

Troubleshooting Guide

SCREEN

If it is just the LCD from the monitor that is damaged then it is fairly easy to tell if it is likely to be just the screen. This is one of the most common issues with the screens.

If this is the case the screen will come on but will have lines/colours making it unreadable (although sometimes it will be entirely black or white. If this happens then when the camera turns on the LED on the camera head will be lit up.

Wait 30 seconds after start up and press the LED control button to cycle through the light functions (off/dim/medium/bright)

If this happens correctly then it is very likely that it will just be the screen that is damaged and the WI-Fi Box will solve the issue.

**SRCAMV7B1****WIFI Box**

Scan QR code to download the app and instructions to setup.

CONNECTIONS

Issues where the camera will need to come back to us for diagnosis are things like the image cutting out and coming back as the reel is spooled out (base or spindle).

The screen comes on and the date shows clearly but has no image (connection fault). The camera will need to be sent back to us.

CAMERA HEAD

Image appears dull or faded or the camera LED's are dim (camera head issues). This would need to be sent back to us.

BATTERY

If the unit will only operate when it is plugged into the mains, it has a battery issue. Check your warranty and if it is in warranty send it back to us or contact us for a new battery.

WARRANTY

Any items under warranty would have to come to us for inspection/repair. First 6 digits of serial number represent year and month of manufacture. If made less than 13 months ago the camera is in the warranty period.

SN:2025050003