

How to Install App from Hikvision App Store

You can install App from Hikvision App store via the following three methods.

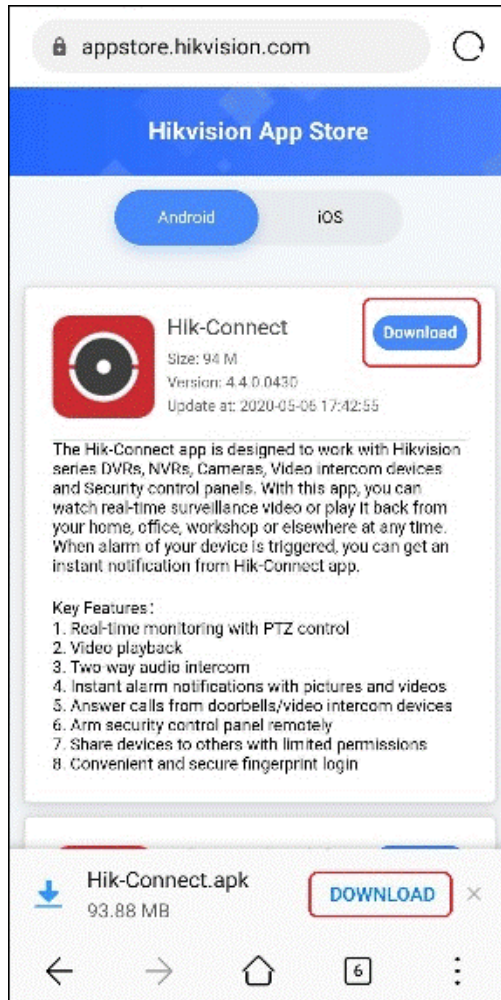
Install via QR Code

Scan the QR code on device package, Quick Start Guide (QSG) or device's local GUI (if there is) with mobile phone, and then follow the prompts to download and install Hik-Connect.

Install via Mobile Phone Browser

Steps:

1. Open the browser on your mobile phone and then go to <https://appstore.hikvision.com>.
2. Find the App that you need, and then tap **Download**.

