

# Intel® Viiv™ Software User's Guide

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^ Home networking requires additional devices, software or services. Ability to share some content is limited; subject to authorization from the content owner or service provider and network device capability. Verified devices and services will vary; check for desired features/functionality. May require TV tuner card and/or remote, which may be sold separately. Instant on/off feature works after initial boot, when activated. System performance will vary depending on your hardware and software configurations. Intel's network set up software currently only supports DHCP ("Always On") and PPPoE broadband connectivity protocols. PPPoA, PPTP and other protocols require use of router manufacturer's network set up software. Check verified router specifications against Internet provider requirements before purchasing. See [www.intel.com/go/viiv\\_info](http://www.intel.com/go/viiv_info) for more information.

^Remote may be sold separately

∇ Home networking capability and many Intel<sup>®</sup> Viiv<sup>™</sup> processor technology-based usage models will require additional hardware devices, software or services. Functionality of Intel Viiv processor technology verified devices will vary; check product details for desired features. System and component performance and functionality will vary depending on your specific hardware and software configurations. See [www.intel.com/go/viiv\\_info](http://www.intel.com/go/viiv_info) for more information.

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## What is Intel® Viiv™ Processor Technology?

Intel® Viiv™ processor technology is a combination of hardware and software technologies that provide high performance PCs with video and audio capabilities so you and your family can enjoy great digital entertainment experiences in your home. When combined with digital media adapters, Intel Viiv processor technology-based PCs can distribute and manage content throughout your home network: listen to digital music, run photo slideshows, and stream media directly from the Intel Viiv technology-based PC in one room through networked digital media devices to other rooms in your house.

The dual-core processing power adds additional benefits by enabling multiple people to access content from the same PC—even from different rooms. For example, one user can be playing a game on the PC while someone else streams music over the home network to a media device in another room.

The Intel Viiv brand makes it easy when you are shopping for new digital media or digital media devices for your home. The Intel Viiv logo helps you identify PCs designed for the digital home, plus online services, applications and consumer electronics devices that have been designed and verified for digital entertainment.

Look for this logo on all Intel Viiv technology verified devices:



## What you can do with an Intel Viiv processor technology PC

One PC with Intel Viiv Processor technology and your television can be the focal point for home entertainment.

Enjoy an entertainment PC platform for all your entertainment needs. All you need to do is add a TV, a digital media device, and speakers to enjoy the following benefits:

- Download movies and TV shows on demand.
- Find and play your favorite songs.
- Organize your entire music collection in one place. Or choose services that offer both subscription and purchase options.
- Stream multimedia content from a PC to a television, a stereo, or a home theater system.
- Share your entertainment PC—multiple people, multiple rooms, one computer.
- Share content throughout the home with Intel Viiv-verified devices.
- Organize and share your digital photos on the big screen. You can also create slideshows and include music to accompany them.

## About the Intel Viiv Media Library

The Intel Viiv Media Library offers you an easy way to organize the digital media content on your home network and share it with others. The Media Library indexes your digital media collection that can be remotely browsed, accessed and played through networked devices in the home. Here are some of the things the Media Library lets you do:

- Share content from other media libraries or media content from other PCs or devices by adding that content to the Intel Viiv Media Library and combining media libraries.
- Access the latest movie or watch your favorite TV show in your living room (or wherever your TV and network media device are located).

- Access songs and playlists you've created from both subscription and purchase options and those you've ripped from CDs.
- Organize and view slideshows of your digital photos—accompanied by music you choose.

When you set up or update your Media Library, it includes content from the following sources:

- Folders on this PC
- Other media libraries, including online media services that you have installed on this PC and on other networked PCs
- Shared folders on networked PCs

The Media Library maintains an index of supported content and navigates to the appropriate location in order to play back media.

We recommend you automatically create your Intel Viiv Media Library when you set up the software for the first time. However, you can wait until you add a media device at a later date. When you start the process it can take several hours to process all of your media depending on the number of files you have on your system. While the media library is being created you may notice your PC running slower than normal. It will return to normal when the indexing has been completed.

