How to Upgrade Device on Web to Support Hik-Connect Function

Note:

1, Please upgrade the device orderly (V5.1.X →V5.2. →5.3.X →5.4.X). Cross firmware version upgrade is prohibited. You could also ask the local support team in your region to get the new version of firmware.

2, The device which needs to be upgraded should be in the same subnet of the computer which stored the new firmware or could be visited by public network.

Please check the current firmware of your device on SADP then visit Hikvision International official website http://www.hikvision.com/en.

Go Downloads-Firmware column, find the corresponding firmware of your device and download it on your computer.

Unzip the file to .dav format.

Login the device on web

Go to Configuration-System,

Check the current firmware of the device on System settings interface

Go to Configuration- Maintenance-Upgrade

Find the corresponding .dav file and click Upgrade.

It would take a while to upgrade. And the device would reboot after upgrading.

Login the device on web again.

Go to Configuration- Advanced Settings- Platform Access to check the status of Hik-Connect