

Standard Definition Easy Installation Guide



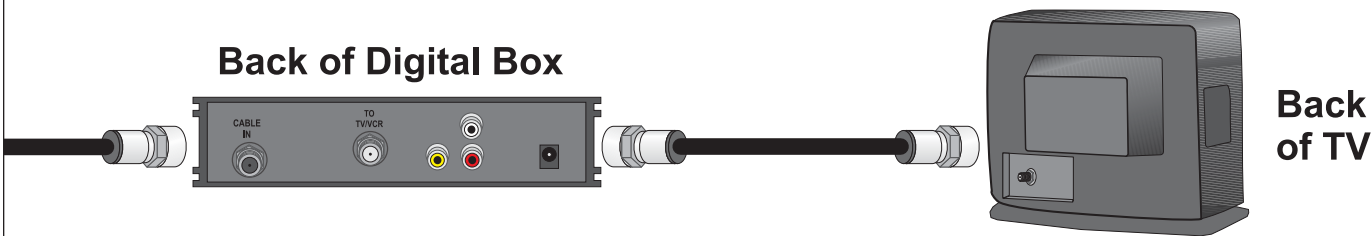
Installing your Rogers Digital Set Top Box is as easy as A - B - C.

A: Connect The Digital Set Top Box To Your TV

B: Authorize The Digital Set Top Box

C: Program Your Rogers Remote And Additional Options

Coaxial Cable Connection: This connection uses a Coaxial cable, provided by Rogers.



1 Are you installing the Digital Set Top Box yourself?

Yes: Continue to **Step 2**.

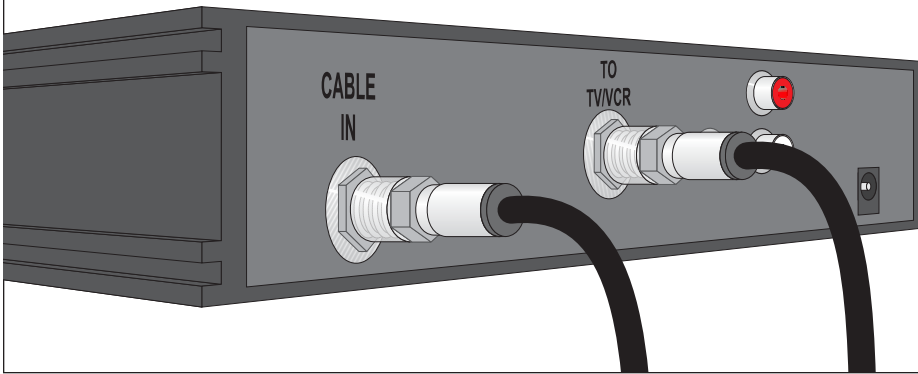
No: A technician installed it, go to **Section C** below.

A

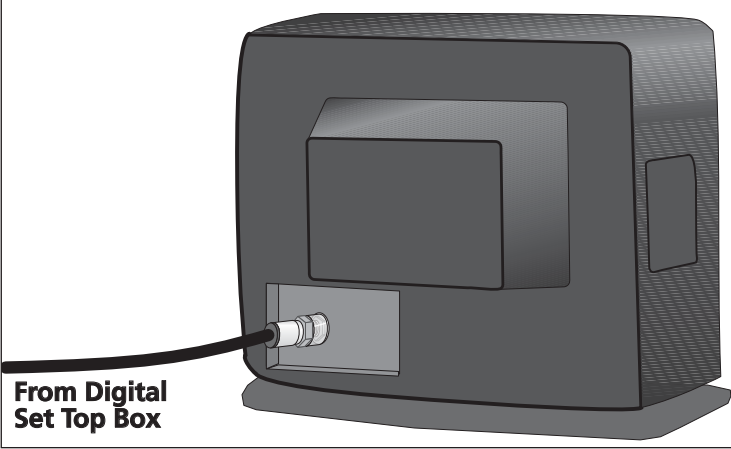
Connect The Digital Set Top Box To Your TV

2 Connect the end of the Coaxial cable coming from your wall to the **CABLE IN** port. Next, connect one end of the provided Coaxial cable to the **TO TV/VCR** port.

Note: Be sure to securely finger tighten all cable connections.



