



FAQs

DX-ECFW FireWire 800 ExpressCard Adapter

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Setup

1. How do I set up my FireWire card adapter?

- Have you tried using your quick start guide to help you through this process? If more help is needed please follow the steps below.
 - To install the FireWire ExpressCard Adapter:
 - Carefully insert the adapter into the ExpressCard slot of your laptop until it's firmly seated in the ExpressCard slot. (Refer to the ExpressCard slot instructions from your laptop's user guide).
 - **Windows 2000 & Windows XP installation:** Windows 2000 and Windows XP automatically detect the adapter after it is installed, then installs the correct driver. No separate driver installation is needed.
 - To verify if the device exists in your computer and is enabled:
 1. Click the Start button and right-click **My Computer**, then select **Properties**.
 2. Click **Device Manager** and open the entry **IEEE 1394 Bus host controllers**. If the device has been properly installed, its sub-entry should be displayed as **OHCI Compliant IEEE 1394 Host Controller** (in Windows 2000 and XP).
 - **Windows Vista & Windows 7 installation:** Windows Vista and Windows 7 automatically detect the adapter after it is installed, then installs the correct driver. No separate driver installation is needed.
 - To verify if the device exists in your computer and is enabled:
 1. Click the Start button and right-click **Computer**, then select **Properties**.
 2. Click **Device Manager** and open the entry **IEEE 1394 Bus host controllers**. If the device has been properly installed, its sub-entry should be displayed as **AGERE OHCI Compliant IEEE 1394 Host Controller** (in Windows Vista and 7).
 - **Mac OS X (v10.4 or later) installation:** Computers with Mac OS X v10.4 or later include a FireWire driver provided by the operating system. No additional driver software is necessary. After the FireWire ExpressCard adapter is installed, restart the computer.

2. How do I use the power jack on the adapter?

- Currently, the power jack on the adapter is not supported. You can only use FireWire devices that have their own power source as this adapter will not power the devices.

Hardware Issues

3. My computer isn't recognizing the FireWire adapter.

- Check the Device Manager to see if the device exists.
 1. Click the Start button and right-click **My Computer** (Windows 2000 & XP) or **Computer** (Windows Vista & 7), then select **Properties**.
 2. Click **Device Manager**.
 - For **Windows 2000 & XP**:
 - Click on the **IEEE 1394 Bus host controller** sub-entry and make sure that there are no conflicts. Conflicts are indicated by an entry with a red **X** or a yellow exclamation point (!). If a conflict is found, see Windows Help for instructions to solve the problem.
 - For **Windows Vista & 7**:
 - Click on the **AGERE OHCI Compliant IEEE 1394 Host Controller** sub-entry and make sure that there are no conflicts. Conflicts are indicated by an entry with a red **X** or a yellow exclamation point (!). If a conflict is found, see Windows Help for instructions to solve the problem.
- Repeat the device driver installation procedures.
- Make sure that the adapter is using the most recently updated driver. Updated drivers can be found through Device Manager:
 1. Click the Start button and right-click **My Computer** (Windows 2000 & XP) or **Computer** (Windows Vista & 7), then select **Manage**.
 2. Click Device Manager.
 - For **Windows 2000 & XP**:
 - Click on the **IEEE 1394 Bus host controller** sub-entry.
 - For **Windows Vista & 7**:
 - Click on the **AGERE OHCI Compliant IEEE 1394 Host Controller** sub-entry.
 3. Right-click the adapter and select **Update Software Driver** and follow on-screen instructions.

4. I am having difficulty connecting my camera or camcorder.

- Check the Device Manager to see if the DV camera is detected and installed.
 1. Click the Start button and right-click **My Computer** (Windows 2000 & XP) or **Computer** (Windows Vista & 7), then select **Properties**.
 2. Click **Device Manager**. If the DV camera is connected to the FireWire ExpressCard adapter, the Device Manager should display **Microsoft DV camera and VCR** under **Imaging Device**.
 - If these entries are not present, the camera may not connect to the FireWire ExpressCard adapter correctly. Check the cable connections to both the camera and adapter. Make sure that the camera is turned on and has power running through it. You may need to connect power using the camera/camcorder's power cable OR plug in the adapter's optional power adapter.
- OR
- The computer's operating system version may need to be updated to support IEEE-1394 devices. Refer to either Windows or Apple Web sites to update the computer to the latest OS version or service pack.

5. I am having difficulty connecting another FireWire device.

- Check the Device Manager to see if the device exists by clicking on the **IEEE 1394 Bus host controller** sub-entry and make sure that there are no conflicts. Conflicts are indicated by an entry with a red **X** or a yellow exclamation point (!). If a conflict is found, see Windows Help for instructions to solve the problem.
- Repeat the device driver installation procedures.
- Make sure that the attached device driver is using a current version. Usually updated device drivers are available for download on the device manufacturer's Web site (ex. DV Camcorder, backup hard drive, etc.).

6. During installation, Windows cannot locate the files needed to complete installation.

- If Windows reports that it is unable to find the file necessary to install the FireWire ExpressCard adapter, there will be a field at the bottom of the window requesting where to “Copy files from.” Insert your Operating System’s CD that came with your computer or the one you purchased when upgrading your Operating System.
- In this location, change the file location to match the Operating System CD. If using Windows 2000 or XP, change to **D:\i386**. (If **D** is the drive letter of the CD-ROM). Some particular files may actually exist on the system already but need to be located through Windows Search. Each computer may vary slightly.

7. How do I safely remove the device from my computer?

NOTE: In some cases when you go to use the Safely Remove Hardware Feature to remove your device from the computer it removes the entire unit (device and FireWire adapter). If this happens, remove your FireWire card from the ExpressCard adapter slot and re-insert.

- Double-click the **Safely Remove Hardware** icon on the toolbar in the lower right corner of your screen. When the window opens, select the device you wish to remove. A window should open which tells you it is now safe to remove the device.

8. The computer is recognizing the card, but not my devices connected to the card.

NOTE: In some cases when you go to use the Safely Remove Hardware Feature to remove your device from the computer it removes the entire unit (device and FireWire adapter). If this happens, remove your FireWire card from the ExpressCard adapter slot and re-insert.

- Make sure the device is ON. Some FireWire devices have their own power supply and do not require a power adapter to be connected in order to work. However, *non-powered* FireWire devices require a power adapter to be connected in order to work.
- Check the Device Manager to see if the device exists by clicking on the **IEEE 1394 Bus host controller** sub-entry and make sure that there are no conflicts. Conflicts are indicated by an entry with a red **X** or a yellow exclamation point (!). If a conflict is found, see Windows Help for instructions to solve the problem.
- Carefully remove the adapter from the ExpressCard slot of your laptop and then carefully insert the adapter into the ExpressCard slot until it’s firmly seated in the slot.
- Repeat the device driver installation procedures.
- Make sure that the attached device driver is using a current version. Usually updated device drivers are available for download on the device manufacturer’s Web site (ex. DV Camcorder, backup hard drive, etc.).

General

9. Is this card compatible with my computer?

- The following are compatible operating systems:
 - Windows 2000
 - Windows XP
 - Windows Vista
 - Windows 7
 - Mac OS X v10.4.x or higher

10. Do I need a power adapter?

- Currently, the power jack on the adapter is not supported. You can only use FireWire devices that have their own power source as this adapter will not power the devices.

11. Can I get more information about this FireWire card?

- You can find more information about this card in your manual or on the Dynex Website:
<http://dynexproducts.com/products/computers/DX-ECFW.html>