

## Swiftel Video Quick Reference Guide



**Swiftel**<sup>™</sup>  
VOICE • VIDEO • DATA • SPRINT

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- Assistance Options:
- 24/7 Direct Support - 605/696/HELP
  - FAQ & User Guide - [www.swiftel.net](http://www.swiftel.net)
  - Product Info & User Guide - Channel 30

THE **FUTURE**  
**NOW SHOWING**

**STREAM 1** TV(s) are set to channel \_\_\_\_\_ and used with remote # 1.

**STREAM 2** TV(s) are set to channel \_\_\_\_\_ and used with remote # 2.

**STREAM 3** TV(s) are set to channel \_\_\_\_\_ and used with remote # 3.

### Additional Streams

**STREAM** \_\_\_\_ TV(s) are set to channel \_\_\_\_\_ and used with remote # \_\_\_\_.

**STREAM** \_\_\_\_ TV(s) are set to channel \_\_\_\_\_ and used with remote # \_\_\_\_.

**STREAM** \_\_\_\_ TV(s) are set to channel \_\_\_\_\_ and used with remote # \_\_\_\_.

### Can I record one channel while I am watching another?

Yes. With either the Amulet or the Hydra STB you can record one program while watching another channel. With the Hydra STB, you can record one channel while watching up to three different channels.

**Note: If you have a Hydra and have subscribed to 3 streams, you can watch 3 different programs and record up to 2 programs, however, the television on stream 1 must watch one of the programs being recorded.**

### Will the DVR record on more than one TV in my home?

Swiftel DVR service comes with the Whole-Home DVR option. This means that a user can initiate a recording from any television in the house. DVR recordings can also be viewed from any television.

### Does the parental control prevent DVR use?

The parental control does not stop the other users from accessing the DVR function but it will prevent them from viewing any content that is blocked by your parental control settings.

### Can I watch a previously recorded program while recording another or multiple programs?

Yes, you can be recording 2 separate programs while watching yet another previously recorded program on your primary stream. Also, the recording will not affect your ability to watch other channels on your streams 2 or 3 (if subscribed).

### How do I know how much space is left for recording in my DVR, and what happens when it is full?

When you are in the DVR menu, you will see an indicator which will tell you the approximate percentage of your storage space being used. Note: High-Def programs take more storage space than standard programming. When the DVR is full and a new recording is requested, the DVR will delete the oldest recorded program unless that program is locked. Programs recorded on the DVR are for short term storage on that DVR only and can not be transferred or saved to other storage media for viewing.

### **I want to change some of the settings, but the system requires a password.**

The default password is 0000. You have the option to change that password with the settings. If you have forgotten your password, call Swiftel customer support to have it reset at 696-Help (4357).

If you have tried the suggested steps to resolution of the symptoms listed above and are still having problems, please call Swiftel customer support at 696-HELP (4357) and we will be happy to assist you.

### **Pause Live TV and/or the DVR occasionally do not work.**

Check the location of your Set Top Box (STB). Is it in a well ventilated area with at least 2 inches of clearance above the top of the STB? Is top of the STB clear with nothing placed on top which would obstruct the air vents? Is the STB plugged directly into an electrical wall outlet or a proper electrical power strip designed for audio/video use? Should any response be other than "YES", then correct the condition. If the symptom persists beyond 45 minutes after correcting the STB placement requirement, call Swiftel Customer Support for assistance.

### **My system seems to be locked up, it is not responding to any of the buttons on the remote.**

Remember that this Internet Protocol TeleVision (IPTV) system uses a different technology than the typical cable system. The commands entered through the remote goes to your STB, which functions like a computer, and then out to the network. If you press multiple buttons, you are entering multiple commands and the processor may become overwhelmed. If the system is locked up, stop using the remote and give the system some time to catch up.

Reminder: Avoid pressing more than one button on the remote at a time. Allow the system to respond to each command.

After trying all of the above, you may need to re-boot the Set Top Box. Unplug the Set Top Box from the electrical outlet, wait 30 seconds and then reconnect. You will then see the re-boot progress on your television screen.

