

VideoMate DVB-T300/T200

PCI Tuner Card Start Up Guide

Compro Technology, Inc.
www.comprousa.com

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About This Guide

This manual tells you how to install and use your VideoMate DVB-T300/T200 PCI Tuner Card. More information is available on the User's Guides in the programs or on the CD.

About VideoMate DVB-T PCI Tuner Card

VideoMate DVB-T300 lets you watch and record digital TV broadcast and analog TV signal on your PC. VideoMate DVB-T300 features a TV tuner for both digital TV broadcast and analog TV signals, Remote Power On/Off, Power Up Scheduling, Digital Video Recording (DVR) functions, scheduled recording at anytime, crystal video quality, intelligent TV viewing, and Multi-function Remote Control..

VideoMate DVB-T200 lets you watch and record digital TV broadcast on your PC. VideoMate DVB-T200 features a TV tuner for digital TV broadcast, Remote Power On/Off, Power Up Scheduling, Digital Video Recording (DVR) functions, scheduled recording at anytime, crystal video quality, intelligent TV viewing, and a Multi-function Remote Control.

Additionally, VideoMate DVB-T300/T200 also provides a Video capture function so that you can transfer videos from video devices, such as video cameras, to your PC.

MINIMUM SYSTEM REQUIREMENTS

Your PC must meet or exceed the following system requirements to watch TV on your PC.

- 600 MHz Pentium II or equivalent CPU
- 128 MB RAM
- Sound card.
- Open PCI slot.
- CD-ROM drive for software installation.
- Windows XP, 2000 with DirectX 9.0 or better installed.
- 50 MB free disk space for basic software installation.

Note

In order to receive digital terrestrial TV broadcast, you have to have your own antenna which is crucial. Digital terrestrial TV broadcast uses about the same wave (UHF) as analog TV. It's recommended to have a fishbone-like antenna on the roof for receiving. More details can be found in the troubleshooting chapter of this manual.

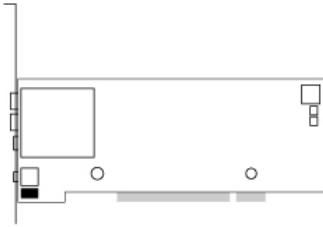
Digital TV broadcast is different than normal analog TV. You will see no picture instead of noisy or blurred picture when the signal is too weak. Make sure you have a good antenna and strong digital TV signal in your location. Or you will have no TV picture at all.

RECOMMENDED SYSTEM REQUIREMENTS

To use all the features of VideoMate DVB-T300/T200, your PC should meet the following requirements.

- 1.7 GHz Pentium IV or equivalent CPU.
- 2.4 GHz CPU for HDTV viewing and recording
- 256 MB RAM
- Sound card
- Open PCI version 2.2 slot
- CD-ROM for software installation
- Windows XP SP1 with DirectX 9.0c or above
- Update the latest drivers of VGA, motherboard, and soundcard from vendors.
- 50 MB free space for software installation
- 600 MB (VCD-quality) to 3 GB (DVD-quality) per hour of recorded video
- ATX power supply and a computer case with a separate power switch cable from power on button.

VideoMate DVB-T300/T200 Contents



VideoMate
DVB-T300/T200



Start Up
Guide



Wireless Remote Control
(batteries included)



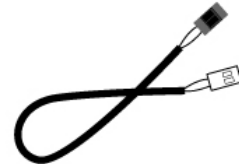
Software CD



IR Receiver

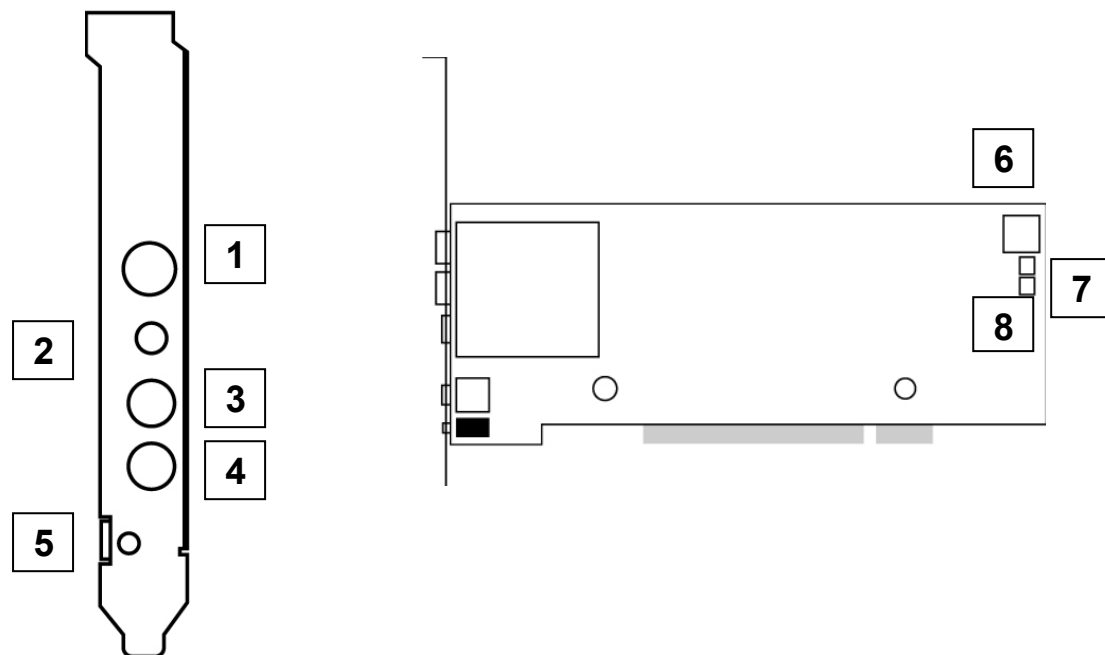


Internal Audio
patch cable



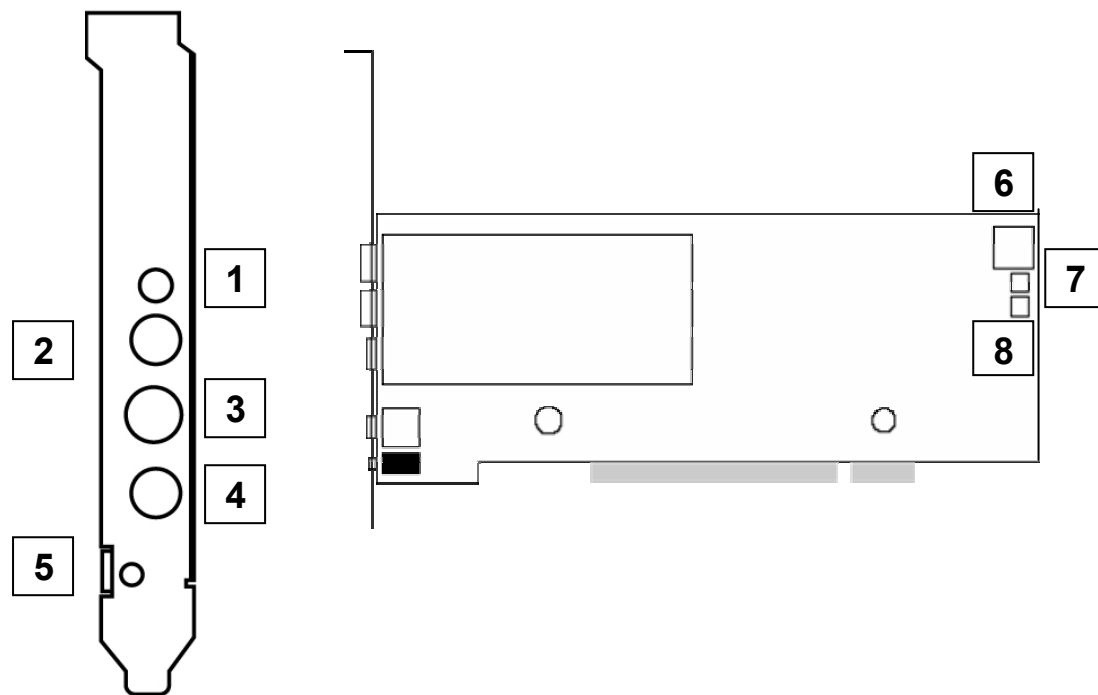
Power Up Cable
(Power switch
patch cable)

