# Troubleshooting Tips Made Easy

If you are experiencing issues with any of your Fision services from Hotwire Communications we encourage you to take a look at these trouble shooting tips.

Your ONT is the device that delivers the service into your home. It is important to first check to make sure the ONT appears to be working properly.  *If you cannot safely see this device, please contact Hotwire.*

**No Light**
Check power in your home

**Red Light**
Call 800-355-5668

**Green Light**
ONT is functioning properly, proceed to troubleshooting for a specific service

## Television

- Verify that all devices are plugged in and have power
- Verify that the TV is on the correct input and connected to the Fision TV box
- Unplug the problem Fision TV box, wait 10 seconds, and plug it back it.
  In may take 5-10 minutes for box to reboot completely.
  — For DVR issues, unplug all Fision TV boxes and reconnect starting with Fision TV DVR box first.
- Red X – If Red X remains after you have rebooted the box, please call 800-355-5668

## Remote Control

- Check the batteries on the remote control. Replace if needed.
- For standard Fision remotes you have to select the device you want to control. Make sure STB is selected prior to entering commands.

**POWER**
Powers On/Off individual equipment in association with the MODE button selected

**DVD MODE**
Controls DVD (user programmable)

**AUDIO MODE**
Controls audio equipment (user programmable)

**STB MODE**
Controls set top box

**TV MODE**
Controls TV-based function

- Verify the standard remote is paired with Television or audio device.

***To pair the Fision remote to a TV or audio device***

1. With TV or audio device powered on, press and hold the Set-up button until the light blinks twice
2. Choose which device you want too pair the remote to (TV or Audio)
3. Press and hold OK until device turns off
4. Press Watch TV button to turn devices back on

Verify Voice Remote is paired with the set top box – you should see a blue light on set top box.

### How to pair Voice Remote to STB (set-top box)
1. Turn TV on, unplug Box and plug back in
2. Put batteries in remote when the "Please wait while your set-top box loads" screen appears
3. When picture comes on TV, press down arrow and wait for blue led light on STB to stop blinking
4. Go to channel 8056 and follow prompts on screen
5. Once box reboots wait for 5 seconds and then try using the voice functions on remote

Verify Voice remote is paired with TV

### To pair Fision Voice Remote with TV or Audio device
1. With TV or audio device on, find TV/audio device brand you wish to set up on the code list
2. Press and hold Select and Mute button at the same time, red button at top of remote will blink twice
3. Enter code that corresponds with your TV brand
4. Press mute or power button to test if code worked
5. If 1st code entered does not work, try the proceeding codes

# Internet

Hotwire has provided one wireless (Wi-Fi) router to every home.
- Unplug router, wait 10 seconds and plug in again
- Verify Wi-Fi is enabled on the router – Some routers have a button on back that disables/enables Wi-Fi broadcast
- Verify Wi-Fi is enabled on your device and connected to your network
- If you cannot connect, verify you are using the correct Wi-Fi password

### How to change SSID and password
1. From an internet browser navigate to the web address 192.168.1.1
2. Enter the username: admin
3. Enter the password: admin
4. Click on WLAN Setting (blue lettering on the right)
5. Click on WLAN SSID Configuration
6. The SSID Name can be changed to your preference
7. The WPA Passphrase can be changed to your preference
8. 2.4GHz along with 5GHz network SSID's and WPA Passphrases can be customized on this page. Write down your choice you will need to reconnect to the new network with the new credentials to change both 2.4 and 5 credentials.

# Telephone

If your telephone service is not working properly. Contact Hotwire for assistance by calling 800-355-5668 or use the Live Chat option in the Hotwire Fision mobile app.