

uCorder FAQ'S

1) System / Installation

Q: What are the system requirements to run uCorder?

A: uCorder will work on Windows (versions 2000 / XP / Vista / Windows 7), Mac (OS X v 10.0 and up), and Linux (2.4x kernel and up). Note: you need an available USB port that supports USB 1.1

Q: Does the uCorder include any software?

A: No, the uCorder does not include any proprietary technology. The device is recognized as a standard memory drive, same as a USB memory stick.

Q: How do I play video files from the uCorder?

A: Recordings from the uCorder use a standard AVI video file format that can be read by popular media players including Windows Media Player and QuickTime. The audio-only recordings are in WAV format, a very common type of audio file that's well supported.

Note: if you are having difficulty playing the AVI files, please refer to the Troubleshooting FAQ's as you probably require an updated video codec or media player.

Q: How do I install the uCorder?

A: Simply connect the USB cable (there's one included in the package). The drivers will install upon connection. Please be patient while the drivers install and allow the installation to finish. Click "Continue" if prompted. Messages such as "Found New Hardware" may appear.

2) Battery Life

Q: How long does it take to charge the battery?

A: Charging time for the built-in rechargeable Lithium ion battery is 3-4 hours.

Q: How do I know when the uCorder is charged?

A: The uCorder has a Red LED indicator that will blink while the unit is charging. Once it's fully charged, the Red LED will appear constantly ON.

Q: How do I know when the uCorder needs recharging?

A: The Red LED indicator will blink during operation (without USB connection) to indicate low battery power.

Q: How can I conserve the battery life?

A: Turn the switch to OFF when you are not using the uCorder. Note: if you have just recorded something, wait for the rapidly blinking Blue/Green LED to finish blinking rapidly before turning the uCorder OFF. The rapidly blinking LED means that the file is being saved to memory, and interrupting this process could cause a complete loss of recorded data.

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Q: What's the battery life?

A: Given a full charge, it's approximately 105 minutes for Video recording. For Audio-only recording, it's 130 minutes.

Q: Can I charge the uCorder while using it for recording?

A: No, the uCorder does not record while it is being charged via USB connection.

3) Memory Capacity vs Recording Duration

Q: What's the memory capacity on uCorder?

A: Both uCorder models include an internal memory. IRDC150 has 1GB and IRDC250 has 2GB. The memory is expandable via Micro SD Card (not included). If you add an 8GB Micro SD, then the capacity increases to 9 GB for IRDC150 or 10 GB for IRDC250.

Q: How much video can I record on the uCorder?

A: There are a few variables to consider. uCorder holds roughly 36 minutes of Video (or 72 hrs of Audio-only) per Gigabyte of available memory. So, without adding a Micro SD card, the given capacity is 36 minutes of Video on IRDC150, or 72 minutes on IRDC250. If you add 8 GB memory with a Micro SD card, your capacity increases to over 5 hours of video recording on IRDC150 and over 6 hours on IRDC250.

Q: How long can I record continuously on the uCorder?

A: The limitation is more related to battery life than available memory since you have the ability to increase the memory capacity. Your single session recording cannot exceed the battery life of 105 min.

Q: Can I delete files from the uCorder, or offload them to my computer?

A: Absolutely. You can copy, paste, delete and rename the files from the uCorder's memory. In fact, you don't need to add more memory capacity if you frequently offload the video files to your computer / disc and then delete the original copies from the uCorder's memory.

4) Accessing Recorded Files

Q: Where do my recordings go?

A: By default, recordings go to the Micro SD memory first (if inserted) before using the Internal Flash memory (once the Micro SD card memory is full).

Q: How do I access my recordings?

A: With the USB connected, your uCorder will appear as a memory drive (similar to a USB memory stick). If you have inserted a Micro SD card, it will appear as a separate Memory Drive. The uCorder internal memory drive is titled "uCorder1GB" or "uCorder2GB" (depending on model purchased), while the SD memory drive title varies by manufacturer. In Windows, the drives are accessible via "My Computer", which lists the connected hardware. Double-click on the appropriate memory drive to find the folders containing your Video and Audio recordings.

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Q: How do I play the files?

A: It is highly recommended that you copy the files to a folder location on your computer before playing them. Video data will transmit at true speed if you play the file from your computer's memory rather than the uCorder memory. This is the result of the slower data transfer rate of USB 1.1 connection.

Q: How does uCorder name the files?

A: By default, uCorder assigns numerical titles to the recorded files. Video files are titled "VIDEO001", "VIDEO002", etc. If you remove or rename file "VIDEO001", the next recording taken will utilize that exact file name. Therefore, your latest recording may not be assigned the highest numbered file... it takes on the lowest available number using the file naming protocol. It is suggested that you rename all of the files as you access them, and copy to a local folder on your computer before playing them.

