

Subject: P80 – Channel Scanning Best Practices

P80 consoles will not play a facility's TV channel lineup direct from the factory. The P80 console must first be configured with the facility's channel lineup. This tech tip covers common calls Precor receives related to scanning and tuning TV channels.

Frequently Asked Questions:

- How do I perform a channel scan?
 - A channel scan is performed by following these steps:
 1. Press the "secret handshake" key sequence: While holding the pause button, single press the channel up, volume down, volume up, channel down.
 2. Enter the Customer Admin password - 5651565.
 3. Navigate to System Settings -> TV Settings -> Channel Guide.
 4. Press the Scan button and wait for the scanning process to complete.
 5. Press the Back button and select a default channel.
 6. Press back to exit the Admin menus.
 7. Reboot the P80 on any unit after running a scan for channels.

- Why are there are only two TV channels listed in the channel guide?
 - Each P80 console is tested for proper operation by scanning and tuning two channels during manufacturing. The two channels will be listed as 15.1 and 15.2. Therefore, the two channels you see likely indicate the need to perform a successful channel scan.
 - Delete those two channels and perform a new scan as part of the installation process.

- Why do channels not play after I have performed a scan?
 - Although channels may appear in the channel guide, this is not an indication of the ability to tune.
 - You must recycle power on the console after scanning for channels.

- Why did I lose TV on all of my P80 consoles?
 - A cable provider will change their channel lineup without notice. This impacts the P80 because of its requirements to tune and lock-in channels.
 - Turn off "Skip Unnamed Channels" to regain any lost digital channels.
 - Perform the rescan process on one console and review the results.

- Reminder: Version 4.0 or later software performs a "fresh scan" deleting all channels during the scanning process.

Please contact Precor Customer Support with any questions regarding this service bulletin @ 1-800-786-8404