

## TROUBLESHOOTING

### HAVING TROUBLES?

BELLOW IS A LIST OF COMMON PROBLEMS AND THEIR SOLUTIONS.

#### NO GAME IMAGE SHOWS ON SCREEN (BUT SCREEN IS LIT).

- MAKE SURE THE GENERATION NEX IS TURNED ON.
- MAKE SURE THAT THE AC ADAPTER IS PLUGGED INTO A 110/120 VOLT WALL OUTLET AND THAT THE AC ADAPTER OUTPUT JACK IS PLUGGED INTO THE GENERATION NEX.
- MAKE SURE THAT THE NEX AV CABLES ARE CONNECTED TO THE TV.
- MAKE SURE THE GAME CARTRIDGE IS INSERTED INTO THE GENERATION NEX CORRECTLY. ALSO, TRY PRESSING THE RESET SWITCH ON YOUR GENERATION NEX OR TRY TURNING THE POWER SWITCH OFF AND THEN TURNING IT ON AGAIN.
- MAKE SURE YOU ONLY HAVE ONE GAME CARTRIDGE IN THE GENERATION NEX AT A TIME. BEFORE REMOVING GAME CARTRIDGES, ALSO TURN THE POWER OFF.

NOTE: MAKE SURE YOU HOLD DOWN THE RESET BUTTON WHILE POWERING THE GENERATION NEX OFF AND ON IF YOUR GAME CARTRIDGE HAS A BATTERY BACKUP.

#### GAME IS ON SCREEN BUT THE PICTURE IS ROLLING OR THE SCREEN HAS BARS OR LINES ON IT.

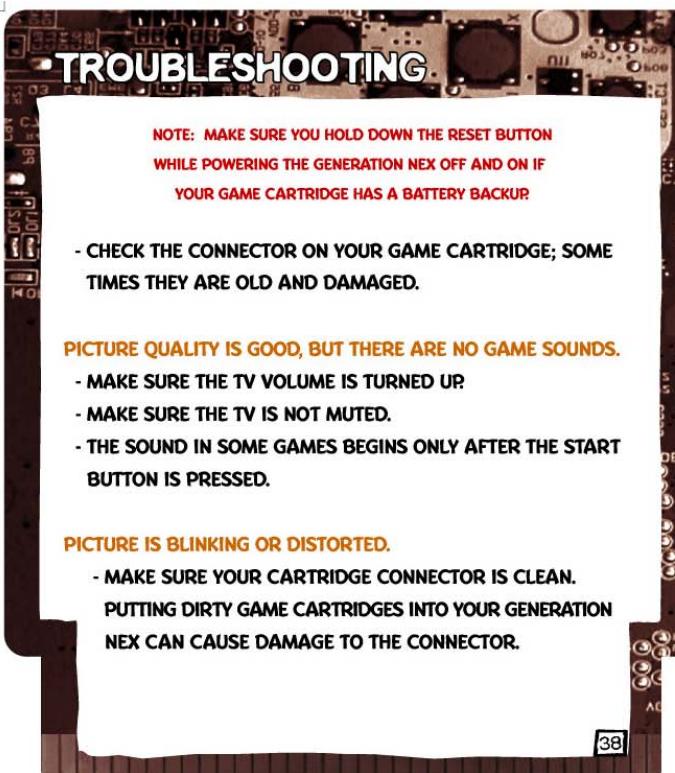
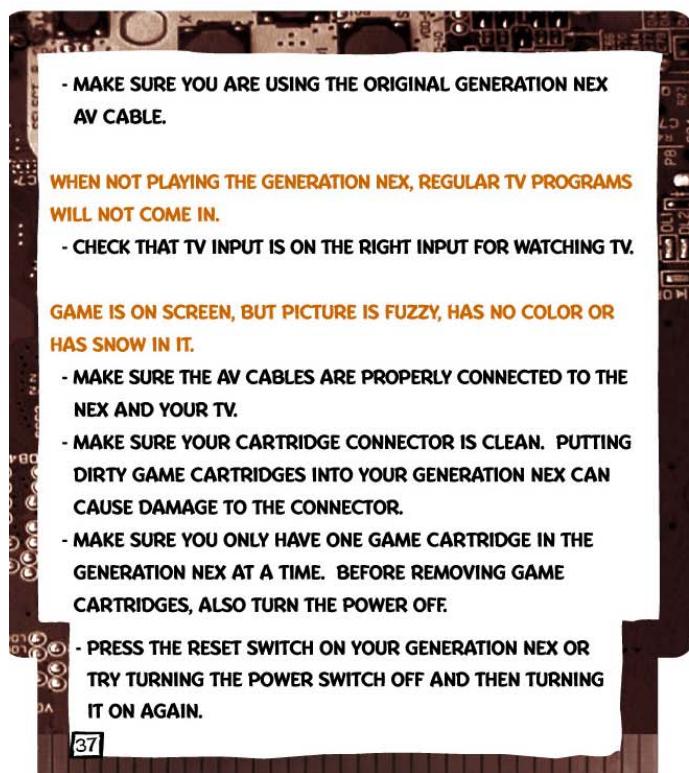
- MAKE SURE YOUR CARTRIDGE CONNECTOR IS CLEAN. PUTTING DIRTY GAME CARTRIDGES INTO YOUR GENERATION NEX CAN CAUSE DAMAGE TO THE CONNECTOR.
- MAKE SURE YOU ONLY HAVE ONE GAME CARTRIDGE IN THE GENERATION NEX AT A TIME. BEFORE REMOVING GAME CARTRIDGES, ALSO TURN THE POWER OFF.
- PRESS THE RESET SWITCH ON YOUR GENERATION NEX OR TRY TURNING THE POWER SWITCH OFF AND THEN TURNING IT ON AGAIN.

