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

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.

USB PORT

Help
Cancel

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 http://support.dartfish.com . 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**
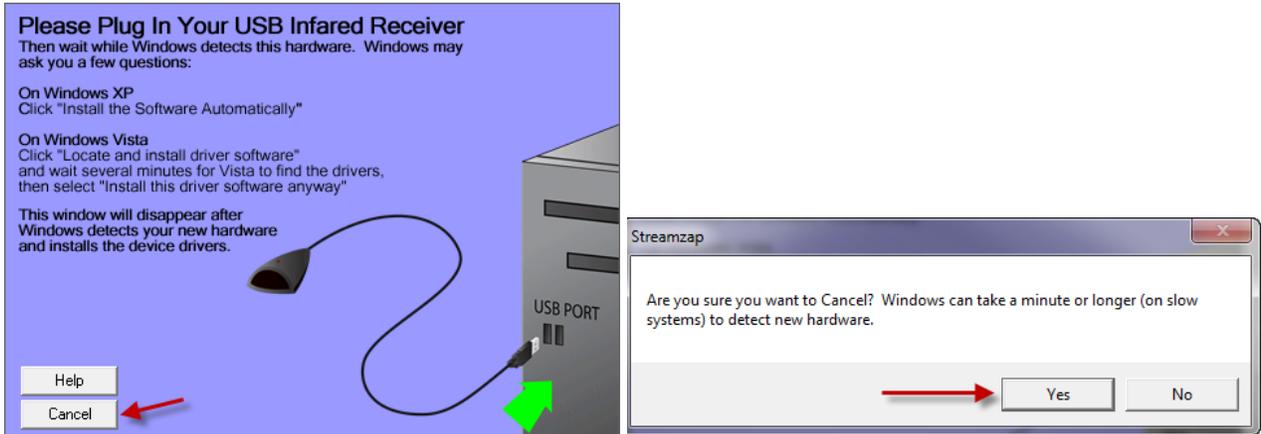
07 Now connect the StreamZap Infrared receiver

