Canon

DIGITAL VIDEO SOLUTION DISK

Version 1 **Software Instruction Manual**

Mode d'emploi du logiciel **Version 1**

Manual de Instrucciones del software Versión 1

Canon Please select your language English Français Español **DIGITAL VIDEO** SOLUTION DISK); Exit

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DIGITAL VIDEO SOLUTION DISK







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Read Me First

You can connect a camcorder with a USB terminal to the PC using a USB cable to download still images recorded on the memory card of the camcorder. You can also use the software provided to sort, store, and print still images.

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 due to mistaken operation or malfunction of the camcorder, the software,
 memory cards (MultiMediaCards or SD Memory Cards), personal computers, or
 peripheral devices, or due to use of a memory card not formatted by a Canon
 camcorder.

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Safty Precautions

• Do not play the supplied CD-ROM(s) in any CD player that does not support data CD-ROMs. Playing the CD-ROM(s) in an audio CD player (music player) could damage the speakers. It is also possible to suffer from hearing loss from listening with headphones to the loud sounds of a CD-ROM played on a music CD player.

Windows

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Confirm the Supplied Accessories

Use the following accessories to download recorded images from a memory card to your computer.

• IFC-300PCU USB Cable



• Canon DIGITAL VIDEO SOLUTION DISK Software CD-ROM



- Windows users: Go to p. 8.
- Macintosh users: Go to p. 53.

Windows System Requirements

Please install the software on a computer meeting the following minimum requirements.

Computer Model:

IBM PC/AT compatible

OS:

Windows 98 (First or Second Edition), Windows Millennium Edition (Windows Me), Windows 2000, Windows XP

Proper operation is not guaranteed on an OS that has been upgraded from a previous version.

CPU:

Pentium 150 MHz or better (Windows XP: Pentium 300 MHz or better)

RAM:

Windows 98: 32 MB or more, Windows Me/Windows 2000: 64 MB or more, Windows XP: 128 MB or more

Interface:

USB: only preinstalled Windows 98/Windows Me/Windows 2000/Windows XP systems with built-in USB ports

Free Hard Disk Space:

- · Canon Utilities
 - ZoomBrowser EX: 120 MB or more (Including the PhotoRecord printing

program)

- PhotoStitch: 40 MB or more

Display:

 800×600 pixels/256 colors (8 bit) or better, $1,024 \times 768$ pixels/High Color (16 bit) or better is recommended

Motes:

- The USB interface is only supported for those computers that come preinstalled with Windows 98/Windows Me/Windows 2000/Windows XP and have built-in USB ports.
- Proper operation is not guaranteed on a dual CPU PC or on a user-built PC.
- Proper operation is not guaranteed on any particular system, even if it meets the requirements outlined above.
- A CD-ROM drive is required to install the software.
- Connect the camcorder directly to a USB port on the computer; not through a hub. The connection may not operate correctly through a hub.
- The connection may not operate correctly if you are using other USB devices, excluding USB mice or keyboards, at the same time. If this occurs, disconnect the other devices from the computer and try reconnecting the camcorder.
- Do not connect two or more camcorders to the same computer via the USB interface. The connections may not operate correctly.

What Can Be Accomplished with the Software

This topic introduces the main features of the software programs contained on the CD-ROMs.

E

■ DVC Storage Driver (12)

 Driver software required for connecting the camcorder to your PC using a USB cable. Makes it possible to use the camcorder as a memory card reader/ writer.

■ ZoomBrowser EX (🕮 33)

- Downloading still images recorded onto a memory card to your computer.
- Categorizing and Organizing Large Volumes of Images*.
- Searching and Organizing Images Chronologically*.
- Creating Mail Attachments from Images*.

■ PhotoRecord (🖂 42)

- Laying Out and Printing Images.
- Programs for Printing Indexes.

■ PhotoStitch (🕮 45)

• Merging Panoramic Images.

This instruction manual explains how to install the software, what you can do with the main features and how to operate them. For more detailed operational instructions, refer to the ZoomBrowser EX Software User Guide (PDF format) or the Help menu of each software program. (*: For instructions on these features, refer to the ZoomBrowser EX Software User Guide.)

About the ZoomBrowser EX Software User Guide

In order to view the ZoomBrowser EX Software User Guide, it is required that Adobe Acrobat Reader is installed on your computer. If it is not, install it according to "How to install Adobe Acrobat Reader" below.

How to view the ZoomBrowser EX Software User Guide

- ① Place the Canon Digital Video Solution Disk in the computer's CD-ROM drive. The installer panel will display.
- ② In the installer panel, click [ZoomBrowser EX Software Guide]. The guide will display.
- If the installer panel does not display automatically, open the [Readme] and [English] folders on the CD-ROM and double-click the [ZOOMBROWSER EX GUIDE.PDF] file.

How to install Adobe Acrobat Reader

- (1) Place the Canon Digital Video Solution Disk in the computer's CD-ROM drive.
- ②Open the [Readme], [Acrobat-English] folders.
- 3 Double-click the [ar405eng.exe] file to start the installer.

Follow the onscreen instructions to install Adobe Acrobat Reader.

Installing from the Canon DIGITAL VIDEO SOLUTION DISK

1. Close any programs that are running.

• Users of Windows 2000, Windows XP Professional must first log in as an Administrator to install programs.

2. Set the Canon DIGITAL VIDEO SOLUTION DISK in the computer's CD-ROM drive.

- The installer panel will display automatically.
- If the installer panel does not appear automatically, use the following procedures to display it.
 - ① Double-click the [My Computer] icon on the desktop to open it and double-click the CD-ROM icon.
 - ② Double-click the [Setup] icon.

3. Click [Digital Video Software Installation].



4. Confirm the target folder for the installation and click the [Next] button.

- Normally, select (C:).
- **5.** Click the [Next] button.



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- $\pmb{6}$. Confirm the program selection and click the [Next] button.
 - The installation will start.
 - Follow the onscreen messages to proceed with the installation.
- 7. After the installation is complete and the installer panel displays again, click the [Exit] button.
 - The installer panel disappears.
 - Depending on the computer you are using, the installer panel might not display again after the installation is complete. Restart your computer if you are prompted to.

Next, install the DVC Storage Driver. Do not remove the CD-ROM from the computer's drive.

The procedure for installation of the DVC Storage Driver differs depending on the computer you are using. Confirm the OS of your computer and go to the appropriate page as stated below.

Windows 98 (\square 12), Windows Me (\square 17), Windows 2000 (\square 21), Windows XP (\square 27).

Cautions:

- Be sure to install the DIGITAL VIDEO SOLUTION DISK before you connect the camcorder to the computer.
- Once you connect the camcorder to your computer after installing the Digital Video Solution Disk, make absolutely sure not to turn off the camcorder before installation of the DVC Storage Driver is complete.

Windows 98

Installing the DVC Storage Driver

- 1. Connect the camcorder to an AC outlet.
- 2. Attach the supplied USB cable to the computer's USB port and the camcorder's USB terminal. () 32)
- **3.** Set the camcorder to CARD PLAY(VCR) mode.
 - The Add New Hardware Wizard will open.
- 4. Click [Next].



5. Select [Search for the best driver for your device. [Recommended].] and then click [Next].

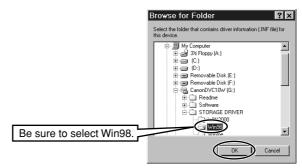


- 6. Select [Specify a location:] and then click [Browse...].
 - If a check mark (☑) is displayed beside [CD-ROM drive], click it to remove
 it.