VideoMate DVB-T300 Connectors



Item	Function	Description
1	TV Tuner-In	Connect to a TV antenna or TV cable feed.
2	Audio-In	Use an audio patch cable to connect to an audio source, such as a VCR, DVD or VCD.
3	Composite-In	Use a Composite video patch cable to connect to a video source, such as a VCR, DVD or VCD.
4	S-Video-In	Use an S-Video patch cable to connect to a video source, such as a VCR, DVD or VCD.
5	IR	Connect the IR receiver here.
6	To Sound Card AUX-IN	Use an internal audio patch cable to connect to the AUX-IN port of your sound card.
7	To Case Power Switch	Connect the ATX Power Switch cable of your computer case here.
8	To Mainboard Power Switch Connector	Use the supplied power switch patch cable to connect to the ATX Power Switch pins on the mainboard.

VideoMate DVB-T200 Connectors



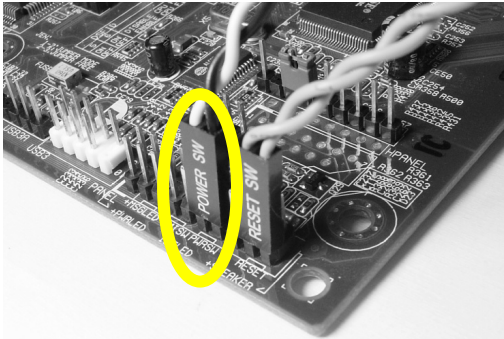
Item	Function	Description
1	Audio-In	Use an audio patch cable to connect to an audio source, such as a VCR, DVD or VCD.
2	Composite-In	Use a Composite video patch cable to connect to a video source, such as a VCR, DVD or VCD.
3	TV Tuner-In	Connect to a digital TV antenna.
4	S-Video-In	Use an S-Video patch cable to connect to a video source, such as a VCR, DVD or VCD.
5	IR	Connect the IR receiver here.
6	To Sound Card AUX-IN	Use an internal audio patch cable to connect to the AUX-IN port of your sound card.
7	To Case Power Switch	Connect the ATX Power Switch cable of your computer case here.
8	To Mainboard Power Switch Connector	Use the supplied power switch patch cable to connect to the ATX Power Switch pins on the mainboard.

Hardware Installation

Warning

Unplug your PC's main power cord before installing VideoMate DVB-T300/T200. Failure to do so may cause damage to your VideoMate DVB-T300/T200 card and void your warranty.

1. Shut down your computer and **unplug main power cord**.
2. Remove the computer case cover.



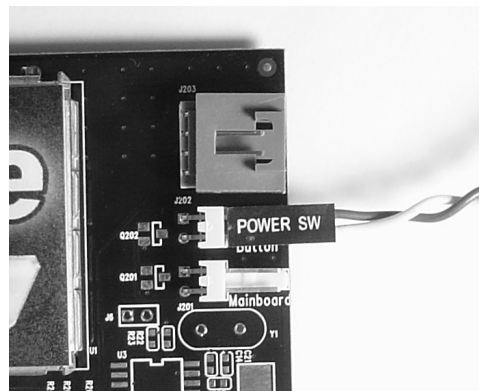
Power Up Connections

3. Locate the ATX power switch pins on your computer case and trace the wires to the power switch connector on your mainboard. The ATX power switch cable is normally a twisted pair cable with a two-pin connector as shown above.

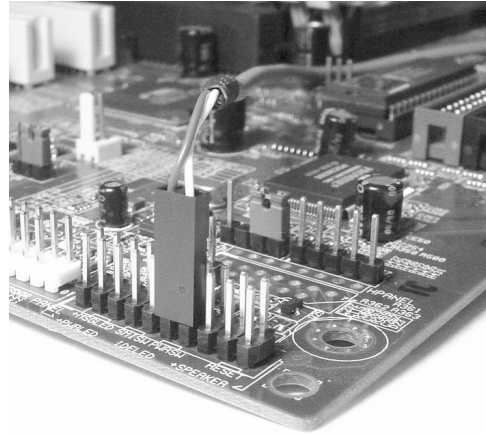
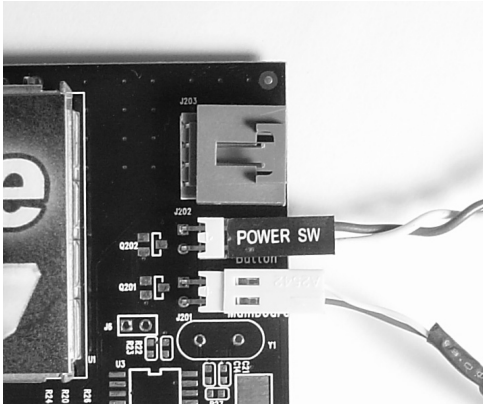
Note

On the mainboard, the ATX power switch pins are usually labeled “POWER SW” or similar. It is vital to remember the position of these pins for a later step in the installation process.

4. Unplug the ATX power switch cable from the mainboard and connect it to the connector named “Button” on the VideoMate DVB-T300/T200 , as shown on the right.



5. Connect the black socket of Power Up patch cable to the power switch connector on the mainboard.



6. Connect the white socket of Power Up patch cable to the connector named "Mainboard" on the VideoMate DVB-T300/T200 PCI Tuner card.

Note

Double check your work. If you plug the cables into the incorrect pins, your PC may not start or otherwise function improperly.

Connect the white end of the Power Up patch cable to the TV tuner card and the black end to the mainboard.

Power Up Scheduling is not required for using VideoMate DVB-T300/T200. If you don't want to use Power Up Scheduling from the Windows Shut down state, you can skip the power switch circuit connections, in other words, you can skip Power Up Connections in steps 3 through 6. You can still use scheduled recording from Standby mode or powered on state.

Sound card connection

Digital TV sound output is through PCI bus. Therefore, the audio patch cable connection is unnecessary if you watch digital TV only.

Analog sound (when capture from VCR or VideoMate DVB-T300's analog TV program) output is from the green Audio-Out port on the VideoMate DVB-T300/T200 PCI Tuner card. You have to install the provided internal audio patch cable in order to hear the sound.

7. Plug one end of the internal audio patch cable to the green Audio-Out port on the VideoMate DVB-T300/T200 PCI Tuner card.
8. Plug the other end of the internal audio patch cable to the **AUX-In** socket on your sound card or on the mainboard. The on-board sound usually has **AUX-In** and **CD-In** connector. Make sure you connect to the right one. Then you have to choose the audio source to be **AUX** or **CD-In** in the System Device in Settings of ComproDTV.
9. Verify that the **power cord to your PC case is unplugged**.
10. Insert VideoMate DVB-T300/T200 in an open PCI slot. Compro recommends installing the card in the third or fourth PCI slot away from the AGP slot.

