

Channel Master[®]

DVR⁺
User's Guide



Record without limitations or fees.

Important Software Notice Setting

As with all software-controlled products, unexpected behavior could arise if the user tries to perform operations in a non-routine manner. This product, like almost any other high-tech product, is subject to bugs and hence Channel Master CANNOT AND DOES NOT GUARANTEE OR WARRANT THAT ALL FEATURES, SUCH AS PARENTAL CONTROLS, WILL WORK AS INTENDED UNDER ALL CIRCUMSTANCES. Channel Master endeavors to improve such conditions and will periodically download improvements.

Equipment and Software Covered in This User Guide

This user guide covers the Channel Master® DVR+™ receiver and software model Channel Master DVR+. This user guide may cover other devices not listed here.

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Important Safety Instructions

- 1 Read these instructions.
- 2 Keep these instructions.
- 3 Heed all warnings.
- 4 Follow all instructions.
- 5 Do not use the apparatus near water.
- 6 Clean only with a dry cloth.
- 7 Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- 8 Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatuses (including amplifiers) that produce heat.
- 9 Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- 10 Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- 11 Only use attachments/accessories specified by the manufacturer.
- 12 Unplug the apparatus during lightning storms or when unused for long periods of time.
- 13 Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as the power supply cord or plug is damaged, liquid has been spilled or objects have fallen into it, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
- 14 **WARNING:** To reduce the risk of fire or electric shock, do not expose this apparatus to rain, moisture, dripping or splashing.
- 15 The power adapter must remain easy to unplug from the power socket once the equipment is installed.
- 16 **DO NOT** expose the remote control batteries to excessive heat such as fire or sunshine.
- 17 Safety-related markings can be found on the underside of the receiver.

Installation

- Ground the installation in accordance with NEC® or other applicable codes.
- Locate the power adapter and receiver indoors in an open, well-ventilated area. Do not place them in an enclosure (such as a cabinet) without proper ventilation.
- Place the receiver on its feet on a firm, stable, horizontal surface.
- Unplug the power adapter from the power socket during installation and follow all connection instructions.
- Only connect the original power adapter to the receiver. Other power adapters may damage the circuitry and cause a fire risk.
- **DO NOT** place heavy objects on the receiver or power adapter.
- Keep plastic packaging and small parts away from babies and children.

Protect from Water

- **DO NOT** place objects filled with liquids, such as vases or drinks, on or near the power adapter or receiver.

General Precautions

- **DO NOT** remove the power adapter cover due to risk of electric shock from live parts inside.
- **DO NOT** allow objects to drop or be pushed inside the receiver, for example by children.
- **DO NOT** place naked flames such as lighted candles on or near the receiver or power adapter.

Equipment Care

- Unplug the power adapter from the power socket before cleaning.
- If the power adapter or receiver is damaged, unplug it from the power socket and have it checked by qualified personnel before operating it any further.

Warning and Attention Symbols

You must be aware of safety when you install and use this system. This user's guide includes various procedures. If you do some of these procedures carelessly, you could injure or kill yourself or damage equipment or property. Some other procedures require special attention.



The Class II equipment symbol means that the equipment has additional insulation and does not need to be grounded.

For Your Safety



Warning: To reduce the risk of fire or electric shock, do not expose this appliance to rain or moisture.



Alternating Current (AC)



Direct Current (DC)



Indoor Use Only



USB Connector

Table of Contents



▣▣▣ Important Safety Instructions

1 Introduction

- 02 :: About Your New DVR+ Receiver
- 03 :: What's Included
- 04 :: Controls and Connectors
- 06 :: Remote Control

2 Getting Started

- 08 :: Setting Up Your DVR+
- 09 :: Using the Setup Wizard
- 10 :: Programming the Remote Control
- 13 :: Using the Remote Control
- 14 :: Watching TV and Navigating the Program Guide
- 15 :: Recording a Program or Series

3 Using Your DVR+

- 20 :: Changing Channels
- 20 :: Controlling the Volume of Your TV
- 20 :: Controlling Digital Audio
- 21 :: Getting Program Information

- 21 :: Adjusting Languages and Closed Captions

- 22 :: Using the Live Pause Feature
- 22 :: Using Internet Apps

4 Menus & Options

- 26 :: DVR+ Main Menu
- 27 :: GUIDE
- 27 :: DVR
- 28 :: SETTINGS
- 30 :: SEARCH
- 30 :: Hiding an Unwanted Channel
- 30 :: Setting Up Network Connectivity
- 31 :: Updating Your DVR+ Software

5 Troubleshooting & FAQs

- 34 :: Possible Issues and Solutions
- 38 :: Frequently Asked Questions
- 43 :: Remote Codes

6 FCC, Warranty & OSS

- 56 :: FCC Statement
- 57 :: Limited Warranty
- 60 :: Open-Source Software Notices

Chapter 1



:: Introduction

What you'll find in this chapter:

- Information about your new DVR+ receiver
- What's included with your DVR+
- Controls and connectors
- Remote control buttons

About Your New DVR+ Receiver

Thank you for purchasing your new Channel Master DVR+ high-definition (HD) digital video recorder (DVR) and receiver.

The DVR+ is the complete entertainment solution—a state-of-the-art HD DVR combining subscription-free, over-the-air (OTA) digital television reception with access to Internet-enabled TV apps such as YouTube, Pandora, VUDU, and Channel Master TV.

Internet Features

Note that to access DVR+ Internet-enabled features, you must have access to a high-speed broadband Internet service. A download speed of 2 Mbps or more is highly recommended in order to enjoy streaming services such as YouTube, Pandora, VUDU, Sling TV, and Channel Master TV.

Using This Guide

This guide is intended to help you use your new Channel Master DVR+ receiver. It describes the controls and connections required to set up your device and operate your device using the following conventions:

Bold Text

Body text in bold indicates a button to press on the remote control.

Italic Text

Body text in italics indicates an option or sequence of options (separated by the » character) to select from the DVR+ user interface on your TV. Use the navigational arrow buttons on the remote to highlight your selection.

Tasks

Numbered tasks quickly illustrate how to use some of the many features of the DVR+. The flow of these tasks are illustrated using a ribbon, as shown below:



The VUDU Service

Access to rent or buy on-demand VUDU movies using your DVR+ receiver requires an account with the VUDU service. You can browse for available movies and then sign up directly from within the online app on the DVR+. Or you may use a web browser to visit *vudu.com* and select the *Sign Up* button to get started.

If you already have a VUDU account, you can sign in to it from your DVR+. Or if you have an account with *Walmart.com*, you can use that username and password to get started.

What's Included

Unpack the box and familiarize yourself with each item:

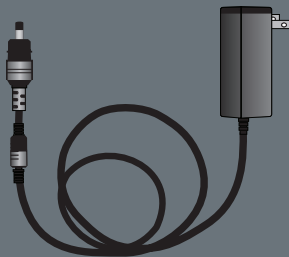
- The DVR+ receiver
- *Read This First!* stop sheet
- *Quick Start Guide*
- AC power supply
- Remote control (two AAA batteries included)



Stop Sheet



Quick Start Guide



Power Supply

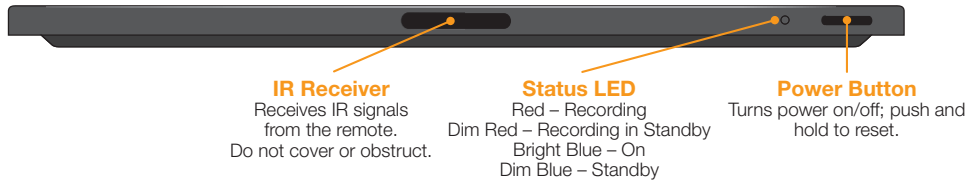


Remote Control

Controls and Connectors

Front Panel Controls

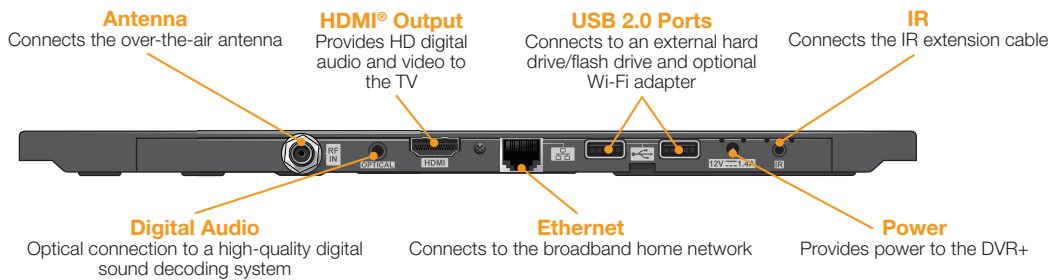
The front panel of your DVR+ receiver has the following controls:



- **IR Receiver** – Receives infrared signals from your remote control. Please do not cover or obstruct the IR receiver.
- **Status LED** – Provides a visual indication of whether your DVR+ receiver is turned on (bright blue) or in standby mode (dim blue). The bright-blue light turns red when the DVR+ receiver is actively recording a program or event.
- **Power Button** – Activates your DVR+ receiver (if it is standby mode) or puts it in standby (if it's active).

Rear Panel Connections

The rear panel of your DVR+ receiver has a number of different connectors to note:



- **RF IN (REQUIRED)** – Connects a coaxial cable for an OTA TV antenna.
- **OPTICAL Port** – Connects a digital audio cable for multichannel sound output.
- **HDMI Port** – Connects a High-Definition Multimedia Interface cable for digital audio/video output.
- **Ethernet Port** – Connects an Ethernet cable to your router for broadband Internet service. Note that this optional connection (or a wireless connection using the optional Wi-Fi adapter) is required if you wish to access Internet-enabled services such as YouTube, Pandora, VUDU, and Channel Master TV.
- **USB 2.0 Ports** – Connects the optional Wi-Fi adapter and/or external hard/flash drive for expanded DVR storage.
- **IR Port** – Connects the extension cable for an optional infrared (IR) receiver to increase the flexibility of where you can install your DVR+ while maintaining strong signals with the remote control.
- **Power Supply Port (REQUIRED)** – Supplies a 12-volt, 1.4-amp output.



WARNING: Use only the power supply included with your DVR+ to connect it to the AC outlet.

Remote Control



2

Chapter



:: Getting Started

What you'll find in this chapter:

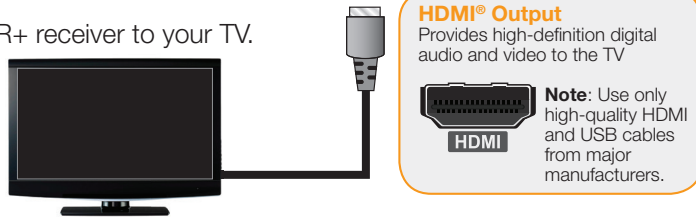
- Setting up your DVR+ receiver
- Using the Setup Wizard
- Programming the remote to control your TV
- Controlling volume and the input for an audio device
- Watching TV
- Navigating the program guide
- Recording a program or series
- Playing and deleting a recorded program
- Managing your recorded programs
- Locking a recording

Setting Up Your DVR+

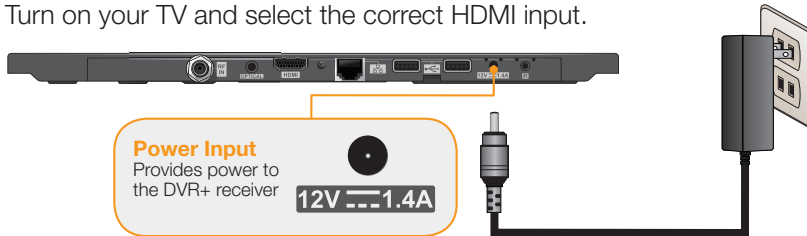
- 1 Connect the antenna to the DVR+ receiver.



- 2 Connect the DVR+ receiver to your TV.



- 3 Connect the power cord to the DVR+ receiver and plug the cord in to a wall outlet. Turn on your TV and select the correct HDMI input.



- 4 Remove the battery compartment from the remote control and insert the provided batteries in the correct orientation.



- 5 Using the remote, complete the on-screen Setup Wizard instructions.
- 6 Once you're receiving TV channels, you can connect the optional Wi-Fi adapter or your own Ethernet cable for access to Internet-delivered apps, channels, and enhanced guide information. When connected, the DVR+ will guide you through the setup process.
- 7 You can also connect an external hard drive to one of the open USB ports. When connected, the DVR+ will guide you through the setup process.

Using the Setup Wizard

When you power on your DVR+ receiver for the first time, it may take a minute or two for the unit to power up and display the Setup Wizard. The steps below will guide you through the steps to set up your receiver and scan for subscription-free over-the-air channels.

1



Select your language and country, then select **CONTINUE** and press **OK/SELECT** on the remote.

2



Verify that your DVR+’s connections are hooked up correctly, then press **OK/SELECT** to continue to the next step.

3



A channel scan will begin automatically. When it’s complete, the Streaming Services screen displays.

4



Streaming services from your Internet connection are listed (if applicable). Press **OK/SELECT** to continue.

5



Internet channels are available upon activation through Channel Master TV. Press **OK/SELECT** to continue.

6



Enter your ZIP code, time zone, and time setting. Then select **CONTINUE** and press **OK/SELECT**.

If some channels are duplicated or have poor picture quality:

In some areas with multiple transmitters nearby, there may be duplicate channels. If there are duplicate over-the-air channels in your local area, they will be listed in the channel 100–199 range in the guide.

If a channel’s transmission is marginal and cannot be improved (e.g., pixelation or audio issues; see page 34), consider deleting the channel (see page 30).

Programming the Remote Control

The remote is capable of controlling basic functions of most TVs and audio devices (volume, mute, power, input). To program the remote control to operate your TV or audio device, you may use the Easy Scan or Code Entry methods described on the following pages.

Note 1: The **OFF/ON** button is actually two controls: The left side is **OFF** and the right side is **ON**.

Note 2: If you wait more than 10 seconds between any step in this programming procedure, the setup will time out and you'll need to restart the procedure.

Easy Scan Programming Method 1

If your brand of TV or audio device is listed in the table below in step 4, follow this procedure to program your remote. You can program only one device at a time.

- 1 Turn on your TV or audio device.
- 2 Press and hold the **SETUP** button until the **OFF/ON** button flashes twice, then release the button.
- 3 To program the remote to control your TV, press the **Red (TV)** button. Or, to program the remote to control your audio device, press the **Green (AUD)** button. The **OFF/ON** button turns red.
- 4 In the table to the right, locate the number that's associated with your device (e.g., #8 if you have a Sony TV).
- 5 Point the remote at the TV or audio device you want to program. Using the numeric keypad, hold down the button corresponding to the number in the table for your device.
- 6 When your TV or audio device turns off, immediately release the button. The **OFF/ON** button flashes twice to indicate that the code has been programmed successfully for your TV or audio device.
- 7 Point the remote toward the device and press the **ON** button to power on your device and confirm that the remote now controls your device.



Button Number	TV	Audio
1	Insignia	Bose
2	LG	Denon
3	Mitsubishi	LG
4	Panasonic	Onkyo
5	Philips/ Magnavox	Panasonic
6	Samsung (default)	Philips
7	Sharp	Pioneer
8	Sony	Samsung
9	Toshiba	Sony
0	Vizio	Yamaha



Easy Scan Programming Method 2

If your brand of TV or audio device is not listed in the table on the previous page, follow this procedure to program your remote. You can program only one device at a time.

- 1 Turn on your TV or audio device.
- 2 Press and hold the **SETUP** button until the **OFF/ON** button flashes twice, then release the button.
- 3 To program the remote to control your TV, press the **Red (TV)** button. Or, to program the remote to control your audio device, press the **Green (AUD)** button. The **OFF/ON** button turns red.

- 4 Point the remote at the TV or audio device you want to program. Hold down the **OK/SELECT** button until your TV turns off, then immediately release the button.

Once the code is transmitted (it may take up to 2 minutes), the **OFF/ON** button flashes twice to indicate that the code has been programmed successfully for your TV or audio device.

- 5 Point the remote toward the device and press the **ON** button to power on your device and confirm that the remote now controls your device.



Code Entry Programming Method

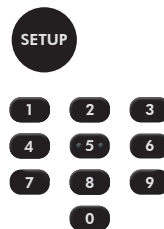
Follow this procedure to program the remote with a 5-digit code.

