Hik-Connect

Installation

1. Q: Do you have any Android apps on Android TV?

HIKVISION has developed apps for Android mobile phone, but we don't have app for Android TV. You can try to install the app if your TV supports Android mobile phone applications, but we can't guarantee the performance. Thank you for your understanding.

2. Q：Does the Mobile Client Hik-Connect support running on tablet?

Dear customer,
Yes, it does. The Mobile Client supports running on tablet.
Android: go to Google Play, search 'Hik-Connect' and download.
IPhone/IPad: go to App Store, search 'Hik-Connect' and download.

3. Q: Insufficient memory on iPad/iPhone

Dear customer，
Sorry for the inconvenience.
Please go to Hik-Connect app- More-Settings to disable the Hard-Decoding Preferred, and try again.
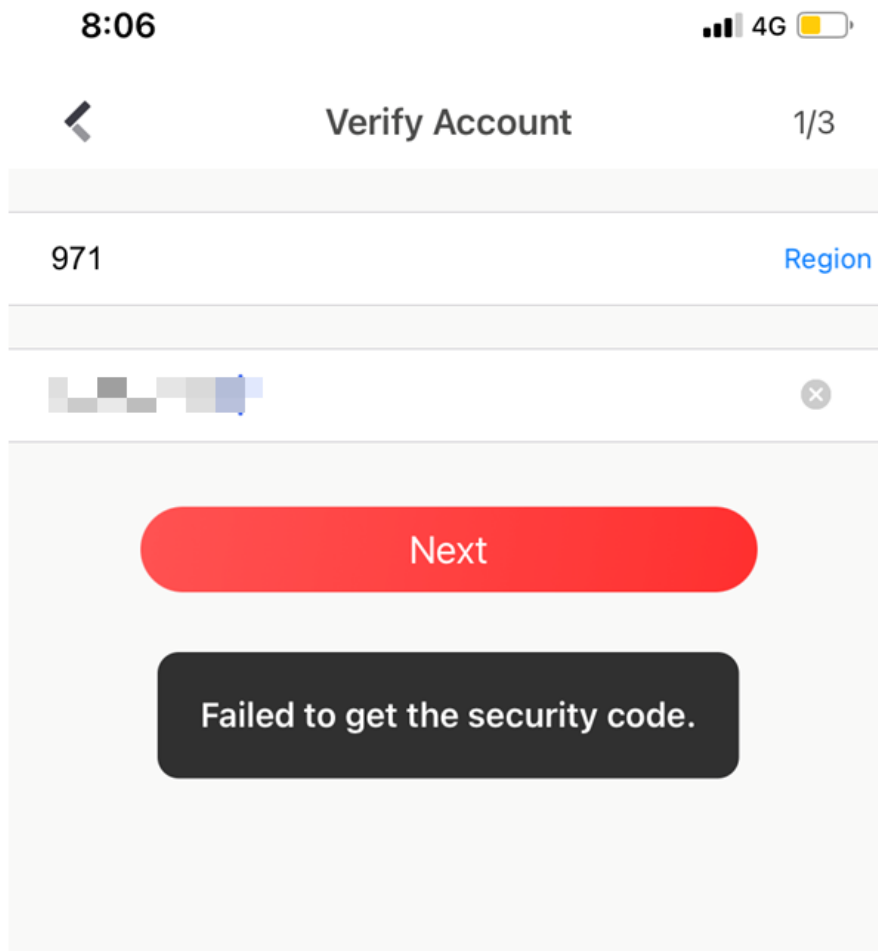Thanks for your cooperation.

Configuration

4. Q: Failed to get the security code

Please do not click many times to get security code.
If you could still not receive the code, please kindly send your account and receiving code time to support@hikvision.com.

5. Q: Does Hik-Connect software provide free cloud video recording or is there a monthly fee?

Dear customer,

Hik-Connect does not support cloud video recording, the video only save in SD card or HDD.

If you want to save video in cloud please contact your regional support team for details, Hik-ProConnect support this service.

For registering Hik-ProConnect account please provide the following information. Then send the email to local team.

1.   Which region you are from?
2.   Are you an installer / service provider of Hikvision?
3.   What's your company name?
4.   Which distributor did you buy the product from Hikvision

6. Q: Why can't I find hik-connect function in my device?

Please check whether the device supports Hik-Connect or not.

For some old device, it's called could p2p function. in this case, please upgrade your device with the latest firmware.

Note: one mobile number/ email could only be registered once.

If you are not entirely sure, please input transfer to agent for help.

7. Q: Do channels of NVR/DVR support two-way audio on the Hik-Connect?

Dear customer,

Sorry to tell you that channels of NVR/DVR do not support two-way audio on the Mobile Client. Only the firmware version above 4.21.000 of the NVR support the function of 2 way audio between Hik-Connect and IP channel.

And please noted that you can only start two way audio function on one phone at the same time.

8. Q: Can't open two-way audio on Hik-Connect

Dear customer,

If you login Hik-Connect account on IVMS-4500 app, the two-way audio function is unavailable.

Please download Hik-Connect app to open two-way audio.

Android: Follow link to download: https://www.appstore.hikvision.com.

iPhone / iPad: Go to App Store, search 'Hik-Connect' and download.

Kindly noted that channels of NVR/DVR do not support two-way audio on the app. Only the firmware version above 4.21.000 of the NVR support the function of 2 way audio between Hik-Connect and IP channel.

And please noted that you can only start two way audio function on one phone at the same time.

9. Q: What are Hik-connect port numbers?

Dear customer,

Please make sure there is no restriction of network, if there is, open the ports that Hik-Connect server needs.

Ports	Module
6002(UDP/TCP)	STUN
6600	VTDU
6800(UDP/TCP)	DAS
6900(SSL)	DAS
7100	VTDT
7200	Alarm
7300	Playback
7400	Alarm

7900	Playback
8089	Stream
8555	LBS
8666	LBS2.0
9554	Playback
9664	TTS
32723	Stream
12001:14000	VTDU/Playback/TTS

10. Q: Why is the device status online in www.hik-connect.com, but after clicking the URL I failed to reach my device?

Dear customer,

The status is only to show your device is online in hik-connect platform; if you want to reach your device via DDNS, you need to configure ports forwarding in advance.

If you have configured ports forwarding correctly but still failed to reach your device via DDNS, please kindly click Edit in Device Management and change the UPnP Mapping Mode from Auto to Manual and fill in the server port as well as http port correctly.

11. Q: Device disappears in device list

Dear customer,

After adding device successfully into account for a while, then the device disappears in device list. When try to add the same device into account, the hint "the device has been added". This problem may due to the old firmware version of device, please upgrade the device with latest firmware.

Login

12. Q: When I login Hik-Connect, I'm getting network exception error.

Dear customer,

If you use HIK-Connect service on iVMS-4500 and pop up the network exception error, please kindly search and download Hik-Connect from APP store or google store.

Then login on Hik-connect APP with the Hik-Connect account and password to solve this issue.

13. Q: How to check the time and date of a particular device (NVR) was last online on Hik-Connect?

Sorry to tell you it doesn't support this function.

