

ELEVATING
SAFETY
TOGETHER

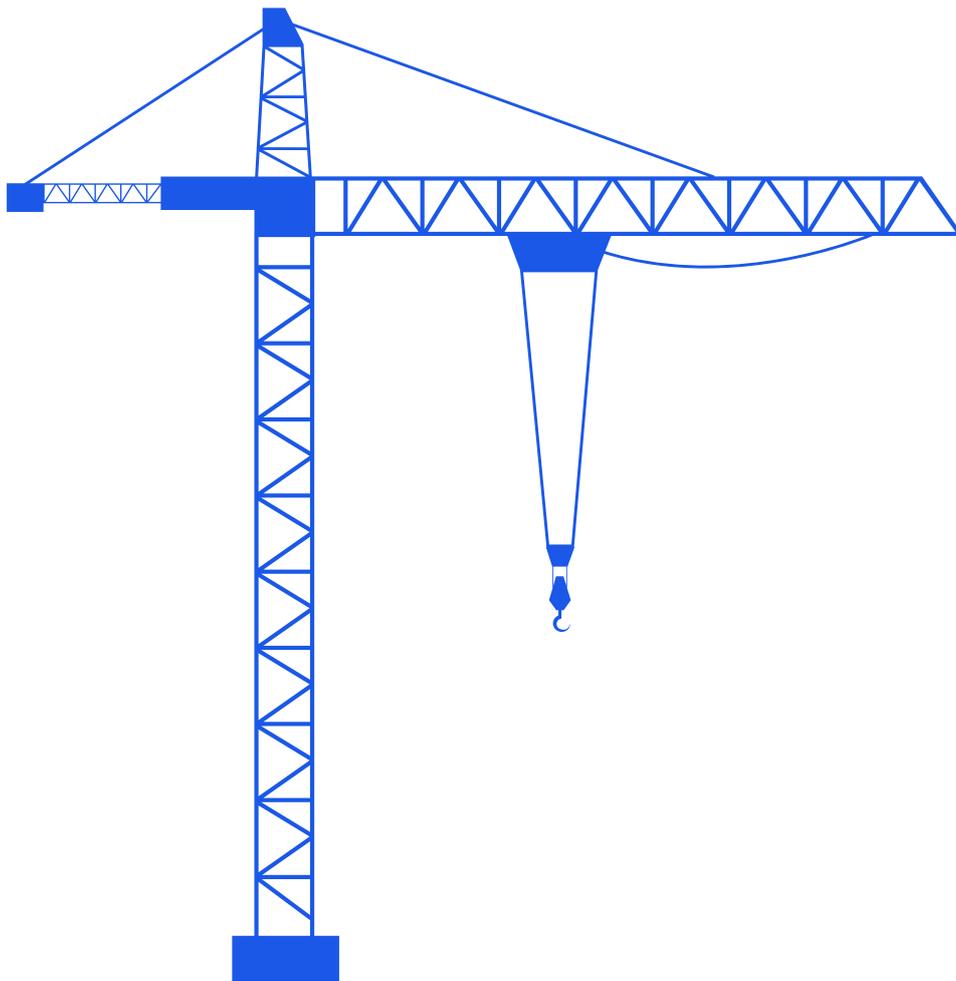


BCS

CRANECAMERA

TROLLEY TOWERCRANE CAMERASYSTEM | VH-1250

TROUBLESHOOTING MANUAL



For direct support:

 service@cranecamera.eu

 www.cranecamera.eu

Office:

 +31 33 466 8938

24/7 Service:

 +31 6 159 561 05

COMPONENT LIST | VH-1250

- Camera (A)
- Batterypack (B)
- Solarpanel (C)
- Monitor (D)
- Receiver (E)
- Zoompedal (F)
- Power supply (G)



Issue:

After pressing "zoom tele" on the Zoompedal, the monitor turns on and has a blue screen. The green LED on the camera is not turning on.

Steps:

1: When pressing "Zoom tele" on the zoompedal does "Zoom tele" appear on the display of the receiver?

YES? Go to step 1A

NO? Go to step 1B

1A:

- Check if the "Camera ID" set in the Receiver is set correctly, matching the 4 digit "Camera ID" number on the front of the Camera. If this does not match, set the correct ID. Press and hold the white "down" button on the Receiver until the arrow in the display moves to the second line. Use "up" and "down" buttons on the Receiver to set the correct matching "Camera ID". When set, press "Zoom tele" once on the Zoompedal to set the ID. Test again if the green LED on the Camera turns on when pressing "Zoom tele" on the Zoompedal.
- Take out the power connector on the backside of the Monitor for 10 minutes. This will activate a reset and put it back in. Let the Monitor startup and press "Zoom tele" on the Zoompedal. Go to the next step if the "Camera ID" matches, but the Camera is not turning ON.
- If Camera does not turn on now, replace Camera and the Receiver.

