



How to Connect AX Home Alarm System to Global-Link Monitoring Station

Step 0: Contact Global-Link to Register a Dealer Account

Before beginning, contact Global-Link to register a dealer account. You will need this to receive an account ID and activate monitoring.

Monitoring Station Contact:

Contact: Eric Ruiz

Telephone: 888-293-1173 ext 335

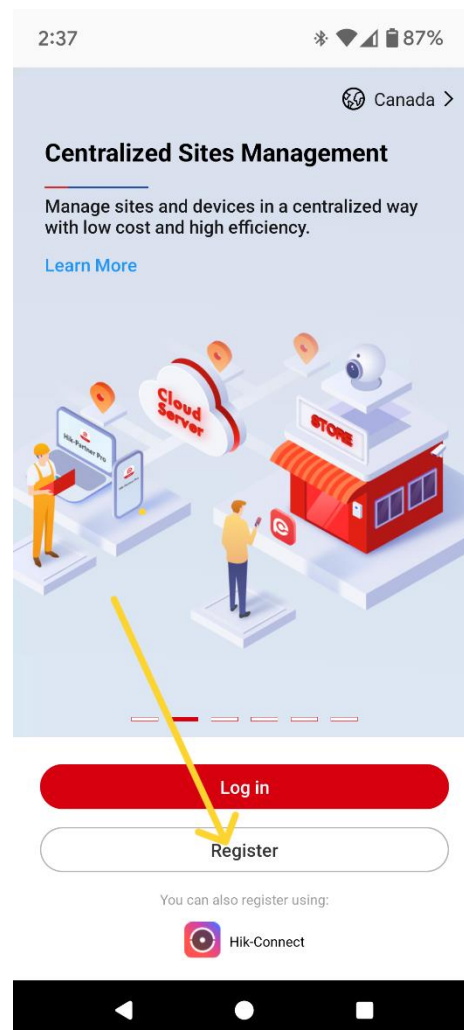
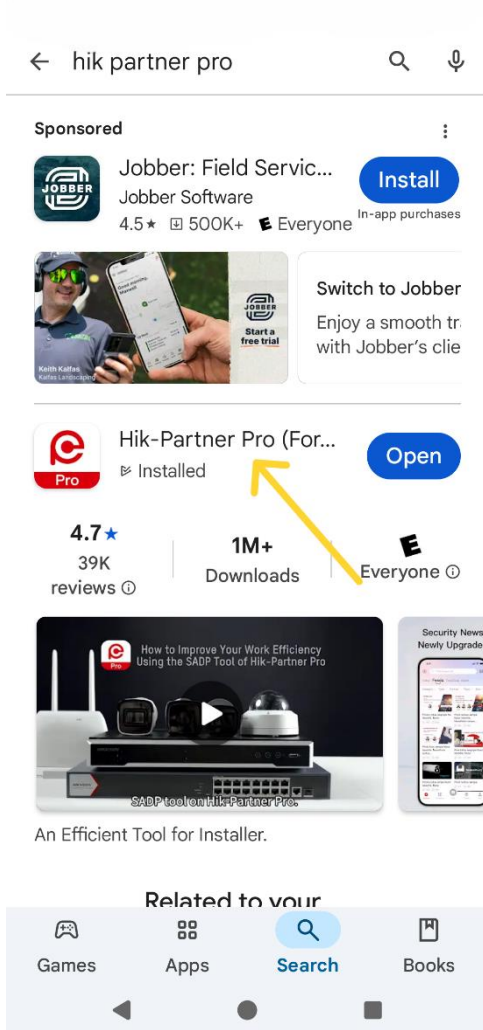
Email: hikvision@global-link.ca

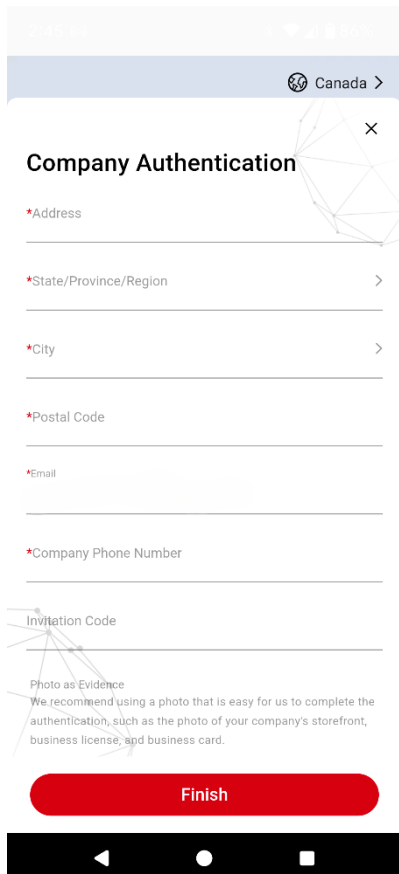
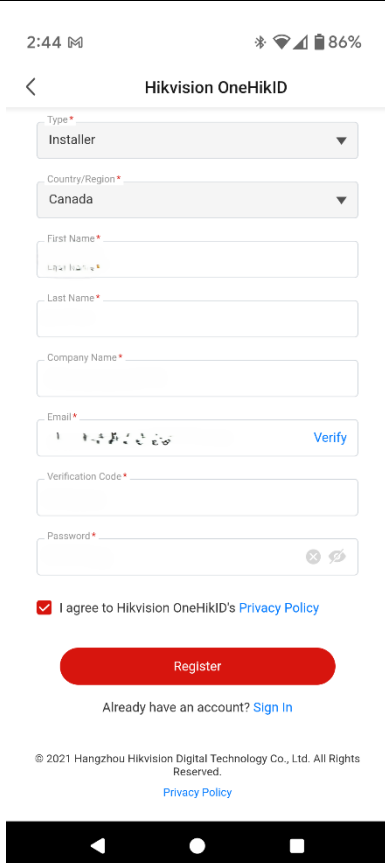
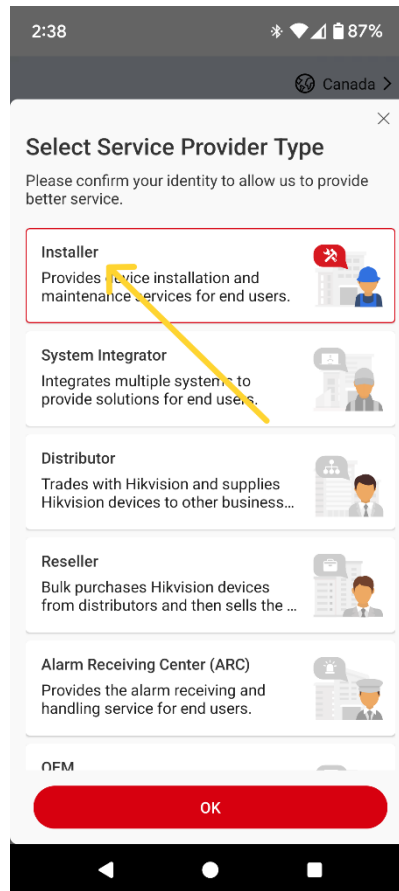
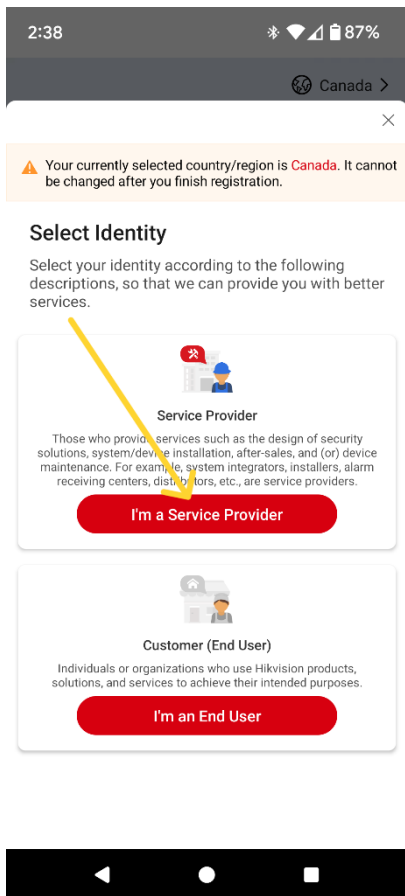
Step 1: Register a Hik-Partner Pro Account

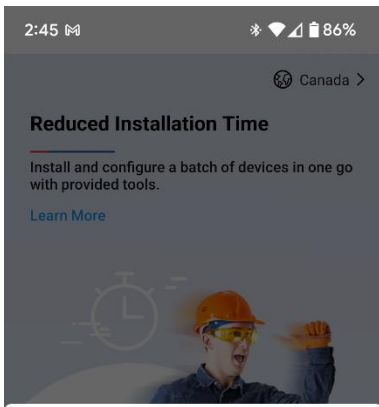
<If you already have a Hik-Partner Pro account, skip to Step 2 to log in.>

Create a new installer account on the Hik-Partner Pro app.

