


# CCTV Troubleshooting Guide

Symptom	Possible cause	Corrective Action
<b>Local (DVR) Viewing Monitor is blank</b>	Monitor has gone into power saving mode	Move the mouse or press a key on the keyboard
	Monitor is turned off	Press power button on monitor
	Power point is switched off	Check switch at power point
	Power cord is disconnected	1. Check power cord is firmly plugged into back of monitor 2. Check power cord is firmly plugged into power point
	Video cable is not connected to DVR	Check connection of video cable at back of DVR and monitor
	DVR has no power / Faulty	Check <i>DVR Power Has Power</i>
	Monitor is Faulty	LOG A SERVICE CALL
<b>DVR has no power</b>	DVR is turned off	Press the power button on the DVR
	Power point is switched off / faulty	Check switch at power point or change points
	Power cord is disconnected	1. Check power cord is firmly plugged into back of DVR 2. Check power cord is firmly plugged into power point
	The UPS has no power	See UPS Has No Power
	DVR Power Supply is faulty	LOG A SERVICE CALL
<b>UPS has no power</b>	UPS is turned off	Press & hold down the power switch on the UPS (3 seconds)
	Power point is switched off / faulty	Check switch at power point or change points
	Power cord is disconnected	1. Check power cord is firmly plugged into back of UPS 2. Check power cord is firmly plugged into power point
	UPS is faulty	LOG A SERVICE CALL
<b>UPS is making a beeping sound</b>	Power has failed	This is <b>normal during</b> a power outage
	Power point is switched off / faulty	Check switch at power point or change points
	Power cord is disconnected	1. Check power cord is firmly plugged into back of UPS 2. Check power cord is firmly plugged into power point
	Internal batteries have failed	LOG A SERVICE CALL
<b>No video on multiple cameras</b>	Video connector disconnected from DVR	Check video connector is firmly plugged into rear of DVR
	Camera power supply is switched off at the power point	Check switch at power point
	Power cord for camera power supply is disconnected from power point	Check power cord is firmly plugged into power point
	Fuse has blown on power supply (Cabinet style power supply only)	Check main fuse on power supply, Replace if necessary
	You don't have permissions to view camera/s	Consult your manager
	Camera power supply is faulty	LOG A SERVICE CALL
<b>No video on one camera or camera not appearing on screen</b>	Camera video cable is loose at the video connector	Check BNC connectors on the relevant input to the video connector
	Camera channel fuse has blown on power supply (cabinet style only)	Check camera fuse on power supply, Replace if necessary
	Camera is faulty	LOG A SERVICE CALL
	You don't have permissions to view camera/s	Consult your manager
	If new camera, camera may not be configured correctly on DVR or in VMS software.	LOG A SERVICE CALL

Symptom	Possible cause	Corrective Action
<b>You can see the DVR application is not responding to input or is frozen</b>	Mouse or Keyboard disconnected or wrong input on KVM is selected	Check mouse/keyboard is firmly connected DVR Check KVM switch is on the correct input.
	System has frozen	Either press the RESET button (if available) on the DVR or cycle power to restart it
	The software is locked	You need to login and enter a username & password
<b>eMap not displayed, even when I click on the eMap button</b> (Freedom VMS only)	The eMap is hidden behind another window or minimized	Hold down the <ALT> key and press the <TAB> key until you see one of these emap icons  or hover mouse over the Windows taskbar and click the MFC icon.
	There are no eMap available for your site	You could create eMaps yourself or talk to your CCTV specialist about having some installed.
<b>The DVR is on but the screen is displaying the Windows background</b>	DVR software is minimised	Move the cursor to the bottom of the screen to display the Windows Task Bar. If the DVR program icon can be seen, click it to restore the DVR software
	DVR software is not running	Click the Windows Start button. Navigate to the DVR software folder under All Programs. Click the DVR program icon
<b>Public Viewing Monitor (PVM) is blank</b>	Monitor is turned off	Press power button on monitor
	Power point is switched off	Check switch at power point
	Power cord is disconnected	Check power cord is firmly plugged into back of monitor Check power cord is firmly plugged into power point
	Video cable not connected to PVM	Check connection of video cable at back of PVM
	Incorrect video source selected	Press the Source button on the PVM to select AV source
	Monitor is faulty	LOG A SERVICE CALL
<b>In multi Freedom DVR site, I cannot view cameras from other DVRs like I normally do</b>	Connection has been lost	Reboot the DVR/s you cannot see cameras from
	Password this DVR is using to connect to remote DVR is incorrect	Change password to correct one.
	Switch is un-responsive	Cycle the switch power.
<b>Cannot view cameras from an off-site DVR like I normally do</b>	You have no Internet connection either at the remote site or locally	Try restarting the router at the remote site & locally
	Network Switch or router is not working	Check switch/router has power. Cycle power to switch/router
	DVR is off or disconnected or settings have been changed on DVR	Turn on DVR, connect DVR or check settings on DVR
	Port forward is not configured or firewall is blocking connection	Configure port forwarding & firewall exceptions correctly
<b>Transcode playback or iPhone app not displaying video</b> (Freedom Svr only)	Transcode Server may have hung	Click the menu button (up arrow icon) and select 'Re-start Transcode Service' and wait approx. 2minutes.  If still not working restart router/switch  