HIKMICRO Sight Android Mobile Client

User Manual

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Symbol Conventions

The symbols that may be found in this document are defined as follows.

Symbol	Description
Danger	Indicates a hazardous situation which, if not avoided, will or could result in death or serious injury.
Caution	Indicates a potentially hazardous situation which, if not avoided, could result in equipment damage, data loss, performance degradation, or unexpected results.
Note	Provides additional information to emphasize or supplement important points of the main text.

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Chapter 1 Introduction

Overview

HIKMICRO Sight Mobile Client, which allows you to capture pictures and record video outdoors via thermal camera, thermal camera for smartphones,trail camera, etc., optimizes the view of the device to meet your requirements in scenarios such as search and rescue or hunting at night. On the mobile client, you can also set parameters for connected devices, manage media files, access guide materials for different devices, etc. The supported device includes thermal scope, thermal monocular, thermal binocular, thermal camera for smartphones, trail camera, etc.

System Requirements

Android 7.0 or later versions.

Conventions

For the concision of description, we simplify "HIKMICRO Sight Mobile Client" as "Mobile Client", and "thermal scope, handheld thermal monocular, thermal binoculars, etc" as "device" in the following chapters.

Privacy Policy

For the first time of running the Mobile Client or when there are updates on the privacy policies, you will be asked to read, and agree or disagree to Privacy Policy. If you tap **Agree**, you can access full services of the Mobile Client; if you tap **Disagree**, you can still run the mobile client but only with access to some basic functions, and the Privacy Policy prompt will pop up each time you try to access more functions. Only after you agree to the privacy policy will you be able to access full services.

Note

You can modify your Privacy Policy Authorization at any time. See details in ***Settings***.

Chapter 2 Account Management

With your HIKMICRO account, you can view the warranty information of registered products, the bounded trail camera(s) and camera-related information, and HD Picture/Video Services purchased for the account.

Register Account

1. Go to **Me** and tap **Log In** or the profile to enter the login page.
2. Tap **Register Now** below **Log In**.
3. Select the country/region. Enter the email address for registration and tap **Send** to send a verification code to the email.

Note

Please carefully select the country/region, as customs duties and policies on the products vary by country/region.

After you receive the code, enter the verification code and tap **Next**.

Note

You can subscribe to the HIKMICRO newsletter and keep up with first-hand product information and abundant contents of your specific interests. After the subscription is made, you will receive an email; if you do not subscribe during registration, you can still do in the subsequent pop-up prompt or go to **Me** > **Account Center** > **My Subscription**. Check if you have read and agree to Service Agreement and Privacy Policy; if not, a prompt will pop up for you to read and agree to the terms of services before login.

4. Set the login password and tap **Confirm**.

Note

The password should contain 8 to 30 characters, including at least 2 types of the following characters: uppercase letters, lowercase letters, numbers, and special characters.

Log In

1. Go to **Me** and tap **Log In** or the profile to enter the login page.
2. Enter the registered email address and password, and tap **Log In**.

Note

- Check if you have read and agree to Service Agreement and Privacy Policy. If not, a prompt will pop up for you to agree to the terms of services before login.

- After you are logged in, you can tap **Me** > **Settings** > **Log Out** to log out.

View Address Information

1. After you are logged in, go to **Me** and tap your account or the profile to enter Account Center.
2. Tap **Account and Security** > **Address**. You can edit your address information including the address details, postcode, city, and state.

Change Password

1. After you are logged in, go to **Me** and tap your account or the profile to enter Account Center.
2. Tap **Account and Security** > **Change Password**.
3. Enter your old password and a new password, and then the new password again.
4. Tap **Confirm** to confirm the change.

Cancel Account

1. After you are logged in, go to **Me** and tap your account or the profile to enter Account Center.
2. Tap **Account and Security** > **Cancel Account**.
3. Tap **Send** to send a verification code to your registered email address. Enter the received code and tap **Confirm**.
4. Tap **Confirm** to confirm the change.

Note

Check if you have read and agree to Account Cancellation Agreement. If not, a prompt will pop up for you to agree to it before account cancellation.

Chapter 3 Connect to Device

You should connect the device to the client before you can perform further operations such as viewing thermal view and setting palettes. Devices that have been once connected or are currently connected will be displayed on the Home page.

3.1 Connect to Camera Device

The Mobile Client will automatically detect camera devices via the device hotspot. When a device is detected, you can connect the device to the client.

Before You Start

Make sure the device hotspot has been enabled. For details about how to enable the device hotspot, refer to the user manual of the device.

Steps

Note

The distance between the device and the phone should be within 15 meters.

1. Start the Mobile Client.
2. When there are no devices added yet, tap **Add Device**; when there are already devices added, tap + to enter the device list.
3. Select the right device type and follow the wizard to connect your phone to the device hotspot.

   Note

   - Next time when the Mobile Client detects the same device, the device will be automatically connected to the client.
   - Up to 1 device can be connected to the client at the same time.
   - For the device that has been activated, if its password is not abcd1234, you need to enter the password manually to log in to the device. If you have forgotten the password, it is recommended that you restore the device to its factory settings for better experience.
4. Optional: Select the connected camera device on the home page to perform the following operations.

Live View	Tap **Live View** to enter the live view page.
View Device Album	Tap **Album** to enter the device album.
Register Product	Tap **Register** to apply for product registration with the current

account. See details in ***Register Product***.

Note

After the product is registered, the **Register** icon will disappear on the home page for this product.

View Warranty Information

For the registered product, you can tap **Product Info** > **Warranty** to view the warranty status and expiry date.

Note

If you have questions regarding the warranty validity, go to **Me** > **Service & Support** > **Warranty Update** to apply for warranty update. See details in ***Warranty Update***.

Upgrade Device

When there is a later version detected, the **Upgrade** icon will appear on the home page for this device. Tap **Upgrade** or **Product Info** > **Device Upgrade** to download the latest version.

View Product Info

Tap **Product Info** to view the displayed device alias, device status, serial No., device model, etc.

Note

Tap the Device Alias field to edit the device alias for easy identification.
The device alias should be within 32 bytes. Uppercase letters, lowercase letters, numbers, and special characters are supported.

Synchronize Device Time

Tap **Time Sync** to synchronize the device time with your phone's clock.

Diagnose Device

Tap **Device Diagnosis** and upload the diagnosis logs.
The size of diagnosis logs per upload should not exceed 20 MB.

Delete Device

Tap **Product Info** > ··· > **Delete Device** to delete the device.

3.2 Connect to Thermal Camera for Smartphones

The thermal camera for smartphones is an IR(Infrared) thermal imaging device with Type-C plug. After the thermal camera for smartphones is connected, you can perform operations such as adjusting brightness and contrast, setting palettes, calibrating device, etc.

