No Picture - Blue / Black / Grey / Green Screen-5689

1. Verify the Serial Number / TSN Number
2. Check for outages on the Outages/Reminders Tab in Simon
3. Check for any work orders that could be affecting services
4. Press **Channel Up** to make sure the problem isn't just on one channel
5. Make sure device is turned on
    - All converters have a power light and you should see it lit up in front
        - If you do not see power light, press a button on the remote to turn on the device
        - If still no power, the device may be unplugged

6. Verify the **device** inputs are correct

7. **Send a Balance hit**

8. **Power cycle the device**

9. If the issue persists, click the Create Work Order or Technical Case button on the Work Orders Tab in BOLT

- Click **Create Work Order or Technical Case**, fill out the information as described below and click **Submit**

Trouble Call or Tech Case	Trouble Call
Service Category	Cable
Problem Description	AA - No Picture Cbl (All TV's or Only T AC - No Picture AO (One TV of Many)
Select	All Affected Equipment
Schedule	First available time that works for the c

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=317