

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	ს	Turns red when DVR is powered up.
2	8.	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	٢	Turns white when DVR is powered up.
2		Turns red when data is being read from or written to HDD.
3	$(\mathbf{\bullet})$	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.
	Turns green when device is controlled by an IR remote.
STATUS	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.
Jx/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.

IF	P Camera		Add Mo	odify	Quick A	dd Custom P	r A	ctivation
	Channel No.	IP Address	Channel No.	Management Port	Security	Status	Protocol	Connect
~	D01	192.168.254.2	1	8000	Weak	Offline(Network A	HIKVISION	
	D02	192.168.254.3	1	8000	Weak	Offline(Network A	HIKVISION	
	D03	192.168.254.4	1	8000	Weak	Offline(Network A	HIKVISION	
	D04	192.168.254.5	1	8000	Weak	Offline(Network A	HIKVISION	
	D05	192.168.254.6	1	8000	Weak	Offline(Network A	HIKVISION	
	D06	192.168.254.7	1	8000	Weak	Offline(Network A	HIKVISION	
	D07	192.168.254.8	1	8000	Weak	Offline(Network A	HIKVISION	
	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.



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.

CO http://192.168.31.236.80		*	
	_	_	
📄 🥃 http:	://192.168.31.236:80		
	O Overseer other day was might like	Cheve efter	
	Reopen closed tabs Reopen last session InPrivate Browsing	Januar area	
	Please in	out the IP:HTTP Port of Hil	vision device into
	the bro	wser to visit the web pag	e of the device.

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

HIKVISION	Live View	Playback	Picture	Configu	ration	
	SNMP Email	Platform Access	Network Service	Other	Integration Protocol	
System	Alarm Host IP					
Network	Alarm Host Port	0				
Basic Settings	Multicast Addres	55				
Advanced Settings	Video Download	Bandwidth 262144		Kbp	s	
Video/Audio	Enable Virtu	al Host				
Image	Enable Flow	Control				
Event	Enable IP C	amera Occupation Det	ection			
Storage						
Vehicle Detection	E 9	bave				
Ko VCA						
Human Body Capture						

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

HII	KVISION	Live Vie	w I	Playback	Picture	Configur	ation				
Ţ	Local	IP Can	nera								
	System	IF	P Camera			Add	Modify Del	ete Quick A	dd Custom Pro	otocol	ctivation
	System Settings		Channel No.	Camera Name	IP Address	Channel No.	Management Port	Security	Status	Protocol	Connect
	Live View Settings		D1	Camera 01	10.41.8.54	1	8000	Weak	Online	HIKVISION	http://10
	Maintenance		D2	Camera 02	10.41.8.54	2	8000	Weak	Online	HIKVISION	http://10
	Security		D3	Camera 03	10.41.8.54	3	8000	Weak	Online	HIKVISION	http://10
	Camera Management		D4	Camera 04	10.41.8.54	4	8000	Weak	Online	HIKVISION	http://10
	User Management		D5	Camera 01	10.9.96.27	3	8001	Weak	Offline(Failed to g	HIKVISION	http://10
Ð	Network		D6	Camera 01	10.9.96.27	1	8001	Weak	Online	HIKVISION	http://10
<u>Q.</u>	Video/Audio		D7	IPdome	10.16.97.167	1	8000	Weak	Offline(User nam	HIKVISION	http://10
1	Image		D8	IPCamera 08	10.9.96.91	1	8000	Weak	Offline(Network A	HIKVISION	http://10
間	Event		D11	jimmy	10.9.97.98	1	8000	Weak	Online	HIKVISION	http://10
	Storage		D12	Camera 01	10.9.96.49	1	8000	Weak	Online	HIKVISION	http://10
EQ.	Vehicle Detection										
6	VCA								Total 10 Items	<< 1/1	
34	Human Body Capture										

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.

	Add IP Camera (Custom)								
No.	IP Address	A	mount of	Devid	ce M	Protoco	bl	Manag	gen
<	11	I						[>
IP Came	ra Address	192.16	8.1.200						
Protocol		ONVIF							v
Manage	ment Port	8000							
Transfer	Protocol	Auto					~		
User Na	me	admin							
Admin Password									
Contin	ue to Add								
	Prot	ocol	Searc	h	A	dd	E	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.

Refresh	One-touch A	Upgrade	Delete	One-touch A	Custom Addi
				~	

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.

