



How to Troubleshoot When the Mouse on a Uniview NVR Is Not Working?

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Product:	NVR	Date:	9/26/2023

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Description

Sometimes when a mouse is connected to the NVR, the customer cannot operate with it on the GUI/monitor. Here are some methods that may help to troubleshoot.

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 if the indicator light on the mouse is working and make sure the mouse is powered on first.



Step 2 Cross test the mouse and the USB port on the NVR.

Step 2.1 Plug the mouse into another USB port on the NVR to see whether it will work.

If it works, then there may be something wrong with this USB port on the NVR.

If it does not work either, the issue may come from the USB port on the NVR or the mouse itself.

Step 2.2 Plug the same mouse into another device or computer to see how it works.

If it works, then there may be something wrong with the USB port of the NVR.

If it does not work either, there may be something wrong with the mouse itself. We can try to test the mouse then.

Step 2.3 Try another mouse which works fine on another NVR or a computer to see

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whether it works on this NVR.

If it works, then it proves the USB port on this NVR is working and the issue may come from the mouse itself.

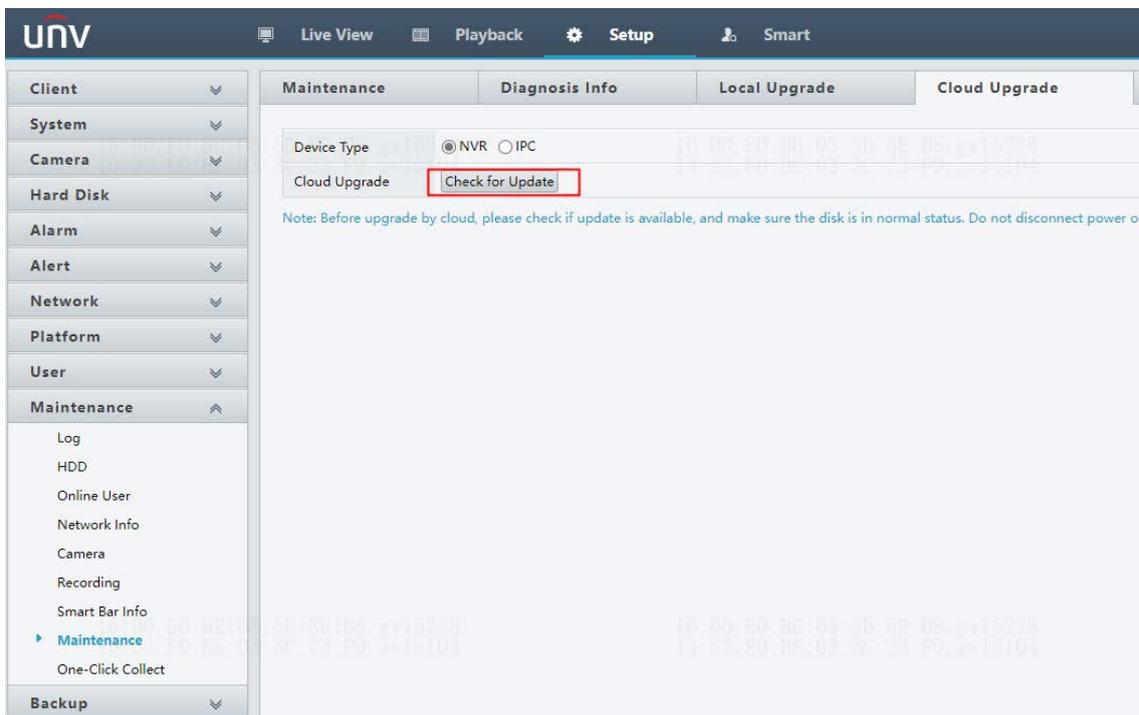
If it does not work either, there may be something wrong with the NVR.

Step 3 If you have followed the above 2 steps, yet you still have trouble finding the mouse cursor on the TV display, the mouse may have been switched to a different video output.

Please hold the mouse right button for 10-15 seconds until the mouse cursor shows up on your screen.

Note: Sometimes when your NVR has more than one video output, even if there is no monitor hooked up to the other video output port, the mouse could still be switched to the other output. Holding the right button could help you to switch the mouse cursor between screens.

Step 4 If you have tried all the above steps and the mouse still does not work, please run a cloud upgrade for your NVR to the latest firmware to see if it could solve the issue. (Below picture is taken from the NVR Web UI)



Note:

1. Only when the NVR is connected to EZCloud/EZView and is online on EZCloud/EZView can you cloud upgrade the NVR. If the NVR is not connected to EZCloud/EZView or not online on EZcloud/EZView, please contact Uniview Tech Support for newer firmware for your NVR to do a local upgrade.
2. Please ensure the power and network connection during the whole process of the cloud upgrading, otherwise it may cause damage to the NVR.