

Guide Plus+ Reset & Diagnostic Procedures

Factory Diagnostic

The diagnostic performs five different test on the Guide + system. The five tests are **ROM, RAM, VBI, Glink** and **IR** tests. The **ROM** and **RAM** tests verify the proper operation of the memory IC's in the module. If one of these tests fail, the module will have to be replaced. During the VBI test, ***the set must be tuned to a channel in that area that contains Guide+ data.*** If not tuned to a channel that contains Guide+ data, the unit will always fail the VBI test, however this does not mean that the module is defective. The Glink test is used to test the special retail demonstration fixture. It also will fail unless the "Glink fixture" is connected (intended for used in retail store displays only). The IR test is for verifying the operation of the IR Blaster. The IR Blaster is used for operation with cable boxes and VCR's. The IR Blaster test always fails if not plugged in.

To Enter the Factory Diagnostic Mode:

Gemstar 4 Models (Mono Sets)

1. Press "Menu" on remote.
2. Press "6" on remote. (TV Guide Plus+ Menu option)
3. Press "1" on remote. (Guide Plus+ Setup option)
4. Press "Go-Back" on remote.
5. Press "Info" on remote. Set begins testing procedure.
6. Press "Clear to exist test.

Gemstar 4 Models (Stereo Sets)

1. Press "Menu" on remote.
2. Press "7" on remote. (TV Guide Plus+ Menu option)
3. Press "1" on remote. (Guide Plus+ Setup option)
4. Press "Go-Back" on remote.
5. Press "Info" on remote. Set begins testing procedure.
6. Press "Clear to exist test.

All Other Guide+ Models (Mono Sets)

1. Press "Menu" on remote.
2. Press "6" on remote. (TV Guide Plus+ Menu option)
3. Press "1" on remote. (Guide Plus+ Setup option)
4. Press "Go-Back" on remote.
5. Press "TV" on remote. Set begins testing procedure.
6. Press "Clear to exist test.

All Other Guide+ Models (Stereo Sets)

1. Press "Menu" on remote.
2. Press "7" on remote. (TV Guide Plus+ Menu option)
3. Press "1" on remote. (Guide Plus+ Setup option)
4. Press "Go-Back" on remote.
5. Press "TV" on remote. Set begins testing procedure.
6. Press "Clear to exist test.

Note: The factory diagnostic test **does not** clear the channel map or program listings from the module.

Factory Rest

The **“Factory Reset”** places the module back to the original factory setting. This includes resetting or clearing any and all channel mapping and/or program listing data. If the procedure below is performed, a complete setup and download of both the channel map information and the program listing data will be necessary. A full download can also be performed using the **Guide+ Factory-Loop Tape** in a much shorter period of time. If the download test tape is unavailable, performing a Reset of the system could mean an overnight wait to determine if the problem is resolved.

To Reset the Module:

Gemstar 4 Models (Mono Sets)

1. Press “Menu” on remote.
2. Press “6” on remote. (TV Guide Plus+ Menu option)
3. Press “1” on remote. (Guide Plus+ Setup option)
4. Press “Go-Back” on remote.
5. Press “9” on remote.
6. Press “9” on remote. Instrument immediately clears settings.
7. Press “Clear” on remote to exit test.
8. Unit must be setup again and allowed to obtain a complete download. The download test tape can be used to test the system.

Gemstar 4 Models (Stereo Sets)

1. Press “Menu” on remote.
2. Press “7” on remote. (TV Guide Plus+ Menu option)
3. Press “1” on remote. (Guide Plus+ Setup option)
4. Press “Go-Back” on remote.
5. Press “9” on remote.
6. Press “9” on remote. Instrument immediately clears settings.
7. Press “Clear” on remote to exit test.
8. Unit must be setup again and allowed to obtain a complete download. The download test tape can be used to test the system.

All Other Guide+ Models (Mono Sets)

1. Press “Menu” on remote.
2. Press “6” on remote. (TV Guide Plus+ Menu option)
3. Press “1” on remote. (Guide Plus+ Setup option)
4. Press “Go-Back” on remote.
5. Press “Who” (or Input) on remote
6. Press “Clear” to exit test.
7. Unit must be setup again and allowed to obtain a complete download. The download test tape can be used to test the system.

All Other Guide+ Models (Stereo Sets)

1. Press “Menu” on remote.
2. Press “6” on remote. (TV Guide Plus+ Menu option)
3. Press “1” on remote. (Guide Plus+ Setup option)
4. Press “Go-Back” on remote.

5. Press “Who” (or Input) on remote
6. Press “Clear” to exit test.
7. Unit must be setup again and allowed to obtain a complete download. The download test tape can be used to test the system.