		Configuration	
尊 General	General Platform Access DD	NS NTP Email S	NMP NAT More Settings
- Network	NIC Type	10M/100M/1000M Se	If-adaptive
	Enable DHCP		
\land Alarm	IPv4 Address 10 .9 .19	253	IPv6 Address 1 fe80::240:4bff:fe1e:d564/64
,≇ RS-232	IPv4 Subnet 255 .255 .255	0	IPv6 Address 2
	IPv4 Default G 10 .9 .19	254	IPv6 Default G
 Live View 	MAC Address	00:40:4b:1e:d5:64	
▲ Exceptions	MTU(Bytes)	1500	Could not set as the same
	Preferred DNS Server	10.1.7.88	IP range
ı≱ User	Alternate DNS Server	10.1.7.77	
	Internal NIC IPv4 Address	192.168.254.1	

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.

HII	(VISION	Live View Playba	ack Pictu	re Application	Configuration				
Ģ	Local	Upgrade & Maintenance	Log Diagnose	Filtered Alarm Statistic					
	System	Reboot							
_	System Settings	Reboot	Reboot the device.						
	Maintenance								
	Security	Default							
	Camera Management	Restore	Restore Reset all the parameters, except the IP parameters and user information, to the default settings.						
	User Management	Default	Restore all paramete	rs to default settings.					
	VCA Configuration	Export							
	Live View Settings	Device Parameters							
G	Network	IP Camera Paramet	ers						
<u>Q.</u>	Video/Audio	Import Config. File							
1	Image	Device Parameters			Browse	Import			
Ë	Event	Status							
₿	Storage	IP Camera Parameters			Browse	Import			
R	Vehicle Detection	Status							

On GUI3.0

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

			System Maintenance		
0	System Info	Import/Export Config File			
ō	Log Information	Device Name		~ *.bin ~	Refresh
_		Name	Size Type	Edit Date	Del Play
ъ	Import/Export >				
ŧ	Upgrade				
¢	Default				
ŝ	Net Detect				
Ø	HDD Detect				
		Free Space			

On GUI 4.0

Go to main menu- Maintenance-Import/Export.

NVR 4.0		6)) () ()	۶		
(i) System Info >	Devic		E ile F *.l	bin -			\mathbb{C} Refr
Log Informat	New Folde	r 📑 Import	🕒 Expo	rt	Total Fre	e Cap	
℅ Import/Export	Name	Size	Туре	Modify D	Delete	Play	
☆ Upgrade →							
) Default							
Retwork Det >							
☐ HDD Operat >							
🛞 System Serv>							

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.

					Con	figuration
io.	General	>	General	DST Settings	More	Settings
æ	Network		Device I	Name		
			Device I	No.	0	
\$	Alarm		Auto Log	gout	Nev	er
ş	RS-232					
•	Live View					
A	Exceptions					
	User					

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.

		Configuration
ø General	General PPPOE DDNS	NTP Email SNMP NAT More Settings
Network >	Working Mode	Multi-address ~
	Select NIC	LAN1 ~
\land Alarm	NIC Type	10M Half-dup ~
, ≇ RS-232	Enable DHCP	
	IPv4 Addre	IPv6 Addre
	IPv4 Subn	. IPv6 Addre
▲ Exceptions	IPv4 Defa	. IPv6 Defa
	MAC Address	00:00:00:00:00
🔹 User	MTU(Bytes)	0
	Preferred DNS Server	
	Alternate DNS Server	
	Default Route	LAN1 ~

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.

		Record	
	Record Capture		
A Darameters	Camera	[A1] Camera 1	
• Parameters •	Encoding Parameters	Main Stream(Continuous)	Main Stream(Event)
蓉 Advanced	Stream Type		
🛧 Holiday	Resolution		
	Bitrate Type		
	Video Quality		
	Frame Rate		
	Max. Bitrate Mode		
	Max. Bitrate(Kbps)		,
	Max. Bitrate Range Reco		~
NVR	a d [I Q 📕 🖶 🔅	▷ 수 ± 0
Ciji Camera	Camera [D1] PCamera 1]	
Display Configuration Privacy Mask Configuration	Extoding Parameters	Main Stream(Continuous) Main Stream(E	(vent)
Encoding Parameters	Stream Type Resolution		
Recording Parameters	Bitrate Type	•	-
Sub-Stream	Video Quality	•	
	Frame Rate		
	Max. Bitrate Mode	•	•
	Max. Bitrate(K2ps)		
	Video Encoding		
	Save		

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.