Note: Where several codes are listed for a manufacturer, it may be necessary to repeat the sequence below with each code until the correct one is found.

1 To control your TV, press the **Red (TV)** button. To control your audio device, press the **Green (AUD)** button. The **OFF/ON** button flashes once.



2 Press and hold the **SETUP** button until the **OFF/ON** button flashes twice, then release the button.



3 Using the numeric keypad, enter the 5-digit code within 10 seconds.

Note: Remote codes for some popular TV brands are listed below. For audio devices or if your TV brand isn't listed below, please try the Easy Scan methods described on the previous pages or consult the complete remote code list at the end of this chapter. For additional information on remote codes and programming, visit channelmaster.com/support.

Remote Code: ___ ___ ___ ___ ___

4 After the fifth digit entry, the **OFF/ON** button blinks twice to indicate that the code has been programmed successfully for your TV or audio device. In the event of an error, the **OFF/ON** button flashes four times, and you will need to restart this procedure.



Popular TV Remote Codes

For a complete list of remote codes for TV and audio devices, see the *Remote Codes* section on page 43.

Insignia	10463, 10171, 12751, 12417, 12088, 12049, 11963, 11892	Samsung	10154, 10156, 10093, 10060, 10702, 10178, 10030, 10556, 10037, 10587, 10618, 12042, 11618, 12051, 11597, 10814, 12557, 10766, 10208, 10179, 10092, 10090, 10039, 10009
LG	10017, 10060, 10178, 10030, 11447, 10556, 10037, 10714, 10715, 10442, 10856, 11149, 11325, 11423, 10039, 11768, 12057, 12359, 12569	Sharp	10093, 10053, 10030, 10009, 10039, 10818, 10851, 10854, 11407, 11423, 12214, 12495, 12676
Mitsubishi	10154, 10250, 10093, 10180, 10150, 11250, 10178, 10030, 10556, 10037, 11037, 10179, 10512, 10868, 11797, 12313	Sony	10810, 10834, 11300, 11685, 12571, 12736
Panasonic	10054, 10250, 10051, 10037, 10508, 10208, 10853, 11290, 11410, 11480, 11636, 12240, 12264, 12477	Toshiba	10154, 10156, 10093, 10060, 10145, 10195, 11037, 10618, 10508, 12676, 12233, 11935, 11652, 11556, 11524, 11369, 11343, 11325, 10832, 10767, 10109, 10009
Philips	10054, 10017, 10051, 10178, 10030, 10171, 11454, 10556, 10037, 11756, 11850, 11866, 11867, 12227, 12622, 12665, 12720, 12813, 11394, 11046, 10810, 10639, 10605, 10512, 10186, 10092, 10009	Vizio	10054, 10864, 10885, 11756, 11758, 12116, 12209, 12512, 12707

Using the Remote Control

Controlling the Volume for an Audio Device

Follow this procedure to program the Volume (+ and -) buttons on the remote to control your audio device's volume instead of your TV's volume.

Note: Before following this procedure, you must first program your remote to control your audio device, as described on the previous pages in this section.

- 1 Press and hold the **SETUP** button until the **OFF/ON** button blinks twice, then release the button.
- 2 Press the **VOL+** button.
- 3 Press the **Green (AUD)** button.
- 4 Press the **AUDIO CC** button if you'd like to set up audio options, including closed captions.

If you wish to revert volume control back to your TV, repeat this procedure and press the **Red (TV)** button instead of the **Green (AUD)** button in step 3.



Controlling the Input for an Audio Device

Follow this procedure to program the INPUT button on the remote to control your audio device's inputs instead of your TV's inputs.

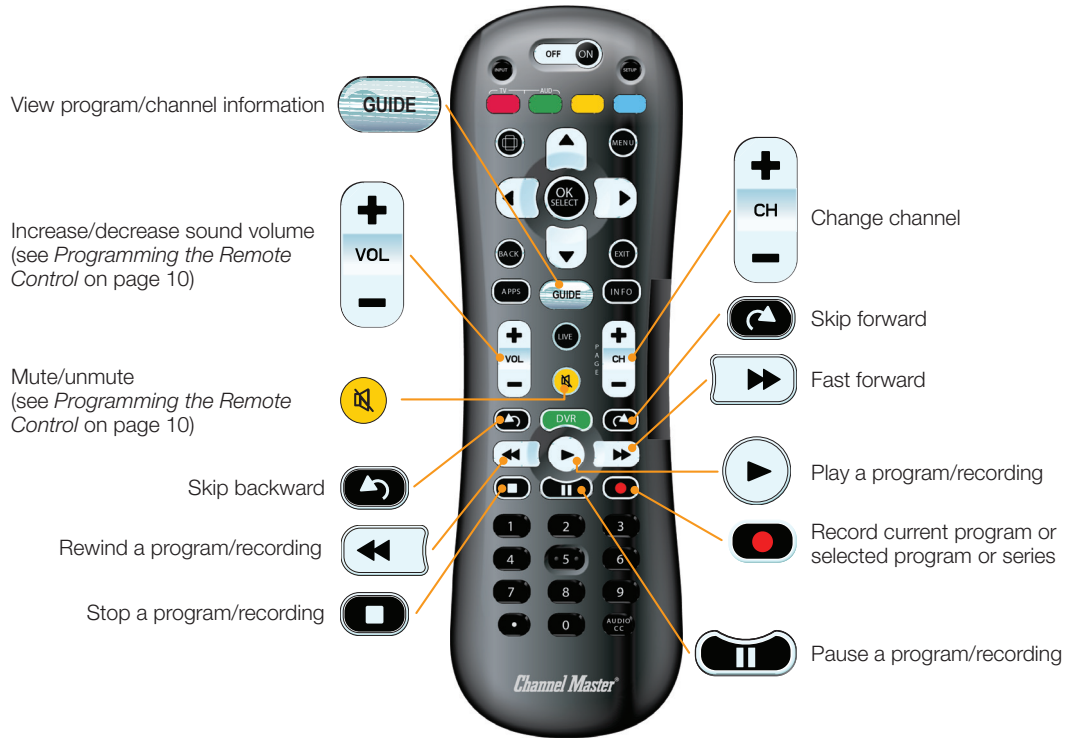
Note: Before following this procedure, you must first program your remote to control your audio device, as described on the previous pages in this section.

- 1 Press and hold the **SETUP** button until the **OFF/ON** button blinks twice, then release the button.
- 2 Press the **INPUT** button.
- 3 Press the **Green (AUD)** button.

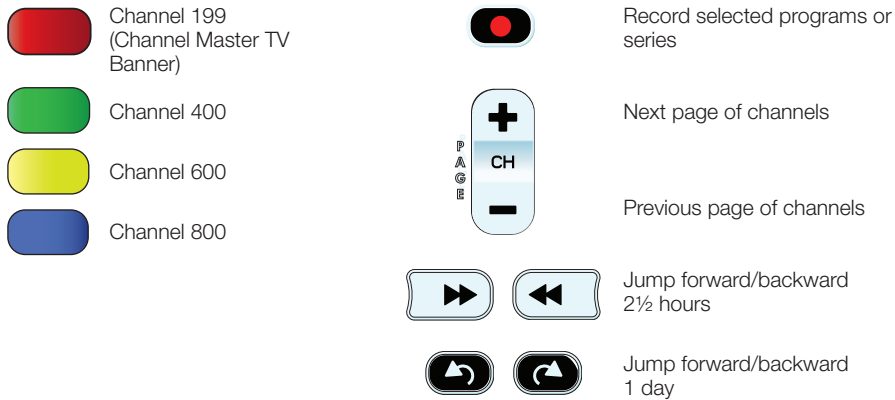
If you wish to revert input control back to your TV, repeat this procedure and press the **Red (TV)** button instead of the **Green (AUD)** button in step 3.



Watching TV



Navigating the Program Guide



Recording a Program

- To record the program you're watching live, press **Record** on the remote control.
- To record a future program, press **GUIDE** on the remote to display the program guide. Use the arrow buttons on the remote to select the desired program, then press **Record**.
- If more than one program with the same title is recorded, a folder is automatically created on the DVR Recordings screen. To watch a program in the folder, select the folder, select *View Folder Content*, then select the individual program. You can also delete all content in a folder by deleting the folder itself.

Note: The DVR+ still records your programs when the receiver is in standby mode (the Status LED is dim blue).

Recording a Series

If you have a favorite show that's on every week, the DVR+ allows you to record the show as a series with new episodes rather than any repeats that may air on other channels. This feature also puts your recordings for a show into a folder for easy access from the DVR+ main menu. Follow this procedure to record a series.

- 1 On the remote control, press **GUIDE** and select the show that you want to record.
- 2 On the Program Options pop-up, select *Record the Program*.
- 3 Select *Record All Programs with this name* and press **OK/SELECT**. You then have the option to view, edit, or delete the series recording.



Playing a Recorded Program

- 1 Using the remote control, press **DVR**.
- 2 On the DVR Recordings screen, use the arrow buttons on the remote to highlight the program you want to record. Then press **OK/SELECT**.
- 3 On the Recording Options pop-up, select one of the following options:
 - *Resume Playback* – Resume playback from where you left off. This option is available only if you've previously played the recording.
 - *Play Recording* – Play back the recording from the beginning.
 - *Delete* – Delete the recording.
 - *Options* – Rename or lock the recording.



Deleting a Recorded Program

- 1 Using the remote control, press **DVR**.
- 2 On the DVR Recordings screen, use the arrow buttons on the remote to highlight the program you want to delete. Then press **OK/SELECT**.
- 3 On the Recording Options pop-up, select *Delete*.
- 4 On the Delete Recording pop-up, press **OK/SELECT** to confirm the deletion.



Managing Recordings (DVR Recordings screen)

- View schedule, history, and recordings
- Sort recordings A-Z or by date/time
- Search recordings
- Delete a recording



Locking a Recording

- 1 Using the remote control, press **DVR**.
- 2 On the DVR Recordings screen, use the arrow buttons on the remote to highlight the program that you want to lock. Then press **OK/SELECT**.
- 3 On the Recording Options pop-up, select *Options*.
- 4 On the Recorded Program Options screen, select *Lock*, press the right arrow on the remote, and select the *Lock* option to lock the recording. A locked recording cannot be deleted until it's unlocked with a PIN (numeric password).
- 5 If you haven't set a PIN, you must enter and confirm one now in order to lock a recording. If the recording has previously been locked, you need to enter the current PIN to unlock it before deleting it.
Note: If you lose or forget your PIN, please visit support.channelmaster.com on your computer.
- 6 Press **EXIT** on the remote to return to live TV.



3

Chapter



:: Using Your DVR+

What you'll find in this chapter:

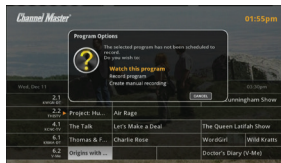
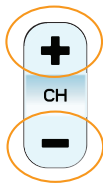
- Changing channels
- Controlling the volume of your TV
- Controlling digital audio
- Getting program information
- Adjusting languages and closed captions
- Using the live pause feature
- Using Internet apps

Using the DVR+ Receiver

Changing Channels

When viewing live TV, you can change channels on your DVR+ in the following ways:

- Press **CH+** or **CH-** on the remote control.
- Enter the channel number using the numeric keypad on the remote.
- Press **GUIDE** on the remote to view the list of all currently available channels. Then highlight a current program on a different channel, press **OK/SELECT** on the remote, and select *Watch this Program*.



Controlling the Volume of Your TV

- Press **VOL+** or **VOL-** on the remote to raise or lower the volume of your TV.
- Press **MUTE** on the remote to turn off your TV's sound; press **MUTE** again or **VOL+** or **VOL-** to restore the sound.

Note: You must program your new DVR+ remote to control the volume and mute functions of your TV. See page 10 for more information.

Controlling Digital Audio

Your new DVR+ receiver offers several digital audio features to enhance your enjoyment of many programs and events. Most of these options can be found under *Settings » TV & Audio Setup » Digital Audio Setup*:

If channels are missing:

If there are subscription-free over-the-air (OTA) channels in your local area that you do not see listed in the program guide, try the following:

- Press **MENU** on the remote.
- On the left, navigate and select **SETTINGS**.
- Scroll the list and select *Technical Information*.
- Scroll the list and select *Signals and Network*.
- Verify that your signal strength and signal quality are both at least a value of 30.
- If the values are below 30, readjust your OTA antenna.

If one channel is missing, perform a Manual Scan from the *Tuning* sub-menu. If several channels are missing, perform a Full Re-Scan.

1

Press **MENU** on the remote.

2

On the left, navigate to **SETTINGS** and press **OK/SELECT**.

3

Scroll the list of settings and highlight *TV & Audio Setup*, then press **OK/SELECT**.

4

Scroll the list of items and highlight *Digital Audio Setup*, then press **OK/SELECT**.

Setting Your Digital Audio Options

Many programs and events, especially those broadcast in high-definition video, also feature multiple audio channels to enhance the enjoyment in your home theater. The following options on your DVR+ receiver can be used with other compatible equipment:

- **HDMI** – Can be set to *Stereo only* if you are not connecting the HDMI output of your DVR+ receiver to a device capable of multi-channel surround sound. The default setting for this output is *Auto Stereo/Surround*, which will output the best audio option present in the broadcast.
- **Optical Digital Audio** – Can be set to *Stereo only* if you are not connecting the digital audio output of your DVR+ receiver to a device capable of surround sound. The default setting for this output is *Multi-channel*, which is supported by most equipment that will accept optical digital audio input(s).
- **Midnight Mode** – Helps keep you from disturbing others in your home by compressing the dynamic range (the difference between the loudest and quietest sounds) of the digital audio output signal. The default setting for this mode is *On*.

Getting Program Information

When you change channels on your DVR+, a banner displays across the bottom of the screen for a few seconds showing details about the current channel and programming. With this banner displayed, you can press the arrow buttons (Up, Down, Left, and Right) on the remote control to browse current or future program information for the next-highest or lowest channel, or display the current and future programs scheduled on the current channel.

When watching live TV, pressing **INFO** on the remote displays an info banner at the bottom of the screen. Pressing **INFO** again closes the banner. When you highlight any program in the program guide and press **INFO**, a pop-up with more detailed information displays about the highlighted program for five seconds. Pressing **INFO** again before five seconds closes the pop-up.

You can also press **Record** on the remote to help set a new recording or stop a recording in progress.

Adjusting Languages and Closed Captions

The **AUDIO CC** button on the remote control is a dedicated button to help you set preferences for your audio language and closed captions.

While watching live TV or a recording, pressing **AUDIO CC** displays the Audio / Closed Captions screen, which allows you to:

- Select the language for your audio. Some available languages may not be broadcast in stereo; changing digital audio options cannot override this status.
- Toggle closed captions (on or off), select a caption service, and format caption appearance.

Using the Live Pause Feature

While viewing live TV, pressing **Pause** on your remote control activates an automatic memory buffer, allowing the DVR+ to capture as much as 15 minutes of live TV. You can:

- Use the **Rewind**, **Fast Forward**, **Skip Back**, **Skip Forward**, **Pause**, and **Play** functions of your remote on the buffered programming. Note that you cannot move backward past the last DVR+ activation or channel change, or forward into the future.
- The live TV buffer is reset when you change channels or put the DVR+ into standby mode.
- If an external hard drive is already connected, the live TV buffer is automatically started on each channel change and the capacity of the buffer is extended to as much as two hours of programming.

Using Internet Apps

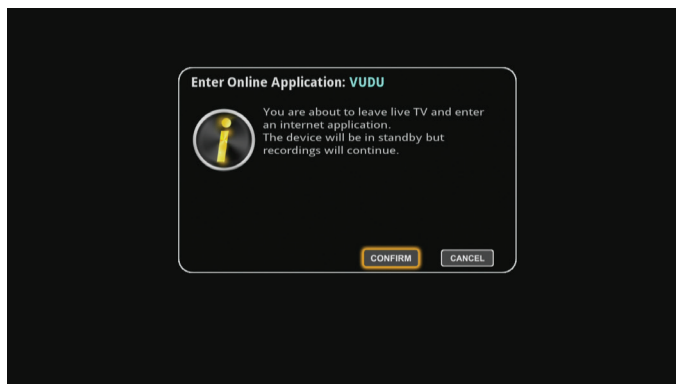
For your convenience, the Internet-enabled YouTube, Pandora, Slingshot TV, Channel Master TV, and VUDU apps are integrated into the program guide of your DVR+. By accessing the channel-200 range from your guide, the information banner, or other screens, you exit from any over-the-air TV broadcast and enter online app for one of these services. (You must select the *Confirm* option when prompted.)

