

Winegard® FlatWave™ Digital Indoor TV Antenna

CHANNELS

1. **What channels does the FlatWave receive?** The FlatWave can receive programming from all the major local broadcast networks (ABC, CBS, FOX, NBC, PBS) plus additional networks (Qubo, ION, The CW, Universal Sports and many more). Where available, the FlatWave also receives local news, weather and educational programs that cable or satellite may not offer.
2. **How many channels will I receive with the FlatWave?** The number of channels will vary from location to location. Generally speaking if you live in or near a metropolitan area you will receive more channels than if you live outside a metropolitan area. Each location is different.
3. **How can I tell what channels are broadcast in my area?** Check the local listings for your location. A good reference is www.dtv.gov/maps - just enter your physical address and it will list the available channels for your exact location.
4. **Does the FlatWave get HD channels?** Yes. The FlatWave receives HD channels.
5. **What digital frequencies does the FlatWave receive?** The FlatWave receives high VHF and UHF digital TV broadcast signals.
6. **Do I need to pay for programming?** No. Local programming received through an over-the-air antenna, such as the FlatWave, is FREE. No monthly payments to worry about, no contracts, no price hikes.

TELEVISIONS

1. **Can I use the FlatWave with more than 1 TV at a time?** No. The FlatWave is designed to connect to a single television at a time. Splitting the antenna between multiple TVs degrades the signal. One FlatWave per TV provides the best performance.
2. **Does the FlatWave work with any TV?** Yes, as long as the TV was manufactured after March 1, 2007 or has an ATSC tuner (aka ATSC receiver or HDTV tuner). If not sure, check your television owner's manual.
3. **Can I use the FlatWave with a laptop or PC?** Yes, as long as it has an ATSC tuner with a 75 OHM F-jack connection.
4. **Can I record or DVR programs with my FlatWave?** Yes, if you have a DVR with an ATSC tuner.
5. **Can I hang the FlatWave right behind my HDTV?** Yes, unless you find that the signal strength is not strong enough, then you may need to reposition the antenna higher and rerun a new channel scan.
6. **Will this still work if I keep my cable/satellite?** Yes. The FlatWave is great to complement to your existing system since it can receive programs your satellite or cable package may not offer. It is also great for TVs without set-top boxes or for adding TVs to rooms without cable/satellite. Many customers use cable on their main TV, and the FlatWave in the bedroom for example. FlatWave is also great as a back up during reception outages with cable/satellite.
7. **Will my picture be snowy?** No. With digital you will have a crisp clear 100% digital and HD picture.

INSTALLATION/SET-UP

1. **How do I set it up?** 1) Position the antenna where you plan to place it, 2) Connect it to the 'Antenna In' Jack on the back of the TV, 3) Run a channel scan.
2. **Where do I connect the FlatWave to my TV?** Connect the coax cable from the FlatWave into the 'Antenna In' coax port on the TV (location may vary based on the TV)
3. **How do I run a channel scan?** Refer to your television owner's manual. For additional assistance, go to www.dtv.gov or contact Winegard Technical Service at 1-800-788-4417.
4. **How do I know where the signal is the strongest?** The higher the antenna, the better. And, the fewer obstacles between the antenna and the tower, the better chance you will have of finding a strong signal. Finding TV signal is similar to cell phone coverage. Sometimes walking a few feet in one direction will make a difference between getting signal and no signal. Try positioning the FlatWave in a couple locations and doing a channel scan each time to determine which location is the best.
5. **How does the FlatWave mount?** The FlatWave comes with 2 Velcro® strips that can be used to hang the FlatWave on the wall, behind a picture frame or on the window. If Velcro is not sufficient, the antenna can be mounted to a surface with nails. The FlatWave can also be laid flat on a surface if hanging is not preferred.
6. **Is there a wrong way to hang the FlatWave?** Yes. Be sure to have the coax cable running from the top or the bottom of the antenna and not the sides.
7. **Can I hang the FlatWave right behind my HDTV?** Yes unless you find that the signal strength is not strong enough, you may need to reposition the antenna higher and rerun a new channel scan.
8. **Does it come with a stand as shown in the commercial?** No. The FlatWave is designed to either be hung up vertically or laid flat horizontally.
9. **Does the FlatWave come with coax?** Yes. The FlatWave comes with 15' of coax cable. Most other antennas only include 6' which may limit your ability to place the antenna where the signal is the strongest.
10. **Can I connect to more coax?** Yes. Connect the provided coax cable to a barrel connector (not included) and connect it to the additional coax cable.
11. **Is the FlatWave an outdoor antenna?** No. The FlatWave is designed for indoor use only.
12. **Can I put the FlatWave in my attic?** No. The FlatWave is not designed for extreme temperature variations which may occur in the attic.
13. **Is there a difference between the white side and the black side when it comes to performance?** No. Performance is the exact same. The colors are to help blend the antenna into any décor.
14. **Can I paint the antenna?** No. It will likely affect performance and will void your warranty.
15. **I live around a lot of trees, will the FlatWave work for me?** Trees, buildings and other obstacles may affect signal. The fewer the obstacles, the better chance you will have at getting good reception. Try it and send it back if it doesn't work.

PAYMENT AND SHIPPING

1. **What is the benefit for making a single payment versus 2 payments?** You will receive priority processing whereby your order will be given priority over all other 2 payment orders which means you will receive your FlatWave faster.
2. **When will the 2nd payment be processed?** 30 days from today's date.
3. **When will I receive my FlatWave?** Your FlatWave should arrive within 7 – 10 business days. Rush delivery options are available.

WARRANTY

1. **What is the warranty?** 90 days from the date of purchase.
2. **What is the return policy?** You may return the product within 21 days of receipt of your order as long as the item is in its original condition. The item cannot be disassembled or damaged by incorrect installation. Winegard is not responsible for installation errors. Product returns that are returned for credit will be subject to a 10% restocking fee.

AFTER THE SALE QUESTIONS

1. **It's not working.** First check your connections and rerun a channel scan. If it still isn't working, try relocating the antenna and running a new channel scan. If you are still experiencing trouble, contact Winegard Technical Service at 1-800-788-4417 Monday – Friday 7:30 – 5:30 CST, and on Saturday 8:00 – 3:30 CST or email offairtechhelp@winegard.com.
2. **I'm not getting a specific channel. What should I do?** Try repositioning the antenna and rerunning a channel scan. If you still are not satisfied, contact Winegard Technical Service at 1-800-788-4417, Monday – Friday 7:30 – 5:30 CST, and on Saturday 8:00 – 3:30 CST or email Winegard at offairtechhelp@winegard.com.
3. **My neighbor is getting a channel and I'm not. Why?** Terrain and obstructions affect what channels you receive. The fewer the obstructions, the better your chance for getting strong digital reception. Try moving the FlatWave to a different position (higher, on the wall or window) and run a new channel scan. Repeat this process until you find all the channels you are looking for. If you still are not satisfied, contact Winegard Technical Service at 1-800-788-4417, Monday – Friday 7:30 – 5:30 CST, and on Saturday 8:00 – 3:30 CST.
4. **How do I improve my signal strength?** Moving it away from other objects and structures or placing it higher can often improve reception. Always rerun a channel scan every time you move the antenna.

For additional technical assistance, go to www.dtv.gov/maps or contact Winegard Company directly at 1-800-788-4417 Monday – Friday 7:30 – 5:30 CST, and on Saturday 8:00 – 3:30 CST or email offairtechhelp@winegard.com