

Troubleshooting

GV-System is designed to provide you with trouble-free performance. If it does not appear to be functioning correctly, please make sure all connectors are properly attached and follow these troubleshooting steps:

GV-System has video and/or audio lost.

If your GV-System fails to show video, audio or both, try these steps:

1. Check the video/audio connection.
2. Make sure the video/audio device is turned on.
3. Make sure the video standard in your country matches the setting in GV-System.
4. Switch the cable from the functional channel to the non-functional channel, and vice versa. If the previously non-functional channel is now able to deliver video/audio, you should check the video/audio device itself and its related cables.

The screen image appears distorted or jitters.

If the screen image seems to be distorted, jitter, or not to look right, try these steps:

1. Make sure the video standard in your country matches the setting in GV-System.
2. Make sure the camera and its cable are not damaged or frayed. Try to replace a camera or cable to see if this fixes the problem.

Messages “*Can’t find keypro*” and “*Card Setup Fail*” appear when GV-System starts.

1. Verify the video capture card driver. See *1.3 Installing Drivers*.
2. Insert the video capture card to a different PCI slot to see if this fixes the problem.
3. If you are using the video capture card V1, attach an appropriate Keypro to the PC’s parallel port and run **Dos2kreg.exe** from the GV-System folder.
4. If using the version 7.0 or later, you need an appropriate USB dongle.

A message “*Can’t find I/O Module:1, Address:1, in Com1*” or “*Not GV-IO in COM1*” appears.

1. Check RS-485 connection between the GV-Net Card/Box and the GV-IO Box.
2. Check whether the power adapter is properly attached to the GV-IO Box.

A message “*No PTZ Device Installed*” or “*Default PTZ Device not Activate*” appears.

1. Make sure the **Activate** option is enabled in Main System. See Step 4, “PTZ Control Panel”, in Chapter 1, *User’s Manual*, Software CD.
2. If multiple PTZ cameras are installed, make sure to activate each PTZ camera individually.

How can I find more help?

1. Visit our website at http://www.geovision.com.tw/english/4_1.asp
2. Write us at support@geovision.com.tw

