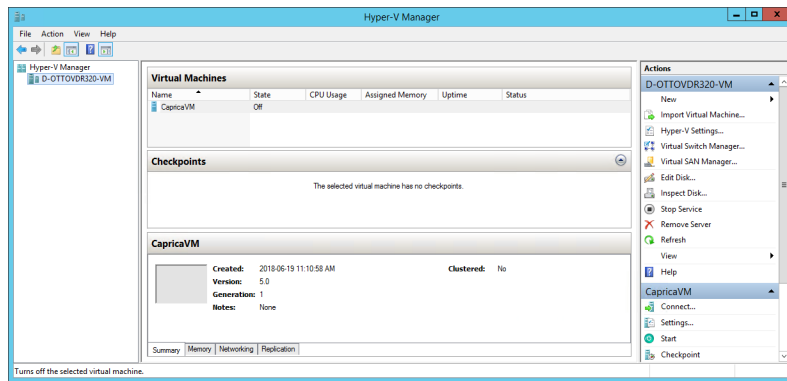


Setting the Hyper-V Automatic Start and Stop Options

When you use Caprica in your OverDrive system to control your switcher and devices, you must configure Hyper-V to automatically start and stop with the OverDrive Server computer.

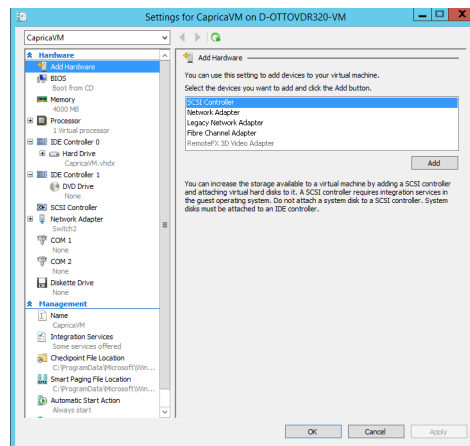
To set the Caprica Hyper-V automatic start and stop options

- Use the following credentials to log in to the OverDrive Server computer that hosts your Caprica Server in Hyper-V:
 - User: overdrive
 - Password: <your_password>
- Use the Start menu to select Hyper-V Manager. The Hyper-V Manager window opens.

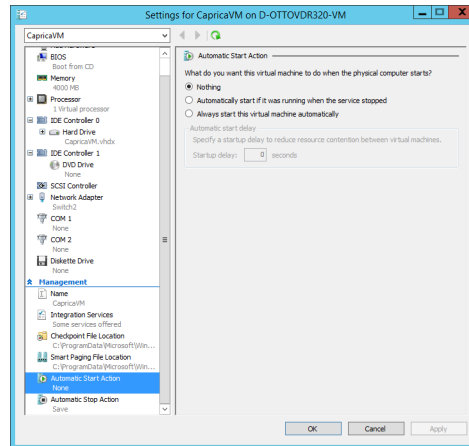


When the Caprica VM is running, complete the following steps to turn it off:

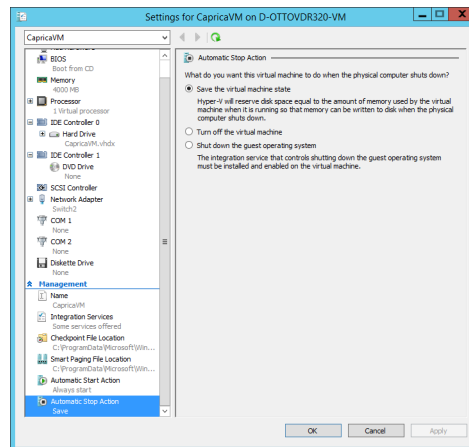
- In the Caprica VM section of the Actions panel, click Turn Off. An **Alert** opens.
 - Click **Turn Off** to turn the Caprica VM off.
- In the Caprica VM section of the Actions panel, select Settings. The Settings dialog box opens.



- In the Management section of the tree view, click Automatic Start Action. The Automatic Start Action panel opens.



- Select the **Always start this virtual machine automatically** option to automatically start the Caprica VM with the OverDrive Server computer.
- In the Management section of the tree view, click Automatic Stop Action. The Automatic Stop Action panel opens.



- Select the **Shutdown the guest operation system** option to automatically shutdown the Caprica VM with the OverDrive Server computer.
- Click **OK** to save the selected Hyper-V automatic start and stop options and close the Settings dialog box.
- To start the Caprica VM after setting the automatic start and stop options, click **Start** in the Caprica VM section of the Actions panel.

Contacting Technical Support

Technical Support is staffed by a team of experienced specialists ready to assist you with any question or technical issue.

Ross Video has technical support specialists strategically located around the globe to ensure a prompt response to technical inquiries. Our primary technical support center is located in Ottawa, Ontario, Canada. In addition, we have offices in The United Kingdom (London), Australia (Sydney), and Singapore with satellite locations in New York City, The Netherlands, and China. As we expand our presence globally, we are constantly evaluating other key locations to have a local technical support specialist in order to better service our customers.

North America

Our North America center located in Ottawa, Ontario, Canada and is open Monday to Friday 8:30 a.m. to 6:00 p.m. EST, with 24/7/365 on-call service after hours.

Our telephone number is: +1-613-686-1557

Toll free within North America: +1 844-652-0645

EMEA

Our EMEA center is open Monday to Friday 8:30 a.m. to 5:00 p.m. GMT. After hours support is provided by our North America location.

Our telephone number is: +44 (0)1189502446

International toll free: +800 3540 3545

If the local support specialist is not available, your call will be transferred automatically to our North America center.

Australia

Our Sydney, Australia office is located in Alexandria, NSW.

Our local support telephone number is: 1300 007 677

If the local support specialist is not available, your call will be transferred automatically to our North America center.

Online

E-mail: techsupport@rossvideo.com

Website: open a support request using the link <http://www.rossvideo.com/support/tech-support.html> to open a support request.

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