



# **MobileCap 124 Installation Manual**

**Version: 1.3.3**  
**Date: 18.11.2013**

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## 1 Introduction

This document describes how to install the **WinCan MobileCap 124 device** on a Windows computer.



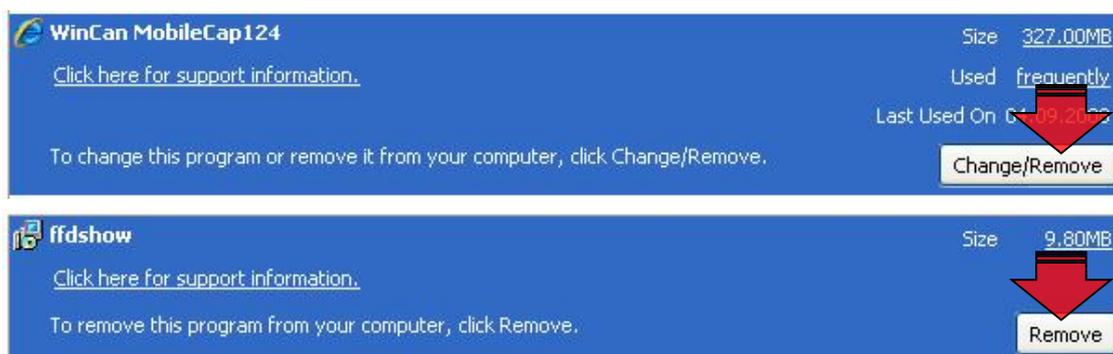
## 2 System Requirements

- Laptop/PC with at least 3 USB ports
- Windows XP Pro, SP3 (32 OR 64 bit); Windows 7 Pro, SP1 (32 OR 64 bit); Windows 8 Pro (32 OR 64 bit) with all the official updates from Microsoft installed.
- Windows Media Player 11
- DirectX, version 9c or higher
- WinCan8 (version 8.30.0.1700 or higher)
- License for MPEG recording (MPEG1, MPEG2 or MPEG4)

## 3 Preparing the Installation

Mind the following issues prior to the installation:

- Make sure that you are logged in as **system administrator** (see documentation *WinCan8\_Download\_Installation*, p. 3)!
- The MobileCap124 device must NOT yet been connected to the Laptop/PC.
- Old driver versions have to be uninstalled before installing a new one: open the **Control Panel**, check the following entries, remove them and restart your PC:



- The screen saver must be switched off
- All the power options must be switch off via the **Control Panel**; set the entries for the two items *Turn off monitor/hard disk* and *system standby* to NEVER!

## 4 Driver Installation

Make sure that the MobileCap124 device is NOT connected to your PC.

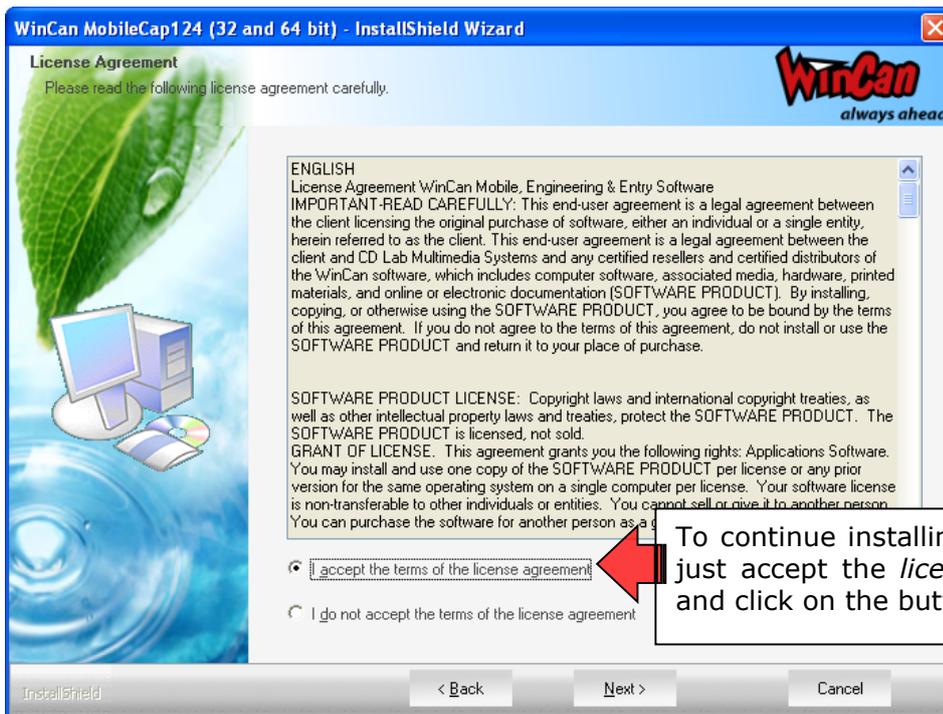
Doubleclick on the installation file *WinCanMobileCap124\_x32\_x64\_Setup.exe*:



WinCanMobileCap124\_x32\_x64\_Setup.exe  
Application

...must be downloaded from [www.win-can.com/support](http://www.win-can.com/support) (link Downloads)

Follow the steps given by the wizard and click on the button NEXT:



To continue installing the software just accept the *license agreement* and click on the button NEXT.

