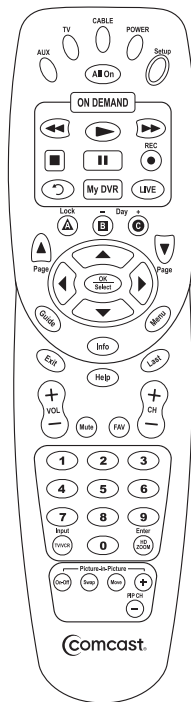




## Comcast Custom DVR 3 Device



### User Guide

## OVERVIEW

The Comcast Custom DVR 3-Device universal remote will control up to three home entertainment devices, including a Digital Video Recorder enabled Cable Box (used by Comcast Systems).

The remote control requires installing two (2) new AA batteries (included) and some easy programming to control your devices. For best results, please read and perform all instructions listed here. Also, keep this guide for future reference.

## INSTALLING BATTERIES

1. Pull back the remote control's battery cover and remove it.
2. Insert the two (2) supplied AA batteries according to the + and - marks in the battery case.
3. Push the battery cover back into place.
4. Test the unit by pressing any mode key (i.e., **AUX**, **TV**, or **Cable**). If batteries are inserted correctly, the selected mode key will light.

NOTE: When batteries need replacement, the remote control will stop operating. Replace the old batteries and the unit will be restored to its full functionality, complete with your favorite settings.

## FEATURES AND FUNCTIONS

Use the remote control's mode keys (i.e., **AUX**, **TV**, or **Cable**) to control a specific device. When pressed, the selected mode key will light, confirming your choice. Use the other keys to perform desired actions (see the following key chart).

NOTE: The selected mode will remain active until you press another mode key.

Press **AUX**, **TV**, or **Cable** once to select and control a device.

Press **Power** once to turn on or off the selected home entertainment device.

Use **Setup** for all programming sequences.

Press **All On** once to turn on or off all programmed devices in this order: **Cable**, **TV**, and **AUX**. After all devices are on, **Cable** is the active mode.

Press **ON DEMAND** once to access Comcast's ON DEMAND menu (not available in all areas).

In the **AUX** or **TV** mode, use the transport keys to control a VCR, PVR, or DVD player. To record a program on a VCR, press **REC** twice.

In the **Cable** mode, use the keys to control ON DEMAND programs.

Press **REPLAY** to replay the previous few seconds of a program.

Press **My DVR** to show a list of programs that have been recorded.

Press **LIVE** to return to watching live TV.

Use **A**, **B**, or **C** to access interactive functionality on your cable box.

Use **Page+** (or **Page-**) to page up (or down) through menu screens and the interactive program guide.

Use **Guide** to display the interactive program guide.

Use these keys to move the cursor in the interactive program guide and menu screens.

Use **OK (Select)** to select menu options, PPV events, and programs from the interactive program guide.

Use **Info** to display current channel and program information.

Use **Menu** to display the Quick Menu (on a Motorola Cable Box), or to access settings (on a Scientific Atlanta Explorer, Pioneer Voyager, or PACE cable box).

Use **Exit** to exit the menu or guide.

Use **Help** to access digital cable help.

Use **Last** to recall the last channel or go back one screen in the menu.

Use **VOL+** (or **VOL-**) to raise (or lower) the sound volume. Also see Changing Volume Lock.

Press **Mute** once to turn sound off or on.

In the Cable mode, press **FAV** once to display programmed favorite cable channels.

Use **CH+** (or **CH-**) to select the next higher (or lower) channel. When controlling a DVD player, use **CH+** (or **CH-**) to skip forward (or skip reverse) through video.

Use the keypad (**0 ~ 9**) to directly select the channels (e.g., 09 or 031).

In the **TV** mode, use this key to switch the TV's input to view TV or video programs.

In the **AUX** mode, use this key to switch the VCR, PVR (or DVR), or DVD player to view TV or video. For an audio device, use it to switch to an input source.

Use **HD/ZOOM** to change the aspect Ratio on HD Receivers.

Use the PIP Function keys to operate the PIP functionality of your converter and TV (If Available).

