



Screen and Clean Instructions for Set-Tops using the Cisco Videoscape Voyager Vantage Client

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Overview

Introduction

The screen and clean functionality of the Cisco Videoscape Voyager Vantage client allows a technician to do the following:

- Clear all existing recordings
- Reset the client non-volatile memory (NVM) to factory defaults
- Clear any Pay-Per-View (PPV) purchases
- Reformat the hard drive, if installed in the set-top

Purpose

This document provides instructions to use front panel diagnostics and on-screen diagnostics to perform the screen and clean operation on a Videoscape Voyager Vantage set-top.

Audience

This document is written for headend technicians. Field service engineers and Cisco Services engineers may also find the information in this document helpful.

Document Version

This is the second formal release of this document.



Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation*, at: <http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html>.

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CHAPTER

1

Collect PPV Purchase Count

This chapter describes how to determine the PPV purchase count for a set-top and place the set-top into brick mode.

Step 1 Press and hold the **Pause** key on the remote control till the front panel flashes the Message Envelope icon.

Step 2 Press the **Page** button.
The front panel displays the uncollected PPV purchase count.

Example:

P - 03

Note If the count is greater than 99, the display will show

P - 99

Step 3 Press the **Exit** key.

What to Do Next

If the PPV purchase count is not zero, follow the appropriate procedures established for your location.



Perform the Screen and Clean Operation

- [Process Overview, page 3](#)
- [Accessing Vantage Diagnostic Screens, page 3](#)
- [Activate the Screen and Clean Operation, page 4](#)

Process Overview

On the "Post and Boot Result" diagnostic page, the user enters the clear NVM code using the remote. Once the code is entered, a page indicating that the factory defaults are being restored is displayed. A pop-up message is displayed to confirm that the operation is about to begin. The set-top, then, begins the screen and clean operation.

Until the clear NVM code is entered, the clearing functionality is completely hidden in the screens so that the user cannot see or navigate to any menus, pages or fields that relate to or hint at this activity.

Accessing Vantage Diagnostic Screens

Using the Remote Control

Follow these steps to access the diagnostic screens using the remote control:

-
- Step 1** Press and hold the **EXIT** key until the **POWER LED** on the front panel of the set-top blinks.
 - Step 2** In rapid succession, press the **DOWN** key twice, followed by the number **2**.

A diagnostic screen is displayed.

- Step 3** To navigate to the next diagnostic screen, press the **RIGHT ARROW** key. To view the previous diagnostic screen, press the **LEFT ARROW** key.
- Step 4** A diagnostic screen title is followed by a '+' sign if it refers to a set of related screens. To enter the submenu of screens, press the **SELECT** key.
- Step 5** To browse within a menu, press the **DOWN ARROW** key for the next item, or the **UP ARROW** key for the previous item.
- Step 6** To return to the previous menu, press the **BACK/LAST** key.
-

Using the Front Panel Buttons

Follow these steps to access the diagnostic screens using the front panel buttons:



Note The following steps apply only to set-tops equipped with front panel buttons. For example, Cisco Explorer 4642 and Cisco Explorer 8642.

- Step 1** Press and hold the **VOL+** and **INFO** buttons simultaneously until the first diagnostic screen appears.
- Step 2** To view the next diagnostic screen, press the **VOL+** button. For the previous screen, press the **VOL-** button.
- Step 3** A diagnostic screen title is followed by a '+' sign if it refers to a set of related screens. To enter the submenu of screens, press the **SELECT** key.
- Step 4** To browse within a menu, press the **CH+** button for the next item, or the **CH-** button for the previous item.
- Step 5** To return to the previous menu, press the **INFO** button.
-

