

# Trouble Shooting Tips

## General Tips

- ω Properly plug into your television and set top box into an electrical outlet. (If a light switch controls the outlet, make sure it is turned on).
- ω Make sure all cables are properly connected and connections are finger tight.
- ω Make sure power indicator light on the set top box is on.
- ω Make sure TV power is on, and TV is turned to channel 3 or the correct line input (i.e. HDMI, AV, Component).
- ω If your setup includes a VCR and/or Stereo, make sure that are properly connected to the set top box.

## Blank Screen or Snowy Picture

- ω If you are using the TV/RF input, make sure your TV and/or VCR are tuned to channel 3.
- ω If you are using the line/RCA/Component/HDMI inputs, make sure your TV and/or VCR are tuned to the correct input.

## Remote Set-up Problems

- ω Point the remote control directly at the set top box (not the TV) when changing channels.
- ω Make sure nothing is blocking the pathway of the remote's infrared sensor/
- ω Verify that the batteries are good.
- ω Try to re-program the remote by using the remote control's **(set-up guide page #)** included in your install kit.

## “Freeze Frames” / Tiling of Pictures

- ω Make sure all cables are properly connected and connections are finger tight.
- ω Ensure that you do not have anything sitting on top of your set top box. This can temporarily affect picture quality.
  
- ω Blue Screen Or Other VCR-Related Troubles
- ω Make sure your VCR is tuned to channel 3 or the correct line input.
- ω Press TV/VCR button on your VCR
  
- ω On-Screen Guide With No Data Or Descriptions
- ω Disconnect the power plug from the wall outlet and wait at least 10 seconds. Insert the power plug back into the wall outlet. Wait 30 seconds then press the CBL button on remote to turn the Set top box back on and begin reloading the on-screen guide information. This will take between 20-35 minutes to complete. While the guide is reloading, you will be able

to watch TV and change the channels with your remote, but on-screen information will not be available until the reloading process is complete.

### No Sound

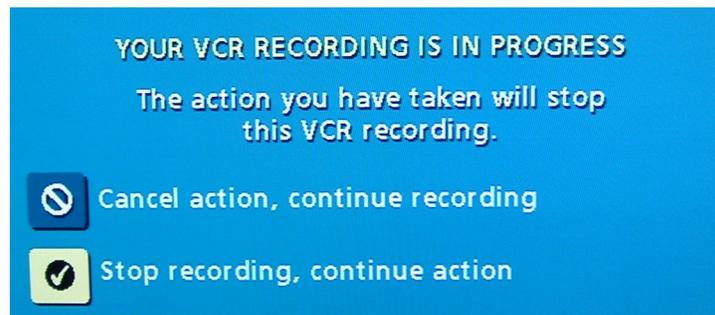
- ω Verify that the mute function has not been activated on your TV.
- ω Make sure the volume is turned up on your TV or stereo.
- ω If the problem is with channels below 100, check the SAP/MTS setting on your TV. Refer to the handbook provided by the manufacturer of your TV.
- ω For channels above 100, check the language preference setting in the audio setup in the on-screen setup. (page \_\_\_\_ of manual).
- ω If you are using an audio receiver, verify the audio output connection and the set top box is set to the right output.

### Unable to change channel (Standard Set Top Box only)

When you press the channel +/- key on remote the following prompt will appear on the screen :



- ω Use the  button on set top box remote to highlight the .



- ω Press the  on remote to select “stop recording, continue action”.

The screen will then change channel and allow you to make any future channel changes.