

CTN DIGITAL SATELLITE TUNING INSTRUCTIONS FOR ADTH SATELLITE RECEIVERS

This is a basic guide for tuning in channels on your digital receiver. If you wish more detailed instruction please look to the User's Manual that came with the receiver. If the program does not come on when you turn on the TV and the receiver you may need to manually enter the satellite data.

Once you've tuned in a CTN program the receiver should save the data and you should not have to re-enter it into the receiver.

1. Use your remote to go into the **Main Menu**
2. Select **Installation**
3. Select **Service Searching**
4. Select **Manual Searching**
5. Input data into the Manual Searching screen

	CTN Program*
TX No.	Does not matter
D/L Freq.	12177
Symbol Rate	23000
Polarization	V
PID Search	Off
LDB Freq.	10750
22 Khz	Off
DiSEqc	Off

6. Select OK
7. A box will pull up that says **Append Yes or No**, scroll over and select **Yes**
8. It should say Signal Searching Please Wait
9. There are 2 bars on the bottom of the screen to indicate the signal strength and quality. The bars in red color show the signal is in good condition.
10. Once the signal has locked in wait 30 seconds and select **menu 3 times** to exit.
11. Next stair step through the channels. There will be a white box in the lower left hand corner. It should read LAOBC/BTV. That is the channel that the CTN programming will be on.

You will only be able to see CTN programming during the scheduled program times. You may be able to view other foreign programs with these coordinates. The LAOBC/BTV channel will generally show a blue screen with the "Pittsburg Telecom" in red letters.

If you need any technical assistance, please call or email Natalie Corey, CTN (205) 335-1805 or ncorey@ctn-energy.org



QUESTIONS FOR CTN SITES WITH SATELLITE TROUBLE

1. When did you notice the satellite problem?

Please take advantage of the 30 minute test time prior to the program

2. Describe the problem. Audio? Video? No picture?

If possible take notes during the program recording your problems

3. What steps did you take when you noticed the problem?

Always call the trouble line immediately when you notice a technical problem. 90% of the time we can help you solve it.

**DIGITAL HELP LINE: 1-877-544-8688 – Conference ID: 5599541 #)
Natalie's #: 205-335-1805 – Nadine's # - 469-371-9095**

4. Did you call the digital trouble line? Did you have trouble getting through to the trouble line?

When you call the trouble line please realize it is a conference call. State your name and company and we will assist you in the order in which your call was received. You also might learn from others on the call and resolve your issue quickly.

5. Are you the person who normally sets up the equipment for the program? Who else was/is involved?

Check with others that might have adjusted or changed the equipment setup the day before the CTN program.

Specific Digital Satellite Technical Problems

- **AUDIO PROBLEMS**

- A. **Audio sync**

1. try changing the channel and then coming back to the Business T channel
2. turn off and back on the digital receiver
3. make sure the digital receiver is not plugged into a surge protector; plug it directly into the wall.
4. Reprogram or re-download the channels (see digital tuning guide)
5. Have you completed the new software download process? If not then follow the steps to complete that process.

- B. **Low Audio**

1. Make sure the volume is turned up on your TV as well as on your satellite receiver
2. Try the steps above

- **NO PROGRAM**

- A. **Bad Satellite signal** – check the satellite signal by pressing the “signal” button on the satellite remote. It is located just below the power button. It should show you 2 red bars – quality and strength. If the bars are not red (if they are grey) then you are not receiving a good signal from the satellite dish itself.

- 1. **You either have a bad cabling connection**

- LNB Connection – first check to make sure you have a cable coming into the satellite receiver from the dish on the roof. It should be coming into LNB IN
- TV Connection – you should also have a connection to the TV from the satellite receiver. Either through the RF out or through the Red/white/yellow connector.
- VCR – if you are going through a VCR to connect to the TV – check the connections to/from the VCR

- 2. **Or your dish has gotten out of alignment** from the Satellite Galaxy 25 and will have to be realigned. (see dish alignment instructions)

- B. **Not seeing anything on the TV screen** – If you do not see the signal bars come up when you press the signal button or you do not see the Menu on your TV from the satellite receiver when you press the menu button then you may need to adjust the input on your TV remote.

1. Look for a TV/Video or TV/VCR or Input button you're your TV remote. Press that button to change the auxiliary input.
2. Make sure your TV is on channel 3 or 4.

- C. **Not seeing CTN program – only foreign programs** – make sure you are on the Pittcom LAOBC/BTV channel. Look for the white box in the bottom left hand corner of your TV screen when you change the channels on your satellite remote. You are looking for the LAOBC/BTV channel. It is not on a specific channel number.