



## **Troubleshooting TV Services and FAQs** REV 2 6/2019

**To get more information about the operation of your remote and STB, view channel 1 or see the full Users Guide at <http://support.jagcom.net> Under the TV Section, click on Users Guide.**

### **Power-Cycling the Set Top Box (STB)**

Most issues you may encounter with your set top box can be resolved by power-cycling the unit. This can be accomplished by unplugging the electrical power cord from the back of the unit or from the electrical outlet. Be sure you see the power indicator light go dark on the front of the unit and then plug the cord back in. The power indicator light should now be lit.

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

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

#### **Resolution:**

Be sure you see the power indicator light lit on the front of the STB.

If you do not see the power indicator light lit, press the STB power button or the OK button on the STB remote and watch for the light on the front of the unit to turn on. If you still do not see programming, check to make sure the STB's power cord is fully plugged into the STB and into a working electrical outlet. If you do not see the power indicator light lit, try a different electrical outlet.

If the power indicator light is lit, then check to make sure your TV is tuned to the correct channel/input. Channel 3 is used if you are using a coaxial cable connection from the STB to your TV. If using another connection type, make sure your TV is set to the correct input to receive programming from the STB. Common TV inputs are HDMI, Comp or Video. You may need to use the remote supplied by your TV manufacturer and their instructions for changing the input on your TV.

Check to make sure that the cable from the STB to your TV input is securely plugged into the STB and the TV input.

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

**Problem:** The STB is not responding to the remote control.

#### **Resolution:**

Try new batteries in the STB remote. Remove the battery cover and install new batteries as shown by the diagram inside the battery compartment. Try Power-Cycling the STB (See Power-Cycling the STB). If none of the above items resolves the issue, then contact technical support for further troubleshooting.

**Problem:** The STB remote will not control my TV but will control the STB.

#### **Resolution:**

The remote control is provided to control the Set Top Box (STB). 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. Jaguar Communications does not guarantee that the remote we supplied for use with the STB will work with your brand/model of TV.

Go to: <http://support.jagcom.net> Under the TV Section, Click on the image of your remote to navigate to a page with instructions for your STB model and programming the remote for your TV brand.

**Problem:** The STB remote will not control my STB.

#### **Resolution:**

Go to: <http://support.jagcom.net> Under the TV Section, Click on the image of your remote to navigate to a page with instructions for your STB model and programming the remote for your STB model.

**Problem:** The picture is frozen on my TV.

**Resolution:**

Try using the STB remote to change to a different channel. 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).

If none of these resolves your issue, please contact 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/or below the picture. This is normal for an SD channel. You may try and use the Picture size or Format button on your TVs 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:** My TV is tuning to a random channel without me changing the channel.

**Resolution:**

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

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

Tune to channel 1005 to learn more.

Go to: <http://support.jagcom.net> Under the TV Section, click on Users Guide. See page 31 to learn more.

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

**Resolution:**

On the STB remote press the Menu button. Use the arrow buttons to navigate to Settings, Display and press the OK button. Navigate to the Closed Caption field and use the arrow buttons on the remote to turn CC on or off and then navigate to Save and press the OK button. You may also use the Text button or the #→ button depending on the remote you have.

Tune to Channel 1007 to learn more.

Go to: <http://support.jagcom.net> Under the TV Section, click on Users Guide. See page 75 to learn more.

**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.

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

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

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

**Resolution:**

Tune to channel 1008 to learn more. The default PIN is 0000.

Go to: <http://support.jagcom.net> Under the TV Section, click on Users Guide. See page 78 to learn more.

**Problem:** I cannot see/manage recordings from all of my STBs.

**Resolution:**

First check to make sure all STBs are powered-on and are working normally. If so then unplug electrical power to the DVR Amino 540 unit 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). 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:** When I press the Guide button, I am not seeing all of my subscribed channels.

**Resolution:**

On the STB remote press the guide button. Then press the blue button to show favorites. In the lower left corner of the guide it should display "Showing Subscribed Channels". If not, then press the blue button again to toggle to the list of channels you would like to display in the guide. If this did not resolve your issue, then try unplugging electrical power from the STB and plugging it back in. (See Power-Cycling the STB). If that does not resolve your issue, please call technical support to troubleshoot further.

Tune to channel 1003 to learn more.

**Problem:** When I press the Guide button and select a channel/program to view, the guide does not close.

**Resolution:**

The default setting is to allow for the guide to display for 30 seconds after you have made a selection.

You may change this setting. On the STB remote press the Menu button and then use the arrow buttons to navigate to Settings. Use the arrow buttons to navigate to Guide and then press the OK button. From this screen you can customize the guide.

Use the arrow buttons to change the selection "After Changing Channel" from the default "Keep Guide open" to "Close Guide".

You may also choose to keep the default "Keep Guide open" but change the "Inactivity Timeout" from the default of 30 Seconds to a shorter value.

After completing your changes be sure to use the arrow buttons to navigate to Save and then press the OK button.

Tune to channel 1007 to learn more.

**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.

Tune to channel 1005 to learn more.

Go to: <http://support.jagcom.net> Under the TV Section, click on Users Guide. See page 22 to learn more.

**FAQs**

**Q:** I do not like the colors of the guide and menus, can I change this.

**A:** Unfortunately the guide/menu color scheme is not customizable.

**Q:** Can I customize other settings for the guide?

**A:** Yes. Tune to channel 1005 to learn more.

On the STB remote press the Menu button and then use the arrow buttons to navigate to Settings. Use the arrow buttons to navigate to Guide and then press the OK button. From this screen you can customize the guide. After completing your changes be sure to use the arrow buttons to navigate to Save and then press the OK button.

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

**A:** Press the Filmstrip Button or the List button on the remote. The percentage of space used is shown above the list of your recordings.

**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:** How many recordings can my DVR store?

**A:** The recording capacity depends on if you are recording in HD (high-definition) or SD (standard-definition).

Most internal drive DVRs (Amino 540s or Amino 655Ms) have a 250GB or 500GB hard drive.

Our new DVR service that does not use a physical DVR at your home is 500GB.

**Q:** How many shows may I record at once?

**A:** The Internal hard drive DVR (Amino 540) can record up to three programs at once and you may still watch live TV on a different channel that is not being recorded or record up to four programs and watch one of the channels you are recording from.

The Internal hard drive DVR (Amino 655M) can record up to four programs at once and you may still watch live TV on a different channel that is not being recorded or record up to five programs and watch one of the channels you are recording from.

The new DVR service can record up to eleven programs at once and you may still watch live TV on a different channel that is not being recorded or record up to twelve programs and watch one of the channels you are recording from.

**Q:** How many days of programming can I see in my Guide?

**A:** You can see up to 12 days.

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