



Basic Features

1. Q: What is the function of NVR/DVR light indicator?

A: The common indicator lights and meanings of the NVR/DVR are shown below:

No.	Icon	Description
1		Turns red when DVR is powered up.
2		Turns red when data is being read from or written to HDD.
3		Flickers blue when network connection is functioning properly.

No.	Icon	Description
1		Turns white when DVR is powered up.
2		Turns red when data is being read from or written to HDD.
3		Flashes white when the network is well-connected.

Name	Function Description
POWER	Turns green when DVR is powered up.
READY	Turns green, indicating that the DVR is functioning properly.
STATUS	Turns green when device is controlled by an IR remote.
	Turns red when controlled by a keyboard and purple when IR remote and keyboard is used at the same time.
ALARM	Turns red when a sensor alarm is detected.
HDD	Flickers in red when data is being read from or written to HDD.
Tx/Rx	Flickers in green when network connection is functioning properly.

2. Q: Which NVR support thermal camera?

Dear customer,

We suggest you use I series NVR which could show Temperature measurement information.

3. Q: Could I remove the cooling fan?

Dear customer,

We recommend you keep the fan in the device.

If you remove the cooling fan, the device may occur problem due to the heat during device is running.

IPC Access

4. Q: Why I cannot delete the Empty IP camera on NVR

Dear customer,

The Poe channels could not be deleted

But you can modify the channels information.

There are two way to add camera into POE channels

Plug-and play or manual adding.

Live View Playback Picture **Configuration**

IP Camera

Add Modify **Delete** Quick Add Custom Pr... Activation

<input type="checkbox"/>	Channel No.	IP Address	Channel No.	Management Port	Security	Status	Protocol	Connect
<input checked="" type="checkbox"/>	D01	192.168.254.2	1	8000	Weak	Offline(Network A...	HIKVISION	
<input type="checkbox"/>	D02	192.168.254.3	1	8000	Weak	Offline(Network A...	HIKVISION	
<input type="checkbox"/>	D03	192.168.254.4	1	8000	Weak	Offline(Network A...	HIKVISION	
<input type="checkbox"/>	D04	192.168.254.5	1	8000	Weak	Offline(Network A...	HIKVISION	
<input type="checkbox"/>	D05	192.168.254.6	1	8000	Weak	Offline(Network A...	HIKVISION	
<input type="checkbox"/>	D06	192.168.254.7	1	8000	Weak	Offline(Network A...	HIKVISION	
<input type="checkbox"/>	D07	192.168.254.8	1	8000	Weak	Offline(Network A...	HIKVISION	
<input type="checkbox"/>	D08	192.168.254.9	1	8000	Weak	Offline(Network A...	HIKVISION	

5. Q: What the maximum camera connections for NVR?

It depends on NVR model. You can overview device spec to check video input number.

For example, DS-7732NI-K4, the maximum connections for it is 32.

Generally speaking, 1 camera stands for 1 channel, but for fisheye camera, it is different, 1 fisheye camera can occupy 2 or more channels.

DS-7732NI-K4 Network Products > Network Video Recorders > Pro Series > DS-7732NI-K4



32-ch 1.5U 4K NVR

- Up to 32 channel IP cameras can be connected
- Supports decoding H.265+/H.265/H.264+/H.264 video formats
- Up to 8-ch @ 1080p decoding capacity
- Up to 256 Mbps high incoming bandwidth ensures IP cameras can be connected
- 1 HDMI and 1 VGA interfaces: both interfaces support independent video output
- 4 HDDs for continuous video recording
- Supports various specific function cameras, including thermal camera /fisheye/people counting/heatmap/ANPR (automatic number plate recognition)
- Channel-zero function ensures smooth remote live view and playback in low bandwidth environments

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Specification

Video And Audio	
IP Video Input	32-ch

6. Q: Could I add analog camera to NVR?

Dear customer,
Sorry to tell you that NVR could not add analog cameras

7. Q: Could Hikvision NVR support connect H.265+ of third party camera?

Dear customer,

Sorry to tell you that onvif only support H.264 and H.265. so it could not connect H.265+

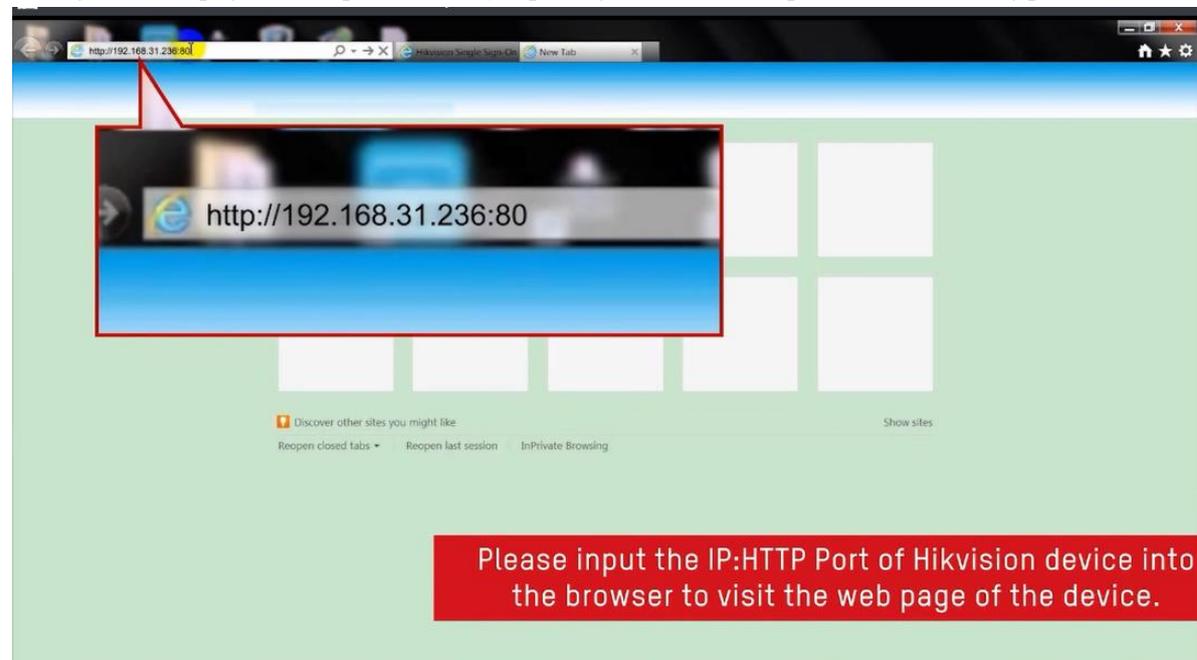
8. Q: How to access cameras which are connected to PoE port?(PoE port)

Dear customer,

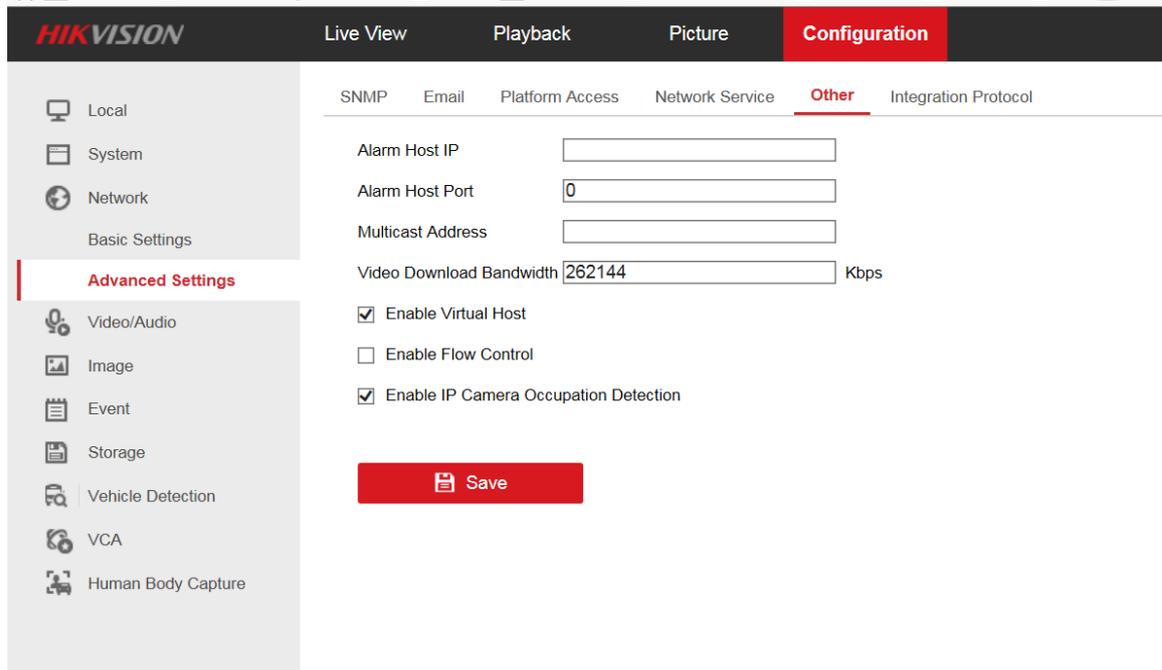
Virtual host function is provided to get access and manage the IP camera directly.

Path:

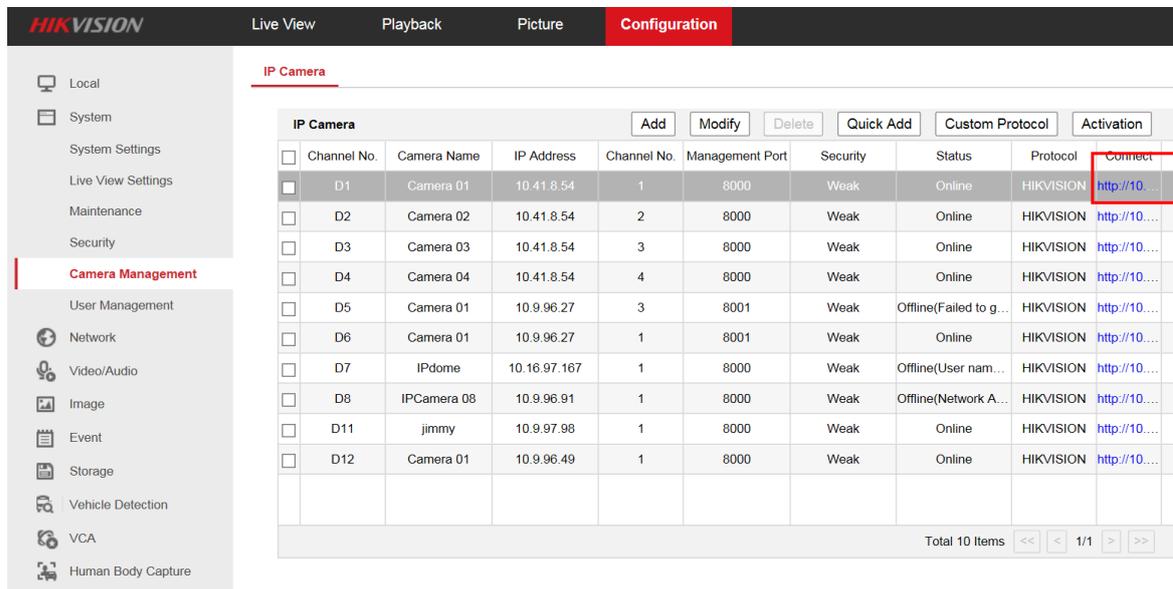
1) Login to web page of the speed dome by inputting the IP: HTTP port as the following picture.



2) Go to Configuration- Network-Advanced Settings-Other- Enable Virtual Host.



2) Then you will find camera link through Camera Management, click link to go to camera page directly.



Note: This feature is mainly used when you want to configure IP camera parameters which are connected to PoE ports.

9. Q: The error is 'No enough bandwidth'

Dear customer,

This error may occurs when adding camera to NVR.

No enough bandwidth means the incoming bandwidth of cameras has almost reached the limit.

Please kindly lower the resolution and bitrate of each camera.

10. Q: NVR is not detecting camera

Dear customer,

If the camera is a third party camera, NVR could not search even if the camera and NVR in the same LAN.

You can click custom add to add it using Onvif Protocol.

No.	IP Address	Amount of...	Device M...	Protocol	Manager

< | | | >

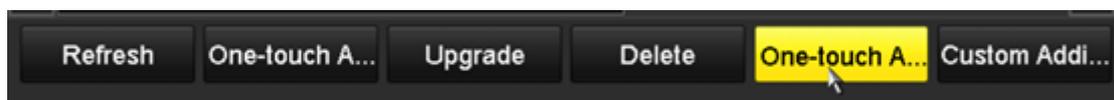
IP Camera Address	192.168.1.200
Protocol	ONVIF
Management Port	8000
Transfer Protocol	Auto
User Name	admin
Admin Password	*****

Continue to Add

Protocol Search Add Back

If you use Hikvision camera, Please check the IP camera and NVR in the same LAN.

When NVR could search IP camera, you can lick one-touch adding.



11. Q: No link

Dear customer,

No link means the camera is disconnected.

Please check the below settings:

1). The NVR and IPC should be in the same LAN.

For example: NVR IP: 192.168.1.100; IPC IP: 192.168.0.200.

In this case, please modify the NVR IP address to 192.168.0.100.

2). Check the RJ45 cable, or try to change another shorter cable.

12. Q: PoE Connected failed

Please kindly change another port and another cable to check the connection status.

If it still does not work, please check the distance of transmission.

If the distance of transmission is less than 100 meters, please use cat5 cable.

If the extended mode is enabled and transmission distance is between 100-250 meters, please use cat5 or cat 6 cable. For 250-300 meters' transmission distance, it is recommended to use cat6 cable.

