

LVFX Troubleshooting

This article will run through a couple of common issues that can be encountered in a typical LVFX setup and how to resolve them.

No Video Input

If there's no video, it means the Blackmagic isn't sending video signal via SDI through to LVFX.

1. Check the SDI cable

The SDI cable needs to be connected to the camera and the correct input of the Decklink - during installation this was likely set as input 1.

2. Restart LVFX Desktop

If LVFX was started before there was a video feed, it may not have detected it, simply restart the app and see if that works.

3. Check in Blackmagic Media Express

Blackmagic Media Express is software made by the Decklink vendor, it can see whether or not there is a video feed and which input it is on. It is installed on the graphics PC, [consult its documentation of how to use it.](#)

4. Configure the Inputs in Desktop Video Setup

Desktop Video Setup, by Blackmagic, is installed on your Graphics PC. Typically SDI 1 is used for input and SDI 2 is used for output.

No Virtual Signage

If there's no virtuals there could be either calibration on rig setup to blame, let's step through...

1. Check the Camera Delay

In LVFX, click the Camera Icon in the top toolbar, down the bottom it will show the Camera Stats with a delay field. If the stats are all dashes (Pan ---, Tilt ---) then a connection hasn't been established since LVFX was opened. If they show things and the delay number is climbing, the LVFX Sentinel has become disconnected.

The camera delay represents the number of seconds since LVFX received data

from the head.

2. **Check "Onion Skin"**

In LVFX, check which way the camera is facing by clicking the Onion Skin or 3D view button. This will show you a more complete 3D scene which can help you understand your cameras bearing and see if there is movement.

3. **Check that the Sentinel has a green light**

If the LED on the front (nearest the power input) isn't green, it means the sentinel has encountered a fault. Nine times out of ten this means it's not getting enough power over USB-C. Make sure the Power adapter is feeding at least 2 amps.

4. **Check that the Sentinel is sending**

There are LED lights on the ethernet port of the sentinel, those should flash when sending data.

5. **Run calibration**

Run calibration if the sentinel is sending data, **make sure to zerocross by** panning past the horizon, into the sky, and the forward position of the camera. You will notice a shift in the virtuals' apparent position as you cross the zero points.

Power Stage Reset

If you intend to power stage reset (turn everything off and on again), Do so in the following order.

1. Turn the Sentinel off,
2. Close and reopen LVFX Desktop on your Graphics PC
3. Wait 5 seconds, turn on the Sentinel
4. Wait for the light to turn on the Sentinel
5. Wait 5 more seconds and attempt to Recalibrate the camera in LVFX Desktop

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