User Guide

24C708AF-1 and 24C708AF-SYS-1

Videology Photo ID Camera and Videology Photo ID Camera System

Revision E

Videology Industrial-Grade Cameras

Over 1 Million Cameras Worldwide
At Videology, we specialize in meeting the customized specification requirements of OEMs, large-scale integrators and other partners, which have resulted in the delivery of over 1 million embedded cameras worldwide. We are an ISO 9001-certified company headquartered in Mansfield, Massachusetts.

Our Brand Difference
Our deep commitment to the customer experience delivers performance excellence throughout the entire customer journey. This is Videology's brand difference and it's our company's most important priority in serving the needs of our customers across the globe.

Our Brand Promise
How do we support our brand difference? We do so with a sincere promise we make to every Videology customer as follows: We provide competence, attention to detail and personal care with a level of excellence that will delight every customer in every interaction. This is Videology's brand promise and it's been the key to our growth and success – from a small start-up more than 30 years ago to a global leader in today's imaging industry.

1. Prior to Using

Videology reserves the right to modify the information in this document as necessary and without notice. It is the user's responsibility to be certain they possess the most recent version of this document by visiting www.videologyinc.com, searching for the model number, and comparing revision letters on the respective document, located in the document's footer.

1.1 License Agreement (Software)

This Agreement states the terms and conditions upon which Videology Industrial-Grade Cameras (hereafter referred to as "Videology") offer to license to you the software together with all related documentation and accompanying items including, but not limited to, the executable programs, drivers, libraries, and data files associated with such software.

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In using the Software, you agree not to:

- Decompile, disassemble, reverse engineer, or otherwise attempt to derive the source code for any Product (except to the extent applicable laws specifically prohibit such restriction);
- Remove or obscure any trademark or copyright notices.

1.2 Limited Warranty (Hardware and Software)

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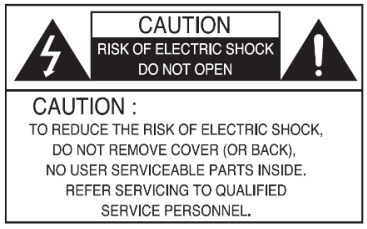
In no event shall Videology or its Licensors be liable for any damages whatsoever (including, without limitation, incidental, direct, indirect, special or consequential damages, damages for loss of business profits, business interruption, loss of business information, or other pecuniary loss) arising out of the use or inability to use this Software or related Hardware, including, but not limited to, any of Videology's family of products.

2. Warnings and Safeguards

Read instructions before operating the camera



- Please read/follow all instructions and read all warnings before operating the camera.
- Installation and servicing should only be done by Qualified Service and Installation Personnel.
- Installation shall be done in accordance with all local and national electrical and mechanical codes.
- Avoid mounting in direct sunlight.
- To reduce the risk of fire or electric shock, do not expose this appliance to rain, water or wet locations.
- If the camera is to be mounted outdoors a secondary waterproof enclosure should be used.

2.1 Precautions

- Do not put objects inside the unit. Make sure that no metal objects or flammable substances get inside the camera. It could cause fire, short-circuits or damage.
- Be careful when handling the unit.
- To prevent damage, do not drop the camera or subject it to strong shock or vibration.
- Install away from electric or magnetic fields.
- Protect the camera from humidity, dust and high temperatures.
- Be careful when installing it close to the ceiling, in a kitchen or boiler room, as the temperature may rise to high levels.
- Cleaning - Dirt can be removed from the cabinet only by wiping it with a soft cloth moistened with a soft detergent solution.
- Mounting Surface - The mounting surface material must be strong enough to secure the camera.
- Avoid viewing a very bright object (such as light fittings) during an extended period.

2.2 Care of the Unit

- Remove dust or dirt on the surface of the lens with a blower (commercially available).
- Avoid the use of volatile solvents such as thinners, alcohol, benzene and insecticides. They may damage the surface finish and/or impair the operation of the camera.
- Be careful not to spill water or other liquids on the unit.

2.3 Operating and Storage Location

- Consult the datasheet of the camera for temperature limits and guidance.
- Avoid damp or dusty places.
- Avoid places exposed to rain.
- Avoid places subject to strong vibration.
- Avoid places close to generators of powerful electromagnetic radiation such as radio or TV transmitters.

- If the product is to be put out of operation definitively, take it to a local recycling plant for disposal which is not harmful to the environment.

3. Document History

Document History

Revision	Issue Date	Reason
Rev A	07-01-2013	Initial release
Rev B	06-30-2016	Software revision 2.1.0.0, updated manual (all sections) and added TWAIN instructions
Rev C	12-12-2017	Updated to software revision 2.2.0.1 and added SYS model
Rev D	05-27-2021	Updated for 24C708AF-1 and all other UVC models
Rev E	09-24-2025	Updated for 24C708AF-1 and 24C708AF-SYS-1, converted from Software Manual to new User Guide template

4. Table of Contents

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5. Introduction

The Videology 24C708AF-1 is a 2 MP, UVC-compliant, USB-powered Photo ID camera designed to deliver consistent, high-quality images in a wide range of environments. Featuring a 1/2.7" color progressive scan sensor and synchronized LED flash, the camera produces Full HD (1920 x 1080) still images with reliable illumination under varied lighting conditions. It supports both MJPEG compressed and YUY2 raw video formats, with still image capture available in MJPEG mode. The integrated USB 2.0 interface provides power, camera control, and flash synchronization without the need for an external power supply. Compact, mountable, and supplied with essential accessories, the 24C708AF-1 is ideally suited for Photo ID badging and Real ID applications under appropriate conditions.

For applications that require a complete setup, the 24C708AF-SYS-1 includes the same camera (24C708AF-1) along with a stand equipped with a ball head, enabling stable use.

This User Guide is intended to help you install, configure, and operate the 24C708AF-1 and 24C708AF-SYS-1 cameras effectively. It provides a detailed overview of product features, setup procedures, recommended operating conditions, and troubleshooting guidance.

This document is designed for operators, system integrators, and support personnel involved in Photo ID badging, security, and identity verification applications. By following the instructions outlined here, users can ensure optimal performance, consistent image quality, and reliable results in compliance with Real ID requirements.

6. Specifications

Technical Specifications

6.1 Hardware

Image Sensor Size		1/2.7"	
Pixel Size		3µm x 3µm	
Resolution and Frame Rates	MJPEG compressed	Still Capture choices	1920 x 1080 (recommended) 1280 x 1024 1280 x 720 640 x 480
	YUY2 uncompressed	Video Capture choices (Still image not possible)	1920 x 1080 / 5fps 1280 x 1024 / 10fps 1280 x 720 / 20fps 640 x 480 / 30fps
Sensitivity		0.1LUX/F2.0	
Signal to Noise Ratio		>65dB	
Shutter Mode		Electronic rolling shutter	
Field of View (H x V) 40° x 30°		40° x 30°	
Video Output		USB 2.0	
Power Supply		5VDC via USB 2.0 bus	
Power Consumption		<200mA	

Table 1. Hardware

6.2 UVC Controls

Still Capture	Selectable
Flash	Selectable via Videology viewer or TWAIN
Focus	Manual Preset for 120-245 cm (4-8 feet)
Image Controls	Contrast, Brightness, Hue, Resolution, Gamma, White Balance, Exposure
Gain	Fixed

Table 2. UVC Controls

6.3 Software

SFT-15003 rev 2.2.0.1 or above	Videology viewer with active features
SFT-10011 rev 2.1.26 or above	TWAIN Data Source

Table 3. Software

6.4 Recommended System Requirements

Hardware	Requires USB 2.0 or USB 3 backwards compatible UVC compliant ports
Operating Systems	Windows XP, 7, 8, 10, 11

Table 4. Recommended System Requirements

6.5 Lens

3MP M-12 Board Mount	12mm focal length with high uniformity, MTF matched to sensor. Depth of Field optimized for facial still image capture (4-8 feet range).

