



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

October 12, 2020

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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 compatiable 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 desyncrinization 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

Settings							-	×
			W	/indows Settings				
			Find a setting		Q			
		System Display, sound, notifications, power		Devices Bluetooth, printers, mouse		Phone Link your Android, iPhone		
		Network & Internet Wi-Fi, airplane mode, VPN	Ţ.	Personalization Background, lock screen, colors		Apps Uninstall, defaults, optional features		
	8	Accounts Your accounts, email, sync, work, family	。 A字	Time & Language Speech, region, date	8	Gaming Xbox Game Bar, captures, Game Mode		
	ዑ	Ease of Access Narrator, magnifier, high contrast	م	Search Find my files, permissions	A	Privacy Location, camera, microphone		
	C	Update & Security Windows Update, recovery, backup						

 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.

← Settings			-	×
යි Home	About			
Find a setting	App & brow	vser control		
, , , , , , , , , , , , , , , , , , ,	Account pr	otection		
System	Device secu	urity		
Display	See details in W	indows Security		
句)) Sound				
Notifications & actions	Device spec	ifications		
J Focus assist	Precision 75	520		
	Device name	DESKTOP-S18RJM8		
(*) Power & sleep	Processor	Intel(R) Core(TM) i5-7440HQ CPU @ 2.80GHz 2.80 GHz		
Batten/	Installed RAM	8.00 GB (7.85 GB usable)		
- Dattery	Device ID	3236334C-70AB-4960-A964-0D2C4DA399D5		
- Storage	Product ID	00330-50859-01296-AAOEM		
	System type	64-bit operating system, x64-based processor		
🔁 Tablet	Pen and touch	No pen or touch input is available for this display		
Hi Multitasking	Rename this P	PC .		
Projecting to this PC				
X Shared experiences	Windows s	pecifications		
19 Clinboard	Edition	Windows 10 Pro		
Li chipbourd	Version	2004		
> Remote Desktop	Installed on	10/2/2020		
×	OS build	19041.508		
① About	Experience	Windows Feature Experience Pack 120.2212.31.0		
	Change product	key or upgrade your edition of Windows		
	Read the Micros	oft Services Agreement that applies to our services		

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5. Download the updated driver package via the VideoRay Support webpage or by clicking <u>here</u> 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 on your computer and installed. If not, it can be downloaded from the VideoRay Support webpage or by clicking <u>here</u> for a direct download. Installaion instructions for installing the base driver can be located in the VideoRay Pro 4 Installation Build readme file step 42 located in C:/videoray.

📙 📝 📙 🖛 starte	ch ca	apture device				-	×
File Home Sh	nare	View					~ 🕐
← → ~ ↑	Thi	s PC > OS (C:) > videoray > Installs >	startech capture device \Rightarrow		ٽ ~	$ \mathcal{P} $ Search startech capture device	
- Quick access		Name	Date modified	Туре	Size		
Deckton		embda_x86_x64.inf_amd64	10/12/2020 9:59 AM	File folder]	
Downloads	3	Mac	10/2/2020 12:02 PM	File folder		-	
Documents	2	Windows	10/2/2020 12:02 PM	File folder	1 070 1/0		
Pictures	<u>_</u>	FAQs	12/1/2017 2:41 PM 12/1/2017 2:41 PM	PDF File	1,072 KB		
h Music	~	installation Guide	12/1/2017 241 FW	PDITIE	1,075 KB		
Videos							
 OneDrive 							
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ELASH DRIVE (D:)							
embda_x86_x64.	inf_						
A Network							
-							
5 items							 :::



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.





×

OK Cancel

 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.

> ᡖ Device Manage File Action View Help V 🗄 DESKTOP-S18RJM8 Audio inputs and outputs
> Batteries
> Bluetooth
> Com0com - serial port emulators USB 2861 Device Properties Computer
>
> Computer
>
> Computer
>
> Computer
>
> ControlNault Device
>
> Disklay adapters
>
> Firmware
>
> Human Interface Devices
>
> Kubardt
>
> Kuba General Driver Details Events USB 2861 Device Driver Provider: eMPIA Technology Driver Date: 3/7/2011 Keyboards
> Memory technology devices Driver Version: 5.2011.307.0 Microsoft Windo Publisher Digital Signer: Hardware Compatibility Mice and other pointing devices Monitors Ports (COM & LPT) Driver Details View details about the installed driver files Print queues
> Processors
> Processors
> Security devices
> Smart card readers Update Driver Update the driver for this device If the device fails after updating the driver, roll back to the previously installed driver. Roll Back Driver Software components
> Software devices
> Software devices
> Sound, video and game controllers Disable Device Disable the device ~ Uninstall Device Uninstall the device from the system (Advanced). Intel(R) Display Audio Realtek Audio USB 2861 Device

