

Yahoo Group:

Posted by: Dreadeye Tue Nov 4, 2003 3:30 pm

Pretty much a total fiasco. Box locks up continuously. Very experienced installers had not been provided with adequate information by VOOM. Had to hard reboot a couple of dozen times. Currently have satellite acquired but can't do anything without box freezing. VOOM tech support told installers that there are massive problems with the downloads and that I am one of the few that actually is getting any picture. Advised patience while they "work out the problems". Good luck, y'all!

Posted by: wesley133 Tue Nov 4, 2003 5:15 pm

I can't get any OTA stations. The installers called VOOM and were told that it was a problem. But many people are reporting no problems with OTA. Can you comment? Also, so SD OTA channels show up, and be displayed by the voom box, or just HD?

A few notes. The box hasn't lock up at all, but a few times a channel will be all black, no picture or sound. If I change the channel and go back, that usually solves it. Picture quality is Very good. Discovery HD just started showing some real HD and I was impressed.

I did notice some macro-blocking (?) on the weather channel. There was a blue block in the lower right corner that kept popping up from time to time. The other channels don't have this.

The soccer game on the World Sport channel looks unbelievable when you first turn it on. After a while you do notice some pixelation, but it still is very good.

Rush HD was showing some board surfing that also looked really good.

Standard Def channels also vary, but they seem to be better overall than D*.

One question for other users out there.....do you know of a way to bring up the channel guide at the channel you are on? When you push the Voom button and select one of the options, it always takes you to channel 100, very annoying.....

Posted by: markrubin83 Tue Nov 4, 2003 6:02 pm

well my box got nailed: the installer did not even stick around to troubleshoot;

my VOOM box is DOA and I am very disappointed: a total fiasco from my point of view: spent 8 hours trying to get the thing to reboot/work: called VOOM and told them to take it away

today was my VOOM installation day

the installer arrived saying VOOM had never shipped him a box or dish, but he had one for a Sears store on his truck

he knew nothing about an OTA antenna

he installed the dish and got a signal level of 30: called to activate the stb, and got a trip count on the report back screen

now the download starts; we wait 30, 60, 90 minutes- installer leaves saying he has other installs- I have tried to get this stb to work for over 8 hours-

turns out I was one of the unlucky ones whose box was sent a fatal download- the box is DOA- calling VOOM is a useless waste of time

I give up

Mark Rubin

Posted by: rdavidson75 Tue Nov 4, 2003 7:27 pm

After getting confirmation yesterday that my installation was on schedule, I settled down for a good nights sleep, dreaming of good things to come....

When the alarm company called at 4:30AM and said the alarm at my office had been tripped, I should have known it was not going to be a real good day. A quick trip to the office and a meeting with local police showed the alarm was just some door rattler, so back to sleep. About 10:00AM, the installers office calls and said the installer was having vehicle problems, wanted to put off for another day. After I informed them that I had taken the day off, and scheduled the replacement of a heat pump for the same day as VOOM, he said he would send a different installer.

The second string installer (and her son) arrived a little after

3:00PM, and quickly installed the Stealth antenna, and the dish. Spent the next three hours trying to get a signal from the dish. About two hours of that time on the phone. I asked them if this was their first install, and they said yes, but they were not supposed to tell me that. They had done over a thousand direct & dish installs, and they acted like they knew what they were doing. I overheard her say to the tech on the phone "What do you mean by PUNT?" They were very sorry, but it was after 6:30 and had a 3 hour drive to get home, and were not making any progress.

I am to call the installer in the morning to reschedule the install.

The installation technicians were back today, got the system to the point where it would show the demo channel behind the menu, but the menu would not go away. Would not tune directly to any channel, and hitting the channel up button froze the box.

Analysis from tech support: The Box Is Dead.

The installers now have 12 hours of driving time to install a dead box.

Well, I guess the third time is a charm.

