



## IT TECHNICAL REPORT

### STORE DETAILS AND SUPPORT PERSONNEL DETAILS

**Establishment:** Dunkin' - San Francisco Pilar

**Date:** 2025-05-28

**Serviced By:** Andrew Siruma

**Ticket No.:** PDCS0525001

**Time In:** 01:00 PM

**Time Out:** 02:30 PM

### DIAGNOSTICS AND RECOMMENDATION

**Subject:** CCTV - Digital Video Recorder (DVR)

Findings:	Action Taken:
<ol style="list-style-type: none"><li>1. A beeping sound was reported coming from the CCTV DVR.</li><li>2. The CCTV monitor displayed low brightness, making the output nearly unreadable.</li></ol>	<ol style="list-style-type: none"><li>1. Visited the site and brought spare SATA cables and HDD in case replacement was necessary.</li><li>2. Performed basic troubleshooting by restarting the DVR (unplugging and replugging the power supply).</li><li>3. After rebooting, the beeping sound stopped, indicating temporary resolution without replacing any parts.</li><li>4. Checked monitor settings for brightness and contrast – all were at normal levels.</li><li>5. Suspected the AC/DC adapter to be the issue.</li><li>6. Tested with a spare AC/DC power adapter, and the monitor brightness was restored.</li></ol>
Diagnosis:	Recommendation(s):
<ol style="list-style-type: none"><li>1. The beeping sound from the DVR was likely a temporary error, possibly related to HDD or power fluctuations.</li><li>2. The CCTV monitor's dim display was due to a faulty AC/DC power adapter.</li></ol>	<ol style="list-style-type: none"><li>1. Replace the AC/DC power adapter with a new one: 12V/5A PC Monitor Power Supply, 5.5mm x 2.5mm Jack Adapter (60 watts).</li><li>2. Continue to monitor the DVR for recurring beeping sounds that may indicate HDD or SATA cable issues.</li><li>3. No immediate component replacement required for the DVR as the system is currently functioning properly after restart.</li></ol>

### IT TECHNICIAN ACKNOWLEDGEMENT

I confirm that all reported issues were addressed, and the system is in working condition as of service completion. Recommendations are noted above.

**ANDREW SIRUMA**

**SYSTEM ENGINEER**

*(Printed Name and Signature)*

### CLIENT ACKNOWLEDGEMENT

The Authorized Signature below indicates that the service requested (technical support, service, or replacement of parts) indicated above was completed and in good working condition.

**JAS ALONZO**

**REPRESENTATIVE**

*(Printed Name and Signature)*