

GUWAVKIT Troubleshooting Guide

Video and Audio Receiver Configuration

Q: I already setup my Wireless USB Host Transmitter and Audio Receiver, and the icon does show up in the Wireless USB Manager. However, I would like the sound to be streaming from the built-in speakers of my computer, how do I do that?

A: First of all, close the multimedia application you are currently running, and you have to change the playback device settings to activate the built-in speakers on your computer.

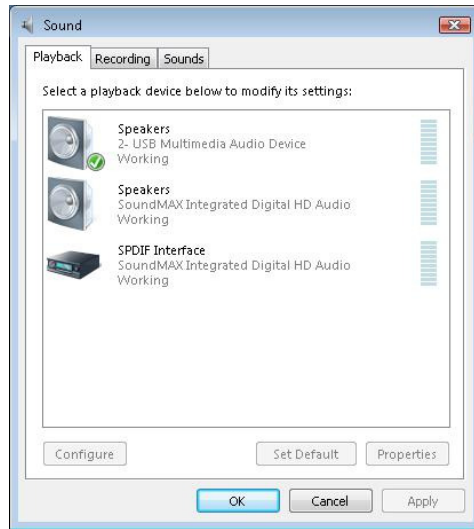
For Windows XP users, For XP users, please go to **Start -> Control Panel -> Sounds and Audio Devices**, then select Audio tab and make sure to select your default audio device and click **Apply** then **OK**.

Do not select **USB Multimedia Audio Device** as this is the driver for Wireless Audio Receiver.



For Vista users, right click on the Speaker icon at the bottom right corner of your system tray, then make sure your default speaker device is checked then click **OK**.

Do not select **2- USB Multimedia Audio Device** as this is the driver for the Wireless Audio Receiver.



Now, you may restart the multimedia application you were using for your music, and the music should be coming off from the built-in speakers on your computer.

Q: An error message shows up when I tried to associate the Audio Receiver with my system, and it says that the device does not function correctly. When I go into the Device Manager trying to examine the device, there is a yellow exclamation mark (!) next to the audio device. Additionally, the Device Status area displays the following error message: “This device cannot start. (Code 10)” What should I do?

A: This problem usually occurs on Windows Vista Service Pack 1 (SP1), but not on the original version of Windows Vista OS. To resolve this issue, Microsoft offers a hotfix addressing this issue, and you can download the hotfix from this link, <http://support.microsoft.com/kb/957080>.

Q: How many TVs or displays (Video Receiver) can I connect to my computer at the same time?

A: GUWAVKIT supports 1 USB Transmitter with up to 6 Video Receivers simultaneously. Thus, you can connect up to 6 TV/display simultaneously if you wish. However, the bandwidth is shared by these 6 Video Receivers, thus, the performance will not be as good as having just 1 or 2 Video Receivers.

Q: What does the HOST button on the Video Receiver do?

A: The HOST button enables users to select and connect the Video Receiver to different USB Transmitters, one at a time. It is extremely useful in a conference room setting. One single Video Receiver can be associated to up to 16 USB Transmitters but can only connect to one of them at a time. If you try to associate the 17th USB Transmitter with the Video Receiver, the 17th association record will over-write the original 1st record and becomes the new 1st record.

Q: What does the RESET button on the Video Receiver do?

A: It will erase all association record with the USB Transmitter stored on the Video Receiver, and you will have to perform cable association the next time you try to connect. Please refer to P.73 on user manual for instructions on performing cable association.

Q: What does the Wired/Wireless switch on the Video Receiver do?

A: If switch to Wired mode, then you can use the Video Receiver as a USB video card to your system. Simply connect the mini-B end of the included USB cable to the mini-B port on the Video Receiver, then connect the Type-A end to an available USB port of your computer. If you already have installed the driver from the CD, then the device will be recognized by your system immediately and the monitor icon will show up in the task bar.

By default, it is on Wireless mode to enable the wireless connection between your system and the TV/display. You do not have to manually change the setting if you do not wish to use the Wired mode.

Q: The Video and Audio Receiver icons in the Wireless USB Manager shows good signal level and there is sound coming out of the speakers, but there is no video. I check all hardware connections and they are all good, but the VGA LED on the Video Receiver is off. What should I do to fix this?

