



Troubleshooting Failures Due to Settings and/or Adjusting Drivers

Failure	Solution
There is no image in the preview window of videocam when you have taken off the light-protecting cover (the preview mode is on, i.e. the button is pushed).	The Philips (or ZipShot) video cam driver is not installed or is installed incorrectly. See How to check the correctness of driver installation necessary to work with the instrument .
You can see an image in the preview window but you cannot capture the image when you push the left mouse button on an empty GDV- image box.	The built-in microcontroller driver is not installed or is installed incorrectly. See How to check the correctness of driver installation necessary to work with the instrument .
You can see an image in the preview window; when you push the left mouse button on an empty GDV-image box you can successfully capture the GDV-image, but the discharge does not start (normally you will hear a short and clear beep, a red lamp-indicator on the instrument body will be on for a short time and then will go out).	The built-in microcontroller driver is not installed or is installed incorrectly. See How to check the correctness of driver installation necessary to work with the instrument .
You can see an image in the preview window and start the discharge successfully; you can capture a GDV-image but you cannot see the glow in the recorded GDV-image, or the glow is very weak; or it is too bright.	Incorrect settings of Philips video camera. Make sure again that the settings correspond to those indicated in the Operating Manual. Malfunction is possible. See How to check the hardware .
When you launch the GDV Capture program you see the message will appear "GDV Camera is connecting..." and when the message disappears you are not able to start the instrument using the mouse.	The type of GDV-device is indicated incorrectly in the GDV Capture settings. Launch the program, wait until the message disappears, select the menu item "Settings -> Type of GDV-device" and make sure that the type of device indicated in the box corresponds to the one recommended in the Operating Manual. You have most likely indicated the type of device as "GDV Compact controlled via COM-port"; however you need to indicate either "GDV Camera with USB control" or "GDV Camera without autostart".
During installation of an older version of the GDV Technique software package (If bought before July 2005) the message appears "Fatal error of software settings". If this message appears again, contact GDVsource.	Update the driver version of the electronic HASP key: Download the archive HASPUserSetup.zip . Unpack it and run the automatic installer of the new driver version. After finishing the driver installation, reinstall the GDV Technique software package.

If you carried out the above instructions but did not succeed, you need to make sure that the hardware is working.