



Troubleshooting Guide

General Troubleshooting

Issue	Possible Cause	Solution
Machine not responding	Specific machine not plugged in	Check the power and USB connections. Find the one for the machine you wish to use and make sure it is plugged into the appropriate plug or port. Cables are labeled by machine.
USB drive or memory stick not responding	USB drive not plugged in	Check the USB connections. The USB ports for the Digital Legacy Lab PCs are located on the right side of the screen.
	USB drive not formatted correctly	Confirm that your USB drive has been formatted for Windows PCs. If your USB drive has been formatted to a Mac computer, it may not work properly. Please be sure to bring a PC-compatible USB drive.
File taking too long to save	File size is very large	Option 1: Break up your project into multiple files while digitizing, or use the available editing software to make shorter or smaller files. Option 2: Save as a zip file. Refer to Saving Large Files to a Zip File in the tutorials binder.
	Not a long enough appointment in the Digital Legacy Lab	Reserve multiple times in the Digital Legacy Lab to complete your project. You can always save your work and come back later.
Audio not playing through headphones	Audio output not set correctly	Access the Settings > System > Sound . Under Output , select the device you are using to listen. For your own headphones or the PC speakers, select DLL PC Audio. For the Scarlett Solo

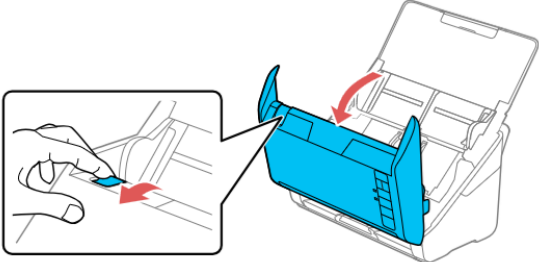
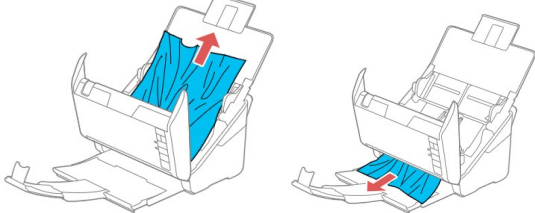
		headphones, select Scarlett Solo Audio.
Media is dirty and will not scan properly	Media needs to be cleaned	One method is to wipe your media with a soft cloth. A microfiber cloth is available in the Digital Legacy Lab bin for this purpose.

8mm and Super8 Film Converter Troubleshooting

Issue	Reason	Solution
My film will not advance through the machine	Film has imperfect splices, film is bent, or broken sprocket holes	Open the flap door while film is stuck, move the problem frames forward. Then close the flap door and continue recording
Some segments are jittery and some are not	Sprocket holes may be damaged from film being played too many times	Try recording and converting the film backwards to use the good edge of the sprocket holes. Then use software to reverse the video
 <p>Imperfect/Bad edge sprocket holes Normal <-----Bad edges-----> </p>		
My film won't go through the machine	Some old film is wider than 8mm at some sections due to loose manufacturing	Place a piece of paper carefully in the track table to keep it wide enough to fit this film
		
The speed of the video is too fast/slow		Edit in software such as Adobe Premiere or VLC Media player
My film is offset.	Film bed needs to be adjusted to center on your film.	4. On the film converter, select Menu.

		<ol style="list-style-type: none"> 5. Navigate to Frame ADJ using the arrow buttons. Press enter. 6. Select X (left/right), Y (up/down), or W (zoom in/out) by pressing the Enter button, then adjust with the arrow buttons.
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Auto Feeder Scanner Troubleshooting

Problem	Solution
<p>Photo or document jam in scanner</p>	<ol style="list-style-type: none"> 1. Turn off scanner 2. Remove docs and photos from input tray 3. Pull down cover open lever to open the scanner cover  <ol style="list-style-type: none"> 4. Gently pull out any jammed originals from inside the scanner and from the output tray  <ol style="list-style-type: none"> 5. Close the scanner cover. Turn scanner on and resume scanning.
<p>Image is too dark</p>	<p>In the Epson FastFoto software, select Settings > Scan Settings. Select the Photo Type best suited for your images.</p> <p>If the image is still dark, try adjusting the Brightness setting. Select Settings > Scanner Settings > Adjustments and set the Brightness.</p>

<p>Image is distorted or blurry</p>	<p>Make sure your original media is not wrinkled or warped, as this will distort the scan.</p> <p>If the image is still distorted,</p> <ol style="list-style-type: none"> 1. In the Epson FastFoto software, select Settings > Scan Settings 2. In Main Settings, be sure to select the correct Image Type for your media 3. In Advanced Settings, select Curled photo correction if your photos are curled.
<p>Scanned image colors do not match original colors</p>	<p>Printed colors never exactly match colors on the computer monitor because printers and monitors use different color systems.</p> <p>If you would still like to adjust the colors in the scanned image:</p> <ol style="list-style-type: none"> 1. In the FastFoto software, select Settings > Scan Settings. Make sure to select the correct Image Type for your media 2. In the FastFoto software, select Enhance to let the program adjust the image resolution. 3. You can also adjust the image resolution using editing software such as Adobe Photoshop.

