

If you are experiencing one or more of the following problems, the Pinnacle card you are using may not have been installed correctly. Please read the entire document before following this installation procedure. If you are not comfortable making low-level changes on your computer's BIOS, please contact the manufacturer of your motherboard so that they can provide you with assistance in making these changes to your computer.

**Problem:**

- A. **Card not found** > (possible incorrect PCI slot or IRQ conflict)
- B. **No frames captured** > (SCSI and/or Capture card IRQ or PCI slot placement problem)
- C. **Dropped frames** > (SCSI and/or Capture card IRQ, PCI slot placement problem, capturing to C: )
- D. **Skipped frames** > (SCSI and/or Capture card IRQ or PCI slot placement problem)
- E. **Poor overlay** > (video card driver, DirectX version or IRQ sharing problem)
- F. **No audio** > (connect speakers, IRQ sharing, or bad cable problem)
- G. **Distorted audio** > (possible IRQ, cable, or audio settings problem)
- H. **No output to VCR or camera** > (Premiere presets or VCR input selection incorrect)
- I. **No input or capture** > (Premiere presets, cabling, IRQ, or capture input selection incorrect)
- J. **Jerky video** > (SCSI and/or Capture card IRQ or PCI slot placement problem)
- K. **Black lines in playback** > (SCSI and/or Capture card IRQ or PCI slot placement problem)
- L. **Audio/Video Sync out** > (not using 29.97 FPS)

**Installation:**

DC30+, DC50, DC1000, DVD1000, DV200/300/500

**After Premiere has been installed *and* updated to latest version, begin capture card installation.**

1. Install Pinnacle card on PCI slot # 1 or #2 (**re-arrange cards if necessary**)
2. Example of card order could be AGP video, next slot SCSI controller, and next slot Pinnacle capture card, next slot LAN card, next slot sound card, etc.... If you need to change add-on card arrangement, it is best to move one card at a time. Reboot the system and be sure the card you moved is working correctly. If you need to reinstall the drivers for the moved card, do that at this time. Continue on in this format, moving and setting up one card at a time.
3. Boot to BIOS and set 'PnP OS' to yes and 'recourses controlled by' 'auto' for Award and AMI BIOS under PNP/PCI configuration.
4. Disable any unneeded Device IRQ's (example USB, AGP VGA and any unneeded IDE controllers).
5. Before exiting and saving BIOS settings, be sure to enable 'reset configuration data' so that OS will reconfigure changes made in BIOS IRQ settings.
6. For Phoenix BIOS set PNP to no.
7. When windows boots be sure that no background applications are running BEFORE proceeding with installation of ANY software or hardware. (Get 'Startup Cop' software from [www.pcmag.com](http://www.pcmag.com) or press Ctrl+Alt+Del to close background applications).
8. Run installation of Pinnacle cards software and hardware.
9. After system has rebooted, be sure that Pinnacle card was installed on IRQ 9, 10, or 11.
10. For Windows 98 go to control panel click on system icon, device manager, then double click on computer within the device managers window. For Windows NT 4.0, click on Start-> Programs-> Administrative Tools-> Windows NT Diagnostics, then click on the Resources tab. (For Windows NT 4.0, also use IRQ 9, 10, 11. Do not use virtual IRQ). For Windows 2000, right click on 'My Computer' icon, go to 'Manage', double click on 'System Information', double click on 'Hardware Resources', then click on 'IRQ's'.
11. For NT dual CPU motherboards, be sure that virtual IRQ's are disabled. You can do this by disabling MPS under advanced CMOS setup. If there is no 'disable' option, set MPS to ISA mode.
12. If the card did not go on IRQ 9, 10, or 11, go back to the motherboard BIOS setup and change it manually by setting the PNP/PCI configuration from auto to manual. Depending on your BIOS software, either change PCI slot to appropriate IRQ or set IRQ's 9, 10, 11, 14 and 15 to PNP/PCI and all other IRQ's to Legacy ISA. This should force Pinnacle card to 9, 10, or 11 IRQ. If you are having trouble with motherboard settings, refer to your motherboard manual or please contact your motherboard manufacture for further assistance on assigning IRQ's.

