

## SnaZio\* TV PVR Installation & Troubleshooting Guide

### Introduction:

In this document we will discuss the installation procedures for the new users and software upgrading procedure for the existing TVPVR software users. Let's first cover the Installation Procedures Section.

### Installing Device Drivers:

Plug-in the SnaZio\* TV PVR hardware device in the PCI slot of the system (First PCI slot is recommended). Boot the system and Windows XP will detect the SnaZio\* TV PVR as Media Controller Hardware. There are indeed two driver files required to be installed.

- Philips Proteus (7130) WDM Video Capture
- Philips WDM TV Tuner

As SnaZio\* TVPVR is completely compatible with both Windows XP Service Pack1 and Service Pack2, we will discuss each installation case in detail.

### Windows XP Service Pack2:

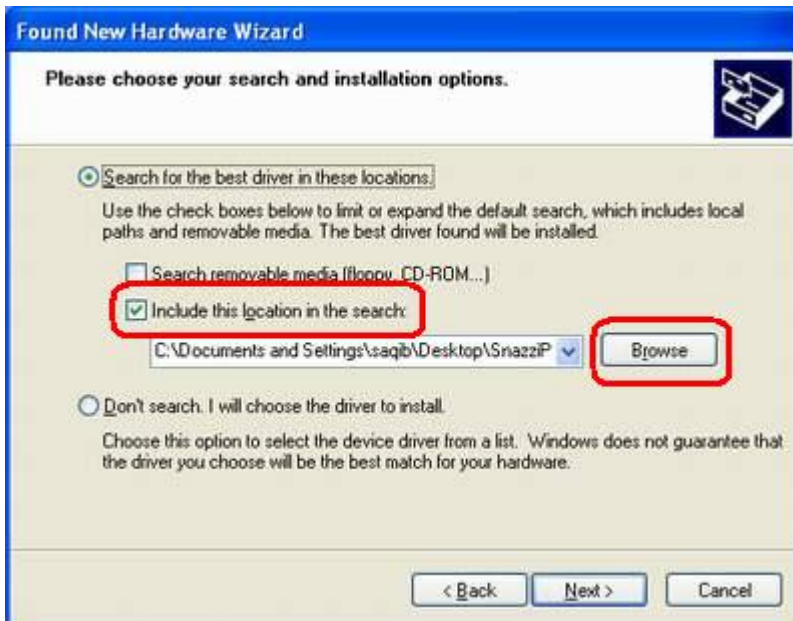
By default, Windows XP service pack 2 installs DirectX ver 9.0c. After rebooting the system, Windows **New Hardware Wizard** will ask for the device drivers to be installed from either the installation CD or from the Internet. Please select **"No, not this time"** option and click **Next** to continue.



As soon as you press next, you will be asked for the next step i.e. what do you want the wizard to do. Please make sure to select **"Install from a list of specified location"**.



After pressing **Next**, you will have to search for the drivers provided by V One Multimedia. Please select **"Include this location in the search"** and click **Browse** to select the drivers path from the installation CD.

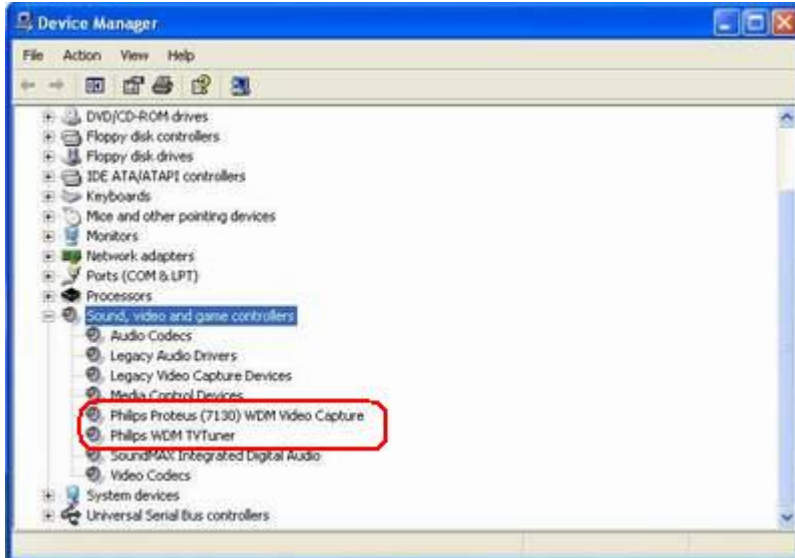


Click **Next** to continue Installation. Please note that while installing device drivers, you will get a warning message that this device has not passed the Windows XP logo testing and it may not work correctly. This is just a warning message and it has nothing to do with the proper functionality of the device. Microsoft wants every device to be certified by their Windows Hardware Quality Lab. All you have to do is to just press **"Continue Anyway"** button to finish installation of the device.

Your first driver file i.e. "Philips Proteus (7130) WDM Video Capture" will be installed. After few seconds Windows Found New hardware Wizard will ask for the second driver file i.e. Philips WDM TV Tuner. You will have to follow the above procedure for installing the second driver file.

