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How to Contact the Help Desk

VERO 24 HOUR HELP DESK
Phone: 970-230-8376
Hit Option 2
Then hit option 1 for Tech Support
Or hit option 2 for Billing Support
Email: support@verobroadband.com
Chat: Coming Soon

How to Pair a TV Remote

In terms of pairing a new Remote Control Unit (RCU) to a Set Top Box or TV Puck (STB) that had a previous RCU paired (or in the case of a lost RCU), you need to do the following with the new RCU:

1. **Put batteries in the brand new RCU**
2. **Point the RCU at the STB and press the back button**
3. **You should be prompted with the pairing screen**

Please let us know the Serial Numbers and version of any STBs you do not see the above happening for with a new RCU.

I'm working on getting you a soft copy of the user manual for the FORCE 1 STB.

How to Upgrade Internet Services

<https://www.veronetworks.com/shop#enteraddress>

Enter your address.

verify the location on the map.

Then you can order Internet Upgrades

How to Upgrade TV Services

To order TV Upgrades - Call VERO directly, the TV Packages have not been loaded onto the new upgrade platform yet.

Sales (970) 230-8376

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bpachak@verobroadband.com