

BTC COMMUNICATIONS VIDEO TROUBLE CHECKLIST

1. Reboot the set top box(look on back of silver box with red light on front and pull the small, round, black cord on one end, and then plug back in).



2. If still no video make sure they are on right channel on the TV, (have them go to the front of the TV set and change to channel 3 if the connection is on this output, If the connection is on this output then they have to go to another video input).

3. **If still no video then have go to where the main connection is (the lighted power strip in their laundry room, behind the main tv, garage, or basement) and pull the large plug with the red light out of the power strip for 5 minutes. Also unplug all the power cords in the power-strip with the lighted switch on it.** Then plug back in give about a minute and reboot all set top boxes.



4. If there is any other trouble or questions please call 419-657-6100 and press 0 when prompted. **(Include name, brief description, and callback #).**