

# Trouble shooting

## Scan Do Scan Converters - Common Issues

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

<u>General Issues</u>	<u>Scan Do® Select</u>	<u>Scan Do® Pro</u>	<u>Scan Do® Ultra</u>
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- Nothing works or there is no video output
- No video on outputs (just a colour test pattern)
- Some of the image is being lost off the sides, top or bottom
- The colour on the TV/monitor is different than the colour on the computer monitor
- All I see on the TV/monitor is "snow" when I connect Scan Do to it
- Which is the "Video" input on the back of my TV?
- Why is the text of the Windows® desktop almost unreadable on my video monitor?
- How do I prevent the colours from bleeding?
- How do I connect my Scan Do to an ordinary TV?

### Scan Do Select

- There is no video output of Scan Do Select, just a colour bar test pattern
- How do I see the entire computer image on the output of Scan Do Select?
- My PC video is actually coming from an interface configured for 3 wires, that is, sync on green. Will Scan Do Select support this?
- I want to rack mount my Scan Do Select. How do I do that?

### Scan Do Pro

- Why should I use Scan Do Pro instead of Scan Do Select?
- Can Scan Do Pro be timed into my production switcher?

### Scan Do Ultra

- What does Scan Do Ultra offer that is different from the other Scan Do scan converters?

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

Is the green POWER LED lit? If it is not, check to make sure that the external AC power supply is plugged into both the Scan Do unit and the AC wall outlet.

Check to make sure that the computer is properly sending out aVGA or Mac signal by plugging the monitor directly into the computer's video output.

### **No video on outputs (just a colour test pattern)**

Is the green Input LED lit? If it is not, check that your computer is correctly connected to the Input connector on Scan Do Select. If it is connected properly, then your computer may not be producing a resolution within the valid range (see page 6) or may not be producing any signal at all.

Press the Test button to see if you get colour bars on the composite and S-Video outputs. If you do get colour bars, then the problem is related to your input signal. Check the items mentioned above. If you do not get colour bars, the problem is related to your output.

Is the VCR or video monitor in the proper mode to accept direct video input?

Is the output cable connected properly?

When using a laptop, try turning off the laptop's LCD screen and having the VGA signal output through the external port only.

### **Some of the image is being lost off the sides, top or bottom.**

This is normal if you are in the overscan mode. See FAQs for information on the overscan/underscan function.

### **The colour on the TV monitor is different than the colour on the computer monitor.**

The colours on your TV monitor will never exactly match the colours on your computer monitor because each of these devices reproduce colour differently. However, try adjusting the colour, tint, contrast and brightness controls on your TV to help match the colours as best you can.

### **All I see on the TV/monitor is "snow" when I connect Scan Do to it.**

Since you are using a TV in its monitor mode, the TV is still set to show video from its tuner and not from the Video or S-video input. Make sure the TV is switched to the "Video" or "Aux" input mode. Refer to your TV user manual for instructions on how to do this.

### **Which is the "Video" input on the rear of my TV?**

It is a phono jack, sometimes called an RCA jack. It is smooth on the outside and usually yellow on the inside. Do not connect Scan Do to the connector with the threads on the outside. This where the antenna or cable TV drop is connected.

### **Why is the text of the Windows desktop almost unreadable on my video monitor?**

It requires a lot of bandwidth or resolution to reproduce all the detail that makes up small text. TV monitors, by design, do not have the resolution to reproduce all the detail found in some computer screens. That's why they invented computer monitors.

### **How do I prevent the colours on my monitor from "bleeding"?**

If possible, avoid using colour on colour combinations. Try to use white, black, and shades of grey whenever possible.

### **How do I connect my Scan Do to an ordinary TV set?**

There are two ways. In North America, you can use our Model 1009 RF modulator kit which will take the video output of Scan Do and turn it into TV channel 3 or 4. You can also connect the video output of Scan Do to the video input of a VCR and use its RF output to feed your TV set.

## **Scan Do Select**

### **There is no video on the output of Scan Do Select, just a colour test pattern.**

Scan Do Select automatically generates a colour bar pattern on its output when there is no computer video input present. It will also generate the pattern if the computer video input that is present has a horizontal sync frequency greater than 71 kHz

### **How do I see the entire computer image on the output of Scan Do Select?**

Press the ZOOM button on the front panel until the image shrinks to 85% of its normal size. You may also have to position the image, using the arrow buttons, to properly centre the image.

### **My PC video is actually coming from an interface configured for 3 wires, that is, sync-on-green. Will Scan Do Select support this?**

Scan Do Select and Scan Do Ultra automatically detect and use sync-on-green computer inputs as long as the input does not exceed the maximum rated horizontal sync frequency for the scan converter.

### **I want to rack mount my Scan Do Select. How do I do that?**

We offer two rack mount kits. Model 1240 will rack mount one Scan Do Select and Model 1241 will rack mount two units side by side.

## **Scan Do Pro**

### **Why should I use Scan Do Pro instead of Scan Do Select?**

Scan Do Pro has three important features compared to Scan Do Select. First, it is genlockable. That is, the video output of Scan Do Pro can be genlocked or synchronized to video reference. Second, an RGB output is standard on Scan Do Pro. Finally, Scan Do Pro can be expanded with component video and SMPTE 259 SDI outputs and RS-232 remote control. These expansion options can be added at time of ordering or in the field on a unit you may now be using.

### **Can Scan Do Pro be timed into my production switcher?**

Yes. The front panel GENLOCK PHASING button allows the front panel arrow keys to be used to adjust horizontal timing and subcarrier phasing.

## **Scan Do Ultra**

### **What does Scan Do Ultra offer that is different from the other Scan Do models?**

Scan Do Ultra is designed to scan convert as many different computers and computer resolutions as possible. It also offers the user maximum flexibility in the conversion process. Features exclusive to Scan Do Ultra include variable image sizing from 50% to 100%, variable flicker reduction, five non-volatile presets for sizing, positioning and imaging processing, and image processing to adjust brightness, contrast, saturation, and hue of the scan converted image.