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TROUBLESHOOTING AND DEVICE CODES

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User Guide

TROUBLESHOOTING TABLES

Use these tables if you have problems using the system. Look in this section for a description of the problem *before* calling the Customer Service Center. Many problems arise from basic misunderstandings of how the system works, especially when you are just becoming familiar with it. These tables cover many problems, usually with a simple solution for each one. To solve a particular problem, do the following:

1. Review the section in this Guide that relates to the problem.
2. If you cannot find a solution, then find the section in the following tables that relates to the problem.
 - Read the What's Happening column until you find the problem.
 - Read the information in the Possible Reason column.
 - Try each of the suggested solutions in the What to Do column.
3. Sometimes resetting the receiver can fix a minor problem. See *Resetting Your Receiver* on 12-18.
4. Make sure your TV is tuned to the correct channel or input. Use *RECOVER* as described on 10-15.
5. Make sure your remote control has fresh batteries. If you see the *Remote Battery Low* warning on your TV screen, it's time to change the batteries. Follow the instructions on page 2-7.
6. Make sure your receiver is connected to an active telephone line. See the instructions on page 12-10.
7. Check for anything that might be blocking the satellite signal (for example, tree branches, snow, etc.).
8. For more information, call the Customer Service Center at 1-888-SKY-DISH, or see www.bell.ca.

Note: Before calling the Customer Service Center, have ready the date of purchase and either your customer account number, the receiver conditional access number, or the receiver model number. Display the System Information screen to find these numbers (See *Ordering your Programming*). Also, write down any error messages that the receiver displays on the television screen.

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MESSAGE NUMBERS

Message Number	Possible Reason	What to Do
001	There may be a problem with the multi-dish switch.	Check the coaxial cables and their connections to and from the multi-dish switch. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Run Check Switch as described on page 12-19. If this does not work, call the Customer Service Center at 1-888-SKY-DISH for help.
002	Heavy rain, snow, or cloud cover may be interfering with transmission of the satellite signal, or there may be other interference.	Note the local weather conditions. Remove any snow or other debris which may have collected on the satellite dish. Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Make sure that the satellite dish is aimed at the satellite. Check the strength of the signal using the Point Dish screen as described on page 12-19. Consult your installer to re-aim the dish, if necessary, to obtain the strongest possible signal.
003, 004	The wrong type of coaxial cable may be used in the system, or the cable run length may be too long. Or, there may be a problem with the multi-dish switch.	Make sure the system uses RG6 coaxial cable; if not, call your dealer or installer. Check the dish-to-receiver cable run length. If it is a Legacy system, it should not be more than 100 feet. Check the coaxial cables and their connections to and from the multidish switch. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). If this does not work, do the Check Switch test described on page 12-19.
005	The receiver may not yet have been electronically linked with the system, via the satellite signal. The satellite dish may have moved so that it is no longer picking up the satellite signal. The cable connections may have loosened or have moisture inside. There may be an interruption of the satellite signal.	If you have authorized the receiver, wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the Signal Strength bar in the Point Dish screen is green and displays the word Locked, as described on page 12-19. If not, contact your installer to re-aim the satellite dish. If you have not authorized the receiver, call the Customer Service Center at 1-888-SKY-DISH for help.

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Message Number	Possible Reason	What to Do
006	The receiver may not be connected to an active telephone line.	You must connect the receiver to an active telephone connection at all times. If you install two or more receivers, you must connect each receiver to an active telephone connection at all times.
011, 012	Viewers in specific areas are prohibited from watching certain programs. For example, viewers who live close to a particular football stadium may be prohibited from watching football games that are played in that stadium.	Remember that the program providers specify which programs are "blacked out" for which viewers, not Bell TV.
013, 014	You may have tried to tune to a program on a channel which you have not bought.	You must buy a channel before you can tune to a program on that channel. Call the Customer Service Center at 1-888-SKY-DISH to buy the channel, or if you believe this message was displayed by mistake.
015	You may have just plugged in the receiver, and it is acquiring the satellite signal. Or, the receiver may have temporarily lost the signal.	Wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the Signal Strength bar in the Point Dish screen is green and displays the word Locked, as described on page 12-19. If not, contact your installer to re-aim the satellite dish.
018	The receiver may not be connected to an active telephone line.	You must connect the receiver to an active telephone connection at all times. If you install two or more receivers, you must connect each receiver to an active telephone connection at all times. Call the Customer Service Center at 1-888-SKY-DISH for help checking the credit limit and/or to get authorization to make a purchase.
022	The receiver may not yet have been electronically linked with the system, via the satellite signal. The satellite dish may have moved so that it is no longer picking up the satellite signal. The cable connections may have loosened or have moisture inside. There may be an interruption of the satellite signal.	If you have authorized the receiver, wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the Signal Strength bar in the Point Dish screen is green and displays the word Locked, as described on page 12-19. If not, contact your installer to re-aim the satellite dish. If you have not authorized the receiver, call the Customer Service Center at 1-888-SKY-DISH for help.

