






TROUBLESHOOTING



Remote Control Problems

Possible Solutions

<p>My remote control won't turn on my tv.</p>	<ul style="list-style-type: none">• Press and release  followed by .• Make sure your remote control is programmed to operate your TV.• Check the batteries in your remote control.• Ensure that all power cables are plugged into a working outlet.• Check the back of your set-top box and the back of your TV to make sure all cables are securely connected.
<p>I'm pressing  but the guide is not displaying.</p>	<ul style="list-style-type: none">• Press and release  followed by .

Picture Problems

Possible Solutions

<p>My TV is on but I'm not getting any programs, or the picture is very poor.</p>	<ul style="list-style-type: none">• Press and release  followed by .• Check to make sure your TV is set to the appropriate video input.• Check the back of your set-top box and the back of your TV to make sure all cables are securely connected.
<p>The program I'm watching is stuck or frozen.</p>	<ul style="list-style-type: none">• Try pressing and holding the power button on your set-top box.• Try rebooting your set-top box by unplugging it from the power outlet for at least 10 seconds and plugging it back in.
<p>Some of the programs I'm watching have a black bar on the sides.</p>	<ul style="list-style-type: none">• This format is set by the Broadcaster or Provider of the channel. You can minimize or remove the bars by changing the aspect ratio settings on your TV.• You can try adjusting the aspect ratio with the remote that came with your TV if it does not adjust correctly with your CTC set-top box remote.

Audio Problems

Possible Solutions

<p>I'm not getting any sound or the sound I'm getting is very poor.</p>	<ul style="list-style-type: none">• Check the back of your set-top box and the back of your TV to make sure all cables are securely connected.• Check the audio settings on your TV.
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