

# Body Worn Video – Troubleshooting Guide



FAULT	PROBABLE CAUSE	INITIAL ACTION
Blank/Black screen on DVR	In TV / LCD mode  Or  Power or hardware fault	<ul style="list-style-type: none"> <li>• Check LEDs on L/H side of DVR If green ON light is illuminated, DVR may be in “screen saver mode”. Press right arrow button to return to normal mode</li> <li>• Check LEDs on L/H side of DVR If green ON light AND red TV/LCD lights are illuminated, DVR is in TV mode. Press TV/LCD button on top of DVR to return to normal mode</li> <li>• If above does not resolve the issue, AND the ON LED is illuminated, we have a hardware fault. Follow RMA guidelines</li> <li>• If the ON LED is NOT illuminated, we have a power problem. Check the following: <ul style="list-style-type: none"> <li>• Fit DVR Adaptor and connect mains charger. If Green CHG LED is illuminated, the internal battery is flat and needs to be recharged</li> <li>• If CHG LED is NOT illuminated, check that Green LED on charger is illuminated. If not, follow RMA guidelines for defective charger</li> <li>• If CHG LED is not illuminated AND mains charger has been checked OK (as above), we have a power fault. Follow RMA guidelines</li> </ul> </li> </ul>
Recorder won't get past Startup Screen	Hardware fault	<ul style="list-style-type: none"> <li>• Remove internal battery, re-attach and re-start recorder. If fault persists, follow RMA guidelines</li> </ul>
Recorder Displays Message “cannot access hard-drive”	Impact or shock damage	<ul style="list-style-type: none"> <li>• <b>DO NOT TRY AND REMEDY SITUATION</b> Contact help desk for further advice</li> </ul>
DVR Displays Message “no input signal”	Power fault to camera or camera fault (not a recorder fault)	<ul style="list-style-type: none"> <li>• Check camera is connected to recorder correctly</li> <li>• For any other issue, follow RMA guidelines</li> </ul>
Recorder / Switch buttons do not work	Button damage or malfunction	<ul style="list-style-type: none"> <li>• Check that buttons actually depress and do not show signs of being crushed (eg have no movement) or other material damage. If buttons show signs of the above, follow RMA guidelines</li> <li>• For any other issue, follow RMA guidelines</li> </ul>

No sound from DVR speaker	Speaker has been disabled	<ul style="list-style-type: none"> <li>• Check if either a speaker or headset icon is displayed in the top right corner. If the headset icon is displayed the volume has been disabled</li> <li>• Press MENU button and select SOUND (press OK). In the SOUND menu, ensure that “Built in Speaker” option is not set to OFF and that volume level indicator is set to 99</li> <li>• For any other issue, follow RMA guidelines</li> </ul>
No sound on recorded footage	Record volume level set too low or off	<ul style="list-style-type: none"> <li>• Ensure that the recorder is switched on, connected to a camera and displaying ‘live’ footage</li> <li>• When viewing the display screen, you will see a microphone icon and “slider” in the bottom right corner of the display. A bar on the slider indicates where the volume level is set. To change this, use the left or right arrow buttons. If volume level is already set to maximum, check that Graphic Equaliser function on left hand side is responding to audio. If not, follow RMA guidelines for return of camera set</li> <li>• If no volume is heard when replaying recorded footage on a PC, ensure that the program being used i.e. Windows Media Player, has the volume enabled and set correctly</li> <li>• Check remote switch for any signs of damage to the microphone. If so, follow RMA guidelines</li> </ul>
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"> <li>• Use left or right arrow buttons to take unit out of power save mode</li> <li>• If picture is not restored, check that Green “on” LED is displayed at the top left of the recorder. If not, battery may be empty</li> </ul>
No picture from the camera	Camera set, recorder or DVR Adapter fault	<ul style="list-style-type: none"> <li>• Check that recorder unit is switched on; camera is fully connected to DVR Adapter</li> <li>• Check DVR Adapter is fully connected to 604</li> <li>• Check LEDs on both 604 and Camera set are illuminated</li> <li>• If all of the above are OK, follow RMA guidelines</li> </ul>
Image is blurred on recorder	Most likely cause is that the lens cap of Camera has been removed and lens adjusted.	<ul style="list-style-type: none"> <li>• Check for damage to the camera, recorder and screen. If any damage evident, follow RMA guidelines for non-warranty repair</li> <li>• If no damage visible, contact support line for further assistance</li> </ul>
Recorder Displays ‘Other’ Message, or for any other fault		<ul style="list-style-type: none"> <li>• Follow RMA guidelines</li> </ul>