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Set-Top Box User Guide

Version   NuBlu Skin

New Knoxville Telephone Co | NKTelco, Inc.

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MINERVA

Contents

Exploring Your Set-Top Box

When your set-top box is properly connected, you can view content in digital format that is displayed on the television screen or other display device.

This chapter describes these basic actions:

- *Checking Available Services* on page *1-1*
- *Viewing the Infobar* on page *1-2*
- *Using your Remote* on page *1-2*

Checking Available Services

Press the **Menu** button to display the menu bar. The **Menu** bar provides quick access to services available to you. Use the left and right arrow keys on your remote to highlight an application of interest, then press **OK** to select it.

Application Icon	Description	For details, see...
Guide	Launch the program Guide.	*Chapter 2, Viewing Live Programs*
DVR	View and manage your recorded programs.	*Chapter 3, Managing and Viewing Recordings*
My Library	Review upcoming Pay-Per-View events, scheduled Reminders, system messages, and TV Caller ID history.	*Chapter 4, Using My Library*
Settings	Set your preferences for channel blocking and parental controls, and create sub accounts for other users.	*Chapter 5, Setting Preferences*
Favorites	Create a favorite channel list.	*Chapter 6, Using Favorites*
Search	Find your favorite programs by title or keyword.	*Chapter 7, Searching for Video*
PPV	Purchase events for viewing in the private of your home.	*Chapter 8, Viewing Pay-per-View Content*

Viewing the Infobar

In many screens, when viewing a program or movie, or after selecting its name, you can press **Info** to view more information about the item. You can press info a second time to view a more detailed program description (if available):

When viewing the **Info** screen, you can press ▲ and ▼ to change to adjacent channels. The information in the Infobar is updated for the displayed channel.

Using your Remote

Your remote has different functions depending on the application (**Guide**, **DVR**, etc) that you're using on your set-top box. Below are some general remote operations that aren't specific to particular applications.

Navigating

In this document, the action "press" refers to pressing a key on your remote, for example, "press **Menu**". The action "select" means to use the ▲, ▼, ◄, and ► keys on your remote so that the specified area is highlighted, at which point you'll normally *press* **OK** to complete the task.

Using the Keypad

The the keypad is displayed when you are required to enter non-numeric characters, such as when you use the **Search** function. To enter a character, you use the ▲, ▼, ◄, and ► keys to *select* the character, then *press* **OK** to add the character to your input text. You repeat this process until the complete text has been input, then you select **Done**, then press **OK** to complete the entry.

This image describes the functions of some of the non-character keys on the keypad:
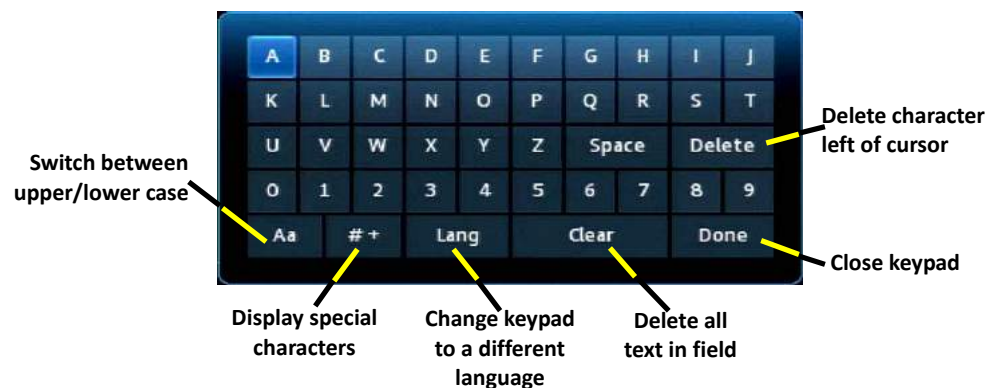
Entering Standby Mode

Your set-top box goes into Standby Mode when you press the **Power** key after you've completed a viewing session. In this mode, a "screen saver" image appears on you TV. Press **Power** to exit the standby mode and start a viewing session.

Viewing Live Programs

This chapter describes how to use the **Guide** application. You use the **Guide** to tune to live (currently broadcasting) programs and schedule recordings, reminders, and autotunes.

You access the **Guide** by selecting [icon] from the set-top box Menu bar and then pressing **OK**.