Table 5. Lens

6.6 Environmental

Operating Temperature	15°C - 55°C (5°F-131°F)

Table 6. Environmental

6.7 Mechanical

24C708AF-1	
Dimensions (W x H x D)	50 mm x 100 mm x 74 mm (1.97" x 3.94" x 2.91")
Weight	154 g (0.34 lb)
24C708AF-SYS-1	
Dimensions (W x H x D)	131.4 mm x 609.6 mm x 122 mm (5.17" x 24" x 4.80")
Weight	1587g (3.5lb)
Included Cables	60C1138 - 2.5mm stereo (6" plug to plug) 60C1147 - USB 2.0 A to mini B cable (10ft)
Included Tripod Mount	1/4 20 mount for easy mounting capability

Table 7. Mechanical

6.8 Standards

The 24C708AF-1 Photo ID Camera is certified to both **UL** and **CE** standards.

7. Camera Setup and Image Capture

7.1 Flash Control

The flash units are powered from the USB camera.
The 24C708AF-1 supports one Videology LED Flash unit.

7.2 Flash Intensity Control

The intensity of the flash can be adjusted using the thumbwheel control on the side of the case, as shown.

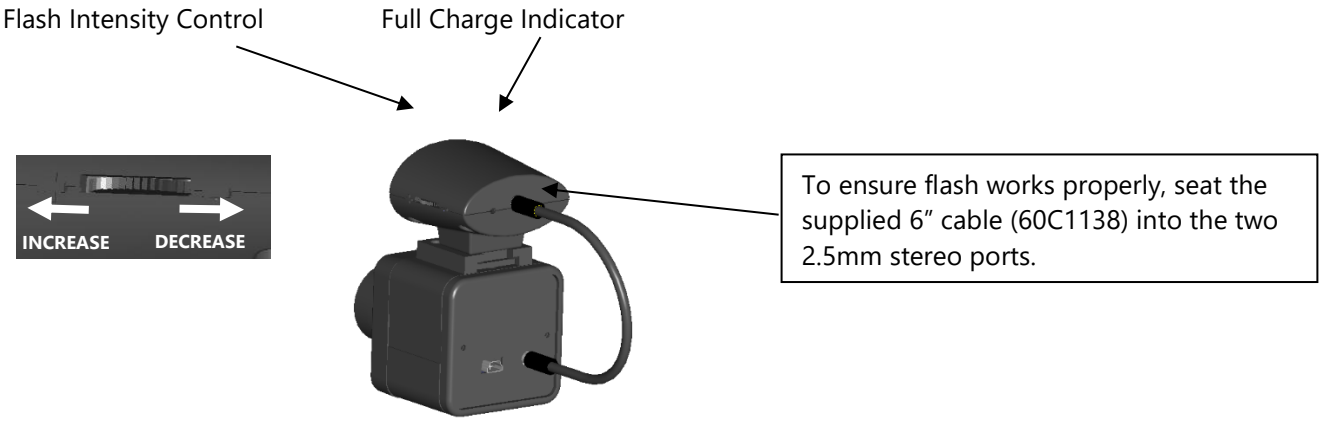

Figure 1. Flash Intensity Control

7.3 Flash Intensity Control

The required intensity will depend on the subject's distance and the room lighting.

Typically, a low intensity level should be adequate to provide a good quality image, and we recommend that the flash level be set to about 1/4 of the maximum as a starting point. Some fine tuning may then be needed to obtain optimum results.

If the flash intensity is too high the subject will appear overexposed, and the colors will be washed out, as shown in figure 5.

With the flash intensity set to the correct level, the image will appear clear with good reproduction of flesh tones and overall color.

Flash intensity set too high

With the flash intensity set correctly, the image will be free of glare, and flesh tones will be accurately reproduced

Figure 2. Correct Flash Intensity

7.4 Setting Up the Camera for Portrait Pictures

For portrait pictures, the subject should be placed at distance of about 60 cm (2 feet) from the camera. This will provide the correct sizing of the image, where the head occupies the center two thirds scene as shown.

Figure 3. Camera Setup for Portraits

7.5 Background Color

The choice of background color can have a significant effect on the image quality. For best results, a neutral (white or light gray) background should be used.

Figure 4. Recommended Background Color

We do not recommend the use of dark or brightly colored backgrounds as these may result in the subject appearing pale or overexposed.

Figure 5. Background Colors to Avoid

7.6 Still Image Capture

The camera supports a single image "snapshot" mode with optional JPEG compression.
The resolution of the still image is user definable.

7.7 Camera / Flash

The camera is fully UVC compliant, and all basic camera controls can be accessed via the standard UVC command protocol.

The 24C708AF-1 camera includes an internal processor that automatically detects when a snapshot command has been issued and triggers the flash at the appropriate time.

Some applications, however, do not issue a snapshot command to the camera, and in this case, the application needs to be modified to include the necessary flash control commands.

The full capabilities of the camera can be demonstrated using the simple viewer application provided.

8. Demo Camera Viewer

8.1 Demo Camera Viewer

Developed by Videology, the Demo Camera Viewer software is designed to provide users with a straightforward, reliable interface for evaluating Videology Photo-ID cameras. It enables real-time video streaming, camera control, and feature testing without requiring complex integration or third-party applications. This tool is particularly valuable during initial setup, proof-of-concept testing, and performance validation, offering immediate access to image quality, resolution settings, and camera functions.

By using the Demo Camera Viewer, users can quickly confirm camera compatibility with their system requirements, optimize configurations for specific applications, and gain practical experience with available controls. This ensures that system integrators, developers, and end users can confidently assess performance and functionality before proceeding with deployment or further customization.

In the following sections, you will learn how to install the Demo Camera Viewer Software, connect a camera, and operate its core functions. Step-by-step instructions and reference screenshots are provided to help ensure a smooth setup and reliable operation.

The Demo Camera Viewer software (Demo Viewer, SFT-15003) can be downloaded directly from Videology's website. The software package ZIP file for the 24C708AF-1 Photo ID Camera includes the following files:

- **SetupVISViewer2201.msi** – Installation package for the Demo Camera Viewer software (VIS Viewer). Running this file installs the application, camera drivers, and supporting components on the PC.
- **VISViewer.exe** – Executable program for the Demo Camera Viewer. This application allows users to preview video, capture still images, and adjust camera settings.
- **VISFwSw.dll** – Dynamic link library required for proper operation of the VIS Viewer software. This file is used by the application and should not be modified or deleted.
- **INS-15003.pdf** – User and software manual providing installation instructions, software operation guidelines, and troubleshooting information.

