Troubleshooting
Problem: I'm not getting any signals at all.
Possible causes:
1. You MUST RESCAN your converter box or TV.
   A TV must be set to the proper input source. Using the TV remote control:
   • Go into the setup menu and select the proper source. It may be labeled "antenna", "air", "broadcast" or "cable". Refer to your TV's user's manual.
   • With this menu screen, select channel setup or channel scan. Again, you may need to refer to your TV's user's manual for exact directions.
   • If the initial rescan does not bring in all desired channels, follow the double rescan procedure below.

2. Disconnect the antenna from the box or digital TV:
   • Recan or rescan the box or digital TV without the antenna connected. As with any scan, follow the on-screen instructions or owner's manual for your device.
   • Unplug the box or digital TV from the electrical outlet for at least one minute.
   • Reconnect the antenna to the box or digital TV and plug the unit into the electrical outlet.
   • Recan or rescan the box or digital TV one more time.

Make sure the antenna is facing the broadcast towers in your area. To locate your towers go to www.antennasmap.com or call your local TV stations.
2. You do not have a clear line of sight to your local broadcast towers. You might need to elevate and/or move your antenna. Using a taller mast may be helpful. If you have found the right location for your antenna when all of your local channels appear after a subsequent rescan. Remember, rescan at every location that you try.

3. You are outside of the range of your antenna's capabilities.
   Depending upon the distance between you and your local broadcast towers you may need a larger range antenna. Antennas Direct offers many models for this purpose.
4. If you have more than one TV connected to the antenna or if your cable line is too long (90+ feet) you may need an amplifier. Call our Helpline to be sure this will improve your reception. If amplification is added when NOT needed, reception problems could arise.
5. You may have loose fitting connections along your cable line. Check ALL connections for tight fit and check all outdoor connections for moisture or corrosion.
6. Building material such as brick, metal or stucco will inhibit signal. Move your antenna near a window facing your broadcast towers.

Problem: I’m receiving every channel except for one.
Possible causes:
1. You may need to rescan your TV tuner or converter box. See item 1.
2. The channel that you are not receiving may have its transmitter located on the broadcast tower or the other transmitters and your line of sight is blocked. Try elevating your antenna or moving it to another location.

Problem: I’m having signal breakup but I’m only two miles from the transmitter.
Possible causes:
1. Your TV may be receiving interfering signals. A larger broadcast antenna will not necessarily solve this problem. Consider moving the antenna mounting site, if it is not placed near metal objects or other antennas. If this is not successful, your signal may be too strong. Call our Helpline for an analysis of your area and installation. We can offer simple solutions.
1. Attach Elements to Reflector Panels with hardware. With arrows pointing upward on the Swing Bracket, attach to Reflector Panels. Tighten nuts with wrench.

2. Attach Combiner and Mast Clamp to the Cross Bar Mount with factory installed screws pointing upward, then install combiner and mast clamp as shown in drawing.

3. Attach coaxial cables to the Combiner.

4. With arrows pointing upward on the Cross Bar, attach one panel at a time using nuts with flange side down. Adjust so Reflector Panels are parallel to Cross Bar. Tighten nuts with wrench.

5. Routes left and right coaxial cables through respective Reflector Panels and attach to F-connector on each panel. DO NOT OVER TIGHTEN! Slide up Weather Boots. Verify both panels are aligned parallel to the Cross Bar Mount and the completed assembly is aimed at the desired direction. Tighten all hardware.

Secure Zip Ties as shown.

DO NOT OVER TIGHTEN SMALL ZIP TIES.

Attach assembled antenna to mast.

Purchase mast separately. Order online: antennasdirect.com

You MUST RESCAN your converter box or TV for reception each time you reposition antenna.