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Q01-en-2001A1

PandarQT

64-Channel Short-Range Mechanical LiDAR

User Manual



HESAI WeChat



Contents

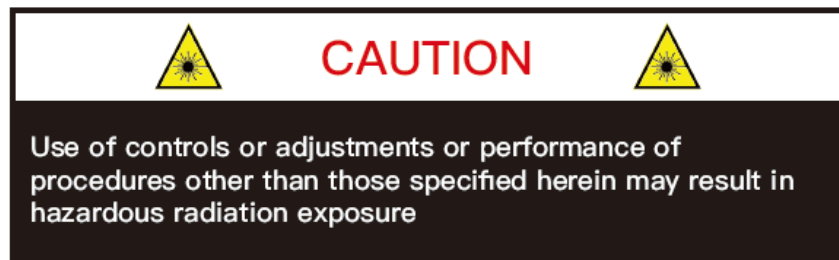
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Safety Notice

PLEASE READ AND FOLLOW ALL INSTRUCTIONS CAREFULLY AND CONSULT ALL RELEVANT NATIONAL AND INTERNATIONAL SAFETY REGULATIONS FOR YOUR APPLICATION.

■ Caution

To avoid violating the warranty and to minimize the chances of getting electrically shocked, please do not disassemble the device. The device must not be tampered with and must not be changed in any way. There are no user-serviceable parts inside the device. For repairs and maintenance inquiries, please contact an authorized Hesai Technology service provider.



■ Laser Safety Notice – Laser Class 1

This device satisfies the requirements of

- IEC 60825-1:2014
- 21 CFR 1040.10 and 1040.11 except for deviations (IEC 60825-1 Ed.3) pursuant to Laser Notice No.56, dated May 8, 2019

NEVER LOOK INTO THE TRANSMITTING LASER THROUGH A MAGNIFYING DEVICE (MICROSCOPE, EYE LOUPE, MAGNIFYING GLASS, ETC.)

■ Safety Precautions

In all circumstances, if you suspect that the device malfunctions or is damaged, stop using it immediately to avoid potential hazards and injuries. Contact an authorized Hesai Technology service provider for more information on device disposal.

Handling

This device contains metal, glass, plastic, as well as sensitive electronic components. Improper handling such as dropping, burning, piercing, and squeezing may cause damage to the device.

Enclosure

This device contains high-speed rotating parts. To avoid potential injuries, DO NOT operate the device if the enclosure is loose or damaged.

Repair

DO NOT open and repair the device without direct guidance from Hesai Technology. Disassembling the LiDAR may cause degraded performance, failure in water resistance, or potential injuries to the operator.

Power Supply

Use only the cables and power adapters provided by Hesai Technology. Only the power adapters that meet the device's power requirements and the applicable safety standards can be used. Using damaged cables/adapters or supplying power in a humid environment can result in fire, electric shock, personal injuries, product damage, or property loss.

Prolonged Exposure to Hot Surface

Prolonged exposure to the device's hot surface may cause discomfort or injury. If the device has been powered and operating for a long time, avoid skin contact with the device and its power adapter.

Vibration

Strong vibration may cause damage to the device and should be avoided.

Radio Frequency Interference

Please observe the signs and notices on the device that prohibit or restrict the use of electronic devices. Although the device is designed, tested, and manufactured to comply with the regulations on RF radiation, the radiation from the device may still influence other electronic devices.

Medical Device Interference

Some components in the device can emit electromagnetic fields, which may interfere with medical devices such as cochlear implants, heart pacemakers and defibrillators. Consult your physician and medical device manufacturers for specific information regarding your medical device and whether you need to keep a safe distance from the LiDAR. If you suspect that the LiDAR is interfering with your medical device, stop using the LiDAR immediately.

Explosive Atmosphere and Other Air Conditions

Do not use the device in any area where potentially explosive atmospheres are present, such as high concentrations of flammable chemicals, vapors or particulates (including particles, dust, and metal powder) in the air. Exposing the device to high concentrations of industrial chemicals, including liquefied gases that are easily vaporized (such as helium), can damage or weaken the device's function. Please observe all the signs and instructions on the device.

Light Interference

Some precision optical instruments may be interfered by the laser light emitted from the device.

Eye Safety

Although the device meets Class 1 eye safety standards, operators should still avoid looking directly at the LiDAR for maximum self-protection.

1 Introduction

This manual describes the specifications, installation, and data output format of PandarQT.

This manual is under constant revision. Please contact Hesai for the latest version.

1.1 Operating Principle

Distance Measurement: Time of Flight (ToF)

- 1) A laser diode emits a beam of ultrashort laser pulses onto the object.
- 2) Diffuse reflection of the laser occurs upon contact with the target object. The beams are detected by the optical sensor.
- 3) Distance to object can be accurately measured by calculating the time between emission and receipt by the sensor.

$$d = \frac{1}{2}ct$$

d: Distance
c : Speed of light
t : Laser beam travel time

Figure 1.1 ToF Formula

1.2 LiDAR Structure

Laser emitters and receivers are attached to a motor that rotates horizontally.

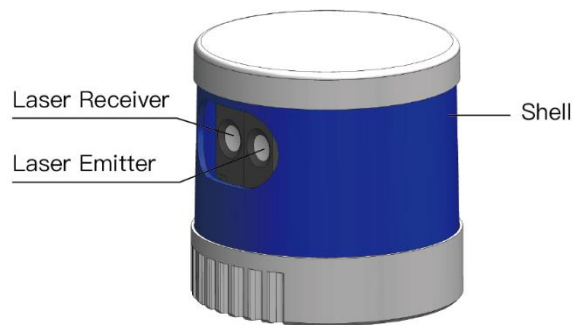


Figure 1.2 Partial Cross-Sectional Diagram

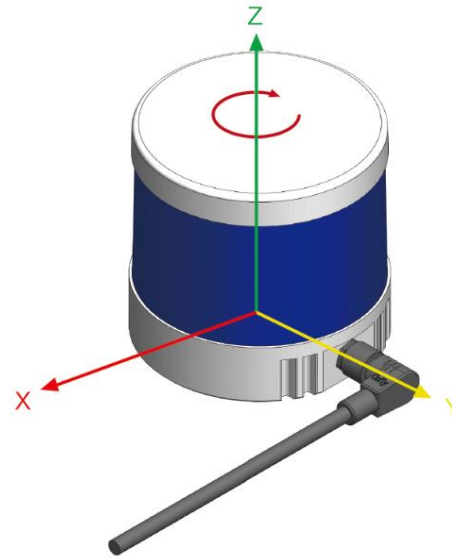


Figure 1.3 Coordinate System (Isometric View)

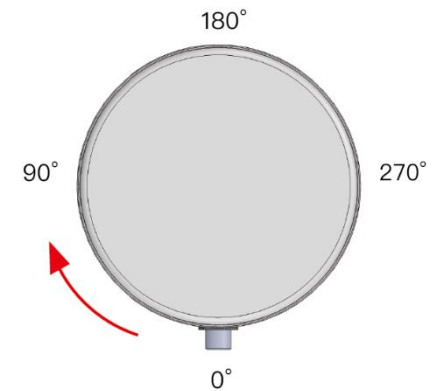


Figure 1.4 Rotation Direction (Top View)

The LiDAR's coordinate system is shown above. The Z-axis is the axis of rotation.

The origin is shown as a red dot in Figure 1.6 on the next page. After geometric transform, all the measurements are relative to the origin.

When the horizontal center of the emitter-receiver array passes the zero-degree position illustrated in Figure 1.4, the azimuth data in the corresponding UDP data block will be 0°.

1.3 Channel Distribution

The vertical resolution is unevenly distributed across all channels, as shown in Figure 1.5.

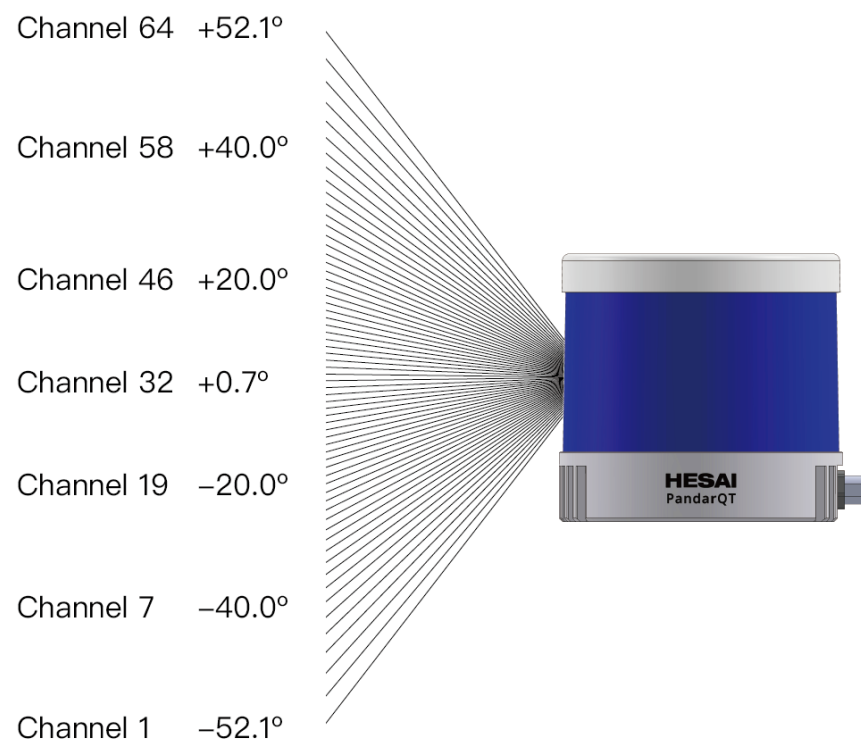


Figure 1.5 Channel Vertical Distribution

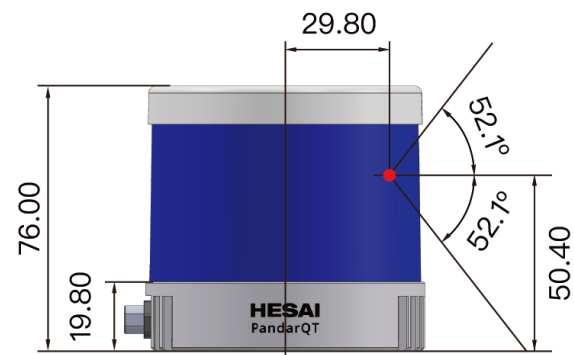


Figure 1.6 Laser Firing Position

Each channel also has an intrinsic horizontal angle offset, recorded in this LiDAR unit's calibration file.

Users can obtain the calibration file by sending the TCP command `PTC_COMMAND_GET_LIDAR_CALIBRATION`, as described in Section 6.2.1.

1.4 Specifications

SENSOR	
Scanning Method	Mechanical Rotation
Channel	64
Range	0.1 to 30 m (at 20% reflectivity)
Range Accuracy	±2 cm (Typical)
FOV (Horizontal)	360°
Resolution (Horizontal)	0.6° (with 0.15° gap)
FOV (Vertical)	104.2° (-52.1° to +52.1°)
Resolution (Vertical)	Finest at 1.5° (with min. gap 0.3°)
Frame Rate	10 Hz
Returns	Single Return (First)
	Dual Return (First & Second)

CERTIFICATIONS	
	RoHS, REACH, WEEE
	CE, FCC, FDA, IC

MECHANICAL/ELECTRICAL/OPERATIONAL	
Laser Class	Class 1 Eye Safe
Ingress Protection	IP67
Dimensions	Height: 75.0 mm
	Diameter: 80.2 mm
Operating Voltage	DC 9 to 55 V
Power Consumption	8 W
Operating Temperature	-20°C to 65°C
Weight	0.4 kg

DATA I/O	
Data Transmission	UDP/IP Ethernet (Automotive 100BASE-T1)
	Slave Mode
Data Outputs	Distance, Azimuth Angle
	Background Illumination
Data Points Generated	Single Return Mode: 384,000 pts/s
	Dual Return Mode: 768,000 pts/s
Clock Source	PTP / GPS
PTP Clock Accuracy	≤1 μs
PTP Clock Drift	≤1 μs/s

NOTE Specifications are subject to change without notice.

NOTE Range accuracy as the average range error across all channels may vary with range, temperature and target reflectivity.

NOTE 4-pin connectors only support PTP as the clock source.

NOTE Output of background Illumination data is not yet supported.