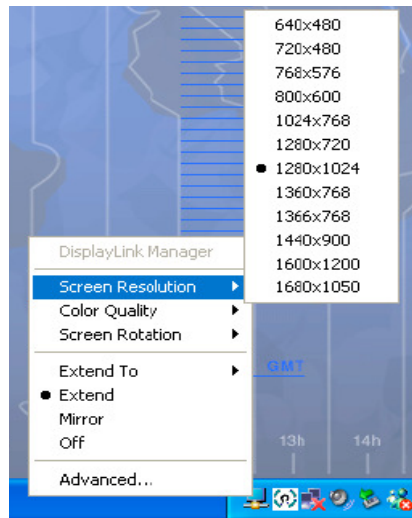
A: For this particular case, check the VGA cable connection from the Video Receiver to the TV or display. If the VGA cable is loose, it will cause the VGA LED on the Video Receiver to turn off, even when the power and channel LED are still on. This will not affect the connection quality between the Video Receiver and the USB Transmitter.

The VGA LED on the Video Receiver will turn off if the TV connected to the Video Receiver is powered off or the VGA cable is loose.

Q: I disconnect the VGA cable from the Video Receiver in the middle of movie streaming, and try to connect to another TV/display but everything goes wrong. The video image is frozen on the 2nd TV/display. What should I do to fix this?

A: When connecting to different TV or display, the resolution parameter will change based on different TV/display. For TV or display with higher resolution, you will see more resolution selections when accessing the configuration menu by clicking on the monitor icon. Please make sure to set appropriate resolution for your TV or display.

If switching TV or display during video streaming, you may see the video frozen on the 2nd TV/display. To solve this, set appropriate resolution for the 2nd TV/display that you are connecting to and the video should resume. If not, then please close the media player, power-cycle the Video Receiver, wait until the Video Receiver is reconnected to your computer, then restart the media player.



Q: My system meets the minimum system requirements and everything installed correctly. The Video and Audio Receivers are also shown on the Wireless USB Manager, but there is still no image showing on the external monitor/display, what's wrong?

A: The Video Receiver is using Displaylink video chipset and it is incompatible with following video cards and/or control software. DisplayLink software is currently compatible with Intel/ATI hybrid graphics architectures. Nvidia hybrid platforms are not supported yet.

(3068)

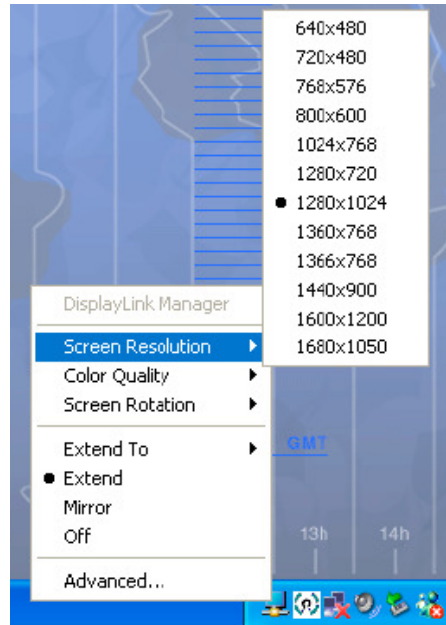
- Intel GMA Integrated Graphics
 - 945GM graphics with versions around 7.14.10.1461 and 7.14.10.1504, playing a video on a DisplayLink attached screen can cause the whole system to run very slow. A reboot is needed to resolve this. To avoid the problem, do not play video on such DisplayLink screens, or downgrade the graphics drivers. (3076)
- ATI graphics with Catalyst Control Center.
 - Some versions of the ATI Catalyst Control Center crash in the presence of DisplayLink software. This has been observed with versions since ATI driver version 8.360. This can cause problems when a screen is attached to the PC. To work around the problem, uninstall the ATI Catalyst Control Center.
- Nvidia
 - Driver versions earlier than 7.15.10.7500 or 7.15.11.7500 exhibit slowness on DisplayLink screens on some PCs. To fix this, please upgrade to more recent Nvidia graphics drivers. (2282)
 - Older versions of Nvidia drivers with versions prior to 7.15.11.146 can behave badly in the presence of DisplayLink software. For instance they can cause blue screens when applications are maximized on DisplayLink screens. Also, if DisplayLink devices are attached or detached during restart, it may be necessary to press the reset button on the PC to restore normal functioning. (2119)
 - Nvidia 5 series graphics cards with driver version 7.15.10.9685 cause rundll32 crash messages in the presence of DisplayLink software. If you have such a card, please update to a more recent graphics driver version. (3077)
 - On some Nvidia SLi systems, it is not possible to enable or disable SLi mode while a DisplayLink screen is attached. (3147)
 - Triple SLi systems are not supported. (3146)

For more details, you may visit Displaylink's website for further information.

