





TROUBLESHOOTING

| Observation | Things to Check | Remediation |
|---|---|--|
| <p>Video/audio quality is poor on STB or network connection error is displayed.</p> | <p>WiFi signal strength in STB Network connection menu.</p> <p>Ideal for consistent video:</p> <ul style="list-style-type: none">  Strong WiFi signal  Very Strong WiFi signal <p>Video may buffer frequently or will not be consistent:</p> <ul style="list-style-type: none">  Weak WiFi signal  Medium WiFi signal | <p>Relocate router and STB closer in proximity with each other if possible, such that signal is strong or very strong.</p> <p>Connecting the STB to home router with a CAT-5/5e/ cable will also resolve poor WiFi connectivity issues.</p> <p>If video or audio quality is still poor after correcting network, contact RTC technical support.</p> |
| | <p>Ethernet cable integrity</p> | <p>If wired Ethernet connectivity is used, reset/replace Ethernet cable as required.</p> |
| | <p>Router integrity</p> | <p>Power cycle STB and router.</p> |
| | <p>HDMI/Analog composite cable integrity and connection.</p> | <p>Reset/replace cables as needed.</p> |
| | <p>TV HDMI port integrity.</p> | <p>Use different TV HDMI port if possible.</p> |
| | <p>If possible, compare suspect STB A/V quality to another device such as a Blu-ray player.</p> | <p>If the STB is found to show issues while no other devices do, contact RTC technical support.</p> |
| <p>Video is not visible on the TV.</p> | <p>HDMI port connection is aligned with the TV's HDMI port selection.</p> | <p>Ensure HDMI port connection and HDMI port selection are the same.</p> |
| <p>Remote does not control STB, TV, or audio equipment.</p> | <p>Battery charge</p> | <p>Replace batteries if charge is low.</p> |
| | <p>Remote is not programmed to TV or Audio system.</p> | <p>Refer to pages 8 or 12 for KURV remote pairing instructions.</p> |
| | <p>A Remote Control button press always lights up the LED at the top of the remote. Red = an IR command sent. Green = an RF command sent.</p> | <p>If NO LED lights on button presses, the batteries should be changed.</p> |