# pytelicam Samples

# (Python) Manual

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# **Toshiba Teli Corporation**

Information contained in this document is subject to change without prior notice.

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# 1. Introduction

This document describes how to use pytelicam sample codes. Sample codes can be used by installing TeliCamSDK. TeliCamSDK can be obtained from TeliCamSDK home page.

The knowledge about GenlCam, GigE Vision, USB3 Vision, and IIDC2 register map will be useful to understand sample codes. The detail or latest information of these standards can be obtained from home page of these standards.

GenlCam https://www.emva.org/standards-technology/genicam/

GigE Vision https://www.automate.org/a3-content/vision-standards-gige-vision

USB3 Vision https://www.automate.org/a3-content/usb3-vision-standard

IIDC2 http://jiia.org/mv dl/iidc2/

# 2. File path of sample codes

These sample codes are located in the "Samples" folder of pytelicam.

Refer to the following "pytelicam User Guide Eng.pdf" for the installation method of TeliCamSDK.

# 3. Sample Codes of Python

pytelicam provides some sample codes projects in the following table for Python user's reference. More sample sources will be provided in our home page subsequently.

Sample name	UI	Function
get_camera_information		Display of camera information.
configure_camera_feature	CUI	Acquisition and setting of parameters using the functions of CameraControl class.
configure_camera_feature_using _genicam		Acquisition and setting of parameters using the functions of GenApiWrapper class.
grab_image_callback		Continuous capture of images using the Callback function.
grab_image_callback_using_trig ger		Image capture of software trigger using the Callback function.
grab_image_callback_opencv	GUI	Continuous capture of images using the Callback function and display images using the OpenCV.
grab_next_image	CUI	Continuous capture of images using the get_next_image function.
grab_next_image_using_trigger		Image capture of software trigger using the get_next_image function.
grab_next_image_opencv		Continuous capture of images using the get_next_image function and display images using the OpenCV.
grab_image_opencv-like	GUI	Continuous capture of images using the get_next_image function and display images using the OpenCV. It uses a sample class that has function like the VideoCapture of the OpenCV.
grab_current_image		Continuous capture of images using the
grab_current_image_using_trigg	CUI	get_current_buffered_image function.  Image capture of software trigger using the
er		get_current_buffered_image function.
Grab_current_image_opencv	GUI	Continuous capture of images using the get_current_buffered_image function and display images using the OpenCV.
grab_buffered_image	CIII	Continuous capture of images using the get_current_buffer_index function and the get_buffered_image function.
grab_buffered_image_using_trig ger	CUI	Image capture of software trigger using the get_current_buffer_index function and the get_buffered_image function.
Grab_buffered_image_opencv	GUI	Continuous capture of images using the get_current_buffer_index function and the get_buffered_image function and display images using the OpenCV.
grab_camera_event		Get camera event.
grab_chunk_data	CUI	Acquisition the chunk.
get_camera_feature_list		Display a list of camera features.
multi_camera_opencv	GUI	Display images of multi cameras using the OpenCV.

#### get\_camera\_information 3.1.

This sample code describes how to display information of all connected cameras.

```
<System information>
 TeliCamApi version : 3.0.4.1
6 camera(s) found.
<Camera0 information>
 Cam type
                       : CameraType.U3v
 Cam vendor
                       : Toshiba-Teli
 Cam model
                       : BU040MC
                      : ES #2
 Cam serial number
                       : 4.1.0.1
 Cam version
 Cam user defined name : ab
 Cam display name : BU Series
 TL vendor
                       : Toshiba Teli Corporation
 TL model
                       : TeliU3vCamApi
 TL version
                       : 2.0.7.1
 TL display name
                       : Toshiba Teli Standard USB3 Vision Interface
                       : USB3 Vision Interface
 TL-IF display name
```

#### [Main functions of this sample code]

get\_camera\_information()

#### [Remarks]

The get\_camera\_information function gets camera information.

