CCTV Troubleshooting Guide

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not appearing on screen You don't have permissions to view camera/s Consult your manager	camera or camera	Camera is faulty	LOG A SERVICE CALL		
If now compare compare may not be	not appearing on screen	You don't have permissions to view camera/s	Consult your manager		
configured correctly on DVR or in VMS LOG A SERVICE CALL software.		If new camera, camera may not be configured correctly on DVR or in VMS software.	log a service call		

Symptom	Possible cause	Corrective Action		
You can see the DVR application is not responding to input or is frozen	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		
eMap not displayed, even when I click on the eMap button (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.		
The DVR is on but the screen is displaying the Windows background	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		
	Monitor is turned off	Press power button on monitor		
	Power point is switched off	Check switch at power point		
Public Viewing Monitor	Power cord is disconnected	Check power cord is firmly plugged into back of monitor Check power cord is firmly plugged into power point		
(PVM) is blank	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		
In multi Freedom DVR site, I cannot view cameras from other DVRs like I normally do	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.		
	You have no Internet connection either at the remote site or locally	Try restarting the router at the remote site & locally		
Cannot view cameras	Network Switch or router is not working	Check switch/router has power. Cycle power to switch/router		
from an off-site DVR like I normally do	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		
Transcode playback or iPhone app not displaying video (Freedom Svr only)	Transcode Server may have hung	Click the menu button (up arrow icon) and select 'Re-start Trancode Service' and wait approx. 2minutes.		