<http://www.displaylink.com/support/index.php>

Q: I have everything setup correctly and I am able to stream movie to my TV, but it is not showing in a full screen even if I make the application showing in full screen. What should I do?

A: This problem is caused by incorrect resolution configuration of the DisplayLink video card. You can change the resolution setting by clicking on the monitor icon located in the system tray of your computer. Select Screen Resolution then click on various resolution setting until you find one that meets your preference.



Q: I had successfully connected everything and I can see the desktop background image on the extended TV/display. But when I drag over the video or movie, I get these black/white delays and the video player shows nothing on the window, or just completely black.

A: This is caused by having incorrect color-bit setting on the extended TV/display. Close the video player or application that you are running, click on the monitor icon located in the task bar to bring up the menu. Select color quality and set the quality at 32-bit. Your extended monitor will flicker a little bit then resume normal quickly. Now restart the video player and drag it over to the extended display, and it should work fine now.

Do not change the color quality setting during video playback as this will cause system to lock up. Always stop and close the video player or application, reset the color quality, then restart the video player or application.

Q: No display on your TV?

A: First of all, please make sure your TV supports an analog signal and your TV must have a VGA or DVI input port. Then please make sure you connect the included VGA cable firmly with the Video Receiver and your TV thru the VGA port. After checking the VGA cable is securely connected, if you still don't see anything showing up on your TV, please make sure your TV is set to the right input source. Please look at the back panel of your TV for the naming reference on input source. You may accomplish this by using the remote control of your TV or pressing the video mode button on your TV.

Various Applications and Usage Models Related

Q: I have everything setup correctly and was able to drag video to the extended monitor/display. However, I couldn't get full screen to work properly. What should I do?

A: This problem is usually caused by different behaviors of various video players and your system resources. Please close all other applications and just leave the video player before you restarting the video.

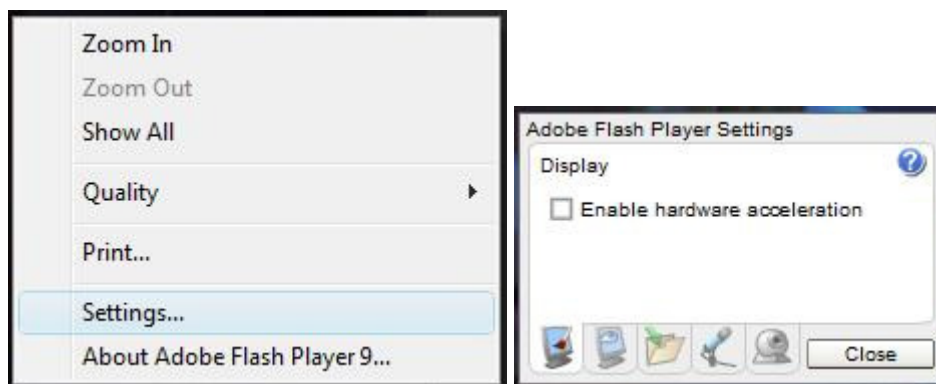
If you are using VLC, please download the latest version from their website, <http://www.videolan.org/vlc/download-windows.html> . The latest version 0.9.9 supports full screen on the extended monitor. We recommended using VLC to play and stream your video or DVDs as VLC has good compatibility with many different file formats and is system resource friendly.

If you are using WinDVD, you might see some blinking bar on the top of your video when double clicking on the player for full screen. What you can do is to put the player into normal size, then drag and hold the edge of the player and increase the size of the window. Then when it is almost to the full screen size, double click on the video player to go full screen and you should no longer see the blinking bars.

If you are using Windows Media Player, please make sure to close all other applications running in the background as Windows Media Player demands high system resources. There are some file formats not supported by Windows Media Player, and the application will ask for additional codec in order to play the file. Please download appropriate codec and updates from Microsoft <http://support.microsoft.com/ph/7763#tab0>

Q: I am viewing online video from website such as Hulu.com and YouTube.com, but I can not view full screen thru my TV or projector and the screen seems to freeze up every time I do that. What should I do?

A: Right click on the window that is currently showing the video, then select Settings. Then you will see a window showing up and uncheck the box for “Enable Hardware Acceleration”, then click on Close. Now try to do full screen again on your TV, it should do full screen now. However, you might see the video quality not as good as viewing them in a window instead of full screen. Having the video streaming in full screen will require higher Internet bandwidth, and the video quality is easily affected if viewing in full screen.



