

# GUWAVKIT Troubleshooting Guide

## Installation and Setup Q&A

### **Q: What are the minimum system requirements?**

- Microsoft Windows® XP (SP2) or Vista (32- / 64-bit) with available USB 2.0 port
- 1.6 GHz processor (CPU) with 1GB of system memory (RAM)
- Flat-panel (LCD / Plasma / DLP) TV display or Projector with VGA (RGB / D-sub 15-pin / PC) or DVI port (Does NOT work with CRT tube TV)
- TV or audio system with 3.5mm audio jack or RCA connectors

Suggested system requirement to:

Play online video clips in a “window” – 1.6 GHz Atom™ with 1GB RAM,  
480p video in a “window” – 1.8 GHz Intel Pentium™ M with 1GB RAM,  
720p video in a “window” – 2.8 GHz Intel Pentium™ M with 1 GB RAM,  
720p video in “full screen” – 2.8 GHz Intel Core™ 2 Duo with 1GB RAM.

For AMD processor, the minimum requirement is AMD Turion 64x2 TL-60 (2.0 GHz).

### **Q: An error message of hardware not installed correctly shows up in my task bar after I insert the USB Transmitter to the USB port of my computer. What should I do?**

A: Take out the USB Transmitter and restart your system. Before plugging in the USB Transmitter, please make sure to install the software from the CD first. After the software installation completes, restart your system.

If above procedures do not solve this problem, then please go to Control Panel -> System -> Device Manager. From here, you will see the problem device showing a yellow exclamation point. Right click on the problem device and select Uninstall, then restart your system. Now install the software from the CD again. Then make sure the software installs correctly before plugging in the USB Transmitter.

If none of above procedures work, then it is suggested to reload your operating system. For detail instructions, please refer to the user manual of your system or call technical support service provided by your computer manufacture.

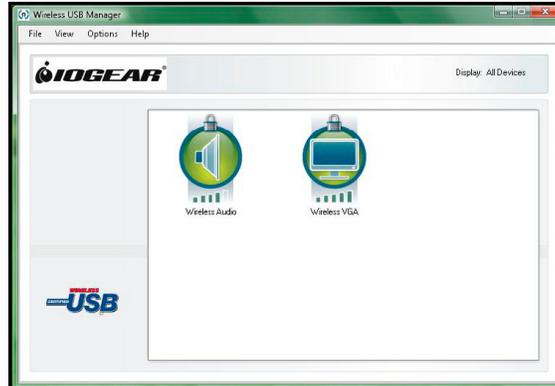
### **Q: Why can't I install .NET?**

A: You may have an older version of .NET, preventing the newer one from being installed. Using Add/Remove Programs (For Windows XP users) or Programs and Features (For Windows Vista users) in the Control Panel, uninstall any version of Microsoft .NET Framework older than version 2.0. Then install Microsoft .NET Framework from the Wireless Audio / Video Kit CD.

### **Q: My Wireless USB Transmitter is plugged into my computer and my Wireless Video is powered on but I do not see anything on my display. What's wrong?**

A: Check the Wireless USB Manager to see if there is an icon for your Wireless Video Receiver. If there is no icon, try unplugging and plugging in your Wireless USB Transmitter back to your computer to reload the driver.

If you see an icon that is grayed out in the Wireless USB Manager, try resetting the Wireless VGA Receiver by unplugging its power cord and plugging it back in. You should see the icon in the Wireless USB Manager appearing in color when it is connected

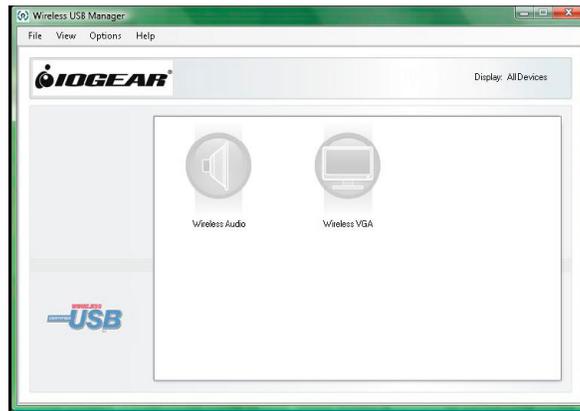


Still not connected? Double check that the radio for your Wireless USB Transmitter is on in the Wireless USB Manager.



