FAQ & Troubleshooting for August DTA240

No signal after connection

Possible Cause: TV not set to DTV mode or not DVB-T2 compatible

Solution: Switch the TV to "DTV" mode or use an external digital tuner box.

'No Signal' message Display on TV

Possible Cause: Incompatible TV or too far from signal source

Solution: Ensure your TV supports DVB-T/T2. Consider using a high-gain antenna like the August DTA300 (28dBi).

No channels found

Possible Cause: Weak signal or poor antenna placement

Solution: Reposition the antenna and rescan; try placing it higher or near a window.

Channels lost after moving antenna

Possible Cause: Channel scan not repeated

Solution: Always rescan channels after repositioning the antenna.

Channels found but poor quality

Possible Cause: Suboptimal antenna placement

Solution: Move the antenna closer to a window or place it at a higher elevation.

Magnetic base not holding

Possible Cause: Defective base or incompatible surface

Solution: Contact us for a replacement or refund.