2 Setup

2.1 Mechanical Installation

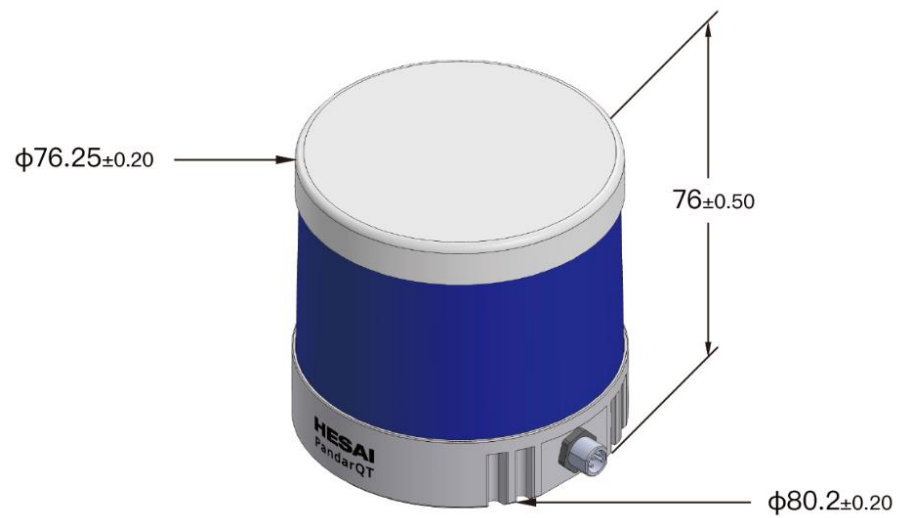


Figure 2.1 Isometric View

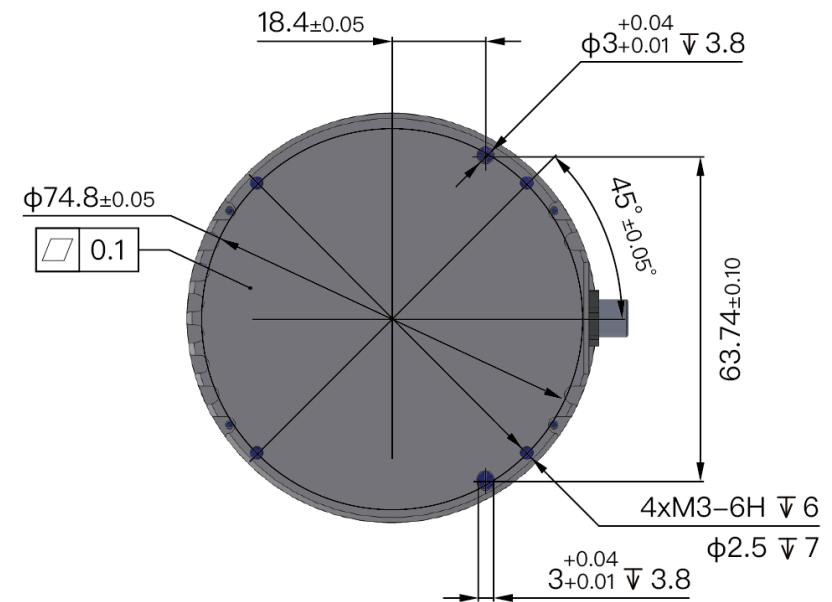
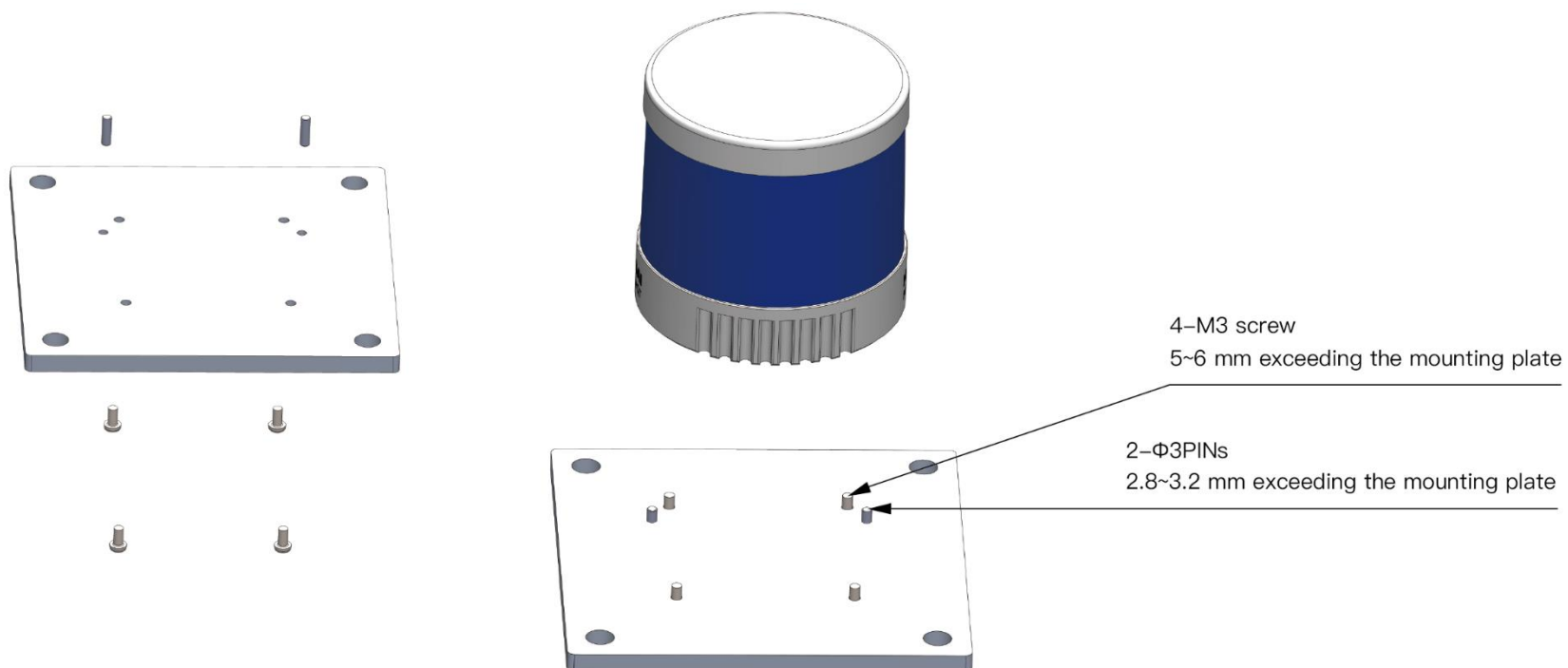
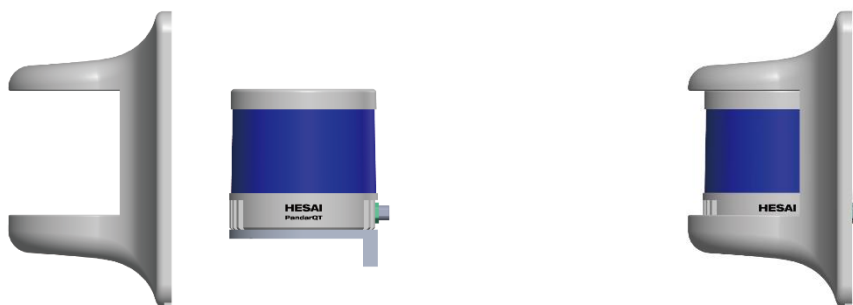


Figure 2.2 Mounting Base

■ Recommended Installation



■ Side Installation



2.2 Interfaces

PandarQT by default uses a 4-pin M8 male socket (with needles inside), which includes power wires and 100BASE-T1 twist-pairs. Another option is an 8-pin male socket with the same size. The use of 4-pin M8 sockets is strongly recommended.

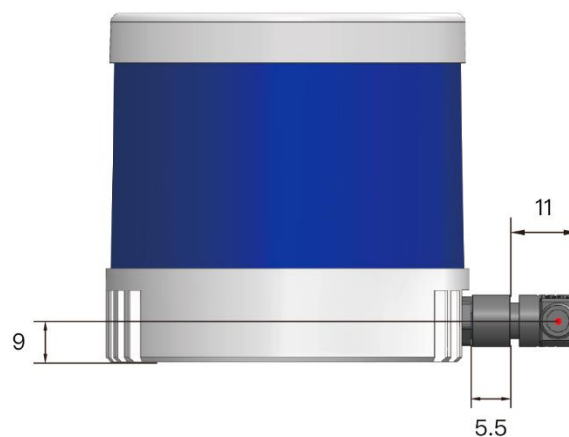


Figure 2.3 Connector Dimensions

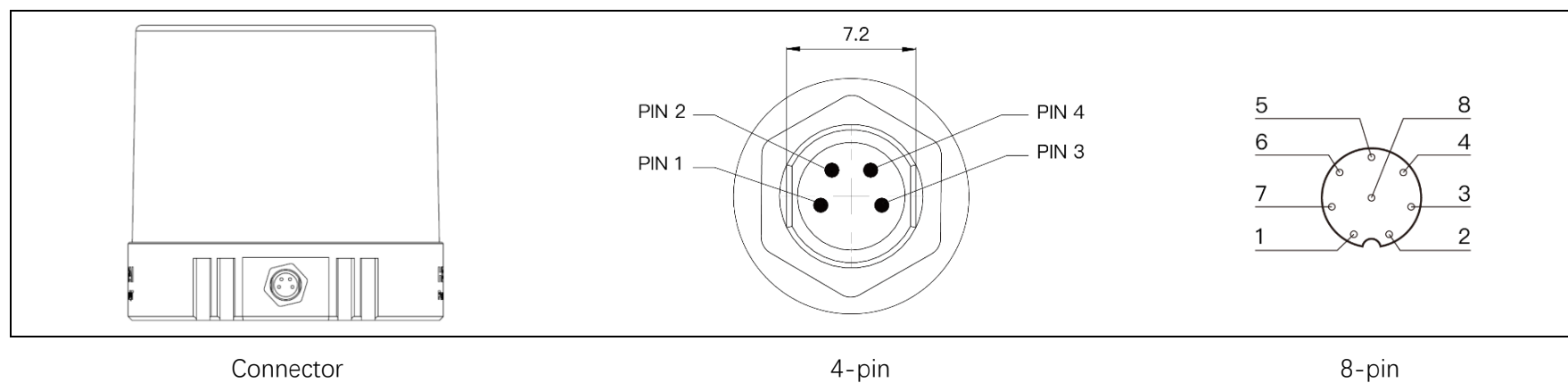


Figure 2.4 Connector Options (Male socket, on the LiDAR)

The 4-pin male socket (recommended):

Pin #	Description	Voltage
1	VIN	12 V
2	GND	0
3	Ethernet_TRX+	-1 V to 1 V
4	Ethernet_TRX-	-1 V to 1 V

The 8-pin male socket (optional, not recommended):

Pin #	Description	Voltage
1	VIN	12 V
2	Ethernet_TX+	-1 V to 1 V
3	Ethernet_TX-	-1 V to 1 V
4	Ethernet_RX+	-1 V to 1 V
5	Ethernet_RX-	-1 V to 1 V
6	GPS PPS	3.3 V/5 V
7	GPS DATA	-13 V to +13 V
8	GND	0

Cables

The optional cable for connecting the LiDAR to the connection box is 2 m in length.

Contact Hesai if you need customized cables for connecting the LiDARs to your control units directly. The maximum allowable diameter of power wires is 0.511 mm, 24 AWG.

When choosing cables, please check their voltage drop and power consumption to ensure a minimum of 9 V DC input to the LiDARs.

