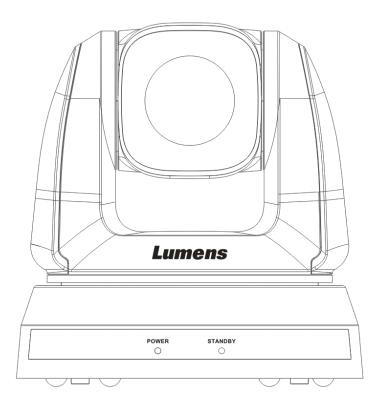
### VC-A50S PTZ Video Camera

### **Installation Guide - English**



#### [Important]

To download the latest version of Quick Start Guide, multilingual user manual, software, or driver, etc., please visit Lumens <u>http://www.MyLumens.com</u>

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## **Chapter 1 Safety Instructions**

Always follow these safety instructions when setting up and using the HD Camera:

- 1. Use attachments only as recommended.
- 2. Use the type of power source indicated on the HD Camera. If you are not sure of the type of power available, consult your distributor or local electricity company for advice.
- 3. Always take the following precautions when handling the plug. Failure to do so may result in sparks or fire:
  - Ensure the plug is free of dust before inserting it into a socket.
  - Ensure that the plug is inserted into the socket securely.
- 4. Do not overload wall sockets, extension cords or multi-way plug boards as this may cause fire or electric shock.
- 5. Do not place the HD Camera where the cord can be stepped on as this may result in fraying or damage to the lead or the plug.
- 6. Do not block the slots and openings in the case of HD Camera. They provide ventilation and prevent the HD Camera from overheating. Do not place the HD Camera on the soft surface of sofas, carpets or others.
- 7. Never push objects of any kind through cabinet slots. Never allow liquid of any kind to spill into the HD Camera.
- 8. Except as specifically instructed in this User Manual, do not attempt to operate this product by yourself. Opening or removing covers may expose you to dangerous voltages and other hazards. Refer all servicing to licensed service personnel.
- 9. Unplug the HD Camera during thunderstorms or if it is not going to be used for an extended period. Do not place the HD Camera or remote control on top of vibrating equipment or heated objects such as a car, etc.
- 10. Unplug the HD Camera from the wall outlet and refer servicing to licensed service personnel when the following situations happen:
  - If the power cord or plug becomes damaged or frayed.
  - If the camera is wet with liquid, rain or water.

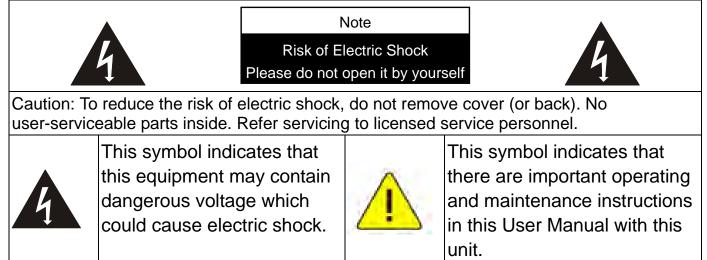
<Note> Using an incorrect battery type in the remote control may result in breakdown. Follow local instructions on how to dispose of used batteries.



#### Precautions

## Warning: To reduce the risk of fire or electric shock, do not expose this appliance to rain or moisture.

If HD Camera will not be used for an extended time, unplug it from the power socket.



#### FCC Warning

This HD Camera has been tested and found to comply with the limits for a Class A digital device, pursuant to Article 15-J of FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a commercial installation.

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus as set out in the interference-causing equipment standard entitled "Digital Apparatus," ICES-003 of Industry Canada.

Cet appareil numerique respecte les limites de bruits radioelectriques applicables aux appareils numeriques de Classe A prescrites dans la norme sur le material brouilleur: "Appareils Numeriques," NMB-003 edictee par l'Industrie.

#### EN55032 (CE Radiation) Warning

Operation of this equipment in a residential environment could cause radio interference.

#### KCC Warning

A 급 기기	이 기기는 업무용(A 급) 전자파적합기기로서 판매자 또는
(업무용 방송통신기자재)	사용자는 이 점을 주의하시기 바라며, 가정 외의 지역에서
	사용하는 것을 목적으로 합니다.



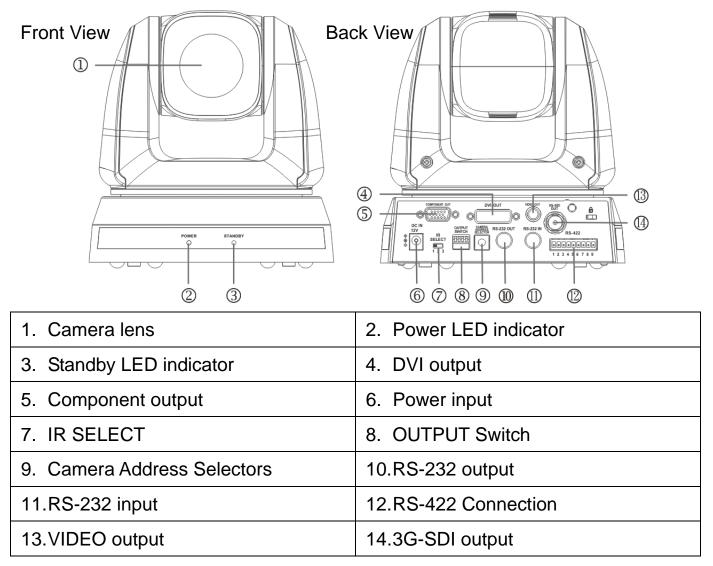
### **Chapter 2 Package Contents**

VC-A50S	Instruction for installation	Remote Control
Power Cord	Power Adapter	RS-422 Connector
Appearance may vary depending on country/region		
Metal Plate A	Metal Plate B	M3 Screws
		en e



## **Chapter 3 Product Overview**

#### 3.1 Overview



#### 3.2 Description of LED indicator

- 3.2.1 Power:
  - 3.2.1.1 No Light: Power off
  - 3.2.1.2 Green light: In use
  - 3.2.1.3 Flickering green: Signal from the Remote Control is received; the indicator flickers every second
- 3.2.2 Standby:
  - 3.2.2.1 Orange: In standby mode
  - 3.2.2.2 No Light: Power on

Lumens

#### 4.1 Preparation before installation

Installation and connection of VC-A50S PTZ Video Camera requires special skills. To install by yourself, please follow necessary steps, ensure steady and tight installation of the device, and pay attention to your safety to avoid any accident.