Steps

1. On the Home page, when there are no devices added yet, tap **Add Device**; when there are already devices added, tap + to enter the device list.
2. Select the right device type and follow the wizard to connect the device: Connect the thermal camera for smartphones to the Type-C port of your phone.
   A prompt on whether to open the Mobile Client when the USB device is plugged in will pop up; open the Mobile Client and allow it to access the USB device. This will take you to the live view page by default.
3. Optional: Select the connected thermal camera for smartphones on the home page to perform the following operations.

Live View	Tap **Live View** to enter the live view page. **Note** For the first time using the thermal camera for smartphones, follow the onboarding wizard introducing all the features (Palettes, Brightness, Contrast, Mirror, Reticle, etc).
Register Product	Tap **Register** to apply for product registration with the current account. See details in *Register Product*. **Note** After the product is registered, the **Register** icon will disappear on the home page for this product.
View Warranty Information	For the registered product, you can tap **Product Info** > **Warranty** to view the warranty status and expiry date. **Note** If you have questions regarding the warranty validity, go to **Me** > **Service & Support** > **Warranty Update** to apply for warranty update. See details in *Warranty Update*.

Upgrade Device	When there is a later version detected, the **Upgrade** icon will appear for this device on the home page. Tap **Upgrade** or **Product Info** > **Device Upgrade** to download the latest version.
View Product Info	Tap **Product Info** to view the displayed device alias, device status, serial No., device model, etc.

Note

Tap the Device Alias field to edit the device alias for easy identification.
The device alias should be within 32 bytes. Uppercase letters, lowercase letters, numbers, and special characters are supported.

Diagnose Device	Tap **Device Diagnosis** and upload the diagnosis logs. The size of diagnosis logs per upload should not exceed 20 MB.
Delete Device	Tap **Product Info** > ··· > **Delete Device** to delete the device.

3.3 Connect to Trail Camera

Trail camera is connected via QR code. After the trail camera is connected, you can perform operations including viewing camera details, checking data plan, viewing location, etc.

Before You Start

- The trail camera is switched on.
- Log in to your HIKMICRO account. See details in ***Log In***.

Steps

Note

You can add multiple trail cameras to an account, but a trail camera can only be added to an account.

1. On the Home page, when there are no devices added yet, tap **Add Device**; when there are already devices added, tap + to enter the device list.

2. Select the right device type and follow the wizard to connect the device.

Note

If you are not logged in beforehand, you will be taken to the User Guide to Trail Camera page, where you can tap **Log In** to complete login first.

3. Follow the guide to connect the device: Tap **Scan QR Code** and scan the QR code on the trail camera to add.
   All added cameras will appear on the Home page. The next time when the Mobile Client detects the same device, the device will be automatically connected to the client.
4. Optional: Select a connected trail camera on the home page to perform the following operations.

View Cloud Album	Tap **Cloud Album** to enter its cloud album.
View Device Details	Tap **Product Info** to view the displayed device status (battery, signal, temperature, and SD card capacity) or tap **Product Info** > **Device Details** to view more device information including camera name, release date, remote control, IMEI, and SIM ID. **Note** You can edit the camera name. The maximum length is 12 bytes.
View Data Plan	Tap **Data Plan** or **Product Info** > **Data Plan** to view the current valid data plan for the device, the remaining pictures and total pictures for the data plan, and the validity of cloud storage. You can purchase a new plan or HD Video/Picture services as needed. See details in ***Purchase a Data Plan***.
Share Device Access	Tap **Product Info** > **Sharing Group** to enter the sharing group page for this device. See details in ***Sharing Group (Trail Camera)***.
One-Tap Capture	Tap **Product Info** > **One-Tap Capture** to capture a picture with the trail camera. This function helps you capture photos easily when Real-Time mode is effective, and it requires a data plan.
Configure Device Settings	Tap **Product Info** > **Device Settings**. See details in ***Device Settings (Trail Camera)***.

Register Product	Tap **Register** to apply for product registration with the current account. See details in ***Register Product***. **Note** After it is registered, the **Register** icon will disappear on the home page for this product.
View Warranty Information	After the product is registered, you can tap **Product Info** > **Warranty** to view the warranty status and expiry date. **Note** If you have questions regarding the warranty validity, go to **Me** > **Service & Support** > **Warranty Update** to apply for warranty update. See details in ***Warranty Update***.
Upgrade Device	When there is a later version detected, the **Upgrade** icon will appear for this device on the home page. Tap **Upgrade** or **Product Info** > **Device Upgrade** to download the latest version.
View Device Location	Tap **Product Info** to view the device location. When you first add the trail camera, the phone location will be obtained as the location for trail camera. After that, the trail camera location will be obtained in real time from the device GPS service. See details in ***Device Settings (Trail Camera)***. **Note** Make sure you have allowed access to Location in phone settings and app permissions.
Synchronize Device Time	Tap **Time Sync** to synchronize the device time with your phone's clock.
Delete Device	Tap **Product Info** > ··· > **Delete Device** to delete the device. **Note** After the device is deleted, all images and videos in the device cloud album will be cleared as well.

Chapter 4 Data Plan (Trail Camera)

For each trail camera, you need to purchase a data plan which includes the number of allowed pictures to be uploaded to cloud storage, validity of cloud storage service, and allowed number of sharing group(s); you can also purchase additional HD Picture/Video service for your account and apply the HD service to one or multiple cameras bounded to your account. You can also manage data plan purchase history of all owned trail cameras.

4.1 Purchase a Data Plan

Before You Start

The trail camera has been connected to the Mobile Client.

Steps

1. Go to the Purchase Data Plan page.
   - On the Home page, select a trail camera and tap **Data Plan** > **Purchase Data Plan**.
   - On the Home page, select a trail camera and tap **Product Info** > **Data Plan** > **Purchase Data Plan**.
   - On the **Me** page, select a trail camera.

   Note

   On the **Purchase Data Plan** page, scroll down and tap **Instructions** to view the terms and conditions for data plan purchase.

2. Optional: Select the camera, currency, and data plan as needed.

   Select Camera — Tap  and switch the camera for data plan purchase as needed.

   Select Currency — Tap the currency on the top right corner and select a currency for data plan purchase.

   Note

   The currency follows the country/region selected for the account which the camera is bound to.

   Select Plan — You can tap **Monthly/Yearly** to switch between monthly plans and yearly plans; swipe left or right to switch among basic,

premier, and supreme plans.

3. Optional: If you want to add additional HD services, select an HD Picture package or HD Video Package for requesting for and downloading HD pictures or videos.
4. Check if you have read and agree to the terms of service. Tap **Purchase** to enter the secure PayPal/Stripe payment page.

Note

- Complete the payment within 30 minutes or the sessions will expire.
- Self-service refunding is not supported. You can tap **Contact Us** to request for refund via Online Service, Hotline, Email, or Facebook.

5. Optional: View the data plan purchase list to check the current effective data plan and pending data plan(s) for the future.
   – On the Home page, select a trail camera and tap **Data Plan**.
   – On the Home page, select a trail camera and tap **Product Info** > **Data Plan**.

