



Basic Features

1. Q: Does DVR come with a HDD?

Dear customer,

Generally speaking, Dvr come from factory without HDD.

You need to buy HDD and insert them into DVR

How many HDDs and what is maximum capacity for each HDD, you can check on the spec,

Here is an example.

Specification	
	UPnP™, HTTPS
Recording	
Video And Audio	
• Network	
General	
Network Interface	1, RJ45 10M/100M self-adaptive Ethernet interface
SATA	2 SATA interfaces
Capacity	Up to 6 TB capacity for each disk
Alarm In/Out	N/A
USB Interface	Rear panel: 2 × USB 2.0

2. Q: Hikvision turbo DVR keeps turning off

If you have done the below steps, the device still keeps turning off, please send it to RMA.

1. Disconnect all the cameras
2. Take off all the HDDs
3. Unplug the net cable

3. How to check if the DVR support POC function?

Dear customer,

POC function means Transmits both HDTV video and power over the same coaxial cable

Only the DVR device model end up with /P support POC function.

such as:

DS-7208HQHI-K2/P, you will find corresponding description on the spec.

DS-7208HQHI-K2/P		Turbo HD Products > DVR > Pro Series > DS-7208HQHI-K2/P	
Recording	1/2 of DS-7208HQHI-K2/P, and channel 1/2/3/4 of DS-7216HQHI-K2/P.		
• Video And Audio	VGA/HDMI Output	1-ch, 1920 × 1080/60Hz, 1280 × 1024/60Hz, 1280 × 720/60Hz, 1024 × 768/60Hz	
	PoC Camera Input	Support Hikvision PoC camera *: PoC access capability see Appendix.	
	CVBS Output	1-ch, BNC (1.0 Vp-p, 75 Ω), resolution: PAL: 704 × 576, NTSC: 704 × 480	
Network	Network		
Auxiliary Interface	Remote Connections	64	
General	Network Protocols	TCP/IP, PPPoE, DHCP, Hik-Connect, DNS, DDNS, NTP, SADP, NFS, iSCSI, UPnP™, HTTPS, ONVIF	
	Network Interface	1, RJ45 10M/100M self-adaptive Ethernet interface	
	Auxiliary interface		
	SATA	2 SATA interfaces	

4. Q: Could the recorder be compatible with wire-less mouse?

We highly recommend you use the mouse which was included in Product packaging. Wire-less mouse can't be guaranteed.

5. Q: Is it possible to buy a channel system that has audio on each channel?

Dear customer,

For NVR, please confirm each camera has audio port and connect pickup.

For DVR, please check how many audio input ports on DVR. For example, if the 16 channels DVR only support 4 audio inputs, that's means only the first 4 channels can receive audio.

6. Q: I would like know that maximum HDD storage capacity of DVR.

Dear customer,

You can find detailed information from the spec.

Hard Disk Driver	
Interface Type:	1 SATA Interface
Capacity:	Up to 10 TB capacity for each disk

General

7. Q: Is it possible to change the boot logo and image on the hikvision

NVR?

Dear customer,
Sorry to tell you that the boot logo could not be changed.

8. Q: Can we connect a DVD drive that draws power through the USB port?

Dear customer,
If you have not submitted customized demand with DVD drive before you purchasing. The device would not support DVD.

Camera Access

9. Q: How many NVRs could be added to one camera?

SQ: How many NVRs could be connected one camera?

Please kindly visit official website: <https://www.hikvision.com/en/Products> to search Product model type to check the specification of the camera.

If the simultaneous live view of the camera is 6, it means that the camera could be added to 3 NVRs.

Network

Simultaneous Live View

Up to 6 channels

If you want to add one Hikvision camera to two Hikvision NVRs, it should be added to 2 NVRs via two different adding methods.

Add the camera to one NVR in the normal way so that the camera is managed by only one NVR. The camera can be added to other NVRs by RTSP in customer protocol. So that the NVRs are able to access to the live view stream of the camera, but they would not have the access to manage the camera.

You can try to configure it with two different protocol: RTSP protocol, Hikvision protocol. But we do not suggest do like that, it might cause OSD time hopping.

10. Q: Can a 5mp camera work on a 4mp dvr?

Dear customer,
The 5mp camera default resolution is 4 MP ,so it can work on a 4mp dvr , If the DVR support 5 MP, you can click on the Iris+ button or call Preset 95 to call up the camera menu and click video parameters, you can change resolution to 5MP.

11. Q: Can I connect analog cameras and IP cameras to a single DVR?

Dear customer,

Most of Hikvision turbo DVRs can connect analog/TVI cameras and IP cameras simultaneously.

Customer can go to main menu-Camera-IP camera to add IP camera

Note: the IP cameras and DVR should be in the same subnet.

12. Q: Could HDCVI Camera connect to Hikvision DVR?

Dear customer,

Not all Hikvision HDTVI DVRs support HDCVI signal.

Such as DS-7108HGHI-SH,DS-7104HGHI-E1, these devices belong to Turbo 1.0 . they don't support HDCVI.

Please send your enquiry to support@hikvision.com or transfer to agent for further help.

13. Q: Why the device spec show the dvr can connect up to 8 IP cameras, but i can only connect 2 IP cameras

Dear customer,

Please go to Menu – Configuration- General -More Settings. Enhanced IP mode.

Enabling enhanced IP mode will allow you to connect to the maximum number of cameras, but disable all VCA functions. We recommend you can disable analog channel to enhance IP camera connection.



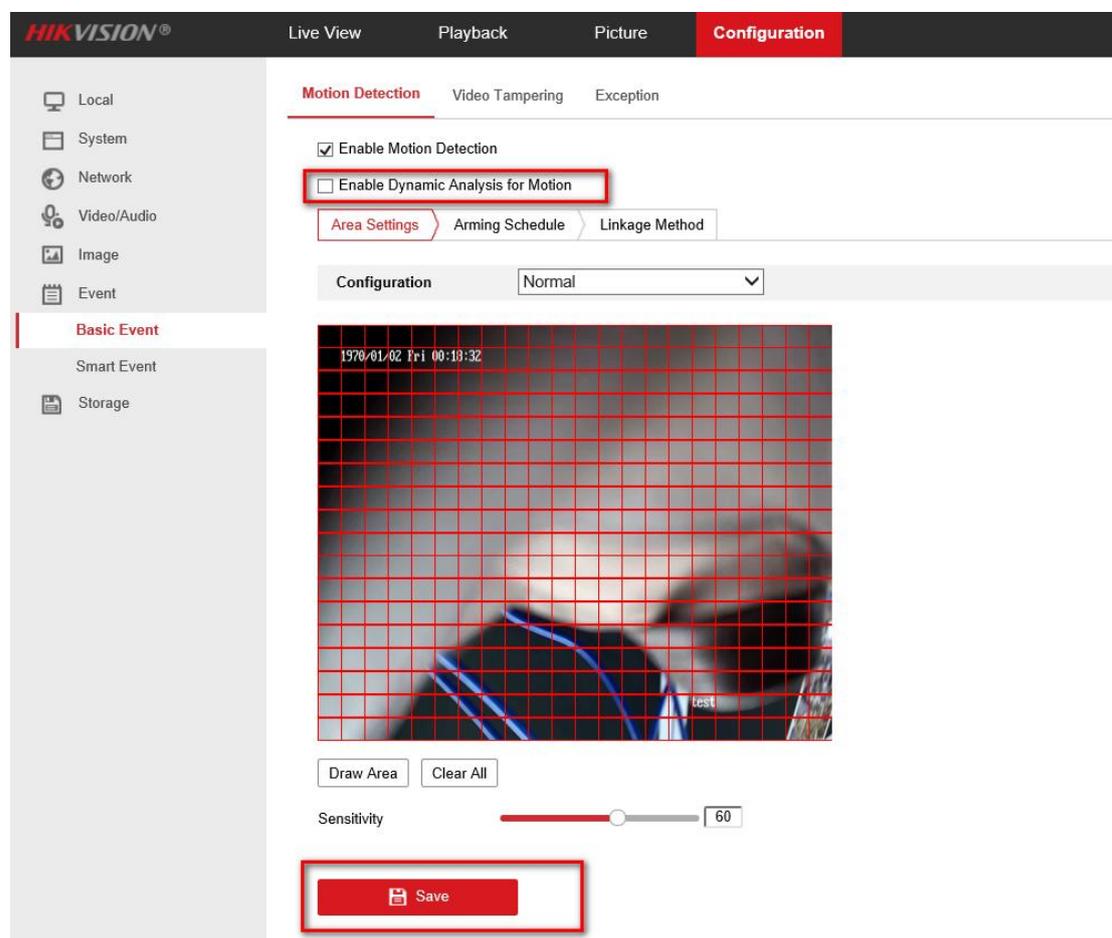
Configuration

14. Q: How do you delete those green squares appearing each time there is a movement?

Dear customer,

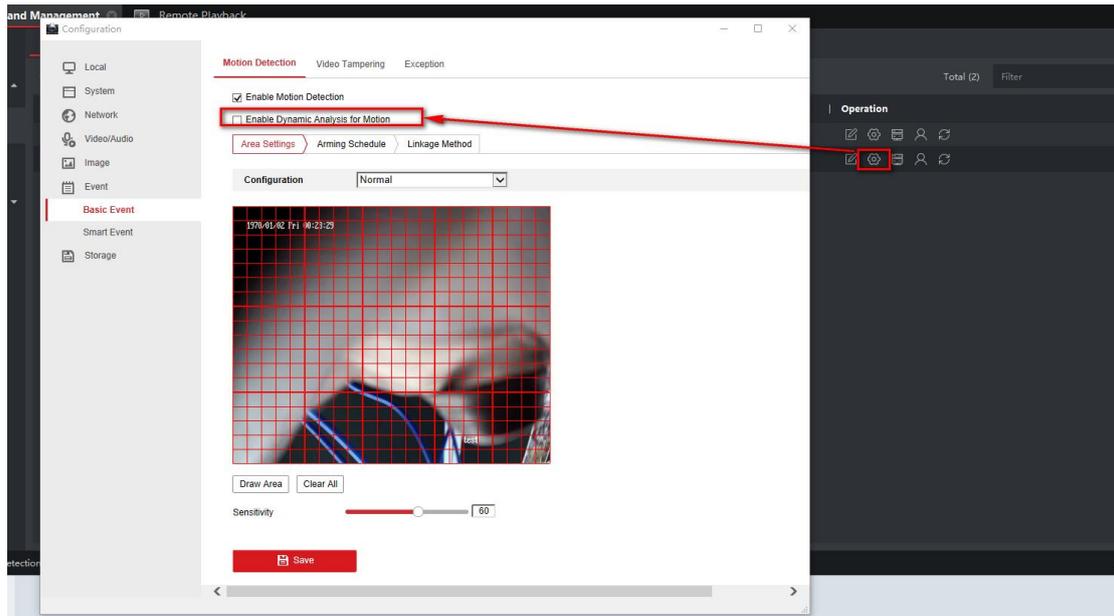
Please disable the Dynamic Analysis for motion.

