

# **Basic Features**

## 1. Q: Does DVR come with a HDD?

Dear customer,

Generally speaking, Dvr come from factory without HDD.

You need to buy HDD and insert them into DVR

How many HDDs and what is maximum capacity for each HDD, you can check on the spec,

Here is an example.



# 2. Q: Hikvision turbo DVR keeps turning off

If you have done the below steps, the device still keeps turning off, please send it to RMA.

- 1. Disconnect all the cameras
- 2. Take off all the HDDs
- 3. Unplug the net cable

# 3. How to check if the DVR support POC function?

Dear customer,

POC function means Transmits both HDTVI video and power over the same coaxial cable

Only the DVR device model end up with /P support POC function. such as:

DS-7208HQHI-K2/P, you will find corresponding description on the spec.

DS-7208HQHI-K2/P			K2/P
		1/2 of DS-7208HQHI-K2/P, and channel 1/2/3/4 of DS-7216HQHI-K2/P.	
Recording	VGA/HDMI Output	1-ch, 1920 × 1080/60Hz, 1280 × 1024/60Hz, 1280 × 720/60Hz, 1024 × 768/60Hz	
Video And Audio	PoC Camera Input	Support Hikvision PoC camera *: PoC access capability see Appendix.	
Network	CVBS Output	1-ch, BNC (1.0 Vp-p, 75 Ω),resolution: PAL: 704 × 576, NTSC: 704 × 480	
Auxiliary Interface			
General	Network		
	Remote Connections	64	
	Network Protocols	TCP/IP, PPPoE, DHCP, Hik-Connect, DNS, DDNS, NTP, SADP, NFS, iSCSI,	
		UPnP™, HTTPS, ONVIF	
	Network Interface	1, RJ45 10M/100M self-adaptive Ethernet interface	
	Auxiliary Interface		
	SATA	2 SATA interfaces	

# 4. Q: Could the recorder be compatible with wire-less mouse?

We highly recommend you use the mouse which was included in Product packaging. Wire-less mouse can't be guaranteed.

# 5. Q: Is it possible to buy a channel system that has audio on each

### channel?

Dear customer,

For NVR, please confirm each camera has audio port and connect pickup.

For DVR, please check how many audio input ports on DVR. For example, if the 16 channels DVR only support 4 audio inputs, that's means only the first 4 channels can receive audio.

# 6. Q: I would like know that maximum HDD storage capacity of DVR.

Dear customer,

You can find detailed information from the spec.

Hard Disk Driver					
Interface Type:		1 SATA Interface			
Capacity:		Up to 10 TB capacity for each disk			

# General

7. Q: Is it possible to change the boot logo and image on the hikvision

### NVR?

Dear customer, Sorry to tell you that the boot logo could not be changed.

### 8. Q: Can we connect a DVD drive that draws power through the USB

### port?

Dear customer,

If you have not submitted customized demand with DVD drive before you purchasing. The device would not support DVD.

### **Camera Access**

### 9. Q: How many NVRs could be added to one camera?

SQ: How many NVRs could be connected one camera?

Please kindly visit official website: <u>https://www.hikvision.com/en/Products</u> to search Product model type to check the specification of the camera.

If the simultaneous live view of the camera is 6, it means that the camera could be added to 3 NVRs.

### Network

Simultaneous Live View Up to 6 channels

If you want to add one Hikvision camera to two Hikvision NVRs, it should be added to 2 NVRs via two different adding methods.

Add the camera to one NVR in the normal way so that the camera is managed by only one NVR. The camera can be added to other NVRs by RTSP in customer protocol. So that the NVRs are able to access to the live view stream of the camera, but they would not have the access to manage the camera.

You can try to configure it with two different protocol: RTSP protocol, Hikvision protocol. But we do not suggest do like that, it might cause OSD time hopping.

### 10. Q: Can a 5mp camera work on a 4mp dvr?

Dear customer,

The 5mp camera default resolution is 4 MP, so it can work on a 4mp dvr, If the DVR support 5 MP, you can click on the Iris+ button or call Preset 95 to call up the camera menu and click video parameters, you can change resolution to 5MP.

### 11. Q: Can I connect analog cameras and IP cameras to a single DVR?

Dear customer,

Most of Hikvision turbo DVRs can connect analog/TVI cameras and IP cameras simultaneously. Customer can go to main menu-Camera-IP camera to add IP camera Note: the IP cameras and DVR should be in the same subnet.

### 12. Q: Could HDCVI Camera connect to Hikvision DVR?

Dear customer,

Not all Hikvision HDTVI DVRs support HDCVI signal.

Such as DS-7108HGHI-SH,DS-7104HGHI-E1, these devices belong to Turbo 1.0 . they don't support HDCVI.

