



If you've tried to rename a program in the "Program Edit" and found that the curser does not move across the entire keyboard, we have a fix for you.  
You can call customer care (hours listed below) for a replacement tuner box OR you can do the fix yourself right now if you have these tools:

USB drive  
Computer (Windows or MacOS)

**Customer Care Phone Number:** 1 (800) 768-1969

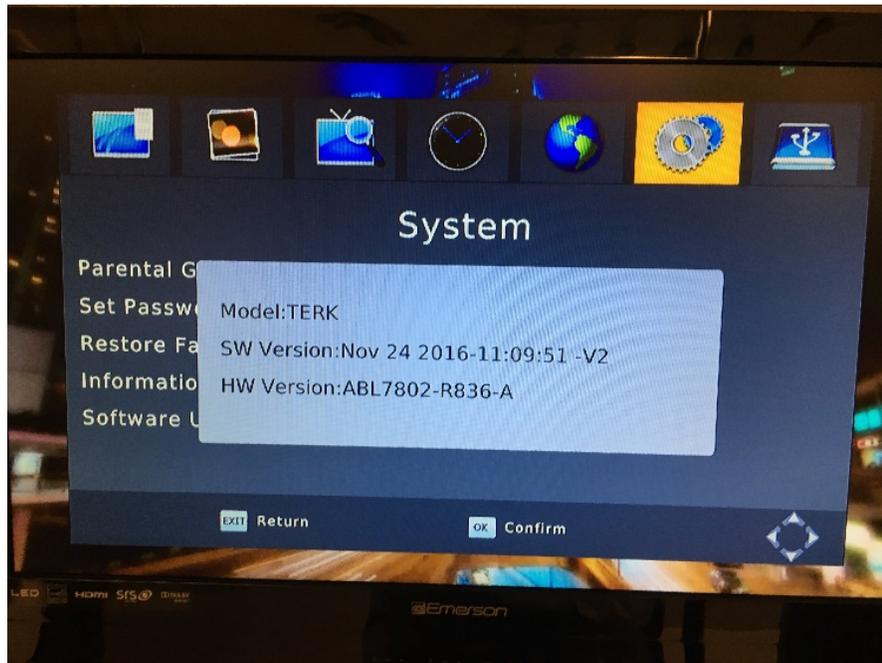
**Customer Care Days/Hours**

Monday: 9:00AM – 5:30PM EST  
Tuesday: 9:00AM – 5:30PM EST  
Wednesday: 9:00AM – 5:30PM EST  
Thursday: 9:00AM – 5:30PM EST  
Friday: 9:00AM – 5:30PM EST

## Software upgrade procedure for TUNVR1, Terk Digital Tuner with Recordings

1. Go to <http://www.terk.com/tv-tuner/> and scroll down to the bottom of the page under “Downloads.” Click “Naming TV Show Troubleshoot Firmware” which will automatically start the download of the firmware update onto your computer or click [Here](#) to download the file automatically as well.
2. From your PC/Mac copy the upgrade software, **usb\_upgrade\_all\_flash.bin**, to a USB drive. Note: Don’t put the software in a folder and make sure there is no other files with “.bin” extension on the drive you will be using.  
\*If you can’t find the downloaded file, look in your downloads folder
3. Make sure your TUNVR1 Digital Tuner is connected to your TV then insert the USB drive into the TUNVR1 USB input. Turn both your TUNVR1 and TV on with their remote controls.
4. Make sure your Digital Tuner input method is selected on the TV (HDMI/or AUX).

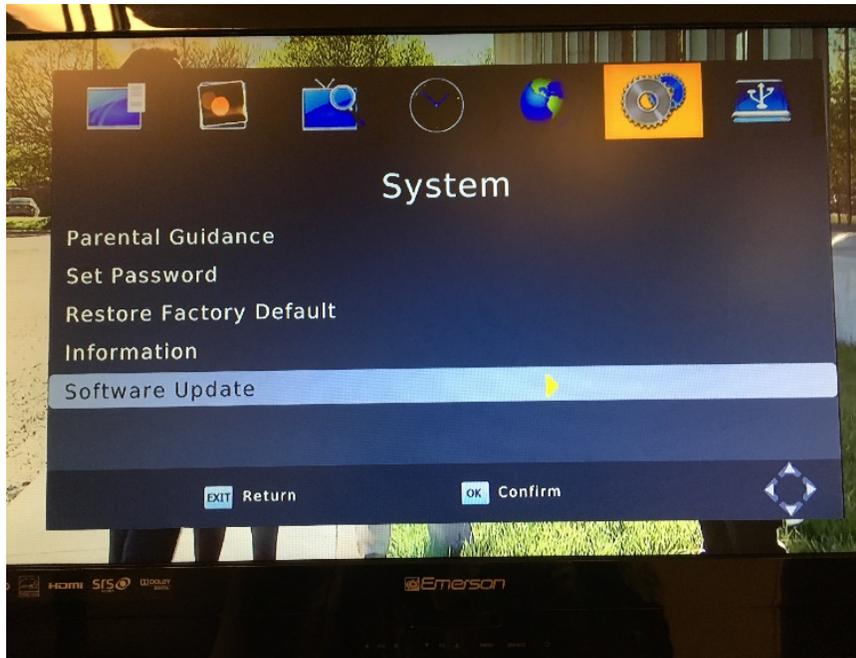
5. From the remote control, click on **MENU**, right arrow to **SYSTEM**, down arrow to **Information**, and click **OK**. This will bring out a popup like below that shows the current software version:



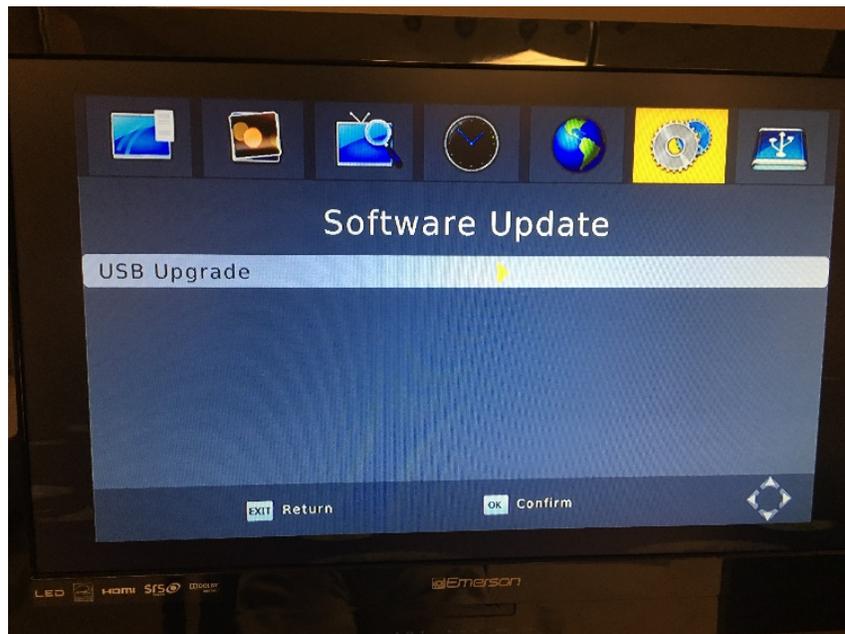
Please make sure to note the software version. In the example above it is “Nov 24 2016-11:09:51 V2”

6. Now click the **EXIT** button on the remote control to close the popup.

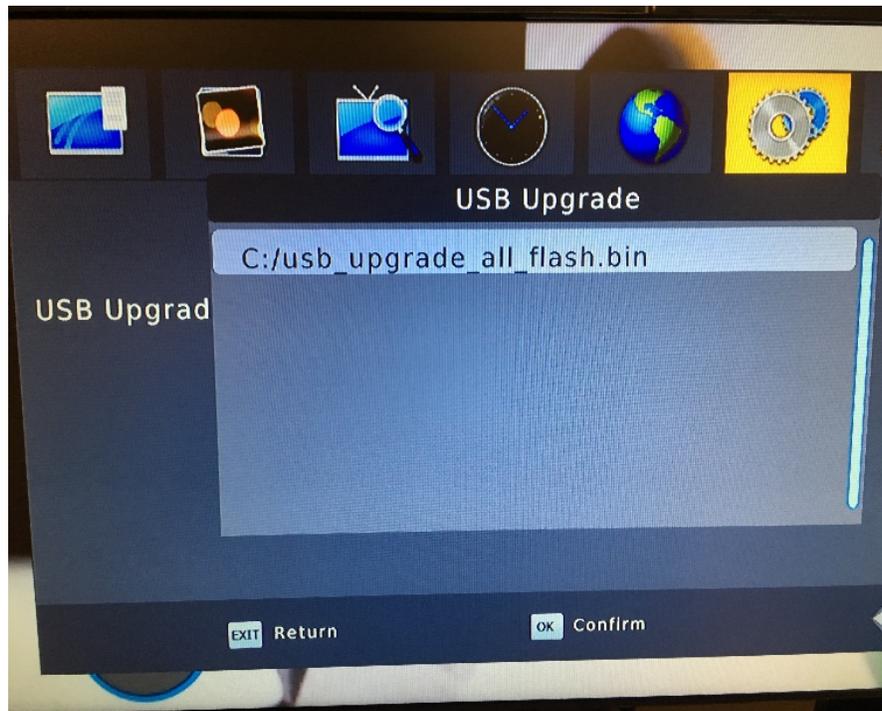
7. Now down arrow to **Software Update** and Click **OK** or right arrow.