On web browser, please go to device Configuration- Event- Basic Even- Motion detection to uncheck the Enable Dynamic Analysis for Motion.

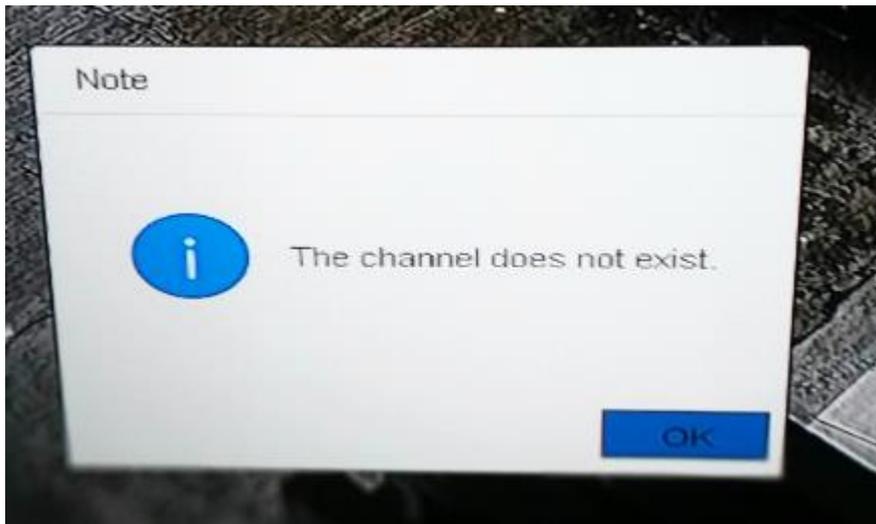


The screenshot displays the HIKVISION web interface for configuring motion detection. The top navigation bar includes 'Live View', 'Playback', 'Picture', and 'Configuration'. The left sidebar shows a tree view with categories like Local, System, Network, Video/Audio, Image, and Event. Under 'Event', 'Basic Event' is selected, and 'Smart Event' and 'Storage' are also visible. The main content area is titled 'Motion Detection' and has three tabs: 'Motion Detection', 'Video Tampering', and 'Exception'. The 'Motion Detection' tab is active, showing a 'Configuration' section with a dropdown menu set to 'Normal'. Below this, there is a video preview window showing a person's face with a red grid overlay. The video timestamp is '1970/01/02 Fri 00:13:32'. Below the video, there are 'Draw Area' and 'Clear All' buttons, and a 'Sensitivity' slider set to 60. A red box highlights the 'Save' button at the bottom of the configuration area.

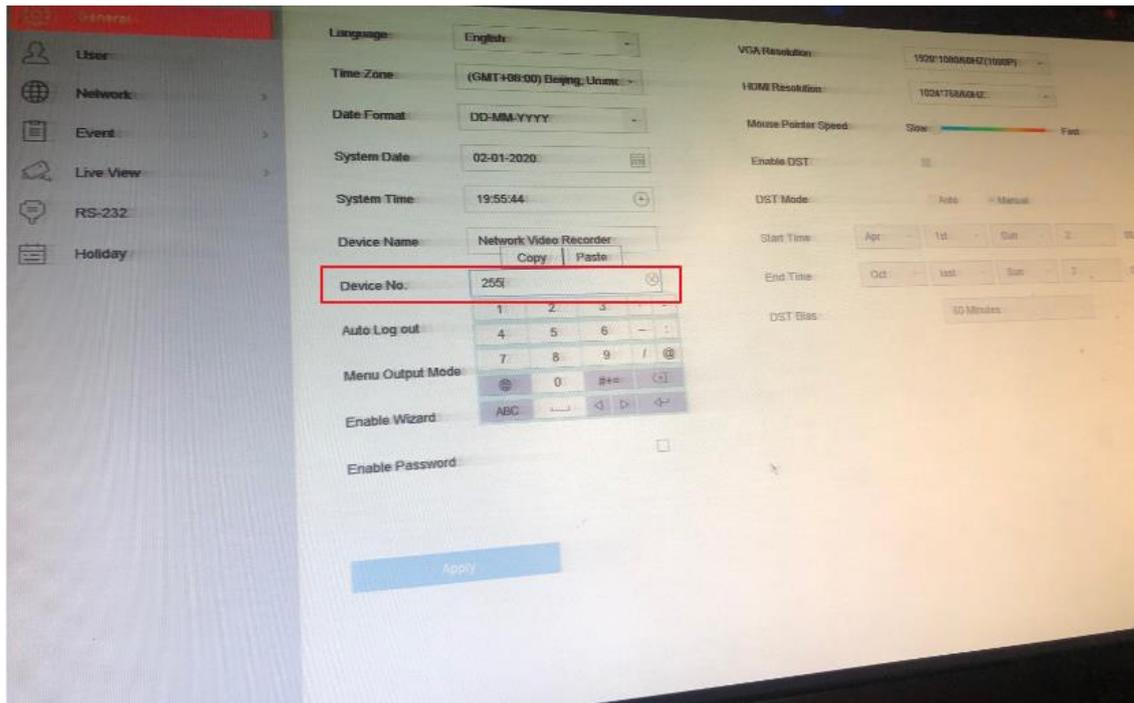
On iVMS-4200 Client, please go to Device Management, select the device, click Remote Configuration- Basic Configuration- Event- Motion detection to uncheck the Enable Dynamic Analysis for Motion.



15. Q: Dialog box informs that "The channel does not exist"



Please go to System-General to change device NO.255 to any other number such as 200 to try.



16. Q: What is M | A?

Dear customer,

It is Motion/Alarm as the following picture.

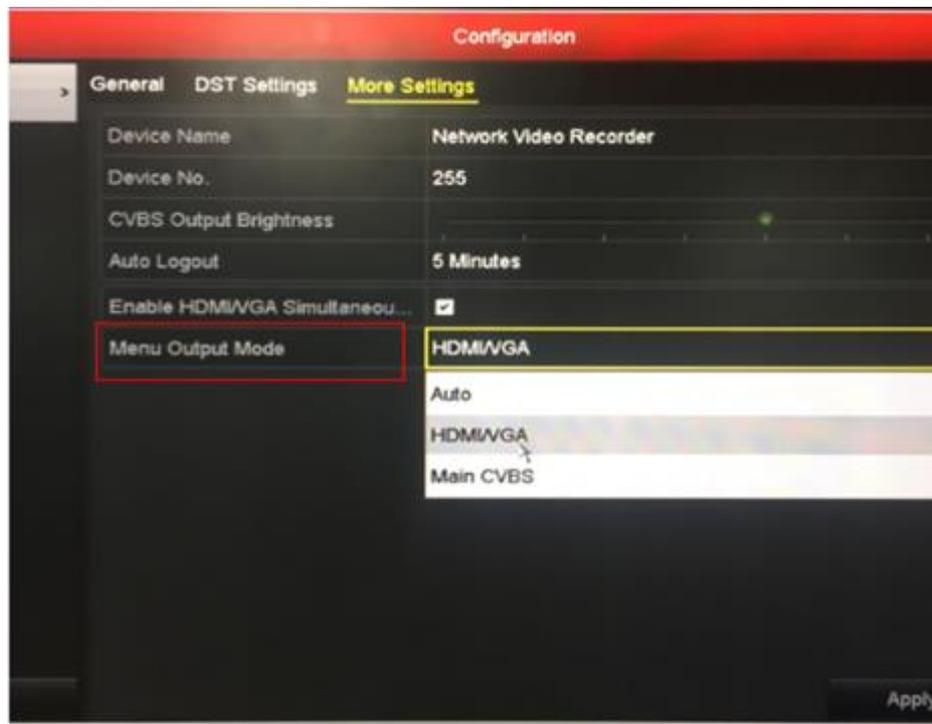


17. Q: Mouse and menu isn't working

Dear customer,

1) Check if the mouse bright is flashing.

- 2) If you enter Aux monitor mode and the main monitor is not connected, the mouse operation is disabled.
- 3) If you choose auto mode, please power off your device, then connect your monitor to device in advance, then power on the device. Or you can login device via web browser, go to Configuration-System-System Settings-Menu Output to choose menu. If the device does not support to change output mode on web page, please kindly default the device on web page to solve the issue.



18. Q: Can I connect 2 screens via HDMI splitter?

Dear customer,

If you connect DVR/NVR to HDMI screens via HDMI splitter.

How many screens could be connected depends on ports number of HDMI splitter.

19. Q: Dvr is showing no permission dialogue box

Dear customer,

Please kindly check whether the account you using is Admin or not.

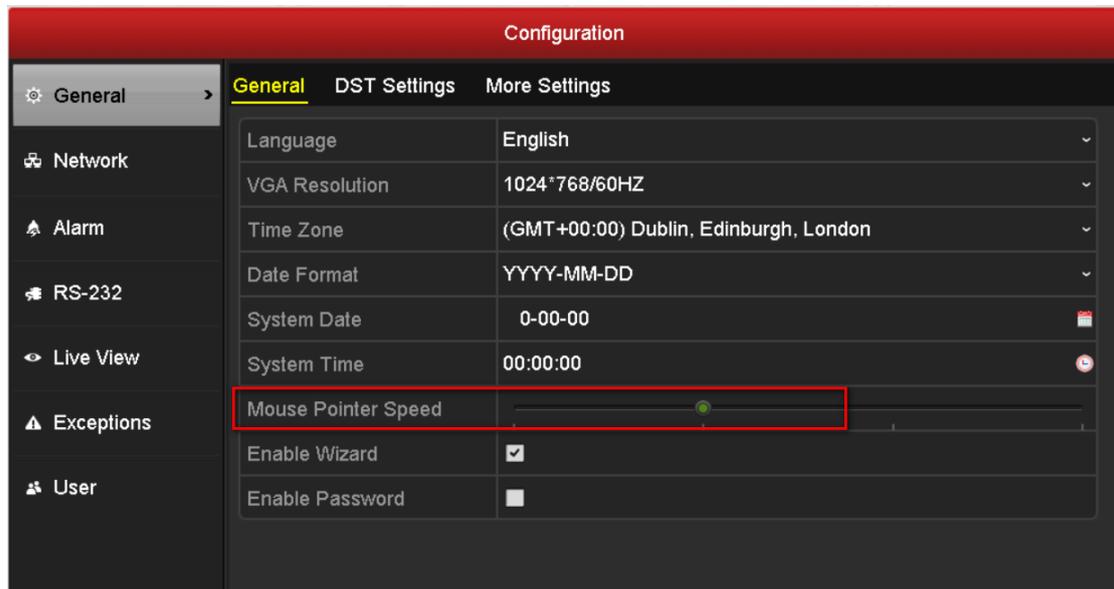
if you use the operator account ,please kindly ask the Admin account to assign permission to you.

