

# the hurontel home

take a seat and experience the home of the future..today.



## DIGITAL TELEVISION USER GUIDE

**the hurontel home**  
take a seat and experience the home of the future..today.



## THE HURONTEL HOME BUNDLE

>> Finally you can receive Home Phone (with Calling Features), High Speed Fibre Optic Internet and 100% Digital TV including 1 Digital Receiver\* all for one great price!



- >High Speed Fibre Internet
- >Home Phone & Calling Features
- >Basic Digital TV

**\$99.95/month\*\***

NOT AN INTRODUCTORY OFFER!



Home Phone

+



High Speed Internet

+



Digital Television

\*VIP 1200 Set top box, no substitutions. Termination of Bundle package before 12 months will result in full charge of receiver.  
\*\*Some restrictions may apply.

### IMPORTANT INFORMATION FROM HURONTEL:

Now that you are a HuronTel Digital Television subscriber, you should ensure that you have cancelled any services (examples being cable television or internet) with your previous provider that are now provided by HuronTel. Local phone and phone bundles will be cancelled by HuronTel.

# TABLE OF CONTENTS

## Getting Started

Standard Set-top Box Guide .....	1
PVR Set-top Box Guide .....	2
Remote Control Guide .....	3
Basic Functions .....	4
Turning ON/OFF STB with Remote	

## Guide

Guide Screen .....	5
Current Programming & Symbol Guide .....	6
Finding Programming & Setting Events .....	7
Setting a (One-Time) Reminder	
Setting Autotune	
Setting Scheduled Events .....	8

## PVR (Personal Video Recorder)

(if applicable)

PVR Menu .....	9
Recording Programs .....	10
One-Touch Recording	
Cancel Recording(s)	
Schedule Recording(s)	
Playing/Deleting your Recording(s) .....	11
Controlling Live and Recorded TV .....	12
Pause, Instant Replay, Rewind, Fast-Forward	

## Menu

Menu Screen .....	13
Vault Menu .....	14
Creating a Favourites List .....	15
Adding/Deleting Favourites .....	16
Search Menu .....	17
<b>Settings Menu</b>	
Settings Menu .....	18
Caller ID .....	19
Channel Blocking .....	20
Hardware Settings .....	21
Using Closed Captioning	
Parental Controls .....	22
Content Ratings .....	23
Changing Password and/or PIN# .....	24

## Troubleshooting

FAQs .....	25 & 26
Troubleshooting .....	27

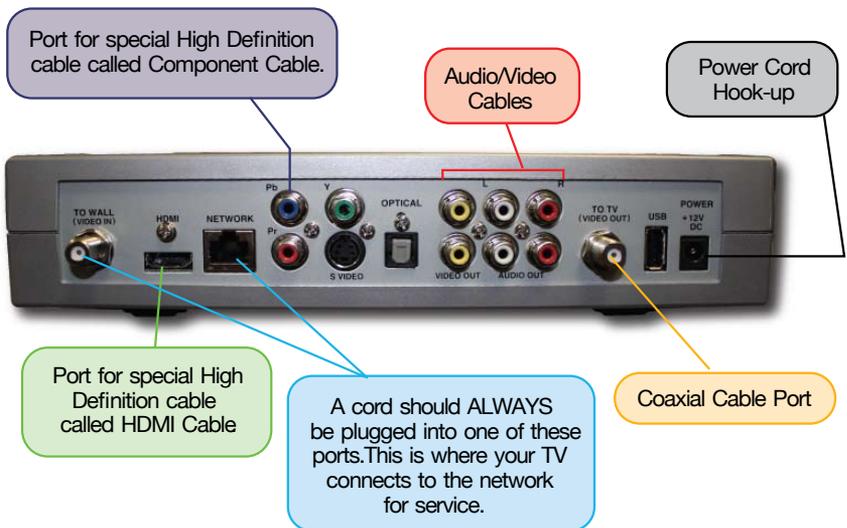
# STANDARD SET-TOP BOX (STB)

The Motorola VIP 1200 is the standard set top box. This set top box is HD compatible but has no recording capabilities.

