

## How do I get the best audio and video from my converter box?

While the RF or antenna output provides a good picture, you can get better audio and video by using the composite video and stereo audio jack on the back panel. To connect you will need 3 cables with phono plugs to connect these outputs to the Audio/Video inputs on your TV.

## Can I get a replacement remote for my converter box?

Yes, you can order one from your local *RadioShack* store.

## Can I use my Universal Remote Control to operate the converter box?

Yes, follow the guidelines below for the different Universal Remotes and Converter Boxes sold at *RadioShack*.

### Zenith Digital to Analog Converter Box (Model DTT900, SKU 15-148 and Model DTT901, SKU 15-193)

Set the remote's operation mode to TV or Set-top Box and use the LG or Zenith codes listed in your universal remote's user manual.

### Digital Stream Digital to Analog Converter Box (Model DTX9900, SKU 15-149)

If the date code on your model is May 2008 (05A08) or later, the following universal remotes from *RadioShack* will work, with the exceptions as listed below.

RadioShack Remote SKU	Code	Remote functions work? Y or N									
		Power	CH	VOL	MUTE	MENU	INFO	EPG <sup>1</sup>	PREV <sup>2</sup>	Arrows	Numbers
15-115	0354	Y	Y	N	N	Y	Y	Y	Y	Y	Y
15-2115	0899	Y	Y	Y	Y	N	Y	Y <sup>3</sup>	Y	Y	Y
15-2220	0899	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
15-2142	0899	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
15-2147	0899	Y	Y	Y	Y <sup>4</sup>	Y	Y	Y	Y	Y	Y

#### Notes:

1. EPG is the **Guide** button.
2. PREV is the **Last** button.
3. Limited functionality.
4. **OK** button is combined with **Mute** button. Use **Info** button for **OK**.

## Digital Stream Analog Pass-Through DTV Converter Box (Model DTX9950, SKU 15-150)

Use these setup codes for the following universal remotes:

RadioShack Remote SKU	Setup Code
15-100	00819
15-115	354, 465,
15-133	00819
15-134	00819
15-135	00819
15-2115	0899, 0819
15-2142	0899, 0819
15-2147	0899, 0819
15-2220	0899

## How do I search for programming codes using the remote that came with my converter box?

- 1) Make sure the TV is turned on during programming.
- 2) Press and hold the **TV Power** button (left side in "TV" group of buttons, not the main converter box Power button in the upper right corner).

The TV Power button has to be pressed and held the whole time programming is in progress. When the TV Power button is released, programming stops.

- 3) Press the **Up Arrow** slowly and repeatedly until the TV turns off. Allow time between presses (about a second) for the remote to send the code and for the TV to respond (if it will respond to the code).

After about 105 **Up Arrow** presses, the remote will have gone through the entire list of TV codes. To try again, use the same procedure, but press the **Down Arrow** to scan through the TV codes in the opposite direction.

- 4) Once the TV turns off, turn it back on using the remote and then check that all of the TV buttons work (Power, Input, and Volume +/-). If any of the TV buttons do not work, continue searching for a code from step 1.

**Note:** If you want to reset the remote back to the beginning of the TV code list, clear the memory by removing the batteries and pressing some buttons on the remote. Then replace the batteries.

**Note:** for the Zenith Model DTT900, the remote will only control TV Power.

## I want the picture to be full screen. Why are there black bars around the picture?

The switch to digital allows several different formats of video to be transmitted. The converter box has a zoom feature on it that will allow to maximize the image to best suit your display. Use the **Zoom** button on the remote to enlarge or shrink the image to your satisfaction.

The black bars around the picture are referred to as the "Windowboxing" or "postage-stamp" effect: The TV picture occupies the center of the screen, leaving black bars above, below and on either side of the picture. This occurs because the digital broadcasts of network stations are in most cases formatted for widescreen HDTVs. When shown on a non-widescreen TV, the image will show black bars above and below.

However, a lot of digital broadcasts are not widescreen. Very few daytime shows, like syndicated shows and reruns of old sitcoms, are widescreen. The stations deal with this by inserting black bars to the left and right of the image to pad out the widescreen frame. On a non-wide TV, the result is windowboxing. That nice 32-inch TV you got five years ago is turned into a 24-incher.

