



Trouble-Shooting the Speed Dome Using the Control Panel

SecureMasterUSA, LLC
Seattle, WA 98146
206-351-1616 Tel
206-260-0101 Fax
www.SecureMasterUSA.com





Trouble-Shooting Guide for SecureMasterUSA PTZ Cameras

Installing a Speed Dome can be challenging for even the most experienced technician. Before you install the Speed Dome, you should always bench test it to make sure it works in a controlled environment.

Use the following checklist while bench testing your Speed Dome;

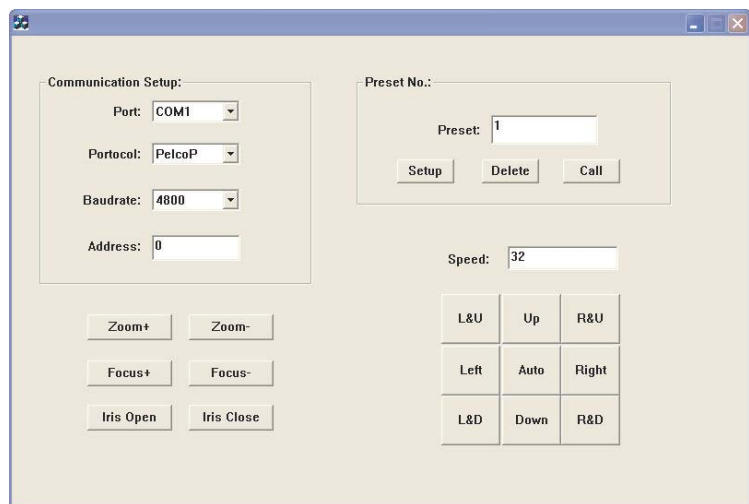
- 1) Speed Domes usually use DIP switches to configure the Camera's Address and BAUD rate. The first thing to do is to check to make sure you have configured the DIP switches correctly. Check the Owner's Manual for the correct settings.
- 2) The second thing to check is the power supply. Make sure you have the correct Voltage and Amperage for your Speed Domes. Then, make sure the polarity is correct.
- 3) The third thing to check is the communication wiring. Is the RS-485 cable connected properly? Check to make sure the A (+) and B (-) terminals on the RS485 adaptor match the appropriate leads on the SpeedDome. If you can't get the Speed Dome to respond, try reversing the A (+) and B (-) wires. It won't hurt anything to switch them.
- 4) Are you trying to control multiple Speed Domes? Remember that Speed Domes have a "Master-Slave" relationship. Therefore, for multiple speed domes, they should be connected in a "Daisy-Chain" wiring pattern for optimum performance. (For small systems up to about 16 domes, it shouldn't be a problem to "homerun" the wiring).
- 5) The fourth thing to check is to see if your DVR or Multiplexer is sending the correct commands to the Speed Dome. If you are an advanced user, try downloading the Free RS-232 "ComDeBug" program from <http://www.windmill.co.uk/serial.html>. This is a great tool for reading the ASCII commands your DVR is sending. If your Speed Dome is a true P-Compatible or D-Compatible device, you can compare the commands sent (to the commands received). You can download the P-Compatible and D-Compatible protocol from our download page at <http://www.SecureMasterUSA.com>.



6) Finally, if the Speed Dome still doesn't work, make sure the Speed Dome is not defective. The easiest way to do this is to use our "Pop Up Control Panel". We created this tool for trouble-shooting P-Compatible and D-Compatible Speed Domes. If the speed domes doesn't work under controlled conditions, you can safely assume it is defective. Use the following instructions to bench test the Speed Dome using our "Pop Up Control Panel".



**Passive RS-232 to
RS485 Adaptor**



Control Panel Operation

1. Insert the RS485 Adaptor into the DB9 Serial Port in a PC or laptop.
2. Connect a UTP (Unshielded Twisted Pair) cable to the A (+) and B (-) terminals on the RS-485 adaptor.
3. Connect the other end of the UTP cable to the SpeedDome. Consult your Owner's Manual for the correct wiring connection.
4. Insert the RCM CDROM in your computer and click on "Utilities". Open up "Control Panel", then click on "ControlApp.exe". The Control Panel Screen will pop up.
5. Select the Com port, protocol, Baud Rate, and address of the Speed-Dome (See your SpeedDome User's Manual for these settings).
6. To set the Presets, use the "Up", "Down", "Right", and "Left" buttons to move the camera to the position you want. Select the preset number you want to use (usually from 1-32), then hit the "Setup" button.



7. Run the Presets - To run the presets, input the number using the keypad, then press the "Call" button.

8. Delete the Preset - Input the number, then press the "Delete" button. (Note: This command may vary depending on the Speed Dome).



9. Delete all Presets - The usual command is to input number 77, then press the "Delete" button. (Note: This command may vary depending on the Speed Dome)

Important: The default for "AutoScan" is to rotate 360 degrees. You can set up the SpeedDome to Scan back and forth by setting up Right and Left Limitations. See number 10 below.

10. AutoScan between Right and Left limits - Move the camera to either the right or left limit then input Number 92 or 62 (depending on the speed dome) and press the button "Set". Do the same for the opposite limit, input Number 93 or 63, then press the button "Set". (Note: This command may vary depending on the Speed Dome)

11. To run the "AutoScan", input the number 99 or 79, then press the button "Call". To stop the "AutoScan", input the number 96 or 76, then press the button "Call". (Note: This command may vary depending on the Speed Dome)

Important: For sophisticated scanning, you can "Tour between the Presets". To do this, you must first program in at least 6 to 8 preset locations, then follow the directions in #12 below.

12. Tour between the Presets - you can run this function by inputting the number 76 or 66, then press the button "Call". To stop the Tour, input the number 96. (Note: This command may vary depending on the Speed Dome)

13. Check out our Technical White Pages for more information on RS-232, RS-422, and RS-485.

<http://www.SecureMasterUSA.com/White Pages.htm>

14. For more information, see your SpeedDome Users Manual or contact us at "Tech@SecureMasterUSA.com".