



Troubleshooting Failures of Hardware

Failure	Solution
<p>The GDV Capture program “freezes” continuously or periodically after you have captured various objects. The image in the preview window disappears. There is no normal discharge after the start.</p>	<p>Try to connect the device to other USB ports on your computer. It is not recommended to connect the device to the USB ports on the front panel of desk computer. The device should be as farther as possible from the computer, the USB cable should have no coils and be straightened and not intertwined with other cables (especially if it is the power cord). Try to connect your device via an external USB-hub with independent power supply (you can find it in any computer shop). Try to replace the USB cable with another one with similar connections.</p>
<p>When connecting the device to your laptop you fail to install the required drivers, the device is missing in the list of USB devices.</p>	<p>Try to connect your GDV device to other USB ports on your computer. Try to connect the device via the external USB hub with autonomous power supply (can be purchased in any computer shop). Try to replace the USB cable by another one with similar connections. Try to connect the device to any available desktop computer and check its workability.</p>
<p>No switching of the videocam to the GDV+.</p>	<p>Close the GDV Capture program. Switch off the power and disconnect the GDV+ from the device. Switch on the power again. Start the GDV Capture program and then connect the GDV+ again.</p>
<p>Capturing is not stable. When you carry out serial capturing of the test object dramatic changes of the main characteristics of images are observed. When capturing in dynamics dramatic changes of the characteristics of the tested subject are observed.</p>	<p>Before you start working with the device switch it on, run the GDV Capture program and switch the preview mode. Warm up the device in these conditions for 20 minutes.</p>
<p>You are not able to do calibration normally: —uneven glow of the test object is observed, —the inner area coloring is different from the background.</p>	<p>Clean the test object. Clean the glass of the electrode. <i>Stretch the ground wire so that it will not deflect the test object from vertical position.</i> Make sure that the test object is reliably connected to the ground input of the device.</p>

Depending on the computer configuration and USB port type (USB 1.1 or USB 2.0), failures may occur in GDV equipment performance if there are several devices simultaneously connected to the computer. In such case, disconnect all other devices (USB mouse, video cams, scanners, etc.) when you carry out capturing.