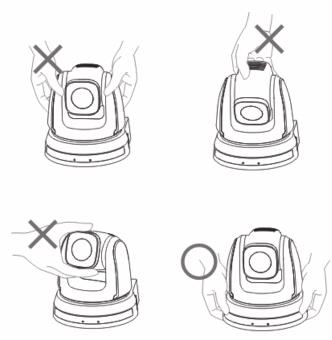
- 4.1.1 Ensure the safety of the installation environment. Please do not install the device on unstable ceiling or in a place where the device is in danger of falling to avoid any accident.
- 4.1.2 Please check whether accessories in the box are complete or not. Please contact the supplier for any shortage, and make sure to keep the accessories in the box intact.
- 4.1.3 Please choose a proper place for installation of VC-A50S in advance. Please determine an installation place according to the following requirements
  - 4.1.1.1 Confirm the position for the object to be captured.
  - 4.1.1.2 Confirm whether the VC-A50S is set at a proper distance from other light sources.

#### 4.2 Instruction for installation

#### 4.2.1 I would like to install VC-A50S on the desk

- 4.2.1.1 Precautions for installation
  - Please install the machine on a flat desk
  - Do not grab the camera head by hand when handling the device
  - Do not rotate the camera head by hand. Improper rotation may result in breakdown of the camera





#### 4.2.1.2 Installation steps

1. Please adjust DIP switch at first prior to installation

## <Remark> Please refer to <u>Chapter 7 DIP Switch Setting</u> for the relevant descriptions on DIP switch.

2. Place the camera on a flat desk directly to ensure the normal vertical and horizontal operation of the machine



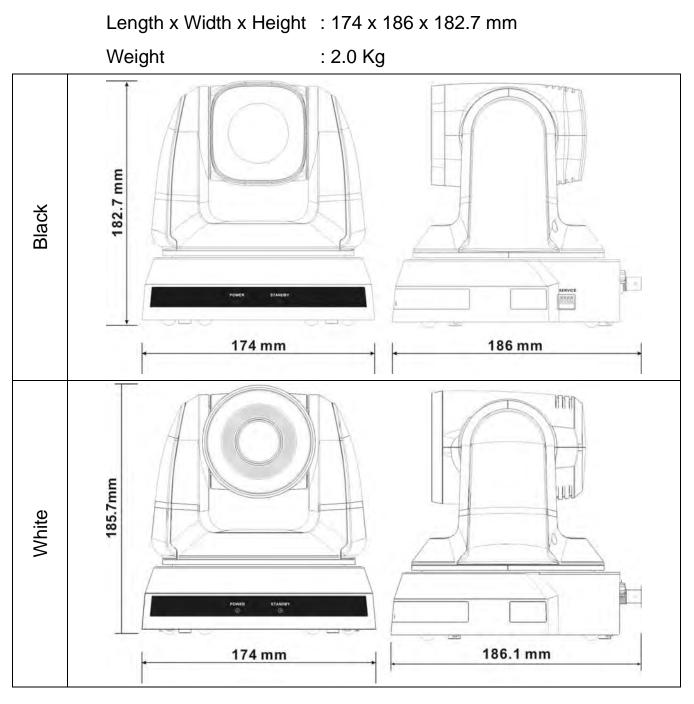
#### 4.2.2 I would like to install VC-A50S on the ceiling

## 4.2.2.1 Prepare for the parts and equipment required during the installation

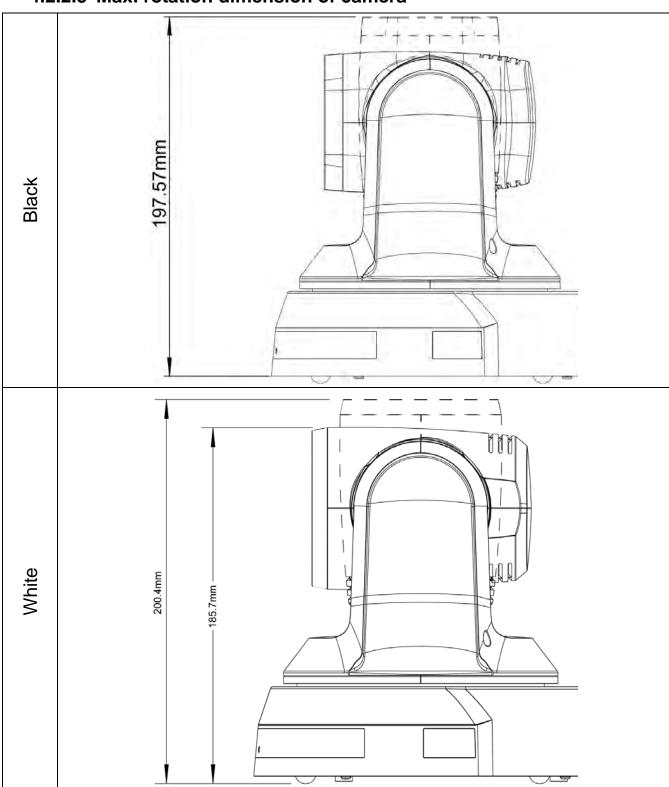
- 1. Accessories of VC-A50S in the box (metal plates A,B, M3 screw silver x 8, black x 2)
- 2. Screw for locking on ceiling mounted hanger x 4
- 3. Drilling machine, screw driver, ladder