NOTE: MAKE SURE YOU HOLD DOWN THE RESET BUTTON WHILE POWERING THE GENERATION NEX OFF AND ON IF YOUR GAME CARTRIDGE HAS A BATTERY BACKUP.

- CHECK THE CONNECTOR ON YOUR GAME CARTRIDGE; SOME TIMES THEY ARE OLD AND DAMAGED.

#### PICTURE QUALITY IS GOOD, BUT SOUND BUZZES OR IS DISTORTED.

- MAKE SURE THE AV CABLES ARE CONNECTED PROPERLY WITH A SNUG CONNECTION.



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NOTE: MAKE SURE YOU HOLD DOWN THE RESET BUTTON WHILE POWERING THE GENERATION NEX OFF AND ON IF YOUR GAME CARTRIDGE HAS A BATTERY BACKUP.

- CHECK THE CONNECTOR ON YOUR GAME CARTRIDGE; SOME TIMES THEY ARE OLD AND DAMAGED.

### MY FAMICOM GAME CARTRIDGE DOES NOT WORK.

- MAKE SURE YOUR CARTRIDGE CONNECTOR IS CLEAN. PUTTING DIRTY GAME CARTRIDGES INTO YOUR GENERATION NEX CAN CAUSE DAMAGE TO THE CONNECTOR.
- MAKE SURE YOU ONLY HAVE ONE GAME CARTRIDGE IN THE GENERATION NEX AT A TIME. BEFORE REMOVING GAME CARTRIDGES, ALSO TURN THE POWER OFF.

- PRESS THE RESET SWITCH ON YOUR GENERATION NEX OR TRY TURNING THE POWER SWITCH OFF AND THEN TURNING IT ON AGAIN.

NOTE: MAKE SURE YOU HOLD DOWN THE RESET BUTTON WHILE POWERING THE GENERATION NEX OFF AND ON IF YOUR GAME CARTRIDGE HAS A BATTERY BACKUP.

