

# Programming Your Remote (SRC-350)

## Step 1 – Finding the Gateway ID

Start here if you are programming a new remote. This step has to be performed at the RG. If the TV is not located with the RG, you may need another person. The following information appears on channel 3 or 4, stream 1 on your TV screen:

1. On the RG - Press the Menu or the Wrench button 1 time
2. On the RG - Press the Channel Down button or the Arrow Down button 1 time to “Remote Control Setup”
3. On the RG - Press the Select or the Check Mark button 1 time
4. On the Remote Control - Press the PPV button
5. Find the line that reads: “The Gateway ID is set to:” (3 digit code) or “This Gateway requires a Gateway ID of:” (3 digit code)
  - a. This 3 digit code ranges from 004-255
  - b. Write the Gateway ID code here \_\_\_\_\_(If nothing appears on the TV screen when you Press the PPV button, please call our Repair Department at **611** or **772-8611**.)

## Step 2 – Setting the Gateway ID

1. On the Remote Control - Press and hold the Select and Mute buttons down together until the LED button lights up and stays on.
2. On the Remote Control - Press the B button. The remote is now in programming mode. You can set the Gateway ID from above.
3. On the Remote Control – If you have entered the Gateway ID correctly, the LED blinks 3 times and goes off.

## Step 3 – Finding and Programming the Remote Control ID

TV CHANNEL	REMOTE CONTROL ID	STREAM	OPERATES TV	MODE
3,4	0	Stream 1	TV and RG must be positioned together	Infrared
3,4	1	Stream 1	TV and RG can be in a different room than TV 1	
7	2	Stream 2	TV and RG can be in a different room than TV 2	
13	3	Stream 3	TV and RG can be in a different room than TV 3	

- TV - 1 Stream 1** Can be channels 3, 4, 5 or 6
- TV - 2 Stream 2** Can be channels 7, 8, 9 or 10
- TV - 3 Stream 3** Can be channels 11, 12 or 13

1. On the Remote Control - Press and hold the Select and Mute buttons down together until the LED button lights up and stays on.
2. On the Remote Control - Press the A button. The LED remains on. The remote is now in programming mode.
3. Now enter the single-digit Remote Control ID from the table above. (Example – A1)
4. Your remote should now be able to change channels, if not, start at Step 1 again.

(Note: HD TV's must have the Remote Control ID of A0)

## Step 4 – Programming the TV Code using the Code Search Method – Controls Volume, Mute and Power

1. Turn your TV on.
2. On the Remote Control - Press and hold the Select and Mute buttons down together until the LED button lights up and stays on.
3. While pointing the Remote Control at the TV, SLOWLY press and release the blue down arrow button until the TV turns off. (The correct TV code makes the TV turn off.)
4. Once the TV turns off, on the Remote Control - Press the Select button to lock the TV code.
5. The volume, mute and power buttons should now work, if they do not, repeat Step 4.

# SRC-350

## Your Remote Buttons

- 1 **LED:** Lights when any button on the remote is pressed.
- 2 **Exit:** Exits the current function.
- 3 **Directionals (arrows):** Moves cursor in program guide and menus.
- 4 **Info:** Displays current channel and program guide and menus.
- 5 **Day back:** Moves program guide back 24 hours.
- 6 **Record:** Video on demand controls if service is available.
- 7 **Fav:** Scans through favorite channels.
- 8 **Vol:** Adjusts TV volume.
- 9 **Last:** Tunes to last channel.
- 10 **Call ID:** Opens caller ID screen.
- 11 **Home:** Displays web browser, if provided.
- 12 **Number pad:** Selects channels.
- 13 **Mute:** Mutes and unmutes TV sound.
- 14 **Power:** Powers TV on/off and tunes to default channel.
- 15 **Guide:** Displays interactive program guide.
- 16 **Page up and down:** Pages up and down in program guide and menus.
- 17 **Select:** Selects highlighted option.
- 18 **Day forward:** Moves program guide forward 24 hours.
- 19 **Play, Pause, Stop:** Video on demand controls if service is available.
- 20 **Channel up and down:** Changes program channel.
- 21 **PPV:** Displays pay per view menu.
- 22 **VOD:** Launches VOD (video on demand) menu, if provided.
- 23 **Menu:** Displays main menu.
- 24 **A, B, C, D and Text:** Reserved for Teletext and interactive TV functions, if service is available.
- 25 **Back:** Moves back to the previous screen.



## Trouble Shooting Your Remote

- Check your remote control batteries. When batteries start to fail the remote control will not function properly.
- If the remote control volume, power or mute buttons are not working properly, go directly to Step 4 - Programming the TV Code.
- If you get a new TV, you may have to program the TV Code for the new TV to the old remote control, go to Step 4 - Programming the TV Code.
- If the menu guide is not appearing properly on the TV screen, try to reset the Residential Gateway box (RG) by turning it off. Unplug the RG from the wall and then wait a moment before plugging it back in. This step will take a few minutes to recycle. This should refresh the RG,