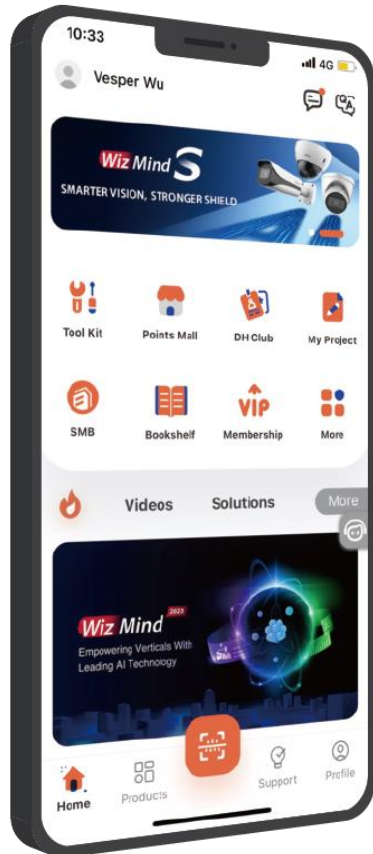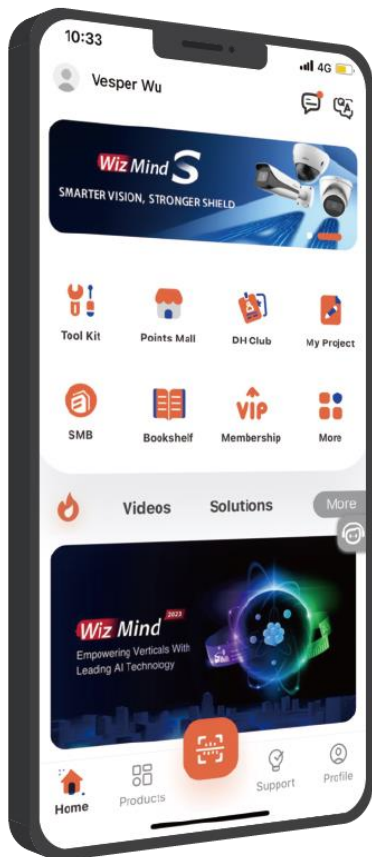# DAHUA PARTNER APP

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.
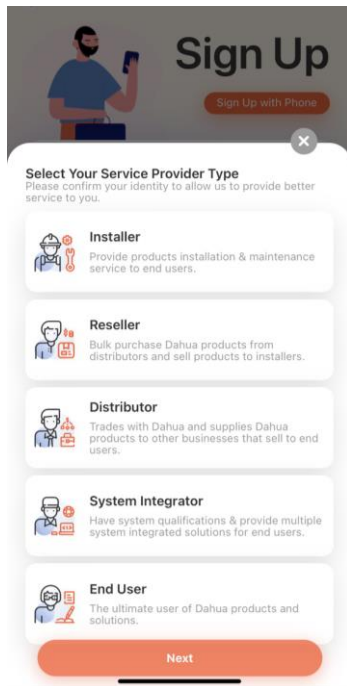
Where can we download DH Partner App?

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.

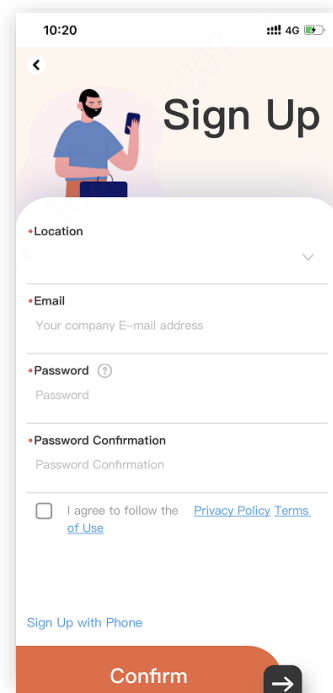- Sign up with your email address or phone number.

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.
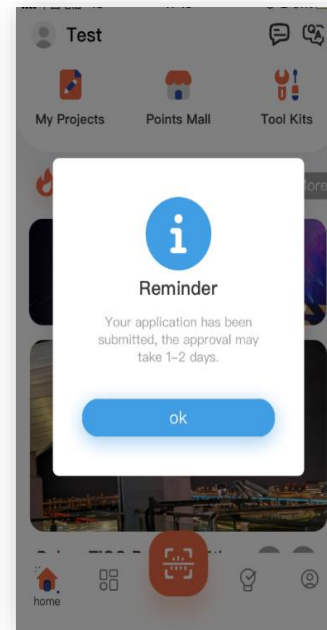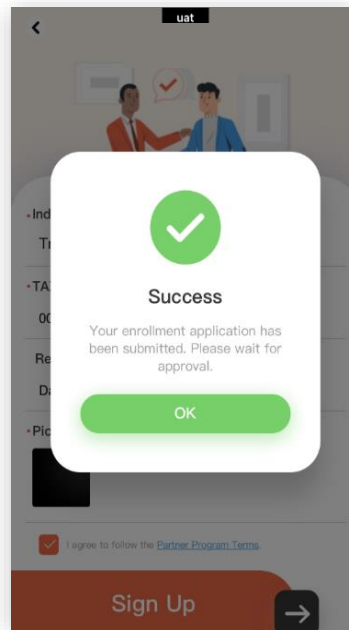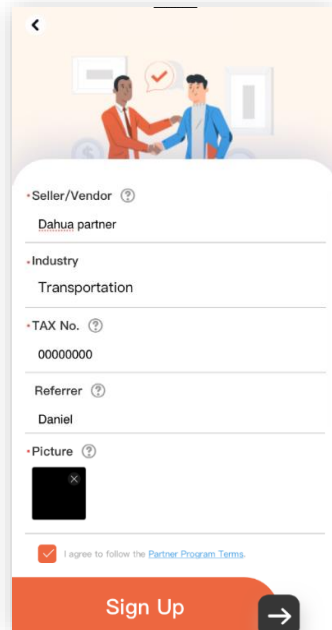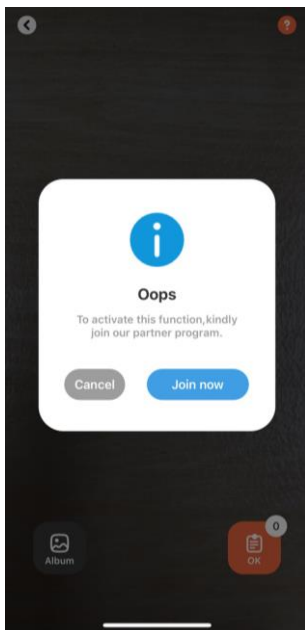
To be a Dahua Partner - Step 3: Activate