(Maybe VOOM can FedEx the receiver to me? I've got the install procedure down pat after only 10 attempts)

Good Luck! Maybe I will get this installed by SuperBowl.

GOOD LUCK !

Posted by: mmwheeler Wed Nov 5, 2003 9:31 am

My install lasted almost 4 hours yesterday. The software download took the longest.

I too am having problems with locals, Melbourne, FL, transmit towers about 45 miles. Did not use the stealth as I already had a high gain vhf/uhf antenna (rated ~120 miles). They did put in a diplexer. I previously was receiving all locals with my sony hd-200, with a strength of about 75-94.

With VOOM I get 2-3 out of 11 possible.

Wilt

Should I remove the diplexer and run a separate cable for the antenna or do you think it is a software issue. Voom it self is great, very good picture. I also, have Directv.

Thanks

Posted by: Dreadeye Thu Nov 6, 2003 8:35 am

Apparently I got a bad box.....needs to be replugged numerous times before it comes to life, then after getting a channel it won't recognize the remote, then it loses sound. VOOM says I need a new box.

The problem is they say I should hear something in 24 to 48 hours (WHAT?) and my installer hasn't responded to 2 e-mails and a phone message.

I'm not feeling warm and fuzzy about the VOOM experience so far!

Mark

Intalled Tuesday AM.....bad box.....still don't have any word on when or how I'm getting a new one. Spoken to VOOM twice, e-mailed installer twice and left him a message once. VOOM says installer will call me, installer e-mailed today and said he "thinks" the new box will be sent direct to me.

Posted by:phoenixvoomer Sat Nov 8, 2003 12:46 pm

Installs INC is a complete no show 11/4.

Voom was installed 11/5. Before installation I could get local DT channels (over 10 if your include Spanish & religion). Now I only get 4 over VOOM and 2 have no sound. And I have the same problem of changing channels and losing audio on the OTA channels that do work. Installs INC is to come back out 11/6. I turned the VOOM box off for the night with the remote and the next morning fired it up. The Sat. Signal light on front of box went from green to red.

I couldn't do anything. No video, no audio, no response at all. I had to unplug the box. It then returned to normal except grid info was lost.

11/6 installs INC doesn't make it (they do call however). They are now coming

out 11/10 to adjust OTA channels.

11/7 VOOM tech. support called to check service to date. I mentioned all the problems and was told they will call me back next Tuesday after Installs INC returns. One tidbit they told me was to leave my box on always (at least right now), all updates are done at night and will not occur if box is off.

PROBLEMS

I am having a problem accessing content with the remote. For EX MUSIC>RAVE>WATCH or OK then the VOOM box will tune into the first local channel (ch 3). Even if choose MUSIC>RAVE>INFO>OK it still goes to the 1st channel. I have also noticed this is only when I choose the first item on the grid list.

And on a few occasions I have had problem when changing from any SD to HD channel and losing the video. I just channel up and down and it returns.

And my last problem is the content on some of the HD channels seems to repeat often and I have only had the service 3 days!

I have made some good contacts of installs INC management in NY and at Rainbow/VOOM. EMAIL me if you want them.

The quality of the HD content is great, even the older movies that have been retooled. And Japanese World Series in HD is pretty cool!

Posted by: famillecoiscault

Sat Nov 8, 2003 3:33 pm

I have been a kind of lurker to that forum for over a month and 1/2 and today was my V-day; I wish it would have rimed with victory but it did not.

As most of my fellow Voomers, the Installs guys were on time and very polite; they showed up at 8 45 AM, started the all installation process. At 10 AM they turned the box on to download the software, then nothing :-(. The signal was not strong enough indicating -12 to -16 (-20 being the minimum for the automatic download to start); meanwhile the meter that the installer used to check the system showed a signal. Well, living in the penthouse of a 13 stories building, the dish has no obstruction whatsoever facing south east, the nearest building facing that direction is 3/4 of a mile away. Bottom-line, the problem had to be between, the LNB and the receiver. Well, they ripped off 2 other Voom boxes to take the different parts, dishes, LNB's, receivers, nothing, nothing and nothing. Maybe the brand new cable between the dish and the receiver was faulty, they changed it twice, nothing. After 8 - 10 calls to Voom techs and Installs techs in 5 hours still no signal. It is only at 2 15 New

York time, that the explanation came up, 6 others installers had the same problem and all installations were canceled till Monday.