<Company Authentication might take couple hours>







Company Authentication

After your company is authenticated, you can enjoy the following perks.

- Redeem your points for various gifts and value-added services.
- Provide remote maintenance services for your customers.
- Enable co-branding to improve visibility of your brand.
- Register projects to get professional project support and project pricing.
- Submit cases to report issues online and get quick responses.

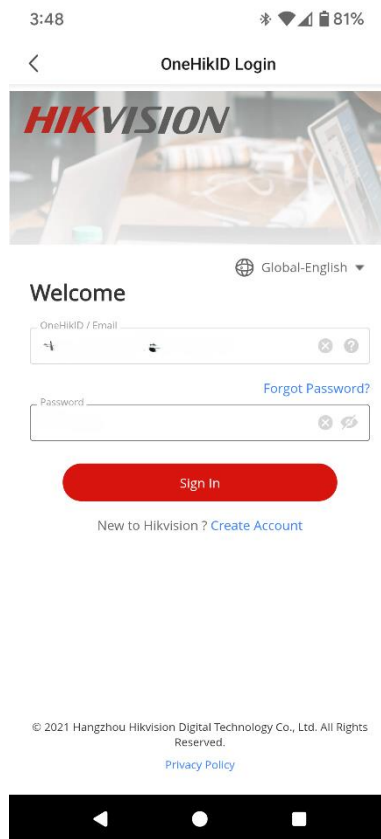
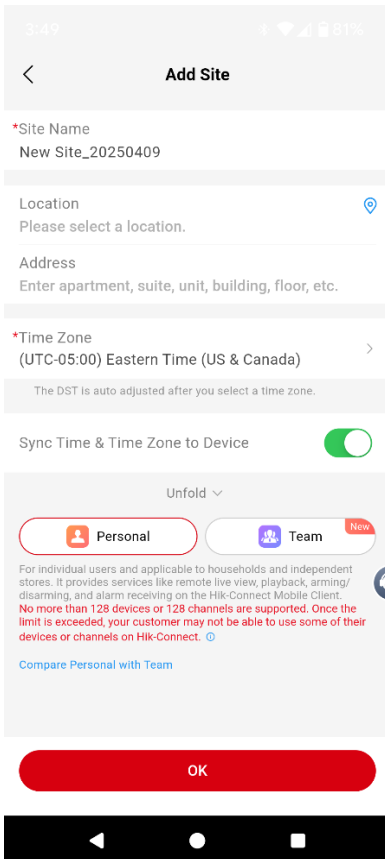
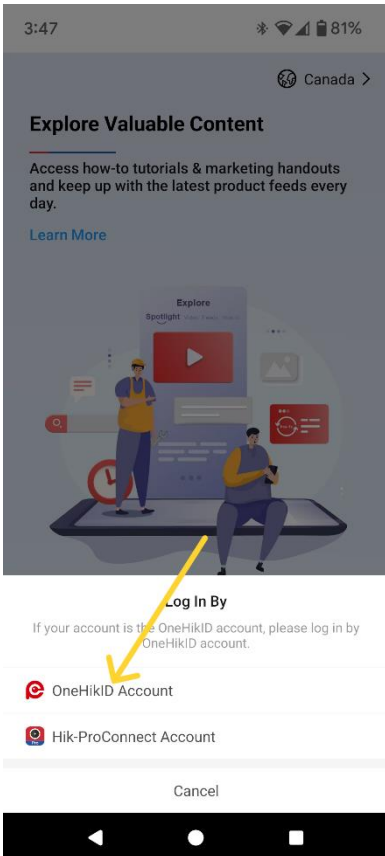
Later

Authenticate Now



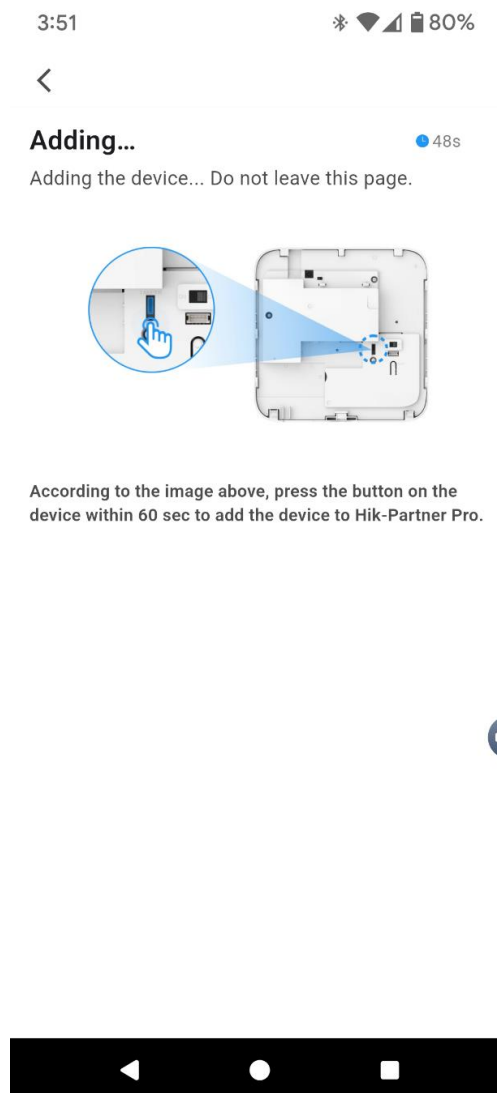
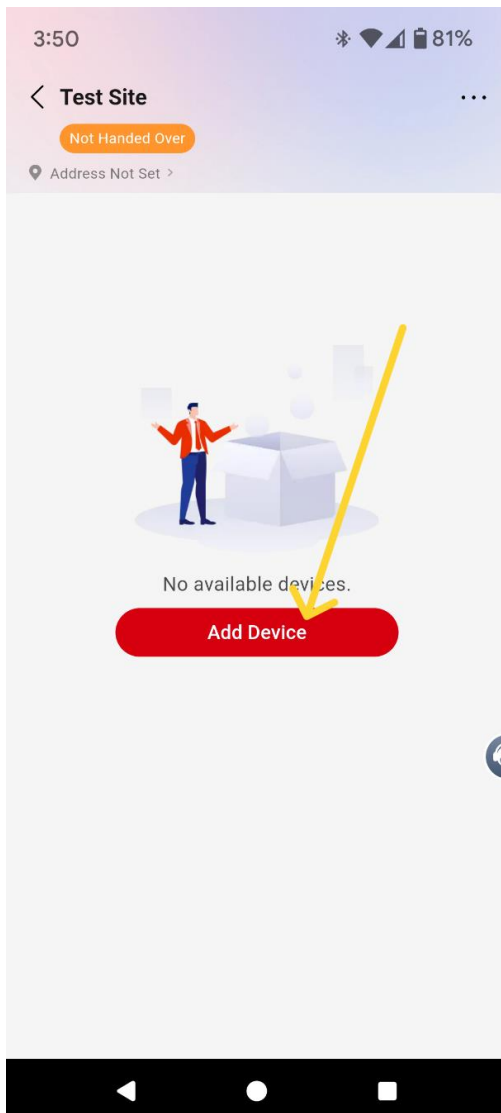
Step 2: Log into the Newly Registered Account