- Scan at least one Dahua product successfully to activate your account for the current year.
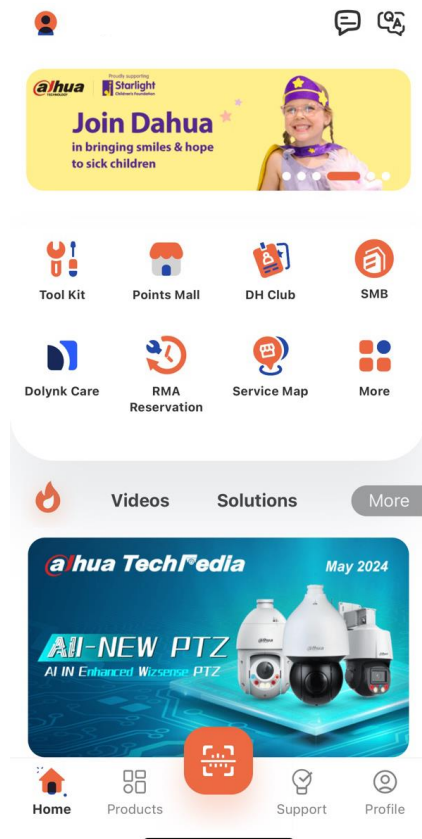
| Scan the Barcode or QR code
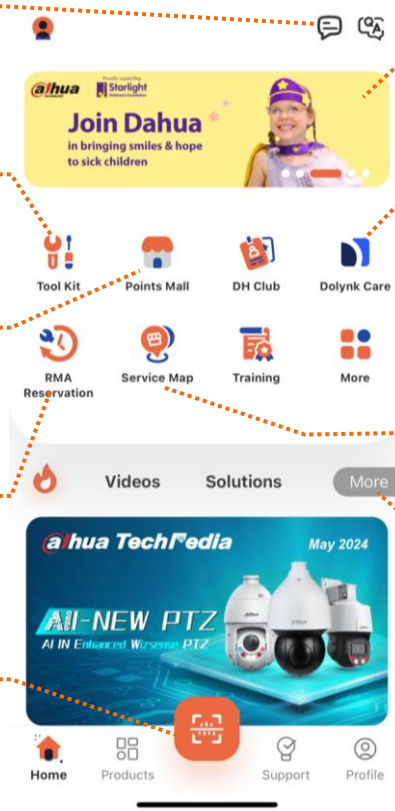
What's on the **Homepage**?

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

Banners for the latest events or newly released products.

Tool Kits integrated calculators to help you with installations.

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

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

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

RMA provides an efficient and reliable after-sales service.

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

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

Dahua information on the Discover Page

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

| News

| Videos

| Handouts

| Solutions

Dahua Products

- Easy access to product specifications and allows comparison of different models.

- Supports *quick search* using model name, sort out models with *filters*.

