QUICK TROUBLESHOOTING REFERENCE GUIDE

Problem	Solution
Missing Channels	Press the **Guide** button and check if display is set to “Subscribed” or “Favorites” list. To display “All” or “Subscribed” channels, press the **Guide** button repeatedly until the tab at the top of the Guide displays “All” or “Subscribed”.
The LED does not blink when a key is pressed	Replace the batteries with two (2) new AA batteries.
Blank Screen / No guide	Ensure you are on the proper TV input by hitting the **Input** button at the top of the remote and checking the various input options (eg. HDMI 1). Make sure there is power to the unit as well as the TV.
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 ft (7.5 m) of the device you are trying to control.
The LED blinks 5 times with each key press	Replace the batteries.
The remote control does not control TV functions	Turn on your TV. Press the **TV** button at the top of the remote. Press and hold “setup” at the top of the remote until the LED light blinks twice. Press number keys 9-9-1 then press the **Power** button. Press **CH+** button repeatedly until the device turns off. Press and hold the **Setup** button until the LED light blinks twice to save your code.

Still having difficulty?

Call us for further assistance!
1-888-NEXICOM (639-4266)

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