4.2 View History Orders

View your history orders by payment status.
Go to **Me** > **My Orders**. Your history orders are sorted by different tabs. For each order, you can view the order No., device IMEI No., data plan / HD service type and the price, order placing time, and payment status.

All

View all your history orders here.

Unpaid

For orders to be paid, you can tap **Cancel Order** or **Pay Now** to manually cancel the order or complete the payment.

Note

- The unpaid orders will be valid within 15 minutes of placement; after 15 minutes, it will be automatically canceled.
- The unpaid orders will also be automatically canceled when the device is deleted under the account.

Paid

For paid orders, you can tap **Delete Order** or **Purchase Again** to delete the order record or make a second purchase.

- After 3 days of payment, you can request for the corresponding invoice by tapping

Invoice. The invoice will be sent to your email within 10 minutes of request submission.

- You can request for invoice of each order no more than twice every 24 hours.

Canceled

The canceled orders consist of unpaid orders automatically canceled and orders manually canceled. For canceled orders, you can tap **Delete Order** to delete the order record.

Refunded

For refunded orders, you can tap **Delete Order** to delete the order record.

Chapter 5 Hunt Ground

To better reconnoiter in the wild, you can add a hunt ground and record the ground details on the map with different types of markers. Also, you can easily share the map with others for co-editing.
Go to **Me** > **Hunt Ground** to check the maps you created and shared with you.

Note

Hunt Ground is supported by only some of the devices and accounts. Please take the actual product for reference.

5.1 Hunt Ground Created By Me

To check the map you've added, tap **Me** > **Hunt Ground** > **Created By Me**.
If you are using **Hunt Ground** for the first time, tap **Add New** to add a new map. Enter the hunt ground name and tap **Done**.

5.1.1 Map Markers

Tap the hunt ground image or the hunt ground name to enter the map. Then you can add, check and edit markers on the map.

Add Markers

Tap to enter the map, and tap to add markers. **Point**, **Line** and **Shape** markers can be added.

- **Point**
  - Tap and tap **Point**. Then tap on the map to add a point marker.
  - Tap **Save**, select the **Point Type** (Camp, Parking, Feeder, etc.), enter the **Name** and **Description** of the marker, and tap **Save** again.
- **Line**
  - Tap and tap **Line**. Then tap on the map repeatedly to form a line.
  - Tap **Save**, select the **Line Type** (Road, Trail, Path, etc.), enter the **Name** and **Description** of the marker, and tap **Save** again.
- **Shape**
  - Tap and tap **Shape**. Then tap on the map repeatedly to form a shape.
  - Tap **Save**, select the **Shape Type** (Boundary, etc.), enter the **Name** and **Description** of the marker, and tap **Save** again.

Check and Edit Markers

- Tap an added marker to check the details.
- Tap **Edit** to modify or remove the marker.
- For a point marker, tap the marker and tap **Navigate** to check the route to the marker.
- For a line or shape marker, tap the marker and tap the distance or area unit to change it. **Meter**, **Kilometer** and **Yard** are selectable for distance unit, and **Hectare** and **Acre** for area unit.
- For a shape marker, tap and hold the marker so that you can adjust the vertices and change the boundaries.

5.1.2 Map Operation Buttons

Tap the hunt ground image or the hunt ground name to enter the map. You can operate the map by using the following buttons.

Compass

Tap to activate the compass. The compass will point north when activated, and the map will rotate and follow the compass direction.

Map Type

Select the map type. **Routine**, **Satellite**, **Topography** and **Integration** are selectable.

Filter

You can tap to show or hide the markers on the map.

Search

Search for locations on the map.

My Location

Tap to return to your current location.

Unit

Tap to configure the distance and area units. **Meter**, **Kilometer** and **Yard** are selectable for distance unit, and **Hectare** and **Acre** for area unit.

Edit History

Tap to check the modification records of the map. You can tap **Locate** on the modification record of a marker to locate it on the map.

Help

Tap to show the operation guide of the buttons on the map.

5.1.3 Edit Hunt Ground

You can edit the hunt ground name and share the map on the **Created By Me** page.

Edit Hunt Ground Name

On the **Created By Me** page, tap **Edit** to modify the hunt ground name.

Share the Map

You can share your hunt ground map with others for co-editing.

1. Tap **Share** on the **Created By Me** page.
2. Tap **Share** beside a sharing group name to share the map with this group. You can also tap **New Sharing Group** to add a new group.
3. Tap a shared group to check the sharing details and configure the following sharing settings.

Sharing Group Name

Check and edit the sharing group name.

Map Permission Settings

Set the permission to **View Only** or **View and Edit**.

Invite More

Invite new group members via e-mail or QR code.
You can also tap beside a shared group name to invite new group members via e-mail or QR code.

Sharing Group Members

Check the member list, and remove members from the group by tapping .

Unshare the Map

Tap **Unshare the Map** to cancel the map sharing.

5.2 Hunt Ground Shared With Me

To check the maps shared with you, tap **Me** > **Hunt Ground** > **Shared With Me**. According to different permissions, there are 2 types of sharing maps: **Editable** and **View Only**, which is marked on the top right corner of the map.

Editable Maps

- You can tap to view the map and all the markers on it.
- You can tap a marker to view the details, and tap **Edit** to modify or remove the marker.
- For a point marker, you can tap the marker and tap **Navigate** to check the route to the

marker.
- For a line or shape marker, tap the marker and tap the distance or area unit to change it.
- For a shape marker, tap and hold the marker so that you can adjust the vertices and change the boundaries.

View Only Maps

- You can tap to view the map and all the markers on it. But you cannot modify or remove the markers.
- For a point marker, you can tap the marker and tap **Navigate** to check the route to the marker.
- For a line or shape marker, tap the marker and tap the distance or area unit to change it.

5.3 Hunt Ground Sharing Group

To check and manage the hunting ground sharing groups, tap **Me** > **Hunt Ground**, and then tap on the top right corner.

5.3.1 Manage Groups Created By Me

Tap **Created By Me** on the **Sharing Group** page to check the list of the sharing groups you've created.

Add a New Sharing Group

4. On the **Created By Me** page, tap **New Sharing Group**.
5. Enter the group name and tap **Confirm**.

For an added sharing group, tap the sharing group name to check the details and configure the group settings.

Maps

- Add a map
  - Tap **Add a map**.
  - Set the map permissions to **View Only** or **View and Edit**.
  - Tap **Confirm**.
- View and edit a map
  - For an added map, you can tap to view the map, add or modify markers on it. Refer to *Map Markers* for the details.
  - You can also tap **Unshare** to cancel the map sharing, or tap **Permissions** to set the map permissions to **View Only** or **View and Edit**.
- Add group members
  Tap **Add members** to invite new members to the group **Via Email** or **Via QR Code**.

- Edit group name
  Tap ··· on the top right corner to edit the group name.

Members

You can check the member list of the group, invite new members or disband the group on this page.

