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MEDIA GATEWAY HARDWARE

Manage the features and configuration of your Media Gateway.

Your Media Gateway is not only the central hard drive for recorded content enabling Whole Home DVR, it is also an advanced cable modem and wireless router supporting WOW! Internet and WOW! Phone. Your Media Gateway will be installed by a WOW! technician but should you decide to change the configuration of your home network, or need to troubleshoot your services, this section will help guide you through working with your Media Gateway.

Getting to Know Your Media Gateway

Media Gateway Front Panel



1. USB

The USB port is not active.

2. POWER LED

Illuminates when the Media Gateway is powered on.

3. DOWNSTREAM LED

Illuminates when your Media Gateway is downloading.

4. UPSTREAM LED

Illuminates when your Media Gateway is uploading.

5. ONLINE LED

Illuminates when your Media Gateway is online.

6. LINK LED

Illuminates when a computer is connected directly via the Ethernet to the Media Gateway.

7. MOCA LED

Illuminates when the Media Gateway is connected to a Media Player.

8. RECORDING

Glow red when the Media Gateway is recording.

9. WIFI LED

Illuminates when the Wi-Fi is on and connected.

10. TEL1 LED

Illuminates when the first telephone line is provisioned and functioning.

11. TEL2 LED

Illuminates when the second telephone line is provisioned and functioning.

12. BATTERY LED

Illuminates when the battery is present and charged.

Media Gateway Back Panel



1. TEL 1/ TEL 2

2. RESET

3. COAX

4. USB

The USB port is not active.

5. eSATA

Where you connect a DVR-certified eSATA external hard drive.

6. CableCARD

7. ETHERNET

8. POWER



Media Player Front Panel

1. IR SENSOR

Infrared sensor.

2. CLOCK

Displays the current time.

3. MENU

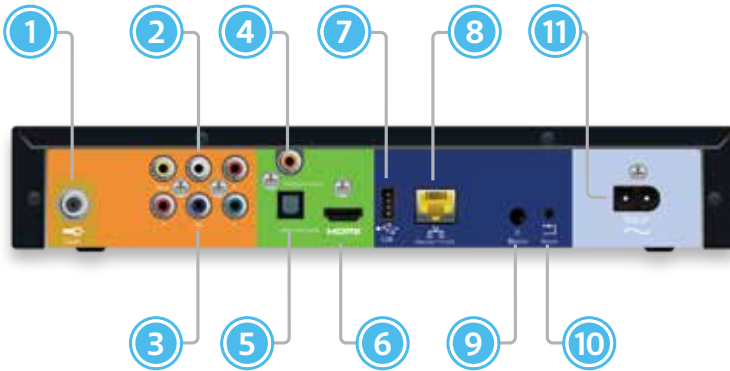
Acts the same as the **MENU** button on your remote.

4. ARROW KEYS/OK

5. USB

The USB port is not active.

