

Troubleshooting

Basic Troubleshooting

1. Make sure that the VBox device is properly connected to the computer, to the power source (if separate from the computer), and to the antenna/satellite. Verify that you use the correct cables, connectors, and ports.
2. Check the installation of the device drivers:
 - a. Access the *Device Manager* window. Right-click the **My Computer** icon, and do either of the following:
 - Click “**Manage**”. The *Computer Management* window shows. Select “**Device Manager**”. The *Device Manager* window appears, displaying a list of all hardware devices installed on the computer. Or
 - Click “**Properties**”. The *System Properties* window displays. Access the *Hardware* tab and click the **Device Manager** button. The *Device Manager* window displays.
 - b. Scroll through the Device Manager list until you reach the *Sound, Video and Game Controllers* menu. Click the + icon on its left to open it. Look for the entries corresponding to the drivers of the VBox device. In case there is a problem with the device’s components, one of the following symbols displays besides the entry:
 - A yellow question mark denotes a problem with the connection of the device to the computer, or with the operation of the drivers or their recognition by the operating system
 - A red “X” indicates a device failure or the operating system being ordered not to use the device.

In either case, it is recommended that you remove and install the drivers.

- c. To uninstall a driver, right-click the relevant item on the list and select “**Uninstall**”. A dialog box asks you to confirm your request. Click **OK** to continue. The system removes the driver and displays the list of hardware devices without it. Repeat the process for all drivers of the specific VBox device.
- d. To renew operation of the device, re-start your computer and install the hardware drivers again.

3. Remove the application software chosen for use with the device and install it again. To remove the application software, proceed in the following manner:
 - a. Click the **Control Panel** icon and select “**Add or Remove Programs**”. A list of all software programs installed on your computer shows on screen. Make sure that the **Change or Remove Programs** icon on the left-hand side of the list is highlighted. Select the entry for the appropriate application software and click the **Change/Remove** button.
 - b. A message displays, asking you to confirm the files to be deleted (one at a time). Click **Yes** to continue. The *Uninstalling Software* window displays throughout the rest of the process.
 - c. An on-screen message announces completion of the removal process. Click **Close**. The *Add or Remove Programs* window displays without the removed application

After removal, restart your computer and install the application software again.

4. Check that your system complies with the minimum requirements for operating the VBox device. To check your system configuration, proceed as follows:
 - a. Press **Start** and select “**Run**”. The Run window appears
 - b. Type “DXDIAG” and click **OK**. A dialog box displays on screen, asking you to confirm whether you wish the program to check for WHQL digital signatures. Click **Yes**. The DirectX Diagnostic Tool window appears. The program starts checking your computer. A progress indicator on the lower left-hand section of the window lets you monitor the operation.

