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Watch high quality TV on your PC anywhere

# PCTV To Go Setup Wizard User's Guide

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## Getting Started with PCTV To Go

Congratulations on purchasing your new PCTV To Go Box. In just a few minutes, you can be watching your favorite television programming in DVD quality, from any PC or laptop in your home or office. Or, watch video remotely over the internet from any PC in the world!

Use this manual to learn how PCTV To Go can be used, plan your particular setup, and set PCTV To Go up to begin watching video.

### What You Can Do with PCTV To Go

**Stream DVD quality video from any video source, to PC and laptops throughout your home or office, totally wirelessly:** Your PCTV To Go Box can transmit DVD quality video (in MPEG-2 format) from your favorite video source to all Wi-Fi-enabled PCs and laptops on your local wireless network. (It can also transmit over a wired Ethernet network). PCTV To Go accepts video input from nearly any source, including DVD/DVR players, digital cable or satellite receiver set-top-boxes such as TiVo and the Dish Network, a basic analog cable service, a video recorder, and even a TV antenna. From any PC on your network, you can watch and control programming, store video for viewing later, skip over commercials, and access functions on the video source's remote control.

**Multicast to several PC/laptops at a time:** Using patent-pending VBooster Multicast technology, PCTV To Go lets people in your household watch and record the same program simultaneously from multiple PCs and laptops. PCs can be located anywhere—upstairs, downstairs, or in the basement—up to 300 feet from the PCTV To Go Box.

**Watch video remotely over the internet:** Use PCTV To Go to watch video from your video source when you're away from home, too—while on vacation, at a friend's house, or from any place you can connect to the internet. Using special "mirroring" technology, PCTV To Go lets one person watch programming remotely, while others are watching it at home. (Remote viewing is limited to a single PC at slightly lower MPEG-4 video quality. Also, an uplink speed of at least 300-512kbps is recommended for optimum viewing.)

**Watch video on a Microsoft Media Center PC:** If you have a Microsoft Windows XP Media Center Edition PC—or one running compatible third party media software—you can use PCTV To Go as a wireless tuner to view and control PCTV To Go-streamed video from the Windows Media Center PC.

**Burn video clips to DVD:** When watching PCTV To Go locally, you can record your favorite programs and burn them to DVD (complying with Microsoft's Digital Rights Management (DRM) rules for protecting copyrighted content).

**Easily use PCTV To Go on any network:** Just connect the PCTV To Go Box to your favorite video source. Then run our easy PCTV To Go Setup Wizard (as described in this manual) to automatically connect the PCTV To Go to your local network—without disturbing or changing any existing network settings. PCTV To Go can join an 802.11g wireless network without requiring any physical connection to your network router. Or you can connect PCTV To Go to your router and PCs via wired Ethernet. See the remainder of this manual for details.

## Unpacking Your PCTV To Go Box

You'll find the following items when you unpack your new PCTV To Go Box:

- PCTV To Go Box and power adapter
- Software CD containing: PCTV To Go Setup Wizard software for configuring the PCTV To Go Box, PC Player software for watching video, driver files, and PDF copies of the PCTV To Go user guides
- S-Video cable
- Composite video cable
- Two antennas that provide connectivity to a wireless network
- IR Blaster cable for controlling functions on the video source's remote control from your PC
- *Quick Start Guide* with instructions on connecting PCTV To Go to your video source and local network
- Important FCC and safety information about using your PCTV To Go Box
- Reset tool for resetting your PCTV To Go to its factory default (described on page 43)

## What You Need to Use PCTV To Go

**Input video signal\*** from any of the following:

- TV antenna
- Analog cable service
- Digital cable box
- Satellite receiver or PVR such as TiVo, Replay TV, or the DISH Network
- DVD player

\* Any standard definition video source in NTSC, PAL, or SECAM format, using composite, component (Y-Pb-Pr), or S-video connectors (see "Exploring the PCTV To Go Hardware" on page 7).

**Personal computer or laptop** with:

- Windows XP (Home, Pro, or Media Center Edition)
- Minimum: Pentium 4 1.2 GHz CPU or compatible
- Recommended: Pentium 4, 1.4 Ghz or compatible
- 256MB memory/512 MB recommended
- 500 MB available disk-space for time-shifting support /10 GB recommended for recording
- Wireless 802.11g network adapter (only required if you're connecting to a wireless network)

**Home networking capability:**

- Wireless Local Area Network with a DHCP-enabled 802.11g-compatible wireless router or access point (recommended)
- Or, wired Ethernet network and extra Ethernet cable

**Broadband internet connectivity** for remote viewing (300-512Kbps uplink speed recommended)

## Exploring the PCTV To Go Hardware

Your PCTV To Go Box has several connectors for broadcasting nearly any home video signal to your PCs and laptops. It also has outputs for passing video through so you can also view it on your TV or home theater. Here's an overview of options (see the *Quick Start Guide* that comes with your PCTV To Go for setup instructions):

**Video Inputs** for taking video from any one of the following:

- Component, Y-Pb-Pr Video (on RCA connectors)
- S-Video (on a 4-pin mini-DIN connector)
- RCA Composite Video with left and right audio
- Coax/RF (radio-frequency) signal from an antenna or basic cable service

When input is from a TV antenna, PCTV To Go supports the PAL, NTSC, or SECAM standard. In addition, a built-in splitter lets you tune PCTV To Go to stream video from one channel while the TV itself is tuned to another.

**Network interfaces** for connecting PCTV To Go to a wireless or wired Ethernet home network:

- Wireless 802.11g (standard or dual-band) interface, using two external antennas provided with the PCTV To Go Box, that you attach to the device. Currently supports WEP security.
- Wired Ethernet (802.3) port: 10/100, RJ-45.

**Outputs** for passing through each type of video input to your TV or home theater.

**Reset button** for restoring the PCTV To Go Box to its factory-default state (described on page 43).

**IR Emitter** for controlling your video source's remote control functions from your PC. (Note that even though the PCTV To Go Box has multiple video inputs, only one video source's remote functions can be controlled by the PCTV To Go at a time.)

## About the PCTV To Go Software

Using PCTV To Go requires installing the following software from the PCTV To Go software CD:

**PCTV To Go Setup Wizard:** You use the PCTV To Go Setup Wizard to configure a new PCTV To Go Box to join your home network, and to initially configure your video source. You can also use it to administer PCTV To Go later, for example, to review its network settings or connect it to a new network. You only need to install it on one PC or laptop on your network—typically one used by whoever administers the network. To install and use PCTV To Go Setup Wizard, see "Setup and Configuration" on page 13.

**PC Player:** PC Player is where you watch PCTV To Go-streamed video, and it should therefore be installed on each PC or laptop in your network. It's installed automatically along with the PCTV To Go Setup Wizard, and you can install it separately on additional PC/laptops as described in the *PCTV To Go PC Player User's Guide*. Viewers can also use PC Player to:

- Select a PCTV To Go Box to connect to (if you have both local and remote PCTV To Gos)
- Select a video source and adjust video quality
- Record video clips and programs, and burn them to DVD

## Planning Your Setup

Your PCTV To Go Box is very flexible, in that it can be incorporated into nearly any home theater and type of network. The PCTV To Go Setup Wizard will guide you through configuring your particular setup, but before beginning, it's a good idea to ask yourself a few questions:

### What video source do you want to connect to?

PCTV To Go can take input from a variety of video sources and comes with a cables for connecting the device to each source. Review the supported video sources listed under "What You Need to Use PCTV To Go" on page 6, and illustrated in the *Quick Start Guide* that comes with your PCTV To Go Box. Compare them with the available connectors on your TV, set-top box, DVD player, or other source. Then connect PCTV To Go to the source as described in the *Quick Start Guide*.

Please note that when using the Component Y-Pb-Pr or S-Video inputs, you must also use the red and white audio connectors next to the Composite Video inputs, to get audio. See the *Quick Start Guide* for details.

### PCTV To Go supports the following network configurations:

- Scenario #1 - If you are using a **wireless network connection** from the computer you wish to use to watch video from PCTV To Go, then DO NOT connect PCTV To Go to your network with a wire prior to running the Setup Wizard. Run Setup Wizard and Player from a wireless PC.
- Scenario #2 - If you are using a **wired network connection** from the computer you wish to use to watch video from PCTV To Go, then connect PCTV To Go to your network with a wire prior to running the Setup Wizard. Run Setup Wizard and Player from a wired PC.
- Scenario #3 – If you have **both wired and wireless clients**, follow the steps for Scenario #1 (wireless). After local viewing is confirmed on a wireless client, you can run a wire from PCTV To Go to the LAN side of your router. Now wired clients can access local viewing from PCTV To Go after installing the drivers and Player application. If you ever need to run Setup Wizard again, do it from a wireless PC.

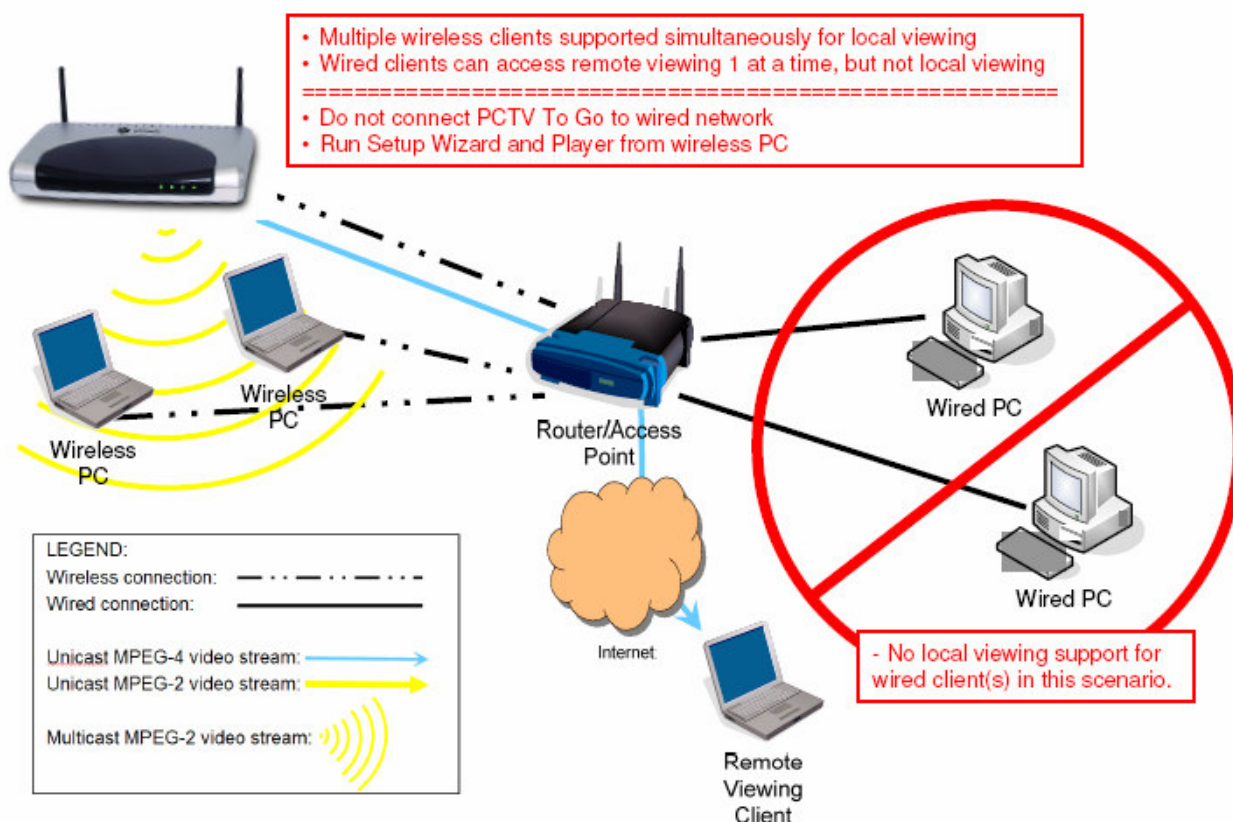
#### • Not supported:

- Running an Ethernet wire from PCTV To Go to a wireless router, then connecting your client PC wirelessly to that router for Setup or viewing is not supported.
- Local viewing is also not supported for wired clients when PCTV To Go is connected only wirelessly to the home network.



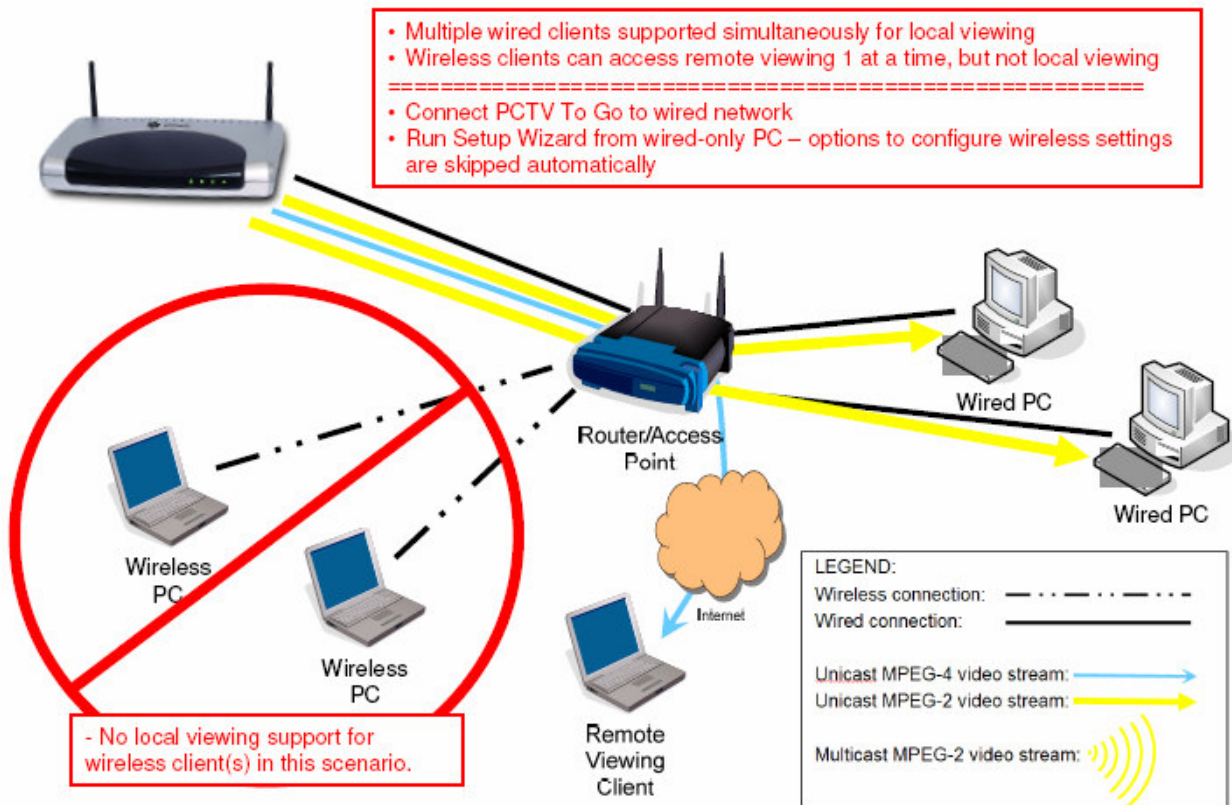
**I have an all-wireless 802.11g network:** If your network router, PCs, and laptops all support the 802.11g wireless standard (as described under "What You Need to Use PCTV To Go" on page 6), you can connect the PCTV To Go Box wirelessly to your network. See the *Quick Start Guide* for instructions on attaching the PCTV To Go Box's wireless antennas. Then, configure your new PCTV To Go using PCTV To GO Setup Wizard from a wireless PC (as described in this manual). After that, any Wi-Fi-enabled PC or laptop can join this network to watch PCTV To Go-streamed video.

