

Troubleshooting guide

Still nothing? Did you run the channel scan?

The single most common overlooked step, and the most important, is doing a channel scan through your television menu when setting up the antenna for the first time. If you move the antenna to a new location to see if the reception is better you will need to run the scan again. Each time you reposition the antenna you will need to do a scan until you find the perfect location for reception.

In order for your antenna to perform you will need to do a channel scan so you can see what channels you will be able to receive. After you connect your antenna to your television a channel scan is the next step. **This step can vary greatly since there are so many different brands of televisions on the market, and no two are the same, you may need to reach out to your specific manufacture for additional assistance. A google search with the brand of your television followed by "customer service number" should locate their technical support number. You may also be able to consult the owner's manual for more detailed instructions on how to run a channel scan.**

Here are generic steps to do a channel scan:

- You will need to run the "scan" function on your television set. This step can typically be located by pressing the "menu" button on your remote and looking for "scan" or "set-up".
- You will also need to make sure that your television is set to "air" or "antenna" and not cable.
- The scan can take just a few seconds to several minutes depending on the number of stations that the television is scanning for.
- Once the scan is complete you should be receiving digital signals through your antenna.

If you need help figuring out how to run the channel scan on your television, please reach out to your television's manufacture for assistance. They will be quickly able to walk you through the channel scan process. If once you have the channel scan completed you are still experiencing issues with your antenna please reach out to Mohu.

Can I use an antenna at my location?

There are many sights that you can use to see if you are in a good location for reception. We suggest that you send us your complete address to support@gomohu.com or call 855-446-6648 (M-F 8am-5pm EST) so one of our antenna experts can do a detailed analysis for you

I am not getting the channels the signal locator said I would!

Our site tool on www.gomohu.com looks primarily for the distance between your zip code and the TV towers. It does not take into consideration if there are terrain issues such as hills, mountains and/or valleys which can impede signals from reaching you nor does it identify if the signal is being transmitted in VHF or UHF.

We would like to offer to do an in depth signal scan to see what kinds of signals are available in your exact area and to determine if the antenna you purchased is the right one for you. If you would please submit a ticket at support@gomohu.com and provide us with your street address and zip code we can do a detailed analysis of the signals you can expect to receive at your address. We can also help you trouble shoot once we determine that you are in a good area to receive signals. We are also reachable by phone at 855-446-6648 (M-F 8am - 5pm EST).

Can I be too close to my TV towers?

An issue that can sometimes occur when you are using an amplified antenna is poor reception when you are very close to the transmitting towers. The signal from the tower can overpower the amplifiers on over-the-air antennas and they won't work with the amplifier on them.

To resolve, we would recommend removing the amplifier and re-scanning for channels. Other customers with a similar situation to yours have had success with this.

Which Way Are the Signals Coming From?

While our antennas are multidirectional it helps immeasurably to have the flat face of the antenna pointed in the direction of the towers so that the signals have as much surface to "land on", so to speak, as possible. While the sides of our antennas *will* pull in signals it's a pretty small area for signals to try and "land". Think of an antenna like a tennis racket. You **COULD** use the sides of the racket to hit the ball but you'd have much more success using the webbing as the designer had intended.

Many site tools will allow you to enter in your complete address so you can get a general idea of which way to point your antenna. **Always** use your complete address so that the information is specific to your location. Even a move of a few inches can make a huge difference with reception.

Why can't I get channels 2 through 13?

Our antennas have a digital VHF and a digital UHF range that vary based on the style of the antenna.

Since 90% of the towers in the US are transmitting in digital UHF most digital antenna companies design their antennas to pull in those signals most efficiently. There are still a few towers that are transmitting in VHF and that can be a little more challenging. VHF signals are always numbered 2 - 13 so if you are getting all the stations that are listed in your area with the exception of a station with one of those number they are transmitting in VHF and you may need a larger antenna. Here are the UHF and VHF ranges for our antennas.

Leaf Metro and Leaf Mini: 25 mile digital UHF range / 10 mile digital VHF range

Leaf 30, ReLeaf and Curve 30: 30 mile digital UHF range / 10 mile digital VHF range

Leaf 50 and Curve 50: 60 mile digital UHF range / 20 mile digital VHF range

Sky 60/Leaf Glide: 75/65 mile digital UHF range / 45 mile digital VHF range

One thing that some people do to be able to pull in the VHF stations that they desire but are not able to get with their digital antenna is add a set of rabbit ears to their set up. Using an A/B switch allows you to connect two antennas to your TV. The Mohu antenna for the digital UHF and digital VHF signals that are in range and the rabbit ears for the VHF signals that are out of our antenna's range. You would "switch" from A to B depending on what channel you were wanting to watch at the time. It can be cumbersome but it is a way to get the channels you'd hoped for. Here's a photo of an A/B Switch for reference and they can be purchased at any retailer that sells electronics.