13. Q: Is it possible to connect a HIKVISION IPC to a third-party NVR? Or a HIKVISION NVR to a third-party IPC?

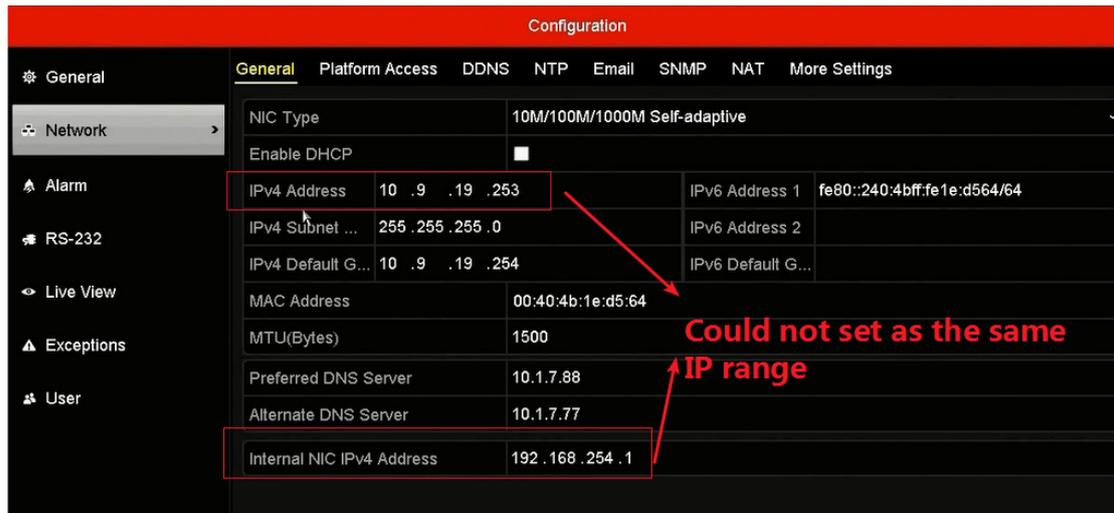
Yes, it is possible. All Hikvision NVRs and cameras are self-adaptive with ONVIF protocol, so it is accessible for those third-party devices which support ONVIF protocol.

14. Q: IPv4 Addresses of device and Internal NIC conflict.

Dear customer,

If you set the Internal IP nic IPv4 Address as 192.168.254.x, the IP address of NVR could not set as 192.168.254.x.

Otherwise, it would pop up the error code IPv4 Addresses of device and Internal NIC conflict.



15. Q: What is "POE power overload"?

Dear customer,

The issue may be caused by below reasons:

- 1) Poe Module hardware issue
- 2) Some function enabled on the camera cause the output power increased.

Configuration

16. Q: What is the maximum distance on cat 5 cable?

Dear customer,

We recommend you use the cable in 100 meters.

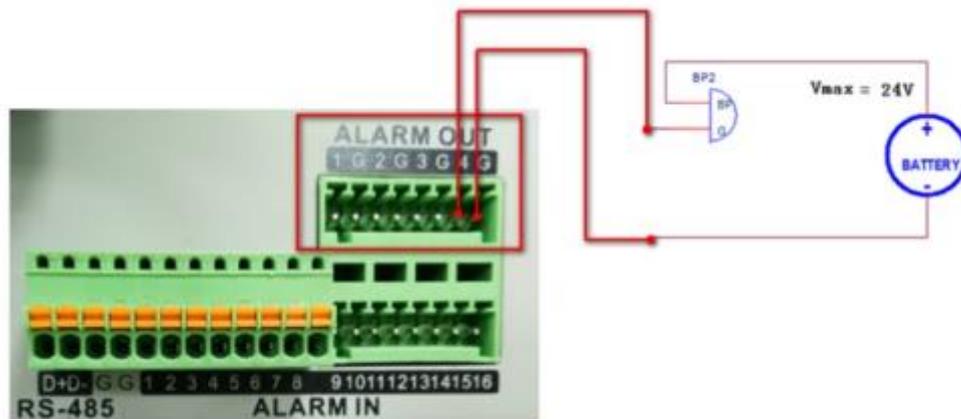
If you use in POE extension mode such as in Poe switch, the cable could extend to 250 meters.

17. Q: What require to connect alarm output with DVR

Dear customer,

When the NVR/DVR detects an event, such as Motion detection, VCA smart detection, an external execution shall be triggered (such as Warning light, Alarm Bell).

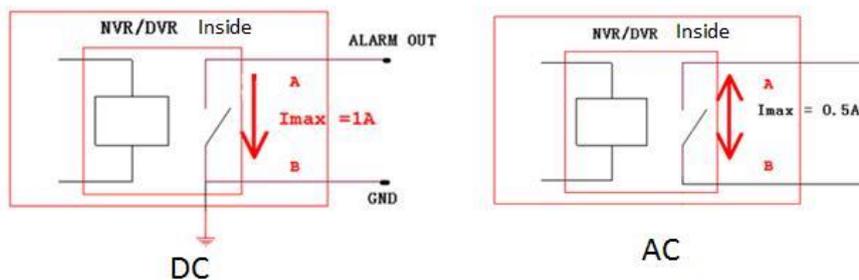
Connect to the suitable external alarm devices according to the actual application. The Alarm Output works as a switch. The application model is as below, the red rectangular box indicates the NVR/DVR alarm output module.



Make sure the voltage and current of output module meet our DVR's requirement:

If it is DC supply, the maximum load voltage is DC 24V, the max load current is 1A.

If it is AC supply, the max load voltage is AC 110V, the max load current is 0.5A.

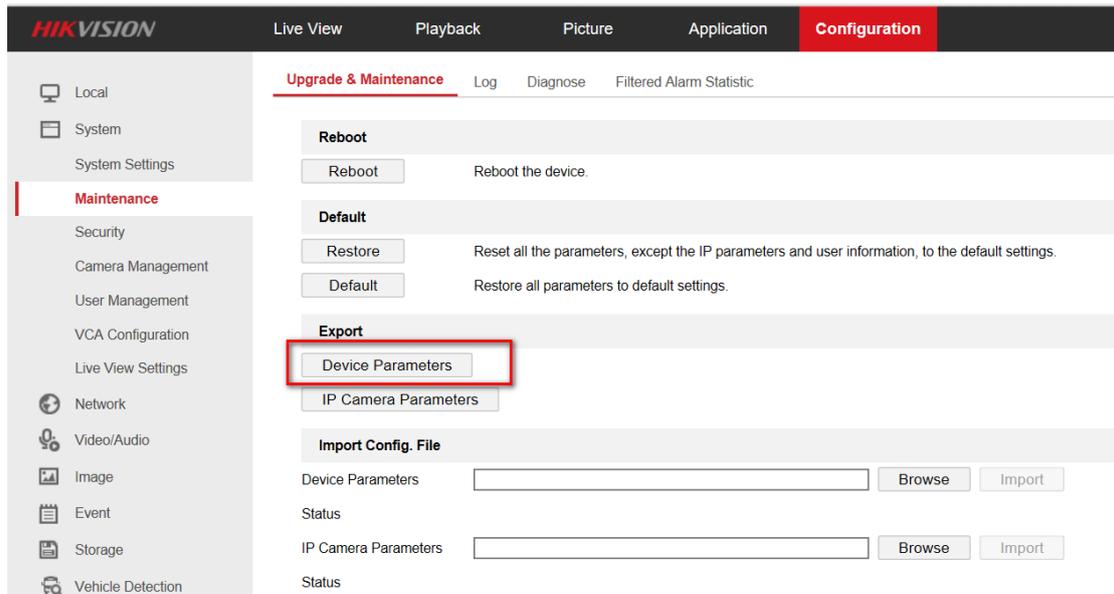


18. Q: Is there any option to keep backup of the NVR settings

Dear customer,

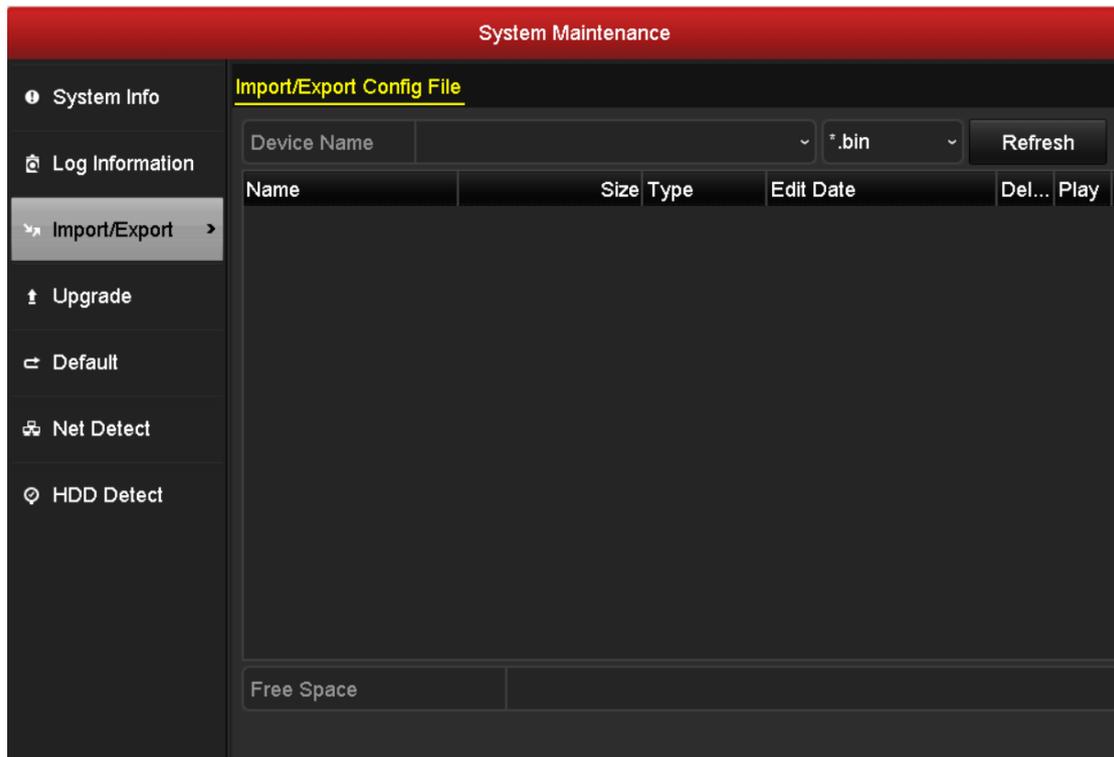
On Web browser:

Please login device on web browser, then go to Configuration –System-Maintenance- Upgrade& Maintenance – Export- Device parameters.



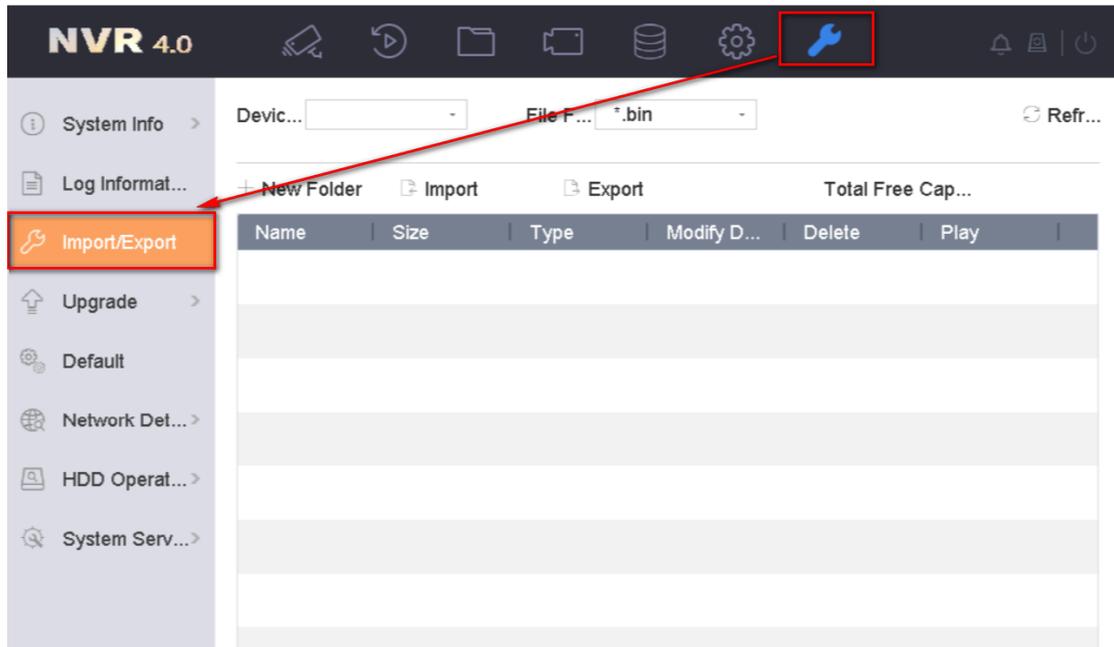
On GUI3.0

Go to main menu-System Maintenance-Import/Export.



On GUI 4.0

Go to main menu- Maintenance-Import/Export.



19. Q: My device where there is no admin username appear in the screen

Dear customer,

The device maybe crashed after updating or some operations. Device need to be defaulted by serial port, please kindly turn to local team for help.

