

How to Unbind Device from Hik-Connect Account

One device can be added only by one Hik-Connect account, if the device was added by other account, you cannot add it again. You can follow steps below to unbind your device or check the video which can help you.

How to Unbind Device via Hik-Connect APP

<https://youtu.be/g2CpCUtDMsw>

How to unbind device via SADP tool

<https://youtu.be/xzQpDkKubNg>

Preparation:

Please download Hik-Connect App of V4.2.0 or above from Hikvision app store: <https://appstore.hikvision.com> or APP store.

Make sure that the HIKVISION device and mobile phone which installed Hik-Connect App are in the same subnet.

Steps:

- 1) Open Hik-Connect app, tap the ADD icon.
- 2) Add device by scanning device QR code which is on the label of the device or input device serial number manually.
- 3) The app would pop up the message and unbind button. Press the unbind button to continue.
- 4) Input the password of HIKVISION device.
- 5) Tap finish to unbind device.