SkitterTV Troubleshooting Guide and FAQs

Arris Modem/Gateway

This device is used to bring either Internet or SkitterTV, or both into the home. A Coaxial cable is plugged into the back, to bring services into the home. This device will also deliver Wireless Internet if enabled.

Ethernet Port (x4)

Coaxial Cable

Power Plugin

Wireless Pre-shared Key

MAC address

Front

Back

Bottom

Amino – Set Top Box (STB)

This device is used to bring SkitterTV onto your TVs. A Coaxial cable is plugged into the back, and a HDMI cable is used to deliver video and audio to the television set.
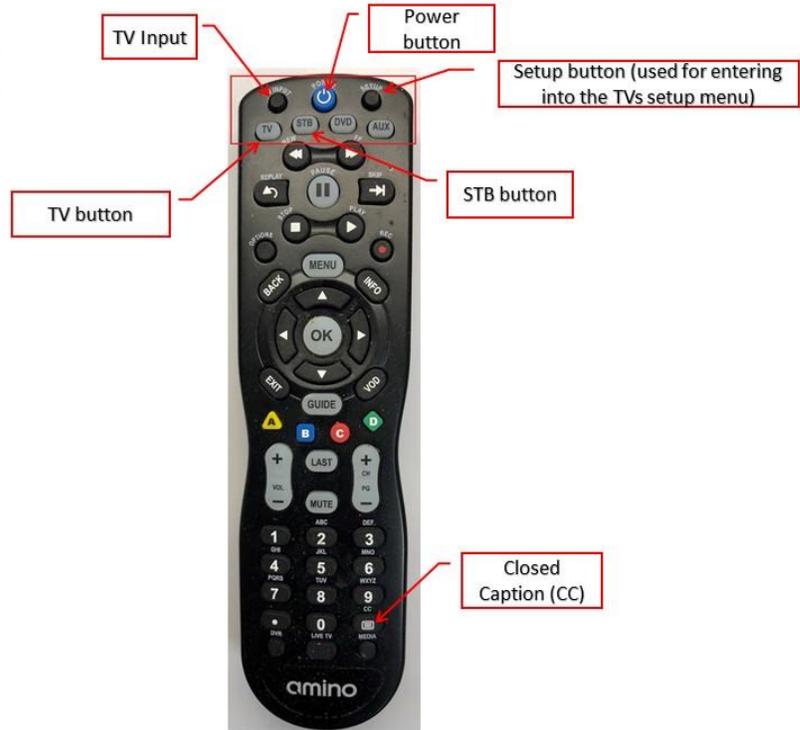
HDMI Cable (To TV, standard input on TV is HDMI1)

Power Plug – Power Cycle = power this cable out for 30 seconds and plug back in.

Coaxial Cable

Front

Top

Amino Remote

This device is used to control the Amino box (channels, volume, DRV (if equip.), and other similar functions)

TV Input

Power button

Setup button (used for entering into the TVs setup menu)

STB button

TV button

Closed Caption (CC)

Note: If the below suggested techniques do not work a reboot of either the Amino STB or the Arris Gateway maybe necessary. Please keep in mind that if both devices need to be rebooted plug in the Gateway first wait about 5 minutes and then plug in the STBs if unplugged. To reboot the Amino box pull the power cable for 30 seconds and plug it back in.

If you are at any time unable to resolve any issues listed below or other issues, please do not hesitate to call the help desk 24/7, 278-9276.

1) Making sure TV is on the correct Input, to enable viewing of SkitterTV (Same process used when a DVD player or other devices are attached to your TV)

   a. If TV says on the screen "No Signal" and the Amino box (STB) light is blue and not red

      i. Using the Amino remote, hit the TV button upper left of remote

      ii. Hit the TV Input button above the TV button, may have to keep hitting the button to scroll through the list of Inputs on the TV until the correct picture is displayed (Must STBs are on HDMI1 or HDMI2).

2) TV is off, but STB is on or vise-versa

   a. If one device (TV or STB) is on and the other is off, this means that they are out of sync.

      i. TV on and STB light is red, Hit TV button on the Amino remote and then power to turn off TV.

      ii. Next, hit STB button on the Amino remote, then power. This will turn both the STB and TV on

      iii. If the STB is blue and the TV is off, just hit the TV button on the Amino remote and Hit power to turn the TV on.

      iv. If the above steps do not work, make sure the Amino remote TV or STB buttons light up red when pressed, if not try replacing the batteries (2x AA).

3) SkitterTV asking to login

   a. If you turn on your TV and Skitter is asking to input a password

      i. The Default password is 1234 and press "OK"

      ii. If that does not work, a simple reboot of the STB will clear entering the password

4) Remote does not seem to change channels or bringing up the Guide

   a. When pressing the Guide button, which button at the top of the remote lights up STB, TV, other or does not light up

      i. If STB button does not light up, but the remote does light up, press the STB button and try again.

      ii. If STB button lights up and the light on the STB box blinks (blue light) but no change on the TV screen, the only way to resolve this issue is to reboot the STB.

      iii. If the remote does not light up, please try replacing the batteries (2x AA).

5) Closed-Caption is on

   a. The Closed-Captioning feature seems to have been turned on or you would like to have it turned on

      i. If you press the button on the Amino remote that is under the number nine (9) key, white box with three white lines. A black box will appear on the screen "Closed Captioning Off/On"

         a. If the black box says "Closed Captioning Off" this means that it is off and to turn it on, you need to hit the Closed Captioning button once more and then click the "OK" button to apply the Closed Captioning option. Do the vise-versa to turn the option off.