#### 4.2.2.2 Camera Size





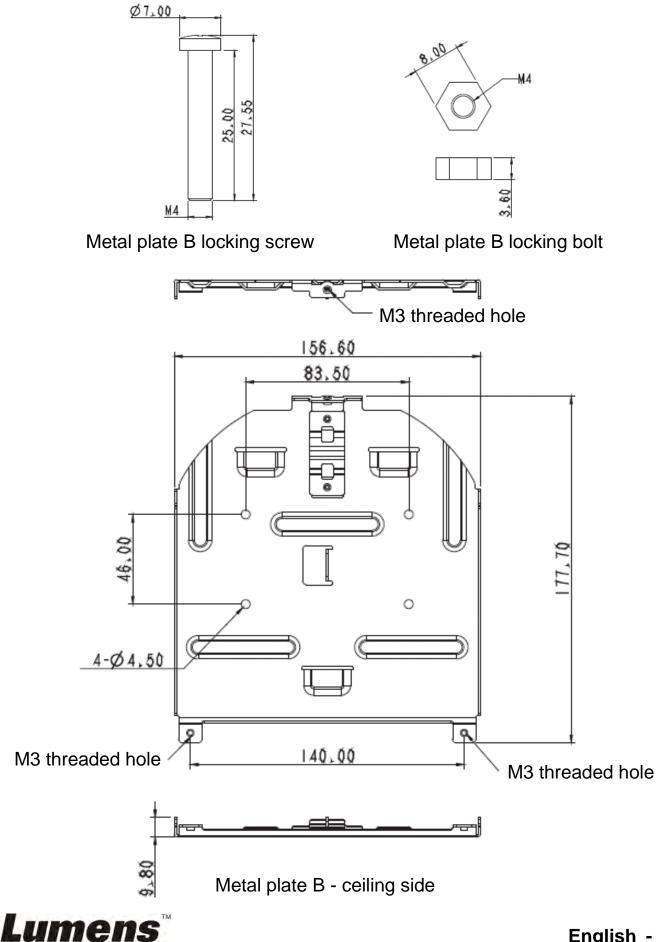


4.2.2.3 Max. rotation dimension of camera

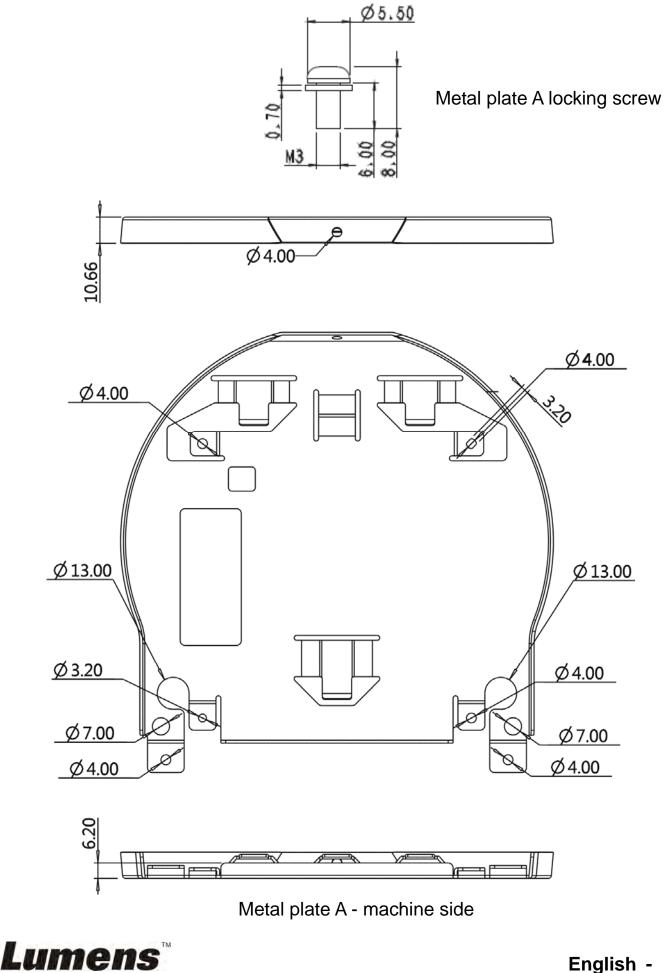


#### 4.2.2.4 Size Diagram

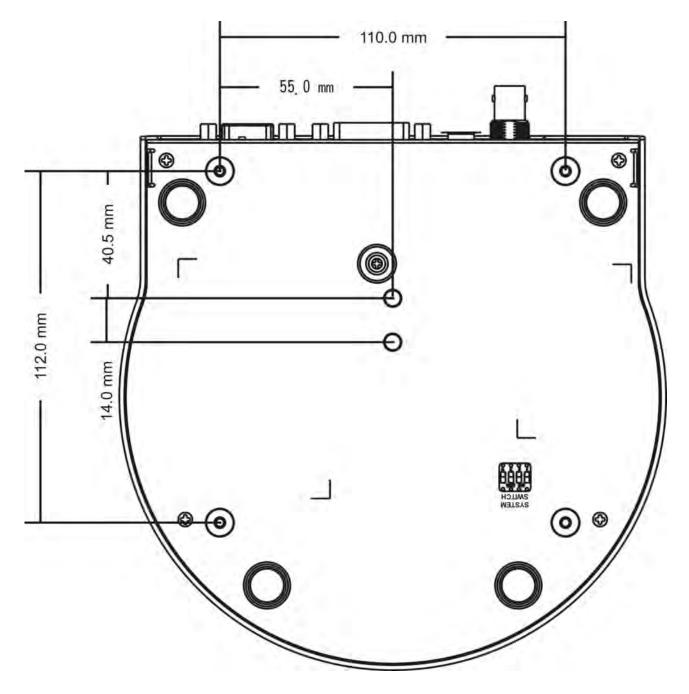
1. Metal plate B - ceiling side



2. Metal plate A - machine side



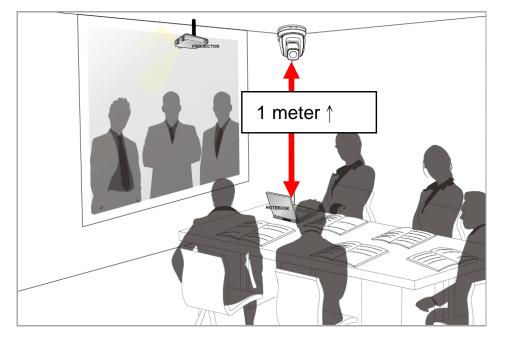
3. Bottom of machine





#### 4.2.2.5 Precautions for installation

- 1. Before installation, please confirm the orientation of the machine relative to the object to be captured
- It is recommended that the machine should be set at a distance of more than 1 meter away from the object to be captured. Please adjust for a best distance according to the magnification of the lens