Account

14. Q: Account does not exist

Dear customer,

If you login Hik-Connect account with registered phone number, please input the whole phone number (adding region code before the phone number).

If does not solve the problem, please specify the issue and let us know the following information:

1. What device are you using? Device model, serial number.
2. What APP/Software are you using? APP/Software name and version.
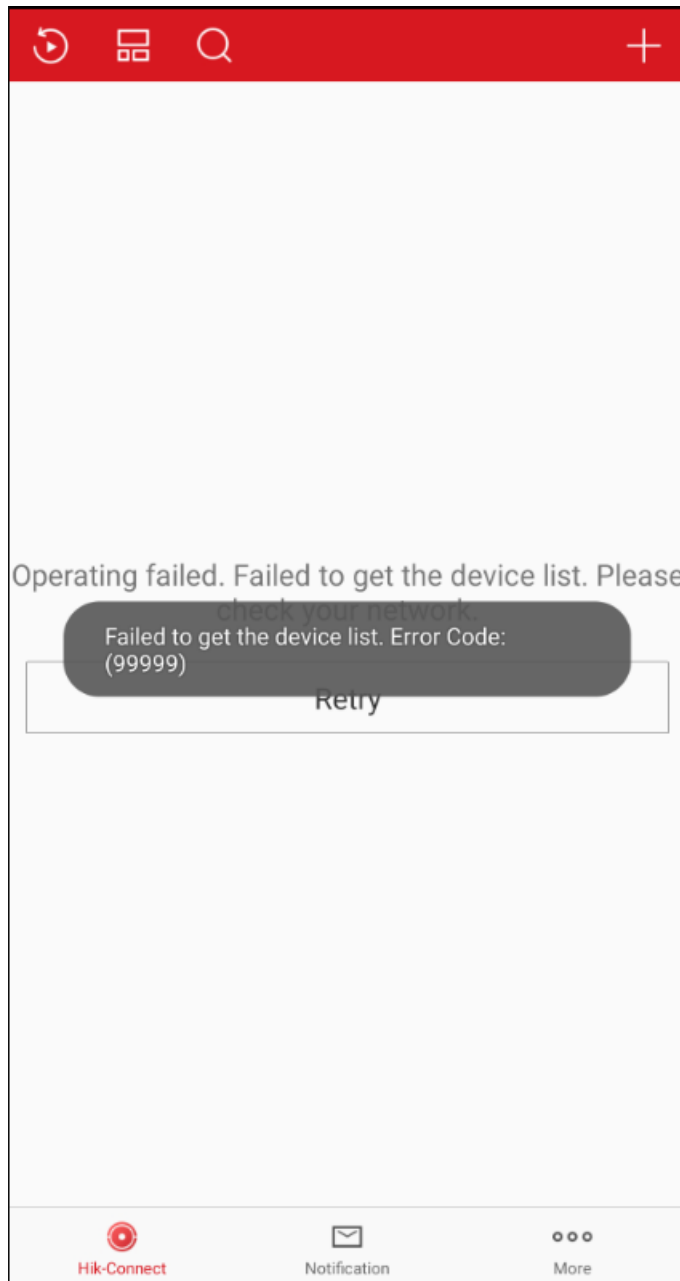3. Your region.

Send all above to customer support email address.

15. Q: Failed to get device list, Error code 99999

Dear customer,

Error code 99999 means the network condition is poor,

Please try to switch the network of your phone.

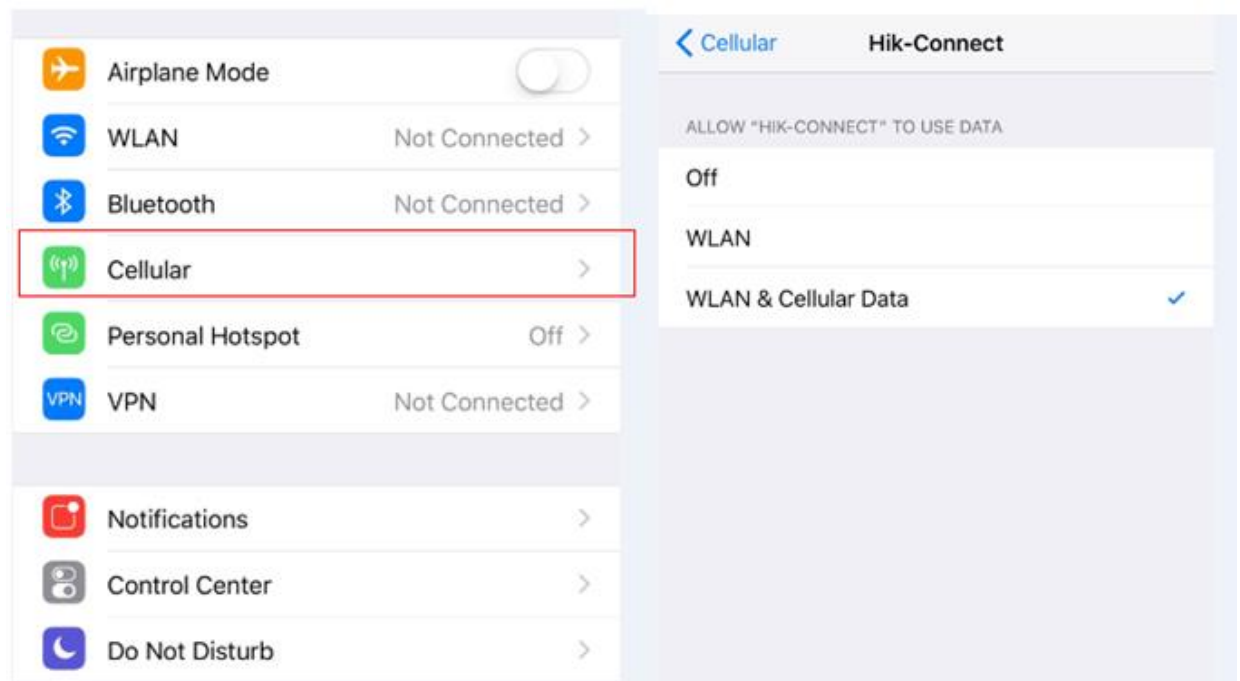## 16. Q: Why is there no verification code sent to my phone/ email?

Dear customer,

If you register by an email, make sure you checked both regular inbox and spam inbox.

17. Q: When registering Hik-Connect account by mobile, it would pop

up message 'Registering Failed (101001)

Dear customer,

Please go to settings of the phone to allow Hik-Connect to use date as the following picture.

Thank you for your support to Hikvision.

18. Q: When I log into my Hik-Connect account it does not list the device I have assigned to my login.

Dear customer,

Did you use 4500 App or Hik-Connect App?

If you use hik-connect service on 4500, the shared device would not list.

It is highly recommended to use Hik-Connect app to receive shared device.

19. Q: Hik-Connect account exception

Dear customer,

Please try to use the registered mail address and phone number to login again.

If it does not work, please click on forget password to reset password to have a try.

Sorry for the inconvenience

20. Q: How I can connect 1 DVR on 2 accounts?

Dear customer,

Sorry to tell you that the device can only be added to a Hik-Connect account. You can share device to other accounts.

