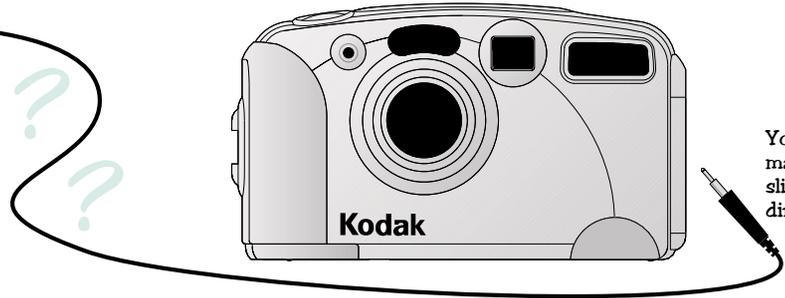# Can't Download Your Photos to Your PC Using a USB Port?

Before You Call for Help...

Your cable may look slightly different.

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

1000dc

NEXT

Have You Checked?

Before you go any further, check the following:

❏ Is the mode dial or slider switch on the camera set to Connect (if applicable)?

❏ Is the camera on? It may have timed out and turned itself off.

❏ Is the USB cable securely plugged into the USB port on the camera?

❏ Is the USB cable securely plugged into the USB port on the back of the PC?

If you still cannot connect, there may be a problem with the way the USB port on your PC is configured.

Connection problems with USB ports are not uncommon. Don't worry. While USB connection problems can be 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—USB Interface*

This section will help you understand some background on how PCs typically handle and configure the USB port.

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

Follow the instructions in this section to find out how the USB port on **your** PC is 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 USB port 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, we will help you determine who to call.

Now proceed to *Background-USB Interface*. Click the Next arrow.

Please review this background information. It will help you troubleshoot your USB connection problem.

Universal Serial Bus

The Universal Serial Bus (USB) interface is a relatively new way of connecting devices to your computer. USB offers advantages over serial or parallel connections that include ease of use and great increases in speed.

If your computer is running Windows 98 (or later) and has a USB port, you can use the USB connection for downloading your pictures from your camera to your PC.

USB connections are not supported under Windows 95 or Windows NT 4.0. For more information, contact Microsoft Corporation.

The figure below shows a typical USB cable. Camera connectors may vary slightly.

Camera connector

Computer connector
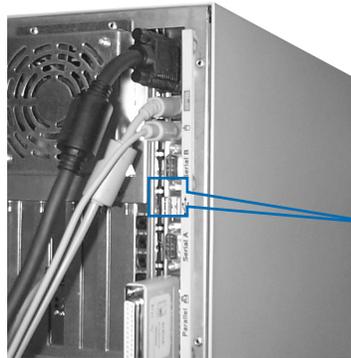
USB ports are labeled with the USB symbol.

On this computer, the USB port is located here.

For further details about USB interfaces, visit the USB Website at:

www.usb.org

Possible Connection Problems

Usually, the USB port detects when a device (like a digital camera) is added, determines automatically what host resources are needed, and then makes those resources available without any user intervention.

However, connection problems are possible. The most common are:

- The USB port is disabled in the PC BIOS setup.
- The PC cannot detect the USB components (USB Controller and Root Hub).
- There is a conflict with another device.

Where Do I Go From Here?

To find out why your PC is experiencing USB connection problems, follow the instructions in the next section called *How Is My USB Port Configured?*

How Is My USB Port Configured?

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

- Is the USB Port Enabled?
- Are the USB Components Listed?
- Is There a Conflict on the USB Port?
- What IRQ Number is Assigned?

YOUR PC MAY NOT MATCH ALL OF THE EXAMPLES GIVEN HERE. IF YOU CANNOT ANSWER ALL OF THE QUESTIONS, ANSWER AS MANY AS YOU CAN.

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

Is the USB Port Enabled?

To determine if the USB port is enabled or disabled, you must access the setup screen on your PC (normally called the BIOS). Each system has a specific way to access the BIOS. Consult your computer user's guide if your system is different from the directions given here.

CAUTION: If you change parameters in the BIOS it may affect your computer's 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 USB port information.

   If you see the word Enabled, your USB port is available.

   If you see 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 on the USB Port Configuration form.

7. Exit the Setup screen (DO NOT SAVE!). Your computer completes its startup procedure.

Click the Next arrow to proceed.

USB Port Configuration

| USB Component	BIOS Setting (enabled/disabled)	USB Components Listed? (Y / N)	USB Controller ID (enter number)	Conflict Symbol? (❌ or ⚠️)
USB Controller				
USB Root Hub			N/A	

To print, select File → Print.

Are the USB Components Listed?

