

Installation Guide for End Users

Hardware and Software



DELTA**CAST**

1 Document change log

Issue	Date	Relevant Information
1.0	2007-04-11	Document creation
2.0	2007-07-11	Support for DELTA-hd-key Linux installation added
3.0	2008-03-14	Integration of DELTA-sdi family
4.0	2008-06-17	Integration of DELTA-hd-e and DELTA-hd-e-key
4.1	2008-11-03	PCIe bus requirements added PCI DELTA-hd and DELTA-hd-key support removed
4.2	2008-12-16	Linux dynamic memory allocation method added
4.3	2009-01-05	Integration of DELTA-sdi-elp family FCC compliance statement added
4.4	2009-02-24	Automatic firmware upgrade on DELTA-hd-e and DELTA-hd-e-key
4.5	2009-04-06	ROHS declarations of conformity added
4.6	2009-04-29	Integration of DELTA-dvi-e
4.7	2009-05-06	Warm Firmware update of DELTA-hd-e and DELTA-dvi-e
4.8	2009-05-25	DELTA-dvi-e conformance statements added ROHS declarations of conformity removed (located in separate documents)
5.0	2009-10-07	Integration of DELTA-codec family
5.1	2010-01-07	A couple of enhancements and clarifications
5.2	2010-03-09	Dual-link DVI integration Cabling recommendations added
5.3	2010-06-24	DELTA-hd-e 40 integration Unified Windows installation procedure New Linux drivers loading procedure using udev
5.4	2010-08-19	DELTA-hd-e 40 FCC compliance added
5.5	2010-09-15	DELTA-3G support added
5.6	2011-03-09	DELTA-3G-e-key 22 support added Windows installation process clarification Linux installation process modification
5.7	2011-06-16	DELTA-hd-e 04 support added Windows installation process clarification Linux installation process clarification
5.8	2011-08-31	DELTA-hd-elp support added RoHS and DoC Notices updated

5.9	2012-03-05	DELTA-hd-elp-d 80 and DELTA-3G-elp-d 40 support added
5.10	2012-06-13	DELTA-hd20-asi01-e support added
5.11	2012-10-31	DELTA-hd-elp-d and DELTA-3G-elp-d support added
5.12	2012-12-10	DELTA-sd-elp-d 80, DELTA-hd-elp-d 62 and DELTA-3G-elp 40 support added
5.13	2013-04-19	DELTA-3G-elp 10,01,11,20,02 and DELTA-3g-elp 2c support added
5.13	2013-05-24	Mac OSX Lion and Mountain Lion support added
5.13	2013-06-17	DELTA-h4k support added
5.14	2013-09-02	DELTA-hd20-asi02-e support added
5.15	2014-02-06	DELTA-sdi, DELTA-hd-e 40 and 04 has been deprecated DELTA-3G-elp-key 11 support added
5.16	2014-05-19	DELTA-sfp-elp and DELTA-asi support added
5.17	2014-12-16	DELTA-hd-e 40,04 and DELTA-hd-elp 40,20,10 has been deprecated
5.18	2015-06-15	DELTA-3G-elp-d 4c and DELTA-3G-elp-d 8c added
5.19	2016-01-14	Windows 7 and Server 2008 R2 SHA-256 support
5.20	2016-01-20	Update Microsoft Security Advisory 3033929 Logo Change Update Linux driver installation
5.20	2016-04-06	Companion Card family overview added
5.21	2016-05-24	DELTA-ip family overview added EOL DELTA-3G-e 22 and DELTA-3G-e-key 22
6.00	2016-10-04	Windows 10 support TICO support added New VideoMasterHD_SP library
6.01	2016-12-06	3G family picture changed VideoMasterHD becomes VideoMaster DELTA-h4k2 support added Creation of a new chapter "DELTA-dv family"
6.02	2017-04-17	Remove XP and 32 bits drivers support Remove old ASI cards support Add new ASI cards support Add recommendation for DELTA-h4k2-elp 20
6.04	2017-10-09	Add support of DELTA-3G-elp-2key-d 22 & 44
6.05	2018-01-03	Add support for DELTA-3G-elp-d 80, 84, 8b configurations Removed SFP cards support
6.06	2018-03-22	Refactoring of the existing documentation Add support for FLEX solution
6.07	2018-06-21	Add support for DELTA-12G-elp-h 1c
6.08	2018-07-05	Add support for FLEX-hmi

6.09	2018-07-23	Add support for FLEX-3G 04 Add support for DELTA-gwy 316-4
6.10	2018-11-07	Add support for DELTA-12G-elp-h 2c
6.11	2019-01-21	Add support for DELTA-3G4c-ASI4c-elp-d
6.12	2019-05-03	Add support for DELTA-12G-elp-h 20 Add support for DELTA-ip-ST2110
6.13	2019-07-23	Add support for FLEX-12G 01/10 Add support for DELTA-12G-elp-h 40,04,22 Add support for FLEX-dp 01
6.14	2019-12-12	Add support for DELTA-12G1c-hmi01-elp and FLEX-hmi 01 Remove support for DELTA-hd-e, DELTA-hd-e-key and dvi cards
6.15	2020-03-19	Add support for DELTA-12G-elp-h 4c Add support for DELTA-12G2c-asi8c-elp-h Remove support for DELTA-12g-elp-h 22
6.16	2020-10-30	Add support for DELTA-12G-e-h 2i1c New DELTACAST.TV installation process

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3 ABOUT THIS GUIDE

This guide covers the DELTACAST cards hardware installation, and provides setup instructions of the VideoMaster redistributable package, under Windows and Mac OS.

You can always access the latest DELTACAST documentation on the Internet at <https://www.deltacast.tv/>.

3.1 Document objectives

This publication describes specific procedures for preparing your equipment for the initial installation of DELTACAST products from the two existing solutions:

Solutions	Families or product types
PCIe Cards	SDI cards DV cards Mixed Interfaces cards ASI cards IP cards
FLEX Solution	DELTA-gwy FLEX DV products FLEX SDI products

The document also deals with the installation of the **VideoMaster** software.

3.2 Who should read this guide?

To use this publication, you should be familiar with electronic circuitry and software installation practices and preferably have experience as an electronic or computer science technician.


3.3 Related documentation

Please refer to the **VideoMaster SDK** documentation – VideoMaster.chm or VideoMaster.pdf – for more information on the concepts used by **VideoMaster** and the functions implemented. Please contact DELTACAST if you do not own these documents.

3.4 Document conventions


3.4.1 Notes

Notes use the following conventions:

	<i><u>Note:</u> Means reader take note. Notes contain helpful suggestions or references to material not covered in the publication.</i>
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3.4.2 Cautions

Cautions use the following conventions:

	<i><u>Caution:</u> Means reader must be careful. In this situation, you might do something that could result in equipment damage or loss of data.</i>
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3.4.3 Warnings

Warnings use the following conventions:

	<i><u>Warning:</u> This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, you must be aware of the hazards involved with electrical circuitry and familiar with standard practices for preventing accidents.</i>
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4 PRODUCT OVERVIEW

4.1 PCIe Cards

4.1.1 *Supported Operating Systems*

PCIe cards are supported on the following operating systems:

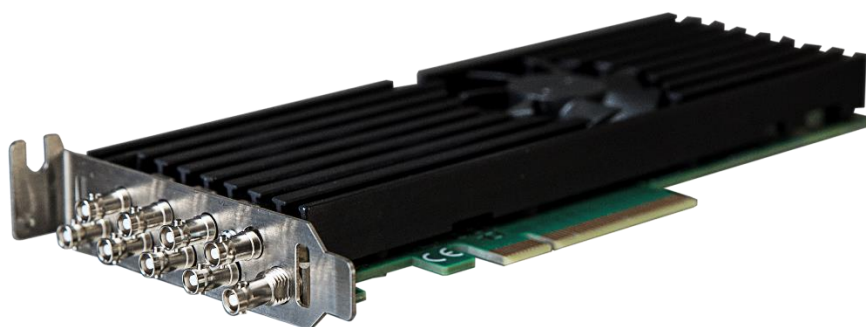
- Windows
- Linux
- Mac OS

4.1.2 SDI cards overview

4.1.2.1 DELTA-12G cards

The **DELTA-12G** is a very high-performance and low-cost 12G, 6G, 3G, HD and SD SDI ingest and playout solution for PCI Express (PCIe) bus computers.

This device meets all the specifications for ST 2082-10, 2081-10, 424, 292 and ST 259 equipment with extensive features to help the real-time processing of 12G, 6G, 3G, HD and SD SDI streams on the host computer. The DELTA-12G is designed for easy integration with customer applications. A comprehensive software development kit (SDK) includes device drivers for standard platforms, a range of SDI processing services and an easy-to-use programming interface for controlling the card.



The family of products is composed of:

Product Name	PCIe Bus	Fixed inputs	Fixed outputs	Bi-dir
DELTA-12G-elp-h 1c	PCI Express 3.0 x8	0	0	1 x 12G 3 x 3G
DELTA-12G-elp-h 2c *	PCI Express 3.0 x8	0	0	2 x 12G 6 x 3G
DELTA-12G-elp-h 20 *	PCI Express 3.0 x8	2 x 12G 6 x 3G	0	0
DELTA-12G-elp-h 40 *	PCI Express 3.0 x8	4 x 12G 4 x 3G	0	0
DELTA-12G-elp-h 04 *	PCI Express 3.0 x8	0	4 x 12G 4 x 3G	0
DELTA-12G-elp-h 4c *	PCI Express 3.0 x8	0	0	4 x 12G 4 x 3G
DELTA-12G-e-h 2i1c	PCI Express 3.0 x8	2 x 12G 6 x 3G	0	1 x 12G 3 x 3G

(*) card configuration can be changed using “FWUpdater” tool. See “CONFIGURATION” chapter for more detailed information

4.1.2.2 DELTA-3G cards

DELTA-3G is a very high-performance and low-cost 3G, HD and SD SDI ingest and playout solution for PCI Express (PCIe) bus computers.

