

# Scan Sat Network S.L.

## IPTV Issue Solver Guide

“No Signal” on the screen with IPTV.

My IPTV channels are stopping.

My Radio is not working

I don't get any sound on my channels

- “No Signal” on the screen with IPTV.

1.



The first test we need to do is to take the **IPTV Remote**, and press on **House Symbol**

If we get the **menu** that means that the Input and the Cables are correct, skip to **step 4**.

If you don't get the **menu** up when pressing on the **button** then please proceed to **step 2**.

## 2.



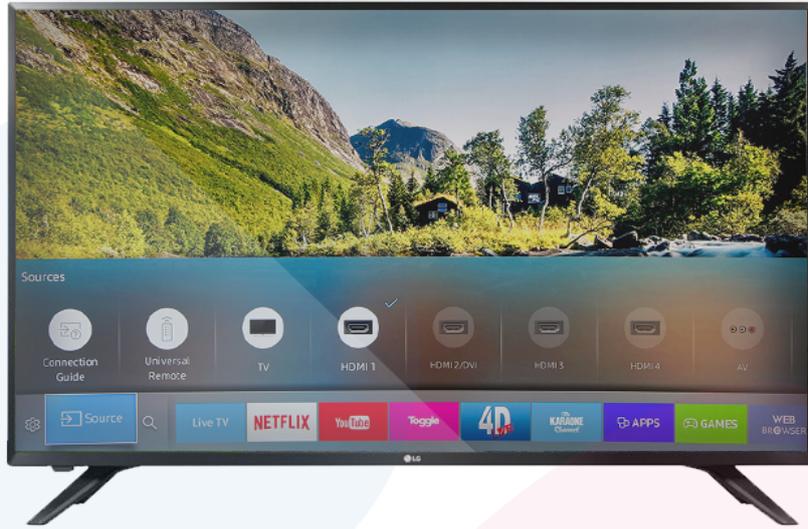
First we have to check that the IPTV BOX has a **blue light** and that its connected to the power.

If it doesn't have any light then please contact our office by **clicking here**

If the box has a red light then you have to take the **remote for the IPTV Box** and then press on the **Red Button (ON)** on the Remote. Try to reboot the box by unplugging the power cable and then plug it back and wait for it to start

If you still don't have signal on your screen then go to **step 3.**

### 3.

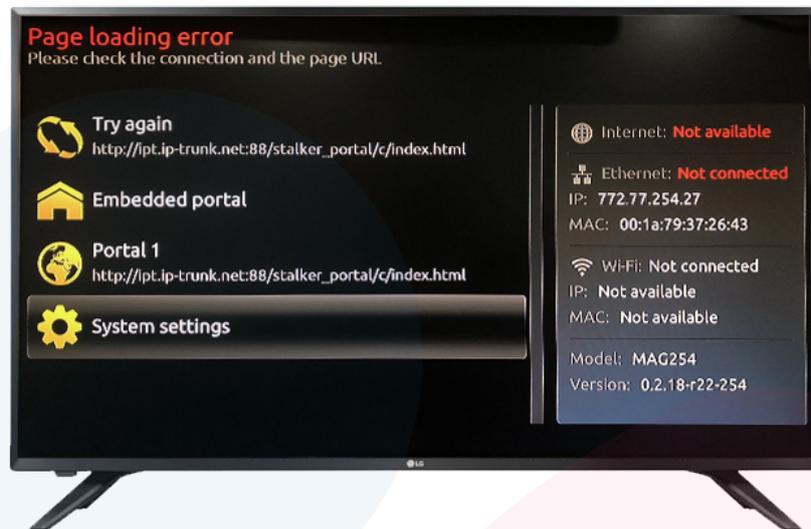


Once checked this we have to check that the **“HDMI” cable** that goes from the box to the TV is connected in both ends. Once we have checked this then we search on our TV remote a button called **INPUT, SOURCE** or **AV** and look for HDMI. It is usually **HDMI1** but also can be HDMI2 or HDMI3, you can try all of them.

If you still don't get image on your screen then please contact us by [clicking here](#)

If you get picture but no channels please proceed to **step 4**.

4.



PLEASE **REBOOT** THE BOX BY UNPLUGGING THE POWER AND PLUG BACK IN, **THEN CONTINUE**

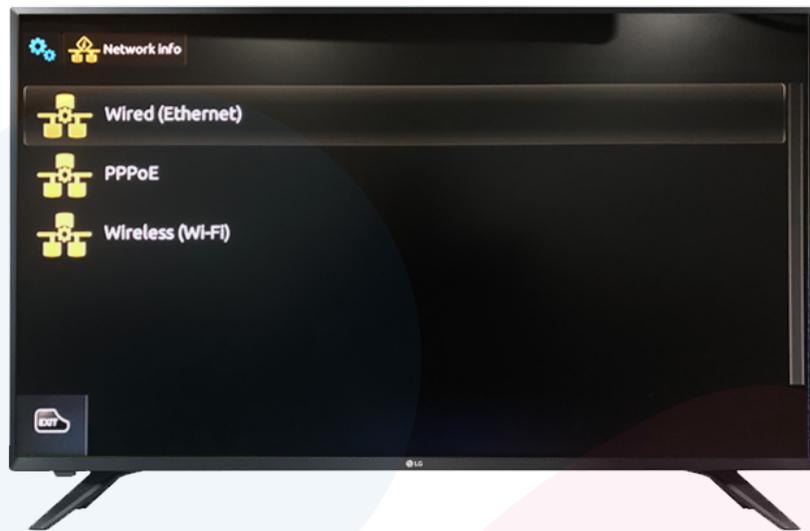
If you get a similar screen like shown on the image before, then what you need to do is to **check** that your **internet is working**. If you don't get it, please contact us by [clicking here](#).

