MotionView ™

Video Analysis Software by

AllSportSystems®

SUPPORT GUIDE

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How to install MotionView

You can download the latest copy of MotionView from our website from the following link:

> http://allsportsystems.com/download-video-analysis-software.php

> NOTE: If you have a licence from an earlier version of MotionView scroll to the bottom of the page to find links for earlier versions.

The first time you open MotionView after installing you will be prompted to activate the software using your licence key which you received when you purchased MotionView. You can also activate MotionView, using the activation program installed under Start->All Programs->MOTIONVIEW->Activate MOTIONVIEW.

If you purchased the Perpetual USB Key, simply plug your USB key into the USB port prior to opening MotionView. The USB Key, allows you to run the software or any computer as long as you have the USB Key inserted while using the software.

WARNING: Installing competing video analysis software or video codec software on the same computer, may cause changes to windows systems files that MotionView relies on to operate correctly. These installations may render MotionView unusable. These changes can be time consuming to troubleshoot and at times may be impossible to reverse without a complete reinstallation of the windows operating system. Use extreme caution before installing other video analysis software or video codec software on the same computer as MotionView. ***We strongly recommend creating a restore point before installing any new software on your computer.***

Upgrades and new releases. When you purchase MotionView you also receive free upgrades for one year. If you wish to upgrade to the latest version after the free upgrade period you can purchase a software refresh from our website. See here for pricing.

Please note that MotionView™ by Download (1 Instant Activation), will only allow activation on one computer. For more information see Will my MotionView license transfer to a new computer?

Will my MotionView license transfer to a new computer?

USB Key: If you purchased the Perpetual USB Key, then yes you only need to download MotionView to the computer and insert your USB key into the USB port. The USB Key allows the software to work on any computer as long as you have the USB Key inserted while using the software. You must also be running the correct version of the software.

USB keys will work with the version of the software at the time of purchase as well as new releases for one year. **Important note:** When installing MotionView for the first time on a computer, always install the original version purchased. After installing the original version and activating it with your USB Key, you can then download and install any new releases you qualify for (those released within the first year after purchase).

MotionView™ by Download (1 Instant Activation): This license is a **one-time activation** on **one computer**. It is **not transferable**. Note that replacing or reformatting a hard drive (reinstalling Windows may reformat the hard drive) will clear the activation from your computer. To reactivate your license in any of these situations requires a software refresh (see here for pricing). The refresh, when requested, will allow you to activate a license on a new computer, new hard drive, or an original hard drive that was reformatted with a new installation of Windows. Customers who do not wish to face these refresh charges to transfer a license or reactivate a license when there are hard drive problems, should opt for the Perpetual USB Key mentioned above.