Media Player Back Panel



1. COAX

2. COMPOSITE

3. COMPONENT

4. DIGITAL AUDIO COAX

5. DIGITAL AUDIO OPTICAL

6. HDMI

7. USB

8. ETHERNET

9. IR BLASTER

10. RESET

11. POWER

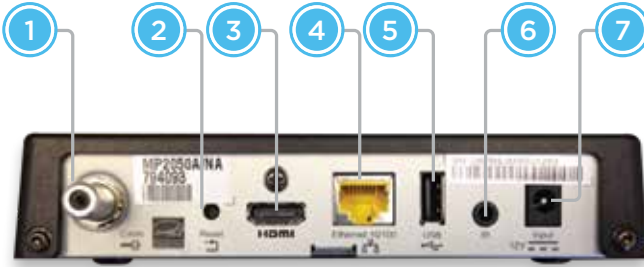
MP 2050 Front



1. POWER LIGHT

2. MOCA LIGHT

MP 2050 Back



- 1. COAX
- 2. RESET
- 3. HDMI
- 4. ETHERNET

- 5. USB
- 6. IR EXTENDER
- 7. POWER



MP 2000



MP 2150



MP 2050

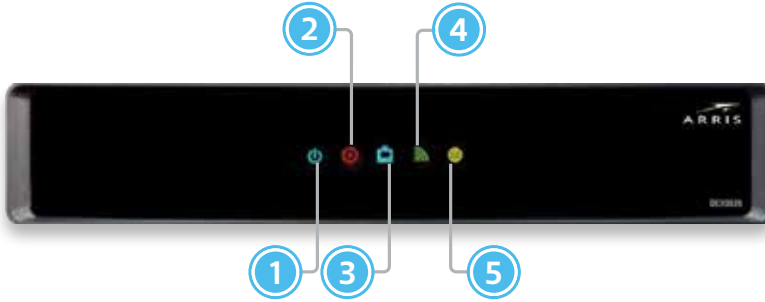


	MP 2000	MP2150	MP 2050
Full HD 3D graphics	✓	✓	✓
HD/SD, MPEG4-10/H.264, MPEG-2	✓	✓	✓
Ethernet connector	✓	✓	✓
USB 2.0 Host ports	2	1	1
F connector (MoCA 1.1)	✓	✓	✓
One HDMI connector (supporting up to 1080p: 24/30/50/60 Hz)	1.3b	1.4	1.4
One IR RC-6 compatible remote control interface output	✓	✓	✓
Reset switch	✓	✓	✓
One set of component video outputs supporting up to 1080i	✓	✓	X
One composite video output with stereo audio outputs for left and right channels	✓	✓	X
One electrical S/PDIF digital audio output	✓	✓	X
One optical S/PDIF digital audio output	✓	✓	X
Navigation buttons – arrows (left, right, up, down), OK, Menu	✓	✓	X
Clock Display	✓	✓	X

DCX3635 and IP815 Hardware Interfaces and General Specifications

The DCX3635 and IP815 support the following standard interfaces on the front and rear panels. The list of general specifications follows the hardware descriptions.

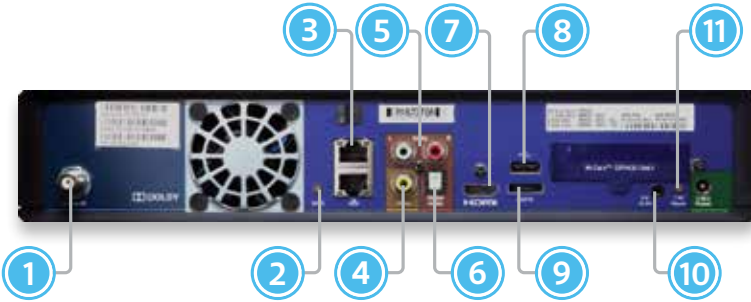
DCX3635 Front Panel



DCX3635 Front Panel Interfaces

- 1. Power
- 2. Record
- 3. Home LAN
- 4. Wi-Fi
- 5. High Speed Data LEDs

DCX3635 Rear Panel



DCX3635 Rear Panel Interfaces

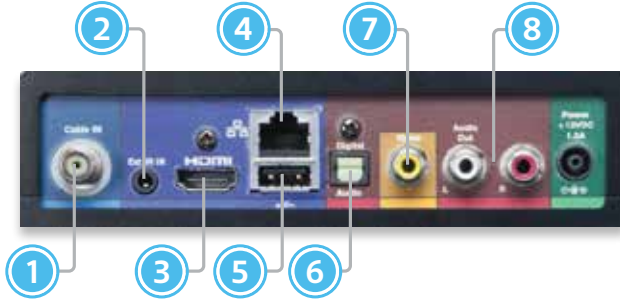
- 1. F-connector for Cable input/ MoCA 2.0
- 2. Cable Modem Reset and WPS Buttons
- 3. (2) 10/100/1000 Ethernet interface
- 4. Baseband composite video output
- 5. L/R audio output
- 6. Optical S/PDIF digital audio output
- 7. HDMI™ 1.4 output
- 8. USB 2.0 Host Type A port
- 9. eSATA interface
- 10. Mini-phone 3.5mm serial port and External IR input
- 11. Cable Modem Reset and WPS Buttons

