

# SM2 Series DL Smart Camera User Manual

V2.4.10. 2024

www.visiondatum.com

#### Preface

#### **Purpose**

This Manual is a basic description of SM2 series Smart Cameras, which mainly includes the product description, quick installation guide and Simple introduction of SDK(SM-Datum). This manual may be updated due to product upgrades or other reasons. If you need, please www.visionda contact the sales engineer for the latest version of this manual.

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#### Disclaimer

The information and specifications described in this manual are subject to change without notice.

#### Latest Manual Version

For the latest version of this manual, see the Download Center on our web site at: http://www.visiondatum.com/service/005001007.html www.visiondatum

#### **Technical Support**

For technical support, e-mail: support@visiondatum.com.

#### Warranty

To ensure that your warranty remains in force, adhere to the following guidelines:

Do not remove the camera's serial number label If the label is removed and the serial number can't be read from the camera's registers, the warranty is void.

#### Do not open the camera housing

Do not open the housing. Touching internal components may damage them.

#### Prevent ingress or insertion of foreign substances into the camera housing

Prevent liquid, flammable, or metallic substances from entering the camera housing. If operated with any foreign substances inside, the camera may fail or cause a fire.

Do not operate the camera in the vicinity of strong electromagnetic fields. Avoid electrostatic charging. WWW.VISI

Avoid cleaning the sensor if possible.

#### Handle this camera with care

Do not abuse the camera. Avoid striking, shaking, etc. The camera could be damaged by improper handling.

#### Read the manual

Read the manual carefully before using the camera.

## www.visionda **Product Features**

of vision applications.

**CHAPTER 1** 

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**Product Introduction** 

use and widely used in industrial fields.

wafer positioning and other applications.

Adopts Built-in hardware platform for high-speed image processing

Built-in high-precision positioning, measurement, calibration, logic, defect detection, OCR and code reading and deep learning AI algorithms

**PRODUCT DESCRIPTION** 

With built-in positioning and measurement algorithms, the SM2 series vision sensor can detect an object's existence, count patterns, spots, etc. It can be monitored and operated via the SM-Datum client. It can output results via RS-232 and Ethernet, and cooperate with other processes via IO. The vision sensor supports multiple result output methods and customized result text output. It is easy to

LEO series industrial cameras compatible with GigE, 10GigE, USB3.0, Cameralink and CoaXPress data bus standards, support GenICam、USB3 Vision® and GigE Vision®, Smoothly connect with third-party software, like HALCON and Vision Pro, not need for secondary development. LEO series cameras with excellent cost performance and very suitable for various inspections measurement and high-speed imaging applications. This series cameras won customers high praise because its outstanding performance in cellphone and tablet PC screen inspection, LED automatic packaging, defect inspection, and electronic components manufacturing,

With this variety of sensors and interfaces, combined with the extensive features offered, LEO series cameras are fit for a wide range

- Output results via RS-232 and Ethernet, and cooperate with other processes via I/O
- Optional multi-color light source、Optional multi-focal length lens, multi-focal length lens optional
- Support Serial, TCP, UDP, FTP, Modbus and other communication modes
- \* The camera functions may differ by camera models, please refer to actual functions. www.visiondatum.com

# Product Description

#### **Mechanical Dimensions**

The dimensions is in millimeters:

#### Single Line Output Structure

The cameras are interfaced to an external circuity via 17-pin connectors located on the housing and contain power, I/O, Ethernet, and serial signals. The interface is threaded. Tightening the interface during use can reduce the loosening of the interface caused by on-site vibration. There are three indicators on the top of the device that show the device status.

There are M4 screw holes on the back of the device for fixing the device.

Camera Housing and Base Mounting Hole Size(mm):



Fig. 1-1: 65.2 × 65.2 × 47 mm Mechanical Dimensions (in mm) of the Smart Cameras with M12-Monut housing (The installation uses M4 screws).

