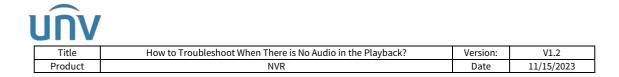


How to Troubleshoot When There is No Audio in the Playback?



How to Troubleshoot When There is No Audio in the Playback?

Description

Note: This method is applicable to most of the scenarios encountered problems, if the method still cannot solve your problem, it is recommended to consult our Tech Support Team. https://global.uniview.com/Support/Service_Hotline/

Operating Steps

Step 1 Please check the camera datasheet first. Make sure that the camera supports built-in Mic or is connected with an external Mic.

Note:

1. Some cameras do not have a built-in Mic so there is no audio in the playback. If the camera does not support built-in Mic, you can also check if the camera supports audio in so that it can be connected to an external Mic.

2. You can find the datasheet of your Uniview camera from our official website.

Sampling Rate	8 kHz					
Storage						
Edge Storage	Micro SD, up to 256 GB					
Network Storage	ANR,NAS(NFS)					
Network						
Protocols	IPv4, IGMP, ICMP, ARP, TCP, UDP, DHCP, PPPoE, RTP, RTSP, RTCP, DNS, DDNS, NTP, FTP, UPnP, HTTP, HTTPS, SMTP, 802.1x, SNMP, SSL					
Compatible Integration	ONVIF (Profile S, Profile G, Profile T), API					
	EZStation					
Client	EZLive					
	EZView					
Web Browser	Plug-in required live view: IE 10 and above, Chrome 45 and above, Firefox 52 and above, Edge 79 and above					
Pan & Tilt						
Pan Range	0*~345*					
2020	0.1°/s~50°/s					
Pan Speed	Preset speed: 50°/s					
Tilt Range	-10° ~ 110°					
Tilt Speed	0.1°/s~40°/s					
	Preset speed: 40°/s					
Number of Presets	256					
Preset Patrol	16 patrols, up to 64 presets for each patrol					
Patrol Stay Time	120s ~ 1800s					
Home Position	pport					
Interface						
Built-in Mic	Support					
Built-in Speaker	Support					
Network	1 * RJ45 10M/100M Base-TX Ethernet					
Alarm Light	Support					
Certification						
EMC	CE-EMC (EN55032-2015, EN55024-2010+A1-2015, EN55035-2017, EN61000-3-2:2014, EN61000-3-3:2013) FCC (FCC CFR 47 part15 B, ANSI C63.4-2014)					
Safety	CE LVD (EN 62368-1:2014+A11:2017) CB (IEC 62368-1:2014) UL (UL 62368-1, 2nd Ed., Issue Date: 2014-12-01)					

Title	How to Troubleshoot When There is No Audio in the Playback?	Version:	V1.2 11/15/2023		
Product	NVR	Date			
	EZLive				
Veb Browser	Plug-in required live view: IE9+, Chrome 41 and below, Firefox 52 and below				
veb Browser	Plug-in free live view: Chorme 57.0+, Firefox 58.0+, Edge 16+, Safari 11+				
nterface					
	Audio cable				
sudio I/O	Input: impedance 35kΩ: amplitude 2V [p-p]				
	Output: impedance 600Ω; amplitude 2V [p-p]	Output: impedance 6000; amplitude 2V [p-p]			
Alarm I/O	1/1				
Network	1 RJ45 10M/100M Base-TX Ethernet				
video Output	1 BNC, impedance 75Ω; amplitude 1V [p-p]				

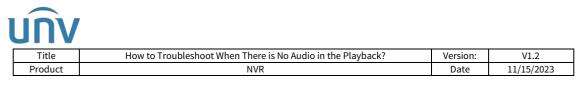
Step 2 Check the audio settings of the camera and NVR if the Uniview camera does have a built-in Mic.

Check and make sure the **Audio Input** is on and the Mic Channel is enabled on the camera's web interface under **Setup>Video & Audio**.

	ive View 🏟 Setup	- <u>-</u>			
Common	Audio				
Network	Audio Input				
Video & Audio	Audio Input	⊛ On ◯ Off			
Video Snapshot Audio ROI Media Stream	Access Mode Input Volume Audio Compression Sampling Rate(KHz) Noise Suppression Channel 1	Line/Mic ▼ 128 G.711U ▼ 8 ▼ @ On ○ Off Mic	Enable		
PTZ	Audio Output				
Image	Audio Output	Speaker 🗸			
Intelligent	Output Volume	242			
Events		<u></u>			
Storage	Audio File Alarm Audio File	Č.	Choose File No file chosen	Browse	rt
Security	and the second second second second	e size must be less than 100K.			
System	No.	Audio	0		delete

Or you can turn on camera **Audio Input** from the NVR under **Setup>Camera>Audio**.

unv	🛒 Live View 📖	Playback 🌣 Setup	🎝 Smart
Client 👳	Audio		
System 😽			
Camera 🔿	Select Camera	D2 (IP Camera 02) *	
Camera Encoding	Audio Input		
Audio	Access Mode	Line/Mic 🗸	
OSD	Input Volume	Low Hi 50	
Image	Audio Compression	G.711U 💙	
Schedule	Sampling Rate(KHz)	8	
Motion	Noise Suppression	⊛On ⊖Off	
Video Loss Tampering	Audio Channel 1	(MIC V	IOn
Privacy Mask Snapshot	Audio Output	SPEAKER	
Audio Detection	Output Volume	Low Hi 95	
Human Body Detection	Alarm Volume	Low Hi 95	



Step 3 If the camera audio input settings are set correctly, please check the audio settings of your NVR.

Enable **Audio Stream** for specific camera from the NVR under **Setup>Camera>Encoding**.

			🗉 Playback 🏟 Seta		smart					
Client	~	Encoding								
iystem	v									
amera	A	Select Camera	D1 (IPC675)	*						
Camera		Storage Mode	Main and Third Stream	*						
Encoding		Capture Mode	2880×1620@30	~						
OSD		Main Stream			Sub Stream		Th	rd Stream		
Image		Stream Type	Normal	~	Stream Type	Network Transmission	✓ Str	sam Type	Network Transmission	*
Schedule		Video Compression	H.264	•	Video Compression	H-265	▼ Vid	eo Compression	H.265	~
Motion		Resolution	2880×1620	•	Resolution	720×576(D1)	♥ Rei	olution	352×288(CIF)	~
Video Loss		Bitrate Type	VBR	¥	Bitrate Type	CBR	▼ Bie	ate Type	VBR	*
Tampering Privacy Mask		Image Quality	Low Hig	5	Image Quality	Low	_ 5 Im	ege Quality	Low	Hig 5
Privacy Mask Snapshot		Bit Rate(Kbps)	3072	¥	Bit Rate(Kbps)	512	- Bit	Rate(Kbps)	128	~
Audio Detection		Frame Rate(fps)	30	*	Frame Rate(fps)	30	Y Fra	me Rate(fps)	30	~
Human Body Dete	ection	I Frame Interval	60		I Frame Interval	60	15	ame Interval	60	
ard Disk	v	Smoothing	Clear Sm	o 5	Smoothing	Clear Smo		oothing	Clear	Smo 5
larm		Audio Stream	®On OOff		Audio Stream	®On OOH	Au	dio Stream	(Ron Coff	
lert	v	Smart Encoding	Advanced Mode	~	Smart Encoding	Off	► Sm	art Encoding	Off	•
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If you cannot find the option **Audio Stream**, please check and enable the **Audio Storage** for the corresponding channel on the NVR's web interface under **Setup>Camera>Schedule>Recording Schedule>Audio Storage**