The DVR+ receiver will be placed in standby mode, and recordings that are scheduled or in progress will continue uninterrupted.

VUDU

Access to rent or buy VUDU movies on-demand using your DVR+ requires an account with the VUDU service. There are several methods you may use to get started, depending on whether you already have a VUDU username and password:

- If you do not have a VUDU or Walmart account, you can browse for available movies on the service and sign up directly from within the Internet app on your DVR+.
- You also may use a computer to visit *vudu.com* and select the *Sign Up* link to get started.
- If you know your username and password for your existing VUDU account, you can sign in to it directly on your DVR+.
- If you have an account with Walmart.com, you can use that username and password to get started.



Launching VUDU



Launching Pandora



Launching YouTube



Launching Sling TV



Launching Channel Master TV



4

Chapter



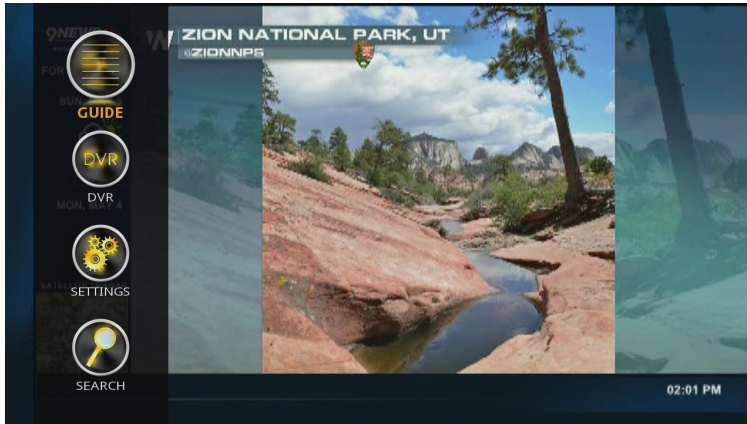
:: Menu & Options

What you'll find in this chapter:

- DVR+ main menu
- GUIDE
- DVR
- SETTINGS
- SEARCH
- Hiding an unwanted channel
- Setting up network connectivity
- Updating your DVR+ software

DVR+ Main Menu

You can access the main menu of your DVR+ by pressing **MENU** on the remote control. The main menu displays vertically along the left side of your TV screen.



Main Menu Items

The following items appear on the DVR+ main menu:

- **GUIDE** – Browse what's on now and what's scheduled to be broadcast in the future. Highlighting and selecting a program or event from the guide displays a pop-up options sub-menu.
- **DVR** – Manage and play back your recordings.
- **SETTINGS** – Set your user preferences and configure a variety of options available on your DVR+.
- **SEARCH** – Find a program to watch or record.

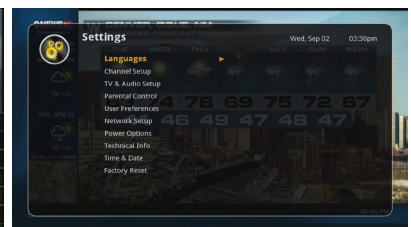
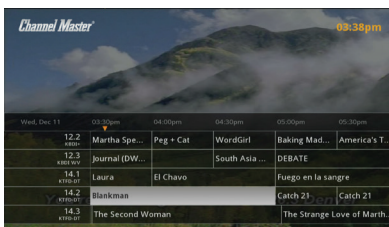
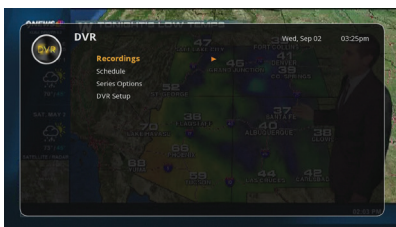
Menu Navigation

You can easily navigate the menu screens on the DVR+ using the arrow buttons toward the top of the remote control:



Pressing the Up arrow moves the cursor or highlight up; pressing the Down arrow moves it down; pressing the Right arrow moves it right; pressing the Left arrow moves it left.

Finally, pressing the **OK/SELECT** button in the center will select the currently highlighted item (like a program name) or option (like *Confirm* or *Cancel*) on your screen.



GUIDE

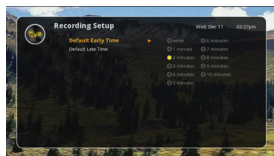
Selecting **GUIDE** from the main menu or pressing the **GUIDE** button on the remote control displays the program guide of the DVR+. From the guide, you can:

- Change channels to watch (or watch and record) a program on now.
- Set the DVR+ to record a program on now or one scheduled in the future.
- Set a reminder for the time of a program that you don't want to miss.

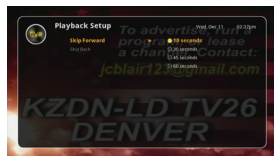
DVR

A digital video recorder allows you to record your favorite shows, series, and events without using a VCR or videotapes. Selecting **DVR** from the main menu accesses the following screens and sub-menus:

- **Recordings** – Displays the DVR Recordings screen, which lists all existing recorded programs and events. The DVR Recordings screen can also be accessed directly from the remote control by pressing the **DVR** button.
- **Schedule** – Displays the DVR Scheduled Recordings screen, which lists programs and events that you've scheduled to record in the near future. The DVR Scheduled Recordings screen can also be accessed by pressing the Blue remote button on the DVR Recordings screen.
- **Series Options** – Accesses options for a series recording. Edit or delete the series, or view the shows that you've recorded in this series. To access the Series Option, do the following:
 - a Press **MENU** on the remote.
 - b Select **DVR** and press the **OK/SELECT** button.
 - c Select **Series Options** and make any changes.
- **DVR Setup** – Includes the Recording Setup, Playback Setup, Re-Initialize Hard Disk, Check Disk, and Connect External Drive screens (available only when connected to an external hard drive).



Recording Setup
Set the default start-early and end-late times (0–10 minutes)



Playback Setup
Set the default Skip Forward and Skip Back times (10–60 seconds)



Re-Initialize Hard Disk
Reboot, erase, and restore the hard-disk drive

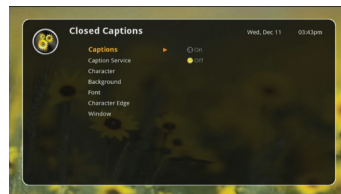
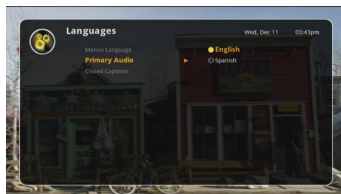
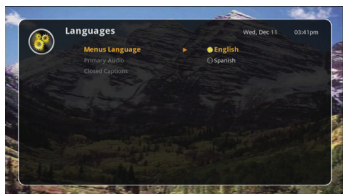


Check Disk
Reboot the disk and report errors

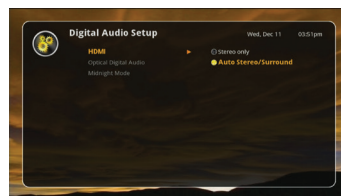
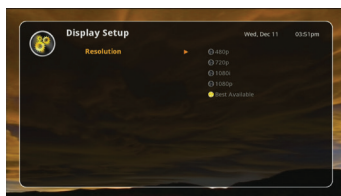
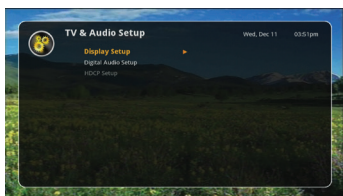
SETTINGS

Selecting *SETTINGS* from the main menu displays the *SETTINGS* menu, which contains the following sub-menus and screens:

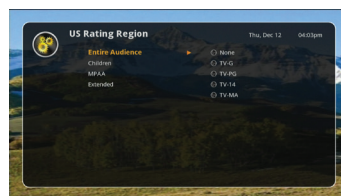
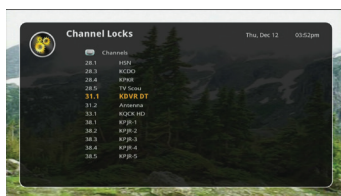
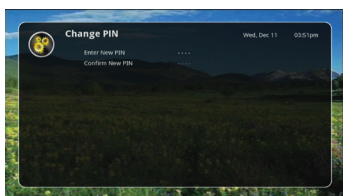
- **Languages** – Change the default language for the display of menus, the language of the primary audio (can also be changed using the **AUDIO** button on the remote control), as well as enabling/disabling closed captioning and setting a variety of other options related to displaying on-screen captions.



- **Channel Setup** – Change the sub-options for add-in Antenna Channels, Internet Channels, and Streaming Services.
- **TV & Audio Setup** – Change the default display (to match your TV resolution), digital audio setup, and HDCP (High-Definition Copy Protection) setup, if applicable.

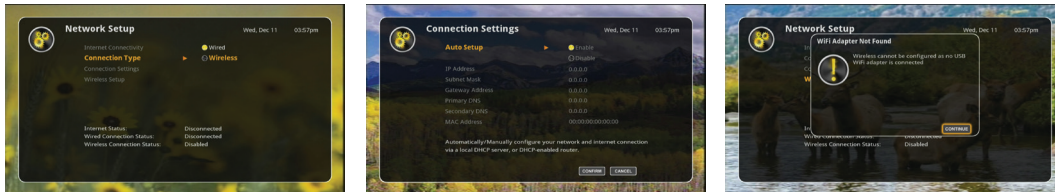


- **Parental Control** – Protect access based on channel or ratings. You must set a numeric password, or PIN, to enable this feature or change settings.

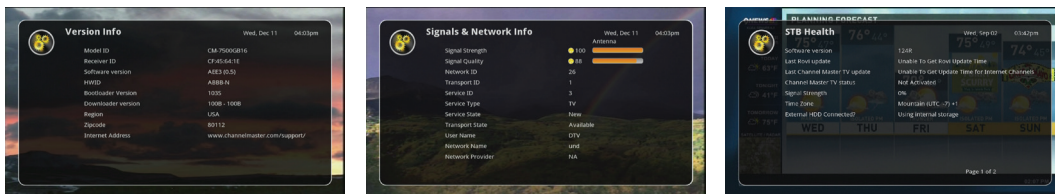


- **User Preferences** – Change the degree of transparency of menu or guide screens. The default setting is Medium; High is more transparent, Low less so, and Solid is off.

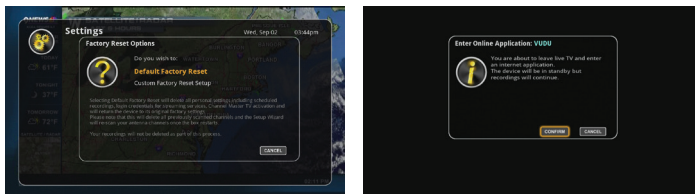
- **Network Setup** – View or change the status and information about Internet connectivity, including setup of the optional Wi-Fi adapter (see page 30).



- **Power Options** – Change the Inactivity Standby setting from the default of 4 hours to either 5 or 6 hours (the Off setting is *not* recommended).
- **Technical Info** – View information about your current DVR+ software version, the status of the over-the-air (OTA) and/or network signal, the availability of any downloadable software updates (see page 29), the notices for related open-source software, or the screen detailing set-top-box (STB) health.

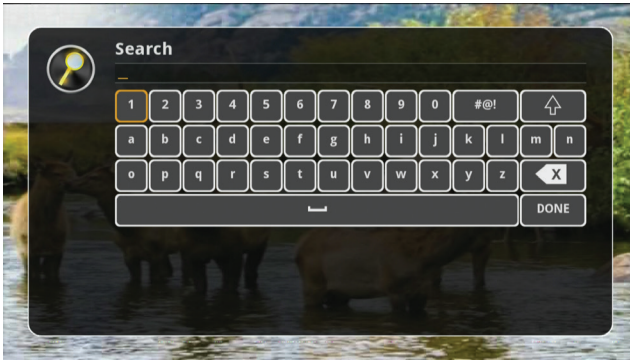


- **Time & Date** – Set or change your ZIP code, time zone, and country; enable or disable the automatic time-setting option and Daylight Savings Time (DST); and set the current time of day, as well as the date, month and year.
- **Factory Reset** – Access options to fully factory-reset your DVR+ (erasing any user preferences you've changed from the factory default settings) or only VUDU-reset (erasing any VUDU online movie service account information you entered).



SEARCH

The search function of your DVR+ allows you to enter one or more keywords associated with programs or events that you'd like to find in the program guide. After selecting *SEARCH* from the DVR+ main menu, use the navigation buttons on your remote to highlight and select characters—including letters and numbers—that spell out the keywords you want to find.



Hiding an Unwanted Channel

Pressing **MENU** on the remote, then selecting *SETTINGS* » *Channel Setup* » *Antenna Channels* » *Hide / Unhide Channels* displays the list of scanned-in channels on your DVR+. If you need to hide a channel (e.g., it's a duplicate of another channel or one that you never watch), follow these steps:

- 1 Find the channel and press **OK/SELECT** on the remote to select the channel.
- 2 On the Manage Antenna Channels pop-up, select *Hide this Channel*.
- 3 Press **OK/SELECT** to confirm the change.

Setting Up Network Connectivity

Pressing **MENU** on the remote and selecting *SETTINGS* » *Network Setup* displays the current status of your Internet connection, wired and wireless network connectivity, as well as related items and screens. From here, you can:

- 1 View or choose your connection type, either *Wired* (the default selection for using an Ethernet cable) or *Wireless* (for using the optional Wi-Fi adapter; please visit channelmaster.com for details).
- 2 Select *Advanced Settings* to view IP connection settings and disable (or re-enable) the Automatic Setup of the DVR+ Internet connection. If you select *Enable* (selected by default), the DVR+ receiver expects that it will be assigned its IP settings by a DHCP server or DHCP-enabled router residing on your local network. If you select *Disable*, you'll need to assign these settings manually (advanced users only).

- 3 If you have a wireless connection type, select *Wireless Setup* to view or edit your wireless setup. (If *Wired* is selected as the connection type, the *Wireless Setup* item is unavailable.)
- 4 To change wireless connection settings, select *Network Setup* and scan for available wireless networks (if your network's SSID/name is publicly broadcast), or choose *Manual* (if your network SSID/name is not publicly broadcast).
- 5 If you chose *Scan*, do the following:
 - a Select the appropriate wireless network SSID/name from the displayed list.
 - b Use the on-screen keyboard to enter the Wi-Fi network password (sometimes referred to as a key or passphrase).
 - c Select *DONE* and the DVR+ will try to connect to the specified network. Wait for confirmation that the connection is successful.
- 6 If you chose *Manual*, do the following:
 - a Select *Network Name* and use the on-screen keyboard to enter the (hidden) SSID/name.
 - b Select *DONE* and choose the network's security protocol: Open, WEP, WPA, or WPA2.
 - c Select *Key* and use the on-screen keyboard to enter the Wi-Fi network password or passphrase.
 - d The DVR+ will try to connect to the specified network. Wait for confirmation that the connection is successful. Do not use hidden or guest SSIDs.

Automatically Updating Your DVR+ Software

If your DVR+ receiver has an active connection to the Internet, the DVR+ will periodically check for software updates and install them automatically. However, you may follow this procedure to check for and install updates immediately.

- 1 Press **MENU** on the remote, then select *SETTINGS » Technical Info » Software Updates* to display the Software Updates screen.
- 2 If a downloadable software update is available, a pop-up message displays. Follow the on-screen instructions to download and install the update. Otherwise, pressing **OK/SELECT** on the remote with *Check for download* highlighted displays the "Latest software detected" pop-up.
- 3 Wait for your DVR+ receiver to restart automatically and begin updating software. Do not turn off or remove power from the DVR+ receiver until the entire update process has completed.
- 4 This process may take as long as five minutes, after which the DVR+ receiver will restart with the updated software. You can then operate your DVR+ normally.

Manually Updating Your DVR+ Software

If your DVR+ isn't connected to the Internet, follow this procedure to update the software manually.