21. Q: when I try to unbind the NVR remotely over 4G I am getting a Network exception. Can I unbind over 4G remotely?

Unbinding device from Hik-Connect account on phone could be done only locally through local WiFi.

22. Q: The Hik-Connect account is expired. Login again on ivms-4200

Dear customer:

Please kindly update your ivms-4200 to latest version. It would solve this problem, please do not logout your account.

Adding

23. Q: what is admin password i try to fix unbind but its asking Admin password

Dear customer,

This admin password means the password when you activate the device

It's the password of the device.

24. Q: Why does hik-connect App pop up 'No Device Found'?

First of all, please kindly provide us your device type and firmware version so that we can check whether it supports hik-connect or not.

1) Make sure you input the correct nine-digit serial number and Hik-connect function has been enabled;

2) Make sure your device is accessible in LAN;

3) Make sure your LAN is connected to public network;

4) Make sure you fill in the default gateway and DNS server correctly.

You can also try to switch your DNS server from 8.8.8.8 to the local one. You can find it in your router configuration interface.

25. Q: How many devices can be added to a Hik-Connect account?

Dear customer,
The maximum device number can be added is 1024.

26. Q: The device model is not supported when add device to Hik-Connect account

Dear customer, please check whether your device model and current firmware version support Hik-Connect. If you don't know whether it is supported, you can send us device model, current firmware version and serial number so that we can help you troubleshoot.

27. Q: Why does it pop up 'The device cannot be added to cross regional platform' via Hik-Connect?

Dear customer,
Because the device version was old and the device has been registered to another server, or you selected the wrong region while registering the account.

28. Q: Why is there a message says: Adding failed, after put the verification code when adding device to Hik-Connect account?

Dear customer,
 For security reasons, please change the default verification code on device itself, then add the device into Hik-Connect account with the new verification code.
How to change verification code:
1) Log in to the Web Client of the device.
2) Go to Configuration-Network-Advanced Settings-Platform Access.
3) Click eye icon to view the device verification code.

Verification Code

6 to 12 letters (a to z, A to Z) or numbers (0 to 9), case sensitive. You are recommended to use a combination of no less than 8 letters or numbers.

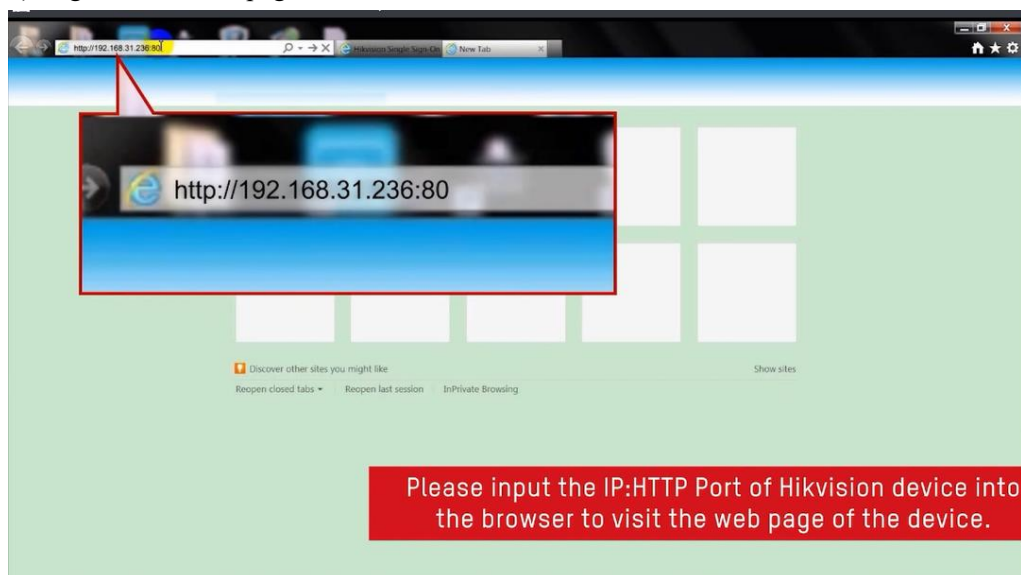## 29. Q: The device cannot be added to cross regional platform

Dear customer,

If the hint 'The device cannot be added to cross-regional platform' pops up while adding the device, that may because the device version is old and the device register to another server or user select the wrong region while registering the account.

30. Q: Why there is a message says: Adding failed, after put the verification code when adding device to Hik-Connect account?
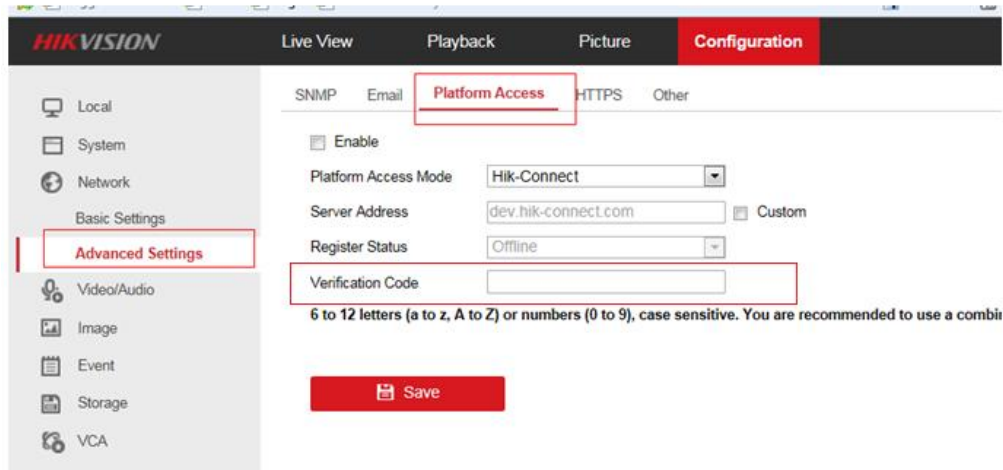
For security reasons, please change the default verification code of device, then add the device into Hik-Connect account with the new verification code.
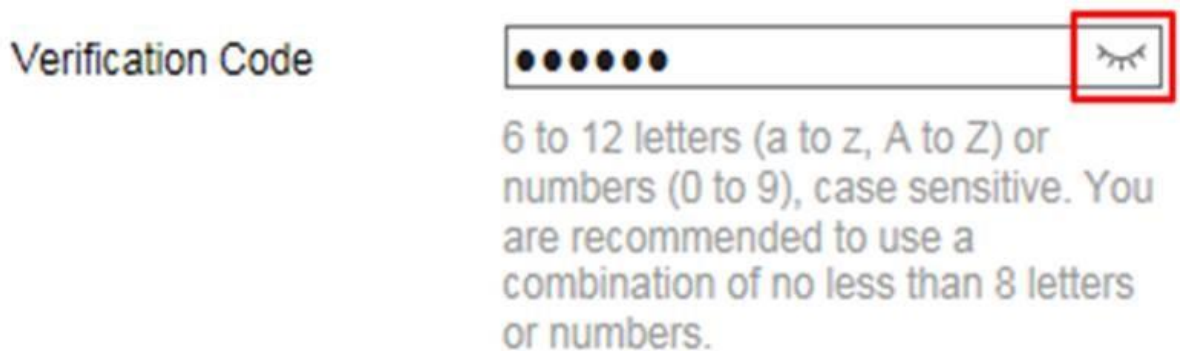
How to change verification code:

1) Log in to the Web page of the device.

http://192.168.31.236:80

Please input the IP:HTTP Port of Hikvision device into the browser to visit the web page of the device.

