

Before Calling Basler Technical Support

To help you as quickly and efficiently as possible when you have a problem with a Basler camera, please collect the following pieces of information before you contact technical support.

1 The camera's product ID: _____

2 The camera's serial number: _____

3 Frame grabber/1394 adapter that you use with the camera: _____

4 Describe the problem in as much detail as possible: _____
(If you need more space, use an extra sheet of paper.) _____

5 If known, what's the cause of the problem? _____

6 When did the problem occur? After start. While running.

After a certain action (e.g., a change of parameters): _____

7 How often did/does the problem occur? Once. Every time.

Regularly when: _____

Occasionally when: _____

8 How severe is the problem? Camera can still be used. Camera can no longer be used.

Camera can be used after I take this action: _____

9 Did your application ever run without problems? Yes No

10 Parameter set

It is very important for Basler Technical Support to get a copy of the exact camera parameters that you were using when the problem occurred.

b- and k-cameras only: To make a copy of the parameters, open the parameter set in the CCT or CCT+ and save or dump the settings to a file. Send the generated file to Basler Technical Support.

If you cannot access the camera, please try to state the following parameter settings:

- Video data output mode: _____
- Exposure time control mode: _____
- Exposure time: _____
- Gain: _____
- Offset: _____

f-cameras only: To make a copy of the parameters, use the dump register tool available from the support section of www.basler-vc.com (the tool is available for XP PCs only). Send the generated file to Basler Technical Support. Or, you can look up the settings with the BCAM Viewer by using View > Camera Features and View > Properties.

If you cannot access the camera, please try to state the following parameter settings:

- Video format: _____
- Video mode: _____
- Color coding: _____
- Bytes per packet: _____
- Exposure time (shutter): _____
- Frame rate: _____

11 Live image/test image

If you are having an image problem, try to generate and save live images that show the problem. Also generate and save test images. Please save the images in BMP format, zip them, and send them to Basler Technical Support.