



Troubleshooting Guide for the Orion StarShoot AllSky Camera II (SSASCI)

Common Driver Problems

- To install drivers the users account must have administrator rights.
- Make sure the system has the latest service packs from Microsoft installed.
- Devices should only be plugged in after drivers have been installed and computer restarted.
- Turn off any Virus software during installation as that may prevent installation.

Video Capture Device

PROBLEM: The Device is not working

SOLUTION: The driver may not have installed correctly or windows installed a default driver for the device if the device was plugged in prior to installing the correct driver from CD.

To check if the driver was installed correctly, Plug in the device then go to device manager.

Under the group "Sound, Video and game controllers", USB 2861 device (or USB 28185 device) should be seen. If a yellow exclamation mark is present then the driver did not install correctly or the wrong driver was installed. First proceed to "**How to Uninstall the Video Capture Device Driver**" then continue to "**How to Install the Video Capture Device Driver**".

PROBLEM: The image is corrupt, has rolling image or is black and white

SOLUTION 1: If the device was plugged in prior to installing the correct device driver windows may have installed a default driver for the device. Proceed to "How to Uninstall the Device Driver" then "How to Reinstall the Device Driver".

SOLUTION 2: Make sure that the correct Video Standard Format is selected from the capture software. Within the capture software (AMCap or Orion HandyAVI) Go to "Video Capture Filter" and selected the correct Video Standard for your camera (IE USA = NTSC_M, UK = PAL_I)

PROBLEM: How to Uninstall the Video Capture Device Driver

SOLUTION: Plug in the device. Go to device manager. Under the group "Sound, Video and game controllers" right click on USB 2861 Device (or USB 28185 Device) and select uninstall. After uninstall has completed remove the device from the computer and restart computer in order to complete the uninstall process. The driver should now be uninstalled from your computer. Do not plug the device back into the computer until after the correct device driver has been installed (See "How to Install the Video Capture Device Driver").

PROBLEM: How to Install the Video Capture Device Driver

SOLUTION: Place Video Capture Device CD into CD tray and allow to run. From the main menu click on install device driver and follow any on screen instructions. Once installation has completed reboot the computer. Plug in the Video Capture device and allow windows to install the driver.

Installing the USB to Serial Device Driver

PROBLEM: The USB to SERIAL Device is not working

SOLUTION: The driver may not have installed correctly or windows installed a default driver for the device if the device was plugged in prior to installing the correct driver from CD.

To check if the driver was installed correctly, Plug in the device then go to device manager.

Under the group "Ports (COM & LPT)", Prolific USB-to-Serial Comm Port should be seen. If a yellow exclamation mark is present then the driver did not install correctly or the wrong driver was installed. First proceed to "**How to Uninstall the USB to SERIAL Device Driver**" then continue to "**How to Install the USB to SERIAL Device Driver**".

PROBLEM: How to Uninstall the USB to SERIAL Device Driver

SOLUTION: Plug in the device. Go to device manager. Under the group "Ports (COM & LPT)" right click on "Prolific USB-to-Serial Comm Port and select uninstall. After uninstall has completed remove the device from the computer and restart computer in order to complete the uninstall process. The driver should now be uninstalled from your computer. Do not plug the device back into the computer until after the correct device driver has been installed (See "**How to Install the USB to SERIAL Device Driver**").

PROBLEM: How to Install the USB to SERIAL Device Driver

SOLUTION: Place Computer Control CD into CD tray and allow to run. From the main menu click on USB to RS-232 Drivers, select the driver that matches your operating system and follow any on screen instructions. Once installation has completed reboot the computer. Plug in the USB to SERIAL device and allow windows to install the driver.

Installing the Computer Control Software

PROBLEM: I receive a .NET Framework error when installing the software.

SOLUTION 1: Please make sure enough hard drive space is available.

SOLUTION 2: Please make sure user account has administrator rights.

SOLUTION 3: Manually install the .NET framework.

PROBLEM: Which COM port should be selected?

SOLUTION: Run the program SetCOM.exe found on Computer Control CD menu. From the main menu select USB to SERIAL Drivers->Explore additional drivers and tools. Once run the tool is located on the taskbar. Click on the tool to bring up the interface which shows which COM port the device is currently set to. The device can also be reconfigured to another COM port.

Installing Orion HandyAVI Software

PROBLEM: How do I get a license key?

SOLUTION: On the back of the Orion HandyAVI CD label is a sticker with a key request code. Go to the website <http://www.handyavi.com/getkey> and enter your email address and key request code in order to receive your license key.