## Driver Installation

Enter your *User Name* as well as the *Name* of your *Company* and click on the button NEXT to confirm your entries:

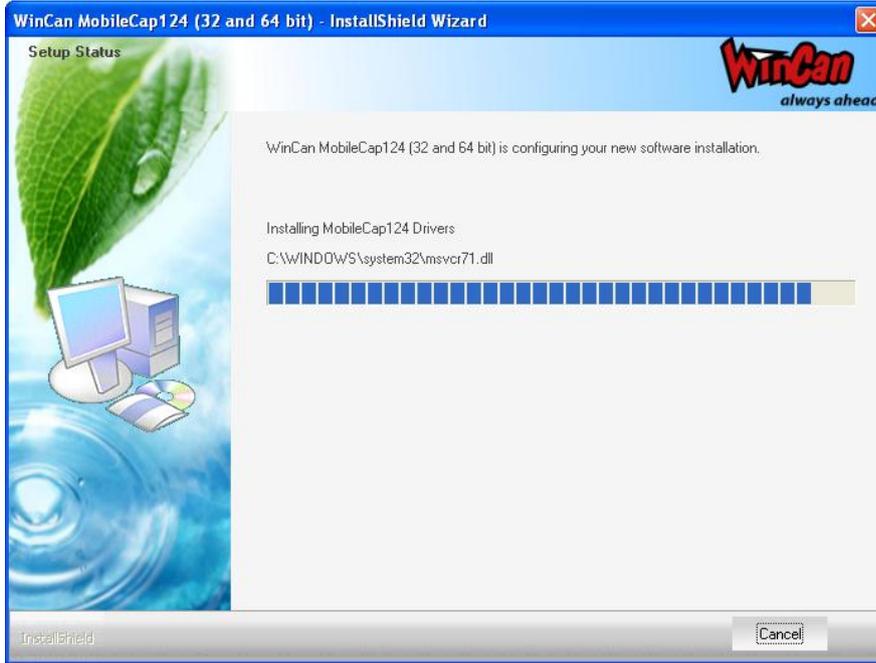


The installation folder *C:\Program Files\* is suggested per default. You may just accept this setting:



Finally click on the button NEXT...

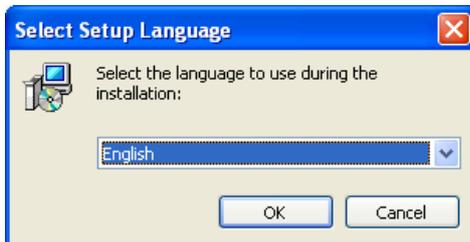
... and the installation process starts immediately:



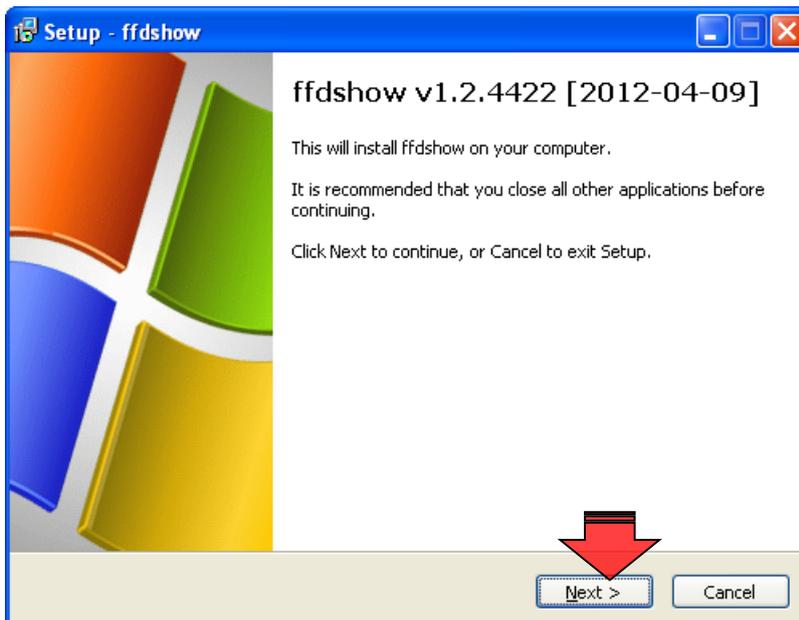
The driver installation is automatically followed by the installation of the *FFDShow* filter after a few seconds:

### 4.1 FFDShow installation

The FFDShow - Decoder allows the video data recorded with the MobileCap device to be displayed. Select the language and click OK:

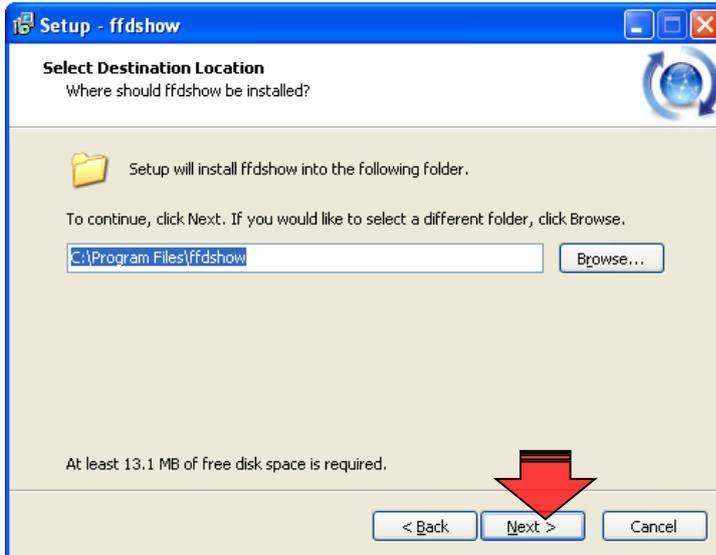


Click on the button NEXT to set all the parameters needed for the FFDShow installation:

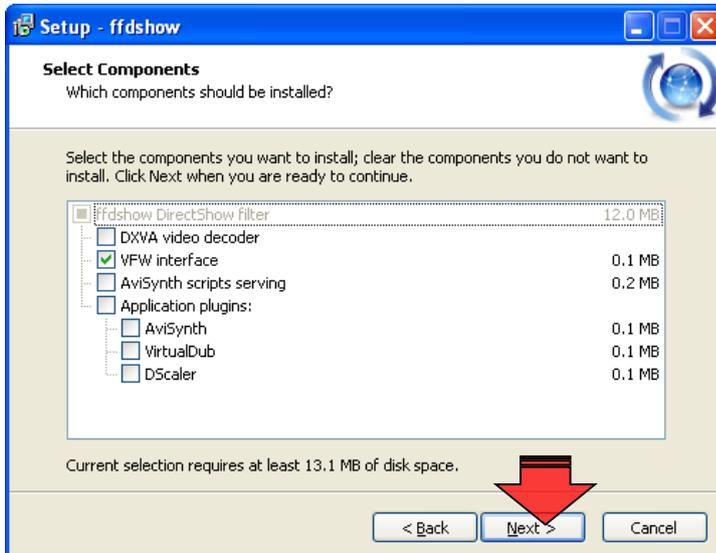


## Driver Installation

Accept the destination folder automatically suggested by the wizard and click on the button NEXT to continue:



Accept the settings in the dialogue box below and click on the button NEXT:

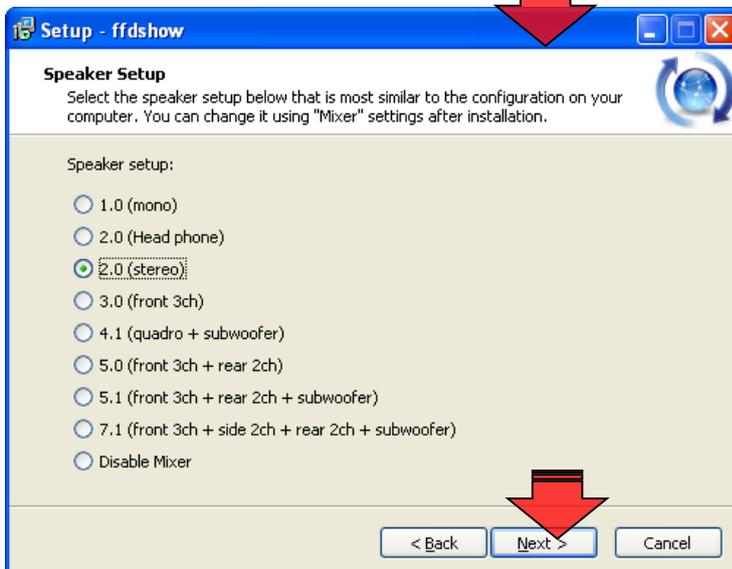
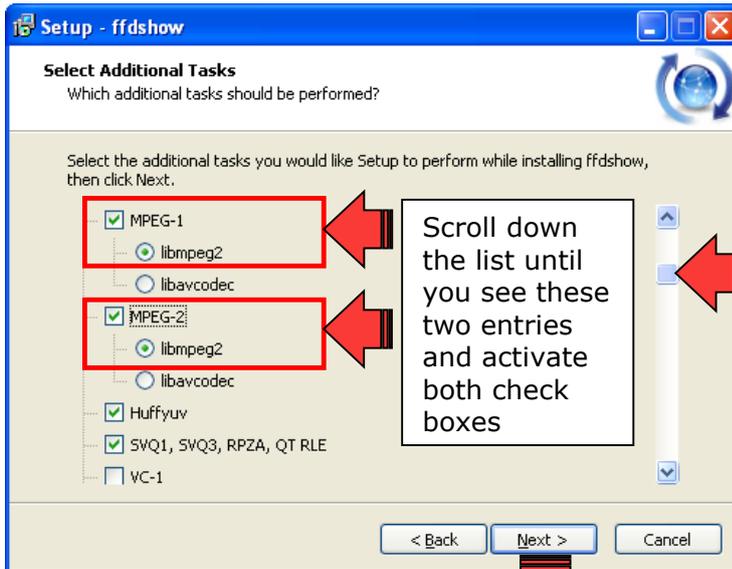


Accept the settings in the dialogue box below and click on the button NEXT



## Driver Installation

The following step is the **most important** one. MPEG1 and MPEG2 must be activated **manually** as shown below before you hit the button NEXT:

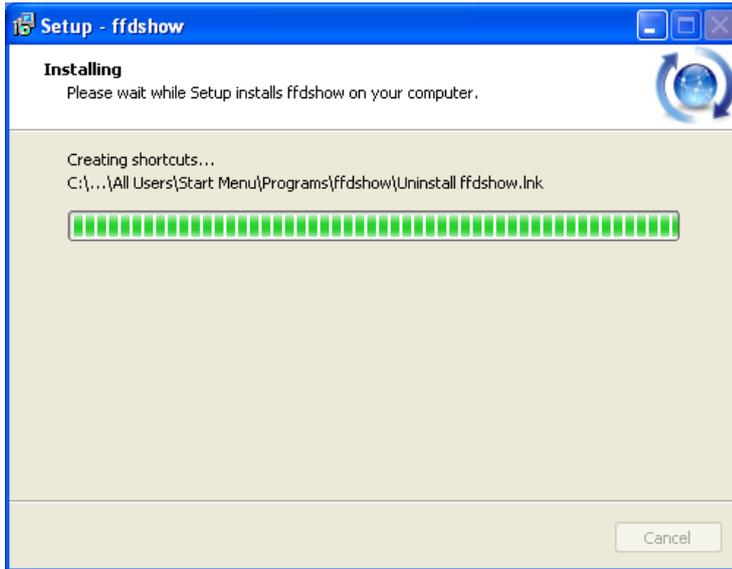


All the parameters are set now and FFD-show can finally be installed:



## Driver Installation

Wait until the installation has been completed:



Click on the button FINISH to terminate the FFDSHOW installation process:

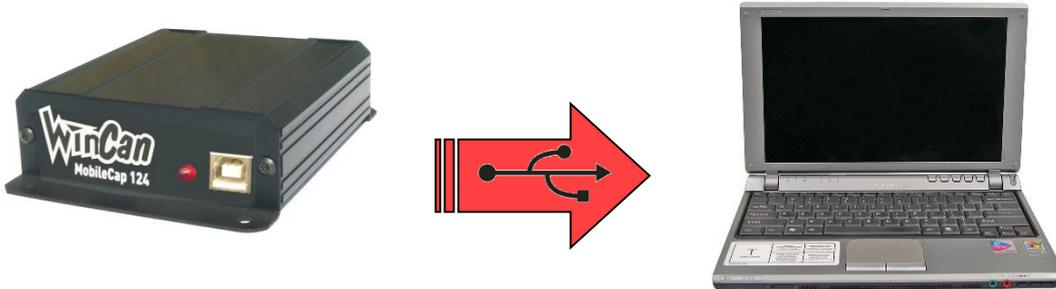


Finally click on the button FINISH to terminate the MobileCap installation process:



## 5 Driver Configuration (Windows XP)

Now connect the MobileCap124 device to your PC/notebook choosing a free USB port:



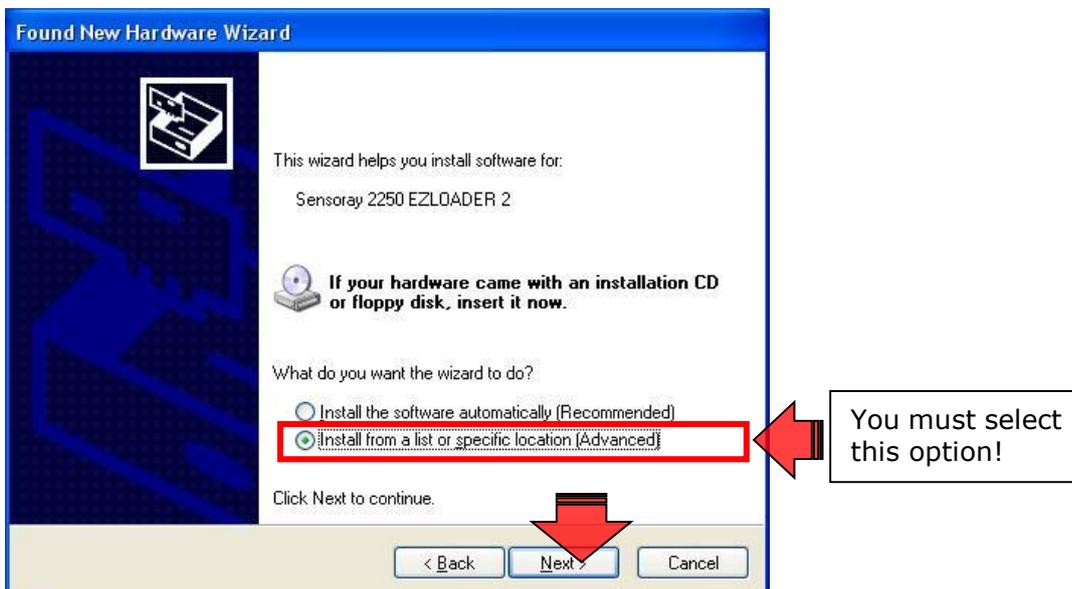
### IMPORTANT:

When **reinstalling** the driver always plug the MobileCap124 into a **new** USB port that has not yet been used by the device before!

Select the option *No, not this time* and then click *Next*:

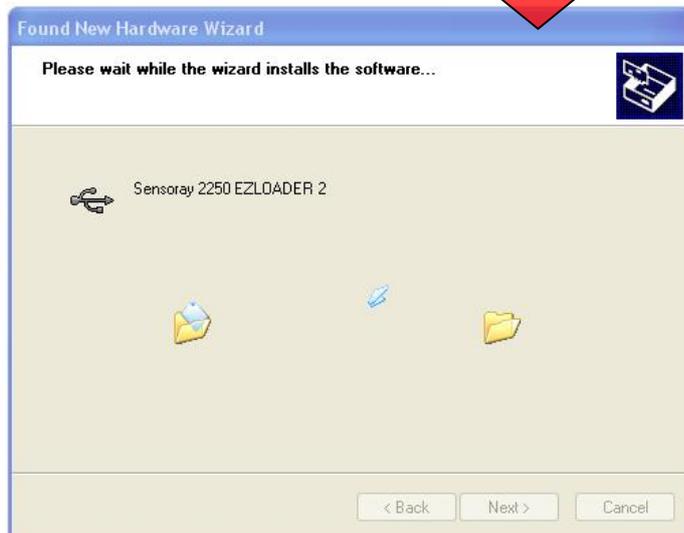
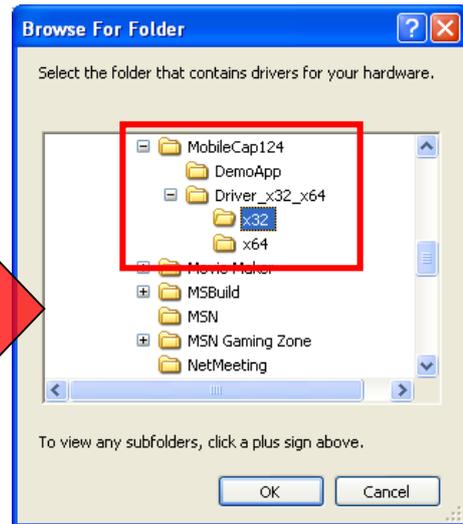
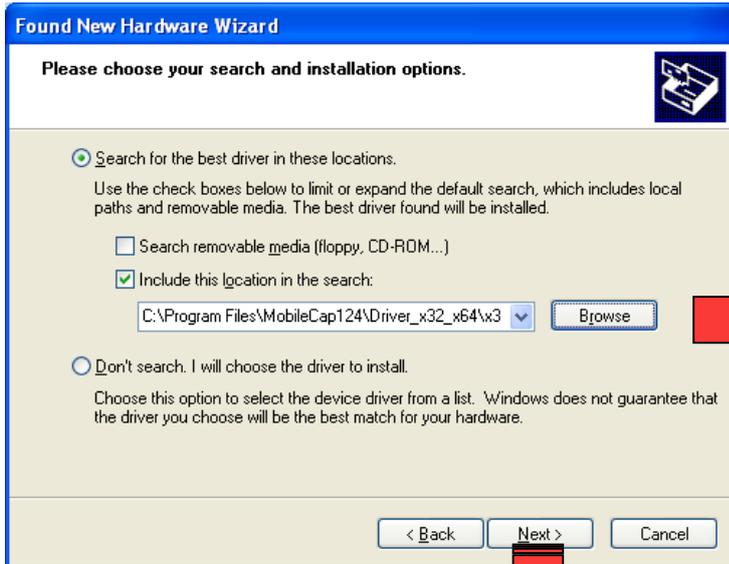


The name of the 1st driver component is displayed in the dialogue below:



