



## FAQs

# Insignia Converter Box with Analog Pass Through (NS-DXA1-APT)

October 7, 2008

### Why am I receiving the error message “No Signal?”

- The converter box does not work with cable, satellite, or other pay television providers.
- Check all of your connections to be sure they are securely connected.
- If your converter box is connected to an antenna, the signal strength of the channel may be low.
  - You can check the signal strength by pressing the **SIGNAL** button on the converter's remote.
- The UHF band (channels 14 and higher) is more directional than VHF (channels 2-13) and more sensitive to obstacles (such as trees, tall buildings, and mountains) that lie between your antenna and the broadcast tower. Getting good UHF reception can be more difficult than VHF.
- If you're getting marginal reception of digital signals, both the picture and sound might freeze or break up to the point that it's not watchable. If you're really on the fringes—either too far from a tower or with too many obstacles in the way—you'll see a black screen that says "Weak or no signal."
- Reception can vary by channel, depending on the location and broadcast power level of a given station.
- Make sure your antenna is connected securely to both the converter box and the TV.
- Move the antenna around the room or close to a window.
- Use a basic indoor set-top antenna designed to pick up both VHF and UHF, a set-top antenna that has a built-in signal amplifier, or an antenna mounted on your roof or in your attic.
  - For more information about antennas and the available channels in your area, visit [www.antennaweb.org](http://www.antennaweb.org).

### How do I make all of the connections for my converter box?

1. Disconnect the coaxial cable from the **Antenna IN** jack on the back of the TV.
2. Connect the coaxial cable to the **From Antenna** jack on the back of your converter box.
3. Connect the supplied audio cable to the **R AUDIO** and **L AUDIO** jacks on the back of your converter box, connect the supplied video cable to the **VIDEO** jack on the back of your converter box, then connect the other ends of the cables to the corresponding jacks on the back of the TV. This connection provides the best picture and sound.

OR

Connect the supplied coaxial cable to the **To TV(RF)** jack on the back of your converter box, then connect the other end of the cable to the **Antenna IN** jack of the TV. For best performance with this connection, change the **Audio Output** option to **Mono**.

4. Plug the power cord into a power outlet or surge protector. The light on the box turns red.
5. Turn on the TV and set the TV to the appropriate video source if you use the audio and video cables (composite cables) to connect your converter box to the TV.

OR

Tune the TV to channel 3 if you used the coaxial cable to connect your converter.

### How do I set up my converter box?

1. Turn on your converter box. The LED on the box turns blue.
2. Press **>** on the remote control.
3. Press **^** or **v** to select your language, then press **>**.
4. Press **^** or **v** to select your TV aspect ratio, then press **>**.
5. Press **⊙** to start the channel search. When the search is complete, press **>**.
6. Press **^** or **v** to select your time zone, then press **>**.
7. Press **⊙** to complete the setup.

### Can I hook up other devices to my converter box?

- You can connect your converter box to a video device, such as a VCR or DVD player, then connect the VCR or DVD player to the TV.
  1. Disconnect the coaxial cable from the antenna connection to the video device, if connected.
  2. Connect the coaxial cable from the antenna connection to the **From Antenna** jack on the back of your converter box.
  3. Connect the supplied audio cable to the **R AUDIO** and **L AUDIO** jacks on the back of your converter box, connect the supplied video cable to the **VIDEO** jack on the back of your converter box, then connect the other ends of the cables to the corresponding jacks on the back of the video device.
  4. Depending on the type of AV jacks on the video device and the TV, connect the **Audio** and **Video OUT** jacks on the video device to the **Audio** and **Video IN** jacks on the TV.
  5. Plug the power cord into a power outlet or surge protector. The light on the box turns red.
  6. Turn on the TV and set the TV to the appropriate video source. (For more information see the TV's documentation.)

*Note:* If you have a VCR connected to the TV to record TV programs, you must set the channel on the converter box to the TV channel you want to record. If you have programmed recordings set up, you must set the channel on the converter box to the TV channel for the programmed recording before the start of each recording session.

