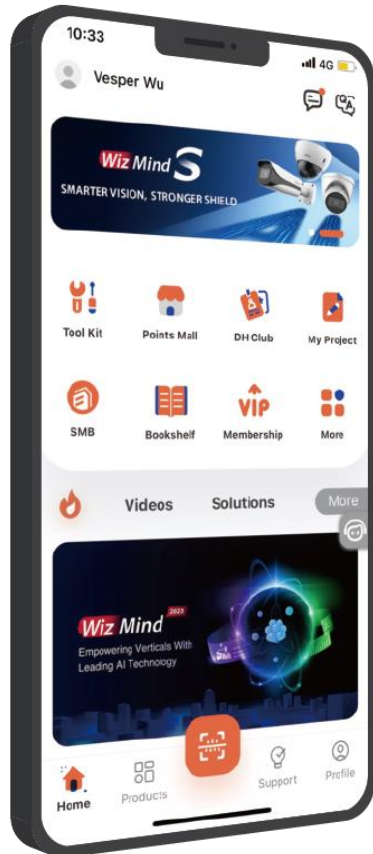


# DAHUA PARTNER APP

2024

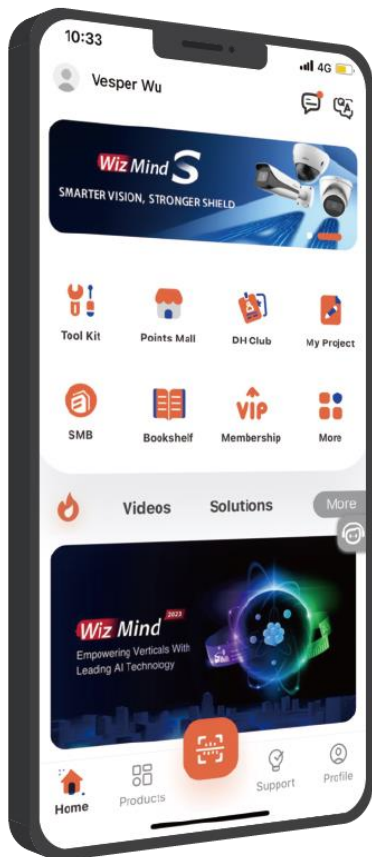


# About DH Partner App



DH Partner App is a handy management platform where customers can easily access information on all Dahua products, solutions, videos, promotions, and news for local markets. It offers useful tools and information on how to operate a Dahua product efficiently. It also has a support function for any inquiries.

# About DH Partner App



Let's highlight the benefits of the Dahua Partner App for system security installers:

**Technical Support:** The app provides personalized technical support through an interactive Q&A function. Installers can get assistance from Dahua's local tech experts, ensuring smooth installations and troubleshooting.

**Product Information:** Installers can access detailed product specifications, comparisons, and 'how-to' videos. This helps them choose the most suitable products for their projects.

**Calculators:** The app includes useful calculators for selecting lenses and determining bandwidth capacity. These tools simplify decision-making during system design.

**Rewards:** By scanning the barcode of any purchased Dahua product, installers can claim rewards in the form of Amazon vouchers. Additionally, they can take advantage of promotions on selected products.

**In summary, the Dahua Partner App empowers installers with knowledge, support, and rewards, making it an essential tool for security professionals.**

# Where can we download DH Partner App?



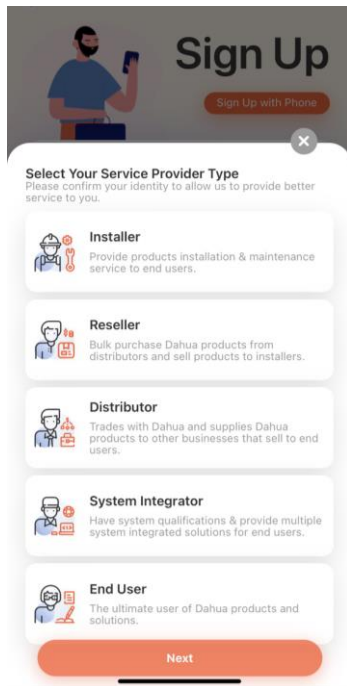
Search "DH Partner" in the app store

Scan the QR code to download



# To be a Dahua Partner - Step 1: Register

- Select the appropriate account type.
- Sign up with your email address or phone number.

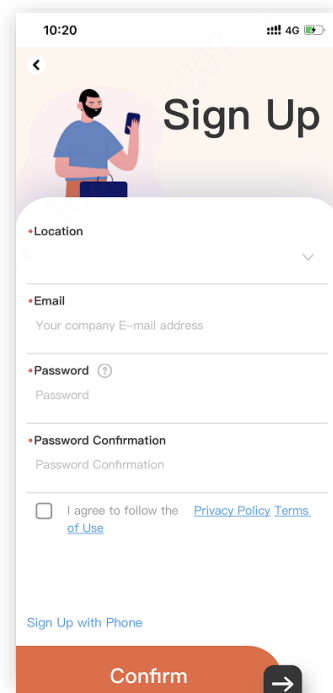


**Sign Up**  
Sign Up with Phone

**Select Your Service Provider Type**  
Please confirm your identity to allow us to provide better service to you.

- Installer**  
Provide products installation & maintenance service to end users.
- Reseller**  
Bulk purchase Dahua products from distributors and sell products to installers.
- Distributor**  
Trades with Dahua and supplies Dahua products to other businesses that sell to end users.
- System Integrator**  
Have system qualifications & provide multiple system integrated solutions for end users.
- End User**  
The ultimate user of Dahua products and solutions.

Next



10:20 4G

**Sign Up**

• Location

• Email  
Your company E-mail address

• Password ⓘ  
Password

• Password Confirmation  
Password Confirmation

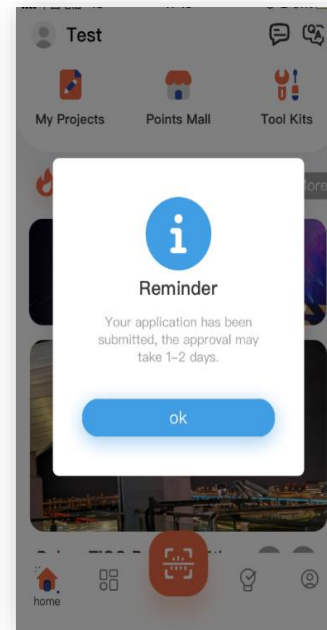
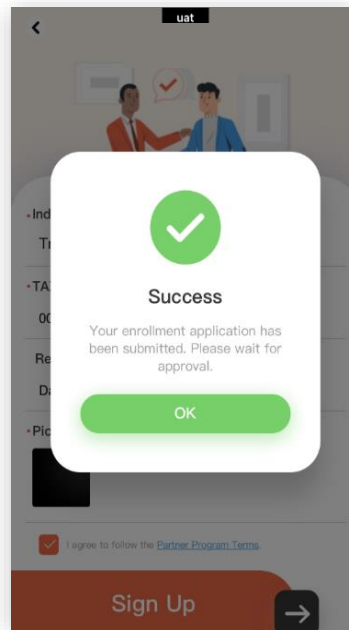
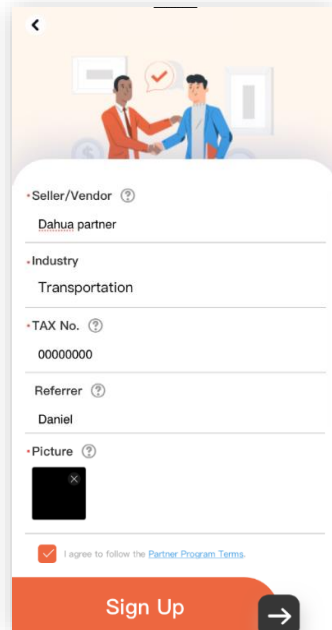
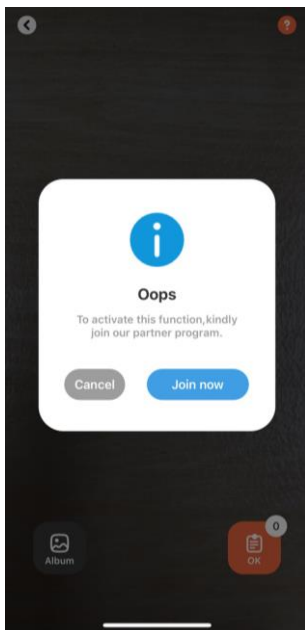
I agree to follow the [Privacy Policy](#) [Terms of Use](#)

