

EPB Smartnet

Digital Video User Guide



Electric Plant Board

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THE LOCAL CHOICE – THE SMART CHOICE

HD TV – Internet – Phone

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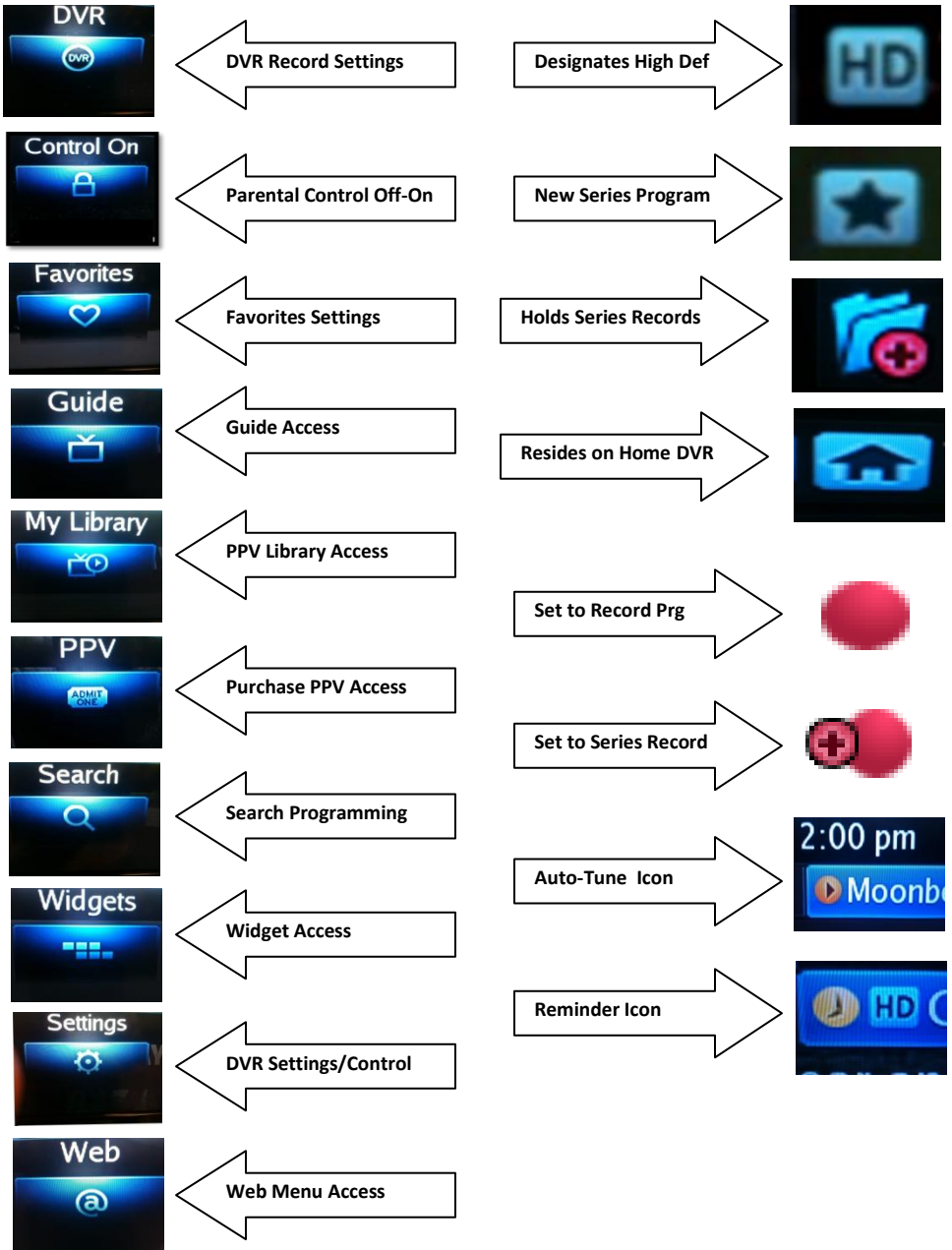
The Purpose and Benefit of a Booklet

