

EN-TEL DIGITAL TV
QUICK REFERENCE
AND
TROUBLE SHOOTING
GUIDE



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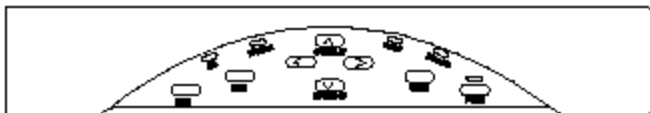
EN-TEL'S DIGITAL TV SERVICE

Thank you for subscribing to En-Tel's Digital TV Service. The following information is being provided to you as a quick reference guide for operating and trouble shooting the Digital TV Service.

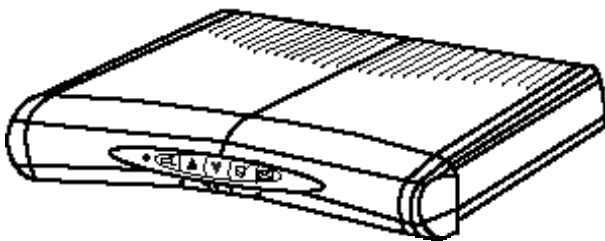
All of the instructions can also be found throughout the User Guide provided to you at the time of installation. Please refer to the Table of Contents for details.

We currently have two types of residential Gateways and three types of remotes in service. Please make sure to follow the instructions for your particular Gateway and remote.

- **SRC-200 (Gateway RG 2000C)**
 - remote is labeled on back (SRC-200)



- **SRC-300 (Gateway RG 2200C)**
 - remote is labeled on back (SRC-300A)



INSTRUCTIONS FOR RECORDING PROGRAMS

1. Set VCR/DVD on channel 4, 8, or 13 (whatever is set on your TV) - **Do not set VCR/DVD to the channel you want to record (example: channel 11)**. The VCR/DVD must be set to the dedicated channel your TV is on (4, 8, or 13).
2. Set Gateway to the channel you want to record. If time delayed recording, select show User Guide, arrow over to actions button and select option to record show. If TV is on, a warning window will let you know program is about to switch. (Approximately 2-3 minutes before program is scheduled to start.) Programming will then switch at the correct time. **Helpful Hint:** Recording will stop when "scheduled" time for program is complete and will not continue on if program runs over (ex. sporting events).
3. Set VCR/DVD timer if needed.
4. Press **Power** button on En-Tel remote to turn TV and Gateway off. **Automatic Tune** will change Gateway to desired channel at scheduled time even though your TV is off.

** We suggest testing this process before you want to actually record a show to make sure you understand the process.*

INSTRUCTIONS TO CREATE A PARENTAL PASSWORD

1. Press the **Menu** button on the remote.
2. Highlight **Parental Control** by using the arrow down button on the remote, then press the **Select** button on the remote.
3. Highlight **Set Up Passwords** and then press the **Select** button.
4. Highlight the **Parental Password** and then press the **Select** button.
5. Enter a 4-digit password.
6. Re-enter your password.
7. Press the **Exit** button once and then you will be at the **Parental Control Menu**.
8. Highlight the **Parental Control Locks** and press the **Select** button.
9. Enter your password and a new menu will appear with 6 possible options.
10. To lock by channel, highlight **Lock by Channel** and then press the **Select** button.
11. A grid of channel labels will appear with channel 2 highlighted. Using the arrow buttons, highlight the channel(s) you want locked.
12. Press the **Select** button (a lock symbol will appear to the left of the channel label verifying that the channel has been locked).
13. Press the **Exit** button until you get back to watching TV.
14. When you select a channel that has been blocked, you will need to enter your **Parental Control** password to view that channel.
15. To unlock a channel, go back to the **Menu** and unlock the channel by highlighting it and pressing **Select**.
16. **Passwords will have to be installed at each TV that views a different channel from the Gateway receiver.**

DETERMINE THE GATEWAY ID

This information should already be written in your User Guide on page 9 or 13 (depending on which User Guide you have). If nothing has been written on page 9 or 13 of your User Guide, please follow the instructions below to find the Gateway ID.

- a. Press the **SETUP/MENU** button on the front panel of the Gateway.
- b. Scroll down to **“Remote Control Setup.”**
- c. Press **SELECT** on the remote or on the front of Gateway.
- d. Press **PPV** on the remote.
- e. This Gateway requires a Gateway ID? ___ ___ ___
(3-digit number)
- f. Hit **Exit** to back out of current mode.
- g. Follow the instructions below for your style remote.

