

REMOTE CCTV digital TRANSMISSION

**Intellex® Digital Video Management System**  
Troubleshooting Guide

visual

communication

d o c u m e n t a t i o n

control

AUDIO

SECURITY

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## IN CASE OF TROUBLE

If a problem occurs, review the manual section covering the activity associated with the problem. If necessary, consult the *Troubleshooting Guide* on the following pages. This guide identifies problems, possible causes and suggested actions for:

- Problems during startup
- Network problems
- Image problems
- Alarm detection problems
- Filter problems
- Problems during unit operation
- Archive problems

If the problem cannot be solved, you may have to contact your dealer or the factory. When you call for support, the representative will ask you to provide specific information about the installation. To save time, spend a few minutes getting organized.

Before calling Technical Support, write down the following information:

- The serial number of your Intellex unit.
- The software version and feature as shown on the **About Intellex** screen (see *About Intellex* in the *Intellex Operating Instructions*).
- The make and model of each piece of hardware connected to the Intellex.
- Approximate date of purchase and of installation.
- The exact text of the error message (if any).
- The symptoms you have observed.

**NOTE:** Please do not return any product to the factory without obtaining a Return Authorization (RA) number. Failure to do so can result in a significant delay in processing your repair. To obtain an authorization number, contact Technical Support.

TROUBLESHOOTING GUIDE		
PROBLEM	POSSIBLE CAUSES	SUGGESTED ACTION
Problems During Startup		
Power indicator is not lit.	No power to the unit.	Make sure the power cord is correctly connected to the unit. Make sure power is available at the supply outlet.
	Power switch not engaged.	Insert a paper clip into the pinhole below the power indicator to turn on unit power.
	Voltage switch not set correctly.	Set voltage switch to correct voltage: <b>115</b> or <b>230</b> .
Nothing displays on the main monitor.	No power to the monitor.	Make sure the power cord is connected to the monitor correctly and the switch is turned on.
	Monitor cable is not properly connected.	Make sure the monitor cable is connected to the <b>Monitor</b> connector on the rear panel.
	Unit is not powered up.	Power up the unit.
Nothing displays on the optional video out monitor.	No power to the optional video out monitor.	Make sure the power cord is connected to the monitor correctly and the switch is turned on.
	Monitor cable is not properly connected.	Make sure the video cable for the optional video out monitor is connected to the <b>Video Out</b> connector on the rear panel.
Nothing displays on the optional Call Monitor output.	No power to the optional call monitor.	Make sure the power cord is connected to the call monitor correctly and the switch is turned on.
	Call Monitor cable is not properly connected.	Make sure the video cable for the optional call monitor is connected to the <b>Call Monitor Out</b> connector on the rear panel.

TROUBLESHOOTING GUIDE		
PROBLEM	POSSIBLE CAUSES	SUGGESTED ACTION
Problems During Startup (continued)		
Unit displays "mouse missing" error message.	Mouse device is not connected or its plug is not fully seated in its connector.	Connect the mouse device, making sure the plug is fully seated. Insert a paper clip into the pinhole above the <b>REC</b> indicator on the front panel to reset the unit.
Unit locks up before the Intellex splash screen appears.	A problem occurred during the Windows 98 startup.	Insert a paper clip into the pinhole above the <b>REC</b> indicator on the front panel to reset the unit. If the problem remains, contact your dealer or Sensormatic.
	A key on the keyboard is stuck.	Disconnect the keyboard and insert a paper clip into the pinhole above the <b>REC</b> indicator on the front panel to reset the unit. If the problem remains, contact your dealer or Sensormatic.
Unit locks up after the Intellex splash screen appears.	Unit encountered an Intellex software or database problem.	Insert a paper clip into the pinhole above the <b>REC</b> indicator on the front panel to reset the unit. If the problem remains, contact your dealer or Sensormatic.
Intellex hardware verification screen appears.	Hardware diagnostics encountered a problem during startup.	Insert a paper clip into the pinhole above the <b>REC</b> indicator on the front panel to reset the unit. If the problem remains, contact your dealer or Sensormatic.

