

Troubleshooting and FAQ

How do I reboot my set top box?

To reboot the set top box, unplug the black power cord located on the back of the set top box, wait about 10 seconds and plug the power cord in. The set top box will go through a reboot series taking approximately 3-5 minutes.

Channel(s) are not working, what do I do?

Try changing the channel to another channel, and then turn back to the channel that was experiencing issues. This may clear up the problem. Check your other set top boxes to see if there are problems with the channel on the other set top boxes in your home. If the problem is occurring on all set top boxes in your home, please contact Customer Service by calling 778-6221. If the issue is only occurring on one set top box, reboot your set top box. If rebooting the set top box does not clear up the issue, contact Customer Service at 778-6221.

What if I see a snowy screen or blue screen?

Check your TV input to make sure it is set on the correct input for your set top box.

My set top box will not respond, what do I do?

The colored LED light on your set top box power button should flash each time a remote button is pressed. If this happens but the set top box does not respond to your commands, reboot the set top box. If you continue to experience problems, please contact Customer Service at 778-6221.

The remote control is not working. What do I do?

Make sure there isn't anything between the remote and the remote sensor on your receiver, and that you are within 20 feet of the receiver when using your remote control. Make sure that you are in the appropriate mode. To operate your set top box, press the STB button on your remote control.

Whole-Home DVR

With Whole-Home DVR, you can record a program in the bedroom and view or delete it in the family room. You can also pause, fast-forward, or rewind recorded shows on every connected TV. With Whole-Home DVR, you have 4 streams which allows you to record one show while watching another.

Can I record one channel and watch another?

Yes, you can record one channel and watch another. This feature should be activated within 24 hours of installation. If you find that you cannot record one channel and watch another, please contact the office at 778-6221.

What do I do if my input gets changed?

Get your original TV remote and push the input button until you get back to the correct input. Some remotes will not have an input button, they may have a Source, AV, or TV/Video button.

To sign up for television services or questions on our current pricing, please call our office at 778-6221.

To save even more, ask about our bundle packages.



Brings You DTV!

PO Box 48, Kimball, SD 57355
605-778-6221
www.midstatesd.net

Local Choice			
101	Zap-To-It Channel Guide	108	SD Public Broadcasting HD
102	Kelo (CBS)	HD 110	SDPB World
103	Kelo Weather Now	111	SDPB Create
104	KDLT (NBC)	HD 112	This-TV
105	KSFY (ABC)	HD 158	CW
106	My-UTV	162	Cozi-TV
107	Fox (KTTW)	HD	

Basic Choice			
102	Kelo (CBS)	HD 160	USA NETWORK
103	Kelo Weather Now	162	Cozi-TV
104	KDLT (NBC)	HD 165	TLC
105	KSFY (ABC)	HD 176	A&E HD
106	My-UTV	177	History Channel HD
107	Fox (KTTW)	HD 178	AMC
108	SD Public Broadcasting	HD 181	Fox Movie Channel
109	Weather Channel	186	National Geographic
110	SDPB World	189	Travel Channel HD
111	SDPB Create	196	TNT
112	This-TV	197	WGN HD
114	Fox Sports North	HD 198	ION
115	ESPN	HD 199	E! Entertainment
116	ESPN2	200	DISCOVERY CHANNEL
119	NFL Network	HD 201	OWN
136	Headline News	203	RFD TV
137	Fox News Network	HD 204	SPIKE TV
138	CNBC	205	Game Show Network
139	CNN	206	COMEDY CENTRAL
146	Nickelodeon	208	FX
147	Disney Channel	216	VH1
148	TV Land	217	MTV
149	ABC FAMILY	218	CMT
155	Animal Planet	231	HSN
156	Lifetime	232	QVC
157	Hallmark	233	INSPIRATIONAL NETWORK
158	CW	234	TRINITY BROADCASTING
159	TBS	235	EWTN

Digital Choice			
102	Kelo (CBS)	HD 118	ESPN Classic
103	Kelo Weather Now	119	NFL Network HD
104	KDLT (NBC)	HD 120	Outdoor Channel HD
105	KSFY (ABC)	HD 121	NBC Sports Net
106	My-UTV	122	Sportsman Channel
107	Fox (KTTW)	HD 123	Fox Sports 1
108	SD Public Broadcasting	HD 124	Fox College Sports Atlantic
109	Weather Channel	125	Fox College Sports Pacific
110	SDPB World	126	Fox College Sports Central
111	SDPB Create	127	Golf Channel
112	This-TV	128	CBS Sports Net
113	Big 10 Network	129	Midco Sports Net
114	Fox Sports North	HD 130	SEC Network
115	ESPN	HD 136	Headline News
116	ESPN2		
117	ESPN News		

