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Dahua Cloud ARC

Updated 8 October 2026

experience — not included in the PDF

Introduction

This documentation provides a comprehensive overview of the Dahua DoLynk configuration process.

Designed to be straightforward and user-friendly, this guide will walk you through each step to ensure a smooth setup. Whether you are new to Dahua DoLynk or simply need a refresher, this document will equip you with all the necessary information to configure the system efficiently and effectively.

Prerequisites

Before configuring the device in GCXONE , collect and provide the following information to NXGEN:

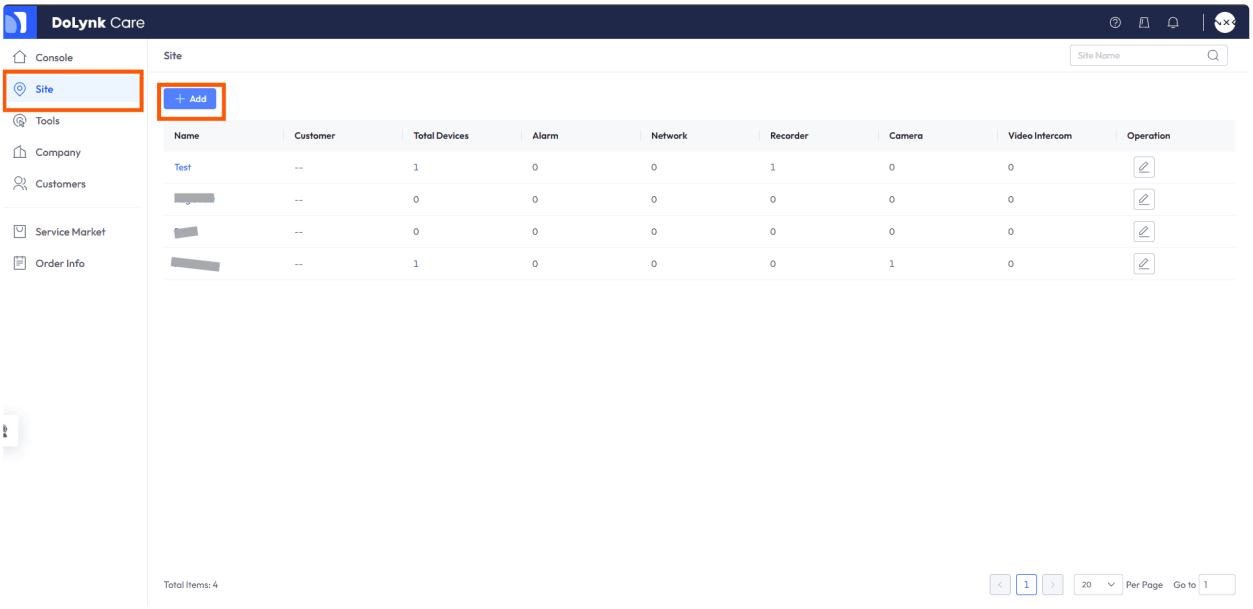
- Device Serial Number (SN)
- Username
- Password

Ensure the device is online before proceeding.

Configure Device in DoLynk Care

Step 1: Log in to your DoLynk Care account through this URL.

Step 2: Navigate to Site and click Add.



