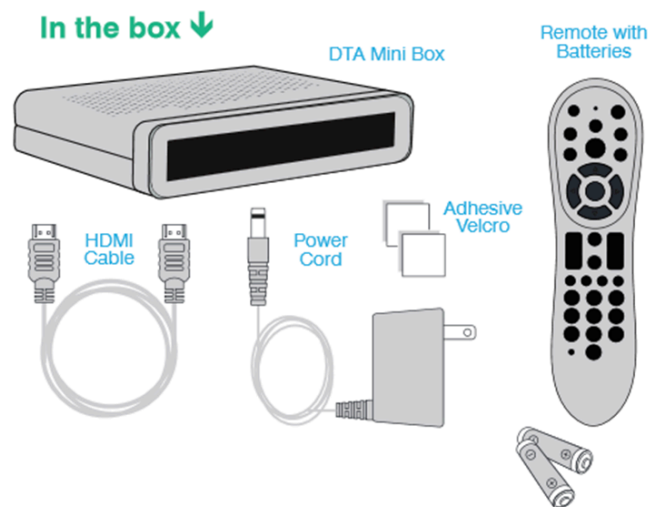


Connecting and Activating your DTA Mini Box and Troubleshooting

What is included in the DTA Mini Box Shipment?

- ❖ The following items are included in each DTA Shipment:
 - DTA Mini Box
 - Power Cord
 - 3 foot HDMI cable
 - 3 foot Coaxial cable
 - Adhesive Velcro for mounting
 - Remote Control with batteries
 - Instruction Manual



How to Install the DTA Mini Box?

1 Coax Connection to your DTA Mini Box

- A. Find the coax cable connected to the back of your TV.
- B. Remove the coax from the TV and connect it to the Cable In on the back of your DTA Mini Box.



2 HDMI or Coax Connection to TV

- A. If your TV has an HDMI input connection use the enclosed HDMI cable to connect the DTA Mini Box to the TV.



- B. If you don't have an HDMI port on your TV, use the enclosed COAX cable to connect the DTA Mini Box to the TV.



3

Connect to power

A. Plug in the power cord to your DTA Mini Box, then set the input on your TV (HDMI if you used the HDMI cable, or Channel 3 if you used the Coax cable).



4

Activate your DTA Mini Box

Before you activate

A. Complete the Cable Connection steps prior to activating.

B. Have your Account Number Accessible. This is typically found on your Billing Statement.

Now you are ready to activate!

C. Call 1-800-CABLE 77 or

Log onto www.brctv.com/alldigital

Note: Installation and activation will not impact your current existing cable service.

DTA Mini Box Activation

- ❖ You can activate their DTA in 1 of 2 ways:
 - Online at www.brctv.com/alldigital. The customer will select the option to “Activate Now”. The customer will then be prompted to login to their My Blue Ridge account to activate their DTA’s.
 - By calling 800-222-5377 and pressing option 8 to Activate their DTA Mini Box. Please have your Blue Ridge Account number and 4 digit pin number or last 4 digits of your social security number.

DTA Troubleshooting

DTA Troubleshooting Steps:

1. “Do you have your DTA Mini Box connected yet?”
 - If yes, continue to Step 3
 - If no, is your television is HDMI compatible or not.
 - **If using HDMI**, locate the coaxial connection coming from their wall or floor that may be going into their television. You will want to unscrew that coaxial and connect it to the Cable In on the DTA. You will then use the HDMI cable provided to connect the HDMI on the DTA to the HDMI on the television. You will then want to make sure your television is set to the correct HDMI input. Finally, plug the DTA power cord into the DTA and the electrical outlet.
 - **If using Coaxial**, locate the coaxial connection coming from your wall or floor that may be going into their television. You will want to unscrew that coaxial and connect it to the Cable In on the DTA. Then use the Coaxial cable provided to connect from the “To TV” on the DTA to the “Cable In” on

