



GLOBAL VILLAGE

How to... VideoFX & Mac OS 9.0.4 Upgrade Issues

Introduction:

Some users have had issues with the VideoFX after installing Apple's 9.0.4 OS upgrade to their machines. Some of the symptoms are:

- Loss of video
- Gray screen only on the Video Impression display
- Erratic video

Below you will find 2 ways to help solve your problem. If this does not help you, please contact our technical support department at (800) 336-2009 for further assistance.

The first thing to do is to remove the VideoFX driver if the last thing you did was install the 9.0.4 OS upgrade after installing the VideoFX under OS 9.0

Then, click on the Harddrive icon on your desktop. Look for the System Folder and click to find the Extensions Folder. Look for the following 4 files:

- Nt1003.sys.Daz.UsbLive
- Shell Settings Panel
- Shell Video Digitizer
- Shell Interface Library

Delete these files and reinstall only the VideoFX driver. You should see video images at this time. If not, always check your camcorder, VCR or Webcam settings.