



JE3269 Troubleshooting Guide

Unit will not power on w/ front Power button

- Confirm power cord is connected to a live 110VAC wall outlet.
- 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.

B. Woods
Tech Services
05.04.07