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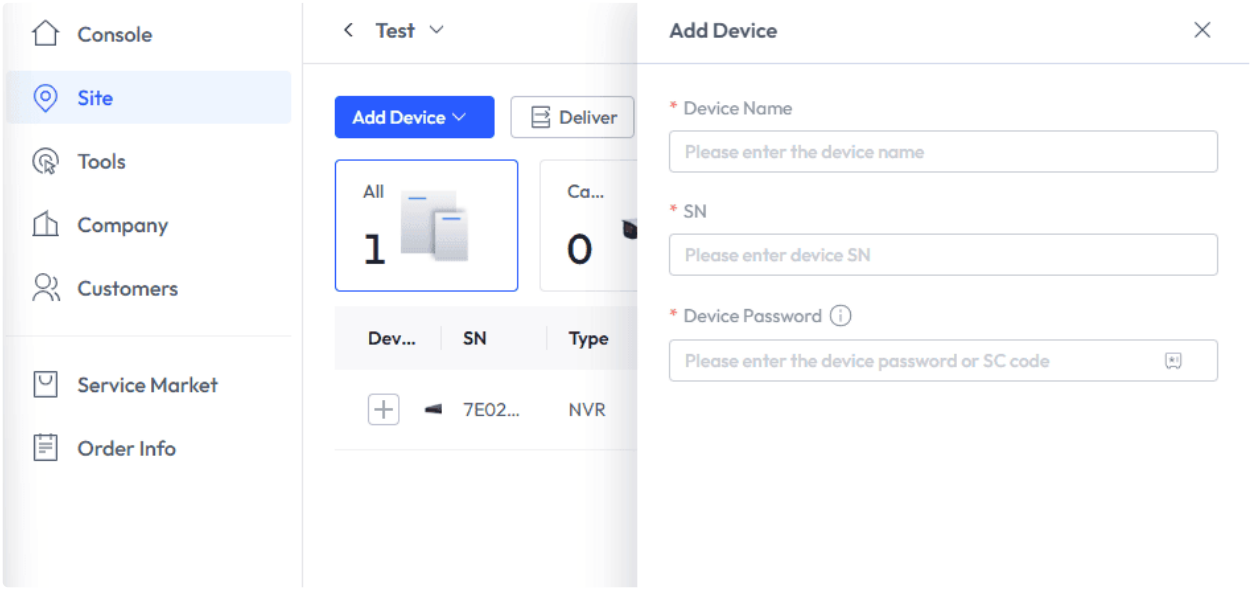
Step 3: Enter the site details (e.g., Time Zone and Name).

Step 4: Open the newly created site and click Add Device via Serial Number (SN) . Enter the required device details.

Note: Ensure the device is online before adding it.



