

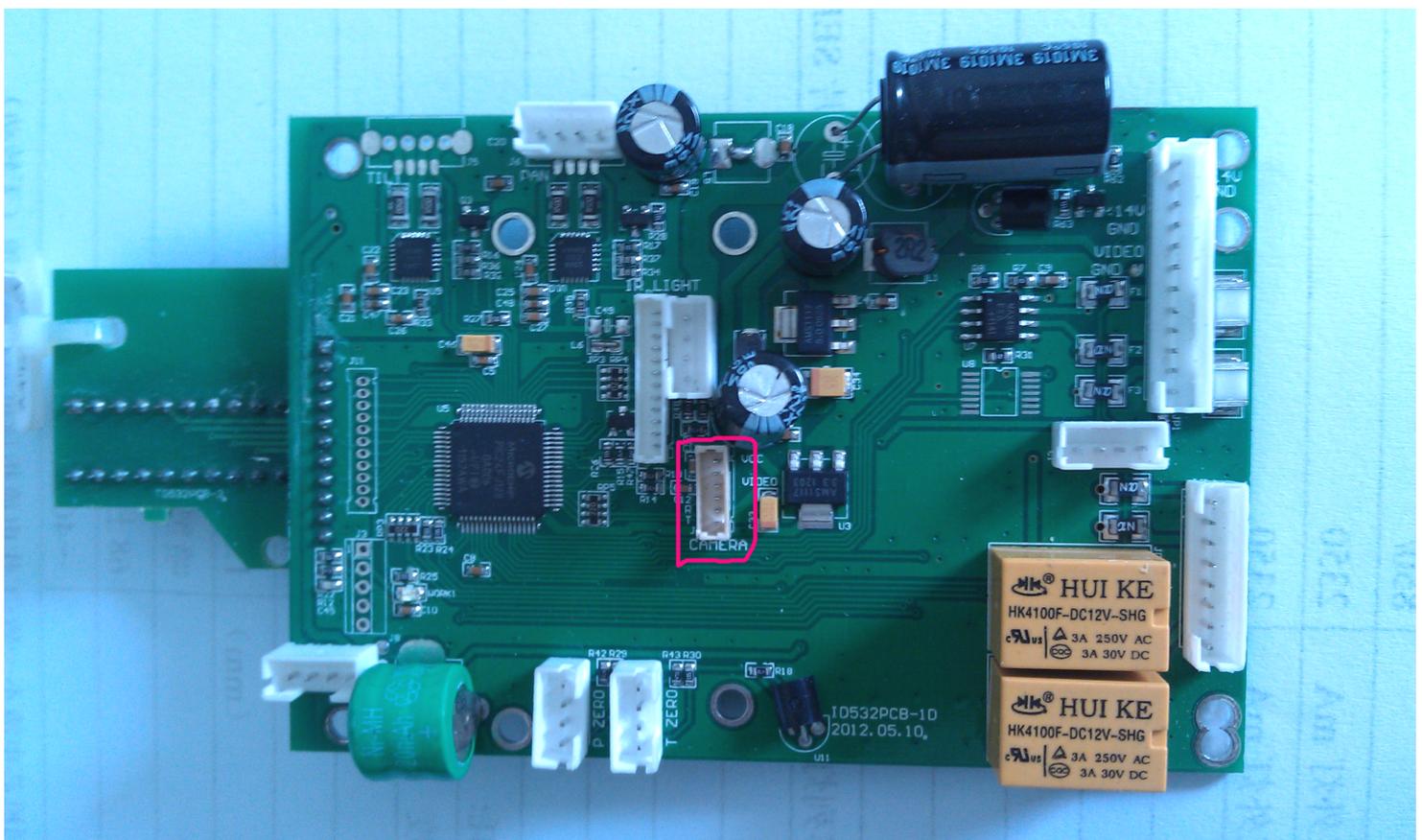
Quick Solution of PTZ Can't Zoom

Solution 1, please try the most easy method to correct it as follows:

1. Power on the PTZ, then it will check itself. ----(Then for example with our control keyboard.)
2. After it finished check itself and stop, call preset "59" to enter the main menu of the PTZ ----(steps: press function key of "call preset", then press number key of "59", and press "enter" or "open" to save your commend, or use any other key on your control device which means to confirm your commend). ---- Please note: after you see the main OSD menu, do not enter any sub-menu, let it stay at the main menu.
3. Set preset "206" (press function key of "set preset", then press number key of "206", then press "enter" or "open" to save your commend, or use any other key on your control device which means to confirm your commend)
4. Press the "Iris -" to exit the main menu, or use any other key which means exit the main menu.
5. Then please power off the camera, and let it stay about 3 minutes, then reboot it again, and now you can try to enter the OSD menu to check if you can enter "CAMERA SETUP".

Solution 2: If the problem still can't be solved, please try the second solution, this may be a little difficult for you, but I believe if you view my video, and be carefully, you can successfully open the speed dome housing.

1. Please open the speed dome housing according to my instruction about this.
2. After you open the speed dome housing, you will see the decoder as same as my picture, I also send it to you in attachment. (if your decoder is different, please take a photo for me, and stop the solution till get my new solution.)



3. You can see the RED FRAME on my picture, your decoder also with this socket, and a cable is connected to it, please take the cable out, then power on the camera, I know now you will not see the video, but the speed dome still will rotate to check itself.

4. wait the speed dome finish auto checking and stop, don't control it to do any action, just let it stay there for 2 minutes, then power off it.
5. now please reconnect the cable to the socket in the red frame of my picture. In general, the camera will back to normal status after this.
6. wait the camera to do auto checking, after it stop, please see if the screen show you "CAMERA IS OK", and let the camera to stop there for 1 minute.
7. then you can try to control it again, and enter the OSD menu to see if everything is ok, include the "CAMERA SETUP" & zoom.

(But if you only see camera show you "CAMERA IS ERROR" after it finish auto checking, that means the problem is still exist. Please tell me.)

Engineer: Yingxiong Huang

Writer: Wendy

Date: 2013-5-12

RONG TIAN SHI TECH LTD