Thank you for support to Hikvision!

20. Q: My NVR mouse is very slow, can hardly move the mouse around.

Dear customer,

Please go to Main menu -Configuration-General-adjust Mouse Pointer speed.



21. Q: If the motion detection is in camera or in DVR?

Dear customer, if you are using

- 1) Hikvision camera and DVR:
 - a) Analog or HDTV camera, the motion detection could be configured on DVR.
 - b) IP camera, the motion detection could be configured on both DVR and IP camera.

- 2) Third party camera and Hikvision DVR:
 - a) Analog or other signal pattern camera, the motion detection should be configured on DVR.
 - b) IP camera, you should check if the camera support motion detection.
If yes, the motion detection could be configured on both DVR and IP camera.
If no, the motion detection could not be configured.

22. Q: My NVR/DVR time is incorrect.

Dear customer,

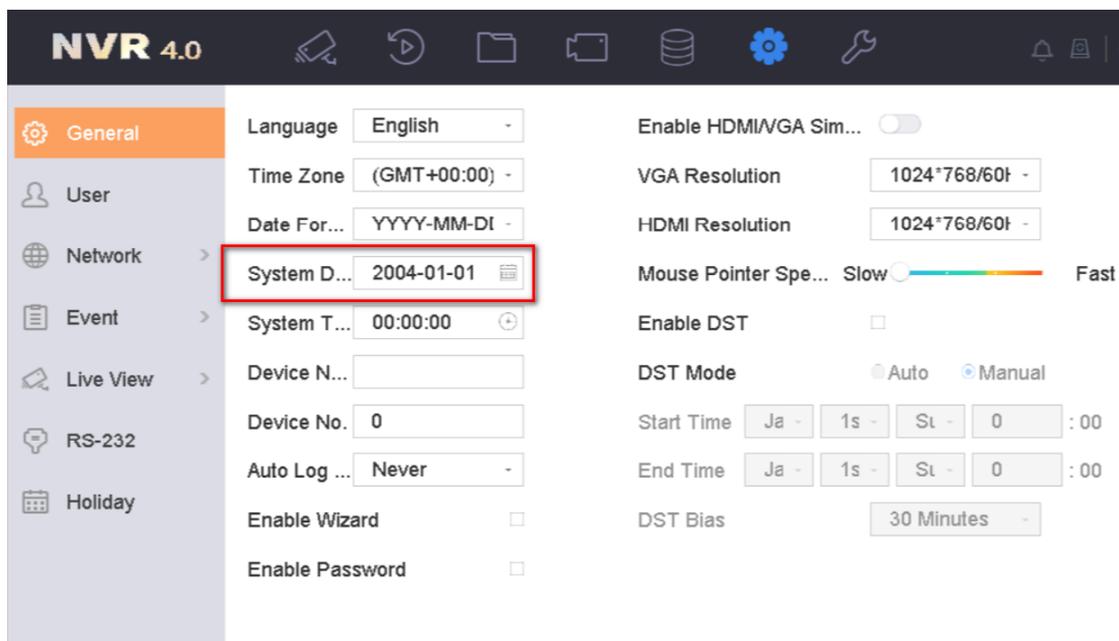
- 1) On NVR 3.0 page

Please go to device local Menu- Configuration-General to modify the system time.



2) On NVR 4.0

Please go to Menu- System-General-System Date to modify the system time.



23. Could the admin restrict the operator access time to Hikvision

device?

Dear customer,
Admin could not set the specific access time of Hikvision device.
Admin could only set the specific permissions of operator level account, such as live view, playback and so on.

24. Q: Which DVR can support CVI signal?

SQ: Which DVR can support HDCVI/hdcvi?

Dear customer,
Please follow the below link: <https://www.hikvision.com/en/>
Go to Products – Turbo HD Products –DVR, and check the device spec.
It will be written in the device feature, as picture shown below:



32-ch 1080p 2U H.265 DVR

- 32 channels and 8 HDDs 2U DVR
- Efficient H.265 pro+ compression technology
- Encoding ability up to 1080p @ 15 fps
- 5 signals input adaptively (HDTV/AHD/CVI/CVBS/IP)
- Up to 48 network cameras can be connected
- Supports POS triggered recording and POS information overlay;

Icons: H.265 Pro, XVR, 1080p, 4K, Favorites

HIKVISION turbo 4.0 DVRs support HDCVI signal.

Please check the following link to find the turbo 4.0 DVRs:

<https://www.hikvision.com/en/Products/Digital-Video-Recorder/Turbo-HD-DVR/Turbo-HD-4.0>

Thank you.

25. Q: Can analog camera connect to Turbo DVR?

SQ: can turbo cameras work on older DVRs

Yes, analog camera is applicable to Turbo DVR, connect the device power and cable to DVR.

Some turbo cameras supports CVBS signal that means the cameras could be connected to conventional DVR.

If you are not sure, please kindly send the device model to regional support team, we could help to check.

26. Q: Why the device just shows embedded DVR on display and again restarts every few minutes?

The probable solutions listed as follows:

Take out all HDDs from the device, and disconnect all the cameras, user can observe whether it works or not.

- 1) If it works, User should check the HDDs or cameras. The Dvr is in good condition itself.
- 2) If it doesn't work, it means user should check the power of DVR or change the monitor with high resolution.
- 3) If user tries all the above steps and no result, please contact your seller for repair.

27. Q: Could Hikvision DVR add third party camera by POC?

Sorry to tell you that Hikvision DVR doesn't support to add third party (other brand) device by POC.

If you want to add HIKVISION non POC cameras via POC, please power on the camera in advance then add the camera to DVR via POC. Otherwise, the camera would be damaged.

Alarm

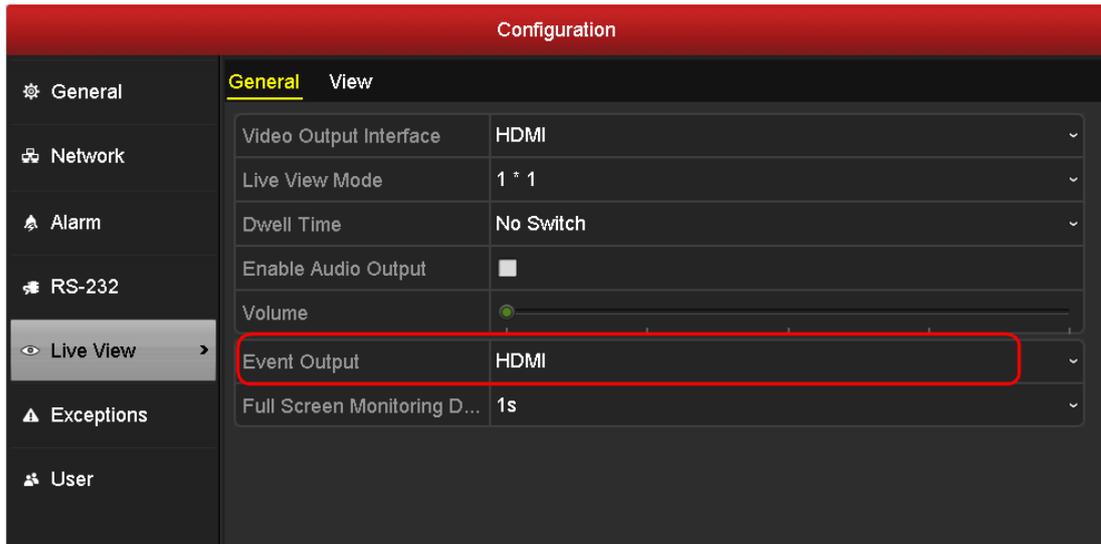
28. Q: Why does the device can't pop up Full Screen Monitoring?

SQ: No pop up

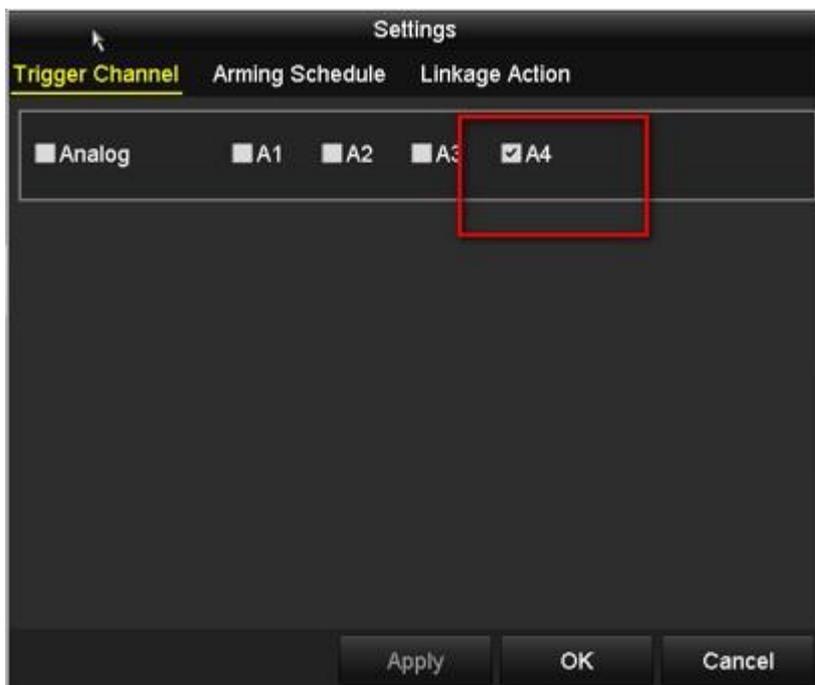
A: Take the motion detection as an example:

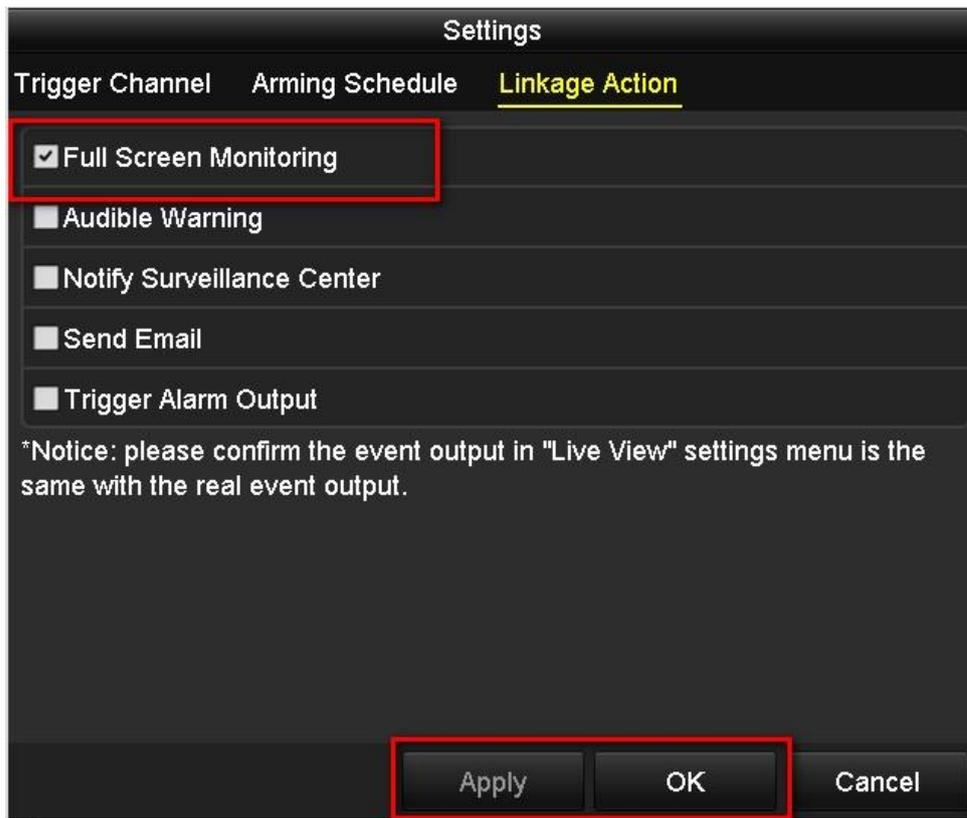
Please check the below settings:

- 1) Go to Menu- Configuration-live view-General-Event output, choose the event output. Please confirm the event output settings menu is the same with the real event output.