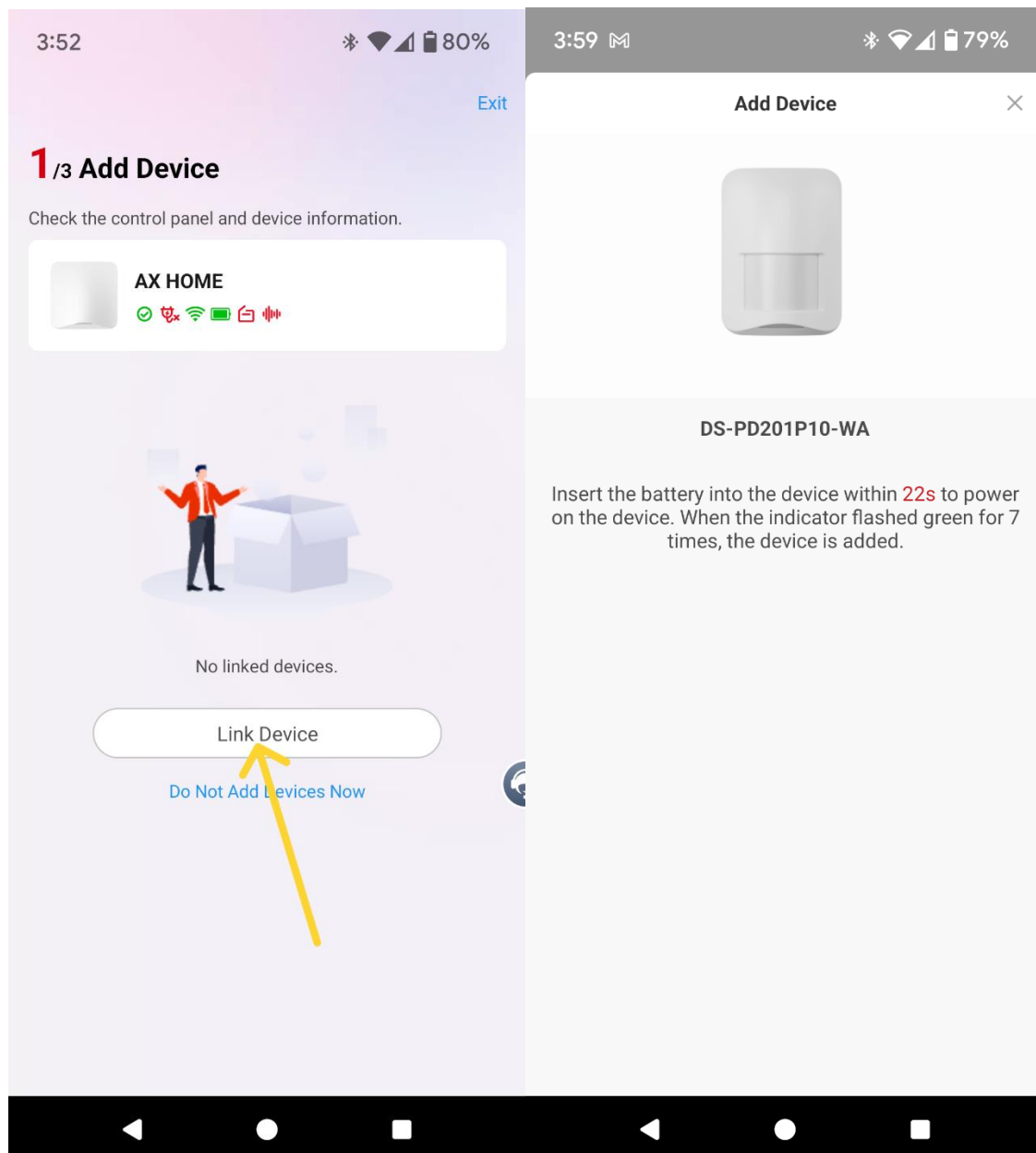
Once registered, log into your new Hik-Partner Pro account.

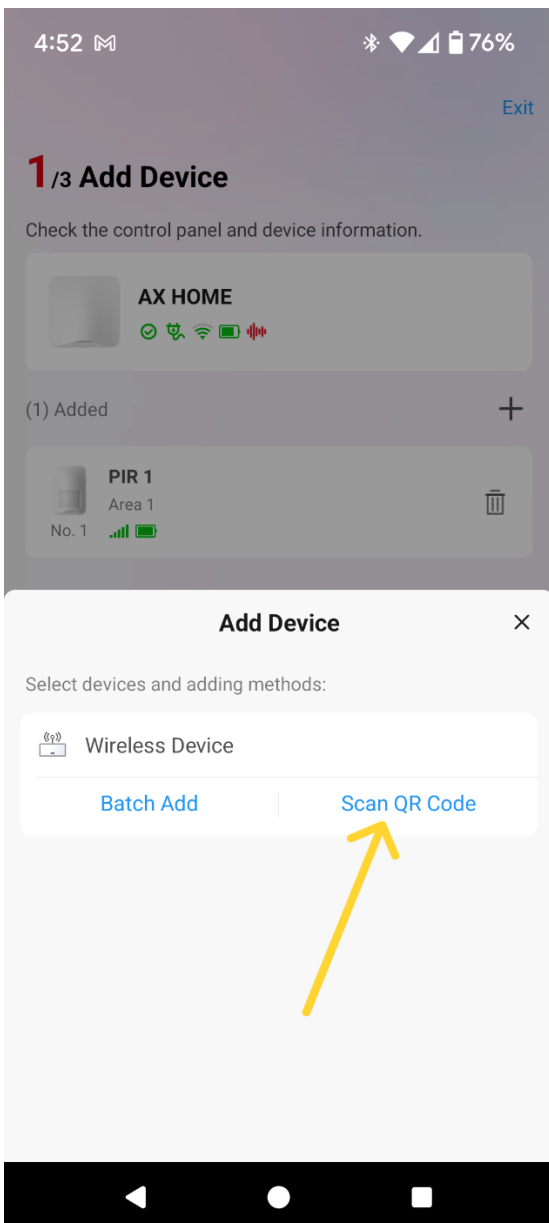


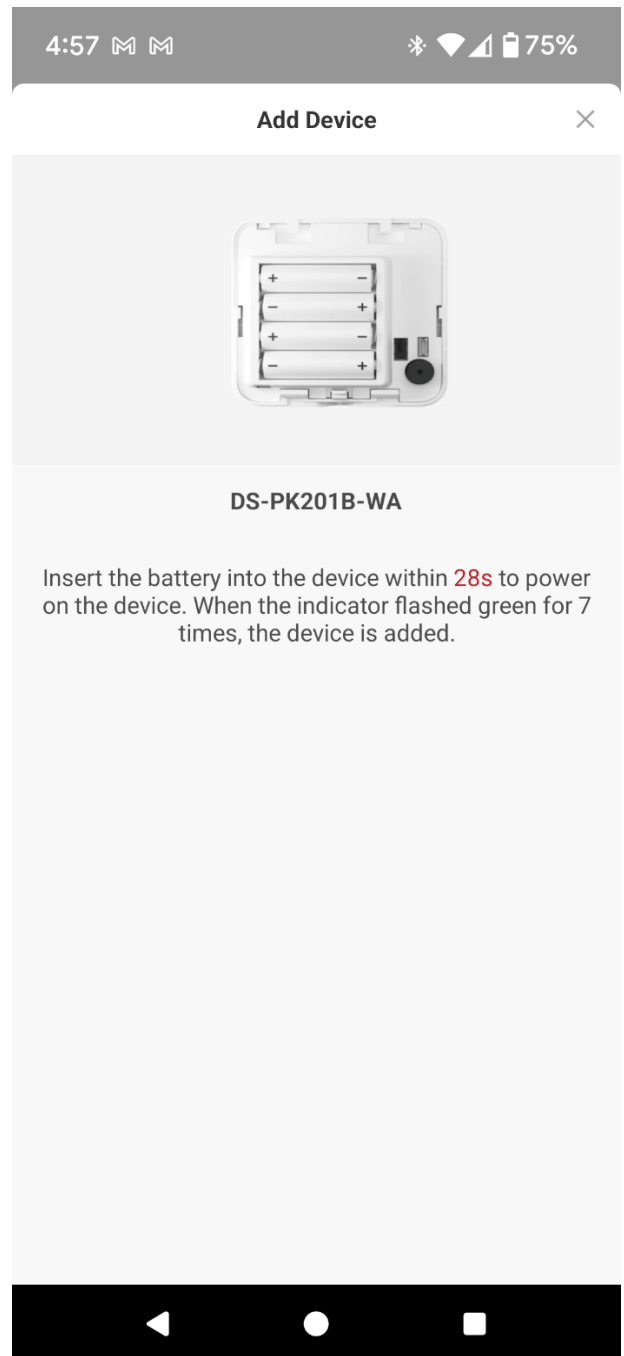
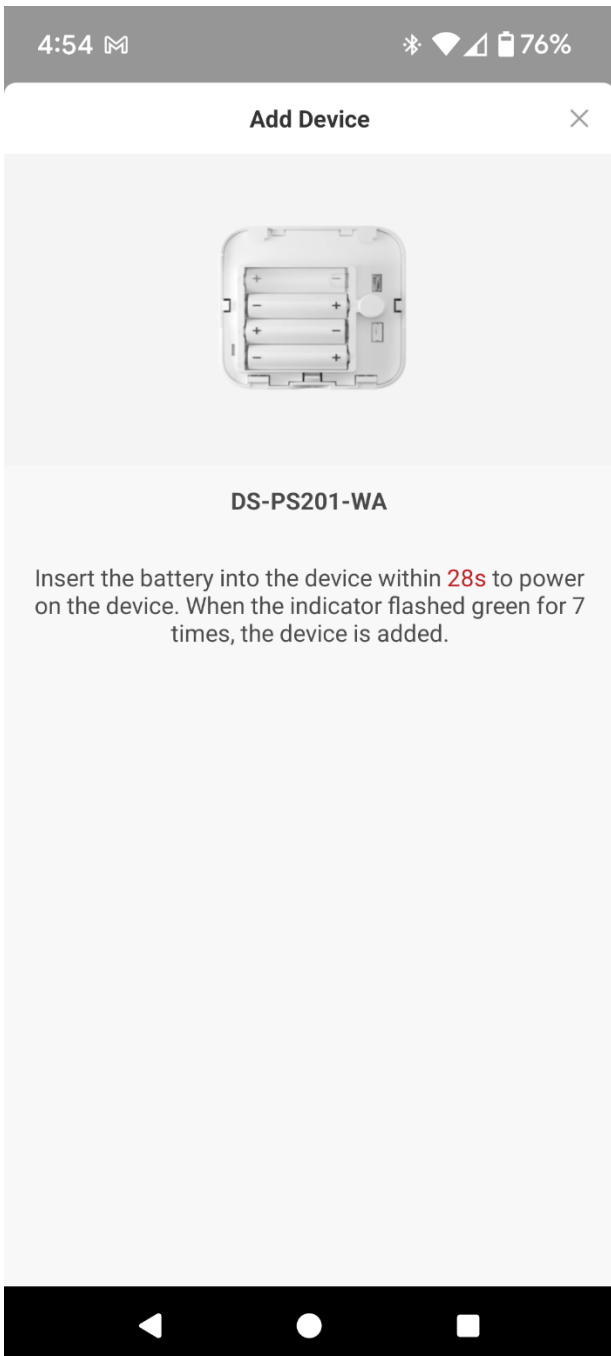
Step 3: Add the AX Home Panel and Peripherals

