





Vallabh Enterprises

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E : vallabhsecure@yahoo.co.in

Service Status Details : VE4250					
Priority :	Low				
Created By :	Admin - Apurva Vajaria				
Complaint Mob. No. :	7039779089				
Technician Name :	Atique Salmani		Technician Mobile :	8080922984	
Ticket Type :	Complain	Date & Time :	19-11-2021 11:23:44		
Vendor Details :					
Company Name/Client Name :	Ashford Royale	Customer's Mobile :	7039779089	Name :	Aftab
Address :					
Mumbai , , , 400078 , Maharashtra					
AMC Details :					
Expiry Date :	01-01-1970 05:30:00		Type :		
Product Name :	CCTV				
Complain :	need to check playback, settings of framerate bitrate & 8 nos cameras not working due to cable length & voltage drop issue				
Technician Comment :	All dvr frame rate bit rate reset All dvr 1280*720p HD Frame rate 15 and bitrate 1024 And 02 2 tv issue and p1 viewing ok Cctv room 1st rack 3rd dvr CMOS battery changed and 3/4 cameras not working suply restart and working ok.and rack no2 dvr nmbr 2 off from dvr dc pin disconnected so reconnect and working ok And and another dvr main gate camera bnc was disconnected reconnect working ok. need 1.5 meter hdmi cable for cctv room . one camera P2 dome need .				
Complain Operator :	Desktop - Apurva Vajaria				
Remark :	All dvr frame rate bit rate reset All dvr 1280*720p HD Frame rate 15 and bitrate 1024 And 02 2 tv issue and p1 viewing ok Cctv room 1st rack 3rd dvr CMOS battery changed and 3/4 cameras not working suply restart and working ok.and rack no2 dvr nmbr 2 off from dvr dc pin disconnected so reconnect and working ok And and another dvr main gate camera bnc was disconnected reconnect working ok. need 1.5 meter hdmi cable for cctv room . one camera P2 dome need .				

Status History :

Date Time	Technician Name	Status	Remark	Sign
07-01-2022 04:13:52	Atique Salmani	Completed	All dvr frame rate bit rate reset All dvr 1280*720p HD Frame rate 15 and bitrate 1024 And 02 2 tv issue and p1 viewing ok Cctv room 1st rack 3rd dvr CMOS battery changed and 3/4 cameras not working suply restart and working ok.and rack no2 dvr nmbr 2 off from dvr dc pin disconnected so reconnect and working ok And and another dvr main gate camera bnc was disconnected reconnect working ok. need 1.5 meter hdmi cable for cctv room . one camera P2 dome need .	
07-01-2022 10:54:01	Atique Salmani	New		-
08-12-2021 03:03:53	Atique Salmani	Client Side	dvr date time set and under observation	
08-12-2021 11:18:06	Atique Salmani	New		-
27-11-2021 05:27:46	Atique Salmani	In Progress	1st rack 1st dvr parameter changed frame 15 fps and bitrate 1024 and resolution 1280 HD720p annd aslo reset date and time. parameter changed becZ live view ok but in play back blurr so changed parameters acoording to sandesh sir .	
27-11-2021 10:32:46	Atique Salmani	New		-
27-11-2021 10:32:17	Atique Salmani	New		-
19-11-2021 05:53:01	Atique Salmani	Client Side	cameras cabling need to do approx 270 mtr last camera afr that all cameras will be minus as 7 /8/10 12 and also chaek all dvr frame n bit rate all dvr hdd 2 tb normal .also check hdd bad sector .share all details in daily complain .by manually written.	
19-11-2021 11:24:38	Atique Salmani	New		-
19-11-2021 11:23:44	Atique Salmani	New		-

Previous Complain History :

Date Time	Technician Name	Remark
16-02-2022 12:47:21	Siddhesh Chavan	
16-02-2022 10:34:59	Shiva Meena	