

Trouble Shooting your Amino Set Top Box

- Amino 110 is for standard IP Television & an Amino 130 is deployed for our HD TV. If you have a 110 or 130 you should have a steady Red light when power is on. A red flashing light means there is power but not proper connectivity. An Amino 530 or “DVR box” will have a solid blue light when powered on. If there is no power or no connectivity start with a power cycle (re-boot) of the equipment. Remove your power cord, wait 60 seconds and then reconnect.
- If re-booting your Amino does not resolve the issue, please call your ComSpan Support Representative at 866 535 9858
- You may be asked for your MACC address from your Set Top Box (STB). You may acquire your MACC address by locating the sticker on your set-top-box, the MACC address appears on the sticker as a long string of numbers. For repair purposes, ComSpan will need the last 5 digits.

Out (TV has blue or black screen)	
Step 1	Verify STB is turned on.
Step 2	Verify TV is turned on and set to correct input
Step 3	Reboot STB
Step 4	Reboot Hub
Step 5	Acquire Macc Address for STB not working
	Call Comspan Support 866-535-9858

Static / Snow on TV	
	Verify STB is turned on.
	Verify TV is turned on and set to correct input
	Reboot STB
	Reboot Hub
	Acquire Macc Address for STB not working
	Call Comspan Support 866-535-9858

"No Signal" message displayed on TV

Verify TV is set to correct input

Reboot STB

Reboot Hub

Acquire Macc Address for STB not working

Call Comspan Support 866-535-9858

Pixilation

Reboot STB

Reboot Hub

Acquire Macc Address for STB not working

Call Comspan Support 866-535-9858

VOD Trouble

Acquire Macc Address for STB not working

Call Comspan Support 866-535-9858