



South Western Communications, Inc.
Detention Electronics Group
www.swcdec.com

Digital Video Recorders Service Bulletin October, 2010

Minimum DVR requirements:

Daily- Check each DVR daily to ensure that they are recording. Don't wait until you need to review camera footage to learn that it is not working. While you can see multiple cameras on one screen, take this time to quickly find out if all of the cameras are working.

Monthly- If the room where your recorders are installed is clean, filters should be removed for cleaning once per month. If the room is not so clean, clean the filters more often. Reinstall the filters as soon as they are clean and dry to keep the electronics clean and cool. A dirty machine leads to overheating and premature failure.

Monthly- While cleaning filters, notice if there is adequate ventilation in the room. Overheating is a leading cause of early failure. If the room is hot, try to adjust the temperature or add ventilation to remove the heat.

As required- SWC recommends that a permanent backup be created on CD, Flash Drive, etc. of any recording that pertain to an incident in your facility. If the recorder fails, the recording may be lost. If you wait too long, new video may erase the incident.

General Note: The number of days before the video is lost is related to the size of storage hard drive in the machine, the number of cameras being recorded, the resolution of the recordings and the recording mode (full –time, motion).

Contact us for your service needs at service2@swcdec.com or at the phone numbers listed.