

Network and connection issues

Everything appears to work correctly except On Now or when retrieving the current channel as a new favorite. App states it couldn't communicate or retrieve data from the receiver.

The most likely cause for this is your Whole Home settings in the DVR or receiver. With some of them set incorrectly, you could still control the box but would not have access to extra information about what is currently tuned. To check your settings, go to: MENU > PARENTAL, FAV'S & SETUP > SYSTEM SETUP > WHOLE-HOME. Scroll down to EXTERNAL DEVICE and ensure that all options are set to Allow.

Unique solution ID: #1005

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