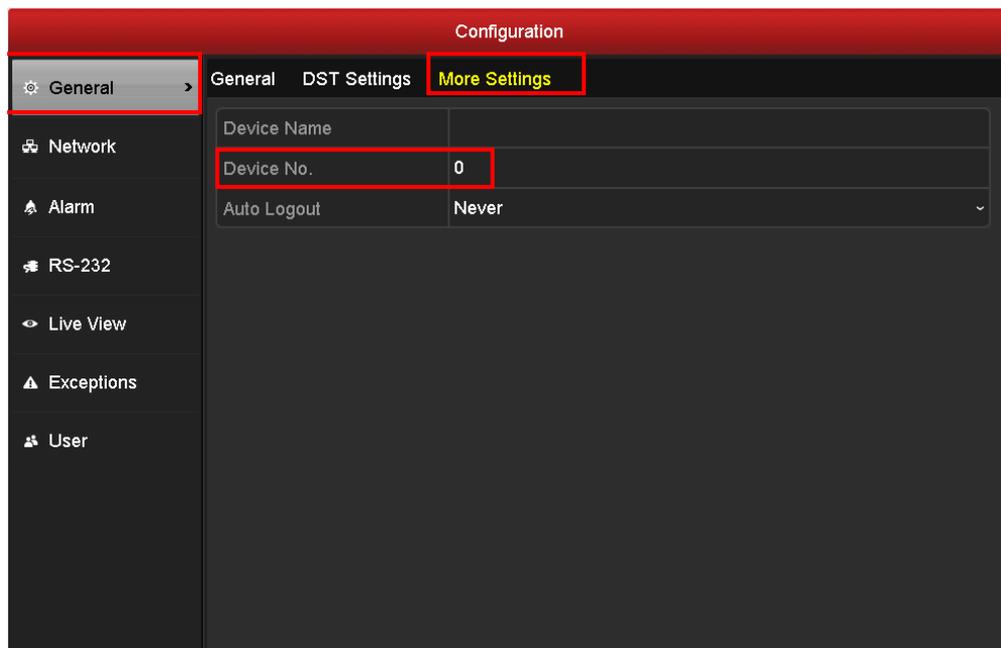
20. Q: Why does NVR receive inputs from another remote controller?

Dear customer:

You can change the device NO. to avoid this issue.

Path: Go to Main Menu-Configuration-General-Device No.

For example, you can change the device NO.to 31.



21. Q: Could I share cameras for only specific hour periods?

Dear customer,

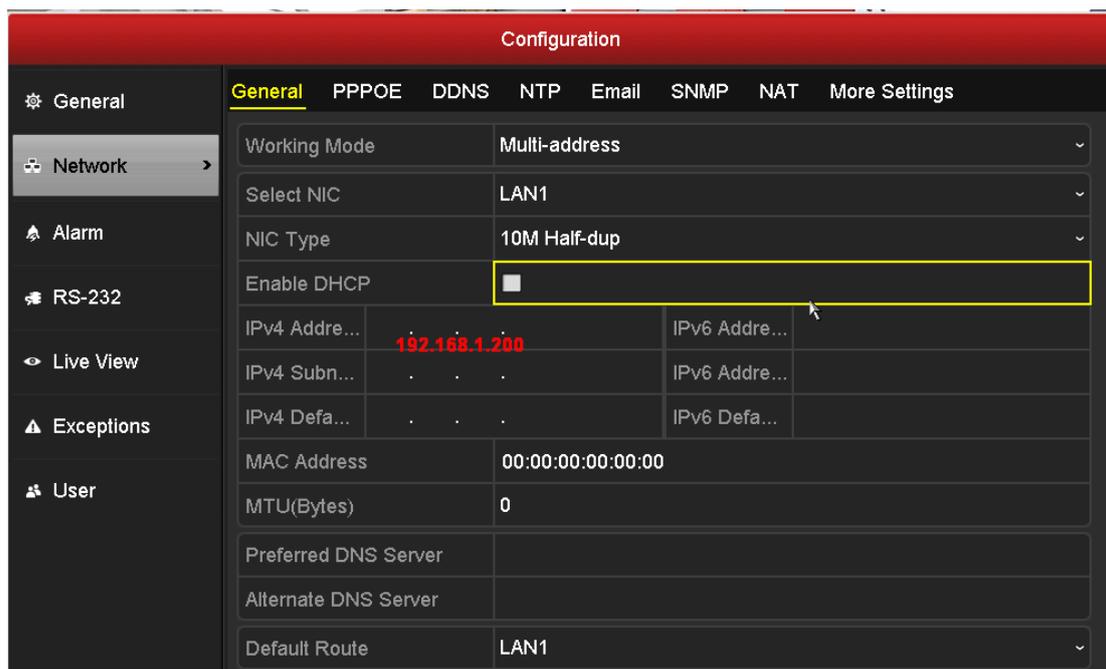
Sorry to tell you that you can share cameras for specific user, but doesn't support share for specific hour period.

22. Q: Why is failed to activate IP camera on NVR?

Dear customer, please kindly check NVR has connected to router, otherwise NVR wouldn't get IP address.

Please disable DHCP function on Configuration-Network page, assign NVR an IP address manually, such as 192.168.1.200.

Then activate it again.



Live view

23. Q: Getting blur image when streaming with RTSP protocol

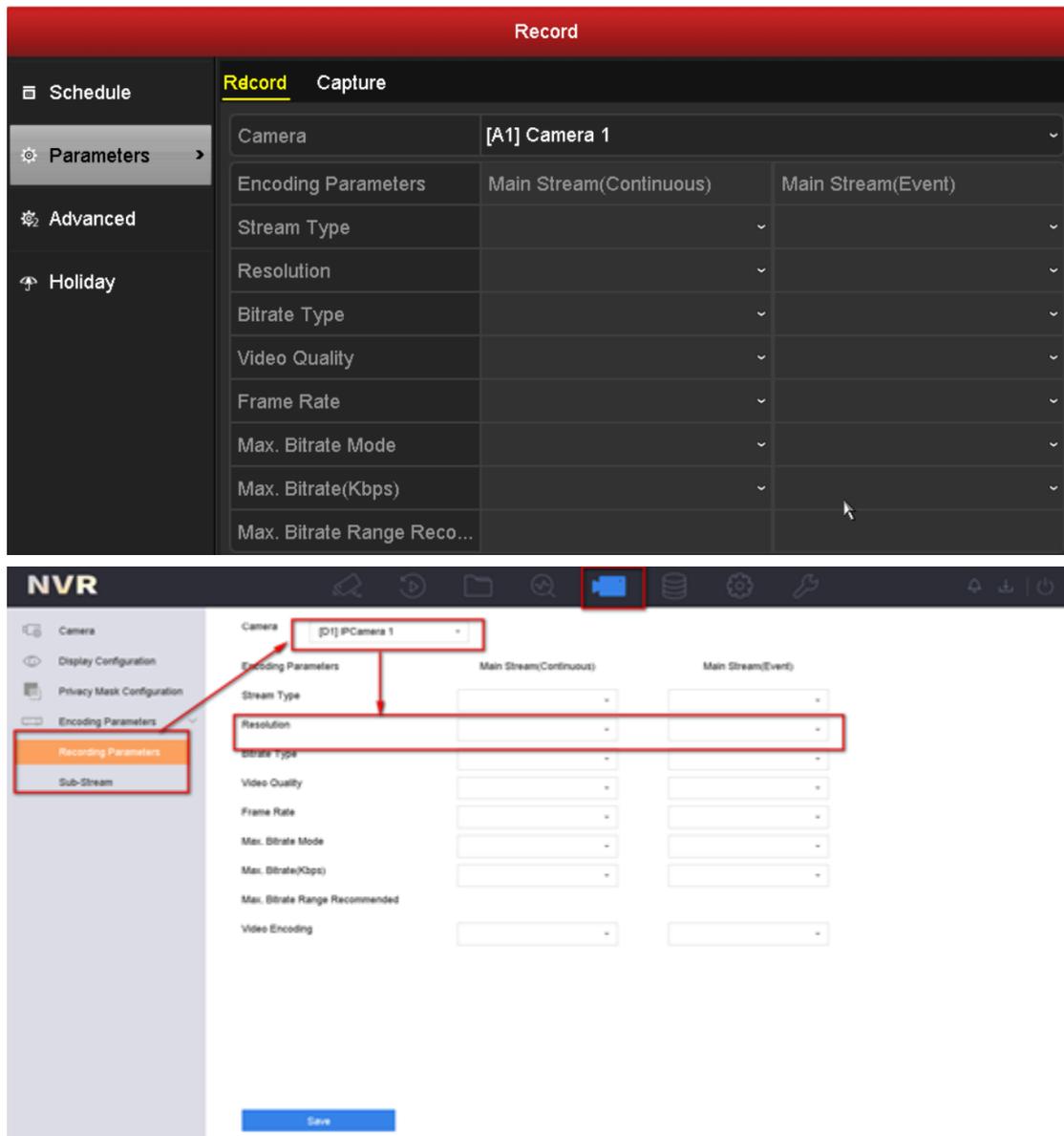
SQ: We are getting the blurred image from NVR/DVR through the RTSP protocol from windows application

A: Please kindly check whether the image is clear when you are using web browser to get live view. If it is also blur, please increase camera resolution to solve this problem.

1. You can change resolution on NVR/DVR local GUI.

For GUI3.0, please go to main Menu-Record- Parameters- Record, select camera and Encoding Parameters, change the resolution.

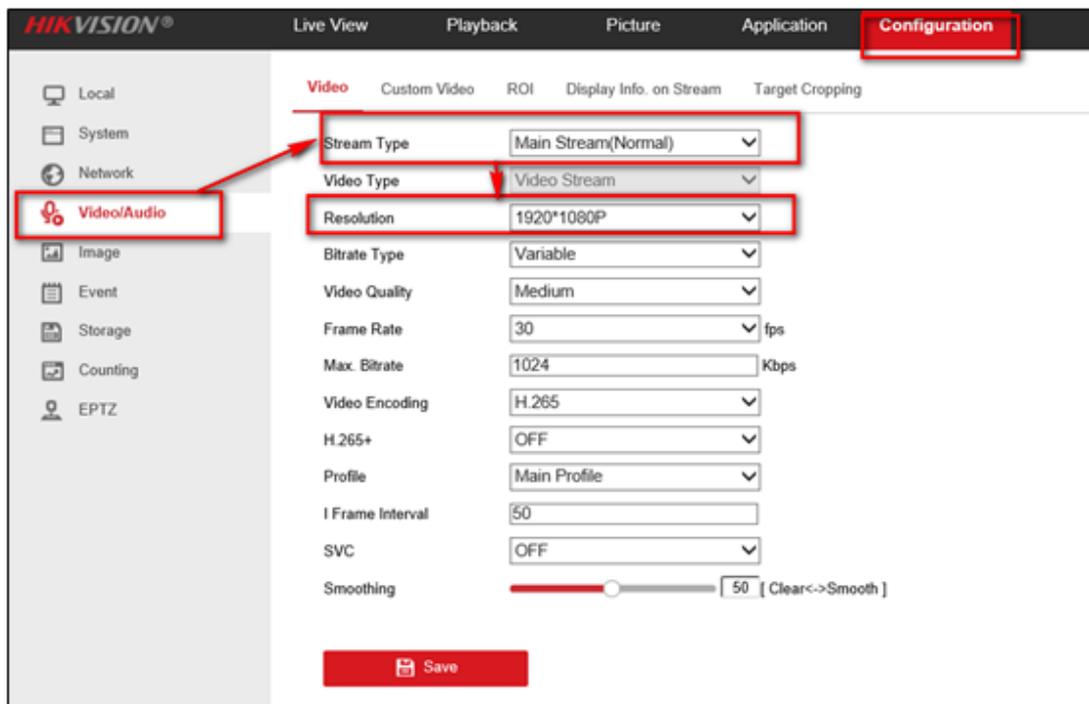
For GUI4.0, please go to Camera management- Encoding Parameters, select Recording Parameters or Sub stream, select the camera to change the resolution.



2. You can change resolution on web browser.

Please access device via IE browser as the following picture, then open live view page and download plug in.

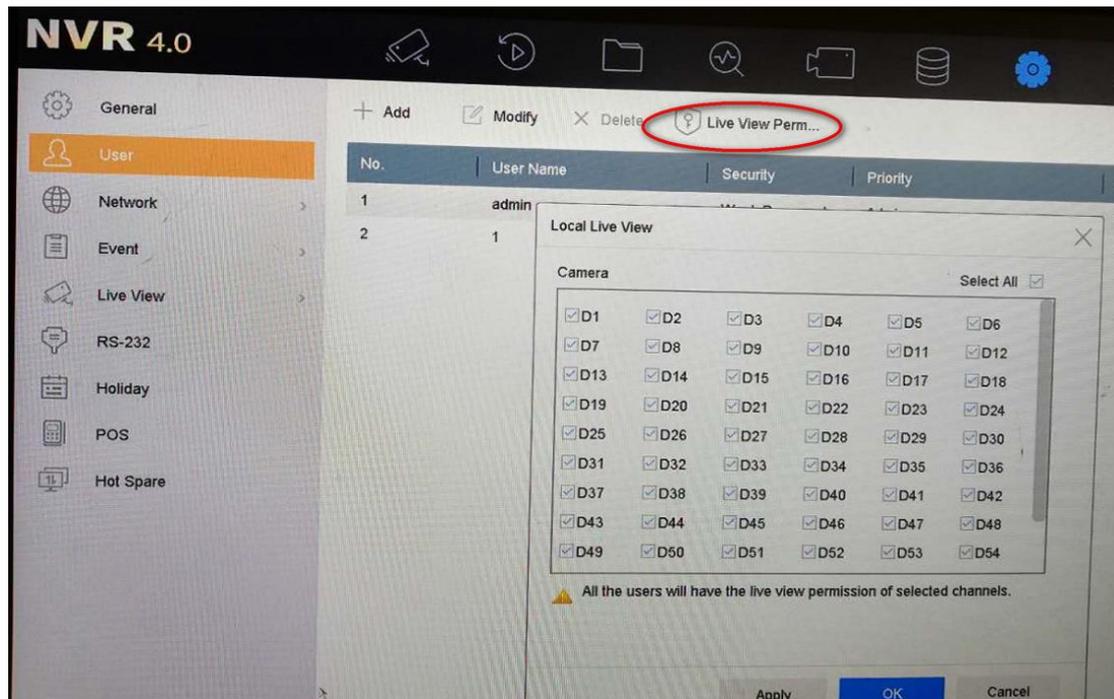
Go to Configuration- Video/Audio- Video, select Stream Type, then change the resolution.



