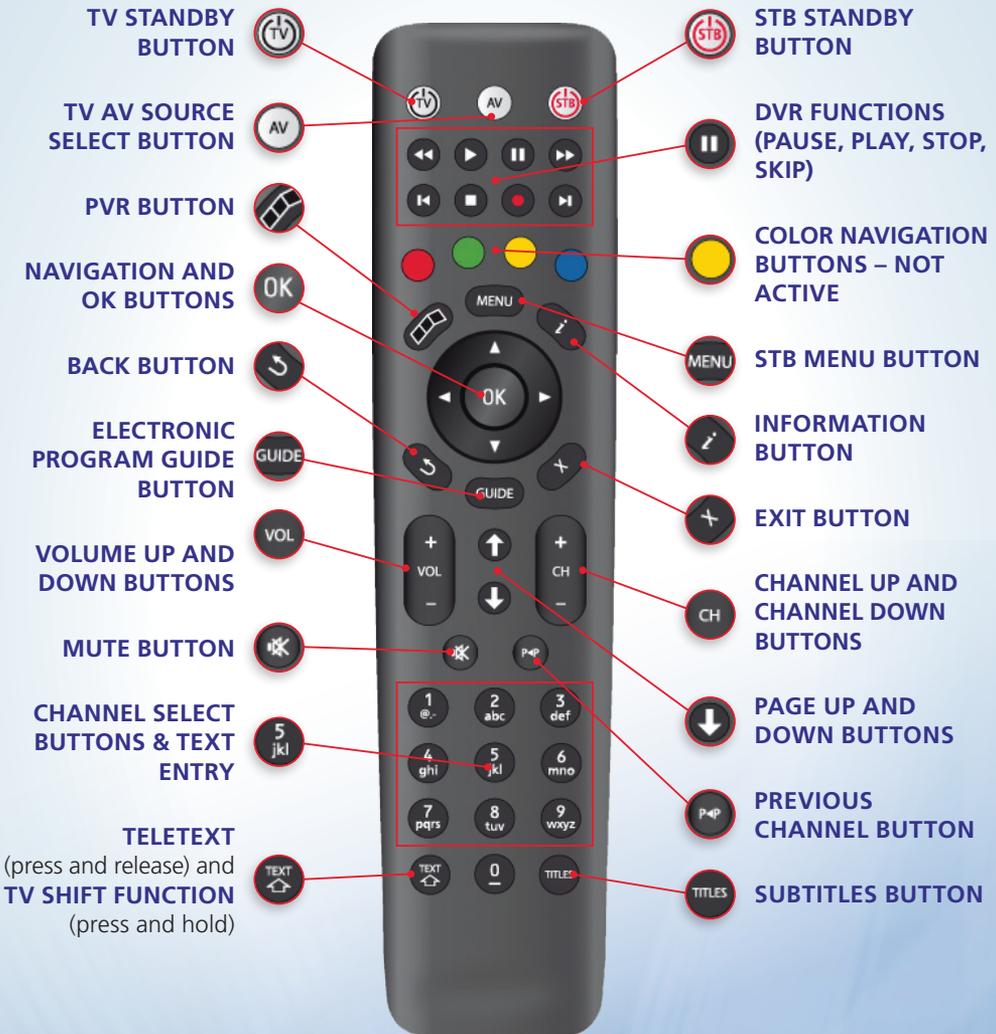


CTE Remote Control Guide

515-826-3206, After Hours 515-826-6206 • www.cooptelexchange.com



Note: Some button functionality (eg DVR) may not be available on specific models of STB and functionality also varies with the type of TV service delivered by your service provider.



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Troubleshooting and FAQ

How do I reboot my set top box?

To reboot the set top box, unplug the black power cord located on the back of the set top box, wait about 10 seconds and plug the power cord in. The set top box will go through a reboot series taking approximately 3-5 minutes.

Channel(s) are not working, what do I do?

Try changing the channel to another channel, then turn back to the channel that was experiencing issues. This may clear up the problem. Check your other set top boxes to see if there are problems with the channel on the other set top boxes in your home. If the problem is occurring on all set top boxes in your home, please contact Customer Service by calling 826-3206. If the issue is only occurring on one set top box, reboot your set top box. If rebooting the set top box does not clear up the issue, contact Customer Service at 826-3206.

What if I see a snowy screen or blue screen?

Check your TV input to make sure it is set on the correct input for your set top box.

My set top box will not respond, what do I do?

The colored LED light on your set top box power button should flash each time a remote button is pressed. If this happens but the set top box does not respond to your commands, reboot the set top box. If you continue to experience problems, please contact Customer Service at 826-3206.

The remote control is not working. What do I do?

Make sure there isn't anything between the remote and the remote sensor on your set top box, and that you are within 20 feet of the set top box when using your remote control. Verify the set top box is not in the standby mode. There should be a red dot or green square visible on the set top box (STB) if the unit is on. To power on your STB, press the STB button on your remote control. Check and/or replace the batteries on the remote control.

Whole-Home DVR

With Whole-Home DVR, you can record a program in the bedroom and view or delete it in the family room. You can also pause, fast-forward, or rewind recorded shows on every connected TV. With Whole-Home DVR, you have 5 streams which allows you to record one show while watching another.

Can I record one channel and watch another?

Yes, you can record 4 channels and watch another. This feature should be activated during the installation. If you find that you cannot record one channel and watch another, please contact the office at 826-3206.

What do I do if my input gets changed?

Get your original TV remote and push the input button until you get back to the correct input. Some remotes will not have an input button, they may have a Source, AV, TV/Video button, or buttons for each input.