#### configure\_camera\_feature 3.2.

This sample code describes how to acquire and set camera parameters using the functions of CameraControl class.

```
6 camera(s) found.
ProcessLoop() started!
Camera parameters
exposure_time : 3.0000[ms]
gain
                : 0.0000[db]
                : 320.1294[fps]
frame_rate
Press '1' key to set exposure time.
Press '2' key to set gain.
Press '3' key to set frame rate.
Press '9' key to quit application.
set_exposure_time() started!
exposure_time_min : 0.0200 , exposure_time_max : 3.0336 [ms] >>>
```

### [Main functions of this sample code]

```
get_exposure_time_min_max(), get_exposure_time(), set_exposure_time(),
get_gain_min_max()、get_gain()、set_gain()、get_acquisition_frame_rate_min_max()、
get_acquisition_frame_rate(), set_acquisition_frame_rate()
```

#### [Remarks]

The functions of CameraControl class can process faster than when using the functions of GenApiWrapper class. However, the functions of CameraControl class are not available for all camera features.

#### configure\_camera\_feature\_using\_genicam 3.3.

This sample code describes how to acquire and set camera parameters using the functions of GenApiWrapper class.

```
6 camera(s) found.
ProcessLoop() started!
Camera parameters
exposure_time : 3.0000[ms]
gain
                : 0.0000[db]
 frame_rate : 320.1294[fps]
Press '1' key to set exposure time.
Press '2' key to set gain.
Press '3' key to set frame rate.
Press '9' key to quit application.
set_exposure_time() started!
exposure_time_min : 0.0200 , exposure_time_max : 3.0336 [ms] >>>
```

#### [Main functions of this sample code]

```
get_float_min(), get_float_max(), set_float_value()
```

#### [Remarks]

The functions of GenApiWrapper class can be used to camera features that are not prepared by the functions of CameraControl class.

#### grab\_image\_callback 3.4.

This sample code describes how to continuously capture images using the callback feature.

```
camera(s) found.
Press '0' + 'Enter' key to grab frames.
Press '9' + 'Enter' key to quit application.
           : (540, 720, 3)
shape
image data :
 [[186 255 255]
 [188 255 255]
 [190 255 255]
 [137 255 200]
 [136 255 198]]
           : 102.90358281893005
average
```

#### [Main functions of this sample code]

set\_callback\_image\_acquired()、set\_callback\_image\_error()、set\_callback\_buffer\_busy()

#### [Remarks]

The set\_callback\_image\_acquired function can be used to register a callback feature. The registered callback feature will be executed when new image data is stored in the stream ring buffer inside this API.

There are ways to capture an image, including the method in this sample code.

- Using argument of callback function registered with "set callback image acquired()".
- Using "get\_next\_image()" .

Refer to the grab next image sample code.

- Using "get current buffered image()".
  - Refer to the grab current image sample code.
- Using "get\_current\_buffer\_index(), get\_buffered\_image()". Refer to the grab buffered image sample code.

Refer to 7.4 CameraStream class (Stream Control) of "pytelicam User Guide Eng.pdf" about for more information how to get images.

If capture images are got to continuously, the "set\_trigger\_mode" function is set to false, allowing to acquire images from the camera without waiting for a trigger.

#### grab\_image\_callback\_using\_trigger 3.5.

This sample code describes how to capture an image using the Callback function.

```
2 camera(s) found.
Press '0' + 'Enter' key to issue "Software Trigger" and grab a frame
Press '9' + 'Enter' key to quit application.
           : (540, 720, 3)
shape
image data :
 [[183 255 255]
 [186 255 255]
 [189 255 255]
 [134 255 188]
 [135 255 189]
 [134 255 191]]
           : 99.48424982853224
```

### [Main functions of this sample code]

set\_callback\_image\_acquired()、set\_callback\_image\_error()、set\_callback\_buffer\_busy()

#### [Remarks]

The set callback image acquired function can be used to register a callback feature. The registered callback feature will be executed when new image data is stored in the stream ring buffer inside this API.

There are ways to capture an image, including the method in this sample code.