24. Q: NO permission shows on screen after running device for a while

Dear customer,

Please kindly go to device menu-Configuration-User –live view permission to disable cameras.



25. Q: No Signal on HDMI monitor?

Dear customer,

The possible reasons are as follows,

- 1) The output resolution is incompatible ,please change the resolution to 1080 P on device
- 2) Change another or shorter HDMI cable.
- 3) HDMI monitor issue, you can connect your laptop to HDMI monitor to check if there is signal.

26. Q: How to deal with error ‘The camera does not support this function’

Dear customer

When camera connect to the NVR, max bitrate of camera sub stream could not be more than 1024 kbps

Please visit camera, go to configuration- Video&Audio to modify bitrate, then add camera to NVR again.

27. Q: Why cannot change the OSD title?

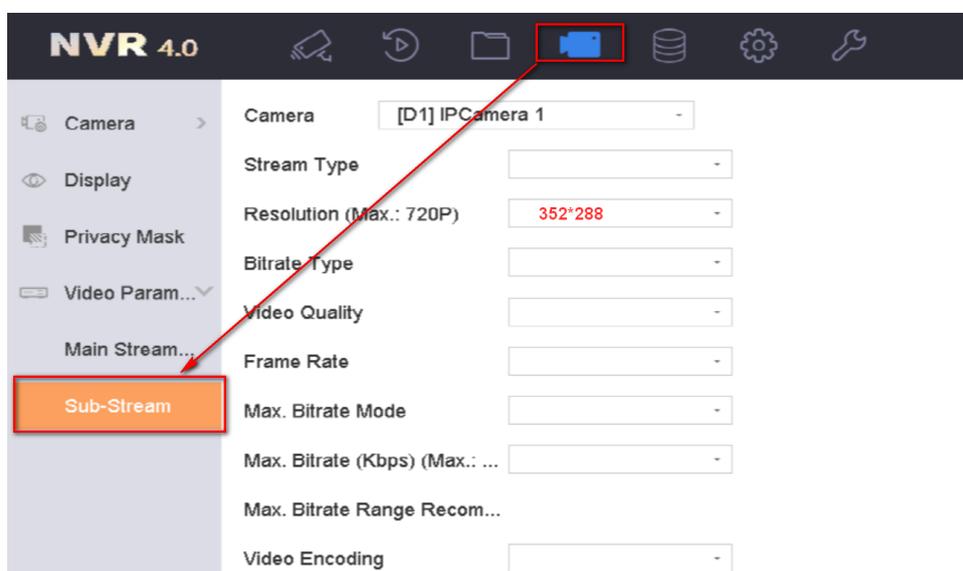
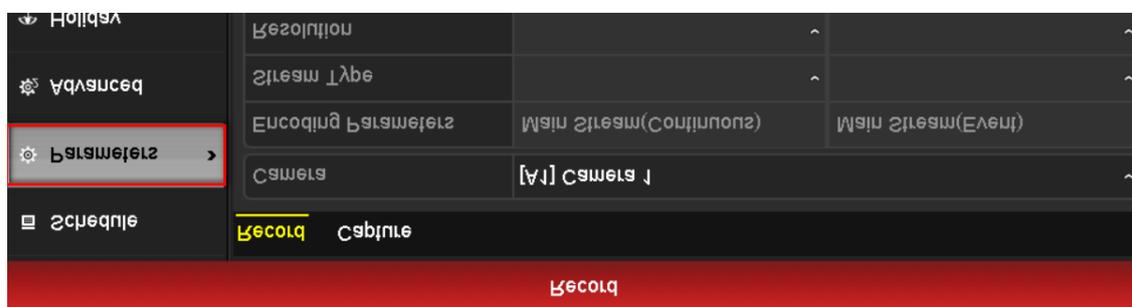
If you can't change the OSD, please use the ONVIF test tool to check whether it can modify the OSD, if doesn't, please contact the manufacturer of camera for further help.

28. Q: No Resource on local monitor

Dear customer,

No Resource refers to the decoding resources of current device are not sufficient to preview the current resolution of all channels, including Single screen and Multi- screen;

- 1) Please double-click the video without resource to check if single preview is normal or not. If so, please go to Menu -Record - Parameters - Sub-stream Parameters and set Resolution to 352*288 and Bitrate to 512kbps;
- 2) If it prompts 'No Resource' in Single Screen Preview, probably it's because your NVR is not compatible with such high-definition cameras. Please go to Menu-Record - Parameters-Record Parameters and lower the limits of resolution and Bitrate. If it prompts 'This Channel is not Supported' when clicking on the interface, please access to device's IP address through IE browser and lower the limits of resolution and Bitrate of main stream.



29. Q: The volume icon is set mute by default.

Dear customer, sorry for the inconvenience, its default setting. You can enable it manually.

30. Q: Could not get live view full screen on monitor.

If the recording resolution you set is 1024 *768, the display ratio is 4:3.

Please set the same ratio of your monitor.

Otherwise it could cause black border on your monitor.

31. Q: How to display on one big screen with DVR without internet?

If only for one DVR, you can check interface, if they are same you can connect your DVR and screen with the wire. For more DVR you do really need decoder and should be in the same subnet. Please follow the link <https://www.youtube.com/watch?v=m0ePq5H1SZE> to check the video which can help you.

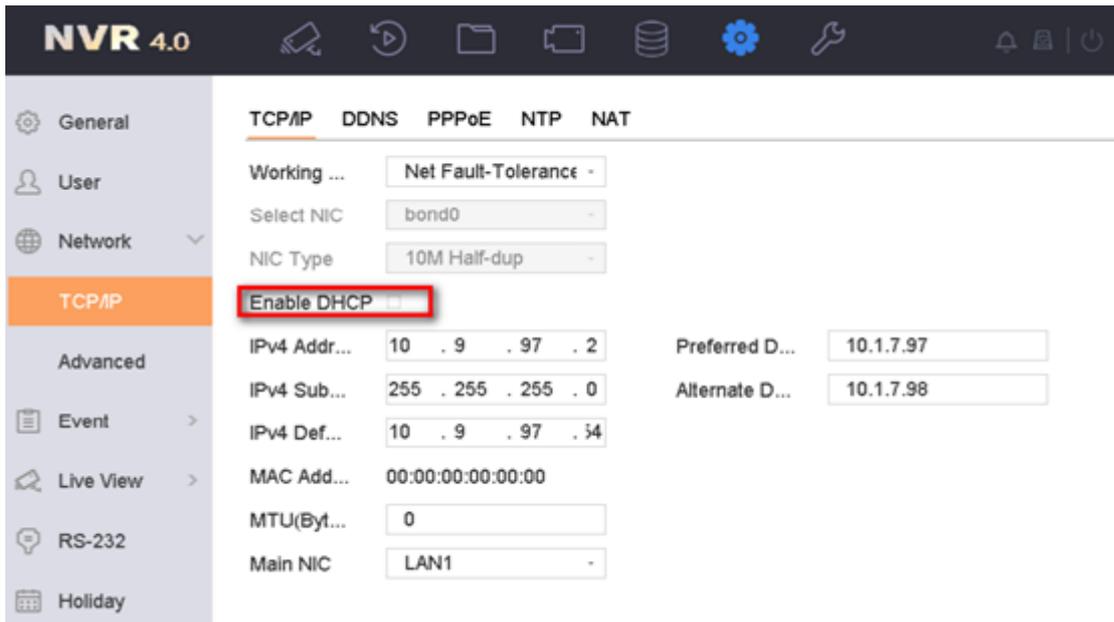
32. Q: Why does the device just show embedded NVR in monitor and restarts every few minutes?

Take out all HDDs from the device, and disconnect all the cameras,
If it works, you should check the HDD or camera. The DVR is in good condition itself;
If it doesn't work, it means you should check the power of DVR or change the monitor with high resolution;
If user tries all the above steps and still in vain, please contact your seller for repair.

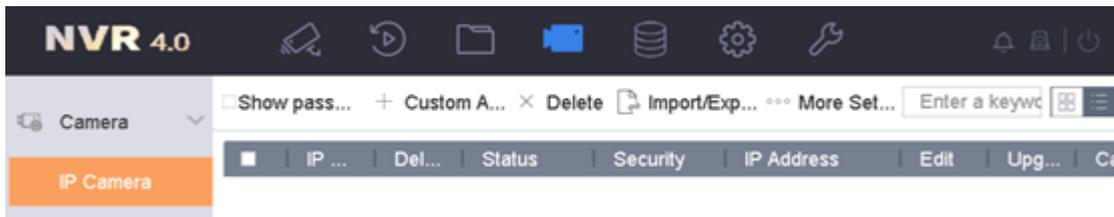
33. Q: How to deal with 'network is unreachable'?

If there is still the error 'the network is unreachable' in the same network segment:
Please test if the power supply of the camera is normal. (Make sure that the machine works properly) Cameras that support infrared can be tested by covering the lens to see whether the infrared can light up. If there is no problem with power supply, please connect the camera and the network port of recorder with short-distance network cable and then test. If there is still no problem, the problem should be among network segment or network ports of switches.

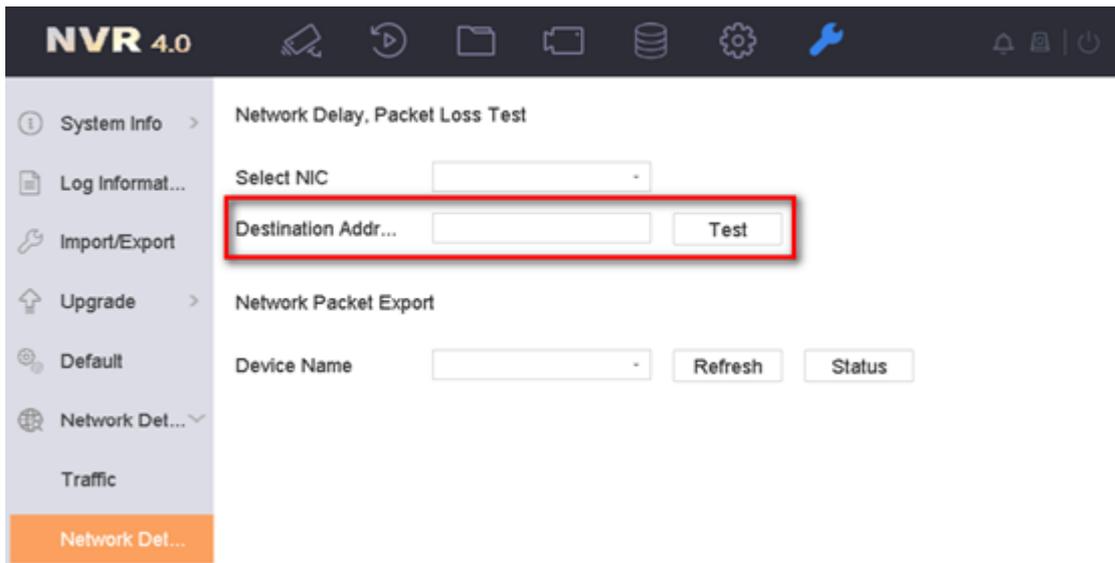
1. Please turn to System – Network – TCP/IP to check IP address of your video recorder. It is suggested to disable DHCP and make the IP address as the same LAN as camera's IP address.



2. You can turn to Cameras-Camera-IP Camera to know your camera's IP address, video recorder and camera should be the same subnet.(For example, if IP address of video recorder is 192.168.1.64, then the IP address of camera should be 192.168.1.x, and it should not conflict with other IP address or gateway)



3. If your camera and video recorder are under the same subnet, but still not work, please check your cable, router, switch, make sure the network status is normal. You can turn to System – Network Detection – Network Detection to check network status by entering IP address in Destination Address blank. If it shows not available, please fix your network first.



If your camera is not Hikvision camera, please contact your dealer to confirm whether the third-party camera support ONVIF protocol. You can go to Menu-Camera- IP Camera page, click the Custom Adding button to pop up the Add IP Camera (Custom) interface. Enter the IP address, protocol (ONVIF) , management port (IPC management port of ONVIF protocol) , IPC username and password, click add button.

Add IP Camera (Custom) ×

No.	St...	Security	IP Add...	Device ...	Protocol
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IP Camera Address

Protocol

Management Port

Transfer Protocol

User Name

Password

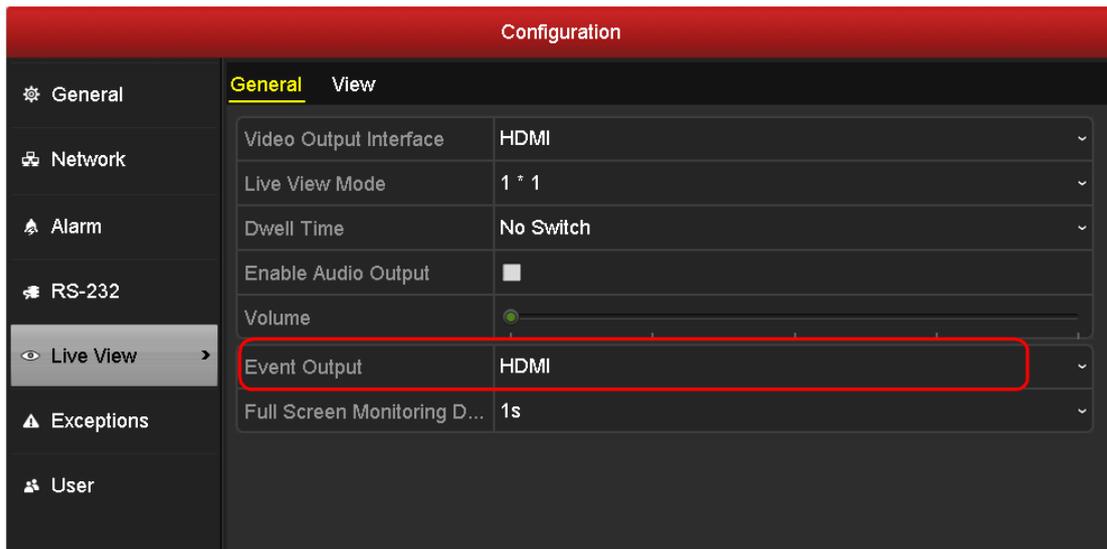
Use Channel Def...

