Hik Connect for Teams

Unified security, from residence to business

Hik-Connect for Teams (HCT), available on PC and mobile devices, has been designed to help households, small and medium-sized businesses (SMB) and multi-site enterprises effectively operate and manage security devices remotely. The power of 24/7 monitoring, intrusion alarms, video intercom, access control, intrusion protection, and cloud-based attendance – all combined in one platform – keeps properties and businesses connected and protected every hour.

Compare Personal Mode and Team Mode

Function	Function List	Personal Mode	Team Mode
Application		APP	APP & Portal
Video Monitoring	Capability	128 channels (5mins streaming limitation)	Unlimited
	Live View	The mode supports simultaneous live view of up to 16 channels.	The Portal supports simultaneous live view of up to 64 channels, and supports up to 3 auxiliary windows.
	Playback	The mode supports simultaneous playback of up to 4 channels.	The Portal supports simultaneous playback of up to 16 channels.
	Evidence management	X	√
Video Analysis Report		X	√
Cloud Storage	7/30/90/180/365 event based cloud storage	√	√
Access Control	Capability	128 Devices	Unlimited
	Remote Opening	√	√
	ACS Device Management	X	√
	ACS Event Management	X	√
	Real-time Monitoring	X	√
	Person Permission	X	√
	NFC and Bluetooth Door Opening	X	√
	Temporary Passes for Visitors	X	√
Time Attendance	Person Management	X	√
	Time Table, Schedule and Shift Setting	X	√
	Multiple Attendance Reports	X	√
	APP Clocking	X	√

On-Board Monitoring	Retention Period of Vehicle Tracks	X	6 Months
	Frequency of GPS Information Handling	X	Unlimited
	Number of Vehicles Being Concurrently Located per User	X	Unlimited
	Frequency of Event Handling	X	Unlimited
Video Intercom	Receive Video Call	√	√
	Remote Opening	√	√
	Building/Room/Resident Management	X	√
	Intercom Device Management	X	√
	Intercom Event Management	X	√
	Temporary Passes for Visitors	X	√
System Capacity	Multi-Site Management	X	√
	Multi-Users/Role Management	Sub-accounts not supported, and devices can be shared with up to 10 accounts.	√ Unlimited sub-accounts and roles.
	Map Management	X	√
Alarm Panel		128 Devices	Unlimited
OpenAPI		X	√

Team Mode Highlights

- **Remote Management**
  - Users take complete control of on-site security of multiple sites at any time, from anywhere.
  - Get real-time monitoring views, play back video footage, and manage all your sites on the cloud.
- **Budget Friendly**
  - Minimize your upfront investments and labor costs for maintaining servers via cloud-hosting infrastructure.
  - Environmentally friendly with reduced carbon emissions and maximum utilization of infrastructure and bandwidth resources.
- **Highly Scalable**
  - Lightweight and easy to scale, the platform grows in scope and size as your business grows.
  - A monthly subscription mode allows users to add or remove devices in stages, adjust subscription services, and pay only for what you actually use.
- **Easy to Deploy**
  - Quickly deploy security projects without the need to install or maintain a bunch of servers.
  - Since everything is in the cloud, there’s no more configuration for port forwarding or building VPNs.
- **Secure and Reliable**
  - Hosted in the cloud, users will enjoy professionally managed services 24/7.
  - No need to worry about hardware risks and system compatibility since it is always up-to-date.

Key Features

Role and User Management

- Getting super user account information via self-registration or invitation emails sent by service providers.
- Assigning feature access permissions to a role, and assigning role, resource access permissions, and user management permissions to a user.
- Batch importing users via a template and batch freezing/unfreezing user accounts.
- Setting effective periods for roles and users.

Resource Management

- Editing the network information (e.g., IP addresses) of the online devices on the same LAN as the Portal.
- Adding devices (encoding devices, Hik-ProConnect boxes, access control devices, and video intercom device) via four methods on the Portal: adding detected online devices, adding devices by Hik-Connect (P2P), batch importing devices via a template, and batch importing devices from Hik-Connect Personal mode.
- Adding devices (encoding devices and Hik-ProConnect boxes) via two methods on the Mobile Client: scanning the device QR/bar code and entering the serial No.
- Accepting devices handed over by service providers during system handovers.
- Batch upgrading device firmware.