- 1 Download the software update file from the Channel Master website to an empty USB flash/thumb drive formatted as FAT or FAT32.
- 2 With your DVR+ receiver powered on (and not in standby mode), insert the flash drive with the software update into one of the USB ports on the rear panel of your DVR+.
- 3 Wait for your DVR+ to detect the updated software and display the version information. When prompted by the pop-up message, select *CONFIRM* to begin installing the update. See page 37 for more information about messages you may see displayed.
- 4 Wait for your DVR+ receiver to restart automatically and begin updating software. Do not turn off or remove power from the DVR+ receiver until the entire update process has completed.
- 5 This process may take as long as five minutes, after which the DVR+ receiver will restart with the updated software. You can then operate your DVR+ normally.

5

Chapter



:: Troubleshooting, FAQs & Remote Codes

What you'll find in this chapter:

- Possible issues and solutions
- Frequently asked questions
- List of remote codes

Possible Issues and Solutions

Signal Issues

- Verify that the coax cable to the over-the-air antenna is connected to both the RF IN port on the back of your DVR+ receiver (hand-tighten only) and to the over-the-air antenna.
- Verify that your antenna has not been moved out of proper alignment. This can cause signal loss on some or all channels.
- Reset your DVR+ by pressing and holding the **POWER** button located on the front panel. Verify that the LED is red or bright blue.
- If a reset doesn't work (the LED is dim blue), place the DVR+ in standby (press the **POWER** button), unplug it from the outlet for at least 15 seconds, then plug it back in. Press the **POWER** button to turn it back on.
- If you see image pixelization, verify your signal strength and quality by pressing **MENU** on the remote, then selecting *Settings » Technical Info » Signals and Network*.
- The DVR+ is capable of receiving only digital TV channels and will not tune to a channel that is still broadcasting analog TV signals. Visit antennaweb.org to find out which channels in your area are broadcasting digital TV signals.

Program Guide Issues

- Verify that your DVR+ receiver is connected to broadband Internet service (recommended) in order to access an extended program guide for up to 14 days of programming. You can view current information about this connection by pressing **MENU** on the remote, then selecting *Settings » Network Setup*.
- When extended guide data is available over your Internet connection, both the guide screen and the info banner will display "Powered by Rovi." You can use the color buttons on the remote control to navigate within the program guide (see page 14).
- Verify that your extended guide data is up-to-date. Typically, this data is updated every 24 hours. You can view when the guide was last updated by pressing **MENU** on the remote, then selecting *Settings » Technical Info » STB Health*.
- If your DVR+ receiver is not connected to the Internet, the DVR+ populates the program guide with data from the broadcast signals. The amount of data provided varies by each broadcaster and channel, but the DVR+ displays as much as possible.

Online Apps Issues (Broadband Connection Required)

- Verify that your DVR+ receiver is connected to broadband Internet service either from a wired connection (using an Ethernet cable) or a wireless connection (using the optional Wi-Fi adapter). Press **MENU** on the remote, then select *Settings » Network Setup*.
- Verify that you can access the Internet from other devices connected to the same network. If there are problems accessing the Internet, check your network equipment (for example, your wireless router or access point). Verify that the connections are correct using the documentation provided with the equipment.
- If your network equipment appears to be working correctly but you still can't access the Internet from devices connected to the network, contact your Internet service provider for assistance.
- To enjoy high-quality video streaming from online apps such as YouTube, Pandora, VUDU, and Channel Master TV, a minimum of 2-Mbps connection speed is recommended. If you aren't sure of your connection speed, check with your Internet service provider.

Remote Control Issues

- Ensure that the batteries are functional; when you press a button on the remote control, the OFF/ON button should briefly flash.
- Ensure that the batteries are installed as indicated on the diagram inside the battery compartment. Replace old (discharged) batteries with two new AAA batteries.
- Ensure that you're holding the remote control with the lens at the top of the remote pointing directly at the front of your DVR+.
- Ensure that the IR window in the center of the DVR+ front panel is not covered or obstructed. If your DVR+ receiver is installed in a location without a clear line of sight to the remote, you can obtain an optional IR extender. Visit support.channelmaster.com for more information on this accessory and others.
- If the remote controls your DVR+ but not your TV, ensure that the remote is set up correctly to control your TV (see page 10). You will need to do this procedure each time you change the batteries.

Recording Issues

- Your DVR+ receiver must be powered on or in standby mode when a program or event is scheduled for it to be recorded.
- If your external hard drive cannot be detected by your DVR+ or isn't working correctly, first reboot the drive by pressing **MENU** on the remote, then selecting *DVR » DVR Setup*.
- If you'd like to keep more recordings than there's space for on internal memory, consider purchasing an external hard drive for additional storage and connecting it to one of the USB ports on the rear panel of your DVR+ receiver (see page 5). When an external hard drive is connected, additional DVR features are made available, such as recording two programs at once and pausing live TV.
- View issues that cause DVR timers to fail (e.g., insufficient tuners, recording capacity, or signal strength) by pressing **MENU** on the remote, then selecting *DVR » Schedule*.
- Verify that event timers are set as DVR timers and not as reminder timers. Confirm that an event recording is set up by looking for a red triangle on the corner of the guide listing for the event.
- Verify that there is sufficient storage space for your recordings. You can delete any watched recordings to save space.
- To enable simultaneous recording of programs on two channels, connect an external hard drive to a USB port. For more information, visit channelmaster.com.

Audio Issues

If the audio on your DVR+ sounds distorted, you can:

- Try a different channel to see if the fault lies in the transmission of the signal.
- See if the fault lies with the reception of the channel's signal(s) by ensuring that your over-the-air antenna is installed and aimed correctly (i.e., away from tall buildings and metal obstacles).
- Verify the strength and quality of your over-the-air (OTA) signal by pressing **MENU** on the remote, then selecting *Settings » Technical Info » Signals & Network*.
- Verify that the cables between your antenna and DVR+ receiver, as well as the HDMI cable between your DVR+ receiver and TV, are connected correctly.
- If the audio issue persists, change the HDMI audio output for the DVR+ receiver to *Stereo only* by pressing **MENU** on the remote, then selecting *Settings » TV & Audio Setup » Digital and Audio Setup » HDMI*.

Software Update Issues

If you're manually updating your DVR+ software using a USB flash-memory drive, you may see one of the following messages displayed after inserting the drive into a USB port:

- *"EHD Insufficient Disk Size"* – Some flash-memory drives have multiple small partitions, or even zero partitions. Try reformatting the drive to have a single primary partition, or use a different flash drive.
 - *"A USB download has been detected which is already present on your device."* – Your DVR+ receiver has been updated to the same version of software as you have on the flash drive. It's up-to-date, so no further update is needed.
-

Parental Control Issues

- "I changed the channel and a Locked Channel message is displaying requesting the PIN (password)." Parental Control has been activated and the channel has been locked. See page 28.
- "I changed the channel and a Parental Lock Activated or Rating Locked message is displaying requesting the PIN (password)." The program or event currently on this channel has been locked. See page 28.
- "I chose a program or event in the guide and a message is displayed requesting a PIN (password)." Parental Control has been activated and the channel or the program or event has been locked. See page 28.

Frequently Asked Questions

DVR and Recordings

How many hours can I record in HD with the DVR+?

- Out of the box: 2 hours
- With a 500 GB external hard drive: 90 hours
- With a 1 TB external hard drive: 180 hours

Why didn't my show record?

There are many things that can cause a recording to fail. Typically a recording will fail for one of the following reasons:

- Insufficient hard drive space. Check that the hard drive has enough space for further recordings. To free up space, delete some old recordings that you've already watched. The DVR+ will tell you if your scheduled recordings use more resources than the product can support. Please check the scheduled recording and make any necessary changes.
- A lost or poor signal at the time of the recording. Check that the cable from your antenna is connected properly.
- No power at the time of recording, either from an unplugged power cable or power outage. The DVR+ will wake from standby mode to record a program, but it must have AC power connected.
- Someone stopped the event because of a conflict watching a different program.
- You set a name-based recording and the name of the event changed.
- The DVR+ was performing a software update or in the reboot process at the time of the recording.
- The hard drive was in initialization mode at the time of the recording.
- If you lost your Internet connection for several days, guide data will switch from Internet-delivered to broadcaster-delivered, which may cause the recording to fail.

Most of the time, a missed recording is not indicative an issue with the DVR+. Before contacting Channel Master customer service, please confirm that none of the above scenarios are causing your recordings to fail.

Will a factory reset of the DVR+ delete all of my recordings?

No—a factory reset does not delete any previously recorded programs. Only a hard disk initialization will delete all of your recorded programs.

Will I be able to keep my recordings if my DVR+ needs to be repaired or replaced?

Unfortunately, we can not guarantee that your recordings will remain on your hard drive if your DVR+ receiver requires repair or replacement. Channel Master is not responsible for loss of any data stored on the hard drive.

Note: A factory reset will delete any future recordings you have scheduled, but will not delete existing recordings.

Signal and Picture Quality

Why is my picture not coming in clear? Why am I getting artifacts on the screen?

Digital signals will show a clear picture unless there's some type of interference. If you see some artifacts on the screen but the picture is still there, you may need to use a different HDMI cable.

Why am I getting a “No / Bad Signal” message on my TV when my antenna is connected to the DVR+?

Please ask your installer or qualified installation engineer to check that the antenna is in good condition with no visible signs of damage. Check that the cable(s) between the antenna and the DVR+ receiver are properly connected. If you have an older antenna, consult a professional installation engineer to diagnose any issues with antenna system setup.

I hooked up my DVR+, so why am I seeing a blue TV screen with a “No Signal” message?

Please check that the correct input is selected on your TV and that the HDMI cable is properly connected on both ends. If your TV's input is set to something other than HDMI, it will not display a picture on your TV.

Channels and Program Guide

Why is the DVR+ not showing 14 days of guide data on some channels?

When connected to the Internet, the DVR+ will list up to 14 days of guide data for channels associated with the ZIP code that you entered in the Setup Wizard. Channels that are not associated with this ZIP code according to Rovi (the data provider) will display only the guide data sent over the air by the broadcaster.

Why does my DVR+ not seem to find all channels?

Verify that the channel is still available using an up-to-date reference (antennaweb.org), and if needed, perform a manual channel search. If necessary, download the latest software for your DVR+, perform a factory reset, and run the Setup Wizard. After completion of the channel scan, all available channels should now be listed.

Why does my TV get more channels than my DVR+?

This is uncommon, but unfortunately it can happen from time to time. All tuners are different and respond differently to signal strength and quality. If your TV tuner picks up a channel that the DVR+ does not, this does not indicate that your DVR+ receiver is defective. The DVR+ tuning sensitivity is controlled by software, so only software improvements can be made; another DVR+ unit will likely provide the same inconsistency because the hardware is identical.

If your DVR+ is not receiving a specific channel or the signal quality is not the same as you experienced on your TV, we strongly suggest trying to improve your signal strength and quality by changing your antenna's location, replacing your antenna with a model with more gain, or adding a pre-amplifier.

In many instances the DVR+ tuner will outperform TV tuners in certain areas, and in other instances the TV tuner will outperform the DVR+ tuners in another area. If you continue to have problems with channel/signal reception with the DVR+ in your home, we strongly recommend hiring a professional installer with the correct tools and signal analyzers to troubleshoot what's causing the issue.

Remote Control

Why won't the OFF and ON buttons turn my TV and audio device on and off independently?

Independent control of TV and audio devices is not supported. When programmed to the TV or audio devices, the remote will send the power ON/OFF command to all three devices (DVR+, TV, and AUD) simultaneously.

Why is my remote turning on and off my device out of sync?

The OFF/ON button uses a programming sequence called a macro, which is preprogrammed to send all power codes to all devices simultaneously. Sometimes one of the devices may already be in the opposite power state, which could cause them to be out of sync with the remote. To resolve this issue, manually turn off all devices from the front panel button on each device and then press the ON button on your remote once again.

Why don't the Red (TV) and AUDIO CC buttons do anything other than setup?

The DVR+ remote has a mode-less design that eliminates confusion of being in the wrong mode during use. When a TV is programmed, the ON/OFF, Volume, Mute, and INPUT buttons are the only ones that control TV functions. When an audio device is programmed, the OFF/ON buttons are the only ones that control functions of the actual audio device.

Can I turn off the backlighting on the remote?

No. If you're concerned about battery consumption, we've designed the LED backlighting to stay illuminated for only 3–4 seconds after a key is pressed and to use very minimal power when illuminated.

Why is my DVR+ running sluggishly and taking several seconds to respond to the remote control?

Much like a PC, background processing with the DVR+ can cause a delay in response time. Channel Master is continually working to improve response times. It's also important to note that when guide data is updating, you will experience a small delay in remote control responsiveness. Please wait for the download to complete for the DVR+ to regain responsiveness.

If the delays are upwards to 15 seconds or greater, your DVR+ software may be corrupt. If this is the case, follow the steps below to perform a factory reset:

- 1 Press **MENU** on the remote, then select *SETTINGS » Factory Reset*.
- 2 On the Factory Reset Options pop-up, select *Default Factory Reset* and wait for the factory reset to complete.
- 3 If your DVR+ is connected to the Internet, wait about 15 minutes for your guide data to download completely.

External Hard Drive

Why is my DVR+'s external hard drive not working correctly?

Channel Master does not provide support or guarantee that all external hard drives will function properly with your DVR+ receiver. If you're using an external hard drive other than one specified by Channel Master, ensure that there is no special formatting and no special management or partitioning software on the external hard drive, which can cause issues. Also note that the DVR+ will not recognize any external hard drive with less than 80 GB of storage. Storage devices with less than 80 GB can be used only for installing software updates.

While many off-the-shelf external hard drives will work with the DVR+, we cannot certify every hard drive in existence. Therefore, it's best to use one of our recommended external hard drives listed below. Most external hard drives are compatible with your DVR+, but Channel Master has thoroughly tested and recommends the following models:

- 500 GB Slim EHD by Seagate (STCD500102)
- 500 GB EHD by Seagate (STEA500400)
- 1 TB EHD by Seagate (STBU1000100)
- 1 TB EHD by Seagate (STBX1000101)
- 1 TB EHD by Seagate (STEA1000400)
- 1 TB EHD by Seagate (STDR1000100)
- 3 TB EHD by Seagate (STCA3000101)
- 3 TB EHD by Seagate (STBV3000100)
- 1 TB EHD by WD (WDBZFP0010BBK)
- 1 TB EHD by WD (WDBUZG0010BBK)
- 2 TB EHD by WD (WDBU6Y0020BBK)
- 2 TB EHD by WD (WDBMWV0020BTT)

Note: Storage capacity and recording hours depend on the external hard drive.

If you wish to use a different external hard drive, you may have the best results with newer external hard drives by popular manufacturers such as Seagate, WD, and Toshiba.

Miscellaneous

Why does my DVR+ turn itself off?

The DVR+ receiver has a power-saving feature that allows you to program the DVR+ to go into sleep mode after predetermined times of inactivity (4, 5, and 6 hours). If you don't want your DVR+ receiver to automatically go into sleep mode, you can disable this feature.

Note: When in sleep mode, scheduled recordings will still record as if the DVR+ receiver was turned on.

Will cable TV work with my DVR+?

No—the DVR+ will work only with over-the-air broadcast signals.

Can I store other things on the DVR+, like my movies and pictures?

No—the DVR+ will store and view only your over-the-air broadcasts that you record.

How do I recover my 4-digit PIN when I forgot my password?

Use the master PIN of 2846 to unlock your DVR+ and access the main menu to reset your personal PIN.

Does the DVR+ remote have a discrete on/off code?

Yes—two key codes are reserved for discrete power on/off:

- ON: 0x37
- OFF: 0x38

How can I keep my DVR+ up-to-date?

Software updates are not usually required to maintain normal operation of your DVR+, but they ensure the best performance of your DVR+. A DVR+ receiver with an active connection to the Internet will periodically check for downloads automatically. If your DVR+ is not always connected to the Internet, connect it and access the Software Updates screen to see if a new update is available.

For more frequently asked questions and support information, please visit
channelmaster.com/support.