7. On the [Browse for Folder] window, select [Win98] in the folder named [STORAGE DRIVER] on the CD-ROM, and then click [OK].



- **8.** For [Specify a location:] display [G:\STORAGE DRIVER\WIN98], and then click [Next].
 - The drive letter (e.g. "G:") varies depending on the computer you are using.



9. Click [Next].

• Driver installation starts.



10. Click [Finish].

• Installation ends and the driver is registered by Explorer as [Removable Disk].



11. Check if the DVC Storage Driver has been installed correctly.

• Check if "Removable Disk" is shown in Explorer. If "Removable Disk" is not shown, restart your computer. In case "Removable Disk" does not appear even if you have restarted your computer, installation has not been done correctly (\subseteq 51).



E

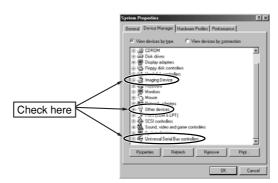
Disconnecting the camcorder from the computer

- 1. Turn off the camcorder and detach the USB cable.
- To detach the cable, always hold the connector by its sides to pull it out.
- Turn off the camcorder before inserting/removing the memory card.

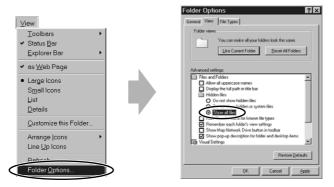
When Uninstalling the DVC Storage Driver

If DVC Storage Driver installation has not been done correctly, or when otherwise necessary, uninstall the driver.

- 1. Attach the supplied USB cable to the computer's USB port and the camcorder's USB terminal. (32)
- 2. On the [Start] menu, select [Settings] > [Control Panel].
- **3.** Double-click the [System] icon.
- 4. Click the [Device Manager] tab.
- **5.** Check if [Canon DVC] or [USB device] is displayed under [Other devices], [Imaging Device] or [Universal Serial Bus controllers].
 - If [Canon DVC] or [USB device] is found:
 - ① Click [Canon DVC] or [USB device].
 - ② Click [Remove].
 - ③ If a confirmation message appears, click [OK] and close [System Properties].
 - If there are multiple [Canon DVC] or [USB device] entries under [Other devices], [Imaging Device] or [Universal Serial Bus controllers], delete all of them.



- **6.** From [My Computer] on the desktop, double-click ① [C:], ② the [WINDOWS] folder, ③ the [INF] folder, and then ④ the [OTHER] folder.
 - If you cannot find the [INF] folder inside the [WINDOWS] folder in step 6-2, perform the following steps.
 - 1 On the [View] menu, select [Folder Options].
 - 2 Click the [View] tab.
 - 3 Under [Hidden Files], select [Show all files].
 - 4 Click [OK].
 - The [Folder Options] dialog box closes.
 - You will now be able to see the folders and files you could not see previously.



7. Delete [Canon Inc. CANDV_98.INF].

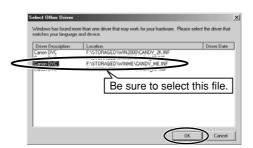
Caution:

• The Inf folder contains numerous files that are critical to the computer's operation. Be extremely careful not to delete the wrong files. If you delete the wrong file, you may be unable to restart Windows.

- 1. Connect the camcorder to an AC outlet.
- 2. Attach the supplied USB cable to the computer's USB port and the camcorder's USB terminal. () 32)
- **3.** Set the camcorder to CARD PLAY(VCR) mode.
 - The Add New Hardware Wizard will open.
- **4.** Select [Automatic search for a better driver [Recommended]] and then click [Next].



- **5.** On the [Select Other Driver] window, select [F:\STORAGED\ WINME\CANDV_ME. INF] and then click [OK].
 - The drive letter (e.g. "F:") varies depending on the computer you are using.
 - Driver installation starts.



6. Click [Finish].

• Installation ends and the driver is registered by Explorer as [Removable Disk].



7. Check if the DVC Storage Driver has been installed correctly.

• Check if "Removable Disk" is shown in Explorer. If "Removable Disk" is not shown, restart your computer. In case "Removable Disk" does not appear even if you have restarted your computer, installation has not been done correctly (D51).



Disconnecting the camcorder from the computer

1. Click the \leq icon in the task bar.

• If the icon is not displayed in the task bar, turn off your computer and then detach the USB cable.



2. Click [Stop USB Disk - Drive[G:]].

• A message will appear on the display indicating it is safe to remove the device.



Ε

3. Click [OK].



- 4. Turn off the camcorder and detach the USB cable.
- To detach the cable, always hold the connector by its sides to pull it out.
- Turn off the camcorder before inserting/removing the memory card.

When uninstalling the DVC Storage Driver

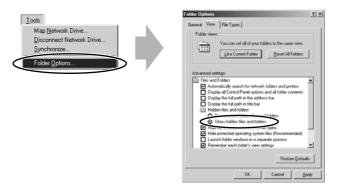
If DVC Storage Driver installation has not been done correctly, or when otherwise necessary, uninstall the driver.

- 1. Attach the supplied USB cable to the computer's USB port and the camcorder's USB terminal. (32)
- 2. On the [Start] menu, select [Settings (S)] > [Control Panel (C)].
- **3.** Double-click the [System] icon.
- 4. Click the [Device Manager] tab.
- 5. Check if [Canon DVC] or [USB device] is displayed under [Other devices], [Imaging Device] or [Universal Serial Bus controllers].
 - If [Canon DVC] or [USB device] is found:
 - ① Click [Canon DVC] or [USB device].
 - ② Click [Remove].
 - ③ If a confirmation message appears, click [OK] and close [System Properties].
 - If there are multiple [Canon DVC] or [USB device] entries under [Other devices], [Imaging Device] or [Universal Serial Bus controllers], delete all of them.



Windows Me

- **6.** From [My Computer] on the desktop, double-click ① [C:], the ② [WINDOWS] folder, ③ the [INF] folder, and then the ④ [OTHER] folder.
 - If you cannot find the [INF] folder inside the [WINDOWS] folder in step 6-2, perform the following steps.
 - 1 On the [Tools] menu, select [Folder Options].
 - 2 Click the [View] tab.
 - 3 Under [Hidden Files and Folders], select [Show hidden files and folders].
 - 4 Click [OK].
 - The [Folder Options] dialog box closes.
 - You will now be able to see the folders and files you could not see previously.



7. Delete [Canon Inc. CANDV_ME.INF].

Caution:

• The Inf folder contains numerous files that are critical to the computer's operation. Be extremely careful not to delete the wrong files. If you delete the wrong file, you may be unable to restart Windows.

User of Windows 2000 must first log in as an Administrator to install programs.

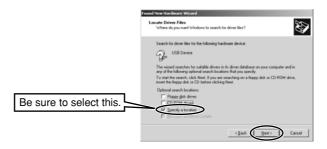
- 1. Connect the camcorder to an AC outlet.
- 2. Attach the supplied USB cable to the computer's USB port and the camcorder's USB terminal. () 32)
- 3. Set the camcorder to CARD PLAY(VCR) mode.
 - The Found New Hardware Wizard will open.
- 4. On the [Found New Hardware Wizard] dialog box, click [Next].



5. Select [Search for a suitable driver for my device [recommended]] and then click [Next].



- **6.** Select [Specify a location] and then click [Next].
 - If a check mark $(\ensuremath{\square})$ is displayed beside [CD-ROM drive], click it to remove it.



7. Click [Browse...].



8. For [Look in:], select the CD-ROM, [STORAGE DRIVER], [WIN2000] and [CANDV_2K], and then click [Open].



9. Click [OK].



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10. Click [Next].