Cassette and Vinyl Record Troubleshooting

Problem	Cause	Solution
Recording sounds loud and distorted	The gain level is too high	Option 1: Slide the gain slider next to the levels.
Recording is barely audible	The gain level is too low	Option 2: Turn the gain knob on the cassette player.
Cannot hear the recordings once transferred and trying to play them on the computer	Computer audio output not set correctly.	Access the Settings > System > Sound . Under Output , select the device you are using to listen.
While the USB device is connected, can't listen to any music from the computer		
Audacity is not registering any audio recording, but the record is playing.	Audio input not set correctly	Click the Audio Settings dropdown menu. Select Input , then select the device you are using to record.
Recordings are mono instead of stereo	Recording input properties not set to "stereo"	May need to manually specify "stereo." In Audacity :

		<p>Select Audio Setup > Recording Channels > 2 (Stereo)</p> <p>If Audacity is set to “stereo” but recording is still “mono”:</p> <ol style="list-style-type: none"> 1. Go to Settings, then select System, then Sound. Click the Input tab and highlight the Microphone input for the device you are using 2. Click on Properties to bring up the input settings. Click on the Advanced tab and select 2 channel, 16 bit, 44100 Hz (CD quality) in the Default Format pull-down menu. Click Apply to accept the settings.
Vinyl: The sound from the USB device’s audio outputs is distorted or full of static	Line/phono level switch may not be set properly.	Check the line/phono switch on the vinyl record player and make sure it is set to the appropriate level for the inputs connected.

Microphone and Live Audio Troubleshooting

Problem	Cause	Solution
Cannot hear the recordings once saved and trying to play them on the computer	Audacity transport settings or computer audio output not set correctly.	Check the transport settings in Audacity: Select Transport > Transport Options > Enable audible input monitoring
While the microphone is connected, can’t listen to any music from the computer		Confirm PC output is set correctly: Access the Settings , then select System , then select Sound . Under Output , select the device you are using to listen.

Audacity is only registering audio through one ear while I am recording	Microphone audio only accessible via input 2	Refer to Microphone and Live Audio Basics Tutorial step 9 to mix the stereo down into mono.
Audacity is not registering any audio recording, but I am speaking into the microphone/playing music.	Audio input not set correctly	Click the Audio Settings dropdown menu. Select Input . Select Scarlett Solo Converter .
Audacity is not registering any audio recording, and the audio input is set correctly.	Recordings are mono instead of stereo.	<p>Reset settings to “stereo.”</p> <p>In Audacity:</p> <p>Select Audio Setup > Recording Channels > 2 (Stereo)</p> <p>If Audacity is set to “stereo” but recording is still “mono”:</p> <ol style="list-style-type: none"> 1. Go to Settings, then select System, then Sound. Click the Input tab and highlight the Microphone input Scarlett Solo Input. 2. Click on Properties to bring up the input settings. Click on the Advanced tab and select 2 channel, 16 bit, 44100 Hz (CD quality) in the Default Format pull-down menu. Click Apply to accept the settings.

VHS/DVD and Camcorder Tape Converter Troubleshooting

Problem	Cause	Solution
The device is playing but there is no video or audio playing on the PC	The All-in-One converter is not correctly plugged into the device.	Plug each cord into its color-corresponding plug on the device. Make sure that the USB port is plugged into the USB strip.
Cannot hear the recordings once saved and trying to play them on the computer	Computer audio output not set correctly.	Access the Settings > System > Sound . Under Output , select the device you are using to listen.

Audio is playing, but no video is playing on the Honestech software	The Honestech software options are not set correctly.	In Honestech, click Option . Make sure “AV TO USB 2.0” is selected for Video Device. Make sure “AV to USB 2.0” is selected for Audio Device. Select OK.
The AV to USB2.0 option is greyed out in the Honestech software	Computer volume mixer settings not set correctly	Close Honestech. Access the Settings > System > Sound . Under Advanced Options , select Volume Mixer . In the Input device dropdown menu, select AV to USB2.0 . Restart Honestech.
The Hi8/8mm camcorder is playing audio, but no audio is playing on the Honestech software	Camcorder speaker is on.	Close the LCD screen to turn off the camcorder speakers.
The MiniDV camcorder is playing audio at the same time that the Honestech software is, or with a slight lag.	This is normal.	
Camcorder cassette compartment will not open or eject a tape.	The camcorder is not charged.	Make sure that the battery pack is inserted into the camcorder correctly. Connect the charging cable to the camcorder and plug it into the power strip. Be sure to leave the camcorder plugged in while recording to avoid any loss of power.
Camcorder will not turn on.		
Camcorder turns off in the middle of recording.		