1B:

- Open the Zoompedal's backplate and check if all four batteries are correctly placed in the holder. If so, replace the batteries (4x AAA) in the Zoompedal.
- Look into the monitor from above, through the ventilation gaps. When pressing "Zoom tele" multiple times on the Zoompedal does a blue LED flicker on the Monitor's PCB-board? If yes; Pair the Zoompedal by pressing and holding the grey "Learn" button on the backside of the monitor. While holding, press "Zoom tele" once on the Zoompedal. Release the "Learn" button on the backside of the monitor. The Zoompedal is now paired with the Monitor. If there is still no "Zoom tele" on the display of the Receiver when pressing "Zoom tele" on the Zoompedal, replace Monitor and re-learn the Zoompedal to the new mounted Monitor.
- If it is still not working, replace the Receiver. Make sure it matches the Camera in the trolley and set the correct ID of the Camera in the Receiver.

If both 1A and 1B are not working, contact our service department via WhatsApp, phone or mail

Issue:

Camera image has a lot of interference, but zoom is working correctly. Camera LED is turning OFF when pressing and holding "Zoom wide" for 10-15 sec, and ON when pressing "Zoom tele" once.

Steps:

- Change the video channel on the Receiver using the white up and down buttons.
- Make sure the Receiver is mounted as good as possible in line of sight with the camera. Normally mounted behind the front window of the crane-cabin. When the cabin is on the right side of the tower, mount the Receiver on the left front side of the cabin. When the cabin is on the left side of the tower, mount the Receiver on the right side of the cabin. When the cabin is in line of the tower, mount the Receiver either right or left, depending on the side that the Camera is mounted in the crane trolley.

If both are not working, contact our service department via WhatsApp, phone or mail

**Issue:**

When pressing "Zoom tele" on the Zoompedal the green LED on the Camera is ON for a few seconds and then turns OFF, or the LED on the camera is flickering fast

Steps:

- The Batterypack voltage is too low, replace the Batterypack. Check Solarpanel connector, during daylight, there must be 18-21V on the connector's pins (Pin earth + Pin 1).
- When Batterypack is replaced and after 3 weeks the same issue occurs the charge unit inside the Camera could be broken. Replace Camera and Receiver, and replace Batterypack. Also test the voltage of the Solarpanel connector again.

If the problem still occurs, please contact our service department via WhatsApp, phone or mail

Issue:

When pressing "Zoom tele" or "Zoom wide" on the Zoompedal, the Camera does not zoom in or out, video image is clear and OK.

Steps:

- Check if the "Camera ID" on the Receiver is set corresponding the four digits on the front of the Camera in the trolley. *For instance, if the Camera has the number 2400 on front of it, check if the "Camera ID" on the Receiver is matching and is set to 2400.*
- If this is not corresponding, press and hold the white DOWN button on the Receiver until you see the arrow moving to the second line on the display (after 10-15 seconds pressing and holding). Set the "Camera ID" to the correct number using the UP and DOWN buttons on the Receiver. When it is matching wait for the arrow to move back to the first line or press "Zoom tele" once on the Zoompedal to confirm the setting. Check if zoom works.
- If "Camera ID" is set correct and the Camera does not zoom. Check if the display on the Receiver is showing "Zoom tele" or "Zoom wide" when pressing the buttons on the Zoompedal. If this is now showing, please refer to Issue #A, 1B.

If the problem still occurs, please contact our service department via WhatsApp, phone or mail

Issue:

When pressing "Zoom tele" on the Zoompedal, the Camera does not turn on, the Monitor also does NOT turn on, and the Receiver display is not showing information.

Step:

- Check the Power supply. A LED should be ON when connected to a proper 230V power socket. If not, check if the cable is mounted correctly in the Power supply or replace when installation is correctly. Also check if the 230V power socket is working correctly before replacing the Power supply.

In all cases we advice to contact the BCS support hotline via Whatsapp, Phone or Email.

For direct support:

 service@cranecamera.eu

 www.cranecamera.eu

Office:  +31 33 466 8938

24/7 Service:  +31 6 159 561 05

Your service contact:

Edwin van Hove – Service and Support Technician
BCS CRANECAMERA