

OPOS-CAM Troubleshooting

Tips to troubleshoot issues with S Class OPOS-CAM

Make sure USB drivers are installed, and the USB Class of the cutter is set correct.

- USB Driver for cutter has to be installed:
<https://www.summa.eu/download/InstallUsbDrivers.exe>
- USB Driver for camera: <https://www.summa.eu/download/InstallOPOScamDrivers.exe>
- USB interface has to be used (is mandatory).
- Summa CameraControl needs to run on the computer. Download and install the most recent version: <https://www.summa.eu/download/setupCameraControl.exe>
- USB Class on the cutter needs to be set to “USB Port 1”. Click [Settings] – [More] – [Communication] – [USB Class].
- Do not use Summa Cutter Control 5, as this version is not compatible with the machine. Use Summa Cutter Control 4 (Legacy) to change machine parameters.
- Check your Windows version. In case this is Windows 8 N or Windows 10 N, then install the “Media Feature Pack for N versions of Windows” available from Microsoft.

Interference which may occur

Make sure communication with the camera runs smooth. Other devices may interfere with the data of the camera.

- Do not use an USB Hub between cutter and computer.
- Try another USB interface on the computer.
- The USB cable length should not exceed 5 meters.
- Do not use extension cables.
- The USB cable may be defective: try another cable.
- Prevent the USB cable to touch the media support roll. Prevent the media to touch the USB cable. This to prevent static electricity discharge over the USB cable causing communication issues.
- The USB socket on the cutter may be loose or defective. To prevent damage on the USB connector, guide the USB cable inside the stand.

- When using a mobile disk, try using the disk and cutter on a USB port not using the same internal hub of the computer.
- Check for other programs eventually trying to use the camera, e.g. Skype, WhatsApp, Videology Viewer, Summa CameraControl, ...
Terminate those programs, as they may try to capture the images from the camera, and because of this the camera becomes unavailable for Summa CameraControl.
- Make sure only one user on the computer is active to prevent multiple instances of Summa CameraControl are running, each trying to control the camera.

Parts which may be defective

Some parts may be defective or not compatible.

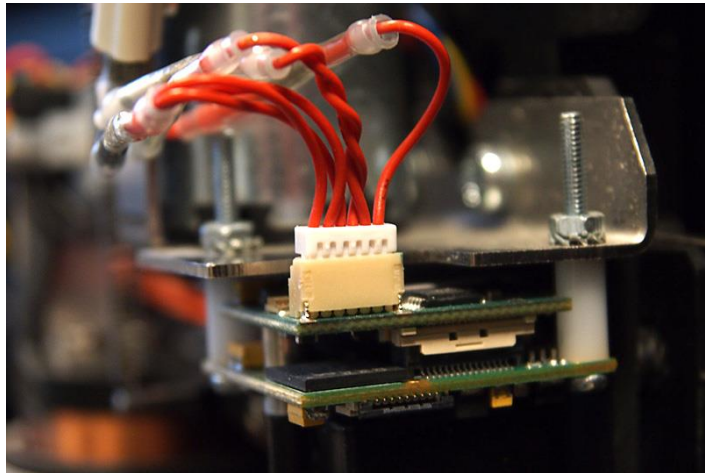
- USB Cable: 399-111. Make sure the cable is no longer than 5 meter. Using an USB cable longer than 5 meter will give communication issues.
- The USB socket on the cutter may be damaged, probably someone tripped over the cable, or the machine has been moved, causing high tension on the cable and connector. In this case the main board may need to be replaced (395-994). Guide the USB cable inside the stand, or attach to the stand.
- The USB hub (KIT-2001) on top of the main board may be defective.
- The USB cable (S75TC: 395-403C – S140TC: 395-405C – S160TC: 395-407C) between the cutter head and the main board may be defective.
- The camera on the cutter head may be defective: replace cutter head (395-450) or camera (KIT-2038).

Mechanical / electrical parts to check

Bad communication could be due to interference. Check following point to minimize interference

- Verify the nut used to mount the clamp holding the camera USB cable on the cutter head is firmly fixed, and clamping the shielding of the cable.

