

Scan Sat Network S.L.

TV Issue Solver Guide

“No Signal” on the screen with TV by Antenna

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 TV by Antenna

1.



The first test we need to do is to take the **GI Remote**, and press on **menu**.

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 GI Box has a **green light** and that its connected to the power.

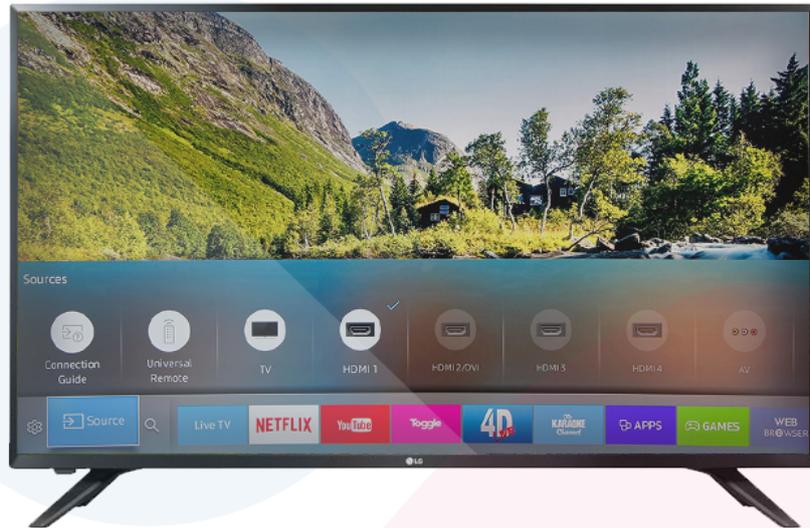
If it doesn't have any light then on the back of the box there is a switch that has to be turned on, if it still doesn't turn on please contact our office by [clicking here](#)

If the box has a red light then you have to take the **remote for the GI Box** and then press on the **Red Button** 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 you have to proceed to **step 4**.

4.



We now try to open the **menu** using the **GI Remote**. If you don't still get the **menu** then please contact us by clicking [here](#).

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 signal proceed to **step 5**.

If the **bars are empty** and you don't see any signal please contact us by [clicking here](#).

5.



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 channels and everything should be ok.

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

- My TV by Antenna is stopping

1.



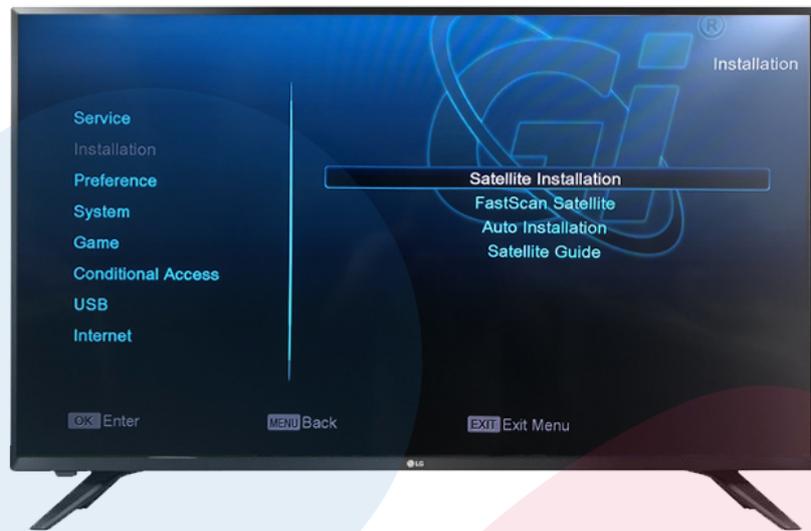
First we have to **reboot** the GI BOX

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

2.



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 **stable** proceed to **step 5**.

If the **bars are jumping or Moving up and down** please contact us by [clicking here](#).

3.



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 channels and everything should be ok.

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.



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 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.



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 4** and **step 5**.

4.



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**.

5.



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](#)