

## Frequently Asked Questions

### ➤ **I have no signal**

- More than likely the TV is on the wrong input. However, first make sure your Skitter box is powered on. If the Skitter STB is powered on, a red or green light will appear on the front of the box. Push the TV button and then hit the video source button at the bottom of the remote and keep pressing the video source button until the picture comes back on the screen.

### ➤ **My volume doesn't work on my remote.**

- First press the TV button and move the volume up or down and see if that works. If it doesn't, more than likely your remote needs to be re-programmed to your TV. Contact Huxley Communications for assistance.

### ➤ **My screen says cannot request URL.**

- You will need to reset your box by unplugging your Skitter box from the power source for 45 seconds to a minute and then plug it back in. You will need to let your box reboot. See if the issue has been resolved, if it hasn't, unplug your Ethernet cord and plug it back into your box. It will be a hard click and make sure that it is securely connected.

### ➤ **My screen says an error message.**

- There is more than likely a channel outage that has occurred. Press channel up/down and then return to the channel. If it is still out, please notify Huxley Communications.

### ➤ **I can't change my channels.**

- Press the STB button and then see if you can change the channel. Can you use your guide button? If neither works, then you will have to reprogram your remote.

### ➤ **I don't have a light on my skitter box.**

- Is your Skitter box on? You can turn it on by pressing the STB button, then the power button. Is your Skitter box plugged in?

### ➤ **How can I record?**

- Click on the series you would like to record. Once highlighted, hit OK/Sel. This will bring you to a new screen, you can fill out the info if you wish, otherwise arrow right and highlight RECORD SERIES. Hit OK/Sel. Hit OK/Sel

### ➤ **The picture is green.**

- Unplug your Skitter box for 45 seconds to a minute and plug it back in. Let the box reboot and see if the problem goes away. If the problem persists, if it does then we may need to send a tech out or simply replace your box.