



Tr Trouble Shooting Guide

Internet

Internet Troubleshooting Steps:

- 1) Power Cycle Router (Unplug Router, wait 1 minute and plug back in)
- 2) Power Cycle Computer (Shutdown and restart)
- 3) Plug directly into Veracity connection from a laptop, observe difference
- 4) Contact Veracity Customer Service with further issues at: **801-379-3000**

*Wi-Fi Disclaimer- Veracity Networks will not be responsible for facilities, services, equipment or systems from third parties. This includes gear added for Wi-Fi services beyond Veracity Networks provided equipment. Veracity Customer service does not provide support for residential or commercial Wi-Fi services.

Analog Video

Analog Video Troubleshooting Steps:

- 1) Confirm Coax cable is secure to the wall jack and the TV
- 2) Confirm that the correct "Source" or "Input" has been selected on TV
- 3) Perform a Cable TV Channel Scan
- 4) Contact Veracity Networks Customer Service with further issues at:
801-691-5800 Option 3

Digital Video

Digital Video Troubleshooting Steps:

- 1) Power Cycle Set Top Box (Unplug, wait 1 minute and plug back in)
- 2) Confirm Ethernet cable is secure to the wall jack and the Set Top Box
- 3) Confirm the video (HDMI) cable is secure to the Set Top Box and the TV
- 4) Confirm that the correct "Source" or "Input" has been selected on TV
- 5) Contact Veracity Networks Customer Service with further issues at:
801-691-5800 Option 3