



How to Troubleshoot When Uniview NVR Getting Stuck at the UNV Logo Page?

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Product:	NVR	Date	06/02/2025

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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/

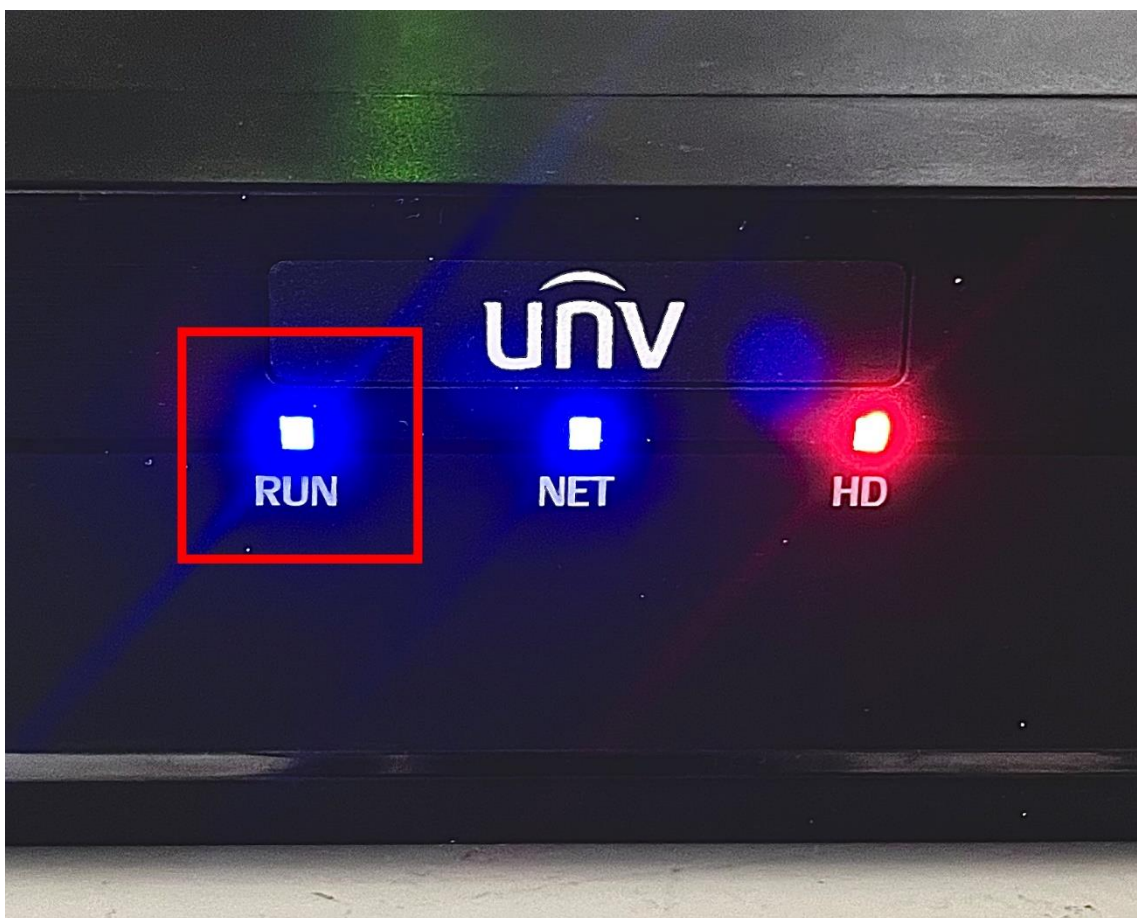
Operating Steps

Step 1 Please check the RUN light.

Blinking: the NVR is booting up.

Steady ON: the NVR is running.

Flashing: please move to **Step 2** directly.



Step 2 Unplug all the HDDs and Ethernet cables on the NVR, and let it run individually, then check if the NVR can boot up.

Step 3 Double check on the model number, and pay extra attention to the power cable

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on the back of the NVR.

Unplug the power cable and leave it for 5-10mins and then try to boot up again.

If you have another power cable/external power adaptor (which is working fine on another NVR), please also try swap it and see how it works.

Note: Cross test is necessary for estimating power adaptor and cable.