If Windows detects the USB components (USB Universal Host Controller and USB Root Hub), they are listed in the Device Manager. To find out if they are listed, follow these steps (dialogs shown are for Windows 98; newer versions of Windows may be different):
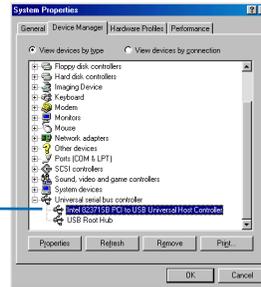
1. On the taskbar, click Start → Settings → Control Panel.

2. Double-click the System icon. The System Properties window appears.

3. Select the Device Manager Tab.
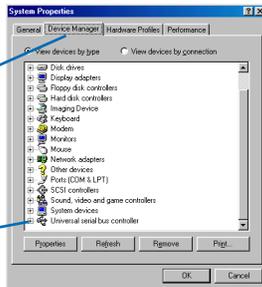
4. Find the Universal Serial Bus entry. It is indicated with the USB symbol:
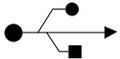
5. Click the plus sign in front of the USB icon. The listing expands to show the USB components that have been detected.

6. On the USB Port Configuration form, record the components, if any, that are listed. Also, if the Host Controller component is listed, record its make and model number (in this example, Intel 82371SB).

With the Device Manager window still displayed, continue with *Is There a Conflict on the USB Port?*
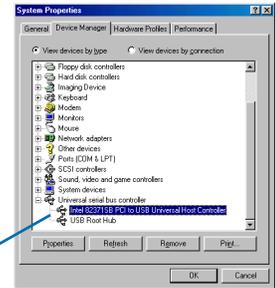
Is There a Conflict on the USB Port?

If you can't connect your digital camera to your PC, another device may be conflicting with the USB port. If there is a conflict on the USB port, one of the following symbols appears next to the USB component listing, ⊗ or ⚠.

To find out if there is a conflict on the USB port, follow these steps:

1. In the Device Manager, look at the component listings under the USB icon.

   Is there a conflict symbol next to the components?

2. If either conflict symbol is displayed for either component, note the type of symbol for each component and record it on the USB Port Configuration form.

Click the Next arrow to proceed

What IRQ Number Is Assigned?

An IRQ is an interrupt request signal that alerts the computer that a port or device may be requesting processing time. If the USB port you are using has the same IRQ as another device on your PC, you may not be able to connect and download your pictures.

To find out what IRQ number is assigned to the USB port, follow these steps:

1. On the taskbar, click Start → Settings → Control Panel.

2. Double-click the System icon. The System Properties window appears.

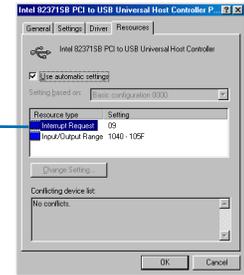3. Select the Device Manager Tab.
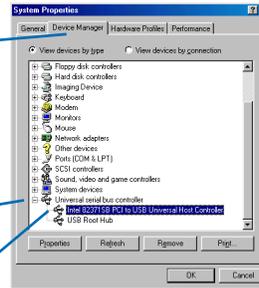
4. Click the plus sign in front of the USB icon. Then select the host controller item and click the Properties button.

   The Properties window for the device you selected appears.

5. Select the Resources tab.

6. In the Resource Settings box, note the IRQ (Interrupt Request Setting, 09 in this example).

7. Record the IRQ setting on the USB Port Configuration form.

8. Close the Properties window.

Congratulations! You have gathered your USB port 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 *USB Port Configuration* 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?
❏	The USB port is disabled in the BIOS setup.	In the BIOS, change the port setting to Enabled.	Consult your **computer** User Guide or call the **manufacturer** support line.
❏	The USB Controller or USB Root Hub is not listed in the Device Manager.	Remove the USB component that is listed in the Device Manager.	NOTE: You must have your Windows CD-ROM available before you begin this procedure. 1. Disconnect the camera (and all USB devices) from the computer. 2. In the Device Manager, select the USB component that is listed under *USB serial bus controller* (Controller or Root Hub), then click the Remove button. 3. Click the Refresh button. (Insert the Windows CD-ROM if prompted to do so.) Windows reinstalls the Controller and Root Hub. If the Controller and Root Hub components do not appear, Windows is not properly identifying the hardware. Consult your computer manufacturer or contact Microsoft Corporation.
❏	There is a conflict with the USB port (the USB Controller or Root Hub is marked with a conflict symbol—❌ or ⚠).	Assign an available IRQ to the conflicting device.	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.

Your Computer and Camera Information

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

❑ How is your USB port configured? (Have your completed USB Port Configuration form handy.)

❑ 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 (and version) are you using to download your photos?
_____

❑ 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 the 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