Guide Components

The image below shows the main components of the **Guide** interface:

Current Program Thumbnail View

Program Description

Guide Filter

Channel Lists Included in the Guide

Status icon(s)
(see table below)

The table below describes the meaning of the status icons that can appear before the name of a program in the **Guide**:

Icon	Description
⭐	The episode is new.
🔴	The episode is configured for single-event recording.
⊕🔴	The episode is set for series recording. All episodes in the series will be recorded.
▶	The episode has autotune set. The set-top box will change to, and display, the episode when it starts playing.
⊕▶	The series that the episode is a part of has autotune set. The set-top box will change to, and display, each episode in the series when it starts playing.
🕐	The episode has a reminder set. A pop-up reminder will appear when the program is about to start.
⊕🕐	The series that the episode is a part of has a reminder set. A pop-up reminder will appear when each episode in the series is about to start.
HD	The program is displayed in high definition.
♡	The program is marked as a favorite.
🔒	The channel is blocked for viewing.
⊕⚫	The episode is part of a series recording, but recording of that episode was skipped.
⚫	The episode was set for recording, but the recording was skipped.

Navigating the Guide

While the **Guide** is displayed, you can use your remote to find channels in the following ways:

- Enter the channel number directly using your remote.
- Press ▶ and ◀ to scroll through the **Guide** forward and backward in time.
- Press ▲ and ▼ to scroll to different channels.

Tuning to a Channel

To tune to a channel while the **Guide** is displayed, select the channel, press **OK** to preview the program on the upper-left corner of your TV screen. Press **OK** again to tune to the channel.

Changing the Guide Filter

While the **Guide** is displayed, you can press the **Guide again** to cycle through available **Guide** filters. Examples of the filters include:

- **All** displays all channels.
- **Subscribed** displays only subscribed channels.
- **SD** displays only standard definition channels.
- **HD** displays only high definition channels.
- *Favorites* displays a list of favorite items that you optionally create using the Favorites application. You can create more than one favorites lists. (For more information, see *Using Favorites* on page *6-1*.)

Making Recordings

The sections below describe the ways that you can record programs listed in the **Guide**:

- *Recording a Live Program* on page *2-2*
- *Scheduling a Recording* on page *2-3*
- *Scheduling a Series Recording* on page *2-3*
- *Scheduling a Time-Based Recording* on page *2-4*

Note: Your service provider might disable the recording feature for some programs or channels. If a program isn't recordable, a message indicates this if you attempt to record it.

Recording a Live Program

To record a live (presently broadcasting) program, do this:

1. Open the **Guide** application.

2. Select the program you want to record, then press **REC** (record).

   🔴 appears next to the program as shown below, and the program is being recorded:
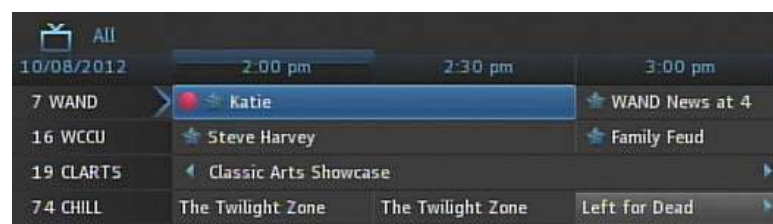
Scheduling a Recording

To schedule the recording of a single program or episode that starts in the future, do this:

1. Open the **Guide** application.

2. Select the program you want to record, then press **OK**. A list of options appears:

3. Select **Record Program**, then press **OK**. The options close, and the record icon 🔴 appears next to the program.

Scheduling a Series Recording

You can schedule the recording of program episodes that your set-top box recognizes as being part of a series. To do this:

1. Open the **Guide** application.

2. Select the program you want to record, then press **OK**.

3. Select **Record Series**, **then press OK**.

Note: The **Record Series** option only appears if the program is part of a series.

The panel shown below appears. The interface includes settings for **Channels**, **Preferences**, **Episodes**, **Start**, **End**, and **Limit to** values:
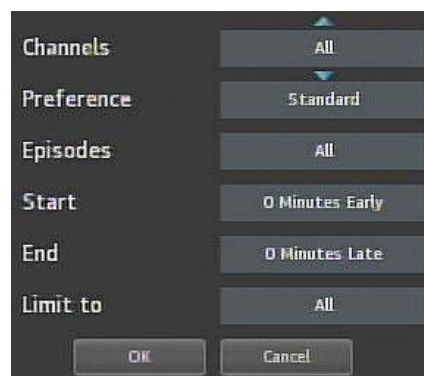
4. Select the default value of each setting you want to change, then press **OK**. Press ▲ and ▼ to scroll between value options. Press **OK** to accept the value you want to use.

5. When all settings are in place, select **OK**, then press **OK**. The series recording is scheduled.

Scheduling a Time-Based Recording

You can schedule time-based recording. This type of recording is often used to record repeating programs that aren't part of a series.

