

## Chapter 4

# Troubleshooting

This chapter provides many useful tips on how to solve common problems while using the AVerKey300.

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### **There is no picture on my TV.**

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1. Check all the connectors again as shown in this manual.
2. Check your TV remote control on/off switch and channel setting.
3. Verify the setting of the Composite Input or S-VHS Input of your TV set.
4. If you are using a SCART connector, check the SCART input of your TV set.
5. If you are using a notebook, you may have to switch to external VGA mode. (Refer to your notebook's manual.)
6. As specified by IBM, some systems may require that the monitor is present and connected when the system is powered up.

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### **When the signal runs through a VCR, there is no picture on the TV.**

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1. Check your TV/VCR input channel setting.
2. If your TV and VCR are connected to an AV Amplifier, please check the input/output selection.

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**The picture on my TV is distorted.**

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1. Before doing any adjustments, reset all the picture attributes to the factory default setting using the "Reset" button on the remote control.
2. Each VIDEO display device is slightly different from another. Use the Panning Control of AVerKey300 to adjust the picture.
3. Use the Brightness and Sharpness picture attributes controls on the remote control to reduce the distortion.

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**The picture on my TV is all messed up.**

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1. When using AVerKey300 with the Macintosh, up to 1024 x 768 can be supported.
2. When using AVerKey300 with IBM PC compatible computers, screen resolutions up to 1280 x 1024 (horizontal frequency less than 65KHz) is supported.

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**There is no image on both my Macintosh monitor and TV.**

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When you turn on the Macintosh computer, it will first auto-detect the type of monitor you have. During auto-detection, there won't be any display on your Macintosh monitor. To avoid this problem, connect your Macintosh computer, monitor and all the necessary cables to the AVerKey300 first before you power on your Macintosh computer.