



Request For Help - RFH-02 DVRs

Form ref: RFH-02

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If you are struggling with a product and wish to return it for us to look at you need to fill in a Request For Help form. This helps us confirm that you have done some basic fault finding on-site prior to it being returned to us, and we have fewer items returned that are no-fault-found "NFF".



DVRs are like a computer with a hard drive and an operating system, just like a PC. Bad settings or corrupt software can affect it but doesn't make the PC faulty. The DVR's operating system, "programming" (how it's set up), HDD condition and corrupt data could all affect how it performs. Therefore if a DVR's behaviour is not as expected you need to carry out the steps in section 3 to see if they will cure it.

To fill in this form you need the latest version of **Adobe reader** which can be downloaded from the link below!
get.adobe.com/uk/reader/

How The Request For Help Process Works

1. Return a completed copy of this form to System Q by email, fax or post (Incomplete forms may be refused an RMA number).
2. System Q will examine your description and contact you to discuss the fault and issue an RMA Number.
3. When you have an RMA number, place this completed form in the box with the goods you are returning.
4. Ensure the goods are well packaged and protected then write the RMA number clearly on the outside of the package and return to System Q within 21 days. (RMA Numbers are only valid for 21 days from the date of issue. Goods returned without an RMA number will be refused delivery or disposed of.)

Section 1. Your Details

Company name

Address

Postcode

Email address

Telephone number

Mobile number

Fax number

Contact name

Date

Section 2. Product Details

Model number

Serial number

Description of product

Invoice number (if known)

Date purchased (if known)

Description of fault

What have you done to prove the item is faulty in addition to section 3?

I confirm that I have carried out the tests outlined and my own fault finding and believe the item to have the fault listed above. I understand a small service charge may be levied if the item is found not to be faulty.

Signed

Name

Date

Section 3. Testing (Please fill in all the tests below)

Test 1 - Configuration

Misconfiguration of the DVR where some of the settings within the DVR are not correct and perhaps clashing.

Action needed - Please Default the DVR - (this will leave the network settings correct)



TIP370 -
Defaulting

Carried Out

This test is not
applicable because

Test 2 - Firmware

A corrupt firmware on the DVR usually caused by multiple incorrect shut downs like power cuts (as can happen to a PC).

Action needed - Please install the latest firmware for the DVR (this is available from www.alienDVR.com)



TIP371 -
Updating
Firmware

Carried Out

This test is not
applicable because

Test 3 - Not Recording

Check setup of schedule recording, motion detection and hard drive status.

Action needed - As above plus also format hard drive (to remove any HDD errors).



TIP372 -
Formatting
Drives

Carried Out

This test is not
applicable because

Test 4 - Boot Up

A failed HDD - (have a quick look at the HDD status in the DVR menu. It may give you tips to the problem).

Action needed - If the DVR will not boot up please disconnect all the drives inside the DVR and see if it will now boot up.



TIP373
- Drive
Status

Carried Out

If **YES** the drive has probably failed. If **NO** the DVR motherboard may be faulty.

This test is not
applicable because

Test 5 - Network

If the DVR will not connect to a network please check all network settings in the DVR, router and PC. "No network connection" is due to incorrectly configured settings 99.9% of the time. We have networking tips online at www.alienDVR.com to help.



TIP374 -
Networking

Section 4. Self Help

Technical Tips

We have a wide range of technical tips available online which offer expert advice on installing, maintaining and trouble shooting CCTV systems. A few handy tips relating to CCTV cameras have been included below. To view the tips simply scan the QR code with your mobile device or log-on to www.systemq.com and head to 'Tech Support' where you can find all of our free technical tips.



TIP376 - Easy Set
Up Guide



TIP375 - How
To Perform A
Password Reset



TIP159 - How to
cure earth-loops
(Humbars)



TIP295 - Camera
adjustments &
what they do

Section 5. System Q Use Only

Issued by

Your RMA number is