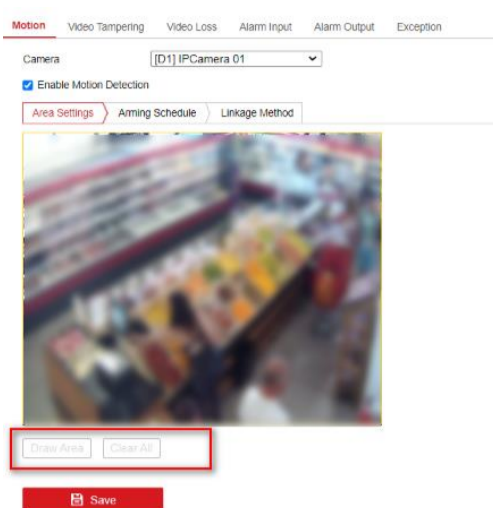
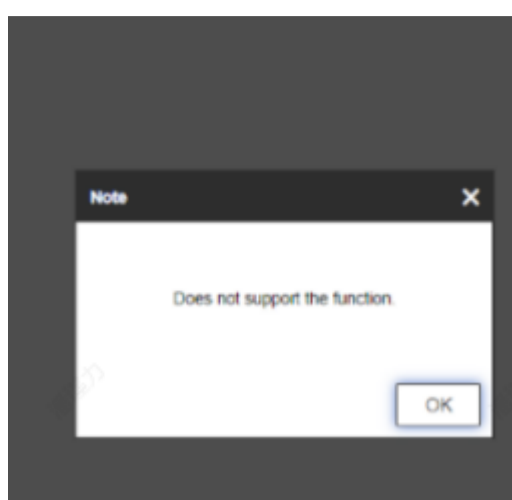


How to solve third party camera motion detection issue

When connect third party camera to NVR, customer may face the issue :

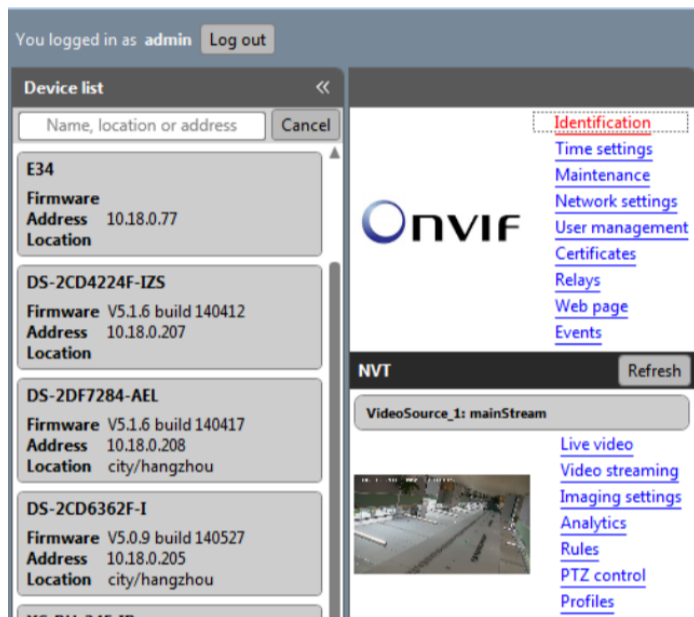
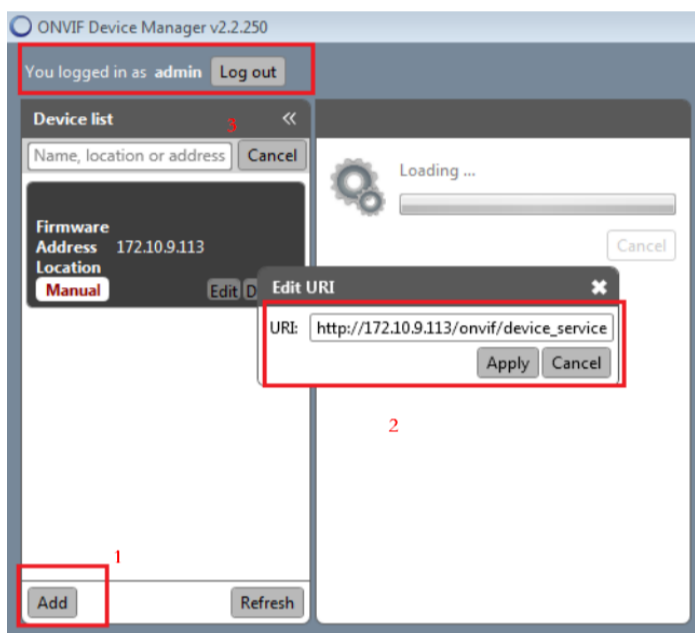
You may cannot configure the motion detection on NVR, the NVR pop Does not support the function or the Draw Area and Clear All button on Motion is grey.



You can use ODM tool check if the motion detection could be supported through Onvif protocol.

1, Run ODM, add device: click Add, enter URL, and then Apply. After adding, click Log out and enter the user name and password of the device.

2, Check **Events**, and you will see a lot of Event alarm information and topic.



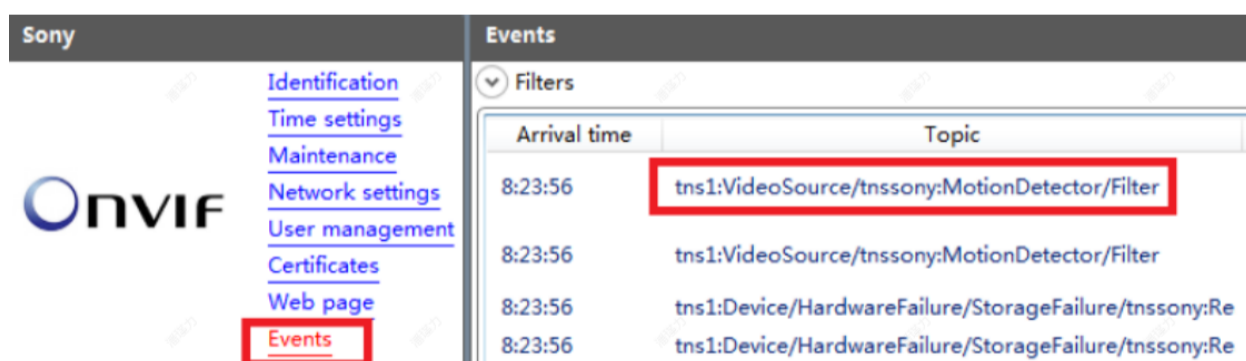
a: When NVR firmware version is above V4.21.000, if there is **motion** item on topic, which means the motion detection could be supported on Hikvision NVR.

b: When NVR firmware version is below V4.21.000, if there is one of the below items, which means the motion detection could be supported on Hikvision NVR.

VideoSource/MotionAlarm

RuleEngine/CellMotionDetector/Motion

Video Analytics/MotionDetection



3, If you can't find related items, it means the Onvif protocol is not standard.

Please ask for help from camera manufacturer.

4, If we can find related items, but the motion detection still not support, the possible reason is the protocol incompatibility between the camera and NVR.

Update your NVR to latest firmware firstly ,if the issue still exists, please kindly turn to local team for further help.