

2 Unpack the Camera

Camera	Essentials			Cables		
Neo sCMOS Camera	Camera Link PCIe Card	Coolant Pipes water cooled models only	Anti-Static Strap	Camera Link Cable	Power Supply	Country Specific Power Cord
	Documentation scan or visit: andor.oxinst.com/ welcome	Software (copy supplied)		Multi I/O Timing Cable	USB 2.0 Cable	

1 Prepare your Facility

- Handle the camera and accessories with care.
 - Use correct power supply and cables.
 - Observe anti-static precautions when installing the controller card and camera.
 - Store between -10°C and 50°C. Operate between 0°C and 30°C.
 - Ensure 100 mm clearance around camera and power supply vents (Do **not** block vents when operating on benchtop).
 - For information on water cooling, please refer to the user manual.
 - Operation of the camera close to intense pulsed sources (e.g. plasma and X-ray sources) may compromise performance.
 - Keep dry, <70% humidity non-condensing.
- Refer to the user manual for further information**

3 Install Software (Solis or SDK)

You must have administrator access on your PC to perform this installation.

These instructions cover installation of both Andor Solis and Andor SDK if ordered. A copy of the software is provided within the camera box. Additionally, the latest software files are available to download on request, please sign in or create an account at andor.oxinst.com/downloads

Windows: Switch on the PC, run the setup exe from the supplied copy or the downloaded file: e.g. AndorSDK3Setup-<version>.exe.

1. Confirm the version of software (minimum is v3.14.x).
2. Follow the on screen prompts.
3. Select the installation directory when prompted.
4. If prompted for camera type select **Neo**.
5. On the final window click on **"Install"**. Continue to follow the on screen prompts.
6. To complete the installation, when prompted select **"Yes, restart the computer now"** and click on the finish button.


Linux:

For detailed instructions on how to install the SDK3 drivers on Linux please refer to Section 1.5.2 in the Andor Software Development Kit Manual, available at andor.oxinst.com/downloads.

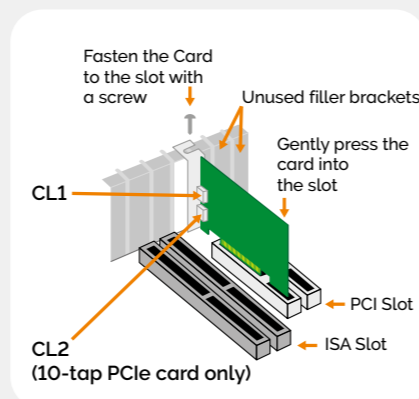


4 Install the Camera Link PCIe Card

 Ensure your PC is powered off.

 Ensure anti-static precautions and use the anti-static strap provided to prevent potential damage. Keep all screws safe.

1. Unplug all cables from the rear of the computer.
2. Remove the PC enclosure so as to gain access to the expansion slots.
3. Locate a PCIe x16, x8 or x4 slot. If you are unsure which PC slot is correct, please consult the PC user manual.
4. Remove the filler bracket corresponding to the slot you intend to use.
5. Remove the controller card carefully from its protective ESD packaging and firmly press the card connector into the chosen expansion slot and ensure it is securely locked in.
6. Making sure that the card's mounting bracket is flush with any other mounting brackets or filler brackets to either side of it, secure the controller card in place.
7. Replace the cover of the computer and secure it with the mounting screws if applicable.
8. Reconnect any accessories you were using previously.
9. For PCs not supplied by Andor, refer to Setting & Checking BIOS options.



Notes:

- Do not connect any other device to the PCIe card as this may interfere with normal camera operation or performance.
- Camera operation with PCIe cards not supplied by Andor cannot be guaranteed.

Checking & Setting BIOS options (for PCs not supplied by Andor)

Enter the BIOS menu when starting PC. For Dell workstations, press F12 at start-up and select System Setup in the One Time Boot Menu. For Dell workstations 3 options in the Performance menu of the BIOS need to be checked/ set:

- C-States Control – Disable C-States.
- Intel Speed-step – Disable Speed-step.
- Memory Node Interleaving – Set from NUMA to SMP. Note: This option is only available on larger workstations with 2 physical processors and may have a different name- ensure that NUMA is disabled.

5 Connect the Camera and Switch it on

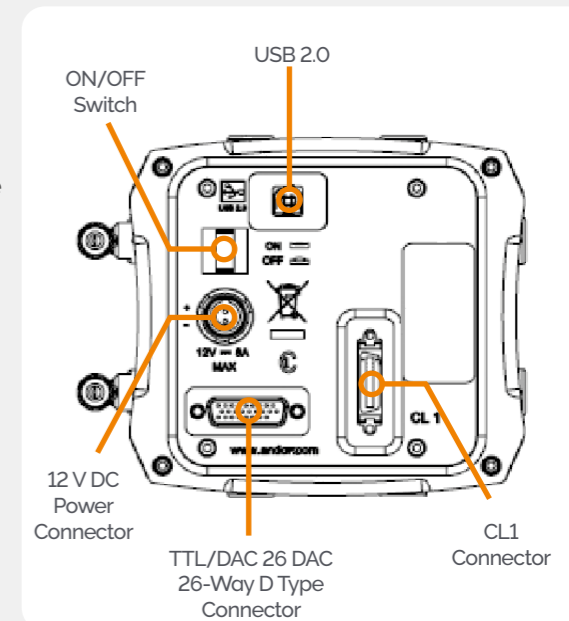
 Ensure that the Camera ON/OFF switch is in the OFF position AND your PC is switched OFF.

Mounting the Camera

- Attach the camera to lens or optical system using the camera C-mount (or F-mount) interface as required.

Connecting the Signal and Power Cables

- Before inserting the 12 V DC power connector to the rear of the camera, ensure the orientation is correct. Never forcibly insert the connector.
- Securely connect the camera link cable between the CL1 connector on the rear of the unit and the appropriate port on the PCIe card.
- If required connect the I/O expander cable to the 26 way I/O connector.
- Switch the Camera on using the ON/OFF switch.
- Turn on the PC.
- Start your software.
- View and adjust the acquisition settings as required.
- Start acquiring data.



Water Cooling Guidelines

- If you require ultimate cooling please refer to the Neo user manual for guidelines on installation and operation.

Note: USB A to B cable also supplied (only used when updating firmware).

? Troubleshoot

Camera buzzer does not sound on start-up

- The camera buzzer should be audible momentarily when the camera is switched to ON.
- If this does not occur, ensure that power is connected to the camera and the ON/OFF switch is set to ON.

Camera is not recognized by PC

- Ensure camera is switched to ON (The camera must be powered up before the software is initiated).
- Check that the camera cable(s) are securely and correctly connected between the camera head and the PCIe card in the PC (shown in step 4).
- Check that the PCIe card and drivers have been installed properly:
Control Panel – System – Hardware – Device Manager – Imaging Devices (refer also to user manual Section 3.4 and 3.5).

Please see the Hardware Guide for further information on Troubleshooting.

Online access to technical documentation and software downloads is available at:

andor.oxinst.com/downloads