HIK	VISION®	Live View	Playback	Picture	Application	Configuration
Ā	Local	Video Custom V	íideo ROI	Display Info. on Stream	Target Cropping	3
	System	Stream Type	Main	Stream(Normal)	~	
Ð	Network	Video Type	Video	Stream	\sim	
₽6	Video/Audio	Resolution	1920	1080P	~	
14	Image	Bitrate Type	Varia	ble	~	
	Event	Video Quality	Media	um	\sim	
	Storage	Frame Rate	30		✓ fps	
	Counting	Max. Bitrate	1024		Kbps	
오	EPTZ	Video Encoding	H.265	5	~	
		H.265+	OFF		~	
		Profile	Main	Profile	\sim	
		I Frame Interval	50			
		SVC	OFF		~	
		Smoothing	_	[50 [Clear<->Smo	oth]
		🔡 Sav	ve			

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 disbale cameras.

NV	/R 4.0				C		\mathfrak{S}	۲.			
63	General		+ Add	Modify	X Del	ete (P)	Live View P	erm			
B			No.	User N	lame	-	Security	-	Priority		
	Network	,	1	admin		-					
	Event		2	1	Local Live	View					X
2	The second				Camera					Select All	
MA	LIVE VIEW	2			⊡D1	⊘ D2	⊡D3	☑ D4	D5	D6	
\bigcirc	RS-232				D7	D 8	D 9	D10	☑D11	⊡D12	
Ē	Holiday				⊡D13	☑D14	⊠D15	D16	☑D17	D18	
	· ionady			19110144	☑D19	D20	⊠D21	D22	D23	☑ D24	-
	POS				2D25	⊠ D26	D27	D28	D29	D30	
1	Hot Spara				2D31	☑D32	☑D33	☑D34	☑ D35	D36	
	not opare				D37	☑ D38	D39	☑ D40	☑D41	☑ D42	
					☑D43	☑ D44	☑ D45	☑ D46	☑ D47	D48	
and the second second					D 49	☑ D50	☑D51	☑ D52	☑D53	☑D54	
					All the	users will h	ave the live v	iew permissi	on of selecte	d channels.	
		*					Appl	у	ОК	Cancel	

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.

♣ Holiday	Resolution	^	^				
¢₂ Advanced	Stream Type						
	Encoding Parameters	Main Stream(Continuous)	Main Stream(Event)				
io Parameters >	Camera	[A1] Camera 1					
■ Schedule	5 Schedule Record Capture						
Record							

NVR 4.0				လို	وحرم
🕼 Camera >	Camera [D1] IPCame	ra 1	-		
O Display	Stream Type		-		
Privacy Mask	Resolution (Max.: 720P)	352*288	-		
📼 Video ParamV	Bitrate Type		-		
Main Stream	Frame Rate		-		
Sub-Stream	Max. Bitrate Mode		-		
	Max. Bitrate (Kbps) (Max.:		-		
	Max. Bitrate Range Recom				
	Video Encoding		-		

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.

 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.

NVR 4.0	$\langle \mathcal{Q} \rangle$			ر کر	¢ @ ∪
General	TCP/IP DD	NS PPPOE NTP NAT	r		
요 User	Working	Net Fault-Tolerance -			
Network	Select NIC NIC Type	bond0 - 10M Half-dup -			
TCP/IP	Enable DHCP				
Advanced	IPv4 Addr	10 .9 .97 .2	Preferred D	10.1.7.97	
Event >	IPv4 Sub IPv4 Def	255 . 255 . 255 . 0 10 . 9 . 97 . 54	Alternate D	10.1.7.98	
🔍 Live View >	MAC Add	00:00:00:00:00:00			
RS-232	MTU(Byt Main NIC	0 LAN1 -			
Holiday					

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.

NVR 4.0		Ś		Ĺ		ŝ	۶	ሷ ඬ ୯
(i) System Info >	Network Dela	ay, Packet	Loss Test					
Log Informat	Select NIC							
/>/>/Export	Destination A	\ddr				Test		
☆ Upgrade →	Network Pac	ket Export						
🔍 Default	Device Name	ð			•	Refresh	Status	
Retwork Det~								
Traffic								
Network Det								

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 $\ensuremath{\left(\text{IPC management port of ONVIF protocol} \ensuremath{\right)}}$, IPC username and password,

click add button.