2) Go to Configuration-Network-Advanced Settings-Platform Access.

3) Click eye icon to view the device verification code.

31. Q: The device model is not supported when add device to Hik-Connect account

Dear customer, please check whether your device model and current firmware version support Hik-Connect. And you can send us your device model, current firmware version and serial number so that we can help you troubleshoot.
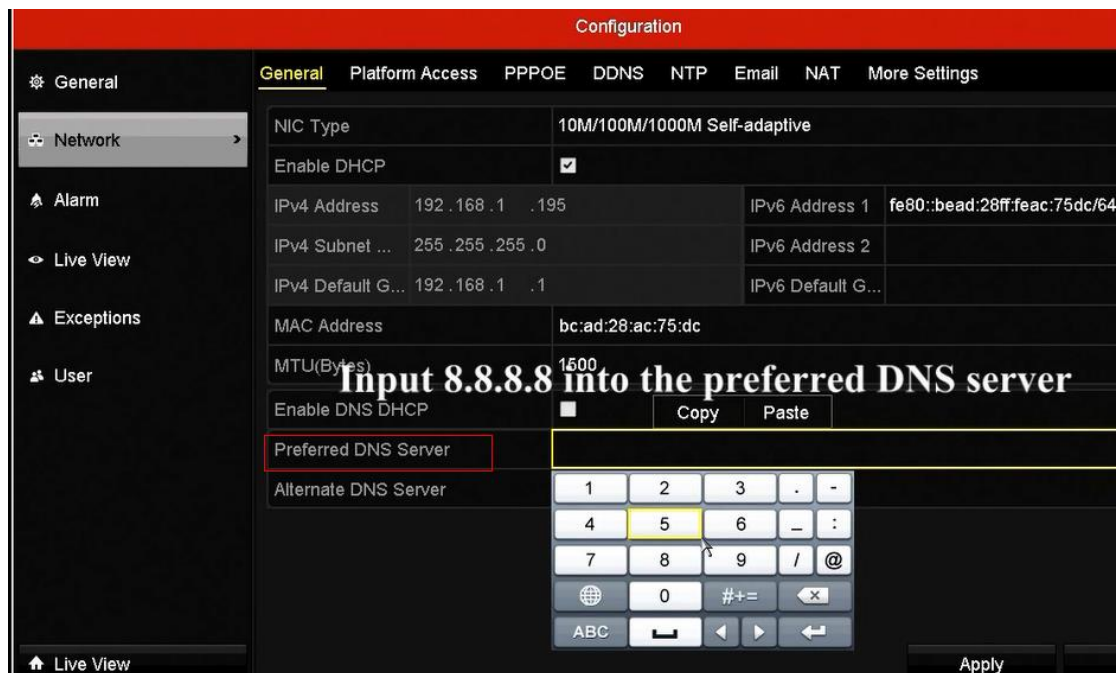
32. Q: Is there any way to connect hikvision camera to android mobile with USB cable?

Sorry to tell you that it can't connect camera to mobile phone with USB cable. Most of Hikvision camera support Hik-Connect service. You kindly find the attached file for reference.

33. Q: Hik-Connect error code 0x1007

  Please kindly change the preferred DNS server to 8.8.8.8.
Or please check the preferred DNS server on router then input it into the preferred DNS server.

Alarm

34. Q: Why the device has triggered several alarms but I have only received one alarm notification?

Dear customer,
To avoid the send alarm notification over-frequently, only one alarm notification of the same type of alarm will be pushed to your phone in one minute.

35. Q: Does Hik-connect App support to arm and disarm DS-KH8301-WT remotely?

  Dear customer,

Sorry to tell you that Hik-connect App does not support arm and disarm DS-KH8301-WT remotely.

Share

36. Q: Why does it pop up 'network busy' while sharing a device to an email address?

Share function only works when the two accounts are registered in same server. If the account you are going to share was registered via old version 4500, there won't be any region or region information stored.

However, you still can login the same account via Hik-Connect APP, and it will ask you to select a region. After that, this account will be available to be shared.

37. Q: Hik- Connect won't send video on WhatsApp

Dear customer,

Sorry for inconvenience to you, please kindly follow below steps to solve issue.

1) Update the Hik-Connect app to latest one.

2) Login to web page of your device and check the encoding type.

If you choose H.265 encoding type, WhatsApp does not support it, change the encoding type to H.264.

3) If the issue still exist, please kindly send device model, current firmware version and issue description to support@hikvision.com.

38. Q: What would be the maximum accounts of one channel allowed to be shared?

Dear customer,
One channel could be shared up to 64 Hik-Connect accounts.

39. Q: What permissions can be configured for the shared device?

Dear customer,
You can configure permissions for playback, alarm notification, two-way audio and PTZ control when sharing a device if the configuration is supported by the device.
If you select Live View, Remote Playback, and PTZ, the recipient will have the permissions to view live video and the recorded video files of the device, as well as perform PTZ control to the device.

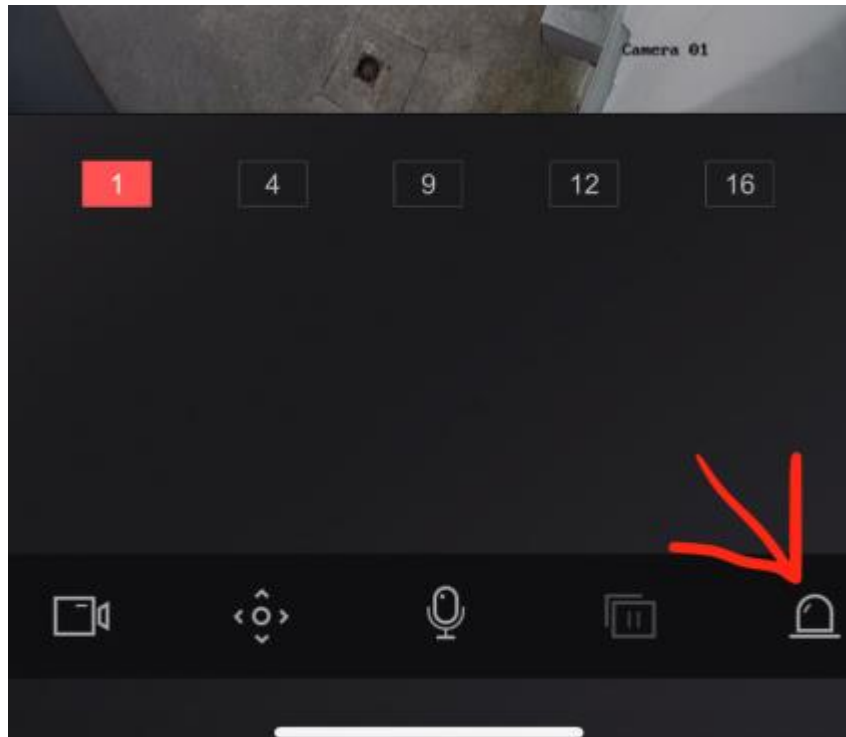## 40. Q: Can I share the device shared by others to others?