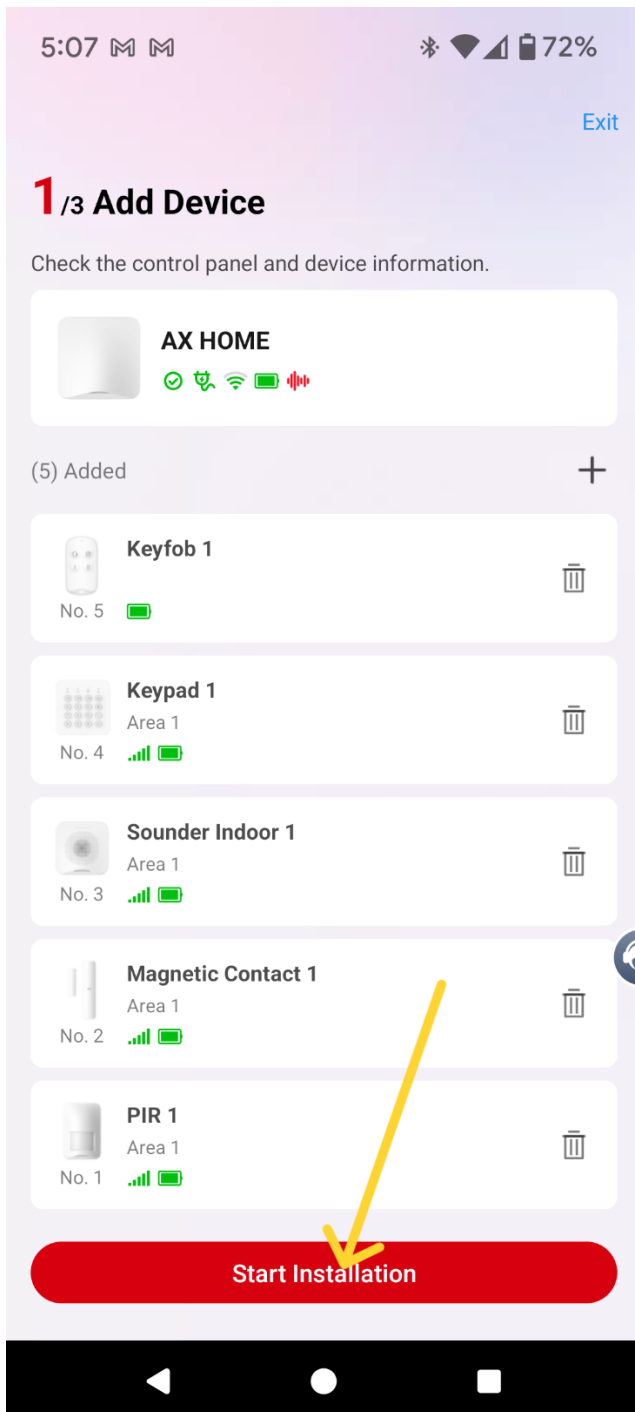
1. Tap **Add Device**.
2. Add the AX Home Panel and all peripheral devices (e.g., Keypad, PIR, Sounder, Magnetic Contact, Keyfob).
3. Once complete, tap **Start Installation**.





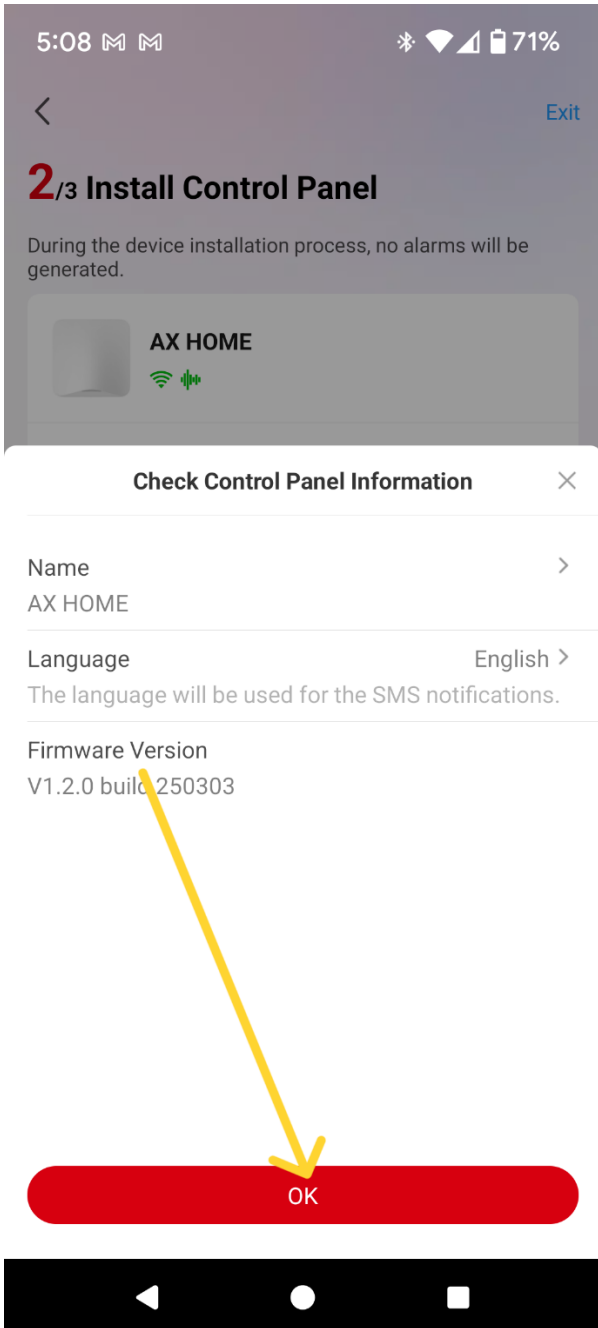






Step 4: Install the Control Panel

1. Wait until the system shows **Ready for installation**.
2. Click **Next**.
3. Confirm the firmware version and other panel info.
4. Change the name if needed, then click **OK**.



