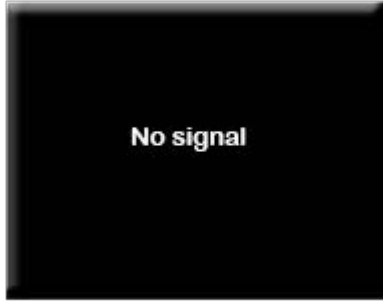


## Black/Blue/Snowy Screen/No Signal

### What Is Happening?

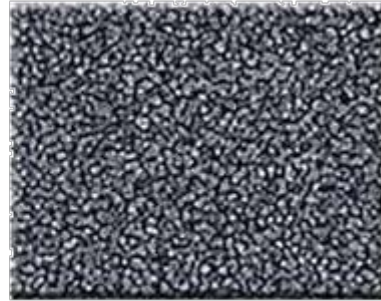
A black, blue or snowy screen or "No Signal" message is displaying.



No Signal Screen



Blue Screen



Snowy Screen



Black Screen

### Why Is It Happening?

This issue is typically caused by the TV being on the wrong input or incorrectly connected cables.

### How Do I Fix It?

Resolve this issue by completing all the steps below:

#### 1 On your DISH receiver, is the green light on steady?

If there is no green light on the front of your DISH receiver, press and release the power button on the front of the receiver. If the light is blinking or will not come on, troubleshoot the problem with the receiver's power (</support/receiver-no-power>).



#### 2 Power on TV and Additional Equipment

If the screen is black, make sure your TV is powered on.

If you are using an audio receiver or other device (VCR/DVD/etc.) connected between the TV and DISH receiver, power it on as well.

#### 3 Press the SAT button

On your DISH remote, press and release the SAT button.

