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How to Troubleshoot When It Shows No Signal on a Uniview NVR's Monitor?

Title:	How to Troubleshoot When It Shows No Signal on a Uniview NVR's Monitor?	Version:	V1.1
Product:	NVR	Date	9/26/2023

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Description

Customers may encounter "No signal" prompts on TV Monitor when having their NVR box connected to it via HDMI or VGA cable.

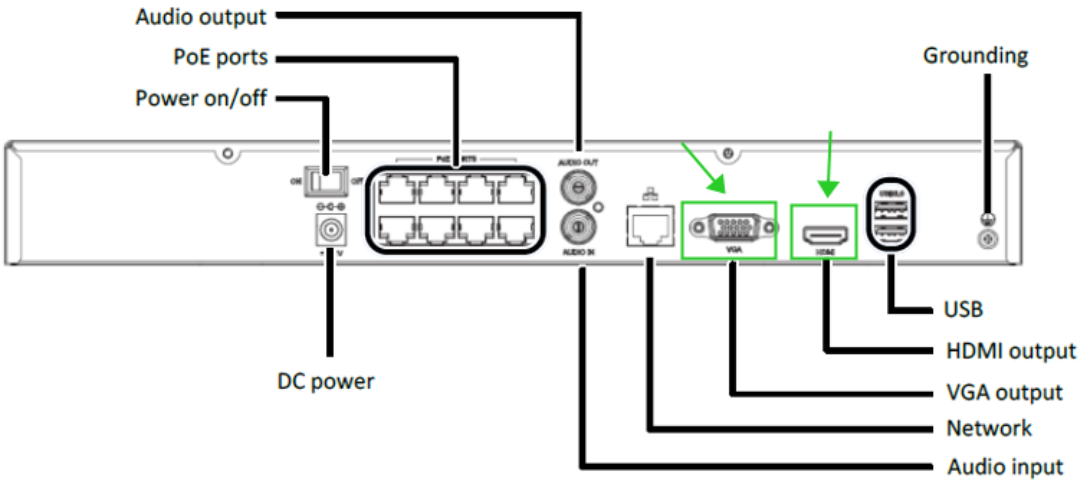
Note: *This method is applicable to most of the scenarios. If the method still cannot solve your problem, it is recommended to consult our Tech Support Team.*
https://global.uniview.com/Support/Service_Hotline/

Operating Steps

Step 1 Please check indicator lights on the front panel of the NVR and make sure the Run/Power light is steady on, which means the NVR is booted up fine.

Note: *The front panel may vary between NVR models.*

Step 2 Make sure that the monitor is tightly connected to the VGA or HDMI interface on the rear panel of the NVR.

