

# ***KELVIN VIDEO64 ON-LINE MANUAL***

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# TECHNICAL SUPPORT

Technical assistance is available through the Orchid Technical Support Department. Updates for this software may be downloaded from the Orchid Bulletin Board Service (BBS). You may also send your support questions and requests via FAX to the number listed below.

In the United States:

Technical Support Department	(510) 661-3000
Technical Support Department FAX	(510) 651-6982
Orchid's BBS, 14400 baud, N, 8, 1	(510) 651-6837
Orchid's RMA Department	(510) 683-0300

In Europe:

France Technical Support	+33 (1) 47.80.70.50
France Technical Support FAX	+33 (1) 47.82.51.79
France Technical Support BBS	+33 (1) 47.84.70.57
United Kingdom Technical Support	+44 (0) 1256 844 899
United Kingdom Technical Support FAX	+44 (0) 1256 54476
United Kingdom Technical Support BBS	+44 (0) 1256 63373
Germany Technical Support	+49 89 42 90 41
Germany Technical Support FAX	+49 89 42 95 17

Orchid provides a high-capacity electronic bulletin board service (BBS). All lines are accessed through one phone number. You can use any baud rate up to 14.4K baud. YMODEM and ZMODEM are the recommended file transfer protocols. Orchid's modem settings are:

Parity=NONE (N)  
Data Bits=8  
Stop Bits=1

Technical Support hours are: Monday to Friday 7:00a.m. to 5:00p.m. PST.

## CompuServe

Orchid Technology Technical Support is also available through CompuServe. Logon to CompuServe and type: GO ORCHID

## **World Wide Web**

Look for us on the World Wide Web! Orchid provides information ranging from the latest technology, new product releases, customer service and other categories of information. Access the Internet and type: <http://www.orchid.com>

# TROUBLESHOOTING KELVIN VIDEO64

Orchid Technology is known for its responsiveness to its customers. So we have created a list of helpful hints for troubleshooting your Kelvin Video64.

The following information will help you diagnose problems you may have with the Kelvin Video64. The symptom and solution serves a twofold purpose:

You may be able to fix your problem . . .

or

if these steps do not help you solve your problem, they will most certainly give you a better handle on what to tell Technical Support once you contact them.

*Operation*

Symptom	Solution
<p>My computer does not power-up or respond when powered on. The screen is completely blank. There is no familiar boot up (POST test) beep.</p> <p>The computer gives an error of 1 long beep and 2 short beeps at power up.</p> <p>The Kelvin Video64 works well in another brand computer, but not at all in mine.</p>	<p>(1) Verify that your computer and monitor are plugged in. Check the power cables.</p> <p>(2) Make sure the Kelvin Video64 is properly installed in the slot. The edge connector must be inserted all the way into the expansion slot.</p> <p>(3) Verify whether there is another video display adapter in your system. If it is an on-board display adapter, make sure it is disabled. If it is an add-in card other than a standard monochrome display adapter, remove it from your computer.</p> <p>(4) Your computer may not be set up correctly for the Kelvin Video64. Refer to your computer's reference manual for information on setting up your computer.</p>
<p>The Orchid icon does not appear in the Windows Control Panel.</p>	<p>(1) Check to make sure that you installed the Kelvin Video64 Windows drivers into the correct directory.</p> <p>(2) Memory managers can prevent icons from appearing. Refer to your memory manager documentation for details on using a memory exclusion statement.</p>
<p>The Kelvin Video64 runs correctly under normal conditions but fails when playing video sequences.</p>	<p>(1) Check to see if you are using the Virtual Screen or Magnify features. If so, switch to normal mode before playing video.</p> <p>(2) Verify that the proper video codec is installed for the video format (such as MPEG or Indeo) of the file you are trying to play. In Window 3.1x, open the Control Panel, double-click on the Drivers icon and select the driver. In Windows 95, open the Control Panel and double-click on the Multimedia icon. Click on Advanced and select the driver.</p>

## Display

Symptom	Solution
The computer seems to boot up properly but there is no display.	<p>(1) Check the power cable to your monitor.</p> <p>(2) Your monitor cable may not be fastened securely and properly. Check both the connection at the monitor and at the Kelvin Video64 card.</p> <p>(3) Verify whether there is another video display adapter in your system. If it is an on-board display adapter, make sure it is disabled. If it is an add-in card other than a standard monochrome display adapter, remove it from your computer.</p> <p>(4) It is possible that your monitor cable is not the correct type for the Kelvin Video64. See Appendix A for the proper pin-out information.</p>
My display loses synchronization once it gets into a graphics program.	<p>(1) If your monitor has a vertical hold adjustment, try adjusting the display.</p> <p>(2) Verify that your software is properly installed for your current application.</p> <p>(3) Your monitor may not be able to display the graphics mode you are using. Double check your monitor specifications for the graphics modes supported.</p> <p>(4) Your monitor may not be able to display the vertical refresh rate you are using. Double check your monitor specifications for the refresh rates supported. If a refresh rate is chosen that distorts the screen, use the DOS KyPanel utility to reset and test your selections.</p>
The display is garbled or scrolling in Windows.	<p>(1) The vertical refresh rate is set too high. Use the KyPanel program to lower the refresh rate.</p> <p>(2) The resolution selected is too high for your monitor. To change the resolution</p> <ul style="list-style-type: none"> <li>- Run SETUP from the Windows subdirectory</li> <li>- Select the VGA display driver</li> <li>- Start Windows</li> <li>- Open the Orchid program group.</li> <li>- Double-click on the Orchid Setup icon, click on Display and select a resolution your monitor is capable of supporting.</li> </ul>

MPEG

Symptom	Solution
MPEG appears slow or jerky and there is no audio sync.	(1) The MPEG playback performance is directly related to processor speed, the current screen resolution and color depth. On most 75MHz MPC III systems, the playback is fairly smooth. Slower systems may exhibit slow MPEG video, or may not display MPEG digital video playback at full frame rate.



## **BEFORE YOU CALL TECHNICAL SUPPORT**

Before calling, it would help us greatly if you have the following information ready:

- ◆ The model name and serial number of the Orchid product.
- ◆ Your computer information such as CPU type, operating system, amount of installed memory and other peripherals installed in your computer.
- ◆ Call from the location of your computer. If you are unable to do so, please print out the information from your CONFIG.SYS and AUTOEXEC.BAT files.
- ◆ The version number of the Orchid product driver.

NOTE: For Return Material Authorization (RMA) purposes, please keep a copy of your product receipt.

