Missing Free Channel Preview- Article no. 3801

Introduction

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

Resolution Steps

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