

CaptureView

-Troubleshoot Guide for Windows XP Driver Installation-

07/08/03
CVB1001 - CVB1002



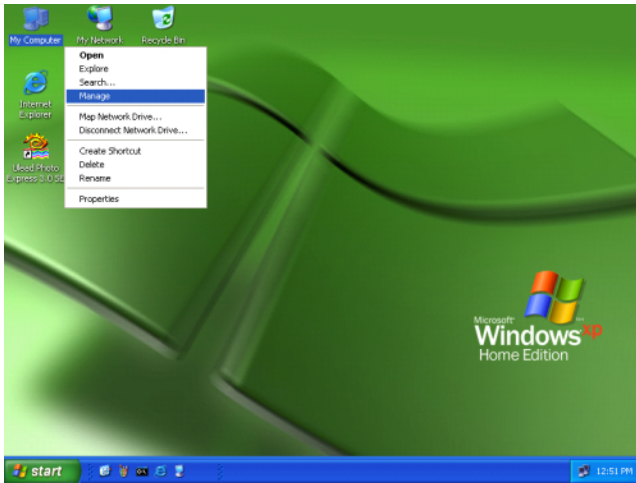
I. Check CaptureView (camera) Operation

- CaptureView should be removed from computer's USB port.
- Turn ON CaptureView and make sure CaptureView dose not show "**PC-**"
- The camera is locked up if it display shows "**PC-**". At this point, remove all batteries from camera for 3 minutes to unlock it, than insert them back in.

Make sure CaptureView has some images stored in it before moving on.

II. Confirm Microsoft Operating System and CaptureView Driver

- Right mouse click on “My Computer” icon on the desktop
- Select “Manage” (Figure 17 & 18)
- Confirm ScopeCam drivers are loaded correctly under “Imaging Devices” and “Universal Serial Bus controllers” (Figure 19)



