



3 STEPS TO PTZ TROUBLESHOOTING

Symptoms: no camera signal, poor camera signal, colour loss, rolling picture and erratic or no PTZ movement.

1. Check VIDEO



Check the video signal from your PTZ camera is good coming straight out of the PTZ camera. This can be done using CCTV test monitor such as the CCTVmate LCD350. The same check can be performed at the control equipment end to ensure no cable problems have arisen.

2. Check POWER



Ensure the correct power supply is being used for the PTZ whether 12V DC or 24V AC and that it is sufficient to power the PTZ. Use a multimeter to check that the camera is receiving sufficient power and that voltage drop has not occurred over the cabling run.

3. Check DATA



For your PTZ keypad to control the PTZ cameras successfully, they need to be talking the same language at the same speed, i.e., set to the same protocol and the same Baud rate. Just as with languages, if 2 units are set to different protocols some commands may be misunderstood or part understood but not all commands. Do not assume, always doublecheck!

Handy CCTV Camera Test Monitor



- ✓ Easy PTZ Control Testing
- ✓ Up to 6 Hours Battery Life

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.

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