• Driver installation starts.



11. Click [Finish].

• Installation ends and the driver is registered by Explorer as [Removable Disk].



12. Check if the DVC Storage Driver has been installed correctly.

• Check if "Removable Disk" is shown in Explorer. If "Removable Disk" is not shown, restart your computer. In case "Removable Disk" does not appear even if you have restarted your computer, installation has not been done correctly (\subsetention 51).



Disconnecting the camcorder from the computer

1. Click the 🖐 icon in the task bar.

• If the icon is not displayed in the task bar, turn off your computer and then detach the USB cable.



2. Click [Stop Canon DVC - Drive(H:)].

• The message [The 'Canon DVC' device can now be safely removed form the system] will appear on the display.



3. Click [OK].



4. Turn off the camcorder and detach the USB cable.

- To detach the cable, always hold the connector by its sides to pull it out.
- Turn off the camcorder before inserting/removing the memory card.

Uninstalling the DVC Storage Driver

If DVC Storage Driver installation has not been done correctly, or when otherwise necessary, uninstall the driver.

- 1. Attach the supplied USB cable to the computer's USB port and the camcorder's USB terminal. () 32)
- 2. On the [Start] menu, select [Settings] > [Control Panel].
- 3. Double-click the [System] icon.
- 4. Click the [Hardware] tab in the [System Properties] dialog.
- **5.** Click [Device Manager].

6. Check if [Canon DVC] or [USB device] is displayed under [Other devices], [Imaging Device] or [Universal Serial Bus controllers].

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- If [Canon DVC] or [USB device] is found:
 - ① Right-click [Canon DVC] or [USB device] and select [uninstall].
 - ② If a confirmation message appears, click [OK] and close [Device Manager] and [System Properties].
 - If there are multiple [Canon DVC] or [USB device] entries under [Other devices], [Imaging Device] or [Universal Serial Bus controllers], delete all of them.



7. From [My Computer] on the desktop, double-click ① [C:], ② the [Winnt] folder, and then ③ the [Inf] folder.

- If you cannot find the [Inf] folder inside the [Winnt] folder in step 7-2, perform the following steps.
 - 1 Double-click the [Winnt] folder.
 - 2 On the [Tools] menu, select [Folder Options].
 - 3 Click the [View] tab.
 - 4 Under [Advanced Settings] [Files and Folders], select [Show hidden files and folders].
 - 5 Click [OK].
 - The [Folder Options] dialog box closes.
 - You will now be able to see the folders and files you could not see previously.





8. Double-click [Oem*].

- The asterisk (*) in the above stands for a value.
- The [Oem*] file is grouped with a file named [Oem*.pnf], which shares the same number in the position of the asterisk.
- The [Inf] file may contain multiple [Oem*] file groups.
- Double-clicking [Oem*] opens Notepad and displays the file contents. Repeat the above steps until you find the [Oem*] file with [;***Canon Digital Video Camera USB Setup File****] in its first line. After checking the content of the file, make a note of the file name.

9. Delete the [Oem*] file.

• Making sure that you do not make a mistake and delete the wrong file, delete the [Oem*] file and the [Oem*.pnf] file that corresponds to it.

Caution:

• The Inf folder contains numerous files that are critical to the computer's operation. Be extremely careful not to delete the wrong files. If you delete the wrong file, you may be unable to restart Windows.

User of Windows XP Professional must first log in as an Administrator to install programs.

- 1. Connect the camcorder to an AC outlet.
- 2. Attach the supplied USB cable to the computer's USB port and the camcorder's USB terminal. () 32)
- **3.** Set the camcorder to CARD PLAY(VCR) mode.
 - "Found New Hardware" will appear on the display.
- **4.** On the [Found New Hardware Wizard] screen, select [Install from a list or specific location [Advanced].] and then click [Next].

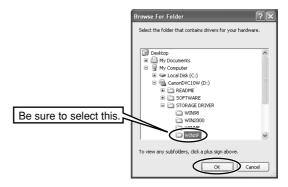


- **5.** Select [Search for the best driver in these locations.] and then [Include this location in the search:]. Then click [Browse].
 - If a check mark (☑) is displayed beside [Search removable media (floppy, CD-ROM...)], click it to remove it.



Vindows

6. For [Browse For Folder], select [WINXP] in the [STORAGE DRIVER] folder on the CD-ROM, and then click [OK].



7. Click [Next].

• Driver installation starts.



8. Click [Finish].

• Installation ends and the driver is registered by Explorer as [Removable Disk].



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9. Check if the DVC Storage Driver has been installed correctly.

• Check if "Removable Disk" is shown in Explorer. If "Removable Disk" is not shown, restart your computer. In case "Removable Disk" does not appear even if you have restarted your computer, installation has not been done correctly. (☐ 51)



Caution:

• The image files on your memory card and the image files you have stored (downloaded) to the hard disk drive of your computer are your valuable, original image files. If you wish to use image files on your computer, be sure to make copies of them first, and use the copied file, retaining the original.

Disconnecting the camcorder from the computer

1. Click the \leq icon in the task bar.

 If the icon is not displayed in the task bar, turn off your computer and then detach the USB cable.



2. Click [Safely remove Canon DVC - Drive (E:)].

• The message [Safe To Remove Hardware] will appear on the display.



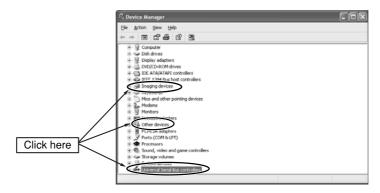
3. Turn off the camcorder and detach the USB cable.

- To detach the cable, always hold the connector by its sides to pull it out.
- Turn off the camcorder before removing the memory card.

When Uninstalling the DVC Storage Driver

If DVC Storage Driver installation has not been done correctly, or when otherwise necessary, uninstall the driver.

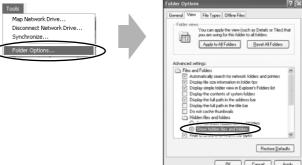
- 1. Attach the supplied USB cable to the computer's USB port and the camcorder's USB terminal. () 32)
- 2. On the [Start] menu, select [Control Panel (C)].
- **3.** Select [Performance and Maintenance] > [System].
- 4. Click the [Hardware] tab in the [System Properties] dialog.
- **5.** Click [Device Manager].
- **6.** Check if [Canon DVC] or [USB device] is displayed under [Other devices], [Imaging devices] or [Universal Serial Bus controllers].
 - If [Canon DVC] or [USB device] is found:
 - ① Right-click [Canon DVC] or [USB device] and select [Unistall].
 - ② If a confirmation message appears, click [OK] and close [Device Manager] and [System Properties].
 - If there are multiple [Canon DVC] or [USB device] entries under [Other devices], [Imaging devices] or [Universal Serial Bus controllers], delete all of them.



7. From [Start] menu on the desktop, select [My Computer]. Double-click ① [C:], ② the [WINDOWS] folder, and then ③ the [Inf] folder.



- If you cannot find the [Inf] folder inside the [WINDOWS] folder in step 7- ②, perform the following steps.
 - 1 Double-click the [WINDOWS] folder.
 - 2 On the [Tools] menu, select [Folder Options].
 - 3 Click the [View] tab.
 - 4 Under [Advanced Settings] [Hidden Files and Folders], select [Show hidden files and folders].
 - 5 Click [OK].
 - The [Folder Options] dialog box closes.
 - You will now be able to see the folders and files you could not see previously.



