

Disclaimer

Legal disclaimer

This guide and its contents (the "Guide") are provided by NXGEN. All rights to the Guide and to the intellectual property embodied in it — including, without limitation, trademarks, trade names, logos and similar marks appearing in or on it — are protected by law. All right, title and interest in the Guide and in any related intellectual property rights belong to and remain with NXGEN and its licensors.

The Guide is provided free of charge, "as is" and for informational purposes only, without warranty of any kind. It is neither intended nor suitable to establish any legal relationship between the reader and NXGEN or its affiliates, including, without limitation, any obligation of NXGEN or its affiliates toward the reader.

The obligations of NXGEN and its affiliates in respect of NXGEN products or services purchased by a customer are governed exclusively by the terms of the agreement under which those products or services were purchased.

For clarification

The reader bears the entire risk as to the use, results and performance of the Guide. To the fullest extent permitted by applicable law, NXGEN disclaims and excludes all warranties, whether statutory, express or implied — including, without limitation, implied warranties of merchantability, fitness for a particular purpose, title and non-infringement of third-party rights — as well as any liability or warranty arising from suggestions, specifications or samples related to the Guide.

Dahua Cloud ARC

Updated 17 August 2026

Introduction

This documentation provides a comprehensive overview of the Dahua DoLink 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 DoLink 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 DoLink Care

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

Step 2: Navigate to Site and click Add.

Console

Site

Tools

Company

Customers

Service Market

Order Info

Site

+ Add

Name	Customer	Total Devices	Alarm	Network	Recorder	Camera	Video Intercom	Operation
Test	--	1	0	0	1	0	0	
	--	0	0	0	0	0	0	
	--	0	0	0	0	0	0	
	--	1	0	0	0	1	0	

Total Items: 4

<

1

>

20

Per Page

Go to 1

Dahua Cloud ARC

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.

Console

Site

Tools

Company

Customers

Service Market

Order Info

< Test

Add Device

Deliver

All

1

Ca...

0

Dev...

SN

Type

+

7E02...

NVR

Add Device

* Device Name

Please enter the device name

* SN

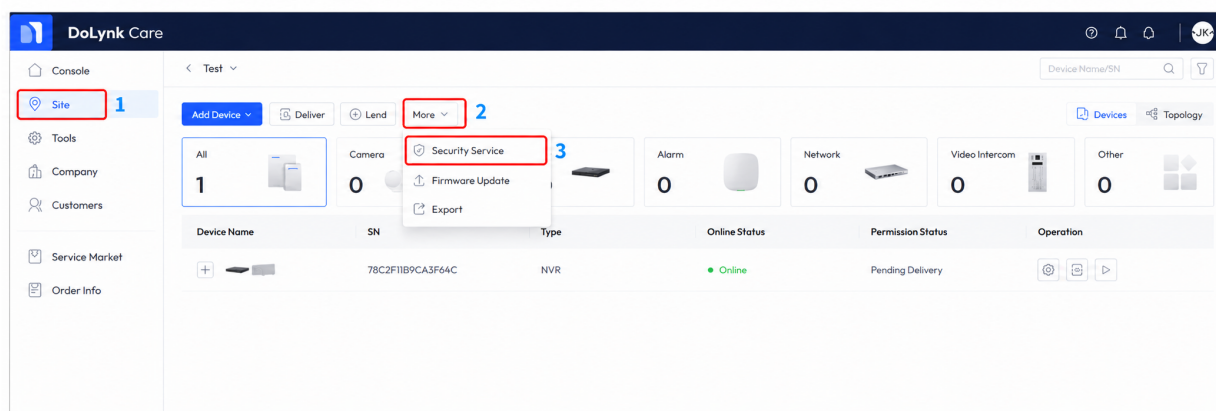
Please enter device SN

* Device Password ⓘ

Please enter the device password or SC code

Dahua Cloud ARC

Step 5: Now that the device is added to your DoLink 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

Security Service

Switzerland

Company Name/Email

Select Security Companies

Company Name	E-mail	Operation
+  NXGEN Techn...	dev@nxgen.info	

Dahua Cloud ARC

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

 **DoLink Care** ? 📄 🔔 🔒

Security Service ×

 If you tap Apply, it means you consent to send your personal information to the security company to ensure that the company can contact you to provide you with security services.