To create a time-based recording, do this:

1. Open the **Guide** application.

2. Select the program you want to record, then press **OK**.

3. Select **Schedule Event**, then press **OK**. The **Schedule Event** screen appears:
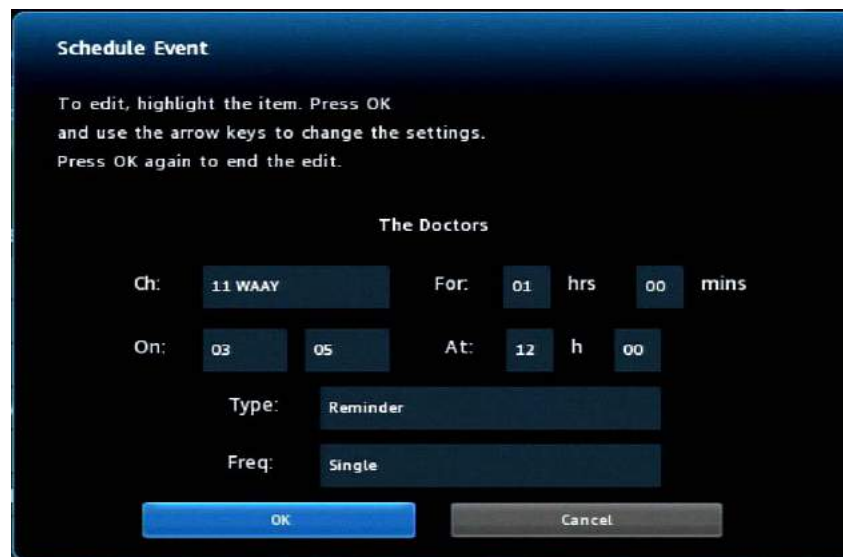
4. Press ▲, ▼, ◄, ►, and **OK** to set appropriate values for Channel (**Ch.**), **For**, **On**, and **At**.

5. If **Type** doesn't already indicate **Recording**, select **Type**, then press **OK**. Select Recording, then press **OK** again.

6. Optionally set the **Freq.** value to configure the recording to occur at regular intervals.

7. Press **OK**. The time-based recording is now set.

Scheduling Reminders and Autotunes

You can schedule reminders that display messages on the screen to remind you that a program is about to start. You can also schedule autotune events which cause the set-top box to tune to a channel at a scheduled time.

To schedule reminders and autotunes, do this:

1. Open the **Guide** application.

2. Select the program that you want to set a reminder or autotune for, then press **OK**.

3. Select **Set Reminder** or **Set Autotune**:
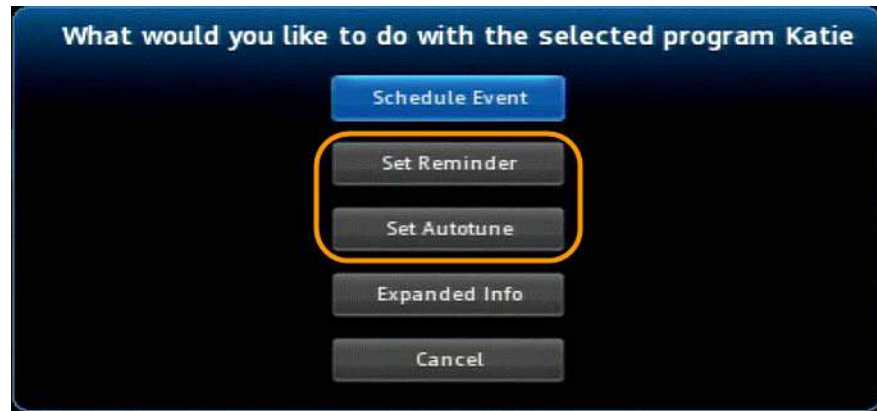
The event is set:

Reminder

Autotune

Note: You can set a **Reminder** *or* an **Autotune** for a program, not both.

Managing and Viewing Recordings

This chapter describes how to view and manage existing recordings with the **DVR** application.

If you are provisioned configured with digital video recording service (DVR, Whole Home DVR (WHDVR), or Network DVR (nDVR)) by your provider, you can record programs offered on the **Guide** and view them at a later time. When you watch recordings, you can use functions on your remote to pause and replay the program. You can also fast-forward and rewind a program while viewing it, and change the speed of each up to 25 times normal speed.

Note: To schedule recordings, see *Making Recordings* on page *2-2*.

You access **DVR** application by selecting [DVR] from the set-top box Menu bar and then pressing **OK**.

Viewing a Recorded Program

To view a recorded program, do this:

1. Open the **DVR** application.
2. Select **Recordings**

Note: The 🏠 icon indicates that the item is a whole-home DVR program that can be watched on every device in your home. The 📁 icon that the item is part of a series recording.