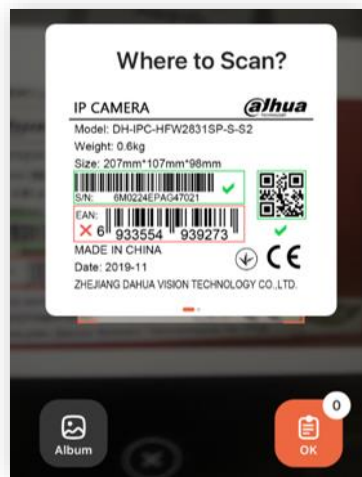- Supports *favorite list* to save all your preferred models.
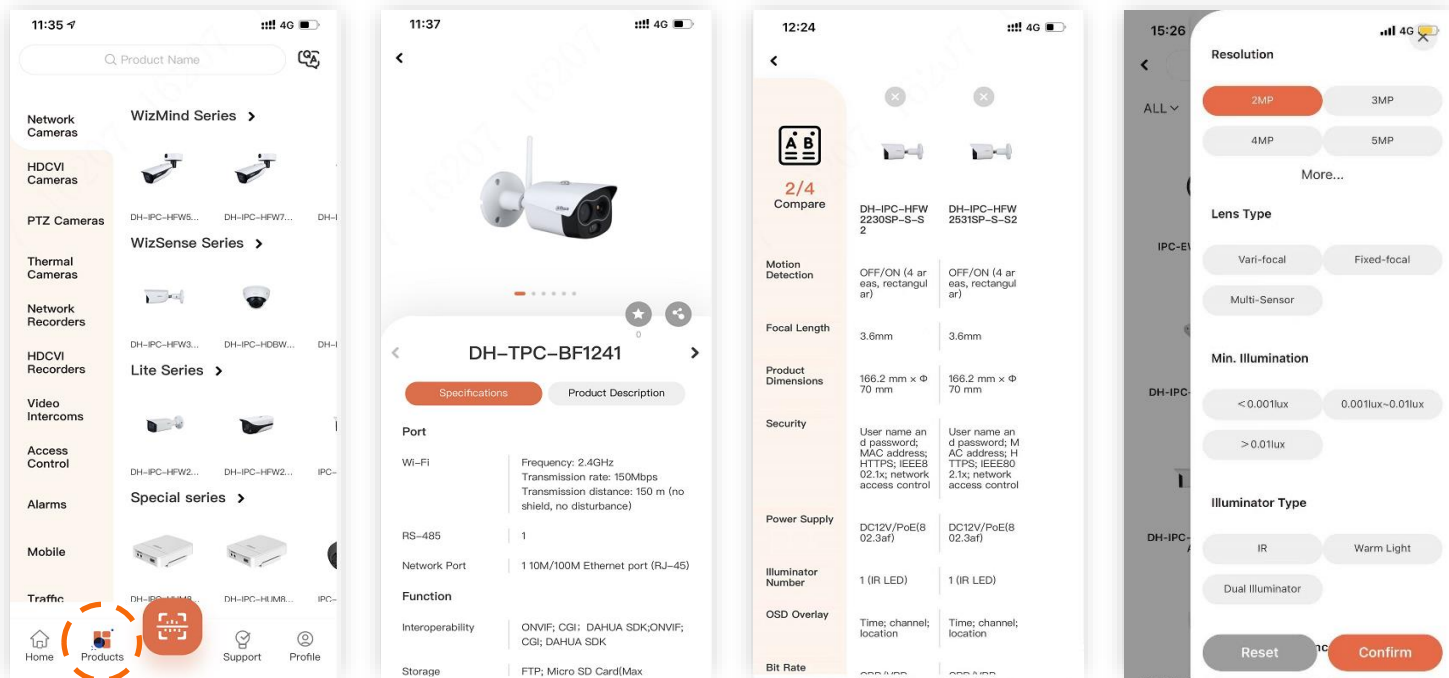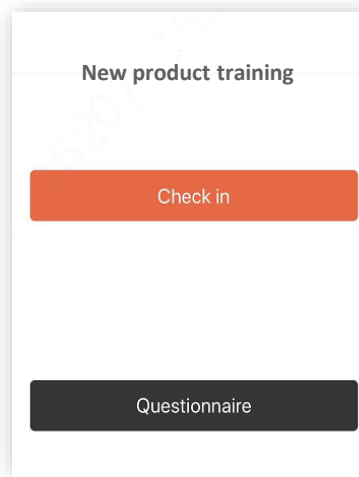
Join Dahua **Partner Program**
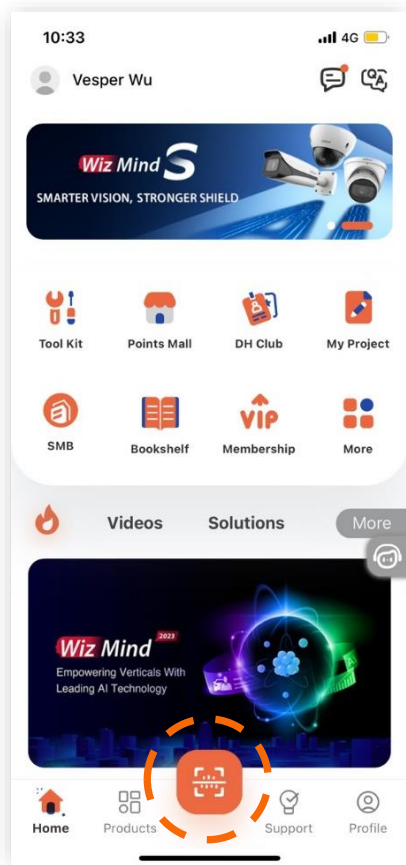
- Enrolled customers can scan the barcode or QR code on the product's packaging and earn reward points.