3 Connect the other end of the Coaxial cable to the Coaxial port on the back of your TV.

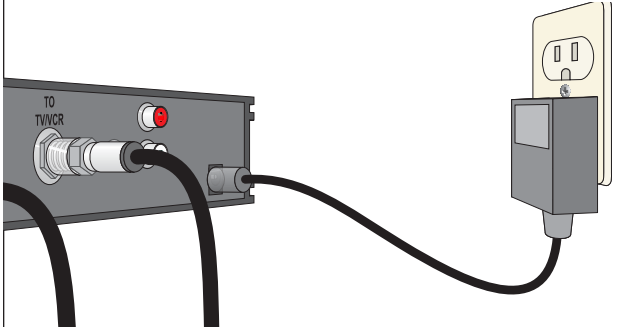


B

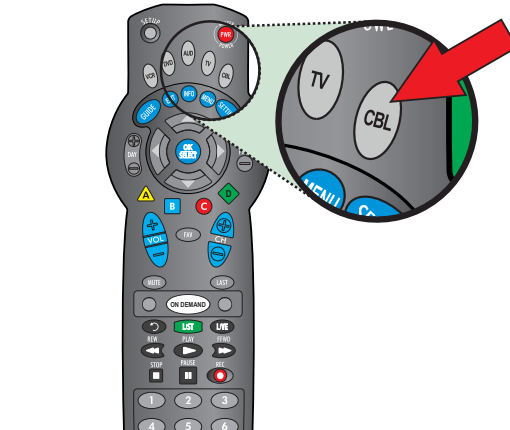
Authorize The Digital Set Top Box

4 Connect one end of the power cord to the back of the Digital Set Top Box and the other end to the wall outlet.

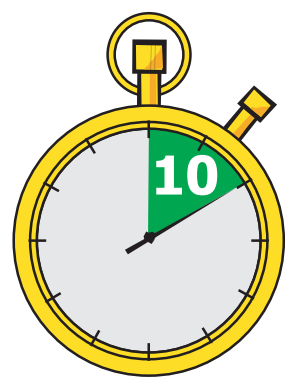
Note: To ensure the Digital Set Top Box remains authorized and updated, keep the power cord and Coaxial cable connected at all times.



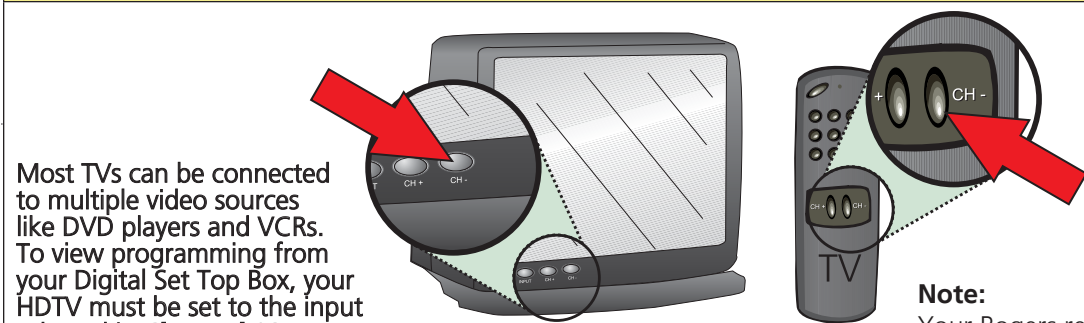
5 With your TV turned off, press the **CBL** then **PWR** buttons on the Rogers remote.



6 Wait 10 minutes for the Digital Set Top Box to become active and to be updated with your channel packages.



7 Turn your TV on and set it to **Channel 03**.



Most TVs can be connected to multiple video sources like DVD players and VCRs. To view programming from your Digital Set Top Box, your HDTV must be set to the input selected in **Channel 03**. Change your TV to Channel 03 by using your TV's remote control or the channel buttons on your TV.

Note: Your Rogers remote cannot be used to change the TV input until it has been programmed to control your TV

8 Confirm the Digital Set Top Box is authorized.

1. Turn on the Digital Set Top Box by pressing **PWR** on the Rogers remote.
2. Change the channel to 3 by pressing **0 - 0 - 3** on your Rogers remote.

Is Channel 03 being displayed?

Yes: Continue to **Section C** on the reverse of this guide.

No: Channel 03 is "Not Authorized". Call **1 866 894 9962** to have the Digital Set Top Box authorized. You will be asked for the phone number associated with your account.

C

Program Your Rogers Remote And Additional Options

In addition to operating the Digital Set Top Box, the Rogers remote is capable of controlling basic commands on your TV, DVD, and other devices. To enable these features, the Rogers remote must be programmed for your particular home entertainment components.

First, program the Rogers remote for your TV.

