

Fix Document Camera Issues

Problem

The image on the document camera is upside down.

Solution

1. Open vSolution Link software (by Wolfvision) document camera will show up in the bottom window. Right-click on the doc cam and update firmware, the camera will reboot then test.
2. If image is still upside-down, contact the Helpdesk in order to power-cycle the hardware.

Problem

Image from Doc cam not displaying

Solution

1. Ensure the system has started, the touch panel is working properly, the projector is on, and the screen is down (Refer to Hard Reboot procedure if this can't be done)
2. Test each input (ie: PC, Blu-ray/DVD) to make sure the system is projecting properly (Maybe AV system issue if all inputs not displaying)
3. Select Doc cam and make sure cable is secure on both ends
4. Ensure the power button on doc cam is in an "On" state (Red=Off, Green=On)

Problem

Zoom not working properly or is moving slower than usual

Solution

1. On doc cam press and hold the "Menu" for about ten seconds till the advanced menu comes up (it's the second one)
2. Scroll down with the zoom wheel till you find "Zoom Wheel Calibration" and press the right arrow button
3. Follow the on-screen prompts to calibrate the zoom wheel

Problem

Focus is not working properly

Solution

1. Ensure the "AF" or autofocus button is in the on position (AF will be green) If the focus is still not working move on to step 2
2. Unplug document camera power, wait 30-60 seconds, plug power back in, and power up. If the focus is still not working move on to step 3
3. Open vSolution Link software (by Wolfvision) document camera will show up in the bottom window. Right-click on the doc cam and update firmware, the camera will reboot then test.

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