Digital Choice (continued)			
137	Fox News Network	HD	
138	CNBC		
139	CNN		
140	MSNBC		
141	CSPAN		
142	CSPAN2		
143	Fox Business News		
144	Disney Jr.		
145	Teen Nick		
146	Nickelodeon		
147	Disney Channel		
148	TV Land		
149	ABC FAMILY		
150	Cartoon Network		
151	Disney XD		
152	Nick Jr.		
153	Nick Toons TV		
154	Family Net		
155	Animal Planet		
156	Lifetime		
157	Hallmark		
158	CW		
159	TBS		
160	USA NETWORK		
161	LMN		
162	Cozi-TV		
165	TLC		
166	Food Network	HD	
167	HGTV	HD	
168	WE		
169	DIY		
171	Discovery Fit & Health		
176	A&E	HD	
177	History Channel	HD	
178	AMC		
179	Bravo		
180	Turner Classic Movies		
181	Fox Movie Channel		
182	Sci-Fi		
183	FYI	HD	
184	History 2		
185	Military History		
186	National Geographic		
187	Tru TV		
188	Crime & Investigation		
189	Travel Channel	HD	
196	TNT		
197	WGN	HD	
198	ION		
199	E! Entertainment		
200	DISCOVERY CHANNEL		
201	OWN		
203	RFD TV		
204	SPIKE TV		
205	Game Show Network		
206	COMEDY CENTRAL		
208	FX		
215	MTV Hits		
216	VH1		
217	MTV		
218	CMT		
219	GAC		
220	MTV2		
221	VH1 Classic		
231	HSN		
232	QVC		
233	INSPIRATIONAL NETWORK		
234	TRINITY BROADCASTING		
235	EWTN		
236	AXS-TV	HD	
237	HD Net Movies	HD	
238	Hallmark Movie	HD	
243	Special Activities Channel 1		
244	Midstate Local		
245	Special Activities Channel 2		
246	Special Activities Channel 3		
300	Universal		
357	Hallmark Movie	HD	
501	Adult Alternative		
502	Classic Rock		
503	Rock		
504	Rock Alternative		
505	Heavy Metal		
506	Alt Rock Classics		
507	Country Classics		
508	Alt Country/Americana		
509	Hot Country		
510	No Fences		
511	Bluegrass		
512	Folk Roots		
513	Jazz Masters		
514	Jazz Now		
515	Hip Hop		
516	Smooth Jazz		
517	The Blues		
518	Broadway		
519	Chamber Music		
520	Classic Masters		
521	Pop Classics		
522	Eclectic Electronic		
523	Y2K		
524	The SPA		
525	Kids' Stuff		
526	Dance Clubbin'		
527	Easy Listening		
528	Swinging Standards		
529	Hit List		
530	Groove Disco & Funk		

Digital Choice (continued)			
531	Maximum Party	542	Urban Beats
532	The Chill Lounge	543	Classic RnB & Soul
533	Pop Adult	544	Soul Storm
534	The Light	545	Latino Tropical
535	Jammin	546	Today's Latin Pop
536	Gospel	547	Latino Urbana
537	Holiday Hits	548	Retro Latino
538	Flashback 70's	549	Rock en Espanol
539	Everything 80's	550	Romance Latino
540	Nothin' But 90's		
541	Jukebox Oldies		

Premium Movie Channels			
251	HBO	HD 277	Showtime Family Zone
252	HBO Family	278	Showtime TMC xtra
253	HBO 2	279	The Movie Channel
254	HBO Signature	280	Flix
255	HBO Comedy	286	Starz
256	Zone	287	Encore
261	Cinemax	HD 288	Starz Edge
262	Action Max	289	Starz Comedy
263	More Max	290	Starz Cinema
271	Showtime	HD 291	Starz Kids & Family
272	Showtime Too	292	Encore Action
273	Showtime Extreme	293	Encore Love
274	Showtime Beyond	294	Encore Western
275	Showtime Next	295	Encore Mystery
276	Showtime Women	296	Encore Drama

Movie Multi-Package Discounts

Double Play Package

ONLY \$21.11 per month

Choose between HBO or Showtime and
Choose between Starz/Encore or Cinemax

Triple Play Package

ONLY \$32.68 per month

Receive HBO, Showtime, and your choice of:
Starz/Encore or Cinemax

Grand Slam Package

ONLY \$37.52 per month

Receive HBO, Showtime, Cinemax,
and Starz/Encore

Additional Services

Whole Home DVR - \$15.00

Standard Set Top Box - \$7.00

DTA Set Top Box - \$3.50