### Scenario 1: PCTV To Go, with wireless only connection to router or AP



**I have a wired Ethernet network, or my wireless network doesn't support 802.11g:** In this case, you should connect PCTV To Go to your network router with a wired Ethernet connection. (The PCTV To Go Box has an Ethernet port, but you'll have to supply the Ethernet cable.) Connect your PC to the same router via wired Ethernet, too. Then configure PCTV To Go using the PCTV To Go Setup Wizard from a wired PC, as described in this manual. After that, any other PCs that are also connected to the router via Ethernet can connect to the PCTV To Go to watch local mode video.

### Scenario 2: PCTV To Go, wired connection to router or AP

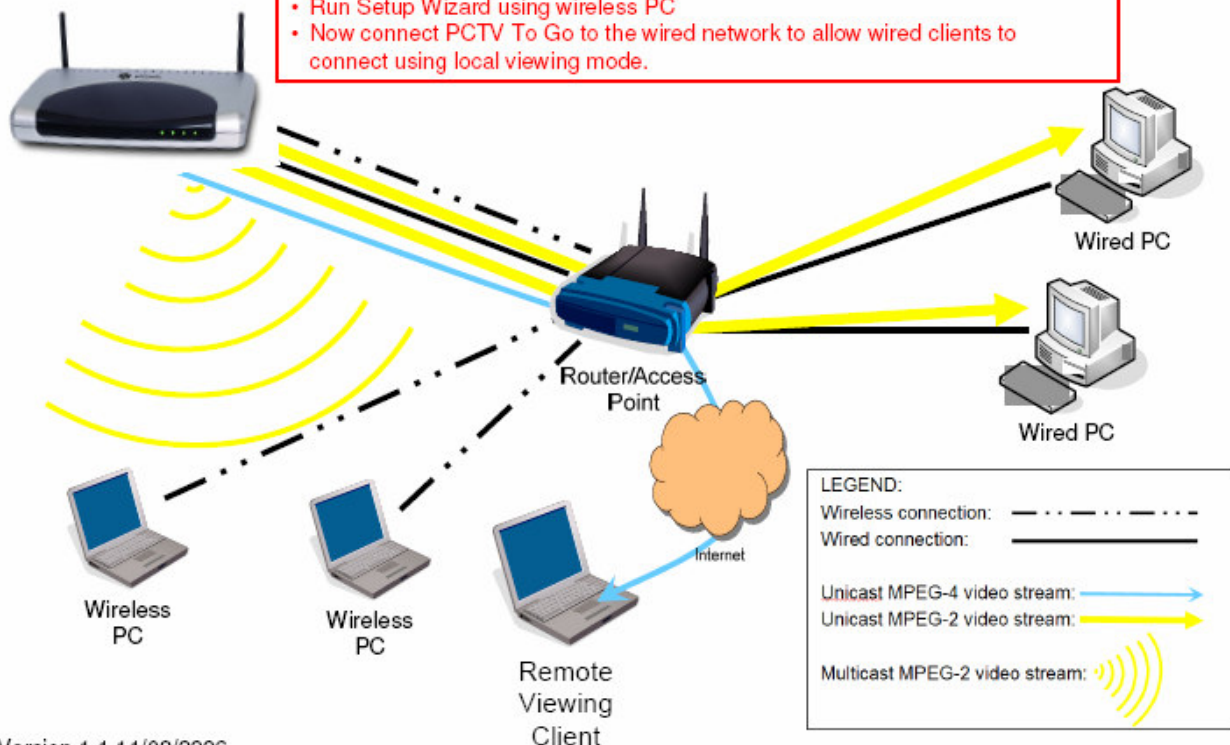


**I have a mix of wireless and wired PC/laptops:** If you have an 802.11g-compatible network router that hosts both wireless PC/laptops and PCs connected via wired Ethernet, configure your PCTV To Go like this.

1. Set up your new PCTV To Go box by attaching the wireless antennas that come with your PCTV To Go. Do not connect it to the router with a wire yet.
2. Using a Wi-Fi-enabled PC that's connected to the wireless network you want the PCTV To Go to join, configure your new PCTV To Go with PCTV To Go Setup Wizard, as described in this manual.
3. Now connect the PCTV To Go to your router with an Ethernet cable, as described in the *Quick Start Guide*. *You do not need to run the Setup Wizard from any additional clients but you do need to install it so that the correct drivers are installed.*
4. Now, any PC or laptop that's connected to the same wireless network, or that's connected to your router via an Ethernet cable, can connect to the PCTV To Go to watch local video. Be sure the Setup Wizard and Player applications have been installed on any PC you wish to use to watch video.

### Scenario 3: PCTV To Go, wireless AND wired connection to router or AP

- Multiple wireless and wired clients supported simultaneously for local viewing.
- =====
- Disconnect PCTV To Go from wired network
  - Run Setup Wizard using wireless PC
  - Now connect PCTV To Go to the wired network to allow wired clients to connect using local viewing mode.



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## Where do you want to watch video?

**I want to watch video locally, at home:** You can watch high-quality video from PCTV To Go at home, using any PC or laptop on your local network (the same network the PCTV To Go Box is connected to). People can even watch the same show simultaneously from multiple PCs. To proceed, connect your video source as described in the *Quick Start Guide*. Then follow the instructions under "Setup and Configuration" on page 13.

**I want to watch video over the Internet, when I'm away from home:** If your PCTV To Go Box, video source, and network connection are always on, you can watch video on a PC or laptop when you're away from home—while on vacation, from a friend's house, or any place you can connect to the internet. Under "Setup and Configuration" on page 13, be sure to complete the entire setup process, including the steps under "Register PCTV To Go for Remote Viewing" on page 29. Then see the *PC Player User's Guide* for instructions on adding your PCTV To Go to the PCTV To Go Directory, and accessing it remotely using its name and your administrator password.

Note that you watch PCTV To Go video remotely using a slighter lower quality video standard (MPEG-4). Also, only one PC or laptop can watch remotely, at a time.

**I plan to watch PCTV To Go video on a Microsoft Media Center Edition PC:** If you want your Media Center PC to automatically switch to the same video source other PCTV To Go viewers are watching, when you turn the PC on, be sure to select the "Switch to input..." option when running PCTV To Go Setup Wizard, as shown under "Configure PCTV To Go for Windows Media Center" on page 27.

**I also want to watch my video source on my TV or home theater:** Your PCTV To Go Box comes with outputs for passing each type of video through to be viewed as usual on your TV or home theater. Just connect the appropriate output to your TV, as shown in the *Quick Start Guide* that comes with your PCTV To Go.



## Setup and Configuration

### Install PCTV To Go Software

1. Connect the PCTV To Go Box to your network and video source, as described in the *Quick Start Guide* that came with your PCTV To Go.
2. Power on the PCTV To Go Box and your video source, and make sure your PC or laptop is connected to the internet.
3. Insert the PCTV To Go software CD in your PC/laptop, and wait a few moments for the following welcome screen to appear. Then click the **PCTV To Go Software** link, as shown below.



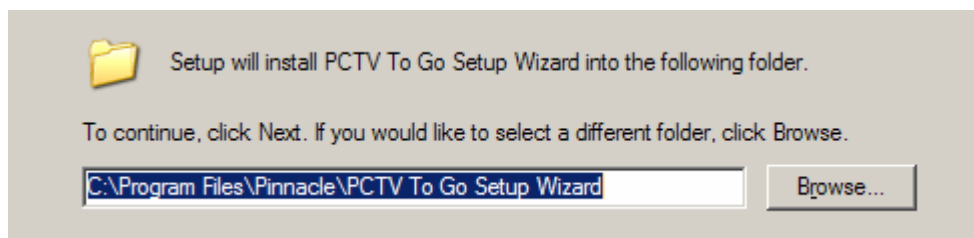
**Welcome screen doesn't appear?** Locate the **PCTV To GoWizardSetup.exe** file on the PCTV To Go software CD and double-click it, instead.

4. When the following screen appears, click **Next** to begin installing PCTV To Go software.

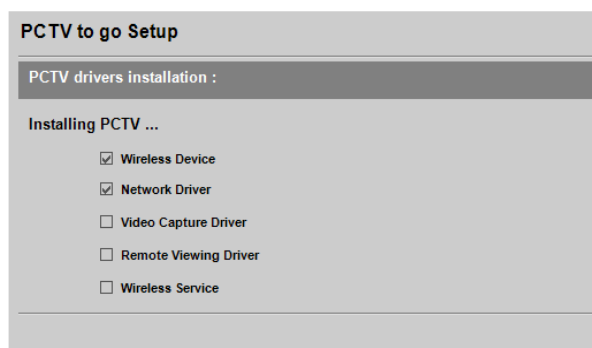


5. Step through several additional screens to :

- Accept the Pinnacle Systems software license agreement (EULA).
- Select a destination location for where to store PCTV To Go files on your disk—we recommend you use the default folder the wizard fills in for you, as shown below.

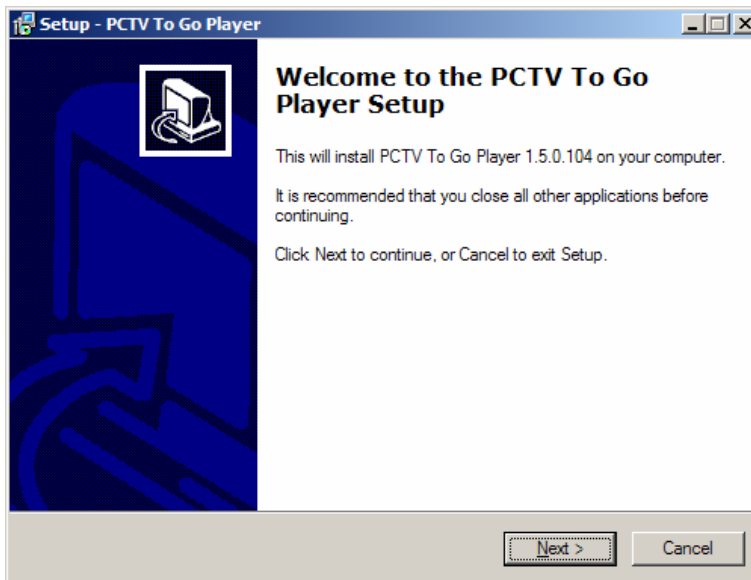


- Create a desktop icon for easily launching PCTV To Go software later.
- Install PCTV To Go application files at the destination location specified above. While drivers are being copied and installed, the following screen indicates progress, checking off each driver one by one.

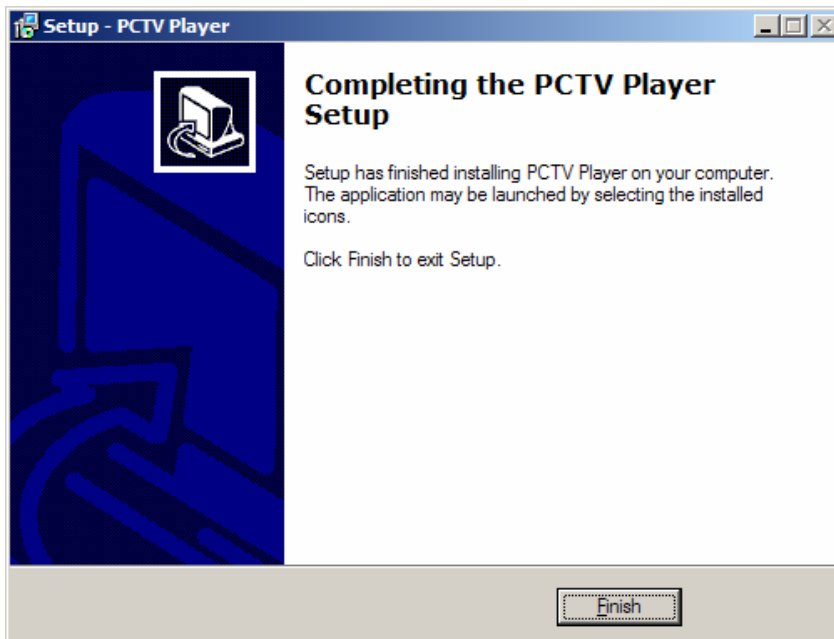


**Note:** One or more screens may appear during driver installation saying that this software has not passed Windows logo testing. If this happens, click **Continue Anyway**.

6. After the drivers are installed, the following screen appears, prompting you to install the PCTV To Go PC Player. Click **Next** to continue.

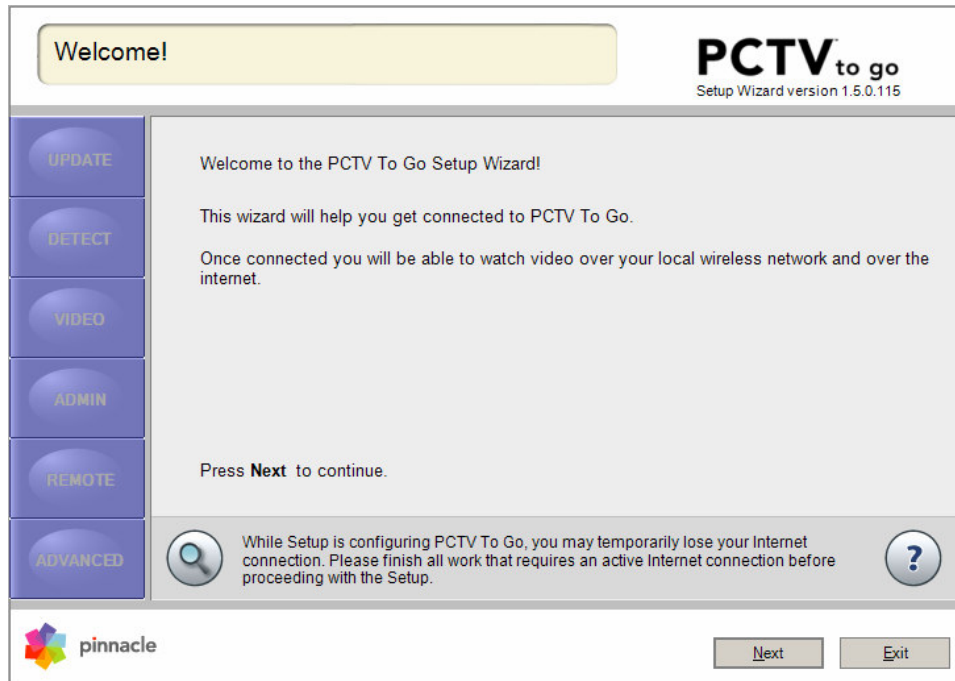


7. As before, step through several screens to accept the PCTV To Go software license agreement, select a destination location for storing the PC Player files on your disk, create shortcuts for launching PC Player from your Start menu and desktop, to install the files to your disk, and finally to finish Setup for PC Player.
8. When the following screen appears, leave the "Launch PCTV Wizard" box checked, click **Finish**, and continue with the next section.



