USB 3.0 Camera - Steps to troubleshoot when not working

Run USB Configurator

The USB Configurator displays all the USB Ports on the computer, and it checks to see if the camera is installed / recognized by the system and is it in good working order.
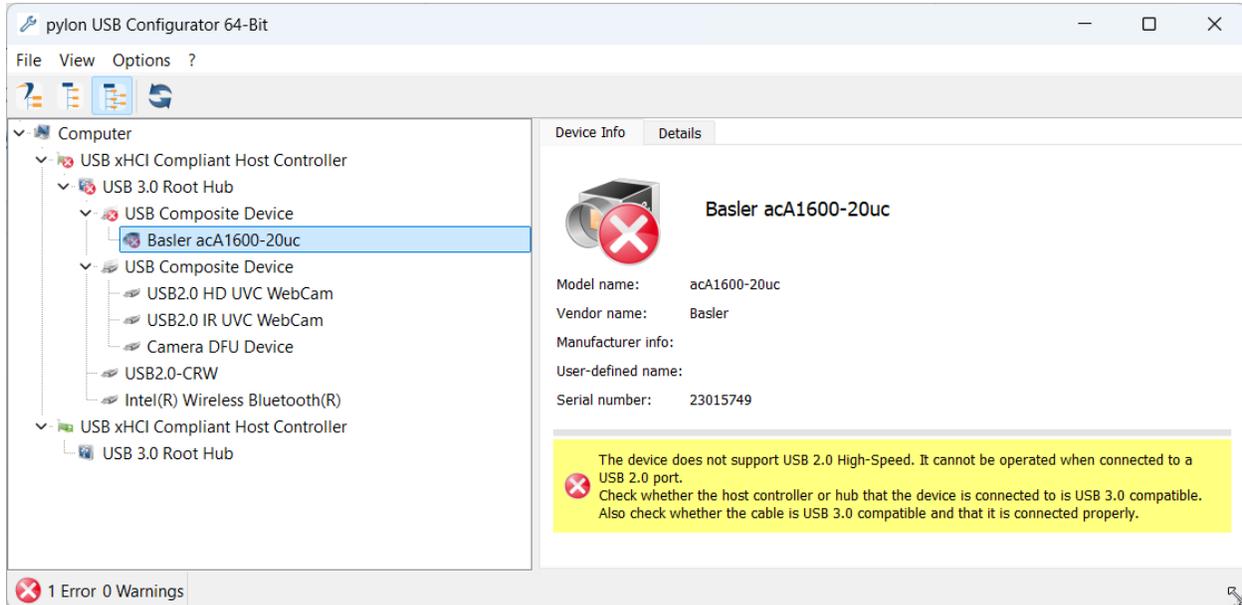
There should be an icon on the desktop of the computer. If not, a shortcut is in the Basler section on the All Programs, Start Menu.