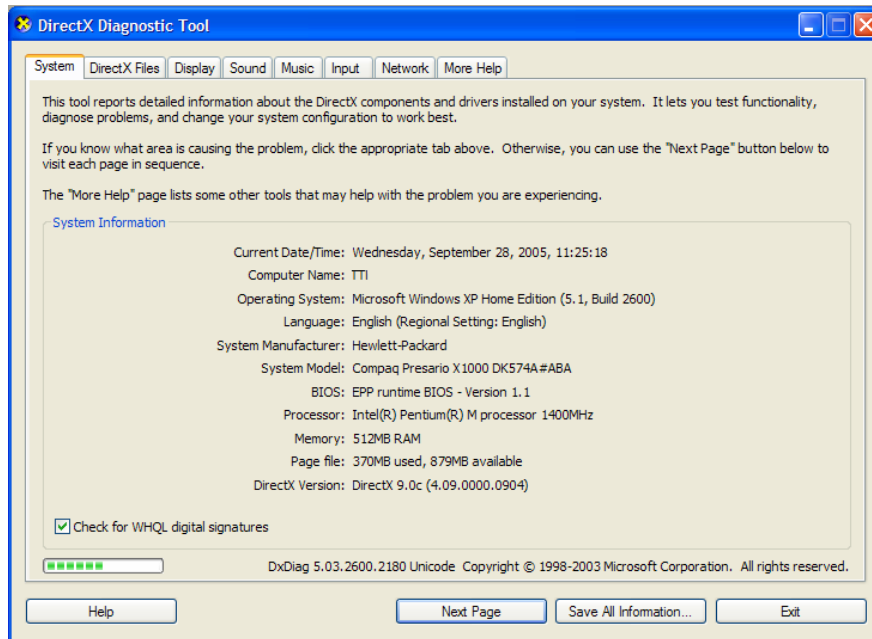


Figure 1: System Configuration Diagnostics

- c. At completion of the diagnostics operation, the progress indicator disappears. The DirectX Diagnostic Tool window shows your computer's system data. Press the **Save All Information** button to generate a text file with the information. A message indicates that the program is collecting information for saving.
- d. Upon finishing collecting information, the Save As window displays on the screen. Choose a known location in your computer to save the file and press **Save**. The Save As window disappears and you return to the DirectX Diagnostic Tool window. Press **Exit** to close this window.
- e. Check the file and verify that your computer fulfills all minimum requirements for the operation of the VBox device.



Note: Follow all troubleshooting indications before contacting VBox Communications for technical support. When requesting support, please make sure to enclose the diagnostics file and all relevant information to your message.

Advanced Troubleshooting

Cat's Eye USB 3560 HDTV Tuner

1. Ensure that you are using a USB- 2 cable to connect the device to the computer. Verify that the cable is in good condition.
2. Make sure that the device is connected to a USB 2.0 High Speed port. Verify that the CPU Chipset's drivers correspond to this requirement.

Audio Problems

1. If you use a SoundBlaster device (Audigy, Audigy 2, etc.), click the **Start** button, select "**Run**", enter "SNDVOL32", and click **OK**. When the *Volume Control* window displays, go to the *Advanced* section and enable the "**Record Without Monitoring**" or "**Record Without Playback**" options.
2. In the *Volume Control* window mentioned in Step 1 above, make sure that all sections are neither muted nor turned down. To check the same for recording settings, access the *Options* menu and click "**Properties**", then select "**Recording**" and click **OK**. The *Recording Control* window displays the current audio settings for recording.
3. If you are using a Line-In input, select the Line-In setting in the *Recording Control* window and ensure that the volume bar nears the top. Access the *Volume Control* window and verify that the Line-In setting in this mode is muted or that its volume is turned down completely.

Video Problems

1. Make sure that you are using a suitable graphics card, preferably the latest generation of nVidia® or ATI® products.
2. Update the drivers of the graphics card to the latest available at the manufacturer's site.
3. Perform a full-system virus and ad-ware/spyware scan and hard-disk defragmentation.
 4. Lower the resolution or color depth of your computer monitor via the *Settings* tab under **Control Panel** > "**Appearance and Themes**" > "**Display**".
 5. In multiple display systems (two monitors, or one monitor and one TV-OUT), make sure that the application runs on the primary display. Click **Control Panel** > "**Appearance and Themes**" > "**Display**" and access the *Settings* tab. In the ensuing window, the primary display is shown with the numeral "1". If you are not sure which is the primary display, click **Identify**; a large numeral "1" will flash on the primary display set in the computer. If this is not the correct monitor to serve as primary display, select the correct display from the Monitor list and click **OK**. You may also try to disable the secondary display.

6. Adjust your screen refresh rate in **Control Panel** > “**Appearance and Themes**” > “**Display**” > *Settings* > **Advanced** > *Monitor*.
7. Use an nVidia® Ver. 2 MPEG-2 decoder or a more advanced version of this product.

Unsatisfactory Signal Quality

1. The *Cat's Eye* USB 3560 device receives all its power input from the USB 2.0 High Speed port in your computer. It is possible that insufficient power supply causes unsatisfactory signal quality or lack of video image. To verify and correct this situation, proceed as follows:
 - a. Connect the Cat's Eye USB 3560 device to another USB 2.0 High Speed port on your computer. Compare the signal quality received on each port. Leave the device connected to the port in which a better signal is produced.
 - b. If connecting the device to all your USB 2.0 ports results in zero or poor signal quality and/or lack of video image, use a USB 2.0 Hub with an external power source to connect the device to the computer.
2. If, after verifying the correct power transfer to the device, the signal is too weak, use VBox's SignalMeter utility (included in the Installation CD-ROM's *Utilities* folder) to align the antenna according to the maximum signal strength measured.
3. If the signal is too strong, it is recommended for you to consider the following alternatives:
 - Use the VBox SignalMeter utility to align the antenna according to the maximum signal quality measured.
 - Use an attenuator between the antenna and the tuner.
 - Reduce the amplification, in case you use an antenna with regulated amplifier.

Cat's Eye 150 / Cat's Eye 151 HDTV Tuner Cards

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