

# Audio Cuts In / Cuts Out Article no. 5323

---

## Introduction

---

### Audio Cuts In / Cuts Out Explanation:

- One channel on all TVs in the home may be a channel provider issue
- One channel or all channels on one TV out of many in the home may *also* be an equipment or connection issue
- One channel or all channels on all TVs in the home may *also* be an issue outside the customer's home

## Resolution Steps

---

1. Check for **Outages** in **BOLT** and **Simon**
2. Verify the Serial Number/ TSN Number
3. Make sure all connections on the converter box and TV are finger-tight
4. Send a Balance Hit
5. Power cycle the equipment
6. If the problem persists, click Create Work Order or Technical Case button on the Work Orders Tab in BOLT

- Click **Create Work Order or Technical Case**, fill out the information as described below and click **Submit**

<b>Trouble Call or Tech Case</b>	Trouble Call
<b>Service Category</b>	Cable
<b>Problem Description</b>	AL - Audio Problem Cable
<b>Select</b>	All Affected Channels
<b>Select</b>	All Affected Equipment
<b>Schedule</b>	First available time that works for the customer

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=412>