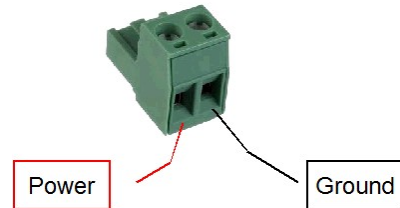


| Problem  | Possible Cause                     | Solution  |
|--|------------------------------------|---|
| I didn't get any software in the box<br>or where can I find...<br>Documentation<br>Sample Code | All software is available online   | Download the latest SLA-PANEL from our web site<br><a href="http://www.sightlineapplications.com/support.html">http://www.sightlineapplications.com/support.html</a>  |
| I'm having trouble installing software   | Conflict with previous revision    | Uninstall previous revision and delete any artifact directories<br>(e.g. C:\Program Files (x86)\SightLine Applications\SLA-PANEL)   |
|  | Connected to wrong connector       | Check the ICD for your product to verify you are using the correct connector  |
|  | Bad cables                         | Verify connectors and cables by hooking them up to other sources  |
| I don't see any video output<br><br>Video is black, etc.                                       | Incompatible display               | Try a known working input source, such as a camera or DVD player, directly to your TV to verify the display is working<br>Try another display   |
|  | No Video Source                    | Verify your camera (or other source) is functioning by plugging it directly into the display  |
|  | No power to SightLine hardware     | Verify correct voltage (5V or 12V depending on unit)<br>Look for status lights on the board (non-enclosure units)   |
|  | Wrong Input Source Selected        | Use SLA-PANEL to set the camera order.  |
|  | Analog Video Out disabled          | System was configured for network output only. Use SLA-PANEL to enable NTSC output.   |
| My serial port isn't working   | Wrong serial port                  | Try selecting a different COM PORT from SLA-PANEL   |
|  | TX & RX are swapped                | Try using a NULL MODEM inline with your cable to the SLA-HARDWARE   |
|  | Bad serial port                    | Try hooking your serial port up to another device like a PC and send commands   |
|  | Wrong voltage level                | Verify with the ICD for your product. Some SLA-HARDWARE assumes a 3.3V TTL serial communication.  |
|  | Incorrect or no ground             | Verify your serial cable is using the same digital ground as the SLA-HARDWARE   |
| I can see the unit on the network, but it doesn't respond to command                           | IP address / Network Mask mismatch | Default IP address for SLA-HARDWARE is 192.168.1.xxx and subnet mask of 255.255.255.0<br>Set your PC to be on the same subnet and then use SLA-PANEL to change the network settings of the SLA-HARDWARE<br>Clear the ARP table from the command line (arp -d *) |
|  | Windows Firewall                   | Disable windows firewall  |
|  | Router/Switch issues               | Try using a simple (unmanaged) network switch   |
|  | Not Connected                      | Select the unit name from the pull down list and click Connect<br>You should see the IP address, temperature, and firmware version reported in the status bar   |
|  | Wrong Network Adapter              | Disable all Wireless and other network adapters except the wired (LAN)  |
| Video appears blue (or some other color)<br><br>Image is scrolling, etc.                       | Video synchronization              | Try unplugging the video source and plugging it back in<br><br>Try power cycling the SLA-HARDWARE after the video source is connected<br><br>Try a different video source   |

## ***Trouble Shooting: Power***

1. Verify that SLA-POWER is functional using a voltmeter
2. Verify that power and ground are supplied to the correct pins.



EXAMPLE: SLA-2000-OEM here “Power” is the +12V DC.

3. Verify that screw terminals on top of connector are tight
4. Verify that power connector is seated firmly within the socket on the SLA-2000-ENC

## ***Trouble Shooting: Ethernet***

1. Make sure all cables are good and firmly connected.
  - Swap cables if necessary
2. Make sure power is supplied to all hardware
  - Network Switch, PC, SLA-2000, etc.
3. Verify link lights for the port on your network switch where your SLA-2000-ENC is plugged in



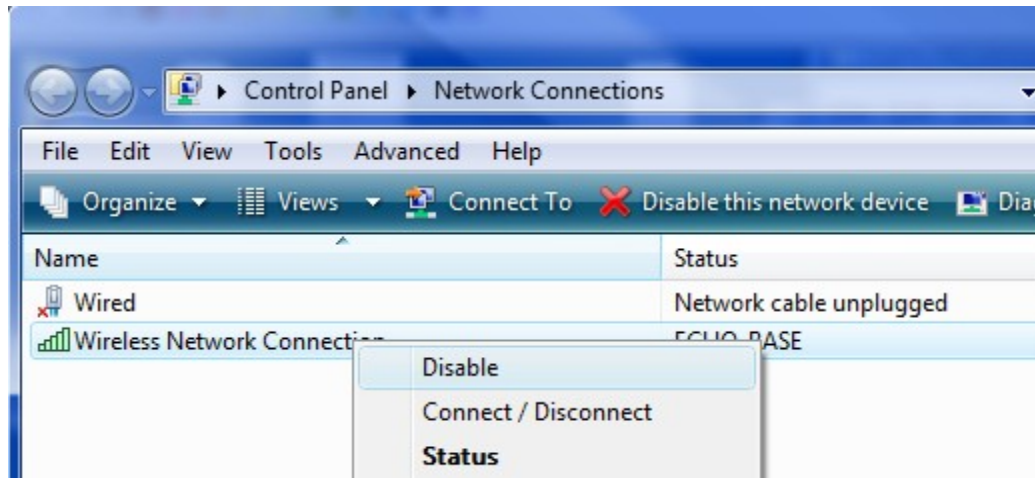
*Example Network Switch with Link Lights*

