

# Simple Fixes....

## Troubleshooting Remote Control Problems



Remote control not working? Checked the batteries lately? Remotes hint when batteries are low. The STB button on the black regular model begins blinking three times. On senior remotes the CBL button blinks.

It's a good idea to keep fresh AA batteries on hand. To install batteries flip the remote over, slip off the cover, and remove old batteries. Install two new AA batteries per the diagram in the unit, matching the + and - marks and replace the battery cover.

If batteries are correctly installed the STB button on the regular remote blinks, while the CBL button blinks on the senior remote.



## Changing Input Source

After using the DVD or VCR you will need to change the input source. Push the TV button located at the top of the regular remote, left of the power button, (A) then move your hand all the way down the left side of the remote control to the input button (B) at the left of the bottom row. Keep pushing the input button until what you want comes up on the screen. For senior remotes, you'll need to use your own TV remote control. The input or source button is usually located in the upper right corner or middle at the top.



# Channel Flipper Freezeup

OK. We've all done it. Grab the remote control and flip through those channels as fast as your thumb can flex on the channel change button, searching for "something good to watch."

That frantic channel clicking is the primary cause of a very common cable television problem brought on by changing channels too fast with the remote—picture freezeup. Fortunately, freezeup is easily rectified without having to phone for a service call by a technician.

Roughly 90 percent of the time, freezeups can be solved simply by unplugging the cable box from its power source for two or three seconds. Then re-plug to the power source and wait a few minutes for the system to reboot. Virtually in less time than it would take to make a trouble call and talk to a technician, your TV will be back up, and you can change channels again—but pace yourself—not too fast.

Simple repair that can save you a service call fee.

## After hours remote service,

If you continue to have problems with the remote control, changing the input source, or freezeup, please contact our offices at **360-9000**. A representative will assist you in correcting the problem over the telephone. Our office hours are 8 a.m. to 5 p.m.

Our on-call repair team member is available to assist you over the telephone from 5 p.m. to 8 a.m.

If a repair call to your premises is determined to be necessary, the repair will be scheduled for the next business day.

