

# SET TOP BOX QUESTIONS

## **Do I really need a set-top box?**

**YES!!!!** Even if your HDTV has a built-in HD tuner, you are required to have an RTC set-top box.

## **How do I turn off the Set Top Box?**

A common problem with getting used to the STB is how to know whether or not it is turned off when you are not watching it. The STB will continue to run if you do not turn it off even though the TV itself is turned off. To turn it off, press the STB button on your remote control and then press the red power button.

ADB STB: A red LED will illuminate when the STB is off.

Amino STB: The red LED will continue to illuminate when the STB is off. However, if you press your remote control, the LED will not flash. This confirms it is off.

## **How do I reboot or restart the Set Top Box ?**

From time to time because of the digital format, the Set Top Box will need to be rebooted. To do this, simply pull the power cable from the back of the unit and plug it back in. It generally takes around 2 minutes to reboot itself.

## **What may cause a reboot of the STB?**

The STB device is very sensitive to lightning and if power is lost during a storm, you may need to reboot. General use over time may also constitute a reboot. When rebooting the entire system, always begin with the modem, and then move to the STB's. General use over time may also constitute a reboot. The devices carry a tremendous load every second of every day, and just like a computer that runs all the time, it can affect the performance of the devices.

## **What should I do if the Info Bar is on the bottom of the screen but there is no picture?**

You will need to power cycle the STB and wait at least 10 seconds.

## **How do I reboot my STB?**

Unplug the STB from the wall outlet and wait 10 seconds before you plug the STB back into the wall outlet.

## **What should I do if my STB appears to not work correctly?**

Verify that your television is on, verify that your STB power is on, verify correct input channel is on.

## **What should I do if the picture on my TV screen is distorted?**

Reconnect any loose cables-but only using your hand and not any other tools. Verify that your TV is tuned to Channel 3 or 4.

## **What should I do if my Electronic Program Guide is frozen?**

Reset your set-top box, unplug the box, wait a few seconds and then plug it back in. Please note, it may take a few minutes for the software to update and the EPG to become operational again.

## **My STB will not turn on. What could be the problem?**

Your set-top box may be updating. Wait a few minutes and try it again. If that doesn't work, make

sure that the power cord is plugged in and that the outlet is working. Finally, turn on the set-top box manually by pushing the power button on the front instead of using your remote (batteries in remote control may be dead).

**What should I do if there is no video picture on the TV screen?**

Make sure that both your TV and set-top box are powered “on.” Next, check that your remote is set to the appropriate input source and that you are tuned to an authorized cable channel (if you’re not sure, try turning to a channel you know that you get). Finally, if your TV or set-top box is connected to a home theater system, make sure that the home theater system is powered on, too, and that the cables are correctly connected. If any cable connections are loose, hand-tighten them.

**Will I need a separate digital set-top box for each of my TV’s?**

No, not to receive standard cable TV. However, you will need a separate digital set-top box for each TV you’d like to receive digital services on (such as premium movie channels, music channels, Electronic Program Guide, etc).

**If I get an HD set-top box, will all of my programming be in HD?**

No. Only programming that is produced in HD and is delivered via an HD-specific channel is shown in HD. Refer to our channel lineup for a complete list of HD channels.