



Dear SPOT FireWire Camera Owner,

Microsoft has officially discontinued support for Firewire (IEEE1394) with the introduction of Windows 10 OS, but there is a workaround that many SPOT customers have used successfully. It involves installing the legacy FireWire drivers into the Windows 10 OS.

The procedure and links to the legacy drivers are provided below for your convenience.

Please Note:

SPOT Imaging Tech Service Department does not provide service and support for customer computers and operating system issues. Please plan accordingly with your IT department or computer service company as SPOT Imaging Tech Service Department will not be available to address issues encountered during this update.

WIN 10 OS FireWire Tech Note:

The Fix for Windows 8 and 8.1 and for Windows 10

In Windows 8 and 8.1, plus Windows 10, Microsoft left out the Legacy driver. Just go to [this page on the Microsoft Support page](#) and download the Legacy driver. Then follow the installing directions on that same support page.

If you are running Windows 10, you will need to use the Windows 8 / 8.1 Legacy driver. So follow the same steps as Windows 8 / 8.1.

Then **Reboot your computer.**

You will now be able to import video via the FireWire port on your computer.

If you are still having a problem importing video after you have switched the FireWire driver to Legacy, then the problem may be with the FireWire port. This is a common problem. The FireWire port will work with an external driver, but it won't let you import video from your video camera. Most people report this problem with Dell computer, but it does happen with other brands, even brand new computers. This problem is usually with the FireWire port that is built into the motherboard.

The fix is simple:

1. Install a FireWire card into one of the open slots in the computer
2. Using the instructions above, set the drive to Legacy.
3. Reboot the computer.
4. Then connect the FireWire cable from the video camera, into the new FireWire port that you just added.

Note: If you're having a problem getting the FireWire port working on a Dell XPS 8100 or on a Gateway computer with the drivers from above. Get the driver from this link:

<http://www.driverscape.com/manufacturers/dell/laptops-desktops/studio-xps-8100/134>

If you have a Dell or a Gateway computer and the above fix doesn't work for you, then you might want to try the above link.

This fixes the problem 99% of the time. FireWire cards are not the expensive; they run from \$10 and up, depending on any extra features the card may have.

NOTE: We have noticed that when Microsoft has issued certain updates, it can cause Windows 10, Windows 8 and Windows 8.1 to switch back to use the original 1394 OHCI Compliant Host Controller driver. If you notice the FireWire device is transferring slowly or not working, then just repeat the above steps and reinstall the Legacy driver.

Link to the Solution page to Win 8.1 & 10 OS support of Firewire cards:

[3rd Party Work Procedure for Legacy FW Driver Install-WIN 10 OS](#)

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