



香港有線電視機頂盒 疑難排解指南

概述

引言

作為電視服務的領先供應商，您必須確保給您的用戶帶來非凡的視覺享受，這樣才能吸引他們收看更多節目。因此，注意維護系統中的機頂盒，使其保持良好狀態，是最重要不過的事。本指南提供了疑難排解資訊，以幫助您保持機頂盒的最佳狀態。

目的

閱讀本指南後，您應該能夠快速、準確地回答客戶的問題，幫助他們解決機頂盒疑難。本指南為來電詢問有關其機頂盒問題的用戶提供答案和解決辦法。

讀者

本指南專供香港有線電視台 (Hong Kong Cable, HKC) 的客戶服務代表 (customer service representatives, CSR) 和客戶應用工程師使用，幫助他們向來電詢問的客戶提供有關機頂盒的支援。

文件版本

這是本文件的首次發佈。

目錄

■ 音訊	3
■ 頻道	6
■ 連接	7
■ 完備節目指南	9
■ 錯誤訊息	10
■ 隱藏功能表	11
■ LED 閃爍	12
■ 導覽標示	14
■ 設定鎖碼	18
■ 計次收費	16
■ 圖像與螢幕	19
■ 電源	22
■ 預校時間	23
■ 遙控器	24
■ 待機程序	32
■ 系統資訊	33
■ 更多資訊	34

音訊

聲音清晰對用戶非常重要。不管用戶購買的是頂級音訊接收器還是基本型號的電視機，他們都希望清晰地聽到音訊。本節列舉用戶可能遇到的一些音訊相關常見問題。

註：遙控器未經編程，用戶不能使用遙控器調較機頂盒的音量。

現象	可能的原因	檢查與糾正方法
沒有音訊或聲音	<ul style="list-style-type: none"> ■ 未正確連接機頂盒。 ■ 機頂盒音量太小。 ■ 電視機音量太小。 	<ol style="list-style-type: none"> 1 可能未正確連接機頂盒。要求用戶檢查以下各項： <ul style="list-style-type: none"> • 音訊線需正確連接左、右音訊輸出埠。 • 根據連接線路，檢查電視機音量或立體聲音量。有些 VCR（錄影機）的功能表上有音訊選擇。 • 如果用戶使用紅、白、黃色電纜將機頂盒連接至 VCR 或家庭電影院，請檢查電纜是否鬆脫。 2 聲音是否恢復？ <ul style="list-style-type: none"> • 如果「是」，則已經解決問題。 • 如果「否」，則進入第 3 步。 3 請用戶增加電視機的音量。聲音是否恢復？ <ul style="list-style-type: none"> • 如果「是」，則已經解決問題。 • 如果「否」，則進入第 4 步。 4 請用戶用機頂盒主功能表或隱藏音量 (Volume) 表 (功能表 (Menu) > 揀選 (Sort) > 9) 的音訊選擇確認音訊設定。 5 他們現在能否聽到聲音？ <ul style="list-style-type: none"> • 如果「是」，則已經解決問題。 • 如果「否」，則進入第 6 步。
沒有音訊或聲音 (續)	定聲	<ol style="list-style-type: none"> 6 請用戶拔出並重新插入交流電源線，然後按「電源」(Power) 鍵重新開啟機頂盒。 7 他們現在能否聽到聲音？ <ul style="list-style-type: none"> • 如果「是」，則已經解決問題。 • 如果「否」，請按貴公司的進一級程序處理。

現象	可能的原因	檢查與糾正方法
音訊語言錯誤	<ul style="list-style-type: none"> ■ 本頻道的節目可能使用不同的語言。 ■ 可能選擇了錯誤的語言。 	<ol style="list-style-type: none"> 1 請用戶核對節目語言。 2 請用戶用機頂盒主功能表上的「設定聲道」(Default Audio Language) 選擇核實是否選擇了正確的語言。
音訊不是立體聲	<ul style="list-style-type: none"> ■ 有些機頂盒的 RF (無線電頻率) 輸出沒有立體聲。 ■ 該頻道不使用立體聲。 	<ol style="list-style-type: none"> 1 詢問用戶，他們正收看的頻道是否立體聲頻道。 註：可能不太容易區分是否立體聲頻道。有些系統可能在頻道標示內加上耳機圖示，以表示立體聲頻道。 <ul style="list-style-type: none"> • 如果「是」，則進入第 2 步。 • 如果「否」，請調較到立體聲頻道。 2 詢問用戶，立體聲頻道現在是否正常。 <ul style="list-style-type: none"> • 如果「是」，則已經解決問題。 • 如果「否」，則進入第 3 步。 3 詢問用戶，他們的機頂盒是否使用標準電纜輸入 (電纜接入 (Cable In))。 <ul style="list-style-type: none"> • 如果「是」，則機頂盒運作正常。RF 輸出沒有立體聲，因此請使用基帶音訊連接。 • 如果「否」，請按貴公司的進一級程序處理。 4 請用戶用機頂盒主功能表或隱藏音量表 (Volume) (功能表 (Menu) > 揀選 (Sort) > 6) 的音訊選擇確認音訊設定。
音樂頻道的聲音中斷	如果音樂頻道的聲音中斷，可能屬於 RF 級數問題。	<ol style="list-style-type: none"> 1 請用戶確認有一個還是多個頻道受到影響。如果只有一個頻道受到影響，請等幾分鐘後再看看問題是否消失。 2 如果幾分鐘後問題仍然持續，看看其他用戶是否正遇到同樣的問題。如果多個用戶反映出現同樣問題，則可能是廠家的問題。請按貴公司的進一級程序處理。 3 要檢查輸入信號，請用戶查看一下系統資訊屏幕第 1 頁「RF 資訊」部分的「狀態/級數」(Status/Level)。「狀態/級數」(Status/Level) 是否顯示「鎖定」(Lock)? 4 注意顯示的值。請寫下本資訊，然後呈報您的主管或控制中心經理。

現象	可能的原因	檢查與糾正方法
轉換頻道時音量高低不同	音量高低不同是正常的。音量高低不同的原因是內容提供商在信號源上設定了其節目材料的音量級別。由於提供服務的方式和傳遞信號的設備類型不同，系統操作員並不一定能夠將一個節目的音量級別調較到與其他節目的級別相若。另外，數碼服務的音域範圍通常高於模擬服務。綜合以上各個因素，有些頻道的聲音明顯高於其他頻道是正常的。	無需採取任何措施。

頻道

機頂盒有幾個選項影響頻道的操作。由系統設定決定是否由服務提供商為用戶設定這些選項，或容許用戶自行操控選項。

當用戶提出與頻道有關的問題時，您可在本節快速找到答案。本節按字母順序列舉有關頻道的常見問題。

現象	可能的原因	檢查與糾正方法
頻道號碼出現在頻道顯示欄上，但電視屏上無圖像（黑屏）	<ul style="list-style-type: none"> ■ 輸入信號弱。 ■ 該頻道出現故障。 	<ol style="list-style-type: none"> 1 要求用戶檢查系統資訊屏幕。 2 請注意有關數值。請寫下本資訊，然後呈報您的主管或控制中心經理。 3 如果該頻道出故障或離線，請聯絡控制中心經理。告訴用戶，目前正發生技術故障，應該很快就能恢復頻道。
我的最愛頻道功能失靈。	我的最愛頻道可能設定不當。	<ol style="list-style-type: none"> 1 指導用戶使用「揀選」(SORT) 鍵正確設定我的最愛頻道。 2 請用戶用「揀選」(SORT) 鍵檢查我的最愛頻道設定。
有些頻道不見了	<ul style="list-style-type: none"> ■ 服務提供商可能正在進行小型維修。 ■ 機頂盒資料庫可能損壞了。 	<ol style="list-style-type: none"> 1 檢查頻道陣容是否已經改變。 2 執行機頂盒遙距重新啓動。