# Driver Configuration (Windows XP)

Browse for the corresponding driver directory as shown below and click OK

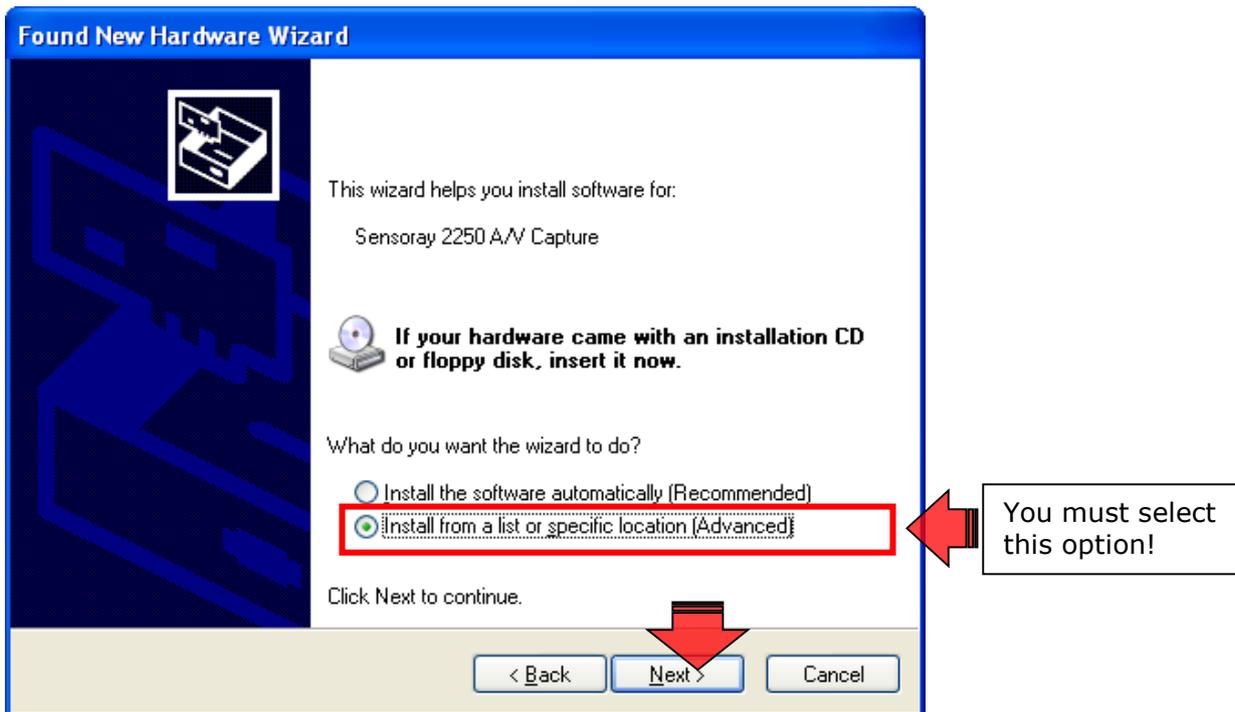


## Driver Configuration (Windows XP)

Wait for the next step of the driver installation. Select the option *No, not this time* and then click *Next*:

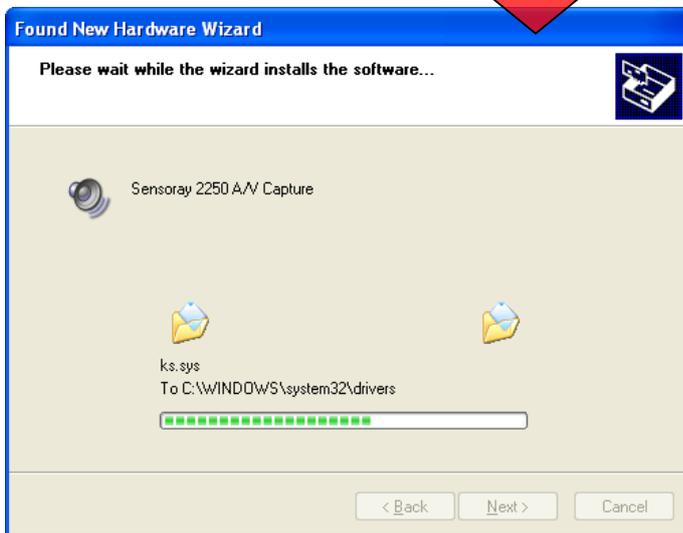
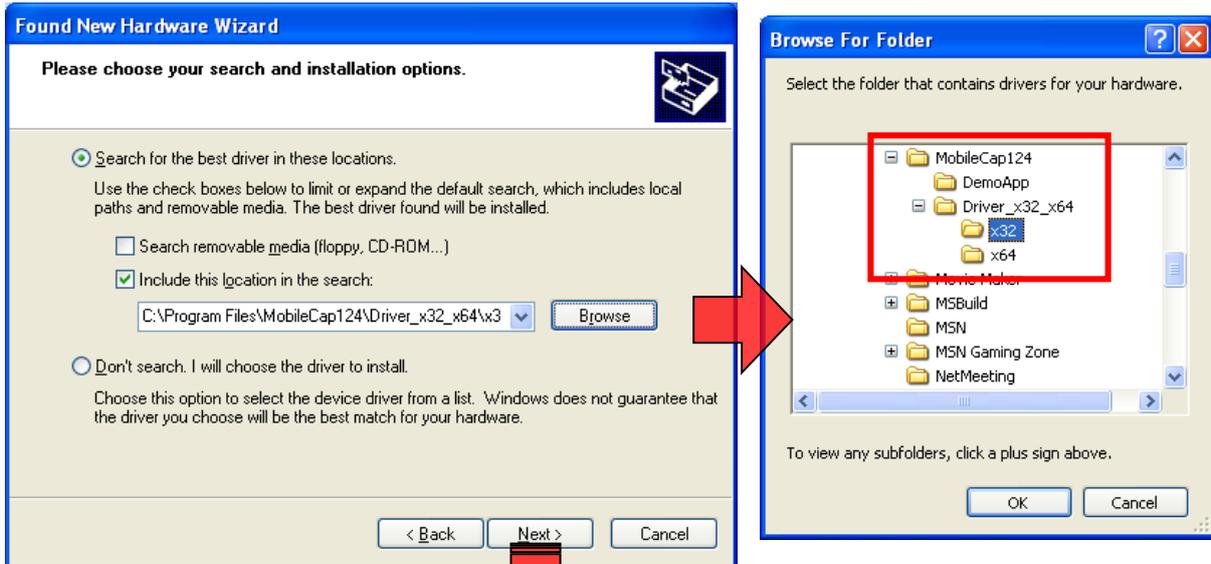


