



Re: Setup Issues

8 messages

Info <info@simple.tv>
Reply-To: Info <info@simple.tv>

Mon, Dec 30, 2013 at 5:19 PM

Type your response ABOVE THIS LINE to reply

Subject: Setup Issues

DEC 30, 2013 | 03:19PM PST

ben replied:

Hi | →

I'm sorry to hear about your setup problem. To help resolve this issue, I would like to unregister your DVR. This will allow you to re-run your setup from scratch. You will not be requested to re-enter your activation code. Note that SimpleTV does not play well with hot plugging the usb port. All connections should be made prior to connecting the AC power to the DVR.

If you are unable to complete your setup, please let us know.

Thank you!

DEC 30, 2013 | 08:03PM PST

Original message

wrote:

This is the worst tech setup experience I've had in a very long time. I'm 5 hours in and no closer to getting the Simple.TV up and running. The simple.tv unit hung up several times during the formatting of the USB drive and the channel search. Now it just hangs at getting ready for your first use.

Is there something on your guys side that needs to be reset? Any thoughts or suggesting you may have would be greatly appreciated.

Kind Regards,

This message was sent to [redacted] in reference to Case #: 8740.

[[061d159d6a0d591a76ba3cebcf7c3895f8587d73-186879881]]

Jake Stapleton

Mon, Dec 30, 2013 at 5:56 PM

To: Info <info@simple.tv>

Ben have you unregistered the DVR and is it ok for me to try to the setup process again?

ie

[Quoted text hidden]

Tue, Dec 31, 2013 at 7:17 AM

To: Info <info@simple.tv>

Ben I have tried the setup process again and it did act like you reset me on your side.

However the channel scan for my OTA antenna stops and says "5 minutes remaining" and never progresses at all even after leaving it alone for hours.

[Quoted text hidden]

Wed, Jan 1, 2014 at 12:28 PM

To: Info <info@simple.tv>

01/01/2014

Good Morning I am still unable to setup my Simple.tv.

The channel scan will not complete and at the suggestion of your forums I disconnected the antenna amplifier and still no change.

I know that the antenna works ok I have tested it on a TV.

At this point I am very disappointed in the product and I am an early tech adopter. I'm very forgiving about a lot of issues, but the setup of the product failing and spending several days and hours on it is not one of them.

I would like to be contacted on this matter and get it resolved ASAP.

Jake Stapleton

[Quoted text hidden]

Support <support@simple.tv>

Mon, Jan 6, 2014 at 5:03 PM

Reply-To: Support <support@simple.tv>

To:

Type your response ABOVE THIS LINE to reply

Subject: Setup Issues

JAN 06, 2014 | 03:03PM PST

ben replied:

I'm sorry for the complications you've had with setting up your DVR. I see that you've had a problem with your DVR getting recognized during the setup process. Connecting your computer to the router may help with discovering your DVR. By chance, are you seeing any LED activity from the DVR? If so, then what we will do is re-register the DVR. This will allow you to re-run the setup from scratch. You will not be requested to re-enter your SimpleTV Activation code.

The failure to scan channels may be due to your location. To get an idea of the channels and signal strength expected in your area - visit "antennaweb.org" - then enter your zip code. If the amount of channels appear to be limited - you may want to try using a zip code from your surrounding area. Note that SimpleTV does not work with analog antennas. If you are uncertain of the antenna- just let us know the model.

JAN 01, 2014 | 10:33AM PST

Jake 01/01/2014

Good Morning I am still unable to setup my Simple.tv.

The channel scan will not complete and at the suggestion of your forums I disconnected the antenna amplifier and still no change.

I know that the antenna works ok I have tested it on a TV.

At this point I am very disappointed in the product and I am an early tech adopter. I'm very forgiving about a lot of issues, but the setup of the product failing and spending several days and hours on it is not one of them.

I would like to be contacted on this matter and get it resolved ASAP.