- Using argument of callback function registered with "set\_callback\_image\_acquired()".
- Using "get next image()".

Refer to the grab next image using trigger sample code.

- Using "get\_current\_buffered\_image()". Refer to the grab current image using trigger sample code.
- Using "get\_current\_buffer\_index(), get\_buffered\_image()". Refer to the grab buffered image using trigger sample code.

Refer to 7.4 CameraStream class (Stream Control) of "pytelicam User Guide Eng.pdf" about for more information how to get images.

The "set\_trigger\_mode" function can set both the software trigger and the hardware trigger.

#### grab\_image\_callback\_opencv 3.6.

This sample code describes how to continuously capture images using the Callback function and display images using the OpenCV. This image is test pattern (ColorBar).



#### [Main functions of this sample code]

set callback image acquired(), set callback image error(), set callback buffer busy()

#### [Remarks]

The set\_callback\_image\_acquired function can be used to register a callback feature. The registered callback feature will be executed when new image data is stored in the stream ring buffer inside this API.

There are ways to capture an image, including the method in this sample code.

- Using argument of callback function registered with "set callback image acquired()".
- Using "get next image()".

Refer to the grab next image opency sample code.

- Using "get current buffered image()".
  - Refer to the grab current image opency sample code.
- Using "get\_current\_buffer\_index(), get\_buffered\_image()". Refer to the grab buffered image opency sample code.

Refer to 7.4 CameraStream class (Stream Control) of "pytelicam User Guide Eng.pdf" about for more information how to get images.

#### 3.7. grab\_next\_image

This sample code describes how to continuously capture images using the get next image function.

```
2 camera(s) found.
shape
            : (540, 720, 3)
image data :
     0
              0]
             0]
    0
        0
             0]
        0
    0 255 255]
    0 255 255]
    0 255 255]]
            : 120.8888888888889
```

#### [Main functions of this sample code]

get\_next\_image()

#### [Remarks]

The get\_next\_image function waits until the image data that receives next is stored in the stream ring buffer inside this API, and get the image data when the store process is completed.

There are ways to capture an image, including the method in this sample code.

- Using argument of callback function registered with "set callback image acquired()". Refer to the grab image callback sample code.
- Using "get\_next\_image()".
- Using "get current buffered image()".
  - Refer to the grab current image sample code.
- Using "get\_current\_buffer\_index(), get\_buffered\_image()". Refer to the grab buffered image sample code.

Refer to 7.4 CameraStream class (Stream Control) of "pytelicam User Guide Eng.pdf" about for more information how to get images.

If capture images are got to continuously, the "set trigger\_mode" function is set to false, allowing to acquire images from the camera without waiting for a trigger.

#### grab\_next\_image\_using\_trigger 3.8.

This sample code describes how to capture an image using the get next image function.

```
2 camera(s) found.
Press '0' + 'Enter' key to issue "Software Trigger" and grab a frame.
Press '9' + 'Enter' key to quit application.
           : (540, 720, 3)
shape
image data
            Θ]
            0]
     255 2551
             120.8888888888889
```

### [Main functions of this sample code]

get\_next\_image()

#### [Remarks]

The get next image function waits until the image data that receives next is stored in the stream ring buffer inside this API, and get the image data when the store process is completed.

There are ways to capture an image, including the method in this sample code.

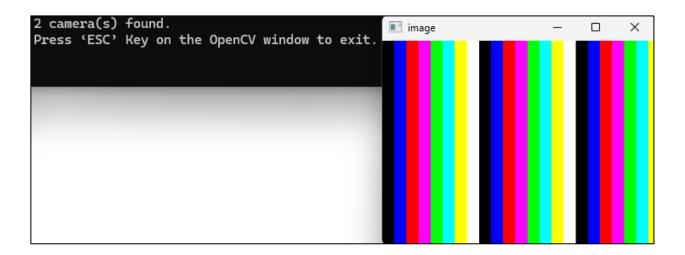
- Using argument of callback function registered with "set\_callback\_image\_acquired()". Refer to the grab image callback using trigger sample code.
- Using "get\_next\_image()".
- Using "get\_current\_buffered\_image()". Refer to the grab current image using trigger sample code.
- Using "get\_current\_buffer\_index(), get\_buffered\_image()". Refer to the grab buffered image using trigger sample code.

