



TROUBLESHOOTING GUIDE

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REVISION: A

PROBLEM: EPI Canon Plug-in (live capture) is not working properly.

TROUBLESHOOTING TIPS:

- 1) Verify the badging3000 is operating properly before troubleshooting Canon Plug-in problems (Refer to TG080009 and TG080010).**
- 2) Verify you purchased and received a Canon Plug-in license number from Continental Access. After receiving the license number, you must download the correct Canon Plug-in software from Imageware Systems (www.iwsinc.com). After downloading the correct Plug-in, you must install it. After installing it, click “Start/Programs/Activate Canon PS camera Plug-in license. If this license was not previously activated, you will be prompted to enter the Canon Plug-in license number. NOTE: You must have Internet access to activate the license over the Internet. If you are unable to get Internet access, or have problems activating the license via the Internet, you must call (EPI) Imageware Systems at 1-819-772-7600. The activation procedure for this license is very similar to the activation procedure for the Runtime and Designer license.**
- 3) VERY IMPORTANT: DO NOT install the Canon drivers you received with the camera. The Canon Plug-in software takes the place of the drivers that come with the camera. If the Canon drivers from the camera are installed, the live capture will not work properly.**

- 4) Verify you download the correct Canon Plug-in from the Imageware Systems website. There are different Plug-Ins for the different supported cameras. EPI only supports certain cameras. You must use one of the supported Canon cameras listed on their website.**
- 5) Verify you are using an external power supply on the camera. Do not use battery power while doing live capture.**
- 6) Camera must be set in Playback mode to do live capture (not the standard camera mode).**
- 7) Power up camera and configure for Playback mode before starting the CA3000.**
- 8) If you are having problems with live capture, verify you can import and save a picture (.jpg or .bmp) properly before troubleshooting a live capture problem.**

