



## Solving WinCamD Issues

**Applies to:** All *current* BladeCam, WinCamD & TaperCamD series products.

*For cameras with a serial number that starts with a D, (e.g. D0713); first try [Solving Legacy WinCamD Issues](#)*

### Problems addressed:

- Your camera is not working properly.
- Your camera 'Does not work at all'.

### 1) Save a \*.wcf file.

Please go: **Stop, File, Save, Save current data as wcf** and if the ideas below do not help, you should send the \*.wcf file plus comments to [support@dataray.com](mailto:support@dataray.com) and/or your local distributor.

A **wcf** file is more useful than a bmp, a jpeg, an image in Word or PowerPoint, or any other alternative.

### 2) 'I see nothing'

You press **Go**, but the screen stays black, the profiles are 'flat-lined', and the counter in the blue line at the top of the screen does not count. Work through the following in order until something works.

- WinCamD?** In the **Device** pull-down menu, is **WinCamD** selected?
- What changed?** Did anything change since the last time that you used the camera? Double-check. Change it back. Did that solve the problem?
- Soft reset.** Go **Stop, File, Load defaults**. Press **Go**. Did that solve the problem?
- Hard reset.** Close the software. Press and hold down the **Shift** key while you restart the software. Release it once the software has restarted. Press **Go**. Did that solve the problem?
- Sensor damage?** Under a microscope, with the ND filter removed, inspect the sensor chip for missing or broken bondwires or for burn damage to the surface. The sensors are field-replaceable by the user.

**Still Problems?** Download: [http://www.dataray.com/pdf/Remote\\_Support\\_User\\_Guide.pdf](http://www.dataray.com/pdf/Remote_Support_User_Guide.pdf) & call/email.

### 3) 'I see an image, but it is not right'

Work through the following in order until something works.

- Soft reset.** Go **Stop, File, Load defaults**. Press **Go**. Did that solve the problem?
- Hard reset.** Close the software. Press and hold down the **Shift** key while you restart the software. Release it once the software has restarted. Press **Go**. Did that solve the problem?
- What changed?** Did anything change since the last time that you used the camera? Double-check. Change it back. Did that solve the problem?
- Sensor damage?** Under a microscope, with the ND filter removed, inspect the sensor chip for missing or broken bondwires or for burn damage to the surface. The sensors are field-replaceable by the user.
- Update the software.** You can try the most recent software as follows:
  - Close the software. *Disconnect the camera.* 'As Administrator', download & install the latest software from <http://www.dataray.com/files/iDataRay.exe>.
  - Open the software. This installs the latest driver. In the **Device** pull-down menu, select **WinCamD**. Close the software.
  - Only now reconnect the camera. Follow the **New hardware found** wizard. *Do not allow it to go to the web to search for the driver.* As necessary, direct it to **c:\Program files\DataRay**.
  - Start the software. Press **Go**. Did this solve the problem?

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