



Hik-Connect Mobile Client (V4.14.0)

Release Notes

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Chapter 1 Introduction

Hik-Connect Mobile Client is designed for phones and tablets based on Android 4.4/iOS 10.0 or later. With the Mobile Client, you can control devices (NVRs, DVRs, network cameras, indoor stations, doorbells, security control panels, access control devices, etc.) via Wi-Fi or cellular network. You can also share your devices to other users and use devices shared by other users.

The Mobile Client provides access to Hik-Connect & Hik-ProConnect cloud services, which are developed by Hikvision for managing and maintaining your devices.

This document introduces new features and optimizations in V4.14.0 of the Mobile Client.

Chapter 2 Newly Supported Devices

2.1 AX Pro Detectors/Peripherals

Hik-Connect 4.14.0 supports new detectors and peripherals that work with AX Pro.



Note

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 Smoke/Heat/CO Detector

Supports controlling and configuring the following detectors with AX Pro.

Newly Supported Models		
Wireless Smoke Detector		DS-PDSMK-E-WE/WB
Wireless Heat Detector		DS-PDHT-E-WE/WB
Wireless CO Detector		DS-PDCO-E-WE/WB
Supported Functions		
User Guide		Signal Strength Test*
Find Me		Deleting Device*
Remote Test*		
Settings		
Zone Name*	Zone Type*	Linked Area*
Polling Rate*	Alarm Sound Interlink*	Linked Camera*
Status		
Health Status	Temperature	Connection Status
Signal Strength	Battery Status	24 Hour Zone
Lid Status	Alarm Status	
Wireless Smoke Detector: Smoke Detected, Temperature Exceeded		

Single Input Transmitter

Supports controlling and configuring single input transmitters with AX Pro.

Newly Supported Model		
DS-PM1-I1-WE(WB)		
Supported Functions		
User Guide	Signal Strength Test*	
Detection Zone Test*	Find Me	
Bypassing Zone	Deleting Device*	
Settings		
Transmitter Name*	Linked Area*	3.3V Output*
Configurable Port*	Anti-Masking*	Output*
Scenario Setting*	Event Subtype*	Activation Mode*
Pulse Duration*	Contact Status*	Alarm When Moved*
Polling Rate*	Tamper Port*	
Status		
Temperature	Battery Status	Signal Strength
RF Expanded	Bypassed	Connection Status
Alarm When Moved	Tamper Input	3.3v Output
Configurable Port		

2.2 Solar Camera

Supports adding, controlling, and configuring a new solar camera model.

Newly Supported Model
DS-2CV2B41G0-I/4G

Chapter 3 New Features

3.1 AX Pro

Hik-Connect 4.14.0 includes new features for AX Pro and the detectors and peripherals that work with AX Pro.

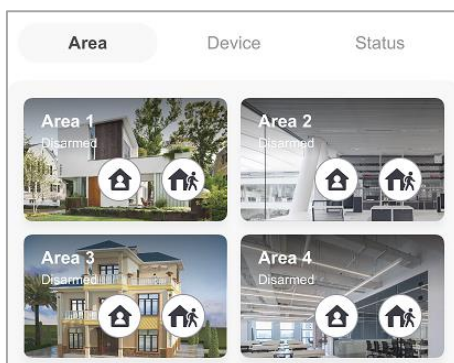


If you have granted an Installer with device authorization, items with * are available for the Installer only. If device authorization is not granted to any Installer, items with * are available for the Administrator of the device only.

Customize Area Background

You can set a unique background for each area.

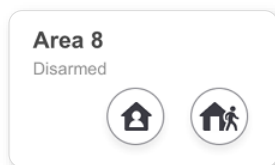
To set area background, tap on an area or go to -> **Area** to enter area management page, and tap **Background Image**.



Background images are stored on the Mobile Client only. Therefore, your background settings will not share among other users of the AX Pro.