Please send your enquiry to support@hikvision.com or transfer to agent for further help.

### 13. Q: Why the device spec show the dvr can connect up to 8 IP

### cameras, but i can only connect 2 IP cameras

Dear customer,

Please go to Menu - Configuration- General -More Settings. Enhanced IP mode.

Enabling enhanced IP mode will allow you to connect to the maximum number of cameras, but disable all VCA functions. We recommend you can disable analog channel to enhance IP camera connection.

General DST Settings More	Settings
Device Name	Embedded Net DVR
Device No.	255
CVBS Output Brightness	
Auto Logout	5 Minutes -
Menu Output Mode	Auto -
Enhanced VCA Mode	
Enhanced IP Mode	

# Configuration

### 14. Q: How do you delete those green squares appearing each time

### there is a movement?

Dear customer,

Please disable the Dynamic Analysis for motion.

On web browser, please go to device Configuration- Event- Basic Even- Motion detection to uncheck the Enable Dynamic Analysis for Motion.



On iVMS-4200 Client, please go to Device Management, select the device, click Remote Configuration- Basic Configuration- Event- Motion detection to uncheck the Enable Dynamic Analysis for Motion.



15. Q: Dialog box informs that "The channel does not exist"



Please go to System-General to change device NO.255 to any other number such as 200 to try.

Liser		Linglish: -	VGA Resolution	1920-10808-047/100500
Noterrat	Time Zone	(GMT+08:00) Beijing, Unime	HOM Resolution	102417528.0047
	Date Format	DD-MM-YYYY	Mouse Pointer Speed	Sine
Live View	System Date	02-01-2020	Enable DST	
RS-232	System Time	19:55:44	D/ST Mode	Acto - Marsai
Holiday	Device Name	Network Video Recorder	Start Time Apr	- 14 · Sm · 2
	Device No.	255	End Time Od	ti e lati - Sin - S.,
	Auto Log out	1 2 <u>3</u> 4 5 6 - 1	DST THas	65 Minutes
	Menu Output Mode	8 7 8 9 1 @ 8 9 1 @		
	Enable Wizard	ABC d b de		
	Enable Password		*	

# **16. Q**: What is **M** | **A**?

Dear customer, It is Motion/Alarm as the following picture.

			0											Advand
Cont	inuous	Event		Motion		Narm	M		M & A		POS Ever	nt 🗌 N	lone	Edi
	0	2	4	6	8	10	12	14	16	18	20	22	24	
Mon													1	
Tue													2	
Wed													3	
Thu													4	
Fri													5	
Sat													6	
C	_	-		_		_	-			-	-	-	-	

# 17. Q: Mouse and menu isn't working

Dear customer,

1) Check if the mouse bright is flashing.

2) If you enter Aux monitor mode and the main monitor is not connected, the mouse operation is disabled.

3) If you choose auto mode, please power off your device, then connect your monitor to device in advance, then power on the device. Or you can login device via web browser, go to Configuration-System-System Settings-Menu Output to choose menu. If the device does not support to change output mode on web page, please kindly default the device on web page to solve the issue.

			Configuration	
General	DST Settings	More Se	ettings	
Device	Name		Network Video Recorder	
Device	No.		255	
CVBS (	Output Brightness	E		
Auto Lo	gout		5 Minutes	
Enable	HDMI/VGA Simu	Itaneou	-	
Menu Output Mode			HDMI/VGA	
			Auto	
			HDMIVGA	
			Main CVBS	

### 18. Q: Can I connect 2 screens via HDMI splitter?

Dear customer,

If you connect DVR/NVR to HDMI screens via HDMI splitter. How many screens could be connected depends on ports number of HDMI splitter.

### 19. Q: Dvr is showing no permission dialogue box

Dear customer,

Please kindly check whether the account you using is Admin or not. if you use the operator account ,please kindly ask the Admin account to assign permission to you. Thank you for support to Hikvision!

### 20. Q: My NVR mouse is very slow, can hardly move the mouse around.

#### Dear customer,

Configuration General DST Settings More Settings General English Language 🖧 Network VGA Resolution 1024\*768/60HZ 🎄 Alarm Time Zone (GMT+00:00) Dublin, Edinburgh, London Date Format YYYY-MM-DD 🕫 RS-232 System Date 0-00-00 -Live View 00:00:00 6 Mouse Pointer Speed A Exceptions Enable Wizard ~ 🔹 User Enable Password 

Please go to Main menu -Configuration-General-adjust Mouse Pointer speed.