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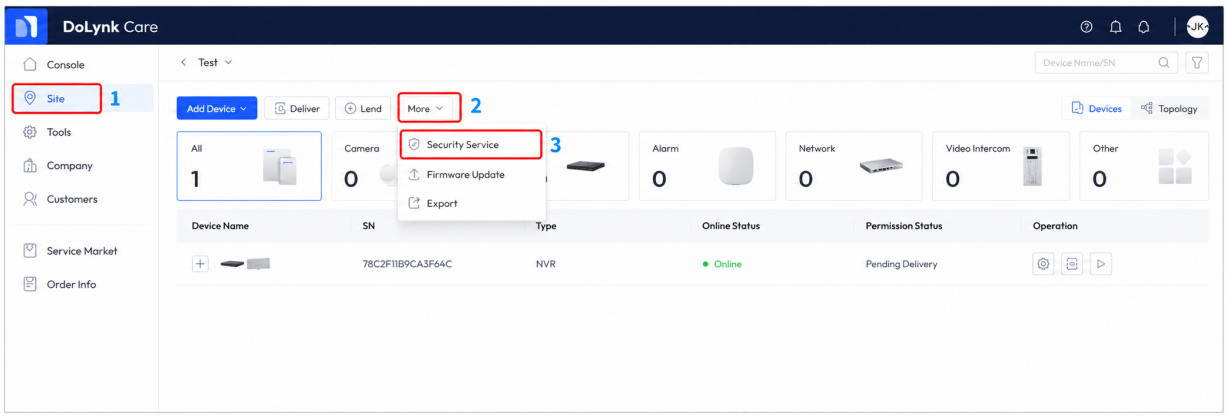
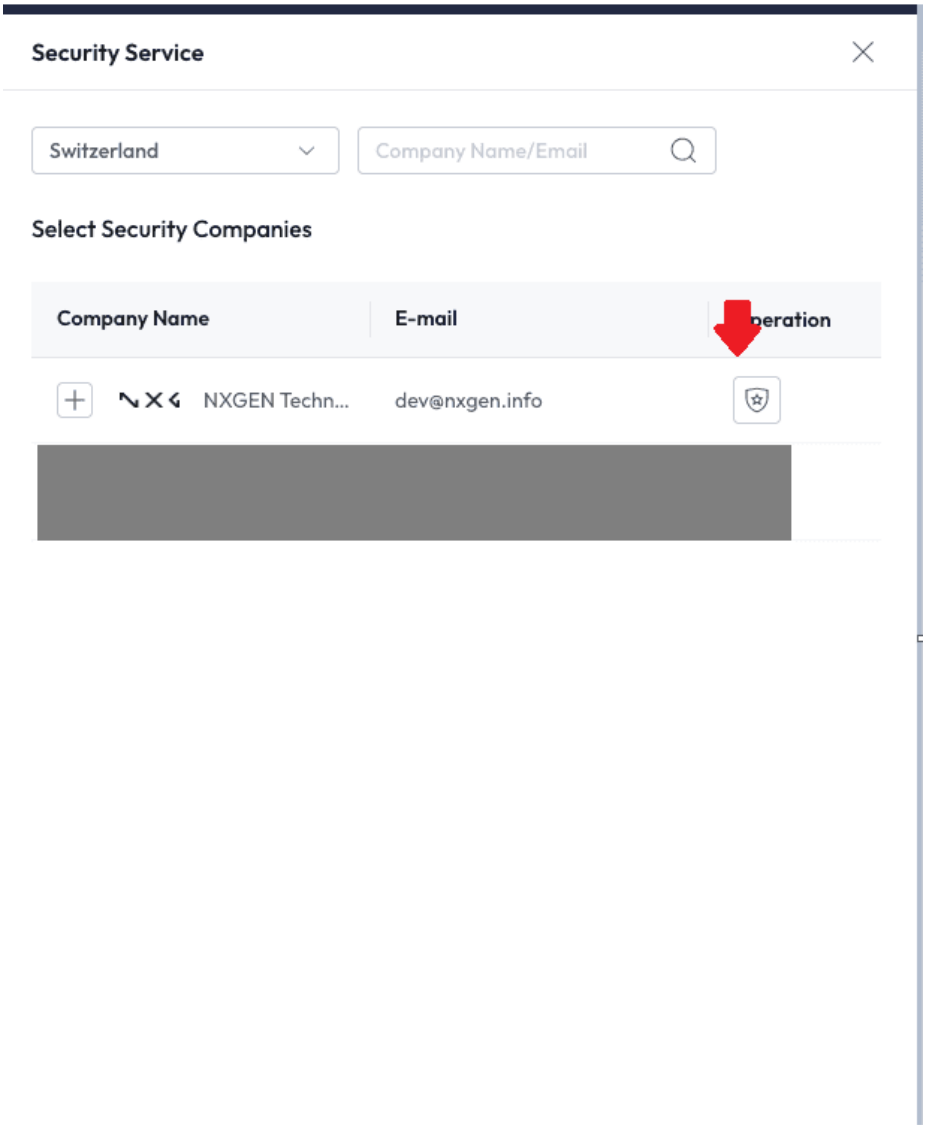
Step 5: Now that the device is added to your DoLynk Care account, we need to set up GCXONE as your ARC (Alarm Receiving Center) for that device by selecting the Security Service option as per Screenshot:



1

Step 6: In the menu that shows, select the device/sensors that you want to share with GCXONE then click on Next, in the Company Name/email field please use our email to search (dev@nxgen.info), once that is done, you should see NXGEN Technology AG, click on the shield icon next to it, please note that your request will be automatically approved



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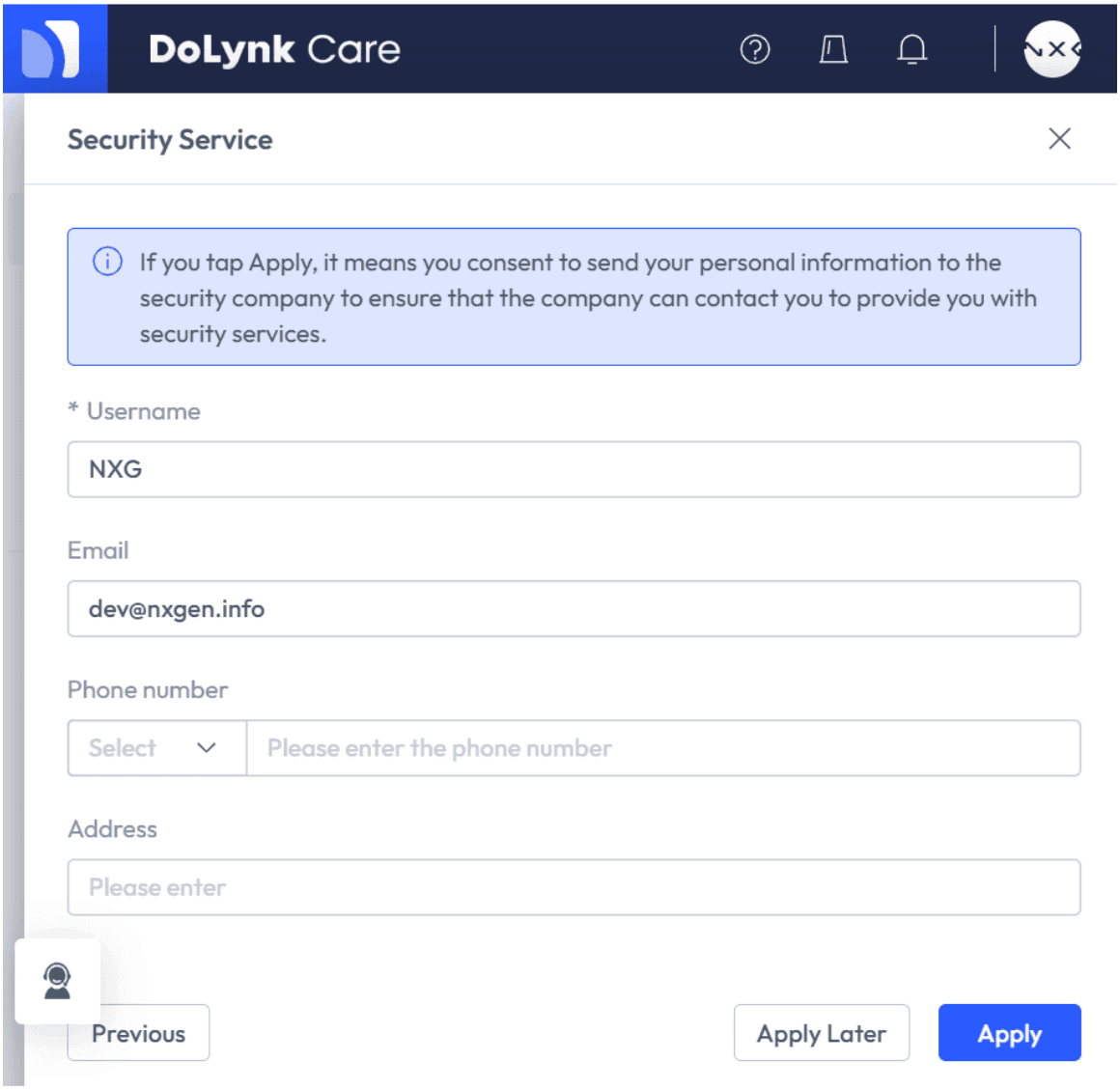
Step 7: Click on Apply to save and notify your ARC.



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Dahua Cloud ARC Config Guide with GCXONE

