

## Frequently Asked Questions

### How many channels can I receive?

The number of channels you can receive will be determined by what is being broadcast in your area. Channel reception will vary from location to location based on terrain (including trees, buildings, hills and mountains). The fewer obstructions, the better your chance of receiving strong digital signals. Go to <http://dtv.gov/maps>. Enter your address for a listing of likely channels available in your area.

### Do I need to use the External Amplifier?

The amplifier can enhance signals weakened by obstructions between you and the broadcast towers. If your TV picture is not crystal clear, or you are unable get weak signals from distant towers, you need to use this amplifier to boost the weakened signals.

**Note:** We do NOT recommend using the amplifier if your house is very close to the broadcast tower and the signal is already very strong. A booster will cause self-oscillation and you may actually end up getting fewer signals than without it.

### Will all the channels I receive be High Definition (HD)?

Not all digital signals are High Definition (HD). Make sure you are using a High Definition Television (HDTV) with built in ATSC tuner. When connecting the antenna to a third-party receiver, make sure it is capable of receiving HD. Otherwise no HD channels can be picked up.

### Will the picture be better than cable?

All cable companies compress their HD signals. The result is a degraded signal that is usually inferior to ATSC broadcast. Many factors determine whether your picture quality will be better in every instance. However, your picture quality should greatly improve using your 1byone® ATSC compatible digital antenna.

### Can I connect the antenna to multiple televisions?

Yes. However, the signal should only be split between multiple HDTVs if using an amplified antenna.

## Troubleshooting

### What if I can't receive a signal with my 1byone® antenna?

1. Check to make sure you have correctly connected the antenna to your HDTV or third-party HD receiver. See the Setup Guide under, "Connect the Antenna and Amplifier" in this manual.
2. Re-Scan for Channels. See the Setup Guide under, "Scan for Channels" in this manual.
3. Reposition the antenna in a different location.  
Facing the direction of the broadcast tower is usually best. Signal strength will vary based on certain conditions. Distance from the tower, hills, buildings and even tall trees can impact reception. Always re-scan for channels after moving the antenna.
4. This is an amplified antenna. If a signal cannot be received with the external amplifier, remove the amplifier and try again. In some instances, the amplifier may cause self-oscillation, which may interfere with the signal.

### The picture or sound freezes while I am watching a channel, or there are boxes in the picture.

This is often caused by a weak or intermittent signal. Try moving the antenna to a different location or aiming it in the direction of the broadcast tower for that channel.

## Note

To check the exact distance from your residence to the nearest tower, go to - <http://dtv.gov/maps> and type in your zip code. You will then have a better idea of what you should expect in the way of reception.

## Customer Service/Kundenservice/Service Clients Atención al cliente/Assistenza Clienti/カスタマーサービス

### US

To ensure speedy handling of your issue, please call or email us for assistance.

Phone: +1 909-391-3888  
(Mon-Fri 9:00am - 6:00pm PST)  
Email: [ushelp@1byone.com](mailto:ushelp@1byone.com)

### UK

To ensure speedy handling of your issue, please call or email us for assistance.

Phone: +44 158 241 2681  
(Mon-Fri 9:00am - 6:00pm UTC)  
Email: [ukwebhelp@1byone.com](mailto:ukwebhelp@1byone.com)

### FR

Pour vous assurez une assistance rapide en cas de problème, veuillez envoyer un e-mail.

Email: [euhelp@1byone.com](mailto:euhelp@1byone.com)

### IT

Per supporto immediato in caso di bisogno, la invitiamo a contattarci via email.

Email: [euhelp@1byone.com](mailto:euhelp@1byone.com)

### CA

To ensure speedy handling of your issue, please email us for assistance.

Email: [cahelp@1byone.com](mailto:cahelp@1byone.com)

### DE

Für eine zügige Bearbeitung ihres Problems, melden Sie sich bei uns wie folgt.

Email: [euhelp@1byone.com](mailto:euhelp@1byone.com)

### ES

Para garantizar una rápida atención de su problema, favor envíenos un email para ayudarle.

