
TROUBLESHOOTING AND ONLINE HELP RESOURCES

<u>PROBLEM</u>	<u>DIAGNOSIS</u>	<u>POSSIBLE SOLUTION</u>
The computer or software will not recognize the video capture card.	You may have a COM port or IRQ conflict.	Check to make sure you have the correct COM port and IRQ settings in your software and/or in the Windows Control Panel .
You do not see video in an application's video window.	The camera may not be turned on.	Verify that the camera is turned on (a green light on the front on the camera indicates power) and properly plugged into the capture card.
	The application may be set to accept video from a non-existent source.	Set the video source option in the software to "composite."
	Your software may be set to the wrong video format.	Change the video format to 160 x 120 pixels and 15-bit RGB.
A "No suitable DirectDraw provider" error box appears when starting a video application.	DirectDraw or Direct X drivers were not loaded during the initial installation of your video capture card.	Contact the manufacturer of your video card to obtain the required drivers.

IRQ Conflicts: Freeing an IRQ

Your video capture card requires two system resources: an interrupt and a memory segment. If your system is not immediately detecting the card, there is a high probability that there is an IRQ conflict involving the video capture card. In the Windows **Device Manager**, double-click the **Sound, video and game controllers** option. Look for the "U.S. Robotics® Video Capture" item. If there is a yellow circle with an "x" or an "!" inside, Plug and Play discovered an IRQ conflict during installation. Plug and Play will not always alert you when such conflicts arise.

If your system indicates such a conflict, follow these steps to rectify the problem:

1. In Device Manager, double-click **U.S. Robotics Video Capture**. A "U.S. Robotics Video Capture Properties" window will appear.
2. Click **Resources**.
3. Write down the setting for the interrupt. (If no interrupt is listed, Windows 95 was unable to find a clear interrupt. If an interrupt is listed, make sure the interrupt is not also being used by a non-Plug and Play device or REAL MODE device driver. If it is not, then your problem may be unrelated to an interrupt conflict.)



NOTE: If your PC is loaded with many devices, there may not be a free interrupt available for the video capture card. If this is the case, you'll need to find an unused device which has a reserved interrupt and free that interrupt for use by the capture card. Many PCs reserve an interrupt for a PS/2 mouse or an IDE hard disk controller, even when these devices are not present on the system. If an interrupt is reserved for a device that you know is not present on your system, that interrupt can be reserved for your video capture card.

4. Go into your BIOS and disable the peripheral not being used (i.e., the PS/2 mouse or IDE controller mentioned in the preceding sidebar).
5. Enter Device Manager, highlight the device, then click the Remove button.
6. Restart Windows 95.
7. Examine the Plug and Play configuration. Your video capture card should be assigned to the IRQ you requested in the **Device Manager**.

IRQ Conflicts: Altering PCI BIOS Settings

Your Bigpicture package is a PCI-based system. While most PCI-based systems configure themselves automatically via a Plug and Play compliant chip set and BIOS, there are occasional problems. Some of these systems require you to configure some or all of the following functions, usually by changing jumpers on the system board or BIOS setup parameters. (Check your system manual for information on configuring these functions.)

- The PCI slot must be configured to support bus-mastering.
- The PCI slot must be configured to support INTA (PCI Interrupt Class A).
- The PCI INTA must be assigned to a free IRQ or set to "Auto".
- Ideally, the PCI slot should be set to LEVEL Trigger rather than EDGE Trigger.

On some systems, a specific IRQ will be assigned to a PCI slot in your CMOS settings that conflicts with existing equipment in your system. It's important to verify that your CMOS settings for PCI do not exhibit such conflicts if you are having problems installing your video capture card or if Plug and Play has trouble detecting the card. Not all PCs have PCI slots that support bus-mastering. In such a case, the capture card will have to be moved to another slot.

System Locking: Readjusting the Video Capture Card's Memory Address

If your PCI video capture card installed correctly, yet your system locks up when attempting to access video applications, there may be a Plug and Play memory overlap between your capture card and an existing video card with a S3/968 chip set (Diamond Stealth 64 PCI, etc.). Determine whether your system has such a card installed. If it does, follow these steps to alleviate the problem.

1. Click Windows 95 **Start**.
2. Point to **Settings** and click **Control Panel**.
3. Click the **System** icon.
4. Click the "Device Manager" tab.
5. Double-click **Sound, video and game controllers**.
6. Double-click **U.S. Robotics Video Capture** to bring up the "U.S. Robotics Video Capture" window.
7. Click **Resources**.
8. Uncheck the "Use Automatic Settings" box and double-click **Memory Range**.
9. In the box marked "Value", change the address to **84000000-84000FFF**. This range works for a wide variety of configurations. If this range is not free or conflicts with another device, increase the original memory range by 4 or decrease it by 8. (Remember: Add or subtract in hexadecimal!)

