



Digital Camera USB Troubleshooting Guide

Windows 98, Me, 2000 and XP

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Purpose of This Guide

This guide is intended to help Polaroid digital camera owners solve communication problems between the camera and the USB port of a computer running the Microsoft Windows 98, Me, 2000 or XP operating system.

The most common symptom of this problem is the message **Camera not connected** or **Failed to connect camera** on your computer screen when you try to access pictures in the camera using PhotoMAX or PhotoImpression software. USB problems may also prevent Polaroid PDC 1320 cameras from appearing as a removable disk in the My Computer window of Windows 98, Me, 2000 or XP.

How to Use This Guide

This guide contains descriptions and solutions for the most common causes of USB communication problems. Review the possible causes and perform the suggested solutions in the order below until you can access the pictures in the camera.

<i>Possible Cause</i>	<i>Page</i>
Incompatible computer operating system.....	2
Camera or computer hardware problem	2
Incorrect USB or camera setup in Windows	4
USB chipset problem.....	7
Windows XP USB 2.0 driver not installed.....	8

Possible Causes and Solutions

Incompatible computer operating system

Solution:

Microsoft Windows 95 and NT operating systems are **not** compatible with USB technology. (In addition, PhotoMAX and PhotoImpression software cannot be installed on Windows NT systems.) If you have an incompatible operating system, you must upgrade to Windows 98, Me, 2000 or XP to use a USB connection. Your computer must also have the appropriate USB connectors.

Refer to the system requirements section of your camera user guide for more information about compatible operating systems and required hardware. To download a user guide for your digital camera, go to www.polaroid.com. Click **Customer Support**, and then click **Download a User Guide**.

If you verify that you have a USB compatible operating system and the message "Camera not connected" or "Failed to connect camera" still appears or your PDC 1320 camera fails to appear as a removable disk in the My Computer window, continue to the next section.

Camera or computer hardware problem

Solution:

The first step in solving USB communication problem is checking your camera and computer for the following common hardware problems:

- Camera not turned on
- Camera switch incorrectly set
- Camera cable disconnected, loose or defective
- Faulty USB connector on computer

Refer to the following sections for more details on each problem. If the message "Camera not connected" or "Failed to connect camera" still appears or your PDC 1320 camera fails to appear as a removable disk in the My Computer window after you check these items, continue to "Incorrect USB or camera setup in Windows" on page 4.

Camera not turned on

Follow the camera instructions to turn the camera on. Some Polaroid digital cameras conserve battery power by turning off automatically after a few minutes of inactivity.

If the camera does not power up when you follow the instructions, install new batteries or connect the camera to AC power if it has an AC power adapter. Then turn the camera on.

Note: The PDC 1320 camera must be turned on **before** you connect it to the computer. If you have a PDC 1320, disconnect it from the computer and turn the camera power on. Then reconnect the camera to the computer.

After turning the camera on (and reconnecting if necessary), follow your software instructions to access pictures in the camera. If the message "Camera not connected" or "Failed to connect camera" still appears or your PDC 1320 camera fails to appear as a removable disk in the My Computer window, continue to the next section.

Camera switch incorrectly set for image access

Make sure the camera is turned on and the mode dial (if your camera has one) is correctly set for transferring pictures to the computer. Refer to the camera user guide for more information.

Note: The PDC 1320 camera must be turned on **before** you connect it to the computer. If you have a PDC 1320, disconnect it from the computer and turn the camera power on. Then reconnect the camera to the computer.

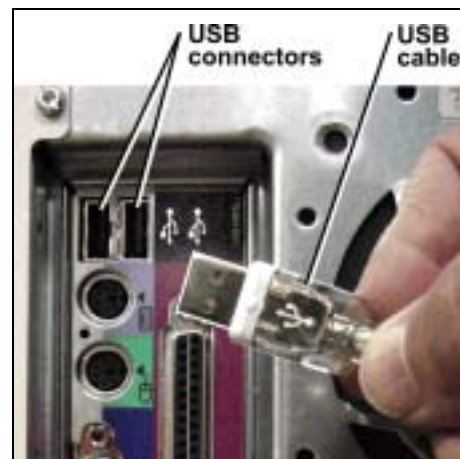
After checking the camera settings, follow your software instructions to access pictures in the camera. If the message "Camera not connected" or "Failed to connect camera" still appears or your PDC 1320 camera fails to appear as a removable disk in the My Computer window, continue to the next section.

