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## TVIEW GOLD/SILVER

### Problem

### Possible Causes/Solutions

No computer image on the TV, screen is snowy, or has TV program on it

TV or VCR is not set for video input mode. Set the TV or VCR to Video Input. To set the TV or VCR to video input mode it is usually a button on the remote control or front panel for the TV or VCR, or an on-screen menu option. It may be called INPUT, VIDEO, AUX, LINE, VIDEO CHANNEL etc. Refer to the TV or VCR's owners manual for further assistance.

Video cable from TView Gold may not be connected to the correct input on the TV or VCR.

TV screen is black, still no computer image

Check to make sure that the TView Gold is powered ON by checking the power LED on the front of the unit.

Check to make sure that your computer is powered ON and connected properly to the TView Gold unit.

Verify that the TView Gold is sending a signal to the TV by pressing "Menu/Select" on the top of the TView Gold/Silver unit. You should get a menu on the TV that is generated by the TView Gold/Silver.

Verify that the computer is sending a good signal by connecting an external computer monitor, (not TV), to the port on the back of the computer, without using the TView

Gold.

If you are using a laptop, verify that you have activated the external VGA port, usually by pressing a combination of the "Fn" key on your keyboard along with one of the Function keys, usually labeled "LCD/CRT", or with a picture of a computer monitor. Refer to your laptop's documentation for the exact key combination.

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.

TV screen has colored, distorted lines on the screen, still no computer image

Verify that the TView Gold/Silver is sending a signal to the TV by pressing "Menu/Select" on the top of the TView Gold unit. You should get a menu on the TV that is generated by the TView Gold overlaying on top of the distorted colored lines.

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.

Use of an RF Modulator may cause image quality problems. If at all possible, avoid those devices that convert the TView Gold signal into an antenna signal.

TV image is black & white and flipping or scrolling

Locate the "NTSC/PAL" switch on the rear of the TView Gold/Silver unit and switch it to the other position.

Verify that the correct power supply is being used. Compare the label on the power connector at the rear of the TView Gold/Silver with the power supply that came with it.

TV image overshoots or fails to fill the screen

Use the on-screen control to adjust size and positioning.

Power LED does not light

Check power connections.

Possible power supply or TView Gold/Silver failure.

TView Gold failure

Inspect the TView Gold/Silver unit for signs of damage (i.e. broken pins, severed wires, etc.).

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