

# Troubleshooting

## **Problem: The remote does not operate your component.**

- You must put the remote in the correct mode by pressing the corresponding component key (**TV, DVD, VCRAUX, SAT-CBL**) so the remote knows which component you want to operate.
- Remove any obstacles between the remote and the component. Make sure to aim the remote at the IR sensor on the component.
- Make sure the batteries are fresh and are properly installed. (See Battery Installation on page 1.) Replace the batteries with two new AA batteries, if necessary. Reprogramming may be required.
- Reset the remote. Remove the batteries, then press and hold the number **1** key on the remote for several seconds to reset the microprocessor inside the remote. Release the number **1** key, reinstall the batteries, and press the **ON-OFF** key. If the **ON-OFF** indicator lights up, reprogram the remote and try again. If it doesn't light up, replace the batteries with new ones.

## **Problem: The remote can't be programmed to operate your component.**

- If you are testing the remote after you have entered the code, you may be too far away from the component or at a wrong angle. This remote uses IR (infrared) technology to communicate with components. The remote sends the code, and the component's IR sensor reads the code. Therefore, there must be an unobstructed path between the remote and the IR sensor on the component. Move closer and make sure you point the remote at the component (DVD player when programming the **DVD** key; TV when programming the **TV** key; satellite or cable box when programming the **SAT-CBL** key, VCR or auxiliary component when programming the **VCRAUX** key).
- If you've used the Direct Entry programming methods to enter the codes for your brand and the unit is still not functioning properly, try one of the Code Search methods. (See Code Search on pages 2-4.)
- To control combo units, like TV/VCRs, TV/DVDs or TV/VCR/DVDs, you must program the individual corresponding component keys to control each part of the combo unit. Once programmed successfully, the **TV** key controls the TV functions on your unit, and the **VCRAUX** or **DVD** key controls the VCR or DVD functions, respectively. There is a specific section in the Code Lists for combo units. The codes in this section should be tried first using Direct Code Entry on the **TV** and **DVD** or **VCRAUX** keys. If this is unsuccessful, follow the normal programming methods for both the **TV** and the **DVD** or **VCRAUX** keys.
- Make sure the batteries are fresh and are properly installed.

## **Problem: The remote is not performing commands properly.**

- You must put the remote in the correct mode by pressing the corresponding component key (**TV, DVD, VCRAUX, SAT-CBL**) so the remote knows which component you want to operate.
- Make sure component is "ready" (e.g., DVD player has disc loaded; VCR has tape loaded, etc.)
- You may have pressed an invalid key for the mode the remote is in.
- If you're trying to turn on an RCA, GE or PROSCAN component, press the component key (**TV, DVD, VCRAUX, SAT-CBL**) instead of the **ON-OFF** key.
- If you're trying to change channels, try pressing the **OK** key after entering the channel number as this is a requirement of certain models and brands.
- There is a possibility that a programmed code may only be able to control some of your component features (e.g., only turns a component on and off). To confirm that the component key is programmed with the correct code for maximum functionality, test the component. Attempt to control a variety of the component's functions with the remote. If some of the features of your components do not work, try programming the remote with a different code in the list using the Direct Code Entry Method, until you find the code that allows the remote to control the majority of your component's functions. Different codes can provide different levels of functionality.

## **Problem: The component name does not light when you press a key.**

- You may have pressed an invalid key for the mode the remote is in. You must put the remote in the correct mode by pressing the corresponding component key (**TV, DVD, VCRAUX, SAT-CBL**) so the remote knows which component you want to operate.
- Make sure the batteries are fresh and are properly installed. (See Battery Installation on page 1.) Replace the batteries with two new AA batteries, if necessary. Reprogramming may be required.

## **Problem: The VCR won't record.**

- Make sure the remote is in VCR Mode.
- Make sure the tape is properly loaded in the VCR.
- Make sure the tape is not write-protected. If the safety tab is removed the tape is write-protected, and you cannot record onto that tape.

## **Problem: The remote will not change channels on your component.**

- You must put the remote in the correct mode by pressing the corresponding component key (**TV, DVD, VCRAUX, SAT-CBL**) so the remote knows which component you want to operate.
- Press the **OK** key after you enter a channel number.
- Remove any obstacles between the remote and the component. Make sure to aim the remote at the IR sensor on the component.

## **Problem: The component's menu doesn't appear on the TV screen.**

- Make sure you have connected your component to your TV properly and selected the correct input. (See your components' Owner's Manuals for proper connection procedures.)
- You must put the remote in the correct mode by pressing the corresponding component key (**TV, DVD, VCRAUX, SAT-CBL**) so the remote knows which component you want to operate.
- Menu access isn't supported for all brands. If that's the case, you'll need to use your original remote control to access menu functions for these components.

**For more information, please visit [www.rca.com](http://www.rca.com).**

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