How to Troubleshoot When It Failed to Do Two-way Audio on a Uniview NVR?

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Description

Sometimes when you try to do two-way audio from the APP/NVR/Camera, it may fail and pop up an error message. Here are some methods that may help to troubleshoot.

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 make sure both the NVR and IPC all support two-way audio function.

Note: *The two-way audio function requires hardware such as built-in/external Mic & Speaker for a camera to be able to get audio and to be spoken through successfully.*
Please browse our official website global.uniview.com to look for the datasheet of your NVR and camera's model.

Note: *If the camera does not have built-in Mic/Speaker but it has audio in/out pigtail, you may connect an external Mic/Speaker to it to achieve the two-way audio function.*

Step 2 If it is verified that your camera does have mic & speaker, check the two-way audio function according to the platform you are using.

Camera's Web Interface

Step 1 Please access the camera's web interface and check under **Setup>Video&Audio>Audio** to see if **Audio Input** is on, Mic is enabled and

Input/Output Volume is not set to 0.
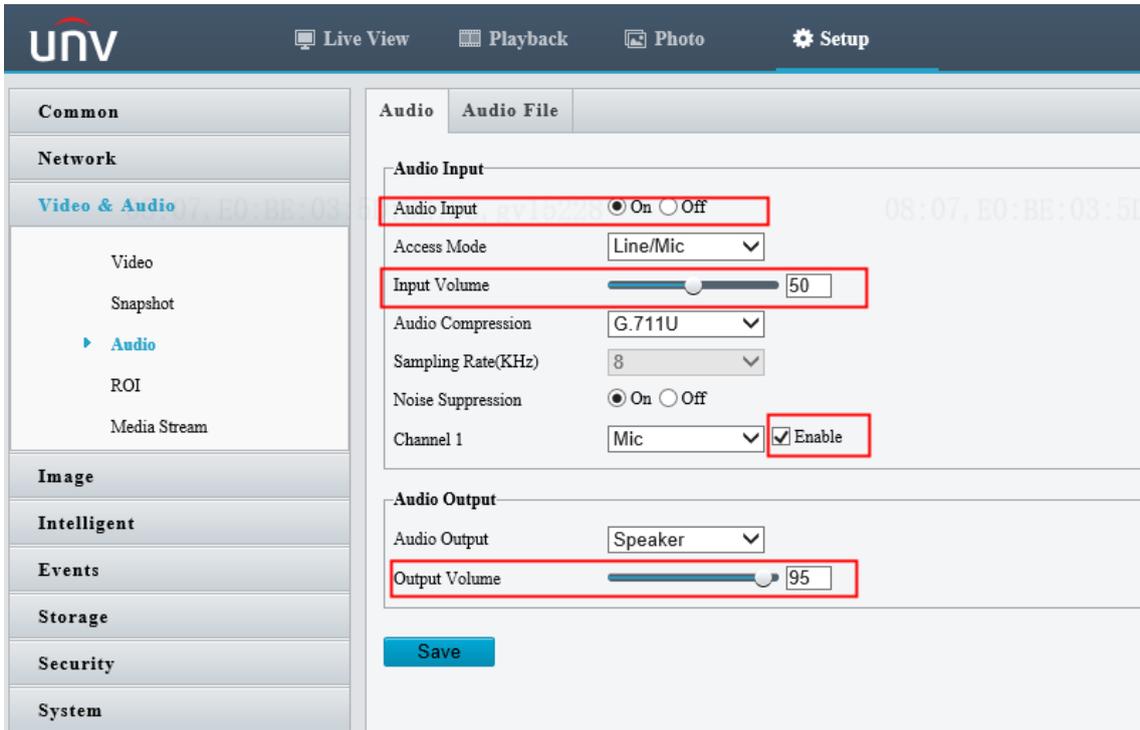
Step 2 You may test it out whether you are able to do two-way audio successfully by using the standalone camera.

Step 3 You can start Two-way Audio on the bottom right side of the live view page on the camera's web interface.

