

SYMPTOMS



A distorted or split image is displayed.

CAUSE

Corrupted data or video when using the IEEE 1394 port can be caused by too much latency in the C3 power state transition which causes buffer underruns. In other words, the interrupts associated with the processor's ability to dynamically change speeds conflict with the high demand on the processor that is needed when streaming video or data across the IEEE 1394 port.

RESOLUTION

Download a file to make necessary changes <http://eyetechds.com/assistivetech/support/downloads/c3state.zip>

OR

Manually change the C3 latency setting in the Windows® Registry:

Notice: The following procedure contains information about editing the Windows registry. You should make a backup copy of the registry files prior to executing any of the following steps. Incorrect use of the registry editor and editing the registry files can cause serious problems that may require a complete reinstall of your operating system. Eyetech Digital Systems assumes no responsibility, expressed or implied, regarding the consequences of any action taken as a result of the information provided herein.

1. Click the Start button, and then click Run.
2. In the Open box, type regedit, and then click OK.

In Registry Editor, locate and click to select the following key:

HKEY_LOCAL_MACHINE
SYSTEM
CurrentControlSet
Control
Processor

Note: The Processor key may not exist. If it does not exist, it will need to be created. To create the key, perform the following steps:

1. Right-click the Control key, and then left-click New.
2. Click Key, and then type Processor.
3. Press the <Enter> key.
3. In the Edit menu, click New, and then click DWORD Value.
4. Change the name to CStateFlags.
5. Right-click CStateFlags, and then left-click Modify.
6. Change the Value data to 8.
7. Exit the Registry Editor.

Restart the computer for the changes to take effect.

APPLIES TO

- Quick Glance 2B
- Quick Glance 2S
- Quick Glance 2SH
- Quick Glance 3S
- Quick Glance 3SH