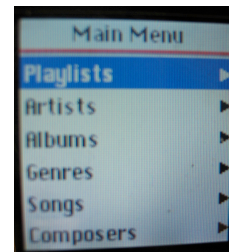


## Using The TuneView Remote

Once the Keyspan TuneView remote and dock are communicating with each other, you will be able to see the TuneView **Main Menu**.

The **Main Menu** contains the following static menus:

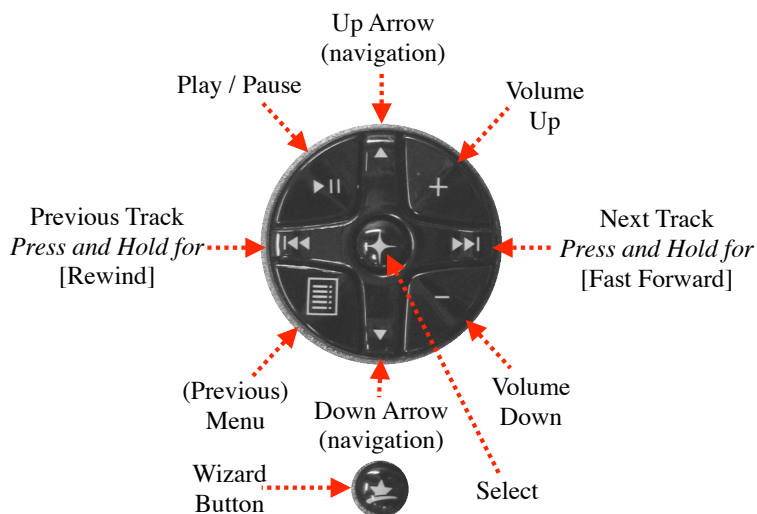
- **Playlists**
- **Artists**
- **Albums**
- **Genres**
- **Songs**
- **Composers**
- **Audiobooks**
- **Podcasts**
- **Setup**



**Note:** You will see all of these menus regardless whether your iPod contains certain categories. The Main Menu is static and does not change whereas subsequent menus and screens are dynamic.

## Using The TuneView Remote

The Keyspan TuneView for iPod includes an unique **9-Way** button and a **Wizard** button.



You will use these buttons to navigate the TuneView interface.

<b>Up / Down Arrows</b>	Use to scroll up/down menus
<b>Select</b>	Use to select a choice
<b>Play/Pause</b>	Use to play/pause current file
<b>Menu</b>	Use to return to previous menu
<b>Volume Up / Down</b>	Use to change volume
<b>Next Track</b> [Fast Forward]	Press once to go to next track/chapter Press and Hold to fast forward
<b>Previous Track</b> [Rewind]	Press once to go to previous track/chapter Press and Hold to rewind
<b>Wizard</b> button	The <b>Wizard</b> button will display a dynamic menu based on what you are currently doing. While browsing songs, the <b>Wizard</b> button will let you jump to the beginning, middle, or end of a list. For details about the <b>Wizard</b> button, see the <b>Wizard</b> button information later in this section.

## Setup Menu

The Setup Menu (located in Main Menu > Setup) allows contains the following settings.

- English (Default)
- Spanish
- French
- German
- Shuffle Tracks/Albums/Off
- Repeat Tracks/All Tracks/Off
- Scroll Thumb Off/On (Default is On)
- Firmware

## Language Settings

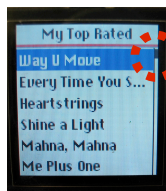
The TuneView Remote menu system can be displayed in **English** (default setting), **Spanish**, **French**, and **German**. You change this by selecting your desired language within the **Setup** menu (navigate to **Main Menu** > **Setup** > ). *The factory setting is English.*

## Shuffle Settings

You can set your shuffle settings to OFF/Tracks/Album. This change is made on your iPod and will remain after remove your iPod from your dock. You can then change your iPod's shuffle setting via your iPod's **Settings** menu (Main Menu > **Settings** > **Shuffle**).

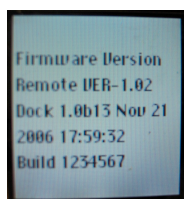
## Repeat Settings

You can set your repeat settings to OFF/Tracks/All Tracks. This change is made on your iPod and will remain after remove your iPod from your dock. You can then change your iPod's repeat setting via your iPod's **Repeat** menu (Main Menu > **Settings** > **Repeat**).



### Scroll Thumb Settings

By default, the TuneView display a Scroll Thumb to the right of the TuneView screen to indicate position within a list. You can turn off the scroll thumb via the **Setup** menu (navigate to **Main Menu** > **Setup** > ). *The factory setting is On.*



### Firmware

You can view your TuneView Remote and TuneView Dock firmware by accessing the Firmware command (navigate to **Main Menu** > **Setup** > **Firmware**). Please note that the remote and dock each have their own firmware. As Apple releases new iPods, Keyspan may update the TuneView firmware to take advantage of new feature or to fix bugs. Information about firmware updates will be posed on Keyspan's website.