- Invite More
  - You can invite new members by tapping **Via Email** or **Via QR Code**.
  - You can also tap beside a group name to invite new group members via e-mail or QR code.
- Sharing Group Members
  You can check the member list or remove the members from the group by tapping .
- Disband Group
  Tap **Disband the Sharing Group** to disband it.

5.3.2 Manage Groups Shared With Me

Tap **Shared With Me** on the **Sharing Group** page to check the list of the sharing groups shared with you. Tap a sharing group name to check the details.

Maps

You can check the maps shared in this group.

- Editable Maps
  - You can tap to view the map and all the markers on it.
  - You can tap a marker to view the details, tap **Edit** to modify or remove the marker.
  - For a point marker, you can tap the marker and tap **Navigate** to check the route to the marker.
  - For a line or shape marker, tap the marker and tap the distance or area unit to change it.
  - For a shape marker, tap and hold the marker so that you can adjust the vertices and change the boundaries.
- View Only Maps
  - You can tap to view the map and all the markers on it. But you cannot modify or remove the markers.
  - For a point marker, you can tap the marker and tap **Navigate** to check the route to the marker.
  - For a line or shape marker, tap the marker and tap the distance or area unit to change it.

Members

- You can check the member list of the group.

- If you need to leave the group, tap **Exit Sharing Group**.

5.3.3 Sharing Group Messages

On the **Sharing Group** page, tap on the top right corner to check the sharing group messages.

My Requests

Check the processing status of your requests, such as your requests to join the other sharing groups.

The Other Messages

Check and process the requests you've received from others, such as the requests to join the sharing groups you've created.

Chapter 6 Sharing Group (Trail Camera)

For trail cameras with purchased data plan allowance, you can share your own device access with other users or access devices shared by other users. The group members can access the standard pictures of the cloud album but cannot access videos or HD services, or set device parameters.
Select one of the following ways to enter the Sharing Group page.
- On the **Home** page, select a device of your own and tap **Product Info** > **Sharing Group**.

On the **Me** page, tap **My Sharing Group** and select a device of your own.

6.1 Manage Sharing Groups

You can create, edit, and delete sharing groups for your trail cameras.

6.1.1 Create a Sharing Group

Steps

Note

The number of sharing groups you can create depends on the currently effective data plan for the camera.

1. On the Sharing Group page, tap **New Sharing Group** at the bottom.
2. Enter the sharing group name.
3. Tap **OK** to create a group.
   All created groups will be displayed in **Device Info** > **Sharing Group** > **My Sharing Group**.

6.1.2 Configure Sharing Groups

After the sharing groups are created, you can configure sharing settings for all groups or a specific group, and edit sharing group names.
- Enable/disable **Allow Access to Cloud Album for All Sharing Groups** to allow/deny access to the shared trail camera cloud album for all your sharing groups.
- Tap the group name from **My Sharing Group** to enter the specific sharing group page. You can:
  - Allow access to the shared trail camera cloud album for the specific sharing group.
  - Edit the sharing group name.

6.1.3 Delete a Sharing Group

Tap the group name from **My Sharing Group** to enter the specific sharing group page, and tap **Delete Group**.

Note

Deleting a sharing group does not release a group space. If the number of sharing groups exceeded limit, please wait for the free allowance next month or purchase another data plan.

6.2 Manage Group Members

You can invite users to the sharing group, configure sharing settings for each group member, and remove group members.

6.2.1 Invite Users

For each sharing group, you can invite users to the sharing group via email or QR code.

Note

- The number of members of each group is displayed under group name in **My Sharing Group**. Up to 10 group members are allowed in a sharing group.
- Users to be invited should be registered HIKMICRO account holders.
- The group members can only view and download the standard pictures and cannot access videos or HD services.

Invite via Email

Steps

1. On the Sharing Group page under **My Sharing Group**:
   – Tap beside a specific sharing group and select **Via Email**.
   – Tap a sharing group name to enter the specific sharing group page and select **Via Email**.
2. Enter the email address.

Note

Enable or disable **Share Camera Location** as needed for the user to be invited.
For how to modify the settings of **Share Camera Location**, refer to ***Enable/Disable Camera Location for Group Member***.

3. Tap **Invite** to send the invitation email.

Note

If the person to be invited is not a registered HIKMICRO user yet, you can send a registration invitation email to the person first.

The email-invited user does not need to approve the invitation and will be automatically added to the sharing group.

Invite via QR Code

Steps

1. Go to the QR code sharing page. On the Sharing Group page under **My Sharing Group**:
   – Tap beside a specific sharing group and select **Via QR Code**.
   – Tap a sharing group name to enter the specific sharing group page and select **Via QR Code**.
   A QR code for request for sharing device access will be generated.
2. Tap **Save to Phone Album** to save the QR code image to your phone album, or tap **Share** to share this QR code via system components.

Note

- Other users can scan this QR code to request to join sharing groups.
- The QR code will be valid for 7 days.

What to do next

To request to join sharing groups via QR code, refer to ***Request via QR Code***.

6.2.2 Enable/Disable Camera Location for Group Member

After the user is added as a group member, tap beside group member.
Enable/disable **Share Camera Location** to modify the sharing settings for the specific group member.

6.2.3 Delete Group Member

Steps

1. On the Sharing Group page under **My Sharing Group**, tap a sharing group name to enter the specific sharing group page.
2. Tap ··· beside the group member, and tap **Remove Member**.

6.3 Manage Requests

6.3.1 Request via QR Code

Before You Start

A valid QR code image for sharing device access have been saved to your phone album.

Steps

1. Go to **Home** > .
2. Scan the QR code image from album to enter the Request Verification page.
3. Optional: Enter 1 to 128 characters for request remarks.
4. Tap **Request Verification** to send the request to the device holder.
5. After the request is sent, tap **Completed** to go back to the Home page.

What to do next

For viewing the request history and request result, refer to ***View My Request***.

6.3.2 Process Received Request

You can view all received requests and approve/reject them.

1. Select one of the following ways to enter the Request Notifications page.
   - On the Home page, select a device of your own and tap **Product Info** > **Sharing Group** > .
   - Go to **Me** > **Sharing Group**. Tap **Request Notifications**.
   - Go to **Me** > **Sharing Group**. Select a camera and tap .
2. Tap **Received Request**.
3. You can view the list of received requests and details of each request including the user name, request time, requested device, and request remarks.
   - **Reject Request:** Tap **Reject** to reject the request.
   - **Approve Request:**
     - Tap **Agree**.
     - Select sharing group(s) for the user.

Note

You can select existing groups or create new ones by tapping **New Group**.

- Disable/enable **Share Camera Location**.
- Tap **Completed** to finish adding the user to the selected sharing group(s).

Note

Processed requests will be deleted from Received Request automatically.

6.3.3 View My Request

You can view the requests you sent and the result of each request.