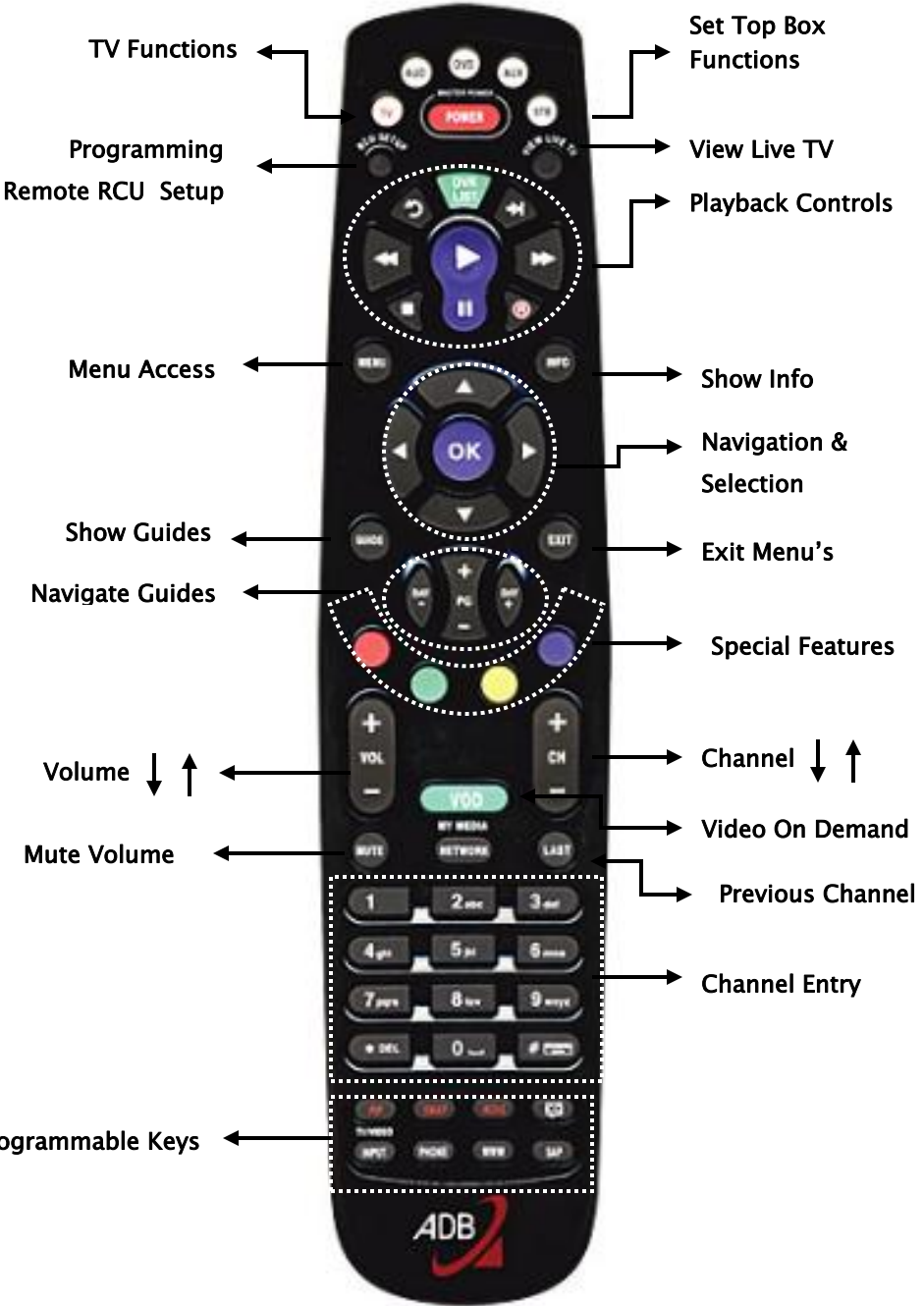
The purpose of this booklet is to assist user in the operation and functionality of the universal remote, DVR, and STB (set top box) with which you have been provided. We thank you for choosing Smartnet and the EPB as your local provider of TV, Internet, and phone service. Our goal is to provide you with the best possible service at a competitive price.

Getting Started

During your installation you should have been provided with the proper equipment to supply your home with the latest technology in TV digital recording and playback. In most cases each home will be provided with a whole home DVR and multiple STB's depending on the customer requirements. These units should have been programmed by the installer to operate with your TV and internet. Some programming of the remote will be necessary if you want it to control your other equipment such a DVD players. These functions are available on the remote but require additional programming. In the next few pages we will try to inform you of the functions and make you feel comfortable that you can accomplish any task available. If you find that you are unable to program or make the necessary changes PLEASE contact our customer service department. In most cases they can walk you thru the setup or features on the phone.

Icons and Color Code Reference (On Screen)





TV Control – Code Search Method

- Turn on your television
- Press and release the **TV** button
The next four steps should be done quickly
- Press and **HOLD** the **RCU SETUP** until the **TV** button blinks **TWICE**
- Enter **991** and the **TV** button will blink twice
- Aim the remote at **TV** and press and release the power button
- **PRESS** and **RELEASE** the **CH+** button slowly until the **TV** turns off
- Press the **POWER** button to turn the **TV** on
- Press the **RCU SETUP** button to store the code for the **TV**. The **TV** button will blink twice. The remote is now ready to operate the **TV**.

Volume (Use with Code Search)

- Turn on your **TV**
- Press and release the **TV** Button
- Press and hold the **RCU SETUP** until the **TV** blinks **TWICE**
- Enter **993**
- Press and release the **TV** button and wait until it blinks **TWICE**

Once these steps have been completed you should be able to control the volume +/- and the mute regardless of what mode you are in. (ie TV, STB)



To control your TV power from the STB mode:

- Push **STB**.
- Press and hold **RCU** until **STB** flashes twice.
- Press **9, 9, 5**.
- Press **Power**,
- Press **TV**,
- Press **Power**,
- Press **STB**.
- Press and hold **RCU** until **STB** flashes twice.

