

## Adak Cablevision Customer Equipment Troubleshooting Guide

### Problem: TV shows Adak Eagle Enterprise logo with “Username and Password”

- If you don't have the username and password, please call Customer Service (dial 611 from a landline or ATT cellphone, or 1-888-328-4222 from any phone) and they will provide it to you.
- User Name: You type the user name in. If the username contains a letter, press the button for that letter on the remote until you get to the right letter, just like you were texting on an old cell phone.
- Password: Enter the password using the remote.
- Notes:
  - To get the **0**, you need to double click on the **0** button fast or you will get a space. This is only required for putting in a user name.
  - To delete a mistake, push on the **“REV”** button that is located below the numbers on remote.

### Cable isn't Working / Channels not Showing Up

- **Is the time showing up correctly on the Set Top Box (STB)?**
  - If YES, do you have HDMI or AV cables hooked up to the STB?



- If HDMI, trace the cable from behind the STB to the TV. Record which port the HDMI cable is plugged into (1-4). Then, use the “INPUT” button on the TV remote to switch the input to that HDMI port.



- If AV/RCA, use the “INPUT” button on the TV remote to change the INPUT to “AV” or “COM”/“COMP”.

- **If NO Time is showing on the STB, and “ETH” appears instead:**



- Push in the Ethernet cable firmly on both ends and reboot the STB.
- If ETH still shows after the STB has rebooted, switch the Ethernet port on the wall jack the STB is plugged into, then reboot the STB.
- If Ethernet cable connected to a “Switch”, reboot both switch and STB.
- If this doesn't work, change the port the Switch is plugged into on the Ethernet wall jack and reboot both switch and STB.

- **If NO time is showing on the STB, and “----” appears instead:**

- Follow the instructions above for “ETH”.

- **If the time on the STB starts with “40” and the channels are frozen, call support (dial 611 from a landline or ATT cellphone, or 1-888-328-4222 from any phone) to submit a trouble ticket.)**