

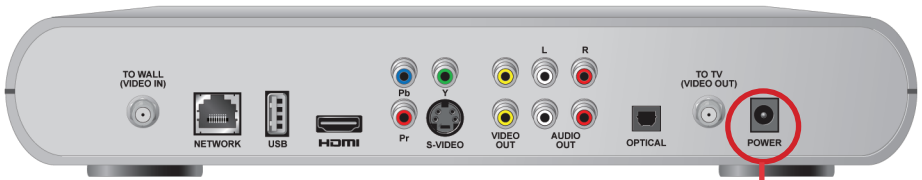
myHARGRAY **HD** Troubleshooting

If the Set Top Box does not perform as expected, the following tips may help.

Solutions to Common Problems

Many issues with set top box operation can be resolved by power cycling the box.

Disconnect the power cord from the back of the set top box, wait a few seconds, then reconnect the power. The box will take several minutes to complete its reset operation.



Power Connection

Standby/On indicator at the front panel is not lit:

The power supply to the box is probably not working:

1. Confirm that the AC/DC adapter is connected properly to the Power Connection.
2. Confirm that there is power from the power source.
3. Make sure you have pressed the Standby button on the front of the box and that the Standby / On light is green.

NOTE: The green light surrounding the power button is always on if power is connected to the box.

Standby indicator turns green; no picture on the primary TV

1. Confirm that the video output connector of the set top box is properly connected to the input connector of the primary TV.
(See user guide for diagram on page 30)
2. Confirm that the TV is set to the correct input mode.

Customer Specific Configuration

TV location (room) _____

Attached device(s) VCR DVD TiVo Other _____

Connection S-Video Component Coaxial _____

Tune to channel ____ or input ____

Technical Support; Mon-Sat, 7am to 6pm.

Dial 611, option 2 from any Hargray phone,
or call toll-free 800-726-1266 and select the repair option.

Outages can be reported at the same number 24 hours a day, 7 days a week.



Before calling Hargray repair please check the following:

No Picture

- Verify that the power to your TV is turned on.
- If the Set Top Box is plugged into an outlet controlled by a wall switch, verify that the switch is in the ON position.
- Verify that all cables are properly connected. *(See user guide for diagram on page 9)*
- If your system includes a VCR or stereo, verify that you have properly connected them to the Set Top Box. *(See user guide for diagram on page 12 & 17)*
- Verify the proper input selection to the home theater receiver or TV. *(See customer specific information recorded on the other side)*
- If you are using coaxial cable to connect to your TV, verify that the TV is tuned to the correct channel. (Channel 3 or 4 (depending on your system configuration)).

No Color or Incorrect Color

- Verify that the current TV program is broadcast in color.
- Adjust the TV color controls.
- If you are using a component video connection (PrPbY), check that all connectors are completely and properly plugged into the Set Top Box and TV. *(See user guide for diagram on page 15, 16, & 18)*
- If you are using a component video connection (PrPbY) and your HDTV only has RGB or RGB-HV connectors, you must use an adapter. Contact Hargray for more information.

No Sound

- If your setup includes a VCR or stereo, verify that you have properly connected them to the Set Top Box. *(See user guide for diagram on page 12 & 17)*
- Verify that the volume is turned up.
- Verify that the mute function is not on.
- Verify the proper input selection to the home theater receiver or TV. *(See customer specific information recorded on the other side)*
- If you are using coaxial cable to connect to your TV, verify that the TV is tuned to the correct channel. (Channel 3 or 4 (depending on your system configuration)).

Remote Issues

- If function keys (guide, channel up / down, etc) on the remote are not responding try pressing the STB button first and the retry the desired function key.
- Mute Button may not operate on some TVs
- Utilize online remote guides found at www.hargray.com/guides

Help is also available on the Set Top Box by pressing the **MENU** button on the remote and then select **HELP**.

Telephone Support

When calling the support line please have the following information available:

1. The MAC Address or the SN (Serial Number) of the box located on the back or underside of the Set Top Box
2. Make and Model of the Set Top Box found on the front panel.

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