Jake Stapleton

DEC 31, 2013 | 05:20AM PST

Jake Ben I have tried the setup process again and it did act like you reset me on your side.

However the channel scan for my OTA antenna stops and says "5 minutes remaining" and never progresses at all even after leaving it alone for hours.

. replied:

Ben have you unregistered the DVR and is it ok for me to try to the setup process again?

about.me<<http://about.me/jakestapleton>>

DEC 30, 2013 | 03:19PM PST

ben replied:

Hi

I'm sorry to hear about your setup problem. To help resolve this issue, I would like to unregister your DVR. This will allow you to re-run your setup from scratch. You will not be requested to re-enter your activation code. Note that SimpleTV does not play well with hot plugging the usb port. All connections should be made prior to connecting the AC power to the DVR.

If you are unable to complete your setup, please let us know.

Thank you!

DEC 30, 2013 | 08:03PM PST

Original message

• | wrote:

This is the worst tech setup experience I've had in a very long time. I'm 5 hours in and no closer to getting the Simple.TV up and running. The simple.tv unit hung up several times during the formatting of the USB drive and the channel search. Now it just hangs at getting ready for your first use.

Is there something on your guys side that needs to be reset? Any thoughts or suggesting you may have would be greatly appreciated.

Kind Regards,

This message is confidential. If you are not the named addressee #: 8740.

[[061d159d6a0d591a76ba3cebcf7c3895f8587d73-186879881]]

Jake Stapleton

Mon, Jan 6, 2014 at 8:44 PM

To: Support <support@simple.tv>

Ben,

Is this for case 8740? Is not that ticket is open in my name as well with updated information.

I just wanted to to let you know in case you wanted to combine the cases on your side to eliminate duplication.

Here is my current situation the channel scan will not complete it usually stops at the 5 minutes left mark and never stops no matter how long I leave the unit to run. I am using a Mohu leaf antenna that I have hooked up to

a TV in the house and confirmed I get good coverage where I placed the antenna for use with the Simple TV.

In regards to the LED questions my recollection is that the LED is not flashing while the channel scan is stuck. Every time I try to set up the unit everything goes ok until the channel scan and then it never completes.

With this information if you want to de-register the unit so we can start again that's fine with me. I'm willing to do whatever to get this situation resolved.

I am out of town traveling for work so I won't be able to try anything until later in the week.

Please advise.

Jake Stapleton

[Quoted text hidden]

Support <support@simple.tv>
Replv-To: Support <support@simple.tv>

Sun, Jan 12, 2014 at 12:28 PM

Type your response ABOVE THIS LINE to reply

Subject: Setup Issues

JAN 12, 2014 | 10:28AM PST

ben replied:

Hi Jake,

Relating to case 8740 - by your notes it would appear that your HDD was undetectable during the setup process. On Jan 1st you then mentioned being unable to complete the channels scan.

If you have reached the channel scan step, I assume that your HDD is now recognized being that it is the prior step to scanning.

If you are unable to scan channels, I'd like to ask you to visit "antennaweb.org" - then enter your zip code to get an idea of the channels and signal strength you should receive in your area. I've noticed a few cases where the channels are limited to 1 or 2 channels which result in the hanging state while searching.

If you are unable to complete the setup, we may need to consider having your DVR exchanged in case of a malfunction on the unit.

Thank you for your patience!

JAN 07, 2014 | 06:47PM PST

Jake Ben,

Is this for case 8740? Is not that ticket is open in my name as well with updated information.

I just wanted to to let you know in case you wanted to combine the cases on your side to eliminate duplication.

Here is my current situation the channel scan will not complete it usually stops at the 5 minutes left mark and never stops no matter how long I leave the unit to run. I am using a Mohu leaf antenna that I have hooked up to a TV in the house and confirmed I get good coverage where I placed the antenna for use with the Simple TV.

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With this information if you want to de-register the unit so we can start again that's fine with me. I'm willing to do whatever to get this situation resolved.

I am out of town traveling for work so I won't be able to try anything until later in the week.

