

## Quick troubleshooting: Camera control not working

If the Rapidmooc camera can no longer be operated via the app ("Settings" => "Camera position") with the arrow keys, we suggest the following procedure via the Windows device manager. In most cases, the operation of the camera can be restored using the Rapidmooc app.

- 1. Quit the Rapidmooc app and move to the Windows user interface.
- 2. Open device manager by right clicking on the windows logo on the bottom left of your screen. You can also find it under "Start" using the windows search function.

Apps and Features Power Options Event Viewer System Device Manager Network Connections Disk Management Computer Management Windows PowerShell Windows PowerShell (Admin) Task Manager Settings File Explorer Search Run Shut down or sign out			
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Silicon Labs CP210x USP to LLADT Delider (COM2)									
> 🚍 Print queues Update driver									
> Processors Disable device									
> If Security devices Uninstall device									
> P Software components									
Software devices Scan for hardware changes									
Sound, video and game c     Properties									
> Storage controllers									
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Opens property sheet for the current selection.									

- Expand the "Ports (COM & LPT)" item in the device manager.
  Then select "Silicon Labs" with a right click and select "Properties".

Silicon Labs CP210x USB to UART Bridge (COM3) Properties							
General Port Settings Driver Details Events Power Management							
Bits per second: 9600 ~ Data bits: 8 ~							
Parity: None 🗸							
Stop bits: 1							
Flow control: None ~							
Advanced Restore Defaults	5						
OK Cance	əl						

• Now open the "Advanced Settings", apply the following settings and then press OK.

Advanced Settings for COM3							×
Use FIFO buffers (requ Select lower settings to Select higher settings f	OK Cancel Defaults						
Receive Buffer: Low (1)	1	1	1	Ţ	High (14)	(14)	Defaults
Transmit Buffer: Low (1)	I	I.	1	Ţ	High (16)	(16)	
COM Port Number: COM16	~						

After completing the aforementioned steps, restart the Rapidmooc application and check whether the camera can be controlled again via the corresponding control panel. If the camera control functionality is not fully restored, check the Windows settings again, restart the entire PC and test the camera function again via the Rapidmooc app.