### **What is Internet Protocol Television (IPTV), and how is it different from analog cable service?**

Internet Protocol TeleVision (IPTV) is a method of distributing television content over IP (eg. broadband) that enables a more customized and interactive user experience. Swiftel delivers IPTV using its private closed Fiber To The Home (FTTH) optical network system to deliver services instead of the traditional radio frequency broadcast, satellite signal, and cable TV formats. IPTV enables interactive features, hundreds of channels with many new features and capabilities being developed. The most visible piece of the system, which is located in your home, is the set-top-box: the computer based piece of equipment that decodes and decrypts TV content and displays it on the TV screen.

In a typical TV or satellite network using broadcast video technology, the content constantly flows downstream to each customer, and the customer switches the content at the Set Top Box (STB). The customer can only select from the choices that the cable or satellite company can fit into the "pipe" flowing into the home. Swiftel's switched IP network works differently. Content remains in the network, essentially a holding place, and only the content you select is sent into your home. That frees up bandwidth, and your choice of content is less restricted by the size of the "pipe" into your home. An IP-based platform also allows significant opportunities to make the TV viewing experience more interactive and personalized. For example, the interactive program guide allows you to search for content by title or actor's name and gives you the ability to adjust parental controls.

### **What is a stream?**

A stream is like a connection to the network. Each connection you have to the network allows you to select a channel for viewing or for recording with your Digital Video Recorder (DVR) service. It is possible to view a stream (or use a connection) in multiple locations within your home. However, you cannot watch multiple channels simultaneously on a single stream, so picture-in-picture options will not function. Each stream is accessed by setting your television to a designated channel.

## What are some Set Top Box (STB) placement considerations?

- The STB should be placed in an area that is ventilated with no less than 2 inches of clearance space above the STB. **Do not place anything on top of the STB's.**
- The STB should be plugged directly into an electrical wall outlet or into a high quality power strip designed for audio/video applications.

## How is operating the remote different from what I'm used to?

The remote supplied with your STB is a Universal Remote. It can be programmed to operate multiple devices. Your remote can also be programmed to control one television and one other device, such as your VCR/DVD or Surround Sound system. The Swiftel Technician will program each remote to operate with the appropriate stream through your STB. Across the top of the remote are the 3 buttons that you will use to indicate which device you are operating. The **STB**, **TV**, and **AUX** buttons will each light up to indicate which is active.

Since a stream can be viewed on multiple televisions within your home, you may find it beneficial to purchase additional remotes that are programmed to operate the same stream. For example, if you have a television in your kitchen that will be sharing stream 3 with another television located in a bedroom, you may want 2 remotes programmed to operate stream 3. Additional remotes can be purchased at the Swiftel office.

## Do I need to turn off the STB when I am not viewing TV?

No, the STB is made to stay on for improved performance and to be ready to respond when you wish to watch TV. When you are done watching, press the **TV** button or **STB** button (if programmed to control the TV) and then the **POWER** button to turn the television off. When you are ready to watch again, press the **POWER** button to turn the television back on.

## Where can I go to learn how to use some of the features of my video service?

- Tune to Channel 30 where you will find directions to a channel with a tutorial video and other resources which are available to assist you.
- When your video service is installed, the Swiftel Video Installation Technician will provide you with a Digital Video User's Guide which will explain many of the features and settings available.
- Our web site [www.Swiftel.net](http://www.Swiftel.net) has a video section with links to up-to-date video information.
- Call Customer Support at 605-696-HELP (4357).

## My TV screen is snowy or black.

Your TV may be set to the wrong channel or Input. Press the **TV** button on your remote and enter the correct channel number.

- **Stream 1** is viewed on **channel 10**
- **Stream 2** is viewed on **channel 23**
- **Stream 3** is viewed on **channel 39**
- For a single stream Amulet Set Top Box, use channel 3 or 4.

If your TV is connected to the STB using an Input such as HDMI-1 or AV1 then press the **INPUT** button on the TV remote and select the correct Input from the list that appears on the TV screen. For some TVs, you may need to use the TV's original factory remote to get the TV set to the correct input or change the channel.

Once you have your television set to the correct channel and/or input, and you are able to view programming, make sure to push the **STB** button on the STB remote before changing the channel.

## I have no sound, or the sound is garbled.

Try switching to another channel and then back, this will usually clear the issue.

## I have a picture but cannot change channels or bring up the guide.

- Confirm that you are using the correct remote for the stream your television is tuned to. Each remote will have a number on the battery cover.
- Press the **STB** button on the remote then try to change channels or use the guide.
- Try new batteries in the remote.
- If these tips do not help, please contact Swiftel customer support at 696-HELP (4357).

