

## Troubleshooting: Why does my TV say no signal?

If you're seeing a "no signal" message on your TV, there is likely an connection issue with your Cable TV PVR or Receiver or a possible hardware issue. We recommend taking these steps to troubleshoot and resolve the "no signal" issue.

1. The cable box is not turned on or has no power. Make sure the receiver has electricity and the power button has been pushed.
2. The cable connecting the TV to the receiver is not plugged in. Check the back of the TV and receiver to make sure the cables are still connected and are all tight.
3. The TV is on the wrong input: The back of your TV has a number of jacks (inputs for connecting different devices like DVD's and Digital Receivers). You need to set your TV to the input with the digital receiver connected.

These inputs are usually labeled on the TV panel so if possible make a note of which one its plugged into: for example HDMI or Component 1, 2 or 3.

To change the Input Channel on your TV you need the remote control that came with your TV. Find the button on that remote labeled INPUT or VIDEO SOURCE or TV/VIDEO.

Pressing that button will either bring up a menu showing the available inputs, or it will display one of the following inputs:

- Video 1, 2, & 3 (RCA Cables)
- Component 1, 2, & 3
- HDMI 1, 2, & 3 (Most commonly used with HD)
- RGB (Computers)
- PC (Computers)
- Game (XBOX, PS3, WII)
- DVD
- Cable (Just using the Coaxial cable from the wall)
- TV (using the antenna jack and connecting it to an antenna on your roof)

If you know which input your receiver is connected to then change your TV to that input (HDMI or Component 1, 2 or 3 etc).

If you don't know which input you are using, then scroll through them all SLOWLY until you get a picture. (allow 5-10 seconds between each change so the TV can unscramble the video from that input)

**NOTE:** Some televisions will default to a different video source such as TV rather than the source your receiver is plugged into. If you see this message after every power outage check with tv manual to see if you can set a default input.

If these steps did not resolve the issue, please contact our Technical Support Team at **1-866-832-6020**.