

## JetCam Quick Troubleshooting Guide



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International Distributor



Sky Blue Microsystems GmbH Geisenhausenerstr. 18 81379 Munich, Germany +49 89 780 2970, info@skyblue.de www.skyblue.de The following is a basic trouble-shooting guide for the JetCam cameras, for a more extensive support please refer to our support system by either sending a mail to <u>support@kayainstruments.com</u> or by visiting <u>KAYA</u> <u>Support Board</u>.

• The camera is connected but the LED are not lit.

When the camera is powered on, the System status LED should be lit (red) and after the camera finishes its power-up sequence, all the available Link status LED should be lit (red).



Link Status LEDs

If this is not the case, please make sure that the power cable is connected firmly to the camera and that the power supply block is connected to a live power source.

• The camera is powered on but it can't be detected by the KOMODO frame grabber or the image is corrupted.

When the camera is detected correctly (with all its available links) you should see that all the link status LED are lit in green, on both the camera ("link status LEDs") and the frame grabber ("QSFP+ CHx LED" or "SFP CHx LED").



It's also possible to check the status of each of the available links by connecting a USB cable between the camera's serial connector and a PC and acquire connection using Silabs drivers (drivers need to be downloaded manually if an automatic download isn't initiated).



Afterwards open the serial emulated terminal (usage of TeraTerm terminal is recommended) and set serial communication protocol, for example in the TeraTerm terminal, this should look as following (the port number might be different):

Tera Term: Serial port setup			Х			
Port:	COM10	$\sim$	OK			
Baud rate:	115200	~				
Data:	8 bit	$\sim$	Cancel			
Parity:	none	$\sim$				
Stop:	1 bit	$\sim$	<u>H</u> elp			
Flow control:	none	$\sim$				
Transmit delay 0 msec/ <u>c</u> har 0 msec/ <u>l</u> ine						

In the terminal please type "status" and click on the carriage return (Enter) in order to execute.

A similar output should be displayed if all available links are synchronized correctly (before trying to detect the camera):

<u>F</u> ile	<u>E</u> dit	<u>S</u> etup	C <u>o</u> ntrol	<u>W</u> indo	w	<u>H</u> el	р		
stat	us	andan			vo	υn	Inot		
Devi	ce V	odel		-	Je	FCa	1113C m19	rume	nus
Deui	ce s	erial	number		-1	ιoa	1122		
Firm	ware	versi	ion		2	15.	9273		
Proc	esso	r tem	peratur	e :	57	.65	152	С	
SENS	OR D	ETAILS	:=						
Sens	or w	idth		=	19	20			
Sens	or h	eight		:	10	80			
Widt	h			=	19	20			
Heig	ht			-	10	80			
0ffs	etX			-	2				
Offs	etY			-	2				
Pixe	1 Fo	rmat		-	Øx:	108	ooda		
Temp	erat	ure		:	<b>U.</b>	ИC			
PORT	ØD	ETAILS	:=						
Link	syn	chroni	ized	=	Ye	s			
Stat	us			:	Di	sco	nnec	ted	
RX P	acke	ts		:	20	689	6557		
Corr	upte	d Pacl	kets	=	27	443	0352		
Corr	ecte	d Pacl	kets	=	57:	11			
PORT	1 D	ETAILS	:=						
Link	syn	chroni	ized	:	Ye	s			
Stat	แร			-	Di	sco	nnec	ted	
RX P	'ac ke	ts_		-	98	499	797		
Corr	upte	d Pacl	kets	-	38	284	1514		
Corr	ecte	d Pacl	kets	=	29	820			
PORT	2 D	ETAILS	:=						
Link	syn	chroni	ized		Ye	s			
Stat	us			:	Di	sco	nnec	ted	
RX P	'ac ke	ts_		-	77	977	944		
Corr	upte	d Pacl	kets	-	40	336	1596		
Corr	ecte	d Pacl	kets	:	90	911			
PORT	3 D	ETAILS	:-						
Link	syn	chroni	ized	-	Ye	S			
Stat	us			:	Di	sco	nnec	ted	
KX P	acke	ts			ĬЙ	666	4802		
Corr	upte	a Pacl	kets		37	IPS	4956		
COFF	ecte	a Paci	kets -		31	566	38		
JETC	AM:>								

If any of the available links are not synced a similar output should be displayed (before trying to detect the camera):

