



V2GO TECHNOLOGY CORP.

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Trouble shooting for GO-100

1. **Problem:** No vocal output when microphone is plugged in.
Solution:
 - a. Check if vocal volume is turned up
 - b. Check if audio cord (usually the cord that connects out to your speakers) is connected with KARAOKE OUTPUT, which is the only output for mixed vocal and music
 - c. Check to see if your speakers are passive or amplified, because amplified speakers usually have their own power source and will have to be turned on; unless they are part of a stereo system, in which case you will have to turn on your stereo system and make sure it is set to the correct auxiliary device.

2. **Problem:** Machine does not read disc automatically upon being turned on.
Solution: Machine might be in KARAOKE mode, which does not start playing automatically. Switch playback mode to 2 CH or 5.1 CH mode, or press PLAY button to start playback.

3. **Problem:** You want to hear vocal output through your home theater system.
Solution: Insert FL (front left speaker) and FR (front right speaker) audio cords to KARAOKE OUTPUT rather than FL or FR output on machine's rear panel.

4. **Problem:** Key changer does not work
Solution: Use the remote control to switch playback mode to KARAOKE MODE, which is the only mode the key changer was designed to function in.

5. **Problem:** The display of the machine shows "No disc" after loading disc.
Solution:
 - a. Clean the disc or check if the format is compatible.
 - b. Go to V2GO website, and check for the latest software version for your machine.
 - c. If the above method does not work, fill out Repair request form or contact us for further assistance.

6. **Problem:** When the machine is connected with VGA, the screen of monitor is in green.
Solution: Push the button "VIDEO" on the remote control, and push the button "OK". Repeat this process until you get a normal color VGA screen.



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7. **Problem:** Screen is rolling over.

Reason: The video output of GO-100 is confused by the PAL or NTSC TV type.

Solution:

- a. Push the button "N/P" on the remote control, and push the button "OK" to switch between PAL and NTSC.
 - b. If the above action failed, reset the machine to the original factory:
 - Turn on the machine, push "EJECT" button on the machine to open the tray
 - Keep the tray open
 - Push the digit button "2" on the front panel of machine three times
 - Push the digit button "8" on the machine three times
 - Push the button "STOP" on the machine.
 - Turn off the machine and wait for 3 seconds
 - Turn on the machine again and get normal status.
8. **Problem:** The machine does not read files stored on a hard drive or flash drive through the USB port.

Solution:

- a. Check the format of the files on the hard drive or flash drive. V2GO series of machines can not read MP3+G or DIVX with version newer than 7.0.
 - b. Check if the hard drive or flash drive requests USB 2.0. GO-100 is compatible with USB 1.0 and 1.1 only.
9. **Problem:** Lyrics on screen squeeze up.
- Solution:** Check the disc's compatibility, and the surface quality of the disc. A bad disc causes the machine to take longer time to do error correction and then video output becomes slow.

10. **Problem:** The Repeat function does not work

Solution: Switch playback mode to 2CH or 5.1CH mode. The REPEAT function was not designed to work in KARAOKE mode.

11. **Problem:** No video shows up or no V2GO logo on the screen.

Solution:

- a. Check your TV set, make sure the correct INPUT mode is selected.
- b. Press the VIDEO button on our machine's remote control and then press OK to switch between different video output modes. Repeat the process until you get an appropriate screen.
- c. Reset the machine (see Problem 7's Solution instructions).