If the camera will be used with a third-party application, installation of the Videology Camera Demo Viewer is not required.

8.2 Downloading Demo Camera Viewer

- Navigate to the *Photo ID* section of the Videology website under *Products*.
- Download the Demo Viewer for the Photo ID camera.

Note: The required camera drivers are included with the Demo Viewer software.

Figure 6. Download Demo Camera Viewer Software

In some cases, particularly on laptops, the camera privacy setting may be disabled by default. Please ensure that camera access is switched "On" within your system settings.

8.3 Installing Demo Viewer

Extract the **sft-15003v2.2.0.1.zip** file and double click **SetupVISViewer.msi** to start the installation process. (At the time of writing this manual, the revision is 2.2.0.1.)

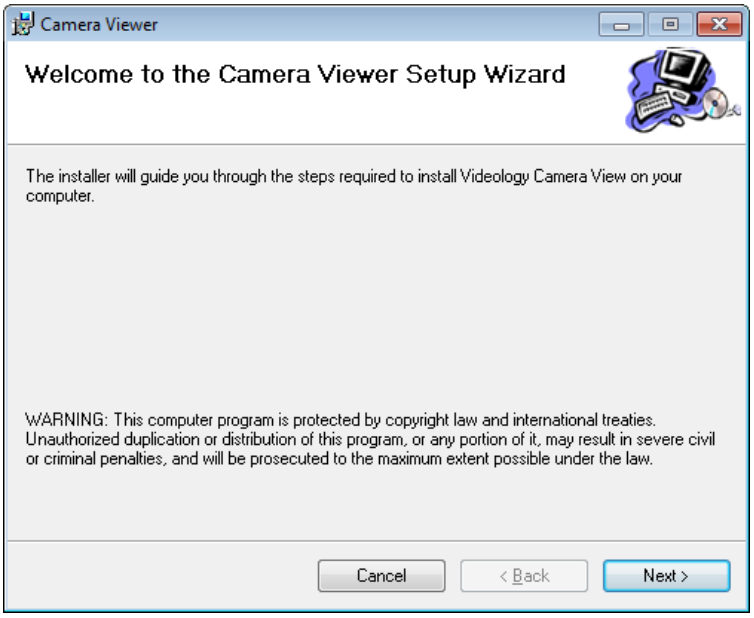

Figure 7. Demo Camera Viewer Installation-01

Select "Next".

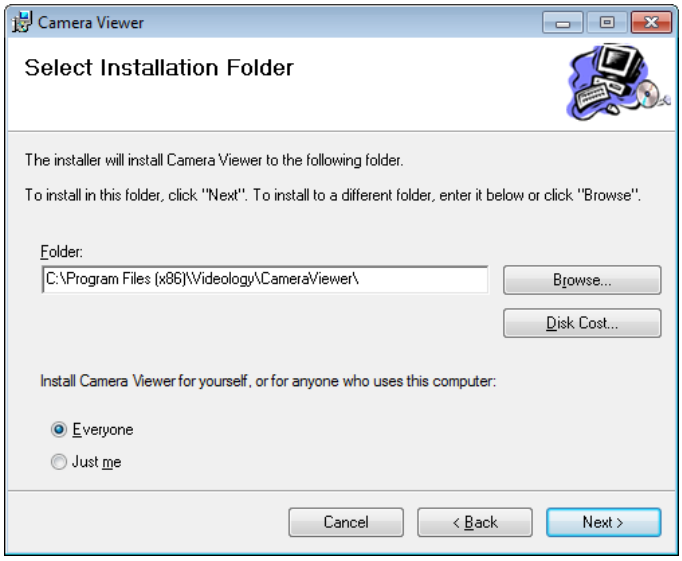

Figure 8. Demo Camera Viewer Installation-02

Select the file directory you would like to install Videology software. The default folder is C:\Program Files (x86)\Videology\CameraViewer\

You also have an option to install for everyone or just the user currently logged in. Choose Everyone and click “Next”.

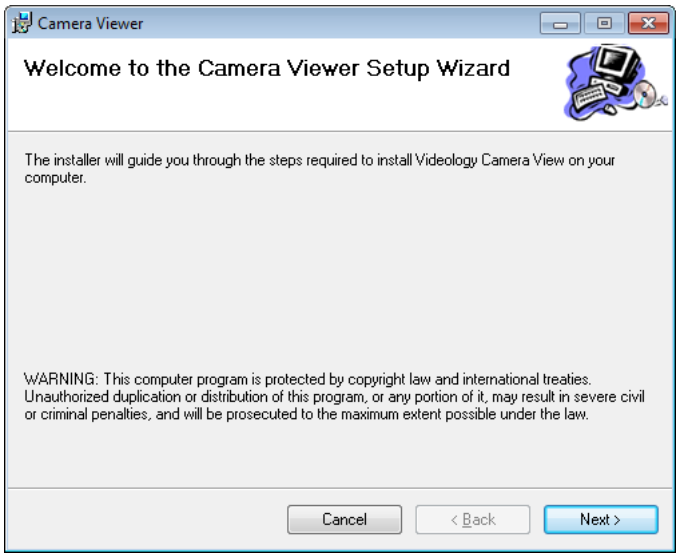

Figure 9. Demo Camera Viewer Installation-03

Select “Next” to continue. Another progress window will show the status of the install.

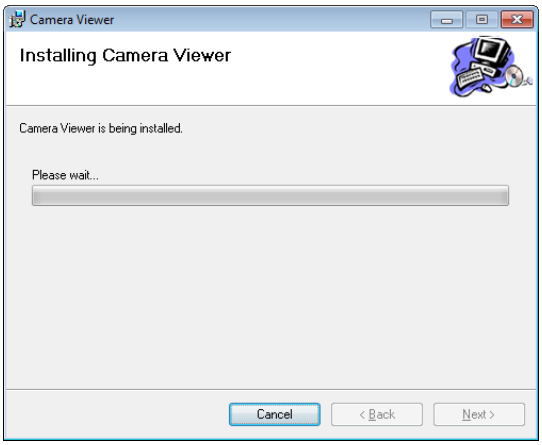

Figure 10. Demo Camera Viewer Installation-04

If a User Account Control" pop up is displayed, Click "Yes" to allow changes.

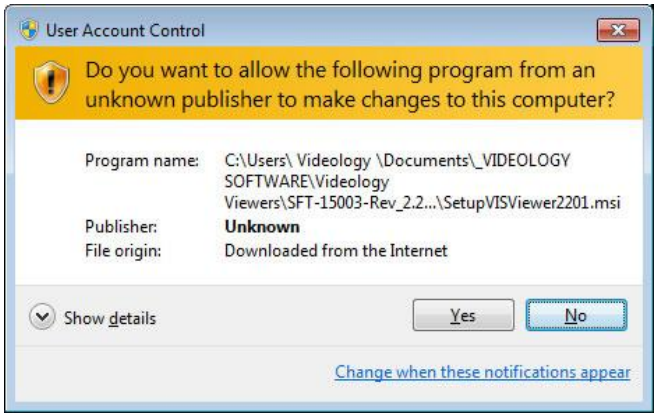

Figure 11. Demo Camera Viewer Installation-05

Once completed, a window will display that the Camera Viewer has successfully been installed.

