

FusionTV Trouble Shooting Solutions

Trouble:

I cannot turn on/off my set top box.

There is no red light.

I cannot change the channel.

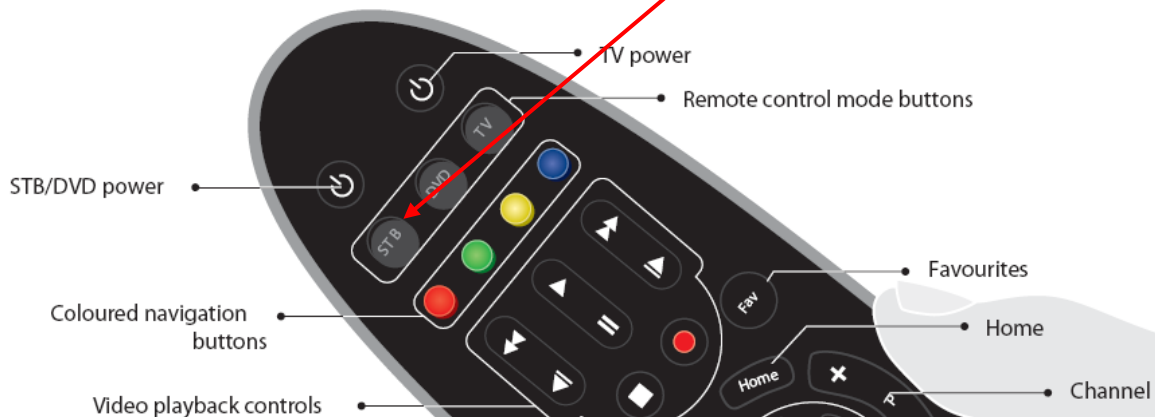
I cannot bring up the Guide.

Solution:

Verify that the STB button on the top of the remote control is illuminated so that the remote will communicate with the STB.

Using the Remote to Control the Set-Top Box, TV, or DVD

The function of unlabelled buttons may vary depending on the service provider.



Other Possible Solution:

Verify that the batteries in the remote control are charged and in good condition.

Trouble:

The picture on my TV is freeze framing.

The audio on my TV is “garbled”.

There is no picture on my TV and the light is on the digital box.

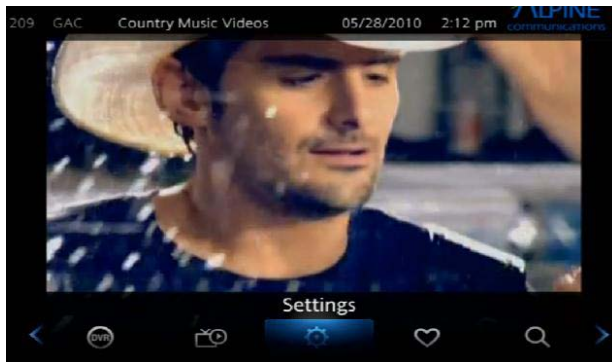
Possible Solution:

Power Cycle the Box

To restore the picture or audio, power down the digital box by turning it off for 5 seconds and turn the digital box back on. This should restore the picture and/or audio.

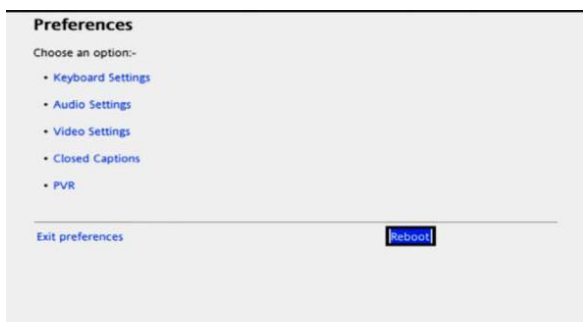
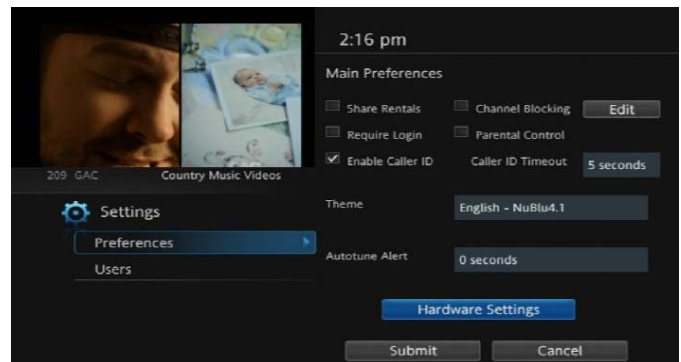
Next Possible Solution:

Reboot the Box



Press the **Menu button** on the remote to launch the Menubar. Arrow to Settings and then press **OK**.

Type in your password provided by Alpine Communications and press **OK**. Next, arrow to Hardware Settings and press **OK**.



Arrow to Reboot and press OK.



The box will reboot and the splash screen will load until it reaches 20/20 in which time your picture will be restored.

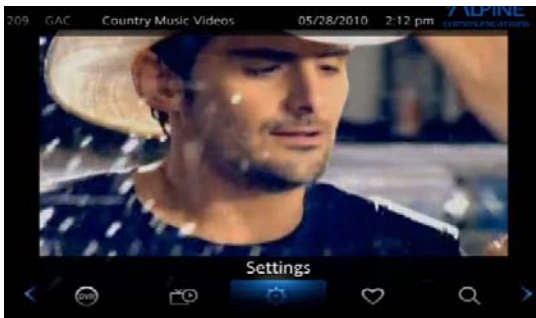
Trouble:

Caller ID is not appearing on my TV screen when the telephone rings.

Solution:

Verify that you are subscribed to Caller ID from Alpine Communications by checking your home telephone for this feature. If you do not have Caller ID, please call Alpine at 245-4000 to subscribe.

If you are a Caller ID subscriber and your Caller ID is not working, verify that the Enable Caller ID is checked in your digital box settings.



Press the **Menu button** on the remote to launch the Menubar. Arrow to Settings and then press **OK**.

Type in your password provided by Alpine Communications and press **OK**. Verify that the box is checked in front of Enable Caller ID. If the box is blank, arrow to the box, highlight it, and press **OK**. Then arrow to Submit and press **OK**. Place a test call to your home to verify that your Caller ID is working.