SRC - 200

Programming Gateway ID

- Press and hold “B” button until LED light flashes.
- Press 7-8-9 ___ ___ ___?
- 3-digit gateway ID code found hand-written in the User Guide or on the following instructions from above.

SRC - 300A

Programming Gateway ID

- Press/hold “LED” until it flashes red.
- Press record button (red oval).
- Press B.
- Enter 3-digit gateway ID code found hand-written in the User Guide or on the following instructions from above.

SRC - 350

Programming Gateway ID

- Press and hold the “Select” button, then the “Mute” button until the “LED” button illuminates; release both buttons.
- Press B.
- Enter 3-digit gateway ID code found hand-written in the User Guide or on the following instructions from above.

SRC - 200

PROGRAMMING REMOTE FOR STREAMS

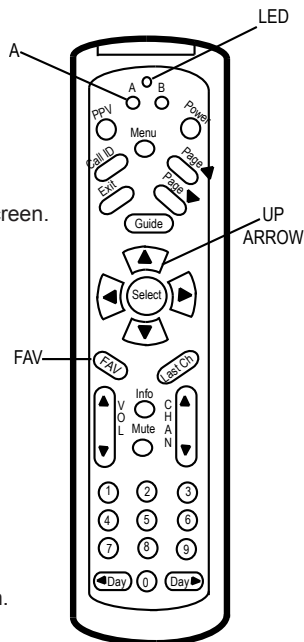
- Press and hold "A" button until the LED light flashes
 - Press 7-8-9-?
 - 0 being stream 1/Infra-Red (IR/Gateway in same room)
 - 1 being stream 1/Radio Frequency (RF/Gateway in another room)
 - 2 being stream 2 (RF/Gateway in another room)
 - 3 being stream 3 (RF/Gateway in another room)
- You are done!

If you would like to verify the code:

- Press and hold "A" button until the LED light flashes
- Press "FAV" button—LED light flash
 - Rapid flash = 0
 - 1 Flash = 1
 - 2 Flashes = 2
 - 3 Flashes = 3

SRC - 200 REMOTE CONTROL KEYS

- A: **A:** Starts Remote ID programming sequence and VOD, if provided.
- B. **PPV:** Displays Pay-Per-View menu.
- C. **Call ID:** Opens Caller ID Screen.
- D. **Exit:** Exits current menu and returns you to previous screen.
- E. **Directionals:** Arrows move cursor in program guide & menu screens.
- F. **Fav:** Scans through favorite channels.
- G. **Vol:** Adjusts TV volume.
- H. **Mute:** Mutes TV sound. When pressed and held, initiates TV code setup.
- I. **Number pad:** Selects channels.
- J. **Day back:** Moves program guide back 24 hours.
- K. **B:** Starts Gateway ID programming sequence & browser, if provided.
- L. **Power:** Powers TV on/off and tunes to default channel.
- M. **Menu:** Displays Main Menu.
- N. **Page up and down:** Pages up and down in program guide and menus.
- O. **Guide:** Displays interactive program guide.
- P. **Select:** Selects highlighted option.
- Q. **LastCh:** Tunes to last channel.
- R. **Info:** Displays current channel and program information.
- S. **Chan:** Changes program channel.
- T. **Day back:** Moves program guide forward 24 hours.



PROGRAMMING THE TV CODE IN REMOTE TO OPERATE YOUR TV'S POWER AND VOLUME

1. Turn the TV on before proceeding below.
2. Press the Mute button and hold it down until the LED at the top of the remote control flashes rapidly.
3. Press and release the Power key. The remote is now in TV code scan programming mode.
4. Press the UP ARROW key (note button on remote drawing) to scan through all TV codes. You must scan through codes **slowly** to avoid scrolling past the correct code before the TV turns off. There may be a delay from when you reach the correct TV code and your TV turning off. There may be dozens of codes to scroll through until you reach your TV's code. **When you reach the correct code, the TV will automatically turn off.** (Note that the LED will flash rapidly once you have scanned through all the codes, and then it will continue to go through the codes again in a continuous wrap.)
5. Press the Select button to store the TV code. The LED flashes rapidly, then stops, indicating that the TV code has been stored.
6. Repeat procedure for each remote control.
7. Note: Some TVs may not be programmable, and some may operate volume but not power (or vice versa).