34. Why does the device can't popup Full Screen Monitoring?

Take the motion detection as an example:

Please check the below settings:

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.



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



35. Why does the device show date 1970.01.01?

It could be caused by the following factors:

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



Network

36. Q: Illegal login

Dear customer,

Illegal login means someone is attempting login your system, but input wrong password.

If Your NVR firmware version is 4.21.000 or above, you can forbid the specific IP address.

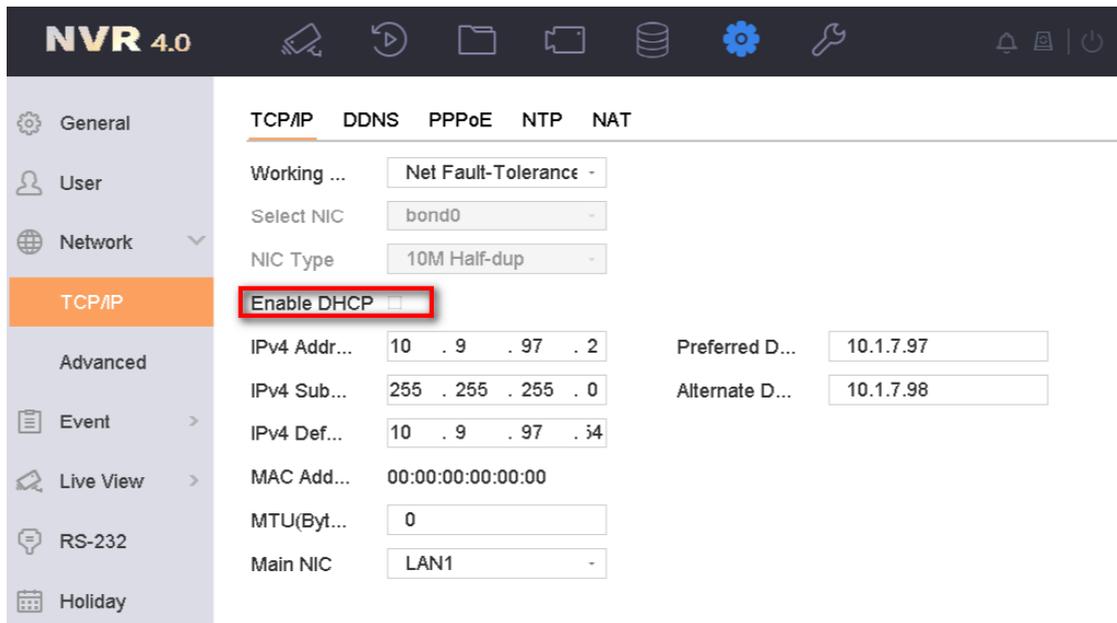
Dear customer,
This problem may occur when you use POE NVR,
Such as the device model is DS-7616NI-E2/16 P. There would be 16 existing channels which could be not deleted.

If you want to add camera, please do not lick ADD, otherwise it would pop up No more IP camera allowed.

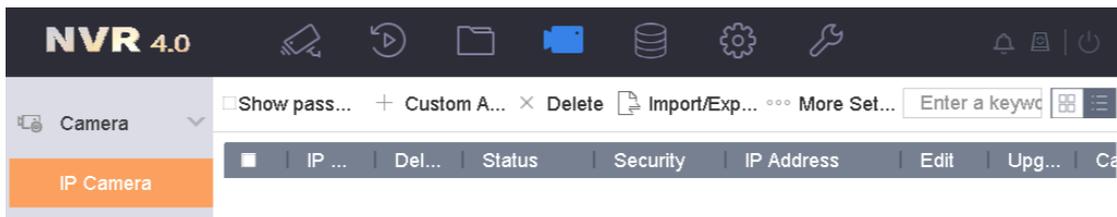
Please select one existing channel, click Edit to select Plug and Play or Manual to add your camera.

38. Network is unreachable

- a) If your camera is Hikvision camera
 1. Please turn to System – Network – TCP/IP to check IP address of your video recorder.
It is suggested to disable DHCP and make the IP address as the same as camera’s IP address.

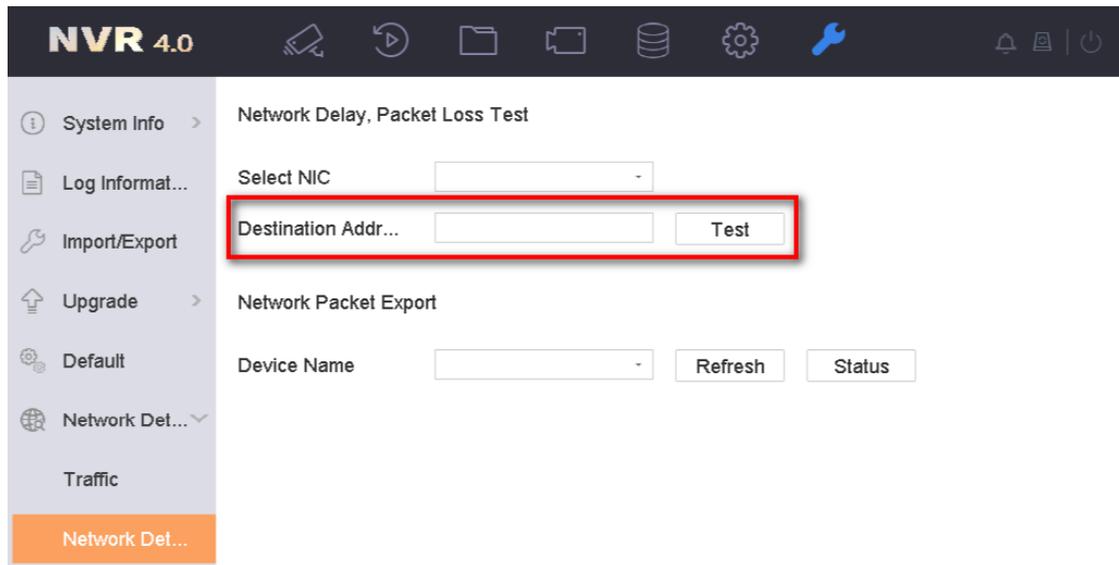


2. You can turn to Cameras-Camera-IP Camera to know your camera’s IP address, video recorder and camera should be the same subnet.(For example, if IP address of video recorder is 192.168.1.64, then the IP address of camera should be 192.168.1.x, and it should not conflict with other IP address or gateway)

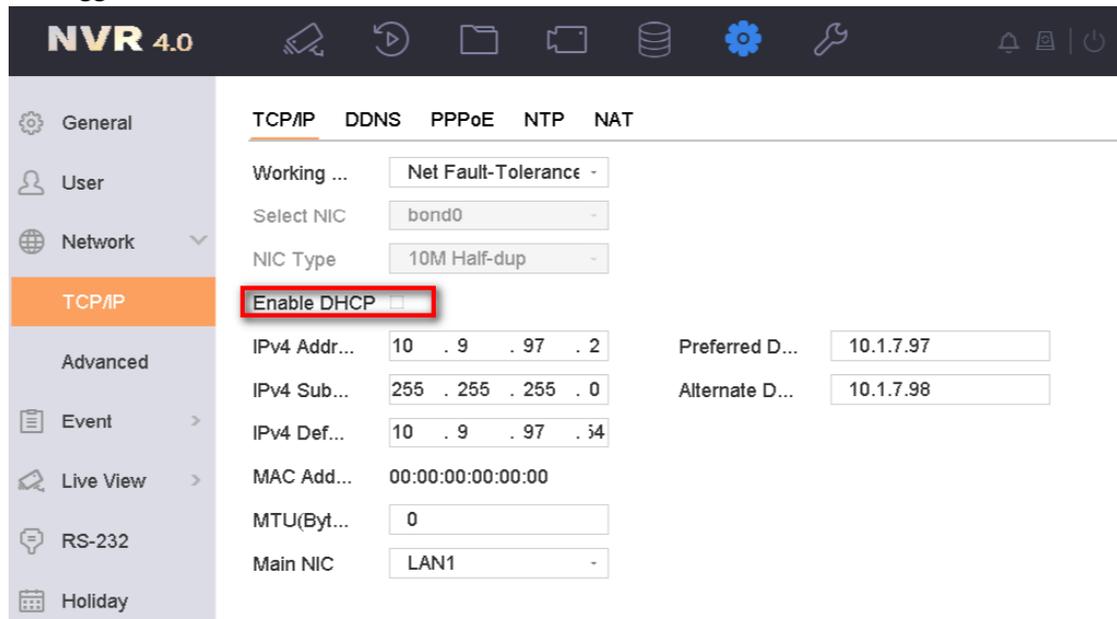


3. If your camera and video recorder are under the same subnet, but still not work, please check your cable, router, switch, make sure the network status is normal. You can turn to

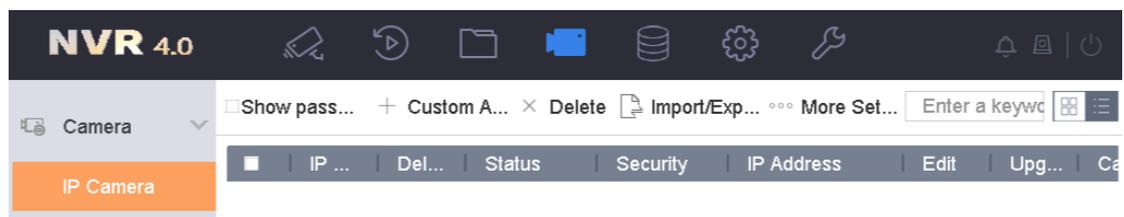
System – Network Detection – Network Detection to check network status by entering IP address in Destination Address blank. If it shows not available, please fix your network first.



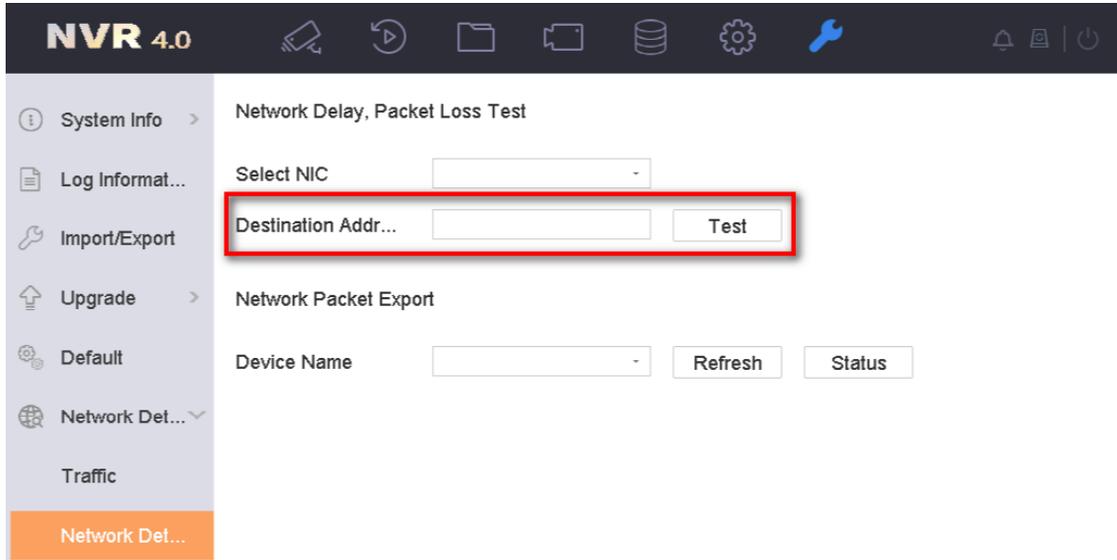
- b) If your camera is not Hikvision camera
1. Please turn to System – Network – TCP/IP to check IP address of your video recorder. It is suggested to disable DHCP and make the IP address as the same as camera’s IP address.



2. You can turn to Cameras-Camera-IP Camera to know your camera’s IP address, video recorder and camera should be the same subnet.(For example, if IP address of video recorder is 192.168.1.64, then the IP address of camera should be 192.168.1.x, and it should not conflict with other IP address or gateway)



3. If your camera and video recorder are under the same subnet, but still not work, please check your cable, router, switch, make sure the network status is normal. You can turn to System – Network Detection – Network Detection to check network status by entering IP address in Destination Address blank. If it shows not available, please fix your network first.



4. Please contact your dealer to confirm whether the third-party camera support ONVIF protocol. You can go to Menu- Camera- IP Camera page, click the Custom Adding button to pop up the Add IP Camera (Custom) interface. Enter the IP address, protocol (ONVIF) , management port (IPC management port of ONVIF protocol) , IPC username and password, click add button.

Add IP Camera (Custom)
✕

No.	St...	Security	IP Add...	Device ...	Protocol

IP Camera Address

Protocol

Management Port

Transfer Protocol

User Name

Password

Use Channel Def...

