

Troubleshooting for no temperature displayed on ISD-SMG318LT-F

Problem phenomenon

After walk through temperature detector is assembled and powered on, no temperature is displayed on the LCD screen, like the following picture shows



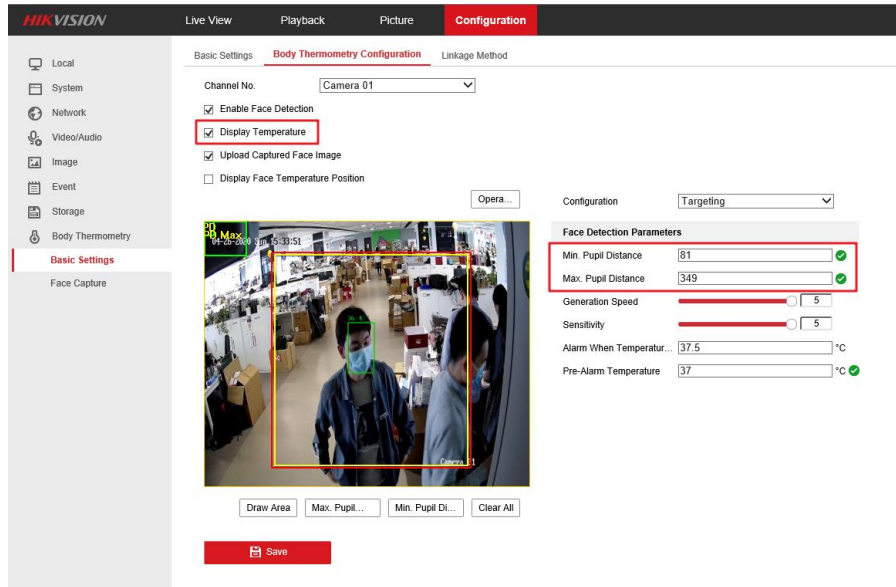
Step 1 Check if there is temperature on web client

Log in web client of the camera and check if there is temperature displayed. There are a few reasons why there is no temperature on web client. Wrong setting of pupillary distance leads to no face detected

Check the following picture to set pupillary distance and other settings

Min pupil distance:81

Max pupil distance:349



Step 2. Check firmware version of camera

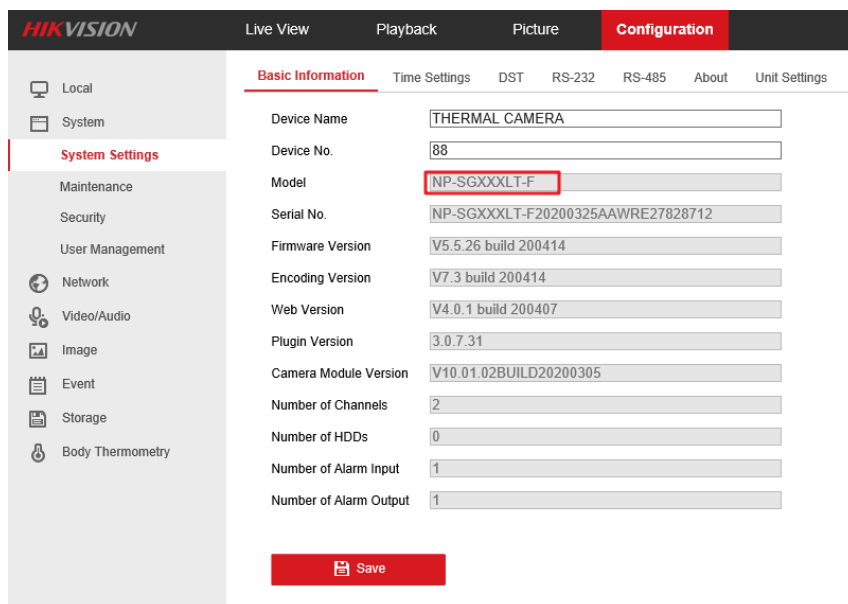
If there is temperature on web client but no temperature on LCD screen, we need to check if firmware version of camera is correct. Camera on temperature detector needs special firmware to output 485 signal to screen. If firmware is not correct, upgrade it to correct version, **restore and reboot**

Path of camera:

ftp://hikftp.hikvision.com:400/Product File(Overseas)/01 All Materials of Temperature Screening Solution/04 Metal Detector Door/06 Technical Material/04 Firmware/

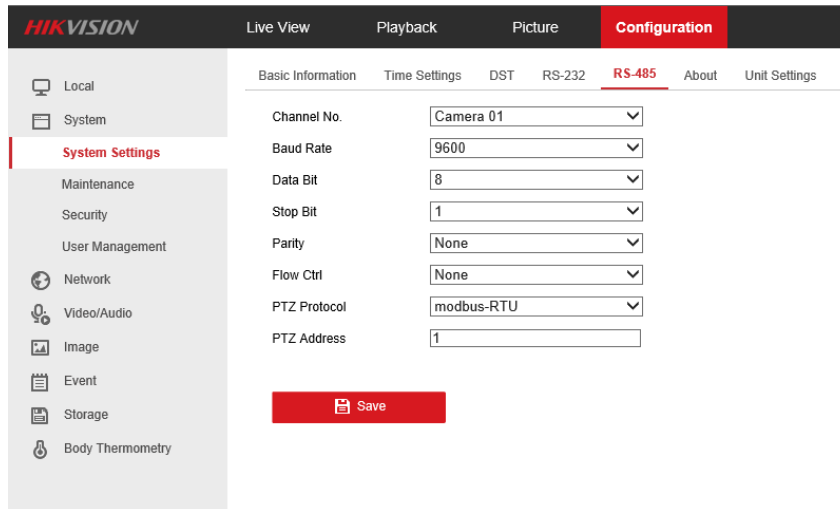
Note:

When camera uses this special firmware, model name of the camera is NP-SGXXXLT-F not DS-2TD1217B-3/PA.



Step 3. Check RS485 setting of camera

RS485 needs to be configured like the following picture, both channel 1 and channel 2 need to be configured, and the Parity should be **None**



The screenshot shows the Hikvision web interface. At the top, there are tabs for Live View, Playback, Picture, and Configuration (which is highlighted in red). Below these tabs is a sub-menu with options: Basic Information, Time Settings, DST, RS-232, RS-485 (highlighted in red), About, and Unit Settings. On the left side, there is a sidebar menu with categories: Local, System, System Settings (highlighted in red), Maintenance, Security, User Management, Network, Video/Audio, Image, Event, Storage, and Body Thermometry. The main content area displays the RS-485 configuration settings for Camera 01. The settings are as follows:

Setting	Value
Channel No.	Camera 01
Baud Rate	9600
Data Bit	8
Stop Bit	1
Parity	None
Flow Ctrl	None
PTZ Protocol	modbus-RTU
PTZ Address	1

At the bottom of the configuration area, there is a red button labeled "Save".

Step 4. Check wiring

If all the setting of camera are correct but there is still no temperature displayed, it could be wiring issue. Check if RS485 cable is connected well with camera or disassemble LCD screen to check if RS485 cable is wired tight. If connected tight, reversely connect it. If not, rewire it.

If all above steps have been operated and the problem still exists, please refer to headquarter technical support.