



ALL ACCESS HD User Guide



The Cisco Explorer HD[®] Box

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Guide





Accessing the Guide:



To access the **GUIDE**, simply press the **GUIDE**  button on your remote and the program listings will appear. The program listings will be shown over the top of the video screen.




Navigating the Guide:

1. Press the **GUIDE**  button on your remote to access the **GUIDE**. The program you are currently viewing will be displayed in the bottom right-hand corner of your screen.

2. Scroll through the **GUIDE** with the **ARROW**   buttons or **PAGE UP/DOWN**  buttons on the remote. As you scroll through the listings, you can see the long description of the program at the bottom. While watching **LIVE TV**, you can also view the description by pressing the **INFO**  button at any time. This will display the **INFO BANNER** on your screen.

3. A **CALENDAR** is available to view future programming. Press the **B**  button and use the **ARROW** buttons to select a date in the **CALENDAR** within the upcoming 7 days. The **DAY +/-**  button can be used to easily scroll through the 7-day window.

4. Once you find a program to watch that is currently playing, press **OK/SELECT**  to tune to the program. If you select a program that has not started, a pop-up will appear and will allow you to **TUNE TO THE CHANNEL**, **SAVE CHANNEL AS FAVORITE**, **LOCK CHANNEL** or **SET A REMINDER**. If your Cisco Explorer® Box is a Personal Video Recorder (PVR/DVR) you will also have the option to **RECORD THE PROGRAM** or **RECORD THE SERIES**.


5. To **EXIT** the **GUIDE** and return to your current program, press **EXIT**.

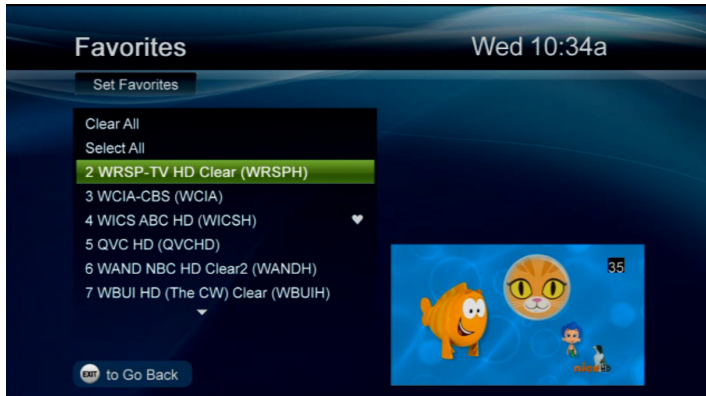


Did You Know...





You can easily find new episodes on the **GUIDE** by looking for the **NEW FLAG** located next to the **PROGRAM TITLE**. It is also located in the description at the bottom of your screen.





Customized Guide Views - Favorites, Hide Channels

You can set up customized views of the **GUIDE** to easily navigate **FAVORITE CHANNELS** by setting **FAVORITES**  or **HIDING CHANNELS** that you don't use or want to see in the **GUIDE**.





To set Favorites:

1. Press **MENU** , select **FAVORITES** and press **OK/SELECT** . Use the **UP/DOWN ARROW**   buttons to navigate through the networks you would like to set as your **FAVORITES**. To **SELECT/UNSELECT** a **FAVORITE** channel, press the **OK/SELECT** button. A **HEART ICON** will appear beside the channel.

2. You can also set **FAVORITES** from the **INFO BANNER** by pressing **INFO** . Use the **ARROW** buttons   and **OK/SELECT** button  to select the **HEART ICON**.

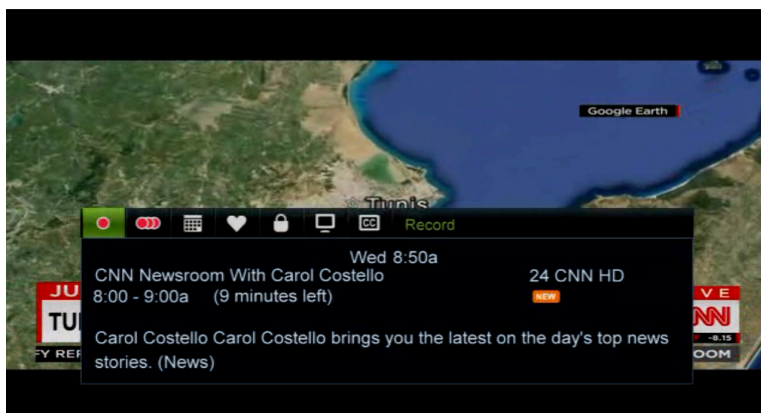
3. When you are finished setting your **FAVORITE** channels, press **EXIT**  to return to regular programming.

Accessing your Favorites:


1. Press the **FAVORITE**  button and your **GUIDE** will appear with the **FAVORITE** channels you selected.
2. You can also press the **GUIDE** button **twice** to access your **FAVORITES**.
3. Select a channel using your **ARROW** buttons and press the **OK/SELECT**  button to tune to the channel.

Info Banner

The **INFO BANNER** provides more than just the program description. It also displays program name, channel name and number, current time and date and the long description of the program you are watching.



Using the INFO Banner:

1. Press **INFO**  and the **INFO BANNER** will appear over the video at the bottom of your screen.

2. From the **INFO BANNER**, you can add the current channel to your **FAVORITES**, **BLOCK THE CHANNEL** (you will need to enter your Parental Control PIN to unblock) and/or **CHANGE THE VIDEO ASPECT RATIO (video output toggle)** from normal to stretched. Additionally, it allows you to turn **CLOSED CAPTIONING (CC)** on and off.