TROUBLESHOOTING GUIDE		
PROBLEM	POSSIBLE CAUSES	SUGGESTED ACTION
Network Connection Problems		
Unit does not connect to the network, yet <b>Available</b> appears next to <b>Network</b> on the Intellex Status screen.	The cable is neither Category 3 nor Category 5 twisted-pair Ethernet (CAT 3 TPE or CAT 5 TPE).	Use CAT 5 TPE cables.
	A cable or connector is defective.	Replace the defective cable or connector.
	The <b>Computer Name</b> for this Intellex is assigned to a different Intellex unit.	Change the <b>Computer Name</b> on the Windows 98 Network screens.
	A problem exists with the network configuration.	Consult the network administrator.  Consult the <i>Network Client Troubleshooting Guide</i> .
Unavailable appears next to <b>Network</b> on the Intellex Status screen.	A problem exists with the network configuration or the network card configuration.	Consult the network administrator.
		Consult the <i>Network Client Troubleshooting Guide</i> .
Image Problems		
Image rate slow; quality OK.	Camera not mounted properly.	Stabilize camera mount.
	Camera is random interlace or faulty.	Check camera operation.
		Replace with 2:1 (full) interlace camera.
Image quality poor.	Camera is random interlace or faulty.	Check camera operation.
		Replace with 2:1 (full) interlace camera.
	Camera is low resolution.	Replace with higher resolution camera.

TROUBLESHOOTING GUIDE		
PROBLEM	POSSIBLE CAUSES	SUGGESTED ACTION
Image Problems (continued)		
Image quality poor.	Camera or lens out of adjustment or faulty.	Check adjustment and operation of the camera and lens.
		Replace camera or lens.
No video signal from camera.	No power to camera.	Check camera power.
	Faulty video connections to camera.	Check or replace video connections.
	Camera is not scheduled for operation or the Intellecord filter is not properly configured.	Configure an <b>Active</b> or <b>Alarmed</b> segment for the camera without a filter on the Schedule Setup screens.
Live images appear too dark or too bright or display bad color on the optional video out monitor.	Optional video out monitor not correctly adjusted.	Adjust optional video out monitor.
Live images appear too dark.	Camera iris is not correctly adjusted.	Adjust camera iris.
Live images appear too bright.	Some cameras are not terminated.	Change the camera termination setting for each affected camera on the Termination screen.
	The internal termination for the affected <b>Camera Out</b> connector is defective.	Test the unit by switching the camera input and output cables to a different pair of camera connectors. Then disable termination on the Termination screen. If this solves the problem, contact your dealer or Sensormatic. If the problem remains, check your equipment.
	Camera iris is not correctly adjusted.	Adjust camera iris.

TROUBLESHOOTING GUIDE		
PROBLEM	POSSIBLE CAUSES	SUGGESTED ACTION
Image Problems (continued)		
Live images display gray tones.	Optional video out monitor not correctly adjusted.	Adjust optional video out monitor.
	Black and white camera installed.	Replace with color camera.
Black horizontal lines through images or image not stable.	Faulty camera sync or video output.	Replace affected camera with a known good camera.
		Check or replace video cable and connections.
Images appear on the monitor but not on the loop through device.	The wrong termination setting is selected.	Set the correct termination on the Termination screen.
	Problem with the loop through device or its cabling and connectors.	Test the unit by switching the camera input and output cables to a different pair of camera connectors. Then disable termination on the Termination screen. If images still do not appear on the loop through device, check the device, its cable and its connectors.
	Defective <b>Camera Out</b> connector.	Test the unit by switching the camera input and output cables to a different pair of camera connectors. Then disable termination on the Termination screen. If images now appear on the loop through device, contact your dealer or Sensormatic.

TROUBLESHOOTING GUIDE		
PROBLEM	POSSIBLE CAUSES	SUGGESTED ACTION
<b>Alarm Detection Problems</b>		
No response to an alarm input.	Alarm occurred during <b>Disabled</b> segment.	To begin alarm monitoring, change segment to <b>Active</b> or <b>Alarmed</b> on the Schedule Setup screens.
	Alarm input polarity incorrectly set.	Change the input polarity on the Alarm In Polarity screen.
	System time not set correctly in 24-hour format.	Use the <b>Date/Time</b> option to set the system time in 24-hour format.
Alarm output devices do not respond.	Alarm output device not connected properly.	Check connections and correctly connect alarm.
	System time not set correctly in 24-hour format.	Use the <b>Date/Time</b> option to set the system time in 24-hour format.
Continuous alarm when alarm input is connected.	Alarm not connected properly.	Check connections and correctly connect alarm.
	Alarm input polarity incorrectly set.	Change the input polarity on the Alarm In Polarity screen.
Intermittent Video Loss alarms.	Bad camera power supply.	Replace camera power supply.
	Bad camera output or bad cabling.	Check or replace camera or cabling.
<b>Filter Problems</b>		
Unit does not trigger filter when important activity occurs.	Target area is not activated.	Activate target area on the appropriate filter setup screen.
	Sensitivity is set too low.	Change the <b>Sensitivity</b> setting on the appropriate filter setup screen.

