

# FrameGrabber 4 PCIe Card

## Windows Driver installation guide

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# 1. Introduction

This document describes steps for installation of Windows Driver intended for following hardware:

- **DQ FG4 PCIe Card**

These versions of MS Windows are currently supported:

- **MS Windows 10 – 64bit**
- **MS Windows 10 – 32bit**
- **MS Windows 8 – 64bit \***
- **MS Windows 8 – 32bit \***
- **MS Windows 7 – 64bit \***
- **MS Windows 7 – 32bit \***

(\*) Please note that root-signing certificate expired and no new certificate would be available. Driver could be installed and works. During installation on affected systems user must confirm that a driver is not signed.

Windows driver is available for download on Digiteq Automotive FrameGrabber 4 Product Download Site:

- <https://fg4.digiteqautomotive.com/windriver>

Installation steps are divided into two sections:

- **Standard Installation** – in case the “Multimedia Video Card” is detected in Windows Device Manager
- **Troubleshooting Installation** – in case the “Multimedia Video Card” is not detected in Windows Device Manager

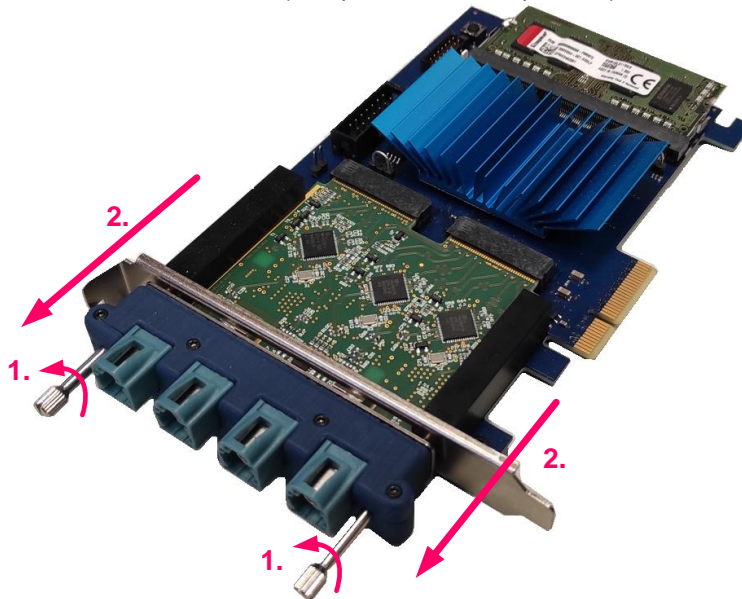
NOTE 1: In case of multiple DQ FG4 PCIe cards are present in system, Windows Device Manager may show multiple instances of “DQ FG4 PCIe Card” in the “Sound, video and game controllers” section.

NOTE 2: In case you follow instructions described in “**Troubleshooting Installation**”, remove any redundant instances (if present) of “DQ FG4 PCIe Card” which may be labeled by yellow warning symbol.

## 2. Installation Steps

### 2.1. Standard Installation

1. Prepare FG4 PCIe card:
  - a. Loosen screws (see picture below - point 1.)
  - b. Remove module (see picture below - point 2.)



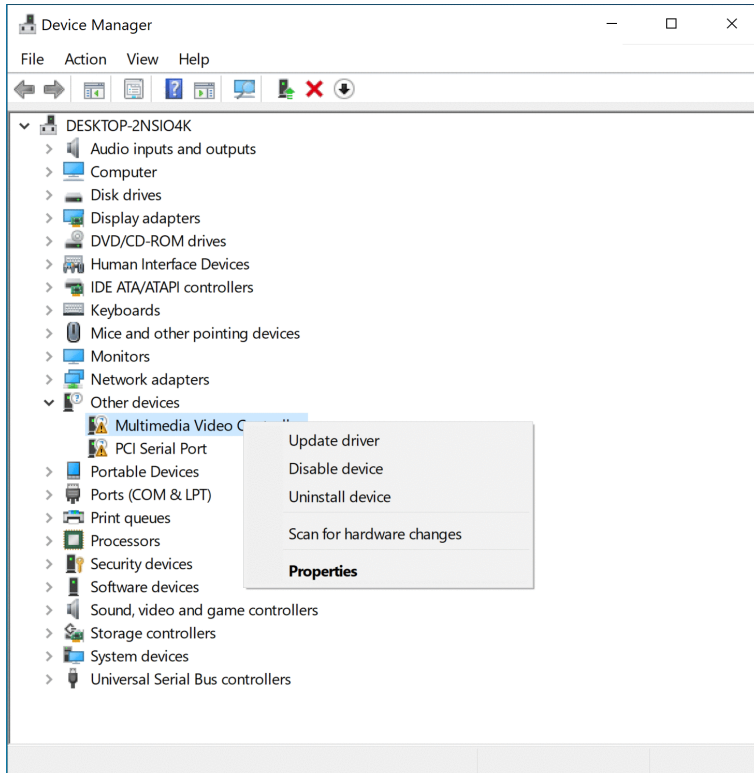
2. Turn the PC off and insert the DQ FG4 PCIe card into an empty PCIe slot (PCIe x4, PCIe x8 or PCIe x16) on motherboard.
3. Plug Module into the card and tighten screws
4. Power on the PC when DQ FG4 PCIe card is properly inserted.
5. Create a folder and unzip the DQ FG4 PCIe Windows Driver into that folder.
6. Start Windows Device Manager.
7. The “Multimedia Video Card” device should be detected in the “Other devices” section of Windows Device manager.