3. If your Digital Cisco Explorer HD® box is a PVR/DVR, you will also have the option to **RECORD THE CURRENT PROGRAM** or **RECORD THE SERIES**.

Your Personal Identification Numbers (PIN)



Parental Control PIN and Purchase PIN

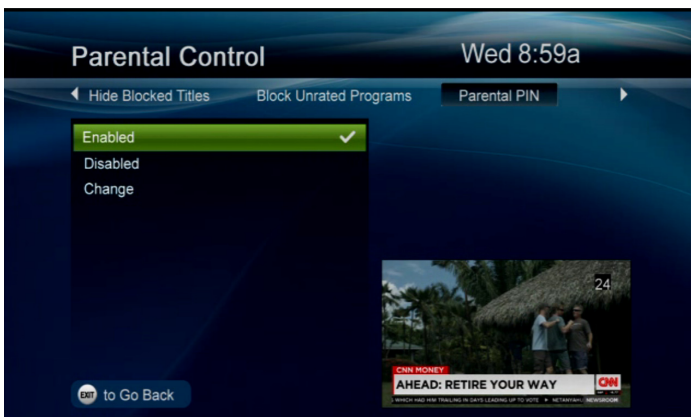
Securing your settings and purchases:

A **PARENTAL CONTROL PIN** is necessary for **PARENTAL CONTROL SETTINGS**. A **PURCHASE PIN** is used to securely purchase Pay Per View content. To prevent unwanted Video On Demand purchases, channel 801 must be blocked which secures this channel with a **PARENTAL CONTROL PIN** (see instructions on pg 5).





Your Default Parental Control Pin and Purchase PIN:



1. Press **SETTINGS**  and scroll to **PARENTAL CONTROL**. Press **OK/SELECT** .
2. You will be prompted to enter your **PIN**. *The default PIN for Parental Control and Purchase PIN is 0000* – CASS-COMM recommends changing this to make your digital box more secure.



To change, enable or disable your Parental PIN:

1. Use the **ARROW**  buttons to navigate to the **PARENTAL PIN** tab.
2. To change your **PARENTAL CONTROL PIN**, use the right arrow key to select **PARENTAL PIN TAB**, select **CHANGE**. Enter a new PIN and confirm by re-entering the same PIN when prompted. Your new **PARENTAL CONTROL PIN** is now set.
3. Press **EXIT**  to go back to regular programming. See page 5 for more details.

To change, enable or disable your Purchase PIN:

1. Use the **ARROW**  buttons to navigate to the **PURCHASE PIN** tab.
2. To change your **PURCHASE PIN**, use the right arrow key to select **PURCHASE PIN TAB**, select **PURCHASE PIN SETUP**. Enter a new PIN and confirm by re-entering the same PIN when prompted. Your new **PURCHASE PIN** is now set.
3. Press **EXIT**  to go back to regular programming.

















Did You Know...

The default PIN for your account is 0000. If you've forgotten your PIN, call 1-800-252-1799 for assistance.

Parental Control Settings (Continued)

How to Configure Parental Control Settings (cont'd):

1. Press **SETTINGS**  and scroll down to select **PARENTAL CONTROL**.
2. Use the right or left **ARROW**   buttons to navigate to the tab that corresponds to the action you wish to select and press the **OK/SELECT**  button. You can:
 - a) **Block/Unblock a Channel**- Select one or more channels in the list and press **OK/SELECT** . A lock will appear beside the blocked channel. *All channels are unblocked by default.*
 - b) **Block/Unblock a Rating**- Select a rating in the list and press **OK/SELECT** . A lock will appear beside the selected rating. *All ratings are unblocked by default.*
 - c) **Block/Unblock Content**- Select a content description in the list and press **OK/SELECT** . A lock will appear beside the selected content description. *All content descriptions are unblocked by default.*
 - d) **Hide Blocked Titles**- Use the **ARROW**   buttons to switch the option from **NO** to **YES**. Once highlighted, press **OK/SELECT** . *By default all titles are displayed.*
 - e) **Block/Unblock Unrated Programs** - Use the **ARROW**   buttons to switch the option from **NO** to **YES**. Once highlighted, press **OK/SELECT** . *By default all unrated programs are unblocked by default.*
 - f) **Parental PIN**- See page 4 for details.
 - g) **Purchase PIN**- See page 4 for details.
3. To exit, press the **EXIT**  button to return to regular programming.



Did You Know...

Your remote can control all functions on your digital box including the volume. Press **SETTINGS**, scroll to **AUDIO** and make sure **VOLUME CONTROL** is set to **VARIABLE**. You will also need to program your remote control to your TV set.

Settings

Customize your TV experience by changing the language, volume controls and more.

To access settings:

1. To access the **SETTINGS**, press **SETTINGS** .

2. Scroll through the list to the feature you want to configure. Once highlighted, press **OK/SELECT** .



Settings you can access/configure include:

1. **APPEARANCE** - TV type, aspect ratio
2. **AUDIO** - output, volume control, preferred language
3. **CHANNEL SETUP** - set favorites, hide channels
4. **CLOSED CAPTIONS**
5. **PVR/DVR SETTINGS** - series settings, individual recording settings
6. **PARENTAL CONTROL** - see pages 4 and 5
7. **SEARCH SETTINGS** - title or genre search
8. **SYSTEM** - box/guide settings
9. **TROUBLESHOOTING** - reboot set-top box - ***DO NOT RESTORE FACTORY SETTINGS. This will disable your set-top box.***




Did You Know...