<u>F</u> ile	<u>E</u> dit	<u>S</u> etup	C <u>o</u> ntrol	<u>W</u> indo	w <u>H</u> e	elp
stat Devi Devi Firm Proc	us ce V ce M ce s ware esso:	endor odel erial versi r temp	number on erature		KAYA JetC -1 2.15 58.5	Instruments am19 .9273 6064 C
SENS Sens Widt Heig Offs Offs Pixe Temp	OR Di or wi or hi h ht etX etY 1 Fo: erati	ETAILS idth eight rmat ure	=		1920 1080 1920 1080 0 0 0 0×10 0.0	8000A C
PORT Link Stat RX P Corr Corr	0 Di syn us acker upter ecter	ETAILS chroni ts d Pack d Pack	: zed ets ets		Yes Disc 5770 2744 1758	onnected 06177 32018 3
PORT Link Stat RX P Corr Corr	1 D syn us acker upter ecter	ETAILS chroni ts d Pack d Pack	: zed ets ets		No Disc 4538 3974 1548	onnected 65808 70594 64
PORT Link Stat RX P Corr Corr	2 D syn us acker upter ecter	ETAILS chroni ts d Pack d Pack	: zed ets ets		Yes Disc 4476 4034 4300	onnected 79456 44985 17
PORT Link Stat RX P Corr Corr JETC	3 Di syn us ackei ackei ectei AM:>	ETAILS chroni ts d Pack d Pack	: zed ets ets		Yes Disc 4084 4302 1288	onnected 59851 88053 3257

If this is the case please make sure that the fiber cable and the QSFP and\or the SFP modules in both the camera and the frame grabber are connected firmly, by powering down the camera, disconnecting the fiber cable and removing the QSFP\SFP modules from the camera and the frame grabber and then placing them back in their places.

When all the available links are synced and the detection of the camera is OK, a similar output should be displayed (after trying to detect the camera):

<u>File Edit Setup Control</u>	<u>W</u> indow <u>H</u> elp
status Device Vendor	: KAYA Instruments
Device Model	: JetCam19
Device serial number	: -1
Firmware version	: 2.15.9273
Processor temperature	e : 58.7680 C
SENSOR DETAILS.	
Sensor width	: 1920
Sensor height	1080
Width	: 1920
Height	: 1080
OffsetX	: 0
OffsetY	: 0
Pixel Format	: 0×108000A
Temperature	: 0.0 C
PORT Ø DETAILS:	
Link synchronized	: Yes
Status	: Connected
RX Packets	: 1248456589
Corrupted Packets	: 276540890
Corrected Packets	: 22008
PORT 1 DETAILS:	
Link synchronized	: Yes
Status	: Connected
RX Packets	: 786366785 - F30400FFC
Corrupted Packets	- 538422576
Corrected rackets	- 231678
PORT 2 DETAILS:	
Link synchronized	: Yes
Status	: Connected
RX Packets	: 646274525
Corrupted Packets	: 877922831
Corrected Packets	: 807237
PORT 3 DETAILS:	
Link synchronized	: Yes
Status	: Connected
RX Packets	
Corrupted Packets	464668532
GOPPECIEU PACKETS	- 18600729
JETCAM: >	

When the camera is sending data, a similar output should be displayed:

<u>File E</u> dit <u>S</u> etu	ip C <u>o</u> ntrol	<u>W</u> indow	<u>H</u> elp	
status Device Vendo Device Model Device seria Firmware ven Processor te	or L al number rsion emperature	: K : J : - : 2 : 5	AYA Instr etCam19 1 .15.9273 7.65152 C	uments
SENSOR DETAI Sensor widt] Sensor heig] Width Height OffsetX OffsetY Pixel Format Temperature	ILS: 1 1t	11110000 	920 080 920 080 ×108000A .0 C	
PORT Ø DETAL Link synchro Status RX Packets Corrupted Pa Corrected Pa	LS: onized ackets ackets	: Y : T : 1 : 2 : 2	es ransmitti 347505403 76541012 2960	ng
PORT 1 DETA) Link synchro Status RX Packets Corrupted Pa Corrected Pa	LS: onized ackets ackets	: ¥ : T : 1 : 5 : 2	es ransmitti 085392790 38428586 51046	ng
PORT 2 DETA1 Link synchro Status KX Packets Corrupted Pa Corrected Pa	(LS: onized ackets ackets	: Y : T : 7 : 8 : 8	es ransmitti 45287069 77929940 46867	ng
PORT 3 DETAI Link synchro Status XX Packets Corrupted Pa Corrected Pa	LS: onized ackets ackets	: Y : T : 1 : 4 : 1	es ransmitti 140982857 64668532 8600734	ng

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