

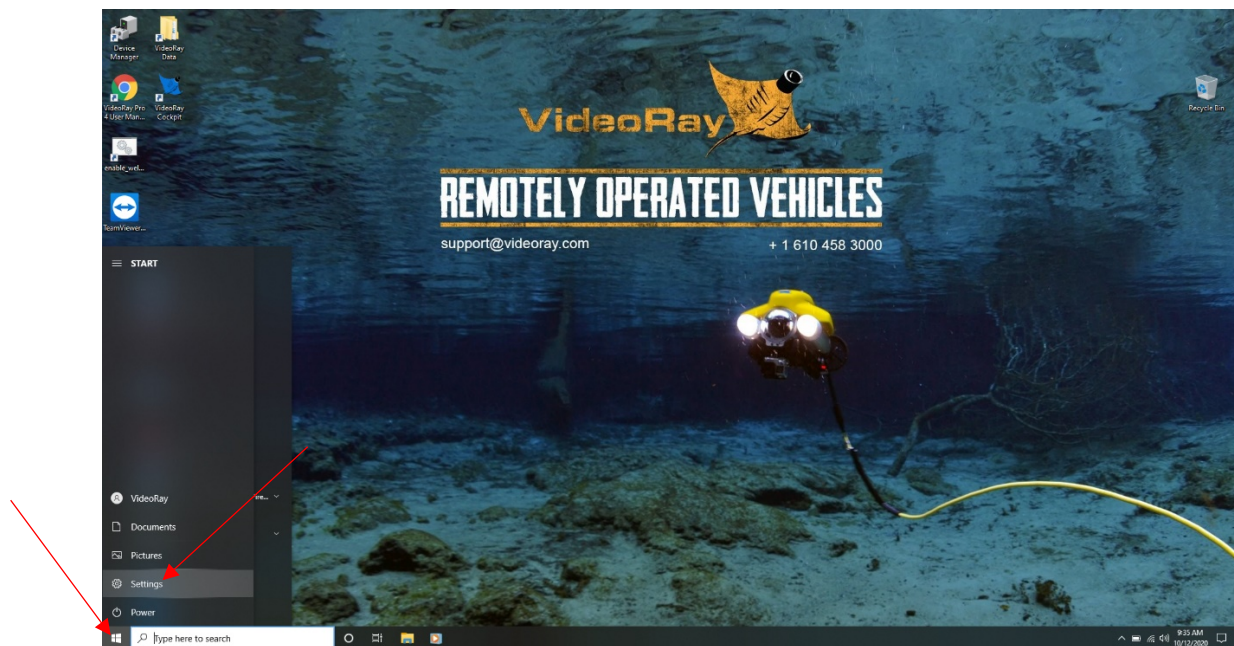


Pro 4 Video Capture Device Driver Update for Windows 10 Version 2004

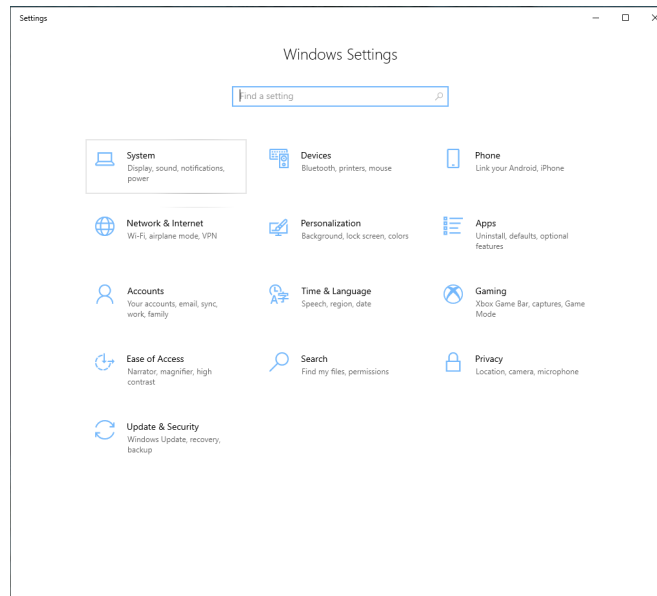
October 12, 2020

Due to the Windows 10 Version 2004 update released in May 2020, the Video Capture Device driver that shipped on systems prior to November 2020 are no longer compatible and need to be updated to be compatible with Windows 10 Version 2004. If not updated, the user may experience large pixelated black and white squares as well as vertical desyncrization of frames. Below is a list of steps to check your Windows 10 Version as well as the steps required to updated to the latest driver supported by VideoRay.