Search
Contin...
Add

39. User is locked

It usually happen after you input too many times wrong password.

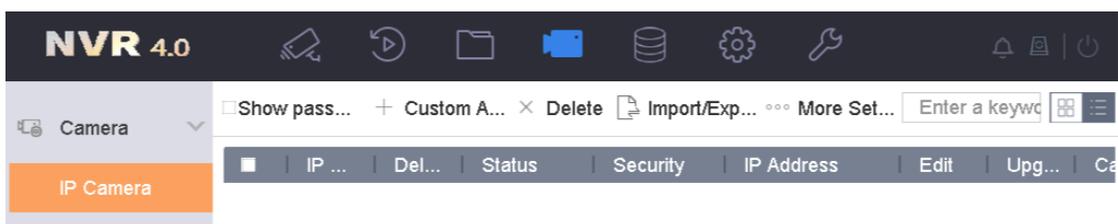
If you know camera's password, please delete it from channel, shut off power supply of camera and reboot it, then add it again to video recorder.

If you don't know the camera's password, please reset password first. Then try to delete it from channel, shut off power supply of camera and reboot it, then add it again to video recorder.

40. IP address conflict

Please check whether the IP address of your camera and video recorder are the same, if it is same, please change it.

You can turn to Cameras-Camera-IP Camera to change your camera's IP address. Video recorder and camera should be the same subnet.(For example, if IP address of video recorder is 192.168.1.64, then the IP address of camera should be 192.168.1.x, and it should not conflict with other IP address or gateway)



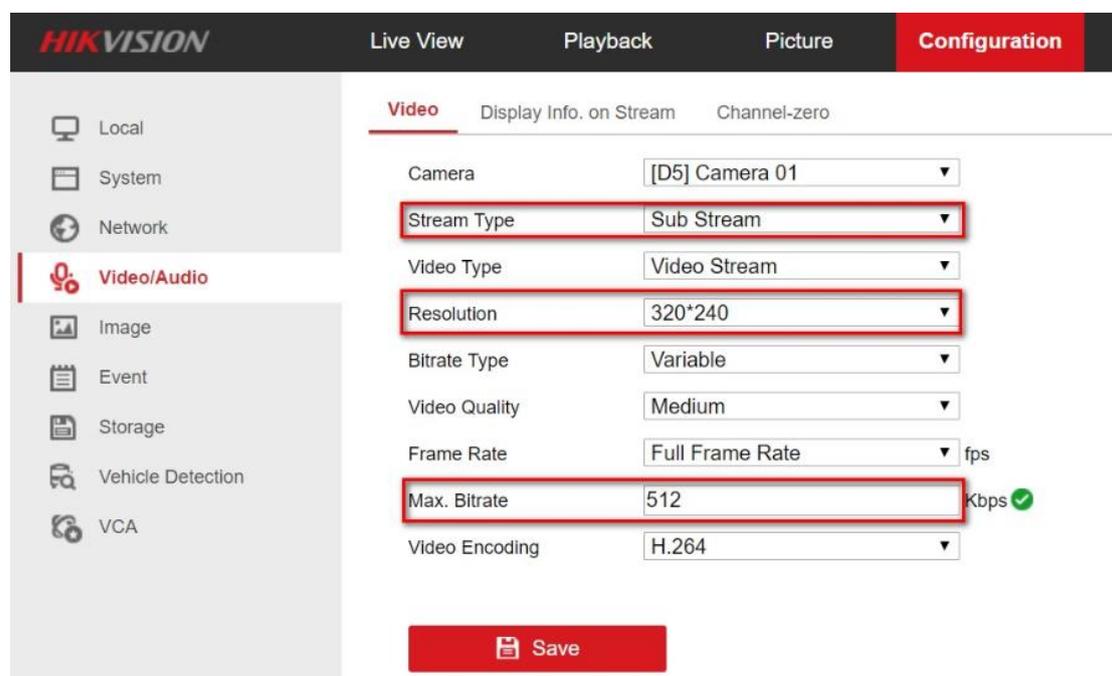
If your camera is not Hikvision camera, the IP address of it cannot be changed by this way, please contact your dealer for help.

41. Reached Maximum Bitrate.

Please check the spec of your video recorder, check the Video/Audio Output to confirm the access capability. Then you can change parameters of your camera in web browser.

Try the following:

1. Switch Stream Type as Sub Stream.
2. Reduce resolution to 720p or lower
3. Bitrate should be lower than 1024kbps.



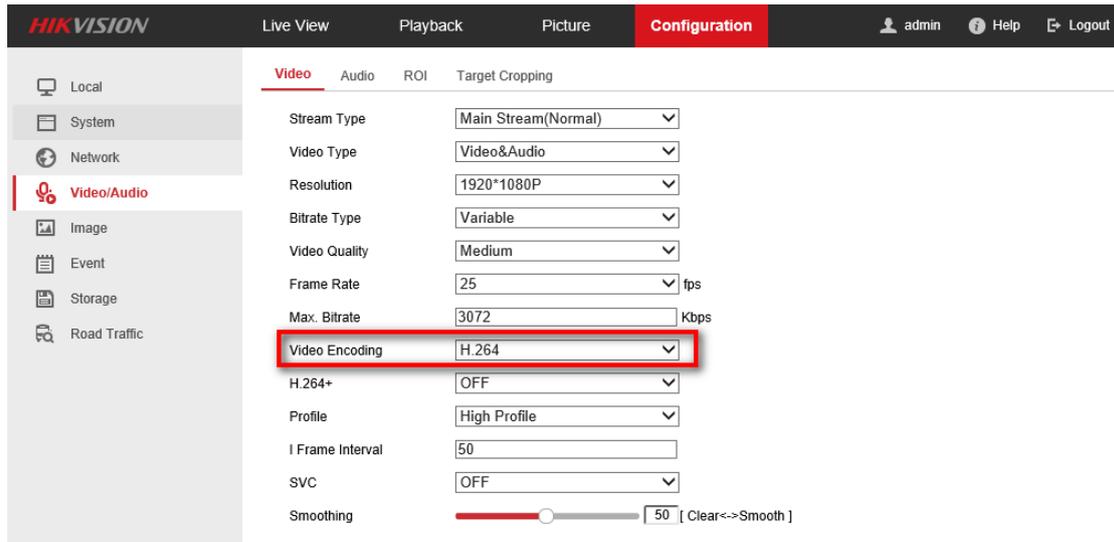
42. How to deal with of unsupported stream type?

SQ: Unsupported stream type

Please check the spec of your video recorder to confirm whether it support H.264 or H.265.

It mainly occurs when NVR supports H.264 encoding format while the IPC supports H.265 encoding format. In this situation, please login IP address of camera to modify encoding format to H.264 to solve this issue.

If you use 3rd camera, please confirm the encoding type of the camera. Try to modify it as H.264,MJPEG.



43. Q: Which NVR support Control4 Protocol?

Dear customer,
Hikvision DS-XX NI- IX, I series, 4.1.50 firmware or above.
Such as DS-9616NI-I16.

44. Q: My Gmail account is no longer working with my DVR. The DVR has stopped sending images via Gmail.

Sorry to tell you that Gmail only support TLS1.2 certification, but DVR is TSL1.0. Currently our DVR doesn't support Gmail linkage. Please do not to select TLS, or change other mailboxes to test.
Thanks for your support to Hikvision.

Storage

45. Q: Is there a way to open a window folder or browse folder where the footages are stored.

Dear customer,

You can check the playback video on device itself/web browser/ IVMS software, there is no way to check the footages are stores in which folder.

46. Q: Is possible to connect external HDD to NVR?

If the NVR has eSATA port, you can connect an external HDD to NVR's eSATA port.

Note: eSATA port will not power the HDD. It needs to be connected to the external power supply.

47. Q: There is no Net HDD option in storage manager page.

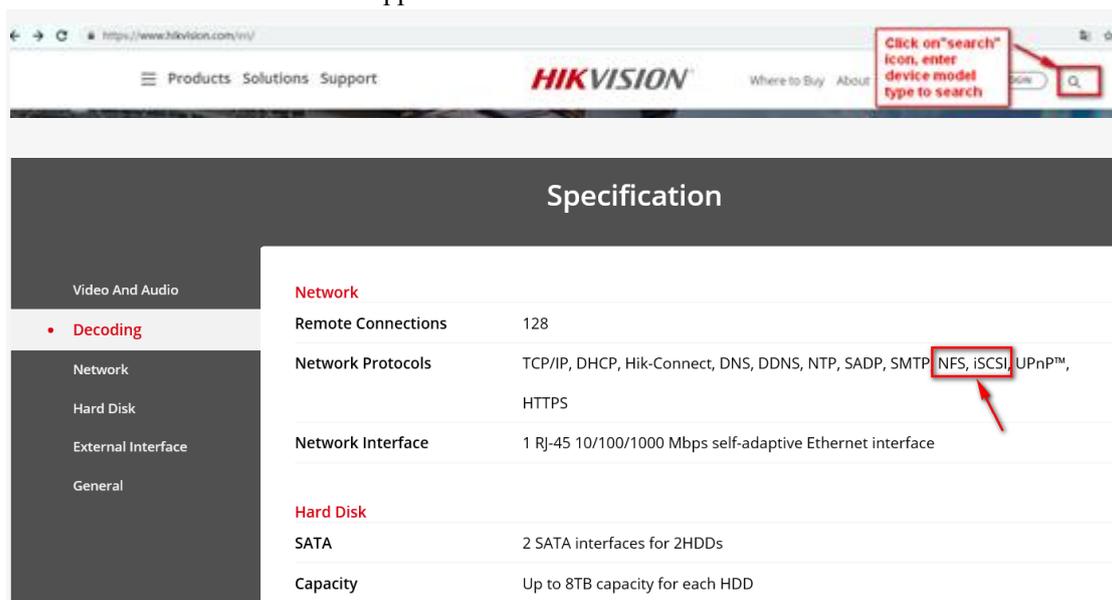
SQ: Hikvision Net HDD option missing in storage manager

SQ: Can't find Net HDD option on GUI

Only if the device supports NFS or iSCSI protocol, can the net HDD be supported.

Please check device Specification on Hikvision official website: <https://www.hikvision.com/en/>

Search the specific product model, after searching, on device specification-Network Protocols, it will shows whether the device supports NFS/iSCSI.



The screenshot shows the Hikvision website's specification page. The 'Network Protocols' section lists supported protocols: TCP/IP, DHCP, Hik-Connect, DNS, DDNS, NTP, SADP, SMTP, NFS, iSCSI, UPnP™, and HTTPS. The 'NFS, iSCSI' part is highlighted with a red box and an arrow. A callout box points to the search icon with the text 'Click on search icon, enter device model type to search'.

Specification	
Network	
Remote Connections	128
Network Protocols	TCP/IP, DHCP, Hik-Connect, DNS, DDNS, NTP, SADP, SMTP, NFS, iSCSI, UPnP™, HTTPS
Network Interface	1 RJ-45 10/100/1000 Mbps self-adaptive Ethernet interface
Hard Disk	
SATA	2 SATA interfaces for 2HDDs
Capacity	Up to 8TB capacity for each HDD

48. Q: How to solve NAS offline issue?

Dear customer,

Please check your NAS server:

1. Make sure your device and your NAS server in the same LAN.
2. Up to 8 NAS disks can be connected to the NVR.
3. The maximum capacity of each NAS disk is 8T.
4. Make sure no other files exist in the NAS.

5. Make sure that the NAS is only added by one NVR

If all of the above is met, please operate according to the video below: <https://goo.gl/yFHft3>

49. Q: Recording on our CCTV some time missing

Dear customer,

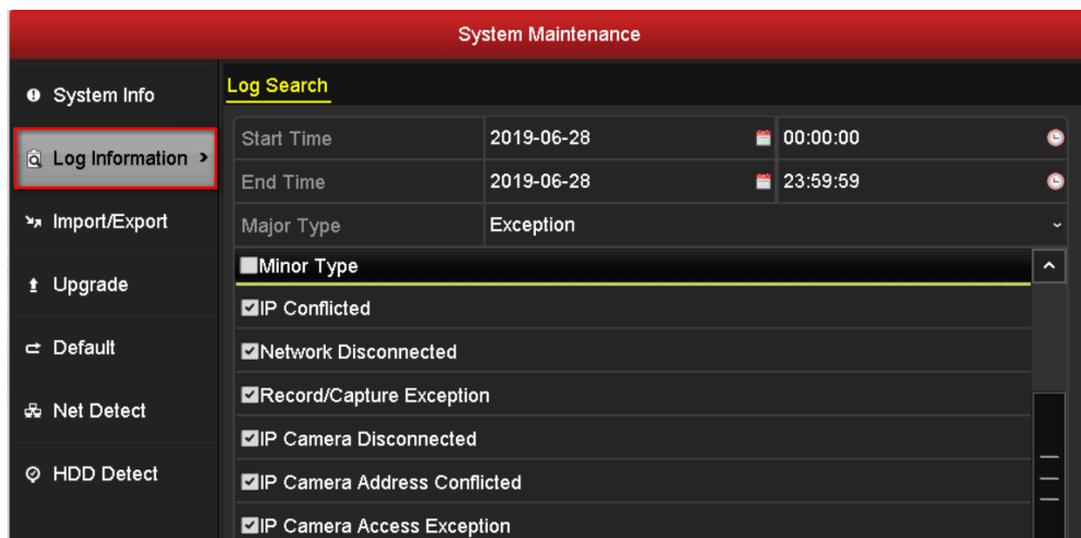
Did the recording miss on some specific time?

If so, please kindly check the log information.

Log information would show some possible reasons, such as abnormal shutdown, IP camera disconnected.

