

TV Not Working

August, 2018

Nothing but Static or Snow on the TV Screen or there is a Message on the TV Screen that says: NO Signal:

The TV is receiving signal from the incorrect HDMI Input.

To correct this, on the REMOTE:

Depress the Small White button on the lower left of the Standard Remote labeled "TV Input".

Continue to Depress this same button until the correct HDMI Input is highlighted on the TV Screen, then

Depress the OK button on the remote.

Depress the Exit button to return to regular programming.

If this does not correct the Signal reception, unplug and re-plug the cable that goes from the Set Top Box to the TV. Wait for Two Minutes. If the Signal is still not being received, follow the steps above again.

TV Will Not Turn On

Try these steps first:

Check to be sure the TV is fully plugged into the electrical outlet.

If plugged in and in the upper outlet, check to see if the Wall Switch is turned on.

Check to be sure the correct Remote Control is being used.

Check to be sure the cable from the Set Top Box is plugged in properly.

Unplug and plug back in.

If none of these steps resolve the issue, call FiOS Tech Support at 1-888-553-1555.