Step 1: Navigate to the Devices tab

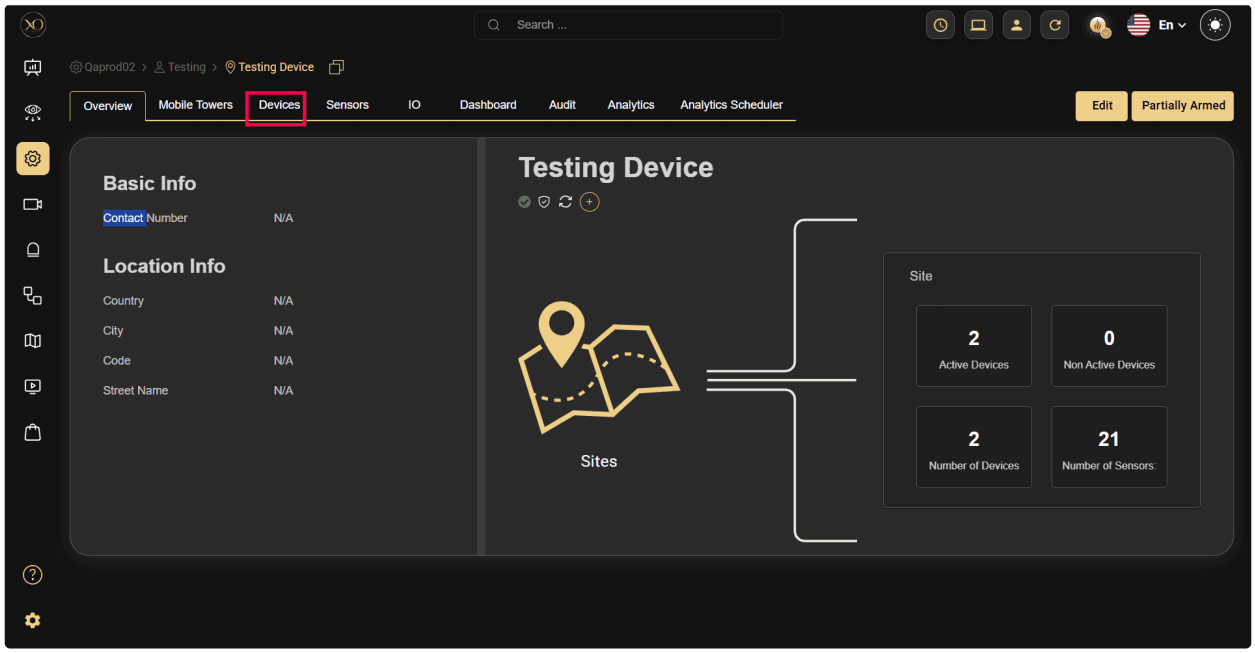
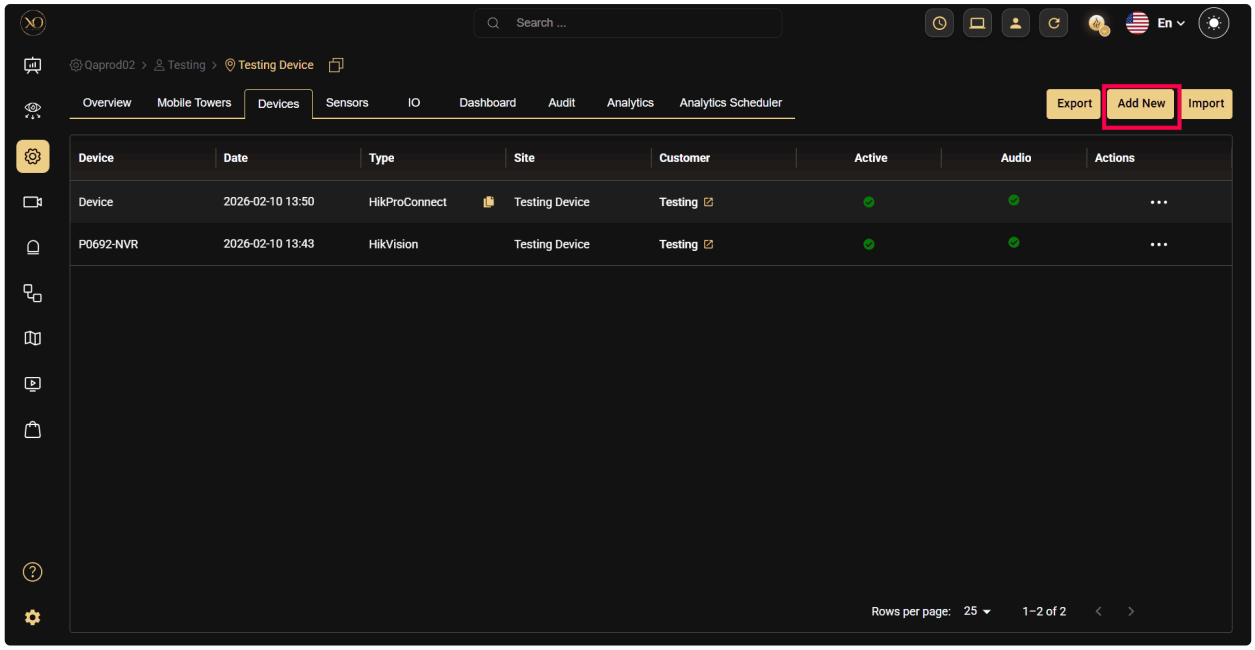


FIG1

Step 2: Click the Add New button.



