

# 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](mailto: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](mailto: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](mailto:support@comvay360.com).

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