



June 2016

***Osprey® Digital PCIe Series Multimedia Capture Driver
Release Notes
Driver Version 5.1.8.174***

VIDEO CAPTURE CARD Osprey 811e, 815e, 816e, 820e, 821e, 825e, 827e, 840e, 845e

This driver has been tested on the following operating systems:

- 64-bit version of Windows 8, 8.1, 10
- 32-bit version of Windows 8.1, 10

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INTRODUCTION

This driver is a class 8 AVStream video and audio capture driver for the Osprey 800e Series video capture cards. This driver is built on Microsoft's AVStream / DirectShow® driver model. This driver is built on Microsoft's AVStream / DirectShow® driver model.

Check the Osprey website for updates or other operating system (OS) drivers.

This driver works only with genuine Osprey video capture cards designed and marketed by Osprey Video of Carrollton, TX USA.

TROUBLESHOOTING

If the installation program for this driver appears to hang, press **Alt+Tab** to ensure the installation screen is not hidden.

The Digital Signature Not Found window may appear during the installation. Click **Continue Anyway** to dismiss this dialog.

The diagnostic tab should only be used at the direction of an Osprey technical representative. Invoking tests or setting the wrong value could lock up the computer.

TESTING THE DRIVER

The driver is able to access the properties for the card through most major DirectShow applications such as Microsoft Windows Media Encoder or Flash Media Encoder. For detailed information on how to select the Osprey card and access the video properties, see the documentation with the third-party software.

MANUALS AND HELP

Refer to the Osprey PCIe Digital Series User Guide for detailed information about the Osprey driver.

LATEST DRIVERS AND DOCUMENTATION

Before installing, check the Osprey website at www.OspreyVideo.com for the latest drivers and documentation.

If there is no newer driver at the time of your installation, periodically check the website for newer versions.

KNOWN ISSUES

- This release is not WHQL-certified.
- 480i used with HDMI inputs is not supported in the HDMI specification
- TT #7710 – o815e: Windows 8.1 x64 will not boot if Osprey card is in certain PCI-e slots on some motherboards.
- TT #7728 – o815e: On the Closed Caption tab, with Transparent enabled, the background color is not transparent
 - o This issue only occurs on the Video Properties page and does not affect the actual video output
- TT #7730 – o815e: Periodically after a reboot, the drivers for the card will not fully load and a yellow exclamation mark will be visible in Device Manager. Restarting the system will resolve the issue.

LATEST Installation

The examples provided are for Microsoft Windows 8, other OS versions may vary. Depending on your system setup, you will have multiple options for the installation of the Osprey Multimedia drivers.

If you need to re-install this Osprey driver, you must uninstall any previous Osprey 800e Series driver and reboot.

INSTALL SCENARIOS

In most cases, the most efficient and complete installation method is to install the Osprey driver before installing the card. The install program automates the Plug and Play steps required to install the drivers and ensures they are performed correctly.

Following are the different scenarios and their methods of installation: Three main situations may apply to you:

Scenario 1: Osprey card(s) not physically installed in the PC. * RECOMMENDED METHOD*

Scenario 2: Osprey card(s) physically installed, but Osprey software not installed.

Scenario 3: Osprey card(s) physically installed, and previous Osprey software installed.

- You must uninstall all previous installations of the Osprey 800e Series driver before installing this version. You must also reboot your computer after uninstalling.
- It is possible to install the Osprey 800e Series driver using the Hardware Installation Wizard. Select **Have disk** and navigate to the Drivers directory located on the installation disk to select the INF file. This advanced feature will not be supported by documentation or Customer Support. Use this method at your own risk.
- The installer provides a Custom installation option, which allows selected installation.
- Although the installer allows drivers to reside across mapped network drives, this method is not recommended because it will not allow a proper uninstall.

Scenario 1: Osprey Card(s) Not Physically Installed in the PC

This scenario is called the Preinstall Scenario. After the install is run, as soon as an Osprey card is installed in the PC, it is detected and its drivers are started automatically. 1. Double-click the Microsoft Windows MSI installer file to start the installation.

2. If you choose to do a custom install, select **Destination Folders** and **Program Folders** when prompted.

3. You will then be prompted to preinstall the drivers. Select **Yes** to continue.

4. The Osprey software is now fully installed. It will be ready for use after you install the Osprey card in your computer.
5. When you are ready to install the card, shut down and install the Osprey card inside your computer, then power up the computer. The OS will detect the newly present Osprey card, and begin to activate the pre-installed driver. The Osprey card will then be ready for use.

Scenario 2: Osprey 800e Series Card(s) Physically Installed, But Osprey Software Not Installed

Run the installation program:

When you start the OS for the first time after the Osprey card is installed, the New Hardware Found wizard may appear one or more times. **Cancel out of these wizards.**

After the OS has finished starting, do the following:

1. Double-click the MSI installer file. This action will start the installation program.
2. If you choose to do a custom install, select **Destination Folders** and **Program Folders** when prompted.
3. When the installation is finished, reboot the PC for the configuration changes to take effect.

Scenario 3: Osprey 800e Series Card(s) Physically Installed, and Previous Osprey Software Installed

This scenario is for the case when the Osprey card is physically installed in the PC and there is a previous installation of the Osprey drivers.

It is necessary to uninstall the old driver before installing the new driver. You must also reboot your computer after uninstalling.

After restarting, the New Hardware Found wizard may appear one or more times. **Cancel out of these wizards.**

Run the installation program:

1. Double-click the MSI install file. This action will start the installation program.
2. If you choose to do a custom install, select **Destination Folders** and **Program Folders** when prompted.
3. When the installation is finished, reboot the PC for the configuration changes to take effect.

TECHNICAL SUPPORT

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