

# Troubleshooting Tips

There are many variables involved in Video Distribution. Cable lengths, splitter/combiners, and pre-existing signals can all impact picture quality. In general, good results are achieved when the field strengths (dB) of each signal are balanced throughout the system. Combinations of amplifiers, attenuators, and tilt compensators may be necessary to ensure an equalized and sufficient delivery of signal to each television. You may wish to consult your local A/V Professional whose tools and expertise can help provide you with optimal results.

## CAModulator Channels

Channel range effects SC01, SC02, SCM1 and SCM2 CAModulator function.

CAModulator	Description	Television
Channels 0 and 1	Disable CAModulator signal.	No signal should appear on TV.
Channels 2-6	CAModulator displays test pattern. 2 = 20, 3 = 30, 4 = 40, 5 = 50, 6 = 60	Set TV to ANTENNA Tuning on UHF channels 20, 30, 40, 50, or 60.
Channels 7-12	CAModulator displays test pattern. 7=70,8=80,9=90,10=100,11=110, etc.	Set TV to CABLE Tuning on CABLE channels 70, 80, 90, 100, 110, or 120.
Channel 13	Not valid channel selection.	No signal should appear on TV.
Channels 14-69	UHF Stations 14-69	Set TV to ANTENNA Tuning on UHF channels 14-69.
Channels 70-94	CABLE Stations 70-94	Set TV to CABLE Tuning on CABLE channels 70-94.
Channels 95-99	Not valid channel selections.	No signal should appear on TV.
Channels 100-125	CABLE Stations 100-125	Set TV to CABLE Tuning on CABLE channels 100-125.

## CAModulators

This table covers all CAModulators, SC01, SC02, SCM1 and SCM2. Also see *CAModulators Continued* table.

Symptom	Description	Recommended Action
CAModulator does not work.	<ol style="list-style-type: none"> <li>The CAModulator requires proper power and signal connections.</li> <li>Power Injector is directional; power cannot pass through TV side.</li> <li>Coax shielding may short circuit power by touching center conductor.</li> <li>Sufficient power must reach CAModulator location. Each CAModulator requires 12V DC, 300mA.</li> <li>Rule out external factors such as cable, amplifiers, splitters, and other devices.</li> <li>CAModulator power must be disconnected between each channel change.</li> <li>Numbers on printed circuit board represent channels. Numbers on red dip switch block do not.</li> </ol>	<ol style="list-style-type: none"> <li>Disconnect and reconnect power supply. CAModulator LED should be on. Make sure all other connections are secure.</li> <li>Check Power Injector direction so that MOD Arrow goes toward CAModulator and TV Arrow goes toward television.</li> <li>Check all coax F-connectors and replace if necessary.</li> <li>Long cable runs will diminish power, place Power Injector closer to CAModulator. Amplifiers and some splitter/combiners do not pass DC power, replace them or move Power Injector so that those devices are not between it and CAModulator. Multiple CAModulators require more power, use a larger power supply that gives each CAModulator sufficient power.</li> <li>Connect CAModulator to coax, coax to Power Injector, and Power Injector directly to one TV. Set TV to channel 70, then program CAModulator to channel 70 and look for camera picture. If TV will not tune to channel 70, see <i>No picture on programmed cable channel 70-94</i> section of the <i>CAModulators Continued</i> table.</li> <li>Review programming steps. Disconnect and reconnect power supply. Set CAModulator for a simple channel such UHF 40 or CABLE 80.</li> <li>See Step 6 of this table.</li> </ol>
Problems with other devices connected to coax.	<ol style="list-style-type: none"> <li>Power Injector introduces 12V DC power to coax cable.</li> </ol>	<ol style="list-style-type: none"> <li>Place Power Injector so that no splitter/combiners are between it and the CAModulator.  Or Use DC Blockers to prevent power from entering other devices.</li> </ol>
Gray, hazy, fuzzy, or blurry picture.	<ol style="list-style-type: none"> <li>Camera is out of focus.</li> </ol>	<ol style="list-style-type: none"> <li>Turn lens clockwise or counterclockwise until picture is focused.</li> </ol>
Difficulty inserting Lens into Decora plate (In-Wall Models)	<ol style="list-style-type: none"> <li>Lens is designed to fit tightly into Decora plate. Care must be taken to prevent Decora plate from cracking.</li> </ol>	<ol style="list-style-type: none"> <li>Place Decora plate on flat surface. Use both hands to center lens and press all corners down simultaneously. Repeat until all four corners are snapped into place.</li> </ol>

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# Troubleshooting Tips

## CAModulators Continued

This table covers all NetMedia CAModulators, SC01, SC02, SCM1 and SCM2. Also see CAModulators table.