連接

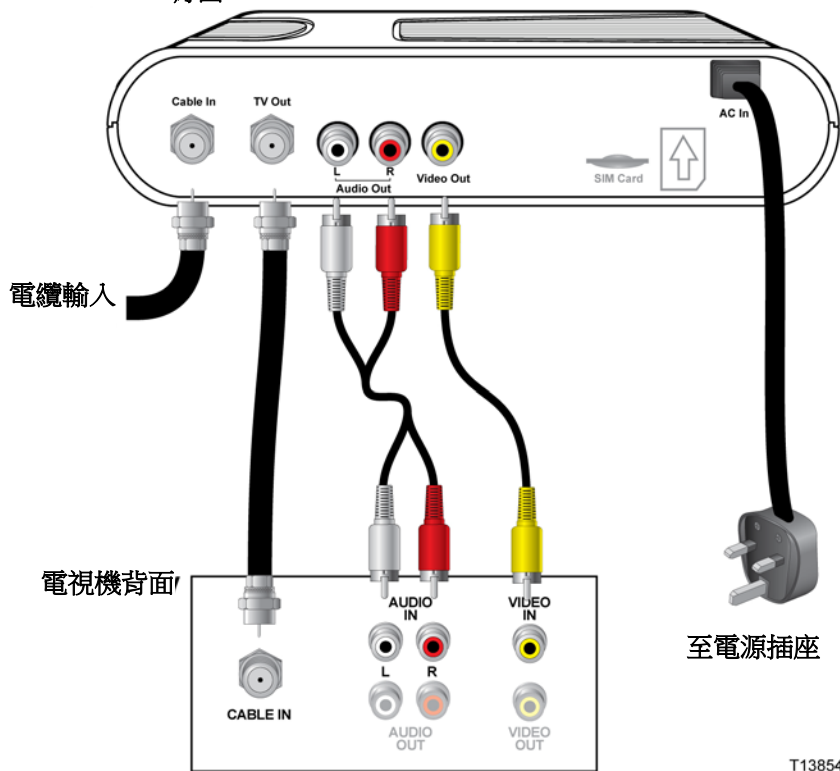
如果未正確連接機頂盒或其他娛樂設備，通常會出現幾個問題。本節列出一些常見的連接問題，以及可能的原因和檢查與糾正方法。我們還提供了典型的接線圖，以幫助您確保用戶設備正確連接。

現象	可能的原因	檢查與糾正方法
機頂盒對電視機不起作用（立體聲或非立體聲）	可能未正確連接設備。	<ol style="list-style-type: none"> 請用戶確認正確連接機頂盒。 請用戶確認正確連接電視機。

連接舉例

下圖是如何將機頂盒連接到電視機的例子。

Z368DVB 背面



T13854

完備節目指南

要知道電視正在播映甚麼節目，最簡單快捷的方法便是查看完備節目指南 (Enhanced Program Guide, EPG)。在用戶來電詢問有關 EPG 的問題時，您希望自己做好準備。請查看本節資訊，了解如何解答最常見的 EPG 問題。

現象	可能的原因	檢查與糾正方法
所有或某些頻道沒有 EPG 資訊。	<ul style="list-style-type: none">■ 控制中心出問題了。■ 機頂盒被鎖住，沒有反應。	<ol style="list-style-type: none">1 請用戶使用遙控器切換幾個不同的頻道。2 EPG 資訊是否恢復？<ul style="list-style-type: none">• 如果「是」，則已經解決問題。• 如果「否」，則進入第 3 步。3 執行機頂盒遙距重新啓動。

錯誤訊息

電視屏上顯示的機頂盒錯誤訊息是讓用戶了解機頂盒出現了甚麼問題的捷徑。請參閱下表所列有關電視屏上可能顯示的訊息的說明。有些訊息所顯示的是機頂盒在開機時的正常活動。

香港有線電視機頂盒錯誤訊息一覽表	
訊息	說明
正在連接系統，請稍候	<p>這是開機訊息。等待至少 3 分鐘，如果該訊息仍然持續，則請採取以下措施：</p> <ul style="list-style-type: none"> ■ 請用戶檢查 RF 連接。 ■ 請用戶重新啟動機頂盒。 ■ 確認控制中心是否出現故障。
將在 20 秒內開始立即下載。	<p>發現下載觸發訊號。機頂盒將在 20 秒內重新啟動以開始下載。請等待至少 5 分鐘，等候機頂盒開機。在這段時間，沒有視訊，前面屏板 LED（發光二極管）將間歇性閃爍。</p> <p>重要提示：不要關閉機頂盒電源。</p>
您未訂看本頻道，請聯絡您的提供商。 請撥 1832832	<p>用戶目前未經許可收看本頻道。該頻道需經 CBSMS 許可。</p> <ul style="list-style-type: none"> ■ 請查看 CBSMS 核實該頻道已經獲得許可。 ■ 如果該頻道已經獲得許可，請執行機頂盒遙距刷新。
輸入您的 PIN 碼以收看節目。	<p>該頻道已被「設定鎖碼」(Parental Control) 或 PPV（計次收費）頻道封鎖。請用戶輸入 PIN 碼解除頻道封鎖。</p> <ul style="list-style-type: none"> ■ 如果用戶已忘記 PIN 碼，請從 CBSMS 執行 PIN 碼重置。 ■ 請用戶將「設定鎖碼」(Parental Control) 的級別設置為「關閉」(Off)。 ■ 請用戶從受封鎖頻道清單中剔除該被封鎖的頻道。

香港有線電視機頂盒錯誤訊息一覽表	
訊息	說明
節目內容不適合 18 歲以下兒童。	<p>該頻道已被「設定鎖碼」(Parental Control) 或 PPV (計次收費) 頻道封鎖。請用戶輸入 PIN 碼解除頻道封鎖。</p> <ul style="list-style-type: none"> ■ 如果用戶已忘記 PIN 碼，請從 CBSMS 執行 PIN 碼重置。 ■ 請用戶將「設定鎖碼」(Parental Control) 的級別設置為「關閉」(Off)。
未找到信號	<p>本訊息表示出現 RF 輸入問題。前面屏板 LED 也將紅、綠交替閃爍。</p> <ul style="list-style-type: none"> ■ 如果本訊息出現在所有頻道上，請用戶檢查 RF 連接。 ■ 如果本訊息並非出現在所有頻道上，則 QAM (正交幅度調制) 調制器可能暫時失靈。請稍候再試。
錄影機：下列節目即將開始	<p>節目計時器即將啟動。請用戶等待機頂盒自動調較到 PPV (計次收費) 頻道。</p>
點數不足。請聯絡我們的客戶服務部 (Customer Service)	<p>用戶賬戶內的點數不足，無法購買 PPV (計次收費) 節目。</p> <ol style="list-style-type: none"> 1 請用戶使用功能表屏幕確認其賬戶內的點數。 2 點數是否足夠？ <ul style="list-style-type: none"> • 如果「是」，則您已完成本程序。 • 如果「否」，請用戶增加其賬戶的點數。 3 使用 CBSMS 向機頂盒增加點數。
機頂盒即將重新啟動，請稍候...	<p>在應答系統資料庫中發現問題。</p>

隱藏功能表

查看隱藏功能表

機頂盒上有幾個隱藏功能表可能會有助於查找和解決可能出現的問題。如有必要，請用戶使用遙控器選擇下列選項之一查看隱藏功能表：

- 要查看隱藏音量表，請依次按：**功能表 (Menu) > 揀選 (Sort) > 9**
- 要重置機頂盒，請依次按：**功能表 (Menu) > 揀選 (Sort) > 8**
- 要查看系統資訊，請依次按：**功能表 (Menu) > 揀選 (Sort) > 0 (零)**
 1. SI 資訊
 2. RF 資訊
 3. 電源鍵 (PowerKEY) 資訊 (接下頁)

LED 閃爍

機頂盒開機後，LED 亮起穩定的綠色，以表示機頂盒正在使用中。以下表格列出更多 LED 閃爍模式以及每種模式表示的狀態。

LED 顏色	狀態
穩定的綠色	電源開啟
穩定的紅色	待機
閃爍的綠色	<ul style="list-style-type: none"> ■ 切換頻道時的遙控器操作 ■ 下載軟體期間
紅綠交替	無鎖定頻道 註： 屏幕上將出現「未發現信號」(No Signal Found) 的訊息。

以下表格列出 LED 紅綠交替閃爍時可能出現的問題的解決資訊。

現象	可能的原因	檢查與糾正方法
無圖像	未正確連接機頂盒	<ol style="list-style-type: none"> 1 請用戶稍等幾分鐘，然後看看是否停止紅綠交替閃爍。該閃爍模式是否停止？ <ul style="list-style-type: none"> • 如果「是」，則進入第 2 步。 • 如果「否」，請至少等待 5 分鐘，然後進入第 2 步。 2 屏幕上是否播放想看的節目？ <ul style="list-style-type: none"> • 如果「是」，則您已完成本程序。 • 如果「否」，請按貴公司的進一級程序處理。 3 請用戶檢查機頂盒至電視機的連線。連接是否正確？ <ul style="list-style-type: none"> • 如果「是」，則返回第 2 步。 • 如果「否」，請正確連接電纜，然後返回第 2 步。

現象	可能的原因	檢查與糾正方法
無圖像 (續)		<p>4 要求用戶切換頻道。屏幕上是否播放想看的節目？</p> <ul style="list-style-type: none"> • 如果「是」，則您已完成本程序。 • 如果「否」，則進入第 5 步。 <p>5 請用戶拔出並重新插入交流電源線，然後按「電源」(Power) 鍵重新啓動機頂盒。屏幕上是否播放想看的節目？</p> <ul style="list-style-type: none"> • 如果「是」，則您已完成本程序。 • 如果「否」，請按貴公司的進一級程序處理。

