

FusionTV TROUBLESHOOTING FAQ



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1. How do I reboot my set-top box?

To reboot the set-top box, unplug the black power cord located on its back, wait about 10 seconds, then plug the power cord back in. The set-top box will go through a reboot series, which takes approximately three to five minutes.

2. A channel is not working. What should I do?

Try switching to another channel, and then turn back to the channel that was not working. This may clear up the problem. If not, check the other set-top boxes in your home to see if there are issues with the channel on those. Should the problem be occurring on all of your set-top boxes, please call Customer Service at 888-264-2908 for assistance. You should also call Customer Service at that number if the problem is only occurring on one set-top box and rebooting that set-top box does not help.

3. I lost video service on one or all of my set-top boxes at once. What should I do?

If you have more than three set-top boxes, Alpine Communications installed a Netgear switch. This piece of equipment (typically located in the basement) provides video service to your set-top boxes. Please ensure that this equipment is connected to an operational electrical outlet and has blinking green lights. If you find that the Netgear switch is powered but the lights are steady, please power cycle this device by unplugging the power cord for five seconds and then plugging it back in. Should the lights still be steady after doing this, please call Tech Support at 888-264-2908.

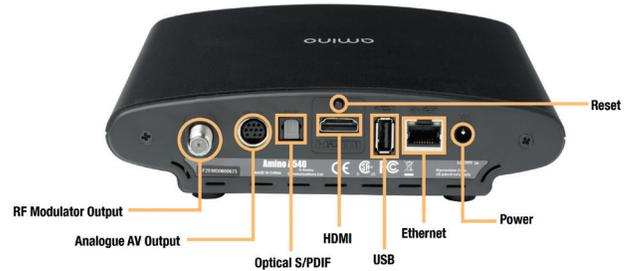


4. What do I do if I see a snowy screen or blue screen?

Check your TV input to make sure it is set to match the corresponding input for your set-top box. For example if you are using an HDMI cable to connect your TV to the set-top box, select HDMI on your TV input.

5. Which input should I be on to view my programming?

Take a look at the back of your set-top box. Depending upon which cables you have plugged in, you may need to switch the input on your television.



Do not press the Reset button on any set-top box as it would result in the loss of FusionTV service.

6. What do I do if my input gets changed?

Get your original TV remote and push the input button until you get back to the correct input. Some remotes will not have an input button; they may have a Source, AV, or TV/Video button.

7. My set-top box will not respond. What should I do?

The colored LED light on your set-top box power button should flash each time a remote button is pressed. If this happens but the set-top box does not respond to your commands, reboot the set-top box. (See #1.) If you continue to experience problems, please call Customer Service at 888-264-2908.

8. The remote control is not working. What should I do?

Make sure there isn't anything between the remote and the remote sensor on your receiver, and that you are within 20 feet of the receiver when using your remote control. Also make sure that you are in the appropriate mode. To operate your set-top box, press the STB button on your remote control.

9. With DVR service, can I record one channel and watch another?

Yes, if subscribed to DVR service, you can record one channel and watch another. This feature should be activated within 24 hours of installation. If you find that you cannot record on one channel and watch another, please call the office at 888-264-2908.

Whole-Home DVR is a Whole Lot More Convenient

With Whole-Home DVR, you can record a program in the bedroom and view or delete it in the family room. You can also pause, fast-forward, or rewind recorded shows on every connected TV in your home. Whole-Home DVR gives you three streams, which allows you to record one show while watching another. Ask us for the whole story on Whole-Home DVR!