Name
AX HOME

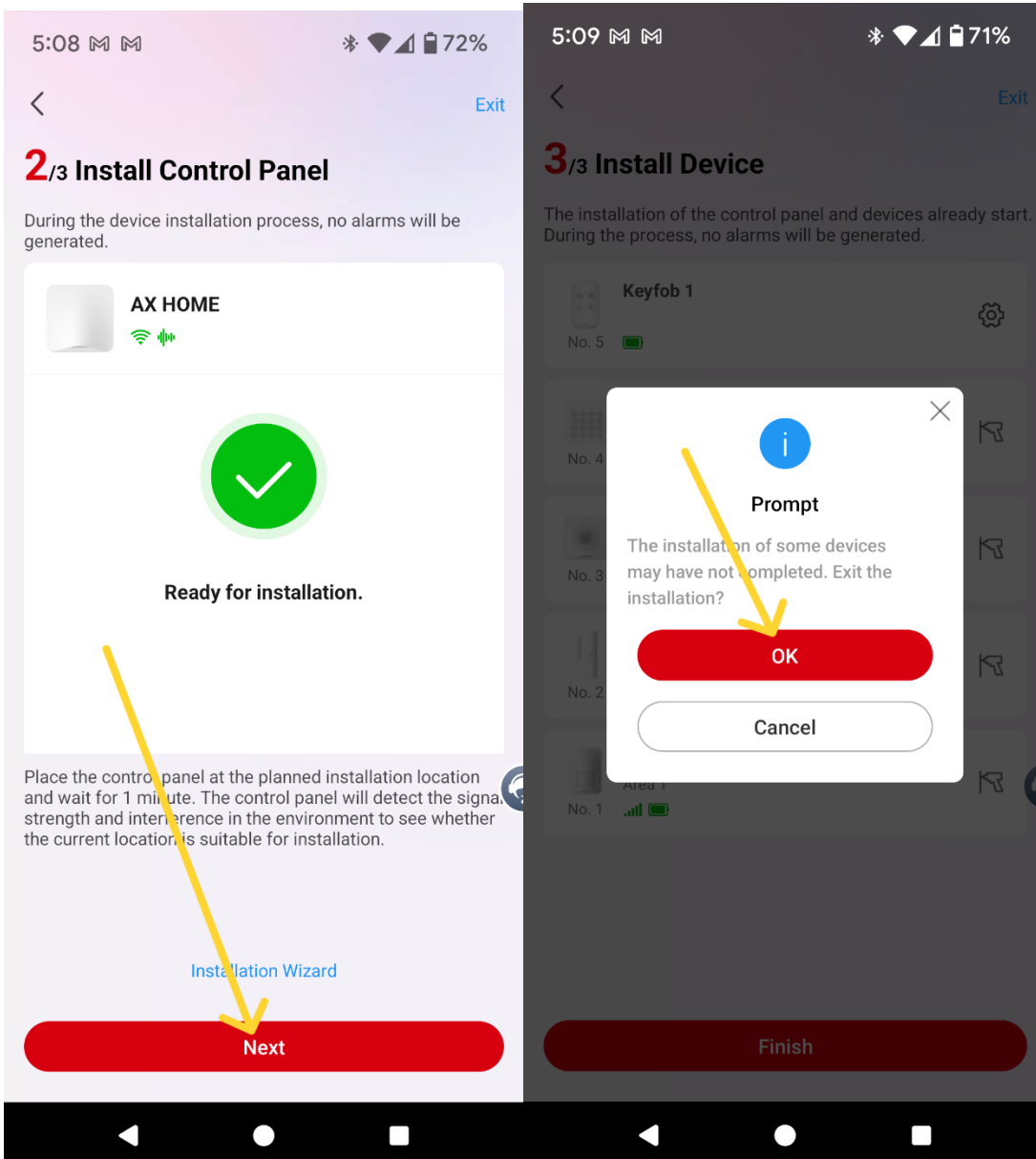
Language English
The language will be used for the SMS notifications.

