IPTV Equipment Going Out of Standby/Screensaver on Its Own- Article no. 9045

Self-Service Support Alert: this article is available for customer self-service on help.astound.com

Introduction

When an IPTV box is in standby mode (screensaver) it may go out of this mode due to a power surge to the home or when an Emergency Alert System message is pushed out to the box.

You can change the settings of your screensaver

Resolution Steps

This is expected (and very rare) behavior of the IPTV box. No Trouble Calls or Troubleshooting is necessary.

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=183