The **A-YELLOW TRIANGLE BUTTON** will pull up your **APPLICATIONS LAUNCHER**. This will direct you to **INFORMATION PAGES**, view TV Mix, VOD, PPV, Music Channels, Weather, Search and your PVR/DVR List (My Recordings).

Menu

To access Menu:

1. To access the **MENU**, press **MENU** .
2. Scroll through the tabs to the category you want to configure.

TV Tab

1. **GUIDE** - access guide
2. **FAVORITES** - set your favorites
3. **PPV PURCHASES** - view upcoming or past purchases
4. **SEARCH** - program guide title or genre search
5. **VIEW LIVE TV**

RECORDED TV Tab

1. **MY RECORDINGS** - view recordings **BY DATE**, **BY TITLE** or **BY CHANNEL**. If you have the Whole-Home DVR/PVR service, you can also view recordings from other DVR/PVR boxes within the home.
2. **SCHEDULED RECORDINGS** - view recordings **BY DATE**, **BY TITLE**, **BY CHANNEL** or **BY SERIES**. If you have the Whole-Home DVR/PVR service, you can also view recordings from other DVR/PVR boxes within the home.
3. **ADD A RECORDING** - from guide or set manually


ON DEMAND Tab

1. **BROWSE ON DEMAND** - free content, kids programming, movies and sports
2. **MY RENTALS** - current rentals, rental history

APPLICATIONS Tab

WEATHER - view current weather conditions

APPLICATIONS LAUNCHER-



The  will pull up your **MENU** shortcut. This will direct you to **INFORMATION PAGES**, view TV Mix, VOD, PPV, Music Channels, Weather, Search and your PVR/DVR List (My Recordings). See pages 8-11



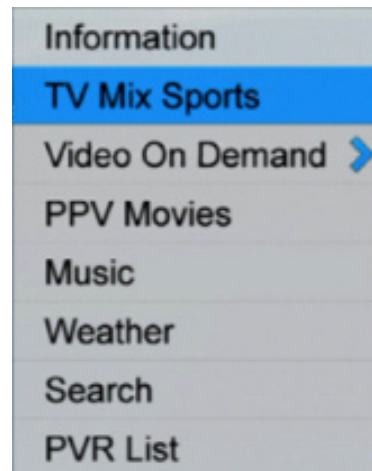
SETTINGS Tab

See page 6.

Applications Launcher

The Applications Launcher is the main page from which the applications and short-cuts can be accessed. It is available on any channel by pressing the  button on the remote. To close the Launcher, press **EXIT** .




The **APPLICATIONS LAUNCHER** will look like this:

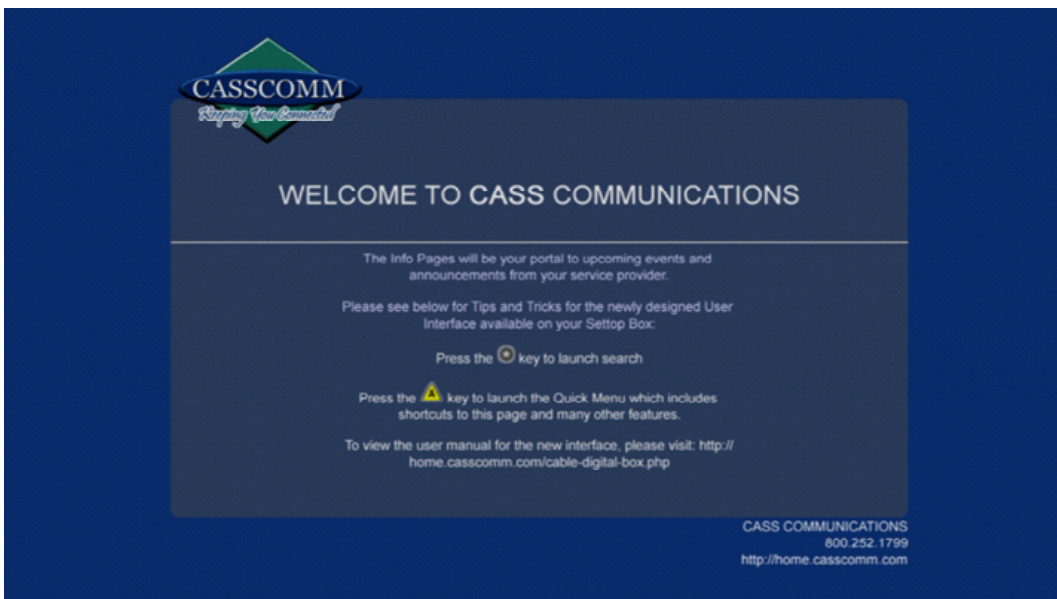


INFORMATION Tab

The Information page will display any announcements or events from CASSCOMM. Additional information pages may be added from time to time and are selectable just as multiple channels are selectable.

Launching the Information Page:

- 1) Press  on the remote
- 2) Highlight “Information” and press **OK/SELECT** .
- 3) To close, press **EXIT** .



Applications Launcher (Continued)

TV MIX Tab

The **TV MIX** application can be operated in two modes: Active and Passive. In Passive mode, none of the **TV Mix** windows are highlighted (with a blue border) and normal remote functions such as EPG control, channel selection, Info button, etc. are operational.

In Active mode, the following buttons control the **TV MIX** menu:

 **EXIT** button toggles between Active and Passive modes.

 **OK/SELECT** accepts the selection.

 **LAST** button returns to TV Mix main menu.



UP – highlight the video window above the current selection.

