

CCTV camera: no picture

[Czytaj po polsku](#)

Black screen, an offline camera or no picture on your phone.

These are initial checks, not a diagnosis or repair instructions. Follow the exact equipment manual and site safety procedures.

Safe initial checks

1. Establish the scope: one camera or all cameras? Is the picture available on the recorder's local monitor but missing from the app? Note when the fault began.
2. Check that the monitor is switched on and the correct input is selected. Record the exact app message. Do not share passwords or device-sharing codes.
3. If you have authorised access, read the channel status on the recorder: offline, authentication failure or another message. A black screen alone does not prove that the camera has failed.

What not to do

Do not factory-reset equipment, open power supplies or move cables at random. Do not expose the camera to the Internet as a workaround.

What to tell support

Provide the camera number, recorder model, exact message and whether local viewing works. Redact bystanders and credentials from screenshots.

[Contact DATPOL support](#) · [55 621 29 29](#)

Source material

DATPOL guidance, 15 September 2026. Model-specific source material does not replace your own equipment manual.

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