Dear customer,
Sorry to tell you that device shared by others cannot be shared again.

41. Q: What's the difference between alarm output and alarm permission?

Dear customer,
 The shared permission of alarm is alarm notification; it is different from the icon which marks as alarm out. The alarm output could not be shared.

42. Q: How to deal with no share function issue?

Dear customer,
If you registered the Hik-Connect via iVMS-4200 or iVMS-4500 without selecting the region, it would affect the share function.
Please search and download Hik-Connect from Apple Store or Google Store. Then login on with your Hik-connect account, it would pop up the hint to select region.
Thank you for your support to Hikvision.

43. Q: I tried to connect with hik connection but not allowing to share to another region.

 Sorry to tell you that device could not be shared to cross regional region.

44. Q: What would be the maximum number of one Hik-Connect account allowed to be shared?

SQ1: How many shares accounts of Hik-connect i can share?
SQ2: With how many people (accounts) can I share my device in Hik-connect?

One Hik-Connect account could be shared up to 100 Hik-Connect accounts.

45. Q: What is the Maximum Numbers of users can one channel be shared?

One channel could be shared up to 64 Hik-Connect accounts.

Live View

46. Q: Camera not show like camera 1 2 3 4 order, its shows only 1 10 11 12-19 2 20..

Dear customer,

If you login Hik-Connect account on I IVMS-4500, the camera order would list as 1 10 11 12-19 2 20..

It is suggested to download Hik-Connect app on your mobile to view cameras.

47. Q: How to deal with Network unstable error on Hik-Connect app?

This error is caused by the network on your device site. The upload bandwidth of network is not enough to upload the device stream.
Please use 1- window mode and select image quality to basic for live view to test.

48. Q: Can the video stream get through firewall?

We suggest you disable the firewall in order to get a better experience.

49. Q: What can I do if there's no sound during live view?

Usually it is caused by the disconnection of the pickup.
Perform the following task to check if the pickup is connected to the device.

Steps:

1) Set the video quality to HD during live view on the Mobile Client.

2) Log in to the Web Client of the device.

3) Go to Configuration->Video/Audio->Video.

4) Select Video&Audio as the video type.

5) Make sure that the pickup is connected to the device, and that there are sounds during live view on the Web Client.

50. Q: I cannot use zoom function on iVMS-4500 app.

Dear customer,

Sorry for the inconvenience.

If you added the speed dome to Hik-Connect account，and you log into the Hik-Connect account on 4500 App, currently the zoom function is disabled.

It is highly recommended to install Hik-connect app to use the zoom function.

51. Q: Why there's no image on the thumbnail?

The thumbnail only displays image after you starts live view. You should start live view first.

52. Q: Why does live view freeze in hik-connect?

The precondition is the bandwidth for output should be high enough for device sending stream.

1) For DVR, check if the output bandwidth limit is too small to allow multi channels live view. Local path is Configuration->Network->More Settings->Output Bandwidth Limit.

Notes: the Output Bandwidth Limit only takes effect on analog camera channels.

2) Check in which network condition the speed is slow, like it's in 4G or WiFi. Also pay attention if it occurred in some particular situation like cross ISP network.

3) Check the single screen live view speed, if it is still slow:

   a) It's suggested to use hik-connect domain function(device needs ports forwarding);

   b) Change the sub stream resolution to CIF, meanwhile decrease frame rate and bitrate.

4) Update the device to the latest firmware version.

If the issue remains after these operations, please collect the information including device model, firmware version, network situation, device SN and region, then send information to support@hikvision.com

53. Q: Why the device's displayed camera number is different with its

actual camera number?

Dear customer,

1) Some of the linked cameras of the device is hidden.

2) If the device is shared by other user, the number of displayed cameras is determined by the number of the shared cameras.

Steps:

1) Enter the Hik-Connect page, and then enter the Settings page in one of following ways.

If you are in the list mode, slide the device's name to the left and tap .

If you are in the thumbnail mode, tap the device's name and tap .

2) On the settings page, tap Linked Camera to enter the Linked camera page.Tap to hide the camera.

Result:

The icon turns to , and the camera will be hidden on the Hik-Connect page.

3) If the device is shared by other user, the number of displayed cameras is determined by the number of the shared cameras.

54. Q: How can I change the aspect mode (PTZ) view of the fish-eye camera on Hik-Connect app?

Dear customer, Sorry to tell you it does not support fish eye expansion on Hik-Connect app.

55. Q: Do channels of NVR/DVR support two-way audio on the Hik-Connect?

SQ: I cannot get two way audio when using Hik-Connect App for android.

Dear customer,

Please be noted that you can only start two way audio function on one phone at the same time.

That means, if you want to get two way audio on android, you should end two-way audio on IPhone or other phones in advance.

Your device firmware version should above 4.21.000, it will support the function of 2 way audio between Hik-Connect and IP channel. Other NVR/DVR do not support two-way audio on the Mobile Client.

56. Q: Why does it fail to play the video in Hik-Connect?

Dear customer,

Make sure there are cameras connected successfully;

Make sure the live view in web browser or local monitor works fine.

1) Check whether sub stream is connected successfully. For Hik-Connect APP, it will get sub stream as default.

2) Change live view mode from Basic (sub stream) to HD (main stream) and change back.

3) Check the encoding mode and I frame interval, try to change the sub stream encoding mode to H.264 and decrease I frame interval to 25

4) For Netra NVR like with firmware 3.4.4, it will load live view to around 80% and failed, It's because this version only support Hik-Connect domain service.

5) Collect device models, firmware version and error code if there is, then send these information to support@hikvision.com.

57. Q: Can I view 64 Channels on Hikvision app?

Dear customer,

Sorry to tell you that for iVMS-4500 app or Hik-Connect app, it's up to support 16 cameras view simultaneously.

If you want to view more cameras, please slide to the next screen to continue preview.

Thank you.

58. What is Maximum Number of camera can be viewed in Hik-Connect?

Dear customer,

The maximum live view channel of Hik-Connect App is 256 channels.

59. Q: How to deal with error code 380253 on Hik-Connect app?

SQ: Video playback failed. Error Code.(380253)

Dear customer,

Sorry for inconvenience to you.

Please kindly close the app, then login account again to solve this problem.

60. Q: How to deal with error code 240037?

Dear customer,

240037 means time out when getting stream.

You can try the following to solve the problem:

1. Change network to test whether it is caused by poor network status, if not work please turn to next step.
2. Update Hik-Connect app, you can download the newest version in Apple Store or Google Play. If not work please turn to next step.
3. Upgrade the firmware of your device.

We are sorry that you've experienced the issue using our product.

