

# 7 Troubleshooting

## Errors will happen, we're here to help

Like anything new, TCCTV will come with a learning curve for some of our customers. We understand and are here to help make the transition as smooth as possible. Below we have listed the top three most common errors we've encountered. Our support team is ready to help whenever an issue arises, please do not hesitate to reach out.

### NO SIGNAL

**#1** Make sure that the light on your STB [KAON or AMINO] is on - this will be indicated by a BLUE LIGHT

**#2** Open the list of Inputs on your television to make sure the TV is on the correct input - if you are unsure of which input your box is connected to try each individual input.

INPUT Buttons generally look like this



If you have a SMART TV there may be a source or input option on your home screen or the individual inputs may be listed on your home screen.

The Common inputs are HDMI 1, HDMI 2, HDMI 3

**#3** If the issue is not resolved, please check the cables on the back of the STB. Unplug and plug back in both the HDMI and the power. [labeled on page 1 of this guide]

Also if possible try unplugging and plugging back in the HDMI cable on the TV as well.

### HOW TO CONTACT SUPPORT

LIVE CHAT [www.tcc.on.ca](http://www.tcc.on.ca)

PHONE 519-606-2090

EMAIL [assist@tcc.on.ca](mailto:assist@tcc.on.ca)

Monday to Friday 8:30 am. - 10 pm.

Saturday & Sunday 9am. - 5pm.

### NETWORK ERROR

**#1** Try RESTARTING your STB [KAON/AMINO] or Firestick by powering down and back or unplugging the power source.

**#2** Try rebooting your router & test to see if you have an internet connection on other devices like your smartphone or laptop.

**#3** If you have an internet connection and the device is still having issues try going to the network settings and reconnecting the devices to the network unless it is hardwired.

### MEDIA ERROR

**#1** Check to see if there is issues with a different channel or if it one specific channel

Select the TRY AGAIN button on your screen to see if the error corrects itself

If the message remains you can also try pressing the back button to remove the message

If only one channel is affected please call and notify the office so the issue on this channel can be fixed