9. Click Update Driver then Browes my computer for drivers

USB 2861 Device Storage controllers Universal Serial Bus controllers





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

		×
←	Update Drivers - USB 2861 Device	
	Browse for drivers on your computer	
	Search for drivers in this location:	
	7.00.06\Installs\startech capture device\embda_x86_x64.inf_amd64 > Browse	
	☐ Include subfolders	
	→ Let me pick from a list of available drivers on my computer This list will show available drivers compatible with the device, and all drivers in the same category as the device.	
	Next	ancel

11. Click Have Disk



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12. Click Browse

		The second	14 -	-28	Recycle Bin
	Locate File				×
🗧 📱 Update Drivers - USB 2861 Device	Look in:	System32	~	G 👂 📂 🛄 -	
Select the device driver you want to install for this hardware.	Quick access	Name 0409 AdvancedIn	stallers	Date modified 10/2/2020 3:40 PM 10/2/2020 3:38 PM	Ty ^ Fil Fil
Install From Disk Install From Disk Inset the manufacturer's installation disk, and then make sure that the correct drive is selected below. Cancel	Desktop	at-ZA am-et AppLocker appraiser		9/29/2017 10:42 AM 10/2/2020 3:38 PM 10/2/2020 3:38 PM 10/2/2020 3:38 PM 10/2/2020 3:38 PM	Fil Fil Fil
Model	Libraries	ar-SA as-IN az-Latn-AZ be-BY		10/2/2020 3:38 PM 10/2/2020 3:40 PM 9/29/2017 10:42 AM 9/29/2017 10:42 AM 9/29/2017 10:42 AM	Fil Fil Fil Fil
Copy manufacturer's mes from: A:\ Browse This driver is digitally signed. H. Tell me why driver compine is important.	Network	bg-BG bn-BD < File name:	tunf	10/2/2020 3:40 PM 9/29/2017 10:42 AM	Fil Fil ∀ > Open
		Files of type:	Setup Information (*.inf)	~	Cancel
Next	Cancel				

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

Locate File				×
Look in:	embda_x86_x	64.inf_amd64 v	G 🤌 📂 🖽 -	
1	Name	^	Date modified	Туре
	EMBDA_x86	_x64	8/20/2020 4:50 AM	Setup
Desktop				
This PC				
Network	<			>
	File name:	EMBDA_x86_x64	~ 0	pen
	Files of type:	Setup Information (*.inf)	∼ Ca	ancel

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14. Click **OK**

÷	Update Drivers - USB 2861 Device	×
	Select the device driver you want to install for this hardware.	
	Install From Disk	I
	Show contract the manufacturer's installation disk, and then make sure that the correct drive is selected below.	
	Copy manufacturer's files from: C:\videoray\Installs\startech capture device\embd \videorapture Browse This driver is dipitally signed Have Disk	
	Tell me why driver signing is important	
	Next Cancel	

15. Click Next

		×
~	Update Drivers - USB 2861 Device	
	Select the device driver you want to install for this hardware.	
	Select the manufacturer and model of your hardware device and then click Next. If you hav disk that contains the driver you want to install, click Have Disk.	'e a
	Model	^
	🖳 USB 2841 Device	
	🔄 USB 28480p Device	
	🔄 USB 2860 Device	
	🔄 USB 2861 Device	
		×
	This driver is digitally signed.	
	Tell me why driver signing is important	_
	Next Can	cel

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2 a m 1 ×									
	← 📱 Update Drivers - USB 2861 Device								
	Select the device driver you want to install for this hardware.								
	Select the manufacturer and model of your hardware device and then click Next. If you have a disk that contains the driver you want to install, click Have Disk.								
atibility									
es.	Model ^								
Update Dr	ver Warning ×								
	nstalling this device driver is not recommended because Vindows cannot verify that it is compatible with your hardware. If the driver is not compatible, your hardware will not work correctly and your computer might become unstable for stop working completely. Do you want to continue installing this driver?								
	Yes No Next Cancel								

16. When promted with Update Driver Warning click Yes

17. Once Windows has succesfully updated the driver click Close



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18. Verify the Driver Version has been updated to 5.2020.811.0

USB 2861 Device Properties						
General	Driver	Details	Events			
۲	USB 28	61 Devid	ce			
	Driver Pr	rovider:	eMPIA Technology			
	Driver D	ate:	8/11/2020			
	Driver V	ersion:	5.2020.811.0			
	Digital S	igner:	Microsoft Windows Hardware Compatibility Publisher			
Driv	ver Details	;	View details about the installed driver files.			
Upo	late Driver	r	Update the driver for this device.			
Roll	Back Drive	er	If the device fails after updating the driver, roll back to the previously installed driver.			
Disa	ble Device	e	Disable the device.			
Unin	stall Devic	æ	Uninstall the device from the system (Advanced).			
			Close Cancel			

19. The driver update has been completed.