Check the “Sound, video and game controllers” section if the “Multimedia Video Card” device is not present in the “Other devices” section.

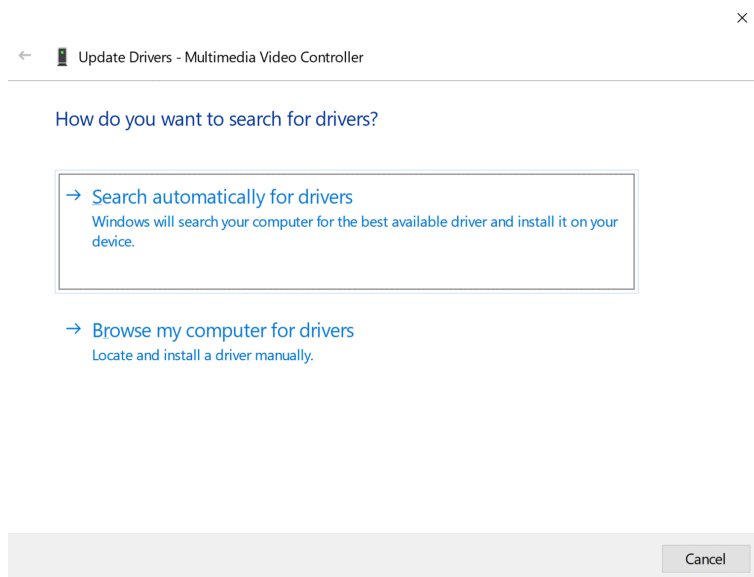
If the device is not present in either of those sections, please follow the steps from chapter “Troubleshooting Installation”.

**NOTE:** If you already proceeded with these installation steps anytime in the past and the driver is still present in OS, it might happen that Windows automatically detects a new hardware and automatically installs the driver. In that case the device “DQ FG4 PCIe Card” is already present in “Sound, video and game controllers” section.