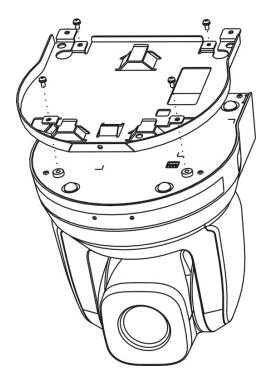


- The machine (including metal plates) is weighed at about 2.5 kg. If it is to be installed on the ceiling, please use the hanger that has obtained UL security approval to prevent the machine from falling down.
- 4. Please check whether the camera is installed securely on a regular basis

#### 4.2.2.6 Installation steps

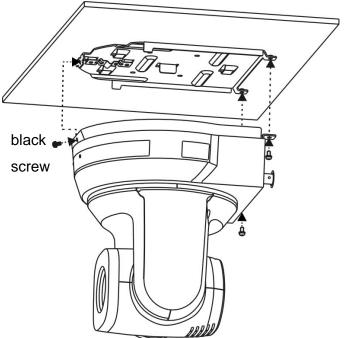
- 1. Please adjust resolution on DIP switch at first
- <Remark> Please refer to <u>Chapter 7 DIP Switch Setting</u> for the relevant descriptions on DIP switch.
- 2. Fix the metal plate A on the machine base with 4 M3 silver screws





3. Lock the metal plate B on ceiling mounted hanger %Caution:

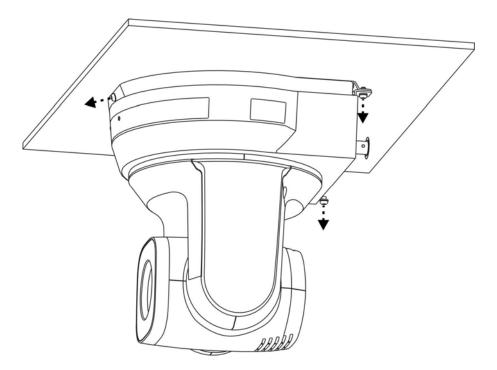
- (1) Please use the hanger that has obtained UL security approval
- (2) Please reserve the hole for the connecting wires of the camera
- 4. Combine the metal plate A and the metal plate B
  - (1) Push the metal plate A up to the ceiling and then to the right to latch the metal plate B
  - (2) And then secure with 2 M3 silver screws and 1 M3 black screw.





#### 4.2.2.7 How to remove

- 1. Remove the connecting wires from the camera
- 2. Uninstall the camera together with the ceiling, loosen the three screws that fix the metal plates A and B and push to the left to remove the machine



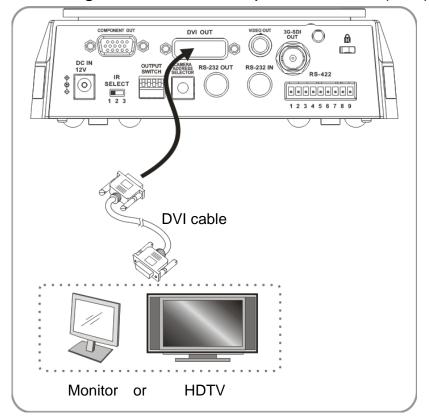
3. Then remove the screws on the hanger and the machine