以下表格列出 LED 閃爍綠色時可能出現的問題的解決資訊。

現象	可能的原因	檢查與糾正方法
無圖像	機頂盒正在下載軟件。	請等待 5 分鐘，等候軟件下載完成。

導覽標示

請用戶按「資訊」(INFO) 鍵查看導覽標示。可按「退出」(EXIT) 鍵退出導覽屏幕。導覽標示顯示下列內容：

- 選定的頻道名稱
- 目前和下一個節目及其開始／結束時間，以及「設定鎖碼」(Parental Control) 級別（如果該節目是 18 歲以上成人節目）
- 選定的我的最愛節目名稱
- 目前節目狀態
- 音訊指示器（立體聲 (Stereo) 或單聲道 (Mono)）
- 目前時間

重要提示： 導覽標示僅供參考，但對解決某些問題可能有幫助。

註：

- 快速切換頻道時不會顯示導覽標示。
- 導覽標示會顯示在受封鎖的頻道上。

設定鎖碼

「設定鎖碼」(Parental Control) 功能容許用戶按頻道、節目評級或每天指定時段來封鎖節目。用戶可選擇頻道、評級或某段時間對頻道和／或節目進行封鎖。

用戶啟用「設定鎖碼」(Parental Control) 功能後，他們必須輸入個人身份號碼 (Personal Identification Number, 即 PIN 碼) 才能收看被封鎖的節目。關閉「設定鎖碼」(Parental Control) 功能後，封鎖將失效，可以收看所有頻道。

重要提示：每個機頂盒只能有 1 (一) 個 PIN 碼。PIN 碼適用於「設定鎖碼」(Parental Control) 和 PPV (計次收費)。可遙距重置 PIN 碼。

現象	可能的原因	檢查與糾正方法
PIN 碼失靈	用戶忘記了 PIN 碼。	<ol style="list-style-type: none"> 1 確保用戶使用正確的 PIN 碼。如果用戶忘記了 PIN 碼，請按公司程序刪除舊 PIN 碼，然後設定新 PIN 碼。設定 PIN 碼為「1234」(預設)。然後進入第 2 步。 2 選擇「功能表」(Menu)，然後選擇選項 4，「更改密碼」(Set Block PIN)。 3 輸入預設 PIN 碼「1234」。 4 輸入新 PIN 碼。 5 再次輸入新 PIN 碼進行確認。
無法按頻道封鎖節目。	<ul style="list-style-type: none"> ■ 用戶忘記了 PIN 碼。 ■ 已關閉「設定鎖碼」(Parental Control) 功能。 	<ul style="list-style-type: none"> ■ 如果用戶忘記了 PIN 碼： <ol style="list-style-type: none"> 1 確保用戶使用正確的 PIN 碼。如果用戶忘記了 PIN 碼，請按公司程序刪除舊 PIN 碼，然後設定新 PIN 碼。設定 PIN 碼為「1234」(預設)。然後進入第 2 步。 2 選擇「功能表」(Menu)，然後選擇選項 2，「設定鎖台」(Set Blocked Channel)。 3 輸入 PIN 碼，然後選擇一個頻道。 ■ 如果「設定鎖碼」(Parental Control) 被關閉，請將「設定鎖碼」(Parental Control) 設定為「開啟」(ON)。

計次收費

有了計次收費 (pay-per-view, PPV) 功能，用戶就能夠安坐家中非常舒適地收看賣座影片和其他大量節目。用戶可透過電話或手提電話預訂節目。用戶將按所收看的每個節目繳付費用。

當用戶提出與 PPV（計次收費）有關的問題或無法購買節目時，您可在本節快速找到答案。本節按字母順序列舉有關 PPV（計次收費）的常見問題。

本節旨在解答用戶在使用 PPV（計次收費）時可能遇到的問題。

現象	可能的原因	檢查與糾正方法
購買節目後屏幕一片空白	購買節目後屏幕一片空白表示系統出現問題。	<ol style="list-style-type: none"> 1 詢問用戶，其他頻道是否出現了無法收看的現象？ <ul style="list-style-type: none"> • 如果「是」，則進入第 2 步。 • 如果「否」，則進入第 3 步。 2 詢問用戶，無法收看現象是在什麼時候開始出現。進入第 3 步。 3 利用 CBSMS 檢查本機頂盒的頻道許可。該頻道是否經過許可？ <ul style="list-style-type: none"> • 如果「是」，對機頂盒進行遙距刷新，以許可該服務。然後進入第 4 步。 • 如果「否」，則進入第 5 步。 4 購買是否成功？ <ul style="list-style-type: none"> • 如果「是」，則已經解決問題。 • 如果「否」，則進入第 5 步。 5 獲得用戶資訊，然後按貴公司的程序通知 CBSMS 操作員。

現象	可能的原因	檢查與糾正方法
出現購買屏幕，但 PIN 碼失靈	<ul style="list-style-type: none"> ■ 用戶可能在使用錯誤的 PIN 碼。 ■ 用戶忘記了 PIN 碼。 	<ol style="list-style-type: none"> 1 確保用戶使用正確的 PIN 碼。按公司程序刪除舊 PIN 碼，然後設定新 PIN 碼。設定 PIN 碼為「1234」（預設）。然後進入第 2 步。 2 選擇「功能表」(Menu)，然後選擇選項 7，「更改密碼」(Set Block PIN)。 3 輸入預設 PIN 碼「1234」。 4 輸入新 PIN 碼。 5 再次輸入新 PIN 碼進行確認。 6 用戶能否購買節目？ <ul style="list-style-type: none"> • 如果「是」，則已經解決問題。 • 如果「否」，請按貴公司的進一級程序處理。
購買屏幕出現 PPV（計次收費）錯誤訊息	<ul style="list-style-type: none"> ■ 機頂盒可能未從 CBSMS 收到節目資訊。 ■ 用戶試圖在購買窗口快關閉之前購買節目，而這時已經沒有足夠的時間受理訂單。 ■ 用戶可能已經達到 PPV（計次收費）節目訂購限額。 ■ 可能已達到 PPV（計次收費）點數極限。 	<ol style="list-style-type: none"> 1 詢問用戶，在 PPV 頻道上是否出現該節目的購買窗口。 <ul style="list-style-type: none"> • 如果「是」，則進入第 2 步。 • 如果「否」，向用戶解釋應當如何以及在何時購買該節目。 2 購買是否成功？ <ul style="list-style-type: none"> • 如果「是」，則已經解決問題。 • 如果「否」，請按貴公司的 CBSMS 程序確保僅對用戶的本次交易收取一次費用。

計次收費

現象	可能的原因	檢查與糾正方法
出現了購買屏幕，但沒有「購買」(Buy) 按鈕。	機頂盒處於錯誤狀態。	<ol style="list-style-type: none">1 執行機頂盒遙距重新啓動。2 現在是否出現購買按鈕？<ul style="list-style-type: none">• 如果「是」，則已經解決問題。• 如果「否」，請按貴公司的進一級程序處理。

圖像和屏幕

圖像質量對用戶非常重要。數碼電視只是一個開始。現在用戶正逐步升級到高清電視甚至數碼光處理 (Digital Light Processing, DLP) 和等離子電視。用戶希望安坐家中獲得影院一樣的感受。

如果用戶提出有關圖像不清晰、黑屏或出現雪花等問題，您可利用本幫助資訊快速找到答案。本幫助資訊按字母順序列舉有關圖像和屏幕的常見問題。

重要提示：對於所有圖像和屏幕問題，務必詢問用戶何時發現問題，以及出現問題的同時是否發生任何特別事故，如閃電。

現象	可能的原因	檢查與糾正方法
空白或黑屏	<ul style="list-style-type: none"> ■ VCR（錄影機）被關掉，或電視機處於 VCR 模式。 ■ 網絡出現故障。 ■ 未開啟機頂盒電源。 ■ 電視機無信號輸入。 	<ol style="list-style-type: none"> 1 請用戶將 VCR 從 VCR 模式轉換為電視模式。屏幕是否仍然空白或呈黑色？ <ul style="list-style-type: none"> • 如果「是」，則進入第 2 步。 • 如果「否」，則已經解決問題。 2 請用戶將 VCR 關上然後再開啟。屏幕是否仍然空白或呈黑色？ <ul style="list-style-type: none"> • 如果「是」，則進入第 3 步。 • 如果「否」，則已經解決問題。 3 可能未正確連接 VCR、電視機或機頂盒。請用戶檢查所有連線，包括 RF（輸入電纜 (Cable In)）電纜。 4 查看用戶鄰近住戶的網絡是否同樣出現故障。 <ul style="list-style-type: none"> • 如果「是」，請按貴公司的程序告訴用戶何時才能恢復服務。 • 如果「否」，請按貴公司的進一級程序處理。

