

The HCT Home Communications Terminal

Important Note Please turn off your Home Communications Terminal (HCT) when not in use. Use the yellow power button on your remote. This enables HCT to send new data from our headend to your home. New program information for the viewing guide and other important data are updated while the hct is shut off.

Problem	Possible Cause	Check and Correct
No picture or sound	HCT not properly connected	<ol style="list-style-type: none"> 1. Be sure the HCT and the TV are plugged in. 2. Turn on the HCT and the TV. 3. Be sure the HCT cables are properly connected.
Cannot see all of the cable channels	TV not tuned to channel 4	<ol style="list-style-type: none"> 1. Tune the TV to channel 4 to receive the cable signal from the HCT. 2. Use the remote control or the HCT's front panel buttons to change channels.
Cannot change channels	<ul style="list-style-type: none"> • Remote Control not in cable mode • Program timer is set • Low Batteries 	<ul style="list-style-type: none"> • Press the CBL button. • See tab 7, Program Timer info in HCT Quick Reference Book • Replace batteries in remote control (2 AA alkaline) Remember to reprogram remote after changing batteries. See How to Reprogram Remote section for manufacturer codes.
Channel changes unexpectedly	Program timer is set	See tab 7, Program Timer of the HCT Quick Reference Book
Snowy Picture	TV is not tuned to Channel 4	<ol style="list-style-type: none"> 1. Tune the TV to channel 4 to receive the cable signal from the HCT. 2. Use the remote control or the HCT's front panel buttons to change channels.
Volume is too low	Volume not adjusted on HCT or television.	<ol style="list-style-type: none"> 1. Use Volume Up on HCT or remote control to set the HCT volume to 4.5 (best volume setting). 2. Adjust TV volume.
No Sound	Mute button is on	Turn off mute on both HCT and TV
Volume level fluctuates when using remote control	Low batteries	Replace batteries in the remote control (use 2 AA alkaline).
Stereo sound not working or poor sound quality	HCT not set for Best Stereo or volume turned down on TV or HCT <ul style="list-style-type: none"> • Channel not offered in stereo 	Set the HCT volume to 4.5 (best stereo level), then adjust the TV volume.