What should I do if I’m having trouble with my TV Service?

Self-Troubleshooting Tips · https://www.bluestreamfiber.com/support/what-should-i-do-if-im-having-trouble-with-my-tv-service/

If you’re having trouble with your TV service, the first step in troubleshooting is to reboot your set-top box. This will often solve many common issues. To reboot your set-top box, unplug the round power cord from the back of the box, wait 3 seconds, and then plug the power cord back in. Wait for the box to fully reboot before trying to use it again. **Please do not call customer care before performing the reboot as a reboot will need to be completed prior to support.**