



## Digital Service Call Troubleshooting Guide

The Capitol Connection

### AUDIO PROBLEMS:

#### Low or no audio:

- You now have two (2) volume controls—one on the set-top box and one on the TV. If the TV volume control level is down, no matter how high you turn up the volume on the set-top, you won't hear anything. Likewise, if the set top box volume is down it doesn't matter how high you set the TV volume, you won't hear anything. You should adjust your TV set volume control about halfway up and leave it alone. Then, adjust the volume through the set-top box.

#### No audio

- Try tuning up one channel and then tuning back down one channel to restore audio.

### VIDEO PROBLEMS:

#### No reception with set-top box

- Check to be sure that your TV is tuned to Channel 3.
- If all channels are still out, reset your box by turning it off or by unplugging the power cord. Restore power and toggle through the channels to check reception.

#### No reception with headend

- You may need to reset the box(es) in the headend that tune the channel(s) with the problem. Perhaps the IT expert or Office Manager can perform this task. Reset the boxes by turning them off or by unplugging them and then plugging them back in and/or turning them on again.

#### Remote doesn't work

- Check the batteries in the remote and make sure your TV is on Channel 3
- Reset the box by turning it off or by unplugging it from the power. Restore power and toggle through the channels to check reception

### **No local channels with STB**

- Until we can make changes to your building's distribution system, the cable to your set-top box from the wall plate needs to be split. Using a two-way splitter, feed the cable from the wall to both inputs on the STB (antenna and RF). Splitter and jumper cables are available from The Capitol Connection. When you want to watch local channels, turn off the STB and select the local channels on your TV.

### **No reception with your QAM/ATSC-ready TV**

- Make sure you are tuning the digital channels, not analog. You may need to perform a **digital/cable (CATV/D) channel auto search**. Make sure the TV searches for digital channels. Some TVs are mode-specific, meaning they either search analog or digital. Other TVs search for both types at the same time. In either case, make sure your set searches for the digital channels.

### **Not sure if TV is digital cable ready (QAM)**

- If you don't know if your TV is QAM-ready, Google the brand and model number and check the spec sheet. Another option is to look for a computer/PC slot on the back of the TV. If there is one, the TV is (or should be) QAM-ready. **Please note:** Digital ATSC/8VSB will not work for our programming. Your set must be "digital cable ready."

### **Problem using PC with computer card to receive TV signals**

- If your computer is hooked to the set-top box, make sure tuner card is on Channel 3.
- Some cards, while designated NTSC/ATSC with QAM capability, require a software upgrade. For example, with the **WIN TV HVR 1600**, patrons should not use the software/driver provided with the product. The software/driver to make the WIN TV HVR 1600 QAM-capable needs to be downloaded. The info is at:

[http://www.hauppauge.com/pages/support/support\\_hvr1600.html#driver\\_34c](http://www.hauppauge.com/pages/support/support_hvr1600.html#driver_34c)

The Capitol Connection can be reached at (703) 993-3100. Our hours are 8:00 am to 5:00 pm, Monday through Friday.