## Front of Standard Set-top Box



## Back of Set-top Box



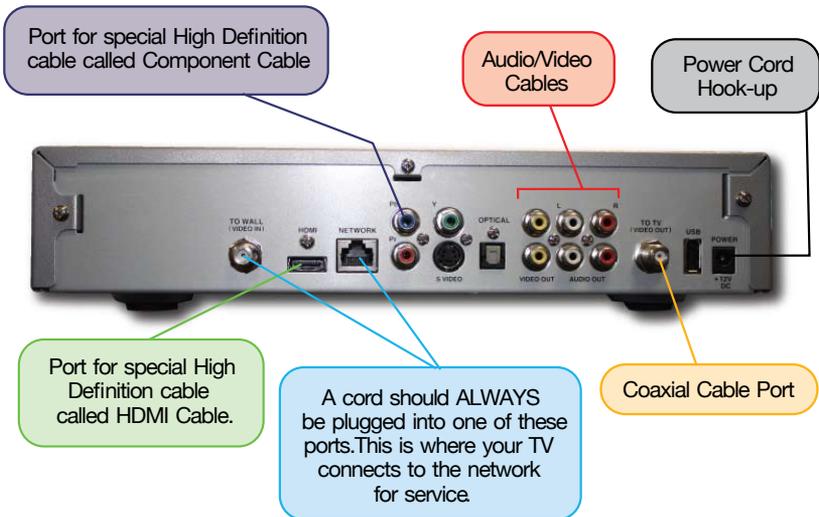
# PVR SET-TOP BOX (STB)

The Motorola VIP 1216 is a PVR that has the capability to record what you watching or record an event in the future, 2 events at a time. This PVR set top box is HD compatible and can store your recordings with its 160 GB memory, but note that HD programming takes up more memory.

## Front of PVR Set-top Box



## Back of Set-top Box



# REMOTE CONTROL GUIDE

**Equipment Controls (Mode Switches)**

- TV**  
Press to select TV mode switch.
- STB (Set-top Box)**  
Press to select STB mode switch.
- POWER**  
(In STB mode switch) turns BOTH STB and TV on/off. [Note: TV, DVD or AUX mode switch, turns on/off only specified equipment.]
- DVD**  
Press to select DVD mode switch.
- AUX**  
(VCR, Stereo, etc.)  
Press to select AUX mode.
- TV/VIDEO**  
Press to switch inputs.

**PVR Controls**

- REW**  
Press up to 4 times to rewind at increasing speeds.
- RECORD**  
Press to record live TV.
- STOP**  
In Recorded TV, stops playback.
- PAUSE**  
Press to pause live TV.
- REPLAY**  
Jumps back 8 seconds.
- FF**  
Press up to 4 times to fast-forward at increasing speeds.
- PLAY**  
Press to play current video.
- FWD**  
Jumps ahead 8 seconds.
- RECORDED TV**  
Press to access your Personal Video Recorder (PVR).

**Navigation Controls**

- VIDEO ON DEMAND (VOD)**  
Lists VOD movies(When available)
- BACK**  
Clears last digit entered.
- OK**  
Press to accept your selection.
- EXIT**  
Press to return to live TV.
- GUIDE**  
Press to view on-screen program guide.
- MENU**  
Press to display Settings Menu.
- ARROWS**  
Press the arrows to move the highlight on screen.
- INFO**  
Press to display information for a program.
- CH / PG**  
Changes channels in live TV. Scrolls a full page in the GUIDE.
- LAST**  
Press to return to the last channel viewed.

**Number Pad & Volume Control**

- VOL**  
Press to increase or decrease volume control.
- MUTE**  
Press to turn sound on & off.
- NUMBER PAD**  
Use to enter channel numbers, passwords, etc.
- ENTER**  
Makes your selection.

# BASIC FUNCTIONS

Before you begin, ensure that your set-top box is plugged into the proper television input (See Troubleshooting). For example, if your STB is plugged into the Video 1 input, your TV input must be set to Video 1 as well.

If your Set Top Box is connected to your TV through a coax cable, then your TV should be set to channel 3 (or whatever channel you have set your RF Output Channel in your settings section of the menu) in order for the set top box to work.

## Turning your TV & Set-top Box (STB) ON/OFF using the Remote

- Press the button labeled **STB**, then press the button labeled **POWER**.

**ON THE STB**  
**GREEN** lighted ring around the power button indicates the **STB** is **ON**.



### IF you press the **POWER** button & the TV DOES NOT Turn ON/OFF

1 Press the button labeled **TV**

2 Press the button labeled **POWER**

3 Press the button labeled **STB**



### IF you press the **POWER** button & the **STB** DOES NOT Turn ON/OFF

1 Press the button labeled **TV**

2 Press the button labeled **POWER**  
(To turn the TV OFF)

3 Press the button labeled **STB**

4 Press the button labeled **POWER**  
(To turn the TV & STB ON)



# GUIDE SCREEN



## Options To Access the Guide

- OPTION 1** • Press 
- OPTION 2** • Press  • Using the  • Highlight **GUIDE** • Press 

## QUICK TIP

Press  repeatedly to scroll through the Tab Headers.

