



# Albany Mutual Telephone

## 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, viewing account information, parental controls, and purchasing Pay-Per-View (PPV) movies. 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



#### Key Functions

<b>Setup</b>	Use to program your remote to operate your TV, VCR, DVD Player etc. See the remote control's user guide for programming codes.
<b>Device controls</b>	Determines which device the remote control will operate.
<b>Direct Access buttons</b>	<b>GUIDE</b> Display detailed program feature listings. <b>EXIT</b> Return to previous screen. <b>LAST</b> Returns you to the last channel you were watching
<b>System controls</b>	<b>VOL +/-</b> Control volume <b>CH +/-</b> Change channels. <b>LAST</b> Return to last channel viewed. <b>INPUT</b> Change input mode for TV.
<b>Navigation arrows</b>	Move the on-screen highlight, up/down, left, and right.
<b>Ok</b>	Use <b>OK</b> to confirm selection. Confirm selection.
<b>Numeric keypad</b>	Enter specific channel numbers and PINs.
<b>Feature buttons</b>	These buttons can be programmed as a shortcut to a specific channel.
<b>Digital Music</b>	To view the listings for the Digital Music press " <b>C</b> ", To return to regular TV, press " <b>A</b> "
<b>DTV</b>	To return to regular TV from the music menu, press <b>DTV</b>

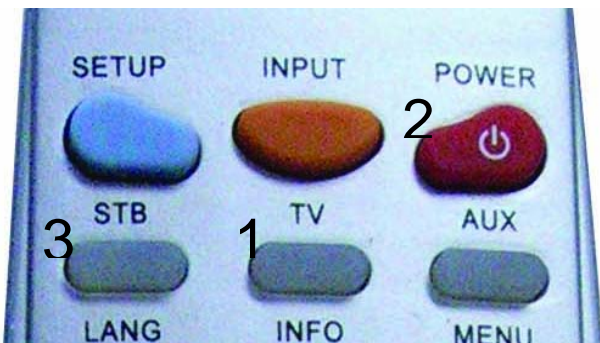
## Turning the system on

Your new remote will operate both your regular TV and the digital receiver we installed, the digital receiver changes the Digital TV channels. The device buttons on the top of the remote tell the remote which device to operate. This remote is equipped with a digital receiver locking feature which allows the POWER and VOLUME buttons to control the actual TV, while the rest of the buttons operate the digital receiver... Therefore you do not need to use the device buttons on the top of the remote to switch between TV control and digital receiver control. Sometimes, however, if the CBL button gets accidentally pressed the remote may turn the digital receiver off, you will then get a black screen. You will need to press POWER again to turn the digital receiver back on, then press the TV device button at the top of the remote, this will return your remote to normal operation. \*\* 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. Typically the TV needs to be set to channel 3.

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 the "TV" button, then "POWER", to turn TV on, Then press "STB" if there is no picture, press "Power." You can now change channels, use the guide, and change volume.

### To turn the TV off:

1. Press "TV" then "POWER"
- Note: you do not need to turn the Digital Receiver off.

## 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. Or you can press the “C” under the slide cover to listen to music and press “A” to return to regular TV programming.

## Guide

The Digital TV Guide contains detailed information for current and 7 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. The last channel viewed appears on a smaller screen (screen-in-screen) while navigating the Guide. Use the navigation arrows to search through the guide, when the show you want to watch is highlighted, press **SELECT** to watch the show.

The Guide contains a color coded system to differentiate at first glance the type of programs available.

### Color Meaning

Light Green/Blue	Normal Programming
Dark Green	No Information Available
Dark Gray	Unsubscribed
Dark Blue	System (Movies, Promos, Search)
Red	Sports
Light Green	News
Light Blue	Children's
Purple	Movies

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

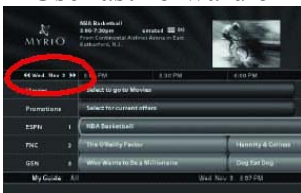
### Viewing Program Information

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.

■ Use fast-forward or rewind (>> or <<) as a shortcut to jump to listings for the next day.



■ Use **CH +/-** to preview channels in the upper right corner of the DTV Guide.

2. Highlight a program.

3. Press **SELECT** 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 **SELECT**.
3. The Autotune/Reminder page appears. Select either an Autotune or a Reminder event. Select the preferred event time by using the +/- buttons to select a time period from 1 to 99 minutes.
4. Select **Exit** to return to the DTV Guide, 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.
- Click **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 **Settings**, then **Favorites**.
3. Select **New**. Use the keyboard to enter a name then peruse the list of channels to either select or deselect each channel. The selected Favorites list appears at the top of the screen and the displayed channels are arranged according to the Favorites list in the IPG.
4. Select **Exit**.

#### **Renaming Favorites**

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

#### **Deleting Favorites**

1. Press **MENU** on the remote. The Main menu displays.
2. Select **Settings**, and then **Favorites**.
3. Choose **Delete**.  
The Confirm Deleting dialog box appears.
4. Select **Yes**. The Delete Favorites screen is updated and reflects the removed Favorite.
5. Select **Exit**.

#### **Using Favorites**

To view your newly defined Favorites list, press Guide once to see all channels, pressing guide again (after the guide is displayed) will sort through your Favorites lists. 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).

The current Favorites list is displayed in the lower left hand corner of the screen. To change to other favorites lists, continue pressing **GUIDE** until your desired list appears.



