Audio / Volume Too Low Article no. 5325

Introduction

Audio Issue 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**
2. Verify the Serial Number / TSN Number
3. Make sure all connections on the converter box and TV are **finger-tight**
4. Make sure the **Volume** settings are adjusted and TV is ***not*** muted
5. Power cycle the converter
6. Send a Balance hit
7. If the problem persists, click the Create Work Order or Technical Case button on the Work Orders Tab in BOLT

- Click the **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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