

Simple Troubleshooting

1. Functional issue:

(1) PCI/PCI-e serial products

- Install issue

- A. Please check if the driver has been properly installed in device manager and then install the AP
- B. Please unplug device and then remove AP & Driver completely.
- C. Please re-plug the device in another PCI/PCI-e slot
- D. Please go to our website and download the latest web version, then reinstall.

- Video & Audio issue

- A. Please help user to check if the signal strength in user's side is in good state
- B. Please check if country & Region setting in our AP is set correctly.
- C. Please ask users to upgrade VGA & Sound card driver to the latest version.
- D. Please re-plug the device into another PCI/PCI-e slot.

(2) BOX serial products

- Video & Audio issue

- A. Please check if user's connection is correctly done or not.
 - ◆ For DVI box, please make sure users connect the same interface between input and output. For example, connect the DVI-input and need to connect DVI-out to monitor.
 - ◆ Audio connection: please check that user has plugged in the "speaker audio cable" to DVI Box audio-out. If using the same speaker between PC and our box, please plug the audio cable to audio-out at PC and audio-in at box, then connect speaker audio cable to DVI Box audio out.
 - ◆ Video connection: If using the same monitor, please connect VGA/DVI-out at PC to VGA/DVI-in at BOX and VGA/DVI-out to monitor.
 - ◆ For non-DVI box, please make sure user doesn't connect the DVI cable in the monitor
- B. Please check signal source is right, EX. S-video, Composite or TV tuner
- C. Please check country/Region setting is correctly
- D. Please make sure the resolution between PC and BOX is the same
- E. Please change monitor refresh rate to see if any difference
- F. Please return to default setting

- Get the white and black in video for Box

- A. Click the Menu on your remote → 4.More... → Country/Region → selects the local area
- B. Click the Menu on your remote → 4. More... → Default
- C. Click the Menu on your remote → select TV source → selects the CATV
- D. Click the Menu on your remote → select the CH scan → run the CH scan

- How to set the resolution for Box

Click the Menu on your remote → 4.More... → Select the resolution as you want as below

- ◆ 640*480
- ◆ 800*600
- ◆ 1024*768
- ◆ 1280*1024
- ◆ 1280*768 (item 5) => 16:9
- ◆ 1680*1050
- ◆ 1920*1200

- Box related information about transformer, resolution and refresh rate support

| Pname | Pmodel no. | Transformer | Screen Area |
|----------------------|--------------|-------------|-------------|
| HOTCHA | M0A6 | 9V DC 0.6A | 640*480 |
| Joy TV 1 / 2 / 3 | M0A1 | 7.5V DC 1A | 640*480 |
| TV BOX3 | M0B6 | 12V DC 0.6A | 1280*1024 |
| AVerTV Box7 Live | M0B0 | 12V DC 0.6A | 1280*1024 |
| AVerTV BoxW7 | M0B0 | 12V DC 0.6A | 1440*900 |
| AVerTV BoxW9 | M0B9 M0BA | 12V DC 1A | 1440*900 |
| DVB-T STB3 | A210 | 12V DC 1A | 1280*1024 |
| DVB-T STB5 | A212 | 12V DC 1A | 640*480 |
| DVB-T STB7 | A212 | 12V DC 1A | 1280*1024 |
| AVerTV DVI Box7 | M099 | 5V DC 2A | 1920*1200 |
| AVerTV DVI Box9 | M099 | 5V DC 2A | 1920*1200 |
| AVerTV DVI Box 1080i | M099 | 5V DC 3A | 1920*1200 |
| AVerTV BoxW7 Super | M079 | 5V DC 1A | 1440*900 |
| AVerTV Box Genie I | M075 | 5V DC 1A | 1680*1050 |
| AVerTV BoxW7 Lite | M097 | 5V DC 1A | 1920*1200 |

(3)USB serial products:

- Install issue

- A. Please check driver is installed properly in device manager, and then install the AP
- B. Please unplug device and then remove the AP & Driver completely.
- C. Please re-plug the device in another USB port
- D. Please make sure user's port is USB 2.0 at device manager.
 - ◆ You can check your USB port under Universal Serial Bus controller of Device Manager. If it's USB 2.0, then you can find out the wording of "Enhanced or USB 2.0" in this item.
 - ◆ List the AVerMedia products support USB 1.1 as below: C030, M008, M068, E800 and A800.
- E. Please go to our website to download the newest web version to reinstall.

- Video & Audio issue

- A. Please help user check the signal strength in user's side is in good state or not
- B. Please check the country & Region setting in our AP is correctly done.
- C. Please ask users to upgrade VGA & Sound card driver to latest version.
- D. Please re-plug the device into another USB 2.0 port.

(4)Cardbus & Express Card serial products:

- There is no video or audio in analog TV for Cardbus products

★ **Important! This requires PCMCIA slot that supplies 1A standard power output.**

For any Cardbus "no video or audio in analog TV issue" we suggest ask user contact Local distributor/dealer to swap to the other products or return if meets the return policy.

- Install issue

- A. Please check that driver is installed properly in device manager, and then install the AP
- B. Please unplug device and then remove the AP & Driver completely.
- C. Please re-plug the device and install the latest version in our website

- Video & Audio issue

- A. Please help user to check the signal strength in user's side is good enough.
- B. Please check the country & Region setting in our AP is set correctly.
- C. Please ask users to upgrade VGA & Sound card driver to the latest version.

2. Go to test or repair process:

◆ List our products warranty as below:

| Product | Standard Warranty | Remarks | Where to Repair? |
|--------------------------------------|--|---|------------------------------|
| All Products (except portable LCDTV) | 2 years (May vary by territory) | All AVerMedia products purchased after Oct, 1 st , 2004 will be carried 2 year limited warranty services. One year limited warranty is given to purchase made prior to this date. NOTE Warranty void for user removing serial number sticker on the product. | Please contact your reseller |

◆ Notice of warranty:

- **If the AVerMedia product was supplied as part of a system, it is not covered by the AVerMedia warranty procedure. Please contact your system builder.**
- Warranty period may be differing by regionally; please kindly check with your point of purchase.
- Warranty invalid if damage/dysfunction caused by improper handling/usage, destruction.
- Warranty invalid if system has been disassembled by end-user or non-AVerMedia-authorized repair centers.
- Warranty extension or special warranty package bought at point of purchase is not reflected in this chart.
- The warranty period do not apply to accessories.
- One year Limited Warranty is adopted for remote controller and power adapter.