Please make sure the PC has given the Mic/Speaker permission to your browser.
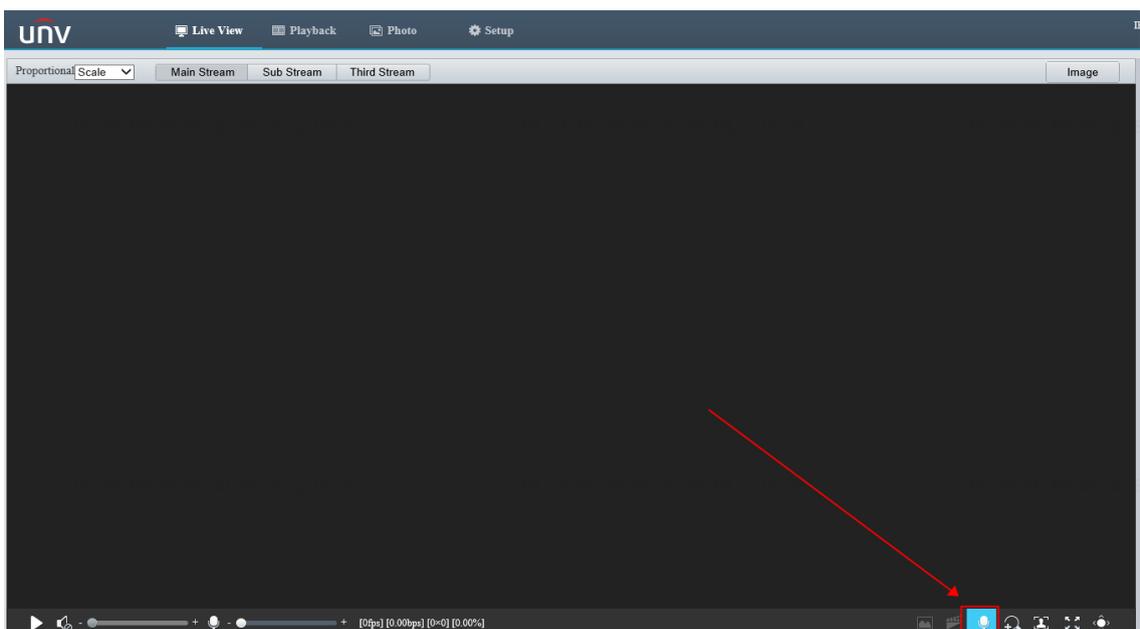
Step 4 If you have checked all configurations but still cannot start two-way audio on the camera successfully, please send us the following information:

1. Start a screen recording on your PC
2. Try to re-produce the issue on camera web interface
3. Collect the camera's diagnosis info under **Setup>System>Maintenance**

Step 5 Send us the screen recording and camera's diagnosis info to service@uniview.com or contact our tech support team and send us the info directly https://global.uniview.com/Support/Service_Hotline/

NVR's GUI/Web Interface

If you have added the camera to a Uniview NVR and wish to do two-way audio through the NVR, please verify first if two-way audio from the camera itself is good by following Steps above. If there is no problem, please check whether you can do it through the NVR.