3. Press ▶ to move to the pane showing all recorded programs. Note the change of **Recordings** pane:

4. Optionally select one of the sort options **Date**, **Title**, **Channel**, **Viewed/Not**, then press **OK**. Select the program you want to watch, then press **OK**:

5. Select **Play Recording**. The recording starts playing.

Using your Remote

When a recording is displayed on screen, you can use these functions on your remote:

Key	Function
Pause	Temporary stops program play.
	Programs can be paused for up to 30 minutes so long the current channel is not changed.
Play	Resumes the play of a paused program.
Rewind	Reverses Live TV or a recorded program.
	You can press **Rewind** repeatedly to change the rewind speed by 2, 15, 50, or 300 times.
Fast Forward	Advances a Live TV or a recorded program.
	You can press **Fast Forward** repeatedly to change the rewind speed by 2, 15, 50, or 300 times.
Stop	Returns to live TV.

Locking a Recording

By default, old recordings are automatically deleted to make space for new recordings.

Note: The recording lock feature is only available if you have **DVR** or **Whole Home DVR** service. It is not available if you have only the Network DVR (**nDVR**) service.

To prevent a recording from being automatically deleted, do this:

1. Open the DVR application.

2. Select **Recordings**.

3. Press ▶ to move to the listing of recorded programs.

4. Select the program you want to lock, then press OK.The **Choose an Action** panel appears.

5. Select **Lock**:

6. Press **OK**. The recording is now locked.

Deleting a Recording

To delete a recording, do this:

1. Open the **DVR** application.

2. Select **Recordings**.

3. Press ▶ to move to the pane showing all recorded programs.

4. Select the program you want to delete, then press **OK**.

5. Select **Delete Recording**, then press **OK**:

The recording is deleted:

Note: If you select the folder for recordings from a series, the **Delete All** option appears instead.

Using My Library

This chapter describes how to use the **My Library** application.

My Library is a repository of all your purchased movies and programs. If you subscribe to the **Caller ID** service, it also maintains a list of recent calls. You can view and manage messages related to DVR recordings, system announcements, or billing alerts.

Using My Library

To use the **My Library** application:

1. Press **Menu** to display the menu bar, select , then press **OK**. The **My Library** application opens:
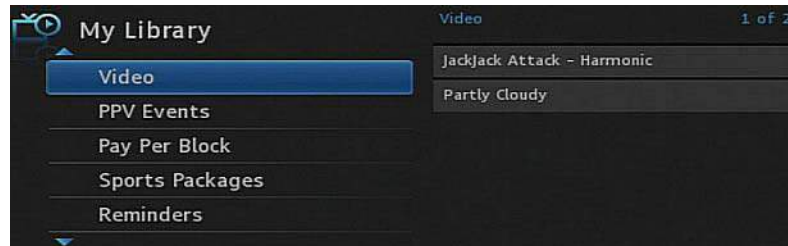
2. Select one of the following content/event categories that you want to view:

   - **Video** displays movies that you recently purchased.

   - **PPV Events** displays programs that you recently purchased

   - **Pay Per Block** displays the block of time that you recently purchased

   - **Sports Packages** displays sports packages that you recently purchased

   - **Reminders** displays a list of future reminder and autotune timers.

   - **Messages** displays messages related to DVR recordings, system announcements, or billing alerts.

   - **Caller ID** displays a list of information about received calls, such as the name and number of the caller, and the date and time of the call, as shown in this example:

3. Press ▶ and then ▲ and ▼ to select an item of interest, then press **OK** to show action options for that item. Select the desired action.

Setting Preferences

This chapter describes how to use the **Settings** application to set certain preferences for your account, such as rental sharing settings and channel blocking settings.

Note:

- You must enter your PIN every time you access the **Settings** application.
- The **Settings** application is also used to access the **Set Top Box Settings** - Warning! The Set Top Box may become unusable. Please use Caution on what is changed.
- Select **Submit**, then press **OK** to save your changes.

You access **Settings** by selecting [icon] from the set-top box Menu bar and then pressing **OK**.

Setting Preferences

To set your preferences, do this:

1. Open the **Settings** application.

2. Select, in turn, the various options and change their values as desired:

   - **Theme**: Specifies the skin (or color scheme) to be used by the set-top box interface. To modify, select this item, press ◀ or ▶ to display a desired skin, then press **OK**.

   - **Autotune Alert**: Specifies the **Autotune** alert value. To modify, select this item, press ◀ or ▶ to scroll to the desired number seconds you'd like to have the set-top box alert you before an **Autotune** occurs, then press **OK**.

   - **Enable Caller ID**: Enables or disables the **Caller ID** feature. To modify, select this checkbox, then press **OK** to either 1) *enable* **Caller ID** (add a check mark) or 2) *disable* **Caller ID** (remove the check mark).