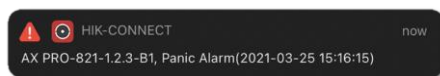
Stay Arm an Area

You can arm a single area in Stay mode or Away mode.



Never Miss a Critical Alert (iOS)

When Critical Alerts is enabled for the Mobile Client, you will get notifications on critical alerts even if push notification is disabled for the Mobile Client or your device is in Do Not Disturb mode. See details in **3.3 Others**.



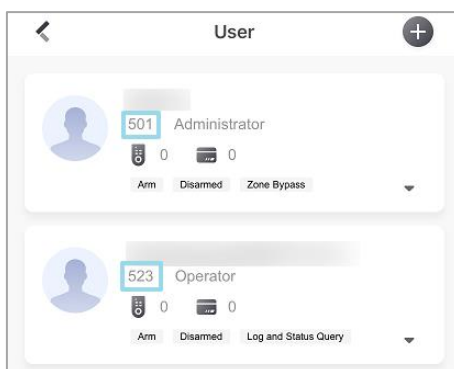
Note

Critical alerts include medical alarms, panic alarms, and fire alarms.

Check the User ID

AX Pro assigns a unique user ID to each user of the device. When an alarm occurs, AX Pro will report the linked user ID along with other alarm information. If your Installer has enabled Alarm Receiving Center (ARC) service for the AX Pro, the alarm containing the user ID will be reported to ARC as well.

You can see the user ID in the settings page of AX Pro:  -> **User Management** -> **User**.



For example, tenants in an apartment building co-use one AX Pro, and detectors (such as fire/smoke/CO/glass-break detectors) are set up for each room. The supervisor of the building need to link each tenant's account with the corresponding area, collect the room number, tenant contacts, and user ID in advance, and then provide these information to ARC. In case of emergency, whether detected by detectors or manually triggered by a tenant pressing a panic alarm (PA) button, an alarm including the related user ID will be reported to ARC. With such information, ARC can locate the alarm source in a targeted manner.

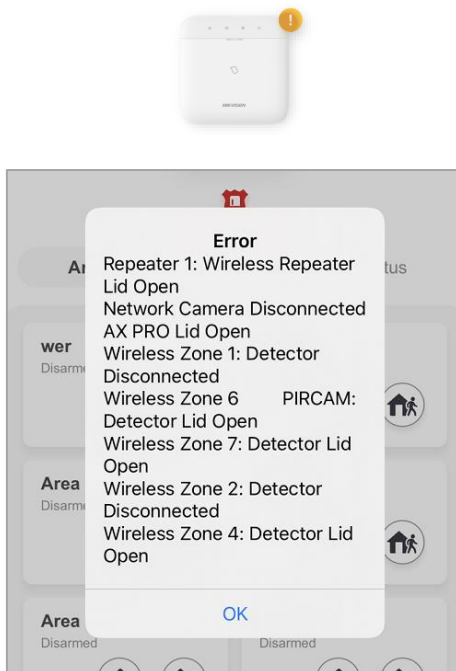
Report Location Along With Panic Alarm

When an AX Pro user taps the PA button  on the Mobile Client, the location will be included in the alarm if the user has enabled location service for the Mobile Client.


If your Installer has enabled ARC service for the AX Pro, the alarm containing location will be reported to ARC as well.

Check System Faults

You can tap  of an AX Pro to check the full error list.



Enable PD6662 Compliant Mode*

For users in the U.K., you can enable **PD6662** in  -> **System** -> **System Options** -> **System Management** to make your AX Pro compliant with PD6662 standards.

After you enable PD6662 mode, your AX Pro will have more configurable options:

- For System Management: Communication Fault Sending Delay
- For delay zones: Report Sending Delay
- For panic alarm buttons (in Detector Mode): Alarm Confirmation Interval

Note

When you enable PD6662, you need to trigger the button twice (Press, Press and Hold) within the alarm confirmation interval to report a confirmed panic alarm.