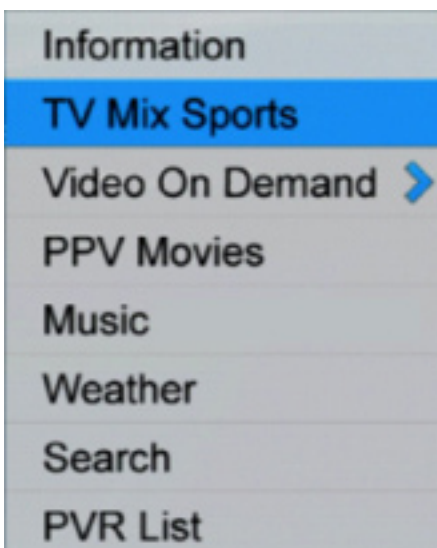
DOWN – highlight the window below the current selection.

LEFT – highlight the window left of the current selection.






RIGHT - highlight the window right of the current selection.

Use the number pad (1-6) to highlight your selection. The numbering arrangement ‘reads like a book’, where “1” is the top-left window and “6” is the bottom-right.

Any other keys will bring the application into Passive mode.




Launching the TV Mix application

- 1) Press  on the remote
- 2) Highlight “TV Mix Sports” and press **OK/SELECT** .
- 3) Use the direction arrows or number pad to highlight a window and then press **OK/SELECT** .
- 4) Once the selected channel is tuned to, press the **LAST** button  to return to the TV Mix main menu
- 5) To close, press **EXIT**  to toggle Passive mode
- 6) In Passive mode, all other remote control functions return to normal.

Applications Launcher (Continued)

VIDEO ON DEMAND Tab

The Video on Demand option is a short-cut to the CASSCOMM VoD service. An alternate way to get to the VoD service is from the **MENU** button .

PAY-PER-VIEW Tab

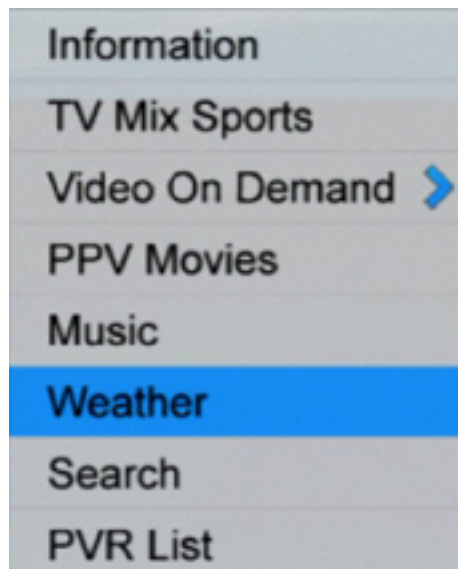
The Pay-per-View option is a short-cut to the Pay-per-View features offered through the Guide.

MUSIC CHANNELS Tab




The Music Channels option is a short-cut to the audio music channels.

WEATHER Tab

The Weather application offers the current forecast (left) and a 16-day forecast and is presented in 4-day increments.



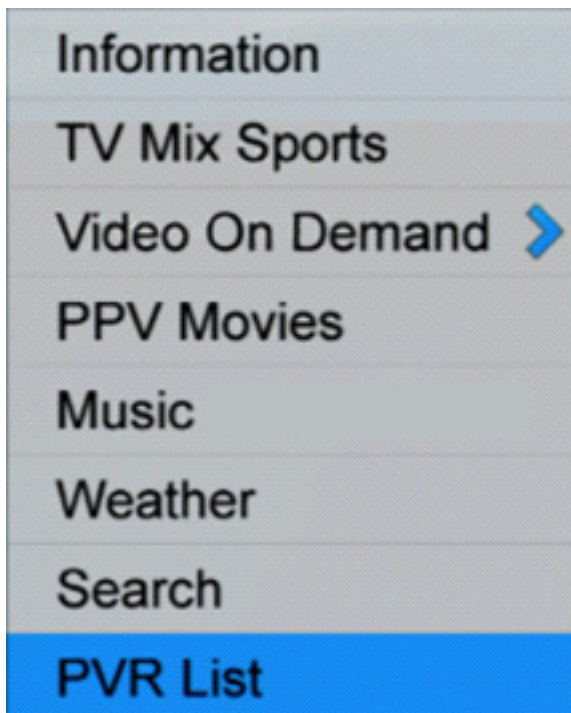
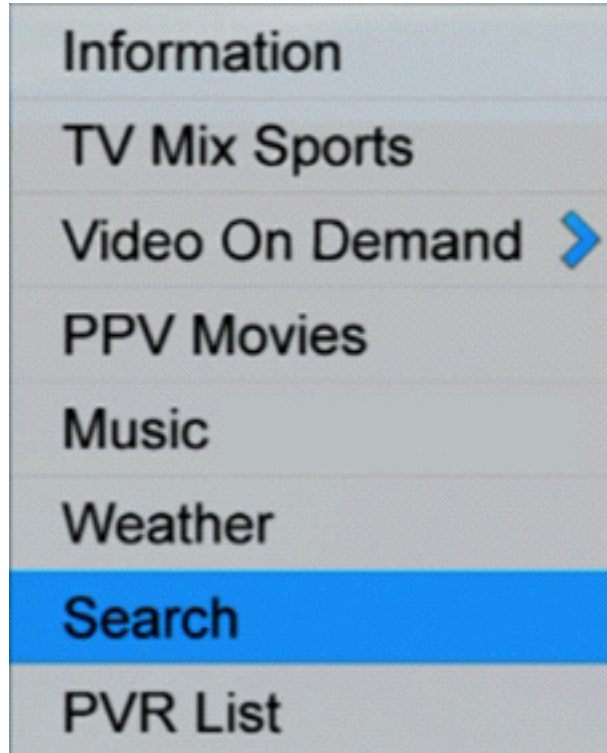
Launching the Weather Tab

- 1) Press  on the remote
- 2) Highlight "Weather" and press **OK/SELECT** .
- 3) Use the **UP/DOWN ARROW** buttons to advance or reverse the forecast.
- 4) Press **EXIT**  to close.

