

To Properly Install Drivers on Windows 2000

The information in this article applies to:

GV-250, GV-600, GV-650, GV-750, GV-800, GV-900 and GV-1000 on Windows 2000

Symptoms:

When you start a GV-system, you may receive one of the following error messages:

Card setup fail

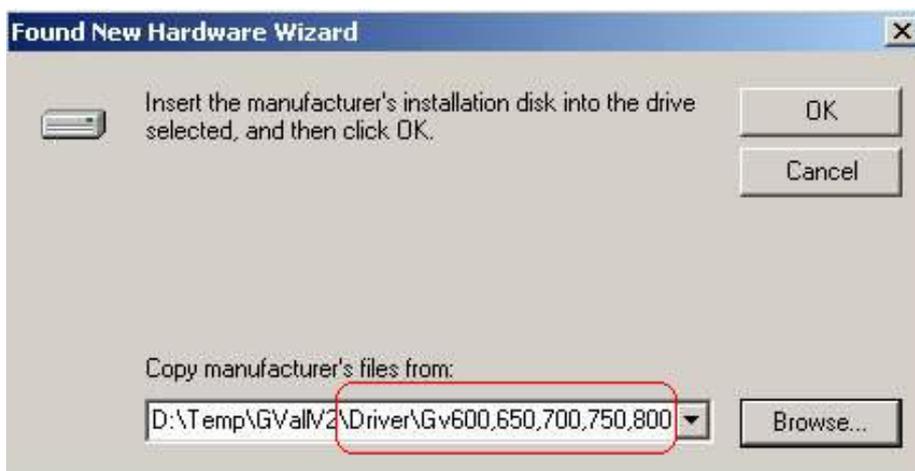
Can't find keypro

Cause:

This may occur when the drivers are missing.

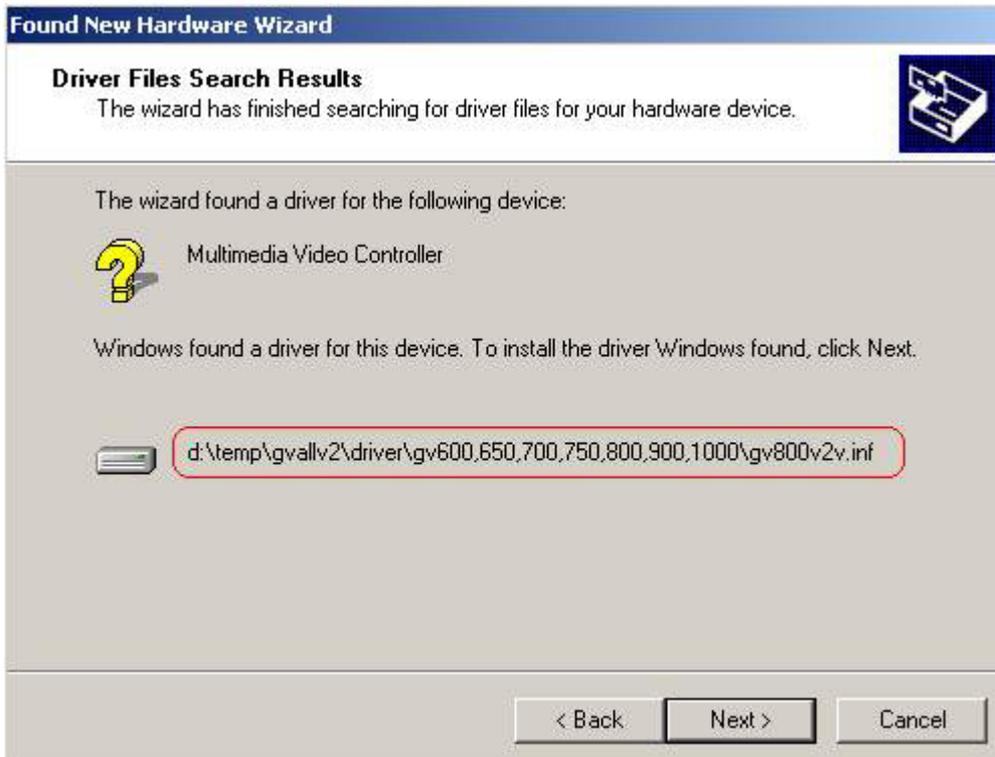
Resolution: Properly install all drivers to the operating system.

1. Insert the GV card into an empty PCI slot. Make sure the cameras are already connected.
2. Turn your PC on and start Windows. Windows will automatically detect this new card.
3. Click **Next** to continue.
4. In **Install Hardware Device Drivers**, select **Search for a suitable driver for my device (recommended)**.
5. In **Locate Driver Files**, select **Specify a location**.
6. Select driver path from CD directory \Driver folder and its contents. Press **OK**.