**Subscribed**-the list of the channels to which you are subscribed.

**Favourites** – a list of the channels you have programmed in as your favourites

**HD**- the list of high definition channels.

**All** - a list of the all of the channels that are offered by your provider.

**NOTE:** Channels that come up as black text under the "All" tab are channels that you have not subscribed. If you would like these channels, please contact us at 1-877-395-3800.

## Guide

The Guide allows you to view information of current and future programming including: **Channel Name, Channel Number, Rating, Start & End Times, Date and Brief Description of the Program**

## What you see...

**Preview Screen**-The top left of your screen is a small screen version of the current program your TV is tuned to or you have chosen to preview.

**Program Description**- The top right is the information about the program showing on the preview screen. The information will change as you scroll through the channels in the guide, but the preview screen will remain the same.

**If you see a show with:**

**Purple** background a MOVIE is playing

**Green** background a SPORT is on

**Blue** background is Regular Programming

# CURRENT PROGRAMMING & SYMBOL GUIDE



## QUICK TIP

When you press  the program description will display and then will automatically time out.

## Displaying Current Program Information

While watching TV (not in the guide), press  once on your remote. This will show what you are currently watching, how long the program runs, the current time, and program information.

You can also view future programming details on the current channel by using the right arrow key on the remote.

Press  twice on your remote and it will show additional information such as the director, the actors and the time of the next program

## Symbol Guide



Indicates the program is set to **RECORD** once.



Indicates the program is scheduled to **RECORD** repetitively.



Indicates the program is set for a **REMINDER** once.



Indicates the program is scheduled to give a **REMINDER** repetitively.



Indicates the program is set for **AUTOTUNE** once.



Indicates the program is scheduled to **AUTOTUNE** repetitively.



Indicates the channel is part of the active **FAVORITES** list.



Indicates the channel is **BLOCKED**.

# FINDING PROGRAMMING & SETTING EVENTS

## Finding Programming

---

- Press  to view complete list of channels & programming.
- Using the  scroll up or down to view channels one-by-one.
- Press  to select desired channel.

## QUICK TIP

Quickly scroll through the **GUIDE** screen using the **button**.



## Setting a (One-time) Reminder

---

When a program is set with a Reminder, a pop-up reminder will appear when the program is starting.

- Press  to view complete list of channels.
- Use the  to scroll through channels to find program of choice.
- Press  to highlight your program choice.
- Use the  to scroll down to **SET REMINDERS** and press  .
- When a Reminder is set,  will appear on the channel.

## Setting Autotune

---

When a program is set to Autotune, your screen will automatically switch to the program when the program is starting.

- Press  to view complete list of channels.
- Use the  to scroll through channels to find program of choice.
- Press  to highlight your program choice.
- Use the  to scroll down to **SET AUTOTUNE** and press  .
- When Autotune is set,  will appear on the channel.

# SCHEDULED EVENTS



## QUICK TIP

To schedule a Recording you must have the PVR STB. See “Schedule Recording(s)” in the PVR section.

### Setting a Scheduled Event

A Scheduled Event allows you to set up Reminders & Autotune for future programming. The event(s) can be set to occur **Single, Weekly, Every Day or Every Day Monday-Friday(M-F)**.

- OPTION 1**
- Press and use the to highlight future event and press .
  - Scroll down to **SET REMINDER** and press .
- 
- OPTION 2**
- Press and scroll to **PVR** and press .
  - Scroll down to **SCHEDULED EVENT** and press .

- A pop-up box appears and allows you to select the channel, length of time, the date, the start time, the type of event and the frequency.
- Use the and to select and change information.
- When a Scheduled Event is set, or will appear on channel.

### To delete a Schedule Event:

- OPTION 1**
- Press and use the to highlight future event and press .
  - Scroll down to **CANCEL REMINDER** or **CANCEL AUTOTUNE** and press .
- 
- OPTION 2**
- Press and scroll to **VAULT** and press .
  - Scroll down to **REMINDERS** and press .
  - Use to highlight event to be edited and press .
  - Scroll down to **CANCEL REMINDER** or **CANCEL AUTOTUNE** and press .