8. Double-click [Oem*].

- The asterisk (*) in the above stands for a value.
- The [Oem*] file is grouped with a file named [Oem*.pnf], which shares the same number in the position of the asterisk.
- The [Inf] file may contain multiple [Oem*] file groups.
- Double-clicking [Oem*] opens Notepad and displays the file contents. Repeat the above steps until you find the [Oem*] file with [;***Canon Digital Video Camera USB Setup File****] in its first line. After checking the content of the file, make a note of the file name and then close Notepad.

9. Delete the [Oem*] file.

• Making sure that you do not make a mistake and delete the wrong file, delete the [Oem*] file and the [Oem*.pnf] file that corresponds to it.

Caution:

• The Inf folder contains numerous files that are critical to the computer's operation. Be extremely careful not to delete the wrong files. If you delete the wrong file, you may be unable to restart Windows.

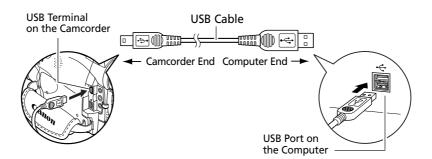
Connecting the Camcorder to a Computer

Connection Precautions

- Make sure the camcorder is being powered using the compact power adapter before connecting it to a computer.
- Be sure to install the DIGITAL VIDEO SOLUTION DISK before you connect the camcorder to the computer.
- Connect the camcorder directly to a USB port on the computer; not through a hub. The connection may not operate correctly through a hub.
- The connection may not operate correctly if you are using other USB devices, excluding USB mice or keyboards, at the same time. If this occurs, disconnect the other devices from the computer and try reconnecting the camcorder.
- Do not connect two or more camcorders to the same computer via the USB interface. The connections may not operate correctly.
- Never allow the computer to go into standby (sleep) mode while a camcorder
 is connected via the USB interface. If it does happen, never disconnect the
 USB cable. Try to awaken the computer with the camcorder in the connected state. Some computers will not awaken properly if you disconnect the
 camcorder while they are in standby mode. Please refer to your computer
 manual for instructions regarding its standby mode.

1. Attach the supplied USB cable to the computer's USB port and the camcorder's USB Terminal.

- You do not need to turn off the computer for this procedure.
- Refer to your computer manual for the location of the computer's USB ports.
- See your camcorder instruction manual for connecting instructions.

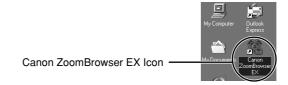


2. The driver software will install the first time (only) you connect via the USB interface. (\square 12)

Downloading Images to a Computer (ZoomBrowser EX)

Cautions:

- Make sure you observe the following precautions whenever an image is being read from or written to the memory card (which is indicated when the camcorder's card access indicator is flashing). Failure to do so can cause memory card data to become corrupted.
 - Never remove the memory card or detach the USB cable.
 - Never turn off the camcorder or computer.
- Do not format memory cards on a computer.
- The image files on your memory card and the image files you have stored (downloaded) to the hard disk drive of your computer are your valuable, original image files. If you wish to use image files on your computer, be sure to make copies of them first, and use the copied file, retaining the original.
- 1. Insert the memory card to the camcorder.
- 2. Connect the camcorder to an AC outlet.
- 3. Attach the supplied USB cable to the computer's USB port and the camcorder's USB terminal. (☐ 32)
- 4. Set the camcorder to CARD PLAY(VCR) mode.
- **5.** Double-click the [Canon ZoomBrowser EX] icon on the desktop.
 - ZoomBrowser EX will start.
 - If you are using Windows Me, a confirmation message will appear the first time ZoomBrowser EX starts, asking whether you wish to register the [My Pictures] folder in ZoomBrowser EX. Click [Yes] if you plan to use the My Pictures folder.

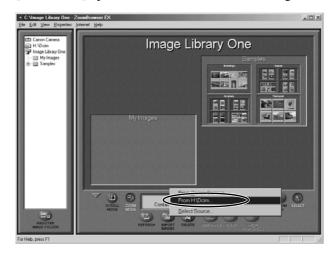




Downloading Images to a Computer (ZoomBrowser EX)

6. Click the [IMPORT IMAGES] button and select [From Dcim...].

- Thumbnail versions of the camcorder images will display in the Camera window.
- No image will be imported if you click [From Canon Camera]. Make sure you select [From Dcim].
- The drive letter (e.g. "H:") varies depending on the computer you are using.
- If you cannot find [From Dcim], quit ZoomBrowser EX and start it again.



Mote:

- When ZoomBrowser EX is installed under Windows XP, you can configure it to start up automatically any time the camcorder is connected to the computer.
 - ① Select [Download Images using ZoomBrowser EX].
 - (2) Click [OK]
 - The camera window will appear on the display.

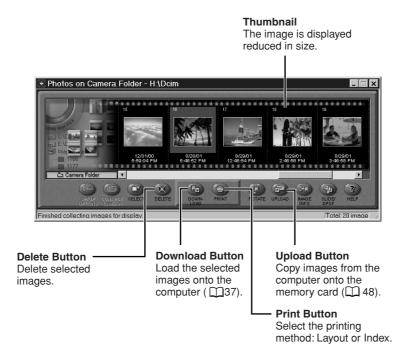


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The ZoomBrowser EX Camera Window

When a connection is opened to a memory card in a camcorder, the card's images display as thumbnails in the Camera window.

The buttons are activated when any images are selected.



⋒ Notes:

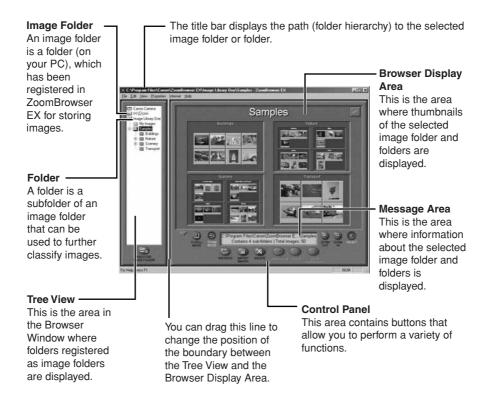
About the other buttons

- [SELECT]: You can select all of the images or deselect images, etc. [ROTATE]: You can rotate (90 degrees counterclockwise/90 degrees clockwise/ 180 degrees) the images.
 - [IMAGE INFO]: You can confirm the number of pixels or the file size of the selected image.
- You cannot use the [SETUP OPTIONS] and [CONNECT CAMERA] functions.
- You cannot use the [SLIDE] function (to select images for inclusion in a slide show) of the [SLIDE/DPOF] button.

Downloading Images to a Computer (ZoomBrowser EX)

Understanding the Browser Window

This section describes the various parts of the Browser Window and explains how to change the way the control panel is displayed.

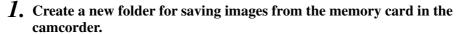


Changing the way the control panel is displayed

- Clicking the ▼ button displays the control panel as a floating toolbar. To return to the original state, click the ▲ button.
- Furthermore, while the control panel is displayed as a floating toolbar, you can place it
 under the menu or at the very bottom of the Browser Window.



Downloading and Saving Images from the Camcorder



• In the Tree View area, right-click the [Image Library One] folder, select [New Folder] from the pop-up menu and input a folder name. In this example, we will input "Travel."



2. Click the new folder in the Tree View area.



- **3.** Select the images you wish to download from the Camera window and click the [Download] button.
 - Click on thumbnails to select them. The color of the frame(s) around the thumbnail(s) you selected will change to be blue.
 - To select multiple images, hold down the Shift key or Ctrl key while clicking.
 - Downloaded images are saved to the computer disk and appear in the Browser Display Area.



