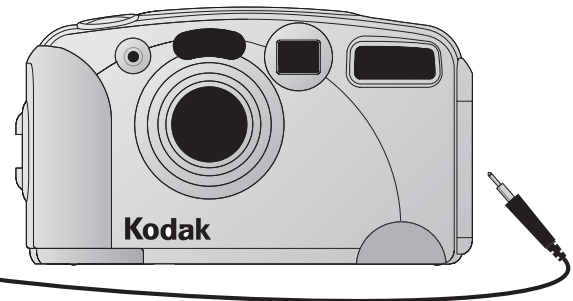




Can't Download Your Photos to Your Windows PC Using a **Serial Port** ?

Before You Call for Help...



If you could not download your pictures from your Kodak digital camera to your PC using a serial port (it just didn't work or a message suggested that you weren't "connected"), you're in the right place. We can help.

Read This First

Have You Checked?

Before you go any further, check the following:

- Is the mode dial or slider switch on the camera set to Connect?
- Is the camera on? It may have timed out and turned itself off.
- Is the serial cable (included with your camera) securely plugged into the serial port on the camera?
- Is the serial cable securely plugged into one of the serial ports on the back of the PC?

(There are usually two serial ports, labeled COM1 and COM2 or Serial A and Serial B.)

- Did you try both serial ports?

If you checked all of the boxes above but you still cannot connect, there may be a conflict with the PC serial port into which you plugged your camera cable.

You are not alone. Connection problems with PC serial ports are well known in the

world of computers and the industry is working hard to put solutions in place. But until they do, don't worry. While serial connection problems are complicated, they are usually solvable.

What's Next?

Please get comfortable and read on. It will take some time to go through this document, but the information presented here is essential in helping you define and solve your connectivity problem.

- **First step**, see *Background—Serial Connections*

This section will help you understand some background on how PCs typically handle and configure serial ports. Many different configurations are possible. And that's a big part of the problem.

- **Second step**, see *How Is My PC Configured?*

Follow the instructions in this section to find out how the serial ports on **your** PC are configured. You'll need this information to troubleshoot your connectivity problem.

- **Third step**, see *Troubleshooting*

Compare your configuration with the information presented in this section. It should then be possible to reconfigure your serial ports and devices so that you can successfully connect your camera to your PC.

You may be able to do that yourself, or you may need to contact service personnel for help.

If you need to call for service, this guide will help you determine who to call.

Now proceed to [Background-Serial Connections](#). Click the Next arrow.



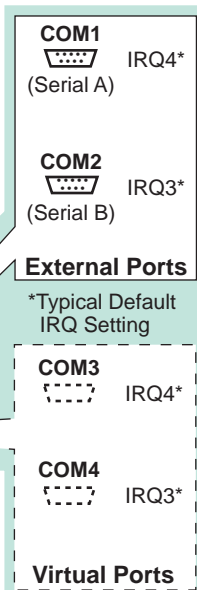
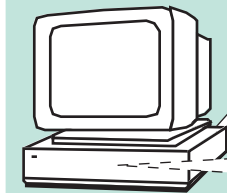
Background—Serial Connections

Serial port configurations and device connections are complicated issues because of the many different ways they can be set up and defined. Please be patient and review the information in this section. It will help you solve your serial connection problem.

Serial Ports, Devices, and Interrupt Signals (IRQs)

PCs normally have four serial ports. They are referred to in computer speak as COM1, COM2, COM3, and COM4.

COM1 and COM2 are external ports, with 9- or 25-pin connectors. They are usually labeled on the back of the PC as COM1 and COM2, or Serial A and Serial B. Serial devices, such as a serial mouse or your Kodak digital camera, physically plug into these ports.



However, it is possible to connect an internal serial device, such as an internal modem, to COM1 or COM2. In this case, the external port looks available, but it is not.

COM3 and COM4 are virtual ports that are controlled through software and have no physical connectors. Virtual ports are used to connect internal serial devices, such as an internal modem. (You can convert COM3 and COM4 to external connector ports by installing a serial expansion board.)

In addition, each serial port must be assigned an IRQ (Interrupt ReQuest) number. An IRQ is an interrupt signal that alerts the computer that the serial port may be requesting processing time. A device that is connected to a serial port may not share its assigned IRQ with any other connected

device, if the devices will be operating at the same time.

Despite that, the traditional default IRQ setup assigns: IRQ4 to both COM1 and COM3, and IRQ3 to both COM2 and COM4.

IMPORTANT: Serial ports can be disabled in the PC BIOS setup. If the port you try to use for downloading your pictures is disabled, you will not be able to connect to the PC.

Where Do I Go From Here?

Now that you understand some of the issues about serial port connections, the next step is to find out how your PC and serial ports are set up.

