

DinoCapture has an image at 640x480 but black screen (or no images) at 1280x1024

Cause:

- It is possible that the USB controller is not USB 2.0, or the HUB is USB 1.1/ not certified 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” on desktop > 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

