



PES NEW IPTV CABLE BOX - TROUBLESHOOTING TIPS

TIP 1: MAKE SURE YOUR BOX IS POWERED ON (LOOK FOR A BLUE LIGHT)



HD Cable Box (Power On- Blue Light)



HD Cable Box (Power Off - Red Light)



DVR Cable Box (Power On - Blue Light)



DVR Cable Box (Power Off - Red Light)

When using the new IPTV set top boxes the first thing you'll want to do is to make sure that the Cable Box is Turned/Powered On. The new Amino boxes have an easy indication light on the front to help figure out if the box is ON or OFF.

IF THE LIGHT ON THE BOX IS RED, THE CABLE BOX IS OFF. TRY POINTING THE REMOTE AT THE BOX AND HITTING THE BLUE POWER BUTTON AT THE TOP OF YOUR REMOTE. IF THE LIGHT IS BLUE, THE BOX IS ON. MAKE SURE YOUR TV IS ON AND YOU'RE GOOD TO GO!

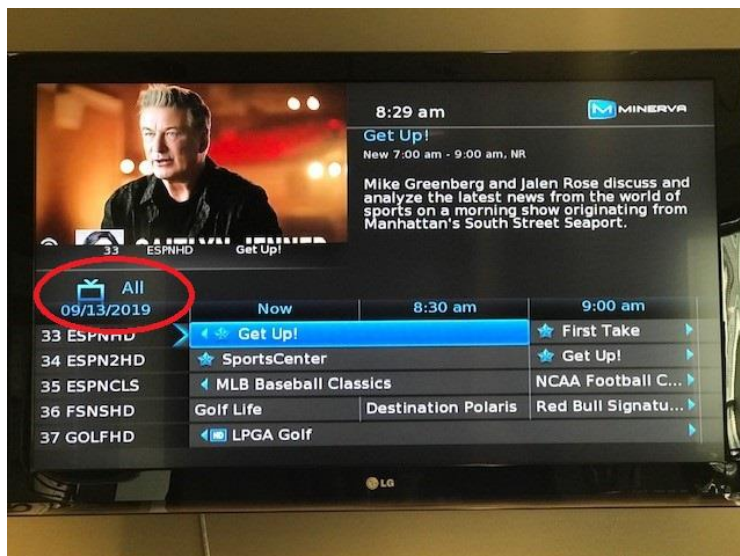
TIP 2: IF A BUTTON DOESN'T WORK, MAKE SURE TO HIT "STB" AND TRY IT AGAIN.

Almost every button on the remote is performed through the Cable Box (also called Set Top Box). If your box is not Powered On or if Guide, Volume, Channels, or DVR functions won't respond make sure to hit "STB" and then try the button again.

Once "STB" has been pressed all functions of the remote should work like normal. If the button does not work after pressing "STB", feel free to call into Technical Support for assistance.



TIP 3: IF YOU ARE MISSING CHANNELS ON YOUR GUIDE, CHANGE THE GUIDE TO "ALL".

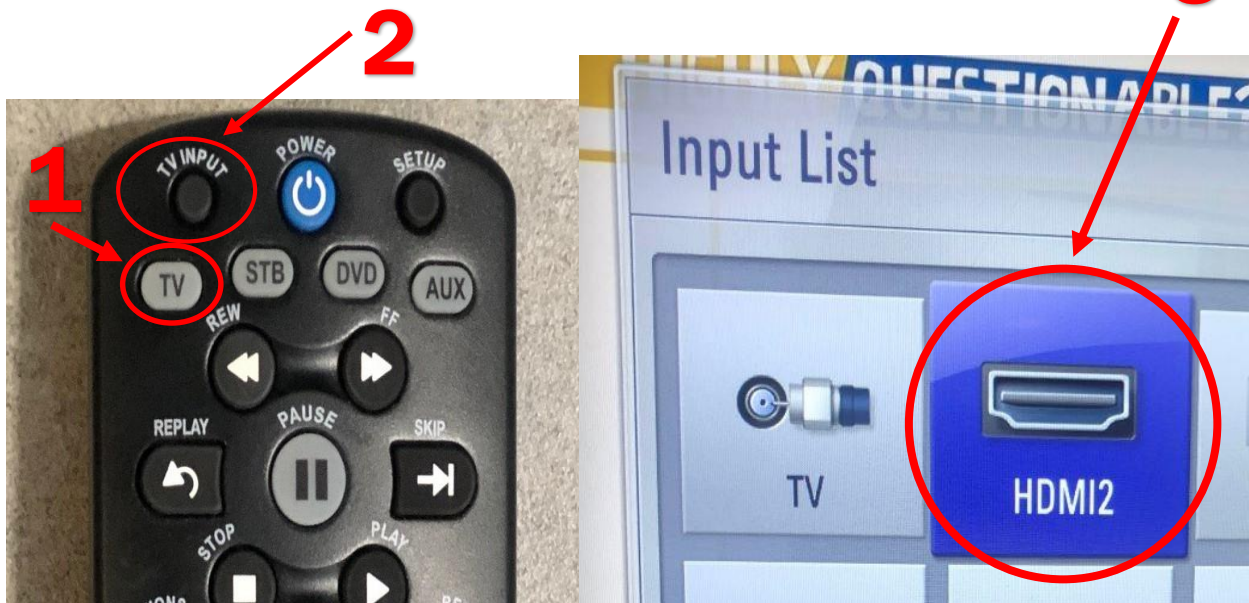


If you find that you are missing channels on your guide, make sure the Guide is set to "All" like the picture to the left.