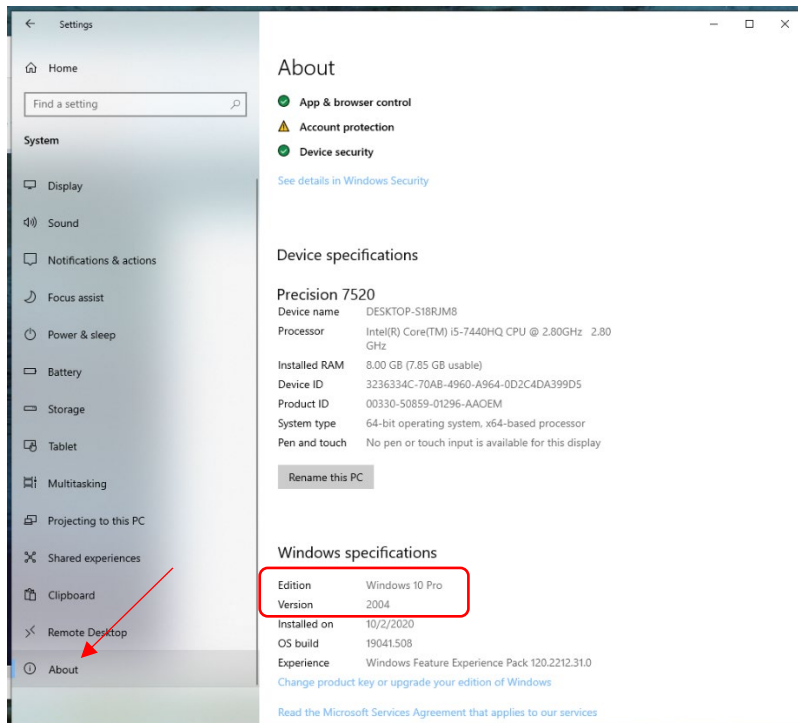
1. Verify your Windows version using the following steps
2. Click **Start** then **Settings**



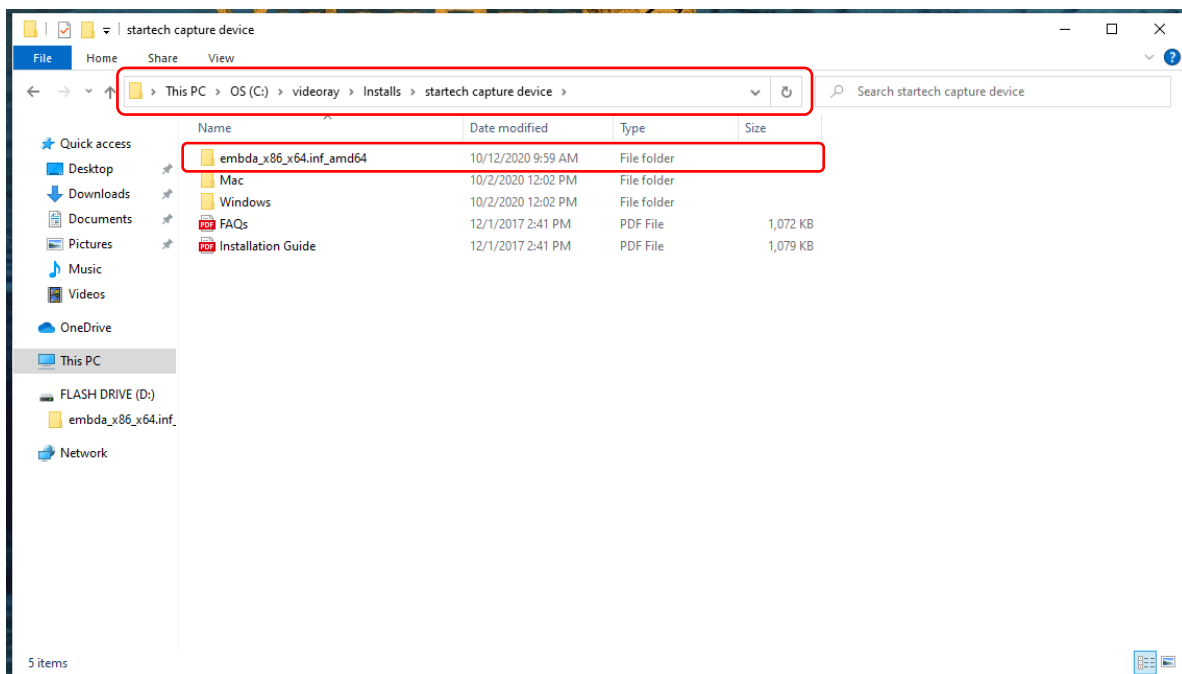
3. Click **System** in the **Settings** main menu



4. At the bottom of the list along the left hand side click **About**. Under **Windows specifications** verify Edition says **Windows 10** or **Windows 10 Pro** and the Version is **2004**. Once verified, the settings page can be closed.



- Download the updated driver package via the VideoRay Support webpage or by clicking [here](#) for a direct download. Once downloaded, extract the folder and place the entire folder in the following location **C:/videoray/installs/startech_capture_device**. *Note the base StarTech Capture Device driver should already be be on your computer and installed. If not, it can be downloaded from the VideoRay Support webpage or by clicking [here](#) for a direct download. Installation instructions for installing the base driver can be located in the VideoRay Pro 4 Installation Build **readme** file **step 42** located in **C:/videoray**.

