

Troubleshooting Tips

Powering the Camera

If the camera is not connecting to the PL8RDR there may be issues with power. Ensure that the connections are sturdy and follow the guide to Powering the Camera.

One way to check a camera to ensure it is powered on is to power up the unit and view the front of the camera using a cell phone camera. The use of the camera viewfinder does two things. It shields you from looking directly into the infrared light as well as allow you to see a slight flicker in the 6 lights on the front of the camera.

Checking Firmware updates.

You should always ensure you have the latest firmware installed.

Adjusting the Camera's View

Depending on the application of your camera, whether it be fixed or mobile, there are adjustments that can be made to improve accuracy and speed of reads.

Adjusting the angle, height and width of camera's read area can improve performance by simply defining the camera's sweet spot so to speak.