Group Management

- Adding areas to manage devices by area.
- Adding resources to areas and editing them, including cameras, doors, alarm inputs / zones, and alarm outputs.
- Linking areas with static maps.

Alarm Management

- Adding alarms by defining the alarm elements, such as the triggering event, source, and linkage actions.
- Customizing receiving schedule templates for only receiving alarms triggered within the set time period.
- Searching for alarm records, viewing resources' real-time alarms, and viewing alarm details on the alarm triggered pop-up windows.

Video Management

- Locating target cameras easily by viewing the live video of cameras via Fast View.
- Configuring recording schedules and storage for cameras.
- Configuring cloud storage for cameras linked to Hik-ProConnect boxes or NVRs.
- Adding views and view groups; performing view auto-switch for a view group and camera auto-switch in one window.

Live View

- Supports live view without installing the plug-in.
- Supports live view in the window division mode (up to 64 windows for viewing 64 cameras at the same time).
- Using the PTZ control feature to configure presets, and make a camera pan and tilt to the required position.
- Recording video, capturing pictures, and archiving the recorded video and captured pictures.
- Rotating video image, controlling alarm outputs, configuring video enhancement parameters, and switching stream type.
- Viewing dewarped live view for fisheye cameras.

Playback

- Supports synchronous playback and asynchronous playback.
- Playing back the footage of up to 16 channels and adding tags to video footage.
- Playing back video stored on the cloud.
- Supports displaying on the playback timeline bar the different recording types (event triggered, persom-detection triggered, etc.) with different colors and the detected persons with the corresponding icon.
- Clipping video, capturing pictures, and archiving the clipped video and captured pictures.
- Rotating video image, configuring video enhancement parameters, and viewing stream information.
- Exporting video and viewing the download status in the Download Center.

Video Search

- Searching for video by time, person, and tag. Person features include color of tops/bottoms, whether wearing glasses/hat/mask/backpack, whether the person is riding, etc.
- Searching for video stored locally or on the cloud.
- Exporting video footages of the search results and saving search results as archives.

Access Control

- Adding access levels by grouping doors with access schedules and batch assigning access levels to persons/departments.
- Managing credentials for persons, including fingerprint, face, card, PIN code, and QR code, and configuring the door opening mode for opening doors via Bluetooth.
- Subscribing to access related events and viewing access events in real time.
- Monitoring door status in real time and verifying personnel access via live videos of a door's camera channel.
- Controlling the status of doors remotely, such as unlocking/locking the doors or keeping them all unlocked/locked as needed in emergencies.
- Searching for person access records and records recorded by doors or access control devices.
- Opening doors via mobile credentials (Bluetooth or QR code) via the Mobile Client.

Time and Attendance

- Scheduling shifts for employees and viewing/exporting schedules of departments by different time dimensions.
- Configuring basic attendance configurations such as timetables, attendance rules, overtime calculation rules, weekends, holidays, and leave types.
- Submitting and reviewing applications for leave and attendance correction.
- Checking in/out remotely via the Mobile Client and uploading proofs of attendance.
- Viewing and exporting various types of attendance reports.
- Viewing personal attendance results and departments' attendance statistics by different time dimensions on the Mobile Client.

Video Intercom

- Adding buildings, rooms, and residents to the corresponding communities (areas) for management.
- Adding family members as the householder of a household and editing the resident type.
- Creating temporary passes and sharing them to visitors with temporary access needs.
- Receiving and answering video calls on the Mobile Client called directly from door stations and controlling doors remotely while on a call.
- Checking and filtering call history.

On-Board Monitoring

- Locating and tracking vehicles on a GIS map in real time and showing information about the vehicle status.
- Searching for and playing back vehicles' tracks and playing back camera video during track playback.
- Configuring driving rules for regions and routes.
- Talking to a driver via two-way audio.
- Search for driving events and viewing real-time events.
- Viewing rankings of the driving data and generating reports, including the driving duration report, driving distance report, speeding report, and driving event report.

Intrusion

- Importing areas from devices.
- Configuring arming schedule templates.
- Performing arming control, including arming/disarming areas, bypassing zones, and clearing alarms.

Analysis Report

- Configuring analysis configurations for areas by specifying which cameras are used at entrances & exits for people counting and the locations of heat analysis cameras on global heat maps.
- Checking reports that contain people counting and heat analysis related statistics of the regular days.
- Checking reports for showing the effects of promotions.

