

Troubleshooting and FAQs

If the remote control does not work:

- Check to see if the batteries are inserted correctly.
- Refer to the Remote Control User's Guide for instructions on "pairing" the remote with the DTA.

If there is no light illuminated on the front of the DTA:

- Make sure the power cord is attached to the DTA and plugged into a live electrical outlet.

If there is no picture on the TV and the light on the DTA is blinking:

- Wait a few minutes. If the light is still blinking, call Service Electric at 1-800-992-0132.

If there is no picture on the TV and the light on the DTA is solid:

- Make sure the TV and DTA are both set to channel 3.
- Try switching the TV and the DTA to channel 3.
- If you're also connected to a VCR, make sure the VCR is turned on.
- Check to see if the DTA is connected directly to the cable wall outlet.
- Make sure that all the cables are firmly connected.

If your volume is low:

- If you experience low volume while using your DTA remote, simply turn up the volume on your TV manually or by using your TV remote.

Why do I see a black bars on the sides of my TV screen?

- There may be several reasons that you are seeing black bars on your TV:
 - Check the screen size settings on your TV (refer to your TV's user manual to make sure it is on 16x9 mode).

I have HD-why can't I see the HD picture?

- Make sure you are using the HDMI cable included with your kit and that it is connected to the HDMI input on your TV and HDMI output on the DTA:
 - Check to see that your TV input source is set to HDMI (refer to the TV menu or your TV's user guide for instruction on how to change the TV input).

Is my remote control a universal remote?

- The remote supplied with your DTA will control your TV and DTA box. It will not control other equipment such as DVD players, recorders, or VCRs.

To enjoy the benefits of digital cable TV, you will need a **DIGITAL TRANSPORT ADAPTER (DTA)** on every TV set in your home. The **DTA** box that you have received will allow you crisp pictures and clear sound. However, DVR, Video On Demand and Pay-Per-View cannot be accessed with the DTA. If you are interested in these services please contact Service Electric at 1-800-992-0132.

Service Electric
broadband cable



Digital Transport Adapter (DTA)

USER GUIDE

Using the Remote Control

Turns **TV ON/OFF**

Displays
Program **GUIDE**

Displays **INFO** for
currently selected
program

MUTES volume

Controls **VOLUME**

Returns to **LAST**
channel you were
watching

HOLD for 3
seconds to
enter **SETUP**

LED displays when
pairing with DTA

Turns **Cable box ON/OFF**

Displays main cable **MENU**

EXITs current menu and
returns to current program

Used in the program guide
for **PAGE** navigation

Change **CHANNEL** to next
higher or lower

Pairing Remote with DTA

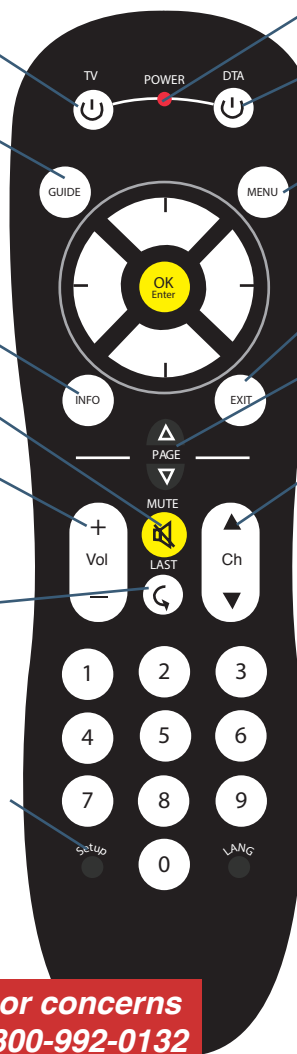
- 1 Point remote to DTA
- 2 Press and hold **SETUP** until LED blinks twice and then press **MENU**. LED will blink continuously until paired.
- 3 Follow the pairing instructions on the screen to complete pairing.

Quick TV Setup

- 1 Press and hold **SETUP** until **LED** blinks twice.
- 2 Press and hold **OK** key
Release **OK** key when TV turns off.

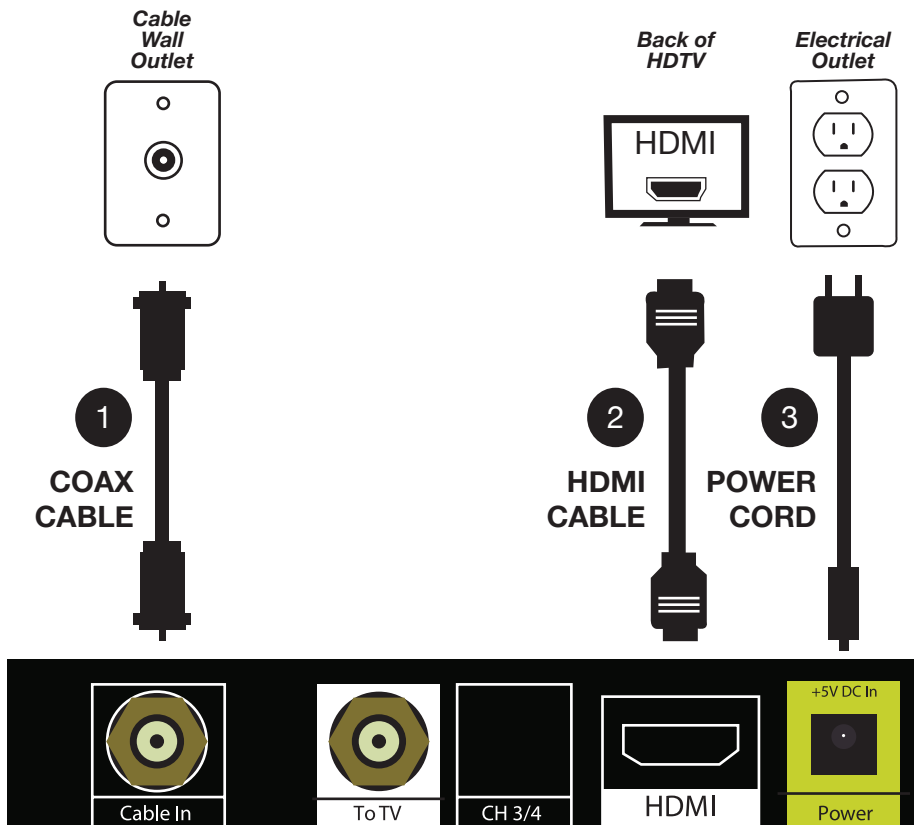
Complete remote control instructions are in the plastic sleeve that the remote is packaged in.

