HIKVISION™

TECHNICAL BULLETIN

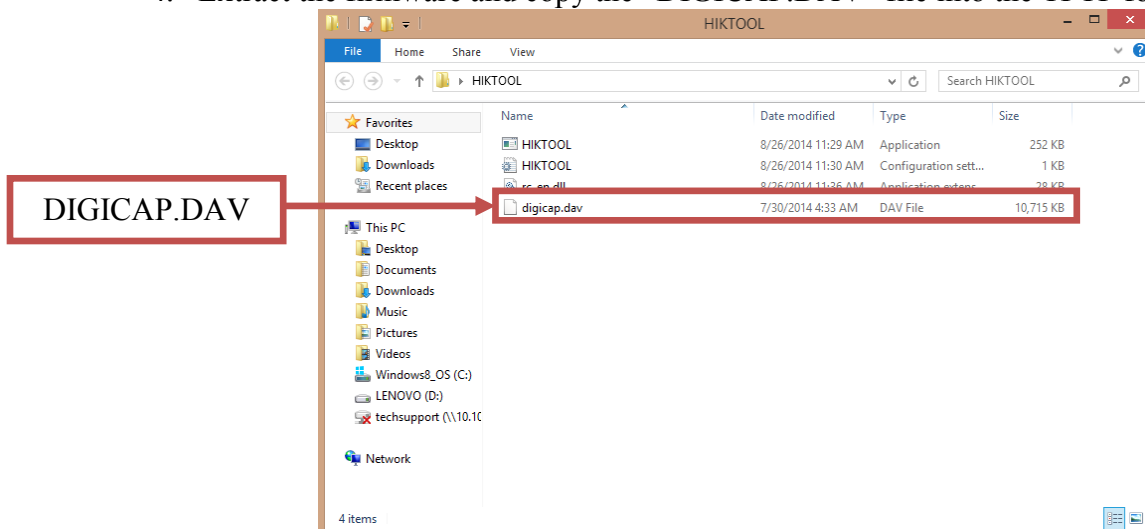| Title:	DVR Automatic Firmware Upgrade				
Date:	8/27/2014	Version:	1.0	Pages	5
Product:	DS-72xxHWI-SH and DS-73xxHWI-SH DVRs				
Action Required:	Information only				

If the DS-72xxHWI-SH or DS-73xxHWI-SH DVRs stop providing local video output and are not accessible over the network, this could be due to FIRMWARE CORRUPTION.
There is a solution for this issue:

1. download the HIKTOOL software from the link below:
   https://www.dropbox.com/s/jw07or0uuakljqu/HIKTOOL.zip?dl=0

2. Download the appropriate firmware for the DVR from:
   4 channel DVR: http://www.hikvision.com/en/us/download_more.asp?id=1360
   8 channel DVR: http://www.hikvision.com/en/us/download_more.asp?id=1361
   16 channel DVR: http://www.hikvision.com/en/us/download_more.asp?id=1362

3. Extract the TFTP Server software onto the DESKTOP (Figure 1).

Zipped File   **Figure 1**   Unzipped File
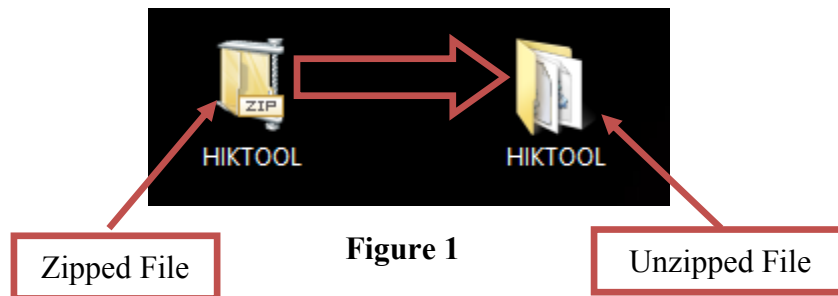
4. Extract the firmware and copy the "DIGICAP.DAV" file into the TFTP folder

DIGICAP.DAV

Figure 2

Hikvision USA, Inc.
908 Canada Court, Industry, CA 91748
Phone: 909-895-0400 Fax: 909-595-0788
Email: techsupport@hikvisionusa.com Website: http://www.hikvision.com

