# Troubleshooting Tips

## Video Switcher VS4X1

This table covers the NetMedia Video Switcher VS4X1

| Symptom | Description | Recommended Action |
|---|---|---|
| VS4X1 does not work. | 1. The VS4X1 requires 12V DC 100mA power and good signal connections.<br><br>2. The Black RCA connector is for Output. The Yellow RCA connectors are Inputs. | 1. Disconnect and reconnect power supply. Make sure all other connections are secure.<br><br>2. Ensure that the Black Output connector is used to send signal to the receiving device. |
| VS4X1 settings do not change after switches are changed. | 3. VS4X1 power must be disconnected between each switch change. | 3. Disconnect and reconnect power supply. Check for changes in rotation time or umber of sources. |
| Do not see all inputs. | 4. VS4X1 must have a good video signal.<br><br>5. The VS4X1 starts with input 1 and then rotates through 2, 3, and 4. If programmed for 3 inputs, then 1, 2, and 3 are used. If programmed for2 inputs, then 1 and 2 are used. | 4. Ensure good signal from each input device. Test input device independently through a monitor.<br><br>5. Ensure that video devices are plugged into correct inputs of VS4X1.<br>Also<br>Test by programming for 1 sec interval and 4 inputs (switches 6, 7, 8 ON).<br>Also<br>Check switch 7 and 8 programming for correct number of inputs. |
| Wrong rotation order. | 6. The order is 1, 2, 3, 4, 1, 2, 3, etc. Input 1 is next to power connector. Input 2 is opposite the power connector. Input 4 is opposite the Black Output connector. | 6. Reconnect devices to desired input number. |

## Video Switcher VS4X4

This table covers the NetMedia Video Switcher VS4X4

| Symptom | Description | Recommended Action |
|---|---|---|
| VS4X4 does not work. | 1. The VS4X4 requires 12V DC 100mA power and good signal connections.<br><br>2. Front LEDs are NOT in line with rear connectors. Output 1 is nearest the power connector. Next are Outputs 2, 3, and 4. Inputs 1, 2, and 3 follow. Input 4 is furthest from the power connector.<br><br>3. Each Output can be disabled by pressing the minus (-) button.<br><br>4. Each Input can be independently disabled on each Output by pressing the minus (-) button. | 1. Disconnect and reconnect power supply. At least one Input and one Output LED should be on or flashing. Make sure all other connections are secure.<br><br>2. Arrange devices to the correct input and Output connections.<br><br>3. Check Output LED, if it is flashing then it is disabled. Press the Output Selector button until its LED is lit again. Then press the plus (+) button to enable the Output. Its LED should be on without flashing.<br><br>4. Select desired Output with Output Selector button. Press the Input Selector button until Input LED is lit. If it is flashing, then it is disabled. Press the plus (+) button to enable the Input. Its LED should be on without flashing. |
| Rotation order is scrambled. | 5. Front LEDs are NOT in line with rear connectors (see #2). | 5. Arrange devices to the correct Input and Output connections. |
| Output does not rotate. | 6. Each Output can be individually programmed for 1 to 4 inputs ( see #3).<br><br>7. Each Output rotation can be stopped on an individual Input.<br><br>8. Rotation time can be as long as 4 minutes and 15 seconds. | 6. Ensure that Output is programmed for more than one Input.<br><br>7. Restore Output to rotation mode by selecting Rotation Status LED.<br><br>8. Set shorter rotation time. |
| Unable to program rotation time. | 9. Rotation time is only programmable within 10 seconds of selecting Rotation Status LED.<br><br>10. Rotation time begins at 0 every time new programming begins. | 9. Press Input Selector button until Rotation Status LED is on again. Time Status LED should also be on. Immediately program rotation time.<br><br>10. Reprogram Rotation time using 0 as starting point. Each press of 10 SEC button adds ten seconds, each press of 1 SEC button adds one second. |



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