Sign Up with Phone

Confirm

# To be a Dahua Partner - Step 2: Enroll

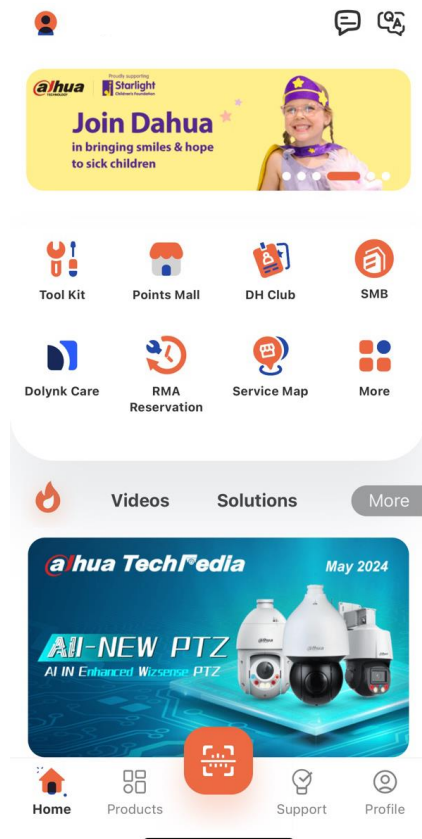
- Join the **partner program** by enrolling your account in order to access multiple functions.
- Partner program is only applicable for SI/Installers.
- It usually takes 1-2 days to process your partner program request. You will receive a confirmation email once your application has been approved.
- All functions are accessible once your account has been enrolled successfully.



# To be a Dahua Partner - Step 3: Activate



- Scan at least one Dahua product successfully to activate your account for the current year.



| Scan the Barcode or QR code



# What's on the Homepage?

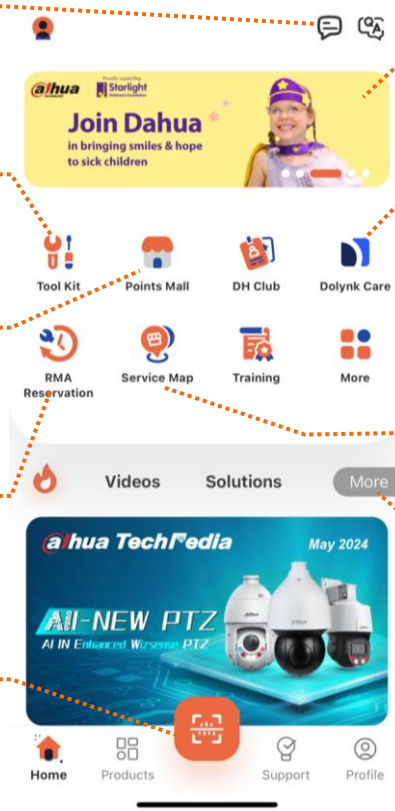
For inquiries, find **FAQs** or leave us a message in the Q&A section.

**Tool Kits** integrated calculators to help you with installations.

Check on available gifts and redeem at **Points Mall**.

**RMA** provides an efficient and reliable after-sales service.

**Scan products** to earn points and **Check in** at Dahua events.



**Banners** for the latest events or newly released products.

**DoLynк Care** allows you to manage on-site devices and enjoy a full range of services.

**Service Map** enables quick navigation for your purchases and repairs nearby.

**More** news, videos, handouts and solutions for you to discover.



# Dahua information on the Discover Page



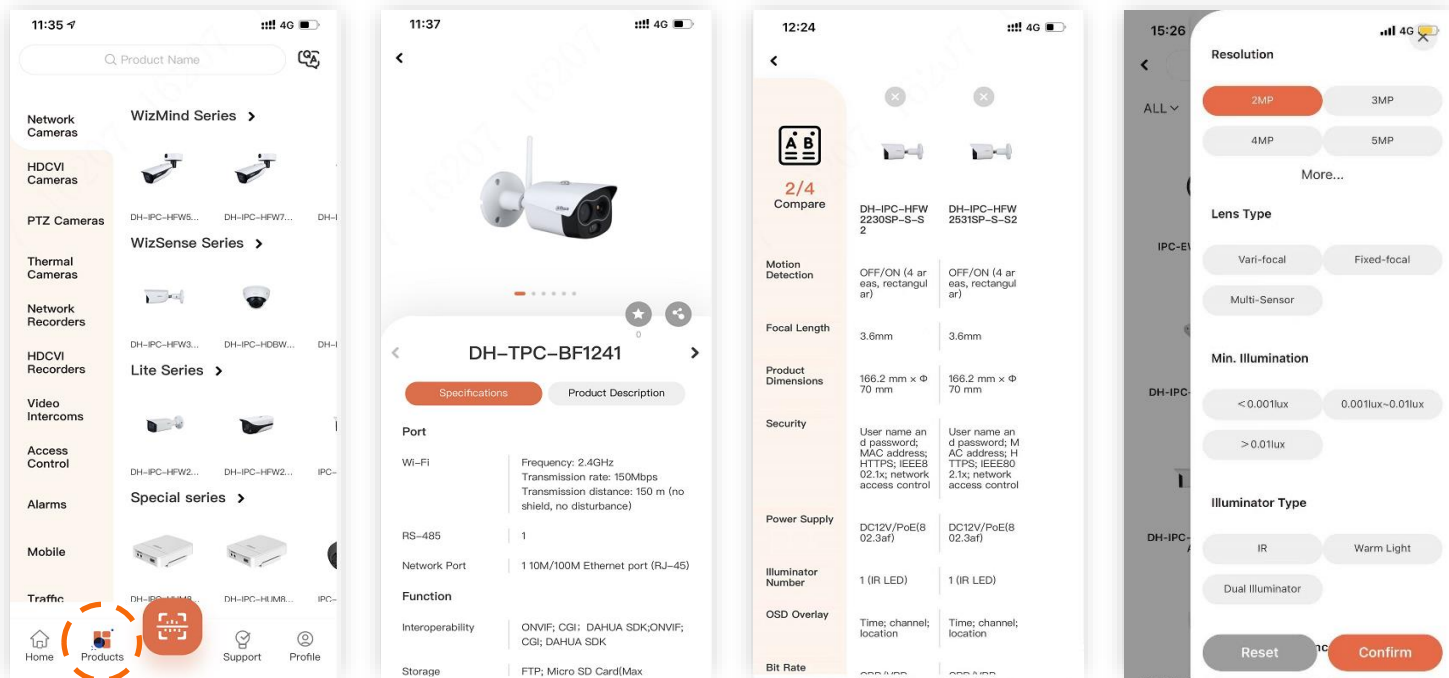
- Easily find the latest Dahua news, videos, handouts and solutions.
- More interaction by *liking, favoriting* and *sharing*.

