

How to Troubleshoot When It Failed to Do

Two-way Audio on a Uniview NVR?



How to Troubleshoot When It Failed to Do Two-way Audio on a Uniview NVR?

Description

Sometimes when you try to do two-way audio from the APP/NVR/Camera, it may fail and pop up an error message. Here are some methods that may help to troubleshoot.

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 make sure both the NVR and IPC all support two-way audio function.

Note: The two-way audio function requires hardware such as built-in/external Mic & Speaker for a camera to be able to get audio and to be spoken through successfully.

Please browse our official website global.uniview.com to look for the datasheet of your NVR and camera's model.

Addio			
Audio Compression	G.711U,G.711A		
Two-way Audio	Support		
Suppression	Support		
Sampling Rate	16 kHz		
Interface E: D8, gv15228		17:23, E	0:BE:03:5D:8E:D8, gv15228
Built-in Mic		Support	
Built-in Speaker		Support	
Network		1 * RJ45 10M/100N	I Base-TX Ethernet
Alarm Light		Support	
Model NVR302	(000.000)		NVR302-1
Video/Audio Input			
IP Video Input 8-ch			16-ch
Two-way Audio Input 1-ch, RC	A		

Note: If the camera does not have built-in Mic/Speaker but it has audio in/out pigtail, you may connect an external Mic/Speaker to it to achieve the two-way audio function.

Step 2 If it is verified that your camera does have mic & speaker, check the two-way audio function according to the platform you are using.

Camera's Web Interface

Step 1 Please access the camera's web interface and check underSetup>Video&Audio>Audio to see if Audio Input is on, Mic is enabled and



Title:	How to Troubleshoot When It Failed to Do Two-way Audio on a Uniview NVR?	Version:	V1.2
Product:	NVR	Date	11/24/2023

Input/Output Volume is not set to 0.

	View 📰 Playback 🖃 Photo 🌞 Setup
Common	Audio Audio File
Network	Audio Input
Video & Audio 7, E0, BE:03	Audio Input On Off
Video	Access Mode Line/Mic 🗸
Snapshot	Input Volume 50
► Audio	Sampling Rate(KHz) 8
ROI	Noise Suppression On Off
Media Stream	Channel 1 Mic 🗸 Enable
Image	Audio Output
Intelligent	Audio Output Speaker
Events	Output Volume 95
Storage	
Security	Save
System	

Step 2 You may test it out whether you are able to do two-way audio successfully by using the standalone camera.

Step 3 You can start Two-way Audio on the bottom right side of the live view page on the camera's web interface.

Please make sure the PC has given the Mic/Speaker permission to your browser.



Step 4 If you have checked all configurations but still cannot start two-way audio on the camera successfully, please send us the following information:



Fitle:	How to Troubleshoot When It Failed to Do Two-way Audio on a Uniview NVR?	Version:	V1.2
oduct:	NVR	Date	11/24/2023

- 1. Start a screen recording on your PC
- 2. Try to re-produce the issue on camera web interface
- 3. Collect the camera's diagnosis info under **Setup>System>Maintenance**

Step 5 Send us the screen recording and camera's diagnosis info to <u>service@uniview.com</u> or contact our tech support team and send us the info directly <u>https://global.uniview.com/Support/Service_Hotline/</u>

NVR's GUI/Web Interface

If you have added the camera to a Uniview NVR and wish to do two-way audio through the NVR, please verify first if two-way audio from the camera itself is good by following Steps above. If there is no problem, please check whether you can do it through the NVR.

Step 1 Please make sure the Mic&Speaker icons are turned on on the Monitor of your NVR.



Note: If you wish to do two-way audio though the NVR GUI, audio in/audio out needs to be supported by the NVR for connecting an external Mic/Speaker.

Step 2 Click the radio icon on the camera to start two-way audio on the NVR's web interface. Make sure the Mic&Speaker icons are also turned on.



Step 3 If you still cannot do two-way audio on the NVR, please cloud upgrade your NVR and cameras to the latest firmware to see if it can solve the problem.

