

# PRODUCT BULLETIN

<b>Date</b>	18/03/2024
<b>PRODUCTS AFFECTED</b>	
<b>Part Number</b>	Various
<b>Description</b>	DS-76xx-NI NVRs DS-2CD2x66G2-ISU/SL 6MP cameras
<b>ISSUE</b>	Late model 6MP cameras have 3200x1800 resolution. Early NVRs support max. 3072x1728 resolution.
<b>DETAIL</b>	How to upgrade older V3 NVR firmware to support the 3200x1800 resolution of current 6MP cameras.
<b>REMEDY</b>	Upgrade the NVR firmware as per the following pages.

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## How to make V3 NVR compatible with 6M camera

### Function Explanation

With the V3 NVR, some of firmware is only compatible with camera 6M resolution 3072 x 1728 instead of 3200 x 1800. As a result, the camera cannot be added in the NVR. To rectify this issue, we can upgrade the firmware to V3.4.93 build 170710 with **minimum risk of breaking NVR.**

### Device information

Device type	Version
DS-76xx-NI	V3.3.5 build 160115 V3.3.9 build 160708 V3.3.9 build 160722 V3.4.82 build 170118 V3.4.93 build 180504
DS-2CD2366G2-ISU/SL or other 6MP cameras with 3200x1800px	-

### Configuration

**Step 1: Log in to NVR web configuration page (IE tab or Internet explorer is required to upgrade old NVR Firmware):**

Address: <http://192.168.60.248/doc/page/config.asp>

HIKVISION Live View Playback **1** Configuration

Upgrade & Maintenance Log

**2** Maintenance

Reboot

Reboot Reboot the device.

Default

Restore Reset all the parameters, except the IP parameters and user information, to the default settings.

Default Restore all parameters to default settings.

Export

Device Parameters

IP Camera Parameters

Import Config. File

Device Parameters  Browse Import

**3** Parameters  Browse Import

Upgrade

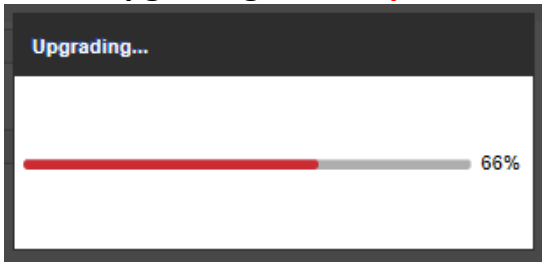
Firmware  Browse USB File Upgrade

Status

Note: The upgrading process will be 1 to 10 minutes, please don't disconnect power to the device during the process. The device reboots automatically after upgrading.



While upgrading, **do not power off** the NVR or disconnect the NVR from the network



After upgrading finished, double check the version is upgraded to V3.4.93 build 170710

**Basic Information**   Time Settings   RS-485   Menu Output

Device Name	<input type="text" value="Network Video Recorder"/>
Device No.	<input type="text" value="255"/>
Model	<input type="text" value="DS-7616NI-I2 / 16P"/>
Serial No.	<input type="text" value="DS-7616NI-I2 / 16P1620190612CCRDR25884821WCV"/>
Firmware Version	<input type="text" value="V3.4.93 build 170710"/> <input type="button" value="Update"/>
Encoding Version	<input type="text" value="V5.0 build 170325"/>
Web Version	<input type="text" value="V4.0.1 build 160119"/>
Plugin Version	<input type="text" value="V3.0.5.43"/>
Number of Channels	<input type="text" value="16"/>
Number of HDDs	<input type="text" value="1"/>
Number of Alarm Input	<input type="text" value="4"/>
Number of Alarm Output	<input type="text" value="1"/>

### Upgrading path:

We conducted several upgrading path from different V3 firmware to 3.4.93 and the result as shown below:

V3.3.5 build 160115 -> V3.4.93 build 170710 (Upgrading succeed)

V3.3.9 build 160708 -> V3.4.93 build 170710 (Upgrading succeed)

V3.3.9 build 160722 -> V3.4.93 build 170710 (Upgrading succeed; you may need to default the NVR if you upgrade from this version)