# PVR MENU



## NOTE THIS

You must have the Motorola VIP1216 set top box to use the following PVR functions.

A **Personal Video Recorder (PVR)**, allows you to record up to 90 digital hours of your favorite programs and view them as many times as you want, whenever you want.

## Accessing PVR Menu

**OPTION 1** • Press  .

**OPTION 2** • Press  .  
• Scroll to **PVR** using  and press  .

## What you see...

**Recordings**- Provides a listing of all programs that are currently being recorded or have been recorded.

**To Record**- Provides a list of all programs that have been scheduled to record.

**Schedule Priority**- Allows you to prioritize your list of scheduled recordings.

**Schedule Event**- Allows you to set up recordings that will be airing in the future.

**Record History**- Displays a list of when a recording started, completed or cancelled.

**Delete History**- Provides a list of all the recorded programs that have been deleted from the Recordings section.

## QUICK TIP

You are able to record one program and watch or record a 2<sup>nd</sup> program. If you change the channel while two programs are being recorded, you will be asked to cancel the recording of the 2<sup>nd</sup> program.

## INSIDER TIP

You can record two programs and watch a previously recorded program.

# RECORDING PROGRAMS



## One Touch Recording

- While viewing Live TV or in the Guide, press .
- (You are now recording the current program. If you change the channel, you will continue to record that program until the program is over.)
- When a Recording is set,  will appear on the channel.

## Cancel Recording(s)

- To stop recording the **current** program, press .

### Future Recording(s)

- OPTION 1**
- Find the program to be recorded in the guide and press .
  - Using , scroll to **CANCEL RECORDING** and press .
- 
- OPTION 2**
- Press , using  scroll to **PVR**.
  - Scroll to **TO RECORD**, and press .
  - Find program you wish to delete and press .
  - Scroll down to **CANCEL RECORDING** and press .

- Using , highlight **YES** or **NO** and press .

## Schedule Recording(s)

- Press  to view complete list of channels.
- Use the  to scroll through channels to find program and press .
- Scroll down to **SCHEDULE EVENT** and press .

(The pop-up box allows you to set the channel to record, length of time, the date, the start time, the type of event (Recording) and the frequency.)

- Use the  and  to highlight and change information.
- When your criteria has been set, use  to highlight **OK** and press .

# PLAY/DELETE RECORDINGS



## QUICK TIP

You can add 5 minute increments (to a maximum of 60 minutes) to a scheduled recording. See "Edit Scheduled Event"

### Edit Scheduled Event

**OPTION 1** • Press **GUIDE** and use the  to highlight future event and press **OK**.

**OPTION 2** • Press **MENU** and scroll across to **PVR** and press **OK**.  
• Scroll down to **TO RECORD** and press **OK**.

- Scroll down to **EDIT SCHEDULE** and press **OK**.
- Use the  to highlight and press **OK** to select the criteria.
- When your criteria has been set, use  to highlight **OK** and press **OK**.

### Playing/Deleting your Recording(s)

- Press  to access PVR Menu.
- Use  to highlight to **RECORDINGS** and press **OK**.
- Highlight the program you would like to watch/delete and press **OK**.
- Highlight **PLAY RECORDING** or **DELETE RECORDING** and press **OK**.

### Lock Recording(s)

## NOTE THIS

When your PVR is full it will start deleting the oldest programs to make room for new ones. Locking a recording prevents that particular recording from being deleted when your PVR is full.

- Press  and use  to highlight to **RECORDINGS** and press **OK**.
- Highlight the program you would like to lock and press **OK**.
- Highlight **LOCK** and press **OK**.

# CONTROLLING LIVE & RECORDED TV

## Live TV



A Status Bar appears on the top of the TV screen when pausing & rewinding Live or Recorded TV. The Status Bar on Live TV will disappear in 25 seconds or you can press .

## Recorded and Live TV Controls

-  **Pause**- to pause a Live or Recorded TV program.
-  **Play**- to resume watching your paused program.
-  **Replay**- skip back 8 seconds **Forward**- skip ahead 8 seconds.
-  **Rewind/Fast-Forward**- can be pressed up to 4 times for up to 300x rewinding & fast forwarding speeds.
-  **Stop**- used in Live TV to resume program in real-time.

## Recorded TV

- To return to Live TV, press . You are now back to watching the current Live TV program

The Status Bar on Live TV will disappear in 25 seconds or you can press .



# MENU SCREEN

## Menu Screen



The Menu Screen is an easy access to features and important settings. You can access the Menu Screen by pressing the  button.