- 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

➤ *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.*
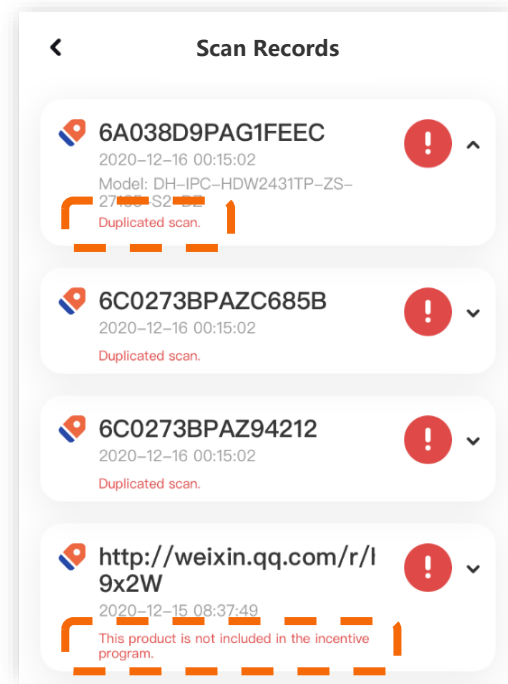
☒ ➤ **The manufacturing date exceeds our validity period.**
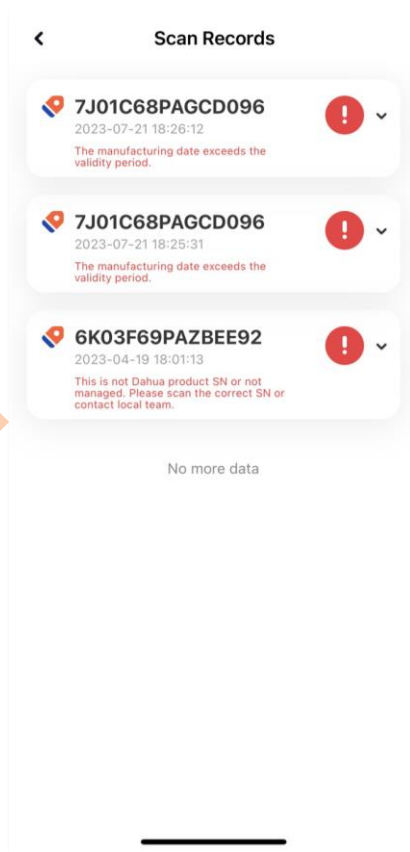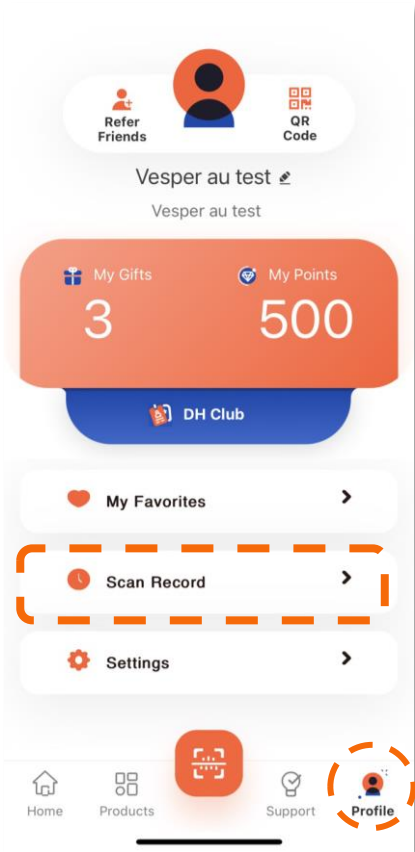— *means it has been more than 18 months since the Dahua delivery date.*

☒ ➤ **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

📍 6A038D9PAG1FEEC ❗ ⌃
2020-12-16 00:15:02
Model: DH-IPC-HDW2431TP-ZS-
27---S2---
Duplicated scan.

📍 6C0273BPAZC685B ❗ ⌄
2020-12-16 00:15:02
Duplicated scan.

📍 6C0273BPAZ94212 ❗ ⌄
2020-12-16 00:15:02
Duplicated scan.

📍 http://weixin.qq.com/r/l 9x2W ❗ ⌄
2020-12-15 08:37:49
This product is not included in the incentive program.

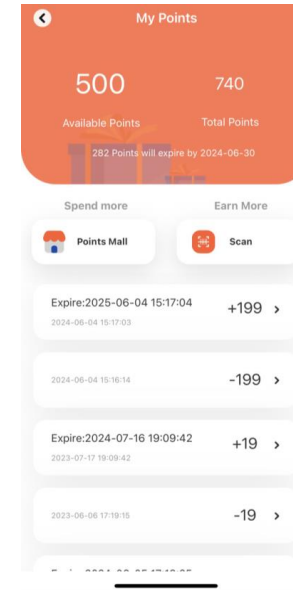➢ *Scan Records*

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.

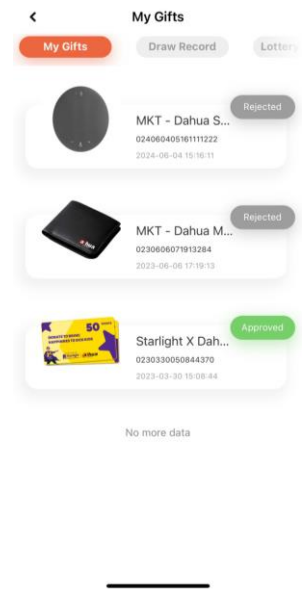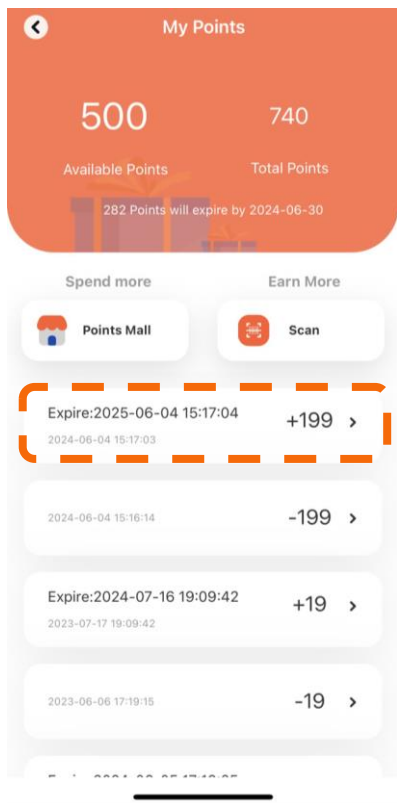- Normally the gift approval process will take **up to 15 working days**.
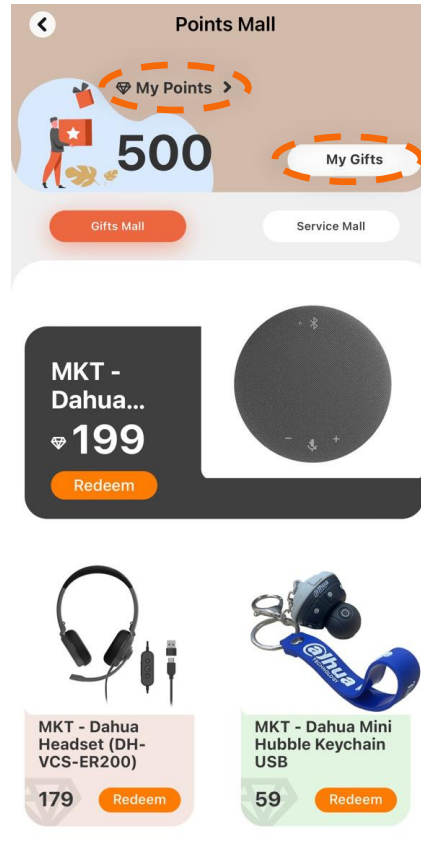