Advanced Remote Programming

The Learning Method

Basically, this means that you can transfer the information from the FACTORY ISSUED remote to the ADB remote (power, volume, etc.) It bypasses having to do the code search method.

- Turn on your television
- Press the **RCU SETUP** until the last selected mode button blinks twice. (TV, DVD, etc.)
- Enter in **9 7 5**
- Press the **TV, AUD, DVD, AUX** button
- Press the button you wish to program (i.e. **POWER**) on the ADB remote
- Place the **ADB** remote and the **ORIGINAL** remote head-to-head about 2 inches apart.



- Press and **HOLD** the **SAME** button (power) on the **ORIGINAL** remote. The ADB remote TV button will blink rapidly and turn off. Keep holding the button on the **ORIGINAL** remote until the **TV** button on the ADB remote blinks twice.

*if the learning failed, the TV button will emit on long blink. You will have to repeat the final step.

Master Reset

The master reset clears all configuration settings that you programmed with features as Macros and Volume Lock as well as it clears the programmed devices codes. The remote will revert back to the default settings for features and default device codes. As a result the remote will start up in the STB mode.

1. Press and hold **RCU** until the red light blinks twice.
2. Press 9 7 7
3. A successful reset is indicated when the red light blinks twice, pause and blink twice again

Selecting a device to control with your remote

The device selection tells your remote which device you want to control: your set top box (STB), television, DVD, or Aux device.

- To control your set top box press the STB button.
- To control the TV press the TV button (etc)

** Before you can control your TV, DVD, etc you will need to program your remote to control these devices. Instructions are on pages 5–6.

Turning your STB or TV on and Off

Select the device that you want to turn On/Off by pressing the appropriate button (TV,DVD,STB, etc). After you select the device press the power key.

Changing Channels (STB Mode)

- The CH +/- key can be used to change the channels up or down one at a time.
- The 0 – 9 keys can be used to select a channel number directly
- Press the GUIDE button to access the channel guide. Use the up and down arrows to scroll to a channel and press the OK button.

Adjusting the Volume

- Pressing the VOL +/- keys will adjust the volume
- Pressing the MUTE button will turn the sound on and off.

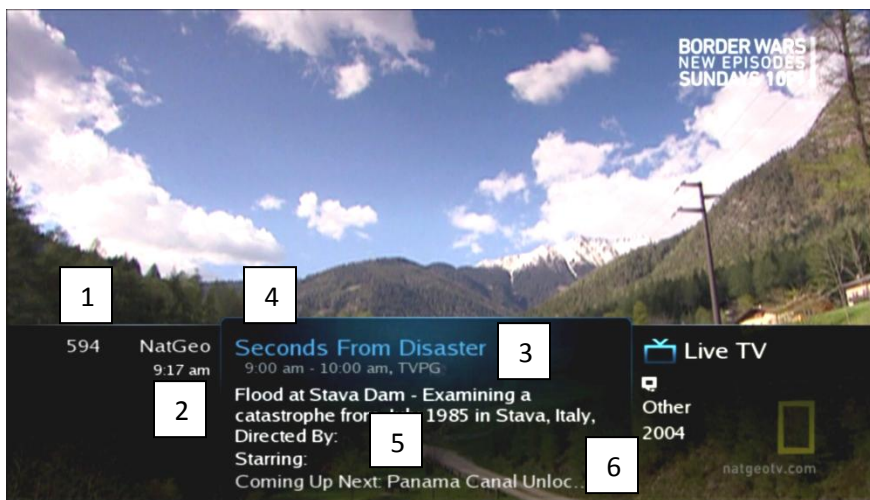
Other Important Buttons (STB Mode)

- INFO displays information about the current selected program. If you press it a second time it will display additional information if available and also the next program on that channel.
- MENU displays the control menu. This menu gives you access to all the features of your service, such as GUIDE, PARENTAL CONTROLS, SETTINGS FAVORITES, SEARCH, AND WIDGETS.

- GUIDE displays the program guide. The guide can be used to view current and upcoming programs and their descriptions. You can select what channels are shown in your guide by pressing the guide multiple times. You can cycle between *All Channels*, *Subscribed Channels*, *HD Channels*, and *Favorites* which you the user define.
- BACK will return you to the last channel
- EXIT will exit out of any menu selection
- Pressing the CC button while in STB mode will turn ON/OFF Closed Captioning

INFO Bar Layout

1. Channel Name & Number
2. Current Time
3. Program Name
4. Program Start and End Time
5. Program Description (Press INFO to see more)
6. Additional Info



Accessing the INFO Bar

- There are 3 ways to access the Info Bar Press the INFO button on the remote
- Press the UP/Down Arrows on the remote
- Change the channel with the Ch +/- or typing the channel number
- Press the Info Button

Using the INFO Bar

- Once you have the Info Bar displayed you can press the INFO button again to display more detailed information.
- See what's on Other channels
This will allow you to find out information about what programs may be on other channels without changing the current channel. You can access this information by pressing the UP/DOWN directional arrows to navigate thru the GUIDE without interfering with the program you are watching. If you select the OK button it will take you to the channel shown on the INFO bar.
- See what's on later
This allows you to look ahead at what programs will be coming up on the channel listed on the INFO bar. While the INFO bar is displayed you can press the RIGHT Arrow to look for upcoming programs. You can press the LEFT arrow to come backwards to the current programs showing.