The image displays four mobile app screenshots of the 'Discover' page, each with a different filter selected: News, Videos, Handouts, and Solutions.

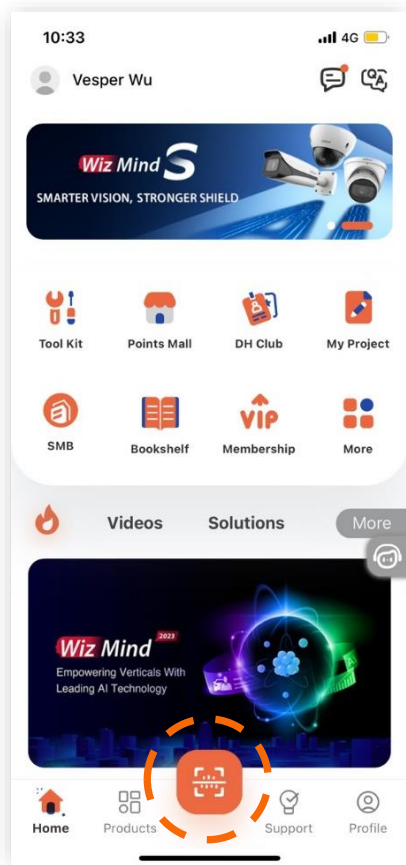
- News:** Shows a 'Dahua One-Stop Support' banner with links for Support Service and Training Programs. Below are icons for Tool Kit, Points Mall, DH Club, SMB, Dolyink Care, RMA Reservation, Service Map, and More. A video titled 'Dahua Technology Partner Day 2020 Takes Interoperability to the Next Level' is featured.
- Videos:** Shows a 'WizMind Promotion Video' and a 'Dahua HDCVI 6.0 Introduction' video.
- Handouts:** Shows a 'Dahua\_WizMind' handout and a 'Dahua All-gigabit Unmanaged PoE Switch' handout.
- Solutions:** Shows categories for Safety Protection (DAHUA People Flow Solution, DAHUA Access Control Temperature Monitoring Solution), Commercial (DAHUA Hotel CCTV Solution, DAHUA Factory Security Solution), and Residence.

# Dahua Products

- Easy access to product specifications and allows comparison of different models.
- Supports *quick search* using model name, sort out models with *filters*.
- Supports *favorite list* to save all your preferred models.

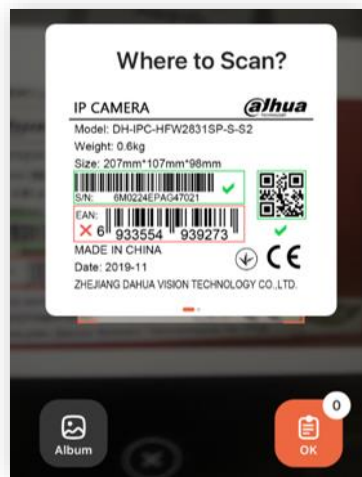


# Join Dahua **Partner Program**

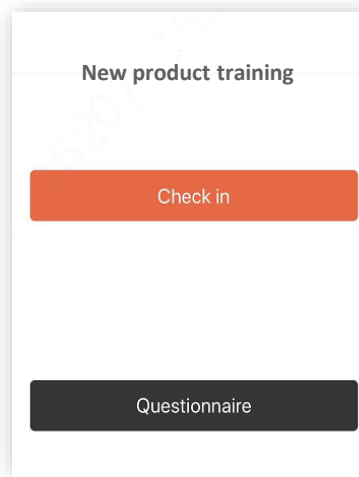


- Enrolled customers can scan the barcode or QR code on the product's packaging and earn reward points.
- Customers can scan training QR codes to Check - in when attending sessions in order to record attendance.

## | Scan QR code



## | Training Check-in



## New product training

Check in successfully.

Check in successfully.

## ➤ **Product scanning message**

One of the following messages will appear for every product scanned.



➤ **Successful**



➤ **You have already scanned these products.**

— means this item has already been scanned successfully before by yourself.



➤ **Already scanned by another customer. Please contact local team if any doubts.**

— means this item already been scanned by another customer.



➤ **The products scanned are not from your registered country.**

— means the destination country of this product is different from the user's registration country.



➤ **The product is not included in the incentive program.**

— means this product model is not eligible for points, probably special series product, OEM or neutral product.



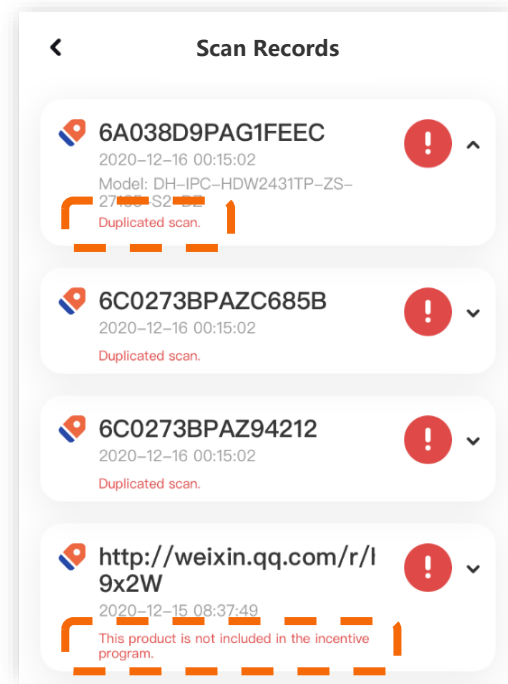
➤ **The manufacturing date exceeds our validity period.**

— means it has been more than 18 months since the Dahua delivery date.

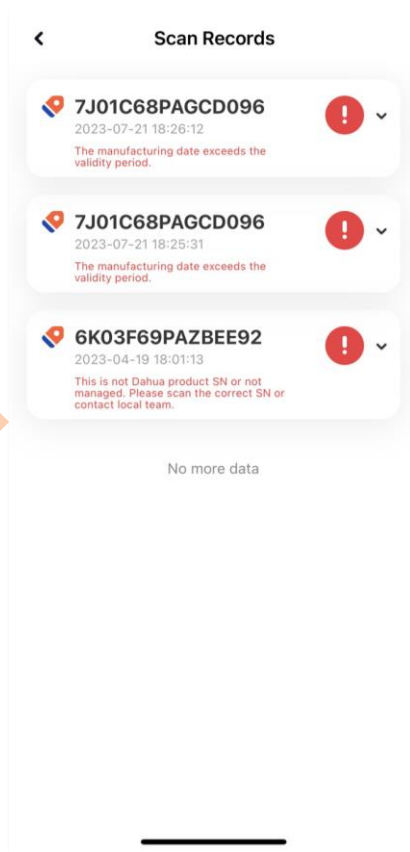
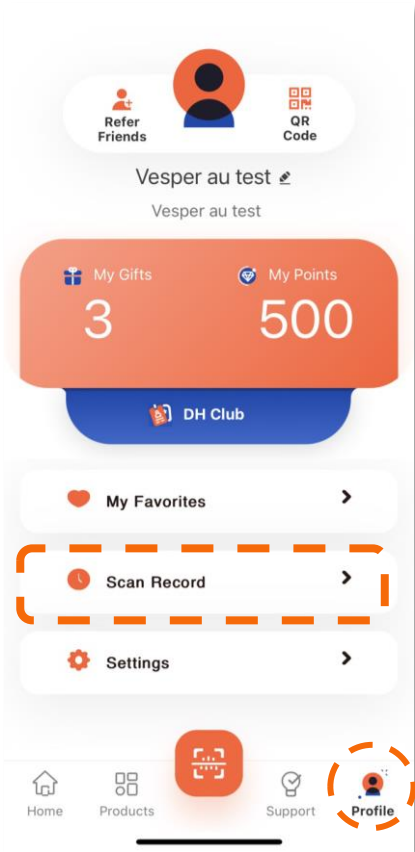


➤ **The model's SN is not managed or This is not Dahua product.**

— means the system cannot get valid information from the SN.



