

13 **Reference**

TROUBLESHOOTING AND DEVICE CODES

- TROUBLESHOOTING TABLES
- REMOTE CONTROL DEVICE CODES

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 13-2.
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.

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.

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 ExpressVu.
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.

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.

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.• You may be using the wrong remote control (1 or 2) for the menus (TV1 or TV2) you are trying to operate.	<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.• Make sure you are using Remote Control 1 (2) to control TV1 (TV2) menus.
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(s) may not be set to the address(es) used by the satellite receiver.• You may be using the wrong remote control (1 or 2) for the menus (TV1 or TV2) you are trying to operate.• If the receiver is in Single Mode, the TV2 indicator will not light.	<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(s) are set to the same address(es) used by the satellite receiver. See page 10-2 for information on changing the remote control address.• Make sure you are using Remote Control 1 (2) to control TV1 (TV2) menus.• This is normal. No action required or switch to Dual Mode.

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. • You are using Remote Control 2 which does not transmit IR signals. 	<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. • Use an IR extender only with Remote Control 1 which uses IR signals. • Use the correct remote control.

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.

What Is Happening	Possible Reason	What to Do
The receiver front panel Power light is on, and there is a picture on the TV screen, but the picture: <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.
A “black box” fills almost all of the TV screen.	<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.
The TV screen is all blue.	<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
You try to set up an event timer and the receiver displays a message noting that the program is locked.	<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.
You try to set up an event timer and the receiver displays a message noting that the program is a Pay-Per-View event.	<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.
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.	<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.

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.

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.

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.

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.

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.

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.

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

A Mark	670
Action	662
Admiral	521 605 668 669 675
Aiko	727
Aiwa	751
Akai	570 573 659 660
A-Mark	620
Amtron	657
Anam National	509 541 620 651 657 661 663 698
AOC	505 506 519 520 573 620 627 652 653 654 659 664 665 670 672
Apex	743 744 745 757
Archer	620
Audiovox	620 657 662 672
Bell & Howell	590 669 675
Broksonic	562 659 661 748 752
Capehart	519 627
Citizen	506 516 523 524 525 526 590 652 654 657 658 680 727
Classic	659
Colortyme	573 627 652 654 660 667 668 671 674 679
Contec/Cony	541 655 657 661 662 726
Craig	536 541 657 661 662 666 667 694
Crown	526 536 657 666 670
Curtis Mathes	506 516 526 573 590 641 645 650 652 654 658 659 660 664 665 667 668 670 674 680 703 708
Daewoo	505 524 526 529 530 531 573 652 653 654 658 659 663 664 665 670 672 674 684 698 719 727
Daytron	526 627 652 654 658 665 670 672
Dell	772 773 774
Dimensia	645 650
DISH Network	742 763
Dixi	566 620
Dumont	501 627 652
Echostar	722
Electrohome	526 573 651 652 654 656 659 660 665 670 709 728
Emerson	526 534 536 541 573 590 627 636 642 648 652 654 655 657 658 659 660 661 662 665 666 667 669 670 677 679 682 692 696 699 720
Envision	506 573 652 654 660 664
Fisher	542 590 683
Fujitsu	534 682 694
Funai	534 541 657 661 662 677 682 694
GE	508 509 543 544 630 645 646 650 651 652 654 659 661 663 665 667 668 670 673 676 690 691 698 701 715 716 725 728 742 763
Goldstar	505 523 526 545 546 566 573 652 653 654 655 656 658 659 660 664 665 670 671 693 730 747
Gradiente	660 671
Granada	627 670 671
Grundig	670 673

