Resolving a Common Error Message:

Capture Button Serial Port Unavailable, Keyboard Capture Will Be Used

This common error message appears when starting your FinishLynx software. There are a few scenarios which would cause this message to occur:

1:   You Are Using the Capture Button

You are using the Capture Button (either alone or in conjunction with Auto-Capture) and either 1) the computer assigned your adapter a COM port number that FinishLynx is not looking for, 2) you opened FinishLynx prior to plugging in your USB to serial adapter, or 3) the Capture Button has not been assigned a COM port number by the computer.

  a. Connect your USB to serial adapter to your computer prior to opening FinishLynx. In FinishLynx, go to **File | Options** and locate the **Capture Button** dropdown
    i.   If your Capture Button's COM port is listed, choose that and click OK.
    ii.   If no COM port is listed, proceed to Step b.
  b. Check that the USB-to-serial adapter is recognized by the computer in the **Windows Device Manager** with a COM port listed
    i.   In Device Manager, it will be listed under Ports.
        • If the USB-to-serial device is not recognized by the computer, then you will need to install the appropriate drivers. If you are using an ATEN adapter supplied by Lynx, click here to download the driver from our website (must have internet access).
    ii.   Once you have confirmed your computer recognizes the USB-to-serial adapter and has assigned it a COM port number, re-open FinishLynx and go back to Step a.

Note: *Also check that the camera is set to manual capture in the **Camera I | Options | Capture tab | Capture Method***

2:   You Are Using Auto-Capture Mode (ACM), and No Capture Button Connected

You are using Auto-Capture Mode and do not have a Capture Button connected to your computer because you do not use it. In this case, no further action is required. Simply click **Ok** and proceed with running your meet. The capture button serial port doesn't need to be assigned because manual capture is not being used.

Note: *If you will only be using Auto-Capture Mode and do not wish to see this message, you can disable it by going to the Other Settings (hold **Control + Shift** and go to **File | Options**) and expand **Hardware**. Click the **CaptureButton** setting, and change the set value to **0** for keyboard.*