

## Windows 7 User Account Settings for OverDrive Clients

Before installing OverDrive Clients on a Windows 7 computer, the following settings must be configured for user accounts that run OverDrive clients:

### Set User File Rights to Full Control

1. On the computer to install OverDrive Clients software, log in as an OverDrive user.
2. Use the Start menu to select Computer.
3. Right-click the C: drive and select Properties.
4. In the Properties dialog box, click the Security tab.
5. In the Security tab, click Edit.
6. In the Permissions for OS dialog box, select the Login Account in the Group or user names list.
7. In the Permission list, check that the Allow check box is selected for the Full control option.
8. Click OK.
9. Accept all Warning dialog boxes that open.
10. In the Properties dialog box, click OK.

### Lower the Notification Level to Never

1. On the computer to install OverDrive Clients software, log in as an OverDrive user.
2. Use the Start menu to select Control Panel.
3. In the Control Panel window, use the View by menu to select Category.
4. Click System and Security.
5. In the System and Security window, click Action Center.
6. In the Action Center window, click Change User Account Control settings.
7. In the User Account Control Settings window, drag the slider to the Never notify level.
8. Click OK.
9. Accept any Warning dialog boxes that open.
10. Close the Action Center window.

### Turn off the Firewall

1. On the computer to install OverDrive Clients software, log in as an OverDrive user.
2. Use the Start menu to select Control Panel.
3. In the Control Panel window, use the View by menu to select Category.
4. Click System and Security.
5. In the System and Security window, click Windows Firewall.
6. In the Windows Firewall window, click Turn Windows Firewall on or off.
7. For each network type in the Customize Settings window, select the Turn off Windows Firewall option.
8. Click OK.

### 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](mailto: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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