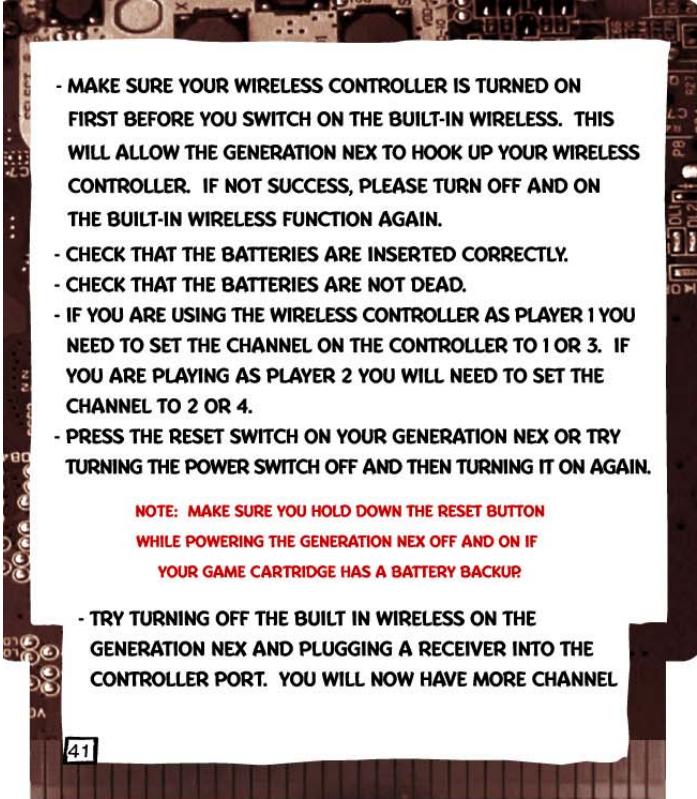
- CHECK THE CONNECTOR ON YOUR GAME CARTRIDGE; SOME TIMES THEY ARE OLD AND DAMAGED.

### MY WIRED CONTROLLER DOES NOT WORK.

- CHECK THAT THE CONTROLLER IS PROPERLY CONNECTED TO THE CONTROLLER PORT.

### MY MESSIAH WIRELESS CONTROLLER DOES NOT WORK.

- CHECK THAT THE WIRELESS FEATURE IS TURNED "ON" ON THE GENERATION NEX. THE WIRELESS INDICATOR WILL BE LIT UP ON THE FRONT RIGHT SIDE OF THE GENERATION NEX IF THE WIRELESS FEATURE IS TURNED "ON".



- MAKE SURE YOUR WIRELESS CONTROLLER IS TURNED ON FIRST BEFORE YOU SWITCH ON THE BUILT-IN WIRELESS. THIS WILL ALLOW THE GENERATION NEX TO HOOK UP YOUR WIRELESS CONTROLLER. IF NOT SUCCESS, PLEASE TURN OFF AND ON THE BUILT-IN WIRELESS FUNCTION AGAIN.
- CHECK THAT THE BATTERIES ARE INSERTED CORRECTLY.
- CHECK THAT THE BATTERIES ARE NOT DEAD.
- IF YOU ARE USING THE WIRELESS CONTROLLER AS PLAYER 1 YOU NEED TO SET THE CHANNEL ON THE CONTROLLER TO 1 OR 3. IF YOU ARE PLAYING AS PLAYER 2 YOU WILL NEED TO SET THE CHANNEL TO 2 OR 4.
- PRESS THE RESET SWITCH ON YOUR GENERATION NEX OR TRY TURNING THE POWER SWITCH OFF AND THEN TURNING IT ON AGAIN.

NOTE: MAKE SURE YOU HOLD DOWN THE RESET BUTTON WHILE POWERING THE GENERATION NEX OFF AND ON IF YOUR GAME CARTRIDGE HAS A BATTERY BACKUP.

- TRY TURNING OFF THE BUILT IN WIRELESS ON THE GENERATION NEX AND PLUGGING A RECEIVER INTO THE CONTROLLER PORT. YOU WILL NOW HAVE MORE CHANNEL

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## TROUBLESHOOTING

OPTIONS AVAILABLE TO YOU. MAKE SURE BOTH THE CONTROLLER AND RECEIVER ARE SET TO THE SAME CHANNEL SELECTION.