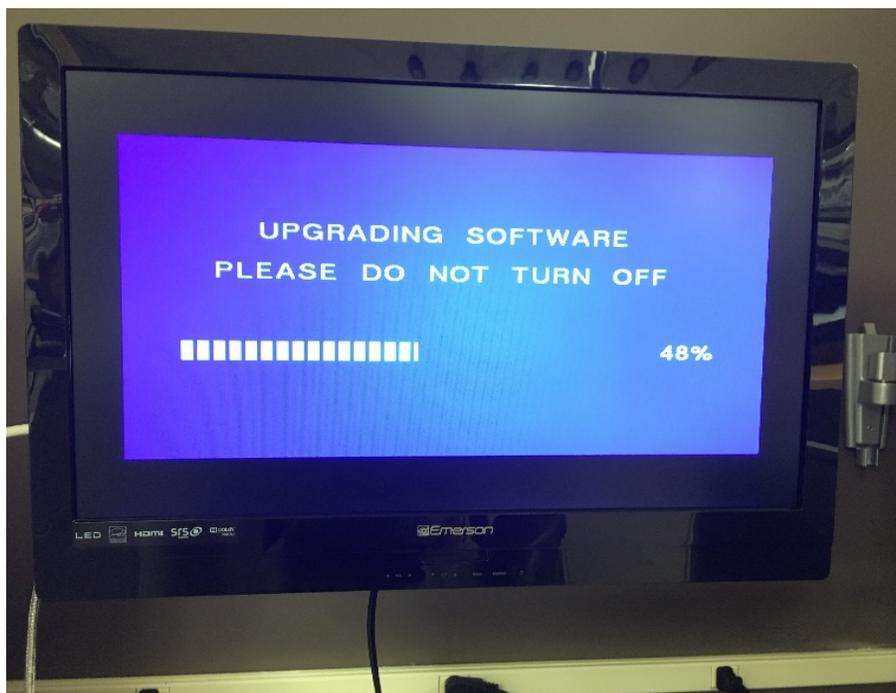
8. Click the OK button on the remote control on the USB Upgrade option.



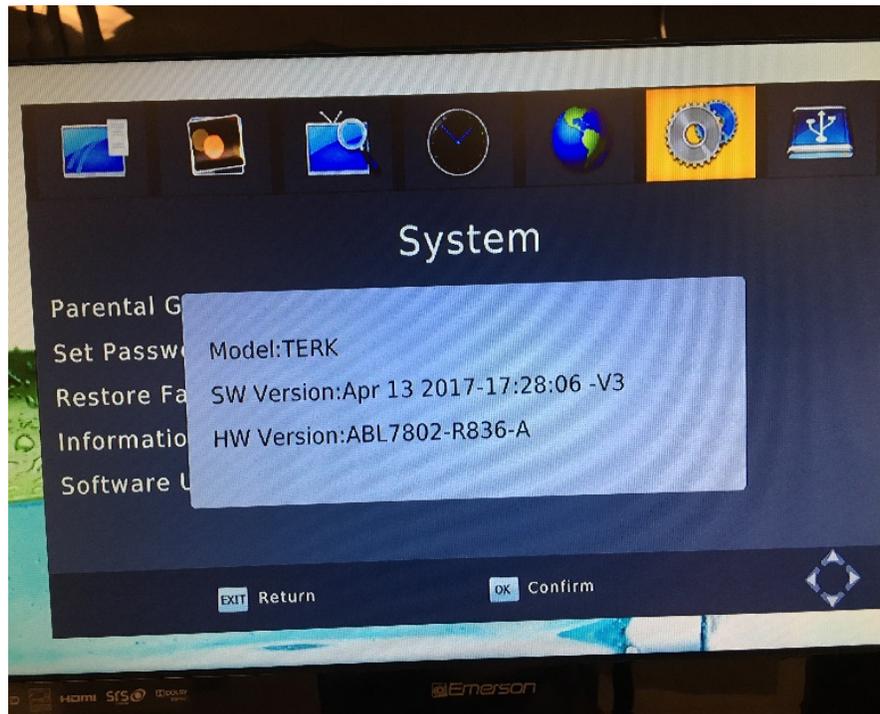
9. This will bring up a popup showing the software upgrade software, **usb\_upgrade\_all\_flash.bin**, on the USB drive. If two options are available, make sure to choose the one with the name above. Not one with a "." Or other character at the beginning.



10. Now click the OK button on the remote control. This will start a software upgrade cycle. The upgrade should finish within a few minutes, and the tuner will reboot.



- 11.** To confirm if the software is updated, click on **MENU**, right arrow to **SYSTEM**, down arrow to **Information**, and click **OK**. This will bring out a popup like below that shows the updated software version. Compare the updated version number with the version found from the step 3 above.



**Troubleshooting:** If after step 10, you are stuck on a TERK screen like below; unplug the unit after a few minutes and plug back in. The unit will go back into the screen shown in step 10.

