

TROUBLE SHOOTING BEFORE CALLING NOR-DEL CABLE
REGARDING THE HD + POWERED BY CRENOVA CABLE BOX

1/ **IF YOUR PICTURE IS FROZEN AND/OR HAS NO AUDIO:** UNPLUG THE POWER TO THE BOX ON BACK LEFT CORNER (BLACK CORD WITH ROUND PIN) FOR 10 SECONDS THEN PLUG IN, WAIT FOR PICTURE TO APPEAR

2/ **YOUR TV SAYS NO SIGNAL:** FIRST MAKE SURE THE TIME IS OFF THE CABLE BOX **(NEEDS TO SHOW A CHANNEL NUMBER)** **YOUR HD BOX NEEDS TO BE ON A HDMI INPUT:** USE YOUR TV REMOTE THAT TURNS YOUR TV ON AND OFF AND PRESS INPUT OR SOURCE AND SELECT HDMI 1, 2 OR 3. (IF YOU ARE NOT SURE WHICH INPUT IT IS, LOOK ON YOUR TV WHERE THE HDMI CABLE WAS PLUGGED INTO AND THAT WILL BE THE INPUT SOURCE.

3/ **CANNOT CHANGE CHANNELS OR USE VOLUME:** PRESS THE **STB BUTTON** LOCATED AT THE TOP LEFT UNDER THE TV/STANBY BUTTON. PRESS STB TOWARDS THE BOX, THEN TRY USING YOUR REMOTE

4/ **TO ACCESS MUSIC STATIONS:** PRESS THE **TV/R BUTTON** LOCATED ABOVE THE YELLOW SLEEP BUTTON. TO EXIT THE MUSIC STATIONS, PRESS THE TV/R BUTTON AGAIN

5/ **SCREEN SIZE:** PRESS **MODE BUTTON** UNTIL YOU ARE HAPPY WITH PICTURE SIZE OR YOU CAN PRESS PICTURE SIZE OR ZOOM ON YOUR TV REMOTE

6/ **CLOSED CAPTIONING:** PRESS THE **BLUE TEXT BUTTON** AND THEN PRESS THE RIGHT ARROW BUTTON TO TURN ON OR OFF AND THEN PRESS OK

7/ **TV GOES OFF COMPLETELY BY ITSELF:** PRESS THE **YELLOW SLEEP BUTTON** UNTIL IT SAYS OFF

8/ **NO AUDIO ON ONE CHANNEL:** PRESS THE **RED AUDIO BUTTON** ABOVE THE GUIDE BUTTON UNDER SOUND TRACK IT NEEDS TO SAY STEREO, IF IT SAYS MONO PRESS THE RIGHT ARROW BESIDE THE OK BUTTON UNTIL IT SAYS STEREO

9/ **IF YOU HAVE A BLACK SCREEN:** MAKE SURE YOUR TV IS ON OR PLUGGED IN

10/ **REMOTE ISSUES:** MAKE SURE HAS NEW BATTERIES AND THEY ARE IN THE RIGHT WAY

11/ **SAYS SCRAMBED CHANNELS:** CHECK TO MAKE SURE CABLE IS SCREWED ON TIGHT ON BACK OF BOX AND HDMI CABLE IS PLUGGED IN ALL THE WAY.

IF THAT DID NOT WORK TRY SLIDING THE WHITE CARD ON SIDE OF BOX OUT AND THEN PUSH SAME WAY BACK IN AND A PICTURE SHOULD APPEAR. MAKE SURE YOU ARE ON A CHANNEL THAT YOU SUBSCRIBE TO AND IF IT STILL SAYS SCRAMBLE CHANNEL, PLEASE CALL OUR OFFICE.

12/ **BOX HAS NO NUMBER ON IT ONLY GREEN LIGHT FLASHING:** CALL NOR-DEL AS THE BOX HAS STOPPED WORKING

13/ **IF YOU HAVE A BLUE SCREEN/SNOWY PICTURE:** STANDARD BOXES USE TV REMOTE PRESS 03 OR 04 FOR OTHER ISSUES SELECT RIGHT INPUT

**** PLEASE DO NOT GO INTO MENU WITHOUT TALKING TO STAFF AT NOR-DEL CABLE ****

CRENOVA REMOTE INSTRUCTIONS

CABLE BOX ONLY POWER ON/OFF BUTTON



**YOU MUST SEE A CHANNEL NUMBER
ON FRONT OF BOX TO HAVE TV**

**UNABLE TO CHANGE
CHANNELS OR USE
VOLUME BUTTON **PRESS
STB BUTTON TO FIX****

**TO GO BACK TO LAST
CHANNEL YOU WERE ON
PRESS PRE-CHANNEL
BUTTON**

**No Audio on a station
Press this Button and then
press the right arrow until
it says **stereo** in that area**

**CHANNEL GUIDE
TO SEE WHAT IS ON
PRESS THIS BUTTON**

RECORDING
**EXTERNAL HARD DRIVE
REQUIRED HDD VIA
USB(2.0) ONLY FAT32
FORMATTED HARD-DISK
DRIVE CAN BE USED.
**OTHERWISE DO NOT USE
THIS SECTION****



**MODE BUTTON
ALLOWS YOU TO RESIZE
YOUR PICTURE ON TV**

**MUSIC STATIONS
PRESS **TV/R** ONCE OR TWICE
THEN PRESS **GUIDE** TO EXIT
PRESS **TV/R** AGAIN**

**INFORMATION BUTTON THIS
GIVES BRIEF INFO ABOUT
PROGRAM**

**CLOSED CAPTIONING
PRESS **TEXT** BUTTON
PRESS RIGHT ARROW ONCE
THEN OKAY**

**PLEASE DO NOT DO A FACTORY RESET ON YOUR HD BOX WITHOUT CALLING OUR
OFFICE **519-879-6527 OR 1-800-563-1954 OR nordel@nor-del.com****