This device meets all the specifications for ST 424, 292 and ST 259 equipment with extensive features to help the real-time processing of 3G, HD and SD SDI streams on the host computer. The DELTA-3G is designed for easy integration with customer applications. A comprehensive software development kit (SDK) includes device drivers for standard platforms, a range of SDI processing services and an easy-to-use programming interface for controlling the card.



The family of products is composed of:

Product Name	PCIe Bus	Fixed inputs	Fixed outputs	Bi-dir
DELTA-3G-elp-d 8c *	PCI Express 2.0 x8	0	0	8 x 3G
DELTA-3G-elp-d 8b *	PCI Express 2.0 x8	0	0	8 x 3G
DELTA-3G-elp-d 80 *	PCI Express 2.0 x8	8 x 3G	0	0
DELTA-3G-elp-d 84 *	PCI Express 2.0 x8	4 x 3G	0	4 x 3G
DELTA-3G-elp-d 4c	PCI Express 2.0 x8	0	0	4 x 3G
DELTA-3G-elp-tico-d 4C	PCI Express 2.0 x8	0	0	4 x 3G
DELTA-3G-elp 01	PCI Express 2.0 x4	0	1 x 3G	0
DELTA-3G-elp 02	PCI Express 2.0 x4	0	2 x 3G	0
DELTA-3G-elp 10	PCI Express 2.0 x4	1 x 3G	0	0
DELTA-3G-elp 11	PCI Express 2.0 x4	1 x 3G	1 x 3G	0
DELTA-3G-elp 20	PCI Express 2.0 x4	2 x 3G	0	0
DELTA-3G-elp 40	PCI Express 2.0 x4	4 x 3G	0	0
DELTA-3G-elp-d 01	PCI Express 2.0 x4	0	1 x 3G	0
DELTA-3G-elp-d 02	PCI Express 2.0 x4	0	2 x 3G	0
DELTA-3G-elp-d 04	PCI Express 2.0 x4	0	4 x 3G	0
DELTA-3G-elp-d 10	PCI Express 2.0 x4	1 x 3G	0	0

DELTA-3G-elp-d 11	PCI Express 2.0 x4	1 x 3G	1 x 3G	0
DELTA-3G-elp-d 12	PCI Express 2.0 x4	1 x 3G	2 x 3G	0
DELTA-3G-elp-d 20	PCI Express 2.0 x4	2 x 3G	0	0
DELTA-3G-elp-d 21	PCI Express 2.0 x4	2 x 3G	1 x 3G	0
DELTA-3G-elp-d 22	PCI Express 2.0 x4	2 x 3G	2 x 3G	0
DELTA-3G-elp-d 40	PCI Express 2.0 x4	4 x 3G	0	0
DELTA-3G40-hd40-elp-d	PCI Express 2.0 x4	4 x 3G 4 x HD	0	0

(*) card configuration can be changed using “FWUpdater” tool. See “CONFIGURATION” chapter for more detailed information

Some cards also host HDMI monitoring outputs.

4.1.2.3 DELTA-hd cards

DELTA-hd is a very high-performance and low-cost HD and SD SDI ingest and playout solution for PCI Express (PCIe) bus computers.

This device meets all the specifications for ST 292 and ST 259 equipment with extensive features to help the real-time processing of HD and SD SDI streams on the host computer. The DELTA-hd is designed for easy integration with customer applications. A comprehensive software development kit (SDK) includes device drivers for standard platforms, a range of SDI processing services and an easy-to-use programming interface for controlling the card.



The family of products is composed of:

Product Name	PCIe Bus	Fixed inputs	Fixed outputs	Bi-dir
DELTA-hd-elp-d 44	PCI Express 2.0 x4	4 x HD	4 x HD	0
DELTA-hd-elp-d 62	PCI Express 2.0 x4	6 x HD	2 x HD	0
DELTA-hd-elp-d 80	PCI Express 2.0 x4	8 x HD	0	0

4.1.2.4 DELTA-key cards

The **DELTA-key** is a very high-performance and low-cost 3G, HD and SD hardware linear keyers and SDI ingest and playout solutions for PCI Express (PCIe) bus computers.

These devices host extensive features to help the real-time processing of 3G, HD and SD SDI streams on the host computer. The DELTA-key is designed for easy integration with customer applications. A comprehensive software development kit (SDK) includes device drivers for standard platforms, a range of SDI processing services and an easy-to-use programming interface for controlling the card.



The family of products is composed of:

Product Name	PCIe Bus	Fixed inputs	Fixed outputs	Bi-dir	Keyers
DELTA-3G-elp-key 11	PCI Express 2.0 x4	1 x 3G	1 x 3G	0	1
DELTA-3G-elp-key-d 2K	PCI Express 2.0 x8	2 x 3G	2 x 3G	0	2
DELTA-3G-elp-key-d 4K	PCI Express 2.0 x8	4 x 3G	4 x 3G	0	4
DELTA-3G-elp-2key-d 22	PCI Express 2.0 x8	2 x 3G	2 x 3G	0	2
DELTA-3G-elp-2key-d 44	PCI Express 2.0 x8	4 x 3G	4 x 3G	0	2

4.1.3 DV cards overview

DV stands for « Digital Video » and regroups the following technologies:

- HDMI
- DisplayPort

4.1.3.1 DELTA-h4k(2) cards

The **DELTA-h4k(2)** is a very high-performance and low-cost HDMI ingest solution for PCIe bus computers.

This device meets all the specifications of the Digital Display Working Group (DDWG) industry consortium with extensive features to help the real-time processing of HDMI streams on the host computer. The DELTA-h4k(2) is designed for easy integration with customer applications. A comprehensive software development kit (SDK) includes device drivers for standard platforms, a range of HDMI processing services and an easy-to-use programming interface for controlling the card.



The family of products is composed of:

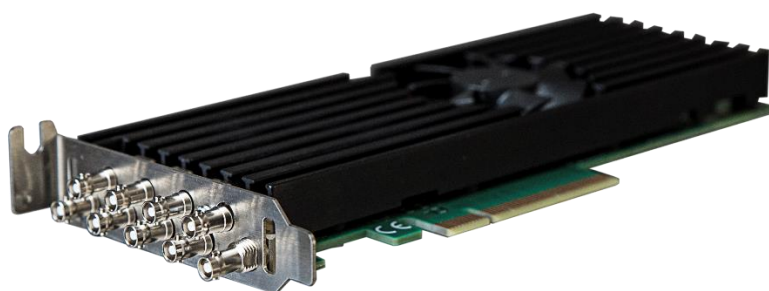
Product Name	PCIe Bus	Fixed inputs	Fixed outputs	Supported Interfaces
DELTA-h4k-elp 20	PCI Express 2.0 x4	2	0	DVI-D, HDMI 1.3, HDMI 1.4b, HDMI 2.0 (only YUV 4:2:0 UHD and 4k 50/60Hz)
DELTA-h4k2-elp 20	PCI Express 2.0 x8	2	0	DVI-D, HDMI 1.3, HDMI 1.4b, HDMI 2.0

4.1.4 Mixed Interfaces cards overview

The **DELTACAST Mixed Interfaces cards** are PCI Express cards including a mix of ASI, SDI or HDMI ingest and playout channels.

4.1.4.1 SDI - ASI cards

The DELTA-3G4c-ASI4c-elp-d and DELTA-12G2c-asi8c-elp-h cards meet all the specifications for ST 2082-10*, 2081-10*, 424, 292 and ST 259 equipment, as well as for DVB ASI equipment.



* DELTA-12G2c-asi8c-elp-h only

4.1.4.2 SDI - DV cards

The DELTA-12G1c-hmi10-elp meets all the specifications for ST 424, 292 and ST 259 equipment, as well as all the specifications of HDMI 2.0b reception device.



The DELTACAST Mixed Interfaces cards are designed for easy integration with customer applications. A comprehensive software development kit (SDK) includes device drivers for standard platforms, a range of ASI and SDI processing services and an easy-to-use programming interface for controlling the card.

The family of products is composed of:

Product Name	PCIe Bus	Fixed inputs	Fixed outputs	Bi-dir
DELTA-3G4c-ASI4c-elp-d	PCI Express 2.0 x8	0	0	4 x 3G 4 x ASI
DELTA-12G1c-hmi10-elp	PCI Express 3.0 x8	1 x HDMI	0	1 x 12G 3 x 3G
DELTA-12G2c-asi8c-elp-h	PCI Express 3.0 x8			2 x 12G/ASI 6 x 3G/ASI

4.1.5 ASI cards overview

DELTA-asi is a very high-performance and low-cost MPEG-2 to PC gateway addressing PCI Express buses computers.

The cards meet all the specifications for DVB ASI equipment with all the typical features to help the real-time processing of MPEG-2 streams on the host computer.

DELTA-asi is designed for easy integration with customer applications.

A comprehensive software development kit (SDK) includes device drivers for standard server platforms, a range of MPEG-2 stream processing services and an easy-to-use programming interface for controlling the reception, transmission and processing of full-speed MPEG-2 streams.



The family of products is composed of:

Product Name	PCIe Bus	Fixed inputs	Fixed outputs	Bi-dir
DELTA-asi-elp-d 8C	PCI Express 2.0 x4	0	0	8 x ASI
DELTA-asi-elp-d 4C	PCI Express 2.0 x4	0	0	4 x ASI
DELTA-asi-elp 11	PCI Express 2.0 x4	1 x ASI	1 x ASI	0
DELTA-asi-elp 40	PCI Express 2.0 x4	4 x ASI	0	0

4.1.6 IP cards overview

DELTA-ip is a very high-performance and low-cost 3G, HD and SD ST 2022-6 ingest and playout solution for PCI Express (PCIe) bus computers.

This device meets all the specifications of the ST 2022-6, 2022-5 and ST 2022-7 standards to help the real-time processing of 3G, HD and SD SDI streams (over IP) on the host computer.

The **DELTA-ip** is designed for easy integration with customer applications.

A comprehensive software development kit (SDK) includes device drivers for standard platforms, a range of SDI/IP processing services and an easy-to-use programming interface for controlling the card.



