

APP917

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Application Note – PP860 Troubleshooting Guide

How do I find out the version number of the firmware?

The firmware version number is output on the serial port on power up and when the “VR” RS232 command is sent. At the time of writing the standard software version is “023.”

There is no RS232 communication

Check that the power LED is on.

See Application Note APP916 – RS232 Troubleshooting Guide.

The PP860 gets hot during operation

See Application Note APP918 – PP860 Heat Dissipation.

The light does not pulse when it receives a trigger

Check that the output channel is in pulse mode. Check the trigger signal and check that it is wired into the correct input.

Otherwise try setting a small continuous output current to check that the light is connected and working.

The light sometimes pulses twice for one trigger

This is usually caused by an extra trigger being seen on the trailing edge of the trigger input. It can be caused by a noisy trigger line or the trailing edge being too slow. Solutions include:

- Try speeding up the edge by putting a resistor across the trigger input.
- Reduce the trigger pulse length to less than the output pulse length

As the output current is increased, the light output reaches a limit and doesn't increase any more.

This is usually caused by the power supply voltage not being high enough. As the brightness increases, the PP860 puts a higher voltage across the light. When the voltage across the light reaches the voltage, the brightness can't increase any more.

Solutions include:

- Increase the power supply voltage
- If there are multiple lights on one channel then put them in parallel instead of series
- Some manufacturers have pulse and non-pulse versions of their lights. Use the pulse version

In pulse mode, the brightness of the camera image varies

This is usually caused by variation in the timing between the camera exposure and the light pulse. To prove this, try setting a continuous current (make sure you don't exceed the rating of the light) and see if the variation then goes away.

See Application Note APP911 - How To Use Pulse Mode.

The problem happens on only one channel

This may be a faulty unit. Contact Gardasoft Vision.

Checklist for technical enquiries

If you still have problems, please read APP915 – Technical Support Guide.

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