fision TV

Having Set Top Box Connection Issues?
Follow These Troubleshooting Steps

If you've lost power, your Set Top Box (STB) should begin to reboot automatically once power returns. This process can take up to 5 minutes. You will know that your STB is rebooting on its own, when a logo appears after several seconds of power being restored.

If your STB does not reset automatically or if your STB is turned on but is not connecting to the system, follow these steps to connect it manually:

1. Locate the STB that is having issues connecting.

2. Reboot the STB by unplugging it from the power source.

3. Wait 10 seconds and plug the STB back in.

4. The device should reconnect automatically after performing these steps. You should now see the signal bars illuminated on the STB.

5. Turn on your TV to confirm that you have a stable connection. Within a few minutes a logo should appear on the screen.

The STB should be ready to use within five minutes.

If you are still having trouble connecting your STB, call Customer Service: **800-355-5668**

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1. Look amongst your equipment for a small black box with the name "Arris" on the front. This is your Video Access Point (**VAP**).

2. Reboot the **VAP** by unplugging it from the power source. Wait 10 seconds and plug the **VAP** back in.

3. Locate the Set Top Box (**STB**) that is having issues connecting.

4. Reboot the **STB** by unplugging it from the power source. Wait 10 seconds and plug the **STB** back in.

5. Both devices should reconnect automatically after performing these steps. You should now see the signal bars on the **STB** illuminated as displayed in the picture above. Turn on your TV to confirm that you have a stable connection.

If your connectivity issue persists, please follow these steps:

6. If you see the message on your TV "Press OK to Continue", DO NOT PRESS OK on the STB or remote control at this time. This indicates that you need to pair your equipment.

7. Return to the **VAP** and press the button labeled **WPS**. This button is commonly on the front of the device and looks like 2 arrows circling each other as seen below.

a. If you are unable to locate the **WPS** button on the front of the device, look for a small white button on the back of the **VAP** as indicated below. Press this button.

8. Return to the set top box and press the OK button located on this box (not on the remote control). If your set top box does not have an OK button, press the Power button instead.

Your equipment should now begin the pairing process as indicated by a moving image being displayed on your TV. This process will take a few minutes to complete.

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