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4View

Frequently Asked Questions

I just set up my 4View; why can't get a picture on the screen?

Make sure you have a valid input signal.

Make sure image sizing and positioning, priority, brightness, contrast and other settings are properly adjusted. The 4View has a number of controls that effect image visibility.

Verify cable connections.

Try removing any DA's or other electronic devices in the signal's path. Sometimes an improperly adjusted device can create sync irregularities.

Why do some of the inputs to my 4View have extra black along the edge, and some are missing part of the picture?

Because the 4View shows all of the video signal, parts of the image that are not normally shown on a standard television, (areas that normally fall outside of what is referred to as "Safe Title" or "Safe Action" area) may be visible.

This can cause the image to appear to have "extra" black along an edge. Use the "the command "OverScan on" to crop the image to approximate a standard "TV" display.

Why can't I communicate with the 4View via RS 232 serial communication?

Make sure that the baud rate of your terminal or communication software matches the 4View's settings. If you are unsure of it's current setting; the 4View can be reset to the factory default rate of 9600 baud.

Make sure no other terminal communications programs are on and that there are no conflicts with other serial controlled devices, such as a mouse or graphics tablet.

Make sure that the proper cable is used. A common problem is the improper use of a null modem cable. To communicate using a PC and HyperTerminal or VCP software, a null modem is **not** required.

Why is some of my video "soft" or "fuzzy"?

Make sure you've adjusted brightness, contrast, and other image controls to optimize the picture.

Make sure you're using good quality shielded cables.