



Columbo

Huddle 4 of 8

HW Health Test Ver. C0010A0015

Model Arris AX014ANM
 Serial M11714TGB079
 RDK AX014AN_VBN_1908_sprint_20190807114005sdy_GRT

xConf Version Not Available
 Time Zone UTC -5
 Receiver ID e678ed8e-f739-440b-8900-c6fdff9b816d
 eSTB IP 2001:0558:501c:004c:e9f0:85b8:b162:5eb6
 Number of Channels 539
 Home Network XID(ee40), XG1(b9e0), XID(0c36)

MoCA RF Channel 1150 MHz
 MoCA NC 0
 MoCA Bitrate 714 Mbps
 MoCA SNR 34 dB

DOCSIS DwStrmPower 3.3 dBmV
 DOCSIS UpStrmPower 50.8 dBmV
 DOCSIS SNR 37.7 dB
 Video Tuner Locked 5 of 6
 Video Tuner Power MIN: 2.3, AVG: 3.4, MAX: 5.3 dBmV
 Video Tuner SNR MIN: 36.5, AVG: 34.7, MAX: 44.1 dB

Run Diagnostic Tests

Refresh

Exit

On the X1 remote press and hold Exit for 3 seconds then Exit-Exit-4-9-8 and that's it!

Pro Tip: 498 is **HWT** on the remote which stands for **Hardware Test**

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- Hard Drive ✔
- Flash Memory ✔
- Dynamic RAM ✔
- HDMI Output ✔
- Cable Card ✔
- RF Remote Interface ⚠ RF input not detected in last 10 minutes
- MoCA ✔
- Audio/Video Decoder ✔
- Video Tuner ✔
- Cable Modem ✔
- Bluetooth ✔

Overall Result: Pass.

2019-08-22 19:35:03 UTC

Re-run Tests Exit Home Page



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The How: Possible Video STB Results & Actions

HW Component	Warning	Warning Action	Failure Action
Hard Drive	N/A		Swap Set Top
Flash Memory	N/A		Swap Set Top
Dynamic RAM	N/A		Swap Set Top
HDMI Output	No HDMI Cable Detected No HDCP	Check HDMI Cable Check for HD Tech Fee Rate Code	Use Test TV, Still Fail? Swap Set Top
Cable Card (M-Card)	N/A		Swap Set Top
RF Remote Interface	IR Not Detected	Check Remote	
MoCA	MoCA OFF No MoCA Network Found	Check RF Cable	Swap Set Top
A/V Decoder	No Audio & Video – Check Cable Missing Channel Map	Check RF Cable	Swap Set Top
Tuner	Lock Failed – Check Cable Missing Channel Map	Check RF Cable	Swap Set Top
Cable Modem	Lock Failed – Check Cable	Check RF Cable	Swap Set Top
Bluetooth	N/A		
SD Card	N/A		Swap Set Top
Wi-Fi	N/A		