

ENTONE Set Top Box Video Troubleshooting Procedures

Television is on and the green "stby" light on the set top box is 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 (first button, second row). If connected by coax, television must be set to appropriate channel; if the back of remote is silver, set television to channel 3; if the back of remote is black with a #1, set television to channel 10; if the back of the remote is black with a #2, set television to channel 23; if the back of the remote is black with a #3, set television to channel 39.
- 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:

Manually program the remote:

1. Turn television on.
2. Press the "TV" button on the remote (second row, center).
3. Press and hold the "Setup button" (top row left hand side) until the "TV" button on the remote blinks twice.
4. Release the "Setup" button.
5. Enter the four digit television (device) code found in the Quick Reference Guide provided with set top box. If this procedure is performed correctly, the "TV" button will blink twice. NOTE: If an invalid device code is entered, the "TV" button will fast blink 7 times and device program mode will be terminated.

Autoprogram the remote:

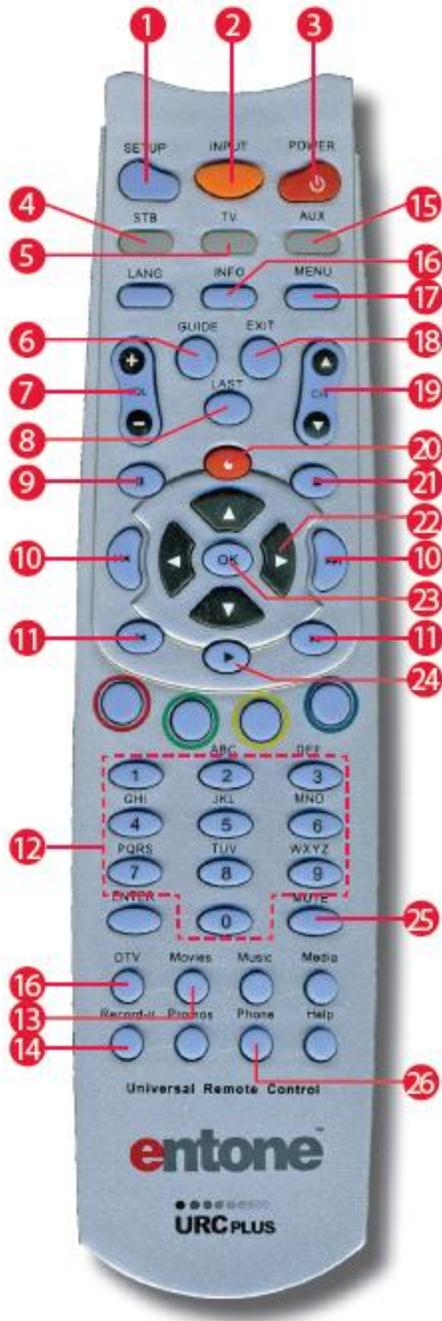
1. Turn television on.
2. Press the "TV" button (second row, center).
3. Press and hold "Setup" button until the "TV" button on remote blinks twice.
4. Release the "Setup" button.
5. Press the "Power" button once and aim remote at the television.
6. Press either the "Channel Up" button or "Channel Down" button to activate auto-scan.
7. Be sure remote is facing the television. The "TV" button will flash every 5 seconds while in auto-scan mode.
8. If the television turns off, a working code has been found. Press the "OK" button (in the middle of the black directional keys near the middle of the remote).
9. The "TV" button on remote will blink twice to confirm.
10. NOTE, if all code sets are exhausted in the search or the "OK" button is not pressed, the "TV" button on remote 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. There are approximately 20 seconds to complete the installation of the new batteries once an old battery has been removed prior to losing the programming of the remote. If remote loses programming, follow the instructions for programming remote above.

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.
5. Install new batteries.
6. Replace battery cover.

Remote Control Guide:



- 1 **SETUP** Special Key reserved for remote programming functions.
- 2 **INPUT** Changes the current A/V input of the selected device.
- 3 **POWER** Switches the power on/off for the currently selected device.
- 4 **STB** Puts remote control in STB mode.
- 5 **TV** Selects to control TV.
- 6 **GUIDE** Displays electronic program guide.
- 7 **VOL +/-** Raises or lowers volume of the currently selected device.
- 8 **LAST** Changes channel to the most recently viewed channel.
- 9 **PAUSE** Pause button for VOD or live channel.
- 10 **CHAPTER** Goes to previous or next chapter for VOD.
- 11 **REW/FWD** Press to rewind or fast forward for VOD or live channel.
- 12 **NUMBER KEYS** Allows direct access to specific channels and menu items.
- 13 **MOVIES** Display the VOD menu.
- 14 **RECORD-IT** Displays the digital recorder menu.
- 15 **AUX** Selects to control AUX device.
- 16 **INFO** Displays on-screen information about the current television program.
- 17 **MENU** Displays the on-screen menu.
- 18 **EXIT** Exits the current menu item.
- 19 **CHANNEL UP/DOWN** Changes channel up or down.
- 20 **RECORD** Records live channel.
- 21 **STOP** Stop button for VOD or live channel.
- 22 **ARROW KEYS** Navigates right, left, up, down in the on-screen guide.
- 23 **OK** Executes the currently selected menu option.
- 24 **PLAY** Play button for VOD or live channel.
- 25 **MUTE** Turns the volume of the currently selected device off.
- 26 **PHONE** Displays the Caller ID Menu

Video Troubleshooting Procedure Entone 8-2009

Room _____ Input _____ Device Code _____