



How to Troubleshoot When a Uniview NVR Shows Bandwidth not Enough?

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Product	NVR	Date	9/26/2023

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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/

Operating Steps

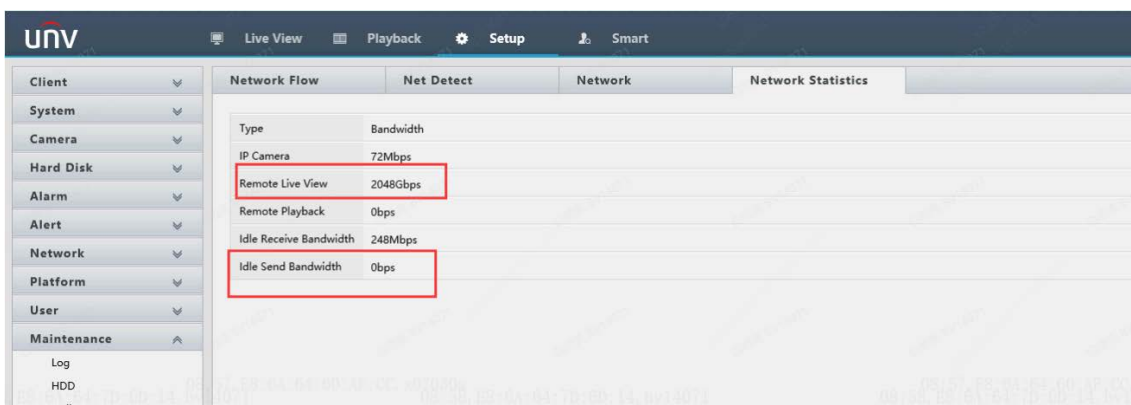
Step 1 View bandwidth usage

On NVR Monitor, please go to **Menu>Maintenance>Network Info>Network Statistics**. Bandwidth usage is displayed.

As for NVR webpage, the path is **Setup>Maintenance>Network Info>Network Statistics**.

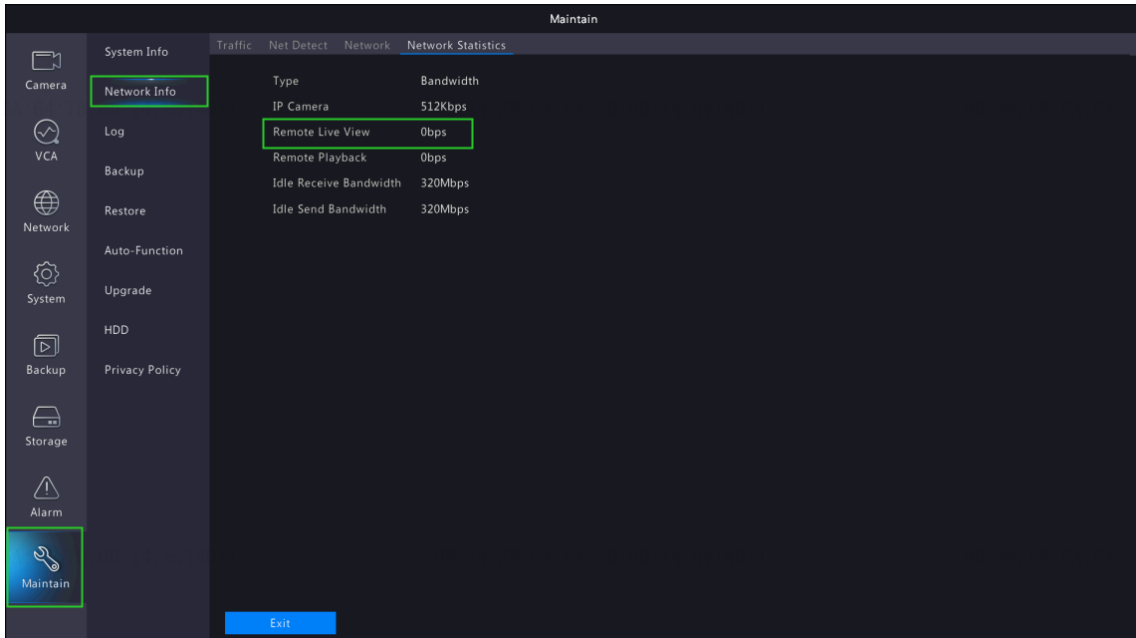
- When idle receive bandwidth is low, cameras cannot get online.
- When idle send bandwidth is low, live view, playback, and recording download will fail.

