Is there a light on the front of your HDPVR 2 device?

Yes

Check all your cabling is correctly and securely connected.

Contact Hauppauge technical support as you may have a faulty hardware unit or power supply.

No

Are using the correct power adaptor for your HDPVR 2 device?

Do you have power going to your HDPVR 2 device?

Solid light (not flashing)

Your HDPVR 2 device is successfully connected to your Mac.

The HDPVRCapture application has successfully detected the HDPVR 2 device and downloaded the firmware.

Is the light doing?

Flashing light

Is the USB cable between your HDPVR 2 device and your Mac correctly and securely connected?

Are you using a USB hub to connect the HDPVR 2 device to your Mac? If so, please remove the USB hub and connect the HDPVR 2 device directly to your Mac.

Make sure you are only using the cabling that came in the box with your HDPVR 2 device.

Your HDPVR 2 device is not connected to your Mac.

Please follow our tutorial here: http://youtu.be/3Wp4TeMDszM to make sure you Mac is detecting your HDPVR 2 device.

Rapid flashing light

Your Mac has successfully detected your HDPVR 2 device but has failed to download the HDPVRCapture firmware.

Please follow our tutorial here: http://youtu.be/3Wp4TeMDszM to obtain your USB device information then contact HDPVRCapture support via the following webpage, www.hdpvrcapture.com/contact

What is the light doing?

What device are you trying to capture from?
What video input do you have selected in the HDPVRCapture inputs panel?

HDMI

The HDPVR 2 device does not support capturing HDCP protected content over HDMI.

Please remove the HDMI cable and use the component cable that came with the HDPVR 2 device.

Component

If you have a HDMI cable connected to your Playstation 3, please remove it and restart your Playstation 3.

Please make sure all your cabling is correctly and securely connected.

Please make sure your Playstation 3 is outputting a valid component signal.

Please follow our tutorial here: http://youtu.be/fCz1lJ7SjLU which will show you how to reset the video signal on the Playstation 3 to output a component signal.

Composite

Please make sure all your cabling is correctly and securely connected.

Please make sure your Playstation 3 is outputting a valid composite signal.

To check this, try plugging your PS3 directly into your TV via the composite cable. If you can see the Playstation 3 XMB menu screen on your TV then your Playstation 3 is outputting a valid composite signal.

Are you getting signal detection in the HDPVRCapture application?

Yes

Please contact HDPVRCapture support via the following webpage, www.hdpvrapture.com/contact

No
Is the video signal being passed through to your TV?

No

- Please check that your TV supports the resolution your Playstation 3 is outputting.
- Check you have the HDMI cable connected to the HDMI OUT on the back of the HDPVR 2 device.
  The other end should be connected to the HDMI IN on your TV.
- Try using a different HDMI cable.

Yes

End