

AMINO SETTOP TROUBLE SHOOTING GUIDE

NO VOLUME: Lost audio connect from box

Unplug the power cord from settop and plug back in

NO GUIDE:

Press home button on bottom on right hand side of silver remote -or- reboot settop

Push Txt button on all black remote or

For HD TV's using a component cable with three colors red white and yellow or six colors

Red white yellow black blue and teal – Customer must use six color component cable or there will

Be no guide

GUIDE INFO WRONG

Guide is delivered from Tribune in Canada each morning if any programs are incorrectly listed

They will be corrected the following day

SNOWY SCREEN :(wrong channel or input)

Verify the red power light on settop is on then verify correct channel 03, 04, 3.0 is being used or input is on wrong input for service you are trying to use, or use AV (audio/video) button on our remote to change input by pressing AV one at a time

Older tv's may have to use the game button or source/input button on the TV remote.

Some old tv's have an input below ch.3 and need to channel down button from 3 down to find it.

NO SIGNAL:

Wrong input or power to settop is turned off

Change input or turn settop back on, occasionally the power supply to the settop is bad and you will

Not be able to power up settop to turn on, replace power cord to settop box

ERROR DURING VIDEO START

This appears when that particular channel is temporarily down.

ERROR DURING VIDEO SET SYNC

Equipment failure

Please call our office

CAN'T GET VIDEO PARAMETERS FROM SERVER:

Press STB and then home button and then try changing channel

Reboot Modem, wait 2 minutes for it to entirely light up then

Reboot settop.

URL CAN'T BE RETRIEVED:

Press the STB button and then home button for 3 seconds.

Reboot Settop.

Sometimes customer will unplug the biggest round cord with the pins in it and while plugging it back in will bend pins and

That cord will have to be replaced

CHANGED PACKAGE AND NO NEW CHANNELS APPEAR:

Press home button, check for new channels or txt button on black remote

ENTER PASSWORD:

Press STB, enter 1234 and press the ok button on the silver remotes

For black remote just enter 1234 and OK

TO TURN TV ON:

Press TV button and then power button (remember to press stb afterward) when using the silver remotes

On black remote just press TV button, it will turn TV and settop on

TO TURN SETTOP ON:

Press STB button and then power on silver remotes

On black remote just press STB button

BAD POWER SUPPLY: FSCDN keeps appearing on TV and goes no further in the boot up process

CODE 11: TV can't see settop box, Ethernet unplugged or settop booted up before modem, or service 2 Shut down in programming. Reboot modem let light up fully then restart settop by usually unplugging and plugging back in

CODE 12: Not connected to the network or waiting for network info from Server, restart modem wait for it to fully light up, then reset settop

PICTURE TO BIG FOR TV SCREEN: Use Menu, choose set up then appearances and change aspect ratio
Some channels are broadcast in letterbox which leaves a black border all around the show, this is delivered From the programmer this way, cannot be changed

MODEM TROUBLE SHOOTING:

- No lights:** Not plugged in or check power button in back to make sure it button wasn't pushed
- 1 Light:** Ethernet cord not plugged in
- 2 Lights:** Service Port not turned on -or- phone line cord not plugged in
- 3 Lights:** Customer pushed reset button -or- bad surge protector, plug phone line directly in the jack
- 4 Lights:** Everything plugged in and working at the modem