IP815 Features and General Specifications

IP815 Front Panel



IP815 Rear Panel



IP815 Rear Panel Interfaces

- | | |
|--|---|
| 1. F-connector for Cable input/
MoCA 2.0 | 5. USB 2.0 Host Type A port |
| 2. Mini-phone 3.5mm serial port and
External IR input | 6. Optical S/PDIF digital audio
output |
| 3. HDMI™ 1.4 output | 7. Baseband composite video
output |
| 4. 10/100 Ethernet interface | 8. L/R audio output |

External Hard Drive

The ULTRA hard drive is 500GB and will store up to 300 hours of SD programming or 75 hours of HD programming. You can expand the amount of hard drive storage on your Media Gateway by connecting a DVR-certified eSATA external hard drive.

When you first insert the external drive into the Media Gateway, you'll see a dialog on all connected Media Players indicating that the drive needs to be formatted. You can choose to respond on any Media Player; formatting can take up to 30 minutes, and you will lose any existing content on the drive. You will receive notification when the formatting is complete.

Before you physically disconnect an external hard drive, you must eject it using software. Although the external hard drive is connected only to the Media Gateway, you can eject an external hard drive using any Media Player. To disconnect an external hard drive, from any Media Player, go to the Settings category on the main menu and choose External Hard Drive. Choose disconnect and wait for notification that you may now disconnect the drive. If you disconnect the hard drive, stored content will not be accessible, although it will not be erased from the hard drive. Reconnect the hard drive and ensure that the power is on to access stored programming.

Setting Up Your External Hard Drive:

1. Plug the eSATA connector into the eSATA port on the rear of the Media Gateway.
2. Wait for the confirmation on all of your Media Players that the Media Gateway recognizes the external hard drive. You will receive this confirmation on all Media Players and can respond on any that's convenient.
3. If this is the first time this hard drive has been connected to this system, or if the hard drive is not properly formatted for any reason, the system will ask if you want to reformat the external hard drive. (Reformatting deletes all data on the hard drive). Select yes to confirm the reformatting of the external hard drive.
4. Once the external hard drive is recognized and properly formatted, the scheduler will include the additional space in scheduling decisions.

Disconnecting Your External Hard Drive:

Disconnecting an external hard drive while it is in use (playing a recording or recording a show), can result in corrupting stored data.

1. Manually stop all recordings in progress by selecting the program card in the main menu, and then choosing "stop recording."
2. In the Settings category, select the External Hard Drive card.
3. Select disconnect, and then press **OK**.
4. You may be presented with a message that the drive is still busy. If this happens, please repeat the disconnect process at a later time.

Troubleshooting Your Media Gateway

The lights on the front panel of the Media Gateway provide a quick indication of how ULTRA is functioning.

If your Media Gateway is not performing as expected, these following tips may help. If you need further assistance, please contact WOW!.

- Check that your coaxial cable, power, Ethernet/USB, and Media Gateway connections are tight. If the connection becomes loose at one of these places, you will not be able to send or receive data. Secure the connection.
- Check to see if your Media Gateway is connected to the WOW! network. Look at your Media Gateway and confirm that the lights are correct per the table above.
- If you checked the connections and you are still experiencing problems, press and release the Reset button to reboot the Media Gateway.

Frequently Asked Questions

What if my Internet connection is not working?

If none of your WOW! services are working, there may be a cable outage in your area. Call WOW! at 1-855-4WOW-WAY (1-855-496-9929). If you're WOW! Cable is working but WOW! Internet is not, proceed with the troubleshooting steps below.

What should I do if my cable TV is working but I don't have Internet connection or dial tone?

Reset your Media Gateway by pressing and releasing the reset button once. Be careful not to hold the button down for more than ten seconds as that will cause your router to reset to factory defaults, eliminating any home network configurations you may have set.

What if I reset my Media Gateway I still don't have dial tone?

