

TAB Number: TB-00346-00-160316

## ***Illustra Pro-Series Mini-Dome Camera Lens Moving in Transit***

*Date Issued: 17 March, 2016*

| Product                       | Model | Software                    |
|-------------------------------|-------|-----------------------------|
| Illustra Pro Series Mini-Dome | All   | 1.1.0.C10707AA16 or earlier |

### **Issue**

The Pro Series Mini-Dome camera lens could have moved while the camera was in transit resulting in the camera's inability to focus

### **Solution**

Upgrade the Pro Series Mini-Dome firmware to version illustraProFMD-1.1.1.C11078AD9. Follow Lens Calibration procedure described below to align the camera lens (see Section IV) if the camera still experience problems focusing through the zoom range (e.g. system cannot OneTouch focus at Wide or at Tele).

### **PROCEDURE**

1. Download FW version illustraProFMD-1.1.1.C11078AD9 from [www.illustracameras.com](http://www.illustracameras.com) or [www.americandynamics.net](http://www.americandynamics.net)  
**[Support->Software Downloads->Illustra Pro Series]**

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**Note:**

Login will be required to enable **[Software Download]** link under the **[Support]** tab.

Save FW version illustraProFMD-1.1.1.C11078AD9 into a known folder in the computer storage device.

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2. Download FW version illustraProFMD-1.1.1.C11078AD9 into the Pro-Series Mini-Dome. Camera firmware can be installed using either **Illustra Connect** or the utility in the camera **WEB GUI** interface.
  - a. Procedure to Update Camera Firmware via **Illustra Connect**
    - i. Install and launch the Illustra Connect software utility
    - ii. From the displayed list of cameras; right-click on the camera requiring the software upgrade.
    - iii. Select **Upgrade Firmware**. The Firmware Upload window will display.
    - iv. Select **Choose File** and browse to the firmware upgrade file.
    - v. Select **Upgrade** to start the upgrade.

**Note:**

Cameras sharing the same FW can be upgraded in batches using Illustra Connect software.

b. Procedure to Update Camera Firmware via camera **WEB GUI**

**Note:**

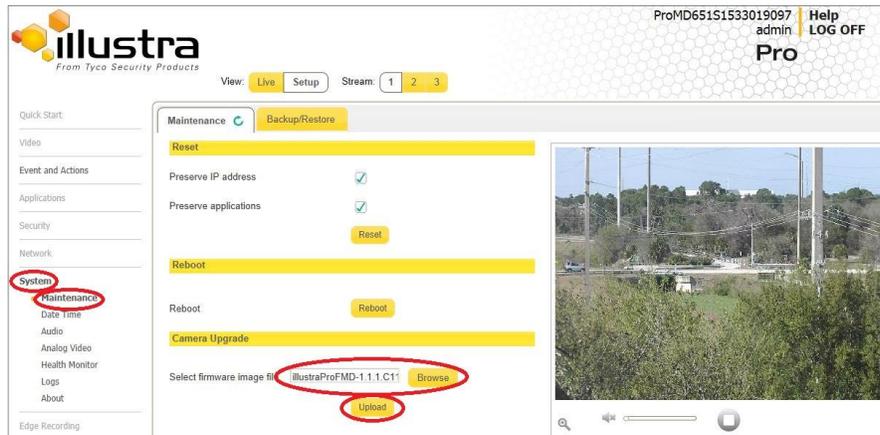
Help Link is available on camera WEB GUI.

- i. Open WEB browser [IE (version 10 or higher), Chrome or FireFox] and enter the camera IP address to access the camera WEB GUI.

- ii. Select **Setup**.



- iii. Select **System** then **Maintenance** followed by **Browse** to navigate to the firmware image file **illustraProFMD-1.1.1.C11078AD9**.



