



# SECURICO CCTV

Self-Help Guides

**One or More Analogue Cameras are Blank**

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# One or More Cameras are Blank

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## **User Manual**

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## **About this Manual**

This manual is applicable to Securico CCTV Systems using Hikvision hardware and software.

The manual includes instructions for using and managing the product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons.

Please use this user manual under the guidance of professionals.

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### Introduction

This guide is for use with Hikvision DVRs or QVIS (OYNX) DVRs that are using analogue cameras with a separate power supply unit.

It therefore is **not** for use with NVRs (PoE) or PoC DVRs.

PoE = Power over Ethernet

PoC = Power over Coax

### Instructions

If an analogue camera goes blank, often a quick resolution can be to *power cycle* the camera power supply unit (PSU).

This camera PSU is separate from the recorder box PSU and looks similar to (if not exactly the same as) the image below.



Please try turning the camera PSU off for about fifteen seconds, then back on again, and then check the live view.

Some customers will have more than one of these PSUs.

Make sure you have located the correct PSU before proceeding.

If you have more than one of these camera PSUs, turn them all off, wait, then turn back on again, but be sure to leave the DVR PSU powered on.

If the problem persists, please email [support@securicocctv.co.uk](mailto:support@securicocctv.co.uk)