# Milesight-Troubleshooting

Hardware Reset of NVR

| Update | 2021.3.20 |
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The following will introduce how to reset NVR via hardware.

## 1. Position of Reset Button
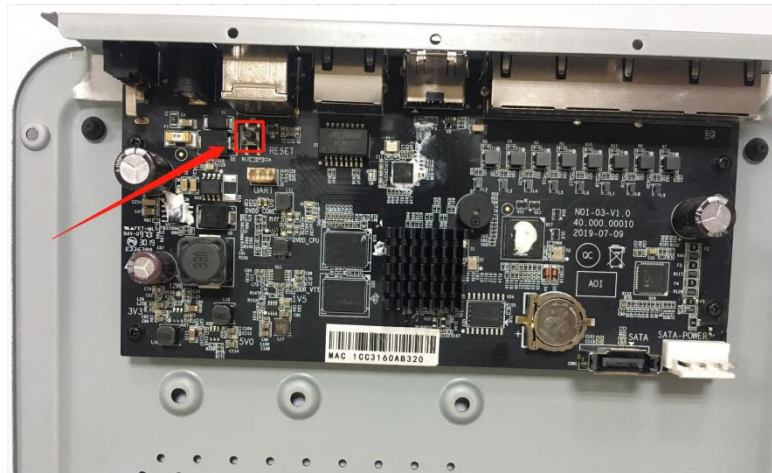
● **Series-1000:**

**1004-UC/1008-UC:** Loose the screws on the bottom and open the shell, an black button on the main board like the figure shown below.
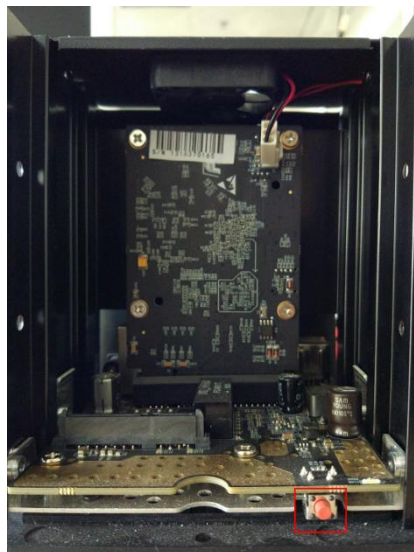


**100X/1009-UT:** There is a hole on the back, use a pin or something like that to push the button deeper inside the hole.

**1004-UPC/1008-UPC:** Loose the screws on the bottom and open the shell, an black button on the main board like the figure shown below.
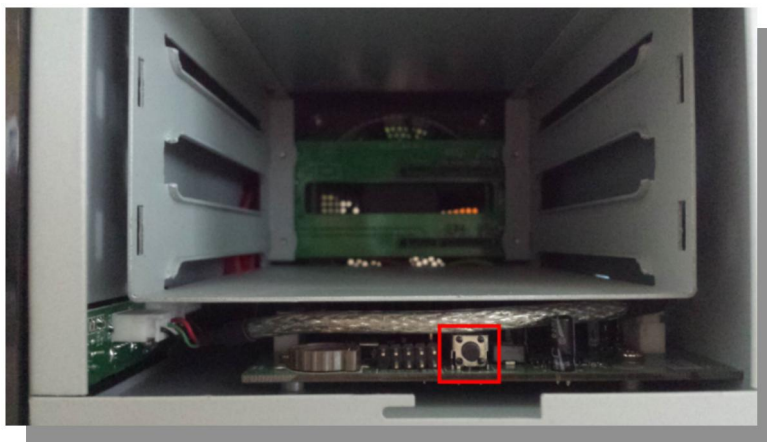


