

One picture to solve 6 Errors about Unbind

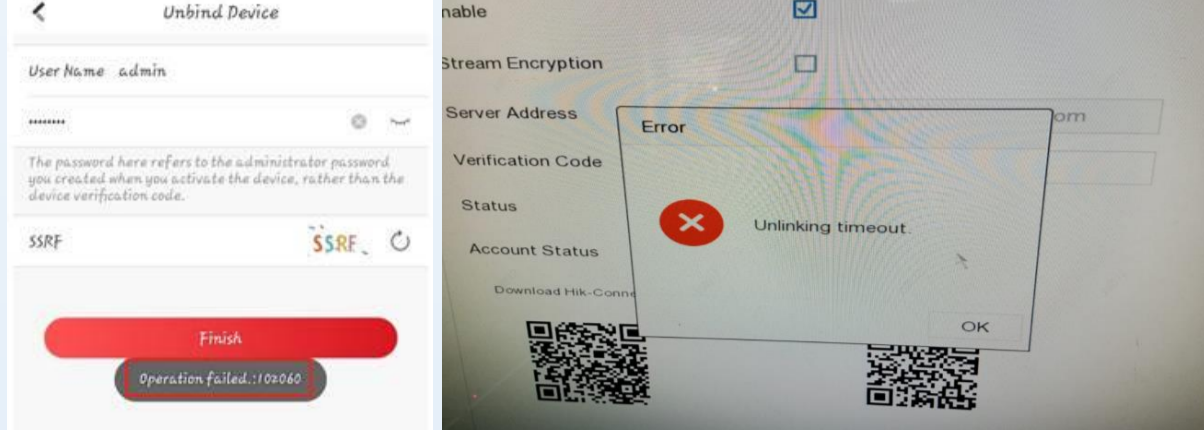
If the bound account can not login and you can not access the device via local GUI, you could try to unbind device from Hik-Connect App or SADP tool.

How to Unbind Device via Hik Connect APP <https://youtu.be/g2CpCUtDMsw>

How to Unbind Device via SADP tool <https://youtu.be/xzQpDkKubNg>

When you unbind the device and meet errors, hope this picture could help you to solve it.

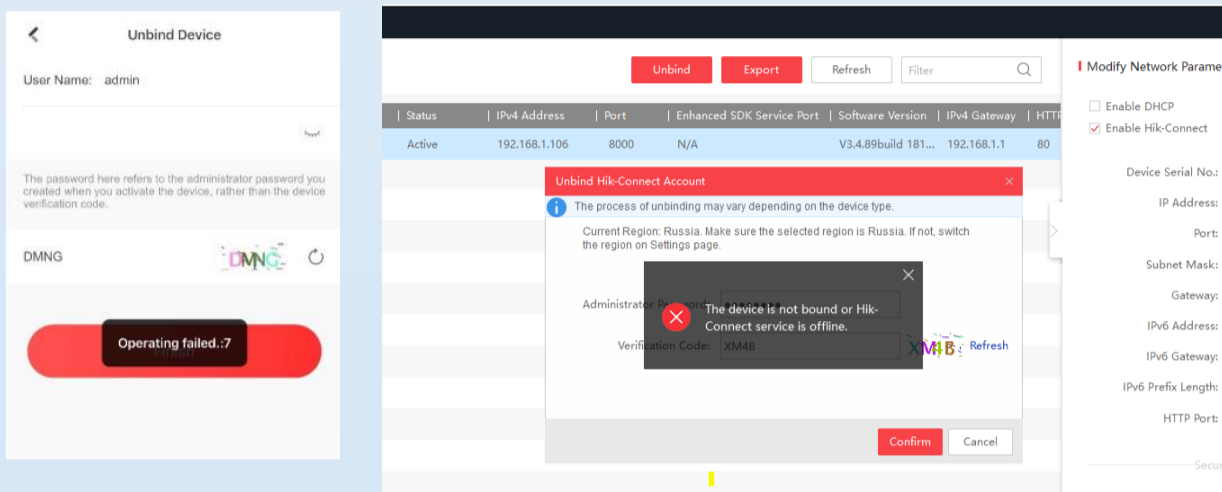
1 “102060” “102075” or “Unbinding failed. Not support by the device.” on App/SADP or “unlinking timeout” on local GUI



Solution:

1. We recommend you login the previous account to delete the device, then add it to the new account.
2. If the previous account can not login, you could choose third party DDNS name to get remote live view. Please refer this guide: [How to Use Third Party DDNS Services V3.0.pdf \(hikvision.com\)](#)
3. If necessary, please kindly connect the local support team for better solve this issue.

