

Troubleshooting Fiber TV/Video Services and FAQs

Power-Cycling the STB or DVR.

Most issues you may encounter with your A140 (STB) or A540 (DVR) can be resolved by power-cycling the unit. This can be accomplished by unplugging the electric power cord from the back of the unit or the electrical outlet. Be sure you see the red power light (A140) or green power square (A540) go out on the front of the unit and then plug the cord back in. The red power light (A140) or green power square (A540) should now be lit.

The unit will go through a reboot sequence and service should return to normal.



A140



A540

Problem: I am seeing a “no signal” message or a snowy or black screen on my TV.

Resolution:

Be sure you see the red power light (A140) or green power square (A540) lit on the front of the unit.

If you do not see the red light or green power square lit, press the STB power button on the Amino remote and watch for the light on the front of the unit to come on. If you still do not see programming, check to make sure the units power cord is fully plugged into the unit and into a working electrical outlet. If you do not see the red power light or green power square lit, then try a power cord from a different Amino STB or DVR unit in your home or try a different electrical outlet. If that power cord works, then you may have a faulty power cord and you will need to contact Jaguar Communications for a replacement cord. If the cord replacement did not resolve your issue, then you may have a faulty unit and you will need to contact Jaguar Communications for further troubleshooting.

If the red power light or green power square is lit, then check to make sure your TV is tuned to the correct channel (CH 3) if using a coaxial cable connection from the unit to your TV or is set to the correct TV input to receive programming from the STB or DVR unit. Common TV inputs are HDMI or Video. You may be able use the AV button on the Amino remote control to access your TVs input menu (provided the remote is programmed for your TV) or you may need to use the remote supplied by your TV manufacturer and instructions for changing the input on your TV.

Check to make sure that the connection cable from the STB or DVR to your TV is securely plugged in.

If none of the above items resolves this issue, then contact technical support for further troubleshooting.

Problem: STB or DVR is not responding or is slow to respond to the remote control.

Resolution:

Each time you press a remote button, you should see the red power light (A140) or green power square (A540) blink and the STB power button on the remote should light up and then go dark. If you do not see this, then try new batteries in your remote. Remove the battery cover by lightly pressing on the battery cover and sliding the cover down. Install two new “AAA” batteries as shown by the diagram inside the battery compartment. If this does not resolve your issue, try another Amino remote you may have for another unit in your home. If that remote works, then you may have a faulty remote and you will need to contact Jaguar Communications for a replacement. If the other remote does not work on the STB or DVR you are having troubles with then try Power-Cycling the STB or DVR. (See Power-Cycling the STB or DVR). If none of the above items resolves the issue, then contact technical support for further troubleshooting.

Problem: The Amino remote will not control my TV but will control the STB or DVR.

Resolution:

The Amino remote control is provided to control the Set Top Box (STB) or DVR. You may use the information at the link below to program the remote to control basic functions of your TV such as power on/off, volume up/down and mute. Programming codes are supplied by the TV manufacturer to the Amino Company. Jaguar Communications does not guarantee that the remote we supplied for use with the STB or DVR will work with your brand/model of TV.

Go to: <http://support.jagcom.net> Under the Video Section, click on Amino 140/540 Remote Instructions.

Problem: My STBs (A140) cannot access my DVR.

Resolution:

First check to make sure your DVR is powered-on and is working normally. If so then unplug electrical power to the DVR and each STB. Then plug the power back in for the DVR and wait for it to reboot. Then plug in power to each STB. (See Power-Cycling the STB or DVR). This process should re-link the Whole Home DVR (WHDVR) feature. If this does not resolve your issue then contact technical support for further troubleshooting.

Problem: I am no longer seeing the Jaguar Logo in the top right corner of the screen.

Resolution:

Press the Menu button on the Amino remote control. Use the Navigational arrows that surround the OK button to go to Settings and then press OK. Use the Navigational arrows that surround the OK button to go to Preferences and then press OK. Use the Navigational arrows that surround the OK button to go to Appearance and then press OK. Use the Navigational arrows that surround the OK button to go to Full screen graphics, and then press the OK button to toggle to ON. Use the Navigational arrows that surround the OK button to go to Apply and then press OK. The screen will go blank for a few seconds and then come back. Press the X key on the Amino remote to exit out. You should now see the logo again.

