

# Remote Control Tips

To program your remote to control your TV and VCR as well as your digital set-top box, you'll need a list of manufacturers and codes. Visit the HELP section on <http://www.insightcom.com/help-cable-remotecodes.asp> for instructions and information.



These are your power buttons. Just press the button for the device you'd like to turn on or off. Or, use the **All On** button for multiple devices.

Now you can record, play, fast-forward, rewind, stop, and pause using your **ON DEMAND\*** & **DVR** buttons.

These arrow buttons help you move through the program guide. You'll also use them to select a program or main menu options.

These buttons allow you to flip through your channels one by one and control your volume. Press **FAV** to set up or see all your favorite channels.

Want to get to a specific channel? Use these number buttons to get there fast.

With these buttons, you'll easily control your Picture-in-Picture and use the **SWAP** button to watch one channel while recording another if you have a Dual Tuner/DVR.

\*This button not available on all remotes.

For more information on how to use your Remote Control, please refer to our Interactive Program Guide.

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Please see reverse for HD/DVR Troubleshooting.

# HD/DVR Troubleshooting Tips



## What do I do if my remote control won't respond when I press a button?

Try the following tips:

1. Verify that the remote control unit is in "Cable" mode.
2. Replace the batteries in the remote control unit with fresh batteries.
3. Make sure that there is a clear line of sight between the remote control unit and the set-top box. Aim the remote control directly at the front panel of the set-top box.

## Nothing happens when the "Menu" button is pushed, but I can change the channel up and down.

In most cases this happens because the set-top box has been recently installed or reconnected to a power source and the program guide has not completely downloaded. Wait 15–30 minutes for the download process to finish and the remote buttons will operate.

## I can't see the edges of my Program Guide screens.

Select the "Screen Position" option from the Set Up Menu to adjust the screen position horizontally and vertically.

## My Program Guide is locked up and the remote and set-top box buttons don't work either.

Try unplugging the set-top box and then plugging it back in. This will reset the set-top box and allow for data to be downloaded. It will take some time for the information to appear.

## What happens to my DVR recordings if my set-top box temporarily loses power?

All DVR recordings that were saved prior to the power loss are preserved, as well as future recording schedules. You miss only the recordings that were scheduled to be recorded while the power was out.

For even more troubleshooting tips, visit the Help section at <http://www.insightcom.com/4634-1920.htm>

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For more information go to [www.insightcom.com](http://www.insightcom.com). Click on HELP.

0908