Please advise.

Jake Stapleton

[Quoted text hidden]

[[061d159d6a0d591a76ba3cebcf7c3895f8587d73-186879881]]

Sun, Jan 12, 2014 at 12:51 PM

To: Support <support@simple.tv>

Ben,

I received a Twitter DM today from SimpleTV asking me to try the channel scan again. What you guys did on your end did not help my issue. The setup runs fine but the channel scan will not complete and stops at 5 minutes left mark every time. I have left the antenna in the same place and hooked it up to a TV to confirm I have reception and I do. At this point I've spent over 20 hours trying to get my simple TV unit to work. If there is no other solution like entering the channels manually then I would like to explore a replacement unit. I informed the person I've been twitter DMing with that you are working with me on case 8740 so that you don't duplicate things on your side.

Please let me know how you would like to proceed.





RPL Simple.TV device, problems with setup

12 messages

Support <support@simple.tv>
Reply-To: Support <support@simple.tv>
To:

Sat, Jan 18, 2014 at 8:41 PM

Type your response ABOVE THIS LINE to reply

Fred Stapleton

Subject: Mailing Address for Replacement Unit

JAN 19, 2014 | 06:41PM PST

Sandi replied:

Hi Jake,

I am sorry you are experiencing problems with your new replacement device. I have sent a message to our Product Manager and Support Engineer this evening to help troubleshoot your device.

Please know every device is powered-up and tested in manufacturing through the setup process to assure it is functional before shipping.

We will be in touch soon.

Sandi

Operations Manager

www.simple.tv

JAN 18, 2014 | 01:23PM PST

Sandy replied:

Sandy,

I have received my replacement unit and it is defective.

It will not boot, the blue light just flashes rapidly.

I searched the forum and they suggested using the reset button on the unit and that solution did not work, nor does power failing the unit.

I have spent quite a bit of time on this and I am giving up hope, what do you suggest?

JAN 14, 2014 | 11:44AM PST

Sandi replied:

Hi Jake,

I have completed UnRegistering your current device RSSI-STV1-5-100000000EF0.

Your replacement Simple.TV DVR will be shipping today, tracking info to follow.

RETURNING DEFECTIVE Simple.TV UNIT:

Please find attached a UPS Pre-Paid ship label for return of the defective Simple.TV device. Please apply the shipping label to the outside of the Simple.TV shipping carton and ship it back to us at your earliest convenience.

Thank you Jake.

Sandi

Operations Manager

www.simple.tv

JAN 14, 2014 | 05:23PM PST

Sandi replied:

Sandi

Thank you for your help.

The serial # of my unit is RSSI-STV1-5-100000000EF0 as indicated.

JAN 13, 2014 | 03:42PM PST

Sandi replied:

Hi Jake,

A replacement Simple.TV is scheduled to ship to you Tue Jan. 14th, tracking info will follow. A new lifetime

activation code will be on the front cover of the Setup Guide.

Please confirm the S/N of your current device is: RSSI-STV1-5-100000000EF0. I will UnRegister in preparation for your new device to be setup.

I will send you a pre-paid ship label for return of your current device within the next day.

Thank you for your patience Jake.