| My Points

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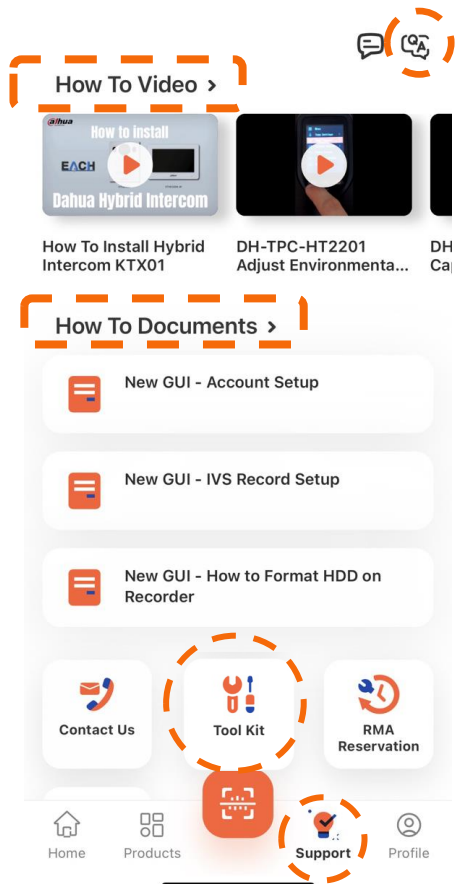
- **How To** - A collection of self-study installation guides.
- **Tool Kit** - Integrated calculators to help you with installation.
- **Q&A** - Send your question and get support.

How To Video
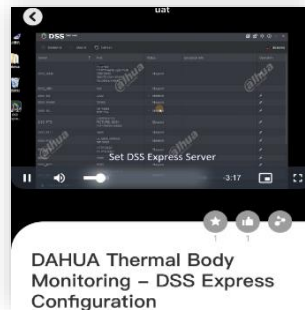
How To Documents

Tool Kit
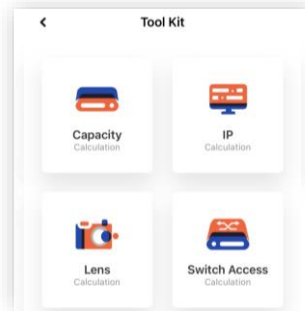
Q&A
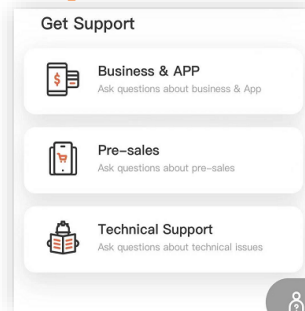
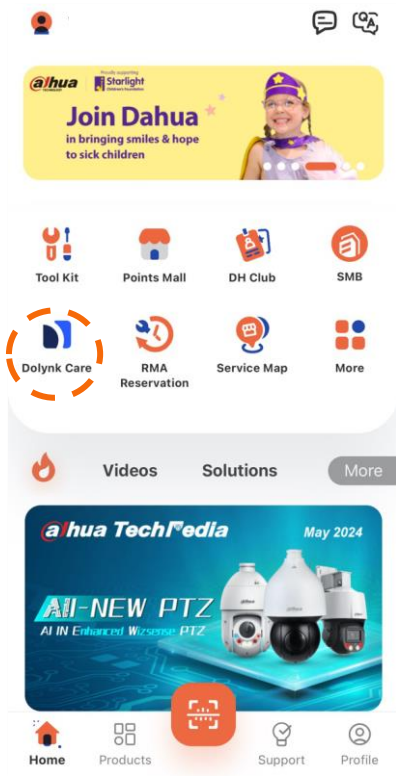# Support - RMA

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

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.
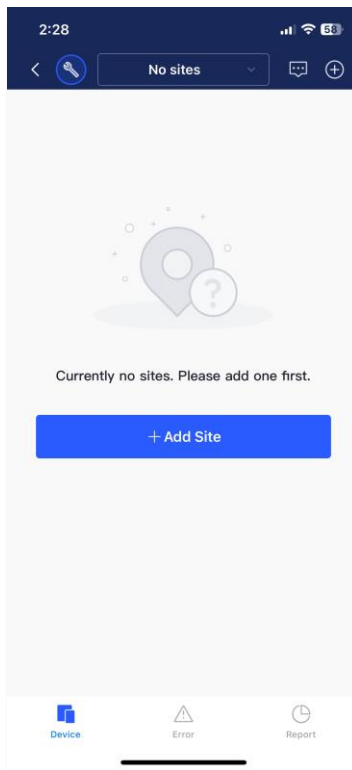
- **Quick project setup & delivery**

