

Troubleshooting Dongle

What if I cannot get a broadcast running?

Step 1: Basic trouble shooting

1. Check if the television is set to the correct HDMI-port.
2. Check if the dongle is correct connected to the HDMI-port.
3. Reset the Dongle by disconnecting the power (USB) for 10 seconds and re-connect again.
4. Make sure the source is still set to the correct HDMI-port.

Step 2: Basic trouble shooting

For this you need the remote control that came with the dongle (and is stucked with velcro tape to the back of the TV).

A. The TV keeps showing 'No signal'.

Check two things:

1. Maybe the dongle is in stand-by mode. Press the Home-Button to check if the Dongle gets out of stand-by. Is that the case, go to [C: I only see the desktop](#).
2. Pressing the Home-button has no effect? Maybe the power connection is not OK. Try to connect the dongle to a different USB port or use the power adapter.

If this still does not work, make a screenshot and send it to our support at support@comvay360.com

B. It shows only a black screen.

Maybe Night mode is activated for this dongle. Log in to comvay360 and check the settings of the TV.

- Are the settings for Night mode correct ?
- Is the Dongle online?

[wifi setup](#)

If this still does not work, make a screenshot and send it to our support at support@comvay360.com

C: I only see the desktop.

It looks like, the Prime Time app does not start. Try to start the app manually.
Does the app start? Restart the dongle (Go to settings -> My Fire TV -> Restart).

The automatic startup of the Priem Time app kan take up to a minute.
If the app does still not start upo automatically, please contact support.

If nothing fix the issue, please make a photo of the dongle connected to the TV and a screenshot of the television screen and send it to support@comvay360.com.

Revision #4

Created 26 October 2024 11:37:48 by Support

Updated 26 October 2024 16:12:55 by Support