

Troubleshooting the AT-2001 Push to Talk Controller Installation

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Overview:

The purpose of this document is to explain how to trouble shoot your system if it failed a test using the related documents “Troubleshooting the AT-2001 Push to Talk Controller Installation” and “Installing the AT-2001 Push to Talk Controller”.

Failed Testing for Unit Power:

Do any of the four front panel buttons light when pressed in?	No: go to the next step. Yes: Button lamp may have failed and unit may work correctly until it can be sent in for repair.
Is the power cord securely seated in the power outlet?	Yes: go to the next step. No: Reseat securely and retest.
Is the power connector securely seated on the rear of the AT-2001?	Yes: go to the next step. No: Reseat securely and retest.
Temporarily plug this unit into a different power outlet. Use an outlet that has a working device (TV, VCR, radio, lamp, etc.) plugged into it. Verify the device is still working before unplugging. Do any of the four front panel buttons light when pressed in now?	Yes: Power outlet is bad. Use a different power outlet or replace defective power outlet. Mark defective outlet as bad. No: AT-2001 and/or its power supply have failed. Send both components in for repair.

Failed Testing the Picture and Sound on the TV:

If you are missing only picture

Play a known good tape in the VCR. Are you still missing only the picture?	Yes: go to the next step. No: Tthe problem is between the satellite receiver and the VCR.
Is the same cable connected to both the VCR Video Out and the TV Video In? Note: On TV's with multiple inputs make sure it is in the same group as the Audio cable from the AT-2001.	Yes: go to the next step. No: Reconnect cable correctly..
Are both ends of the above cable seated?	Yes: go to the next step.

	No: Reseat cable ends and retest.
Try a different known good cable. Audio is working so temporarily use one of those cables if you wish. Does this resolve the problem?	Yes: destroy bad cable and replace. No: there may be a failure with the VCR or TV.

If you are missing only sound

Play a known good tape in the VCR. Are you still missing only the sound?	Yes: Go to the next step. No: The problem is between the satellite receiver and the VCR.
Turn the TV volume down. Turn the AT-2001 internal speaker on and set the volume to about 1/4. Do you have sound out of the AT-2001?	No: Go to next step. Yes: Skip 3 steps to step marked with *.
Is the same cable connected to both VCR Left Audio Out and the AT-2001 input with the Satellite Icon above it?	Yes: Go to next step. No: Reconnect cable correctly and retest.
Are both ends of the above cable seated?	Yes: Go to the next step. No: Reseat cable ends and retest.
Try a different known good cable. Video is working so temporarily use that cable if you wish. Does this resolve the problem?	Yes: Destroy bad cable and replace. No: There may be a failure with the VCR or the AT-2001. Get additional help before proceeding.
* Is the same cable connected to both the AT-2001 output with the TV Icon above it and the TV Left Audio input? Note: On TV's with multiple inputs make sure it is in the same group as the Video cable from the VCR?	Yes: Go to the next step. No: Reconnect correctly and retest.
Are both ends of the above cable seated?	Yes: Go to the next step. No: Reseat cable ends and retest.
Try a different known good cable. Video is working so temporarily use that cable if you wish. Does this resolve the problem?	Yes: Destroy bad cable and replace. No: There may be a failure with the AT-2001 or the TV. Get additional help before proceeding.

If you are missing both picture and sound

Play a known good tape in the VCR. Are you still missing the picture and sound?	Yes: go to the next step. No: the problem is between the satellite receiver and the VCR.
Is the AT-2001 "Satellite Audio" button illuminated?	Yes: go to the next step. No: Turn "Satellite Audio" button on and then go to the next step.
Not completed	