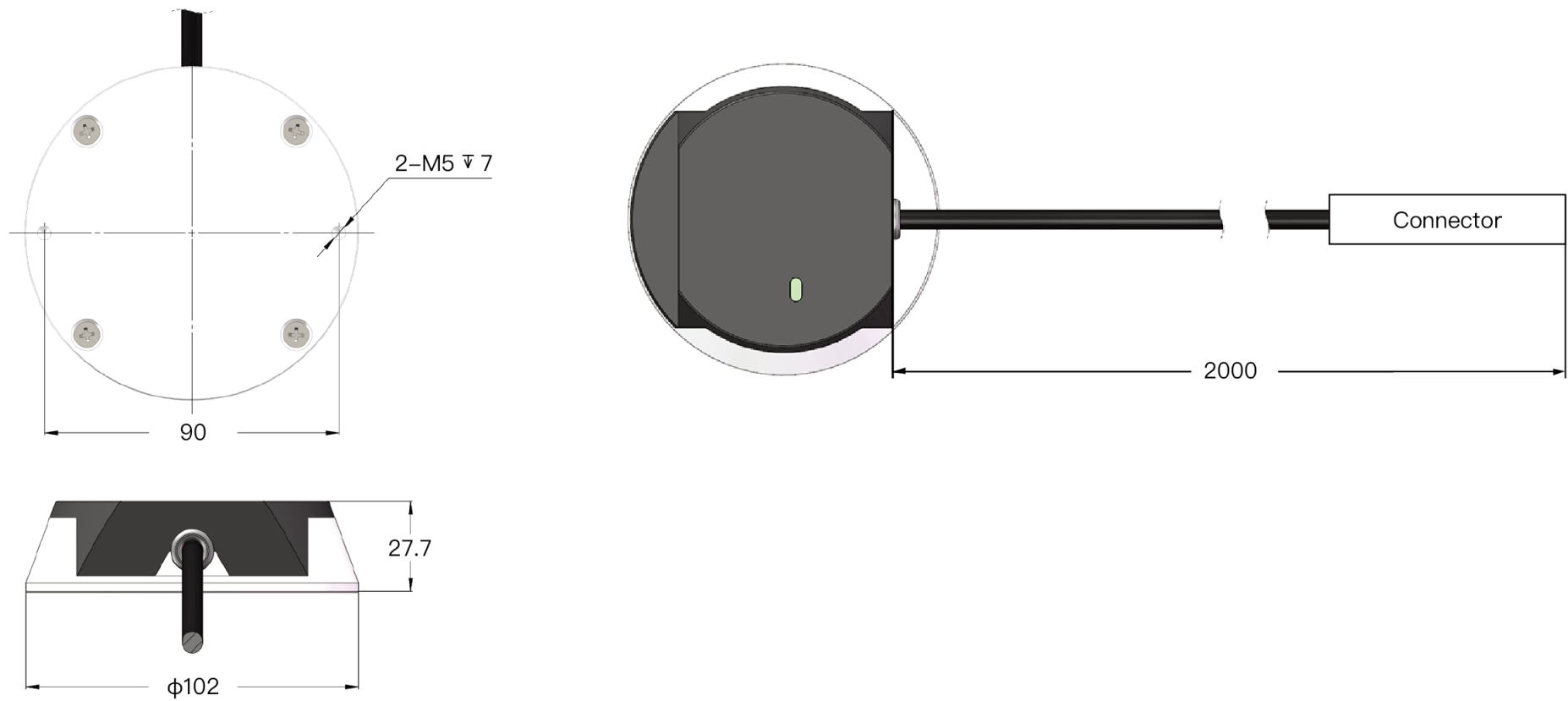
TYPE	Diameter (mm)	Resistance/meter (Ohm)	Max Voltage Drop over 1 m cable (V)	Max Voltage Drop over 6 m cable (V)	Average Power Consumption over 1 m cable (W)	Average Power Consumption over 6 m cable (W)
24AWG	0.511	0.0894	0.1788	1.0728	0.064368	0.386208

2.3 Connection Box (Optional)

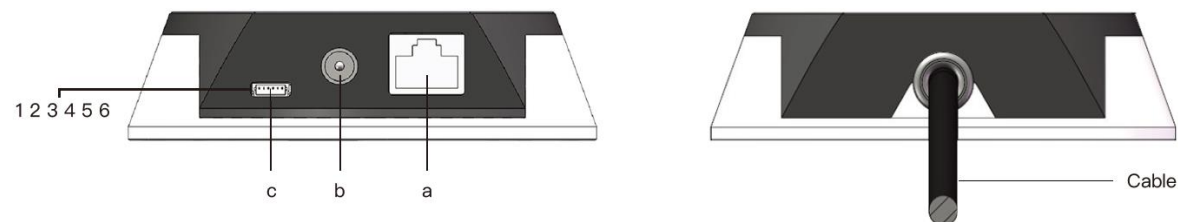
This device converts automotive 100BASE-T1 to 100BASE-TX typical Ethernet, as well as providing a power port and a GPS port.

Users may connect the LiDAR directly or using the connection box.

The cable length between the connector and the connection box is 2 m by default.



2.3.1 Connection Box Interfaces

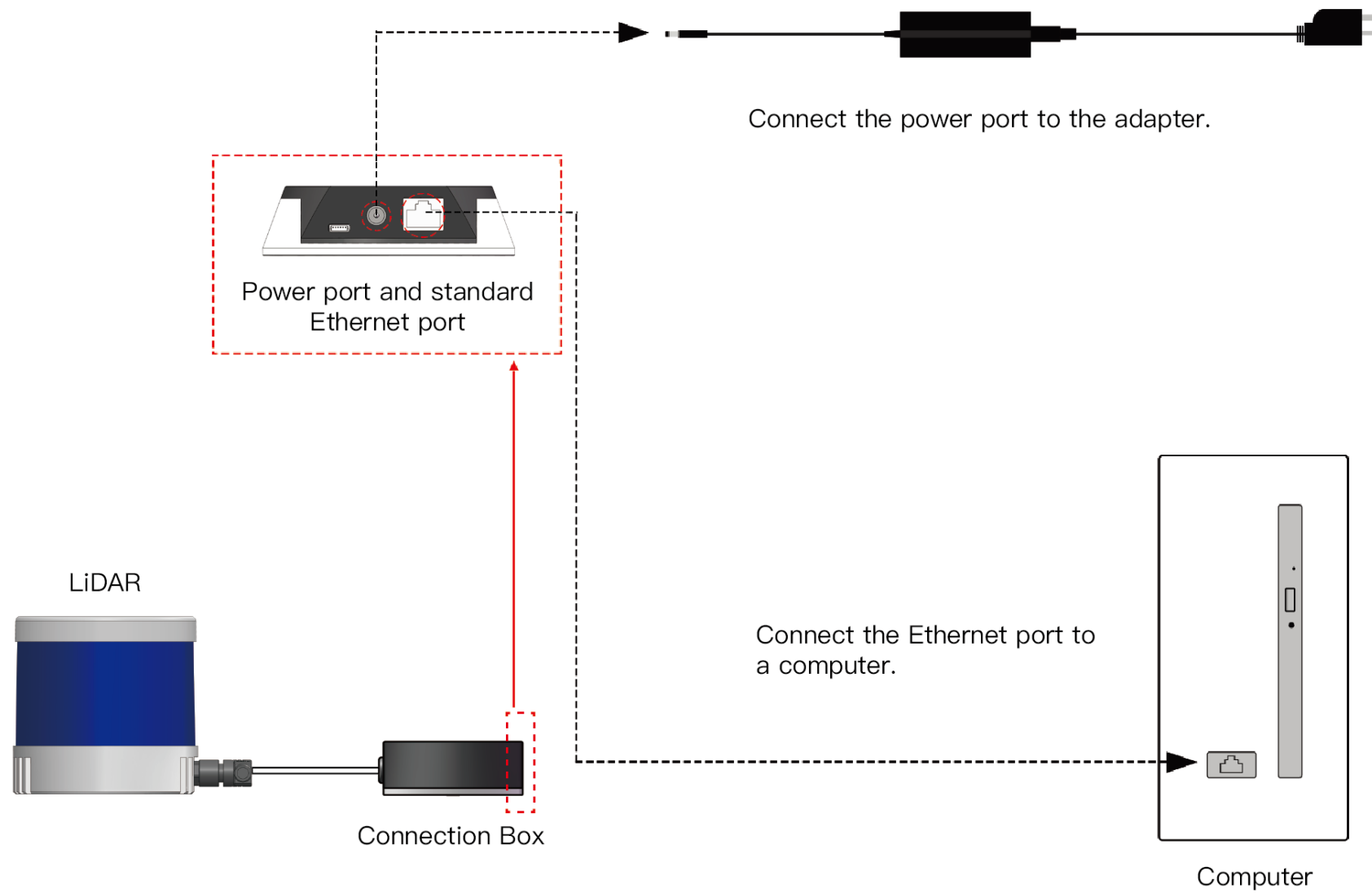


Port #	Port Name	Description
a	Standard Ethernet Port	RJ45, 100BASE-TX Ethernet
b	Power Port	DC power adapter with voltage ranging from 12 V to 48 V DC Recommended minimum power output: 18 W Port size: $\Phi 6.3$ mm (external), $\Phi 2$ mm (internal)
c	GPS Port	Connector type: JST SM06B-SRSS-TB Recommended connector for the external GPS module: JST SHR-06V-S-B Voltage standard: RS232 Baud rate: 9600 bps NOTE Only support 8-pin cables

The GPS port pin numbers are 1 to 6 from left to right, defined as follows:

Pin #	Direction	Pin Description	Requirements
1	Input	PPS (pulse-per-second) signal for synchronization	TTL level 3.3 V/5 V Pulse width: 1 ms or longer is recommended Cycle: 1 s (from rising edge to rising edge)
2	Output	Power for the external GPS module	5 V
3	Output	Ground for the external GPS module	-
4	Input	Receiving serial data from the external GPS module	RS232 level
5	Output	Ground for the external GPS module	-
6	Output	Transmitting serial data to the external GPS module	RS232 level

2.3.2 Connection



NOTE Refer to Appendix I when PTP protocol is used.

2.4 Get Ready to Use

The LiDAR does not have a power switch. It starts operating once connected to power and the Ethernet.

To receive data on your PC, set the PC's IP address to 192.168.1.100 and subnet mask to 255.255.255.0

For Ubuntu-16.04:	For Windows:
Use the ifconfig command in the terminal: ~\$ sudo ifconfig enp0s20f0u2 192.168.1.100 (replace enp0s20f0u2 with the local network port name)	Open the Network Sharing Center, click on "Ethernet" In the "Ethernet Status" interface, click on "Properties" Double-click on "Internet Protocol Version 4 (TCP/IPv4)" Configure the IP address to 192.168.1.100 and subnet mask to 255.255.255.0

To record and display point cloud data, see Chapter 5 PandarView

To set parameters, check device info, or upgrade firmware, see Chapter 4 Web Control

The SDK (Software Development Kits) download links can be found at www.hesaitech.com/en/download

3 Data Structure

UDP/IP Ethernet (Automotive 100BASE-T1, Slave Mode) is used for data output. The output data includes Point Cloud Data Packets and GPS Data Packets.

All the multi-byte values are unsigned and in little endian format.

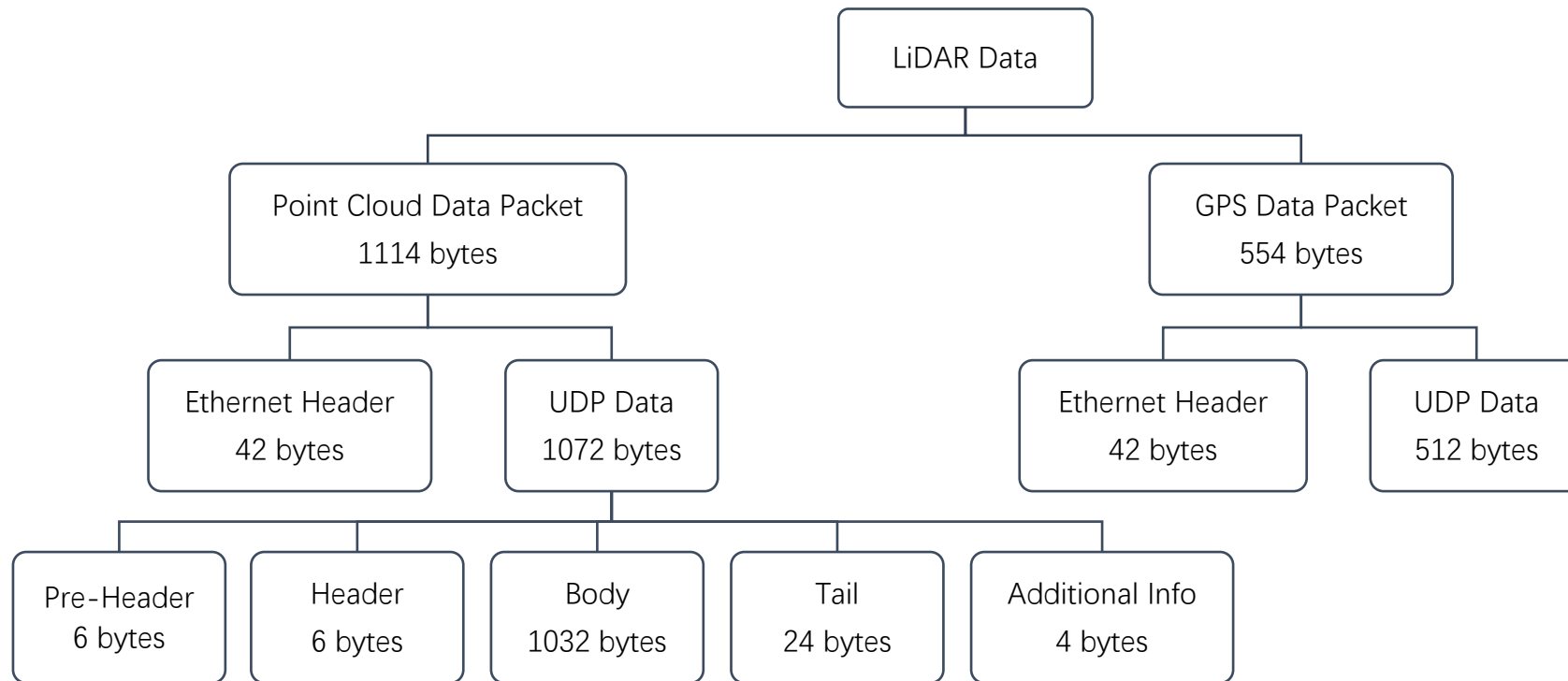


Figure 3.1 Data Structure

3.1 Point Cloud Data Packet

3.1.1 Ethernet Header

Each LiDAR has a unique MAC address.

