

# Tech Training: Premiere Troubleshooting

## No Sound

Premiere will not capture sound unless there is some kind of sound output connected to the computer (i.e. speakers or headphones).

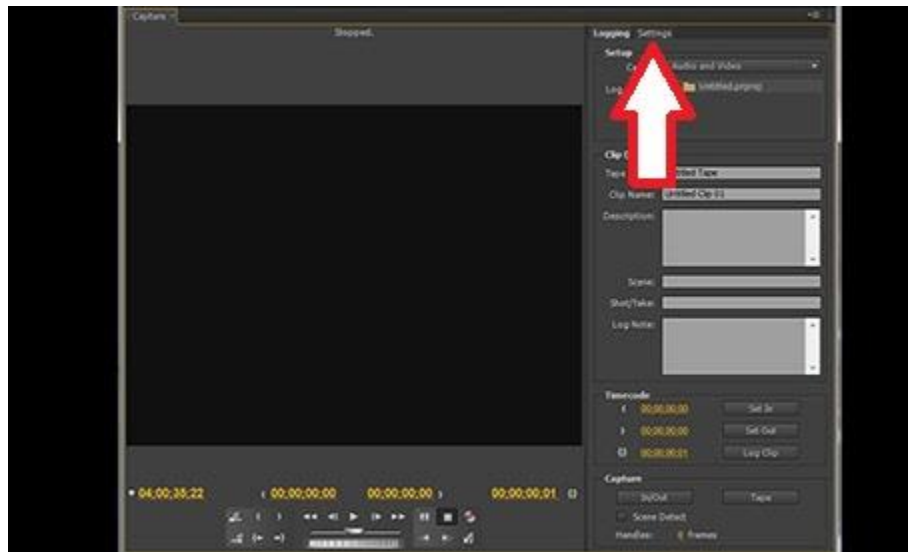
Connect them and try again. If there is still no audio, check the audio cables and try again.



## No Video when Capturing

There can be many reasons why the capture window will not see a signal from the Canopus box and/or the VCR.

1. Double check all steps listed under Capture.
2. Make sure you have the correct project settings. If you set it to HDV and your project is DV it may not show up & vice versa.
  - a. In the top right of the window, click the settings tab.
  - b. Change between DV & HDV as needed. This may reset Canopus, so check again to be sure it is on Analog.

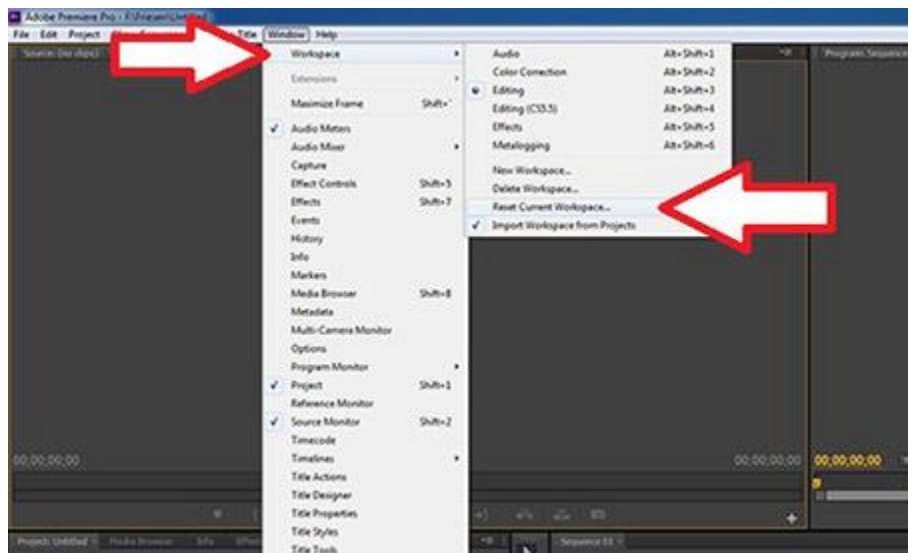


## I Can't Find the Window

It's easy to lose a window if it gets closed or moved by accident.

Reset Premiere to default setup:

- Window > Workspace > Reset Current Workspace



## *The Sound is “Weird”*

When capturing video, if you listen to the audio it will sound slow and deep. This is normal.

While capturing the audio will sound strange, but once it's finished and played back it will sound normal.

