



Installation

1. Q: Could we install iVMS-4500 or Hik-Connect App on smart TV?

Dear customer,

Sorry to tell you that currently we have not tested the Hikvision app on smart TV.

Thank you for your support to Hikvision.

2. Q: Can i get Android app for IVMS-4200?

Dear customer,

Sorry to tell you that iVMS-4200 software is only available on computer.

on mobile phone ,you can download iVMS-4500 app.

Configuration

3. Q: If I change the password to my cameras, on my app will the devices be logged out?

A: If you add device via IP/Domain mode, when device password be changed, and device reboot, on app the device will be logged out.

4. Q: Alarm notification cannot be turned on

Dear customer,

When you cannot turn on alarm notification button, there will be some error information.

Possible Reason:

- 1) Connection Error: The device is offline or the network condition is poor or HTTP port is not configured correctly or not active.
- 2) Failed to get push token: The app push is not allowed in the phone's notification center
- 3) Not supported by device: HTTP port is not configured correctly

The alarm push depends on the HTTP port. There might be multiple devices in the LAN and you might connect to other device that does not support alarm push function because of incorrect port

forwarding.

Solution:

- 1) Allow the app to push messages in phone's notification center.
- 2) Try changing the HTTP port of the device and do the port forwarding again.
- 3) Make sure internal HTTP port of the device is the same with the external HTTP port

Alarm

5. Q: No alarm notification in ivms-4500

Dear customer,

If you cannot receive alarm notification although can receive from local Monitor.

[Possible Reason]:

Device configuration

Notify Surveillance Center not enabled

HTTP port is not active

Phone Configuration

Notification Center not turned on

Alarm push notification not turned on

Server problem

Network problem

[Solution]:

Check the device configuration: enable the detection and check the linkage actions and check whether the HTTP port is active

Check that in the Phone's notification center, the ivms-4500 notification is turned on

Check that alarm push notification is turned on in ivms-4500

6. Q: Failed to get the push token in IVMS-4500

Dear customer,

If the app push is not allowed in the phone's notification center, when you click notification button it will pop up 'Failed to get the push token'. Please allow the app to push message in phone's notification center.

Live View

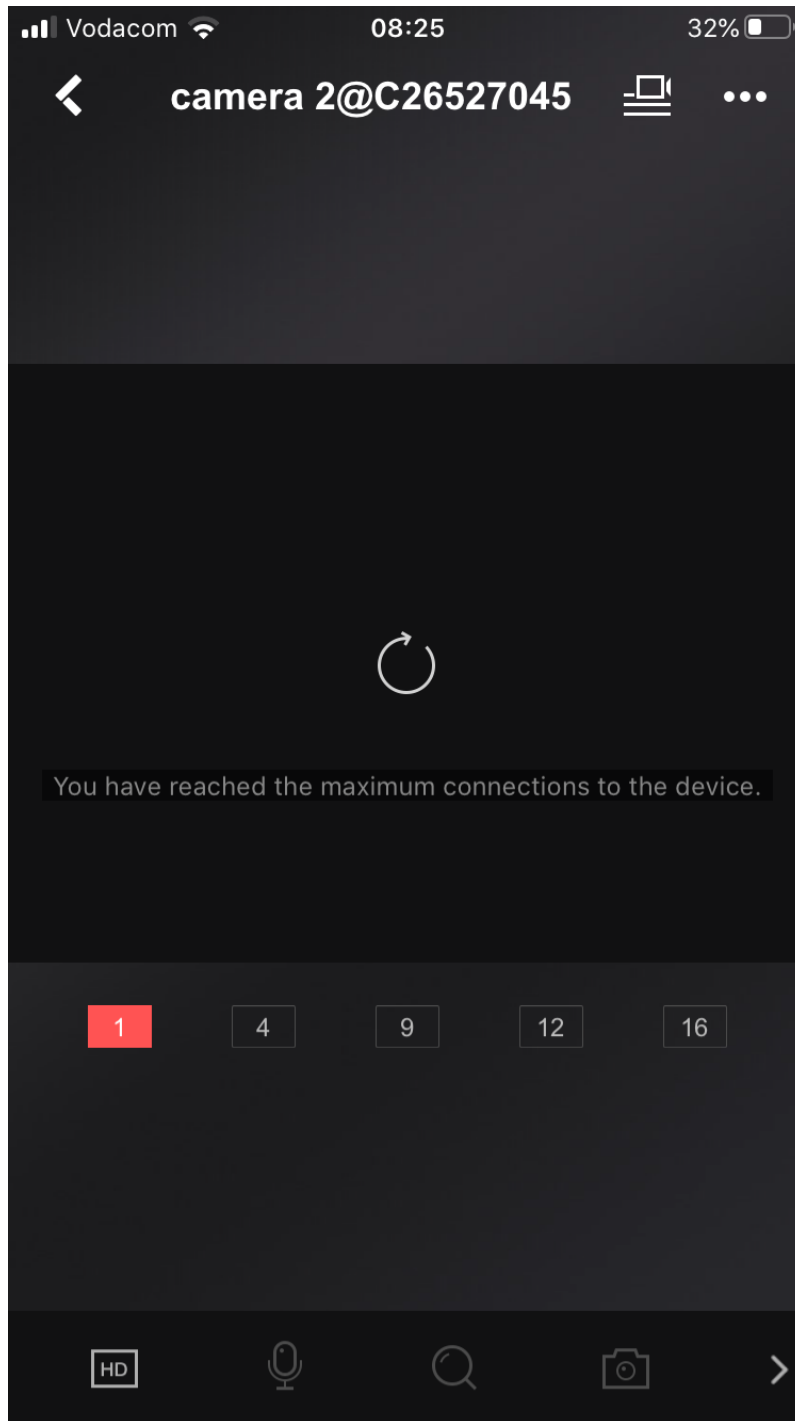
7. Q: How to deal with "You have reached the maximum connections"

