

**TROUBLE-SHOOTING TIME WARNER CABLE DTAs  
FOR YOUR SUGARLOAF PROPERTY  
(DIGITAL CONVERTER TV ADAPTER BOXES) – UPDATED 4/23/18**

If you come into your Sugarloaf property and your cable television is not working, the first step is to review the Trouble Shooting Guide below. If you cannot resolve the problem, you should call Time Warner’s Bulk Account Hotline at 1-833-697-7328 and see if you can resolve the problem over the phone.

If you can’t and you need to schedule a Time Warner Technician, please do the following:

1. Schedule the Time Warner visit for the next weekend you will be at your Sugarloaf property (yes, they do work weekends!)
2. If that is not feasible, and you need Time Warner to come to your unit during the week, you will need to schedule Mountain Valley Property to let them in and to stay with them while working in your unit (Time Warner Policy).
3. YOU MUST ALERT MVP OF THE SCHEDULED DATE AND TIME IN ADVANCE OR WE MAY BE UNABLE TO ACCOMMODATE TIME WARNER’S VISIT DUE TO MVP’S STAFFING REQUIREMENTS. ALL SCHEDULED APPOINTMENTS MUST BE MADE FOR MONDAY-FRIDAY BETWEEN THE HOURS OF 8AM AND NOON.
4. MVP will charge you a \$40/hour rate to accommodate Time Warner’s visit.

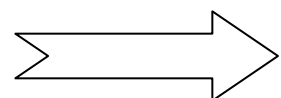
**If you have Additional Time Warner Services (Internet, Hi-Def, Digital Phone, Upgraded packages)** Please be aware that if you add any services in addition to your Association basic bulk cable, and then seasonally suspend those services, the bulk cable television along with whatever seasonal service you are suspending, will now also be disconnected. We have been working with Time Warner on this problem, but they tell us that they are not able to suspend an additional service without disconnecting the bulk cable TV. WE STRONGLY RECOMMEND that you speak to Time Warner about bundling all of your services and leaving those services active year round.

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**DTAs must be left plugged in. If the DTAs are unplugged an interruption in service can result requiring a service call to Time Warner to restore service.**

**Problem:** Black screen that says that you don’t have proper signal.

**Try this...**Channel up by two or three channels on the remote. When the power goes out, the box automatically goes back to its default, which is channel 3. We don’t get channel 3 on our normal channel line-up, so when it defaults, it is going to a channel that we don’t normally get.



**Problem:** Green light on the adapter is blinking.

**Try this...** Unplug the DTA, plug it back in and wait five minutes for it to reset. If that doesn't work, contact Time Warner on their Bulk Account Hotline at 844-725-4339 and give them your property address. They can remotely re-set the signal to the adapter.

**Problem:** No power at all (no light working on the adapter box).

**Try this...** Check to see that the power cord has not fallen out of the adapter box (they are fitting loosely). Make sure it's plugged into the correct port on the adapter box, which is marked "power" (there is another port that the cord will fit into, but it will not work).

**Problem:** Can't change the channels.

**Try this...** Make sure that the sensor is within view of the remote control. Sometimes, the Velcro comes detached and the sensor falls off.

**Problem:** No Audio Channel 13

**Try This:** Press Language button on remote until language audio comes back.

**Problem:** Blue screen or no picture at all

**Try This:** Be sure TV is on channel 3 or 4 and make sure VCR is as well. If you have a High Definition TV, you will need to go into your menu and slowly scroll to find the setting. They will appear as HDMI 1, HDMI 2, HDMI 3, Component 1, Component 2, AV1, AV2, s-video, VGA, or TV in a list. Once you are on the correct setting the picture should reappear.

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