4. Verify your DHCP server can provide an IP Address
5. Assuming no DHCP server, the SLA-2000-ENC will self determine an IP address in the form:
  - 192.168.1.XXX subnet mask 255.255.255.0
  - Verify that this IP address and subnet mask are valid for your network
6. Use the IPCONFIG command from a command prompt to see your network configuration
  - Example: <http://support.microsoft.com/kb/165170>

```
IPv4 Address. . . . . : 192.168.1.106
Subnet Mask . . . . . : 255.255.255.0
Default Gateway . . . . . : 192.168.1.1
```

*Example output from IPCONFIG command*

- Verify PC & SLA-2000 are on the same subnet and using the same subnet mask
- 7. [Ping](#) the SLA-2000 from your PC
- 8. Clear the ARP table on your PC (arp -d \*)
- 9. Download and install a network packet analyzer to see if the SLA-2000 is generating packets
  - Example: WireShark (<http://www.wireshark.org/>)
  - Example: [Microsoft Network Monitor](http://support.microsoft.com/kb/933741) (<http://support.microsoft.com/kb/933741>)
- 10. Disable Microsoft Firewall protection
  - Example: <http://support.microsoft.com/kb/283673>
- 11. [Disable any wireless network adapters](#)
  - Multiple network adapters on a PC can confuse SLA-PANEL or the Upgrade Server.
  - Leave only the Wired network enabled

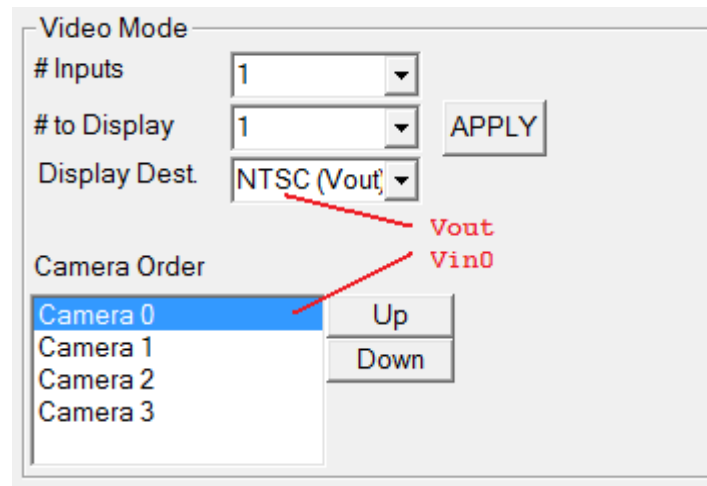


- 12. Verify your WIRED network adapter is enabled and connected

## ***Trouble Shooting: Video***

- 1. Verify power to your camera and your TV
- 2. Connect your camera directly to your TV

3. Verify camera is connected to Vin0 on the SLA-2000
4. Verify TV is connector Vout
5. Verify Vin0 is set as primary input
6. Verify system is configured for Analog (NTSC) output



*Illustration 1: Verify Camera Order & Display Destination*

### ***Trouble Shooting: Serial***

1. Use the MODE program to verify PC serial port
  - <http://support.microsoft.com/kb/112841>
2. Use supplied NULL MODEM adapter

## Network Diagnostic Checklist

- ☐ Are you using the SLA-2000-AB?
- ☐ Check all cable connections to make sure they are making a tight fit
- ☐ Replace cables
- ☐ Check indicator lights on network switch
- ☐ Check indicator lights on SLA-2000-OEM (D6 = RED = GigE, D4 = TX )
- ☐ Try different network port on the switch
- ☐ Swap PC and SLA-2000 network port
- ☐ Replace Network Switch
- ☐ Use [static IP address on PC](#) and SLA-2000
  - verify both on same subnet
  - verify both have same network mask
- ☐ Verify no IP Address conflicts
- ☐ [Ping](#) the SLA-2000 from the command line
- ☐ Disable [Windows Firewall](#)
- ☐ Use packet sniffer to examine packets on network

[WireShark](#)  
[Microsoft Network Monitor](#)

## Video Diagnostic Checklist

☐

Are you using the SLA-2000-AB?

☐

Replace all video cables

☐

Verify video input & output by connecting video source (camera) to video display (TV)

☐

Try different video source

☐

Try different display

Is video SD NTCS?

☐

Is the video progressive or interleaved?