

How to Troubleshoot Common Camera Issues

No Video

- Solution 1** Power not plugged in
- Solution 2** Power Fuse blown (no light on fuse in power box)
- Solution 3** Power Box switch off
- Solution 4** DC Cord (pigtails) plugged backwards (does not apply to 24v)
- Solution 5** BNC Connector not installed properly
- Solution 6** BNC on the Back of the DVR is not plugged into video input
- Solution 7** Try connecting camera to a different cable (cable may be bad)
- Solution 8** Try another camera on the same cable (camera may be bad)

Lines on Image

- Solution 1** Power too weak, try using an individual power adapter
- Solution 2** Cable is run too far (we can offer a booster)
- Solution 3** Cable ran too close to High Voltage / or electric tower
- Solution 4** Check if the lines are specific to camera boxes or entire screen including DVR menu
*If entire screen, test DVR cable (possible DVR issue)
- Solution 5** (CAT5 balun) double up on video or power
- Solution 6** PTZ Camera power not enough
*Use power adapter that was included with PTZ camera rather than power box

PTZ Camera Issues

- Solution 1** Make sure RS485 is plugged in (A = +, B = -)
- Solution 2** Camera flickers off when trying to move (due to power issue)
- Solution 3** PELCO D is the Default Protocol for majority of PTZ cameras
- Solution 4** PTZ cameras can see in low light but not complete darkness
- Solution 5** If all cameras are moving together then you must change address on dip switch
*Refer to PTZ Manual for Dip switch diagram