



## Pre-Purchase Frequently Asked Questions.

### **Q. So this product works with Windows 7, Vista & XP?**

A. Yes, our £33.90 kit works with all varieties of Windows 7, Vista & XP in both 32 bit & 64 bit. The cheaper XP only kit is only recommended if you never intend to upgrade your PC!

### **Q. How do I know if my PC is fast enough for video capture?**

A. If running Windows XP you should have at least a Pentium 4 with a 1.8GHz processor, 512MB of RAM, 80GB Hard drive, and most importantly of all USB2 ports. USB1 is just too slow, and many older PCs with 1.6GHz processors only had USB1 on-board. Any dual-core processor system should cope fine.

If you're running XP you can go to Start → Control Panel → System → General → and you should see 'Computer:' & then something like '2.19GHz, 2.00GB of RAM' (This tells you the processor speed and RAM capacity of your PC. If it's less than 1.8GHz & 512MB forget all USB video grabbers, ours included)

Your PC also needs to have a DVD Writer. If the bezel on your CD/DVD has DVD-ROM screen-printed or embossed on it, it will NOT burn a DVD. Replacement DVD-RW drives for desktop/tower PCs are £15 from ebuyer.com – you'll need the IDE/PATA variety if your PC is this old, not the SATA type. It takes 10 minutes to remove two cables and swop a DVD-ROM for a DVD-RW. Or just buy the external USB variety.

External USB DVD Writer <http://www.ebuyer.com/product/180608> @ £26.99 inc VAT.

Internal PATA DVD Writer <http://www.ebuyer.com/product/237048> @ £14 inc VAT

Any recent PC that came with Vista or Windows 7 pre-installed will work fine with our kit & will usually have a DVD writer already fitted – look for DVD-RW on the drive fascia. If you own multiple PCs please buy the £33.90 kit, as it will work with any of them.

### **Q. How do I connect my VCR to the PC?**

A. On the **back** of your VCR you'll usually find either one or two Scart sockets – they'll usually be labelled TV/VCR & Decoder – attach the Scart adapter to the one marked TV/VCR if you have a choice. Then connect the two metre long yellow/red & white lead to the Scart adapter. Finally plug the other end of the yellow/red & white lead into the supplied USB adapter, then connect the USB adapter directly into a free USB port on your PC. Works with regular VHS & Super VHS too. See photos on website if not sure.

Some really old Betamax & VHS players didn't have Scart sockets on the back, just Video & Audio out sockets. We can supply a free twist-on BNC bayonet to RCA adapter for a video out socket if you need it.

### **Q. Can I connect my camcorder up to your kit?**

A. Yes. You should have yellow, red & white phono outputs on the camcorder. Sometimes this will come as a plug in adapter. Older camcorders might only have a yellow & black phono output – the yellow will be video & the black will be mono audio, this works just fine too. You can connect Video8, Hi8, Digital8, VHS-C and MiniDV camcorders using this method.

**Q. I have some old VHS-C compact camcorder tapes, but the camcorder died ages ago – what can be done?**

A. We can supply you with a dummy VHS cassette which you just slot the mini VHS-C tapes into. You can then connect our kit up to the PC and regular VHS player and capture them like that. This only works for VHS-C though. <http://www.romancart.com/cart.asp?storeid=47412&itemcode=vhsc>  
No one ever made a VHS adapter for Video8, Hi8, Digital8 or MiniDV – so you'll need a camcorder.

**Q. You say there are three ways to capture video with your kit?**

A. Yes, you can use solely the supplied Ulead software to capture, edit and burn video to DVD. You can use Microsoft's Movie Maker and some 3<sup>rd</sup> party open source tools (instructions supplied) or you can use solely open source software (VirtualDub, DVDFlick, & InfraRecorder). All come on our silver CD. No one else gives you OUR silver CD. If you're using Windows 7 you'll capture using Ulead & then burn with Microsoft's built-in DVD Maker application.

**Q What kind of blank DVD media should I be buying, for creating DVDs that can be watched in the widest range of players?**

A. We recommend the DVD-R standard 4.7GB format. If you use DVD+R you'll find some older domestic players won't read them. Also, if you use Re-writeable DVD-RW 4.7GB discs you should expect problems with regular DVD players. You'll find that the really cheap £20 DVD players that you see in supermarkets will play everything, DVD-R, DVD+R, DVD-RW, DVD+RW in both 4.7GB single layer & 8.5GB dual layer formats.

**Q. I've already tried similar USB Video capture kits from Roxio, TV Stick & EZ Grabber, and none of them worked on my PC. Will yours?**

A lot of these products use 1<sup>st</sup> generation USB hardware that isn't compatible with Windows 7 or 64 bit versions of Vista. This 1<sup>st</sup> generation hardware is also more prone to clashing with your webcam & scanner. The hardware we supply is 2<sup>nd</sup> generation and gets on better with other video-type devices. We also supply a comprehensive troubleshooting FAQ pdf on our silver CD.