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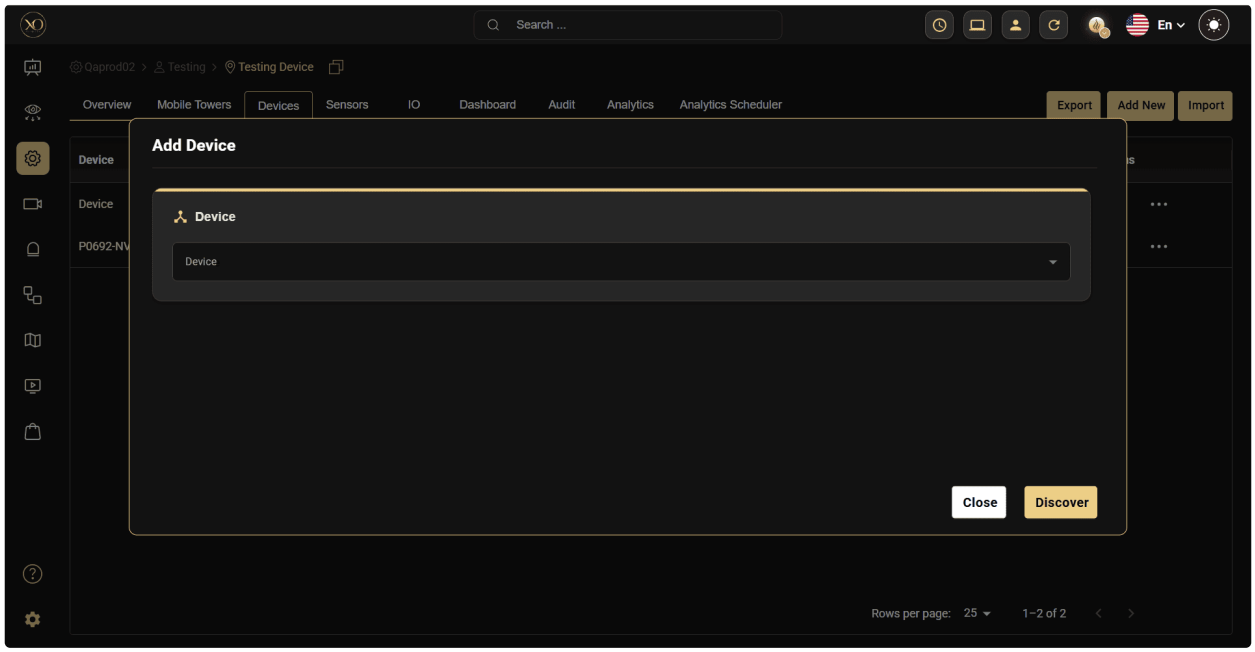
Step 3: The Add Device dialog will be displayed.



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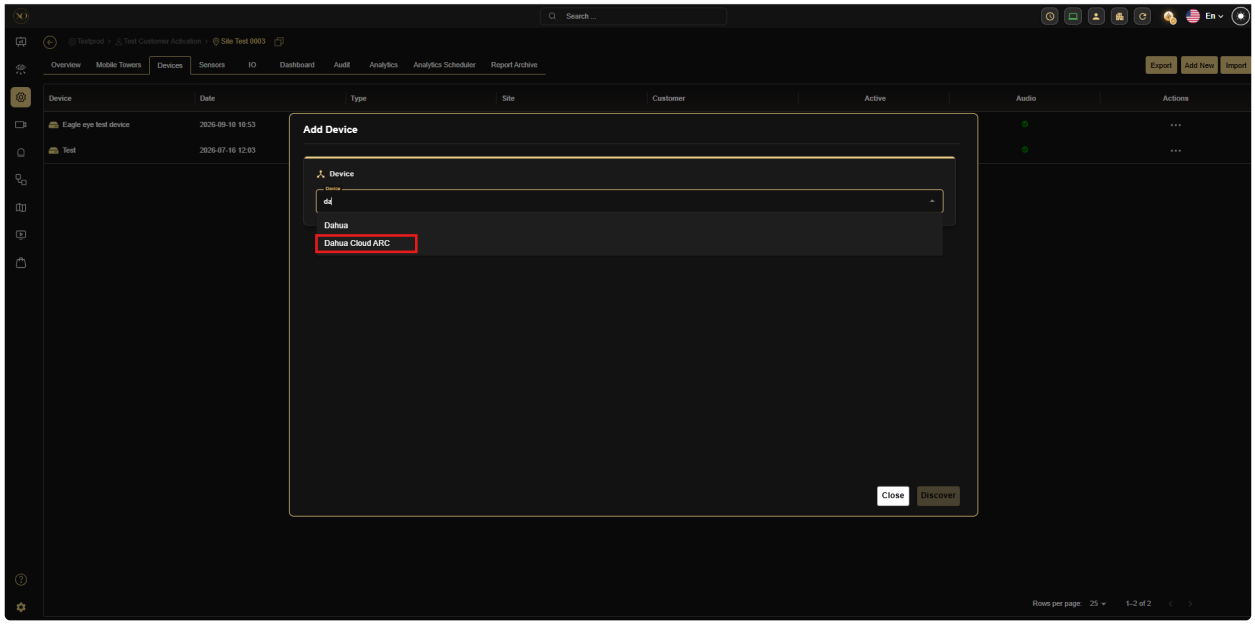
Step 4: In the dialog, open the Device dropdown and select Dahua Cloud ARC



