


Standard Digital, HD or DVR - Can't see Guide/Banner/Flip Bar Article no. 5315



Resolution Steps

1. If the customer has an **HDTV**, set the converter to the correct **aspect ratio**
 2. Verify the Serial Number / TSN Number
 3. Send a Balance hit
 4. Power cycle the equipment
 5. If the problem persists, click Create Work Order or Technical Case on the Work Orders Tab in BOLT
 - Click **Create Work Order or Technical Case**, fill out the information as described below and click **Submit**
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Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=411>