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**



Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=411