

Chapter 4

Troubleshooting

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

There is no picture on my TV.

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.
7. If you are using the **AVerVision DL** on the Macintosh, you must have a Macintosh monitor connected.

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

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.

I have set up the AVerVision DL and checked all the connections as specified in the manual, but I can only get a picture on the VGA monitor, not on the TV screen.

AVerVision DL is in the "Standby" mode once power is connected. You need to switch **AVerVision DL** "ON", either from the remote control or from its touch button control panel to display both VGA and VIDEO.

The picture on my TV is distorted.

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 **AVerVision DL** to adjust the picture.
3. Use the Brightness and Sharpness menu functions to reduce the distortion.

The picture on my TV is all messed up.

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

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

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 **AVerVision DL** first before you power on your Macintosh computer.