8. Right click on “Multimedia Video Card” and select “Update Driver”.

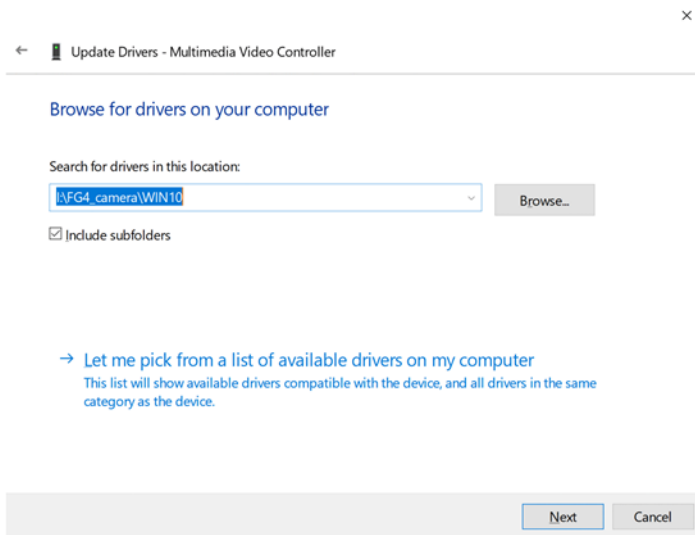


9. The pop-up window “Update Drivers – Multimedia Video Controller” appears. Select “Browse my computer for drivers”.

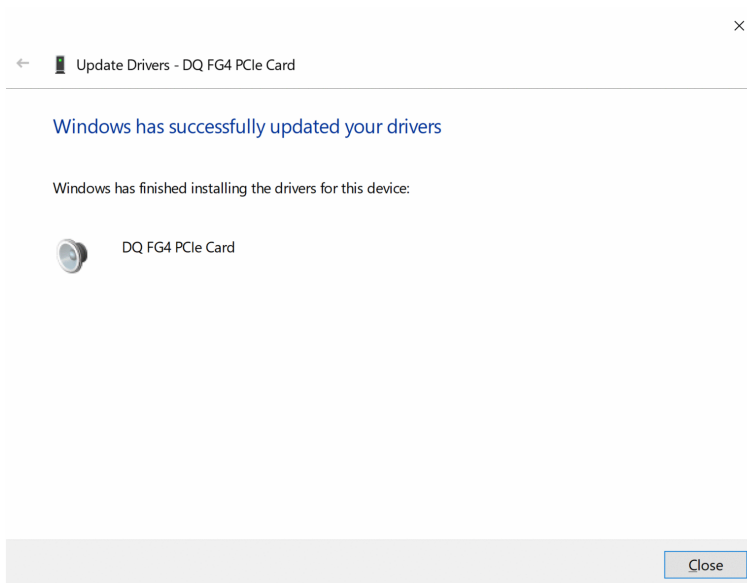


10. Browse in your computer to locate “.inf” file in the folder with unzipped driver from in previous steps.

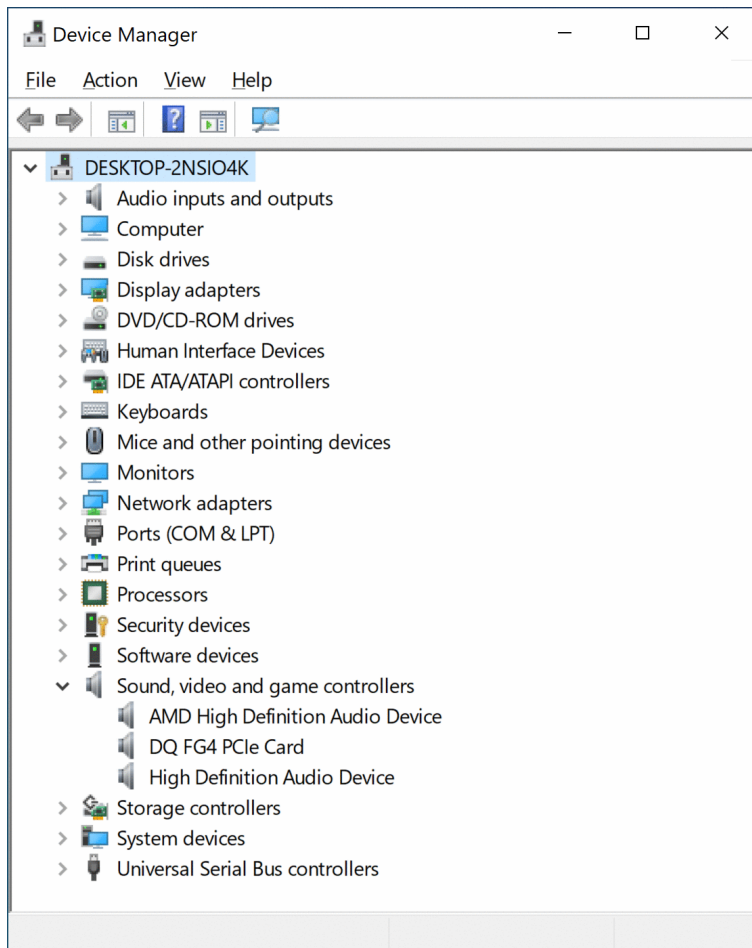
You can check box - include subfolders and system will find desired file located inside folder.



11. Select “NEXT” and Windows Driver will be installed.



12. The “DQ FG4 PCIe Card” device appears in “Sound, video and game controllers” section of Device Manager.



13. The driver is installed and ready to use.

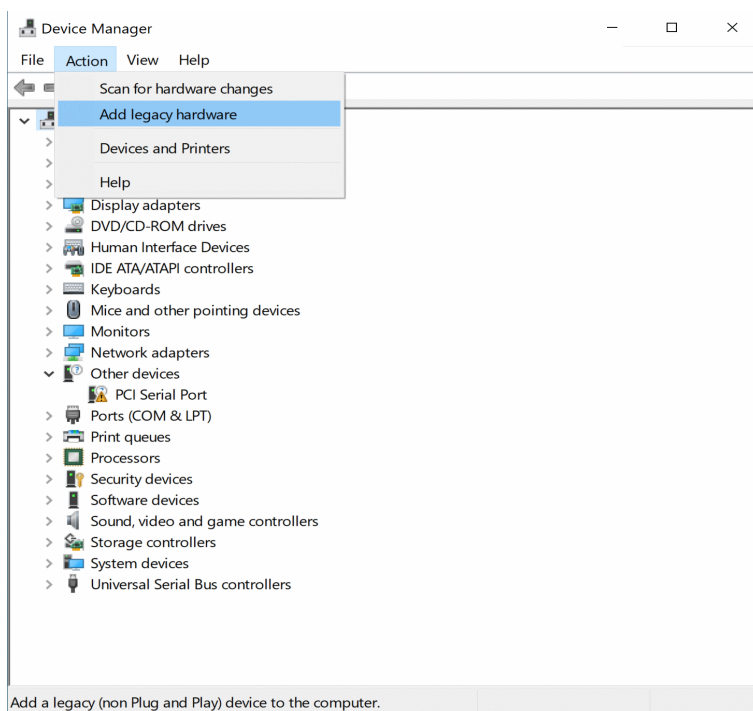
If the device is labeled with a yellow warning symbol, please restart your computer.



## 2.2. Troubleshooting Installation

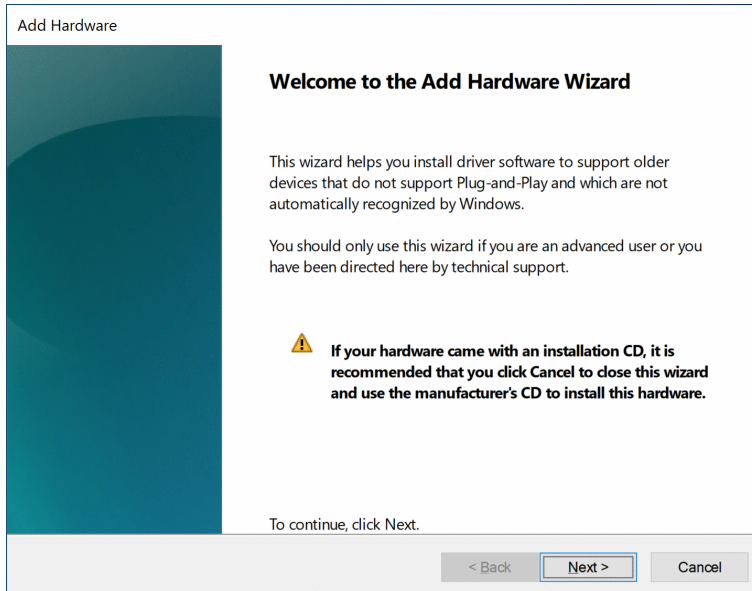
Troubleshooting installation guide is applicable in case of no any device called “Multimedia Video Adapter” is present in MS Windows Device Manager prior to DQ FG4 PCIe Card Windows Driver installation.

