The camera

It should not be necessary to adjust or replace the camera but you need to keep it reasonably clean. Normally it is sufficient to blow it clean with air.

You can use a soft cloth, somewhat dampened with Isopropyl Alcohol, in case you would get dirt on the lens that cannot be removed with air. Be careful so that you do not change the focus on the camera.

Camera driver problems

This instruction relates to the memo on Communication problems.

You need to investigate the root to the problems if the PC program does not find the machine after installation.

First you should check that the WebCam driver appears under *Imaging Devices* in the *Device Manager.*

The WebCam C160 driver is part of the BOS package and will be automatically installed, unless you cancel this part of the installation process.
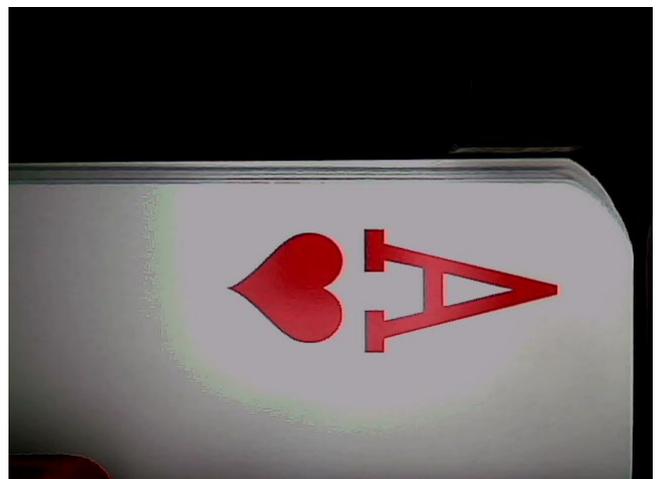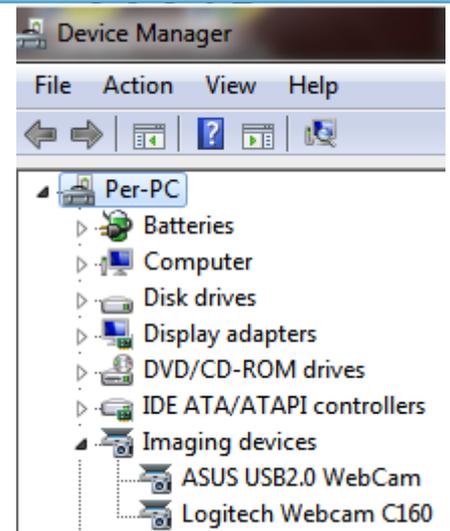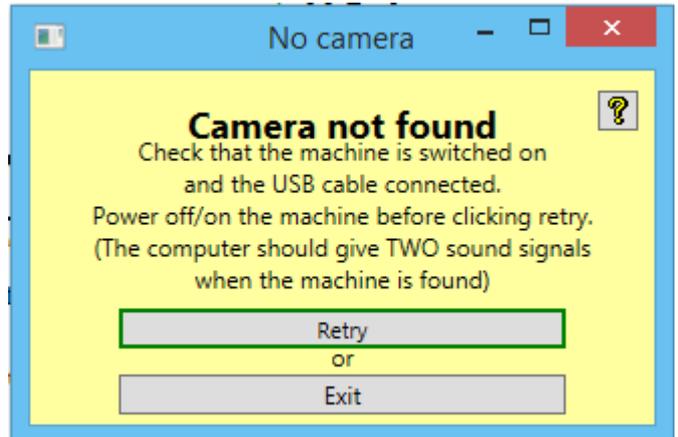
WRONG DRIVERS?
It can happen that the PC uses other drivers than the intended if you, as in the example above, find several Imaging Devices in the Device Manager.

Put a deck in the hopper and start Bridgesorter diagnostics (either from BOS or DupSoft) to make sure that the picture from the camera is OK. The picture should look as shown below.

Another camera [than BridgeSorter's] is intefering if the index appears to be bigger (i.e. a smaller part of the corner is in view than shown to the right). This is for example a known problem with Dell's webcam software.

Please close BOS, uninstall the interferring camera software and then re-start the PC, if you would come across this problem. See also:
http://www.bridgesorter.com/pdf/Driver_installation.pdf
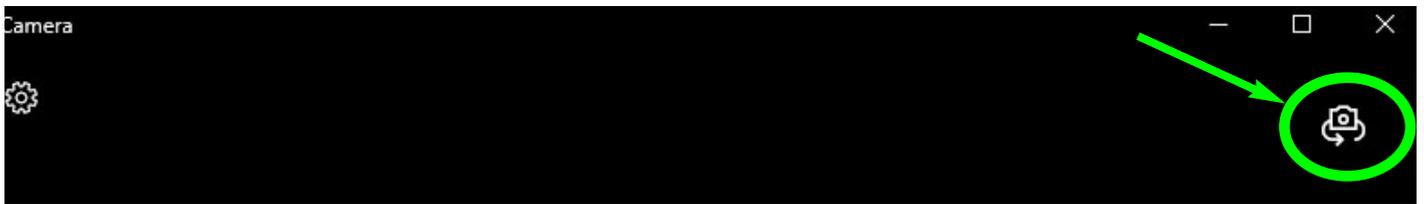
Checking the camera

DIAGNOSTICS

Would the image that you get from BOS/Hardware diagnostics/Camera not be OK you should connect the camera directly.

WINDOWS

Use Windows Search function to locate and start the CAMERA app

If you use a computer that has a web camera you will probably get an image from that camera. In that case you have to change camera by clicking the change-camera-icon.
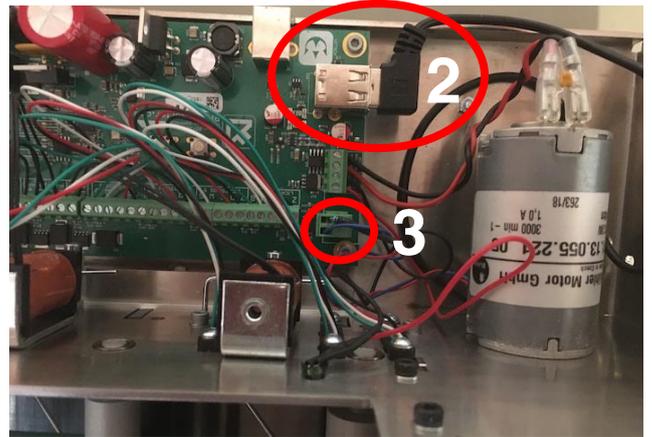

Select Logitech 160 and you should get an image from the hopper. The image should look something like this when the hopper is empty.

Replacing the camera

1. Remove the cover ([see video]).

2. Disconnect the USB cable going to the camera

3. Disconnect the cables to the camera light

4. Remove the screws holding the camera house

5. Mount and connect the new camera house