圖像和屏幕

現象	可能的原因	檢查與糾正方法
<p>數碼頻道停頓或呈塊狀。這種現象被稱為大型色塊。有些用戶可能會將其稱為圖像不清晰或電視屏幕上出現「方塊」。切換頻道時，圖像呈塊狀或停頓是正常的。但如果在收看節目過程中圖像成塊，則表示信號或信號級數可能受到干擾或發生問題。</p>	<ul style="list-style-type: none"> ■ 按了「暫停」(PAUSE) 按鈕 ■ 該頻道可能暫時中斷 ■ 輸入信號弱 ■ 未正確連接機頂盒 ■ 網絡可能出現問題 	<ol style="list-style-type: none"> 1 請用戶按一下「暫停」(PAUSE) 按鈕。視訊是否恢復？ <ul style="list-style-type: none"> • 如果「是」，則您已完成本程序。 • 如果「否」，則進入第 2 步。 2 如果只有少數幾個頻道出現這種問題，請記下出現該問題的頻道號數。請按貴公司的進一級程序處理。
<p>黑屏</p>	<ul style="list-style-type: none"> ■ 未正確連接機頂盒。 ■ 機頂盒並未接收授權控制訊息 (entitlement control messages, ECM)。 ■ 電視機已關閉。 	<ol style="list-style-type: none"> 1 詢問用戶電視機是否操作正常。 <ul style="list-style-type: none"> • 如果「是」，則進入第 2 步。 • 如果「否」，則必須維修或更換新電視機。 2 詢問用戶是否已開啟電視機電源。 <ul style="list-style-type: none"> • 如果「是」，則進入第 3 步。 • 如果「否」，開啟電視機，然後進入第 3 步。 3 詢問用戶是否已開啟機頂盒電源。 <ul style="list-style-type: none"> • 如果「是」，「電源」(POWER) 鍵下的燈會亮起。 • 如果「否」，請用戶開啟機頂盒電源。 4 電視機是否有圖像？ <ul style="list-style-type: none"> • 如果「是」，則您已完成本程序。 • 如果「否」，則進入第 5 步。

現象	可能的原因	檢查與糾正方法
黑屏 (續)		<p>5 請用戶拔下電源插頭或使用遙控器重新啟動機頂盒。重新啟動機頂盒可使機頂盒從控制中心下載資料。</p> <p>6 機頂盒重新啟動後，所有頻道是否都是黑屏？</p> <ul style="list-style-type: none"> • 如果「是」，則可能需要更換機頂盒。詢問用戶的資料，然後通知您的主管或控制中心經理。 • 如果「否」，則已經解決問題。

電源

本節旨在解決用戶在開啟或關閉機頂盒或連接到機頂盒的電視機的電源時可能遇到的問題。

現象	可能的原因	檢查與糾正方法
不能開啟或關閉機頂盒。	<ul style="list-style-type: none"> ■ 機頂盒可能正在下載軟件。 ■ 可能有物體阻擋令機頂盒不能接收遙控器發出的信號。 ■ 可能需更換遙控器電池。 ■ 遙控器編程可能錯誤。 ■ 電源插座失靈，或受牆上的開關控制。 ■ 電源線並未連接機頂盒背面的交流電源輸入插座或牆上的電源輸出插座。 ■ 機頂盒處於待機模式。 	<ol style="list-style-type: none"> 1 詢問用戶 LED 是否在閃爍。 <ul style="list-style-type: none"> • 如果「是」，機頂盒可能正在下載軟件。請等待 LED 停止閃爍，然後進入第 2 步。 • 如果「否」，則進入第 3 步。 2 詢問用戶，機頂盒現在是否運作正常。 <ul style="list-style-type: none"> • 如果「是」，則您已完成本程序。 • 如果「否」，則進入第 3 步。 3 請用戶確認交流電源線是否插入機頂盒和牆上的電源插座。 4 請用戶確認沒有任何物體遮擋在機頂盒與遙控器之間。 5 請用戶檢查遙控器內的電池。如果電力弱，請更換電池。
機頂盒暫時停電	<ul style="list-style-type: none"> ■ 電源線並未連接機頂盒背面的交流電源輸入插座或牆上的電源輸出插座。 ■ 您所在地區停電。 	請用戶確認交流電源線是否插入機頂盒和牆上的電源插座。

預校時間

用戶可設定預校時間，以利用 VCR 錄影某個頻道的節目。最多可設定 8 個預校時間和 16 個 PPV（計次收費）預校時間。

要設定預校時間，必須設定「開始」(Start) 時間和「結束」(End) 時間。如果要錄影受封鎖頻道節目，則會顯示 PIN 碼輸入窗口。

「結束」(End) 時間用於切換回上一個狀態（回到上次收看的頻道，如果是在待機狀態下觸發計時器的，則回到待機狀態）。計時器將在預校時間開始之前 30 秒出現，並切換到選定的頻道。

註：

- 沒有預校時間提示。
- 在向特定頻道設定預校時間後，任何時候都可以予以刪除或修改。
- 不能為同一時段設定多個預校時間。

現象	可能的原因	檢查與糾正方法
機頂盒不能保存新的預校時間。	新的預校時間與相同或不同頻道上已存在預校時間重疊。	核對並重新輸入正確的時間。
預校時間開始後，機頂盒未能切換到所需的頻道。	<ul style="list-style-type: none"> ■ 電源線與機頂盒背面的交流電源輸入插座或牆上的電源輸出插座並未連接。 ■ 您所在地區停電。 	請用戶確認交流電源線是否插入機頂盒和牆上的電源插座。
以前設定的預校時間已不在預校時間清單內。	以前設定的預校時間不出現在預校時間清單內。	設定新的預校時間。

遙控器

使用遙控器上的鍵是享受數碼服務的一個簡便方法。我們的遙控器可操作數種設備，因此無需使用多個遙控器。

註：我們只解決我們自己遙控器的疑難問題。如果用戶不是使用隨機頂盒附送的遙控器，用戶應參閱所用遙控器的用戶指南，了解相關設定說明。

本節解答用戶在使用遙控器時可能遇到的問題。

現象	可能的原因	檢查與糾正方法
不能用遙控器切換頻道	<ul style="list-style-type: none"> ■ 有物體擋住了遙控器的發出的信號。 ■ 遙控器內的電池電力弱、無電或安裝錯誤。 ■ 遙控器設定錯誤。 ■ 用戶可能選用了錯誤的遙控器。 ■ 機頂盒被鎖住，無反應。 ■ 可能需要更換遙控器。 	<ol style="list-style-type: none"> 1 請用戶站在距離機頂盒 5 英尺（1.5 米）以內之處，將遙控器直指電視機，並確保遙控器與電視機之間沒有任何遮擋。現在能否切換頻道？ <ul style="list-style-type: none"> • 如果「是」，則已經解決問題。 • 如果「否」，則進入第 2 步。 2 遙控器內的電池可能電力弱、無電或安裝錯誤。請用戶重新插入或更換遙控器內的電池。 3 現在能否切換頻道？ <ul style="list-style-type: none"> • 如果「是」，則已經解決問題。 • 如果「否」，則進入第 4 步。 4 指導用戶如何查看遙控器 (Remote Control) 選擇表，然後選擇正確的遙控器。

現象	可能的原因	檢查與糾正方法
不能用遙控器切換頻道（續）		<p>5 確保遙控器經過正確編程，可控制用戶正試圖調節其音量的設備。（如果您的單位使用其他遙控器，而不是隨機頂盒一起配送的，請參閱針對所用遙控器的說明文件。）</p> <p>6 請用戶拔出並重新插入交流電源線，然後按一下機頂盒上的「電源」(POWER) 按鈕。</p> <p>7 用戶現在能否切換頻道？</p> <ul style="list-style-type: none"> • 如果「是」，則已經解決問題。 • 如果「否」，則遙控器可能有問題。進入第 8 步。 <p>8 請用戶按機頂盒前面屏板上的「向上」(UP) 和「向下」(DOWN) 箭頭按鈕。能不能切換頻道？</p> <ul style="list-style-type: none"> • 如果「是」，則必須更換遙控器。 • 如果「否」，則授權為用戶提供服務。 <p>重要提示：請檢查賬單資訊，以確認該用戶有權享受有線服務。</p>
遙控器上的「電源」鍵失靈。	請參閱上列可能原因。	請參照上述第 1 至 8 步。
按遙控鍵時無反應。	請參閱上列可能原因。	請參照上述第 1 至 8 步。

