

## Troubleshooting

### Camera Out / Camera Signal Loss

This occurs to 1 or multiple cameras when the power company electric fluctuates which will cause the camera's to become out-of-sync with the DVR.

The issue can usually be corrected by removing power to the metal box called "camera power supply" Camera power supply is usually mounted on the wall near the DVR. Pictured Below:



1. Turn on/off power switch inside power supply, if available, or unplug the power plug from the wall. If you have unplugged the correct plug, all the red lights inside the box will shut off. You will now notice that ALL cameras will turn black on the DVR screen and state "camera power supply."
2. Plug back into the wall or power strip. ALL the cameras should be displayed. If cameras still are not displaying, shut down DVR by holding the power button on the DVR until power shuts down.
3. Press power button. The computer will restart and ALL cameras should be displayed. If this does not work, you will need to speak to a technician.