

# The Guidance of Unbinding Device

In consideration of security, we don't have permission of unbinding device anymore. But we provide some solutions for customers to unbind devices by themselves.

## The Current Unbinding solutions:

### 1. Logging in the current account which binds the devices, delete devices manually.

For the case of forgetting the current account, we can find the current account information in the OMM platform and provide the desensitized account information to the user. If the user forgets the password, he or she can retrieve the password by using the password recovery function in Hik-Connect. After retrieving the password, log in to the account and manually delete the device.

For the account whose password cannot be retrieved, or the device is currently added by the tourist account, choose to use the Hik-Connect self-service unbinding function.

### 2. Unbind devices using Hik-Connect unbinding function in LAN

When the device and mobile phone are in the same local area network (provided that the device has Wi-Fi on site), scan the device QR code through Hik-Connect. If the result of the scanning is that the current device has been added, it means that the device is currently bound by another account. You can continue adding after unbinding. Click to unbind the device and enter the device username and password as prompted. The device can be unbound successfully.

### 3. Unbind devices by the local unbinding function of back-end device.

For backend devices of version 4.0, you can also unbind the device by clicking unbind in the device's local path system-> network-> advanced-> platform access-> Hik-Connect.

### 4. Unbind devices by SADP.

To search for devices in the local area network by SADP. After the search is complete, manually select the device and click 'Unbind'. Fill in the relevant device information as prompted to complete the unbinding.

Notes:

1. For the site where there is no Wi-Fi environment, and it is not possible to retrieve the current account added by the device, please find a router and bring it to the site to unbind in LAN (Solution 2) .
2. For the situation where the current device cannot be retrieved, and the user cannot release the device temporarily, it is recommended to still follow the above steps to unbind itself when connected to the same LAN as the device.
3. At present, for some devices, there is a problem that the devices cannot be searched in the local area network by Hik-Connect, and cannot do unbinding in LAN. Currently, the problem is being solved and the HC function is going to be optimized. If you cannot find the original account, please contact me.
4. When to do self-unbind by Hik-Connect in LAN, you must ensure that the area where the device is located is the same as the registration area of logged Hik-Connect account, otherwise you cannot unbind.

5. When to unbind by SADP, you must ensure that the area where the device is registered and the current geographic location of the device belongs to the same server, otherwise there will be a tip “the device and software are in different areas” when unbinding.