# ➤ Scan Records

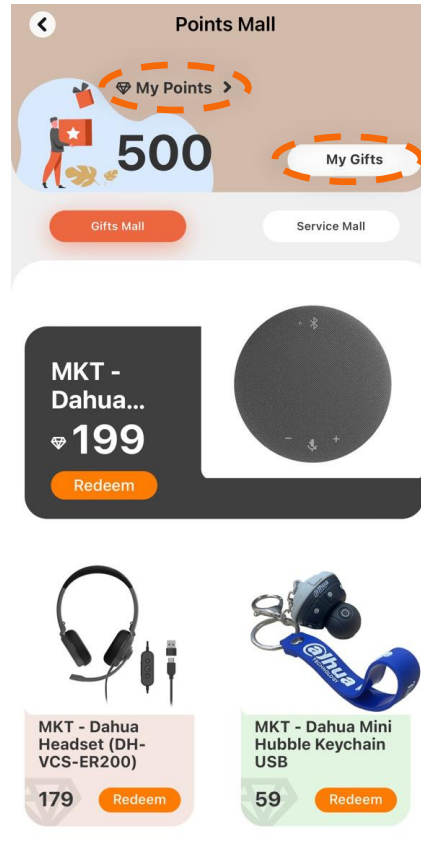


Check your scan records in detail.

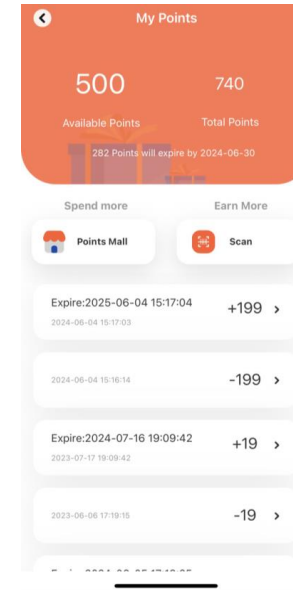
# Join Dahua **Partner Program**



- By joining the **Partner Program**, you can start scanning Dahua products to earn reward points.
- **Points Mall**: popular gifts that can be redeemed using your earned points.
- You will receive the gift once approved.
- Normally the gift approval process will take **up to 15 working days**.

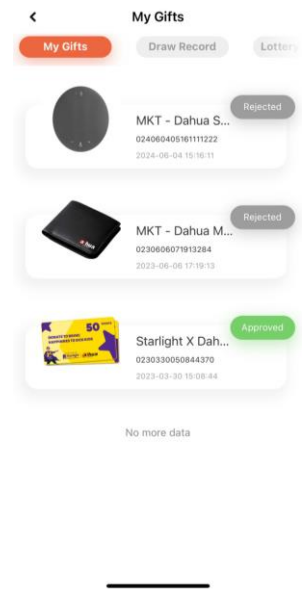


## | My Points



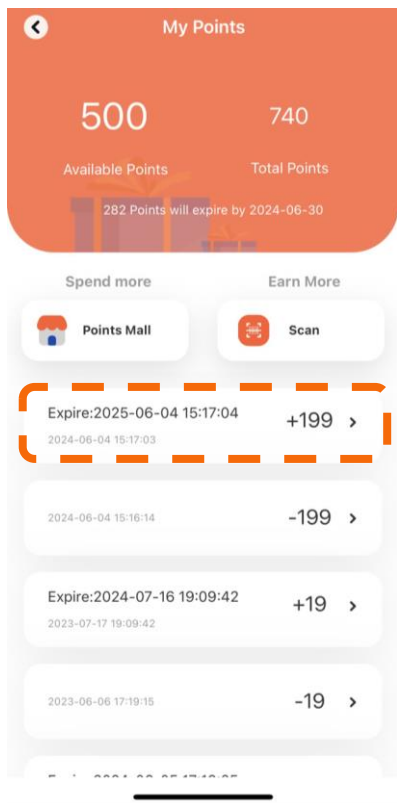
Check your points records

## | My Gifts



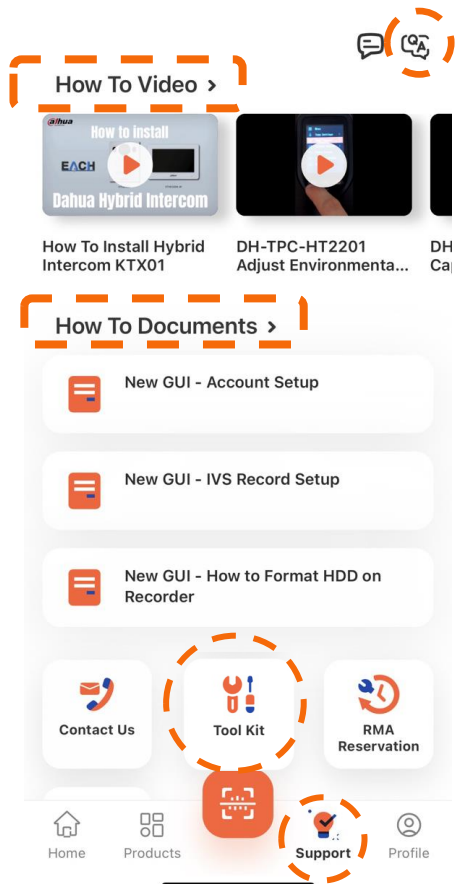
Check your gift records and approval status

## ➤ Points Validity



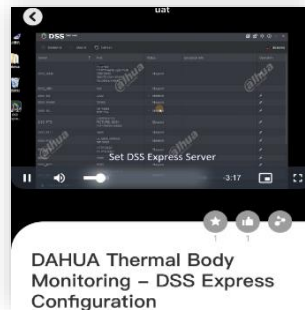
- Points gained through different methods have different validity periods.
- ✓ Points earned via product scanning and Lucky Draw are valid for 1 year from the date of acquisition.
- ✓ Points earned via Check-in and Referrals are valid for 6 months from the date of acquisition.
- Dahua reserves the right to withdraw all points and recover losses if any company is found to violate the regulations or maliciously obtain and redeem points.

# Support



- **How To** - A collection of self-study installation guides.
- **Tool Kit** - Integrated calculators to help you with installation.
- **Q&A** - Send your question and get support.

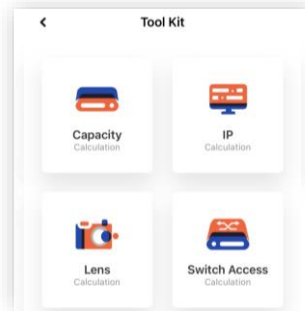
## How To Video



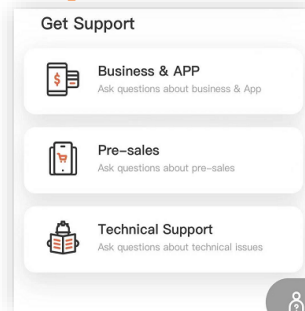
## How To Documents



## Tool Kit



## Q&A





# Support - RMA

How To Video >

How To Install Hybrid Intercom KTX01

DH-TPC-HT2201 Adjust Environmenta... DH Ca

How To Documents >

New GUI - Account Setup

New GUI - IVS Record Setup

New GUI - How to Format HDD on Recorder

Contact Us

Tool Kit

RMA Reservation

Home Products Support Profile

- RMA - Online reservation for the device repair & replacement.

