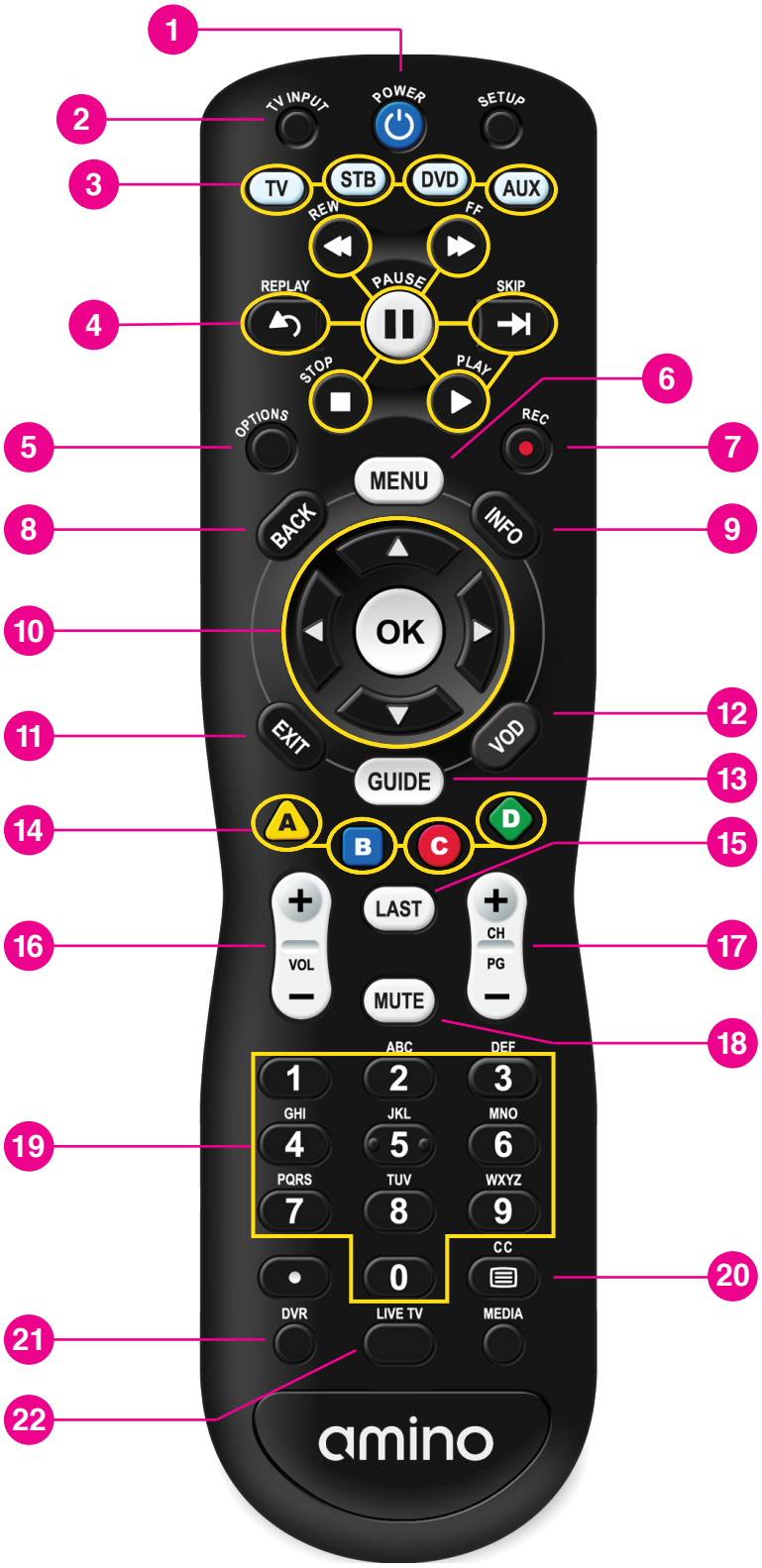
opticaltel®

REMOTE CONTROL **GUIDE**



1. Power on/off
2. TV input select
3. Mode buttons to control different devices (if programmed)
4. Playback Controls for Live TV, DVR or VOD
5. Quick change display options
6. Open the "Home Screen" Menu
7. Start/Stop DVR Recording
8. Back
9. Program information
10. Navigation and OK buttons
11. Exit from on-screen menu (or back to Live TV)
12. Video on Demand*
13. Electronic program guide (EPG)
14. Shortcut Buttons*
15. Previous channel select
16. Volume up and down buttons
17. Channel up/down or Page up/down for EPG
18. Mute Volume
19. Channel and text entry buttons
20. Closed captions on/off
21. DVR Menu*
22. View Live TV*

* Note: Some button functionality (Like VOD) may not be available on specific models of Set-Top-Boxes and the function may vary depending on the visible on-screen options. All active STB features (like VOD) can be accessed through the "Home Screen" by pressing the Menu button.

GET IN TOUCH

support@opticaltel.com | www.opticaltel.com | 1-855-30 FIBER (3-4237)

IMPORTANT: To enter the Settings menu of your STB and make any changes, your account's PIN is required. The default PIN is set to your OpticalTel account number, but can be changed from the settings menu.

Your OpticalTel PIN to access STB settings: _____

PIN

INSERTING BATTERIES

1. Press the indent on the battery housing cover and slide it downwards to remove.
2. Insert 2 x AA batteries, observing the correct polarity.
3. Refit the battery housing cover.

BATTERIES INFORMATION

- Do not mix different types of battery or old and new batteries.
- Do not use rechargeable batteries with the remote control.
- Do not attempt to recharge the batteries.
- Remove the batteries from the remote control if you are not going to use it for several weeks, to avoid the risk of leakage.
- Immediately remove any leaking batteries. Take care when handling leaking batteries as they may cause burns to the skin or eyes, or other physical injuries.
- Please respect the environment and any local regulations and dispose of old batteries in a responsible manner.

PROGRAMMING YOUR REMOTE (AUTO SEARCH PROCEDURE)

If unable to program your remote using the auto search process described here, you can contact Support to test additional programming codes specific to your TV brand.

- Turn on your television.
- On the remote control, PRESS the corresponding Device Control key (i.e., TV / DVD / AUX) to choose the device mode.
- PRESS and hold SETUP key until the LED blinks twice.
- PRESS number keys 9 - 9 - 1 .
- PRESS POWER key.
- PRESS CH + key repeatedly until your device turns on.
- PRESS and hold SETUP key until LED blinks twice to save the working code.

TROUBLESHOOTING

Issue	Solution
Missing Channels	PRESS Guide and check if display is set to “Subscribed” or “Favorites” list. To display “All” or “Subscribed” channels, PRESS Guide button repeatedly until the tab at the top of the Guide displays “All” or “Subscribed”. Channel Blocking will prevent channels from displaying in the Guide. To edit your Channel Blocking settings, see Channel Blocking in the set-top-box Settings Menu. Parental Controls can also prevent channels from being displayed. To edit your Parental Controls, see Parental Controls in in the set-top-box Settings Menu.
The LED does not blink when a key is pressed	Replace the batteries with two (2) new AA batteries.
LED blinks when key is pressed but TV or STB does not respond	Make sure you are aiming the remote control at your device and that you are within 25 feet of the device you are trying to control.
The LED blinks 5 times with each key press	The batteries need replacement. Replace the batteries.