待機程序

機頂盒可使用待機模式。可按遙控器上的「**電源**」(POWER) 鍵將機頂盒置於待機模式。機頂盒處於待機模式時，將出現以下狀況：

- 在下列兩種情形下，不再顯示視訊：
 - 啟用了「設定鎖碼」(Parental Control)。
 - 正在收看的節目內容評級為適合 18 歲以上成人
- 機頂盒被切換到「活動」(Active) 模式時，已經輸入 PIN 碼解鎖的任何頻道將被再次封鎖。
- 只有遙控器上的「電源」(Power) 鍵才能作出操控。
- 正在收看的所有非成人頻道都將在電視機上繼續播放。
- 如果「設定鎖碼」(Parental Control) 被關掉 (OFF)，正在收看的成人頻道（18 歲以上）將在電視機上繼續播放。如果「設定鎖碼」(Parental Control) 被開啟 (ON)，成人頻道將被封鎖。系統資訊

系統資訊

在解決用戶可能遇到的機頂盒問題時，系統資訊可能會有幫助。請用戶按以下步驟查看系統資訊。

- 1 按「功能表」(Menu) 鍵查看設定表。
- 2 選擇選項 7：「系統資訊」(System Information)。

使用系統資訊確認以下系統資訊：

- 型號 (Model)
- 硬件 ID (Hardware ID)
- 硬件版本 (Hardware Version)
- 序號 (Serial Number)
- MAC 地址 (MAC Address)
- 軟件版本 (Software Version)
- 下載器版本 (Bootloader Version)

更多資訊

如果您有問題

您如果有技術問題，請聯絡 Cisco Services 尋求幫助。請按以下表選項與服務工程師通話。請用下表查找您所在地區的服務中心。

地區	支援中心	電話和傳真號碼
北美洲 南美洲 中美洲	美國喬治亞州 亞特蘭大市	技術支援 僅限數碼寬頻傳輸系統 (Digital Broadband Delivery System) 產品，請致電： <ul style="list-style-type: none"> ■ 免費電話：1-800-283-2636 ■ 本地：770-236-2200 ■ 傳真：770-236-2488 至於數碼寬頻傳輸系統以外的所有產品，請致電： <ul style="list-style-type: none"> ■ 免費電話：1-800-722-2009 ■ 本地：678-277-1120 ■ 傳真：770-236-2306 客戶服務部 <ul style="list-style-type: none"> ■ 免費電話：1-800-722-2009 ■ 本地：678-277-1120 ■ 傳真：770-236-5477
歐洲	英國	電話：+44 (0) 8708-325-420 傳真：+44 (0) 8708-325-444
亞太地區	中國香港	電話：+852-2588-4745 傳真：+852-2588-3139
澳洲	澳洲雪梨	電話：+61-2-8446-5374 傳真：+61-2-8446-8015
日本	日本東京	電話：+81-3-5322-2067 傳真：+81-3-5322-1311

Hong Kong Cable Set-Top Troubleshooting Guide

Overview

Introduction

As a leading provider of video services, you want to ensure that your subscribers have a compelling visual experience – one that will prompt them to come back for more. For this reason, maintaining the set-tops in your system and keeping them in good working order is more important than ever. This guide provides troubleshooting information so that you can keep the set-tops in your system in top condition.

Purpose

After reading this guide, you should be able to provide quick and accurate responses to your customers to help them resolve the issues they are having with their set-tops. This guide provides answers and troubleshooting information for subscribers who call with questions and concerns about their set-tops.

Audience

This guide is designed for customer service representatives (CSRs) and customer application engineers for Hong Kong Cable (HKC) who receive support calls about the set-tops.

Document Version

This is the first release of this document.

In This Document

■ Audio	3
■ Channels	6
■ Connections.....	7
■ Enhanced Program Guide.....	8
■ Error Messages.....	9
■ Hidden Menus	11
■ LED Blinking.....	12
■ Navigator Banners.....	14
■ Parental Controls.....	15
■ Pay-Per-View	16
■ Picture and Screen.....	19
■ Power	22
■ Record Timers	23
■ Remote Control.....	24
■ Standby Procedure.....	26
■ System Information.....	27
■ For Information.....	28

Audio

Crisp, clear audio is important to subscribers. Whether subscribers have purchased a top-of-the-line audio receiver or a base model TV, they want to hear the audio clearly. This section lists some common audio-related issues that subscribers may encounter.

Note: The remote control is not programmed to allow the subscriber to adjust the volume on the set-top.

Symptom	Probable Cause	Check and Correct
No audio or sound	<ul style="list-style-type: none"> ■ The set-top is connected improperly. ■ The volume needs to be increased on the set-top. ■ The volume needs to be increased on the TV. 	<p>2 The set-top may be connected improperly. Ask the subscriber to check the following:</p> <ul style="list-style-type: none"> • The audio needs to be connected to the correct Left and Right audio outputs. • Check the TV volume or Stereo volume, depending on the hookup. Some VCRs have audio choices on the menu. • If the subscriber is using the red, white, and yellow cables to connect the set-top to a VCR or home theater, check for loose cables. <p>3 Is the sound restored?</p> <ul style="list-style-type: none"> • If yes, you have corrected the problem. • If no, go to step 3. <p>4 Ask the subscriber to increase the volume on the TV. Is the sound restored?</p> <ul style="list-style-type: none"> • If yes, you have corrected the problem. • If no, go to step 4. <p>5 Ask the subscriber to use the Audio selections from the Main Menu or the hidden Volume menu (Menu > Sort > 9) on the set-top to verify the audio settings.</p> <p>6 Can they hear sound now?</p> <ul style="list-style-type: none"> • If yes, you have corrected the problem. • If no, go to step 6.

Symptom	Probable Cause	Check and Correct
No audio or sound (continued)		<p>7 Ask the subscriber to reboot the set-top by removing and re-inserting the AC power cord and then pressing the Power key.</p> <p>8 Can they hear sound now?</p> <ul style="list-style-type: none"> • If yes, you have corrected the problem. • If no, follow your company's escalation procedure.
Audio in incorrect language	<ul style="list-style-type: none"> ■ The program on this channel may be in a different language. ■ The incorrect language may have been chosen. 	<p>2 Ask the subscriber to verify the language of the program.</p> <p>3 Ask the subscriber to use the Default Audio Language selection from the Main Menu on the set-top to verify that the correct language was chosen.</p>
Audio not in stereo	<ul style="list-style-type: none"> ■ Stereo sound is unavailable on the RF output of <i>some</i> set-tops. ■ The channel is not offered in stereo. 	<p>2 Ask the subscriber whether the channel they are tuning to is a stereo channel.</p> <p>Note: Whether the channel is a stereo channel may not be apparent. Some systems will display a headphone icon in the channel banner to indicate a stereo channel.</p> <ul style="list-style-type: none"> • If yes, go to step 2. • If no, tune to a stereo channel. <p>9 Ask the subscriber if the stereo channels working properly now.</p> <ul style="list-style-type: none"> • If yes, you have solved the problem. • If no, go to step 3. <p>10 Ask the subscriber whether they are using the standard cable input (Cable In) on the set-top.</p> <ul style="list-style-type: none"> • If yes, then the set-top is operating properly. RF output is not offered in stereo; therefore, use the baseband audio connection. • If no, follow your company's escalation procedure. <p>11 Ask the subscriber to use the Audio selections from the Main Menu or the hidden Volume menu (Menu > Sort > 6) on the set-top to verify the audio settings.</p>

Symptom	Probable Cause	Check and Correct
Sound breaks up on music channels	When the sound breaks up on music channels, it could be an RF level issue.	<p>3 Ask the subscriber to determine if one or more channels are affected. If only one channel is affected, wait a few minutes to see if the problem disappears.</p> <p>12 If the problem does not disappear after a few minutes, determine if other subscribers are experiencing the same problem. If multiple subscribers report this problem, it could be plant-related. Follow your company's escalation procedure.</p> <p>13 To check the input signal, ask the subscriber to look at Status/Level in the RF Info section on Page 1 of the diagnostic screens. Does the Status/Level display "Lock"?</p> <p>14 Note the value displayed. Write this information down to give to your supervisor or headend manager.</p>
Volume fluctuates when changing channels	Volume fluctuation is normal. The reason the volume fluctuates is that the content providers set the audio levels for their program material at the source. Depending on how the service is carried and what type of equipment is carrying the signal, the system operator cannot always set the volume level on one service to match the level of another service. In addition, digital services typically offer a greater dynamic range than analog services. As a result of the combination of these factors, it is not uncommon for some channels to be noticeably louder than others.	No action required

Channels

The set-top has options that affect how it works with channels. System settings determine whether the service provider sets these options for the subscriber, or allows the subscriber to control them.

When subscribers have questions about their channels, you can use this section to quickly find answers. This section lists the commonly asked questions about channels in alphabetical order.