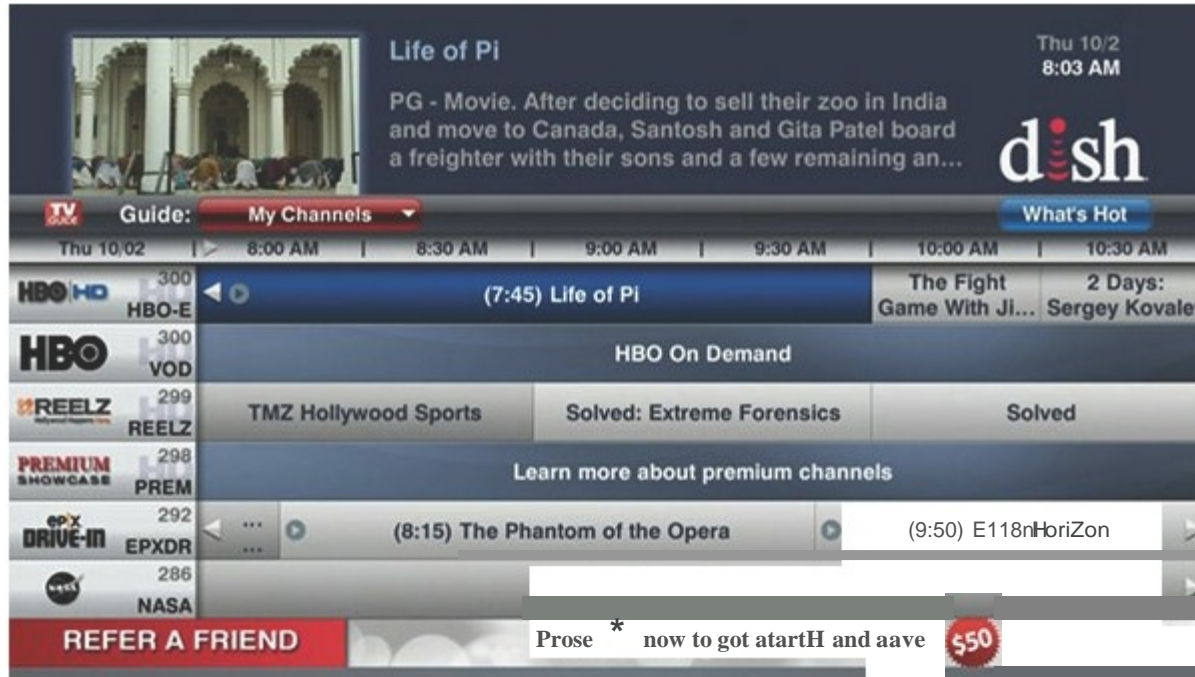


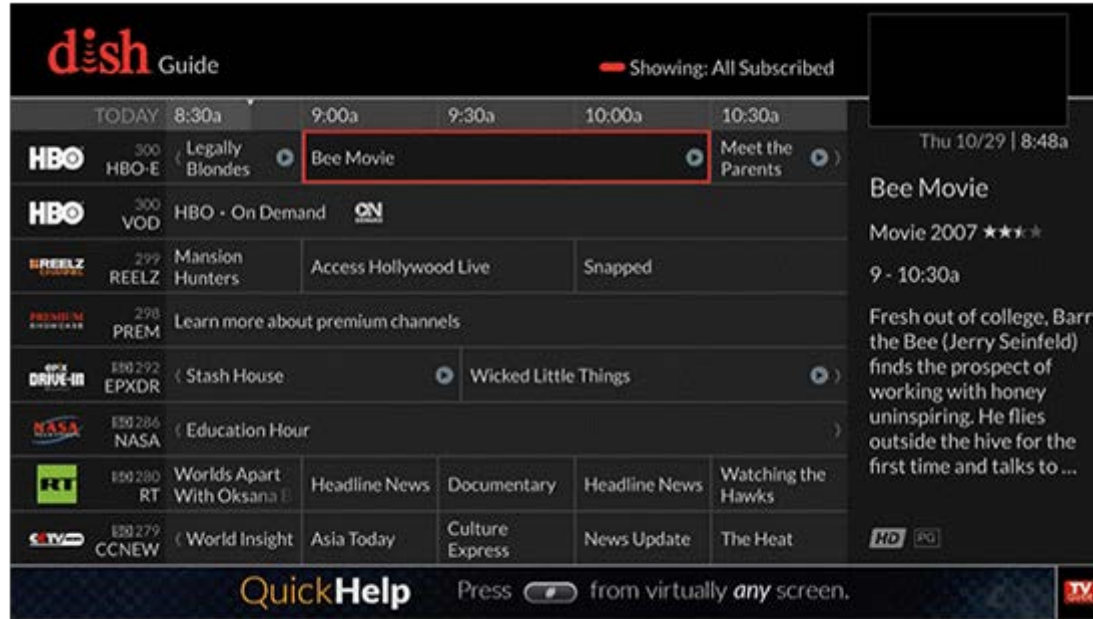
## 4 Can you see the Program Guide?

On your DISH remote, press the Guide button.

If you see the Program Guide, troubleshoot the Black Screen with Guide problem (</support/black-screen>).



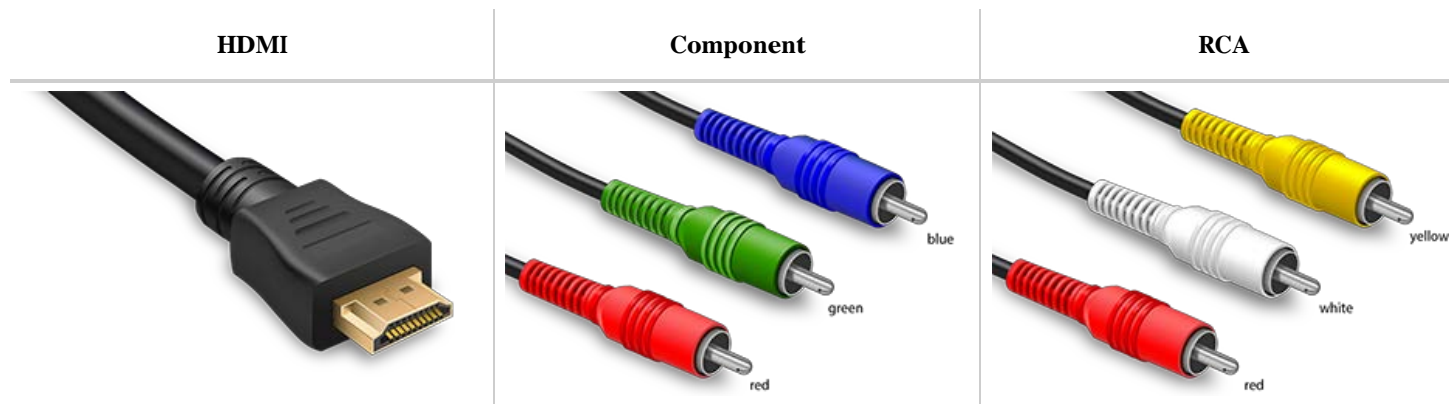


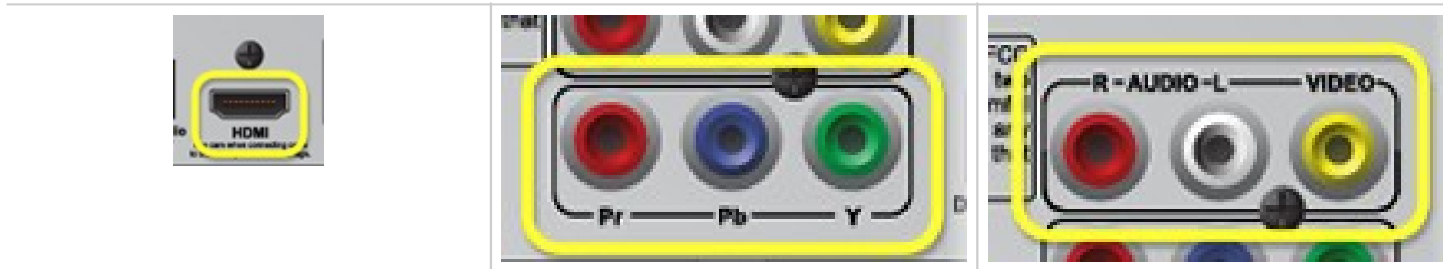


## 5 Check TV to receiver connection

Identify the type of cable connecting your TV to the DISH receiver.

Make sure all cables are connected securely on the back of the TV and receiver. If any other equipment is connected between the TV and receiver, ensure these connections are secure as well.





## 6 Change your TV input

On your original TV remote or the TV itself, locate the Input button (may also be labeled Source)

Press the Input (or Source) button repeatedly, pausing two seconds between presses.

The correct input may match cable type identified above (HDMI cable will often have input HDMI1, HDMI2, etc.)

## 7 Reset your DISH receiver

Unplug the power cord of your DISH receiver (typically has a red tag) from the electrical outlet for 10 seconds, then plug it back in.

If you have a Hopper & Joey system, unplug the power cord of the Hopper (larger receiver).

The reset process may take up to 5 minutes to complete.



## 8 Contact Us

Please contact us (</support/contact>) for further assistance. Our technical experts will confirm the steps you've done and continue troubleshooting with additional steps.