## What you see...

**Guide-** Using the Guide Menu allows you to view program listings of what's on now and what will be on in the future.

**PVR-** *(if applicable)* Using the PVR Menu allows you to record programs on your Set-top Box (STB) and view at a later time as well as pause, fast forward, play or rewind current programs.

**Vault-** Using the Vault Menu allows you to view history of Reminders, Messages and Caller ID.

**Parental Controls -** *(Appears if feature is ON.)*

**Settings-** Using the Setting Menu allows you to create/edit preferences and create/edit users.

**Favorites-** Using the Favorites Menu allows you to “tag” your favorite channels.

**Search-** Using the Search Menu allows you to search for programs related to the keyword you enter.

**Sign In/Out-** *(if applicable)* - Used to log Users in and out.

# VAULT MENU



## QUICK TIP

### To Access the Vault Menu

- Press 
- Use the   to scroll to **VAULT** and press .

## The Vault Menu

The Vault Menu is the location of your settings and stored events.

**Video-** The Video option will store the list of Video On Demand purchases, which is a service that will be available in the future.

**PPV Events-** This option stores a list of Pay-Per-View purchases. The PPV feature is currently unavailable.

**Pay Per Block-**This feature is currently unavailable.

**Sports Packages-** The Sports Packages option stores a list of Sports Packages that you are currently subscribed.

**Reminders-** The Reminders option displays a list of REMINDERS that have been scheduled, such as an autotune or channel reminder.

**Messages-** The messages option stores important messages from HuronTel

### NOTE THIS

*This is where HuronTel will send you, the subscriber, messages on events, technical issues, product updates, outages, or other pertinent information. This can be done through the message screen. Please explore this feature on a regular basis to stay up-to-date on information coming to you.*

You may notice an information box while viewing a program, this will advise you to check the messages. Or you can check your messages through the Vault Menu.

**Caller ID-** This feature is currently unavailable.

# CREATING FAVORITES LISTS



## QUICK TIP

Favorites 1

Favorites lists are available as a tab in the Guide.

In the Guide press **GUIDE** until you see the name of your favourites list in the tab, like you see above.

## The Favorites Menu

In the Favorites Menu you can create and edit a list of all your favorite channels. You can create up to 5 Favorite lists.

## Creating a Favorites List

- Press **MENU**.
- Use the **<** **>** to scroll to **FAVORITES** and press **OK**.
- Select **CREATE** and press **OK**.
- Highlight **NAME** and press **OK** to bring up the pop-up key pad.
- Use **<** **>** to highlight **DEL**, press **OK** to clear the NAME.
- Use the **<** **>** to enter the desired name and select **DONE**.
- Highlight the desired channel in the channel line-up displayed, press **OK**, and a  appears to indicate the channel is now part of your Favorites List. To remove a channel, press **OK** again on the selected channel and the  disappears.
- When finished, use the **<** **>** to scroll to **UPDATE** and press **OK**.

# ADDING/DELETING FAVORITES



## Deleting an Entire Favorites List

- Press **MENU**.
- Use the **<** **>** to scroll to **FAVORITES** and press **OK**.
- Select **CREATE** and press **OK**.
- Use **▲** **▼** to select Favorites list to delete and press **OK**.

## Adding to or Deleting Channels from Your Favorites List

- OPTION 1**
- Press **MENU**.
  - Use the **<** **>** to scroll to **FAVORITES** and press **OK**.
  - Select **EDIT** and press **OK**.
  - Select or Deselect channels using **▲** **▼** **<** **>** and press **OK**.
- Note:  appears beside channels that are part of that favorites list.
- When finished, use the **<** **>** to scroll to **UPDATE** and press **OK**.

- OPTION 2**
- Press **GUIDE** to view complete list of channels.
  - Use the **▲** **▼** **<** **>** to find channel and press **OK**.
- (Note: You will have to choose a program, on the channel that you are adding, that is not currently airing to do this)
- Scroll to **ADD TO** or **REMOVE FROM FAVORITES** and press **OK**.
  - If adding the channel you will get a prompt, use **▲** **▼** to select a Favorites list to add the channel to and press **OK**.

- OPTION 3**
- While viewing a program, press **OK**.
  - Scroll to **ADD TO** or **REMOVE FROM FAVORITES** and press **OK**.
  - Use **▲** **▼** to select a Favorites list to add to and press **OK**.

