

Why can't query the record form NVR?

Answer:

1. Check the time of the NVR device to confirm the accuracy of the time.

For example, now the device time is 11:21 on August 10th, so you can't query the record at 4 PM.



The screenshot shows the 'Time Sync' configuration page in an NVR interface. On the left is a navigation menu with categories: Client, System, Camera, and VCA. Under 'System', the 'Time' option is selected. The main panel contains the following settings:

Time	Time Sync
Time Zone	(GMT+08:00) Beijing, Hong Kong, Urumqi, Si
Auto Update	<input type="radio"/> On <input checked="" type="radio"/> Off
Date Format	YYYY-MM-DD
Time Format	12-hour
System Time	2018-08-10 11:21:12 AM
Set Time	2018-08-10 11:21:07 AM <input type="button" value="Sync with PC"/>
<input type="button" value="Save"/>	

2. If it is confirmed that the time is correct, collect the NVR diagnostic information feedback of the screenshot of the video that cannot be queried by the camera (the full screen should include the operation time).



"Your Reliable Integrated Video Surveillance Solutions Provider"

Shenzhen Starlink Technology Co. ,Ltd.

1811, Block A, Zhantao Technology Building, Longhua District, P.R.China 518131

Email: info@qixingtechnology.com; qixing@qixingtechnology.com

<http://www.qixingtechnology.com>

©2009-2018 Shenzhen Starlink Technology Co.,Ltd. All rights reserved.

*Product specifications and availability are subject to change without notice.