After you successfully install the driver files, please make sure that your installed driver files are listed properly in Device Manager. Here is how to check the driver status.

Go to **Start – Settings – Control Panel – System – Hardware – Device Manager – Sound, Video and Game Controllers.**



If the above driver files are listed properly without any exclamation mark, you can continue for the software installation.

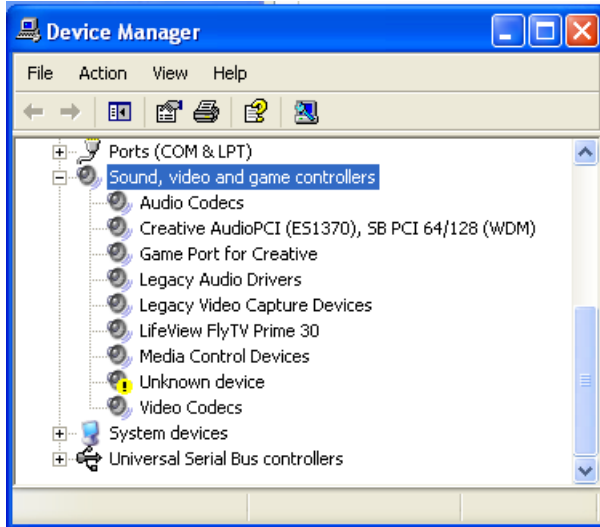
**NOTE:** While installing SnaZio\* PVR software, please make sure to press **NO** when you will be asked again for driver installation because you have already installed the drivers and clicking **YES** will first delete the old driver files.



### **Windows XP Service Pack 1:**

The driver installation procedure would not be changed if WinXP detects the SnaZio\* TVPVR as Multimedia hardware Controller. But sometimes Windows XP automatically detects the SnaZio\* TVPVR as Lifeview and starts installing the driver files. This likely happens because Windows Updates wizard provides support for Lifeview drivers.

In fact the life view drivers provided by Microsoft are not appropriate for SnaZio\* TVPVR. If this is the case, please continue installing the drivers. Once done, your SnaZio\* TV PVR will be detected as LifeView Fly TV Prime 30 and as Unknown Device under the Sounds, Games and Video Controller node. This situation is illustrated below.



To install the appropriate device drivers and to get rid of improper drivers, please follow the following steps.

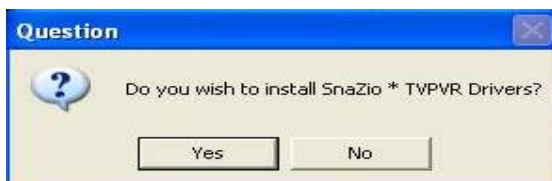
- Start installing Snazzi\* PVR software and make sure you have the latest build. While installing Snazzi\* PVR software, a message will pop up asking whether you want to install the device drivers. Click **YES** to continue. A command prompt window will appear just for few seconds and delete all the invalid files followed by a message prompt **“old driver files have been deleted successfully”**. Please complete the installation of Snazzi\* PVR software and make sure not to restart the computer at this stage.
- Go to Device Manager and click the button **“Scan For Hardware Changes”**. Your system will now detect it as new hardware and asks for driver installation.

**NOTE:** Please follow the instruction given in earlier section (Windows XP Service Pack2) to complete the driver installation.

### Upgrading CD Ver:

Upgrade CD ver always comes with latest software. Please make sure to follow the below steps while upgrading the software version.

- Uninstall Intervideo WinDVR3 software.
- Uninstall the Snazzi\* PVR software.
- Install WinDVR3 software from the installation CD.
- Install Snazzi\* PVR software but please make sure to press **NO** button when you will be asked to install the driver files because the driver files have already been installed.



## **Troubleshooting:**

**1:** I am using Intervideo WinDVR3 and I cannot get channel number 5 after scanning all the channels?

**Ans:** This problem has been resolved in the latest version of WinDVR3 i.e. build 3.0.79.396. This version is included in the latest Installation CD ver 1.1. Please contact the technical support department to get the latest build for WinDVR3.

**2:** I have already installed the device drivers for Philips but whenever I reinstall the SnaZZi\* PVR software, it asks "**Do you want to install SnaZio\* TVPVR drivers again**"?

**Ans:** There is no need to install the drivers once again. Infact pressing OK will delete the driver files if you have already installed Philips drivers. We strongly recommend the users to press **NO** whenever this message box appears. Unfortunately if you press **YES**, please install the driver files manually without restarting your computer.

**3:** I upgraded my software to the latest versions from the installation CD but I still get Lifeview in WinDVR3 device settings whereas the Device Manager shows Philips Proteus?

**Ans:** This problem appears when the device drivers have not been installed properly. Please follow the instructions as per mentioned in the Windows XP Service Pack1 section.

**4:** I can not get my remote control to work properly after I install the device drivers and software?

**Ans:** Please make sure to restart the computer after you install the device drivers and all the bundled software. TVRemote.exe will not start until you restart the computer. Please also make sure that the remote cable is connected with the R/M jack on the backside of SnaZio\* TVPVR.