

How to Troubleshoot When There Is Something Wrong with the Alarm Notifications on EZView?



How to Troubleshoot When There Is Something Wrong with the Alarm Notifications on EZView?

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. <u>https://global.uniview.com/Support/Service_Hotline/</u>

Operating Steps

First scenario:

The cellphone receives the alarm notification banner, but upon opening the app, no records are found under **Alarm Notifications**.

Step 1 Check the time settings of the app/mobile phone and the Uniview device

Differences in time between your mobile phone and the Uniview device could potentially cause alarm notification issues. Therefore, if the Uniview device's time doesn't match the local time, it's essential to synchronize the device's time accordingly.

If both your phone and the Uniview device share the same time zone, manually synchronize the device time with your mobile phone through EZView. Navigate to **Device Config>Settings>Time** to perform the synchronization.

E Device Config		< Settings	
		Notifications	
	<u> </u>	Allow Alarm Notifications	>
Турелик	<u> </u>	General	
IP Camera 01	>	() Time	>
		Alarm 📕	
IP Camera 02	>	 Disarm Alarm Linkage 	>
IP Camera 03	>	Storage	
		📄 Storage	>
IP Camera 04	>		
IP Camera 05	>	Restart	



Title	How to Troubleshoot When There Notificatior	Is Something W ns on EZView?	rong with the Alarm	rong with the Alarm Version:
Product	ct SMB			Date
<	Time			
Set Manually				
Time Zone	UTC-05:00 >			
Time	12-21 19:35 >			
Set Automatica	lly			
S	Sync with Mobile Phone			
оѕт	* 🔍			
Start Time	2nd Sun 02:00 >			
End Time	🔍 J. 1st Sun 02:00 🗦			
DST Bias	60 mins >			

If your Uniview device is located in a different time zone, please confirm and adjust the device's settings to accurately reflect the local time at its installation site.

Step 2 Check the hard disk status in the Uniview device

The absence of records under Alarm Notifications on EZView might be due to malfunctioning or abnormal hard disks in a Uniview device. Therefore, please refer to the provided document below to verify the status of the hard drives in the Uniview device either on the web page or within the GUI/monitor:

<u>https://global.uniview.com/res/202311/23/20231123_1892479_How%20t0%20Test%20a</u> <u>%20Uniview%20NVR's%20Hard%20Disk_974472_168459_0.pdf</u>

บทิง		🖳 Live View	🇰 Playback 🔹	setup 2 . Smart					admin Loga	out Privac <u>i</u>
Client	~	Log								
System	~									
Camera	8	Start Time	2023-12-22 00:00:00		E	ind Time	2023-12-22 23:59:59			
Storage	~	Main Type	Alarm	×	s	Sub Type	All Types 🗸			
Alarm	~	Search	Export				Motion Detection Started	î		
Alert	~	No	Username	Operation Time	IP	Camera ID	Video Loss Started	Sub Type		Details
Martine		1		2023-12-22 14:58:19	172.1.90.176	16	Alarm Input Started	Detection Sta	ted	B ^
Network	*	2		2023-12-22 14:58:17	172,16.0.25	6	Alarm Input Ended	. Detection Sta	ted	B
Platform	8	3		2023-12-22 14:58:16	172.16.0.25	6	Tampering Detection Started Tampering Detection Ended Object Removed Alarm	d Detection End	led	B
User	8	4		2023-12-22 14:58:14	172.1.90.176	16		Dytection En	led	B
Maintenance		5		2023-12-22 14:57:58	172.1.90.216	5	Human Body Detection Ala	rm Started Tracking Starte	d	
Nature		6		2023-12-22 14:57:58	172.16.0.25	6	Human Body Detection Ala	rm Ended Detection Sta	ted	
b log		7		2023-12-22 14:57:58	172.1.90.176	16	Face Not Match Alarm	Detection Sta	ted	
Log		8		2023-12-22 14:57:17	172.1.90.235	7	Plate Match Alarm	Detection Sta	ted	
HDD		9		2023-12-22 14:57:03	172.1.90.235	7	Plate Match Alarm Cleared	Detection En	led	
Online User		10		2023-12-22 14:56:29	172.1.90.235	7	Plate Not Match Alarm Cle	aredDetection Sta	ted	
Camera		11		2023-12-22 14:56:16	172.1.90.235	7	Audio Detection Started Alarm	Motion Detection En	led	8
Recording		12		2023-12-22 14:54:46	172.1.90.216	5	Alarm	Auto Tracking Ende	d	
Maintenance		13		2023-12-22 14:54:46	172.1.90.176	16	Alarm	Motion Detection En	led	
One-Click Collect		14		2023-12-22 14:54:40	172.1.90.184	9	Alarm	Motion Detection Sta	ted	
Streaming Manage	ment	16		2022 12 22 14.54.27	170 1 00 194	0	Alarma	Matian Datastian En		
Upgrade	~						Total 5645 record	(s). « 1 2 3 5	7	go 100 ¥

Step 3 Check the alarm logs from your Uniview NVR

Alarm records within a Uniview NVR's log must exist for us to access the relevant alarm records through the EZView app's **Alarm Notifications** feature after receiving an alarm banner notification.



Title	How to Troubleshoot When There Is Something Wrong with the Alarm Notifications on EZView?	Version:	V1.0
Product	SMB	Date	12/29/2023

In the event of no alarm records present in the Uniview NVR's log, please verify and ensure that the alarms are correctly configured and set up on the NVR.

Second scenario:

The cellphone **CANNOT** receive any alarm notification banner, but upon opening the app, alarm records are found under **Alarm Notifications**.