Downloading Images to a Computer (ZoomBrowser EX)



- The folder you created above normally appears within the [C:\Program Files\Canon\ZoomBrowser EX\Image Library One] folder. The downloaded image files are saved to the folder you created.
- You can also download images by dragging them from the Camera window and dropping them on the Browser Display Area or Tree View area.
- The [My Camera] item (which allows you to configure camcorder startup sound and image on your computer) on the ZoomBrowser EX [Edit] menu is disabled and cannot be used.
- To disconnect the camcorder, click the close box at the right of the Camera window to close it.

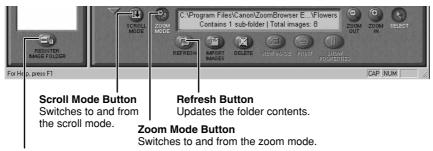
ZoomBrowser EX Features

This topic introduces additional, convenient ZoomBrowser EX features (Zoom Mode/Scroll Mode/Registering a Folder as an Image Folder/Refreshing a Folder).

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Using the ZoomBrowser EX Buttons

The bottom of the ZoomBrowser EX window contains the buttons that control various functions. This topic describes four of those buttons that are particularly convenient.



Register Image Folder Button

Registers the selected folder as an Image Folder.

Switching the Display Mode

You can change between the Zoom and Scroll modes to suit your purposes when images are displayed in the Browser Display Area.



■ Zoom Mode

When you create a folder within a folder, use this mode to display all the images inside the sub-folder too.

■ Scroll Mode

Use this mode to just display the images within one folder. When there are more images than can fit in the Browser Display Area, scroll bars appear on the right of the Browser Display Area. The sub-folders only appear as folder icons in this mode.

Downloading Images to a Computer (ZoomBrowser EX)

■ Registering a Folder as a Image Folder

Folders shown in the Tree View area with a symbol are called Image Folder. ZoomBrowser EX only manages the images contained in these folders and the subfolders nestled within them.

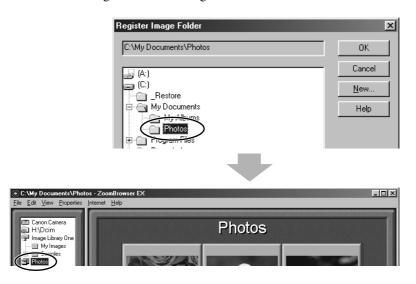
$oldsymbol{I}_{oldsymbol{\cdot}}$ Click the [Register Image Folder] button.

• The Select Image Folder dialog will display.



2. Select the folder you wish to register and click the [OK] button.

• The folder will be registered as an Image Folder.



■ Refreshing a Folder

Only image files that are added, copied or edited using ZoomBrowser EX will display correctly in a folder that is part of a ZoomBrowser EX image folder. If you move or copy image folders with the Windows Explorer program or edit images with another application, the information contained in ZoomBrowser EX will not be up-to-date. To update a folder, select it and click the [Refresh] button. This will refresh the images in the selected folder and any subfolders within it.

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Mote:

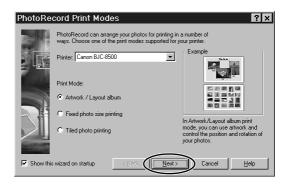
• For a more detailed explanation, please see the PDF manual, ZoomBrowser EX Software User Guide (\(\subseteq 9 \)) or ZoomBrowser EX Help menu.

Printing Images (PhotoRecord)

- 1. Select the image(s) you wish to print in the Browser Display Area.
- 2. Click the [Print] button and select [Layout] from the displayed menu.
 - The PhotoRecord printing utility will start and automatically display the selected image(s) in a page layout.



- 3. Select a print mode and click [Next].
 - For the purposes of this example, please select [Artwork/Layout album].



- **4.** In the next dialog, set the paper size and other settings and click [Next].
- 5. In the last dialog, set the fine settings and click [Finish].
 - The PhotoRecord window will display.
 - If you wish to change the layout, set the printing settings in the PhotoRecord window.
- **6.** Click the PhotoRecord [Print] button.
 - The Print dialog will display.

7. Click [OK] to start printing.

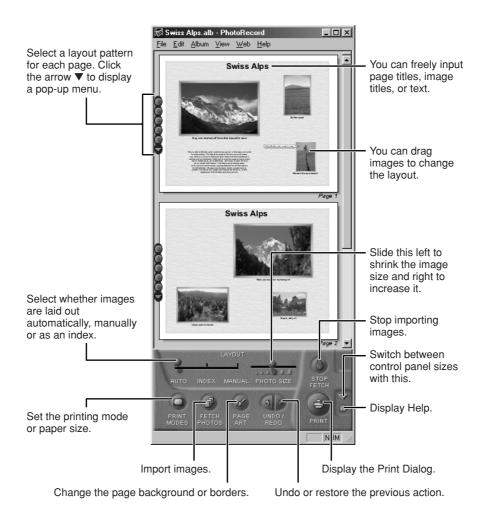
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⋒ Notes:

- When you click thse [Print] button and select [Index] from the displayed menu, the Print Index dialog will display. Sest the desired thumbnail size and paper size, then click [Print] to start printing the index.

Printing Images (PhotoRecord)

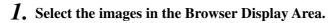
PhotoRecord Window

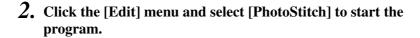


Merging Panoramic Images with PhotoStitch

To Merge Images Registered in ZoomBrowser EX

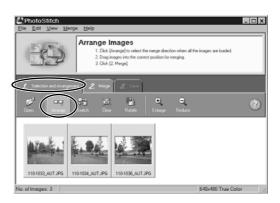
You can merge a series of overlapping images into a single, seamless panorama. Use of the camcorder's maximum wide angle setting is recommended when recording images for merging into a panorama.





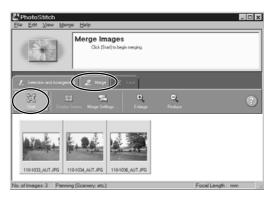


- ${\it 3.}$ Select [1.Selection and Arrangement] and then click [Arrange].
 - Determine the sequence to be used for merging the images.
 - Operational instructions are displayed in the upper section of the window.



Merging Panoramic Images with PhotoStitch

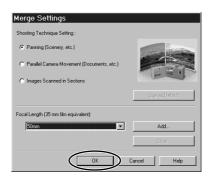
4. Select [2.Merge] and then click [Start].



①Click [OK].



- ② Select the shooting technique and the focal length in the [Merge Settings] screen.
 - If you recorded images using the maximum wide angle setting, select [50mm].
- 3 Click [OK].





5. Select [3.Save] and then click [Save].



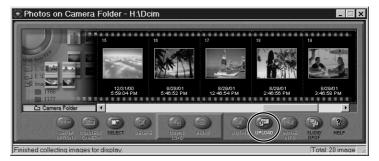
- You cannot use the Stitch Assist Mode.
- You can record images in a full circle and merge them into a 360-degree panorama. Saving a 360-degree panorama in QuickTime VR makes it possible to play back the image showing a full sweep around the circle. Note that you need to have QuickTime installed on your computer to do this. If you do not already have a copy of QuickTime, you can download it from the Apple Computer Website.
- Please refer to the PhotoStitch Help menu for more details.

Adding Still Images from Your Computer to the Memory Card

You can copy still images from your computer to the memory card.

1. On the Camera window, click [UPLOAD].

• A window for selecting images to be added will appear on the display.