If you have done above, but it is still unsolved, please kindly tell us your Hik-Connect version, device firmware version, your username and password for troubleshooting.
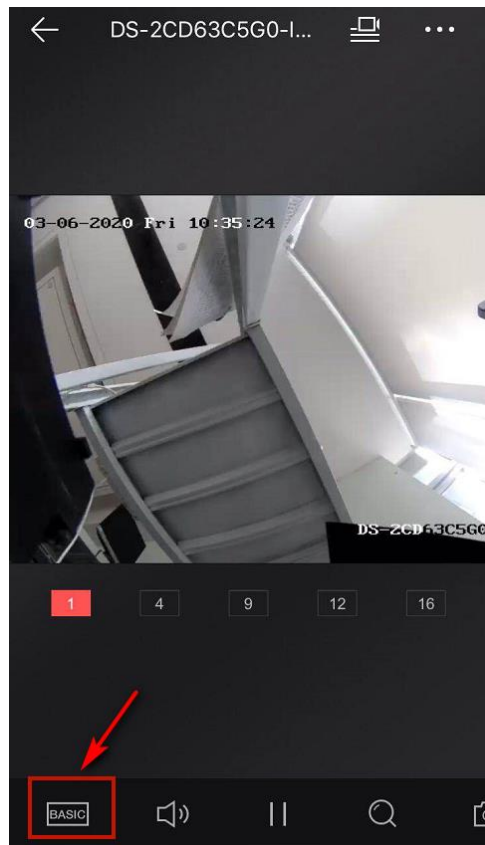
Send the email to Support@hikvision.com , we would help to check.

61. Q: Hik-Connect App keeps going into basic instead of HD.

Dear customer,

Please kindly update Hik-Connect app to the latest one which supports to stay in HD when you select 1 vision and 4 visions.

If you select more than 4 visions, it will go back to basic. When you switch from 9 or 16 visions to 1 or 4 visions and you want to get live view in HD, you need to tap HD mode manually to view.

62. Q: Error code 245416 in Hik-Connect

This error code means that the number of device connections reaches a maximum, probably because the device channel is actually occupied, more likely because the channel has been occupied by the former live view or playback and has not been released.
You can try the following to solve it:
1. Upgrade the device firmware to the latest version.
2. Reboot the device to release the channel.
3. If the problem remains unresolved, it needs to be investigated from the equipment side.

63. Q: How to view 32 cameras simultaneously through Hik-Connect?

 Dear customer,
On Hik-Connect app, it only support view 16 cameras simultaneously. You can login Hik-Connect account on IVMS-4200 software to view 32 cameras on same screen.

64. Q: How can I change the aspect mode(PTZ) view of the fish-eye

cam on Hik-Connect app?

Dear customer:

Sorry to tell you it does not support fisheye expansion on HIK-Connect app,

65. Q: How can I view more than 32 channels on Hik-Connect App?

Dear customer,
You can slip to left on the screen to view more. One page could show 16 channels at most.
The maximum live view channel of Hik-Connect App is 256 channels.

66. Q: How to deal with error code 260015?

Dear customer,
Error code 260015 means failed to receive stream during live view or playback.
You can try following steps:
1. Try to change live view mode from Basic (sub stream) to HD (main stream) mode.
2. Check the encoding mode, change it to H264 or H265 and set I frame interval to be 50 or 25.
3. Check live view in single window mode works or not and check the network of device and mobile phone.

67. Q: Error code 245544 in Hik-Connect

Dear customer, please try to log out then login to solve this problem. If not work, go to Live view page, switch the stream to HD.
After these steps, if it still not work, please send email to support@hikvision.com attaching your configuration screenshot, error code or error information screenshot and tell us your region and region.

68. Q: Error code is 245410

Dear customer,
The error is may be caused by the maximum connections to the device or the channel has been occupied by the former live view or playback and has not been released.
Please follow below steps to solve issue.
1.   Upgrade the device firmware to the latest version.
2.   Reboot the device to release the channel.
If the problem remains unresolved, it needs to be investigated from the equipment side. Please kindly send your device model, current firmware version to support@hikvision.com.

69. Q:Error code 241008

It's a stream error. Please try to delete device and restart your device and app then add again to solve this problem.

70. Q: Why could Hik-Connect not speak to camera?

Dear customer,

Sorry to tell you that Hik-Connect doesn't support speak to specific channel if you added DVR or NVR to Hik-Connect account.

If you want to use two-way audio function between Hik-Connect app and camera, please kindly add the camera to Hik-Connect account directly.

Playback

71. Q: What should I do if the system prompts "maximum channels reached" during playback?

Dear customer,

Sorry to tell you that only one channel can be play back at the same time on Hik-Connect app.

72. Q: Why does it fail to playback via Hik-Connect?

Dear customer,

1) Make sure the storage status is normal and the playback works fine in local GUI or web browser;

2) Update the device firmware version to the latest;

3) Check the recording parameters.

If the encoding code is H.265 or H.265+, please try to change it to H.264.

4) Check the calendar used in phone is Gregorian calendar or others.

Sometime if the phone sends date in other calendar to device, the device may fail to get the corresponding video and return failure.
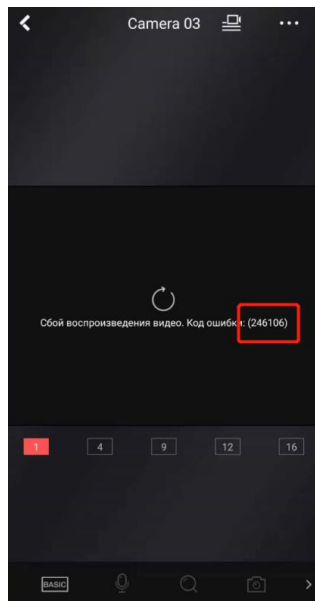
73. Q: Hikvision device cannot forward or backward in iVMS-4500?

If you use Hik-Connect service on iVMS-4500, sorry to tell you that it does not support fast forward or backward play function. And Hik-Connect App supports fast forward and backward play function. Please search and download Hik-Connect from APP store or google store.

Error code

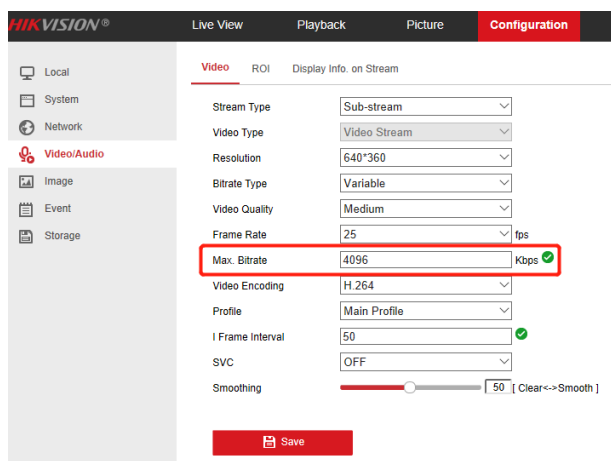## 74. Q: How to deal with error 246106?

Dear customer,

Please switch live view to HD mode to check if you can get live view.
If yes, it suggests there is some error in sub stream
Please login IP camera on web browser and check the Max. Bitrate of sub stream
Sub stream could not above 2048 kbps.

