



Unlimited New View

How to Troubleshoot When There is No Audio in the Playback?

Title	How to Troubleshoot When There is No Audio in the Playback?	Version:	V1.2
Product	NVR	Date	11/15/2023

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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 camera datasheet first. Make sure that the camera supports built-in Mic or is connected with an external Mic.

Note:

1. Some cameras do not have a built-in Mic so there is no audio in the playback. If the camera does not support built-in Mic, you can also check if the camera supports audio in so that it can be connected to an external Mic.

2. You can find the datasheet of your Uniview camera from our official website.

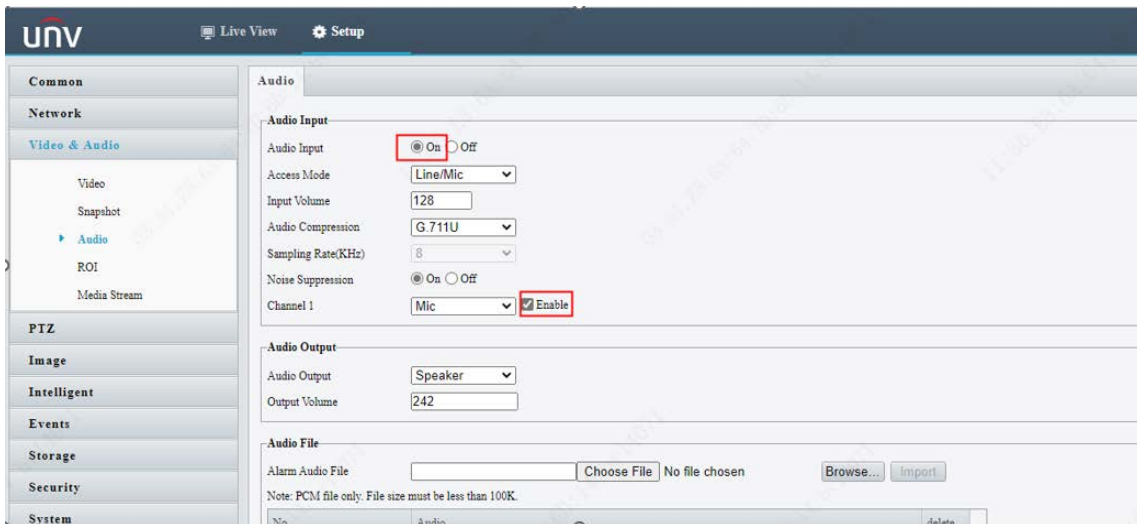
Sampling Rate	8 kHz
Storage	
Edge Storage	Micro SD, up to 256 GB
Network Storage	ANR,NAS(NFS)
Network	
Protocols	IPv4, IGMP, ICMP, ARP, TCP, UDP, DHCP, PPPoE, RTP, RTSP, RTCP, DNS, DDNS, NTP, FTP, UPnP, HTTP, HTTPS, SMTP, 802.1x, SNMP, SSL
Compatible Integration	ONVIF (Profile S, Profile G, Profile T), API
Client	EZStation EZLive EZView
Web Browser	Plug-in required live view: IE 10 and above, Chrome 45 and above, Firefox 52 and above, Edge 79 and above
Pan & Tilt	
Pan Range	0° ~ 345°
Pan Speed	0.1°/s ~ 50°/s Preset speed: 50°/s
Tilt Range	-10° ~ 110°
Tilt Speed	0.1°/s ~ 40°/s Preset speed: 40°/s
Number of Presets	256
Preset Patrol	16 patrols, up to 64 presets for each patrol
Patrol Stay Time	120s ~ 1800s
Home Position	Support
Interface	
Built-in Mic	Support
Built-in Speaker	Support
Network	1 * RJ45 10M/100M Base-TX Ethernet
Alarm Light	Support
Certification	
EMC	CE-EMC (EN55032:2015, EN55024:2010+A1:2015, EN55035:2017, EN61000-3-2:2014, EN61000-3-3:2013) FCC (FCC CFR 47 part15 B, ANSI C63.4-2014)
Safety	CE LVD (EN 62368-1:2014+A11:2017) CB (IEC 62368-1:2014) UL (UL 62368-1, 2nd Ed., Issue Date: 2014-12-01)

