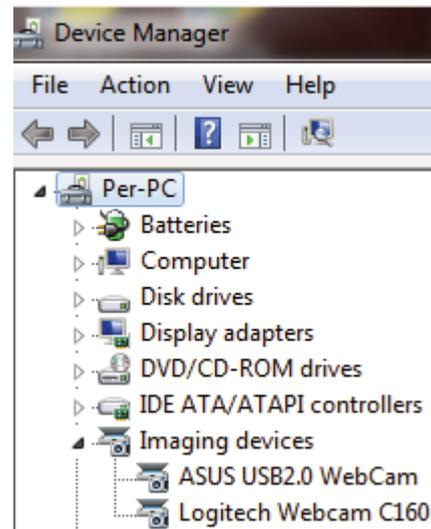


# Card not recognized – black images

A Windows update can disable the driver that the camera needs to take images of the cards. A typical symptom is that you persistently get *Card not recognized* on the bottom card in the hopper and the images are all black in Diagnostics/Camera.

## REMEDY

1. Make sure that the machine is on and connected.
2. Go to *Device manager* and locate *Logitech Webcam C160* under *Imaging devices*.
3. Right-click on *Logitech Webcam C160* to display the sub-menu (below):
  - Imaging devices
    - FJ Camera
    - Logitech Webcam C160
      - Update driver
  - Keyboard
  - Mice and
4. Choose *Update driver*
5. Select *Search automatically* in the dialog that appears



→ Search automatically for updated driver software  
Windows will search your computer and the Internet for the latest driver software for your device, unless you've disabled this feature in your device installation settings.

→ Browse my computer for driver software  
Locate and install driver software manually.

6. Start BOS and duplicate as usual.