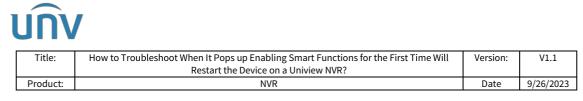


How to Troubleshoot When It Pops up Enabling Smart Functions for the First Time Will Restart the Device on a Uniview NVR?



How to Troubleshoot When It Pops up Enabling Smart Functions for the First Time Will Restart the Device on a Uniview NVR?

Description

Sometimes, when you open the Smart/VCA setting on NVR, it will show a message "Enabling smart functions for the first time will restart the device. Continue?" after clicking OK. The device will restart, but the message still pops up.

unv	🐺 Live View	📰 Playback	• s	172.1.90.240 says Enabling smart functions for the first time will restart the device.	
WCA Config				Continue?	
I VCA Config					
Select Camera D1	(IP Camera 01)				
Face Recognition					

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

Operating Steps

Step 1 Check under **Setup>Hard Disk>Hard Disk** on the NVR's web interface and make sure there is a hard drive on the NVR's Slot 1. If the HDD is in other slots or the status shows abnormal, please check the physical connection, or whether the HDD is in our compatible list.

unv		🖷 Live	View 🛛	Playback 🔅	Setup 🎝	Smart				idmin Logou	t Privacy
Client	v	Hard	Disk								
System	v	Refresh Add Format									
Camera	v	23	No.	Total(GB)	Free(GB)	Status	Туре	Usage	Property	Configure	Operate
Hard Disk	A	2	1	1842.77	1616.75	Normal	Local Disk	Recording/Snapshot	Read/Write	9	
Array		01	2	0.00	0.00	No Disk	Local Disk	Recording/Snapshot	-		
Hard Disk			3	0.00	0.00	No Disk	Local Disk	Recording/Snapshot	-	-	
Disk Group			4	0.00	0.00	No Disk	Local Disk	Recording/Snapshot	9 <u>2</u>	-	1922
Allocate Space			5	0.00	0.00	No Disk	Local Disk	Recording/Snapshot	1.44		
Advanced			6	0.00	0.00	No Disk	Local Disk	Recording/Snapshot			
			7	0.00	0.00	No Disk	Local Disk	Recording/Snapshot			
Alarm	V		8	0.00	0.00	No Disk	Local Disk	Recording/Snapshot			
Alert	V										

Note: A hard drive must be present on NVR's Slot 1 and the status needs to be normal if you wish to use the smart functions.

Step 2 Format the old hard drive which has been used in another NVR before.

unv		E Live	View E	E Playback 🜻	Setup 🦾	Smart					
Client	¥	Hard	Disk								
System	~	Refo	sh Ad	dd Format	1						
Camera	V	2	No.	Total(00)	Free(GB)	Status	Type	Usage	Property	Configure	Operate
Hard Disk	A.	2	1	1842.77	1616.75	Normal	Local Disk	Recording/Snapshot	Read/Write	1	
			2	0.00	0.00	No Disk	Local Disk	Recording/Snapshot			
Array			14	0.00	0.00	No Disk	Local Dick	Recording/Snapshot	1 H		
 Array Hard Disk 			3								
			4	0.00	0.00	No Disk	Local Disk	Recording/Snapshot	-		-

l	UNV			
	Title:	How to Troubleshoot When It Pops up Enabling Smart Functions for the First Time Will	Version:	V1.1
		Restart the Device on a Uniview NVR?		
	Product:	NVR	Date	9/26/2023

Note: It is not recommended to use an old HDD from a different NVR/XVR model in a new NVR!

Step 3 Factory default the NVR under **Setup>Maintenance>Maintenance** if the steps above do not help.

unv	📮 Live View 💷 Playback 🛕 Setup 🎿 Smart									
Client	Maintenance Diagnosis Info Local Upgrade Cloud Upgrade									
System	Restart Restart device									
Camera 10:54. E0:	Default Restore all factory default settings except network and user settings.									
Hard Disk	Factory Default Restore all factory default settings									
Alarm										
Alert	Export Export configuration file									
Network	Import Configuration Browse Import									
Platform	Client Log Open Folder									
User	Auto-Restart System Never V 00:00 V OK									
Maintenance	Auto-Delete File(s) Vever V day(s) ago OK									
Log	Note: Auto-Delete File(s) automatically deletes recordings and images saved on hard disk.									
HDD										
Online User										
Network Info										
Camera										
Recording										
Smart Bar Info										
One-Click Collect										
Backup	×									

Note: If you do not wish to lose any pre-configurations, you may export the configuration file. After you have factory defaulted the NVR, you can import the configuration file back.