DVR/NVR Beeping or Not Powering On

If your DVR or NVR is beeping and is showing a No HDD Error, or is simply not powering on at all on screen please follow the guide below.

Be sure you are using the correct **Power Source** that was included with the DVR or NVR. Below are the correct power adapter specs so you can identify the correct one.

NVRCUBE = 12V, 2.0Amp
NVRWIFI = 12V, 2.0Amp
LITE Series DVR = 12V, 2.0Amp
Pro Series DVR = 12V, 5.0Amp
Pro Series NVR = 3 Prong Power Cord to Power Outlet
Extreme Series DVR/NVR = 3 Prong Power Cord to Power Outlet

If you can confirm you are using the correct Power Adapter you may need to double check the outlet you are plugged into. Try an alternate outlet and eliminate any Battery Backup Power Supplies for test purposes.

It is also possible that the connections on the Hard Drive have come loose. We want to check the internal connections of the system to ensure its connected properly.

First you will need to Power Off the DVR. We suggest powering the system down from the Power Switch on the rear of the system or by simply unplugging the Power Cable.

Once the system has been powered down you will need to open up the system. Please see below to locate the screws that need to be removed.

NVRCUBE or NVRWIFI

There will be 4 Phillips head screws located on the bottom of the system. Once the screws are removed the top cover will lift off.

Lite Series DVR

There are 2 Phillips head screws located in the rear and 2 on the side of the DVR, 1 on each side. Once the screws are removed the top cover will lift off.

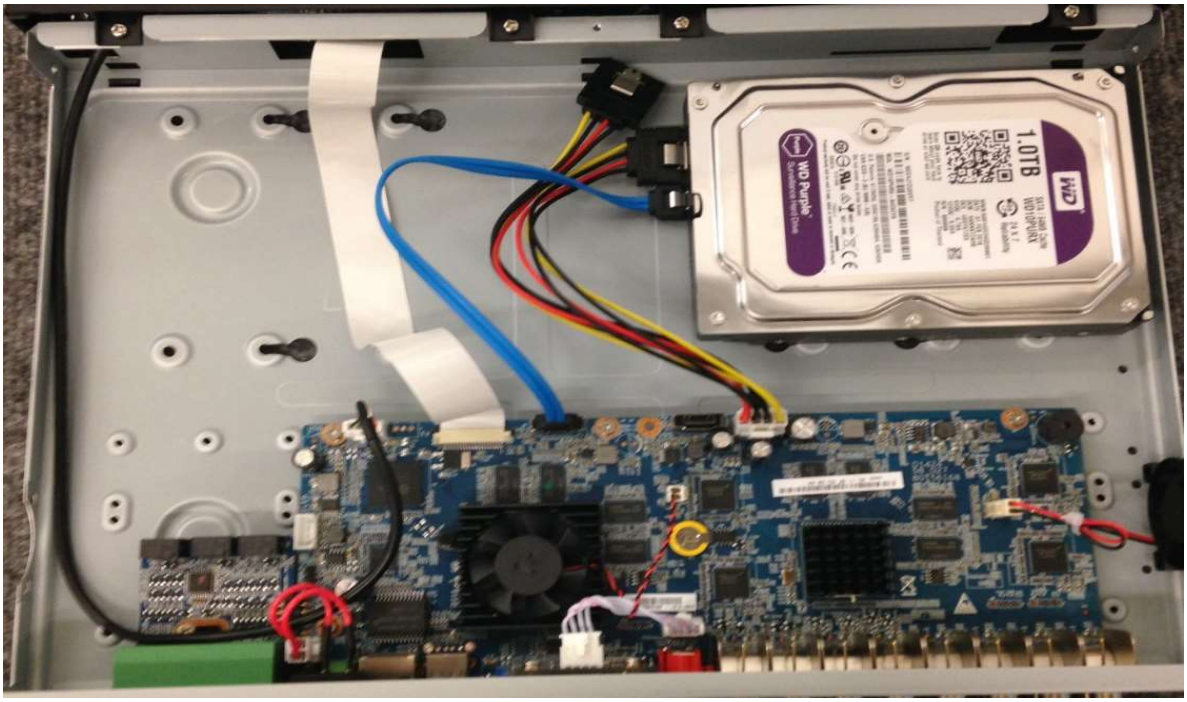
Pro Series DVR/NVR

There will be 4 Phillips head screws located on the rear of the system. Once the screws are removed the top cover will slide towards the rear and lift off.

