



Wirecast Gear 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>Scan for Malware. Malware that digs deep into Windows and gets its hooks into the Windows kernel at a low level can cause system instability. Scan your computer for malware to ensure buggy malicious software isn't causing it to crash.</p> <p>Install Updated Drivers. An incorrectly installed or buggy driver can lead to crashes. Download the latest drivers for your computer's hardware from your computer manufacturer's website and install them — this may fix BSODs caused by driver problems.</p> <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>

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Crashing (continued)	<ul style="list-style-type: none"> ■ Blue screen ■ Entire unit crashing / freezing 	<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>
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 	<p>Could be bad power supply. Not turning on is an instant indication power is not being given to the machine.</p> <p>Check to make sure power cables are connected properly and the blue circle light is turning on the front of the unit.</p>
Image issue	<ul style="list-style-type: none"> ■ Unit gets stuck on updating when the image is restored -bad ISO image ■ Windows is not activated (need Windows 10 Pro Key) 	<p>Please contact Telestream Support. Please get Wirecast Gear Serial number from customer and provide to Telestream Support, we can provide the original Windows Pro key from manufacturer.</p>
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>Uninstall Drivers by going to "Device Manager" and reinstall by right clicking > "Scan for hardware changes" and they will auto install.</p> <p>Check Magewell software by going to C: drive > Utility > CaptureStudio, if you see all 4 channels, it is NOT hardware issue. To fix, go to Help > Send Support information > click "Save Logs" > click "Reset Preferences." Open Wirecast and change the inputs.</p> <p>Check Magewell's website and install the latest driver: http://www.magewell.com/downloads</p> <p>Restart the box. This sometimes helps with recognizing the card.</p> <p>Test different cables and cameras, and confirm if the other inputs work.</p> <p>If SDI/HDMI is intermittent, it could be a bad Magewell card.</p>
Fan Issue	<ul style="list-style-type: none"> ■ Noisy fan issue 	<p>Please contact Telestream Support</p>

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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>See knowledge base article “Wirecast Gear: Capture Card driver disappears after Windows update”</p> <p>Check to make sure Windows didn’t corrupt the video driver. Go into Control Panel>System and make sure there is no “!” point next to the GPU. If there is, check Windows update.</p> <p>Restarting the box sometimes helps with recognizing the card.</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, brings it closer to keyboard (short range).</p> <p>Check batteries, make sure keyboard is turned on.</p>