The name of the 2nd driver component is displayed in the dialogue below:



## Driver Configuration (Windows XP)

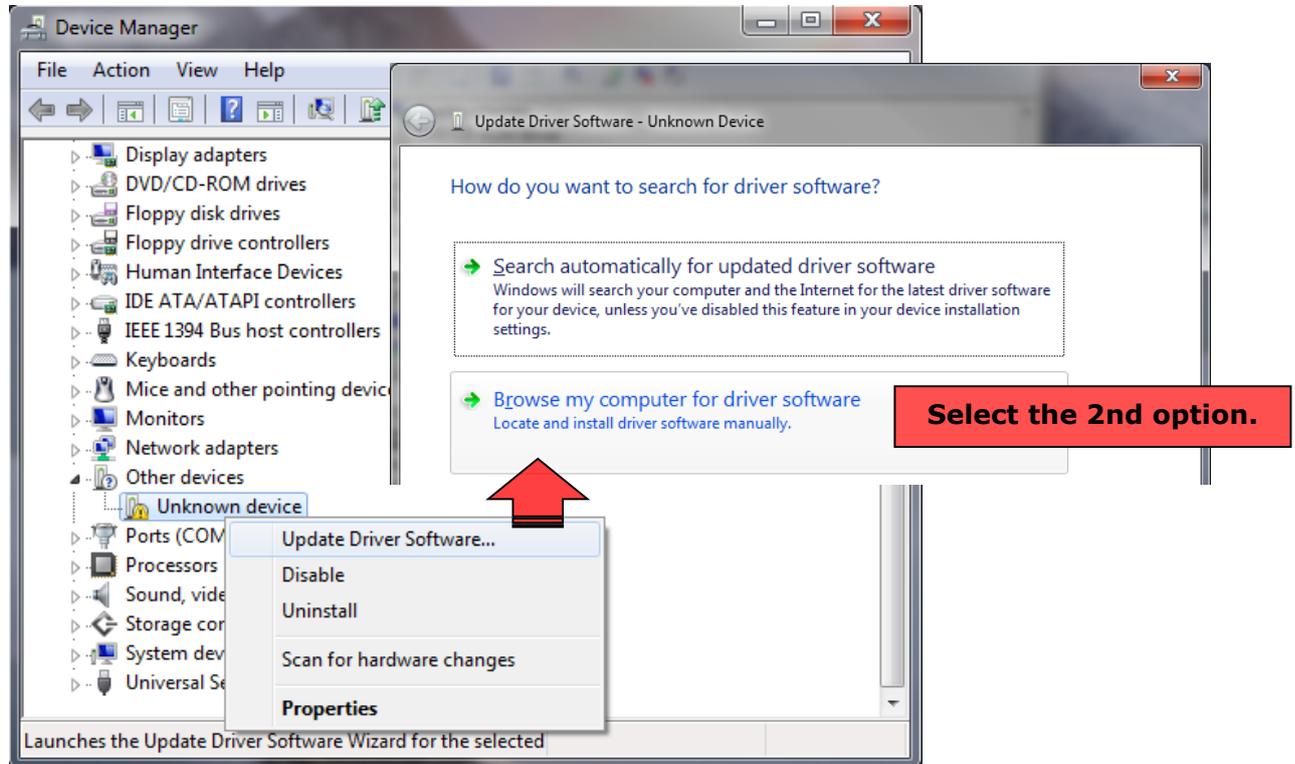
Browse for the corresponding driver directory as shown below and click **OK**



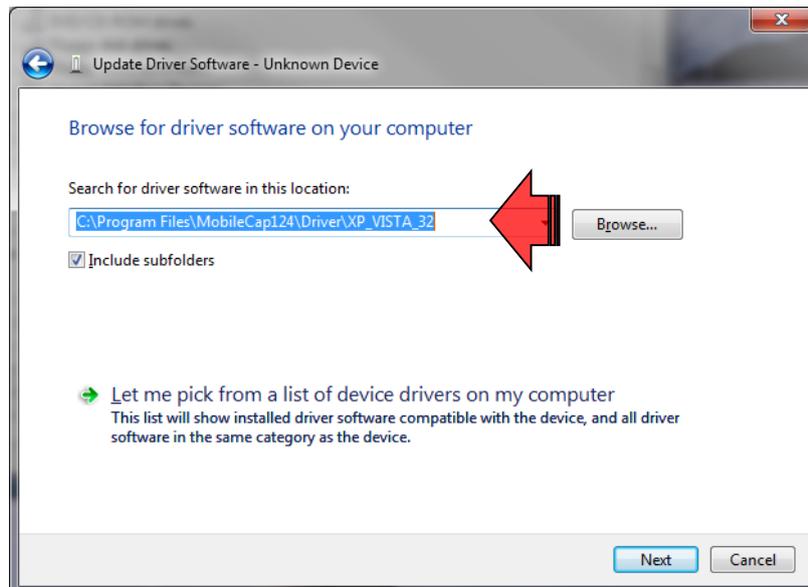
Click on the button **FINISH** and **restart your PC**.