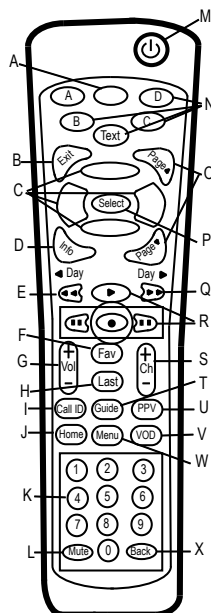
SRC - 300

PROGRAMMING REMOTE FOR STREAMS

- Press and hold "LED" button until it flashes red
- Press the record button (red oval)
- Press A
- Press 0, 1, 2, or 3
 - 0 being stream 1/Infra-Red (IR/Gateway in same room)
 - 1 being stream 1/Radio Frequency (RF/Gateway in another room)
 - 2 being stream 2 (RF/Gateway in another room)
 - 3 being stream 3 (RF/Gateway in another room) You are done!

SRC - 300A REMOTE CONTROL KEYS

- A. **LED:** Lights when any button on the remote is pressed. Also, when pressed and held starts programming sequences.
- B. **Exit:** Exits the current function.
- C. **Directionals:** Move cursor in program guide and menus.
- D. **Info:** Displays current channel and program guide and menus.
- E. **Day back:** Moves program guide back 24 hours.
- F. **Fav:** Scans through favorite channels.
- G. **Vol:** Adjusts TV volume.
- H. **Last:** Tunes to last channel.
- I. **Call ID:** Opens Caller ID Screen.
- J. **Home:** Displays web browser, if provided.
- K. **Number pad:** Selects channels.
- L. **Mute:** Mutes and unmutes TV sound.
- M. **Power:** Powers TV on/off and tunes to default channel.
- N. **A, B, C, D and Text:** Reserved for Teletext functions.
- O. **Page up and down:** Pages up and down in program guide and menus.
- P. **Select:** Selects highlighted option.
- Q. **Day forward:** Moves program guide forward 24 hours.
- R. **Play, Record, Pause, and Stop:** Video on demand controls.
- S. **Ch:** Changes program channel.
- T. **Guide:** Displays interactive program guide.
- U. **PPV:** Displays pay-per-view menu.
- V. **VOD:** Launches VOD (Video on demand) menu, if provided.
- W. **Menu:** Displays main menu.
- X. **Back:** In the browser, moves back to the previous screen.



PROGRAMMING THE TV CODE IN REMOTE TO OPERATE YOUR TV'S POWER AND VOLUME

1. Turn the TV on before proceeding below.
2. Press the LED key and hold it down until the LED flashes rapidly.
3. Press the REC key. The LED stops blinking at this point and stays on solid.
4. Press and release the Power key. The remote is now in TV code scan programming mode.
5. Press the UP ARROW key (note button on remote drawing) to scan through all TV codes. You must scan through codes **slowly** to avoid scrolling past the correct code before the TV turns off. There may be a delay from when you reach the correct TV code and your TV turning off. There may be dozens of codes to scroll through until you reach your TV's code. **When you reach the correct code, the TV will automatically turn off.** (Note that the LED will flash rapidly once you have scanned through all the codes, and then it will continue to go through the codes again in a continuous wrap.)
6. Press the Select button to store the TV code. The LED flashes rapidly, then stops, indicating that the TV code has been stored.
7. Repeat procedure for each remote control.
8. Note: Some TVs may not be programmable, and some may operate volume but not power (or vice versa).

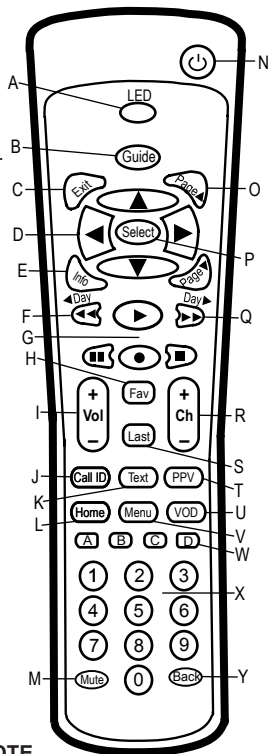
SRC - 350A

PROGRAMMING REMOTE FOR STREAMS

- Press and hold the “Select” button, then the “Mute” button until the “LED” button illuminates; release.
- Press and release the “A” key. The “LED” temporarily turns off. Releasing the key causes the “LED” button to light up again. You can now set the correct Remote Control ID.
- Press 0, 1, 2, or 3.
 - 0 being stream 1/Infra-Red (IR/Gateway in same room)
 - 1 being stream 1/Radio Frequency (RF/Gateway in another room)
 - 2 being stream 2 (RF/Gateway in another room)
 - 3 being stream 3 (RF/Gateway in another room) You are done!

