



# Wirecast Gear Troubleshooting Guide

	REPORTED SYMPTOM	TROUBLESHOOTING
Crashing	<ul style="list-style-type: none"> <li>■ Blue screen</li> <li>■ Entire unit crashing / freezing</li> </ul>	<p><b>Use System Restore.</b> If your system recently started blue-screening, crashing, or if you believe you are affected by a virus, <a href="#">use System Restore</a> 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 &gt; Go to Settings &gt; Update &amp; Security            Click "Recovery" &gt; click "Get Started"            You will be prompted with two options:            Keep my files (Keeps software installed)            Remove everything (Factory Reset) – Recommended</p> <p><b>Scan for Malware.</b> Malware that digs deep into Windows and gets its hooks into the Windows kernel at a low level can cause system instability. <a href="#">Scan your computer for malware</a> to ensure buggy malicious software isn't causing it to crash.</p> <p><b>Install Updated Drivers.</b> An incorrectly installed or buggy driver can lead to crashes. Download <a href="#">the latest drivers</a> for your computer's hardware from your computer manufacturer's website and install them — this may fix BSODs caused by driver problems.</p> <p><b>Boot Into Safe Mode.</b> If your computer is blue-screening every time you turn it on, try <a href="#">booting into safe mode</a>. 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>

	REPORTED SYMPTOM	TROUBLESHOOTING
<b>Crashing (continued)</b>	<ul style="list-style-type: none"> <li>■ Blue screen</li> <li>■ Entire unit crashing / freezing</li> </ul>	<p><b>Check for Hardware Problems.</b> Blue screens can be caused by faulty hardware in your computer. Try <a href="#">testing your computer's memory for errors</a> and <a href="#">checking its temperature to ensure that it isn't overheating</a>. If that fails, you might need to test other hardware components.</p>
<b>Powering on</b>	<ul style="list-style-type: none"> <li>■ Won't power on</li> <li>■ Failing to power up after 15-20 seconds</li> <li>■ Won't stay powered on</li> </ul>	<p><b>Could be bad power supply.</b> Not turning on is an instant indication power is not being given to the machine.</p> <p><b>Check to make sure power cables are connected properly and the blue circle light is turning on the front of the unit.</b></p>
<b>Image issue</b>	<ul style="list-style-type: none"> <li>■ Unit gets stuck on updating when the image is restored -bad ISO image</li> <li>■ Windows is not activated (need Windows 10 Pro Key)</li> </ul>	<p><b>Please contact <a href="#">Telestream Support</a>.</b> Please get Wirecast Gear Serial number from customer and provide to Telestream Support, we can provide the original Windows Pro key from manufacturer.</p>
<b>Ports/Input</b>	<ul style="list-style-type: none"> <li>■ Specific SDI/HDMI input or inputs are not working on capture card. If ALL inputs not working, see "Driver Issue" section below</li> <li>■ These can present as no feed at all from an input, fuzzy/blurry feed, distorted feed (horizontal lines across feed)</li> </ul>	<p><b>Uninstall Drivers</b> by going to "Device Manager" and reinstall by right clicking &gt; "Scan for hardware changes" and they will auto install.</p> <p><b>Check Magewell software</b> by going to C: drive &gt; Utility &gt; CaptureStudio, if you see all 4 channels, it is NOT hardware issue. To fix, go to Help &gt; Send Support information &gt; click "Save Logs" &gt; click "Reset Preferences." Open Wirecast and change the inputs.</p> <p><b>Check Magewell's website and install the latest driver:</b> <a href="http://www.magewell.com/downloads">http://www.magewell.com/downloads</a></p> <p><b>Restart the box.</b> This sometimes helps with recognizing the card.</p> <p><b>Test different cables and cameras,</b> and confirm if the other inputs work.</p> <p><b>If SDI/HDMI is intermittent, it could be a bad Magewell card.</b></p>
<b>Fan Issue</b>	<ul style="list-style-type: none"> <li>■ Noisy fan issue</li> </ul>	<p><b>Please contact <a href="#">Telestream Support</a></b></p>

	REPORTED SYMPTOM	TROUBLESHOOTING
<b>Driver Issue</b>	<ul style="list-style-type: none"> <li>■ Capture Card driver disappears after Windows update</li> <li>■ Will present as yellow question marks next to devices in Windows Device Manager</li> </ul>	<p><b>See knowledge base article</b> <a href="#">“Wirecast Gear: Capture Card driver disappears after Windows update”</a></p> <p><b>Check to make sure Windows didn’t corrupt the video driver.</b> Go into Control Panel&gt;System and make sure there is no “!” point next to the GPU. If there is, check Windows update.</p> <p><b>Restarting the box sometimes helps with recognizing the card.</b></p>
<b>Accessories</b>	<ul style="list-style-type: none"> <li>■ Keyboard not being detected</li> <li>■ Keyboard delayed or non-responsive</li> </ul>	<p><b>Try a hardwired keyboard</b> 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><b>Move the USB dongle to the front,</b> brings it closer to keyboard (short range).</p> <p><b>Check batteries,</b> make sure keyboard is turned on.</p>