**SOLVING PROBLEMS**

1. **There is no sound.**
   - **Check that you have selected the appropriate video input on your TV.**
   - **If the video path between your DigitalLink and your TV loops through other equipment (such as a VCR), you may need to turn on the TV.**
   - **If your TV and DigitalLink are connected using a coaxial RF cable, make sure your TV and DigitalLink are both set to the same channel (3 or 4).**

2. **The remote control does not operate your DigitalLink.**
   - **Check that nothing is blocking the path from your remote control to the DigitalLink’s front panel.**
   - **If your remote control is currently set to operate your DigitalLink (consult the instructions supplied with your remote control).**
   - **If your remote control still will not operate your DigitalLink, replace the batteries in your remote control.**

3. **There is no picture on your TV screen.**
   - **Your TV and other equipment may not be turned on.**
   - **Check that you have selected the appropriate video input on your TV.**
   - **If the video path between your DigitalLink and your TV loops through other equipment (such as a VCR), you may need to turn on this equipment.**
   - **If your TV and DigitalLink are connected using a coaxial RF cable, make sure your TV and DigitalLink are both set to the same channel (3 or 4).**

4. **There are black bars on the sides of your TV screen.**
   - **Your TV and other equipment may not be turned on.**
   - **Check that your TV and DigitalLink are both set to the same channel (3 or 4).**
   - **If your TV and DigitalLink are connected using a coaxial RF cable, make sure your TV and DigitalLink are both set to the same channel (3 or 4).**

5. **There is no channel.**
   - **Check that you have selected the appropriate video input on your TV.**
   - **If the video path between your DigitalLink and your TV loops through other equipment (such as a VCR), you may need to turn on this equipment.**
   - **If your TV and DigitalLink are connected using a coaxial RF cable, make sure your TV and DigitalLink are both set to the same channel (3 or 4).**

6. **There is no sound.**
   - **Check that you have selected the appropriate video input on your TV.**
   - **If the video path between your DigitalLink and your TV loops through other equipment (such as a VCR), you may need to turn on this equipment.**
   - **If your TV and DigitalLink are connected using a coaxial RF cable, make sure your TV and DigitalLink are both set to the same channel (3 or 4).**

7. **There is no sound.**
   - **Check that you have selected the appropriate video input on your TV.**
   - **If the video path between your DigitalLink and your TV loops through other equipment (such as a VCR), you may need to turn on this equipment.**
   - **If your TV and DigitalLink are connected using a coaxial RF cable, make sure your TV and DigitalLink are both set to the same channel (3 or 4).**

8. **There is no sound.**
   - **Check that you have selected the appropriate video input on your TV.**
   - **If the video path between your DigitalLink and your TV loops through other equipment (such as a VCR), you may need to turn on this equipment.**
   - **If your TV and DigitalLink are connected using a coaxial RF cable, make sure your TV and DigitalLink are both set to the same channel (3 or 4).**

9. **There is no sound.**
   - **Check that you have selected the appropriate video input on your TV.**
   - **If the video path between your DigitalLink and your TV loops through other equipment (such as a VCR), you may need to turn on this equipment.**
   - **If your TV and DigitalLink are connected using a coaxial RF cable, make sure your TV and DigitalLink are both set to the same channel (3 or 4).**

10. **There is no sound.**
    - **Check that you have selected the appropriate video input on your TV.**
    - **If the video path between your DigitalLink and your TV loops through other equipment (such as a VCR), you may need to turn on this equipment.**
    - **If your TV and DigitalLink are connected using a coaxial RF cable, make sure your TV and DigitalLink are both set to the same channel (3 or 4).**

If you are still having problems, please visit suddenlink.com/betterhelp or call 844-790-7477.