



2048 Mercer Road, Lexington, KY 40511 • Phone: 859-233-4599 • Fax: 859-233-4510 • Toll-Free: 800-322-8346 • www.audioauthority.com

Technical Bulletin Camcorder Demonstrator Model 2960

TheftAlert™ Guidelines for Camcorders

Here are some operational guidelines to insure proper TheftAlert™ activation.

1. Camcorders must use an AC power pack instead of a battery.
2. Camcorders must be turned ON at all times.
 - a. Prevent auto power down by removing any video tapes.
 - b. Manually disable any auto power down modes.
3. Always use the audio/video cable supplied with the camcorder.
 - a. This is very important when a camcorder has a 3.5mm jack instead of standard RCA jacks.
 - b. Only the manufacturer's cable will fit snug, any loose connections may cause a false alarm.
4. Always reset the alarm (keyswitch) when rotating/changing product.
5. Unplug the AV cable on the camcorder to test the alarm system.

Troubleshooting the TheftAlert™ System on Model 2960

1. Camcorders are automatically detected and secured when connected to the 2960. Always verify the camcorder is recognized by the 2960. The camcorder should appear on the monitor when removed from the Model 991 stalk (or activated for selection by a product select button).

If the camcorder video does not appear on the monitor:

- a. Is the camcorder turned on?
 - b. Are the audio/video cables connected?
 - c. Does the green LED turn on when the camcorder is placed back on the 991 Camera Stock (is the LED lit)? If it does, the 2960 did switch to the camcorder, the lens cap is on, or the video cable is faulty or disconnected.
2. During an alarm, if the camcorder is on the 991 stalk, the green LED will be flashing on the 991 stalk (if used, the PSB's LED will also flash). Turn off the siren with the reset key, but leave the system in the off position until the problem has been fixed. When the problem is fixed, (e.g. the removed audio/video cable is reconnected) the green LED will stop flashing. If the alarm is simply reset without fixing the problem, the camcorder which caused the alarm may not be protected.