

TROUBLE SHOOTING Q & A

Most of the troubleshooting issues can be easily solved.
The common cases and their solutions are listed in the below table.

PROBLEM	POSSIBLE REASON	SOLUTION
No picture, no sound	The power cable is not properly inserted into the unit	Check the power wire connection.
	The orange or green wires are wrongly connected	
	Audio/video input not connected	
	The unit is not switched ON	
	The unit is in stand-by mode	Check if the led is RED on the unit and press "POWER" button
	The unit is in AV1 or EXT source	Push the button on remote control TV/AV and check the status of the unit. Select the TV function
	The Fuse crimped on yellow wire is burned out.	Change the fuse
The remote control does not work	No power	Check the remote battery
		Remote battery life is over. Replace it
		Remote battery is inserted wrongly. For proper insertion refer to the manual on page 8
	No "line-of sight" between unit and controller	Ensure there is no obstacle between the controller and the unit or light of neon lamp
The unit does not respond to remote control commands	No power	Check the remote battery
	Power supply cut during upgrade	Unit damaged. To be returned to assistance desk

PROBLEM	POSSIBLE REASON	SOLUTION
In DVB-T mode, the number of channels is not as much as expected	The number of available channels is limited due to the local broadcasting system. The availability of the channels may vary depending on the area	Perform "StandBy-Scan" mode to rescan the channels.
	The signal quality of some channels TV is too low	Use active antennas of high quality to improve reception quality.
		<p>Check working status of antennas by pressing MENU 1-2-3 and control bars' strength.</p> <p>If 1 or more bars have a low level or there is the warning "no signal", disconnect and connect again the antenna and check in real time the status of the bar.</p>
		<p>Check a better location for the antennas. If necessary invert the position of the antennas on the unit.</p> <p>Shielded glasses compromise the reception.</p> <p>If necessary install the antennas inside the bumpers of the car.</p> <p>Use function "MENU 1-2-3 to find the good position and fix the antennas anew.</p> <p>Refer to manual at pag.10</p>
	Some TV channels are not available	Only free TV channels are available. Pay TV channels are visible only if you have CI option.
		<p>Only the locally free TV channels can be seen. They can differ depending on the area.</p> <p>Refer to manual at pag.15</p>

PROBLEM	POSSIBLE REASON	SOLUTION
All channels show no signal or random mosaic tiles appear on display	The signal quality of some channels TV is too low	Use active antennas of high quality to improve reception quality
		Check working status of antennas by pressing MENU 1-2-3 and control bars strength. If necessary invert the position of the antennas on the unit. Refer to manual at pag.13
		Check the connection of the antennas
		Check a better location for the antennas. Shielded glasses compromise the reception. Use function "MENU 1-2-3 to find the good position and fix the antennas anew. Refer to manual at pag.10
	Antennas are not properly connected	Check the connection of antennas and check the status with menu 1-2-3
	No DVB-T service is provided in that area. The area is not digitalized	It is not possible to watch/listen digital TV/radio in an area non covered
The video is fine but there is no sound	The volume is too low	Press vol + to raise the volume
	The audio is mute	Press vol + to raise the volume
		The receiver in MPEG4 does not support Dolby Digital audio AC3
The quality of the picture is white and black and not coloured	Tolerances of electronic components between DAS product and the screen	Change the screen or take another DAS tuner.
The DAS tuner doesn't memorize the settings	The 12V of the battery is missing on yellow wire	The yellow wire must have always the +12V; check the status of the power.
The rear camera is not visible	The signal of the rear camera is not connected or the signal polarity is inverted	Connect the green wire and check the polarity; refer to manual at pag.5

PROBLEM	POSSIBLE REASON	SOLUTION
There are 2 grey bars on the 2 edges on the screen	The 2 bars of stored channels have been activated from configuration menu	Deactivate the 2 bars from menu: Refer to manual at pag.12
Loss of channels in "TV list"	Poor digitalized area	Please memorize the preferred channels
"Error" appears on the initialization mode	Unit damaged	Possible impact/crash suffered by receiver.
After having switched off the car the LED of antennas keep on	The stand-by scan system is active	Deactivate the function on configuration menu. Refer to manual at pag.12
Memo signal while watching a channel from "TV list"	The channel has not been memorized in the MEMO TV channel list. It advise users to do it	Deactivate the function from the configuration menu. Refer to manual at pag.12
The unit does not show PAY TV channels	The receiver is not CI version	The receiver without CI option does not support pay TV channel vision.
	The CAM module and CARD has not be inserted	Insert the cam and card
	The CARD is not habilitated on that channel vision	Replace the card with another one habilitated. The unit does not support CI+ card
	Incorrect configuration of the CAM	Take out CAM + card and insert them after having selected a pay TV channel from TV list

If problem persists, please contact the dealer where you bought the unit for assistance.