Refer to 7.4 CameraStream class (Stream Control) of "pytelicam User Guide Eng.pdf" about for more information how to get images.

The "set trigger mode" function can set both the software trigger and the hardware trigger.

#### grab\_next\_image\_opencv 3.9.

This sample code describes how to continuously capture images using the get next image function and display images using the OpenCV. This image is test pattern (ColorBar).



### [Main functions of this sample code]

get\_next\_image()

#### [Remarks]

The get\_next\_image function waits until the image data that receives next is stored in the stream ring buffer inside this API, and get the image data when the store process is completed.

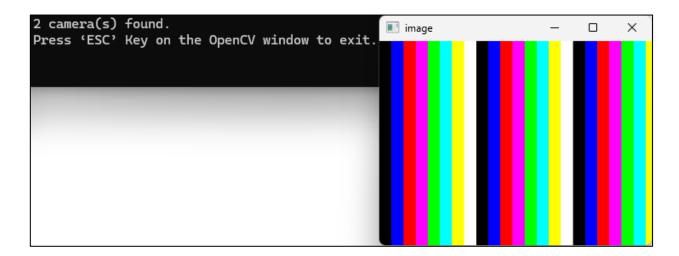
There are ways to capture an image, including the method in this sample code.

- Using argument of callback function registered with "set callback image acquired()". Refer to the grab image callback opency sample code.
- Using "get\_next\_image()" .
- Using "get current buffered image()". Refer to the grab current image opency sample code.
- Using "get\_current\_buffer\_index(), get\_buffered\_image()". Refer to the grab buffered image opency sample code.

Refer to 7.4 CameraStream class (Stream Control) of "pytelicam User Guide Eng.pdf" about for more information how to get images.

# 3.10. grab\_image\_opencv-like

This sample code describes how to continuously capture images using the get next image function and display images using the OpenCV. It uses a sample class that has function like the VideoCapture of the OpenCV. This image is test pattern (ColorBar).



#### [Main functions of this sample code]

get\_next\_image()

#### [Remarks]

The get next image function waits until the image data that receives next is stored in the stream ring buffer inside this API, and get the image data when the store process is completed.

There are ways to capture an image, including the method in this sample code.

- Using argument of callback function registered with "set\_callback\_image\_acquired()". Refer to the grab image callback opency sample code.
- Using "get\_next\_image()".
- Using "get current buffered image()". Refer to the grab current image opency sample code.
- Using "get\_current\_buffer\_index(), get\_buffered\_image()". Refer to the grab buffered image opency sample code.

Refer to 7.4 CameraStream class (Stream Control) of "pytelicam User Guide Eng.pdf" about for more information how to get images.

### 3.11. grab\_current\_image

This sample code describes how to continuously capture images using the get current buffered image function.

```
2 camera(s) found.
shape
            : (540, 720, 3)
image data
              0]
   0
            0]
    0
        0
        0
            0]
    0 255 255]
    0 255 255]
    0 255 255]]
            : 120.888888888888
average
```

#### [Main functions of this sample code]

get\_current\_buffered\_image()

#### [Remarks]

The get\_current\_buffered\_image function gets the latest stored image data from the stream ring buffer inside this API.

There are ways to capture an image, including the method in this sample code.

- Using argument of callback function registered with "set\_callback\_image\_acquired()". Refer to the grab image callback sample code.
- Using "get\_next\_image()".

Refer to the grab next image sample code.

- Using "get current buffered image()".
- Using "get\_current\_buffer\_index(), get\_buffered\_image()".

Refer to the grab buffered image sample code.

Refer to 7.4 CameraStream class (Stream Control) of "pytelicam User Guide Eng.pdf" about for more information how to get images.