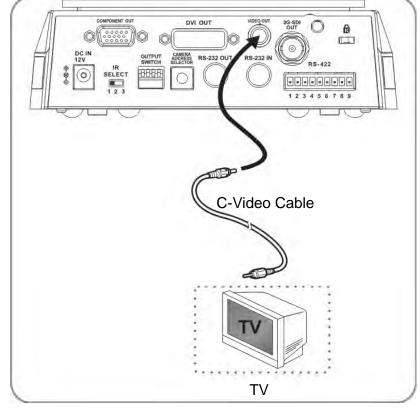
#### 4.3 Connecting the device

#### 4.3.1 Image Output

4.3.1.1 Connecting to an HDTV/computer monitor (DVI)

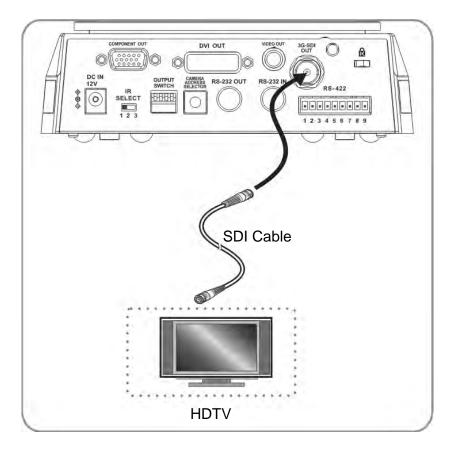


4.3.1.2 Connecting to a TV (C-Video)

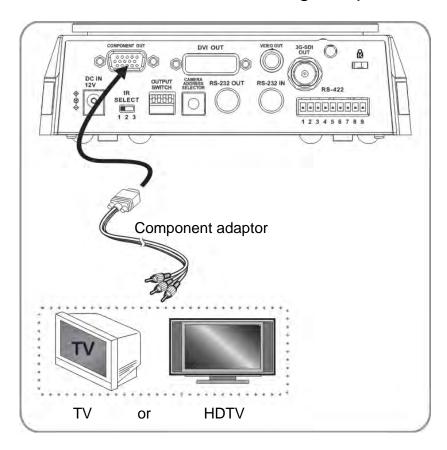




4.3.1.3 Connecting to an HDTV (3G-SDI)



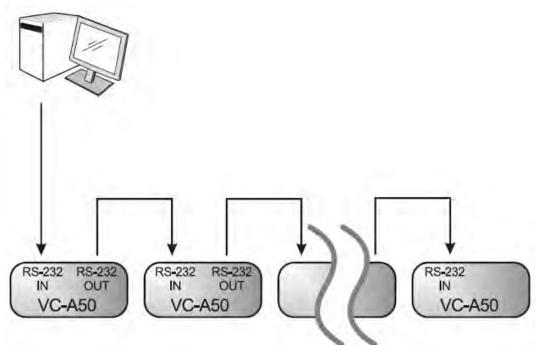
4.3.1.4 Connection to the device for image output





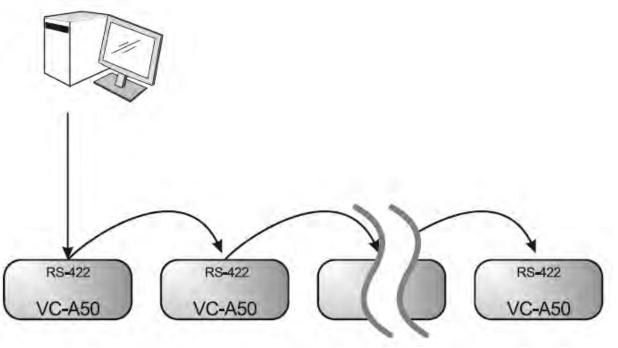
#### 4.3.2 Controlling VCs with the computer

4.3.2.1 Connecting to one computer for connection between VCs (RS-232 in/out)



<Remark> With RS-232 in/out, at most 7 VCs can be connected.

4.3.2.2 Connecting to one computer for connection between VCs (RS-422)



<Remark> Please refer to <u>7.2 RS-422 connection</u> for the RS-422 connection instructions. <Remark> With RS-422, at most 7 VCs can be connected.



#### 5.1 Functions of remote control

<Remark> The below functions are listed alphabetically.

	Item	Description
Camera setect	<b>≺,≻,</b> ∧,∨	Move the lens
	Back Light	Turn on/off back light compensation
	Camera select	Select 1 ~ 3 VC-A50S
4 5 6 7 8 9	Focus- Manual / Far/Near	Turn on manual focus to adjust the focal length
Preset	Focus-Auto	Auto focus
Menu Back Light	Freeze	Freeze the screen
	Home-Enter	Go back to the main page / Execute
	Info	Status information
Pan/TIR Read	L/R Direction Set	L/R Direction / OFF / Normal
Zoom	Menu	Display OSD menu
Sion Fast	Mirror	Rotate the image (OFF / Mirror / Flip / Mirror + Flip)
Forme	Pan/Tilt Reset	Clear the Pan / Tilt setting
Auto Far Near National Picture Presso Mirror Info (3) (3) (1) (2)	Picture	Switch image effect (OFF / Neg / B&W)
	Power	Power Switch
Direction Set	Preset	Appoint an ID (0 ~ 9) to save the current position data
Lumens	Reset	Appoint an ID (0 ~ 9) to delete the current position data
Hamilens	Zoom-Fast	Adjust image size
	Zoom-Slow	Fine-tune image size



#### 5.2 Setting Menu

<Remark> Press [Menu] on the remote control to enter the setting menu; the **bold underlined** values in the following table are defaults.

1 <sup>st</sup> Level	2 <sup>nd</sup> Level Minor	3 <sup>rd</sup> Level		Function Descriptions
Major Items	Items	Adjustment Values		
	Mode	<ol> <li><u>Auto</u></li> <li>Brightness</li> <li>Shutter Pri</li> <li>Iris Pri</li> <li>Manual</li> </ol>		Exposure mode setting
	Exposure_ Comp.	<u>On</u> / Off		AE Level
	Exposure_ Comp. Level	-7~ <b>C</b> ~7		The value can be adjusted only after <b>Exposure_Comp.</b> is activated
	Spot Light	On / <u>Off</u>		The value can be adjusted when the mode is set to <b>Full</b> <b>Auto</b> or <b>Shutter Pri</b>
Exposure	Spot Light Position	X(0~15)Y(0~15)		The value can be adjusted only after <b>Spot Light</b> is activated
Lyposure		60/30 mode	50/25 mode	
		1/10000	1/10000	
		1/6000	1/6000	
		1/4000	1/3500	
		1/3000	1/2500	
	Shutter Pri	1/2000	1/1750	Shutter priority setting
		1/1500	1/1250	
		1/1000	1/1000	
		1/725	1/600	
		1/500	1/425	
		1/350	1/300	
		1/250	1/215	



	1	1	
	1/180	1/150	
	1/125	1/120	
	1/100	1/100	
	1/90	1/75	
	<u>1/60</u>	<u>1/50</u>	
	1/30	1/25	
	1/15	1/12	
	1/8	1/6	
	1/4	1/3	
	1/2	1/2	
	1/1	1/1	
Iris Pri	1.F1.62.F23.F2.44.F2.85.F3.46.F47.F4.88.F5.69.F6.810.F811.F9.612.F1113.F1414.Close		Iris setting



