



HIKMICRO Sight Android Mobile Client

User Manual

Legal Information

©2023 Hangzhou Microimage Software Co., Ltd. All rights reserved.

About this Manual

The Manual includes instructions for using and managing the Product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version of this Manual at the HIKMICRO website (<http://www.hikmicrotech.com>).

Please use this Manual with the guidance and assistance of professionals trained in supporting the Product.

Trademarks

 **HIKMICRO** and other HIKMICRO's trademarks and logos are the properties of HIKMICRO in various jurisdictions.

Other trademarks and logos mentioned are the properties of their respective owners.

Disclaimer

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THIS MANUAL AND THE PRODUCT DESCRIBED, WITH ITS HARDWARE, SOFTWARE AND FIRMWARE, ARE PROVIDED "AS IS" AND "WITH ALL FAULTS AND ERRORS". HIKMICRO MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, MERCHANTABILITY, SATISFACTORY QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE. THE USE OF THE PRODUCT BY YOU IS AT YOUR OWN RISK. IN NO EVENT WILL HIKMICRO BE LIABLE TO YOU FOR ANY SPECIAL, CONSEQUENTIAL, INCIDENTAL, OR INDIRECT DAMAGES, INCLUDING, AMONG OTHERS, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, OR LOSS OF DATA, CORRUPTION OF SYSTEMS, OR LOSS OF DOCUMENTATION, WHETHER BASED ON BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY, OR OTHERWISE, IN CONNECTION WITH THE USE OF THE PRODUCT, EVEN IF HIKMICRO HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR LOSS.

YOU ACKNOWLEDGE THAT THE NATURE OF THE INTERNET PROVIDES FOR INHERENT SECURITY RISKS, AND HIKMICRO SHALL NOT TAKE ANY RESPONSIBILITIES FOR ABNORMAL OPERATION, PRIVACY LEAKAGE OR OTHER DAMAGES RESULTING FROM CYBER-ATTACK, HACKER ATTACK, VIRUS INFECTION, OR OTHER INTERNET SECURITY RISKS; HOWEVER, HIKMICRO WILL PROVIDE TIMELY TECHNICAL SUPPORT IF REQUIRED.

YOU AGREE TO USE THIS PRODUCT IN COMPLIANCE WITH ALL APPLICABLE LAWS, AND YOU ARE SOLELY RESPONSIBLE FOR ENSURING THAT YOUR USE CONFORMS TO THE APPLICABLE LAW. ESPECIALLY, YOU ARE RESPONSIBLE, FOR USING THIS PRODUCT IN A MANNER THAT DOES NOT INFRINGE ON THE RIGHTS OF THIRD PARTIES, INCLUDING WITHOUT LIMITATION, RIGHTS OF PUBLICITY, INTELLECTUAL PROPERTY RIGHTS, OR DATA PROTECTION AND OTHER PRIVACY RIGHTS. YOU SHALL NOT USE THIS PRODUCT FOR ANY PROHIBITED END-USES, INCLUDING THE

HIKMICRO Sight Android Mobile Client User Manual

DEVELOPMENT OR PRODUCTION OF WEAPONS OF MASS DESTRUCTION, THE DEVELOPMENT OR PRODUCTION OF CHEMICAL OR BIOLOGICAL WEAPONS, ANY ACTIVITIES IN THE CONTEXT RELATED TO ANY NUCLEAR EXPLOSIVE OR UNSAFE NUCLEAR FUEL-CYCLE, OR IN SUPPORT OF HUMAN RIGHTS ABUSES.

IN THE EVENT OF ANY CONFLICTS BETWEEN THIS MANUAL AND THE APPLICABLE LAW, THE LATTER PREVAILS.

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.

