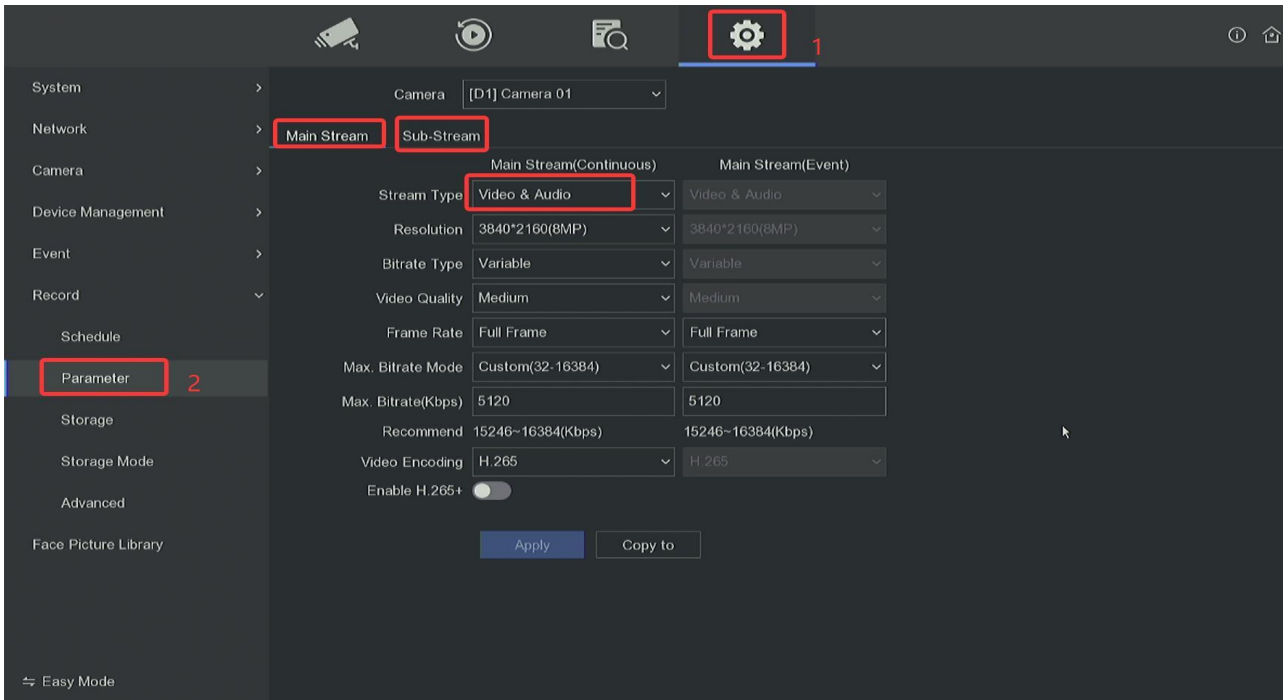


How to solve the problem of no audio when connecting a H series or Hik NVR to camera

1. Check whether the main and sub-streams of the connected channel are set to composite video and audio streams, as shown in the figure.