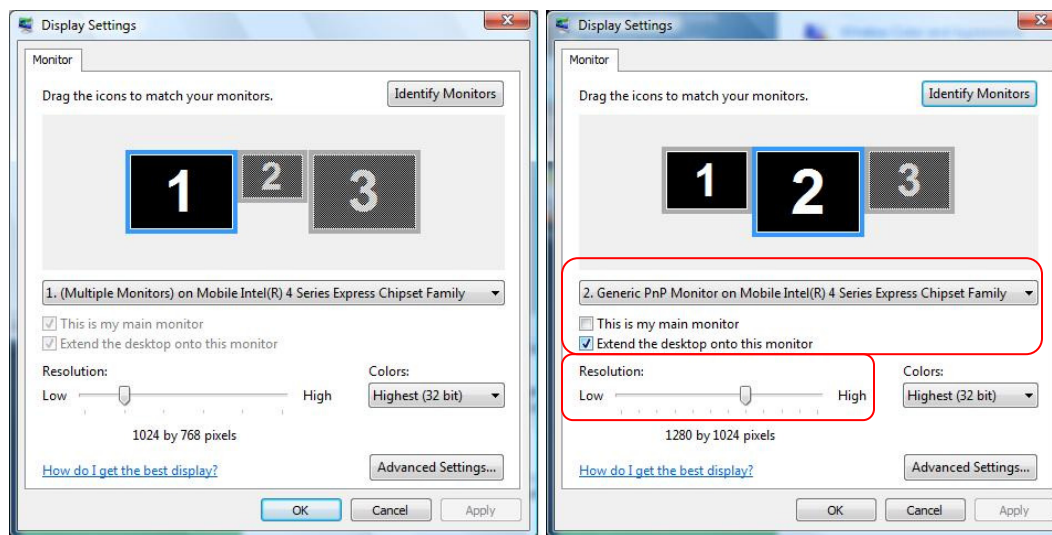
Q: I have two TVs/displays with VGA port on them and I want to use one to watch video and the other one to browse Internet. How do I use IOGEAR Wireless Audio/Video Kit to do this?

A: Yes you can achieve this goal with IOGEAR Wireless Audio/Video Kit, and there are two ways to do this.

The first method is to use the Wireless Audio/Video Kit to connect your system to one TV, and connect the VGA port (if there is one) on your system to the second TV by connecting an additional VGA cable. The other method is to use the Wireless Audio/Video Kit to connect your system to one TV, and have another Video

Receiver (available through <http://www.iogear.com/product/GUW2015V/>) connect to the 2nd TV. For this method, you need to power on the 2nd Video Receiver then complete the cable association before connecting to the TV with the VGA cable. Please refer to P.74 on the user manual for detail instruction on associate your VGA Receiver and your system.

After successfully connect through either of above two methods, you need to click on the monitor icon in your task bar and click on Advanced, and the Display Settings window will show up. From this window, you can choose different monitors that are connected to your system currently. You can press Identify Monitors button and it will show big number on all of your monitors. By default, 1 represents the display of your laptop, 2 and 3 (additional number will show if more monitors are connected) represent the two additional monitors that are currently connected to your laptop. Select 2 and check the box for “**Extend the desktop onto this monitor**”, and set the appropriate resolution by moving the bar underneath “**Resolution:**”. Then click Apply then OK to exit the window.



In addition, if you are on extending mode and extending your desktop to the external monitors, then please drag #2 and #3 monitor to suitable position according to you preference.

Q: I have connected my system to 2 TVs by using Wireless Audio/Video Kit and VGA cable connecting to the VGA port of my system. After the computer comes back from sleep-mode, I can see my 2 TVs coming back normal, but my main monitor of my computer is black, nothing is on the monitor.

