

# GO ALL DIGITAL

## TROUBLESHOOTING GUIDE

Now that the University of Arkansas has gone all digital, here are a few tips to solve common issues quickly:

Important Reminder: Do not remove the equipment from the room. Doing so will interrupt your service.


### QUICK-START REMOTE SET-UP

#### Say goodbye to remote control clutter

Your mini box remote not only controls your mini box, it can also be programmed to control your TV.

1. Turn on your TV.











2. Press and hold  until  blinks twice, then release.

3. Press and release .

4. Press and hold  until the TV turns off, then release.

If your TV does not turn off, or if the mini box is not working with your TV, follow these instructions:

- While aiming the remote at your TV, press and hold down the numbered button for your TV brand from the list of common brands below.
- Let go of the button when your TV turns off. Set-up is complete.

			1 Insignia
			2 LG
			3 Panasonic
			4 Philips/Magnavox
			5 Samsung
			6 Sanyo
			7 Sharp
			8 Sony
			9 Toshiba
			10 Vizio

### BLACK MINI BOX:

- Check to make sure all of the equipment is plugged in and powered on. When the Minibox is properly powered a green light will show up on the device.
- Make sure all of the cables and cords are securely attached.
- If there is no picture, check to make sure:
  - Coax cable is going into the coax input on the TV, OR;
  - HDMI cable is going into the HDMI input on the TV
  - Verify the switch on the back of the Minibox matches to the channel on the TV
- Once the input on the back of the TV is verified, use the remote to change the input to the correct source. Turn on TV. Select HDMI by pressing "Input" or "Source" button on TV or TV remote until you see a picture. For older TV's (non HD-TV's), tune TV to channel 3 or 4.
- If the remote control is not working:
  - Without small device, infrared extender, make sure the remote has line of sight to front of Minibox so the transmission from the remote reaches the Minibox
  - With a small device, infrared extender, make sure the remote has line of sight to the small black infrared extender
  - Check to see if the batteries have expired
  - The remote may need to be programmed to the TV (refer to the programming instructions sheet)
  - Make sure the connections are secure
- If you are experiencing poor picture quality, check all of the connections. This is the most common reason for poor picture quality.
- Sometimes simply re-booting the device can clear up issues. To re-boot the device, unplug it for approximately 5 seconds and plug it back in.