Here is the path to check Log information:

Main menu-System Maintenance-Log Information.



50. Q: How to save data if i want to input the HDDs to new NVR?

Dear customer,

If the new NVR and old NVR is the same model, you can input HDDs to new NVR to get data.

Otherwise, we recommend you export all data to your PC or other storage device before you putting the HDD into the new NVR.

51. Q: The error message is "Capacity requires at least 3726.00 GB"

when I try to set Raid 5 Array?

Dear customer,
Sorry to tell you that NVR I series from firmware V 4.1.61, it requires at least 4T capacity HDD to create Raid.

52. Q: If I choose the function restore all settings , will I lose the date on HDD?

Dear customer,
If you choose restore, the date on HDD will not lose.
Thanks for your support to Hikvision.

53. Q: Can i use SSD hard disk on NVR?

Dear customer,
Sorry to tell you that NVR doesn't support SSD hard disk.

VCA

54. Q: How do I modify the resolution of the picture that sent from email when the motion detection is triggered?

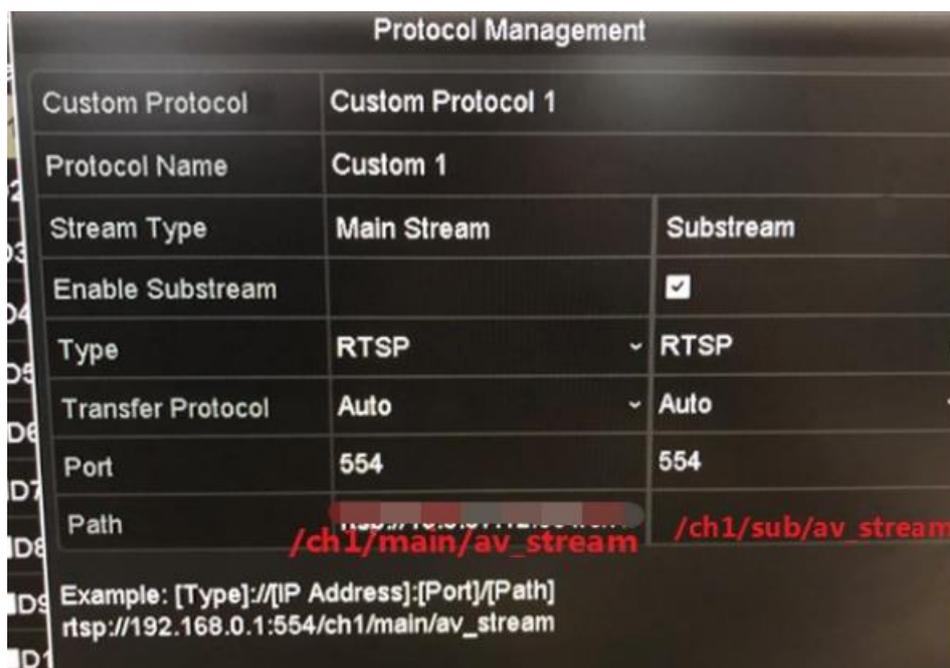
Sorry to tell you that the resolution of captured picture is 4CIF, size is smaller than 512k. Email would send three pictures as attachment.

Record

55. Q: Can NVR record RTSP streams?

Dear customer,

If the camera is added by RTSP protocol, the NVR would record RTSP stream.



56. Q: Downloaded file does not contain audio

Dear customer,

If there is audio in recorded file on device, but you can't hear audio when you playing video on PC, please download VS player to view video and make sure the sound of computer is working properly.

57. Q: NVR could not set record schedule across the day.

Dear customer,

Sorry to tell you that Hikvision device does not support set record schedule across the day.

You can split record schedule, for example, if you want to set schedule from 22:00 to 06:00

- 1) 22:00-24:00
- 2) 00:00-06:00

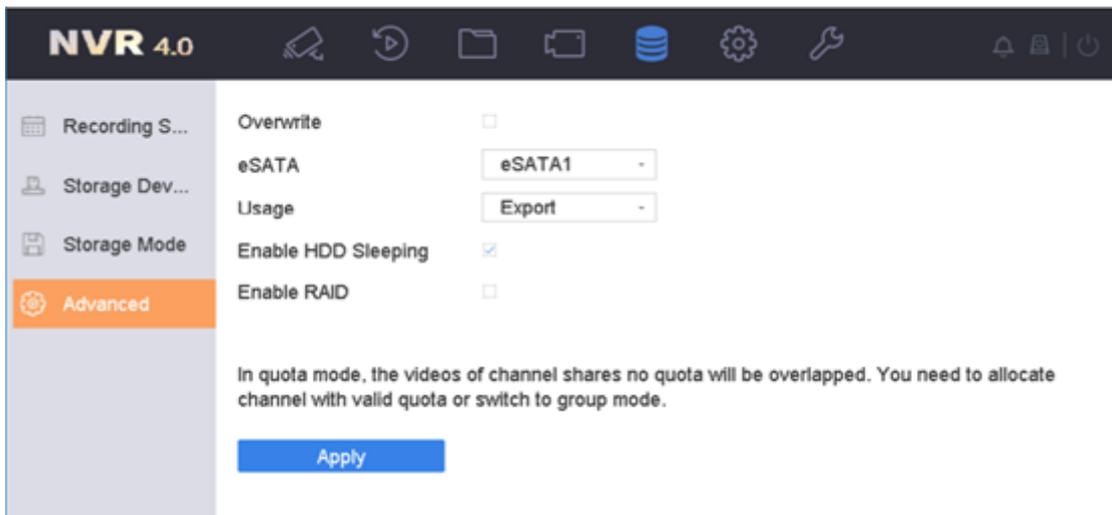


58. Q: HDD sleeping

Dear customer,

HDD sleeping helps to extend hard disk life when some HDDs are in idle mode

Go to main menu-Storage-Advanced to enable HDD sleeping.



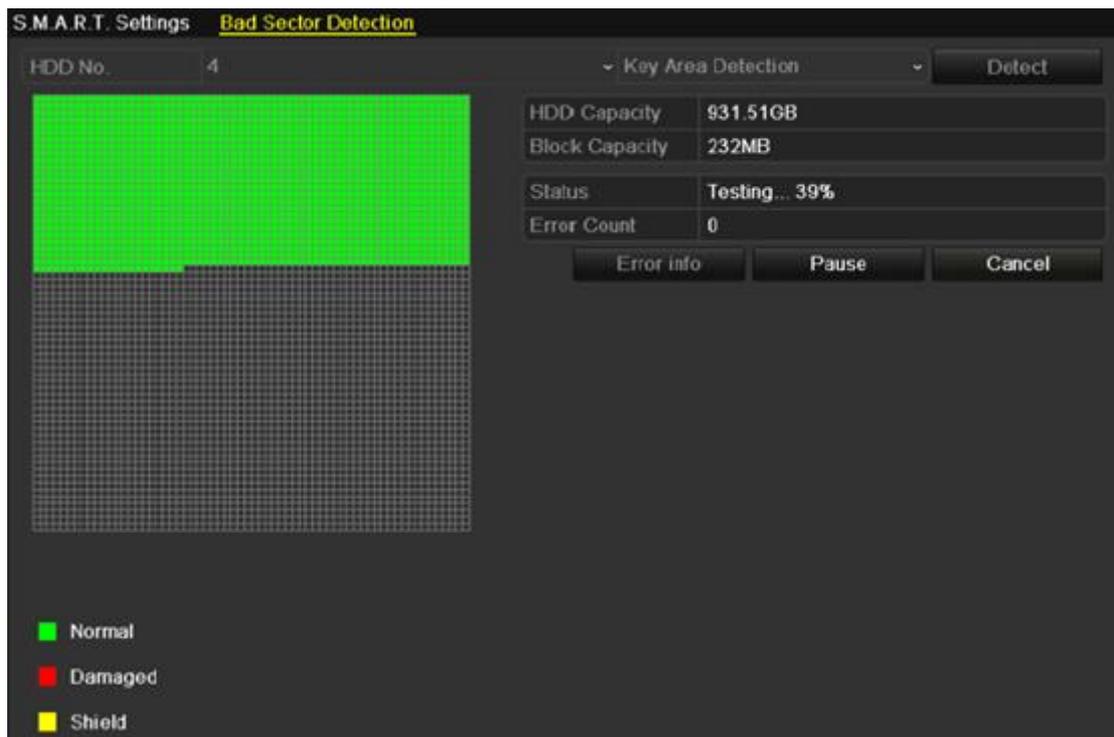
59. Q: All channels are missing videos at the same time

Dear customer,

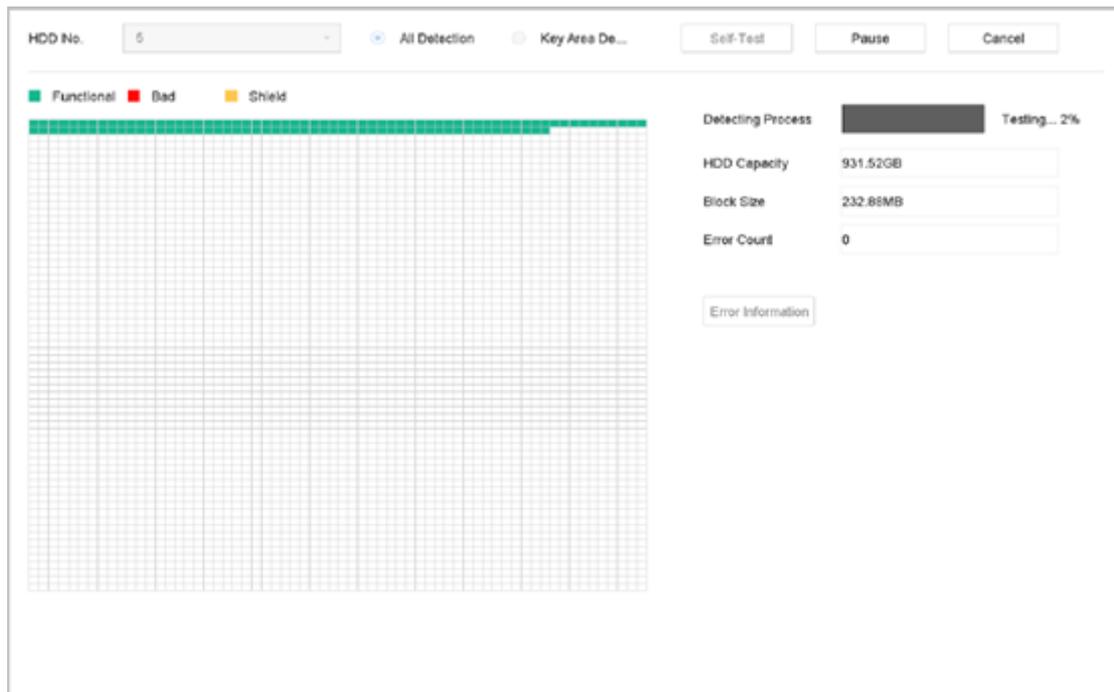
If all channels are missing videos at the same time, the reason for this may be: NVR/DVR was power off, remote timing, HDD formatted, HDD abnormalities, etc.

1. Device power off: please make sure whether your power supply is normal during that time, if device was power off during that time there will not be any record video.
2. Remote timing: Modify the timing resource as standard time. Or you can disable timing function.
3. HDD abnormal: Please follow the steps to check, if there is a bad sector of HDD, please change HDD.

GUI 3.0: turn to Menu – Maintenance – HDD Detect – Bad Sector Detection. Select the HDD No. in the dropdown list you want to configure, and choose All Detection as the detection type.



GUI 4.0: turn to Maintenance – HDD Operation – Bad Sector Detection. Select the HDD No. in the dropdown list you want to configure, and choose All Detection as the detection type.



Playback

60. Q: How do I playback IP Camera recorded file if the camera is offline?

Dear customer

The camera offline or deleted won't affect search the recorded file

Please go to playback, choose specific camera and data, click search button.

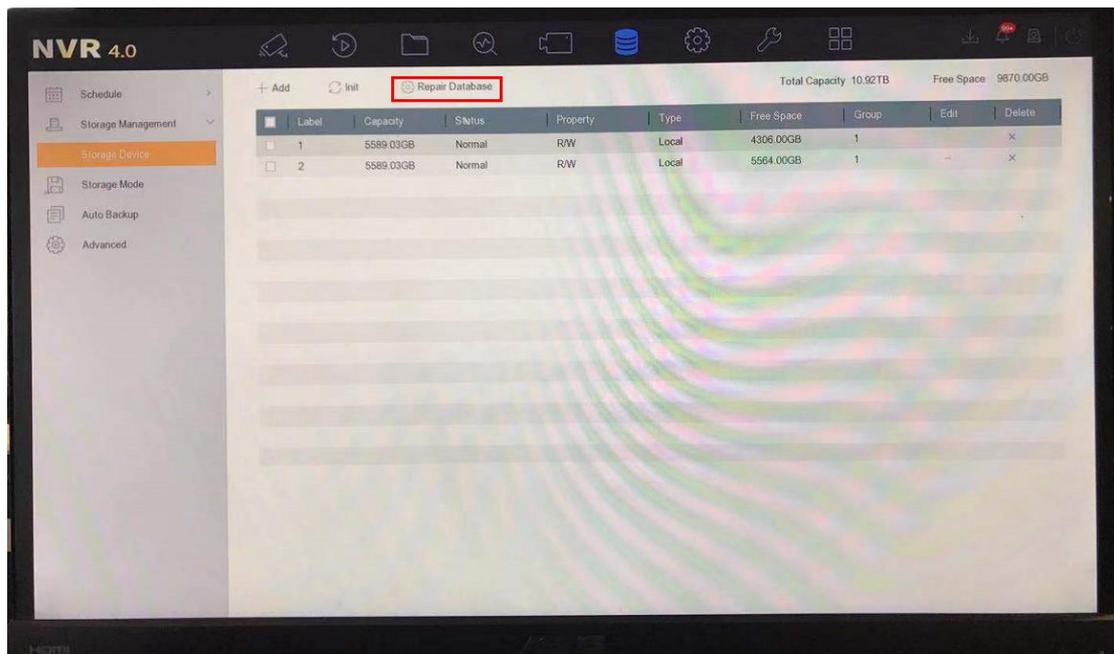
61. Q: When the NVR shutdown all record deleted

SQ: We are facing problem that when the NVR shutdown all record deleted.