The screen shot below shows the camera is installed and working.
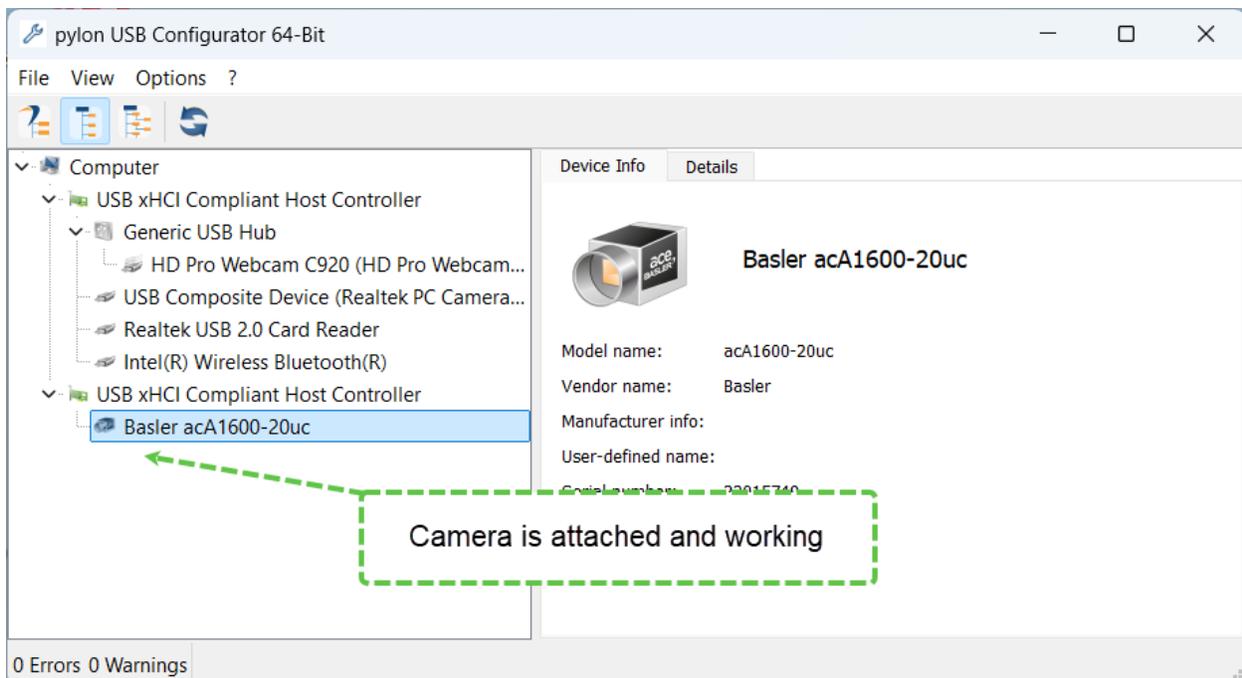
The screen shot below shows the camera is attached but not working properly.


If there is a problem with the camera try unplugging and re-plugging it back in, if the problem persists, try a different USB port on the computer. If the problem still persists, try a different cable or give us a call.

## Media Manager – Error or Blue Screen when camera is launched.

If you get an error message when capture portion of the Media Manager is launched, this usually means that the camera that is configured in the software is no longer available. This can occur when the USB port the camera was plugged into last time, has changed.


Error when Media Manager is launched
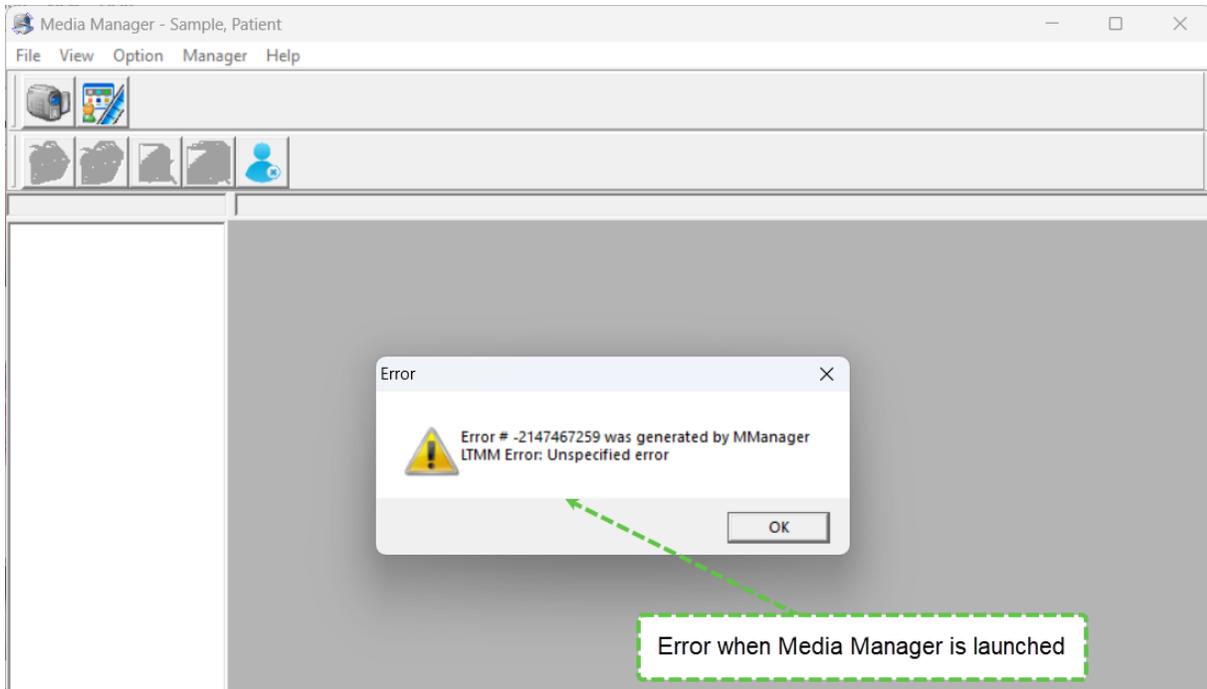
If you get a Blue Screen, this means there is no camera selected in the software.

