ARTRAY CO., LTD. 2010/8/5 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 IntelH57 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

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

①Open Device Manager.

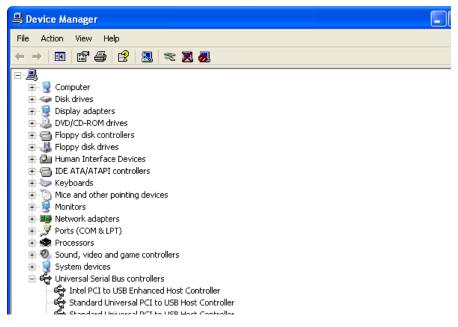
 \bigcirc Windows XP : [Control Panel] \rightarrow [System] \rightarrow [Hardware]

 \rightarrow [Device Manager]

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

 \bigcirc Windows 7 : [Start] \rightarrow *Right click on [My Computer] \rightarrow [Manage]

→[Device Manager]



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(2) Click [View)] on the toolbar \rightarrow Select [**Devices by connection**].

B Device Manager	
File Action	View Help
$\leftarrow \rightarrow $	Devices by type
	Devices by connection
ACP	Resources by type
	Resources by connection
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🛛 🥹 Med	ia Control Devices
- 😼 Micro	ocode Update Device
- 🧕 Ope	nManage Client Instrumentation device driver

③Follow the order below to find out what device is under USB Root Hub.

 $[ACPI \cdots PC] \rightarrow [Microsoft ACPI-Compliant System] \rightarrow [PCI Bus] \rightarrow$

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[\cdots USB \text{ Enhanced Host Controller}] \rightarrow [USB \text{ Root Hub}]
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🚇 Device Manager	
File Action View Help	
ACPI Uniprocessor PC Microsoft ACPI-Compliant System ACPI Fixed Feature Button ACPI Power Button Intel(R) Pentium(R) 4 CPU 2.00GHz PCI bus PCI bus Complexed Host Controller - 24CD Complexed Hub Complexed Hub Complexed Hub Complexed Hub Complexed Hub Complexed 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.