ANPR

- Searching for passing vehicles captured by specified cameras.
- Checking reports that contain the number of passing vehicles by day, week, month, and customized period.
- Configuring vehicle allowlists and blocklists.

Map Management

- Changing monitored areas on the GIS map and adding static maps to an area.
- Adding hot spots, hot regions, and tags on the GIS map and static maps.
- Operating hot spots, such as checking live view of cameras, acknowledging alarms, and arming/disarming resources.
- Operating maps, such as zooming in/out, adding tags, and filtering resources.
- Supports hot region preview.

Archive Management

- Viewing the overall statistics of archives.
- Adding and editing archive levels and archive tags.
- Searching for archives, sharing archives with others, and exporting archives.

Multimedia Management

- Viewing and downloading the captured pictures.
- Viewing the recorded video files and playing them.
- Sharing pictures and video to other applications.

Maintenance

- Checking devices' health status.
- Searching for device logs and users' operations logs.
- Viewing and exporting battery usage reports and network data usage reports of solar-powered cameras.

Others

- Compatible with scenarios that involve multiple time zones and daylight saving time.
- Enabling GDPR for only keeping data records for the configured retention period and face pictures for 24 hours.
- Managing download tasks.
- Receiving and handling system messages.
- Enabling or disabling the Mobile Client to push notifications.
- Designing and integrating your own video security and video intercom applications via the OpenAPI platform.

System Requirement

For high stability and good performance, the following system requirements must be met.

Feature	Description
OS for Portal	Microsoft® Windows 7 and later macOS 13 and later (Limited basic features supported, such as live view and playback.)
Browser Version	Google Chrome® 100 and later Firefox® 100 and later Microsoft® Edge 100 and later Safari® 16.6 and later (Limited basic features supported, such as live view and playback.)
OS for Mobile Client	iOS 11.0 and later Android 6.0 and later

Bandwidth Requirement for Cloud Storage

To ensure that the cloud storage function is stable and no video loss occurs, there are certain requirements for the upstream bandwidth of the devices that need to support cloud storage, and the network needs to meet the requirements to ensure the stable operation of the cloud storage function.

Note:

A cloud storage channel supports at most 1080p, 25 fps, and 2 Mbps, thus the maximum requirement is provided below.

Number of Cloud Storage Channels	Channel Parameter	Minimum Upstream Bandwidth	Recommended Upstream Bandwidth
n	2 Mbps, 1080p, 25 fps, H.265	n x 2 Mbps x 1.5 = 3n Mbps	n x 2 Mbps x 2 = 4n Mbps
n	1 Mbps, 1080p, 15 fps, H.265	n x 1 Mbps x 1.5 = 1.5n Mbps	n x 1 Mbps x 2 = 2n Mbps

E.g., if a site has 16 channels that need to support cloud storage at 2 Mbps each, then the site should have at least 48 Mbps (16 x 2 Mbps x 1.5) of total upstream bandwidth available, although the recommended upstream bandwidth would be 64 Mbps (16 x 2 Mbps x 2) to provide stable use of the cloud storage function. The reason for multiplying by 2 is that some bandwidth needs to be reserved to ensure that the live view function will not be affected.

Specifications

The following table shows the maximum performance of the HCT system.

Module	Feature	Maximum Performance
System	Supported Languages	English, Arabic, Brazilian Portuguese, Bulgarian, Croatian, Czech, Danish, Dutch, Estonian, Farsi, Finnish, French, German, Greek, Hebrew, Hungarian, Indonesian, Italian, Japanese, Kazakh, Korean, Latvian, Lithuanian, Norwegian, Polish, Portuguese, Romanian, Russian, Serbian, Slovakian, Slovenian, Spanish, Swedish, Thai, Traditional Chinese, Turkish, Ukrainian, Uzbek, and Vietnamese
	Number of Roles	Unlimited
	Number of Users	Unlimited
	Number of Roles Assigned to One User	100
	Number of Concurrent Portal Logins	Unlimited
	Number of Concurrent Mobile Client Logins	Unlimited
	Retention Period of Operation Logs	90 days