Add IP Camera (Cust	om)				\times
No. St Sec	urity	IP Add	Devic	e	Protocol
IP Camera Address					
Protocol					-
Management Port	8000				
Transfer Protocol	Auto				-
User Name	admin				
Password					
Use Channel Def					
			Search	Contin	Add

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.

		Configuration
후 General	General View	
🖶 Network	Video Output Interface	HDMI ~
	Live View Mode	1*1 ~
🎄 Alarm	Dwell Time	No Switch ~
	Enable Audio Output	
	Volume	
 Live View 	Event Output	HDMI ~
▲ Exceptions	Full Screen Monitoring D	1s ~
📣 User		

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

Camera Management								
🖷 Camera	Motion Detection							
	Settings							
💕 OSD	Trigger Channel Arming Schedule Linkage Action							
😔 Image	Full Screen Monitoring							
= DT7	Audible Warning							
0 1 12	■ Notify Surveillance Center							
∱ Motion	Send Email							
⊠ Privacy Mask	Trigger Alarm Output							
,	*Notice: please confirm the event output in "Live View" settings menu is the							
👋 Video Tamper	same with the real event output.							
Video Loss								
🤄 VCA								
	Apply OK Cancel							
♠ Live View	Copy Apply Back							

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.

rade	& Maintenance	Log					
lajor 1	Type Except	ion	V Minor Type	All Types		~	
tart T	me 2020-0	2-20 00:00:00	📆 End Time	2020-02-2	4 23:59:59	1 Search	
Log	List					Export	
No.	Time	Major Type	Minor Type	Channel No.	Local/Remote User	Remote Host IP	
1	2020-02-20 19:13:	11 Exception	illegal Login		admin	111.65.35.131	~
2	2020-02-21 19:07:	04 Exception	illegal Login		admin	111.65.35.136	
3	2020-02-21 19:21	49 Exception	Illegal Login		admin	111.65.35.136	
4	2020-02-21 19:21:	54 Exception	Illegal Login		admin	111.65.35.136	
6	2020-02-21 19:22	15 Exception	Illegal Login		admin	111.65.35.136	
7	2020-02-21 19:22	29 Exception	Illegal Login		admin	111.65.35.136	
8	2020-02-21 20:23	29 Exception	illegal Login		admin	111.65.47.205	
9	2020-02-21 20:23	30 Exception	Illegal Login		admin	111.65.47.205	
10	2020-02-21 20:23	59 Exception	illegal Login		admin	111.65.47.205	
11	2020-02-22 09:55	38 Exception	illegal Login		admin	111.65.47.205	
12	2020-02-23 13 12	27 Exception	Illegal Login		admin	101.100.173.220	~

User can enable the IP address filter to allow or forbid the visits from the certain address.

	VISION	Live View	Playback	Picture	Configuration			
Ţ	Local	Authentication	IP Address Filter	MAC Address Filte	er Security Service			
	System	Enable IP	Address Filter					
	System Settings	IP Address F	ilter Type Forbido	den	\checkmark			
	Maintenance	IP Addres	s Filter			Ad	ld Modify	Delete
	Security	No.	IP					
	User Management							
Ð	Network							
<u>Q.</u>	Video/Audio							
1	Image							
圁	Event							
₿	Storage							
Fo	Road Traffic							
		E	Save					

37. Q: No more IP camera allowed

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
 - 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.

NVR 4.0				בין	¢ ⊠ ∪
General	TCP/IP DD	NS PPPOE NTP NA	T		
A User	Working	Net Fault-Tolerance -			
A	Select NIC	bond0 ~			
Network	NIC Type	10M Half-dup			
ТСРЛР	Enable DHCP				
Advanced	IPv4 Addr	10 . 9 . 97 . 2	Preferred D	10.1.7.97	
Mayuncea	IPv4 Sub	255 . 255 . 255 . 0	Alternate D	10.1.7.98	
Event >	IPv4 Def	10 . 9 . 97 . 54			
📿 Live View >	MAC Add	00:00:00:00:00			
~	MTU(Byt	0			
€ RS-232	Main NIC	LAN1 -			
📅 Holiday					

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)

NVR 4.0		<u>ک</u>			<i>K</i> , tij	Ć @ ∪
🕼 Camera 🗸 🗸	Show pass	+ Custom A	\times Delete	lmport/E	xp ••• More Se	t Enter a keywc 🔡 🗄
	■ IP	Del Sta	atus	Security	IP Address	Edit Upg Ca
IP Camera						

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.