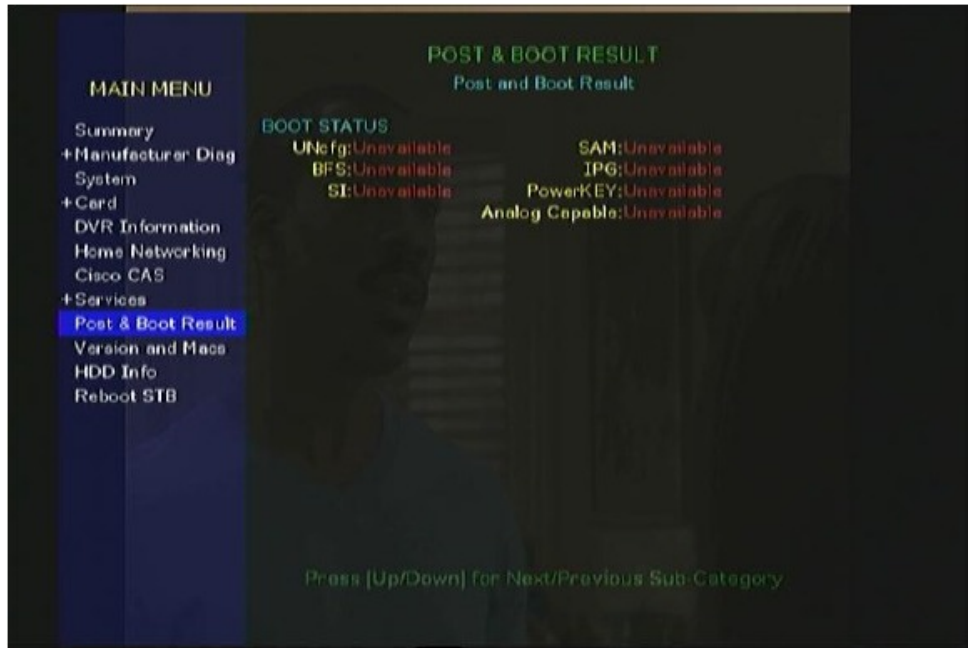
Activate the Screen and Clean Operation

Follow these steps to perform the screen and clean function:



- Note**
- This procedure is performed from the **DNCS/EC**.
 - The set-top must be in the **brick mode** for the diagnostics screen and clean to operate. The front panel displays four dashes (----) on a set-top in brick mode.
-

- Step 1** Enter the on-screen diagnostics and navigate to the menu item **Post & Boot Result**.

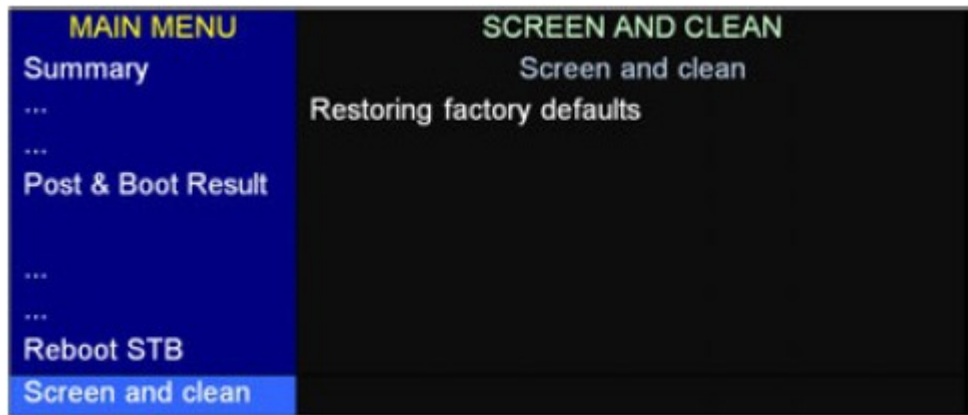


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Step 2

Select **Post & Boot Result** and type the screen and clean access code on the remote: **728469**.

Note The numbers that you enter from the remote are not echoed to the screen to confirm your entries. If you have entered the code incorrectly, simply retype the entire number sequence. A new menu item appears on the main screen at the bottom labeled **Screen and Clean**. The **Restoring factory defaults** message appears temporarily.



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When the screen and clean operation is in process, the front panel displays **SnC** to indicate Screen and Clean. If applicable, the panel next displays **Hddf** to indicate that the hard disk drive is being formatted.



Note Other message codes may appear.

After approximately a minute, the set-top automatically reboots. A second reboot, if applicable, occurs on a set-top with a hard disk. On completion of the final reboot, the set-top is restored to the factory settings.

The set-top can now be put back into production by executing the staging procedures established for your location.