

ENTONE Set Top Box Video Troubleshooting Procedures

Television is on and the blue power and green link on the set top box are on, but the screen is black:

- Check to ensure the correct input is selected. Press the "TV" button and then the "Input" button (top row, center) until the proper input is selected. NOTE: If the television is connected to the set top box by coax the set the television to channel 3. Press the "STB" button when complete.
- OR Reboot set top box by pulling the thin black power cord out of the set top box, or unplugging the cord from the electrical outlet. Wait 5 seconds and plug power cord back in. It may take up to 5 minutes for set top box to reboot.
- If condition persists, call technical support at 626-2211.

Channels will not change:

- Press the "STB" button (second button, second row). If connected by coax, television must be set to channel 3.
- OR Reboot set top box by pulling the thin black power cord out of the set top box, or unplugging the cord from the electrical outlet. Wait 5 seconds and plug power cord back in. It may take up to 5 minutes for set top box to reboot.
- If condition persists, call technical support at 626-2211.

Television is pixeling (scrambled screen):

- Check all connections to ensure they are tight.
- OR Reboot set top box by pulling the thin black power cord out of the set top box, or unplugging the cord from the electrical outlet. Wait 5 seconds and plug power cord back in. It may take up to 5 minutes for set top box to reboot.
- If condition persists, call technical support at 626-2211.

Remote no longer turns television on and off or adjusts the volume:

Remote may have lost its programming, check the batteries in remote. The remote may need to be reprogrammed.

Programming remote:

Perform the following steps to program the TV and AUX device:

1. Locate the device code for your desired device found in the Quick Reference Guide provided with set top box. If the device code cannot be found or does not work after trying, then go to the next section to try the auto-search procedures.
2. Turn on device and with media inserted (if applicable).
3. On the remote control, press a device mode key for 5 seconds (i.e., "TV" or "AUX"). The device mode key will light up. **NOTE:** Use the "AUX" mode key to program control of VCR, DVD player, and audio device.
4. Enter the four-digit device code. If performed correctly, the selected device mode key backlight will blink twice. **NOTE:** If an invalid device code was entered, the selected device mode key will fast blink 7 times. Device program mode will be terminated.
5. Aim the remote control at device and press the "POWER" once. The device should be turned off. If it does not respond, repeat the above steps.

Autoscan- Program additional devices:

If device does not respond to the remote control after trying all devices codes listed for device brand, or if brand is not listed at all, try searching for device code as follows:

