



When a property changes hands, the camera and recorder (NVR) stay put, but mobile app access (Hik-Connect) needs to be “transferred” to the new owner. Here's the process, explained step by step in plain terms.

Key idea: an NVR can only be “linked” to ONE Hik-Connect account at a time. Think of it like a toy that can only have one owner. To pass it to someone else, you first have to “let go” of it from the old account, then the new owner “claims” it with theirs.

Steps to transfer the NVR

1

Check who currently “owns” the device in Hik-Connect

Open the Hik-Connect app with the previous owner's account (or your own, if the device was registered under your installer account) and find the NVR in the device list. That's the account you need to release it from.

2

Delete the device from the old account

Open the device details (three-dot icon or “Device Settings”) and tap “Delete Device.” This does NOT erase the recordings or the NVR's configuration — it only breaks the link to that account. The device keeps recording normally.

3

Get the serial number and verification code

Go to the NVR in person (or use the SADP Tool / local menu). You'll need the Serial No. and the 6-character Verification Code, usually printed on a sticker on the unit or the box. If it's missing or unreadable, check the device menu: Configuration > Network > Platform Access.

4

The new owner installs Hik-Connect and creates their account

The new owner downloads the app (or uses one they already have) and creates their own account with their email or phone number. It's important that it's THEIR account, not yours or the previous owner's, so they don't depend on anyone else going forward.

5

Add the device using the serial number and the code

In the app, tap “+” (Add Device) > “Serial No.” and enter the serial number from step 3. Once found, it will ask for the 6-digit verification code. Enter it correctly and the NVR will be linked to the new account.

6

Verify access and change the password

Check that the cameras can be viewed live from the app. Take the chance to change the NVR's own admin password (not the Hik-Connect password) if the previous client knew it, so no outsider keeps access to the device.

Two common scenarios



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Security Systems

Manual: Transferring a Hikvision NVR in Hik-Connect

✓ If you have access to the old account

Just follow the steps above — it's the easy path. You only need to log in with the previous owner's email or phone number to delete the device.

✗ If you do NOT have access to the old account

Go to the NVR in person and perform a **network reset** from the device's own local menu (not from the app). This usually unlinks it from Hik-Connect automatically.

If that doesn't work, use the **SADP Tool** on a PC connected to the same network to restore the device's settings and activate it again from scratch.

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