## Configure a New PCTV To Go for your Network

After completing the installation steps described above, the PCTV To Go Setup Wizard appears, and you're ready to configure your PCTV To Go Box to join your network. This Wizard will guide you step-by-step through configuring your network and video settings.



**Ready to begin?** First, make sure that:

- You've set up the PCTV To Go Box using the *Quick Start Guide* that came with your PCTV To Go, and decided how you want to connect the box to your network as described in "Planning Your Setup" on page 7 of this guide.
- Your PC is connected to the internet.
- Your PC and network meet the requirements listed on page 6.
- Your PCTV To Go Box and video source are powered on.

Then click **Next** in the PCTV To Go Setup Wizard, and continue with "Check for Updates," below .

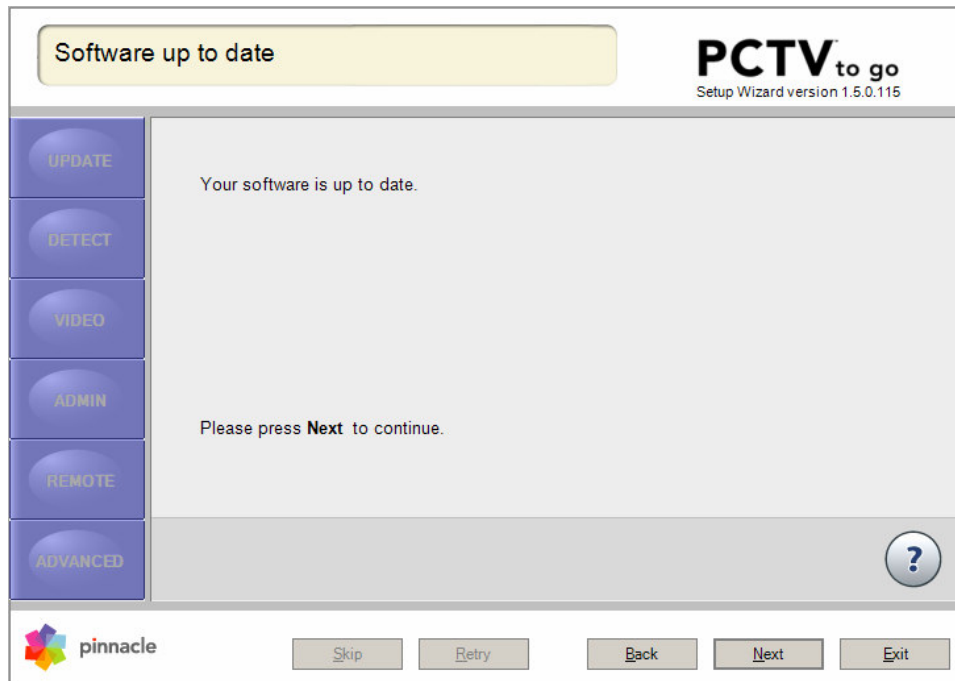
**Want to finish setup later?** Click the **Exit** button in PCTV To Go Setup Wizard to close the Wizard. Then when you're ready to finish setup, open it again using either the PCTV To Go Wizard desktop icon (if you chose to create one during installation), or by choosing Programs > PCTV To Go > PCTV To Go Wizard from your Windows Start menu.

**Are you reconfiguring an existing PCTV To Go Box?** If this PCTV To Go Box has already been configured, you can optionally access video and network settings more directly by using the Advanced settings (see "Administering PCTV To Go" on page 31). To configure a new PCTV To Go, however, (or one that's been reset to factory defaults as described on page 43), you must instead follow the steps below.



## Check for Updates

First, PCTV To Go Setup Wizard checks the [www.pinnaclesys.com/pctvtogoupdate](http://www.pinnaclesys.com/pctvtogoupdate) Web site for any available updates to the PCTV To Go software. If no new software is available, you will get a message that everything is up to date, as shown below. Otherwise, you will be shown a link where you can click to open a browser in order to download newer software. We update software regularly with features and enhancements.



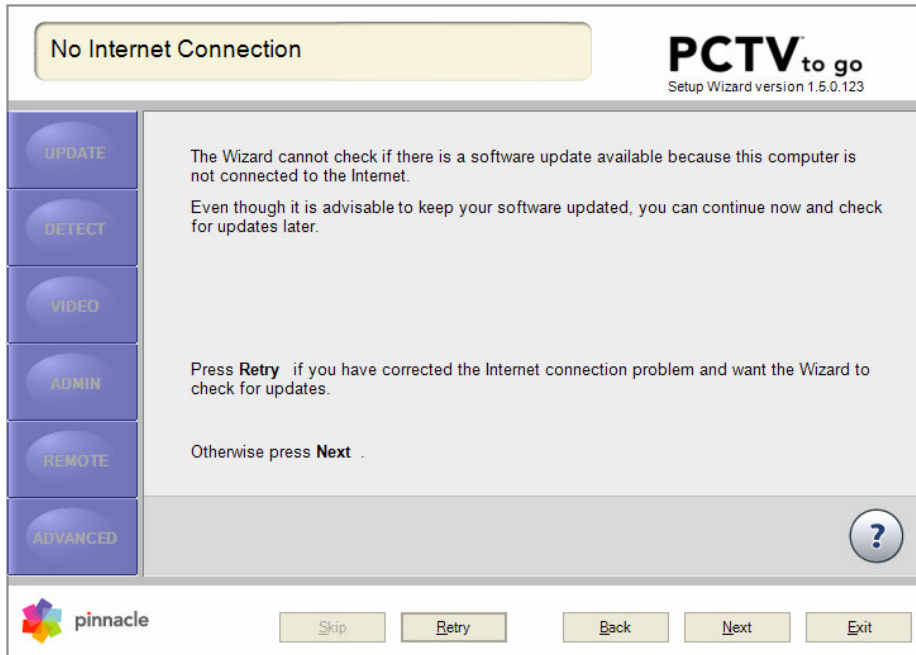
### What happens next?

**My software is up to date:** If PCTV To Go Setup Wizard reports that your software is up to date, click **Next** in the Wizard and go to “Detect Your PCTV To Go Box” on page 19.

**Updates are available:** If a more recent version of the software is available, PCTV To Go Setup Wizard provides a link to instructions on downloading it, as shown below. Go download the update, come back and click **Exit** in PCTV To Go Setup Wizard to close it, and install the new software. Then restart PCTV To Go Setup Wizard and start configuration from the beginning (including checking for updates again).

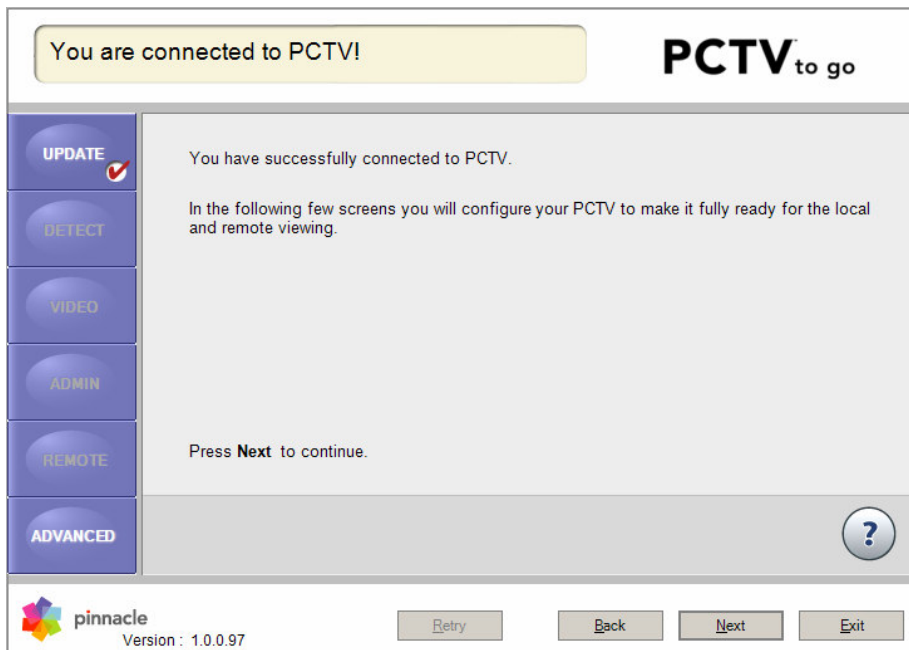


**There's no internet connection:** If you check for updates but aren't currently connected to the internet, the following screen appears. You might need to use your Windows wireless network facility to reconnect with the network (as PCTV To Go Setup Wizard might have temporarily disconnected you). Then click **Retry**. Otherwise, click **Next** to continue setup without checking for updates.



## Detect Your PCTV To Go Box

PCTV To Go Setup Wizard takes a few moments to locate the PCTV To Go Box, by scanning for its factory-default SSID, or by locating it over your Ethernet connection. During this time it displays a series of messages indicating its progress, such as *Looking for PCTV To Go*, *Connecting to PCTV To Go device*, and *Obtaining IP address*. When PCTV To Go Setup Wizard finds your PCTV To Go, it displays the screen shown below.



### What happens next depends on your network:

**I'm connecting PCTV To Go to a wireless 802.11g-compatible network:** Click **Next**, and continue with "Specify Network Settings," below.

Note: At this point, the unconfigured PCTV To Go appears in your list of available wireless networks with the SSID "PCTVTOGOxxxx", where xxxx is a unique identifier. (A PCTV To Go Box is unconfigured when it arrives new in the box, or after you reset its factory defaults, as described on page 43.)

**I'm connecting PCTV To Go via Ethernet:** Click **Next**, and skip to "Select Video Input" on page 21. Wireless network settings are not available when you run the Setup Wizard from a wired PC.

### Specify Network Settings

If you're connecting your PCTV To Go Box to a wireless network, the following screen appears, listing all available wireless networks. Select the network you want your PCTV To Go Box to join. If the network is encrypted with WEP security, enter your security key, then enter it again for confirmation—otherwise, Security Settings fields are disabled and you should ignore them.

If your network isn't listed (it's in non-broadcast mode), select "Not Listed," enter the network's SSID, and specify its Security Settings, if any. (Note that only WEP security is currently supported – WPA is not supported in this release.)

When you're done, click **Next**, and continue with "Select Video Input" below.

The screenshot shows the 'Attach PCTV to Wireless Network' screen of the PCTV To Go Setup Wizard. The title bar at the top reads 'Attach PCTV to Wireless Network' and 'PCTV to go'. On the left is a vertical sidebar with buttons: UPDATE (with a red checkmark), DETECT, VIDEO, ADMIN, REMOTE, and ADVANCED. The main area contains the following fields:

- 'Enter Settings of your WiFi network below:'
- 'Choose a Wireless Network' section with two radio buttons: 'Available Networks' (selected) and 'Not Listed'. The 'Available Networks' dropdown menu shows '32GW64BCH3U'.
- 'Security Settings' section with three radio buttons: 'None' (selected), 'WEP', and 'WPA'. Below these are two text input fields for 'Security Key' and 'Confirm Key'.
- A help icon (question mark in a circle) at the bottom right of the main area.

At the bottom of the window, there is a Pinnacle logo with 'Version: 1.0.0.97' and a row of buttons: Skip, Retry, Back, Next, and Exit.

## Select Video Input

Next, PCTV To Go Setup Wizard displays a series of screens indicating that it's testing and establishing a connection to your local network. When it succeeds, it displays the following screen and is ready to configure PCTV To Go for your video source. Select the type of video input connected to your PCTV To Go Box. When you select the correct source, PCTV To Go Setup Wizard displays its video preview, as shown below. It may take several seconds for your selection to become visible, due to internal buffering of the video data. Click **Next** to continue.



Selecting "Mute Audio" is recommended when you select the Coaxial/RF input and you are going to connect it to an analog cable input, in order to suppress noise generated when scanning through all of the available channels.

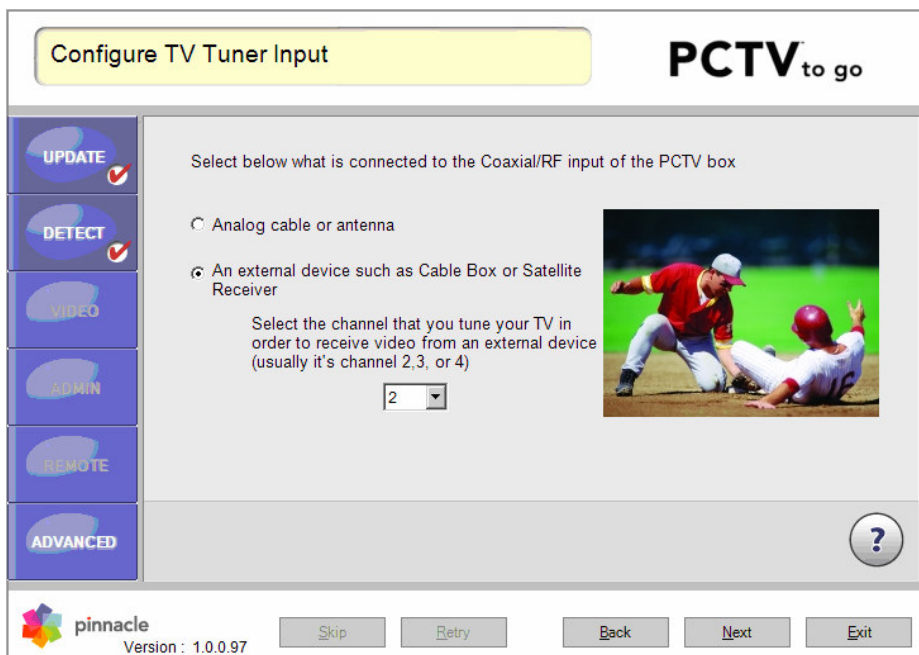
### What happens next depends on your video source:

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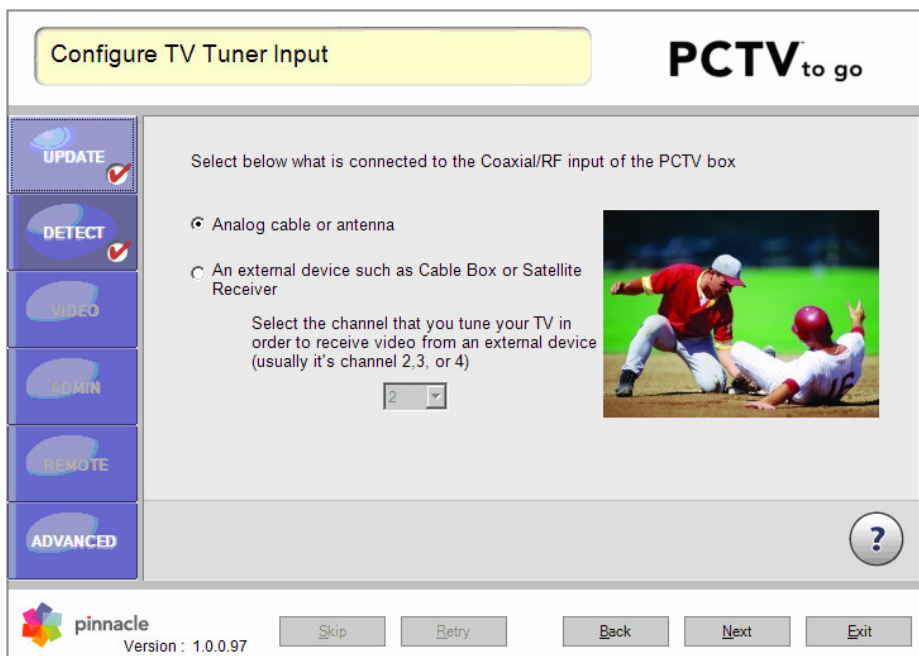
**I chose Composite, Component, or S-Video:** Skip to "Configure the IR Blaster" on page 23.