The source IP is 192.168.1.201 by default. The destination IP address is 0xFF FF FF FF and in broadcast form.

Point Cloud Ethernet Header: 42 bytes		
Field	Bytes	Description
Ethernet II MAC	12	Destination: broadcast (0xFF: 0xFF: 0xFF: 0xFF: 0xFF: 0xFF) Source: (xx:xx:xx:xx:xx:xx)
Ethernet Data Packet Type	2	0x08, 0x00
Internet Protocol	20	Shown in the figure below
UDP Port Number	4	UDP source port (0x2710, representing 10000) Destination port (0x0940, representing 2368)
UDP Length	2	0x0438, representing 1080 bytes (8 bytes more than the size of the Point Cloud UDP Data)
UDP Checksum	2	-

```
Internet Protocol, Src: 192.168.1.201 (192.168.1.201), Dst: 255.255.255.255 (255.255.255.255)
  Version: 4
  Header length: 20 bytes
  Differentiated Services Field: 0x00 (DSCP 0x00: Default; ECN: 0x00)
  Total Length: 1222
  Identification: 0xe960 (59744)
  Flags: 0x02 (Don't Fragment)
  Fragment offset: 0
  Time to live: 64
  Protocol: UDP (17)
  Header checksum: 0x8a55 [correct]
  Source: 192.168.1.201 (192.168.1.201)
  Destination: 255.255.255.255 (255.255.255.255)
```

Figure 3.2 Point Cloud Ethernet Header – Internet Protocol

3.1.2 UDP Data

■ Pre-Header

Pre-Header: 6 bytes		
Field	Bytes	Description
0xEE	1	SOP (start of packet)
0xFF	1	SOP (start of packet)
Protocol Version Major	1	Major version number of the protocol: to distinguish between product models 0x03 for PandarQT
Protocol Version Minor	1	Minor version number of the protocol: for each product model, to indicate the current protocol version Currently 0x01 for PandarQT
Reserved	2	-

■ Header

Header: 6 bytes		
Field	Bytes	Description
Laser Num	1	0x40 (64 channels)
Block Num	1	0x04 (4 blocks per packet)
Echo Count	1	The type of return of the first block in this data packet 0x00 – in the Single Return mode 0x01 – last return in the Dual Return mode 0x02 – strongest return in the Dual Return mode
Dis Unit	1	0x04 (4 mm)
Echo Num	1	Return mode 0x01 – Single Return 0x02 – Dual Return
UDP Seq	1	Whether the packet includes a UDP sequence number field 0x00 – UDP sequence OFF (default) 0x01 – UDP sequence ON

■ **Body**

Body: 1032 bytes (4 blocks)			
Block 1	Block 2	Block 3	Block 4
Azimuth 1	Azimuth 2	Azimuth 3	Azimuth 4
Channel 1	Channel 1	Channel 1	Channel 1
Channel 2	Channel 2	Channel 2	Channel 2
...	...	...	...
Channel 64	Channel 64	Channel 64	Channel 64

Under the Dual Return mode, the ranging data from each firing is stored in two adjacent blocks, and the azimuth changes every two blocks.

Block size = Size of Azimuth + 64 * Size of Channel X = 258 bytes

Each Block in the Body: 258 bytes			
Field	Bytes	Description	
Azimuth	2	Current reference angle of the rotor Azimuth[15:0]: lower byte Azimuth_L[7:0], upper byte Azimuth_H[15:8]. Azimuth Angle = [Azimuth_H, Azimuth_L] / 100° = Azimuth / 100°	
Channel X	4	2-byte Distance	Distance[15:0]: lower byte Distance_L[7:0], upper byte Distance_H[15:8] Distance Value = [Distance_H, Distance_L] * 4 mm = Distance * 4 Maximum Distance Value = (2 ^ 16 – 1) * 4 mm = 262.14 m
		1-byte Reflectivity	Reflectivity, in percentage (0 to 255%) NOTE PandarQT does not support this output yet.
		1-byte Background Illumination	Relative brightness of the receiving FOV Synchronized to the point cloud, but not related to the emitting laser pulse or distance NOTE PandarQT does not support this output yet.

■ Tail

Tail: 24 bytes		
Field	Bytes	Description
Reserved	6	-
High Temperature Shutdown Flag	1	0x01 for high temperature; 0x00 for normal operation - When high temperature is detected, the shutdown flag will be set to 0x01, and the system will shut down after 60 s. The flag remains 0x01 during the 60 s and the shutdown period - When the system is no longer in high temperature status, the shutdown flag will be reset to 0x00 and the system will automatically return to normal operation
Reserved	3	-
Motor Speed	2	speed_2_bytes [15:0] = speed (RPM)
Timestamp	4	Packing time of this data packet, in units of 1 μ s Range: 0 to 1000000 μ s (1 s)
Return Mode	1	0x37 for Strongest Return mode, 0x38 for Last Return mode, and 0x39 for Dual Return mode
Factory Information	1	0x42 (or 0x43)
Date & Time	6	Date and time in decimal: year, month, date, hour, minute, second

■ Additional Info

Additional Info: 4 bytes		
Field	Bytes	Description
UDP Sequence	4	Sequence number of this UDP packet 1 to 0xFF FF FF FF in little endian format

3.1.3 Point Cloud Data Analysis

The analysis of point cloud UDP data consists of three steps.

■ Analyze the vertical angle, horizontal angle, and distance of a data point

Take PandarQT's Channel 5 in Block 2 as an example:

1) Vertical angle of Channel 5 is -43.465° , according to the calibration file included with each LiDAR

NOTE Users can obtain the calibration file by sending the TCP command `PTC_COMMAND_GET_LIDAR_CALIBRATION`, as described in Section 6.2.1.

2) Horizontal angle = current reference angle of the rotor + horizontal angle offset

Current reference angle of the rotor is the Azimuth field of Block 2

Horizontal angle offset of Channel 5 is 7.417° , according to the calibration file included with each LiDAR

Define clockwise in the top view as the horizontal angles' positive direction

3) Actual distance in real world millimeters = distance measurement * Distance Unit (4 mm)

Distance measurement is the Distance field of Channel 5 in Block 2

■ Draw the data point in a polar or rectangular coordinate system

■ Obtain the real-time point cloud data by analyzing and drawing every data point in a frame

3.2 GPS Data Packet

GPS Data Packets are triggered every second. All the multi-byte values are unsigned and in little endian format.

Before NMEA messages are available from the external GPS module

Each rising edge of the LiDAR's internal 1 Hz signal triggers a GPS Data Packet.

The time and date in the GPS Data Packets are unreal, starting from 00 01 01 00 00 00 (year, month, day, hour, minute, second) and increasing with the internal 1 Hz signal.

Once the LiDAR receives the PPS (pulse-per-second) signal and NMEA messages

The internal 1 Hz signal will be locked to the PPS. Each rising edge still triggers a GPS Data Packet.

Meanwhile, the LiDAR will extract the actual date and time from NMEA messages (\$GPRMC or \$GPGLA), and stamp them into both Point Cloud Data Packets and GPS Data Packets.

- Point Cloud Data Packets: 6-byte Date & Time (year, month, day, hour, minute, second) in decimal
- GPS Data Packets: 6-byte Date (year, month, day) and 6-byte Time (second, minute, hour) in ASCII

The GPS module sends first the PPS signal and then the NMEA message. At the rising edge of the PPS pulse, the corresponding NMEA message is not yet available. Therefore, the LiDAR extracts date and time from the previous NMEA message and automatically adds 1 full second.

When GPS signal is lost

The LiDAR will still trigger GPS Data Packets by the rising edge of the internal 1 Hz signal. However, the GPS time in the packets will be counted by the internal 1 Hz signal and will drift from the actual GPS time.

3.2.1 Ethernet Header

The source IP is 192.168.1.201 by default. The destination IP address is 0xFF FF FF FF and in broadcast form.

GPS Ethernet Header: 42 bytes		
Field	Bytes	Description
Ethernet II MAC	12	Destination: broadcast (0xFF: 0xFF: 0xFF: 0xFF: 0xFF: 0xFF) Source: (xx:xx:xx:xx:xx:xx)
Ethernet Data Packet Type	2	0x08, 0x00
Internet Protocol	20	Shown in the figure below
UDP Port Number	4	UDP source port (0x2710, represents 10000) Destination port (0x277E, represents 10110)
UDP Length	2	0x208, representing 520 bytes (8 bytes more than the size of the GPS UDP Data, shown in Figure 3.1)
UDP Checksum	2	-

```
[-] Internet Protocol, Src: 192.168.1.201 (192.168.1.201), Dst: 255.255.255.255 (255.255.255.255)
    Version: 4
    Header length: 20 bytes
    [+ Differentiated Services Field: 0x00 (DSCP 0x00: Default; ECN: 0x00)
        Total Length: 540
        Identification: 0x1841 (6209)
    [+ Flags: 0x02 (Don't Fragment)
        Fragment offset: 0
        Time to live: 64
        Protocol: UDP (17)
    [+ Header checksum: 0x5elf [correct]
        Source: 192.168.1.201 (192.168.1.201)
        Destination: 255.255.255.255 (255.255.255.255)
```

Figure 3.3 GPS Ethernet Header – Internet Protocol

3.2.2 UDP Data

GPS UDP data: 512 bytes				
Field	Bytes	Description		
GPS time data	18	Header	2 bytes	0xFFEE, 0xFF first
		Date	6 bytes	Year, month, and day (2 bytes each, lower byte first) in ASCII
		Time	6 bytes	Second, minute, and hour (2 bytes each, lower byte first) in ASCII
		µs Time	4 bytes	In units of µs (lower byte first)
GPRMC/GPGGA data	84	ASCII code, valid till 2 bytes after '*' NMEA sentence that contains the date and time information Users can select either GPRMC or GPGGA in the Settings page of web control, as shown in Section 4.2		
reserved	404	404 bytes of 0xDF		
GPS positioning status	1	ASCII code, obtained from \$GPRMC or \$GPGGA When \$GPRMC is selected: A (hex = 41) for Valid Position V (hex = 56) for Invalid Position NUL (hex = 0) for GPS being unlocked When \$GPGGA is selected: 0 = invalid 1 = GPS fix (SPS) 2 = DGPS fix 3 = PPS fix 6 = estimated (dead reckoning)		
flag of PPS lock	1	1 – locked 0 – unlocked		
reserved	4	-		

■ GPRMC Data Format

\$GPRMC, <01>, <02>, <03>, <04>, <05>, <06>, <07>, <08>, <09>, <10>, <11>, <12>*hh

Field #	Field	Description
<01>	UTC Time	Hour, minute, and second Can be in hhmmss (hour, minute, second) format
<02>	Location Status	A (hex = 41) for Valid Position V (hex = 56) for Invalid Position NUL (hex = 0) for GPS being unlocked
...		
<09>	UTC Date	Date information Can be in ddmmyy (day, month, year) format
...		

The LiDAR's GPS data interface is compatible with a variety of GPRMC formats, as long as:

<01> is the hour, minute, and second information

<09> is the date information.

For example, the following two formats are both acceptable:

\$GPRMC,072242,A,3027.3680,N,11423.6975,E,000.0,316.7,160617,004.1,W*67

\$GPRMC,065829.00,A,3121.86377,N,12114.68322,E,0.027,,160617,,,A*74

■ GPGGA Data Format

\$GPGGA, <01>, <02>, <03>, <04>, <05>, <06>, <07>, <08>, <09>, <10>, <11>, <12>*hh

Field #	Field	Description
<01>	UTC Time	Hour, minute, and second Can be in hhmmss (hour, minute, second) format
...		
<06>	GPS Fix Quality	0 = invalid 1 = GPS fix (SPS) 2 = DGPS fix 3 = PPS fix 6 = estimated (dead reckoning)
...		