Note

For best performance, the VideoMate DVB-T300/T200 card should not share its IRQ. For more information, please see the Troubleshooting section.

Double Check

11. Recheck all your connections, including power and audio.
12. Before closing your PC case, plug in main power cord of the PC case. You should see a green LED light on the PCI TV tuner card. If you don't see the green light, please read the notes on the following page.
13. Replace the computer cover.

TV signal

14. Connect your digital or analog TV signal to the TV connector.

This completes the hardware installation. Please read the following notes and proceed to install the software.

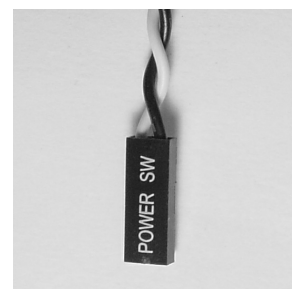
Note

If the computer cannot be turned on, verify the position of the power patch cable on the mainboard. Consult the mainboard documentation to determine the position of the ATX power switch connector..

Power Up will start your computer 5 minutes in advance of the scheduled recording time, for example, if you have set ComproDTV to record a program at 4 o'clock, it will start your computer at 3:55. Therefore, you need to shut down the computer before 3:54 in order to let Power Up start the computer.

Power Up from Windows Shutdown mode, i.e., ACPI S5 state, requires:

- An ATX power supply in your PC.
- Motherboard support for PCI version 2.2 in order to have 3.3V standby power.
- An ATX power switch cable, which is a pair of twisted wires with a two-wire connector, as shown to the right.



If you don't have the above items, you can still use Power-Up Scheduling with Windows Stand by mode, i.e., ACPI S3 state, if your system supports it.

If your ATX power switch cable in your PC case cannot reach the TV Tuner card Power Up socket, you cannot use the Power Up function with system shutdown mode. You can try moving the card to another PCI socket.

You can use VideoMate DVB-T300/T200 without using Power Up Scheduling. If you don't want to use Power Up Scheduling from the Windows Shut down state, you can skip the power switch circuit connections.

The ATX power switch cable is not polarized. You can plug it in either direction.

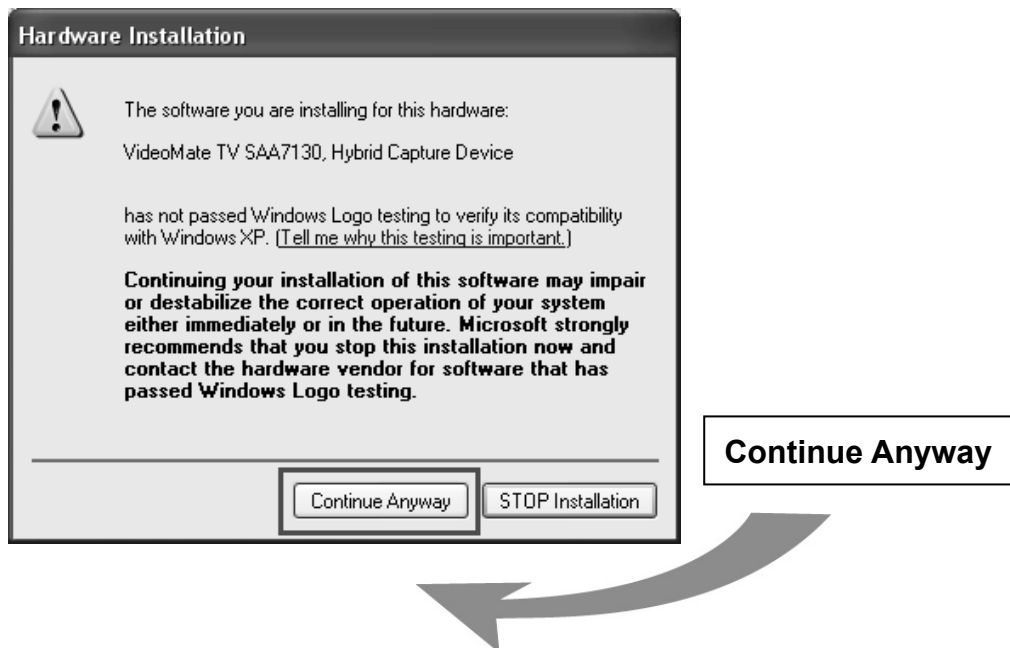
If your computer cannot boot up after plugging in VideoMate DVB-T300 PCI Tuner card, switch the blue jumper from JX13 to JX12 in order to solve this problem. After doing so, you have to switch the red jumper JX8 to 2-3 (default is 1-2, left) and this disables the Remote Power On/Off function.

If your computer cannot boot up after plugging in VideoMate DVB-T200 PCI Tuner card, switch the blue jumper from J8 to JX1 in order to solve this problem. After doing so, you have to switch the red jumper J10 to 2-3 (default is 1-2, left) and this disables the Remote Power On/Off function.

Software Installation

After installing the PCI card and cables in your computer, you should restart it and follow these steps to install the software.

- Step 1. After restarting, Windows will detect your VideoMate DVB-T300/T200 and start the Add/Remove Hardware Wizard, prompting you to install the VideoMate DVB-T300/T200 drivers. Please press **Cancel** and go to the next step.
- Step 2. Insert the installation CD into your CD drive. If you have Autorun enabled, the installer will start automatically. (If Autorun is disabled, double-click on "setup.exe" on the installation CD.) You can choose **Complete** to install all necessary software (VideoMate DVB-T300/T200 drivers, ComproDTV, Ulead PhotoExplore 8 SE and ComproDVD) or choose **Custom** to select item by item. Compro recommends you choose **Complete**.
- Step 3. If you see the Windows Logo testing message, below, please press "Continue Anyway" to proceed.



- Step 4. Press **Next** to install ComproDTV, Ulead PhotoExplore 8 SE, and ComproDVD.
- Step 5. After each program is successfully installed, press **Finish** to proceed.
- Step 6. When installation completes, press **Finish** to restart computer.

Remote Power On/Off

Introduction

Compro has always focused on developing products of great convenience. VideoMate DVB-T300/T200 features the Remote Power On/Off function for greater convenience. This section explains the details.

Integration of hardware and software support, you can start your computer from the shut down state by pressing a button on the remote keypad. You don't need to reach over to your computer anymore. You can also shut down the computer by remote control as well. No more mouse clicks on the screen. This feature converts your PC into a convenient home entertainment video appliance.

Using Remote Power On/Off

Make sure you follow the instructions of the installation guide. You will be able to use Remote Power On/Off immediately.

Remote Power On

You have to install the TV card's driver correctly and set a schedule before using this feature. Put batteries in the remote control. Pressing one of the PVR/TV, FM, DVD/VCD buttons will start your computer.

Note

You must correctly install the Power Up connectors to use Remote Power On/Off function. See Hardware Installation section above for more information.

There will be a two second delay before the PC powers on.

You have to install the TV card's driver correctly before using this feature.

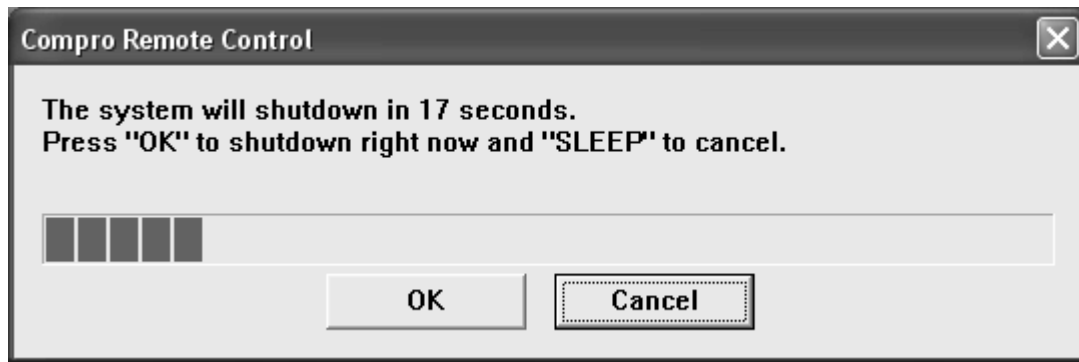
This feature cannot logon your system. You may need to enter your user name and password.