RMA Reservation

Device Address

Device SN  
1 [Check](#)

Device PN  
1.0.99.85.10086

Model  
DH-AR306C-H

Description  
Not working

Next

RMA Reservation

Device Address

My Address

Company  
Dahua

Contact Name  
Ann

Telephone  
123456789

Location  
Beijing  
Beijing  
China

Postcode  
00000

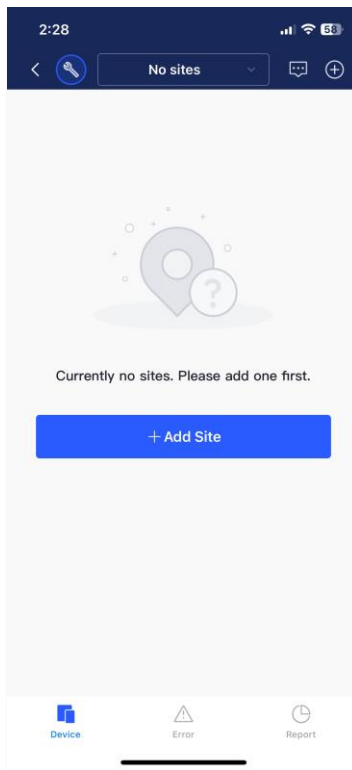
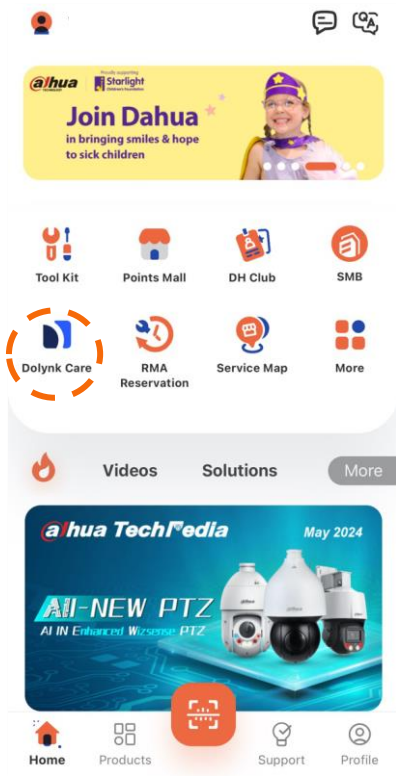
Address  
123

Prev. Submit

# Key Functions - DoLynk Care



The brand new DoLynk Care Cloud Platform offers a confluent, cloud-based service system that allows enrolled customers to manage on-site devices and enjoy a full range of services.



- **Quick project setup & delivery**

Installers can use DoLynk Care to remotely set up their installation and deliver it to the end customer. The platform integrates multiple functions: live view, playback, firmware upgrade, reboot, device webpage menu, alarm system settings, switch settings, etc.

- **One-stop maintenance**

Installers no more need to use remote access tools for troubleshooting. In DoLynk Care, they constantly manage device health status and configurations while the end customer manages their permissions on DMSS.

- **Convenient alarm service**

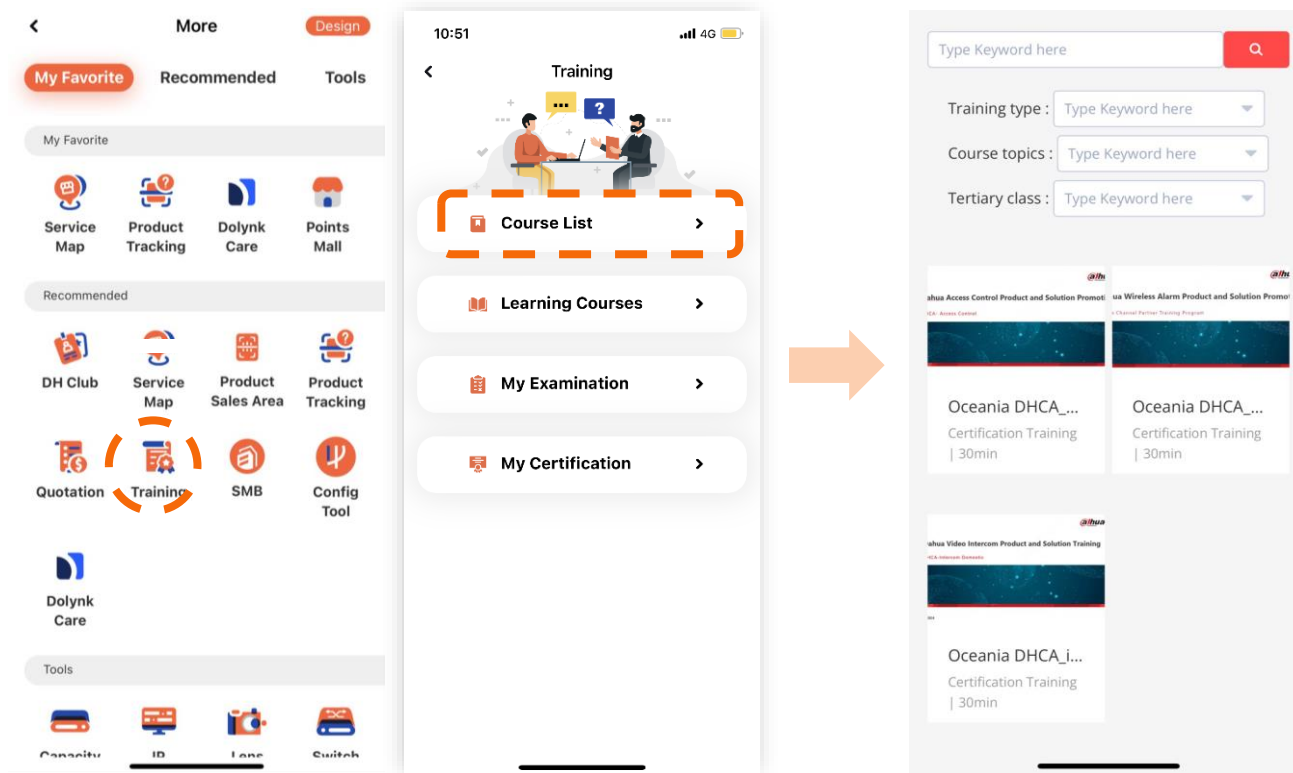
With cloud-based DoLynk Care, installers can manage alarm devices remotely and provide services to end users more conveniently.

- **Topology management**

With Dahua cloud managed switch, DoLynk Care can automatically identify connected products and generate a relevant diagram, so you can quickly understand the topology of existing network systems. You can even modify the configuration of a selected device remotely based on the graphical representation.

# Key Functions - Training

- The Training function is only accessible for customers who join the Partner Program.
- Explore a collection of online courses designed to boost your knowledge and skills.