1. Create a folder and unzip the DQ FG4 PCIe Windows Driver into that folder.
2. Start Windows Device Manager.
3. Check the “Multimedia Video Adapter” device is not present in the “Other Devices” section.
4. In Windows Device Manager click on menu “Action” and select “Add legacy hardware”

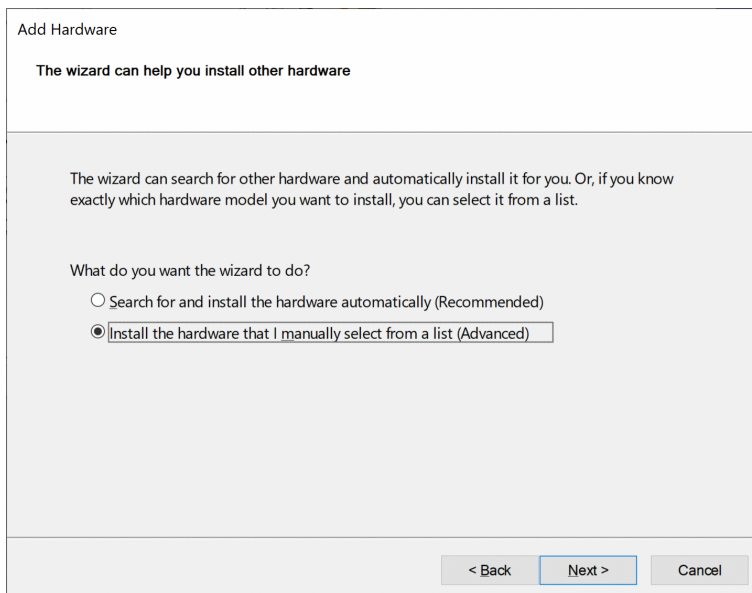




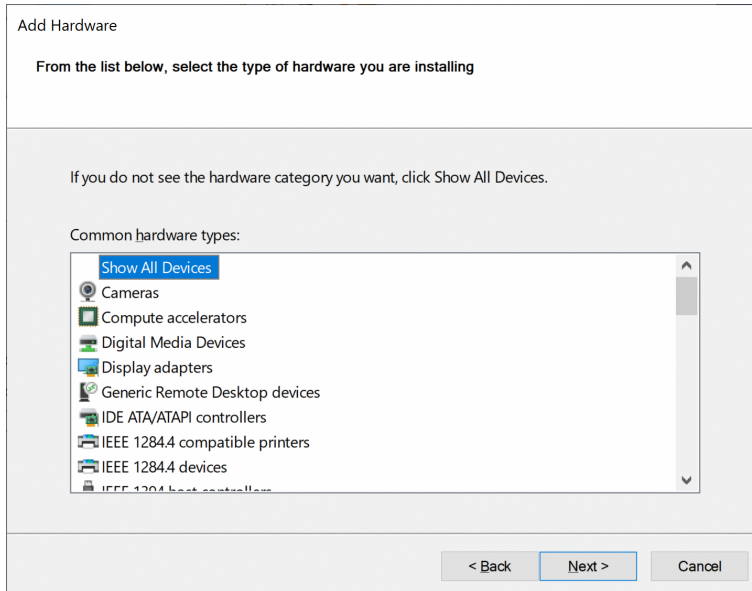
5. The “Add Hardware” Wizard will appear. Click on “Next” button.



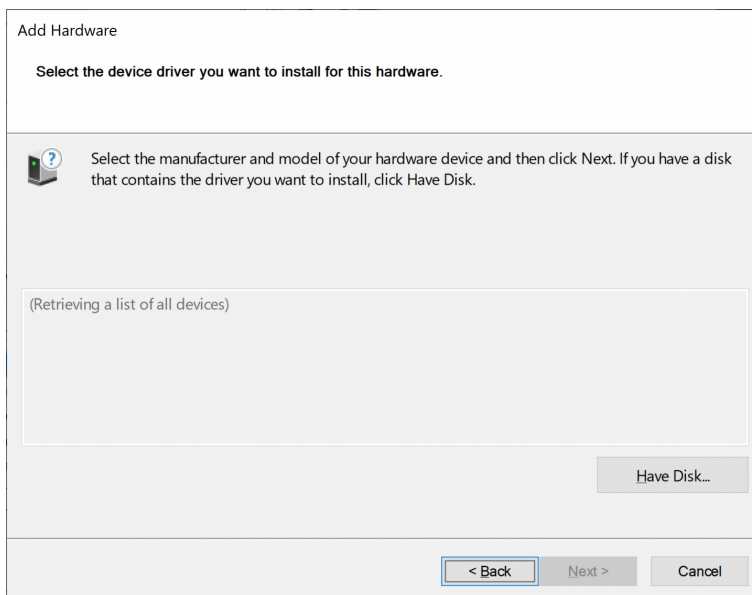
6. On next screen, choose “Install the hardware that I manually select from a list (Advanced)”.



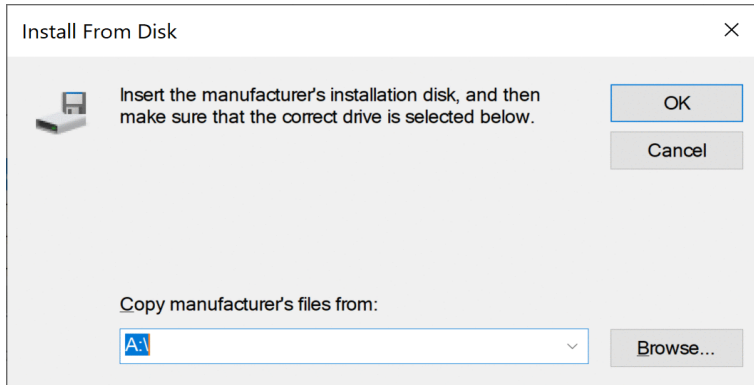
7. On next screen, choose “Show All Devices” and click “Next”.