## PROGRAMMING DEVICE CONTROL

The Comcast Custom 3-Device universal remote control is preprogrammed at the factory to operate the Cable Box supplied by your Comcast system, an RCA TV, and an RCA VCR (in the **AUX** mode). To control devices other than default brands (excluding the Cable Box), perform the below steps; otherwise skip this section:

1. Turn on a device (e.g., VCR or DVD Player) and, if applicable, insert media, (e.g., video cassette or disc).
2. On the remote control, press a device key once (i.e., **AUX** or **TV**).

NOTE: Please read steps 2 to 6 completely before proceeding. Highlight or write down the codes and device you wish to program before moving on to step 2.

NOTE: Use the **AUX** key to program control of an Audio Amplifier or Receiver, a DVD Player, a Home-Theater-In-A-Box Device, a PVR (or DVR), or a VCR.

3. Press and hold **Setup** until the selected mode key blinks twice, then release **Setup**.
4. Locate the code for your device in Manufacturer's Codes on the back of this user guide. Brands are listed in alphabetical order with the most popular codes listed first.
5. Enter the first five-digit code for your device. If you perform this procedure correctly, the selected mode key will blink twice.

NOTE: If you enter an invalid code, the selected mode key will display one long blink and exit the programming mode. Repeat steps 2 to 5 with a valid code.

6. Aim the remote control at your device and press **Power** once. The device should turn off. If it does not respond, repeat steps 2 to 6, trying each code listed for your brand until you find one that works. If it still does not work, try Searching For Your Code.

NOTE: If the device does not have a **Power** key, press the **Play** key.

7. For future reference, write your device code in the appropriate boxes below:

**AUX Code:**

Device Type: \_\_\_\_\_

**TV Code:**

8. Repeat steps 1 to 7 for another device you want to control.

## SEARCHING FOR YOUR CODE

If your home entertainment device does not respond to the remote control after trying all of the codes listed for your brand, or if your brand is not listed at all, try searching for your code.

For example, after trying all of the codes for your TV, you still cannot get the remote control to operate your TV, then:

1. Turn on your TV.
2. On the remote control, press **TV** once. Then press and hold **Setup** until the **TV** key blinks twice, then release **Setup**.
3. Enter **9 - 9 - 1**. The **TV** key will blink twice.
4. Press and release the digit **1**. The **TV** key will blink twice.

Note: Substitute **1** with **0** if searching for a Cable code, **2** if searching for a DVD, VCR or PVR and **3** if searching for an Audio device

5. Press **Power** and aim the remote control at the TV and press **CH +** one or more times until the TV turns off.

NOTE: In the search mode, the remote control will send IR codes from its library to the selected device, starting with the most popular code first.

6. Press **Setup** once to lock in the code. The **TV** key will blink twice.

7. To search for the codes of another device, repeat steps 1 to 5, but substitute the **AUX** key for the device you are searching for.

## CHECKING THE CODES

If you have set up the remote control using the Searching For Your Code procedure, you may need to find out which five-digit code is operating your equipment. Perform the following steps after setting up your devices to find out which five-digit code operates your equipment. For example, to find out which code is operating your TV:

1. Turn on your TV.
2. On the remote control, press **TV** once. Then press and hold **Setup** until the **TV** key blinks twice, then release **Setup**.
3. Enter **9 - 9 - 0**. The **TV** key will blink twice.

To view the code for the first digit, press **1** once. Wait 3 seconds and count the number of times the TV key blinks (e.g., 3 blinks =3) and write down the number in the left most TV Code box (at end of this section).

NOTE: If a code digit is "0", the selected mode key will not blink.

5. Repeat step 4 four more times for the remaining digits. Use **2** for the second digit, **3** for the third digit, **4** for the fourth digit and **5** for the fifth digit. Finish writing down the code in the TV Code boxes (at end of this section).

6. To check another device code, repeat steps 1 to 5, but substitute the **AUX** key for the auxiliary device you are checking. Write down the codes in the appropriate boxes below:

**AUX Code:**

Device Type: \_\_\_\_\_

**TV Code:**

## CHANGING VOLUME LOCK

The Comcast Custom 3-Device universal remote control is set at the factory to control the TV volume in all modes.

