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UDC 100

Frequently Asked Questions

I just set up my UDC 100... why can't get a picture on the screen?

Check all cable and power connections to make sure they are firmly connected. Verify that all inputs are receiving a valid signal.

If there is still no picture, check the fuse located adjacent to where the power cord connects to the unit. Remove the fuse cover from the power connector panel. The unit is supplied with two fuses. The second one is a spare. If the primary fuse appears blown, replace it with the spare fuse.

Make sure image sizing and positioning, priority, brightness, contrast and other settings are properly adjusted. The UDC 100 has a number of controls that effect image visibility.

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 UDC 100 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 UDC 100's window for the first time, the UDC 100 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 UDC 100, you will need to make adjustments for each input signal (using the "Input Interactive" adjustment function) and then save these settings into the UDC 100'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 UDC 100'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 UDC 100 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 UDC 100 has been successfully configured.

Why doesn't the UDC 100'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 UDC 100 is going through a number of processing steps. If the UDC 100 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 UDC 100 via RS 232 serial communication?

Make sure that the baud rate of your terminal or communication software matches the UDC 100's settings. If you are unsure of it's current setting; the UDC 100 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 UDC 100'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.