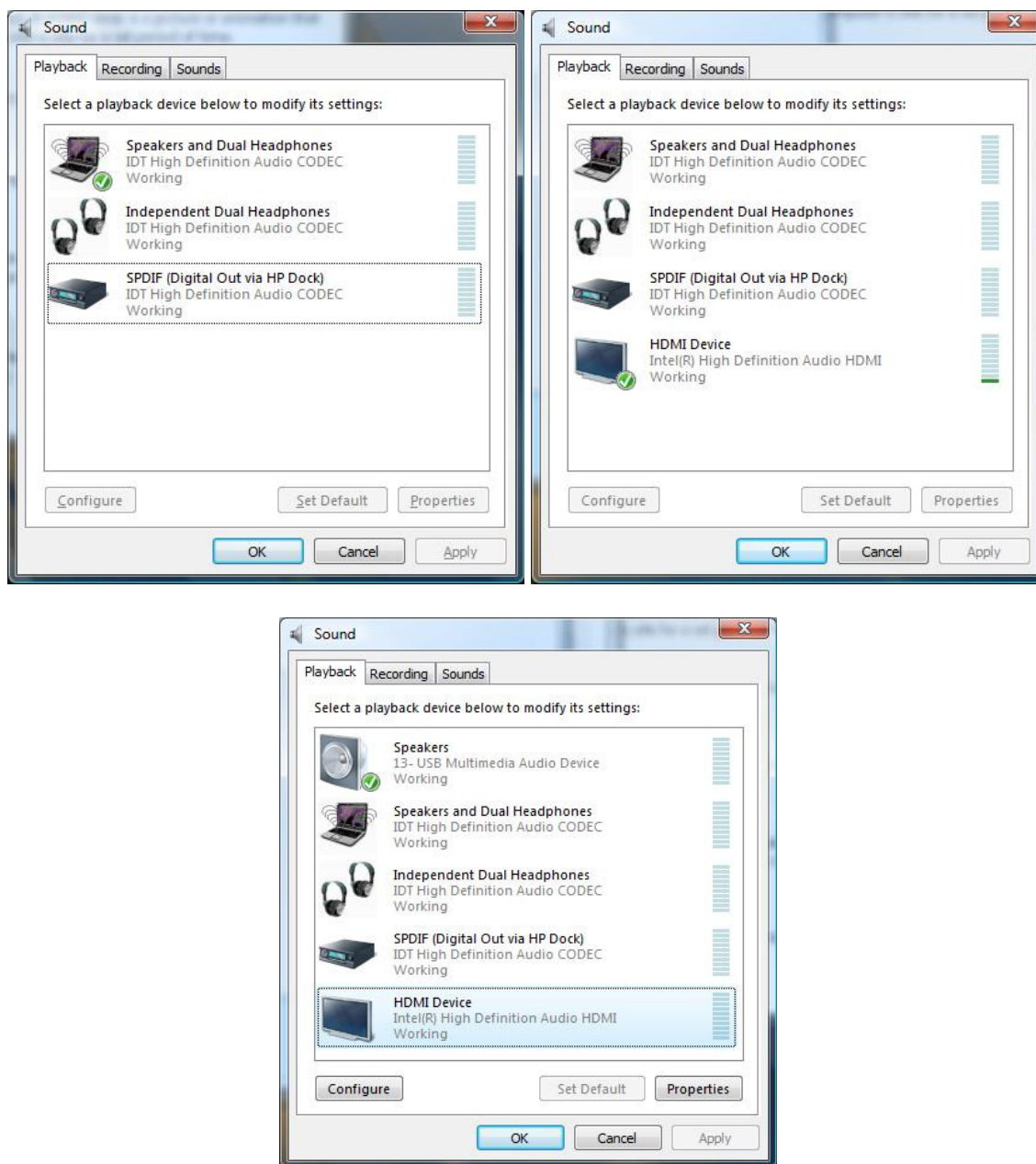
A: When system comes back from sleep-mode or hibernation-mode, it does not retain the previously configured setting and you have to reset it again manually. To do this, for Vista users, right click on the desktop space and select Personalize then going into Display Properties to set up your preferred setting again. For XP users, right click on the desktop space and select Properties then select Settings to set up your preferred setting again.

Please note, some video player might over-right the power setting of your computer and prevent computer from going into sleep or hibernation modes. Once you close the video player or application, then your computer will resume its normal power setting.

Q: I have a notebook with HDMI ports built-in and the Audio Receiver does not work after I successfully installed and associated the Audio Receiver with my system. What should I do?

A: This is caused by Windows OS does not switch automatically from HDMI interface to USB interface, and it requires a manual switch. This is a common issue in Vista OS, please see these links for additional reference. (<http://support.microsoft.com/kb/952266> ; <http://support.microsoft.com/kb/928596>)

To switch from HDMI interface to USB interface, you need to stop the video that's currently playing (stop, not pause). Then you need to double click on the speaker icon located in the right bottom corner of the task bar to bring up the Sound setting window. Then right click on the USB Multimedia Audio Device and select **Set as Default Device**. To verify the successful switch, double click on the USB Multimedia Audio Device then select Advanced tab. Click on Test button and there should be sound coming out from the speaker. If you hear sound, then the switch is completed correctly. Now you can restart your video again by pressing the play button on the video player.