Step 1 Please make sure the Mic&Speaker icons are turned on the Monitor of your NVR.
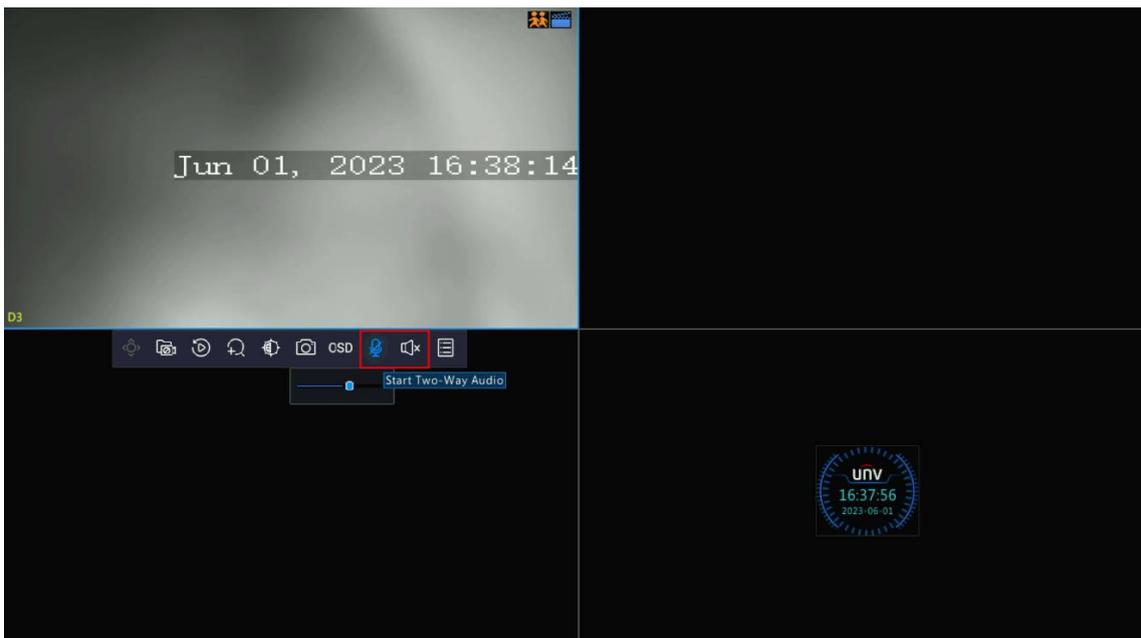
Note: *If you wish to do two-way audio though the NVR GUI, audio in/audio out needs to be supported by the NVR for connecting an external Mic/Speaker.*

Step 2 Click the radio icon on the camera to start two-way audio on the NVR's web interface. Make sure the Mic&Speaker icons are also turned on.
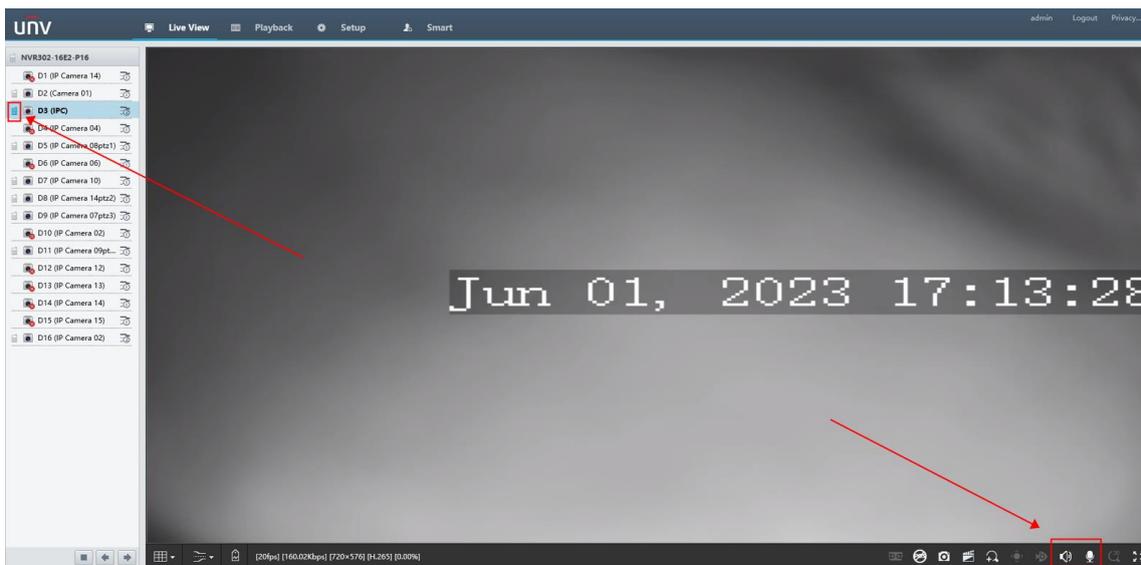
Step 3 If you still cannot do two-way audio on the NVR, please cloud upgrade your NVR and cameras to the latest firmware to see if it can solve the problem.