## Add a Device to Your Network

Your home network needs to be set up prior to adding a media device. There are a couple of methods you can use to set up your network:

- Follow your router manufacturer's instructions.
- Follow the instructions provided in Microsoft\* Windows Vista\*.



### Network Setup Notes

- If a network is not detected, make sure that you have Internet connectivity. If you do not have an Internet connection, remove the router from the system and connect the modem directly to the PC. When Internet connectivity is restored, use the router manufacturer's software to set up your home network.
- If you are adding a device to your home network using an Intel Viiv technology-based PC, connect the router directly to the PC. If the device you are adding has wireless LAN, once the device is added, you can disconnect the router from the PC and move the PC to another location.
- Make sure you select either the Home or Work option when setting up your network. Do not select Public—some features will not be available.

## Before you begin

Before you begin adding an Intel Viiv technology-verified device to your network using the Intel Viiv software, you will need the following:

- A working home network
- Intel Viiv technology-verified devices such as Network Media Devices
- High-speed broadband Internet Service Provider

- Broadband modem with an Ethernet network cable plus wireless router with an Ethernet network cable  
or
- Combined wireless modem/router (an all-in-one device, also called an Internet gateway router)

### **NMD: a device by many names**

A network media device (NMD) is a consumer electronics device that when added to your home network allows you to keep music, pictures, and videos on the PC, and enjoy them throughout the house. The NMD is connected to a television or home stereo and may be connected to your home network with a network cable or wireless connection.

Other names used in the industry for this device are digital media adapter (DMA) or a digital media hub (DMH), wireless media player, music hub, media adapter, music server, streaming media player, entertainment gateway, entertainment router and network music player.

If you have more than one television in your home that you want to view media from, each television must also be connected to a network media device.

## **Connect an Intel Viiv technology-verified network media device**

To use a Network Media Device (NMD), your television must have at least an S-video or composite video connection.

Adding an NMD involves the following steps:

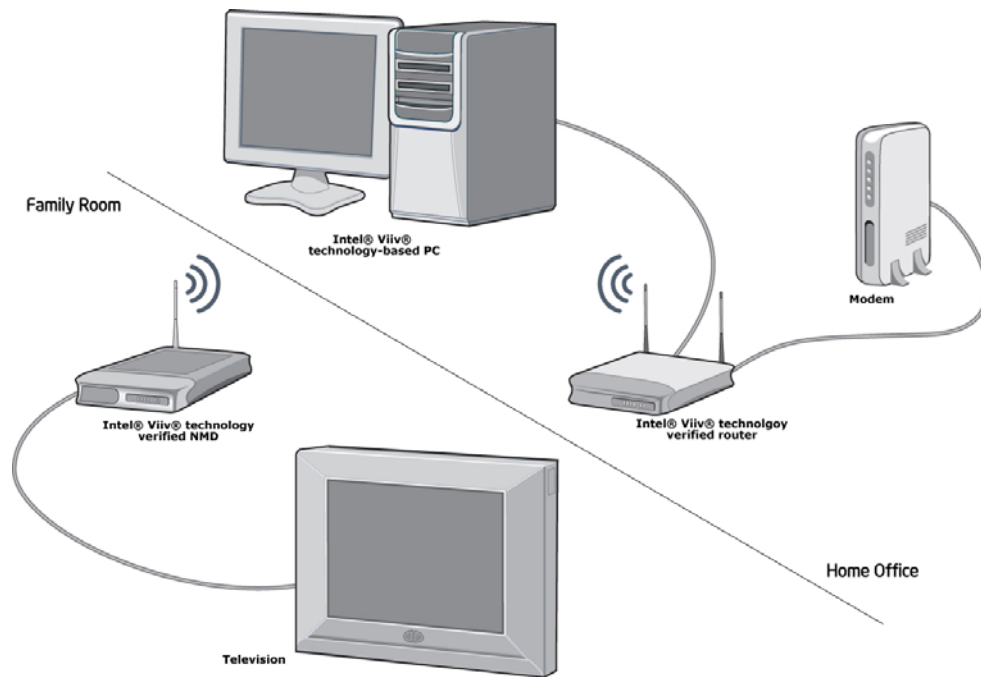
- Connecting the NMD
- Accessing the NMD passcode on the television
- Starting the Intel Viiv software
- Adding the device to the home network using Intel Viiv software

After an NMD is added to the home network, the network looks similar to that shown in the following figure.