- If the issue still persists, please send us the following information:
- 1. Start a screen recording on your PC
- 2. Start Packets Capture on the NVR's NIC that camera has connect to. If the camera connected to NVR POE port, please select NVR NIC 2

บทิง		📮 Live View 🎞	Playback 🔅 Setup	🦾 Smart		
Client	*	Network Traffic	Packet Capture	Network Test	Network	PoE Port Status
System	8	1-7 <u>P+6D-14_b-140</u>	71	00:03.E8:6A:64:7D:		
Camera	~	Select NIC	NIC1 (172.1.90.46)	Please select the NIC that	camera connected to	
Storage	8	Packet Size(Bytes)	0]		
Alarm	*	IP	● All ○ Specify ○ Filter			
Alert	~	Port	○ All ○ Specify	Please filter port 554		
Network	~		554			
Platform	~	Start Expo	rt			
User	~					
Maintenance	*					
Network Info						
Log						
HDD						
Online User						
Camera						
Recording						
Maintenance						
One-Click Collect						
Streaming Manage	ement					
Upgrade	*					

3. Start a packet capture on the camera's web interface.

itle:	How to Troublesh	oot When It Failed to Do	Two-way Audio on a Uniview NVR?	Version:	n: V1.2		
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Commo	n	Maintenance Ne	etwork Diagnosis About				
Networ	k 00:06, R8:6A:6	-Network Diagnosis-	1071 0	0:06,E8:6A:	64:7D:6D:14		
Video &	k Audio	Select NIC	NIC1 (172.1.90.237) ¥				
PTZ		IP Filter	All Specify Filter				
Image		Port Filter	Port Filter O All O Specify Filter Port				
Intellig	ent	Custom Rules	Inter Inter	ger[1~60030]	iner port 554		
Events		Start Capture					
Storage	•	Natwork Dalay and I	Paal-at Lass Tast				
Securit	у	Test Address					
System		Packet Size (Bytes)	64				
	Time	Test Result					
	Device Info	Test					
•	Maintenance						
	Log						

- 4. Re-produce the NVR can't start two way audio issues on the NVR's web interface
- 5. Stop both NVR packet capture and IPC packet capture
- Send the packet capture file, NVR's diagnosis info, NVR's log, camera's diagnosis info and the screen recording to <u>service@uniview.com</u> or contact our tech support team and send us the info directly <u>https://global.uniview.com/Support/Service_Hotline/</u>

Mobile APP

You may do the two-way audio through the APP as well once the NVR/Camera is added to your EZView APP.

Step 1 Please grant microphone permission for the APP on your phone settings.

Step 2 Single tap on the two-way audio icon under **Menu>Live View** to do the talk to the camera.



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Title:	:	Hov	w to Trou	bleshoo	When It Failed to Do Two-way Audio on a Uniview NVR?	Version:	V1.2
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Device Co Imag	ge Sett	PTZ	Alarm Out	Resume			
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Step 3 Press and hold on the two-way audio icon to do the 2-way talk to the NVR.



Step 4 If all above procedures have been done and you are still having trouble, please send us the following information:

1.Start a screen recording on your phone

Enable the Log function on EZView.



Title:	How to T	roubleshoo	t When It F	NVR?	Version:	V1.2				
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Me		a unv_us						Logs		
Live View						0		Enable Long to reco	rd operation data. When pr	nhlams
Playback	Ð							occur, click Send to	send us logs for diagnosis.	
		S My Sharing		>		EZView				Send
		My QR Codes			Version 2.	32.8 (Build 20230)726)			
P Picture & Video	÷	 General 		>	Charle Lindator	The curr	ent version is			
G Favorites		Help and Feedb	ack	_ (a) >	Tutestal	alrea	dy the latest.			
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					Privacy Policy					
	Device Conf Image Se				Open Source Software	Licenses	>			
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2. Start Packets Capture on the NVR's External NIC.

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Client	~	Network Traffic Net Detect Network Network Statistics
System	~	Network Delay and Packet Loss Test
Camera	~	Test Address
Hard Disk	~	Packet Size(Bytes) 3000
Alarm	~	Test Result
Alert	~	Test
Network	~	Tended Codes
Platform	~	Select NC NCL (172.130.240) Select the NVR's external NIC, which is connected to the router for internet
User	~	Packet SizelBytes) 0
Maintenance	A	IP • All Specify Filter
Log		
Online User		Port In this case, the RTSP port needs to be filtered
Network Info		Start Export
Camera		
Recording		
Maintenance		
One-Click Collect		
Backup	~	

- 3. Please re-produce the EZview failed to start two-way audio issue on your phone
- 4. Stop NVR packet capture, **send the EZview's log, NVR packet file, NVR's diagnosis info, NVR's log and phone screen recording** to <u>service@uniview.com</u> or contact our tech support team and send us the info directly <u>https://global.uniview.com/Support/Service_Hotline/</u>