

# **GUWAVKIT Troubleshooting Guide**

## **Connection and Signal Quality**

**Q: I successfully installed everything and I can see video and hear audio from my TV, but the signal is bad and I can not get smooth video and audio quality. What can I do to get a better signal?**

A: First of all, please make sure the distance between the Wireless USB Transmitter and Wireless Video and Audio Receivers is within 30 feet. Wireless USB technology is a in-room solution and it does not work beyond 30 feet of range.

Second, please make sure the antenna of your Wireless USB Transmitter keeps a clearance of minimum 3” off the desktop surface and have a good line-of-sight with the Wireless Video and Audio Receivers. Due to different home and office setup and unknown interference, we recommend using the included USB extension cable to connect with the Wireless USB Transmitter and find a suitable position for good signal.

You can also try to unplug and plug the Wireless USB Transmitter back into your computer to reset the connection. You should see the icon in the Wireless USB Manager becomes grayed out then color again. Now try to restart the application that you were using and check if the signal quality improves.

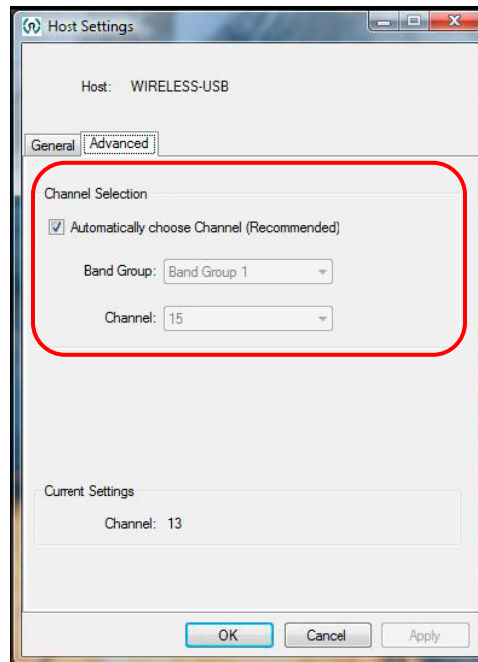
**Q: The video and audio signals seem to drop out when I walk in front of the Wireless USB Transmitter or put my hands around the antenna. What should I do to get a better signal?**

A: It is the most important thing to ensure a good line-of-sight between the Wireless USB Transmitter and the Wireless Receivers. Therefore, we recommend not putting your hands or any obstacles between the Wireless USB Transmitter and the Wireless Receivers to ensure good signal.

**Q: If you are experiencing choppy video, please try following procedures for resolutions**

A:

- Adjust the screen resolution to the appropriate setting supported by your monitor/display, please refer to P.48 for detail instructions.
- The Wireless Audio / Video Kit requires certain level of system resource for smooth operation. Try to close other applications on your computer to free up the system resource.
- Does your computer meet the minimum system requirements? Please refer to P.4 for more information.
- The Wireless Audio / Video Kit requires radio signals to be in the line of sight. Please ensure to eliminate as much interferences as possible between the Wireless Transmitter and the Wireless Video and Audio Receivers.
- Change the channel as shown on the right or move in your computer closer to the display.



**Q: I accidentally unplug the power from my Wireless Video Receiver, and the movie becomes playing on my main display of my computer. How do I bring it back to the other (extended) monitor?**

A: Please stop the movie that is currently playing and close the player on the computer. Plug in the power adapter back to the Wireless Video Receiver. Restart your movie and you should be able to drag the movie to the extended monitor.

**Q: I accidentally unplug the power from my Wireless Audio Receiver, and the sound is gone. How do I make it work again?**

A: Please stop the movie or music that is currently playing and close the player on the computer. Plug in the power adapter back to the Wireless Audio Receiver. Restart your movie or music and you should be able to hear the sound again. If this is not working, please refer to page 61 and make sure the correct audio device is selected on your computer.

**Q: It does not work when I try to wake up my computer from sleep mode. How do I make it work again?**

A: If the Wireless Audio/Video Kit lost signal after waking up from sleep mode, then please try to unplug and USB Transmitter and plug it back into the USB port of your computer. Your Wireless USB Manager software will refresh the connections and you should see both Video and Audio Receiver icons in color again.

You can also visit this link from Microsoft support site for other way to work around this solution.  
<http://support.microsoft.com/default.aspx/kb/871233>

**Q: I accidentally deleted the Video or Audio Receiver icons in the Wireless USB Manager, and now nothing works. How do I make it work again?**

A: If you accidentally deleted the Video or Audio Receiver icons in the Wireless USB Manager, you will need to perform cable association with the device that you deleted the icon to have the device shows up again in the Wireless USB Manager. Please refer to P.74 in user manual for detail cable association instructions.

**Q: I have my Video Receiver up and running but the audio is not working, what should I do to make it work?**

A: Please check following so we can provide with your correct instructions.

- Please double click on the Wireless USB Manager icon located in the system tray. If you only see Video Receiver icon showing in the window, then please perform cable association following the instructions on P.35 of the user manual.



- Please double click on the Wireless USB Manager icon located in the system tray. If you see both Video and Audio Receiver icons showing in the window, but only the Video Receiver icon showing in color and the Audio Receiver is grayed out, then please ensure to plug in the power adapter to your Audio Receiver and connect the audio cable to your Audio Receiver and your TV or stereo system. Please refer to P.39 on the user manual for detail instructions.
- Please double click on the Wireless USB Manager icon located in the system tray. If you see both Video and Audio Receiver icons showing in color, and you have all power adapters and VGA and audio cable connected correctly, then please check on the audio device setting on your system. To do this, double click on the speaker icon located in the system tray to bring up the sound device setting window. For XP, please select Audio tab and ensure you have USB Multimedia Audio Device selected as the default device. For Vista, please make sure USB Multimedia Audio Device is checked. If not, then right click on this device and select Set as Default Device, then click OK.