The LiDAR's GPS data interface is compatible with a variety of GPGGA formats, as long as:

<01> is the hour, minute, and second information

For example, the following two formats are both acceptable:

\$GPGGA,123519,4807.038,N,01131.000,E,1,08,0.9,545.4,M,46.9,M,,*47

\$GPGGA,134658.00,5106.9792,N,11402.3003,W,2,09,1.0,1048.47,M,-6.27,M,08,AAAA*60

3.2.3 GPS Data Analysis

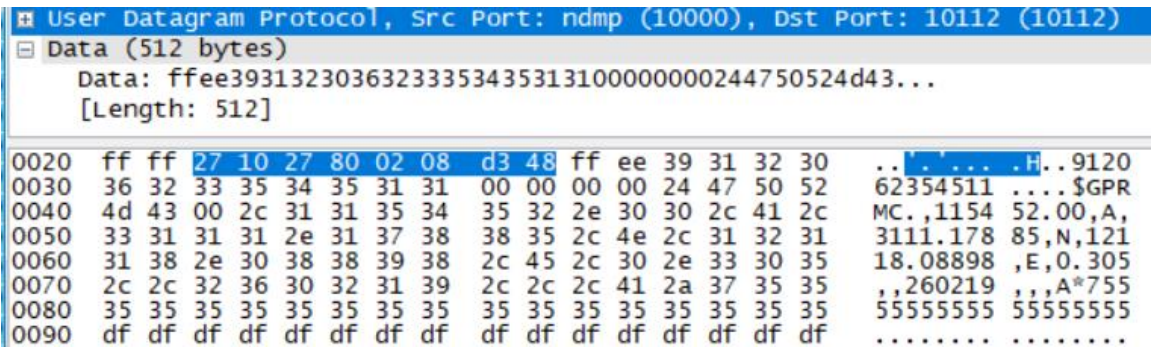


Figure 3.4 GPS Data Packet – UDP Data (Example)

Date

Field	Data (ASCII Code)	Characters	Meaning
Year	0x39 0x31	'9', '1'	19
Month	0x32 0x30	'2', '0'	02
Day	0x36 0x32	'6', '2'	26

Time

Field	Data (ASCII Code)	Characters	Meaning
Second	0x33 0x35	'3', '5'	53
Minute	0x34 0x35	'4', '5'	54
Hour	0x31 0x31	'1', '1'	11

µs Time

4 bytes, in units of µs, using the same clock source as the GPS Timestamp in Point Cloud Data Packets
Reset to 0 at the rising edge of each PPS signal

4 Web Control

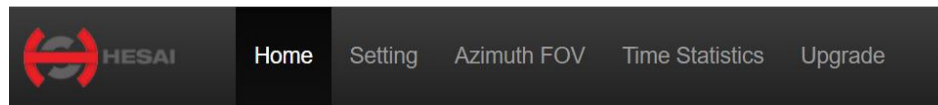
Web control is used for setting parameters, checking device info, and upgrading.

To access web control

- 1) Connect the LiDAR to your PC using an Ethernet cable
- 2) Set the IP address according to Section 2.4 Get Ready to Use
- 3) Enter this URL into your web browser: 192.168.1.201/index.html

NOTE Google Chrome or Firefox is recommended.

4.1 Home



Status

Spin Rate	600 rpm
PTP	Free Run

Device Info

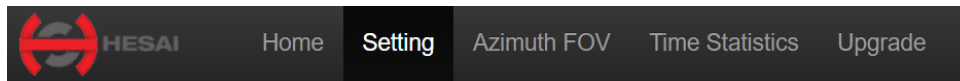
Model	PandarQT-64
S/N	QT3DC35F913DC35F
MAC Address	EC:9F:0D:00:46:E5
Software Version	1.0.6
Sensor Firmware Version	1.0.44
Controller Firmware Version	1.0.18

Spin Rate of the motor (revs per minute) = frame rate (Hz) * 60

PTP Status

Free Run	No PTP master is selected; only the LiDAR's clock is used
Tracking	Slave is trying to sync with the selected PTP Master, but the offset is more than 1 μ s
Locked	Offset between the Slave and the Master is below 1 μ s
Frozen (Holdover)	LiDAR has lost connection to the PTP master and is attempting to recover it. Meanwhile, LiDAR starts drifting from the previous clock; when drifting out of specifications, it goes back to the Free Run mode.

4.2 Settings



Control IP	
IPv4 Address	192.168.1.201
IPv4 Mask	255.255.255.0
IPv4 Gateway	192.168.1.1

Settings	
Destination IP	255.255.255.255
LiDAR Destination Port	2368
Return Mode	Dual Return
UDP Sequence	OFF
Sync Angle	☐ 0
Trigger Method	Angle Based

(Same on the next page)

1. IP Settings

Source IP (IPv4 Address) is 192.168.1.201 by default.

Destination IP depends on the mode of communication:

Mode	Destination IP
Broadcast (default)	255.255.255.255
Multicast	239.0.0.0~239.255.255.255
Unicast	Same as the PC's IP address

2. LiDAR Functions

Return Mode	Last / Strongest / Dual Return
UDP Sequence	OFF / ON #1 / ON #2 OFF by default. When UDP Sequence is ON, UDP packets are labeled with a sequence number. See Section 3.1 for changes in data structure. ON #1: UDP sequence increments even though no UDP packet is generated outside the FOV specified in Section 4.3. ON #2: UDP sequence increments only when UDP packets are generated.
Sync Angle	0~360 degrees By default, the LiDAR's zero-degree position (defined in Section 1.2) is not in sync with PPS. If syncing is needed, check the check box and input a sync angle.

(continued on the next page)

Reset All Settings

Control IP

IPv4 Address

192.168.1.201

IPv4 Mask

255.255.255.0

IPv4 Gateway

192.168.1.1

Settings

Destination IP

255.255.255.255

LiDAR Destination Port

2368

Return Mode

Dual Return

UDP Sequence

OFF

Sync Angle

☐

0

Trigger Method

Angle Based

(Continued on the next page)

(continued)

Trigger Method	Angle-Based / Time-Based
	In the angle-based trigger mode, lasers fire every 0.6 deg at 10 Hz. In the time-based mode, lasers fire every 166.66 us.
Standby Mode	Whether to stop the motor from running and lasers from firing

3. Reset All Settings

By clicking the “Reset All Settings” button on the top-right corner, all configurable parameters in the Settings page and the Azimuth FOV page will be reset to their default values.

The default values are shown in the left-hand screenshot and in Section 4.3.1.

(Continued)

 [Home](#) [Setting](#) [Azimuth FOV](#) [Time Statistics](#) [Upgrade](#)

Reset All Settings

Clock Source	PTP
Profile	1588v2
PTP Network Transport	UDP/IP
PTP Domain Number[0-127]	0
PTP logAnnounceInterval	1
PTP logSyncInterval	1
PTP logMinDelayReqInterval	0
Standby Mode	☒ In Operation ☐ Standby

Save

4. Clock Source and PTP Parameters

Clock Source	GPS / PTP
	In the PTP mode, LiDARs do not output GPS Data Packets, as detailed in Appendix I PTP Protocol. NOTE 4-pin connectors only support PTP as the clock source.

When PTP is selected as the clock source:

Profile	1588v2 (default) or 802.1AS
	IEEE timing and synchronization standard used
PTP Domain Number	Integer from 0 to 127
	Domain attribute of the local clock
PTP Network Transport	UDP/IP (default) or L2
	UDP/IP follows the PTPv2 standard defined in IEEE 1588-2008 L2 follows the gPTP standard defined in IEEE 802.1 AS
PTP logAnnounceInterval	-2 to 3 log seconds
	Time interval between Announce messages (default: 1)
PTP logSyncInterval	-7 to 3 log seconds
	Time interval between Sync messages (default: 1)
PTP logMinDelayReqInterval	-7 to 3 log seconds
	Minimum permitted mean time between Delay_Req messages (default: 0)

4.3 Azimuth FOV

For Azimuth FOV Setting, users can select one of the three modes.



The screenshot shows the HESAI web interface with a dark navigation bar. The 'Azimuth FOV' menu item is selected. Below the navigation bar, the 'Azimuth FOV Setting' section is visible. A dropdown menu is open, showing three options: 'Multi-section FOV' (selected), 'For all channels', and 'For each channel'.

4.3.1 For all channels

A continuous angle range, specified by a Start Angle and an End Angle, will be applied to all the channels. Outside the specified angle range, there will be no laser firing or data generated.



The screenshot shows the 'Azimuth FOV Setting' form for the 'For all channels' mode. The form includes a dropdown menu for the mode, which is currently set to 'For all channels'. Below this, there are two input fields for the angle range: 'Start:' with a value of '0.0' and 'End:' with a value of '360.0'. A 'Save' button is located at the bottom of the form.

4.3.2 For each channel

Users can configure one continuous angle range for each channel.
Outside the specified range for each channel, there will be no laser firing or data generated in that channel.

The “Status” button for each channel is gray by default, indicating that the angle range is [0°, 360°].
To activate the angle range configuration for each channel, click the corresponding button to make it green.

Click the “Enable/Disable All” button to activate/deactivate the angle range configuration for all channels.

Azimuth FOV Setting

For each channel ▼

Enable/Disable All

Status	Channel	Start Angle	End Angle
	1	0.0	0.0
	2	0.0	0.0
	3	0.0	0.0
	...	...	...

Save

4.3.3 Multi-section FOV

Users can configure up to five continuous angle ranges (i.e. sections) for each channel.
Outside the specified range for each channel, there will be no laser firing or data generated in that channel.

The Status button for each channel is gray by default, indicating that the angle range is [0°, 360°].
To activate the angle range configuration for each channel, click the corresponding button to make it green.

Click the “Enable/Disable All” button to activate/deactivate the angle range configuration for all channels.

Azimuth FOV Setting

Multi-section FOV ▾

Enable/Disable All

Status	Channel	Azimuth FOV 1		Azimuth FOV 2		Azimuth FOV 3		Azimuth FOV 4		Azimuth FOV 5	
		Start Angle	End Angle	Start Angle	End Angle	Start Angle	End Angle	Start Angle	End Angle	Start Angle	End Angle
	1	0.0	90.0	18.0	30.0	180.0	270.0	355.0	0.0	0.0	360.0
	2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
	3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

Save

4.3.4 Note

- Click “Save” to apply your settings.
- The angles in degrees are accurate to the first decimal place.
- If the Start Angle is larger than the End Angle, then the actual azimuth FOV is the union of [Start Angle, 360°] and [0°, End Angle].
For instance, when the angle range is set to be [270°, 90°], the actual azimuth FOV is [270°, 360°] ∪ [0°, 90°].

4.4 Operation Statistics

The LiDAR's operation time in aggregate and in different temperature ranges are listed.

 HESAI		Home	Setting	Azimuth FOV	Time Statistics	Upgrade
Start-up Counts		40				
Internal Temperature		27.71°C				
Total Operation Time		54 h 49 min				
Internal Temperature		Operation Time				
< -40 °C		0 h 0 min				
-40 ~ -20 °C		0 h 0 min				
-20 ~ 0 °C		0 h 0 min				
0 ~ 20 °C		0 h 0 min				
20 ~ 40 °C		5 h 12 min				
40 ~ 60 °C		49 h 37 min				
60 ~ 80 °C		0 h 0 min				
80 ~ 100 °C		0 h 0 min				
100 ~ 120 °C		0 h 0 min				
>120 °C		0 h 0 min				

4.5 Upgrade

Click the “Upload” button, select an upgrade file (provided by Hesai), and confirm your choice in the pop-up window. When the upgrade is complete, the LiDAR will automatically reboot, and the past versions will be logged in the Upgrade Log.

Below shows the software and firmware versions described in this manual.

 [Home](#) [Setting](#) [Azimuth FOV](#) [Time Statistics](#) **Upgrade**

Pandar Upgrade Information	
Software Version	1.0.6
Firmware of Sensor Version	1.0.44
Firmware of Controller Version	1.0.18
 Upload	

Upgrade Log
Number: 1 Software Version: 1.0.6 Firmware of Sensor Version: 1.0.44 Firmware of Controller Version: 1.0.18

5 PandarView

PandarView is a software that records and displays the point cloud data from Hesai LiDARs, available in **64-bit Windows 7/8/10** and **Ubuntu-16.04**.

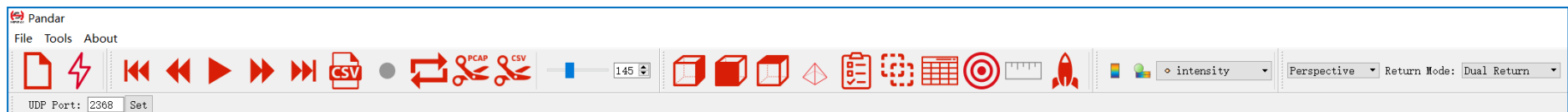
5.1 Installation

Copy the installation files from the USB disk included in the LiDAR's protective case, or download these files from Hesai's official website:

www.hesaitech.com/en/download

System	Installation Files	Installation Steps
Windows	PandarView_Windows_V1.6.9.msi python-2.7.13.msi NOTE Separate Python installation is required only for PandarView versions earlier than v1.6.9.	When upgrading PandarView to a newer version, please uninstall the current version
		Double click and install python Use the default settings in the setup wizard, including "install for all users"
		Double click and install PandarView_Windows using the default settings
Ubuntu-16.04	PandarView_Installer_V1.6.9.tar.gz	Enter the following command in the terminal: sudo apt-get install qt4-default libboost-all-dev
		Unzip PandarView_Installer.tar.gz and run PandarView_Installer.bin

This manual describes PandarView 1.6.9. The menu bar and buttons are shown below.