### **NOTE**

NMDs can be wired directly to your PC and television. These directions cover a wireless setup only.



- Make sure you have set up your router. If you have not, please do so first.

### Step 1 — Connect the NMD

Complete the following steps to connect your NMD to your television.

- 1 Connect the Intel Viiv technology-verified NMD to a television. See the manufacturer's documentation for specific instructions.
- 2 Power on the NMD.



## Step 2 — Get the device passcode

- 1 Follow the instructions that the NMD displays on the television screen.
- 2 When you see the Intel Viiv technology setup option, select **Yes**.



- 3 Follow the instructions until you see a four-digit passcode.



### NOTE

Depending on the device, you may need to complete several steps before this window is displayed.

- 4 Write down the code; you will use it later.



### NOTE

This code is valid for a specified amount of time. The time varies by manufacturer. If the passcode expires, you will need to reset the device by disconnecting it from the power and then repeat step 2 and 3.

## Step 3 — Start the Intel Viiv software

At the Intel Viiv processor technology-based PC, complete the following steps to add the NMD.



### NOTE

If you have not yet set up Windows Media Center you will need to complete its setup before the Intel Viiv Software setup. You will be prompted to do so by Media Center.

- 1 Double-click the Intel Viiv software logo on the Windows desktop.





You can also access the Intel Viiv software using Windows\* Media Center. If this is the first time you have used Intel Viiv software, a license agreement is displayed.

- 2 Read through the license agreement and select **Accept** if you agree to the terms.
- 3 Select **OK** when prompted to create a Media Library and follow the onscreen instructions.

This step sets up folder sharing for the following standard folders on the PC: Music, Pictures, Videos, Public Music, Public Pictures, Public Videos, and Recorded TV. When you add or remove media files from these locations, the media library updates its index automatically.



#### NOTE

The initial Media Library creation may take from a few minutes to several hours depending on the amount and type of media on your PC. During this time, PC performance may be slower than normal. Normal PC performance will return when the process is completed.

The creation of the Media Library runs in the background. Continue with Step 4. When you are finished setting up your device, you can update your default Media Library with additional content.

### Step 4 — Add the device to your network

- 1 Select **Add a Device** from the Settings window.
- 2 Make sure that the device is turned on and you have the device passcode, and then complete the steps in the Add a Device wizard.

If you've set a password for your router, you'll be asked to enter it next.

- 3 When the following window is displayed, use the remote control or keyboard to enter the device passcode you wrote down in Step 2 — Getting the Device Passcode and then select **Next**.



Connecting to the NMD may take a few minutes.

- If you are using the Windows Media Center Edition remote control, select **Show Keyboard** to use the onscreen keyboard to enter the passcode.



#### NOTE

If you are using the Windows Media Center Edition remote control to enter the passcode, there may be a delay between when you enter the passcode and when it displays on the NMD window.

- 4 After the device is added to the network, name the device to help you identify it. Enter the name using the keyboard or your remote and then select **Next**.



- 5 When prompted to grant the device access to your Media Library, select **Yes**.



#### NOTE

You are not “sending” media to the device; you are granting the device access to the Media Library. Without access you will not see any media on your TV. All you have to do is grant access to the Media Library and your content automatically appears on the TV.

If you have additional NMDs to set up, we recommend you set then up one at a time, test them, verify that they are working by viewing media on your TV before proceeding to the next one.

- 6 Select **Media Library** to include additional digital media in your default media library.

Or

- Select **Finish** if you are done.

Go to your TV and verify that you can see your Media Library. You’ll always see your Media Library content on the TV, not on your PC.

