AVerVision CP155 FAQ

There is no picture on the presentation screen.

1. Check all connections again as shown in the user manual.

2. Verify the setting of the display output device; make sure it is set to the correct input channel.

3. If you have a laptop connected to the document camera and cannot see your desktop on the presentation screen, please make sure to set your laptop to dual screen display mode.

4. Check the TV/RGB switch on the left side of the camera and set it accordingly to the type of display device you have.

I have set up the Document Camera and checked all the connections as specified in the user manual but I cannot get a picture on the preferred presentation screen.

1. The unit's power button turns orange in standby mode. Press the POWER button again to turn ON and the LED light will turn blue.

2. The default camera display resolution setting is on 1024X768. If your output device does not support this resolution; no image can be projected. Simply press hold the MENU and < > button to increase or decrease the resolution setting.

3. If your output device is a TV or any analog device, please switch the TV/RGB dip switch to TV.

The picture on the presentation screen is blurry.

1. Reset your document camera to default by pressing Menu > Default > Yes > Enter. Finally power-cycle your camera.

2. Check your output device's focus adjustment.

3. If your Camera has Auto Focus, press the Auto focus button on your unit's control panel.

4. If your Camera has Manual Focus, Adjust the focus ring located under the document camera's lens.

There is no computer signal on the presentation screen.

1. Check all cable connections among the display device, Document Camera and your PC, replace cable(s) if necessary.

2. Connect your PC to the Document Camera's RGB input first before you power on your computer.

3. Make sure to switch your Laptop dual screen display mode.

There are distorted lines running across the presentation screen.

1. Reset your camera's display mode, press Menu > Settings > Mode > High Frame > Enter. Then return to Menu, select Default > Yes. Finally power-cycle your camera.

The brightness on the presentation screen is dark and unreadable.

1. Toggle the Auto image button on your unit's control panel

2. Reset your units display by pressing Menu, select Mode > Text. Return to Menu and select Default > Yes. Finally power-cycle your camera.

3. Make sure there are sufficient lighting in the room or Turn on the LED lamp on your document camera head

4. If you are in a dark environment, turn on "Night View" in your document camera's menu.

5. Manually adjusts the Brightness and Contrast levels in the Camera's Menu.

6. Check your projector's bulb, it may need to be changed.

The AVerVision Software cannot detect the document camera.

1. Make sure your USB cable is connected

2. Make sure the USB cable or USB port is not defective

3. Check your Device Manager, If Digital presenter driver shows damaged, right click and select "Update Drive