

Trouble Shooting Guide for VCAP305 USB 2.0 Video Capture

Technical support: support@climaxdigital.co.uk

1. W32/Ruirui Virus Warning message

For some anti-virus software, you might get "W32/XXX" virus warning when you try to install one touch grabber software. It is a false warning. We have changed the setup.exe file for one touch grabber to avoid the warning message. Please go to our support site then go to "VCAP305 USB 2.0 Video Capture" to download the updated one touch grabber software.

www.climaxdigital.co.uk/support

2. No Signal

Please take the steps below to get it work

- 1). Please make sure the connection is correct

** Please make sure you connect the USB video capture to the OUTPUT port of your video source device. USB video capture does NOT work with the video input port on your video source device.**

Please also check what video OUTPUT ports your video source supports. The video capture has both composite AV (yellow, red, white) female and Svideo female

If the video OUTPUT port is svideo female, then you need to get a S-VHS (S-Video) extension lead (male to male). If the video OUTPUT port is composite AV (Yellow, red, white) female, then you need a RGB to RGB lead (male to male). If your video port is SCART, then you will need SCART to RGB convertor or cable.

Please be advised that you ONLY need one of the following connections

- a) Composite AV (yellow, red, white)+audio
- b) Svideo +audio

Please do NOT connect AV and Svideo at the same time. You only need one of them.

- 2) Please make sure the driver is installed successfully

After the driver is installed, please plug the USB video capture to one of the USB 2.0 ports and go to Control panel->Device manager->"sound, video and game controllers" to check if there is yellow mark beside "USB 2861 device" and "USB audio device" or "USB EMP audio device "

If there is yellow mark, which means the driver is not installed successfully.

- 3) Please choose "USB 2861 device" as the video device and "USB audio device" or "USB EMP audio device " as the audio device when you record video and audio using the VHS2DVD.

3. No Sound on Windows 7 or sound driver installation failed(code 10 error message)

Please take the steps below to set the audio driver to "USB Audio Device"

- 1) Plug in your USB video capture.
- 2) In Device Manager under "Sound, video and game controllers" does it state "USB EMP Audio Driver"? If so, it needs to be changed to "USB Audio Device"

- 3) Right click 'USB EMP Audio Driver' then 'Update Driver Software'
Click on 'Browse my computer for driver software'
- 4) Then 'let me pick from a list
- 5) Tick 'show compatible hardware'.
- 6) This should give you two driver options, Window's own 'USB Audio Device' and the 'USB EMP Audio Device' driver.
- 7) Select the 'USB Audio Device'.
- 8) Reboot the pc.

4. Option setting for VHS2DVD 3.0

- 1) **Video Device:** Please choose "USB 2861 DEVICE"

Please make sure you select the right video device. If your laptop has webcam, please do NOT select your web camera as a video device.

- 2) **Input device setting:** click the "setting" button beside the Video device, then you can set the Input device.

Please choose "composite" if you use composite AV cable (yellow, red, white)

Please choose "svideo" if you use Svideo cable + R/L for audio (red/white)

The Video source must be set to either 'Composite' or 'Svideo' depending on which connector you are using (the yellow phono connector is Composite and the black mini-DIN connector is s-video)

- 3) **Video Standard setting:** by clicking the "control button" and go to "Video decoder" you can choose different video standard for your video source device. For most of the UK customers, please choose "PAL-I". However, if you want to record PS3/Xbox 360 in colour, please choose "NTSC_433" from the "video standard" list.

- 4) **Audio device setting:** choose "USB Audio device" or "USB EMP audio device"

- 5) **Format:** you can choose different format to save the captured file such as DVD/long DVD

- 6) **Video Type:** Please choose PAL. (if you want to record XBOX 360/PS3 in colour, please choose NTSC)

- 7) **Split Size:** please choose the size that meets your needs

5. Setting for one touch grabber application

If you use one touch grabber to capture video, please set the setting as follows

- 1) for UK and Europe the Video format must be set to PAL_BDHIG
- 2) The Video source must be set to either 'Composite' or 'Svideo' depending on which connector you are using (the yellow phono connector is Composite and the black mini-DIN connector is s-video)
- 3) Please make sure you select the right video device USB 2861 video device as the video device. If your laptop has webcam, please do NOT select your web camera as a video device.

6. Where can I download driver, one touch grabber software and VHS2DVD 3.0

Please download them from our support site at: www.climaxdigital.co.uk/support