



What do I do if my set-top box won't respond when I press a button on my remote control?

Try the following tips:

1. Verify that the remote control is in "Cable" mode.
2. Make sure there is a fresh battery in the remote.
3. Check to be sure there is a clear "line-of-sight" between the remote and your set top box.

What do I do if my guide isn't showing me what is on the channels?

Usually this happens when the box has been recently set up or reconnected to a power source. Wait 15-20 minutes for all the information to download.

I am stuck on the program guide and neither the remote buttons or the set-top box buttons will do anything.

Reset your box by unplugging it and plugging it back in. It will take 15-20 minutes for all information to download again.

Will my recordings still be on my DVR if my set-top box loses power?

Any program saved on the box before the power is lost, will be preserved. You will only miss recordings scheduled during the loss of power.

*If further assistance is needed, please visit
<http://portal.iccable.com/support> - or simply
call our office at (855) 55-CABLE*