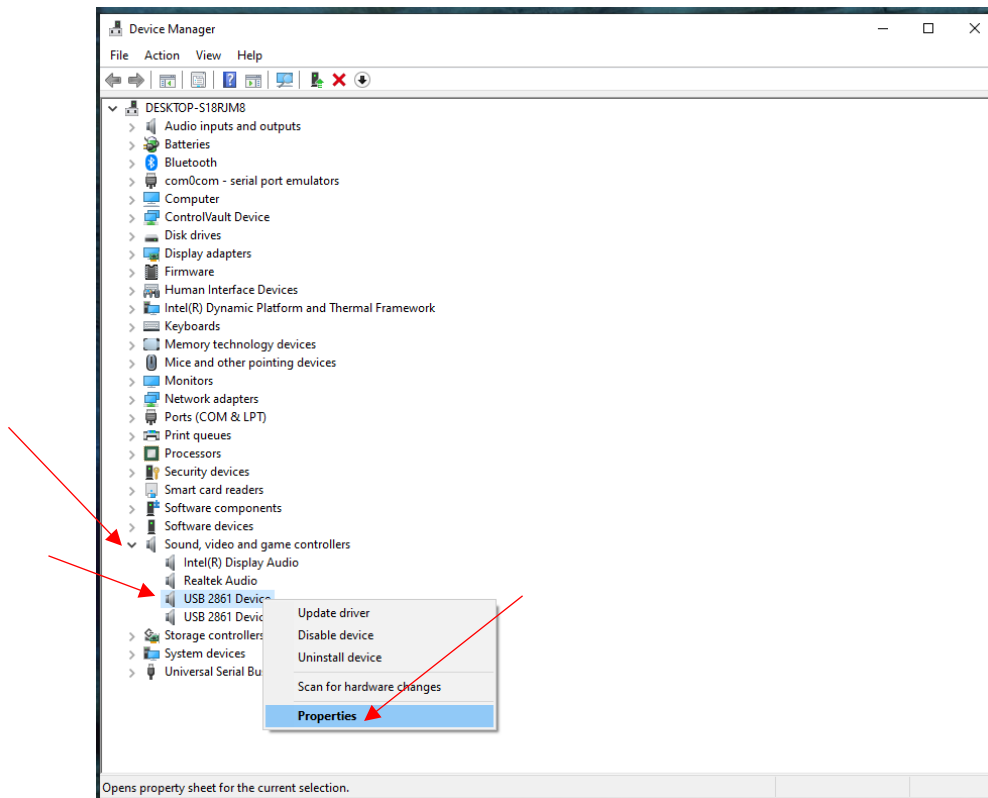


6. Power on your Integrated Control Box (No ROV is required) with the computer attached via USB.

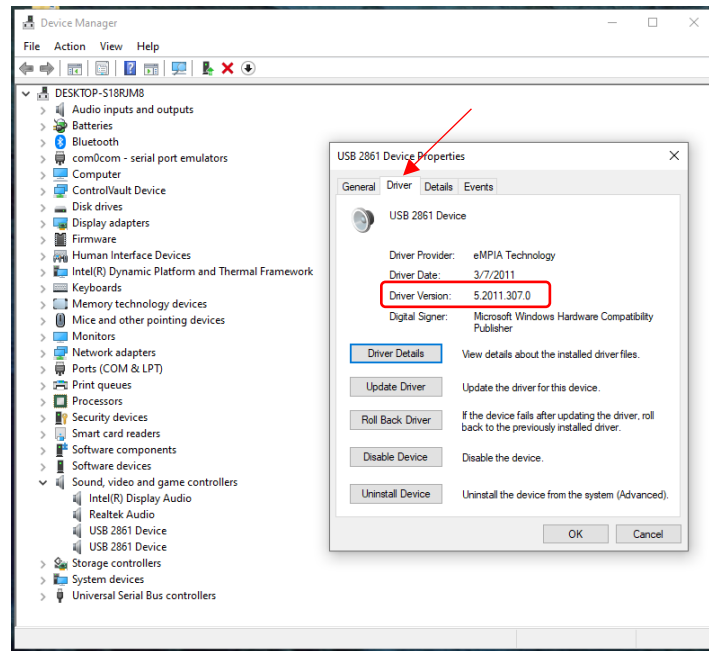
Open **Device Manager** by either clicking the shortcut on the **Desktop** or by right clicking **Start** and selecting **Device Manger**.