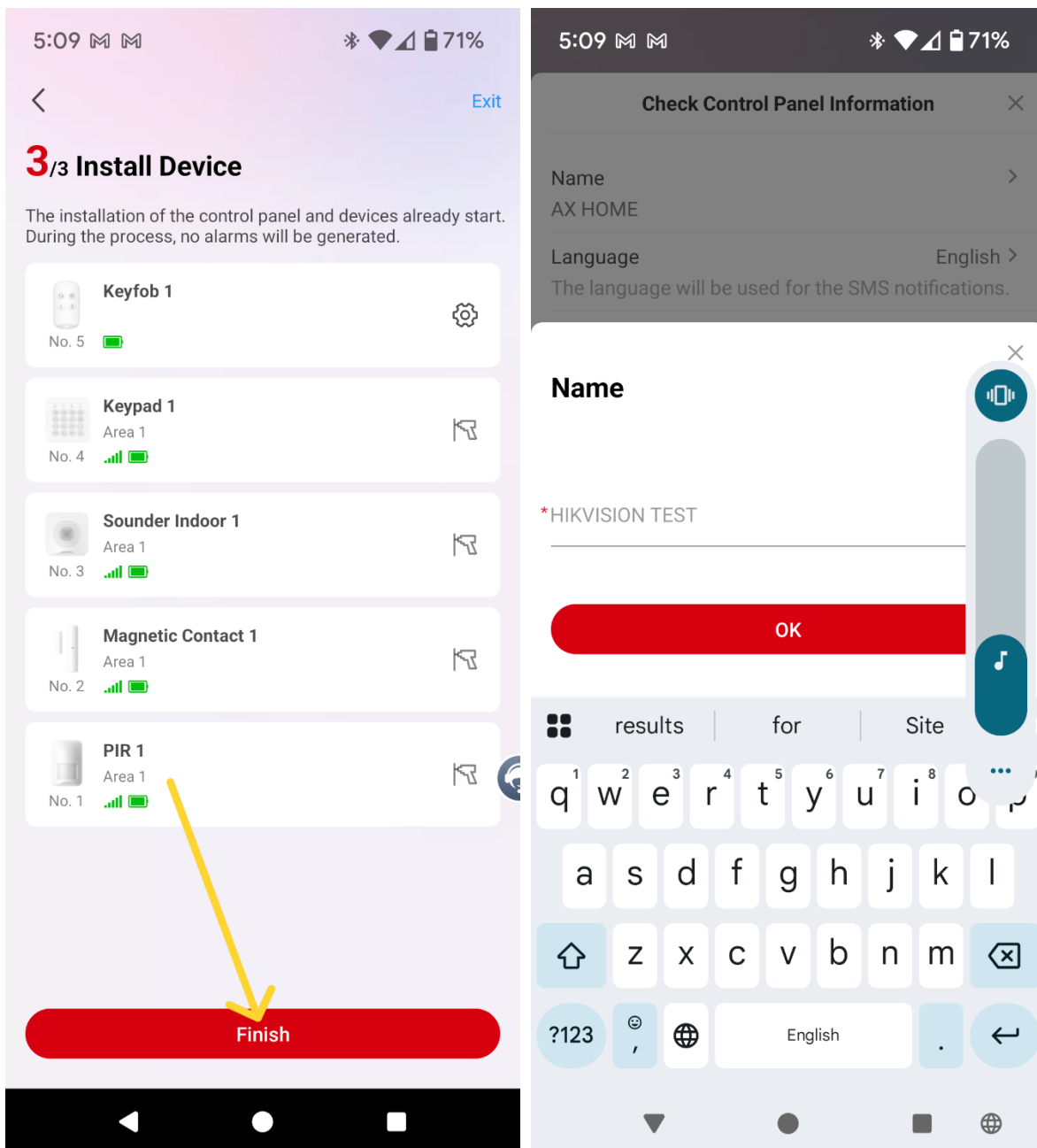
Firmware Version
V1.2.0 build 250303

OK

Step 5: Install the Peripherals

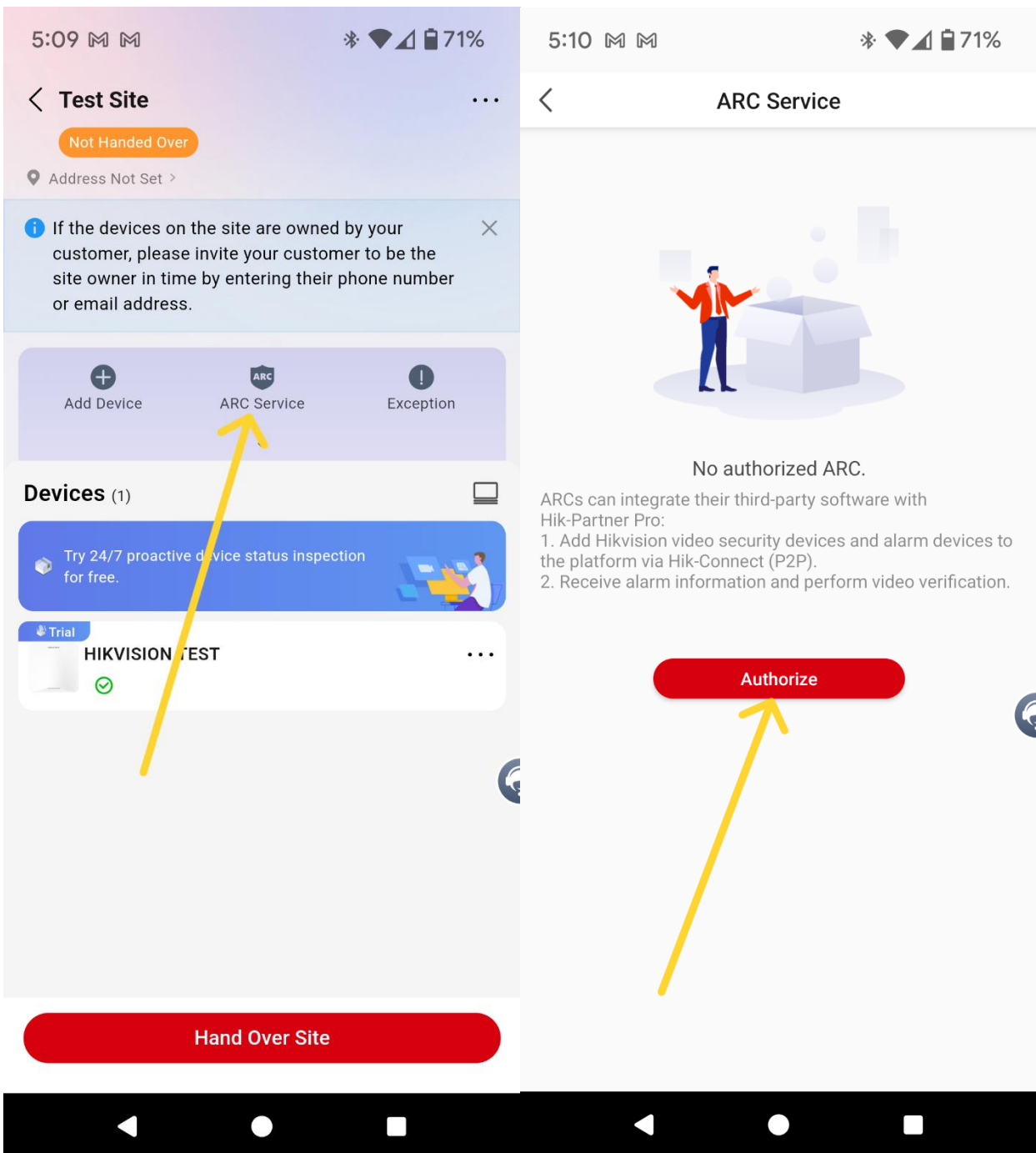
Click **Finish** when peripheral installation is complete. If a pop-up warns some devices are not installed, confirm to continue.

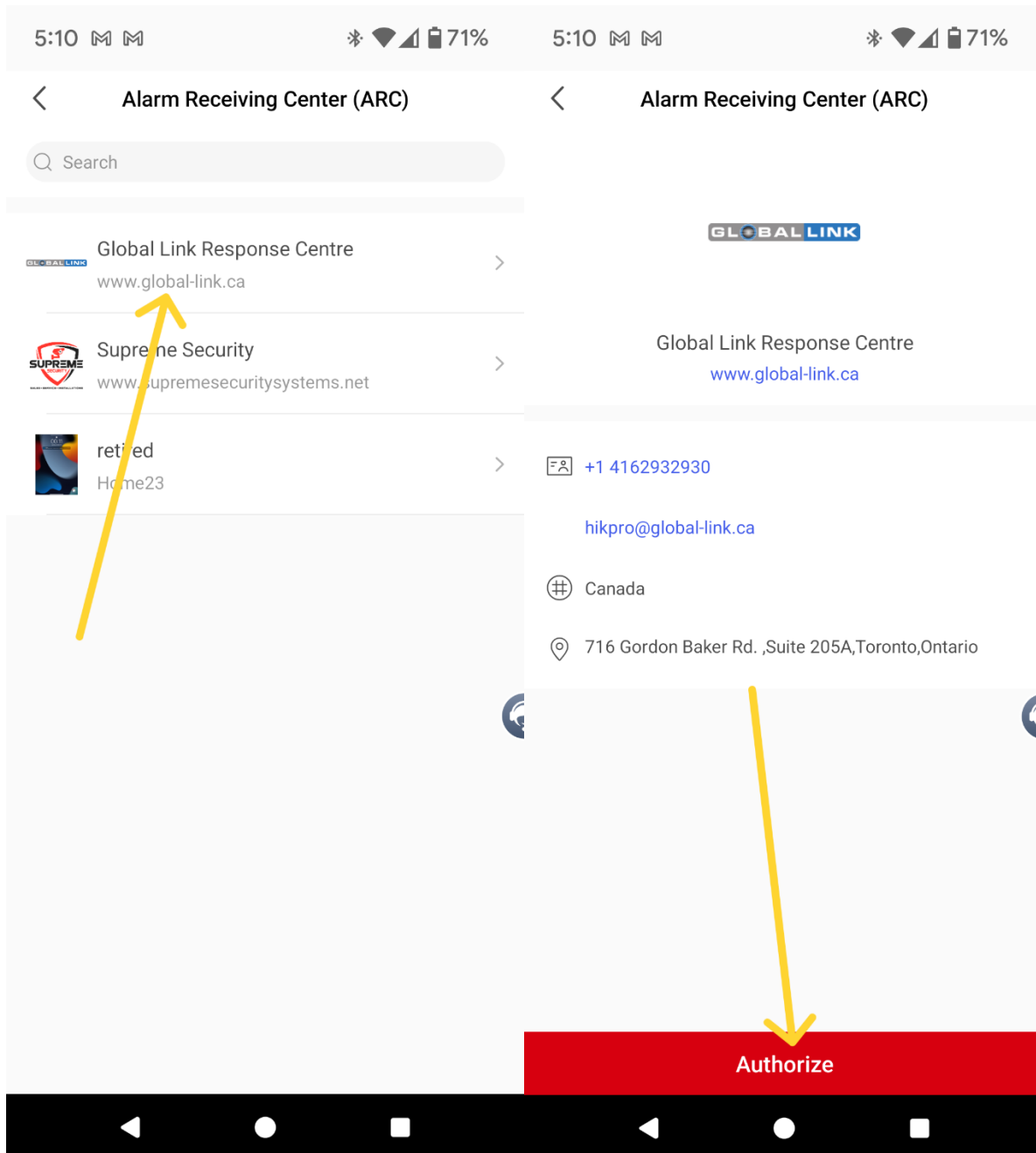




Step 6: Select and Authorize Global-Link ARC

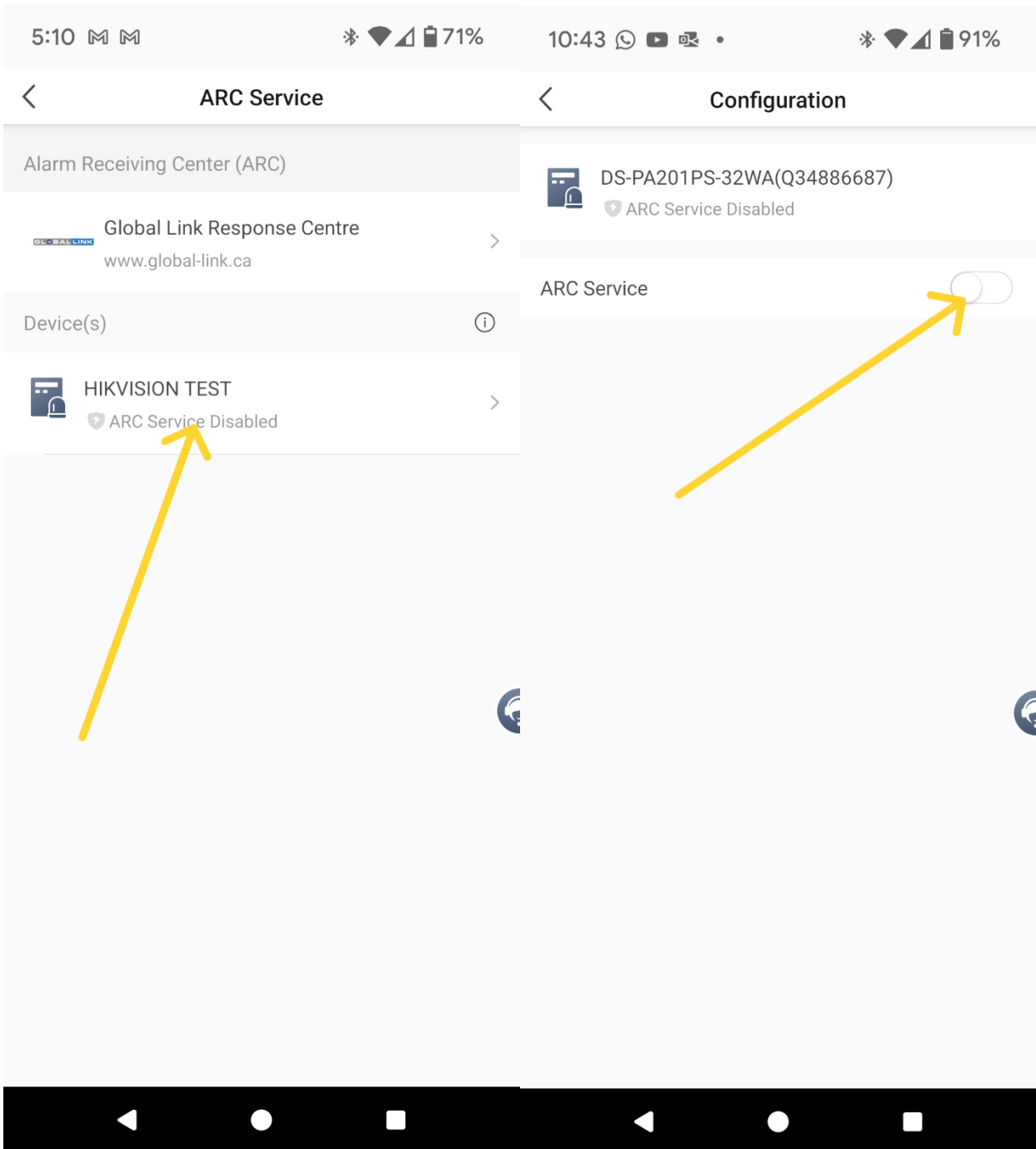
1. Tap **ARC Service**.
2. Tap **Authorize**.
3. Select **Global Link Response Centre**.
4. Tap **Authorize** again on the ARC details page.