Remote Codes

This section contains the manufacturer codes for programming your DVR+ remote control to operate your TV and audio devices. If your TV or audio brand is not listed or if the codes listed for it do not work, the DVR+ remote may not be able to control your TV or audio device. Please note that in some cases, codes may operate some but not *all* of the buttons shown in this guide.

TV Remote Codes

3M 10724

A.R. Systems 10556, 10037, 11696

Accent 10037, 10009

Accurian 11803

Acer 11339, 11403, 11509

Acoustic Solutions 11037, 11149,

11523, 11545, 11667, 11727,
11865, 12676

Action 10873

Adcom 10284

Addison 10092

ADL 11217, 12022, 12195

Admiral 10093, 10463, 10179

Advent 10761, 10876, 11613

AEG 11037, 11163, 11324, 11556,

12166, 12197, 12239, 12475

Aiko 10037, 10009, 10092, 10880

Aim 10037, 10499

Airis 11531, 11833, 12022, 12195

Akai 10702, 10765, 10178, 10030,

10556, 10037, 10714, 10715,

12676, 12232, 11935, 11865,

11727, 11688, 11676, 11675,

11537, 11413, 11326, 11259,

11207, 10480, 10284, 10208,

10009

Akashi 10009

Akiba 10037

Akira 10418, 12241, 12333

Akito 10037

Akura 10171, 10037, 10714, 10668,

11037, 12289, 12239, 11983,

11847, 11846, 11820, 11770,

11709, 11687, 11667, 11585,

11556, 11498, 11363, 10009

Aaron 10179

Alba 10037, 10714, 10668, 11037,

10587, 10009, 10418, 10443,

10480, 11585, 11865, 11935,

12104, 12676

Albatron 10843

Alien 11037

All-Tel 10865

Allstar 10037

America Action 10180

Amitech 11281, 11849, 12107

Amoi 12342

Amstrad 10171, 10037, 11037,
10009, 11820

Anam 10250, 10180, 10037, 10009

Anam National 10250, 10037

Andersson 11149, 11163, 11585

Anglo 10009

Anhua 10051

Anitech 10037, 10009

Ansonic 10037, 10668, 10009,

10284, 10292, 11437, 11846

AOC 10451, 10093, 10180, 10060,

10178, 10030, 10625, 12214,

12111, 12087, 12014, 11590,

11589, 11588, 11365, 11089,

10179, 10092, 10009

Aomni 11623

Apex Digital 10748, 10765, 10767,

10879, 10890, 11217, 12397

Apollo 12239

Apro 11846

AquaVision 11606

Arc En Ciel 10109

Ardem 10037, 10714

Arena 10037

Aristona 10556, 10037

ART 11037

Art Mito 11585, 11820

ASA 10179

Asambal 11046

Asberg 10037

Asora 10009

Astar 11531, 11738

Astra 10037

Asus 12175, 13340

Atec 11606

Atlantic 10037

Atori 10009

Audinac 10180

Audiosonic 10037, 10714, 10715,

10009, 10109, 10865, 11675,

11703, 11983, 12104

Audiovox 10451, 10180, 12513,

11952, 11951, 11937, 11865,

11803, 11769, 11766, 11564,

11284, 11276, 10875, 10846,

10802, 10623, 10092

Aumark 10060

AUO 11591

Auriga 11531

Autovox 12169, 12172

Aventura 10171

Aviovs 11634

Avol 11820

Awa 10451, 10009, 11376, 12039,

12241, 12480

Axion 11937

Axxent 10009

Axxon 10714

Baier 10876, 11372, 12239

Baihe 10009

Baile 10009, 10661

Baird 10109, 10208, 11196, 12212

Baosheng 10009

Barco 10556

Basic Line 10556, 10037, 10668,

11037, 10009, 11149, 11163

Baur 10037, 10195, 10512

Baysonic 10463, 10180

BBK 11523, 11741

Beaumarck 10178

Beijing 10009, 10208, 10661

Beko 10037, 10714, 10715, 10418,

10808, 11652, 12125, 12200

Bell & Howell 10017, 10154

Belson 12032, 12241

Belstar 11037

BenQ 11032, 11315, 11523, 11562,

11756, 11853

Bensten 11326, 11888, 11889,

11893

Beon 10037, 10418

Berthen 10556, 10668

Bestar 10037

Bestwell 11326

Bexa 12493

BGH 10876, 10898

Black Diamond 11037, 10587,

11163

Blaupunkt 10195

Blue Media 11606

Blue Sky 10556, 10037, 10625,

10714, 10668, 11037, 10715,

11771, 11739, 11709, 11652,

11372, 11363, 11324, 11314,

11149, 10624, 10499

BlueH 11745

Boca 11652

bogo 12561

Boigle 11696
Boman 11324
Boots 10009
Bork 11363
BPL 10037, 10208, 11046
Bradford 10180
Brandt 10625, 10714, 10560,
10109, 10335
Brandt Plus 11851
Brilliant 11007
Brimax 11709
Brinkmann 10037, 10668, 10418
Briovvega 10037
Bristol 12090
Broksonic 10463, 11935
Bush 10556, 10037, 10714, 10668,
11037, 10587, 11682, 11687,
11865, 11983, 12007, 12032,
12053, 12060, 12104, 12125,
12212, 12214, 12241, 11667,
11652, 11645, 11634, 11585,
11556, 11259, 11149, 10661,
10443, 10284, 10208, 10009
Byd:sign 11309, 12140, 12209
Caihong 10009
Cailing 10748
Cameron 11523
Camper 10037
Candle 10030, 10186
Canon 12743
Capetronic 10030
Carad 10668, 11037
Carena 10037
Carnivale 10030
Carrefour 10037
Carver 10054
Cascade 10037, 10009
Casio 10037, 11205
Cat 11682
Cathay 10037, 11727
CCE 10037, 10623
CE 11046
Celera 10765
Celestial 10767, 13052
cello 11770, 11820, 11846, 12246
Centrex 11203, 11536, 11702
Centrum 11037
Centurion 10037
CGE 10418
Changcheng 10051, 10009, 10661
Changfei 10009
Changhai 10009
Changhong 10156, 10765, 10508,
10009, 10767, 11498
Chengdu 10009
Chimei 11520, 11666, 11852,
13215
Ching Tai 10009, 10092, 10179

Chun Yun 10180, 10009, 10092,
10179, 10843, 11687, 11756,
11834, 12230
Chunfeng 10009
Chung Hsin 10180, 10053
Chunsun 10009
Cimline 10009
Cineral 10451, 10092
Cinetec 12060
Cinex 11556
Citizen 10451, 10180, 10060,
10030, 10039, 10092, 10186,
11671, 11672, 11935
City 10009
Clarion 10180
Clarity 11720
Clarivox 10037, 10418
Classic 10499
Clatronic 10037, 10714, 10009,
11324
Clayton 11037
Coby 11538, 11634, 12306, 12314,
12315, 12326, 12338, 12340,
12344, 12345, 12347, 12351,
12560, 13202
Commercial Solutions 10047,
11447
Concorde 10009
Condor 10037, 10009, 10418
Conia 11211, 11498, 11523, 11687,
11702, 12032, 12410
Conrac 10808
Conrowa 10156, 10145, 10009
Contec 10180, 10037, 10009
Continental 12357
Continental Edison 10109
Coradir 12844
Cosmel 10037, 10009
CPTec 10625, 11363
Craig 10180
Croma 11843, 12583
Crosley 10054, 10624
Crown 10180, 10053, 10037,
10714, 10668, 11037, 10715,
10009, 10039, 10208, 10418,
11652, 12200
CTX 11756
Curtis 11326, 12352, 12397, 13228
Curtis Mathes 10047, 10054,
10154, 10051, 10451, 10093,
10060, 10702, 10030, 10145,
10166, 11661, 10039, 10466,
11347
CXC 10180
CyberHome 10794
Cyberpix 11667
Cytron 11326
Cytronix 11298
D-Vision 10556, 10037
Daenyx 10180, 10179

Daewoo 10154, 10451, 10180,
10178, 10030, 11661, 10556,
10037, 10634, 10880, 11203,
11376, 11606, 11612, 11849,
12098, 12333, 10876, 10865,
10661, 10624, 10623, 10499,
10092, 10039, 10009
Dansai 10037, 10009, 10208
Dantax 10714, 11037, 10715,
11163, 11652, 12060
Datsura 10208
Dawa 10037, 10009
Daytek 11207, 11376
Dayton 10009, 11207
Daytron 10180, 10037, 10009
Dayu 10661
De Graaf 10208
DEC 11326, 11709
Decca 10037
Dell 11264, 11403
Denon 10145
Denver 10037, 10587, 11372,
11634, 11709, 11770, 11820,
12139, 12172, 12197
Desmet 10037, 10009
Dew 11770
DGM 11435, 12020, 12022, 12059,
12239
Diamant 10037
Diamond 10009
Dick Smith Electronics 11326,
11556, 11660, 12241, 12457,
12912, 13235
Digatron 10037, 12890
Digihome 11149, 11667
Digiline 10037, 10668
Digimate 10890, 12020, 12022
Digisonic 11826
Digital Device 11606
Digital Life 10872
Digital Lifestyles 11765
Digital Projection Inc. 11750
Digitel 11709, 11771
Digitor 10037, 11703
Digix Media 10880
Dikom 11696, 11703
Disney 11665, 11892, 12152
diVision 12197, 12239
Dixi 10037, 10009
DL 10587, 10872, 11203, 11326,
11363
DMTech 11338, 11937, 11964,
11994, 12001, 12251
Domeos 10668
Dongda 10009
Donghai 10009
Drean 10037
DSE 10767, 11326, 11556, 11660,
11703, 12241, 12457, 12475,
12480, 12912, 13235

DTS 10009
Dual 10037, 11037, 11149, 11163, 11372, 11585, 11667, 12032, 12241, 12676
Dumont 10017
Durabrand 10463, 10180, 10178, 10171, 10714, 11037, 11437, 11463, 11652, 11665
Dux 10037
DX Antenna 11817
Dynaconnective 12811
Dynatron 10037
Dynex 11463, 11785, 12049
Dyon 12457
e-motion 11709
E:max 11324, 11531
Easy Living 10877, 11217, 11259, 11613, 11666, 11709, 11783, 12005, 12023, 12104, 12157, 12253, 12255
Ecco 10773
ECE 10037, 11046
Elbe 10556, 10037, 10284, 10292
Electra 10876
Electrograph 11623, 11755
Electrohome 10463, 11670, 11672
Elekta 10009
Elektra 10017, 11661
Element 11687, 11886, 12183
Elfunk 11037
ELG 10037
Elin 10037, 10009
Elite 10037
Elonex 11776
Elta 10009
Emerson 10154, 10451, 10463, 10180, 10178, 10171, 11661, 10037, 10714, 10668, 11963, 11886, 11864, 11665, 11394, 10624, 10623, 10179, 10039
Emprex 11422, 11546, 11765
Encross 10876
Enmar 12023
Envision 10030, 10813, 11365, 11589, 12014, 12087
Epson 11122, 11290, 11379
Erisson 11682
Erres 10037
ESA 10171, 11963
ESC 10037
Esonic 12221, 12229
Essentials 12486
Ether 10030, 10009
Etron 10009
Euroman 10037
Europa 10037
Europhon 10037
Evesham 11248, 11536, 11606, 11667, 11719
Evolution 11756

Evotel 12561
Excello 11037, 11326
Excors 12031
Exquisit 10037
F&U 12676
Feilang 10009
Feilu 10009
Feiyue 10009
Fenner 10009
Ferguson 10053, 10037, 10625, 10560, 10195, 11037, 10109, 10335, 10443, 11585, 11865, 11935, 12053, 12090
Fidelity 10171, 10037, 10512
Finlandia 10208
Finlux 10556, 10037, 10714, 10715, 10179, 10480, 10808, 11248, 11556, 11667, 12676
Firstar 10009
Firstline 10556, 10037, 10714, 10668, 11037, 10009, 10208, 10624, 10808, 11363, 11612
Fisher 10047, 10154, 10208
Flint 10037
Fluid 12964
Foehn & Hirsch 12391
Fonda 11239
Force 11149
Formenti 10037
Fortress 10093
Fraba 10037
Freesat 11636
Friac 10037, 10009, 10499
Frigidaire 11597, 11826, 12231
Frontech 10009
Fujicom 11626, 11709, 11820
Fujimaro 10865, 11498, 11687
Fujimaru 11687
Fujitsu 10009, 10179, 10186, 10683, 10809, 10853
Fujitsu General 10009, 10186, 10683
Fujitsu Siemens 10808, 11163, 11248, 11298, 11666
Funai 10180, 10171, 10714, 10668, 11037, 10179, 11281, 11394, 11666, 11817, 11963
Furi 10145
Futronic 11531
Futuretech 10180
G-Hanz 11363, 11695, 12449
G-Hanz Sampo 11695
Gaba 11037
Galaxi 10037
Galaxis 10037
Gateway 11755, 11756
GBC 10009

GE 10047, 10051, 10451, 10093, 10180, 10765, 10178, 10030, 11447, 11454, 10625, 10560, 10092, 10335, 11347, 12359
GEC 10037
Geloso 10009
General 10109, 10186
General Electric 10047
General Technic 10009
Genesis 10037, 10009
Genexxa 10037, 10009
Gericom 10808, 10865, 10880, 11206, 11217, 11298, 11606
GFM 10171, 11665, 11864, 11886, 11963
Giant 10009
Gibralter 10017, 10030
Gibson 11597, 11826, 11834, 12305
Gilma 12449
Global Home 10767
Go Video 10060, 10886, 11823
Godrej 11585
Gold 11770, 11833, 12023, 12039, 12157
Gold Vision 10661
Goldfunk 10668
GoldStar 10154, 10178, 10030, 10037, 10714, 10715, 10039, 10109
Goodmans 10556, 10037, 10625, 10714, 10560, 10668, 10634, 11037, 11585, 11645, 11667, 11682, 11687, 11719, 11720, 11727, 11795, 11983, 12053, 12223, 12393, 12676, 11523, 11376, 11259, 11163, 11149, 10880, 10808, 10661, 10624, 10499, 10480, 10360, 10335, 10179, 10009
Gorenje 11585, 12676
GPX 10179
Gradiente 10053, 10037
Graetz 10714, 11163
Gran Prix 12333
Granada 10037, 10560, 10208
Grandin 10556, 10037, 10714, 10668, 11037, 10715, 10009, 10624, 10865, 10880, 11206, 11298, 11652
Grundig 10556, 10037, 10195, 10587, 12890, 12561, 12239, 12200, 12195, 12125, 12060, 12059, 12053, 12007, 11935, 11843, 11820, 11667, 11645, 11376, 11372, 11259, 11223, 10683, 10443, 10009
Grunkel 11163
Grunpy 10180, 10179
GVA 11326, 11363, 12098

H & B 10808, 11366, 12001
Haier 10037, 10587, 10508, 11017, 11203, 11753, 11983, 12204, 12212, 12449, 12494, 12709, 13204, 13280
Haihong 10009
Hallmark 10178
Hankook 10180, 10178, 10030
Hanns.G 11783
Hannspree 11348, 11613, 11745, 11776, 11783, 11826, 12027
Hanseatic 10556, 10037, 10625, 10714, 10634, 10009, 10292, 10499, 10661, 10808, 11964, 12001
Hantarex 10037, 10009, 10865, 11338, 12197, 12384
Hantor 10037
Harley Davidson 10179
Harman/Kardon 10054
Harsper 10865, 11206
Harvard 10180
Harwa 10773, 11196
Harwood 10037, 10009
Hauppauge 10037
Havermy 10093
HB 11324
HCM 10037, 10009, 10418, 11196
Helios 10865
Hello Kitty 10451
Hema 10009
Heran 11826, 11852, 12305, 12356
Herosonic 11826
Hewlett Packard 11089, 11494
Hicon 11467, 12662
Hifivox 10109
Highlander 11531
Highline 10037
Hikona 11983
Himitsu 10180
Hinari 10037, 10009, 10179, 10208, 10443
HiPlus 11420, 11435, 11826, 12113, 12224, 12225, 12226, 12230, 12235, 12253
Hisawa 10714
Hisense 10156, 10748, 10145, 10556, 10508, 12583, 12401, 12355, 12341, 12183, 12098, 12037, 11739, 11660, 11363, 11314, 10208, 10009
Hitachi 10156, 10150, 10178, 10030, 11145, 10145, 10037, 10634, 11037, 10508, 11163, 11345, 11484, 11576, 11585, 11643, 11667, 12005, 12214, 12215, 12279, 12676, 11149, 10877, 10724, 10679, 10499, 10480, 10186, 10179, 10109, 10092, 10039, 10009