If you have reset the Media Gateway and still don't have dial tone, check the status of the lights on the front of the Gateway. The Telephone 1 line (and / or Telephone 2 for a second line) light should be solid if the phone is on the hook. If the Telephone light is blinking, check all of your phones to see if one is off hook.

Wireless Network Configuration

When your installer leaves your home after setting up your ULTRA, your network will be configured and functional.

There are a few settings that you may want to alter at some point in the future that are accessible from the Gateway's eRouter website at <http://192.168.0.1>

The default user name to log in to the website is Admin. Your installer should leave you with information about the login password.

You may, at some point, want to change the following settings:

SSID: The default SSID for your router is taken from the Media Gateway serial number on the bottom of the Gateway. You have the option to change the SSID to a more friendly, recognizable name.

Passphrase: The passphrase for your wireless network is printed on the label on the bottom of your Media Gateway. You may want to change this passphrase initially to something more secure. In addition, you may want to change it periodically to maintain security levels.

RF Channel: If you're experiencing interference from a neighbor's wireless network, for example, try changing the RF channel frequency.

If, at any point, you forgot your SSID or passphrase and need to access them to add additional devices to your network, you can use the reset button to reset the router to default settings. See the previous section for details.

Connecting Devices to Your Network

If you are using a wireless network, you will need to enter the SSID and passphrase to connect additional devices. Each device that you connect should have instructions on where to enter this information. For more information on WOW! Home Networking, see the Internet chapter.

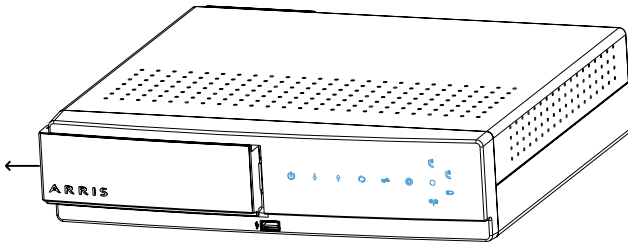
Battery Replacement

Your Media Gateway has a battery that provides up to eight hours of backup power for WOW! Phone in the event of a loss of power. The battery only supports WOW! Phone and will not provide alternate power for cable and Internet services. If the Battery LED is not fully illuminated, your Media Gateway battery needs replacement. When the "Replace Battery" light is illuminated, the battery is not functioning and consequently your phone service will not function in the event of a power outage. When the "Battery Low" light is illuminated, the battery is functioning, but will provide for less time than a fully charged battery in the event of a power outage. It is your responsibility alone and now WOW!'s to regularly check the battery indicator lights located on your EMTA and to immediately replace the battery in the event the EMTA indicates "replace battery" or "battery low." For instructions on obtaining and installing replacement batteries in your EMTA (phone battery), please go to <http://www.wowway.com/> or call **1-855-496-9929**.

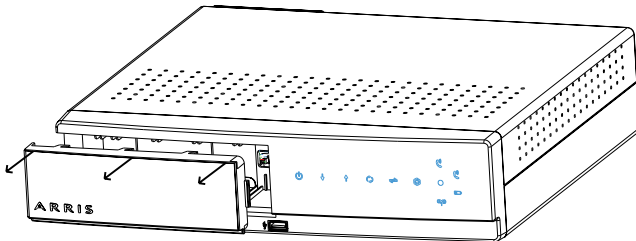
To replace the Media Gateway battery:

1. Remove the Battery Compartment Door

- a. Press your thumbs firmly against the front of the battery compartment door (on the front left side of the Media Gateway where it reads ARRIS). Slide the door slightly to the left until it stops.

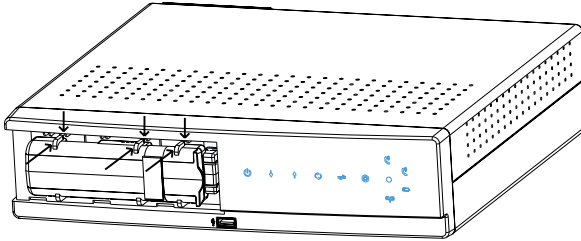


- b. Pull the door straight out toward you to remove it. Use the battery pull strap to dislodge the battery.

