



Request For Help - RFH-03 PTZs

Form ref: RFH-03

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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, this helps reduce items returned that are no-fault-found "NFF".

Often the simplest of things can cause non-performance of a camera. The most common cause is voltage drop on cables due to long runs and IR loads (sometimes after introducing a new camera). Earth loops caused by a BNC not crimping the outer braid resulting in the video signal finding an alternative route can lead to interference on a camera's picture. Similarly unregulated (Alarm PSUs) or failed PSUs will also cause cameras to give poor results.

For us to help you, please fill in and return both sides of the following form so we can then take the next steps to help you. You can fill in an electronic version of this form and email it back if you wish. Simply go online to get the form or scan the QR code to the right.

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 - Volt Drop

Cameras will not function correctly if the voltage to them is low caused by volt drop in the cable run to it. IR LEDs at night will increase that volt drop. When a PTZ starts up it can use around 50% more power when it does its self test as everything can be running simultaneously. Therefore if a PTZ fails its "boot up" please make sure it has adequate voltage at the camera. You must check the voltage at the camera with the camera connected so the cable is loaded. If the camera has IR LEDs you also need to force these on. You can do this by covering the camera in kitchen foil or similar to make the camera think it's dark.

Please note - If you test the voltage on the cable without the camera connected you will get a false reading and it will be identical to the voltage at the PSU. On a 24V A.C PTZ you need no lower than 17V A.C and on a 12V D.C PTZ you need no lower than 10V D.C.

Voltage checked under load

This test is not applicable because

Reading was

(If lower than 10V D.C or 17V A.C this could be the cause)

Test 2 - Site Issues

Test the camera direct to a monitor (needs to be same type as camera i.e. TVI, Analogue etc.) -

If the camera will not operate in situ you can test it local to a DVR or monitor. This removes site issues such as long cable runs and video loss, voltage drop or loose connections and earth loops. If the camera works when powered locally and connected direct to a monitor then it is not faulty (connected locally to a DVR with other cameras would not necessarily eliminate earth loops so disconnect all other cameras from the DVR)

I connected the camera directly to a monitor on a short cable run and powered locally

It now worked

This test is not applicable because

It was still faulty

Test 3 - Incorrect Protocol

If you can not control the PTZ but it gives a picture then it's likely the protocol or ID settings in the keyboard or DVR do not match the settings in the PTZ itself. You can also get a picture but have no control if the PTZ doesn't have sufficient voltage as the camera module requires less voltage than the mechanism.

To remedy this you need to carefully check the protocol in the keyboard or DVR and then check the setting in the PTZ and make sure it matches. On older analogue PTZs it could be that you have the RS485 lines crossed over so you could try reversing these (obviously if it was working then these can't be crossed over). If the PTZ was working and you now can not control it this is frequently caused by someone changing the setting in the control equipment so they no longer match the PTZ, so please check these.

PTZ setting is -

Control device setting is -

Protocol

Protocol

Baud rate

Baud rate

ID

ID

Note - In an AlienDVR using built in TVI Coaxitron and a TVI PTZ (through the coax control) in the DVR the PTZ Protocol needs to be set to "AlienTVI" with the Address set to 0. This is the default setting for the DVR. Nothing needs to be set in the PTZ.

Section 4. Self Help - Technical Tips *(Simply scan the QR codes below or visit www.systemq.com)*



**TIP369 -
Condensation -
How to cure it**



**TIP140 - How to
combat volt drop**



**TIP159 - How to
cure earth-loops**



**TIP295 - Camera
adjustments &
what they do**

Section 5. System Q Use Only

Issued by

Your RMA number is