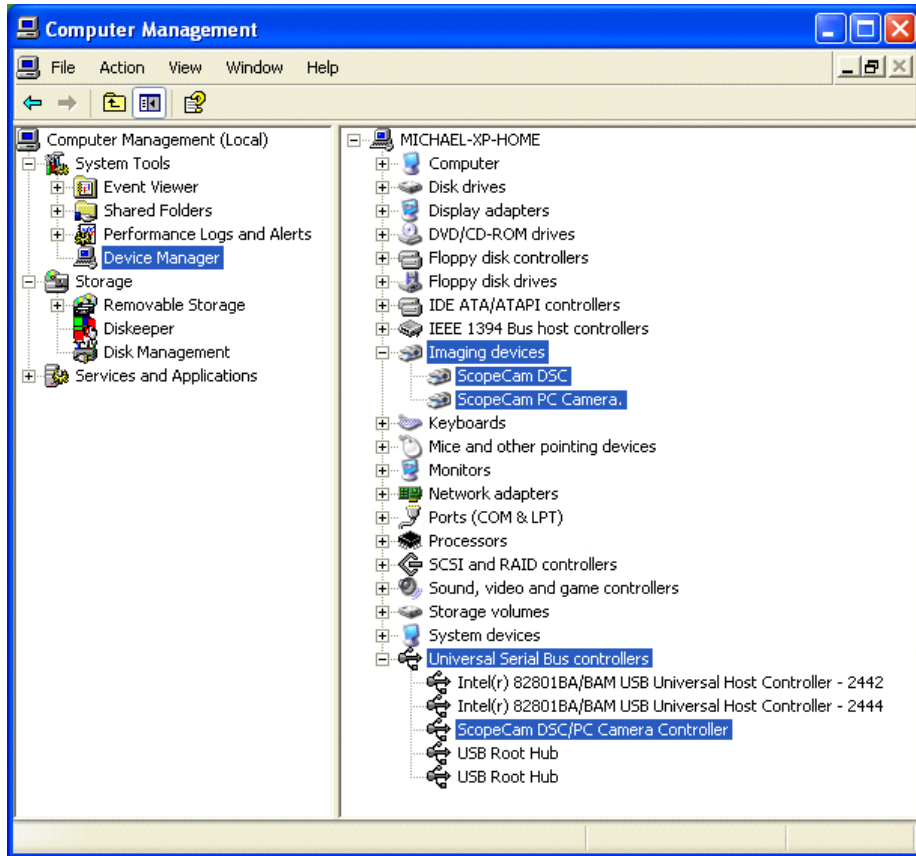
Windows XP Home Edition

Figure 17



Windows XP Professional

Figure 18

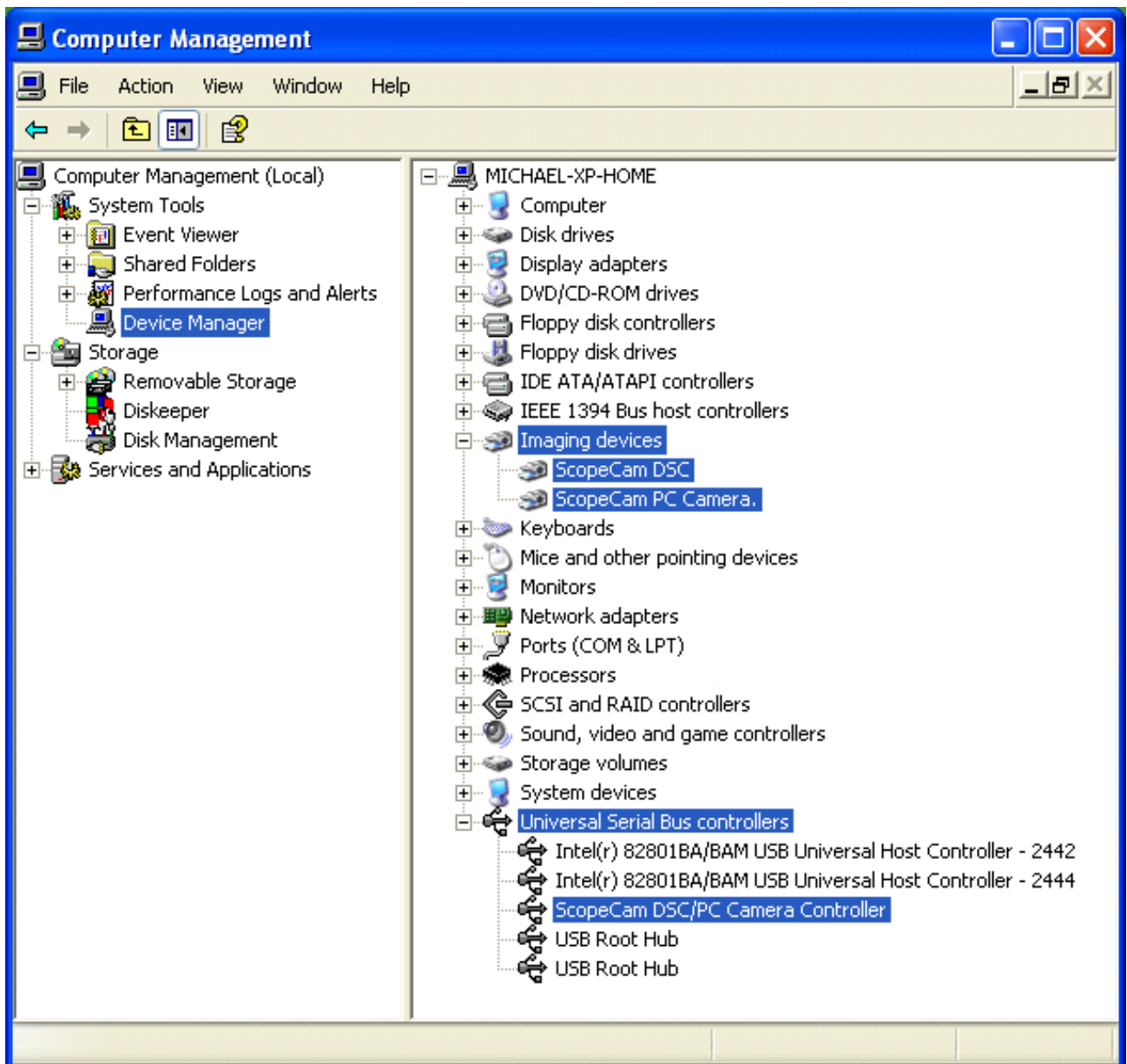


Windows XP Home & Professional

Figure 19

II. Confirm Microsoft Operating System and CaptureView Driver

- Confirm ScopeCam drivers are loaded correctly under “*Imaging Devices*” and “*Universal Serial Bus controllers*” (Figure 19) CaptureView may appear as “USB Composite Device” under “*Universal Serial Bus controllers*”.