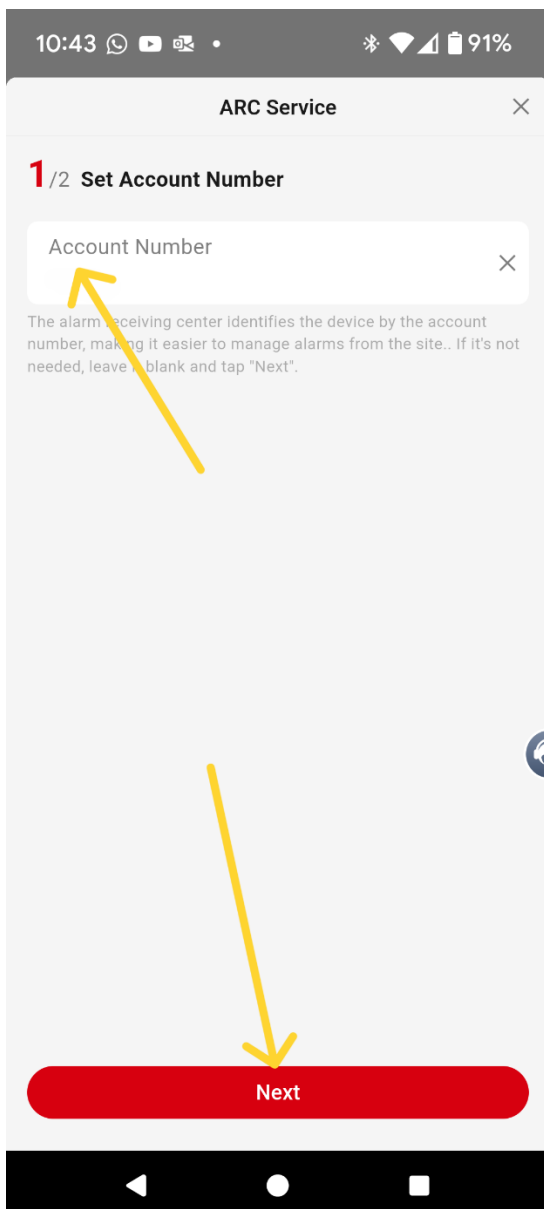




Step 7: Enable ARC Service and Enter Account ID

1. Tap your device under ARC Service.
2. Switch on **ARC Service**.
3. Enter the Account Number (provided by Global-Link) and tap **Next**



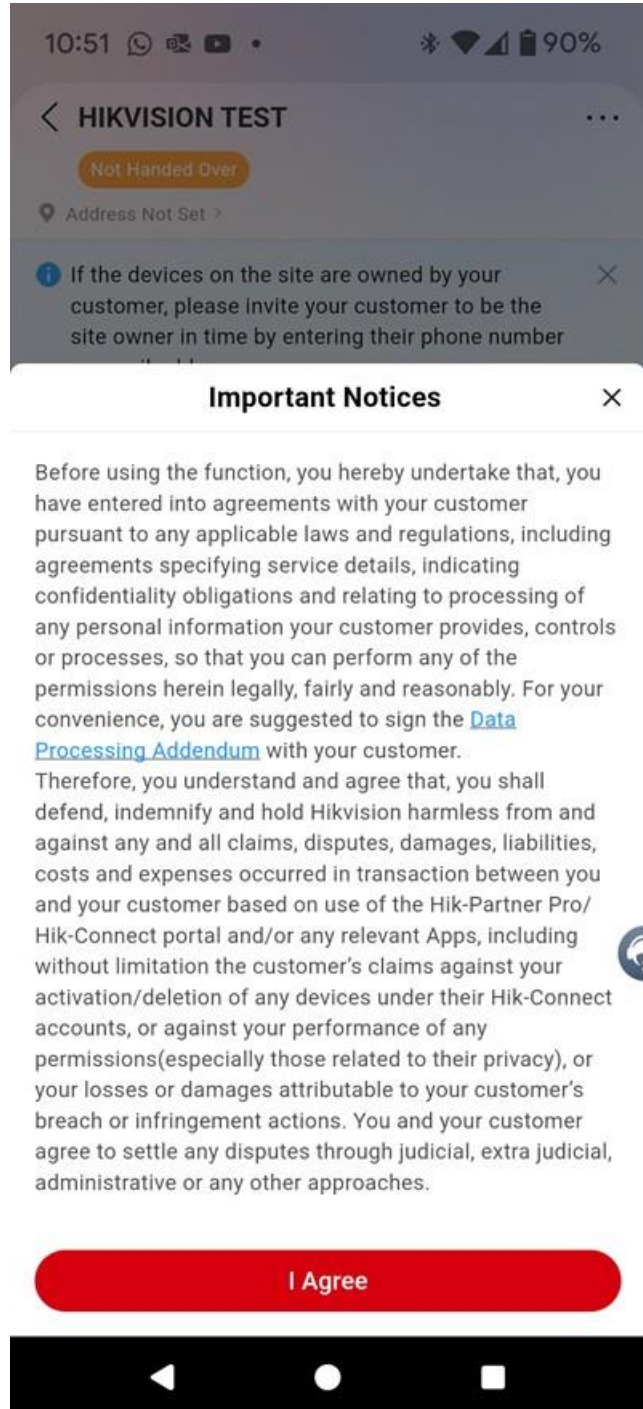
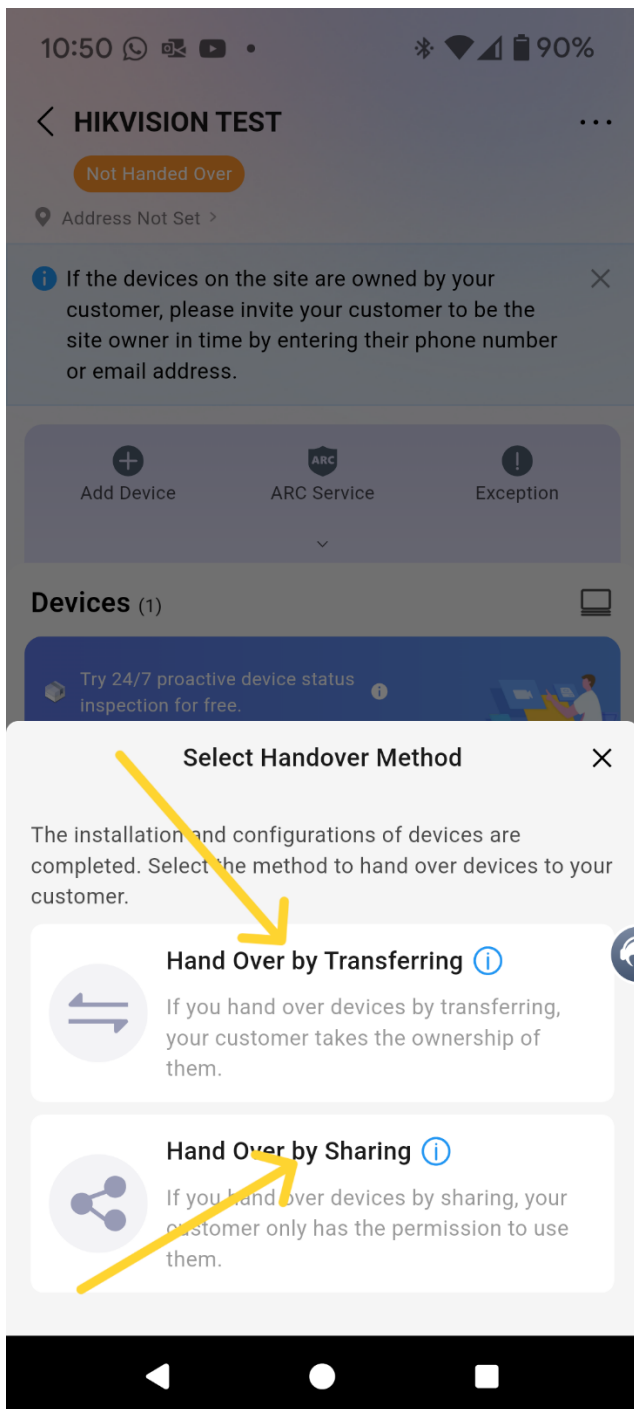