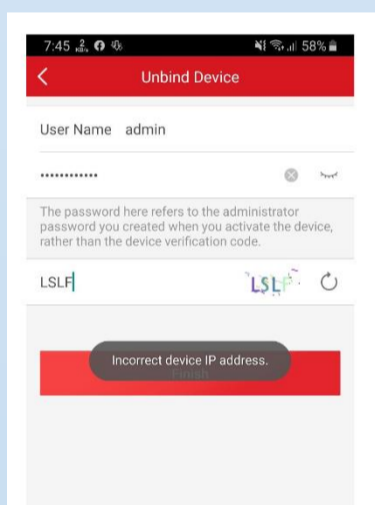
2 “Operation Failed 7” or “Error code: 99 Network Connection Failed” or “Hik-Connect service is offline”



Solution:

1. Enable Hik-Connect function in device and make device Hik-Connect status is online.
2. If device Hik-Connect status goes online and offline frequently, change to a stable network or upgrade firmware then try again.
3. If the problem persists, contact support to confirm connection status.

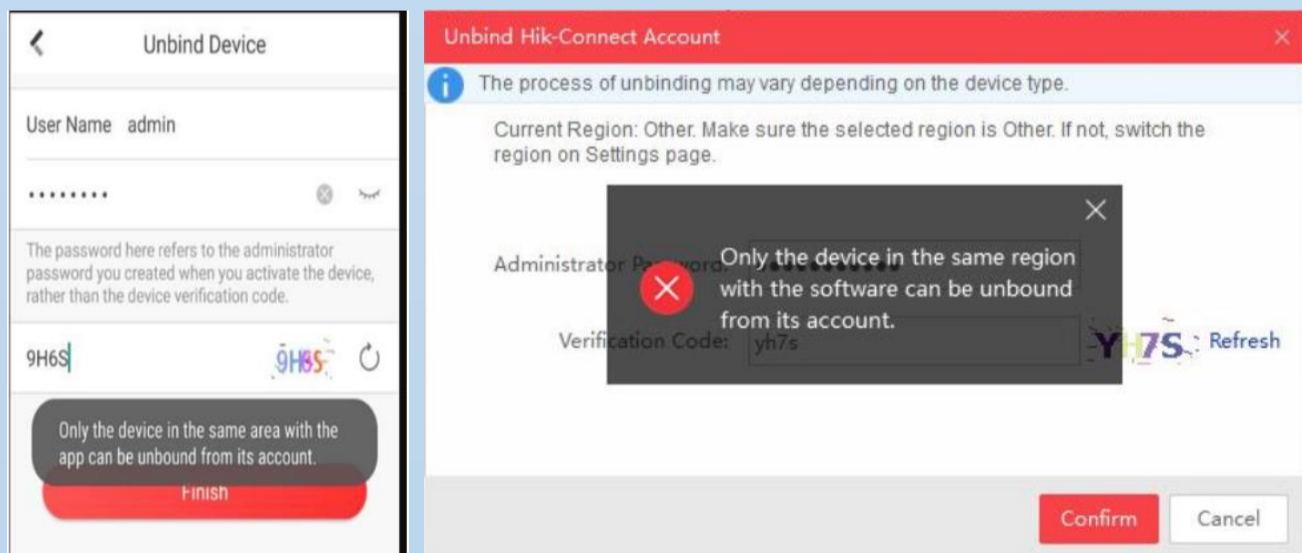
3 “Incorrect Device IP Address”



Solution:

1. Make sure your mobile/computer connect to the same LAN as device connect to.
2. Connect device and mobile/computer to primary routing network in topological map.
3. Enable UPNP function of the router, try to upgrade device firmware and reboot the device.

4 “Only the device in the same area with the app can be unbound from its account”

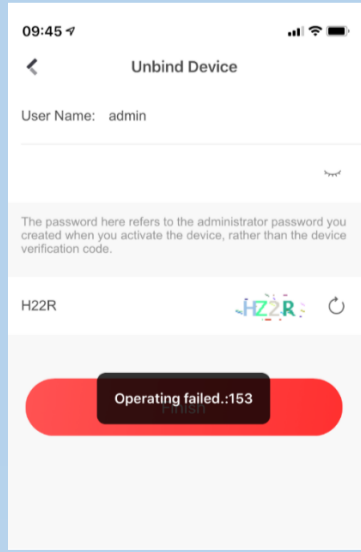


Solution:

Please confirm the area which the bound account belongs first.

1. Via App: Use new account with the same registered area information to unbind.
2. Via SADP: Make sure the geographic location of the device is the same as the area to which the bound account belongs.
3. If you don't know the area information of the bound account, please contact support team help you confirm or assign registered area information.

5 “Operating failed: 153”

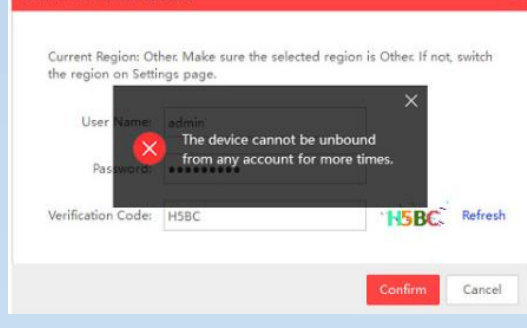


This error caused by inputting wrong password too many times and the user was locked.

Solution:

1. Reboot the device.
2. Modify the LAN IP of the PC or mobile phone and try again.

6 “The device cannot unbound from any account for more times.”



Solution:

This error means the device have been unbound too many times during one day, and you could try to unbind after 24h.