If capture images are got to continuously, the "set trigger\_mode" function is set to false, allowing to acquire images from the camera without waiting for a trigger.

## 3.12. grab\_current\_image\_using\_trigger

This sample code describes how to capture an image using the get current buffered image function.

```
2 camera(s) found.
Press '0' + 'Enter'
                    key to issue "Software Trigger" and grab a frame.
Press '9' + 'Enter' key to quit application.
           : (540, 720, 3)
shape
image data :
             0]
            0]
            0]
     255 255]
      255 255]
      255 255]]
             120.8888888888888
```

#### [Main functions of this sample code]

get current buffered image()

#### [Remarks]

The get\_current\_buffered\_image function gets the latest stored image data from the stream ring buffer inside this API.

There are ways to capture an image, including the method in this sample code.

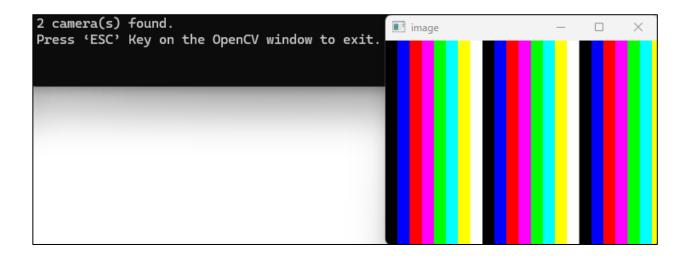
- Using argument of callback function registered with "set callback image acquired()". Refer to the grab image callback using trigger sample code.
- Using "get next image()". Refer to the grab next image using trigger sample code.
- Using "get current buffered image()". Refer to the grab current image using trigger sample code.
- Using "get current buffer index(), get buffered image()".

Refer to 7.4 CameraStream class (Stream Control) of "pytelicam User Guide Eng.pdf" about for more information how to get images.

The "set trigger mode" function can set both the software trigger and the hardware trigger.

# 3.13. grab\_current\_image\_opencv

This sample code describes how to continuously capture images using the get current buffered image function and display images using the OpenCV. This image is test pattern (ColorBar).



### [Main functions of this sample code]

get\_current\_buffered\_image()

#### [Remarks]

The get\_current\_buffer\_image function gets the latest stored image data from the stream ring buffer inside this API.

There are ways to capture an image, including the method in this sample code.

- Using argument of callback function registered with "set\_callback\_image\_acquired()". Refer to the grab image callback opency sample code.
- Using "get next image()". Refer to the grab next image opency sample code.
- Using "get\_current\_buffered\_image()".
- Using "get\_current\_buffer\_index(), get\_buffered\_image()". Refer to the grab buffered image opency sample code.

Refer to 7.4 CameraStream class (Stream Control) of "pytelicam User Guide Eng.pdf" about for more information how to get images.

## 3.14. grab\_buffered\_image

This sample code describes how to continuously capture images using the get current buffer index function, the get\_buffered\_image function.

```
camera(s) found.
Press '0' + 'Enter' key to issue "Software Trigger" and grab a frame.
Press '9' + 'Enter'
                    key to quit application.
shape
           : (540, 720, 3)
image data
             0]
            0]
            0]
     255 255]
             120.8888888888889
```

### [Main functions of this sample code]

get\_current\_buffer\_index(), get\_buffered\_image()

#### [Remarks]

The get\_current\_buffer\_index funtion and the get\_buffered\_image function can get the image data from any buffer(ImageData object) in the streaming buffer.

There are ways to capture an image, including the method in this sample code.

- Using argument of callback function registered with "set callback image acquired()". Refer to the grab image callback sample code.
- Using "get\_next\_image()" . Refer to the grab next image sample code.
- Using "get current buffered image()". Refer to the grab current image sample code.
- Using "get\_current\_buffer\_index(), get\_buffered\_image()".

Refer to 7.4 CameraStream class (Stream Control) of "pytelicam User Guide Eng.pdf" about for more information how to get images.

