



Wirecast Gear 4K Troubleshooting Guide

	REPORTED SYMPTOM	TROUBLESHOOTING
Crashing	<ul style="list-style-type: none"> ■ Blue screen ■ Entire unit crashing / freezing 	<p>Use System Restore. If your system recently started blue-screening, crashing, or if you believe you are affected by a virus, use System Restore to roll its system software back to a previous state. If this works, you'll know that it's likely a software problem.</p> <p>To do a System Restore: Right click the Start Menu > Go to Settings > Update & Security Click "Recovery" > click "Get Started" You will be prompted with two options: Keep my files (Keeps software installed) Remove everything (Factory Reset) – Recommended</p> <p>Set Optimize Defaults. There may be a memory issue or overclocking of the unit, we'd like to confirm it is set to Optimize defaults to do this:</p> <ol style="list-style-type: none"> 1. Turn off the Gear unit 2. Turn unit on, hold down the "Delete" key, this will direct you into the BIOS Settings 3. Go to the "Save & Exit" tab 4. Click/Arrow down to "Restore User Defaults", click "Enter" 5. Click "Save Changes and Reset."
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Crashing (continued)	<ul style="list-style-type: none"> ■ Blue screen ■ Entire unit crashing / freezing 	<p>Boot Into Safe Mode. If your computer is blue-screening every time you turn it on, try booting into safe mode. In safe mode, Windows loads only the essential drivers. If a driver you've installed is causing Windows to blue screen, it shouldn't do so in safe mode. You can work on fixing the problem from safe mode.</p> <p>Check for Hardware Problems. Blue screens can be caused by faulty hardware in your computer. Try testing your computer's memory for errors and checking its temperature to ensure that it isn't overheating. If that fails, you might need to test other hardware components.</p>

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Powering on	<ul style="list-style-type: none"> ■ Won't power on ■ Failing to power up after 15-20 seconds ■ Won't stay powered on ■ Monitor turns black 	<p>Could be bad power supply. Not turning on is an instant indication power is not being given to the machine.</p> <p>Could be faulty CPU cooler fan. Random power loss after boot or load is placed on the CPU can be an indication the CPU is entering thermal protection.</p> <p>Check to make sure power cables are connected properly and the power button's white circle light is turning on the front of the unit.</p> <p>Ensure that displays are connected to the Mini DisplayPort ports on the upper right of the rear of the unit, not to the HDMI or DisplayPort ports in the center of the unit. Also consider swapping the Mini DisplayPort to DisplayPort adapters with another of the supplied adapters to ensure that the adapter hasn't failed.</p>
Failure to restore from recovery partition	<ul style="list-style-type: none"> ■ Attempts to recover the machine with the BSquare recovery partition fail ■ Recovery completed but unit still fails to boot into a fresh Windows instance 	<p>Please contact Telestream Support.</p> <p>Failure to recover can be indicative of a hardware failure.</p>
Failure to boot Windows	<ul style="list-style-type: none"> ■ Unit says invalid boot media ■ Unit displays windows boot error ■ Unit is otherwise unable to boot into windows 	<p>Recover the machine using the restore partition.</p> <p>With the unit powered completely off:</p> <ol style="list-style-type: none"> 1. Turn on the machine, and then hold the down arrow key on a connected keyboard. This may take up to a minute to appear. 2. When a blue screen "Choose an operating system" shows up, ensure "UEFI - Recover Operating System" is selected with the arrow keys, and press enter. Unit will reboot. 3. Press "Recover OS" at the recovery screen, then press start. 4. Once complete, press "Close", then "Exit". Machine will reboot into the Windows out-of-box-experience the machine arrived with upon initial purchase.

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Ports/Input	<ul style="list-style-type: none"> Specific SDI/HDMI input or inputs are not working on capture card. If ALL inputs not working, see "Driver Issue" section below These can present as no feed at all from an input, fuzzy/blurry feed, distorted feed (horizontal lines across feed) 	<p>Test different cables and cameras, and confirm if the other inputs work.</p> <p>Verify DirectShow. In Wirecast's add source dialog, press the three vertically stacked dots towards the top right of the window, and select "Show Duplicate Sources". Now, under "System Devices" within Video Capture, choose the input that correlates with the video input you noticed the issue with. Note the result, and contact Telestream Support.</p> <p>Restart the box. This sometimes helps with recognizing the card.</p> <p>If SDI/HDMI is intermittent, it could be a bad capture card.</p>
Fan Issue	<ul style="list-style-type: none"> Fans run constantly at high speed 	<p>Please contact Telestream Support</p>
Driver Issue	<ul style="list-style-type: none"> Capture Card driver disappears after Windows update Will present as yellow question marks next to devices in Windows Device Manager 	<p>Check to make sure Windows didn't corrupt the video driver. Go into Windows Device Manager and make sure there is no exclamation point next to the GPU. If there is, run Windows update.</p> <p>Restarting the box sometimes helps with recognizing the card.</p> <p>Please contact Telestream Support</p>
Accessories	<ul style="list-style-type: none"> Keyboard not being detected Keyboard delayed or non-responsive 	<p>Try a hardwired keyboard plugged into a USB ports to test to see if it's a port issue. If it's not working, then there could be an issue with the USB ports. Then the motherboard would need replacing.</p> <p>Move the USB dongle to the front, bringing it closer to keyboard (short range).</p> <p>Check batteries, make sure keyboard is turned on.</p>