TROUBLESHOOTING GUIDE		
PROBLEM	POSSIBLE CAUSES	SUGGESTED ACTION
Filter Problems (continued)		
Unit does not trigger filter when important activity occurs.	System time not set correctly in 24-hour format.	Use the <b>Date/Time</b> option to set the system time in 24-hour format.
Unit triggers filter when unimportant activity occurs.	Unimportant activity area is included in target area.	Deactivate unimportant area on the appropriate filter setup screen.
	Sensitivity is set too high.	Change the <b>Sensitivity</b> setting on the appropriate filter setup screen.
	System time not set correctly in 24-hour format.	Use the <b>Date/Time</b> option to set the system time in 24-hour format.
Unit triggers filter when no activity occurs.	Light level is too low in target area.	Increase light level in target area.
	Camera not mounted properly.	Stabilize camera mount.
	Camera is random interlace or faulty.	Check camera operation.
Replace with 2:1 (full) interlace camera.		
Problems During Unit Operation		
Column text does not display completely on the Status, Alarm Review or Search Results screens.	Column width is not correctly adjusted.	Drag the line between column headers to the right to increase column width. Release it when the complete text appears.
The screen goes blank during playback. When you click <b>Play</b> again, playback resumes at a different time.	The unit is in circular mode, and it has overwritten the oldest playback images in the image database with newer images.	Since the images have been overwritten, restore the appropriate video segment(s) from the archive tape. Then play the restored images.

TROUBLESHOOTING GUIDE		
PROBLEM	POSSIBLE CAUSES	SUGGESTED ACTION
Problems During Unit Operation (continued)		
When enhancing an image, the <b>Restore</b> button becomes disabled. When you return to the playback screen, it is blank.	The unit is in circular mode, and it has overwritten the image in the image database with a newer image.	If you saved or printed the enhanced image, do nothing. Otherwise, restore the appropriate video segment from the archive tape. Then locate and enhance the correct image.
Unit displays an error message and exits to Windows 98.	Unit encountered an Intellex software or database problem.	Contact your dealer or Sensormatic.
Text or images show through option or setup screens.	A problem exists in the image database.	Contact your dealer or Sensormatic.
Archive Problems		
For all archive problems, refer to the <i>Tape Messages</i> section that starts on the next page.		

**TAPE MESSAGES** When a tape problem occurs during archive or restore, use the following table to identify the appropriate action.

TAPE MESSAGES	
MESSAGE	ACTION
During Archive	
<p><b>The tape drive is empty.</b> The unit cannot back up the image database without a tape in the tape drive.</p>	<p>Insert a backup tape. After the tape drive lights stop blinking, click <b>Next</b>. The unit checks the tape again.</p>
<p><b>The tape is write protected.</b> The unit cannot back up the image database to a tape that is write protected. The unit ejects the tape.</p>	<p><b>To use this tape:</b></p> <ol style="list-style-type: none"> <li>1. Disable write protection. Move the slide to close the opening on the back of the tape.</li> <li>2. Insert the tape. After the tape drive lights stop blinking, click <b>Next</b>. The unit checks the tape again.</li> </ol>
	<p><b>To use a different tape:</b> Insert a different tape. After the tape drive lights stop blinking, click <b>Next</b>. The unit checks the new tape.</p>
<p><b>The tape is not formatted.</b> The unit cannot back up the image database to an unformatted tape.</p>	<p><b>To format this tape:</b> Select <b>Yes</b> and click <b>Next</b>. After formatting the tape, the unit continues with the backup.</p>
	<p><b>To use a different tape:</b> Select <b>No</b> and click <b>Next</b>. After the unit ejects the tape, insert a different tape. After the tape drive lights stop blinking, click <b>Next</b>. The unit checks the new tape.</p>
<p><b>The tape format is not compatible.</b> The unit cannot back up the image database to a tape with a different format.</p>	<p><b>To reformat this tape:</b> Select <b>Yes</b> and click <b>Next</b>. After formatting the tape, the unit continues with the backup.</p>
	<p><b>To use a different tape:</b> Select <b>No</b> and click <b>Next</b>. After the unit ejects the tape, insert a different tape. After the tape drive lights stop blinking, click <b>Next</b>. The unit checks the new tape.</p>