Exiting the Bar

There are 3 ways to exit the INFO Bar.

- The INFO bar will disappear automatically after a few seconds.
- Press the EXIT button on the remote.
- Press the INFO button on the remote twice. The first press shows detailed information. The second make it disappear

Introducing the MENU Bar



The MENU button gives you access to all the features of your service.

- MENU displays the menu service
- With the menu bar displayed you can press the directional arrows to select items in the menu.
- Press OK to complete selection.
- Selecting the GUIDE icon will bring up the guide.
- Selecting the DVR icon will allow you to create, view, and delete your recordings.

- Selecting the SEARCH icon will allow you to search for upcoming programs.
- Selecting FAVORITES icon will allow you to manage your favorites channel list.
- Selecting PARENTAL CONTROLS icon will allow you to enable, disable, and set parental controls.
- Selecting SETTINGS icon will allow you to control display settings, parental control settings, and user account.



Guide Layout

1. Guide overlay allows you to watch the current program while using the guide.
2. Description of the selected program. This will show Program Name, Start and Stop times, Description of Program and Rating.
3. Current Time
4. Selected Guide - This can be set to All, Subscribed, HD or Favorite.
 - a. All - Shows all channels
 - b. Subscribed - Shows only channels that your are subscribed to.

- c. HD – High Definition Channels only
- d. Favorites – Shows only channels you have in your favorites list.

To change what Guide is selected, press the GUIDE button to cycle between available guides.

- 5. Program Name – Blue highlighting indicates which program is selected. The details for the selected program are displayed in the description area.
- 6. List of channels – This column has all the available channels that are in your selected guide. You can see additional channels by using the **Up and Down Directional Arrows** on the remote. The channel that is now playing in the background will have a blue right arrow.
- 7. The columns are split into 30 minute increments so that you can search for upcoming programs. You can see additional times by using the **Right and Left Directional Arrows** on the remote.
- 8. Date – Used to indicate what date the displayed guide information is displayed.

Introducing and Accessing the Guide

The Guide is used to access information about current and upcoming programs.

The Guide can be accessed in two ways.

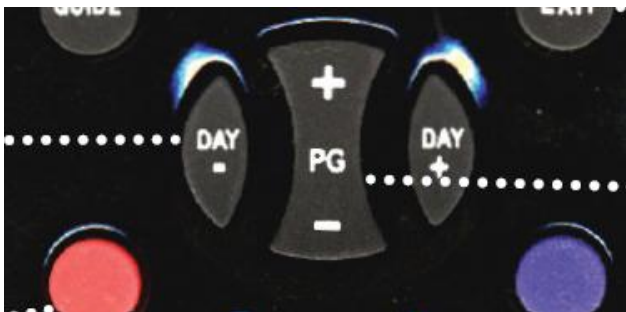
- 1. Press the GUIDE button on the remote.
- 2. Press MENU button on the remote and select GUIDE with the arrow buttons and press OK.

Navigating the Guide

- Press the **Up and Down directional Arrows** to change the channel.
- Press the **Left and Right directional Arrows** to select additional times.



- Press **OK** to select the highlighted program. If the selected program is on now you will be tuned to that channel. If the selected program comes on later, set a reminder, set an auto tune, or record. (These are known as scheduled events.) You will also be able to see expanded info about the future program.
- Press the **Day + or Day -** button to move forward or backward a 24 hour period. You can only move back to the current date and time.



- Press the **PG +** or **PG -** button to move the guide up or down 8 channels at a time.
- Press **Exit** to exit the guide.

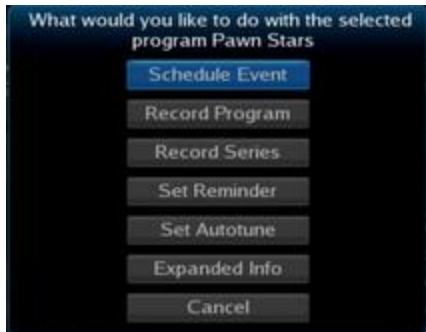
Introducing Recording and Scheduled Events

A scheduled Event is used to set a reminder, Set Auto Tune or Set a Recording. A Reminder will remind you that a program is about to start. An Autotune will automatically change the channel to the selected program when it begins. A Recording will record the selected program.

*Recording will only work when a DVR is present in the home.

1. Pick a Program

Find a program that you would like to set a Reminder, Auto Tune or Recording event for using the Guide and press **OK** on the remote.



2. Select the option you would like to perform using the **UP and DOWN Directional Arrows** to select the menu item. Press **OK** button to select your choice.

Set selected program to be recorded

Once you're recording it set, you are done. The program will be recorded on your whole home DVR. When you are ready to view the recorded program press the **MENU** button on the remote and select DVR or press the **DVR LIST** button on your remote to view your recorded program list.

Set program to be recorded every time it is on the selected channel

Just like a single recording, once you set the series to be recorded it will automatically record any program with the same name that airs on the selected channel. More information on customizing your recording options are available in the DVR section of this guide.

