



At Home Troubleshooting Tips for TV Service

| COMMON TV ISSUES: | TROUBLESHOOTING TIPS: |
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| <p>"No Signal" message on your TV screen</p> | <p>a. Confirm there is a blue light showing on your receiver or a channel number showing (if applicable). If no blue light, the receiver is not turned on.</p> |
| | <p>b. Confirm that the TV is set to the correct input setting by accessing the SOURCE/INPUT menu on your TV remote. (AV, Video, Comp, HDMI1 or HDMI2)</p> |
| | <p>c. Confirm that all 3 cords are connected properly to the back of the receiver/TV</p> |
| | <p>d. If all else fails, unplug the power from the back of the receiver, wait 30 seconds, and plug it back in. This will reset the receiver.</p> |
| | <p>Note: Anytime the receiver is reset, the guide and any recordings (if applicable) will take an hour to download after the reset occurs.</p> |
| | <p>e. if none of these tips has resolved your issue, please call the office</p> |
| <p>"Snowy" screen showing on your TV</p> | <p>a. Confirm there is a blue light showing on your receiver or a channel number showing (if applicable). If no blue light, the receiver is not turned on.</p> |
| | <p>b. Confirm that the TV is set to the correct input setting by accessing the SOURCE/INPUT menu on your TV remote. (AV, Video, Comp, HDMI1 or HDMI2)</p> |
| | <p>c. If this does not resolve your issue, please call the office</p> |
| <p>"One moment please. This channel will be available shortly. Error Code: s0a00"</p> | <p>a. Unplug the power from the back of the receiver, wait 30 seconds, and plug it back in. This will reset the receiver.</p> |
| | <p>Note: Anytime the receiver is reset, the guide and any recordings (if applicable) will take an hour to download after the reset occurs.</p> |
| | <p>b. If this does not resolve your issue, please call the office</p> |
| <p>"Not Authorized" message showing on your TV screen</p> | <p>a. This usually means that you are not subscribed to this channel. Call the office to make changes to your channels.</p> |
| | <p>b. If this is a channel that you normally watch and this message is new, please call the office to report this issue.</p> |

| COMMON TV ISSUES: | TROUBLESHOOTING TIPS: |
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| <p>"Hunt" showing on the display of your digital receiver/DVR</p> | <p>a. Confirm that the cable line from the wall is screwed in securely to the back (Left hand side) of your receiver/DVR</p> |
| | <p>b. Unplug the power from the back (Right hand side) of your receiver/DVR, wait 30 seconds and plug it back in. This will reset your receiver.</p> |
| | <p>Note: Anytime the receiver is reset, the guide and any recordings (if applicable) will take an hour to download after the reset occurs.</p> |
| | <p>c. If this does not resolve your issue, please call the office</p> |
| <p>TV not responding to DVR remote (if you have synced our remote to your TV)</p> | <p>a. Press the button marked "Cable" at the top of the remote and try again (volume controls or power)</p> |
| | <p>b. If the TV still will not respond to your DVR remote, follow instructions to sync remote to your TV.</p> |
| | <p>c. If the volume will not respond, hold the TV button (at the top of your remote) until all 4 lights flash. Let go of Tv button and press the volume up arrow.</p> |
| | <p>d. Install new batteries in the remote</p> |
| | <p>e. Call the office to arrange for a replacement remote</p> |
| <p>TV not responding to receiver remote (if you have synced our remote to your TV)</p> | <p>a. Follow the instructions on the back of the receiver remote, to sync the remote to your TV</p> |
| | <p>b. Install new batteries in the remote</p> |
| | <p>c. Call the office to arrange for a replacement remote</p> |