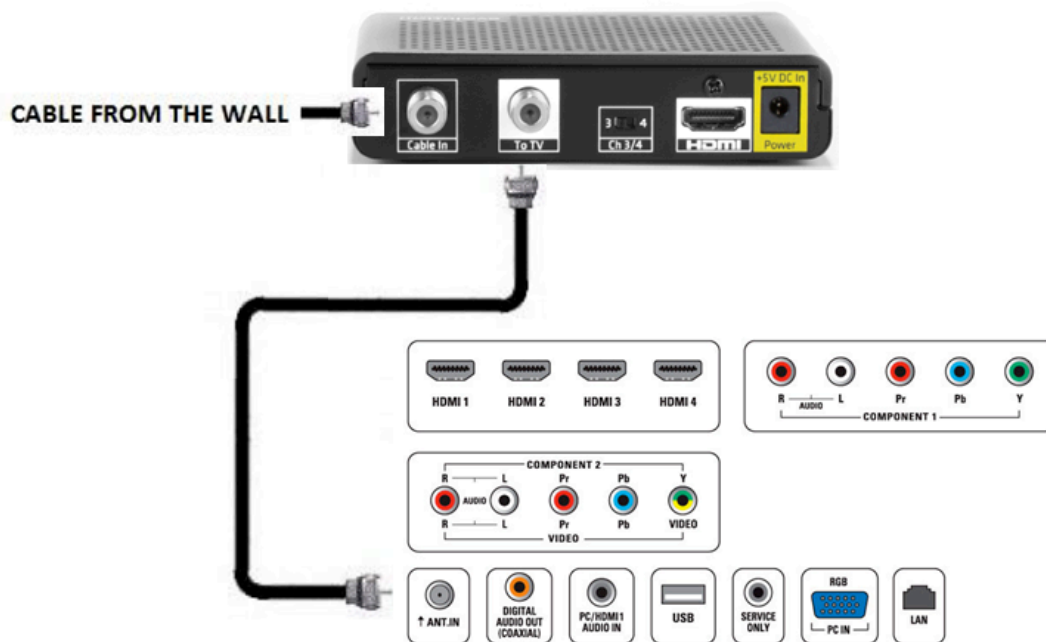
the television. Confirm if the channel switch on the DTA is on 3 or 4.
Finally, plug the DTA power cord into the DTA and the electrical outlet.

2. “What message do you see on your television screen?”

- If you see a message that says No Signal or a black/blue screen, follow these instructions:
 - Are you connecting the DTA to the Television using the Coaxial cable or the HDMI cable.?
 - Next, verify what input their television is on.
 - If using Coaxial then you should be on TV and channel 3 or 4.
 - If using HDMI then you should be on the corresponding HDMI input based on what HDMI port was used on the television.
 - Do you have a VCR connected and turned on? A VCR powered on and not set to channel 3 can produce a blue or black screen preventing the cable signal from getting to the TV correctly.
 - If changing the inputs does not correct the issue, go back to Step 2 to confirm connections.
 - If you see a message that states to “Activate”, “Service Interruption/Temp Off Air”, or “Call to Subscribe” then please unplug the power cord from the back of the DTA for 10 seconds and then plug it back in.