Problem: When I press the Guide button, I am not seeing all of my channels.

Resolution:

When you press the guide button, does it show “My Channels” in the upper left? If not, then press the guide button again and you should now be on “My Channels” instead of Favorite Channels. If this did not resolve your issue, then try unplugging electrical power from the STB or DVR per the instructions earlier in this document. If that does not resolve your issue, please call technical support to troubleshoot further.

Problem: Some of my channels are not in full screen.

Resolution:

Non HD channels or SD channels are broadcast in letterbox format and will show black bars above and below the picture. This is normal for an SD channel. You may try and use the Picture size or Format button on your TV's remote control to try and change the picture size to use the whole screen. Check your TV's manufacturer's instructions for how to use that feature.

Problem: When I record shows, either the beginning or the end of the show is not recorded.

Resolution:

All broadcasters control the actual start time and stop time of their programming. Sometimes they choose to start a program later than the actual advertised time or let it run a bit longer than the advertised time. You can adjust recording offsets to help alleviate this problem.

Go to: <http://support.jagcom.net> Under the Video Section, click on Users Guide. Go to Section 7.7 on page 43 to learn more.

Problem: My TV is tuning to a random channel w/o me changing the channel.

Resolution:

Be sure that another remote is not being used in the area that may be sending an unwanted signal to the STB or DVR.

Check to make sure that you do not have an Auto-Tune activated on your STB or DVR.

Go to: <http://support.jagcom.net> Under the Video Section, click on Users Guide. Go to Section 4.0 on page 17 to learn more.

Problem: I would like to turn on/off Closed Captioning (CC).

Resolution:

On STB/DVR remote press Menu and then navigate to Settings, Preferences, Set-top-box Setup. Navigate to the Closed Caption filed and use the OK button on the remote to turn to on or off and then navigate to Apply and press OK button on remote.

Go to: <http://support.jagcom.net> Under the Video Section, click on Users Guide. Go to Section 9.1 on page 67 to learn more.

Problem: I do not like the colors of the guide and menu, can I change this.

Resolution:

Go to: <http://support.jagcom.net> Under the Video Section, click on Users Guide. Go to Section 9.2 on page 68 to learn more.

Problem: The picture is frozen on my TV.

Resolution:

Try using the Amino remote to change to a different channels. This may be an issue with a specific channel or channels

Try unplugging the electrical cord from the back of the unit and plugging it back in. (See Power-Cycling the STB or DVR).

Check to make sure that the Ethernet cable on the back of the STB or DVR is securely plugged in and you see lights by that port.

Try and reseal the Ethernet cable by unplugging it and plugging it back in.

Check the other end of the Ethernet cable to see if it is properly plugged into either an Ethernet wall jack or a wireless STB unit.

If none of these resolves your issue, please call technical support to troubleshoot further.

Problem: I am seeing an error message on my TV. error: Unable to get video channels from server.

Resolution:

Try using the Amino remote to change to a different channel.

Try unplugging the electrical cord from the back of the unit and plugging it back in. (See Power-Cycling the STB or DVR).

Check to make sure that the Ethernet cable on the back of the STB or DVR is securely plugged in and you see lights by that port.

Try and reseal the Ethernet cable by unplugging it and plugging it back in.

Check the other end of the Ethernet cable to see if it is properly plugged into either an Ethernet wall jack or a wireless STB unit.

If none of these resolves your issue, please call technical support to troubleshoot further.

Problem: I am seeing an error message on my TV. Error during videoStart.

Resolution:

Try using the Amino remote to change to a different channels. This may be an issue with a specific channel or channels.

Try unplugging the electrical cord from the back of the unit and plugging it back in. (See Power-Cycling the STB or DVR).

If none of these resolves your issue, please call technical support to troubleshoot further or to report issues with specific channels.

Problem: I am seeing an error message on my TV. Enter PUK:

Resolution:

Try unplugging the electrical cord from the back of the unit and plugging it back in. (See Power-Cycling the STB or DVR).

Check to make sure that the Ethernet cable on the back of the STB or DVR is securely plugged in and you see lights by that port.

Try and reseal the Ethernet cable by unplugging it and plugging it back in.

