



TVIEW GOLD CARD

| Problem | Possible Causes/Solutions |
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| No video from the TView GoldCard | <p>Check the connection from the computer's video output port to the 15-pin video cable connected to the GoldCard unit.</p> <p>Check the connection from the Comp. video out port, S-Video out port, or SCART video out port to the input on your monitor or VCR.</p> <p>Ensure that the TV or VCR is powered ON.</p> <p>Check the connection of the PC card in the PC Card Slot. Is the card seated completely into the card slot?</p> <p>Ensure that your television or VCR has been configured to accept auxiliary video input, (sometimes called "VIDEO", "LINE", "INPUT", "AUX"). This is usually done via the remote control for your TV or VCR, or an on-screen menu.</p> <p>Ensure that the TView GoldCard is connected to the appropriate video connector on your TV or VCR. At the TV or VCR end, the cable should be connected to the VIDEO, VIDEO IN, or AUX port.</p> <p>Check that the driver is loaded correctly for the TView GoldCard:</p> |

- 1) Right-click on "My Computer", left-click Properties. This will open the "System Properties" control panel.
- 2) Left-click Device Manager, make sure 'View Devices by Type' is selected, and look for 'TVGCard' near the bottom of the list.
- 3) Double-click 'TVGCard', and look for an entry called "TView GoldCard".
- 4) Double-click 'TView GoldCard', and look on the General tab for "Device Status". This should read: "Device is working properly". If not, see next step.

TView GoldCard driver is not loaded properly

Right-click on "My Computer", left-click Properties. This will open the "System Properties" control panel.

Left-click Device Manager, make sure 'View Devices by Type' is selected, and look for 'TVGCard' near the bottom of the list.

Double-click 'TVGCard', and look for an entry called "TView GoldCard".

Left-click ONCE on "TView GoldCard" to highlight that entry, then select "Remove" at the bottom of that control panel.

Select "Refresh" after selecting "Remove". This should prompt Windows 95/98 'plug-&-play' to re-detect the card and reload the driver.

If asked for the location of the driver, put the TView GoldCard diskette in your Floppy drive, (usually drive "A") and direct the Add New Hardware Wizard to your Floppy drive. This should reload the driver automatically.

Picture Rolls

Ensure that your computer pixel resolution and refresh rate settings are supported by the TView GoldCard.

Check and adjust vertical hold and horizontal hold controls on your TV/monitor.

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| Flicker, or other Distortion on your screen | <p>Use of an RF modulator may cause image quality problems. If at all possible, avoid those devices that convert the TView GoldCard signal into an antenna signal.</p> <p>Try plugging your TV into an electrical outlet on a different circuit. Hair dryers, vacuum cleaners, air conditioners, etc. can cause the screen of a TV to become distorted while in use.</p> |
| Colors are poor quality or nonexistent | <p>Adjust the color and contrast controls on your TV.</p> <p>Adjust the brightness control of the TView GoldCard.</p> <p>Use of an RF modulator may cause image quality problems. If at all possible, avoid those devices that convert the TView GoldCard signal into an antenna signal.</p> |
| TV image overshoots or fails to fill the screen | <p>Use the on-screen control panel of the TView GoldCard to adjust size and positioning.</p> <p>Adjust the vertical and horizontal size controls on your TV.</p> |
| TView GoldCard failure | <p>Inspect the TView GoldCard unit for signs of damage (i.e. broken pins, severed wires, etc.).</p> |