



# **How to Troubleshoot When Uniview Cameras Cannot Be Detected by the NVR?**

Title	How to Troubleshoot When Uniview Cameras Cannot Be Detected by the NVR?	Version:	V1.1
Product	NVR	Date	9/26/2023

# How to Troubleshoot When Uniview Cameras Cannot Be Detected by the NVR?

## Description

**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.

[https://global.uniview.com/Support/Service\\_Hotline/](https://global.uniview.com/Support/Service_Hotline/)

## Operating Steps

**Scenario 1** The camera is connected to the NVR's PoE port.

The problem could be on the camera, the network cable, the PoE port(s) on the NVR, or the PoE power supply compatibility between the camera and NVR. Hence, cross-tests below are required to find out which part the problem comes from.



### Step 1 Confirm if the NVR's and the camera's POE specifications are compatible.

It is necessary to check if the camera and NVR supports the same PoE protocol and if the NVR's PoE power output can meet the power consumption requirement of the camera (NVR's single POE port power output capability and total POE power output capability both need to be considered). If they are compatible, then move to step 2.

### Step 2 Cross-test the NVR's POE ports.

If there is another camera which is also connected to the NVR's PoE port (eg. Port 2) working fine, then you can unplug the working camera from PoE Port 2 and plug it into the port where the non-working camera is plugged into, for example, Port 1. Wait for 2-3 minutes. If the working camera can be searched and found, then PoE Port 1 of the NVR is working fine and please go to Step 3. If the working camera cannot be found, then PoE Port 1 of the NVR may be faulty, and you can keep the camera plugged, export the NVR's diagnosis info, and contact Uniview Technical Support for further assistance.

### Step 3 Cross-test the network cables.

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If there is another camera which is also connected to one of the PoE ports of the NVR working fine, then you can unplug the non-working camera and bring it to the working camera's PoE port, plug it with the network cable which the working camera uses. Wait for 2-3 minutes. If the camera can be searched and found on the NVR, then the original network cable for this camera may be faulty. If the camera still cannot be found, the problem might be on the camera side. In this case, please use a power adaptor to power up the camera and see how it works (please contact your supplier for further support if you do not have a power adaptor). If it is still not working fine when powered by a power adaptor, then please follow the document in below link to troubleshoot:

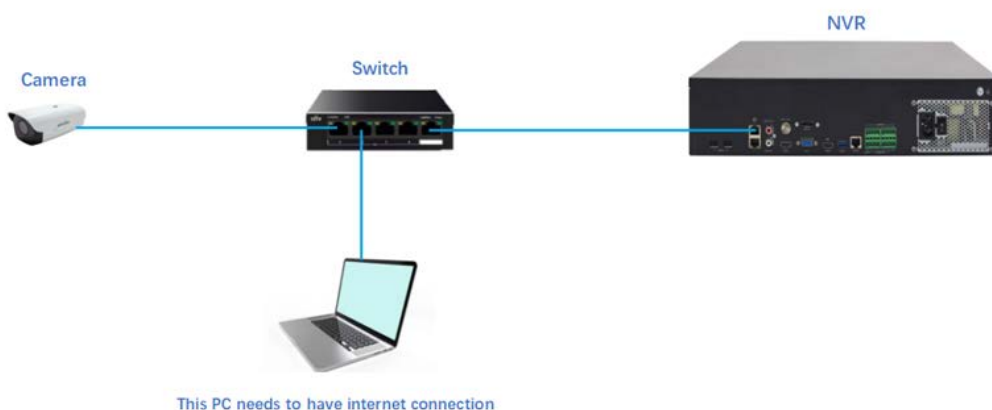
<https://docs.google.com/document/d/1dpVOQfhSH3kcTw4E50eirxIjQn31jnBS/edit?usp=sharing&ouid=110565948725478830406&rtpof=true&sd=true>

**Scenario 2** The camera is connected to a switch (PoE) and the switch is connected to the NVR's Ethernet port.



In this case, you can:

**Step 1** Connect a PC to the same local network with your NVR and cameras.



**Step 2** Install Teamviewer and EZTools on the PC.

**Step 3** Then contact Uniview Technical Support for assistance.