1. Select one of the following ways to enter the Request Notifications page.
   - On the Home page, select a device of your own and tap **Product Info** > **Sharing Group** > .
   - Go to **Me** > **Sharing Group**. Tap **Request Notifications**.
   - Go to **Me** > **Sharing Group**. Select a camera and tap .
2. Tap **My Request**.
3. View the list of sent requests, details of each request (request time and requested device), and the request result.

Note

- If the request is approved and the cloud album access is enabled, you can access the standard pictures of this device. See details in *Manage Shared Cloud Album*.
- After you join the sharing group, you can select the camera shared with you on the Home page, and tap **Product Info** > **Exit Sharing Group**to exit the group.

Chapter 7 Zeroing (Scope/Clip-On Device)

For scopes and specified clip-on devices, you can perform zeroing by configuring profile and testing the deviation. Up to 25 zeroing profiles can be configured. This feature is not supported by all the products (confirm it in the user manual).

Before You Start

The device has been connected to the app.
The device supports the zeroing function.

Steps

1. Find the connected device on the home page, and tap **Product Info** > **Zero**.
   Read the guide on how to zero and tap **OK** to proceed to the next page. If you want to skip the guide next time, check **OK. Do not prompt again.** before tapping **OK**.
   The device data will be transmitted to the app and the zero profiles will be ready for editing.
2. Edit zero profile.

   Note

   Each user group can be selected with a zero No. Up to 25 combinations (zero profiles) are supported.

   User Group

   Select a user group.

   Zero No.

   Select the No. of zero profile.

   Distance

   Enter the distance of pulling trigger, which should be larger than 0. You can switch the unit as needed.

   Zooming Ratio

   Select a zooming radio.
3. Tap **Continue** and the configured zero profile will be applied to device.
4. Follow the guide, aim and pull the trigger a few times at the target. Tap **Edit Profile** to go back to the profile editing page or tap **Done** to proceed to the deviation setting page.

5. Optional: If there is deviation of the impact points from the expected target, measure the deviation and enter the values on the app. Tap **Apply** to apply the adjusted zero profile to device. Aim and pull the trigger a few times to test if the new profile is accurate; if not, repeat this step as needed.
6. Once you are satisfied with the configured profile, tap **Completed** to finish profile configuration or **Next Profile** to proceed.

Chapter 8 Live View

8.1 Live View (Camera Device)

After connecting the device, the live view of the device will appear automatically. You can perform operations such as palettes configuration, fusion mode configuration, and capture and recording.

Note

- The distance between the device and the phone should be within 15 meters.
- Landscape screen mode is supported for live view and the pictures and videos taken will always be in portrait mode.

8.1.1 Set Palettes

The palette is the color scheme used to display a thermal image. A palette which fits the usage scenario helps to observe the live view image more clearly.
Tap and then select a palette mode.

White Hot

The hot part is light-colored in view.

Black Hot

The hot part is black-colored in view.

Fusion

The hot part is yellow-colored and the cold part is purple-colored in view.

Red Hot

The hot part is red-colored in view.

Visible Light

View the live video in visible light.

Fusion Black/White

The device displays the fusion view of the thermal channel and the optical channel in black and white.

Note

This palettes mode is subject to device capability.

8.1.2 Capture and Recording

You can record videos and capture pictures during live view.

Steps

1. Connect the device.

   Note

   See *Connect to Device* for details.
2. Record videos or capture pictures.

Capture Pictures	Tap to capture a picture.
Record Videos	Tap to start recording the live video and then tap to stop. **Note** ● The valid recording duration is from 2 seconds to 2 hours. ● Make sure there is at least 512 MB available storage space on your phone.
Switch Between Recording and Capturing	Tap / to switch to recording/capturing mode.

The recorded videos and captured pictures can be viewed and managed in the Picture & Video Management page. For details, refer to *Picture and Video Management*.

8.1.3 Enable Device Laser

The Mobile Client allows you to control the laser light of the device. The laser light is usually used for aiming at the target (such as the prey).

Steps

Note

The function is not supported by all the devices.

1. Connect the device.

Note

See *Connect to Device* for details.

2. Tap to enter the Device Settings page.
3. Turn on the **Laser** switch.

8.1.4 Enable Laser Ranging

After enabling the laser ranging function, you can measure the distance between the device and the target.

Steps

Note

Confirm the laser ranging function is supported by yoru device.

1. On the live view page, tap on the top right corner.
2. Tap **Laser Ranging** to enable the function and select a laser ranging mode.

Note

Only when the **Laser Ranging** is enabled can you tap to use this function in the live view page.

8.1.5 More Functions

During live view, you can also adjust the brightness and contrast of the images, set digital zoom, and calibrate the device.
The following table shows the descriptions of the icons on the Live View page.

Icon	Description
	Adjust the brightness of the live video images. For thermal scope, thermal monocular, and thermal binocular, you can set the brightness level from 1 to 10. The larger the number, the higher the brightness level. **Note** The brightness level range is subject to the device capability. The selected brightness level will be displayed on the lower-right of the icon.
	Adjust the contrast of the live video images.

Icon	Description
	For thermal scope and thermal monocular, you can set the contrast level from L1 to L10. For thermal scope, thermal monocular, and thermal binoculars, you can set the contrast level from L1 to L10. The larger the number, the higher the contrast level. **Note** The contrast level range is subject to the device capability. The selected contrast level will be displayed on the lower-right of the icon.
	Set digital zoom. You can set the zoom level to 1x, 2x, 4x, 8x, 16x, and 32x. **Note** ● The selected zoom level will be displayed on the icon except for 1x. ● The maximum zoom level is dependent on device capability. ● For some device models, continuous zooming by 0.1X is available.
	Calibrate the device to optimize the live view image.

8.2 Live View (Thermal Camera for Smartphones)

After connecting to the thermal camera for smartphones, you will be taken to the live view page automatically. You can perform operations such as palettes configuration, calibration, and capture and recording.

Note

- In live view page, you can tap  to return to the home page. If the thermal camera for smartphones has not been unplugged after you return to the home page, you can select the device and tap **Live View** to enter the live view again.
- You can also connect the thermal camera for smartphones via a USB cable, and place the phone and the camera in a flexible position on a kickstand. Both portrait and landscape screen modes are supported. When you rotate the screen, the menu buttons

with texts above will rotate, but the live video image will not.

- In the live view image when Reticle is not enabled, double-tap to enter full screen and double-tap again to exit full screen; after Reticle is enabled, double-tap to exit the reticle function first.

8.2.1 Set Palettes

The palette is the color scheme used to display a thermal image. A palette which fits the usage scenario helps to observe the target more clearly.
Tap and then select a palettes mode.

White Hot

The hot part is light-colored in view.

Black Hot

The hot part is black-colored in view.

Rainbow

The target will be displayed with multiple colors. It is suitable for scene without obvious temperature differences.

