

Troubleshooting Guide

Mediatune was designed to work with the CHROME browser on the PC and the Safari browser on the iPad. While you may be able to get other browsers to work, you will have the best experiences using the devices which Technicolor actively supports.

Identification of Key Components

COM46 – The DIRECTV receiver blades (ones that have the DIRECTV logo on them)

QAM6 – The output QAM modulator.

COM360 – The chassis holding all the cards with the power & Ethernet connectors

COM2000 – The entire system



Normal Operating Mode

COM46 LED Status

- Solid: PWR, 9, LNK
- Blinking Fast: AT
- Off or Solid: 1-8

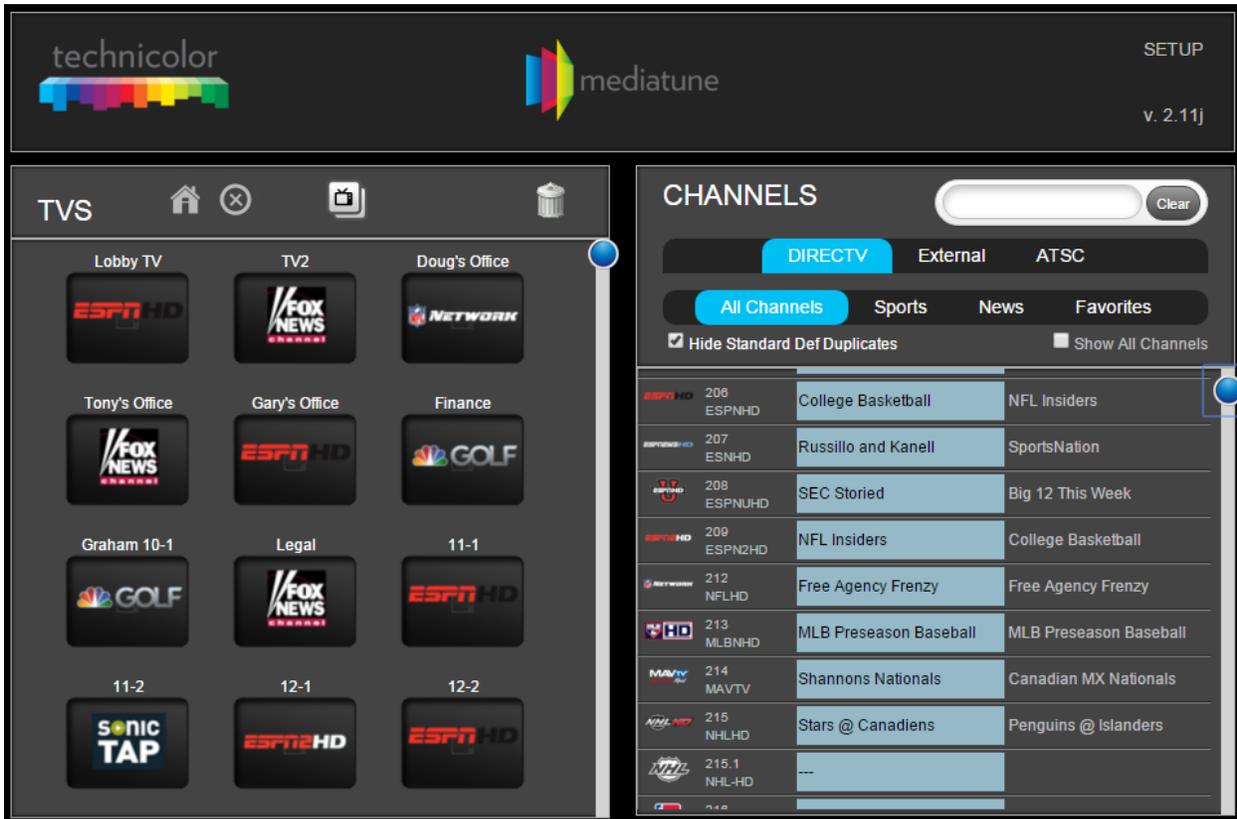
QAM6 LED Status

- Solid: Status, PWR
- Blinking Fast: Link/Activity
- Off or Solid: GRP1, GRP2, GRP3

Basic Operation:

Use Chrome on the PC to browse to the following IP address.

