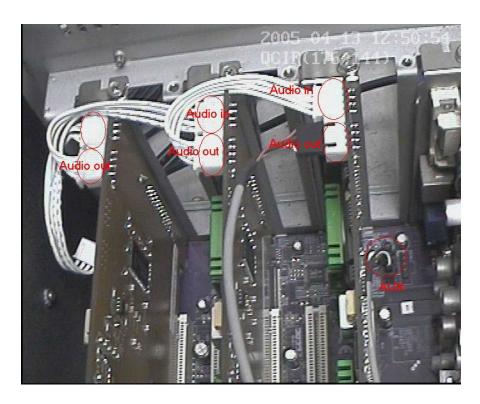# Installation Instructions for the D1 Hardware-Compressed DVR Cards
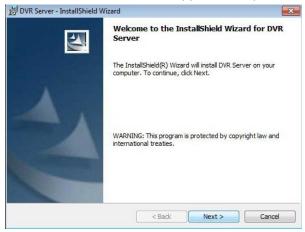
Windows Vista/Windows 7 32-bit and 64-bit

1) With the power off on your PC, install your cards in the system's PCI Slots (or PCI-E if you have PCI-E cards), and connect all audio cables as shown below. Each DVR card should include in the box a shorter daisy-chain audio cable, as well as a longer CD-IN audio cable. The first card should have the audio-out connected to the second card's audio-in. Repeat process until you get to the last card, which should have the audio-out connected to the CD-IN port on the motherboard or sound card. If your system does not have a CD-IN on your motherboard or sound card, then you will not have access to monitor live audio.
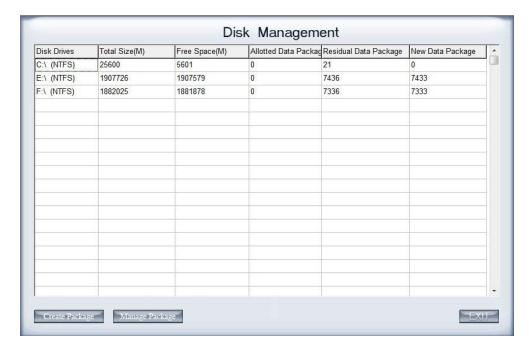

2) Turn on your PC and log into an administrator-level account.

3) Disable the Windows UAC in Windows Vista or 7 by following these instructions: Press the Windows button on the bottom-left of your keyboard, along with the R button to show the "Run" menu. Type MSCONFIG, then hit enter. Click on the Tools tab, then select "Change UAC Settings." Click Launch. Adjust the slider bar to the lowest setting. Click OK. Do not proceed to step 5 until your UAC has been adjusted to the lowest level.

4) If running a Windows Aero color scheme, change it to the Basic scheme by right-clicking on the desktop and clicking *Personalize.* Under *Basic and High Contrast Themes,* select *Windows 7 Basic.* It will prompt you to wait, then close the window after done.

5) If you downloaded the software, please navigate to where you saved it and unzip the file. It is important to unzip the file before running the software installer. If you are installing your software from the CD, please navigate to the *DVR Server* folder within the software bundle located on the CD. The path should be something like this: "*Saved Path or CD path*\D1-M_v663_2011-09-09\DVR Server 6.63\", where v633 is the version number and 2011-09-09 is the date when the software bundle was created.

6) Now run the *DVR Server.msi* application by double-clicking on it.

This window should pop up Click Next to continue. Then follow the on screen installation instructions.

7) Just before the installation finishes, you are prompted with a Disk Management window:
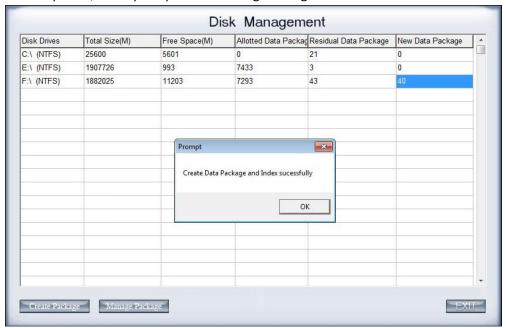

Note: Ensure your hard drives are formatted with NTSC or else the Disk Management process will take a longer time. If the drives are not formatted with NTSC, it is better to exit this window and re-launch it after your drives are formatted with NTSC.

You will not be able to record to your storage drives unless you allocate your drives for recording using this tool. The *Alloted Data Package* represents the number of data packages that are used for recording on each drive. The *Residual Data Package* represents the number of available data packages that can be allocated to each storage drive. And the *New Data Package* is what you will adjust if you need to allocate storage to a drive.

Each data package is 256MB, so for C:\ (in this example being the Operating System) and D:\ (in this example being the DVD burner), the drives are automatically set to 0, because you should not be recording to either the OS drive or directly to the optical drive. If you only have one physical hard drive, you should partition space for the OS and Program Files, and leave the remaining partition for storage. Every other drive that is used for storage can be set to the maximum number shown in the Disk Management tool. Each data package is 256MB, so 4 data packages = 1GB, 40 packages = 10GB, 400 packages = 100GB, and so on.