### 21. Q: If the motion detection is in camera or in DVR?

Dear customer, if you are using

- 1) Hikvision camera and DVR:
- a) Analog or HDTVI camera, the motion detection could be configured on DVR.
- b) IP camera, the motion detection could be configured on both DVR and IP camera.
- 2) Third party camera and Hikvision DVR:
- a) Analog or other signal pattern camera, the motion detection should be configured on DVR.
- b) IP camera, you should check if the camera support motion detection.If yes, the motion detection could be configured on both DVR and IP camera.If no, the motion detection could not be configured.

### 22. Q: My NVR/DVR time is incorrect.

Dear customer,

1) On NVR 3.0 page

Please go to device local Menu- Configuration-General to modify the system time.

k		Configuration
General >	General DST Settings	<i>N</i> ore Settings
🖧 Network	Language	English ~
	VGA Resolution	1024*768/60HZ ~
\land Alarm	Time Zone	(GMT+00:00) Dublin, Edinburgh, London ~
a DC 121	Date Format	YYYY-MM-DD ~
9 <b>#</b> NO-232	System Date	0-00-00
<ul> <li>▲ Live View</li> </ul>	System Time	00:00:00
▲ Exceptions	Mouse Pointer Speed	
	Enable Wizard	
👪 User	Enable Password	
▲ Live View		Apply Back

### 2) On NVR 4.0

Please go to Menu- System-General-System Date to modify the system time.

l	NVR 4.0		Ś		[]]		٠	C)	Ć	
٢		Language	English	•		Enable HDI	MI/VGA S	im 🔘		
Ω	Liser	Time Zone	(GMT+00	- (00:		VGA Resolu	ution	1024*	768/60ŀ -	
		Date For	YYYY-MN	1-D[ -		HDMI Reso	lution	1024*	768/60ŀ -	
	Network >	System D	2004-01-0	01 🗎		Mouse Poir	nter Spe	. Slow		Fast
Ē	Event >	System T	00:00:00	۲		Enable DS1	Г			
	Live View >	Device N				DST Mode		Auto	Manual	
(=)	RS-232	Device No.	0			Start Time	Ja 🕤	1s - Si		:00
v	110 202	Auto Log	Never	-		End Time	Ja -	1s - Si	-	: 00
	Holiday	Enable Wizar	d			DST Bias		30 Mir	nutes -	
		Enable Passy	word							

23. Could the admin restrict the operator access time to Hikvision

### device?

Dear customer,

Admin could not set the specific access time of Hikvision device.

Admin could only set the specific permissions of operator level account, such as live view, playback and so on.

# 24. Q: Which DVR can support CVI signal?

# SQ: Which DVR can support HDCVI/hdcvi?

Dear customer,

Please follow the below link: <u>https://www.hikvision.com/en/</u> Go to Products – Turbo HD Products –DVR, and check the device spec. It will be written in the device feature, as picture shown below:



HIKVISION turbo 4.0 DVRs support HDCVI signal.

Please check the following link to find the turbo 4.0 DVRs:

https://www.hikvision.com/en/Products/Digital-Video-Recorder/Turbo-HD-DVR/Turbo-HD-4.0 Thank you.

# 25. Q: Can analog camera connect to Turbo DVR?

SQ: can turbo cameras work on older DVRs

Yes, analog camera is applicable to Turbo DVR, connect the device power and cable to DVR.

Some turbo cameras supports CVBS signal that means the cameras could be connected to conventional DVR.

If you are not sure, please kindly send the device model to regional support team, we could help to check.

### 26. Q: Why the device just shows embedded DVR on display and again

### restarts every few minutes?

The probable solutions listed as follows:

Take out all HDDs from the device, and disconnect all the cameras, user can observe whether it works or not.

1) If it works, User should check the HDDs or cameras. The Dvr is in good condition itself.

2) If it doesn't work, it means user should check the power of DVR or change the monitor with high resolution.

3) If user tries all the above steps and no result, please contact your seller for repair.

### 27. Q: Could Hikvision DVR add third party camera by POC?

Sorry to tell you that Hikvision DVR doesn't support to add third party (other brand)

device by POC.

If you want to add HIKVISION non POC cameras via POC, please power on the camera in advance then add the camera to DVR via POC. Otherwise, the camera would be damaged.

# Alarm

### 28. Q: Why does the device can't pop up Full Screen Monitoring?

### SQ: No pop up

A: Take the motion detection as an example:

Please check the below settings:

1) Go to Menu- Configuration-live view-General-Event output, choose the event output. Please confirm the event output settings menu is the same with the real event output.

		Configuration	
尊 General	General View		
よ Network	Video Output Interface	HDMI ~	
	Live View Mode	1*1 ~	
\land Alarm	Dwell Time	No Switch ~	
	Enable Audio Output		
	Volume		
<ul> <li>Live View</li> </ul>	Event Output	HDMI ~	
▲ Exceptions	Full Screen Monitoring D	1s ~	
👪 User			

2) Go to Menu-Camera-Motion Detection -Enable Motion Detection, draw the detection area and sensitivity. Click Linkage Action to choose Full Screen Monitoring.

