

Technology. All the Way Home.

Digital TV Instructions

Welcome to your new Digital TV system. This instruction guide will help you get the most out of your new Digital TV system. We work hard every day to bring you the best TV viewing experience – thank you for your support.

Please call us at 845-2101 if you have any questions about using your new system.

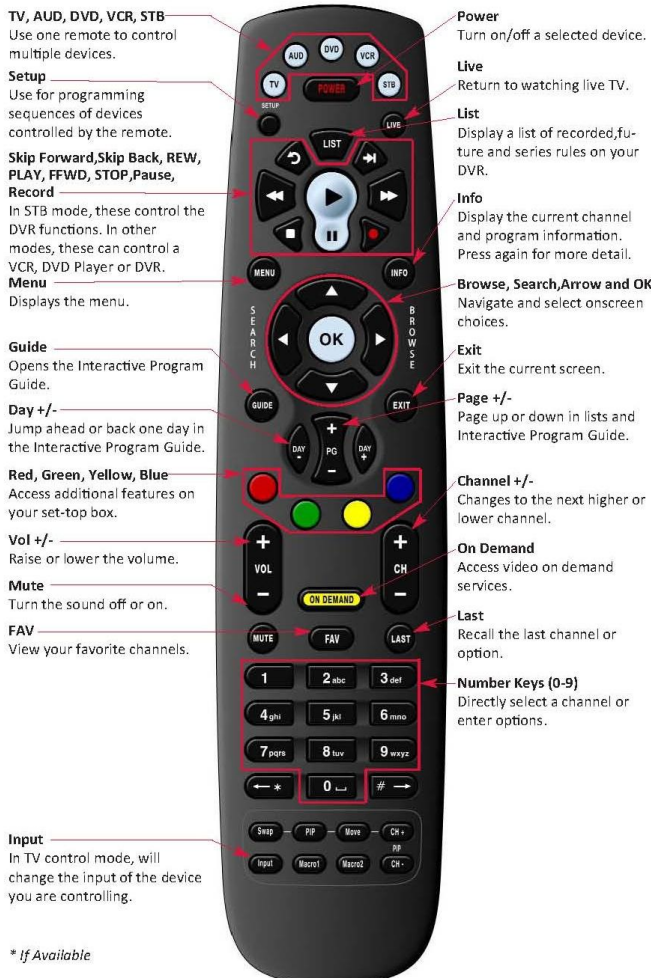
Your Account number is: _____

Your PIN is: _____ (This PIN is used for changing settings and parental controls. You can change this PIN to any number you choose.)

Your Remote control code is: _____ (This is the code that your remote uses to operate your TV)

The Remote

Control the Remote



Key Functions Setup	Use to program your remote to operate your TV, VCR, DVD Player, etc. See the remote control's user guide for programming codes.
Device controls (TV, AUD, DVD, VCR, STB)	Determines which device the remote control will operate.
Numeric keypad	Enter specific channel numbers and PINs.
OK	Confirm selection.
System controls	VOL +/- Control volume CH +/- Change channels. LAST Return to last channel viewed. INPUT Change input mode for TV.
Direct Access buttons	GUIDE Display detailed program feature listings. EXIT Return to previous screen. INFO Display basic details for selected program. MENU Display system Menu; access system features.
Navigation arrows	Move the on-screen highlight, up/down, left, and right. Use OK to confirm selection.

Turning the System On

Your new remote will operate both your regular TV and the digital receiver box. The device buttons on the top of the remote tell it which device to operate. With this digital TV system, the TV button will only need to be pressed when turning the TV on and off or to change the TV input. (Not to change Digital TV channels.) ** You will know if the digital receiver is on if the red light on the front of the receiver is on.)

The Digital TV system uses the silver-colored digital receiver to convert the incoming signal to your TV. The Digital TV channels are changed in the digital receiver, not on the TV. Therefore the TV needs to be set the correct input to receive a signal from the digital receiver.

There are several options for inputs for your TV, depending upon how your installation was completed. Your TV may need to be set to a specific channel, or to a specific input.

The TV in your:	Needs to be set to:



To watch TV:

1. Press "TV" then press "POWER" to turn TV on. Press "STB" then "POWER" to turn the Digital receiver on. The remote will operate the Digital receiver to change channels
2. If the red light on the digital receiver is not on, press "STB" then "POWER" again.

To turn the TV off:

1. Press "TV" then "POWER." To turn off Digital receiver, press "STB" then, "POWER." The red light on the receiver will go off.

If the TV is on, and the red light on the digital receiver is lit, but you still don't see a picture, you're TV is set to the wrong input. To change your TV's input, press the input button on your TV's regular remote or on the front of the TV until the picture appears. You may have to change the TV's channel to 3.