If capture images are got to continuously, the "set trigger\_mode" function is set to false, allowing to acquire images from the camera without waiting for a trigger.

## 3.15. grab\_buffered\_image\_using\_trigger

This sample code describes how to capture an image using the get current buffer index function, the get\_buffered\_image function.

```
2 camera(s) found.
Press '0' + 'Enter' key to issue "Software Trigger" and grab a frame.
Press '9' + 'Enter' key to quit application.
shape
           : (540, 720, 3)
image data :
    0
        0
             0]
            0]
        0
     255 255]
    0 255 255]
      255 255]]
             120.8888888888889
```

#### [Main functions of this sample code]

get\_current\_buffer\_index(), get\_buffered\_image()

#### [Remarks]

The get\_current\_buffer\_index funtion and the get\_buffered\_image function can get the image data from any buffer(ImageData object) in the streaming buffer.

There are ways to capture an image, including the method in this sample code.

- Using argument of callback function registered with "set\_callback\_image\_acquired()". Refer to the grab image callback using trigger sample code.
- Using "get\_next\_image()". Refer to the grab next image using trigger sample code.
- Using "get\_current\_buffered\_image()". Refer to the grab current image using trigger sample code.
- Using "get current buffer index(), get buffered image()".

Refer to 7.4 CameraStream class (Stream Control) of "pytelicam User Guide Eng.pdf" about for more information how to get images.

The "set trigger mode" function can set both the software trigger and the hardware trigger.

## 3.16. grab\_buffered\_image\_opencv

This sample code describes how to continuously capture images using the get current buffered image, get\_buffered\_image function and display images using the OpenCV. This image is test pattern (ColorBar).



### [Main functions of this sample code]

get\_current\_buffer\_index()、 get\_buffered\_image()

#### [Remarks]

The get current buffer index funtion and the get buffered image function can get the image data from any buffer(ImageData object) in the streaming buffer.

There are ways to capture an image, including the method in this sample code.

- Using argument of callback function registered with "set\_callback\_image\_acquired()". Refer to the grab image callback opency sample code.
- Using "get next image()".
  - Refer to the grab next image opency sample code.
- Using "get current buffered image()".
  - Refer to the grab current image opency sample code.
- Using "get\_current\_buffer\_index(), get\_buffered\_image()".

Refer to 7.4 CameraStream class (Stream Control) of "pytelicam User Guide Eng.pdf" about for more information how to get images.

# 3.17. grab\_camera\_event

This sample code describes how to get camera event.

```
camera(s) found.
Press '0' + 'Enter' key to issue "Software Trigger" and grab a frame.
Press '9' + 'Enter' key to quit application.
request_id : 0x0
event_id : 0x8020
timestamp : 64418922247450
image data :
             0]
   0
         0
            0]
            Θ]
    0 255 255]
    0 255 255]
    0 255 255]]
```

### [Main functions of this sample code]

```
open(), activate(), get_event_data(), deactivate()
```

#### [Remarks]

Get the FrameTrigger event and display the time stamp in this sample code.

# 3.18. grab\_chunk\_data

This sample code describes how to use Chunk features.

Chunk features are used to acquire and set Chunk data (tagged blocks of data).

For details about Chunk features, refer to instruction manual of the camera.

Display the ColorBar of test pattern in the following image for example.

```
2 camera(s) found.
Press '0' + 'Enter' key to issue "Software Trigger" and grab a frame.
Press '9' + 'Enter' key to quit application.
  image data
         0
             Θ]
            0]
            0]
    0 255 255]
    0 255 255]
   0 255 255]]
  ChunkFrameID
                    : 0
  ChunkExposureTime : 2000.016666666667
  ChunkGain
                    : 0.0
```

### [Main functions of this sample code]

open(), activate(), get\_event\_data(), deactivate()

#### [Remarks]

Display and get FrameID, ExposureTime,

Gain, UserArea from Chunk data while an image is captured.

