

Customer Care & Support Pocket Guide

Basic Cable Troubleshooting Steps

How to operate your new PVR

Easy Receiver set up

On Demand & Parent Control Tips

Remote Control Programming

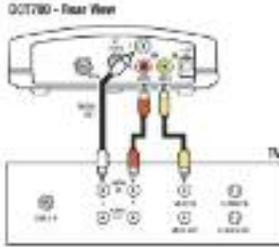
Our Knowledge is your knowledge



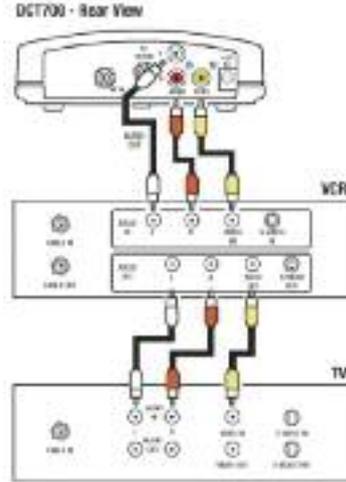


DIGITAL RECEIVER SET UP

Composite Baseband
setup for a DCT-700
Digital Consumer
Terminal



Composite VCR setup for
a Motorola DCT-700
Digital Consumer
Terminal



I-Guide Demo :

http://www.macrovision.com/webdocuments/productdemos/i-Guide_Demo/index.html

One-For-All Universal Remote Set up Codes

<http://www.hifi-remote.com/ofa/codes.shtml>

PDF Files for all Motorola DCT SET TOP UNITS that we offer

<http://broadband.motorola.com/consumers/support/default.asp?>

Estimated Recording Hours For...				
Model #	Drive Size	Analog Ch.	Standard Digital Ch.	HDTV Ch.
DCT6408	80Gb	20 to 25	50 to 60	8 to 15
DCT6412	120Gb	30 to 37	75 to 90	12 to 20
DCT6416	160Gb	40 to 50	100 to 120	16 to 25

All times are approximate.

DVR/PVR TIPS



Does it ever feel like your TV is controlling you, instead of the other way around? With a DVR/PVR from Source, you set your schedule. Whether you want to record while you're at work or while you're asleep, the TV you want to see is ready when you want to see it.

With the Dual Tuner DVR you can either;

- Record 1 show and watch another live show at the same time.
- Record 2 shows at the same time and watch one of the two shows you are recording.
- Record 2 shows at the same time and watch something you Previously recorded on your DVR.

One Touch Record

- 1 Press **RECORD** on the remote while watching TV or navigating the guide.

Record from Program Guide

- 1 Press **GUIDE** on the remote and use the arrow keys to highlight the program that you want to record.
- 2 Press **INFO** on the remote.
- 3 Highlight and press **OK** to start recording a current program or to automatically schedule a program airing later.

Creating a Series Recording

- 1 Press **GUIDE** on the remote and use the arrow keys to highlight the program that you want to record as a series.
- 2 Press **INFO** on the remote.
- 3 Highlight the icon and press **OK**.
- 4 Highlight "**Create a Series Recording**" and press **OK**.
- 5 Use the arrow keys on the remote to set the options for the series recording.

If you try to schedule recordings that overlap, you will see a "**Scheduling Conflict Message.**" From there you can choose which programs to record to your DVR.

For more information go to www.sourcecable.ca. Click on FAQ.



ONDEMAND TV TIPS

Choose from over 4,000 FREE selections in our library of more than 6,000 On Demand TV programs.

As you browse through our library, don't worry that you'll accidentally incur a charge. All of our FREE programs are clearly marked. If you do choose a program that requires a charge, you'll be prompted twice to confirm that charge.

Here's how to use your remote to access On Demand TV:

- 1 Press the **SETTINGS** Button, and select the **ONDEMAND** icon, (if available) or go to Channel 001.
- 2 Press arrow buttons (near the Select button) to scroll through menu options.
- 3 Press "**OK/Select**" in the middle of the arrows to make a choice.
- 4 Press "**Exit**" to exit out of any selection you don't want.
- 5 If the program is **FREE**, "**NO CHARGE**" will appear in the pricing area or if the program requires a charge, confirm the charge twice by pressing "**OK**".
- 6 Now you can play, stop, rewind, fast-forward and pause your selection — enjoy!

Source On Demand features new movie releases, library titles and adult movies priced similarly to our Pay Per View movies. In addition, we will feature a number of FREE services including: Ambient TV, Caught On Demand, Illusion TV and Research Channel

We have also launched On Demand services for TMN, MPIX, Family Channel and Super Channel!



For more On Demand TV Tips visit our website at www.sourcecable.ca.