There are so many companies currently clearing out older hardware that doesn't work with Vista 64 bit & Windows 7. Our £33.90 kit costs just a little more than that old hardware & will actually work on your PC.

**Q. What if the manufacturers CD that comes with the USB video grabber is a dud?**

A. We supply a 2<sup>nd</sup> CD with the kit. This is a silver Memorex CD-R disc which includes a backup of everything from the manufacturers CD. It now includes an Autorun menu system, which makes installing drivers & Ulead software easy. The silver CD also includes instructions in PDF form.

**Q. Say I don't like Ulead's VideoStudio software, can I use something else with your kit's hardware?**

A. Yes you can. We've put together a guide for using Windows Movie Maker (XP and Vista versions) with our guide. Including using some open-source tools to build & burn a regular DVD. Unlike with some competitors' products, you'll never have to pay for any 3<sup>rd</sup> party software upgrades with our kit. £33.90 buys you everything you'll need. Don't expect to be able to use your own favourite video editing software though, we only guarantee that our hardware is compatible with: Windows Movie Maker, Ulead Videostudio V10, and VirtualDub/DVDFlick & InfraRecorder. Our kit isn't compatible with Pinnacle or AVS Studio, at all.

**Q. Can your kit record video from one of these newer Freeview PVRs with a hard drive inside?**

A. Yes, we've made recordings from a Freeview Humax PVR-8000T and they worked fine. We had to go into the PVR's setup menu and make sure the Scart output was set to type RGB and not S-VHS, though. Buy the Empia chipset version at £33.90 kit if trying to connect a PVR - as it can record at 60hz in colour (PAL60). (If you buy the cheaper XP only version I'll guarantee that your PVR outputs in PAL60 and you'll only get a black & white image)

**Q. I've got some video cassettes from the States in NTSC format. Can your kit convert them?**

A. You need a UK VHS player with NTSC playback that plays the NTSC tapes okay on your UK TV.

If you can plug your dual format PAL/NTSC playback VCR into a regular PAL UK TV and see the NTSC tape playing in colour with audio, then our £33.90 Empia chipset USB grabber will record it for you. Capture using Virtualdub (silver CD) in PAL60 mode for colour image, if you find Ulead is only giving Black&white

If you try to play an NTSC tape in a regular UK PAL VCR it just won't work, even if you set Ulead VideoStudio to NTSC format! You'll just see multiple stretched copies of the image strobe across the screen. You need a recent UK VHS VCR with NTSC Playback to capture from NTSC tapes using our £33.90 kit.

**Q. There seem to be a lot of other adapters available that look just like yours, but don't work with Windows 7, why's that?**



A. - Although the USB devices look externally identical they contain quite different electronics. The XP & Vista 32 bit version contains a Syntek 1150/1160 chipset. The 32/64 bit XP, Vista, Windows 7 & Apple Mac version has the newer Empia EM2860 chipset. We also sell a version that only works with XP. Be careful what you buy from any other vendor.

**Q. Can I attach a video games console – A Wii, PS2, Xbox360 or PS3 – to the kit and record myself playing, so I can show my friends on YouTube what a great gamer I am?**

A. Yes, our £33.90 kit supports PAL60/NTSC433 captures from Xbox360 using DScaler (on silver CD).

**Q. So what's the difference between PAL 50 & PAL 60 & NTSC433 exactly?**

A. Read all about it here: [http://en.wikipedia.org/wiki/PAL#Multisystem\\_PAL\\_support\\_and\\_22PAL\\_60.22](http://en.wikipedia.org/wiki/PAL#Multisystem_PAL_support_and_22PAL_60.22)

**Q. So, how long does the whole recording-authoring-burning process take on my PC?**

A. On a modern PC with a 1 hour VHS tape – it takes 1 hour to capture the video to hard disc (and you can't use the PC for anything else while this is happening), it then takes between 1 & 3 hours (processor speed dependent) to render/author the video files ready for burning, and it then takes 15 minutes to burn the DVD.

**Q. How much video can I fit on a DVD?**

A. If you use the Ulead VideoStudio software you should expect to get a maximum of 1 hour 20 minutes on a 4.7GB DVD-R, or a maximum of 2 hours 30 minutes on a blank dual-layer 8.5GB DVD. I know that a 4.7GB can in theory hold up to two hours, but the compressor used in the Ulead software won't reliably put more than 1 hour 20 minutes on a 4.7GB disc.

To put all this in perspective, a pack of 10 dual-layer 8.5GB 8X blank DVDs currently cost £2.99 inc VAT at ebay.com (order code125847) – although some dealers charge £4 per disc rather than 29p.