Applications Launcher (Continued)

SEARCH Tab

The Search option is a short-cut to the Search feature. An alternate way to get to the Search feature is from the Menu (via the Menu key).



PVR/DVR Tab















The PVR/DVR List option is a short-cut to the PVR/DVR List offered from the Menu. An alternate way to get to the PVR/DVR List is from the Menu (via the Menu key).



Did You Know...

The * **BUTTON** (asterisk button) on your remote will take you directly to your advanced search. This allows you to **SEARCH** by title or genre.

Key Buttons on the Remote

Guide	Press GUIDE 
Info Banner	Press INFO 
Exit the Guide/ Channel Banner/Menu	Press EXIT  to close GUIDE or CHANNEL BANNER . Press EXIT  to move back one level in the SETTINGS MENU .
Settings	Press SETTINGS 
Favorites	Press FAV  to see a guide view with Favorite channels only.
On Demand	Go to channel 800 or press the ON DEMAND  button.
Aspect Ratio	Press #  to change the aspect ratio of the video.
PVR/DVR Listings	Press LIST  to see PVR/DVR listings of recorded shows.
Menu	Press MENU 
PIP- Picture in Picture (PIP requires a HD/DVR Cisco box to function)	At the bottom of your remote: <ul style="list-style-type: none"> • Press ON/OFF to tun PIP on or off. • Press SWAP to switch PIP to the main screen (and hear audio). The main screen will now become your PIP. • Press MOVE to change the PIP location. • Press CH UP/DOWN to change channels within PIP. 
Live TV	Press LIVE  from DVR list/playback to close the screen and return to live TV.
DVR Play Features & Record	Press any keys in this feature to FF , REWIND , PLAY , STOP and RECORD . The LIST  button will show recorded programs.
Advanced Search	Press the * BUTTON (asterisk button)
Applications Launcher	Press the  button.



Available Remotes for the Explorer HD Digital Box



Cisco AT8560



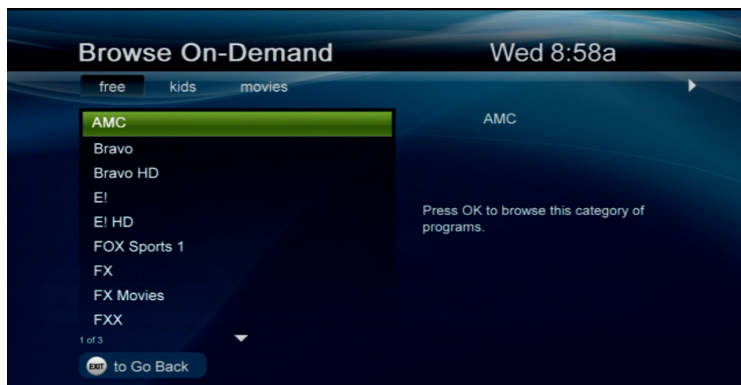
Atlas URC1056






Phazr-5 UR5-9000L

CASSCOMM On Demand Portal

CASSCOMM On Demand gives you access to all On Demand channels from a single portal on Channel 800.





To access ON DEMAND:

1. There are several ways to access On Demand. Go to channel 800, press the **ON DEMAND**  button on your remote or press the **MENU**  button and use the **ARROW**  buttons to scroll to the On Demand Tab.

2. Use the **ARROW**  buttons on your remote to select a tab (free, kids, movies or sports). Select your desired On Demand category using your **ARROW** buttons and press **OK/SELECT** . You may need to select a subcategory to view the On Demand titles available.





3. Once an On Demand title is highlighted, a detailed description, price (which may be free), rating, form (HD/SD), availability and length of video will be displayed.

Playing an On Demand Video:

1. Select the On Demand service from the On Demand portal and press **OK/SELECT** . Depending on the service selected, you may need to select a subcategory to see the titles available.
2. Highlight an On Demand title to display a title, detailed description, price/free, rating, format (HD/SD), rental period, availability and length.
3. To play a video, select a program title by pressing **OK/SELECT**  and follow the prompts.
4. Your video will begin playing after you select **PURCHASE**.

NOTE: If applicable, you will be prompted to accept any associated charges prior to your video playing. Charges begin at \$3.99 and will be displayed on your CASSCOMM bill.

Playing a Saved Video:

1. Press the **MENU**  button.
2. Use the **ARROW** buttons to scroll to the On Demand tab.
3. Scroll to **MY RENTALS** and press **OK/SELECT** .
4. Select the title from the list and press **OK/SELECT** . Videos that were previously played will be saved for a period of time, usually 24 hours.
5. When prompted, select **RESUME** with the **OK/SELECT**  button. The video will start playing at the same location in which it was stopped. You may also choose to restart the video by selecting **RESTART**.

Did You Know...