Navigating Channels with the Remote

There are several ways to change the channels with the digital system:

- Type the number of the channel you want to watch on the numeric keypad, the system will then change to that channel.
- Use the Channel +/- buttons to move through the channel lineup.
- Press Guide, then use the navigation arrow keys to move the on-screen highlight to the channel you want to watch. Once the channel is highlighted, press **OK** on the remote to view the channel.
- Press the navigation arrow keys up or down while watching a program to see what is showing on the other channels while watching the current show. When you see the channel/program you want to watch, press **OK**.

How to Listen to the Digital Music Channels

The Music channels are accessed by typing in any of the desired music channel numbers. Example – typing 200 on the remote takes you to the first music channel, once you are in the music mode, you can use the guide to view all music channels or just channel up or down through the 30 music channels. To return to regular TV type a channel number of regular TV programming such as 149, you will then be back to normal TV.

Guide

The Digital TV Guide contains detailed information for current and 14 days of future listings as well as a search function for locating favorite programs. The on-screen guide automatically updates so you never need a TV guide or a channel lineup.

Pressing **GUIDE** on the remote accesses detailed information for the selected entertainment feature. Use the navigation arrows to search through the guide, when the show you want to watch is highlighted, press **OK** to watch the show.

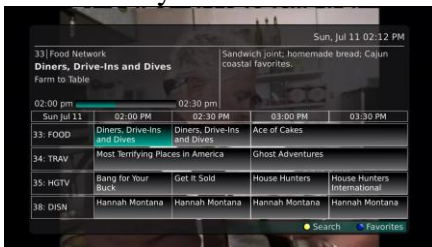
NOTE: Pressing **GUIDE** on remote is only way to access the guide.

Viewing Program Information

1. Press **GUIDE** to access the DTV Guide.

■ Use the navigational arrow keys to browse programs.

The Guide advances in 30 minute increments displaying future programming; a highlight appears around a selected channel. Press **Page + or** – to page up or down in lists and Guide. Press **Day + or** – to jump ahead or back one day in Guide.



2. Highlight a program.

3. Press **OK** to change to the channel or press **INFO** to display program information including a synopsis of the show and the actors. Press **INFO** again to clear information and return to the guide.

Autotune and Reminders

Setting Autotune and reminders

The system will remind you that a show you want to watch is now on.

1. Press **GUIDE** to access the DTV Guide.

2. Highlight a future program by scrolling to the right with the **Navigation arrows**, when the program you want to be reminded of is highlighted, press **OK**.

3. The Select Recording page appears. Select **Reminder**. Then select type of reminder (**One-time**, **New Airings Only**, **All Airings**). Choose the preferred event time by using the **Navigation arrows** to select a time period from 1 to 15 minutes. Select **Yes** or **No** for Autotune. Choose **Create Reminder**.
4. If you selected Autotune, the system will change you from any show you are watching to that channel where the reminder was set when that show starts.

Executing Reminders

When watching DTV, an Autotune reminder changes the station to your desired program for you, when the system does so, you have two options:

- Click **OK** to accept.
- Select **Dismiss** to ignore.

Favorites Lists

With access to hundreds of channels you can create, edit, and delete a list of your most frequently viewed and favorite channels.

Creating Favorites Lists

1. Press **MENU** on the remote. The Main menu displays.
2. Select **My TV**, then **Edit Favorites**.
3. Scroll right with **Navigation arrow** to select **New List**, peruse the list of channels using up and down with the **Navigation arrows** and **OK** to either select or deselect each channel. Press the **yellow button** and use the keyboard to name the list. Select **Submit**, then press the **blue button** to save the list. Press **Exit**.

Renaming Favorites

1. Press **MENU** on the remote. The Main menu displays.
2. Select **My TV**, and then **Edit Favorites**.
3. Choose the list to rename by scrolling right using the **Navigation arrow** to select the Favorites list to edit. Peruse the list of channels to either select or deselect each channel.
4. Select the **yellow button** to **Rename**. The on-screen keyboard appears.
5. Use the on-screen keyboard to change the name (from 1 to 10 characters).
6. Select **Submit**. The **Rename** dialog box closes. The **Edit Favorites** screen is updated and reflects the new name.
7. Press **Exit**.

Deleting Favorites

1. Press **MENU** on the remote. The Main menu displays.
2. Select **My TV**, and then **Edit Favorites**.
3. Press the **green button** for **Actions** and select **Delete List**.
4. The Favorites screen is updated and reflects the removed Favorite.
5. Select **Exit**.