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Message Number	Possible Reason	What to Do
026	The receiver may have temporarily lost the satellite signal.	Wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the Signal Strength bar in the Point Dish screen is green and displays the word Locked, as described on page 12-19. If not, contact your installer to re-aim the satellite dish.
028	The receiver may need to get new software before you can use it to order Pay-Per-View programs.	Turn the receiver off. Doing this allows the receiver to “download” new software via the satellite signal. The download may take several minutes; do not disturb or unplug the receiver during this time. When the download is done, you will be able to use it to order Pay-Per-View programs.
059	You may have tried to close an installation menu without having done the Check Switch test.	If your setup includes a multi-dish switch, you must run the Check Switch test as described on page 12-19.
060	You may have aimed the satellite dish at one satellite, but selected the option for another satellite on the Point Dish screen.	Make sure that you have selected the option for the right satellite on the Point Dish screen, as described on page 12-19. Make sure that the cable(s) for the satellite you have selected are connected to the LNBF that receives signals from that satellite. Re-aim the satellite dish at the right satellite.
061	You may have set up the receiver to accept a transmission (a “download”) of the latest operating software via the satellite signal.	It is very important for the receiver to get the latest operating software, so let the receiver do so. The “download” may take several minutes. Do not disturb or unplug the receiver during this time.
074	The receiver gives you three chances to enter the correct password. If you fail to do so, the receiver “times out” and will not allow you to try again for several minutes.	Wait a few minutes and then try again to enter the password. Note: The “time out” feature is designed to prevent someone from trying password after password until he or she happens to guess the right one and so gains unauthorized access to the receiver.
078, 079, 080	You may not have connected the receiver to an active telephone line, or the telephone line may be defective.	Connect the receiver to an active telephone line. Make sure that the telephone line to which you connect the receiver is working properly. Note: To be able to order Pay-Per-View programs, you must keep the receiver connected to an active telephone line at all times. If your setup includes more than one receiver, this applies to each receiver. The receiver uses the telephone line to make toll-free calls, usually in the middle of the night, to send information to the Customer Service Center at 1-888-SKY-DISH.

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Message Number	Possible Reason	What to Do
093	You may have set up the receiver to reset itself back to the "factory defaults," that is, the settings it had when it was shipped from the factory.	If you want to reset the receiver to its factory default settings, select the Yes option. If not, select the No option.

REMOTE CONTROL

What Is Happening	Possible Reason	What to Do
You cannot find the remote control.	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Use the receiver front panel Control Buttons to control the receiver until you find the remote. If the remote control is permanently lost or too damaged to use, call the Customer Service Center to order a replacement.
When you press a button on the remote control, the receiver does not do what you expect.	<ul style="list-style-type: none"> The remote control may be missing batteries, the batteries may be incorrectly placed in the remote, or the batteries may be weak or dead. 	<ul style="list-style-type: none"> If the batteries are missing or dead, insert fresh AAA-size batteries. If the remote has fresh batteries, check whether they are placed according to the label diagram. If not, remove them and place correctly.
Your UHF Pro remote control does not work well from far away.	<ul style="list-style-type: none"> You may be experiencing interference from objects near your receiver antenna. 	<ul style="list-style-type: none"> Make sure the UHF antenna is connected to the receiver and not touching anything else. Vary the tilt angle of the receiver's UHF antenna. Locate the UHF antenna tip away from other electronics equipment or metal surfaces, even if separated by wooden shelving. Move the receiver to different locations. For best results, place the receiver as high as possible, above all other equipment in your entertainment center. Place the UHF antenna outside the entertainment center by using a coaxial cable to connect it to the receiver.
When you press the remote control Power button to turn the receiver ON, the receiver front panel Power light does not light up.	<ul style="list-style-type: none"> Other lights are too bright. Remote control is not operating properly or the batteries are weak or dead. The receiver power cord is not plugged into a power outlet, or there may be a problem with the power. The remote control may not be set to the address used by the satellite receiver. 	<ul style="list-style-type: none"> Try other remote control buttons to see if the receiver is responding. Replace the remote batteries with fresh ones. Check that the receiver power cord is not damaged, and that the plug is inserted correctly into the outlet. Make sure the remote control is set to the same address used by the satellite receiver. See page page 10-2 for information on changing the remote control address.

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What Is Happening	Possible Reason	What to Do
<p>You use an IR extender (not a “mouse tail”), and it does not seem to work.</p>	<ul style="list-style-type: none"> • The IR sensor on the extender that receives the remote control signals may not be facing the remote control. • The IR cable on the extender that sends the signal to the receiver may not be right in front of the IR sensor on the receiver front panel. 	<ul style="list-style-type: none"> • Make sure that the extender that receives the signal from the remote control is facing the right way, so that the IR sensor can receive the remote control signals. • Make sure that the IR cable on the extender that sends the signal to the receiver is right in front of the IR sensor on the receiver front panel, so that the receiver IR sensor can receive the signals. • If doing the above does not solve the problem, contact the manufacturer of the extenders for assistance.

