

Quick Reference

It is important to always...

Leave the PowerVu IRD powered on at all times. This allows the IRD to receive updates from the satellite provider and ensures proper program authorization.

Perform daily equipment checks. The system should be set to view the home channel (CNN) at all times.

Conduct the following steps before each broadcast:

60-45 minutes before broadcast...	
1	Ensure IRD, DVD, ACU, & TV are all powered on.
2	Set the ACU for automatic audio connection (see figure 2).
3	Ensure TV is set to Video Input (not tuner) and you are receiving CNN from the satellite receiver. If you do not receive CNN on the video input see "Troubleshooting Common Problems."
30-15 minutes before broadcast, standby for...	
4	IRD will automatically change to the proper programming and you will see CNN replaced with your scheduled broadcast. If the change has not occurred by 15 minutes prior to scheduled broadcast, call the DETN help desk.
5	ATN NOC will automatically connect each site to the audiobridge (Manual Answer/Call button on ACU will light) Note: If not connected by 15 minutes prior to start time, call DETN help desk (see figure 3).
If a "mic check" is requested ...	
6	Push button while speaking into the microphone.

The Integrated Receiver Decoder (IRD) is the heart of the satellite broadcast system. The IRD receives the digital television signal and converts it into analog audio and video for display on your television monitor. The following picture shows a *Scientific-Atlanta PowerVu 9235*, the type of IRD used at Air Force downlink sites within the United States.



If troubleshooting fails contact one of the following:

DETN Help Desk
 ATN, Bridge Operator
 DSN 986-9292, CML 937-656-9292,

Satellite Issues
 Technicolor Enterprise Services (TNS) Video Helpdesk
 CML 888-236-0855

DETN

Air University OL-A
 2950 Q Street Bldg. 645
 Wright Patterson AFB OH
 45433-7908
 detn@afit.edu



DoD Leader of Satellite Interactive Programming

Defense Education and Training Network (DETN) Equipment & Troubleshooting Quick Reference



Detn.govdl.org



DETN

Figure 1. Wiring Diagram

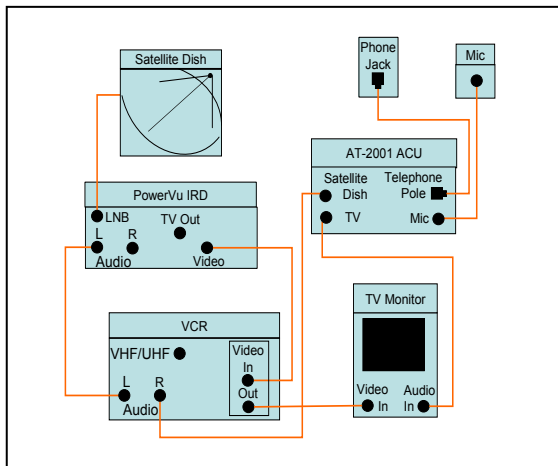


Figure 2. Setting the ACU for Automatic Audio Connection

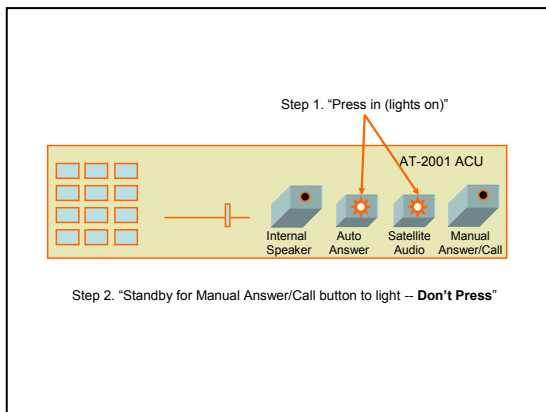
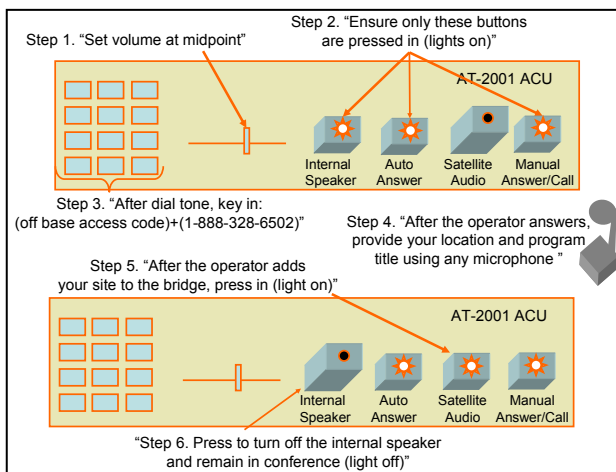


Figure 3. Calling the Audiobridge from the Classroom



Troubleshooting Common Problems

Problem

Solution

Not receiving any program (blank screen)

Ensure system components are powered on.
 If On/Standby light on back of IRD is flashing, press to stop flashing.
 Ensure system components are correctly and securely connected (see Figure 1).
 Call TNS Helpdesk .

Receiving home channel, but not scheduled programming

Call TNS Video Helpdesk to force tune program.
 If not authorized, call ATN PMO for authorization procedures.

"NO SIGNAL" message

Ensure PowerVu IRD's LNB power switch is on (model 9234 only).
 Ensure system components are correctly and securely connected (see Figure 1).
 Check weather conditions (e.g., heavy rain, sleet, snow, & wind).
 Call TNS Helpdesk.

Troubleshooting Common Problems (Cont)

PROGRAM IS NOT AUTHORIZED" message

Confirm the IRD is set to channel 1
 Call TES Helpdesk to force tune program.

Blue or snow screen (TV or VCR problem)

Ensure VCR & TV are powered on.
 Ensure TV is set to appropriate video input.
 Ensure system components are correctly and securely connected (see Figure 1).
 Call TNS Helpdesk .
 Call local audio/video technician.

Screen Image tiling or blocking (satellite interference or unit overheating)

Check weather conditions (e.g., heavy rain, sleet, snow, & wind)
 Call TNS Helpdesk.

No Audio (video only) from presenter or other sites

Ensure TV volume is at the proper level.
 Use the IRD remote to set IRD volume at maximum level.
 Ensure system components are correctly and securely connected (see Figure 1).
 Check that no microphone buttons are pressed down.
 Call TNS Helpdesk.

Inability to respond to the presenter or other sites

Ensure all system components are correctly and securely connected (see Figure 1).
 Call DETN help desk.

Low Audio

Ensure TV volume is at the Proper level.
 Use the IRD remote to set IRD volume at maximum level.
 Call TNS Helpdesk.

Last part of downlink response is repeated after releasing mic

Ensure ATP ACU "HOPS" switch on back of unit is set on 1.
 Call TES Helpdesk.