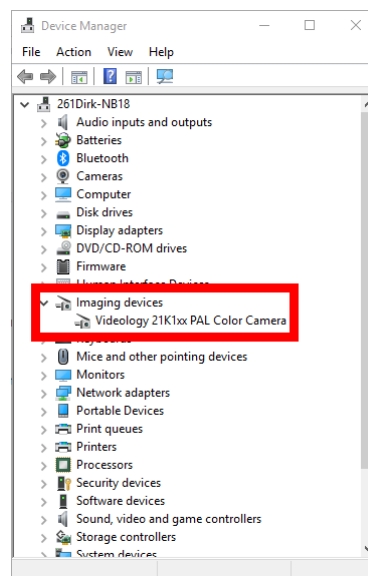
- Check the data wires of the cable: wire 2 and 3 should be twisted as illustrated in below picture:



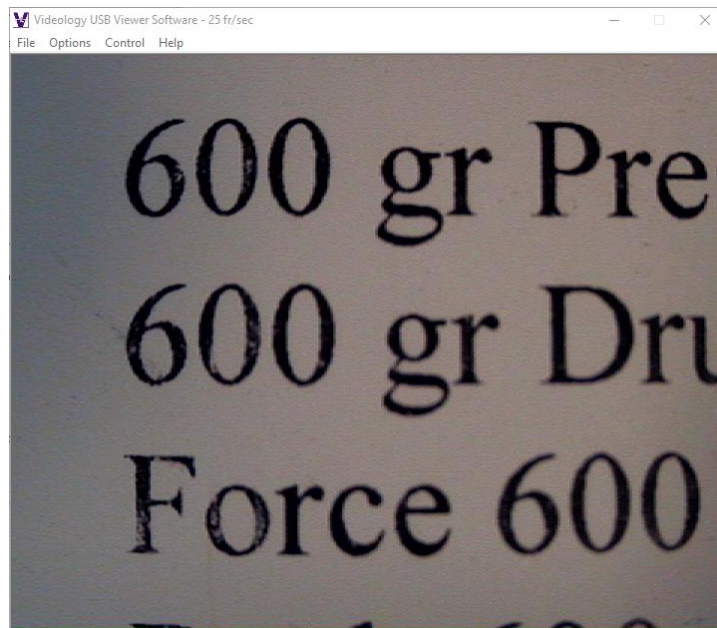
Probably those two wires were not sufficient twisted, this could result in occasional data loss.

Check camera functionality

Check if the camera comes up in device manager:



When the device comes up in the device manager, use the Videology Viewer to verify the images can be captured: [Start] – [Videology Cameras] – [Viewer].

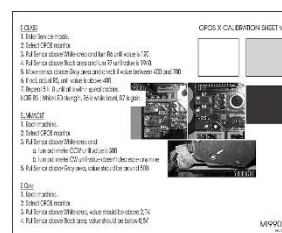


Check camera focus

This procedure describes how to adjust the focus of the camera used for detecting the position of the OPOS registration markers.

Tools needed:

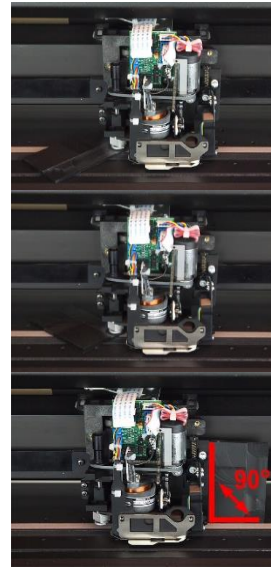
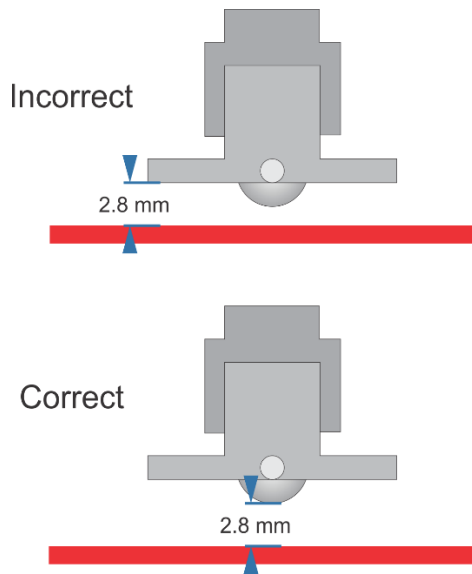
- Screwdriver PHD #0
- Hex Wrench #0.9mm
- Height Adjustment Tool



The above tools are included in the kit KIT-3037, Kit Calibration Jigs.

Verify the position of the cutter head

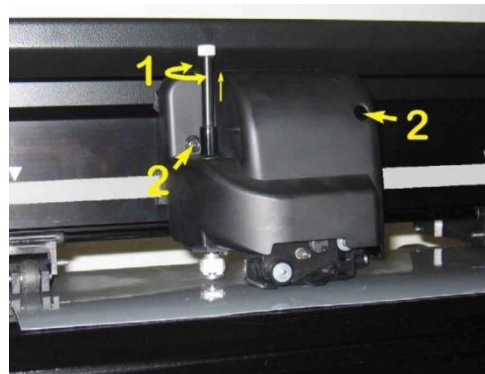
The distance between the nose piece and the cutting strip should be approximately 2.7 mm (see picture below). It is advised to use the “Height Adjustment Tool” to verify the height. If this distance is not correct, it needs to be adjusted before continuing the calibration procedure. The head should be installed perpendicular. See the tangential head replacement instructions for more details.



