

# Troubleshooting Digital TV

## Black Screen No Picture

### *Things to remember:*

Is the power button on my Set Top Box red/amber or green?

**Red/Amber = OFF**

**Green = ON**

Is the TV on the right input?

Some tvs have to be on **AV1, Component1, HDMI, or Channel 3**

First change channels on Set Top Box; Is it just that channel or all channels

*No picture on just one channel may mean that particular channel is having technical difficulties*

If it is all channels reboot the Set Top Box

Remember to Power on after Reboot (Green Light)

**Reboot = Disconnect the Power and Reconnect the Power**

If after a reboot the picture is still missing please contact us at **827-1151**

## When I change the channel the TV has a snowy picture?

### *Things to remember:*

You will NEVER have a "snowy picture" with the Digital Cable System

**On your remote when you change the channel is the TV button lighting up?**

**Or is the IPTV or STB button lighting up?**

If your TV button is lighting up on channel changes then you are changing the channel of the TV instead of the Set Top Box's channel

Press the IPTV or STB button located near the top of your remote and then change the channel. Keep in mind if you are currently on a "snowy channel" you are probably not on the right input.

Is the TV on the right input?

Some tvs have to be on **AV1, Component1, HDMI, or Channel 3**

If you continue to have issues please contact us at **827-1151**