Resource	Number of Encoding Devices	Unlimited
	Number of On-Board Devices	Unlimited
	Number of Hik-ProConnect Boxes	Unlimited
	Number of Access Control Devices	Unlimited
	Number of Card Readers	Unlimited
	Number of Video Intercom Devices	Unlimited
	Number of Groups	Unlimited
	Number of Group Levels	7
	Number of Video Channels	Unlimited
	Number of Doors	Unlimited
	Number of Vehicles	Unlimited
	Number of Alarm Inputs	Unlimited
	Number of Alarm Outputs	Unlimited
	Number of Alarm Devices	Unlimited
	Number of Zones	Unlimited
Video	Number of Recording Schedules	Unlimited
	Number of Recording Schedule Templates	Unlimited
Alarm	Number of Alarm Rules	Unlimited
	Number of Arming Schedule Templates	Unlimited
	Alarm Record Storage	Unlimited
	Retention Period of Alarm Records	7 days for free, and 30 days if you purchase any service package
	Number of Concurrent Alarm Handling	Unlimited
	Number of Concurrent Alarm Pushing	Unlimited
	Number of Concurrent Alarm Linkage Captures	Unlimited
	Number of Cameras Linked to One Alarm Linkage Action	16
	Number of Concurrent Alarm Linkage Recordings	Unlimited
	Number of Concurrent Alarm Linkage Actions	Unlimited
	Retention Period of Alarm-Related Pictures & Videos	7 days for free, and 30 days if you purchase any service package
On-Board Monitoring	Retention Period of Vehicle Tracks	6 months
	Frequency of GPS Information Handling	Unlimited
	Number of Vehicles Being Concurrently Located per User	Unlimited
	Drivers Linked with a Vehicle	100
	Vehicles Linked with a Driver	100
	Vehicles Added to a Group	2000
	Frequency of Event Handling	Unlimited
Map	Number of Hot Spots of GIS Map	Unlimited
	Number of Hot Spots of Each Type of Static Maps	Unlimited
	Number of Tags of Static Maps	Unlimited
	Number of Hot Regions of Static Maps	Unlimited
	Number of Static Maps	Unlimited
	Number of Hot Spots of Each Type per Static Map	Unlimited
	Number of Tags per Static Map	Unlimited
	Number of Hot Regions per Static Map	Unlimited
	Number of Static Maps Linked to One Group	Unlimited
Smart Search	Number of Captures per Second (Person/Vehicle/Mixed Target Detected)	Unlimited
	Retention Period of Target-Detected Captures	6 months
Image Transfer	Number of Transferrable Images per Second	Unlimited
Access Control	Number of Access Levels	Unlimited
	Number of Doors per Access Level	Unlimited
	Number of Access Schedule Templates	Unlimited
	Number of Holidays	Unlimited
	Number of Concurrent Access Record Handling	Unlimited
	Number of Concurrent Access Record Pushing	Unlimited

	Retention Period of Access Control Records	Subject to GDPR if configured; 1 year by default if no GDPR configured
Person	Number of Persons	Unlimited
	Number of Departments	1,000
	Number of Faces	50,000
	Number of Fingerprints	100,000
	Number of Cards	100,000
Video Intercom	Number of Groups (Communities)	Unlimited
	Number of Buildings per Group	Unlimited
	Number of Rooms per Building	Unlimited
	Number of Residents per Room	6
	Number of Rooms Linked to One Person	100
	Number of Door Stations Linked to One Building	16
	Number of Calls per Second	Unlimited
Time and Attendance	Number of Persons for Time and Attendance	50,000
	Number of Timetables	Unlimited
	Number of Holidays	Unlimited
	Number of Leave Types	Unlimited
Analysis Report	Number of Groups for Analysis Configurations	Unlimited
	Number of Entrances & Exits	10,000
	Number of Entrances & Exits per Group	10
	Number of People Counting Cameras per Entrance & Exit	10
ANPR	Retention Period of ANPR Records	6 months
	Number of Vehicles in a List	10,000
	Number of Lists	1000
	Number of License Plates	500,000
Archive	Number of Archives per User	100
	Number of Archives per System	1,000

Decoding Performance

The following table shows the decoding performance of the Portal with or without the Web Control plug-in installed by three levels of PC configurations.