		S	ettings		
Trigger Channel	Arming S	Schedule	Linka	ge Action	
Analog	∎A1	∎A2	∎a:	<b>⊠</b> A4	
			L		
			Apply	ок	Cancel

Settings	
Trigger Channel Arming Schedule Linkage Action	
☑ Full Screen Monitoring	
Audible Warning	
Notify Surveillance Center	
Send Email	
Trigger Alarm Output	
*Notice: please confirm the event output in "Live View" settings n same with the real event output.	nenu is the
Арріу ОК	Cancel

If it still no pops, please go to menu- maintenance- log information, to check whether the motion detection on this channel triggered or not.

System Maintenance							
System Info	Log Search						
C Log Information	Start Time	2019-04-25	<b>—</b>	00:00:00	٥		
C Log monnation >	End Time	2019-04-25	-	23:59:59	٩		
≫ Import/Export	Major Type	Alarm					
± Upgrade	Minor Type				<b>^</b>		
	Alarm Input				=		
➡ Default	Alarm Output						
🖧 Net Detect	Motion Detection Started						
	Motion Detection Stoppe	d					
Ø HDD Detect	■Video Tampering Detection	on Started					
	■Video Tampering Detecti	on Stopped					
	Line Crossing Detection	Alarm Started					
	Line Crossing Detection	Alarm Stopped					
	Intrusion Detection Alarm	Started			~		
♠ Live View			Export All	Search	Back		

# **Live View**

### 29. Q: The transmission distance between analog camera and DVR.

# SQ: I want to install analog camera. Which cable I can buy?

Dear customer,

For analog camera, please use coaxial-cable. The transmission distance is different for different types of cable. Transmission distance are as below:

		Turbo 1.0						
	SYV-75-3	SYV-75-3 RG59(75-4)						
720P	300 m	400 m	500 m					
1080P	300 m	400 m	500 m					

	Turbo 3.0&Turbo 4.0					
	SYV-75-3	RG59(75-4)	RG6(75-5)			
720P	900 m	1000 m	1200 m			
1080P	600 m	700 m	800 m			
3MP	600 m	700 m	800 m			

# 30. Q: No picture on TV just saying invalid format.

Dear customer,

Invalid format is an error message prompted by TV.

### Possible reasons are as below:

- 1. NVR/DVR no output or output does not match the TV signal source.
- 2. The output resolution of NVR/NVR is higher than the TV resolution.

### **Troubleshooting steps:**

- 1. Please check the output port, adjust the signal source of TV to match the output of the DVR/NVR
- 2. Please check whether the device power properly and remove all the HDDs, cameras and network

to test.

3. Change device output port and the monitor with high resolution to test.

# 31. Q: unable to view IP camera on CVBS output

Dear customer,

Do you use Turbo DVR? If yes, it is normal, because Turbo DVR does not support show IP camera on CVBS output.

If not, please kindly check if the channels are hidden on live view.

Go to main menu-Configuration-Live-view, then follow below steps:

		Configuration	
General	General View		
ت Network	Video Output Interface	HDMI	~
▲ Alarm	A1 Camera 1	0	
🕫 RS-232	• A2 Camera 2	Double click here would unhide this	
• Live View >	T A4 Camera 4	channel.	
▲ Exceptions		A1	Click this button to hide this channel.
User الاس			
			द्व < → P:1/1



# 32. Q: Why is VGA out normal while no signal for HDMI monitor?

Dear customer, please kindly check below steps:

- 1) Configuration: check if the output mode is VGA/HDMI.
- 2) Issue of HDMI monitor and cable: check the compatibility of monitor.
- 3) Issue of HDMI interface.

# 33. Q: Why does the device shows current date as 1970.01.01?

Dear customer,

It could be caused by the following factors:

- 1) The battery inside is broken;
- 2) The battery inside is not installed properly.



# 34. Q: Can I connect 2 screen via HDMI splitter?

Dear customer,

If you connect DVR/NVR to HDMI screen via HDMI splitter.

How many screens could be connected depends on ports number of HDMI splitter.

# 35. Q: Why does the DVR not save the live view layout after rebooting?

Dear customer, If you choose the live view mode on live view page, it would not take effect after rebooting device.

On NVR 3.0
 Please go to main menu-Configuration-Live View to set Live View Mode.
 Click apply to save.

		Configuration	
General	General View		
a blob out	Video Output Interface	HDMI	
os Network	Live View Mode	1*1	
Alarm	Dwell Time	No Switch	
RS-232	Enable Audio Output		
	Volume		
IVe View	> Event Output	HDMI	
▲ Exceptions	Full Screen Monitoring D	15	
a∔ User			

### 2) On NVR 4.0

Please go to Main menu-System-Live view-General-Live view mode, then click Apply.

