

Your CTC | TV service offers many new features and capabilities. Enjoy your viewing experience and discover the functionality of your Remote Control and CTC | DVR service with help from this guide.

## Troubleshooting Tips

### Programing your remote control for your TV:

1. Make sure your TV is turned on.
2. Press and hold the **TV Button** and the **OK Button** on your remote.
3. Release both keys and the mode key will flash twice
4. Enter the following code \_\_\_\_\_ using the number keys on your remote.

*The mode key will flash three times to indicate that the code was accepted.*

5. Point the remote at the TV and press **POWER**.
6. Did the TV turn off?

*If yes, now your remote is programmed to control your TV.  
If no, repeat this procedure from Step 2.*

### Rebooting the Cisco Set Top Box:

Reach to the back of your set top box and pull the black power cord out for one minute to allow all memory to drain. After one minute plug the cord back in. It is normal for the set top box to take up to 10 minutes to reboot.

**Default PIN:** For access to menu options such as Parental Controls, the **Default PIN # is: 0000**

### Automatic TV Code Search:

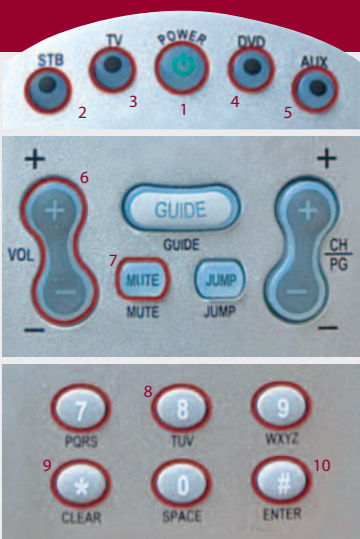
1. Turn on the TV that you want to program your remote to.
2. Point the remote at your TV. Press and hold the **TV Button** and the **OK Button** at the same time.
3. Release both keys and all the **mode keys** will blink twice.
4. Enter the programming **code 922** by pressing the number keys on the remote. The **TV Button** will blink twice indicating a successful entry.
5. Point the remote toward the TV, and press and hold **PLAY**. The remote will automatically start testing codes.
6. Keep holding down the **PLAY Button** and watch your TV. When a code is found that works your TV will shut off.
7. Release the **PLAY Button**.
8. Save the code by pressing the **ENTER Button** on the remote. The **mode keys** will flash three times indicating successful entry.

**Note:** Pressing the rewind button allows you to go back if you missed your code or you hold down the play button too long after your TV shuts off.

## Identifying your set-top box cables



## Device Control



- 1 POWER**  
Turns devices on or off
- 2 STB**  
Enables set-top mode functions
- 3 TV**  
Enables TV mode functions
- 4 DVD**  
Enables DVD mode functions
- 5 AUX**  
Enables AUX mode functions
- 6 VOL**  
Adjusts volume
- 7 MUTE**  
Mutes sound  
*Volume/Mute keys are assigned to the TV when TV mode key is programmed with a valid code.*
- 8 NUMERIC KEYS**  
Enters channel numbers, text and remote codes. Also use to enter your parental control PIN
- 9 CLEAR [\*]**  
Clears text and numbers in text fields
- 10 ENTER [#]**  
Enters and saves (Stores) any entry  
Changes Video Output  
Options: Normal, Stretch, Zoom

## DVR Control


*In STB mode, these keys control DVR*

*In DVD and AUX modes, these keys may control your DVD or VCR depending on how you have programmed the remote.*



- 11 RECORD**  
Records the selected program. Push twice to record the series
- 12 STOP**  
Stops DVR recorded program
- 13 PAUSE**  
Pauses DVR recorded program
- 14 PLAY**  
Plays DVR recorded program
- 15 TV/VIDEO**  
Scrolls through available TV or video input sources
- 16 REW/FF**  
Rewinds or fast forwards through DVR content
- 17 BACK/SKIP**  
Skips backward or forward through DVR content.
- 18 PHONE**  
Not supported at this time
- 19 VOD**  
Not supported at this time

## View & Browse Control



- 20 MENU**  
Accesses the Interactive Program Guide (IPG), Recorded TV, Services and Settings.
- 21 DVR**  
Accesses the DVR list of recordings
- 22 LIVE TV**  
Views live TV
- 23 ARROWS**  
Moves through selections
- 24 OK**  
Selects and deselects screen items
- 25 EXIT**  
Clears all menu screens and returns to broadcast TV
- 26 SEARCH**  
Accesses the Search menu
- 27 INTERACT**  
Accesses INTERACT content (Internet and interactive content)
- 28 MULTISCREEN**  
Not supported at this time
- 29 INFO**  
Displays text information about the selected program. Push twice to activate quick launch options.
- 30 GUIDE**  
Displays or closes the Interactive Program Guide (IPG)
- 31 JUMP**  
Jumps to next section or switches to last channel viewed
- 32 CH/PG**  
Selects the next channel up or down when watching TV. Moves up or down one page in the IPG and in some menu screens.

### QUICK KEYS



**Press Interact** while in the Interactive guide to view calendar.



**Press Interact** while watching standard TV to view channel listings.



**Press Play** on the remote control to immediately begin playback of a DVR recording.



**Record** can also be used to delete a DVR recording.