The following section *How Is My PC Configured?* will help you do that.

It is essential to have this information available **before** you try to remedy the situation or call Service for help.

How Is My PC Configured?

Follow the directions in this section to answer the following questions:

- Are the Serial Ports Enabled?
- Are There External Devices Installed?
- What IRQ Numbers Are Assigned?
- Are There Internal Devices Installed?

YOUR PC MAY NOT MATCH SOME OF THE EXAMPLES GIVEN HERE. IF YOU CANNOT COMPLETE ALL OF THE PROCEDURES, COMPLETE AS MANY AS YOU CAN.

We suggest that you print this page (select File → Print) and record your configuration information on the *Serial Port Configurations* form at the bottom of the page.

Are the Serial Ports Enabled?

To determine if the serial ports are enabled or disabled, you must access the setup screen on your PC (normally called the BIOS).

CAUTION: If you change parameters in the BIOS it may affect your computer performance or you may be unable to reboot the computer. For more information, consult your manufacturer user's guide.

1. Shut down your computer.
2. The next step is to restart your computer, BUT WAIT!

To access the BIOS setup screen, you must press an access key (for example, F2 or Delete) during the startup procedure.

If your computer does not display a prompt for the correct key, refer to your computer documentation for information on accessing the BIOS Setup.

There may be a very short time available for accessing the setup screen (as short as 2 seconds). **So read on, but remain vigilant!**

3. Restart your computer.
4. As the computer begins to count up its memory (a number followed by KB) or when you are prompted to do so, press the BIOS access key.

The BIOS Setup screen appears.

5. Follow the on-screen directions to page down through the screens until you find the serial ports listed.

If the serial port is followed by an address and an IRQ (for example, Serial port A 3F8h IRQ4), it is enabled.

If the serial port is followed by the word Disabled, the port has been turned off in the computer's operating system, and is not available for use.

6. Record your findings in the Serial Port Configurations form.
7. Exit the Setup screen (**DO NOT SAVE!**). Your computer completes its startup procedure.

Click the Next arrow to proceed.

Serial Port Configurations

Serial (COM) Port	BIOS Setting (Enabled/Disabled)	IRQ #	Device	
			External	Internal
COM 1 (Serial A)				
COM 2 (Serial B)				
COM 3				
COM 4				

To print, select File → Print.

How Is My PC Configured? (continued)

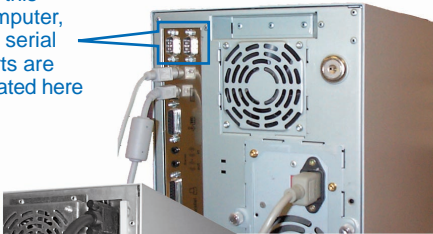
Are There External Devices Installed?

To check for external serial devices that are installed on your PC, follow these steps:

1. Look at the back of your computer to see if there is a device plugged into either of the serial ports.

The serial (COM) ports are normally labeled (for example, COM1 and COM2, or Serial A and Serial B). The computers shown below do not have external devices installed.

On this computer, the serial ports are located here



On this computer, the serial ports are located here



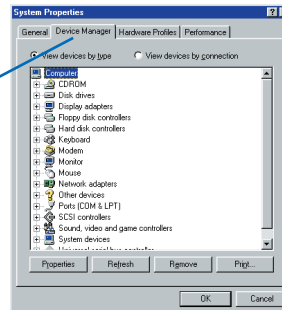
Typical devices that use serial ports are: a modem, a serial mouse, or some older printers.

2. On the Serial Port Configurations form, record the type of external devices you find, if any, and the ports to which they are connected.

What IRQ Numbers Are Assigned?

To find out what IRQ numbers are assigned to the serial ports, follow these steps:

1. On the taskbar, click Start → Settings → Control Panel.
2. Double-click the System icon. The System Properties window appears.
3. Select the Device Manager Tab.
4. Double-click the Computer icon at the top of the list.

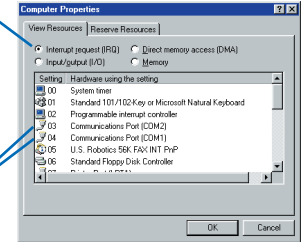


The Computer Properties window appears.

5. Select the Interrupt request (IRQ) radio button.

The IRQs for your system are listed.

6. Find the IRQs assigned to the external ports, COM1 and COM2.



COM1 and COM2 are normally assigned IRQs 4 and 3, respectively, as they are in this example.