* Username

Email

Phone number

Address



Dahua Cloud ARC

Dahua Cloud ARC Config Guide with GCXONE

Step 1: Navigate to the Devices tab

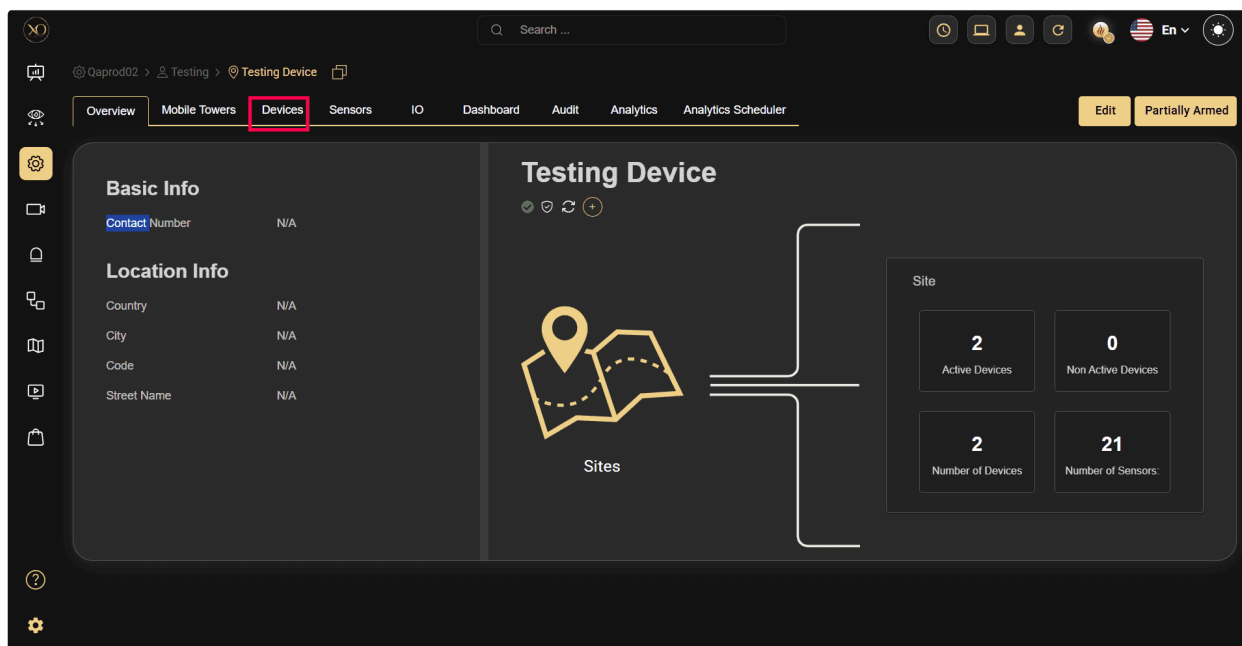
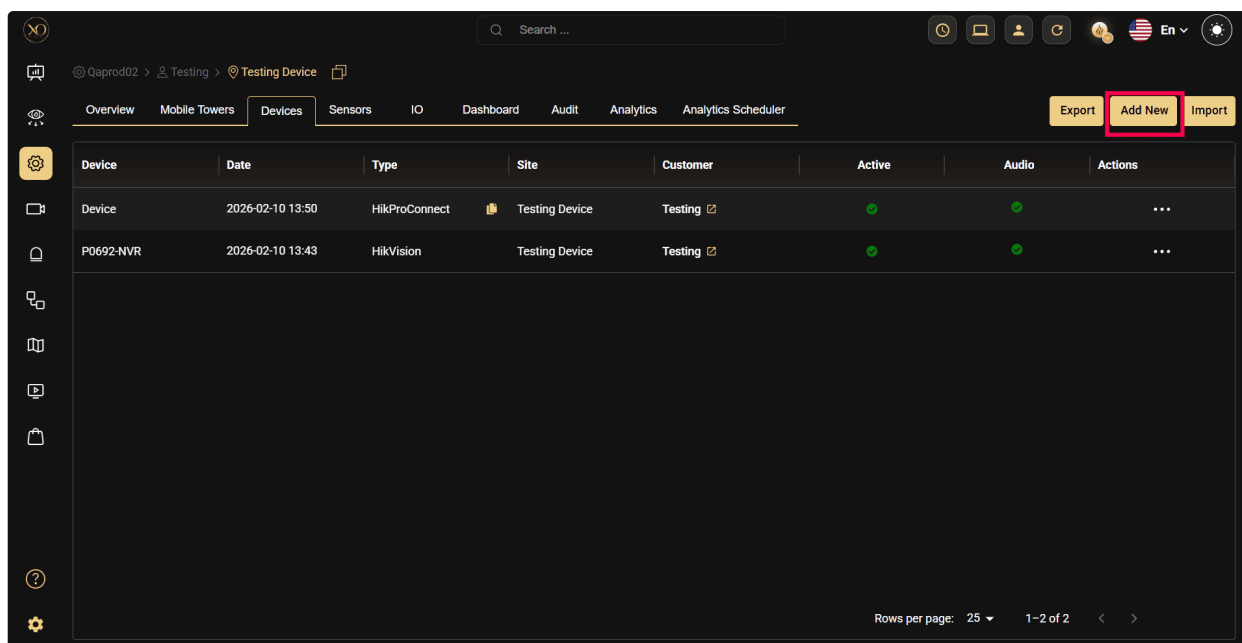


