

Troubleshooting Guide

Troubleshooting, as a rule of thumb, is basically a process of elimination. In a complex electrical system with many components, it can be sometimes difficult to determine exactly why the system is not working the way you want it to. If you only have one DVR system, the maintenance person may need to understand the entire DVR system to logically deduce the exact cause of the problem. If you have multiple systems installed on your vehicles, then troubleshooting is a lot easier. A good way to discover which part of the system is not operating properly is to swap components and see which component the problem follows. For example, if you suspect there may be a problem with a hard drive, you can put the hard drive into a different DVR, and if the drive works in that DVR, then you know it is not the drive.

In most cases, we find the reason the DVR is not doing what the end user wants it to is because the DVR is not configured to operate in that manner. A good example of this is if the DVR was placed in timer mode, and the operator wanted the DVR to go on and off with the ignition.

Radio Engineering Industries has a world-class team of technical support specialists available 24/7 to assist you with getting your system running the way you need. In addition to this valuable service, provided below is a quick guide to help assist you with some common problems. If after having gone through this document, you find you need additional assistance please call us at 1-877-726-4617.

TROUBLESHOOTING GUIDE		
PROBLEM	POSSIBLE CAUSE	CORRECTION
Not Powering On (No Power LED)	Power Cable Improperly Installed	Check 12VDC on Memory (White Wire), Check Chassis Ground (Black Wire), Check 12VDC on Ignition (Red Wire)
	Incorrect Record Mode Setting	Check Record Mode Setting (Reference Users Manual)
	Hard Drive Not Installed and Properly Locked into Place	Install Hard Drive and Lock into Place

Digital BUS-WATCH[®] Rx001 Systems

TROUBLESHOOTING GUIDE (Continued)		
PROBLEM	POSSIBLE CAUSE	CORRECTION
Not Recording (No Record LED)	Incorrect Record Mode Setting	Check Record Mode Setting (Reference Users Manual)
	Hard Drive is Full	See HDD Full LED On In Section Below
HDD Full LED On	Hard Drive is Full of Video	Configure DVR to Overwrite Video (Reference Users Manual)
		Remove Some Video Files (Reference Users Manual)
		Format Hard Drive (Reference Users Manual)
Fault LED On	Camera(s) Not Connected	Verify Camera Connection
	Missing Hard Drive or Hard Drive not Working	Try a Different Hard Drive Module
Cannot Access Menu	Remote Control Does Not Work	Check Batteries Try a Different Remote
	DVR is in Installers Mode	Exit Installers Mode (Reference Users Manual)

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TROUBLESHOOTING GUIDE (Continued)		
PROBLEM	POSSIBLE CAUSE	CORRECTION
Ethernet Connection Not Working	Wrong Network Cable Type	Use Crossover Cable (REI P/N 530068)
	DVR IP Settings not Configured Correctly	Configure Network Settings (Reference Users Manual)
	PC IP Settings not Configured Correctly	Configure Network Settings (Contact your System Administrator or IT Department)
USB Connection Not Working	DVR in Wrong USB Mode	Change USB Mode (Reference Users Manual)
No Video Out	Camera(s) Not Connected	Verify Camera Connection
No Audio Out	Audio Recording Disabled	Enable Audio (Reference Users Manual)
	Volume Turned All The Way Down	Use UP ARROW on Remote Control to Increase Volume

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The following issue is a common situation in which the DVR is trying to alert the operator of a known problem. The general troubleshooting method is to go into the DVR menu and turn off each audible alert one by one until the beeping stops. At that point, the source of the issue can then be determined. When the exact cause of the alert is determined, pressing EXIT on the remote control will leave the menu without saving any of the changes (as opposed to selecting APPLY at the bottom of the screen).

TROUBLESHOOTING GUIDE (Continued)		
PROBLEM	POSSIBLE CAUSE	CORRECTION
DVR is Constantly Beeping	Camera Failure	Ensure correct number of cameras is set to record in the CAMERA section of the menu system Switch camera cable plugs at the back of the DVR to determine if the issue follows the camera or the camera input port
	Systems Error	Send DVR in for Repair
	Disk Error	Replace HDD with known good module If beeping goes away, the issue is with the HDD If not, then the issue is with the DVR

Return Authorization

REI products are 100% tested for Quality Assurance and we are proud of our work. However, if you find you have a part that needs replacement, you must secure a Return Authorization (RA) Number from REI at 1-877-726-4617 prior to sending in the unit. Most REI surveillance products come with a standard one-year warranty from date of purchase. Please reference the warranty card that came with your product for more details.