To be able for your DVR to buffer data when you want to burn a backup directly from the DVR software to a CD, DVD, or Blu-ray disc, you will need to leave twice the amount of the optical disc capacity as unallocated on the final hard drive in sequence, or approximately 2GB for an 800MB CD, 10GB for a 4.7GB DVD, and 50GB for a 25GB Blu-ray disc. In order to leave some free space in the final hard drive, you can edit its *New Data Package* column for the specified drive. In this example, the final storage drive in sequence is drive F. You would subtract 8 in the *New Data Package* field for a CD Burner, 40 for a DVD Burner, and 100 for a Blu-ray burner.
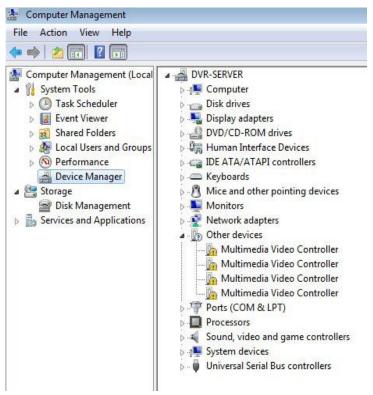
So using the picture above, I would subtract 40 data packages from my F:\ drive's 7333 *New Data Package* to be able to use my DVD Burner. I would then enter the new number in the field, which would be 7293, and then click on *Create Package* to see a blue progress indicator bar across the Disk Management window. Once the process has completed, it will prompt the following message:

Notice that the *New Data Package*s are set to 0 now because there isn't any more space for it to create data packages, except for F:\. Since we subtracted 40 from the package earlier to be able to buffer for our CDs and DVDs. If you did this correctly for a Blu-Ray it would of said 100 in the *New Data Package* field.
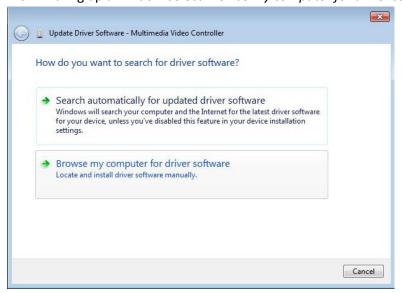
NOTE: Your storage drives should now appear full in My Computer. This is normal because you have allocated this space to the DVR software. The actual storage space used will be displayed in the bottom-right corner on the DVR Server software's main/live page.

8) After the DVR Server software has been installed and your drives allocated for recording, it is time to exit the software and install the drivers for the DVR cards. Click the *Start Menu*, right-click *My Computer,* and click *Manage.*
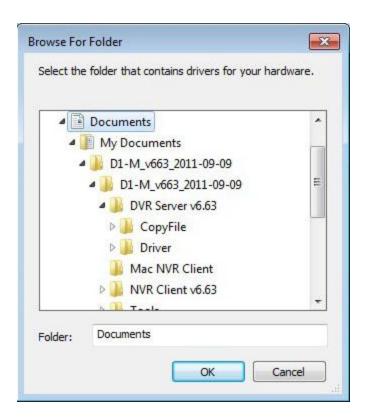

On the right then select *Device Manager* and depending on how many channels you have in your system you should see *Multimedia Video Controller* devices listed with yellow exclamation points. Right click one of the controllers and select *Update Driver Software*.

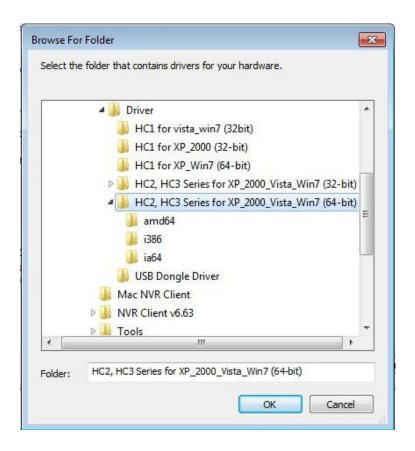7) This will bring up a window select *Browse my computer for driver software.*

Browse to the path where you have the DVR Bundle saved or where your Optical Drive is if you are installing from a disk:
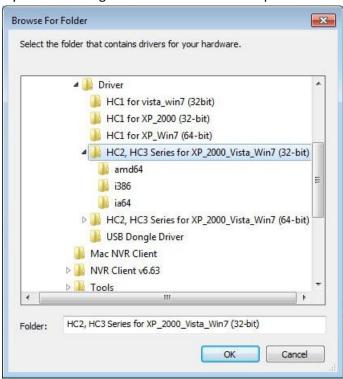"**Saved Path or CD path*\D1-M_v663_2011-09-09\DVR Server 6.63\Driver*", where 633 is the version number and 2011-09-09 is the date when the software bundle was created.