If it says "HD", "SD" or "Subscribed" above the date, hit the Guide button again until it shows "All" like the picture to the left.

TIP 4: IF YOUR TV HAS A MESSAGE THAT READS “NO SIGNAL”

If your TV suddenly has a “NO SIGNAL” message it usually means the TV input was accidentally changed. If this happens, **1)** Press the “TV” button near the top left of the remote. **2)** Press the small “TV Input” button right above it. You should now be presented with a list or options to choose your TV Input. In most cases, our cable boxes are connected to your TV on an HDMI port. The video signal could be on HDMI1, HDMI2, or HDMI3 depending on your TV’s capabilities. **3)** Try cycling through the HDMI options presented to you to find the correct TV input. You may need to use the up and down arrows and OK button to select the HDMI TV inputs. **4)** Next, simply press the “STB” button on your remote to get back to using your guide and changing channels!



TIP 5: CLOSED CAPTIONING IS ONLY A SINGLE BUTTON PRESS AWAY ON IPTV

Closed Captioning is a simple and easy process to both find and implement on IPTV. Using the picture below for reference, **FIRST PRESS THE OPTIONS BUTTON.** (Shown Circled in Red in the Picture Below).

This will bring up the 'Closed Captioning' option for your box. **USING THE LEFT AND RIGHT ARROW KEYS** shown in the picture below, scroll through the Closed Captioning options until you have found the Captioning option you prefer!



TIP 6: USING THE DVR - RECORDING YOUR FAVORITE SHOW AT THE PRESS OF A BUTTON

If there is a movie you are looking to record or a series that you can't miss, IPTV's DVR Cable Boxes allow for easy access to setting up and accessing all of your favorite programming!

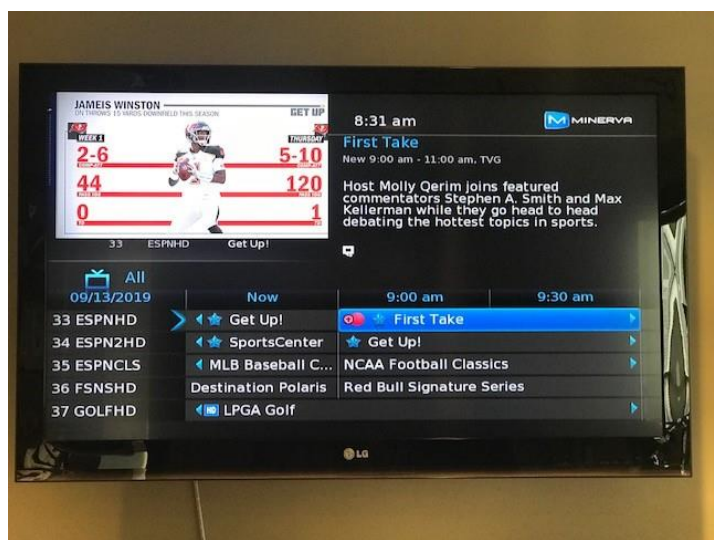
If you're trying to record a single instance of the show you're watching, it's as simple as two buttons! Press 'Guide' on your remote, and then press 'REC' (for RECORD) on your remote as shown below. A SINGLE RED DOT WILL APPEAR, INDICATING YOU ARE NOW RECORDING ONLY THAT EPISODE OR MOVIE.



If you are looking to record an entire series of a show, the process will only take an additional button press from the method above! AFTER PRESSING 'GUIDE', HIT THE 'REC' (for RECORD) TWICE. THE GUIDE WILL NOW SHOW A RED DOT WITH A PLUS SIGN. THIS MEANS EVERY EPISODE OF THE CURRENTLY SELECTED



SHOW
WILL
BE



RECORDED

TIP 7: ACCESSING RECORDED SHOWS OR SEEING WHAT WILL BE RECORDED

Now that you have your recordings, let's find them on our DVR so we can view them! This process is as simple as a single button press!

ON THE CABLE BOX REMOTE, PRESS THE DVR BUTTON IN THE BOTTOM LEFT CORNER TO ACCESS YOUR DVR MENU WHICH WILL DISPLAY ALL PROGRAMS RECORDED AND ALL SHOWS THAT ARE SCHEDULED TO BE RECORDED.



We hope this troubleshooting guide offers some quick and easy assistance to you as we all begin to acclimate to the new IPTV Cable Boxes. We appreciate your patience and cooperation throughout this learning process!

If after going through this troubleshooting guide you find yourself still unable to resolve your issue, feel free to call our Technical Support Help Desk at (931) 363-2522, Option 3 for Energize. We are more than happy to assist you in any way we can!

