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PHASE ONE

DIGITAL STUDIO CAMERA SYSTEM

Troubleshooting Guide

Edition 3.0

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Getting System Information

If you contact your Phase One representative during troubleshooting you may be asked to supply information about the software version and camera connected to your system. This information is available on the About window.

Windows 95: Click on Help, then on About....

Macintosh: Click on the Apple symbol and select About Phase One...

The About window is an information only window that shows you the Phase One application software version and details of the type of camera connected to your system.

If you click on the Phase One icon in this window, the Camera Information window appears. This gives detailed information about the particular camera attached to your computer.

If Your Computer Will Not Start or Freezes

Check the SCSI Addresses

If your computer will not start or freezes during the start-up process, there may be a problem with your SCSI setup. Each piece of equipment connected to your SCSI bus must have a different SCSI address.

Check all units to be sure that no two addresses are the same.

Refer to the *System Assembly Guide* for information about finding and setting the correct SCSI address.

If you do find a repeated address, then change the appropriate addresses and restart your system.

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Force terminate the program causing the freeze

It may be that a particular program in your computer is causing the computer to freeze. To "thaw" the computer, the offending program must be terminated.

Windows 95: Press Ctrl+Alt+Delete to bring up a list of currently running programs. You should get a message about which program is not responding. Highlight that program and cancel the job.

Macintosh: Hold down the alt+⌘+esc keys simultaneously.

If terminating the offending program un-freezes the computer, save all of your unsaved documents and restart your computer.

Reset your computer

If the system is completely frozen, the only possible solution is to reset the computer. The way to do this depends upon the type of computer you are using. Refer to your computer documentation for the recommended method of resetting your machine.

Note: Removing the power from your computer and restarting it again has the same effect as resetting it, but the preferred method is to use the computer's "reset" button, since this does not remove power from the electronics. Repeated removal and application of power in short periods of time can reduce the life of certain microchips.

Note: When resetting your machine, all changes to unsaved documents and preferences will be lost.

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“Cannot Connect to Camera” Error Message

If you get this message after starting the application or trying to start a scan, then there may be a problem with SCSI communication.

Check the camera cable connection.

Turn off your camera and computer. Check that all cables are connected securely.

Restart the camera and the Phase One application software. Try to take a preview or capture scan.

Refresh the SCSI Controller - Windows 95 users only

Sometimes the SCSI controller card in your computer needs to be refreshed. This means that the controller card polls (asks) each of the devices on the SCSI bus for information. To refresh the SCSI controller:

a. Exit the Phase One application software.

b. Open the Windows’ System Settings dialog. This is found on the menu path Start ➜ Settings ➜ Control Panel ➜ System

c. Click on the Device Manager tab.

d. Locate SCSI Controllers and click on it.

e. Click on the Refresh button.

The SCSI controller card now polls the system and updates its information table.

You can check to see if your camera has been recognized by the system by clicking on the Question Mark symbol labeled Other Devices in the Device Manager window. You should see a reference to the camera back you have connected, for example “Phase 1 SK70 mk2”.

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Problems with Phase One Software

If you used the standard installer program included on your original diskettes, then all of your software will have been installed correctly. However, it is possible that some of the files may have been moved or deleted in the meantime, or that an incorrect custom installation has been done.

If your system is not running at all, or if your images are scrambled, then it may also be because of an improper installation.

Should you feel that the cause of your problem is due to missing Phase One files, then we recommend that you re-install the software.

Note: Your personal files in the Phase One Application folder may be overwritten during the installation process. It is wise to move them to another temporary place on your hard disk before you begin the re-installation process.

Color Problems

If your image contains faded or unrealistic colors then check the following:

Infra-red Filter

You must always use an infra-red filter mounted on your camera when you make previews and captures. This is because infra-red light will interfere with the CCD sensor. Phase One digital camera backs are shipped with an infra-red filter (AR1) which is recommended for use under most lighting conditions. If you are using Tungsten light Phase One recommends that you use the TG1 Tungsten Filter to obtain the best image quality.