WATCHING A PROGRAM

What Is Happening	Possible Reason	What to Do
<p>The receiver front panel Power light is on, but the TV image:</p> <ul style="list-style-type: none"> • is black (no picture) • is frozen • has break-ups • has “snow,” • shows small squares of various colours 	<ul style="list-style-type: none"> • The TV set may not be working properly • The TV may be connected to the wrong input • If the TV and the receiver are working properly, there may be interference with the satellite signal. • You have selected an HD mode your HDTV does not support. 	<ul style="list-style-type: none"> • Make sure that the TV set is plugged into an electrical outlet. • Make sure the outlet has electrical power. • Make sure that the TV is turned on and tuned to the correct input. • Make sure that the TV brightness and contrast are adjusted correctly. • Make sure that the TV is connected properly to the receiver. • Make sure that the TV’s text mode and closed captioned features are turned off. • Check that the system has been installed correctly. • Make sure that all required coaxial cables are in place, and check that all cable connectors are tight and dry (for outdoor cables). • Make sure that the satellite dish has a clear line of sight to the satellite. • Check whether branches or leaves have grown into the line of sight. • Make sure that the satellite dish is aimed at the satellite. Check the strength of the signal using the Point Dish screen, as described on page 12-19. Consult your installer to re-aim the dish, if necessary, to obtain the maximum possible signal strength. • Note the local weather conditions. Heavy rain, snow, or cloud cover may be interfering with transmission of the satellite signal. Remove any snow or other debris which may have collected on the satellite dish. • Refer to your HDTV user’s guide.

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What Is Happening	Possible Reason	What to Do
<p>The receiver front panel Power light is on, and there is a picture on the TV screen, but the picture:</p> <ul style="list-style-type: none"> • has sparkles or is grainy • has a herringbone pattern • lacks colour or vertical hold • wobbles • looks “washed out” or fuzzy. 	<ul style="list-style-type: none"> • The TV set may not be working properly. • If the receiver is connected to the remote TV using the RF or VHF connections, there may be a strong local broadcast on the same channel, or a channel adjacent to the one to which the TV is tuned. • There may be interference from other nearby electrical devices (such as radio towers, cellular telephones, computers, microwave ovens, radios, stereos, or TVs). 	<ul style="list-style-type: none"> • Make sure that the TV brightness and contrast are adjusted correctly, and that the TV is working properly. • Make sure that the TV is connected properly to the receiver. • Check other nearby electrical devices as possible sources of interference. • Check that all required coaxial cables are in place. • Check for moisture or water leaking into all connections. Dry them out if needed, then seal them with coaxial cable sealant. • Check the dish-to-receiver cable run length; if it is over 100 feet, call your dealer or installer. • Make sure the system is properly grounded.
<p>A “black box” fills almost all of the TV screen.</p>	<ul style="list-style-type: none"> • You may have turned on the Closed Captioned feature on the TV, and put that feature into Text mode. 	<ul style="list-style-type: none"> • Using the TV remote control and/or menus displayed by the TV (not the receiver remote control or the menus displayed by the receiver), turn off the closed captioned feature.
<p>The TV screen is all blue.</p>	<ul style="list-style-type: none"> • You may have connected the receiver to an input on the TV that is incorrect for the signal output from the receiver. 	<ul style="list-style-type: none"> • Check your TV owner’s manual for the correct TV input to use for the signal output from the receiver.

TIMERS

What Is Happening	Possible Reason	What to Do
<p>You try to set up an event timer and the receiver displays a message noting that the program is locked.</p>	<ul style="list-style-type: none"> • You must enter the password before you can create an event timer for a locked program. 	<ul style="list-style-type: none"> • To be able to set up an event timer for the program, first enter the password.
<p>You try to set up an event timer and the receiver displays a message noting that the program is a Pay-Per-View event.</p>	<ul style="list-style-type: none"> • You must order a Pay-Per-View event before you can create an event timer for it. 	<ul style="list-style-type: none"> • To be able to set up an event timer for the event, first order it.
<p>You try to set up an event timer, but the receiver displays an Error message giving you the option to delete an event timer that was set up earlier.</p>	<ul style="list-style-type: none"> • You already have set up the maximum number of event timers. 	<ul style="list-style-type: none"> • To be able to set up a new event timer, delete one of the event timers you set up earlier.

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What Is Happening	Possible Reason	What to Do
You set up an event timer, but the receiver does not tune to the channel of the program, or does not record the program.	<ul style="list-style-type: none"> You may have set up a Reminder but what you should have set up is an Auto-Tune or a PVR timer. 	<ul style="list-style-type: none"> Remember that a Reminder just reminds you that the program is about to start. An Auto-Tune timer reminds you and tunes the receiver to the program. A PVR timer reminds you, tunes the receiver, and starts the hard disk. A PVR timer can operate only if the receiver memory has enough space.
You set up an event timer for a program that is repeated (such as a regularly scheduled program), but the timer does not operate for a showing of the program.	<ul style="list-style-type: none"> You may have set up a timer with an incorrect frequency. 	<ul style="list-style-type: none"> Remember that a Once event timer operates just one time. A Mon.-Fri. event timer operates Monday through Friday on the same channel at the same time. A Daily event timer does the same, Monday through Sunday. A Weekly event timer operates once a week on the same channel at the same time.
You set up an event timer, but the timer does not operate at all.	<ul style="list-style-type: none"> You may have several timers set up for the same time and the event timer you set is at a lower priority than others You may have selected New Episodes and the timer you set was for an episode that is not new. 	<ul style="list-style-type: none"> Check the Priorities as described on page 9-2 Check the Timer Frequency as described on page 9-2.
You set up a Vu Pass Timer and you notice that you have no space left on your PVR Event List.	<ul style="list-style-type: none"> The Vu Pass Timer may have included more matching programs than what you expected. 	<ul style="list-style-type: none"> Delete that Vu Pass Timer and begin again. See page 9-18.
You stop the operation of an event timer for one showing of a program that is repeated (such as a regularly scheduled program), but the timer operates for the next showing.	<ul style="list-style-type: none"> Stopping the event timer applies only to the current showing of the program. 	<ul style="list-style-type: none"> To stop all operations of a repeated event timer, you must delete the event timer. Note: The receiver deletes a Once event timer when it operates.
You edit an automatic event timer. The timer does not start or does not end according to the program for which you set the timer.	<ul style="list-style-type: none"> Editing an automatic event timer converts it to a manual event timer. Such a timer starts and stops at the times you specify, not the start and stop times of any specific program. 	<ul style="list-style-type: none"> If you want an automatic event timer to start and stop according to a specific program, avoid editing that event timer.
You try to set up a manual displays an Error message.	<ul style="list-style-type: none"> You may have tried to set a manual event timer with invalid start or stop times. 	<ul style="list-style-type: none"> Review the rules on start and stop times for manual event timers.
The receiver does not display the program name for a manual event timer.	<ul style="list-style-type: none"> The receiver may not be able to display a program name for a manual event timer. 	<ul style="list-style-type: none"> Use the Program Guide or a printed schedule to find the program name.
You set an event timer. The event timer misses the beginning or the end of a program.	<ul style="list-style-type: none"> The program may have started a little earlier than scheduled, or it may have run over its scheduled ending time. 	<ul style="list-style-type: none"> Use the Start 1 min. early option to start any event timer one minute early, except for a Pay-Per-View event. Use a manual event timer to start any event timer at the times you set yourself, except for a Pay-Per-View event.

