SATELLITE TROUBLESHOOTING CHECKLIST:

1. Is the power on all equipment: Satellite receiver, TV, VCR, any other related equipment

2. Is your TV set to the correct channel: Channel 3 or 4, Line 1, Line 2, Auxiliary

3. Is your VCR set to the correct channel: Channel 3 or 4, Line 1, Line 2, Auxiliary

4. Is the input button on your remote set to the satellite input? Press the SAT button, then press input.

5. Are the cables hooked up correctly? Satellite input from dish to receiver? Satellite receiver output to TV? Satellite receiver output to the VCR input? VCR output to TV input?

6. If the remote doesn't work: Are the batteries good? Is the appropriate button, SAT/TV/VCR pressed for the particular component?

7. Perhaps the remote lost its programming; check the owner's manual for the correct programming for your system.

8. If there is no sound: Is the volume turned up on the TV or is the TV on "Mute?" Have the audio out patch cables been disconnected? Receiver output to the TV input? VCR output to the TV input?

9. If you have no signal: Storm or wind damage may have moved the dish out of position. Have the cables from the satellite dish been damaged? Cut cables? Fittings that have come loose? Connectors corroded?

10. Noise or audio interference when PowerPoint slides are on the screen: Adjust the Skew on your satellite dish.

If you continue to have problems, please call the satellite trouble numbers: 515-294-8882 or 515-294-0713.

If possible, please try to tune in your satellite receiver to the satellite coordinates one day prior to the program. If you would like to verify that you're seeing the correct satellite, please call the satellite trouble number.