   - **Caller ID Timeout**: Specifies the **Caller ID** timeout value. To modify, select this item, press ◀ or ▶ to scroll to the desired number of seconds you'd like to have the set-top box display **Caller ID** text on the set-top box, then press **OK**.

   - **Channel Blocking**: Turns the channel blocking feature on or off. To modify, select this checkbox, then press **OK** to either 1) *enable* **Channel Blocking** (add a check mark) or 2) *disable* **Channel Blocking** (remove the check mark).

Setting Preferences

- **Share Rentals**: Allows you to share your rentals with sub-accounts. To modify, select this checkbox, then press **OK** to either 1) *enable* **Rental Sharing** (add a check mark) or 2) *disable* **Rental Sharing** (remove the check mark).

- **Require Login**: Specifies that you are required (or not) to enter your user name and password when logging on to E-mail and the Internet. To modify, select this checkbox, then press **OK** to either 1) *enable* **Require Login** (add a check mark) or 2) *disable* **Require Login** (remove the check mark).

- **Parental Control**: Enables or disables the **Parental Control** function. To modify, select this checkbox, then press **OK** to either 1) *enable* **Parental Control** (add a check mark) or 2) *disable* **Parental Control** (remove the check mark).

3. Select **Submit**, then press **OK**. Your preferences are saved.

Setting up Parental Controls

If you enabled **Parental Control** control above, then parental controls that you put in place for each subaccount are enforced. These controls include:

- Specify the movie rating and TV rating that corresponds to the "most mature" rating that the movie or TV show can have in order for the subaccount to be able to view it.

- Specify whether or not the subaccount can view movies or TV that have been rated for sexual situations, language, suggestive dialog, violence, or fantasy violence.

To set **Parental Control**, do this:

1. Open the **Settings** application.

2. If **Parental Control** isn't enabled, select its checkbox, then **OK**.

3. Select **Users**, then press **OK**.

4. Press ▶, then press ▲ and ▼ to select a user whose parental control settings you want to change, then press **OK**.

5. Press ▶ to select **Parental Controls**, then press **OK**.

6. Make the following adjustments as desired:

- **Movie Rating:** Select **Movie Rating**, then press **OK**. Press ▶ or ◀ until the desired restriction level appears, then press **OK**:

- **TV Rating:** Similarly, select **TV Rating**, then press **OK**. Press ▶ or ◀ until the desired restriction level appears, then press **OK**.

- **Unlock Timeout:** (This setting appears only when editing parental control settings for the Primary user.) Enter the number of minutes, after **Parental Controls** are unlocked, that the **Parental Controls** should be locked (enforced) again.

  When you are logged in as the primary user, and you attempt to select (in the **Guide** or **On Demand**) a TV program or movie that's locked according to the **Parental Control** settings for the primary user, you are prompted with an option to unlock that item. If you choose to unlock it, you can view the item (that would otherwise be restricted) for the number of minutes you specify in the **Unlock Timeout** setting.

  To set the **Unlock Timeout** value, select **Unlock Timeout**, then press **OK**. Press ▶ or ◀ until the desired restriction level appears, then press **OK** again.

Note:

- If the primary user presses a key the remote between the time that **Parental Controls** are unlocked and the time the timeout expires, then the timeout clock is reset to 0. For example, if the **Unlock Timeout** value is 30 and **Parental Controls** is unlocked at 8:00 pm. If no buttons are pressed on the remote for 30 minutes, **Parental Controls** will be relocked at 8:30 pm. However, if one or more buttons are pressed at 8:15 pm, **Parental Controls** is set to re-lock at 8:45 pm.

- The **Unlock Timeout** value doesn't affect the viewing experience of subaccount users. (They don't have the option of unlocking parental controls.)

- **Block Unrated:** (This setting appears only when editing parental control settings for the primary user.) If you want to block programs and movies (Live TV and VOD) that don't have an announced rating, or that are rated as NR (not rated), check option **Block Unrated**.

  To set the **Block Unrated** value, select its checkbox, then press **OK** to either 1) *enable* unrated blocking (add a check mark) or 2) *disable* unrated blocking (remove the check mark).

Note: While this setting only appears when editing parental control settings for the primary user, subaccount users are also affected. They won't be able to view unrated movies and TV programs.

- Press ▲, ▼, ◀, ▶, and **OK** to select the change the check status of the checkboxes for **Sexual Situations**, **Language**, **Suggestive Dialog**, **Violence**, or **Fantasy Violence** restriction options.

7. Select **Submit**, then press **OK** to save your changes.

Selecting Channels to be Blocked

You can set specific channels to be blocked so that no program on that channel can be viewed, regardless of program rating.