#### **Right Angle Rotation Structure**

The cameras are interfaced to an external circuity via 12-pin connectors located on the housing and contain power, I/O, and serial signals. The interface is threaded. Tightening the interface during use can reduce the loosening of the interface caused by on-site vibration. There is an indicator light on the top of the device that show the device status. An 8-pin M12 connector can be converted www.visiondatur to RJ45 network cable for data transmission.

There are M3 screw holes on the back of the device for fixing the device.

Camera Housing and Base Mounting Hole Size(mm):





# CHAPTER 2 POWER AND I/O INTERFACE DEFINITION

#### I/O Connection Definition and Assignments

Different models of smart camera power supply and I/O interface correspond to different pin signal definitions.

#### Single Line Output Structure



Table 2-1: Numbering and assignments for 17-pin power, input/ output, Ethernet, and serial port signal.

	Color		Pin	Signal	Signal Source	Designation
	Red		1	POWER_IN	-	Direct current power supply positive
Brown		2	I/O_1	Line3 signal line	Can be configured as input or output	
	Purple	White	3	DO_2	Line7 signal line	Opto-isolated output
	Gre	encon	4	RS-232 TX	-	RS232 serial port output
	Green	White	5	RS-232 RX	-	RS232 serial port input
	Yell		6	MDI0+	-	Fast Ethernet signal MDI0+
	Orange	White	7	MDI1-	-	Fast Ethernet signal MDI1-
	Blue White		8	DO_0	Line5 signal line	Opto-isolated output
	Blue		9	I/O_0	Line2 signal line	Can be configured as input or output
	Brown	White	10	DO_1	Line6 signal line	Opto-isolated output
	Bla	ick	11	GND	Signal ground	Direct current power supply negative
	Pink		12	IN_COM	Line 2/3/4 input signal ground	Input signal ground
	Purple		13	I/O_2	Line4 signal line	Can be configured as input or output
		ellow White 14 MDI0		-	Fast Ethernet signal MDI0-	
	Ora	nge	15	MDI1+	-	Fast Ethernet signal MDI1+
	Gr	ay	16	DI_0	Line0 signal line	Opto-isolated input
_	Wh	White		DI 1	Line1 signal line	Opto-isolated input

It is recommended to use the supplied 17-pin cable. The 6th, 7th, 14th, and 15th pin have been made as RJ45 connector. The lines of other pins should be wired according to the actual demands.

The wire color of this user manual is the color of Vision Datum. If you use other manufacturers' cable color definitions may be different, random connection may cause the camera to burn out, please connect according to the I/O port type and pin definition or contact our technical staff for advise.

#### I/O Connection Definition and Assignments

#### 17-pin M12 Cable diagram

Order Model: VT-M1217P2RJ45-3M(SM)



\* The network transmission part of the 17-pin cable corresponding to 6th, 7th, 14th, and 15th pins has been made into an RJ45 interface, and there is no need to wire it yourself.

\* The open line of the device's 17-pin interface. You can wire according to the actual demands.





The wire color of this user manual is the color of Vision Datum. If you use other manufacturers' cable color definitions may be different, random connection may cause the camera to burn out, please connect according to the I/O port type and pin definition or contact our technical staff for advise.

2

#### I/O Connection Definition and Assignments

#### **Right Angle Rotation Structure**

The power supply and I/O connector of the device is a 12-pin M12 connector, which provides power supply and I/O signal input/ output of the device. The corresponding pin signals are defined as follows:



Table 2-1: 12-Pin It provides power supply, I/O, and RS-232 signals.

