

# Trouble shooting

## **Deuce® and Deuce® Pro Video Scalers - Common Issues**

These are common problems experienced by Deuce and Deuce Pro owners. If you can not find the solution to your problem here, please contact IDT Technical Support at 1800 800 107 or via email at [info@idt.com.au](mailto:info@idt.com.au)

- **Nothing works or there is no video output**
- **No video on outputs (just a blue screen)**
- **There is video on the output display but it appears out of sync.**

### **Nothing works or there is no video output.**

Are any of the LEDs lit? Is the power supply connected and plugged into the AC wall outlet?

Is the video source connected to the unit? Is it giving out a video signal as viewed on a video monitor?

### **No video on outputs (just a blue screen).**

Is the VCR or video source in the proper mode to output video as required?

Have you selected the proper input on the unit (COMPOSITE or S-VIDEO) for the desired source?

Is the video source in fact ON?

**Deuce Pro only:** Have you selected the proper input source on the *Input Source* section of the front panel?

### **There is video on the output display, but it appears out of sync.**

If you are using 5 BNC connections to the unit, try reversing the H and V sync connectors.

Make sure the display is capable of supporting the resolution you selected on the front of the unit. Try a lower resolution.