**Nutmeg Village
Troubleshooting**

1. **If I have no picture on my TV, what steps can I take before calling CenturyLink Help Desk?**

In order for the set top box (STB) to transmit its signal to your TV the two must be able to establish a proper connection, so try the following steps first:

1. Check the inputs on your remote and ‘settings’ on your TV, using your TV remote to verify your input is on the correct HDMI selection (usually HDMI 1). Continue scrolling through the TV’s input selections on the menu until an image appears. If still no picture,
2. Turn your TV off and then back on. If that doesn't correct it,
3. Unplug your STB and plug it back in. This allows the STB to “reboot”.

If none of these steps are able to establish the TV signal, then call the Technical Help Group at 877-720-3416.

1. **What do I do if I press the power button on the remote control and the TV screen is black or displays ‘press ok to continue?’**

Press the OK button on the remote.  If image does not appear, the remote control may be out of sync (it is supposed to turn on the TV and STB simultaneously).  If the TV button on the remote was accidentally pressed, this causes the remote to only control the TV.

Turn off the TV and STB.  Press the top left button on the remote control that says ‘Prism STB’ once. Then press the power button on remote. Doing so will re-sync the remote with both the TV and STB.

Another suggestion (if the TV screen is black) is to make sure the TV is on the right input (usually HDMI- 1) if an HDMI cable was used or (Component) if component cables were used to connect the TV to the STB. Continue scrolling through the TV’s input selections on the menu until an image appears.

1. **Who do I call if my CenturyLink Prism TV or Internet service is not working after installation?**

Please only call our Help Desk at 877-720-3416. Calling other toll-free numbers may result in delays in correcting any service issues.

1. **How do I set up the new network on my computer and devices?**

Instructions can be found at the following link: <http://www.centurylink.com/help/?assetid=136>

1. **Where do I find the SSID and password (passphrase) to use in setting up my new wireless network?**

You will find this information on a sticker either on the top or bottom of the modem/gateway located at the first point of signal entry in your home. (The modem/gateway is the box with the two short antennas.)

Note: Use the ‘passphrase’ information and **NOT** the Admin password.



1. **What do I do if I unplugged all my equipment while away and now when I plug it I am experiencing freezing pixilation or tiling?**

Push the power button and hold for 10 seconds or until you see the TV screen cycle. This is a soft reboot of the DVR / STB. If this does not solve the concern please only call our Help Desk at 877-720-3416. Help Desk hours of Operation are 24/7. Calling other toll-free numbers may result in delays in correcting any service issues.