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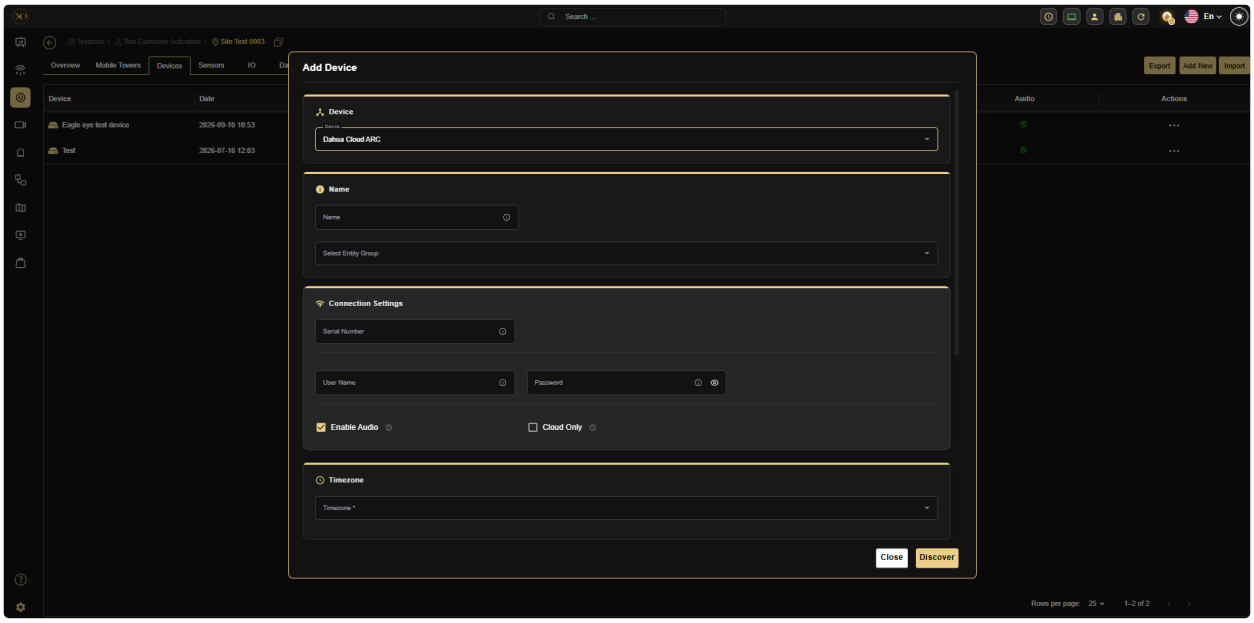
Step 5: Enter all required fields: Name, Serial number, User name, Password, Timezone.