NOTE Users can check the software version from "About" in the menu bar.

5.2 Use

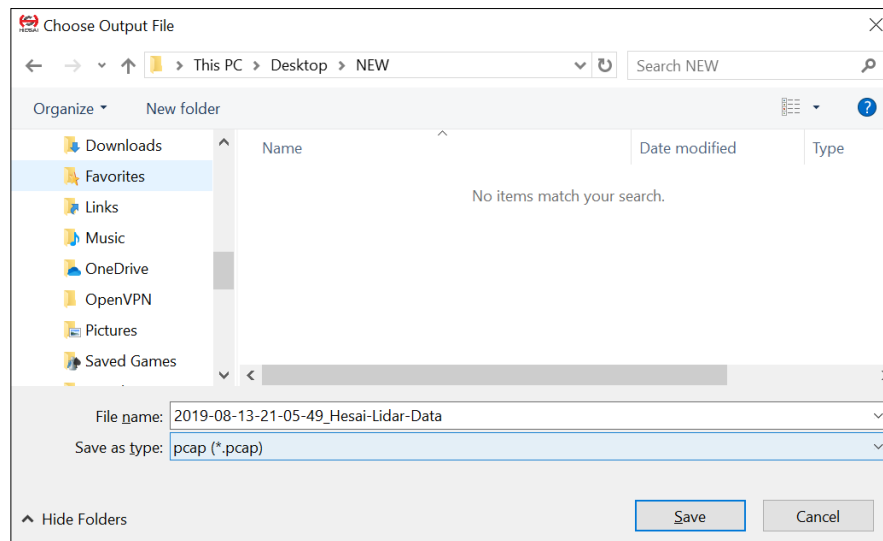
Set the PC's IP address according to Section 2.4 Use.

■ Check Live Data

Click on  and select your LiDAR model to begin receiving data over Ethernet.

■ Record a PCAP File

Click on  to pop up the “Choose Output File” window.
Click on “Save” to begin recording a PCAP file.
Click on  again to stop recording.



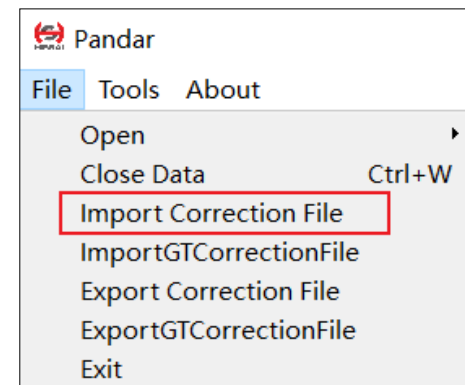
■ Open a PCAP File

Click on  to pop up the “Choose Open File” window. Select a PCAP file to open.

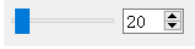
■ Import a Correction File

Each LiDAR contains a correction file in .CSV format. When opening a PCAP file in PandarView, the correction file is automatically uploaded.

In case the correction file is lost, click on “File” in the menu bar and “Import Correction File”.



■ Play a PCAP File

Button	Description	
	Jump to the beginning of the file	
	While paused, jump to the previous frame While playing, rewind. May click again to adjust the rewind speed (2x, 3x, 1/2x, 1/4x, and 1x)	    
	After loading a point cloud file, click to play the file While playing, click to pause	
	While paused, jump to the next frame. While playing, forward. May click again to adjust the forward speed (2x, 3x, 1/2x, 1/4x, and 1x)	    
	Jump to the end of the file	
	Save a single frame to .CSV (the XYZ coordinates as the first three columns)	
	While playing, this Record button will be gray and unclickable	
	While playing, click to loop playback. Otherwise the player will stop at the end of the file	
	Save multiple frames to .PCAP	Start Frame: 0 End Frame: 408 Specify the start and end frames
	Save multiple frames to .CSV (the XYZ coordinates as the last three columns)	
	Drag this progress bar or enter a frame number to jump to a specific frame	

5.3 Features

■ Viewpoint Selection

Users can select from the right view, front view, and top view.



Right



Front



Top

■ Mouse Shortcuts



Up
Down

Scroll



360°

Hold left button

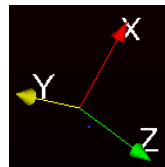


↑
↓

Hold scroll

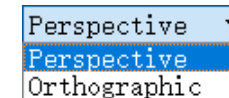
- Slide the scroll wheel up/down to magnify/minimize
- Drag while holding the left button to adjust the point of view
- Drag while holding the scroll wheel to pan

NOTE The bottom-left coordinate axes show the current point of view



■ 3D Projection and Distance Measurement

Both perspective projection (default) and orthographic projection are supported.

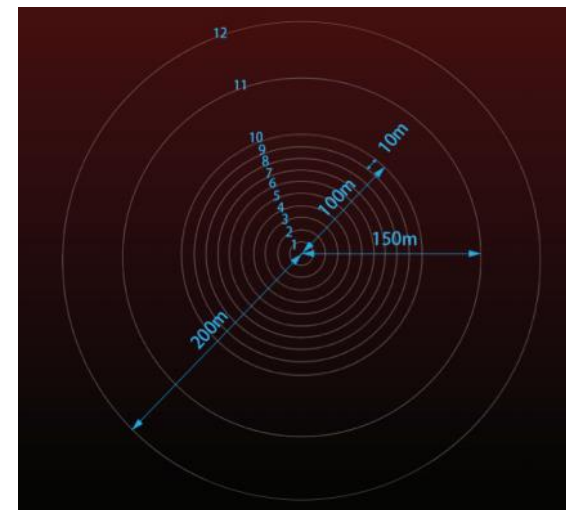


The distance ruler is available only under orthographic projection. After clicking on , drag your mouse while holding the Ctrl key to make a measurement in units of meters. Click on  again to quit.

■ Distance Reference Circles

Click on  to show/hide the 12 distance reference circles in gray. The actual distances are marked below.

To change the color and line width of these circles, click on “Tools” in the menu bar and open “Grid Properties”.



■ Return Mode

Users can select from Block 1 Return (i.e. Last Return), Block 2 Return (i.e. Strongest Return), and Dual Return.

Return Mode: Dual Return ▼

- block1 Return
- block2 Return
- Dual Return

■ UDP Port

Enter the UDP port number, and click “Set” to apply it.

UDP Port:

■ Channel Selection

Click on  to show/hide point cloud data from the selected laser channels.

Check/Uncheck the boxes on the left to show/hide each channel.

Check the “Enable/Disable all” option at the bottom of the table to show/hide all channels.

Pandar

	Channel	Elevation	Azimuth
☒	1	11.85	-2.72
☒	2	11.7	-0.91
☒	3	11.55	0.91
☒	4	11.4	2.72
☒	5	11.25	-2.72
☒	6	11.1	-0.91
☒	7	10.95	0.91
☒	8	10.8	2.72

☒ Enable/Disable all

■ Point Selection and Data Table

Click on  and drag the mouse over the point cloud to highlight an area of points.

Click on  to view the data of the highlighted points, as shown below.

Showing Data ▾ Attribute: Point Data ▾ Precision: 3 ▾ F    

	Point ID	Points	azimuth	azimuth_calib	distance_m	elevation	intensity	laser_id	timestamp
0	44575	55.724 -26.890 10.465	113.040	115.760	62.752	9.600	6	15	1685230948
1	44615	55.724 -26.890 10.465	113.040	115.760	62.752	9.600	6	15	1685230948
2	44655	55.549 -27.045 10.450	113.240	115.960	62.660	9.600	12	15	1685230948
3	44695	55.549 -27.045 10.450	113.240	115.960	62.660	9.600	12	15	1685230948

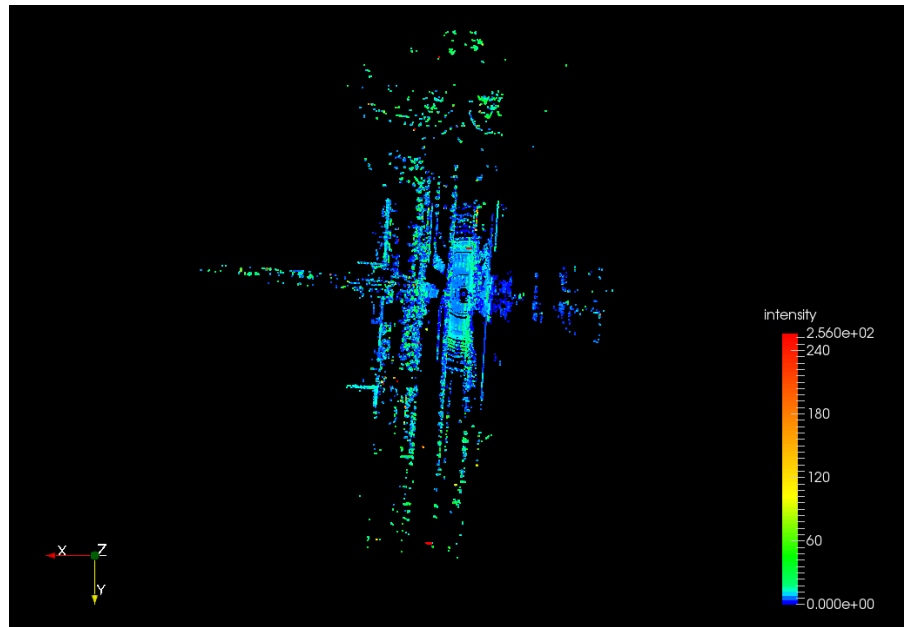
Some of the data fields are defined below:

Field	Description
points	The XYZ coordinates of each point
azimuth	Rotor's current reference angle
azimuth_calib	Azimuth + horizontal angle offset

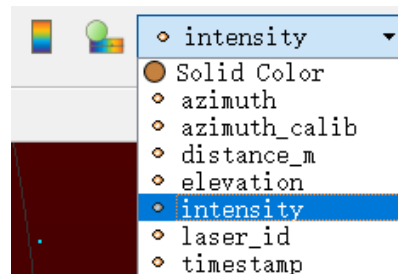
To cancel the selection, click on  again and click on any place outside the selected area.

■ Color Schemes

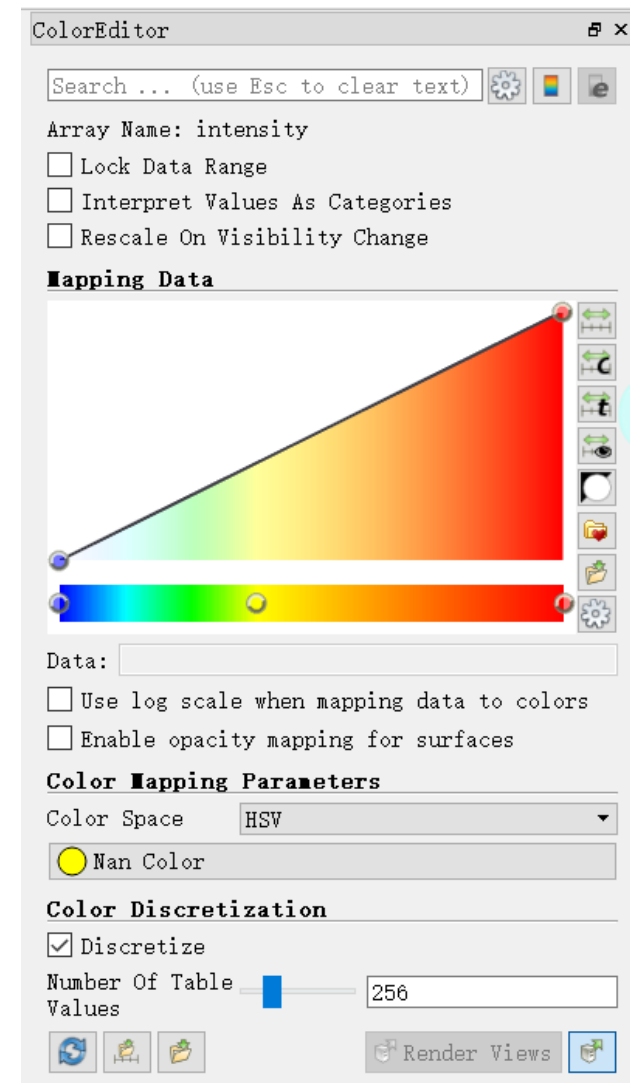
Click on  to show the color legend at the lower right corner.



The default color scheme is intensity based. Users can choose from other colors schemes based on azimuth, azimuth_calib, distance, elevation, laser_id, or timestamp.



Click on  to open or close the Color Editor.



6 Communication Protocol

To ensure real-time communication, Hesai's TCP protocol uses binary format and has disabled Nagle's algorithm.

