



## AUTOMATED OUTDOOR ANIMAL MONITORING

# Tech Note

**To:** All TrackSnap DigitalEye 7.2 and 12 Camera Owners  
**From:** Paul Skelly  
**Ref:** TechNote 5  
**Date:** February 12, 2010  
**Re:** Breakages on Camera Control Connector

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**Issue:** The 4 pin connector, used in the DigitalEye7.2 & 12 cameras, is being permanently damaged due to incorrect disconnection of the plug.

### Identified Failure:

We have had several cameras returned from customers with broken pins on the Camera Control Connectors.

### Explanation of Issue:

The connector used on all of the DigitalEye 7.2 & 12 cameras is a 4 pin 'keyed' stainless connector. 'Keyed' simply means the plug must be aligned one way only to be inserted. The 'keying' of the plug and socket also means the plug MUST NOT be twisted when being inserted or removed. When twisted the plug shears the pins in the connector. This connector is specially selected for its ability to be installed into the body of the Sony camera. It is very expensive, due to its miniaturised size and quality, and is in very limited in its availability.

There is no other current option for connectors to be installed inside these cameras.

The failure is only resolved by replacement of the connector.



### Future design change to avoid possibility this issue

All TrackSnap Digital Eye 7.2 & 12 manual have carried a clear **warning to avoid twisting** and cameras are now being shipped with warning labels on the cable to remind the operator. Please note the warnings in the relevant manuals on the website:

[http://www.tracksnap.com/tech\\_support.html](http://www.tracksnap.com/tech_support.html)

If unsure when inserting or removing the plug or need any assistance: Contact [TrackSnap](#).