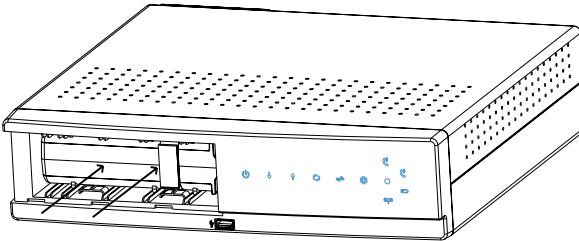


2. Insert New Battery

- a. Hold the new battery pack so that the guides on it align with the slots on the Media Gateway battery compartment. Slide the battery pack partially into the bay until it contacts the two raised stops on the bottom of the battery compartment. **Note:** *The battery pack will not insert completely into the Media Gateway if not oriented correctly.* The battery should slide part way into the bay up to the raised stops with very little resistance.

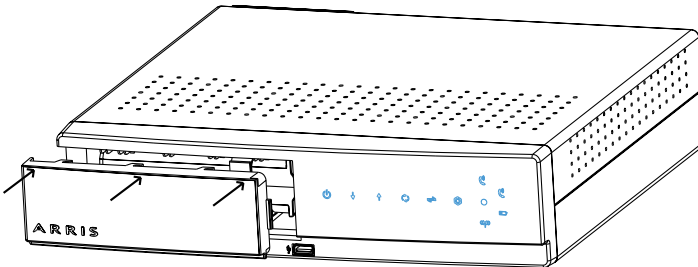


- b. Apply even pressure on both ends of the battery pack with your thumbs until the battery pack slides over the raised stops and snaps firmly into place.

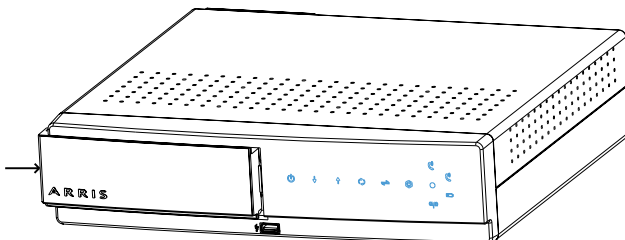


3. Replace the Door

- a. Push the door straight onto the front of the Media Gateway until the tabs on the door insert into the matching slots on the battery compartment.



- b. Slide the door to the right until it closes.

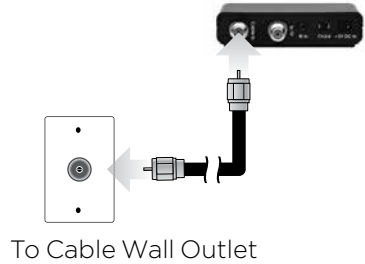


DIGITAL ADAPTER – SELF-INSTALL INSTRUCTIONS

It's simple to install the Digital Adapter. Just follow the five easy steps and you'll be on your way to enjoying the digital experience.

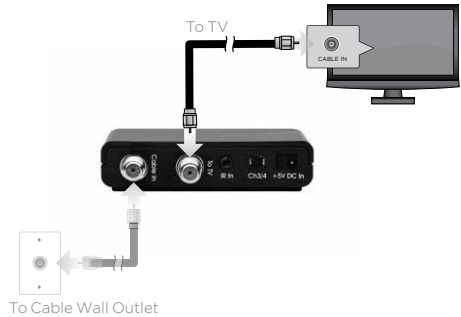
Step A: Connect the Digital Adapter to the cable outlet

1. Find the coax cable that runs from the cable wall outlet to your TV.
2. Disconnect the coax cable from your TV.
3. Connect this cable to the "Cable In" port on the back of the Digital Adapter.
4. Leave the other end of this cable plugged into the cable wall outlet.



