

QUICK REFERENCE GUIDE TO

BLUE VALLEY'S DIGITAL TRANSITION

TUNE TO

BVTV CHANNEL 6

FOR INSTALLATION VIDEO

on a television without
a digital set-top box

Inside this Guide

DTA Self-Installation
Programming Your Remote
Troubleshooting
FAQ's
Maintenance Plan



877.876.1228 | www.bluevalley.net/dta

DETERMINE YOUR TYPE OF TV

// SELF-INSTALLATION

HIGH-DEFINITION (HD) TV

If your TV is a high-definition TV, you will use the HDMI cable, which is the black cable in your installation box.



1. First, turn off your TV and remove the coax cable from the back of your TV. This will unscrew and pull out. Take this end and attach it to the back of your DTA box in the input labeled "Cable In." Screw all coax cables in to be finger-tight.



2. Next, take one end of the black HDMI cable and put it into the back of the DTA box in the slot labeled "HDMI." Put the other end of this cable into the back of your TV in an HDMI input.



If your TV has multiple HDMI inputs, make note of the input you chose.

3. Lastly, insert the power supply cable into the back of the DTA and plug the other end into a wall outlet.



You may now turn your TV on and tune your TV to the appropriate HDMI input.

// SELF-INSTALLATION

STANDARD-DEFINITION (SD) TV

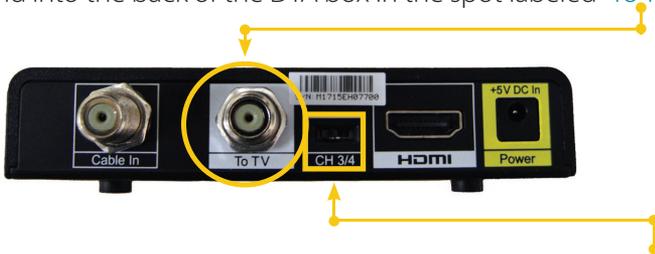
If your TV is a standard-definition TV, you will use the white coax cable to connect your DTA box.



1. First, turn your TV off and remove the coax cable from the back of your TV. This will unscrew and then pull out. Take this end and attach it into the back of your DTA box in the input labeled "Cable In." Screw all coax cables in to be finger-tight.



2. Next, take the white coax cable that came in your installation box and screw one end into the back of the TV, where you just removed the old cable. Place the other end into the back of the DTA box in the spot labeled "To TV."



Make sure the toggle next to this connection is switched to "3."

3. Lastly, insert the power supply cable into the back of the DTA and plug the other end into a wall outlet.



You may now turn your TV on and tune your TV to channel 3.



// **DURING INSTALLATION:** First, you will see a loading screen on your TV for approximately four minutes. →

Next, the software will load on your TV. Once the loading process is complete, your TV will display a screen with an

Error code: 340.

It may seem alarming, but this is part of the process. This screen could be on your TV for up to 30 minutes. Feel free to go do something else and check back in later. Once this process is complete, it is now time to program your remote. →

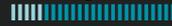
After the loading process is complete, you should see this Ch. 1 screen. →
If you don't see this screen, please call our office at 877.876.1228.

Please wait while your device receives a required update.

The update should complete in less than 20 minutes. During the update the adapter may automatically reset.

Sorry for the inconvenience.

Total Progress: 12%



This device is currently not activated.

Please check the connections and if the problem is not resolved please contact your cable operator to restore service. We're sorry for the inconvenience.

Status Code 340

Fedora release 10 (Cambridge)
Kernel 2.6.27.5-117.fe10.1576 on an i686 (tty1)

MONROE log in:

TROUBLESHOOTING

The DTA will not turn on:

- » Make sure the POWER light on the front of the DTA is lit green.
- » If the DTA is connected to a switched outlet, make sure the switch is on.
- » Unplug the DTA from the outlet, and then plug it back in.
- » Make sure the remote control is in DTA mode, and turn the DTA on by pressing the DTA button.

The remote control does not work:

- » Make sure the remote control is in DTA mode.
- » Make sure there are no obstructions between the remote control and the DTA. Aim the remote control directly at the DTA box, not the TV.
- » The angle between the remote control and the DTA may be too large. Stand in front of the DTA and not too far to either side.
- » Press and release buttons one at a time, firmly and deliberately.
- » Check the batteries in the remote and install new batteries if needed.

There is no video on the screen:

- » Ensure the TV is on and set to the appropriate input.
- » Make sure the DTA is on and turned to an authorized cable channel.
- » Ensure the cables between the DTA and the TV are firmly connected.
- » Make sure the coaxial cable feed is finger-tight to the DTA and the wall jack.

