

How to trouble shoot a DVR problem.

Poor image quality will damage your DVR.

Spliced wire runs, poor terminations, insufficient power, mounting cameras on the metal structure of the building and/or other installation activities can damage the Recording device.

Every DVR that we ship has a built in line and camera tester. It is the “image”!

If the image is clean of lines or ghosting or color issues then your lines and install are spot on. If you have lines in the cameras, pulsation, a poor image or any camera image problem then you need to track it down and fix it.

If you leave a DVR on sight with image issues and it begins to reboot or lock up we will see the poor image quality in the record history a damaged DVR due to installation issues is not warrantable. A bad line will blow out a DVR card. Some cameras only have an issue when it rains, the water might get into your electrical connections and cause a short sending voltage directly into the DVR card. This can and will damage the DVR.

Check the outlet that your DVR is plugged into!

I have visited several locations in the last two years that had a DVR problem or image quality problem due to a bad circuit in the buildings wiring. A toaster will not tell you that it has a power problem, but a DVR will. Pay close attention to the DVR it will react if it is not happy.

If the DVR locks up or reboots frequently and the images are “perfect” then next check the power supply by installing an uninterruptable power supply or moving to a new circuit in the building. I have fixed many DVR issues by running a lead cord to another room and plugging in both the cameras and the DVR into a new circuit.

If all else fails your HDD may need replacing.

Many DVR manufactures and distributors use a cut rate bottom of the barrel HDD. Every machine we sell comes with a commercial HDD. Many machines will exhibit signs of failure that are only a HDD failure and can be repaired simply and easily be returning to our offices. Keep in mind that many DVRs are sent to us “with issues” only to work for days/weeks in our office without fail. Check your power, check your camera images.