

Chibardun Telephone Cooperative / CTC Telcom

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Trouble Shooting Guide Digital Video

Problem	Possible Cause	Try This
No Sound	MUTE is pressed on the remote control.	Press MUTE on the remote to restore volume level.
No Picture	On one TV - cable signal may not be reaching your TV.	Make sure all cables are connected properly and that your TV is tuned to the correct channel for the TV you are using. Is this the correct remote for this TV?
	On all TVs – cable signal not reaching your home	Make sure all cables are connected properly. If the green & fail light is on the Gateway unit, unplug power connection on back of Gateway then reconnect. If after 10 minutes system does not reboot, call Chibardun/CTC Telcom.
Picture is distorted	Coaxial cable (TV cable) is disconnected or loose.	Reconnect or tighten the cable.
No Power	Power cord is disconnected.	Check to make sure that the Gateway is plugged into a live electrical outlet. Note: If a wall switch controls the outlet, make sure the switch is on.
Remote doesn't work	Dead batteries.	Change the batteries in your remote.
	Remote has lost its memory or wrong gateway ID.	Call Chibardun/CTC Telcom.
Remote will not operate at secondary locations	Weak or dead batteries.	Replace batteries.
	Using wrong remote for that TV.	Check remote label to be sure you are using correct remote control.
	Wrong Gateway ID.	Call Chibardun/CTC Telcom.
VCR will not record	VCR is on wrong channel, is programmed incorrectly or not connected properly	Call Chibardun/CTC Telcom.
	Safety tab on tape is broken.	Use a new tape.
Amber Fail/Network Light (on Gateway)	Outside plant problem/bad Gateway.	Unplug power connection on back of Gateway then reconnect. If after 10 minutes system does not reboot, call Chibardun/CTC Telcom.
Amber On-line Light (on Gateway)	Bad connection between Gateway and computer (DSL).	Call Chibardun/CTC Telcom.
Red Network Light (on Gateway)	You don't have on-line services.	Is bill current?