

➤➤ Troubleshooting – Motorola DCT5100 HD Digital Cable Receiver

Before calling your service provider, review this troubleshooting guide. This information can help you quickly solve the problem.

Problem

Possible Solutions

The DCT5100 will not power on.

- Verify that the AC power cord is connected to the DCT5100 and an AC outlet.
- If the DCT5100 is connected to a switched outlet on another unit verify that the unit is powered on.
- Press the Power button on the front panel of the DCT5100 instead of the remote control unit. The batteries in the remote control unit may be depleted.
- The DCT5100 may have received a software update. The DCT5100 may not power on while the new software is being installed. Try again in a couple of minutes.

The remote control unit does not work.

- Verify that the remote control unit is in "Cable" mode.
- Replace the batteries in the remote control unit with fresh batteries.
- Make sure that there is a clear line of sight between the remote control unit and the DCT5100. Aim the remote control directly at the front panel of the DCT5100.
- The angle between the remote control unit and the DCT5100 may be too large. Stand in front of the DCT5100 and not too far to either side.

There is no audio when viewing cable channels.

- Verify that the Mute button for the DCT5100 has not been pressed.
- If the audio output of the DCT5100 is connected to the television, verify that the Mute button for the TV has not been pressed.
- If the audio output of the DCT5100 is connected to a home theater receiver, verify that the receiver is set to the appropriate input source and that the Mute button for the receiver has not been pressed.
- Verify that the audio cables are firmly connected between the DCT5100 and the audio playback device (TV, Receiver, etc.)

There is no audio from the center and/or surround speakers of a home theater unit connected to the DCT5100.

- Not all Dolby Digital programs feature full 5.1 surround sound. In some cases, the programs may only contain left and right stereo audio.
- Make sure that the SPDIF cable (coaxial or optical) is firmly connected to the DCT5100 and the home theater receiver
- Verify that the home theater unit is set to a surround sound audio mode (Dolby Digital, Dolby Pro Logic II, Dolby Pro Logic).
- Verify that the home theater unit is properly configured to work with all connected speakers.

There is no picture on the TV screen.

- Verify that the television is powered on and has been adjusted to the appropriate input source for the DCT5100.
- Verify that the DCT5100 is powered on and tuned to an authorized cable channel.
- Verify that the coaxial cable feed is firmly connected to the DCT5100 and the wall jack.
- The Digital Visual Interface (DVI) output of the DCT5100 may not yet be enabled. Use the component video (Y Pb Pr) output of the DCT5100 instead.
- If the video output of the DCT5100 is connected to a home theater unit, verify that the home theater unit is powered on and adjusted to the appropriate input source.
- Not all High Definition (HD) televisions can display all of the output formats (1080i, 720p, 480p, 480i) available on the DCT5100. Enter the User Settings menu and cycle through the available output formats until a picture is displayed on your television.
- Verify that all video cables are firmly connected between the DCT5100 and the television.

➤➤ Troubleshooting – Continued

Problem

Possible Solutions

There are no graphics, closed captions, or program guides appearing on the TV screen.

- The DCT5100 cannot generate graphics on all video outputs at all times. If the DCT5100 is set to 1080i, 720p, or 480p output format, then graphics will only be available on the High Definition video outputs (DVI and component video). If the DCT5100 is set to 480i, then graphics will be available on all video outputs.
- If the DCT5100 is connected to a Standard Definition (SD) television, make sure that the DCT5100 is configured to use the 480i output mode.
- Verify that closed captions on the DCT5100 have been enabled in the User Settings menu.

There are black bars to the right and left of the picture.

- Widescreen TVs will display 4:3 programs in this format unless set to Stretch. Turn on the 4:3 OVERRIDE feature in the User Settings menu. This will allow most widescreen TVs to stretch the video to fill the screen (consult the TV manual for information on stretching 4:3 video).
- If the DCT5100 is connected to a widescreen TV, verify that the TV TYPE is set to 16:9 in the User Settings menu.
- Many HD programs are broadcast in the pillarbox format with black bars to the left and right of the picture. These programs are broadcast in 16:9 HD formats even though the video is not 16:9.

There are black bars above and below the picture.

- All 4:3 High Definition TVs will display HD programs in the letterbox format (black bars above and below the picture) because of the shape of the display screen.
- Turn on the 4:3 OVERRIDE feature in the User Settings menu. This will allow most standard screen TVs to display a full screen picture when the DCT5100 is tuned to a 4:3 program.
- Set the TV TYPE to 4:3 Pan-Scan. This will allow the DCT5100 to remove the black bars above and below the picture when possible.
- Some SD programs are broadcast in the letterbox format with black bars above and below the picture. Some widescreen TVs offer a zoom feature that may be able to remove the black bars (consult the TV manual for information on zooming 4:3 video).

There are black bars on all four sides of the picture.

- This may occur on a 4:3 TV if the 4:3 OVERRIDE setting is set to OFF. Adjust the setting to either 480i or 480p depending on the capabilities of your TV. 4:3 Standard Definition programming will then fill the screen.
- This may occur on a 16:9 TV if the active video in a standard definition broadcast is broadcast in letterbox format. To confirm, wait for a commercial or look for a graphic, such as a network logo. If the commercial fills the screen from top to bottom, or the graphic appears below the active video, the program is being letterboxed by the broadcaster. You can minimize this by activating the Zoom feature on your TV.
- In some instances, broadcasters may include black bars on either side of a widescreen broadcast. This is referred to as "Hybrid" aspect ratio and, on a 4:3 TV, will result in a black border surrounding the video. Since this is part of the broadcast, the DCT5100 cannot correct the video. You may be able to minimize the border using your TV's Zoom feature.