**Remote Control Guide**

**Contact us at 618-665-3311 for more information.**

**TV, AUD, DVD, VCR, STB**
Use one remote to control multiple devices.

**SETUP**
Use for programming sequences of devices controlled by the remote.

**REPLAY**
Skip backwards 10 seconds while watching a recording or while watching live TV.

**REWIND**
Rewind through parts of a recording.

**PLAY**
Press to watch a recording or control another device

**STOP**
Press to stop watching a recording or to stop a recording that is in progress.

**MENU**
Displays applications including the configuration menu.

**GUIDE**
Opens the Interactive Program Guide.

**DAY+/-**
Jump one day ahead or back in the Interactive Program Guide.

**RED, GREEN, YELLOW, BLUE**
Access additional features on your set-top box.

**VOL +/-**
Raise or lower the volume.

**MUTE**
Turn the sound off or on.

**NUMBER KEYS (0-9)**
Directly select a channel.

**INPUT**
In TV control mode, would change the input of the device you are controlling.

**POWER**
Turn on/off a selected device.

**LIVE**
Return to watching live TV.

**LIST**
Displays a list of recorded shows on your PVR/DVR set-top box.

**SKIP FORWARD**
Skip forward 30 seconds while watching a recording.

**FAST FORWARD**
Fast forward through parts of a recording.

**RECORD**
Press to record a show.

**INFO**
Display the current channel and program information. Press again for more detail.

**PAUSE**
Pause what you are currently watching.

**ARROW KEYS/OK**
Navigate onscreen choices.

**EXIT**
Exit the current screen.

**PAGE+/-**
Page up or down in menu screens and Interactive Program Guide.

**CHANNEL +/-**
Changes to the next higher or lower channel.

**LAST**
Recall the last channel you were watching.

**ON DEMAND**
Access video on demand services.

**FAV**
View your favorite channels.

*If available.*
**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 618-665-3311. 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 618-665-3311.

**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 618-665-3311.

**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 receiver, and that you are within 20 feet of the receiver when using your remote control. Make sure that you are in the appropriate mode. To operate your set top box, press the STB button on your remote control. Don’t forget to check your batteries.

**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 4 streams which allows you to record one show while watching another.

**Can I record one channel and watch another?**
Yes, you can record one channel and watch another. This feature should be activated within 24 hours of installation. If you find that you cannot record on channel and watch another, please contact the office at 618-665-3311.

**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, or TV/Video button.