When you press the **Zoom** button on the remote that comes with the converter box, the picture expands so it fills the screen. But be careful; when the next show comes on, it might have been shot in widescreen. The "zoom" mode will still be on, which means only the center of the image will be visible. The left and right sides will fall outside the screen, but you won't know that, unless you start pressing the **Zoom** button again to cycle through a few options until you get to the letterboxed mode.

## Do I need a special antenna to receive digital or high-definition TV?

No. In general, if an antenna has reasonable reception for both VHF (channels 2-13) and UHF (channels 14-69), it will also work for digital TV. Most (not all) digital TV stations broadcast on UHF. However, if you are using "rabbit ears" (two straight antenna rods with no UHF antenna loop), you may need to upgrade to a combination UHF/VHF antenna.

## Why don't I get the same stations in digital that I got in analog?

One reason may be that the analog and digital broadcasts come from different sources. In fact, in some instances the digital transmitter can be miles away from the tower that is transmitting the analog signal. So the distance from your location may affect the quality and number of station that you receive. To address this issue, you can upgrade the antenna you are using.

Another reason may be that the stations have not turned on their digital transmitter. Nothing can be done until the broadcaster decides to make the transition. In most cases, people receive more digital stations than they do analog stations and with significant improvement in quality.

## I used to be able to receive channel "X" with my TV. Why doesn't the converter box receive channel "X"?

There are two possibilities. First, the TV station may not be broadcasting in digital yet. Go to [www.antennaweb.org](http://www.antennaweb.org) or [www.titantv.com](http://www.titantv.com) to see which stations are currently broadcasting in digital. The second possibility is related to the band the channel is broadcast on (UHF or VHF). With digital TV, the channel number displayed is not necessarily the frequency that channel is broadcast on. For example, digital TV channel 5-1 may actually be broadcast on UHF frequency 41. You may have to upgrade your antenna.

## How do I know which direction to point my antenna?

The signal strength meter (METER button on remote) is useful for pointing or positioning an antenna. Go to [www.antennaweb.org](http://www.antennaweb.org) to see where TV stations broadcast from relative to your location. Go to "Choose an antenna" and enter your address or Zip Code. Choose "View Street Level Map" to see the directions of the broadcast towers from your location. This is useful for pointing directional antennas.

### For Digital Stream Models DTX9900 and DTX9950:

- 1) Press the **Menu** button on the remote.
- 2) Select **Function** → **Time** → **Power Down**.
- 3) Select **Off** or the desired power down time.

### For Zenith Model DTT900:

- 1) Press the **Menu** button on the remote.
- 2) Select **Option** → **Auto Off**.
- 3) Select **Off** or the desired power down time.

*Note: You can select a time for Auto Off using the SLEEP button on the remote control.*

## How do I use the volume control on the converter box?

Set your television volume to a level slightly above the volume level you want to use. Then use the converter box remote to adjust it down to a comfortable listening level.

## Why don't the Closed Caption options work for Font Size, Style, and Color?

In the CAPTION menu, set "CC Option" to "User" to change the Closed Caption options. The CC options are only effective for the CS1 to CS6 Closed Captioning. They are not available for CC1 or CC2.

## The Setup Wizard didn't come on when I first powered on the converter box. Can I run the Setup Wizard again?

Press **Menu**, arrow down to the **Function** menu, and select **Factory Reset**. When the converter box restarts, the Setup Wizard will run. The channel scan during the Setup Wizard does not erase channels already stored. To scan for channels and erase previously stored channels, press **Menu**, Select **Auto Scan**, and then **Rescan**.