13. For various Premiere 5.1 issues, try deleting Premiere's preference file PREM50.PRF
14. \*\*\*\*\*If PREM50.prf file has an icon that looks like a KEY, the file is corrupt. Double click on the 'My Computer' icon and select View-> Folder Options. Click on the 'File Types' tab. Scroll down to 'PICSRULES File' and remove it. If PREM50.PRF is still present under Premiere's directory, delete it again.
15. For best performance, do not share any IRQ's for any device.
16. For best performance, have SCSI controller on 16-bit IRQ. (SCSI controller card should also be installed on PCI slot #1 or #2 and preferably IRQ 14 or 15)
17. For best performance, install Sound card and LAN card on last 2 PCI slots.
18. For skipped, dropped or jerky video problems try setting "read-ahead optimization" to NONE (right click on the 'My Computer' icon and select Performance->File system). Then check "Disable Write-behind Caching for All Drives" (right click on the 'My Computer' icon and select Performance->File system->Troubleshooting).
19. For overlay problems set video card to 16-bit high color. Check your video card for compatible drivers/BIOS with the DirectX version that you are using. If overlay problems persist, you can uninstall and reinstall DirectX. Use DirectX uninstaller available from [www.download.com](http://www.download.com). Your DirectX version is located in the DirectX folder under the Program files directory.
20. Also for overlay problems try decreasing or increasing "hardware acceleration" (right click on 'My Compute' and select Performance->Graphics).
21. Be sure that all s-video, composite, DV, and audio connections are set correctly for your capture cards input and output settings from within Premiere and/or capture cards control utility.
22. When Premiere first opens, be sure that you click on 'load' in the '*new project settings window*', and choose a Pinnacle preset for your capture card. These are recommended default settings for most computer systems.
23. Be sure that you are capturing your footage to your capture drive by setting the '*temp/captured movies, video preview temps and audio preview temps*' to your capture drive in Premiere's '**scratch disks/device control**' preferences.
24. Be sure that Premiere is installed on your C or system drive. Do not install Premiere on your capture drive.
25. If audio and video sync is off, be sure you are capturing at 29.97 FPS. Be sure all audio tracks are the same format and rate. You can also try rendering in a null or blank audio file throughout the entire project on an unused audio track from within Premiere.
26. **CONNECT SPEAKERS** to the audio out on capture card so you can hear audio while editing and outputting to tape.
27. When going out to tape, be sure your input selection on VCR is correct.
28. If you wish to view your footage on another computer that does not have a capture card installed, be sure to render out clips using a software CODEC (i.e. Indeo or Cinepak).
29. Always keep OS, add-on card, motherboard BIOS, and motherboard chipset drivers updated with latest versions.
30. If at anytime you need to uninstall Pinnacle capture card be sure to completely remove all software and hardware drivers from the uninstall utility and check any uninstall documents from [www.pinnaclesys.com](http://www.pinnaclesys.com) After this, you may also boot in SAFE MODE, for 95/98, (press F8 at boot) to remove any devices in the Device Manager that are listed more than once, or that are no longer used by the system.
31. It is highly recommended that if you need to re-arrange your PCI slot or IRQ configuration, uninstall and reinstall the capture card drivers so that the OS will recognize capture card and IRQ settings correctly.
32. Before re-installing any add-on card or software that has previously been uninstalled, run **regclean.exe** (from [www.download.com](http://www.download.com)) to remove any leftover admissions within the Windows registry.
33. It is only recommended to use SCSI HDD 7200 rpm's or faster for capture. However, if you choose to use UDMA 66 HDD, be sure to have latest UDMA drivers and motherboard BIOS updates. Have UDMA controller card also on 16-bit IRQ and PCI slot #1 or #2. Do not use standard IDE or UDMA 33 for capture or you may experience dropped/skipped frames, A/V sync problems, and/or black lines during playback. If you are using VIA chipset motherboard and not Intel, be sure to load all the necessary VIA chipset drivers at [www.viatech.com](http://www.viatech.com).
34. Some suggested data rate settings are:

- a. CD-ROM > 500-1000k
  - b. VHS > 3000-3500k
  - c. SVHS > 3500-4000k
  - d. Hi 8 > 4000-4500k
  - e. Beta > 4500-5500k
35. To minimize memory/error messages, be sure to close all background application before working with capture cards utilities and Premiere (Ctrl+Alt+Del).