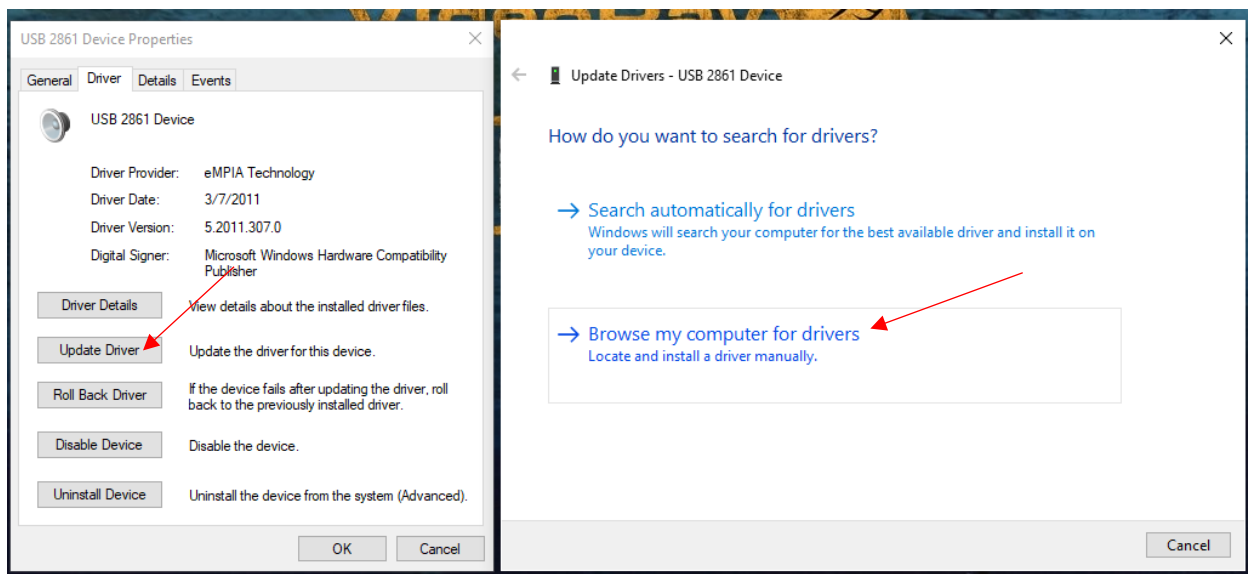
7. In Device Manager, open the tree for **Sound, video and game controllers**. Right click the first **USB 2861 Device** and select **Properties**.



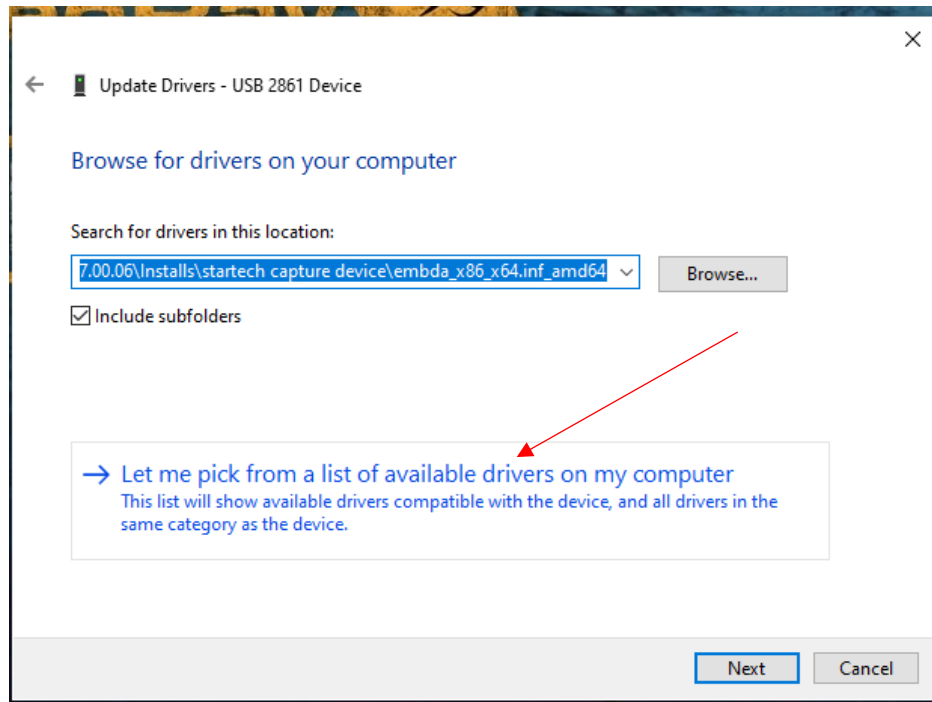
8. Select the **Driver** tab across the top. Verify the current Driver Version is **5.2011.307.0**. *Note In the off chance that it does not match the above Driver Version, select the other USB 2861 Device from Device Manager.