# SEARCH MENU



## The Search Menu

The Search Menu allows you to enter keywords and then scan through the channels to find matches. The Search results provide you with the Channel, Program, Time, and Date information.

## Searching for a Program

- Press **MENU**
- Use the **<** **>** to scroll to **SEARCH** and press **OK**
- To delete the existing text, press the **BACK** **←** button.
- Press **OK** to bring up the pop-up key pad.
- To select letters/numbers, use **<** **▲** **▼** **>** to enter the keyword.
- Using the **<** **▲** **▼** **>**, highlight **SEARCH** and press **OK**

(You will see a pop-up box that asks what type of search you would like to do: a. Extended b. Quick)

## NOTE THIS

### Extended Search

The Extended option will provide you with program results that will be shown within the next 7 days.

### Quick Search

The Quick option will provide you with program results that will be shown within the next 4 days.

- Using the **>**, move over to the search results.
- To select channel, press **OK**.

# SETTINGS MENU



## Settings Menu

The Settings Menu allows you to create/edit preferences, create/edit users, view packages you are subscribed to and view billing information.

## What you see...

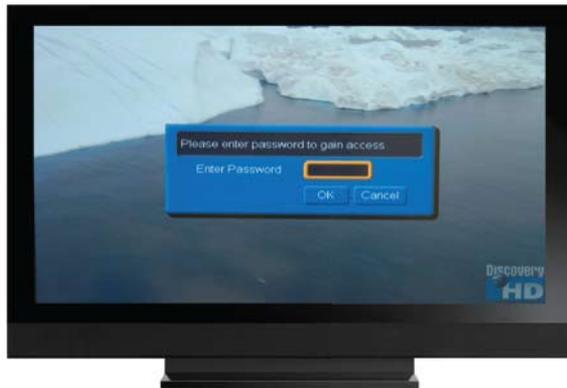
### QUICK TIP

#### To Access the Settings Menu

- Press **MENU**.
- Use **←** **→** **↑** **↓** to scroll to **SETTINGS** and press **OK**.
- Using the Number Pad, enter your **PASSWORD** and press **OK**.

**Preferences Tab**-The Preferences tab allows you to activate and deactivate features including: Share Rentals, Require Login, Enable Caller ID, Channel Blocking and Parental Controls.

**Users Tab**- The Users tab allows you to edit current users as well as create new users and administer their unique settings.



### NOTE THIS

HuronTel has assigned a default password of 1234. See Page 24 for how to change this password.

# PREFERENCES-CALLER ID

## Preference Tab

- **Share Rentals** - When checkmarked, you can view Pay-Per-View movies or events on ALL TV's within the home.
- **Require Login** - When checkmarked, this feature allows you to Sign In and Sign Out of the system.



## Caller ID-Coming soon

If you have HuronTel's Call Name and Number Display features you are able to allow the Caller ID to show up on the TV screen when you receive an incoming call.

## Enabling Caller ID

- Press and use to scroll to **SETTINGS** and press .
- Using the Number Pad, enter your **PASSWORD** and press .
- Use to place a checkmark in the box labeled **ENABLE CALLER ID**.

**To disable Caller ID**, follow the previous steps and remove the checkmark from the Caller ID box.

## Caller ID Timeout

- In the Caller ID screen use to highlight **CALLER ID TIMEOUT** and press . (Caller ID Timeout is located in the menu on the right side)
- Use to set the time and press . (Time ranges from 5 to 45 seconds)
- Use to highlight **SUBMIT** and press .

# PREFERENCES-CHANNEL BLOCKING



When channel block is set  will appear on the blocked channel.

## Channel Blocking

- Press  and use  to scroll to **SETTINGS** and press .
- Using the Number Pad, enter your **PASSWORD** and press .
- Use  to place a check in the box labeled **CHANNEL BLOCKING**.
- Use  to highlight **EDIT** and press .(Channel lineup will display)
- Use  to highlight channels you want to block and press .
- After all desired channels have been selected use the  to scroll to **UPDATE** and press .
- Press  to return to the channel you were viewing.

# PREFERENCES-HARDWARE SETTINGS

## Hardware Settings-Use caution when adjusting these settings

Hardware Settings button is in the bottom left corner of the Preferences Tab. To change any of these Hardware Settings, scroll over to the particular box and press **OK**. Use the **<** **>** buttons to find the option you want and press **OK**, then scroll down to the bottom left corner and highlight Submit and press **OK**.