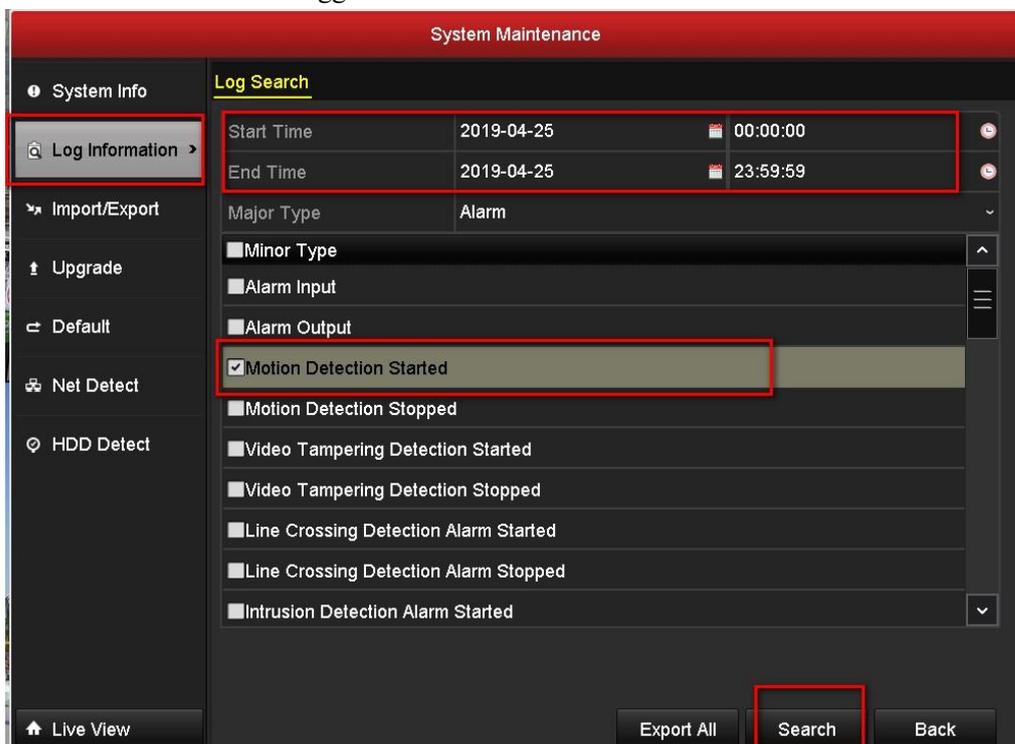


2) Go to Menu-Camera-Motion Detection -Enable Motion Detection, draw the detection area and sensitivity. Click Linkage Action to choose Full Screen Monitoring.





If it still no pops, please go to menu- maintenance- log information, to check whether the motion detection on this channel triggered or not.



Live View

29. Q: The transmission distance between analog camera and DVR.

SQ: I want to install analog camera. Which cable I can buy?

Dear customer,

For analog camera, please use coaxial-cable.

The transmission distance is different for different types of cable.

Transmission distance are as below:

	Turbo 1.0		
	SYV-75-3	RG59(75-4)	RG6(75-5)
720P	300 m	400 m	500 m
1080P	300 m	400 m	500 m

	Turbo 3.0&Turbo 4.0		
	SYV-75-3	RG59(75-4)	RG6(75-5)
720P	900 m	1000 m	1200 m
1080P	600 m	700 m	800 m
3MP	600 m	700 m	800 m

30. Q: No picture on TV just saying invalid format.

Dear customer,

Invalid format is an error message prompted by TV.

Possible reasons are as below:

1. NVR/DVR no output or output does not match the TV signal source.
2. The output resolution of NVR/NVR is higher than the TV resolution.

Troubleshooting steps:

1. Please check the output port, adjust the signal source of TV to match the output of the DVR/NVR
2. Please check whether the device power properly and remove all the HDDs, cameras and network

to test.

3. Change device output port and the monitor with high resolution to test.

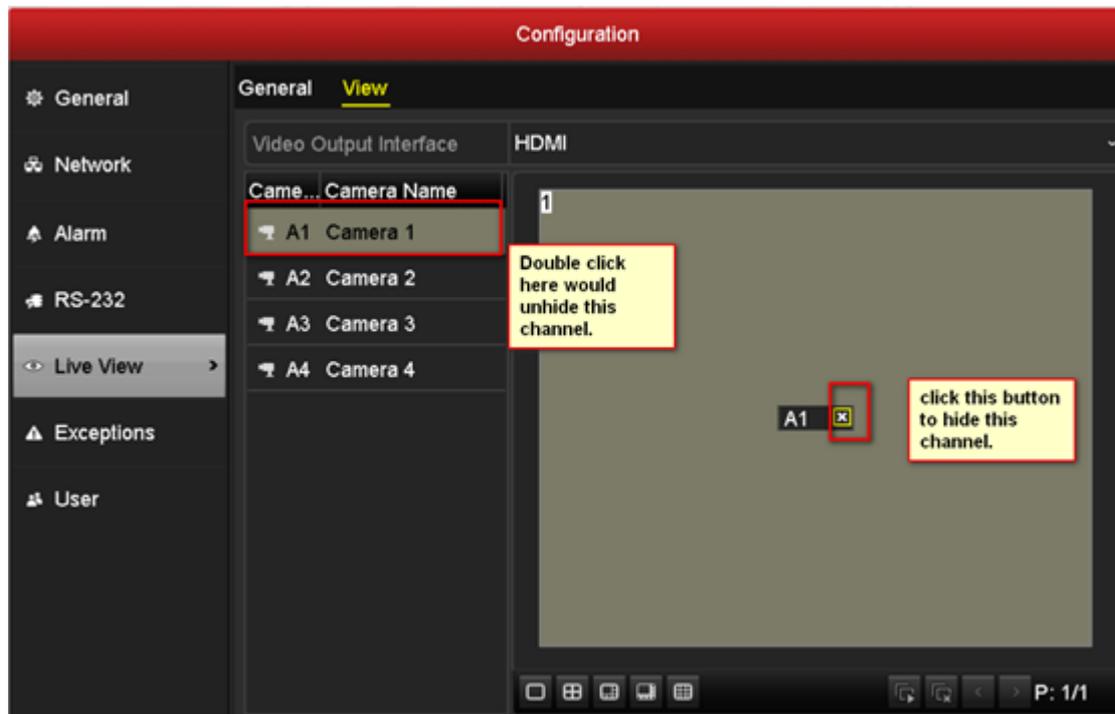
31. Q: unable to view IP camera on CVBS output

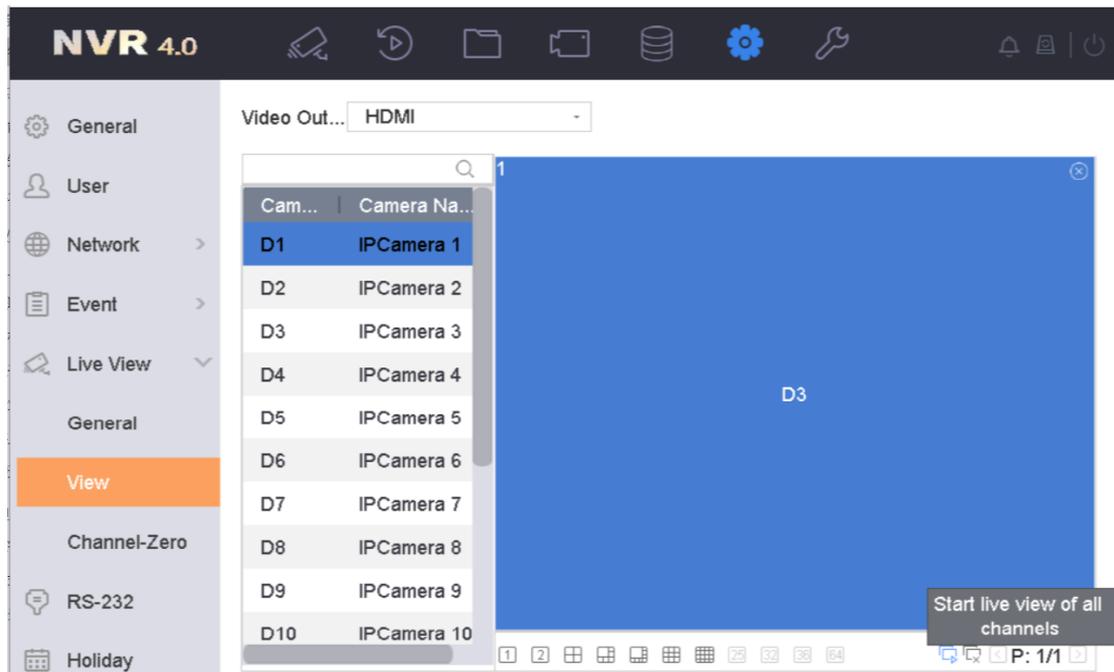
Dear customer,

Do you use Turbo DVR? If yes, it is normal, because Turbo DVR does not support show IP camera on CVBS output.

If not, please kindly check if the channels are hidden on live view.