Symptom	Description	Recommended Action
No picture after changing channel.	1. The CAModulator power must be disconnected between each channel change.	1. Review programming steps. Disconnect and reconnect power supply. Set CAModulator for a simple channel such UHF 40 or CABLE 80.
No picture on programmed UHF channel 14-69.	2. TV must be set to ANTENNA Tuning in order to view UHF channels 14-69.	2. Tune TV to channel 70. If <b>successful</b> , your TV is probably in CABLE Tuning mode.  Then Check the switches or menus on your television and change from CABLE Tuning to ANTENNA Tuning.  Or Leave the TV in CABLE Tuning and program the CAModulator for a CABLE channel from 70-94 or 100-125.
No picture on programmed CABLE channel 70-94 or 100-125.	3. TV must be set to CABLE Tuning in order to view CABLE channels 70-94 or 100-125.	3. Tune TV to channel 70. If <b>unsuccessful</b> , your TV is probably in ANTENNA Tuning mode.  Then Check the switches or menus on your television and change from ANTENNA Tuning to CABLE Tuning.  Or Leave the TV in ANTENNA Tuning and program the CAModulator for a UHF channel from 14-69.
No picture through Cable Box.	4. Cable Boxes normally use CABLE Tuning.  5. Cable Boxes sometimes put the CAModulator signal on a different channel or do not pass the signal at all.  6. If you cannot get a signal through the Cable Box then you must bypass it and <b>SWITCH THE TV</b> between channel 3 and the CAModulator channel.	4. Program the CAModulator for a CABLE channel from 70-94 or 100-125.  5. Check for the CAModulator signal several channels above and below the programmed channel.  6. Combine the CAModulator signal to the cable signal after the Cable Box.  Or Split the combined cable/CAModulator signal before the Cable Box and recombine again after the Cable Box. Use a filter or trap to eliminate channel 3 on the bypassed side.  Or Use an A/B Switch to select between modulated and cable signal.
No picture on programmed CABLE channel 95-99	7. The CAModulator does not program channels 95-99.	7. Program the CAModulator for a CABLE channel from 70-94 or 100-125.
CAModulator has "forgotten" programmed channel.	8. The channel is not forgotten, though a momentary power outage may occasionally scramble the signal.	8. Disconnect CAModulator power supply and reconnect after waiting for several seconds. Programmed channel should reappear.
Bad signal on station next to programmed channel.	9. Modulated channels will interfere with adjacent channels, especially the one just below it.	9. Program channels with at least one blank channel above and below.
"Noise" on programmed CABLE channel 70-94 or 100-125.	10. Local UHF broadcast channels can interfere with CABLE channels. As a rough guide, UHF channel + 51 = CABLE channel. Example: UHF 40 is close to CABLE 91.	10. Program the CAModulator for a CABLE channel 70-94 or 100-125 that is not close to a local UHF broadcast channel frequency.
Weak, "snowy" signal on Cable or Antenna channels after CAModulator added.	11. Cable and Antenna signals are generally not as strong as the CAModulator's. Also, the additional cable and combiners disperse and weaken their signal strength.	11. Amplify Cable or Antenna signal before combining with CAModulator to prevent signal loss upstream and to help signal balance. Use other combinations of amplifiers, attenuators, and tilt compensators to provide a balanced and sufficient signal to each television.
Weak, "snowy" signal on programmed channel.	12. CAModulator signal is being dispersed and weakened through distribution system.	12. See Step 11 on this table.
Horizontal, diagonal, or herringbone lines on any distributed channel.	13. Signal may be too strong for television. CAModulator output is at least +27dB. Combined signals are unbalanced.	13. Weaken signal with gain controls, attenuators, splitter/combiners, or longer cable lengths. Use other combinations of amplifiers, attenuators, and tilt compensators to provide a balanced and sufficient signal to each television.



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