Symptom	Probable Cause	Check and Correct
Channel number appears in channel banner with no picture on TV screen (black screen)	<ul style="list-style-type: none"> ■ The input signal is weak. ■ The channel is down. 	<p>4 Ask the subscriber to check the diagnostic screen.</p> <p>15 Note the values. Write this information down to give to your supervisor or headend manager.</p> <p>16 If the channel is down or offline, check with the headend manager. Tell the subscriber that you are currently experiencing technical difficulties and they should be back online soon.</p>
Favorite channels do not work	The favorite channels may be set up improperly.	<p>5 Guide the subscriber in the correct method for setting up Favorite channels using the SORT key.</p> <p>17 Ask the subscriber to check the Favorite channel setup using the SORT key.</p>
Missing channels	<ul style="list-style-type: none"> ■ The service provider may be performing minor maintenance. ■ The set-top database may be corrupt. 	<p>1 Check the channel lineup to see if it has changed.</p> <p>2 Perform a remote reboot of the set-top</p>

Connections

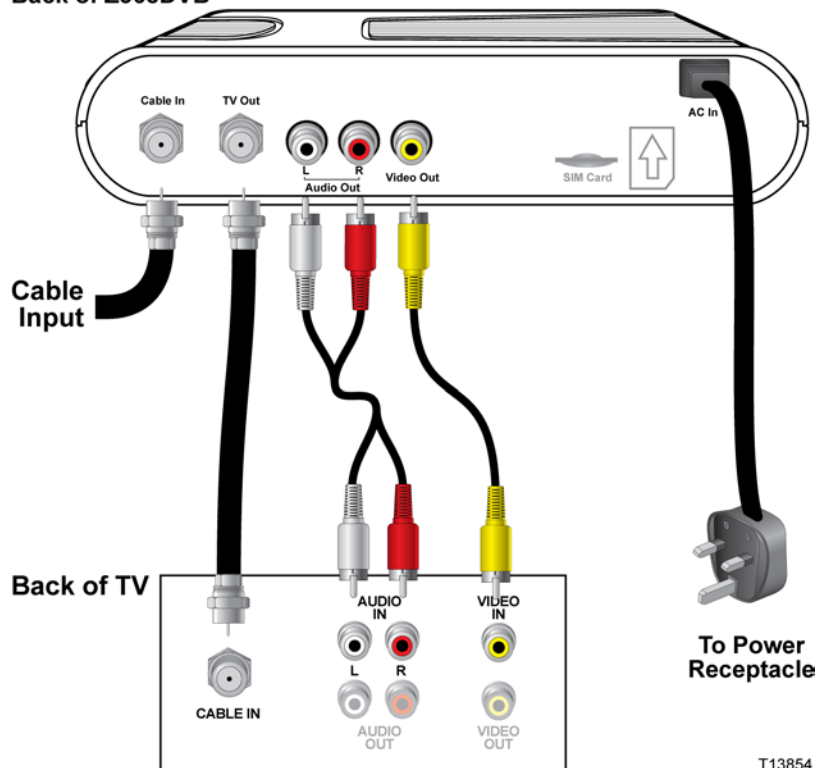
If the set-top or other entertainment equipment is connected improperly, several problems are commonly reported. This section provides some commonly reported connection problems along with probable causes and check and correct solutions. We also provide a typical connection diagram to help you ensure that the subscriber's equipment is properly connected.

Symptom	Probable Cause	Check and Correct
Set-top does not work with the TV (stereo or non- stereo)	The equipment may be connected improperly.	6 Ask the subscriber to verify that the set-top is connected properly. 18 Ask the subscriber to verify that the TV is connected properly.

Connection Example

The following illustration shows an example of how to connect the set-top to a TV.

Back of Z368DVB



T13854

Enhanced Program Guide

One of the fastest ways you can find out what's on TV is to check the Enhanced Program Guide (EPG). When subscribers call with questions about the EPG, you want to be ready. Use the information in this section to find answers to the most commonly asked questions about the EPG.

Symptom	Probable Cause	Check and Correct
EPG information is missing from all or some channels	<ul style="list-style-type: none">■ A problem has occurred at the headend■ The set-top is locked up and unresponsive	<p>4 Ask the subscriber to use the remote control to switch between several different channels.</p> <p>5 Is the EPG information restored?</p> <ul style="list-style-type: none">• If yes, you have corrected the issue.• If no, go to step 3. <p>6 Perform a remote reboot of the set-top.</p>

Error Messages

The error messages from the set-top that appear on the TV screen are a quick way for subscribers to know what is going on with their set-top. Refer to the table in this section for a description of the messages that can appear on the TV screen. Some of the messages that are displayed indicate normal behavior for the set-top when it boots.

HKC Set-Top Error Message Table	
Message	Description
The system is being connected, please wait	<p>This is a boot-up message. Wait at least 3 minutes and then, if the message still appears, do the following:</p> <ul style="list-style-type: none"> ■ Ask the subscriber to check the RF connection. ■ Ask the subscriber to reboot the set-top. ■ Verify whether or not the headend is down.
Immediate download will begin in 20 seconds	<p>Download trigger detected. The set-top will reboot in 20 seconds to begin the download. Wait at least 5 minutes for the set-top to boot up. During this time, there is no video and the front panel LED will blink intermittently.</p> <p>Important: Do not power off the set-top.</p>
You did not subscribe to this channel Please contact your provider. Call 1832832	<p>The subscriber is not currently authorized for the channel. The channel needs to be authorized from the CBSMS.</p> <ul style="list-style-type: none"> ■ Check the CBSMS to verify that the channel is authorized. ■ If the channel is authorized, perform a remote refresh of the set-top.
Enter your PIN to view the program	<p>The channel is blocked by Parental Control settings or by a PPV channel. Ask the subscriber to enter the PIN to unblock the channel.</p> <ul style="list-style-type: none"> ■ If the subscriber has forgotten the PIN, send a PIN reset from the CBSMS. ■ Ask the subscriber to set the Parental Control rating to Off. ■ Ask the subscriber to clear the blocked channel from the blocked channel list.

Error Messages

HKC Set-Top Error Message Table	
Message	Description
Program content is not recommended for children below the age of 18	<p>The channel is blocked by Parental Control settings or by a PPV channel. Ask the subscriber to enter the PIN to unblock the channel.</p> <ul style="list-style-type: none"> ■ If the subscriber has forgotten the PIN, send a PIN reset from the CBSMS. ■ Ask the subscriber to set the Parental Control rating to Off.
Signal Not Found	<p>This message indicates an RF input issue. The front panel LEDs will also flash green and red.</p> <ul style="list-style-type: none"> ■ If this message is on all channels, ask the subscriber to check the RF connection. ■ If this message is not on all channels, then a QAM modulator may be temporarily out of service. Wait and try again later.
Recorder: The following program is about to start	<p>The program timer is about to start. Ask the subscriber to wait for the set-top to auto tune to the PPV channel.</p>
Insufficient credit. Please call our Customer Service	<p>There is not enough credit available in the subscriber's account to purchase a PPV event.</p> <p>7 Ask the subscriber to confirm the number of credits in their account using the Menu screen.</p> <p>8 Are there sufficient credits available?</p> <ul style="list-style-type: none"> • If yes, you have completed this procedure. • If no, ask the subscriber to add more credits to their account. <p>19 Add the credits to the set-top using the CBSMS.</p>
The set-top will reboot shortly, please wait...	<p>A problem was detected in the transponder database</p>

Hidden Menu

Accessing Hidden Menu

There are hidden menus on the set-top that can be useful in troubleshooting various issues that may occur. If necessary, ask the subscriber to access the hidden menus by using the remote control to select one of the following options:

- To access the hidden volume menu, press **Menu > Sort > 9**
- To reset the set-top, press **Menu > Sort > 8**
- To access the diagnostic screen, press **Menu > Sort > 0 (zero)**
 1. SI Information
 2. RF Information
 3. PowerKEY Info (Next Page)

LED Blinking

After the set-top has booted up, the LED illuminates solid green to indicate that the set-top is active. The following table shows additional LED blinking patterns and the status indicated by each.

LED Color	Status
Solid Green	Power on
Solid Red	Standby
Flashing Green	<ul style="list-style-type: none"> ■ Remote control activity when changing channels ■ During software download
Alternating Red and Green	<p>No channel lock</p> <p>Note: A message appears on the screen stating “No Signal Found.”</p>

The following table shows troubleshooting information for issues that can occur during the alternating red and green LED blinking pattern.

Symptom	Probable Cause	Check and Correct
No picture	Set-top is not connected correctly	<p>7 Ask the subscriber to wait a few minutes and see if the alternating blinking red and green pattern stops. Has the blinking pattern stopped?</p> <ul style="list-style-type: none"> • If yes, go to step 2. • If no, wait at least 5 minutes, and then go to step 2. <p>20 Is the program they want showing on the screen?</p> <ul style="list-style-type: none"> • If yes, you have completed this procedure. • If no, follow your company's escalation procedure. <p>21 Ask the subscriber to check the connections from the set-top to the TV. Are the connections correct?</p> <ul style="list-style-type: none"> • If yes, return to step 2. • If no, connect the cables correctly and return to step 2.