Remote Power Off

There are two situations for this operation.

When not watching TV, i.e. no ComproDTV running:

Just press the SLEEP button on the lower-right corner on the remote keypad, you will see a dialog as shown below. Program will countdown 20 seconds to shutdown the computer. If you don't want to shut down the computer, please press the SLEEP button again, in other words, pressing the SLEEP key a second time is the same as pressing the "Cancel" button. You may also use your mouse to press the cancel button. Press OK to immediately shutdown the computer.



When watching TV, i.e. ComproDTV is running:

Just press the SLEEP button on the lower-right corner on the remote keypad repeatedly, you will see the text on the screen turns to SLEEP OFF, SLEEP ON - 30 MINUTES, SLEEP ON - 1 HOUR, SLEEP ON - 2 HOURS, and SHUTDOWN. When the text shows SHUTDOWN, the program will countdown 20 seconds to shutdown the computer. If you don't want to shutdown the computer, please press the SLEEP button again.

Note

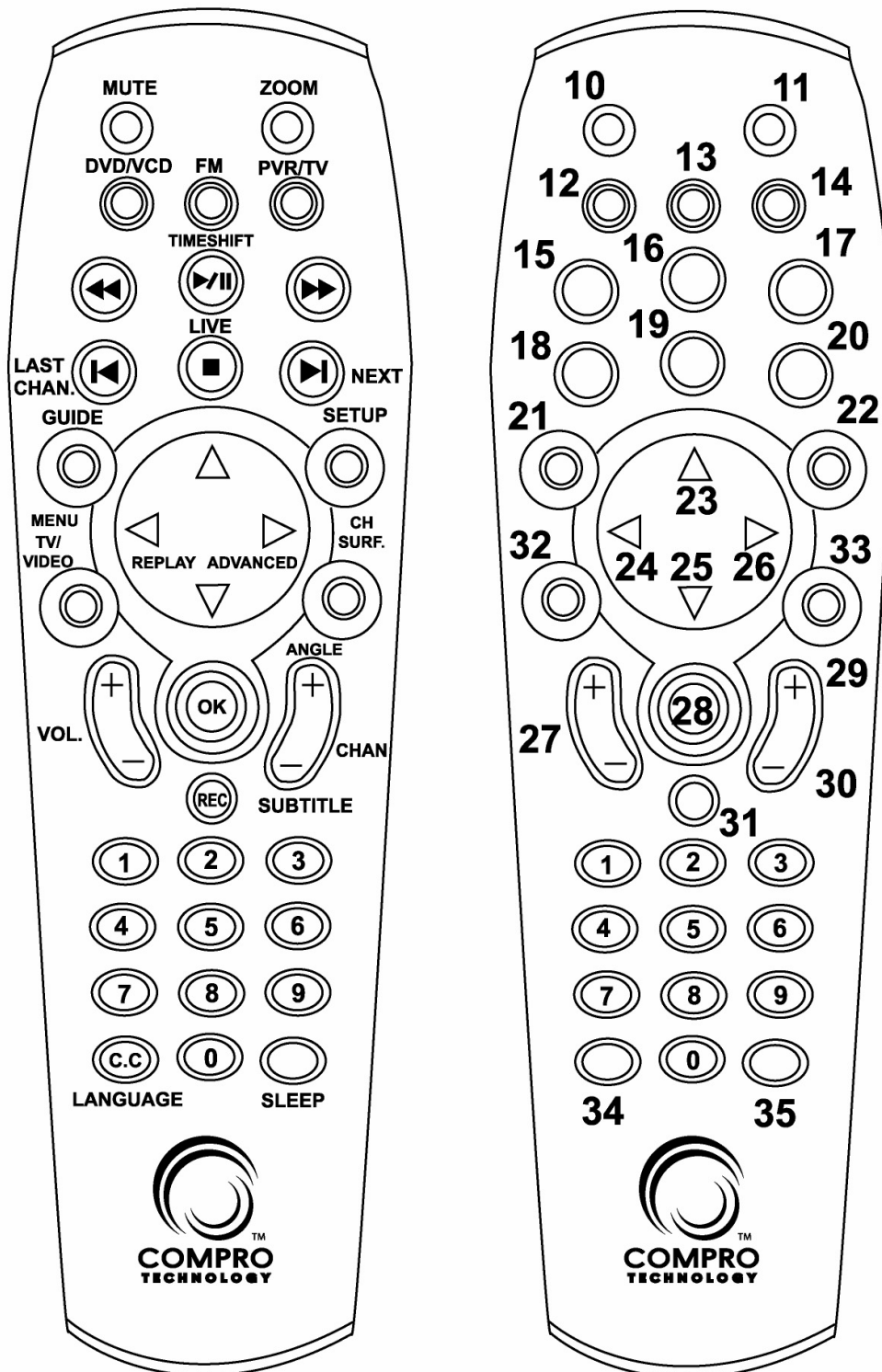
Make sure you save all open files before using remote shutdown function.

Disable the Remote Power On

If you want to disable the Remote Power On/Off function, move the red jumper JX8 (T300) / J10 (T200) on your TV card from position 1-2 (default, left) to position 2-3.

Remote Control Key Definition and Use

Please refer to the buttons and their corresponding function listed on the opposite page



Key	ComproDTV 2	ComproDVD 2
0-9	Number keys	Number keys
10	Mute sound	Mute sound
11	Zoom In/Out	Zoom In/Out
12	Start/Stop ComproDVD 2	
13	N/A	
14	Start/Stop ComproPVR 2	
15	Replay	Rewind
16	Pause or enable timeshifting	Play/Pause during playback
17	Advance	Forward
18	Previous channel	Last chapter
19	Stop	Stop
20	Tab function	Next chapter
21	EPG	Main manual
22	Open setup dialog box	Open properties setup dialog box
23	Up arrow or select audio	Up arrow
24	Replay or switch TV format	Left arrow
25	Down arrow or snapshot	Down arrow
26	Advance	Right arrow
27	Volume adjustment	Volume adjustment
28	Open play list	OK
29	Channel up	Choose DVD angle
30	Channel down	DVD subtitle select
31	Record	Snapshot
32	TV/ S-Video/ Composite	Add to bookmark
33	Channel surfing	Go to bookmark
34	Closed caption/ Teletext	Select language
35	Sleep function	AB repeat