## Add Content to the Media Library

If you did not accept the automatic Media Library creation when you started your Intel Viiv software for the first time, you will need to create a Media Library before you can see media on your TV.

You can include new media to your existing Media Library at any time. The media is stored on your hard disk or any networked device. If you download new music or record a new television show, you can include it in your Media Library. If you also subscribe to a service that allows you to download or purchase songs or video and enjoy it on your PC, you can include these songs and videos in your Media Library.



### NOTE

The Intel Viiv Media Library does not create a new copy of your media; it only provides a link to existing media.

## Add media already on your PC

The easiest way to include media already on your PC in the Media Library is to add the new media files into folders that are already included in the Media Library such as the Music or Video folders.

If you accepted the default Media Library creation, all of your media files in the following folders on this PC were included: Music, Pictures, Videos, Public Music, Public Pictures, Public Videos and Recorded TV. When you add or remove media files from these locations, the media library updates its index automatically.

The Intel Viiv Media Library does not move or copy any media. It only reads the media in the identified folders and indexes it for access throughout the home network.

If there are multiple users of one Intel Viiv processor technology PC who log in using their own user accounts, all users will need to complete the Create Media Library wizard in order to add their personal files to the Media Library. Other folders on the PC can be added to the Media Library through the Create Media Library wizard as well as shared folders on other networked PC that the user has permission to access.

Users with administrator privileges can:

- add devices
- grant devices access to the Media Library
- start and stop the Media Library
- rebuild the Media Library

## Add a new folder to be monitored by the library

You can add more folders at any time to your existing Media Library using the Media Library wizard.

For folders to be included in your media library, be sure to set up the folders to be shared with others. See the Windows documentation for instructions.



### NOTE about Sharing

When setting up folders for sharing on a networked PC, make sure password protection is turned off for those folders you want to share. To do so, go to Control Panel > Network and Internet > Network and Sharing Center.

- 1 Start the Intel Viiv software and select **Media Library** from the main window.

When you have already created a Media Library, the Create Library button changes to Update Library.



- 2 Select **Update Library** and then select **Next**.

Folders automatically indexed and already included in your library are shown in the Select Media Folders window. See Supported File Formats for the file types included in the library.



- 3 In the Select Media Folders window, select the folders that contain the content you want included in your Media Library.
  - To include or exclude media from networked drives locate the drive letter and click the + to display the contents of that drive.
  - To include a folder in the Media Library, check the check box for the folder.

- To exclude a folder from the Media Library, uncheck the check box for the folder.
- To expand a folder, select the + symbol next to it.
- To collapse a folder, select the - symbol for it.

All users on your network will be able to play back the content that is checked. If you do not want others to play back some of your content, uncheck the folders, move the files out of shared folders, or stop sharing the folders. See your Windows operating system documentation for how to share and stop sharing folders.

- 4 When you have finished selecting the folders to include in the Media Library, select **Next**.

You see the progress of the Media Library creation. Although your PC's performance may be affected during the Media Library creation, you can do other things on your PC during the process.

The Intel Viiv Media Library automatically monitors the Public folders as well as the folders you have selected on your PC for added media. The Media Library also monitors the Music, Video and Pictures folders of the user who sets up the Media Library.

- 5 Select **Finish** when you are notified that the build process is complete.

After the media scanning and indexing process is complete, you'll be able to view the content on your TV, not your PC.

Any device that you've granted access to the Media Library can display its contents.



#### NOTE

The network media device is connected to your TV, and the TV shows the content of your Media Library on the TV window.

## Add content from a USB portable media player and view that content on the TV

If the media you want included in the Media Library is stored on a portable drive or some other USB portable device, you can include it. Make sure the device is plugged into a USB port.