The family of products is composed of:

Product Name	PCIe Bus	Number of Input	Number of Output
DELTA-ip-ST2022-6 10	PCI Express 2.0 x8	1 (max 3 ST2022-6 streams)	0
DELTA-ip-ST2022-6 01	PCI Express 2.0 x8	0	1 (max 3 ST2022-6 streams)
DELTA-ip-ST2110 10	PCI Express 2.0 x8	1 (max 4 ST2110 streams)	0
DELTA-ip-ST2110 01	PCI Express 2.0 x8	0	1 (max 4 ST2110 streams)

Physical connectors (10Gbe) must be distinguished from logical streams (RTP packets in the network).

The second Ethernet port is reserved for redundant stream (Seamless Protection Switching –SMPTE ST2022-7).

4.1.7 TICO cards overview

TICO (TIny COdec) developed by **intoPIX** is a compression codec technology designs to transport 4K/UHD signal stream onto one single 3G-SDI link or an IP network.

This codec has a compression ratio of up to 4:1 and permits to handle 4K/UHD 60 Hz stream normally transported on 4 physicals links on a single 3G physical link. This codec is visually lossless. Over 10 Gbps Ethernet, It allows up to 3 simultaneous 4K/UHD streams.

TICO will help support existing networks with low pipeline bandwidth.

The **TICO** functionality is only available on **TICO** cards.

The family of products is composed of:

Product Name	PCIe Bus	Fixed inputs	Fixed outputs	Bi-dir
DELTA-ip-ST2022-6-tico	PCI Express 2.0 x8	0	0	1 (max 3 ST2022-6 streams)
DELTA-3G-elp-tico-d 4C	PCI Express 2.0 x8	0	0	4 x 3G

4.1.8 Companion Cards overview

The **Companion Cards** family is an extension cards family whose purpose is to extend DELTACAST cards functionalities.

This family currently includes a single card: A-LTC.

4.1.8.1 A-LTC Companion Card

A-LTC card can fit either on top of its low-profile host card, sharing the same bracket, or next to it and occupy an empty PCIe slot.

The **A-LTC** extended functionality is:

- LTC capture (single-ended LTC analog source)



4.2 FLEX Solution



4.2.1 How does it work?



The FLEX solution requires:

- a [PCI Express gateway card](#),
- [video I/O modules](#),
- [specific cables](#).

Installing the FLEX solution consists in:

- Plugging a [gateway card](#) in a PCI Express slot of your sever.
- Connecting one or more [video I/O module](#) to the gateway using [specific cables](#).

4.2.2 Supported Operating Systems

FLEX products are supported on the following operating systems:

- Windows
- Linux

4.2.3 DELTA-gwy family

4.2.3.1 DELTA-gwy 316 and 308 cards

The DELTA-gwy 316 and 308 are gateways you plug in a PCI Express slot of your server. They feature ports on which you connect [external FLEX modules](#) using [specific cables](#).



The family of products is composed of:

Product Name	PCIe Bus	Consumption	External PCIe Power Supply Needed	Number Of Downstream Ports
DELTA-gwy 316-8	PCI Express 3.0 x16	Max 150W	1 x PCI Express 150W-ATX » power connector	8
DELTA-gwy 316-4	PCI Express 3.0 x16	Max 150W	1 x PCI Express 150W-ATX » power connector	4
DELTA-gwy 308-8	PCI Express 3.0 x8	Max 150W	1 x PCI Express 150W-ATX » power connector	8
DELTA-gwy 308-4	PCI Express 3.0 x8	Max 150W	1 x PCI Express 150W-ATX » power connector	4

4.2.4 FLEX modules

4.2.4.1 FLEX DV modules

DV stands for « Digital Video » and regroups the following technologies:

- HDMI
- DisplayPort

4.2.4.1.1 FLEX-dp

The **FLEX-dp** is a very high-performance and low-cost DisplayPort ingest and playout solution for [DELTA-gwy](#) boards.

This device meets all the specifications of the Video Electronics Standards Association (VESA) with extensive features to help the real-time processing of DisplayPort streams on the host computer. The FLEX-dp is designed for easy integration with customer applications. A comprehensive software development kit (SDK) includes device drivers for Windows and Linux platforms, a range of DisplayPort processing services and an easy-to-use programming interface for controlling the card.



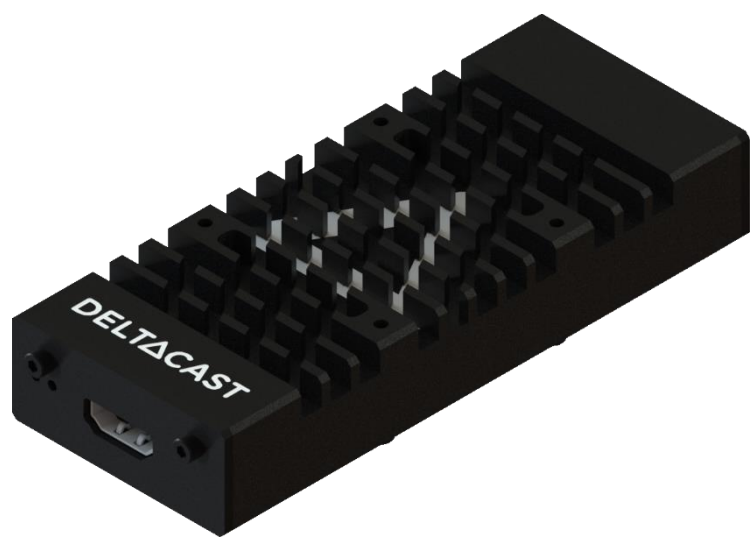
The family of products is composed of:

Product Name	Fixed inputs	Fixed outputs	DisplayPort Standard
FLEX-dp 10	1	0	DisplayPort 1.2
FLEX-dp 01	0	1	DisplayPort 1.2

4.2.4.1.2 FLEX-hmi

The **FLEX-hmi** is a very high-performance and low-cost HDMI ingest solution for [DELTA-gwy](#) boards.

This device meets all the specifications of the Video Electronics Standards Association (VESA) with extensive features to help the real-time processing of HDMI streams on the host computer. The FLEX-hmi is designed for easy integration with customer applications. A comprehensive software development kit (SDK) includes device drivers for Windows and Linux platforms, a range of HDMI processing services and an easy-to-use programming interface for controlling the card.



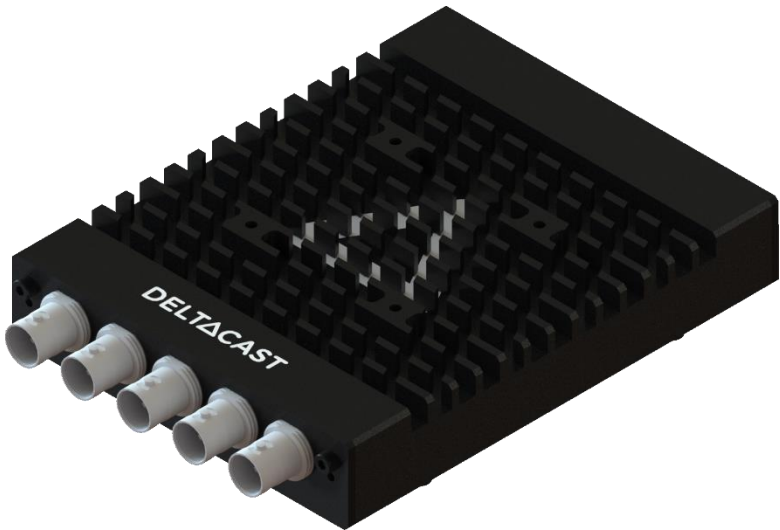
The family of products is composed of:

Product Name	Fixed inputs	Fixed outputs	Supported Interfaces
FLEX-hmi 10	1	0	DVI-D, HDMI 1.3, HDMI 1.4b, HDMI 2.0
FLEX-hmi 01	0	1	DVI-D, HDMI 1.3, HDMI 1.4b, HDMI 2.0

4.2.4.2 FLEX SDI modules

The **FLEX-3G** and **FLEX-12G** are very high-performance and low-cost SDI ingest and playout solutions for [DELTA-gwy](#) boards.

These devices meet all the specifications for ST 2082-10*, 2081-10*, 424, 292 and ST 259 equipment with extensive features to help the real-time processing of 12G*, 6G*, 3G, HD and SD SDI streams on the host computer. The FLEX-sdi is designed for easy integration with customer applications. A comprehensive software development kit (SDK) includes device drivers for Windows and Linux platforms, a range of SDI processing services and an easy-to-use programming interface for controlling the card.




Product Name	Fixed inputs	Fixed outputs
FLEX-3G 40	4 x 3G	0
FLEX-3G 04	0	4 x 3G
FLEX-12G 10	1 x 12G and 3 x 3G	0
FLEX-12G 01	0	1 x 12G and 3 x 3G

**FLEX-12G only*

4.2.5 Specific cables

With the FLEX solution, it is necessary to use the provided cables. These are based on USB-C connectors and are especially qualified for FLEX use case.



Warning: although FLEX products use USB-C connectivity, these products do not comply with USB-C. Meaning that:

- You can't plug a FLEX module onto a regular USB-C port.
- You can't plug third-party USB-C devices into the downstream ports of the gateway card.

The family of products is composed of:

Product Name	Length	Locking System
A-FLEX-1M	1m	No
A-FLEX-50CM-L	0.5m	Yes

5 INSTALLATION

5.1 Hardware installation

This chapter assume you are installing one or several DELTACAST devices and accompanying software on a new computer or a computer that has not been used before with such a card.

Before carrying on with the hardware installation, please shut down the PC and unplug the power supply cable from your PC case.



***Caution:** Static electricity from your body can damage sensitive electronic components on the DELTACAST devices. Please avoid touching the chips and other components and try to handle the card by its edges. Also drain static electricity from your body by touching a bare metal surface on your computer chassis before you install or remove any parts of your system. If you have grounding wrist strap, use it while handling DELTACAST devices.*

If you wish to upgrade the driver with a new version downloaded from the DELTACAST web site, please consult the appropriate topics in this guide.