<b>NVR</b> 4.0		Ď		[]		e (?)	
<ol> <li>General</li> </ol>							
A User	Video Ou Live View	HDMI 1 * 1		-	Event Ou Full Screen	HDMI 1s	-
Network >	Dwell Time	No Sv	witch	-			
Event >	Enable A						
$\swarrow$ Live View $~~\vee~$	volume	10		- 5			
General							
View	Арр	oly					
Channel-Zero							
🖓 RS-232							
Holiday							

# 36. Q: One of the CCTV camera not working shows message "No Video"

Dear customer,

No video means there is no signal from camera.

Please kindly check the camera power supply and cable (try to use shorter cable).

If back-end is Turbo DVR, front-end is Turbo camera, they are may incompatible.

You can also send the camera model and DVR model to support@hikvision.com, support team can check if they are compatible.

### 37. Q: Why the device pops up language mismatch?

The error could be prompted when the Hikvision TURBO DVR connect HDTVI camera

For example, when the language of DVR is English while HDTVI camera is Chinese, it will fail to connect.

### 38. Q: Why does the installed web plugin not work?

If it is Chrome, make sure the browser version should be lower than 45; If it is Firefox, make sure the browser version should be lower than 52; If it is IE, go to PC control panel to uninstall the web component, then login your device via web and install the plugin again.

File	e Edit View Tools Help	
	Control Panel Home	Uninstall or change a program
	View installed updates	To uninstall a program, select it from the list an
•	Turn Windows features on or off	Organize - Uninstall
	Install a program from the network	Name
		Web Components

### 39. Why is the DVR beeping?

In the DVR/NVR local interface, go to Menu / System configuration / Exception. Go through the list of exception type. Select each exception type and un-check AUDIBLE WARNING if it is checked for that exception. If the unit stops beeping, then the current exception selected is the cause of the beeping.

Common issues for the DVR/NVR beeping are the following:

HDD not formatted or in error state, IP address conflicted, Record/Capture error, Network disconnected ...

### On NVR 3.0

1) In the DVR/NVR local interface, go to Menu- System configuration - Exception;

2) Go through the list of exception type, select each exception type and un-check AUDIBLE WARNING if it is checked for that exception.

			Configuration
\$\$ G	General	Exception	
& N	Network	Enable Event Hint Event Hint Settings	<ul> <li>■</li> <li>■</li> </ul>
🎄 A	larm	Exception Type	HDD Full ~
,4∎ F	RS-232	Audible Warning	
• L	ive View	Notify Surveillance Center Send Email	
ΔE	Exceptions >	Trigger Alarm Output	
ا الله	Jser		

If the unit stops beeping, then the current exception selected is the cause of the beeping.

3) Some events , like Motion, may also cause beep, please go to Menu-Camera Management-Motion Detection- Settings- check linkage action.

	Camera Management							
•	Camera	Motion Detection						
R.	OSD	Settings						
•	Imago							
	inage	Audible Warning						
▫	PTZ	Notify Surveillance Center						
Ŕ	Motion	Send Email						
Ø	Privacy Mask	Trigger Alarm Output						
₩	Video Tamper							
?	Video Loss							
Ę	VCA							
		Apply OK Cancel						

### On NVR 4.0:

Menu-System-Event-Normal Event.

Choose event to Exception to check if the Audible Warning is enabled.

<b>NVR</b> 4.0	
General	Motion Detection Video Tampering Video Loss Alarm Input Alarm Output Exceptic
요 User	Camera [D1] IPCamera 1 -
Network	Enable
🗒 Event 🗸	
Normal Event	Normal Li Trigger Alarm Trigger C
Smart Event	Full Screen D1 Audible W
📿 Live View >	Notify Sur
💮 RS-232	Send Email D3
Holiday	D4

# 40. Q: How to deal with black screen

- SQ1: One of our DVR is not rebooting, its stuck on logo.
- SQ2: There is no display to my monitor
- SQ3: Local live view black screen

Trouble-shooting procedure:



**Total Black screen (No output):** please check if the device power properly and remove all the hdds and cameras. If it is still unavailable, please return device to seller for maintenance.

### Several channels show black screen:

1) Check if there is any error hint. Please move to step 2 if no error hint. If the error hint is 'No link', it indicates the problem is caused by IPC off line, please refer to IPC troubleshot. If the error hint is 'No resource', we can lower main/sub stream resolution to solve it.

2) If there is not any error hint, we could upgrade IPC firmware version and test again.

3) Besides, for GUI 3.0 please go to Configuration / Live view / View to check if the channel is banned ('X' means banned).