Focus the camera

Remove the cover of the head

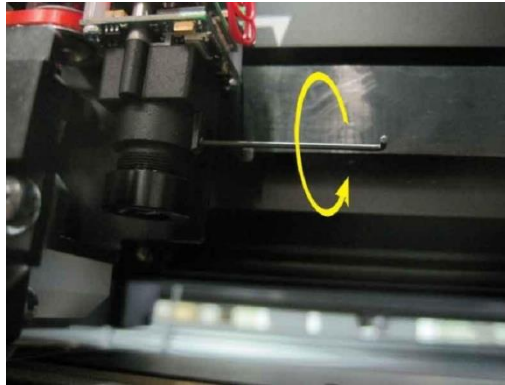
1. Remove the knife holder from the tangential head. (1)
2. Remove the cover from the tangential head by loosening the two screws. (2)



Switch the cutter on and start *Summa Camera Control*.

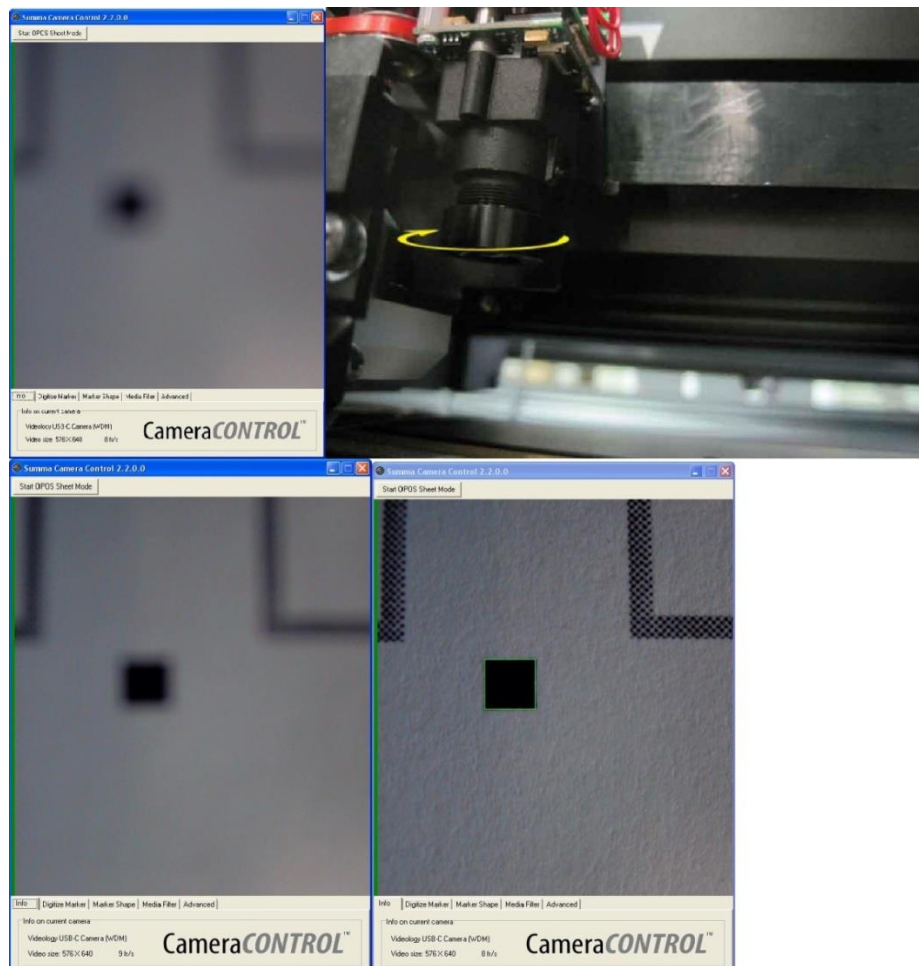
Calibrate the focus

Loosen the hex screw (3 turns counterclockwise). This allows you to adjust the lens. Failing to do so will damage the thread on the lens complicating obtaining correct focus.



To focus the camera, put it above a mark. Do not use the standard test image but use something that has more or less the same thickness as the material usually used. It is recommended to use the first marker of the first job to focus the camera.

Rotate the lens to sharpen the image.



Tighten the setscrew to secure the lens position. Replace the head cover.

Revised February 21, 2022