

FusionTV Trouble Shooting Solutions

Trouble:

I cannot turn on/off my set top box.

There is no red light.

I cannot change the channel.

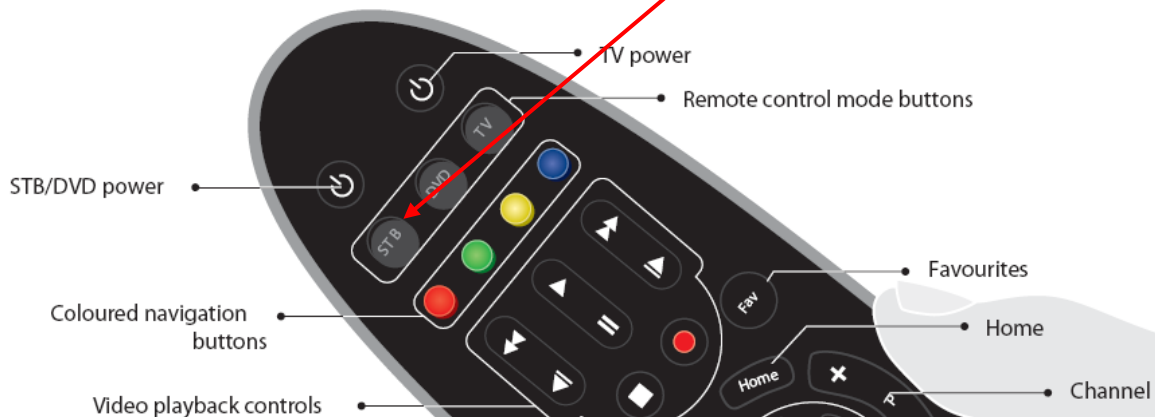
I cannot bring up the Guide.

Solution:

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

Using the Remote to Control the Set-Top Box, TV, or DVD

The function of unlabelled buttons may vary depending on the service provider.



Other Possible Solution:

Verify that the batteries in the remote control 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 accidentally changed.

Use the remote control 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 your TV is tuned to channel 3

Or

Verify that it's currently set for the composite input mode you are trying to control. The inputs include: "AV1", "AV2", "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. This should restore the picture and/or audio.

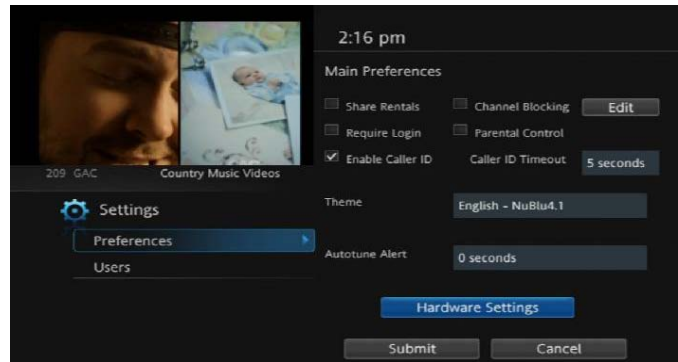
Next Possible Solution:

Reboot the Box



Press the **Menu button** on the remote to launch the Menubar. Arrow to Settings and then press **OK**.

Type in your password provided by Alpine Communications and press **OK**. Next, arrow to Hardware Settings and press **OK**.



The box will reboot and the splash screen will load until it reaches 20/20 in which time your picture will be restored.

Arrow to Reboot and press OK.



Trouble:

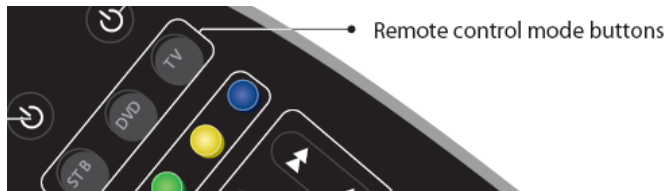
Caller ID is not appearing on my TV screen when the telephone rings.

Solution:

Verify that you are subscribed to Caller ID from Alpine Communications by checking your home telephone for this feature. If you do not have Caller ID, please call Alpine at 245-4000 to subscribe.

Remote Control Troubleshooting

- **The active device button is different than 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 with the remote.



- **The batteries need to be replaced or are not inserted properly.** 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 a distance.** Make sure you use the remote from within eight 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 there are no obstacles between the remote control and device you are trying to operate.

If you've tried all the troubleshooting tips above and re-programming your remote does not resolve your issue, your remote control may be damaged or defective. Call Alpine at 245-4000 for a replacement remote control.