Hitachi Fujian 10150
Hitsu 10009
Hoeher 10714, 10865, 11163, 11556
Hongmei 10093, 10009
Hornyphon 10037
HP 11089, 11494
Hua Tun 10009
Huafa 10145, 10009
Huanghaimei 10009
Huanghe 10009
Huanglong 10009
Huangshan 10009
Huari 10145
Hugoson 10890, 11217, 11666, 12195
Humax 12057
Huodateji 10051
HYD 11376
Hyper 10009
Hypson 10556, 10037, 10714, 10668, 11037, 10715
Hyundai 11037, 12676, 12460, 12139, 11820, 11770, 11720, 11612, 11606, 11556, 11532, 11531, 11523, 11468, 11376, 11326, 11294, 11281, 10876, 10865, 10849, 10767
I-Inc 11746
I-O Data 12977
Iberia 10037
ICE 10037
iDEAL 11556
Ilekei 12031
IIsonic 11376, 11613
Iiyama 10877, 10890, 11217
Ikasu 12246
iLo 11286, 11394, 11463, 11603, 11665, 11684, 11990
Imperial 10037, 10418, 12090
Imperial Crown 10009, 10661
Indiana 10037
Infinity 10054
InFocus 11206
Ingelen 10714
Ingersol 10009
Initial 11603, 11990
Inno Hit 11037, 10009, 11163, 11585
Innova 10037
Innowert 10865, 11298
Inotech 10773
Insignia 10463, 10171, 12751, 12417, 12088, 12049, 11963, 11892, 11785, 11710, 11660, 11641, 11564, 11517, 11423, 11326, 11204
Inspira 11556
Inteq 10017
Interbuy 10037, 10009

Interfunk 10037, 10109, 10512
Internal 10556, 10624
Intervision 10037, 10009
iPure 11376
Irradio 10037, 10009, 10724
IRT 10451, 11661
Isis 12676
Isukai 10037
ITS 10037
ITT 10179, 10208, 10480, 11523, 12057, 12125, 12676
ITT Nokia 10180, 10179, 10208, 10480
ITV 10037, 10284
IX 10877
J:COM 12811
JBL 10054
JCM 12256
Jean 10156, 10051, 10009, 10092, 10179
Jensen 10761, 11299, 11326
JGC 11709
Jiahua 10051
JiaLiCai 10009
Jinfeng 10051, 10208
Jinque 10009
Jinta 10009
Jinxing 10054, 10156, 10145, 10556, 10037, 10009
JMB 10556, 10634, 10443, 10499, 12169
JNC 10876, 11536, 11626, 11702, 11964
Jouge 11435
Jubilee 10556
JVC 10093, 10463, 10053, 10508, 10418, 10683, 10731, 11601, 11818, 12264
Kaige 10009
Kaisui 10037, 10009
Kangli 10009, 10661
Kangyi 10009
Karcher 10714, 11324, 11556, 12125
Kathrein 10556, 10880
KDS 11498, 11687
KEC 10180
Ken Brown 10463
Kendo 10037, 11037, 11149, 11437, 11585, 12676
Kenia 10030
Kennex 11037
Kenstar 12331
Kenwood 10030
Keydo 11702
Keymat 11326, 11771, 11888, 11889, 11893
Khind 10661
Kioto 10054, 10556
Kiton 10037, 10668

Klegg 11366
KLH 10765, 10767
KLL 10037
Kneissel 10556, 10037, 10292, 10499
Kobra 11467
Koenig 10037
Kolin 10180, 10150, 10053, 10037, 11217, 11240, 11610, 11755
Kolster 10037
Kongque 10009
Konichi 10009
Konka 10748, 10037, 10714, 10587, 10009, 10418, 10725
Korpel 10037
Korting 10039
Koryo 11843
Kosmos 10037
Kost 11262
Koyoda 10009
Kreisen 10876
Kross 11536
KTV 10180, 10030, 10039
Kuaile 10009
Kulun 10009
Kunlun 10051, 10208, 10661
Kyoshu 10418
L&S Electronic 10714, 10808, 10865
Lasonic 13198
Lavic 11363
Lavis 11037
Leader 10009
Lecson 10037
Legend 10009
Lenco 10037, 11037, 10587, 11634, 11787, 11983
Lenoir 10009
Lentec 11531, 11696
Level 12023
Lexsor 11196
Leyco 10037
LG 10017, 10060, 10178, 10030, 11447, 10556, 10037, 10714, 10715, 10442, 10856, 11149, 11325, 11423, 10039, 11768, 12057, 12359, 12569
Liesenkoetter 10037
Lifetec 10037, 10714, 10668, 11037, 10009, 10683, 12001
Linetech 12676
Linsar 11585, 12676
Lloyd 12401, 12583
Lloyd's 10009
Local Calcutta TV 11239
Local Chennai TV 10009, 11239, 11422
Local Delhi TV 11239
Local India TV 10009, 10208, 11046, 11239, 11413

Local Malaysia TV 11203
LodgingStar 13147
Lodos 11037, 11149
Loewe 10037, 10136, 10292, 10512, 10633, 10790, 11884
Logic 12107
Logik 10060, 11037, 10009, 10773, 10880, 11217, 11687, 11865, 12095, 12107, 12241, 12486, 12583
Logix 10668
Luma 11037, 10009
Lumatron 10037, 10668, 11937, 12023
Lumenio 10037
Lux May 10037, 10009
Luxor 11037, 10179, 10208, 10480, 11163
LXI 10047, 10054, 10154, 10156, 10178
M Electronic 10037, 10714, 10634, 10195, 10009, 10109, 10480, 10512, 10661, 11652
M&S 10054
Madison 10037
MAG 11498, 11687
Magnavox 10054, 10051, 10030, 10171, 11454, 11990, 11963, 11867, 11866, 11755, 11525, 11365, 11203, 11198, 10802, 10186, 10179
Magnum 10037, 10714, 10715, 11556, 12023
Manesth 10037
Manhattan 10037, 10668, 11037, 10876
Maqma 11467, 11606, 11702
Marantz 10054, 10030, 11454, 10556, 10037, 10704, 10854, 10855, 11398, 11532, 11714
Mark 10037, 10714, 10715, 10009
Marks and Spencer 11770, 11846, 11847, 12246
Mascom 11556
Master's 10499
Mastro 10053, 11556
Masuda 10037, 10009
Matsui 10556, 10037, 10714, 10195, 11037, 12676, 12486, 12279, 12022, 12007, 11935, 11667, 11666, 10880, 10443, 10335, 10208, 10009
Matsushita 10250, 10051
Matsuviana 10587
Maxdorf 10773, 11276
Maxent 10762, 11211, 11597, 11695, 11714, 11755
Maxess 12493
Maxim 11556
MCE 10009

ME 11046
Medialine 11206, 11964
Mediator 10556, 10037
Medion 10556, 10037, 10714, 10668, 11037, 12676, 12279, 12001, 11741, 11667, 11585, 11556, 11437, 11248, 11163, 11149, 10880, 10808, 10512
MegaDrive 11259
Megatron 10178, 10145
MEI 11037
Memorex 10154, 10250, 10463, 10150, 10060, 10178, 11037, 10009, 10179, 10877, 11665, 11670, 11785, 11892
Memory 11983
Memphis 10009
Mercury 10060, 10037, 10009
Mermaid 10037
Metronic 10625
Metz 10037, 10668, 10195, 11037, 10587, 11163, 11533
MGA 10150, 10178, 10030
Micromaxx 10037, 10714, 10668, 11037, 10808, 11324, 12001
Microspot 11614
Microstar 10808
Midland 10047, 10017, 10051, 10039
Mikomi 11037, 11149, 11585
Minato 10037
Minerva 10195, 11248
Ministry Of Sound 11667
Minoka 10037
Mintek 11603, 11990
Mirai 11666, 11852
Miray 13309
Mitsai 11556
Mitsubishi 10154, 10250, 10093, 10180, 10150, 11250, 10178, 10030, 10556, 10037, 11037, 10179, 10512, 10868, 11797, 12313
Mivar 10292, 10609, 12386
Mogen 11820
Monaco 10009
Monivision 10843
Moree 10037
Morgan's 10037
Moserbaer 11149, 11585, 12449
Motorola 10093
MTC 10060, 10030, 10512
MTlogic 10714, 12104
Mudan 10051, 10009, 10208
Multitec 10037, 10668, 11037, 11556
Multitech 10180, 10037, 10009
Murphy 10039, 12005
MVM 13117

Mx Onda 11498, 11687, 11820, 11983
MyCom 11376
Myrica 11666
Myryad 10556
NAD 10156, 10178, 10037, 10865, 10866
Naiko 10037
Nakamichi 11493
Nakimura 10037
Nanbao 10009
National 10051, 10508, 10208
Naxa 12104
NEC 10154, 10156, 10051, 10053, 10178, 10030, 10508, 12461, 11852, 11797, 11546, 11398, 10876, 10704, 10661, 10499, 10186, 10009
Neckermann 10556, 10037, 10418
NEI 10037, 11037
NEO 11324
Neoka 11826
Neon 11732, 12246
Neovia 10865, 10876, 11206, 11338, 11376, 11710, 11964, 11994
Nesco 10179
Nesx 11732
Netsat 10037
NetTV 10762, 11755
Neufunk 10556, 10037, 10714, 10009
New Tech 10556, 10037, 10009
Newave 10093, 10178, 10009, 10092
NewSonic 11826
Nexus Electronics 12183
Nikai 11163
Nikkai 10037, 10009
Nikkei 10714, 12169, 12172
Nikko 10178, 10030, 10092
Niko 11618
Nimbro 12104
Nippon 11239
Noblex 10154
Nogamatic 10109
Nokia 10180, 10179, 10208, 10480
Norcent 10748, 10824, 11089, 11365, 11588, 11589, 11590, 11591, 11745, 12110
Nordmende 10037, 10714, 10560, 10195, 10109, 11163, 11413, 11585, 11667, 12001, 12007, 12331
Normerel 10037
Nortek 10668
Northern Star 11206
Norwood Micro 11286
Novatronic 10037
Novex 11523

Novita 11585
NTC 10092
Nu-Tec 12157
NuVision 11657, 12158
O.K.Line 11037, 11324
Oceanic 10208
Odys 11795
Okano 10037, 10009, 12982
OKI 11585, 11667, 12125, 12200, 12676
Olevia 11144, 11240, 11588, 11610, 12124
Olidata 11376
Omni 10748, 10872
Onei 11667
Onida 10053, 11046, 12333
Onimax 10714
Onn 11667, 11709, 11770, 12125, 12166, 12279
Onwa 10180
Onyx 11709, 11770
Opera 10037, 10714, 11770, 12100
Optimus 10154, 10250, 10166
Optoma 10887, 11348
Optonica 10093
Orbit 10037, 11696
Orion 10463, 10556, 10037, 10714, 11037, 10179, 10443, 10880, 11196, 11463, 12001, 12005, 12007, 12031, 12032, 12108
Orline 10037
Ormond 10668, 11037
Osaki 10556, 10037
Osio 10037
Osume 10037
Otic 11203, 11326, 11498, 11687, 11983
Otto Versand 10093, 10556, 10037, 10195, 10109, 10512
Pacific 10556, 10714, 11037, 10443, 11324, 11372, 12060
Packard Bell 10092, 11314
Palladine 12038
Palladium 10556, 10037, 10714, 10418
Palsonic 10037, 10284, 10418, 10725, 10773, 11196, 11326, 11538, 11795, 12410, 12461
Panama 10037, 10009
Panasonic 10054, 10250, 10051, 10037, 10508, 10208, 10853, 11290, 11410, 11480, 11636, 12240, 12264, 12477
Panavision 10037
Panda 10051, 10508, 10009, 10208, 11843
Pansonic 11636
PARK 11376, 12104
Pathe Cinema 10292
Pathe Marconi 10109

Pausa 10009
Penney 10047, 10156, 10051, 10060, 10178, 10030, 10039, 11347
Perdio 10037
Perfekt 10037
Petters 10037
Philco 10054, 10451, 10463, 10180, 10178, 10030, 10145, 10171, 11661, 10037, 10179, 10092, 10186, 10418, 11394, 11665, 11963
Philips 10054, 10017, 10051, 10178, 10030, 10171, 11454, 10556, 10037, 11756, 11850, 11866, 11867, 12227, 12622, 12665, 12720, 12813, 11394, 11046, 10810, 10639, 10605, 10512, 10186, 10092, 10009
Phocus 10714, 11652
Phoenix 10037
Phonola 10556, 10037
PHOS Italy 11843
Pilot 10030, 10039
Pioneer 10166, 10037, 10109, 10512, 10679, 10760, 10866, 11398, 11457, 11636, 12240
Pionier 11556
Planar 11288, 11589
Plantron 10037, 10009
Playsonic 10037, 10714, 10715, 11652
Plustron 11770
Polaroid 10765, 12125, 12117, 12063, 11826, 11769, 11767, 11766, 11741, 11720, 11687, 11645, 11538, 11523, 11498, 11328, 11327, 11326, 11316, 11314, 11286, 11276, 11262, 10865
Polyvision 10889, 11144
Poppy 10009
Portland 10451, 11661, 10039, 10092, 10624
Power Acoustik 11865
Powerpoint 10037, 11770, 11820
Premier 10009
Prima 10761, 10009, 11196, 11753, 11785, 12012, 13092
PrimeView 11606
Princess 10773, 11326
Prinston 11037, 10715
Prism 10051
Profex 10009
Profi 10009
Profilo 11556
Profitronic 10037
Projectiondesign 11750

Proline 10037, 10625, 10634, 11037, 11376, 11545, 11613, 11727, 12223
Proscan 10047, 10030, 11447, 10466, 11347, 12147, 12183, 12256
Proscopro 10156
Prosonic 10037, 10714, 10668, 11820, 11849, 11865, 11893, 12001, 12031, 12085, 12090, 12100, 12125, 12139, 12197, 12229, 12676, 12696, 11787, 11770, 11739, 11732, 11709, 11667, 11585, 11545, 11523, 11376, 11324, 11314, 11196, 11163, 10880
Protech 10037, 10668, 11037, 10009, 10418
Proton 10178, 10030, 10009, 10039, 10466, 11546, 11834, 11874
Proview 11498, 11687
ProVision 10556, 10037, 10714, 11324, 11531
Pulsar 10017
Puneet 11546
Pvision 10876, 12001
Pye 10556, 10037
Pyle 12196
Pymi 10009
Qingdao 10051, 10208
QONIX 11634
Quadro 11149, 11326, 11531
Qualcraft 10039
Quasar 10250, 10051, 10009, 10865
Quelle 10037, 10668, 10195, 11037, 10109, 10512
R-Line 10037
Radiola 10556, 10037
Radiomarelli 10037
RadioShack 10047, 10154, 10180, 10178, 10030, 10037, 10039
Radiotone 10037, 10668, 11037, 10009, 10418
RCA 10047, 10051, 10093, 10060, 10178, 10030, 11661, 11447, 11454, 10625, 10560, 10618, 10624, 10679, 11347, 10092, 10090, 12403, 12434, 12746, 12932, 13147
Realistic 10154, 10180, 10178, 10030, 10039
Recor 10037, 10418
Rectiligne 10037
Red 12032
Redstar 10037
Reflex 10037, 10668, 11037