***Caution:** Please read carefully the detailed instructions that follow before attempting to install any software or hardware component of this product. Inappropriate operation may result in a broken or malfunctioning system.*

This chapter is divided into several sub-chapters:

Sub-chapters	Content
PCIe Cards	Hardware installation of PCIe cards
FLEX Solution	Hardware installation of FLEX solution
Cabling recommendations	Cabling recommendations according to a given video interface

5.1.1 PCIe Cards

5.1.1.1 PCIe bus considerations

Not all PCIe bus controllers offer the same performances. Depending on the platform they are plugged in, DELTACAST devices could not be able to support full-speed transfers on all their channels, because of a bandwidth limitation on the motherboard itself.

When selecting the host motherboard, always get that point into account.

Moreover, depending on the device you use, the PCI Express slot needed might be different from one device to another.

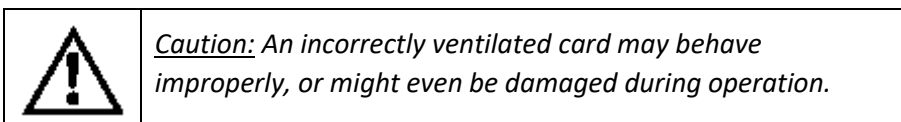
2 use cases are to be taken into account:

- Plugging a device in a less performant PCIe slot:
The device has restricted performances.
- Plugging a device in a more performant PCIe slot:
Make sure that your motherboard can downgrade the PCIe slot to fit to the device.

5.1.1.2 What you need for installation

Once the PC case is opened, identify an appropriate PCI Express slot. If any doubt exists, please refer to the documentation of your motherboard.

Among the available PCIe slots, it is preferable to choose the highly ventilated ones and to select a smart repartition of cards for better heat dissipation.



Select the most appropriate slot for each of the DELTACAST devices you wish to install, and remove the metal plate located on the PC case in regard to those slots. Don't lose the screws, as you will need them to fasten the cards later on.

5.1.1.3 Installing in the computer

To install the cards, repeat the following steps for each device:

- Carefully align the card with its selected PCIe slot.
- Slide the card towards the slot until it touches. Make sure that the bracket of the card slips into the opening left by the metal plate you have just removed.
- Once the card touches its slot and is correctly aligned, press it into the connector until it is firmly in place.
- Secure the card by fastening its bracket to the PC case using the screw you removed one moment ago.

Once all your devices are installed, close your PC case, plug in the power supply cable and turn it on to proceed with software installation.

5.1.2 FLEX Solution

5.1.2.1 What you need for installation

- A computer with an empty appropriate PCI Express slot,
- a external « PCI Express 150W-ATX » power cable,
- a [PCI Express gateway card](#),
- [FLEX module\(s\)](#),
- [specific cable\(s\)](#).

5.1.2.2 Installing

5.1.2.2.1 Installing a DELTA-gwy

This chapter is only applicable to [DELTA-gwy family's products](#).

5.1.2.2.1.1 PCIe bus considerations

Not all PCIe bus controllers offer the same performances. Depending on the platform they are plugged in, DELTACAST devices could not be able to support full-speed transfers on all their channels, because of a bandwidth limitation on the motherboard itself.

When selecting the host motherboard, always get that point into account.

Moreover, depending on the device you use, the PCI Express slot needed might be different from one device to another.

2 use cases are to be taken into account:

- Plugging a device in a less performant PCIe slot:
The device has restricted performances.
For example, a [DELTA-gwy 316-8](#) is meant to be usable with 8 FLEX modules when it is installed in a PCI Express 3.0 x16 slot. If it were to be installed in a PCI Express 3.0 x8 slot instead, it would only be capable handling 4 FLEX modules correctly.
- Plugging a device in a more performant PCIe slot:
Make sure that your motherboard can downgrade the PCIe slot to fit to the device.

5.1.2.2.1.2 External power supply considerations

[DELTA-gwy](#) cards need external power supply in order to operate.

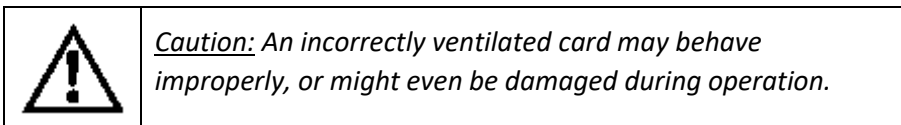
2 things are important to be taken into account:

- Your alimentation must be capable to provide the needed energy for the card along with the energy needed for the rest of your computer.
- You need to have an external « PCI Express 150W-ATX » power cable for the card.

5.1.2.2.1.3 What you need for installation

Once the PC case is opened, identify an appropriate PCI Express slot. If any doubt exists, please refer to the documentation of your motherboard.

Among the available PCIe slots, it is preferable to choose the highly ventilated ones and to select a smart repartition of cards for better heat dissipation.



Select the most appropriate slot for each of the DELTACAST devices you wish to install, and remove the metal plate located on the PC case in regard to those slots. Don't lose the screws, as you will need them to fasten the cards later on.

Also, identify the external « PCI Express 150W-ATX » power cable you will use and make sure they are long enough to go from the power supply until the card.

5.1.2.2.1.4 Installing in the computer

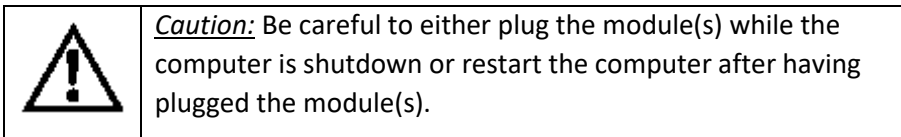
To install the cards, repeat the following steps for each device:

- Carefully align the card with its selected PCIe slot.
- Slide the card towards the slot until it touches. Make sure that the bracket of the card slips into the opening left by the metal plate you have just removed.
- Once the card touches its slot and is correctly aligned, press it into the connector until it is firmly in place.
- Secure the card by fastening its bracket to the PC case using the screw you removed one moment ago.
- Connect « PCI Express 150W-ATX » power cable to the « PCI Express 150W-ATX » connector of the card.

Once all your devices are installed, close your PC case, plug in the power supply cable and go on with the [FLEX module\(s\) installation procedure](#).

5.1.2.2.2 Installing FLEX module(s)

Once your [DELTA-gwy has been installed](#), what you need to do is connecting the [FLEX module\(s\)](#) you want to use to the [DELTA-gwy](#) with [specific cables](#).



5.1.2.2.2.1 Temperature Warning

In the FLEX modules, the enclosure also plays the role of heat dissipation for the electronics contained within the module.

As a consequence, when powered and when used FLEX modules can quickly reach high temperatures (close to 80°C – 176°F in certain conditions).

DELTACAST recommends to be very cautious when manipulating hot devices after usage. Allow sufficient cooling time before handling the module.

Providing adequate air flow to the FLEX heatsink allows drastically reducing the module temperature.

5.1.3 Cabling recommendations

It is recommended to use quality cables to avoid signal perturbations and unexpected behaviour.

5.1.3.1 For SDI reception and streaming:

Coaxial RG6 or RG59 (75 Ohms) cables are required and low loss cables are recommended for 3G (ex. BELDEN 1694A, 1505A or 1855A), for 6G (ex. BELDEN 1855A) and for 12G (ex. BELDEN 1855R).

5.1.3.2 For IP reception and streaming (SFP+ 10Gbit Ethernet transceiver):

10GbE SFP+ transceiver must be compatible with the "SFI" electric interface and work at 10.3125Gbps (SFF Committee SFF-8431: Specifications for Enhanced 8.5 and 10 Gigabit Small Form Factor Pluggable Module "SFP+").

- SFP+ 10GbE optical transceiver modules (10GBASE-SR, -LR or -ER)
- SFP+ Direct Attach copper Cables (10GSFP+Cu passive or active copper cable assembly). Warning: 10GSFP+Cu can only be used on systems with common grounds. Connecting systems with different ground potential with SFP+ direct attach cable results in a short and may cause damage.
- SFP+ Direct Attach optical cable.

5.1.3.3 For DisplayPort reception and streaming

The following table describes the characteristics a DisplayPort cable needs having depending on the product:

Product Name	DisplayPort Standard
FLEX-dp 10	DisplayPort 1.2
FLEX-dp 01	DisplayPort 1.2


5.1.3.4 For HDMI reception

The following table describes the characteristics a HDMI cable needs having depending on the product:

Product Name	HDMI cable capabilities
DELTA-h4k-elp 20	HDMI 1.4 Ready
DELTA-h4k2-elp 20	HDMI 2.0 Ready
FLEX-hmi	HDMI 2.0 Ready
DELTA-12G1c-hmi10-elp	HDMI 2.0 Ready

5.2 Software installation

This chapter explain how to install one or several DELTACAST devices on a new computer or a computer that has already been used before with such a device.



Caution: Please read carefully the detailed instructions that follow before attempting to install any software or hardware component of this product. Inappropriate operation may result in a broken or malfunctioning system.

This chapter is divided into several sub-chapters:

Sub-chapters
Important note
Windows software installation
Mac OS installation

5.2.1 Important note

5.2.1.1 Usage with 3rd party applications

In most cases, DELTACAST cards and FLEX modules are intended to be used with 3rd party applications which have been developed over the VideoMaster SDK (Software Development Kit).

If your 3rd party application vendor provided specific requirements or installation instructions for the DELTACAST device, they prevail over this guide.

Specifically, although DELTACAST generally recommends using the latest VideoMaster redistrib version available onto our download center at www.deltacast.tv, the application you are using the DELTACAST card with could require another – specific or older – version of VideoMaster, and in this case it is most of the time redistributed with the application. In case of doubt, we recommend double-checking this with the 3rd party application vendor.

5.2.1.2 Onboard firmware management

DELTACAST devices are based on FPGA and other programmable hardware components.

These cards store their firmwares in an onboard memory module, and the onboard firmware version must match the version of the software modules – drivers and libraries – installed on the host computer.

That is what the DELTACAST installation script registers and executes the firmware updater (FWUpdater) service, responsible for verifying and updating when needed the firmwares hosted on the devices present in the system. That check and update operation is performed during the installation process, as well as in background at each computer boot.

