



JetCam Quick Troubleshooting Guide



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International Distributor

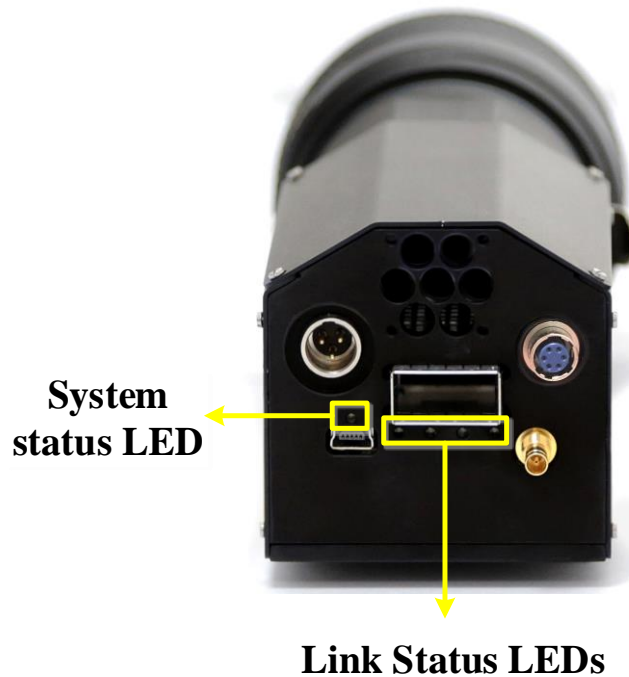
sky blue
microsystems

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 support@kayainstruments.com or by visiting [KAYA Support Board](#).

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

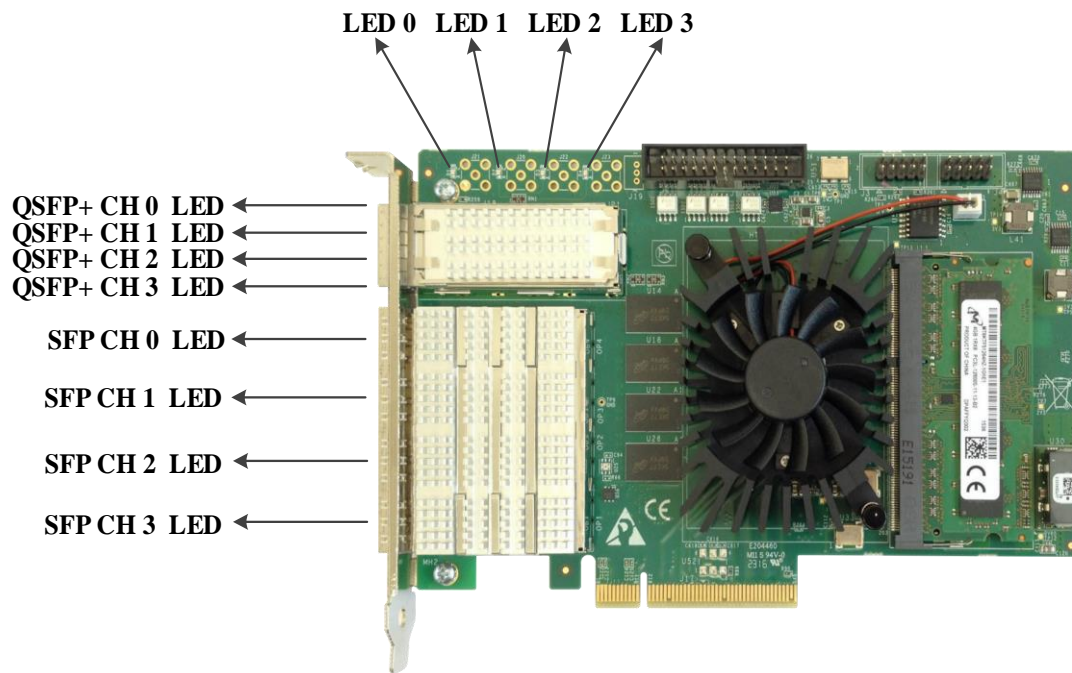
When the camera is powered on, the System status LED should be lit (red) and after the camera finishes its power-up sequence, all the available Link status LED should be lit (red).



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.

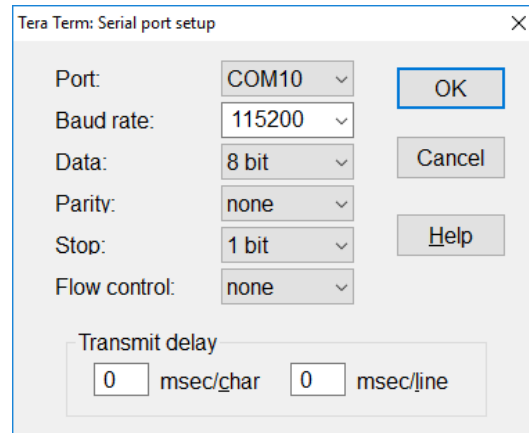
When the camera is detected correctly (with all its available links) you should see that all the link status LED are lit in green, on both the camera ("link status LEDs") and the frame grabber ("QSFP+ CHx LED" or "SFP CHx LED").