Camera cable disconnected, loose or defective

Check the camera cable connections at the camera and the computer (see figure at right). Make sure the connectors are firmly attached. Also check the cable for breaks, kinks or other defects. If the cable is broken or kinked, obtain a new cable.

If you are in the U.S., your Polaroid camera is still in warranty, and the cable has a manufacturing defect, you can obtain a new cable by contacting Polaroid Technical Support at **1-800-897-0356**. If your camera is out of warranty or your camera cable was damaged by accident or misuse, call the Polaroid Parts Department at **1-800-343-4846** (Monday-Friday, 9 a.m. to 5 p.m. Eastern time).

Outside the U.S., refer to the camera user guide for the technical support number or visit www.polaroid.com, click **Customer Support**, and click **Reach Polaroid Worldwide**.



Connecting the USB cable to your computer

After checking the cable and cable connections, make sure the camera is on. Then follow your software instructions to access pictures in the camera. If the message "Camera not connected" or "Failed to connect camera" still appears or your PDC 1320 camera fails to appear as a removable disk in the My Computer window, continue to the next section.

Faulty USB connector on computer

One of the USB connectors on your computer may be faulty. To check this, move the camera cable to the other USB connector on your computer. (Most computers have two USB connectors located near each other as shown [above](#).) It is not necessary to turn off the computer before moving the cable.

After connecting the cable to the other USB connector on your computer, turn the camera on. Then follow your software instructions to access pictures in the camera. If the message "Camera not connected" or "Failed to connect camera" still appears or your PDC 1320 camera fails to appear as a removable disk in the My Computer window, continue to the next section.

Incorrect USB or camera setup in Windows

Solution:

After you have checked for the hardware problems described [on page 2](#), check the USB and camera status in the Windows Device Manager using the steps below. This procedure directs you to appropriate corrective steps if you find that the USB port or your camera is incorrectly configured in the Device Manager. If your Device Manager is correctly set up, the procedure directs you to "USB chipset problem" [on page 7](#).

If the message "Camera not connected" or "Failed to connect camera" still appears or your PDC 1320 camera fails to appear as a removable disk in the My Computer window after you follow the steps, continue to "Incorrect USB or camera setup in Windows" [on page 4](#).

Checking USB and camera status in Device Manager

- 1** Right-click **My Computer** on the Windows desktop and then click **Properties**. Click the **Device Manager** tab to display the Device Manager window as shown at the right. (On Windows 2000 systems, click the **Hardware** tab and then the **Device Manager** button.)
- 2** In the Device Manager list, click the + sign next to **Universal serial bus controller**.
- 3** Verify that a USB host controller and a USB root hub are listed below Universal serial bus controller similar to the figure on the right.

If Universal serial bus controller, USB host controller and USB root hub are all listed without a yellow exclamation point or a red x, go to step 4.

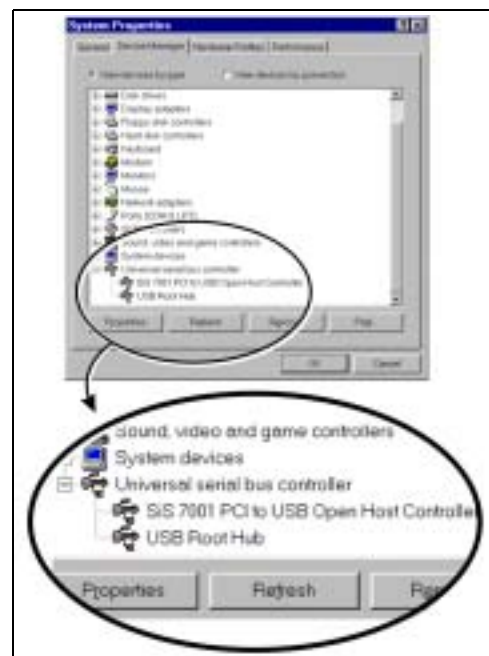
If Universal serial bus controller, USB host controller or USB root hub are not listed, close the Device Manager and go to "USB port incorrectly configured in BIOS" [on page 5](#).

If Universal serial bus controller, USB host controller and USB root hub are listed but one or more displays a yellow exclamation point, go to "USB controller IRQ conflict" on page 6. If you have Windows XP, right-click on the Host Controller listing and choose **Properties** from the drop down menu. If you see this status message in the Properties window: **The drivers for this device are not installed (code 28)**, go to "Windows XP USB 2.0 driver not installed" [on page 8](#).

