

## TROUBLE-SHOOTING TIME WARNER CABLE DTA'S (DIGITAL CONVERTER TV ADAPTER BOXES)

**DTAs must be left plugged in. If the DTAs are unplugged an interruption in service can result requiring a service call to Time Warner to restore service.**

### **Problem:**

Black screen that says that you don't have proper signal.

### **Try this...**

Channel up by two or three channels on the remote. When the power goes out, the box automatically goes back to its default, which is channel 3. We don't get channel 3 on our normal channel line-up, so when it defaults, it is going to a channel that we don't normally get.

### **Problem:**

Green light on the adapter is blinking.

### **Try this...**

Unplug the DTA, plug it back in and wait five minutes for it to reset. If doesn't work, contact Time Warner at (800) 833-2253 with the account number for the property. They can remotely re-set the signal to the adapter.

### **Problem:**

No power at all (no light working on the adapter box).

### **Try this...**

Check to see that the power cord has not fallen out of the adapter box (they are fitting loosely). Make sure it's plugged into the correct port on the adapter box, which is marked "power" (there is another port that the cord will fit into, but it will not work).

### **Problem:**

Can't change the channels.

### **Try this...**

Make sure that the sensor is within view of the remote control. Sometimes, the Velcro comes detached and the sensor falls off.

### **Problem:**

No Audio Channel 13

### **Try This:**

Press Language button on remote until language audio comes back.

### **Problem:**

Blue screen or no picture at all

### **Try This:**

Be sure TV is on channel 3 or 4 and make sure VCR is as well. If you have a High Definition TV. You will need to go into your menu and slowly scroll to find the setting. They will appear as HDMI 1, HDMI 2, HDMI 3, Component 1, Component 2, AV1, AV2, s-video, VGA, or TV in a list. Once you are on the correct setting the picture should reappear.