Check the other end of the Ethernet cable to see if it is properly plugged into either an Ethernet wall jack or a wireless STB unit.

If none of these resolves your issue, please call technical support to troubleshoot further.

Problem: I am seeing a message showing Welcome to Jaguar TV enter password for_____.

Resolution:

You may have inadvertently logged out of the STB or DVR. Using the Amino remote control and the numeric keys, enter in the default password by pressing and releasing the 1 2 3 4 keys and then press the OK button on the remote control. It may take a few seconds for programming to return. If you have changed your password, then you must enter that password instead of the default password. If you see a message stating Wrong password. Please try again, then try repeating the above process.

If none of these resolves your issue, please call technical support to troubleshoot further or Go to: <http://support.jagcom.net> Under the Video Section, click on Users Guide. Go to section 3.3 on page 9.

Problem: I am seeing an error message on my TV. The requested URL could not be retrieved. Press 'Home' to retry. If the problem persists, cycle power to restart.

Resolution:

Try unplugging the electrical cord from the back of the unit and plugging it back in. (See Power-Cycling the STB or DVR).

Check to make sure that the Ethernet cable on the back of the STB or DVR is securely plugged in and you see lights by that port.

Try and reseal the Ethernet cable by unplugging it and plugging it back in.

Check the other end of the Ethernet cable to see if it is properly plugged into either an Ethernet wall jack or a wireless STB unit.

If none of these resolves your issue, please call technical support to troubleshoot further.

Problem: I am not seeing Caller ID information on my TV.

Resolution:

You must have telephone service with Jaguar Communications for this feature to work. Caller ID number delivery is free but Caller ID Name delivery is a paid service.

Is the STB or DVR is working as normal? If yes then try some of the suggestions below. If No, try some of the other suggestions listed in this document.

Try unplugging the electrical cord from the back of the unit and plugging it back in. (See Power-Cycling the STB or DVR).

Press the Menu button on the Amino remote control. Use the Navigational arrows that surround the OK button to go to Settings and then press OK. Use the Navigational arrows that surround the OK button to go to Preferences and then press OK. Use the Navigational arrows that surround the OK button to go to Alerts and then press OK. (If Alerts does not appear in the menu choices, then contact Jaguar Communications). The Alert for phone will be selected, press the OK button to turn ON. A check mark will appear to the right of the word phone. Use the Navigational arrows that surround the OK button to go to Apply and then press OK. You should now see Caller ID information when you receive an incoming call.

If none of these resolves your issue, please call technical support to troubleshoot further.

Problem: I would like to place some Parental Controls on the STB or DVR so I can place limits on what my family can view for programs.

Resolution:

Go to: <http://support.jagcom.net> Under the Video Section, click on Users Guide. Go to section 8.0 beginning on page 46 with Parental PIN instructions on page 49 to learn more.

FAQs

Q: How many recordings can I keep on my DVR?

A: The recording capacity on the 250GB hard drive of the DVR depends on if you are recording in HD (high-definition) or SD (standard-definition). You can record approximately 70 hours of HD programming and approximately 140 hours of SD programming.

Q: How long can I keep recordings on my DVR?

A: You can keep the recordings as long as you like. When the hard drive gets full, by default, the DVR will delete your oldest recording to make room. To change this setting for a particular recording, go to the My DVR screen and select the recording you want to keep and press the OK button. Go Settings, select OK, go to "Keep Until" and press the Ok button to scroll to the "Until I delete" option. Your recording will now be saved until you manually delete it.

Q: How can I tell how much Space is being user on my DVR?

A: Press the Filmstrip Button on the remote. The percentage of space used is shown above the list of your recordings in the upper left of the screen.

Q: Can I transfer a recording off from the DVR to another device?

A: No. Recordings are encrypted and current copyright laws forbid this.

Q: If my DVR malfunctions and it has to be formatted or replaced can I keep or transfer my current recordings?

A: No. Unfortunately the recordings are stored on the drive of the DVR unit and if we determine that the unit is malfunctioning and has to be formatted or replaced you will lose those recordings.

Q: If I have deleted a DVR recording by accident, can you recover that for me.

A: No. All recording are stored on the drive of the DVR unit and if you deleted the recording, the recording is no longer available.