

Dear Sir,

**Thank you for your Purchased and Enquiries.**

**Many factors caused Poor Video Qualities:**

1. EQUIPMENT used was basic or entry level – not security standard.
2. INSTALLATION – not qualify or no experience.
3. ENVIRONMENT – caused the equipment keep adjusting – Auto White Balance.

### **EQUIPMENT: CAMERA / DVR CARD / DVR MACHINE:**

- a) If **Single display** is poor, check AC Adapter, Camera, Video cable.
- b) If **All display** are poor, change another PC, use EXTERNAL Display Video card, CRT Monitor (usual cheap LCD Monitor result in poor image).

Suggest: try the Cameras/DVR cards at few Location/Environment/PC.

If good picture quality could be view at certain Location/PC, there isn't wrong to the camera/DVR card. Faulty mostly on Installation, Environment and Hardware does not match.

Please Do Not expects good quality using WIRELESS camera vs WIRE camera, BUILT-IN TRANSMITTER vs EXTERNAL TRANSMITTER, CMOS camera vs CCD camera.

### **INSTALLATION: STEPS TO CHECK**

- c) Change a Power Supply – it might be power drop – VOLTAGE or mA due to distance, surge damage due to sharing of AC with Aircon, Iron, Fridge, Heavy AC consumption machine, ...
- d) Direct connect Camera video BNC to a TV RCA input, check if qualities satisfy.
- e) Check Video cable to DVR machine/PC if Video had been affected due to distance & quality of cable. Connect the Video cable (PC end) to a TV RCA input.

### **ENVIRONMENT: Wrong Direction - Glare / Far & Near / Bright & Dim:**

- f) **Light Curtain:** ENSURE camera MUST be install **below or after light**, if not – “Light Curtain effect” will cause “blur” image regardless quality of camera. Example: if a Camera is to install above a Signboard outside a Shop, Floor/Customer image will be blur cause Light from the Signboard had cut in between. Propose reposition your camera choosing a few angles to get the best result.
- g) **Bright & Dim Contrast:** Check your Video carefully, is there a corner VERY BRIGHT, balance very Dim? Or reverse, a corner VERY Dim, balance very BRIGHT? These Environment will caused the Camera Sensor in difficult position, Auto White Balance - adjust to which one? End up, Video Brightness / Colour keep changing & adjusting – UNSTABLE VIDEO.
- h) **Near & Far:** This usual apply to Infrared Camera. One object/target is near to the camera, Infrared LED shoot and bounce back. But 70+% of the picture was a distance away, these images will turn dim or “noise” due to the glare from the near target.
- i) Suggest: Setup a few cameras at the same time, some display are good and some are poor – poor display camera need to reposition or cable check.

**Hope the above advise helps and solve your problem fast.**

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**Wish Good Health and Good Wealth.**

**Warm Regards**

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