



REMOTE FAQ GUIDE





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Program Remote to Control Your TV

1. Locate the device code by following the necessary steps on the following link:
<http://www.urcsupport.com>.
2. Turn on your TV or Device.
3. Press the key for the device you would like to set up on the remote.
4. Press and hold **"SETUP"**  until the mode key backlight blinks twice.
5. Enter the first 4 digit code listed for your device.
6. Press the **"POWER"**  key to test the device. If the device turns off, you have found the correct code and it was saved automatically.
7. If the device does not turn off, repeat steps 2 through 6. Input each code listed for your brand until the correct code is found.

Remote Does Not Turn Off Either Device





1. Verify correct devices are turned on.
2. Press the correct device button located on your remote. For example, **"TV"** .
3. Press **"POWER"** .

How To Bring The Guide Up

1. Press the button labeled **"GUIDE"**. 
2. To close the guide, press **"EXIT"**. 






NOTE: Pressing the guide button twice will result in a change of your layout. Guide layouts include HD channels, Subscribed, and Favorites.

How To Use The Guide

1. Press the button labeled **"GUIDE"**. 
2. Use the Arrow buttons (Up, Down, Left, Right) to move the highlighted area around. This highlighted area will allow the user to select either to see the information or to choose the channel you want to view.
3. The **"OK"**  button in the middle of the arrows will allow the user to accept the selected or highlighted option. Pressing **"OK"**  on a different channel will redirect the user to this channel. Pressing **"OK"**  on a program that is not currently playing will give you the following choices:
 - Set up an automatic channel change once the highlighted program is airing
 - Record the desired program if you have a personal video recorder on your particular set-top box

How To Enable And Disable Closed Captioning




Method 1 (Entone Remote)

1. Press the **"MENU"** button. 
2. Press **"Settings"** on screen.
3. A prompt will appear asking **"PLEASE ENTER PASSWORD TO GAIN ACCESS"**. Please enter **"0000"** and then press the **"OK"**  button on the remote.
4. Press **"HARDWARE SETTINGS"** on screen. A new menu will appear on the screen that will have a changed layout.
5. Using the arrow buttons on the remote, move the highlighted box on the screen down the list on the right until you are next to the option called **"CLOSED CAPTION ON"**. Press **"OK"**  on the remote.
6. The Closed Captioning feature can now be enabled or disabled on this screen. Option **"ON TV"** will enable this feature. Option **"OFF"** will disable this feature. Once you have chosen, please press **"OK"**  on the remote.
7. Using the arrow buttons on the remote and move down the list on the screen until you are highlighting the **"Submit"** option. Press **"OK"**  on the remote to submit the change. A prompt will appear on screen **"Data is submitted and saved!"**

Method 2 (Set-Top Box Remote)

1. To enable, press the button labeled **"CC"**. Press the button constantly until it is on **"Digital CC1"**.
2. To disable, press the same button continuously until you see **"CC off"**.

Method 3 (Motorola & Arris HD Cable Boxes)

1. Press the **"POWER"**  button.
2. Press the **"MENU"** button. 
3. Using the arrow keys on your remote, select **"CLOSED CAPTIONS"** on screen.
4. Press **"SELECT"** or the arrow key to move the highlighted area **"ON"** or **"OFF"**.
5. Press the **"POWER"**  button to exit.

NOTE: Both methods will vary depending on the remote you have received.

What The STB Or CBL Button Does

Both the **"STB"** and **"CBL"** buttons will change the remote into a controller for that particular device you have received. In order to control that device, press **"STB"** or **"CBL"**.

If you are having trouble, press any button on the remote and see which buttons (**"TV"**, **"STB"**, and **"CBL"**) backlight blinks.