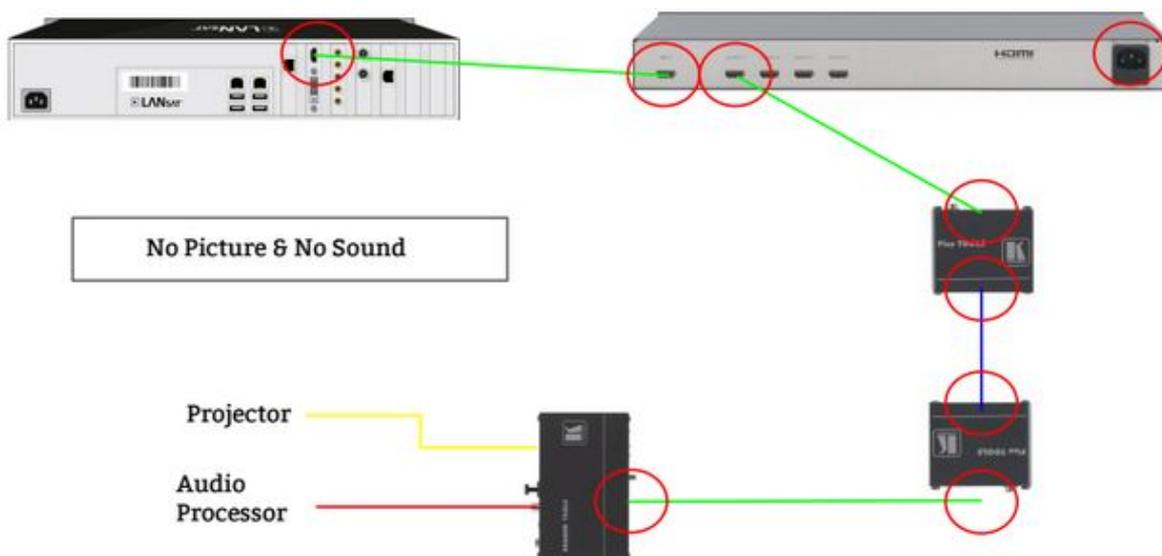


Troubleshooting

Due to the number of connections involved and the way they convert the feed, there are a number of opportunities for error

Problem: No picture and No sound

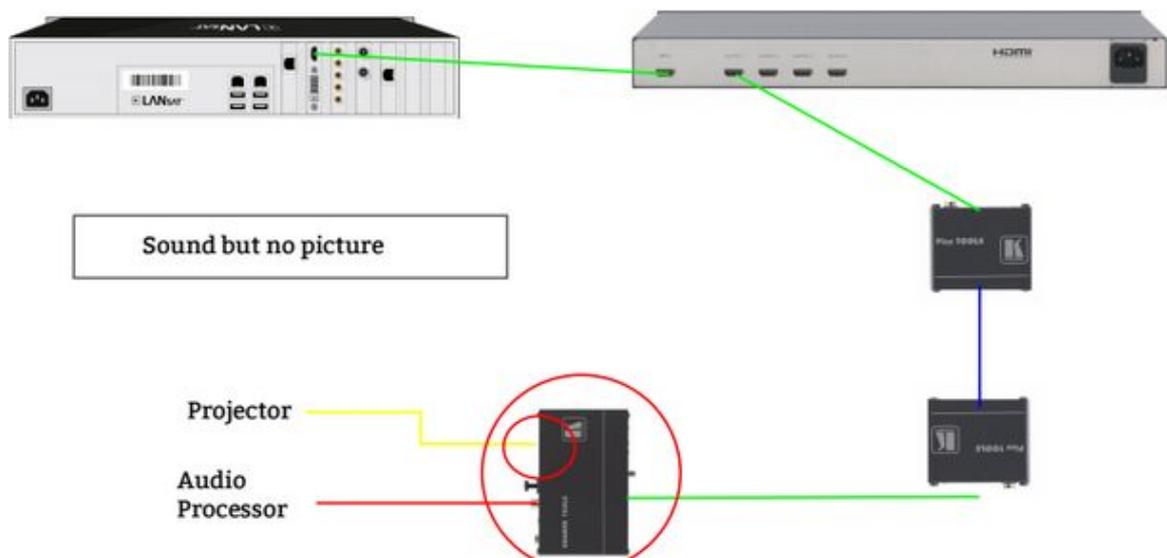
This is the most difficult problem to troubleshoot as the span for error is large. Almost every connection from the back of the LANSat to the projection equipment needs to be checked.