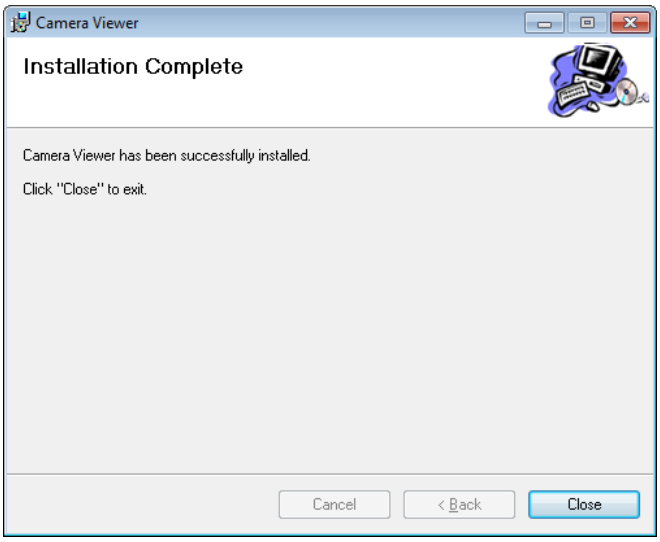

Figure 12. Demo Camera Viewer Installation-06

Select “Close” to finalize the installation.

The Photo ID camera can now be connected to the PC/laptop via USB.

8.4 Using VIS Viewer

8.4.1 Launching VIS Viewer

Connect the Camera

- Plug the camera into the PC using the supplied USB cable.

Open the Viewer Application

- On Microsoft Windows, go to Start > Applications > Videology > VIS Viewer or
- Double-click the VIS Viewer shortcut icon on your desktop.

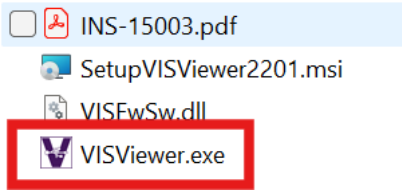

Figure 13. VISViewer.exe File

Alternative Launch Method

- If no shortcut is available, the default installation directory is: C:\Program Files (x86)\Videology\CameraViewer\
- Open this folder and launch VISViewer.exe.

8.4.2 VIS Viewer Interface Overview

When the application opens, the main window will appear. The status bar displays the current video stream resolution and frame rate.

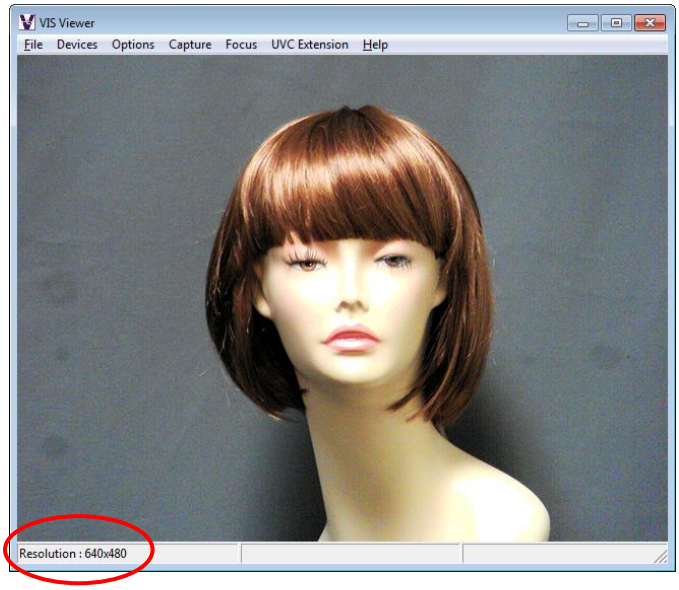

Figure 14. VIS Viewer Main Window

8.4.3 Menu Descriptions

8.4.3.1 File Menu

- **Exit** – Closes the VIS Viewer application

8.4.3.2 Devices Menu

- Displays all video devices connected to the PC.
- A checkmark indicates the currently active camera.