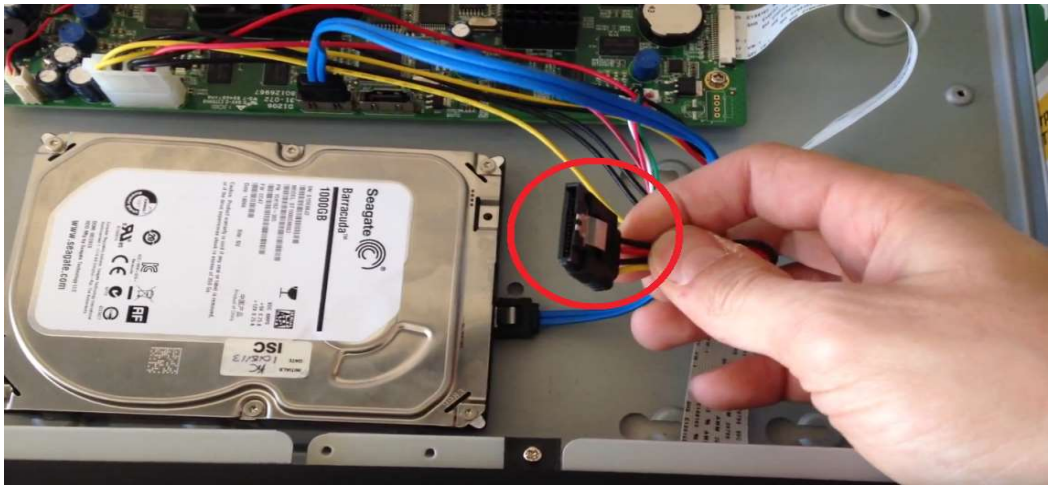
Extreme Series DVR/NVR

There will be 2 Phillips head screws located on the rear of the system. Once the screws are removed the top cover will slide towards the rear and lift off.

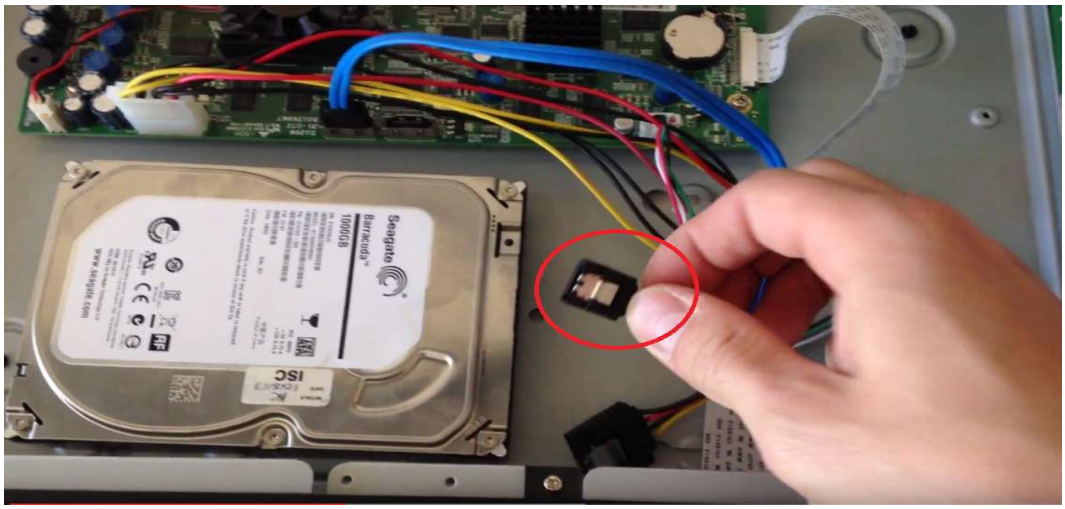
Once the top cover has been removed it will expose the Hard Drive and its connections.

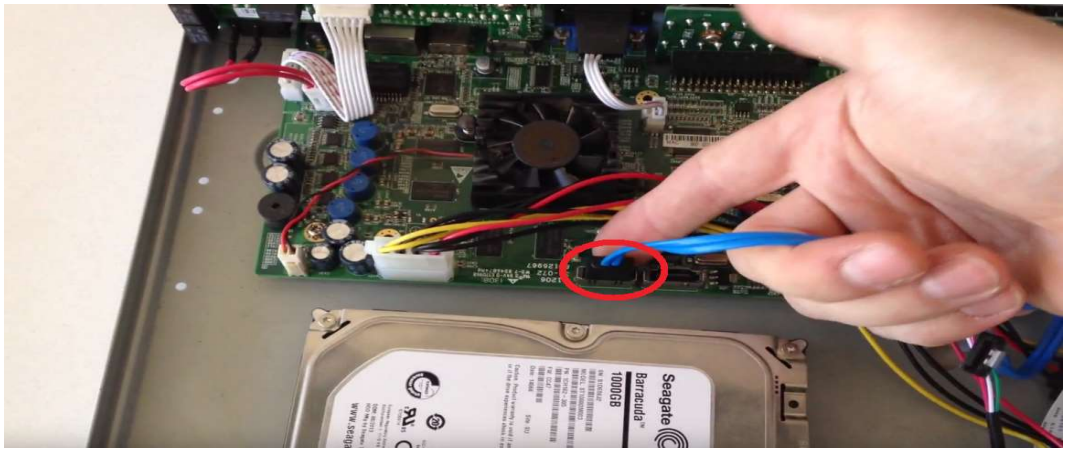


First we want to Unplug the Large Black Connector. Press down on the metal tab and pull the connector out of the Hard Drive.