Blue screen means there is no camera selected in the software
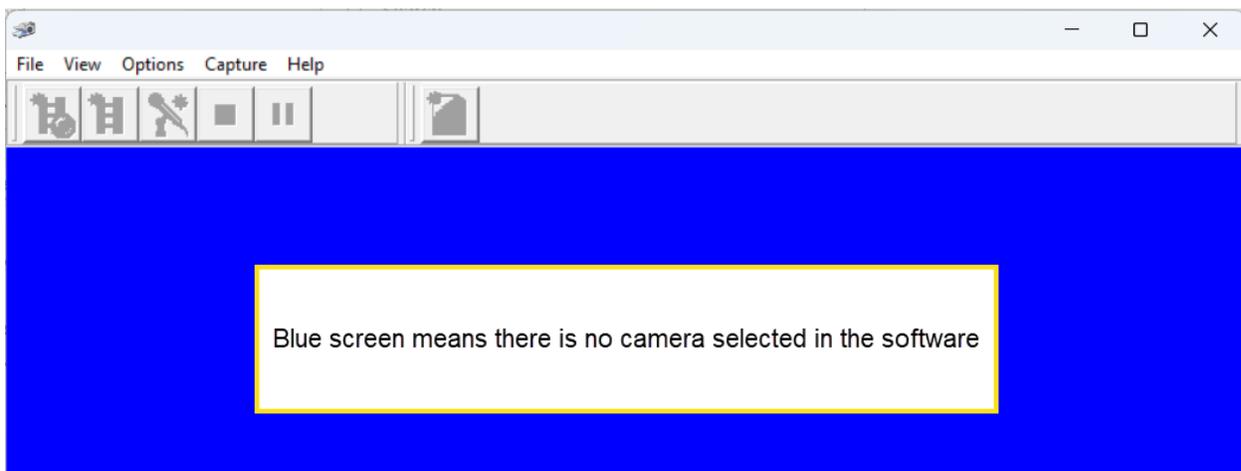
To fix both issues, on the video capture window, Click Options, Video Device, and Choose the desired camera.
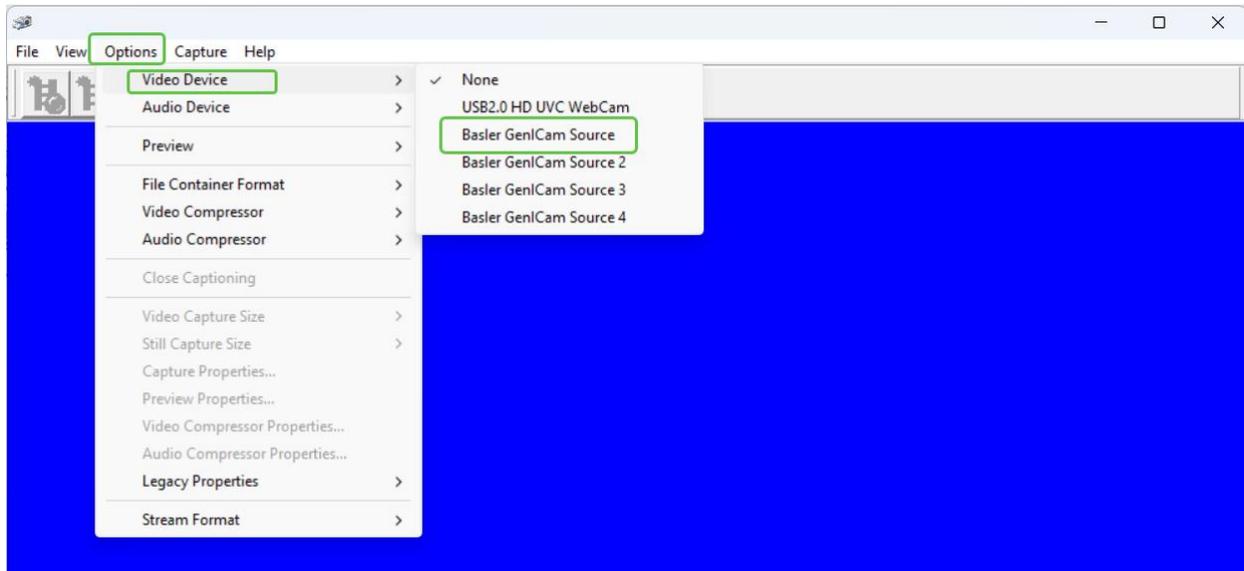
