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Frequently asked Questions.....

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Updated: 04/01/06.

1 Video

1.1 *Picture quality from the camera is poor with washed out colours.*

The video lead is probably double terminated. The camera provides a 1vpp video signal from a 75 Ohm source within the camera. For correct operation of the camera this should be terminated at the far end of the video cable also by 75 ohms. Usually video monitors have provisions for this termination through a switch selecting termination on or off. If two or more video devices are fed at the same time, monitor, video recorder or remote transmission equipment for example then only one of the devices should have its termination switched on.

1.2 *Lines or white freckles occur across the video every time the camera is moved.*

A telemetry line is probably connected to ground somewhere causing excessive current to be drawn from the telemetry driver. This results in lines on the video every time a telemetry command is sent or received.

1.3 *Lines or dark areas run slowly across the video picture all the time.*

This is most commonly caused by earth loops.

2 Telemetry

2.1 *Whilst using CamSet the camera suddenly stopped working.*

If the "toggle Baud rate" button was selected then the camera will change from its default Baud rate to its second baud rate. For WinCam software this is 4800 baud where the primary rate is 9600. To regain control of the camera simply select the 4800 radio button at the bottom centre of the CamSet window and try controlling the camera again. If this works then the "toggle Baud rate" button needs to be selected again to change the camera back to its primary Baud rate. After selecting "toggle baud rate" for the second time control of the camera will again be lost until the Baud radio button is re-selected to 9600 baud.

2.2 *When loading CamSet there is no “Bootup message and Addressing” information.*

The “Bootup message and Addressing information” is only updated when a camera that is connected to the computer is switched on. If you need this information keep CamSet running and switch the camera off then back on, the information should then appear.

2.3 *I am unable to get CamSet to control the camera.*

The ID number of the camera must be the same as the “Current address” on CamSet. The ID number of the camera is located in the top left hand corner of CamSet in the “Bootup message and Addressing”. The ID number can also be found by switching the camera off then on; shortly after switching the camera on the video feed will have a message superimposed on it. This starts with the word “CAM” the ID number is the number after this word.

2.4 *Having connected up a 516 keyboard and a 700 video switcher; the cameras are all controllable but the video switcher does not switch.*

The keyboard needs to be told that there is a video switcher on the system. To do this ensure that the key is in the back of the keyboard and the yellow LED on the keyboard front panel is illuminated. Then select: programme, monitor, 2, 0, 1, enter. This sets up the video switcher address in the keyboard. After this the video switcher should operate. It is also possible that you have the wrong address for the matrix.

2.5 *While using CamSet(or other control equipment) I have noticed I can only get the camera to move Right and Down. The Up and Left buttons seem not to operate*

This can be fixed by first pressing the “Softstops and Dwell Zones” button in camset. This will then bring up a menu. On this menu press, “CLEAR Softstops and Dwell zone”. The same result can be achieved by sending certain learn preset commands.

2.6 *I can not get the Mickey to stop, in pan, tilt or zoom*

This is most often caused by poor telemetry. In this case it needs to be double checked. It is recommended that you include the earth wire. It is also possible earth loops occur between grounds; this has occasionally been solved by placing a humbug on the video line to stop this.

3 Operation.

3.1 *I’ve installed a camera with ball down and the picture is up side down, how do I resolve this.*

Probably best to use CamSet but any control system will do. Simply select Tilt up and wait for the ball to tilt all the way round (180 Degrees) until the picture becomes the right way up. Go to CamSet setups and select Pan reverse. After this the pan direction (left and right) will be correct for operating the camera ball down. If you are using another control system for WinCam software (Vertex) then sending the camera Learn preset 194 will reverse the Pan direction. (to un-reverse it send learn preset 195)

**3.2 *The auto IR will switch the lamps off with no problem but will not switch them back on!
(Day/Night mode not switching correctly!)***

Auto Lowlight (Frame integration) is also on and is causing a conflict. You can only have one of these options on at a time. You need turn Auto Lowlight off.

3.3 *The lamps do not switch on when I want them to but camera will switch to day nigh mode*

This is a common problem. Firstly you need to check your wiring. Second you need to check that you have turned “Multi Alarm On”. If both of these are working then an LED will blink in the power supply. Otherwise no LED’s will blink.