

Troubleshooting/FAQ

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 Set Top Box 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.

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 changed the password and have forgotten what it was set to, call Swiftel customer support to have it re-set.

DVR Operation

Can I record one channel while I am watching another?

Yes. With either the Amulet or the Hydra you can record one program while watching another channel. With a Hydra, you can record one channel while watching three different channels on each of your streams. If you are recording 2 programs, any television tuned to stream 1 must watch one of the programs being recorded, but streams 2 and 3 can still watch other channels.

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. 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.

Quick Reference Guide



Assistance Options:

- **24/7 Direct Support - 696-HELP(4357)**
- **FAQ, Product Info & Complete Reference Guide - www.swiftel.net**

Swiftel™

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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 # ____.

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

Tune to channel 1 to view an on-going tutorial of many of the features you have access to. When you ordered service, the Swiftel Sales Representative gave you a Digital Video User's Guide which will explain many of the settings available to you. Our web site Swiftel.net will have a video section with links to up-to-date video information.

What is IPTV and how is it different from analog cable service?

IPTV delivers television content to your home using Internet Protocol over a packet-switched network infrastructure, e.g., the Internet and broadband Internet access networks, instead of being delivered through traditional radio frequency broadcast, satellite signal, and cable television (CATV) formats. The most visible piece of the network, which is located in your home, is the set-top-box: the 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, all the content constantly flows downstream to each customer, and the customer switches the content at the set-top box. The customer can select from as many choices as the cable or satellite company can stuff into the "pipe" flowing into the home. Swiftel's switched IP network works differently. Content remains in the network, and only the content you select is sent into your home. That frees up bandwidth, and your choice is less restricted by the size of the "pipe" into your home. Because of this, you may notice slight latency in request to change a channel or display the Electronic Program Guide.

An IP-based platform also allows significant opportunities to make the TV viewing experience more interactive and personalized. For example, the interactive program guide that allows you to search for content by title or actor's name, or the ability to adjust parental controls.

Troubleshooting

My TV screen is snowy or black

Confirm that the power to both the **TV** and the **STB** are turned on.

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 supposed to be on an Input such as HDMI-1 or AV1 then press the **Input** button on the 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.

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

I have no sound or the sound is garbled.

Try switching to another channel and then going 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.

I still don't have a signal and the Set Top Box does not respond.

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 can then watch the re-boot progress on your television.

Turn Your Set Top Box or TV On or Off

The device selection buttons tell your remote whether you want to control your set top box or your television.

To turn your TV on or off, press the **TV** button then the **POWER** button.

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.

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 once more.

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. If the program is on now, you tune to the channel showing it. If not, you can set a scheduled event to remind you when it does come on. If your set top box supports recording, you can schedule a recording for the program.

For more information on Guide, see section 5 Guide.

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

Adjust Volume

The **VOL+/-** button will adjust the volume gradually.

The **MUTE** button will toggle the sound on and off.

System Buttons

There are a number of buttons on your remote that display different features of your service.

MENU displays the Menubar when in cable [STB] mode, and in [TV] mode you will see your TV's menu. The Menubar provides quick access to every feature supported by your service.

