

RETUNED RIGHT DEVICE?

If you have a receiver connected to your TV, please **retune** the receiver.

RETUNE COMPLETED?

When device warned that "**ALL DIGITAL SETTINGS WILL BE DELETED**" Please pressed **OK / YES** to proceed (you should see bars appear on the screen) so the retune completes.

AERIAL PROBLEM?

**REPOSITION
INDOOR
AERIAL**

**VHF
AERIAL**

**BROKEN
AERIAL**

**WRONG
POLARITY**

**POORLY
ALIGNED /
POSITIONED**

try

COLD RESTART

Disconnect the aerial cables, switch off power at the wall, wait at least 30 seconds before reconnecting and powering on, then **retune**.

IN APARTMENT?

Apartments / hotels / motels usually have a Master Antenna System feeding signal to each unit. This may need to be reconfigured. **Please contact the property manager or body corporate and request installer assistance.**

try

REMOVE ALL DEVICES

Disconnected ALL other devices from your TV/receiver, such as analogue VCR, DVD recorders or SKY decoders. **Connect UHF cable direct to your TV/receiver from the wall (without ANY other devices in between!). Retune.** See **HERE** for why this works.

MANUAL TUNE / SCAN

Some devices respond better to a manual tune, with your UHF cable directly connected to your TV from the wall, do a manual tune/scan. Refer to DEVICE MANUAL and make sure you enter the correct **RF numbers for your transmission site.**

FACTORY RESET

Some devices require a **FACTORY RESET** to clear all stored channel data so it can pick up new channel settings. Please refer to **DEVICE MANUAL** for a **reset to factory default** or **factory reset** then tune in the channels.

INSTALLER HELP

If you've tried all the suggested solutions here and you still have an issue. It's time to bring in the big guns. Please call your installer.