

Support and Troubleshooting

Basic Troubleshooting Steps

By performing basic troubleshooting before you call our Technical Support team; you can often resolve the problem immediately, saving time. Try the following steps:

1. Verify that your set-top box is powered on. If it is powered on, a light should be visible on the front of the box. If the box is not powered on, press the STB button on your remote.
2. Verify that the electrical outlet has power and the correct power cord is securely plugged into the TV, set-top box, etc.
3. Make sure all video cords and cables from the set-top box to TV and any cords between VCR's or DVD players are securely plugged in.
4. Unplug the black power cord from the back of the set-top box for 10 seconds and then plug it back in. When you see a picture on your TV screen, the reboot is complete.
5. If the picture does not appear when the reboot is complete, verify that the TV is on the correct input. Press the source/input button on the TV remote until you see a picture.
6. If you are using the TV coaxial input then verify that the TV is on the right channel, usually channel 3 or 4.

My TV screen is black.

Verify that the power to your TV is on. To turn on your TV with the Skitter TV remote press the TV button on the remote.

Verify that the power to the set-top box is on. *(See Basic Troubleshooting Step 1 above for instructions.)*

Proceed to Reboot the Set-top Box Step 3 if your problem has not been resolved.

Reboot the set-top box. *(See Basic Troubleshooting Step 4 above for instructions.)*

My TV screen is blue.

Make sure the TV is on the right input. *(See Basic Troubleshooting Step 5 above for instructions.)* Verify that all other devices such as a VCR or DVD player are turned off.

Must my TV be set to Channel 3 or 4 for Skitter TV to work?

Usually your TV will need to be on Channel 3 or 4. This will be determined by what is selected in the hardware settings of the set-top box (STB). (Many newer TVs have dedicated inputs that are not dependent on the TV channel.)

I am unable to see all the channels in the guide.

You might have the guide on the Favorites List instead of the My Channels List. Press Guide on your Skitter TV remote control until you see My Channels appear in the left corner of the guide.

How can I operate my TV with my Skitter TV Remote Control?

(See Remote diagram [link to remote guides])

To turn your TV on and off, press your remote control TV button. To adjust your TV volume, press your remote control VOLUME +/- button until you reach the desired volume.

**Certain lesser-known TV brands cannot be operated with a Skitter TV remote. Your technician will alert you at the time of installation if the remote cannot be programmed to control your TV. In those cases, you will need to use your TV remote to operate the TV.*

My remote isn't working properly.

Verify that the batteries are not dead or low. Try the remote at a different set-top box if available.

There is no signal on the TV, the picture is snowy or the TV picture has blocks or is tiling.

Reboot your set-top box. *(See Basic Troubleshooting Step 4 for instructions.)*

Power Interruptions

In rural areas, short power interruptions may sometimes occur. For instance, your lights may briefly flash on and off.

When this happens, your Skitter TV service may be interrupted. To remedy this situation, so you can begin to enjoy your Skitter TV again, follow the instructions below.

1. Make sure the modem is fully up and functional.
2. Check the DSL light. It should be on and solid.
3. Make sure the Internet is working and you can get online.
4. Power cycle your Amino set-top boxes by unplugging and re-plugging the power cord.
5. Power cycle the trend net (used to connect multiple televisions).
6. Be patient! It will take a few minutes to boot up.