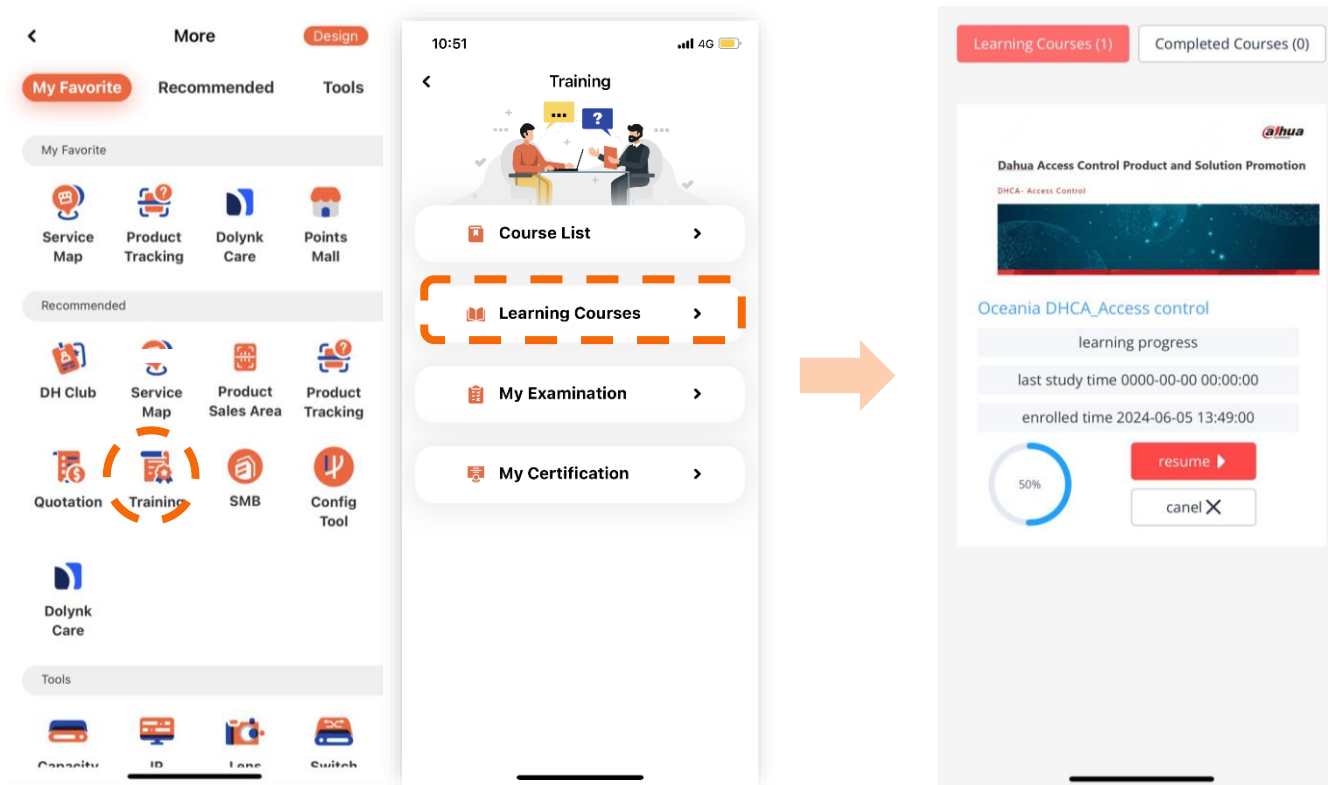


The image displays three mobile app screens illustrating the training function navigation:

- Screen 1 (Main Menu):** Shows the 'More' section with a 'Design' filter. The 'My Favorite' tab is selected. The 'Training' icon is highlighted with an orange dashed border. Other icons include Service Map, Product Tracking, Dolyнк Care, Points Mall, DH Club, Service Map, Product Sales Area, Product Tracking, Quotation, SMB, Config Tool, and Dolyнк Care.
- Screen 2 (Training Page):** Shows the 'Training' page with a 'Course List' button highlighted with an orange dashed border. Other options include 'Learning Courses', 'My Examination', and 'My Certification'.
- Screen 3 (Course List Page):** Shows the 'Course List' page with a search bar and filters for 'Training type', 'Course topics', and 'Tertiary class'. Below the filters, there are three course cards for 'Oceania DHCA... Certification Training | 30min'.

# Key Functions - Training

- Learning Courses enable you to check the progress of an online course you are already started.

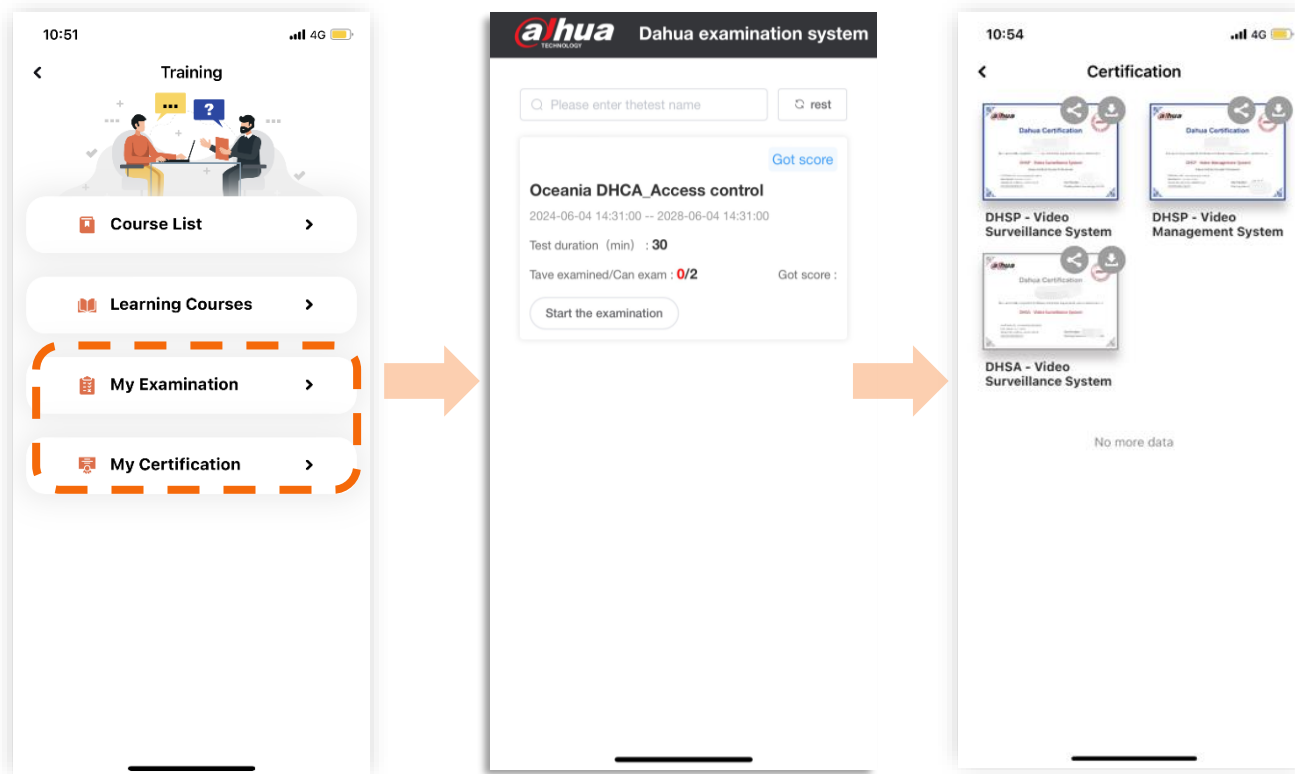


The image illustrates the navigation flow for the Training function in the Dahua mobile app. It consists of three sequential screenshots:

- Main Menu:** The app's main interface with a top bar containing 'More' and 'Design'. Below are tabs for 'My Favorite', 'Recommended', and 'Tools'. The 'My Favorite' section includes 'Service Map', 'Product Tracking', 'Dolynk Care', and 'Points Mall'. The 'Recommended' section includes 'DH Club', 'Service Map', 'Product Sales Area', and 'Product Tracking'. The 'Tools' section includes 'Quotation', 'Training' (highlighted with an orange dashed border), 'SMB', and 'Config Tool'. Other visible items include 'Dolynk Care', 'Capacity', 'ID', 'Lens', and 'Switch'.
- Training Menu:** A screen titled 'Training' with a 'Course List' button. Below it, the 'Learning Courses' button is highlighted with an orange dashed border. Other options include 'My Examination' and 'My Certification'.
- Course Progress:** A detailed view of a course titled 'Oceania DHCA\_Access control'. It shows a progress indicator at 50%, a 'resume' button, and a 'cancel' button. The course details include 'last study time 0000-00-00 00:00:00' and 'enrolled time 2024-06-05 13:49:00'.

