

Troubleshooting Matchprint Virtual for InSite Creative Workflow

These tables describe common problems that you might encounter when calibrating monitors or proofing files for color accuracy and suggest a solution for each problem.

Table 1: Problems when calibrating monitors

Symptom	Causes and solutions
After you start calibration, the following message appears: Communication error - try unplugging and replugging EyeOne.	Confirm that the measuring device is connected. Firmly plug it into the computer. Do not plug it into the USB connector on the keyboard, monitor, or USB hub. If the message still appears, the measuring devices may be damaged. Try another measuring device.
After you start calibration, the following message appears: Calibration failed. Please check if the EyeOne is connected. And the logs show: Calibration failed : New integration time: No light.	1. Make sure that the shutter on the calibration plaque was open to expose the white tile when you "zero" the measuring device. 2. Do not use Active USB Extension /Repeater cables when connecting the measuring device to the computer.

You start the calibration, but the monitor does not calibrate successfully, or one of the following messages appear: • Unable to setup monitor according to vendor instructions. • Error setting up display pixels for accurate color.	1. Ensure that the monitor's image data cable and USB control cable are securely connected. 2. Ensure that the measuring device cable is securely connected. 3. Check the fixed luminance setting. The monitor may be unable to achieve the set value. If so, lower the setting and recalibrate. Note: Replace the monitor when it can no longer achieve a luminance level of 120. 4. Ensure that you "zero" the measuring device on its calibration plate. Any light leakage will cause problems. Note: If you use the iOne Display 3, you do not need to perform the "zero" step. 5. Check the measuring device for damage. If it is damaged, try a different measuring device.
You start the calibration using the iOne Display 3 colorimeter and the following message appears: Calibration failed New integration time: Too little light	To perform a successful calibration, make sure that the cover of the colorimeter is open.

After you start calibration, the following message appears: The black measurement has drifted too much - must recalibrate measurement device

This message might appear due to any of the following:

- The EyeOne Pro colorimeter is not seated perfectly in the calibration plaque during the black calibration performed at the beginning.
- The EyeOne Pro is older than Rev B or is malfunctioning.
- Long waiting times have been encountered during the calibration process.
- The colorimeter is stored in an environment that has a different temperature than where the monitor is located.
Note: Always allow the colorimeter temperature to stabilize 10 minutes.
- The colorimeter was not making complete or direct contact when performing the previous calibration.

Solution:

1. Quit the MVCalibrator application.
2. At the Dock, click the **Matchprint Virtual folder** icon.
3. Select **MVCalibrator** and in the MV Calibrate window that appears, on the right-hand side, click [blocked URL](#).
4. Make a note of the **Fixed Luminance** value.
5. Switch to **Max luminance**. Click **Save**.
6. Immediately switch back to the **Fixed Luminance** value. Click **Save**.
7. Click **Calibrate** to start over.

You start the calibration using the iOne Pro colorimeter and the following message appears:

White calculation: Sensor is saturated.

To perform a successful calibration, make sure that you open the protective slider until it clicks into place to access the white reference ceramic tile on the calibration plate.

You start calibration and the following message appears: Monitor not allowing white point to be set.	If you are using a NEC UHD type monitor, the video signal might not be set properly. Solution: 1. Check the video level setting on the display and set to expand if necessary. 2. Verify that the DV Mode is standard and the color mode is Programmable.
On systems with a NEC PA series monitor, the following message appears and stays for a while (possibly 50 seconds or more) when you switch between CALIBRATE and SETTING views. Wait for display response...	For NEC PA series monitors, communication with the monitor takes more time than other models. Solution: Wait until the process completes.
On system with large-screen NEC monitor (e.g. V554Q), the following message appears and cannot perform calibration. Unable to setup monitor according to vendors instruction.	For such large-screen NEC monitors, the <i>SpectraView Engine</i> mode needs to be set to ON in order for Matchprint Virtual to control the monitor to perform calibration. Solution: Via OSD (on-screen display) menu, set the <i>SpectraView Engine</i> mode to ON.

Table 2: Problems when performing monitor proofing

Symptom	Causes and solutions
The monitor appears to have a ghosted or burned-in image.	A burned-in image indicates an imperfection in the monitor. If the monitor is under warranty, replace it. Note: Ensure that you use a screen saver when the monitor is not in use.

Color alignment is poor between the virtual proof and the hard copy proof.	1. Ensure that the correct light source is selected. 2. Ensure that you are viewing the image at actual size (1:1). 3. Ensure that the monitor is calibrated. In Smart Review, check the upper-left corner of the window to ensure that the monitor's status is Calibrated. 4. Ensure that the correct color target is assigned to the file. Contact your printer for assistance. 5. Ensure that the correct luminance values are set on the monitor and that your viewing booth is adjusted correctly. See the <i>Matchprint Virtual Best Viewing Practices Guide</i>. 6. Use the Matchprint Virtual reference proof to verify that the virtual system is working correctly. Contact your printer to obtain the reference proof. If the reference proof matches, your hard copy reference may be incorrect. If your virtual proof still does not match your hard copy proof, you may need to adjust the white point because your monitor is aging. Contact your printer for assistance.
A red X appears across the page and the MV icon indicates Monitor Not Calibrated.	The status of monitor calibration is set to uncalibrated, and you must recalibrate the monitor under any of the following conditions: • The calibration has expired for your monitor. • The contrast or brightness of the monitor was manually adjusted.
The MV indicator icon is unavailable and indicates Image Color Conversion in Progress.	The light source DVL files have not been generated for the custom color targets that you are using. Contact your InSite Administrator to open each of the custom color targets in the InSite Color Target Manager and click Update.