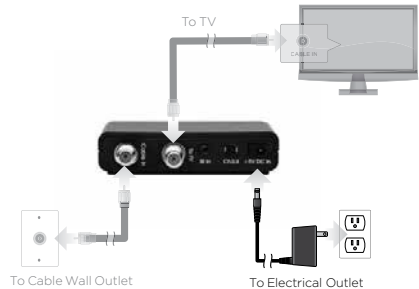
Step B: Connect the coax cable from the Digital Adapter to the TV

1. Take the coax cable provided in your self-install kit.
2. Connect one end to the "To TV" port on your Digital Adapter and connect the other end to the "Cable In" or "RF In" port on your TV.



Step C: Connect the power cord

1. Take the power cord provided in your self-install kit.
2. Connect the power cord to the electrical wall outlet and the "+5V DC In" port on the Digital Adapter.



Step D: Set the channel

1. Turn on your TV and tune it to channel 3 (Channel 4 in Cleveland area).
2. Make sure the channel "3/4" switch on the Digital Adapter is set to the same channel as your TV.

If you don't have a picture after completing the activation steps, you may need to switch your TV and Digital Adapter to channel 4.



Step E: Activating your Digital Adapter

Once you have connected your Digital Adapter(s), they are ready to be activated, which will authorize your Digital Adapter(s) to begin receiving signals from WOW!'s network and send cable channels to your TV. Once your Digital Adapter(s) are activated you will be able to enjoy your WOW! Cable.

All Digital Adapter's must be connected prior to activation.

To activate your Digital Adapter(s), visit www.wowdigitaladapter.com or call 1-888-268-5872.

Programming Your Remote

Use the following instructions to program the remote for a TV and/or Audio device.

1. Turn on the TV you wish to control.
2. Locate the code for your TV among the Manufacturer's Codes on pages E12-E15 of this user manual. Brands are listed in alphabetical order with the most popular codes listed first.
3. Press and hold in the **MENU** and **OK** buttons until the Power button flashes twice and release both buttons.
4. Enter in the first 5 digit code for your brand of device. The Power button will flash twice.
NOTE: If the red light emits one long flash, the remote has timed out or the code was not entered correctly. Repeat steps 3 - 4 entering the same code.
5. Aim the remote at the TV and press the Power key. If the TV turns off you have found the correct code. If the TV does not respond repeat steps 2-5 trying each code listed for your brand of TV. If none of the codes work, refer to "SEARCHING FOR A CODE" on your Universal Remote Control manual.
6. Repeat steps 2 through 5 to program in your Audio device.

Note: Depending on which device(s) you have programmed, the last device programmed will be the volume control source. See "VOLUME CONTROL" on your Universal Remote Control manual to change this setting.

Digital Adapter Troubleshooting

How do I program my VCR to record using a WOW! Digital Adapter?

To record a program using your Digital Adapter and VCR:

1. Set your VCR to record channel 3 (4 in Cleveland) for the time the program is airing.
2. Tune the Digital Adapter to the channel you want to record.

The VCR can only record the channel that your Digital Adapter is tuned to.

To record different programs at different times, you will need to change the channel on your Digital Adapter.

My Digital Adapter takes too long to change the channels. What can you do about that?

We understand that the experience may be different from what you are used to. Unfortunately, there may be a slight delay when you are changing channels as the Adapter works to tune from one digital signal to the next.

My Digital Adapter remote stopped working, loses its programming or won't power off/on.

If your remote loses its programmed codes, try replacing the batteries with high quality Alkaline batteries. When replacing the batteries, try not to push any buttons, and the codes should remain intact.

For a list of Frequently Asked Questions, visit wowway.com.

WOW! Universal Remote Control Codes

Use these codes for the WOW! Remotes (page xii-xv)

For the most current WOW! remote programming, please visit www.wowway.com/referenceguide

SETUP CODES FOR TVS:

A-Mark	1003	CCE	10623	10178, 10171, 11661, 11997, 11963, 11944, 11911, 11905, 11665, 10623, 10282, 10280, 10179, 10177, 10039, 10019	
Accurian	11803	Celebrity	10000	Emprex	11422, 11765
Action	10873	Celera	10765	Encross	10876, 11474
Admiral	10093, 10463, 10179	Champion	11362	Envision	10030, 10813, 11365, 12014, 12087
Advent	10761, 10817, 11933	Changhong	10765	Epson	11122
Adventura	10046	Cineral	10451, 10092	ESA	10812, 10171, 11944, 11963
Aiko	10092	Citizen	10060, 10030, 10092, 10039, 10046, 10056, 10186, 10280, 11669, 11671, 11672, 11935	Fisher	10154, 10159
Aiwa	10032, 10701, 11362, 11955	Clarion	10180	FlexVision	10713
Akai	10812, 11675, 10030, 10672, 11207, 11385, 11676, 11688, 11689, 11692, 11935, 12232	Classic	11984	Fujitsu	10809, 10179, 10186, 10683, 10853
Alaron	10179	Coby	11634, 12306, 12315, 12326, 12340, 12344, 12345, 12347, 12348, 12351, 12560	Funai	10000, 10180, 10171, 10179, 11904, 11963
Albatron	10700, 10843	Commercial Solut.	10047	Futuretech	10180
Alfide	10672	Concerto	10056	Gateway	11755, 11756
Ambassador	10177	Contec	10180	GE	10047, 10051, 10451, 10178, 10021, 10027, 10282, 10747, 11907, 11922
America Action	10180	Craig	10180	GFM	10171, 11665, 11963, 12167
Anam	10180	Crosley	10000, 10054	Gibraltar	10017, 10030, 10019
AOC	10030, 10003, 10019, 10052, 11089, 11365, 11590, 12014, 12087	Crown	10180, 10039, 10672	Go Video	10886, 11823
Aomni	11623	Crown Mustang	10672	GoldStar	10178, 10030, 10019, 10039, 10056
Apex Digital	10748, 10879, 10765, 10890, 11217, 12397	CTX	10700	GPX	10179
Archer	10003	Curtis	11200, 11326, 12352, 12466	Gradiente	10053, 10056
Astar	11531, 11738	Curtis Mathes	10047, 10054, 10154, 10451, 10093, 10060, 10030, 10145, 10166, 11661, 10016, 10039, 10056, 10466, 10747, 11959	Grundig	10672, 10683
Audinac	10180	CXC	10180	Grunpy	10180, 10179
Audiovox	10451, 10180, 10092, 12513, 12413, 11952, 11951, 11937, 11868, 11803, 11769, 11766, 11284, 10875, 10846, 10802, 10713, 10623, 10003	Cytron	11326	H & B	11366
Aventura	10171	Daewoo	10154, 10451, 10092, 11661, 10019, 10039, 10623, 10661, 10672	Haier	11034, 10768, 11748, 12494
Axion	11937	Daytron	10019	Hallmark	10178
Baysonic	10180	Dell	11264, 11080, 11178	Hanns.G	11783
Belcor	10019	Delta	11369	Hannspre	11348, 11745, 11783
Bell & Howell	10154, 10016	Denon	10145	Harley Davidson	10179, 11904
BenQ	11032, 11315	Diamond Vision	11996, 11997	Harman/Kardon	10054
BGH	10876	Digistar	11565	Harvard	10180
Blue Sky	11254	Digital Lifestyles	11765	Haverm	10093
Bradford	10180	Disney	11665, 12152	Hewlett Packard	11494, 11088, 11089, 11101
Brilliant	11007	Dumont	10017, 10019	Himitsu	10180
Brockwood	10019	Durabrand	10463, 10180, 10178, 10171, 11034, 10003, 11665	Hisense	10748, 11314, 11660, 12089, 12355
Broksonic	10236, 10463, 10003, 11905, 11911, 11935	Dwin	10747	Hitachi	11145, 10145, 10016, 10056, 10096, 10679, 10797, 11345, 11904
Byd:sign	11309	Dynex	12049, 11463, 11758	HP	11494, 11088, 11089, 11101
C&M	10700	Electroband	10000	Hyundai	10849, 11219, 11294
Cadia	11283	Electrograph	11755, 11623	I-Inc	11746
Candle	10030, 10046, 10056, 10186	Electrohome	10463, 11670, 11672		
Carnivale	10030	Element	11687, 12183		
Carver	10054	Emerson	11864, 10154, 10451, 10236, 10463, 10180,		
Casio	11205				