Q: How should I organize the files?

A: That's up to you of course. We recommend renaming the video / audio files to descriptive titles that you will easily recognize, in a folder location that is designated for your uCorder recordings. You may also want to create sub-folders to organize recordings by date or event (eg: "Miami vacation 2009").

5) Camera Specifications

Q: What's the video resolution?

A: VGA Quality, 640 x 480

Q: What's the viewing angle?

A: 60 degrees.

Q: How far away does uCorder see until detail is lost?

A: The uCorder is intended for recording objects within a 25 ft range.

Q: How's the night vision?

A: Picture quality will diminish under low light conditions. A white LED flashlight is included to assist with lighting in darker conditions.

Q: Is uCorder weatherproof?

A: No, it should be kept dry.

6) Troubleshooting

Q: Why are the videos slow and choppy in playback?

A: If you play Video files directly from the uCorder's memory, the data is being transferred via USB 1.1 which tends to slow down the playback frame rate (especially when files are longer than a minute). If you copy and paste the video files to your computer's memory and then play the file from the selected location, you'll get a more fluid playback result.

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Q: Why can't I see any picture when I play the Video files?

A: This issue relates to the Video Codec / Media Player being used on your computer. The problem of seeing an all black picture sometimes occurs on older PC's with Windows Media Player and there are a couple of ways to fix it:

- 1) download the latest version of QuickTime at <http://www.apple.com/quicktime/download/> and use QuickTime 7 to play the AVI files;
- 2) You can download a free "video codec pack" to enable playing the AVI files in your existing Windows Media Player. One that works nicely is the K-Lite Codec Pack. It's available for free at: free-codecs.com/download/K_Lite_Codec_Pack.htm (just go with the Basic version).

Q: Why can't I hear clear Audio when I play the Video files?

A: Similar to the above answer, the audio compatibility is related to the Media Player being used. Try downloading the latest version of QuickTime to play the AVI files.

Q: Why is my file showing up at a size of zero bytes?

A: If a recording commences and does not save properly, an empty file is created. The typical cause is that the user turns the Power switch to OFF during Recording or file saving (indicated by a rapidly blinking Blue/Green LED). Rapid blinking of the blue/green LED light indicates the file is being saved. Once the file has been saved, the LED will return to the constant (standby) mode, at which time the power can be shut off.

Q: Why does my recording suddenly end after 30 minutes?

A: The uCorder will automatically save a file to memory after 30 minutes, and continue the recording in a new file. This is to assist in making large files manageable and as a protection against the battery running out during a long recording.

Q: Why can't I see the uCorder memory drive on my system?

A: If you have the IRDC250 model with Webcam functionality, be sure to set the selector switch to USB mode (not PC CAM) before connecting the USB cable (note that you cannot change modes while the USB cable is connected). Disconnect and reconnect in USB mode. Another possibility is that the drivers did not install properly. Try rebooting your system and then reconnecting the USB cable after start-up.

Q: Why isn't recording happening after I press the Record button?

A: There are a few possible explanations:

- 1) If the USB cable is connected, recording is disabled;
- 2) The uCorder battery is not adequately charged,
- 3) If the memory is full, files must be deleted / transferred before more video can be recorded.
- 4) If the above statements are not true, a memory error may have occurred – in which case you will need to Format the internal memory drive. For instructions on this procedure refer to:

www.ucorder.com/pdf/FAQintmem10.pdf

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Q: When I upload uCorder files to YouTube, why is the audio distorted with background noise?

A: YouTube converts AVI files to FLV format using its own file compression process. It has been found that the audio portion of uCorder AVI files becomes distorted with a stuttering background noise during YouTube's file conversion. YouTube may change their file conversion / encoding software without notice and uCorder has little control over the compatibility. For best results with YouTube, it is suggested that you obtain a File Conversion software (there are lots of shareware options available) and upload the video file in FLV format.

7) Webcam – IRDC250 only

Q: What software do I need to run the webcam?

A: The webcam works through popular video conferencing (or "chat") software. A few examples include: Windows Live Messenger, Skype, Yahoo Messenger, NetMeeting.

Q: How does my computer identify uCorder as a Webcam?

A: There are two modes available on IRDC250. Set the selector switch to PC CAM mode before connecting the USB cable in order for the computer to recognize the uCorder as a Webcam, rather than a USB memory device. Note that the system will not allow you to change modes while the USB is connected.

Q: How do I access the uCorder Webcam in my chat software?

A: Firstly, make sure that you are using the latest version of the chat program (eg: Messenger 2009 / Skype 4).

To set up the PC Camera in Skype: go to Tools > Options > Video Settings. Also go to Audio Settings to set the Microphone to "uCorder".

To set up the PC Camera in Messenger: Tools > Audio and Video Setup. Set the Microphone to "uCorder".