ITECHDIGITAL

i2i VIDEO SURVEILLANCE SOLUTIONS

PREVENTATIVE MAINTENANCE GUIDE

FOR TECHNICAL SUPPORT CALL 866-733-6673

Preventative Maintenance

This guide will provide assistance with performing regular maintenance. Only perform maintenance if you can do so safely. If you have any additional questions, please contact iTech Digital Technical Support at 866-733-6673 or visit our website at itechdigital.com.

Warning: Restarting, resetting, unplugging or hard booting your i2i Systems^{tm} DVR is not recommended. If you feel your i2i Systems^{tm} DVR needs to be restarted for any reason, please call iTech Digital Technical Support at 866-733-6673 prior to taking any action.
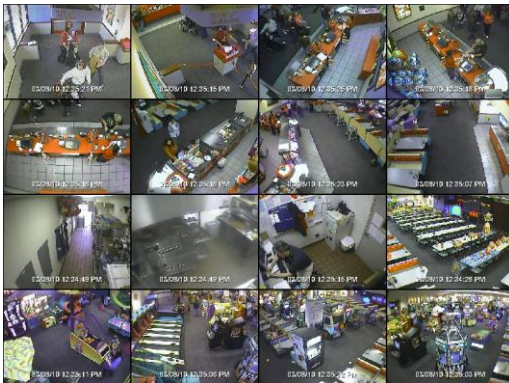
Function Check

Check that System is running. Pictures and clock should be moving. Make sure there are no "No Signal" or "Signal Loss" messages. If you have a Point of Sale overlay, you should see text when transactions are completed.
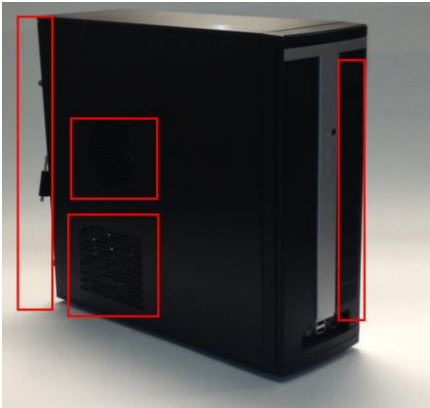

Check all Cameras

Make sure all cameras are properly aimed and unobstructed. Make sure no signs, balloons etc are blocking views. Check for turned dome covers that may block the view of the camera.
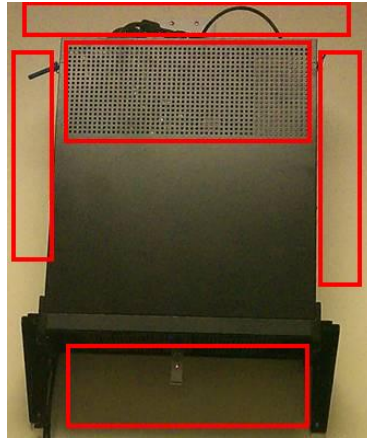
Ventilation Check

Confirm that all ventilation ports on your DVR are clear from obstruction. Check for stickers, magnets and posters. Areas in red should have adequate air flow.

| Small Footprint (SFP)	Locking Rack Mount (LRM)	Mid-Size (MSC)

Check for excess dust on all ports. If you find excess dust, use a clean soft cloth to remove dust. **Do not use compressed air or a vacuum to clean your DVR**. If you feel your DVR must be cleaned with a vacuum or compressed air, please contact iTech Digital Technical support for proper procedures.

Filter Cleaning – *LRM systems only*

Open the doors on your system.

Remove the filter from door. If it is dusty run it under warm (not hot) water until it is clean. Allow to air dry completely prior to replacing the filter.
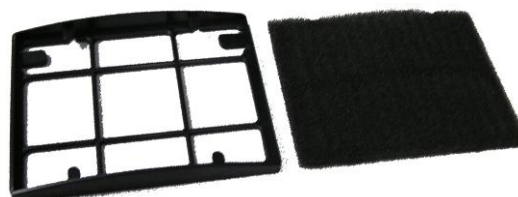
Wireless Mouse and Keyboard

Ensure that when you move your track ball or joystick (mouse) the Transmitter light illuminates. If you do not see this light when you move the joystick or track ball, you don't see the cursor move, or if you see the low battery light, replace the batteries with new AA size batteries.

It is possible that your Mouse and Keyboard combo has lost its wireless connection. This can happen when other wireless devices in the area are using similar frequencies. Try reconnecting the Keyboard to the receiver. If you are unsure how to sync your keyboard contact technical support.

UPS (Backup)

The UPS(s) should be plugged into a wall outlet. Nothing other than the equipment provided by iTech Digital should be plugged into the UPS. Make sure that a USB cable is plugged in to the USB port on the UPS and a cable runs into to the DVR. If this cable is missing please contact iTech Digital for a replacement.

Check all connections on the back of the DVR

Check to make sure no connections are loose or not attached. If you find any loose cables secure them without removing them. If you need to remove a cable or are unsure of what cable goes where, contact iTech Digital technical support prior to taking any action.

Clean dome cameras

The dome camera's protective cover may become dirty due to dust, dirt and grease in the air. This may happen more frequently around grills, ovens and fryers. If any of the covers appear to be cloudy, gently remove and clean it.

Twist the black tension ring and remove it. The clear dome cover will fall out. Use a soft cotton cloth and blue glass cleaner or mild dish soap to remove any grease or dirt. Replace the dome and tension ring.

Check Public Display Monitors

Check to ensure Drive Thru or Public Display monitor(s) are functioning properly. Make sure the power cord runs into a small surge protector. Dust screen if needed, using a dry soft cloth. Do not use glass cleaner.

Un-resolved issues? Contact iTech Digital

If you have any unresolved issues, or have further questions, contact iTech Digital technical support at **866-733-6673.**