

# AURICAL<sup>®</sup> OTOcam 300

## **AURICAL OTOcam 300 Installation Recommendations**

Doc. No. 7-50-1380-EN/01  
Part No. 7-50-13800-EN

# Installation Recommendations

Congratulations on your purchase of AURICAL OTOcam 300. Please review these installation recommendations to ensure optimal operation of OTOcam 300.

## USB setup

Otocam 300 needs a USB 2.0 or USB 3.0 port in order to work. In cases where USB bandwidth is limited, AURICAL OTOcam 300 may not perform optimally.

### How to find the best USB port



Prefer Blue USB (3.0) ports.



Avoid using an external USB HUB.



Do not use USB extenders.



## Windows recommendations

Make sure that the operating system is updated with all updates:

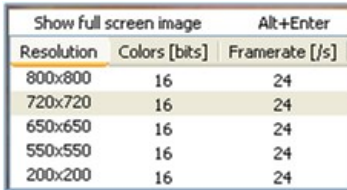
- Check the graphic card driver manufacturer's homepage for updates to the specific driver, and install any updates.

# Is the Video Otoscopy capture screen in OTOsuite black?

If you see a black picture in the Video Otoscopy capture screen in OTOsuite, then verify that the camera light source is on when the camera is removed from the cradle and plugged into the USB port of the PC. If the light source is not on, then please contact your distributor.

If the light source is on, try the following:

1. Right click on the picture to see this menu:



The image shows a context menu with a title bar containing 'Show full screen image' and 'Alt+Enter'. Below the title bar is a table with three columns: 'Resolution', 'Colors [bits]', and 'Framerate [/s]'. The table lists five resolution options: 800x800, 720x720, 650x650, 550x550, and 200x200. Each resolution is paired with 16 colors and a 24 frames per second framerate.

Resolution	Colors [bits]	Framerate [/s]
800x800	16	24
720x720	16	24
650x650	16	24
550x550	16	24
200x200	16	24

**Note** • The default resolution is 720x720 and will work on most computers.

2. Try to decrease the resolution until you see a picture.
3. If this fails and the lowest resolution “200x200” does not work, you should try to update the graphic card driver on your computer or switch to another graphic card if possible.
4. If a correct picture shows up at resolutions below 720x720 only, then available USB bandwidth is limited and you should try to use another USB port.
5. If you can’t get a picture at the resolution 720x720 on any USB ports, try to unplug non vital USB devices such as cell phones, USB modems etc.

**Note** • Some USB devices are internally connected, and can only be deactivated through menus, short cuts, buttons, control panel or the device manager.

## For advanced users

If unplugging USB devices does not help, try to disable USB devices one by one in the device manager until a picture shows up.

**Note** • Some devices reserve USB bandwidth even though they are not used.

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**Technical support**

Please contact your supplier.