Hallmark	627 652 654 659
Harmon/Kardon	561 659
Hinari	534
Hisense	759
Hitachi	523 526 548 549 553 554 555 585 597 626 636 638 643 648 652 654 655 665 668 669 670 672 673 702 718 726
Infinity	566 671
JBL	566 671
JC Penney	505 506 516 525 526 543 546 631 645 646 650 652 653 654 658 659 664 667 668 670 673 676 680 690 691 701 725 726 728 730
Jensen	556 573 652 654 660
JVC	508 557 559 642 649 655 667 673 676 726 735 736 737
Kawasho	548 561 573 652 654 664
Kenwood	506 573 652 654 656 659 660 664 679
Kloss Novabeam	657 663 698 723 724
Konka	753
KTV	526 541 573 657 658 661 662 664 665 670 696
Lloyds	627 679
Loewe	566
Logik	675
Luxman	523 652 654
LXI	563 566 590 595 617 631 635 645 646 650 654 659 668 683 691 701 725
Magnasonic	573 659 660 669 672 677
Magnavox	506 520 525 536 566 567 568 573 610 652 654 656 659 660 664 665 666 669 671 673 674 677 723 724 729 762
Majestic	675
Marantz	506 566 573 652 654 660 664 665 671
Megatron	627 654
Memorex	590 627 653 654 659 675 720
MGA	504 505 506 542 571 573 627 652 653 654 656 660 728
Mitsui	769
Mitsubishi	504 505 542 570 571 572 573 597 623 627 652 653 654 656 659 660 664 665 670 671 705 728
Montgomery Ward	675
Motorola	521 605 651
MTC	505 506 516 523 573 627 652 653 654 659 664 667 672 680
Multitech	657
NAD	502 617 627 631 635 637 654
National	509
NEC	505 506 507 517 523 573 627 651 652 653 654 660 664 665 679 731 732
Nikkai	612
Nikko	654 672 727
Onwa	541 657 661
Optimus	637
Optonica	521 605 607
Orion	694
Osaki	612
Parasonic	508 509 510 512 566 644 651 662 663 668 672 673 676 685 689 698 700 716 734 747 761 765

Philco	505 506 525 536 568 573 610 651 652 653 654 655 656 659 660 664 665 666 669 671 672 674 677 723 724 729
Philips	525 566 651 652 655 656 671 690 723 724 729 770
Pioneer	502 548 576 636 637 648 652 654 663 665 708
Portland	505 526 573 652 654 658 659 664 665 670 727
Price Club	680
Prism	676
Proscan	645 646 650 668 691 725 742 763
Proton	513 519 526 536 585 627 652 654 655 659 660 665 666 668 670
Quasar	508 509 651 663 673 676 698 700 747
Radio Shack	526 541 607 612 645 661 662 663 668 670 698
Radio Shack/Realistic	590 607 650 652 654 655 657 658 683 730
RCA	503 505 548 630 633 634 636 641 645 646 648 650 651 652 653 654 656 661 663 665 667 668 670 691 698 701 708 715 716 725 742 763
Realistic	590 645
Runco	501
Sampo	506 519 652 654 658 663 664 665 698 730 746
Samsung	505 506 516 523 526 566 573 612 627 647 652 653 654 655 656 658 659 664 665 667 669 670 679 680 704 717 730 738 755
Sansui	754
Sanyo	542 590 652 683
SBR	566
Schneider	566
Scott	526 534 541 600 652 654 655 657 661 662 665 670 677 682 696 701
Sears	523 534 542 563 590 595 601 604 617 627 631 635 645 646 656 652 654 656 659 661 668 670 682 683 688 691 703 725 726
Sharp	521 526 585 605 607 628 629 652 654 655 658 669 670 674 679 739 740 741
Signature	675
Solavox	612
Sony	500 578 640 670 690 758
Soundesign	525 536 541 627 652 654 657 659 661 665 666 682
Starlite	657
Supra	523
Sylvania	506 525 536 566 568 569 573 600 610 652 654 656 659 660 664 665 666 671 672 674 677 723 724 729 733 756 764
Symphonic	632 657 662 677 692 694
Tandy	521 605
Tatung	509 651 663 698
Technics	508 673 676
Techwood	523 573 652 654 660 676
Teknika	504 505 512 516 523 524 525 526 534 536 541 573 644 652