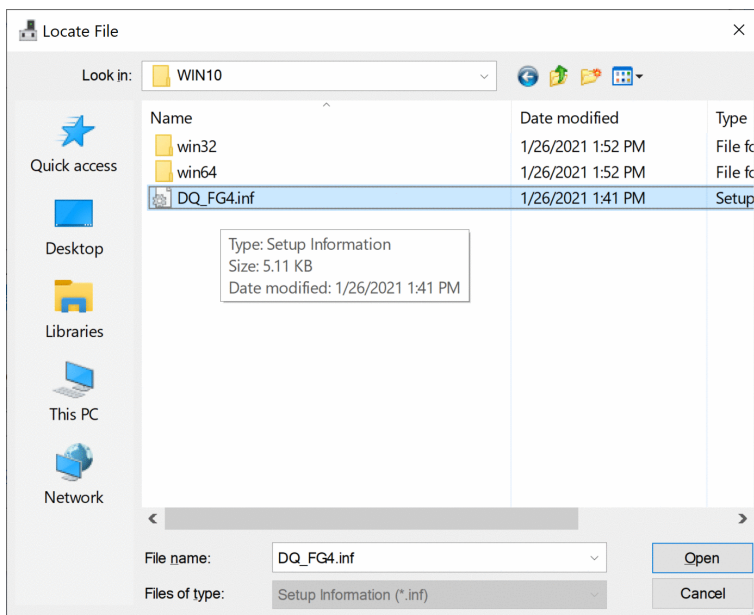
8. On next screen, choose “Have Disk”.



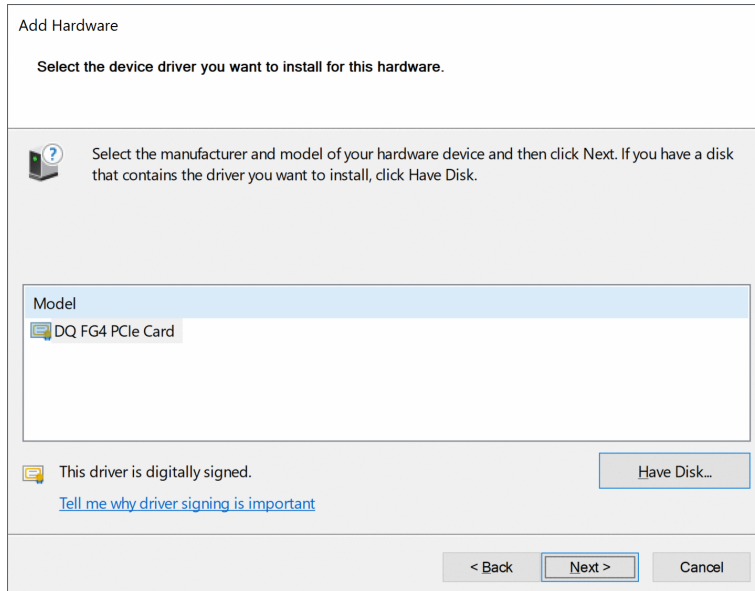
9. Pop-up screen “Install From Disk” appears.



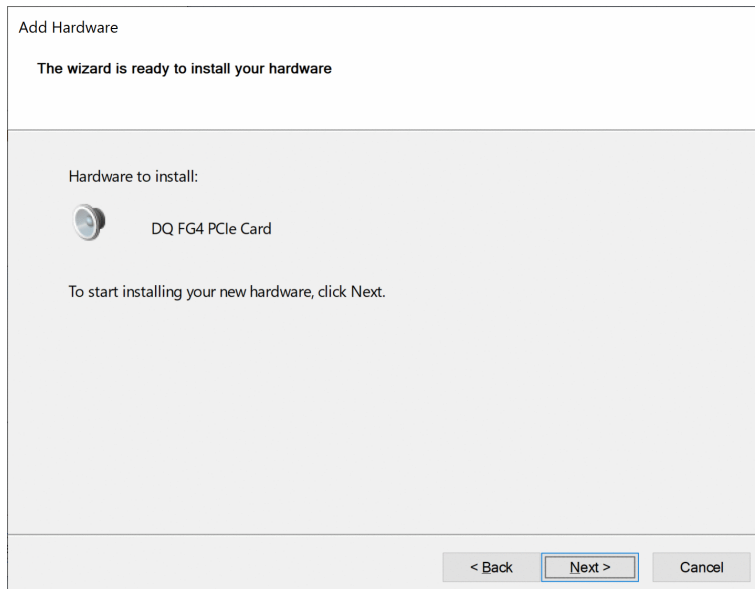
10. Browse in your computer to locate “.inf” file in the folder with unzipped driver from in previous steps. Choose subfolder according to your Windows OS version. Select the “.inf” file located in this folder and press “Open”.