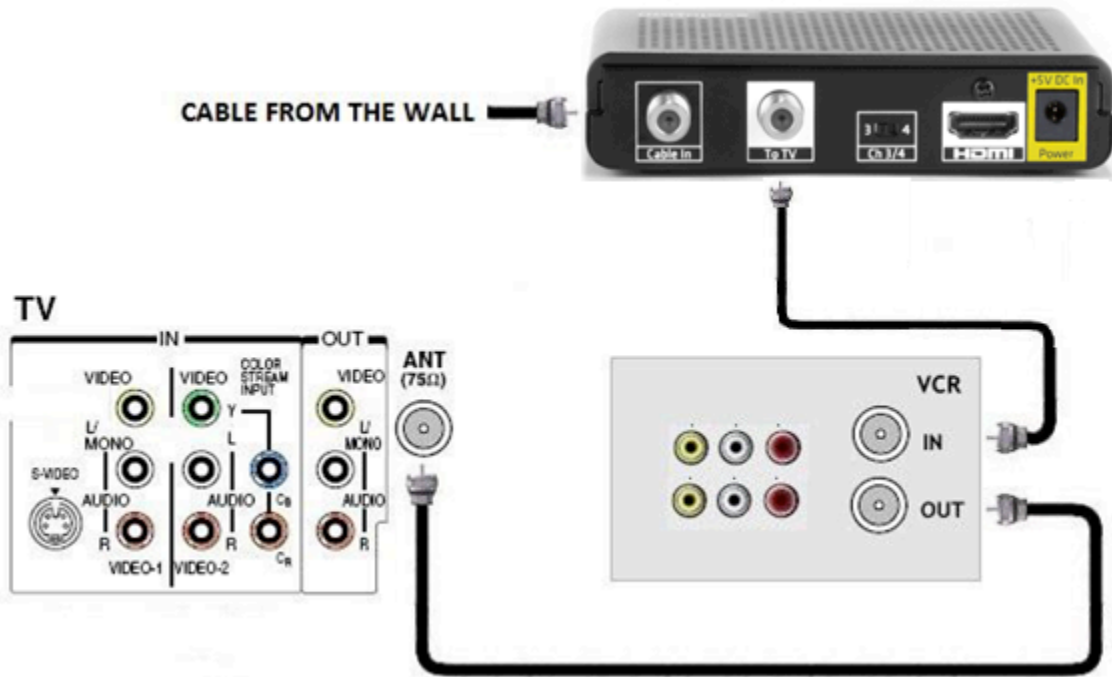
Connections from DTA Mini Box to Television (using Coaxial)

If using a coaxial connection, the customer’s television should be on the TV Input and turned to Channel 3 or 4 depending on the Channel switch on the back of their DTA



Connections from DTA Mini Box to Television including VCR

If using a coaxial connection, the customer's television should be on the TV Input and turned to Channel 3 or 4 depending on the Channel switch on the back of their DTA