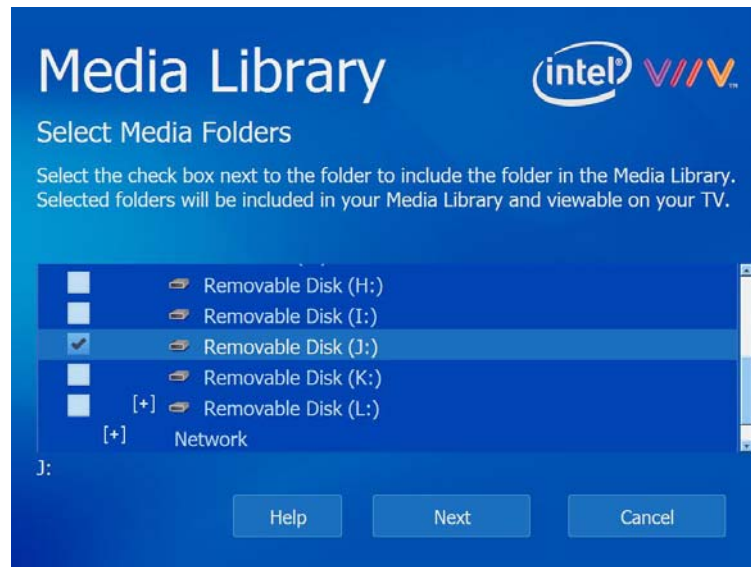
- 1 Start the Intel Viiv software and select **Media Library** from main window.

When you have already created a Media Library, the Create Library button changes to Update Library.

- 2 Select **Update Library** and then select **Next**.

- 3 In the Select Media Folders window, select the USB device or click the + to display the contents.

You can select the entire device or individual folders on the device.



- To include a folder in the Media Library, check the check box for the folder.
- 4 When you have finished selecting the folders to include, select **Next**.

You see the progress of the Media Library creation. Although your PC's performance may be affected during the Media Library creation, you can do other things on your PC during the process.

- 5 Select **Finish** when you are notified that the build process is complete.

After the media scanning and indexing process is complete, go to the TV and using your remote control, view the contents of your Media Library.

## Manage the Media Library

### Update the Media Library

If you've added or changed content in your Media Library, you can manually update it.

- 1 Start the Intel Viiv software and select **Media Library** from the main window.
- 2 Select **Update Library**.
- 3 Select **Next**.
- 4 In the Select Media Folders window, select the folders that contain content you want included in your Media Library and select **Next**.
- 5 Select **Finish** when you are notified that the update is complete.

### Update the Media Library after adding a device

After adding a device and granting it access to the Media Library, you'll be notified that a new device has been added and asked if you want to grant it access to the Media Library.

- 1 Select **Media Library**, then select **Update Library** and **Next**.

- 2 In the Select Media Folders window, select the folders that contain content you want included in your Media Library and select **Next**.
- 3 Select **Finish** when you are notified that the build is complete.

## Remove a folder from the library's monitoring

Removing a folder from the Media Library does not remove it from your PC. The folder remains on the PC, with all the content in it; it just is no longer available to view on your TV.

- 1 Start the Intel Viiv software and select **Media Library** from the main window.
- 2 Select **Update Library** and then select **Next**.
- 3 In the Select Media Folders window, unselect the folders that contain content you want removed in your Media Library.
  - To exclude a folder from the Media Library, uncheck the check box for the folder.
- 4 When you have finished removing the folders from the Media Library, select **Next**.
- 5 Select **Finish** when you are notified that the build process is complete.

## Include other Media Libraries

The Intel Media Library is separate from other media libraries. Your Intel Viiv Media Library can access and index the media from other media libraries on PCs or storage devices on your home network. You can include the contents and playlists created with certain other media libraries in your Intel Viiv Media Library. For example, if you've created a media library with RealMedia\* or Windows Media Player\*, you can include those media libraries within your Intel Viiv Media Library. An online media service that you have installed may also be a Media Library.

- 1 Start the Intel Viiv software and select **Media Library** from the main window.

When you have already created a Media Library, the Create Library button changes to Update Library.
- 2 Select **Update Library** and then select **Next**.
- 3 In the Select Media Folders window, scroll down the list to find the following option:
  - **Include other Media Libraries automatically.** If you select this, the media library will include all Media Libraries when a PC or laptop joins the network.
- 4 Select **Next** to continue.

