

Start Here

Thank you for choosing HDVMixer. In order to provide you with best user experience, we need you to go through the following steps:

1 Unpack HDVMixer

Make sure that all items in the list are inside the box:

- a) HDV-A USB DONGLE
- b) HDV-A USB DRIVE WITH INSTALLATION PACKAGE
- c) 1 x SmartCAM GPIO Interface
- d) 1x GPI Breakout Cable

2 Register your Software

In order to provide you with continued support and to let you know before your license expires, we need you to register your software. Please visit: <http://hdvmixer.com/registration> and fill out the registration form.

By completing the registration process of your software license, our team will be able to let you know when upgrades are available and when your license is about to expire.

You will not receive any unsolicited emails after registration.

3 Contact Us

Email: support@insoftusa.com

Phone: +1 (786) 292-2811 (Mon– Fri 9:00am – 5:30pm PST)

Our support team will assist you in installing and setting up HDVMixer. To install your software, please contact us via email with the following information:

- a) Your Software License ID. This software ID can be found on the security USB Dongle.
- b) Your TeamViewer ID (e.g. 111 222 333) and fixed password for that ID, this will allow us to access your PC and install the plugin.

If you still don't have a TeamViewer ID, follow these steps:

- 1) *Download Team Viewer from the company website: www.teamviewer.com (click on the Download Button);*
- 2) *Once TeamViewer is running on the same PC where your HDVMixer is running, assign a password to your account (Extras > Options > Security > Password);*
- 3) *You are all set. Please send us your TeamViewer ID and password.*

As soon as we receive your email, we will contact you to finish the installation process.

We are Team Viewer licensed partners, and we'll provide our licensing credentials upon initial connection. Team Viewer is the only remote access platform used for all our remote support activities. Remote access will allow us to train your staff more efficiently and in less time. We also provide periodical technical checkups to those customers under the 'remote health monitoring support plan'. However, if you do not wish to receive remote support, please let us know.

We will do everything in our power to make sure HDVMixer contributes to your business success.

Most HDVMixer licenses come with a support and upgrade agreement. This agreement entitles you and your staff to a certain amount of technical support hours each year. You are therefore encouraged to use them. For more information on your exact support plan contact us.

4 Resources

Visit <http://hdvmixer.com/support> to see additional documentation, manuals and warranty information.

End user License Agreement

By installing or otherwise using this software product you agree to be bound by the terms of the HDVMixer EULA. If you do not accept these license terms, your sole remedy is to return the entire unused product (Hardware and Software) within 14 days for a refund subject to the refund policy of your place of purchase. For any further information or for requesting a refund, please contact your local seller.