Go to main menu-Configuration-Live-view, then follow below steps:





32. Q: Why is VGA out normal while no signal for HDMI monitor?

Dear customer, please kindly check below steps:

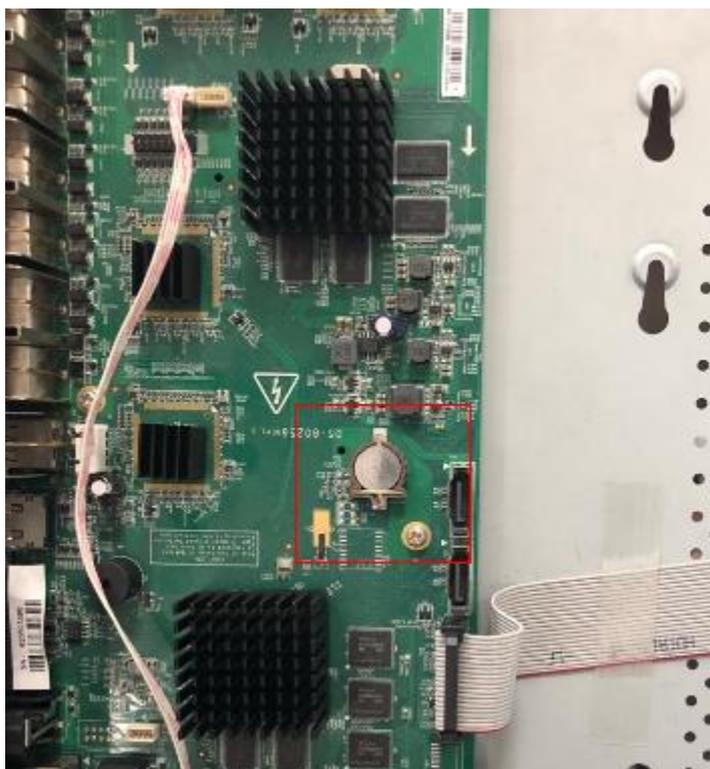
- 1) Configuration: check if the output mode is VGA/HDMI.
- 2) Issue of HDMI monitor and cable: check the compatibility of monitor.
- 3) Issue of HDMI interface.

33. Q: Why does the device shows current date as 1970.01.01?

Dear customer,

It could be caused by the following factors:

- 1) The battery inside is broken;
- 2) The battery inside is not installed properly.



34. Q: Can I connect 2 screen via HDMI splitter?

Dear customer,
If you connect DVR/NVR to HDMI screen via HDMI splitter.

How many screens could be connected depends on ports number of HDMI splitter.

35. Q: Why does the DVR not save the live view layout after rebooting?

Dear customer,
If you choose the live view mode on live view page, it would not take effect after rebooting device.

1) On NVR 3.0

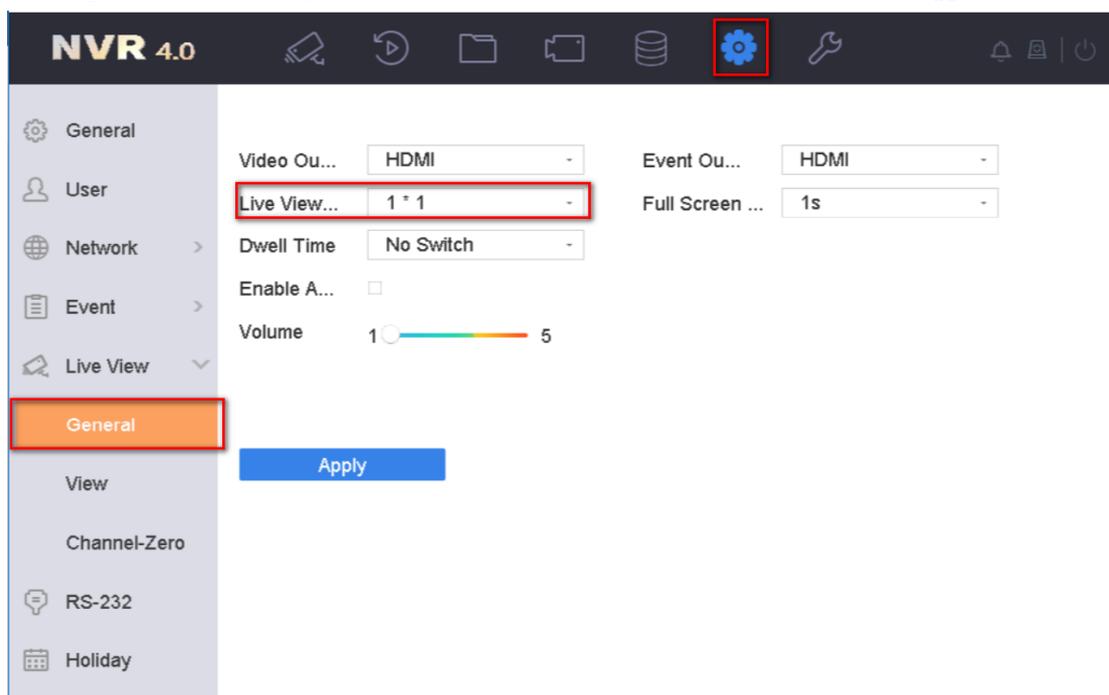
Please go to main menu-Configuration-Live View to set Live View Mode.

Click apply to save.



2) On NVR 4.0

Please go to Main menu-System-Live view-General-Live view mode, then click Apply.



36. Q: One of the CCTV camera not working shows message "No Video"

Dear customer,

No video means there is no signal from camera.

Please kindly check the camera power supply and cable (try to use shorter cable).

If back-end is Turbo DVR, front-end is Turbo camera, they are may incompatible.

You can also send the camera model and DVR model to support@hikvision.com, support team can check if they are compatible.

37. Q: Why the device pops up language mismatch?

The error could be prompted when the Hikvision TURBO DVR connect HDTV camera

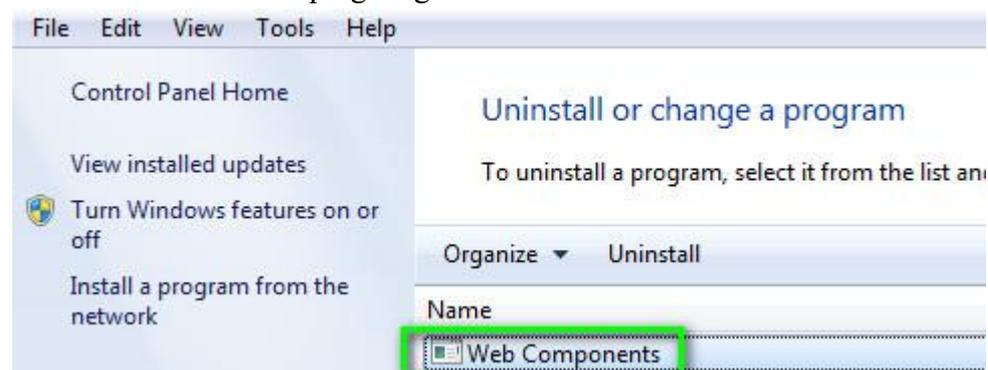
For example, when the language of DVR is English while HDTV camera is Chinese, it will fail to connect.

38. Q: Why does the installed web plugin not work?

If it is Chrome, make sure the browser version should be lower than 45;

If it is Firefox, make sure the browser version should be lower than 52;

If it is IE, go to PC control panel to uninstall the web component, then login your device via web and install the plugin again.



39. Why is the DVR beeping?

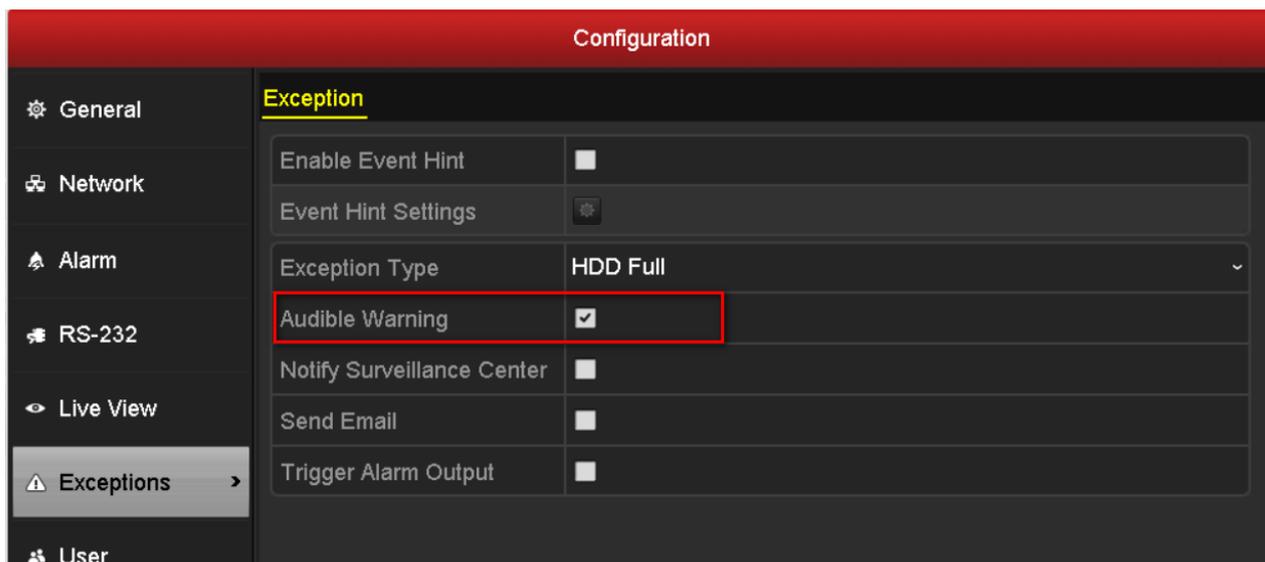
In the DVR/NVR local interface, go to Menu / System configuration / Exception. Go through the list of exception type. Select each exception type and un-check AUDIBLE WARNING if it is checked for that exception. If the unit stops beeping, then the current exception selected is the cause of the beeping.

Common issues for the DVR/NVR beeping are the following:

HDD not formatted or in error state, IP address conflicted, Record/Capture error, Network disconnected ...

On NVR 3.0

- 1) In the DVR/NVR local interface, go to Menu- System configuration - Exception;
- 2) Go through the list of exception type, select each exception type and un-check AUDIBLE WARNING if it is checked for that exception.



If the unit stops beeping, then the current exception selected is the cause of the beeping.

