



## V2GO TECHNOLOGY CORP.

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### Trouble shooting for GO-210

1. **Problem:** No vocal audio 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 if to see if your speakers are passive or amplified. Amplified speakers usually have their own power source and need to be turned on; unless they are part of a stereo system, in which case the stereo needs to be turned on, and you need to 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 your vocal 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 on GO-210's rear panel output.
  
4. **Problem:** Key changer does not work  
**Solution:** Use remote 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 disk is a compatible format.
  - b. Go to the V2GO website, and download the most current software version for your machine.
  - c. If the above method does not work, fill out Repair request form or contact us for further assistance.



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6. **Problem:** Screen is rolling over.  
**Reason:** The video output of GO-210 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 original factory settings:
    - 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 the 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.
  
7. **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 files on hard drive or flash drive. V2GO line 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-210 is compatible with USB 1.0 and 1.1 only.
  
8. **Problem:** Lyrics on screen squeeze up.  
**Solution:** Check out the disc compatibility, and the surface condition. A bad disc causes the machine takes longer time to do error correction and then the video output becomes slow.
  
9. **Problem:** Repeat function does not work  
**Solution:** Switch playback mode to 2CH or 5.1CH mode. REPEAT function was not designed to function in KARAOKE mode.
  
10. **Problem:** Built-in speakers do not work.  
**Solution:** Press the two round buttons located next to the black and red external speaker connections on the back panel, they redirect audio output to internal or external speakers.
  
11. **Problem:** No video shows up or no V2GO logo on the screen.  
**Solution:**
  - a. Check your TV set to make sure it is set on the correct input mode.
  - 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 appropriate screen.
  - c. Reset the machine (see Problem 7’s Solution instructions).