I do not want to spread some inaccurate info therefore I hope Wilt or other will explain what was wrong with our installation this morning.

I still have faith with Voom but I need to be cheered up (I am a believer and was so excited I woke up at 4 AM this morning).

Any Info will help

PS the 2 installers after losing their day had no more juice in their car, I had to power jump their battery.

What a day ;-)

Posted by: imaoHW99 Sun Nov 9, 2003 11:28 pm

I have had the service for 24 hours (after sitting for 2 days for 8 hours with no shows from installers, and then having the installers spend 7 hours yesterday and give up - box started working after they left) and have had the box lock up 17 times.

Thats 17 lockups in 24 hours!

Sometimes it happens when scrolling thru the mini guide (bottom of screen). Sometimes while navigating the full guide.

Several times when getting to channel 243.

Sometime after watching for a while I go to change the channel and the box does not respond to the remote or front panel.

In addition the power off on the remote never works. The power off on the box never works either (does work for rebooting the system).

Now to local channels. I'm in NJ but get my OTA from Philly. The channel guide has NY stations which is useless. At least let me tune individual channel numbers manually. I don't even need them stored!! Although that would be nice. Automated channel find, like every other tuner has should have been included.

I have called VOOM several times with the lock ups to no avail. They say I need to talk to Motorola and that they won't be in until Monday. They want me to call them back. You would think they could

call me.

I hope they can fix this box soon. I sure do want the HD but not if I am rebooting 17 times per 24 hours. My wife just keeps on saying "how much did you pay for this?"

Posted by: Mel Ott Wed Nov 12, 2003 6:42 am

Group,

Had my VOOM installed on Friday of last week.....took 4 hours as the installer was on his first such install. He needed to call his boss quite often to see what to do next for the software updates...but finally all went okay for the STB portion....we never did get the OTA antenna and diplexer to work so I told him to take the stuff down and just leave me with STB. I already get my OTA channels via a Sony HD200 and a Terk antenna.....located at the SAME position of my roof as was this new installation so I KNOW that there are problems with that diplexer.....and the installer had to install a new circuit board in the VOOM supplied antenna.....to no avail.

I am only getting a 41 signal strength reading.....the "boss", over the phone told me that is was SUPER and I should be happy. I think he just wanted to be happy himself and get his installer onto the next job.

I am unable to sign in on the VOOM website to a correct profile.....the one that jumps up at me when I sign in says that I have "declined to purchase" and therefore " cannot setup install date". <g>

Over all picture quality seems to be BETTER than DirecTV for the HD portion.....but I feel that the SD signal is of less quality than provided by the Sony HD200 tuner and DirecTV.

I really want to see an indepth program guide....you just can't find out what is on for TOMORROW until that becomes today. <g>

This looks like a "rush to market" before all the systems have passed enough tests for consumer usage....luckily I feel that most of us that have taken the early jump to purchase are quite HD knowledgable and can cope with some of the quirks.

The 30 day free trial period needs to be extended in my opinion...I feel a customer ought to get the full line up of channels for 30 days in order to make his final decision to return or keep.....I feel that many customers will have the system removed unless programming increases and unless there are easier ways to see what is being transmitted for program selection.

I just subscribed to this Forum this morning so have not had a chance to read all of the messages so I would appreciate it if anyone has any "straight skinny" on what is coming SOON to add to the current channel lineup and just WHEN we might get that real programming guide.

Regards,

Mel Ott
Merritt Island, Fl

Posted by:jawa Wed Nov 12, 2003 11:33 am

I got Voom in Chicago a week ago, and still do not have the locals.
I would not order until they fix the local mapping problem.

