

Common Problems

Snowy Picture: Normally the results of a very weak TV signal

- Check cable connections to TV, IRCaster/IRDetector, MediaCaster, CableCaster, and signal sources such as DVD, and game stations.
- Check the F connector on ends of cables to insure they are properly crimped or tightly installed.
- Verify that there are no loose connections. Insure that all screw type F-connectors are firmly attached. Verify that all push-on type F-connectors are not loose. It is recommended that push-on type connectors be replaced with the screw-on type.
- Verify that the insulation is removed from the center conductor of the coaxial cable.
- Verify there is no water or dampness inside the cable or connector. Replace cable or dry out and seal.
- Verify the CableCaster has power. The green LED light should be on. Supply power directly to the CableCaster with a Wall Adapter or supply power remotely by connecting the Wall Adapter to an IRCaster/IRDetector and connecting the IRCaster/IRDetector to the CableCaster through the coaxial cable.
- Verify the Wall Adapter is operating properly by plugging it directly into the CableCaster or MediaCaster and verifying that the green LED is on.
- Verify that there are not too many components connected to the network. Excessive use of coaxial signal splitters can reduce the received signal to below acceptable levels. Remove some of the components including splitters.

No Picture: Normally results from the complete loss of the TV signal

- Verify that the cables are connected to the proper inputs and outputs.
- Verify that the braided portion of the cable shield is not touching the center conductor of the coaxial cable. Replace F-connector or cable if necessary.
- Verify that the cable has not been accidentally cut or damaged. Replace or repair as appropriate.
- Verify that no staples or nails went through the cable during installation.
- Verify that the center conductor in the F-connector is not bent. Straighten the conductor and insert the cable into the mating connector.
- Verify that there are no sharp bends, crimps, or knots in the cable. This can result in a broken center conductor that is not visible.
- Verify that the MediaCaster ANT-CATV-HRC switch is in the required position and that the TV is tuned to the same channel that is selected on the MediaCaster.

Herringbone Interference: Multiple wavy lines appearing in the picture that are caused by interference between channels. Verify that the channel selected on the MediaCaster is a vacant channel not used by the cable company or not containing a UHF TV signal. Try selecting another channel on the MediaCaster.

No color on personal Avcast channels: Normally caused by missing or poor color information in the TV signal. Verify that you have selected the correct Cable TV transmission standard. Change the MediaCaster ANT-CATV-HRC switch and observe results.

Green LED light is off: Normally caused by lack of power to the CableCaster, MediaCaster or IRCaster/IRDetector

- MediaCaster — Verify that the Wall Adapter is connected to a power outlet and plugged into the MediaCaster.
- CableCaster — The CableCaster normally receives its power remotely from the IRCaster/IRDetector. Verify that a Wall Adapter is connected to a power outlet and to the IRCaster/IRDetector and that the IRCaster/IRDetector is connected to a coaxial cable that is connected to the CableCaster. The CableCaster may also receive power directly from a Wall Adapter. Verify that the green LED is on when the Wall Adapter is connected directly to the CableCaster. Verify that any coaxial splitters used in the system do not block DC power. This may be done by placing the IRCaster/IRDetector or MediaCaster before the splitter. Replace the splitter as necessary

No sound on personal Avcast channels: Normally caused by lack of audio information in the TV signal

Verify that the audio/video cables are correctly attached to the MediaCaster and the connectors are fully inserted

No TV picture on my personal Avcast channel: Normally results from lack of suitable TV signal

- Verify that device providing the signal source (DSS, DVD, game station, cable box, or VCR) is turned on and is in an operating mode.
- Verify that the audio/visual cables from the signal source to the MediaCaster are connected to the corresponding color-coded connectors.
- Verify that the MediaCaster ANT—CATV—HRC switch is in the correct position for your application (ANT for off the air antenna systems, CATV for most cable systems, HRC for some cable systems).
- Verify that the MediaCaster channel selector is in the correct position for the channel selected on your TV.
- Verify that MediaCaster is properly reset by unplugging the Wall Adapter from the power outlet and the MediaCaster and then re-plugging the cables into the power outlet and MediaCaster.

Remote control does not work: Normally caused by lack of suitable IR signal being received by the IRCaster/IRDetector or MediaCaster.

- Verify that the coaxial cables are connected to the proper ports of the IRCaster/IRDetector. The TV port should be connected to the coaxial cable going to the TV. The NET port should be connected to the cable going to the CableCaster.
- Verify that the coaxial cables are connected to the proper ports on the MediaCaster. The TV port should be connected to the coaxial cable going to the TV and the NET port should be connected to the cable going to the CableCaster
- Verify that there are no bright lights (sunlight or fluorescent) in the path between the IR remote controller and the IR Detector attached to the IRCaster/IRDetector or MediaCaster. Reposition the IR Detector as appropriate.
- Verify that the IR Emitter is properly positioned near or attached to the device being controlled.
- Verify that you can see the LED flashing in the IR Detector when you operate the remote controller. Reposition the IR remote controller or IR Detector until you can see the LED flashing. Vary the distance between the IR remote controller and IR Detector until the flashing LED can be seen.
- Verify that the IRCaster/IRDetector is located before the input ports to any coaxial splitter to insure the optimum signal level is received and transmitted by the IRCaster/IRDetector.
- Verify that your IR remote controller is working properly by going to the remote device and testing for proper operation of the remote controller.