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):



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):

```
File Edit Setup Control Window Help
status
Device Vendor      : KAYA Instruments
Device Model       : JetCam19
Device serial number : -1
Firmware version   : 2.15.9273
Processor temperature : 57.65152 C

SENSOR DETAILS:
Sensor width       : 1920
Sensor height      : 1080
Width              : 1920
Height             : 1080
OffsetX            : 0
OffsetY            : 0
Pixel Format        : 0x108000A
Temperature        : 0.0 C

PORT 0 DETAILS:
Link synchronized  : Yes
Status             : Disconnected
RX Packets         : 206896557
Corrupted Packets  : 274430352
Corrected Packets  : 5711

PORT 1 DETAILS:
Link synchronized  : Yes
Status             : Disconnected
RX Packets         : 98499797
Corrupted Packets  : 382841514
Corrected Packets  : 29820

PORT 2 DETAILS:
Link synchronized  : Yes
Status             : Disconnected
RX Packets         : 77972944
Corrupted Packets  : 403361596
Corrected Packets  : 90911

PORT 3 DETAILS:
Link synchronized  : Yes
Status             : Disconnected
RX Packets         : 106664802
Corrupted Packets  : 371684956
Corrected Packets  : 3156638

JETCAM:>
```

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

```
File Edit Setup Control Window Help
status
Device Vendor      : KAYA Instruments
Device Model       : JetCam19
Device serial number : -1
Firmware version   : 2.15.9273
Processor temperature : 58.56064 C

SENSOR DETAILS:
Sensor width       : 1920
Sensor height      : 1080
Width              : 1920
Height             : 1080
OffsetX            : 0
OffsetY            : 0
Pixel Format        : 0x108000A
Temperature        : 0.0 C

PORT 0 DETAILS:
Link synchronized  : Yes
Status             : Disconnected
RX Packets         : 577006177
Corrupted Packets  : 274432018
Corrected Packets  : 17583

PORT 1 DETAILS:
Link synchronized  : No
Status             : Disconnected
RX Packets         : 453865808
Corrupted Packets  : 397470594
Corrected Packets  : 154864

PORT 2 DETAILS:
Link synchronized  : Yes
Status             : Disconnected
RX Packets         : 447679456
Corrupted Packets  : 403444985
Corrected Packets  : 430017

PORT 3 DETAILS:
Link synchronized  : Yes
Status             : Disconnected
RX Packets         : 408459851
Corrupted Packets  : 430288053
Corrected Packets  : 12883257

JETCAM:>
```

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):

```
File Edit Setup Control Window Help
status
Device Vendor      : KAYA Instruments
Device Model       : JetCam19
Device serial number : -1
Firmware version   : 2.15.9273
Processor temperature : 58.7680 C

SENSOR DETAILS:
Sensor width       : 1920
Sensor height      : 1080
Width              : 1920
Height             : 1080
OffsetX            : 0
OffsetY            : 0
Pixel Format        : 0x1080000a
Temperature        : 0.0 C

PORT 0 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         : 986366985
Corrupted Packets  : 538422576
Corrected Packets  : 231698

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         : 1041922647
Corrupted Packets  : 464668532
Corrected Packets  : 18600729

JETCAM:>
```

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

```
File Edit Setup Control Window Help
status
Device Vendor      : KAYA Instruments
Device Model       : JetCam19
Device serial number : -1
Firmware version   : 2.15.9273
Processor temperature : 57.65152 C

SENSOR DETAILS:
Sensor width       : 1920
Sensor height      : 1080
Width              : 1920
Height             : 1080
OffsetX            : 0
OffsetY            : 0
Pixel Format        : 0x108000A
Temperature        : 0.0 C

PORT 0 DETAILS:
Link synchronized  : Yes
Status             : Transmitting
RX Packets         : 1347505403
Corrupted Packets  : 276541012
Corrected Packets  : 22960

PORT 1 DETAILS:
Link synchronized  : Yes
Status             : Transmitting
RX Packets         : 1085392790
Corrupted Packets  : 538428586
Corrected Packets  : 251046

PORT 2 DETAILS:
Link synchronized  : Yes
Status             : Transmitting
RX Packets         : 745287069
Corrupted Packets  : 877922940
Corrected Packets  : 846867

PORT 3 DETAILS:
Link synchronized  : Yes
Status             : Transmitting
RX Packets         : 1140982857
Corrupted Packets  : 464668532
Corrected Packets  : 18600734

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```

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Geisenhausenerstr. 18
81379 Munich, Germany
+49 89 780 2970, info@skyblue.de
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