



# AUTOMATED OUTDOOR ANIMAL MONITORING

## Tech Note

**To:** All TrackSnap Non-Video Camera Owners (DigitalEye etc.)  
**From:** Paul Skelly  
**Ref:** TechNote 3  
**Date:** June 17, 2009  
**Re:** Possible broken wire on cable from Control Board to Camera on Camera systems

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### **Issue:**

**There is possibility of a wire breaking off the Control Board on the cable between the Control Board and the camera if the user pulls too hard or twists the cable too many times.**

### **Identified Failure:**

We have had several cameras returned as faulty with the camera operating, either intermittently or continuously, in any of the following scenarios:

1. Camera powers up when inserted into or removed from the case
2. Camera failing to power when in service.
3. Camera failing to take pictures when in service.

This fault is commonly due to a loose or broken wire on the Control Board to Camera cable.

IT IS VERY IMPORTANT TO REMEMBER YOUR CAMERA IS A SOPHISTICATED ELECTRONIC DEVICE AND SHOULD BE TREATED ACCORDINGLY TO MAINTAIN SERVICEABILITY.

### **Explanation of Issue:**

There is a Microcomputer on a Control Board inside the camouflaged case that controls the operation of the sensors and the camera. This Microcontroller controls the Power-Up, Power-Down and Shutter of the camera automatically so the best possible pictures are taken in the field.

There is a cable between the Control Board and the camera that is a usually a black, thick and a multi-colored cable – see Figure 1. If a wire is broken, some of the functions of the camera will not work. If a wire is shorting to another part of the board, any number of 'unusual' reactions can cause unexpected results.

All cameras including the Digital Eye cameras can suffer from this so it leads us to believe that better care, or modification is required to ensure the cable is not over-stressed or twisted to many times.

**Figure 1: Identification of the Control Board to Camera Cable.**



**Field fix: If the camera is operating correctly just ensure this cable is not twisted or stressed when removing or replacing the camera into the case.**

The field fix is relatively simple and does not require technical skills. It is recommended that customers simply take care to not over-stretch or over-twist the cable between the Control Board and the Camera.

A single loop of this cable should allow the camera to be seated correctly within the foam packing and allow correct operation of the camera.

Try to remember to remove and replace the camera in opposite movements so the cable is not excessively twisted.

Alternatively try to secure the cable to a fixed point in the case with a cable tie to relieve the stress on the cable.

**If not operating correctly: Contact TrackSnap to confirm issue and possible return for repair.**

The fix for this issue is an easy workshop resoldering of the broken or problem connection. Specialist soldering equipment is required to ensure the Control Board is not damaged.

#### **Future design change to avoid possibility this issue**

All TrackSnap Digital Eye cameras are now being shipped with the newer, and we believe, longer lasting method of securing of the Control Board to Camera cable.

Please feel free to contact us if you want any more information on this issue.