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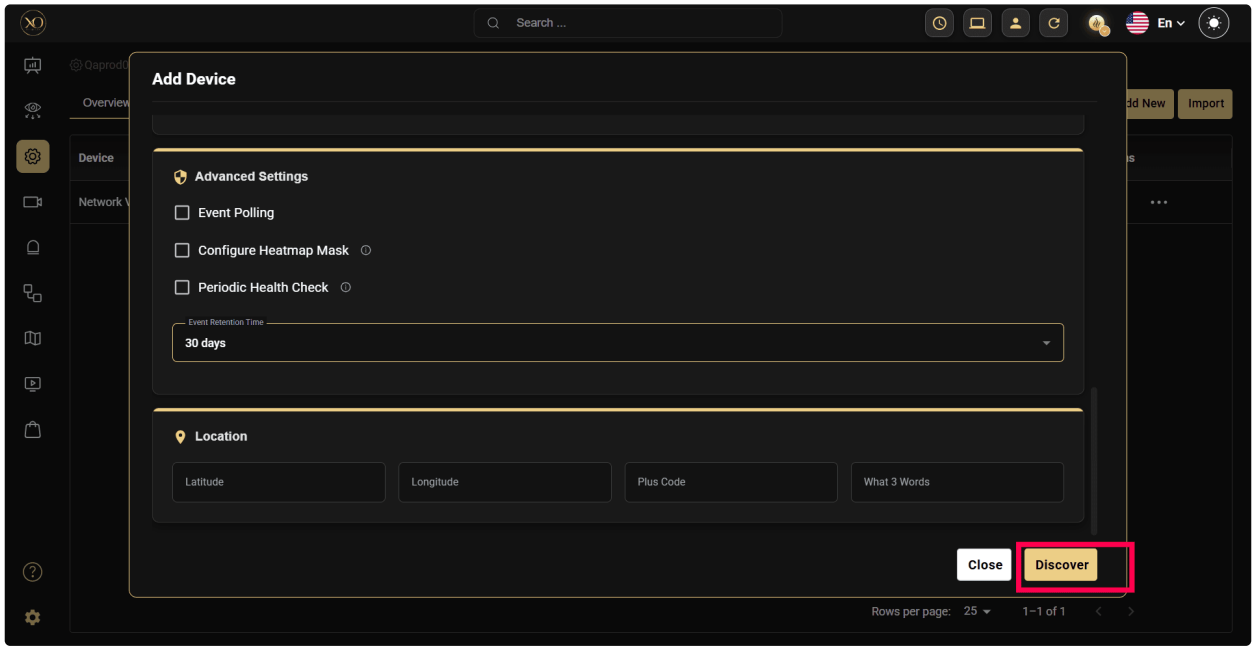
Step 6: Below the connection fields, the dialog also has an Enable Audio toggle (on by default) and a Cloud Only toggle, a required Timezone , a Device Configuration section (Site Pulse Configuration), an Advanced Settings section (Event Polling, Configure Heatmap Mask, Periodic Health Check, Event Retention Time — 30 days by default), and an optional Location section (Latitude, Longitude, Plus Code, What3Words).

Step 7: Click Discover



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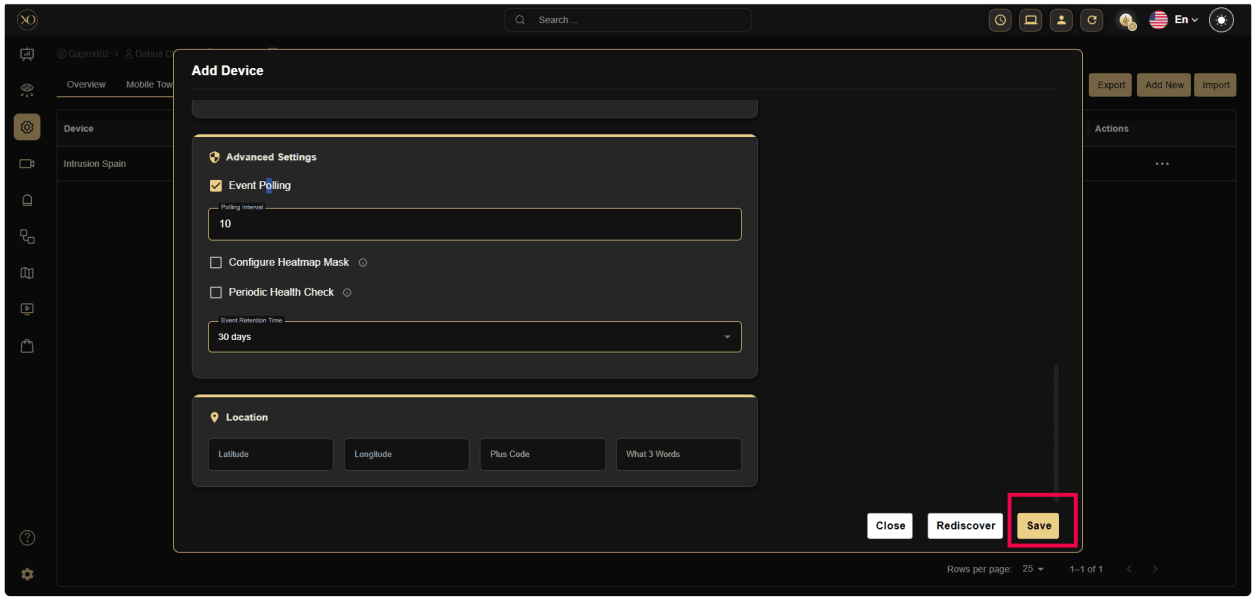
Step 8: Once the device is successfully discovered, click Save.



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