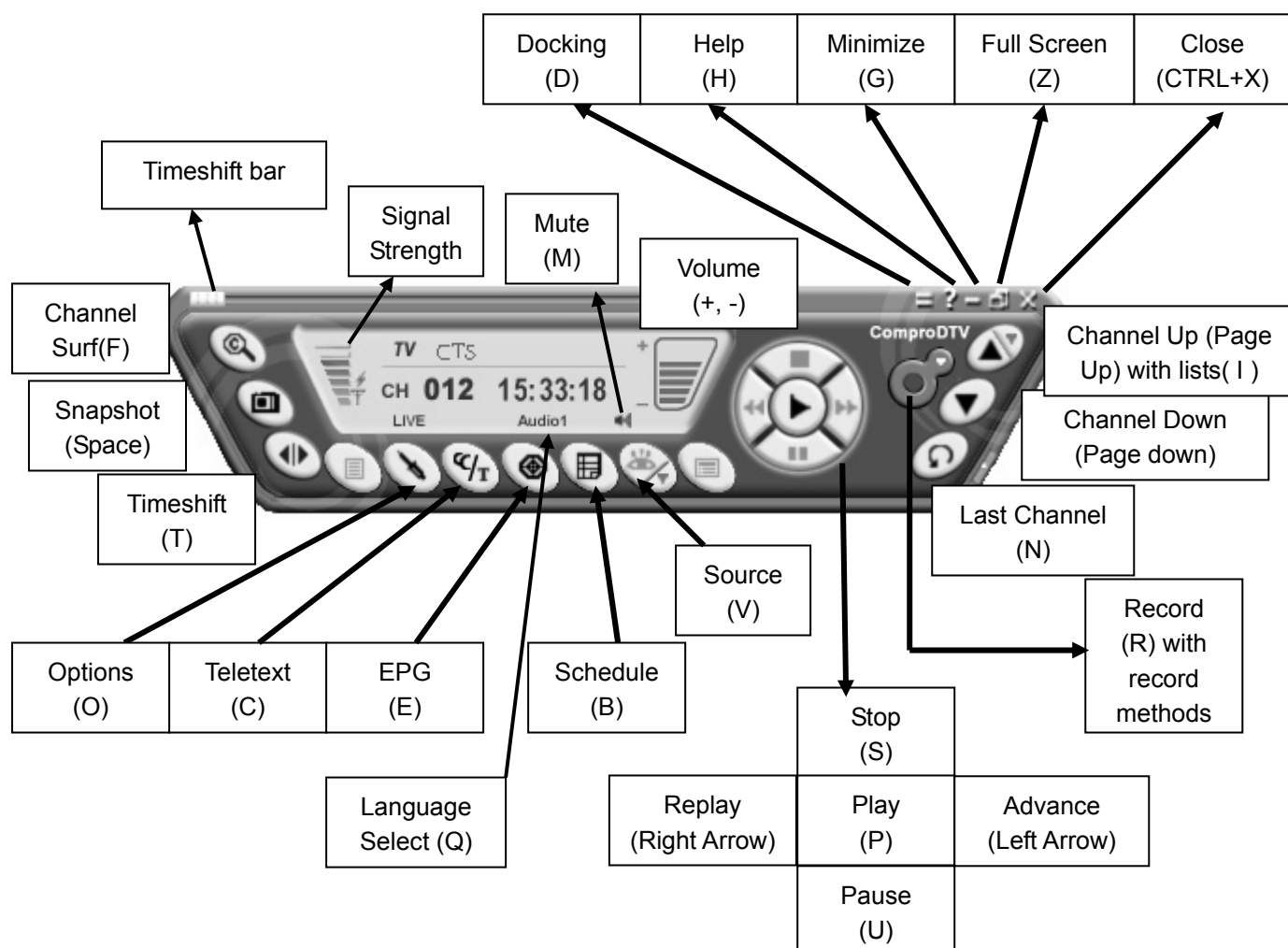
ComproDTV 2.5


Introduction

ComproDTV is a complete digital entertainment solution for your PC. Watch and record TV programs on your PC, in full-screen mode or in a window. Timeshifting lets you watch TV, pause live TV, or review your favorite scenes without missing a minute of the program. Integrated deinterlacing technology assures the highest picture quality. All this, with the universal remote control.

Control Panel

The ComproDTV control panel resembles the controls on a VCR. Keep in mind that not all options are available at all times, and may be grayed out or inaccessible depending on your hardware setup and TV services available. The following pages describe the ComproDTV control panel functions, and tips for using ComproDTV. The following figure gives you the function of the button with (Hot Key.)



Icon	HotKey	Description
	A	Enable/Disable Always-on-Top function for TV window.(Oregon circle on the upper-right corner of the TV window)
n/a	L	Sleep function

Note: Language select is only available while the program supports it.

Watching

After installation, just press the ComproDTV button on the remote or double click the ComproDTV icon on the desktop you will be able to watch TV. Same as operating a normal TV set. Watch TV programs on your PC, in full-screen mode or in a window. Channel up and down. Close ComproDTV and even shutdown the computer with the full function remote control keypad.

Channel Surfing

While watching TV, the channel surfing feature displays a 4x4 grid of channel images to give you an overview of available programming.



Right-Click Mouse Menu


If using mouse to right-click on the TV screen, you can see a menu pop up. There are many useful options for your convenience.

Zooming image

If you would like to see more details on a certain part of a video image, you can press the mouse right button to drag a zone of the screen. You will see the zoomed image.


Also you can press the mouse right button and move on the screen to shift the zoomed area of the image. Just click the mouse left button to resume normal mode.

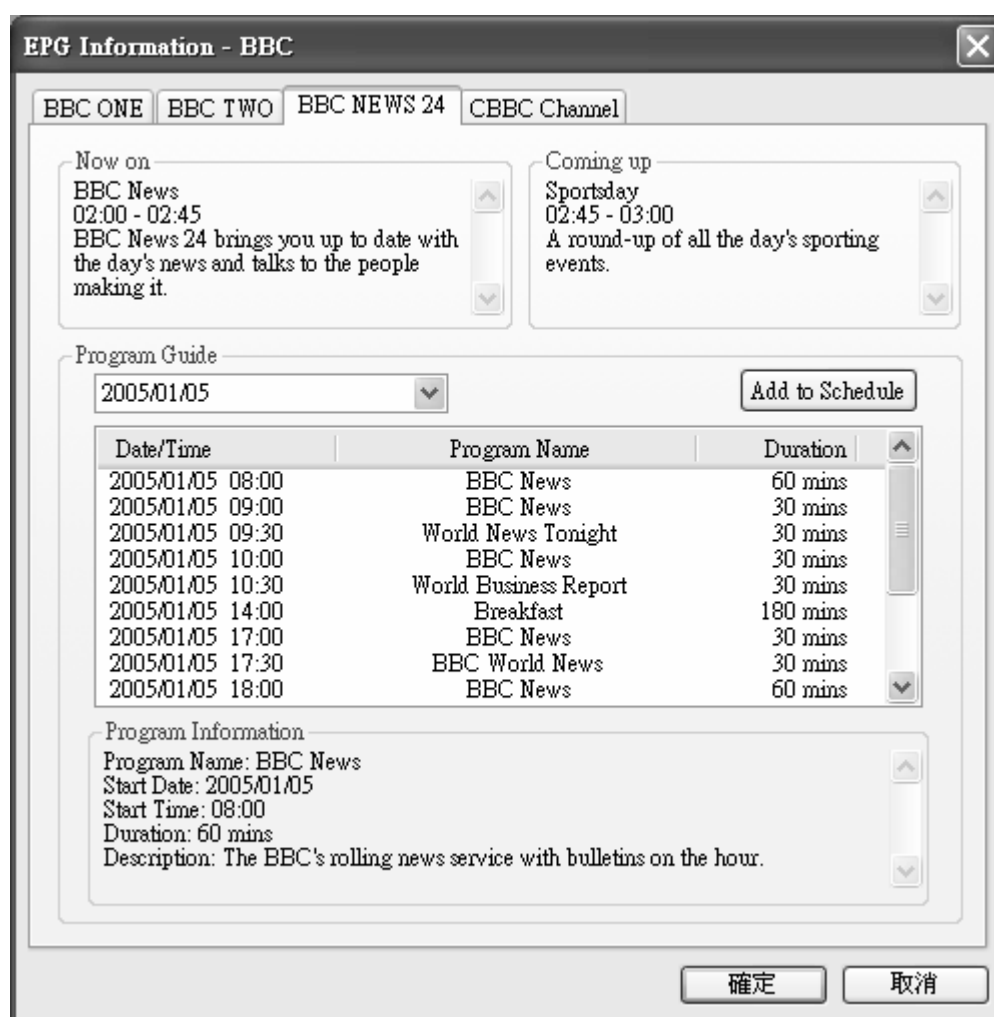
Still Image Capture

Click on the capture icon  on the control panel or hit the "Space Bar" of the keyboard shortcut to capture an image of the display window. You can see the screen capture dialog as below.