Manual Gain	<ol> <li><u>0dB</u></li> <li>3.4 dB</li> <li>6.8 dB</li> <li>10.2 dB</li> <li>13.7 dB</li> <li>17.1 dB</li> <li>20.5 dB</li> <li>23.9 dB</li> <li>27.3 dB</li> <li>30.7 dB</li> <li>30.7 dB</li> <li>31.41 dB</li> <li>34.1 dB</li> <li>41dB</li> <li>41.48 dB</li> <li>44.4 dB</li> <li>47.8 dB</li> </ol>		Manually set the gain
Manual Speed	60/30 mode 1/10000 1/6000 1/4000 1/3000 1/2000 1/2000 1/1500 1/1500 1/1500 1/725 1/500 1/350 1/250 1/250 1/180 1/125 1/100 1/125 1/100 1/90 1/90	50/25 mode 1/10000 1/6000 1/3500 1/2500 1/1750 1/1250 1/1250 1/1000 1/425 1/300 1/215 1/120 1/120 1/120 1/120 1/120	Manually set the shutter



1	1	1	
	1/30	1/25	
	1/15	1/12	
	1/8	1/6	
	1/4	1/3	
	1/2	1/2	
	1/1	1/1	
Manual Iris	1.F1.62.F23.F2.44.F2.85.F3.46.F47.F4.88.F5.69.F6.810.F811.F9.612.F1113.F1414.Close		Manually set the aperture
Bright	1~ <u>C</u> ~28		
Gain Limit	1.       10.2 d         2.       13.7 d         3.       17.1 d         4.       20.5 d         5.       23.9 d         6.       27.3 d         7.       30.7 d         8.       34.1 d         9.       37.5dE         10.       41dB         11.       44.4 d         12. <b>47.8 d</b>	B B B B B B 3 B	Max. limit value of electron gain
WDR	1.         Off           2.         1           3.         2           1.         3		WDR settings



White Balance	Mode	<ol> <li>Auto</li> <li>Indoor</li> <li>Outdoor</li> <li>Outdoor</li> <li>Trigger White Balance</li> <li>Auto White Balance</li> <li>Auto White Balance</li> <li>Manual</li> <li>Outdoor Auto</li> <li>Sodium Lamp Auto</li> <li>Sodium Lamp</li> <li>Sodium Lamp Outdoor Auto</li> </ol>	Select the color temperature mode
	One Push Trigger	ENTER	One push trigger
	R-Gain	0~ <u>C</u> ~255	Adjustable when the white balance mode is set to <b>Manual</b>
	B-Gain	0~ <u>C</u> ~255	Adjustable when the white balance mode is set to <b>Manual</b>
	Picture effect	<ol> <li><u>Off</u></li> <li>Neg</li> <li>B&amp;W</li> </ol>	Set the picture effect
	Sharpness	1~ <u>A</u> ~16	Adjust the <b>sharpness</b> of the image
Picture	NR	1. Off 2. 1 3. 2 4. <u>3</u> 5. 4 6. 5	Noise reduction setting
	3D NR	<ol> <li>Off</li> <li>2. <u>Low</u></li> <li>3. Typ</li> <li>4. Max</li> </ol>	3D dynamic noise reduction settings
	Saturation	0~ <u>A</u> ~14	Adjustable when the <i>image</i> <i>mode</i> is set to <i>Custom</i> mode



	Hue	0~ <u>A</u> ~14	Adjustable when the <i>image</i> <i>mode</i> is set to <i>Custom</i> mode
	Gamma	1. <u>1</u> 2. 2	Adjustable when the <i>image</i> <i>mode</i> is set to <i>Custom</i> mode
	Brightness	0~ <u>A</u> ~31	Adjustable when the <i>image</i> <i>mode</i> is set to <i>Custom</i> mode
	Contrast	0~ <u>A</u> ~31	Contrast adjustment; Adjustable when the <i>image</i> <i>mode</i> is set to <i>Custom</i>
	Black Level	<ol> <li><u>Off</u></li> <li>Type 1</li> <li>Type 2</li> <li>Type 3</li> </ol>	Shadow details and transparency adjustment, adjustable when the <i>image</i> <i>mode</i> is set to <i>Custom</i>
	Pan/Tilt Limit	ON/ <u>Off</u>	Turn on/off the angle limit setting
	Pan Right Limit	0~ <u>170</u>	Limit the right angle
	Pan Left Limit	<u>-170</u> ~0	Limit the left angle
	Tilt UP Limit	0~ <u>90</u>	Limit the upward angle
Pan Tilt	Tilt Down Limit	<u>-30</u> ~0	Limit the downward angle
Zoom	Pan/Tilt Speed	Normal/ Smooth	Adjustable the <b>Pan/Tilt Speed</b>
	D-Zoom Limit	<u><b>x1</b></u> ~x12	Limit the D-zoom multiple
	Preset Speed	<ol> <li>5 per second</li> <li>25 per second</li> <li>50 per second</li> <li>150 per second</li> <li>250 per second</li> <li>250 per second</li> <li>300 per second</li> </ol>	Set the rotation speed of the cradle head when Preset is executed
DigEffect	Mirror	<ol> <li><u>Off</u></li> <li>Mirror</li> <li>Flip</li> <li>Mirror + Flip</li> </ol>	Set the mode at which the image is turned



	AF Sensitivity	1. Low 2. <u>Normal</u>	Select the AF triggering speed. The higher the speed is, the faster AF is triggered
Auto Focus	AF speed	1. <u>Normal</u> 2. 1 3. 2 4. 3 5. 4 6. 5	Focus speed after AF triggering
	C-Video	NTSC LB NTSC CP <u>NTSC SQ</u>	Image mode
		PAL LB PAL CP PAL SQ	-
	Video Type	DVI/SDI YPbPr	Select video output type
	Prompt	On / <u>Off</u>	Turn on/off the prompt information on the display
System	Motionless Preset	On / <u>Off</u>	When the function is enabled, the screen will Freeze when Preset is executed. Freeze will be released after Preset is completed
	Low Latency	On / <u>Off</u>	Turn on to reduce image delay
	IR Receive	<u>On</u> / Off	Turn on/off the infrared reception
	Language	<u>English</u> / Chinese	Language
	Control Device	Encoder / Controller	Control Device setting
	Protocol	Protocol V / Protocol PD	Protocol V: VISCA Protocol PD: PELCO D
	PD Address	1~ <u>C</u> ~255	The Protocol set to PD allows the camera ID address to be assigned



