One or More Cameras are Offline

1. **Check the connections on the back of the EnVR/DVR for any loose connections, damaged or missing cables. Reconnect any loose cables. Re-terminate cables as needed and upload photos to Field Nation.**

2. **Disconnect and reconnect the affected camera from the channel of the whip cable or the DVR.**

3. **Swap BNC connections. Connect the affected camera to a known good channel** (usually one that is streaming another analog camera with a good image).
   Wait a couple of seconds, what is the known good channel displaying?
   a. **Still no image** -> Go to step 4.
   b. **Seeing the image of the affected camera** -> Try a different channel of the whip cable.
      i. **If still the same result:**
   a. Re-seat the whip cable
   b. If the issue still exists -> Notify the Help desk that that dongle on the whip doesn't work
      ii. **If different result** -> The Help desk will need to check the status of the capture card and may have the tech re-seat it.

4. **Confirm the CCTV power supply is working.**
   a. Verify that the power supply is getting power by checking the LED lights, use a voltmeter to verify that the terminals are powered correctly.
      i. **If Not Getting Power** -> Move the Power Supply to several different reliable power sources.
      ii. **If Still Not Getting Power** -> Notify the help desk
   b. Check if there are any broken fuses:
      i. If there are one or more broken fuses, replace the fuses if you have them and notify the help desk.
   c. Reboot the Altronix power supply.

5. **Locate the offline camera(s).**
   a. Check for any loose connections, damage, or missing cables. Reconnect and loose cables. Re-terminate and poor or damaged BNC connections. Upload photos to Field Nation.
   b. Use a Voltmeter to test the power on the line. Upload a photo of the test to Field Nation and relay that information to the help desk.
   c. Connect the camera to a spot monitor and see if you get an image. Upload photos to Field Nation and relay the information to the help desk