

Butler-Bremer Communications
Digital TV FAQ

We have included both a user's guide and remote control guide on our website, we encourage you to review one or both of these to see if they answer your question.

<http://butler-bremer.com/cable-tv/remote-user-guide/>

<http://butler-bremer.com/wp-content/uploads/2010/11/BB-DVR-Remote-Control-Guide.pdf>

1. I don't know what model my Set Top Box (STB) is?
 - a. This is the Amino 130, which is a NON DVR STB.



- b. This is the Amino 530, which is the DVR STB.



2. What's the difference between SD and HD?
 - a. The simple answer is that SD and HD are both digital. HD programming is delivered using 3 times the bandwidth as SD, which provides a much clearer picture. In order to watch HD programming in true HD you will need a HDTV. A really good reference point to research TV's is at CNET.com. CNET does a lot of researching and testing of a wide variety of products. This link will take you direct to their TV Buying Guide.

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<http://reviews.cnet.com/tv-buying-guide/?tag=centerColumnArea1.0;buyAdvice>

3. I have no picture, either static, blank screen or “no signal” message?
 - a. Make sure the STB is powered on; the 130 STB will have a red light on when powered up; the 530 STB will have a green light when powered up.
 - b. The TV input may have been changed; make sure the TV input is on the appropriate setting, HDMI, Component, Video or Cable.
 - HDMI – a flat ended cable;
 - Component – Three end cable; one red, one green and one blue connector, also will have a separate 2 end cable; one red and one white, for audio;
 - Composite – Three end cable; one red, one white and one yellow connector;
 - Cable – Round coax cable.

4. When I change channel I get static?
 - a. The remote is set to control the TV and not the STB. See (3) above to make sure you get to the correct input; once you get to the correct input and have video back, press the button on the remote that says “STB”, this will put the remote in STB mode and allow you to change channels, etc.

5. I have no picture, but I have sound and/or closed captioning?
 - a. We see this on HDMI connections only, typically occurs when the TV is first turned on. Change the channel and this will clear itself up, video will appear and cc should go away.

6. Do I need to power the STB off when not watching TV?
 - a. No.

7. How do I work the DVR?
 - a. Access the user’s guide using this link for the basic of operating the DVR; <http://butler-bremer.com/cable-tv/remote-user-guide/>.
 - b. To record a show you are currently watching, press the button with the small red dot (immediately above the menu button) this will bring up the command(s) necessary to record a show you are currently tuned to.
 - c. Through the guide you can schedule future programs for recording; highlight the program and press the OK button and follow the directions.
 - d. To play a recorded program; press menu, arrow down to “My DVR”, press OK; Recorded will be highlighted, press OK, select either option; arrow to the program you wish to watch, press OK and follow the instructions.

8. Can I record one show and watch another?
 - a. Yes

9. How do I erase a recorded program?
 - a. From the My DVR menu, select the program you wish to erase and press OK, arrow to “remove” and press OK.

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10. What buttons do I use to control a recorded program?
 - a. On your remote, immediately below the 4 colored buttons are the bars used to control recorded programs.
 - b. ▷ Play; ▷▷ Fast Forward; ◀◀ Reverse; || Pause; □ Stop
11. How many hours can I record with my DVR?
 - a. The DVR has a 160 GByte hard drive which will store up to 45 hours of HD programming or 150 hours of SD programming.
12. How do I put on a Rating Block?
 - a. Access the **Account** menu (menu, settings, account) and select **Rating PIN**. Complete the fields:
 - **New PIN** – Use number buttons to enter the 4-digit PIN.
 - **Confirm new PIN** – Enter PIN again.
 - **Password** – Enter your 4-digit numeric password (default password is 1234).
 - **Enable PIN Protection** – Press **OK** to select Yes or No. (Will appear only if PIN protection is activated.) If No, then this user cannot view programming with a higher rating under any circumstances.
 - **PIN Protected Rating** – Press **OK** to select the highest rating user can view without a Rating PIN. Select **Apply** and press **OK**.
13. I bought a new HD TV, how do I change format so it shows programming properly?
 - a. First, if you purchase a new TV we strongly encourage you to convert the connection from the STB to the TV to a HDMI cable. With an HDMI cable the format will automatically convert so you will not have to do anything in the settings. HDMI cables are available from Butler-Bremer at \$10.00.
 - b. To manually change format follow these steps:
 - Press Menu;
 - Access “Settings” menu;
 - Access “Preferences” menu;
 - Access “Set-top-box setup” menu;
 - Adjust settings accordingly;
 - Recommended settings for non-HD capable TV’s are; Component Output - SD; Output Aspect Ratio – 4:3 (16:9 will cause picture stretching on older TV’s); Closed Caption – off or on depending on your individual preference (CC will not work with HDMI cables).
14. How do I reboot the STB and/or Modem properly?
 - You should reboot the Modem first and then the STB. To do this, unplug the power from them either at the outlet or from the back of the unit. The power is the small, round black connection.
 - With both units unplugged, plug the modem in first. Allow it at least 1 minute to boot up before plugging in the STB. You will see the lights changing as it boots up.
 - After the Modem has booted, then plug the STB power in. You will be able to see it going through its boot up process on the screen if the TV is on.

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15. What do I do when I get the message “error during video set-synch”?
- a. This message occurs when a channel is not available or the STB loses connection with our server.
 - Perform a channel change to a SD channel; below channel 230 to see if video reappears, if not try a “network” channel (such as 3, 7 or 9) to see if video reappears. Since we receive our video feeds from INS it’s possible that some channels feeds may have been lost for a short period of time.
 - If the above doesn’t correct the problem:
 - If your connection includes a cable modem, reboot you equipment per 14 above. Please note you may need to reboot the modem only so check for signal after the modem has rebooted.
 - If your connection is a fiber connection, reboot your STB per instructions in 14 above.