For GUI 4.0, please go to System Management/ Live view/ View to check if the channel is banned ('X' means banned).

4) If the problem remains after step 1 and step 2, please contact with technical support engineer for further support.





### 41. Sub stream of third party camera is not working

# SQ: Why the sub stream of third party camera does not show while main stream shows on Hikvision NVR.

Dear customer,

Sorry for inconvenience to you. Please kindly check below steps:

- 1) Check sub stream configuration of camera: Resolution should be lower than 720 P, bitrate should be lower than 2Mbps.
- 2) You can also download ODM tool (*ONVIF* Device Manager) from Google to check if sub stream could view on this tool.

If the issue remains, please kindly send detailed NVR model and current firmware version, and the test result to support@hikvision.com

# Network

### 42. Q: I want to know what type of Ethernet cables do NVR systems

### use?

Dear customer,

Please use Cat5 or above standard Ethernet cables.

### 43. Q: When I login through a browser and double click onto one of

the cameras I see an error message that says: invalid encryption

### key.

### SQ: invalid encryption key

Please kindly check and get the verification code as the following picture.

	VISION®	Live	e View	Playba	ack Pictu	ure	Config	uration	
Ţ	Local	SI	NMP FTP	Email	Platform Access	HTTPS	QoS	802.1x	Integration Protocol
	System		Platform Access	Mode	Hik-Connect		~		
Ð	Network		Enable						
	Basic Settings		Server IP		litedev.hik-connec	ct.com		Custom	
	Advanced Settings		Register Status		Offline		$\sim$		
<u>Q.</u>	Video/Audio	>[	Verification Cod	le	1qaz2wsx		0		
1	Image				6 to 12 characters a upper-case and low	illowed, inclu er-case lette	uding ers,		
圁	Event				and digits. To ensure a combination with a	re device se at least 8	curity,		
₿	Storage				cnaracters of all the mentioned types is recommended.Note	The 6-cha	e racter		

### 44. Q: How many connections are available for Hikvision device?

Please kindly visit official website: https://www.hikvision.com/en/Products to search Product model type to check the specification.

<b>HIKVISION</b> °		Headquarters	🚱 Region / Lang	uage 🛔 Logi	in	Search Q	
HOME PRODUCTS&TECHNOLOGIES	SOLUTIONS	EZVIZ ROBO	DTICS VMS	PRESS SI	JPPORT F	PARTNERS	CORPORATE
Home > Products					Y		O Search Product
Select Category Select Series	~	Select Series	~	Enter Keyword	S	Search	Close ×
							HIK
Network							
Remote connection:	128						

If the remote connection number of the device is 128, and you get live view of 32 channels in one place, it would account for 32 connections. Meanwhile, you also got 32 channels of playback of the same device, it would account for 64 connections.

### 45. Q: Does DVR support 3g dongle?

I am afraid the 3g dongle is not supported by the HIKVISION baseline DVR. If you haven't proposed any custom requirement before purchasing, there wouldn't be 3g

dongle option on the DVR. Upgrading firmware will make no difference. Sorry for the inconvenience to you.

### 46. What should we do if connection failed in iVMS-4200?

Error messages like 'import failed', 'connection failed' and 'connection time out', the possible reasons are listed as follows:

1) Bad network condition. We can test the network by 'Ping' command.

2) Check whether the management port/server port has been opened if you want to add the device via WAN IP.

3) Incorrect user name or password.

4) IP address or Mac address is locked. We need to confirm with administrator.

### **PTZ Control**

### 47. Q: How to troubleshoot PTZ controls when analog dome camera is

### connected to DVR?

Please check the following steps:

Check if the dome camera's power-on self-test is normal;

Check the parameters displayed by the self-test of the dome camera and the RS-485 para meters of the corresponding channel on the recorder. (It is necessary to check the baud rate, PTZ protocol, address is consistent with the PTZ parameters of the corresponding channel in the recorder);

Check whether the positive pole and negative pole of 485 cables are reversed;

Check whether the RS-485 voltage output is normal (normally 1-5V). You should test the RS-485 interface on the back of the dome camera and the DVR.

### 48. Q: What is the Protocol Error Code No.100 on the screen of dome

### camera?

Please check the following steps:

Dome camera does not support the protocol selected by the host devices (DVR or CCTV tester). Currently HIKVISION's dome camera can adapt itself to protocols including PELCO\_P, PELCO\_D and HIKVISON;

The positive pole and negative pole of 485 cables are reversed.

Check the wiring area and distinguish the two poles and reconnect them; Check if RS-485 cables are poor contact and reconnect them.

# **Web Access**

### 49. Q: unable to access DVR on computer

Please kindly check the IP address and port on DVR local GUI as the following picture.