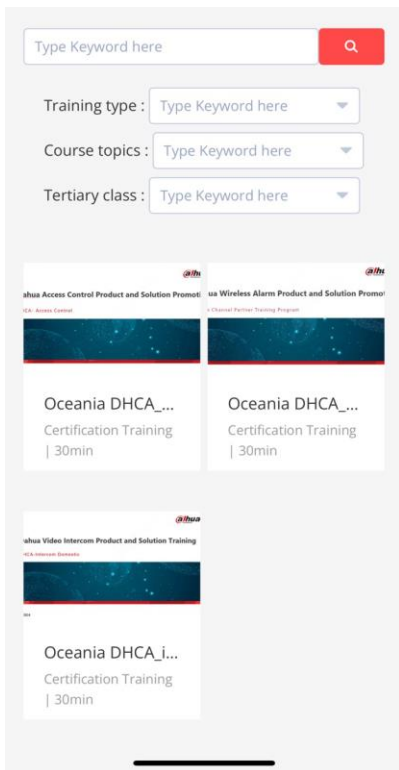
# Key Functions - Training

- Once you finish the learning course, you can complete a short exam in order to receive a certification for the completed module.



# ➤ Sync with Dahua Official Website

## Partner APP



Type Keyword here

Training type:

Course topics:

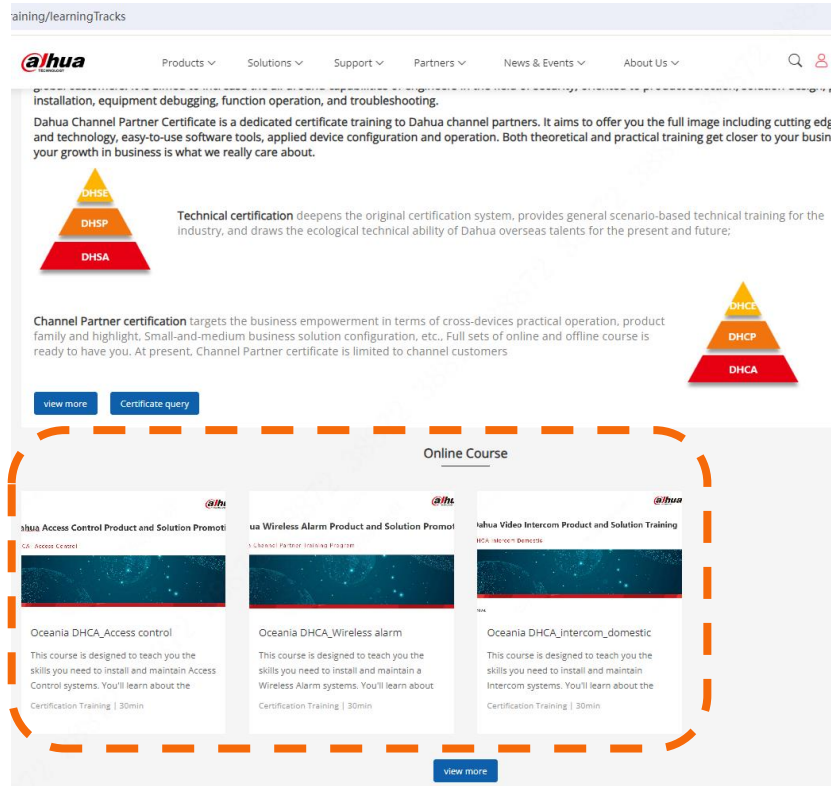
Tertiary class:

Oceania DHCA... Certification Training | 30min

Oceania DHCA... Certification Training | 30min

Oceania DHCA\_i... Certification Training | 30min

## Website



aining/learningTracks

**Installation, equipment debugging, function operation, and troubleshooting.**

Dahua Channel Partner Certificate is a dedicated certificate training to Dahua channel partners. It aims to offer you the full image including cutting edge and technology, easy-to-use software tools, applied device configuration and operation. Both theoretical and practical training get closer to your business growth in business is what we really care about.

**Technical certification** deepens the original certification system, provides general scenario-based technical training for the industry, and draws the ecological technical ability of Dahua overseas talents for the present and future:

**Channel Partner certification** targets the business empowerment in terms of cross-devices practical operation, product family and highlight. Small-and-medium business solution configuration, etc.. Full sets of online and offline course is ready to have you. At present, Channel Partner certificate is limited to channel customers

**view more** **Certificate query**

**Online Course**

Oceania DHCA\_Access control  
This course is designed to teach you the skills you need to install and maintain Access Control systems. You'll learn about the  
Certification Training | 30min

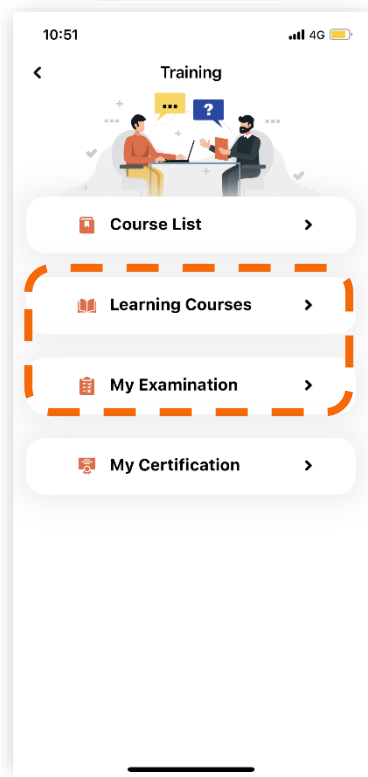
Oceania DHCA\_Wireless alarm  
This course is designed to teach you the skills you need to install and maintain a Wireless Alarm systems. You'll learn about  
Certification Training | 30min

Oceania DHCA\_intercom\_domestic  
This course is designed to teach you the skills you need to install and maintain Intercom systems. You'll learn about the  
Certification Training | 30min

