

NOTICE ABOUT ARTCAM ON Core i SERIES CHIPSET

Some customers have experienced an issue of displaying bugs when running ARTARY's USB Cameras on Core i Series chipset CPU. The problem comes from an internal specification change of USB controller, caused by Core i Series Chipset, and results a slow transmission speed.

<<Find Out If You Have This Problem>>

Displaying bugs may occur if you are using the following chipsets.

List of Models:

- IntelQ57 Express Chipset
- Intel H57 Express Chipset
- IntelH55 Express Chipset
- IntelP55 Express Chipset
- Intel 3400 Chipset
- Intel 3420 Chipset
- Intel 3450 Chipset
- Mobile Intel QM57 Express Chipset
- Mobile Intel QS57 Express Chipset
- Mobile Intel PM55 Express Chipset
- Mobile Intel HM57 Express Chipset

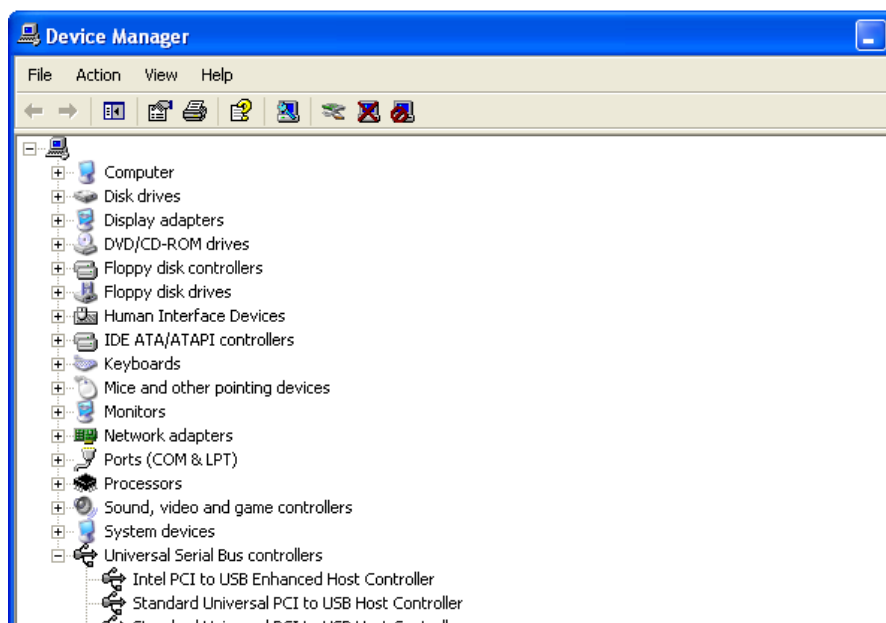
To find out if this problem may occur on your PC, please follow the steps below.

①Open Device Manager.

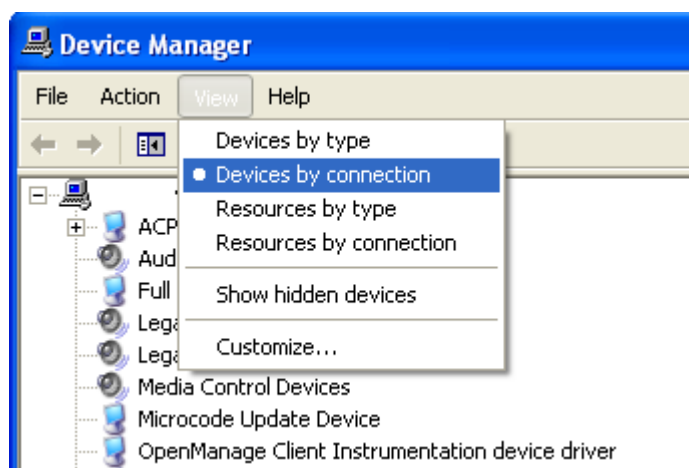
◎Windows XP : [Control Panel]→[System]→[Hardware]
→[Device Manager]

◎Windows Vista : [Control Panel]→[System]→[Device Manager]

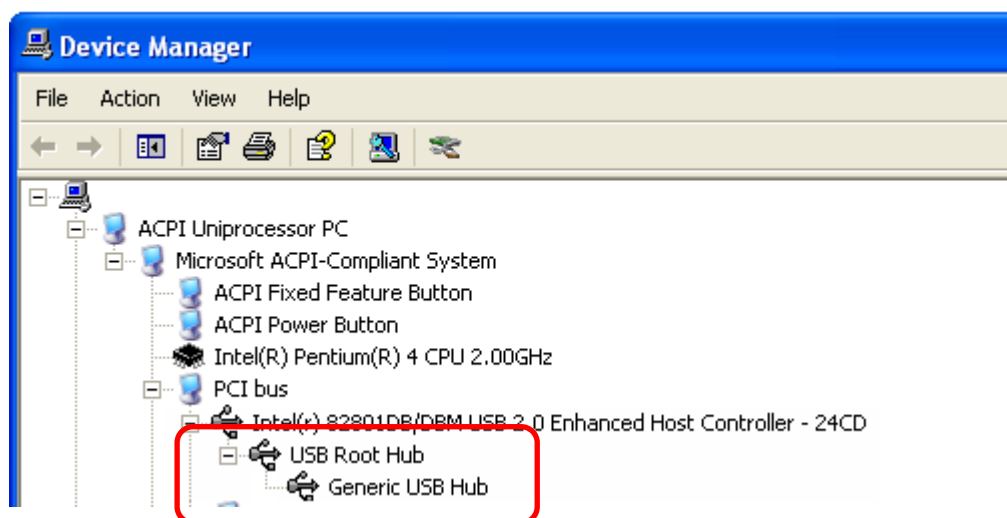
◎Windows 7 : [Start]→ *Right click on [My Computer]→[Manage]
→[Device Manager]



②Click [View] on the toolbar → Select [Devices by connection].



③Follow the order below to find out what device is under USB Root Hub.
[ACPI ··· PC] → [Microsoft ACPI-Compliant System] → [PCI Bus] →
[···USB Enhanced Host Controller] → [USB Root Hub]



If [Generic USB Hub] is right under [USB Root Hub], you may encounter this problem.

<<Solution>>

CCD Camera : Our engineer can adjust the Operation Clock to half speed, and then the camera will be able to function properly. However the frame rate will become half, too.

CMOS Camera : The Operation Clock can be adjusted to half speed either by our engineer or by the customer via the Viewer Software, and then the camera will be able to function properly. However the frame rate will become half, too.