ZMD-DC-SBN6

USB Drive not recognized by SBN or SAN series DVR.

SBN series DVR not recognizing the USB Drive for File backup

Our DVR's typically output 4 Volts when using the USB ports on the DVR. In the event that you are backing up a video file and receive an error that states "USB Drive not detected", you will need to do the following steps in order to save video to that USB drive.

- 1. Start by backing up the video files as you normally would
- a. Search by the date
- b. Select the channels to backup
- c. Select the start and stop times indicated by 2 vertical pink lines.
- 2. Move the mouse cursor over the backup option, then unplug the mouse, use either the remote controller or front panel buttons, to select backup.
- 3. Choose the format that you would like the video files (MP4 or AVI) to save in and select backup using the remote again.
- 4. Allow the backup to finish before removing the USB drive and plugging the mouse back in.
- 5. Plug the USB drive into a computer and playback the video files using the MP4 player if its a MP4 file or VLC media player if it's an AVI file.

Unique solution ID: #1026

Author: Patricia Pyle

Last update: 2013-08-15 21:50