NVR 4.	
(i) System Info	Network Delay, Packet Loss Test
Log Informat.	Select NIC -
/>/> Import/Export	Destination Addr Test
♀ Upgrade	> Network Packet Export
ම _ු Default	Device Name - Refresh Status
Retwork Det.	.~
Traffic	
Network Det.	

- 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.

NVR 4.0				\$ \$ \$ \$ \$ \$ \$ \$ \$ \$
බු General		NS PPPoE NTP NA	r	
A User	Working	Net Fault-Tolerance -		
Metwork V	Select NIC NIC Type	bond0 ~ 10M Half-dup ~		
TCP/IP	Enable DHCP			
Advanced	IPv4 Addr	10 .9 .97 .2	Preferred D	10.1.7.97
Event >	IPv4 Sub IPv4 Def	255 . 255 . 255 . 0 10 . 9 . 97 . ;4	Alternate D	10.1.7.98
📿 Live View >	MAC Add	00:00:00:00:00:00		
🗟 RS-232	MTU(Byt Main NIC	0 LAN1 -		
Holiday				

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)

NVR 4.0		À			ිදු	ES.		
🕼 Camera 🗸 🗸	Show pass	+ Custo	m A $ imes$ Del	ete 📑 Import	/Exp ∘∘	 More Set. 	Enter	a keywc 🔡 🗄
IP Camera	■ IP	Del	Status	Security	IP A	ddress	Edit	Upg Ca

 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.

NVR 4.0	s b			ිදි	۶	¢ @ ∪
(i) System Info >	Network Delay, Pack	et Loss Test				
Log Informat	Select NIC		•			
/>/>//Export	Destination Addr			Test		
	Network Packet Exp	ort				
🕘 Default	Device Name		- Re	efresh	Status	
Retwork Det~						
Traffic						
Network Det						

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) $\qquad \qquad \qquad$								
No. St Sec	urity	IP Add	Device	Pro	otocol			
IP Camera Address								
Protocol					-			
Management Port	8000							
Transfer Protocol	Auto				-			
User Name	admin							
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)

NVR 4.0		Þ	E –		ŝ	<i>2</i> 3	Ĵ
© Camera ∨	Show pass	+ Custo	om A × Dele	te [≟ Impor	t/Exp ∘∘	 More Set 	Enter a keywc 🔡 🗄
IP Camera	■ IP	Del	Status	Security	IP A	ddress	Edit Upg Ca

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.

HIKVISION	Live View	Playback Picture	Configuration
🖵 Local	Video Display In	fo. on Stream Channel-zero	
System	Camera	[D5] Camera 01	•
Network	Stream Type	Sub Stream	•
Video/Audio	Video Type	Video Stream	T
Image	Resolution	320*240	Ŧ
Event	Bitrate Type	Variable	•
Storage	Video Quality	Medium	▼
Vehicle Detection	Frame Rate	Full Frame Rate	▼ fps
Ko VCA	Max. Bitrate	512	Kbps 🧭
-	Video Encoding	H.264	•
	🖹 Sav	re	

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.

HI	KVISION	Live View PI	ayback Pic	ure Configuration	👤 admin	🚯 Help	[→ Logout
Q	Local	Video Audio R	OI Target Cropping				
	System	Stream Type	Main Stream(No	rmal) 🗸			
Ð	Network	Video Type	Video&Audio	~			
<u>_</u>	Video/Audio	Resolution	1920*1080P	~			
1	Image	Bitrate Type	Variable	\checkmark			
圁	Event	Video Quality	Medium	~			
B	Storage	Frame Rate	25	✓ fps			
Fo	Road Traffic	Max. Bitrate	3072	Kbps			
		Video Encoding	H.264	\checkmark			
		H.264+	OFF	\sim			
		Profile	High Profile	\checkmark			
		I Frame Interval	50				
		SVC	OFF	~			
		Smoothing		50 [Clear<->Smo	ooth]		

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: <u>https://www.hikvision.com/en/</u> Search the specific product model, after searching, on device specification-Network Protocols, it will shows whether the device supports NFS/iSCSI.