Since the Rogers remote control is a universal remote, you can program it for other components by repeating the steps and substituting the TV button with the respective device button (VCR, DVD, etc.).

1. Turn your TV on.
2. Press the **TV** button.
3. Press and hold **SETUP** until the **TV** button flashes twice.
4. Press **9 - 9 - 1**, the TV button flashes twice.
5. Point the remote towards your TV and press **PWR**.
6. Repeatedly press and release the **CH+** button until your TV turns off. The remote will cycle through all possible codes until a match is found.
Note: You may need to press the **CH+** button dozens of times before finding a match.
7. Once the TV turns off, press the **SETUP** button to lock the code. The TV button will flash twice.
8. Confirm the correct code was locked by pressing the **PWR** button to turn on your TV.

What if this did not work?

Your remote also came with a small user guide that contains specific instructions for programming popular components. Consult the user guide for further instructions.



Next, set your Rogers remote to control the volume.*

By default, the Rogers remote is programmed to raise and lower the volume of the Digital Set Top Box. These steps will set the remote to use your TV to control the volume instead.*

1. Press the **CBL** button.
2. Press and hold **SETUP** until the **CBL** button flashes twice.
3. Press **9 - 9 - 3**, the **CBL** button flashes twice.
4. Press the **TV** button. The **CBL** button will blink twice to confirm a valid selection.
5. Check that your changes were accepted by testing the volume controls on the remote.
6. If you see the Digital Set Top Box volume bar instead of your TV volume bar, your changes were not successful. Repeat these instructions beginning at **Step 1**.

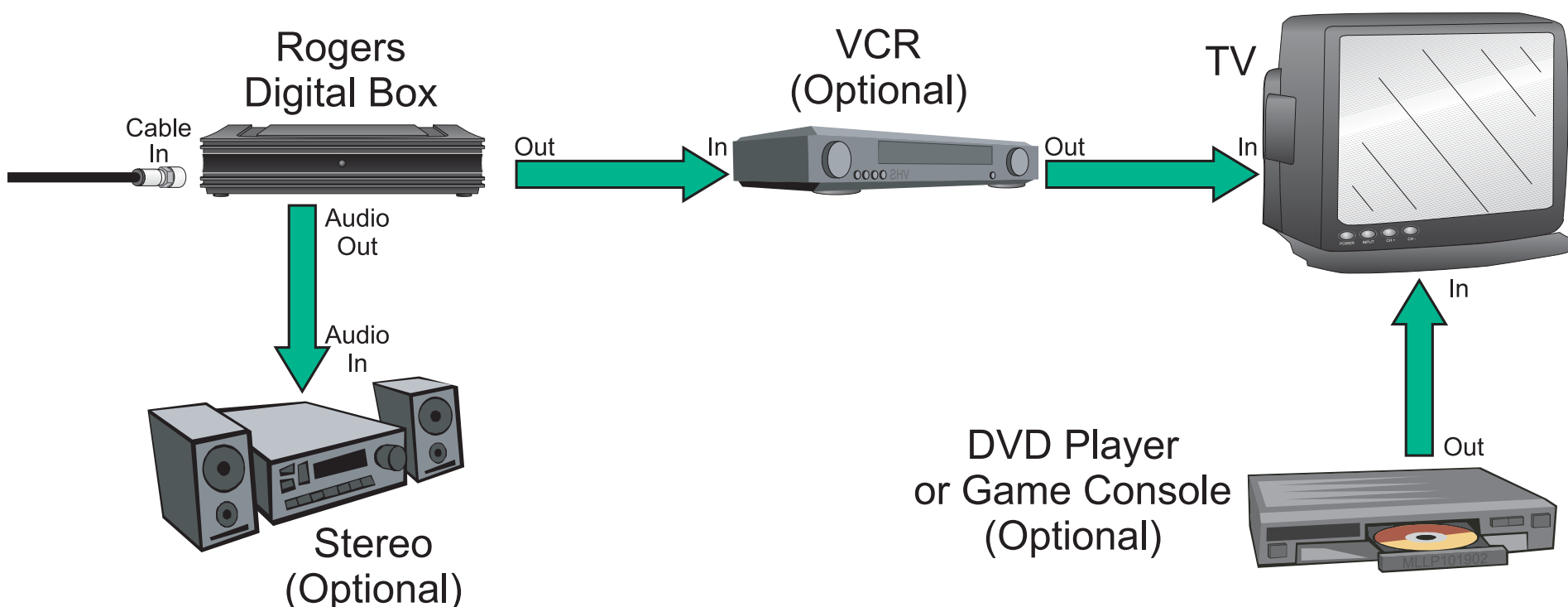
TIP: For the best audio control, ensure your volume is set to **Fixed** in the audio settings menu. Make sure you set the volume to maximum on the Digital Set Top Box.