The update of an onboard firmware takes quite a long time – up to several minutes – and absolutely needs a computer restart in the end to complete. The computer restart is asked in a user interface when the update is done during the installation script execution. When the firmware update is performed during the operating system start, the need for a restart is signaled by specific error codes triggered by the VideoMaster libraries and – hopefully – handled by the calling application.

5.2.2 Windows software installation

The following table depicts the supported solutions on Windows:

Solutions	Supported on Windows
PCIe Cards	✓
FLEX Solution	✓

5.2.2.1 What you need for installation

To set up the machine wherein you will operate the DELTACAST cards, you must:

- First have successfully completed the hardware installation described above
- Run the installation script as detailed below

Always ensure yourself to use the package corresponding to the SDK version your application has been compiled for. In case of any doubt on the version to install, please contact the application supplier.



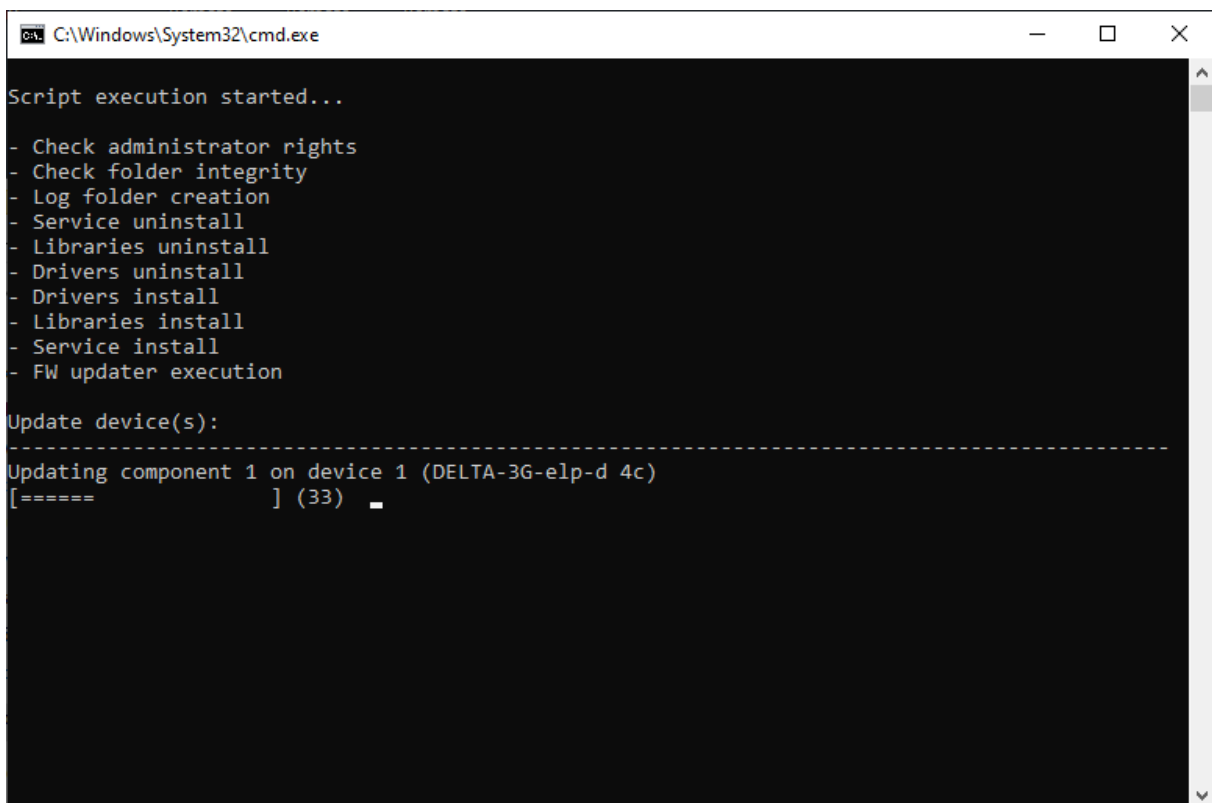
***Note:** You must ensure that, once logged in, you have sufficient privileges to complete both a driver installation and a standard application setup process.*

5.2.2.2 Installing DELTACAST devices

The installation of a DELTACAST device is done through the installation script located at the root of the package. The installation script:

- Checks administrator rights and folder integrity
- Uninstalls existing service, libraries and drivers
- Installs the new drivers and libraries
- Installs and registers FWUpdater service so it is executed at Windows startup.
- Executes FWUpdater in order to update the devices firmwares.

To do so you need to launch the *Install.bat* script with administrator rights (right click and “Run as Administrator”). Once the script ends, the driver and the libraries are installed and the device(s) firmware update has been launched if necessary.



```
C:\Windows\System32\cmd.exe

Script execution started...

- Check administrator rights
- Check folder integrity
- Log folder creation
- Service uninstall
- Libraries uninstall
- Drivers uninstall
- Drivers install
- Libraries install
- Service install
- FW updater execution

Update device(s):
-----
Updating component 1 on device 1 (DELTA-3G-elp-d 4c)
[===== ] (33) -
```

Note that in event of firmware update, the system needs to be rebooted in order to finalize the update. Your DELTACAST device will not be functional unless you reboot.



Caution: Firmware update operation could take quite a long time (up to 3 minutes) if onboard firmware is being updated. Do not interrupt the installation process!

5.2.2.3 *Adding a DELTACAST devices to a system*

Adding or replacing a DELTACAST device on a system already equipped with a DELTACAST device issued from the same family is transparent for the user. There is no need to re-install the driver and the FWUpdater service will update the device firmware in background if needed.

Note that in event of firmware update, the system needs to be rebooted in order to finalize the update. Your DELTACAST device will not be functional unless you reboot.

Adding a DELTACAST device from a different family than the one already/previously present in the system requires to run the installation script like explained in the previous chapter.

For more information on the driver required depending on the device, see the "PRODUCTS, DRIVERS, and FIRMWARES" section.

5.2.2.4 *VideoMaster libraries*

The VideoMaster libraries implement all the VideoMaster functionalities and act as the interface between the application, and the underlying drivers and hardware. They are mandatory to operate any DELTACAST card.

The VideoMaster libraries are a set of DLL files compiled for 64-bit and for 32-bit Windows operating system. They are all automatically copied respectively in System32 folder and SysWOW64.

Take care that in some cases the 3rd party application provides its own set of VideoMaster libraries, and potentially stored in the application folder instead of in a Windows system directory.

5.2.3 Mac OS installation

The following table depicts the supported solutions on Mac OS:

Solutions	Supported on Mac OS
PCIe Cards	✓
FLEX Solution	


5.2.3.1 What you need for installation

To set up the machine wherein you will operate the DELTACAST cards, you must:

- First have successfully completed the hardware installation described above
- Install the VideoMaster redist package, as detailed below

5.2.3.2 Installing the VideoMaster redist package

To install VideoMaster under Mac OS, run the VideoMaster redist executable package.



Note: the VideoMaster redist installation requires a restart of the computer. You need to log as root during the installation.

This will open the VideoMaster redist installer.



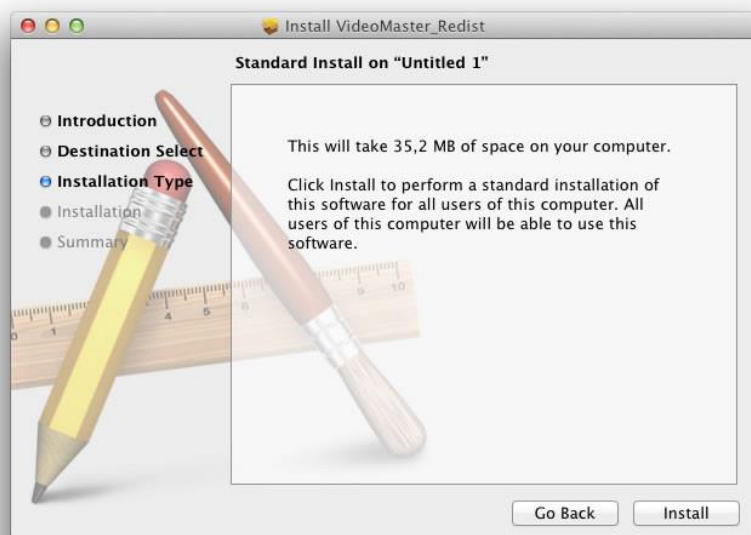
Then select *continue* to display the second panel.

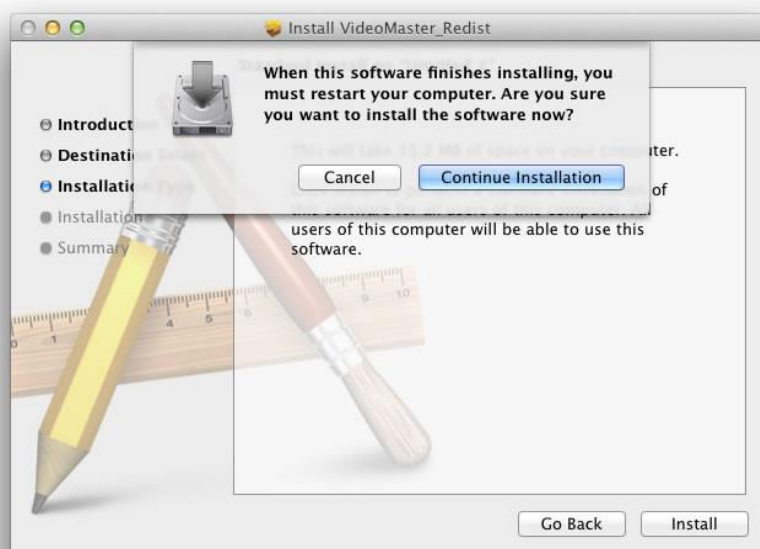
Please note that you cannot choose where to install the package, it is fully automatic. In some Mac OS configurations, another panel appears and forces you to choose an installation for *all users of this computer*. Select the item and click on continue.

Then, click *install* to perform the installation.