Ironbow

If the color is close to yellow, the temperature is high; if the color is close to purple, the temperature is low. In this mode, the target object's outline is clear and the hotspot is easy to find. This mode is usually applied to the power industry.

Red Hot

The hot part is red-colored in view.

Birdwatching

In this mode, you can view the target object with a clear outline. It is suitable for small targets in the forrest.

Note

Your preference will be remembered for the next time you connect the thermal camera for smartphones.

8.2.2 Capture Pictures and Record Videos

You can record videos and capture pictures during live view.

Before You Start

The thermal camera for smartphones should be properly connected. See details in

Connect to Thermal Camera for Smartphones.

Steps

1. Capture pictures or record videos.

Capture Picture

Tap to capture a picture.

Note

Pictures captured will be saved in JPG format of 720×960 resolution.

Record Video

Tap to start recording the live video and then tap again to stop.

Note

- The video recorded will be saved in MP4 format.
- The valid recording duration is from 2 seconds to 2 hours.
- Make sure there is at least 512 MB available storage space on your phone. If the storage space is below 512 MB during recording, the recording will be interrupted with a pop-up prompt.

Switch Between Recording and Capturing

Tap / to switch to recording/capturing mode.

The recorded videos and captured pictures can be viewed and managed in the Picture & Video Management page. For details, refer to *Picture and Video Management*.

8.2.3 More functions

During live view, you can also adjust the brightness and contrast of the images, calibrate the device, enable reticle, etc. You can enable multiple functions at the same time. The following tables shows the descriptions of the icons on the top and bottom of the Live View page.

Functions on the Top

Note

After a function on the top is enabled, a tick will appear on the lower right corner of the function icon.

Icon	Description
	Calibrate the device to optimize the live video images. **Note** While calibration is enabled, you cannot enable other features at the same time.
	Tap to enable mirrored live video image.
	Tap to enable hot spot tracking in the live view image. After it is enabled, the spot of the highest temperature in the image will be marked.
	Tap to enable live view in visible light in a small window. **Note** ● You can drag the window to other corners of the live view page. It is on the top right corner by default. Zoom-in and zoom-out are not supported. ● The live video image in visible light is in 720p by default. If 720p is not supported, you can look for lower-resolution options (640p, 480p, 320p, etc.)

Icon	Description
	Tap to enable the orientation scale at the bottom of the live view image according to the current direction your phone is facing. The scale ranges from 0 to 359 degrees.

Functions at the Bottom

Icon	Description
	Adjust the brightness of the live video images. **Note** The brightness level is 50 by default. You can set it from 1 to 100.
	Adjust the contrast of the live video images. **Note** The contrast level is 50 by default. You can set it from 1 to 100.
	Set digital zoom. You can set the zoom level to 1X or 2X. **Note** ● The selected zoom level will be displayed on the icon except for 1X. ● The image will be zoomed on the its center.

Chapter 9 Academy

In the Academy module, you can access guide materials for different devices and different stages of device use.

Steps

1. Tap **Academy** at the bottom of the page.
2. Optional: Filter the materials by product type / stage of use.
   – On the top of the page, tap **All Products** to enter the product list. You can view the products divided in Thermal Monocular, Thermal Scope, Thermal Clip-On, etc. Select a device model from list.
   – Select a category tab.

> **Note**
> If you skip this step, the material list of **All Products** and **How To** will be displayed by default.

   The corresponding material list will be displayed below sorted by release date.

3. Tap a file to enter the detailed file page.
4. Optional: You can also perform the following operations.

Operation	Description
View Document	Materials under **Document** will be automatically downloaded for the first time you open them.
Play Video	Tap a video to play it. **Note** ● If you are not connected to Wi-Fi, a prompt of cellular data usage will pop up. ● You can check **Auto-play without Wi-Fi allowed within the week.** to disable the prompt for a week. ● Tap / to turn sounds off or on. ● When the video is played in full-screen, you can tap **1X** to select a play speed or tap the resolution to select an available video resolution.

Download Video

Tap and select an available video resolution to download the video.

Note

You will find your download task in the download center in **Me**, where you can view, pause, resume, or delete the task.

Share Video

Tap to share the video via social media apps.

Note

Documents under **Document** are not available for sharing.

Chapter 10 Picture and Video Management

In Picture and Video Management module, you can view and manage the recorded video files and the captured pictures automatically saved to Mobile Client during live view.
After pictures or videos have been taken during live view, you can confirm to save the files to system album as well on a pop-up prompt (refer to ***Local Settings*** on how to enable auto-saving files to system album without pop-up window).
In **Media**, you can view the thumbnails of pictures and videos, which are sorted from latest to earliest. You can also specify only pictures, only videos, or both to view.

10.1 Manage Local Pictures and Videos

Pictures and videos captured and recorded in Live View on the Mobile Client or downloaded from the device album and cloud album can be found in the local album.

1. Check the local album.
   - Go to **Media** > **local**.
   - In the lower-left corner of the Live View page, tap the thumbnail of the captured picture or cover of the recorded video to enter the picture or video page. Tap the screen and then tap **Media** appeared on the top right corner. Select **Local**.
2. Perform the following operations as needed.

Filter Pictures and Videos	• Filter by device: Tap **All Device** on the top left corner and select from the device list. • Filter by file type: Tap **Filter** on the top right corner and select **All**, **Pictures Only**, or **Videos Only**.
View Picture	Tap a picture thumbnail to view the specific picture. **Note** Only the portrait mode is supported.
View Video	• Tap a video cover and tap to play the video file; tap to pause. • When viewing the video in the full-screen mode, tap **Speed** to adjust the playback tempo of the video to 0.5X, 1X, 2X, or 4X speed. • Tap / to turn sounds off or on.

Download Picture/Video	● Tap a picture / video cover to enter the picture or video page, and tap to download the picture/video to the phone album. ● Tap to select one or more pictures/videos, and then tap download the selected files to the phone album.
Delete Picture/Video	● Tap a picture / video cover to enter the picture or video page, and then tap to delete the picture/video from local album. ● Tap select one or more pictures/videos, and tap, and then tap to delete the selected file(s) from local album.
View Picture/Video Details	Tap a picture / video cover to enter the picture or video page, and then tap to view the details of the picture (the picture name, capture time, and picture size) or the video (the video name, recording time, and frame size).
Share Picture/Video	● Tap a picture / video cover to enter the picture or video page, and then tap to share the picture/video to other apps. ● Tap to select one or more pictures/videos, and tap to share the selected files to other apps.

10.2 Manage Device Pictures and Videos

You can view, filter, download, and delete the pictures and videos stored in the device.

Before You Start

Make sure the device has been connected to the Mobile Client.

Steps

1. Enter the Device album.
   – Tap **Media** > **Device**.
   – In the lower-left corner of the Live View page, tap the thumbnail of the captured picture or cover of the recorded video to enter the picture or video page. Tap the screen and then tap **Media** appeared on the top right corner. Select **Device**.

The device name will displayed on the top right corner; pictures and videos which have been stored in the device will be displayed.

