

Osprey[®] 820e Multimedia Capture Driver

Release Notes

Driver Version 3.0.8.127

VIDEO CAPTURE CARD

Osprey 820e

This driver has been tested on the following operating systems:

- 64-bit version of Server 2008 Enterprise R2, Windows 7 SP1, and Windows 8 Enterprise
- 32-bit version of Microsoft Windows XP SP3, Server 2003, Server 2008 SP2, Windows 7 SP1, and Windows 8 Enterprise

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INTRODUCTION

This driver is a class 8 AVStream video and audio capture driver for the ViewCast Osprey 820e video capture card. This driver is built on Microsoft's AVStream / DirectShow[®] driver model.

Check the ViewCast website for updates or other operating system (OS) drivers.

This driver works only with genuine Osprey video capture cards designed and marketed by ViewCast Corporation of Plano, TX USA.

NEW FEATURES

- The Osprey 820e auto selects VGA, DVI and HDMI inputs provided the crossbar is set to DVI/HDMI or VGA.

RECENT UPDATES

- See new features.

TROUBLESHOOTING

If the installation program for this driver appears to hang, press **Alt+Tab** to ensure the installation screen is not hidden.

The Digital Signature Not Found window may appear during the installation. Click **Continue Anyway** to dismiss this dialog.

The diagnostic tab should only be used at the direction of a ViewCast technical representative. Invoking tests or setting the wrong value could lock up the computer.

TESTING THE DRIVER

The driver is able to access the properties for the card through most major DirectShow applications such as Microsoft Expressions Encoder. For detailed information on how to select the Osprey card and access the video properties, see the documentation with the third-party software.

MANUALS AND HELP

Refer to the Osprey 820e User Guide for detailed information about the Osprey driver.

LATEST DRIVERS AND DOCUMENTATION

Before installing, check the ViewCast Corporation website at www.viewcast.com for the latest drivers and documentation.

If there is no newer driver at the time of your installation, periodically check the website for newer versions.

KNOWN ISSUES

- This release is not WHQL-certified.
- You should avoid up scaling in Windows Media encoder. For example an upscale from 480p to 1080i may freeze the encoder. The capture card is capable of doing the upscale before encoding and will provide a more stable encode. (ID: 5055)
- When using Windows Media Encoder, a lockup may occur if you check the Transparent box under the Closed Captions tab. The issue typically occurs in 16 bit display modes. (ID: 5098)
- The captured video may be off centered and contain audio noise. (ID: 6929)
- Unbalanced external audio monitor level shows input even when not used. (ID: 7013)
- A VGA signal may not be detected when the VGA is connected. (ID: 7517)
- A top of frame error may occur when you connect a composite source. (ID: 7519)
- Audio from an HDMI source may be absent until you remove and replace the HDMI connection. (ID: 7521, 7555)
- Changes may not be applied when you select a different tab prior to selecting the Close button. (ID: 7526)
- The Apply button remains disabled after changing the log file name. (ID: 7530)
- The desktop playback may be scrambled when using 1400 x 1050/60Hz. (ID: 7523)
- The digital graphics (DVI) mode 1280 x 800/60Hz is being detected as 1280 x 960/60Hz. (ID: 7524)
- On a system with a Windows 64 bit OS installed, performing an uninstall of the Osprey 800 series driver does not remove the audio devices. The Audio devices for previously

installed Osprey 800e series cards will appear in the Audio properties drop-down list.
(ID: 7445)

DRIVER INSTALLATION

The examples provided are Microsoft Windows 7, other OS versions may vary. Depending on your system setup, you will have multiple options for the installation of the Osprey Multimedia drivers.

If you need to re-install this Osprey 820e driver, you must uninstall any previous Osprey 820e driver and reboot.

INSTALL SCENARIOS

In most cases, the most efficient and complete installation method is to install the Osprey driver before installing the card. The install program automates the Plug and Play steps required to install the drivers and ensures they are performed correctly.

Following are the different scenarios and their methods of installation:

Three main situations may apply to you:

- **Scenario 1: Osprey card(s) not physically installed in the PC.**
*** RECOMMENDED METHOD***
- **Scenario 2: Osprey card(s) physically installed, but Osprey software not installed.**
- **Scenario 3: Osprey card(s) physically installed, and previous Osprey software installed.**
 - You must uninstall all previous installations of the Osprey 820e series driver before installing this version. You must also reboot your computer after uninstalling.
 - It is possible to install the Osprey 820e series driver using the Hardware Installation Wizard. Select **Have disk** and navigate to the Drivers directory located on the installation disk to select the inf file. This advanced feature will not be supported by documentation or Customer Support. Use this method at your own risk.
 - The installer provides a Custom installation option, which allows selected installation.
 - Although the installer allows drivers to reside across mapped network drives, this method is not recommended because it will not allow a proper uninstall.

Scenario 1: Osprey Card(S) Not Physically Installed in the PC

This scenario is called the Preinstall Scenario. After the install is run, as soon as an Osprey card is installed in the PC, it is detected and its drivers are started automatically.

1. Double-click the Microsoft® Windows® MSI installer file to start the installation.
2. If you choose to do a custom install, select **Destination Folders** and **Program Folders** when prompted.
3. You will then be prompted to preinstall the drivers. Select **Yes** to continue.
4. The Osprey software is now fully installed. It will be ready for use after you install the Osprey card in your computer.
5. When you are ready to install the card, shut down and install the Osprey card inside your computer, then power up the computer. The OS will detect the newly present Osprey card, and begin to activate the pre-installed driver. The Osprey card will then be ready for use.

Scenario 2: Osprey 820e Series Card(s) Physically Installed, But Osprey Software Not Installed

Run the installation program:

When you start the OS for the first time after the Osprey card is installed, the New Hardware Found wizard may appear one or more times. **Cancel out of these wizards.**

After the OS has finished starting, do the following:

1. Double-click the MSI installer file. This action will start the installation program.
2. If you choose to do a custom install, select **Destination Folders** and **Program Folders** when prompted.
3. When the installation is finished, reboot the PC for the configuration changes to take effect.

Scenario 3: Osprey 820e Series Card(s) Physically Installed, and Previous Osprey Software Installed

This scenario is for the case when the Osprey card is physically installed in the PC and there is a previous installation of the Osprey drivers.

It is necessary to uninstall the old driver before installing the new driver. You must also reboot your computer after uninstalling.

After restarting, the New Hardware Found wizard may appear one or more times. **Cancel out of these wizards.**

Run the installation program:

1. Double-click the MSI install file. This action will start the installation program.
2. If you choose to do a custom install, select **Destination Folders** and **Program Folders** when prompted.
3. When the installation is finished, reboot the PC for the configuration changes to take effect.

TECHNICAL SUPPORT

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