



## ***Trouble shooting your IPTV / DSL service***

If your IPTV is not working properly (no signal, lost channels, lost audio) you will need to reset the ADB box(es) and you may also have to reset the Comtrend modem.

**Step 1:** to reset ADB box (gray box 11"x7"x2" with black front) press the reset button on front of box, or, unplug power from box, wait 10 seconds and plug it back in. On your TV you should see the words "Defining Digital", then several blue dots will appear and the initialization should begin. After the 13 steps, there will be more loading and finally your TV picture should be back.

**Step 2:** If Step 1 has not solved the problem, turn off the power on the Comtrend using the switch or button on the back of the box. The Comtrend Modem (black box 8"x6"x2" with blue front) may be located near the ADB box or it may be somewhere else in the house, possibly the basement. Warning: If you have PCTC DSL, this will reset your connection! After turning it off, wait 10 seconds and turn the power back on. The red alarm light may come on but will go off shortly and other lights will flash green. Wait until you are certain they have reset (up to 1 minute). If the picture is still not on, go back to the ADB box and repeat Step 1.

If this does not work, call our office or our repair number to report the outage.

**DSL customers** should turn off the computer, router and modem (in any order) and then restart the modem. There is one light which will flash slowly, go faster – it may slow down again, but ultimately it should go steady green. This light may be titled "Ready" or "ADSL" or "Status" depending on your brand of modem. When this light stops flashing (up to 5 minutes), power up the router if there is one and finally the computer. If it never goes steady, report the trouble by calling 715-339-2250 from Phillips, Prentice or Soo Lake or 715-744-2250 from Park Falls. Please note: Port / LAN # 1 on the Comtrend modem is generally reserved for the DSL connection)

### ***Other things to check:***

If the remote is not working, check if the LED (red light) on the remote lights up when a button is pressed. If not, replace the batteries.

Check all your cable connections on the back of the TV and set top box. Make certain your TV is tuned to the proper channel. If the ADB is connected with coaxial cable (round black), tune your TV to channel 3 or 4; if the box is connected with audio/video cables (red/white/yellow), select the appropriate Video Input channel.

If your "Guide" is set to "Subscribed" you should see all channels in your package.

If your "Guide" is set to "All" any channel not in your package will be listed on the bottom of your screen but "video signal blocked" will scroll across the top.

If your "Guide" is set to "Favorites-" you will see only those channels you have put into that list.

To switch between these settings, press "Guide" until you see the selection you want. (This description appears on left side of the Guide above the date.)