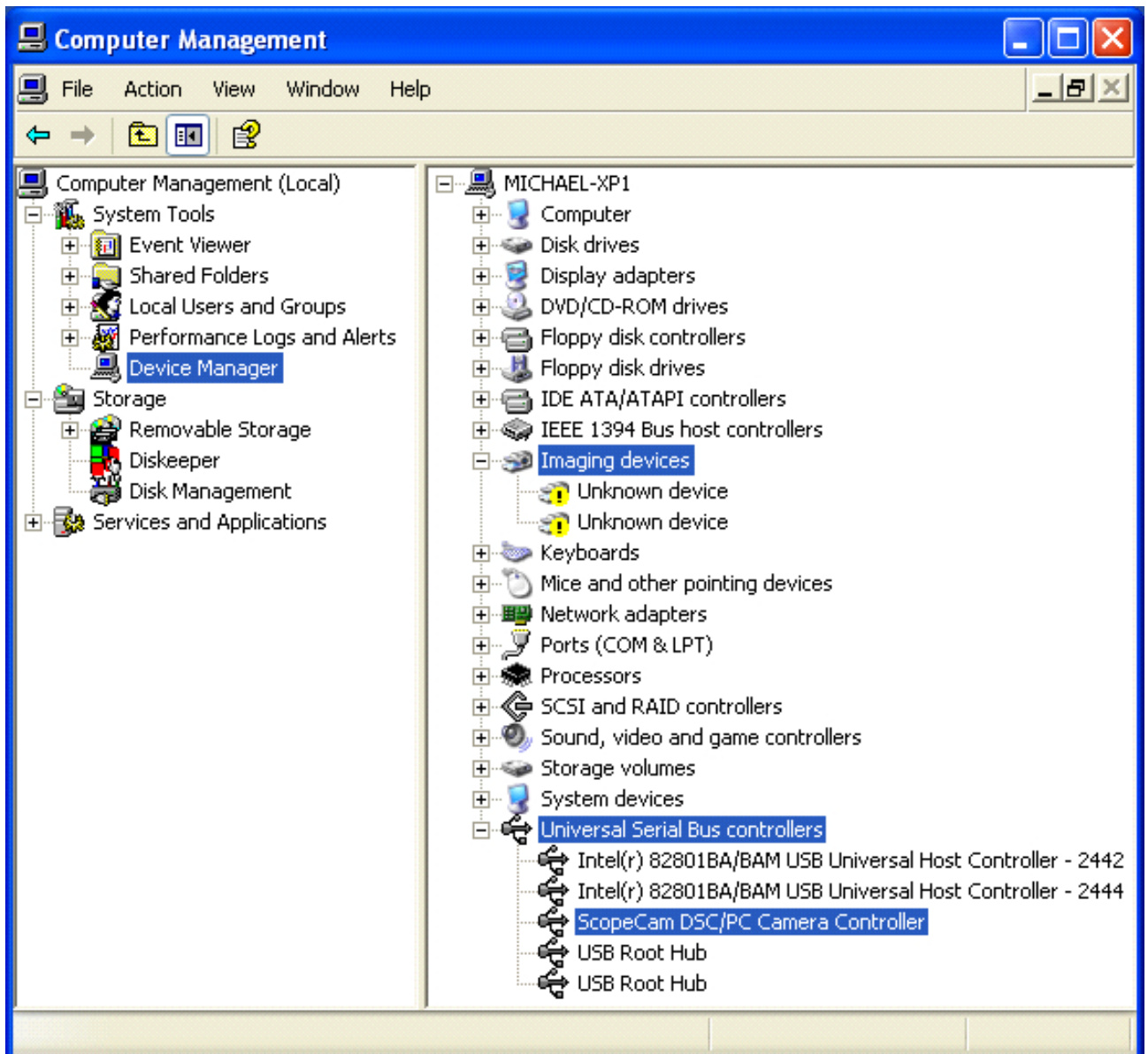


Windows XP Home & Professional

Figure 19

III. Manually Install CaptureView Driver from Device Manager

- If Unknown Devices exist under “Imaging Devices” (Figure 20, these will normally have a yellow exclamation point)
- Or if “Digital Camera” or “Video” exist under “Imaging Devices”.