## I am not getting a complete channel guide, or I cannot look at programming at future times.

In the left center of your guide screen is an indicator on which guide you are looking at. The options are **All**, **Subscribed**, or **HD**. Each time you press the **GUIDE** button, the guide will toggle between those options. If you have set up a customized favorites list, that will also appear as you toggle between the options.

When your STB goes through a re-boot process, it takes some time to download the information within the guide. You will be limited in the time slots you can scan ahead to until the guide is completely reloaded.

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### Turn Your Set Top Box or TV On or Off

To turn your TV on or off, press the **TV** button then the **POWER** button. The Set Top Box is made to stay on for improved performance and to be ready to respond when you wish to watch TV.

If pressing **POWER** turned the wrong device on or off, press the **POWER** button again, press the appropriate device selection button (**AUDIO**, **VCR**, **TV** or **STB**) and press **POWER** one more time.

**Note: your remote control must have the remote code programmed in before it can send the correct signals for your tv. If the list of TV brand codes was not included in your installation pack, please contact customer service.**

### Change Channels

The **CH+/-** button will change channels up or down one at a time.

The **Number Pad** can be used to directly enter a channel number.

**GUIDE** will display Guide so you can find a program you like. Use the direction buttons to guide up or down one channel at a time. Use the **CH+/-** to page through the guide a page at a time.

If the program you would like is on now, press **OK** to view. Press **OK** a second time to view full screen. If not, you can set a scheduled event to remind you when it does come on. If you subscribe to DVR service, you can schedule a recording for the program.

*For more information on Guide, See section 5 of the Digital Video User's Guide.*

*For more information on setting reminders, Autotunes and Recordings, see [Setting Reminders, Autotunes and Recordings](#) in section 5 Guide.*

### System Buttons

**MENU** displays the Menubar which provides quick access to every feature supported by your service. *For more information about the Menubar, see section 4 of the Digital Video User's Guide.*

**INFO** displays the Infobar, a feature that lets you see information on what you're watching, what's coming on next, and what's on other channels. *For more information on the Infobar, see section 3 of the Digital Video User's Guide.*

**EXIT** causes you to exit whatever screen you are seeing and return you to normal viewing. If you ever get lost on a screen, it is always safe to press **EXIT** and then start over.

# Remote Control Layout

## Entone URC Plus Remote Control

**INPUT**  
Choose between your selected device's different input connections (Ex. DVD)

**POWER**  
Turn a selected device on or off

**AUX**  
Send commands to other devices (Ex. DVD, VCR)

**STB**  
Send commands to the set top box

**TV**  
Send commands to the TV

**LANG**  
Toggles closed captions on or off

**GUIDE**  
Displays Guide

**VOL +/-**  
Adjust the volume

**LAST**  
Return to the previous channel

**OK**  
Enter a choice you have made

**Function Keys**  
Reserved

**ENTER**  
Reserved

**System Buttons**  
Provide quick access to system screens

**INFO**  
Displays Info Bar

**MENU**  
Displays Menu Bar

**EXIT**  
Exit current screen

**CH Up / Down**  
Change the channel

**Record**  
Starts recording

**Playback Controls**  
Control playback of recordings

**Direction Buttons**  
Move the highlight in menu screens

**Number Pad**  
Enter a channel number or PIN

**MUTE**  
Toggles sound on and off

# Remote Control Layout

## Entone F1 Remote Control

**POWER**  
Turn a selected device on or off

**AUX**  
Send commands to other devices (Ex. DVD, VCR)

**STB**  
Send commands to the set top box

**TV**  
Send commands to the TV

**System Buttons**  
Provide quick access to system screens

**Playback Controls**  
Control playback of recordings

**Record**  
Starts recording

**MENU**  
Displays Menu Bar

**Direction Buttons**  
Move the highlight in menu screens

**CH Up / Down**  
Change the channel

**Number Pad**  
Enter a channel number or PIN

**INFO**  
Displays Info Bar

**GUIDE**  
Displays Guide

**VOL +/-**  
Adjust the volume

**MUTE**  
Toggles sound on and off

**INPUT**  
Choose between your selected device's different input connections (Ex. DVD)