**1009-UPT/UNT:** Slide and open the shell, an orange button on the inside like the figure shown below.
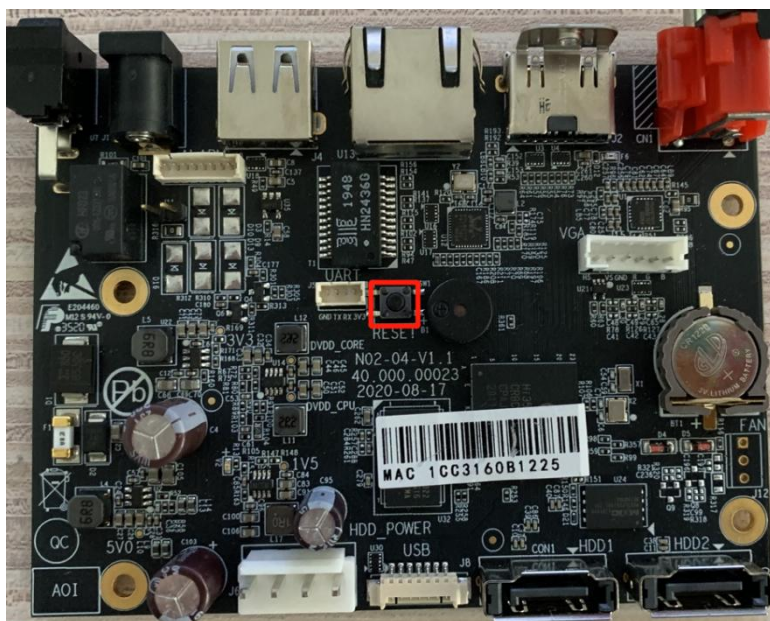
- **Series-5000:**

**50XX:** Slide and open the right panel, a black button on the inside like the figure shown below.
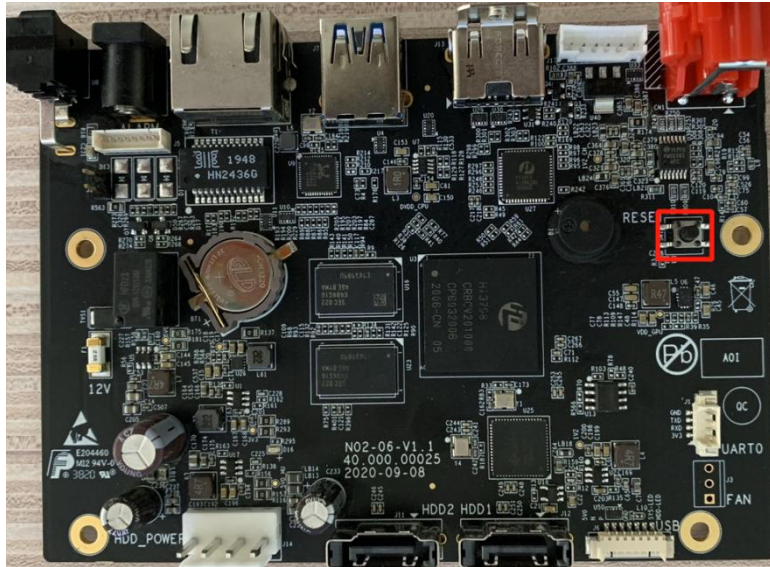


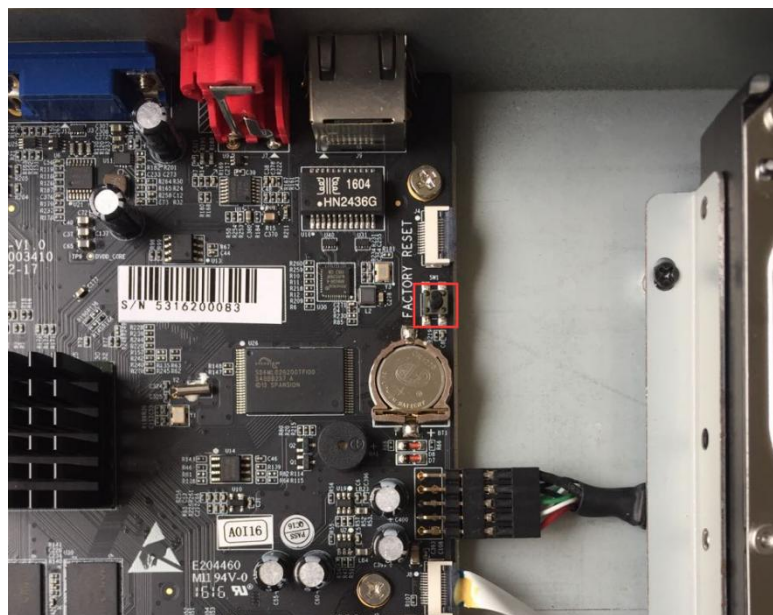**5008-UC:** Slide and open the panel, a black button on the inside like the figure shown below.



