

Vinten AutoCam 200

Requirements

- Robotic Camera System Interface Software Option
- Ethernet Cable

Port Connections

Communications		
Robotic Camera Ethernet	>	Local Area Network Ethernet

Video		
Switcher Input BNC	>	Robotic Camera Video Out BNC

For More Information on...

- configuring switcher inputs, refer to the *Caprica User Guide*.

Remote Device Port Configuration Settings

Use the following procedure to configure a remote device for your Vinten AutoCam 200 on the Caprica Server:

1. Use the current version of **DashBoard** software to connect to your **Caprica Server**.
2. In the **DashBoard Tree View**, double-click the **Port Configuration** node of your Caprica Server.
3. In the **Port Configuration Summary** table, double-click a **REMOTE#** port in the **Port** column.
4. In the **Configure REMOTE#** panel, click **Robotic CAM**.
5. Click **Vinten_S**.
6. Click **Network Settings**.
7. Use the following settings to configure the **Network Settings** for your Vinten AutoCam 200:
 - **Ethernet Role** — Client
 - **Remote IP Address** — IP address of your Vinten AutoCam 200
 - **Remote Port** — Port number that your Vinten AutoCam 200 uses to communicate with other devices
 - **Local IP Address** — 0.0.0.0
 - **Local Port** — 0
 - **Protocol** — TCP

8. Click **Apply Changes** to save the device settings.
9. Click **Done** to close the Configure REMOTE# panel.

For More Information on...

- configuring remote devices for OverDrive systems that contain a Caprica Server, refer to the *Caprica User Guide*.

Device Setup

- When assigning a BNC to the Vinten AutoCam 200, ensure that the BNC Name on the switcher matches the Device Name of the camera you are connecting to. If they are not named the same, you cannot communicate properly with the camera.
- The switcher can only connect to and control one Vinten AutoCam 200 at a time.
- The switcher can access a maximum of 64 shows, and 1024 shots per show, on 32 devices.

Compatibility

Robotic Camera	Version
Vinten AutoCam 200	-

Automation	Version
OverDrive	15.0 or higher
Caprica Server	1.0a or higher

Troubleshooting

If you appear to have lost control over the Vinten AutoCam 200, you may need to restart the service on the Vinten AutoCam 200 computer.

- Check if the Vinten service is listening for data from the switcher by opening a command prompt (**START > Run > cmd**) on the host computer and entering `netstat -nap tcp`. The Vinten Automation port (11239 by default) should have a State of **LISTENING**. If it does not, or it is not listed, the Vinten service needs to be restarted.
- Restart the Vinten service by clicking **Start > Control Panel > Administrative Tools > Services > VCRS Automation Service > Start Service**.

Contacting Technical Support

Technical Support is staffed by a team of experienced specialists ready to assist you with any question or technical issue.

Ross Video has technical support specialists strategically located around the globe to ensure a prompt response to technical inquiries. Our primary technical support center is located in Ottawa, Ontario, Canada. In addition, we have offices in The United Kingdom (London), Australia (Sydney), and Singapore with satellite locations in New York City, The Netherlands, and China. As we expand our presence globally, we are constantly evaluating other key locations to have a local technical support specialist in order to better service our customers.

North America

Our North America center located in Ottawa, Ontario, Canada and is open Monday to Friday 8:30 a.m. to 6:00 p.m. EST, with 24/7/365 on-call service after hours.

Our telephone number is: +1-613-686-1557

Toll free within North America: +1 833-859-0499

EMEA

Our EMEA center is open Monday to Friday 8:30 a.m. to 5:00 p.m. GMT. After hours support is provided by our North America location.

Our telephone number is: +44 (0)1189502446

International toll free: +800 3540 3545

If the local support specialist is not available, your call will be transferred automatically to our North America center.

Australia

Our Sydney, Australia office is located in Alexandria, NSW.

Our local support telephone number is: 1300 007 677

If the local support specialist is not available, your call will be transferred automatically to our North America center.

Online

E-mail: techsupport@rossvideo.com

Website: open a support request using the link <https://support.rossvideo.com/> to open a support request.

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