Contents

Chapter 1 Introduction	1
Chapter 2 Account Management	2
Chapter 3 Connect to Device	4
3.1 Connect to Camera Device	4
3.2 Connect to Thermal Camera for Smartphones	5
3.3 Connect to Trail Camera	7
Chapter 4 Data Plan (Trail Camera)	9
4.1 Purchase Data Plan	9
4.2 View History Order	10
Chapter 5 Sharing Group (Trail Camera)	11
5.1 Manage Sharing Groups	11
5.1.1 Create Sharing Group	11
5.1.2 Configure Sharing Group	11
5.1.3 Delete Sharing Group	12
5.2 Manage Group Members	12
5.2.1 Invite Users	12
5.2.2 Enable/Disable Camera Location for Group Member	13
5.2.3 Delete Group Member	13
5.3 Manage Requests	14
5.3.1 Request via QR Code	14
5.3.2 Process Received Request	14
5.3.3 View My Request	15
Chapter 6 Zero (Thermal Scope)	16
Chapter 7 Live View	17
7.1 Live View (Camera Device)	17
7.1.1 Set Palettes	17

7.1.2 Capture and Recording	17
7.1.3 Enable Device Laser	18
7.1.4 Enable Laser Ranging	18
7.1.5 More Functions	19
7.2 Live View (Thermal Camera for Smartphones)	20
7.2.1 Set Palettes	20
7.2.2 Capture Pictures and Record Videos	21
7.2.3 More functions	22
Chapter 8 Academy	24
Chapter 9 Picture and Video Management	26
9.1 Manage Local Pictures and Videos	26
9.2 Manage Device Pictures and Videos	27
9.3 Manage Cloud Pictures and Videos (Trail Camera)	28
9.3.1 Manage Your Cloud Album	29
9.3.2 Manage Shared Cloud Album	31
Chapter 10 General Settings	32
10.1 Device Settings (Camera Device)	32
10.2 Device Settings (Trail Camera)	32
10.3 Local Settings	34
10.3.1 Account Center	34
10.3.2 Download Center	34
10.3.3 Contact Us	34
10.3.4 Repair Records	35
10.3.5 Warranty Details	35
10.3.6 Service & Support	36
10.3.7 Settings	37
10.3.8 About	38

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.



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**.



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**.
-



The password should contain 8 to 16 characters, including at least 3 types of the following characters: digits, lower case letters, upper case letters, 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**.
-



- 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 Personal Information

1. After you are logged in, go to **Me** and tap your account or the profile to enter Account Center.
2. Tap **Personal Information**. You can view the registered email and selected country/region, and 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  .
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 its device album.
Register Product	Tap Register or Product Info → Register Now to apply for product registration with the current account. See details in <i>Register Product</i> .



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.



If you have questions regarding the warranty validity, go to **Me** → **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.



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.

Delete Device

Tap **Product Info** →  → **Delete Device** to delete the device.

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.

3.2 Connect to Thermal Camera for Smartphones

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  .
Enter the device list.
2. Select the right device type and follow the wizard to connect the device: Insert the thermal camera for smartphones into 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** or **Product Info** → **Register Now** 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** → **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.

Delete Device

Tap **Product Info** →  → **Delete Device** to delete the device.

Diagnose Device

Tap **Device Diagnosis** and upload the diagnosis logs.

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

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 **+**.

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** → **Purchase More** 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 Data Plan](#) .

Share Device Access Tap **Sharing Group** to enter the sharing group page for this device. See details in [Sharing Group \(Trail Camera\)](#) .

Configure Device Settings Tap **Product Info** → **Device Settings** . See details in [Device Settings \(Trail Camera\)](#) .

Register Product Tap **Register** or **Product Info** → **Register Now** 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** → **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 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 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 Order

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 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 **Sharing Group** and select a device of your own.

5.1 Manage Sharing Groups

You can create, edit, and delete sharing groups of your own camera.

5.1.1 Create Sharing Group

Steps



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** .

5.1.2 Configure Sharing Group

After 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.

5.1.3 Delete Sharing Group

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



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.

5.2 Manage Group Members

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

5.2.1 Invite Users

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



- 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.
-



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***](#) .

5.2.2 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.

5.2.3 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**.

5.3 Manage Requests

5.3.1 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**](#).

5.3.2 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:**
 - a. Tap **Agree**.
 - b. Select sharing group(s) for the user.

Note

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

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

Note

Processed requests will be deleted from Received Request automatically.

5.3.3 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 6 Zero (Thermal Scope)

For thermal scopes, you can perform zeroing by configuring profile and testing the deviation. Up to 25 zero profiles can be configured. This feature is only supported by the ALPEX 4K series.

Before You Start

The thermal scope has been connected to the app.

The thermal scope supports the zero 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 ratio.

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 7 Live View

7.1 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.

7.1.1 Set Palettes

The palette is the color scheme used to display a thermal image. A palettes which fit the usage scenario helps you observe the live view image.