If the issue still persists, please send us the following information:

1. Start a screen recording on your PC
2. Start Packets Capture on the NVR's NIC that camera has connect to. If the camera connected to NVR POE port, please select NVR NIC 2
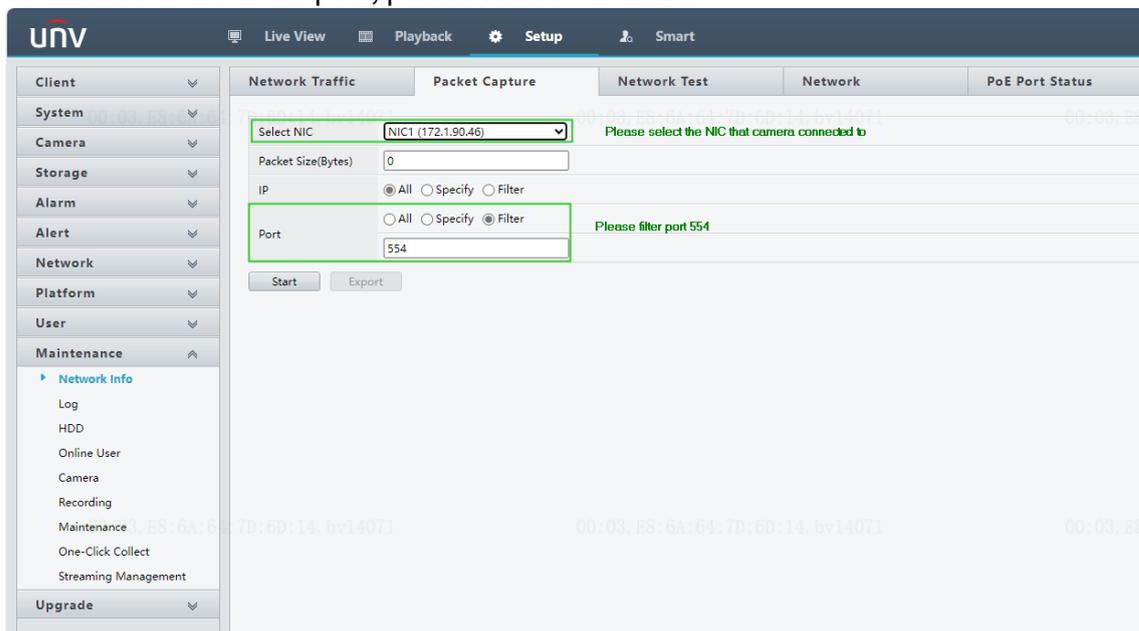
3. Start a packet capture on the camera's web interface.
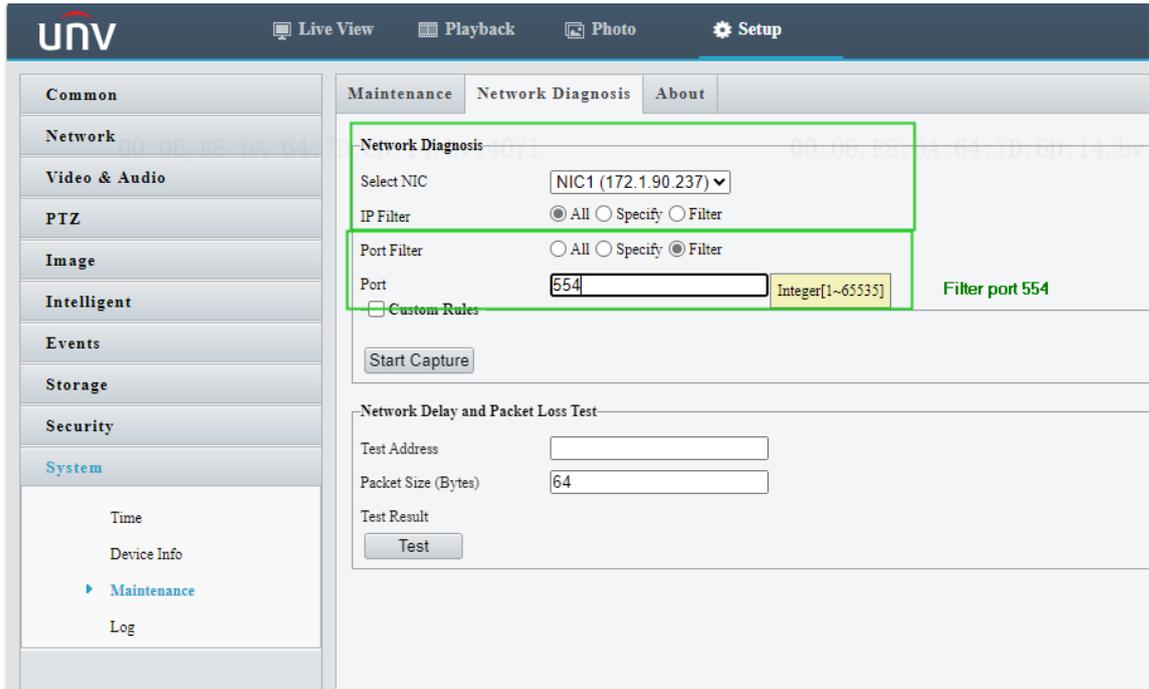
4. Re-produce the NVR can't start two way audio issues on the NVR's web interface
5. Stop both NVR packet capture and IPC packet capture
6. Send the **packet capture file, NVR's diagnosis info, NVR's log, camera's diagnosis info and the screen recording** to service@uniview.com or contact our tech support team and send us the info directly
https://global.uniview.com/Support/Service_Hotline/