### The Wizard Button

The yellow dog jumped over the gray fox. The yellow dog jumped over the gray fox. The yellow dog jumped over the gray fox. The yellow dog jumped over the gray fox.



- Go To Start
- Go To Middle
- Go To End
- Mute ON/OFF
- Mode: TuneView / iPod
- Sleep

### About TuneView / iPod Modes

By default, your TuneView is set to **TuneView mode**. In this mode, the TuneView product controls your iPod via the Dock Connector. All information is sent to the TuneView remote which retains exclusive control of your iPod. In this mode, the iPod's controls (ie click wheel) are not available. You can switch the control mode to **iPod mode**. In **iPod mode**, your remote will control your iPod but your iPod will not send any information to the TuneView remote's screen. When **iPod mode** is turned on, your TuneView remote will display the **iPod controls enabled. TuneView operating in Simple Remote Mode** message. When in **iPod mode**, you can switch back to TuneView mode by hitting the Wizard button and changing the **Mode** setting.

## Troubleshooting

If you are having problems with your TuneView Remote, this section provides troubleshooting information that will assist you in troubleshooting your TuneView for iPod.

### Sync Your Remote To Your Dock Reset To Factory Settings

If you are having communications issues, issues with other TuneView products, or if you need to reset to factory settings, please do the following:



#### Step 1:

On the TuneView Remote, press and hold the **Wizard** button and the **Up Arrow** button at the same time. This will reset your remote and an animated red lighting bolt will appear on the remote's screen.

#### Step 2:

On the TuneView Dock, locate the **Pair With Remote** button on the bottom of the dock. Press this button with a paper clip (or similar object). This will cause the dock's Status light to blink rapidly. At this point, your dock is ready to pair/sync with the first remote it detects.

#### Step 3:

On the TuneView Remote, press any button. The animated red lighting bolt will disappear when communication has been established with the dock.

If you have any problems with this process, contact Keyspan support.

### Menu Navigation Is Sluggish / Range Issues

The TuneView for iPod has a range of 150 feet in open space. This distance may be reduced by the remote and dock's signal traveling through walls and other solid objects. As you get to the limits of your remote control's range, your remote control navigation performance may appear to be sluggish or sporadic. If this happens, move close to the TuneView dock.

### No Audio

If you do not hear audio coming from the TuneView dock while your TuneView remote shows that a song is playing, please try a different audio cable if one is available. You can also connect the audio cable directly to your iPod to rule out the iPod as the source of the problem. Also, press the Wizard button to make sure that **Mute** is set to **Mute Off**.

#### Note:

You cannot connect headphones to the TuneView dock's line out port as this power is designed for use with external speakers (and not headphones)

### **Error Message - iPod Busy**

The error message, **iPod Busy**, indicates all of the following:

- the Keyspan remote is communicating with the Keyspan dock
- that your Keyspan dock has attempted to communicate with the iPod
- your iPod's has told the Keyspan dock/remote that it is communicating directly with someone else (ie your computer if the TuneView dock is connected to your computer)

If you see this error message, your TuneView dock/remote will not be able to communicate with your iPod.

If the **iPod Busy** message never goes away, please contact Keyspan support.

### **Error Message - iPod Not Connected**

The error message, **iPod Not Connected**, indicates that the TuneView dock does not detect an iPod connected to it. Disconnecting and reconnecting the iPod may provide a better connection.

If the **iPod Not Connected** message never goes away, please contact Keyspan support.

### **Message - Starting Player**

The message, **Starting Player**, may appear temporarily while the Keyspan remote / dock communicates with your iPod. In most cases it will not appear or it will only appear momentarily. If this message never goes away, please contact Keyspan support.

### **Message - iPod Controls Enabled. TuneView Operating In Simple Remote Mode**

The message, **iPod controls enabled. TuneView operating in Simple Remote Mode**, indicates that TuneView is in iPod mode. In this mode, the TuneView remote controls the iPod's screen. When in **iPod mode**, you can switch back to TuneView mode by hitting the Wizard button and changing the **Mode** setting.

## Support Information

If you require assistance with any Keyspan product, you may contact us by one of the following ways:

### Support Options (US Based)

**WEB/EMAIL:**

<http://www.keyspan.com/support/>

**PHONE** (Tech Support Line):

+1.510.222.8802

**HOURS OF OPERATIONS:**

Monday-Friday 9am to 11:45am

Monday-Friday 1pm to 4:45am

**FAX:**

+1.510.222.0323

### International Support Options

If you live outside of the United States and require assistance with your Keyspan product, please contact the Keyspan's distributor in your country for technical support in your language. For a list of Keyspan's international distributors, please visit our international web page at:

<http://www.keyspan.com/wheretobuy/international/>