Symptom	Probable Cause	Check and Correct
No picture (continued)		<p>22 Ask the subscriber to change the channel. Is the program they want on the screen?</p> <ul style="list-style-type: none"> • If yes, you have completed this procedure. • If no, go to step 5. <p>23 Ask the subscriber to reboot the set-top by removing and re-inserting the AC power cord and then pressing the Power key. Is the program they want showing on the screen?</p> <ul style="list-style-type: none"> • If yes, you have completed this procedure. • If no, follow your company's escalation procedure.

The following table shows troubleshooting information for issues that can occur during the green LED blinking pattern.

Symptom	Probable Cause	Check and Correct
No picture	The set-top is downloading software	Wait for 5 minutes for the software download to complete.

Navigator Banners

Ask the subscriber to access the Navigator banners by pressing the **INFO** key. They can exit the Navigator screens by pressing **EXIT**. The Navigator banners display the following:

- Selected channel name
- Current and next programs with start/end times, and the Parental Control ratings if the programs are 18+
- Selected Favorite name
- Current program status
- Audio indicator (Stereo or Mono)
- Current time

Important: The Navigator banners are for information only, but can be useful in troubleshooting certain issues.

Notes:

- The Navigator banner is not displayed when quickly changing channels.
- The Navigator banner is displayed on channels that are blocked.

Parental Controls

The Parental Control feature allows subscribers to block programs by channel, program rating, or time of day. Subscribers can select the channels, ratings, or daily times to block channels and/or programs.

When subscribers activate the Parental Control feature, they must enter a Personal Identification Number (PIN) to view a blocked program. When they turn off the Parental Control feature, the blocks are disabled and they can view all channels.

Important: There is only 1 (one) PIN per set-top. The PIN is used for Parental Control and for PPV. The PIN can be remotely reset.

Symptom	Probable Cause	Check and Correct
PIN does not work	The subscriber has forgotten the PIN.	<p>8 Make sure the subscriber is using the correct PIN. If the subscriber has forgotten the PIN, follow the company's procedures to delete the old PIN and set a new one. Set the PIN to 1234 (default). Then, go to step 2.</p> <p>24 Select Menu, and then choose Option 4, Set Block PIN.</p> <p>25 Enter the default PIN 1234.</p> <p>26 Enter the new PIN.</p> <p>27 Enter the new PIN again to confirm.</p>
Cannot block programs based on channel	<ul style="list-style-type: none"> ■ The subscriber has forgotten the PIN. ■ Parental Control is turned off. 	<ul style="list-style-type: none"> ■ If the subscriber has forgotten the PIN: <p>9 Make sure the subscriber is using the correct PIN. If the subscriber has forgotten the PIN, follow the company's procedures to delete the old PIN and set a new one. Set the PIN to 1234 (default). Then, go to step 2.</p> <p>28 Select Menu, and then choose Option 2 Set Blocked Channel.</p> <p>29 Enter the PIN and then choose a channel.</p> <ul style="list-style-type: none"> ■ If Parental Control is turned off, set Parental Control to ON.

Pay-Per-View

With pay-per-view (PPV) subscribers can enjoy blockbuster movies and much more from the comfort of their home. Subscribers can order programs by phone or by using a mobile phone. Subscribers are charged a user fee for individual program events.

When subscribers have questions about PPV or cannot purchase events, you can use this guide to quickly find answers. This section lists the commonly asked questions about PPV in alphabetical order.

This section addresses problems that subscribers may experience with PPV.

Symptom	Probable Cause	Check and Correct
Blank screen occurs after purchasing an event	A blank screen for a purchased event indicates a system problem.	<p>10 Ask the subscriber if other channels are experiencing loss of service?</p> <ul style="list-style-type: none"> • If yes, go to step 2. • If no, go to step 3. <p>30 Ask the subscriber when the loss of service first occurred. Go to step 3.</p> <p>31 Check the channel authorization of this set-top using the CBSMS. Is the channel authorized?</p> <ul style="list-style-type: none"> • If yes, perform a remote refresh to the set-top to authorize the service. Then, go to step 4. • If no, go to step 5. <p>32 Was the purchase successful?</p> <ul style="list-style-type: none"> • If yes, you have corrected the problem. • If no, go to step 5. <p>33 Obtain the subscriber's information and follow your company's procedure to notify the CBSMS operator.</p>

Symptom	Probable Cause	Check and Correct
Buy screen appears but PIN does not work	<ul style="list-style-type: none"> ■ The subscriber may be using the wrong PIN. ■ The subscriber has forgotten the PIN. 	<p>11 Make sure the subscriber is using the correct PIN. Follow the company's procedures to delete the old PIN and set a new one. Set the PIN to 1234 (default). Then, go to step 2.</p> <p>34 Select Menu, and then choose Option 7, Set Block PIN.</p> <p>35 Enter the default PIN 1234.</p> <p>36 Enter the new PIN.</p> <p>37 Enter the new PIN again to confirm.</p> <p>38 Could the subscriber purchase the event?</p> <ul style="list-style-type: none"> • If yes, you have corrected the problem. • If no, follow your company's escalation procedure.
Buy screen appears with PPV error message	<ul style="list-style-type: none"> ■ The set-top may not have received event information from the CBSMS. ■ The subscriber attempted to purchase the event at the end of the purchase window, and there is not enough time to process the order. ■ The subscriber may have reached their PPV event order limit. ■ The PPV credit limit may have been reached. 	<p>12 Ask the subscriber if the Buy window appears for the event on the PPV channel?</p> <ul style="list-style-type: none"> • If yes, go to step 2. • If no, explain to the subscriber how and when the event can be purchased. <p>39 Was the purchase successful?</p> <ul style="list-style-type: none"> • If yes, you have corrected the problem. • If no, follow your company's procedure with the CBSMS to ensure that the subscriber is charged only once for this purchase.

Pay-Per-View

Symptom	Probable Cause	Check and Correct
Buy screen appears without a Buy button	The set-top is in the wrong status.	13 Perform a remote reboot of the set-top. 40 Does the Buy button appear? <ul style="list-style-type: none">• If yes, you have corrected the problem.• If no, follow your company's escalation procedure.

Picture and Screen

Picture quality is important to subscribers. Digital television is just the beginning. Now subscribers are upgrading to high-definition TV and even Digital Light Processing (DLP) and Plasma TVs. Subscribers want the movie theater experience right in their home.

When subscribers have questions about unclear pictures, black screens, or snowy pictures, you can use this Help to quickly find answers. This Help lists the commonly asked questions about pictures and screens for set-tops in alphabetical order.

Important: For all picture and screen problems, be sure to ask the subscribers when they noticed the problem and whether any significant event occurred to coincide with this problem, such as lightning.

Symptom	Probable Cause	Check and Correct
Blank or black screen	<ul style="list-style-type: none"> ■ The VCR is off or the TV is in VCR mode. ■ The network may be down. ■ The set-top may be powered off. ■ The TV has no signal input. 	<p>14 Ask the subscriber to change the VCR from VCR mode to TV mode. Is the screen still blank or black?</p> <ul style="list-style-type: none"> • If yes, go to step 2. • If no, you have corrected the problem. <p>41 Ask the subscriber to turn the VCR off and then back on. Is the screen still blank or black?</p> <ul style="list-style-type: none"> • If yes, go to step 3. • If no, you have corrected the problem. <p>42 The VCR, TV, or set-top may be connected improperly. Ask the subscriber to check all connections, including the RF (Cable In) cable.</p> <p>43 Check whether the network is down in the subscriber's neighborhood.</p> <ul style="list-style-type: none"> • If yes, follow your company's policy to tell the subscriber when the service will be restored. • If no, follow your company's escalation procedure.

Picture and Screen

Symptom	Probable Cause	Check and Correct
<p>Digital channels freeze or block. This condition is known as macroblocking. Some subscribers may refer to this as an unclear picture or as “squares” appearing on the TV screen. It is normal for the picture to block or freeze when changing channels. If the picture blocks during program viewing, however, it may indicate interference or a problem with the signal or signal level.</p>	<ul style="list-style-type: none"> ■ The PAUSE button is pressed ■ The channel may be temporarily off air ■ The input signal may be weak ■ The set-top is connected improperly ■ The network may be experiencing problems 	<p>15 Ask the subscriber to press the PAUSE button. Is video restored?</p> <ul style="list-style-type: none"> • If yes, you have completed this procedure. • If no, go to step 2. <p>44 If only a few of the channels are experiencing this problem, note the channel numbers that are having the issue. Follow your company’s escalation procedure.</p>
<p>Black screen</p>	<ul style="list-style-type: none"> ■ The set-top is connected improperly. ■ The set-top is not receiving entitlement control messages (ECMs). ■ The TV is powered off. 	<p>16 Ask the subscriber if the TV is working.</p> <ul style="list-style-type: none"> • If yes, go to step 2. • If no, the TV must be serviced or replaced. <p>45 Ask the subscriber if the TV is powered on.</p> <ul style="list-style-type: none"> • If yes, go to step 3. • If no, power on the TV, and then go to step 3. <p>46 Ask the subscriber if the set-top is powered on.</p> <ul style="list-style-type: none"> • If yes, the light under the POWER key is illuminated. • If no, ask the subscriber to power on the set-top. <p>47 Do they have a picture?</p> <ul style="list-style-type: none"> • If yes, you have completed this procedure. • If no, go to step 5.