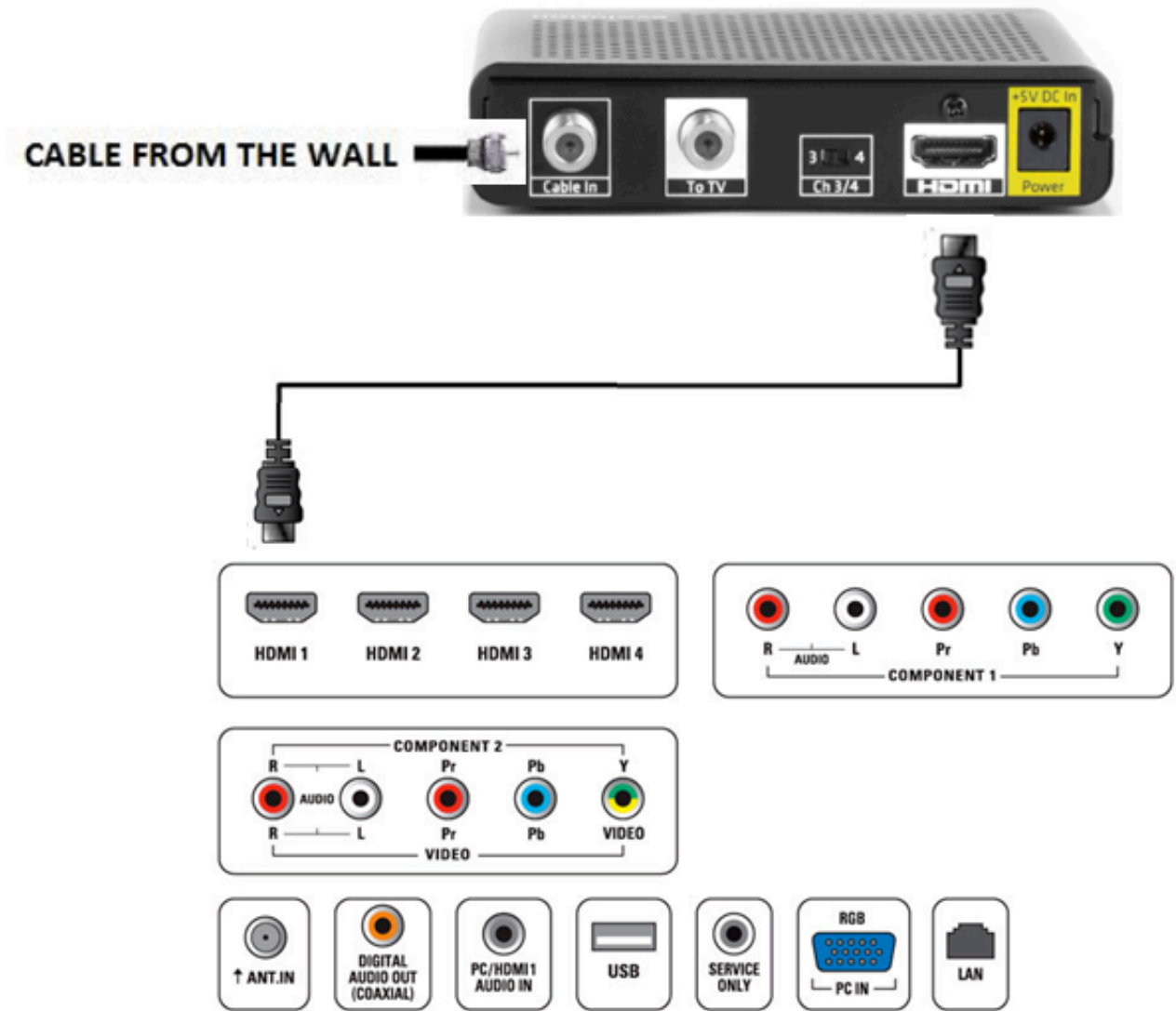


If a customer chooses to connect a VCR with their DTA mini box, the setup would be as shown above.

If the customer would like to record using their VCR, they will need to set up the recording similar to a digital box. Meaning that the VCR should be programmed to record Channel 3 or 4 (depending on the switch) and then the DTA mini box will need to stay on the channel that the customer would like to record.

Connections from DTA Mini Box to Television (using HDMI)

If using an HDMI connection, the customer's television should be on the proper HDMI input depending on how they connected their DTA.



Remote Control

How to Program your Remote Control to your Television:

1. Have DTA within sight of the remote control during programming
2. Find the manufacturer's code for the customer's TV brand
3. Turn on your TV and DTA Mini Box
4. On your remote, press and hold the Setup button until the LED indicator changes from red to green on the remote control. While the light stays green, have the customer enter the 5 digit code and watch for the light to blink green twice after entering the code.
5. Press the TV Power button immediately on the remote control. If the TV turns off, you know the code has been accepted. Turn the TV back on and make sure that the VOL+/- and Mute buttons also work. If so, programming is complete.
6. If not, repeat these steps with each of the manufacturer's codes that were found. If you still can't find a code that works, try the 'Search Method' listed.

If Remote Programming is unsuccessful, attempt to Reset TV Programming, then proceed with the steps listed above to Program your Remote Control to your Television:

(Resets only TV programming)

1. Press and hold the Setup button for three seconds until the LED Indicator turns green on the remote control
2. Enter 9-8-6 on the remote control
3. The LED Indicator will blink green twice on the remote control

Remote Programming – Search Method:

1. Turn on your TV
2. On your remote, press and hold the Setup button until the LED indicator changes from red to green on the remote control
3. While the light stays green, Press the Yellow A button
4. Press the Channel ^ button multiple times until the TV turns off
5. After the TV turns off, press Setup
6. Successful TV IR code storage is indicated by 2 green blinks on the remote control

Note: If you press the Channel ^ button again after the TV turns off, you will not be able to go back to that code. You will need to begin the programming method from the beginning again.