See the *System Assembly Guide* for more information about filters.

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Tonal Range Settings

It is possible to use the Tonal Range window to remove or add a color cast to your image. If you see an undesirable color cast, then open the tonal range window (click on the tonal range button) and click on the Reset button. This will assure that the tonal range settings are not causing the color cast.

You can use the Tonal Range window to change the colors in your image by working with the Preserve Color Balance box unchecked. Refer to the *Tutorial Guide* for instructions about using the Tonal Range window to add or remove color casts in your image.

Gray Balance Setting

If your images contain a color cast even though you are using the correct infrared filter and have reset the tonal range, then you may need to make a new gray balance calibration. You should always make a gray balance calibration when you first start working with your system, and each time you change the type of lights you use. See the *Tutorial Guide* for complete instructions.

Striping

There are two types of striping that may appear in your image: striping in the scan direction, and striping perpendicular to the scan direction. Check your camera back manual to find out the direction in which your camera back scans, and note the position of your camera back on your camera to determine which type of striping you have.

Stripes in the scan direction

If your CCD is dusty, then a cyan, yellow, or magenta line will appear down your image. This is the result of one or more pixels of a single color being blocked by dust and scanned the length of your image. To fix this problem, refer to the care and cleaning advice given in your camera back manual.

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Stripes perpendicular to the scan direction

Studio lights drawing a large amount of power can cause fluctuations on the power circuit to which they are connected. This may interfere with the normal operation of your computer and your digital camera back, resulting in striping on your images. If you are having this problem, then check that your computer and camera back are on the same power circuit, but one regulated by a different fuse or circuit breaker than the one used by your studio lights.

Blooming or Flaring

Very bright highlights from highly reflective surfaces can overload the CCD sensor. This will cause a bright flair to appear in your image. The flair may also be discolored, smear off to one side and/or have a red tint at the edges. If you see this effect in you image, try to stop down your exposure or rearrange your subject or lighting.

Try using a white card to bounce light onto reflective surfaces instead of lighting them with direct light. This will enable you to capture bright, shiny surfaces without overloading the CCD.

Stepping and Discontinuities

If your images contain broken, stepped or jittery edges, then your camera or subject may have moved during the scan. You may also see some discoloration in the lines of your image where the camera or subject have moved. Avoid bumping or adjusting your camera or subjects while scanning.

Place your setup away from large vibrating machinery, and keep light subjects out of strong drafts. Nearby roadwork or traffic should not affect your images. If you consistently see these effects in your images even when your camera has not moved, then your camera back may require service.

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If Your Image is Scrambled

If you see nothing but colored static after you scan, then there is a communication problem. This may be caused by a bad cable connection from your computer to your camera back.

Turn off your computer. Check that all cable connectors are properly connected. Restart your computer and try again to take a scan.

If Your Image is Partially or Totally Black

If your image is black, then it has not been exposed. This is most likely the result of an incorrect setting on your camera.

Check that the shutter on your camera is open.

Your camera shutter must be set to remain open during the entire scan, while still applying the f-stop setting. This is usually done by setting the exposure time to “B” and pressing the shutter release; however, this may vary from camera to camera. Check your camera manual if you are not sure how to do this.

Check that you are supplying adequate power.

If your camera back is not receiving enough power, then the CCD may not move at all, resulting in a black image. You should hear the motor running in the camera back during a scan when it is receiving adequate power.

Make sure that the power unit is plugged into the wall and correctly connected to the camera back.

Refer to the *System Assembly Guide* for more information about powering your system.

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Check that you have fully opened the camera back's dust cover.

Some Phase One camera backs have an aluminum slider to cover the scan area when not mounted on a camera body. You must raise this slider all the way up, otherwise your image will be partially or totally black. Refer to your camera back manual for more information.

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