



## END-USER POWERVIEWTV TROUBLESHOOTING TIPS

Below are a variety of troubleshooting tips to assist you in addressing minor issues regarding your IPTV solution if they occur. If the following troubleshooting steps do not resolve your issue, please reach out to your facility's technical contact.

### How do I turn on Closed Captioning?

**Solution:** Most (not all) Channels have some form of closed captioning. This is generated by the content provider. To "Turn ON" or "Turn OFF" closed captioning - follow these simple steps:

1. Make sure the TV is on to the channel you want to set the "Closed Captioning" setting.
2. Make sure the picture is full screen (as opposed to being in the "Channel Guide Mode").
3. In the 44 button remote (the more rectangular one) press the button that has two musical notes on it.
4. A popup window will show in the upper left corner of the screen.
5. Select "Subtitles" - select the desired setting (ON by clicking one of the options below OFF, or select OFF to turn off).

On the "Peanut" or more oval shaped remote, click the "APP" button. The same window appears as above and select the feature you wish (on or off).

### Sometimes my picture is “shrunk” down to the top half of the screen, or when I put on the channel guide the preview screen is in the middle/top of the TV screen.

**Solution:** This issue has to do with HDMI settings on the TV and/or the set top box. Because every TV implements HDMI differently, there isn't a "standard" way to correct the problem. Normally, when using a good quality HDMI cable, and the proper settings on the set top box itself (with respect to how it handles video images, screen size, and HDMI options) a combination of parameter tweaking can be made to accomplish the consistency you wish to have. Keep in mind not all HDMI cables, and not all implementations of HDMI standards are the same from between TV manufacturers.

You can take the following steps to address the issue...

1. Make sure you have the HDMI cable that was shipped with the set top box or a good quality HDMI cable between the set top box and the TV.

2. Devices like home theater systems can sometimes conflict with good HDMI settings or picture settings - having this extra device in between the set top box and the TV will sometimes create poor picture sizing. Refer to your Home Theater instruction manual. If you suspect this is the problem, take the home theater out from in between the set top box and TV to check and see if the set top box and TV can communicate properly over the HDMI cable when directly connected.
3. Check things like refresh rates on the TV, also 50Hz and 60Hz picture settings or refresh rate settings on the set top box or TV may have to be adjusted to put them in sync.
4. Try power cycling the set top box by completely powering off the set top box and starting it again with the TV turned on and the input for the TV set to the set top box.
5. Try power cycling the TV with the set top box turned on and connected to the TV.
6. On the set top box remote ensure the screen size setting is set to OPTIMAL when powering on or off the set top box.

If a "power cycle" fixes the problem, most likely there is a setting on the TV or the set top box regarding video attributes that are incompatible and the reset actually "auto corrects" the problem on a reboot.

## There is a problem with video on my TV.

**Solution:** Take the following actions...

- Ensure your internet connection is working properly. If the internet doesn't work, the TV service typically won't work.
- Is the set top box connected to the original HDMI cable? Switching to a longer HDMI can cause sudden intermittent issues.
- Try rebooting the set top box by powering it off and back on.
- If the issue persists, contact your facility's technical contact for support.

## No video after loading screens (may have audio)

**Solution:** If the set top box displays no video after loading screens (no portal, no blocked message, no channel listing, etc.), this means that the resolution on the set top box is set too high for the television. Take the following steps to lower the resolution...

1. Ensure that you have a working remote control.
2. Unplug the power from the set top box.
3. Point the remote at the set top box and hold the menu button. (On newer remotes, this is the button with three lines and three dots.)
4. Plug power into the set top box while holding the menu button.

5. If successful, you should boot into the set top box's Blue BIOS screen. This should take under 5 seconds. If it doesn't, unplug power and try again.
6. Use the Up and Down arrows on the remote to highlight "TV System".
7. Use the right arrow to change the TV System value to "Auto".
8. Use the Up and Down arrows to highlight "Exit & Save".
9. Press the right arrow.
10. Press "OK" to confirm.
11. The set top should reboot, and video should be functional. If this does not work, repeat the procedure to confirm that "Auto" was selected. If "Auto" does not work, try selecting a lower resolution.

### **My Set Top Box froze while changing channels.**

**Solution:** This is a bug that occurs when changing channels quickly. Simply reboot the set top box to resolve the issue.