

Those who have been complaining about their TV displaying a message about "Are you still there?"

There are two possible issues that may be causing this issue.

1. The sleep timer on your TV settings is set to shut off after a certain period of time and should be changed to never display the message or turned off.
2. The device settings on your Hotwire TV box also has screen saver settings.
  - a. Go to your main home screen, then click on the "Menu" option.
  - b. Scroll down to "Device Settings" and click on that option.
  - c. Under Settings scroll down to "Device Preferences", and click on that option.
  - d. Scroll down to "Screen Saver". On this menu item click on screen saver and change the setting to "Backdrop".
  - e. Under "When to start" set it to never, if you prefer that it never go on, or select your preferred time.

This should resolve your problem.

Alex Sarelas