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PROGRAM GUIDE OR THE BROWSE BANNER

What Is Happening	Possible Reason	What to Do
In the Program Guide, some channels have a red background.	<ul style="list-style-type: none"> Red means that you have not subscribed to that channel. You must subscribe to a channel before you can tune the receiver to it. 	<ul style="list-style-type: none"> If you want to buy a channel, call the Customer Service Center at 1-888-SKY-DISH.
You try to display future programs in the Program Guide or Browse Banner, but find you cannot.	<ul style="list-style-type: none"> The Program Guide and Browse Banner can display programs scheduled for an extended, but not unlimited time beyond the present. 	<ul style="list-style-type: none"> Try displaying the Program Guide again later. By that time, it may show programs for the time and date you want.
You try to display programs that have ended in the Program Guide or Browse Banner, but find you cannot.	<ul style="list-style-type: none"> The Program Guide and Browse Banner can display only programs that have not yet ended. These features cannot display a time earlier than the present. 	<ul style="list-style-type: none"> Contact the program providers (for example, the channel or network affiliate that broadcast the program) for details on past programs.
When you are using the Program Guide or Browse Banner, some channels are missing.	<ul style="list-style-type: none"> You may have applied a Favourites List other than the list named All Chan. You may have set up the Program Guide so that when the receiver is locked, the Guide hides adult channels 	<ul style="list-style-type: none"> You can change the applied Favourites List while using the Program Guide by pressing the remote control Guide button. You can choose another custom Favourites List, the All Chan list, which includes all the channels, or the All Sub list, which includes all subscribed channels. Unlock the receiver for the Program Guide to display adult channels.

MENUS

What Is Happening	Possible Reason	What to Do
You were using a menu, and it suddenly closed.	<ul style="list-style-type: none"> The receiver has a time-out feature that closes any menu after several minutes of no activity. This will discard any changes you have made, but otherwise does no harm to the receiver. 	<ul style="list-style-type: none"> Start over again.

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CHANGING CHANNELS

What Is Happening	Possible Reason	What to Do
You enter a desired channel number. The channel changes, but the new channel is not exactly the channel you entered.	<ul style="list-style-type: none"> • You may have made a mistake entering the channel number, or the channel number you entered may be invalid. 	<ul style="list-style-type: none"> • Carefully try entering again the channel number you want.
You are scanning up or down through the channels, and the receiver is skipping channels that you know you have subscribed to.	<ul style="list-style-type: none"> • If so, the channel displayed is the closest possible to the channel you entered. • If you entered the number for a channel that you have not subscribed to, the receiver will change to the channel and display a message suggesting that you might want to subscribe to the channel. • If a Favourites List other than All Chan is applied, the receiver will skip channels that are not on the applied list. • If you have set up the Program Guide to hide adult channels and the receiver is locked, the receiver will skip such channels. 	<ul style="list-style-type: none"> • Select All Chan as the active Favourites List. Unlock the receiver so that it does not skip adult channels. If you want to buy a channel, call the Customer Service Center at 1-888-SKY-DISH.

LOCKS

What Is Happening	Possible Reason	What to Do
You set a lock (for example, a lock on programs by ratings), but the lock does not take effect.	<ul style="list-style-type: none"> • You may not have locked the receiver. 	<ul style="list-style-type: none"> • You must lock the receiver to apply any lock that you have set.
You forgot the password, so that you are unable to unlock the receiver.	<ul style="list-style-type: none"> • You may not have written down the password, to keep it in a safe place. 	<ul style="list-style-type: none"> • Call the Customer Service Center at 1-888-SKY-DISH. You must provide the following information: (1) your name; (2) your address; (3) your telephone number; (4) and the receiver serial identification number.