Setting a reminder

To set a reminder presses the **GUIDE** button on the remote. Use the arrow keys to scroll up/down/right/left to a program that is not currently showing. Press **OK**. Select Set Reminder from the menu.



Set Autotune

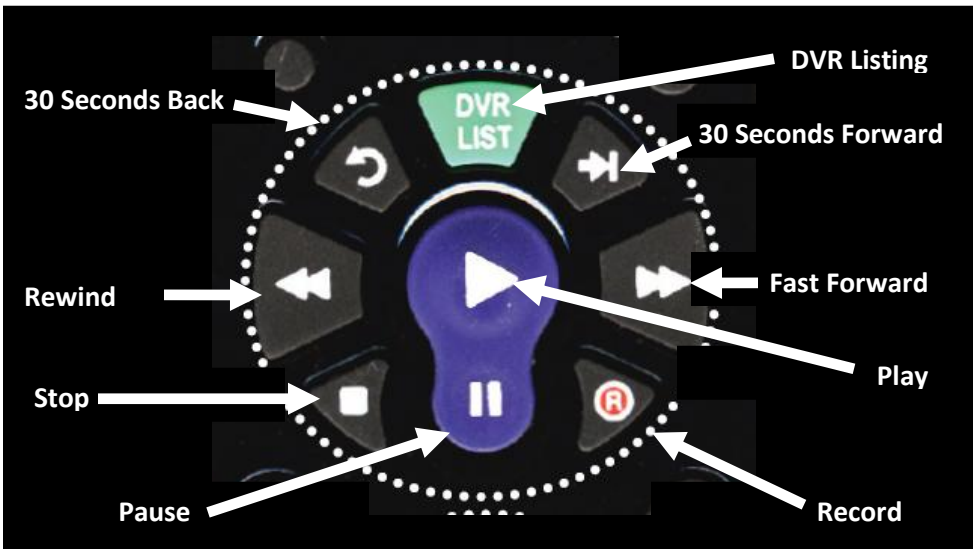
To set Autotune press the **GUIDE** button on the remote. Use the arrow keys to scroll up/down/right/left to a program that is not currently showing. Press **OK**. Select Set Autotune from the menu.

When you press **OK** guide will appear and the appropriate icon will appear on the guide to show the selected choice.

Introducing the DVR (Digital Video Recorder)

The DVR feature allows you to record programs and pause live TV without the need of tapes or DVD's. The DVR feature gives you the ability to store many recorded programs, this allows you to view the recorded content at your leisure. While viewing the recorded content you can pause, rewind, and fast forward.

DVR Playback – Playback Buttons



During playback of any recording a slider bar at the top of the screen will show your progress in the playback. Fast forward and rewind, have multiple speeds which are accessed by pressing the button multiple times.

Recording Programs on the DVR

1. Using the Quick Record Feature

The quick record feature is the easiest way to record a program. Simply tune to the program that you would like to record and press the **RECORD** button on the remote.

2. Using the Pause Live TV Feature

You can pause live TV anytime by pressing the **PAUSE** button on the remote. This automatically sets a recording for the current program. When you are ready to resume the program you can press the **PLAY** button on the remote. During the playback you can select **PAUSE** again or move forward and backwards in the program by using the **FAST FORWARD** or **REWIND** buttons. To return to live TV press the **STOP** button.

3. Using the Guide

While viewing the Guide, highlight the program you want to record and press the **RECORD** button on the remote. A record icon will appear next to the program to confirm your action. *Pressing the record button a second time will setup a series recording for the selected recording.*

4. Using Scheduled Events

Scheduled events can be set to record re-occurring events. For more information about setting a Scheduled Event, see the Scheduled Event Menu later in this chapter.

Recording Programs on the DVR

To access the DVR menu, press the **MENU** button on the remote and select DVR. To exit the DVR menu press the **EXIT** button.

DVR Menu Layout

Recordings	Allows you to access your recordings
To Record	Allows you to view the content to be recorded
Schedule Priority	Allows you to change the priority of recordings in case of duplicate events
Schedule Event	Allows you to schedule an event
Record History	Allows you to view a log of what has been recorded

Recordings Menu

The recordings menu will allow you to Access, Sort, Play, Resume Play, Lock & Delete your recordings. On the left side you can choose to select the order in which to display your recordings. Also, recordings that have not been viewed show up with white text and viewed recordings show up with grey text. Once in the recordings, select the program with the **UP and DOWN Directional Arrows** and press the **OK** button.

Locking / Unlocking a Recording

You can lock a program so that it cannot be deleted automatically by the DVR to make room for another recording. To lock a program, select the program and press the **OK** button. Select **LOCK** from the menu and press **OK**. This will put a small lock symbol to the left of the title of the recording. This will not prevent you from deleting the recording.

To unlock a program, select the program and press **OK** button. Select UNLOCK from the menu and press **OK**.

Delete a Recording

To delete a recording, select the program from the recording menu and press **OK**. On the Choose an Action Menu select DELETE RECORDING and press **OK**. You will be presented with a confirmation window. Select YES and press **OK** to completely remove the recording.