* Not compatible with older TVs with manual volume control.

OPTIONAL

Connect Additional Equipment To Your TV

The order in which you connect your other components like a VCR and DVD player to the TV is very important. Below is the recommended connection order for Standard Definition TVs. Any additional cables that may be required are sold separately at Rogers Plus stores.



With this connection you can:

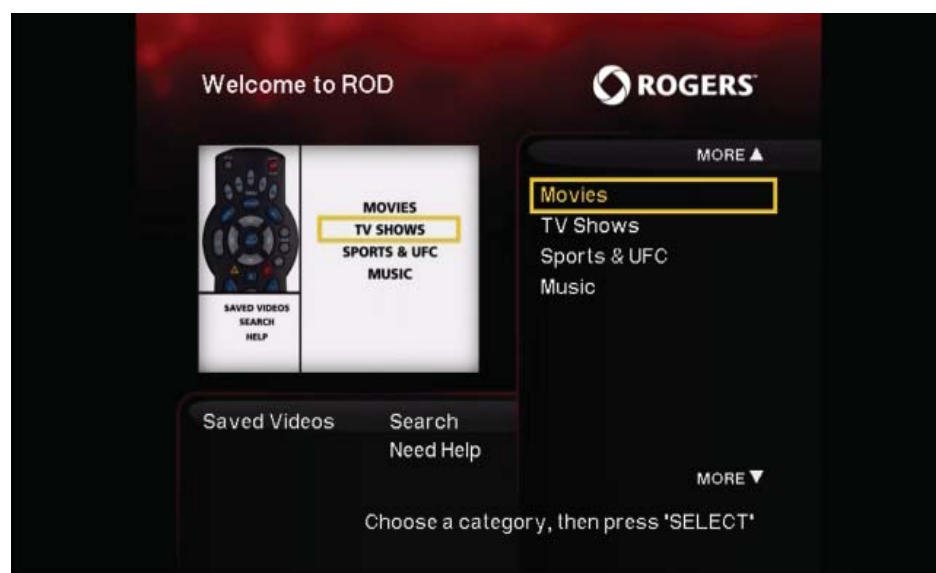
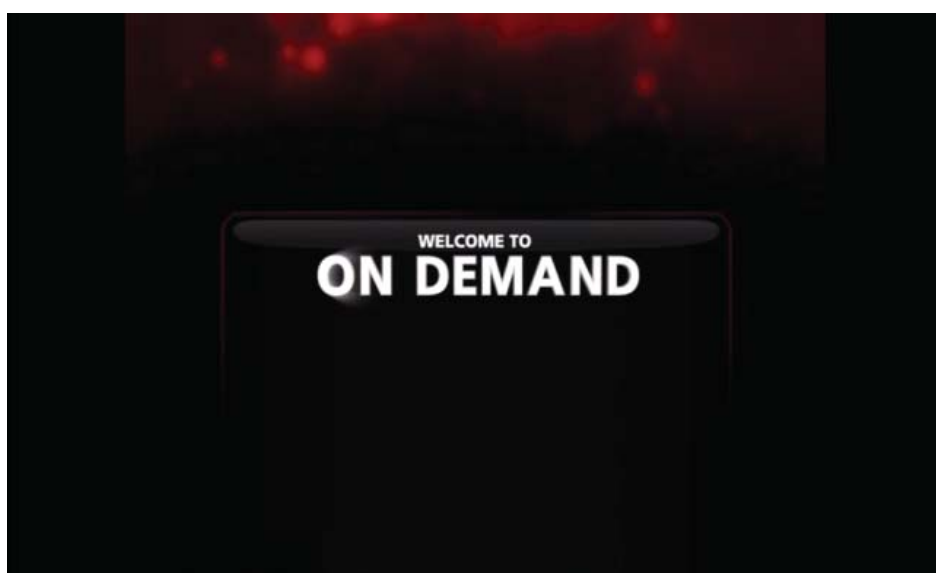
- Watch TV programming, DVDs and VCR videos on your TV.
- Listen to TV shows and movies from the Digital Set Top Box on your stereo or home theatre.
- Record the show you are watching on the Digital Set Top Box to your VCR.

