



Unlimited New View

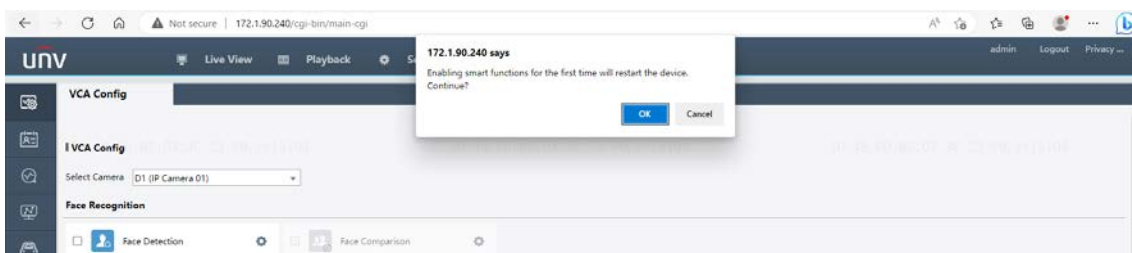
**How to Troubleshoot When It Pops up
Enabling Smart Functions for the First Time
Will Restart the Device on a Uniview NVR?**

Title:	How to Troubleshoot When It Pops up Enabling Smart Functions for the First Time Will Restart the Device on a Uniview NVR?	Version:	V1.1
Product:	NVR	Date	9/26/2023

How to Troubleshoot When It Pops up Enabling Smart Functions for the First Time Will Restart the Device on a Uniview NVR?

Description

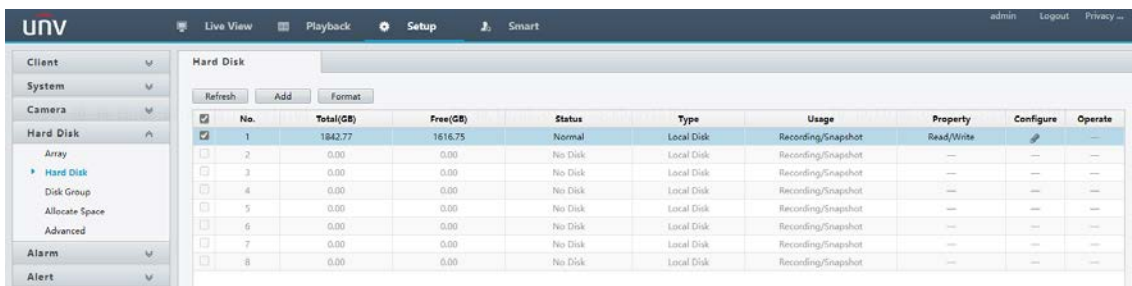
Sometimes, when you open the Smart/VCA setting on NVR, it will show a message “Enabling smart functions for the first time will restart the device. Continue?” after clicking OK. The device will restart, but the message still pops up.



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/

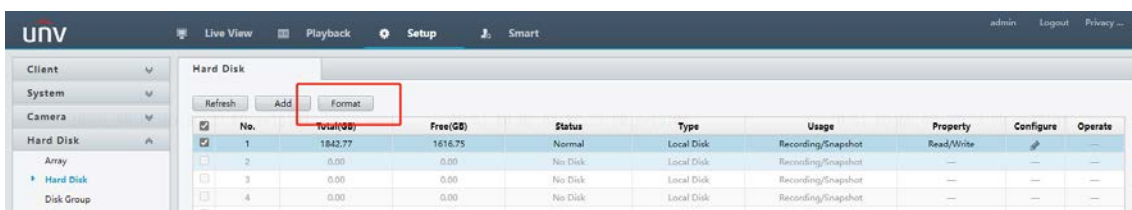
Operating Steps

Step 1 Check under **Setup>Hard Disk>Hard Disk** on the NVR’s web interface and make sure there is a hard drive on the NVR’s Slot 1. If the HDD is in other slots or the status shows abnormal, please check the physical connection, or whether the HDD is in our compatible list.



Note: A hard drive must be present on NVR’s Slot 1 and the status needs to be normal if you wish to use the smart functions.

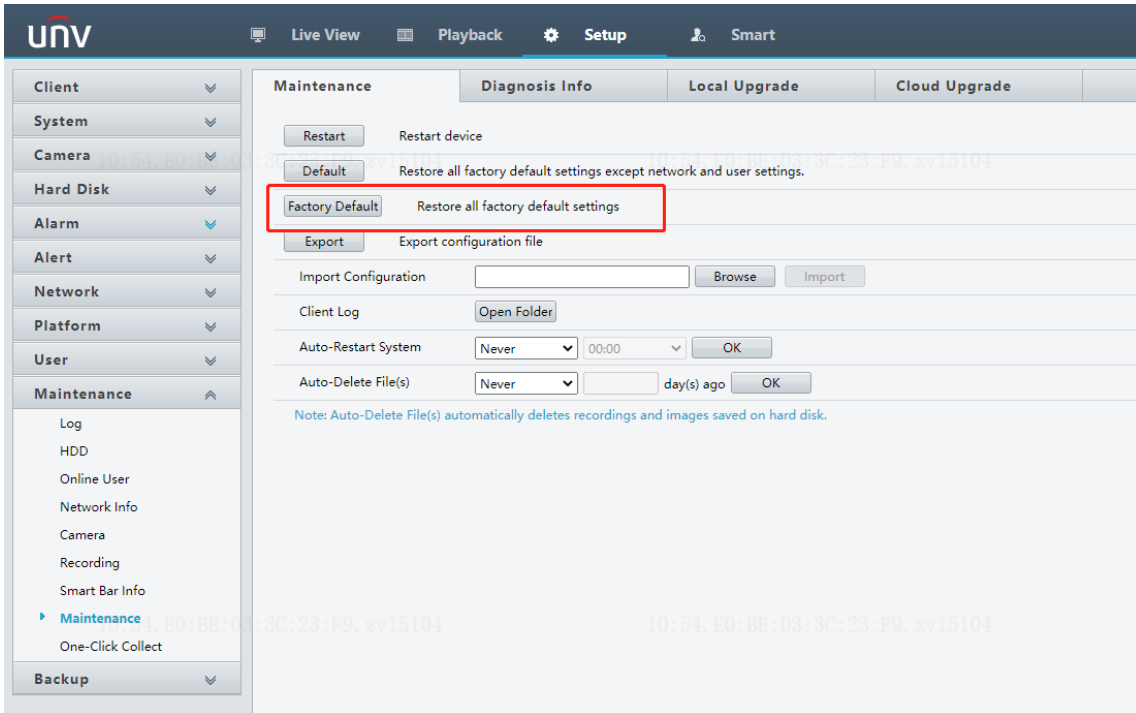
Step 2 Format the old hard drive which has been used in another NVR before.



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Note: It is not recommended to use an old HDD from a different NVR/XVR model in a new NVR!

Step 3 Factory default the NVR under **Setup>Maintenance>Maintenance** if the steps above do not help.



Note: If you do not wish to lose any pre-configurations, you may export the configuration file. After you have factory defaulted the NVR, you can import the configuration file back.