## 6 Driver Configuration (Windows 7, Windows 8)

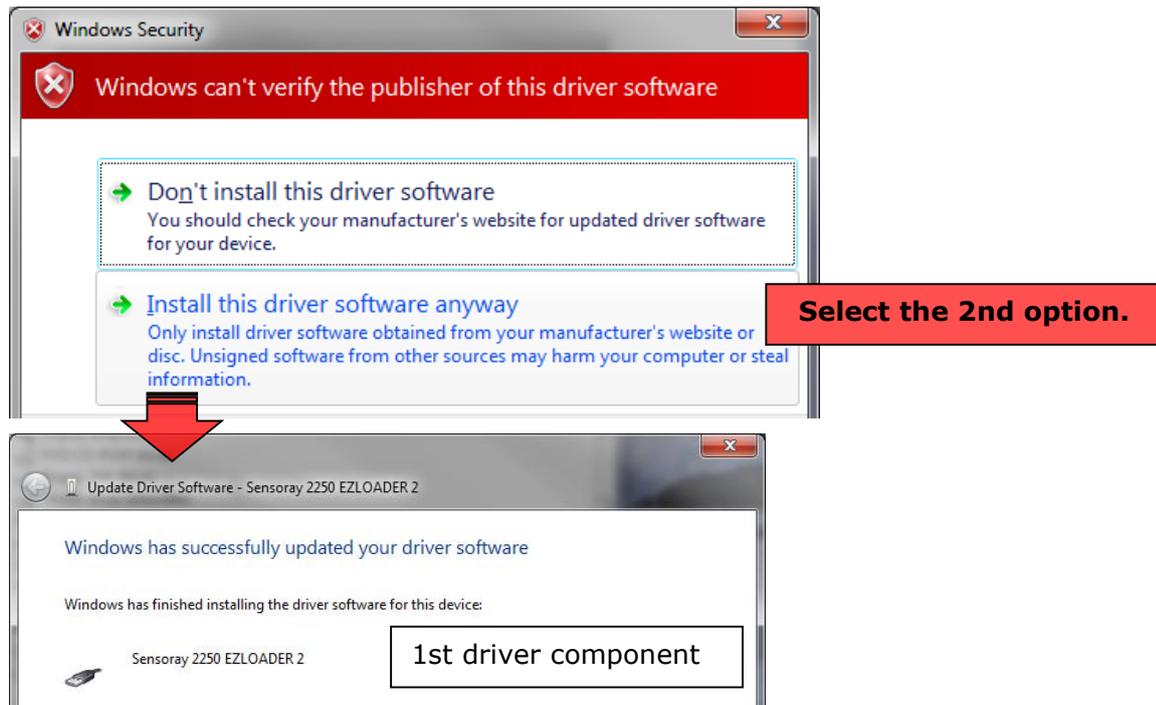
**Windows 7** and **Windows 8** do NOT automatically recognize the device. So open the device manager, right click on the entry **Unknown device** and select the command *Update Driver Software*:



Click on the button *Browse* to indicate the folder path the configuration files must be taken from: *C:\Program Files\MobileCap124\Driver\_X32\_X64\X32* (or *...\X64* for 64bit operating systems!):



## Driver Configuration (Windows 7, Windows 8)

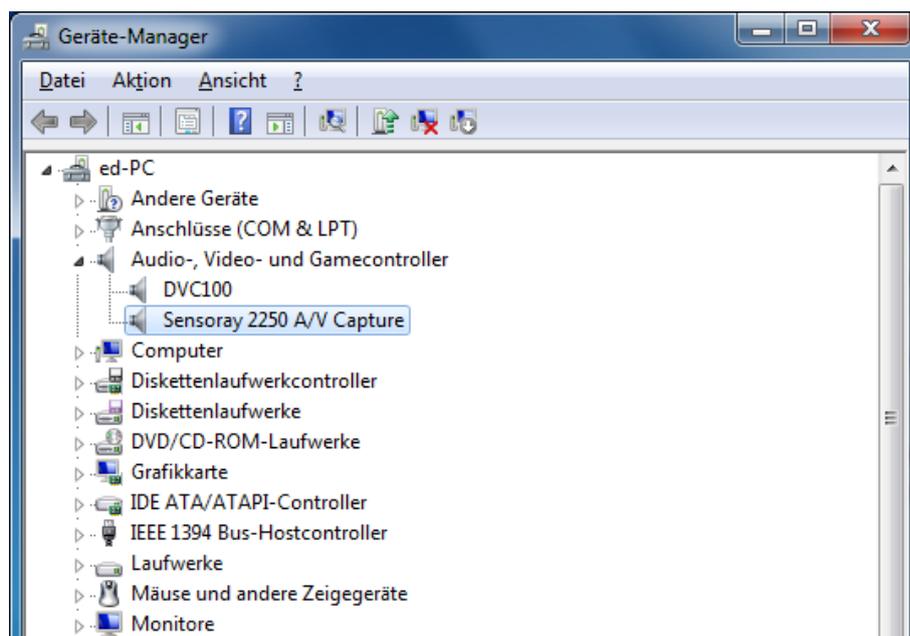


**Repeat** the steps above until both driver components have been installed:



Click on the button **FINISH** and **restart your PC**.

Open the device manager and check if the device has been registered correctly as **Sensoray 2250 A/V Capture** in the category *Sound, Video and Game Controllers* as shown below:



## 7 Test of the MobileCap device

Restart your PC immediately after installation and run the test application provided by SENSORAY to test the functionality of the MobileCap device (i.e. displaying and recording) The application named as *app-2250-demo* is put directly on your desktop during the installation:



To get a picture displayed on the screen of the testing application select the menu command *Tools, Options* and check the video settings that are highlighted below:

The screenshot shows the 'app-2250-demo' application window with the 'Tools' menu open. The 'Options' dialog box is open, showing the 'Compression' tab. The 'Video' tab is selected, and the 'Record' tab is also highlighted. A text box explains that the 'Record' option is set automatically and must not be changed.

Select the corresponding **signal** currently provided by your camera.

