

SVID2USB2/NS Video Capture Cable FAQs

This document contains some helpful FAQs should you run into any issues:

1. [When I use GrabBee to record, I only get audio. What do I do?](#)
2. [When I use GrabBee to record, I only get video. What do I do?](#)
3. [When I use GrabBee to record, my video and audio are out of sync. What do I do?](#)
4. [General Troubleshooting](#)

When I use GrabBee to record, I only get audio. What do I do?

FAQ

If you are not getting video, the region settings are probably set incorrectly. For people in North America, some parts of South America, and some parts of Asia, the region setting must be changed to NTSC-M.

To change the region setting:

1. Open GrabBee.
2. Click the wrench icon (**Options**).
3. Change the **Video Format** at the bottom of the window.

If this does not resolve your issue, try recording in another file type.

To record in another file type:

1. Open GrabBee.
2. Click the wrench icon (**Options**).
3. Click the **Encoder Property** tab.
4. Click the **File Type** drop-down menu and choose a file type.

Try two or three different file types. If the video works for some file types but not the one that you want, then it is likely a codec issue. You can download free codec packs online by searching for them in a search engine like Google.

When I use GrabBee to record, I only get video. What do I do?

FAQ

If you are not getting audio, the drivers for the audio device are probably not installed correctly, or Windows has installed the wrong drivers. Refer to the following FAQ for your operating system:

- Windows Vista / 7 / 8: https://www.startech.com/faq/SVID2USB2_Install_Advanced
- Windows XP: https://www.startech.com/faq/SVID2USB2_Install_Advanced_XP

If the drivers are installed correctly, try recording in another file type.

To record in another file type:

1. Open GrabBee.
2. Click the wrench icon (**Options**).
3. Click the **Encoder Property** tab.
4. Click the **File Type** drop-down menu and choose a file type.

Try two or three different file types. If the audio works for some file types but not the one that you want, then it is likely a codec issue. You can download free codec packs online by searching for them in a search engine like Google.

When I use GrabBee to record, my Audio and Video are out of sync.

FAQ

If the video and audio are out of sync, try recording in another file type.

To record in another file type:

1. Open GrabBee.
2. Click the wrench icon (**Options**).
3. Click the **Encoder Property** tab.
4. Click the **File Type** drop-down menu and choose a file type.

Try two or three different options. If video and audio are in sync for one file type but not the one that you want, then it is likely a codec issue. You can download free codec packs online by searching for them in a search engine like Google.

If you are still having issues with the video and audio being out of sync, ensure that there isn't any software running in the background that would take up a significant amount of your system's resources.

When you troubleshoot issues with a video capture device, there are some quick tests that you can complete to rule out potential problems. You can test to make sure that the following components are working correctly and are not the source of the issue:

- Video cables
- Video source
- Video capture device

To test your setup components, try the following:

- Use the video cables, source, and capture device in another setup to see if the problem is with the components or the setup.
- Use a different video cable, source, and capture device in your setup to see if the problem persists. Ideally, you should test a component that you know works in another setup.

When you test your cables, it is recommended that you do the following:

- Test each cable individually.
- Use short cables when you are testing.

When you test the video cables and source with the video capture device, make sure that the following is true:

- Other video destinations work with the same video source. For more information, visit http://www.startech.com/faq/video_capture_cards_source_compatibility.
- Adapters and extenders are kept to a minimum.
- The video source is not copyright protected (for example, HDCP).
- The video standard (for example, NTSC, PAL, HDMI, and so on) of the video source matches the Technical Specifications of the video capture device.

To check if the video capture device is detected in Windows®, complete the following:

1. Press the **Windows** key + **R**, type **devmgmt.msc**, and press **Enter** to open Device Manager. Check to see if your device is listed under **Sound, video and game controllers**.
2. Do one of the following:
 - If you do not see the video capture device in **Device Manager**, for more information, visit <https://www.startech.com/support/faqs/technical-support?topic=expansion-cards#pci-pcie-cannot-boot-os-or-detect-windows> or <https://www.startech.com/support/faqs/technical-support?topic=expansion-cards#usb-cannot-detect-windows>.
 - If the device is listed with an error, follow the instructions on the Support tab on the StarTech.com product page to reinstall the drivers.

When you test the video capture device on your computer, make sure that the driver and capture software is installed on your system for your adapter. Some cards may be able to support third party software, however, support is limited. For more information, visit <https://www.startech.com/faq/video-capture-cards-third-party-software>.

Note: The USB3HDCAP requires a compatible USB 3.0 card.