Sandi

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Operations Manager

[www.simple.tv](http://www.simple.tv)

~~~~~

JAN 13, 2014 | 01:43PM PST

Original message

◊ wrote:

Good Afternoon my name is _____

My user account on simple.tv is _____

I was asked by your support twitter account to confirm my mailing address for a replacement simple TV.

Please ship it to

If you need anything else please let me know.

Thanks for your help.

This message was sent to _____ in reference to Case #: 9323.

[[32d5a16685d268f2626fe5b3e978e05d2c282b7a-191712111]]

Sun, Jan 19, 2014 at 11:03 AM

To: Support <support@simple.tv>

Thank You Sandi,

I left the unit plugged in for a long while and the lights became normal and the unit began to function.

I was able to register it to my account but the channel scan failed just as it did before.

When I tried to reboot the device to try the channel scan again, it began flashing the blue light quickly again and refused to boot.

[Quoted text hidden]

Support <support@simple.tv>
Reply-To: Support <support@simple.tv>
To: _____

Mon, Jan 20, 2014 at 3:22 PM

Type your response ABOVE THIS LINE to reply

Subject: Mailing Address for Replacement Unit

JAN 20, 2014 | 01:22PM PST

ben replied:

Hi Jake,

I want to let you know that we are investigating the setup problems you are now experiencing from your replaced device. If I'm understanding correctly - you were able to register the DVR successfully. Once the scanning process failed - you then rebooted the DVR which resulted in the flashing lights which now fails to boot.

We will update you soon. Your DVR currently appears to be unreachable. Please reconnect the power and leave the device running for the day while we analyze your DVR.

Thank you!

JAN 19, 2014 | 09:06AM PST

_____ replied:

Thank You Sandi,

I left the unit plugged in for a long while and the lights became normal and the unit began to function.

I was able to register it to my account but the channel scan failed just as it did before.

When I tried to reboot the device to try the channel scan again, it began flashing the blue light quickly again and refused to boot.

[Quoted text hidden]

[[32d5a16685d268f2626fe5b3e978e05d2c282b7a-191712111]]

Mon, Jan 20, 2014 at 9:05 PM

To: Support <support@simple.tv>

You understand correctly on the initial plug into power all i got was a fast blinking blue light.

At some point it stopped flashing and behaved normally at which time I was able to register the DVR but it failed to finish the channel scan just like the other unit.

Upon reboot the unit only presented with a fast blue blinking light again and it is still currently do that and is plugged in to power and network at this time.

[Quoted text hidden]

Thu, Jan 23, 2014 at 3:06 PM

To: Support <support@simple.tv>

Good Afternoon I had the fast blue blinking light on my simple tv for many days now.

Is there a resolution to this issue? I plugged the unit in as requested 3 days ago.

[Quoted text hidden]

Fri, Jan 24, 2014 at 10:56 AM

Support <support@simple.tv>

Reply-To: Support <support@simple.tv>

To: r

Type your response ABOVE THIS LINE to reply

Subject: Mailing Address for Replacement Unit

JAN 24, 2014 | 08:55AM PST

ben replied:

Hi Jake,

This is a rather frustrating issue. I do see that your DVR is registered in our system. However, your DVR is not being recognized. I've been trying to reproduce the state of your DVR on my side. Being that your DVR worked fine until the channel scan failed leads me to wonder about the HDD you have. What is the model of

your DVR? I'd hate to think that the DVR is defective. In the meantime, I've unregistered your DVR to allow you to re-run your setup.

On a side note if you care to give it a try - If you have a second email account you can use to add your SimpleTV account - you may be able to help resolve the registration issue. If you would like to give it a try, let me know - I'll need to provide you a new Activation code.

Thank you for your patience!

JAN 23, 2014 | 01:09PM PST

replied:

Good Afternoon I had the fast blue blinking light on my simple tv for many days now.

Is there a resolution to this issue? I plugged the unit in as requested 3 days ago.

Jake Stapleton

JAN 21, 2014 | 07:08PM PST

replied:

You understand correctly on the initial plug into power all i got was a fast blinking blue light.

At some point it stopped flashing and behaved normally at which time I was able to register the DVR but it failed to finish the channel scan just like the other unit.

