Introduction

Enjoy clear crystal images and CD quality sound with the Cisco HD Broadcast model 4398DVB set-top. You can watch whatever you want, whenever you want, with the press of a button. Everything is explained in this user’s guide. Go through it right away to learn about each feature and to help you enjoy your experience to the fullest.

Safety First

Before using the set-top, read the Important Safety Instructions sheet included with your set-top.

Serial Number and MAC Address

Your service provider may ask for the serial number or the MAC address of the set-top if your system requires troubleshooting in the future. Look for the serial number and the MAC address on the bottom of the set-top.

Write the serial number here:

Write the MAC address here:

Revert to Factory Settings

To reset your set-top to its original settings, select the Revert to Factory Settings option in the Settings menu.

Connecting the Set-Top

To connect your set-top to your entertainment devices, complete these steps:

1. Connect your TV to the set-top. (See connection diagram.)
2. Plug the set-top and the TV into a power source that is not controlled by a wall switch.
3. Do not turn on the set-top or TV yet.
4. Wait for the green LED to illuminate. It may take several minutes for the set-top to receive the latest software, programming, and service information.
5. Press POWER on the remote control.
6. The first time you turn on the set-top, the Setup Wizard will start. Read and follow the directions on the screen to get your set-top ready for use.

Watch TV

When you turn on the set-top, you will see a screen with the service provider logo until the set-top has downloaded the latest programming information.

Setup Wizard

The first time you turn on the set-top, you will see the Setup Wizard window. In the Setup Wizard, you can select the language, screen settings, and video resolution for your set-top. Follow the instructions on each screen.

If you want to change any of the settings at a later time, you can access the Setup Wizard by choosing Revert to Factory Settings within the Settings option on the Main Menu. Doing so will erase all of your setup choices and display the Setup Wizard again.

Set Parental Control PIN

To set the Parental Control PIN, press the Menu key on the remote control, then scroll down to Settings and press the OK key. Then scroll down to Parental Control PIN and press the OK key.

The first time you access this option, you must enter the Default PIN number (4321). The next time you access this option, you can enter a new PIN number that is more meaningful to you. Remember the PIN you choose because you will use it to block and unblock TV programs or channels for viewing. Press the number keys on the remote control to enter your PIN number, and then press the OK key on your remote control.

About the Remote Control

1. Power On and Off
2. Access specific channels
3. Access last channel viewed
4. Scroll through menu pages
5. Scroll through channels
6. Scroll through menu items
7. Exit menus
8. Access video-on-demand (VOD) window*
9. Access audio/video options
10. Fast-forward VOD program*
11. Access Setup wizard
12. Toggle between TV and radio modes
13. Enter TV mode
14. Enter set-top device mode
15. Access color-coded screen options
16. Pause VOD program*
17. Stop VOD program*
18. Rewind VOD program*
19. Play VOD program*
20. Access menus
22. Access Navigator Bar
23. Select menu item
24. Adjust volume
25. Mute volume
26. Access Favorites List

* If VOD services are authorized by your service provider.

Navigator Bar

The Navigator Bar displays information about current and future programs. To access the Navigator Bar, press the NAV key on the remote control.

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Navigator Bar

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Current Channel

High Definition Program

Current Favorites List

Selected Channel Name

Additional Program Information

Block/Unblock a Program, Channel, Category, or Time Slot

Display Lists of Favorite Channels

Display Channel Options

Display Reminder Timer

Name of current program and next program. Choose to view one line or two in the Settings Menu

Color-Coded Options

The selection options at the bottom of the Navigator Bar (and on several other screens) are color-coded to match these four keys on your remote control. To access your selection, press the color-coded key on the remote control.

Note: When the Navigation Bar is not displayed, you can use the Red color-coded key to zoom (1x, 2x, 4x) the video on your TV.
You can add a timer to remind you that a specific program is about to begin. You can set or remove reminders from the EPG or Now Banner by pressing the blue key on the remote control.

When it is time for the event to start, a message appears on the screen 30 seconds before the start of the event. You have the option to tune to the channel or to cancel the timer.

The event will start if you do not press OK on the remote control within 30 seconds.

Main Menu

The Main Menu offers a variety of interactive services and favorite channels. To access the Main Menu, press MENU on the remote control.

Guide: Displays the Program Guide, with all available channels and scheduled programs.

Troubleshooting

If the set-top does not perform as expected, the following tips may help. If you need further assistance, contact your service provider.

Picture

• Plug the TV and set-top into an electrical outlet that is not controlled by a wall switch.
• Verify that all cables are properly connected.
• Verify that the power to the TV is turned on.
• Verify that the TV is set to the proper input channel.

No Color

• Verify that the current TV program is broadcast in color.
• Adjust the TV color controls.
• Verify that all audio and coaxial cables are properly connected.

No Sound

• Verify that the TV and set-top are properly connected to an electrical outlet.
• Verify that all cables are properly connected.
• Adjust the TV volume controls.

Set Blocking Options

From the Navigator Bar, press the Red key to show the option to block. The following options are available:

• Press the Red key to block a time slot
• Press the Yellow key to block one or a list of channels
• Press the Blue key to block a channel
• Press the Green key to block a list of time slots
• Press the Left or Right arrow keys to scroll to the desired time slots
• Press the OK key to confirm

Press the Green key to create a list. Use the arrow keys to enter a name for the list. Use the up and down arrows to change channel settings, and use the right arrow key to add new channels. Press OK when you finish entering the name.

The list of available channels appears on the right-hand side of the screen. Use the up and down arrows to scroll through the list of favorite channels on the left.

To delete channels from this list, press the left arrow key to highlight the contents of the list. Press the OK key to delete the channel you want to add, press the right arrow key to add them to the list of favorite channels on the left.

To delete channels from this list, press the left arrow key to highlight the contents of the list. Press the OK key to delete the channel you want to delete, and press the Red key to delete it.

Program Reminders

When it is time for the event to start, a message appears on the screen 30 seconds before the start of the event. You have the option to tune to the channel or to cancel the timer.

The event will start if you do not press OK on the remote control within 30 seconds.

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Open Source GNU GPL Statement

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This product conforms to the following European directives:

-2006/95/EC
-2004/108/EC

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