EPG (Electronic Program Guide)


You can press the **EPG**  button to open the **EPG** dialog box. **EPG** can provides lots of information about the TV program when available. You can easily add a program into a recording schedule with it.



Recording


ComproDTV is a digital video recorder and save the digital TV program which is MPEG-II format to your hard disk.

To instantly start recording:

Press the **Record** button . ComproDTV starts recording the video source currently showing in the display window. It will save it to a file on your disk.

Press the **Stop** button  to stop recording. ComproDTV will save it

automatically and show the file name on the screen.

You can also use the schedule recording by press **Schedule** button  on control panel of ComproDTV.

Note

The default folder of recorded file is on My Document, you can change to another folder by entering the Options of ComproDTV.


Digital TV program is a fixed MPEG-II file format from TV station. ComproDTV will directly save them into your hard disk and can't transfer them to another format.

Playback

Press the **Play** button  to open the **Play** dialog box.

Timeshifting


Timeshifting temporarily saves the video to your hard disk for a specified period of time so that you can pause, replay, or skip commercials during live TV, without interrupting an ongoing recording session.

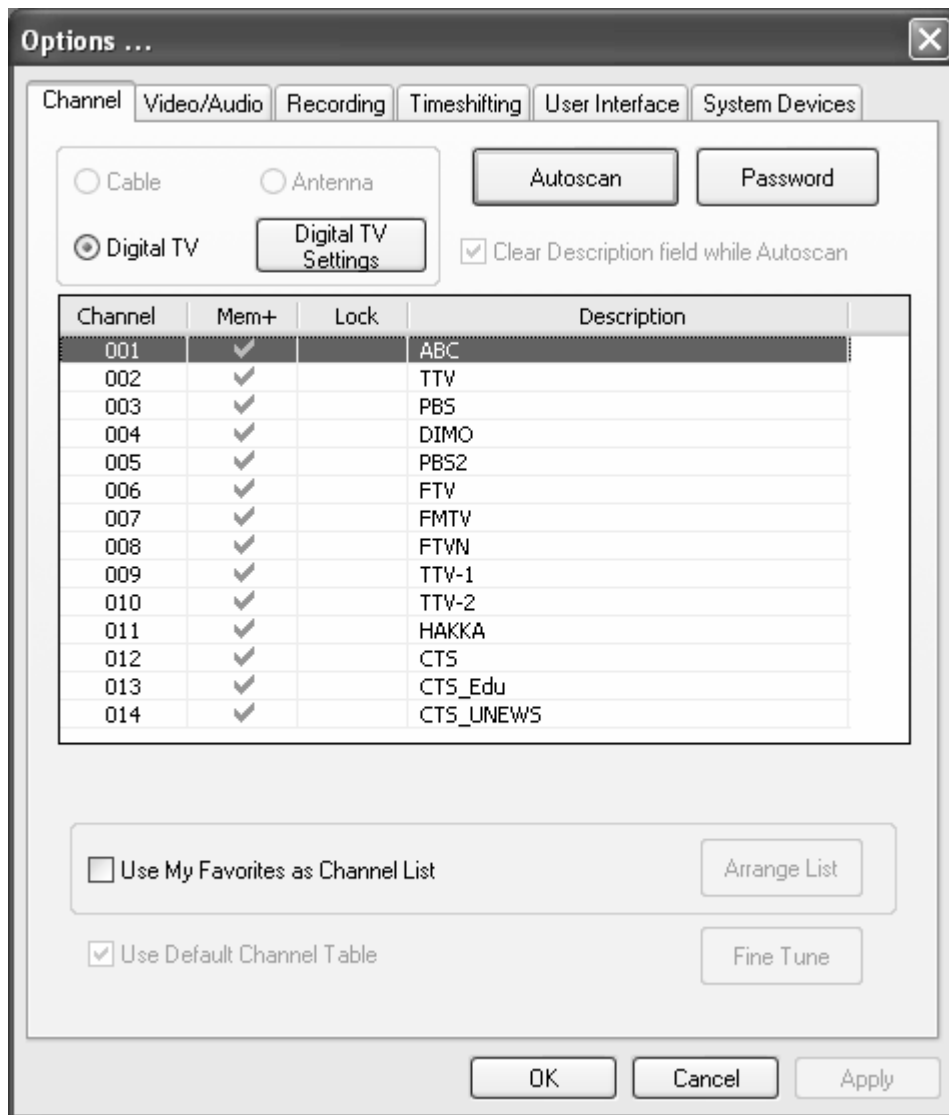
Press the **Timeshifting**  button and the Time Monitoring bar will appear.



You may also press the **Advance** (for commercial skip) and **Replay** (for instant replay) buttons on the control panel or remote control to navigate through the program. When you return to your seat, you can resume viewing the program from the point when you left.

Options

You can press the Options  button to open the Options dialog box. You can change detail settings of ComproDTV here.



Digital TV Settings

This option gives you the way to manually set the method of scanning digital TV programs. Select your choice here or use default channel table to do the scanning.

Autoscan

The first time you start ComproDTV, Autoscan will automatically scan for available TV channels for TV signals. You can rescan the channels at any time by pressing the **Autoscan** button.

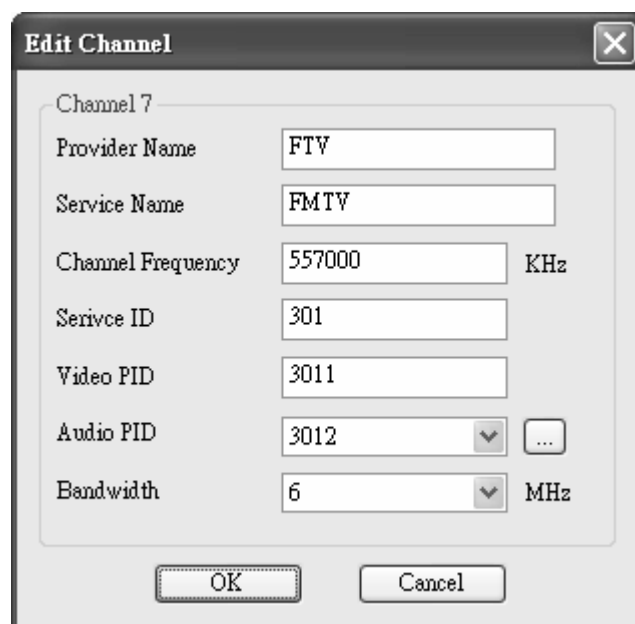
When **Autoscan** is finished, detected channels are automatically enabled and marked with the green check mark ☒. Channels, where a valid signal could not be detected, are disabled and marked with a blank. However, you can interrupt the scanning process by pressing the **Stop** button.

After you are finished scanning for available channels, you may select **OK** to return to the display window, or customize the channel list according to your preferences, as described below.