← → C ■ https://www.hike/sion.com/m/		Click	t on"search"								
≣ Products So	olutions Support	HIKVISION Where to Buy About Icon, enter device model type to search									
		Specification									
Video And Audio	Network Remote Connections	128									
Network Hard Disk	Network Protocols	ТСР/IP, DHCP, Hik-Connect, DNS, DDNS, NTP, SADP, SM HTTPS	TP NFS, iSCSI, UPnP™,								
External Interface	Network Interface	1 RJ-45 10/100/1000 Mbps self-adaptive Ethernet interfa	ace								
General	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.

	Sy	stem Maintenance									
System Info Log Search											
	Start Time	2019-06-28 🖀	00:00:00	٩							
	End Time	2019-06-28 🖀	23:59:59	9							
مع Import/Export Major Type Exception											
t Upgrade	Minor Type										
	IP Conflicted										
⇔ Default	✓Network Disconnected										
& Net Detect	Record/Capture Exception	n									
	IP Camera Disconnected										
Ø HDD Detect	IP Camera Address Conflicted										
	IP Camera Access Except	lion									

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.

Protocol Manage	ement	
Custom Protocol 1		
Custom 1		
Main Stream		Substream
RTSP	~	RTSP
Auto	-	Auto
554		554
ch I/main/av.str	am	/ch1/sub/av_stre
	Protocol Manage Custom Protocol 1 Custom 1 Main Stream RTSP Auto 554	Protocol Management Custom Protocol 1 Custom 1 Main Stream RTSP ~ Auto ~ 554

56. Q: Downloaded file dos 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 spilt 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

			Record											
Schedule	Record Captu	re												
杰 Darameters	Edit													
	Weekday	1	Mon					•						
蓉 Advanced	All Day				Туре	Con	tinuous	~	Edit					
👁 Holiday	Start/End Time	22:00-24:00		٩	туре	Con	tinuous	~	Continuous					
	Start/End Time	00:00-06:d0		٩	Туре	Con	tinuous	~	Event					
	Start/End Time	00:00-00:00	٩	Туре	Con	tinuous	~	Motion						
	Start/End Time	00:00-0d:00			Туре	Con	tinuous	~	Alarm					
	Start/End Time	00:00-00:00			Туре	Con	tinuous	~	MIA					
	Start/End Time	00:00-00:00		٩	Туре	Con	tinuous	~						
	Start/End Time	00:00-00:00		٩	Туре	Con	tinuous	~	None					
	Start/End Time	00:00-00:00		٩	Туре	Con	tinuous	~						
		Сору	Apply		ок		Cancel							
♠ Live View					Cop	у	Арр	bly	Back					

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.

NVR 4.0	 S 			ŝ	<i>Ç</i> 3	¢ ≜ ୯
Recording S Storage Dev Storage Mode	Overwrite eSATA Usage Enable HDD Sleeping	eSATA1 Export	•			
Advanced	Enable RAID					
	In quota mode, the video channel with valid quota Apply	s of channel share or switch to group	es no quot mode.	ta wili be ov	erlapped. Yo	ou need to allocate

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.

HDD No.		- Key Ar	ea Detection 🗸 🗸	Detect
		HDD Capacity	931.51GB	
		Block Capacity	232MB	
		Status	Testing 39%	
		Error Count	0	
		Error in	fo Pause	Cancel
Normal				
Normal	d			

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.

Punchenei 🖉 Bag 🧰 anteig	 	 Detecting Process		Testing 29
		HDD Capacity	931.52GB	
		Block Size	232.88MB	
		Error Count	0	
		Error Information		

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.

	. 4.0		Nº 4							Total Ca	nacity 10.92TB	Free Space	ce 9870.00GB
Sch	nedule	5	+ Add	2	Init	> Repair Database				Total Go	postly recourse		1
E Sto	wage Management	*					Property	1	Туре	Free Space	Group	Edit	Delete
				1	5589.03GE	3 Normal	R/W		Local	4306.00GB	1		×
[13] SU	arane Mode			2	5589.03G	B Normal	R/W		Local	0004.0000			
	anga mano												
E AU	то васкир												
(i) Ad	ivanced												

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 <u>https://goo.gl/W1H6Vf</u> 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.

