

SVID2USB23 Composite to USB Capture Card FAQs

This document contains some helpful FAQs should you run into any issues:

1. [Both the audio and video devices are showing up as audio devices in Device Manager in Windows. What do I do?](#)
2. General Troubleshooting

Audio and Video devices both showing as Audio devices in Device Manager

FAQ

In some cases, both the video and audio devices show up in Device Manager as an audio device. To resolve this issue, complete the following:

1. Press the **Windows** key + **R**, type **devmgmt.msc**, and press **Enter** to open the Device Manager.
2. Right-click the device and click **Uninstall**.
3. Select the **Delete the driver software for this device** checkbox, if available.
4. Click **OK**.
5. Repeat steps 1 to 3 for the second device.

After both devices are uninstalled, click the **Action** menu and click **Scan for hardware changes**.

Once you have removed the drivers please refer to the "Install Guide" found within this download package.

When you troubleshoot issues with a video capture device, there are some quick tests that you can complete to rule out potential problems. You can test to make sure that the following components are working correctly and are not the source of the issue:

- Video cables
- Video source
- Video capture device

Before you test the video capture device on your computer, make sure that the driver and capture software is installed on your system for your adapter.

To test your setup components, try the following:

- Use the video cables, source, and capture device in another setup to see if the problem is with the components or the setup.
- Use a different video cable, source, and capture device in your setup to see if the problem persists. Ideally, you should test a component that you know works in another setup.

When you test your cables, it is recommended that you do the following:

- Test each cable individually.
- Use short cables when you are testing.

When you test the video cables and source with the video capture device, make sure that the following is true:

- Other video destinations work with the same video source. For more information, visit http://www.startech.com/faq/video_capture_cards_source_compatibility.
- Use as few adapters and extenders as possible.
- The video source is not copyright protected (for example, HDCP).
- The video standard (for example, NTSC, PAL, and HDMI) of the video source matches the technical specifications of the video capture device.

To check if the video capture device is detected on a computer running Windows®, complete the following:

- Press the **Windows** key + **R**, type **devmgmt.msc**, and press **Enter** to open Device Manager. Check to see if your device is listed under **Sound, video and game controllers**.

If you do not see the video capture device in Device Manager, visit <https://www.startech.com/support/faqs/technical-support?topic=expansion-cards#usb-cannot-detect-windows>. If the device is listed with an error, follow the instructions on the www.StarTech.com website to reinstall the drivers.

To check if the video capture device is detected on a computer running Mac, complete the following:

1. In the upper-left corner of the screen, click the **Apple** icon.
2. Click **About This Mac**.
3. Click **More Info** or **System Report**.
4. In the connection type, click **USB** and check for the eMPIA EM2861 chipset.

If you do not see the video capture device in **System Information**, visit <https://www.startech.com/support/faqs/technical-support?topic=expansion-cards#usb-cannot-detect-mac-os>.