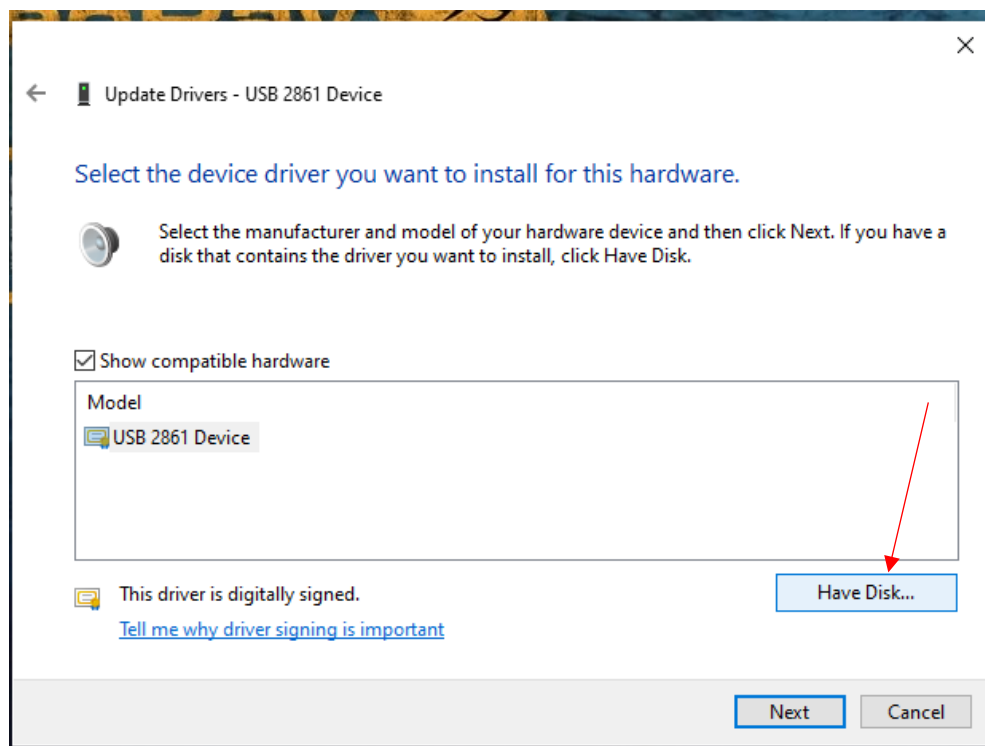
9. Click **Update Driver** then **Browse my computer for drivers**



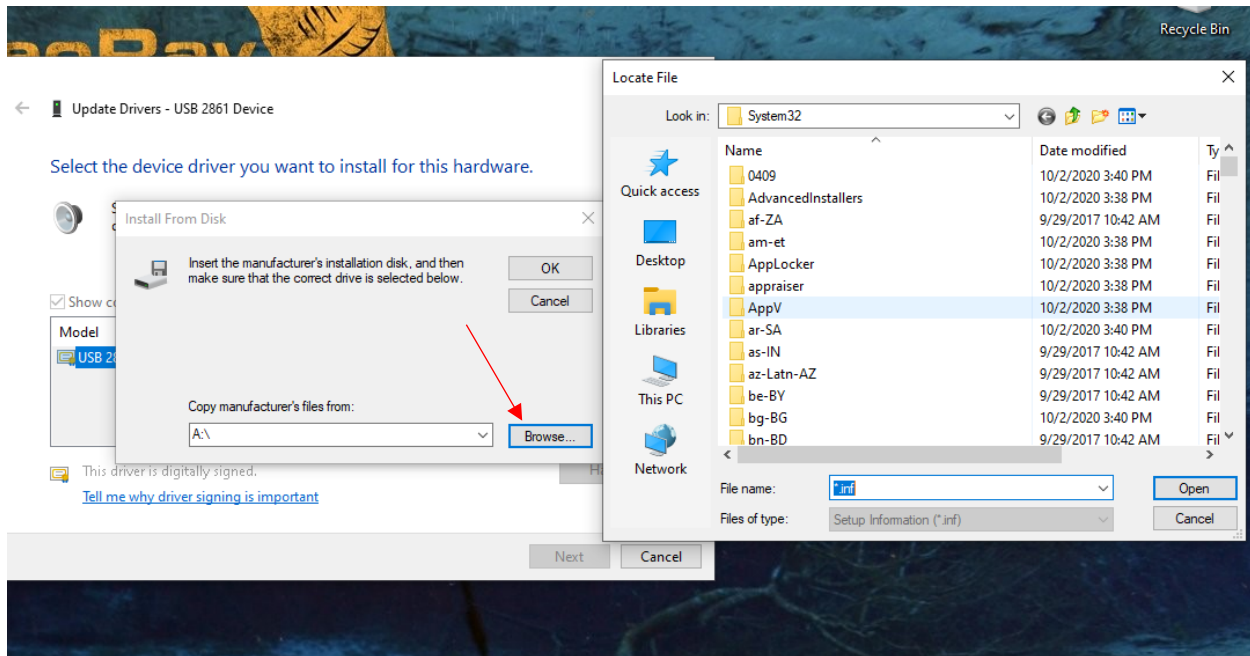
10. Click **Let me pick from a list of available drivers on my computer**