**RF Output Channel-** If you have an analog TV that is connected to the STB through a coax cable, you must have your TV tuned to the same channel as you named in your RF Output Channel in Settings. RF Output can be set to either channel 3 or 4.

**Audio Language-** Scroll through many different language options.

**HDMI Comp Resolution-** Where you can change the resolution of the picture coming from the Set Top Box. This is usually based on what resolution your TV can support. Options are 480p, 720p or 1080i.

**Frame Format-** This is where to find the screen's aspect ratio options which are 16:9 Fullscreen, Pillarbox, Zoom and 4:3 Fullscreen, Letterbox, Zoom.

**Audio Output-** Choose between Stereo and Surround options.



## Closed Captioning

- Press **MENU**.
- Use **<** **>** to scroll to **SETTINGS** and press **OK**.
- Using the Number Pad, enter your **PASSWORD** and press **OK**.
- Use **<** **>** to scroll to **HARDWARE SETTINGS** and press **OK**.
- Scroll to **CC Pass Through** or **CC Overlay Render** and press **OK** to enable.

## NOTE THIS

### CC Pass Through

Allows you to see Closed Captioning when the TV is muted.

### CC Overlay Render

Allows you to see Closed Captioning all the time.

- After your selection is made, use **<** **>** to scroll to **SUBMIT** and press **OK**.

# PREFERENCES-PARENTAL CONTROLS

## Parental Controls

Parental Controls allows you to determine shows children can watch and shows that can be restricted to adults only. You can temporarily disable or enable all parental controls.

## NOTE THIS

Unlock Timeout- Automatically locks Parental Control settings after a selected period of time of being unlocked.

- Press  and use  to scroll to **SETTINGS** and press .
- Using the Number Pad, enter your **PASSWORD** and press .
- Use  to check the box labeled **PARENTAL CONTROLS**.
- Use  to highlight **EDIT** and press .
- To set Movie and TV Ratings, use  to highlight the desired field and press . (See following page for Rating information.)
- Use  to change information and press  to select criteria.
- For additional Content Rating, using  check the box labeled **Content Rating**.
- When criteria has been set use the  to highlight **UPDATE** and press .

## Unlocking Parental Controls

- While on a blocked channel, press .
- Use  to highlight **UNLOCK PARENTAL CONTROLS** & press .
- Using the Number Pad, enter your **PASSWORD** & press .

## Reactivating Parental Controls

- Press .
- Use  to highlight **Parental Controls - OFF** and press .

# PREFERENCES-CONTENT RATINGS



## TV & Movie Content Ratings

### Movie Ratings

G - General Audience

PG - Parental Guidance Suggested

PG13 - Parents Strongly Cautioned

R - Restricted

NC-17 - No one 17 and Under

AO - Adult Only

### TV Rating

TV-G - General Audience

TV-Y7 - For Children 7 years and Older

TV-Y - All Children

TV-PG - Parental Guidance Suggested

TV-14 - Parents Strongly Cautioned

TV-MA - Mature Audience Only

## QUICK TIP

The selected **Movie or TV Rating** will be viewable. For example, if you do **NOT** want your child to view **PG13** rated movies, set the rating at **PG**. This will allow your children to view only **G & PG** rated movies.

The same goes for **TV Ratings**. If you do **NOT** want your child to view **TV-14** rated shows, set the rating at **TV-Y**. This will allow your children to view only **TV-G, TV-Y7 & TV-Y** rated shows.

# USERS-CHANGING PASSWORD

## Users Tab

### Changing Password and/or PIN

- Press  .
- Use the  to scroll to **SETTINGS** and press  .
- Using the Number Pad, enter your **PASSWORD** and press  .
- Use  to scroll to the **USERS** tab and press  .
- Use  to highlight the **EDIT** box and press  .
- To add or edit the Password/PIN, use  to highlight the desired field and press  .
- Use the Number Pad to make information changes.
- To enable your PIN for purchasing Pay-Per-View movies/events, place a checkmark in the **ENABLE PIN** box.
- When your Password/PIN has been added or changed, use  to highlight **SUBMIT** and press  .
- Press  to return to the channel you were viewing.



# FAQ's

## **1. It Seems Like I'm Missing Channels!**

You may be on the HD or a FAVOURITES Tab. TABS are green and located on the left hand side, near the centre of the GUIDE Screen. Press the GUIDE button repeatedly to get to the SUBSCRIBED Tab.