Posted by:lcvp_lp
Sat Nov 15, 2003 4:10 pm

After my initial excitement and being among the first to sign up, i
have now given up.

My November 1 install was changed to today, and no one showed.

This service is not ready for primetime, and I resent being a beta
tester, where i have to pay.

Posted by: ubidubi
Mon Nov 17, 2003 4:59 pm

Had the appointment for 8-12 this morning. As I had received no
confirmation (phone, email, etc.), I called VOOM this morning. I was
told the install was all set and they would be by sometime in the morning.

As 12:30 rolled around, and no one had shown up yet, I gave VOOM
another call. After checking, and then having me hold while he called
Installs Inc., I was told that the equipment was shipped to the wrong
area. I was given the number for the installer and told to call them
to make sure that everybody got it right this time.

Talked with the Norcal Installer (who is in Santa Rosa and I'm in
Grass Valley on the other side of the state.). They stated that
Installs Inc had made the appointment, but didn't let them know.
Therefore, they claimed to know nothing about my appointment even

though they did have my equipment in their storeroom, and now that they know what it is for, they will ship it to their installer in my area.

The install has been rescheduled for Thursday. It is nice to know that I am not the first one who has had a no-show from the installers.

Items of note: The company seemed very unfamiliar with the different OTA antennas that are available for the VOOM install. He read from a form that said VOOM wanted them to install the Stealth first, and confirm that it didn't work, and then they would be authorized to use a different antenna. He seemed to indicate that if the Stealth did not work, they would have to come out another time to install a different OTA antenna. They do not carry the other antenna on the truck. He didn't know what the other antenna would be, nor could he tell me what might be included in the "normal installation". I was curious as to whether they would put it on a mast, or install it off the house, for no additional charge.

The worst part of the whole experience was having to listen to the "music on hold" at VOOM. Can't they patch something from one of the Music Choice channels? I thought I was at a funeral.

Here's hoping that Thursday goes better....

Ross

Posted by:ubidubi Thu Nov 20, 2003 4:04 pm

Had the installation scheduled for Monday. No one shows up. Everybody blames the other guy. Reschedule it for today (Thursday).

Installer shows up. Says this is his first VOOM install and that he usually does DirecTV. First problem...no OTA antenna in box. No stealth, no yagi. There is a 8VSB module. He drills a hole in the wall for the cable and then goes and mounts the dish on the house. He told me he had no training for VOOM, just was handed a box and told to install it. After spending an hour trying to get a decent signal (-9 was the best), he calls VOOM tech support (he didn't have the number for it and I had to give it to him). After VOOM gave him the look angles he said that he can't see it from the house at that angle. It seems he wasn't looking in the correct location for the first hour of trying. He then gives up and says that MAYBE if we put a tripod on the roof, we can see the satellite. He takes down everything and puts spackle in the holes. I now have white spots on the inside and outside of the house.

Called the install company about fixing the holes to match the rest of the house, they said to call VOOM and as they know the satellite they are using is low, they are prepared to fix things like this when it doesn't work out. Called VOOM and was conferenced with Installs Inc. The gentleman from Installs Inc seemed concerned about the whole situation. Explained that they are aware of the problem with scheduling the installs. He seemed very concerned about the lack of knowledge that my installer had about the system. His suggestion is that he call the install company and see if they have any installers that have done VOOM installs before. He would like to give it another try with another installer. If not, he says he will have someone come out to take care of the holes. He is supposed to call me back....

We shall see.

Comment from the installer as he was taking the VOOM dish down "If you want HD satellite TV, get DirecTV".

Ross

Posted by:Tim Rudolph Thu Nov 20, 2003 8:39 pm

Well I was very much looking forward to VOOM being installed in the morning. I even called Installs Inc to confirm they were heading my way tonight around 7PM.