However, you may change the Volume Lock setting to Individual Volume Unlock to unlock a specific device's volume controls for independent operation in its own mode (e.g., Audio Receiver volume controls in the **AUX** mode).

Or, if desired, you can perform Global Volume Unlock so that the volume controls of all devices can be independently operated in their own modes.

## Unlocking Volume Control For A Single Device (Individual Volume Unlock):

1. Press a desired mode key where you want volume to be unlocked (e.g., **AUX**) and controlled within

its own mode.

2. Press and hold **Setup** until the selected mode key blinks twice, then release **Setup**.
3. Enter **9 - 9 - 3** and then press **VOL-** once. The mode key will blink four times confirming unlock.
4. If desired, repeat steps 1 to 3 (of this section) for each device that you want volume to be unlocked.
5. Now, after you select a device that has volume unlocked (e.g., **AUX**), pressing **VOL+**, **VOL-**, or **Mute**, will control the device's volume only in its own mode.

## Unlocking All Volume Controls (Global Volume Unlock):

1. Press and hold **Setup** until the selected mode key blinks twice, then release **Setup**.
2. Enter **9 - 9 - 3** and then press **VOL+** once. The mode key will blink four times confirming unlock.
3. Now, volume controls for all devices can be independently controlled in their own modes.

## Locking Volume Control To TV or AUX Mode:

1. Press and hold **SETUP** until the Red light flashes twice, then release **SETUP**.
2. Enter **9 - 9 - 3** (Red light will flash twice).
3. Press and release either **TV** or **AUX** (Red light for selected device will flash twice).

## REASSIGNING DEVICE KEYS

With the Comcast DVR remote, you can easily decide what device you want to add under the AUX mode.

For example, to have the unit control a TV, a Cable Box, and second TV all you need to do is enter in the TV code as follows:

1. On the remote control, press **AUX** once. Then press and hold **Setup** until the **AUX** key blinks twice, then release **Setup**.
2. Enter **1-0-0-4-7**
3. The **AUX** key is now ready to be programmed for your second TV. See Programming Device Control for instructions.

## PROGRAMMING CHANNEL CONTROL LOCK

By default, the remote control's channel-control capabilities are locked to the Cable Box. The affected keys are **0 ~ 9**, **CH+**, **CH-**, **Enter**, and **Last**.

This will guarantee that you do not inadvertently change a channel while in the TV mode. However, you can turn off this feature to allow full access to these keys in the **TV** and **Cable**

modes.

NOTE: This feature does not affect the **AUX** mode.

## De-Activating Channel Control Lock

1. On the remote control, press **Cable** once. Then press and hold **Setup** until the **Cable** key blinks twice, then release **Setup**.
2. Enter **9 - 7 - 3**. Press **CH-** once. The **Cable** key will blink four times.
3. Now, the remote control will provide TV or cable channel control capabilities while in the **TV** or **Cable** mode.

## Re-Activating Channel Control Lock

1. On the remote control, press **Cable** once. Then press and hold **Setup** until the **Cable** key blinks twice, then release **Setup**.
2. Enter **9 - 7 - 3**. Press **CH+** once. The **Cable** key will blink twice.
3. Now, regardless if you select the **TV** or **Cable** mode, only the channel control capability of your cable box will be accessible.

## TROUBLESHOOTING

**PROBLEM:** A mode key does not blink when you press a key.

**SOLUTION:** Replace the batteries with two (2) new AA batteries.

**PROBLEM:** During programming, a mode key displays one long blink.

**SOLUTION:** An invalid entry has occurred. Check the key to be entered and try programming again.

**PROBLEM:** A mode key blinks when you press a key, but home entertainment component does not respond.

**SOLUTION:** Make sure the remote control is aimed at your home entertainment device and is not farther than 15-feet away.

**PROBLEM:** The remote control does not control home entertainment devices or the commands are not working properly.

**SOLUTION:** Try all listed codes for the device brands being set up. Make sure they can be operated with an infrared remote control.

