

## Francis IT 619-500-9980 Zosi Troubleshooting

Is Client using the Zosi Smart App and / or the C528M camera Computer Client - AVSS for Mac or PC? Zosi Model \_\_\_\_\_ 4Ch 8Ch 16Ch or PoE hub?

|               |                  |
|---------------|------------------|
| Name of Mgmt  | Date Onsite      |
| Mgmt Mobile # | Mgmt eMail       |
| Buyer ID      | System Password  |
| Order number  | System Device ID |

Client may have Camera Device IDs, Zones & Channels on a spreadsheet

Check DVR's network: Right click to open Main Menu | Setup | Network Defaults are HPPP 80, Server 5000, Mobile 5001, Check for auto IP, IP 192.168.000.105, subnet 255.255.255.000, Gateway 192.168.000.001, DNS1 & DNS2 set to Gateway "OK" appears AFTER Testing

**For Remote Monitoring:** On Web Browser: open to Zosi gateway IP address - 192.168.\_\_\_\_.\_\_\_\_ On Zosi App: 1. scan UID QR code from system device 2. scan UID QR code from within the Zosi software Wizard 3. Get App to find it : Right click to open Main Menu | log in to system eg. admin & system password | Information | System - last QR code is UID for System Device. Use cellphone to scan & download App. If not Registered or New Account - register at bottom of page & create Account Password. Uses email verification. Add Device - DVR | Monitoring System, use cellphone to scan System Device ID sticker, Name Device. Add Cameras the same way.

[https://supports.zositech.com/hc/en-us/article\\_attachments/360004840432](https://supports.zositech.com/hc/en-us/article_attachments/360004840432)

### Troubleshooting

#### 1. Insufficient Power Supply:

Problem: The humming sound could indicate the DVR is trying to power on but isn't receiving enough power, preventing it from fully booting and outputting video.

Solution: Try using a different power adapter to power the DVR. You can even try using a power supply from one of your cameras (detaching any splitter) to see if the system boots differently.

Additional Check: Ensure the outlet you're using for the DVR is working correctly.

## **2. Hard Disk Issues:**

**Problem:** If you've installed an internal hard drive, bad sectors within the drive could cause the system to fail to boot and produce a humming sound.

**Solution:** Disassemble the DVR/NVR and unplug the data and power cables connected to the hard drive. Try booting the DVR without the hard drive connected.

## **3. Firmware Crash:**

**Problem:** A power disconnection without a proper shutdown could potentially cause a firmware crash, preventing the DVR from starting correctly.

**Solution:** Manually updating the firmware might resolve this issue.

## **4. Electromagnetic Interference:**

**Problem:** Strong electromagnetic interference from nearby electrical appliances or wireless devices could potentially disrupt the DVR's operation and cause noise.

**Solution:** Try moving the DVR away from any potential sources of interference.

## **5. Other potential causes:**

**Check wiring:** A faulty cable connection to a camera could cause issues, although this was a reported cause for a beeping issue on one Zosi system.

**Check LEDs:** If it's a PoE NVR, check if the LED on the DC adapter is on. Also, check the LEDs on the front panel of the NVR for any indicators of the system's status.

If the problem persists:

If you've tried these troubleshooting steps and the humming sound with no video continues, it is recommended to contact Zosi technical support. They may be able to provide further assistance or authorize a replacement if the system is still under warranty.

**Insufficient Power:** The camera, NVR/DVR, or other connected components might not be receiving enough power to function properly, including displaying video.

**Hard Drive Issues (NVR/DVR):** If you have a hard drive in your NVR or DVR, a corrupted or failing hard drive can cause humming and prevent video from being displayed.

**Electromagnetic Interference:** Electrical devices or power lines near the camera could be causing interference that results in humming or buzzing and affects the video signal.

**Wiring Problems:** Faulty or loose connections between the camera and recording device, or problems with the power supply cables can disrupt the video signal.

**Network Problems (IP cameras):** For IP cameras, a weak or unstable network connection can cause video loss.

**Defective Hardware:** A faulty camera, NVR/DVR, or power supply could be the source of the humming and lack of video.

Troubleshooting Steps:

- Check Power Connections:
- Ensure all power connections (camera, NVR/DVR, and any power splitters) are securely connected.
- If you have a camera connected to a PoE switch, try connecting it directly to the NVR to rule out power issues with the switch.
- Consider using a different power adapter to see if that resolves the issue.
- For battery-powered cameras, check the battery level and solar charger.
- Test the power supply to the camera by covering the lens; you should hear a click or see a red infrared light if it's receiving power.
- Inspect Hard Drive (NVR/DVR):
- If you have a humming NVR/DVR with no display, the hard drive might be the culprit.
- Turn off the device, unplug the hard drive's data and power cables, and power it back on. If the humming stops, the hard drive needs replacement.

**Address Electromagnetic Interference:**

Move the camera or the NVR/DVR away from potential sources of electromagnetic interference, such as high-power appliances or wireless devices.

**Inspect Wiring:** Check all cables (BNC, Ethernet, power) for damage and ensure they are securely connected. Consider using shorter or higher-quality cables if necessary.

**Troubleshoot Network Connection (IP cameras):**

Ensure the camera is within range of the router and has a strong signal.

Try restarting the router.

If using Ethernet, check the cable and potentially replace it.

For cellular cameras, ensure the SIM card is properly inserted & there's sufficient data.

Try a Different NVR/DVR Port:

Connect the camera to a different port on the NVR/DVR to see if the issue is with a specific port.

**Check Video Format Compatibility:**

Ensure the video formats supported by your camera and NVR/DVR are compatible.

**Contact Zosi Support:**

If none of the above steps resolve the issue, contact Zosi support for further assistance.

They can provide specific troubleshooting for your model and help with potential hardware issues.

For customers who purchase on the official website, we have a dedicated WhatsApp consultation service and will reply within 24 hours.