HIKVISION	Live	View	Playba	ack	Picture	App	lication	Cor	nfigurati	ion				👤 admin
Local	Rec	cord Schedul	e Capt	ure										
System	С	amera		[D1] IPCa	mera 02	~								
Network		Enable												
Video/Audio	ſ	Continuou	s 🗸	× Delete	前 Delete	e All					Adva	Inced		
Image	L			4 6		10 12	14	16	10	20		94	Continuous	
Event		Mon		4 0		10 12	14	18	10	20	22	24	Motion	
Storage		0	2	4 6	8	10 12	14	16	18	20	22	24	Alarm	
Schedule Settings		Tue	2	4 6	8	10 12	14	16	18	20	22	24	Motion Alarm	
Storage Management		Wed				10 12	1.4	10	10	20		27	Motion & Alarm	
External Storage Mar	age	0	2	4 6	8	10 12	14	16	18	20	22	24	Event	
Backup Settings		Inu				10 10		4.0					POS	
Advanced Settings		Fri	2	4 6	8	10 12	14	16	18	20	22	24		
C Vehicle Detection		0	2	4 6	8	10 12	14	16	18	20	22	24		
CA VCA		5ai 0	2	4 6	8	10 12	14	16	18	20	22	24		
Human Body Capture		Sun	· ī ·	î î ĭ		1 1			1 1					
IIIT IoT Channel Settings														

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

HII	VISION	Live View		Playbac	:k		Picture		Application	C	Configura	tion		
Ţ	Local	Motion	Video T	ampering	Vid	eo Los:	s Ala	rm Input	Alarm Outpu	tĐ	ception			
···-	System	Camera			[D1] II	Came	era 02		\checkmark					
Ð	Network	🖌 Ena	ole Motior	Detection	I									
Q.	Video/Audio	Area	Settings	Arming	g Sched	ule	Linkage	Method						
1	Image	×	Delete	前 De	lete All									
圁	Event		0	2	4	6	8	10	12 14	16	18	20	22	24
	Basic Event	Mon		1 1		i.	1 1	1 1 1		1 1		1 1		
	Smart Event	Tue	0	2	4	6	8	10	12 14	16	18	20	22	24
B	Storage		0	2	4	6	8	10	12 14	16	18	20	22	24
Fo	Vehicle Detection	Wed												
6	VCA	Thu	0	2	4	6	8	10	12 14	16	18	20	22	24
4	Human Body Capture		0	2	4	6	8	10	12 14	16	18	20	22	24
IOT	IoT Channel Settings	Fri	0	2	4	6	8	10	12 14	16	18	20	22	24
		Sat		-	ч 	Ĭ		10	12 14	10	10	20		23
		Sun	0	2	4	6	8	10	12 14	16	18	20	22	24

If you want to check the motion detetion 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.

NVR 4.0	s D [D Q 🧧		4 A A C
다. Camera >	Camera [D1] Camera 01			
Display	Encoding Parameters	Main Stream(Continuous)	Main Stream(Event)	
Privacy Mask	Stream Type	Video & Audio -	Video & Audio	
📼 Video Parameters 🗸 🗸	Resolution	12801720(HD720P) -	1280°720(HD720P) -	
Main Stream Parameters	Bitrate Type	Variable -	Variable	
Sub-Stream	Video Quality	Higher -	Higher	
	Frame Rate	Full Frame -	15fps -	
	Max. Bitrate Mode	General -	General -	
	Max. Bitrate(Kbps)	2048 -	512 -	
	Max. Bitrate Range Recom	3072~5120(Kbps)	1536~2560(Kbps)	
	Video Encoding	H.264 -	H.264	
	Enable H 264+	*		
NVR 4.0	Copy to	Apply		
4L⊚ Camera >	Camera [D1] Camera 01	•		
Display	Encoding Parameters	Main Stream(Continuous)	Main Stream(Event)	
Privacy Mask	Stream Type	Video & Audio ~	Video & Audio	
Video Parameters	Resolution	1280'720(HD720P) -	1280'720(HD720P)	
Main Stream Parameters	Bitrate Type	Variable ~	Variable -	
Sub-Stream	Video Quality Confirm			
	Frame Rate		÷	
	Max. Bitrate Mode	Different frame rate in continuous and ev recording may cause problems in the exp AVI video. Continue?	ported ~	
	Max. Bitrate(Kbps)		*	
	Max. Bitrate Range Recom	Mar	iO(Kbps)	
	vidéo Encoding	Yes	NO	

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.

HIKVISION	HIKVISION	HIKVISION	HIKVISION
HIKVISION	нік		CVISION
HIKVISION	нік	Main Monito	
HIKVISION	HIKVISION	HIKVISION	