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**I chose Coaxial/RF and have an external set-top-box (e.g., digital cable or satellite receiver):** In this case, you need to specify the channel your box uses to send TV signals to your TV or PCTV To Go. On the following screen, select "An external device such as Cable Box or Satellite Receiver." Then specify the channel your box output is tuned to (2, 3 or 4). When you're done, click **Next** and go to "Configure the IR Blaster" on page 23.



**I chose Coaxial/RF and have an analog cable source or TV antenna:** In that case, select the “Analog cable or antenna” option on the Configure TV Tuner Input screen, as shown below. Then click **Next** to continue.



On the next screen, select either Antenna or Cable, depending on your source. You can preview input from different channels by selecting a Test Channel and clicking the Set button. When you're ready to continue, click **Next**, and skip to “

Adjust Audio/Video Settings” on page 28.

Configure TV Input

PCTV to go

UPDATE ✓

DETECT ✓

VIDEO

ADMIN

REMOTE

ADVANCED

Select your TV signal properties

☐ Antenna ☒ Cable

Country: United States

TV Standard: NTSC M

Press the Scan to find all channels with good reception

Scan

Channels Found

?

pinnacle Version: 1.0.0.97

Skip Retry Back Next Exit

Press the “Scan” button to look for active TV channels. This may take a few minutes to complete. If you wish to stop the scan, press “Stop” while the scan is in progress. Any channels which were already found will stay in your channel list.

After the scan is complete, you can see which channels were found by clicking on the “Channels Found” drop down. This is the list of channels that will be followed when using the Channel up/down keys on the Onscreen Remote. Selecting a channel from this list will change the TV tuner to that channel.

### Configure the IR Blaster

PCTV To Go provides an IR Blaster interface for controlling your video source's remote control functions from your PC. If you're configuring an S-Video, Composite, or Component input, or an external set-top-box (such as digital cable or a satellite receiver) connected to your RF input, PCTV To Go Setup Wizard displays the following screen asking you to specify your type of video source, the manufacturer's brand, and the specific model. If your device is in the list, specify this information, click **Next** to continue, and go to “

Test Your IR Blaster,” below.



**Configure IR Blaster** **PCTV to go**

UPDATE ✓  
DETECT ✓  
VIDEO  
ADMIN  
REMOTE  
ADVANCED

Please specify the external device that is connected to this video input.

Type: Cable Box  
Brand: ABC  
Model: JSRCII  
☐ Device is not in the list

Select **Skip** if your device does not have remote control or you do not want to configure the IR Blaster at this time.

?

pinnacle Version : 1.0.0.97 Skip Retry Back Next Exit

### What happens if...?

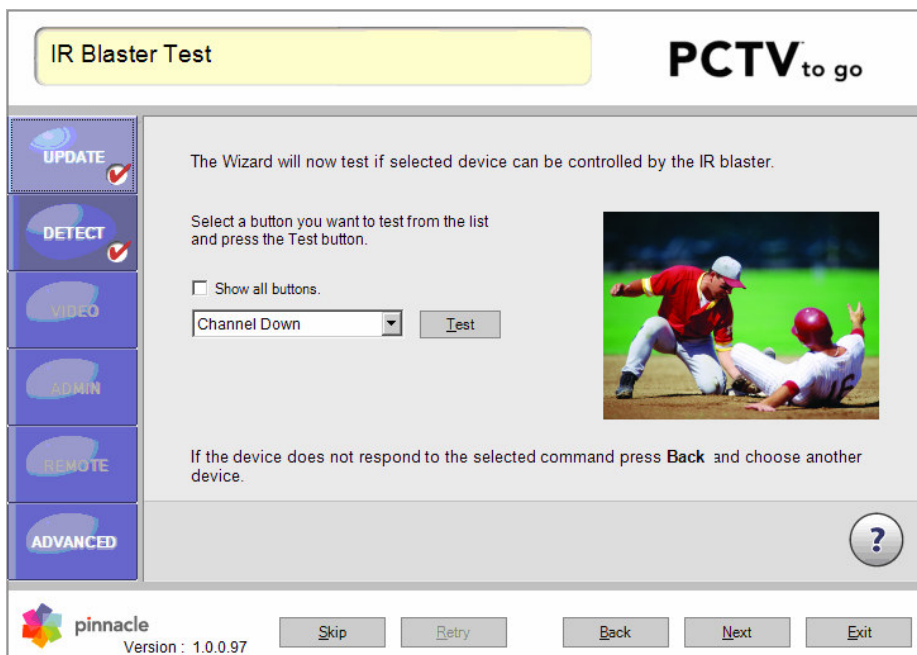
**My device doesn't have a remote control:** Click the **Skip** button, and skip to "Configure PCTV To Go for Windows Media Center" on page 27. You can also do this if you want to configure the IR Blaster later.

**PCTV To Go Setup Wizard doesn't list my device:** PCTV To Go supports IR control of a wide range of video sources. But as new devices come to market, yours might not be listed in PCTV To Go Setup Wizard. In this case, check the "Device is not in the list" option in the screen shown above. Then click **Next**, and continue with "Enter a Custom IR Code" on page 25.

### Test Your IR Blaster

If your video device was listed in the previous screen, PCTV To Go Setup Wizard displays the screen shown below for testing IR control of the buttons on your device's remote. Select a button to test from the list, and click **Test**. To see the entire list of buttons, check "Show all buttons." If the video source responds correctly to each button's command, click **Next** and continue with "Set Channel Tuning Properties" on page 26.





### What happens if...?

**My device doesn't respond to the test:** First, make sure your IR Blaster is connected to the PCTV To Go Box and correctly positioned in front of your video source's IR receiver, as described in the *Quick Start Guide* that came with your PCTV To Go. For example, try moving the Blaster closer or further from the IR receiver.

If that doesn't solve the problem, click the **Back** button to return to the previous screen. Then check the "Device is not in the list" option on that screen, click **Next**, and continue with "

Enter a Custom IR Code," below.

### Enter a Custom IR Code

If your video source wasn't in the list of devices presented by PCTV To Go Setup Wizard, or if the IR Blaster test failed, use the screen shown below to test if the IR code from a closely matching device can be used to control your video device. Try selecting similar brands and models. For each device you select, test its buttons to see if they work with your device (the test controls here work the same as described above, under "

Test Your IR Blaster"). You can even try selecting devices from a different Type or Brand category. For example, sometimes a device from one manufacturer was actually made by another (check the rear panel of your device to see if another brand is listed). When you select a code from the drop down list, the wizard takes a few seconds to retrieve the key list for that code and display them in the test key drop down list.

If you know your device's IR code (having received it from Technical Support or a friend, for example), enter the code and click **Apply** to test it with your device. If the code is valid, the drop-down list for test commands will be populated after several seconds. If you enter an invalid code, an error message will display.

When your video device responds to a code, click **Next** and continue with "

Set Channel Tuning Properties.”

Find matching IR code

**PCTV<sup>to go</sup>**

UPDATE ☒

DETECT ☒

VIDEO

ADMIN

REMOTE

ADVANCED

Try selecting one of the codes below. One of them may match your device.

Type: Cable Box

Brand: ABC

Code: C0000

If you know the code you can enter here and press Apply

Apply

Select a button you want to test from the list and press the Test button.

Channel Down

Test

Show all buttons.

?

pinnacle  
Version : 1.0.0.97

Skip Retry Back Next Exit

### What happens if...?

**My video device still doesn't respond to the test:** Contact Pinnacle Systems technical support for more help. In the meantime, click the **Skip** button to continue setup without configuring the IR Blaster, and go to "Configure PCTV To Go for Windows Media Center" on page 27.

### Set Channel Tuning Properties

Some remote controls require that you enter a single-digit channel as two digits—for example channel 4 is entered as 04. Others might require that you press ENTER after each channel selection. On the following screen, specify any required properties for your device's remote control. If you're not aware of any special properties, but later encounter problems using the online remote control with your video source, come back and try some of these options later, as described on "Fine-Tune IR - Channel Tuning" on page 38.

When you're done, click **Next** to continue.

Channel Tuning Settings

PCTV<sup>to go</sup>

UPDATE ✓

DETECT ✓

VIDEO

ADMIN

REMOTE

ADVANCED

Fine tune IR Blaster settings below to match the behavior of your Remote Control


Select how you enter single-digit channel number (e.g. channel 4)

☐ Check here if you need to press Enter after the channel number

Adjust the slider below depending on how slow you have to press buttons on your Remote Control

Fast  Slow

?

 **pinnacle**  
Version : 1.0.0.97

## Configure PCTV To Go for Windows Media Center

Next, PCTV To Go Setup Wizard asks if you want to watch video from a Microsoft Media Center PC (or compatible third-party media software). If you do, and you want the Media Center PC to automatically switch to the video source configured here when you turn the PC on, check the "Switch to this input..." box on the screen shown below. Then click **Next** to continue.

Configure For Media Center

PCTV<sup>to go</sup>

UPDATE ✓

DETECT ✓

VIDEO

ADMIN

REMOTE

ADVANCED


If you are planning to use PCTV with Microsoft Media Center choose the appropriate setting below.

If you have Media Center IR receiver attached to your PC you do not need to do anything here.

Otherwise you may instruct PCTV to automatically switch to this video input when Media Center starts.

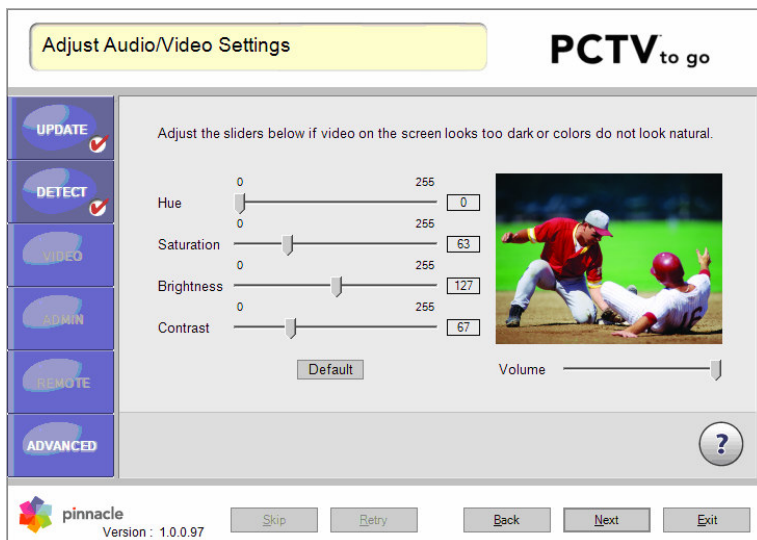
☐ Switch to this input when PCTV is used by Media Center.

?

 **pinnacle**  
Version : 1.0.0.97

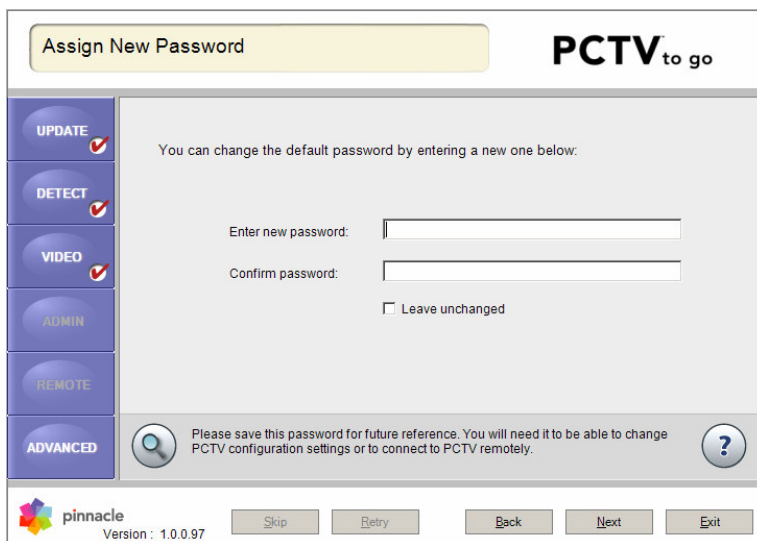
## Adjust Audio/Video Settings

Next, PCTV To Go Setup Wizard gives you the chance to adjust sliders to get the best video quality, as shown below. The box at the end of each slider shows the current value. The **Default** button resets values to the factory default. Settings you make here will apply later for any PC or laptop used to view the video (and can easily be changed later, too). When you're done, click **Next** to continue. Note: The **Hue** control is not functional for component input.



## Enter a Password

If you choose to continue, PCTV To Go Setup Wizard prompts you to enter a password for administering your PCTV To Go Box. Initially, a new PCTV To Go Box (or one that's been reset to its factory defaults as described on page 43) has the password 0000. To ensure that only selected people can administer your PCTV To Go or access it remotely over the internet, you need to create a new, unique password now. Enter a password and confirm it. Then click **Next** to continue.