Relisys 10865, 10876, 10877, 10878, 11206, 11207, 11211, 11376, 11585, 11612, 11645, 11739, 11741
Relon 11826
Remotec 10250, 10093, 10145, 10171, 10037
Render 12196, 12384
Reoc 10714
RevolutionHD 11623
Revox 10037, 10808
RFT 10037
Rinex 10773
Roadstar 10037, 10714, 10668, 11037, 10715, 10009, 10418
Rolson 12001, 12098
Rover 10877
Rowa 10748, 10037, 10587, 10009, 10898, 11046, 12042
Royal Lux 10335
Runco 10017, 10030, 11398
S-Media 11217
Saba 10250, 10625, 10714, 10560, 10109, 10335, 11588
Sagem 10618, 11596
Saige 10009
Saisho 10009, 12022
Saivod 10037, 10668, 11037, 11163, 11556, 12668
Sakura 11203, 11326
Salora 10208, 10480, 11556, 12001, 12125, 12197, 12239
Salsa 10335
Sampo 10154, 10093, 10178, 10030, 10171, 10009, 10039, 10092, 10762, 10898, 11597, 11618, 11755, 12238
Samsung 10154, 10156, 10093, 10060, 10702, 10178, 10030, 10556, 10037, 10587, 10618, 12042, 11618, 12051, 11597, 10814, 12557, 10766, 10208, 10179, 10092, 10090, 10039, 10009
Samsux 10039
Sancken 12042
Sansei 10451, 10092
Sansui 10463, 10171, 10037, 10714, 12001, 11935, 11892, 11727, 11703, 11702, 11682, 11670, 11556, 11545, 11537, 11531, 11463, 11413, 11248, 11035, 10898
Santon 10009

Sanyo 10054, 10154, 10156, 10180, 10145, 11037, 10508, 11588, 11649, 11667, 12236, 12237, 12238, 12279, 12448, 12461, 12676, 11585, 11498, 11365, 11276, 11149, 11142, 10704, 10292, 10208, 10088, 10009
Sanyuan 10093, 10009
SBR 10556, 10037
Sceptre 10878, 11217, 11360, 11599, 12337, 12506
Schaub Lorenz 10714, 10876, 10878, 11324, 11363, 11667, 11994, 12001, 12100, 12125, 12169, 12172, 12200, 12676
Schneider 10556, 10037, 10714, 10668, 11037, 11372
Schoentech 11037
Scotch 10178
Scott 10180, 10178, 10179, 11711, 11983
Sears 10047, 10054, 10154, 10156, 10178, 10171, 10179, 11007
Seaway 10634
Seelver 11037
SEG 10037, 10668, 11037, 10009, 10624, 11149, 11163, 11437, 11523, 12125
SEI 10037
Sei-Sinudyne 10037
Seitech 11372
Seimivox 10463, 10180
Semp 10156
Sencora 10009
Sense 11847, 11865
Sensei 11626, 13140
Serie Dorada 10156, 10180, 10178, 10030
Serino 10093
Shanghai 10009, 10208
Shaofeng 10145
Sharp 10093, 10053, 10030, 10009, 10039, 10818, 10851, 10854, 11407, 11423, 12214, 12495, 12676
Shen Ying 10009, 10092, 10179
Shencai 10145, 10009
Sheng Chia 10093, 10009, 10179
Shenyang 10009
Sherwood 10009, 11399
Shinco 11603, 11990
Shinelco 11889, 12104
Shintoshi 10037
Shivaki 10178, 10037, 10443
Shorai 10179
Show 10009, 10418
Siam 10037
Siemens 10037, 10195
Siera 10556, 10037

Signature 10054
Signet 11262
Silva 10037
Silva Schneider 10037, 11556, 12125, 12166, 12197, 12333
Silvano 10587
Silver 10715, 10179
SilverCrest 11037
Simpson 10186
Simz 11820
Singer 10009, 10335, 11537, 11556
Sinotec 10773, 12012
Sinudyne 10037, 11372
SKY 10037, 10880, 11376, 11606, 11612, 11613, 11614, 11745, 11775
SKY Brazil 10880
Skygiant 10180
Skyworth 10748, 10037, 10009, 11799
Sliding 10865, 10880, 11324, 11372
SLX 10668
SmartVision 11843
Soemtron 10865, 11298
Sogo 11376
Solavox 10037
Sole 11366, 11623
Songba 10009
Soniko 10037
Soniq 11467, 11626, 11702, 12474, 12493, 12829, 13005
Sonitron 10208
Sonix 11376, 11732
Sonneclair 10037
Sonoko 10037, 10009
Sonolor 10208
Sontec 10037, 10009
Sontech 11983
Sony 10810, 10834, 11300, 11685, 12571, 12736
Soundesign 10180, 10178, 10179, 10186
Soundwave 10037, 11037, 10715, 10418, 11846, 11847
Sova 11952
SOVOS 12239
Sowa 10156, 10051, 10060, 10178, 10092
Soyea 10773, 12042
Soyo 11520, 11546, 11746, 11823, 11826, 11830, 11834
Space Tek 11696
Spectra 10009
Spectroniq 11498, 11687
Squareview 10171
Ssangyong 10009
SSS 10180
Staksonic 10009

Standard 10037, 11037, 10009, 11709, 12090
Starlite 10180, 10037, 10009
Strato 10037, 10009, 11787, 12032
Strong 11149, 11163
Studio Experience 10843
SunBriteTV 11420, 11435, 11610, 12337
Sungoo 11248, 12037
Sunkai 10865
Sunny 10037
Sunstar 10037, 10009
Sunstech 11994, 12001, 12668
Sunview 13264
Sunwood 10037
Superscan 10093, 10864
Supersonic 10009, 10208, 11753, 12104, 13204
SuperTech 10556, 10037, 10009
Supra 10178, 10009, 10039
Supratech 12206, 12208, 12211
Susumu 10335
Sutron 10009
SVA 10748, 10587, 10865, 10871, 10872, 11326, 11498, 11703, 11963, 12042
Svasa 10208
Swedx 11606
Swisstec 10865, 10880, 11376, 11606, 11612, 11613, 11614, 11745, 11775, 11776, 11849, 12059, 12104, 12106
Sylvania 10054, 10030, 10171, 10587, 10186, 11314, 11394, 11665, 11864, 11886, 11963
Symphonic 10180, 10171, 11394
Synco 10451, 10093, 10060, 10178, 10092, 11755, 11826
Syntax 11144, 11240, 11610
Sysline 10037
Tacico 10178, 10009, 10092, 10179
Tai Yi 10009
Taishan 10009
Talent 10178
Tandberg 10109
Tandy 10093, 10039
Tashiko 10092
Tatung 10054, 10154, 10156, 10051, 10060, 10037, 12672, 12496, 11839, 11756, 11720, 11719, 11687, 11556, 11381, 11324, 11288, 11286, 11248, 10009
Taurus 12197
TCL 10898, 11035, 11046, 11537, 12403, 12434, 12449
TCM 10714, 10808, 12001

Teac 10178, 10171, 10037, 10714, 10668, 11037, 10587, 11709, 11755, 11770, 11795, 11820, 11983, 12032, 12168, 12241, 12457, 12761, 11645, 11437, 11363, 11248, 11203, 11149, 10898, 10624, 10512, 10418, 10009
Tec 10037, 10009, 10335
Tech Line 10037, 10668, 11163, 11437
Technica 11037, 12106
Technics 10250, 10051, 10556
Technika 11667, 11849, 11865, 11983, 12032, 12059, 12106, 12125, 12168, 12197, 12212, 13005
TechniSat 10556, 12422
Technisnon 10714, 11652
Techno 11585
Technol Ace 10179
Technosonic 10556, 10625, 10499, 10880, 11324, 11326, 11893, 12032
Technotrend 11531, 11702, 12477
Techview 12004
Techvision 11709, 11771, 12032
Techwood 10051, 11037, 11163, 11667, 12279, 12676
Teckton 11376
Tecnimagen 10556
Teco 10051, 10093, 10053, 10178, 10030, 10009, 10092, 10762, 11523, 11687, 11834
Tedalex 10009, 10208, 10284, 10418, 11537, 11709
Teiron 10009
Teknika 10054, 10180, 10150, 10060, 10039, 10092, 10179, 10186
TELE System 10876, 11585, 12125
Telecor 10037, 10284
Telefunken 10702, 10037, 10625, 10714, 10560, 10587, 12676, 11703, 11667, 11626, 11588, 11585, 11556, 11536, 11326, 10335, 10109
Telefusion 10037
Telegazi 10037, 10284
Telemeister 10037
Telesonic 10037
Telestar 10556, 10037, 10009, 12090
Teletech 10037, 10668, 11037, 10009
Teleton 10186
Televue 10037
Telstar 11702
Tempest 10009
Tennessee 10037

Tensai 10037, 11037, 10715, 10009
Tenson 10009
Tera 10030, 10092, 10466
Tesla 10556, 10037, 10714, 11037, 11652
Tevion 10556, 10037, 10714, 10668, 11037, 12241, 12100, 12090, 12032, 12023, 11787, 11771, 11687, 11667, 11645, 11585, 11556, 11498, 11298, 11259, 11248, 10808, 10767
Texet 10009
Texla 11239
ThemeScene 10887
Thes 12031, 12038, 12039, 12250, 12251, 12477
Thomson 11447, 10037, 10625, 10560, 10109, 10335, 11588
Thorn 10037, 10109, 10335, 10499, 10512
Thorn-Ferguson 10335, 10499
THTF 11626, 12912
Tiane 10093
Time 11702, 11994
TiVo 11994
TMK 10178
TML 11756
TNCi 10017
Tobo 10748, 10009
Tokai 10037, 10668, 11037, 10009
Tokaido 11037
Tongtel 10587
Tophouse 10180
Topline 10668, 11037
Toshiba 10154, 10156, 10093, 10060, 10145, 10195, 11037, 10618, 10508, 12676, 12233, 11935, 11652, 11556, 11524, 11369, 11343, 11325, 10832, 10767, 10109, 10009
Tosumi 11770
Totevision 10039
Toyota 10009, 11709
TRANS-continents 10556, 10037, 10668, 11037, 10865, 12023
Transonic 10037, 10587, 10009, 10418, 10512, 11326, 11363
Triad 10556
Trio 11248, 11498, 11687
Triumph 10556, 10037
TruTech 11665, 11723, 12066
Tuntex 10030, 10009, 10092
TVE 12239
TVS 10463
TVTEXT 95 10556
Uher 10037, 10418, 10480
Ultravox 10037
UMC 11606, 11614, 11745, 11775, 11849, 12059, 12106, 12107, 12168

Unic Line 10037
Uniden 12122
United 10556, 10037, 10714, 11037, 10715, 10587, 11163, 11523, 11652, 11770, 11820, 11889, 11983, 12200, 12477
Unitek 11709
Universal 10037, 10714, 11696
Universum 10037, 10668, 10195, 11037, 10618, 10009, 10109, 10418, 10480, 10512, 10808, 11163, 11437
Univox 10037
US Logic 11286
V2max 10865
V7 Videoseven 10880, 11217, 11376, 11666, 11755
Vector Research 10030
Venturer 11545, 11727, 11865, 13005
Venus 11326
VEOS 11007
Vestel 10037, 10668, 11037, 11163, 11585, 11667
Vexa 10037, 10009
Victor 10250, 10053
Videocon 10037, 10508, 12331, 13190
Videomac 10009
VideoSystem 10037
Vidikron 10054, 11398
Vidtech 10178
Viewpia 10876
Viewsonic 13248, 13245, 12839, 12281, 12280, 12111, 12087, 12049, 12014, 11776, 11755, 11745, 11742, 11597, 11588, 11564, 11542, 11365, 11330, 10885, 10864, 10857, 10724
Viore 11207, 11684, 11811, 12104, 12352, 13094, 13118
Visart 11336
Vision 10037, 11826, 12305
Vistron 11363, 12142
Visual Innovations 12106
Vito 11852, 12365, 12375, 12377, 12378, 12380
Vivax 11326, 11709, 11843
Vivo 12410
Vizio 10054, 10864, 10885, 11756, 11758, 12116, 12209, 12512, 12707
Vortec 10037
Voxson 10178, 10037, 10418, 12197
VU 11365, 12098, 12401, 12449, 12583, 13092
Walker 11149, 11667, 12279
Waltham 10037, 10668, 11037, 10109, 10418, 10443

Wansa 12098, 13018
Wards 10047, 10054, 10017, 10154, 10156, 10051, 10180, 10060, 10178, 10030, 10166, 10179, 10186, 10866, 11347
Warumaia 10661
Watson 10037, 10714, 10668, 11037, 10009, 11376, 11437
Waycon 10156
Wega 10037
Wegavox 10009
Weipai 10009
Welltech 10714, 11652
Weltstar 11037
Westinghouse 10451, 10885, 10889, 10890, 11217, 11282, 11300, 11381, 11597, 11755, 11826, 11834, 12195, 12305, 12499
Wharfedale 10556, 10037, 11324, 11372, 11556, 11613, 11618, 11667, 11983, 12212
White Westinghouse 10463, 11661, 10037, 10186, 10623, 10624
Wilson 10556
WinBook 11381
Windsor 10668, 11037
Windy Sam 10556
Wintel 10714
World-of-Vision 10865, 10877, 10880, 10890, 11217, 11298, 11606, 11732, 12001
Wyse 11365
Xenius 10634, 10661
Xi-En 11770
Xiahua 10009, 10773
Xianghai 10009
Xiangyu 10009
Xingfu 10009
Xiron 11983
Xoceco 10284, 10725, 10773, 11046, 12012, 12237
Xomax 11770
Xoro 11196, 11217
Xrypton 10037
Yakumo 11613
Yalos 11771
Yamaha 10030, 11407, 11576
Yamishi 10037
Yapshe 10250
Yes 11696
Yingge 10009
Yokan 10037
Yoko 10037, 10009
Yonggu 10009
Yousida 10009
Ytaiwai 11531
YU-MA-TU 10037
Yuesmart 11613

Yuhang 10009
Zenith 10047, 10017, 10463,
10178, 10030, 11145, 10145,
11661, 10037, 10092, 10624,
11325, 11365, 11423
Zepto 11585
ZhuHai 10009
Zinwell 12116, 12281

Audio Receiver Codes
ADC 20531
AEG 20797, 21390, 21961, 22483
Aiwa 21405, 20158, 20189, 20121,
21089, 21347, 21641
Akai 20440, 20609, 20890, 21220,
21255, 21390
Alco 21390
All-Tel 21390
Altec Lansing 22595, 22597
AMC 21077
Amitech 21961
Amphion Media Works 21563
Amstrad 20744, 21390, 21961
AMW 21563
Anam 21609, 20281, 20609
Apex Digital 21257, 21430, 21774,
21961
Arcam 21189, 20189, 21120
Artis 22600
Audio Pro 20148
Audiolab 21189, 20189
Audiosonic 20593
Audiotronic 21189
Audiovox 21390
Audioworld 21390
AVLight 20158
B & K 20820
Bang & Olufsen 20799
Best Buy 21961
Blue Sky 21390
Bose 21229, 21841, 21933
Boston 22162, 23170
Boston Acoustics 22162
BPL 20801, 22564
BskyB 21497
Bush 20797, 22175
Cairn 20189
Cambridge 20189
Cambridge Audio 20189, 21455,
21647, 22356
Cameron 22426
Capetronic 20531
Carver 21189, 20189, 20121, 21089
Centrex 21257
Centrum 21220
Clatronic 20797, 22483
Coby 22127
Cosmotron 20797
Curtis 20797
Daewoo 20407, 21250, 21293

Dantax 20463, 21390
Dapic 23035
Denon 21360, 20004, 20273,
20386, 20771, 21104, 21142,
21460, 2247, 22279, 22820, 22824,
22857
Diamond 21390
Dick Smith Electronics 22483
Digitrex 21257
DiK 20797
DSE 22483
Dual 20004, 20407, 21220, 21390
Dynex 22971
eBench 20744, 20797
Elta 20744, 20797, 21390, 21961
Eitax 21681
Eroica 20440
Eton 22269
Ferguson 20531
Fine Arts 21189
Firstline 20407, 20797
Fisher 20219, 21801
Fonmix 21360
Galaxis 20407
Garrard 20281, 20286, 20407,
20440, 20463, 20744
Gateway 21517
Genexxa 20186
Goldmund 20189
GoldStar 20281, 20386, 21524
Goodmans 20407, 20440, 20593,
20609, 20744, 20797, 21390,
21497, 21611
GPX 20744
Gradiente 20281
Grundig 21189, 20189, 20219,
20281, 20286, 20797, 21089,
21725
Grunkel 20744, 21390
H & B 21961
Hanseatic 21390
Harman/Kardon 21189, 20110,
20189, 20208
Harwood 20744
HCM 21390
Hitachi 20386, 21220, 21273,
21801
Hitech 20744
HitPlus 22483
Hoeher 21257
Insignia 21030, 21077, 21751,
21893, 22126, 22175, 22472,
22966
Integra 20135, 21320, 21805,
22503, 22730
Intersound 20744
iNTEX 22742
Irradio 21961
iSymphony 22258, 22442
Jamo 22160