## Where can I find additional help?

### For Digital Stream:

1-866-706-4367 or [www.dsconverter.com](http://www.dsconverter.com)

### For Zenith:

1-800-243-0000 or <http://us.lgservice.com>

## How do I connect both a converter box and antenna to my TV?

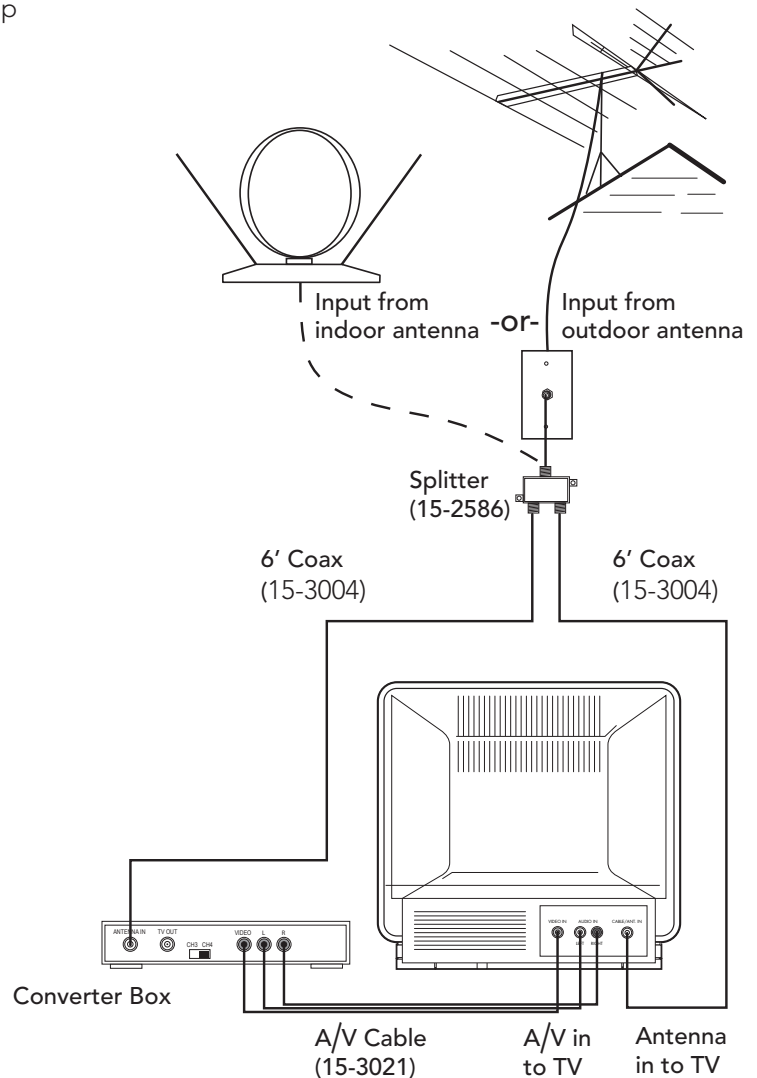
If your TV has Audio/Video (A/V) connections, you can install this bypass loop from your antenna to the coax connector on your TV.

### What you'll need

- Input line from your indoor or outdoor antenna
- Qty. 1, Analog-to-Digital Converter Box (15-148 or 15-149)
- Qty. 1, VHF/UHF Splitter-Combiner (15-2586)
- Qty. 1, Six-foot Gold Series A/V Cable (15-3021)
- Qty. 2, Six-foot coax cable with F connectors (15-3004)

### Instructions

1. Connect the input from your antenna to the splitter.
2. From the splitter, connect one six-foot coax cable to the Converter Box and one to the "Antenna In" connection on your TV.
3. Connect the Converter Box to your TV with the A/V cable.
4. Use the **INPUT** or **TV/Video** button on your remote to switch between analog and digital signals.



## Not all the broadcasters in my area are digital and my converter box doesn't have pass-through capability (15-148 and 15-149). How do I receive analog channels?

There are three categories of TV stations which are not currently required to convert to digital.

1. **Low-Power Television (LPTV) service** is used in rural areas and in individual communities within large urban areas. These stations may be operated by high schools, colleges, churches, local governments, businesses, or even individual citizens.

You know you have an LPTV station if the call sign contains the suffix -LP. Or if the call sign begins with the letters K or W followed by two numbers (their operating channel) and two additional letters.

2. **Class A TV Stations** are similar to LPTV, but follow additional regulations. You know you have Class A stations if the call sign includes the suffix -CA.
3. **TV Translator Stations** rebroadcast the programs of major, full-power TV broadcast stations. Translator stations typically serve communities that cannot receive the signals of free over-the-air TV stations because they are too far away or because of geography (such as uneven terrain or mountains).