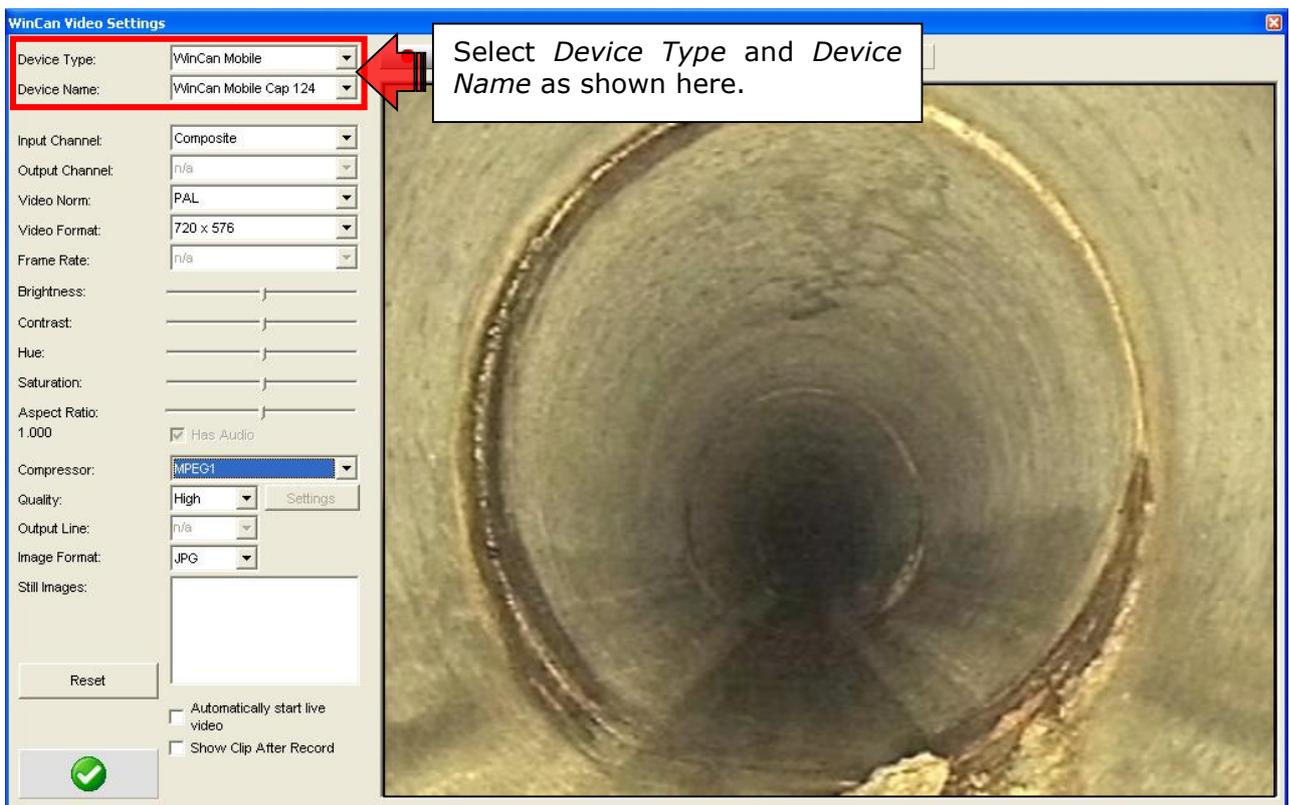
This option is set automatically and must NOT be changed

Click on the icon  in the symbol bar to display the LiveVideo image.



## 8 Configuration in WinCan8

Start WinCan8 and open a new or an existing project. Open the *Video Settings* dialogue in WinCan8:



## 9 Troubleshooting

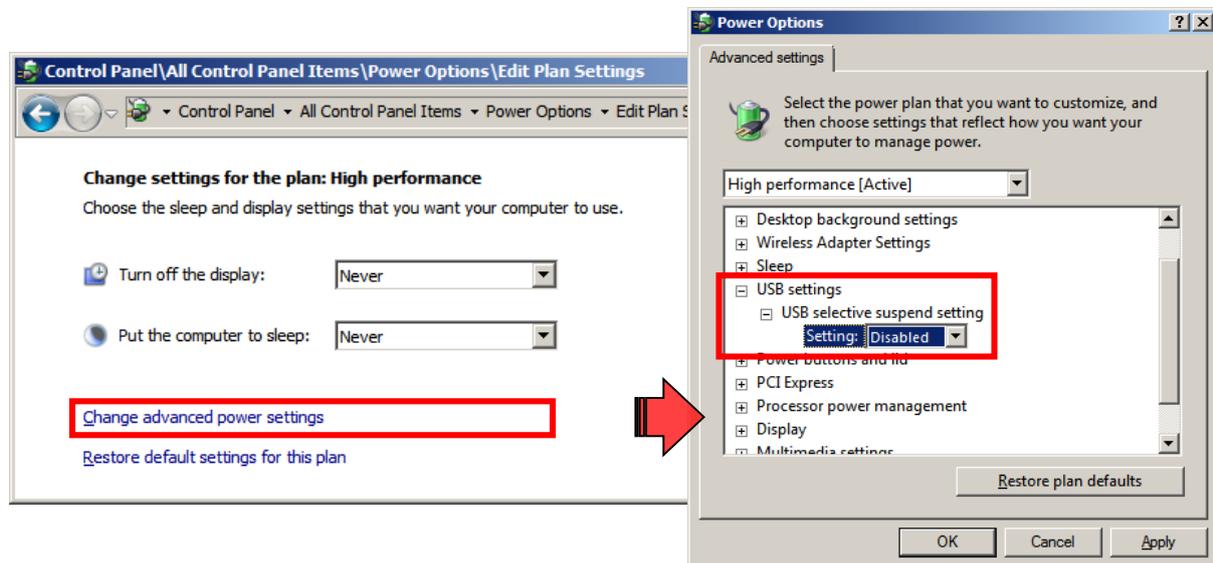
In case of any error messages (specifically referring to the device) that can appear during device selection OR displaying and recording of the LiveVideo stream you may strike the RESET button in the *Video Settings* panel (p. 17).

Follow the steps described below if the problem still persists:

- Make sure that you are logged in as **system administrator** when working on PCs running with **Windows 7 or Windows 8!**
- Uninstall the WinCan MobileCap124 in the **device manager**.
- Unplug the device from the USB Port.
- Uninstall FFDSHOW ( START, Control Panel, Add/Remove Software).
- Uninstall WinCanMobileCap124 (START, Control Panel, Add/Remove Software).
- REBOOT your PC.
- REINSTALL the MobileCap driver (pages 4-19).
- **Plug the MobileCap into a NEW USB port (IMPORTANT: Never use the same USB Port as before!!!).**
- Continue the driver installation via the hardware wizard (pages 10-13).
- Reboot the PC and check the functionality of the device with the test application *app-2250-demo* (p. 16).

### 9.1 Freezing live video signal

Modify the energy options in the Windows Control Panel as shown below to prevent frequent freezing of the live video signal in WinCan:



### 9.2 Different user profiles

When using different user profiles on the same computer you will have to uninstall (p. 3) and reinstall (p. 6-9) the filter **FFDSHOW for each user**.

As you have already installed the driver you are able to run the FFDSHOW installation package directly from the folder *C:\Program Files\MobileCap124\DemoApp\*:

