

PRODUCT BULLETIN

Date	12/12/2023
PRODUCTS AFFECTED	
Part Number	Various
Description	Older K-series and I-Series Hikvision NVRs with firmware 3.4.93 and earlier. As of December 2023 the affected NVRs are at least 2-3 years old.
ISSUE	Late model cameras cannot be added to early NVRs via plug-and-play.
DETAIL	Earlier model NVRs with 3.4.93 and older firmware will not recognise late model cameras for adding via plug-and-play. There is no fault with the NVRs or the cameras, just the result of newer features in late model cameras preventing automatic detection of the cameras. The cameras will operate normally if added manually to the NVR.
REMEDY	Manually add/activate the cameras on the NVR. Step by step guide, Youtube link: https://youtu.be/tUnH7O0OCUY?si=zt1YrJT821F1ZKa Newer firmware for the specific NVR may provide a remedy for plug-and-play but effectiveness will vary by NVR model.

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