**For questions or concerns
call toll-free 1-800-992-0132**



Connecting the DTA to your HD TV

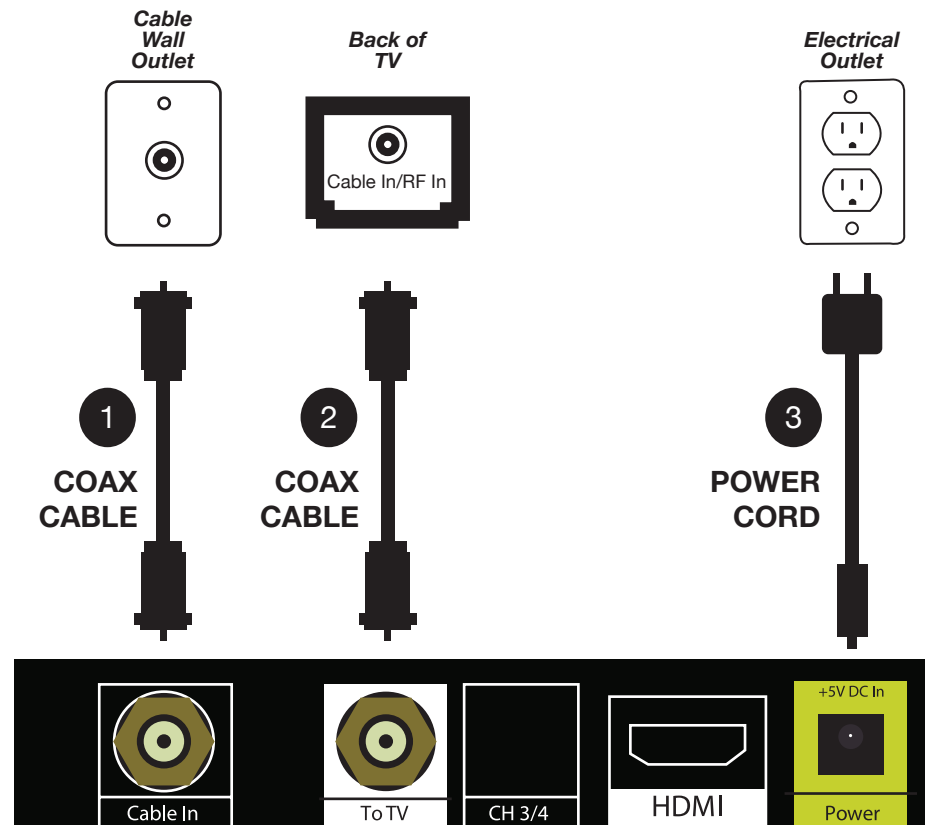
1. Connect the **COAX CABLE** from your **CABLE WALL OUTLET** to the **CABLE IN** connection on the back of the **DTA**.
2. Connect the **HDMI CABLE** from the **HDMI** connection on the back of the **DTA** to the **HDMI** connection on the back of your **HIGH-DEFINITION TV**.
3. Plug the **POWER CORD** into the back of the **DTA**, then into an **ELECTRICAL OUTLET**.
4. Turn your **TV** on.
5. Make sure the your **TV** input is set to the proper **HDMI** input. Your **TV** might have several **HDMI** inputs, so you may need to consult your **TV's USER MANUAL** for help
6. Place the **BATTERIES** into the **REMOTE CONTROL**.
7. To program the **REMOTE**, follow the simple instructions included with the **REMOTE CONTROL**.



Back of Digital Transport Adapter (DTA)

Connecting the DTA to Your Non-HD TV

1. Connect the **COAX CABLE** from your **CABLE WALL OUTLET** to the **CABLE IN** connection on the back of the **DTA**.
2. Connect the **COAX CABLE** from the **TO TV** connection on the back of the **DTA** to the **CABLE IN/RF IN** connection on the back of your **TV**.
3. Plug the **POWER CORD** into the back of the **DTA**, then into an **ELECTRICAL OUTLET**.
4. Turn your **TV** on. Tune your **TV** to **CHANNEL 3** and set the **SWITCH** on the back of the **DTA** to **CHANNEL 3**.
5. Place the **BATTERIES** into the **REMOTE CONTROL**.
6. To program the **REMOTE**, follow the simple instructions included with the **REMOTE CONTROL**.



Back of Digital Transport Adapter (DTA)