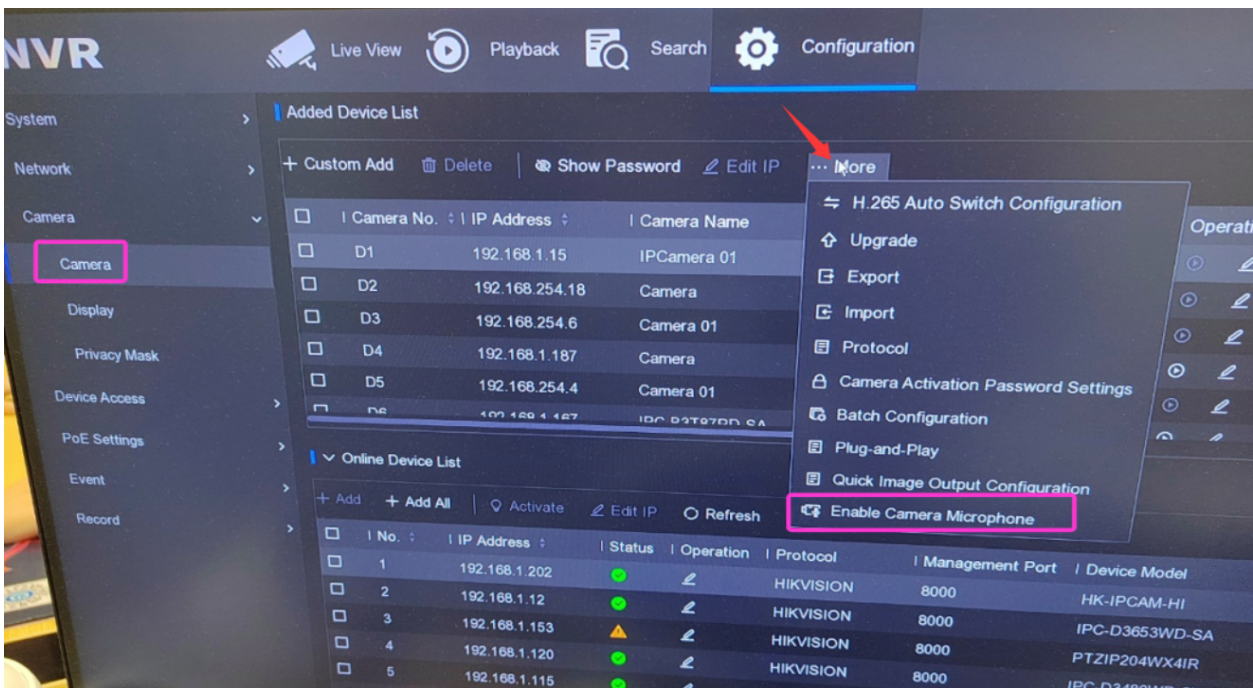


2. If the settings are correct, the audio function of the camera may be disabled. HK NVR V4.83.XX or above version, after connecting the camera, it will prompt whether to enable audio. If you click disable by mistake, the audio function of the camera connected to the NVR will be disabled.

How to re-enable camera audio ?

A. For H Series cameras

You can directly enter the camera management interface-more, enable the audio function as shown in the figure



B. For U Series or Third party Cameras

If there is still no audio after enabling the audio function through NVR, you need to reset the camera separately to enable the audio, because the camera audio function is turned off.

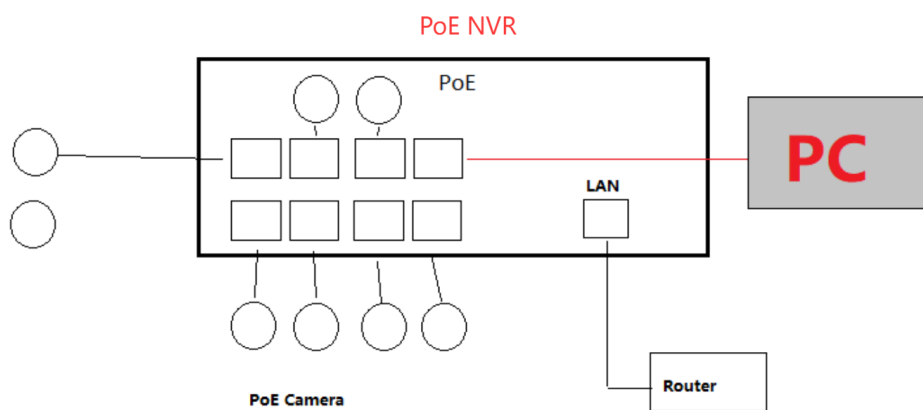
Only resetting the camera or logging in to the camera web to enable the audio can work.

Method 1: The steps to reset the camera are as follows:

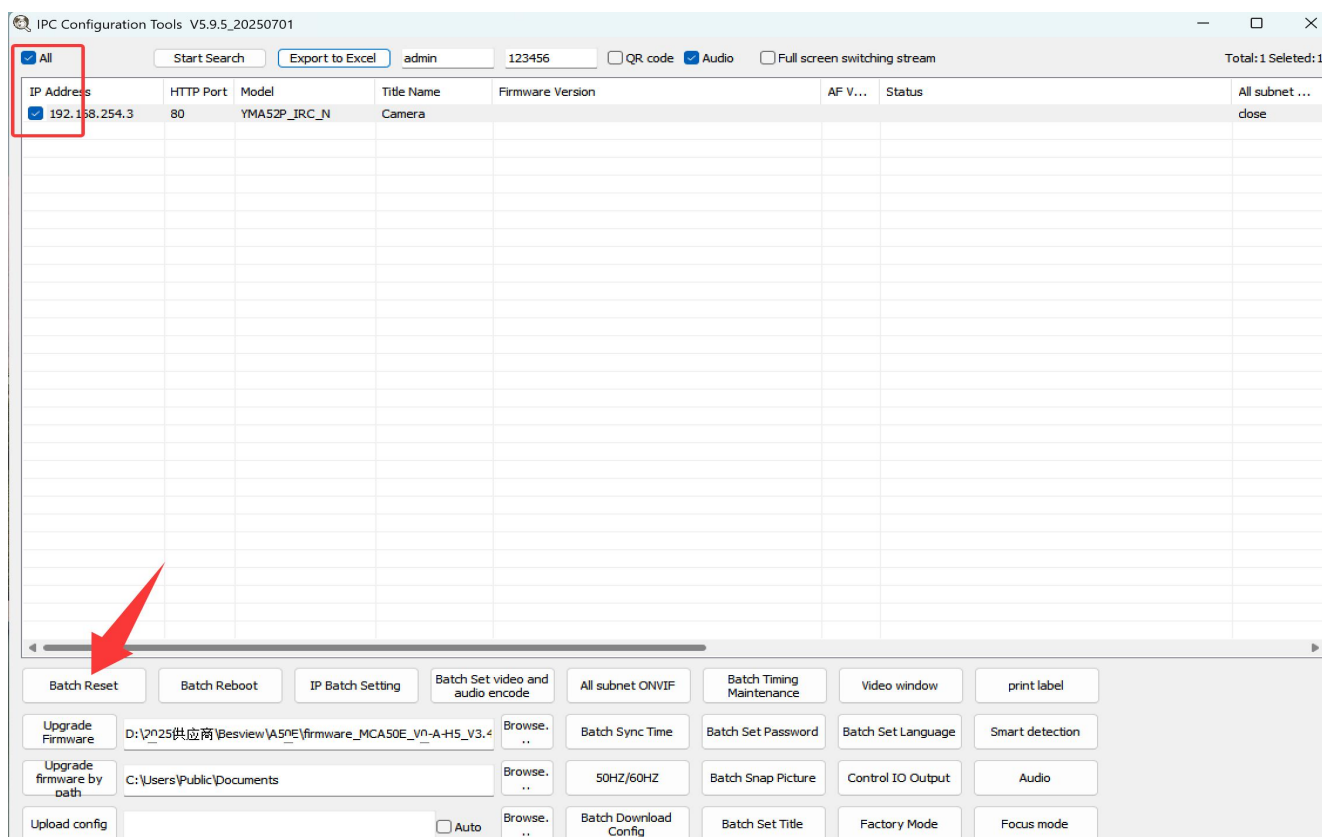
(1) Download and install U Series camera search tool

download link: https://anvizsupport.com/download/u-series_c0107

(2) Connect your PC to any PoE port of the NVR via a network cable, ensuring that it is on the same subnet as the camera connected to the NVR's PoE network card. This will allow you to find and reset the camera's IP address.



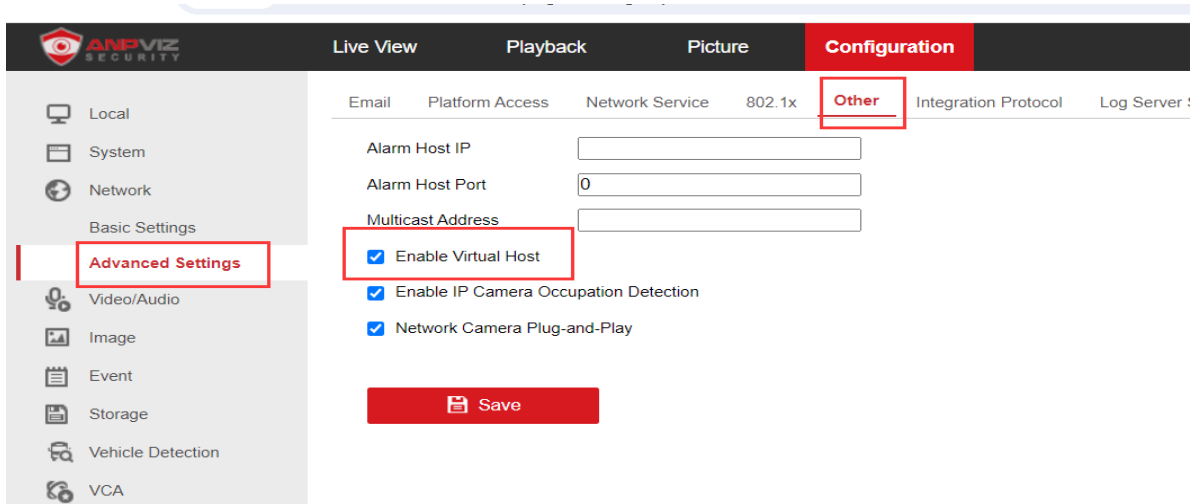
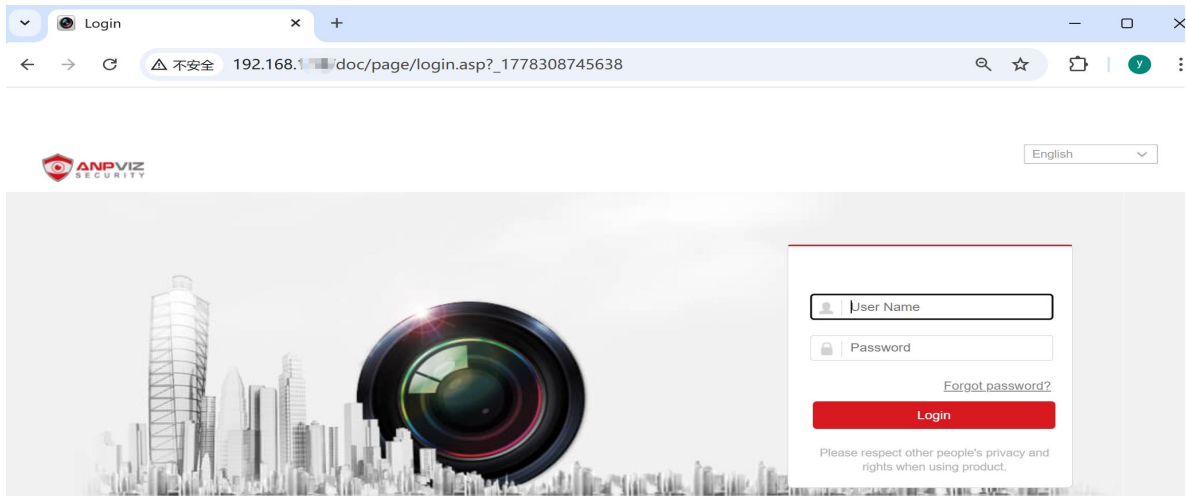
(3) Run the search tool, find the camera's IP address, and then click "Reset," as shown in the image.