To set blocked channels, do this:

1. Open the **Settings** application.

2. Select **Edit**, then press **OK**.

3. Select a channel to be blocked, then press **OK**
   A lock icon appears to the right of the channel name. Repeat this step until all channels you want blocked have the lock icon.
   The image below shows three blocked channels:

4. Select **Update**. You changes are saved.

Adding Subaccounts

As a primary account holder, you can add secondary accounts (subaccounts) and assign them to other household members. You configure each subaccount with its own username and password, then optionally assign other attributes, such as a theme (or skin) and a rental allowance. To add a subaccount, do this:

1. Open the **Settings** application.

2. Select **Users** then press **OK**.

3. Select **Add** then press **OK**.

4. Select **New Login**, then press **OK**. The keypad displays.
   See: *Using the Keypad on 1-2*

5. Press ▶, ◀, ▲, ▼, and **OK** to sequentially select letters for the new login name.

6. When you've input the new login name, select **Done**
   then press **OK** . The new login name is displayed:

7. Press ▼ to select **New Password**, and enter a new password using the number keys. Do the same with **Confirm Password** setting.

8. Press ▼ to select **Theme**, press **OK,** press ◀ or ▶ to display the desired skin (color appearance), then press **OK**.

9. Press ▼ to select **Allowance**, and enter the amount that this account can spend on rentals.

Note: Any purchases will be transferred to the primary account when a a subaccount is closed.

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10. Press ▼ to select, in turn, the **Caller ID**, **Email**, and **Internet** settings, then press **OK** to enable (check) or disable (uncheck) that feature for the subaccount.

11. Press ▼ to select **Enter PIN**, and press the same PIN number that you used to access the **Settings** menu.

12. Select **Continue** to set up parental ratings for this user. (See *Setting up Parental Controls* on page *5-2*.)

Modifying Main Subaccount Settings

To modify the settings of an existing subaccount, do this:

1. Open the **Settings** application.

2. Select **Users** then press **OK**.

3. Press ▶, then press ▲ and ▼, to select the button next to the subaccount you want to edit, then press **OK**:

4. Select the **Edit** option:

5. Press **OK**. The **Edit User** interface appears for the user.

6. Adjust the settings in the manner described above in section *Adding Subaccounts* above.

7. Select **Submit**, then press **OK**. The account setting changes are saved.

Modifying Subaccount Parental Control Settings

To modify the settings of an existing subaccount, do this:

1. Open the **Settings** application.

2. Select **Users** then press **OK**.

3. Press ▶, then press ▲ and ▼, to select the button next to the subaccount you want to edit, then press **OK**:

4. Select the **Parental Control** option:

5. Press **OK**. The **Parental Control** interface appears for the user.

6. Adjust the settings in the manner described above in section *Setting up Parental Controls* above.

7. Select **Submit**, then press **OK**. The **Parental Control** adjustments are saved.

Adjust Closed Captioning, Audio, and Video

To adjust closed captioning, audio, and video, do this:

1. Open the **Settings** application.

2. Select **Hardware Settings**, then press **OK**.

    An option screen appears that allows you to adjust device brightness, set up closed captioning, and so on.

    These options are specific to your set-top box manufacturer. The image below is the hardware settings screen from an Entone set-top box:
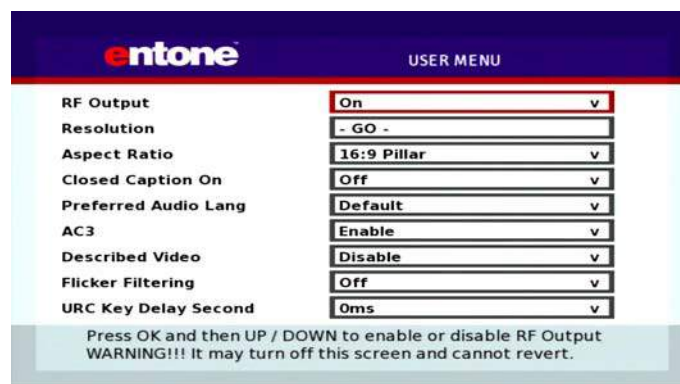
Using Favorites

This chapter describes how to use the **Favorites** application.

The **Favorites** application allows you to create and maintain a list (or lists) of your favorite channels for quick access. When using the Guide, you can quickly view **Favorites** lists and select favorite channels for viewing.

You access **Favorites** by selecting [♡] from the set-top box Menu bar and then pressing **OK**.

Creating a Favorites List

To create a **Favorites** list, do this:

1. Open the **Favorites** application.

2. Select **Create** from the list, then press **OK**.

3. Select **Name**, then press **OK** to launch the keypad. **See:** *Using the Keypad on 1-2*

4. Enter a name for the new list.

5. Select **Done** on the keypad, then press **OK**.

6. Press ▶ and then ▲ and ▼ to select a channel you want to add to the list, then press **OK**. A heard icon appears to the right of the channel.

