Black screen when in multi-screen

Sometimes when DVR in single preview screen , it will show image, but once switch to multi preview screen , it will turn to black screen .

For this issue , you can check as the below picture ,Main menu – System – Encode .

| JE TECH | Record | Eve | ent | System | | Advanced | Info |
|----------------|-----------------------------|--------|-----|---------------|-------|----------|-------|
| General | Channel | 1 | | | | | |
| 2 Encode | Compression | H.265 | | Extra Stream1 | - | | |
| | Resolution | 1080P | | D1 | | | |
| ② Network | Frame Rate(FPS) | 30 | | 6 | | | |
| NetService | Bit Rate Type | VBR | | VBR | v | | |
| | Quality | high | | low | | | |
| DISPLAY | Bit Rate(Kb/S) | 2662 | | 202 | • | | |
| - RS232 | I Frame Interval | 2 | w I | 2 | W | | |
| PTZ Config | Video/Audio Smart Encode | H.265+ | | | | | |
| 🕑 Tour | Remote Preview | | | Enabl | le it | | |
| ₩ XVI settings | Remote Preview | Set | 1 | | | | |
| | | | | | | | |
| | | | A | dvanced OF | < | Cancel | Apply |

Because when switch to multi preview screen, it will default use extra stream, so you need to enable Video function in extra stream. Note : sometimes when you connect NVR with ONVIF IPC, some IPC do not have extra stream function, so when view it in multi preview, it will no image. so you need to check the IPC first.