- Much of the On Demand programming is free.
- Choose a movie from a library of hundreds of options. Any associated costs will automatically be added to your CASSCOMM bill.
- In most cases, you have 24 hours to replay all rentals. They will be located under the **MY RENTALS** category in the **MENU**.




Your Personal Video Recorder (PVR/DVR)

Your Cisco Explorer HD Box® PVR/DVR puts you in control of what you watch, when you want. Benefits of your Cisco Explorer HD Box® PVR/DVR include:

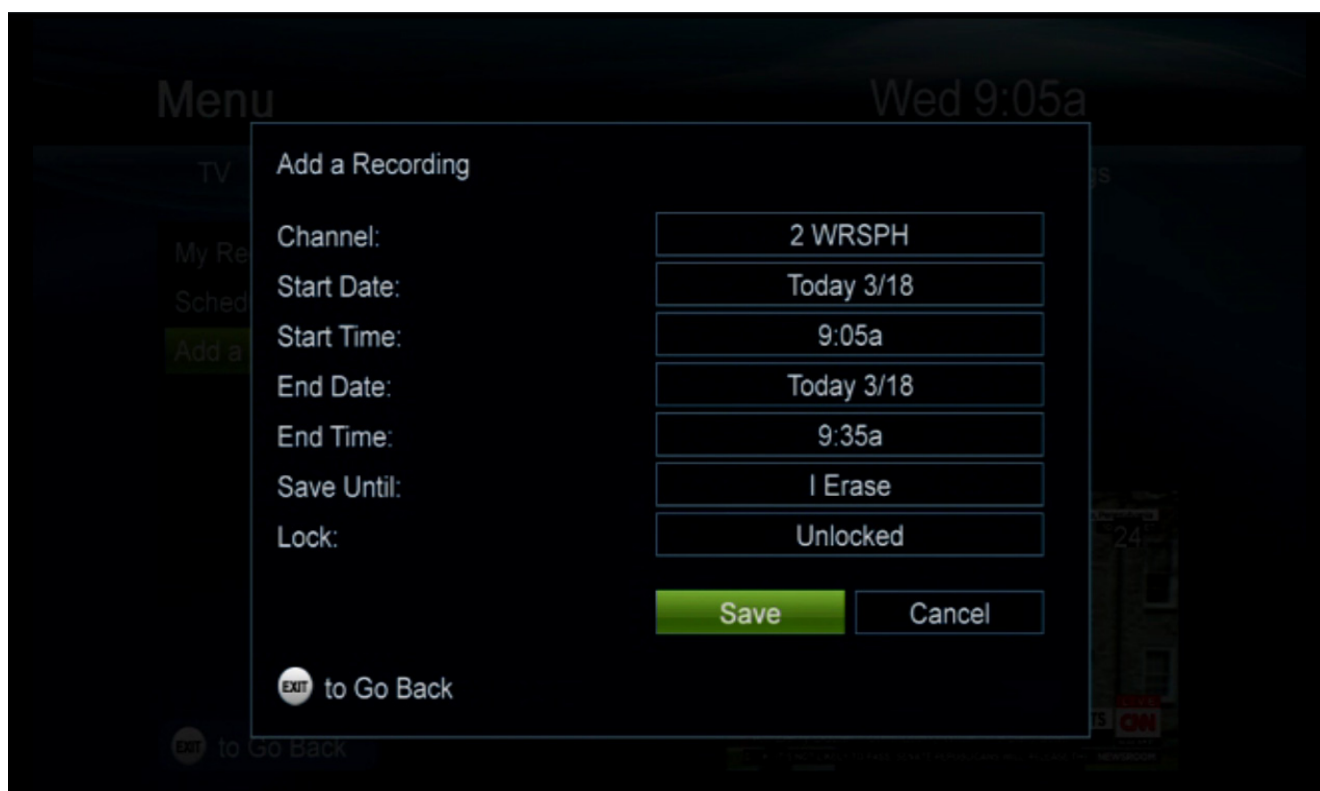
1. **REWIND, FAST FORWARD** and **PAUSE** live TV. While watching a program, the Cisco Explorer HD Box® PVR/DVR stores a digital copy of your program for up to an hour so you won't miss a minute.
2. The Cisco Explorer® 8642HDC digital box allows you to record up to two programs simultaneously or watch live TV while recording another program. You can also record the program you are watching to view it again at a different time.
3. The Cisco 9865HDC digital box allows you to record up to 8 programs simultaneously while watching 2 of the recorded programs. Additionally, it will deliver the recorded programs to up to 6 client set-top boxes using

To record a live program:

1. While watching a live program, press the **RECORD**  button **OR**
2. Press the **INFO**  button and the **INFO BANNER** will appear. Click on the **RECORD**  button to record the live show or click on the **RECORD SERIES** button to record multiple upcoming shows.