I just got a call saying my Appointment is postponed because they dont have:

- 1) Equipment
- 2) A qualified Technician

Of course I rescheduled a west coast trip and other logistics to be here.

I mentioned that I have a 61.5 antenna up, an OTA antenna up & just need to plug in the box. They said they didn't have the box nor a qualified technician (despite the latter not being needed, trained or not).

Whoever said it was time for self installs is 100% correct, even if a liability form needs to be signed.

Thgis is VERY
disappointing!!\n!!!!!!!!!!!!!!

Now I'm supposed to call them to find out when I'll be graced with a new appointment!!!!

Tim

AVSForum:

posted by Alcyone11-10-03 11:29 PM

voom-denied, and kid's room left for dead

Hey Folks,

I just moved into a new house and have been waiting patiently since mid-October for my only sat broadcasting, VOOM.

My VOOM install went horribly wrong.

The installers showed up and started to do their thing on the roof while I washed my car. I came in every now and then to check on them but they weren't getting far fast. They left me with great reception for my locals (no HD) but no VOOM whatsoever. They supposedly called VOOM HQ and were told they were "experiencing problems with no signal all day." According to my paperwork they will "have to come out to install again to dial-in system." The installers asked me to sign the paperwork "just to say they'd been out there" (while on the dotted line it says service was satisfactorily completed.) That was a little scary. When they left it was dark and I never did check up on what they did on the roof.

Today I hopped up there to investigate and was real sad at what I found. The previous owner of this house had run some coax across the roof in order to move video from one room to another. I've been using it to send video to the kids' room. They decided to go ahead and snip those cables halfway across the roof and attempt to use those for the VOOM install.

Are these old, possibly UHF/VHF-only coax cables capable of moving a clean sat signal?

They moved one end of the snipped cable to the Channel Master, the other to the dish. They tinkered with the install for a couple hours and were never able to get a download going.

Needless to say I am without VOOM and also now without a way to send video to the kid's room like I have been. I called VOOM as well as the installers and have a return trip scheduled for Wednesday. Who knows what will happen then.

I got to looking at everything today and wondering if I could finish this install myself. Or at least get my OTA HD working. Anyone know how it SHOULD be hooked up? I assume dish to SAT-A of splitter, ChannelMaster to VHF/UHF in splitter, and the splitter "A" out (looks combined on the graphics) to VOOM box. My VOOM box has a little adapter to combine the OTA and SAT signals. How does one go about aiming the dish? I did tweak the dish one way or the other and cannot get the signal meter in the menu to even respond at all. It's always a negative something, changing only between reboots of the box, not movement of the dish.

During my phone calls today I also learned to gain access to a fun little menu. It's probably already been posted somewhere here but if you hit 988 from the installer setup menu it expands your options giving you access to HD and SD test patters and well as some audio setup stuff.

Any advice from you folks is greatly appreciated. I'm mostly curious as to whether these old coax cables are suitable for SAT, how a rookie like myself might go about aiming this dish (with a friend's help), and how to receive OTA HD with the box (if possible without code from the mothership.)

Cheers!

Alcyone:

Posted by Compromise11-17-03 08:31 PM

Install fiasco

Be ready, however, for install fiasco. Voom contracts Installs Inc., who in return contracts other companies such as Direct Broadcast Ltd.

I was scheduled today for 8:00 am to 12:00 noon install. No one ever called or showed up. I called Voom at 9:30, and a supervisor, Moriah Wenning, gave me the run around:

"you need to wait until 12:00 because they may show up a any time between 8 and 12"

"the are probably installing someone else, you will have to wait"

"I cannot give you that information (Installs Inc phone number)"

"We will call you back" never does,

etc., etc.

I called again about 12:00 and the new supervisor (whos name I didn't bother to write down) said it was Installs Inc fault, not Vooms. I indicated that they contract them. And while they are at it, who is going to pay for my used vacation day to sit around at home with my thumb you know where.