	Output Mode	<ol> <li>1. <u>1920x1080/60p</u></li> <li>2. 1920x1080/50p</li> <li>3. 1920x1080/30p</li> <li>4. 1920x1080/25p</li> <li>5. 1920x1080/60i</li> <li>6. 1920x1080/50i</li> <li>7. 1280x720/60p</li> <li>8. 1280x720/50p</li> <li>9. 1280x720/30p</li> <li>10. 1280x720/25p</li> <li>11. 1080/59.94p</li> <li>12. 1080/59.94p</li> <li>12. 1080/29.97p</li> <li>14. 720/59.94p</li> <li>15. 720/29.97p</li> </ol>	
	Factory Reset	On / <u>Off</u>	Resume the factory default setting
Status			Display the current setting status



## **Chapter 6 Descriptions of Major Functions**

#### 6.1 I would like to switch to VC-A50S

- 1. Press [Camera 1 ~ 3] on the remote control to select VC-A50S.
- Camera 1 ~ 3 is selected with IR SELECT.

#### 6.2 I would like to save the current lens position data

- 1. Press [Preset + ID] on the remote control to save the current position data.
- ID shall be a digit [0 ~ 9].
- Use VISCA command to store position data to [0 ~ 127]

#### 6.3 I would like to clear the saved position data

- Press [Reset + ID] on the remote control to clear the given position data.
- ID shall be a digit [0 ~ 9].
- Use VISCA command to clear position data stored in [0 ~ 127]

# 6.4 I would like to turn on the back light compensation function

1. Press [Back Light] on the remote control to turn on or turn off the back light compensation.

#### 6.5 I would like to adjust the shooting angle of the lens

- Press [Tilt ▲] or [Tilt ▼] on the remote control to adjust the angle upward or downward.
- Press [Pan ▶] or [Pan ◄] on the remote control to adjust the angle to right or left.
- 3. Press [Pan Tilt Reset] on the remote control to reset the angle to the center point.



# 6.6 I would like to hide the preset image switch (Motionless Preset)

- 1. Press [MENU] to activate the setting menu.
- 2. Press [▶] or [◀] to select **[System]**.
- 3. Press **[ENTER]** to activate.
- 4. Press [▲] or [▼] to select [Motionless Preset].
- 5. Press [ENTER] to activate.
- 6. Press [▶] or [◀] to select **[Off / On]**.
- 7. Press [MENU] to exit.

#### 6.7 I would like to zoom in/out images

#### 6.7.1 Adjust image size

- 1. Press [Fast +] on the remote control to zoom in images.
- 2. Press [Fast -] on the remote control to zoom out images.

#### 6.7.2 Fine-tune image size

- 1. Press [Slow +] on the remote control to zoom in images.
- 2. Press [Slow -] on the remote control to zoom out images.

#### 6.8 I would like to adjust the focal length

#### 6.8.1 Auto tune

1. Press [AF] on the remote control to adjust automatically.

#### 6.8.2 Manual focus

- Press [MF] on the remote control to turn on the manual focus function.
- 2. Press Focus [+] or Focus [-] to adjust.

#### 6.9 I would like to adjust the AF speed

#### 6.9.1 Adjust the AF Sensitivity

Triggering speed of focus. The higher the speed is, the faster focus is

Lumens

triggered.

To shoot fast-moving objects, *AF Sensitivity* can be set to [High] or

[Medium], which is applicable to quick focus.

When the environment is too dark to enable auto focus or fixed objects have to be shot in different brightness, *AF Sensitivity* can be set to **[Low]**.

- 1. Press [MENU] to activate the setting menu.
- 2. Press [▶] or [◀] to select [Auto Focus].
- 3. Press [ENTER] to activate.



- 4. Press [▲] or [▼] to select [AF Sensitivity].
- 5. Press [ENTER] to activate.
- 6. Press [▶] or [◀] to select [High / Medium / Low].
- 7. Press [MENU] to exit.

#### 6.9.2 Adjust the AF speed

The focus speed upon triggering AF Sensitivity

- [Normal] (default): Image flickering may not occur
- [Fast]: Fast focus speed
- 1. Press [MENU] to activate the setting menu.
- 2. Press [▶] or [◀] to select [Auto Focus].
- 3. Press [ENTER] to activate.
- 4. Press [▲] or [▼] to select [AF speed].
- 5. Press [ENTER] to activate.
- 6. Press [▶] or [◀] to select [Fast / Normal].
- 7. Press [MENU] to exit.

#### 6.10 I would like to set the image mode

1. Press [Picture] on the remote control to switch [OFF / Neg / B&W].

#### 6.11 I would like to freeze images

1. Press [Freeze] on the remote control to freeze the current image on the display.

#### 6.12 I would like to rotate the image

 Press [Mirror] on the remote control to switch [Off / Mirror / Flip / Mirror + Flip].



#### 6.13 I would like to change the camera direction

 Press [L/R Direction Set] on the remote control to switch [L/R Direction/Disable/Normal].