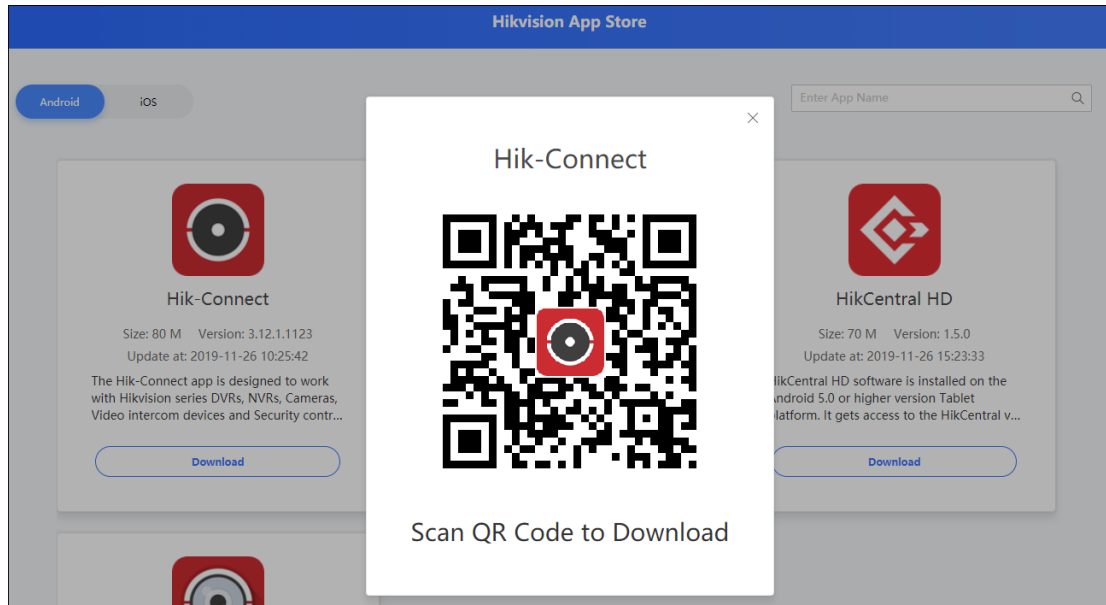


3. When download completes, follow the prompts to install the App.

Install via PC Browser

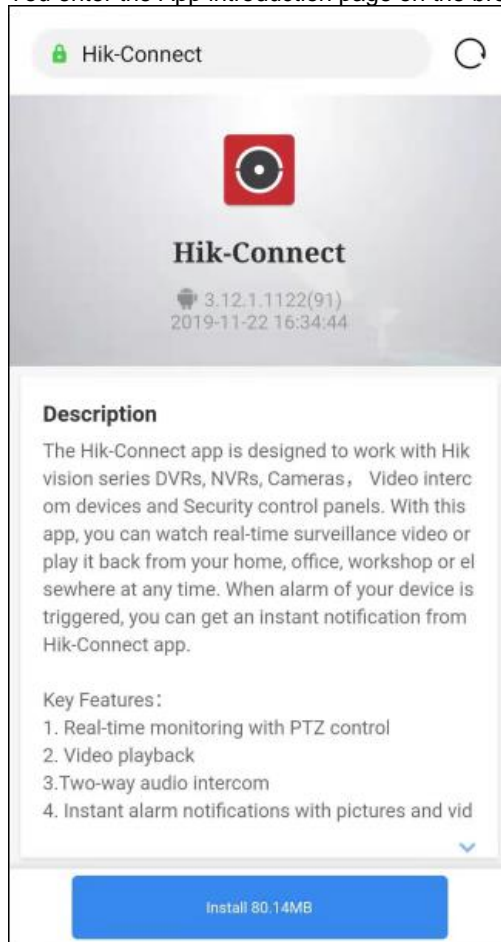
Steps:

1. Open the browser on your PC and then go to <https://appstore.hikvision.com>.
Or go to <https://www.hikvision.com/en/>, and then go to **Support** -> **Tools** -> **Hikvision App Store**.
2. Find the App that you need, and then click **Download**.
The QR code for downloading the App will pop up.



3. Use your mobile phone to scan the QR code.

You enter the App introduction page on the browser of your mobile phone.



4. Tap **Install**.

5. When download completes, tap **Install**.

The old version of the App will be automatically overwritten by the downloaded version.

Troubleshooting

The followings are problems that you may encounter during the installation of the App from Hikvision App Store.

You can follow the information or steps below to troubleshoot the problems.

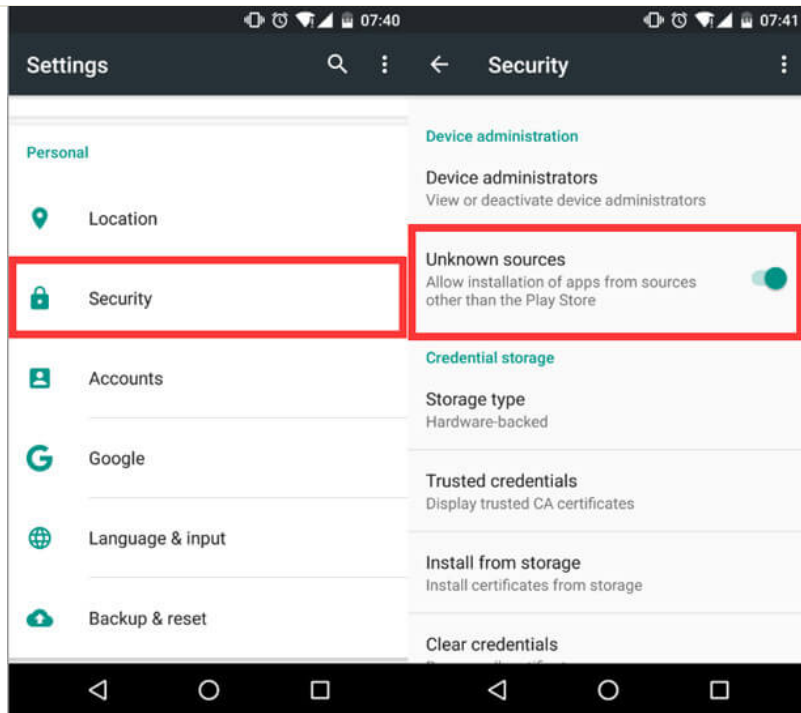
Problem1 : Unknown app" or Other Similar Prompts

Problem	" <i>unknown app</i> " or similar prompt appears on the installation page when you install the App.
Cause	The app is not downloaded from Google play or mobile App market, so the mobile phone regards the app as one from unknown source by default.
Solution	Make sure you download the App from https://appstore.hikvision.com , and then click (tap) the Install button to install the App.