- For sounders: Linked Event
- For Installer user's permissions: Installer Restore Tamper (Default: On), Installer Restore Confirmed Alarm (Default: On)

And your AX Pro will switch to the default settings that meet the standards:

- For System Management: Fault LED Stays On When Armed – Off
- For magnetic contacts: Final Door Exit – Off
- For panic alarm buttons (in Detector Mode): Button Trigger Method – Press, Press and Hold

Configure New Settings for System Management*

You can configure more options in  -> **System** -> **System Options** -> **System Management**.

Note

Changes to default settings might make the system not compliant with the EN50131-1 standards.

- Jamming Sensitivity Settings
 - High: Alarm upon the detection of any radio jamming.
 - Low: Alarm only when wireless communication is impaired.
 - Disable: Turn off jamming detection.
- Voice Prompt (Moved from Arm Options)
 - Fault Prompts On Arming
 - Fault Prompts On Disarming
 - Fault Prompts When Armed
 - Fault Prompts When Disarmed
 - Voice Prompts On Alarm
- LED Indicator (Moved from Arm Options)
 - Fault LED Stays On When Armed
 - Arm LED Stays On
 - Hik-Connect Indicator
- Motion Detector Restore

Configure New ARC Settings*

- Added French Alarm Receiving Company as a new option of ARC company when you set the protocol type to ADM-CID, SIA-DCS, *SIA-DCS, or *ADM-CID.
- Supports enabling/disabling GMT.
- Supports selecting ISUP as the protocol for both ARC 1 and ARC 2.

Set Up an Alternated FTP Server*

You can now configure preferred and alternated FTP servers.

To configure FTP server, go to the Settings page of the AX Pro, and tap **Communication Parameters** -> **FTP Settings**.

Auto Activate Keypad When Entering a Delay Zone*

You can enable **Activate on Entry Delay** on the Settings page of a keypad. When enabled, the keypad will be activated automatically when someone enters a delay zone.

Link a PIRCAM to a Zone*

You can link a PIRCAM to a zone (detector). When the detector triggers an alarm, the linked PIRCAM will capture pictures for inspections.

To link a PIRCAM, go to the Settings page of a zone (detector), and tap **Link PIRCAM**.



- One PIRCAM can be linked to one zone only.
- You can choose to link either a camera or a PIRCAM to a zone.
- Up to 10 pictures can be captured and uploaded with each alarm.

Interlink Alarm Sound*

You can interlink the alarm sound of several smoke/heat/CO detectors installed at different locations, so that more people can be alerted in case of emergency.

For example, if you interlink the alarm sound of the smoke detectors on multiple floors, all detectors will sound an audible alarm if one detector detects smoke.

To interlink alarm sound, go to the Settings page of a detector, and tap **Alarm Sound Interlink**.



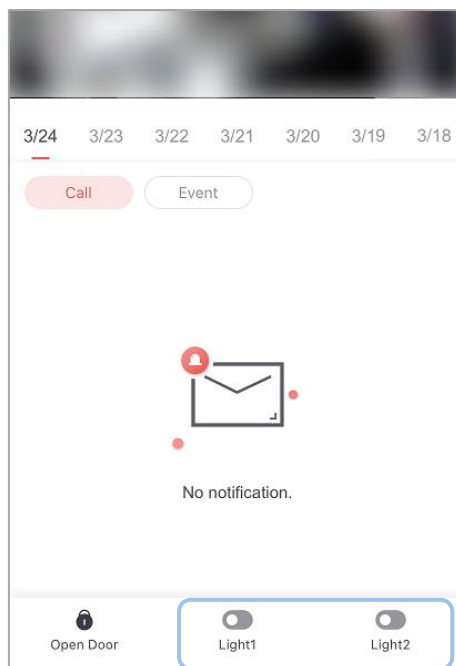
You can only interlink the alarm sound among detectors of the same type.