to the device”

Dear customer,

Please kindly reboot device to release connections

If the issue is not solved, please change device password and reconnect device to release connections.



8. Q: Cannot view videos via iVMS-4500

Dear customer,

How did you add your device to ivms-4500 ? By IP address or by Hik-Connect account or else?

If you added by Hik-Connect we highly recommend you to use Hik-Connect app directly, it is easy to use.

If you added by other ways, please kindly check whether you can view them by entering device IP address in the browser.

If even cannot view in browser or local GUI please kindly check your network status, if live view is normal and you can view them with wifi, please open port for router.

If live view is normal but you cannot view even with wifi, please change your network setting in ivms-4500 for your device, such as IP address(this mainly occur after power off or router had been closed).

9. Q: Cannot view live view and playback via mobile data in iVMS-4500

Dear customer,

There are mainly three reasons:

- 1) The network speed of the mobile data is too slow. Please choose lower resolution and bitrate.
- 2) Change SIM card with one of another mobile network operators.
- 3) Incorrect port mapping (you can access via intranet under Wi-Fi connection). Set the network and port mapping correctly.

10. Q: Cannot view live view and playback via Wi-Fi in iVMS-4500

Dear customer,

If the device and the mobile phone are in the same Wi-Fi network, the port mapping is correct and you add the device with WAN IP address, the possible reason is that the router doesn't support network loopback function.

You can try the following to solve the problem:

- 1) Connect your phone to Wi-Fi, then add your device by device IP address. You can keep two ways, one for remote view, the other for home view.
- 2.) Change a router which support loopback function.

11. Q: iVMS-4500 display black screen

Dear customer,

Possible Reason:

- 1) Poor network condition cause serious package loss
- 2) The NVR connects with the third-party IPC
- 3) Devices that support Hik-Connect has enabled the stream encryption

4) The CPU capability of phone is not enough which may lead to decoding failure

Solution:

- 1) Try lowering resolution, bitrate, or changing to fluent mode (sub stream)
- 2) Sometimes the third-party IPC might not support fluent mode. In this case, change to clear mode (main stream)
- 3) Disable the stream encryption of the device
- 4) Change phone or upgrade app

12. Q: Error: Receiving data from device timed out in ivms-4500

Dear customer,

[Possible Reason]:

1. Firewall blockage
2. Incorrect port forwarding
3. Poor network condition

[Solution]:

1. Turning off the firewall of the router.
2. Make sure the port forwarding is correctly configured and the server port is active. Sometimes the port might be blocked or occupied.
3. Try changing to Wi-Fi or other mobile telecom operator.

