

# 6 Troubleshooting

To troubleshoot a wired camera, see [Table 3](#).

**Table 3 Troubleshooting a Wired Camera**

Camera with Wired Configuration		
Video Monitor	Problems	Causes and Solutions
	No image is displayed on the screen.	<ul style="list-style-type: none"> <li>• Make sure the power indicator LED on the docking station is green.</li> <li>• Make sure the power indicator LED on the camera is green.</li> <li>• Make sure the correct port is used to connect the docking station and the monitor.</li> </ul>
	Image is blurred.	<ul style="list-style-type: none"> <li>• Make sure the lens is not fogged.</li> <li>• Make sure the protective sheath is flattened against the lens and is placed properly (transparent side facing the lens).</li> </ul>
	Colors are not true.	<ul style="list-style-type: none"> <li>• Adjust the monitor contrast and brightness to change the colors.</li> </ul>
Computer	Problems	Causes and Solutions
	No image is displayed on the screen.	<ul style="list-style-type: none"> <li>• Make sure the power indicator LED on the docking station is green.</li> <li>• Make sure the power indicator LED on the camera is green.</li> <li>• Make sure the correct port is used to connect the docking station and the computer.</li> <li>• Make sure the camera drivers are installed correctly.</li> </ul>

**Table 3 Troubleshooting a Wired Camera (Continued)**

Camera with Wired Configuration (Continued)	
Image is blurred.	<ul style="list-style-type: none"><li>• Make sure the lens is not fogged.</li><li>• Make sure the protective sheath is flattened against the lens and is placed properly (transparent side facing the lens).</li></ul>
Colors are not true.	<ul style="list-style-type: none"><li>• Check the camera configuration in the Kodak dental imaging software manual.</li></ul>
Camera focuses on sheaths during auto focus process.	<ul style="list-style-type: none"><li>• During the auto focusing process, the camera momentarily focuses on the sheath, before focusing on the correct item.</li></ul>
Cannot enter tooth number in <b>Tooth number</b> option.	<ul style="list-style-type: none"><li>• Make sure the correct country/region for the tooth number standard is selected in the KDIS menu: <b>Options &gt; Preferences &gt; Imaging &gt; Tooth numbering system &gt; European (Default)/American.</b></li></ul>



**Note:** The Kodak 1500 intraoral camera uses LED indicators to show the status of the camera. Be sure to note the color of the indicator if the camera is not functioning correctly.

To troubleshoot a wireless camera, see [Table 4 on page 41](#).