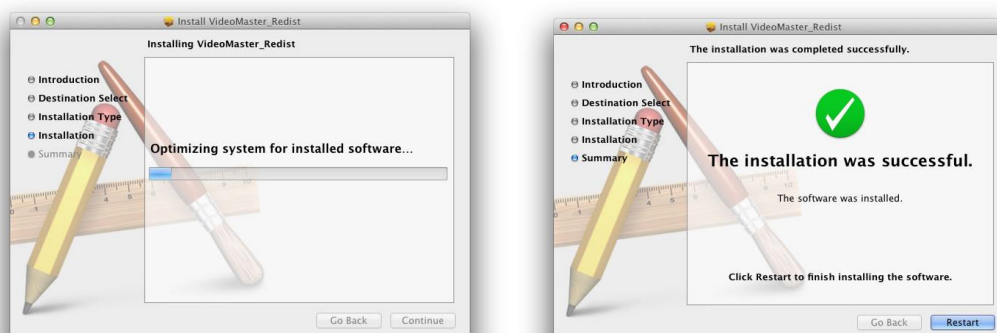


A new window appears to let you enter your *name* and *password* to begin the installation. Complete the fields and click *Install Software*.





The installer advises you that a restart of the computer is required after the installation. Click *Continue Installation*.



Note that in event of firmware update, the system needs to be rebooted in order to finalize the update. Your DELTACAST device will not be functional unless you reboot.

	<p>Caution: <i>Firmware update operation during the installation step could take quite a long time (up to 3 minutes) if onboard firmware is being updated. Do not interrupt the installation process!</i></p>
--	--

To complete the installation, a new panel appears and asks you to restart the computer.

5.2.3.3 *VideoMaster libraries*

The VideoMaster libraries are a set of frameworks and a dynamic library (dylib).

During the installation process, the core, audio, vbi and vbi data VideoMaster frameworks are automatically copied in /Library/Frameworks, and the software protection dylib are copied in /usr/local/lib.

5.2.3.4 *Kext loading authorization*

The error code 27 (Kext loading error) means that the DELTACAST kext failed to load because it does not have the user approval.

In theory the system, at the first load of the DELTACAST kext, should ask the user to if he wants to unblock the kext or not.

If the system did not ask or if the user did not unblock the kext, then he has to use the "Security and Privacy" settings to unblock it manually.

The following Apple's developer technical note explains how to do that:

https://developer.apple.com/library/archive/technotes/tn2459/_index.html

5.2.3.5 *Adding a DELTACAST devices to a system*

Adding or replacing a DELTACAST device on a system already equipped with a DELTACAST device is transparent for the user. There is no need to re-install the driver and the FWUpdater service launched at startup will update the device firmware in background if needed.

Note that in event of firmware update, the system needs to be rebooted in order to finalize the update. Your DELTACAST device will not be functional unless you reboot.

6 CONFIGURATION

Some DELTACAST hardware devices support several different firmwares to implement different products. We call them configurations. The user can switch from one configuration to another one using the FWUpdater application, delivered with VideoMaster.

- On macOS the application is installed in >Library>Application Support>Deltacast
- On Windows the application is installed in C:\Program Files\deltacast\VideoMaster\FWUpdater

6.1 Available configurations depending on the hardware

6.1.1 SDI cards configurations

Part number	Configuration	8C	8b	84	80	3G4c-ASI4c *	2C	20	12G2c-asi8c	40	04	4c
DELTA-3G-elp-d 8C		x	x	x	x	x						
DELTA-3G-elp-d 8b		x	x	x	x	x						
DELTA-3G-elp-d 84		x	x	x	x	x						
DELTA-3G-elp-d 80		x	x	x	x	x						
DELTA-12G-elp-h 2C							x	x	x			
DELTA-12G-elp-h 20							x	x	x			
DELTA-12G2c-asi8c-elp-h							x	x	x			
DELTA-12G-elp-h 40										x	x	x
DELTA-12G-elp-h 04										x	x	x
DELTA-12G-elp-h 4c										x	x	x

(*) If card version is equal or higher than 4.2

6.1.2 IP cards configurations

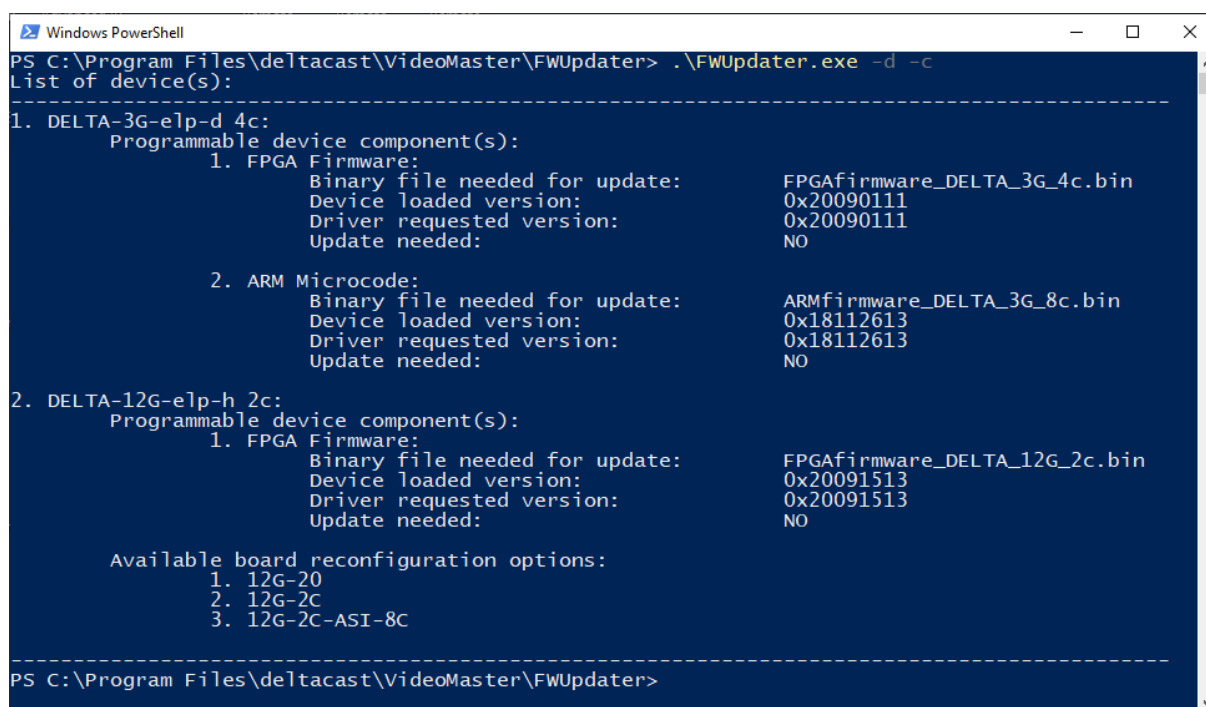
Part number	Configuration					
	RX	TX	ST2022_RX	ST2022_TX	ST2110_RX	ST2110_TX
DELTA-ip-ST2110 10			x	x	x	x
DELTA-ip-ST2110 01			x	x	x	x
DELTA-ip-ST2022-6 10	x	x				
DELTA-ip-ST2022-6 01	x	x				
DELTA-ip-ST2022-6-tico 10	x	x				
DELTA-ip-ST2022-6-tico 01	x	x				

If your DELTACAST device is listed in the above tables and you wish to change the configuration, the different steps to do so are described below

6.2 Retrieving the card ID and the configuration ID

Launch a powershell (Windows 10) or a command line with administrator rights and run FWUpdater.exe with `-d -c` arguments

The application lists all the DELTACAST devices installed, their corresponding ID and the different configurations supported by the hardware as well as their corresponding ID.



```
Windows PowerShell
PS C:\Program Files\deltacast\VideoMaster\FWUpdater> .\FWUpdater.exe -d -c
List of device(s):
-----
1. DELTA-3G-elp-d 4c:
   Programmable device component(s):
     1. FPGA Firmware:
        Binary file needed for update:  FPGAfirmware_DELTA_3G_4c.bin
        Device loaded version:          0x20090111
        Driver requested version:        0x20090111
        Update needed:                   NO

     2. ARM Microcode:
        Binary file needed for update:  ARMfirmware_DELTA_3G_8c.bin
        Device loaded version:          0x18112613
        Driver requested version:        0x18112613
        Update needed:                   NO

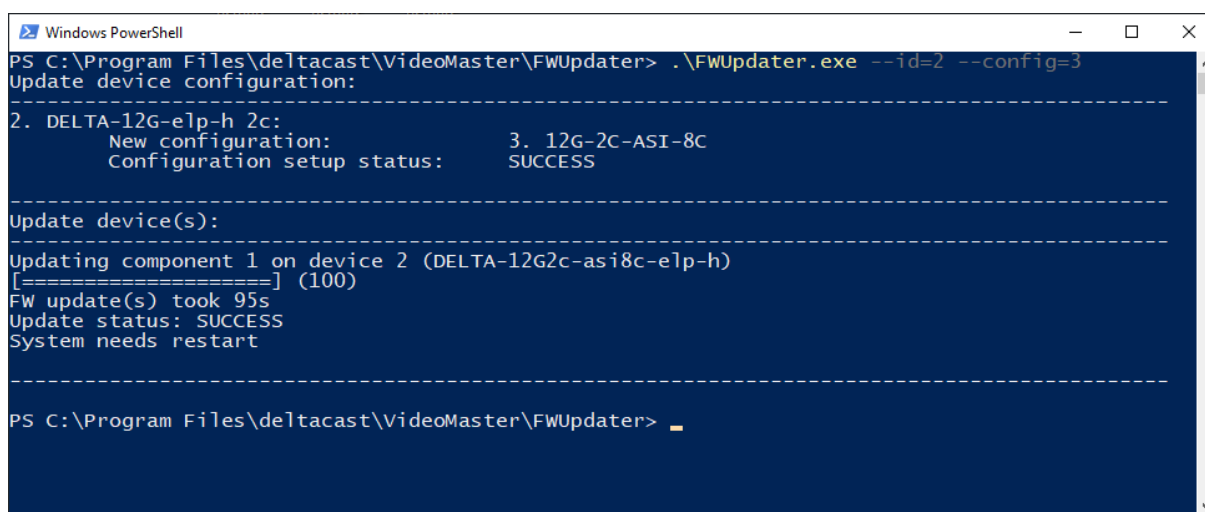
2. DELTA-12G-elp-h 2c:
   Programmable device component(s):
     1. FPGA Firmware:
        Binary file needed for update:  FPGAfirmware_DELTA_12G_2c.bin
        Device loaded version:          0x20091513
        Driver requested version:        0x20091513
        Update needed:                   NO

   Available board reconfiguration options:
     1. 12G-20
     2. 12G-2C
     3. 12G-2C-ASI-8C
-----
PS C:\Program Files\deltacast\VideoMaster\FWUpdater>
```