# How To Download IDS Camera Drivers And Software…

If you have purchased one of our Nomad systems then the camera drivers will already be installed and your cameras will already be configured to work with MotionView. If you purchased software and cameras only from AllSportSystems, inc., we offer a free one-time support session to install the necessary camera drivers and configure your cameras to work on your computer. If you wish to download and install the software yourself, follow the steps below.
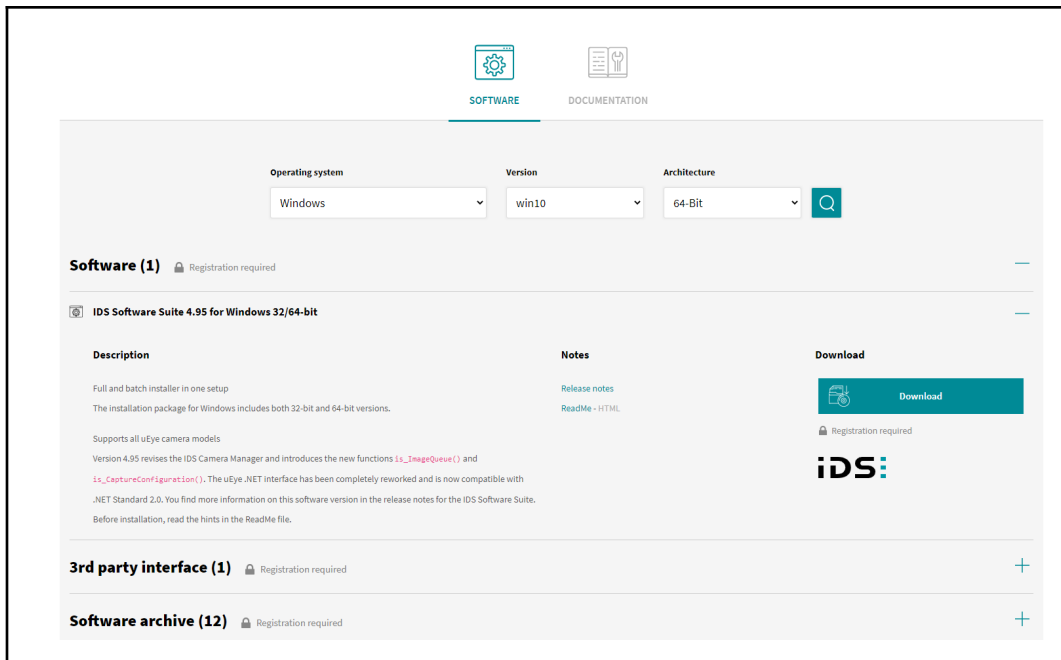
1. Navigate to this website: https://en.ids-imaging.com/home.html
Click Support / downloads …
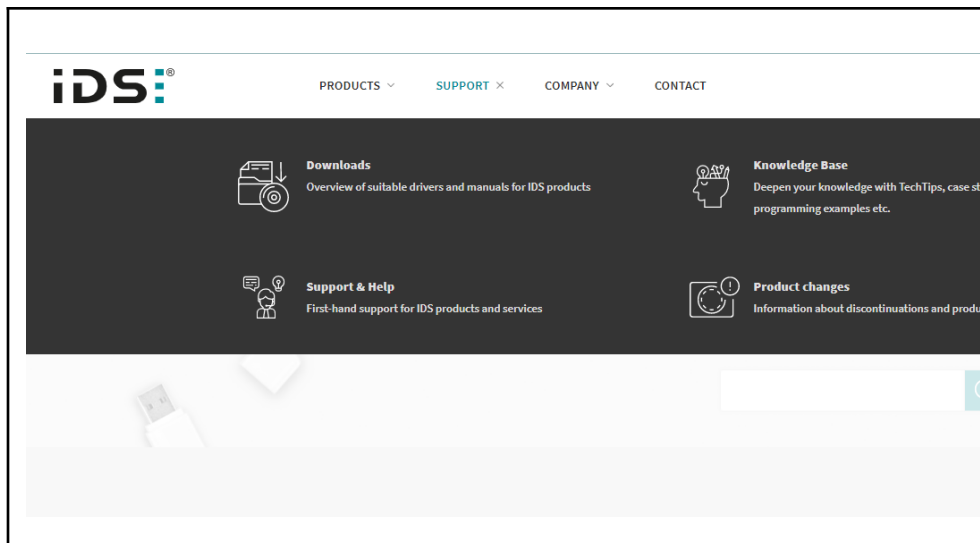
2. Search for your camera by model number…
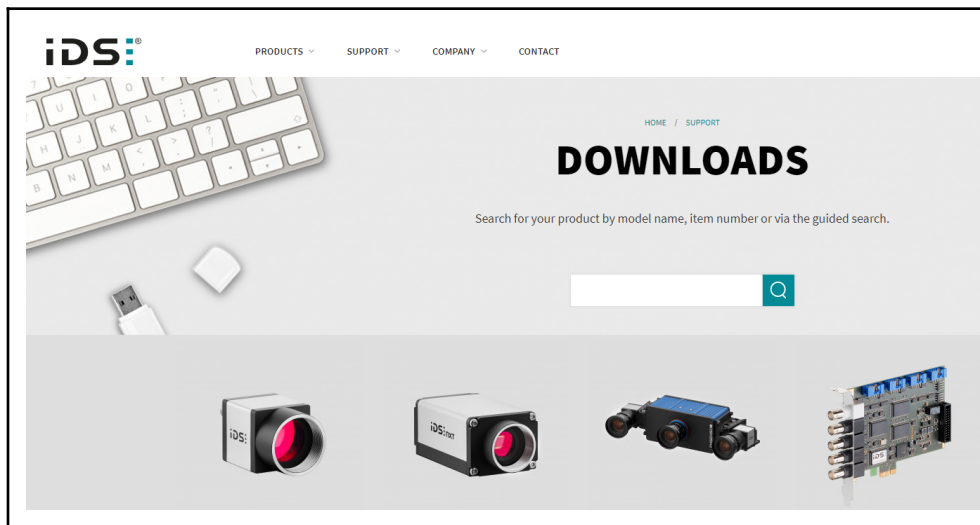
3. From the camera product page, download the Windows version matching your computer. Download the software, but before installing review the points carefully in the next step.