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.

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.

7.1.2 Capture and Recording

You can record videos and capture pictures during live view.

Steps

1. Connect the device.



See ***Connect to Device*** for details.

2. Record videos or capture pictures.

Capture Picture Tap  to capture a picture.

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



- 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***.

7.1.3 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) at night.

Steps



The function is only supported by camera device.

1. Connect the device.



See ***Connect to Device*** for details.

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

7.1.4 Enable Laser Ranging

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

Steps

Note

The laser ranging function should be supported by the 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.

7.1.5 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
	<p>Adjust the brightness of the live video images.</p> <p>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.</p> <p> Note</p> <p>The brightness level range is subject to the device capability. The selected brightness level will be displayed on the lower-right of the icon.</p>
	<p>Adjust the contrast of the live video images.</p> <p>For thermal scope and thermal monocular, you can set the contrast level from L1 to L10.</p> <p>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.</p> <p> Note</p> <p>The contrast level range is subject to the device capability. The selected contrast level will be displayed on the lower-right of the icon.</p>
	<p>Set digital zoom. You can set the zoom level to 1X, 2X, 4X, 8X, 16X, and 32X.</p>

Icon	Description
	 Note <ul style="list-style-type: none"> • 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, stepless zooming by 0.1X is available.
	Calibrate the device to optimize the live video image.

7.2 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-click to enter full screen and double-click again to exit full screen; after Reticle is enabled, double-click to exit the reticle function first.

7.2.1 Set Palettes

The palette is the color scheme used to display a thermal image. A palette which fits the usage scenario helps you observe the live view image.

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 forest.

Note

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

7.2.2 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*** .

7.2.3 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 <ul style="list-style-type: none"> • You can drag the window to other corners of the live view page. It is on the top right corner by default.

Icon	Description
	<p>Zoom-in and zoom-out are not supported.</p> <ul style="list-style-type: none"> 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.)
	<p>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.</p>

Functions at the Bottom

Icon	Description
	<p>Adjust the brightness of the live video images.</p> <p> Note</p> <p>The brightness level is 50 by default. You can set it from 1 to 100.</p>
	<p>Adjust the contrast of the live video images.</p> <p> Note</p> <p>The contrast level is 50 by default. You can set it from 1 to 100.</p>
	<p>Set digital zoom. You can set the zoom level to 1X or 2X.</p> <p> Note</p> <ul style="list-style-type: none"> The selected zoom level will be displayed on the icon except for 1X. The image will be zoomed on the its center.

Chapter 8 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.



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.



- 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.
-----------------------	---



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 to Wechat, Facebook, WhatsApp, etc.
--------------------	--



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

Chapter 9 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 were 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.

9.1 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. Enter 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	<ul style="list-style-type: none"> - 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	<p>Tap a picture thumbnail to view the specific picture.</p> <p> Note Only the portrait mode is supported.</p>
View Video	<ul style="list-style-type: none"> - 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	<ul style="list-style-type: none"> - 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	<ul style="list-style-type: none"> - 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	<ul style="list-style-type: none"> - 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.

9.2 Manage Device Pictures and Videos

You can view, filter, download, and delete the pictures and videos stored on the SD card of camera devices.

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 on the device SD card 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.



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 0.5X, 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 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 SD card.

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).

9.3 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.

1. 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**.

2. Select **My Camera** or **Sharing Group** to manage media files.

9.3.1 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.



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.



- 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.



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.



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.



All customized tags will be displayed.

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



No more than 20 characters are allowed.

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



- 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.

9.3.2 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 10 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.

10.1 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.

10.2 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.

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.



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

10.3 Local Settings

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

10.3.1 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.

10.3.2 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.

10.3.3 Contact Us

You can inquire about products displayed on our official website, or give us feedback if you find out any problems with devices.



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.



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.

10.3.4 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.

10.3.5 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.

10.3.6 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, select a device and tap **Product Info** → **Warranty** to enter the warranty information page.
 2. Tap **Warranty Update** 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.

10.3.7 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

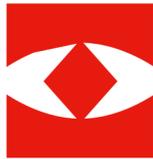
After Privacy Policy Authorization is canceled, you will not be able to access full service of the Mobile Client.

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.

10.3.8 About

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



HIKMICRO

See the World in a New Way