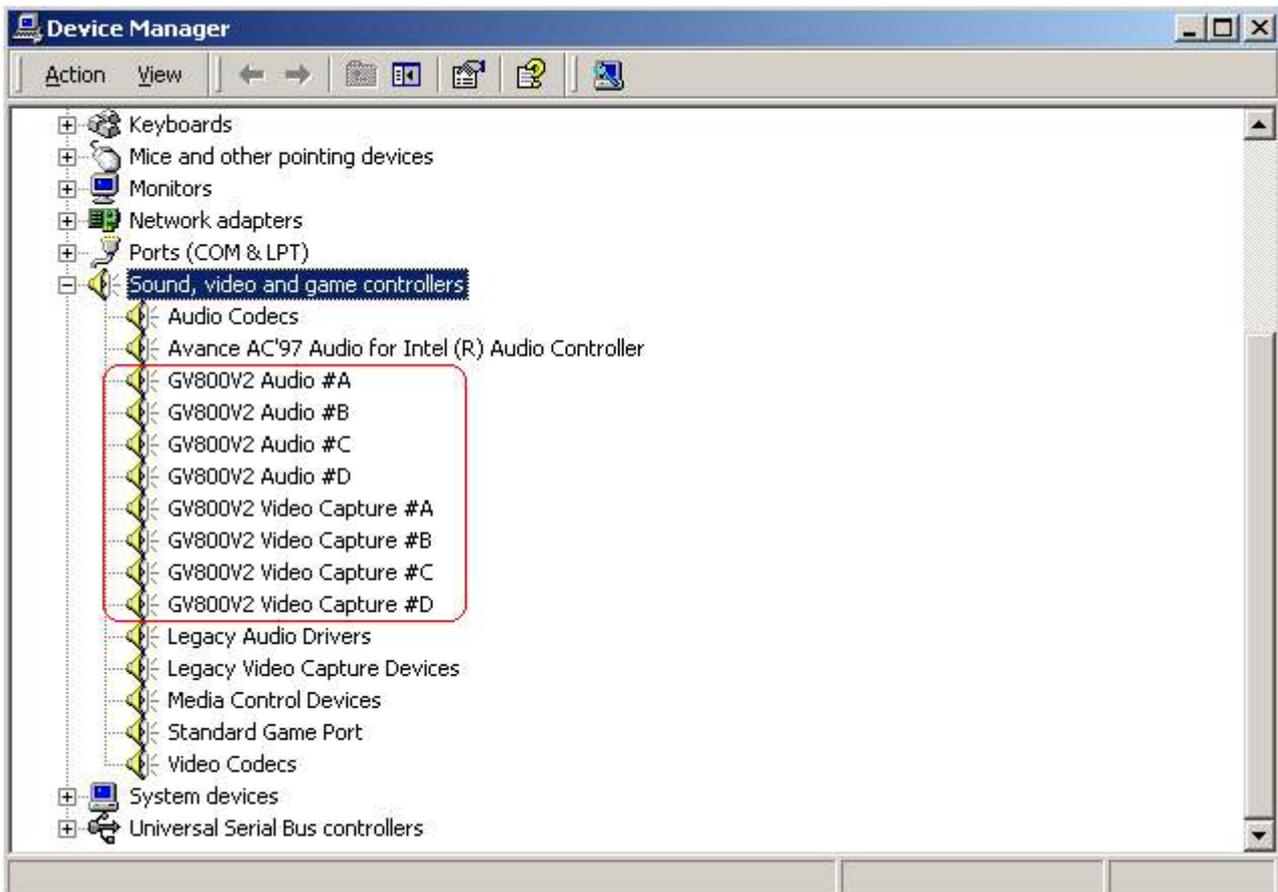
Note: This article uses GV-800 as demo model. Installation for other models of GV cards may be installed by same procedures. The path shown above is for models GV-600 to GV-1000. GV-250 will have a different path \GV250 for driver folder.

7. Follow the above steps correctly, you should see following result, as circled in red.



Note: This figure indicates steps 1 to 7 are performed correctly. Depending on the model purchased, you may see gv250.inf or *model.inf*.

8. Click through the remaining steps to complete hardware installation.
9. To make sure hardware installation successful, go to Device Manager to see if these devices (circled in red) have been installed. All components listed must exist to avoid "Card setup fail" or "Can't find keypro" when running the GV-system. See the list in next page.



Depending on the model purchased, you should check if following components are in the Device Manager.

Model	Components	Notes
GV-250	GV250 Audio GV-250 Video Capture	
GV-600-4	GV600_4 Video Capture GV600_4 Audio	
GV-600	GV600V2 Audio GV600V2 Video Capture	
GV-650	GV650 Audio # A - # B GV650 Video Capture # A - # B	
GV-750	GV750 Audio # A - # C GV750 Video Capture # A - # C	
GV-800-4	GV800_4 Video Capture # A - # D GV800_4 Audio # A - # D	
GV-800	GV800V2 Audio # A - # D GV800V2 Video Capture # A - # D	

Model	Components	Notes
GV-900	GV900 Audio # A - # H GV900 Video Capture # A - # H	
GV-1000	GV1000 16Ch 480fps Capture Board	Audio feature in GV-1000 is an optional feature that only comes with the purchase of GVA16 card.