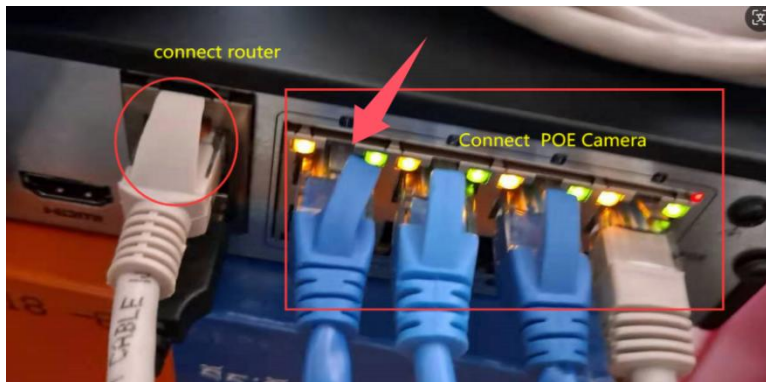
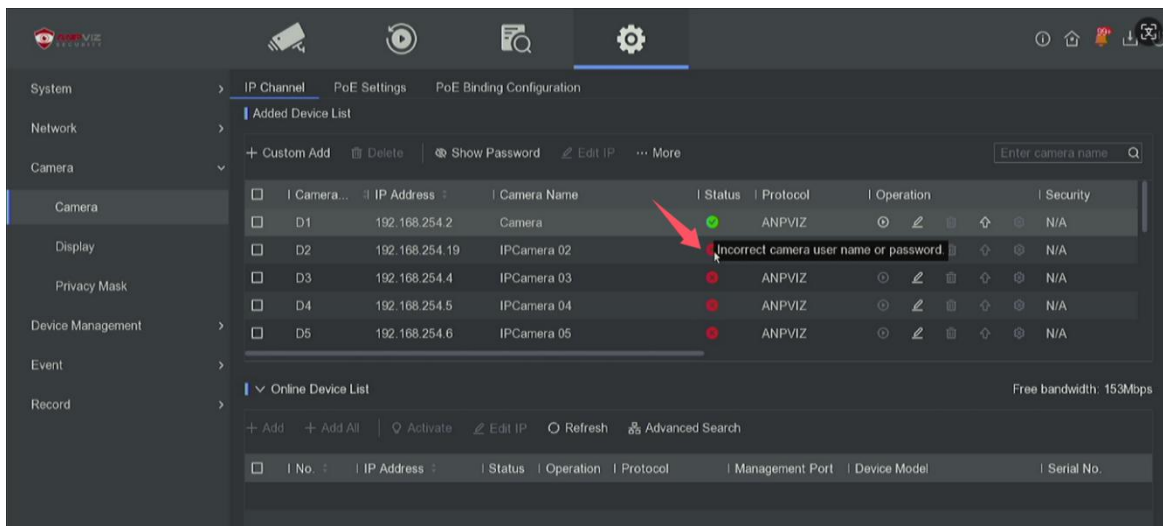


How to solve the camera can not connect to the HK NVR problem

1. Check whether the indicator light of the NVR POE interface is on.



2. Enter the NVR menu-Camera interface, click the connection status to view the error cause, as shown in the figure



H Series or Hikvision IP Cameras

Prompts that the username or password is incorrect

A. You can click Edit to enter the correct password of the camera, and then click Save to connect normally.

B. If you don't know the camera activation password, you can reset the camera by hard reset. You can refer to the video link or scan QR to view the reset operation method.

<https://youtu.be/pyC01xE1Pf8>



Prompt user to lock or other

1. You can manually activate the camera first, then connect it to the NVR POE port
2. Upgrade the camera or NVR firmware to achieve plug-and-play

H series firmware download path:

www.anpvizsecurity.com

Support- Download Center- Download- Firmware - H Series

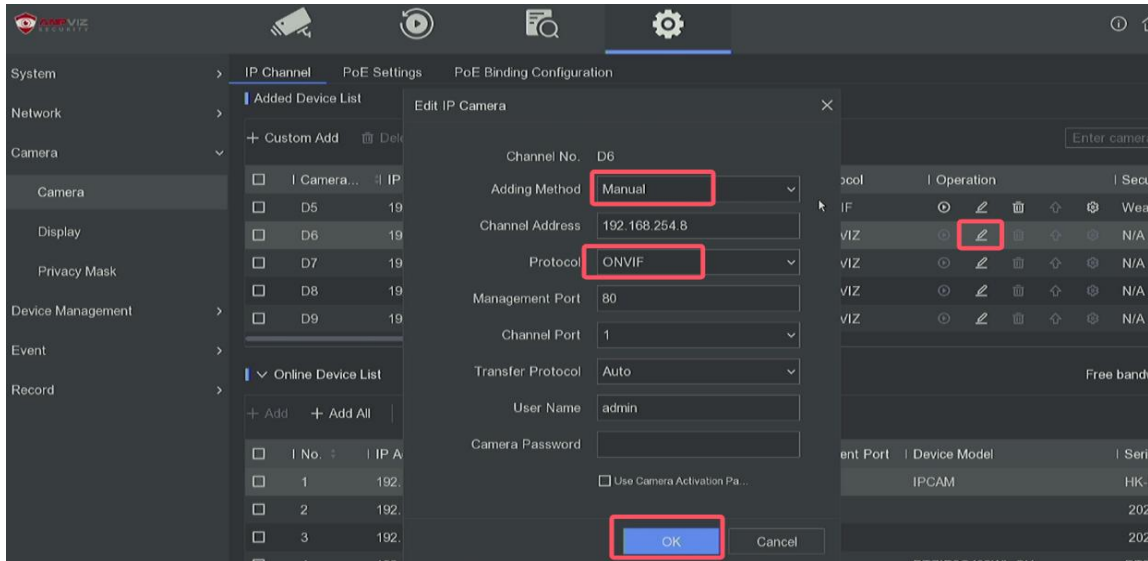
U Series Cameras

A. Check whether the camera DHCP function is turned on (DHCP is turned on by default. If the camera has been connected to other NVR POE, DHCP will be turned off). You can reset the camera through the camera search tool and then connect to the NVR.

How to reset can be viewed in the link method:

<https://anpvizsupport.com/uprime-series-camera-reset-passworduprime-series-p01036p1.html>

B. If the camera still cannot be connected after resetting, you can change the channel connection mode to manual and the protocol to onvif, and then click Save to connect normally. As shown in the figure, change the connection mode to manual and the protocol to onvif, and click Save to see.



Third-party Brand Cameras

Third-party brand cameras cannot display images when connected directly. Please configure the camera IP address first, and then connect it to the NVR PoE port. For detailed operations, you can scan the code to view the video: <https://youtu.be/6DFdOQpi8Yg>



If you need support, please contact us: support@anpvizsecurity.com