

Alabama Broadband Troubleshooting Tips

CABLE CHANNELS

No picture

1. Check all televisions, if all televisions have no picture, place service call.
2. If only one set has no picture
 - a. Check cable connections for tightness
 - b. Make sure all equipment is connected correctly and the digital box is the first piece of equipment connected to the cable
 - c. Make sure your VCR or DVD is powered down
 - d. If you have a digital box, make sure your TV is on Channel 3
 - e. If you have a digital box, make sure the digital box is powered on
 - f. If none of these actions resolve the problem, contact ABB

Fuzzy picture

1. Check all televisions, if all televisions have a fuzzy picture, place service call
2. If only one set has fuzzy picture
 - a. Check to make sure VCR is turned off
 - b. Check all connections for tightness
 - c. If you have a digital box, make sure your TV is on channel 3
 - d. If none of these actions resolve the problem, contact ABB

Ghosting TV screen

1. Check all televisions, if all televisions have ghosting pictures, place service call
2. If only one set has ghosting pictures
 - a. Check all connections for tightness
 - b. Check for damaged cables between the wall outlet and the TV
 - c. If you have a VCR, bypass the VCR and hook the cable directly to the TV
 - I. If this resolves the issue, replace the VCR to TV cable
 - II. If none of these actions resolve the problem, contact ABB

Blue screen — this is not a cable related problem

1. Single TV
 - a. Turn of VCR of DVD player
 - b. Change TV input settings by using your TV menu button on your remote

Black screen — TVs with digital boxes

1. The guide and basic cable still work on other TVs with digital boxes
 - a. Check all connections for tightness
 - b. Make sure there is no equipment hooked up between the wall outlet and the digital box
 - c. If none of these actions resolve the problem, place service call
2. The guide and basic cable do not work on any TV with digital boxes
 - a. Try to refresh the box, if that does not work, contact ABB

Tiling TV screen

1. On single TV, others in house operate properly
 - a. Check all connections for tightness
 - b. Make sure there is no equipment hooked up between the wall outlet and the digital box

- c. If none of these actions resolve the problem, place service call
2. On all TVs, single or Multiple channels, contact ABB

HDTV problems

1. HD channels showing black screen
 - a. Make sure all cables from the wall outlet to the HD digital box are tight and secure
 - b. Check cables, make sure you are using component (Red, Green, Blue) and not composite (Yellow, Red, White) between the HD digital box and the HDTV
 - c. If none of these actions resolve the problem, contact ABB
2. Discolored picture
 - a. Check the connections on the back of the box and the HD digital box. Make sure the component cable colors (Red, Green, Blue) match and are fully seated.
 - b. If you are not using component cables, refer to your television manual for instructions on how to adjust component color
 - c. If none of these actions resolve the problem, contact ABB
3. Black bars on sides of picture
 - a. HDTV is bit set to optimal settings, consult your HDTV manual
4. Black bars on top and bottom of picture
 - a. The program is being transmitted in this format. There are not settings to prevent this issue.

INTERNET

1. Modem is off line
 - a. Reset modem
 - I. Make sure computer is turned off completely
 - II. Disconnect the power cord from the back of the cable modem. Make sure it is the power and not the coaxial cable a the back of the modem
 - III. Disconnect the power from any router you may have hooked to the cable modem
 - IV. After waiting 30 - 60 seconds, connect the power back to the cable modem
 - V. Wait 1 minute to allow the modem to acquire a signal and connect
 - VI. Reconnect the power to the router if applicable
 - VII. The modem connection or ready light should be solid
 - VIII. Restart your computer
 - IX. Attempt to surf to a couple of web sites.
 - X. If none of these actions resolve the problem, contact ABB

TELEPHONE

1. No dial tone
 - a. Make sure all phones in the home are on the hook
 - b. Make sure all cordless phone batteries are recharged and good
 - c. Pick up other phones in the home to find out if the issue is isolated to on phone or jack
 - d. Check your eMTA light pattern. Telephone 1 light should be solid. IF they are flashing, this indicates a phone in the home is off hook
 - e. Plug a phone directly into the eMTA to determine if the issue is related to the wiring inside your home
 - f. If none of these actions resolves the problem, contact ABB