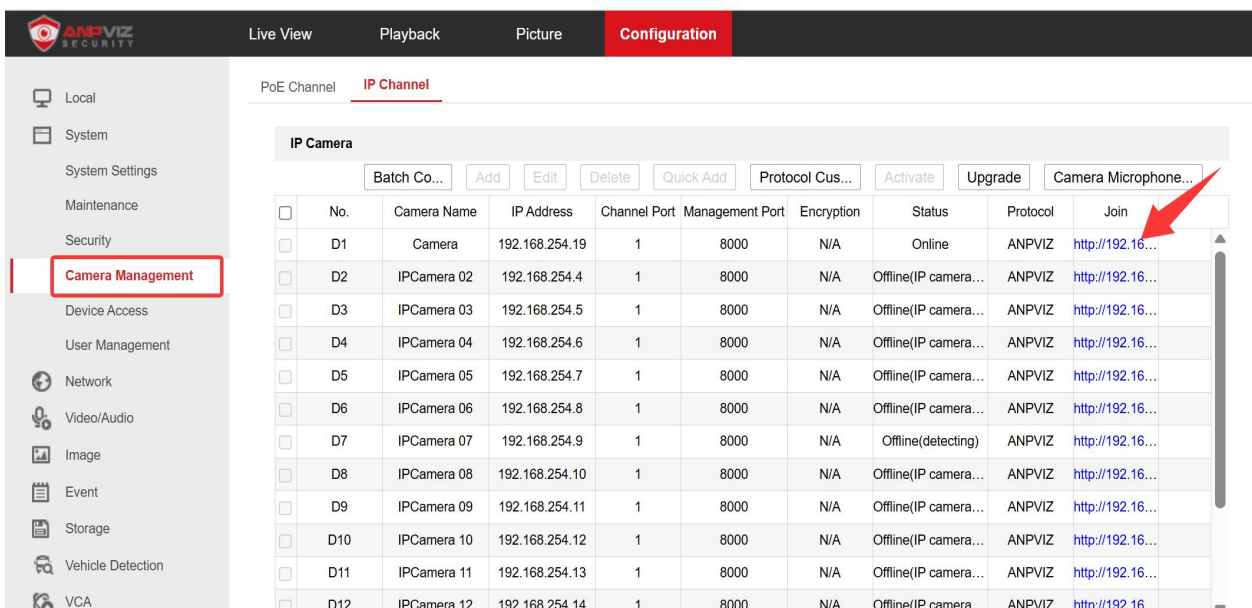
Method 2: Enable audio by logging into the camera's web interface.

The steps are as follows:

Log in to the NVR web to enable the virtual host, then jump to the camera web interface to set up, as shown in the figure



Note: After enabling the NVR virtual host, please restart the NVR before accessing the NVR web interface.



Log in to camera web and enable audio , as shown in the picture below

U Series cameras Default username:admin Password: 123456

