

The technical support team at Lightware USA is always working hard to provide the fastest and most accurate support possible. Our team's response time is one of the best in the industry and in the toughest cases, we directly consult with the hardware or software engineer who designed the product — providing us with valuable information from the most reliable source.

But did you know, the troubleshooting process can be even faster — with your help.

There are certain pieces of information that help push us in the right direction to finding the root cause of the problem. We call it our "Troubleshooting Quick Start Guide". We have this gathering-of-information process to increase our chances in responding with an accurate final solution in the fastest time possible.

We ask our clients to provide the following information:

- **A schematic of the technology layout (a pdf version is preferred, but a hand drawing is sufficient).**
- **The serial number(s) of the device(s) (it is either printed somewhere on the box or you can query it in the Device Controller software or on the built-in website).**
- **The firmware versions of the devices (please note that there may be multiple CPUs or controllers in the device and we need to know all of their firmware versions, a screenshot is the best option).**
- **The cable lengths and types (in our experience, it's usually the cable 😊).**
- **The patch panels, gender changers or anything else in the signal path that can affect the transmission.**
- **The signal type (resolution, refresh rate, color space, deep color).**
- **The emulated EDID(s) (please save them as file and send them to us).**
- **The actions taken in order to re-create the problem (if we cannot reproduce the problem, it is hard for us to find the cause).**
- **A photo or video about the problem ('image noise' can mean many different things, it's better if we see it too).**
- **Any error logs from the Device Controller software.**

While we hope that you never encounter an issue with any of our Lightware products, should the need come to contact Lightware Support — supplying the above information can help us speed up the process in getting your system back up and running.