### Why are some of my channels missing that I could view previously?

- This converter box does have analog pass-through capability.
- With the converter box you can view digital channels however it is possible to still view analog channels.
  - To view the digital channels the converter box must be powered on.
  - To view analog channels the converter box must be turned off and you will use your TV remote to change channels.
- The channels you receive may depend upon the signal strength sent by the TV station, the type of antenna you're using, or the location of your antenna. It is also possible that the stations have not changed from an analog signal to a digital signal.
- Most analog stations are in the VHF band, channels 2-13, while digital signals are transmitted mainly over the UHF band, 14 and higher. (However, digital stations in some areas may move to the VHF band next February, when analog channels vacate their station frequencies.) The UHF band is more directional than VHF and more sensitive to obstacles (such as trees, tall buildings, and mountains) that lie between your antenna and the broadcast tower. So getting good UHF reception can be more difficult than pulling in VHF, affecting your ability to get digital broadcasts.
- The all-or-nothing nature of digital broadcasts also comes into play. If you're getting marginal reception of digital signals, both the picture and sound might freeze or break up to the point that it's not watchable. If you're really on the fringes—either too far from a tower or with too many obstacles in the way—you'll see a black screen that says "Weak or no signal."

### My remote will not turn on or shut off my TV.

- You must program the converter box remote in order to control your TV power button.
- To program the remote control:
  1. Determine if the TV is a model that can be controlled by the remote control. See "Controllable TV brands" on page 17 in the manual.
  2. Turn on the TV.
  3. While you press and hold **TV POWER** on the remote control, press **CH ^** or **CH v** one or more times until the TV turns off. Each time you press one of these buttons, the remote control sends a manufacturer code (between 1 and 45) to the TV.

### How does a converter box work? What does it do?

- The TV broadcasting industry is in the process of converting from analog signals to digital signals. The conversion will be complete by February 2009. A digital TV signal transmits more data than an analog signal. This increase in data provides a better picture and sound with less static and interference.
- If you use an outside antenna and have an older (analog) TV, you will not be able to receive TV signals after the conversion to digital signals is complete.
- To receive digital signals on an analog TV, you need a converter box. Your converter box receives the digital signal from the antenna, and then converts the digital signal so your analog TV can display the picture and play the sound.
- For more information about the transition to digital TV signals, visit:
  - [www.fcc.gov/cgb/consumerfacts/digitaltv.html](http://www.fcc.gov/cgb/consumerfacts/digitaltv.html)
  - [www.digitaltips.org](http://www.digitaltips.org)
  - [www.dtvtransition.org](http://www.dtvtransition.org)
  - [www.dtvanswers.com](http://www.dtvanswers.com)

### Why is my remote not working?

- The supplied battery is wrapped tightly in clear plastic. Have you removed the plastic from the battery before you installed it?
- Is the battery installed correctly?
  1. Remove the battery compartment cover on the back of the remote control.
  2. Insert one AAA battery into the battery compartment. Make sure that the + and – on the battery align with the + and – in the battery compartment.
  3. Replace the battery compartment cover.
- Point the remote control directly at the remote sensor on your converter box.
- Operate the remote control within 23 feet (7 meters) of the remote sensor.
- Remove any obstacles between the remote control and the remote sensor.
- Replace dead battery with new one.

### Why do I have poor picture quality?

- The signal strength of the channel may be low.
  - Check signal strength of the channel by pressing the **SIGNAL** button on the remote.
- The UHF band (channels 14 and higher) is more directional than VHF (channels 2-13) and more sensitive to obstacles (such as trees, tall buildings, and mountains) that lie between your antenna and the broadcast tower. Getting good UHF reception can be more difficult than VHF.
- If you're getting marginal reception of digital signals, both the picture and sound might freeze or break up to the point that it's not watchable. If you're really on the fringes—either too far from a tower or with too many obstacles in the way—you'll see a black screen that says "Weak or no signal."
- Reception can vary by channel, depending on the location and broadcast power level of a given station.
- Make sure your antenna is connected securely to both the converter box and the TV.
- Move the antenna around the room or close to a window.
- Use a basic indoor set-top antenna designed to pick up both VHF and UHF, a set-top antenna that has a built-in signal amplifier, or an antenna mounted on your roof or in your attic.
  - For more information about antennas and the available channels in your area, visit [www.antennaweb.org](http://www.antennaweb.org).

