

**This is a general Trouble Shooting Guide for CCTV Systems**

The following checks should be completed as these may rectify the current problem if these guidelines do not help then please call us and fax this form back to our offices to arrange an engineer site visit.

- 1. Down power the system by removing the 12 volt DC Power Cable from the rear of the Digital Recorder.** *(see below for power cable image)*
- 2. Leave the system off for 60 seconds.**
- 3. Re-power the system by re-attaching the power cable.**
- 4. Check if your monitor has a VGA Converter Box** *(this will be mounted next to the monitor)*  
**If there is a VGA Converter this must be re-set before monitor will function.**

**If this procedure does NOT return the system to FULL FUNCTION please complete Checks below by highlighting YES or NO, sign and then fax to Insight (UK) Ltd on 01324 832909**

**Please ensure that the person who signs this form MUST be the person who completes the checks required on this form.**

**Have you referred to the manual to diagnose your problem?** **Yes / No**

(if you require a copy of the manual please call on 01324 832900 and we will fax this to you)

**Have you down powered the unit?** **Yes / No**

This can be achieved by removing the 12 volt DC cable at the rear of the unit.



12 Volt DC Power

**For questions that are not shown her i.e. how to download images to CD for incidents. You can enter your equipment Model Number into Google search at [www.google.co.uk](http://www.google.co.uk) - this should direct you to a relevant website with manual download facilities.**

<p><b>Brief Description of Fault:</b> ..... ..... .....</p> <p><b>Signed</b> .....</p> <p><b>Print Name</b> .....</p> <p><b>Branch</b> .....</p> <p><b>Position</b> ..... <b>Date</b> .....</p>
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