

TELUS Business Optik TV Troubleshooting guide.

In the event that a guest reports an issue with the Optik TV™ service, following these steps may resolve the problem.

In the guest room

1. Confirm power to TV set and Optik TV digital box.
2. Confirm physical connection between Optik TV digital box and TV set (usually via HDMI cable), and select corresponding TV input.
3. Check that the LINK or SIG light is green on the Optik TV digital box, if not, proceed to step 5.
4. Check for green screen or “Press OK to watch live TV” message.
 - a. If green screen, press OK and test channels.
 - b. If not, proceed to step 5.

In the electrical room

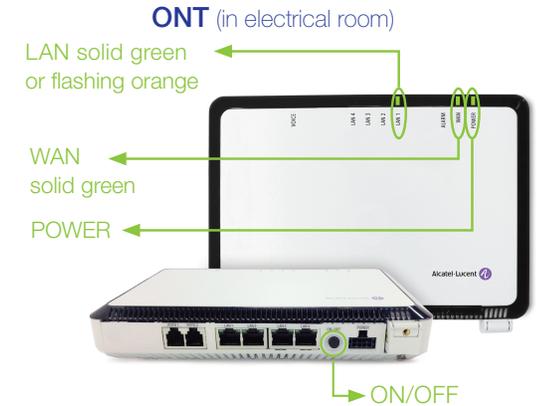
5. Confirm physical connections between modem and ONT (via Ethernet cable).
6. Confirm POWER and WAN lights are green on the ONT that corresponds to the room that is experiencing the issue, and that the LAN 1 light is either green (ready) or flashing orange (transferring data traffic).
 - a. If no lights, submit repair request to TELUS.
 - b. If lights are on, proceed to step 7.

7. Confirm WAN, INTERNET, and one of the LAN 1-4 lights are green on the Actiontec modem (black box) that corresponds to the room that is experiencing the issue.
 - a. If no lights, power cycle modem by unplugging the power cord for 5 seconds.
 - b. If no lights, after power cycle, submit repair request to TELUS.
 - c. If lights are on, continue to step 8.
8. Test internet connection with a laptop plugged directly into LAN 1-4 on the modem for that room.
 - a. If ok, continue to step 9.
 - b. If not, submit repair request to TELUS.

In the guest room

9. Power cycle the Optik TV digital box by unplugging the power cord for 5 seconds.
 - a. If, after 5 minutes, the TV stays blank or is stuck on initializing screen, connect the digital box to a different port on LAN 1-4 on modem in the electrical room and reboot the Optik TV digital box again.
 - b. If, after 5 minutes, the TV still stays blank or is stuck on initializing screen, submit repair request to TELUS.

Optik TV digital box



If the above troubleshooting steps don't resolve the issue, the next step is to powercycle all hardware. All hardware must be powered off, then turned back on in the following order: **ONT --> Actiontec modem --> Optik TV digital box**

If the above steps and power cycle don't solve the issues, you will need to submit a repair ticket.

Submitting a repair request by email.

Please include the following details when submitting your repair request to BTV.Repair@telus.com

- **Subject line:** BTV [10 digit Connection ID] – Short Trouble Description: i.e. BTV 403-999-9999 – STB stuck on initializing
- **Hotel name and location**
- **Room/Suite/Unit #**
- **Connection ID BTV 10 digit #**
- **Onsite contact person name and contact number**
- **Business hours for callback**
- **Trouble description**
- **Confirm troubleshooting steps performed**