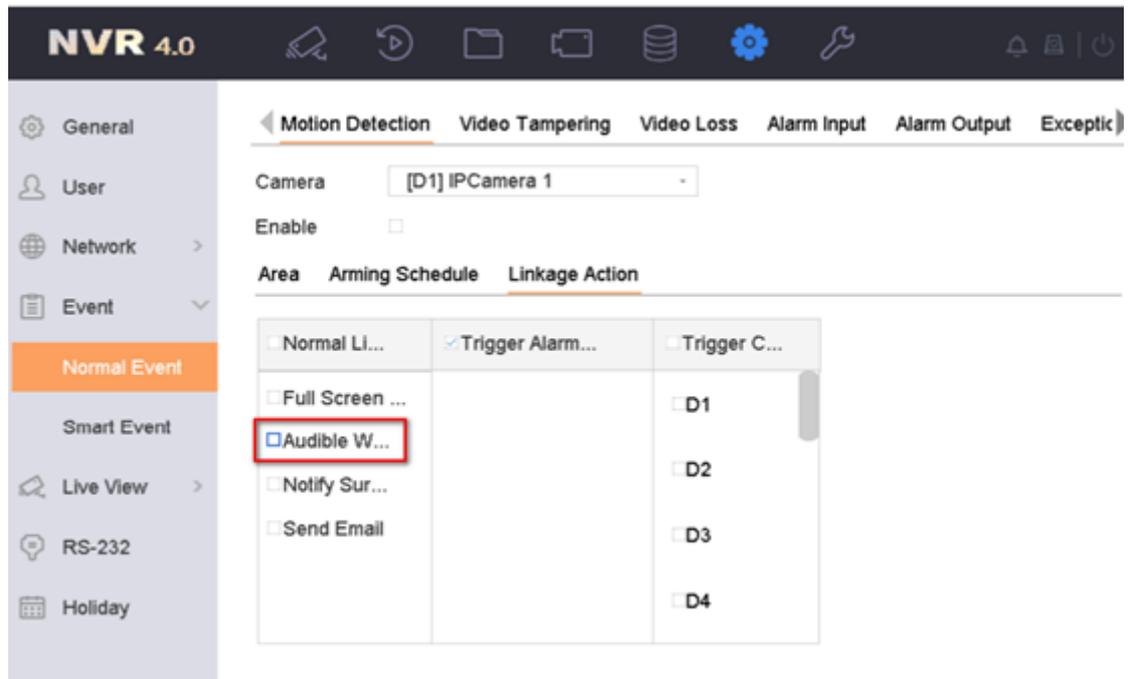
- 3) Some events , like Motion, may also cause beep, please go to Menu-Camera Management-Motion Detection- Settings- check linkage action.



On NVR 4.0:

Menu-System-Event-Normal Event.

Choose event to Exception to check if the Audible Warning is enabled.



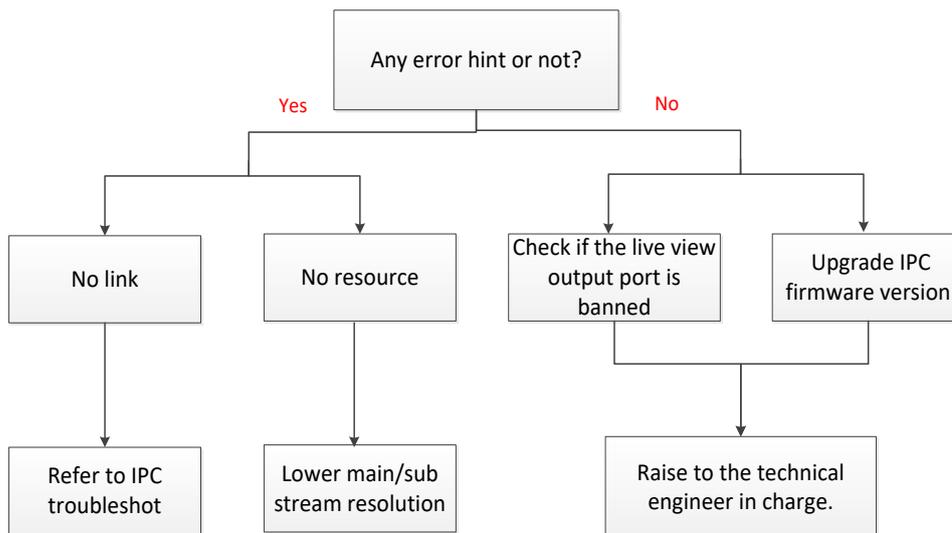
40. Q: How to deal with black screen

SQ1: One of our DVR is not rebooting, its stuck on logo.

SQ2: There is no display to my monitor

SQ3: Local live view black screen

Trouble-shooting procedure:



Total Black screen (No output): please check if the device power properly and remove all the hdds and cameras. If it is still unavailable, please return device to seller for maintenance.

Several channels show black screen:

1) Check if there is any error hint. Please move to step 2 if no error hint. If the error hint is 'No link', it indicates the problem is caused by IPC off line, please refer to IPC troubleshoot. If the error hint is 'No resource', we can lower main/sub stream resolution to solve it.

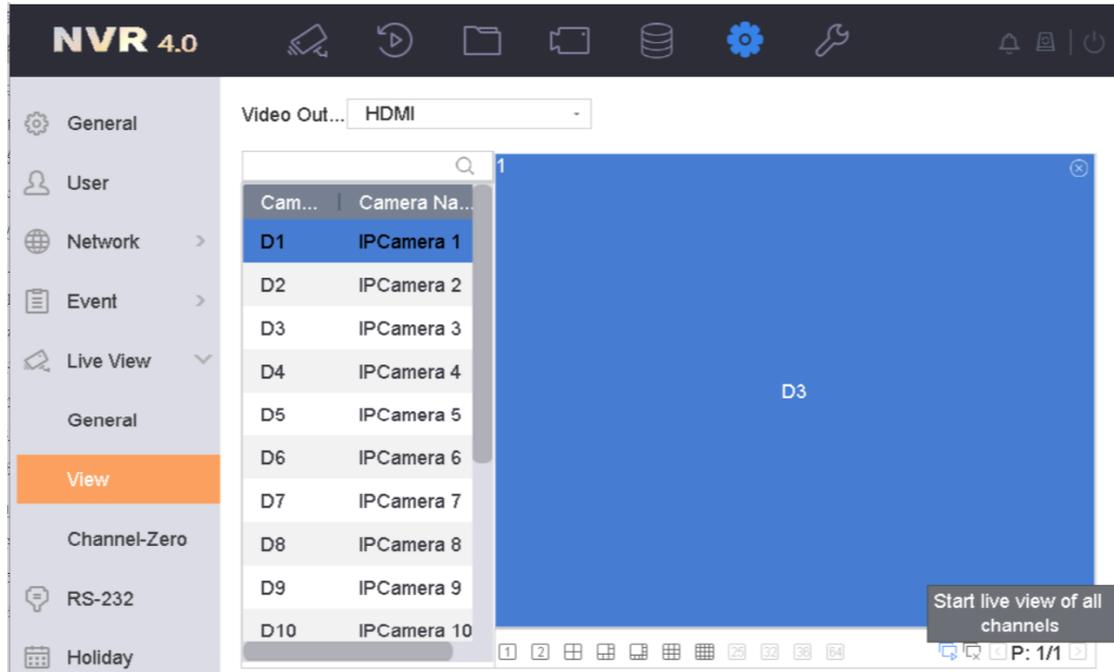
2) If there is not any error hint, we could upgrade IPC firmware version and test again.

3) Besides, for GUI 3.0 please go to Configuration / Live view / View to check if the channel is banned ('X' means banned).

For GUI 4.0, please go to System Management/ Live view/ View to check if the channel is banned ('X' means banned).

4) If the problem remains after step 1 and step 2, please contact with technical support engineer for further support.





41. Sub stream of third party camera is not working

SQ: Why the sub stream of third party camera does not show while main stream shows on Hikvision NVR.

Dear customer,

Sorry for inconvenience to you. Please kindly check below steps:

- 1) Check sub stream configuration of camera: Resolution should be lower than 720 P, bitrate should be lower than 2Mbps.
- 2) You can also download ODM tool (*ONVIF Device Manager*) from Google to check if sub stream could view on this tool.

If the issue remains, please kindly send detailed NVR model and current firmware version, and the test result to support@hikvision.com

Network

42. Q: I want to know what type of Ethernet cables do NVR systems use?

Dear customer,

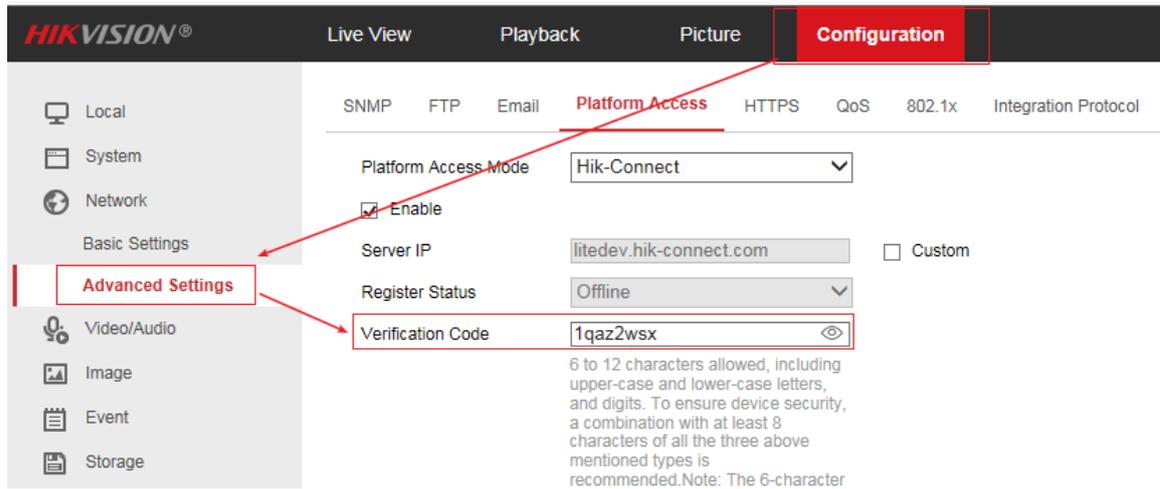
Please use Cat5 or above standard Ethernet cables.

43. Q: When I login through a browser and double click onto one of the cameras I see an error message that says: invalid encryption

key.

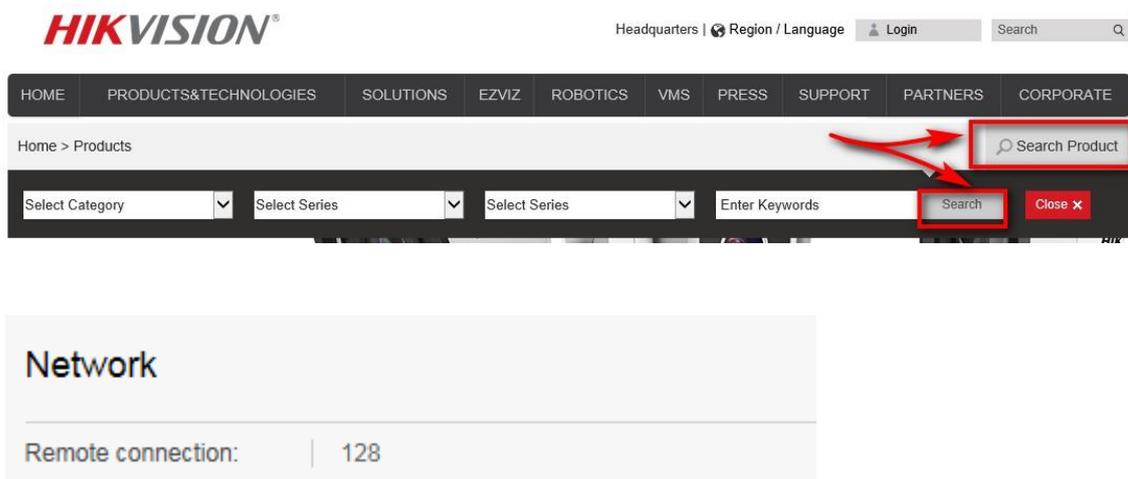
SQ: invalid encryption key

Please kindly check and get the verification code as the following picture.



