

Please Note

These "Technical Tips" help sheets aim to answer commonly asked questions in a concise and informative manner - they are for advice & guidance only and do not replace any of the manuals or other literature supplied with our products.

Tip Classification

1. DVRs - Professional DVR365
2. DVRs

Product : DVR365

Problem : DVR365 re-booting on its own

Solution :

DVR365 General Troubleshooting

The DVR365 is an extremely reliable product.

"FAULTS" are either software settings that are not correct (this comprises 99% of all reported faults) or a hard disk failure of which we have no control as we only supply named Hard drives such as IBM.

This information has been produced so that you can remedy most "faults" yourself.

Rebooting on its own.

This is usually caused by data conflict or corrupt data on a hard drive. The DVR365 has a built-in "watchdog" program that when it comes across data conflicts or corrupt data on its HDDs it will automatically reboot the DVR as a precautionary measure.

This conflicting or corrupt data occurs from two main sources;

A. The DVR365 has been switched off incorrectly or been subjected to a power cut that has stopped it from finishing off the file it had been recording. On the DVR365 you need to switch it off by gently holding in the power button on the front of the unit for two seconds, not switching it off with the rear master isolation switch.

B. If someone changes the Time & Date on the DVR and moves the time and date backwards, it can result in some recorded files on the DVR effectively being in the future. The files on the DVR are stored with date information and if the sequence on the hard drives do not make sense when the DVR gets to this "conflicting" data the DVR may reboot itself. This is generally not a problem if the time and date is altered by a few minutes but with larger changes in T&D settings it would be recommended to delete the old files on the DVR.

To remedy REBOOTING of a DVR -

1. Enter the correct T&D IMMEDIATELY before any new recordings (Enter>System Setting>General)
2. Delete all data. (Enter>Admin setting>File Delete)
3. Default the unit as a precaution. (Enter>Admin setting>Default)
4. Re-enter DVR settings. (Enter> set up as you need) (Default password is 88888)



Figure 1

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TIP If you go to the <http://www.dvr365.com/> website and download the latest client software you will be able to save your DVR setup to a laptop or computer using the latest client software. This is really useful so if you ever have to go back to a DVR you can reinstall all the settings in seconds.

If you return a DVR to us Steps 1-4 are all we will do and you can do these on site as a matter of just standard product maintenance.

Note - A failed Hard drive in a DVR could also cause it to reboot. But to work out if a hard drive has failed you still need to go through steps 1-4 to prove this. Drives in general do not fail on the DVR365 as the DVR has an intelligent electronic drive circuit. The DVR only powers up a drive when it is needed so if multiple drives are installed there is only one drive ever running at a time. This saves HDD wear, reduces heat and makes the DVR365 one of the quietest DVRs available. Only when searching for files to play back will the DVR boot up all the HDDs so searching is faster.

--- End ---



Figure 1