

VC500 Trouble Shooting

It is highly recommended you refer to the user guide for all installation and configuration setting. The manual can be found on your installation disk or in the driver installation download. Below you will find common solutions to common problems:

Quick Links

Full Installation CD

http://www.dmmdownload.com/downloads/CURRENT/PVR/VC500W10PD_Complete_install.zip

Power Director User Guide

https://www.diamondm.com/images/VC500/PowerDirector_UG_ENU.pdf

Driver Installation Problems

Problem: When I try to install the driver, I get an error message “Driver Installation Failed: Could not find the device for this driver”

Solution: Before installing the driver, you must plug the VC500 device USB connection to your PC, make sure the blue LED power light is lit, then proceed with the driver installation

Problems with Ez Grabber Capture program.

Ez Grabber is a simple tool for capturing your analog video tapes to a digital file on your PC.

Problem: Ez Grabber capture software attempts to start but then just closes

Solution: Go to Windows Settings and the open up Privacy. Under App permissions click on Camera. Make sure “Allow apps to access your camera” is turned on.

Problem: When I open Ez Grabber all I see is a black screen.

Solution: Go to Ez Grabber setting by clicking on the Gear Settings Icon and then click on the “Video” tab. Video format should list NTSC_M, if it is blank, this means the driver or the VC500 may not be installed or plugged in, please refer to the full user guide located on the included installation disk.

If Video format is set for NTSC_M and you still have a black screen confirm you have selected the right Input Source by clicking on the Gear Settings Icon and confirm the video input source. If you are using the yellow cable for video then

Also
your

select Composite, if you are using S-Video select S-Video and the click okay.
note the composite and or S-Video/Audio cables must be connected to
VHS/VCR video outputs.

If all the above is confirmed and you still get a black screen try the following:

1. Close Ez Grabber and also confirm you do not have Power Director opened at the same time you have Ez Grabber open
2. Un Plug the VC500 USB connection from the PC and the Plug it back in, then open Ez Grabber. Note: If you are using a Desktop PC we recommend you use one of the USB ports on the back that is connected directly to the PC's mother board. If you are using a hub we recommend you connect it directly to the USB port on the PC.
3. If all else fails there is most likely a compatibility issue with your computer's hardware or a software conflict we are un aware of. In this case please try the VC500 on another PC.

Problem: All I see is a blue capture screen.

Solution: This is generally a good sign you have everything installed properly and the problem is most likely your video source may not be turned on or may not be connected to the video outputs and or you selected the wrong input source. Refer to the user guide on how to connect the video cables. You may also want to test your source by connecting to the composite inputs of your TV. If it won't work on your TV it will not work on the VC500 as there is a problem with your video source (VCR/Camcorder)

Problem: Ez Grabber is only showing a white screen.

Solution: It is not clear to exactly what the cause is but it maybe related to your PC's video/graphics card on how it handles the Video Overlay. In this case try updating your video graphics adapter drivers. If the problem is not resolved we recommend you to use the Power Director 12 program instead of Ez Grabber

Problem: Ez Grabber is not saving your entire video recording. Example; A one hour recording only plays back a few minutes of the one hour recorded video.

Solution: Turn off your screen saver and power saving options to avoid any interruption of the recording process.

Make sure you are saving your recording to your local hard drive and make sure you have enough space to save your recording. A typical 2-hour recording will require over 5GB of disk space.

Problems with Power Director 12.0

Problem: Cyberlink Power Director lost or CD activation key not working

Solution: Please contact us directly either using our on-line chat or support@diamondmm.com. Please provide your product serial number located on the VC500 device itself

Problem: After clicking on the Capture tab, I don't see the option Capture from TV signal (Grayed Out).

Solution: Make sure your VC500 is plugged in and the light is blue before clicking on the Capture tab.

Verify the drivers are installed by checking the windows device manager "Sound video and game controllers are listing USB 2.0 Audio Capture and USB 2.0 Video Capture. If you do not see these listed you will need to install the drivers or make sure the device is plugged in.

Windows 10 users may need to check the windows privacy settings. Under App permissions click on camera. Make sure the option to "Allow apps to access your camera" is turned on.

Problem: Can't burn a DVD. Burning process stops and crashes before completion.

Solution: One of the Windows 10 updates may have caused this problem and there is an update for Power Director 12 that can be downloaded from the link below: <http://www.dmmdownload.com/downloads/CURRENT/PVR/PD12.zip>

Problem: When I play my video back using Windows Media player there is no audio.

Solution: If you were able to hear the audio during the recording, no need to worry the audio is recorded and the problem is with Windows Media player missing the audio codec. In this case we recommend you download VLC player from www.videolan.org