



**AI SECURITY SOLUTIONS**



**QUICK REFERENCE GUIDE**

# CCTV PREVENTATIVE MAINTENANCE

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The Australian Standards recommend the servicing of a CCTV system once a year.

Why do I need a preventative maintenance?

- Improve reliability
- Increase lifetime
- Optimise equipment
- Reduce false alarms
- Eliminate faults
- Update security risks

Preventative Maintenance will decrease downtime due to unexpected equipment failures. For more information visit: <https://www.a1s.com.au/preventative-maintenance/> to book in your service.

## REGULAR TESTING

Your CCTV system should be tested on a regular basis, using a monitor, mobile device or PC. Site security risk will determine how often the following should occur.

Example:

- ✓ Daily – VIEW cameras are on and functional (no video loss)
- ✓ Weekly – PLAYBACK recorded footage
- ✓ Monthly – CLEAN lenses from environmental factors (cobwebs, dirt and grime)

## NOTIFICATION OF FAULTS

It is important to notify A1 Security Solutions immediately of any faults in the CCTV system. Also seek evaluation of your security requirements from A1S if the use or layout of the premises or the level of risk changes from that applying at the commencement date.


# NVR BASIC USER FUNCTIONS

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## MAIN MENU



## LIVE VIEW

Live View displays the video image getting from each camera in real time. Click  to enter the Live View.

## PLAYBACK

Playback enables the device to play the recorded video files recorded. Click  to enter Playback mode.

1. Check one or more cameras in the camera list.
2. Double click to select a date in the calendar.  
**Note: days marked with a blue triangle are recorded days.**
3. Using the toolbar in the bottom part of the playback interface, hold down click to grab the time bar. Hold and drag the bar left or right to view recorded footage.  
**Note: The time bar shows a 24hr period of each day.**

# EXPORT

You can take video clips during playback and export the clips.

1. In the Video Playback mode, click  to start the video clipping operation.
2. Click  Select a **Start Date** with a **Start Time** | Then an **End Date** with an **End Time**

*Example:*


**Start Date:** 21-07-2023

**Start Time:** 7:17am

**End Date:** 21-07-2023

**End Time:** 7:27am

*The example shows the Start and End Date as the same day, with the Start time and end time 10 minutes apart. Capturing 10 minutes of footage on the 21st July 2023*

3. Click  to export video clips to a USB flash drive inserted into a USB port.
4. Select the file to export as Video and Log and click OK.
5. **Click OK** to export files to backup device.
6. Once export is complete, remove the USB Flash Drive.

## **Exporting tips:**

-Try and keep exported files to a minimum by only capturing the necessary events.

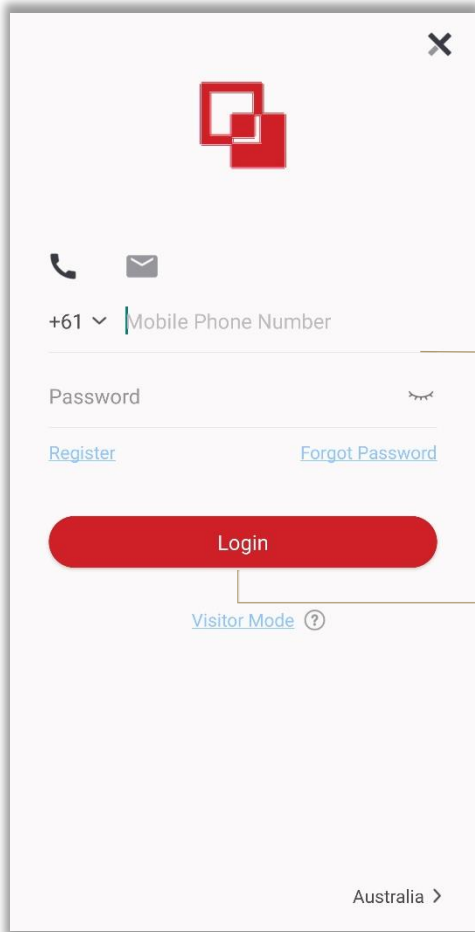
-Test and view your footage on a PC before handing it over for viewing.

-Footage is encrypted, so open the file using the player sent over in [step 5](#).

-Your CCTV system is designed to be on, running and functional all the time.

-**NEVER TURN OFF YOUR CCTV SYSTEM** as this will compromise your site and you risk costly repairs.'