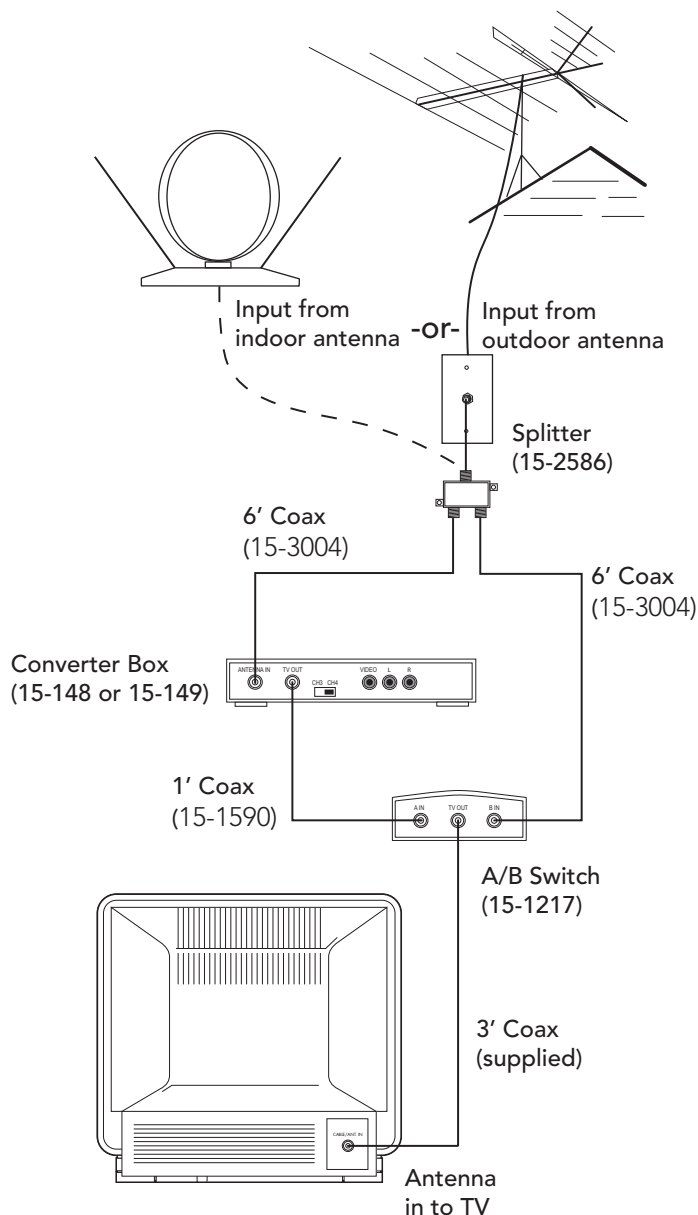
### What you'll need

- Input line from your indoor or outdoor antenna
- Qty. 1, Analog-to-Digital Converter Box
- Qty. 1, High Isolation A/B Switch (15-1217)
- Qty. 1, VHF/UHF Splitter-Combiner (15-2586)
- Qty. 2, Six-foot coax cable with F connectors (15-3004)
- Qty. 1, One-foot coax cable with F connectors (15-1590)
- Qty. 1, Three-foot coax cable with F connectors (supplied with Converter Box)

### Instructions

1. Connect the input from your antenna to the splitter.
2. From the splitter, run one six-foot coax cable to the A/B switch and one to the Converter Box.
3. Connect the Converter Box to the AB switch with the one-foot coax cable.
4. Connect the A/B switch to your TV with the three-foot coax cable supplied with the Converter Box.
5. Toggle the A/B switch to change from analog to digital signals.

Use your existing cables when you can, or purchase cables from your local **RadioShack** store or [www.RadioShack.com](http://www.RadioShack.com).



**Note:** If you have Audio/Video inputs to your TV, you can use an A/V cable to connect the converter box to your TV (see the diagram shown in the previous question). A/V cables provide higher sound and picture quality.