** Once a program has been removed from the DVR it cannot be recovered.

To Record Menu

The To Record menu will show you a list of upcoming programs that will be recorded. Every occurrence of a series recording will show on a separate line. To remove a program from the To Record list select the program and press the **OK** button. Select Cancel Recording or Skip Episode (if part of a series record) and press the **OK** button.

Schedule Priority

You can use the Schedule Priority menu to setup the priority of series recordings. This is used to change the preference of which series gets recorded if there is an overlap in program times. To change the priority of an event, select the event that you would like to move in the list and press **OK** button on the remote. Select MOVE UP or MOVE DOWN. Press **OK**. Programs on the top of the list will be give priority over programs on the bottom of the list.

You can also change the series record options by selecting EDIT SERIES RECORDINGS or CANCEL SERIES RECORDINGS. More information on series recordings is located at the end of this section.

Scheduled Event Menu

You can use the Scheduled Events Menu to schedule a recording, reminder or auto-tuning event.

1. Select Details for the Multi-Schedule Event. You can change any of these fields to customize the event to your needs.
 - * Channel-Channel event is playing on
 - * For-Length of the Event
 - * On-Date of first Event
 - * At-Start time of the Event
 - * Type-(Reminder, Auto-Tune, or Recording)
 - * Frequency-(Single, Weekly, Every M_F, Everyday)
2. Once you have customized these settings you need to select the **OK** button on this window using the **UP and DOWN Directional Arrows** and press **OK** on the remote control.

Cancelling Scheduled Events / Recordings

1. Pick the Program
Using the guide, select the program with the Event that you would like to cancel.

2. Cancel the Event

Once selected, press the **OK** button on the remote. A new window will appear giving you the option to **CANCEL** the type of event that was set. Highlight **CANCEL REMINDER**, **CANCEL AUTO-TUNE**, **CANCEL RECORDING** OR **CANCEL SERIES RECORDING**. Press the **OK** button on the remote to accept.

Record History Menu

You can use the Record History to view a log of the recorded programs.

Edit Series Recording

A blue rectangular button with a gradient and a thin black border, containing the text "Edit Series Recording" in white.

1. Select the program with the series recording that you would like to modify.
2. Select the Option of your choice:
 - A. Edit Series Recording
 - B. Cancel Series Recording

Start: Amount of time to record before scheduled event starts.

End: Amount of time to record after scheduled event has finished.

Channels: Current channel or All channels

Preference: Standard or High Definition

Episodes: All or New Only

Limit To: 1,5,10, episodes or All Episodes

Skip Episode

Skip recording this episode of the series only.

Cancel Series Recording

Cancel recording of all programs in this series.

Introducing Search

The search feature will allow you to find programs that occur at a later date.

Using Search

1. Press the **MENU** button on the remote and select **SEARCH** with the **OK** button.
2. Press **OK** on the remote and an on-screen keyboard will appear on the right hand side of your screen. Use the directional arrows on the remote to enter the name (whole or part) of the program you would like to search for. Select each letter with the **OK** button on the remote. When you are finished entering the name select **DONE** and press the **OK** button on the remote. Use the **Down Directional Arrow** on the remote to select **SEARCH** and press the **OK** button on the remote.
3. You can view your results by using the **Up and Down Directional Arrows** on the remote to view information about the matching programs. You can set a scheduled event for an of the matching programs by highlighting the program of interest and pressing the **OK** button.

Introducing the Library

The Library stores all of your purchased content, a list of your scheduled events, messages from your provider, and a caller ID log.

Library Layout

Video

Provides access to your VOD Rentals you have purchased.

PPV Events

Lists your purchased Pay Per View Events

Pay Per Block

Lists your purchased Pay Per Block Events. (Not Active)

Sports Packages

Provides access to all of your subscription based sports packages.

Reminders

Lists all reminders and auto-tune events.

Messages

Allows you to read messages sent from your service provider.

Accessing the Library

Press the **MENU** button on the remote and select **LIBRARY** with the **OK** button on the remote.

Introducing Rented Video.

Highlight VIDEO and press **OK** on the remote. A list of your purchased videos will appear to the right.

Introducing PPV Events.

Highlight PPV EVENTS and press **OK** on the remote. A list of your purchased videos will appear to the right.

Introducing Pay Per Block.

Highlight PAY PER BLOCK and press **OK** on the remote. A list of your purchased videos will appear to the right.

Introducing Sports Packages.

Highlight SPORTS PACKAGES and press **OK** on the remote. A list of your purchased videos will appear to the right.

Introducing Reminders.

Highlight REMINDERS and press **OK** on the remote. A list of your Reminders and Auto-Tune Events will appear to the right.

Introducing Messages.

Highlight MESSAGES and press **OK** on the remote. A list of your messages from your service provider will appear to the right. Select the message you want to read and press **OK** on the remote. You can Read Entire Message, Delete Message, or Cancel and return to menu from this control.

Introducing Favorites.