If Universal serial bus controller, USB host controller and USB root hub are listed but one or more displays a red "x," go to "USB controller or root hub disabled in Windows Device Manager" [on page 5](#).

- 4** If you have a PDC 1320 camera, skip to step 5.

If you have another camera model, click the + sign next to **Imaging Device** in the Device Manager window.



Typical USB controller and root hub listing in Device Manager

- 5 If you have a PDC 1320 camera, verify that it is listed below **Universal serial bus controller** in the Device Manager. If you have another camera model, verify that it is listed below **Imaging Device** as shown at the right.

If your camera is listed in the correct location without a yellow exclamation point, go to "USB chipset problem" [on page 7](#).

If your camera does not appear below Imaging Device, if your PDC 1320 camera does not appear below Universal serial bus controller, or if your camera is incorrectly listed under Other Devices, go to "Software and camera installed in wrong sequence" [on page 6](#).



Typical correct camera listing in Device Manager

USB port incorrectly configured in BIOS

Note: The procedure in this section is intended for advanced users only. Incorrect BIOS settings could prevent your computer from starting or operating normally. If you are not experienced in making changes to your computer BIOS, consult your computer instructions or contact your computer manufacturer for assistance before attempting the steps below.

- 1 Follow instructions with your computer to view the BIOS settings. These settings are sometimes called "CMOS" settings or "system setup."

Viewing BIOS settings usually requires you to press a key, such as F2 or Delete, just after you turn the computer power switch on. Instructions often appear on the screen briefly when you turn the computer on. Also check the instructions and manuals provided with your computer.

- 2 Look for "USB Interface" or a similar setting in the Advanced Setup, Peripheral Configuration or another section of your computer BIOS settings.
- 3 Follow instructions on the screen or in your computer documentation to enable the USB port.
- 4 Follow instructions on the screen to save the new settings and restart the computer.
- 5 Turn the camera on and follow your software instructions to access pictures in the camera. If the message "Camera not connected" or "Failed to connect camera" still appears or your PDC 1320 camera fails to appear as a removable disk in the My Computer window, restart the procedure in "Incorrect USB or camera setup in Windows" [on page 4](#).

USB controller or root hub disabled in Windows Device Manager

- 1 If the Device Manager window is visible, go to step 2.

If the window is not visible, right-click **My Computer** on the Windows desktop and then click **Properties**. Click the **Device Manager** tab. (On Windows 2000 and XP systems, click the **Hardware** tab and then the **Device Manager** button.)

- 2 In the Device Manager list (shown on page 4), click the + sign next to **Universal serial bus controller**.
- 3 Click the line in the Device Manager containing the red "x".

- 4 Click the **Properties** button. (On Windows 2000 and XP systems, click **Properties** on the Action menu.)
- 5 In the Communications Port Properties box, click the **Resources** tab.
- 6 Re-enable the USB device by clicking the **Enable Device** button and following instructions on the screen.
- 7 Turn the camera on and follow your software instructions to access pictures in the camera. If the message "Camera not connected" or "Failed to connect camera" still appears or your PDC 1320 camera fails to appear as a removable disk in the My Computer window, restart the procedure in "Incorrect USB or camera setup in Windows" [on page 4](#).

USB controller IRQ conflict

If the USB universal serial bus controller, the USB host controller, or the USB root hub are displayed in the Windows device manager with a yellow exclamation point, your computer probably has an IRQ conflict. To resolve this problem, refer to your computer instructions or contact your computer manufacturer.

After you resolve the IRQ conflict (usually by disabling an infrequently used device to make its IRQ available for the USB port), turn the camera on and follow your software instructions to access pictures in the camera. If the message "Camera not connected" or "Failed to connect camera" still appears or your PDC 1320 camera fails to appear as a removable disk in the My Computer window, restart the procedure in "Incorrect USB or camera setup in Windows" [on page 4](#).

Software and camera installed in wrong sequence

For proper setup, PhotoMAX or PhotoImpression software must be installed on your computer **before** the camera is connected. If you suspect that you may have installed the software and camera in the wrong sequence, follow these steps:

- 1 If the Device Manager window is visible, go to step 2.

If the window is not visible, right-click **My Computer** on the Windows desktop and then click **Properties**. Click the **Device Manager** tab. (On Windows 2000 and XP systems, click the **Hardware** tab and then the **Device Manager** button.)