Color P		Pin	Signal	Signal Source	Designation
W	hite	$on_1$	DC-PWR	-	Direct current power supply positive
Bro	own	2	GND	-	Power supply ground
Gr	een	3	OPTO_OUT0	Line 3 output signal line	I/O isolated output 3
Ye	llow	4	OPTO_OUT1	Line 4 output signal line	I/O isolated output 4
G	ray	5	OPTO_OUT2	Line 5 output signal line	I/O isolated output 5
Pink		6	OUT_COM	Line 3/4/5 output signal ground	Output common port
B	lue	7	OPTO_IN0	Line 0 output signal line	I/O isolated input 0
R	ed	8	OPTO_IN1	Line 1 output signal line	I/O isolated input 1
Black		9	OPTO_IN2	Line 2 output signal line	I/O isolated input 2
Purple		10	IN_COM	Line 0/1/2 output signal ground	Input common port
Gray	ay Pink 11 RS-232_R -		-	RS232 input	
Red Blue		12	RS-232_T	-	RS232 output

#### atum.com 12-pin M12 Cable diagram

Order Model: VT-M12TR12P-3M(SM)



\* You should refer to the table above and the label attached to the supplied power and I/O cable to wire the device.

#### **Status LED Description**

Status LED	Description				
PWR Indicator	It is the power indicator. The indicator is green when the device operates normally. Otherwise, it is red.				
LNK Indicator It is network status indicator. The indicator is flashing green when the network transmission is nor Otherwise, it is unlit.					
STS Indicator	It is the status indicator. The indicator is green when the project operates normally. Otherwise, it is red.				
OK/NG Indicator It indicates the result of projects.   • The indicators are green when the project result is OK.   • The indicators are red when the project result is NG.   • The indicators are green and red when switching projects.   • After switching, the indicators are unlit.   • The indicators are vellow when the device restarts or error occurs.					
Right Angle Rotation Structure Status LED	Description				
-	Power Off Status				
Solid Yellow	Non-Streaming Status				
Solid Green	Streaming Status / Project Result OK				
Solid Red	Streaming Status / Project Result NG				

The wire color of this user manual is the color of Vision Datum. If you use other manufacturers' cable color definitions may be different, random connection may cause the camera to burn out, please connect according to the I/O port type and pin definition or contact our technical staff for advise.

# CHAPTER 3 INSTALLATION AND SETUP www.visionda

www.visiondatum.com You should perform the software installation procedure first and the hardware installation procedure second.

#### **Software Installation**

#### **SM-Datum Installation**

If you use a firewall on your computer, disable the firewall for the network adapter to which your camera is connected.

#### **Close the Firewall**

In order to ensure the camera software keep running and image transmission stability, please close the firewall before using the software.

#### System Requirements

LEO Camera Software Suite for Windows requirements that one of the following operating systems is installed on your computer:

- Windows 7 (32 bit or 64 bit)
- Windows 10 (32 bit or 64 bit)

#### **Installation Steps**

1.You can download the SM-Datum software (Smart Cameras SDK For Windows) from:

http://www.visiondatum.com/service/005001008.html

2.Double click SM-Datum installation package to install the client.

3.Follow the instructions on the screen. The installer will guide you through the installation process.





3

#### Hardware Installation

#### Camera Installation

The installation procedures assume that you will be making a peer-to-peer connection between your camera and a computer.

Make sure that the following items are available before starting the installation:

- SM2 Series Smart camera
- Applicable switch or network card
- The computer with a GigE network adapter installed
- The computer must be equipped with appropriate operating system
- Standard Ethernet cable (CA5 or above).

#### Steps:

- Use M3/M4 screws to fix the device to the installation position.
- Use the supplied 17-pin cable to wire the device to a suitable power adapter or switch power supply.

■ Right Angle Rotation Structure uses an 8-pin M12 to RJ45 network cable to access the network port on the device side for image debugging or data communication, as shown in the figure below:



#### **Network Settings**

Before using the camera, you need to configure IP is in the same network segment with the computer. You can modify it in "Local Connection" to ensure network communication is normal.

