



Unlimited New View

How to Troubleshoot When Orange Locks Appear on Each Split Window of a Uniview NVR's Monitor?



Title	How to Troubleshoot When Orange Locks Appear on Each Split Window of a Uniview NVR's Monitor?	Version:	V1.0
Product	NVR	Date	11/21/2023

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Description

Sometimes, when attempting to view live feeds on a Uniview NVR's monitor, you may encounter orange locks on each split window, with all live view windows appearing black. This issue commonly arises due to the default user lacking live view permissions when the admin user logs out. Granting live view permission to the default user typically resolves this problem.



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.

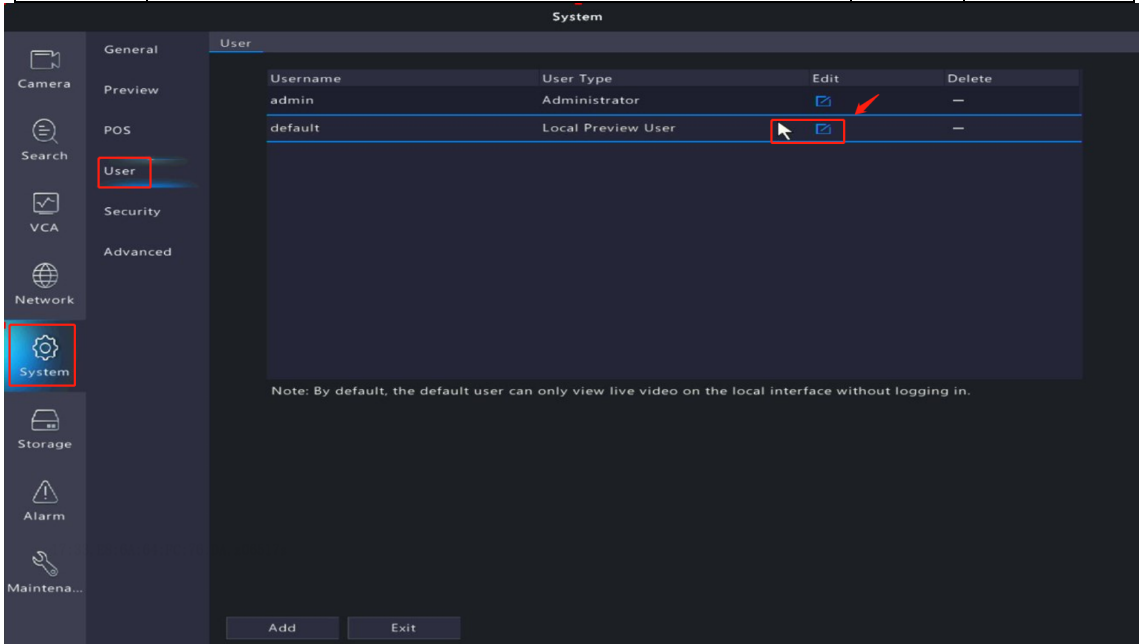
https://global.uniview.com/Support/Service_Hotline/

Operating Steps

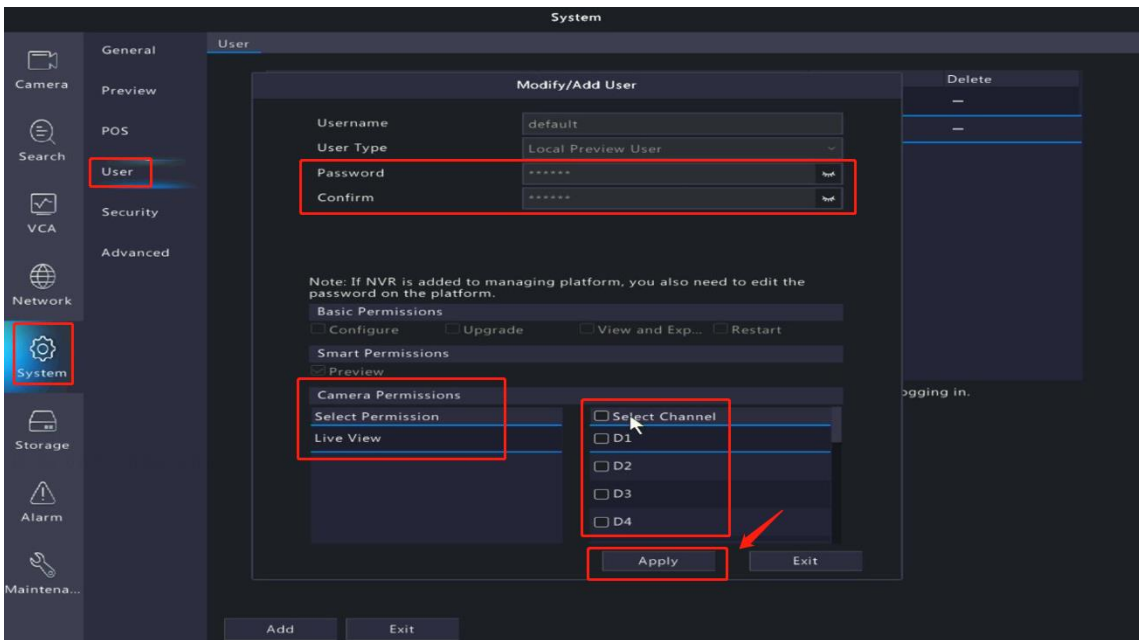
Step 1 Right click the mouse on the monitor and go to **Menu** so as to bring out the login page. Log in with the admin account.

Step 2 Find the default user and edit it under **System>User**.

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Step 3 You need to put in the admin password so as to proceed to the next step.



Step 4 Click **Live View** under **Camera Permissions** and check all the cameras on the right side under **Select Channel**.

Step 5 Click **Apply** to complete the configuration.