



## Basic Trouble Shooting for Entone Remotes

*I'm having trouble turning on my TV.*

**Possible Solution:**

Make sure you are pointing the remote control at the Set Top Box (STB). When pressing the power button, be sure to hold it down for at least 2 seconds to be sure it's activating the request.

*I turned on my TV and the screen is fuzzy, it looks snowy.*

**Possible Solution:**

The fuzzy/snowy screen usually means one of two things. 1. The STB didn't turn on. Point your remote directly at the STB and press the red power button. This should turn your STB on. Or, 2. The TV is on the wrong channel. Make sure your TV is on either channel 3 or 4.

*When I turn my TV on the screen is blue.*

**Possible Solution:**

A blue screen typically means there is a device (DVD Player or VCR) connected to this TV that is powered on. Turn off the power on that device. A full picture should resume.

*The picture on my TV is freeze framing. It gets stuck on a picture.*

**Possible Solution:**

To correct this issue, power the STB off by unplugging it for 5 seconds, then plug it back in. This should reset the STB and eliminate freeze framing.

*I'm having the same problem on all my TV's in my house. Is KMTelecom having a problem delivering the TV signal?*

**Possible Solution:**

If you are having the same problem on all channels, your Pannaway modem box may need to be reset. Depending on the setup of your home you may find the modem box in your utility room or near one of your STBs. To reset the modem, simply unplug it for 5 seconds, then plug it back in. If you are having a problem on a particular channel, on all TV's this may be an indication that the programmer is unable for some reason to deliver the signal.

For further questions, contact our Customer Service Department at 634-2511. Thank you.