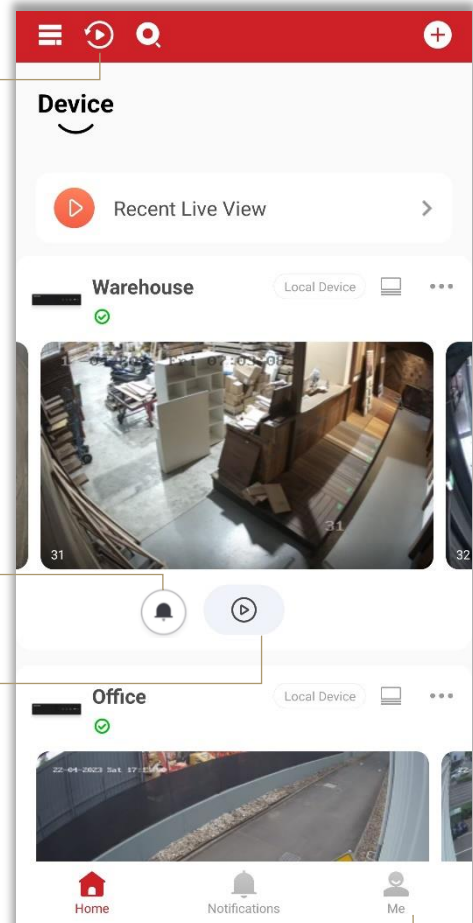
# LTS Connect



Enter Mobile Phone Number

Press Login

**DO NOT** select Visitor Mode

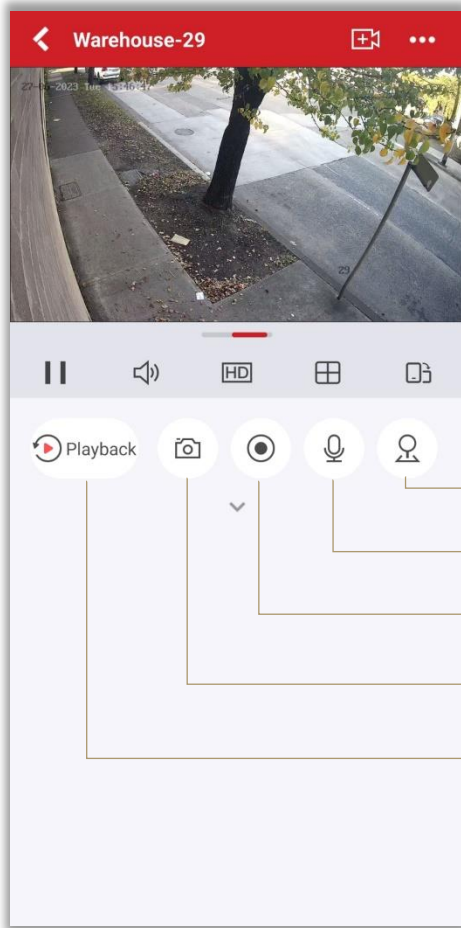


Playback

Disable/Enable Push Notifications

Start Live View

App Settings, Info & view Pictures and Videos taken



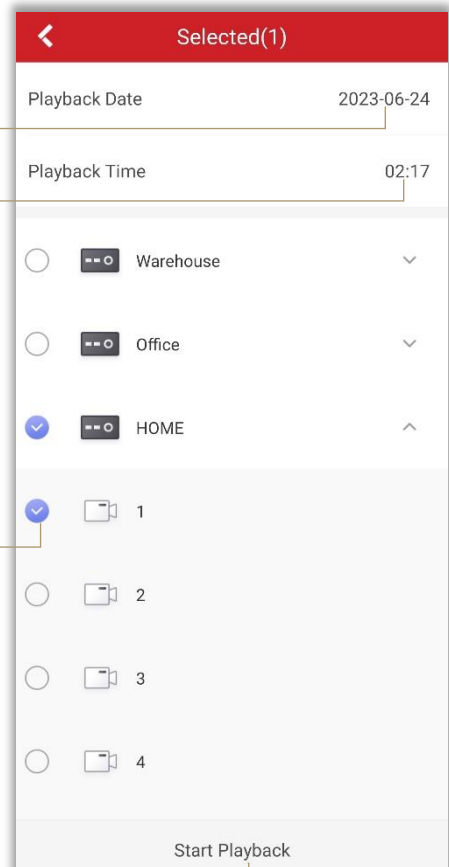
Pan Tilt Zoom (PTZ) Camera operation

Activate microphone

Record a video

Take Snapshot

Start Playback

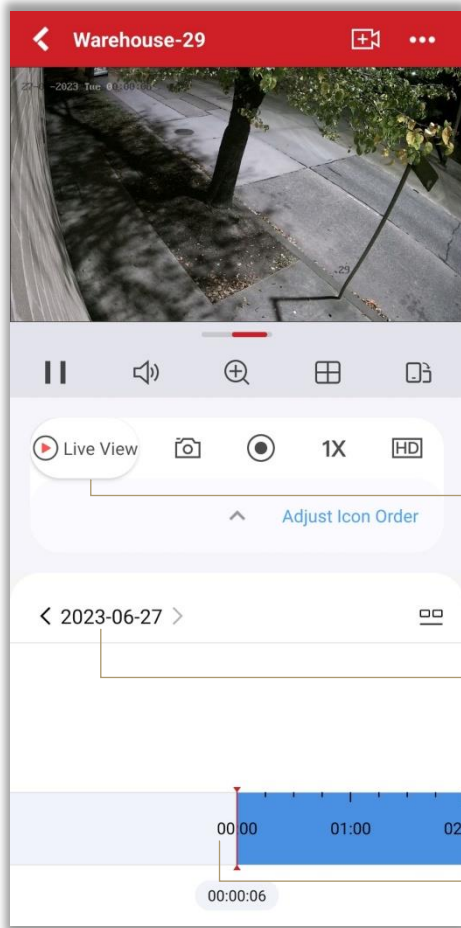


Select Date

Select Time

Select Camera

Press Start Playback



Start Live View

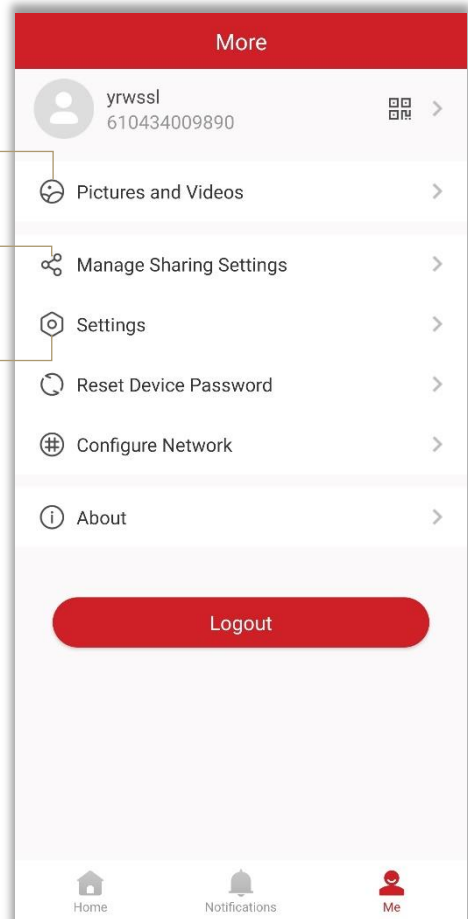
Select a different day

Drag the playback bar left or right to find footage

View snap shots & videos taken

Manage Shared Devices

Custom Audio Management & other App settings



# TROUBLESHOOT

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## What should I do if I forgot my password?

1. On the login page, tap **Forgot Password**.
2. Tap **Reset by User Name/Email Address or Reset by Mobile Phone Number**.
3. Enter user name, email address or phone number on the Verify Account page.
4. Tap **Next**
5. A security code will be sent to your registered phone or email address.
6. Enter the security code and tap **Next**.
7. Create a new password and confirm the new password on the Reset Password page.
8. Tap **Submit**.

## What to do when the camera turns offline?

1. Check the power supply first to confirm that the device is connected with the power supply. This includes confirming the power point is still turned on and plugged in
2. Please check the network connection of the device. This includes checking your internet modem still has power and activated. Self-test by checking you have an internet connection using a pc or mobile device.
3. If you got the error code during the playback, mostly it is related to the network connection issue (either the mobile phone is too slow or a network issue) Self-test by closing the app and re-run.
4. If your device is missing in your list, you may have logged into visitor mode. Tap **Me** and **Exit Visitor Mode**. Re-sign in with your login details.



5. Confirm you are looking at the correct camera view/number.

For example: if you only have 4 cameras, make sure you are looking at cameras 1 to 4, looking at cameras higher may show no active cameras. Switch windows by swiping/clicking left and right, or tap/click the window division icon

6. If still offline, contact us at <https://www.a1s.com.au/contact-us/>

**WWW.A1S.COM.AU**

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