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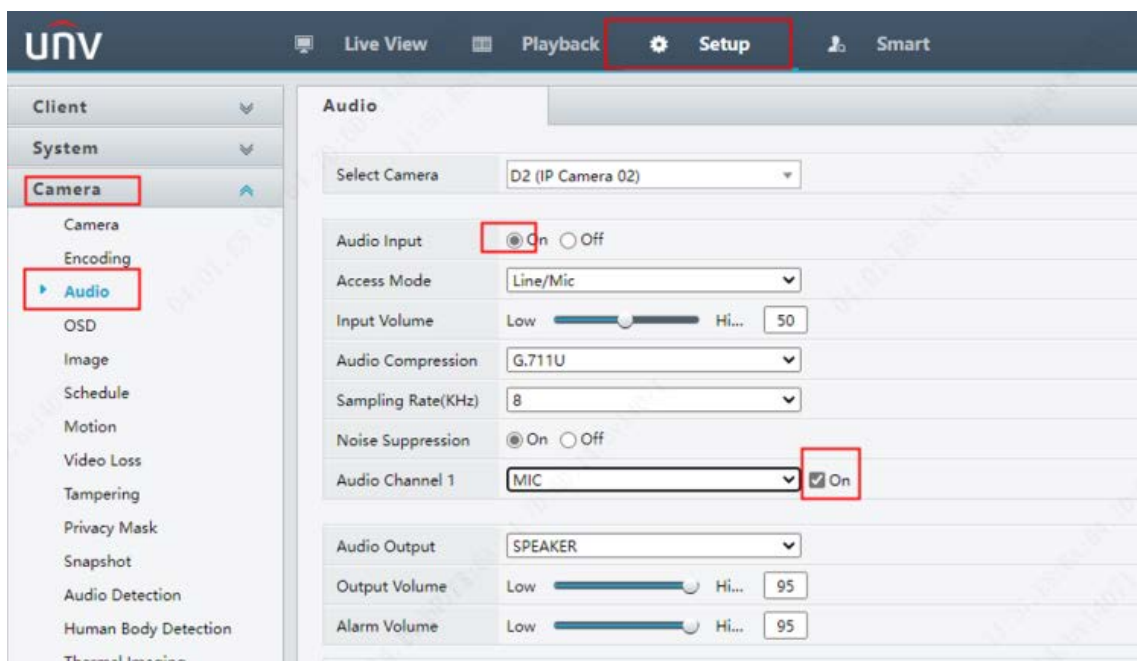
EZLive	
Web Browser	Plug-in required live view: IE9+, Chrome 41 and below, Firefox 52 and below Plug-in free live view: Chrome 57.0+, Firefox 58.0+, Edge 16+, Safari 11+
Interface	
Audio I/O	Audio cable Input: impedance 35kΩ; amplitude 2V [p-p] Output: impedance 600Ω; amplitude 2V [p-p]
Alarm I/O	1/1
Network	1 RJ45 10M/100M Base-TX Ethernet
Video Output	1 BNC, impedance 75Ω; amplitude 1V [p-p]

Step 2 Check the audio settings of the camera and NVR if the Uniview camera does have a built-in Mic.

Check and make sure the **Audio Input** is on and the Mic Channel is enabled on the camera's web interface under **Setup>Video & Audio**.



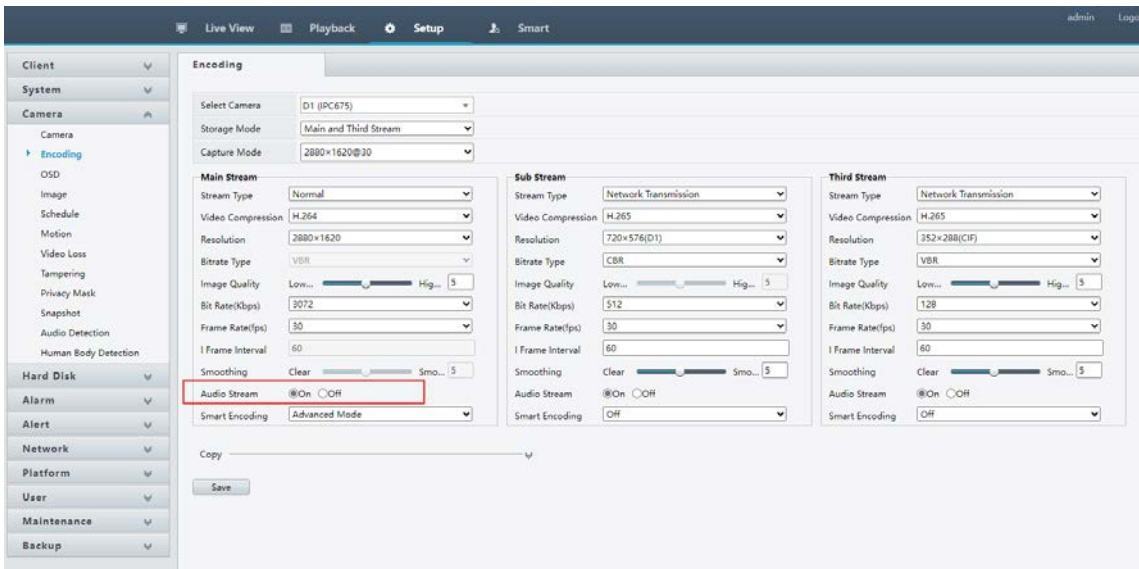
Or you can turn on camera **Audio Input** from the NVR under **Setup>Camera>Audio**.



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Step 3 If the camera audio input settings are set correctly, please check the audio settings of your NVR.

Enable **Audio Stream** for specific camera from the NVR under **Setup>Camera>Encoding**.



If you cannot find the option **Audio Stream**, please check and enable the **Audio Storage** for the corresponding channel on the NVR's web interface under **Setup>Camera>Schedule>Recording Schedule>Audio Storage**