7. Note the IRQ numbers for serial ports COM1 and COM2. Record this information in the Serial Port Configurations form.

NOTE: To find the IRQ assignment of internal devices, refer to the following section *Are There Internal Devices Installed?*

How Is My PC Configured? (continued)

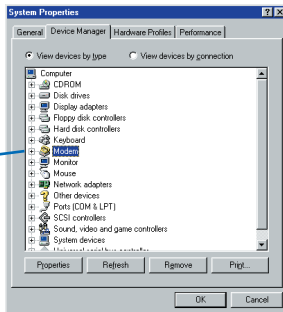
Are There Internal Devices Installed?

To check for internal serial devices that are installed on your PC, follow these steps:

1. On the taskbar, click Start → Settings → Control Panel.
2. Double-click the System icon. The System Properties window appears.
3. Select the Device Manager tab.

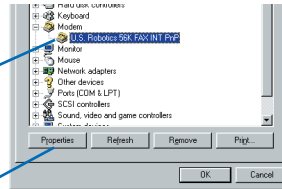
All devices installed on your system are listed. In this example we will be looking for and recording an internal modem.

4. Click the plus sign (+) in front of the Modem icon.



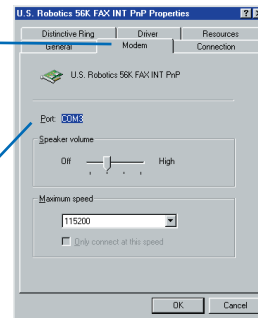
The modems installed on your system are listed.

5. Select the modem, if one is listed.
6. Click the Properties button.



The Properties window for the device you selected appears.

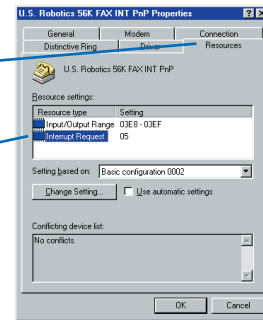
7. Select the Modem tab.
8. Note the COM port on which the modem is installed (in this example, COM3).



Now find out which IRQ number is assigned to the port on which this internal modem is installed:

9. Select the Resources tab.

10. In the Resource Settings box, note the Interrupt Request Setting (in this example, 05).



11. Note the internal modem, its assigned port, and IRQ number. Record your findings in the Serial Port Configurations form.

Congratulations! You have gathered your PC configuration information.

Now go to the next section *Troubleshooting* to determine the cause of your connectivity problem.

Troubleshooting

Now that you know how your system is configured, compare your completed *Serial Port Configurations* form with the most likely connectivity culprits listed in the table below.

You may be able to solve the problem yourself by following one of the proposed solutions. Or, you may choose to call one of the suggested support lines for help.

	Port Conflict	Proposed Solution	How?
<input type="checkbox"/>	The serial port is disabled in the BIOS setup.	Change the port setting to Enabled in the BIOS setup.	Consult your computer User Guide or call the manufacturer support line.
<input type="checkbox"/>	An internal device (for example, an internal modem) is already connected on an external port. The port looks available, but it isn't.	Move the internal device to a different available port.	Consult your device User Guide or call the manufacturer support line.
<input type="checkbox"/>	The serial port is sharing an IRQ with another port/device.	Assign an available IRQ to one of the devices.	Access the Properties screen for the device: Start → Settings → Control Panel → System → Device Manager → Modem (or applicable device) → Properties Or, consult your computer User Guide or call the manufacturer support line.

Before You Call for Help

For more information on Kodak digital cameras, visit the Kodak Website at:

www.kodak.com

Click *Service and Support* and select your camera model number.

Before you call a support line for help, please gather as much of the following information as you can.

Your Computer and Camera Information

- How are your serial ports configured? (Refer to your completed Serial Port Configurations form.)
- What make and model of computer do you have? Is it a laptop?

- If your computer is not a laptop, does it have a desktop processor, or a tower?

- If your computer is a laptop, does it have an infrared port?

- Do you have a hand-held computing device connected to your PC (for example, a PalmPilot™)?

- How much total disk space do you have? How much free space?
Total _____ Free _____

(To find out, double-click "My Computer", right-click the C drive icon, then click Properties.)

- What software application are you using to download your photos?

What version? _____

- What error message did you receive when you tried to download your photos? Please be as specific as possible.

- What is your camera model and serial number?

When You Have the Information Ready...

- Have your Kodak digital camera connected to your computer.
- Be at your computer.
- Call one of the following numbers:

From the U.S. and Canada—

1-888-375-6325

9:00 a.m. to 8:00 p.m. (EST)
Monday - Friday

From Europe—

Kodak Digital Imaging Support Centre for your location

OR

U.K. toll line **44-131-458-6714**
9.00 to 17.00 (GMT/CET)
Monday - Friday

Outside the U.S., Canada, Europe—

Call the number listed in the camera User's Guide