Depending on what card you bought, what operating system you have, and what architecture you're running you should select the appropriate folder. For example if you purchased a D1-HC2 or D1-HC3 Card, and you are using Windows 7 as your operating system and are running 64 bit architecture you would select: "*Saved Path or CD path*\D1-M_v663_2011-09-09\DVR Server 6.63\Driver\HC2, HC3 Series for XP_2000_Vista_Win7 (64-bit)\".

If you are running a Windows 7 or Vista computer on 32-bit architecture you would select the 32-bit folder.

You do not need to navigate to any other sub-folder beyond that. Then click *OK* on the bottom of the window. Click *Next* to install the driver. You will receive a pop up window saying that these drivers are not signed by windows, click *Install driver anyway.*

You might receive an error this is normal, continue with the rest of the steps for now. Then click *Finish*.

8) Your screen might flash for a second, and you will notice that one of the *Multimedia Video Controllers* has disappeared. Restart the PC. You do not need to install anymore drivers. Once the machine reboots, it will automatically install the rest of the drivers, the errors will be gone and your eDigitalDeals Hardware-Compressed D1 DVR will be ready for initial configuration and recording.

TROUBLESHOOTING:

1) If you receive a licensing error:
   a. Quit the DVR program.
   b. Copy the **NewKey.dat** file from "*Saved Path or CD path*\D1-M_v663_2011-09-09\DVR Server 6.63\CopyFile* to *C:\Program Files\DVR Server.*
   c. Windows will ask you if you want to "overwrite the existing file." Select YES.
   d. That's it. Restart the DVR Server software.

2) If your cameras are flashing red:
   a. From the main/live screen, click *Setting* at the bottom, then *Camera* at the bottom.
   b. Change the first value at the upper-left from PAL to NTSC, then hit the button in the middle-right to COPY TO: ALL.
   c. Click the Exit button at the bottom-right, then restart the DVR software.

3) I can't connect remotely to the DVR Software. What's wrong?

   NOTE: eDigitalDeals Technical Support cannot assist you in setting static IPs, port forwarding through firewalls/routers, or any other kind of network configuration. It is beyond the scope of our support to provide networking assistance.

   a) Failed to forward port http web server port on their router to the private IP address of the DVR Server. Most commonly setup as port 80 (web server) 5100 (data), and 5101 (mobile PDA). From the DVR, launch an Internet browser and navigate to http://canyouseeme.org. Check the three ports to ensure your ports are properly forwarded. If not, configure your router and firewall to allow port forwarding. Some ISPs block port 80, so try using and forwarding port 81 instead. Contact your ISP for more info. If still not able to see traffic on those ports, ensure you have configured exclusions on your anti-virus or firewall, both software and hardware-based.
   b) Must select "Enable" for Remote Connection option of the Network Setup in the Setting menu.
   c) Check for Internet connectivity by navigating to www.google.com. If it does not connect, then the Internet and/or network is not setup properly. You would need to speak with your Internet Service Provider (ISP) or IT Network Engineer in this case, as it is outside our scope of business to setup/configure networks.
   d) A faulty Ethernet cable connecting your DVR to your modem/router.
   e) Attempted to connect wirelessly from the DVR Server to the router. You should use a wired connection for consistent video transmission as wireless is not stable.
   f) Tried to use PC Anywhere, LogMeIn, Go2MyPC, or some other time of remote desktop software to access the DVR Server. Use of these applications can result in error messages, screens with no video, or no connection at all. The only recommended remote desktop program is TeamViewer.
   g) If your modem is also a router (meaning it has more than one LAN connection), you can obtain port forwarding instructions from your ISP (Internet Service Provider). Also your ISP may be blocking certain ports. Contact your ISP for more info.
   h) Watch "Connecting to DVR Using a Public IP Address" (WANs) on YouTube: http://www.youtube.com/watch?v=Uy7Z7KL5JRA.
   i) Watch "Connecting to DVR Using a Private IP Address" (LANs) on YouTube: http://www.youtube.com/watch?v=vNhWAVyfOXw.

j) If using a Dynamic IP address, use a DDNS service such as www.no-ip.org or www.dyndns.org, and watch "Dynamic vs. Static IP Addresses" on YouTube: http://www.youtube.com/watch?v=dOOuLmz78uI.

k) Check to see what your IP address is by visiting www.whatismyipaddress.com.

4) Cannot connect using PDA / Mobile Phone.
   a) Must select "Enable" for PDA Connection option of the Network Setup in the configuration menu.
   b) Must have the PDA port (default is 5101) forwarded in your router/firewall.
   c) Read the quick-start PDF documentation included on your CD in the User Manuals → Mobile Phone Clients folder. Compatible mobile phones are iPhone/iPad, Android, and other CDMA or GPRS (Sprint, Verizon, etc.) phones that support JavaScript.
   d) If you experience other problems, try setting the Remote Image Size to CIF or QCIF from the Camera Setup Menu in the DVR Software.
   e) iPhone setup video: http://www.youtube.com/watch?v=3bTwIiqe_jM.