

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>