6.1 Packet Structure

A client can send command messages to the server (LiDAR). Each command message includes a fixed 8-byte header and a variable command-specific payload. The header describes the command type and payload length.

Table 6.1 Command Message Sent from Client to LiDAR

Type	Length	Field Description
0x47	1 byte	Fixed content
0x74	1 byte	Fixed content
Cmd	1 byte	Command code. See Section 6.2 Command Description
Return Code	1 byte	Useless
Payload Length	4 bytes	Data length for the command 0x00 – no payload
Payload	Indicated in Payload Length	Additional data for the command

The server (LiDAR) outputs a feedback message for every command it receives.

Table 6.2 Feedback Message from LiDAR to Client

Type	Length	Field Description
0x47	1 byte	Fixed content
0x74	1 byte	Fixed content
Cmd	1 byte	Command code
Return Code	1 byte	Return code from server
Data Length	4 bytes	Data length for the command 0x00 – no payload
Payload	Indicated in Payload Length	Additional data for the command

6.2 Frequently Used Commands

Command	Command Code	Payload Length	Function
PTC_COMMAND_GET_LIDAR_CALIBRATION	0x5	0	To retrieve the LiDAR's calibration file
PTC_COMMAND_PTP_DIAGNOSTICS	0x6	1 byte	To retrieve PTP diagnostics for a specified PTP Query Type
PTC_COMMAND_GET_INVENTORY_INFO	0x7	0	To retrieve inventory info
PTC_COMMAND_GET_CONFIG_INFO	0x8	0	To retrieve configuration parameters
PTC_COMMAND_GET_LIDAR_STATUS	0x9	0	To retrieve status info such as temperature and system uptime

6.2.1 PTC_COMMAND_GET_LIDAR_CALIBRATION

Command message payload

None

Feedback message payload

LiDAR's calibration file in CSV Format (ASCII)

Including 3 fields: LaserID, Elevation, and Azimuth Offset

6.2.2 PTC_COMMAND_PTP_DIAGNOSTICS

Command message payload

1-byte PTP Query Type

PTP Query Type	Value
PTP STATUS	0x1
PTP TLV PORT_DATA_SET	0x2
PTP TLV TIME_STATUS_NP	0x3
PTP TLV GRANDMASTER_SETTINGS_NP	0x4

Feedback message payload

a. PTP STATUS

Field	Length	Description
master_offset	8 bytes	Offset between master and slave, in units of ns
ptp_state	4 bytes	"NONE", /*0*/ "INITIALIZING", /*1*/ "FAULTY", /*2*/ "DISABLED", /*3*/ "LISTENING", /*4*/ "PRE_MASTER", /*5*/ "MASTER", /*6*/ "PASSIVE", /*7*/ "UNCALIBRATED", /*8*/ "SLAVE", /*9*/ "GRAND_MASTER", /*10*/
elapsed_millisec	4 bytes	Time elapsed since the last handshake between master/slave, in milliseconds

b. PTP TLV PORT_DATA_SET

Per IEEE-1588 standard management TLV PORT_DATA_SET

Field	Length	Description
portIdentity	10 bytes	Port identity Including 8-bytes clock identity and 2-byte port number
portState	1 byte	Same as ptp_state in the PTP STATUS message
logMinDelayReqInterval	1 byte	Minimum permitted mean time interval between Delay_Req messages Specified as a power of two in seconds Default: 0 (representing 1 second).
peerMeanPathDelay	8 bytes	Peer mean path delay value, in units of ns
logAnnounceInterval	1 byte	Mean time interval between Announce messages of the portDS set Specified as a power of two in seconds
announceReceiptTimeout	1 byte	Number of missed Announce messages before the last Announce messages of the portDS set expires
logSyncInterval	1 byte	Mean time interval between Sync messages Specified as a power of two in seconds
delayMechanism	1 byte	Delay mechanism Possible values: E2E, P2P, and Auto
logMinPdelayReqInterval	1 byte	Minimum permitted mean time interval between Pdelay_Req messages Specified as a power of two in seconds
versionNumber	1 byte	PTP version number 2 as v2

c. LinuxPTP TLV TIME_STATUS_NP (0xc000)

Field	Length	Description
master_offset	8 bytes	Time difference between master and slave at the last handshake, in units of ns
ingress_time	8 bytes	Hardware ingress time stamp of the last sync message received by the slave
cumulativeScaledRateOffset	4 bytes	Relative information in the last received follow_up message
scaledLastGmPhaseChange	4 bytes	Relative information in the last received follow_up message
gmTimeBaseIndicator	2 bytes	Relative information in the last received follow_up message
lastGmPhaseChange	10 bytes	Relative information in the last received follow_up message
gmPresent	4 bytes	Whether grandmaster is present
gmIdentity	8 bytes	Grandmaster identity when gmPresent is 1

d. LinuxPTP TLV GRANDMASTER_SETTINGS_NP (0xc001)

Field	Length	Description
clockQuality	4 bytes	Clock quality of the current grandmaster clock selected by the slave
utc_offset	2 bytes	UTC_Offset value set by the grandmaster clock
time_flags	1 byte	Time flag of the grandmaster
time_source	1 byte	Time source of the grandmaster

6.2.3 PTC_COMMAND_GET_INVENTORY_INFO

Command message payload

None

Feedback message payload

Field	Length	Description
sn	18 bytes	Serial number of the device
date_of_manufacture	16 bytes	Date of manufacture in ASCII (yyyy-mm-dd)
mac	6 bytes	MAC address of the device
sw_ver	16 bytes	Software version in ASCII (xx.xx.xx)
hw_ver	16 bytes	Hardware version in ASCII
control_fw_ver	16 bytes	Controller firmware version in ASCII
sensor_fw_ver	16 bytes	Sensor firmware version in ASCII
angle_offset	2 bytes	Zero-angle offset, as an unsigned short value in network byte order (big endian)
model	1 byte	0 – Pandar40P 2 – Pandar64 3 – Pandar128 5 – Pandar40 15 – PandarQT 17 – Pandar40M
motor_type	1 byte	0 - single direction 1 - dual direction NOTE Not supported on Pandar40
num_of_lines	1 byte	Number of channels
reserved	11 bytes	-

6.2.4 PTC_COMMAND_GET_CONFIG_INFO

Command message payload

None

Feedback message payload

Table 6.10 PTC_COMMAND_GET_CONFIG_INFO (continued on the next page)

Field	Length	Description
ipaddr	4 bytes	IP address of the device Default 192.168.1.201
mask	4 bytes	Subnet mask of the device Default 255.255.255.0
gateway	4 bytes	Gateway of the device Default 192.168.1.1
dest_ipaddr	4 bytes	Destination IP address of Point Cloud Data Packets Default 255.255.255.255
dest_lidar_udp_port	2 bytes	Destination UDP port of Point Cloud Data Packets Default 2368
dest_gps_udp_port	2 bytes	Destination UDP port of GPS Data Packets, valid only when the 'clock_source' is 'GPS' Default 10110
spin_rate	2 bytes	Rotation speed of the motor, in units of rpm Default 600
sync	1 byte	Whether to synchronize the given angle (sync_angle) with GPS PPS 0 – Disable (default) 1 – Enable
sync_angle	2 bytes	Default 0
start_angle	2 bytes	Default 0 Device will output point cloud data in the angle ranges between 'start_angle' and 'stop_angle'
stop_angle	2 bytes	Default 36000, in units of 0.01 degrees
clock_source	1 byte	To configure clock source 0 – GPS (default) 1 – PTP
udp_seq	1 byte	Whether the point cloud data will include a UDP sequence number field 0 – UDP sequence OFF (default) 1 – UDP sequence ON
trigger_method	1 byte	0 - angle based 1 - time based (default)

Table 6.10 PTC_COMMAND_GET_CONFIG_INFO (continued)

return_mode	1 byte	0 - last return 1 - strongest return 2 - dual return
standby_mode	1 byte	0 - in operation 1 - standby
motor_status	1 byte	0x0* - cannot reverse the rotation direction 0x1* - supports reversing the rotation direction 0x*0 - currently rotating clockwise 0x*1 - currently rotating counterclockwise
vlan_flag	1 byte	0 - VLAN not in use 1 - VLAN in use
vlan_id	2 bytes	VLAN ID
clock_data_fmt	1 byte	0 – GPRMC 1 – GPGGA NOTE Not applicable to PandarQT
noise_filtering	1 byte	0 – OFF 1 – ON NOTE Not applicable to PandarQT
reflectivity_mapping	1 byte	0 - Linear Mapping 1 - Non-linear Mapping NOTE Not applicable to PandarQT
reserved	6 bytes	-

6.2.5 PTC_COMMAND_GET_LIDAR_STATUS

Command message payload

None

Feedback message payload

Field	Length	Description
system_uptime	4 bytes	System uptime in seconds
motor_speed	2 bytes	Real-time motor speed, in units of rpm
temperature	4 * 8 bytes	Real-time temperature array (unit: 0.01°C) 0 – bottom circuit board T1 1 – bottom circuit board T2 2 – laser emitting board RT_L 3 – receiving board RT_R 4 – receiving board RT2 5 – top circuit RT3 6 – top circuit RT4 7 – top circuit RT5
gps_pps_lock	1 byte	1 - Lock 0 - Unlock
gps_gprmc_status	1 byte	1 - Lock 0 - Unlock NOTE Not supported on Pandar40
startup_times	4 bytes	System start-up times
total_operation_time	4 bytes	Total time in operation
ptp_clock_status	1 byte	0 - free run 1 – tracking 2 – locked 3 – frozen NOTE Not supported on Pandar40
reserved	5 bytes	-

7 Sensor Maintenance

Storage

Store the device in a dry, well ventilated environment. The ambient temperature should be between -40°C and +85°C, and the humidity below 85%. Please check the specifications page in this user manual for product IP rating, and avoid any ingress beyond that rating.

Transport

Package the device in shock-proof materials to avoid damage during transport.

Cleaning

If the device's enclosure is stained with dirt, fingerprints, or oil, perform the follow cleaning steps.

- 1) Spray the LiDAR enclosure with warm, neutral solvent using a spray bottle

Solvent type	99% isopropyl alcohol (IPA) or 99% ethanol (absolute alcohol)
Solvent temperature	40 to 60 °C

- 2) After the stains on the LiDAR enclosure loosen, gently wipe the enclosure along its curved surface with a piece of soft microfiber cloth
- 3) Should another cleaning agent be applied to remove certain stains, repeat Step 1 afterwards
- 4) Spray the enclosure with clean water, and gently wipe off the remaining liquid with another piece of soft microfiber cloth

8 Troubleshooting

Table 8.1 Troubleshooting (To Be Continued)

Symptoms	Points to Check
Indicator light is off on the connection box	- Make sure the power adapter is properly connected and in good condition - Make sure the connection box is intact
Motor is not running	Same as above
Motor is running but no output data received, neither on Wireshark nor PandarView	- Make sure the Ethernet cable is properly connected - Check the IP configuration: use Wireshark to get the LiDAR's IP and make sure it's in the same subnet with the PC's - Check the angle range of laser firing and data generation on the Azimuth FOV page of web control - Check the firmware version of the sensor on the Upgrade page of web control. If the version is not shown properly but as "xxxx", contact Hesai for further diagnostics
Can receive data on Wireshark but not on PandarView	- Make sure the Destination IP and the Destination LiDAR Port are set correctly on the Settings page of web control - Make sure the PC's firewall is disabled
Cannot open web control	- Make sure the Ethernet cable is properly connected. - Make sure the LiDAR's and the PC's IP addresses are correct, possibly using Wireshark - Restart the PC, or connect the LiDAR to another PC
Abnormal packet size (missing packets)	- Check if the FOV (field of view) has been changed on the Azimuth FOV page of web control - Check if the Ethernet is overloaded - Check if a switch is connected into the network. The data transmitted from other devices may cause network congestion and packet loss - Connect the PC only to the LiDAR and check for packet loss

Table 8.1 Troubleshooting (Continued)

Symptoms	Points to Check
Abnormal point cloud (misaligned points, flashing points, or incomplete FOV)	▪ Make sure the LiDAR's enclosure is clean. If not, refer to Chapter 7 Sensor Maintenance for the cleaning method ▪ Make sure the LiDAR's calibration file is imported. (Pandar40P automatically imports the calibration file, while Pandar40 requires manual importing) ▪ Check for packet loss. If no packet is missing while the point cloud flashes, please update PandarView to the latest version and restart the PC. If problem persists, try connecting the LiDAR to another PC
GPS cannot be locked	▪ Make sure the GPS receiver is properly connected ▪ Make sure the PPS signal is connected to the LiDAR ▪ Make sure the Destination GPS Port is correct on the Settings page of web control ▪ Make sure the input GPS signals satisfy the electrical requirements in Section 2.2 Interface and Section 2.3.1 Connection Box Interfaces in the user manual

Appendix I Absolute Time and Laser Firing Time

I.1 Absolute Time of Point Cloud Data Packets

The absolute packing time of a Point Cloud Data Packet is the sum of date, time (accurate to the second) and μ s time.

