



FAQ QUESTIONS AND ANSWERS

URC9900

No LED on remote?

Replace batteries with (4) new AAA alkaline batteries. We do not recommend the use of 'rechargeable' batteries in the remotes.

LED blinks when I hit a key, but not twice when I try to program the remote?

TAP the DEVICE (TV, VCR, CABLE, etc.) button and release

HOLD DOWN the SETUP button until TWO blinks - release

ENTER 9-9-2 (two blinks)

TAP the DEVICE (TV, VCR, CABLE, etc.) button TWO times (two blinks)

Now try reprogramming the setup code for your device.

Volume not working on cable box or VCR?

Some cable boxes and VCR's do not have volume functions at all. Be sure that you have your TV programmed to the remote, and use the VOLUME PUNCH THRU instructions in your manual or on the website to duplicate the volume functions on the cable box or VCR.

Volume not working on a CD, cassette, LD, or DVD player?

Many of these devices do not have their own volume control, but depend on an amplifier or receiver for volume. Use the 'KEY MOVER' instructions in your manual or on the website to transfer the volume control.

Not able to directly access channels using numbers (0-9)?

Some cable converters and TV's require the user to hit an ENTER button after the number button to "lock in" the channel. Universal remote requires the same sequence.

CH +/- and PREV CH not working on your RCA TV?

If there are no CH +/- buttons on the front of the TV set, due to RCA design (1983-1987), only the original remote will perform these functions.

Not able to access all the available channels on my TV or VCR?

Many TV's or VCR's require you to 'auto program' the channels if there has been a power failure or other interruption of service. Also, if you are receiving CABLE with out the use of a cable converter, you may have to switch the TV or VCR to CATV mode in order to pick up the signal correctly. The instructions for these are in the manual for your TV or VCR. After finding the correct procedure for your particular device, use the corresponding keys on the remote to duplicate the procedure from your TV or VCR manual.

No picture on TV when using a cable converter?

Be sure the TV is on the correct channel (usually 3 or 4) so it can receive a signal from the cable converter. Remember to ONLY change channels on the cable box or you will lose the signal.

Distance from remote to equipment?

For the best results, remote must be within 12ft. of your equipment before using the remote.

*** URC-9800 IR/RF remote - for best results, "Command Center" box should be within 12 ft. of equipment, at table height. Remote should work through walls up to 50 ft. from "Command Center". Metal in walls, (ex. pipes, heating or air conditioning ducts or metal studs), may affect distance. Experiment with position of the "Command Center" to get the maximum effect.

POWER function not working on VCR, Cassette, CD, LD, or DVD ?

Many of these devices did not have a POWER function on the original remote. To test the code for these, have the player ON, a TAPE or DISC in the player, and test using either the PLAY or STOP function.

POWER function not working on a TUNER or AMPLIFIER?

Some TUNER/AMPS turn ON using one of the INPUT (TUNER, CD, DVD, etc.) buttons with the original remote. If the INPUT button is not on the face of the remote, contact the Customer Service department at HYPERLINK mailto: ofasupport@ueic.com for instructions.

POWER not working on the 0176 TUNER code?

The original remote for this code had separate "ON" and "OFF" buttons. Our remotes have the "OFF" button mapped to the POWER button. You will need to program the 248 code for "ON" to another key using the "KEY MAGIC" instructions for advanced functions.

My VCR does not operate with the setup code provided ?

Some VCR's can be switched from a VCR1 to a VCR2 (or more) mode. This function allows you to use more than one of the same model VCR, (for instance for copying tapes), without accidentally performing a function on both units at the same time. There are separate setup codes for each of the modes on the remote (for instance: RCA VCR 0060/0202 = VCR1/VCR2).

Try all of the codes for the brand of VCR you have to find the one that corresponds to your unit and mode.

VCR not recording?

As a safety feature on our remotes, you must press the REC button two times in order to start recording .

Problems with a TV/VCR combo?

All of the TV/VCR combinations perform POWER, CH +/- , and the VCR functions using a VCR setup code. These will be found in your manual or at our website.

Some TV/VCR combinations need a separate TV code or special programming to get the VOLUME functions. If you are experiencing problems, contact the Customer Service department at HYPERLINK mailto: ofasupport@ueic.com for assistance.

'SLEEP' button on remote not working sleep timer on device?

Remote controls with 'SLEEP' function are programmed to first look for the 'SLEEP' function within the setup code for the device. If there is none there, then the remote will default to the 'built in' sleep timer. Some devices that did not originally have a 'SLEEP' function operate everything else using a setup code that does contain such a function. The remote is obeying it's programming by trying in vain to activate the 'SLEEP' function from the code. It does not 'know' the device is failing to respond so it cannot give up and default to the 'built in' sleep timer.

The URC-8090/9800 'HOME PRODUCER 8' IR/RF remote is not working my device?

If your device uses an RF original remote. Our remotes are designed to operate infra-red controllable equipment. The RF component in the URC-8090/9800 remote is only to extend the distance the remote will work infrared equipment. The remote sends the RF signal to the "command center" box which translates it into IR to operate the equipment. As far as we know, there are no 'universal' RF remotes.

The URC-5061 'One For All 5' remote with the 'Finder' is constantly beeping without using the transmitter?

Your remote is receiving radio frequency signals, possibly from outside your home, that it is interpreting as prompts to activate the 'Finder'. Possible sources for the signals are police/fire/ambulance dispatch stations, airport flight control, or ham radio/CB operators. There is no way to shield the remote from these signals, or disable the 'Finder' without disabling the whole remote. The best solution is to replace the remote with a different model.

The remote does not perform all of the functions of the original using the keys available?

Some of the remotes can be customized using 'advanced function codes' available either through the website or at [HYPERLINK mailto: ofasupport@ueic.com](mailto:ofasupport@ueic.com) .

The code for my device is not in the remote?

New electronic devices are released into the retail market constantly. We are proud to have the largest library of IR codes in the world, but sometimes a remote is on the retail shelf just before a new device becomes available so it's chip doesn't have the brand new code. If you have a new device that is not listed or does not work with the codes provided for that brand, contact us so we can recommend a remote that will operate your device.

What is the warranty on your remotes?

The legally binding limited warranty for your remote is printed in the original instruction manual that came with your remote control. Generally, if your remote does not operate the basic functions of your devices, you can return it to the retailer where it was purchased within the 90 day warranty period. You will need a proof of purchase, (sales receipt), and the remote will have to be in it's original condition (all parts including instruction manual). Individual retailers and municipalities may have more or less stringent rules concerning returns.

We hope that you will take advantage of every opportunity for customer support before you decide to return your remote.

Any questions not covered in the instruction manual or on the website?

Contact us at ofasupport@ueic.com or call 330 450 8609 for assistance.