To record a future program:

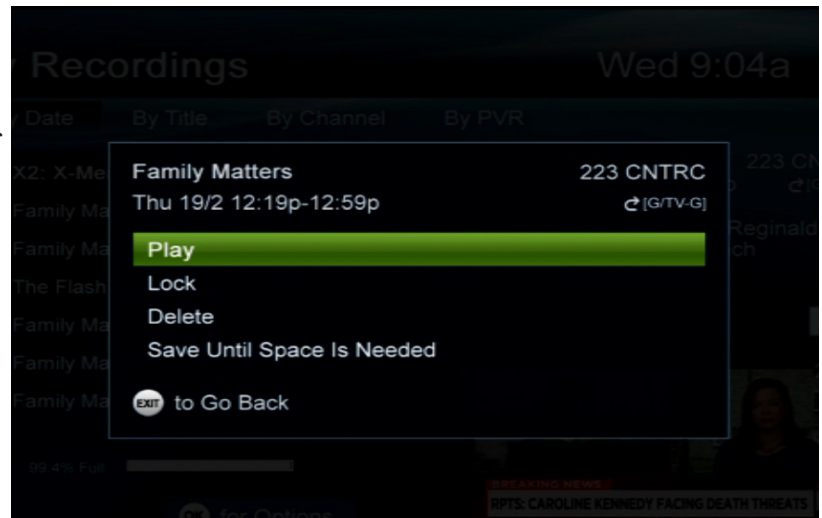
1. Open your **GUIDE** and locate a program in the future you want to record.
2. Press **OK/SELECT**.
3. Scroll to **RECORD THIS PROGRAM** or **RECORD SERIES** in the prompt that follows.
4. When selecting **RECORD SERIES**, choose to record **ALL EPISODES** or **NEW ONLY** episodes. You may also modify additional recording settings. Then, select **SAVE**.






Your Personal Video Recorder (PVR/DVR)

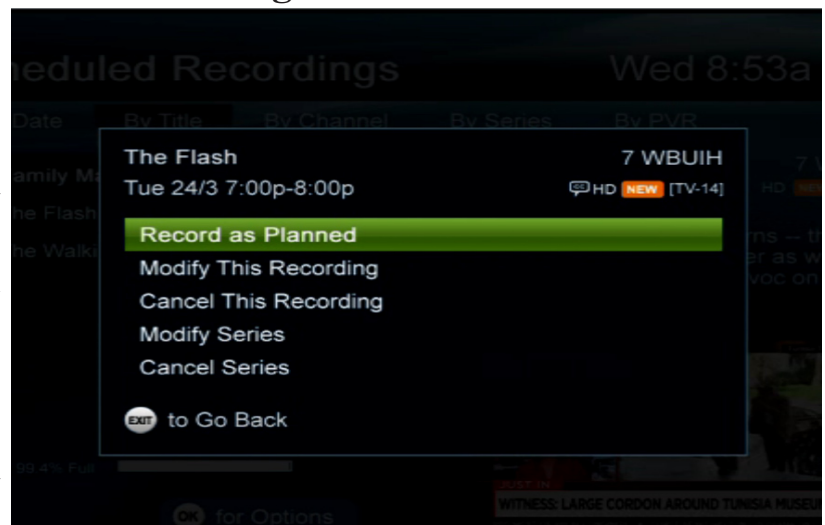
To play a recording:

1. Press **LIST** . All recordings can be sorted **BY DATE**, **BY TITLE** or **BY CHANNEL**. If you have the Whole-Home DVR/PVR service, you can also view recordings from other DVR/PVR boxes within the home.
2. Scroll to the recorded program you wish to play and press **OK/SELECT**.
3. Select **PLAY FROM START** or **RESUME PLAY** and press **OK/SELECT** . Your program will begin from either the beginning or where you previously left off.



To see or adjust settings for a scheduled recording:





1. Press the **MENU**  button and select the **RECORDED TV** tab. Scroll to **SCHEDULED RECORDINGS** and press **OK/SELECT** .
2. You can choose your scheduled recordings **BY DATE**, **BY TITLE**, **BY CHANNEL** or **BY SERIES**. If you have the Whole-Home DVR/PVR service, you can also view scheduled recordings from other DVR/PVR boxes within the home.
3. Select the recording you wish to modify and press **OK/SELECT** . Follow the prompts to **CANCEL THE RECORDING** or **MODIFY THE RECORDING**.



4. Record settings that can be configured include: **SAVE UNTIL**, **START TIME** and **STOP TIME**. Additional **SERIES RECORDING SETTINGS** include **NEW ONLY**, **THIS TIME ONLY** or **THIS DAY ONLY**.

5. Select **SAVE**.

To delete a recording:

1. Press **LIST** .
2. Scroll to the recorded program you want to delete and press **OK/SELECT** .
3. Scroll to the **DELETE OPTION** and press **OK/SELECT** .
4. A confirmation box will open to ensure you want to delete the recording. Select **YES** or **NO**.
5. An entire folder consisting of the same program can also be deleted by pressing the **B**  button and highlighting **DELETE FOLDER**.

Troubleshooting

No Picture On Any Channel

Problem:

You turn on your television and the Cisco Explorer HD® box but do not receive a picture on any of your channels.

Potential solutions:



1. Ensure that all equipment is plugged in and turned on. If it is on and the screen is black, try tuning to channel 03 on your Cisco Explorer HD® box. (Ensure that your TV is tuned to the correct input by pressing the input/source button on your TV remote control. Cycle through the input options until a picture appears.) If no picture appears, go to Step 2.
2. There may be a problem with how your cables are connected to your home entertainment equipment. Ensure that the cables are connected properly and securely. If there is still no picture:
 - a. Disconnect the coaxial cable from your Cisco Explorer HD® box and connect it directly to your television.
 - i) Change the channels on your TV. If a picture appears, proceed to Step b below.
 - ii) If no picture appears, please call us at 1-800-252-1799.
 - b. Disconnect the cable from your television and reconnect it to your Cisco Explorer HD® box then tune to channel 03.
3. If these steps do not fix the problem, contact us at 1-800-252-1799.

Remote Control Problems

Problem:

Your remote does not control your Cisco Explorer HD® box (On/Off, Volume, Channels, etc.).