**50016-UT:** Slide and open the panel, a black button on the inside like the figure shown below.
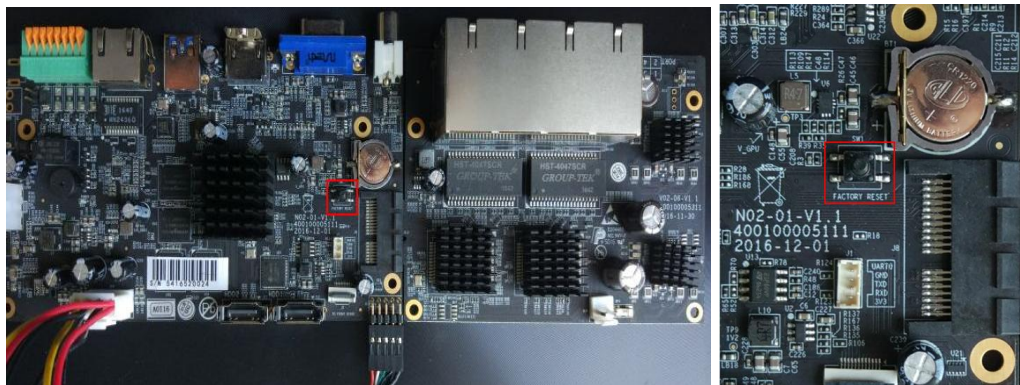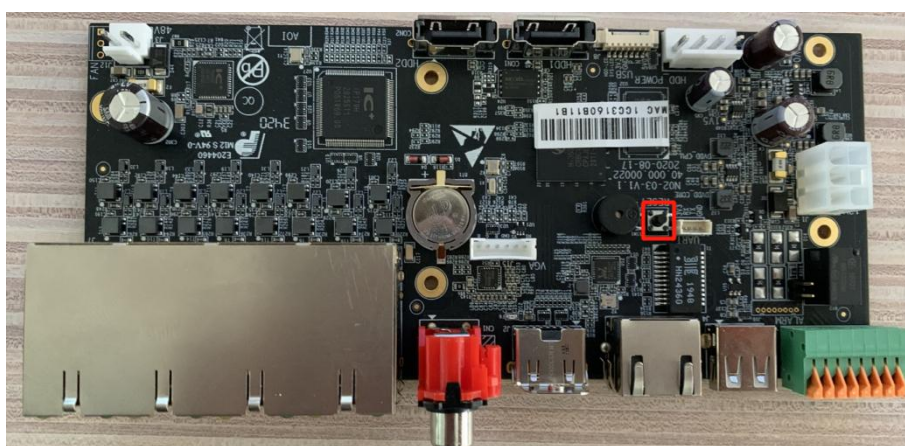
**5016-UH/5032-UH:** Slide and open the panel, a black button on the inside like the figure shown below.
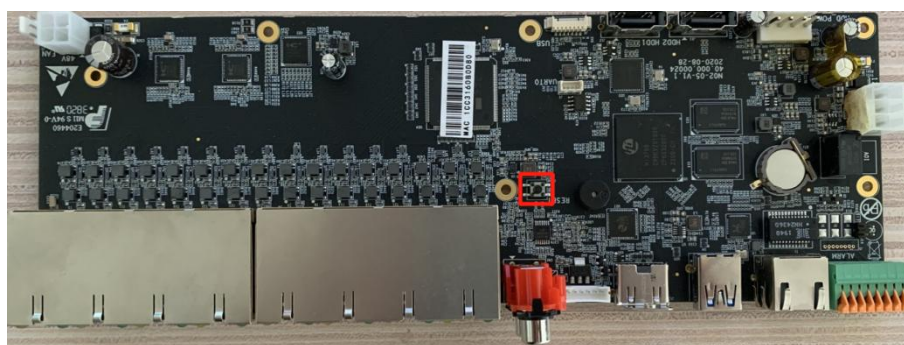


