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 week, 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