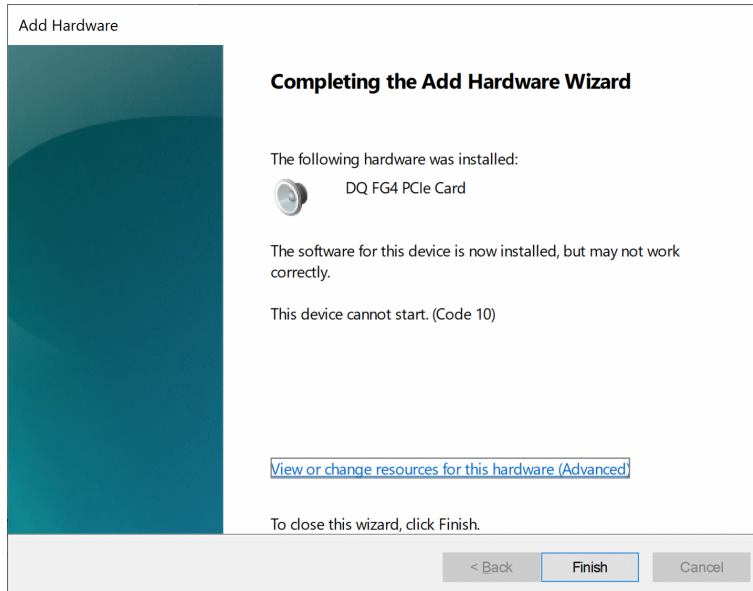
11. Select hardware “DQ FG4 PCIe Card” and click “Next”.



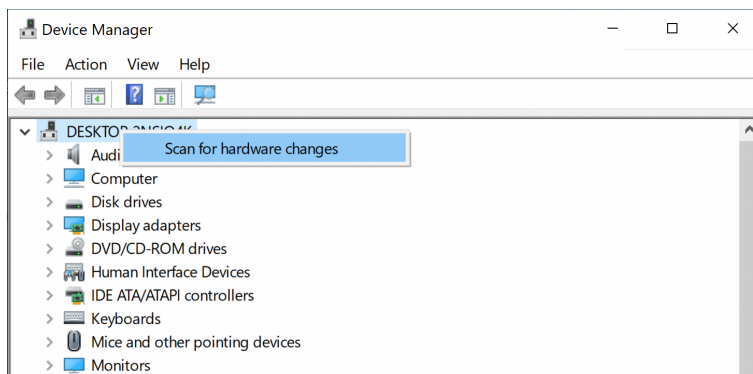
12. Confirm the installation of the driver for associated hardware.



13. Driver for DQ FG4 PCIe Card is installed.

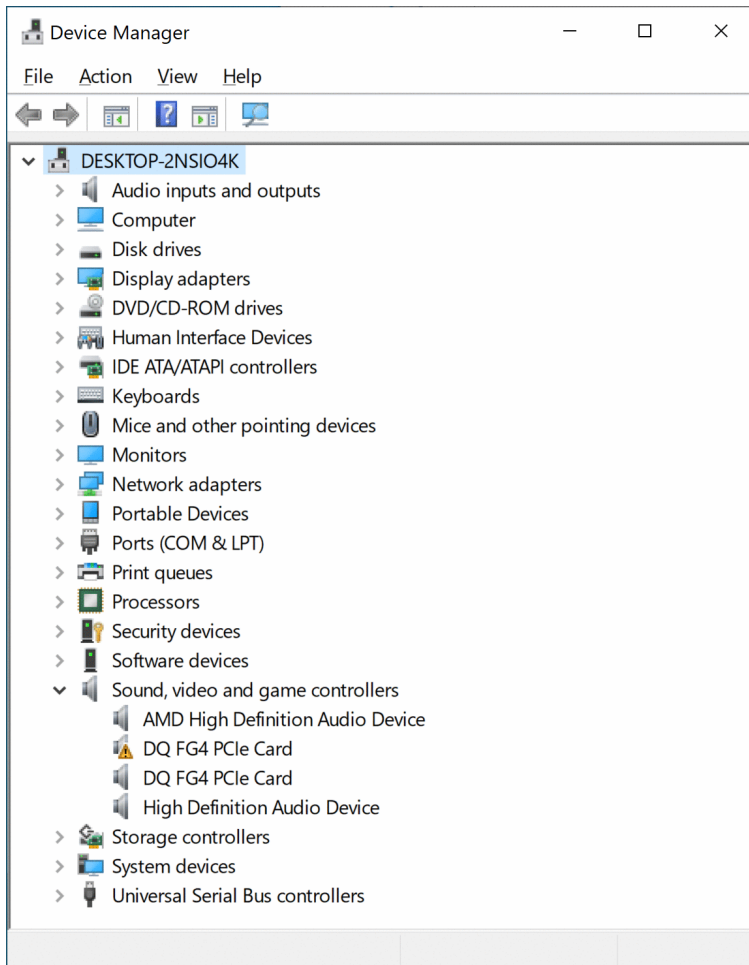


14. Please ensure that the FG4 card is physically inserted in PC. If the card is not inserted yet, please turn off your computer, insert a card and turn on again. Open Windows Device Manager, right click on the root of the device tree and select "Scan for hardware changes".

