



The Life Channel - Troubleshooting Tips

Please note that your system will match one of the three systems pictured below. These troubleshooting tips will vary depending on the system you have.



Please keep the system turned on at all times (applies to all three systems)

Remember to leave your system switched on at all times. If you turn the equipment off, the system will not receive our latest content, and your patients will be watching the same programmes month on month!

Rebooting the PC (applies to all three systems)

Should you experience any problems with The Life Channel equipment, they can often be resolved by simply rebooting the equipment.

Press the power button on the PC (top button), and hold it in for 2 seconds. Ensure that the green light goes out.

Leave the PC off for 1 minute.

Press the power button on the PC again (top button).

Rebooting Your Modem (picture 1)

If your system is like picture 1 and the lights on the modem (the smaller box on top of the PC) are not on, or there is one or more lights off, please turn the modem off. The simple process to reboot this piece of equipment is detailed in the diagram below.

**Turn off the mains supply to the modem (BT Voyager, Draytek or Speedtouch) OR
If there is a power button on the back of the modem, press the button to switch the modem off.**

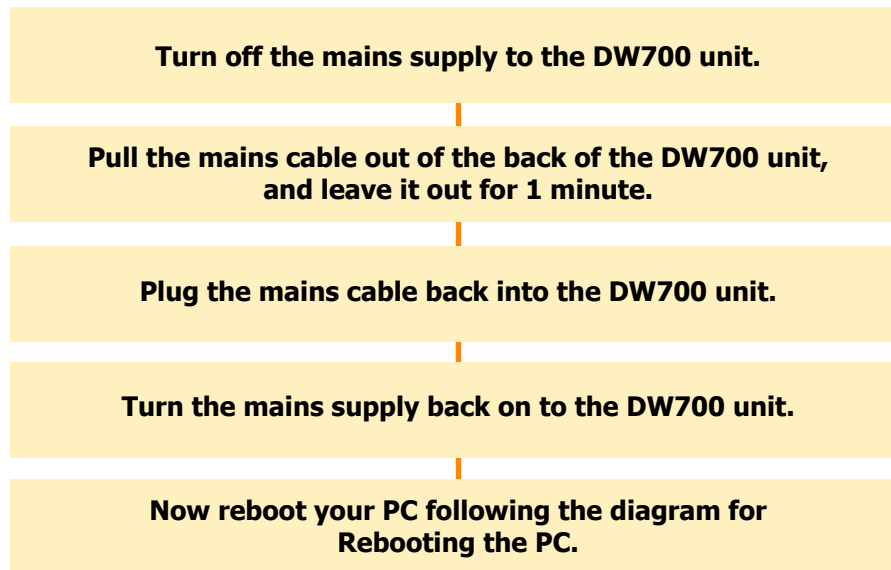
Leave the modem off for approx 30 seconds.

Turn the mains supply back on, or press the power button to switch the modem back on.

Now reboot your PC following the diagram for Rebooting the PC.

Rebooting Your DW Unit (picture 2 or 3)

If your system is the same as the one shown in pictures 2 or 3, check the DW700 (small black unit with 5 blue lights). If the lights are not on, or there is one or more lights off, please reboot your DW700 unit. The simple process to reboot this piece of equipment is detailed in the diagram below.



Other common problems

No picture on your screen

Check: Is your screen switched on at the plug socket and on the screen itself?

Check: Is your Life Channel PC switched on? (look for the green light on the power button of your PC).

TRY and REBOOT all your equipment if you answer YES to the above.

Picture frozen/No picture but sound/No sound but picture/Fuzzy screen

Check: Are all the cables behind the screen secure?

Check: Are all the cables behind the PC secure?

Check: Is the screen on the PC channel? If you turn your screen off at the mains, and turn it back on, this usually defaults back to the PC channel.

**IF YOUR PROBLEMS PERSIST, PLEASE CALL THE HELP DESK ON:
0844 579 0880**