## **2. When broadcasters begin transmitting their signal in digital format, am I compatible?**

Your HuronTel service is coming to your set-top box totally in a digital format. If you are still receiving "over the air (antenna) signals" on another TV, you will need a TV that converts the signal or a set-top box that will do this for you. Broadcasters in the U.S. are converting to an all digital signal June 12th, 2009. Canadian conversion is scheduled for August 31, 2011.

## **3. There is no audio when viewing TV channels.**

Check that the Mute button on the remote control for your set-top box or your TV has not been pressed. Be sure that the set-top box audio output cable is connected to your TV.

## **4. The remote control does not work.**

Press the STB button on the remote. If TV was the last button pressed, the remote will not control the set-top box.

Verify that the TV is on.

Verify that there are no obstructions between the remote control and the set-top box front panel.

Try changing channels using the up and down arrow keys on the set-top box front panel. The light on the remote control should go on while you change the channel.

Check the batteries in the remote control. Install new batteries if needed.

## **5. What is HD or High Definition?**

HDTV is a higher quality of television that provides an extremely sharp and clear digital picture with theatre quality surround sound.

## **6. What do I need to receive a high definition (HD) picture on my TV?**

There are two major requirements to viewing High Definition quality television. If any one of these requirements does not meet the HD format, then your picture will not be High Definition.

The programming must be captured/filmed in an HD format. Whether it's live or filmed, there is specialized equipment needed for HD programming. The Network must be sending an HD signal to the TV provider (IPTV, satellite, cable, etc.). For example, if TSN is not sending an HD signal to HuronTel, you won't be watching an HD quality picture. Even an HD channel may not offer HD programs all the time.

The customer must have the appropriate equipment in their home. In order to receive and view an HD picture, you must have an HD set-top box and an HD capable TV. If you have a Motorola VIP 1200 or 1216 set-top box, they are both HD capable, all you need to do is provide the High Definition television.

Call HuronTel at 519-395-3800 to turn the HD feature on for you.

## **7. How do I get the correct TV video input or correct channel?**

RCA or HDMI interface Video Input choices are achieved by pressing TV/Video or Input button on your original TV remote control, not the remote for the set-top box.

If you use coaxial cable to hook up your set-top box, you will need your TV to be on the proper channel which is channel 3 or 4. See following page for more information on TV Inputs or look at your Set-top Box Owner's Manual.

## **8. The set-top box is making a humming noise.**

The set-top box includes an integrated hard drive and a fan for cooling. During normal operation, it emits a low humming noise, similar to a personal computer. The noise may vary at times. Note that the hard drive will stay on even when the set-top box is turned off.

# TROUBLESHOOTING

## Easy Solution for Most Problems: Freezing, Guide not loading, etc.

### Rebooting your Set-top Box

**1st-** Press and hold the power button on the front of the STB for 5 seconds. If this does not work, move on to “2nd” solution.



Back of set-top box

**2nd-** Unplug the power cord from the back of the STB for 15 seconds.

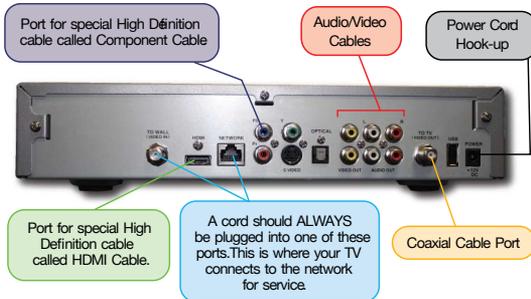
Plug the power cord back into the STB. If the green lighted ring around the Power button (on front of STB) is off, press the Power button to turn it on. **(Note: STB will take 2-6 minutes to reboot. The Guide may take longer to reload)**

### “I Do Not Have A Picture.” (Blue or Snowy Screen)

**1st- Check if the STB has Power.** This is indicated by a green lighted ring around the Power button on the front of the STB (see above or pages one and two for examples of front of STB).

**2nd- Check that the LINK light is on.** The LINK light is Indicated by a Green light on the front of the STB, if not on you need to reboot the STB (see above).

Next would be to make sure you are connected to the network. See blue box below.



**3rd- Check your TV Input is set correctly.** The type of TV will determine the input. If you have an HDTV you will most likely have HDMI cables. Using the illustration above, look at the back of your STB and identify where the cables run from the STB into your TV, this is your TV Input. Your TV remote will have an Input, Source or TV/Video button. You should get the input you are looking for if you push this repeatedly.





For further information or questions please call us at

**1-877-395-3800**

or visit our website

**[www.hurontel.on.ca](http://www.hurontel.on.ca)**