44. Q: How many connections are available for Hikvision device?

Please kindly visit official website: <https://www.hikvision.com/en/Products> to search Product model type to check the specification.



If the remote connection number of the device is 128, and you get live view of 32 channels in one place, it would account for 32 connections. Meanwhile, you also got 32 channels of playback of the same device, it would account for 64 connections.

45. Q: Does DVR support 3g dongle?

I am afraid the 3g dongle is not supported by the HIKVISION baseline DVR. If you haven't proposed any custom requirement before purchasing, there wouldn't be 3g

dongle option on the DVR. Upgrading firmware will make no difference. Sorry for the inconvenience to you.

46. What should we do if connection failed in iVMS-4200?

Error messages like 'import failed', 'connection failed' and 'connection time out', the possible reasons are listed as follows:

- 1) Bad network condition. We can test the network by 'Ping' command.
- 2) Check whether the management port/server port has been opened if you want to add the device via WAN IP.
- 3) Incorrect user name or password.
- 4) IP address or Mac address is locked. We need to confirm with administrator.

PTZ Control

47. Q: How to troubleshoot PTZ controls when analog dome camera is connected to DVR?

Please check the following steps:

Check if the dome camera's power-on self-test is normal;

Check the parameters displayed by the self-test of the dome camera and the RS-485 parameters of the corresponding channel on the recorder. (It is necessary to check the **baud rate, PTZ protocol**, address is consistent with the PTZ parameters of the corresponding channel in the recorder);

Check whether the positive pole and negative pole of 485 cables are reversed;

Check whether the RS-485 voltage output is normal (normally 1-5V). You should test the RS-485 interface on the back of the dome camera and the DVR.

48. Q: What is the Protocol Error Code No.100 on the screen of dome camera?

Please check the following steps:

Dome camera does not support the protocol selected by the host devices (DVR or CCTV tester). Currently HIKVISION's dome camera can adapt itself to protocols including PELCO_P, PELCO_D and HIKVISION;

The positive pole and negative pole of 485 cables are reversed.

Check the wiring area and distinguish the two poles and reconnect them;
Check if RS-485 cables are poor contact and reconnect them.

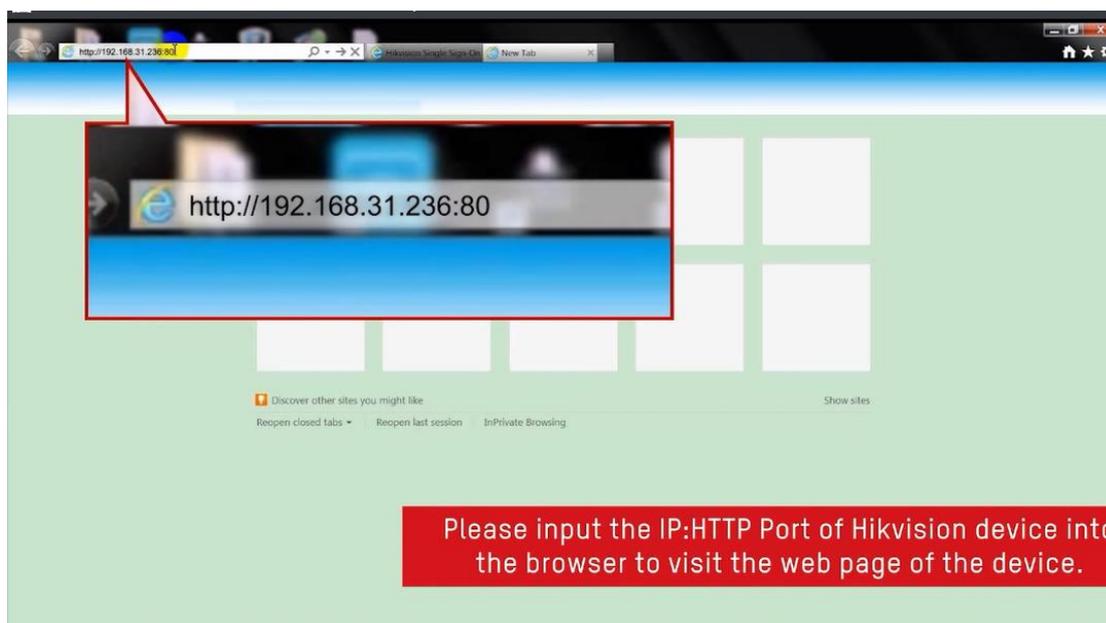
Web Access

49. Q: unable to access DVR on computer

Please kindly check the IP address and port on DVR local GUI as the following picture.



Then login to web page by inputting IP address: port.



Storage

50. Q: Storage mode.

There are two storage modes available in NVR/DVR: Quota and Group

Group: Multiple HDDs can be managed in groups. Video from specified channels can be recorded onto a particular HDD group through HDD settings.

Quota: Each camera can be configured with an allocated quota for storing recorded files or captured pictures. When the quota capacity is set to 0, all cameras will use the total capacity of HDD for record and picture capture.

51. Q: HDD property cannot be edited in current storage mode.

Dear customer,

Kindly noted that to edit HDD property, you need to set the storage mode of the HDD to Group.

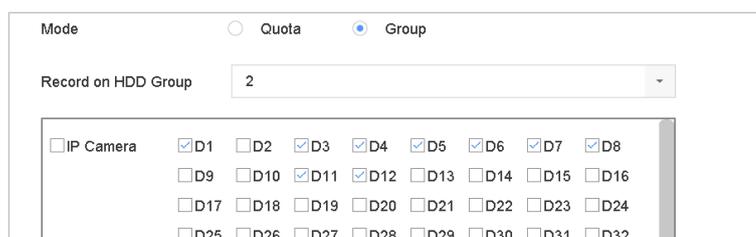
Steps:

1. Check the storage mode of the HDD.

For GUI3.0, go to Menu>HDD>Advanced to check the storage mode of the HDD.



Go to HDD> Storage Mode to check the storage mode of the HDD.



2. Enter HDD setting interface.

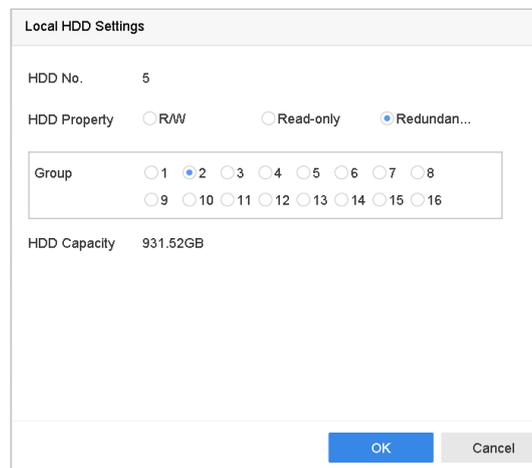
For GUI 3.0, go to Menu> HDD.

For GUI 4.0, go to Storage > Storage Device.

3. For GUI 3.0, click  to edit the HDD you want to protect.



For GUI 4.0, select a HDD from the list and Click  to enter the Local HDD Settings interface.



Note:

You cannot save any files in a Read-only HDD. If you want to save files in the HDD, change the property to R/W.

If you set the HDD Property to Redundancy, There should be at least another HDD which is in Read/Write status.

52. Q: How to solve cloud storage offline issue.

Dear customer,

Sorry to tell you that currently Google Drive is unsupported, please use Dropbox or One Drive

For Dropbox offline issue, please make sure:

1. Device is connected to the Internet.
2. The Authorization code is correct.
3. Only personal cloud storage account is supported, enterprise account is unsupported.

53. Q: Why our DVR/NVR cannot find the HDDs?

Dear customer,

- 1) Please install the HDD properly, no gap with the interface.
- 2) Please install recommended HDD, eg. Seagate, WD, TOSHIBA, SANSUNG, HITACHI (generally capacity: 1T, 2T, 4T,6T) .

Note: Please click the link to find the detail of HDD compatible list:

<https://www.hikvision.com/en/support/notice/>

 [HDD Compatible List for Hikvision DVR NVR.pdf](#)

54. Q: Can Hikvision NVR/DVR devices stream to third cloud storage?

Dear customer,

Some HIKVISION DVR support stream to the third cloud storage, but NVR can't support this function.

You can input agent in this conversation box, then send the device model and current firmware version to us, we can help to check.

55. Q: Can I install USB type in SATA cable of DVR?

Sorry to tell you that SATA interface does not support to install USB type, if you want to insert USB disk, please kindly check whether your device has USB interface.

56. Q: When arm device in DVR, there's error information 'No enough device resource'

Dear customer,

The limit of DVR arming is 10 devices, when it up to 10, there will be an error information 'No enough device resource'.