Web UI



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GUI



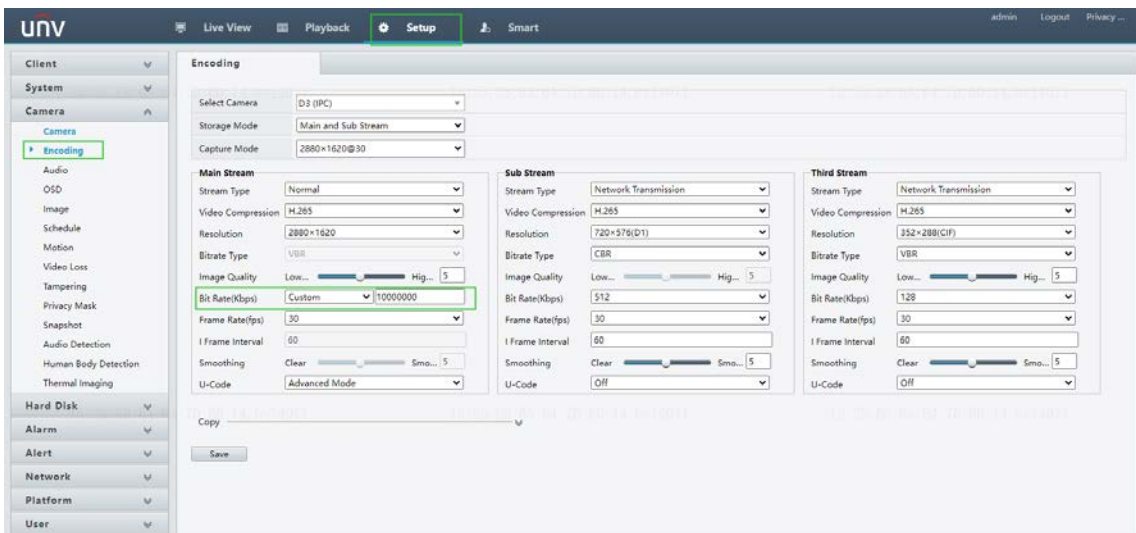
Step 2 Restart the browser and login in your NVR just on one browser.

If you open the live view on one or several browsers too many times, the Idle Send Bandwidth will run out. When you restart the browser, the bandwidth will be released.

Step 3 Check and make sure that there is no abnormally high bit rate for your cameras.

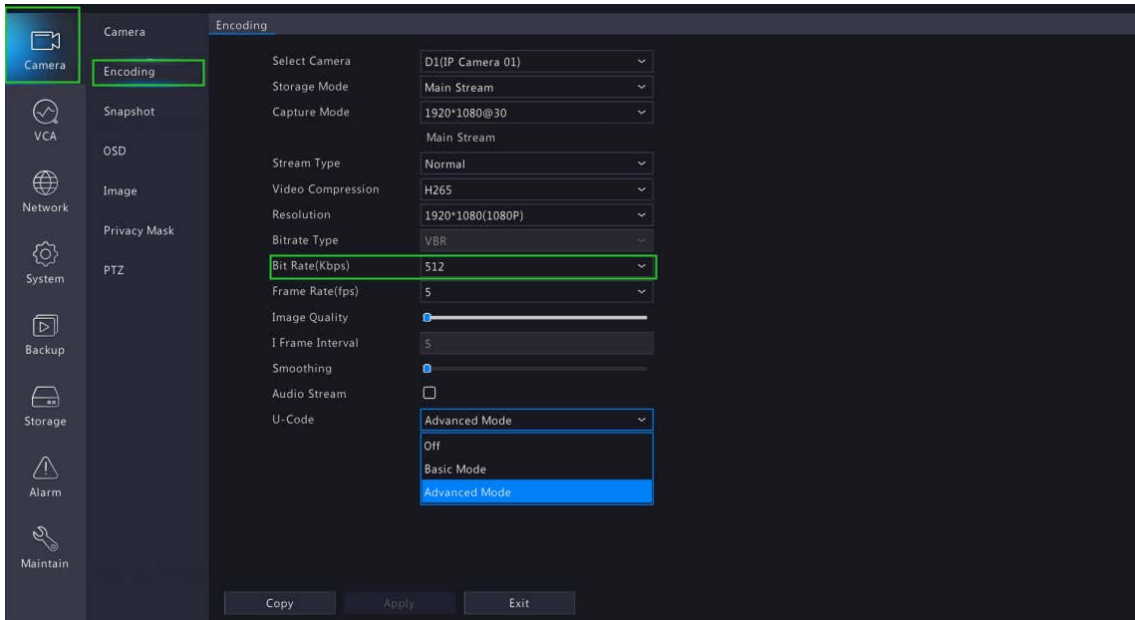
If there is a camera with a large bit rate number, please change it to the normal range.

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Note:

1. Sometimes when you add third party camera, the camera's bit rate is abnormally high, which will cause the bandwidth not enough issue. Please login the third party camera webpage to adjust the value.
2. The normal bit rate number usually use is: **1024 or 2048 or 4096 or 5120.**

Step 4 Reduce the number of online users

If there are too many users watching the live view at the same time, the idle send bandwidth could reach 0. The quickest way to release such streaming load is to restart the NVR.