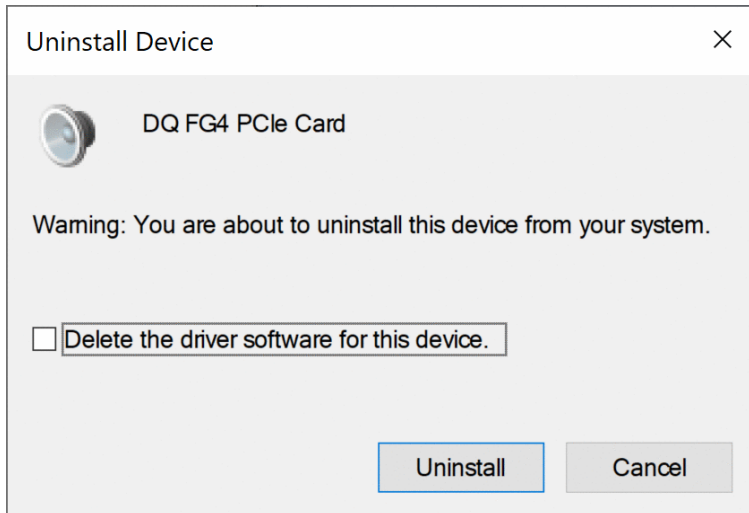


15. The “DQ FG4 PCIe Card” device should appear in the “Sound, video and game controllers” section of Device Manager.

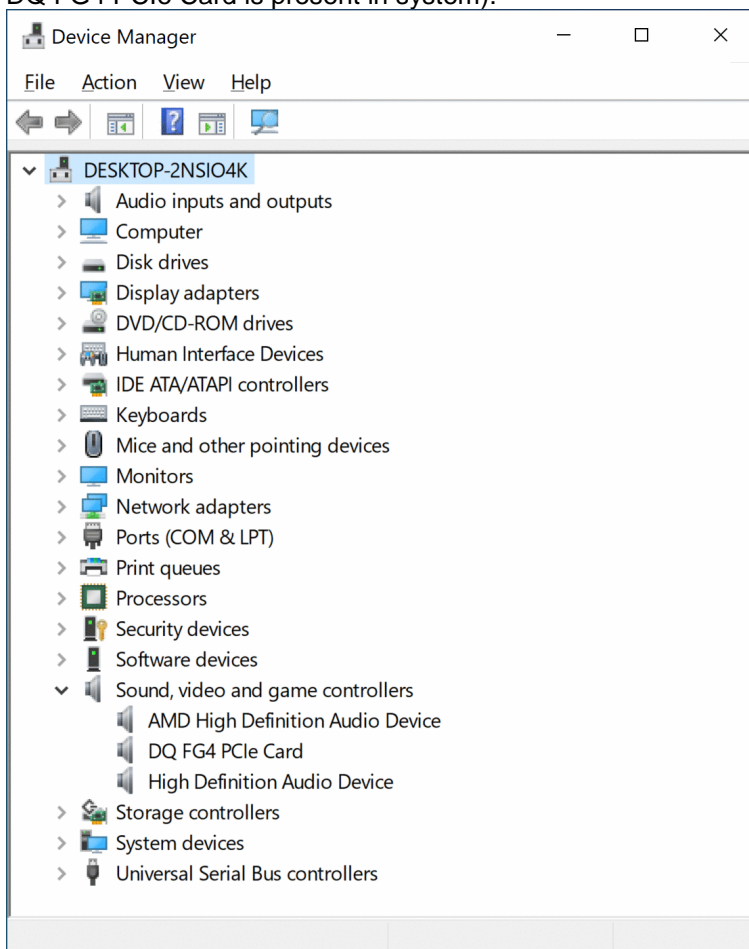
In case that “DQ FG4 PCIe Card” appears in the “Sound, video and game controllers” section of Windows Device Manager twice (if only one HW of DQ FG4 PCIe Card is present in system), delete the second record which shows the yellow warning symbol. Select the device with warning symbol and press a delete key.



16. Pop-up menu appears. Ensure that “Delete the driver software for this device” checkbox is NOT selected and press “Uninstall”.



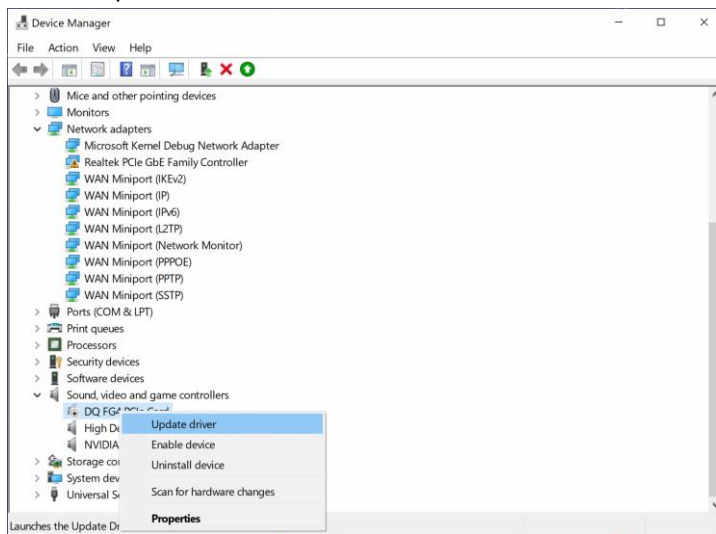
17. The driver is installed and ready to use. Windows Device manager shows only one instance of “DQ FG4 PCIe Card” in the “Sound, video and game controllers” section (if only one HW of DQ FG4 PCIe Card is present in system).



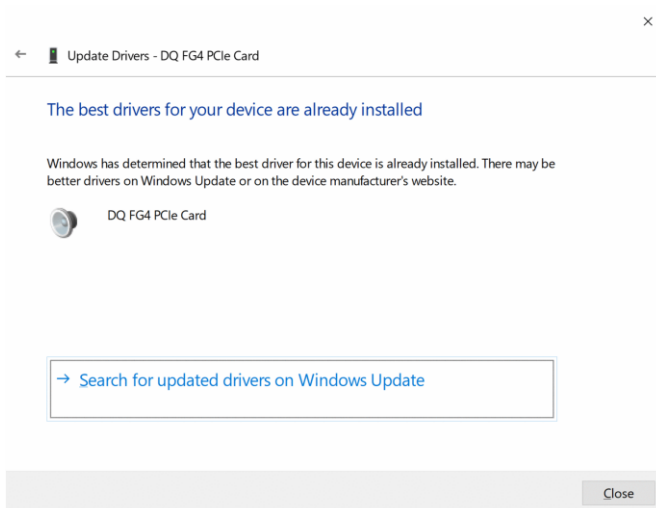
### 3. Driver update

In case that you have successfully installed driver in the past. It is possible to update it without full reinstallation.