TAPE MESSAGES	
Message	Action
During Restore	
<p><b>The tape drive is empty.</b> The unit cannot restore images without a tape in the tape drive.</p>	<p>Insert a backup tape. After the tape drive lights stop blinking, click <b>Next</b>. The unit checks the tape again.</p>
<p><b>The tape format is not compatible.</b> The unit can only restore images from a tape which was formatted on an Intellex unit.</p>	<p>After the unit ejects the tape, insert a different tape. After the tape drive lights stop blinking, click <b>Next</b>. The unit checks the new tape.</p>
Other Messages	
<p>The <b>Status</b> indicator on the tape drive is flashing. The drive needs to be cleaned.</p>	<p>Stop the archive operation and clean the tape drive (see <i>Cleaning the Tape Drive</i>).</p>
<p><b>The tape drive has completed 24 hours of operation since the last cleaning. Please clean it before you continue archiving.</b></p>	<p><b>To clean the tape drive now:</b> Click <b>Yes</b> and <b>Next</b> to clean the tape drive immediately. Follow the on-screen directions.</p>
	<p><b>To clean the tape drive later:</b> NOTE: If you postpone cleaning the tape drive, you may render the unit inoperable, resulting in data loss. Click <b>No</b> and <b>Next</b> to clean the tape drive later. As soon as possible, clean the tape drive (see <i>Cleaning the Tape Drive</i>).</p>
<p><b>Lost communication to tape driver (0xnn-0xnxxx).</b> A processing error occurred. The archived images are secure.</p>	<p>Write down the error number. Click <b>Finish</b> to exit the message screen. Shut down the unit. Power the unit down, then up. Restart the archive operation. If the problem remains, contact your dealer or Sensormatic.</p>
<p><b>Hardware error (0xnn-0xnxxx).</b> Either the tape drive must be cleaned or a tape drive problem occurred.</p>	<p>Write down the error number. Click <b>Finish</b> to exit the message screen. Then try the archive or restore again. If the problem remains, clean the tape drive (see <i>Cleaning the Tape Drive</i>). If the problem still remains, contact your dealer or Sensormatic.</p>

TAPE MESSAGES	
MESSAGE	ACTION
Other Messages (continued)	
<p><b>Hardware error: The tape drive heads are clogged.</b> The tape drive will not operate until you clean it.</p>	<p>Click <b>Finish</b> to exit the message screen. Clean the tape drive immediately (see <i>Cleaning the Tape Drive</i>). If the problem remains, the tape drive probably needs service. Contact your dealer or Sensormatic.</p>
<p><b>Tape media error (0xnn-0xnnnn).</b> Either the tape drive must be cleaned or the tape is damaged.</p>	<p>Write down the error number. Click <b>Finish</b> to exit the message screen. Clean the tape drive (see <i>Cleaning the Tape Drive</i>). If the problem remains, try a new tape. If the new tape works, the original tape is damaged and should not be used. If it contains data, a third-party data recovery service may be able to recover some or all of the data.</p>
<p><b>All other tape messages.</b></p>	<p>Write down the exact text of the message. Then click <b>Finish</b> to exit the message screen. Try the archive operation again. If the problem remains, contact your dealer or Sensormatic.</p>

**Cleaning the Tape Drive** Many tape problems result from dirty and clogged heads on the tape drive. Often these problems can be resolved by regular drive maintenance.

In units equipped with a Sony tape drive the **Status** light on the tape drive blinks and the unit displays a message to remind you to clean the drive.

**NOTE:** Proper maintenance of the tape drive is required for reliable operation. Sony tape drives should be cleaned after every 24 hours of operation. Use Sony cleaning cartridges in the Sony tape drive. OnStream ADR tape drives should be cleaned after every 500 hours of operation. Use only OnStream ADR Cleaning cartridges in the OnStream tape drive. Follow the directions included with either brand of cleaning cartridge.

Use the following procedure to clean the tape drive:

1. Eject the tape from the unit (if any).
2. Insert the cleaning tape. After about 10–15 seconds, the unit ejects the cleaning tape and the **Status** light stops blinking. If the **Status** light keeps blinking, discard the cleaning cartridge and use a new one.
3. Continue the archive operation.

If you still have tape problems, try cleaning the tape drive again. If this does not work, the tape drive probably needs service. Contact your dealer or Sensormatic.

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