How to Pair a Remote Control to a DTA (RF):

1. Ensure that you have line of sight of the DTA Mini Box during the pairing process
2. Press the Menu button

3. Select Remote Control and then select Remote Control Pairing
4. Press and hold the Setup button until the LED Indicator turns green on the remote control
5. Press the Menu button. Please allow a few seconds for the menu to display.
6. Proceed by entering the pairing code displayed in blue on the pairing code pop-up screen. This code is randomly generated.

Note: If you don't see a pairing code screen, repeat steps 1 and 2.

How to Un-Pair a Remote Control from a DTA:

(Used to take a remote control out of RF mode)

1. Press and hold the Setup button for three seconds until the LED Indicator turns green on the remote control
2. Enter 9-8-7 on the remote control
3. The LED Indicator will blink green twice on the remote control

How to Reset TV Programming:

(Resets only TV programming)

1. Press and hold the Setup button for three seconds until the LED Indicator turns green on the remote control
2. Enter 9-8-6 on the remote control
3. The LED Indicator will blink green twice on the remote control

How to Factory Reset the Remote Control:

(Only to be used if remote control is not functioning properly. Will reset TV programming and RF pairing)

1. Press and hold the Setup button for three seconds until the LED Indicator turns green on the remote control
2. Enter 9-8-1 on the remote control
3. The LED Indicator will blink green twice on the remote control
4. Then proceed with TV Programming and Pairing to the DTA

Volume Control Commands through DTA Mini Box:

(Used to allow volume control through DTA if no TV programming code is available)

1. Press and hold Setup button until the LED indicator turns green on the remote control
2. Press the volume down button

Volume Control Commands through TV:

(Used to bring volume control back to the TV if currently using volume through DTA)

1. Press and hold Setup button until the LED indicator turns green on the remote control
2. Press the volume up button

DTA Mini Box won't power on:

1. Confirm that the power cord is connected to the DTA Mini Box and the AC wall outlet
2. If the DTA Mini Box is connected to another unit (such as a switched outlet or DVD player), verify that the unit powered on.

Aspect Ratio (bars on screen):

If a customer states that they are unhappy with the bars on their screen, have the customer look for a Format or Aspect Ratio on their TV remote control. This may correct the issue on some or all channels. However, ultimately if a program is not being broadcast in HD then the customer will continue to see those bars on the screen. If the customer does not like this, please advise them that they can switch to using their coaxial connection from the DTA to the television.

No Picture on TV with DTA Mini Box:

1. Try another channel or enter your PIN code, this channel may be restricted from viewing
2. Verify that your TV is matching the setting on the DTA Mini Box. For instance, if you're connected using the coaxial jumper cable, make sure you have the same channel selected on the TV and 3/4 switch on the back of the DTA Mini Box. If using the HDMI connection, verify that you are on the correct HDMI input.
3. Confirm that all cable connections, including your coaxial cable is securely tightened onto both the cable wall outlet and the INPUT port of your DTA Mini Box. Verify that all video cables between the DTA Mini Box and the TV are firmly connected.
4. If the DTA Mini Box video output is connected to a home theater unit, verify that the home theater unit is powered on and set to the appropriate input source.

No Sound on TV with DTA Mini Box:

1. Verify that the MUTE button on the remote control has not been pressed; try pressing the MUTE button to restore sound for both the DTA Mini Box and television.

1. Verify that the volume on the DTA Mini Box is not turned down. Press the volume up on the DTA Mini Box remote control. Volume level will be displayed on the bottom of the screen.
2. Verify that the SAP feature has not been turned on. Press the 'A' button on the DTA Mini Box remote control to see if that restores sound. If not, press the 'A' button again.
3. If the customer's remote control was recently paired to the DTA Mini Box, you may need to reset the remote control, and then turn the volume all the way up, before finally reprogramming the remote control to the television.