11. Click **Have Disk**

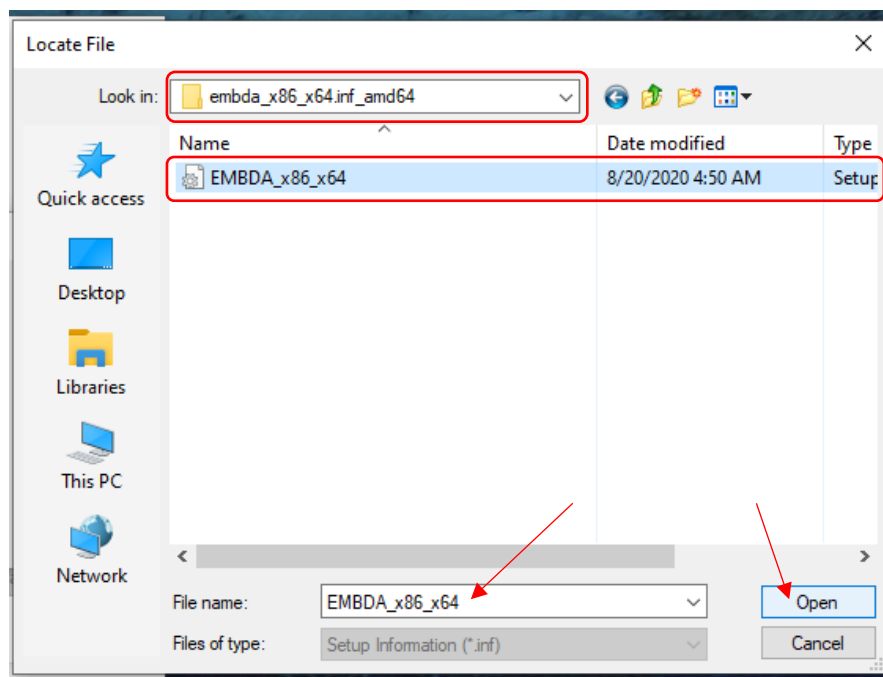


12. Click **Browse**

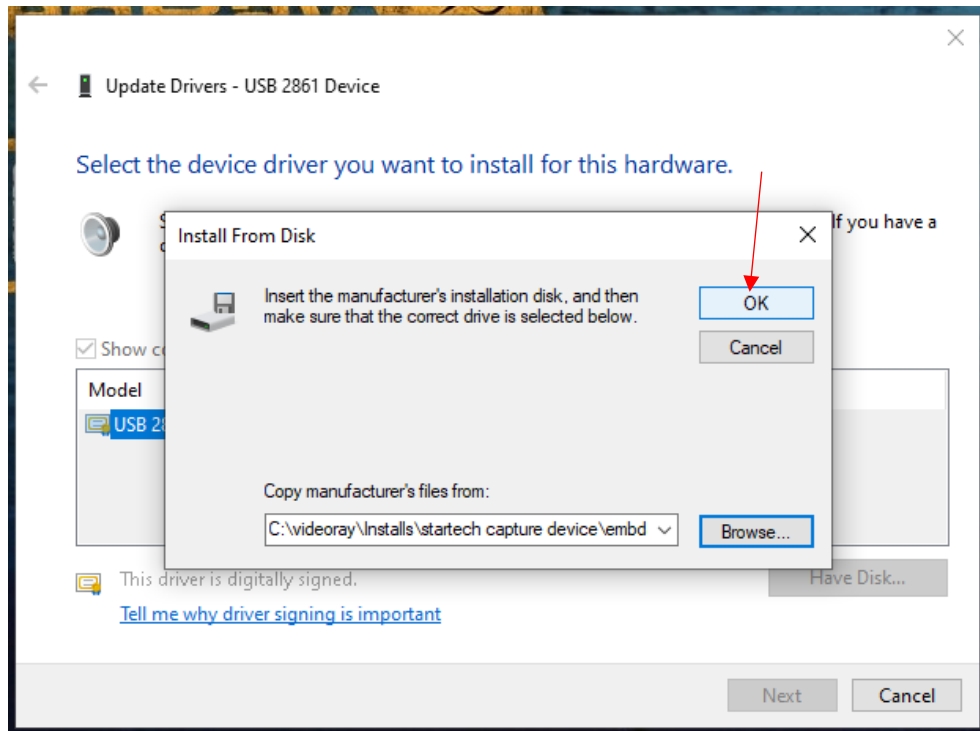


13. Navigate to the following folder

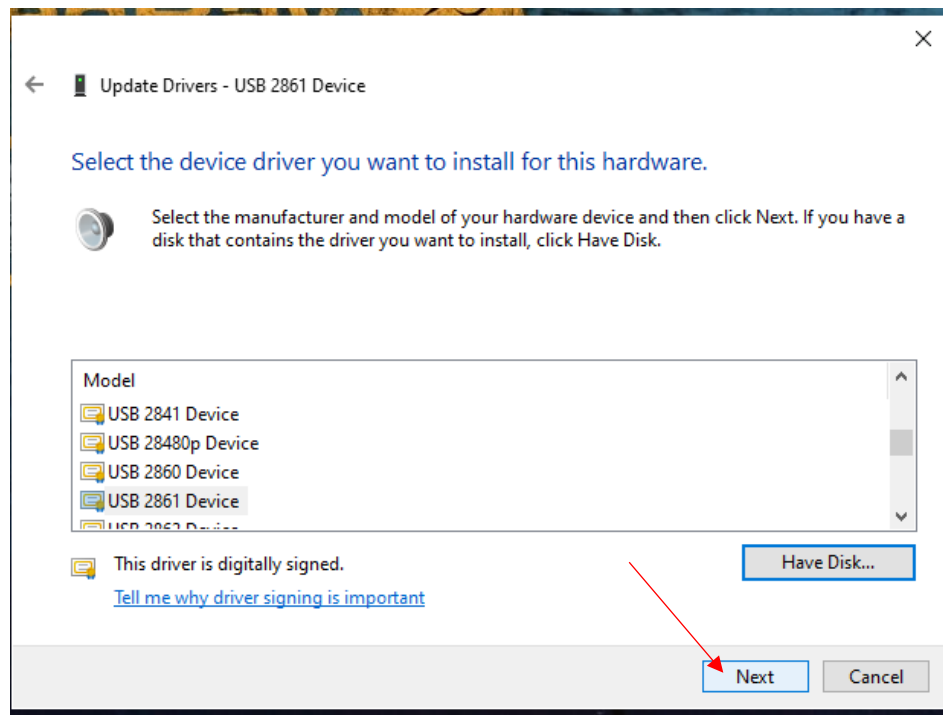
C:/videoray/installs/startech_capture_device/embda_x86_x64.inf_amd64 and select the only file located there **EMBDA_x86_64** and click **Open**