Symptom	Probable Cause	Check and Correct
Black screen (continued)		<p>48 Ask the subscriber to reboot the set-top by unplugging power or by using the remote control. Rebooting the set-top enables the set-top to download data from the headend.</p> <p>49 After the set-top reboots, are all of the channels black?</p> <ul style="list-style-type: none">• If yes, the set-top may need to be replaced. Obtain the subscriber's information, and notify your supervisor or headend manager.• If no, you have corrected the problem.

Power

This section addresses issues that subscribers may experience while powering on and off the set-top or a TV connected to the set-top.

Symptom	Probable Cause	Check and Correct
Set-top does not turn on or off	<ul style="list-style-type: none"> ■ The set-top may be downloading software. ■ Something may be blocking the path between the remote control and the set-top. ■ The remote control batteries need to be replaced. ■ The remote control may have been programmed improperly. ■ The power outlet does not work or is turned on and off by a wall switch. ■ The power cord is disconnected from the AC power input on the back panel of the set-top or from the power outlet in the wall. ■ The set-top is in standby mode. 	<p>17 Ask the subscriber if the LED is flashing.</p> <ul style="list-style-type: none"> • If yes, the set-top may be downloading software. Wait until the LED stops flashing and then go to step 2. • If no, go to step 3. <p>50 Ask the subscriber if the set-top functions correctly now.</p> <ul style="list-style-type: none"> • If yes, you have completed this procedure. • If no, go to step 3. <p>51 Ask the subscriber to verify that the AC power cord is plugged into the set-top and into the power outlet in the wall.</p> <p>52 Ask the subscriber to verify that nothing is blocking the path between the set-top and the remote control.</p> <p>53 Ask the subscriber to check the batteries in the remote control. If they are weak, replace them.</p>
Set-top temporarily loses power	<ul style="list-style-type: none"> ■ The power cord is disconnected from the AC power input on the back panel of the set-top or from the power outlet in the wall. ■ A power outage occurred in your area. 	<p>Ask the subscriber to verify that the AC power cord is plugged into the set-top and into the power outlet in the wall.</p>

Record Timers

Subscribers can set a record timer to record a channel using a VCR. Up to 8 record timers and 16 PPV record timers can be set.

To set a record timer, a Start time and End time must be set. If it is a blocked channel, then the PIN entry window is displayed.

The End time is used to switch back to the last state (last watched channel or standby if the timer is triggered from the standby state). The record timer appears 30 seconds before the record timer starts and tunes to the selected channel.

Notes:

- There is no reminder timer.
- A timer can be deleted or edited at any point of time after setting it to a particular channel.
- Multiple record timers with the same time cannot be set.

Symptom	Probable Cause	Check and Correct
Set-top fails to save the new timer	The new timer overlaps with an existing timer on the same or different channels.	Check and re-enter the proper time.
Set-top fails to tune to the desired channel when the timer starts	<ul style="list-style-type: none"> ■ The power cord is disconnected from the AC power input on the back panel of the set-top or from the power outlet in the wall. ■ A power outage occurred in your area. 	Ask the subscriber to verify that the AC power cord is plugged into the set-top and into the power outlet in the wall.
A timer that was previously set no longer appears in the timer list	Previously set timers do not appear in the timer list.	Set up a new timer.

Remote Control

Using the keys on the remote control is an easy way to access digital services. Our remote controls can operate several devices, eliminating the need for multiple remote controls.

Note: We only troubleshoot our own remote controls. If the subscriber is using a remote control other than the one that came with the set-top, the subscriber should refer to the user guide for that remote control for setup instructions.

This section addresses problems that subscribers may experience with their remote control.

Symptom	Probable Cause	Check and Correct
Cannot change channels with the remote	<ul style="list-style-type: none"> ■ An object is blocking the path of the remote control. ■ The batteries in the remote control are weak, dead, or improperly inserted. ■ The remote control may be set up incorrectly. ■ The subscriber may have selected the wrong remote control. ■ The set-top has locked up and is unresponsive. ■ The remote control may need to be replaced. 	<p>18 Ask the subscriber to stand within 5 feet of the set-top, point the remote control directly at the TV, and be sure that no object is blocking the path between the remote control and the TV. Can the subscriber change channels now?</p> <ul style="list-style-type: none"> • If yes, you have corrected the problem. • If no, go to step 2. <p>54 The batteries in the remote control may be weak, dead, or improperly inserted. Ask the subscriber to reinsert or replace the batteries in the remote control.</p> <p>55 Can the subscriber change channels now?</p> <ul style="list-style-type: none"> • If yes, you have corrected the problem. • If no, go to step 4. <p>56 Instruct the subscriber on how to access the Remote Control selection menu and then choose the correct remote control.</p>

Symptom	Probable Cause	Check and Correct
Cannot change channels with the remote (continued)		<p>57 Make sure the remote control is programmed correctly to operate the device for which they are trying to adjust the volume. (If your site uses a remote control other than the one that came with the set-top, refer to the documentation for that remote control.)</p> <p>58 Ask the subscriber to reboot the set-top by removing and re-inserting the AC power cord and then pressing the POWER button on the set-top.</p> <p>59 Can the subscriber change channels now?</p> <ul style="list-style-type: none"> • If yes, you have corrected the problem. • If no, the remote control may be defective. Go to step 8. <p>60 Ask the subscriber to press the UP and DOWN arrow buttons on the front panel of the set-top. Do the channels change?</p> <ul style="list-style-type: none"> • If yes, the remote control must be replaced. • If no, then authorize the subscriber for service. <p>Important: Check the billing information to verify that the subscriber is authorized for cable service.</p>
Power key on the remote does not work	Refer to the same probable causes listed above	Refer to steps 1 through 8 listed above
No response when remote keys are pressed	Refer to the same probable causes listed above	Refer to steps 1 through 8 listed above

Standby Procedure

Standby mode is available on the set-tops. The set-top can be placed in standby mode by pressing the **POWER** key on the remote control. When the set-top is in Standby mode, it exhibits the following behaviors:

- Video is no longer displayed under the following two conditions:
 - Parental Control is activated
 - The Rating of the content being viewed is 18+
- All channels that were unblocked with the entry of the PIN code are re-blocked when the set-top is placed back in Active mode
- Only the Power key on the remote control will work
- All non-adult channels being viewed will continue to display on the TV
- If Parental Control is OFF, adult channels (18+) that are being viewed will continue to display on the TV. If Parental Control is ON, adult channels will be blocked

System Information

The Diagnostic screen can be useful in troubleshooting issues that subscribers may be experiencing on their set-tops. Ask the subscriber to complete these steps to access the Diagnostic screen.

- 3 Press the **Menu** key to access the Setup menu.
- 4 Select Option 7, **System Information**.

Use the diagnostic screens to verify the following System Information:

- Model
- Hardware ID
- Hardware Version
- Serial Number
- MAC Address
- Software Version
- Bootloader Version

For Information

If You Have Questions

If you have technical questions, call Cisco Services for assistance. Follow the menu options to speak with a service engineer. Use the following table to find the center in your area.

Region	Assistance Centers	Telephone and Fax Numbers
North America South America Central America	Atlanta, Georgia United States	Technical Support For <i>Digital Broadband Delivery System</i> products only, call: <ul style="list-style-type: none">■ Toll-free: 1-800-283-2636■ Local: 770-236-2200■ Fax: 770-236-2488 For all products <i>other than</i> Digital Broadband Delivery System, call: <ul style="list-style-type: none">■ Toll-free: 1-800-722-2009■ Local: 678-277-1120■ Fax: 770-236-2306 Customer Service <ul style="list-style-type: none">■ Toll-free: 1-800-722-2009■ Local: 678-277-1120■ Fax: 770-236-5477
Europe	England	Telephone: +44 (0) 8708-325-420 Fax: +44 (0) 8708-325-444
Asia-Pacific	Hong Kong, China	Telephone: +852-2588-4745 Fax: +852-2588-3139
Australia	Sydney, Australia	Telephone: +61-2-8446-5374 Fax: +61-2-8446-8015
Japan	Tokyo, Japan	Telephone: +81-3-5322-2067 Fax: +81-3-5322-1311



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