

## Chapter 7 Troubleshooting

This chapter describes problems you may encounter while using CV620-BI/WI or CV620-BN/WN. If you have questions, please refer to related chapters and follow all the suggested solutions. If the problem still occurred, please contact your distributor or the service center.

No.	Problems	Solutions
1.	Boot without power signal	1. Make sure you have plugged in the power cord. 2. When using a PoE connection, ensure that the power supply supports POE+ (IEEE 802.3at) hubs
2.	There is no image output from the camera	1. Check the power supply or PoE supply functions. 2. Confirm the output signals are in streaming output. 3. Confirm whether the camera resolution can be used together with the monitor equipment 4. Replace the cables and make sure they are not faulty.
3.	The Camera image is severely delayed	Please use 1080p or 720p 60/50 fps rather than 25/30 fps signals.
4.	RS-232 cannot be controlled	1. Confirm the connection is correct (RS-232 In/ Out) 2. Please make sure the Baud rate setting is the same as the control equipment
5.	Whether the Internet can be used for operation	Please refer to <a href="#">Chapter 5 Network Function Description</a> for the Internet usage
6.	The ONVIF software cannot find the machine	Please make sure that [Setting]> [Video]> [Camera ID]/[Location] in the web page uses only English letters or numbers. The ONVIF software cannot find the machine if you use special characters and space. For CV620-BN/WN, ONVIF is supported only after NDI HX is turned off. Please make sure [Setting]>[Video]>[NDI HX] is set to [Off] in the webpage.
7.	Tally light is not working when applying RS232 setting	Please make sure if the <b>Tally lamp</b> function is enabled from the setting menu or web page. Setting Menu: <b>System - Tally Lamp</b>
8.	The camera does not save the relevant parameters (PTZ, AWB ...) after reboot	Please make sure if the <b>Initial Position</b> is set to <b>Last Operated Position</b> from the setting menu or web page Setting Menu: <b>System - Initial Position</b>

## Chapter 8 Safety Instructions

Always follow these safety instructions when using the product:

- 1 **Operation**
  - 1.1 Please use the product in the recommended operating environment, away from water or source of heat.
  - 1.2 Do not place the product in tilted position or unstable trolley, stand or table.
  - 1.3 Please clean the dust on the power plug prior to usage. Do not insert the product's power plug into a multiplug to prevent sparks or a fire.
  - 1.4 Do not block the slots and openings in the case of the product. They provide ventilation and prevent the product from overheating.
  - 1.5 Do not open or remove covers, otherwise it may expose you to dangerous voltages and other hazards. Refer all servicing to licensed service personnel.
  - 1.6 Unplug the product from the wall outlet and refer servicing to licensed service personnel when the following situations happen:
    - If the power cords are damaged or frayed.
    - If liquid is spilled into the product or the product has been exposed to rain or water.
- 2 **Installation**
  - 2.1 For security considerations, please make sure the standard hanging rack you bought is in line with UL or CE safety approbations and installed by technician personnel approved by agents.
- 3 **Storage**
  - 3.1 Do not place the product where the cord can be stepped on as this may result in fraying or damage to the lead or the plug.
  - 3.2 Unplug the product during thunderstorms or if it is not going to be used for an extended period.
  - 3.3 Do not place the product or accessories on top of vibrating equipment or heated objects.
- 4 **Cleaning**
  - 4.1 Disconnect all the cables prior to cleaning and wipe the surface with a dry cloth. Do not use alcohol or volatile solvents for cleaning.
- 5 **Batteries (for products or accessories with batteries)**
  - 5.1 When replacing batteries, please only use similar or the same type of batteries.
  - 5.2 When disposing of batteries or products, please adhere to the relevant instructions in your country or region for disposing of batteries or products.

### ■ Precautions



This symbol indicates that this equipment may contain dangerous voltage which could cause electric shock. Do not remove the cover (or back). No user-serviceable parts inside. Refer servicing to licensed service personnel.



This symbol indicates that there are important operating and maintenance instructions in this User Manual with this unit.

### ■ FCC Warning

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment.

#### Notice:

The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment.

### ■ IC Warning

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus as set out in the interference-causing equipment standard entitled "Digital Apparatus," ICES-003 of Industry Canada. Cet appareil numérique respecte les limites de bruits radioélectriques applicables aux appareils numériques de Classe A prescrites dans la norme sur le matériel brouilleur: "Appareils Numériques," NMB-003 édictée par l'Industrie.

### ■ EN55032 CE Warning

Operation of this equipment in a residential environment could cause radio interference.  
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