JBL 20110, 20281
Jensen 20797
John Barrel 23152
JVC 20074, 20286, 20464, 20531,
21495, 21665, 21674, 21676,
22331, 22903
Kansai 20440
Kenwood 21313, 21570, 20186,
20262, 20712, 20876, 21027,
21293, 22899, 22972
Kioto 20797
KLH 21390, 21428
Kompernass 20797
Koss 20744, 21366, 21497
Kysho 20593
Kysho Japan 20593
Lenoxx 21611
Lenoxx Sound 21611
LG 20281, 21293, 21524, 21869,
22284, 22676
Lifetec 20797
Linn 20189
Liquid Video 21497
Loewe 20189
Logitech 22217, 22436
Lotte 20500
Lumatron 22483
Luxman 20463
LXI 20744
Magnavox 21189, 21269, 20189,
20531, 21089, 21514
Magnum 21611
Marantz 21189, 21269, 20039,
20189, 20219, 20500, 20744,
21089, 21289, 22114, 22117
Matsui 20744, 20797
McIntosh 21289
MCS 20039
Medion 20797
MEI 21390
Micromega 21189, 20189
Microstar 20797
Mitsubishi 23043
Mitsun 22979
Musicmagic 21089
Muvid 22476
Mx Onda 20744, 20797, 21497
Myryad 21189, 20189
Mystral 21961
NAD 20320, 20609
Nakamichi 21313, 20593, 20876
NEC 21250
Nexius 21390
NexxTech 21751
Nikkei 20744
Nikko 20407, 20609
Norcent 21751
NTDE Geniesom 20744
Okano 20440

Onida 22482
Onkyo 20135, 20380, 21320, 21521, 21655, 21805, 22451, 22503, 22730
Optimus 21023, 20186, 20219, 20286, 20440, 20531, 20744, 20797, 20801
Orient Power 20744
Orion 20463
Oritron 21366, 21497
Palladium 20797, 21220, 21293, 21390, 21524
Panasonic 21308, 20039, 20367, 21275, 21288, 21309, 21633, 21676, 21763, 22105, 22967, 23241, 23244
Paramount Pictures 21220
Penney 20744
Philco 21390
Philips 21189, 21269, 20189, 21089, 21120, 21266, 21268, 21289, 21673, 22311, 22434, 22461, 22600, 22905, 23005
Pioneer 21023, 20186, 20289, 20531, 21123, 21184, 21384, 21459, 21678
Polk Audio 20189, 21289, 22270
Prima Electronic 20797
Proficient 20609
Proline 20797, 21257, 21390
Proscan 21254
Qisheng 21609, 21390
QONIX 21390
Quasar 20039
Radiola 20189
Radionette 21293
RadioShack 20744
RCA 21023, 21609, 21254, 20531, 21123, 21390, 21459, 21511, 22041, 22426, 22485, 22490, 22611
Recco 20797
Restek 20189
Revox 20189, 20186, 21089
Rio 21869
Roadstar 20797, 21611
Rotel 20793
Saba 20531
Samsung 20286, 21868, 21944, 22137, 22728, 22809, 22917
Sansui 20189, 20148, 20286, 20593, 20609, 21089, 21717, 21961
Sanyo 20219, 20744, 20801, 21801
Schaub Lorenz 21961
Schneider 20110, 20531, 20744, 20816, 21220, 21390
Scott 21961
SEG 21250

Sharp 20186, 20262, 20653, 20771, 21860, 22736
Sharper Image 20797
Sherwood 20653, 21077, 21517, 21905
Sherwood Newcastle 20653
Shinco 21390
Siemens 20407, 20609
Silsonic 20176
Silva Schneider 20797, 21390, 21524
SKY 21497
Sonab 20148
Sonic 20281
Sonic Blue 21869
Sonodyne 20816
Sony 21759, 20158, 20415, 20797, 21158, 21347, 21371, 21454, 21658, 21722, 21758, 21822, 22172, 22475, 22978
Soundmaster 22442
Soundwave 20407, 20609
Starlight 20797
Stereophonics 21023
Sumida 20744
Sunfire 21313, 21521
Sungoo 21313
Sylvania 20797
TaeKwang 20440
TAG McLaren 21189
Tanashi 23163
Targa 21293
TCM 20797
Teac 21609, 20463, 20593, 20609, 20744, 20797, 21390, 21497, 21528, 21725, 22426, 22483
Technics 21308, 20039, 20208, 21309, 21384, 21633, 21763
Technika 22426
TechniSat 20039
Techwood 20281, 20609
Telefunken 20531, 21390
Tevion 21611
Thomson 21254, 21194, 21497, 21679, 22219
Thorens 21189, 20189
Thorn 20744
Tokai 21390, 21961
Toshiba 21123, 21662, 21788
Uher 20407, 20531
United 21390
Universum 21609, 20189, 20281, 20286, 20440, 20609, 20744, 20797, 21220, 21390, 22160
Venturer 20797, 21390
Victor 20074
Violet Audio 21893
Vizio 21517
Vtrek 22426, 22483
Waitec 21961

Wards 20158, 20189
Watson 20797
Wellfund 20744
Welltech 20797
Wharfedale 20440, 21390
Xenius 21390
Yamada 21898
Yamaha 20176, 20186, 20712, 21176, 21949, 22455, 22467, 22471
Zenith 20281, 20744, 21293, 21524, 21869

Audio Amplifier Codes

Acoustic Solutions 21446, 21466, 21470, 21501, 21601
Aiwa 20406
Arcam 20269, 20641
Audio Agile 20269
Audiolab 20269
AVI 20269
Balanced Audio Technology 20269
Bonnec 20269
Cambridge Audio 21982, 22345
Cambridge Soundworks 21471
Carver 20269
Classe 22854
Copland 20269
Creative 21471
Dapic 21568
Denon 22134, 22706
Durabrand 21568
Elta 22192
F&D 21568
Firstline 21466
Goldmund 20269
Grundig 20269
Harman/Kardon 20269
JBL 21177
Koryo 22192, 22468, 22576, 23080, 23082
Linn 20269, 20829
Loewe 20269
Logitech 21408
Magnat 21177
Magnavox 20269
Magnum 21601
Marantz 20321, 20269, 20641, 20829, 22138
Memorex 21568
Meridian 20269, 20829
Micromega 20269
Myryad 20269
Naim 20269, 20829
Nakamichi 20321
Onida 21568
Optimus 20823
Pacific 21601
Pass Labs 20269

Philips 20269, 20641, 22481, 23052
Pioneer 20269, 20823
Polk Audio 20269
PS Audio 21523
Quad 20269
Radiola 20269
RCA 20823
Regent 21568
Revox 20269
Sansui 20321, 21466
Sony 20689
Sven 21568
Teufel 22322
Tevion 21601
Thorens 20269
Trice 21568
Universum 20269
upXus 21446
Videocon 23042, 23060
Vieta 21177
Watson 22192
XMS 21466
Yamaha 20354

Audio Accessory Codes

Aiwa 20159
Altec Lansing 22720
Apple 21115
B & W 22441
Bowers & Wilkins 22441
Denon 22502
Dynavox 23231
JVC 22969
LG 23217
Maqma 22173
Ministry Of Sound 22438
Panasonic 23020
Philips 22675
Samsung 22609
Scandyna 22348
Sharp 23097
Sony 20159
TerraTec 22444
Vizio 22454, 22695
Yamaha 21797, 22116
ZVOX 22332

Chapter 6



:: FCC, Warranty & OSS

What you'll find in this chapter:

- FCC statement
- Limited Warranty information
- Open-source software notices

FCC Statement

The following FCC statement applies to DVR+:

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Do not make changes or modifications to this equipment. This could void the user's authority to operate the equipment.

Limited Warranty

The following Limited Warranty applies to DVR+ (CM-7500GB16 and CM-7500TB1):

Limited Warranty Period:

CHANNEL MASTER DVR+ has a limited (1) year Warranty from the original purchase date with a valid proof of purchase from an authorized retailer. A sales receipt or other document showing that you purchased the product is considered proof of purchase. Certain limitations and exclusions apply.

Purchase Date: _____

What is covered by this limited warranty:

CHANNEL MASTER warrants the original CHANNEL MASTER branded product hardware and accessories contained in the original packaging against defects in materials and workmanship when used normally in accordance with CHANNEL MASTER's published guidelines for a period of (1) year from the date of original purchase by the end-user purchaser. CHANNEL MASTER's guidelines include but are not limited to information contained in technical specifications, user manuals and service communications. (90) Days of complimentary software/user support is also included in this Warranty, software and user support outside of (90) days will be subject to additional charges. This Warranty is valid only in the United States, Mexico, and Canada.

What is NOT covered by this limited warranty:

This Warranty does not apply to any non- CHANNEL MASTER branded hardware products or any software and data services, even if packaged or sold with CHANNEL MASTER hardware. Manufacturers, suppliers, or publishers, other than CHANNEL MASTER, may provide their own warranties to you but CHANNEL MASTER, in so far as permitted by law, provides their products "AS IS". Software distributed by CHANNEL MASTER with or without the CHANNEL MASTER brand (including, but not limited to system software) is not covered by this Warranty. Please refer to the licensing agreement accompanying the software for details of your rights with respect to its use. CHANNEL MASTER does not warrant that the operation of the CHANNEL MASTER product will be uninterrupted or error-free. CHANNEL MASTER is not responsible for damage arising from failure to follow instructions relating to CHANNEL MASTER's product use. Shipping charges to return products under warranty back to CHANNEL MASTER is not covered.

How to obtain warranty service:

Consumers with a valid proof of purchase from an authorized retailer can return any In-Warranty CHANNEL MASTER product to the Warranty department for repair or replacement. For In-Warranty service the consumer must email Technical Support and request an RMA number in order to return the product. The returned product must have the RMA number visible on the box and must include the bill of sale showing the unit is within the warranty period. If the unit is found to be defective under our Warranty Policy CHANNEL MASTER will repair or replace the item at no charge. Products outside of the warranty period should not be returned to CHANNEL MASTER with the exception of any product requested by Technical Support to be accessed for quality assurance purposes. Technical Support: techsupport@channelmaster.com

Where to purchase replacement products and accessories:

Replacement parts and accessories are available for purchase at channelmaster.com.

GENERAL TERMS:

1.1 Subject to the provisions of this Warranty, CHANNEL MASTER warrants that the equipment described in Paragraph 1.2 will conform to our specifications in all material respect and that the equipment will be free from material defects in materials and workmanship during the Limited Warranty period.

1.2 This Warranty applies to all original purchases by consumers of CHANNEL MASTER products ("Equipment"). The warranties set forth herein are not transferable. 1.3 The Effective period of this Warranty will start on the date of purchase of the Equipment from an authorized retailer and will end, for the Equipment, (1) year later (for all hardware and components). Software is not covered even if packed or sold with CHANNEL MASTER hardware, unless otherwise expressed or provided herein (in each case the "Warranty Period").

RETURN OF EQUIPMENT UNDER WARRANTY:

2.1 If an item of Equipment malfunctions or fails in normal use within the applicable Warranty Period: (a) The Customer shall notify CHANNEL MASTER within thirty (30) days of the problem. (b) CHANNEL MASTER will, at its option, either resolve the problem over the telephone or provide the customer with a Return Authorization ("RMA") Number and the address to which the customer may ship the defective item; (c) If the problem can not be resolved over the telephone, the Customer shall attach a label showing the RMA number to each returned item, and include a description of the problem. The Customer shall, at his or her own cost, properly pack the item to be returned, mark the RMA# on the outside of the box, prepay the insurance and shipping charges, and ship the item to the specified CHANNEL MASTER location. (d) Unauthorized return of any equipment, whether in or out of warranty, will be subject to a handling charge, in addition to all repair and all transportation charges. (e) CHANNEL MASTER will, at its sole option, repair or replace the returned item. If replaced, the replacement item may be new or refurbished; if refurbished it will be equivalent in operation to new Equipment. If a returned item is replaced by CHANNEL MASTER, the Customer agrees that the returned item will become the property of CHANNEL MASTER. (f) CHANNEL MASTER will complete the exchange of CHANNEL MASTER manufactured equipment returned under this Warranty within a reasonable time, subject to lead-times from factory, and will make a good faith effort to minimize any and all delays where possible; and (g) CHANNEL MASTER will, at its cost, ship the repaired item or replacement to the Customer. If the Customer requests express shipping, the Customer will pay CHANNEL MASTER an expediting fee. 2.2 Equipment which is repaired or replaced by CHANNEL MASTER under this Warranty will be covered under all of the provisions of this Warranty for the remainder of the applicable Warranty period (for that particular equipment). 2.3 If equipment is repaired beyond effective warranty dates or if abnormal usage had occurred, Customer shall be charged applicable rates and the Customer will be advised of the estimated charges prior to repair by CHANNEL MASTER's authorized service center. 2.4 The price of out-of-warranty repairs payable by the Customer will be based on standard labor and parts prices in effect at the time of the repair. CHANNEL MASTER will use its best efforts to ensure that the cost of such repair, exchange, refurbishing, or substitution will not exceed the original price of Product. 2.5 If the problem reoccurs within the warranty period, CHANNEL MASTER will, at its option: (a) re-perform the service; (b) replace the product pursuant to the terms of this warranty, (c) permit Customer to return the product and issue a refund pursuant to this warrant, or (d) refund the amount the Customer paid for the services.

PRODUCT MODIFICATION:

3.1 CHANNEL MASTER reserves the right to make changes or improvements to its products, during subsequent production, without incurring the obligation to install such changes or improvements on previously manufactured or sold products. FORCE MAJEURE: 4.1 CHANNEL MASTER will not be liable if its performance under this warranty becomes commercially impracticable due to any contingency beyond CHANNEL MASTER's reasonable control, including acts of God, fires, flood, wars, sabotage, civil unrest, accidents, labor disputes or shortages, government laws, rules and regulations, whether valid or invalid, inability to obtain material, discontinuation of third part data or services, equipment or transportation, incorrect, delayed or incomplete specifications, drawings or data supplied by Customer (collectively "Force Majeure").

LIMITATIONS AND QUALIFICATIONS OF WARRANTY:

5.1 This Limited Warranty extends only to the original purchaser of the Equipment and is in lieu of all other express or implied warranties, including those of merchantability and fitness for a particular purpose. This Warranty does not apply to any damage, defect of failure caused by: (a) any part of the equipment having been modified, adapted, repaired, maintained, transported or relocated by any person; (b) Storage or environmental characteristics which do not conform to the applicable sections of the appropriate Equipment Manual or Instruction Sheet; (c) Failure to conform with the Equipment Operating Instructions in the applicable Equipment Manual or Instruction Sheet; (d) External causes, including external electrical stress or lightning, or use in conjunction with incompatible equipment, unless such use was with CHANNEL MASTER's prior written request; (e) Cosmetic damage; (f) Accidental damage, negligence, modification, mishandling, abuse or misuse; or (g) Force Majeure. Warranty does not cover: (a) Labor charges for installation or setup of the product. (b) Any taxes imposed on CHANNEL MASTER for units replaced or repaired under this warranty. (c) Installation, performance of, or repair of: audio/video cabling, telephone line, or accessory attachments used with the product. (d) Product replacement because of misuse, accident, lightning damage, unauthorized repair, or other cause not within the control of CHANNEL MASTER. Please note that removing the cover of the Unit for any reason voids the warranty. (e) Reception transmission problems caused by signal conditions, telephone line, or cable or antenna systems outside the unit. (f) Damages to, or viruses that may infect your Unit or other devices arising from the use of an unauthorized third party devices in connection with your Unit. (g) Incidental or consequential damages resulting from the product. (Some states (or jurisdictions) do not allow the exclusion of incidental or consequential damages, so the above exclusion may not apply to you.) (h) A product that has been modified or adapted to enable it to operate in any country other than the country for which it was designed, manufactured, approved and/or authorized, or repair of products damaged by these modifications. (i) A product used for commercial or institutional purposes. (j) Access connections (telephone or broadband), including charges from your communications provider.

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