

C2-2855 Frequently Asked Questions

Which input source can I genlock to?

You can genlock to any available input source.

If I'm using any of HDMI, YC, CV or PC/HD why can't I select any of these for another layer?

Due to the hardware architecture it is not possible to use 2 of these I/O connections at the same time. You can overcome this by using the DVI-U dongles to expand the I/O connectivity.

Does the C2-2855 accept 3G SDI level A and B?

C2-2855 only accepts 3G SDI level A only.

Does C2-2855 work with 8bit or 10bit video?

SDI inputs/outputs are 10bit, all other video inputs/outputs are 8bit (analog, DVI, HDMI, CV, YC.)

Where can I find the latest version of firmware?

Firmware updates can be found by clicking the following link,
http://www.tvone.com/tech_support_firmware.shtml

How many still image stores (SIS) can I have on my unit?

You can store up to 5 still image stores on the C2-2855.

What is DVI-U? Which video types can I use?

DVI-U is an interface that is fully DVI-I compliant and offers analog (YC, CV, RGB & YPbPr) & HDMI connectivity via low cost dongles which are available from tvONE.

When I power down my unit and turn it back on I seem to lose my settings? Is there any way around this?

Yes – once you've made you have changed your settings, push and hold the OK button in until the unit beeps, and you will have a message appear saying...(settings saved). This is classed as a power on preset.

Can I firmware update my unit via Ethernet?

Yes – you can update your unit via Ethernet and RS-232.

What is the warranty period of my C2-2855?

C2-2855 has a 5 year warranty from date of purchase.

If my C2-2855 is out of warranty or I've void the warranty can I still get it repaired?

Yes – if you have void the warranty or the unit warranty date has passed you can still get this repaired at a chargeable cost, any parts repaired will have a 3 month warranty period.

I'm having trouble displaying my HDMI input source which is HDCP encrypted, I need to display this over 3G-SDI or HD-SDI and all I get is a black screen?

That's correct you will get a black screen as you can't display HDCP content over 3G-SDI or HD-SDI as this will break copyright laws, to display the content you will need to change the output resolution to PAL or NTSC which is (SD-SDI).

How do I reset my unit?

To reset your unit you will need to push and hold the OK button, Back button & Standby button at the same time until the unit beeps. (This option doesn't reset loaded logos, SIS etc.)

How do I Factory reset my unit?

A full reset can only be done by a firmware update.

Can I use CORIOtools suite to control my unit?

No CORIOtools Suite doesn't support C2-2855, new control software is available.

(http://www.tvone.com/tech_support_firmware.shtml)

Which versions of Microsoft Windows are supported by the new control software?

Windows Vista SP2, Windows 7 SP1, Windows 8, and above. Not supported on Windows XP.

Is the control software supported on any non-windows devices?

Not at present.

How do I check to see if the unit is picking up the correct input resolution?

The best way to check this is if you click on shortcuts, then select views, followed primary or background, followed then by settings and if you scroll down you will see your selected input source and resolution.

My unit is giving me an error code, what does it mean? How do I fix it?

Please click the following link http://www.tvone.com/tech_support_crm.shtml this will give you details on your error code, some error codes can be fixed via a firmware update, if an update fails to fix your unit please contact tvONE technical support and they will assist further.

How can I find out which firmware version my unit is using?

Please follow the following steps, select setup, select system, scroll down to status and select status, this will then display your current version of firmware.

Why some of my front are buttons different colors?

The front buttons are interactive please see the manual for further details.

Which versions of HDMI can C2-2855 support?

The C2-2855 has support for the High-Definition Multimedia Interface (HDMI) to V1.4 on both dedicated Inputs/Outputs

I have plugged an HDMI source into the DVI-U input via a dongle and I'm getting no audio?

The C2-2855 by default broadcasts its DVI capabilities using an EDID packet to the video source. As DVI does not carry audio, this EDID packet does not say the unit supports it and therefore when using HDMI you get no sound. Fix this by changing the EDID to HDMI; select Setup, select Sources, select Inputs, select DVI-U, select Digital Settings, change EDID to 'default HDMI'. Press and hold OK button to save settings and then power cycle the unit

I don't understand how to select my keying color with Y, U, V

On the USB stick shipped with the unit, and in the user documentation there are some simple guides that help you. The USB stick contains 2 helper images with U and V values to help select your color. The reason for 2 is that SD video and HD video use different maths to convert from the data to a picture, and this makes a difference when selecting your keying values. The documentation contains a worked example for calculating your keying color

My output resolution changes when my Background source is removed

The unit only has 1 scaler. That scaler is always applied to the Primary layer. That means when a Background is selected (and used), it determines the output resolution. If the background is removed, the unit has to make its own decision and falls back to the current Setup\Outputs\Video\Resolution\Resolution Index setting.

I am not hearing the audio I expect when setting the Live\Audio to 'Follow Primary' and my Primary carries embedded audio?

With this setting the output audio will reflect the setting made for Setup\Sources\Inputs\\Audio. It does not mean SDI video= SDI audio and HDMI video = HDMI audio etc. This means it is possible to map any audio source (including mute) against any video connector. If this mapping is incorrect, you will not hear the audio you expect. Also see "I have plugged an HDMI source into the DVI-U input via a dongle and I'm getting no audio?"

Where has my Digital Settings, RGB/YUV Settings, Signal Type=YC/CV menu gone

There is a restriction in the current software, some menus are only visible when the associated source is connected. In the Case of inputs, the Digital Settings and RGB/YUV Settings will only be present if a corresponding digital or analogue input is detected.

The YC/CV output signal type option will only be visible IF the output resolution is either PAL or NTSC, as these connectors are not supported by any other resolutions.

I change between Primary sources and my video disappears?

In certain situations, if you change from a Primary source to another which is not present, and your transition effect is NOT set to cut, rather than seeing the 'On Source Loss' video – the transition effect will make the Primary disappear and the disconnected source will not appear.

I'm changing the position of my PIP/Logo and the numbers change, but the PIP/Logo doesn't?

PIP and Logo placement is controlled using percentages in the current software. The position is based on the center of the logo/pip. So if the PIP is 20% of the output resolution width, then settings of < 10% and >90% will have no effect as this would move the PIP/logo off-screen which is not possible. The origin for PIP/Logo placement is the top left of the output video.

I'm changing my Primary Layer size and it's having no effect on the output video

The Home\Setup\Layers\Primary\Size setting only effects the output video when the Primary layer is viewed in PIP mode

I've made a mistake, nothings working, how do I get back to something good?

Two things can be done here. The unit can be reset to factory defaults by pressing and holding the OK, power and Back buttons for ~5seconds. This will reset all the menus to their factory settings.

This may get you back to a useable setup, if not. Access the Preset menu and 'Load Default' which will give you a Primary of HDMI full screen, in Scaler mode, with an output of 720P60.

These 2 options can be swapped if necessary

YC input is not being detected on the DVI-U input

The YC input signal cannot be detected on the DVI-U port 'Auto' mode. You need to manually select it by navigating setup/sources/inputs/DVI-U/Input Type and manually selecting YC. Remember to save settings otherwise this changed will be lost on a power cycle.