You see the progress of the Media Library creation. At this point, you can do other things with your PC while the Media Library is being created.
- 5 Select **Finish** when you are notified that the build process is complete.

## Stop/restart media sharing

Stopping the Media Library will prevent the viewing of Media Library content on devices connected to your network. Some examples of why you might want to stop your Media Library include the following:

- If you are playing a game that consumes considerable system resources, stopping the Media Library may free system resources to prevent slower game performance.

- To prevent access to the content of your Media Library. You might have set up folders for R-rated movies and you want to prevent younger members of the family from viewing them.



#### NOTE

You must be user with administrator privileges to stop or restart the Media Library.

- 1 Start Intel Viiv software and select **Media Library** from the main window.
- 2 Select **Stop Library** to prevent the viewing of Media Library content on devices connected to your network.
- 3 Select **Yes** to confirm.

- 1 To start media sharing again, select **Start Library**.
- 2 To confirm that you want to start media sharing again, select **Yes**.

## Rebuild your Media Library

Rebuilding your Media Library rescans its content. This may fix a file, if the file had become corrupted. Rebuilding your Media Library does not return it to its factory settings.

- 1 Start Intel Viiv Software and select **Media Library** from the main window.
- 2 To remove all the media content from your shared library and rescan all your shared folders for media, select **Rebuild**.
- 3 To confirm that you want to rebuild the Media Library, select **Yes**.



#### NOTE

You must be an administrator to rebuild the Media Library.

If you rebuild your Media Library, you may lose downloaded content.

## Check the Status of the Media Library

If the Media Library build process takes a long time, you can check its progress in the status Window.

- 1 Open Intel Viiv Software and select **Status** from the main window. The following information is displayed:
  - The number of files in the library.
  - The status of the library build.
- 2 Select **Back** to return to the Settings window.

## Set and View Intel Viiv Software Options

You can set and view various options that control how your software operates. You can use the Options settings to:



- Keep Intel Viiv Software and services up-to-date
  - Control how Intel Viiv software alerts are displayed
  - Get product support and version information
  - Set other Intel Viiv software options
- 1** To set or view the Intel Viiv Software options, select **Options** from the Intel Viiv Software main window.



- 2** Select the options you want view or change:

**Updates**

- Keep your Intel Viiv software up-to-date
- Download and install the latest software updates and upgrades
- Set options for software update reminders
- Set options for automatic Intel® Viiv™ Zone updates

**Media Library**

- Add content to the Media Library
- Start or stop sharing media on the network
- Rebuild your Media Library

**Tray Icon**

- Show or hide the taskbar icon for Intel Viiv software

**Support**

- Get product support for Intel Viiv software

**About**

- View version information for Intel Viiv software

# The Message Center

Alerts in the Message Center inform you of software updates, security updates, device file transfer errors, and other system errors. Some messages may explain how to correct an error. Also, when you receive an Intel Viiv software alert, it appears in your Message Center.

- Check your messages by selecting **Message Center** from the Intel Viiv Software main window.

Icons next to the messages show priority and status: (these icons may appear slightly different on your window).



High priority/severity; unopened message



High priority/severity; unopened message



Normal priority/severity; unopened message



Normal priority/severity; opened message

## Read, delete and sort messages

Messages inform you of network and device errors or of normal changes in network and device status. Some messages may explain how to correct an error.

### To read a message

- 1 Navigate to the message using the arrows on the remote control or using the mouse.
- 2 Select the message title to open it and read the message details.

### To delete a message

You do not have to delete messages to reduce the space used on your hard drive. The file that holds the messages is limited to 500 KB. If stored messages exceed that size limit, the oldest message is deleted to create space for a new message.

- 1 Navigate to the message using the arrows on the remote control or using the mouse.
- 2 Select the message title to open it and read the message details.
- 3 Select the option to delete the message

### To delete all messages

- To remove all messages from your hard drive, select **Delete All** and confirm the deletion.

