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## DualView

### Frequently Asked Questions

#### ***I just received my DualView... 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 DualView 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

Make sure that the DualView has been set to the proper output mode.

The DualView's output signal parameters are loaded from the "Host List".

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

Every signal has different parameters. When a signal is applied to the DualView's window for the first time, the DualView will automatically lock to the signal and make a "best guess" as to what portion of the signal is active picture. If this guess is not correct, the window may be missing part of the picture, or display "extra" black along an edge.

As part of the normal setup for the DualView, you will need to make adjustments for each input signal (using the "Input Interactive" adjustment function) and then save these settings into the DualView's internal memory. You may need to make these adjustments for each computer (and for each different output resolution, if the computer will be running at more than one resolution).

#### ***Why do my saved input adjustments disappear?***

The DualView's AutoSave feature periodically checks all user settings (such as brightness and window position) and saves them into memory. If this cycle is in progress when the DualView is power cycled, accidental erasure of user settings can occur. To prevent this loss of settings, it is recommended to turn the "AutoSave" function off (AutoSave OFF). Since turning the "AutoSave" function off defeats the

automatic saving of your settings, issue a "SAVECONFIGURATION" command after the DualView has been successfully configured.

### ***Why doesn't the DualView's output look identical to the input signal routed directly to the display?***

Although great care is taken to preserve the quality of the image, the signal passing through the DualView is going through a number of processing steps. If the DualView is properly adjusted, a very good quality result is possible.

However, it is important to understand that the no processor's output will ever *exactly* match the input, especially when the image is being scaled or resized from its native resolution or frame rate.

### ***Why can't I communicate with the DualView via RS 232 serial communication?***

Make sure that the baud rate of your terminal or communication software matches the DualView's settings. If you are unsure of it's current setting; the DualView 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 text hard to read?***

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

Make sure you're using good quality shielded cables.

Make sure you optimized the DualView's output to match your display.

Sometimes, the input is simply too high a resolution to be readable at a given screen size. If possible, try to match your input resolution to the number of pixels that it will occupy on your output screen. If this is not possible, try zooming in on the area of detail that is most important.

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