192.168.3.18/mt/mediatune.html, where 192.168.3.18 is the IP address of the card containing Mediatune.



Success!

Video is playing but the TV does not change when Mediatune changes the source

This is by far the most common issue with Mediatune and has to do with the TV being on the right input as well as the correct channel. If you see video, you are on the correct input, but likely on the wrong channel. If using a decoder box at the TV, hit “INFO” from the Comcast remote or RF remote that is for that TV box. You should see a number like 32-1 or 42-2 which is the channel it’s playing. Check with your installer to see which channel the TV should be on to coincide with the Mediatune controller. You should have a table like this handy...

30-1 = TV1

30-2 = TV2

31-1 = TV3

31-2 = TV4

32-1 = TV5

etc...

Make sure the TV is on the correct channel which Mediatune is trying to change! If you are still unsure, please get a list from your installer for you to verify the channels. The golden rule in Mediatune is to NEVER change the channel or inputs on the TV’s once set up. You can **LOCK** the DCI401 decoder boxes and commercial TVs so they will not change channels.

I see the Mediatune interface on my Tablet, but it freezes or nothing happens when I change channels

You are not on the same network as the Mediatune device. This happens a lot when the Wi-Fi network is changed by someone, but never returned to the network where the Mediatune system is. Switch back to the correct Wi-Fi Network, then hit TECHNICOLOR to refresh the screen.

Mediatune shows that its changing channels but I get a logo or no video message at the TV.

This is due to a Windows Explorer or Windows Edge browser error. If there’s a Windows browser anywhere in the system which is opened to the Mediatune page, the browser will LOCK the tuners from changing channels or being updated to the desired channels. Your Chrome browser will show the changes, but the Windows browser will hold the interface from actually making the change.

Try closing all the open browsers to verify. Start with one controller using Chrome to make changes and control the channels, then add other controllers as needed.

No Guide data for the channels that I need

This is a known issue with any SW prior to 03.02.23. Please contact your installer to update the SW on your COM46 cards.

No Picture on All the TV's

No Satellite

If signal is lost on all the TV's, there could be a satellite outage. On the COM46 this is easily evident if the 9 LED on the COM46 is blinking or off. Check the 9 LED and make sure it is solid.

Potential Causes for Satellite Failure

- Rain Fade or Snow Fade
 - Look to see if there is weather in your area or to the south
 - Check if there's snow on your satellite
- Failed DIRECTV SWiM module
 - If there's no weather, it could be likely that the SWM module feeding the COM46 cards has failed. You will have contact DIRECTV or your installer to have the SWM module replaced.

No QAM output

If the 9 LED is SOLID, and you still do not have picture on any of the TVs, this would be due to an improper configuration or a loss of output signal from the QAM6.

- Verify that the QAM6 is showing PWR, Status as solid with a blinking Activity LED
- Verify the RF connections from the QAM6 are in place.

To verify the QAM setup, open a separate page from the Chrome Browser which shows the Technicolor programming interface. This would be at 192.168.3.18. If your Mediatune interface is on a different card IP address such as <172.16.35.200/mt/mediatune.html>, you can reach this interface by removing the </mt/mediatune.html> from the address.

You should see this page...

DIRECTV COM2000

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Commands: [Overview](#), [Discover](#), [PairingInfo](#), [TuneAll](#), [Help](#)
[Refresh](#), [Display](#), [SysInfo](#), [HealthInfo](#), [EPG](#), [Syslog](#), [Lock](#), [ATSC](#), [401](#), [QAM](#)

Sending MDNS
 Refreshing...

Chassis	Slot	Tuner	IpAddress	Port	Channel	SNR	Strength
1	1	1	192.168.1.18	1000	206 ESPNHD	7	-33
		2	192.168.1.18	1001	213 MLBNHD	8	-31
		3	192.168.0.0	0	0	0	-127
		4	192.168.0.0	0	0	0	-127
		5	192.168.0.0	0	0	0	-127
		6	192.168.0.0	0	0	0	-127
		7	192.168.0.0	0	0	0	-127
		8	192.168.1.18	1007	208 ESPNHD	11	-35

Click on the QAM link to see the [QAM](#) page

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EdgeQAM Modulator

Which EdgeQam (192.168.6.1+chassis):