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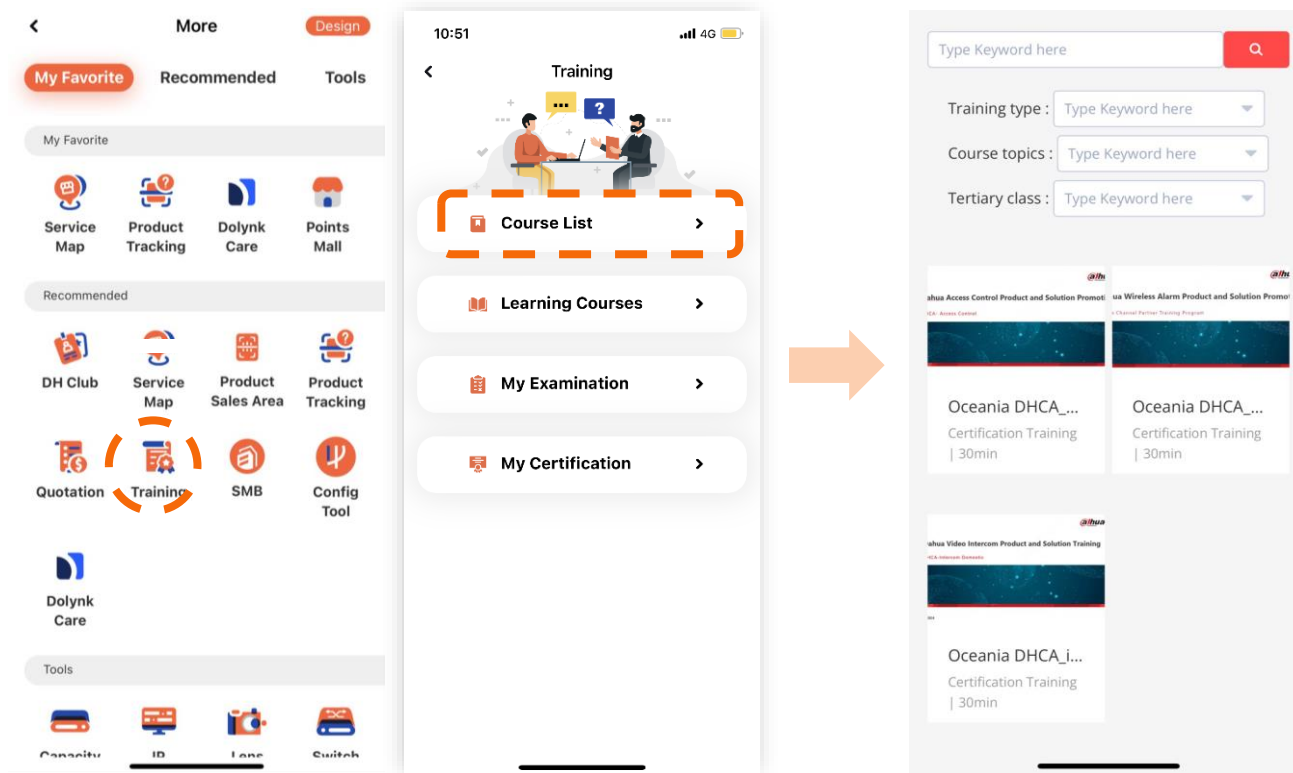
  With cloud-based DoLynk Care, installers can manage alarm devices remotely and provide services to end users more conveniently.

- **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.
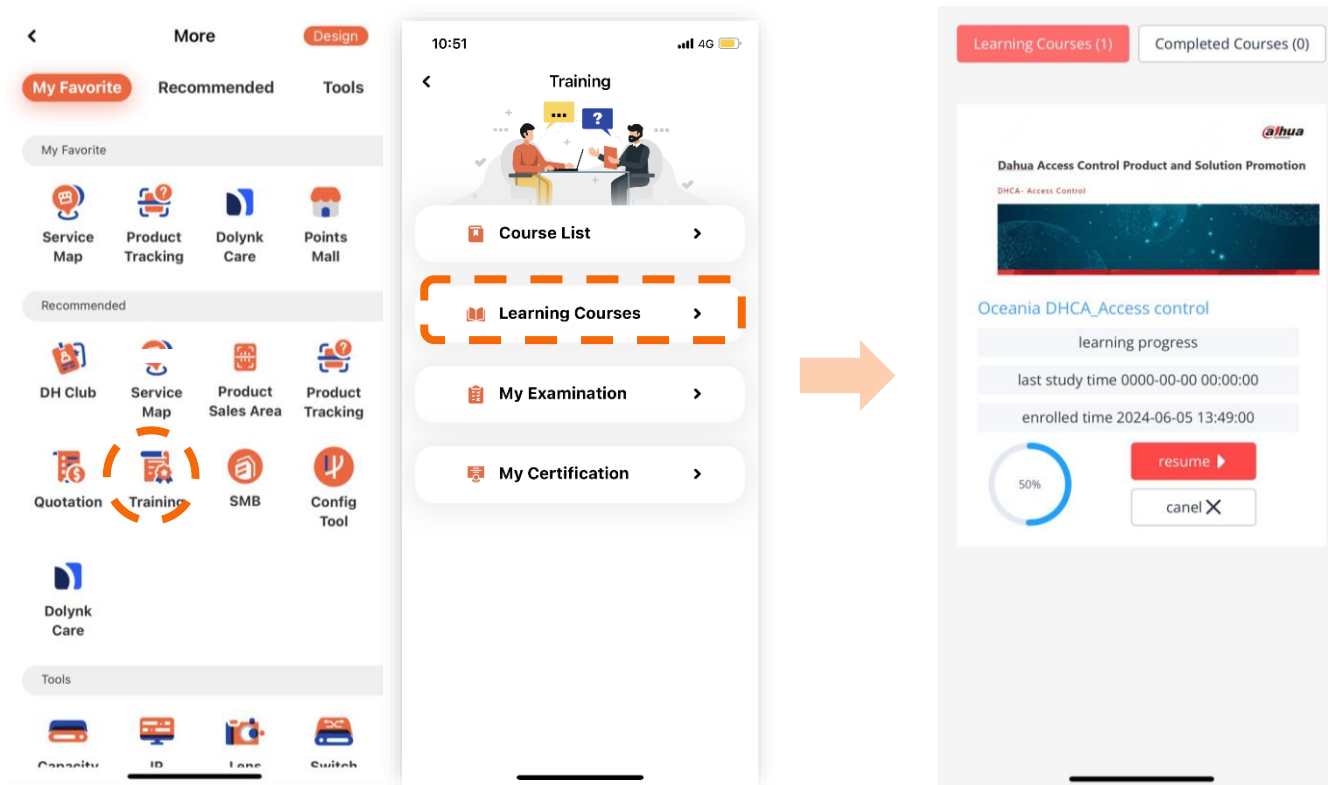- Explore a collection of online courses designed to boost your knowledge and skills.