Supported Models	
Wireless Smoke Detector	DS-PDSMK-E-WE/WB, DS-PDSMK-F-WE
Wireless Heat Detector	DS-PDHT-E-WE/WB
Wireless CO Detector	DS-PDCO-E-WE/WB

3.2 Video Intercom

Remotely Open/Close Relays

On the live view page of the indoor station of a video intercom device, you can control the connected relays remotely.



You can set an open duration for a relay:

- **Remain Open:** The relay will not be closed automatically after you open it.
- **0-180s:** The relay will be closed automatically after the open duration.

To set up relay name and open duration, go to the Settings page of the video intercom device.

Supported Models		
DS-KH8350-WTE1	DS-KH8350-TE1	DS-KH6320-WTE1
DS-KH6320-WTE2	DS-KH6320-WTE2(B)	DS-KH6320-TE1
DS-KH8520-WTE1		

3.3 Others

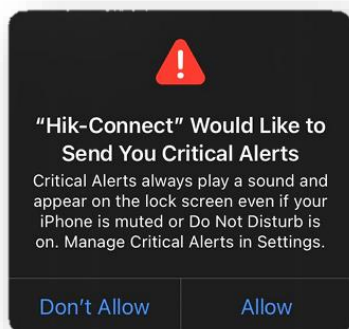
Enable Critical Alerts (iOS)

When launching the Mobile Client for the first time after upgrade, you will be prompted to enable Critical Alerts.




Note

Critical Alerts requires iOS 12 or later.



Critical Alerts can notify the user when a critical alarm occurs even if push notification is disabled for the Mobile Client, or the device is muted or in Do Not Disturb mode.

For example, when a smoke detector detects a fire alarm or someone presses the panic alarm button, you can receive the alarm notification and get notified regardless of the sound settings on your device.

You can go to  -> **Notifications** -> **Hik-Connect** to change settings on Critical Alerts.

Enable Voice Prompt for Alarms

You can enable **Alarm Voice Prompt** in **More** -> **Settings**. When enabled, your phone or tablet will play the corresponding voice prompt when an alarm is triggered.

The supported alarm types include Medical Alarm, AC Power Loss, Fire Alarm, Silent Panic Alarm, Panic Alarm, Burglary Alarm, Entry/Exit Alarm, Device Tampered, Gas Leakage Alarm, etc.

Note

- The language of alarm voice prompt is English.
- This feature is not available in all countries or regions.

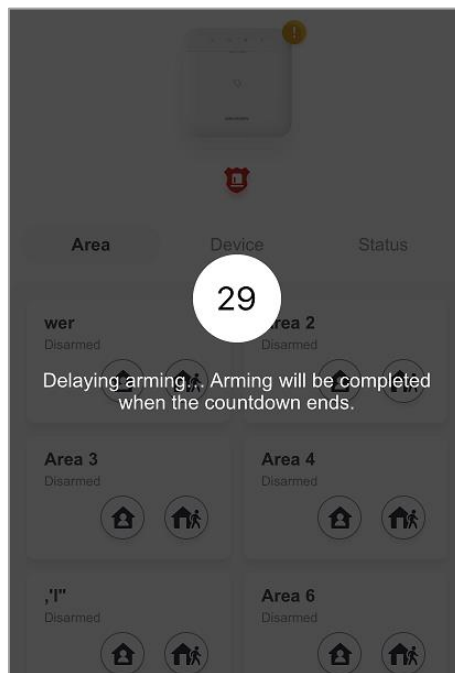
Chapter 4 Optimizations

AX Pro

Hik-Connect 4.14.0 has been optimized to improve your experience with AX Pro.

Arming Countdown

A countdown notice will pop up after you arm an area that contains one or more delay zones.



Status Auto Refresh

Status of the security control panel, areas, detectors, and peripherals will get updated automatically after status change.

Carrier Name

Carrier name is shown on the Status tab of an AX Pro.