Step 1 Failure to activate the notification function within the EZView app may result in missing alarm banners on your mobile phone. Therefore, please check and ensure that the notification feature of your EZView app is turned on under **Me>General>Push Notification Settings>Allow Notifications**

< General	< Push Notification Settings
Push Notification Settings 🔶 🚿	System Notifications Settings >
Snapshot Mode 1x >	Allow Notifications
PTZ Speed 6 >	
Use Device Time Zone	You can enable push notifications of the app from Me > General > Push Notification Settings, and go to System Settings to enable system notifications. When Allow Notifications is enabled:We will push your device alarm notifications through the system
Temperature Unit Celsius(°C) >	notifications. (1) Scope of personal information collection: We will push alarm notifications of your device
Password Protection No Password >	through the system notifications. We will share your mobile phone information (application list) and network information (WLAN access point) with
Pause Video Automatically	the third-party push SDK. (2) Third-party SDK used: Notifications are pushed via JPush. (3) Sensitive permissions:
Auto Discover New Devices	JPush SDK requires storage permissions to store the push channel identification. These permissions are not necessary and you don't need to
Auto Detect Device Upgrade	authorize them, which would not affect the push notifications.
Optimize Video Fluency	
When enabled, video is smoother but may be delayed; when disabled, delay is shorter but video may be stuttering.	
Device Wi-Fi Configuration	
Forgot Device Password	

Note: Alarm push is available to cloud devices and devices added without signup. It is not available to local devices or devices adding through IP/domain or DDNS manually.

Step 2 If your mobile phone doesn't grant notification permissions to the EZView app, you won't receive a banner when there's an alarm notification within the app. Therefore, please navigate to **Me>General>Push Notification Settings>System Notifications>Settings** on the EZView app to ensure that the notification permissions for the EZView app on your mobile phone have been enabled.

Here are instructions on enabling notification permissions for an app on both a Samsung Android Phone and iPhone for your reference.



Step 3 Turn on the **Alarm Notifications** for certain cameras or NVRs from EZView App under **Me>Alarm Notifications>Allow Notifications** and then set up the detailed settings such as alarm channel, time and type accordingly under **Me>Alarm Notifications>Allow Notifications>Advanced Settings**.



Title	How to Troubleshoot When There Is Something Wrong with the A Notifications on EZView?	larm Version	n: V1.0
Product	SMB	Date	12/29/2023
0	Me	Alarm Notificati	ons(0) 🛛 🖉
	Live View Playback	<u> </u>	0.
	Devices Projects		
	Picture & Video		
Q	Alarm Notifications		-
		No events	
		Allow Notifica	tions

<	Allow Notifications	
ø	My Devices	
ø	172.1.90.5(IPC)	
P	172.1.90.115(NVR)	
ø	172.1.90.3(NVR)	
9	172.1.90.9(IPC)	
ø	172.1.90.82(IPC)	
ø	172.1.90.201(IPC)	
ø		
ø		
ø		
ø		
ø		
ø		
ø		
ø		
	Advanced Settings	

unv

Title	How to Troubleshoot When Ther Notificatio	e Is Something Wrong wi ons on EZView?	th the Alarm	Version:	V1.0
Product		SMB		Date	12/29/2023
	Alarm Notifications(15)	×	172.1.9	0.201(IPC)	2
- 1	A • C	•	Channel		Туре
2022/05/26 17	*43:01 (UTC+08:00)	Sele	ct All		0
Bandwidth From 172.1.90	changed alarm(11) 201(IPC) Device	a	172.1.90.201(IPC)		0
2022/05/28 17 Bandwidth From 172.1.90	changed alarm(11) 201(IPC) Device				
2022/05/26 17 Bandwidth From 172.1.90	201(IPC) Device	ت ټ			
2022/05/26 17 Bandwidth From 172.1.90	142:36 (UTC+08:00) changed alarm(11) 201(IPC) Device	Ţ.			
2022/05/26 17	7:41:36 (UTC+08:00)				
Bandwidth	changed alarm(11)				
From 172.1.90.	201(IPC) Device				
	Allow Notifications				

×	172.1.90.201	(IPC)
С	hannel	Туре
Motion d	etection alarm.	
VCA		
Alarm Inp	but	
Events		
Others		



Title	How to Troubleshoot	When There Is
		Notifications o
Product		SMB
		_
×	My Device	凹
Channel	Time	Туре
Time Zone		UTC+08:00
Period		
Start Time		00:00
End Time		23:59
(+ 444	
Banast	- Add	
Repear		
Monday		S
Tuesday		\bigcirc
Wednesday		0
Thursday		0
Friday		0
Saturday		0
Sunday		\bigcirc

Step 4 If after confirming all the aforementioned settings without finding any mistakes, and you're still not receiving alarm banners, proceed to check the alarm trigger action settings of your camera on the Uniview NVR. Ensure that you have enabled the Push Alarm function within the alarm trigger actions for the previously set up alarm.

บทง	V	🖷 Live View 📖 Playl	back 🌣 Setup	』 Smart		
.∑	VCA Config	Intrusion Detect ×				
i.	Current Camera D4 (I	P Camera 04) Arming Schedule Trigger Actions				
\odot	Conventional	Alarm Output	Recording	Goto Preset	D5 🗸 🗌 Send Email	Camera Linkage
A	Buzzer	A->1	D1	Preset		🗌 Alarm Sound 🔅
	Push Alarm	□ A->2	D2		¥	🗌 Flashing Light 💠
		D4->1	D3			
		D9->1	D4			
		D10->1	D5			
		D16->1	D6			
			D7			
			D8			

If the issue persists despite following all the troubleshooting steps mentioned earlier, please contact the Uniview tech support team for further assistance.

https://global.uniview.com/Support/Service_Hotline/