1. Open Device manager and right click on DQ FG4 PCIe Card for more properties. Then choose update driver.

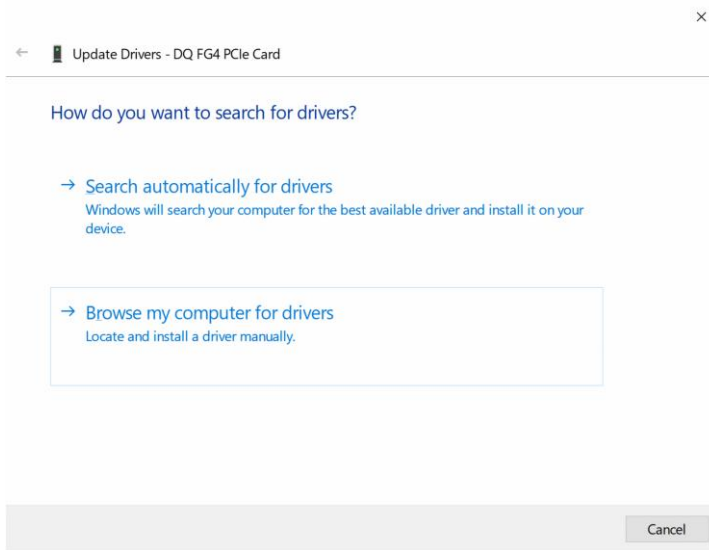


NOTE: Sometimes from unknown reason, Windows refuse to update driver and claim that the best driver is already installed. In this case you will need to uninstall driver and try to install it again.

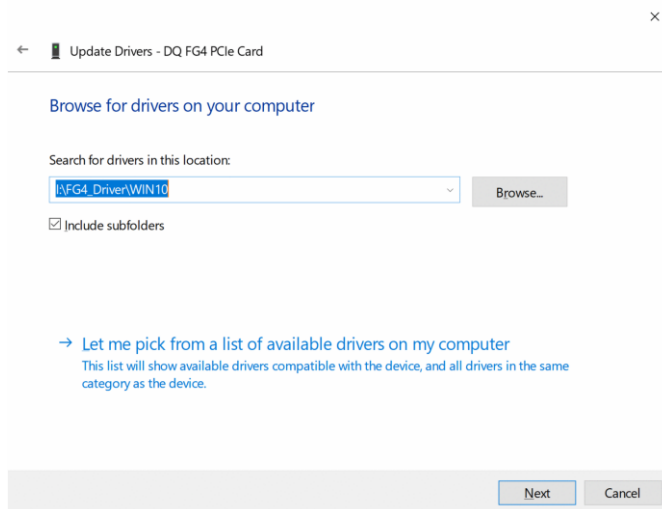




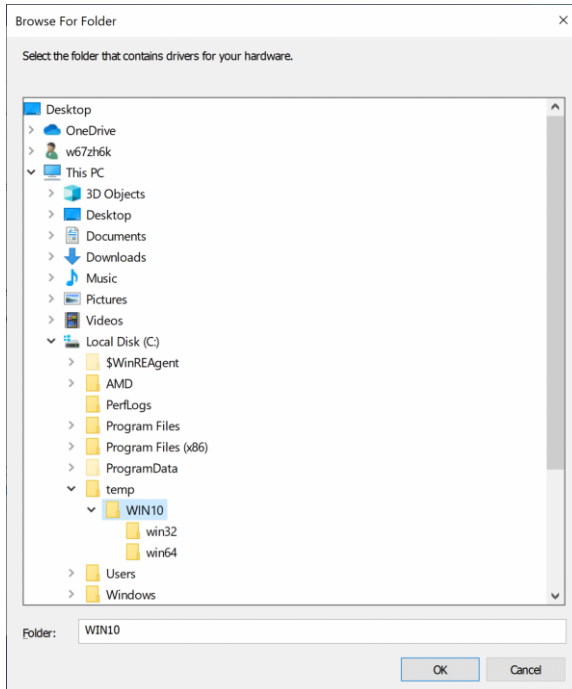
2. On the next screen choose Browse my computer for drivers.



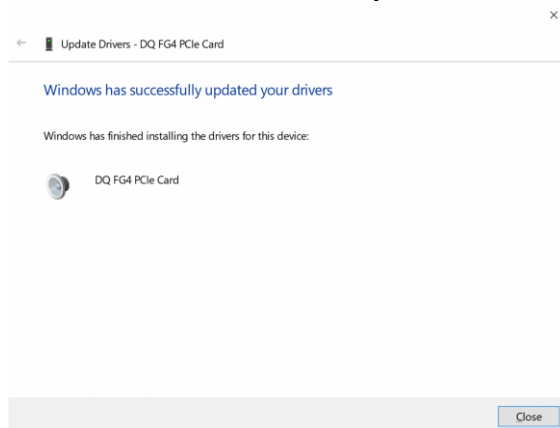
3. Then select a location of a new driver.



4. Click Browse in your computer to locate “.inf” file in the folder with unzipped driver (desired version).



5. Confirm your choice with button OK.
6. The driver is installed and ready to use.



7. Please check device manager If FG4 device is not labeled with a yellow warning symbol. If so please restart your computer.

## Changes

Version	Date	Change description	Changed by	Approved by
1.00	02.02.2021	First release version	RSA	
1.01	27.10.2021	2.1 installation updated, added chapter 3.	MAJ	