Configurations			
Feature	**Configuration 1**	**Configuration 2**	**Configuration 3**
CPU	Intel® Core™ i3-8100 @ 3.60 GHz	Intel® Core™ i5-9400/F	Intel® Core™ i7-8700k @ 3.70 GHz
RAM	8 GB	8 GB	16 GB
NIC	GbE Network Interface Card	GbE Network Interface Card	GbE Network Interface Card
Graphics Card	Intel® UHD Graphics 630+GT1030	NVIDIA® GeForce GTX 1050Ti	NVIDIA® GeForce RTX 2080
OS	Microsoft® Windows 10 (64-bit)	Microsoft® Windows 10 (64-bit)	Microsoft® Windows 10 (64-bit)

Performance in Software Decoding

Note:

- Software decoding is applied when the Web Control plug-in (HCBWebControl.exe) is installed.
- Performance in software decoding refers to the maximum live view channels supported when CPU utilization reaches 80%.

Encoding Format	Frame Rate (fps)	Bit Rate (Mbps)	Resolution	Maximum Live View Channels		
				Configuration 1	**Configuration 2**	**Configuration 3**
H.264	30	0.5	CIF	97	163	193
	30	1	4CIF	38	81	80
	30	3	720p	14	33	43
	30	6	1080p	7	16	22
	30	8	3 MP	4	12	17
	30	12	8 MP	1	4	7
	25	16	32 MP	/	/	2
H.264+	30	1	720p	21	40	38
	30	3	1080p	8	16	25
	30	4	3 MP	6	13	14
H.265	30	1	720p	14	29	47
	30	3	1080p	5	12	20
	30	4	3 MP	3	8	13
	30	6	8 MP	1	2	4
	25	16	32 MP	/	/	1

H.265+	30	0.5	720p	16	40	56
	30	1	1080p	6	16	28
	30	2	3 MP	4	9	17
	30	3	8 MP	1	3	5

Performance in Hardware Decoding

Note:

- Hardware decoding is applied when the Web Control plug-in is installed and GPU hardware decoding is enabled on the Portal (Video > Video Security > Monitoring > Configuration > Display).
- Performance in hardware decoding refers to the maximum live view channels supported when GPU utilization reaches 80%.
- If the OS of your PC is Windows 7, make sure DirectX (D3DX9_43.dll and D3DCompiler_43.dll) has been installed, or the hardware decoding will fail and it will switch to software decoding. To realize hardware decoding and reach the following maximum decoding performance, click here to download and install DirectX.

Encoding Format	Frame Rate (fps)	Bit Rate (Mbps)	Resolution	Maximum Live View Channels		
				Configuration 1	Configuration 2	Configuration 3
H.264	30	0.5	CIF	57	102	193
	30	1	4CIF	30	73	80
	30	3	720p	16	36	43
	30	6	1080p	8	17	22
	30	8	3 MP	5	12	17
	30	12	8 MP	2	5	7
	25	16	32 MP	/	/	2
H.264+	30	1	720p	14	38	41
	30	3	1080p	7	18	20
	30	4	3 MP	5	12	14
H.265	30	1	720p	16	33	45
	30	3	1080p	8	17	29
	30	4	3 MP	6	12	21
	30	6	8 MP	2	4	8
	25	16	32 MP	/	/	3
H.265+	30	0.5	720p	17	32	50
	30	1	1080p	9	17	28
	30	2	3 MP	6	11	22
	30	3	8 MP	2	4	8

Performance in Chrome Decoding						
Note: • Chrome decoding is applied when the Web Control plug-in (HCCWebControl.exe) is NOT installed. • Performance in chrome decoding refers to the maximum live view channels supported when the live view image starts lagging/stuttering.						
Encoding Format	**Frame Rate (fps)**	**Bit Rate (Mbps)**	**Resolution**	**Maximum Live View Channels**		
				Configuration 1	**Configuration 2**	**Configuration 3**
H.264	30	0.5	CIF	9	9	9
	30	1	4CIF	9	9	9
	25	2	720p	5	9	9
	25	4	1080p	2	4	6
	25	5	5 MP	/	1	1
H.264+	25	2	720p	5	9	9
	25	2	1080p	2	4	6
	25	5	5 MP	/	1	1
H.265	25	1	720p	4	9	9
	25	4	1080p	2	4	6
	25	5	5 MP	/	1	1
H.265+	25	1	720p	4	9	9
	25	2	1080p	2	4	6
	25	5	5 MP	/	1	1

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