

## Troubleshooting



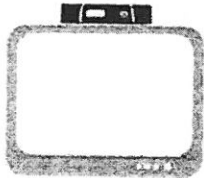
### IF THE REMOTE CONTROL DOES NOT WORK:

- Make sure the batteries are inserted correctly.
- Make sure your remote can "see" the front of the DTA (or the front of the Remote Control Signal Receiver).
- If you are using the Remote Control Signal Receiver, make sure it is connected firmly to the DTA.



### IF THERE IS NO LIGHT ILLUMINATED ON THE FRONT OF THE DTA:

- Make sure the power cord is attached to the DTA and plugged into a live electrical outlet.



### IF THERE IS NO PICTURE ON THE TV AND THE LIGHT ON THE DTA IS BLINKING:

- Make sure you have contacted Comcast to activate the DTA, as described in Step 5.
- Wait a few minutes. If the light is still blinking, call Comcast at 1-888-634-4434.

### IF THERE IS NO PICTURE ON THE TV AND THE LIGHT ON THE DTA IS SOLID:

- Make sure the TV and DTA are both set to the same channel (both 3, or both 4).
- Try switching the TV and DTA to the other channel (3 or 4).
- If you're also connected to a VCR, make sure the VCR is turned on.
- Make sure the DTA is connected directly to the cable outlet in your wall.
- Make sure all the cables are firmly connected.

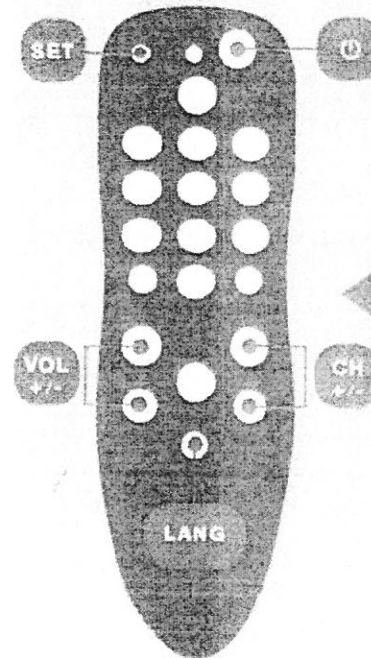


### IF THE AUDIO IS IN A LANGUAGE YOU DON'T EXPECT TO HEAR:

- You may have accidentally changed it to an alternate language option. Press the "LANG" button on your remote control one or two times.

**IF YOU NEED ADDITIONAL SUPPORT,**  
GO TO [WWW.COMCAST.COM/DIGITALNOW](http://WWW.COMCAST.COM/DIGITALNOW)  
OR CALL 1-888-634-4434

## Using Your Remote Control



To program the remote to control your TV's power and volume, do the following:

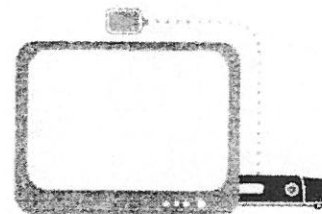
1. Turn on your TV.
2. Press and hold "Set" until the red light on the remote blinks twice. Release "Set."
3. Enter 9-9-1. The red light on the remote will blink twice.
4. Point the remote at the TV and press "CH +" one or more times until the TV turns off.
5. Press "Set" once to lock in the code. The red light on the remote will blink twice.
6. Press Power to turn your TV on.

Note: You may need to press "CH +" numerous times.

If you need more help, please refer to the programming guide included with the remote.

To control the volume, press and hold the volume up "Vol +" or volume down button "Vol -". To change the channel, press the channel up "CH +" or channel down "CH -" button, or press the channel number and enter.

## Using the Remote Control Signal Receiver



If you want to hide the DTA behind the TV, or if the DTA will not reach the front of the TV, you can hide it and use the Remote Control Signal Receiver. Plug the smaller end of the Remote Control Signal Receiver into the "IR In" port on the back of the DTA. Position the other end of the Remote Control Signal Receiver where it can be seen from the front of the TV.