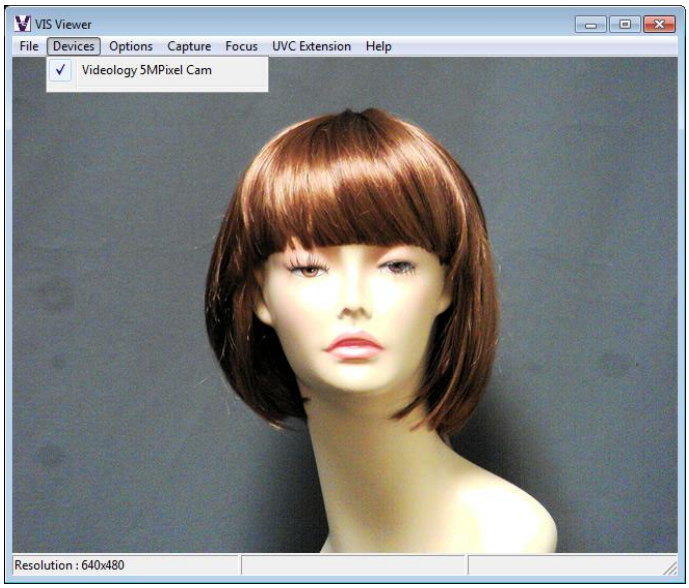

Figure 15. VIS Viewer Devices Menu

8.4.3.3 Options Menu

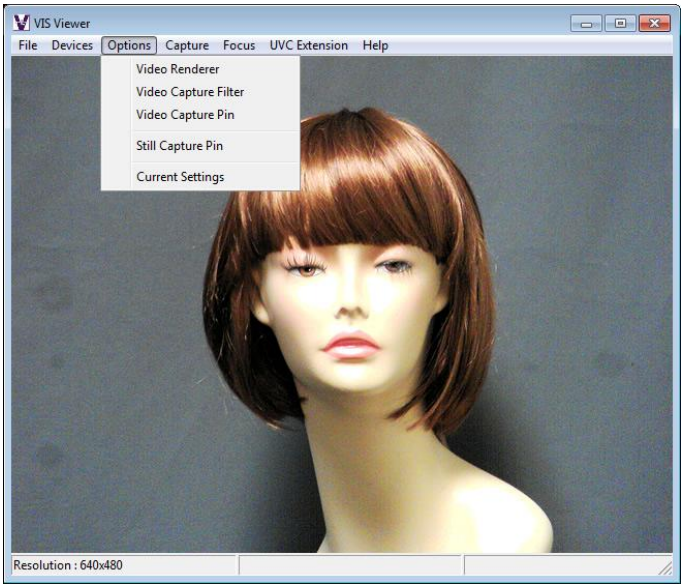

Figure 16. VIS Viewer Options Menu

8.4.3.3.1 Video Renderer - Shows renderer properties such as frames played and average frame rate.

- **Quality –** The quality tab displays the camera's current running status

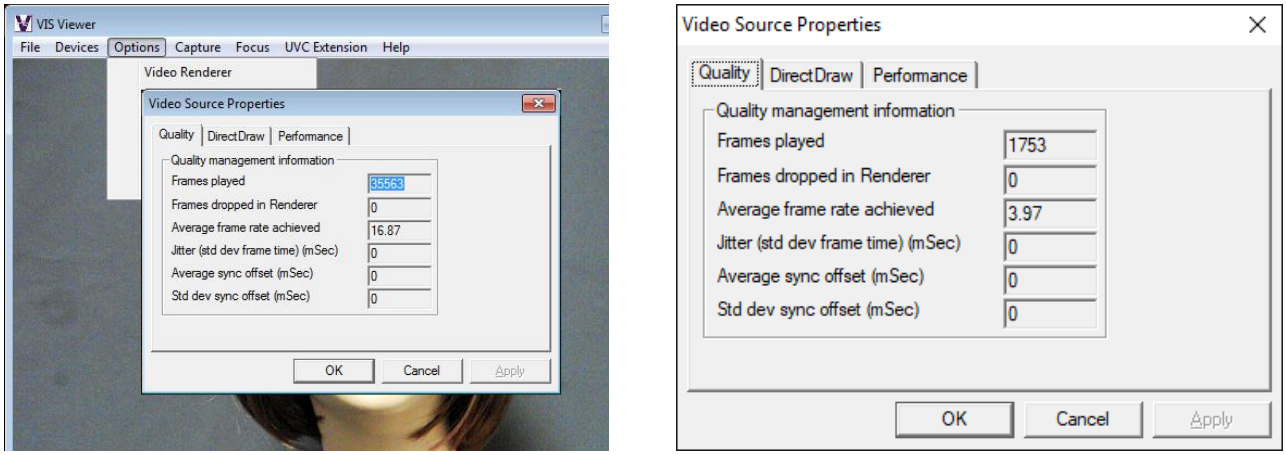

Figure 17. Video Source Properties - Quality

- **Direct Draw -** The Direct Draw tab shows the enabled options and current capabilities of the DirectDraw plugin.

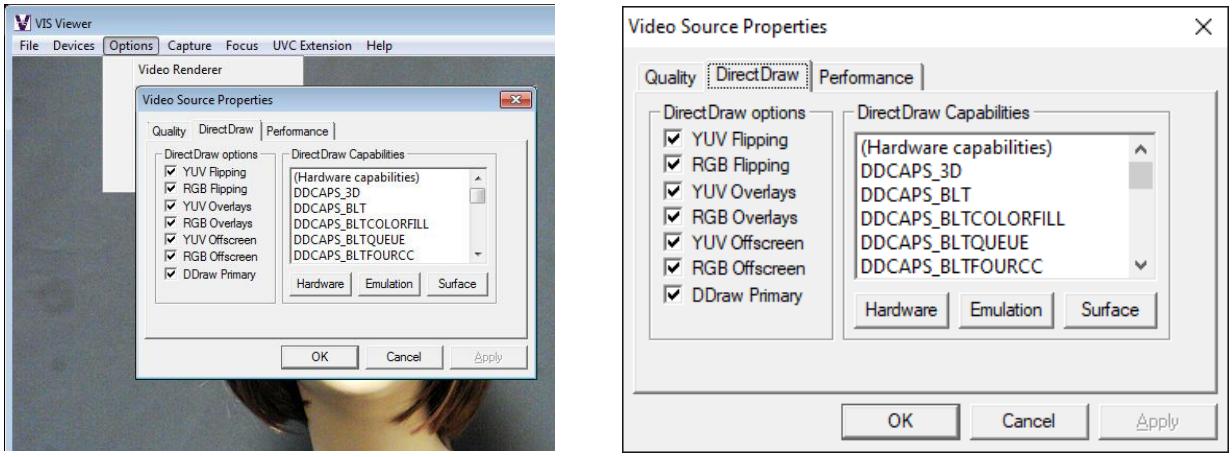

Figure 18. Video Source Properties - Direct Draw

- **Performance -** The Performance tab shows the performance attributes.

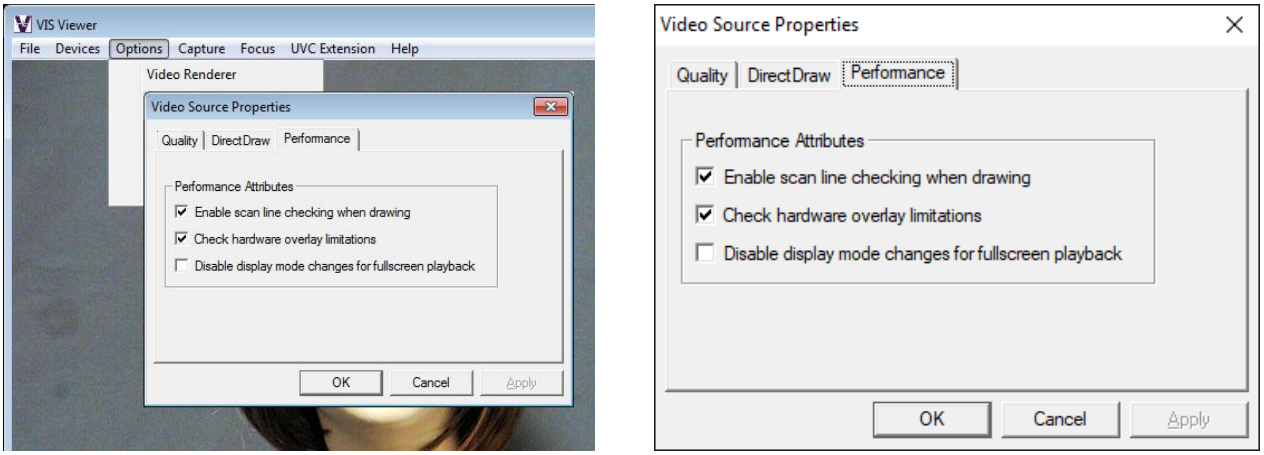

Figure 19. Video Source Properties - Performance

8.4.3.3.2 Video Capture Filter - On selecting Video Capture Filter, a dialog will be launched which displays 2 kinds of video capture filter properties.

- **Video Proc Amp -** The user can adjust the Video proc amp settings in the dialog. Only sliders whose labels are not grayed out can be configured. The user can move the slider and configure the preview settings according to their needs.

  The value being set will be displayed in the text box associated with the slider. As soon as the slider is moved to configure the values, the preview's property will instantly change. Clicking Apply button saves changes until the next time the dialog is opened.