### Why is my picture not filling the screen? Why do I have black bars around my picture?

- This is due to the aspect ratio. Older, analog TVs have a standard 4:3 aspect ratio, but an increasing amount of digital TV and movies is presented in wide screen (16:9). Make sure that your converter box is set to the aspect ratio that matches your TV. Devices connected to standard TVs should be set to 4:3. To set the aspect ratio, perform the following steps:
  1. Press **MENU** on the remote. The menu system opens.
  2. Press **v** to highlight **OPTION**. Press **>** to go to the options menu.
  3. Press **v** until **TV Aspect Ratio** is highlighted. Press **>** to go to the TV aspect ratio menu.
  4. Press **v** or **^** to select **Normal TV (4:3)** or **Wide TV (16:9)**. Press **●** to select your aspect ratio.
  5. Press **EXIT** to close the menu system.
- To change the appearance of the screen, cycle through these four options using the "Zoom" button on the remote:
  - **Set by program:** Sets the aspect ratio as the channel is broadcasted.
  - **16:9:** Keeps wide-screen programs in their original form, but adds black bars on both the top and bottom of the picture.
  - **4:3:** Doesn't remove any part of the picture, but distorts the aspect ratio, making people look tall and skinny.
  - **Zoom:** Maintains the proper aspect ratio, but crops out the right and left sides of the picture.

### I am programming my universal remote, what code is needed?

- To program a universal remote control:
  1. Turn on your converter box.
  2. Find the program code for LG or Zenith set-top boxes in the documentation that came with the universal remote control.
  3. Follow the instructions that came with the universal remote control to enter the manufacturer code for an LG or Zenith set-top box.

### I have a cable or satellite provider, will the converter box work with that service? Is the converter box compatible with cable and/or the cable coming from my wall?

- The converter box only works with an antenna. It will not work with cable or satellite providers. Contact your cable or satellite provider for a cable or satellite box that will act as a converter box.

### Where can I find more information about the government rebate?

- <https://www.dtv2009.gov/>

### How do I reset the converter box?

- Press **MENU**. The menu system opens. Press **v** to highlight **Setup**. Press **>** to go to the setup menu.
- Press **v** until **Install Guide** is highlighted. Press **>** to go to begin the install guide. The WELCOME screen opens.
- Press **>**. The Menu Language screen opens.
- Press **v** or **^** to select the menu language (English, Spanish, or French), then press **>**. The TV Aspect Ratio screen opens.
- Press **v** or **^** to select the aspect for your TV, then press **>**.
  - If the TV has a standard (normal) screen size, select **Normal TV**.
  - If the TV has wide size screen, select **Wide TV**.
- The Searching for Channels screen opens.
- Press **●** to start the channel search. Your converter box searches for available channels in your area and stores them in memory.

### **I'm getting a lot of static noise.**

- Check volume levels.
- Check antenna signal strength by pressing the **SIGNAL** button on the remote.
- Make sure that your converter box is connected correctly.
  - Connect the supplied audio cable to the **R AUDIO** and **L AUDIO** jacks on the back of your converter box, connect the supplied video cable to the **VIDEO** jack on the back of your converter box, then connect the other ends of the cables to the corresponding jacks on the back of the TV. This connection provides the best picture and sound.
- If an RF cable connection between the converter box and TV is necessary, perform the following steps to minimize the amount of static noise.
  1. Set the TV volume to mid-range.
  2. Change the audio output on the converter box from stereo to mono.
    - a. Press **MENU**. The menu system opens. Press **v** to highlight **Option**. Press **>** to go to the options menu.
    - b. Press **v** until **Audio Output** is highlighted. Press **>** to go to the audio menu.
    - c. Press **v** to select **Mono** audio. Press **⦿** to change the audio output to mono.
    - d. Press **EXIT** to close the menu system.
  3. Use the converter box remote to adjust the volume level.
- If you're getting marginal reception of digital signals, both the picture and sound might freeze or break up to the point that it's not watchable. If you're really on the fringes—either too far from a tower or with too many obstacles in the way—you'll see a black screen that says "Weak or no signal."

### **What do the different colored lights on the front of the box mean?**

- The power indicator light illuminates when the converter box is plugged in.
  - Red = Standby mode
  - Blue = On
  - Blinking = Receiving remote control signal

### **My analog channels are missing. Can I view those channels through my converter box?**

- Yes, you can view analog channels with a converter box connected to your TV however the converter box must be shut off.
  - You will use your TV remote to change channels.

### **I selected the correct time zone but the time is incorrect.**

- The time is retrieved from the broadcaster and cannot be set manually. Contact the broadcaster (channel service provider) for more information.

### **Why can't I adjust the sound or why am I not getting any sound on any channel?**

- Check volume levels.
- Make sure the TV sound is not muted.
- Check antenna signal strength by pressing the **SIGNAL** button on the remote.
- Make sure that your converter box is connected correctly.