### To sort messages

You can sort the messages by date or by importance.

- To sort the list so that important messages are at the top, select **Most Important First**. For example, messages about network problems will appear at the top of the list.
- To sort the list by date, with the newest messages at the top, select **Most Recent First**.

# Manage your Intel Viiv Network

The Manage Network feature is designed for small, home networks of 20 devices or fewer. If you currently have more than 20 devices on your network, you'll need to use administrator software designed for managing larger networks.



- Open Intel Viiv Software and select **Manage Network** from the main window.

**Refresh** provides the most current view of the home network map.

**Network Details** lists the router and network connections status, configuration, and security settings. You may need the network details when you add PCs or other devices to the network. Write down the settings and keep them with your router documentation. These details are available only if you are using an Intel Viiv technology-verified router in your home network.



## NOTE

Intel Viiv processor technology continuously scans the network for new devices. If a new device is found, a pop-up alert is displayed on the desktop. From the pop-up alert you can add new Intel Viiv verified wireless devices from the network map.

## Network map

You may see the following notification icon in the Network Map: (these icons may appear slightly different on your window).



No Internet connection

If you see this icon, make sure that your router is set up and connected. For more information, see your router manufacturer's instructions.



New device

If you see this icon you will need to grant the device access to the Media Library before

it can access media.

## View and edit settings for your devices

Device settings include important information about a given device. The details provided may be slightly different depending on the device type. Some of the details are generated by the network or the device, but others are settings that you can modify.

- 1 Open Intel Viiv Software and select **Manage Network** from the main window.
- 2 Select any device to view and edit and then select **Edit** for the following options:

**Device Name:** The software assigns a device name according to the device type. You can change the name to something easier for you to recognize. For example, you might change “DMA1” to “Living Room Media Adapter.” The name given to a device must be less than 19 characters and can be any combination of alphanumeric characters.

**Device Type:** Select the device type that best matches the description of the device on the network. Do not be concerned if you assign the “wrong” device type. The type assignment is used primarily as a way of quickly finding a device by its icon. The type of device you assign will not affect your ability to add or use the device properly.

**Media Library Access:** The Intel Viiv Media Library enables you to share music, pictures, videos, and recorded TV with devices throughout your home. If you choose to grant Media Library access to this device, it will have access to all content included in the Media Library.

- 3 Select an option and then select **Next**.
- 4 When finished, select **OK**.

## Grant and revoke Media Library access

If you choose to grant Media Library access to a device, it will have access to all content included in the Media Library.



### NOTE

Granting Media Library access to a device does not automatically share media content located on the device with the rest of the network. If the device is capable of storing media or has a native media library, you must explicitly include the device’s shared media in the Media Library.

- 1 Open Intel Viiv Software and select **Manage Network** from the main window.
- 2 Select any device to view and edit and then select **Edit**.
- 3 Select **Media Library Access**, and then select **Next**.
- 4 When prompted to approve your selection to grant or revoke access, select **Yes**.

# Troubleshooting

## Why can't I add my device?

If you are having trouble adding your device to your network, please try the following:

- Connect the router directly to your Intel Viiv processor technology-based PC.
- Make sure the NMD has power.
- Follow the device manufacturer's instructions for adding a device.

## Where should I put my wireless device?

For optimal performance, the router needs to be placed close enough to establish a strong signal. Here are some tips for where to and not to place the device:

- Do not place the wireless device behind the TV, under a desk, in a closet.
- The antenna needs to be able to send its signal uninterrupted to the PC.
- If the wireless signal is not Good or Excellent, move the device to a different location and test the signal strength again.
- The maximum distance between is about 150 feet.  
Metal interferes with wireless signal transmission. Metal doors, lath and plaster walls, and heating and air conditioning ductwork are barriers to this signal type.

## Why doesn't the PC detect my wireless device?

There are a few things for you to check:

- Check that the antenna is attached to the device.
- Check that the device has power.
- Check that the router is on.
- Follow the tips in "Where should I put my wireless device."