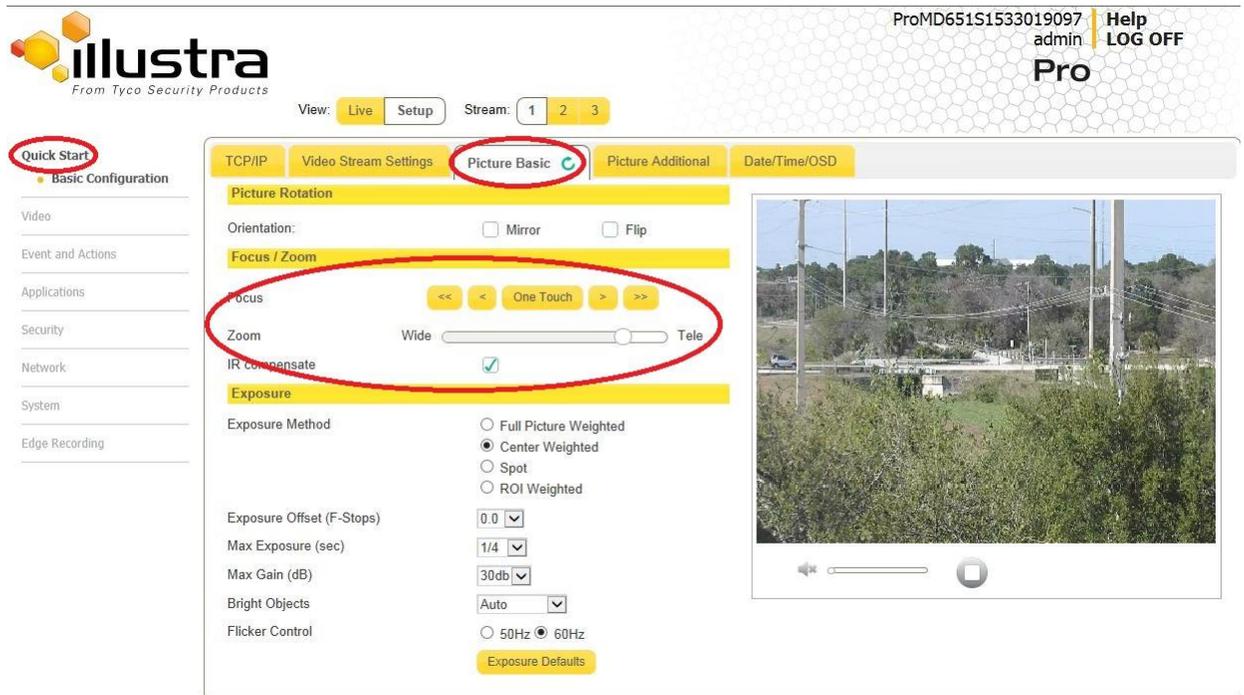
- iv. Select **Upload**. A progress bar will be displayed. Wait for FW upgrade to complete.

**Camera Upgrading**



- v. After the FW upgrade is complete, please clear your browser's cache.

- Open the camera WEB GUI and verify Zoom/Focus functionality by selecting **Quick Start** followed by **Picture Basic**. Verify the camera can successfully OneTouch focus at Zoom=Tele and at Zoom=Wide.



The **OneTouch** button can be used to automatically focus the area of view highlighted in the yellow box displayed in the video pane. This box can be moved and resized as required. In addition, manual adjustments can be applied using <, <<, > and >> symbols.

**NOTE:**

Follow the Lens Calibration steps below if the camera still experience problems focusing through the zoom range (e.g. system cannot OneTouch focus at Wide or at Tele).

#### 4. Lens Calibration Steps

**Please ensure that all the steps are followed correctly and in order to allow the camera focus mechanism to work reliably. The lens calibration procedure is only needed to perform once. In case of procedural mistakes, complete steps a through k and restart calibration process.**

The Lens Calibration tool included in FW version illustraProFMD-1.1.1.C11078AD9 uses infinity focus curves to align the camera lens and correct problems focusing at Wide or at Tele. Objects at least 30 feet (9.144m) away from the camera should be in the FOV.

- Open WEB browser [IE (version 10 or higher), Chrome or FireFox] and enter camera IP address to access the camera WEB GUI.
- Select **Setup**.
- Access **Lens Calibration** tab by selecting **Video** then **Picture Settings** followed by **Lens Calibration**.

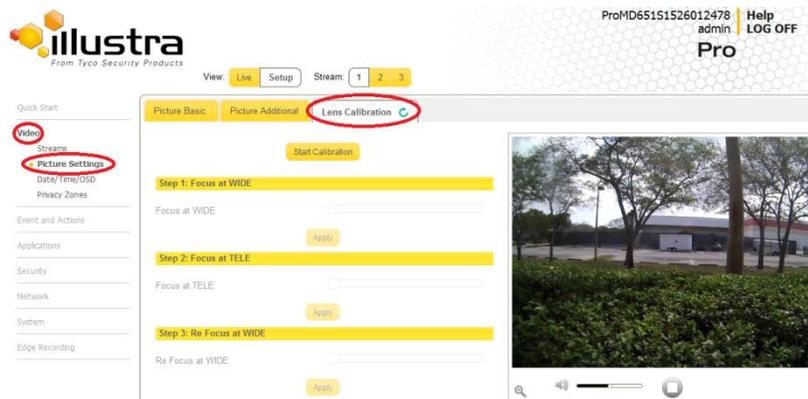
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#### Notes:

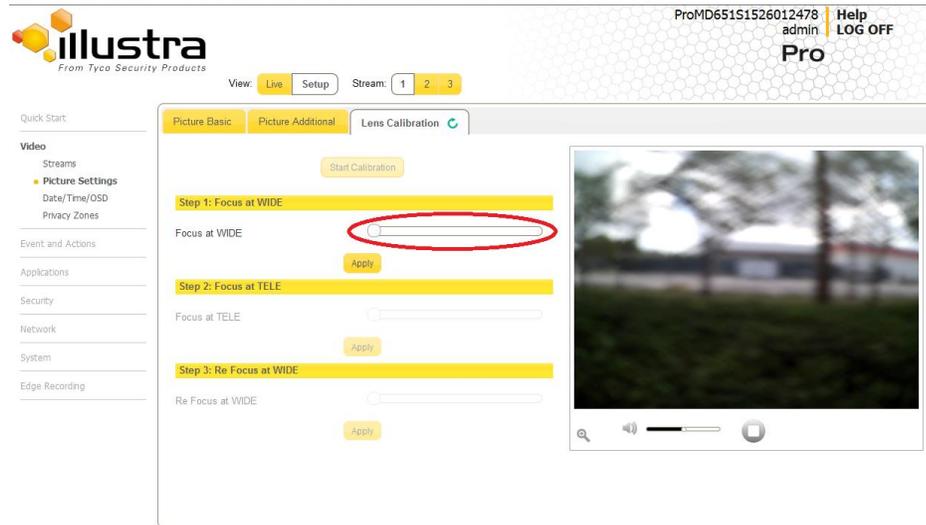
The Lens Calibration tool included in FW version illustraProFMD-1.1.1.C11078AD9 uses infinity focus curves to align the camera lens and correct problems focusing at Wide or at Tele. Objects at least 30 feet (9.144m) away from the camera should be in FOV.

The web browser cache might need to be cleared in order to display the newly updated camera GUI with the Lens Calibration tab.

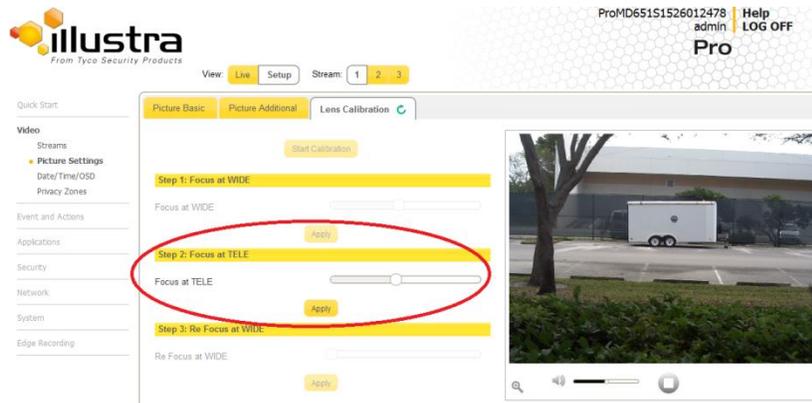
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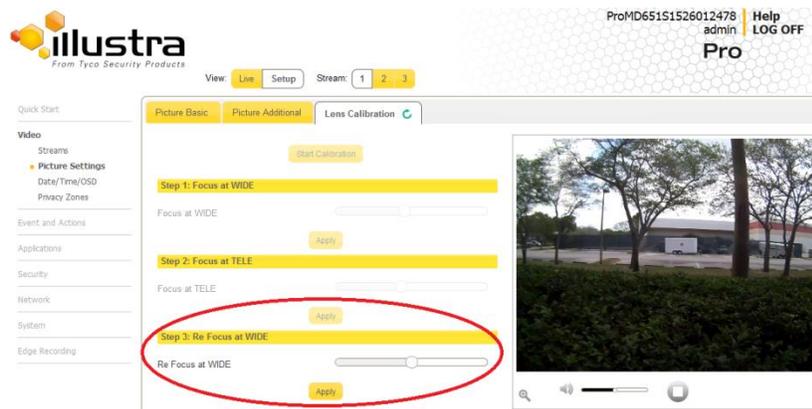
- Select the **Start Calibration** button and wait for the camera lens initialization to be completed. "The Step 1: Focus at Wide slide bar" will be enabled once the lens initialization is completed.
- Move the **Focus at Wide** Slide bar until the picture Focus is achieved.



- f. Select the **Apply** button once peak focus has been achieved. “The Step 2: Focus at Tele slide bar” will be enabled once the lens initialization is completed.
- g. Move the **Focus at Tele** Slide bar until the picture Focus is achieved.



- h. Select the **Apply** button once peak focus has been achieved. “The Step 3: Focus at Wide slide bar” will be enabled once the lens initialization is completed.
- i. Move the **Focus at Wide** Slide bar until the picture Focus is achieved.



- j. Select the **Apply** button once peak focus has been achieved.
  - k. End of Lens Calibration Procedure.
5. To confirm the procedure was performed correctly, select **Quick Start** then **Picture Basic** and verify the image is in focus through the Zoom range.

The **OneTouch** button can be used to automatically focus the area of view highlighted in the yellow box displayed in the video pane. This box can be moved and resized as required. In addition, manual adjustments can be applied using <, <<, > and >> symbols.

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### Continuous Improvement Statement

As with all processes defined by the Tyco Security Products Technical Services Group, this document is intended to be a work in progress. Further refinements and suggestions are welcome and should be sent in writing to the e-mail address listed below.

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Initial publication 17 March 2016

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