Channel Naming

You can customize the channel names by double-click on the **Description field** of the channel you wish to rename.

You can do more changes on the **digital** channel's property by right-click the mouse on the **Description field** of the channel you wish to edit.



The 'Edit Channel' dialog box for Channel 7 contains the following fields and values:

Field	Value	Unit
Provider Name	FTV	
Service Name	FMTV	
Channel Frequency	557000	KHz
Service ID	301	
Video PID	3011	
Audio PID	3012	
Bandwidth	6	MHz

Set Mem+

During the **Autoscan** process, ComproDTV automatically detects and enables channels with a valid signal. By default, every available channel will be enabled and marked with the green ☒ icon. However, you can shorten the list of enabled channels to reduce channel-browsing time. Customize your list by enabling or disabling channels from the channel list by clicking on the green ☒ icon.

Disabled channels will not be shown when you use the channel Up and Down or channel surfing functions.

Note

More information is available on the User's Guides in the application programs or on the CD.

Cable and Antenna option are only available on the products (like VideoMate DVB-T300) which support receiving analog TV program.

Troubleshooting

OS requirement

VideoMate DVB-T300/T200 has to work on Windows XP / Windows 2000 or above OS. You are welcome to www.WindowsUpdate.com website for the Service Pack update of Microsoft.

VideoMate DVB-T300/T200 can also works on Microsoft XP Media Center 2005. Make sure you have install driver correctly (see below) and DVD decoder like ComproDVD, NVDVD or WinDVD 6.0. For more information on MCE 2005, please check Microsoft website.

Note: MCE 2005 can only support DVB-T program. Analog signal programs are not available.

Driver Installation

The most common cause of problems with the TV Tuner Card is incorrect installation of the TV capture and TV tuner drivers. If you have problems watching, recording, or timeshifting live TV, please check the status of the drivers with Device Manager.

You should see " VideoMate TV SAA7134 / 7130, Hybrid Capture Device" drivers, in the "Sound, video and game controllers" section of Windows Device Manager.



If these drivers are not there, uninstalling and reinstalling the VideoMate DVB-T300/T200 drivers can help. Use the Add/Remove Programs Control

Panel applet to uninstall the drivers. Reinstalling the drivers should fix this problem.

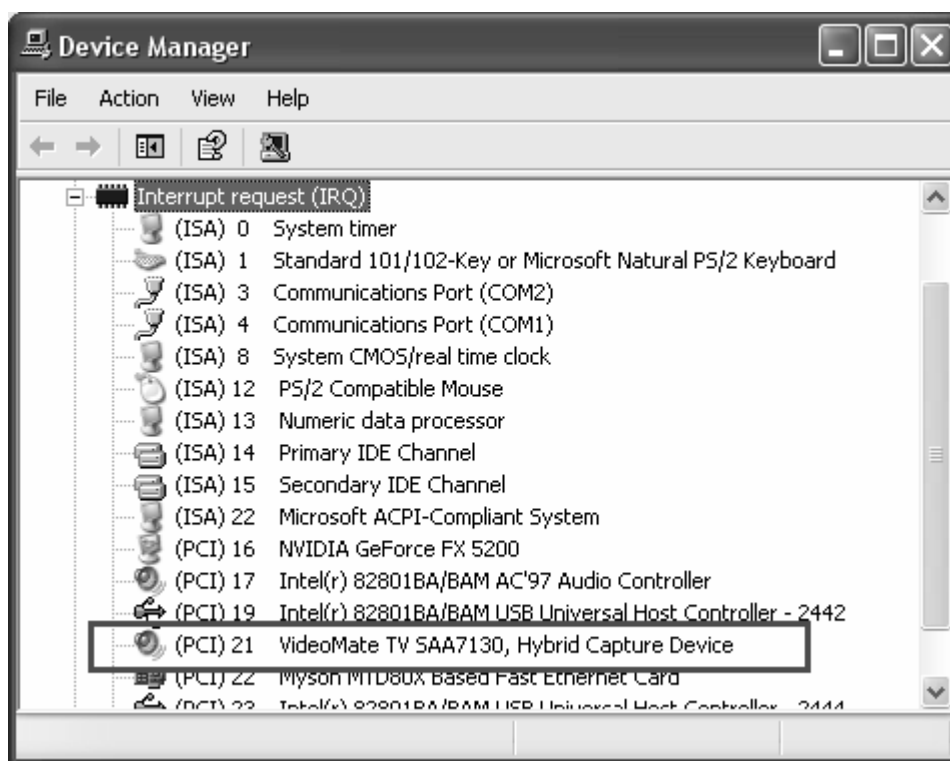
Error Code: 0x1000006

This error code generally indicates a driver installation problem. Please uninstall and reinstall the drivers. Follow the steps described above.

If the problem persists, your problem could also be the result of an IRQ conflict. IRQ conflicts happen when other devices, e.g., network card or sound card, in your computer share the same IRQ with your TV tuner card.

Use Device Manager to detect IRQ conflicts. In Device Manager, choose "View->Resource by type" and click on the "+" besides Interrupt request (IRQ). You should see the following.

For best performance, no device should share an IRQ with the VideoMate DVB-T300/T200 card.



If another device shares an IRQ with the TV tuner card, remove other PCI cards from your PC and insert TV card on the third or fourth slot from AGP only (if available). Then uninstall and reinstall the TV card driver. This usually solves the problem. If the problem persists, you should move the PCI TV Tuner card to another PCI slot.

After you are able to successfully use ComproDTV, install the other PCI devices one at a time. Restart your system and test ComproDTV after installing each card.

Note

Pay attention to the IRQ numbers of networking, sound, and SCSI cards. They should not share IRQs with the TV tuner card.

No digital broadcast signal



In order to receive digital terrestrial TV broadcasts, an antenna is crucial. Digital terrestrial TV broadcast uses about the same wave frequencies as analog TV (UHF). It's recommended to have a fishbone-like antenna (see figure) on the roof for reception.

Make sure you position the antenna in the direction of the TV broadcast base. Adjust the position for the best reception.

Digital terrestrial TV's determined by government policy. The broadcast bases will be increased in order to cover the entire country. Please check the related government website for more information about the strength of digital terrestrial TV broadcast in your area.

You can check how good the signal is in your location by performing a simple test. Please plug in the antenna into an analog TV set. Then check if this TV set can receive a good TV signal. If the picture is not clear, the digital terrestrial TV broadcast signal is about the same. The difference is when the program data is not sufficient, you may see a blank screen or the video will be scrambled.

Note

Digital TV broadcast is different than normal analog TV. You will see no picture instead of noisy or blurred picture when the signal is too weak. Make sure you have a good antenna and strong digital TV signal in your location. Or you will have no TV picture at all.

In order to receive DVB-T MPEG-2 file format, you have to install the Ulead PhotoExplore 8 on the installation CD for decoding.

Why won't my PC start?

Don't panic. The most common reason for this is because you connected the ATX power switch cable to the wrong pins on the mainboard. Verify the position of the power patch cable on the mainboard. Check the mainboard documentation to verify the position of the connector for ATX power switch cable.

If that doesn't help, remove the TV card and restart your PC. If you still cannot turn the computer on, the problem is not caused by VideoMateTV. Recheck the ATX power switch cable connection.

If your computer cannot boot up after plugging in VideoMate DVB-T300 PCI Tuner card, switch the blue jumper from JX13 to JX12 in order to solve this problem.

If your computer cannot boot up while plugging in VideoMate DVB-T200 PCI Tuner card, switch the blue jumper from J8 to JX1 in order to solve this problem as the last resort.