	Configuration								
蓉 General	General	PPPOE	DDNS	NTP	Email	SNMP	NAT	More Settings	
A Network	Working	Working Mode				Multi-address			
	Select N	Select NIC				LAN1			
🌲 Alarm 🔨 🔹	NIC Type				10M/100M/1000M Self-adaptive				
🕫 RS-232	Enable DHCP								
	IPv4 Add	IPv4 Address				IPv6 Address 1			
<ul> <li>▲ Live View</li> </ul>	IPv4 Sul	onet 2	55 . 255 . 2	55.0			IPve	6 Address 2	
▲ Exceptions	IPv4 Def	fault G					IPve	6 Default G	
	MAC Ad	dress			8c:e7:48:5c:f0:fd				
👪 User	MTU(By	tes)			1500				
📇 Hot Spare	Preferred DNS Server			1	8.8.8.8				
	Alternate	e DNS Sen	ver						
	Default I	Route		I	LAN2				

Then login to web page by inputting IP address: port.

C → X C Hitkonson Single Sign Clin () New Tab	n x œ
http://192.168.31.236:80	
and the second se	
in the second	
Discover other sites you might like	Show sites
Reopen closed tabs * Reopen last session InPrivate Browsing	
Disease input the ID-UTTD Part	of Hilwinian device inte
Please input the IP:HTP Port	UT HIKVISION device into
the browser to visit the we	b page of the device.

# Storage

### 50. Q: Storage mode.

There are two storage modes available in NVR/DVR: Quota and Group

Group: Multiple HDDs can be managed in groups. Video from specified channels can be recorded onto a particular HDD group through HDD settings.

Quota: Each camera can be configured with an allocated quota for storing recorded files or captured pictures. When the quota capacity is set to 0, all cameras will use the total capacity of HDD for record and picture capture.

### 51. Q: HDD property cannot be edited in current storage mode.

Dear customer,

Kindly noted that to edit HDD property, you need to set the storage mode of the HDD to Group. Steps:

1. Check the storage mode of the HDD.

For GUI3.0, go to Menu>HDD>Advanced to check the storage mode of the HDD.

Storage Mode Disk Clone	
Mode	Group ~
Record on HDD Group	Quota
	Group
✓ IP Camera	I MUZ MUJ MUH MUJ MUU MUI MUU

Go to HDD> Storage Mode to check the storage mode of the HDD.

Mode		Que	ota	<ul> <li>Gr</li> </ul>	oup				
Record on HDD Gr	oup	2							
□ IP Camera	<b>∠</b> D1	D2	<b>∠</b> D3	<b>✓</b> D4	<b>✓</b> D5	<b>✓</b> D6	<b>✓</b> D7	<b>∠</b> D8	
	D9	D10	✓D11	✓D12	D13	D14	D15	D16	
	D17	D18	D19	D20	D21	D22	D23	D24	
	D25	D26	D27	D28	D29	D30	D31	D32	

2. Enter HDD setting interface.

For GUI 3.0, go to Menu> HDD.

For GUI 4.0, go to Storage > Storage Device.

3. For GUI 3.0, click 🗾 to edit the HDD you want to protect.

Local HDD Settings											
HDD No.	5										
HDD Property											
● R/W											
Read-only											
Redundancy											
Group	$\begin{array}{cccccccccccccccccccccccccccccccccccc$										
HDD Capacity	931.51GB										
	Apply OK Cancel										

For GUI 4.0, select a HDD from the list and Click to enter the Local HDD Settings interface.

Local HDD Settir	gs			
HDD No.	5			
HDD Property		Read-only	Redundan	
Group	○1 ●2 ○3	○4 ○5 ○6	07 08	
	○9 ○10 ○11	○12 ○13 ○14	○15 ○16	
HDD Capacity	931.52GB			
			OK Can	cel

Note:

You cannot save any files in a Read-only HDD. If you want to save files in the HDD, change the property to R/W.

If you set the HDD Property to Redundancy, There should be at least another HDD which is in Read/Write status.

### 52. Q: How to solve cloud storage offline issue.

Dear customer,

Sorry to tell you that currently Google Drive is unsupported, please use Dropbox or One Drive For Dropbox offline issue, please make sure:

- 1. Device is connected to the Internet.
- 2. The Authorization code is correct.

3. Only personal cloud storage account is supported, enterprise account is unsupported.

### 53. Q: Why our DVR/NVR cannot find the HDDs?

Dear customer,

1) Please install the HDD properly, no gap with the interface.

2) Please install recommended HDD, eg. Seagate, WD, TOSHIBA, SANSUNG, HITACHI (generally capacity: 1T, 2T, 4T,6T).