- 2. Select the image file you want to add and then click [Open].
 - The [Save to Camera Folder] window will appear on the display.
- 3. Select [Camera Model].
 - Select the model name of the camcorder you are using.
- **4.** Under [Image Size:] select [640×480], and then click [Save to Camera Folder].
 - [Adjust Height] and [Adjust Width] specify the standard for image enlargement and reduction.



Motes:

- Image enlargement and reduction are not performed when both [Adjust Height] and [Adjust Width] are deselected.
- When [Adjust Height] and [Adjust Width] are both selected, the aspect ratio of the image (the ratio between the height and width of the image) may change when the image is resized.
- JPEG, Windows bitmap, TIFF, PhotoCD, and Windows Metafile format images can be added to a memory card. Note, however, that an image becomes JPEG format when it is stored on the memory card.
- You can also add images to a memory card by using drag and drop to move the image from the browser area to the camera window.

• To add multiple images

Selecting multiple images in step 2 of the above procedure undims the [Save subsequent images with the same settings] button on the [Save to Camera Folder] window. Clicking this button makes it possible to add multiple images with a single setting operation.



Uninstalling the Software

The following explanation uses the procedures for removing ZoomBrowser EX as an example for removing other programs as well.

Uninstalling the ZoomBrowser EX

- 1. Click the Windows [Start] menu and select [Programs], [Canon Utilities], [ZoomBrowser EX] and [ZoomBrowser EX Uninstall].
 - The uninstall utility will start and remove ZoomBrowser EX.



Motes:

- If you have uninstalled ZoomBrowser EX because of a corrupt database file or other problem, please also delete the Database folder, which can be found within the [C:\Program Files\Canon\ZoomBrowser EX] folder.
- PhotoRecord and PhotoStitch can be removed with the same procedures.

Troubleshooting

2 Can't download images or camcorder is not recognized when the camcorder is connected via the USB interface.



→ Computer doesn't support the USB interface.

The USB interface is not supported for computers not in compliance with the following requirements. Acquire the necessary system to use the USB interface. Requirements

- Built-in USB interface on a system preinstalled with one of Windows 98/ Windows Me/Windows 2000/Windows XP.
- → [From Canon Camera] is selected on the browser window. Change the selection to [From Dcim].
- → Camcorder is not correctly connected to the computer.

Ensure that you are using the correct cable and that its connectors are in good shape.

- → If you are experiencing operational problems, detach the USB cable from the camcorder and computer and terminate the connection. Restart the computer and then reconnect the camcorder.
- → DVC Storage Driver is not installed properly.

First uninstall the DVC Storage Driver and then reinstall it. To learn how to uninstall it, see "Uninstalling the DVC Storage Driver". To learn how to install it, see "Installing the DVC Storage Driver".

2 Can't install the DVC Storage Driver correctly.

First, Check the Following

→ Does your computer comply with these requirements?

Does the system have a built-in USB port and did it come with Windows 98 (First or Second Edition), Windows Me, Windows 2000, or Windows XP preinstalled?

(The USB interface is not supported for systems not complying with the above conditions.)

- → Is the camcorder correctly connected to the computer?
 - Please see "Connecting the Camcorder to a Computer" (\sum 32).
- → Are you using the AC power adapter to power the camcorder?
- If the Problem Is Not Mentioned Above

If the DVC Storage Driver is not correctly installed, it is possible that Windows is not recognizing the DVC Storage Driver. Uninstall the DVC Storage Driver according to the instructions before reinstalling it according to the instructions in "Installing the DVC Storage Driver".

Troubleshooting

- **Z** ZoomBrowser EX displays a database file related error message (E_Fail error, etc.)
- → ZoomBrowser EX database file may be corrupted.

 Please restore the database using the procedures described in the "Troubleshooting" section of the PDF manual, ZoomBrowser EX Software User Guide. You can display the ZoomBrowser Software User Guide from the installer panel of the Canon Digital Video Solution Disk.
- Images in the [My Images] folder, or the [Image Library One] folder are not displayed after I installed a new version of ZoomBrowser EX.
- → On the browser window, select [Refresh Online Registered Folders] from the [View] menu.

Ε

Macintosh System Requirements

Computer Model:

Power Macintosh, PowerBook, iMac, iBook

OS

Mac OS 8.6-9.2 (DVC Storage Driver is compatible up to Mac OS 10.1.)

CPU:

PowerPC

RAM:

20 MB or more of application memory

Interface:

USB: only systems equipped with genuine Apple-brand built-in USB interfaces

Free Hard Disk Space:

• Canon Utilities

- ImageBrowser- PhotoStitch20 MB or more30 MB or more

Display:

 800×600 pixels/256 colors or better, 1,024 \times 768 pixels/32,000 colors or better is recommended

⋒ Notes:

- Proper operation is not guaranteed on a dual CPU PC or on a user-built PC.
- Proper operation is not guaranteed on any particular system, even if it meets the requirements outlined above.
- A CD-ROM drive is required to install the software.
- Connect the camcorder directly to a USB port on the computer; not through a hub. The connection may not operate correctly through a hub.
- The connection may not operate correctly if you are using other USB devices, excluding USB mice or keyboards, at the same time. If this occurs, disconnect the other devices from the computer and try reconnecting the camcorder.
- Do not connect two or more camcorders to the same computer via the USB interface. The connections may not operate correctly.

What Can Be Accomplished with the Software

This topic introduces the main features of the software programs contained on the CD-ROMs.

■ DVC Storage Driver (🕮 56)

 Driver software required for connecting the camcorder to your PC using a USB cable. Makes it possible to use the camcorder as a memory card reader/ writer.

■ ImageBrowser (🕮 59)

- Downloading still images recorded onto a memory card to your computer.
- Categorizing and Organizing Large Volumes of Images*.
- Searching and Organizing Images Chronologically*.
- Creating Mail Attachments from Images*.
- Laying Out and Printing Images.
- Programs for Printing Indexes.

■ PhotoStitch (🕮 67)

• Merging Panoramic Images.

This instruction manual explains how to install the software, what you can do with the main features and how to operate them. For more detailed operational instructions, refer to the ImageBrowser Software User Guide (PDF format) or the Help menu of each software program. (*: For instructions on these features, refer to the ImageBrowser Software User Guide.)

About the ImageBrowser Software User Guide

In order to view the ImageBrowser Software User Guide, it is required that Adobe Acrobat Reader is installed on your computer. If it is not, install it according to "How to install Adobe Acrobat Reader" below.

How to view the ImageBrowser Software User Guide

- 1) Place the Canon Digital Video Solution Disk in the CD-ROM drive.
- ② Double-click the CD-ROM icon followed by the [Canon Digital Video Installer] icon.
 - The installer panel will display.
- ③ In the installer panel, click [Using the Software] and [ImageBrowser]. The guide will display.
- You can also display it by opening the [Readme] and [English] folders on the CD-ROM and double-clicking [IB_guide.pdf].

How to install Adobe Acrobat Reader

- 1) Place the Canon Digital Video Solution Disk in the computer's CD-ROM drive.
- ② Open the [Readme], [Acrobat_English] folder.
- ③ Double-click the [Reader Installer] file to start the installer.

Follow the onscreen instructions to install Adobe Acrobat Reader.

Installing from the Canon DIGITAL VIDEO SOLUTION DISK

- 1. Close any programs that are running.
- 2. Set the Canon DIGITAL VIDEO SOLUTION DISK in the computer's CD-ROM drive.
- **3.** Double-click the CD-ROM icon and the [Canon Digital Video Installer] icon.
 - The installer panel will display.
- **4.** Click [Digital Video Software Installation].