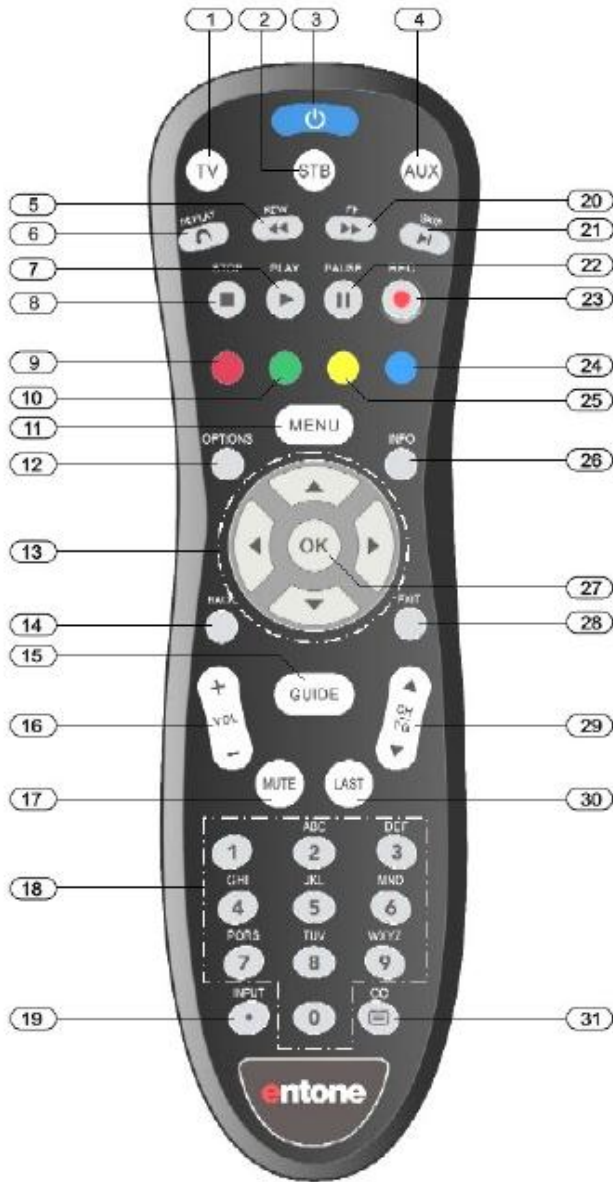
1. Power on the device and on the remote control, press a device mode key (i.e., "TV" or "AUX") and hold for 5s. The device mode key will light up. NOTE: Use the "AUX" mode key to program control of VCR, DVD player, cable box, satellite set top box and audio device.
2. Press the "POWER" key once and aim new remote at the device.
3. Press either the "CH UP" key or "CH DOWN" key for device auto-scan.
4. In this search mode, the remote control will send IR codes from the library in 5 second intervals. The device key will be on and blink every 5 seconds while in the device scan mode.
5. If the device turns off, a working code has been found. Press "OK" once to lock in the code. The selected mode key will blink twice.
6. If all code sets of that device are exhausted in the search and the "OK" is not pressed, the selected device key will fast blink 7 times and the search mode will be terminated.

Change remote batteries:

When changing the batteries in a remote, have new batteries ready to install prior to removing the old batteries.

1. Remove battery cover located on the back of the remote.
2. Note the proper direction the batteries need to be installed.
3. Have new batteries ready to install.
4. Remove old batteries and install new batteries.
5. Replace battery cover.

Remote Control Guide:



1. **TV** – Selects to control TV
2. **STB** – Puts remote control in STB mode
3. **POWER** – Switches the power on/off for the currently selected device.
4. **AUX** – Selects to control AUX device
5. **REW** – Fast rewinds video for VOD / DVR / live TV
6. **REPLAY**– Skips backward 30s of video for VOD / DVR
7. **PLAY** – Plays video for VOD / DVR / live TV
8. **STOP** – Stops video for VOD / DVR / live TV
9. **RED** – DVR
10. **GREEN** – LIVE
11. **MENU** – Shows the on-screen menu
12. **OPTIONS** – Aspect options ratio
13. **ARROW KEYS** – Navigates right, left, up, down in the on-screen guide
14. **BACK** – Not used
15. **GUIDE** – Shows the electronic program guide
16. **VOL + / -** – Increases or decreases volume of the currently selected device
17. **MUTE** – Turns the volume of the currently selected device off
18. **NUMBER KEYS** – Allows direct access to specific channels and menu items
19. **INPUT** – Changes the current A/V input of the selected device
20. **FF** – Fast-forwards the video for VOD / DVR / live TV
21. **SKIP** – Skips forward the video for VOD / DVR
22. **PAUSE** – Pauses video for VOD / DVR / live TV
23. **REC** – Records live TV
24. **BLUE** – Movies
25. **YELLOW** – Caller ID / or phone
26. **INFO** – Shows on-screen information about the current TV / VOD / DVR program
27. **OK** – Executes the currently selected menu option
28. **EXIT** – Exits the current menu item
29. **CH UP/DOWN** – Changes channel up or down
30. **LAST** – Changes channel to the most recently viewed channel
31. **CC** – Toggles closed captioning on or off

Video Troubleshooting Procedure Entone 8-2009

Room _____ Input _____ Device Code _____