---

### What is the password for?

The password is required to:

- Administer a configured PCTV To Go Box, using PCTV To Go Setup Wizard – or view/change Advanced Settings.
- View PCTV To Go video remotely over the internet

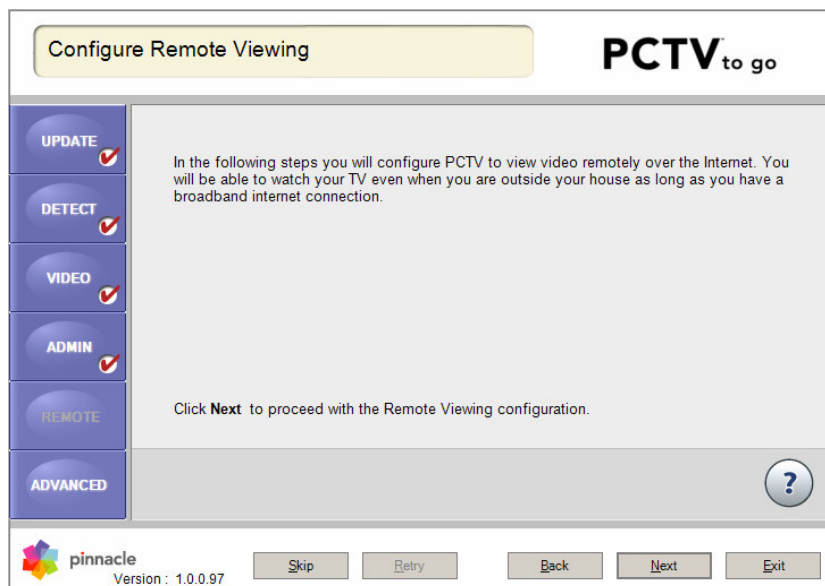
---

**I already entered a password for this PCTV To Go Box:** In that case, you can check the “Leave unchanged” option and click **Next** to continue.

### Register PCTV To Go for Remote Viewing

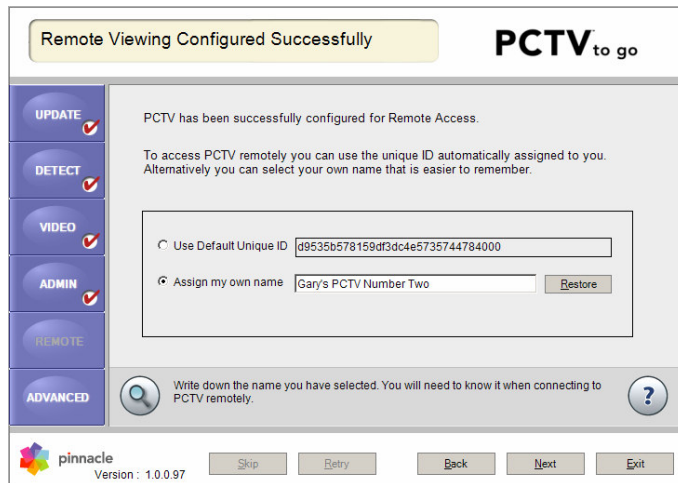
Next, PCTV To Go Setup Wizard is ready to set up your PCTV To Go for remote access over the internet. PCTV To Go can stream your video source to you from anywhere in the world through a suitable internet connection (300 Kbps minimum uplink speed is recommended). To set this up, PCTV To Go Setup Wizard registers your PCTV To Go with Pinnacle Systems's secure peer-to-peer server, which will then be able to connect you to your PCTV To Go from anywhere on the internet.

To continue, make sure your internet connection is available, and click **Next**.



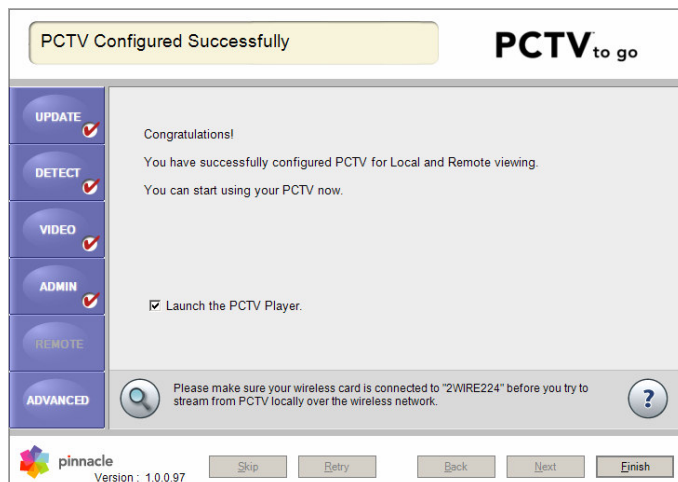
Assuming your internet connection is available, PCTV To Go Setup Wizard connects to the Pinnacle Systems server and registers your PCTV To Go Box using its default ID. When it succeeds, PCTV To Go Setup Wizard displays the screen shown below. To access your PCTV To Go remotely, you'll need to enter its Device ID or another name specified here. You can use the Default ID, but it's better to enter your own friendly name, such as “Sam's PCTV To Go.” Select the “Assign my own name” option, enter a friendly name for your PCTV To Go, and click **Next** to continue.

**Important:** Please write down the name of your PCTV To Go where you won't forget it, as you'll need it and your administrator password later, to access the PCTV To Go remotely.



## PCTV Configured Successfully!

When the following screen appears, you're done with setup!



## What do you want to do next?

**Launch PC Player and watch some video!** Keep the "Launch the PCTV To Go player" option checked and Click **Finish** to exit PCTV To Go Setup Wizard and launch PC Player. You can also open PC Player from its desktop icon or Windows Start menu. See the *PCTV To Go PC Player User's Guide* for details on using the Player.

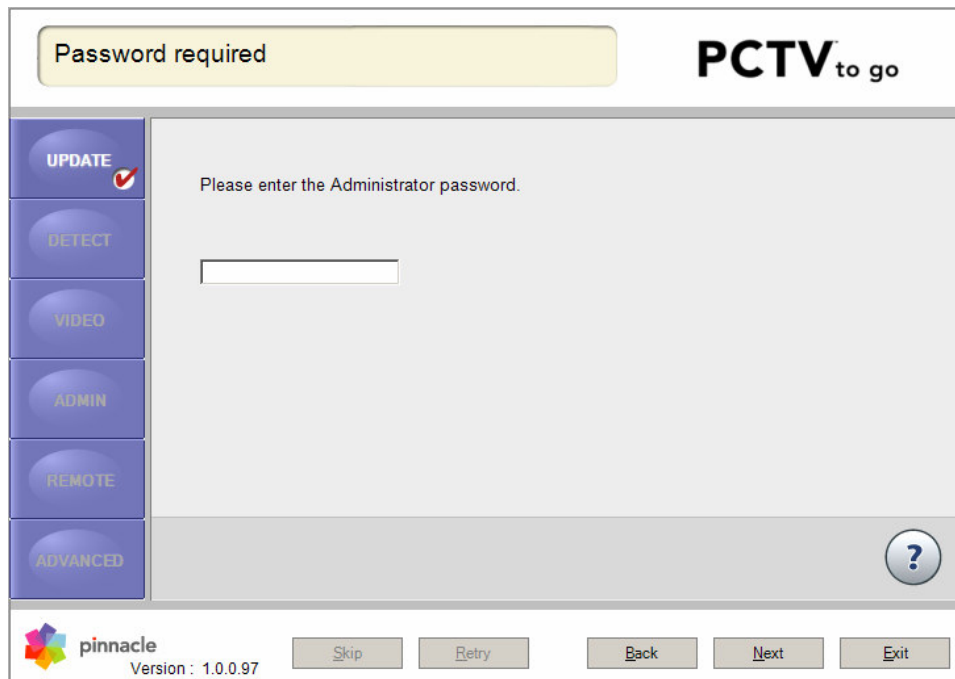
## Administering PCTV To Go

To review or change any of your PCTV To Go's settings after setup, just come back to the PCTV To Go Setup Wizard. For example, you might want to:

- Change your administrator password
  - Connect the PCTV To Go to a new network
  - Change your video source
  - Check for and install software or firmware updates
  - Troubleshoot your PCTV To Go
1. Start PCTV To Go Setup Wizard—either from its desktop icon, or by choosing Programs > PCTV To Go > PCTV To Go Wizard from the Windows Start menu.

Make sure your PC is connected to the same network as your PCTV To Go.

2. Step through the Wizard until the following screen appears. Then continue in either Wizard or Advanced mode, as described below.



## Using Wizard Mode

You can proceed using Wizard mode to change your PCTV To Go's current settings, just as when you first configured the PCTV To Go Box. Just enter your administrator password, click **Next**, and step through the Wizard until you get to the setting you want to change. However, we recommend that you use the Advanced mode, as described below, which lets you access settings more directly.



## Using Advanced Mode

After you start PCTV To Go Setup Wizard and step through the Wizard to the point where it asks if you want to launch the Player, the Advanced button becomes available at the bottom left of the screen. Click **Advanced**, and you'll be asked to enter your administrator password for this PCTV To Go. If you haven't yet given the PCTV To Go a password (or if you've reset it to its factory defaults as described on page 43), enter 0000. Otherwise, enter the password you specified during setup and click **OK**.

After entering the correct password, wait a few moments and you'll see the screen shown below. Click tabs at the top of the screen to quickly scan your settings (see "**Error! No bookmark name given.**" on page 49 for views of each tab). Or click buttons at the left to change settings, as described in the sections below.

Advanced Mode - Info

PCTV to go

VIDEO  
NETWORK  
ADMIN  
UPDATE  
INFO  
WIZARD

General LAN WiFi Audio/Video Remote Status

PCTV ID	d9535b578159df3dc4e5735744784000
Serial Number	00000000-0000-0000-0000-000000000000
Friendly Name	Gary's PCTV Number Two
Hardware Version	0
Firmware Version	121.022
Kernel Version	51
IR Blaster Version	1
Driver Version	
Player Version	1.5.0.77
Setup Wizard Version	1.0.0.97
Max local clients	
Max remote clients	

Refresh Exit

pinnacle  
Version : 1.0.0.97

**Want to return to Wizard mode?** Just click the Wizard button at the bottom left of any Advanced Mode screen.



## Change Your Password

PCTV To Go uses an administrator password to restrict who can administer its configuration settings, and to let you securely access your PCTV To Go over the Internet. The password is required to:

- Administer a configured PCTV To Go Box using PCTV To Go Setup Wizard
- Access the Advanced settings in PCTV To Go Setup Wizard
- View PCTV To Go video remotely over the internet

When the PCTV To Go Box is new (or if it's been reset to its factory defaults as described on page 43), the password is 0000. During setup, you're asked to create a password. To change it later, you can go to Advanced Mode and click ADMIN. In the screen shown below, enter the new password, type it again to confirm, then click **Apply** to save your change.

Advanced Mode - Administrative Settings

PCTV to go

VIDEO

NETWORK

ADMIN

UPDATE

INFO

WIZARD

Password

Enter new password

Confirm new password

?

pinnacle  
Version : 1.0.0.97

Apply Exit

## Change Your Video Source

If you get a new DVD player, change your cable provider, or want PCTV To Go to stream video from some other new video source, here's how to set it up:

1. Connect the new source to your PCTV To Go Box, as described in the *Quick Start Guide* that came with your PCTV To Go.
2. In PCTV To Go Setup Wizard, go to Advanced mode > VIDEO. On the Input tab, select the appropriate Video Input and fine-tune video preview, as described under "Adjust Video Input" 35.
3. **For a Coaxial/RF input:** Go to the TV Tuner tab to configure the new source's TV format and channel settings, as described under "Edit TV Tuner Settings" on page 37. If the device is a TV antenna or analog cable source, you're done. For an external set-top-box box such as digital cable or a satellite receiver, skip to Step 4.

**For a Composite, S-Video, or Component input:** Skip to Step 4.

4. Configure online remote control for the new device, as described under "Change IR Blaster Settings" on page 36.
5. Specify any behavioral properties of your device's remote control, as described under "Fine-Tune IR - Channel Tuning" on page 38.

## Move PCTV To Go to a New Network

If you create a new local network or you take your PCTV To Go Box to another location, you need to reconfigure the PCTV To Go to join the new network. How you proceed depends on whether the old network is still available.

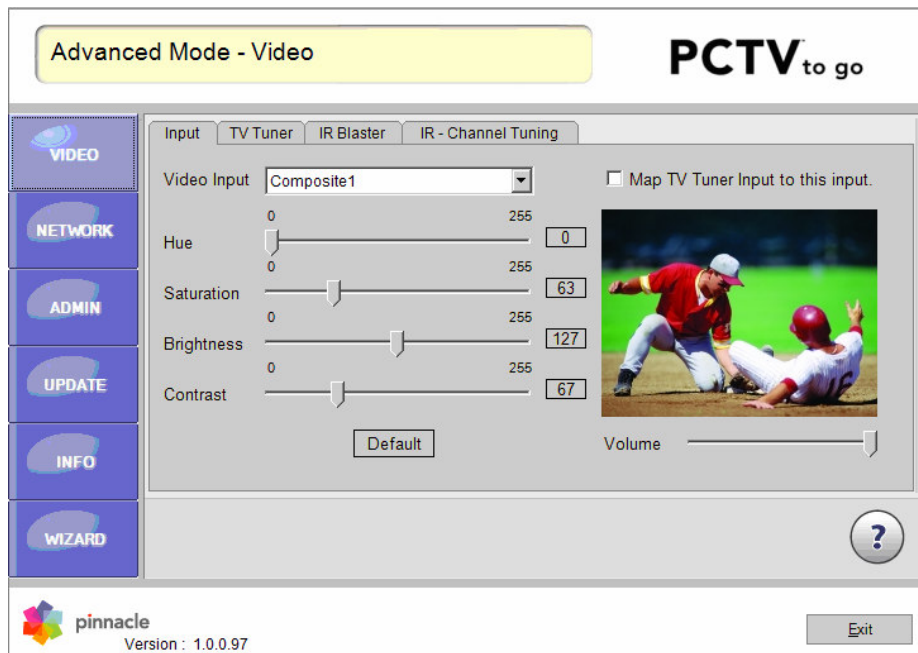
**My old Wi-Fi network is still available:** If both the old and new Wi-Fi networks are available, connect your PC to the old network—the one the PCTV To Go Box is on—so it can establish a connection to the PCTV To Go. Then in PCTV To Go Setup Wizard, go to Advanced mode > NETWORK, and configure PCTV To Go to join the new network, as described under "Change Wi-Fi Network Settings" on page 39. If necessary, click the IP Settings tab to also make any specific IP settings. Finally, switch your PC to the new network (and any other PC/laptops that will be viewing PCTV To Go video).