4. Before installing the software and connecting cameras to MotionView:
   ➢ Close MotionView
   ➢ Unplug cameras from computer
   ➢ Install the software page you download in the previous step.
   ➢ Reboot your computer
   ➢ Plug cameras into the computer
   ➢ Open MotionView using default settings:
   ➢ Note: This will not cause you to lose any previous settings on your cameras, or previously saved videos.
      ○ To start MotionView using [default settings] from the start menu find the MotionView folder and select "MotionView [default settings]".
      ○ In MotionView use the Camera Configuration page to select your installed cameras.
      ○ Additional information on how to configure cameras and save camera configurations can be found in the How to Configure IDS Cameras to work with MotionView tutorial video.
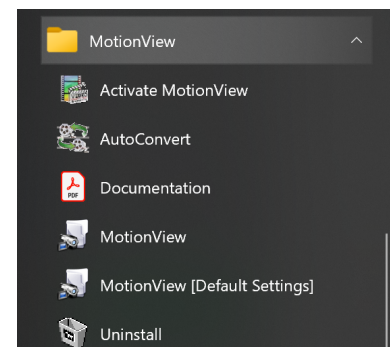
Configuring IDS Cameras Using Camera Manager/UEYE Cockpit

1) Open IDS camera manager, this will appear as a shortcut on your desktop after installing the IDS software (see How To Download IDS Camera Drivers And Software…).

2) Next, use the link below to view a video tutorial that will explain how to use the IDS Camera Manager and UEYE Cockpit to configure your camera(s).

    How to Configure IDS Cameras to work with MotionView:

    Note: The first 5:45 minutes of the video is about configuring GIGE cameras (cameras that connect via Ethernet Cables). Therefore this first section of the video does not apply to USB cameras. The remainder of the video will apply to both GIGE and USB cameras. If you wish to start the video after the GIGE configuration section click here.

Troubleshooting tips for cameras not connecting, displaying or recording properly in Motionview™…

If this is the first time you will be using MotionView and cameras on your computer, see How to download IDS camera drivers and IDS software.

Use windows restore or uninstall suspect software

If your cameras were previously installed and working properly and you now are beginning to experience problems with your IDS cameras not appearing and/or not recording video properly it is most likely due to a corruption in the installation of the IDS software camera drivers. This may result from Windows updates or installations of new software on your computer. *Other video analysis software or video codec software may render MotionView unusable, beware of installing any such software on the same computer as MotionView.* If the problem occurs after installation of such software, uninstall the software or restore windows to a point prior to that installation. We strongly recommend creating restore points before installing any new software on your computer. If restoring to a previous point when your computer was working properly is not possible consider these additional tips that may help to resolve the problem:

Restart MotionView using Default Settings…

Try opening MotionView using Default Settings, as this will often resolve unexplained problems that may result from a corrupted settings file. To open MotionView with default settings …
- navigate to the MotionView program directory on your start menu, and select MotionView [default settings] link.
- Alternatively search for "MotionView" while in the start menu and the search results will present "Motion View [default settings]" .... click on the link to open MotionView.
- During startup, MotionView will request which language to use.
- Restarting MotionView using default settings will not cause any loss of videos.
    - See also: Video how to open MotionView using default settings..