Favorites can be used to maintain a list of favorite channels. Using the Favorites menu option you can create, edit, rename and delete your favorites list. You can have multiple favorite lists if you choose. Once a favorite list is selected only the channels in that list will show in the guide. Also, when changing the channels with the **Prog** or **CH+ / -** button on the remote, you will only have access to the channels in your active favorites list.

Accessing Favorites

Press the **Menu** button on the remote and select FAVORITES with the **OK** button on the remote. A window will appear that allows you to choose and active list, Edit a current list, Create a new list or Delete and existing list.

Choosing a Favorites List

There are 2 ways to choose a favorites list.

1. Press the **Menu** button on the remote and select FAVORITES with the **OK** button. Select CHOOSE from the menu and press **OK** on the remote. A selection window will appear. Select the favorites list that you want active and press **OK**.
2. Press the **Guide** multiple times to cycle through the favorites lists. You will see the name of the active list above the current date on the screen. Once you have the list selected that you would like active, press the **Exit** button.

Create or Edit a Favorites List

Press the **Menu** button on the remote and select FAVORITES with the **OK** button. Select CREATE or EDIT from the menu and press the **OK** button. You will be presented with a create / edit screen. In this menu you name the list and select channels to be in the favorites list. Channels with a heart beside them will be in your favorite list. You can toggle the heart icon on/off by pressing the **OK** button on each channel. When you are finished selecting channels, select **Update** and press the **OK** button to save the changes.

Delete a Favorites List

Press the **Menu** button on the remote and select FAVORITES with the **OK** button. Highlight the name of the list to be removed and press the **OK** button.

Introducing Parental Controls

Parental Controls lets you turn on or off all parental controls. This allows you to enable parental controls for your children so they do not watch inappropriate programs. It also allows you to disable controls at any give time.

Accessing Parental Controls

Press the **Menu** button on the remote. Highlight Parental Control with the **Left or Right Directional Arrow**. Once highlighted notice the lock icon. If Parental Controls are enabled the symbol will be a closed padlock. If the Parental Controls are disabled the symbol will be an open padlock.

Enable Parental Controls

Press the **Menu** button on the remote. Highlight Parental Controls and press the **OK** button.

Disable Parental Controls

Press the **Menu** button on the remote. Highlight Parental Controls and press the **OK** button. You will be presented with a password window. Please enter your password and highlight OK. Press the **OK** button on the remote to confirm you want to disable the parental controls.

Introducing Settings

The Settings menu give you access to control display settings, parental control settings and user accounts.

Accessing the Settings Menu

Press the **Menu** button on the remote. Highlight SETTINGS and press the **OK** button. You will be presented with the password window. Please enter your password. The default password is "0".

Select a Settings Tab

You can choose from Preferences,Users and Hardware Settings.

- Preferences – This tab allows you to set up the look and feel of your service. It also allows you to block channels and set up parental control.
- Users – Allows you to create users with different parental controls and channel blocking. Also allows you to change your default password.

- Hardware Setting – Allows you to change your TV Configuration, Display Settings, Audio Settings, and RF Modulator if you are using a coaxial connection.

Using TV Configuration

TV Configuration allows you to fit your video to the appropriate screen setting for your TV. The typical settings for an older tube type TV would be 4:3 and Fullscreen. The typical setting for a newer flat screen would be 16:9 and Fullscreen.

Using Display

Display setting allow you to maximize the resolution of the TV set that you have. You typically will choose the maximum setting that your set is capable of using. Older TV's will display only 720 X 480 while the newer flat panels will typically do 1920 X 1080. If your setting are outside the range of the TV your guide data and info may not be visible.

You can change your Display settings without going to the menu by pressing the round green button on the remote followed by pressing a number which corresponds to the list below.

- | | |
|---|------------------------------------|
| 1 | 720 X 480i SDTV |
| 2 | 720 X 480p EDTV |
| 3 | 1280 X 720p HDTV |
| 4 | 1920 X 1080i HDTV |
| 5 | 1920 X 1080p@ 24 HDTV (DVR's ONLY) |
| 6 | 1920 X 1080p@ 30 HDTV (DVR's ONLY) |

System Info

This screen displays the hardware and software versions you STB is currently running. This is for diagnostics and trouble shooting you hardware.

Audio

This section gives you the functions to change your language settings and audio output. The choices for audio output are Dolby Digital and Stereo PCM.

RF Modulation

This section is only used if your output from the STB is through the coaxial output to an older model TV that does not have HDMI or RGB inputs. Your choices of channel output are channel 3 or channel 4.

Using the Preferences Screen

- Share Rentals – This option allows you control over who is allowed to view a purchased PPV or VOD rental. If enabled, the purchase is available for any user to view. If disabled, only the user who makes the purchase can view the rental. Press **OK** to toggle ON/OFF.
- Required Login – Require Login requires a user to enter a username and password to be entered whenever the set top box is first turned on or after another user has signed out. Press **OK** to toggle ON/OFF.
- Channel Blocking – Channel Blocking enables you to completely block any channels from your service. To enable Channel Blocking you first need to select the checkbox to the left of Channel Blocking and press **OK**. Once this box is checked you can change blocked channels

by selecting EDIT button to the right of Channel Blocking and press **OK**. Select any channels to block using the **Directional Arrows** and the **OK** button. When complete, select UPDATE and press **OK** to confirm the blocked channels list.