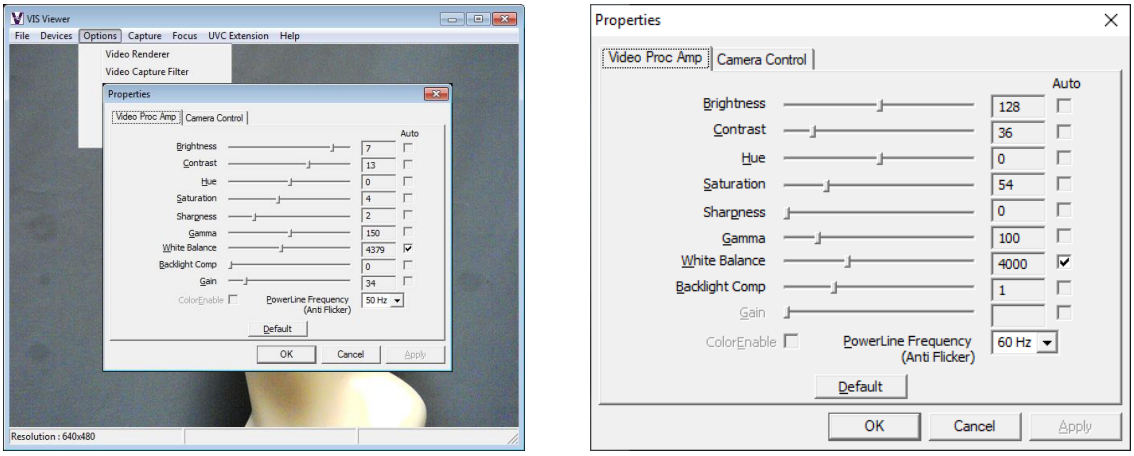

Figure 20. Video Capture Filter – Video Proc Amp Settings

- **Camera Control -** To configure the camera control settings of the video capture filter, the user can click on the Camera Control tab. Once again slider control will allow the user to configure the camera settings according to their needs.

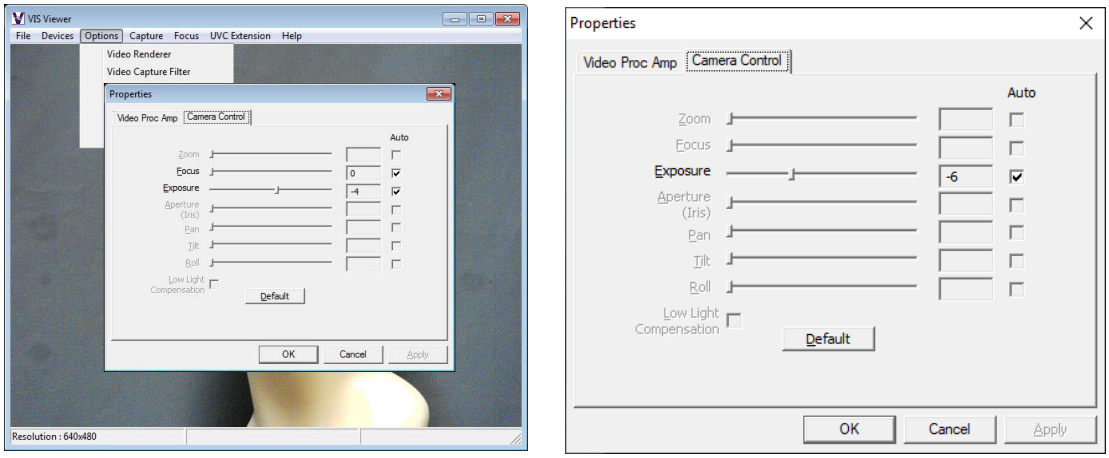

Figure 21. Video Capture Filter – Camera Control Settings

Image Control Functions	
Video Proc Amp	Slider Values
Brightness	0-255
Contrast	0-250
Hue	(-180) - 180
Saturation	0-255
Sharpness	0-255
Gamma	90-150
White Balance	2800-6500, Auto,
Backlight Comp	0-1
Gain	N/A
Color Enable	N/A
Power Line Frequency (Anti Flicker)	50Hz or 60Hz
Camera Control	Slider Values
Exposure	(-10) - (-2)

Table 8. Video Capture Filter Values

8.4.3.3.3 Video Capture Pin

- **Stream Format -** On clicking the video capture pin sub menu a dialog box will be opened so that user can configure the output size and compression features of stream format. The preview running in the main application will be stopped until the video capture pin dialog box is active.

  Once the dialog box is closed preview will start automatically. The available output size and color spaces will be listed in the combo box.

  After selecting the required output size and color space, the user must press the Apply button to configure the changes.

  Pressing Ok will start previewing the video stream with newly configured output size and compression values.

  At any point in time the user can click on the Cancel button to exit the dialog and start the preview.

  The window will be resized to the same size as that of the video stream output format.

  Video window height and width is reduced/enlarged according to selected output size of video stream as shown in figure below.

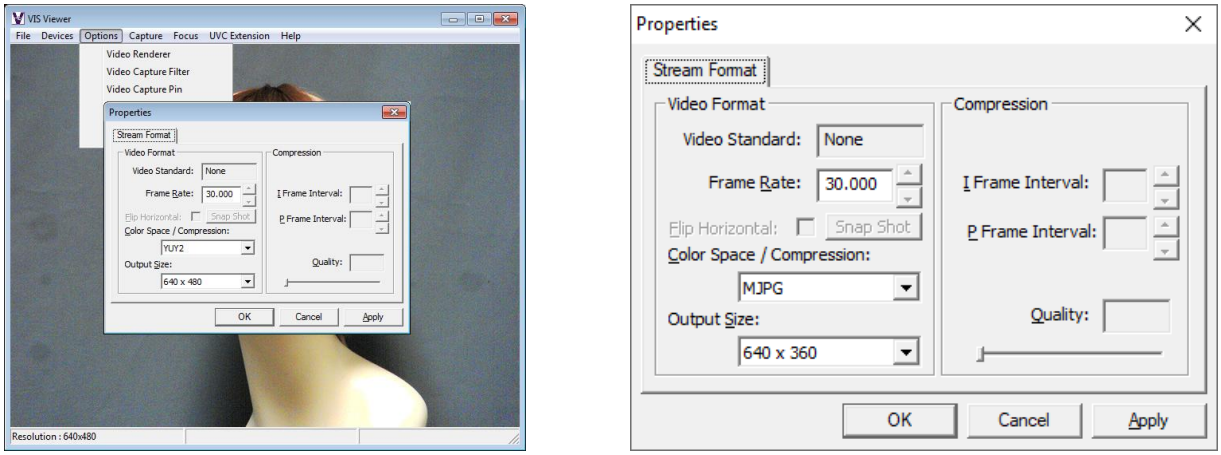

Figure 22. Video Capture Pin -Stream Format Settings

Color Space / Compression	MJPEG / YUY2		
Resolution / Frame rate	Resolution	Frame Rate	
		MJPEG	YUY2
	1920x1080 recommended	30fps	5fps
	1280x1024	30fps	5fps
	1280x720	30fps	10fps
	640x480 (default)	30fps	30fps

Table 9. Resolution Options

8.4.3.3.4 Still Capture Pin

On clicking the still capture pin sub menu, a dialog box will be opened so that the user can configure the output size and compression features of the still capture pin. The preview running in the main application will be stopped till the still capture pin dialog box is active. Once the dialog box is closed preview will start automatically.

The available output size and color spaces will be listed in the combo box. After selecting the required output size and color space, the user must press the **Apply** button to configure the changes.

Pressing OK will start previewing the video stream with newly configured output size and compression values.

At any point of time the user can click on Cancel button to exit the dialog and start the preview.