If you absolutely must put 1 hour 59 minutes on a 4.7gb DVD, under XP or Vista, you can capture using Ulead and then drag the resulting MPEG file into the DVDFlick authoring package & then burn it using InfraRecorder (both free open-source software found on our silver CD).

If using Windows 7 you can expect to get nearer two hours of video on each 4.7GB DVD-R, because you'll be burning the DVD with Windows DVD Maker instead of Ulead.

**Q. Can I use a combined TV/VCR unit to capture videos to my PC?**

A. Probably not. The Scart socket on the back of these units is often only an input port, for connecting a DVD player to the TV/VCR. You can test this by connecting the VCR/TV combo to a 2<sup>nd</sup> TV set with a Scart lead before ordering our kit. If you see the video play on the 2<sup>nd</sup> TV, it's fine for our kit too.

**Q. Will the kit capture video in 16:9 widescreen format?**

A. Sort of. The kit is designed to capture old 4:3 format video from VHS & Camcorder tapes. If you capture from a 16:9 source, say a hard drive PVR, you will get black bands at the top and bottom of the image. If you capture/edit using Virtualdub it's possible to chop the black bands off later, to change aspect ratio.

**Q. Can I connect your kit to the Yellow, Red & White connections on the front of my VCR?**

A. No you can't. Those sockets are video inputs only, we need an output. Connect our kit to the Scart socket on the rear of your VCR (If you have a choice test with the one marked TV or AV1 first).

**Q. Your kit captures Video & Audio?**

A. It does. Both are captured via the USB2 port.

**Q. Can I use your kit on a Netbook with a small screen?**

A. Usually no. Netbooks tend to have processors slower than 1.6GHz, no DVD Writer & low resolution displays. Ulead Videostudio expects to find a screen with a resolution of 1024x768 – that normally means at least a 15" display. Laptops with 15"+ screens & dual-core 1.5GHz processors work fine though.

**Q. Can I capture directly to my external USB hard drive?**

A. Not really. We need the full attention of the USB bus to capture video without dropping frames. Capture to internal hard drive and then move the MPEG files to an external drive after the capture is complete. (If you try to capture directly to an external USB hard drive you should expect dropped frames & wandering audio/video sync).

**Q. Can I capture to the popular H.264 or MPEG-4 video formats from the device?**

A. No. Device captures in uncompressed AVI or MPEG2 only. You can use Handbrake (silver CD) to convert to H.264 or MPEG-4 after the capture is complete. H.264 & MPEG-4 are similar to DivX & Xvid.

**Q. What's the technical specification of the USB adapter you supply?**

A. The USB adapter is based on the Empia Chipset 2861. It will capture PAL50, PAL60 & NTSC433 signals in colour (which is important for capturing Xbox360 gameplay). The software supports NTSC, PAL and SECAM devices. Both S-Video and Composite video inputs are supported by the software (we supply a composite lead). Even and odd fields are combined into single frames that can be captured at full frame rates for the applicable standard (VHS Upscaling). The maximum supported frame size is: PAL (UK & Europe) 720 x 576 (DVD quality) @ 25fps / NTSC (USA) 720 x 480 @ 30fps.

**Q. So, if I buy a kit from you, and it doesn't work, I can return it within 14 days for a full refund?**

A. Yes. (Offer excludes all postage costs)

**Q. So how long have you been trading?**

A. We've been trading as TR Computers since 1989. For 15 years we advertised regularly in Micromart magazine. Since the internet became so popular, we've concentrated on Google Adwords, Yahoo & Bing.

**Q. How can I pay for the kit?**

A. You can use Visa, Mastercard, Maestro, Paypal Express or Google Checkout via our shopping cart, or you can just call us with your card details direct on 01565 640739 if you prefer. You can only use voucher codes & coupons for website orders though. Orders placed before 1pm (Monday to Friday) are shipped the same day by Royal Mail 'signed for' 1<sup>st</sup> class post.

**Q. Can I pay by cheque? Can I collect?**

A. We are a mail-order company and collection in person isn't possible. No cheques either, sorry.

**Q. Which kits are available?**

A. **Video-2-PC.co.uk** for Windows XP, Vista & the NEW Windows 7, 32 & 64 bit all versions.  
£33.90 + £5.95 UK Next Day P&P.

**Video-2-Mac.co.uk** for Apple Mac OSX with fully licensed VideoGlide £ 38.95 + P&P.

We also sell kits for capturing audio from LP, Tape & Minidisc. These start @£11.95+P&P and are available from **Vinyl-2-PC.co.uk & Vinyl-2-Mac.co.uk** – one kit captures audio from any device with a headphone socket.

**Q. I have more questions that aren't covered here. How can I contact you?**

A. Call TR Computers on 01565 640739 or email [tim@trcomputers.co.uk](mailto:tim@trcomputers.co.uk)

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