Local Network Configuration :

• Click "Control Panel"> "Network and Internet"> "Network and Sharing Center"> "Change Adapter Configuration. "Then select corresponding network card to configure it automatically obtain IP address or manually assign it as same network segment address with the camera. Shown as below:

• Open "Advanced" in the properties, set Speed and Duplex as Auto-Negotiation or 100 Mbps.Shown as below:

ernet Protocol Version 4 (TCP/II	Pv4) Properties	<	Intel(R) Ethernet Con	nection 1217-V /ш1±	
neral	atum		VLAN	驱动程序	详细信息
'ou can get IP settings assigned an his capability. Otherwise, you nee or the appropriate IP settings.	utomatically if your network supports d to ask your network administrator		常规 (intel) 锁接 英特	] 速度和双工设置 尔(R) PROSet 版本: 2	电源管理   分组 2.6.6.0
Obtain an IP address automa	ically		(链接状态)	0 Cl	+ 4 卒 )
• Use the following IP address:			▼ 座長: 1.0	JO GODZ ±XXT (EFF: :	本协制
IP address:	192.168.1.64		速度和双工(S)	10/ision	100-
Subnet mask:	255 . 255 . 255 . 0		自动协商	NN.Y -	诊断(0)
Default gateway:	192.168.1.254		AN AN		识别适配器(A)
Obtain DNS server address au	utomatically		清度和现于识罕	- 苦枝乞食洋和塑料	况为白动检测的执
Use the following DNS server	addresses:		商速度和双工设置	。如果适配器连接失则 此处的短期	1,可将速度和双工
Preferred DNS server:	· · · · ·			21开的相匹留。 副业设备已与其辩接伙伴	协商认成能効用力
Alternate DNS server:			网连接,则显示	"EEE兼容"。	10141204182.00AC
Validate settings upon exit	Advanced		温度:如果适面 版权、法律免责再	器配备有温度传感器, <u>5明以及支持信息</u>	则显示温度状态。
	OK Cancel			6	确定 取消

Installation And Setup

#### Software Operation

#### SM-Datum Operation

- 1、Double-click the SM-Datum shortcut on the desktop to open up the client software.
- 2. The Software refreshes the camera list automatically. To add a remote camera, click (+) type in the IP address.

Make sure the connection between the remote camera and the PC is established when adding remote cameras.

3、Make sure that the device to be connected is available and selected.



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You cannot log in if the device is occupied or unreachable. It must be restored to the available state before logging in.

• The camera is occupied by another process **and**. Log out the camera from the current process before you can log into the camera via the Software.

The camera's IP address is not reachable on the LAN AREA. Click Edit IP Address or click Z before you can log into the camera.

Edit IP Address		×	
Edit the IP address to 169.254.90.1 - 169.254 • Static IP	imera.		
IP Address	169.254.58.	0	
Subnet Mask	255.255.255.0	0	
Default Gateway	169.254.58.254		
🔿 рнср		1.4	
Datum.com	ОК	Cancel	

4. Enter the device password on the right and click ↔ to log in.

• The camera password will be restored to Abc1234. We highly recommend you change the password after login to ensure the security of your device.

• If you forgot the password of a camera, you can click Forgot password to show the password reset window. Contact our technical support to get the password reset file. If you choose to send an email, please include the serial number of the camera in the content. After getting the password reset file, click Import Resetting File. Click Open to load the key file and reset the password.

	×
Contact our techn	ical support to get the resetting file.
Camera Serial No.	J94219768
Contact	+86 571 86888309
	support@visiondatum.com
Ir	nport Resetting File

Installation And Setup

#### **Device Operation**

After login, the software main interface as below.

