Troubleshooting Your Converter Box

This article is for faculty, students, and staff who wish to troubleshoot issues with their converter box.

Determining Whether a Converter is Needed

If you have an older analog television, your television may not receive the signal without use of a digital-to-analog (D-A) converter box. Several models of digital-to-analog converter boxes are available. All standard definition and high definition channels will pass through the converter box and display on an analog television. While your high definition (HD) channels will be scaled down and will not be in true HD format, you will still be able to view these channels.

- If your building has been converted to the new HuskyVision system, perform a channel scan.
- If your television tunes in Channel 2 (HuskyVision Bulletin Board) but no others, your television requires a D-A converter.

Some models of digital-ready televisions are also not compatible. In these instances, a converter box will be required and the model will depend on the specifications of your television.

Reset To First-Time Installation

If your converter box is not working, you can try restarting the first-time installation.

1. With the TV and converter box both switched on, press the MENU button on the remote control. This brings up a menu that includes “Library”, “Guide”, “Settings”, “Help”.
2. Go right to the Settings option and press OK. This will go into the settings menu.
3. Go right to the Version option and press the DOWN button on your remote. Then press OK on the “Reset to Factory Default” option. This will ask you to confirm, press OK.
4. The converter box will then reboot, start a scan, and find all available channels.
   a. If this does not work, contact the ITS Help Center either at 860-486-4357, or visit the help desk on the first floor of the Babbidge Library.

TV Help Menu

More detailed information about converter box functions can be found in the “Help” settings menu.

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2. Move right to the Help option and press OK.

If you are unsure of how to access these menus or settings on your TV, you should refer to your TV’s user manual.

Related Articles

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- Accessing Available Channels for HuskyVision Television Service
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