13. Q: Device always changes to only 1 camera on iVMS-4500

Dear customer,

There is a test point (Hang Zhou, China) in device list on ivms-4500 by default. Please do not click this one or edit. Otherwise it may cause this issue.

Step:

Go to device list ,click + at the top right corner, then input IP address or IP domain name ,server port , username and password to finish adding device.

14. Q: Error information in iVMS-4500: The user account is frozen

Dear customer,

The error means you attempt to login device with wrong password 5 times. The user is locked. Please restart device or change device IP address, then use correct password and device information to add device.

15. Q: How to deal with “no more users allowed” error on iVMS-4200.

Dear customer,

This error message would only pop up when the number of connections to the device exceeds the device maximum connection.

Please release the connection by removing the device from a client on another computer and close unnecessary browser links.

If the problem remains, please modify the IPC's password, reboot IPC, then re-add it to iVMS-4200 software for live view.

16. Q: Why there is no shared devices in Hik-Connect account?

Dear customer,

Please kindly check you which app to login Hik-Connect account,

iVMS-4500 doesn't support show shared device list, please kindly download Hik-Connect app to login this account.

Connection

17. Q: Error: Connection Failed on IVMS-4500

[Possible Reasons]

- 1) Incorrect network configuration of the device
- 2) Incorrect port forwarding
- 3) Poor network condition

[Solutions]

1) Make sure that network information such as the default gateway is correct and that you can access your device via web browser on your PC in LAN.

2) Make sure that the port forwarding is correctly set so that you can access your device in WAN, both from web browser and iVMS-4200. A most possible reason is that the server port is not active. Sometimes the network ports might be blocked or occupied. Users can try changing to other ports, for example, HTTP port changing to 81, server port changing to 8001, RTSP port changing to 1554, etc. See the detailed instructions - How to View Remotely Online.pdf.

3) Try changing the network connection. For example, change from wifi to 3G/4G or otherwise. Or change to another phone.

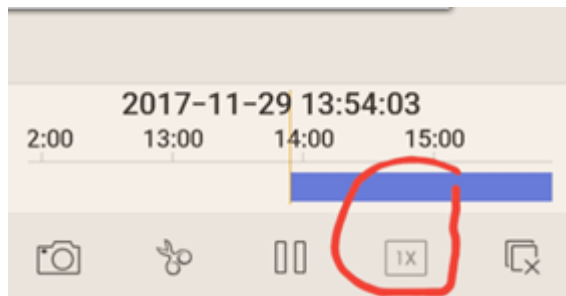
Playback

18. Q: Cannot fast forward playback via iVMS-4500

Dear customer,

Please kindly confirm how you add your device to ivms-4500. If you add device by logging Hik-Connect account, it does not support fast forward.

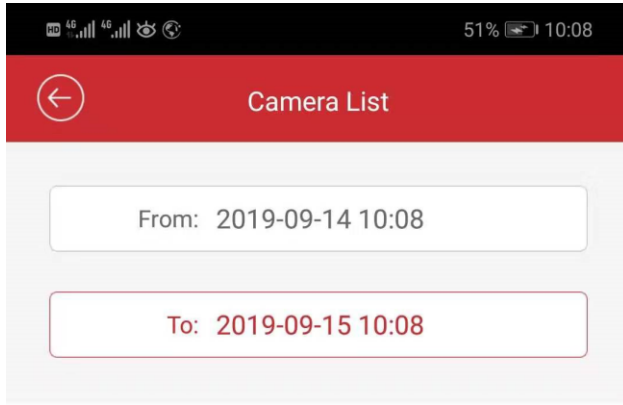
If you want to fast forward playback, please open port for your router, then add device by IP/Domain way.



19. Q: The playback duration of Hik-Connect service on ivms-4500

APP

It can only display up to 24 hours continuous recording, but you can select start time and end time such from 2019-9-15 23:00 to 2019-9-16 20:00, or from 2019-9-12 11:00 to 2019-9-13 11:00, ect..



2017	07	13	08	06
2018	08	14	09	07
2019	09	15	10	08
2020	10	16	11	09
2021	11	17	12	10



20. Q: Does 4500 support playback the storage server video?

Dear customer,
Sorry to tell you that ivms-4500 could not show the storage server video of ivms-4200.
4500 app can only show the video which was stored on device itself.