## Why doesn't the device user interface appear on my TV?

- In order for your TV to work, you must set it to an AV or Video channel. Consult the television manufacturer's documentation about how to do this.
- Make sure the device and TV have power.
- If you've added your device and you don't see the media server on your TV, unplug your device and plug it in again.

## Setting up my device failed, now what?

- If your device is wired, check that there is power to the router and power to the NMD.
- If your device is wireless, make sure the wireless signal is Good or Excellent.
- If wireless, you might need to enter the passcode again. If the passcode time has expired, see the next solution.

## The passcode time expired, now what?

- Unplug the device to restore the factory defaults and start over.

## How do I restore the device's factory defaults?

- Unplug the device to restore the factory defaults and start over.
- If you need to start over, look for a menu item on your device under Settings or Options that allows you to restart.

## Why can't I see my files?

If content you expected does not appear on your network media device, here are some possible causes:

- The content is not stored in the locations scanned by the Media Library. Move the content into a location that you have selected, and the Media Library will include it automatically. Alternatively, to include the location of the content in the Media Library, follow the instructions for adding a folder to your library.
- The Media Library does not support the file format. To learn more about supported file formats, see the Supported File Formats chapter.
- Folders are not shared. On networked PCs, content in a folder is cataloged only if the folder is shared. For information on sharing, refer to the help for the operating system on the networked PC.
- Make sure folders you want to share do not have password protection enabled. Go to Control Panel > Network and Internet > Network and Sharing Center.
- To include folders located on a networked PC that also has Intel Viiv software installed, include the content by using the **Add all Media Libraries automatically** option.
- For files located on a networked PC, the networked PC may not currently be connected to the network. The PC may be powered off, disconnected, or out of wireless range.

## Why doesn't this file work?

- It is possible that the file is not a supported file format. Refer to the list of supported file formats in the Supported File Formats chapter.

## What if I have two of the same devices?

- If you have two of the same devices you can give each device a different name by going to the network map. Select Manage Network from the main Settings menu. In the Device Settings window, select Edit. In the Change Device Settings window, select **Device Name**.

## My high-definition video won't play

- If you have a wireless NMD, the device might not have enough bandwidth to display high-definition digital content. Try a wired device.

## Additional notes

- Place your device near your TV because you'll point your remote control towards your TV and the close proximity will assure that the remote control operates correctly.
- When fast forwarding or rewinding to a specific place in a program, the durations will be close approximates that vary by file types.

## Supported File Formats

Refer to the table below for supported media formats. If a media format is not listed, we do not support it.

	<b>Formats</b>	<b>Extensions</b>
<b>Video</b>	WMV (with WMA) DivX3, 4, 5 (with MP3, AC-3, LPCM) DV type 1 and type 2 DVD with Motion JPEG (with MP3 CBR, PCM, LPCM, Mu-Law or A-Law)	.wmv, asf, and asx .avi .avi .vob .avi
	MPEG 1 & 2 (With AC-3, LPCM)	.mpg, .mpeg, .m1v, .m2v, .mpeg2, .mp2, .mp2p, .mpe, .mpeg2, .mp2t, dvr-ms
	MPEG 4 (with AC-3, MP3, LPCM, AAC-LC, AAC-LTP)	.m4v, mp4
	VCD (MPEG-1)	.dat
<b>Video Playlist</b>	ASX, WPL	.asx, .wpi
<b>Audio</b>	WAVE (LPCM, PCM, AD-PCM, Mu-Law, A-Law)	.wav
	AAC (AACLC, AACLTP)	.aac, .m4a, .mp4a
	WMA (v8, v9, lossess)	.wma, .asf
	MPE (CBR 8-320kbps, VBR 16-320kbps, MPEG-1 Layer 3, MPEG-2 Layer3)	.mp3, .m3u
<b>Audio Playlist</b>	ASX, WPL, M3U, WAX	.asx, .wpi, .m3u, wax
<b>Image</b>	BMP, or bitmap JPEG GIF PNG TIFF	.bmp .jpg, .jpeg .gif .png .tif, .tiff

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