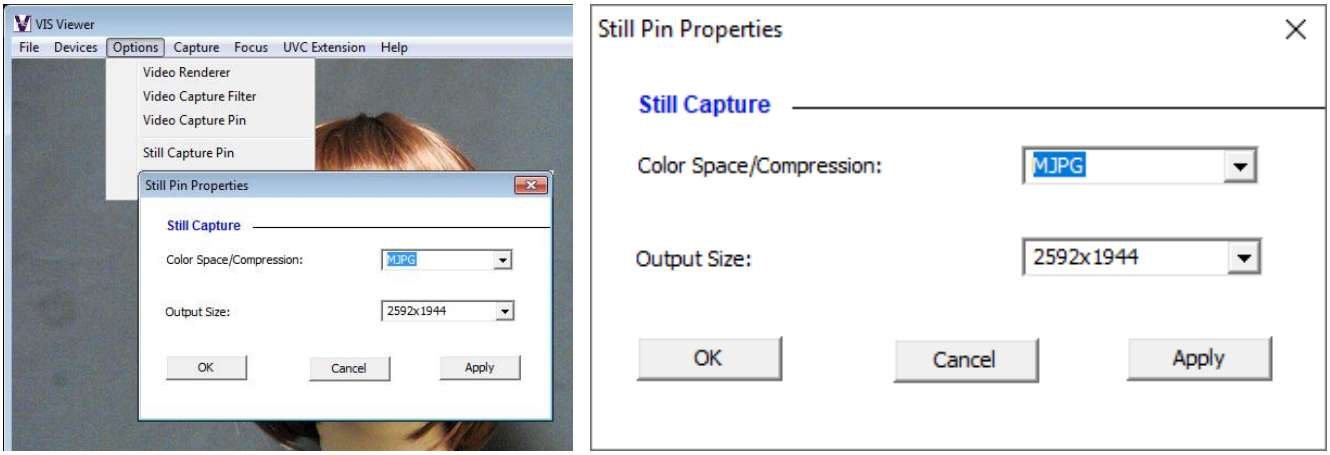

Figure 23. Still Capture Properties

The Output sizes available are the same as the Stream Format Resolutions. See

Video Capture Pin section for camera size options.

8.4.3.3.5 Current Settings

Current Settings is not supported, and you will be prompted an error message.

Figure 24. Current Settings Error Message

8.4.3.4 Capture Menu

The Capture Menu has two options.

- **Get Still (Enter)** – Captures a still image from the video stream.
- **Still File Path** – Defines the directory where captured images will be saved.

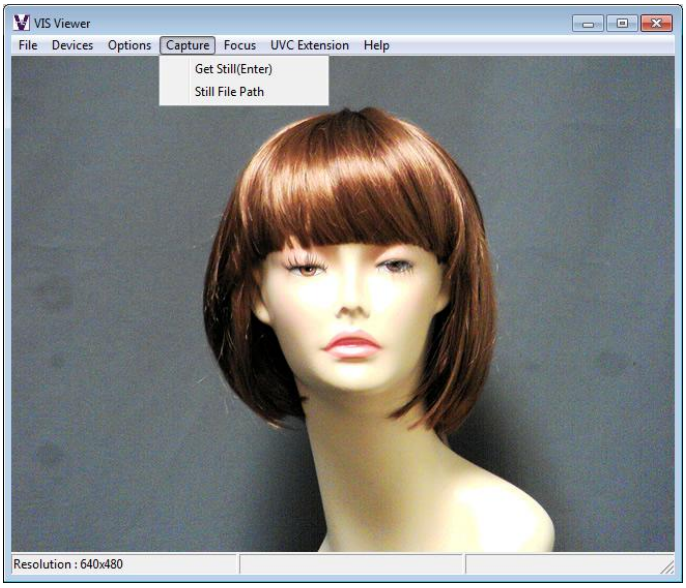

Figure 25. Capture Menu

8.4.3.4.1 Get Still (Enter)

The user can capture the still image from the still pin by selecting this menu or pressing Enter key through the keyboard.

The image will be saved in the desktop directory by default.

The user can configure which folder to save images by clicking on the still file path and configuring the directory as required.

The file name of the image saved will be the current timestamp.

8.4.3.4.2 Still File Path

By using this menu the user can set up the folder where the images captured will be saved. The user can browse the required directory so that future images captured will be saved in that folder.

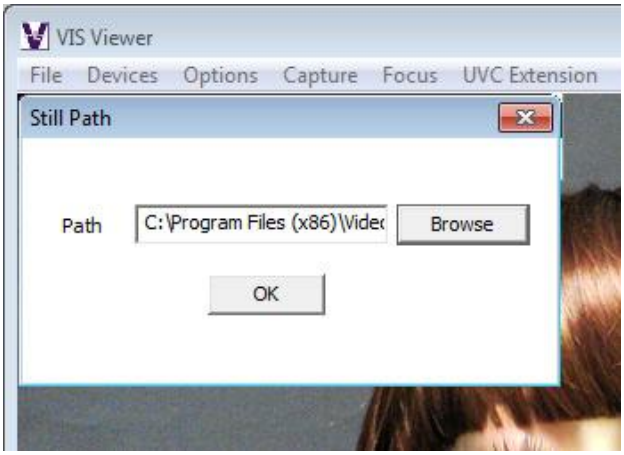

Figure 26. Still File Path

8.4.3.5 Help Menu

About/Version Info – Displays the current version of the VIS Viewer software. At the time of writing this manual, the revision is 2.2.0.1. This may be different from what is shown.

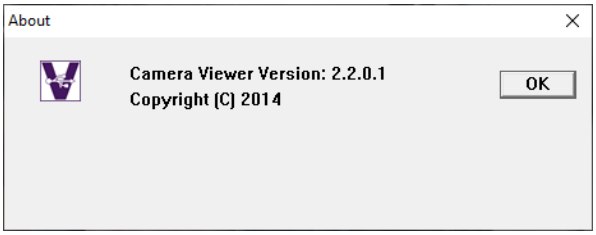

Figure 27. About/Version Info

9. TWAIN Driver

The TWAIN Driver provides seamless integration of Videology Photo ID cameras into standardized imaging workflows. As a universal driver protocol, TWAIN allows cameras and scanners to be recognized by a wide range of software applications, ensuring consistent compatibility across common imaging and identification platforms.

With the TWAIN Driver installed, the Photo ID camera appears as a selectable source in TWAIN compliant software such as Adobe Photoshop, ID card printing solutions, or document management systems. This enables direct image capture within the application, eliminating the need for intermediate steps or additional configuration.

This functionality is particularly valuable in Photo ID and badge-issuance environments, where operators often require a simple, reliable capture process without technical expertise. By using the TWAIN Driver, users can capture images directly into their ID card systems with efficiency and ease.

9.1 When to Use the TWAIN Driver

The TWAIN Driver is recommended whenever the camera must operate directly within an ID card issuance or imaging application, where images are captured and processed in a single workflow. For testing, evaluation, or advanced configuration of camera features, the Demo Camera Viewer Software may be the more appropriate tool.

9.2 Downloading TWAIN Driver

- Navigate to the *Photo ID* section of the Videology website under *Products*.
- Download the TWAIN Driver for the Photo ID camera.

