

Symptom: Error code appears when operating Q series



NAC Troubleshooting Guide
February 2024

Symptom

When using Q series, Error code appears on NAC software.

EX) 106 segment status error



Contact NAC team with following information

NAC team will check details of symptom from the information.

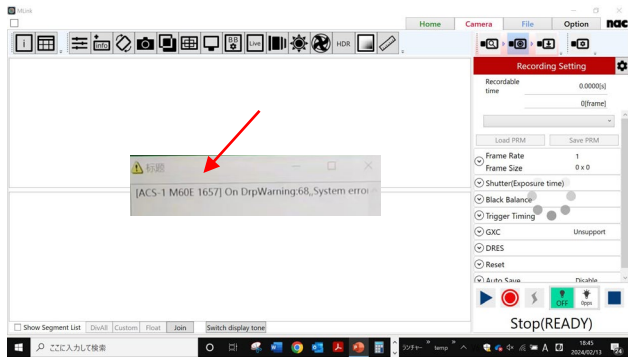
- 1) Camera Model, Serial Number (S/N) of Q cam
- 2) What operation did you perform when the error message appeared?
- 3) Full screen capture with error message and including time on PC
- 4) Video showing the behavior of the status LEDs of camera when error message appeared
- 5) MCF file after shooting. It is ok to send 1~2 frame of mcf file to nac if data is too big.
- 6) Log file

* Refer to another document showing how to get log file

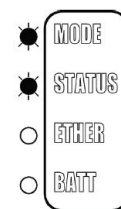
[How to get log file with MLink](#)

[How to get log file with HXLink](#)

Full screen capture with error message and time



time



the status LEDs of camera