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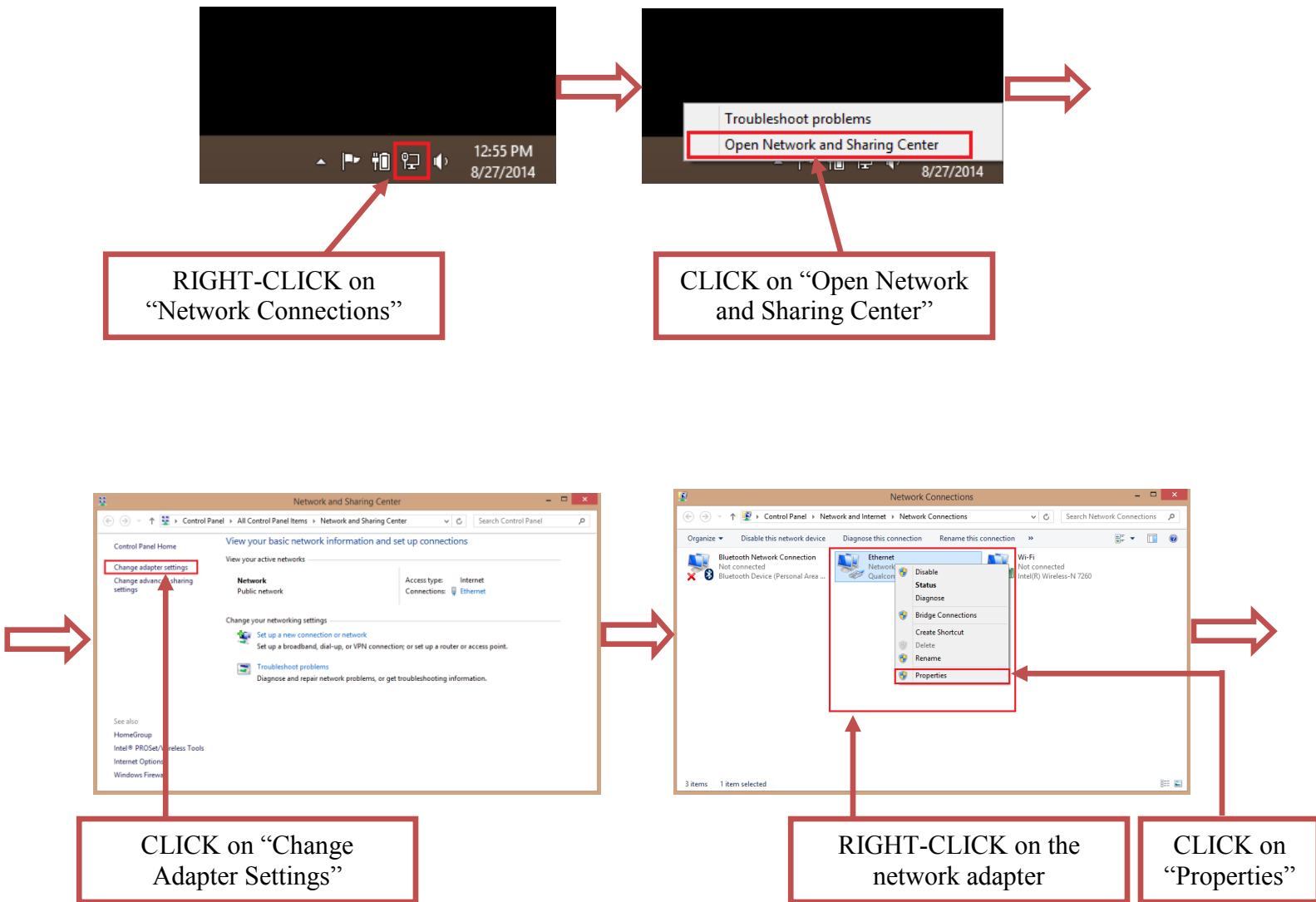5. Manually change the IP address of the computer to **192.0.0.128** (Figure 3).

RIGHT-CLICK on
"Network Connections"

CLICK on "Open Network
and Sharing Center"

CLICK on "Change
Adapter Settings"

RIGHT-CLICK on the
network adapter

CLICK on
"Properties"

Figure 3 (Continues on the next page)