### MY WIRELESS CONTROLLER CUTS IN AND OUT.

- CHECK THAT YOUR BATTERIES ARE NOT DEAD. REPLACE THE BATTERIES IF NECESSARY.
- THE WIRELESS NES CONTROLLERS ONLY WORK UP TO 30 FEET FROM YOUR GENERATION NEX. YOU MIGHT BE OUT OF RANGE; MOVE CLOSER TO THE SYSTEM IF NECESSARY.
- YOU MAY BE EXPERIENCING INTERFERENCE FROM ANOTHER DEVICE IN YOUR HOME SUCH AS A MICROWAVE, TELEPHONE, OR OTHER WIRELESS DEVICE. TRY SWITCHING YOUR CONTROLLER TO ANOTHER CHANNEL. PLAYER 1 CAN ONLY USE CHANNEL 1 AND 3 WHILE PLAYER 2 CAN ONLY USE CHANNELS 2 AND 4.
- SIMPLY MOVING YOUR GENERATION NEX TO A DIFFERENT LOCATION IN THE ROOM CAN ALSO SOLVE THE PROBLEM. PRESS THE RESET SWITCH ON YOUR GENERATION NEX OR TRY TURNING THE POWER SWITCH OFF AND THEN TURNING IT ON AGAIN.

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## TROUBLESHOOTING

**NOTE:** MAKE SURE YOU HOLD DOWN THE RESET BUTTON WHILE POWERING THE GENERATION NEX OFF AND ON IF YOUR GAME CARTRIDGE HAS A BATTERY BACKUP.

- TRY TURNING OFF THE BUILT IN WIRELESS ON THE GENERATION NEX AND PLUGGING A RECEIVER INTO THE CONTROLLER PORT. YOU WILL NOW HAVE MORE CHANNEL OPTIONS AVAILABLE TO YOU. MAKE SURE BOTH THE CONTROLLER AND RECEIVER ARE SET TO THE SAME CHANNEL SELECTION.

**I AM PLAYING WITH 4 PLAYERS USING 4 PLAYER ADAPTER AND MY WIRELESS CONTROLLERS ARE HAVING PROBLEMS.**

- THE WIRELESS FEATURE ON THE GENERATION NEX MUST BE SWITCHED OFF TO PLAY WITH 4 PLAYERS. ON THE SIDE OF THE GENERATION NEX SWITCH THE WIRELESS FEATURE "OFF". THE WIRELESS INDICATOR ON THE FRONT RIGHT OF THE GENERATION NEX WILL NOT BE LIT UP.

- MAKE SURE THE 4 PLAYER ADAPTER IS PROPERLY CONNECTED TO THE GENERATION NEX CONTROLLER PORTS.

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- MAKE SURE THE RECEIVER FOR YOUR WIRELESS CONTROLLER IS PROPERLY CONNECTED TO YOUR 4 PLAYER ADAPTER.  
- MAKE SURE THE WIRELESS CONTROLLER AND RECEIVER ARE SET TO MATCHING CHANNELS. EACH WIRELESS CONTROLLER AND RECEIVER SET MUST BE ON A UNIQUE CHANNEL.  
- PRESS THE RESET SWITCH ON YOUR GENERATION NEX OR TRY TURNING THE POWER SWITCH OFF AND THEN TURNING IT ON AGAIN.

**NOTE:** MAKE SURE YOU HOLD DOWN THE RESET BUTTON WHILE POWERING THE GENERATION NEX OFF AND ON IF YOUR GAME CARTRIDGE HAS A BATTERY BACKUP.

- REFER TO THE ORIGINAL INSTRUCTION MANUAL FOR YOUR 4 PLAYER ADAPTER.

**MY ZAPPER™ DOES NOT WORK.**

- PLUG THE ZAPPER™ INTO CONTROLLER PORT TWO. THE ZAPPER™ ONLY WORKS IN PORT 2.  
- MAKE SURE THE ZAPPER™ IS PROPERLY CONNECTED TO THE CONTROLLER PORT.