Key Functions - Training

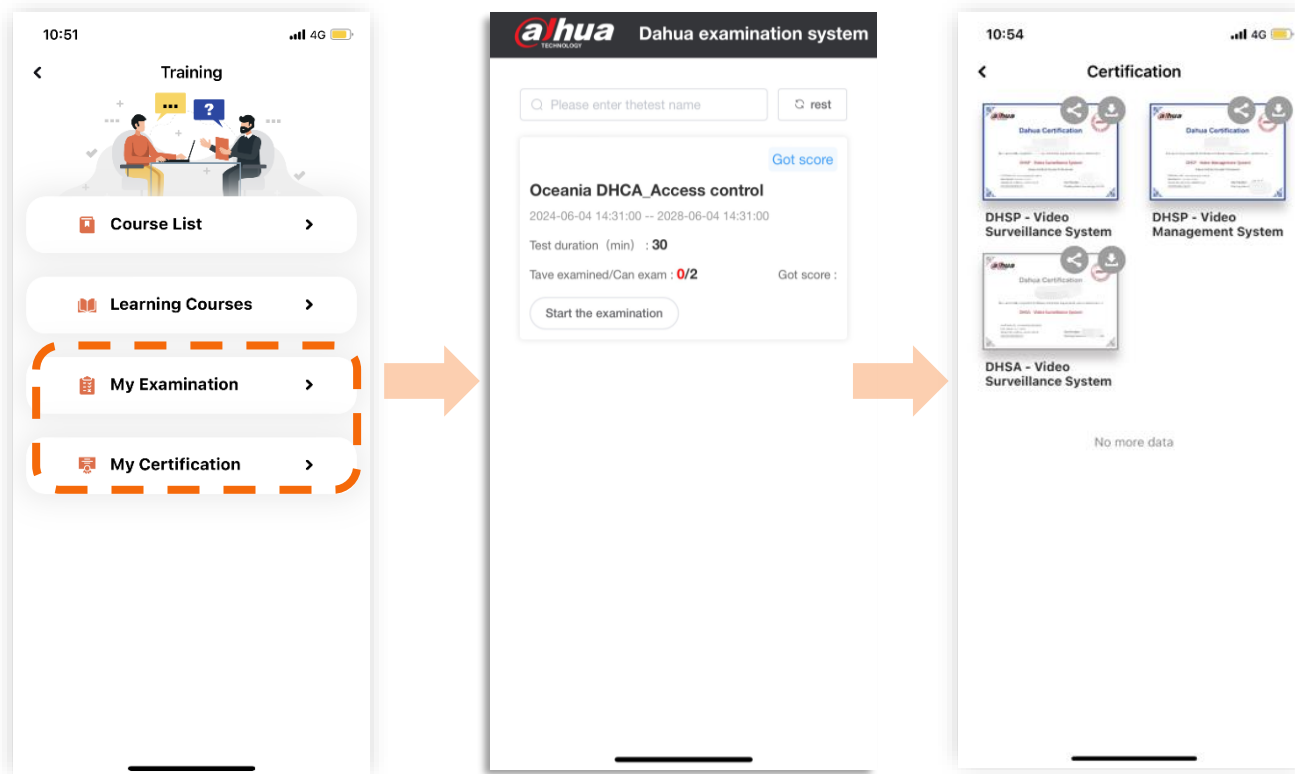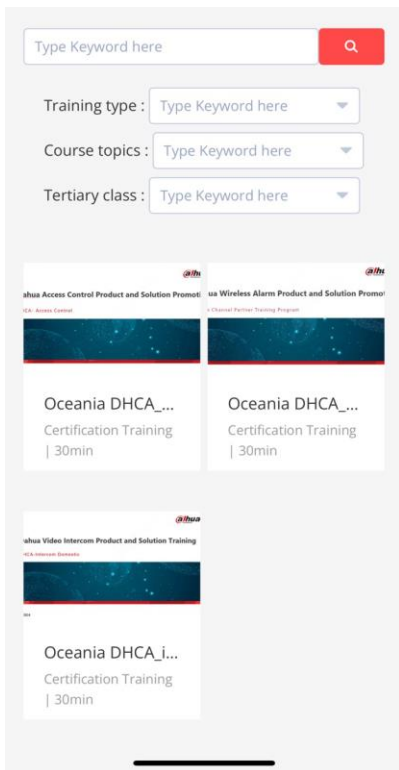- **Learning Courses** enable you to check the progress of an online course you are already started.