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FAVOURITES LISTS

What Is Happening	Possible Reason	What to Do
You press the remote Guide button while the Program Guide is displayed. You find that you can apply only the All Chan list or the All Sub list.	<ul style="list-style-type: none"> If you have not added channels to any custom Favourites List, you will be able to apply only the All Chan list or the All Sub list. 	<ul style="list-style-type: none"> You must add channels to a custom Favourites List before you can apply it.
You try to change the All Chan list or the All Sub list. The receiver displays an ERROR message.	<ul style="list-style-type: none"> The receiver will not allow you to change the All Chan list or the All Sub list. 	<ul style="list-style-type: none"> Choose another list to change. Note: You can change the All Sub list by changing what channels you buy.
You try to apply an empty Favourites List. The receiver displays an ERROR message.	<ul style="list-style-type: none"> The receiver will not allow you to apply an empty list. 	<ul style="list-style-type: none"> Choose another list to apply, or add at least one channel to the empty list.
A Favourites List does not show channels that you know you have added to it.	<ul style="list-style-type: none"> If you have set up the Program Guide to hide adult channels and the receiver is locked, the Favourites List will not show such channels. 	<ul style="list-style-type: none"> Unlock the receiver for the list to show adult channels.

HEARING A PROGRAM

What Is Happening	Possible Reason	What to Do
The receiver front panel Power light is on and there is a good picture on the TV set, but you do not hear any sound.	<ul style="list-style-type: none"> You may have muted the sound, or set the volume so low that you cannot hear it. The audio connections may not be properly connected. You have selected Dolby Digital Only when there is no Dolby Digital soundtrack. 	<ul style="list-style-type: none"> Check the volume level on the TV or audio device. Turn off the mute or turn up the volume, as required. Check the audio connectors and cables from the receiver to the TV or the sound system. Check the TV speakers or the sound system. In the Dolby Digital menu, select Dolby Digital/ PCM for the audio output. If your decoder/amplifier will not accept Linear PCM digital input, use the analog connections instead.
You hear a foreign language with a program.	<ul style="list-style-type: none"> You may have set the receiver to select an alternate audio language. The program may be in a foreign language. 	<ul style="list-style-type: none"> Use the Alternate Audio Language menu to select the language that you prefer.

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BUYING A PAY PER VIEW PROGRAM

What Is Happening	Possible Reason	What to Do
Someone orders a Pay-Per-View program without your permission.	<ul style="list-style-type: none"> You may have been away from the receiver, and someone else used it. 	<ul style="list-style-type: none"> Lock the purchase of Pay-Per-View programs. Remember that you are responsible for all Pay-Per-View purchases, whether or not you authorize such purchases. If you lock Pay-Per-View purchases, then anyone who wants to order a Pay-Per-View program must enter the password.
You find that you are not able to order a Pay-Per-View program.	<ul style="list-style-type: none"> The receiver may not be connected to an active telephone line. 	<ul style="list-style-type: none"> You must connect the receiver to an active telephone connection at all times. If you install two or more receivers, you must connect each receiver to an active telephone connection at all times.
You find that you are not able to cancel a Pay-Per-View program.	<ul style="list-style-type: none"> You ordered a Pay-Per-View program, and then decided not to watch it. 	<ul style="list-style-type: none"> You cannot cancel an order for a Pay-Per-View program, whether it was just ordered or ordered earlier.
Your setup includes more than one receiver. You order a Pay-Per-View program, but it does not appear via all of the receivers.	<ul style="list-style-type: none"> You ordered a Pay-Per-View program, and want it to be available via all the receivers in your setup. 	<ul style="list-style-type: none"> If you want to watch a Pay-Per-View program on TVs connected to up to six receivers, you must order the program for each receiver but you only pay for the program once.

TELEPHONE FOR VOICE/DATA/FAX

What Is Happening	Possible Reason	What to Do
While you are making a telephone call, you hear "clicks."	<ul style="list-style-type: none"> The receiver may have tried to call the Customer Service Center to send Pay-Per-View purchase information. When the receiver found that the telephone was busy, it automatically disconnected. 	<ul style="list-style-type: none"> You do not have to do anything. You can always use your telephone line, because the receiver automatically hangs up if it finds the line is busy.
You pick up the telephone to make a call, but you do not hear a dial tone.	<ul style="list-style-type: none"> The receiver was calling the Customer Service Center to send Pay-Per-View information. When the receiver found that the telephone was busy, it automatically disconnected. 	<ul style="list-style-type: none"> Hang up, and then pick up the telephone again to get a dial tone.
Your computer or facsimile (FAX) machine tries to send a FAX or modem transmission, but fails.	<ul style="list-style-type: none"> The receiver was calling the Customer Service Center to send Pay-Per-View information. When the receiver found that the telephone was busy, it automatically disconnected. The FAX or modem found that there was no dial tone, and cancelled the transmission. 	<ul style="list-style-type: none"> Re-send the FAX or modem transmission.

User Guide

What Is Happening	Possible Reason	What to Do
Your computer or FAX machine was receiving a FAX or modem transmission, but an error occurred.	<ul style="list-style-type: none"> • The receiver may have tried to call the Customer Service Center to send Pay-Per-View purchase information during the FAX or modem call. When the receiver found that the telephone was busy, it automatically disconnected. This generated “clicks” that caused an error in the FAX or modem transmission. 	<ul style="list-style-type: none"> • Have the sender resend the FAX or modem transmission.