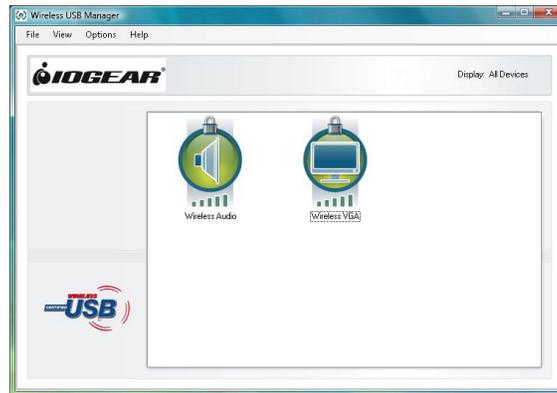
**Q: My Wireless USB Transmitter is plugged into one of the USB ports on my computer and my Wireless Audio and Video Receivers are powered on, but I get this window and I do not hear or see anything. What do I do?**

A: Please try to unplug and re-plug the Wireless USB Transmitter into the USB port, and you should see the USB logo becomes colored. Once the USB logo becomes colored, then you should see the Wireless Audio and Wireless VGA icons shows in color and your Wireless Audio & Video Kit should become functional again. Besides unplugging and re-plugging in the Wireless USB Transmitter, you can also try to power cycle the Audio and VGA Receivers as this will help to reset the wireless connection.



**Q: My Wireless USB Host Transmitter is plugged into my computer and my Wireless Audio Receiver is powered on but I do not hear anything. What's wrong?**

A: Check the Wireless USB Manager to see if there is an icon for your Wireless Audio Receiver. If there is no icon, try unplugging and plugging your Wireless USB Host Transmitter to your computer, then unplugging and plugging your power adapter to your Wireless Audio Receiver to reset the connection.

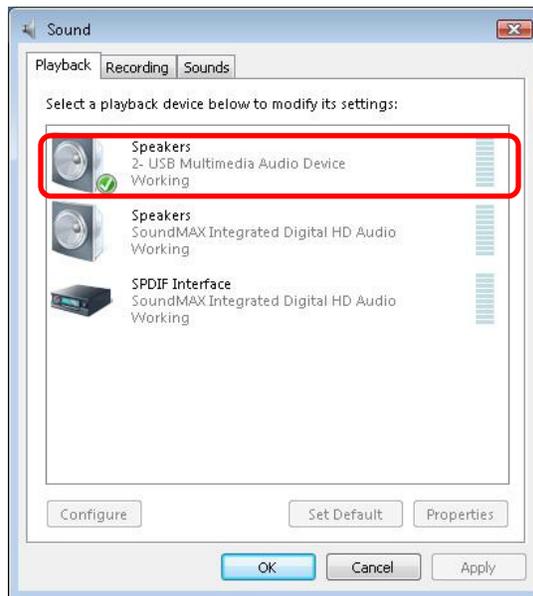


**Q: I already reset my Wireless USB Host Transmitter and Audio Receiver, and the icon does show up in the Wireless USB Manager. But there is still no sound, what's wrong?**

A: For XP users, please go to **Start -> Control Panel -> Sounds and Audio Devices**, then select Audio tab and make sure the **USB Multimedia Audio Device** is selected then click **OK**.

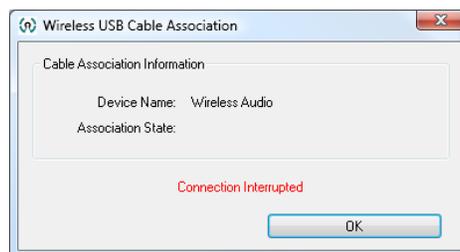


For Vista users, right click on the Speaker icon at the bottom right corner of your system tray, then make sure the “**2- USB Multimedia Audio Device**” is checked then click **Set as Default Device** and **OK**.



**Q: Why do I get this window during the association process?**

A: If you idle for more than 45 seconds during the cable association process, you will see this window prompt. Just click **OK** to close the window, and repeat the association process again and you should not see this window again.



Please note, do not idle more than 45 seconds during the cable association process.