

HIKVISION EUROPE

Monthly External Technical Newsletter

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May 2025

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Contributions and feedback

An informative and inspiring newsletter needs your continual contributions and feedback. Please feel free to submit your comments to product.eu@hikvision.com.

01 New Firmware / Software Release

Channel CCTV

Acusense K series NVR	DS-7604NXI-K1	V4.73.108 build250317	<ul style="list-style-type: none">Outlook email supports OAuth2.0 authentication methodSupport seek function on HC playbackSupport temperature detection and over temperature protection
	DS-7604NXI-K1/4P		
	DS-7608NXI-K1		
	DS-7608NXI-K1/8P		
Q series NVR	DS-7616NXI-K1	4.76.107build250325	<ul style="list-style-type: none">Outlook email supports OAuth2.0 authentication methodSupport audio and light linkage configuration
	DS-7104NI-Q1 (C)(D)		
Turbo HD DVR	DS-7104NI-Q1 (C)(D)	V4.83.800 build250411	<ul style="list-style-type: none">Release new models HQ-M/TRelease new models 16HG-M(F)Support input 2K(2304 x 1296)@20 fps analog signalThe 2K (2304 x1296)@20 fps camera automatically adapts and switches resolution after connecting to the DVRThe Europe package support PPPoE functionSupport reset password bu using a newly emailAdded select region and language
	iDS-7216HQHI-M1/E(E)		
	iDS-7116HQHI-M1/S(E)		

Note: Get the firmware via searching specific models in Hikvision official websites (Global or EU).

02 Product How to

How to live view IP camera on SIP phone

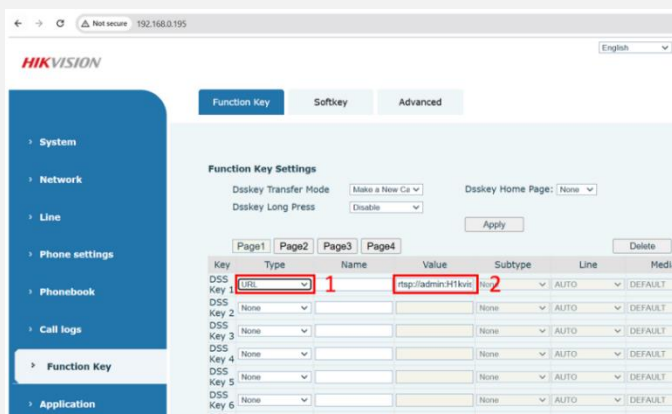
Step 1: Configuration:

- Login SIP phone web interface, enter Function Key and configure DSSKey for live.
- Select DSSKey Type: URL
- Enter DSSKey Value: Input the RTSP command, for example:

Main stream: `rtsp://username:password@IPaddress:554/Streaming/Channels/101`

Sub stream: `rtsp://username:password@IPaddress:554/Streaming/Channels/102`

`rtsp://admin: H1kvision@192.168.0.194:554/Streaming/Channels/101`



Step 2: Test:

Press DSSKey 1 and check camera live view.



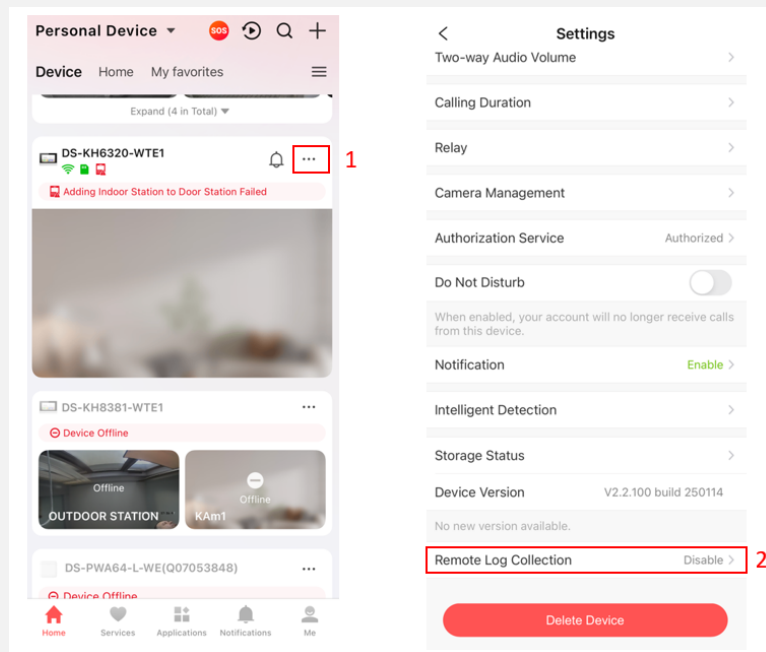
Note: Maximum support 1920*1080 and H.264 IP camera, if the video stream resolution is higher or H.265 encoding, it will live view failed on the SIP phone.