Confirm that Windows Media Player is the default video player

MotionView requires that <u>Windows Media player</u> be set as the default video player for windows. You can find this under settings, apps, default apps (or search 'default apps'). Confirm that Windows Media Player is the default video player for windows as shown below.
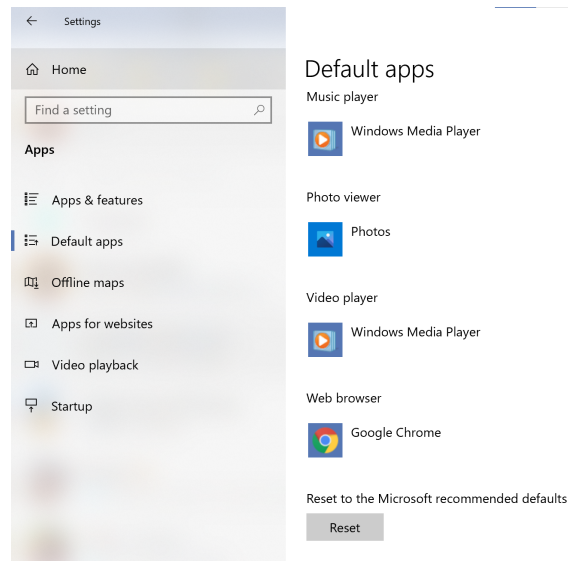
IP configurations with GIGE Cameras

If you have GIGE cameras one possible reason for connection problems may be that your static IP address has been reset in your NIC (Network Interface Card) or that you have plugged your camera into the wrong NIC. See Configuring IDS Cameras Using Camera Manager/UEYE Cockpit on how to properly configure your GIGE cameras to work with MotionView.

Changes made to camera parameter set

Changes were made to the camera's parameter set. Changes to the parameter set can be made from the Ueye Cockpit or from within MotionView using the configurations/IDS Settings. In some cases these changes may prevent MotionView from loading the cameras at startup causing MotionView to shutdown in error after startup or after the configurations are applied. This can be resolved by:
- Rescan cameras and reconnecting the camera from the camera configuration page.
- Alternatively, close down MotionView and restart MotionView using the default settings. See How to restart MotionView using Default Settings. After restarting using default settings, open camera configurations dialog and reconnect the camera(s).

IDS Software Installation:

If previous troubleshooting tips do not help, camera connection issues are almost exclusively a result of problems with IDS drivers and/or corruption of the IDS software installation. Here are two methods of correcting and/or ensuring that the IDS software and camera drivers are properly installed:

METHOD 1: Repair the installation of the IDS software
- From the "add and remove programs" dialog in the control panel select the IDS software, select modify, and then select the repair option.
- We recommend rebooting your computer after the repair.
- Disconnect your cameras before the reboot and reconnect them after the computer has restarted.
- It is also recommended to start MotionView™ using Default settings. See heading below How to restart MotionView using Default Settings.
- If the above does not fix the problem, try the following…

METHOD 2: Download and reinstall IDS software:
- First, download the latest IDS software package from the IDS website. For detailed instructions see How To Download IDS Camera Drivers And Software…
- We recommend (1) Uninstalling all IDS software (2) Restarting computer and then (3) Installing the latest version of IDS software and (4) Rebooting after the install of the new software.

The above steps will usually resolve camera connection problems. If not, see How can I receive technical support for MotionView software?

How can I receive technical support for MotionView software?

Telephone and remote desktop support is available for a nominal fee.
See https://www.golfcoachsystems.com/store_images/softwarestore.htm.php#listing_5

To schedule a support session email us at sales@allsportsystems.com