Note:

This hookup will not allow you to record one program **on your VCR** while watching another. For other hookup options visit: www.rogershelp.com/hookups

How Do I Order Rogers On Demand?

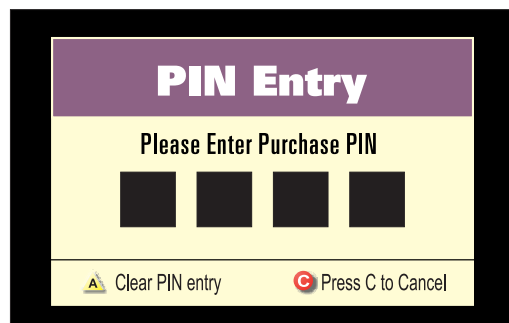
1. Tune to channel 100. An On Demand splash screen appears.
2. If prompted, press **A** to access Rogers On Demand.
3. Use the **UP/DOWN/LEFT/RIGHT** and **SELECT** buttons on your remote to navigate throughout the menus.
4. To select a category, highlight it and press the **SELECT** button.
5. Follow the menus and when you have decided on a movie to watch, highlight **Order** and press **SELECT**.
6. Enter your PIN code when prompted in order to complete the purchase. See below for more information regarding your PIN.
7. Use the VCR buttons on your Rogers remote to control the playback of your Rogers On Demand selection.



Charges apply to some Rogers On Demand and Rogers Anyplace TV content.

What Is My PIN?

Your default PIN is **0000**.



Setting your PIN will help you prevent your family from watching shows you may consider inappropriate. It will also let you purchase On Demand or Pay Per View programming.

How Do I Solve Common Problems?

Help with common problems are in the troubleshooting section of Your Digital TV User Guide:

No picture on any channel (Just a black screen)

No sound

Remote control does not work

"Not Authorized" messages on channels I should be receiving

Changing the PIN

Before calling Rogers for Technical Support . . .

Most common problems can be fixed by rebooting the Digital Set Top Box. To reboot the box:

1. Unplug the power cord and wait 10 seconds.
2. Plug the power cord back in and wait 10 minutes.
3. Press the **PWR** button on your Rogers remote.
4. Ensure your TV is on and is set to **Channel 03**. See **Step 7** on the reverse side of this guide.

What is Rogers Anyplace TV?

Take your Rogers Digital TV subscription with you – Rogers Anyplace TV is available anywhere you are!*

- Access videos via your laptop, tablets, and Xbox 360® #
- Watch TV shows and free movies, catch clips and exclusive content like movie trailers, music videos & more
- Stream live sports, and rent new release movies instantly from your computer
- Rogers Wireless postpaid customers can also watch on select smartphones by downloading the app from the Apple App Store or Android App Market

How to play a video:

1. Register your Rogers Digital TV account number at Rogersanyplacetv.com to get access to content included with your subscription.
2. Sign In to your new Rogers Anyplace TV account.
3. Browse the service via various menus (TV Shows, Channels, Movies, etc), or use the Search bar, and select an episode, movie or clip
4. Click on the Play (>) button that appears when you hover over the video image.

- * Available only within Canada with an Internet subscription.
- # Requires an Xbox Live Gold subscription and be registered for Rogers Anyplace TV.



Charges apply to some Rogers On Demand and Rogers Anyplace TV content.

Where Can I Get More Information/Help With The Rogers Digital TV Service?

To help you get the most out of your Digital TV service, and to solve potential problems, Rogers provides you with a wide range of support options. Use the information below to choose the support option that best meets your needs.

The User Guide

The **User Guide** is a comprehensive user guide designed to help you resolve the most common troubleshooting issues.

Save time by following the quick and easy steps detailed in the guide included with your Digital Set Top Box.

Online Support

Visit us at: www.rogershelp.com for additional Digital TV information.

Email us at: digitaltvsupport@rci.rogers.com for technical support.

View a selection of How To Videos at: www.rogershelp.com/video

Television

View a selection of How To Videos on **Channel 100**.

Phone

Call us at **1 888 ROGERS1 (1 888 764 3771)** and follow the prompts.



Important Information About Your TV

- Some televisions can experience image "Burn-In" if fixed images are displayed for extended periods of time. Consult your TV manufacturer's documentation for more information.
- Always keep the Digital Set Top Box plugged in to the power outlet and connected to the cable outlet. Do not disconnect it when not in use. Updates are sent periodically to the Digital Set Top Box and if the box is not connected and plugged in, you may miss an update. Also, if the box is disconnected for a long period of time, your channels may become unauthorized.