Pioneer *sound.vision.soul*

DVD-V7400 FAQs

Below are general questions and answers about the Industrial DVD Player, DVD-V7400. For additional or detailed information, refer to the operating instructions shipped with your player or go to the Pioneer website at www.pioneerelectronics.com

1) **Why should I put the Pioneer DVD-V7400 in to my kiosk instead of using a consumer-level player?**
   The DVD-V7400 is built for heavy-duty industrial use. With the RS-232C Serial control and jama control, this model is the business solution for kiosks and other heavy-duty usage areas. Many customers have been running their DVD-V7400 players for 24 hours a day/7 days a week for as much as 3 years without problems.

2) **Where can I find the commands for the RS-232C functions?**
   Pioneer's DVD-V7400 Support webpage provides the most current version of the Command Protocol Manual in electronic (pdf) format along with other valuable information.
   (http://www.pioneerelectronics.com/pna/v3/pg/support/details/0,,2076_310070219_37523,00.html)

3) **Why does my DVD-V7400 eject the DVD disc when I insert it into the player?**
   The DVD-V7400 ejects a disc when the media is unreadable. Check to see if the disc is dirty, scratched or has any foreign material on the recording surface. Another possibility is that the media is of poor quality, often referred to as 'generic' media. Avoid using unknown or poor quality blank media. When the disc is produced on a newer set-top recorder, the video recording format may be in VR format rather than Video format. This unit reads Video format only. If the disc is in good condition and the disc is in the Video format but is still ejected, send your player to a Pioneer ASC (Authorized Service Center).

4) **Why am I getting an E04 error message when my frame search command fails to execute?**
   • Press the display button on either the DVD-V7400 or it’s remote. If a frame number displays, reinsert the disc and attempt a frame search again. However, you may be trying to play a disc that was authored with multiple program chains. If the disc is one you created, recreate the disc with a single program chain. For more information on Program Chains, refer to Product Information Bulletin #152528 available on the Pioneer website.
   (http://www.pioneerelectronics.com/pio/pe/images/portal/cit_3424/28121665PIB152528_DVDPlyr_DVDVidtitle-Frm-RandmSrch.pdf)

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5) **Why is the screen/disc playback skipping around and looking like a checkerboard?**

Usually skipping and other playback problems can be attributed to poor-quality media, labels on the media, or recording errors on the DVD-R/RW disc. A disc with a high level of data errors shows these problems when the DVD-V7400's error correction circuitry is attempting to compensate. If the data appears to be unflawed, try recording the material to a different brand of media. Also, do not use labels on DVD-R/RW discs.

6) **If I want to use both a keyboard and a mouse with my V7400, can I use standard cables from an electronics or computer store?**

To add a keyboard and a mouse to the DVD-V7400, use the PS-2Y cable sold exclusively through Pioneer Dealers.

7) **Can I have simultaneous composite and component output on the DVD-V7400?**

The DVD-V7400 is capable of playing both Component and Composite video but not simultaneously. Use the Component/Composite selector switch on the back of the unit to choose the appropriate video output.