Troubleshooting for No Temperature on ISD-SMG318LT-F

Problem phenomenon

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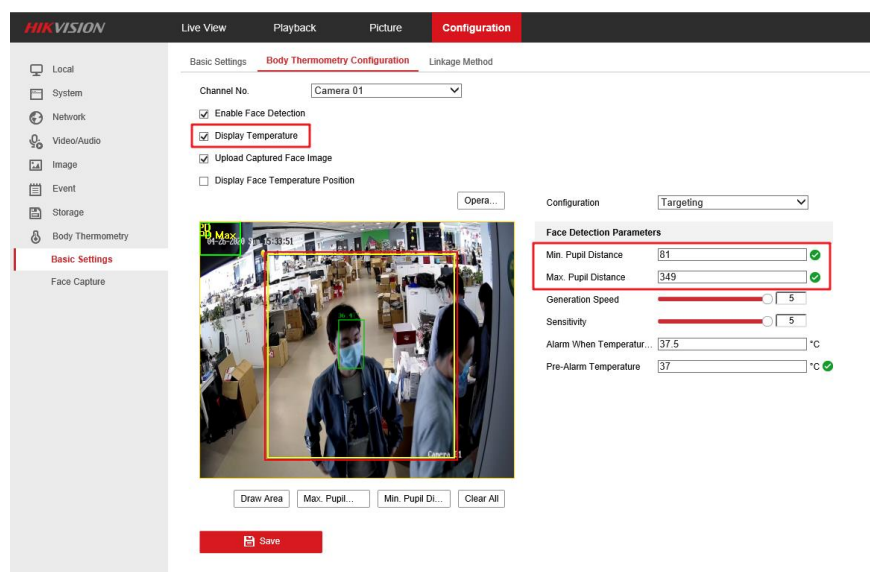

Step 1 Check if there is temperature on web client

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

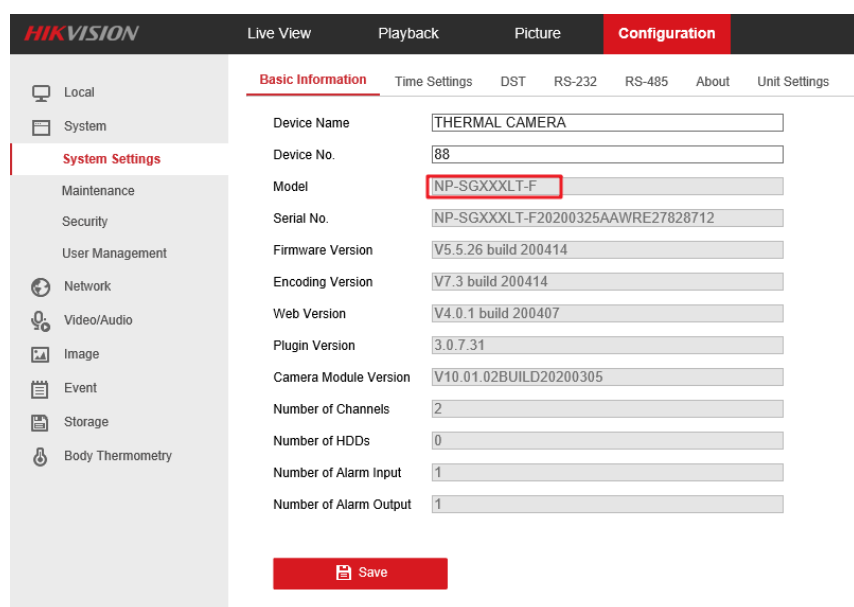Max pupil distance:349

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.**

Firmware of camera:

http://www.hikvisioneurope.com/uk/portal/?dir=portal/Product%20Firmware/00%20Temperature%20Screening/Metal%20Detector%20Door/V5.5.26_build200508

Note:

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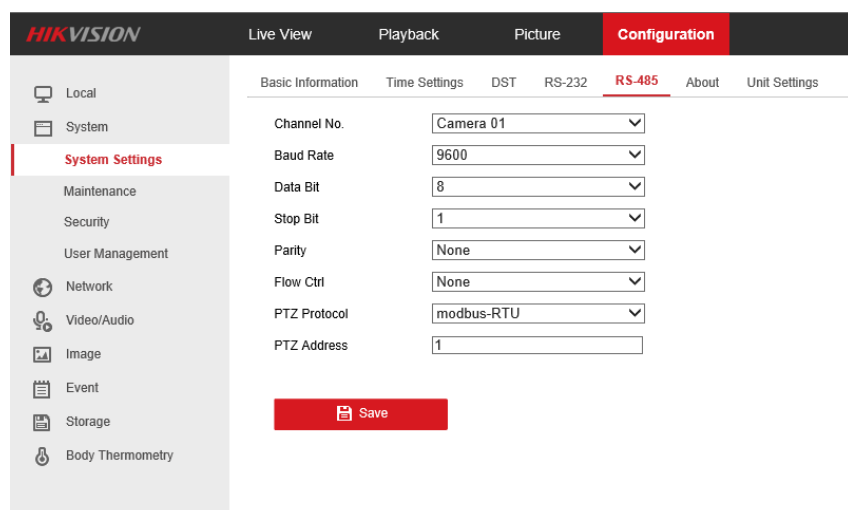

Step 3. Check RS485 setting of camera

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

Step 4. Check wiring

If all the settings of camera are correct but there is still no temperature displayed, it could be the 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.
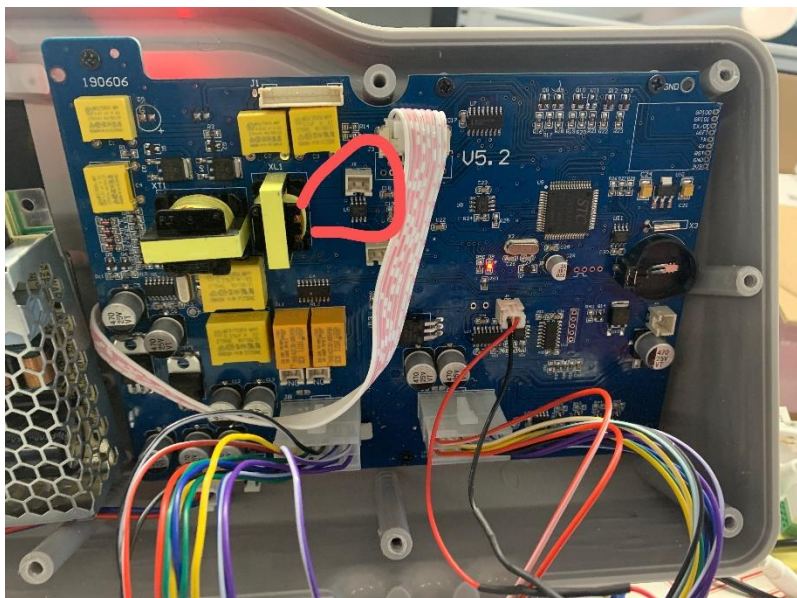
If all above steps have been operated and the problem still exists, please contact Hikvision technical support team.

See Far Go Further

Technical Support