Note

You can customize the device name on the Mobile Client. For details about customizing the device name, refer to *Device Settings (Camera Device)*.

2. Optional: Perform the following operations as needed.

Filter Pictures and Videos	Tap **Filter** on the top right corner and select **All**, **Pictures Only**, or **Videos Only**.
View Picture	Tap a picture thumbnail to view the specific picture. **Note** Only the portrait mode is supported.
View Video	• Tap a video cover and tap to play the video file; tap to pause. • When viewing the video in the full-screen mode, tap **Speed** or long press the screen to adjust the playback tempo of the video to 0.5×, 1×, 2×, or 4× speed. • Tap / to turn sounds off or on.
Download Picture/Video	• Tap a picture / video cover to enter the picture or video page, and tap to download the picture/video to the local album. • Tap to select one or more pictures/videos, and then tap download the selected files to the local album.
Delete Picture/Video	• Tap a picture / video cover to enter the picture or video page, and then tap to delete the picture/video from the device SD card. • Tap select one or more pictures/videos, and tap, and then tap to delete the selected file(s) from the device storage.
View Picture/Video Details	Tap a picture / video cover to enter the picture or video page, and then tap to view the details of the picture (the picture name, capture time, and picture size) or the video (the video name, recording time, and frame size).

10.3 Manage Cloud Pictures and Videos (Trail Camera)

Pictures captured and videos recorded by the trail camera are uploaded to the cloud storage according to the remaining number of pictures for current data plan and max. number of pictures to upload per day you set for the camera. Besides the files of your own camera, you can also access the pictures of cameras shared with you.

4. Enter the cloud album.
   - Go to **Media** > **Cloud Album**.
   - In the lower-left corner of the Live View page, tap the thumbnail of the captured picture or cover of the recorded video to enter the picture or video page. Tap the screen and then tap **Media** appeared on the top right corner. Select **Cloud Album**.
5. Select **My Camera** or **Sharing Group** to manage media files.

10.3.1 Manage Your Cloud Album

Filter Pictures and Videos

In the cloud album, you can filter pictures and videos by camera, time, and tag.

- Filter by camera: Under **My Camera**, you can tap different camera names or **All Cameras** to view the media files accordingly.
- Filter by time and tag: Tap **Filter** on the top right corner. You can select the time range or customize one; you can select one or more tags.

Tap **OK** to filter out the target pictures and videos.

Note

You can tap **Reset** to clear all selected filtering conditions.

View Picture/Video

You can view the picture and video cover without requesting for HD pictures/videos. After the request is successful, you can view the HD picture and play the HD video.

Tap a picture/video to enter the picture/video page. Tap **HD** or tap (for videos) to request for the HD picture/video.

A notification will pop up prompting on the remaining requests for HD Picture/Video service. Tap **Confirm** to confirm the request.

Note

- If there is no request left for HD Picture/Video service, you can purchase the corresponding package showed in the notification.
- After the request is made, a clock will be displayed on the upper-right of the HD icon;

after the request is successful, a tick will be displayed on the upper-right of the HD icon.

View Picture/Video Details

Tap a picture or video, and tap **Information** at the bottom.
You can view the file size, time the file is received, name of the camera by which the picture/video is taken, remaining time for cloud storage service, file tag(s), and camera coordinates.

Note

You can tap **Edit** to edit the tags for the file. See details in ***Manage Tags***

Manage Tags

You can edit tags for the picture/video. You can also add customized ones as tag options.
Enter the Add Tags page.

- Tap a picture or video, and tap **Tag** at the bottom.
- Tap a picture or video, and tap **Information** at the bottom. Tap **Edit** next to **Tag**.

Edit Tags for File

1. You can tap a tag to select it or tap it again to undo selecting.

   Note

   No more than 5 tags can be selected for a file.

2. Tap **Save** to save the selected tags for the file.

Manage Customized Tags

1. Tap **Customize Tag** to enter the Customize Tag page.

   Note

   All customized tags will be displayed.

2. Tap **Add Tag** and enter the name for the new tag.

   Note

   No more than 20 characters are allowed.

3. Tap **OK**. After the customized tag is added, it will be displayed on this page.

   Note

   - You can tap  next to each customized tag to delete them.

- No more than 10 customized tags can be added.

Download Picture/Video

You can only download the picture and video cover before requesting for HD pictures/videos. After the request is successful, you can download the HD picture/video as needed.

- Tap a picture/video enter the picture/video page. Tap to download the file to the local album.
- Tap to select one or more pictures/video, and then tap download the selected files to the local album.

Delete Picture/Video

- Tap a picture/video to enter the picture/video page, and then tap to delete the picture/video from cloud storage.
- Tap select one or more pictures/videos, and tap, and then tap to delete the selected file(s) from cloud storage.

10.3.2 Manage Shared Cloud Album

Under **Sharing Group**, you can tap different camera names to view the shared media files accordingly.
As a sharee of the cloud album, you can only view, share, and download the standard picture, and view the picture details; you cannot access videos or the HD services.

Chapter 11 General Settings

You can view and edit the device settings, and view other general information such as the version of the Mobile Client and the Open Source License.

11.1 Device Settings (Camera Device)

During live view, you can set the device time and date display mode, overlay the timestamp to the live video, etc.
Tap on the live view page and perform the following operations.

Set Time Display Mode	Switch on **24-Hour Clock** to set the device time to 24-hour format.
Set Date Display Mode	Switch on **Display Date** to display the date on the top right corner of the screen of your device.
Overlay Timestamp	Switch on **Overlay Timestamp** to overlay the timestamp onto the live video.
Enable Audio	Switch on **Audio** to play the audio during the live view. **Note** This function can be enabled only when audio recording is supported by the device.

11.2 Device Settings (Trail Camera)

You can set device-related parameters.

Before You Start

The trail camera has been connected to the Mobile Client.

Steps

Note

The configured device parameters will apply to the next capture/recording.

1. On the Home page, select a device and tap **Device Settings** to edit the following parameters as needed.

Camera Mode

Select Photo, Video, or Photo And Video as the camera mode.

Image Resolution

Select 3 MP or 10 MP as the image resolution.

Remote Control

Set the interval for uploading pictures to the cloud storage. You can turn it off or set it to **Real Time**, **Delay 0.5H**, **Delay 1H**, **Delay 2H**, etc.

Note

If the trail camera is not online after the time interval of Delay , the camera status will be switched to Offline .

Burst Shots

Set the number of burst shots at a time.

Video Resolution

Set the video resolution and length.

Watermark

Enable/disable watermark as needed.

PIR Sensitivity

Set PIR sensitivity to Off, Low, Middle, or High.

Flash Output

Set the flash output to high or low.

Scheduled Shot

Enable or disable the scheduled shot. When it is enabled, you can set a specific time and the trail camera will take pictures / record videos at the set time.

