

# Missing Free Channel Preview- Article no. 3801

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## Introduction

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Always check the **account** and the **Outage / Reminders Tab** in **this knowledgebase** for outage information, *first*

## Resolution Steps

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### Troubleshooting Steps for Missing Free Preview

- Make sure the customer is on the Correct channel and balance the account
- Verify the Serial Number / TSN; if serial number is incorrect, please see a Lead or Supervisor
- In ICOMS, place a Change of Service to remove the channel from the account and balance the account
- Then, place another Change of Service to add the channel back, and balance the account *again*

- Send a series of hits to the box to populate the free preview
- A digital converter box is required; streaming services are typically not included with a free preview

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=488>