Upon reboot the unit only presented with a fast blue blinking light again and it is still currently do that and is plugged in to power and network at this time.

Jake Stapleton

[Quoted text hidden]

[[32d5a16685d268f2626fe5b3e978e05d2c282b7a-191712111]]

Fri, Jan 24, 2014 at 12:47 PM

To: Support <support@simple.tv>

Ben,

The unit won't even boot it just sits there with a fast blinking blue light. Registering another account won't help if I the Simple TV to will not boot.

I have spent over 30 hours trying to get 2 simple tv's to work at this point I would like to explore a refund on the

product. Is that possible?

Jake Stapleton | [Quoted text hidden]

Jake Stapleton

Wed, Jan 29, 2014 at 8:01 PM

To: Support <support@simple.tv>

Good Morning Ben,

I sent this email 5 days ago and have not heard back from you.

What is the procedure to go through to get a refund on the product?

Any help you could provide would be appreciated.

Thanks

Jake Stapleton | www.jakestapleton.com
[Quoted text hidden]

Jake Stapleton

Mon, Feb 3, 2014 at 12:48 PM

To: Support <support@simple.tv>

Good Afternoon,

I am working under the assumption this is a support email account monitored by several people.

I sent a reply to addressed to Ben on an issue on January 24th & 29th respectively and I have heard nothing.

If it would be easier to discuss the matter over the phone I can be reached at _____

Since I have spent over 30 hours trying to get two separate SimpleTV units to work with no success I would like to explore a refund.

I would appreciate the courtesy of a response.

Jake Stapleton | www.jakestapleton.com
[Quoted text hidden]

Support <support@simple.tv>

Wed, Feb 5, 2014 at 5:07 PM

Reply-To: Support <support@simple.tv>

To: _____

Type your response ABOVE THIS LINE to reply

Subject: Mailing Address for Replacement Unit

FEB 05, 2014 | 03:07PM PST

ben replied:

Hi Jake,

Your case has been a battle to resolve. I'd like to suggest connecting your computer to the same router which your DVR is connected. There appears to be better luck with running the setup from the Chrome browser. Clear the browser cookies - refresh your the browser and try your setup once again. It's possible that your router may need to be rebooted to communicate to our service.

Second thing to try, disconnect the AC power and HDD. Reconnect the AC power - then try your setup without the HDD connected. If the device is recognized on the network at that time, please let us know.

Thank you!

FEB 03, 2014 | 10:50AM PST

I  replied:

Good Afternoon,

I am working under the assumption this is a support email account monitored by several people.

I sent a reply to addressed to Ben on an issue on January 24th & 29th respectively and I have heard nothing.

If it would be easier to discuss the matter over the phone I can be reached at

Since I have spent over 30 hours trying to get two separate SimpleTV units to work with no success I would like to explore a refund.

I would appreciate the courtesy of a response.

Jake Stapleton | www.jakestapleton.com

JAN 30, 2014 | 06:03PM PST

replied:

Good Morning Ben,

I sent this email 5 days ago and have not heard back from you.

What is the procedure to go through to get a refund on the product?

Any help you could provide would be appreciated.

Thanks

Jake Stapleton | www.jakestapleton.com

JAN 24, 2014 | 12:10PM PST

Ben,

The unit won't even boot it just sits there with a fast blinking blue light. Registering another account won't help if I the Simple TV to will not boot.

I have spent over 30 hours trying to get 2 simple tvs to work at this point I would like to explore a refund on the product. Is that possible?

Jake Stapleton | www.jakestapleton.com

[Quoted text hidden]

[[32d5a16685d268f2626fe5b3e978e05d2c282b7a-191712111]]

Jake Stapleton ·

Wed, Feb 5, 2014 at 8:59 PM

To: Support <support@simple.tv>

Ben,

It's like you are not even reading my email. When the SimpleTV unit is plugged into AC power all I get is a quick blinking blue light IT WILL NOT BOOT!

If the unit does not boot then trying all the steps above which I have already tried multiple times since beginning this process back in January is not possible.

As I stated in my two previous email I would like a refund on the unit.

If a refund is not policy then I would like to be provided with a working unit.

Jake Stapleton | www.jakestapleton.com

[Quoted text hidden]

Tue, Feb 11, 2014 at 10:09 PM

To: Support <support@simple.tv>

Ben,

It has been 6 days since I sent my last communication with no response.

Can you give me an update?

Jake Stapleton | www.jakestapleton.com

[Quoted text hidden]