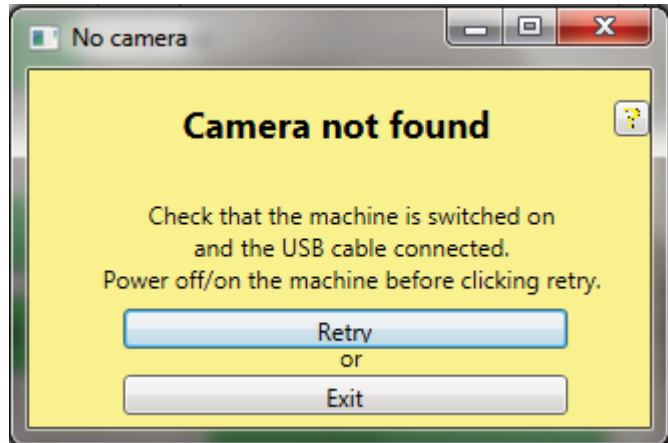
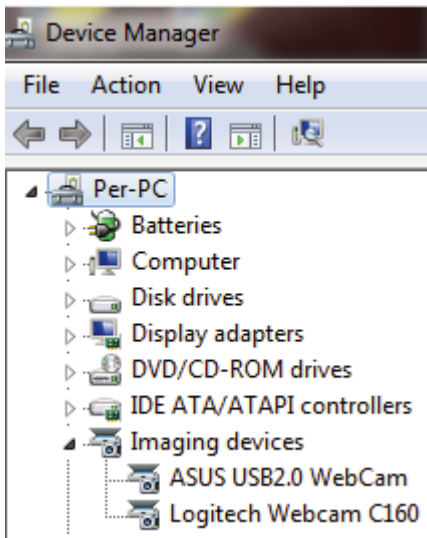


Camera driver problems

This paper is related to the memo on [Communication problems](#).

You need to investigate the root to problems if the PC program does not find the machine after installation.

First you should check that the Web-Cam driver appears under *Imaging Devices* in the *Device Manager*.



The WebCam C160 driver is part of the BOS package and will be automatically installed, unless you de-select this driver during the installation process.

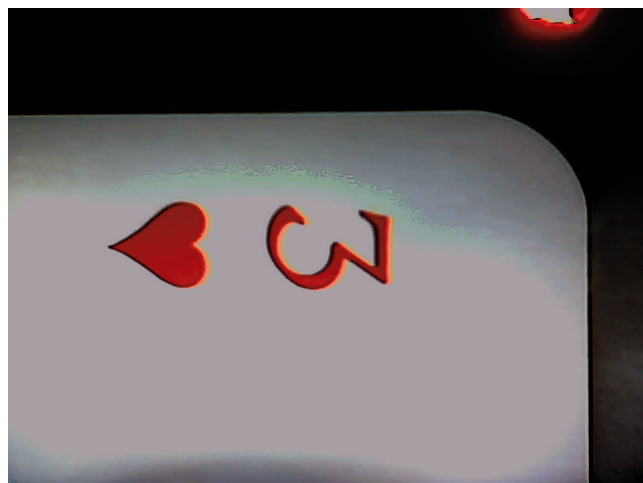
Older units of the BridgeSorter can have Logitech 120. You find the driver at [Logitech's support center](#).

WRONG DRIVERS?

It can happen that the PC uses other drivers than the intended if you, as in the example above, find several Imaging Devices in the Device Manager.

Put a deck in the hopper and start Bridgesorter diagnostics (either from BOS or DupSoft) to make sure that the picture from the camera is OK.

The picture should look as shown to the right.



Another camera software [than BridgeSorter's] has connected if the index appears to be bigger (i.e. a smaller part of the corner than shown above is in view). This is for example a known problem with Dell's webcam software.

Please close BOS, uninstall the interfering camera software and then re-start the PC, if you would come across this problem.

See also http://www.bridgesorter-classic.com/pdf/Driver_installation.pdf
http://www.bridgesorter-classic.com/pdf/Camera_driver_issues.pdf