Mobile APP

You may do the two-way audio through the APP as well once the NVR/Camera is added to your EZView APP.

Step 1 Please grant microphone permission for the APP on your phone settings.

Step 2 Single tap on the two-way audio icon under **Menu>Live View** to do the talk to the camera.
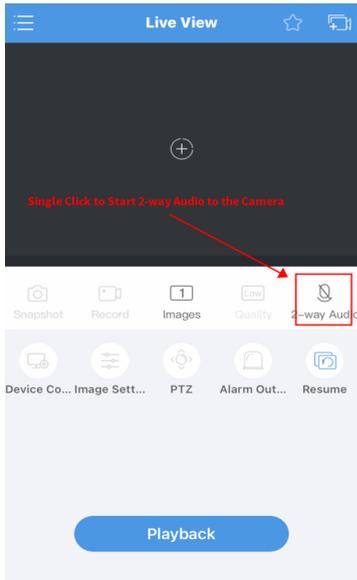
Step 3 Press and hold on the two-way audio icon to do the 2-way talk to the NVR.
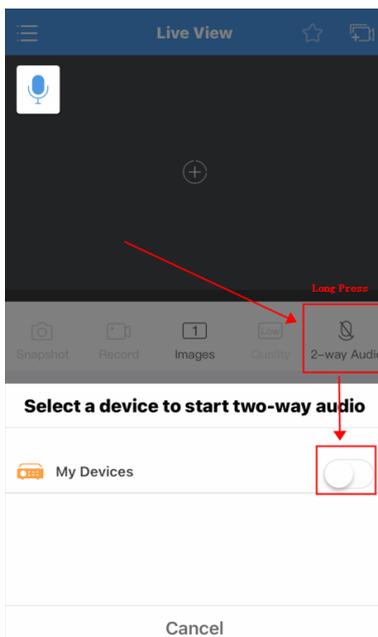
Step 4 If all above procedures have been done and you are still having trouble, please send us the following information:

1.Start a screen recording on your phone

Enable the Log function on EZView.
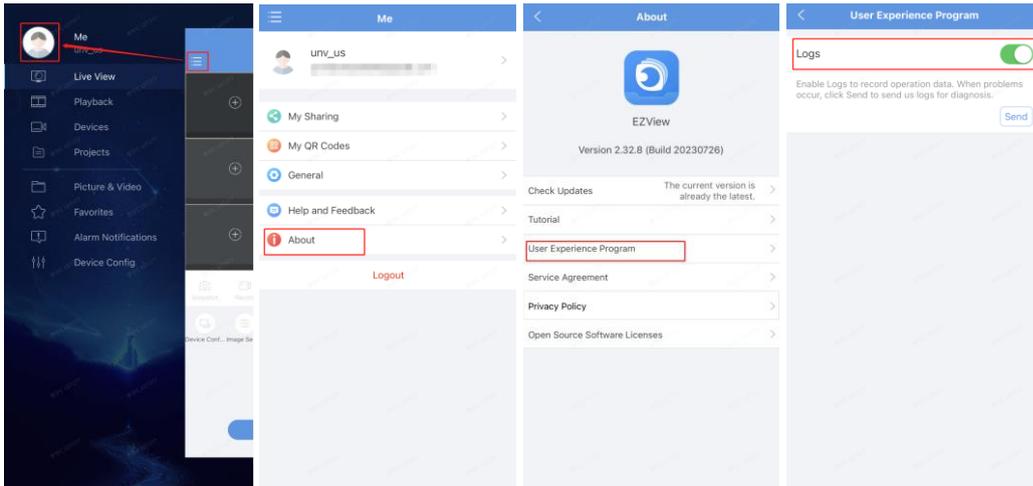
2. Start Packets Capture on the NVR's External NIC.
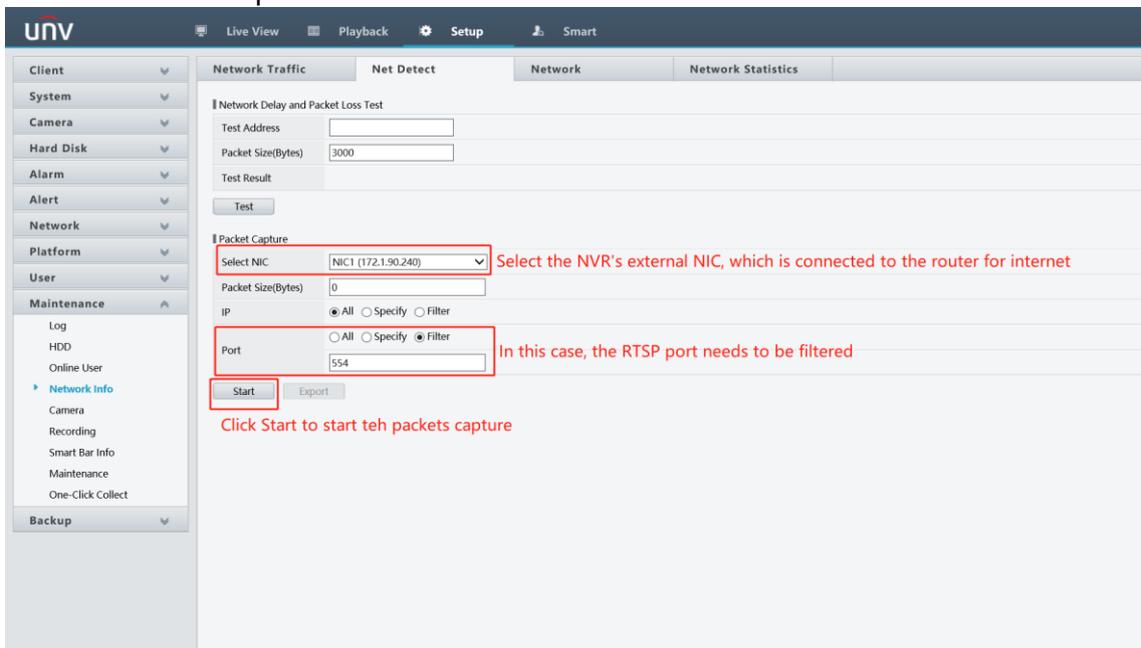
3. Please re-produce the EZview failed to start two-way audio issue on your phone

4. Stop NVR packet capture, **send the EZview's log, NVR packet file, NVR's diagnosis info, NVR's log and phone screen recording** to service@uniview.com or contact our tech support team and send us the info directly https://global.uniview.com/Support/Service_Hotline/