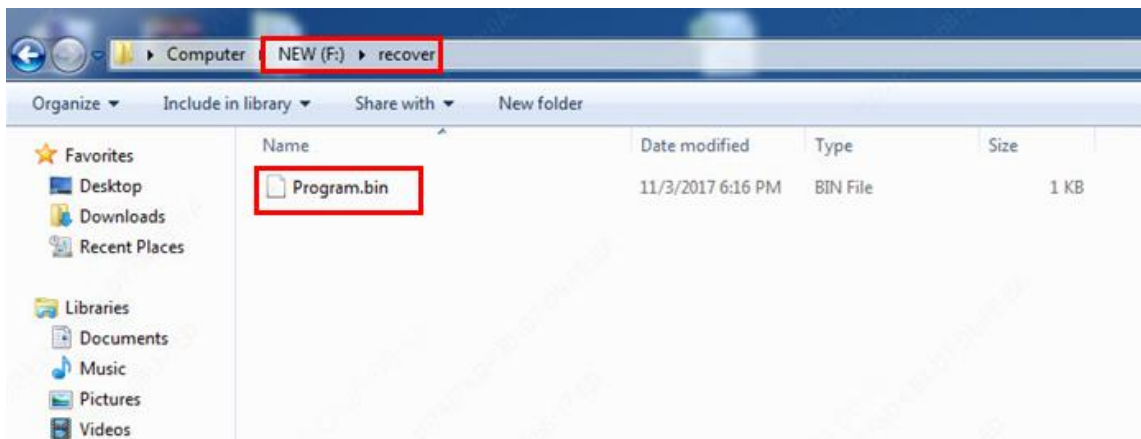
Step 4 Please try USB flash drive upgrade.

Note: Please contact UNV Tech Support for the firmware file if you don't have one.

Step 4.1 Format the USB flash drive to FAT32 file format.

Step 4.2 Create a directory named “**recover**” on the USB flash drive, and save the “**Program.bin**” file of the latest firmware to this folder.

Note: You may need to unzip the firmware obtained from the tech support team and find the **program.bin** file.

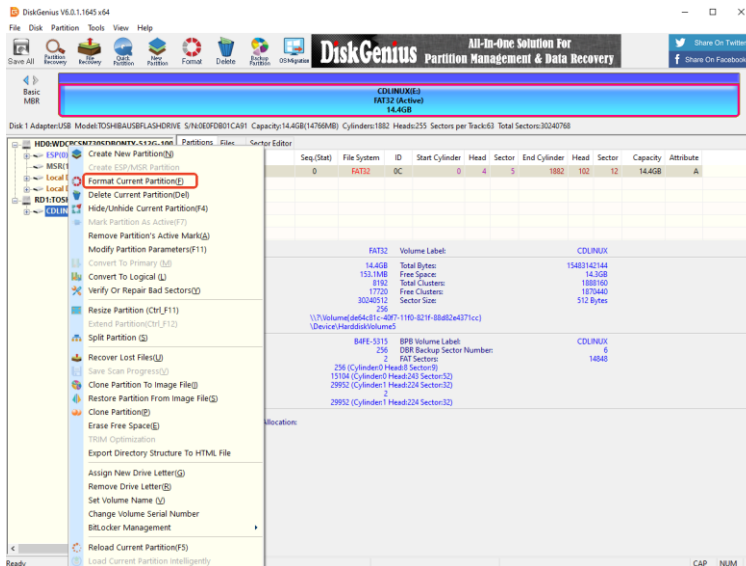


Step 4.3 Plug the USB flash drive into the NVR's USB port, restart the device, and it will upgrade automatically. Once the upgrade process is completed successfully, the NVR buzzer will keep beeping until you unplug the USB flash drive and restart the NVR.

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Note: For formatting the USB flash drive to FAT32 format, you can use the Format function of the Windows system directly, or you can follow the below steps to format it by using the software DiskGenius:

1. Plug the USB drive into the PC, open DiskGenius.
2. On the left side of DiskGenius, find the symbol of USB drive and right click on it, then click Format Current Partition.



3. Then there will be a pop-up window, change the File System to FAT32, and then click on Format and wait for the Format process to be completed.