Using Favorites

To view your newly defined Favorites list, press **FAV** to see the different favorite lists, then arrow up or down to find the name of the list and press **OK**. Or press the Guide button and then the blue button until your Favorites list appears at the bottom left-hand corner of the screen. You can create several Favorites lists. The default lists are **All** (displays all available channels) and **Subscribed** (displays those channels that you are currently subscribed to). If you exit this screen while a favorites list is selected, you are in favorites-mode using the selected list. To return to All, press **FAV**. Use the up or down arrows to locate All and press **OK**. Select **Exit** to leave.

The current Favorites list is displayed in the lower left hand corner of the screen. To change to other favorites lists, press FAV, arrow up or down to find the list and press OK.



Personal Identification Number

Your PIN is used to set parental controls for TV programs and movie ratings. When required, an onscreen message requests entering the PIN using the remote. As a security measure, asterisks appear as numbers are entered. If the wrong PIN is entered, a message prompts re-entry.

PINs

The PIN number at the beginning of this guide is used until you change your PIN:

- **Ratings PIN**—The Ratings PIN allows you to set parental controls, set your system display language and audio language. You can change your PIN with the following directions.
- **Purchase PIN**—N/A.

Changing the Ratings PIN

1. Press **MENU** on the remote.
2. Select **My Settings**, and then **Parental Control**.
3. Select **Change PIN**.
4. Enter numbers using the remote to change the Ratings PIN. (The Purchase PIN is not applicable.)
5. Click **OK** and **Exit** to complete the PIN modification and return to the Menu. A confirmation message appears; after a few seconds, the system returns to the Menu.

Parental Controls

Parental Control ratings determine accessible DTV programs. The system blocks restricted programs from being viewed and/or displayed in the DTV Guide, according to preset parental control settings. Parental Guidelines for television programs contain two parts: an age based rating indicating the age group for which a particular program is designed, and a content-based rating indicating program material. Some key letters and definitions found in TV ratings include:

- **V** = Violence
- **S** = Sexual Conditions
- **L** = Coarse or crude indecent language
- **D** = Suggestive dialog
- **FV** = Fantasy violence

Overriding Parental Controls

When a restricted program is accessed, a Parental Control Override screen appears. The override feature allows a valid PIN to temporarily extend the parental control rating. An override applies only to the current show and continues for the duration of the television program.

Rating Meaning

TV-Y	All Children
TV-Y7	Directed to Older Children
TV-G	General Audience
TV-PG	Parental Guidance Suggested

TV-14 Parents Strongly
Cautioned

TV-MA Mature Audience Only

Setting Parental Controls

Use Parental Controls to set maximum viewable ratings for movies and TV programs, as well as prevent unrated TV shows from displaying. A valid PIN is required to alter Parental Controls. The system uses TV Parental Guidelines and MPAA ratings for movies to control viewing of inappropriate shows.

These ratings give parents more information about content and age-appropriateness of TV shows.

1. Press **MENU** on the remote.

2. Select **My Settings**, and then **Parental Controls**. The Enter PIN dialog box appears.

3. Enter your PIN.

4. Select options for the following:

■ **Enable Parental Controls**- Select Yes or No to activate Parental Control features throughout the system.

■ **MPAA Ratings** - Control viewing of programs below the selected MPAA ratings level (PG 13 etc.).

■ **VCHIP Ratings** - Control viewing of programs below the selected VCHIP rating level (TV-14 etc.).

NOTE: Not all TV programs and movies are rated. To prevent unrated programs from being accessed, set Parental Controls accordingly.

■ **Lock Shows Unrated** - Select Yes or No to restrict viewing of shows that are not assigned a rating.

■ **Show Titles**- Select Yes or No to Display titles exceeding parental control levels.

■ **Hide Channels**- Select Yes or No to remove channels from the system.

5. Enter preferences using the remote keys and **OK**.

6. Select **Exit**.

Taping shows from Digital TV

Because there is only one stream of video coming into the digital receiver, you will not be able to watch one channel and tape another. You can though tape any channel whether the TV is on or off.

1. Be sure your VCR is turned on.

2. Set VCR channel to 3

3. Set Digital TV to the channel you want taped.

4. Press record, or set your VCR to begin at a desired time.

5. If you want to tape two shows which start at different times and are on different channels when you are not home. You can set a reminder to autotune the system to the channel the second show is on. You will then need to set your VCR to start at the same time the second show is on. Ex. If you want to tape channel 173 at noon, and channel 149 at 1:00, you would turn the Digital TV to channel 173, then set an autotune reminder to change the channel to 149 at 1:00. See page 3 of this instruction manual for autotune reminder information and instructions.

Troubleshooting

My remote doesn't seem to work.

The LED will flash once when a button is pressed if it is working. If the batteries need to be replaced, the LED will flash twice whenever a button is pressed.

