Temporarily Off Air Message- Article no. 5355

Introduction

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

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

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

Trouble Call or Tech Case	Trouble Call
Service Category	Cable
Problem Description	If **all channels** are having this issue, use: • AA - No Picture Cbl (All TV's or Only TV) -or- • AC - No Picture AO (One TV out of Many) If **only one or a few channels** have this issue: • AI - Missing Channels Cable (add channels affected)
Select	Equipment with Issue
Schedule:	First available time that works for customer
Enter	Contact Phone and Contact Name
Notes	Relevant Information

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