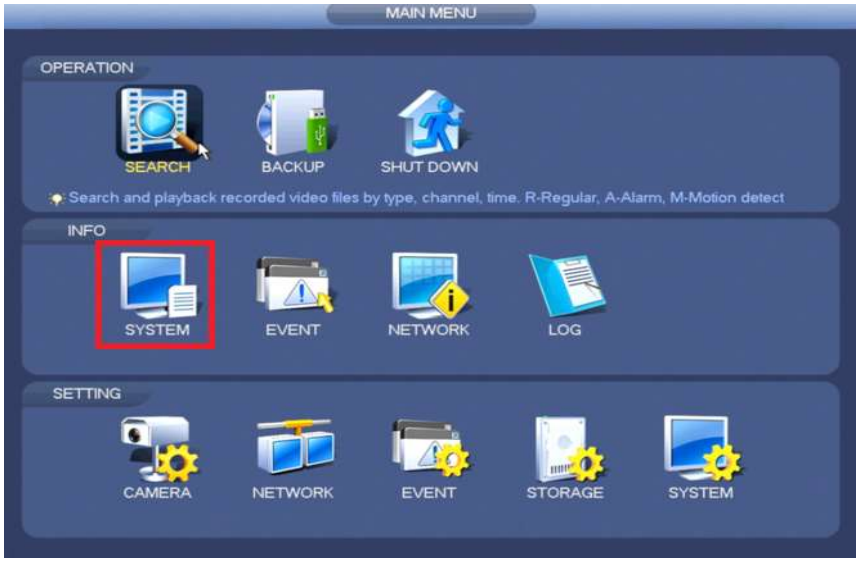
Now we want to unplug the second smaller connector (Blue Cable) from both ends. Press down on the tab and remove from the Hard Drive as well as the System Board.



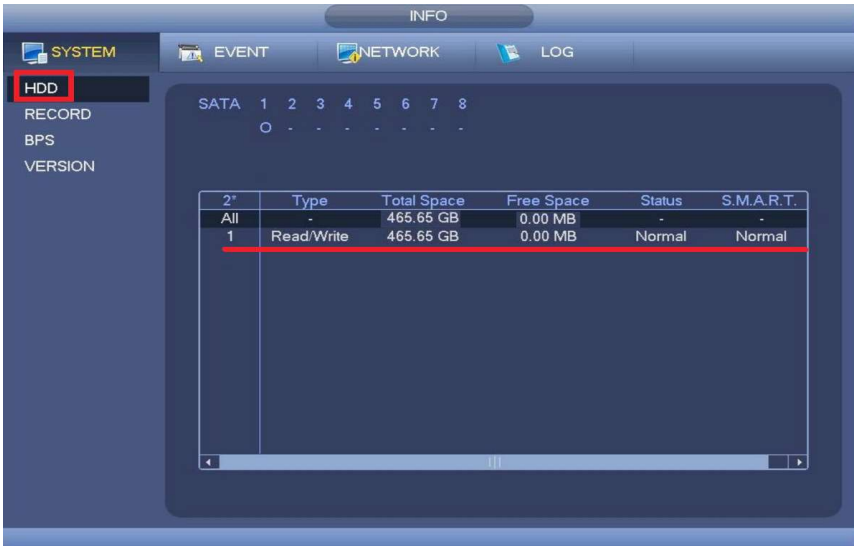


Once the connections have been disconnected. Plug them back in securely and listen for the metal tab to click. This will ensure a good connection in between the system board and Hard Drive.
Once the connections are tight, lets put the top cover back on. When the cover is back on you can proceed to power on the system. Once the system is powered on, navigate to the following menus.

Main Menu-> Info->System



Click on the **HDD** tab on the left column.



Double check that your Hard Drive is showing up in the **HDD Info** List. Make sure you are seeing your **Total Space** and **Free Space** (<u>0.00 Free Space means the HDD is full and is overwriting footage</u>). Check the **Status** and **S.M.A.R.T.** Sections for a "**Normal**" Status.

This lets us know the HDD has been detected and is functioning normally.