



## **ANHD20 / ANWP / ANWP12V Troubleshooting Guide**

### **Wall plate does not power ON**

- Verify switch is set to “AIR” or “CABLE” mode.
- Check fuse.
- Verify +12V DC Power to the POSITIVE (RED) terminal.
- Verify GROUND to the NEGATIVE (BLACK) terminal.
- Check antenna coax cable for short.

### **No TV reception**

- Verify TV has been through AUTO PROGRAM procedure to find available stations (AIR or CABLE).
- Verify TV is tuned to available channel.
- Verify all connections and cables between antenna, wall plate and TV are in good condition and properly secured.
- Verify ANHD20 is connected to the “ANTENNA IN” port and TV is connected to the front-mounted coax connection or to the “TV2 OUT” port on the wall plate. Verify CABLE coax is connected to “CABLE IN” port.
- If any distribution boxes or splitters are used, verify proper settings.
  - Bypass all splitters so TV is connected direct to wall plate with known good coax cable to verify signal is present.
- Measure current draw at +12V terminal of the wall plate to verify functional antenna. For ANWP12V, unplug any devices from DC socket before measuring.
  - A functional antenna should measure 90mA to 100mA.

### **No radio reception**

- Verify you are tuned to an available radio station.
  - Run radio’s Auto-Scan on the FM band.
- Verify wall plate is set to an ON position (AIR or CABLE). Red LED should be ON.
- Verify ANHD20 is connected to the “ANTENNA IN” port and radio is connected to the “RADIO OUT” port on the wall plate.

### **No power to DC socket (ANWP12V only)**

- Verify +12V DC Power to terminals.
- Check fuse.