

# Temporarily Off Air Message- Article no. 5355

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## Introduction

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### **Important:**

- if *Temporarily Off Air* appears on a **specific channel on all TVs**:
  1. Check for **Current outages**
  2. Ensure this is not a Sports Blackout
  3. If the steps above do not explain the problem, let the customer know the issue is most likely **with that particular station** and that we will research it

## Resolution Steps

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1. Check for current **outages**
  2. Ensure this is not a Sports Blackout
  3. Verify the Serial Number / TSN Number
1. **Ensure connections are finger-tight**
    - The converter should always be connected first **from the cable outlet**
  2. Send a Balance Hit
  3. Power Cycle the Equipment

4. If the issue persists, click the **Create Work Order or Technical Case** in the **Work Orders** tab of BOLT

o Fill out the information as described below and click **Submit**

|                                  |   |
|----------------------------------|---|
| <b>Trouble Call or Tech Case</b> | Trouble Call  |
| <b>Service Category</b>          | Cable   |
| <b>Problem Description</b>       | If <b>all channels</b> are having this issue, use: <ul style="list-style-type: none"><li>• AA - No Picture Cbl (All TV's or Only TV)</li><li>-or-</li><li>• AC - No Picture AO (One TV out of Many)</li></ul> If <b>only one or a few channels</b> have this issue: <ul style="list-style-type: none"><li>• AI - Missing Channels Cable<br/>(add channels affected)</li></ul> |
| <b>Select</b>                    | Equipment with Issue  |
| <b>Schedule:</b>                 | First available time that works for customer  |
| <b>Enter</b>                     | Contact Phone and Contact Name  |
| <b>Notes</b>                     | Relevant Information  |

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=490>