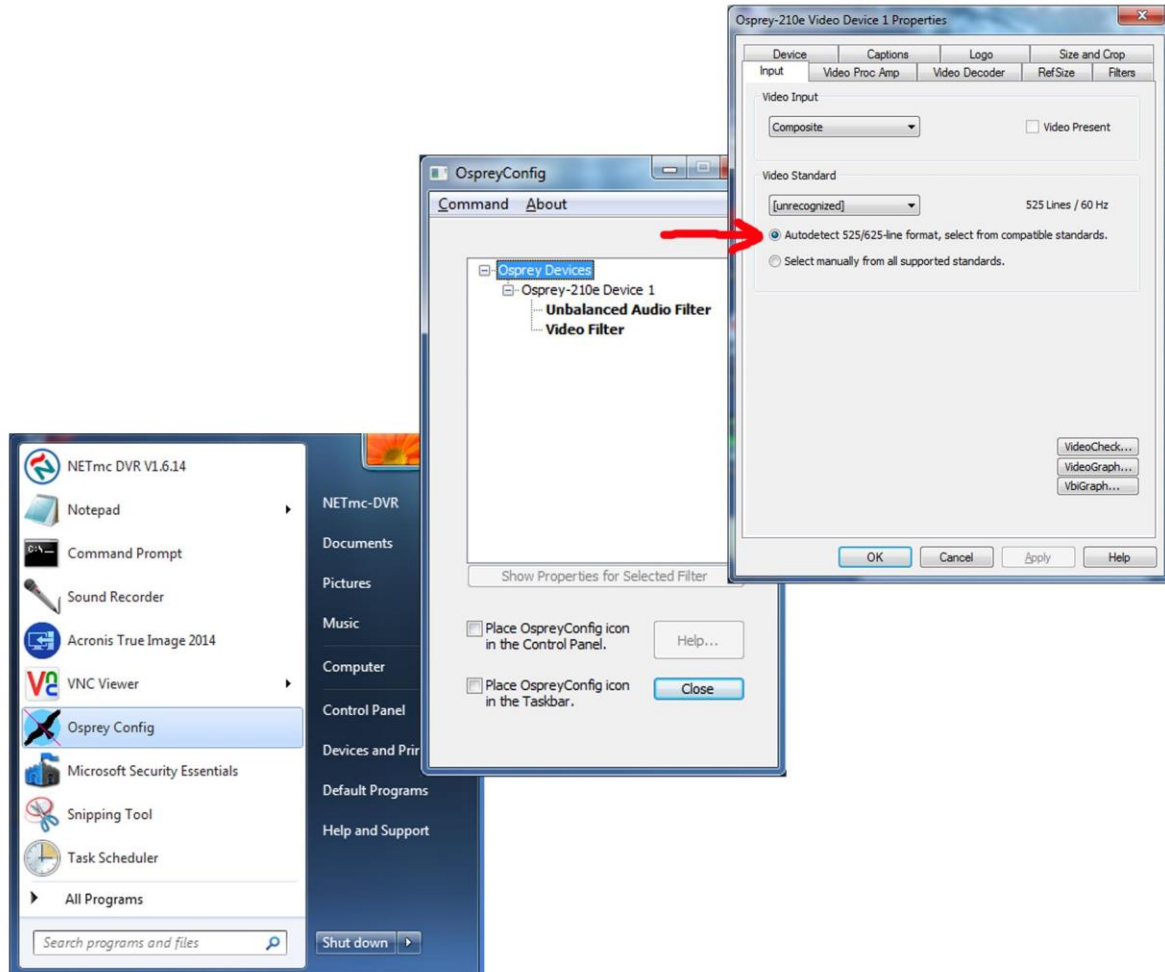For units with composite video acquisition, ensure that the Osprey capture card has been set to 'auto detect' the signal format. Support issues have been created when a manual setting has been made but the actual video source has been different.

Click on the Osprey config utility from the Start button or programs. Expand the device and click on Video Filter. Go to the Input tab and ensure 'Autodetect' is selected.

Now download and install the latest DVR setup patch