iLo	11286, 11603, 11665, 11684, 11990
Infinity	10054
Initial	11603, 11990
Insighnia	12049, 11423, 10463, 10171, 11204, 11326, 11385, 11517, 11660, 11785, 11892, 11963 12417
Inteq	10017
IURTiRIS	12189
IRT	10451, 11661
IX	10877
Janeil	10046
JBL	10054
JCB	10000
JCM	12189, 12256
Jensen	10761, 10817, 11299, 11326, 11933
JVC	10463, 10053, 10731
Kaypani	10052
KDS	11687
KEC	10180
Kenwood	10030, 10019
Kioto	10054, 10706
KLH	10765
Kloss	10046
KMDS	12278
Konka	10632, 10638, 10707, 11385, 11939
Kost	11262
Kreisen	10876, 11474
KTV	10180, 10030, 10039, 10280
LG	11423, 10017, 10178, 10030, 10056, 10700, 10856, 11178, 11325, 11934
LiteOn	10088
Lloyd's	11904
Logik	10016
Luce	11031
Luxman	10056
LXI	10047, 10054, 10154, 10178, 10747
M&S	10054, 10236
MAG	11678
Magnavox	11454, 11755, 10054, 10051, 10030, 10171, 10706, 12597, 12372, 11990, 11963, 11944, 11931, 11904, 11525, 11365, 11254, 11198, 10802, 10386, 10187, 10186, 10179, 10096, 10020
Magnin	11907
Majestic	10016
Marantz	11454, 10054, 10030, 10854, 11398, 11714,

Matsushita	10250
Maxent	11755, 11211, 11714, 11757
MB Quart	11868
Megapower	10700
Megatron	10178, 10145, 10003
Memorex	10154, 10463, 10150, 10178, 10016, 10179, 10877, 11665, 11670, 11892, 11911, 11924
MGA	10150, 10178, 10030, 10019, 11907
Micro	11436
Midland	10047, 10017, 10051, 10039, 10747
Mintek	11603, 11990
Minutz	10021
Mitsubish	11250, 10093, 10150, 10178, 10019
Monivision	10700, 10843
Motorola	10093
MTC	10060, 10030, 10019, 10056,
Multitech	10180
NAD	10156, 10178, 10056
Nakamichi	11493
Naxa	11998
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Adcom	31100
Bose	30674
Denon	32134
GE	30078
Marantz	31892
Optimus	30395, 30823
Pioneer	30823
Polk Audio	32242
RCA	30823
Realistic	30395
Sony	30689
Soundesign	30078
Wards	30078
Yamaha	30354

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ADC	30531
Aiwa	30158, 30189, 30121, 31089, 31388, 31641
Akai	31512
Alco	31390
Altec Lansing	32595
AMC	31077
Amphion Media	31563
AMW	31563
Anam	31609
Apex Digital	31257, 31430, 31774
Arcam	31189, 30189
Audiotronic	31189
Audiovox	31390
B & K	30820
Bose	31229, 31841, 31933
Cambridge Sound	31370
Capetronic	30531
Carver	31189, 30189, 30121, 31089
Coby	31389
Curtis	30797, 31389
Daewoo	31250
Denon	32857, 31360, 30176, 31142, 32279
Dynex	32971
Electrohome	32026
Fisher	31801
Garrard	30463
Gateway	31517
Harman/Kardon	30110, 30189, 30891, 31306, 32443
Hitachi	31273, 31801
Insignia	31030, 31077, 31751, 31893, 32126, 32169, 32175, 32929, 32966, 32472
Integra	31805, 30135, 31298
iSymphony	32018, 32258, 32442
JBL	30110, 31306
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Kenwood	31313, 30077, 30186
KLH	31390, 31412, 31428
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Polk Audio	30189, 31289
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Altec Lansing	32720
B&W	32441
Denon	32502
Samsung	32609
Vizio	32454, 32695
Yamaha	32021, 32458
ZVOX	32332