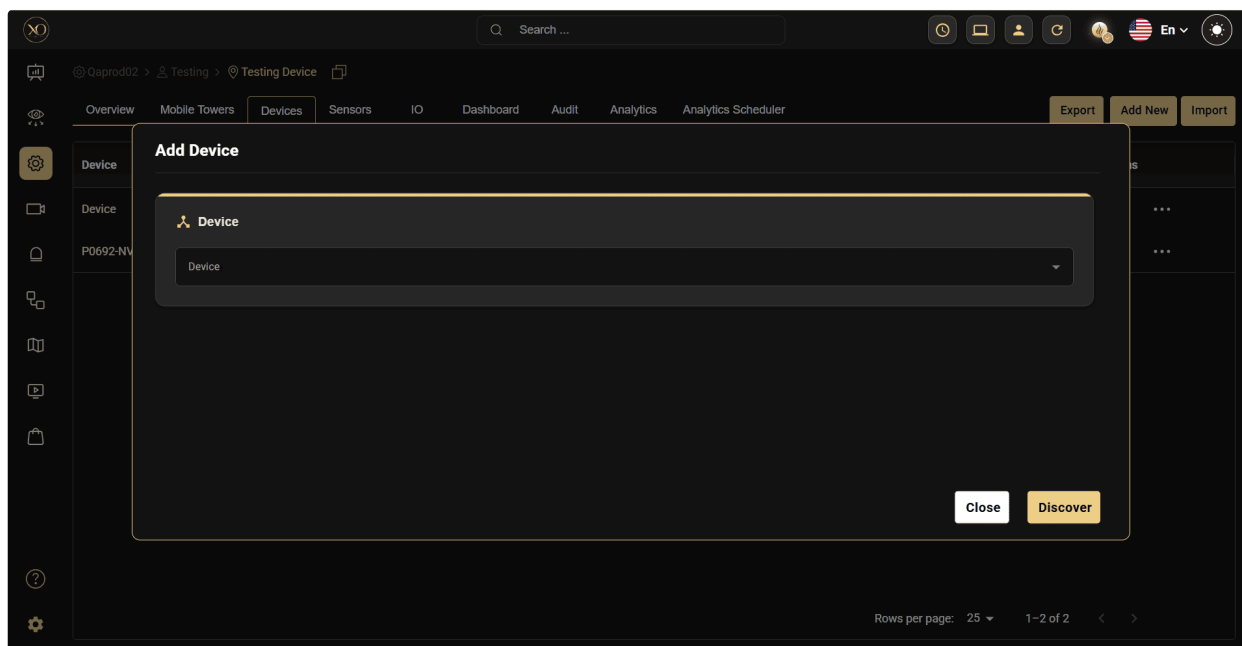
FIG1

Step 2: Click the Add New button.