💁 SM-Datu. n <mark>1</mark>	💿   📲 Project	🔈 Comn	nunication	Camera	Settings	📰 Operatio	n Ma   📮	🖸 Camera N	lonit Mor	re <mark>5</mark> _ 🗖	×
	2	Camera Mod	de Image Moo	de		4			Q - 629	% - Q,	
NG Project1	NG: 1 🙄 Reset	NG	*		*	*			۰	×	
🕑 Run Once 🜔 Run	🗾 🗾 Edit										
Tools	◎ 止										
Spot Count 6 OK Range:0-10	©										
	3										
	and the	Total Cost: 1	9ms Algorithm	Cost:ms T	ool Cost:ms	BaseImage Co	ost:3ms	÷	X: 18 Y: 33	R: 193 G: 0 B:	- 24
	CONT	rotal Cost. 1	.sms_ragontini	10050 -1115 1	501-COSt1113	busennage co			A 10 1. 55	N. 135-G. 0 D.	

See the description of each area in the table below.

No.	Name	Description
D	Menu Bar	Related settings can be made for program management, I/O settings, communication settings, camera settings,operation management and and camera monitoring.
2	Project Control Panel	View project running status in real time, reset project statistics, run/stop project, and edit project.
3	Tool List	View the real-time status of each tool in the project and edit tools.
1	Live View Panel	View the image of the camera in Camera Mode or imported image in Image Mode.
5	More	Check user manual, and check software version. Minimize, maximize, and exit the Software.

The device needs to perform related operations through the client. The overall operation process is shown in the following figure.



For details, please refer to the client user manual. Click "More" in the upper right corner of the client and select "User Manual" to open the client user manual.



## **I/O ELECTRICAL FEATURE AND WIRING** www.visionda

#### I/O Electrical Feature

#### **Single Line Output Structure**

This section introduces the electrical feature and wirings of the device's I/O and RS-232 serial port. The device has two input signals (Line 0/1), three output signals (Line 5/6/7), and three bi-directional I/O (Line 2/3/4) signals.

**CHAPTER 4** 

The two input signals and three bi-directional I/O signals can also be used as signal sources to switch the device's projects. Refer to the user manual of the SM-Datum client software for details.

#### Input Signal

The device's Line 0/1 are input signals, and Line 2/3/4 are bi-directional I/O signals that can be set as input. The internal circuit of input signal is shown below.



The maximum input current of input signal is 25 mA.



#### Input Electrical Feature:

		A KININ T
Parameter Name	Parameter Symbol	Value
Input Logic Level Low	VL	0 ~ 9 VDC(VCC=24 V) 0 ~ 5.4 VDC(VCC=12 V)
Input Logic Level High	VH	11 ~ 24 VDC(VCC=24 V) 7.56 ~ 12 VDC(VCC=12 V)
Input Rising Delay	TDR	1.3 ~ 3.5 μs
Input Falling Delay	TDF	1.3 ~ 3.5 μs



VCC is the device's input voltage.

The breakdown voltage is 36 VDC, and keep voltage stable.

#### I/O Electrical Feature

#### **Right Angle Rotation Structure**

This section introduces the electrical feature and wirings of the device's I/O and RS-232 serial port. The device has three opto-isolated inputs(Line 0/1/2), three opto-isolated outputs (Line 3/4/5), and one RS-232 serial port.



The device's LINE 0/1/2 are opto-isolated inputs, the input voltage ranges from 5 VDC to 30 VDC, and their internal circuit is as



Input Electrical Feature:

	Parameter Name	Parameter Symbol	Value
	Input Logic Level Low	VL	1.5 V
	Input Logic Level High	VH	2 V
isio	Input Rising Delay	TDR	81.6 µs
NW.NIS	Input Falling Delay	TDF	7 µs



The breakdown voltage is 36 VDC, and keep voltage stable.

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#### I/O Electrical Feature

# O Electrical eature And Wiring

4

#### **Single Line Output Structure**

#### Output Signal

The device's Line 5/6/7 are output signals, and Line 2/3/4 are bi-directional I/O signals that can be set as output. You can go to I/O settings of the client software to set I/O output type as PNP or NPN according to actual demands, as shown below.

