

Audax Body Worn Video – Troubleshooting Guide

At Audax, we are committed to positive relationships with every company and individual with whom we do business. We strive to understand your interests and concerns, and treat you with respect, courtesy and consideration.

Occasionally, things do go wrong and this page details information on reporting equipment problems, troubleshooting and user guides.

If you do experience a problem with one of our products, please follow these steps initially:

| FAULT | PROBABLE CAUSE | INITIAL ACTION |
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| <p>Blank screen on Recorder (DVR)</p> <p>No LEDs illuminated on DVR (right hand side)</p> | <p>Power or hardware fault</p> | <ul style="list-style-type: none"> • If the Camera / Controller is connected to the DVR, this disables the On/Off button on the DVR. Try to power on the DVR by pressing the ON button on the Controller for 1 – 2 seconds. • If still no power, disconnect the Camera and Controller and try to power on the DVR by pressing the PWR button on the DVR for 1 – 2 seconds • If the DVR still does not power on, we have a power fault. This can either be a battery, charger or a DVR material fault. Follow actions below: <ul style="list-style-type: none"> • Test the battery by swapping with spare or from another unit. If successful with a different battery, follow RMA guidelines for defective battery. • Connect DVR to the mains (using supplied mains charger) and check that Red LED (under PWR button on DVR) is illuminated. <p>If not, connect DVR to a PC (using supplied USB cable) and check that Red LED (under PWR button on DVR) is illuminated. If so, follow RMA guidelines for defective mains charger.</p> • If Red LED on DVR is NOT displayed either using the Mains or USB connection cables, follow RMA guidelines. |
| <p>DVR Displays Message “no signal”</p> | <p>Power fault to camera or controller</p> | <ul style="list-style-type: none"> • Is camera/controller connected? • Check camera / controller is connected correctly at bottom of DVR (“Control” port) and right hand side of DVR (“Digital Cam In” / “Cam In” port). • Ensure that “Break Point” connection is correctly made: <ul style="list-style-type: none"> • On BB system – at top of controller • On LB system – between controller and camera • If possible, swap camera and controller from a system which is known to be working correctly • If this works, swap out each component to establish which is defective and submit RMA for that component • If controller or camera has failed, follow RMA guidelines. |

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| No picture from the camera | Camera or controller failure | <ul style="list-style-type: none"> • Check that DVR is switched on. Blue LED should be illuminated on controller • Check camera / controller / breakpoint are correctly connected (as above). • If possible, swap camera and controller from a system which is known to be working correctly <ul style="list-style-type: none"> • If this works, swap out each component (camera and controller) to establish which is defective and submit RMA for that component • Check for any signs of damage to camera / controller cables. If signs of damage ask to return for non-warranty repair. • If all of the above are OK and problem persists, follow RMA guidelines |
| Controller On/Off/Record buttons do not work | Button damage or malfunction | <ul style="list-style-type: none"> • Check that buttons actually depress and do not show signs of being crushed (e.g. have no movement) or other material damage. If buttons show signs of the above, follow RMA guidelines. • For any other issue, follow RMA guidelines. |
| No sound on recorded footage | Audio set to disable or record volume level set too low. | <ul style="list-style-type: none"> • Power on the DVR and go to: Main Menu - SETTINGS <ul style="list-style-type: none"> • Select – Preview Check that “Audio” is set to “Enable” • Select – Microphone Sensitivity Use Vol+ to ensure that the volume level is set to the highest level. • Select ESC and go back to the Settings menu <ul style="list-style-type: none"> • Select – Pre-event Check that “Audio” is set to “Enable” • Select – Microphone Sensitivity Adjust volume level as for Preview • If this does not resolve the issue, follow RMA guidelines |
| DVR Touchscreen will not work | Most likely that the “Lock” button has been activated on DVR | <ul style="list-style-type: none"> • When recording has commenced, the DVR Touchscreen automatically “locks” (to prevent unwanted accidental operation). • Once recording has ceased, the “Lock” button on the top of the DVR must be pressed before in order to access Touchscreen operations. |
| Recorder switches off during record | Most likely that the recorder has not switched off but LCD display has gone into power save mode. | <ul style="list-style-type: none"> • Check controller to ensure that Blue LED is still illuminated • If DVR has powered down, check battery to ensure that it is not empty. |
| Recorder Displays ‘Other’ Message, or for any other fault | | <ul style="list-style-type: none"> • Follow RMA guidelines |