My system cannot Power Up, What should I do?

First, make sure you have connected the Power Up circuit correctly. Please refer the hardware installation section for more information.

Second, make sure you see a green LED light on the VideoMate DVB-T300/T200 PCI tuner card. If you don't see the green light, your motherboard does not support the standby power. You can only use Power Up with motherboards that provide standby power.

Third, Power Up will start your computer 5 minutes in advance of the schedule time. If you set the schedule on 4 o'clock, Power up will wake up your computer at 3:55. Therefore, you need to shut down the computer before 3:54 in order to let Power Up start the computer.

Fourth, make sure you have the correct schedule time, Also, verify your system time or clock.

Fifth, some motherboards BIOS have an option "**Wake up by PME# or PCI.**" This option must be ENABLED to use Power Up function.

Finally, it is possible that your power supply doesn't provide the standard 3.3V standby power. Therefore, changing your power supply might help.

My system cannot Remote Power Up?

Please check with above steps. Make sure you have successfully set a schedule to power up. Also make sure red jumper J10 is on 1-2 (default, left).

Why can I not shut down my PC?

In rare circumstances, the VideoMate DVB-T300/T200 card must be reset. Unplugging the AC power cord from the PC case for 10 seconds will reset the card.

When you set up for scheduled recording, VideoMate DVB-T300/T200 will issue the Power Up signal to the computer until ComproDTV starts. If your computer cannot start ComproDTV for some reason, the TV tuner card will try to wake up PC even while you shut it down. Unplug the main power cord to reset VideoMateTV card. You can shut down the computer normally after that.

Other possible causes of this problem include:

1. If you have a multi-Boot system and ComproDTV is not installed and running on the default OS. Solutions: Set the default OS properly or install ComproDTV on the default OS.
2. There may be other, independent problems preventing Windows from starting normally. Solution: Remove the VideoMate DVB-T300/T200 card and troubleshoot PC start up. Remember to correctly reconnect the power switch cables.
3. Some external software may be interfering with ComproDTV. Shutting down unnecessary software can help.
4. The ComproDTV Scheduler shortcut is missing from the Programs "Startup" folder. Reinstalling ComproDTV can help.

Audio OK / No Video

Digital TV broadcast is different than normal analog TV. You will see no picture instead of noisy or blurred picture when the signal is too weak. Make sure you have a good antenna and strong digital TV signal in your location. Or you will have no TV picture at all.

In order to receive DVB-T MPEG-2 file format, you have to install the ComproDVD 2 and Ulead PhotoExplore 8 on the installation CD for decoding.

Video OK / No Audio

If you can view the TV picture but get no audio, you should check the following:

For digital broadcast, please check that the WAVE sound is not muted or volume too low in the Windows Volume Control dialog. (Double-click on the speaker icon in the system tray.)

For analog VCR capture, check that it is connected between the internal Audio-Out of the TV tuner card and AUX-In or CD-Player of your sound card and that you selected the audio source to “AUX or CD Player.”.

Also check that the sound is not muted or volume too low in the Windows Volume Control dialog. (Double-click on the speaker icon in the system tray.)

Sometimes updating the sound card driver from vendor or TV card's driver and application may help as well.

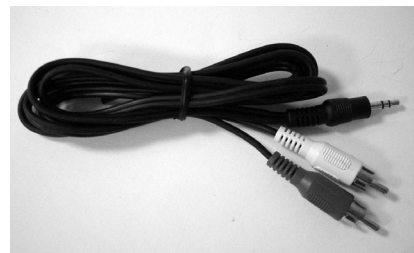
No audio in the recorded file. What's wrong?

Check the recording volume levels in the ComproDTV Recording tab in the Settings dialog.

For analog VCR capture, this may be a result of choosing the wrong record audio source in the System Device in ComproDTV Settings. Check that it is connected between the internal Audio-Out of the TV tuner card and AUX-In of your sound card and that you selected the audio source to “AUX.” You may plug in to CD-In. If so, please select the audio source to “CD-In.”

The recorded file from VCR has no sound?

Please plug VCR Composite video cable (yellow) into TV card yellow connector. Composite **Audio** needs to connect to the Audio-In port of TV card. You have to buy a converter (see the right) to transfer Composite Audio cable (red one and white one) into stereo.



Why can't I playback the recorded video?

The usual reason for this problem is conflict with some CODEC software, such as Nimo or K-Lite. This kind of software forces applications to use their CODEC for play back. Therefore, the recorded file cannot be played since an incompatible CODEC is being used for playback. Uninstalling the CODEC

software will help. Also reinstalling DirectX usually solves the problem. (See our website for how to reinstall DirectX)

Why playback lags?

It's possible that signal is not strong enough. Please verify it as above step. While receiving HDTV programs, VideoMate DVB-U2200 needs full speed USB 2.0 bandwidth to transfer data. Please check if other devices occupy the bandwidth, especially the hard disk usage.

How can I record as a different video format?


Digital program is a fixed MPEG-II format file already. ComproDTV can't change it and will save it into hard disk directly. Only Analog TV, Composite or S-Video input video can be software encode to your choice of video format. You can do that in the Record tab in Settings of ComproDTV 2.

Why are images scrambled ?

Please update the video and sound card drivers from vendors' web sites. Make sure the driver for motherboard chipset is also up to date. The default drivers supplied with the Windows operating system are usually too old to operate correctly. If you still have problems, please install the latest ComproDTV and driver from our website.

Why does the remote control fail?

The remote control sensor, which is plugged into the TV card, may be loose. Please unplug it and plug it in again. You should also check the batteries of the remote control. Do not use rechargeable batteries.

Verify that the  IR icon (ComproRemote) is in the system tray on the lower-right corner of the screen. If you don't have ComproRemote on the system tray, start the following program:

C:\Program Files\ Common Files\VideoMate\ComproRemoteDTV.exe

Then you should see the icon on the system tray. The IR icon should turn bright when you press buttons on the remote.

If you see no response, please move your mouse cursor on the IR icon. If you see it shows "No Device," your drivers may not be properly installed. Please remove ComproDTV using "Add/Remove programs" in the Control Panel and reinstall it.

Some devices may emit the IR signals. Please check if there are any microwaves or lights that may be doing this. And make sure as few cables as possible are crossing the IR receiver.

At last, if you have switched the blue jumper to another pin set, you have to switch the red jumper JX8 (T300) / J10 (T200) to 2-3(right) in order to use remote function.

My PC is not stable after plugging in TV card?

Verify that the TV Tuner card is securely seated in the PCI slot. Removing and reseating the card can help.

Make sure the PCI TV card is using an independent IRQ. Try moving the card to another PCI slot.

Check your motherboard BIOS settings, as follows:

Assign IRQ to VGA — ENABLE

PCI Master 0 Write — DISABLE

CPU to PCI write buffer — DISABLE

PCI Latency Timer — a higher value (64) can help image quality

Contacting Compro Technical Support

Before you submit an email for support, please check support FAQs on our web site. <http://www.comprousa.com/support>

You can download the latest update from our website. Many issues should be solved on the newer version. When contacting Compro for technical support, please use the Compro support request form and provide as much of the requested information as possible. Please write the details in order to determine the problem. And also provide the product serial number (19 digits numbers) on the PCI card. Please use the form from below or email to support@comprousa.com.

<http://www.comprousa.com/support/form.htm>

Note

Make sure you include the information of hitting the button of "E-mail Info" in the Device Settings in Settings of ComproDTV in order to determine the problem.

In order to solve the problem quickly, it is very important to provide as much detail as possible.