6.3 Applying a new configuration

In the same powershell / command line, run FWUpdater.exe with `--id=<device_id> --config=<config_id>`

A restart is needed to complete the operation as changing a card configuration also triggers an update of the onboard firmware.



```
Windows PowerShell
PS C:\Program Files\deltacast\VideoMaster\FWUpdater> .\FWUpdater.exe --id=2 --config=3
Update device configuration:
-----
2. DELTA-12G-e1p-h 2c:
   New configuration:      3. 12G-2C-ASI-8C
   Configuration setup status: SUCCESS
-----
Update device(s):
-----
Updating component 1 on device 2 (DELTA-12G2c-asi8c-e1p-h)
[=====] (100)
FW update(s) took 95s
Update status: SUCCESS
System needs restart
-----
PS C:\Program Files\deltacast\VideoMaster\FWUpdater> _
```

7 PRODUCTS, DRIVERS and FIRMWARES

All the DELTACAST video cards share the same drivers named delta-x300. The FLEX gateway cards are handled by the delta-gwy drivers, and the FLEX modules use the flex-x400 drivers.

The following tables summarize driver and firmware needs of DELTACAST devices. Note that depending on the operating system, the driver extension differs: .sys extension for Windows and .kext extension for MacOS.

PCIe Cards' Part Numbers	Driver	Firmware
DELTA-3G4c-ASI4c-elp-d	delta-x300	FPGAfirmware_DELTA_3G4c_ASI4c.bin ARMfirmware_DELTA_3G_8c.bin
DELTA-hd-elp-d 80 and DELTA-sd-elp-d 80	delta-x300	FPGAfirmware_DELTA_hd_80.bin
DELTA-3G-elp-d 40 and DELTA-3G-elp 40	delta-x300	FPGAfirmware_DELTA_3G_40.bin
DELTA-hd-elp-d 44	delta-x300	FPGAfirmware_DELTA_hd_44.bin ARMfirmware_DELTA_hd_3G.bin
DELTA-3G-elp-d 22,21,12,11,20,02,10,01	delta-x300	FPGAfirmware_DELTA_3G_22.bin ARMfirmware_DELTA_hd_3G.bin
DELTA-3G-elp-d 04	delta-x300	FPGAfirmware_DELTA_3G_04.bin ARMfirmware_DELTA_hd_3G.bin
DELTA-hd-elp-d 62	delta-x300	FPGAfirmware_DELTA_hd_62.bin ARMfirmware_DELTA_hd_3G.bin
DELTA-3G-elp 10,01,11,20,02	delta-x300	FPGAfirmware_DELTA_3G_22.bin ARMfirmware_DELTA_hd_3G.bin
DELTA-h4k	delta-x300	FPGAfirmware_DELTA_HDMI.bin ARMfirmware_DELTA_HDMI.bin
DELTA-3G-elp-key 11	delta-x300	FPGAfirmware_DELTA_3G_11.bin ARMfirmware_DELTA_hd_3G.bin
DELTA-3G40-hd40-elp d	delta-x300	FPGAfirmware_DELTA_3G40_hd_40.bin ARMfirmware_DELTA_hd_3G.bin
DELTA-3G-elp-d 4c	delta-x300	FPGAfirmware_DELTA_3G_4c.bin ARMfirmware_DELTA_3G_8c.bin
DELTA-3G-elp-d 8c	delta-x300	FPGAfirmware_DELTA_3G_8c.bin ARMfirmware_DELTA_3G_8c.bin
DELTA-3G-elp-d 80	delta-x300	FPGAfirmware_DELTA_3G_80.bin ARMfirmware_DELTA_3G_8c.bin
DELTA-3G-elp-d 84	delta-x300	FPGAfirmware_DELTA_3G_84.bin ARMfirmware_DELTA_3G_8c.bin
DELTA-3G-elp-d 8b	delta-x300	FPGAfirmware_DELTA_3G_8b.bin ARMfirmware_DELTA_3G_8c.bin
DELTA-ip-st2022-6 01, 10	delta-x300	FPGAfirmware_DELTA_ip_ST2022_6_XX.bin ARMfirmware_DELTA_ip_ST2022_6.bin Microblazefirmware_DELTA_ip_ST2022_6_XX.bin
DELTA-ip-ST2110 01, 10	delta-x300	FPGAfirmware_DELTA_ip_ST2110_XX.bin ARMfirmware_DELTA_ip_ST110.bin

DELTA-3G-elp-key-d 2K,4K	delta-x300	Microblazefirmware_DELTA_ip_ST2110_10.bin FPGAfirmware_DELTA_3G_Key.bin ARMfirmware_DELTA_3G_8c.bin
DELTA-3G-elp-tico-d 4c	delta-x300	FPGAfirmware_DELTA_3G_4c_TICO.bin ARMfirmware_DELTA_3G_8c.bin
DELTA-ip-st2022-6-tico	delta-x300	FPGAfirmware_DELTA_ip_ST2022_6_XX_TICO.bin ARMfirmware_DELTA_ip_ST2022_6.bin Microblazefirmware_DELTA_ip_ST2022_6_XX.bin
DELTA-h4k2-elp 20	delta-x300	FPGAfirmware_DELTA_h4k2_elp_20.bin
DELTA-asi-elp-d 4c, 8c	delta-x300	FPGAfirmware_X360_DELTA_asi_elp.bin ARMfirmware_DELTA_asi.bin
DELTA-asi-elp 11	delta-x300	FPGAfirmware_X360_DELTA_asi_elp.bin ARMfirmware_DELTA_asi.bin
DELTA-asi-elp 40	delta-x300	FPGAfirmware_X360_DELTA_asi_elp.bin
DELTA-3G-elp-2key-d 22, 44	delta-x300	FPGAfirmware_DELTA_3G_2Key.bin ARMfirmware_DELTA_3G_8c.bin
DELTA-12G-elp-h 1c	delta-x300	FPGAfirmware_DELTA_12G_1c.bin
DELTA-12G-elp-h 2c	delta-x300	FPGAfirmware_DELTA_12G_2c.bin
DELTA-12G-elp-h 20	delta-x300	FPGAfirmware_DELTA_12G_20.bin
DELTA-12G-elp-h 40	delta-x300	FPGAfirmware_DELTA_12G_40.bin
DELTA-12G-elp-h 04	delta-x300	FPGAfirmware_DELTA_12G_04.bin
DELTA-12G-elp-h 4c	delta-x300	FPGAfirmware_DELTA_12G_4c.bin
DELTA-12G-e-h 2i1c	delta-x300	FPGAfirmware_DELTA_12G_2i1c.bin
DELTA-12G2c-asi8c-elp-h	delta-x300	FPGAfirmware_DELTA_12G2c_asi8c.bin

FLEX Products' Part Numbers	Driver	Firmware
DELTA-GWY 316-8	delta-gwy	SwitchConfig_Gateway.pmc SwitchFirmware_Gateway.pmc UCfirmware_Gateway.bin
DELTA-GWY 316-4	delta-gwy	SwitchConfig_Gateway.pmc SwitchFirmware_Gateway.pmc UCfirmware_Gateway.bin
DELTA-GWY 308-8	delta-gwy	SwitchConfig_Gateway.pmc SwitchFirmware_Gateway.pmc UCfirmware_Gateway.bin
DELTA-GWY 308-4	delta-gwy	SwitchConfig_Gateway.pmc SwitchFirmware_Gateway.pmc UCfirmware_Gateway.bin
FLEX-dp 10	flex-x400	FPGAfirmware_FLEX_dp_10.bin
FLEX-dp 01	flex-x400	FPGAfirmware_FLEX_dp_01.bin
FLEX-hmi 10	flex-x400	FPGAfirmware_FLEX_hmi_10.bin
FLEX-hmi 01	flex-x400	FPGAfirmware_FLEX_hmi_01.bin
FLEX-3G 40	flex-x400	FPGAfirmware_FLEX_sdi_40.bin
FLEX-3G 04	flex-x400	FPGAfirmware_FLEX_sdi_04.bin
FLEX-12G 10	flex-x400	FPGAfirmware_FLEX_12g_10.bin
FLEX-12G 01	flex-x400	FPGAfirmware_FLEX_12g_01.bin

8 TROUBLESHOOTING

This chapter contains a series of known issues and their solutions.

This chapter is divided as follows:

Chapter	Content
General	Issues one could encounter with any DELTACAST products.
PCIe Cards	Issues one could encounter with any PCIe Cards products
FLEX Solution	Issues one could encounter with any FLEX Solution's products

If you have encountered problems installing or operating one DELTACAST hardware, browse through this list and locate the most appropriate case. If you cannot find the suitable solution in this list, please browse the DELTACAST web site, which contains an up-to-date troubleshooting section and a FAQ.

8.1 General

🕒 DELTACAST driver installation failed due to a hardware conflict

- 🔧 There could be a conflict with another device (such as a network controller). Try re-installing the driver after having removed all other non-essential devices and, once installed, re-install the removed cards.

🕒 My computer crashes after days and days of perfect running

- 🔧 Some components on the DELTACAST devices require adequate ventilation. Please ensure that your PC is correctly ventilated.
- 🔧 If your DELTACAST devices are well ventilated, please browse the DELTACAST web site and check for any driver or VideoMaster updates.

8.1.1 Windows

🕒 My Windows application does not see my DELTACAST device.