Note: Please click the link to find the detail of HDD compatible list: https://www.hikvision.com/en/support/notice/

### 54. Q: Can Hikvision NVR/DVR devices stream to third cloud storage?

Dear customer,

Some HIKVISION DVR support stream to the third cloud storage, but NVR can't support this function.

You can input agent in this conversation box, then send the device model and current firmware version to us, we can help to check.

### 55. Q: Can I install USB type in SATA cable of DVR?

Sorry to tell you that SATA interface does not support to install USB type, if you want to insert USB disk, please kindly check whether your device has USB interface.

### 56. Q: When arm device in DVR, there's error information 'No enough

### device resource'

Dear customer,

The limit of DVR arming is 10 devices, when it up to 10, there will be an error information 'No enough device resource'.

### Record

### 57. Q: No record file while playing video

Dear customer,

Please check the below configurations:

1) Check the HDD /SD card status, the HDD /SD card should be in normal status.

2) Check the recording schedule, if you want to record 7/24, please kindly enable continuous recording schedule.





### 58. Q: Could DVR or NVR be capable of continuous recording and

### motion detection both at the same time?

Dear customer,

Motion and continuous could record simultaneously

Please kindly set the continuous recording firstly as the following picture.

HII	VISION	Live View		Playba	ack		Picture		Applic	ation	Co	nfigura	tion					🛓 admin
Q	Local	Record Sc Camera	hedule	Capt	ure	'Cam	era 02		~									
Ø	Network	⊋ Er	able															
% 1	Video/Audio Image	Cont	inuous	~	× Delet	•	Delet	te All	12	14	16	10	20	Adv	ranced		Continuous	
	Event Storage	Mon Tue Wed	0	2	4	6	8	10	12	14	16	18	20	22	24		Motion Alarm	
	Schedule Settings Storage Management		0	2	4.	6	8	10	12	14	16	18	20	22	24		Motion   Alarm Motion & Alarm	
	External Storage Manage Backup Settings	Thu	o .	÷.,	÷.,	Ģ	8	10	12	14	16	18	20	22	24		Event POS	
	Advanced Settings	Fri	0	2	4 .	6	0	10	12	14	16	18	20	22	24			
60 160	Vehicle Detection	Sat	0	2	4 .	6	8	10	12	14	16	18	20	22	24			
34 11	Human Body Capture IoT Channel Settings	Sun				T												

Then go to basic event --motion to set motion schedule.

HI	VISION	Live View	v	Playbac	k	Picture	4	Application	Configuration			
Ţ	Local	Motion										
	System	Came	ra		[D1] IPCa	mera 02		×				
Ð	Network	Enable Motion Detection										
₽;	Video/Audio	Are	a Settings	> Arming	Schedule	Linkage Met	hod					
1	Image	>	Delete	📋 Del	ete All							
	Event		0	2	4 6	8 1	0	12 14	16 18 20	22 24		
	Basic Event	Mo	n									
	Smart Event	т		2	4 6		0	12 14	16 18 20	22 24		
	Storage		0	2	4 6	8 1	0	12 14	16 18 20	22 24		
R	Vehicle Detection	Wed	Wed	0	2	4 6			12 14	16 18 20	22 24	
ß	VCA					i , i						
34	Human Body Capture		0	2	4 6	8 1	0	12 14	16 18 20	22 24		
111	IoT Channel Settings		0	2	4 6	. 0 . 1	0 :	12 14	16 18 20	22 24		
		Sa										
		Su	n i	2	4 6	8 1	0	12 14	16 18 20	22 24		

If you want to check the motion detection video, you could search the smart recording as the following video.

# 59. Q: How to do when it prompts "Playback failed/No Record file

# found" while playing back?

Please check the following reasons:

- 1) Check whether the record configurations are normal;
- 2) Select a channel to playback in the Playback interface or enter the Export interface and search

the existence of the video in this channel. (this method refers to the local playback)

- 3) Confirm whether the user account has permission of playback.
- 4) It's suggested that customers check the hard drive to make sure if there are bad sectors.
- 5) Check whether there is exception information for this time period on the log.

### 60. Q: How do i playback if the date is 1970.01.01?

Dear customer,

Sorry to tell you that there is no option to pick date before 2004. We highly recommend you playback through web browser.

Login device on web browser, then search and playback video through web Browser;



### 61. Q: What is the copy speed of DVR?

When user copying the video via local GUI, The following data just for reference: USB2.0 interface: about 450k/s USB3.0 interface: about 2M/s

# Playback

# 62. Q: Can we play back from a redundancy disk using the NVR?

# SQ: Can we play back from a clone disk using the NVR?

Dear customer,

NVR/DVR plays back the video in the R/W drivers by default.

If you want to play back from redundancy disk or clone disk, please power off the device, remove the R/W drivers, then power on to play back.