How to Troubleshoot When Uniview NVR Getting Stuck at the UNV Logo Page?

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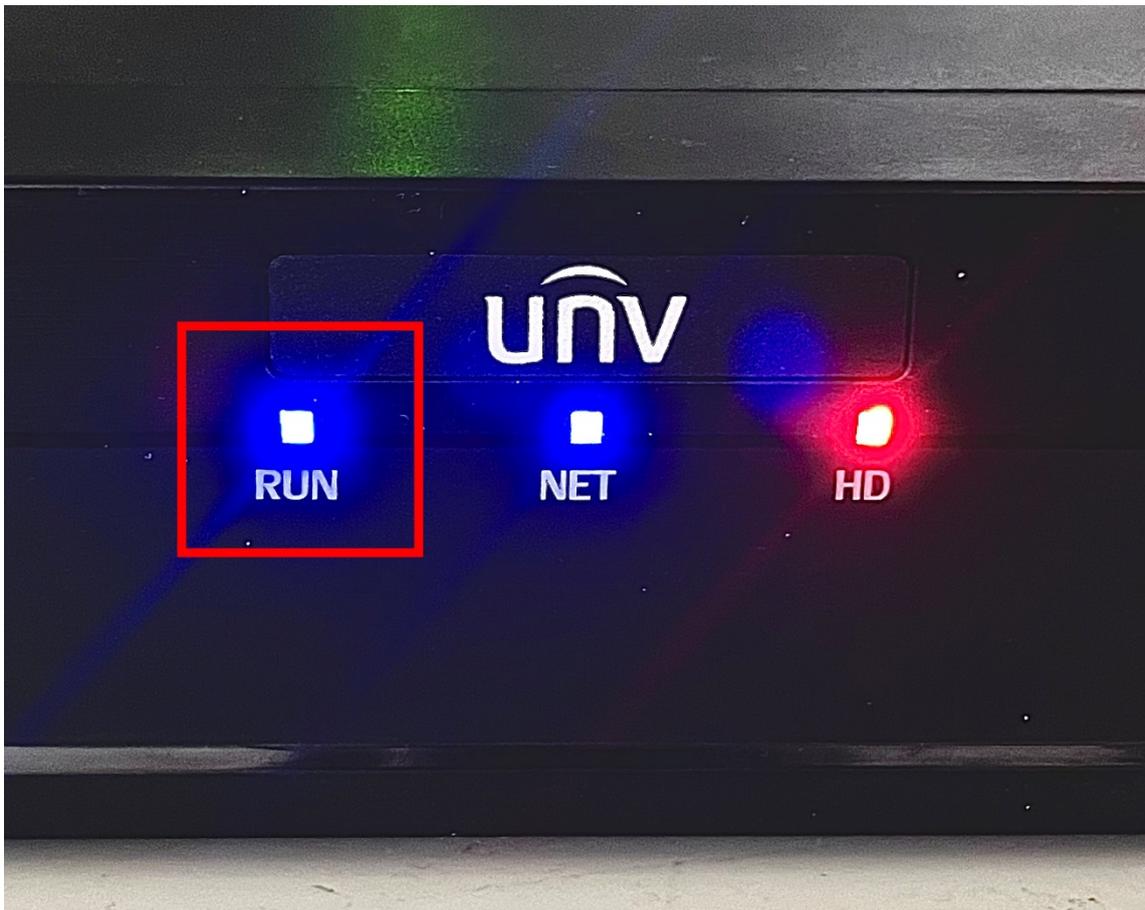https://global.uniview.com/Support/Service_Hotline/

Operating Steps

Step 1 Please check the RUN light.

Blinking: the NVR is booting up.

Steady ON: the NVR is running.

Flashing: please move to **Step 2** directly.

Step 2 Unplug all the HDDs and Ethernet cables on the NVR, and let it run individually, then check if the NVR can boot up.

Step 3 Double check on the model number, and pay extra attention to the power cable

on the back of the NVR.

Unplug the power cable and leave it for 5-10mins and then try to boot up again.

If you have another power cable/external power adaptor (which is working fine on another NVR), please also try swap it and see how it works.

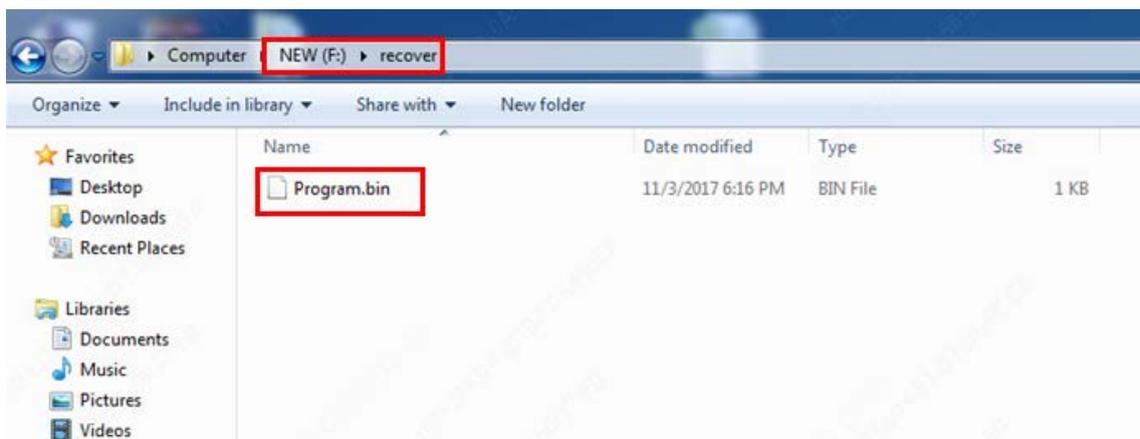*Note:* *Cross test is necessary for estimating power adaptor and cable.*

Step 4 Please try USB flash drive upgrade.

Note: *Please contact UNV Tech Support for the firmware file if you don't have one.*

Step 4.1 Format the USB flash drive to FAT32 file format.

Step 4.2 Create a directory named **"recover"** on the USB flash drive, and save the **"Program.bin"** file of the latest firmware to this folder.

Note: *You may need to unzip the firmware obtained from the tech support team and find the* ***program.bin*** *file.*

Step 4.3 Plug the USB flash drive into the NVR's USB port, restart the device, and it will upgrade automatically.