PARENTAL CONTROL & PURCHASE CODES TIPS



I-Guide Parental Controls and Locks.

Parental Locks with I-Guide allow you to restrict viewing and purchases of TV programming based on your viewing preferences. **Set a personalized 4-digit PIN** and you can place Locks on selected ratings, channels and titles. You can also hide adult titles from being displayed on-screen.

PINs Setup

Set up and change your **Parental Locks PIN** and **Purchase PINs** in PINs Setup. Your Parental Locks PIN allows you to restrict viewing of programs. Your Purchase PIN is used to restrict pay programming purchases.

- Select Setup from the Main Prevue Menu.
- Select PINs Setup.
- Follow the on-screen prompts to setup, clear or change your PINs.



Parental Locks Setup

Set Locks anytime in the guide or while watching television. Just press the **LOCK** button on your remote or use the **LOCK** icon on an information screen. Enter your 4-digit **Parental Locks PIN** and Lock the channel, title or rating using the on-screen prompts.

You can also set Locks from the Setup Menu. From the Main Menu select Setup, then **Locks Setup**.

Use the arrow buttons to make your selections and then press OK to confirm each setting. View Locked Programs.



To view programs and channels you have Locked, tune to the program or select it from the listings. Enter your **PIN** when prompted. **Bypass** or Clear Locks Temporarily open or clear all Locks for easier viewing. Select **Master Locks** from the Locks Setup screen and change the options from **No** to **Yes**.

Restore Locks; Locks may be restored in any of the following ways: Press the **LOCK** button anytime and enter your 4-digit PIN. Select **Locks Setup** from the Setup Menu, then select **YES** to turn Locks back on. Turn the set-top box off and back on.

Guide Tip: A Lock Indicator appears in the Instant Information to indicate a program has been locked. To Unlock, press the **LOCK** button on the remote and enter your 4-digit PIN.



REMOTE TIPS

To program your remote to control your TV and VCR as well as your digital set-top box, you'll need a list of manufacturers and codes. Visit the **HELP** section on www.sourcecable.ca for instructions and information.



These are your power buttons. Just press the button for the device you'd like to turn on or off. Or, use the **All On** button for multiple devices. Now you can record, play, fastforward, rewind, stop, and pause using your **ON DEMAND*** & **DVR** buttons.

These arrow buttons help you move through the program guide. You'll also use them to select a program or main menu options.

These buttons allow you to flip through your channels one by one and control your volume. Press **FAV** to set up or see all your favorite channels.

Now you can record, play, fastforward, rewind, stop, and pause using your **ON DEMAND*** & **DVR** buttons.

Want to get to a specific channel? Use these number buttons to get there fast.

With these buttons, you'll easily control your Picture-in-Picture and use the **SWAP** button to watch one channel while recording another if you have a Dual Tuner/DVR.

BASIC TROUBLESHOOTING TIPS



VERY IMPORTANT:

- The receiver must be plugged into an electrical wall socket immediately.
- The receiver must be connected to an activate cable outlet immediately.

Setting “AUTOTUNE” function ON

- Press **SETTINGS** on remote
- Using arrow keys, move highlight to **PREVUE MAIN MENU**, Press **OK**
- Using arrow keys, move highlight to **SETUP**, Press **OK**
- Using arrow keys, move highlight to **GUIDE SETUP**, Press **OK**
- Using arrow keys, move highlight to **CHANNEL ENTRY BEHAVIOUR**, change to **AUTOTUNE**
- Press **EXIT** to return to **MAIN MENU**

What do I do if my remote control won't respond when I press a button?

Try the following tips:

- 1 Verify that the remote control unit is in “**Cable**” mode.
- 2 Replace the batteries in the remote control unit with fresh batteries.
- 3 Make sure that there is a clear line of sight between the remote control unit and the set-top box. Aim the remote control directly at the front panel of the set-top box.

Nothing happens when the “GUIDE” button is pushed, but I can change the channel up and down.

In most cases this happens because the set-top box has been recently installed or reconnected to a power source and the program guide has not completely downloaded. Wait 15–30 minutes for the download process to finish and the remote buttons will operate.

I can't see the edges of my Program Guide screens.

Select the “**Screen Position**” option from the **Set Up Menu** to adjust the screen position horizontally and vertically.

What happens to my DVR recordings if my set-top box temporarily loses power?

All DVR recordings that were saved prior to the power loss are preserved, as well as future recording schedules. You miss only the recordings that were scheduled to be recorded while the power was out.



DIGITAL RECEIVER SET UP

For more information call our
Technical Support or
Customer Service Team
905-574-6464
www.sourcecable.ca

