

# STREAMZAP REMOTE CONTROL INSTALLATION GUIDE

This remote control and IR receiver (StreamZap) allows you to use Dartfish InTheAction and control video replay from up to 12m from your computer. Before use, driver software must be installed. Follow the instructions below for your version of Windows. If you don't know whether you have Windows 32-bit or 64-bit, see the troubleshooting section at the end of this document.

Dartfish also provides a remote control app for iOS – see our customer care portal for details.

## WINDOWS 7 / 8 (32-BIT)

- 01 Please do not plug in your USB infrared receiver yet
- 02 Go to the Downloads page on the Dartfish Customer Care portal http://support.dartfish.com
- 03 Download the Streamzap installation file RemoteControl\_32bit.exe
- 04 Double-click this file to run it and follow the steps to complete the installation
- 05 Connect the Streamzap infrared receiver only when asked



06 Now, Windows will automatically complete the hardware installation

# WINDOWS 7 / 8 (64-BIT)

- 01 Please do not plug in your USB infrared receiver yet
- 02 Go to the Dartfish Customer Care portal <u>http://support.dartfish.com</u>. Go to the Downloads page.
- 03 Download the Streamzap installation files RemoteControl\_32bit.exe and RemoteControl\_64bit.zip
- 04 Right-click RemoteControl\_64bit.zip and select Extract... You will use these files later.
- 05 Now, double-click the 32-bit driver RemoteControl\_32bit.exe to run it, then follow the installation instructions

06 ...



When asked 'Please plug in your USB infrared receiver', select Cancel and confirm your choice by clicking Yes

Please Plug In Your USB Infared Receiver Then wait while Windows detects this hardware. Windows may ask you a few questions:	
On Windows XP Click "Install the Software Automatically"	
On Windows Vista Click "Locate and install driver software" and wait several minutes for Vista to find the drivers, then select "Install this driver software anyway"	
This window will disappear after Windows detects your new hardware and installs the device drivers.	Streamzap
USB PORT	Are you sure you want to Cancel? Windows can take a minute or longer (on slow systems) to detect new hardware.
Help Cancel	Yes No

07 Now connect the StreamZap Infrared receiver

#### 08 Launch the Windows Control Panel. Select Hardware and Sound > Devices and Printers

In the Unspecified section, you will find 'StreamZap Remote Control'.



09 Right click this icon, select **Properties** then select the **Hardware** tab.

		[	Streamzap Remote Control Properties	×
			General Hardware Streamzap Remote Control	
			Device Information Manufacturer: Unavailable	
			Model: Streamzap Remote Control	
Unspecified (1)	.)		Model number: Unavailable	
			Categories: Unknown	
•			Description: Unavailable Device Tasks	
~	Create shortcut		To view tasks for this device, right-click the icon for the device in Devices and Printers.	
Streamzaj Remete Con	Troubleshoot			
Kemote Con	Properties			
	-		OK Cancel Appl	



010 Click the Properties button, then select the Driver tab

Streamzap Remote Control Properties	<b>—</b> ×	Streamzap PC Remote Properties	×
General Hardware		General Driver Details	
Streamzap Remote Control		Streamzap PC Remote	
Name	Type	Device type: Remote controls Manufacturer: Streamzap	
Sueamzap re nemote	Hemole Cont	Location: Location 0 (Port_#0002.Hub_#0001)	
		Device status  This device is working property.	
Manufacturer: Streamzap			
Location: Location 0 (Port_#0002.Hub_#	0001)		Ŧ
Device status: This device is working properly.	Properties		
ОК	Cancel Apply	ОКС	ancel

011 Click the Update Driver button, select Browse my computer for driver software



- 012 Find the folder where you extracted the zip file 'RemoteControl\_64bit.zip' in step 4 and then click Next
- 013 Click Install to complete the installation
- 014 Restart your computer

## TROUBLESHOOTING

How do I know whether my Windows is 32-bit or 64-bit?



Launch Windows *File Explorer* and right-click **This PC**. Select **Properties...** The information displayed will indicate the specification of your system.

## I installed my StreamZap remote control according to the instructions but it is not working.

Look for the StreamZap Remote icon in the system tray area of the Windows taskbar:

If it is red <sup>1</sup> the remote control is installed and functional. Check that you are pointing it towards the receiver. Are the batteries running low? Is the receiver is within range (25m with a direct line and fresh batteries). Are there any other sources of infrared interference?

If it is grey <sup>(IF)</sup> the remote control software is installed but the IR receiver is not detected. If it is connected to a USB port the likelihood is that drivers are not correctly installed - try connecting the receiver to a different USB port. If still not working, disconnect the receiver and reinstall the driver according to the instructions above.

If the icon is not present in the taskbar: Sometimes, the Streamzap software does not automatically start after installation. Restart the computer or manually activate /program files/Streamzap/Remote/zremote.exe.

## The Dartfish Remote icon is red, I checked everything above but the remote is not working

- 01 In Dartfish software, click the *Tools* menu > *Customize...* > *Remote Control* tab
- 02 Make sure 'StreamZap' has a 'tick' next to it
- 03 Click the Reset All button. Now test a StreamZap button does the command mapping section show that the correct

## command was received?

Commands Toolbars Keyboa	rd Menu Remote Control Option	ns
Remote Controls:		
Server	Control Device	Add
🔽 🔊 Stream Zap ***	Stream Zap**	Edit
Sound Trigger	Sound Trigger	Remove
Last key received: This key is assigned to: Category: File	Stop Stop Capture	
New Open		Assign
Print Save	Current Kevs:	Remove
Save As Save Movie		Reset All

### Still not working?

Contact Dartfish support via our customer care site <a href="http://support.dartfish.com">http://support.dartfish.com</a>