**5008-UPT:** Slide and open the panel, a black button on the inside like the figure shown below.

**5008-UPC:** Slide and open the panel, a black button on the inside like the figure shown below.
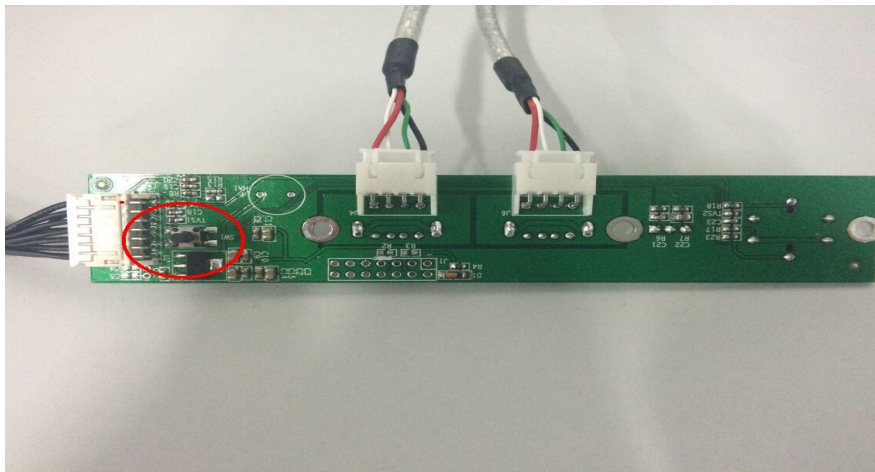


**5016-UPT:** Slide and open the panel, a black button on the inside like the figure shown below.
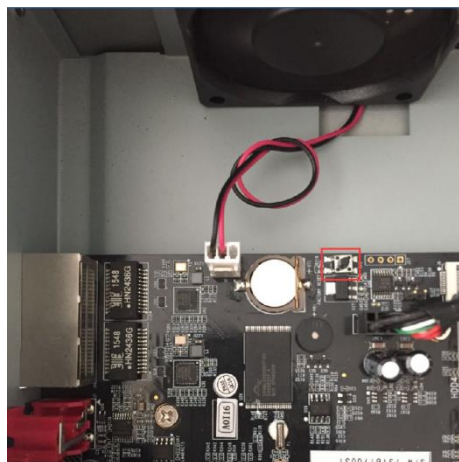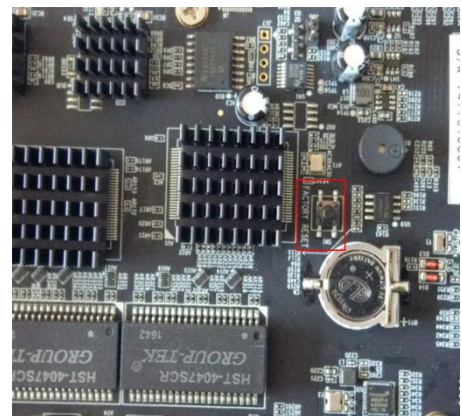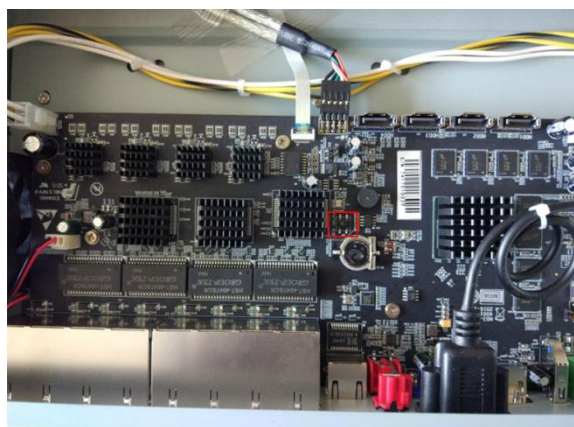
- **Series-7000:**