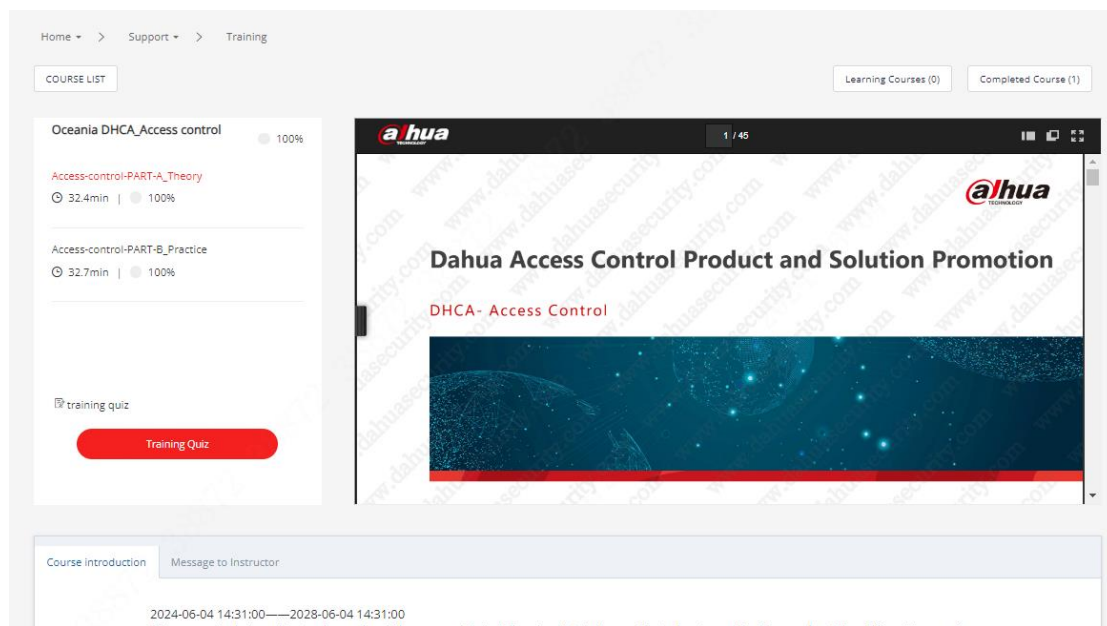
**view more**

# ➤ Sync with Dahua Official Website

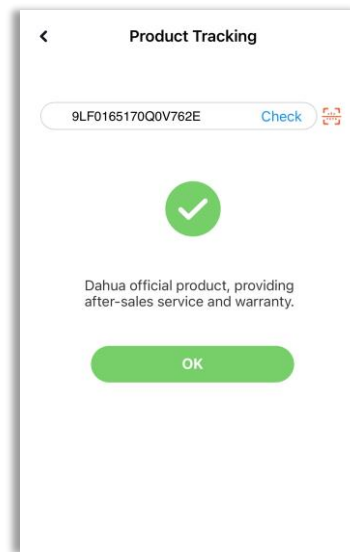
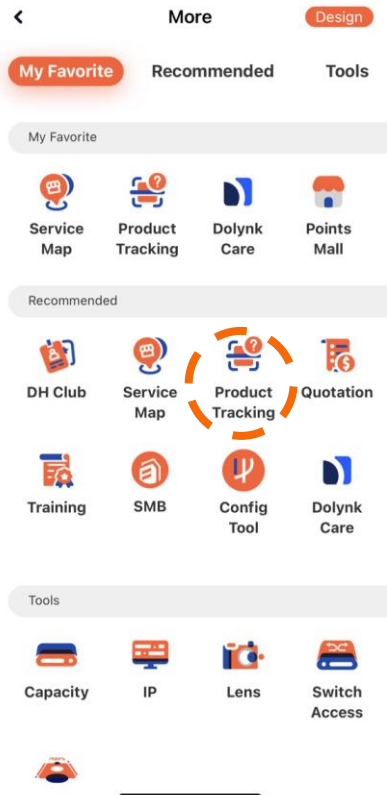
## Partner APP



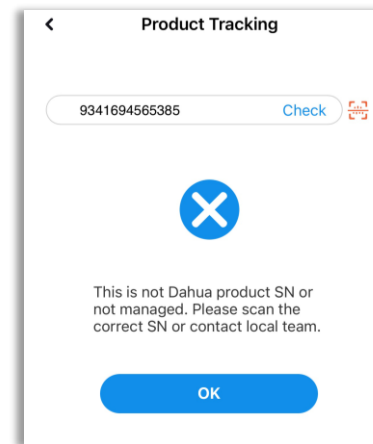
## Website



# Key Functions - Product Tracking



✓ Dahua official product, providing after-sales service and warranty.



✗ This is not a Dahua product SN or not managed. Please scan the correct SN or contact your local team.

✗ The products scanned are not from a registered country; no after-sales service and warranty provided.



# Account Integration

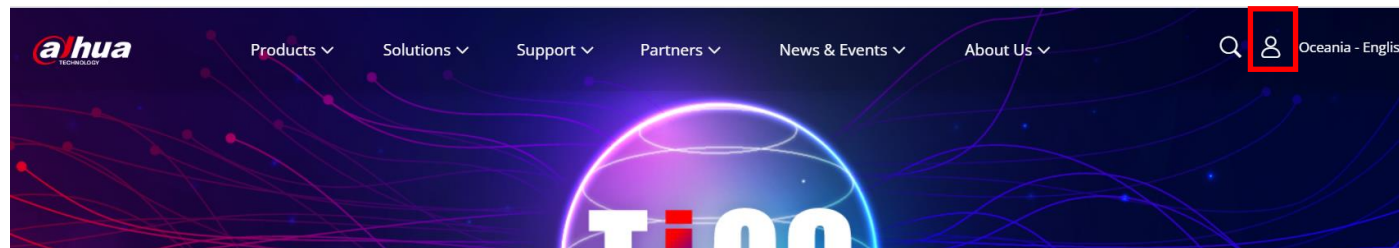
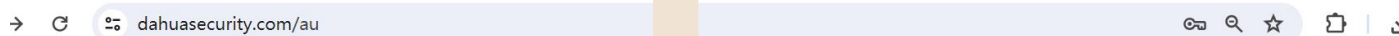


Partner APP



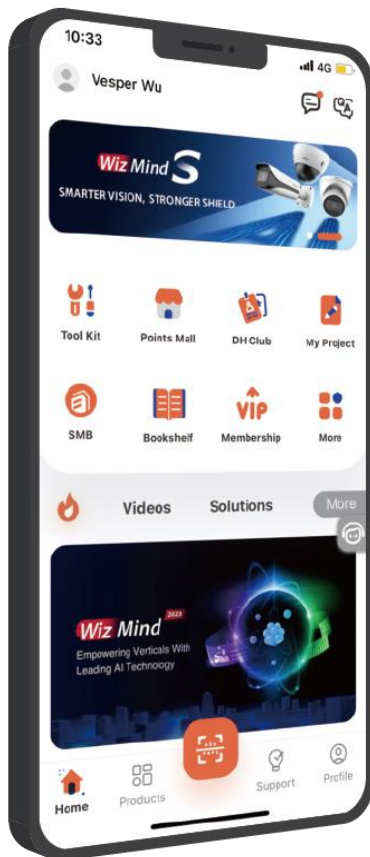
Dolynk Care

One account can be used to log in to three platforms



Official Website

# About DH Partner App



Let's highlight the benefits of the Dahua Partner App for system security installers:

**Technical Support:** The app provides personalized technical support through an interactive Q&A function. Installers can get assistance from Dahua's local tech experts, ensuring smooth installations and troubleshooting.

**Product Information:** Installers can access detailed product specifications, comparisons, and 'how-to' videos. This helps them choose the most suitable products for their projects.

**Calculators:** The app includes useful calculators for selecting lenses and determining bandwidth capacity. These tools simplify decision-making during system design.

**Rewards:** By scanning the barcode of any purchased Dahua product, installers can claim rewards in the form of Amazon vouchers. Additionally, they can take advantage of promotions on selected products.

**In summary, the Dahua Partner App empowers installers with knowledge, support, and rewards, making it an essential tool for security professionals.**



**Thanks for Watching**