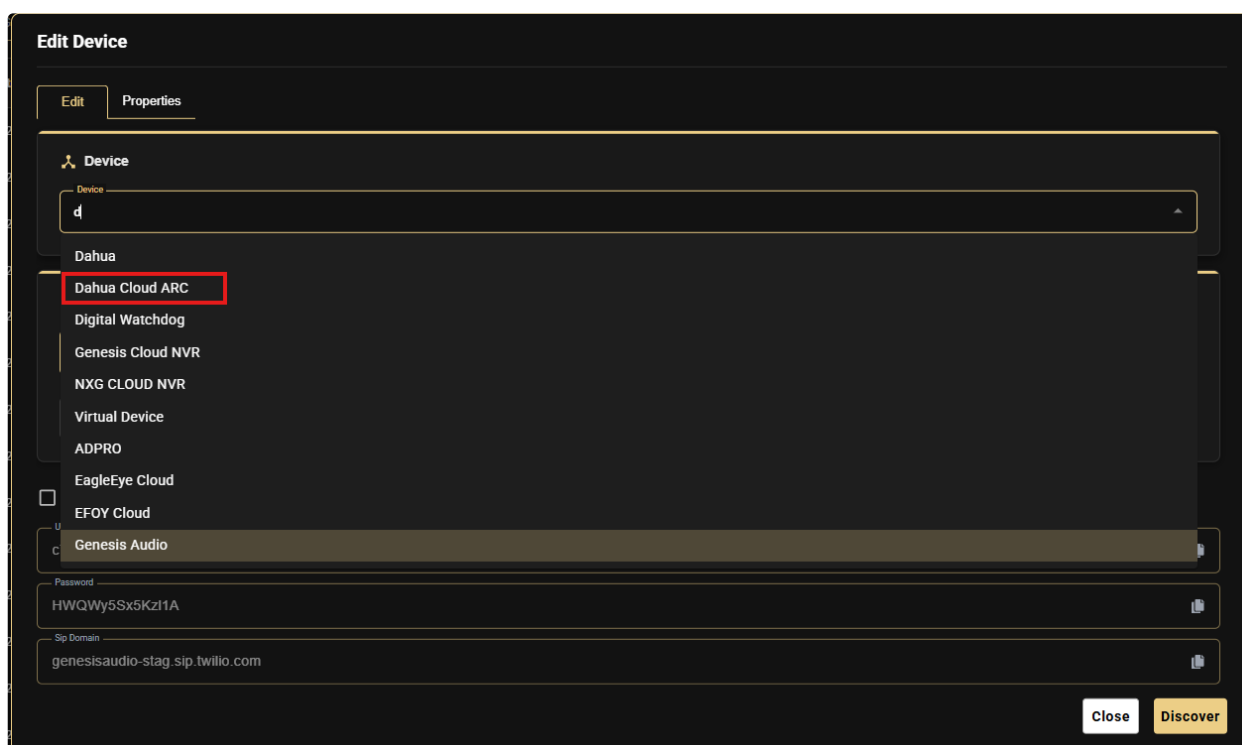
Dahua Cloud ARC

Step 3: The Add Device dialog will be displayed.