- 2 Disconnect the USB cable from the camera.
- 3 On the **Device Manager** tab, click the (+) next to **Other devices**. Then click **USB IMAGING DEVICE** (below **Other devices**) to highlight it. If you have a PDC 1320 camera, click **Polaroid 1320 camera** below **Other devices**.
- 4 On Windows 98 and Me systems, click **Remove** and click **OK** to confirm your action. Follow instructions on the screen to remove the device from the Device Manager.

On Windows 2000 and XP systems, click **Uninstall** on the Action menu and click **OK** to confirm your action. Follow instructions on the screen to remove the device from the Device Manager.
- 5 If you have a PDC 1320 camera, turn it on. (Other cameras can be on or off.)
- 6 Reconnect the USB cable to the camera.

- 7 Follow the software instructions to access pictures in the camera.
- 8 If the message "Camera not connected" or "Failed to connect camera" still appears or your PDC 1320 camera fails to appear as a removable disk in the My Computer window, restart the procedure in "Incorrect USB or camera setup in Windows" on page 4.

USB chipset problem

Solution:

Some USB controllers (called the USB chipset) installed on computer motherboards are known to have problems communicating with digital cameras. Use the following steps to determine whether your connection problem results from the USB chipset on your computer and to obtain a software utility or "patch" to solve the problem.

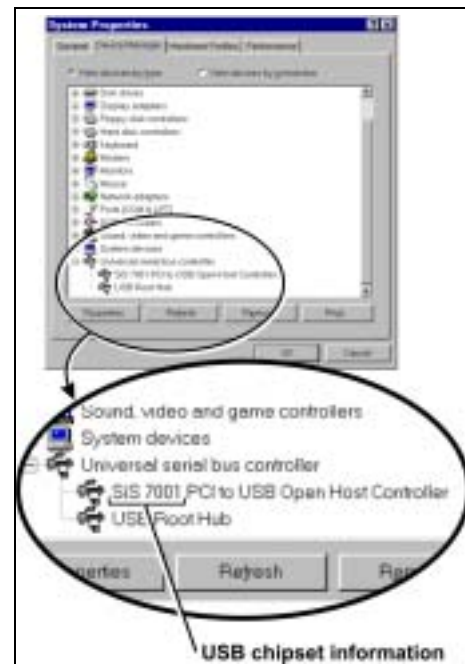
- 1 If the Device Manager window is visible, go to step 3.

If the window is not visible, right-click **My Computer** on the Windows desktop and then click **Properties**.

- 2 Click the **Device Manager** tab. (On Windows 2000 and XP systems, click the **Hardware** tab and then the **Device Manager** button.)
- 3 Click the + sign next to **Universal serial bus controller**.
- 4 Write down the chipset identifying information as shown in the figure to the right.
- 5 Contact your computer manufacturer or visit the manufacturer's Website to inquire about updates or patches available for your chipset.

Note: The following chipsets have been reported to cause problems with some operating systems:

Intel 82371AB	Intel 82801 BA
Intel 82371EB	Intel 82801 BAM
Intel 82371MB	Via Technologies VIA3030
Intel 82371SB	Sis7001
Intel 82371AB/EB	NEC universal
Intel 82801 AA	



Identifying your USB chipset

Additional information about USB chipset problems and general USB troubleshooting is available at www.usbman.com.

- 8 If an update or patch is available, obtain and install it according to instructions provided with it.

If no USB software update or patch is available, or if one is available but you still cannot access pictures in the camera after you install the update or patch, contact Polaroid Technical Support from within the U.S. at **1-800-897-0356**. Outside the U.S., refer to the camera user guide for the technical support number or visit www.polaroid.com, click **Customer Support**, and click **Reach Polaroid Worldwide**.

Windows XP USB 2.0 driver not installed

If your computer has a USB 2.0 controller built in, it may not have a Windows XP driver installed. Use this procedure to download and install the correct driver.

- 1** Get the USB 2.0 Windows XP driver from Microsoft's website at <http://windowsupdate.microsoft.com> or check for new USB drivers on your computer manufacturer's website.
- 2** Follow the instructions on the Windows Update site or the manufacturer's website to install the driver.
- 3** If you have a PDC 1320 camera, turn it on. (Other cameras can be on or off.)
- 4** Reconnect the USB cable to the camera.
- 5** Follow the software instructions to access pictures in the camera.