

Care and Maintenance

Handling and operational guidance

- Avoid dropping the on-camera unit or any of its individual components.
- Clean the monitor periodically.
- Do not run the prompter for excessively long periods of time. This will cause the operation of the backlight panel to deteriorate, gradually becoming dimmer.
- Do not use in wet weather without a cover.
- Do not expose to sunlight for long periods of time.
- Adjust the mounting bracket to allow clear space between the glass of the hood and the fully-extended camera lens
 - small vibrations may cause scratches
 - contact by the lens may break the glass
- Ensure that the on-camera unit is correctly aligned both horizontally and vertically with the camera
- Ensure that the whole on camera unit is securely fastened and does not sway from side to side.

Common problems

The table below lists common problems that may occur during prompter operation and some suggested solutions.

Problem	Check...
The power LED of the LCD flat-panel display is not illuminated	if the power switch for the unit is in the ON position if the power cord is connected to a working power outlet. if the power cord is plugged in to the unit
There is no picture visible	if the power supply receives power and is correctly connected to the display if the signal cable is correctly connected to the graphics board or to the video source and display if the device is it turned on and set to the correct mode (VGA or video) if the display supports the graphics mode of the graphics board (see Technical Specifications) if the connectors have any bent pins if the brightness and contrast settings in the OSD menu are appropriate if the screen saver settings of your system are causing problems
The image is blurred or unstable	if the signal cable is correctly connected if the selected graphics mode is correct. if the display supports the graphics mode of the graphics board. if the resolution of the unit is set to less than 1280 x 1024 at a refresh rate of 60 Hz. (For resolutions lower than this the image is expanded via interpolation which may cause errors. As a result the image may look blurred.) <i>Alternative suggested remedies:</i> Select "Auto adjust" from the Position menu. Select the H-Total and Phase functions from the Position menu and change the settings to achieve a sharp and stable image (these settings may have to be repeated when you have selected another graphics mode).
The image is not sized properly or not centered	if the horizontal and vertical image position in the OSD menu is set correctly if the selected graphics mode is appropriate

Problem	Check...
OSD error message: "Signal overrange"	if the display unit supports the graphics mode of the graphics board if the selected graphics mode is correct. if the display unit supports the graphics mode of the graphics board

For further troubleshooting assistance, refer to the Support >> FAQs area on our website:

www.autocue-qtv.com.

Cleaning the on-camera unit

Care: Electric Shock Hazard! Isolate the prompter display unit and any other electronic devices from any power source before cleaning the display unit surface.

Monitor

Regular cleaning will help keep your monitor in good condition.

- As recommended by the manufacturers, use tepid water with a small amount of detergent to clean the glass on the monitor and then leave it to dry naturally.
- Wipe the equipment surface down with a moist cloth; do not allow liquid to enter the equipment.

Mirrored glass

- Glass should be carefully removed from the hood and cleaned in warm soapy water, or using a non-abrasive detergent. If you use a standard glass cleaning product, you will remove the reflective coating on the glass and it will need replacing.
- Wait until all cleaned parts are completely dry before reconnecting the prompter display unit to the power source.