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

Website

➢ *Sync with Dahua Official Website*

Partner APP

Website

Key Functions - Product Tracking
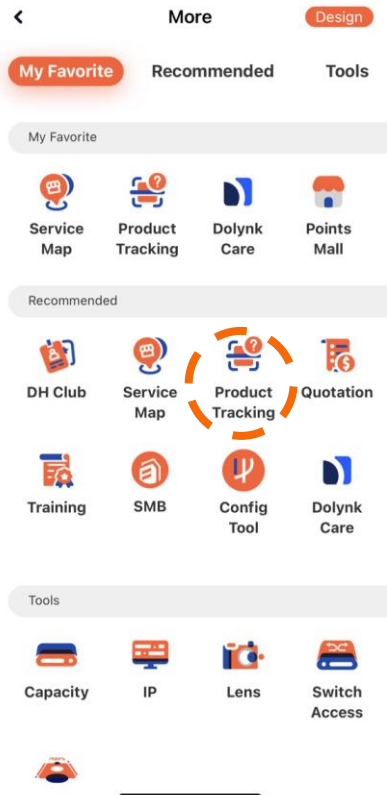
✓ Dahua official product, providing after-sales service and warranty.
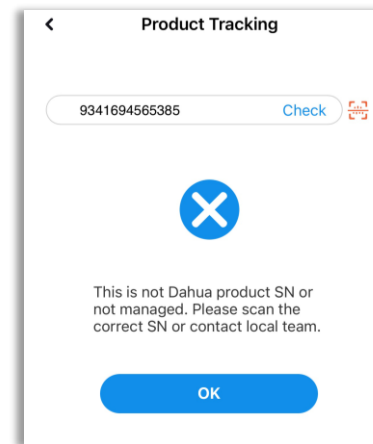
✗ This is not a Dahua product SN or not managed. Please scan the correct SN or contact your local team.
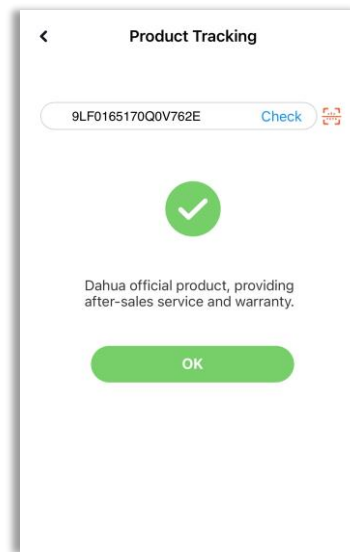
✗ The products scanned are not from a registered country; no after-sales service and warranty provided.

Account Integration

Partner APP

Dolynk Care

One account can be used to log in to three platforms

dahuasecurity.com/au

Products ∨ Solutions ∨ Support ∨ Partners ∨ News & Events ∨ About Us ∨   Oceania - English

Official Website

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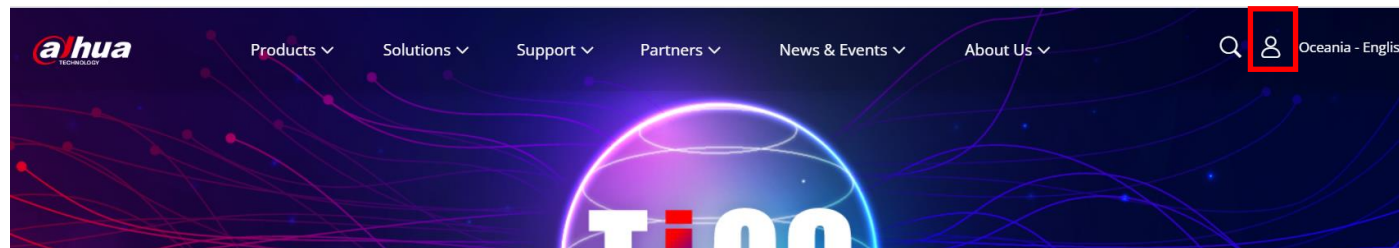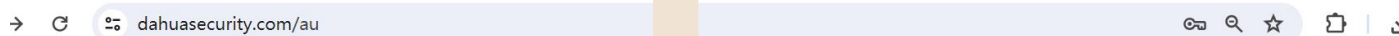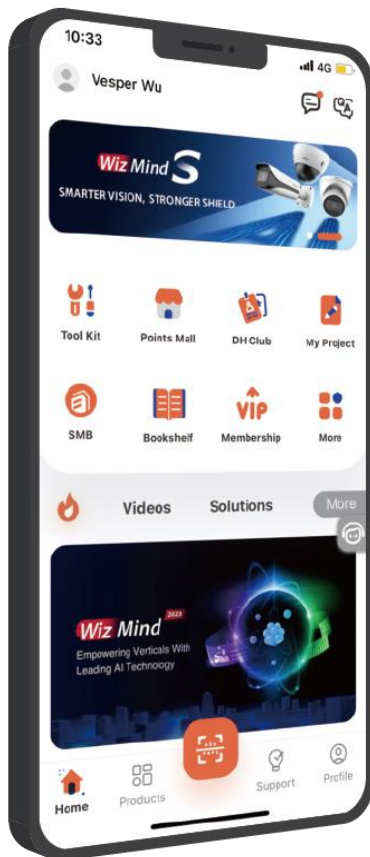
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Thanks for Watching