

### Fault Reporting Procedure for TV Systems

On receipt of a fault report from the client's resident, the **Client's Call Centre** shall determine, from the resident, the nature of the fault by asking the following questions and offering possible solutions

Possible Cause	Possible Solution
Is the TV plugged in and switched on?	Plug it in & switch it on
Have you tried switching your TV on from the remote control?	If your TV is on standby (red light) press the power button on the remote control, this should turn the light green.
Are all connections to the TV & Equipment in place?	Ensure all interconnecting leads are plugged in at the socket & into the TV-Video-STB
Audio no Picture or Picture no Audio?	If Yes – check scart connection is correctly inserted in the TV and Set Top Box
Is there any picture/sound, if so what quality?	If poor quality, TV may need tuning.
Are neighbours having the same problem?	System fault – ensure landlords mains supply is connected before calling SCCI. (Get Caretaker to check)
Have you had a recent power cut or power surge that caused the electricity to go off?	If yes the fuse may need to be reset on the TV system, the caretaker should be able to do this; if you don't have a caretaker a service call will be required.
Are all channels affected? i.e. Sky set top box, Freeview set top box or built in, Freesat set top box or built in.	Yes - System fault – ensure landlords mains supply connected before calling SCCI. (Get Caretaker to check)
Do you have the TV switched onto the correct channel to watch your chosen input i.e. AV1, AV2, HDMI?	Try using the input or source button on the remote control, this will usually switch between all the TV inputs = Sky, Virgin, DVD, DTV or games console
If satellite, is the Set Top Box on standby (Red Light)?	Activate STB via Remote Control
Is the Set Top Box (STB) locked up?	Switch-off STB at mains for a few minutes. Switch STB back on at mains for a few minutes Activate STB via Remote Control. If above does not work, carry out full 'Forced Download' procedure

To attempt to avert unnecessary call out charges, it is important to carry out the above procedure before reporting the fault.

Once a call has been sent over to SCCI Alphatrack in writing, it shall be followed up by telephone to ensure that the call has been received.

Please Note: Faults reports will not be accepted from Residents.