Additional notes:

This procedure applies when the HDMI cable is either unplugged or still connected to the system. If the HDMI cable is unplugged, then you only need to apply this procedure once. However, if the HDMI cable is plugged into the system again, then please repeat the same procedures. If you have HDMI cable connected at the same

time as the Wireless Audio/Video Kit, then perform above procedures when switching to USB interface. You can also follow the same procedures if switching from USB to HDMI interface.

Q: Does it work with Google Earth?

A: Yes, it does.

Q: Does it work with Skype or MSN?

A: Yes, it does.

Skype 4.0.0.226 is tested OK.

MSN version 2009 (Build 14.0.8064.206) is tested OK.

Q: Does Wireless Audio/Video Kit work with the Wireless USB Hub GUWH104?

A: Yes, it does. If you had purchased GUWH104KIT previously, you can just use the GUWH104 Wireless USB Hub to work with the new Wireless Audio/Video Kit. Please follow instructions on P.74 for associating the Wireless USB Hub with your system. After the association completes, you will be prompted with a window asking to install driver for the hub. Please download the driver from this link, <http://www.iogear.com/support/dm/driver/GUWH104#display>, and install the driver that is included in the zip file. After installing the driver, you will see the IOGEAR Wireless USB Hub icon showing up in the Wireless USB Manager interface and you can now access USB device wirelessly.

It is not recommend to stream live video from an external hard drive connected to the Wireless USB Hub and to view the video with the Wireless Audio/Video Kit.

Q: Can I have more than 2 sets of Wireless Audio/Video Kit working simultaneously?

A: Yes, you can, but each set needs to be setup in a different room. Due to the nature of Wireless USB and the design of the product and to ensure optimal performance, only one set can be fully functional in a room. The RF signal of Wireless USB does not penetrate through walls, so the 2nd set needs to be in a different room to avoid interferences and connection problems.

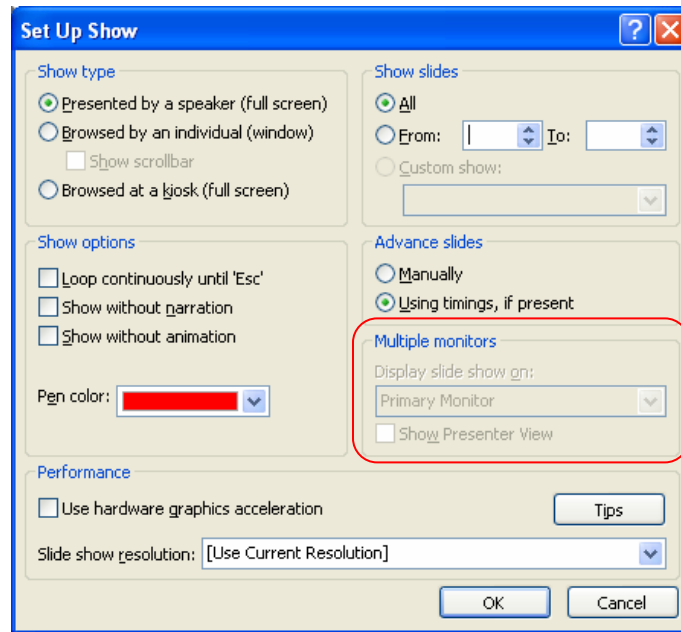
Q: I have 3D screen saver on my computer and it seems to cause problem every time when the screen saver comes up?

A: Yes, the 3D screen saver can cause the Video Receiver become unstable and your extended monitor may flicker and thus decrease the performance of your Video Receiver. It is recommended to turn off the 3D screen saver when using the Wireless Audio/Video Kit.

Q: I want to set my PPT presentation showing on the extended monitor/display automatically. How do I do this?

A: For Office 2003, click on Slide Show from the menu bar and select Set Up Show. In the Multiple monitors section, you should see this listed is enabled and you can click on the drop down arrow to select your preferred

monitor to show the presentation. Click OK when you are done. Please remember to save your file before you close the application.



For Office 2007, click on Slide Show from the menu bar and click on the down arrow of “Show Presentation On:”, and select the monitor that you want to show the presentation and save your file.