ADVANCED ENTERTAINMENT PLATFORM (AEP) TROUBLESHOOTING GUIDE

Please reference these common troubleshooting scenarios for AEP before scheduling a technician visit.

1 **Does the TV display a "No Signal" message?**

- Verify the unit TV is on the correct HDMI input for the AEP
- Verify the TV HDMI cable is plugged into the OUT port on the AEP box
- Reboot the AEP box

2 **If the AEP remote is not working**

» **Lights aren't flashing at the top of the remote when buttons are pressed**
- Replace the remote batteries (two AAA batteries)

» **The remote is not controlling the TV power and volume**
- If the TV being used is a commercial TV with the MPI/MTI interconnection cable
    - Verify the cable is connected into the correct port on the TV and AEP set top box
- For residential TVs, reprogram the AEP remote for that specific TV manufacturer and model
    - Press OK and MUTE until the LED on the on the remote turns RED
    - Enter TV code and press OK
        - Some TVs may have multiple codes. If the first code does not work, try the others
    - Test remote by pressing the volume up/down button
    - This may require a different remote code if the TV has been replaced or if the first code doesn't work


3 **Is there an issue connecting to the streaming app content or is there incorrect Home Screen information?**

» **Check the top upper right corner of the home screen and look to see if there is a cloud image like the image to the left**
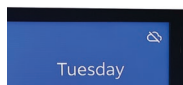
- This means there isn't network connection to the box. This is most likely a problem with the property internet; please check with the property IT team
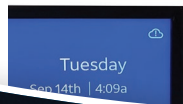
- A cloud with an exclamation point means the AEP unit sees a network connection but cannot get an internet connection. This points to a problem with the property internet; please check with the property IT team

For more information call **Customer 1st Satellite** at **256.831.7703.**

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DIRECTV® PRE-SUPPORT:

COM3000 TROUBLESHOOTING GUIDE

Please reference these common troubleshooting scenarios for the COM3000 before scheduling a technician visit.

Test Monitor

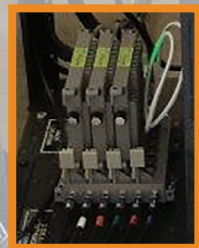All available DIRECTV programming is available at this location

COM3000 System

LED indicators display current status of the system

DIRECTV Satellite Multiswitch

Provides satellite signal to COM3000 system

1 Is the trouble specific to a TV or room location?

- Verify all connections (power, Ethernet, coax cables) are fully plugged or screwed in
- If the receiver is on-site, check the connections and power
    - » Reset power
- Turn the TV off, wait 10 seconds and turn the TV back on; verify programming

2 Is the trouble affecting a small area or a group of TVs on the property?

- Locate the equipment closet/location that supports the affected area/TVs
- Verify all connections (power, Ethernet, coax cables) are fully plugged in or screwed in at the tap/splitter or Ethernet switch

3 Is the trouble property-wide?

- Locate the COM3000 equipment
- Verify the power and indicator lights on the front of the COM3000 are lit
    - » If lit: Check the test monitor to ensure DIRECTV programming is showing
    - » If not lit: Verify the COM3000 is plugged in and that the power is available from the outlet it is plugged into

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