

## Troubleshooting Tips

### In-Wall and Interior/Exterior Mounted Cameras

This table covers the NetMedia SC50, SC51, SCE1, and SCE2 Cameras

Symptom	Description	Recommended Action
Camera does not work.	<ol style="list-style-type: none"> <li>The Camera requires proper power and signal connections.</li> <li>Sufficient power must reach Camera location. Each Black &amp; White camera requires 12V DC, 300mA. Each Color camera requires 12V DC, 100mA.</li> </ol>	<ol style="list-style-type: none"> <li>Disconnect and reconnect power supply. Make sure all other connections are secure.</li> <li>Long cable runs will diminish power. Either use a larger power supply that gives each Camera sufficient voltage, or place power supply closer to Camera so that a shorter cable run can be used.</li> </ol>
Gray, hazy, fuzzy, or blurry picture.	<ol style="list-style-type: none"> <li>Camera is out of focus.</li> </ol>	<ol style="list-style-type: none"> <li>Turn lens clockwise or counterclockwise until picture is focused.</li> </ol>
Difficulty inserting Lens into Decora plate (In-Wall Models)	<ol style="list-style-type: none"> <li>Lens is designed to fit tightly into Decora plate. Care must be taken to prevent the Decora plate from cracking.</li> </ol>	<ol style="list-style-type: none"> <li>Place Decora plate on flat surface. Use both hands to center lens and press all corners down simultaneously. Repeat until all four corners are snapped into place.</li> </ol>

### Board Level Cameras

This table covers the NetMedia BL01 and BL02 Board Level Cameras

Symptom	Description	Recommended Action
Camera does not work.	<ol style="list-style-type: none"> <li>The CAModulator requires proper power and signal connections.</li> <li>All connectors must be grounded.</li> <li>Sufficient power must reach Camera location. Each BL01 requires 12V DC, 300mA. Each BL02 requires 12V DC, 100mA.</li> </ol>	<ol style="list-style-type: none"> <li>Disconnect and reconnect power supply. Make sure that +12V and Ground wires are not reversed. Make sure all other connections are secure.</li> <li>Make sure all connectors are grounded.</li> <li>Long cable runs will diminish power. Either use a larger power supply that gives each Camera sufficient voltage, or place power supply closer to Camera so that a shorter cable run can be used.</li> </ol>
Gray, hazy, fuzzy, or blurry picture.	<ol style="list-style-type: none"> <li>Camera is out of focus.</li> </ol>	<ol style="list-style-type: none"> <li>Turn lens clockwise or counterclockwise until picture is focused.</li> </ol>
No Video.	<ol style="list-style-type: none"> <li>Video connector must be grounded.</li> </ol>	<ol style="list-style-type: none"> <li>Use the Black Common Ground Wire (-) to ground the Video connector.</li> </ol>

