

Why doesn't the converter respond when I press the keys on my remote?

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If this is happening, try the following things:

1. Make sure remote is in cable mode. First press the cable button on the top of your remote. Then try pushing one of the other buttons - volume, channel, menu or guide.
2. Make sure nothing is blocking the remote's view of your converter.
3. Replace the batteries in the remote.

If you need further assistance, please contact your local office at 877.955.SECV or [chat us live](#).