He said someone would call by 1:00 pm, it is now 12:30 and no call (I will edit at 1:00)
(Edit: now 1:00 pm, still no call)

Moral: Do not expect an install to be easy. Expect to waste many days trying to make it happen. Your time will cost more than the box.

Posted by Alan Gouger 11-19-03 09:54 PM

Anyone having better luck with Voom than me.

Long but here it goes.

First appointment I called in advance and canceled due to an appointment. The guy still showed up at my door as I was leaving and said they never called him. He used my phone to call them and they told him they did call him but he never answered and they left a voice mail with plenty of notice.

While he was at my place we discovered we could use one of my existing dishes already on the roof pointing to 64.5 I am not opting to get any local HD channels so all he has to do is install the receiver in my home and activate it. No installation needed.

I was told they would call me back to re schedule. No call. I called them. I said later in the day is fine as I have to work. We agreed it will be late afternoon 3 to 5.

Today is the afternoon I am to get my voom. First thing this morning as I'm getting ready for work I get a call from the installer who's on his way from Buffalo. I said I'm on for the afternoon. He said I can't do late afternoons because I come from Buffalo. No communication I guess between him and Voom. I said I worked my schedule around my appointment and I'm on my way to work so he said to please call and re schedule.

Later in the day I call to re schedule. I explained what happened and said please make it in the afternoon from 3 on. After 15 minutes on the phone he said he would call me back. No call back.

I called back a few hours later. Without asking me first the guy said you're scheduled for 12 noon on the 24th. I said you people are not listening to me please make it for after 3 pm.

We concluded a weekend would be best so he puts me on hold. I kid you not 15 minutes later he says I'm sorry for the delay I am having trouble getting through will you please continue to hold. I asked him to please call me back when he could and he said his system will not allow him to do so. I stayed on the line another 15 minutes and I am now on for next Saturday.

Because I do not need the dish installed and pointed and the wire is already in my house just give me the dam receiver and Ill do it myself.

As far as Im concerned the closed installation system they are using is a mess. The people on the phone do not communicate with the people that actually do the install and no one knows what the hell is going on.

By the way when the guy first showed up at my house the first time he had never installed one before and had no idea he had to download software into the receiver. He found out while making his phone call into the company when standing in front of me. I asked if he would be the person coming back to do the install and he said most likely yes and he may have someone with him because he is in charge of training. Scary.

Maybe others have had better luck then me but their attempt at selling through Sears (thats another story) and working with a National install group is very limiting and as an end user have found it most irritating.

One of these days I will have my zoom.

11-19-03 11:14 PM Posted by: imaohw

Install and general comments

Alan,

My install was a disaster. The first time was scheduled for 8AM-12PM. At 12PM I called and was told they were on there way. This process happened every hour until 5PM at which time it was dark and they asked to reschedule.

I rescheduled for Sat. morning at 8AM and they were there at 8AM! They put in dish and OTA antenna and hooked up receiver. Receiver could not lock on signal. Tried a second receiver same problem. Tried third receiver same problem. Used an E* receiver to verify there was a good signal. It was OK. Installer spoke to his support group and they suggested the receivers were all bad and I would have to reschedule. This was after 7 hours. He left and would not leave a receiver with me just in case it was a system problem. 30 minutes later he was back and said he did want to leave a receiver with me.

Around midnight that night the receiver locked onto the satellite signal. I called VOOM and got it authorized and away I went into hell. The reciever locked up 17 times in a 24 hour period.

I was scheduled to have the receiver replaced on the next Saturday at 8AM. The installer showed up and swapped boxes. This took approx 2.5 hours. The new box was working so he left. I reviewed the guide for what was going to be on that night, selected a movie and turned the box off.

I came back that night and tried to turn the box back on and it would not go back on. I rebooted and had no satellite signal. I contacted support who tried a few things and then told me I needed to speak with the Installs, Inc. support people who would be in on Monday morning.

