The NVR/DVR is frozen at the boot logo screen

Follow the steps below to resolve this issue.
1. Make sure that the USB flash drive is formatted to FAT32.
2. Download the firmware file and copy the files to the flash drive. Make sure to copy the files to the root directory.
3. Turn off the NVR/DVR and insert the flash drive to the USB port at rear panel of the NVR/DVR.
4. Turn on the NVR/DVR and the update will run on its own. The device might reboot for several times while doing the update.