

HD/DVR Troubleshooting Tips



What do I do if my remote control won't respond when I press a button?

Try the following tips:

1. Verify that the remote control unit is in "Cable" mode.
2. Replace the batteries in the remote control unit with fresh batteries.
3. Make sure that there is a clear line of sight between the remote control unit and the set-top box. Aim the remote control directly at the front panel of the set-top box.

Nothing happens when the "Menu" button is pushed, but I can change the channel up and down.

In most cases this happens because the set-top box has been recently installed or reconnected to a power source and the program guide has not completely downloaded. Wait 15–30 minutes for the download process to finish and the remote buttons will operate.

I can't see the edges of my Program Guide screens.

Select the "Screen Position" option from the Set Up Menu to adjust the screen position horizontally and vertically.

My Program Guide is locked up and the remote and set-top box buttons don't work either.

Try unplugging the set-top box and then plugging it back in. This will reset the set-top box and allow for data to be downloaded. It will take some time for the information to appear.

What happens to my DVR recordings if my set-top box temporarily loses power?

All DVR recordings that were saved prior to the power loss are preserved, as well as future recording schedules. You miss only the recordings that were scheduled to be recorded while the power was out.

For even more troubleshooting tips, visit the Help section at <http://www.insight-com.com/help-cable.asp>

Please see reverse for Remote Control Tips.

For more information go to www.insightcom.com. Click on HELP.

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