DIRECTV® PRE-SUPPORT:
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**
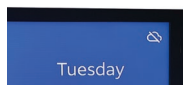
- This means there isn't network connection to the box. This is most likely a problem with the property internet; please check with the property IT team
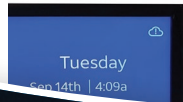
- A cloud with an exclamation point means the AEP unit sees a network connection but cannot get an internet connection. This points to a problem with the property internet; please check with the property IT team

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

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