



Helpful Hints

Listed below are some helpful hints to help solve common service issues. We are available to assist you by phone. Please call 434-263-4805 (Monday – Friday 9am-4pm), or our after- hours call center by calling 1-833-431-6692. Please be aware that if a Service Call is required for Customer Owned Equipment issues, and Customer does not subscribe to our Tech Home Support Service, there is an \$99.00 Minimum Service Call Fee.

Digital TV

Poor Reception/Snowy Picture: Verify connections are secure and hand tight

No Signal or Blank Screen:

Step 1: Check to make sure your TV is plugged into outlet. If outlet is connected to an electrical switch make sure the switch is turned on.

Step 2: Verify connections are secure and hand tight.

Step 3: Using the Source Button or Input Button on the remote, change the input to TV/Cable

Step 4: Check your VCR, DVD and/or game consoles. If any of these devices are connected to your TV make sure power to those devices is off.

Step 5: Determine if this is happening with all TV's or only one. If all TV's a service call may be needed.

Missing Channels:

Check your subscribed channel lineup to verify that you are watching a channel that is in your package. If no picture or missing multiple channels on more than one TV in home contact our office.

Channel Search/Auto Program:

Using the TV's remote control, follow these general steps:

Step 1: Press the "Power" button to turn on the TV

Step 2: Press the "Menu" Button.

Step 3: Select "Set-Up" or select the picture that looks like a satellite dish

Step 4: Select "Cable"

Step 5: Select "Analog" and "Digital"

Step 6: Select "Auto Program/Auto Tune" then "OK * Please note that for each TV the auto program selections may vary. You may need to consult your TV's Owner's Manual.

TiVO

NO SIGNAL: Make sure TiVo box is on and has green light. Make sure TV is on the same HDMI input as TiVo. Using TV remote change inputs, press source/input and check all inputs to see if you get picture.

GUIDE "TO BE ANNOUNCED" MESSAGE: TiVo box has lost connection with internet. Press TiVo icon on top of remote. Choose settings and messages, choose settings again, click on network then choose "Connect to TiVo service now". Once connection is complete, check guide.

"UPDATING CABLE CARD" MESSAGE: If after 30 minutes of updating, update still not completed, pull card out of back of TiVo box for about 1 minute, reinsert card, when TV screen says card inserted, quickly press the channel up button.

IPTV

"Unable to Play Stream" Message

*After each step, the issue may be resolved.

Verify that you are an active subscriber and have a STRONG WiFi connection to your Smart TV
With Set Top Box Remote, Channel Up and Down
Unplug the power cord from the back of the set top box for 30 seconds then plug it back in
Uninstall and Reinstall the Scout App

Broadband(Internet)

No Internet

Step 1: Verify connections Verify that one end of the coaxial cable is securely connected to the wall outlet, and that the other is securely connected to the cable modem. Verify that the power cord is securely connected. Verify that one end of the Ethernet cable is securely connected to the modem's Ethernet port and that the other is securely connected to the computer's Ethernet port. If using a router, securely connect the Ethernet cable to the router's Internet, WAN or modem port.

Step 2: Reboot the modem and router (if any) Press the reset button on the modem. If the modem does not have a reset button, you may reset it by unplugging the power cable from the modem (and your router if you are using one). If you have a battery back up modem take out the battery before unplugging. Wait for approximately two minutes for the modem to reset. If you have unplugged the power cable from the modem or router, plug your modem back in first, then your router. If you are using a router, allow about two minutes for the router to "sync" (i.e. reconnect) with the cable modem. Wait for the lights to stop blinking on the modem and wireless router if you have one. Allow up to two minutes for the router to "sync" with the cable modem. If you are connecting wirelessly, make sure you're within range of your wireless router, and that the wireless connection on your computer is turned on. The wireless icon is in the bottom right hand corner of your computer.

Step 3: Restart your computer Close all open applications and files. Restart your computer. The restart option is generally near a computer's shut down option. Once your computer has restarted, open a browser. Test your Internet connection by going to at least two websites.

Other factors affecting connectivity:

Frequency interferences: If your router is near any other appliances that emit wireless signals on the same frequency (i.e. microwave ovens, baby monitors, home automation equipment, cordless telephones, etc.) it may cause a disruption in your connection. Move your router away from these appliances.

Physical obstructions: Do not place your router against physical obstructions such as walls and large metal objects.

Check your computer for viruses, spyware or a full hard drive: Your Internet connection may be impacted by viruses, spyware, or a hard drive that's reached its full capacity.

Your Internet usage could be at capacity: If you are streaming several videos simultaneously and multiple devices (i.e. computers, cell phones, tablets, etc.) it may cause your connection to slow down.

VoIP Telephone

Fast busy signal when picking up phone to call out

Solution: Make sure all phones are on the hook, try again

No dial-tone

Solution: Be sure that the phone line is plugged into port 1 on the back of the modem, also make sure phone lines are not damaged, check dial-tone again

Incoming calls go straight to voicemail

Solution: In the VoIP Portal, make sure your "Call Waiting" is turned on. In the VoIP Portal, make sure "Call Rejection" is turned off.

International calls not allowed

Solution: Call our office to have the international call feature activated