AD2-S-X3 FAQs

Serial number	Question	Answers
1	Device cannot start	❖ Check whether the power supply voltage is normal ❖ Check whether the connector is connected properly ❖ Check whether the power supply current is normal and enough, 9~16V power supply, starting current needs to be > 3A ❖ Check whether addition and configuration of device in the software is done correctly ❖ Power it on again and test
2	Unable to connect to the network	❖ Check whether the cable end connector is tightly plugged in ❖ Check whether the computer network controller is normal, or change the computer and retest. ❖ Check whether the IP address is bound and whether the computer IP and LiDAR IP are in the same LAN segment ❖ Power on again and test
3	Point cloud display is abnormal or cannot be displayed	❖ Check if the computer firewall is turned off ❖ Use Wireshark packet capture tool to check whether the data packet is complete ❖ Check whether the window glass is blocked by external objects ❖ Check whether the software configuration is correct ❖ Power on again and test
4	A lot of noise appears in point clouds	❖ Check whether the window glass is contaminated ❖ Check whether the target object is a strong reflector ❖ Power on again and test
5	Abnormal view angle of point cloud	❖ Check whether the window glass is contaminated ❖ Check whether the window glass is blocked by external objects ❖ Check whether the software configuration is correct ❖ Power on again and test
6	Insufficient ranging capabilities of the sensor	❖ Check whether the window glass is contaminated ❖ Pay attention to weather visibility ❖ Check whether the window glass is blocked by external objects ❖ Check whether the software configuration is correct ❖ Power on again and test
7	Why are the number of point clouds in each frame of LiDAR parameters less than what is actually obtained?	❖ Because the points returned by Benewake LiDAR are valid points of the actual point cloud, in order to improve efficiency. Therefore, data processing is not performed on points that are not returned in the point cloud.