



Readlyn Digital Video Trouble Shooting Solutions

Trouble:

I cannot turn on/off my set top box.
There is no red light.
I cannot change the channel.
I cannot bring up the guide.

Solution:

Verify that the STB on the top of the remote is illuminated so that the remote will communicate with the STB.

Use the remote to control the Set-Top Box, TV, or DVD
(TV and DVD must be programmed to function on this remote)

Control the power of the TV/DVD/STB



Other Possible Solutions:

Verify that the batteries in the remote are charged and in good condition

Trouble:

There is no picture on my TV and the light is on the digital box.

Possible Solution:

Your TV input settings have been accidently changed.

Use the remote that came with your TV to change the television inputs. The button on your TV's remote may be called "input", "source", or "A/V".

For a standard definition/picture tube TV:

Check to ensure that your TV is set to channel 3

OR

Verify that it's currently set for the composite input mode you are trying to control. The inputs include: "AV 1", "AV 2", "Video 1", "Video 2".

For a HD/flat panel TV:

Verify that it's currently set for the input mode you are trying to control. The inputs include: "HDMI", "Component", or "Color Stream".

Trouble:

The picture on my TV is freeze framing.

The audio on my TV is "garbled".

Possible Solution:

Power Cycle the Box.

To restore the picture or audio, power down the digital box by turning it off for 5 seconds and turn the digital box back on. If this does not restore the picture and/or audio disconnect from the ac (unplug power). This should restore the picture and/or audio.

Trouble:

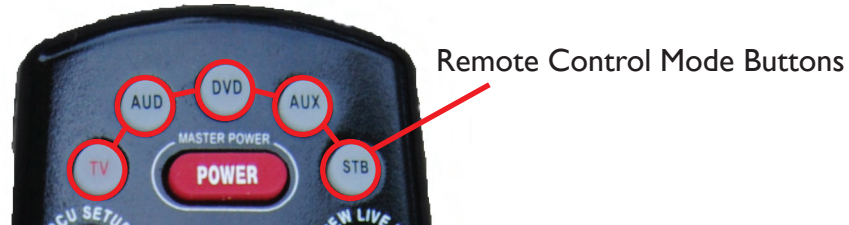
Caller ID is not appearing on my screen.

Solution:

Verify that you are subscribed to Caller ID from Readlyn Digital Video by checking your home telephone for this service, If you do not have this feature you can call to sign-up.

Remote Control Troubleshooting

- **The active device button is different from the device you are trying to operate.** Press the device button of the device you are trying to operate. This makes it the active device. Try to operate the device again now with the remote.



- **The batteries need to be replaced or are inserted incorrectly.** Check the batteries to make sure they are seated properly. Verify that the batteries do not need to be replaced.
- **Your TV settings have been accidentally changed.** Using the remote control that came with your TV, check to ensure your TV is set to either channel 3 and that it's currently set for the input mode you are trying to control.
- **You are not using the TV remote that was programmed for your TV.** If you have multiple TVs, make sure you're using the same TV remote that was set up to control the TV you are trying to access and not one from another TV in your home.
- **You are not pointing the remote in the area of the sensor on your home entertainment device or you are trying to use the remote from too great of a distance.** Make sure you use your remote within 8 meters of the device and point it directly at the sensor on your entertainment device.
- **There is something blocking your remote from the sensor on the home entertainment equipment.** Remote controls need a clear visual path to the sensor on the home entertainment equipment you are trying to operate. Check to make sure that there are no obstacles between the remote control and the device you are trying to operate.