**70XX:** Slide and open the front panel, a reset button on the left side of the front panel.



**70XX-UH:** Slide and open the panel, a black button on the inside like the figure shown below.
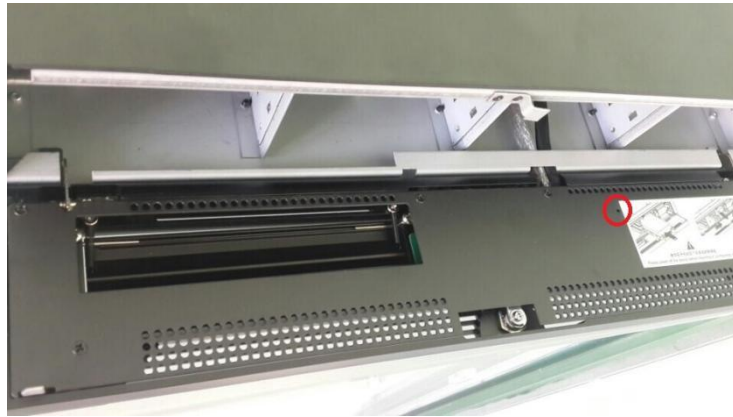


**7016-UPH/7032-UPH:** Slide and open the panel, a black button on the inside like the figure shown below.
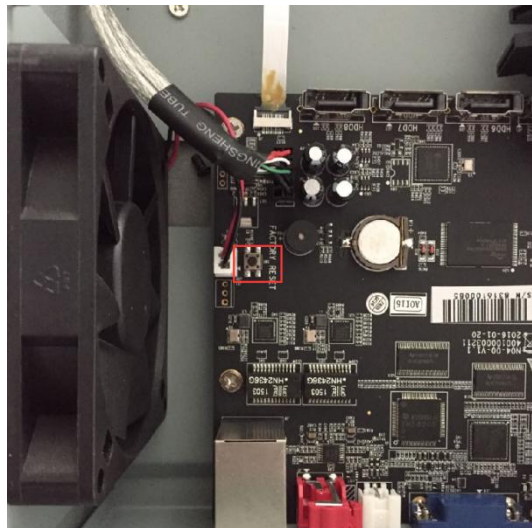
- **Series-8000:**

**80XX:** Open the front panel, a hole on the right side of the front panel like the figure shown below, use a pin or something like that to push the button deeper inside the hole.



**80XX-UH:** Slide and open the panel, a black button on the inside like the figure shown below.



## 2. Reset Steps

For NVRs whose software version is before 7x.9.0.2-r3, or 61.x.x.xx/ 30.x.x.xx/ 1.x.x.xx/2.x.x.xx, please refer to the steps below:

**Step1:** Turn off the power;

**Step2:** Press the reset button;

**Step3:** Keep pressing the reset button and power on the NVR at the same time;

**Step4:** You will hear several short "beep" during this time;

**Step5:** Reset successfully when the short "beep" become an nonstop "beep".

**For NVRs whose software version is 7x.9.0.2-r3 or above, please refer to the steps below:**

**Step1:** Turn off the power;

**Step2:** Press the reset button;

**Step3:** Keep pressing the reset button and power on the NVR, you will hear a short "beep" sound at the same time;

**Step4:** After 5 seconds you will hear a "beep" sound lasting about 3 seconds.

**Step5:** Reset successfully when the "beep" sound stops.

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