Dear customer,

You can turn to storage - storage management - storage device, then click Repair Database.

It needs about 10-20mins, please wait until finish repair.



62. Q: Why it is failed to export video using AVI format?

Dear customer,

Please be noted that H.265 encoding doesn't support export video using AVI format. If you want to export AVI format directly, you need modify encoding as H.264.

63. Q: How to Playback with Transcoded Stream?

Dear customer,

Please follow the link <https://goo.gl/W1H6Vf> to check the video How to Playback with Transcoded Stream which can help you.

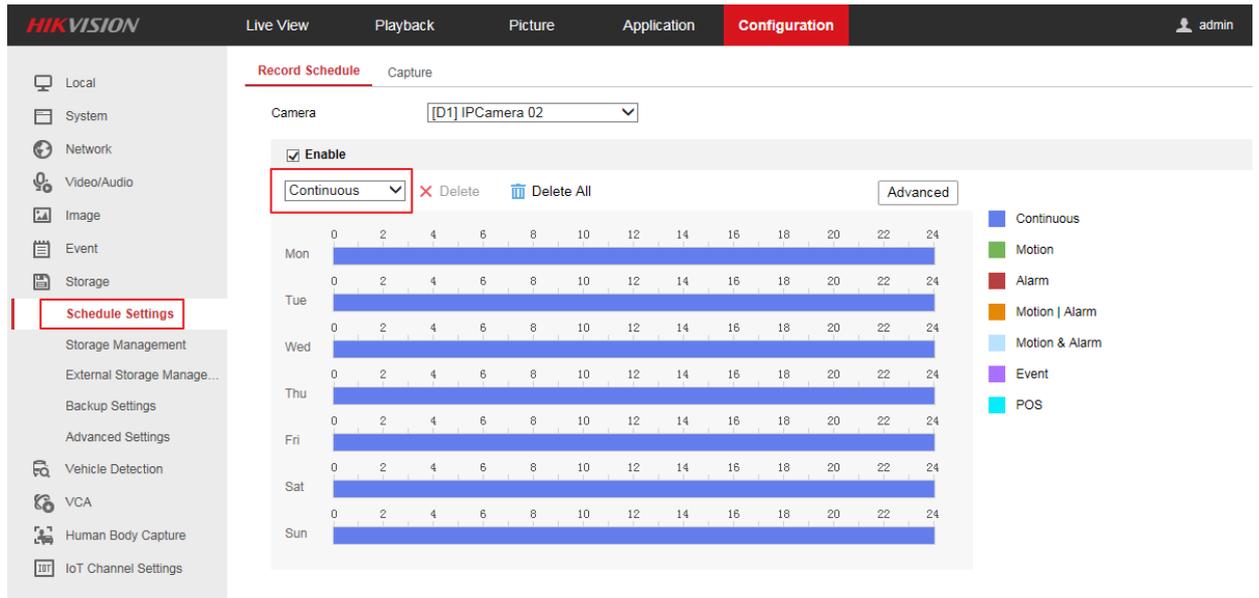
Thank you for your support to Hikvision.

64. Q: Could DVR or NVR capable of continuous recording and motion detection both at the same time?

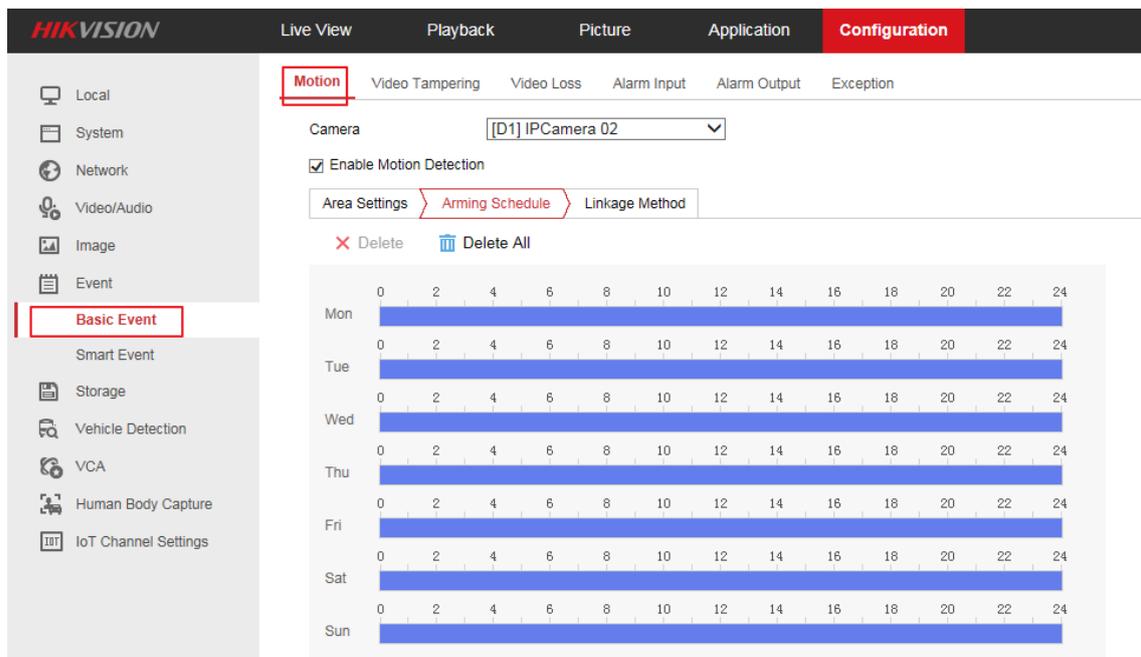
Dear customer,

Motion and continuous could record simultaneously

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



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



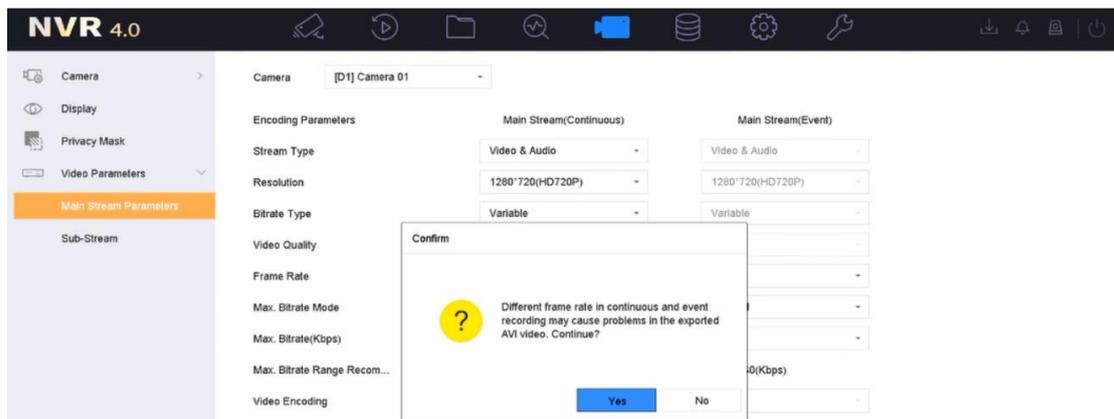
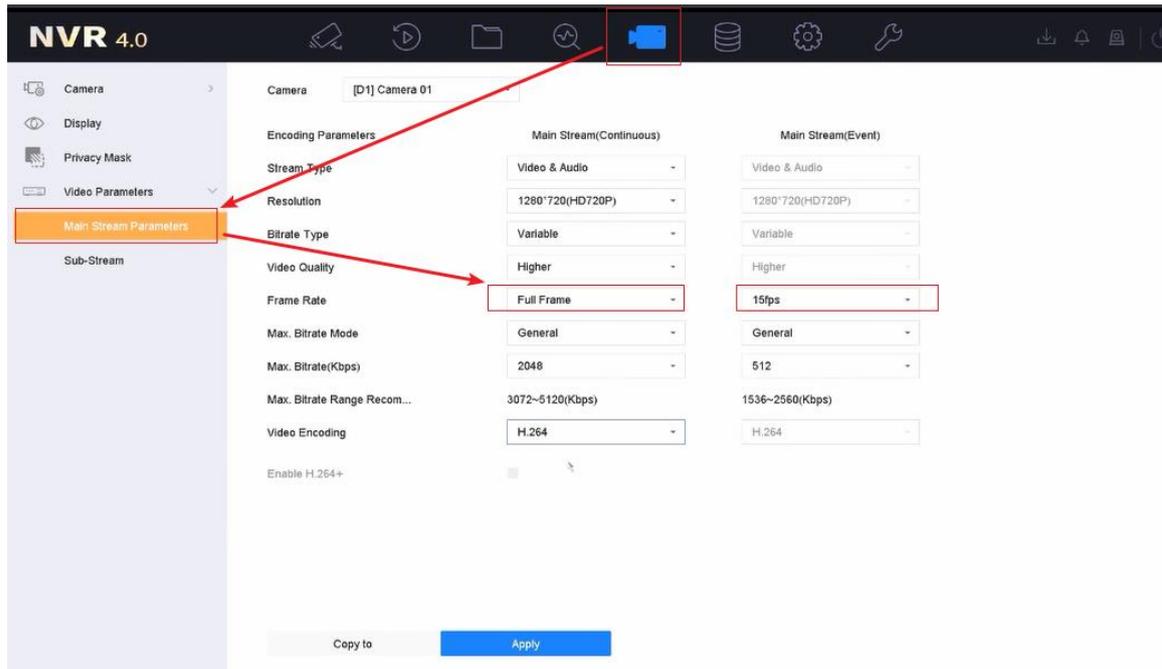
If you want to check the motion detection video, you could search the smatr recording as the following video.

65. Q: Problems in the exported AVI video.

Dear customer,

Please login to NVR locally, click storage-video parameters to check the frame rate of continuous recording and event recording.

If the frame rates are different, it is highly recommended to set same rate of the continuous recording and event recording.



66. Q: I can export only 4000 number of files at a time, can I enhance the limitation?

Sorry to tell you the limit for retrieving files is 4000, and it cannot be increased.

So you can only 4000 number of files at a time.

Other

67. Q: Does Hikvision DVRs/ NVRs are compatible with Google home

assistant?

Dear customer,

Sorry to tell you that currently, DVRs and NVRs are incompatible Google home assistant.

68. What is the MTBF of Hikvision Recorder?

Dear customer,

Please kindly find below data for reference:

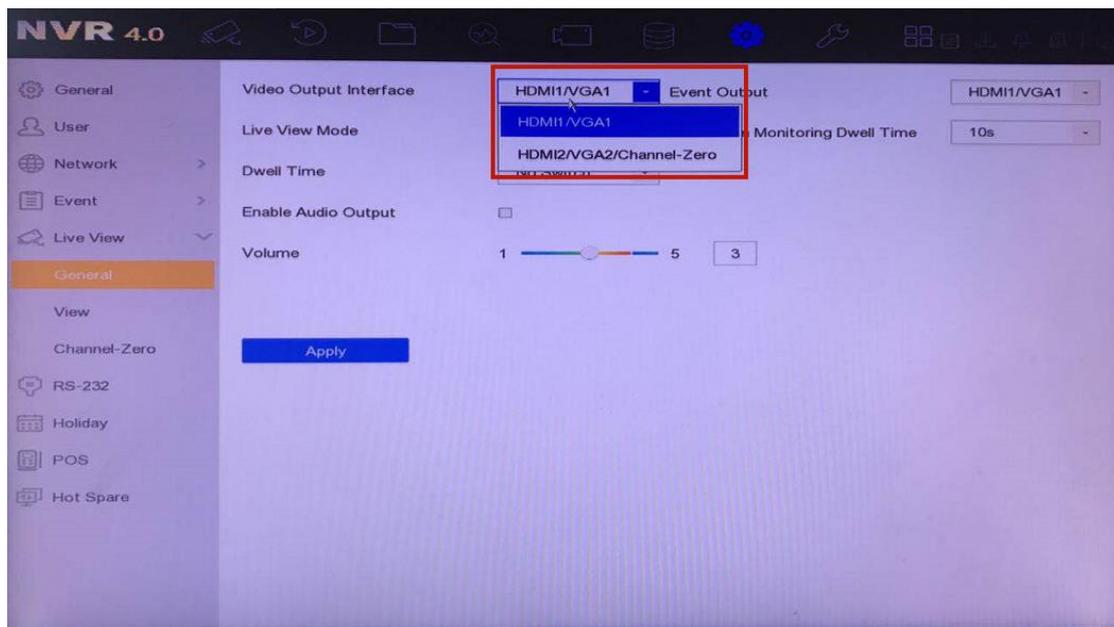
DVR: 40000H

NVR: 60300H

69. Can I use my mouse on two screens from the NVR?

SQ: Why I move the mouse on NVR second screen have tried to check on aux option but can't locate one?

Turn to Settings – Live View – General – Video Output Interface to check whether your device has different output resource. If yes, you can use your mouse on two screens from the NVR by stitch screen.



Only the main output can display mouse and menu. If your NVR is I serial NVR with v4.22.005 or above, you can switch from main monitor to auxiliary monitor by clicking Aux Monitor button on live view page.