## Personal Identification Number

Your PIN is used to rent movies, and 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

There are two PINs used in the Interactive system, the PIN number at the beginning of this guide is used for both the system and the purchase PINs until you change your PIN:

- **System PIN**—The System PIN allows you to set parental controls, set your system display language and audio language, and view your account history. You can change your System PIN, or inactivate the need for a System PIN with the following directions.
- **Purchase PIN**—The Purchase PIN allows you to purchase PPV movies, and other items purchased per use. This is the same as the System PIN when the service is initially set up.

### System PIN

#### Changing the System PIN

Create and Modify the PIN for System Settings.

1. Press **MENU** on the remote.
2. Select **Settings**, and then **PIN Options**.
3. Select **Edit** to change the **Settings PIN**.
4. Enter numbers using the remote to change the Settings PIN.
5. Click **Save 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.

#### Enable/Disable System PIN

Select to enable or disable the Settings PIN; you will no longer be prompted for your PIN while accessing System Settings or making a purchase in the system.

1. Press **MENU** on the remote.
2. Select **Settings**, and then **PIN Options**.
3. Select to Enable or Disable the Settings PIN; press **Y** for Yes and **N** for No.
4. Click **Save 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.

### Purchase PIN

#### Changing the Purchase PIN

Create and Modify the PIN for purchasing items in the system.

1. Press **MENU** on the remote.
2. Select **Settings**, and then **PIN Options**.
3. Select **Edit** to change the **Purchase PIN**.
4. Enter numbers using the remote to change the Purchase PIN.

5. Click **Save 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.

### **Enable/Disable Purchase PIN**

Select to enable or disable the Settings PIN; you will no longer be prompted for your PIN when making a purchase in the system.

1. Press **MENU** on the remote.
  2. Select **Settings**, and then **PIN Options**.
  3. Select to Enable or Disable the Purchase PIN; press **Y** for Yes and **N** for No.
  4. Click **Save 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.

### **Viewing Account History**

1. Press **MENU** on the remote.
2. Select **Account**. The Enter PIN dialog box appears.
3. Enter your PIN.
4. The Account History screen appears. View transactions and account information.

### **Renting a PPV Movie**

1. Press **GUIDE**. Navigate using remote navigation arrows to a PPV channel.
2. Press **SELECT** on the remote. If the movie is in progress, a warning box is presented that states “Selected Program already showing. Continue?”. Options are **YES** or **NO**. Selecting **YES** allows you to continue renting movie.
3. The rental screen displays and contains description of movie, rating, actors, runtime and cost to rent.
4. Enter your PIN to rent the movie, or press **CANCEL** on this screen.
  - **CANCEL** on-screen takes you back to DTV channel.Entering PIN adds an icon on the rental screen that says **ACCEPT CHARGES?**
  - **CANCEL** Button is also present. Accepting charges rents the movie. Cancel returns you to DTV.

### **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 **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 **SELECT**.
  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 4 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**.

The Digital TV does not show up on my TV.

Be sure the Input for your TV is set to the proper setting. You can do this by pressing the **TV** button, then the Input button until you see TV programming.

Typically your TV needs to be set to channel 3, it may be easiest to use the remote that came with your TV to make this correction.

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.

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

My Digital TV has a picture, but no sound

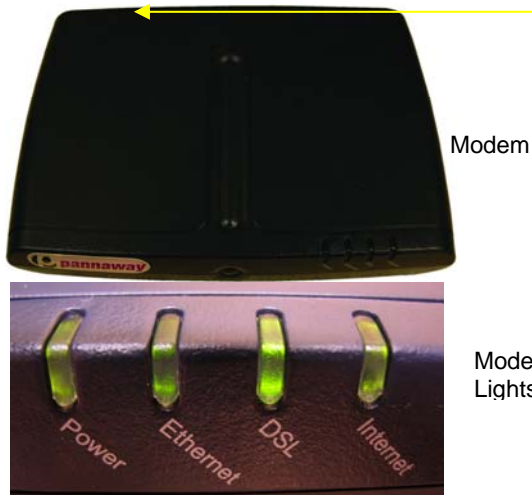
Restart the Digital Receiver – see "My Digital TV doesn't work" section below.

My Digital TV has sound, but no picture

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

My Digital TV doesn't work

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 momentarily. 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.

## **Entone Remote Programming**

### **If your remote changes channels but does not turn your TV on or off**

1. Turn TV ON with power button on the TV
2. Press TV Button on the remote
3. Press and hold Setup button until TV button flashes twice
4. Press PWR button once and aim at TV
5. Press CHANNEL UP key to start Auto Scan, be sure remote is pointed at TV while it searches for correct codes for your TV
6. When TV turns off (this may take up to 20 minutes), wait for 1 second, then press OK on the remote
7. Verify remote turns TV back on and that volume keys work

### **If your remote does not change channels but your TV turns on and off.**

1. Locate the Digital receiver box (it will be a silver box with the name ENTONE on it)
2. If the receiver has "URC Plus" on the front of it, skip to step 10, if it does not have "URC Plus" proceed with step 3
3. Press and Hold the OK button for 7 seconds on the ENTONE box
4. When you release the button, the Standby/ON light blinks twice (red then green) then stays lit red
5. Identify the number from the battery cover on the back of the remote control you are having problems with
6. Press and hold STB button on remote for 7 seconds
7. The STB button should light up
8. Enter your remote number from the remote battery cover
9. The STB button will blink twice when programming is complete
10. For the receiver with "URC Plus" only,
11. Press and Hold the OK button for 7 seconds on the ENTONE box
12. When you release the button, the clock screen will say "Remote registration"
13. Identify the number from the battery cover on the back of the remote control you are having problems with
14. Press and hold STB button on remote for 7 seconds
15. The STB button should light up
16. Press STB button once, the AUX button will come on in addition to the STB button
17. Enter your remote number from the remote battery cover
18. The STB button will blink twice when programming is complete