CALLER ID

What Is Happening	Possible Reason	What to Do
Caller ID is not working. •	<ul style="list-style-type: none"> • You do not have Caller ID service from your local phone company. • Your phone line is not connected to the phone jack on the back of the receiver. • You do not have the Caller ID option enabled. 	<ul style="list-style-type: none"> • Verify that Caller ID is a service provided by your local phone company. • Verify that you have connected the phone line to the phone jack on the back of the receiver. • Verify that you have enabled the Caller ID option on the View Preferences screen.

Codes

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DEVICE CODES FOR PROGRAMMING THE REMOTE

These tables contain the manufacturer codes for programming the remote to control your TV, VCR, DVD player, or audio amplifier. Every attempt has been made to include all codes. If your device brand is not listed or if the codes do not work, the remote may not control your device. In some cases, codes may operate some but not all buttons shown in this guide.

TV Codes

Apex	730
Action	662
Admiral	521 605 675
Aiko	727
Alkal	570 573
Alleron	682
A-Mark	620
Amtron	657
Anam National	509 541 620 651 657 698
AOC	505 506 519 520 573 620 627 652 653 654
Apex	743 744 745 757 814 815
Archer	620
Audiovox	620 657 662
Baycraft	536
Belcor	652
Bell & Howell	590 675 683
Bradford	657
Brookwood	627 652
Broksonic	562 748 752
Candle	506 523 525 536 627 652 654
Candle/Citizen	573
Capehart	519 627
Circuit City	627
Citizen	506 516 523 524 525 526 590 652 654 657 658 680 727
ColorTyme	573 627 652 654
Concerto	523 652 654
Contec Cony	662
Contec/Cony	541 655 657 726
Craig	536 541 657 662 694
Crown	526 536 657
Curtis Matthes	506 516 526 573 590 641 645 650 652 654 658 680 683 703 708
CXC	541 657 662
Cytron	903
Daewoo	505 524 526 529 530 531 573 630 652 653 654 658 684 698 719 727 816
Daytron	526 627 652 654 658
Dell	772 773 774
Dimensia	645 650
Dixi	566 620
Dumont	501 627 652
Echostar	722
Electrohome	526 573 651 652 654 656 709 728
Emerson	526 534 536 541 573 590 627 636 642 648 652 654 655 657 658 662 682 683 692 696 699 720 816
Envision	506 573 652 654
Fisher	542 590 683
Fortress	573
Fujitsu	534 682 694
Funai	534 541 657 662 682 694
Futuretech	541 657 694
GE	508 509 543 544 630 645 646 650 651 652 654 676 690 691 698 701 715 716 725 728 742 779 809 859
General Electric	627
Gibraltar	501 652
Goldstar	505 523 526 545 546 566 573 652 653 654 655 656 658 693 730
Granada	627
Grand	627
Grunpy	657 682
Hallmark	627 652 654
Harmon/Kardon	561
Harvard	657
Hinari	534
Hisense	759
Hitachi	523 526 548 549 553 554 555 585 597 626 636 638 643 648 652 654 655 702 718 726 786 788 789 790 791 792 801 802
IMA	657
Infinity	566
JBL	566
JC Penney	505 506 516 525 526 543 546 631 645 646 650 652 653 654 658 676 680 690 691 701 725 726 728 730
Jensen	556 573 652 654
JVC	508 557 559 642 649 655 676 726 735 736 737 812 817
Kawasho	548 561 573 652 654
Kenwood	506 573 652 654 656
Kloss	561 610
Kloss Novabeam	657 698 723 724
KTV	526 541 573 657 658 662 696
LG	653 766
Lloyds	627
Lloytron	526
Loewe	566
Logik	675
Luxman	523 652 654
LXI	563 566 590 595 617 631 635 645 646 650 654 683 691 701 725
M. Wards	500 505 506 534 543 567 568
Magnasonic	573
Magnavox	506 520 525 536 566 567 568 573 610 652 654 656 723 724 729 762 818 887 888
Majestic	675
Marantz	506 566 573 652 654
Megatron	627 654
Memorex	590 627 653 654 675 683 720
MGA	504 505 506 542 571 573 627 652 653 654 656 728
Midland	501 646 658 676 725 730
Mitsubishi	504 505 542 570 571 572 573 597 623 627 652 653 654 656 705 728 787 799 804
Mitsui	769
Montgomery Ward	675
Motorola	521 605 651
MTC	505 506 516 523 573 627 652 653 654 680
Multitech	657
NAD	502 617 627 631 635 637 654
National	509
NEC	505 506 507 517 523 573 627 651 652 653 654 731 732
Nikkai	612
Nikko	654 727
Normandic	717
Novabeam	561
NTC	727
Nyona	701
Olevia	766 773
Onwa	541 657
Optimus	637
Optonica	521 605 607
Orion	694
Osaki	612
Panasonic	508 509 512 566 644 651 662 676 685 689 698 700 716 734 761 765 780 784 811 819 820 821 822 823 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 889 890 900
Philco	505 506 525 536 568 573 610 651 652 653 654 655 656 723 724 729
Philips	525 566 651 652 655 656 690 723 724 729 770 782 824 825 826 827 828 891 892 893 894
Philips Magnavox	782 826 827 828 829
Pilot	652 658
Pioneer	502 548 576 636 637 648 652 654 708
Portland	505 526 573 652 653 654 658 727
Price Club	680
Prism	676
Proscan	645 646 650 691 725 742 857
Proton	513 519 526 536 585 627 652 654 655
Pro View	902
Pulsar	501 652
Quasar	508 509 651 676 698 700 860 861 862 895 896
Radio Shack	526 541 590 607 612 645 662 683 698
Radio Shack/Realistic	590 607 650 652 654 655 657 658 683 730
RCA	503 505 548 630 633 634 636 641 645 646 648 650 651 652 653 654 656 691 698 701 708 715 716 725 742749 763 776 805 830 831 832 863 864
Realistic	590 645 683
Runco	501
Sampo	506 519 652 654 658 698 730 746
Samsung	505 506 516 523 526 566 573 612 627 647 652 653 654 655 656 658 680 704 717 730 738 755 833 858 897
Samwon	620
Sansui	754 834
Sanyo	542 590 662 683
SBR	566
Schneider	566
Scott	654
Scott	526 534 541 600 652 654 655 657 662 682 696 701
Sears	523 534 542 563 590 595 601 604 617 627 631 635 645 646 650 652 654 656 682 683 688 691 703 725 726
Seimitsu	627
Sharp	521 526 585 605 607 628 629 652 654 655 658 739 740 741 777 794 803 835 836 898
Shogun	652
Signature	675
Silver	573
Simpson	525
Solovox	612
Sony	500 578 640 690 758 781 783 795 796 797 798 806 807 808