If your **internet is not working** please read one of this guides. [My fiber doesn't work](#) or [My wimax doesn't work](#)

If your **internet is working** then please make sure that the ethernet (Internet) **cable is connected** to the box **or** that the **Wifi is connected** to the box

You can check this on **step 5**.

# 5.



Now that we have made sure that the cables are connected, that HDMI is selected and you get Image on your box but no Channels. Then what we need to do is to press down and go to **System Settings**.

Under settings we need to look for **Network Info**

If you are using **Cable** please read **Wired (ethernet)**

If you are using **Wifi** please read **Wireless (Wi-Fi)**

# Im using cable (Wired)

Click on **Wired (ethernet)**

Here you can see the Network Info and what we need to look at here is

Link Status, should be **UP, Running** or **Active**

**IP:** You should have a IP address, that should look similar to 192.168.1.100 (numbers are just an Example)

# Im using WIFI (Wireless)

Click on **Wireless (Wi-Fi)**

Here you can see the Network Info and what we need to look at here is

Link Status, should be **UP, Running** or **Active**

**IP:** You should have a IP address, that should look similar to 192.168.1.100 (numbers are just an Example)

**IF STILL NOT WORKING, PLEASE [CONTACT US](#)**

- My IPTV channels are stopping

1.



First we have to **reboot** the IPTV BOX

We do this by **unplugging the power** and then **plug it back** in again.

Once rebooted wait 5 minutes for it to start up correctly and then test again.

If you still see your channels stopping please go to **step 2**.

## 2.



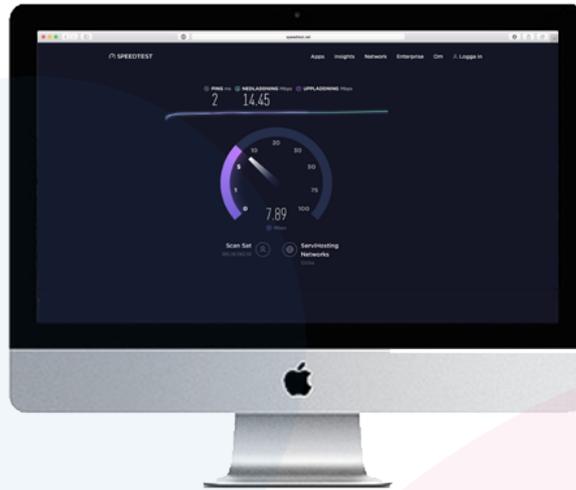
Now that we have rebooted we need to know the **difference between WIFI and CABLE**

If you are using **wifi** then the **issue might be** because that IPTV **box is far away** from the Router and the WIFI **signal doesn't reach good enough**.

\* Remember that you might have slightly lower speeds on wifi than cable depending on your router, Consult us to know more about this by [clicking here](#)

If you are **using cable** or using wifi and the IPTV box is **close to the router** please go to **step 3**.

3.



Now that we have in mind the difference between WIFI and CABLE, we will now test our connection on a computer or downloading an app on your tablet or smartphone

We start by trying to do a **Speedtest**, we recomend using this one [Speedtest](#)

**Are you getting the speed you are paying for?** If so then you can check out higher speeds and other plans that might be interesting by [clicking here.](#)

If the speed is not good enough this is probably the reason for the box to be stopping, you can read more about slow internet on the following guides. [Im not getting my full fiber speed](#) or [Im having a slow wimax connection.](#)

**IF STILL NOT WORKING, PLEASE [CONTACT US](#)**

- My Radio is not working

1.



First we have to make sure if we have IPTV or TV by Antenna. If you have a **IPTV system** (First box) then please contact us straight away by [clicking here](#)

If you have **TV by Antenna** (Second Box) then we have to proceed to **step 2**.

## 2.



First we have to **reboot** the GI BOX

We do this by **unplugging the power** and then **plug it back in** again.

Once rebooted wait 5 minutes for it to start up correctly and then test again.

If we still don't have our radio channels what we need to do is a channel search and we do it by following **step 3** and **step 4**.

# 3.



We now have to open the **menu** using the **GI Remote** to check our signals

If you get the menu then we will proceed to check the signal by going to **Installation > Satellite Installation**

Once in here at the bottom you will see two bars with **level and quality**. If you see the signal and quality proceed to **step 4**.

4.



Now we are **in the correct menu** and you have signal. Now we will check and do a **Channel Search**.

To do this you have to press on the **Red button “Audio”** on the remote and a small menu will pop up.

Go to the bottom using the arrows on the remote, and choose **“OK to Search”** It will start searching for the channels.

Once **finished**, it will reach 100% and then go back to the Satellite Menu.

Press on **Exit** and test your radio channels.

**IF STILL NOT WORKING, PLEASE [CONTACT US](#)**

- I don't get any sound on my channels

1.



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2.



First we have to make sure that we turn up the volume on both the **TV Remote** and the **IPTV Remote**,  
And also make sure that neither the **TV** or the **BOX** is on Mute.  
Once this is confirmed we move on to **step 3**.

# 3.



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