

# Casey Cable Digital T.V. Troubleshooting

## For ADB Set-top Boxes

No Picture = Go to Step 1

If you have a wireless “Receiver” issue = Go to Wireless Set-up. A wireless “Receiver” has no “Ethernet Cable” plugged into it.

Picture with “Minerva with a #/20 above a pinwheel” but the pinwheel moves extremely slowly or does not move at all = Go to Step 3.

Picture is Pixelating = Try turning off other Digital Receivers within the home that are not being used. If this does not fix the problem or you only have one “Receiver” please call the office number below.



**Step 1:** First check to see if the “Receiver” is turned on. On the front of the “Receiver” on the right there should be a light. It will either be blue or purple. Purple indicates standby/off and blue indicates that the “Receiver” is on. If no light is on first make sure it is plugged in and the switch on the back of the “Receiver” is turned to on. If the light is blue and still no signal continue to **Step 2**.

**Step 2:** Check to make sure your T.V. is set to the correct input. Look on the back of the “Receiver” to determine which input device you are using. There will either be a HDMI or Coax cable ((see chart above to tell difference(in some rare situations some receivers will have both connected to the back, if this is the case just determine which cable is going to the T.V. you are troubleshooting.)) After determining which cable it is you have, make sure you are on the correct input. For “HDMI” you will need to hit “Source” or “Input” on your T.V. or T.V.’s remote (not the remote for your Receiver) and go to HDMI ((on some T.V.s there will be more than one HDMI input, if this is the case just go thru them till you find the correct one (on some T.V.s you can tell by looking on the back of the T.V. to determine which HDMI you are plugged into)). If your Receiver uses a “Coax Cable”, then make sure your T.V. is set to channel 3 by using the buttons on either the T.V. or T.V.’s remote (not the remote for the Receiver). If this is not the problem then continue to **Step 3**.

**Step 3: (This step is for DSL customer's only, if you are “Fiber to the Home” customer please skip to step 4)** Disconnect the power supply cord on the back of the “Modem” and wait at least 20 seconds before reconnecting (the modem will either be near one of the “Receivers” or down in the basement of the home near the phone line). The “Modem” will take about 1 to 5 minutes to reboot. Once rebooted check to make sure that the “DSL” light is solid and not blinking. Once the “DSL” light goes solid one if not all (depends how many T.V.s are hooked up) “ETH 1-ETH4” light(s) should start to blink rapidly on the “Modem”. If the “DSL” light goes solid but none of the “ETH1 – ETH4” light(s) do not blink or light up, then continue to **Step 4**.

**Step 4:** First check to see if all cables are firmly plugged in on back of the “Receiver”. Disconnect the power supply cord on the back of the “Receiver” and wait at least 20 seconds before reconnecting. The “Receiver” will take about 1 to 5 minutes to reboot. If still having issues after these steps please call the office number below.

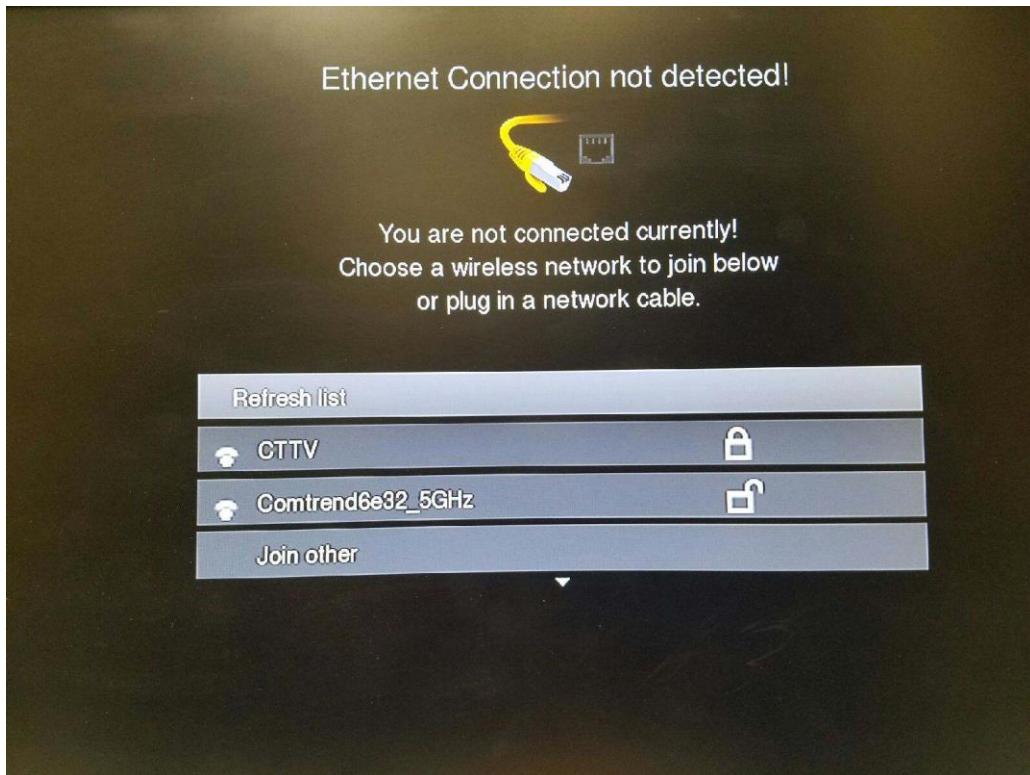
# **Casey Cable Digital T.V. Troubleshooting**

## **For ADB Set-top Boxes Cont.**

**Wireless Set-up:** In a wireless set-up there will be one “**Receiver**” that is the parent “**Receiver**” and the other are child “**Receiver(s)**”. The parent “**Receiver**” will have green bars displayed on the front of the “**Receiver**”. Usually this box is in the living room, but if not that is ok.

**Step A:** Make sure the parent “**Receiver**” is turned on, the power light on the right is blue, and on the left that the green bar lights are on. If so continue onto **Step B**. If power light is blue and there are no green bar lights on the left please call the office at the number below.

**Step B:** On the child “**Receiver(s)**” after you turn the power on it should eventually get to a window that allows you to select the parent “**Receiver**” as in the picture below. Select the one that has your last name. If it does not show up please select “Refresh List”. If it still does not show up, verify that the parent “**Receiver**” is still on. Once you have selected the one with your last name enter the password 123456789 and then select connect.



**Please try these troubleshoot procedures before calling.**

If you have tried these procedures and still having issues please call the office at (641)746-2222 and talk to a representative or leave a message and we will get back to you as soon as we can.

Thank You.