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**

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

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