

FAQS

What does the U in uDTA stand for?

The U stands for universal meaning it is compliant with Motorola and Cisco compatible security.

Since the Comcast Wall Mount is an HD uDTA will it work with an SD TV?

The Comcast Wall Mount will work on both SD and HD TV's.

Does the Comcast Wall Mount need to be mounted to the wall?

Yes, the design of the Comcast Wall Mount is made to replace the current wall plate.

Can a modem or advanced STB be fed from the Comcast Wall Mount?

Yes, the Comcast Wall Mount has a bypass port allowing it to serve additional devices.

Is the Comcast Wall Mount an addressable STB?

Yes, the Comcast Wall Mount is a fully addressable STB.

What is the length of the power cord?

Six feet.

Is the remote a universal remote?

The remote is universal in that it will operate the TV and Comcast Wall Mount HD uDTA unit.

How far will the RF remote control work?

RF will work through doors and walls once it is paired with the Wall Mount. Distance up to 10-15 ft.

How many remotes can pair with the Comcast Wall Mount?

Up to 5 remotes can pair with the Comcast Wall Mount, once the sixth remote is added the first remote will be disabled.

Can the Comcast Wall Mount work with just the remote control in IR mode?

Yes, either IR or RF mode on the remote control is supported to operate the Comcast Wall Mount.

Can I unpair the remote control from the Comcast Wall Mount?

Yes, there is a code that will unpair the remote control with the Comcast Wall Mount.

What does the reset button do?

It is essentially a power cycle that allows the box to recycle and reboot without losing any settings.

Can one remote control operate multiple Comcast Wall Mount units?

Once a remote is paired and RF mode, it will only control the Comcast Wall Mount it is paired with. In IR mode, one remote can control multiple boxes that receive the IR signal.

How do I tell if the remote control is in RF mode?

The remote control LED will display "green" when any key is depressed

Can the Comcast Wall Mount be painted?

No, it has ventilation requirements that will not allow for paint to cover ventilation holes.

Can I use a longer HDMI cable?

Yes, the Comcast Wall Mount will support HDMI cables from 3 feet long to 8 feet long

Can I use a longer bottom security screw to secure the unit to the wall?

Yes, a longer security screw can be used but the unit only comes with a 2 inch Philips head screw and white security plug.