You will need to start from the LANSat HDMI port and reseal the cable on both ends. Next check the status lights on the ports of the HDMI distributor. Now reseal the cables on each of the 3 Kramer converters all the way back to the projector. If the problem still persists then you can try bypassing the HDMI distributor by plugging the HDMI feed for that screen directly into the back of the LANSat. You can also try replacing the other Kramer parts with the ones from other screens.

Problem: Sound but No picture

This problem is easier to diagnose as we know immediately what Kramer part to check on



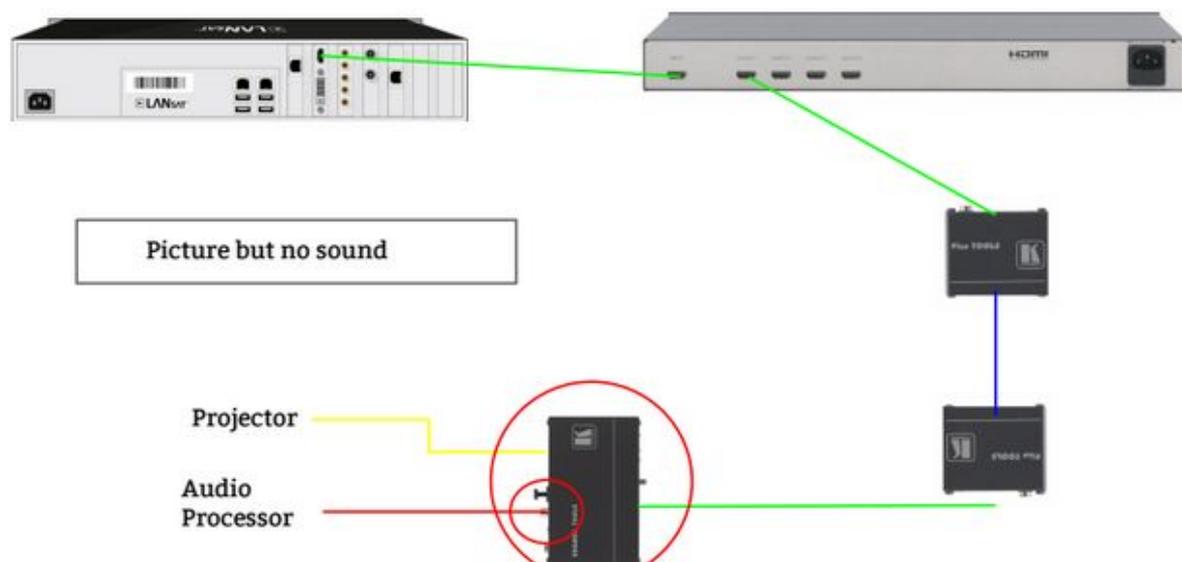
When you have sound but no picture, we know that the Kramer chain is secure all the way from the LANsat down to the FC-46XL. We know this because this is the point at which the audio splits from the video via HDMI.

There are only 3 things to try here:

1. Reseat the HDMI out cable at both ends
2. Replace the HDMI out cable
3. Try swapping this Kramer part for the same part from another screen

Problem: Picture but no Sound

This problem is also a bit easier to diagnose as we are confident in the secure connection from the LANsat up until the point of the FC-46XL



If the site have picture on screen but no sound, they will need to locate the FC-46XL and reseal the Toslink cable on both ends and then the SPDIF cable.

If this does not work then they may need to swap the PT-2SPDIF with one from another screen.