**My old Wi-Fi network isn't available:** If you've already switched your PC to the new Wi-Fi network and the old network is no longer around (or if you've moved your PCTV To Go to a completely different location), you'll need to reset the PCTV To Go Box to its factory defaults settings, as described on page 43. Then set up the PCTV To Go from scratch, as described under "Configure a New PCTV To Go for your Network" on page 16.

## Adjust Video Input

To change or adjust your video input from PCTV To Go Setup Wizard, go to Advanced Mode > VIDEO. After a moment, PCTV To Go Setup Wizard displays your current Video Input settings, as shown below. Choose a video input and adjust video display and volume as you did during setup (see "Select Video Input" on page 21 for details). Note that settings you make here apply for all PC/laptops that connect to this PCTV To Go Box. They can also be changed from other PCs using the PCTV To Go PC Player.

If you plan to watch video from a Microsoft Media Center PC (or compatible third-party media software), and you want the Media Center PC to automatically switch to the video source configured here when you turn the PC on, check the "Map TV Tuner Input to this input" option at the top-right of the screen.



## Change IR Blaster Settings

PCTV To Go provides an IR Blaster interface for controlling your video source's remote control functions from your PC. From Advanced mode > VIDEO, click the IR Blaster tab to display the settings shown below.

**Note:** These settings don't apply if you've selected Cable or Antenna on the TV Tuner tab.

1. Make sure your IR Blaster is connected to the PCTV To Go Box and correctly positioned in front of your video source's IR receiver, as described in the *Quick Start Guide* that came with your PCTV To Go.
2. Select your device type, manufacturer brand, and model number.
3. Use the "Select command to test" fields at the bottom of the screen to test IR control of buttons on your video source's remote. Select a button to test from the list, and click Test. To see the entire list of buttons, check **Show all buttons**. If the video source responds correctly to each button's command, the IR Blaster is working properly.

If your specific video device isn't listed, choose a closely matching device and see if its IR code can be used to control your device. Or if you know your device's code, type it in the field and click Enter. For each device you select or code you type, run command tests to see if it works with your device.

Advanced Mode - Video

PCTV to go

VIDEO NETWORK ADMIN UPDATE INFO WIZARD

Input TV Tuner IR Blaster IR - Channel Tuning

Device Type: Satellite Receiver Brand: AlphaStar

Model: Other1 Code: S0772

If you know the code enter it below and press Enter

Enter

Select command to test: Channel Down ☐ Show all commands Test

pinnacle Version: 1.0.0.97 Exit

## Edit TV Tuner Settings

If you're using PCTV To Go as a wireless TV tuner (such as for a TV antenna, analog cable service, or external digital cable/satellite receiver set-top-box), use the TV Tuner settings to configure the source's TV format and channel settings. From Advanced mode > VIDEO, click the TV Tuner tab to display the settings shown below.

**Note:** These settings apply only when Coaxial/RF is selected on the Input tab.

The screenshot shows the 'Advanced Mode - Video' window for PCTV to go. On the left is a vertical sidebar with buttons: VIDEO (highlighted), NETWORK, ADMIN, UPDATE, INFO, and WIZARD. The main area has four tabs: Input, TV Tuner (selected), IR Blaster, and IR - Channel Tuning. Under the TV Tuner tab, there are two dropdown menus: 'Country' set to 'United States' and 'TV Format' set to 'NTSC'. Below these is the 'TV Signal Source' section with three radio buttons: 'Antenna', 'Cable' (selected), and 'External Device set to Channel' with a dropdown set to '2'. A 'Scan' button is located below the radio buttons. To the right of the settings is a video preview window showing a baseball game. Below the preview is a 'Channels Found' dropdown menu. At the bottom left is the Pinnacle logo and 'Version : 1.0.0.97'. At the bottom right is an 'Exit' button and a help icon (a circle with a question mark).

Select your Country and TV signal format. Then proceed as follows, depending on your source.

**My video source is a TV antenna or analog cable service:** Select Antenna or Cable. Then select a Channel (beneath the video preview), and click Set to preview video from that channel.

**My video source is an external set-top-box:** If the source is an external box set to a fixed channel, such as a digital cable box or satellite receiver, select the "External Device set to Channel" option. Then select the channel the external box uses to receive TV input.

The **Scan** button will scan through all channels and put those channels into the "Channels Found" drop down list for test/verification. These same channels will be populated into the tuner's onscreen remote control. Once the scan is complete, you can select a channel number from the drop down list and the tuner will tune to it. If you have a large number of channels with no broadcast on them, the scan will take a bit longer. Typical scan times are 2-3 minutes.

## Fine-Tune IR - Channel Tuning

If you're having problems using the IR Blaster to control your video device from PC Player's online remote-control, PCTV To Go might need to know a few things about how your device's remote control works. For example, some remote controls require that you enter a single-digit channel as two digits (channel 4 is entered as 04). Others might require that you press ENTER after each channel selection. To specify these properties, go to Advanced mode > VIDEO, and click the IR - Channel Tuning tab, as shown below.

**Note:** These settings don't apply when Coaxial/RF is selected on the Input tab.



## Change Wi-Fi Network Settings

To connect your PCTV To Go to a new wireless network, or to specify new security settings, go to Advanced Mode > NETWORK. This displays the settings shown below.

The screenshot shows the 'Advanced Mode - Network' window of the PCTV To Go Setup Wizard. The window has a sidebar on the left with buttons for VIDEO, NETWORK (selected), ADMIN, UPDATE, INFO, and WIZARD. The main area is titled 'WiFi' and 'IP Settings'. Under 'Choose a Wireless Network', there are two radio buttons: 'Available Networks' (selected) and 'Not Listed'. The 'Available Networks' dropdown menu shows '2WIRE224'. Below this, the 'Security Settings' section has three radio buttons for 'Security Mode': 'None', 'WEP' (selected), and 'WPA'. There are also input fields for 'Security Key' and 'Confirm Key'. At the bottom left is the Pinnacle logo and 'Version: 1.0.0.97'. At the bottom right are 'Apply' and 'Exit' buttons. A help icon (?) is also present in the bottom right corner of the main area.

This screen lists all available wireless networks, and indicates the network your PCTV To Go is currently connected to. In addition, Security Settings indicate whether your network is encrypted with WEP security, or whether it's unencrypted (WPA is not currently supported). If you're using WEP encryption, the security key is shown. To enter a new key, enter it twice (a second time for confirmation). If you're not using WEP security, these fields are disabled and you should ignore them.

If the network isn't listed (it's in non-broadcast mode), "Not Listed" is selected and the network's SSID is shown. Also, PCTV To Go Setup Wizard doesn't automatically detect your Security Mode. Instead, you must select it yourself (either None or WEP).

For important details on changing these settings to move your PCTV To Go to another network, see "Move PCTV To Go to a New Network" on page 34.

When you're done making any changes, click **Apply**. Then go to Advanced Mode > INFO and click the appropriate tabs to confirm that your new settings are saved.

## Edit IP Settings

The IP settings allows you to specify IP settings for your PCTV To Go. The standard Windows IP settings are used. You can specify a dynamic IP policy, or assign a static IP to the PCTV To Go. From Advanced Mode > NETWORK, click the IP Settings tab to display settings shown below.

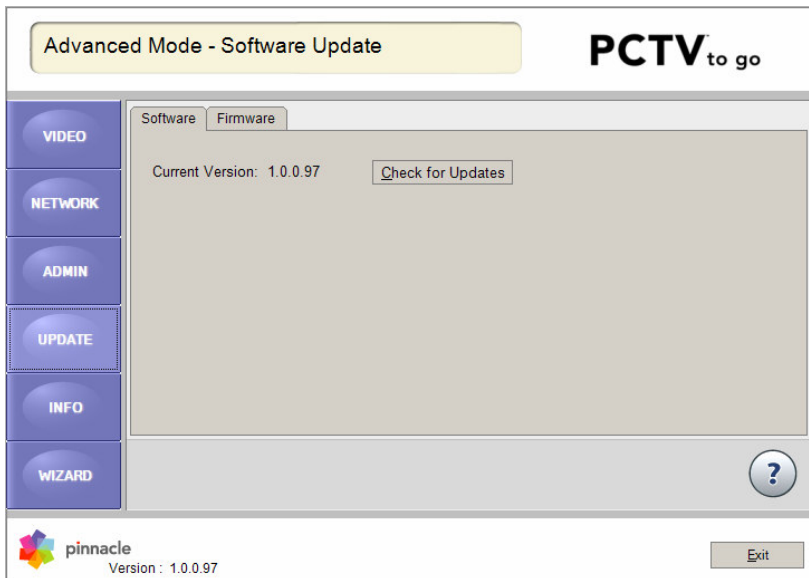
The screenshot shows the 'Advanced Mode - Network' window for 'PCTV to go'. On the left is a vertical sidebar with buttons: VIDEO, NETWORK (highlighted), ADMIN, UPDATE, INFO, and WIZARD. The main area has two tabs: 'WiFi' and 'IP Settings' (selected). Under 'IP Settings', there are two sections. The first section has a radio button selected for 'Obtain an IP address automatically' and an unselected one for 'Specify IP address'. Below this are three input fields for 'IP address', 'Subnet mask', and 'Gateway'. The second section has a radio button selected for 'Obtain DNS Server address automatically' and an unselected one for 'Specify DNS Server IP addresses'. Below this are two input fields for 'Preferred DNS server' and 'Alternate DNS server'. At the bottom left is the 'pinnacle' logo and 'Version : 1.0.0.97'. At the bottom right are 'Apply' and 'Exit' buttons. A help icon (?) is also present in the bottom right corner of the main settings area.

After changing any settings, click **Apply** to save your changes.

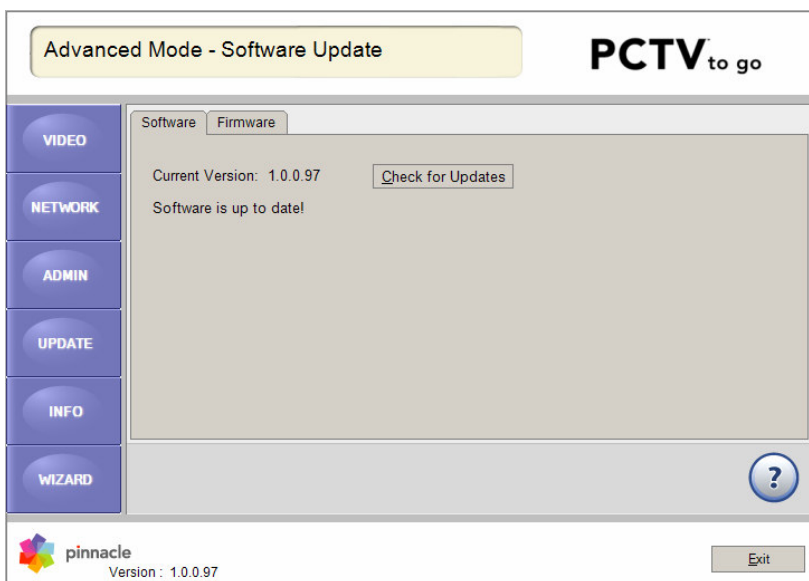


## Check for Software Updates

Pinnacle Systems releases periodic software updates for the PCTV To Go Setup Wizard and PC Player on our Web site. But you can check for updates more conveniently by going to Advanced Mode and clicking UPDATE. This also displays the current version of your PCTV To Go software, as shown below. To check for updates, click the **Check for Updates** button.



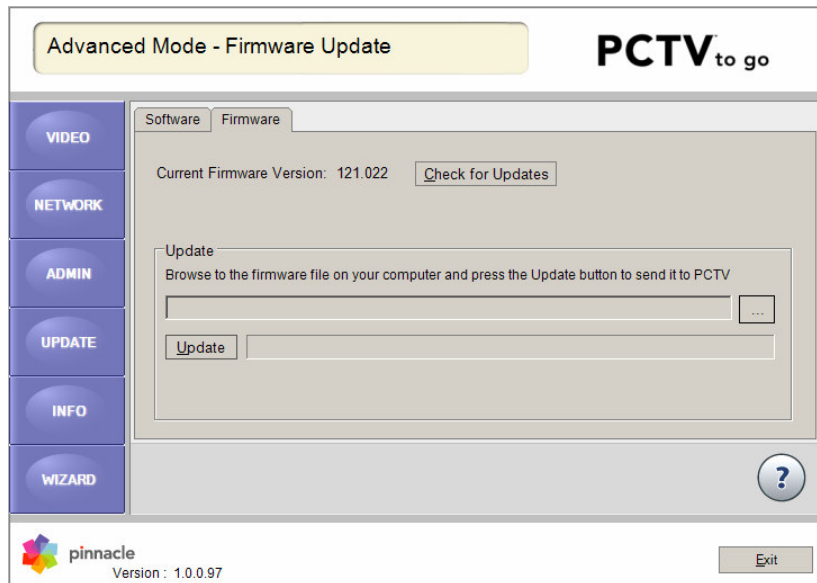
If new software is available, PCTV To Go Setup Wizard provides a link for downloading it. Go download the software, come back here to exit PCTV To Go Setup Wizard, then install the new software. If your software is up to date, the screen will appear as shown below.



## Updating your Firmware

Pinnacle Systems might also periodically release new firmware for the PCTV To Go Box, to add features, fix problems, or improve performance. To see your current firmware version, go to Advanced mode > Update, and click the Firmware tab. To check for firmware updates click **Check for Updates**. Usually you should download and install new firmware as part of a new release including Setup Wizard and Player updates. Follow the specific instructions you received with the software update.

**Note:** You can only update firmware from Advanced Mode, after your PCTV To Go has been configured using Wizard mode.



If new firmware is available, PCTV To Go Setup Wizard provides a link for downloading it. Click on this link to download the firmware file.

Go download the firmware. It will be a ramdisk\*.img file, and you will have to save it to a folder on your PC. Then on the Firmware tab, browse to the file you just downloaded, select it, and click the **Update** button. Wait a few minutes while PCTV To Go Setup Wizard sends the firmware to your PCTV To Go. When the update is complete, wait a few minutes while the PCTV To Go Box reboots itself. The onscreen display will inform you when the process is complete. Please note that the progress bar goes all the way to the right when the file has been completely transferred to PCTV To Go – but you should continue to wait until you see this message:

You can then begin using PCTV To Go again - either continue with configuration or exit the Wizard in order to use the Player.

## Reset PCTV To Go to its Factory Defaults

On rare occasions, you might need to reset your PCTV To Go to its factory defaults, for example, if:

- You need to connect the PCTV To Go to a new wireless network, and the network PCTV To Go was previously connected to is no longer available (see "Move PCTV To Go to a New Network" on page 34).
- The PCTV To Go stops working properly, as described under "Troubleshooting PCTV To Go" on page 44.
- You forgot your password and can't access settings in PCTV To Go Setup Wizard.

