

## DV75N Troubleshooting

### Start-up Troubleshooting using a VGA screen with the player in standalone (NOT MultiSync) mode:

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- 1) Unplug the power connector from the back of the DV75N and then plug it back in.
- 2) The RED Power (PWR) and Ethernet (ETH) LED on the front of the DV75N will immediately turn on.
- 3) 2 seconds later the ETH LED will turn off
- 4) 6 second later there will be a "LOADING NOW" shown on the VGA output.

\*If you do not see "LOADING NOW.." make sure the VGA cable is attached and that the screen is set to VGA input.

- 5) 8 seconds later the SD and ETH led will flash ON/OFF
- 6) 24 seconds later the "LOADING NOW" will clear. During that time the SD LED may flash a few times.
- 7) 8 seconds later the VGA output will be reset.
- 8) 6 seconds later the VGA output goes to BLACK.
- 9) 7 seconds later the content will begin playing (SD LED will start flashing).

#### **IF NO CONTENT IS SHOWING BUT THE SD LED IS FLASHING:**

The SD LED flashing indicates that the content is running but the output is possibly not set to VGA. Keep pressing the <VMODE> button on the DV75N remote to cycle through the outputs on the DV75N (HDMI\_720p, VGA\_1024x768, Component and Composite\_NTSC) until a valid image appears. Once a valid image appears, you will have to go to the CONFIGURATION MENU (by pressing <MENU> on the remote) to set the proper output.

#### **IF NO CONTENT IS SHOWING AND THE SD LED IS NOT FLASHING:**

If the SD LED is not flashing, then confirm the following DV75N settings from the CONFIGURATION MENU (you may have to press the <MENU> button on the remote to bring up the CONFIGURATION MENU):

- 1) Under the BASIC MENU, view the contents of the SDHC to make sure there are media files loaded on the internal SDHC card. Make note of the Available/Capacity values to make sure the actual content (and not shortcut) was copied to the SDHC card.
- 2) If on the BASIC MENU the DSP Mode is set for Interactive, make sure that in the ADVANCED MENU, the Interactive Setting/Mode is not set to "STANDBY" - change to "REPEAT".
- 3) In the TIME MENU, make sure the Auto ON/OFF Mode is set to "Disable".
- 4) In the ADVANCED MENU, make sure MultiSync Setting Mode is set to "Disable".

#### **\*\*NOTE TO MAC USERS**

Until Apple corrects MAC OSX, **BlueHarvest** can be used to automatically remove unwanted (and hidden) DSSTORE and TRASH files from NON-MAC removable media. Also, for creating the text files for the DV75N you should use **TextWrangler** (with line break set for Windows CRLF) or **Word** (saving your file as a PLAIN TEXT file with MS-DOS encoding) since **TextEdit** does not add the proper termination characters (carriage return and line feed) at the end of a new line.