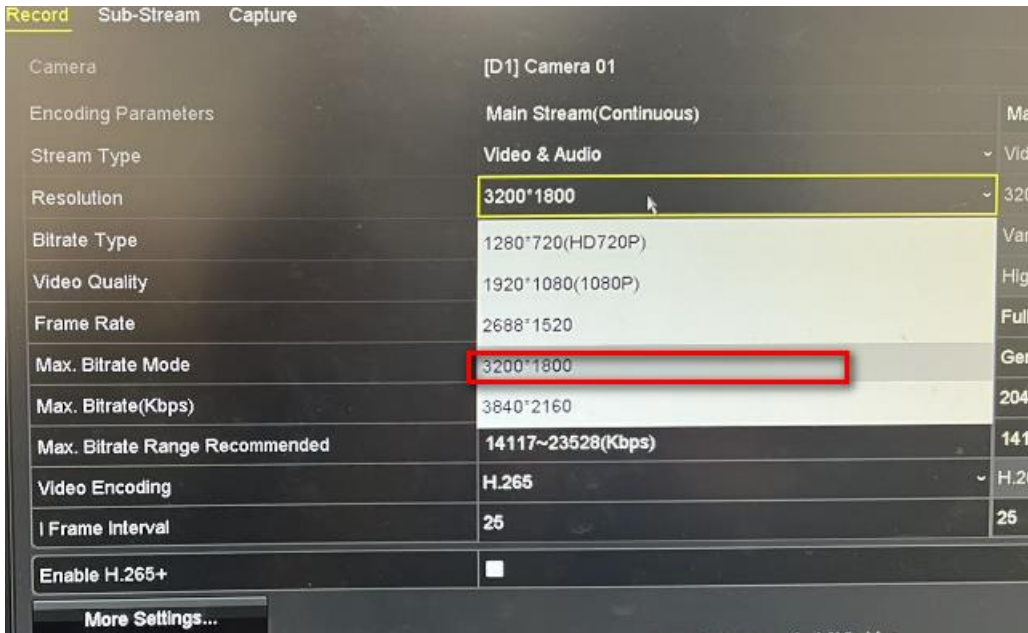
V3.4.82 build 170118 -> V3.4.93 build 170710 (Upgrading succeed)

V3.4.93 build 180504 -> V3.4.93 build 170710 (Upgrading succeed)

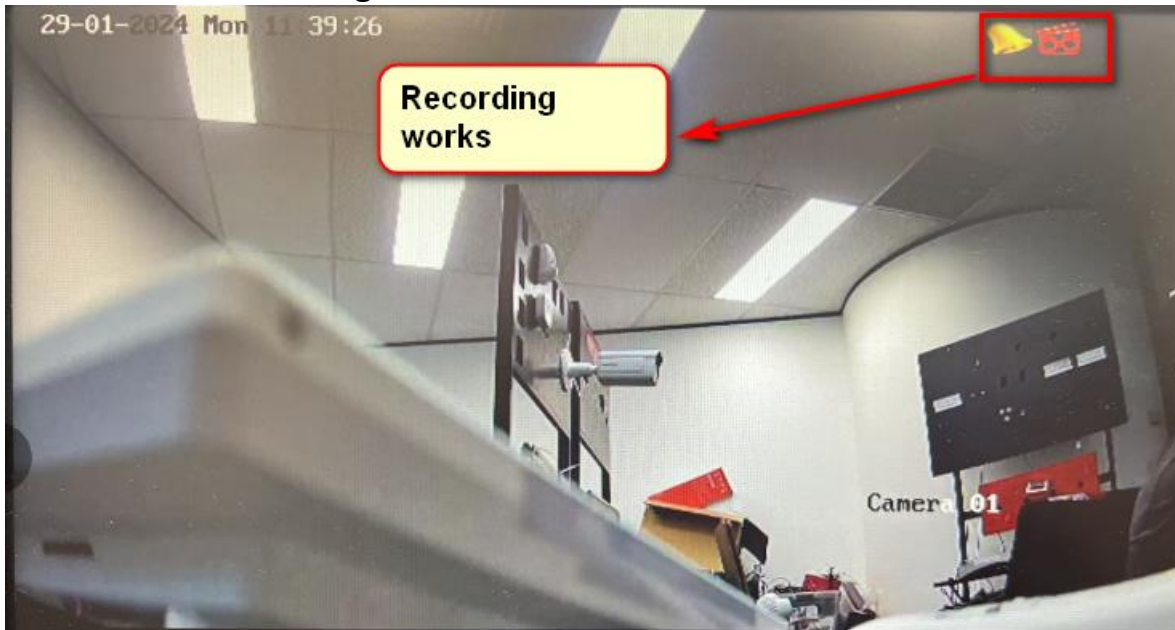


## Result

When the NVR is upgraded to V3.4.93 build 170710, the NVR will be compatible with resolution 3200 x 1800



## Live view and recording work



PS: Downloading link of firmware version V3.4.93 build 170710

[https://mega.nz/file/mxsVHRJA#qcV2Y7uoxEYnavQpEu3arTfbT\\_cdUT71\\_8jDSK7QOvI](https://mega.nz/file/mxsVHRJA#qcV2Y7uoxEYnavQpEu3arTfbT_cdUT71_8jDSK7QOvI)