- 🔧 Check in the device manager if any error code are reported for the DELTACAST device and contact the DELTACAST support.

8.2 PCIe Cards

8.2.1 General

🕒 I cannot insert my DELTACAST card in a PCIe slot

- ☞ If you are installing your card in a new PC, PCIe slots may present some mechanical resistance as the card slides into the slot. Press the card strongly but carefully into the slot.

- 🕒 **My computer will not boot since I installed one DELTACAST device**

- ☞ The first issue could be that your card is not correctly positioned into its slot. In this case, turn off all power supplies and ensure that the card properly fits into the slot.
- ☞ Another possible issue is that a cable (IDE cable) or PC component (RAM module) has been accidentally moved and not correctly repositioned during the installation.

8.2.2 Windows

- 🕒 **After having placed a DELTACAST device in my PC and re-started it, Windows did not prompted me to install a driver**

- ☞ The DELTACAST device installation is done using a script provided in the redistributable package. Please refer to the installation chapter.

8.3 FLEX Solution

8.3.1 DELTA-gwy

8.3.1.1 General

- 🕒 **I cannot insert my DELTACAST card in a PCIe slot**

- ☞ If you are installing your card in a new PC, PCIe slots may present some mechanical resistance as the card slides into the slot. Press the card strongly but carefully into the slot.

8.3.2 FLEX modules

8.3.2.1 General

- 🕒 **The FLEX module doesn't appear in my operating system**

- ☞ Your FLEX module could have been plugged while the operating system was running. In that case, please restart your computer.
- ☞ Your DELTA-gwy might not be powered with an external « PCI Express 150W-ATX » power cable. Please make sure that it is the case.
- ☞ Your FLEX module might not be connected properly to your DELTA-gwy. If it is connected properly, please make sure that you are using the specific cables provided with the solution.

9 ANNEX A: CONFORMANCE

9.1 FCC Notice

Per FCC Part 2 Section 2. 1077(a)

Manufacturer's name: DELTACAST
Manufacturer's address: Rue Gilles Magnée 92/6 4430 Ans BELGIUM
Manufacturer's phone: +32-4-239 7884

Hereby declares the products:

Trade name: DELTACAST

Model numbers:	DELTA-3G-elp 40	DELTA-hd-elp-d 80	DELTA-hd10-asi12-e
	DELTA-3G-elp 01	DELTA-hd-elp-d 44	DELTA-hd11-asi11-e
	DELTA-3G-elp 10	DELTA-hd-elp-d 62	DELTA-hd20-asi01-e
	DELTA-3G-elp 11		DELTA-hd10-asi10-e
	DELTA-3G-elp 20	DELTA-hd-e-key 22	DELTA-hd20-asi02-e
	DELTA-3G-elp 11	DELTA-hd-e-key 11	DELTA-3G4c-ASI4c-elp-d
	DELTA-3G-elp 2c		DELTA-12G1c-hmi10-elp
	DELTA-3G-elp-key 11	DELTA-hd-e 22	DELTA-12G2c-asi8c-elp-h
		DELTA-hd-e 21	
	DELTA-3G-elp-key-d 4K	DELTA-hd-e 12	DELTA-asi-elp-d 4c
	DELTA-3G-elp-key-d 2K	DELTA-hd-e 11	DELTA-asi-elp-d 8c
	DELTA-3G-elp-2key-d 22	DELTA-hd-e 20	DELTA-asi-elp 11
	DELTA-3G-elp-2key-d 44	DELTA-hd-e 02	DELTA-asi-elp 40
		DELTA-hd-e 10	A-LTC-1
		DELTA-hd-e 01	
	DELTA-3G-elp-d 40		DELTA-gwy 316-8
	DELTA-3G-elp-d 20		DELTA-gwy 316-4
	DELTA-3G-elp-d 10	DELTA-dvi-e 20	
	DELTA-3G-elp-d 21	DELTA-dvi-e 10	
	DELTA-3G-elp-d 22	DELTA-h4k-elp 20	FLEX-dp 10
	DELTA-3G-elp-d 12	DELTA-h4k2-elp 20	FLEX-dp 01
	DELTA-3G-elp-d 11		FLEX-hmi 10
	DELTA-3G-elp-d 01	DELTA-ip-ST2022-6 10	FLEX-hmi 01
	DELTA-3G-elp-d 02	DELTA-ip-ST2022-6 01	FLEX-3G 40
	DELTA-3G-elp-d 04	DELTA-ip-ST2110 10	FLEX-3G 04
	DELTA-3G-elp-d 4c	DELTA-ip-ST2110 01	FLEX-12G 10
	DELTA-3G-elp-d 8c		FLEX-12G 01
	DELTA-3G-elp-d 80	DELTA-ip-ST2022-6-tico	
	DELTA-3G-elp-d 84		DELTA-12G-elp-h 1c
	DELTA-3G-elp-d 8b		DELTA-12G-elp-h 2c
			DELTA-12G-elp-h 20
			DELTA-12G-elp-h 40
			DELTA-12G-elp-h 04
			DELTA-12G-elp-h 22
			DELTA-12G-elp-h 4c
			DELTA-12G-e-h 2i1c
	DELTA-3G-elp-tico-d 4c		

Conform to the following specifications: **FCC CFR47 Part 15 Subpart B.**

Supplementary Information

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

Notes: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

RF Interference Warning: This is a Class A product. In a domestic environment this product may cause radio frequency (RF) interference, in which case the user may be required to take adequate measures.




Modifications: Any modifications made to this device that are not approved by DELTACAST may void the authority granted to the user by the FCC to operate this equipment.

9.2 ICES-003 Class A Notice - Avis NMB-003, Classe A

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

9.3 DoC Notices

 EU Declaration of Conformity 	
<p>The following products are in conformity with the relevant Union harmonisation legislation: EU Electromagnetic Compatibility Directive (2014/30/EU), RoHS Directive (2011/65/UE) and are CE-marked accordingly.</p>	
Products (Part Numbers)	<p>DELTA-ip-ST2022-6 xx, DELTA-ip-ST2022-6-tico, DELTA-ip-ST2110 xx, DELTA-3G-elp xx, DELTA-3G-elp-d 8b, DELTA-3G-elp-d 80, DELTA-3G-elp-d 84, DELTA-3G-elp-d 08, DELTA-3G-elp-d xx, DELTA-3G-elp-key 11, DELTA-3G40-hd40-elp-d, DELTA-3G-elp-d 4c, DELTA-3G-elp-d 8c, DELTA-3G-elp-tico-d 4c, DELTA-3G-elp-key-d 4K, DELTA-3G-elp-key-d 2K, DELTA-3G-elp-2key-d 44, DELTA-3G-elp-2key-d 22, DELTA-dvi-e xx, DELTA-hd-e xx, DELTA-3G4c-ASI4c-elp-d, DELTA-hd-e-key xx, DELTA-hdxx-asixx-e, DELTA-hd-elp-d xx, DELTA-sd-elp-d 80, DELTA-asi-elp xx, DELTA-asi-elp-d xc, A-LTC-1</p> <p>where xx is a 2-digit number where x is a 1-digit number -bb, -pc, -lb, -nb and -cd options no mentioned but included</p>
Tested by request of	<p>DELTACAST.TV Rue Gilles Magnée 92/6 B-4430 ANS (Belgium)</p>
Manufactured at	<p>DELTACAST.TV Rue Gilles Magnée 92/6 B-4430 ANS (Belgium)</p>
Classification	<p>Professional audio, video, audio-visual and entertainment lighting control apparatus</p>
Trade mark	<p>DELTA^ΔCAST</p>
Type of the equipment	<p>Digital video to PCI-express gateway</p>
<p>For the evaluation of EU 2014/30/EU EMC directive, the harmonized standard listed below were applied:</p>	
<p>Emission</p> <p>EN 55103-1:2009 + A1:2012 EN 55022:2006</p>	<p>Immunity</p> <p>EN 55103-2:2009 EN 61000-4-4:2004 EN 61000-4-2:1995 + A1:1998 + A2:2001 EN 61000-4-3:2006 + A1 :2008</p>
<p>Ans, 20th May 2019</p>	<p>  O. Roba, General Manager </p>



EU Declaration of Conformity



The following products are in conformity with the relevant Union harmonisation legislation: EU Electromagnetic Compatibility Directive (2014/30/EU), RoHS Directive (2015/863) and are CE-marked accordingly.

Products (Part Numbers)

DELTA-h4k-elp 20, DELTA-h4k2-elp 20, DELTA-12G-elp-h 1c, DELTA-12G-elp-h 2c, DELTA-12G-elp-h 4c, DELTA-12G-elp-h 40, DELTA-12G-elp-h 04, DELTA-12G-elp-h 22, DELTA-12G-elp-h 20, DELTA-12G2c-asi8c-elp-h, DELTA-12G1c-hmi10-elp, DELTA-12G-e-h 2i1c, FLEX-dp 10, FLEX-dp 01, FLEX-3G 40, FLEX-3G 04, FLEX-hmi 10, FLEX-hmi 01, FLEX-12G 10, FLEX-12G 01, DELTA-gwy 316-4, DELTA-gwy 316-8, DELTA-gwy 308-4, FLEX-R1U -bb, -pc, -lb, -nb and -cd options no mentioned but included

Tested by request of

DELTACAST.TV
Rue Gilles Magnée 92/6
B-4430 ANS (Belgium)

Manufactured at

DELTACAST.TV
Rue Gilles Magnée 92/6
B-4430 ANS (Belgium)

Classification

Professional audio, video, audio-visual and entertainment lighting control apparatus

Trade mark

DELTA^ΔCAST

Type of the equipment

Digital video to PCI-express gateway

For the evaluation of EU 2014/30/EU EMC directive, the harmonized standard listed below were applied:

Emission

EN 55032:2012

Immunity

EN 55103-2:2009
EN 61000-4-4:2004
EN 61000-4-2:1995 + A1:1998 + A2:2001
EN 55035:2017
EN 61000-4-3:2006 + A1:2008 + A2:2010
EN 61000-4-6:2013

Ans, 14th August 2020

O. Roba, General Manager



DELTA**CAST**

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