Potential solutions:

1. Verify that the remote is set to **CABLE MODE** by pressing the **CBL**  button at the top of the remote.
2. Ensure that there is no obstruction blocking the infra-red sensor of the remote from communicating with the Cisco Explorer HD® box.
3. Ensure the lights at the top of the remote blink when a button is pressed. If not, replace the batteries (2 AA).
4. If your remote can control all functions on your Cisco Explorer HD® box except the volume, ensure that the volume control is not set to the fixed option in the **SETTINGS MENU**. To check your audio settings, press **SETTINGS**, select **AUDIO** and press **OK/SELECT** . Ensure the volume control option in the prompt is set to **VARIABLE**.
5. If you are still having problems, try changing channels by pressing the **UP/DOWN** buttons on the front of your Cisco Explorer HD® box. If this works, attempt to use the remote control again. If this did not fix your problem, please contact our office at 1-800-252-1799 to speak with a CASSCOMM representative.

Personal Video Recorder (PVR/DVR) Questions

How many programs can I record at one time?

You can record up to two programs simultaneously and still watch other titles in your already recorded titles list. If you have the Cisco 9865HDC digital box, you can record up to 8 programs simultaneously while watching 2 of the recorded programs. Plus, you can deliver the recorded content to up to 6 client set-top boxes using the Multi-Room DVR service.

When I press on my remote, nothing happens or I receive a ‘Not Authorized’ message. How do I fix this?

Usually, resetting or re-authorizing your Cisco Explorer HD® box will fix this problem. You can do this by power-cycling the box. Follow the reboot process outlined on the back of this manual.

I’ve been tuned to a show since it started. Can I save this show to my recorded programs list?

Yes, provided that the length of the program does not exceed one-hour and that you have been tuned to the show since the beginning. If you haven’t been tuned to the show the entire time, only the portion that you’ve watched since your last channel change will be saved. To save it, press **INFO** on the remote and click **RECORD**.

Can I use my Cisco Explorer HD® box PVR/DVR to record Pay Per View (PPV) events and On Demand programming?

You can record PPV movies and events after purchasing the PPV event. You cannot record On Demand movies or programs.

I’ve set up Parental Controls on my Cisco Explorer HD® box. Do the same Parental Controls apply to PVR recordings?

Yes. If you block programs by channel, rating or content in the **SETTINGS MENU**, those settings are carried over to PVR/DVR recordings. To watch blocked and recorded programs, you will need to enter your **PARENTAL CONTROL PIN** (*your default PIN is “0000”*).

Why do I receive an error message when I try to change channels during a recording?

The Cisco Explorer HD® box PVR/DVR will display a **CHANNEL TUNE CONFLICT NOTICE** message if you are already recording two programs and attempt to tune to another channel. In this situation, you can choose to stop one of the recordings and then tune to the desired channel. Or, you can watch one of the shows that you are recording by selecting from the on-screen prompt.

I set up a baseball game (or any live event) to record. Why wasn’t the overtime period recorded?

Sometimes events or programs run beyond their scheduled end times. For tips on extending the recording time for these types of events or shows, see page 10.

How long can I pause live TV?

You can **PAUSE** live TV for up to one hour.

How far back can I rewind live TV?

You can **REWIND** live TV for up to one hour depending on how long you have been tuned to the program. Each time you change channels, a new copy is stored in the built-in recorder. For example, if you’ve been watching the same channel for 15 minutes, you can **REWIND** 15 minutes of programming.

What does the red light mean on the front of the Cisco Explorer HD® PVR box?

When the red record light is on, a show is currently being recorded.

Does my Cisco Explorer HD® PVR box need to be powered on to record programs?

No. As long as your Cisco Explorer HD® PVR/DVR is plugged in to both the power and a cable outlet, it will record the programs you have scheduled regardless of whether it is turned on or off.

What happens if my Cisco Explorer HD® PVR/DVR temporarily loses power?

Everything you have recorded prior to losing power will be saved. However, recordings you have scheduled while the Cisco Explorer HD® PVR/DVR is without power will not be recorded for the duration of the power loss. Scheduled recordings will resume once the power has been restored.

Why is my Cisco Explorer HD® PVR/DVR not recording every episode of my favorite program?

Perhaps your favorite program title changes slightly from week to week. Such things as (HD) or other variances in the title will make the PVR think it is a different show and it will not be recorded. Browse your **SCHEDULED RECORDINGS** list to see if your favorite program is set to record in the next few days. If not, reset it to **RECORD** the same way you’ve done in the past.

Why isn’t my PIP (Picture In Picture) working?

PIP only works on the HD/DVR Cisco boxes. In order to work, the box must be a two-turner box.

Rebooting Your Box

Most issues you experience can likely be cured by rebooting your digital box.

Some examples in which you may need to reboot your box include your guide not functioning properly, VOD error codes, Not Authorized messages and picture tiling. These are just a few of the common instances.

How To Reboot Your Digital Box:

1. Press the **SETTINGS** button.
2. Scroll down and select **TROUBLESHOOTING**.
3. Scroll to **REBOOT SET-TOP** box. Hit **SELECT/OK** button.
***DO NOT** click on Restore Factory Settings. This will erase everything on your box.
4. A quick menu will pop up to be sure you want to reboot your box. Hit yes.

This will take anywhere between 15-20 minutes to complete the reboot. You will know it is complete when the clock/time reappears on the front of the digital box. Please wait to power-on the box until the reboot process is complete.



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