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

In the *Unspecified* section, you will find 'StreamZap Remote Control'.
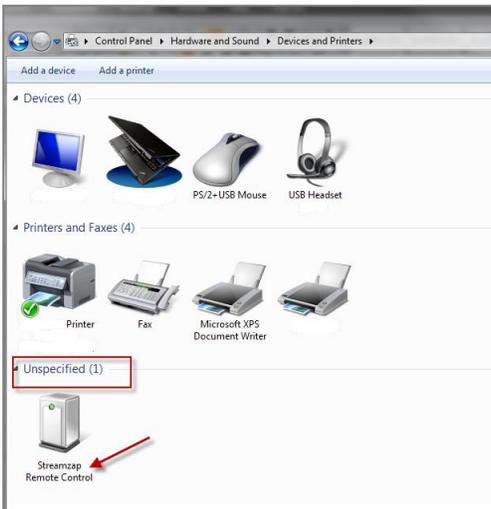
09 Right click this icon, select **Properties** then select the **Hardware** tab.
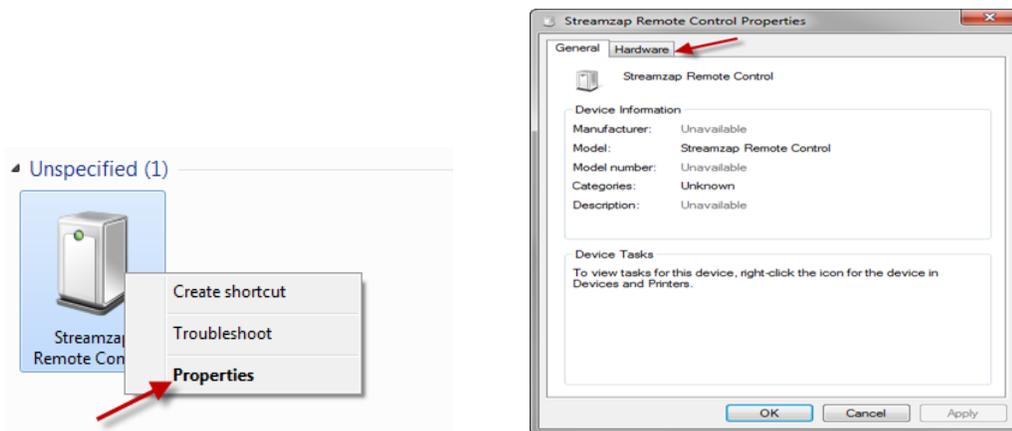
010 Click the **Properties** button, then select the **Driver** tab
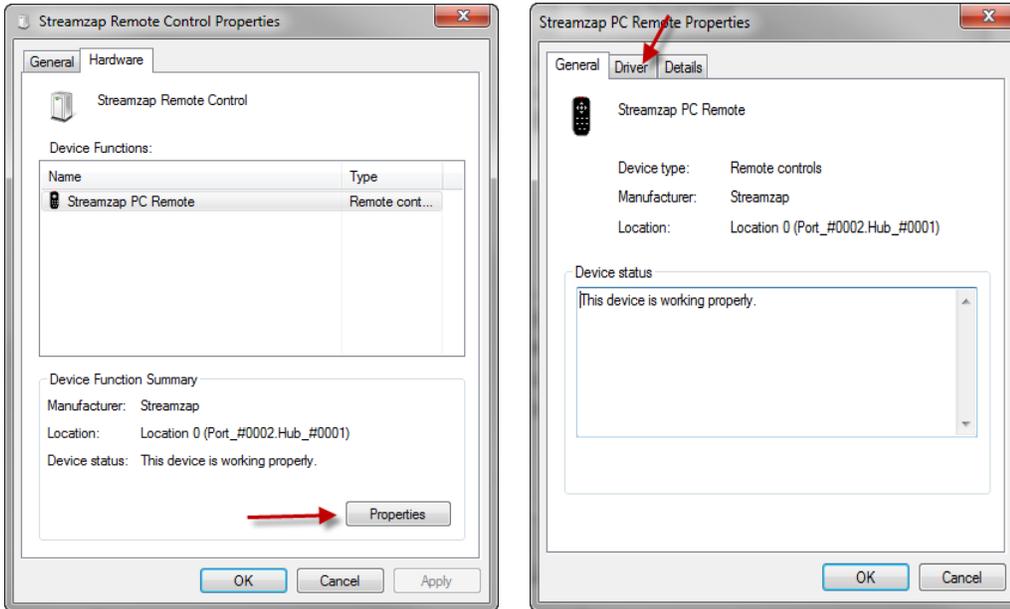
011 Click the **Update Driver** button, select **Browse my computer for driver software**
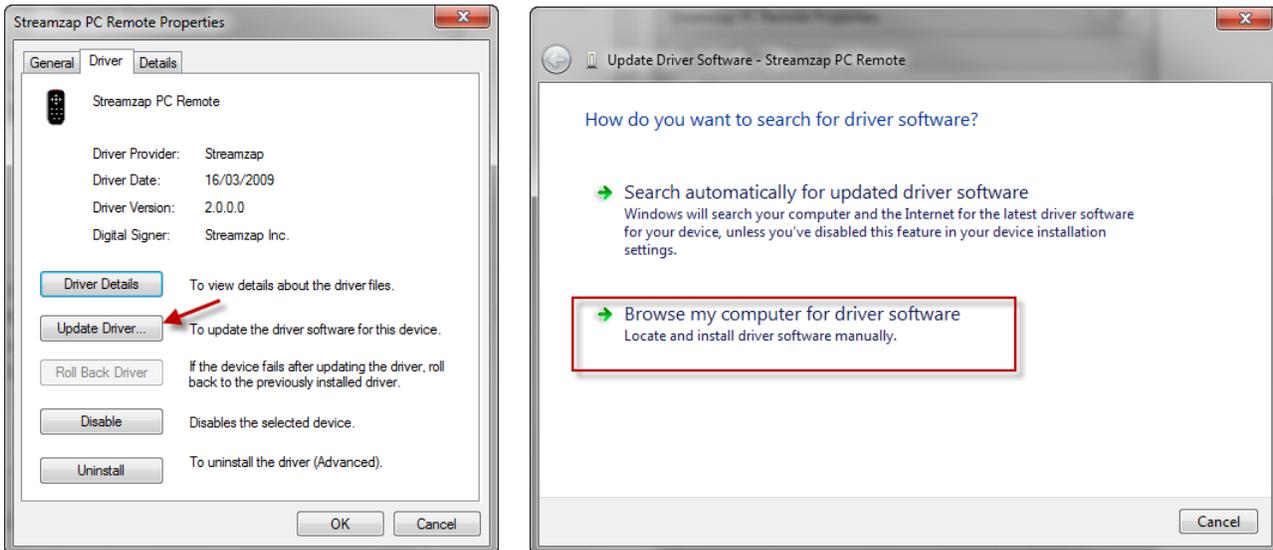
012 Find the folder where you extracted the zip file 'RemoteControl_64bit.zip' in step 4 and then click **Next**

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   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   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?
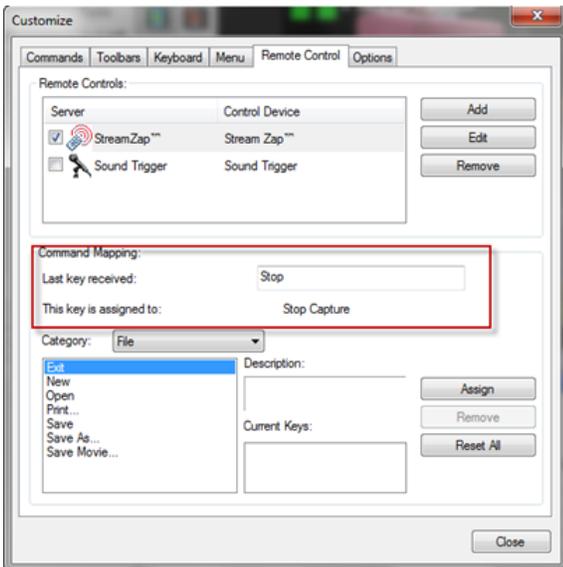
Still not working?

Contact Dartfish support via our customer care site http://support.dartfish.com