Delayed Shot

You can enable **Delayed Shot** for picture capture to capture a more complete target in different scenarios. After it is enabled, you can set the delay time for picture capture.

Working Time 1 / Working Time 2

Enable Working Time and then set the working time period for the camera.

Max. Pics to Upload/Day

Set the max. number of pictures that can be uploaded to the cloud album per day.

Date Format

Set the date format for pictures and videos.

GPS Service

After the phone location being obtained as the location for trail camera for first-time connection, you can enable **GPS Service** to get the real-time device location. If it is disabled, the location coordinates for pictures/videos and real-time device location will not be available.

GPS Alert

Enable/disable **GPS Alert** as needed.

SD Overwriting Cycle

Enable or disable the overwriting cycle of files stored in the camera SD card.

2. Optional: You can also tap **Restore Defaults** to restore all parameters to the default value.

Note

The restored parameters will not be applied until the next capture/recording.

11.3 Local Settings

Tap **Me** on the Home page to enter the local settings.

11.3.1 Account Center

Below the account name, tap **Account Center** to enter the account center page, where you can manage information related to your account (configure address, change password, or cancel account), and manage your subscription of the HIKMICRO newsletter.

11.3.2 Download Center

Tap **Download** to view the download tasks including the downloaded and downloading ones. For the downloading ones, you can tap a task to pause it or tap it again to resume it. You can also tap **Pause All**/**Resume All** to pause/resume all tasks.

11.3.3 Contact Us

You can inquire about products displayed on our official website, or give us feedback if

you find out any problems with devices.

Note

You can also go to **Home** > to enter the **Contact Us** page.

Online Service

If you are logged in to your HIKMICRO account, you can check your history information with Online Service.

Note

You can also select one of your device on the Home page and tap **Product Info** > to enter the **Online Service** page.

Hotline

Call the hotline to talk about your problems.

Email

Tap **Email** and you will be directed to your phone email system.

Facebook

Tap **Facebook** and you will be directed to the Facebook app.

App Log

If you are logged in to your HIKMICRO account, you can upload app logs from your mobile phone to the server. Tap **App Log** and tap **Upload** at the bottom.

Note

The size of app logs per upload should not exceed 20 MB.

11.3.4 Repair Records

If you have logged in to your HIKMICRO account, you can search for and view the device repair records.

Search from Existing Device List

1. Tap **Repair Records**.
2. Tap **Select** and select a device from the pop-up list. Tap **Confirm**.
3. Tap **Search**. All repair records for this device will be displayed. For each record, you can view the repair progress and status, and time of each repair status change.

Search by Device Serial No.

If you wish to search for devices that are not in your device list, you can search by serial No.

1. Tap **Repair Records**.
2. Tap **Search by Serial No.** at the bottom.
3. Enter the serial No.
4. Tap **Search**. All repair records for this device will be displayed. For each record, you can view the repair progress and status, and time of each repair status change.

11.3.5 Warranty Details

You can get warranty information of devices from the existing device list or search for warranty information by device serial No. Login is not required for searching for warranty information.

Search from Existing Device List

1. Tap **Warranty Details** to enter the search page.
2. Tap **Select** and select a device from the pop-up list. Tap **Confirm**.
3. Tap **Search**. The warranty information of this device will be displayed, e.g., the device model and the warranty expiry date.

Search by Device Serial No.

If you wish to search for devices that are not in your device list, you can search by serial No.

1. Tap **Warranty Details** to enter the search page.
2. Tap **Search by Serial No.** at the bottom.
3. Enter the serial No.
4. Tap **Search**. The warranty information of this device will be displayed, e.g., the device model and the warranty expiry date.

11.3.6 Service & Support

The Service & Support page consists of product registration and warranty update.

Product Registration

Devices that have been once connected or are currently connected are displayed under **Device Management** on the Home page. You can register the products (devices) with your HIKMICRO account. After the product is registered, the product information will be automatically uploaded to the cloud and you can access the warranty service for the product.

Note

- If you register the product within 30 days of purchase, you will be offered another 180-day warranty extension for the product.
- When you delete a device: if the device is not registered yet, the device will only be removed from the device list on the home page; if you are logged in and the device is registered under your account, the device will be removed from the device list as well as unregistered from the account.

Register Product

Before You Start

You have logged in to your HIKMICRO account.

Steps

1. On the Home page, select a device and tap **Register** to enter the Register Product page.
2. Tap **Register Now** to submit your application for product registration.

Note

- Some applications will be approved directly; if not, your application will be forwarded to manual review. You can view the review status in ***Manage Registration Applications***.
- To register a product that has been registered with another account, you need to apply to unregister it in **Service & Support**.

Manage Registration Applications

Tap **Service & Support** > **Product Registration** to view the list of product registration applications.

Tap a product and enter the product information page, where you can view the device serial No., device name, purchase time, proof of purchase, and review status.

Note

For those which failed to be registered, the reason for rejection will be stated.

For registered devices, you can tap **Go to Device Management** to go to the device list on the home page; for devices that failed to be registered, you can tap **Register Again** to re-apply for registration.

Warranty Update

If you have problems regarding the warranty validity of your device, you can apply for warranty update.

1. On the home page, tap **Me** > **Service & Support** > **Warranty Update** to enter the warranty information page.
2. Tap + to enter the page for applying for warranty update.
3. Select a reason and upload the proof of purchase and product serial No. picture.

   Note

   Tap **Picture Requirements** to view the requirements for the corresponding proof pictures to be uploaded.

4. Tap **Submit** to submit your application.

Note

You can view your application information and application status in **Service & Support** > **Warranty Update**. If the application is still under review, you can withdraw it as needed; if it has been reviewed and you are not satisfied with the result, you can apply again.

11.3.7 Settings

Tap **Settings** to configure the following parameters.

Language

You can select the language of the Mobile Client according to your country/region.

Clear Cache

You can clear the cache (such as the device upgrade package) on the Mobile Client to free up space on your phone.

Save Image and Video to Phone

Pictures and videos are automatically saved to the local album on Mobile Client. You can enable this feature and allow the application to access your system album to have the files synchronously saved to the system album as well during live view or while you save files from the device album.

App Permissions

You can manage permissions for location, storage, camera, microphone, and notification within the Mobile Client. For all these permissions, you need to allow access in the phone settings first.

Personal Information Collection List

You can view details of personal information collected by the Mobile Client, including user information and information collected in use. The content, purpose, application scenario, and information source of each collection are listed.

Personal Information & Privacy

You can view the Privacy Policy, User Agreement, and personal information. You can also export your personal information as an image to your phone album.

Cancel Privacy Policy Authorization

After Privacy Policy Authorization is canceled, you will not be able to access full service of the Mobile Client.

Access Records

You can view the number of access(es) to location, storage, camera, microphone, etc. Tap a permission to view the access details for the recent 30 days.

11.3.8 About

You can view information about the Mobile Client, such as the Open-Source Component License, Software License Agreement, and User Manual.


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