02 Product How to

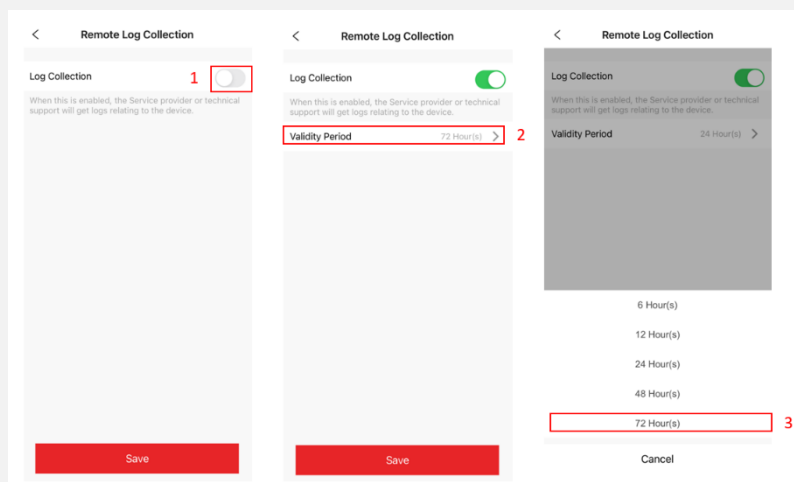
How to export a device log from an indoor station

Method1: Remote Log Collection in Hik-Connect

- Enter Settings -> Remote Log Collection.



- Enable Remote Log Collection function and choose Validity Period (Recommended 72 hours).



- Repeat the problem and note the exact time.

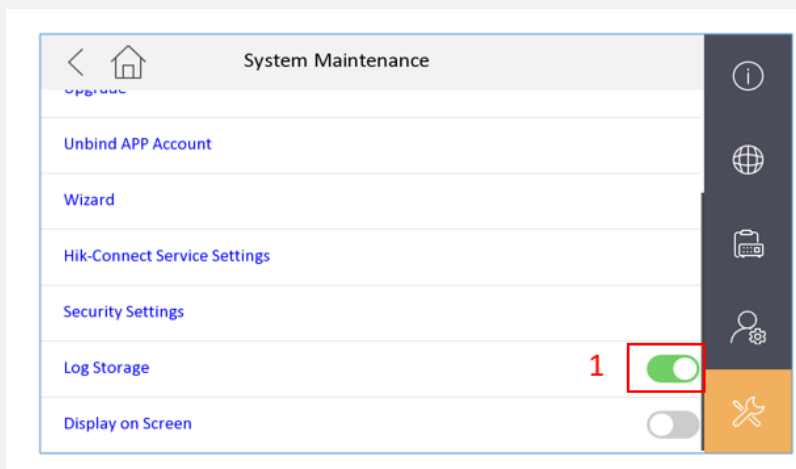
Note: If the indoor station is rebooted, the configuration for automatic log file upload will fail, you need to reconfigure it again!

02 Product How to

How to export a device log from an indoor station

Method2: TF card storage device log configuration:

- Enter Settings -> Advanced Settings -> Configuration -> System maintenance and enable Log Storage option.



- After enabling, the serial port logs generated by the device will be automatically saved to the TF directory: TF card:\log4j_path\log.4j file.
- Repeat the problem and note the exact time.

Note: By default Log Storage option is not enabled, enabling requires inserting a TF card.

03 Product Q&A

Question 1 - Fire interface of DS-K26 controller is triggered, which event is selected as the source of the linkage event?

Answer:

The event that triggered the fire interface is case1, so the event is linked, and the platform linkage case 01 is used as the event source. Refer to the document: How to configure 26 controllers in HCAC for platform fire alarm linkage.

Question 2 - How to use the USB interface of DS-K27 access controller?

Answer:

Because the default is RS485 master and backup mode, only 32 can be connected to the main controller. If you want to connect 62, please configure RS485 as single line, which can support adding 62 sub-control modules.

Question 3 - Synchronizing the time in the indoor station time allows you to select a time zone. After this time zone is selected, how can we synchronize it?

Answer:

Only selecting the time zone is no way to synchronize, we must open the following NTP and set up the NTP server to synchronize the time. NTP server can first computer IP.

To synchronize with NTP, NTP is the standard time from time calibration to time zone 0, and the time zone is the deviation from time zone 0 where your device is found. For example, the Beijing time zone needs to add 8 hours to the NTP calibration standard, which is the time we see on the device. NTP server if written is the IP of the computer is OK, you need the computer to open the NTP server.

04 Survey

An informative and inspiring newsletter needs your continual contributions and feedback, please feel free to submit your comments in this survey by clicking the link or scanning QR code: <https://www.surveymonkey.com/r/8GFLXDZ>

It will take you 2 minutes to complete. Thanks for your time in advance.

Hikvision Europe Monthly External Technical Newsletter Survey

