USB Camera Trouble Shooting Guide

100 USB Camera Problems

1. Is the camera's LED illuminated?
   - YES
   - NO

2. Is the camera recognized by the application SW?
   - YES
   - NO

3. Does the camera respond to other application SW?
   - YES
   - NO

4. Do application controls respond to Exp [Gain] / [FOV] controls?
   - YES
   - NO

5. Is the preview image valid?
   - YES
   - NO

6. This is not a camera issue

7. GoTo 225

8. If NO 4 above then:
   - GoTo 300
   - GoTo 400

9. If NO 4 above and NO 5 above then:
   - GoTo 225
   - GoTo 300
   - GoTo 400

10. If NO 4 above and YES 5 above then:
    - GoTo 200

11. Does an Entry appear in the Device Manager?
    - YES
    - NO

12. Does the entry show any errors?
    - YES
    - NO

13. Verify cable is USB2.0 quality or try another USB2.0 cable
    - YES
    - NO

14. Connect USB2.0 cable
    - YES
    - NO

15. GoTo 100

16. GoTo 100
Troubleshooting steps have not corrected the issue

NO

Camera works on other computer?

NO

Suspect a computer configuration issue.
Verify USB,0 ports, SW install and permissions on external FC.

YES

This is not a camera issue

Can your IT support person resolve the issue?

NO

Contact Lumenera Technical Assistance Centre (TAC) team for support

Please have your camera serial number and camera model available along with a description of the problem and the trouble-shooting steps completed.

e-mail: support@lumenera.com
phone: 613-736-4077 (press 2 at the auto-attendant)

YES

Camera Operational

END