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- PRESS THE RESET SWITCH ON YOUR GENERATION NEX OR TRY TURNING THE POWER SWITCH OFF AND THEN TURNING IT ON AGAIN.

NOTE: MAKE SURE YOU HOLD DOWN THE RESET BUTTON WHILE POWERING THE GENERATION NEX OFF AND ON IF YOUR GAME CARTRIDGE HAS A BATTERY BACKUP

- REFER TO THE ORIGINAL INSTRUCTION MANUAL FOR YOUR ZAPPER™.



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## TROUBLESHOOTING

## STILL HAVING TROUBLE?

MESSIAH CUSTOMER SUPPORT CENTER



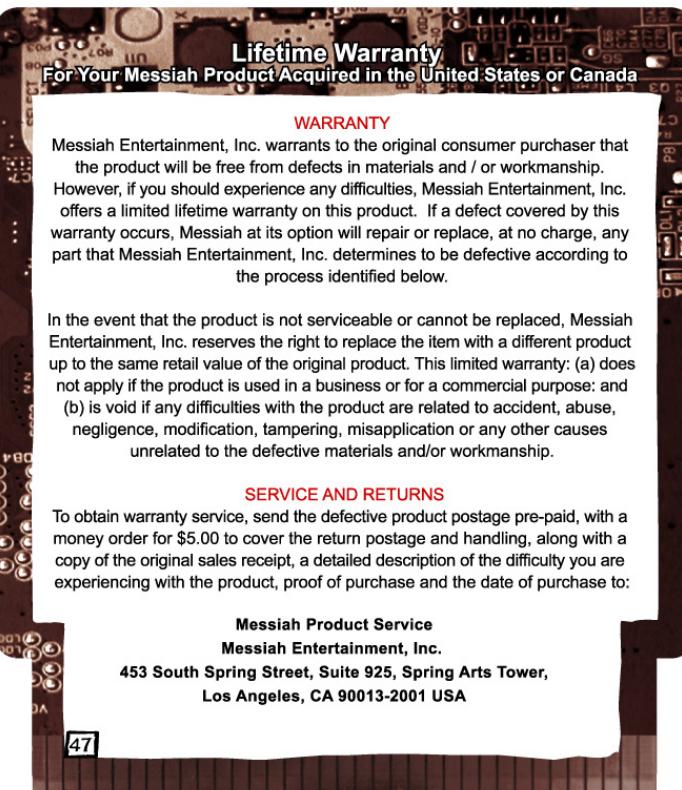
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HOURS OF OPERATION  
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## IMPORTANT NOTE

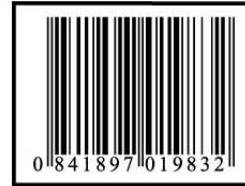


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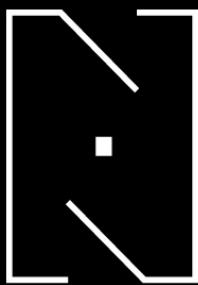
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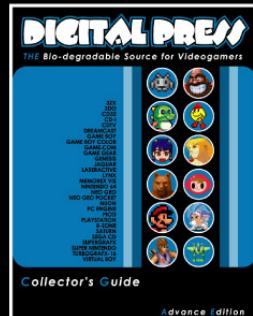


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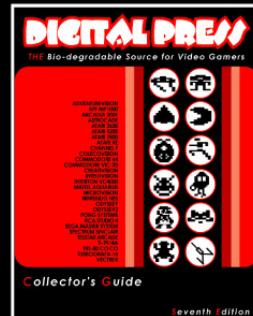


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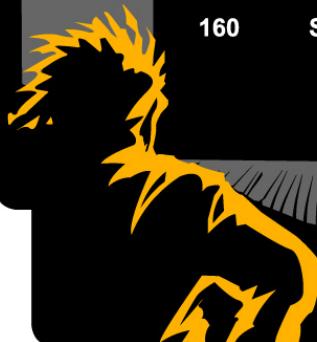
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- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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