Mega-Bits Per Second

Port = QamChannel * 16 + QamSubChannel

	PortBase	Chan	-1	-2	-3	-4	total
Qam1	16	26	11.0	11.0	0.0	0.0	22.1
Qam2	32	27	11.0	6.4	0.0	0.0	17.4
Qam3	48	28	6.4	6.4	0.0	0.0	12.7
Qam4	64	29	10.6	10.6	0.0	0.0	21.2
Qam5	80	30	10.6	11.0	0.0	0.1	21.8
Qam6	96	31	11.0	11.0	0.0	0.2	22.2
Qam7	112	32	0.0	0.0	0.0	0.1	0.1
Qam8	128	33	0.0	0.0	0.0	0.2	0.2
Qam9	144	38	0.0	0.0	0.0	0.0	0.0
Qam10	160	39	0.0	0.0	0.0	0.0	0.0
Qam11	176	40	0.0	0.0	0.0	0.0	0.0
Qam12	192	41	0.0	0.0	0.0	0.0	0.0
Total							117.7

Control

chassisId = 1, hwVersion = 0.16, swVersion = 1.11.9, tempC = 65
 MAC = 88:c6:ab:22:72:09, licenseCount = 12

baseChannel: A=26 B=30 C=38
 carrierOn: A=1 1 1 1 B=1 1 1 1 C=1 1 1 1
 alternateIp: 192.168.1.250
 tftpIp: 192.168.1.18
 tftpFilename: _____
 reset: 0

Here's a breakdown of what you are looking for on this page.

DIRECTV COM2000



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Qam5	80	30	10.6	11.0	0.0	0.1	21.8
Qam6	96	31	11.0	11.0	0.0	0.2	22.2
Qam7	112	32	0.0	0.0	0.0	0.1	0.1
Qam8	128	33	0.0	0.0	0.0	0.2	0.2
Qam9	144	38	0.0	0.0	0.0	0.0	0.0
Qam10	160	39	0.0	0.0	0.0	0.0	0.0
Qam11	176	40	0.0	0.0	0.0	0.0	0.0
Qam12	192	41	0.0	0.0	0.0	0.0	0.0
Total							117.7

- 1) You see a grid!
- 2) There are numbers in the first 2 column's (-1, -2)

Control

chassisId = 1, hwVersion = 0.16, swVersion = 1.11.9, tempC = 65
MAC = 80:c6:ab:22:72:03, licenseCount = 12

baseChannel: A=26 B=30 C=38
carrierOn: A=1 1 1 1 B=1 1 1 1 C=1 1 1 1
alternateIp:
tftpIp:
tftpFilename:
reset:

If you don't see a grid, reset the QAM, then try to access again via the programming page. It should take 10-15 seconds for the QAM to reset. Push in the small recessed button to the right of the PWR on the QAM6 (or QAM6's).

If you don't see any numbers in the columns and only "0.0", there is no video playing to the QAM. Let's keep going.

Verifying Content is coming from the COM46 to the QAM

On the DISCOVER page within the programming interface, you should see a list of tuners which are being used to tune the content. If Mediatune is successfully tuned to a channel, it should list an IpAddress and Port number for each channel that is currently being played. If no channels are listed, then the COM46's are not tuned—try using the Mediatune interface to tune a channel and verify the tuning on this page.

You can also tell what the satellite level is from this interface. If the SNR values are above 7-8, the signal strength is good and the channel is playing.

Card or channel are not authorized for playback

There are many times that the channels in the Mediatune guide look like they are available, but may not be included in your programming package or blacked out due to programming rules. In this case, you can drag a channel over to the TV in Mediatune, but nothing plays on the TV. To verify this, you can enter the programming interface using a new tab on your browser and enter 192.168.3.18, or the other IP address of your Mediatune system. You'll see that SLOT and CHANNEL column of the grid is GREYED out and there'll be an active link under the SLOT column. Click on the 1 link to see the CAM log. If you see "721 – Service Isn't Authorized" or "Blacked Out" you won't be able to tune that program.

Resetting the COM46 cards is not required!

Resetting the COM46 cards or QAM6 cards should never be necessary in a properly formatted system running the latest code from Technicolor. If you are pressing the reset button or have clients who are doing this on a regular basis, please try to understand the reasons behind this philosophy and contact Technicolor to make sure the system is up to date with the latest code. A system should never have to be reset, although resetting the system does force other activities which could be done separately.