	IO Setting ×							
	<b>Basic Setting</b>				_		atum	
	IO Output Type	PNP			Aris I		tatum.co.	
	IO SyncTime(us)	PNP			12432	12 OIN		
	IO Control	L			-			
	ю	ІО Туре	Trig	ger Type	Filter Time(us)			
	LINEO	SolutionSwitch			3000000	÷		
	LINE1	SolutionSwitch			3000000	÷		
	LINE2	SolutionSwitch			3000000	÷		
	LINE3	Output						
	LINE4	Output						
Vision	LINE5	Output						

• If the output signal is PNP type, its internal circuit is shown below.



• If the output signal is NPN type, its internal circuit is shown below. www.visiondatu



#### I/O Electrical Feature

The maximum output current of the output signal is 200 mA.

50 % 50 % Internal Logic. TDF TDR Output Level High 90 % --90 % 50 % 50 % Output Level Low 10 % TR

When the external voltage and resistance is 12 VDC and 1 KQ respectively, the electrical feature of output signal is as follows.

	Parameter Name	Parameter Symbol	Value
	Output Logic Level Low	VL	212 mV
	Output Logic Level High	VH	11.8 V
	Output Falling Delay	TDF	0.4 µs
	Output Rising Delay	TDR	0.4 μs
ciO	Output Falling Time	TF	0.4 μs
5.0	Output Rising Time	TR	0.4 µs



If the external voltage and resistance change, the corresponding current of output signal and output logic level low may differ. www.visiond



50 %

TDR

90 %

3 us

60 us

50 %

10 %

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#### **I/O Electrical Feature**

#### **Right Angle Rotation Structure Output Signal** The device's LINE 3/4/5 are opto-isolated outputs, the output voltage ranges from 5 VDC to 30 VDC, the maximum output current is 45 mA, and their internal circuit is as follows. GPO LINEOut+ LINEOutww.visiondatum Π Do not directly connect with inductive load (e.g. DC motor, etc.) when outputting. 50 % Internal Logic -TDF Output Level High-·90 % 50 % Output Level Low 10 % **Output Electrical Feature:** Parameter Name Parameter Symbol Value 730 mV Output Logic Level Low VL 3.2 V VH Output Logic Level High **Output Falling Delay** TDF 6.3 µs 68 µs

**Output Rising Delay** 

**Output Falling Time** 

**Output Rising Time** 

H

If the external voltage and resistance change, the corresponding current of output signal and output logic Vision Dotum.com level low may differ.

TDR

TF

TR

#### I/O Wiring

The device can receive input signals from external devices and output signals to external devices. This section introduces how to wire the device's I/O.

#### Single Line Output Structure

#### Input Wiring

Input signal wiring may differ by external device types. Here we take Line 2 as an example to introduce I/O wiring.

• PNP Device, two types of input wiring are available

 $_{\rm I}$  If you have available external resistors, you should use 1 K $\Omega$  pull-down resistor to wire the device as shown below. It is recommended to use the following type of input wiring because this type is applicable to all I/O input signals, including Line 0/1/2/3/4.



\_ If you do not have available external resistors, you can wire the device as shown below. This type of input wiring is only applicable to Line 2/3/4.



• NPN Device, two types of input wiring are available

 $\_$  If you have available external resistors, and the VCC is 12 VDC or 24 VDC, you should use 1 K $\Omega$  pull-up resistor to wire the device as shown below. It is recommended to use the following type of input wiring because this type is applicable to all I/O input signals, including Line 0/1/2/3/4.



\_ If you do not have available external resistors, you can wire the device as shown below. This type of input wiring is only applicable to Line 2/3/4.



#### I/O Wiring

• Switch, it is recommended to use 1 K $\Omega$  pull-down resistor.



#### Output Wiring

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You can set I/O output type as PNP or NPN via the client software.

- If the external device is PNP, you should set the device's output signal polarity as NPN.
- If the external device is NPN, you should set the device's output signal polarity as PNP.



