
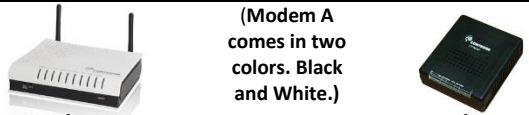



Casey Cable Digital T.V. Troubleshooting

For Amino Set-top Boxes

<p><u>No Picture</u> = Go to Step 1</p>	 <p><u>Ethernet Cable</u> <u>HDMI Cable</u> <u>Coax Cable</u></p>		
<p><u>Picture with “AMINO Please Connect To A Network”</u> = Go to Step 3</p>	 <p><u>Modem A</u> (Modem A comes in two colors. Black and White.) <u>Modem B</u> (DSL Customer's only)</p>		
<p><u>Picture with “Minerva with a #/20 above a pinwheel” but the pinwheel moves extremely slowly or does not move at all</u> = Go to Step 3.</p>	 <p><u>Regular Receiver</u> <u>DVR Receiver</u></p>		

Step 1: First check to see if the “Receiver” is turned on. (On “Regular Receivers” there will be a little red light on the front of the receiver, and the “DVR Receivers” there will be a green lighted square on the front of the receiver.) If it is turned on 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.

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.