SRC - 350A REMOTE CONTROL KEYS

- A. **LED:** Lights when any button on the remote is pressed.
- B. **Guide:** Displays interactive program guide.
- C. **Exit:** Exits the current function.
- D. **Directionals:** Moves cursor in program guide and menus.
- E. **Info:** Displays current channel and program guide and menus.
- F. **Day back:** Moves program guide back 24 hours.
- G. **Play, Record, Pause, Stop:** (Video on demand controls— not available.)
- H. **Fav:** Scans through favorite channels.
- I. **Vol:** Adjusts TV volume.
- J. **Call ID:** Opens caller ID screen.
- K. **Text.**
- L. **Home:** Displays web browser, if provided.
- M. **Mute:** Mutes and unmutes TV sound.
- N. **Power:** Powers TV on/off and tunes to default channel.
- O. **Page up and down:** Pages up and down in program guide and menus.
- P. **Select:** Selects highlighted option.
- Q. **Day forward:** Moves program guide forward 24 hours.
- R. **Ch:** Changes program channel.
- S. **Last:** Tunes to last channel.
- T. **PPV:** Displays pay-per-view menu.
- U. **VOD:** (Video on demand—not available.)
- V. **Menu:** Displays main menu.
- W. **A, B, C, D and Text:** Reserved for Teletext and interactive TV functions, if service is available.
- X. **Number pad:** Selects channels.
- Y. **Back:** Moves back to the previous screen.