Email: [euhelp@1byone.com](mailto:euhelp@1byone.com)

### JP

お客様の問題が直ちに解決されるため、ぜひメールにて弊社までご連絡ください。

Eメール: [jphelp@1byone.com](mailto:jphelp@1byone.com)



## Digital Outdoor HDTV Antenna

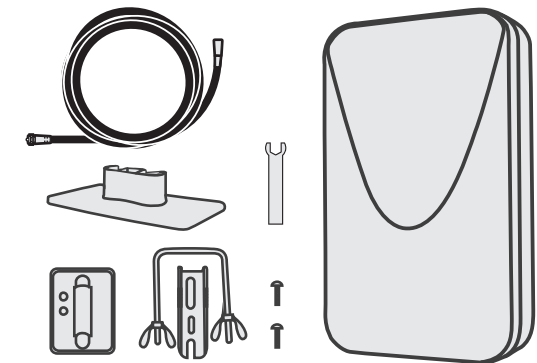
Model OUS00-0679



**Congratulations!** You have just purchased the finest, technologically advanced, easy-to-install, HD digital antenna for Outdoor use. **1byone®** products have been rated "best sellers." We hope your investment in this quality antenna will give you and your family years of enjoyment. Thank you for your purchase and your support. We invite you to visit our website at [www.1byone.com](http://www.1byone.com) for other high-quality products.

### Package Contents -

- Antenna body
- Stand
- Mast bracket & Water-proof cap
- 20ft cable
- Plastic Wrench (Spanner)

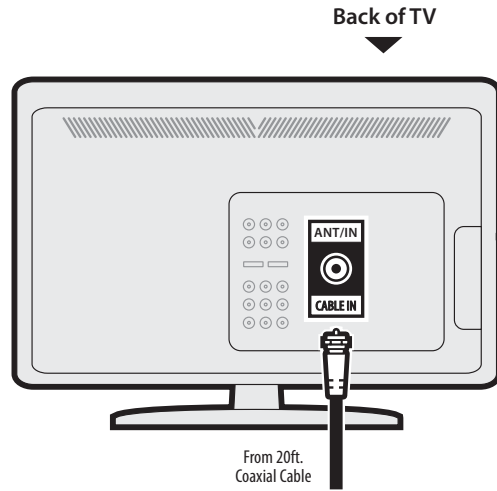


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60 mile maximum range possible. Individual experiences may vary.

## 1. Connect the Antenna on the back of Your TV

Connect the 20ft. coaxial cable to the **ANT/IN** or **CABLE IN** port on the back of your TV. Note: For TV's that require a tuner box, connect the coaxial cable to the tuner box ANT/IN or CABLE IN port.

