



ASCENDENT
TECHNOLOGY GROUP

PTZ FAQs

Why won't my PTZ camera turn on?

- Ensure the voltage at the camera is the required voltage
- Check to make sure your power connection is clean and making proper contact

Why don't I have PTZ control?

- Verify that the DVR and/or controller match the communication settings (ie. Protocol, Address, Baud Rate)
- Check the polarity of your communication wires
- Ensure you are using unshielded wire for your communication wire (ie. CAT5)
- Make sure there is a clean connection

Why are the IR's turning on and off?

- Check to make sure that you have sufficient power to your camera
- Cameras will often pick up light from a flood light or a highly reflective surface. Make sure your camera is not picking up strong light from any other source as this will cause the IRs to not illuminate.

Why can't my camera focus?

- When a dome or lens is dirty, the camera will have a difficult time trying to focus. Remove any dirt or film build up regularly and apply RainX to the window. This will prevent water drops from building up a film and will prevent dirt from adhering to the window.
- Low light situations will make focusing a greater challenge for the camera.