Entone URC Plus Remote Control

INPUT

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

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

POWER

Turn a selected device on or off

AUX

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

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

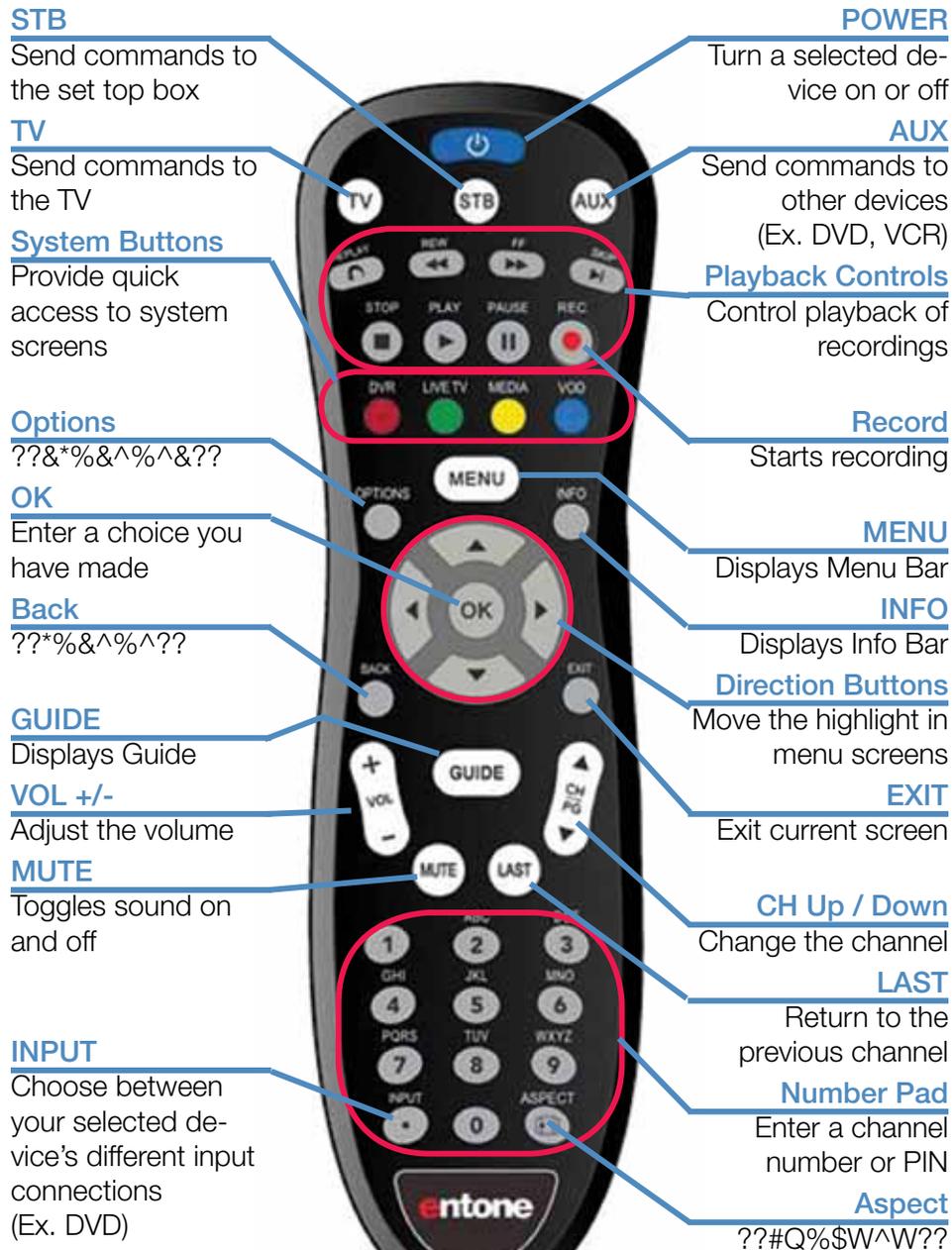
Enter a channel number or PIN

MUTE

Toggles sound on and off



Entone F1 Remote Control



What is a stream?

It may help to think of a stream as 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 DVR service. It is possible to view a stream (or use a connection) in multiple locations within your home, but you cannot watch multiple channels simultaneously on a single stream. Each stream is accessed by setting your television to a designated channel.

Is there anything I need to know about operating the remote that may be different from what I'm used to?

The remote(s) supplied with your Set Top Box is a Universal Remote. It can be programmed to operate up to 3 different devices. The Swiftel Technician will program each remote to operate the appropriate stream through your Set Top Box. Your remote can also be programmed to control one television, and one other device, such as your VCR or Surround Sound system. Across the top of your 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. For example, if you press the **STB** button and then the **POWER** button, you will turn the Set Top Box on or off. To turn your television on or off, you need to press the **TV** button and then the **POWER** button.

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 are available at the Swiftel office.