

The live video window has a flat black image but no error messages while installing or using the DinoCapture software.

### Cause:

- Possible USB controller not USB 2.0

### Solution :

- Reduce the resolution to the lowest setting by going to: “setting” > “resolution”
- Upgrade to USB 2.0
- Purchase USB 2.0 certified HUB
  - \*Check if it is USB 2.0 by: “start” > right click “My Computer” > select “properties” > “hardware” tab > then “device manager” > expand “Universal serial Bus controllers” > if the word “enhanced” is there, then it is using USB 2.0. \*Check if it is USB 2.0 when inserting USB, a notification on the bottom right will say that the device can perform better with USB 2.0
- If the AM211/310 where not uninstalled thoroughly please check if ‘C:\windows\vsnpstd3.exe’ has been activated after startup  
If it is running, please try to remove it from the start-up list and run DinoCapture again.