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DEVICE CODES FOR PROGRAMMING THE REMOTE

	810 837 838 839 840 841 842 843 844 845
Soundesign	525 536 541 627 652 654 657 682
Spectricon	520 620
Squareview	694
SSS	505 541 573 652 657
Starlite	657
Supra	523
SVA	901 905
Sylvania	506 525 536 566 568 569 573 600 610 652 654 656 723 724 729 733 756 764
Symphonic	632 657 662 692 694 846
Tandy	521 605
Tatung	509 651 698
Technics	508 676
Teichwood	523 573 652 654 676
Teknika	504 505 512 516 523 524 525 526 534 536 541 573 644 652 653 654 655 657 658 662 675 680 682 685 726 727
Tera	513
Thomas	627
Thompson	709
TMK	523 573 627 652 654
Toshiba	516 590 617 631 635 680 683 688 750 771 785 793 847 848 849 850 851 852 853 854 855 856 865 866
Totevision	526 658
Toyomenko	627
Universal	543 690
Vector Research	506
Victor	557
Video Concepts	570
Vidtech	505 573 627 652 653 654
Viewsonic	760
Wards	536 573 607 645 650 652 653 654 656 675 682 690 715 723 724 729
White Westinghouse	816
Yamaha	505 506 573 652 653 654 656
York	627
Zenith	501 520 639 652 675 693 775 778 813 899
Zonda	620

VCR Codes

Adventura	588
Aiwa	588 622 623
Akai	513 515 516 517 518 568 682
American High	678
Amstrad	588
ASA	556
Asha	675
Audio Dynamics	592 600
Audiovox	676
Beaumarck	675
Bell & Howell	581
Broksonic	559
Calix	676
Candle	534 594 675 676
Canon	554 678 679
Citizen	534 591 592 594 675 676
Colorlyme	592
Craig	591 675 676
Curtis Mathes	554 592 594 605 607 675 678

	679
Cybernex	675
Daewoo	534 547 559 588
DBX	592 600
Dimensia	607
Dumont	549
Dynatech	588
Electrohome	512 676
Electroponic	676
Emerson	505 508 509 511 512 518 534 559 568 588 590 618 676 678
Finlandia	549
Finlux	549 556 588
Fisher	549 581 584 588 610
Fuji	678
Funai	588
Garrard	588
GE	551 552 554 572 591 605 607 675 678 679
Go Video	557 558 620
Goldstar	592 594 676
Goodmans	585
Gradiente	588
Granada	549 581
Grundig	556
Harley Davidson	588
Harman Kardon	592
Harmon/Kardon	568 592
Headquarter	581
Hitachi	536 538 539 540 588 595 597 682
Instant Replay	678
ITT	518
JC Penney	554 581 591 592 594 595 600 675 676 678 679
JCL	678
Jensen	595 682
JVC	561 562 563 581 592 594 600 682
Kenwood	562 581 592 594 600 682
Kodak	676 678
LG	676
Luxor	518
Lloyd's	588
LXI	676
M. Wards	512 554 585 590 591
Maganvox	797
Magnavox	527 533 554 556 678 679 797 798
Magnin	676
Marantz	554 556 581 585 592 594 600 678
Marta	676
Matsushita	678
MEI	554 678
Memorex	533 549 554 566 581 585 588 675 676 678
MGA	512 567 568
MGN Technology	675
Midland	579
Minolta	595
Mitsubishi	512 562 567 568 570 571 595
Motorola	678
MTC	544 588 675
Multitech	579 588 675
Multitech	591
NEC	562 581 592 594 600 682
Nikko	676
Noblex	675