Problem2: Installation of the App is not Allowed on Android Device

(Case1)

Problem	Your Android device only allows you to install Apps from Google Play.
Cause	The Android device does NOT allow the installation of Apps from "unknown source".
Solution	Enable installation from third-party sources. Steps : <ol style="list-style-type: none">1. Go to Settings -> More in the phone operating system.2. Go to Security -> Device Administration.3. Turn on Unknown sources.

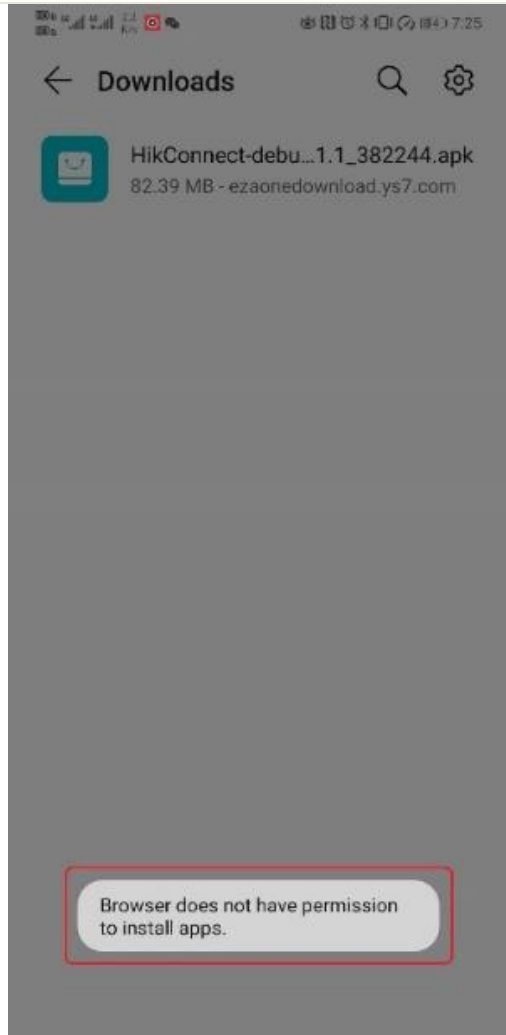


Notes:











- The OS interface and the UI strings vary with different Android devices. The path for this setting may be slightly different for different Android devices. For example, for some Android devices, the steps for this setting is to go to **Settings -> Security**, and then turn on **Unknown Sources**.
- We recommend that you turn off **Unknown Sources** after completing the App installation.

Problem3: Installation of the App is not Allowed on Android Device (Case2)

Problem	After you download App apk file by browser, a prompt like "The browser does not have permission to install the App" pops up.
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Settings

-  Display & brightness >
-  Sounds & vibration >
-  Notifications >
-  Biometrics & password >
-  Apps >
-  Battery >
-  Storage >
-  Security >
-  Privacy >
-  Digital balance >

← Security

Find My Phone >

Security update >
December 1, 2019

Emergency SOS >

Password Vault >

Secure keys >

TrustSpace >

Block fake mobile towers >

App Lock >

Safe >

More settings >

Looking for other settings?

[Permissions](#)

[App Twin](#)

← More settings

Device administrators >

Encryption and credentials >

Download apps from external sources

Check apps from external sources
Check apps from external sources to identify security risks.

Install apps from external sources >

Allow HiSuite to use HDB
HDB lets you connect your device to a computer (HiSuite) without using USB debugging mode.

Revoke HiSuite's HDB authorizations


Trusted agents >
View or deactivate trusted agents.

Usage information access >

Screen pinning Off >

← Install apps from external sources ⋮

🔍 Search apps

 AppAdvisor
No >

 Backup
No >

 bilibili
No >

 Browser
No >

 Email
No >

 Files
No >

 Find My Phone
No >

 Gallery
No >

 Hik-Connect >

← **Install apps from external sources**



Browser
Version 10.1.0.300



Allow app installs



Using apps from unknown sources will leave your device and personal data more vulnerable to security threats.