If you use third party camera, please kindly check if the camera support sub stream.
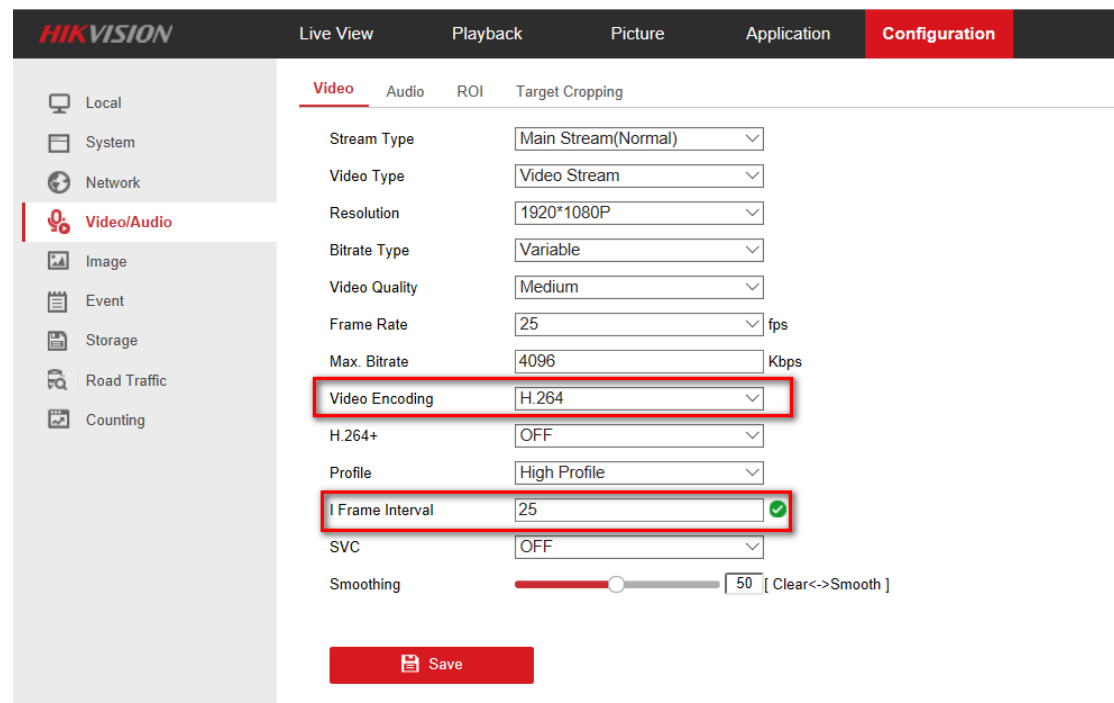
75. Q: How to deal with error code 260025?

Dear customer,

The error code means the decoding timeout

It may be caused by the network packet loss or the I frame is too big.

Please try to go to Configuration-Video/Audio-Video Encoding set as H.264

I Frame Interval set as 25.

76. Q: What is error code 31 in Hik-Connect App?

SQ: Two-way audio is occupied in Hik-Connect

Dear customer,

Error code 31 means the two-way audio is occupied

Please kindly stop two-way audio on other mobile phone which login your Hik-Connect account or restart device to solve the problem.

77. Q: How do I deal with error code 246520?

SQ: i get the following error code 246520 when i try to see the camera on my mobile app

SQ: mobile surveillance issue code error is 246520

SQ: Error code 246520 in Hik-Connect

SQ: Video playing error 246520

Dear customer,
This error code may be caused by the network problem
We recommend you configure Hik-Connect domain name to get remote live view

78. Q: Error code -12

Dear customer,
Please login out then login in again to solve the issue.

79. Q: How to deal with 330047 error code?

Dear customer,
Sorry for inconvenience to you,
Please try to update app version by scanning the below QR code;

Then login Hik-Connect app and flash device list to get live view again.

80. Q: How to deal with error code 240410 via Hik-Connect?

Dear customer, it means the maximum device connecting number is exceeded. Please check whether you connect too much device and restart the device and APP to solve this problem.

81. Q: How to deal with error code 240402 via Hik-Connect?

Dear customer,
 The code means video file does not exist.
1) Confirm whether the time requested by client-side is correct or not (the time requested in URL is correct or not);
2) Confirm whether the device recorded video or not during this time period

82. Q: How to deal with error code 240403 via Hik-Connect?

Dear customer,
The code means operating code or signaling key is incorrect. This issue may cause by the inconformity between client-side and background information, or between device and background information.
1) Restart the device, to make device re-register to the platform;
2) Refresh client-side information.

83. Q: How to deal with error code 240405 via Hik-Connect?

Dear customer
1) Check the device network condition (better operate comparison testing);
2) Try to solve it by restarting the device.

84. Q: How to deal with error code 245452 via Hik-Connect?

Dear customer,
The code means device is failed to connect to stream media server, which is always due to network problem.
Solutions:
1) Check device network condition (better to operate comparison testing);
2) Check the intercommunity between device and platform (whether exists cross ISP condition).

85. Q:The error code is 102032

Dear customer,
Please change the default verification code ABCDEF to another letters or alphanumeric code
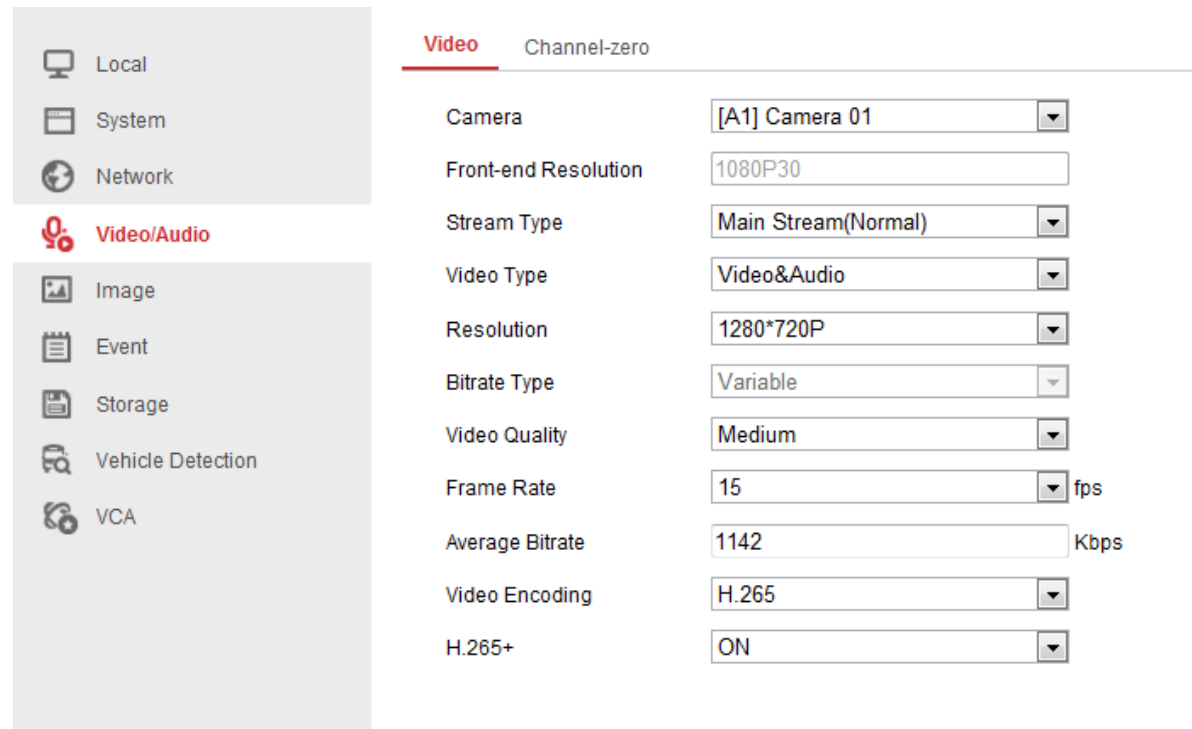

86. Q: Error code 245451

Dear customer,

Please change to use HD on Hik-Connect App to get the live view.