#### 6.14 I would like to display the current status

1. Press **[Info]** on the **remote control** to display the current status information.

#### 6.15 I would like to reset to the original setting

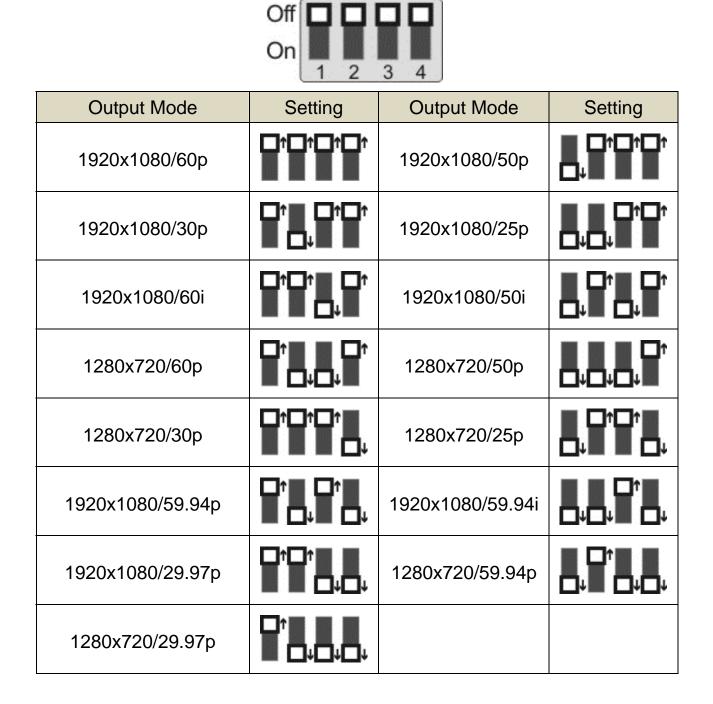
- 1. Press **[MENU]** to activate the setting menu.
- 2. Press  $[\blacktriangleright]$  or  $[\blacktriangleleft]$  to select **[System]**.
- 3. Press **[ENTER]** to activate.
- 4. Press [▲] or [▼] to select [Factory Reset].
- 5. Press **[ENTER]** to activate.
- 6. Press [▶] or [◀] to select **[On]**.
- 7. Press [ENTER] to execute.



## <Note> Please turn off the machine before changing DIP switch setting.

#### 7.1 DIP SWITCH

#### 7.1.1 OUTPUT Swtich





#### 7.1.2 IR SELECT

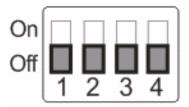
	2 3
ID	Setting
1	
2	
3	

#### 7.1.3 Camera Address Selector



Setting	Function Descriptions
0~7	ID 0~7
8~9	Reserved

#### 7.1.4 System Switch



Setting	Function Descriptions
DIP 1	RS-232C/RS-422 selector
	OFF : RS-232C / ON : RS-422
DIP 2	Infrared signal output switch
	OFF : Off / ON : On
DIP 3	Communication baud rate selector
DIF 3	OFF : 9600 / ON : 38400
DIP 4	Reserved



#### 7.2 RS-422 Connection

#### 7.2.1 RS-422 Pin Description

RS-422

Pin NO.	Function
1	RXD OUT -
2	RXD OUT +
3	TXD OUT -
4	TXD OUT +
5	GND
6	RXD IN -
7	RXD IN +
8	TXD IN -
9	TXD IN +

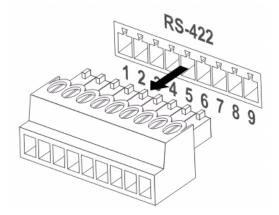
#### <Note>

Please connect IN+ to OUT+ when connecting to SONY products For non-SONY products, it may be necessary to connect IN+ to OUT-

#### 7.2.2 Use RS-422 Connection

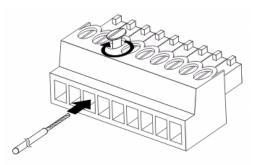
1. Hold the two sides of RS-422 connector and pull out in the direction

shown by the arrow in the figure below

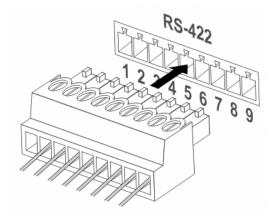




2. Peel off a section of copper wire (AWG Nos. 28 to 18) and insert it into the connector hole; then use flat screw driver to fix it



3. Insert the wired RS-422 connector back to the camera. Now the connection is completed



<Note> When RS-422 connection is being used, do not use RS-232C connection.



## **Chapter 8 Troubleshooting**

This chapter describes problems you may encounter while using VC-A50S. If you have questions, please refer to related chapters and follow all the suggested solutions. If the problem still occurred, please contact our distributors or service center.

No.	Problems	Solutions	
1.	Boot without power signal	<ol> <li>Make sure you have plugged in the power cord.</li> <li>Make sure the Service DIP switch is Off.</li> </ol>	
2.	There is no image output from VC-A50S	<ol> <li>Check the power.</li> <li>Check if DIP switch is properly set. Please refer to <u>Chapter 7 DIP Switch Setting</u> for related settings.</li> <li>Make sure the display supports the output resolution; in general, the resolution is 1080p60/1080i60/720p60.</li> <li>Replace the cables and make sure they are not faulty.</li> </ol>	
3.	VC-A50S image is severely delayed	Please use 1080p or 720p 60/50 Hz signals rather than 25/30 Hz signals.	
4.	Not working after changes to DIP Switch setting	After completing DIP Switch setting, unplug and reconnect the power cord and turn on the machine to change the setting.	
5.	VC-A50S cannot be operated by remote control	<ol> <li>Please confirm if the Camera Select on the remote control can be used together with the IR Select on VC-A50S.</li> <li>Please prevent VC-A50S from direct sunshine.</li> <li>Make sure the energy-saving bulb and the IR touch screen are as far as possible in order to avoid interference.</li> <li>When several VC-A50S are connected in the same area, the operation of two Remote Controls at the same time may result in signal interference. It is recommended to use one Remote Control.</li> </ol>	



6.	The device cannot be controlled with Codec	<ol> <li>Please consult the distributor to make sure the firmware version is the latest one. The steps to check version is as follows:         <ol> <li>Press [MENU] on the remote control</li> <li>Choose [Status]</li> <li>Go to Page 5 of [System]</li> <li>Make sure the firmware version is correct.</li> </ol> </li> <li>Make sure the connection is correct (RS-232/422 Input).</li> <li>Make sure System Switch DIP1 and DIP3 are correct.</li> </ol>
7.	The device cannot be controlled with RS-232/RS422	<ol> <li>Make sure the connection is correct (RS-232/422 Input).</li> <li>Make sure System Switch DIP1 and DIP3 are correct.</li> </ol>

