

Tech Tip 1803 Routine servicing CCTV

As a follow up to the recent Tech Tip on what is required for a routine maintenance on an access control system I have been asked about the same thing for a CCTV system.

As per last time these steps are intended as a guideline, remember each site may vary.

1/ Notify the onsite contact of your arrival & what your planned actions are. Ensure they have your contact number in case of any reported issues whilst you are on site.

2/ Ask the onsite contact about any known issues on the system. This includes any issues in relation to remote access to the NVR etc, if appropriate.

3/ Ensure the onsite contact (& other staff as appropriate) are aware of how to manage the system on a day to day basis. Ensure they can playback footage from a desired camera / time. Also ensure they can archive footage of incidents as required. Ensure at least one archive storage device is available onsite eg USB key.

4/ Ensure that no previous staff members have access to the system, ie change passwords if any staff have left.

5/ Discuss with site representative the coverage of each camera. Ensure that what needs to be seen / recorded is.

6/ Upgrade firmware to latest available version.

7/ Discuss cyber security with client, especially the ramifications of allow remote access.

8/ Clean all camera lenses with proper lens cleaners. Ensure all cameras are firmly mounted. Check for physical damage on cameras & mounts.

9/ Check system programming ensuring that
Frame rate is appropriate for each scene
Recording rules are appropriate for each camera, ie motion only, continuous or a combination of both
Ensure motion areas are appropriate & that sensitivity is correct for each camera.

10/ Check recorded data retention time, ensure it is adequate for the client / sites requirements



11/ Play back footage from all cameras to ensure recording is fully functional. Especially recorded resolution and frame rate. Check footage from day & night to ensure correct operation.

12/ Adjust camera configuration to ensure optimal results, eg Dynamic range, backlight compensation etc.

13/ Recommend to client any changes you feel are necessary. Consider using different focal length lenses to ensure optimal field of view.

14/ Check operation of UPS. If no UPS recommend one.

15/ Ensure job records are complete.

- IP addresses of all devices

- Make & model of all devices, also note lens size

- Exact location of all equipment, including network switches

- Relevant user names & passwords.

- On site contact

16/ Update on site records card with what you have done, noting any system fixes or alterations and recommendations made to client.

17/ Backup the NVR configuration (if supported). Note location of this backup in the job records.

18/ Note any possible system deficiencies to onsite contact in writing..

20/ Ensure system operation is back to normal.