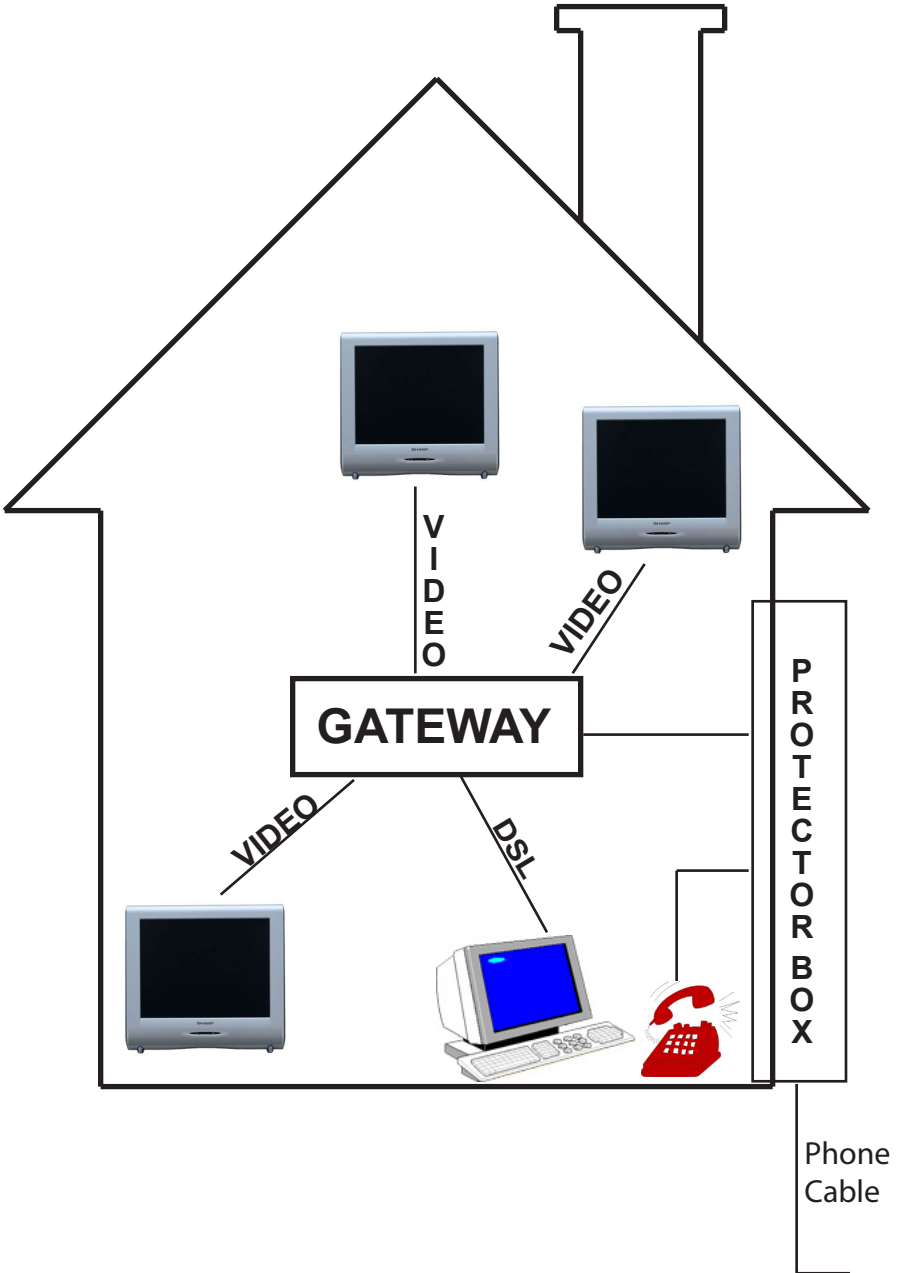


PROGRAMMING THE TV CODE IN REMOTE TO OPERATE YOUR TV'S POWER AND VOLUME

1. Turn on your TV.
 2. Press and hold the “Select” button, then the “Mute” button until the “LED” button illuminates; release both buttons.
 3. Press the UP arrow one step at a time until your TV turns off. Each time you press the UP arrow, the “LED” will blink. As soon as your TV turns off, stop pressing the UP arrow.
 4. Press “Mute.”
 - **If your TV turns back on,** press “Select” to lock in this code. The “LED” button will blink 3 times and go out.
 - **If your TV does not turn back on,** press the DOWN arrow one step at a time until your TV turns back on. Each time you press the DOWN arrow, the “LED” button will blink and remain illuminated.
- Once you have found a code that turns the device on/off, press “Select” to lock in this code. The “LED” will blink 3 times and go out.

TROUBLE SHOOTING GUIDE

Problem	Possible Cause	Try This
No Sound	MUTE is pressed on the remote control.	Press MUTE on the remote to restore volume level.
No Picture	On one TV—cable signal may not be reaching your TV.	Make sure all cables are connected properly and that your TV is tuned to the correct channel for the TV you are using. Is this the correct remote for this TV?
	On all TVs—cable signal not reaching your home.	Make sure all cables are connected properly. If the green and/or fail light is on the Gateway unit, reboot Gateway by unplugging the electrical connection to the Gateway, then reconnect. If after 10 minutes the system does not reboot, call En-Tel.
Picture is distorted	Coaxial cable (TV cable) is disconnected or loose.	Reconnect or tighten the cable.
No Power	Power cord is disconnected.	Check to make sure that the Gateway is plugged into a live electrical outlet. Note: If a wall switch controls the outlet, make sure the switch is on.
Remote doesn't work	Dead batteries.	Change the batteries in your remote.
	Remote has lost its memory or wrong Gateway ID.	Refer to pages 3, 4, or 5 or call En-Tel.
Remote will not operate at secondary locations	Weak or dead batteries.	Replace batteries.
	Using wrong remote for that TV.	Check remote label to be sure you are using the correct remote control.
	Wrong Gateway ID.	Refer to page 3 or call En-Tel.
VCR will not record	VCR is on wrong channel, is programmed incorrectly, or not connected properly.	VCR needs to be programmed to the appropriate video stream (Channels 4, 8, or 13). Refer to page 2.
	Safety tab on tape is broken.	Use a new tape.
Amber Fail/Network Light (on Gateway) or no logo on screen	Outside plant problem/bad Gateway.	Reboot Gateway by unplugging the electrical connection to the Gateway, then reconnect. If after 10 minutes the system does not reboot, call En-Tel with 4-digit error code.
Amber On-line Light (on Gateway)	Bad connection between Gateway and computer (DSL).	Check connections from Gateway to computer or call En-Tel.
Red Network Light (on Gateway)	You don't have on-line services.	Is bill current? Call En-Tel.
Error code displayed on screen	Outside plant problem/bad Gateway.	Reboot Gateway by unplugging the electrical connection to the Gateway, the reconnect. If after 10 minutes the system does not reboot, call Lakedale with 4-digital error code.



CONNECTING OTHER EQUIPMENT

RG2000

For hooking up your components or computer, please refer to the User Guide pages 50 through 80 for Gateway RG2000 for specific information and diagrams.

RG2200

For hooking up your components or computer, please refer to the User Guide pages 53 through 72 for Gateway RG2200 for specific information and diagrams.

DIGITAL TV RECORDER (DVR) DEVICE

- * If you have a digital recording device (example: TiVO), please contact En-Tel Communications' Customer Service Department for special wiring configuration/technical tips.