



## **JE2369 Troubleshooting Guide**

### **Unit will not power on w/ front Power button**

- Confirm 12V+ power on the power harness
- Confirm Ground on power harness.
- If using optional 110VAC adaptor (PSJETV), confirm unit is plugged into wall socket.
- Power indication LED on unit is red in color.

### **No Picture**

- Verify unit is turned ON.
- Verify you have chosen an active source.
- Verify antenna is connected to TV.
- Verify external source is connected to correct TV input.
- Verify external source is turned ON.

### **Snowy Picture**

- Check to see if the Antenna is correctly connected.
- Check the condition of coax lead or patch cable connection.

### **No Sound**

- Check that mute function is off.
- Increase the volume.
- Verify external source audio output is connected to TV audio input.

### **Remote Control not Working**

- Check batteries are installed correctly, replace if necessary.
- Aim the remote controller towards the unit remote sensor.

### **No Sound through IR headphones**

- Make sure headphones are ON.
- Make sure headphone volume is up.
- Make sure headphones are on correct channel.
- Make sure you are within line of sight of the TV's IR transmitter.

- Verify red IR LEDs are ON when – you should be able to see them lit up in the IR window. There should be eight IR LEDs visible.
- Try new batteries in headphones.
- If listening to external source (IR Ch 2), make sure external source is connected to IR Ch 2 input on TV.

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