My TV doesn't turn on with the remote.

You may have to press the **TV** button then **POWER**.

I don't see all of my channels in the On-Screen Guide.

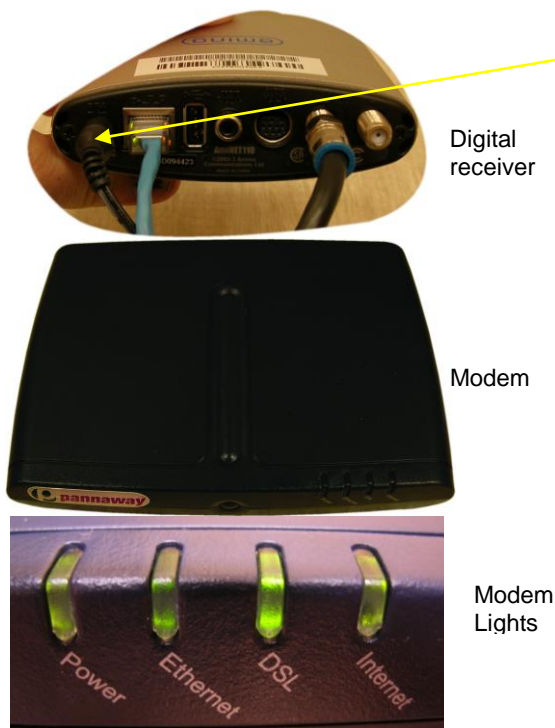
Be sure your favorites list is not blocking some channels. Press **GUIDE** until All channels appears in the lower left corner, this will show all available channels.

The On-Screen Guide says “No Information” for all channels.

My Digital TV has a picture, but no sound

My Digital TV has sound, but no picture

My Digital TV doesn't work



Digital receiver

Modem

Modem Lights

Restart the Digital Receiver – see “My Digital TV doesn't work” section below.

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Verify that the TV is on and set to channel 3, or the correct input (see page 2 of this manual) also verify that your VCR or DVD players are off. Next make sure the red light on the digital receiver is on. If you have more than 1 TV, and the second TV is operating correctly, you may need to restart the digital receiver by unplugging the small round black connector on the back of the silver-colored digital receiver, wait ten seconds, then plug the power connector back in.

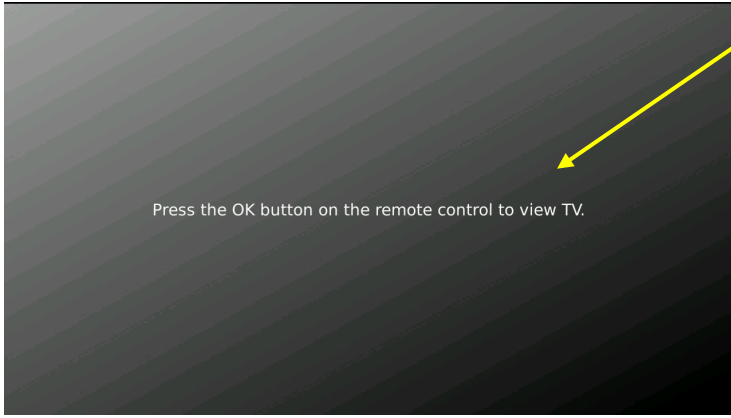
Wait 1 minute, if the signal does not come back you may need to restart the modem. The modem is typically located in the basement by your home's fuse panel or breaker box. (If you only have 1 TV with Digital TV service, the modem may be behind your TV)

If the modem is operating normally, the “Power,” “DSL,” and “Internet” lights should be solid green, the “Ethernet” light should be blinking. If the lights are not lit in this manner, you may need to restart the modem. To restart the modem, unplug its power source for 10 seconds, then plug it back in and wait 1 minute – Digital TV should resume. If the lights do not operate properly after you have restarted the modem, please call our office at 845-2101.

My TV says “This Channel Temporarily Unavailable”

If this message appears on only one channel, it may be because of network changes and should only be momentary. If the message remains for more than 1 hour, please call the office. If the message appears on all channels, you may need to restart the digital receiver or the modem, see “My Digital TV doesn't work” help section above. If these steps do not resolve the issue, please call the office at 845-2101.

Your screen is black with the following images:



If your screen looks like this...

Press **OK**. If that doesn't work, try the following.



1. Press STB



2. Press POWER



3. Be sure that this red light turns on.

If the light does not turn on, press STB then POWER again until red light turns on.



4. When you want to turn your TV off, just press TV, then POWER and your TV should turn off.

If it did not turn off, you may have turned your receiver off, if the red light on the receiver is off, start over at step 1.