

# Troubleshooting Quick Guide



## If the screen/video flickers up and down...

- Check to see if your TV has vertical hold (V-Hold) and adjust as needed.

## If everything is black and white...

- You may have a PAL TV and the device is configured for NTSC, or vice versa.
- Press 'Setup' on your remote, go to 'Display>Display Settings>High Definition>' and choose a setting for PAL or NTSC as appropriate for your TV type.

## If HDMI doesn't work...

Try one or more of the following:

- Remove the power from the DivX Connected device then plug it in again.
- Remove the power from the TV then plug it in again.
- Make sure your TV is on and set to the appropriate HDMI input.
- Try using the component, composite or S-Video inputs to see if you can get any video signal.

## If there is no sound over HDMI...

- Try adjusting the volume on both your TV and the DivX Connected device.
- Try using the RCA cable to connect the DivX Connected device to those inputs, if your TV has dedicated red/white RCA connectors for the HDMI input.
- Try running everything through a receiver/sound system instead of directly to the TV.

## If the device does not respond to the remote control properly...

- Check that the batteries are fresh and properly installed in the remote.
- Some large screen TVs and low power lighting can cause interference with the IR remote. Try moving the device to the side or slightly behind the TV screen.

## If you get a blank screen after initial power up screen...

- Try pressing the 'Setup' button on the remote and choose 'Display > Display Settings > Standard Definition'. It may be that your TV does not support HDTV formats.
- Exit and restart the DivX Connected Server application.
- Restart your computer.

## If you can't connect to a wireless network...

- Turn your router and device off and on again.
- Make sure you have the correct router security encryption key, if wireless security is enabled on your router.
- Try a different type of encryption or test with no security.
- Try a different wireless channel.
- Make sure DHCP is enabled on your router.

## If you can't connect to a server or server is not found...

- Check to make sure the DivX Connected Server application is not blocked by firewall software on your computer.
- Check to make sure the DivX Connected Server is running (DivXConnected.exe).
- Check to make sure your computer and the DivX Connected device are both connected to the same network.
- Press the 'Exit' button on the server application on the PC and restart the DivX Connected server.
- Remove power from the device then plug it back in.

## If the menu is cut off at the top, bottom or side...

- Press the 'Setup' button, choose 'Display>Screen Position', then follow the onscreen instructions to adjust the size and position of the test screen until it is fully visible.

## **Many problems can be solved by one or more of the following...**

- Exit and restart the DivX Connected Server application.
- Restart your computer.
- Turn off the DivX Connected device, and then turn it back on again.
- Turn off your router/modem and turn it back on again.
- Press the Setup button on the remote and choose 'Restore Factory Default Settings' on the second page.
- Reinstall the latest version of the DivX Connected Server.

## **If you are getting sluggish behavior / slow menus / bad colors...**

- Update your computer's graphics card driver.
- Disable 2<sup>nd</sup> computer monitor (if present) in the Windows display settings, restart the DivX Connected Server, and then re-enable the second monitor.
- Adjust performance settings in the DivX Connected Server application and on your graphics driver.

## **If some of your files don't show up on the TV...**

- Only supported file formats will be visible on your TV. Unsupported formats can be converted using DivX Converter, DivX Author, Dr. DivX or other conversion programs.
- In some cases, the system may not recognize new files that are added to networked drives. In this case, use the Re-scan function of the DivX Connected Server application by clicking on the appropriate media 'Settings' tab, right clicking on the folder, and choosing 'Re-scan'.
- While viewing the area you expected to find the file(s) on your TV press the 'Menu' button and select 'Re-Scan'.

## **If you can't see PIN-protected content...**

- Press the 'Menu' button anywhere within the 'DivX Connected' menu. Choose 'login' and enter your PIN code.

## **If the video is choppy and the DivX Connected device disconnects...**

- Change the wireless channel in your router settings (refer to your network router documentation).
- Test to see if you get the same results with no encryption.
- Test to see if you get the same results when you change the encryption type.

## **If video files are choppy or stutter during playback...**

- This could be due to transcoding from other formats such as WMV. Try converting the file to DivX format using DivX Converter or other conversion tools.
- This could be due to high network traffic.
- They could be 1080p video files, which aren't fully supported.
- There could be wireless interference, i.e. phone, microwave oven, or other wireless networks
- The file may be bad, try playing it on your computer and see if it is still choppy; re-encode the file.
- HD files may have difficulties on a wireless network. If possible, use wired Ethernet for your computer's network connection.
- Try re-encoding your 1080p HD files with a bit rate of less than 8Mbps.
- Re-encode your files to 720p HD and try playing them again.

## **If the video and audio are out-of-sync...**

- Restart the DivX Connected Server; end the DivXconnected.exe in the Windows Task Manager.
- Restart your computer.
- The File may be bad, try playing the file back using DivX Media Player on your computer to see if the problem is within the file itself.
- The file may not be encoded correctly; try using DivX Converter to correct the file by re-converting it.

## **If the screen goes blank after 5 minutes...**

- This is an automatic screen saver to prevent burn-in of CRT and plasma TVs. You can restore the screen by pressing any button on the remote (except power). The timeout after which the screen goes blank can be extended from the 'Options' button of the DivX Connected Server application on your computer.