About the camera which can not zoom:

1. Power on the PTZ, when the PTZ stop checking itself, please call preset # 59 or # 95 to enter the main menu.

2. When you see the main menu, directly press button "SET PRE" on the keyboard to set preset #206, then press "ENTER" button to save this operation.

3. Now can you see the screen show you some words like "camera is ok" ? If you can see these words, means your operation is successful, please exit the menu. (If you can not see this notification, please also exit the menu and do the step 5~ 7, to try again.)

4. Then call preset #59 to enter the main menu again, try to enter the "CAMERA SETUP", you should can enter it now, if you can not, please do the follows steps.

5. Call preset #59 or # 95 to enter the main menu, then directly press button "SET PRE" on the keyboard to set preset #200, then press "ENTER" button to save your operation. Then exit the menu, (this step without any notification words on screen, but if your operation is successful, you will see the screen will show you some information about the camera, as same as when you power on the camera.)

6. Please also call preset #59 or #95 to enter the main menu, to see if you can enter the "CAMERA SETUP".

7. If you can not, please also try the steps 1~3 again, then try to test it.

About the camera which can not move up enough:

You said that you already replaced this camera for your customer, so I think you'd better take it back to your technical room to test everything. I'm not sure if you means the camera only stop at the status like it is look down, and can not move up, because I haven't receive some pictures about this problem, I mean I can not see the camera's status, if you mean it is like this picture, and can not move up more, it is obviously abnormal.

If possible, hope you can send me some pictures when you test it in your technical room, let me know its situation, not about the video, but about camera itself.

But anyway, if it is abnormal, please try something as follows:

1. Put it on a flat table in your testing room, and make sure power supply is enough, control is ok.

2. Power on it, try to control it to see if it can move up normally.

3. If it still can not move up normally, please directly CALL PRESET 34, then press "ENTER" button

to save the operation, (note, no need to enter the main menu before you do this.)

4. When you finish this operation, the camera should will start to reboot automatically and start auto checking, then stop to wait your control, now please try to move it normally.

If I haven't make everything clearly, or you feel anything is unsure or wrong, please let me know, I will be very glad to try everything to help you solve the problem, and I will wait for your test result, thank you very much for your co-operation!!

Thank you with my best wishes!

Wendy