

How to solve device system time error

Sometimes device system time displays error, it may be caused by below situation. Please refer this file so that we could check and solve this issue.

Case 1 : Make sure the device has only one timing source

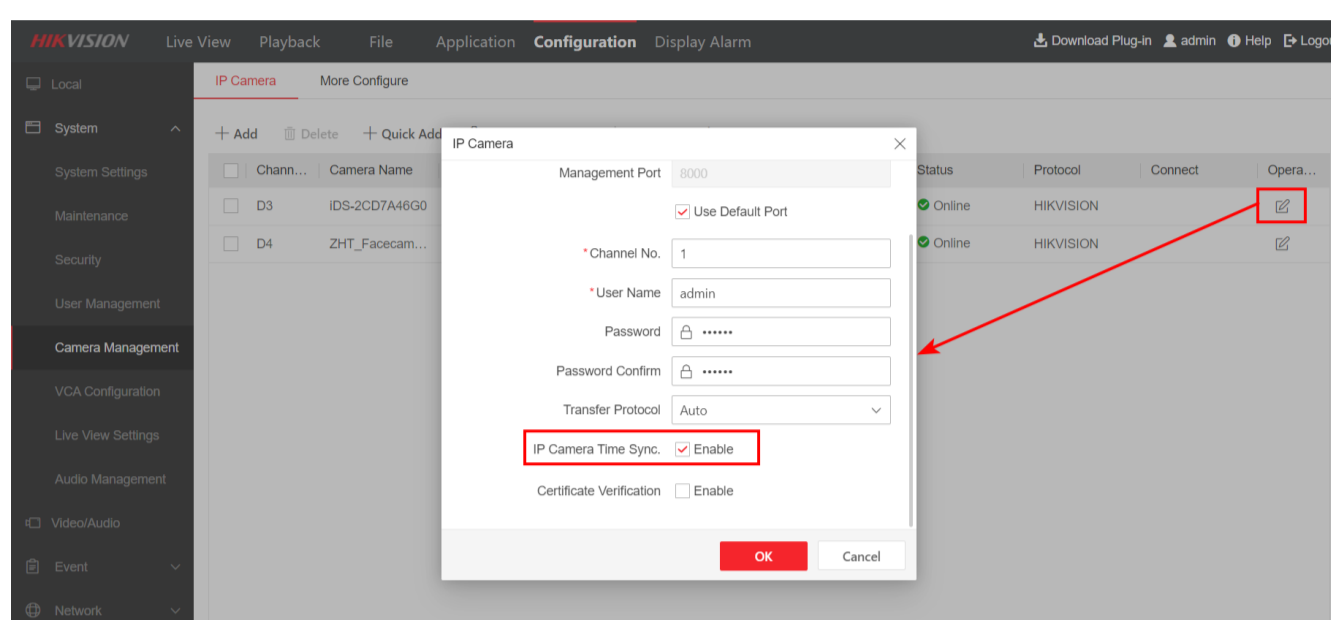
If the device time switches between two different one, it may be caused by multiple device simultaneous timing of one device. Below two situations are common:

- When we add a camera to NVR/DVR, the NVR/DVR will timing it default. But if the camera has set up NTP, that means there are two timing source and may course error. In this condition, we need to disable the NVR/DVR time sync manually.
- If one camera is added to more than two devices, we need to disable other timing sources and just enable one source to timing the device.

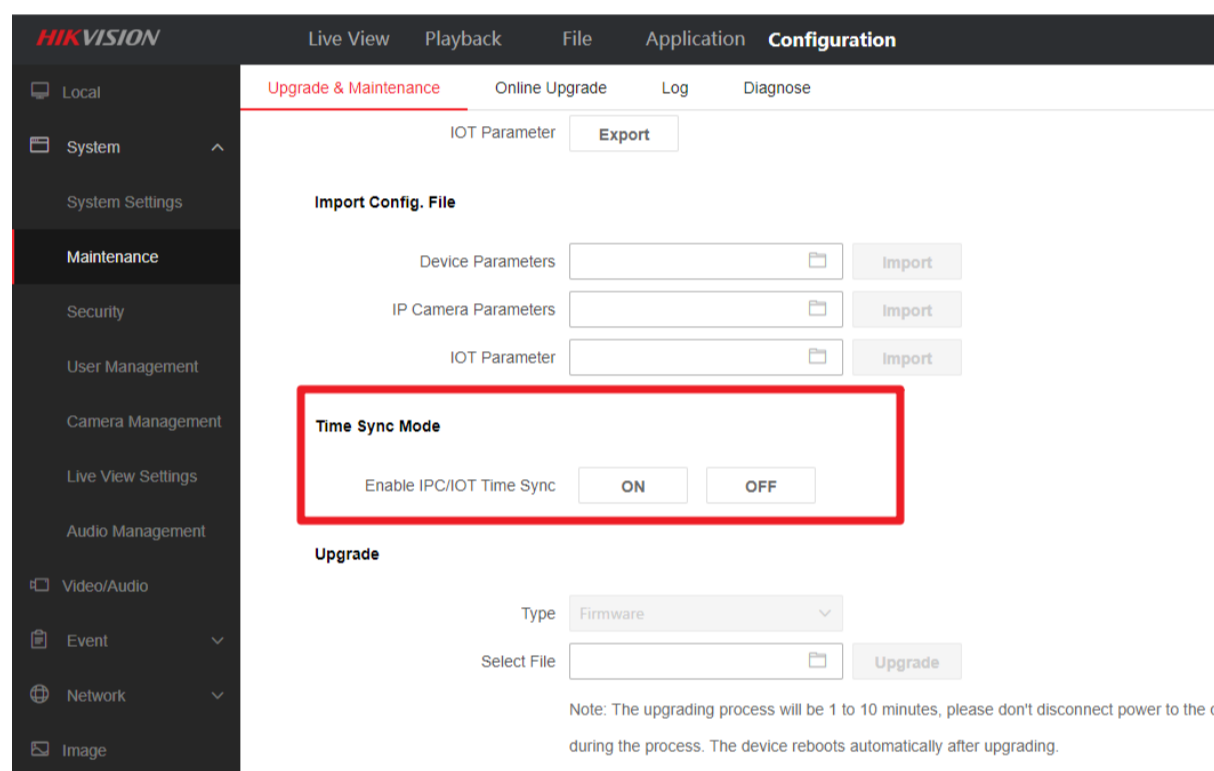
In general, please make sure the device has only one timing source.

