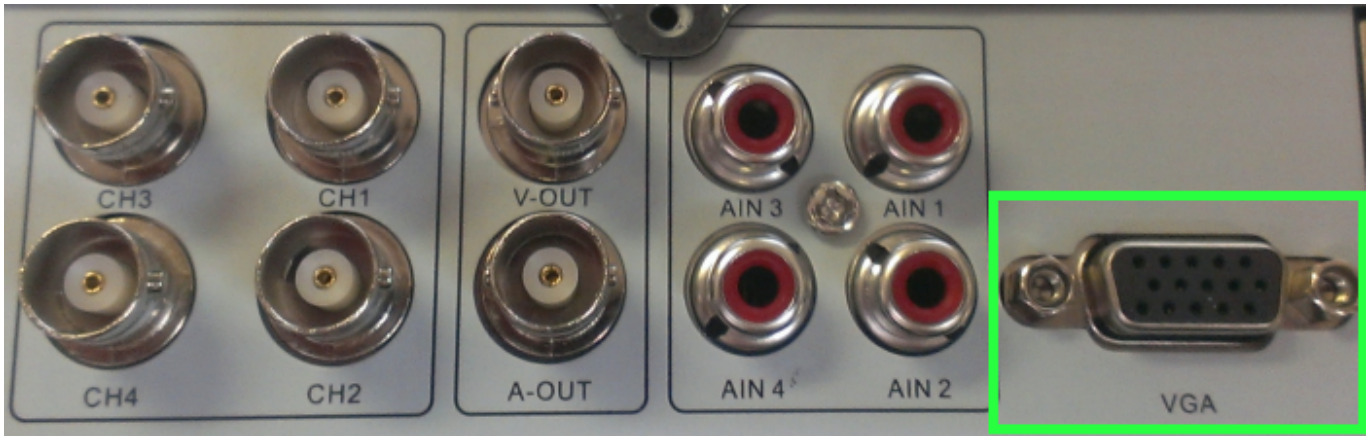
ZMD-DD-SBN4

SBN/SAN Series DVR Has Stopped Showing Video On My Monitor

If your DVR has stopped showing video on your monitor, the first step in the troubleshooting is to check cables and make sure they are connected properly.

Your monitor should be plugged into the VGA port on the back. **Many TV's do not support the resolution of the DVR over VGA so it is recommended to use a computer monitor instead.**



If the cable is plugged in properly, then you must try to reset the resolution to defaults.

1. To reset this particular DVR's output resolution, you will need to have the remote control and then power the DVR on.
2. Wait 2 minutes to ensure the DVR is completely booted.
3. Press "Esc, 2, Esc" on the remote control.
4. DVR should Reset the resolution to defaults.

If this does not solve the issue, we recommend trying a known-good VGA cable and a known-good monitor. If that still doesn't solve the problem, the video output is most likely defective and the DVR will need to be repalced.

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