Flanders Scientific Inc.

Troubleshooting Guide

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Problem	Solution	Notes
Image has a heavy green or magenta cast over DVI	Set DVI Pixel Format selection on System Menu to match your signal format (RGB or YCbCr)	A heavy green cast to the image typically means you are feeding the monitor a YCbCr signal, but have the DVI Pixel Format Selection set to RGB. A heavy Magenta cast to the image typically means you are sending RGB to the monitor, but have DVI Pixel Format set to YCbCr.
Image has a heavy green or magenta cast over SDI	Set SDI Format to match your signal type. This is found at the bottom of the Video Menu.	FSI monitors detect payload ID, if present, and automatically set the monitor to receive RGB, YCbCr, or XYZ signals over SDI. However, if payload ID is missing or corrupt from the source it may be necessary to manually select the SDI format to match your signal type.
Too much video processing delay	On the Video Menu make sure Show PsF as is set to Interlaced. For further reduction in processing delay set Processing to Fast Mode on the Video Menu. Processing speed in all modes is a set interval of the frame rate so the higher your frame rate is the lower your delay will be in milliseconds. For this reason if your camera is capable of independent recording and monitor out frame rates a 50 or 60Hz monitor output will provide the lowest possible delay.	Setting Show PsF as to Progressive, even if the signal is not PsF, adds significant processing delay. Setting this to Interlaced greatly reduces processing delay. Normal Mode processing offers the best balance between ancillary feature speed (e.g. scopes) and video processing speed. Fast Mode can reduce video processing even further, but pulls processing resources away from scopes and other ancillary features so menu artifacts and slower scope update speeds may occur. However, there is no loss in video quality in Fast Mode vs. Normal Mode.
Function button not responding	Reload Default Profile (System Menu -> Load Profile -> Default) *If you have custom settings selected that you want to retain please make sure to take note of those custom settings or save them to a Profile (1 through 5) for future reference as reloading the default profile will reset all custom settings to factory default.*	If a function button is not responding it is typically because a conflicting function is active. For example if you set a marker to a function button and enable the marker, then reassign the marker function button to a different feature without turning the marker off first the marker will stay on screen and prevent other functions from being activated. Avoiding such conflicts will prevent the problem or for a quick solution you can reload the default profile to clear the conflict.
Rotary knob not responding	Disable any active functions. To activate the Phase rotary knob in SDI set SDI Hue Adjustment to On from Sytem Menu. Ensure the Lock Chroma/Bright/Contrast setting is set to Off on the System .	The Phase knob is locked by default in SDI as there is no phase to adjust in a digital component signal. Rotary knobs may serve secondary purposes (e.g. Vector Scope Gain) or may be inaccessible with certain functions active.

Problem	Solution	Notes
Progressive signal looks interlaced and/or there are unexpected lines on screen.	Ensure that you are sending the monitor a true progressive signal, not PsF. You can verify whether the signal is PsF or P from the System Status Menu. The monitor will indicate PsF or P accordingly. If PsF is your only output option you can set Show PsF as to Progressive on the Video Menu.	Setting show PsF as to Progressive, instead of interlaced, adds processing delay to the signal so if at all possible feeding the monitor a true progressive signal is preferred.
External audio leads video	Ensure that the 'Show PsF as' option on the Video Menu is set to Interlaced, even if your signal is not PsF. This will greatly reduce video processing delay. Setting Processing to Fast Mode on the Video Menu can further reduce video delay.	You can also use the monitor's audio out to ensure perfect audio/video sync as disembedded audio is always delayed by the exact amount of video procesing time.
Image is flickering	On OLED units verify that Flicker Free Mode is turned ON. With all monitors verify the frame rate being received on the System Status menu. If interlaced or PsF the flicker may be normal and part of the signal. Feeding the montior progressive instead of PsF or setting Show PsF as to Progressive instead of interlaced may further eliminate flicker.	
Image not as sharp as desired	Adjust sharpness level from the Video Menu or use the Max Sharpness function.	No artifical dithering or image enhancement is applied to the image by default.
Scopes refreshing slowly	Displaying 1 scope window instead of 2 will greatly increase scope update speed. Normal update speed with a single scope active is approximatley every other frame.	Scope refresh rate is governed by avaialble processing power.