Case 2 : How to enable or disable timing source

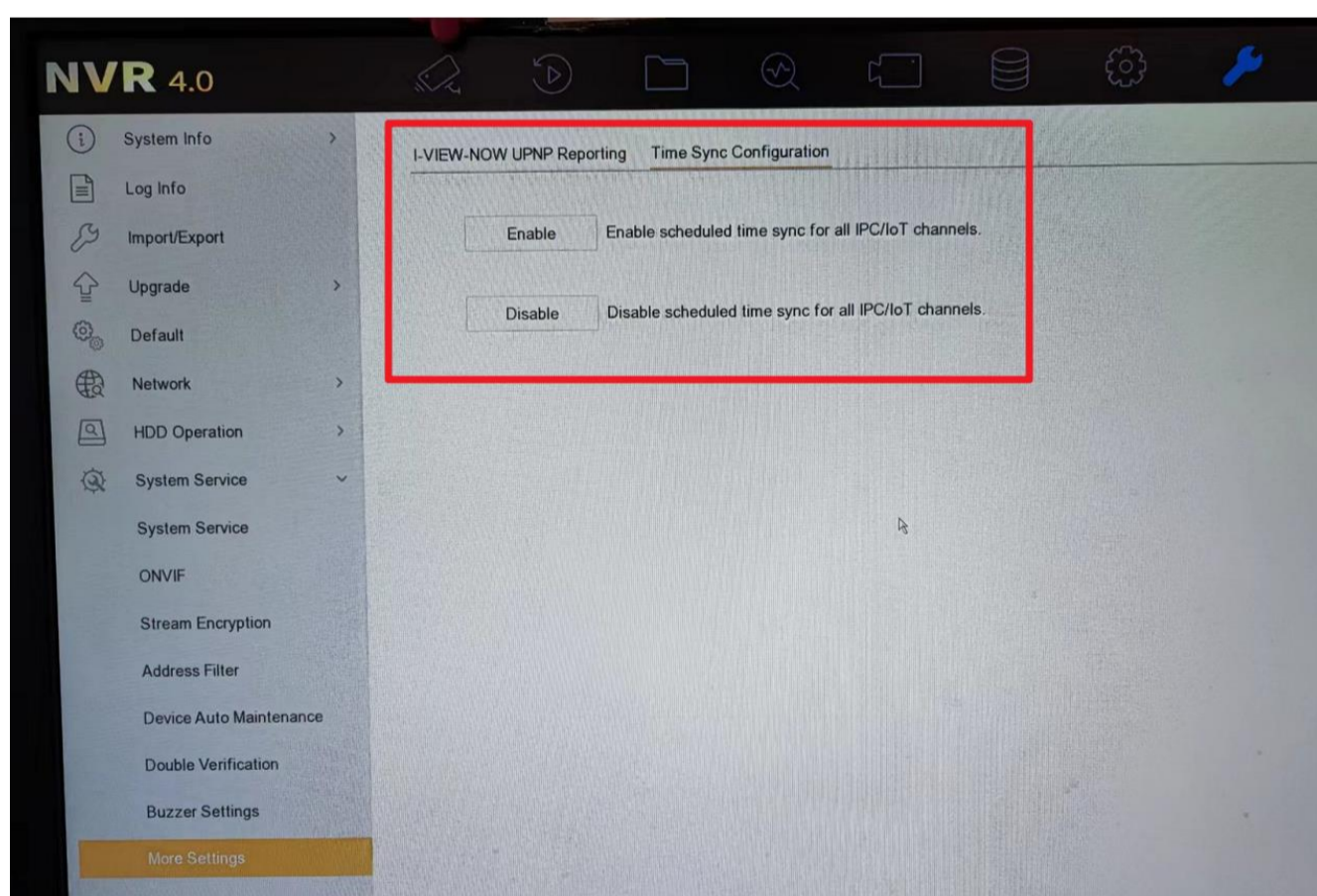
Log in the device, turn to **Configuration > System > Camera Management** to set up.



In addition, if the NVR above v4.60.000, we could enable/disable scheduled time sync for all channels. For web browser, please log in the device, turn to **Configuration > System > Maintenance > Upgrade & Maintenance** page, enable/disable the **Time Sync Mode** to set up.



For local GUI, turn to **System Service > More settings > Time sync Configuration** and choose **Enable/Disable**.



Case 3 : The device current time shows 1970.01.01 or 2004.08.01

It normally occurs when the device has not been powered on for a long time, the battery is dead or broken. Please change a new battery to test.