Once the capture program attaches to the camera, the preview from the camera will be displayed.
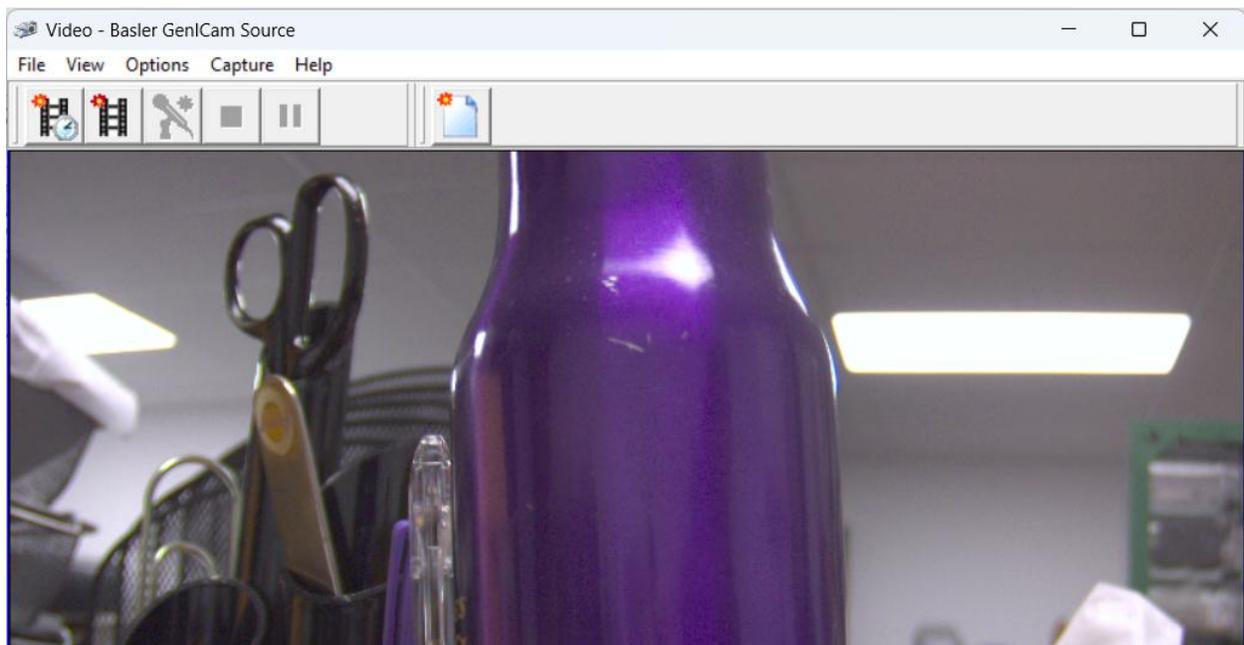
(This page is intentionally left blank)

For More Information or Technical Support, Give Us a Call

Second Opinion Telemedicine Solutions, Inc.

310-802-6300

www.sotelemed.com

corp@sotelemed.com