

# Cable TV Remote Troubleshooting Tips

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If your universal remote control isn't working, please check the following:

**STEP 1 - Press The CBL Button - Start by pressing the CBL button first and then POWER to turn on your set-top box. If that turns on your set-top box, try to change channels with your remote. If your remote is still not working proceed to step 2.**

**STEP 2 - Check Your Batteries - If you are having problems changing channels with your remote, you may need to change your batteries. Verify that your batteries are working by pressing the POWER button to see if the red light turns ON. If it does not, you may need to replace the batteries. Your universal remote is equipped with a Low Battery Warning. When your batteries are low and need to be replaced, the Component LED lights will blink 2 times in sequence whenever a POWER button is pressed to turn on your set-top box, TV, or additional equipment. We recommend using good quality AA batteries and keeping an extra pair on hand should you need them.**

**Step 3 - Reprogram Your Motorola Set-top Box Remote Code - If you think you might have accidentally unprogrammed your set-top box remote code this process will restore it for you. Press and hold the POWER button and the CBL button simultaneously for 3 seconds until the CBL button lights. Then press 0 0 2 on the remote and then the CBL button. Your set-top box should shut off and the remote should work.**

## Programming Your Universal Remote

Your universal remote control comes preprogrammed to work with your Motorola set-top box. You can also program it to operate your TV, VCR, DVD player, and Audio equipment if you choose.

**[Step 1. Click here to find the codes for the manufacturer of the equipment you would like to program. We recommend that you start with your TV.](#)**

**Step 2. Turn on your TV or other equipment that you want to program.**

**Step 3. Press the TV button and the OK/SEL button simultaneously for 3 seconds. The Component LED light will turn on for 30 seconds indicating the unit is ready to be programmed.**

**Step 4. Point the remote control toward your TV and enter the 3-digit code number assigned to your brand. If the 3-digit code number you just entered is correct, your TV or other equipment you are programming will turn off. If it did not turn off, continue entering the next code numbers until the device you are programming turns off.**

**Step 5. After you've entered the correct code number and the device you are programming has turned off, press the POWER button to turn the device back on. Now it is time to test the VOLUME and MUTE buttons for the TV to make sure they all work. If any of the functions do not work as they should, repeat from STEP 3 using the next 3-digit code number listed for**

that brand until you find the one that works.

**Step 6. Once you have found the correct 3-digit code, save it by pressing the same COMPONENT button one more time. The Component LED light will blink twice to confirm the code was successfully stored.**

**Step 7. Repeat the process for each piece of equipment you want to program.**