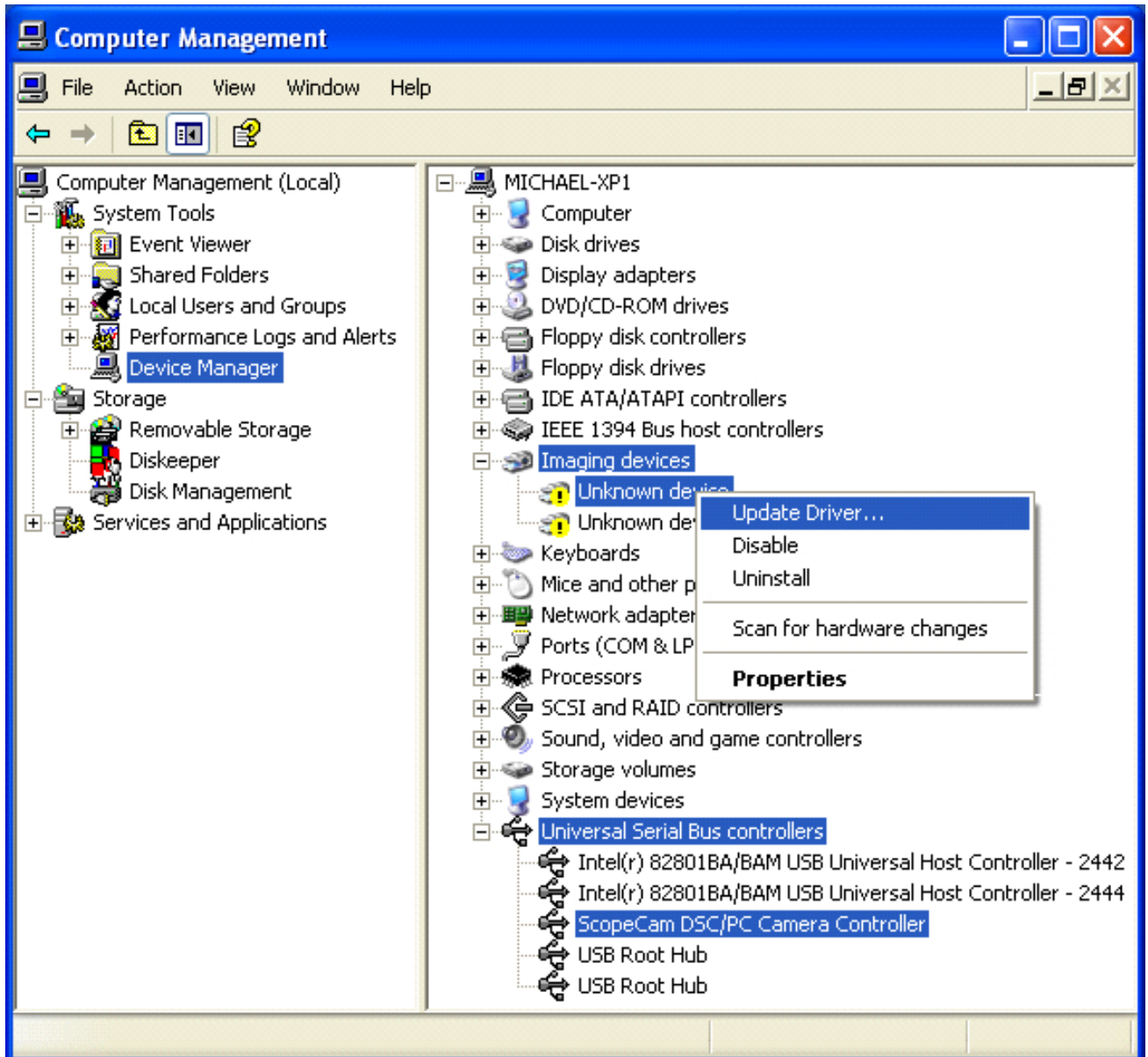


Windows XP Home & Professional

Figure 20

III. Manually Install CaptureView Driver from Device Manager

- Right mouse click on the first “Unknown device” or “Digital Camera” or “Video”
- Select “Update Driver ...” (Figure 21)

