View 6000

Frequently Asked Questions

I just set up the View 6000... 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 View 6000 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 View 6000 has been set to the proper output mode. The View 6000 has two basic output modes; **HOST AUTO** and **HOST FREE**

In HOST AUTO, a signal must be connected to the Hi-Res (Background) connector.

In this output mode, the View 6000's output will match the signal sent to the Hi-Res (Background) connector. *If there is no signal connected, there will be no output.*

To determine the current output mode of your View 6000 type HOST.

To change the output mode to HOST FREE, use the front panel (optional), or communicate with the View 6000 via the RS-232 serial port.

In HOST FREE mode, the output signal parameters are loaded from the Host List.

Why do some of the inputs to my View 6000 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 View 6000's window for the first time, the View 6000 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 View 6000, you will need to make adjustments for each input signal (using the "Input Interactive" adjustment function) and then save these settings into the View 6000’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 View 6000'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 View 6000 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 View 6000 has been successfully configured.

Why doesn't the View 6000'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 View 6000 is going through a number of processing steps. If the View 6000 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 View 6000 via RS 232 serial communication?

Make sure that the baud rate of your terminal or communication software matches the View 6000's settings. If you are unsure of it's current setting; the View 6000 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 View 6000'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.