

## Vinten

### 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 robotic camera 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**.
6. Click **Network Settings**.
7. Use the following settings to configure the network settings for your Vinten:
  - **Ethernet Role** — Client
  - **Remote IP Address** — IP address of your Vinten
  - **Remote Port** — Port number that your Vinten 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.

### Device Settings

Use the following procedure to configure the device settings for your Vintenon robotic camera the Caprica Server:

1. Click **Device Settings**.
2. Use the following setting to configure the device settings for your Vinten:
  - **Protocol** — click protocol level used by your Vinten. The available options are as follows:
    - > **Level 0**
    - > **Level 1**
    - > **Level 3**
    - > **Level 4**
3. Click **Apply Changes** to save the device settings.
4. 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*.

### Compatibility

Robotic Camera	Version
Vinten	-

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

### Troubleshooting

If you appear to have lost control over the Vinten, you may need to restart the service on the Vinten 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](mailto:techsupport@rossvideo.com)

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

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