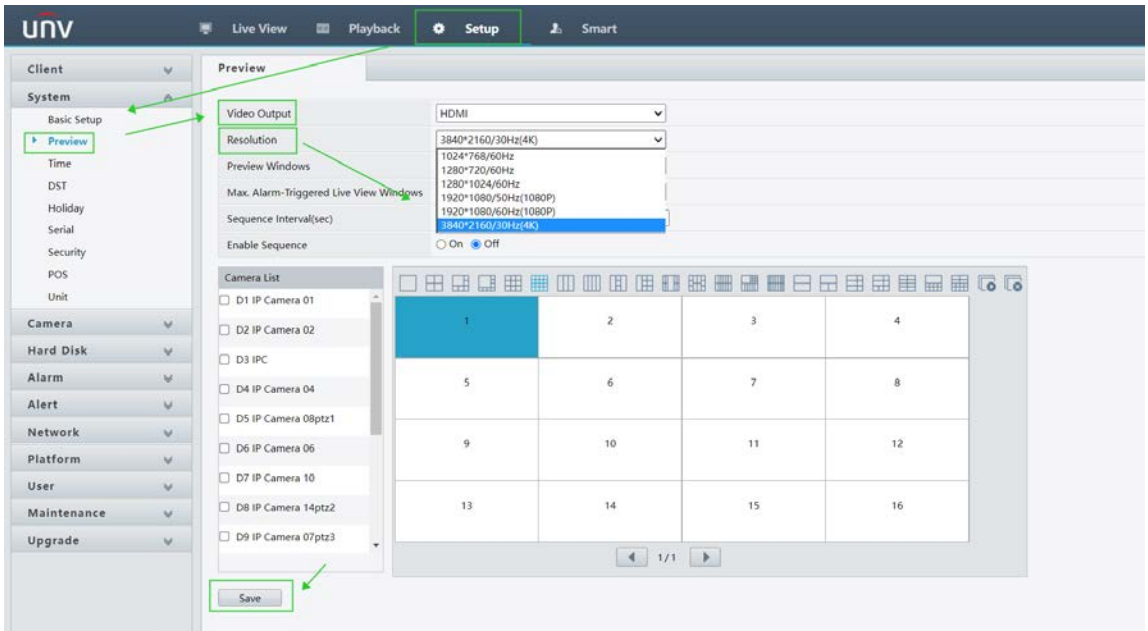


Note: *The rear panel may vary between NVR models. You can also try wiping the HDMI port and VGA ports with alcohol to make sure these ports are clean enough.*

Step 3 Match up resolution settings of NVR and TV monitor.

Step 3.1 Press and hold the scroll wheel of the mouse. If no images are displayed after the NVR is powered on, it may be because the monitor does not support the current output resolution of the NVR. Please press and hold the scroll wheel of the mouse to restore to the lowest resolution.

Step 3.2 If a computer is available in the NVR local network, you can also access the NVR's web interface to lower down the corresponding video output resolution.



Step 3.3 Reboot the NVR.

Step 4 Cross test cables and screens.

Note: *The troubleshooting steps below are based on a variable-controlling approach. If you find it hard for you to get spare cables, NVRs, TV screens or a computer, please try contacting the dealer where you purchased the product and see if they can do the rest of the tests for you.*

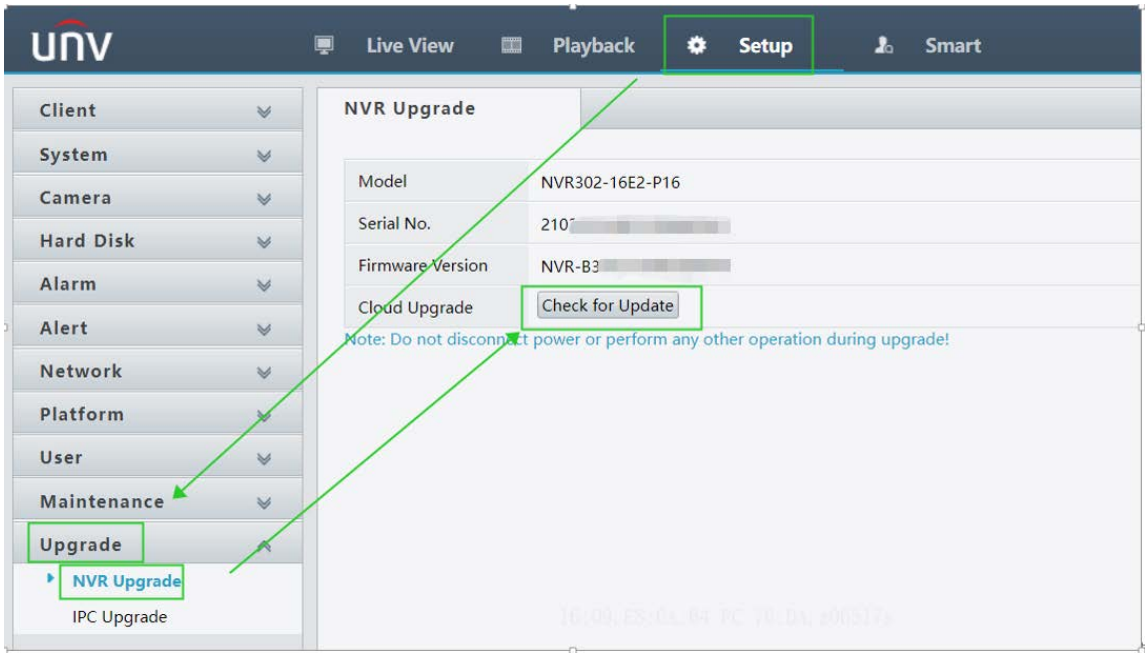
Step 4.1 Disconnect HDMI/VGA cable from the NVR, and connect it to other NVRs or computers to see if it works fine with other devices. If it does not work with other devices, the HDMI/VGA cable is probably defective. Please change to another cable.