- Parental Control – Parental Control enables you to block programs based on their TV ratings. To enable Parental Controls you first need to select the checkbox to the left of Parental Control and press **OK**. Once this box is checked you can change the Parental Control settings by selecting the EDIT button to the right of Parental Control.
 - Movie Rating–this determines the highest ranking for movies that will not be blocked. Available options are G, PG, PG-13, R, NC-17, AO, X, XX, XXX.
 - TV Rating–This determines the highest rating for television that will not be blocked. Available options are TV-Y, TV-Y7, TV-G, TV-PG, TV-14, or TV-MA.
 - Unlock Timeout–This determines the length of time the set top box will remain unlocked if a program is unblocked.
 - Content Rating–These settings determine what type of content will be blocked. The available selections are S-SEXUAL, V-VIOLENCE, L-LANGUAGE, D-SUGGESTED DIALOGUE, F-FANTASY VIOLENCE.
 - Block Unrated Programs–Allows youuuu to block programs that do not have a rating.
 - Show Info for Blocked Programs–This selection will enable or disable the ability to see information abouth block content.
- PPV Action – PPV Action can be used to default if a reminder or auto-tune is set automaticlall when a PPV purchase is made. To change the selection press **OK** and

use the **Directional Arrows** to select your choice and press **OK** again.

- Program Alarm – Program Alarm is used to change how early auto-tune or reminder is given. Available options are 0 seconds, 30 seconds, 2 minutes and 5 minutes. To change the selection press **OK** and use the **Directional Arrows** to select your choice and press **OK** again.
- CallerID Timeout – CallerID Timeout will set the length of time the CallerID information is displayed on the screen. Available options are 5,10,15,20,25,30,35,40 or 45 seconds. To change the selection press **OK** and use the **Directional Arrows** to select your choice and press **OK** again.
- Theme – the theme selection is used to customize the look and feel of your IPTV service. To change the selection press **OK** and use the **Directional Arrows** to select your choice and press **OK** again.

Using the Settings – Users

The Users tab can be used to add / delete users. Change Parental Controls Settings and change User Options.

- Add – Add is used to create additional users. Each user has Individual Parental Control Settings. Once you create 2 or more users you must activate Enable Login from the Preferences page to use more than one default user. The default user is 0. To create an additional user highlight **ADD** and press **OK**. This will automatically bring up a Parental Control screen for the new user. After completing the Parental Control window, highlight **DONE** and press **OK**.
- Delete – Delete is used to remove users from the account. To remove an account highlight the account to be removed and press **OK** to select it. Highlight **delete** and press **OK**. You will be asked to confirm that you are going to remove

an account. If you are sure press **OK** to delete the account.

- Parental Control – This gives you access to change the Parental Control for the selected user. Highlight the account you want to modify and press **OK** to select it. Highlight Parentals Controls and press **OK**. When complete highlight **OK** and press **OK** on the remote.

- User Options – This menu allows you to change your password and pin number. After entering a new password or PIN highlight Submit and press **OK**.
 - Default Password “0”
 - Default Pin “0000”
 - If you change your password or PIN and cannot remember it what you changed it to, please call 726-2466 and we will reset your password and PIN for you.

Troubleshooting

If you're TV is not displaying any picture:

1. Check your STB or DVR to be sure that there are no red LED's. If there is a red LED press the "Power" button located on the face of the STB or DVR.
2. Check to be sure your TV is on the right "Input". If you do not know which input the DVR or STB is hooked to on your TV you can usually press "TV" on the top left of your ADB remote and then press "Input" on the bottom left to display a list of possible inputs. Repeatedly pressing the "Input" button cycles thru the inputs. Do this until the channels become visible.
3. If step 2 does not work it may be necessary to find the manufacturer remote and press a button which may be labeled "Source" or "Input" to cycle thru these inputs. *(Be sure to press the "STB" button when you are ready to resume controlling your STB or DVR.*
4. If you have an older tube type TV that is hooked up with a coax cable from our box to the TV be sure that the TV is tuned to channel 3 or channel 4 depending on your STB settings.
5. Call our support if this does not resolve your issue.

If you're TV is not displaying all of your subscribed channels:

1. Check to be sure you are on the proper guide by pressing the "Guide" button until it says "Subscribed above the date just below the picture.
2. If you are unable to view channels in the Guide for which you are subscribed pull the "L" shaped power cord from the port on the back of your STB or DVR for 5 seconds and then reconnect. It will take roughly 2 minutes for your box to restart. After the restart check the channel to see if it

can now be viewed. It will take approximately 1 hour for all of the guide data to reload to your STB.

3. Call our support if this does not resolve your issue.

If STB or DVR is not responding to remote:

1. Press the “STB” button on the top right of the ADB remote.

If your picture is visible but no sound or sounds are in Spanish:

1. Check to be sure you have not inadvertently pressed the “Mute” button.
2. Press The “SAP” button on the bottom right of your remote. This cycles thru possible translations. Press repeatedly until normal sound resumes.