If it still does not work, could you please send the device type and firmware for us to check, included NVR and camera?

And we also need the screenshot of the NVR recording steam type as the following picture for us to check.

87. Q: How to deal with error code 361003/362003 on Hik-Connect?

Dear customer,

It is usually happens when two-way audio is enabled. It means Hik-Connect cannot receive stream successfully.

 Causes of the issue:
 Channel number transmission error of two-way audio
 Audio frame is too large to be supported by audio server
 Related to device firmware version

Troubleshooting steps:

If Hik-Connect enabled two-way audio with IP channel of NVR/DVR

    a)   Upgrade the device firmware version to the latest one   b) Check audio encoding format and change it to g722.1

If Hik-Connect enabled two-way audio with intercom or access control device

    b)   Upgrade the device firmware version to the latest one   b) Needs to collect logs through serial or SSH

88. Q: Error code 240410 in Hik-Connect

Dear customer, it means the maximum device connecting number is exceeded. Please check whether you connect too much device and restart the device and APP to solve this problem.
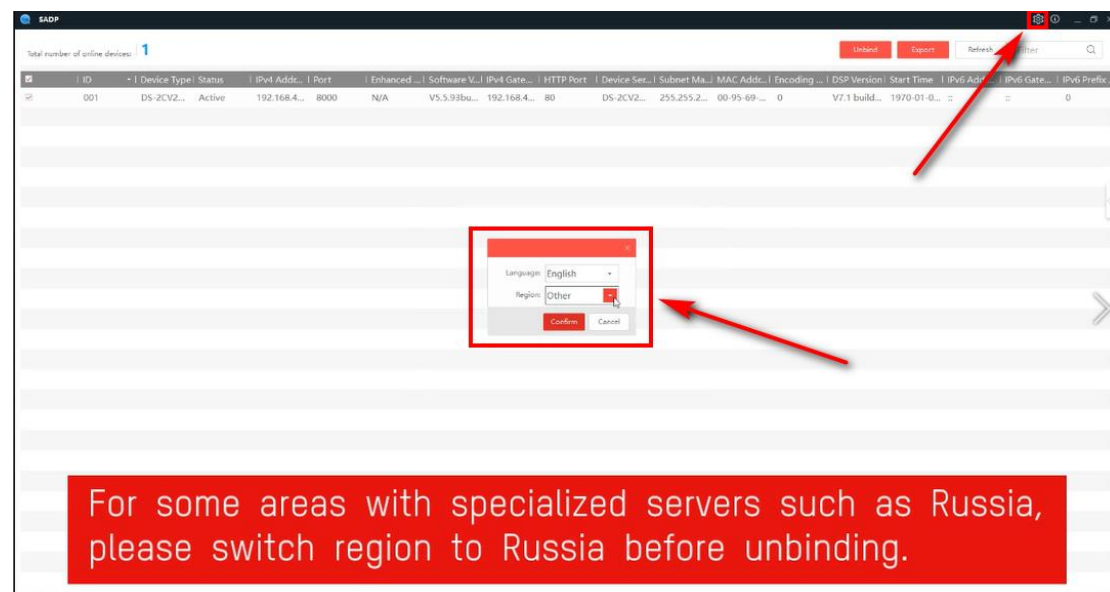
Unbind

89. Q: How to deal with error "Only the device in the same region with the software can be unbound from its account"
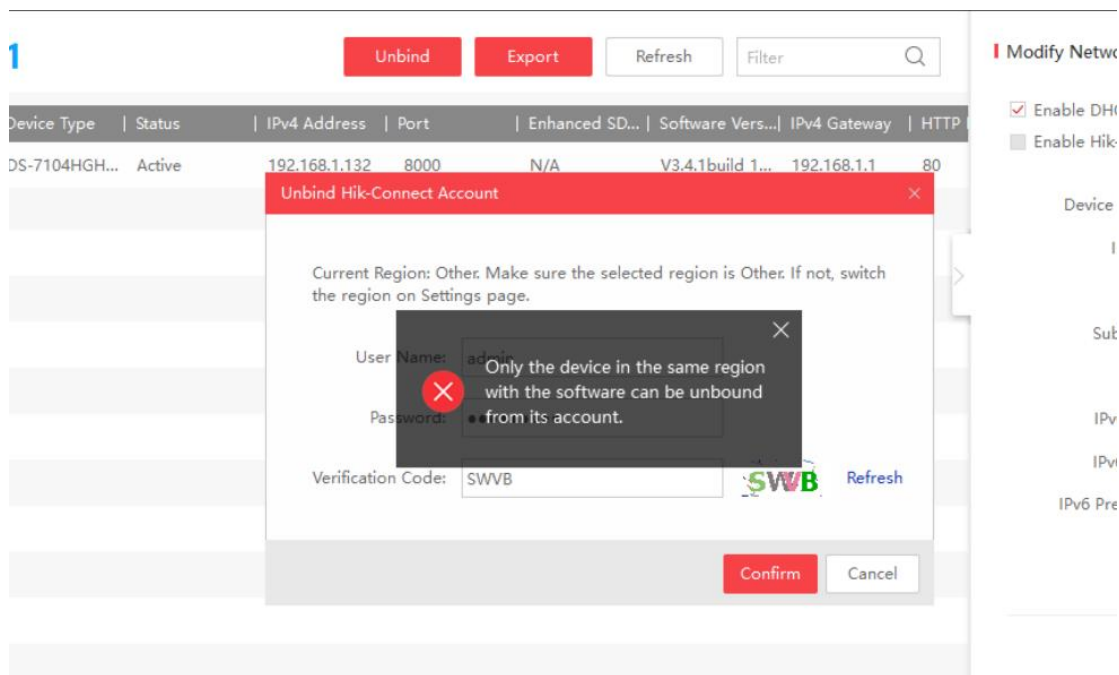
Dear customer,

This error mean the region the device bound is different from with device location.

Please make sure that your device were connect with same region or you can click Setting icon to set region.

If you don't know the device bound to which server, please kindly send your device number to local technical team for help.

90. Q: Error information in Hik-Connect: Incorrect device IP address when unbind device.

Dear customer, it may be caused by device that upload incorrect IP address to platform.

Please kindly restart device and operate again.

If the issue is still unsolved, please kindly tell us your region and region and send the device label picture to support@hikvision.com

User Name: admin

The password here refers to the administrator password you created when you activate the device, rather than the device verification code.

ERDS   ERDS   ↻

Incorrect device IP address.

Finish