DEVICE CODES FOR PROGRAMMING THE REMOTE

	653 654 655 657 658 661 662 664 665 666 670 672 675 680 682 685 726 727
Telefunken	679
Toshiba	516 590 617 631 635 667 680 683 688 750 771
Totevision	526 658 668
Ultra	672
Universal	543 690
Vector Research	506
Video Concepts	570 661
Viewsonic	760
Wards	536 573 607 645 650 652 653 654 656 659 664 665 666 667 668 669 674 675 677 682 690 715 723 724 729
White Westinghouse	659 664 670 672 674
Yamaha	505 506 573 652 653 654 656 664 666 672 679
Zenith	501 520 639 652 672 675 693 747

VCR Codes

Aiwa	588 622 623
Akai	513 514 515 516 517 518 520 568 682
Alba	546
Amstrad	588
ASA	556
Audiovox	676
Bell & Howell	581
Broksonic	559 748
Bush	589
Calix	676
Canon	554 678 679
Capehart	546
CCE	681
Citizen	534 591 592 594 675 676 677
Colorlyme	592
Craig	591 608 675 676 681 685
CurtisMathes	554 592 594 605 607 675 677 678 679 683
Daewoo	506 534 546 547 559 588
Daytron	546
Denon	686
Dimensia	607
Dumont	549
Electrohome	512 676
Emerson	505 506 508 509 511 512 534 559 568 588 590 618 676 678
Finlandia	549
Finlux	549 556 588
Fisher	548 549 581 584 588 608 610
Fuji	678
Funai	588
Garrard	588
GE	550 551 552 554 572 591 605 607 675 678 679
GoVideo	557 558 620 685
Goldstar	592 594 676 747
Goodmans	585 589
Gradiente	588
Granada	549 581
Grundig	556
Harmon/Kardon	568 592
Harwood	681
Hinari	589

Hitachi	536 538 539 540 588 595 597 680 682 686
ITT	518
JCPenney	554 581 591 592 594 595 600 674 675 676 678 679 680 681 685 686
Jensen	595 680 682
JVC	561 562 563 581 592 594 600 674 682 686
Kenwood	562 581 592 594 600 674 677 682 683
KLH	681
Kodak	676 678
Lloyds	683
Logik	589 681 685
Luxor	518
LXI	676
Magnasonic	685
Magnavox	527 533 554 556 678 679 685
Marantz	554 556 581 585 592 594 600 602 674 677 678 683
Matsushita	678
Memorex	507 533 549 554 566 581 585 588 608 675 676 678 686
MGA	512 567 568
Minolta	595 680 686
Mitsubishi	512 562 567 568 570 571 595 680
Motorola	678
MTC	544 588 675 685
Multitech	579 588 675 677 681
NAD	573
NEC	562 581 592 594 600 602 674 677 682 683
Nikko	676
Noblex	675
Olympus	678
Optimus	676
Optonica	585
Orion	506
Panasonic	523 554 598 614 628 633 678 679 685 747
Pentax	592 595 677 680 683 686
Pentex Research	594
Perdio	588
Philco	554 678 679 686
Philips	554 556 585 678
Pioneer	562 573 574 575 576 600 674 680
Portland	546 677
Proscan	605 607
Proton	685
Quasar	554 678 679 747
Radio Shack	512 607 608 610
Radio Shack/Realistic	581 584 588 608 675 676 678 679
Radix	676
RCA	518 525 527 528 591 595 605 607 615 631 649 675 678 680 686
Realistic	534 549 554 581 584 585 588 608 675 678 679
Ricoh	502
Runco	533
Saisho	506
Salora	567 581
Samsung	515 517 534 579 591 675 755
Sansui	544 562 600 674 682 685
Sanyo	549 581 582 583 608 675

