

## What to do if a Player is playing black

### Step One

• **Is the Display (TV) Powered On, has the correct input been selected?**

- Check to see if the Display is plugged in and turned on. Second, is it connected to HDMI 01, HDMI 02 or another input and is the display tuned to the correct input. Also make sure the cabling from the player to the display is connected properly and in good condition.

### Step Two

• **Is the Player powered on and running?**

- Ensure the player is plugged in and powered on. Once again ensure that the cabling is fully connected and in good condition.

### Step Three

• **Are there any messages scheduled to play?**

- Check the schedule tab in the messages to ensure they have the correct date and time and are scheduled to play during this time frame.

### Step Four

• **Are there messages Approved and Published for this destination?**

- Look in the Approved column and see if the messages that have been approved. After that go to the Publish Content pages and verify that this Schedule has content published to this Channel Frame.

### Step Five

• **Does this Video Channel playlist have an Organization scheduled?**

- Check the Scheduling>Playlist's Page and ensure it has an Organization assigned.

### Last Step

- If the answer to all the questions are yes then contact CastNET Support.

• email: [support@castnet.com](mailto:support@castnet.com) or call: 1-877-680-9898