Example: 80000000-80000FFF (original) increased by 4 hex = 84000000-84000FFF
80000000-80000FFF (original) decreased by 8 hex = 78000000-78000FFF

When Plug and Play Fails

If you have been directed to this section, your Plug and Play installation was not successful. Try the following possible solutions:

1. Click Windows 95 **Start** and click **Shut Down**. When asked if you wish to shut down your computer, click **Yes**. When Windows 95 indicates that it is safe to turn off your computer, turn it off and wait 15 seconds. Then turn the computer back on. Windows 95 may detect your video capture card upon this restart even if it did not detect the card during the initial installation. If you see screens indicating that new hardware has been detected by Windows 95, turn to the step in the included *Installation Guide* titled "Install the video capture card drivers". If you do not see screens indicating that new hardware has been detected, continue with the next step.
2. Click Windows 95 **Start**, point to **Settings**, and click **Control Panel**. Double-click the **System** icon and then click the **Device Manager** tab on the "System Properties" screen. Look for "Other Devices" or "Unknown Devices" in the list that appears. If you do not see either of these options in the list, continue with the next section to learn about our support options. If you do see one of these options, double-click the option. If the description that appears matches the video capture card, click the **Remove** button. Click **OK** when Windows asks if you wish to remove the device. Next, restart the computer as described in step 1. If the computer does not detect the capture card after this second restart, please continue reading to learn about our support options.

Online Help Resources

3Com offers a number of online technical support options. Choose any one of the following if you need help with your new Bigpicture system or want to learn more about it.

Bigpicture 90-Day Installation Support Line

If you need further assistance with your Bigpicture product, call our dedicated 90-day installation support number. Representatives are waiting to assist you:

888-877-4VID

888-877-4VID is a 90-day installation support number. After 90 days, please call 847-982-5151.

Internet FTP

Provides free library containing the same files as the BBS site. Anonymous FTP to **ftp.usr.com**.

Internet on Demand

Provides automatic technical support through a library containing product information, quick reference cards, and installation help. To obtain an index of available documents, send a blank e-mail to **support@usr.com**. To have a document e-mailed to you, send a document's multi-digit number as the subject.

World Wide Web

3Com's home page contains the same information as the Internet on Demand listing as well as information about 3Com. This manual is available in electronic form in the customer support section of our Web page. Log on to **http://www.3com.com**.

CompuServe

Access the same information as BBS. Connect to the 3Com forum with the command **GO THREECOM**. Leave a message on one of our message boards or e-mail us through CompuServe Mail for a response within 24 hours. Modem vendor forum address is **GO THREECOM**. Address messages to **76711,707**.

America Online

Connect to 3Com through America Online. Go to the **Keyword** field and type **3COM** to connect to the 3Com forum.

Are You Still Having Problems?

- Review the electronic *User's Guide & Reference* on this Bigpicture CD-ROM. Look in the following location on the CD-ROM: **D:\sourcepc\pdfs\bp1689.pdf** (Your CD-ROM may use a letter other than **D**. If so, type that letter in place of **D**.)
- Call or visit your Bigpicture dealer. They should be able to give you assistance.
- If your dealer can't help you, review the following options for contacting 3Com's Customer Support department. When you call, specify your video capture card's serial number (found on the capture card and on the outside of the box) and the software being used.

Fax and Technical Support Hotline

Technical questions about Bigpicture products can also be answered via fax or by technical support representatives.

Fax (847) 676-7323

Hotline (888) 877-4VID

NOTE: 888-877-4VID is a 90-day installation support number. After 90 days, please call 847-982-5151.

Priority "No Hold" Service

3Com staffs a 900 toll number for immediate assistance. These lines are staffed from 8 a.m. - 6 p.m. CST Monday through Friday.

"No Hold" line 900-555-8771

There is a \$1.50 per minute charge which will appear on your local phone bill. You must be 18 or older or have parental permission. (Service available only in the United States.)

If You Must Return the Product to Us

Contact 3Com Customer Support. If the support representative determines that you need to return the product, you will receive an SRO (Service Repair Order) number. You must have an SRO number before returning the product to us. Ship the unit, postage paid, in a strong corrugated cardboard box with plenty of packing material. Include your SRO number, name, and address on the shipping label as well as inside the package.

Ship to the following address:

Technical Support Department

SRO#

3Com Corp.

8100 N. McCormick Blvd.

Skokie, IL 60076-2999