

# **ZMD-DR-SFN6**

## **There is a Red "H" on the Screen**

If you see a red "H" icon on the DVR screen, then there is an issue with the Hard Drive (HDD). That red H is like the "Check Engine" light for the HDD, that something somehow is wrong with the HDD. Any of the following could be going on:

There is no HDD in the DVR.

The hard drive Needs to be formatted.

The DVR is not properly detecting the HDD

The HDD is malfunctioning.

The DVR may need a software update so that it can successfully communicate with the HDD.

\*When the HDD is malfunctioning, the DVR may also freeze periodically or reboot over and over again.

If your DVR has a HDD installed, please try the following:

-Check the HDD cables inside of the DVR, as shown in this How-To Video:

-Disconnect all cameras by unplugging all BNC cables from the channel inputs on the back of the DVR.

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-Reboot the DVR.

-When the DVR turns back on, you should now be able to get to the HDD Management Menu. (When the HDD is malfunctioning and is attempting to continue to record, this is when the DVR may start freezing, rebooting, etc. Removing the cameras makes the DVR stop recording, so disconnecting the cameras and rebooting the DVR should enable the end user to access all menus.)

-Reformat the HDD using the DVR's HDD Management Menu

-Re-connect the BNC video cables to the channel inputs on the back of the DVR.

Theoretically, this should fix the HDD's ability to communicate with the DVR. If your DVR continues to display the red H, freeze, or reboot after completing these steps; please give us a call and we can try a software update.

Zmodo technical support is available at 866-551-6881.

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