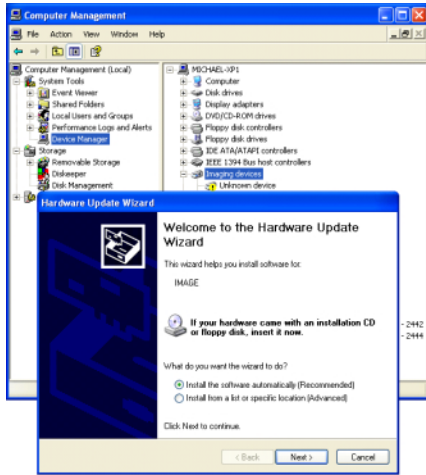


Windows XP Home & Professional

Figure 21

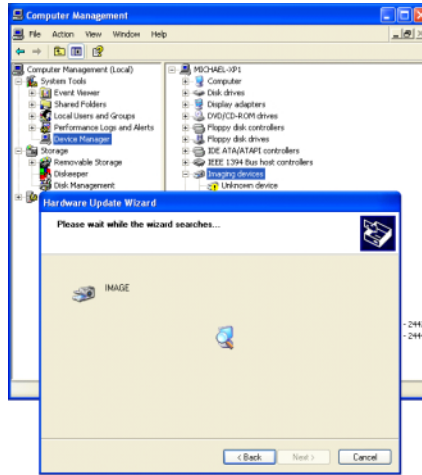
III. Manually Install CaptureView Driver from Device Manager

- Click [*Next*] button on the 1st Hardware Update Wizard window and leave setting as default. (Figure 22)
- Click [*Finish*] button to close the wizard (Figure 24)
- Repeat the last 4 steps for any additional “*Unknown device*”.



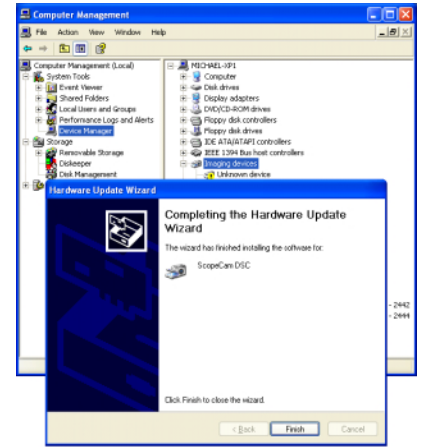
Windows XP Home & Professional

Figure 22



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Figure 23



Windows XP Home & Professional

Figure 24

III. Manually Install CaptureView Driver from Device Manager

- Click [*Continue Anyway*] if a “*Hardware Installation*” window popup stating “The software you are installing for this hardware”
ScopeCam DSC,
ScopeCam PC Camera, or
ScopeCam DSC/PC Camera Controller
“has not passed Windows Logo testing to verify its compatibility with Windows XP”.
(Figure 25, 26, 27)

**** IMPORTANT:** If you encounter an error message that the Computer has performed a fatal operation and must shut down. You will need to download the latest updates for Windows XP from Microsoft.

On the Internet, log onto www.microsoft.com:

On the left side of the screen you will find “Windows Update” listed. Go to the windows update page and left click on “Scan & Review for updates”.

When the Scan is complete it is necessary to install all of the “Critical Updates”. When this is complete the Drivers will install without any difficulty.



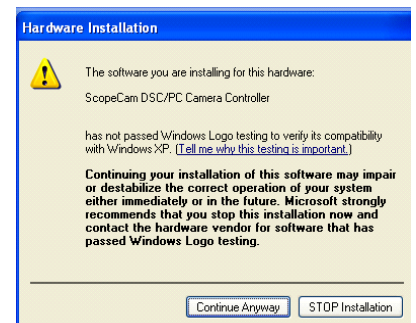
Windows XP Home & Professional

Figure 25



Windows XP Home & Professional

Figure 26



Windows XP Home & Professional

Figure 27

IV. LATER EDITIONS OF WINDOWS XP

In later editions of Windows XP the CaptureView Binocular may be listed as a “USB Composite Device” under Universal Serial Bus Controllers instead of “ScopeCam DSC/PC Camera Controller”. If this is the case you do not need to right click on “USB Composite Device” to update it. It is already complete.