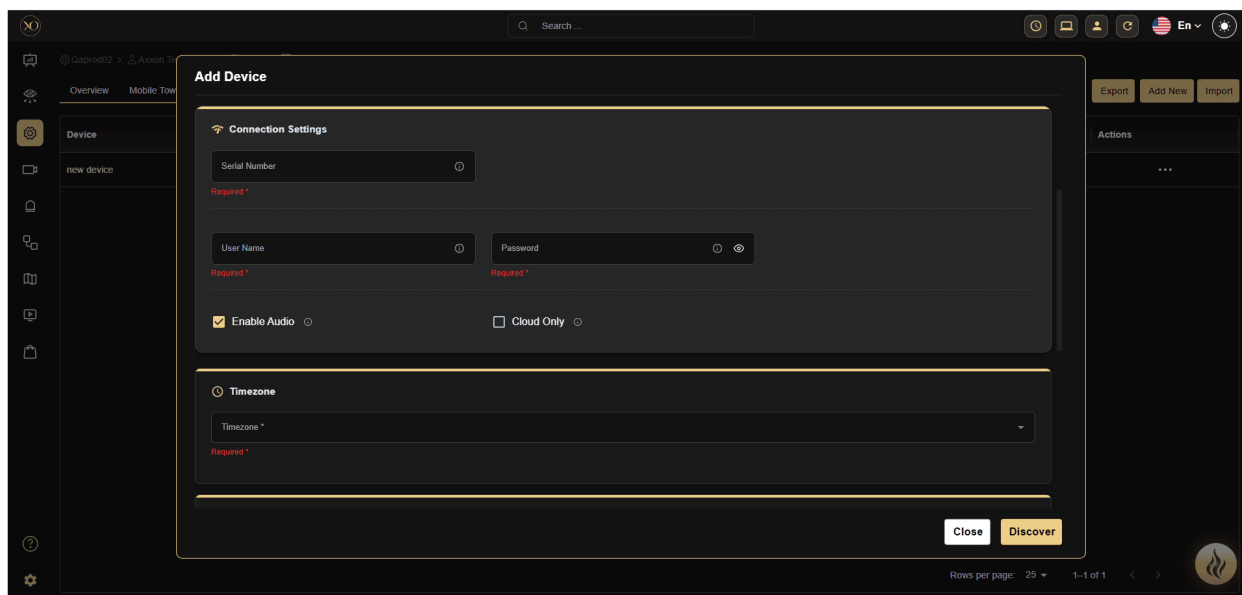
Dahua Cloud ARC

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



1

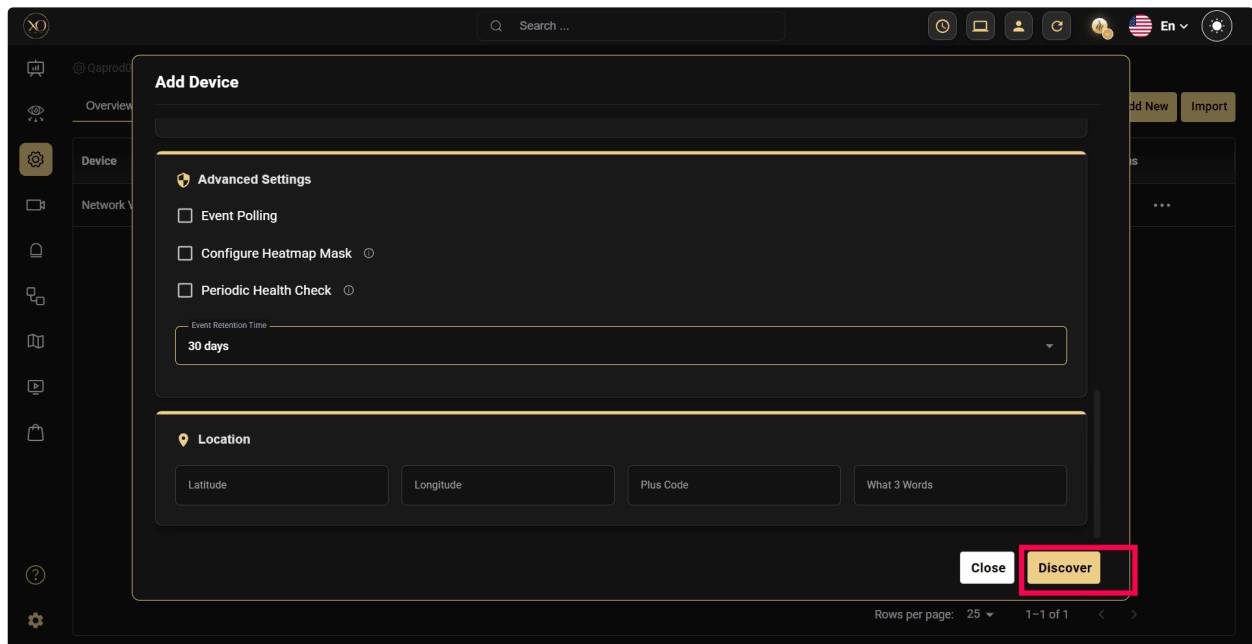
Step 5: Enter all required fields: Name, Serial number, User name, Password, Timezone.



