



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

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)