

Troubleshooting Guide:

Problem:	Items to check:
There is no picture or sound. No Red light on front panel.	<ul style="list-style-type: none"> • Make sure the power switch on top of the unit is turned on. • Make sure the A/C adapter and power cord are properly connected.
There is no picture or sound. Red light on front panel is on.	<ul style="list-style-type: none"> • Press the “Power” button on the CardioVision controller to turn unit on.
There is no picture or sound. Green light on the front panel is on.	<ul style="list-style-type: none"> • Make sure the video input mode is set to the correct source. (Usually TV) • If using a DVD player, MP3, iPod, etc., make sure the aux. source device is turned on.
There is no sound through the headphones. (See below for intermittent, static, or poor quality sound.)	<ul style="list-style-type: none"> • Make sure headphones are fully inserted into the jack on the CardioVision controller. • Press the “audio” button on the CardioVision controller to make sure the correct audio source is selected. • Press and hold the volume up button on the CardioVision controller to make sure the volume is set to an audible level. (The volume level bars will NOT move on the screen when changing the volume with the CardioVision control unit. • Press and hold the master volume up button located on right of the screen to make sure the level is set to the highest point. (Volume level bars will display on the screen and should be set in the 45 to 50 range.) • Make sure the TV sound is not set to mute. • Make sure that in the cable with the 3.5mm stereo jack on the end is plugged into the terminal marked with the picture of the headphones under it.

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<p>Poor sound quality through headphones or only comes from one ear. (left or right channel not working.)</p>	<ul style="list-style-type: none">• Press the audio button on the CardioVision controller to make sure the correct audio source is selected.• Make sure headphone plug is fully inserted into the jack on the CardioVision control unit.• Make sure the Cat-5 coiled cord that runs between the screen and the controller is connected properly at both ends and is not cut or damaged.• Try “jiggling” the headphone plug while in the jack. If sound “crackles” or cuts on and off, it is likely that the jack in the CardioVision control unit is worn and needs to be replaced. Please contact your dealer or CardioVision direct for a replacement.
<p>Sound comes from the TV speakers, but not the headphones.</p>	<ul style="list-style-type: none">• Make sure that in the cable with the 3.5mm stereo jack on the end is plugged into the terminal marked with the picture of the headphones under it.
<p>TV screen does not respond when buttons are pressed on the CardioVision control unit.</p>	<ul style="list-style-type: none">• Make sure the Cat-5 coiled cord that runs between the screen and the controller is connected properly at both ends and is not cut or damaged.• Check the RJ-45 jack (the phone-jack looking plug) on the back of the controller unit for corrosion, foreign matter or damage. If so, try cleaning the jack with a cotton swab. If the condition still exists contact your dealer or CardioVision for a replacement.• Try swapping the non-functioning control unit with one that you know to be working properly. If the screen functions correctly with the replacement unit, it is likely that the control unit has failed. Please contact your dealer or CardioVision for a replacement.• If none of the above procedures brings the unit to function normally, please contact your dealer or CardioVision for further assistance.

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<p>Picture is not clear, has static or interference. (Was previously working fine.)</p>	<ul style="list-style-type: none">• Make sure antenna/coax cable has not been disconnected or damaged. If a number of units are affected, check the cable that is common to those units. If all units are affected, check the main cable feed to the facility. Call cable/satellite company to check for service outages in your area.
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