Olympus	678
Optimus	676
Optonica	585
Panasonic	523 554 588 614 628 633 678 679 777 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 799 808 809 810
Pentax	592 595
Pentax Research	594
Perdio	588
Philco	554 678 679
Philips	554 556 585 678 801 802 803 804
Pilot	676
Pioneer	562 574 575 576 600
Proscan	605 607
Pulsar	533
Quarter	581
Quartz	581
Quasar	554 678 679 770 771 772 805 806
Radio Shack	512 607 610 676
Radio Shack/Realistic	581 584 588 675 676 678 679
Radix	676
Randex	676
RCA	518 525 527 528 591 595 605 607 615 631 649 675 678 773 774 775
Realistic	534 549 554 581 584 585 588 675 676 678 679
Ricoh	527
Runco	533
Salora	567 581
Samsung	515 517 534 579 591 675 755 807
Sanky	533
Sansui	544 562 600 682
Sanyo	549 581 583 675
SBR	556
Scott	508 534 559 590
Sears	549 581 584 595 610 676 678
Sharp	512 585 607 625
Sharp	595
Shintom	595
Shogun	675
Singer	678
Sony	500 501 502 504 768 778
STS	678
Sylvania	554 556 567 588 678 679 756
Symphonic	588 594
Tandy	581 588
Tashiko	676
Tatung	594 682
Teac	588 594 682
Technics	554 633 678
Teknika	554 588 676 678
TMK	675
Toshiba	534 535 567 584 590 769 776
Totevision	591 675 676
Unitech	675
Vector Research	534 592 600
Victor	561 562 600
Video Concepts	534 568 592 600
Videoconic	591 675
Wards	534 588 595 675 676 678
XR-1000	588 678
Yamaha	581 592 594 600 682
Zenith	500 501 533 779

DEVICE CODES FOR PROGRAMMING THE REMOTE

TV/VCR Codes

Magnavox	887 797 888 798
Philips	891 801 892 802 893 803 894 804
Quasar	860 770 861 771 862 772 895 805 896 806
RCA	863 773 864 774
Samsung	755 755 897 807
Sylvania	756 756

DVD Player Codes

Aiwa	634 694
Alpine	653
Apex	654 655 744 757 835 839
Archos	885
BOSE	758 811
Broksonic	656 752
Clarion	696
Classic	695
CyberHome	833
Daewoo	657 859
Denon	697 699 700
Echostar	722
Emerson	658
Fisher	659
Funai	658
GE	702 703
Go Video	692 693 822
GPX	704
Hitachi	660 705 706 707 740 823 860 668
JVC	689 711 850 861 862 863
Konka	637 638 753
Koss	745
Magnavox	661
Memorex	709
Mintek	710
Mitsubishi	767 867
Norcent	711
Ortron	723
Panasonic	639 663 699 714 715 716 734 765 813 840 841 855 856 868 869 870 871 872 873 882
Philips	766 874
Pioneer	665 719 812 876 877 878 879 880
Proscan	720
Qwestar	723
RCA	666 690 749 816 842 854
Sampo	724
Samsung	652 667 668 691 740 741 820 821 844 845 866 875 881 705
Sansui	725 754
Sanyo	643
Sharp	669 727 865
Sony	617 645 670 671 729 730 731 768 817 818 830 831 832 836 837 838 843 847 848 849 851 852 853 857 858 864 883 884
Sylvania	658 764 829

Teac	732
Technics	733
Techwood	664
Toshiba	616 646 672 735 736 814 815 819 825 826 827 828 834 846
Yamaha	737 739
Zenith	673 824

Tuner/Amplifier Codes

Aiwa	636 641 656 687 718 720 724 725 726
BOSE	761 780
Carver	653
Citizen	709
Denon	647 674 759 760 762 807 809 814 835
Fisher	653
GE	711
Goldstar	677 690
Harman Kardon	640 751
Harmon/Kardon	672
Hitachi	717
JBL	640
JVC	637 683 703 725 786 827
Kenwood	676 691 726 728 774 795 828 829 830 831 832 840 842
Magnavox	654 705
Marantz	651 764
Nakamichi	671
NEC	716
Onkyo	642 660 662 678 785 788 790 791 792 796 801
Optimus	648 664
Panasonic	643 644 652 783 797 798 799 808 810 815 816 817 818 819 820 821 822 824 825 826 833 836 837 838 839
Pioneer	658 667 668 679 702 767 770 772 779 802 806 844
Proton	654 705
Quasar	652
RCA	635 638 704 727
Sharp	712 713 714 715
Sherwood	646 670
Sony	639 645 687 728 729 730 765 766 769 771 773 775 776 777 778 781 782 784 787 789 793 794 803 811 812 813
Soundmatters	763
Teac	684
Technic	652
Technics	643 644 652 768 804 805 843
Toshiba	710
Victor	703
Yamaha	663 730 731 732 733 823 834 841

TV/DVD/VCR Combo

Panasonic	900/882/810
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TV/DVD Combo

Apex	757/757
Broksonic	752/752
Cytron	904/904
Panasonic	734/734 765/765
RCA	749/749
Sansui	754/754
Sylvania	764/764
Toshiba	865/814 866/815

TV/VCR/TUNER Combo

Panasonic	867/796/797 868/799/798 869/808/799 870/780/839 871/781/838 872/782/837 873/783/836 874/784/833 875/785/826 876/786/825 877/787/824 878/788/822 879/789/821 880/790/820 881/791/819 882/792/818 883/793/817 884/794/816 885/795/815 889/809/808
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Notes