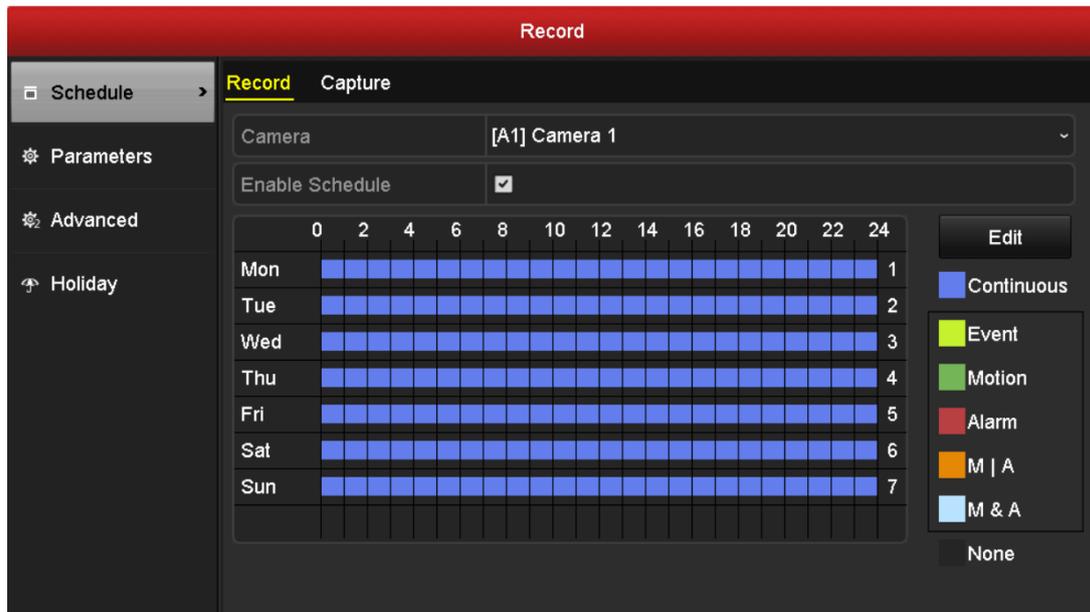
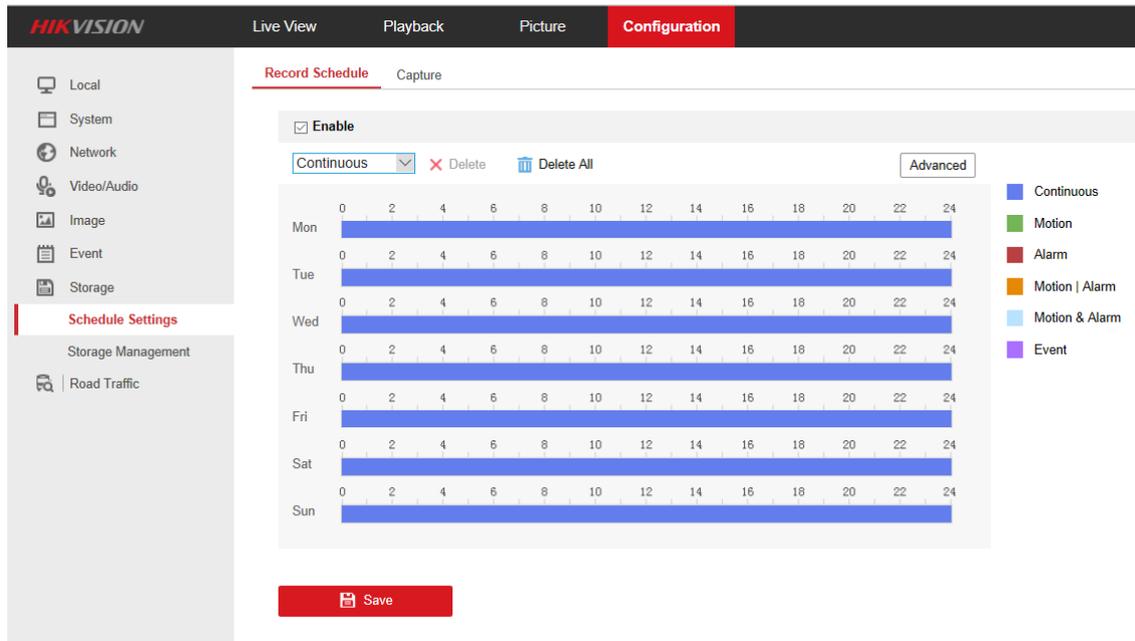
Record

57. Q: No record file while playing video

Dear customer,

Please check the below configurations:

- 1) Check the HDD /SD card status, the HDD /SD card should be in normal status.
- 2) Check the recording schedule, if you want to record 7/24, please kindly enable continuous recording schedule.

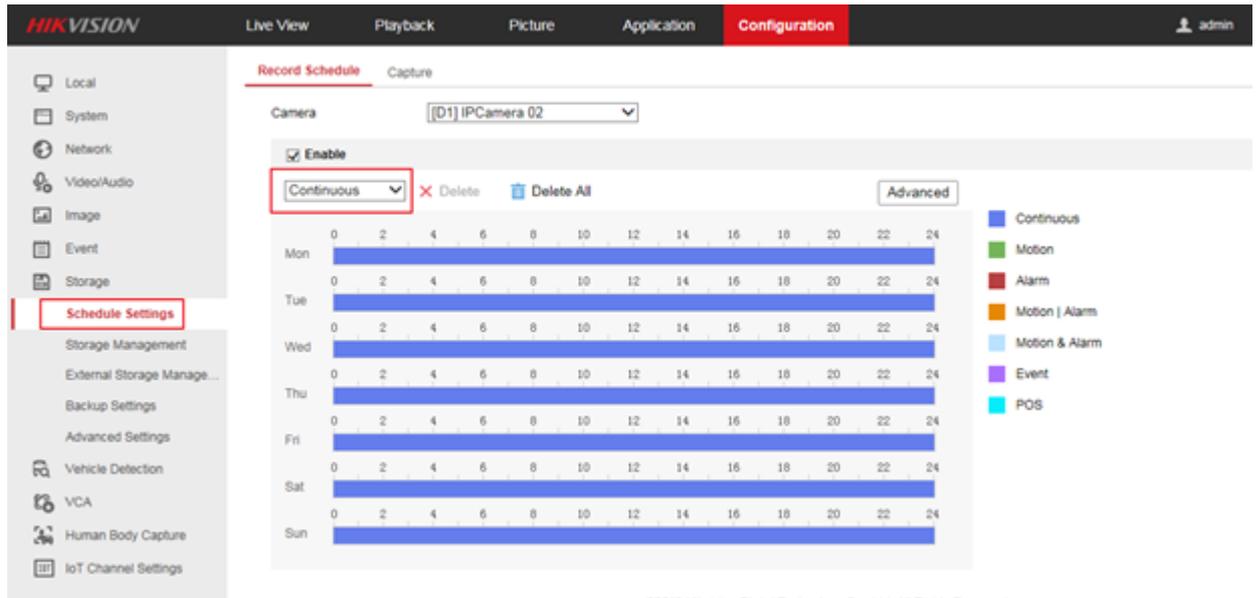


58. Q: Could DVR or NVR be capable of continuous recording and motion detection both at the same time?

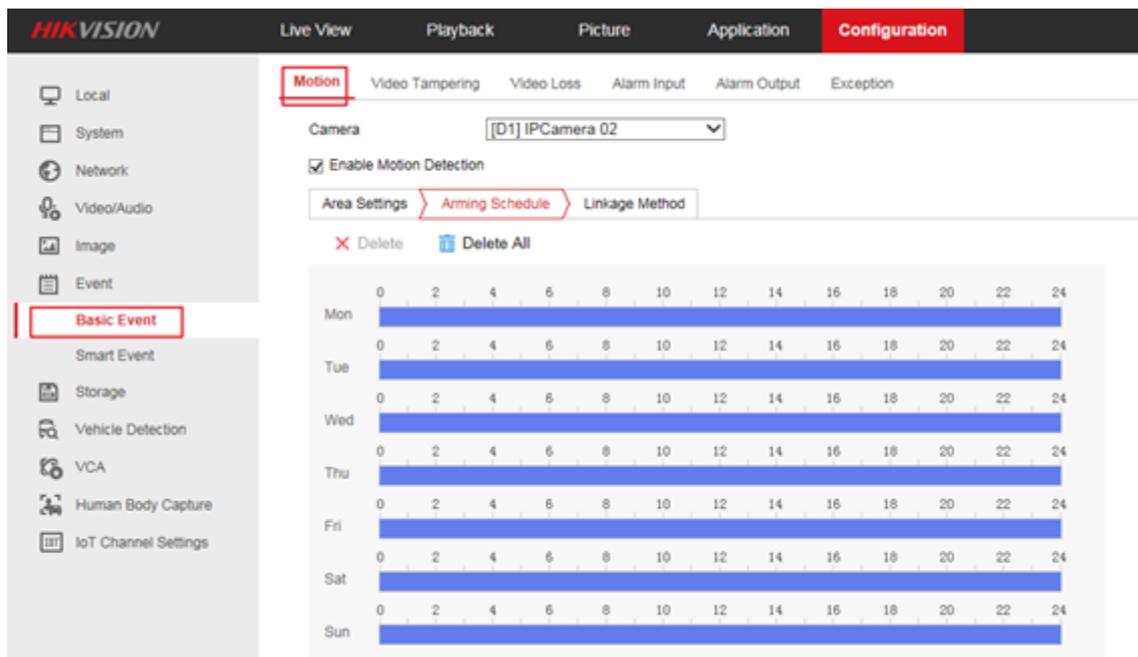
Dear customer,

Motion and continuous could record simultaneously

Please kindly set the continuous recording firstly as the following picture.



Then go to basic event --motion to set motion schedule.



If you want to check the motion detection video, you could search the smart recording as the following video.

59. Q: How to do when it prompts “Playback failed/No Record file found” while playing back?

Please check the following reasons:

- 1) Check whether the record configurations are normal;
- 2) Select a channel to playback in the Playback interface or enter the Export interface and search

the existence of the video in this channel. (this method refers to the local playback)

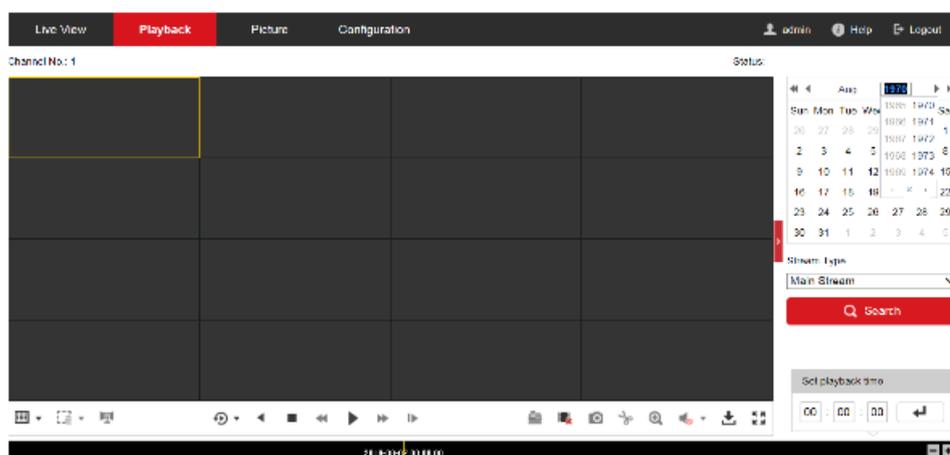
- 3) Confirm whether the user account has permission of playback.
- 4) It's suggested that customers check the hard drive to make sure if there are bad sectors.
- 5) Check whether there is exception information for this time period on the log.

60. Q: How do i playback if the date is 1970.01.01?

Dear customer,

Sorry to tell you that there is no option to pick date before 2004. We highly recommend you playback through web browser.

Login device on web browser, then search and playback video through web Browser;



61. Q: What is the copy speed of DVR?

When user copying the video via local GUI, The following data just for reference:

USB2.0 interface: about 450k/s

USB3.0 interface: about 2M/s

Playback

62. Q: Can we play back from a redundancy disk using the NVR?

SQ: Can we play back from a clone disk using the NVR?

Dear customer,

NVR/DVR plays back the video in the R/W drivers by default.

If you want to play back from redundancy disk or clone disk, please power off the device, remove the R/W drivers, then power on to play back.