



# Set Top Box (STB)

## 3 Step Trouble shooting Quick Reference Guide

### 1 TV Input Settings

- TV input must be set to the same input as what your STB is plugged into; if connected with a coax cable turn the TV to channel 3.
- Ensure the ethernet or coax cable is securely connected.

### 2 Reset the Set Top Box



- Press and hold the power button for about 10 seconds, until 3 lights (green, blue and red) in the centre of the set top box flash. The STB will take about 10 minutes to reset.

### 3 Contact Quadro

- 519-229-8933 - Monday - Friday - 8:30a.m. – 4:30p.m.
- 519-229-6100 - After Hours
- [www.quadro.net](http://www.quadro.net)