Note that resetting the PCTV To Go resets its password to 0000 and requires that you run PCTV To Go Setup Wizard from scratch to reconfigure the PCTV To Go. To reset your PCTV To Go:

1. Locate the small hole labeled "Reset" on the rear panel of the PCTV To Go.
2. While looking at the lights on the front of the PCTV To Go, insert a thin paper clip or toothpick in the hole, and press and hold it for about 4 seconds until all the lights light up at once, and remain lit. After several seconds the lights will go off and the box will go through its reboot cycle.
3. Remove the paper clip or toothpick, then wait one to two minutes for the PCTV To Go to reboot.
4. Reconfigure the PCTV To Go by running PCTV To Go Setup Wizard from scratch, as described under "Configure a New PCTV To Go for your Network" on page 16.

## Troubleshooting PCTV To Go

The following troubleshooting information has been broken down by section: General, Installation, Setup Wizard, Player Issues, and MCE Issues.

### General

#### **Does PCTV To Go support PAL video?**

PAL TV tuning is supported for a limited list of countries.

The Player application can be set to a variety of video standards including PAL from the Player...Settings...Video menu. The Setup Wizard is not properly configured to automatically detect PAL video, so with a PAL input the video preview will look strange. Just continue through the setup, ignoring this, and change the standard you wish to use in the Player.

### Installation

#### **Do I really need to install Windows XP Service Pack 2 and .NET framework 2.0?**

Windows Service Pack 2, Yes.

Regarding .NET installation:

- If .Net 1.1 is installed we do nothing.
- If neither 1.1 nor 2.0 are installed we ask the user to install .NET 2.0 which is provided.

#### **Installation fails during driver installation and rolls back the install process.**

Reboot your computer and run the installation again

- or -

If you get an error message indicating you should disable your Spyware Protection software, temporarily disable your Spyware Prevention Software for the duration of the install process. You can turn it back on afterwards. There are some conditions where you may not get an error message. If install fails and you know that you have Spyware installed, please temporarily disable it while running the Setup Wizard.

Be sure that you have Administrator privileges for your User Account.

## Setup Wizard

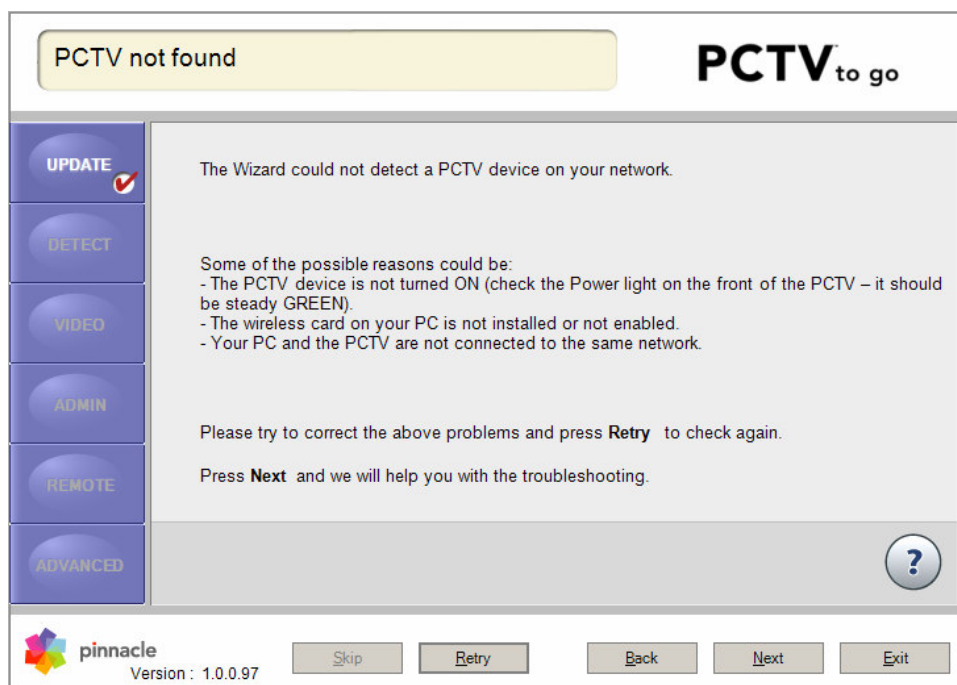
### The Setup Wizard program can't find the PCTV To Go box.

If you exited the Setup Wizard before going all the way through, depending on where you stopped the setup process, it may be possible for PCTV To Go to get "lost" the next time you try to resume the setup. If this happens, please perform a factory reset procedure and run the Setup Wizard again.

### PCTV To Go Not Detected During Setup

Due to the complexity of some networks, there are a few cases when the PCTV To Go Setup Wizard is unable to detect your PCTV To Go device automatically. Should that occur, here are some steps to fixing the problem.

The PCTV To Go Setup Wizard searches for the PCTV To Go device on your Wi-Fi network. If it is not found, you will see an alert screen.



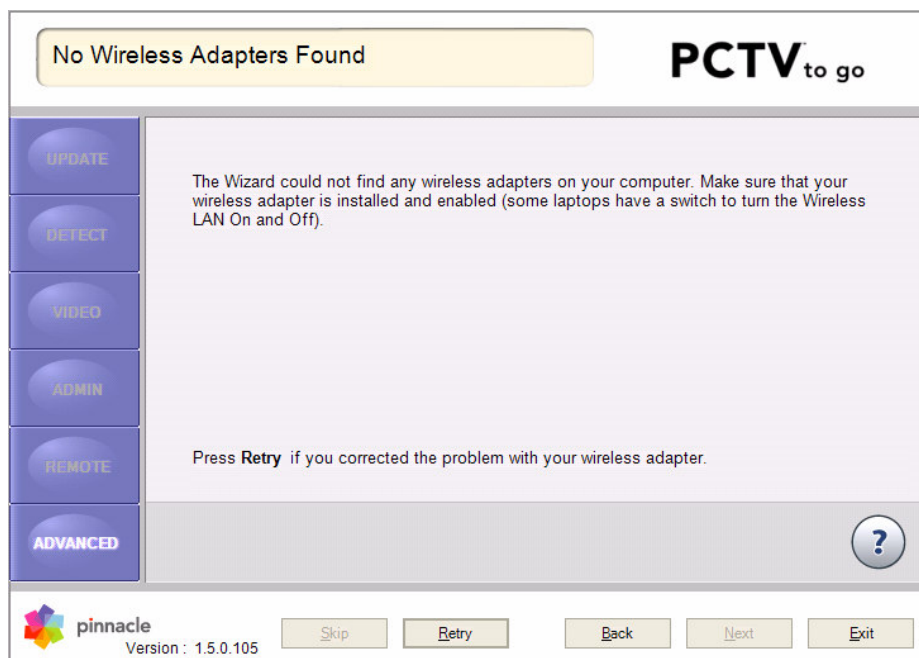
The PCTV To Go Setup Wizard lists all scenarios that will lead to this condition:

- PCTV To Go is turned OFF - the power LED should be glowing for the Wizard to detect PCTV To Go.
- PC does not have a wireless card – built-in or add-on; in some laptops it is possible to turn off the wireless radio. Please check that the wireless radio is turned on. You should have a working wireless connection on your PC to detect PCTV To Go wirelessly.

- You are connected to a different network than PCTV To Go – this arises if your PCTV To Go was previously configured. You may be connected to another Wi-Fi network connection at this time. Disconnect and connect to the access point that PCTV To Go is configured to.

Make any necessary corrections, then click **Retry**. The PCTV To Go Setup Wizard will again attempt to detect your PCTV To Go. If it still fails, click **Next** and continue as follows:

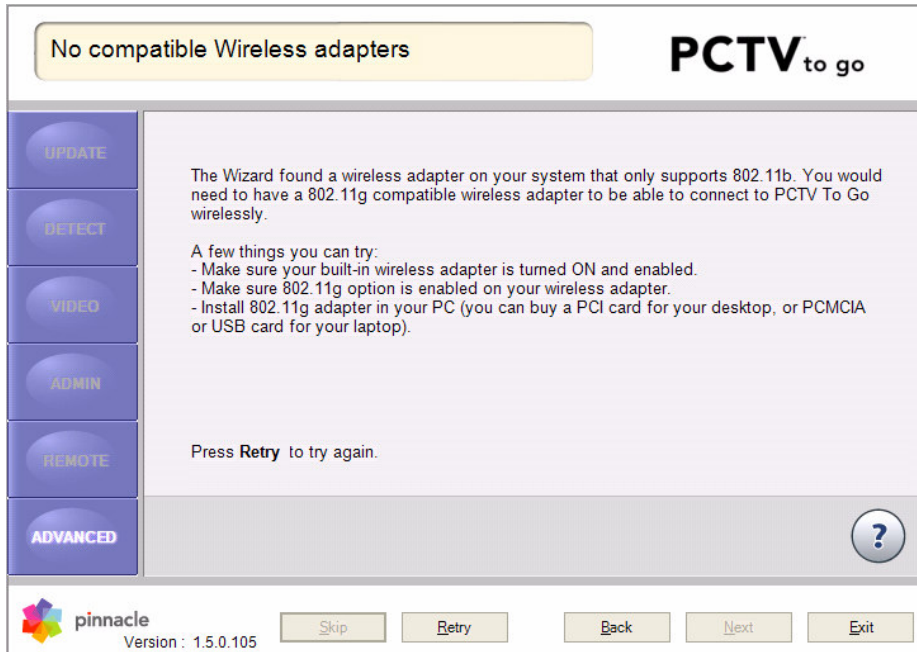
1. PCTV To Go Setup Wizard initially tests to be sure that your PC has a wireless adapter. If it doesn't, or if the adapter is disabled, this screen appears.



If you turned off the radio on your wireless adapter, turn it on again and click **Retry**.

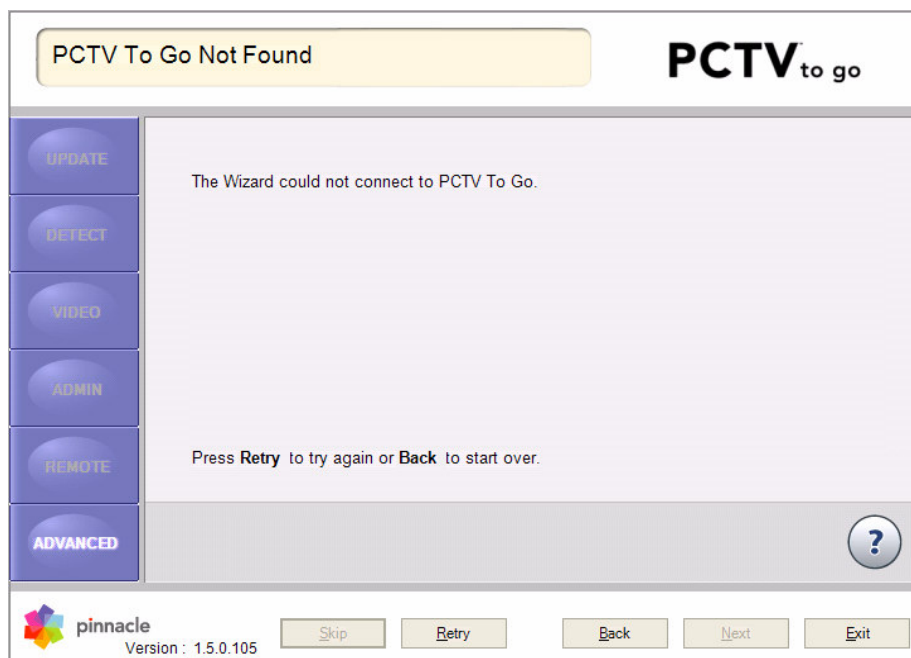
If you don't have a wireless network, or if your PC or network router doesn't support the 802.11g standard, then you should exit PCTV To Go Setup Wizard and connect the PCTV To Go Box to your network router via an Ethernet cable (see page **Error! Bookmark not defined.** for details on this setup).

2. PCTV To Go Release 1.0 requires you to have an 802.11g wireless adapter. If you have an 802.11b or 802.11a-only adapter, PCTV To Go Setup Wizard can't configure PCTV To Go, and you'll see the error screen as shown on the next page:



In this case, configure your PCTV To Go using a wired Ethernet connection, as described on page 8.

3. If you have a valid wireless adapter and the PCTV To Go Setup Wizard is still unable to connect to PCTV To Go, it could be due to a problem with the Windows wireless network utility, or a third party wireless LAN utility installed on your PC.



- 3a. PCTV To Go was previously connected but you can't connect back after changing wireless properties

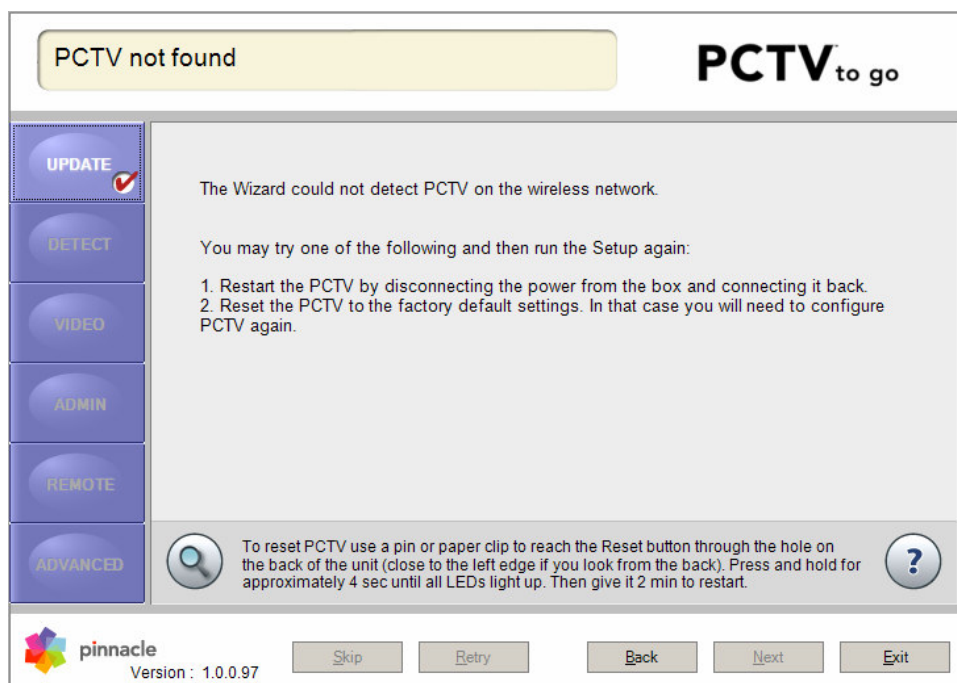


Most likely, you have multiple available wireless networks, and the Windows wireless utility is unable to connect back to the network your PCTV To Go is on. PCTV To Go Setup Wizard will ask you to connect your PC to the same wireless network as PCTV To Go. Manually connect to the SSID of the wireless network and then click **Retry**. This should fix the problem and allow you to move on. Once you have established the connection, click **Next** to continue with the configuration.