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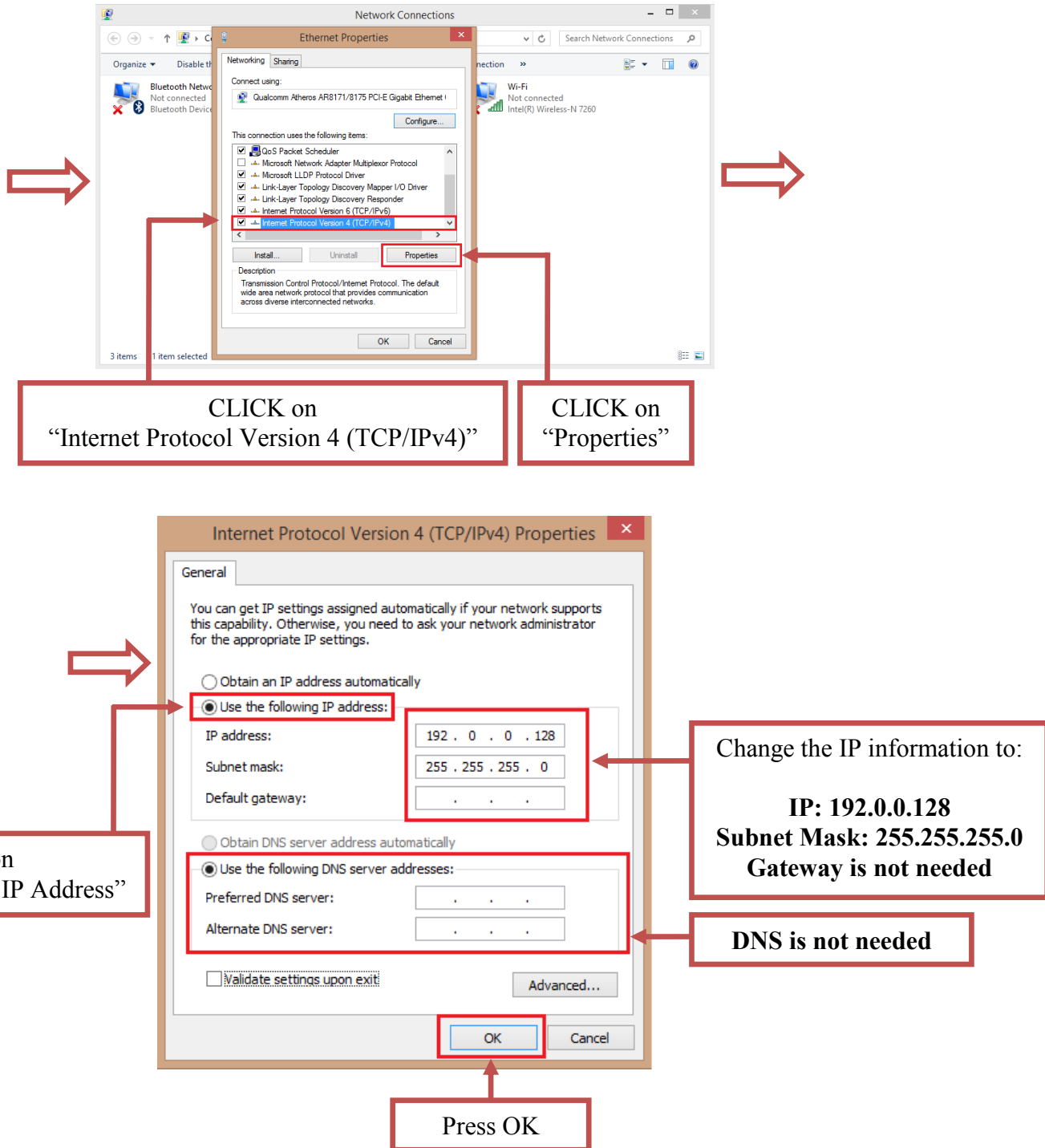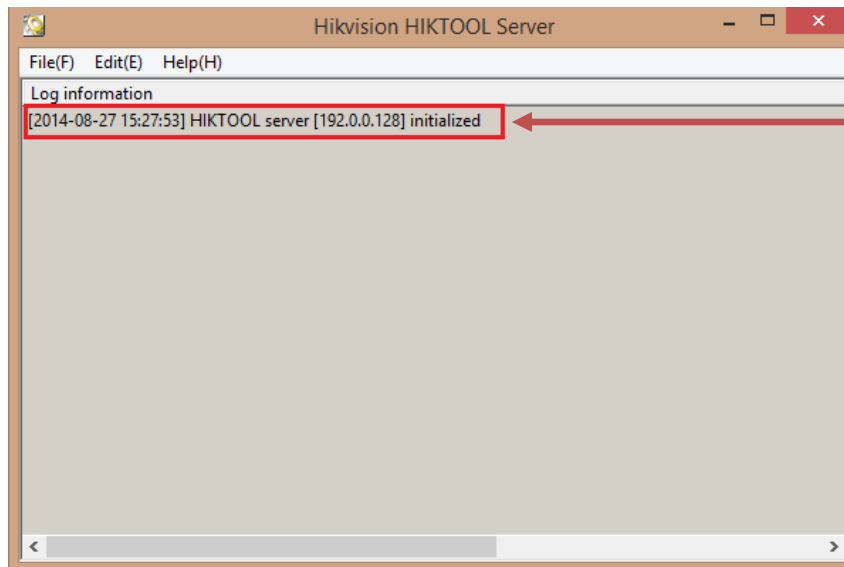| Title:	DVR Automatic Firmware Upgrade				
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CLICK on
"Internet Protocol Version 4 (TCP/IPv4)"

CLICK on
"Properties"

CLICK on
"Use the following IP Address"

Change the IP information to:

IP: 192.0.0.128
Subnet Mask: 255.255.255.0
Gateway is not needed

DNS is not needed

Press OK

Figure 3

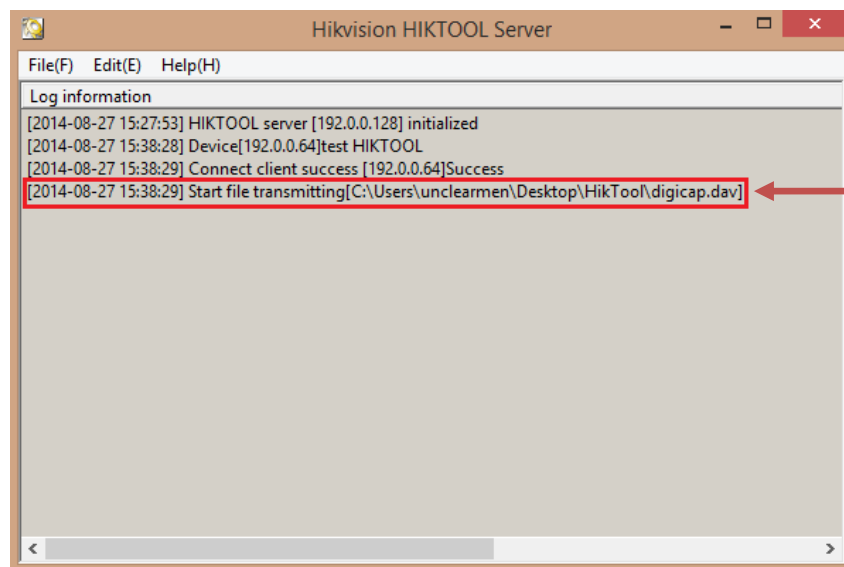| Title:	DVR Automatic Firmware Upgrade				
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After the computer's IP address has been changed to **192.0.0.128**, connect the computer to the DVR's network port using a regular network cable (no need to use a crossover cable).
Power down the DVR, wait several minutes and turn the DVR back on. Wait **3 seconds** exactly, and launch the HIKTOOL software. The following window will come up (Figure 4).

Figure 4

After a few split seconds the file transmission will begin (Figure 5).

Figure 5

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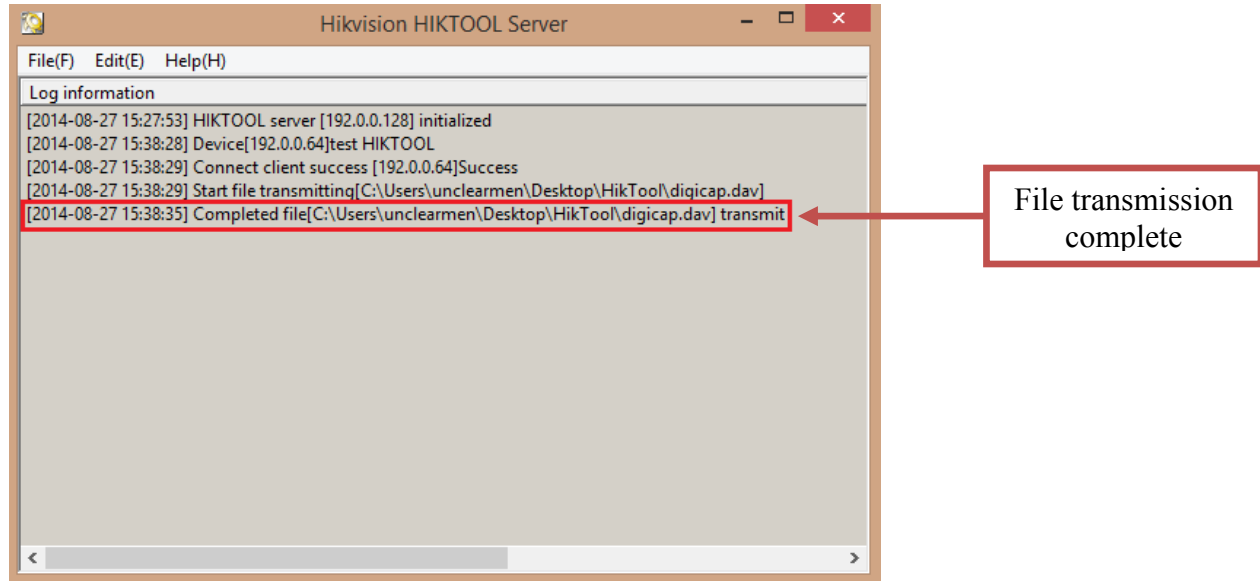Several seconds later the file transmission will be completed (Figure 6).

Figure 6

After the file trasmission is complete, the DVR will need up to 3 minutes to install the firmware. As soon as the firmware is installed, the DVR will turn on, display the cameras and will be accessible on the network.