7. Continue pressing ▲ and ▼ and **OK** to select any additional channels you want to add to the list. In the example below, three channels are shown as being part of the favorites list. (There can be others viewable if you scroll up and down):
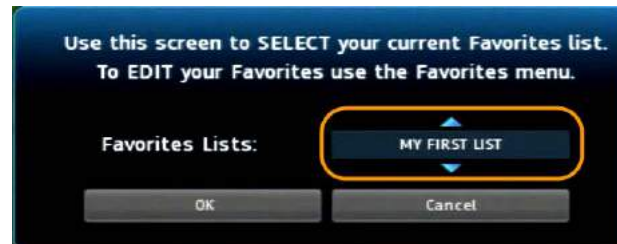

8. When done, press ▶ to select **Update**, then press **OK**. The channels are added to the favorites list, and the current program resumes.

Viewing your Favorites List in the Guide

To view your **Favorites** lists in the **Guide**, do this:

1. Open the **Favorites** application.

2. Select **Choose** from the list, then press **OK**.

3. Press ▲ or ▼ to select the **Favorites** item you want to use:

4. Select **OK**, then press **OK**. The menu disappears and live video is shown.

5. Press **Menu** to display the menu bar, select [icon], then press **OK** open the **Guide**.

   On the left, the **Guide** shows **Favorites** list name s and the channels in the list. The image below shows the channels in list MY FIRST LIST:

Note: When you display the **Guide**, you can scroll through your **Favorites** lists (and other standard lists such as All, Subscribed, SD, HD, PPV, etc.) by repeatedly pressing **Guide**

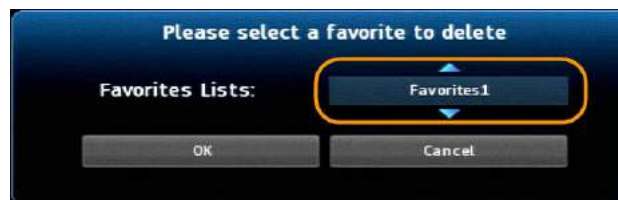# Deleting a Favorites List

To delete a **Favorites** list, do this:

1. Open the **Favorites** application.

2. Select **Delete** from the list of options:
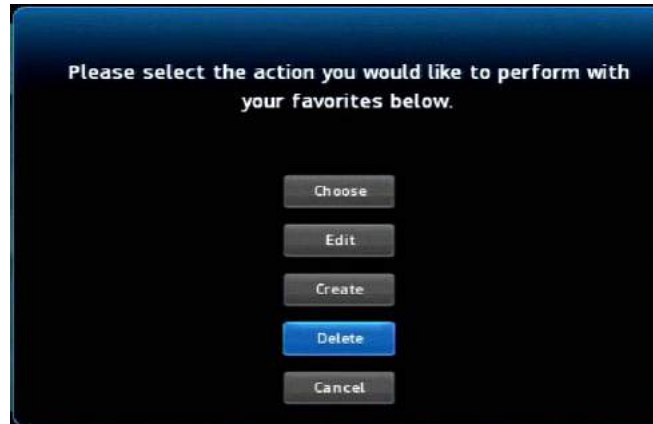
3. Press **OK**.

4. Press ▲ or ▼ to select the **Favorites** item you want to delete:

5. Press ◄ to select **OK**, then press **OK**. The deletion confirmation appears.

6. Select **Yes**, then press **OK**. The **Favorites** item is deleted.

Searching for Video

This chapter describes how to use the **Search** application to help you locate programs in the **Guide**, **On Demand** movies, and assets in the **Cloud TV**.

Searching for Video

To use the **Search** feature, do this:

1. Press **Menu** to display the menu bar, go to 🔍 , then press **OK**. The **Search** interface appears.

2. Press **OK** again to launch the keypad.   **See:** *Using the Keypad on 1-2*

3. Press ▲, ▼, ◄, ►, and **OK** to enter the text for your search.

4. When you've spelled the search phrase, select **Done** on the keypad, then press **OK**. Here's a sample completed search text:
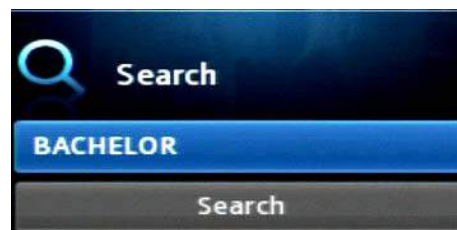
5. Press ▼ to select **Search**, then press **OK**. In a few seconds, the search results appear:

6. Press ▲ and ▼ to select the **Search** result of interest, then press **OK** to view actions you can perform on the **Search** result.

Viewing Pay-per-View Content

This chapter describes how to purchase and view pay-per-view (**PPV**) content.

