

Contents

Important Notice	2
Arming and Disarming the Alarm	2
Receiving and Responding to Alarm Notifications.....	2
Auto arming / Disarming	3
Low Battery	3



Important Notice

This guide provides an overview of the features available within the Hik-Connect app. It is intended to help you understand and navigate the app more effectively. Please note that we do not recommend attempting to repair or modify your alarm system yourself, as this may cause further issues. If you are experiencing any problems with your alarm system, we strongly encourage you to contact us at your earliest convenience for professional assistance.

Arming and Disarming the Alarm

Step:

1. Open the **Hik-Connect app**.
2. Select your **alarm panel/device** from the main dashboard.
3. Tap **“Arm”, “Stay Arm”, or “Disarm”** depending on your needs.
 - **Arm:** Activates all sensors.
 - **Stay Arm:** Activates perimeter sensors only (ideal for when you're home).
 - **Disarm:** Turns off the alarm system.

Receiving and Responding to Alarm Notifications

Step:

- When the alarm is triggered, you will receive a **push notification**.
- Tap the notification to open the app and view the event.
- You can review **event logs** or go to **Live View** to check your cameras if linked.

Tip: Ensure push notifications are enabled under **Settings > Notifications**.

Under the ‘Notifications’ tab, you will see the alarms history, which includes any arming, disarming or triggers. Tapping on the notification will give you more details.

Auto arming / Disarming

If you would like your alarm to automatically arm and disarm, for example, at night between 11 pm-5 am. This is something we can set up for you.

To adjust this schedule:

- On the home page, tap on your alarm panel
- Tap on the area you want the schedule to affect.
- Go to settings
- Here you will see an option for auto arm and auto disarm, adjust the times as you see fit.

Low Battery

If you receive a **low battery notification** from the Hik-Connect app, don't worry—this is something we can take care of for you.

Battery replacements are included as part of your **maintenance contract**, should you choose to opt in.

Important:

We strongly advise against attempting to replace the batteries yourself. Doing so may trigger a **tamper alert** and could set off the alarm system.

For safe and professional servicing, please contact our support team.