

Troubleshooting Guide

Call to trouble shoot: Antenna customer help line 1-800-768-1969

- Before purchasing your antenna, check to see which antenna would work best in your area. Please go to <http://www.terk.com/fag/> to type in your zip code before ordering the product to see which RCA antenna would work best in your area.
- The best website for estimating potential channels is www.tvfool.com
- You can also check out what channels are available in your area via this site: <http://dtv.gov/maps>
- <http://www.terk.com/tips/> Digital reception tips
- <http://www.terk.com/ask-engineer/> Ask the Engineer
- <http://www.terk.com/benefits/> Benefits of using Terk
- <http://www.terk.com/setup/> Setup Instructions
- <http://www.terk.com/signal-quality/> Best Quality Signal
- <http://www.terk.com/free-tv/> Receive Free HDTV with Terk
- CONTACT US <http://www.terk.com/contactus/>
- ONLINE HELP <http://voxrightnow.custhelp.com/>
- Channel reception will vary depending on what's being broadcast in your area, signal strength, how far away you are from broadcast towers, as well as your surroundings (i.e. obstructions between your home and the towers).
- All channels are subject to local broadcast availability and not all channels may be available in all locations or in HD.

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The amount and quality of the channels you receive will depend on the following:

- 1) Channels being broadcast in your area
- 2) Broadcast tower locations
- 3) Strength of the broadcast signals
- 4) Line of sight and environmental terrain

Visit <http://www.rcaantennas.net> or <http://www.terk.com/faq/> to find Reception Tips, “How To” videos, FAQs, and more.

There are lots of factors that can affect your TV antenna reception. Visit [rcaantennas.net](http://www.rcaantennas.net) or [terk.com](http://www.terk.com) and use our Antenna Finder zip code tool to see a list of channels being broadcast in your area and to help determine the best antenna to fit your specific need. Or, visit <http://dtv.gov/maps>.