SBR	556
Schneider	589
Scott	508 534 559 590
Sears	548 549 581 584 595 608 610 676 678 680 683 686
Sentra	546
Sharp	512 585 607 625
Shintom	589 595 681 685
Singer	678 681 685
Sony	500 501 502 504 768
STS	678
Sylvania	554 556 567 588 678 679 756
Symphonic	588 594 683
Tandy	581 588
Tashiko	588 676
Tatung	594 682
Teac	588 594 682
Technics	554 633 678
Teknika	554 588 676 678
Toshiba	534 535 567 584 590 680
Totevision	591 675 676
Unitech	675
Vector Research	534 592 600 674 677 683
Video Concepts	534 568 592 600 674 677 683
Wards	534 588 595 608 675 676 678 680 681
XR-1000	588 678 681
Yamaha	581 592 594 600 674 682 683
Zenith	500 501 533 747

DEVICE CODES FOR PROGRAMMING THE REMOTE

TV/VCR Codes

Broksonic	748
Goldstar	747
Panasonic	747
Quasar	747
Samsung	755
Sylvania	756
Zenith	747

DVD Player Codes

Aiwa	634 694 751
Alpine	653
Apex	654 655 743 744 757
Bose	758
Broksonic	656 752
Clarion	696
Classic	695
Daewoo	657
Denon	697 698 699 700
Emerson	658 701
Fisher	659
Funai	658
GE	702 703
Go Video	692 693
GPX	704
Hitachi	632 635 660 705 706 707
JVC	636 689 708 711
Kenwood	761
Konka	637 638 753
Koss	745
Lasonic	762
Magnasonic	762
Magnavox	626 661
Memorex	709
Mintek	710
Mitsubishi	629 767
NAD	701
Nakamichi	763
Norcent	712
Onkyo	713
Ortron	723
Panasonic	639 662 663 714 715 716 717 734 765
Philips	640 641 766
Pioneer	665 718 719
Proscan	720
Qwestar	721 723
RCA	627 650 666 690 742 749 724
Sampo	724
Samsung	651 652 667 668 691 740 741
Sansui	725 754
Sanyo	643 726
Sharp	669 727 746
Sherwood	728
Sony	617 644 645 670 671 729 730 731 768
Sylvania	658 764
Teac	732
Technics	733
Techwood	664
Toshiba	616 646 647 672 735 736 750
Yamaha	737 738 739
Zenith	648 673

Tuner/Amplifier Codes

Aiwa	636 641 656 687 718 720 724 725 726
Bose	761
Carver	653
Citizen	709
Curtis Mathes	734
Denon	647 674 757 758 759 760 762
Fisher	653 741
GE	711
Goldstar	677 690
Harmon/Kardon	640 672 751
Hitachi	717 754
JBL	640
JVC	637 683 703 725
Kenwood	649 676 691 726 728 745
Luxman	752
Magnavox	654 705 740
Marantz	651 740 742 743 764
NAD	739
Nakamichi	671 748 750
NEC	716 739
Onkyo	642 660 662 678
Optimus	648 664 734 744 749
Panasonic	643 644 652 742 746 764
Pioneer	658 667 668 679 702 734
Proton	654 705
Quasar	652 742 746 764
Radio Shack	744
RCA	635 638 704 727
Sansui	753
Sanyo	741
Sharp	712 713 714 715 749
Sherwood	646 670 736 738 744
Sony	639 645 650 687 728 729 730
Soundmatters	763
Teac	684 737
Technics	643 644 652 742 746 764
Toshiba	710
Yamaha	663 730 731 732 733 745 747

DVD/VCR Combo

Go Video	692 693
JVC	689
RCA	690
Samsung	667 691
Sony	768

TV/DVD Combo

Aiwa	751
Apex	757
Broksonic	752
Konka	753
Panasonic	734 765
RCA	749
Sansui	754
Sylvania	764
Toshiba	750

Notes