

Set-Top Box (STB) Troubleshooting Guide 24/7

If you're experiencing issues with your GRE interactive TV service in a single room or subset of rooms, please follow the steps below to troubleshoot your Set-Top Box (STB).

Step 1 Reboot the STB

1. Ensure both the TV and STB are powered ON.
2. Using the LG manufacturer remote, press the PORTAL button.
3. On the Portal screen, press the following buttons in sequence:
 - Red button
 - 0 (Zero)
 - Red button again
4. This will initiate a reboot of the STB.

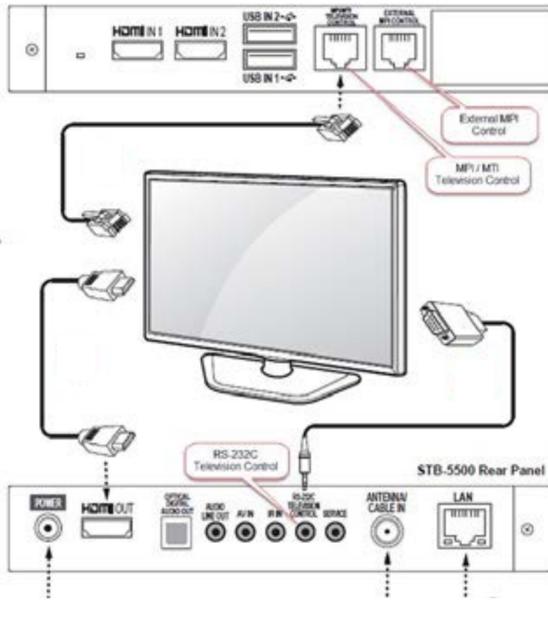
Step 2 Power Cycle the STB

1. Unplug the STB from the power outlet.
2. Wait 30 seconds
3. Plug the STB back in.

Step 3 Check Cable Connections

Ensure all cables as connected as shown in the diagram (if available):

- HDMI Cable: Connect from the STB HDMI Out port to the TV HDMI port (HDMI2, if in use).
- MPI/MTI Cable: Connect from the STB's MPI/MTI Television Control port to the TV's MPI port.
- Power & Antenna/Cable: Ensure the STB is connected to both.



Step 4 Validate Cable Types

- Ensure you are using the correct MPI or MTI cables.
- Do NOT use the ECI port on LG TVs - it is not compatible.
- For Samsung Lite TVs with model number XX670, use the tan MTI cable, not the black one.

Step 5 Check the STB Power Indicator Light

- Do NOT use the ECI port on LG TVs - it is not compatible.
- For Samsung Lite TVs with model number XX670, use the tan MTI cable, not the black one.
- Red light flashing every 5 seconds: STB is ready.

Step 6 STB and TV Sync Test

1. Unplug the STB from power.
2. Confirm all cable connections between the STB and TV.
3. Power on the TV and manually switch to HDMI 1.
4. Plug the STB back into power.
5. If the TV powers off automatically, the STB is synced with the TV.
6. Press the Power button on the LG remote - both devices should power on together.

Step 7 Access the System Log Page

1. With the TV and STB powered on, using the LG manufacturer remote, press the PORTAL button.
2. On the Portal screen, press the following buttons in sequence:
 - Green button
 - 0 (zero)
 - Green button again
3. Review the following information for accuracy:
 - Room Status
 - IP and MAC Address
 - Network Connection Status
 - Last Data Fetch and Last Reboot

Step 8 Factory Reset (if needed)

- If all else fails, perform a factory reset and reconfigure the STB per the instructions included.