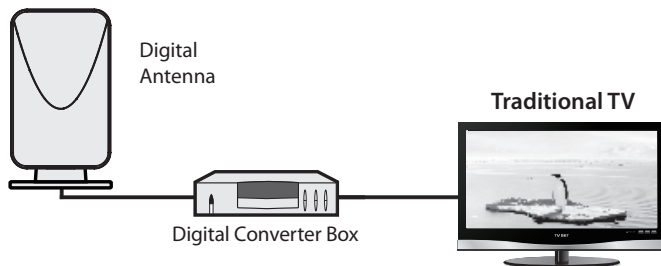


See the “Final Configuration” Illustrations below for both connection options-

### ① When connected to HDTV with built in digital tuner

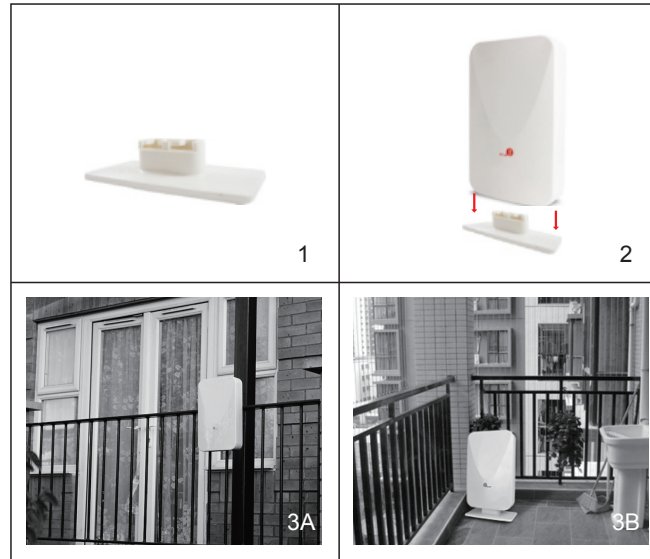


### ② When connected to TV through digital tuner converter box

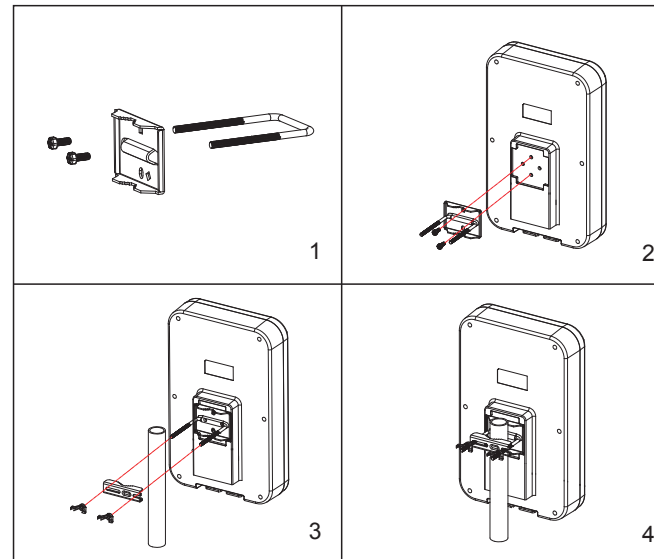


## 2. Mount Antenna

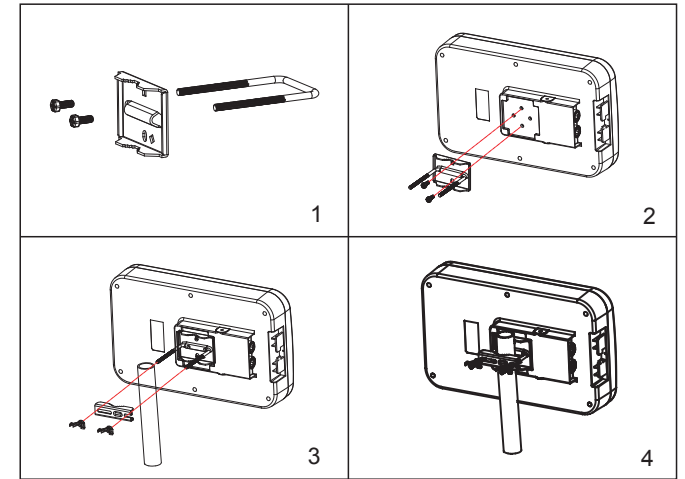
**Picture 1:** Install the antenna in living room or Balcony (highly recommended)



**Picture 2:** Install the antenna vertically



**Picture 3:** Install the antenna horizontally



**Note:** Test your antenna location after scanning for channels & before final mounting. In some instances, you may decide to relocate the antenna for better reception. See “Antenna Placement Options and Tips”.

## 3. Scan for Channels

- In the TV's setup menu, set the mode to Antenna or Air. Refer to the TV manual for detailed instructions.
- While in the TV's setup menu, set TV to scan for channels. This can sometimes be listed as auto-program, channel search or channel scan. Consult your TV manual for detailed instructions.

### Antenna Placement Options and Tips

TV reception and quality depends on the distance from the transmitting tower to your home. Surrounding environments may also affect signal strength and reception.

If your reception is sporadic or needs to be improved, try the helpful tips below,

- Placing the antenna in a higher location may result in better reception.
- Placing the antenna facing the broadcast tower may result in better reception.

**Important:** Always re-scan for channels whenever you move your antenna.