- **5.** Click the [Install] button.
 - The installation will start.
 - Follow the onscreen messages to proceed with the installation.



6. After the installation is complete, restart the computer as prompted.

If you are using Mac OS 8.6: Next, install the DVC Storage Driver. Do not remove the CD-ROM from the computer's drive.

Installing the DVC Storage Driver

This driver is designed for use with Mac OS8.6. For Mac OS 9 or higher, you should use the standard USB driver software that comes with the OS, without installing this driver.

- I. Connect the camcorder to an AC outlet.
- 2. Attach the supplied USB cable to the computer's USB port and the camcorder's USB terminal. () 57)
- 3. Set the camcorder to CARD PLAY(VCR) mode.
- **4.** Double-click the CD-ROM drive icon.
- **5.** In [DVC Storage Driver], open the folder with the name that matches the name of your camcorder.
- **6.** Use drag and drop to move the two files inside the folder into the [Extensions] folder, which is located inside the [System Folder] folder on your hard disk.
 - The names of these files are [DV×-USB Storage Driver] and [DV×-USB Storage Shim] (× stands for either 'A' or 'B').
- 7. Restart your computer.
 - The [CANON_DV] icon or the coressponding drive icon will be displayed on your desktop.

Ε

Connecting the Camcorder to a Computer

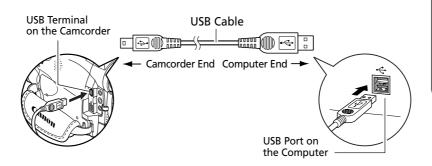
Connecting to a USB Port

Connection Precautions

- Make sure the camcorder is being powered using the compact power adapter before connecting it to a computer.
- Be sure to install the DIGITAL VIDEO SOLUTION DISK before you connect the camcorder to the computer.
- Connect the camcorder directly to a USB port on the computer; not through a hub. The connection may not operate correctly through a hub.
- The connection may not operate correctly if you are using other USB devices, excluding USB mice or keyboards, at the same time. If this occurs, disconnect the other devices from the computer and try reconnecting the camcorder.
- Do not connect two or more camcorders to the same computer via the USB interface. The connections may not operate correctly.
- Never allow the computer to go into standby (sleep) mode while a camcorder
 is connected via the USB interface. If it does happen, never disconnect the
 USB cable. Try to awaken the computer with the camcorder in the connected state. Some computers will not awaken properly if you disconnect the
 camcorder while they are in standby mode. Please refer to your computer
 manual for instructions regarding its standby mode.

1. Attach the supplied USB cable to the computer's USB port and the camcorder's USB Terminal.

- You do not need to turn off the computer for this procedure.
- Refer to your computer manual for the location of the computer's USB ports.
- See your camcorder instruction manual for connecting instructions.



Connecting the Camcorder to a Computer

Disconnecting the camcorder from the computer

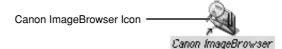
- ${\it 1.}$ On the desktop, drag [Canon_DV] or the corresponding drive icon into the Trash.
- 2. Turn off the camcorder and detach the USB cable.
- To detach the cable, always hold the connector by its sides to pull it out.
 Turn off the camcorder before inserting/removing the memory card.

Ε

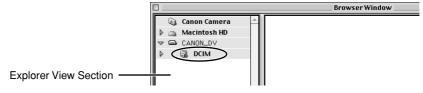
Downloading Images to a Computer (ImageBrowser)

Cautions:

- Make sure you observe the following precautions whenever an image is being read from or written to the memory card (which is indicated when the camcorder's card access indicator is flashing). Failure to do so can cause memory card data to become corrupted.
 - Never remove the memory card or detach the USB cable.
 - Never turn off the camcorder or computer.
- Do not format memory cards on a computer.
- 1. Insert the memory card to the camcorder.
- 2. Connect the camcorder to an AC outlet.
- 3. Attach the supplied USB cable to the computer's USB port and the camcorder's USB terminal. (☐ 57)
- 4. Set the camcorder to CARD PLAY(VCR) mode.
 - The [CANON_DV] icon or the corresponding drive icon will appear on the display.
- 5. Double-click the [Canon ImageBrowser] icon on the desktop.
 - ImageBrowser will start.
 - If the icon does not appear on the desktop, double-click the folder in which you installed the program, followed by the [Canon Utilities] and [ImageBrowser] folders and the [ImageBrowser] file.



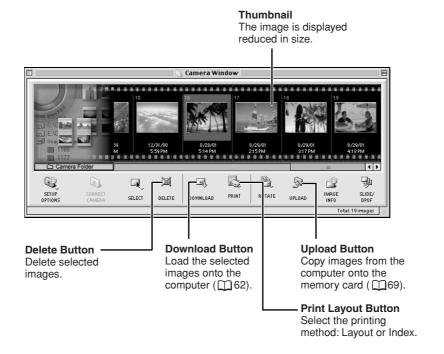
- **6.** Double-click the [DCIM] folder in the Explorer View Section.
 - No image will be imported if you click [Canon Camera]. Make sure you select [DCIM].
 - The images from the memory card will display as thumbnails in the Camera window (\(\subseteq 60 \)).



Downloading Images to a Computer (ImageBrowser)

The ImageBrowser Camera Window

When a connection is opened to a memory card in a camcorder, the card's images display as thumbnails in the Camera window.



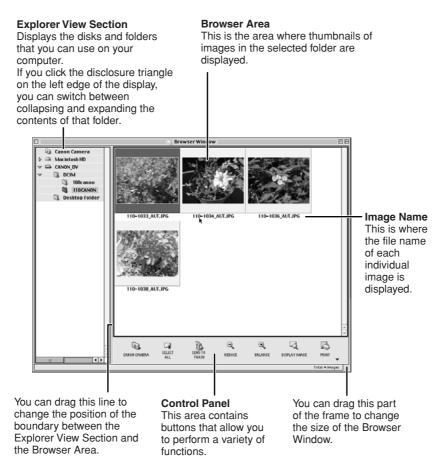
⋒ Notes:

About the other buttons

- [SELECT]: You can select all of the images or deselect images, etc. [ROTATE]: You can rotate (90 degrees counterclockwise/90 degrees clockwise/ 180 degrees) the images.
 - [IMAGE INFO]: You can confirm the number of pixels or the file size of the selected image.
- You can not use the [SETUP OPTIONS] and [CONNECT CAMERA] functions.
- You cannot use the [SLIDE] function (to select images for inclusion in a slideshow) of the [SLIDE/DPOF] button.

Understanding the Browser Window

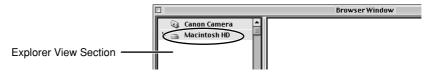
This section describes the various parts of the Browser Window display.



Downloading Images to a Computer (ImageBrowser)

Downloading and Saving Images from the Camcorder

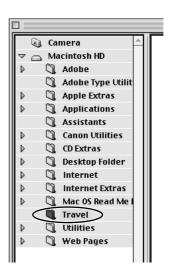
1. Select [Macintosh HD] in the Explorer View Section.



- 2. Create a new folder for saving images from the memory card in the camcorder.
 - Click the [File] menu and select [New Folder]. A folder with the name "Untitled" will be created. Click it to change the folder name as you wish. In this example, we will input "Travel."