You access **PPV** content by selecting [ADMIT ONE] from the set-top box Menu bar and then pressing **OK**.

Purchase a Pay-per-View Program

To purchase a **PPV** program, do this:

1. Open the **PPV** application.

2. Navigate to a **PPV** channel, select a program of interest, then press **OK**. The **PPV** options for that program appear:

3. Select the **Buy PPV** option, then press **OK**:
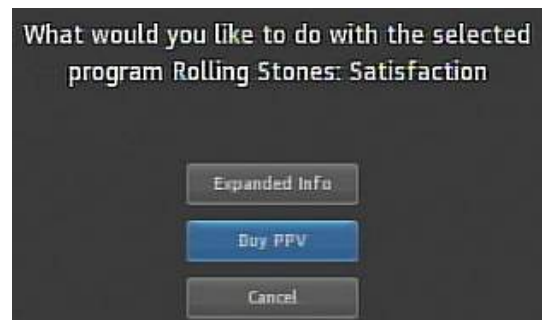
The purchase confirmation window appears.

4. Review the purchase information. To finish the purchase, select **Buy**, then press **OK**:
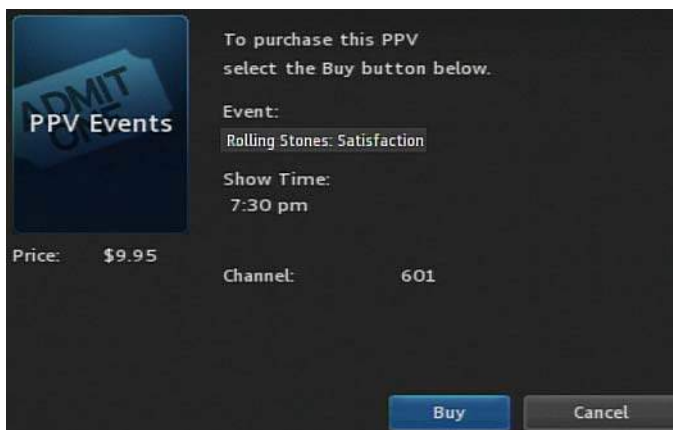
The ☺ icon appears in the **Guide** next to the purchased program. An updated list of action options also appears.

5. If no other actions are of interest, select **Cancel**, then press **OK**. The **Guide** returns.

Note: When using this PPV feature, it will change your **Guide** filter. When you go back to the **Guide**, you can scroll through your **Guide Filter** list such as All, Subscribed, SD, HD, PPV, etc.) by repeatedly pressing **Guide**.
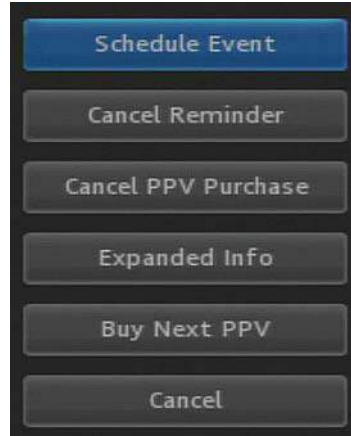
Cancel a PPV Purchase

This section describes how to cancel a **PPV** purchase.

Note: You can only cancel a **PPV** program if the program hasn't yet started.

To cancel a **PPV** program, do this:

1. Open the **PPV** application.

2. Select the previously purchased **PPV** program, then press **OK**. Options available for that program appear:

Schedule Event

Cancel Reminder

Cancel PPV Purchase

Expanded Info

Buy Next PPV

Cancel

3. Select **Cancel PPV Purchase**, then press **OK**. The **PPV** purchase is canceled.

BASIC TROUBLESHOOTING

Not Seeing All Your Channels? Make sure the Guide Filter is on "All" or "Subscribed"

Press Guide button repeatedly until you are on Subscribed.

Can not change channels? Press the "STB" button to put remote in STB mode.

**"I Do Not Have A Picture." (Blue or Snowy Screen) or
TV displays "No Signal" this means TV is on the wrong Input or
STB is not powered on. The TV is not seeing the STB connected.**

An Easy Solution for Most Other Problems: Reboot Your STB
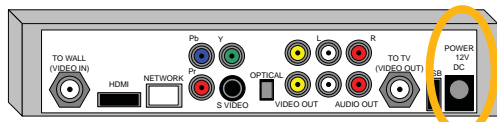
Back of Your STB

1st - Unplug the power cord from the back of the STB for 10 seconds.

2nd - Plug the power cord back into the STB.
The STB will power on by itself.
The TV should display the STB loading.

(Your STB will take roughly 4 to 6 minutes to reboot.)

Please visit www.nktelco.net and click on the support page for Set Top Box Manuals and instruction information.

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