About 1 hour later the receiver started working again. This time I had audio and video dropouts about every 10 minutes. After about 45 minutes the box froze again and I gave up for the night.

The next morning I rebooted and got it working for a while but eventually lost the satellite signal and have not had the signal since.

I have now had VOOM for 10 days and have yet to be able to watch one continuous hour of TV without some audio dropout, video dropout, or receiver lockup. At this point I can do nothing.

In addition when the installer replaced my receiver he forgot to put in the 8VSB module so I could not use it for OTA HD.

I'm still giving them a chance but I'm not sure for how much longer. I have invested over 27 hours either waiting for or with an installer. Being an early adopter sure is a pain!!

Good luck with your install!!!

11/20/03 08:05 PM Posted by: TravisR100

My VOOM install experience and DVI problem
First, the install:

I called the 800 number around the end of October to order the VOOM service. At the time of my order I asked for two receivers. I was a bit taken back at the price of the second receiver but agreed anyhow to pay the \$500+. The telephone rep gave me an install date of November 21. I told her that was a little far out and asked for something sooner. After being on hold for about 20 minutes I was told that it could be done on Monday, November 10th between 1 and 5. This was perfect since my wife and I were leaving for New York on the 11th. About 4:30 on the 10th I had not seen or heard from an installer. I called VOOM to inquire. She looked my order up in the computer and said that her notes indicated that they were waiting for a response from me. I told her I didn't know what "response" it was they were waiting for since the original rep I talked to at the end of Oct. said they would be out on the 10th. I was told to hold (again for nearly a half hour because the "installer wasn't answering"). She came back and told me she was transferring me to the installer. The installer (Install Direct I believe) told me that they had been trying to contact me, had been leaving me messages, etc. BS. She then apologized and said, "We can reschedule. What day is best for you? Saturday?" I laughed and told her no way, I was leaving town tomorrow and this had to be done before then.

She said the best she could do was have someone out the next day. So, my wife stays home from our trip to wait the next day. The next day I get a call from them saying that they couldn't make it out because they didn't have the proper antenna. Because of my location I would need a stronger off air antenna than the one provided by VOOM and that it would cost an additional \$220. Needless to say, I'm wasn't happy at that point. They again tell me they'll call me as soon as they get my antenna. No call. I call back Thursday to inquire. I'm told yes, it's in. They try to put me off another week. I won't budge. They agree to come out that day (being Thurs., Nov. 13th). Thursday they actually show up. Late. They get there at 5. After watching my clueless installer on the phone with VOOM for most of the time he informs me that one of my receivers is bad and in addition they didn't ship one of my remotes. I'm told that I'll have to wait for VOOM to deliver another receiver to them. I ask when he'll be back out. He gives me their number, tells me to call the next day. He does tell me that my existing receiver is working however. On Friday, the 14th, I check my "working" existing receiver. I get half the sat channels and none of the OTA. On Friday the 14th I call and I'm told that the unit is on order and will be there on Monday and to call them then. I also tell them of my troubles with the box they left. On Monday, Nov. 17th I call. They again confirm that my new receiver and remote is in and delightfully try to schedule me for another week from then. Again I told them no way, cancel it. She comes back and informs me they'll be out Wednesday, Nov. 19th. Yesterday, the 19th, the same installer shows up with my new box. He hooks it up, again spends 2 hours on the phone with VOOM, and tells me that I'm still not getting my locals but that all the sat channels are coming in. He tells me about a "card" that is apparently required to get the local channels. He shows me the card. It's the 8vsb module. He brought it (one) with him. They failed to ship a second one. He now informs me that I have to have this module to receive the off air. All this time I'm thinking it's built in. Until reading this forum today I was unaware of the separate module. When I asked him why he didn't have them ship two of them when they ordered the other box he tells me he didn't know I needed it. From previous reading here I was aware of the mapping problem. I don't have a mapping problem. It's trying to pick up the proper channels. Even with the single module in one of the receivers however I'm not getting them. He blames it on my location and says I'm too far from the transmitter. I dutifully pull out and hook up an old DTC-100 with a singal meter and pull them up just fine and with a strong signal. So much for his explanation. I ask him to call VOOM and he tells me they're "gone for the day." I get on the phone myself and call them. The VOOM rep explains that they've been having problems with OTA reception and that a software download forthcoming will fix it. During this call he also informs me (for those who posted previously about this) that my money back guarantee is extended until the end of March. So, here I sit. I have sat channels, no OTA.