**Tip:** You can prevent your PC from automatically joining the wrong wireless network (if more than one wireless network is available). Use the Advanced settings in Window's wireless network utility to configure your PC to connect automatically **ONLY** to the SSID the PCTV To Go is on.

3b. You are configuring PCTV To Go for the very first time but you can't connect to it

PCTV To Go Setup Wizard will display the screen shown below.



PCTV To Go Setup Wizard will continue to scan for the default "PCTVTOGOxxxx" SSID. However, sometimes, there may be a problem with the TCP/IP settings on the PCTV To Go. In this case try resetting the PCTV To Go to its factory defaults, as described on page 43. Or, power cycle the PCTV To Go by removing the power plug, waiting 5 seconds, then reinserting it.

Click **Back** to try to re-detect PCTV To Go. If PCTV To Go is found this time, you can continue with the configuration.

If the reset does not work, there could be a malfunction within PCTV To Go. In this case, we suggest exchanging the unit at the place of purchase.

## **PCTV To Go Stops Working Unexpectedly**

It is possible that after a length of time, the PCTV To Go's software might stop working or give intermittent problems with connectivity or quality. In such an event, power cycle the PCTV To Go by removing the power plug, waiting 5 seconds, then reinserting it. In most cases, this should get your PCTV To Go back into working condition. After doing this the PCTV To Go can take 1-2 minutes to reboot, so please wait before attempting to connect to PCTV To Go.

If the power cycle doesn't fix the problem, try resetting the PCTV To Go to its factory defaults, as described on page 43.

## **I can't get PCTV To Go to work with WPA security mode.**

Explanation - WPA is not supported in the current software release.

What to do - You should use one of the supported encryption modes instead: Open, WEP-64, or WEP-128

## **"The Wizard Could Not Communicate with PCTV To Go"**

If you see the above error message while running the Setup Wizard, verify that your PC's network adapter is configured to use DHCP. Even if you plan to set PCTV To Go to use a static IP, the Wizard must first connect to PCTV To Go using DHCP in order to run the Setup Wizard.

## **I am asked to manually connect to various SSIDs.**

While running the Setup Wizard, I am asked to manually connect to various SSIDs. Why is this?

Some preconfigured PCs with wireless capability use proprietary wireless network management software which cannot be controlled by the Setup Wizard. You have two choices:

Follow the instructions on the Wizard screens to manually connect to whatever SSID is requested. If you do not know how to do this, please consult the documentation which came with your PC regarding connection to wireless networks.

You can avoid these extra steps by disabling the proprietary wireless network management software and allowing Windows to control your wireless network connection prior to running the Setup Wizard.

## **Wizard is asking me for a password, but I have no idea what to enter.**

- The first time you run the Setup Wizard, you were asked to assign your own password to complete the setup process. This is the password you use to connect to the box if running the Setup again. It is also used for remote viewing. You should enter the password that you entered during this step of the setup last time.
- "0000" (four zeroes) is the default password. Try entering that.
- If all else fails, perform the factory reset procedure and re-run the Setup Wizard. Be sure to write down the password that you enter on this screen:

The screenshot shows the 'Assign New Password' screen of the PCTV To Go Setup Wizard. The title bar says 'Assign New Password' and the PCTV to go logo is in the top right. On the left is a vertical menu with buttons: UPDATE, DETECT, VIDEO, ADMIN, REMOTE, and ADVANCED (which is highlighted). The main area contains the text: 'You can change the default password by entering a new one below:'. Below this are two input fields: 'Enter new password:' and 'Confirm password:'. There is a checkbox labeled 'Leave unchanged' below the confirm password field. At the bottom of the main area, there is a magnifying glass icon and a note: 'Please save this password for future reference. You will need it to be able to change PCTV To Go configuration settings or to connect to PCTV To Go remotely.' followed by a question mark icon. The footer shows the Pinnacle logo, 'Version: 1.5.0.105', and five buttons: Skip, Retry, Back, Next, and Exit.

### Firmware update does not appear to have worked.

If, after a firmware update, the screen shows you the same version that you had installed before the update, go back to the "Info" screen to double check – sometimes the screen does not get refreshed properly.

If you still get the older firmware version shown, please power cycle the unit by unplugging the power for about 5 seconds, then plugging back in and waiting about a minute for PCTV To Go to restart.

### I get an error message when trying to configure remote viewing.

Verify that you have an active internet connection from the PC and router you are using to configure PCTV To Go. For example, open a browser and make sure you can access your favorite web pages. It is possible to configure PCTV To Go for *local* viewing without an active internet connection.

## Player issues

### Local viewing was working, now it isn't.



If you are connected over a wireless network, be sure that you are connected to the same wireless network that PCTV To Go is configured to. If you have more than one wireless network (SSID) at your location, Windows XP Wireless Configuration sometimes jumps to another network automatically.

Check that the PCTV To Go device is powered on and the 2 rightmost LEDs are illuminated solid.

If none of this works, try power cycling the box by removing the power plug for about 5 seconds then plugging it back in. After about a minute, try reconnecting.

### **Connection appears to succeed, but all I see is a black screen.**

Make sure that you have an active video input to PCTV To Go and that this input is selected in the Player application's Player... Settings...Video tab.

-or -

Try disconnecting and reconnecting to PCTV To Go with the Player application.

-or -

Try closing the Player application and restarting it.

-or -

Try removing the power from PCTV To Go, waiting a minute, and restoring the power to the box. Wait until the 2 right most LEDs are on solid, then connect again from the Player.

### **After a firmware update, I cannot access the box for remote viewing and my ID is all zeroes.**

If this happens, please make sure that the firmware you have loaded onto your box matches the Setup Wizard and Player applications (check the release notes that came with your download). If anything is not matching, please make sure to install the correct versions.

Assuming that all of the installed software on your PC and PCTV To Go box are the correct versions, if you still have this problem, try doing a factory reset and running the Setup Wizard again.

### **Remote Viewing configuration worked OK, but I can't connect remotely.**

You may need to manually open a port on your router's firewall. The only port you should try to open is internal UDP port 56123 mapped to external UDP port 56123 (both numbers the same).

### **Remote viewing was working, but now it isn't.**

Error message 1: **"PCTV To Go 'My PCTV To Go' is not responding. 'My PCTV To Go' may have been turned off or disconnected."**

- Check the power light on PCTV To Go to make sure that it's ON

- Check if PCTV To Go is still connected to the internet
  - If it was connected with a wire to the router, check that connection
  - If it was connected to a wireless Access Point, check the connection between the Access Point and the router
  - Check if other computers in the house (or where PCTV To Go is installed) still have a connection to the Internet. If not, try resetting the router or contact the your Internet Service provider.

**Error message 2: "PCTV To Go ' My PCTV To Go ' is unreachable. Access to ' My PCTV To Go ' may be blocked by your router or the Internet service provider."**

Your Internet Provider or the firewall on the router may be blocking UDP traffic. Or, attempts to access PCTV To Go from outside may have been treated as an attack and access was blocked.

- go to the router configuration page (usually it opens by browsing to the Gateway address of your network) and try to manually open an external port 56123 (this number is fixed now) on the router for UDP traffic mapping it to the local IP of the PCTV To Go and local port 56123
- Upcoming Web Update will open this port and do the mapping automatically if router is UPnP compatible
- Map external IP to internal IP of PCTV To Go using DMZ (open to all traffic).function on router (if available). Not recommended for security reasons as this makes your PCTV To Go open to all traffic on the Internet.

**Error message 3: "Couldn't connect to PCTV To Go 'My PCTV To Go'. Central server is unreachable."**

There is a potential local internet connection problem, where the client PC is trying to connect from. Please check that the internet is active at your location and that PCTV To Go is set up properly.

### **Video in local viewing is not smooth**

Check your CPU utilization using Task Manager "Performance" tab. If your average is 80% or higher, your system may either be underpowered or have too many other programs running simultaneously. Check to see that your system meets the published minimum requirements. Close any unneeded programs to see if this helps. Changing the video settings such as lowering the color bit depth or lowering resolution may also help.

Stop and restart the Player Application.

If you are using a wireless connection, it is possible that you are getting interference from nearby wireless networks or other 2.4 GHz devices such as cordless phones, Bluetooth devices, microwave ovens, etc. You should change the wireless channel being used by your router (suggested settings are 1, 6, or 11 as these are the selections that are furthest away from each other).

**Video in local viewing looks “blocky”**

This is the result of inadequate bitrate. Check to see that you have not set the Maximum Video Bitrate too low in the Player...Settings...Quality tab. If using wireless, you may be getting a lot of interference from other 2.4 GHz sources. You can try using a different channel on your router (1, 6, or 11).

It may also mean that the network bandwidth is low. If connected wirelessly, move the PC closer to PCTV To Go, and make sure there are not solid obstacles in the way.

**Video in remote viewing mode doesn't look good.**

The uplink speed in the place where PCTV To Go is installed is low. Recommended uplink speed is above 300 kbs.

The Internet connection at the place where you are connected remotely is poor.

Digital video quality is directly related to the bitrate you are getting for remote viewing. Bitrates below 250 kbps aren't going to give great video results – image will get soft and frame rate will drop.

**It takes a few seconds for the video to respond to the onscreen remote control.**

This is due to video data buffering in your PC and is normal for this release. The response to IR control commands on your controlled box is virtually immediate, but you only see its effect after the video data travels through the buffer.

**The first few seconds of my recordings are missing.**

This is due to video data buffering in your PC and is normal for this release.

**The “Use Available Space” option stops recording before all disk space is used.**

This option tells the Player how much of your available disk space to allocate for recording video clips. The actual limit is 70% of available disk space to allow your PC sufficient disk space to operate.

**My onscreen remote control does not have all of the buttons of my real remote.**

For each device, all of the supported commands are listed in the “More Buttons” drop down list accessible near the top of the onscreen remote:



Improved remote control graphics and button layout options will be available in an upcoming software release.

## MCE issues

### **The video standard switches to PAL after I reboot my PC.**

Change the video standard back to NTSC. The easiest way to do this, whether you are using MCE or PCTV To Go Player to view video, is to open the PCTV To Go Player application. Go to the Player...Settings...Video menu and select "NTSC" from the drop-down list of supported video standards. Press "OK" to take the setting and leave the settings window.

### **Error: I do not have a compatible MPEG decoder installed.**

The MPEG-2 decoder supplied with PCTV To Go works with the supplied Player application but is not compatible with MCE. To determine what MPEG-2 decoders are installed on your system and whether any of them are compatible with Windows Media 10 or MCE, go to [www.microsoft.com](http://www.microsoft.com) and type DECCHECK.EXE into the Search window. You should find a link to the Windows XP Video Decoder Checkup Utility. Running this utility will let you know which if any of the MPEG-2 decoders you have installed are compatible with MCE.

Suitable MPEG-2 decoder software is available to evaluate and purchase from companies listed at the following URL:

<http://www.microsoft.com/windows/windowsmedia/player/plugins.aspx#DVDDecoder>.

### **I can't use MCE for remote viewing mode.**

The MPEG-4 video format used by remote viewing is not compatible with MCE, and MCE does not have any way to select which remote system you want to connect to. To watch video remotely on an MCE system, close MCE and use the supplied PCTV To Go Player application.



## Advanced Mode - Info Settings

Advanced Mode's INFO screen displays your PCTV To Go Box's current settings. Click tabs at the top to quickly check the settings on your PCTV To Go Box. Below are screenshots for your reference. To change settings, click the relevant button at the left of Advanced mode.

### General Settings

The screenshot shows the 'Advanced Mode - Info' window with the 'General' tab selected. The left sidebar contains buttons for VIDEO, NETWORK, ADMIN, UPDATE, INFO (highlighted), and WIZARD. The main area displays a table of system information.

PCTV ID	d9535b578159df3dc4e5735744784000
Serial Number	00000000-0000-0000-0000-000000000000
Friendly Name	Gary's PCTV Number Two
Hardware Version	0
Firmware Version	121.022
Kernel Version	51
IR Blaster Version	1
Driver Version	
Player Version	1.5.0.77
Setup Wizard Version	1.0.0.97
Max local clients	
Max remote clients	

At the bottom, there is a Pinnacle logo with 'Version : 1.0.0.97', a 'Refresh' button, and an 'Exit' button.

### LAN Settings

The screenshot shows the 'Advanced Mode - Info' window with the 'LAN' tab selected. The left sidebar is the same as the previous screenshot. The main area displays a table of network configuration details.

Mode	DHCP
IP Address	
Subnet	
Gateway	
MAC	00:17:D4:00:04:D3
DHCP Server	ON
IP Range	192.168.1.10 - 192.168.1.155
Status	Disconnected

At the bottom, there is a Pinnacle logo with 'Version : 1.0.0.97', a 'Refresh' button, and an 'Exit' button.

## Wi-Fi Settings

Advanced Mode - Info

PCTV<sup>to go</sup>

VIDEO

NETWORK

ADMIN

UPDATE

INFO

WIZARD

General

LAN

WiFi


Audio/Video

Remote

Status

Mode	Managed - Dynamic IP
IP Addresss	192.168.1.69
Subnet	0.0.0.0
Gateway	0.0.0.0
MAC	00:60:B3:49:57:17
Status	Connected
IP Range	
Band	G
Channel	0

?

 **pinnacle**  
Version : 1.0.0.97

Refresh

Exit

## Status Settings

Advanced Mode - Info

PCTV<sup>to go</sup>

VIDEO

NETWORK

ADMIN

UPDATE

INFO

WIZARD

General

LAN

WiFi


Audio/Video

Remote

Status

Configured	Yes
Active Local Clients	1
Active Remote Clie...	
Internet Access	

?

 **pinnacle**  
Version : 1.0.0.97

Refresh

Exit

## Audio/Video Settings

Advanced Mode - Info

PCTV<sup>to go</sup>

VIDEO

NETWORK

ADMIN

UPDATE

INFO

WIZARD

General

LAN

WiFi


Audio/Video

Remote

Status

Inputs	Composite1 , S-Video , Coaxial/RF , Component , Composit...
Selected Input	Composite1
Video standard	NTSC
Country	United States
Device Type	Satellite Receiver
Device Brand	AlphaStar
Input Model	
Device Code	S772
TV Tuner Mapping	
TV Tuner Channel	4

?

 pinnacle  
Version : 1.0.0.97

Refresh

Exit

## Remote Settings

Advanced Mode - Info

PCTV<sup>to go</sup>

VIDEO

NETWORK

ADMIN

UPDATE

INFO

WIZARD

General

LAN

WiFi


Audio/Video

Remote

Status

Configured	Yes
Name	Gary's PCTV Number Two
External Address	0.0.0.0 : 0
Central Server	66.226.77.110
P2P Server	66.226.77.110 : 1234
P2P Status	Disconnected

?

 pinnacle  
Version : 1.0.0.97

Refresh

Exit