When the device's output signal is set as NPN, the voltage of VCC should not higher than that of PWR. Otherwise, the device's output signal may have exception.



#### I/O Wiring

#### **Right Angle Rotation Structure**

#### Input Signal Wiring

Input signal wiring may differ by external device types, here we take LINE 0 as an example to introduce input signal wiring, and take LINE 3 as an example to introduce output signal wiring.

• PNP Device



- NPN Device, two types of input wiring are available
- If the VCC of NPN device is 12 VDC or 24 VDC and pull-up resistor is not used, and its wiring is as follows.



If the VCC of NPN device is 12 VDC or 24 VDC and 1 KΩ pull-up resistor is used, its wiring is as follows.



#### I/O Wiring

#### **Output Signal Wiring**

Output signal wiring may differ by external device types.

PNP Device



- NPN Device, two types of input wiring are available
  - If the VCC of NPN device is 12 VDC or 24 VDC and pull-up resistor is not used, its wiring is as follows.





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#### **RS-232 Serial Port**

The device supports outputting via the RS-232 serial port.. You can go to the communication settings of the client software to set related parameters.

#### **RS-232** Serial Port Introduction

The 9-pin male connector and 25-pin male connector are commonly used serial ports, as shown below. You can refer to the table below for the specific pin name and function.

9-Pin Connector



Pin No.	Name	Function	
2	RX	Receive Data	
3	TX	Transmit Data	
5	GND	Signal Ground	

#### • 25-Pin Connector



Pin No.	Name	Function	
2	TX	Transmit Data	
3	RX	Receive Data	
7	GND	Signal Ground	

#### RS-232 Serial Port Wiring

You can refer to the serial port wiring below to connect the device with an external device.







#### **Trouble Shooting**

#### Trouble:

#### No device found when running the client

Possible Reason1: The device is not powered on

Solution1: Check whether the power connection of the device is normal (observe whether the top PWR light is solid green), and ensure that the device is powered on normally.

#### Possible Reason2: The network connection is abnormal

Solution2: Check whether the network connection is normal (Observe whether the top LNK light is flashing green, and the ACT light is solid yellow), make sure that the network cable of the device is connected normally, and the PC network port and the device are in the same network segment.

#### Live view is black/dark

Possible Reason1:	The brightness of the light source is not enough
Solution1:	Appropriately increase the brightness of the light source or replace it with a brighter light source.
Possible Reason2:	The exposure and gain are adjusted too low

Possible Reason2:The exposure and gain are adjusted too lowSolution2:Appropriately increase exposure and gain.

#### Image freezes / low frame rate / tearing during preview

Possible Reason:The network line speed is not 1000MbpsSolution:Check if the network transmission speed is 1000Mbps and above.

#### No image when previewing

Possible Reason:Enable trigger mode, but no trigger signalSolution:Trigger the device or turn off the trigger mode.



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#### Technical Support

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**CHAPTER 6** 

If you need advice about your camera or if you need assistance troubleshooting a problem with your camera, it's highly recommended to describe your issue in details and contact us via E-mail at support@visiondatum.com

It would be helpful if you can fill-in the following table and send to us before you contact our technical support team.

**TECHNICAL SUPPORT** 

Camera Model:	Cam	mera's SN:	
Describe the issue in as much detail as possible:	n		
If known, what's the cause of the issue?			
How often did/does the issue occur?		<b>Jision</b> WWW.Nisi	ondatum.com
How severe is the issue?			
Parameter set	Please connect the camera directly when the issue occurred.	ly to PC and r	nake note of the parameter
	· · · · · · · · · · · · · · · · · · ·	VISIO	iondatum.cz

#### Hangzhou Vision Datum Technology Co., Ltd

No.8 Xiyuan 9th Road, West Lake District Hangzhou Zhejiang 310030 China Tel: 86-571-86888309 www.visiondatum.com

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