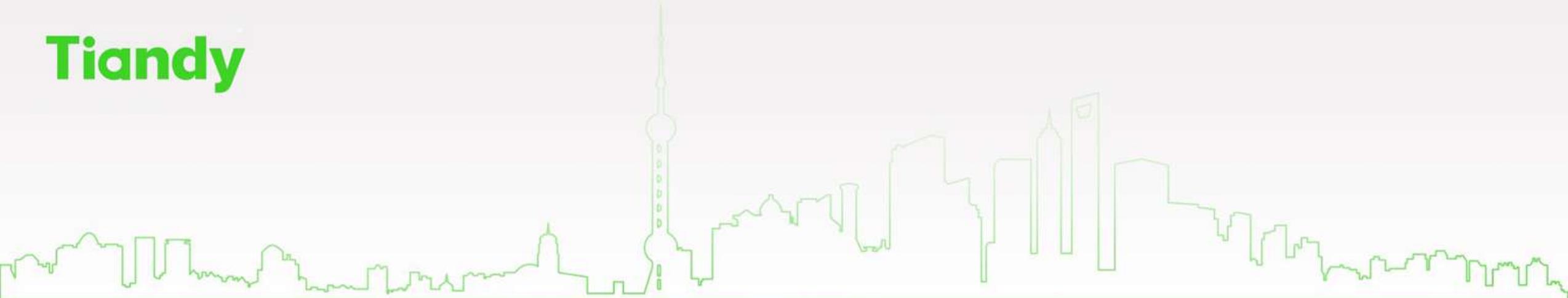


Tiandy



# IPC&PTZ Troubleshoot

你我天地 共創偉業



1



**IPC Troubleshoot**

2



**PTZ Troubleshoot**

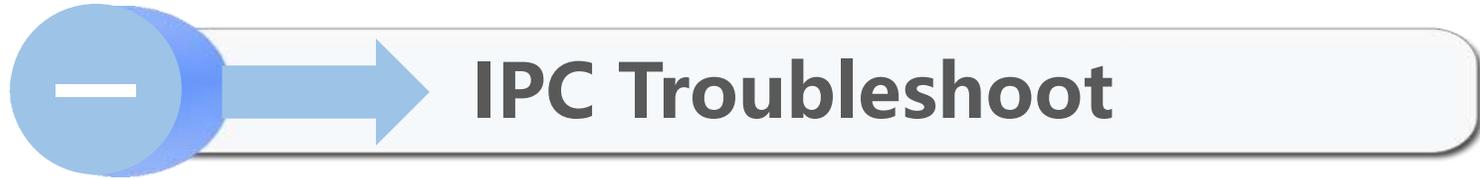


## IPC adjust measure and FAQ



Foxit Reader  
PDF Document

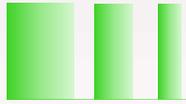




## 1、wrong power-reboot repeatedly Or some Other power problem

- AC24V 3A, AEW PTZ need 40W, high speed dome need 18W
- DC12V 5A need 20W
- POE (POE+ 802.3at 25W)





### 2、 image is not clear

- 1)、 call80+set199+set71 to trigger lens self-check, set lens in optional region for at least 1 min.
- 2)、 call80+set205+set71 to check log if the deviation value is lower than 30 then the lens is fine, otherwise, please call us.

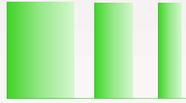
The screenshot shows the Tiandy web interface with the 'Log' tab selected. The 'Log Type' dropdown is set to 'System'. The 'Content' column shows a message: 'Camera burn-in val:Zoom 5 Focus 1!'.

No.	Channel	Type	Time	User	Content
1	Channel 1 1st Stream	System	2017-10-25 09:27:53	--	Connect channel main stream, mode 1, from:10.30.10.196!
2	Channel 1 1st Stream	System	2017-10-25 08:43:18	--	Disconnect channel main stream, mode 1, from:10.30.10.220!
3	Channel 1 1st Stream	System	2017-10-25 08:42:39	--	Connect channel main stream, mode 1, from:10.30.10.220!
4		System	2017-10-25 00:00:02	--	Camera burn-in val:Zoom 5 Focus 1!



- 3)、 if it didn' t step out, click advanced setting –reset lens, then check the video in Live View
- 4)、 If still not clear, reboot PTZ.
- 5)、 if reboot cannot solve this problem, call80+set242+set71 check a long distance static target , if the image becomes clear ,then this problem is solved, otherwise call us.





### 3、 PTZ always turn to same location

- 1)、 check weather you choose standby mode, if so, please remove.
- 2)、 check if there is any alarm linkage preset, if so, please remove it.
- 3)、 VCA-pattern mode, check if you have set pattern before, if has, please delete setting.
- 4)、 check power supply.
- 5)、 if still have some problems, please call us.



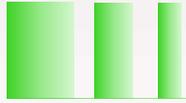


4、 wiper no answer.

1)、 temperature is lower than 11°C: wiper would open protection mode.

2)、 wiper damage.

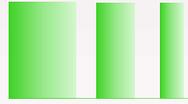




### 5、 cannot focus on near object

- 1)、 the minimum of focus distance is 6cm, this is for outdoors environment, if you want to show indoors, please adjust to 50cm.
- 2)、 if indoors,change minimum focus distance to 50cm





### 6、 Not effective Tracking ?

- 1、 Height of installation need 6m-8m
- 2、 The PTZ position is moved; need set again





### 7、 video carton

- 1)、 PC CPU ,Graphics and memory limitation –reduce frame rate and bit rate
- 2)、 bandwidth is not enough, change switche
- 3)、 device input bandwidth limitation: please check parameters.

