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## Onn antenna troubleshooting guide

There are several steps to test the antenna installation. It is divided into FAQ sections as not all steps can apply to every installation. Please see the diagram link attached below so that you can understand how to connect a prep to your antenna system. Check the initial quick fix steps to see if you solved your problem after each of these steps. Verify that the TV is set to the correct input using an antenna to verify all connections are safe and at the right ports if the antenna is mounted on the roof, make sure that there is no water in the connector on the coaxial cable visually inspect the antenna, Coaxial cable, and balun/matching transformer (device that connects antenna to coaxial cable), and any other device that may be in installation for any damage, and replace any items that get damaged if you have a second TV set, to make sure that the TV is working correctly if possible, with nothing in between

connecting a cable directly from the antenna to the TV set Scan a channel on TV sets, including preamplifiers, amplifiers, amplifiers, splitters, DVRs, VCR, home theater receivers, or any other device, to see if you're receiving anything (if you live in an area where a preamplifier is required to receive any channel, then leave it in place for this initial test. If you are able to get a single channel without premlifier, do not include the premlifier for this test as it is designed to eliminate as many possible failure points as possible. If you still don't have any pictures on any channel after #6 step up, try a different confounding cable between the antenna and the TV set. If there are still no pictures, try replacing the balloon/matching transformer. If it does not solve the problem, it may be necessary to change the antenna. However, it is not common for antennae to fail completely. If interconnections between elements, or elements are damaged, its performance may be degraded over time, but total failure is not common. If you have TV channels after #6 step above, the troubleshooting step to proceed will depend on what other tools are involved in your installation. The quickest way to determine the piece of equipment is due to this issue is to re-install the device one piece at a time that was removed in step up #6, after each piece of equipment is re-installed check for channels on the TV set. When channels are lost, remove the last piece of installed devices and make sure everything is still working. If so, you have identified the devices that are causing the problem. The troubleshooting steps for individual items are listed below. Troubleshoot a preamplifier All connections are correct and tight antenna output goes to the 'input' port on the premlifier connect coaxial cable Connects the 'two AMP' port to the TV set on the power inverter coaxial cable in the house for the 'output/power' port on the premlifier coxifier from the premlifier, connects the power advisor to the power adapter on the power insulation that the plug in the wall outlet is connected to the DC in the port on the power inverter if all the connections are correct and tight, To use a voltage to verify the preamplifier being correct at the 'AMP' port of the electric insertor by using a small coaxial jumper and measuring between the center conductor and the body of the connector. The voltage should be between 12VDC and 21VDC. (CM-7777HD is 5VDC) If the voltage is not present in the above step #2, remove the cable from the 'DC in' port on the power interrupt and measure the voltage between the center conductor and the body of the connector. If the voltage is good at this point, it indicates that the power inster has failed. If the voltage still does not exist, use a separate short jumper on the power inverter and check again for the DC voltage from the power adapter. If there is no voltage, it indicates that the power adapter has failed. If the voltage is correct from the power insertion in the #2 step above, verify that the DC voltage is present on the input to the premlifier by removing the cable from the 'output/power' port and measuring between the body of the center conductor and the connector. Depending on the length of the coaxial cable between the power inverter and the premlifier, the DC voltage is likely to be slightly lower than that directly measured by the power inster. As long as it's above 12VDC, PremPlayer should work correctly. (CM-7777HD should be 5VDC) If no voltage exists, it indicates that the coaxial cable needs to be replaced. If the voltage is right at the end #4 the cable on the preamplifier in the move above, remove the premlifier, the power adapter from the wall outlet to turn off the DC voltage, and connect the cable directly to the antenna, and the other end of the power intercept at the AMP port. Then see if you have channels on tv sets. If so, it indicates that the premlifier itself has failed. If you still don't have a channel after #5 step above, try a separate coaxial cable between the antenna and the TV set. If there is still no channel, bypass the power insertor. If there are still no channels, try replacing the balloon/matching transformer. If it does not solve the problem, it may be necessary to change the antenna. However, it is not common for antennae to fail completely. If interconnections between elements, or elements are damaged, its performance may be degraded over time, but total failure is not common. If you're still having difficulties with your preamplifier after taking the troubleshooting steps Please contact Channel Master Technical Support on and describe the issues you have in as much detail as possible. Please also pay attention to your email address, telephone number and the date of purchase of your preamplifier. Troubleshooting coaxial cables physically inspect the coaxial cable for any damage to the jacket. Jacket cuts and scraps can allow moisture in cables. If damage is found, consider replacing the coaxial cable. Physically inspect the connection, make sure there is no moisture or rust inside the connector, no braid is draped around the center conductor, the center conductor is straight and the connector is about 1/16 extension of the last one inch from the nut end, and that it is safely tightened when installed at the port. If a problem is found with the connector, try replacing them with good quality compression F connectors. If moisture and corrosion are found in the connector, make sure you have cut enough cables to last the moisture in the cable before installing new compression F connectors. If no problem is found during physical inspection, you can use volt/ohm meter to determine whether the cable is shorted. Remove the connector from the ports at both ends of the cable, and then check the resistance between the center conductor and the body of the connector. It should be open. If it's small, change the connectors first to make sure they're right. If it's still small, the cable will need to be replaced. The troubleshooting of a splitter will be an input in a splitter, and two or more outputs. Make sure the input signal is connected to the source (antenna, amplifier output), and the outputs are connected to the TV set physically inspect the splitter for any damage or corrosion correct signal loss can only be measured with special test devices. Depending on the splitter's interior design, any resistance measurements made with the Volt/Ohm meter will not provide useful information. Channel Master Splitters is designed to pass the voltage. (DC/Voltage passing January 2018) Standard splitter should never be installed in a line on which the voltage is. This will block the voltage. Voltage can damage the splitter. The troubleshooting of a delivery amplifier all connections are correct and the tight antenna output goes to the input port on the distribution amplifier. Add coaxial cable The distribution amplifier connects the power adapter going to the TV set for output ports on the coaxial cable to the power adapter that is connected to one of the 'Power/DC in' ports on the plug distribution amplifier in the wall outlet If all connections are correct and tight, use a voltage meter to verify the voltage going into the distribution amplifier Right by removing the cable from the DC in port on delivery, and measuring between the center conductor and the body of the connector. The voltage should be between 12VDC and 21VDC. If the voltage does not exist in the above #2 step, use a separate short jumper on the power inverter and check again for the DC voltage from the power adapter. If there is no voltage, it indicates that the power adapter has failed. If the voltage is right from the power adapter in the #3 step above, but not on a connected cable, it indicates that the coaxial cable needs to be replaced. If you still don't have a channel after #4 step above, try a separate coaxial cable between the delivery amplifier and the TV set. If there are still no pictures, it indicates that the delivery amplifier has failed. If you're having difficulties with your preamplifier even after taking the troubleshooting steps above, please contact channel master technical support in and describe the issues you have in as much detail as possible. Please also pay attention to your email address, telephone number and the date of purchase of your delivery amplifier. Troubleshooting consumer electronics equipment (DVR, VCR, home theater receiver, etc.) make sure all connections are correct as indicated by the owner's manual(s) that came with the Consumer Electronics Device(s), and they are tight. Make sure all switches and controls are set correctly as indicated by the manual(s) that came with the Consumer Electronics Device(s). Review the manual(s) that came with the Consumer Electronics Device(s) for additional troubleshooting steps specific to that device. Have more questions? Submit request request

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