Step 8: Hand Over the Site to the End User

Choose how you want to hand over the device:

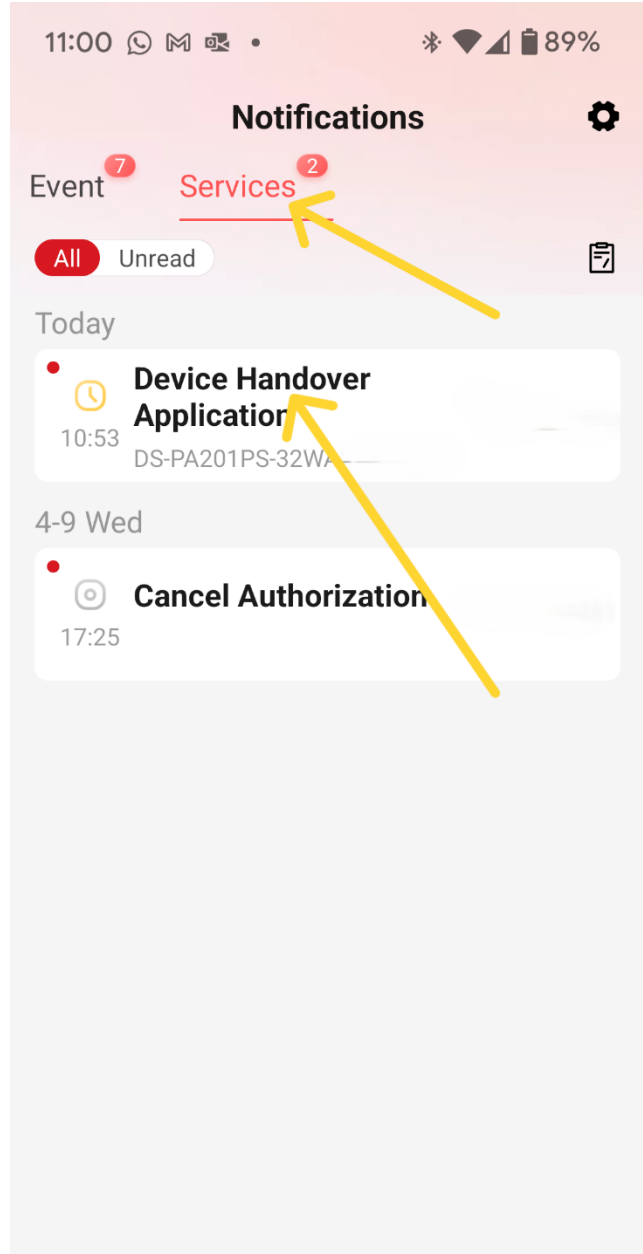
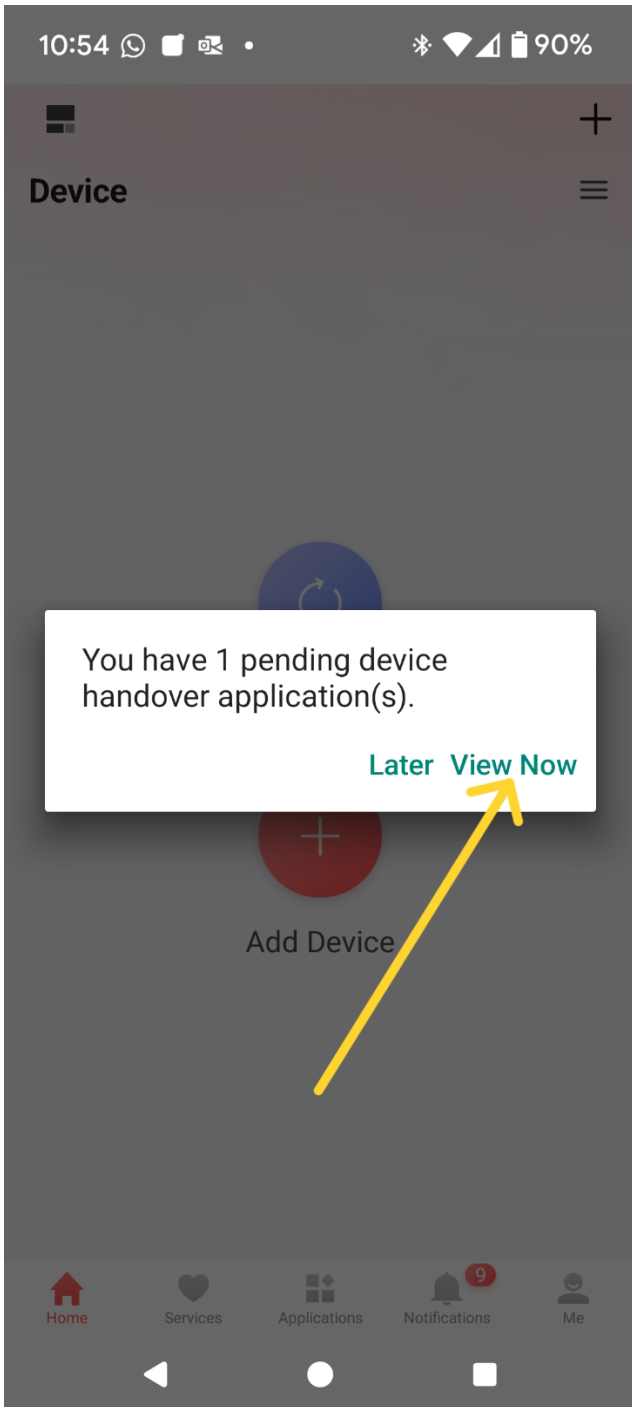
- **Transfer:** full ownership and permission to the end user.
- **Share:** only limited permissions like arm/disarm; most configurations will be restricted.

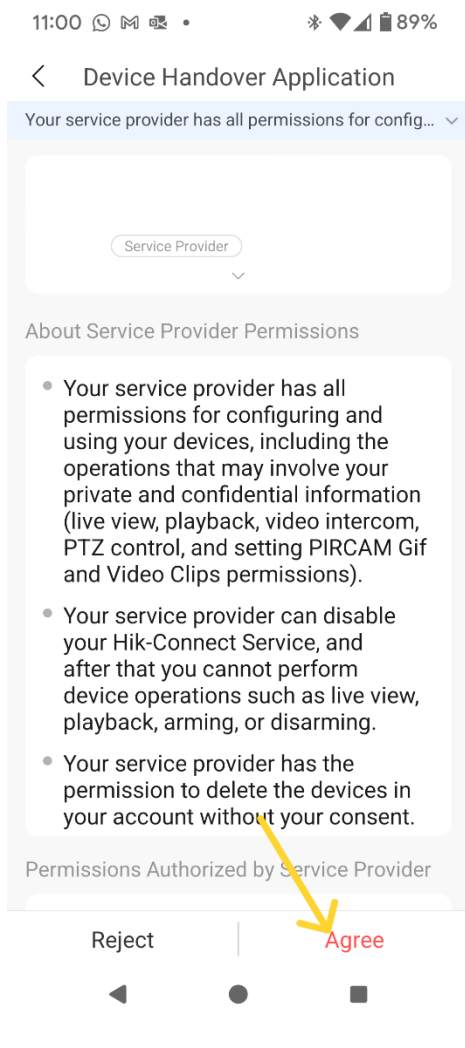
1. Tap **Hand Over Site**.
2. Choose between **Transfer** or **Share**.
3. Tap **I Agree** to the agreement.



1.1 Step 9: End User Accepts the Handover

1. End user will receive a notification on **Hik-Connect app**.
2. Tap **View Now** → **Services** tab → **Device Handover Application**.
3. Tap **Agree** to complete the handover.





Final Step: Contact Global-Link to Enable Monitoring Service

Once everything is set up and handed over, contact Global-Link again to enable monitoring service for the newly installed system.

See Far, Go Further



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