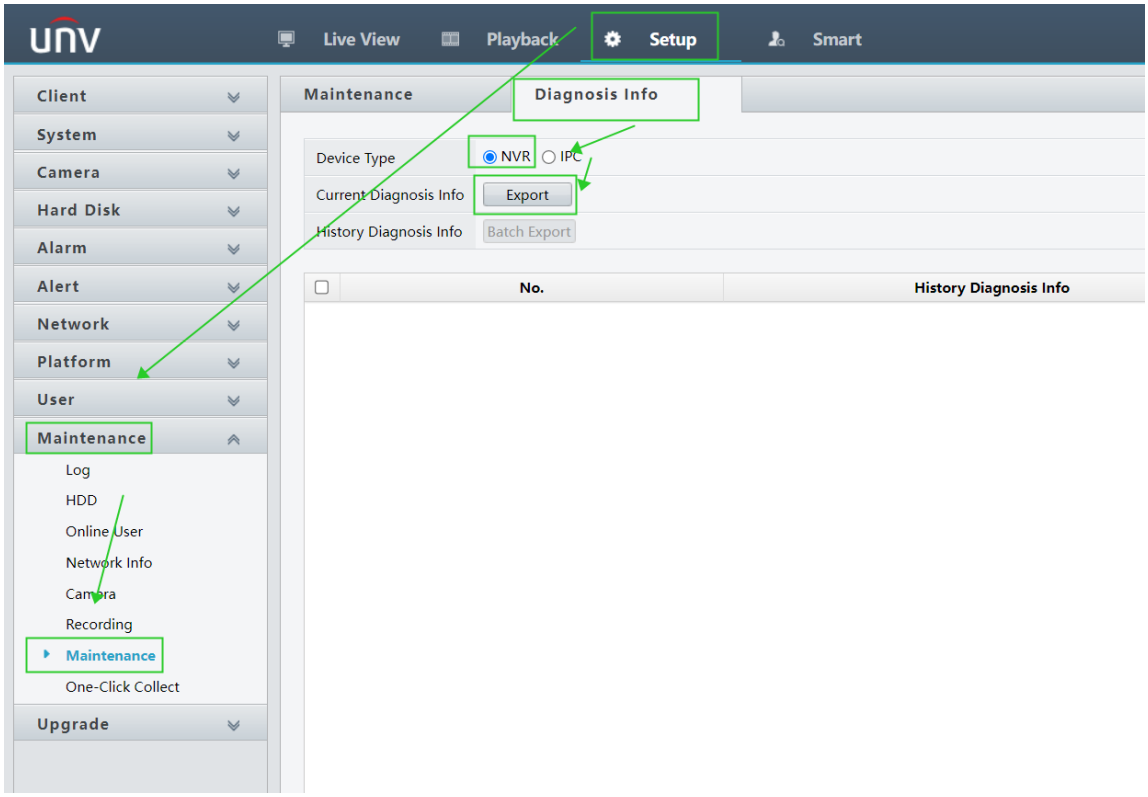
Step 4.2 If the cable is tested fine, disconnect the TV monitor from the NVR, and connect it to other NVRs or computers to see if it works normally with other devices. If it does not work with other devices, the TV Monitor is probably defective, please change to another screen.

Step 4.3 If cable and screen are all tested fine, there is a chance that the HDMI port or VGA port is not working normally. Please proceed to Step 5.

Step 5 Upgrade the NVR to the latest firmware version and export the NVR's diagnosis info.

Step 5.1 Check under **Setup>Upgrade>NVR Upgrade>Check for Update** to see if a newer version is available. Please upgrade your NVR to the latest version once a new version is detected. If your NVR is not connected to the Internet, you can also screenshot this page and send it to service@uniview.com for newer updates.



Step 5.2 Please make sure the HDMI/VGA cable is connected to NVR and TV monitor (reproduce the no signal issue), and then go to export the diagnosis info of the NVR under **Setup>Maintenance>Maintenance>Diagnosis Info>Export**. Please send this diagnosis info to service@uniview.com. Our tech support team will relay this info to our R&D team and reply to you ASAP with the feedback from R&D.

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