



ITVIEW GOLD

Problem	Possible Causes/Solutions
No computer image on the TV, screen is snowy, or has TV program on it	<p>TV or VCR is not set up properly. Whatever the iTVView Gold is connected to, TV or VCR, MUST be set to the proper VIDEO mode. It is usually a button on the remote control for the TV or VCR, or an on-screen menu option. It may be called INPUT, VIDEO, AUX, LINE, etc. Refer to the TV or VCR's documentation for further assistance.</p> <p>Video cable from iTVView Gold may not be connected to the correct input on the TV or VCR.</p>
TV screen is black, still no computer image	<p>Check to make sure that the iTVView Gold is powered ON by checking the power LED on the front of the unit.</p> <p>Check to make sure that your computer is powered ON and connected properly to the iTVView Gold unit.</p> <p>Verify that the iTVView Gold is sending a signal to the TV by pressing "Menu/Select" on the top of the iTVView Gold unit. You should get a menu on the TV that is generated by the iTVView Gold.</p> <p>Verify that the computer is sending a good signal by connecting an external <u>computer monitor</u>, (not TV), to the port on the back of the computer, without using the iTVView Gold.</p>

TV screen has colored, distorted lines on the screen, still no computer image	<p>Verify that the iTVView Gold is sending a signal to the TV by pressing "Menu/Select" on the top of the iTVView Gold unit. You should get a menu on the TV that is generated by the iTVView Gold overlaying on top of the distorted colored lines.</p> <p>Verify that the supplied "Univiewer" cable is connected properly. The large end of the cable with the male and female VGA connectors on one end, should have the male connector plugged into your computer.</p> <p>Use of an RF Modulator may cause image quality problems. If at all possible, avoid those devices that convert the iTVView Gold signal into an antenna signal.</p>
TV image is black & white and flipping or scrolling	<p>Locate the "NTSC/PAL" switch on the rear of the iTVView Gold unit and switch it to the other position.</p> <p>Verify that the correct power supply is being used. Compare the label on the power connector at the rear of the iTVView Gold with the power supply that came with it.</p>
TV image overshoots or fails to fill the screen	<p>Use the on-screen control to adjust size and positioning.</p> <p>Adjust the vertical and horizontal size controls on your TV.</p>
Red power LED does not light	<p>Check power connections.</p> <p>Possible power supply or iTVView Gold failure.</p>
iTVView Gold failure	<p>Inspect the iTVView Gold unit for signs of damage (i.e. broken pins, severed wires, etc.).</p>