

## **I get the message « USB Controller Bandwidth Exceeded” when trying to use the webcam.**

The Microsoft Support site explains the problem, related to a design limitation of the USB technology, and provides a few corrective solutions:

<http://support.microsoft.com/kb/884470/en-us>

In order to obtain better performances, it is recommended that peripherals requiring a lot of bandwidth (such as webcam, high-speed modem and scanners) use different USB controllers.

You can check the bandwidth of the computer’s USB controllers from **Device Manager**:

- Right click on **MY COMPUTER** icon on your desktop and select **Properties**
- **If you are using Win ME**: Select the **Device Manager** tab
- **If you are using Win 2000 or XP**: Select the **Hardware** tab, then click on the **Device Manager** button
- Under **Universal Serial Bus Controller**, you should find many Host controllers (the name may vary depending on the manufacturer). Double-click on a controller to open the **Properties** window.
- The **Advanced** tab displays the bandwidth used by each peripheral connected to the USB controller.
- All that is left to do is to connect your devices to all the USB ports in order to find the correct combination that will allow enough bandwidth for each of them correctly.

If it’s not possible to have all devices working at once, it will probably be necessary to add another USB controller to the computer, either as a **PCI** card (for desktop computers) or **PCMCIA/Carbus** (for laptop computer).