



## USB 2.0 Products Software & Hardware Compatibility

All USB 2.0 compatible DataRay products require *fully* USB 2.0 compatible ports and software.

This note is effective September 2006.

### Software Compatibility:

- Windows **XP Professional & XP Home**. We currently fully support with **Service Pack 2** and higher. i.e. if you have a problem we will try to help you.
- Windows **XP 64-bit** or Windows **Vista** Beta releases. We *do not* yet support these products. If you have our products working under one of these operating systems we would be glad to hear it, but if they do not work we cannot help. Once these products are fully released and supported by Microsoft we will immediately move to release compatible drivers and software.
- We no longer support Windows **2000**, but some customers have success. *You must have Service Pack 4*. Earlier SP's had USB 'connectivity bugs'. *Almost without exception, W2000 software computers only came with USB 1.1 ports and are therefore incompatible with DataRay USB 2.0 products.*
- Windows 95, 98 SE, Me, NT etc. **NO GOOD**. These operating systems never supported USB 2.0, Microsoft no longer supports them, *we no longer support them (even for non-USB products), do not waste your time.*

### PC/Notebook Compatibility:

- **RAM**: 512 MB *minimum*, ≥1 GB preferred.
- **Processor**: 1 GHz *minimum*, ≥1.5 GHz preferred. Pentium IV *minimum*, V or higher preferred and fully supported because it has an *integral* numeric co-processor.

We have had success with Celeron based Notebooks, and Athlon based Desktops, but the lack of an integral co-processor may be an issue in some systems.

- **Display**: 1024 x 768 *minimum*, wide screen formats are supported.

### USB Compatibility:

- USB 1.1 *is not supported* - period. It is a slow data rate interface. If it works slowly - and some people have reported this, it may also be working badly and giving wrong answers. *There is nothing that you can add to a USB 1.1 port to convert it to USB 2.0.*
- **USB 2.0** standard hi-power port is fully supported. The lo-power port spec is not, but is rarely seen.

**USB 2.0 multi-port hubs**. Must be powered hubs.

- **How do I know if my USB port is 2.0 or 1.1?**

- a) USB 2.0 ports first appeared in 2004, but earlier in that year many ports were still 1.1. If your computer was built in 2005 or later it is almost certainly USB 2.0, but check per b) & c), below.
- b) When the software is started, the LED on the camera will cycle through red and green and end up green. If it ends up red, your port is not reporting itself as USB 2.0. (If it ends up red but turns green after you have been playing with the software tool bar buttons, this does not count.)
- c) Right click on **My Computer**, click **Properties**, click the **Hardware** tab, click **Device Manager**. Click on the + next to **Universal Serial Bus controllers**. On the next page to see a typical screen. If just one of the USB list says ... **Enhanced** ... in its description, then the ports are USB 2.0.

Only one may say 'enhanced'. (Obviously if you added the USB 2.0 capability using a 4-port USB 2.0 PCI card or a Cardbus USB 2.0 card then the original built-in ports do not have this capability.)

If you **View, Devices by connection**, then all connected USB 2.0 devices will be listed under the enhanced port. See the example overleaf with three WinCamD-UXX cameras on its three ports.

What happens on the other ... **USB** ... hardware listed? The recommended reaction is 'Don't know, don't care'.

