'.

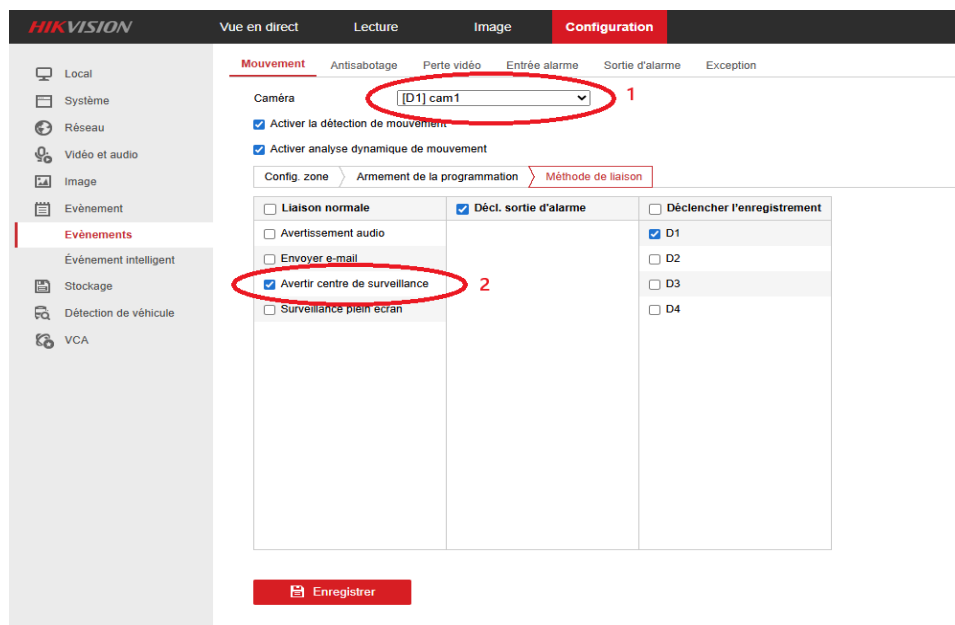
At the bottom of the form is a blue button labeled 'VALIDER'. The background shows a sidebar with 'Enregistreurs' and a list of devices, and a table of cameras.

Then click the “**Confirm**” button to add the device



Important Note

Before confirming, make sure the “Notify Monitoring Center” option is enabled for all cameras in the Hikvision recorder interface (Configuration > Event > Motion > Link Method)



The device has now been added to the Cam2Drive dashboard. Setup is complete. Verify that the recorder appears in the list with an “active” status.

*For assistance, contact **ACoba Support***