PROGRAMMING YOUR REMOTE

//1

Turn TV on. Press and hold "Setup" until LED light blinks twice.

2//

Enter the 1st TV code for your brand from the code list that comes in your DTA box. LED light blinks twice.

PLEASE DO NOT USE THE INSTRUCTIONS ON THE BACK OF THE REMOTE.

//3

Press the "TV Power" key to test TV control. If the TV turns off, setup is complete.

4//

If TV does not turn off, repeat this process using the next code for your TV brand.

QuickTIP!

To find the exact code for your TV, use the code finder feature at URCSUPPORT.COM.

PROGRAM



VOLUME CONTROL

FOR THE TV

QuickTIP!

When your remote batteries need replaced, the LED will blink 5 times with each key-press.

You will want to program the volume to your TV, not your DTA. In order to do that, follow these steps.

1. Press and hold the "Setup" for 3 seconds. The LED light will blink twice.
2. Press "Vol +". The LED light will blink twice as confirmation.

Your DTA installation is now complete!
Be sure to keep your original remote control in a safe spot in your home.



// DIGITAL TRANSITION FREQUENTLY ASKED QUESTIONS

Q: What is the Digital Transition?

A: Blue Valley's (BVTC) BVtv service is going all digital! This will allow you to view more channels, have improved services, and ensure a better customer experience.

Q: How does the Digital Upgrade affect me?

A: There are two scenarios:

1. If you have televisions that are not connected to a BVTC set-top box (STB) today, then you will need new equipment to receive TV service. You can choose a digital STB or a Digital Television Adaptor (DTA).
2. If you have one or more televisions connected by a digital STB, then you will not need to do anything on those respective TV's. The DTA's are just for TV's without a digital STB.

Q: What is a DTA?

A: DTA refers to a Digital Television Adapter, also known as a converter box.

Q: What is the purpose of a DTA?

A: A DTA box converts the encrypted digital channels coming from

BVTC to your TV. Encryption is required by most content providers between BVTC's headend and your home.

Q: Why is BVTC doing an all-digital upgrade?

A: To keep up with technological advancements, BVTC must upgrade to an all-digital platform. Due to bandwidth limitations on an analog system, we are no longer able to technically add more channels, yet network contracts demand carrying specific channels. Although you will need a digital STB or a DTA for each TV, you will gain nearly 50 new HD channels, a channel guide, and an overall better viewing experience.

TUNE TO

BVTV CHANNEL 6

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NewFEATURES!

Once your DTA is installed, you will receive the below features:

- » Additional channels, including the Olympic Channel and 50 music channels
- » Up to 49 additional high-definition (HD) channels
- » Crystal-clear picture and sound
- » Interactive on-screen channel guide

Q: Do I need to purchase a digital or High-Definition TV?

A: No, it is not required to have a digital or hi-definition (HD) TV to enjoy the new features. Your TV service will be the same as it has been, except it likely will appear sharper, have more vibrant colors, and improved audio quality. A HD TV is necessary to fully experience HD quality programming. Without a HD TV, the customer may not notice a difference between standard-definition (SD) and HD channels.

Q: What is the cost of a DTA?

A: The monthly cost of a DTA is \$3.99. However, be sure to ask our office about how you may qualify for a free box.

Q: How do I get closed captions to display on my TV?

A: Select the MENU button on your remote. Arrow down to "Closed Captioning. Arrow over to select "Auto". Press OK.

Q: Are there Parental Control options that come with the DTA?

A: Yes. You can personalize your parental control options in the menu panel. You will need a required PIN#. This should be unique to you.

QuickTIP!

If you have no audio when viewing your channels, press MUTE on the remote to restore sound.

QuickTIP!

Be sure to keep your original TV remote and remove the batteries to prevent battery corrosion.

QuickTIP!

Learn by watching!
Tune to **BTVV, CHANNEL 6** for an installation video (on a TV without a set-top box).

Are you unable to reach our office during business hours?

Go to bluevalley.net/dta and choose "Contact Us." You can leave your contact information and a comment with the most convenient time to reach you.



A little
maintenance
goes a long
way!

YOU HAVE ENOUGH TO MAINTAIN. LET OUR TEAM TAKE CARE OF YOU!

Maintenance plans cover repair of all existing inside wiring during normal business hours and remote controls for BVTC equipment.

MAINTENANCE PLANS STARTING AT \$2/MO.
CALL 877.876.1228 FOR MORE INFORMATION.



1559 Pony Express Hwy | Home, KS | 877.876.1228 | bluevalley.net

**Maintenance packages exclude Unlimited Long Distance & Cellblue services. Plans do not cover expenses of adding wiring or batteries for remote controls to BVTC equipment.*