



## Pre-Purchase Frequently Asked Questions.

### **Q. So this product works with Windows 10, 8.1, 7, Vista & XP?**

A. Yes, our kit works perfectly with all varieties of Windows 10, 8.1, 7, Vista & XP in both 32 bit & 64 bit. There's a video demo of Video-2-PC on Windows 10 here: <http://www.tpr2.co.uk/video-2-pc-windows-10-demo.mp4>

### **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 1.7GHz 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.

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 1.6GHz & 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 PCs are about £20 from ebuyer.com

Any recent PC that came with Windows 10, 8.1, 7 or Vista pre-installed will work fine with our kit.

### **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 video players didn't come with Scart sockets but they do have video & audio output ports – the video output's normally a BNC bayonet style connector and we can supply an adapter to take it to the standard RCA phono, which you can then attach the regular yellow video lead to. The audio output on the older VCRs will be mono RCA phono, so attach either the white or red connector from our lead. If you need the BNC to RCA adapter we'll include it free of charge, providing you ask before we ship your order.

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

A. You should have yellow, red & white phono outputs on the camcorder. Often this will be a plug in adapter, that came with the camcorder when new, and can also be used to connect the camcorder to a TV - it will have a 3.5mm plug on one end that attaches to the AV out socket on the camcorder and terminates in yellow, red & white phono plugs, and that's what attaches to our USB device. 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, 8MM, 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 (£16.95+P&P) 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 made a similar adapter for Hi8, 8mm or MiniDV – sorry, but you'll need an old camcorder.

**Q. Which software comes with the kit?**

A. We supply Arcsoft Showbiz software to capture (MPG), edit and burn video to DVD. If you want to use open-source software we also supply VirtualDub (capture YUV422 or H.264), DVDFlick (create & burn DVD), & Handbrake. All come on our menu-driven DVD.

**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 try to use the Dual Layer 8.5GB discs or the Re-writeable DVD-RW 4.7GB discs you should expect problems in older 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 10. 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.

There are cheaper USB capture devices available that look exactly like ours externally, but have the 7113 chip inside which gives jumpy captures from VHS or camcorders (although those 7113 devices do work okay with more modern DVD, Sony PS3, Xbox & CCTV cameras). You want a USB video grabber with the 8113 chip if you want the best possible capture from VHS or camcorder. We only supply the better 8113 chip versions.

**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 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. Again, I'd recommend that you buy the Empia chipset version at £33.90 if trying to connect a PVR as it can record at 60hz in colour (PAL60)  
(If you buy the cheaper 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. If you also have a video recorder that you bought in the states, then yes easily.

If you have a dual standard PAL/NTSC UKvideo player, then yes. If you can plug your dual format VCR

into a regular PAL UK TV and see the NTSC tape playing in colour with audio, then our Empia chipset USB grabber will record it for you.

If you try to play an NTSC tape in a regular UK PAL VCR it just won't work, even if you set Arcsoft Showbiz 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 10, 8 and 7 - why's that?**



A. - Although the USB devices look identical they contain 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. There's even a version that only works with XP. Be careful what you buy from any other vendor. From January 2010 we'll only supply the NEW Empia device. Take a closer look:

**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.**

A. Yes, our Empia chipset USB hardware supports PAL60 colour captures from the Xbox360 using Dscaler or Amcap software.

**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 Arcsoft Showbiz software you should expect to get a maximum of 1hour 20 minutes on a 4.7GB DVD-R, or a maximum of 2 hours 30 minutes on a blank dual-layer 8.5GB DVD.

**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 USB hardware is designed to capture old 4:3 format video only, from VHS VCRs & older camcorders. 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 – but these can be trimmed off later using Handbrake software.

**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 back of your VCR (If you have a choice test with the one marked TV 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 9 inch screen?**

A. Usually no. Netbooks tend to have: processors slower than 1.6GHz, no DVD Writer & low resolution displays. Our software expects to find a screen with a resolution of at least 1024x768 – that normally means at least a 15" display.

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

A. The USB adapter is based on the Empia Chipset 2861 + Silan 8113. 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 on my particular PC for any reason, I can return it within 28 days for a full refund?**

A. Yes.

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

A. We've been trading as TR Computers since 1989. For 15 years we advertised in Micromart magazine selling used PCs. For the last eight years we've concentrated on products for capturing video to PC and Mac.

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

A. You can use Visa, Mastercard, or Paypal via our Romancart shopping cart, or you can just call us with your card details direct on 01565 640739 if you prefer. Orders placed before 1pm (Monday to Friday) are shipped the same day by Royal Mail 'signed for' 1<sup>st</sup> class post. The kit is also available on Amazon UK and USA & eBay.

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

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

**Q. Which kits are available?**

A. **Video-2-PC.co.uk** for Windows 10, 8.1, 7, Vista and XP, for all 32 & 64 bit versions. £33.90 + £5.95 UK Next Day P&P.

**Video-2-Mac.co.uk** for Apple Mac OSX with fully licensed VideoGlide £ 34.95 + 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.

These frequently asked question pages are intended to enlighten you pre-purchase. You get several more pages of simple-to-follow instructions with the kit, plus a page of the most commonly encountered problems and their solutions. We also provide video guides on our DVD. If you have a PC without a DVD drive we also supply download links. This document is © Tim Rustige 2017 - don't reproduce it without our written permission.