Dahua Cloud ARC

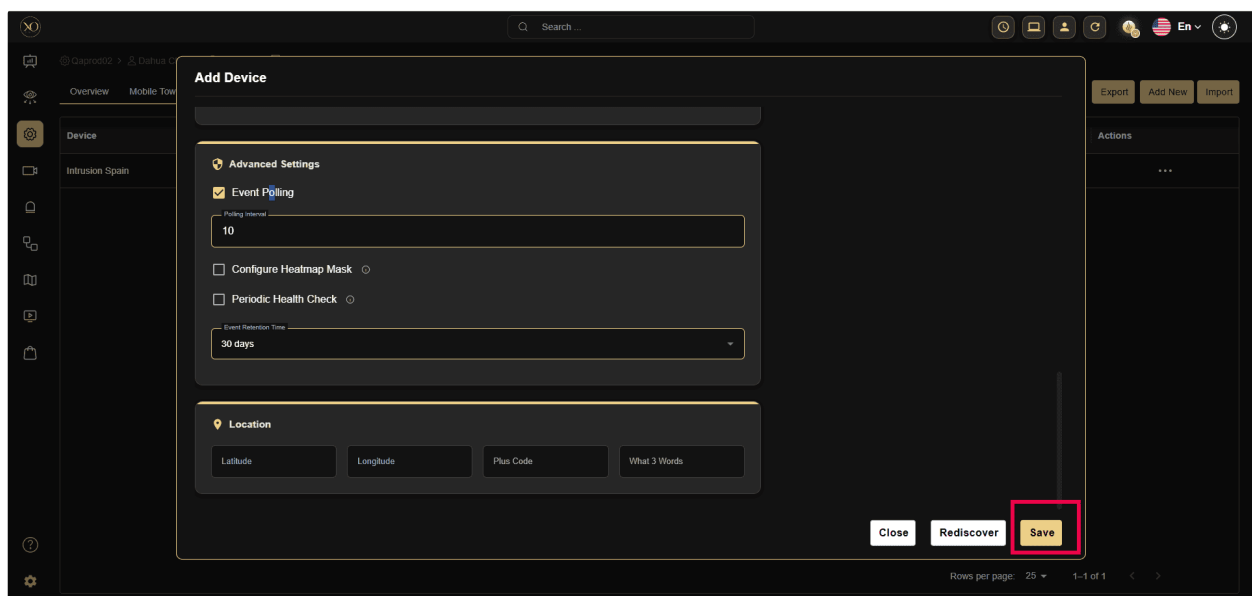
Step 6: Below the connection fields, the dialog also has an **Enable Audio** toggle (on by default) and a **Cloud Only** toggle, a required **Timezone**, a **Device Configuration** section (Site Pulse Configuration), an **Advanced Settings** section (Event Polling, Configure Heatmap Mask, Periodic Health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

Step 7: Click Discover



Dahua Cloud ARC

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



Dahua Cloud ARC

If any issues arise with the configuration, please raise a ticket on NXGEN's Help-desk portal to the NXGEN support team for swift issue resolution.