Refer to "pytelicam User Guide Eng.pdf" about for more information of features in this sample code.

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### 3.19. get\_camera\_feature\_list

This sample code describes how to display a list of names, types, access mode of features of a camera. Display items of enumeration when the type is it.

```
2 camera(s) found.
Root:
  DeviceControl : NodeType.Category, NodeAccessMode.ReadOnly
    DeviceVendorName : NodeType.String, NodeAccessMode.ReadOnly
    DeviceModelName : NodeType.String, NodeAccessMode.ReadOnly
    DeviceManufacturerInfo : NodeType.String, NodeAccessMode.ReadOnly
    DeviceVersion : NodeType.String, NodeAccessMode.ReadOnly
    DeviceFirmwareVersion : NodeType.String, NodeAccessMode.ReadOnly
    DeviceID : NodeType.String, NodeAccessMode.ReadOnly
    DeviceUserID : NodeType.String, NodeAccessMode.ReadAndWrite
  ImageFormatControl : NodeType.Category, NodeAccessMode.ReadOnly
    ImageFormatSelector : NodeType.Enumeration, NodeAccessMode.ReadAndWrite
       - Format2
      - Format1
      - Format0
    SensorWidth : NodeType.Integer, NodeAccessMode.ReadOnly
    SensorHeight : NodeType.Integer, NodeAccessMode.ReadOnly
WidthMax : NodeType.Integer, NodeAccessMode.ReadOnly
    HeightMax: NodeType.Integer, NodeAccessMode.ReadOnly
    Width : NodeType.Integer, NodeAccessMode.ReadAndWrite
    Height : NodeType.Integer, NodeAccessMode.ReadAndWrite
    OffsetX : NodeType.Integer, NodeAccessMode.ReadAndWrite OffsetY : NodeType.Integer, NodeAccessMode.ReadAndWrite
    BinningHorizontal : NodeType.Integer, NodeAccessMode.ReadAndWrite
    BinningVertical : NodeType.Integer, NodeAccessMode.ReadAndWrite
```

#### [Main functions of this sample code]

```
get_available_feature_names(), get_node_type(), get_access_mode(),
get_available_enum_entry_names()
```

#### [Remarks]

Get names, types, access mode of camera features using the functions of GenApiWrapper class in this sample code.

# 3.20. multi\_camera\_opencv

This sample code describes how to display images of multi cameras in a form using OpenCV. These images are test pattern. Left image is ColorBar and right image is GreyHorizontalRamp.



### [Main functions of this sample code]

create\_device\_object()

#### [Remarks]

This sample code display images using OpenCV.

# 4. Others

#### **Disclaimer** 4.1.

The disclaimer for the pytelicam follows the disclaimer for the TeliCamSDK.

The disclaimer of TeliCamSDK is described in another "License Agreement TeliCamSDK Eng.pdf".

Make sure to read this Agreement carefully before using it.

Refer to TeliCamSDK installation folder/Licenses folder

#### 4.2. License

The license for the pytelicam follows the license for the TeliCamSDK.

Microsoft, Windows, Windows XP, Windows Vista, Windows 7, Windows 8.1, Windows 10, Windows 11 and Visual C++ are the trademark or the registered trademark of Microsoft Corporation.

USB3 Vision and GigE Vision are trademark or registered trademark of AIA (Automated Imaging Association) of each company.

CoaXPress is registered trademark of JIIA (Japan Industrial Imaging Association).

GenlCam is trademark of EMVA (European Machine Vision Association).

Furthermore, company name or product name might be trademark or registered trademark of each company.

#### 4.3. **Revision History**

Date	Version	Description		
2024/12/13	1.0.0	Created the initial version.		

#### **Inquiry** 4.4.

For frequently asked questions (FAQ) and answers about TeliCamSDK, GigE cameras, USB3 cameras, and CoaXPress cameras, please visit the "Support" - "Industrial Cameras FAQ" site on our website.

If you still cannot solve the problem, please contact us using the phone number or Inquiries form from "Contact Us" site on our website.