

PROBLEM	SOLUTION / EXPLANATION
<p>The Monitor panel “VistaMax Enabled” label is not lit</p>	<p>Check the Monitor & Output board PROM. 21-352-3 PROMs do not support the VistaMax Link connection, thus the VistaMax Enabled label is not lit when this PROM is installed.</p> <p>The 21-352-4 PROM supports VistaMax linking. When installed, the VistaMax Enabled label is lit. If the correct PROM is installed, replace the PROM to identify whether it is a PROM or a Monitor & Output board failure.</p>
<p>The Monitor panel “VistaMax Linked” label is not lit.</p>	<p>The Monitor label “VistaMax Linked” indicates the VistaMax Link connector is properly communicating with a Envoy or VistaMax Hub card. It will only light when the Link cable is connected into a facet on a Hub card.</p> <p>If the Link cable appears properly connected, yet the label is not lit, check the Link cable to verify it is a good cross-over cable. Verify that the facet that it plugs into is not assigned to an I/O card. Connect to another available facet. Power the console off for 15 seconds and then turn it back on.</p>
<p>Only Fail LEDs are lit on DSP & I/O or the Monitor & Output board</p>	<p>When the Fail LED is on steady it indicates that the PROM did not program the Gate Array chip, or that there is a failure on the board.</p> <p>Turn off the power for at least 15 seconds, then turn it back on to see if that clears the Fail LED.</p> <p>Replace the PROM on the board with the Fail LED on.</p> <p>Replace the board with the Fail LED on.</p>
<p>Group of eight channel strips do not work correctly</p>	<p>The Dual Fader panels connect to the DSP & I/O cards in groups of four panels (e.g. eight channel strips). If the left-hand group of eight channels is not working correctly, but the other eight (on a NetWave-16) or the other 16 (on a NetWave-24) do work correctly, check the flat cable that ties the left-hand DSP card and next DSP card together. It may not be latched properly.</p>

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	<p>Make sure the DSP & I/O card parameter controls are in Sleep Mode. If they are in Copy Mode, then all channels have the same settings and may be set for a non-active source.</p>
<p>The controls on a Dual Fader panel do not work correctly</p>	<p>Each Dual Fader panel plugs into a DSP & I/O card using a single CAT-5 cable. The panel's control circuit could be hung up. Remove the panel and disconnect its cable, wait fifteen seconds and then reconnect it.</p> <p>The panel could be in test mode (test mode is entered by pressing the left-hand Off button within three seconds of applying power to the panel). To exit test mode, press the right-hand On or Off button.</p>
<p>External Monitor Audio is not working</p>	<p>The Monitor audio can come from the Local Ext 1 and Ext 2 inputs, or either one can be set to listen to a network source.</p> <p>Switches DS2-5 and DS2-6 on the Monitor & Output board control whether the External Monitor source is local (switch is off) or is routed (switch is on). The routed sources must be assigned to the External inputs through a session file, macro file or by doing a take command on the console's parent device.</p>
<p>Mic control panel is not working</p>	<p>Check that the Logic Active parameter is lit on the channel source for the mic.</p> <p>Check that the channel logic connector has a jumper between pin 4 (Enable logic inputs) and pin 10 (+5 VDC which is also available on pins 7 and 12).</p>