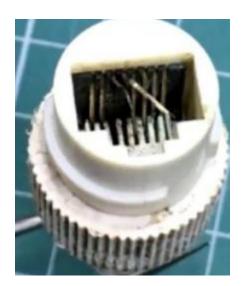_____

Troubleshooting A GeoVision Camera

This document will give step by step instructions for how to troubleshoot a GeoVision Camera if it is not displaying and says no signal. The purpose of this document is to empower sites with the knowledge to be able to accomplish the troubleshooting on their own and reach out to support if they need further help.
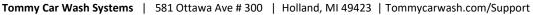
Required Materials:
A spare ethernet cable
An ethernet cable tester or someone who can come test your cable

Steps:

1. Locate the camera in question in the wash. Once you have found it take it down and bring it into the flight deck. Inspect the plugin for any water or corrosion and clean it out or defects to the pins like the one below

2. Plug the spare ethernet cable into the camera switch in your SIC/IT cabinet. Next take the other end of the ethernet cord and plug it into the camera in

question and watch the Geovision system to see if the camera comes up. This may take up to a minute.

At this point you should either see the camera come up normally on your geovision system or it will not show up. If it does not show up reach out to support and tell support, you have troubleshot the camera by plugging it in at the flight deck and are still unable to get the camera to show. If it does show up, please follow the next following steps:

3. Go out to the ethernet cord in the wash the camera was hooked up to. Inspect the cable for corrosion, or electrical burn marks like the example below. If you do see any corrosion clear it away. If the cable has burn marks you will need to replace it. If you are unable to find any imperfections hook one end of your cable tester to this ethernet end at this point.

4. In the flight deck locate the other end of the cable you are testing in the wash and plug it into your cable tester. Turn on your cable tester and test the cable. If the cable does not pass testing it will need to be replaced. If it does try to re-hook the camera that was confirmed working in the flight deck up. If the camera still does not work replace the cable or retest the camera to make sure it is in proper working order.