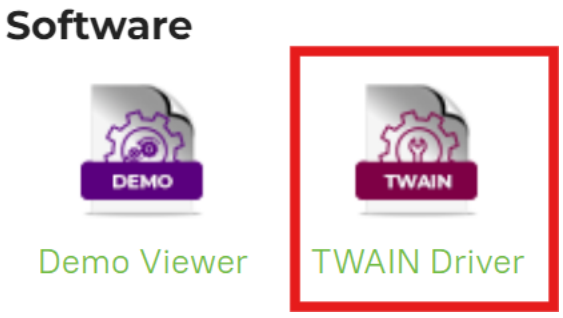

Figure 28. Download TWAIN Driver

9.3 Installing TWAIN Driver

Extract the sft-10011v28.zip file and double click SetupTDS.exe to start the installation process. (At the time of writing this manual, the revision is v28.)

If a “User Account Control” pop up is displayed, Click “Yes” to allow changes.

The following window will appear:

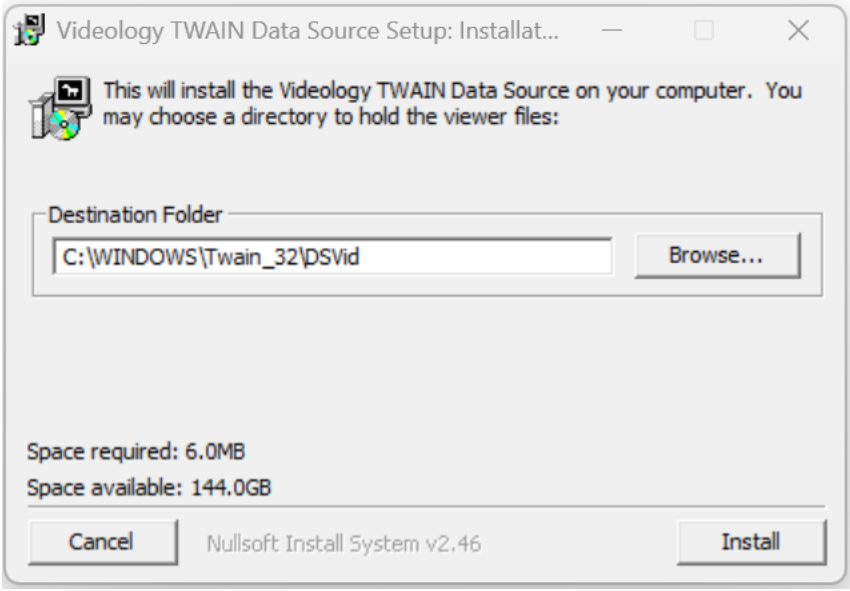

Figure 29. TWAIN Driver Installation-01

If the viewer is to be installed in a location other than the default directories, click on the **Browse** button and specify the desired location, otherwise click on the **Install** Button and the following screens will appear:

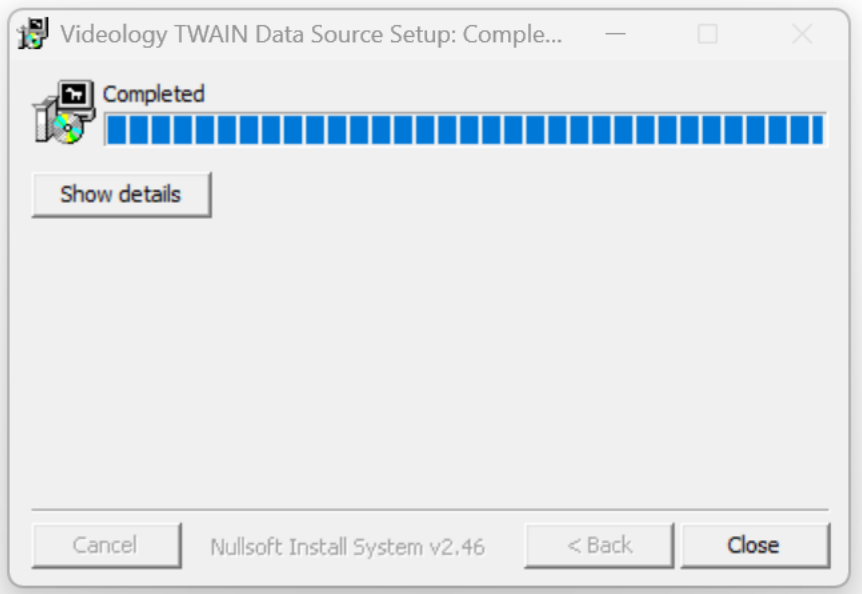

Figure 30. TWAIN Driver Installation-02

The TWAIN driver installation is now complete. Click **Close** to exit the hardware wizard.

9.4 Using TWAIN Interface

If the TWAIN Driver **(SFT-10011)** is installed, the camera can be used with any TWAIN Compliant Application.

The TWAIN interface will attach itself to the first Videology camera it finds connected to the computer. For best operation, run the TWAIN Interface on a system that has only one Videology camera installed.

Any application that supports a TWAIN Data Source as a capture device can access the camera. The camera's image will appear as shown below:

Figure 31. Camera Image from TWAIN Interface

10. Troubleshooting

This section provides guidance for identifying and resolving common issues that may occur during the operation of the Photo ID Camera. Each problem is listed with its likely cause and recommended corrective action. If the problem persists after following these steps, please contact Videology Technical Support at **support@videologyinc.com.**

Problem	Possible Cause	Solution
Camera not detected	USB connection issue or driver not installed	Unplug the camera and reconnect to a different USB port. Check Device Manager for "Videology Photo ID Camera." Restart the computer if necessary.
Camera detected but no image	Camera access restricted in privacy settings	Enable camera access in your operating system's privacy settings.
Flash module not working	Loose connection or disabled settings	Verify orange light on rear of flash module. Ensure connection to camera is secure. Turn flash brightness dial toward the "+" symbol.
Focus mode still not activating	Camera model does not support autofocus	Adjust focus manually by rotating the lens clockwise or counterclockwise until the image is clear.
Image is blurry	Camera model does not support autofocus	Adjust focus manually by rotating the lens clockwise or counterclockwise until the image is clear.
Software not functioning	Missing drivers	Download and install the demo viewer from the Photo ID section of the Videology website. Camera drivers are included with the viewer software.

11. Support

11.1 Videology Help Center

This is your go-to resource for all Videology product support questions. The answer to your question may be at your fingertips. Please see the Videology Help Center for valuable information and resources.

11.2 Contact Videology Support

If you need any support on 24C708AF-1 and 24C708AF-SYS-1 product, please fill out the form here to contact our support department:
https://www.videologyinc.com/contact-videology-service

11.3 Videology RMA Policy

To learn more about our Return Material Authorization (RMA) policy, please visit the RMA Policy page on our website: https://www.videologyinc.com/return-authorization

11.4 Videology Terms and Conditions of Sale

Our global sales terms and conditions can be found on this link.

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Videology is a global leader in the design, engineering, and manufacturing of industrial-grade embedded cameras and related imaging solutions. For more than 30 years, our cameras have been embedded into systems across the globe, interacting with millions of people on a daily basis. Driven by a commitment to quality and innovation, we provide customized imaging solutions tailored for diverse and demanding applications—bringing excellence to every interaction.

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