

TDS TV® Quick Reference: Troubleshooting Guide

Try the possible solutions below in the order listed to resolve any of the following problems.

Problem	Possible Solutions			
No Picture (e.g., snowy or black screen)	Turn the TV off and back on.	Verify all cables are securely connected to the back of the set-top box (STB) and the TV, and that power is available to the TV and STB.	Verify TV is on the correct input. If the STB is connected to the TV with a component/composite/HDMI cable, cycle through input or video sources. If the TV is connected by coax, make sure TV is on channel 3 or 4.	Power cycle your modem. Turn the modem off for 30 seconds. Wait 2 minutes, and then check for a picture.
No Sound	Verify the volume is turned up and the TV is not on MUTE. Turn the TV off and back on.	Verify that the audio cables are connected properly, and to the proper input on the TV.	If your STB is connected through a device (e.g., surround sound, stereo, DVD player), make sure the device is turned on and is set to the correct input.	Power cycle your modem. Turn the modem off for 30 seconds. Wait 2 minutes, and then check for a picture.
Remote Control Not Working	Press the STB button on the remote to make sure the correct device has been selected.	Check to see if batteries need to be replaced in remote (red light on remote should display when button is pressed). Also verify power is available to TV, STB, and audio device.	If the problem is with control of a TV or stereo (not the STB), try reprogramming the remote with the code list provided and also available at tdstv.com .	Try using the remote on a different STB. If it works on a different box, reset the first STB by unplugging its power cord for 30 seconds. Plug it back in and the STB will reboot within 5 minutes (10-15 for DVR models).
Frozen Picture on TV	Check network connection to TV. Unplug the Ethernet cable (looks similar to a phone cable) and reconnect it to the STB.	Power cycle your modem. Turn the modem off for 30 seconds. Wait 2 minutes, and then check for a picture.	Reset the STB by unplugging the power cord for 30 seconds. Plug it back in and the STB will reboot within 5 minutes (10-15 for DVR models).	
Some Channels Appear to be Missing	Parental Controls are located in the Settings section of the TDS TV main menu. To access the main menu, press Menu on your remote control.	Verify the channel is included in the programming package you have subscribed to by calling TDS at 1-866-44-TDSTV.	Reset the set-top box by unplugging the power cord for 30 seconds. Plug it back in and the set-top box will reboot within 5 minutes (10-15 for DVR models).	
HD Channels Are Missing	Refer to your TV Manual to ensure all cables are connected properly.	Verify HD channels are provisioned for your account by calling TDS at 1-866-44-TDSTV.	Reset the set-top box by unplugging the power cord for 30 seconds. Plug it back in and the set-top box will reboot within 5 minutes (10-15 for DVR models).	
Poor Sound Quality	Verify the audio cables are connected properly.	If the problem is voice sync and your STB is connected via HDMI cables, unplug the power source to the STB. If the problem persists, consider switching to component video and stereo audio cables instead of HDMI.	Power cycle your modem. Turn the modem off for 30 seconds. Wait 2 minutes, and then check for sound.	
DVR Recordings Have Disappeared	Recordings that are old and not "protected" will be deleted if you run out of storage space.	To see if your DVR is full, press the Menu button on your remote control. Then, go to the Settings section. Select General, then System Information, and then go to System Resources, the amount of free space (bytes) is listed under Disk usage.		

1-866-44-TDSTV
www.tdstv.com