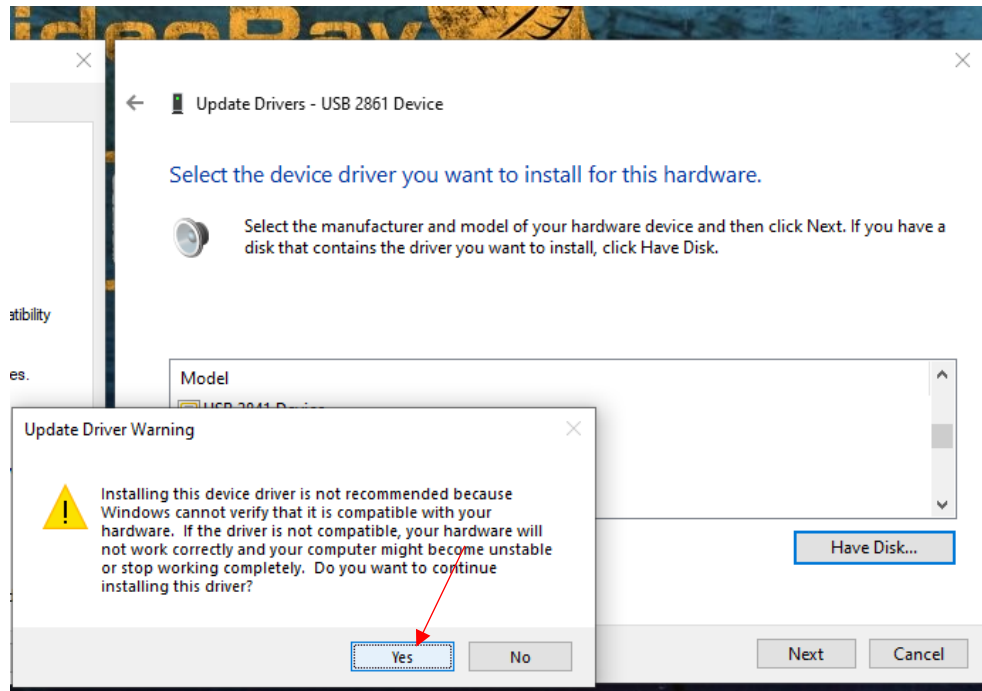
14. Click **OK**



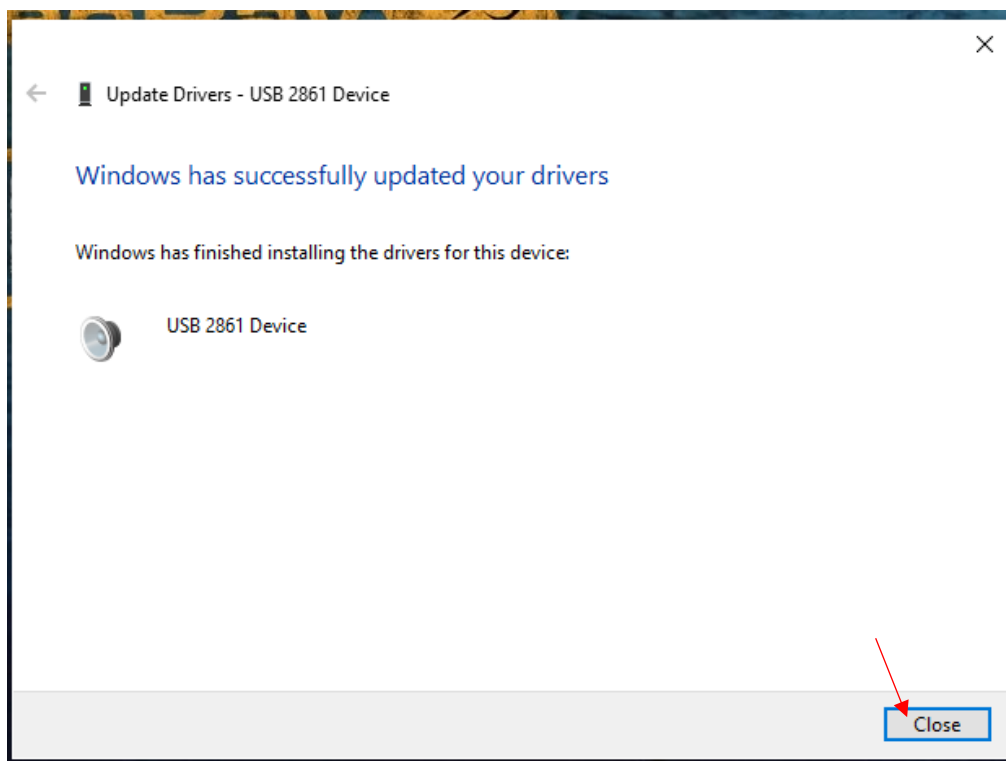
15. Click **Next**



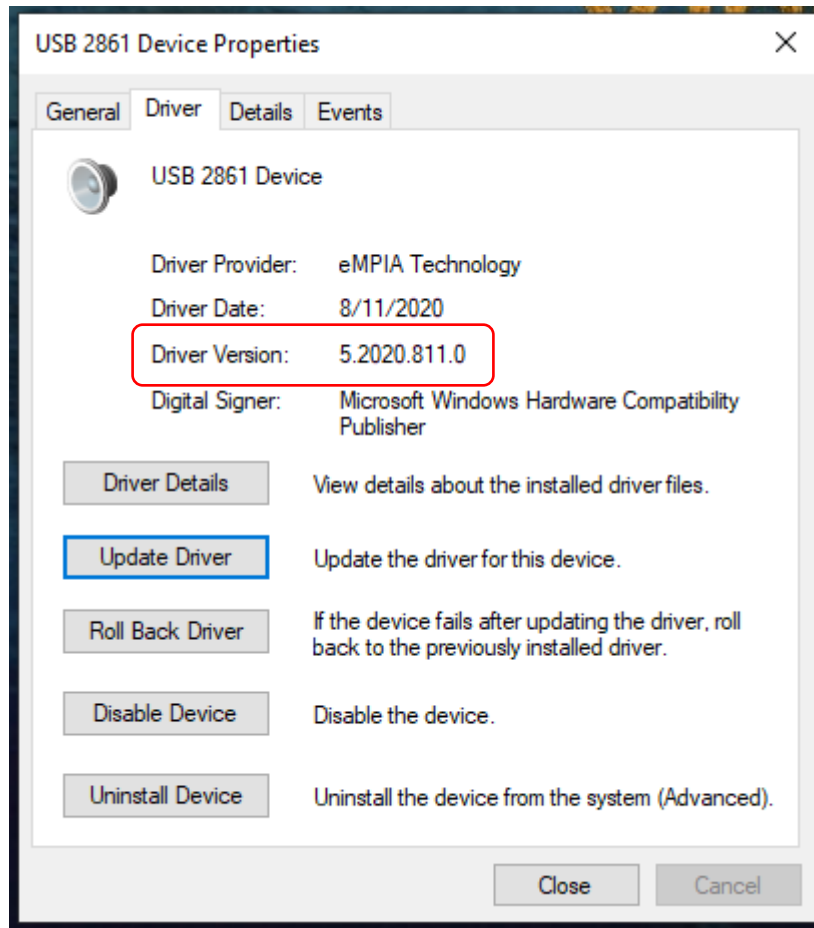
16. When prompted with **Update Driver Warning** click **Yes**



17. Once Windows has successfully updated the driver click **Close**



18. Verify the **Driver Version** has been updated to **5.2020.811.0**



19. The driver update has been completed.