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Please be aware that Hikvision products are region-specific and regionally supported. If you have purchased your Hikvision products from an online source or unauthorized distributor, they may not be compatible with the North American region's firmware and are considered to be "gray market" product. If your camera has "CH" in the serial number, you are most likely using a "gray market" product. **Updating the firmware from this site can lead to several complications in those cameras, up to and including camera failure.** Restoring a "gray market" product to its original condition is a factory process and will result in a Chinese interface. As Hikvision warranty is void in this case, you must rely on the dealer for any service, support, and warranty of the "gray market" product. If you have any questions or concerns about the official status of your Hikvision distributor, please contact Hikvision USA Customer Service at csr.usa@hikvision.com.

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