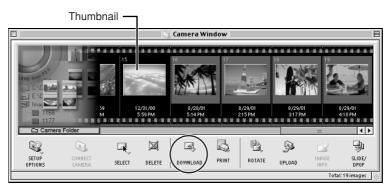


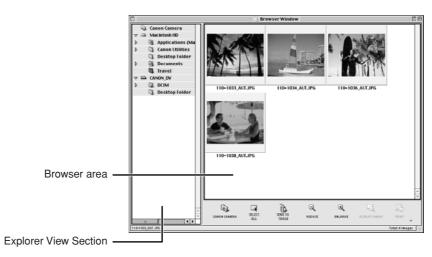
3. In the Explorer View Section, click the newly created folder.



4. Select images in the Camera window and click the [Download] button.

- Click a thumbnail to select it or press [Shift] and click to select multiple thumbnails. The color of the frame(s) around the thumbnail(s) you selected will change to blue.
- Downloaded images are saved to the computer and appear in the Browser area.





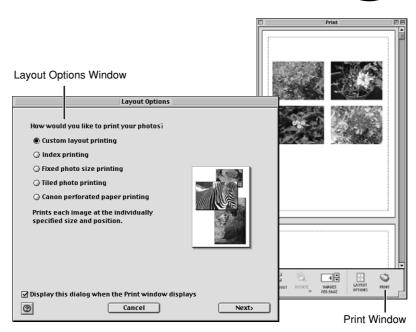
Downloading Images to a Computer (ImageBrowser)

- Double-clicking an image on the camera window imports the image to the computer.
- You can also download images to the computer by dragging them from the Camera window and dropping them on the Browser area or the Explorer View Section.
- You can select multiple images by holding down [Shift] or [Option] + [Shift] while clicking.
- To disconnect the camcorder, click the close box at the upper left of the Camera window. The Camera window will close.

Printing Images (ImageBrowser)

- 1. Select the image(s) you wish to print in the Browser Window.
- 2. Click the [Print] button and select [Layout Printing] from the displayed menu.





- **3.** In the Layout Options window, select the desired layout and click the [Next] button.
 - Select the [Custom layout printing] option for the purposes of this example.
- **4.** In the next window, select a paper size and click the [OK] button.
 - The Layout Options window will close and the Print window will open, allowing you to change the layout and printing settings.
 - The settings available in Step 4 will vary according to the type of layout selected in Step 3.

Printing Images (ImageBrowser)

5. Click the [Print] button in the Print window.

• The Print dialog will display.

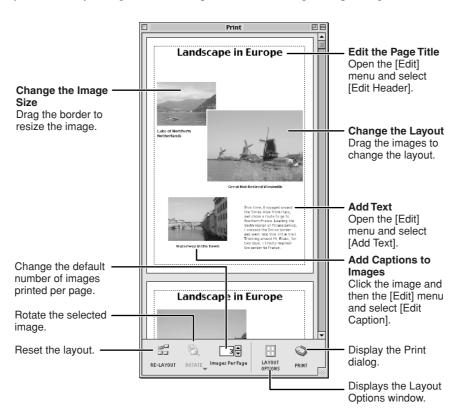
6. Click [OK] to start printing.

Mote:

• The Custom Layout printing option in the Layout Options window allows you to freely change the size and position of the images for printing. The other options allow you to print an index or print onto Canon perforated paper. For more details on the Layout Options window, please see the PDF manual, ImageBrowser Software Guide (\subseteq 54).

Print Window

When the Custom layout printing option is selected in the Layout Options window, you can freely change the size and position of the images for printing.



Merging Panoramic Images with PhotoStitch

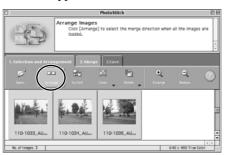
To Merge Images Registered in ImageBrowser

You can merge a series of overlapping images into a single, seamless panorama.

- Use of the camcorder's maximum wide angle setting is recommended when recording images for merging into a panorama.
- 1. Select the images in the Browser Window.
- 2. Click the [Edit] menu and select [PhotoStitch] to start the program.



- ${\it 3.}\,$ Select [1.Selection and Arrangement] and then click [Arrange].
 - Determine the sequence to be used for merging the images.
 - Operational instructions are displayed in the upper section of the window.



Merging Panoramic Images with PhotoStitch

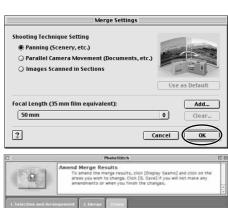
4. Select [2.Merge] and then click [Start].



① Click [OK].

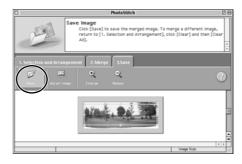


- ② Select the shooting technique setting and the focal length in the [Merge Settings] screen.
 - If you recorded images using the maximum wide angle setting, select [50mm].
- 3 Click [OK].





5. Select [3.Save] and then click [Save...].



⋒ Notes:

- You cannot use the Stitch Assist Mode.
- You can record images in a full circle and merge them into a 360-degree panorama. Saving a 360-degree panorama in QuickTime VR makes it possible to play back the image showing a full sweep around the circle. Note that you need to have QuickTime installed on your computer to do this. If you do not already have a copy of QuickTime, you can download it from the Apple Computer Website.
- Please refer to the PhotoStitch Help menu for more details.

Adding Still Images from Your Computer to the Memory Card

You can copy still images from your computer to the memory card.

1. On the camera window, click [UPLOAD].

• A window for selecting images to be added will appear on the display.



2. Select the image file you want to add and then click [Open].

• The [Save to Camera] window will appear on the display.

3. Select [Camera model].

• Select the model name of the camcorder you are using.

4. Select [Large] and then click [Save to Camera].

• [Adjust Height] and [Adjust Width] specify the standard for image enlargement and reduction.



Motes:

- Image enlargement and reduction are not performed when both [Adjust Height] and [Adjust Width] are deselected.
- When [Adjust Height] and [Adjust Width] are both selected, the aspect ratio of the image (the ratio between the height and width of the image) may change when the image is resized.
- JPEG, TIFF, PICT, and Windows bitmap format images can be added to a memory card. Note, however, that an image becomes JPEG format when it is stored on the memory card.
- You can also add images to a memory card by using drag and drop to move the image from the browser area to the Camera window.

• To add multiple images

Selecting multiple images in step 2 of the above procedure undims the [Save subsequent images with the same settings] button on the [Save to Camera] window. Clicking this button makes it possible to add multiple images with a single setting operation.



Uninstalling the Software

Uninstalling Application Programs

Move the program's folder into the Trash to uninstall programs such as ImageBrowser and PhotoStitch.

• If the program folders contain subfolders into which images have been saved, be careful not to accidentally delete those subfolders.

Troubleshooting

This topic explains some of the causes for and solutions to problems with the software.



- **2** Can't download images, camcorder is not recognized when the camcorder is connected via the USB interface.
- → Computer doesn't support the USB interface.

The USB interface is not supported for computers not in compliance with the following requirements. Acquire the necessary system to use the USB interface. Requirements

- Genuine Apple Computer brand computer with a built-in USB interface.
- → [Canon Camera] is selected on the Explorer view section. Change the selection to [DCIM].
- → There is no memory card in the camcorder.

Insert a memory card into the camcorder.

→ Camcorder is not correctly connected to the computer.

Read "Connecting the Camcorder to a Computer" ($\ \ \square \ \ 57)$ and check the connection.

Ensure that you are using the correct cable and that its connectors are in good shape.

- → If you are experiencing operational problems, detach the USB cable from the camcorder and computer and terminate the connection. Restart the computer and then reconnect the camcorder.
- → If you are running Mac OS8.6, check to make sure the following two files are contained in the [Extensions] folder, which is located in the [System Folder].
 - DV×-USB Storage Driver
 - DV×-USB Storage Shim

'x' stands for either 'A' or 'B'.