Next issue: DVI

I was very excited to have just gotten my Samsung LTN406W 40" LCD panel and the HD931 Samsung DVD player with DVI output. I hooked up my VOOM box to the DVI input on the TV. Nothing. I get a half second of picture followed by 20 to 30 seconds of blank screen. This sequence then repeats. I asked the installer. He tells me my new television must have a problem. Again, I hook up my HD931 DVD player with DVI

output and it works perfectly. Again, so much for his explanation. I call VOOM. I told him I was having a problem with the DVI output. He first blamed my cable and then my TV until I told him about the DVD player. He then, get this, actually asked me what "model" DVI I had. Thinking he was referring to the cable I told him it was a DVI-D cable. He had no clue what DVI WAS! He puts me on hold and makes a call to Motorola. He proceeds to tell me that the VOOM box may not implement the DVI "protocol" properly. Sounds to me like their DVI output isn't up to the standard. The DVD player works with no problem. I read through this entire forum but didn't see anyone with this problem. Any clues? Anyone? I can tell you that the DVI input on the Samsung LTN406W TV implements HDCP and that the DVD player does as well. Could this be an HDCP issue? It's not snow, just half second of picture followed by blank screen for 20 to 30 seconds. Any help appreciated!

11/20/03 09:08 PM Posted by: UbiDubu

VOOM Install-Strike Two

Had the installation scheduled for Monday. No one shows up. Everybody blames the other guy. Reschedule it for today (Thursday).

Installer shows up. Says this is his first VOOM install and that he usually does DirecTV. First problem...no OTA antenna in box. No stealth, no yagi. There is a 8VSB module. He drills a hole in the wall for the cable and then goes and mounts the dish on the house. He told me he had no training for VOOM, just was handed a box and told to install it. After spending an hour trying to get a decent signal (-9 was the best), he calls VOOM tech support (he didn't have the number for it and I had to give it to him). After VOOM gave him the look angles he said that he can't see it from the house at that angle. It seems he wasn't looking in the correct location for the first hour of trying. He then gives up and says that MAYBE if we put a tripod on the roof, we can see the satellite. He takes down everything and puts spackle in the holes. I now have white spots on the inside and outside of the house.

Called the install company about fixing the holes to match the rest of the house, they said to call VOOM and as they know the satellite they are using is low, they are prepared to fix things like this when it doesn't work out. Called VOOM and was conferenced with Installs Inc. The gentleman from Installs Inc seemed concerned about the whole situation. Explained that they are aware of the problem with scheduling the installs. He seemed very concerned about the lack of knowledge that my installer had about the system. His suggestion is that he call the install company and see if they have any installers that have done VOOM installs before. He would like to give it another try with another installer. If not, he says he will have someone come out to take care of the holes. He is supposed to call me back....

We shall see.

Comment from the installer as he was taking the VOOM dish down "If you want HD satellite TV, get DirecTV".

Ross

11-08-03 07:42 PM Posted by: erichyman

My Voom installer just left without attempting an install after saying that I did not have a line of sight to the 156 satellite due to large trees. Is this correct? I thought Voom was at 61.5.

Posted by HollywoodSurfer 11-15-03 05:39 AM

After receiving a Noon to 5:00pm install time, the installer showed up at 4:40pm and said he needed 5 hours for the install. Told him I had evening plans (Heat-Wizzards game), so he split. Called yesterday to have the installer give me a tighter window. No call back today. ZOOM needs to work on the installation SOPs.