- Date and Time can be retrieved either from the current Point Cloud Data Packet (6 bytes, year, month, date, hour, minute, second), or from the previous GPS Data Packet (6 bytes of Date and 6 bytes of Time).
- μ s time can be retrieved from the current Point Cloud Data Packet (4 bytes of Timestamp)

NOTE The calculation of absolute time is different when PTP protocol is used. See Appendix II PTP Protocol.

I.2 Laser Firing Time

I.2.1 Start Time of Each Block

Assuming that the absolute packing time of a Point Cloud Data Packet is t_0 (detailed in I.1), the start time of each block (the time when the first laser starts firing) can be calculated.

For PandarQT, there are 4 blocks of ranging data in the Body of each Point Cloud Data Packet, as shown below. Each block contains the ranging data from 64 channels, one return per channel.

Point Cloud Data Packet – Body: 1032 bytes (4 blocks)			
Block 1	Block 2	Block 3	Block 4
Azimuth 1	Azimuth 2	Azimuth 3	Azimuth 4
Channel 1	Channel 1	Channel 1	Channel 1
Channel 2	Channel 2	Channel 2	Channel 2
...	...	...	...
Channel 64	Channel 64	Channel 64	Channel 64

■ Single Return Mode

The ranging data generated by one round of firing is stored in one block. The calculation of each Block's start time is as follows:

Block	Start Time (μ s)
Block 1	t_0
Block 2	$t_0 + 166.67$
Block 3	$t_0 + 333.33$
Block 4	$t_0 + 500.00$

■ Dual Return Mode

The ranging data generated by one round of firing is stored in two adjacent blocks, and these two blocks share the same firing time.

Block 4 in the former packet and Block 1 in the latter packet are also considered adjacent.

Block	Start Time (μ s)
Block n & Block (n+1)	t_0
Block (n+2) & Block (n+3)	$t_0 + 166.67$
Block (n+4) & Block (n+5)	$t_0 + 333.33$
Block (n+6) & Block (n+7)	$t_0 + 500.00$

I.2.2 Laser Firing Time of Each Channel

Assuming that the start time of Block n is t_n , the laser firing time can be calculated as follows, with the timing uncertainty $\Delta t \leq 10 \mu s$.

Table II.1 Laser Firing Time of Each Channel (To Be Continued)

Firing Sequence	Laser ID	Firing Time (μs)
1	1	$t_n + 25.71 + \Delta t + 2.31$
2	2	$t_n + 25.71 + \Delta t + 4.37$
3	3	$t_n + 25.71 + \Delta t + 6.43$
4	4	$t_n + 25.71 + \Delta t + 8.49$
5	5	$t_n + 25.71 + \Delta t + 10.54$
6	6	$t_n + 25.71 + \Delta t + 12.60$
7	7	$t_n + 25.71 + \Delta t + 14.66$
8	8	$t_n + 25.71 + \Delta t + 16.71$
9	9	$t_n + 25.71 + \Delta t + 19.16$
10	10	$t_n + 25.71 + \Delta t + 21.22$
11	11	$t_n + 25.71 + \Delta t + 23.28$
12	12	$t_n + 25.71 + \Delta t + 25.34$
13	13	$t_n + 25.71 + \Delta t + 27.39$
14	14	$t_n + 25.71 + \Delta t + 29.45$
15	15	$t_n + 25.71 + \Delta t + 31.50$
16	16	$t_n + 25.71 + \Delta t + 33.56$

Firing Sequence	Laser ID	Firing Time (μs)
17	17	$t_n + 25.71 + \Delta t + 36.61$
18	18	$t_n + 25.71 + \Delta t + 38.67$
19	19	$t_n + 25.71 + \Delta t + 40.73$
20	20	$t_n + 25.71 + \Delta t + 42.78$
21	21	$t_n + 25.71 + \Delta t + 44.84$
22	22	$t_n + 25.71 + \Delta t + 46.90$
23	23	$t_n + 25.71 + \Delta t + 48.95$
24	24	$t_n + 25.71 + \Delta t + 51.01$
25	25	$t_n + 25.71 + \Delta t + 53.45$
26	26	$t_n + 25.71 + \Delta t + 55.52$
27	27	$t_n + 25.71 + \Delta t + 57.58$
28	28	$t_n + 25.71 + \Delta t + 59.63$
29	29	$t_n + 25.71 + \Delta t + 61.69$
30	30	$t_n + 25.71 + \Delta t + 63.74$
31	31	$t_n + 25.71 + \Delta t + 65.80$
32	32	$t_n + 25.71 + \Delta t + 67.86$

Table II.1 Laser Firing Time of Each Channel (Continued)

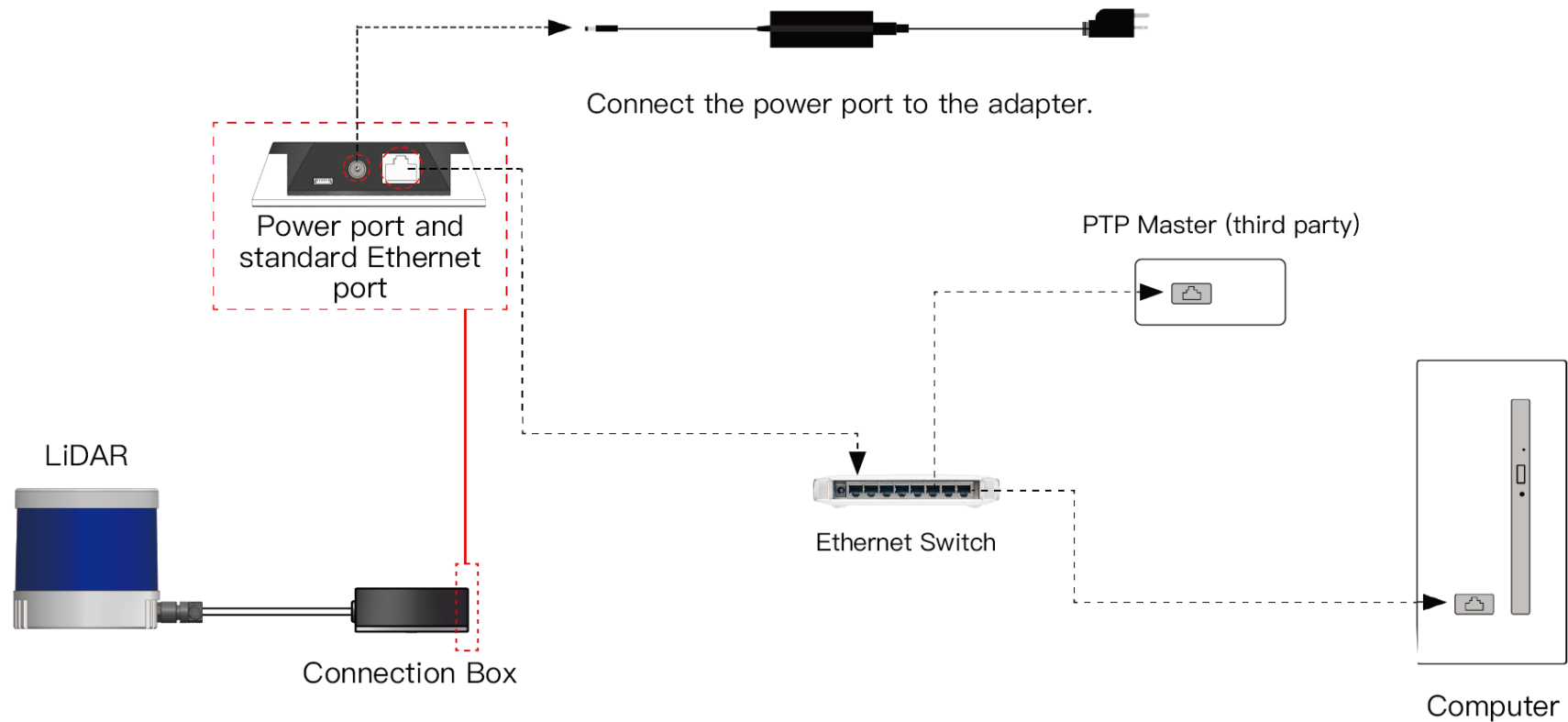
Firing Sequence	Laser ID	Firing Time (μs)
33	33	$t_n + 25.71 + \Delta t + 70.90$
34	34	$t_n + 25.71 + \Delta t + 72.97$
35	35	$t_n + 25.71 + \Delta t + 75.02$
36	36	$t_n + 25.71 + \Delta t + 77.08$
37	37	$t_n + 25.71 + \Delta t + 79.14$
38	38	$t_n + 25.71 + \Delta t + 81.19$
39	39	$t_n + 25.71 + \Delta t + 83.25$
40	40	$t_n + 25.71 + \Delta t + 85.30$
41	41	$t_n + 25.71 + \Delta t + 87.75$
42	42	$t_n + 25.71 + \Delta t + 89.82$
43	43	$t_n + 25.71 + \Delta t + 91.87$
44	44	$t_n + 25.71 + \Delta t + 93.93$
45	45	$t_n + 25.71 + \Delta t + 95.98$
46	46	$t_n + 25.71 + \Delta t + 98.04$
47	47	$t_n + 25.71 + \Delta t + 100.10$
48	48	$t_n + 25.71 + \Delta t + 102.15$

Firing Sequence	Laser ID	Firing Time (μs)
49	49	$T_n + 25.71 + \Delta t + 105.20$
50	50	$T_n + 25.71 + \Delta t + 107.26$
51	51	$T_n + 25.71 + \Delta t + 109.32$
52	52	$T_n + 25.71 + \Delta t + 111.38$
53	53	$T_n + 25.71 + \Delta t + 113.43$
54	54	$T_n + 25.71 + \Delta t + 115.49$
55	55	$T_n + 25.71 + \Delta t + 117.54$
56	56	$T_n + 25.71 + \Delta t + 119.60$
57	57	$T_n + 25.71 + \Delta t + 122.05$
58	58	$T_n + 25.71 + \Delta t + 124.11$
59	59	$T_n + 25.71 + \Delta t + 126.17$
60	60	$T_n + 25.71 + \Delta t + 128.22$
61	61	$T_n + 25.71 + \Delta t + 130.28$
62	62	$T_n + 25.71 + \Delta t + 132.34$
63	63	$T_n + 25.71 + \Delta t + 134.39$
64	64	$T_n + 25.71 + \Delta t + 136.45$

Appendix II PTP Protocol

The Precision Time Protocol (PTP), also known as the IEEE 1588v2 standard, is used to synchronize clocks across a computer network. It can achieve sub-microsecond clock accuracy and is suitable for measurement and control systems.

■ LiDAR Connection When Using PTP



■ Absolute Packing Time When Using PTP

To use PTP as the clock source, users need to connect a PTP master device to get the absolute time.

If a PTP clock source is selected, the LiDAR will not transmit GPS Data Packets, but only Point Cloud Data Packets with 4-byte μ s timestamps and 6-byte Date & Time fields. The sum of the μ s timestamp and the Date & Time is the absolute packing time of this data packet.

NOTE

- The PTP master device is a third-party product and is not included with the LiDAR.
- The LiDAR's clock follows the PTP master device according to the PTP protocol.
- The timestamps and Date & Time in Point Cloud Data Packets strictly follow the PTP time from the PTP master device. There may be offset with the Date & Time for certain PTP master devices. Please verify the configuration and calibration of your PTP master device in order to get precise time information.
- The LiDAR works as a PTP slave device and the PTP protocol is Plug&Play. No additional setup is required.
- If a PTP clock source is selected but no PTP master device is available, the LiDAR will count the time from an invalid past time. If a PTP clock source is supplied and later stopped, the LiDAR will continue to count the time with an internal clock.

NOTE The calculation of laser firing time remains the same whether PTP is used or not, as detailed in Appendix II.

Appendix III Certification Info

■ FCC Declaration

FCC ID: 2ASO2PANDARQTV2

FCC Warning

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Statement

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

NOTE Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the equipment.

■ IC Statement

This device complies with Industry Canada licence-exempt RSS standard(s).

Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence.

L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Appendix IV Support and Contact

■ Technical Support

For any question not addressed in this manual, please contact us at:

service@hesaitech.com

www.hesaitech.com

<https://github.com/HesaiTechnology>

NOTE Please leave your questions under the corresponding GitHub projects.

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Hesai Photonics Technology Co., Ltd.

Phone: 400-805-1233

Website: www.hesaitech.com

Address: Building L2, Hongqiao World Centre, Shanghai, China

Business Email: info@hesaitech.com

Service Email: service@hesaitech.com



HESAI Wechat