

DTA INSTALLATION PROCESS & USER GUIDE FOR CHARTER CONSUMER BULK TV



This guide is intended for owners or managers and front desk personnel.
This guide is not intended for tenants.



Customer Care 1-800-314-7195
charter.com

Thank you for choosing Charter Communications

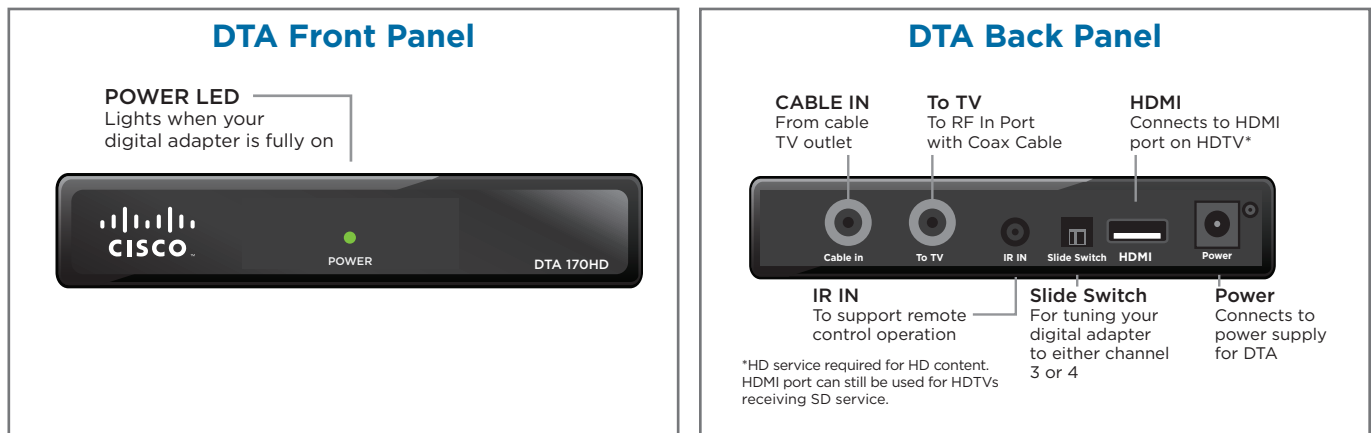
This document details the steps a property manager should take to install Digital Transport Adapters (DTAs). DTAs are small, digital devices that will allow TVs to show programming delivered by Charter's digital network. Any TVs that are not connected to a digital device (either a DTA or other digital receiver) will not be able to view programming from Charter's network.

DTAs that are connected to Charter's network will remain active. However, when a DTA is disconnected from the network, it will timeout after 30 days and require remote activation from Charter when it is reconnected to the network.

This DTA install process should take approximately 10 minutes per device. Please contact Customer Care at **1-800-314-7195** with any questions.

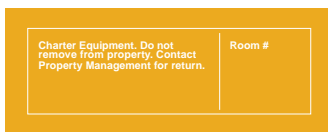
PRIOR TO BEGINNING THE INSTALLATION PROCESS, ENSURE THAT YOU HAVE THESE ITEMS FOR EACH TV:

- **DTA**
- **RF/HDMI cable(s)**
- **Power cord**
- **Remote control**
- **Batteries**
- **Velcro**



1. Connect Cable to Your DTA

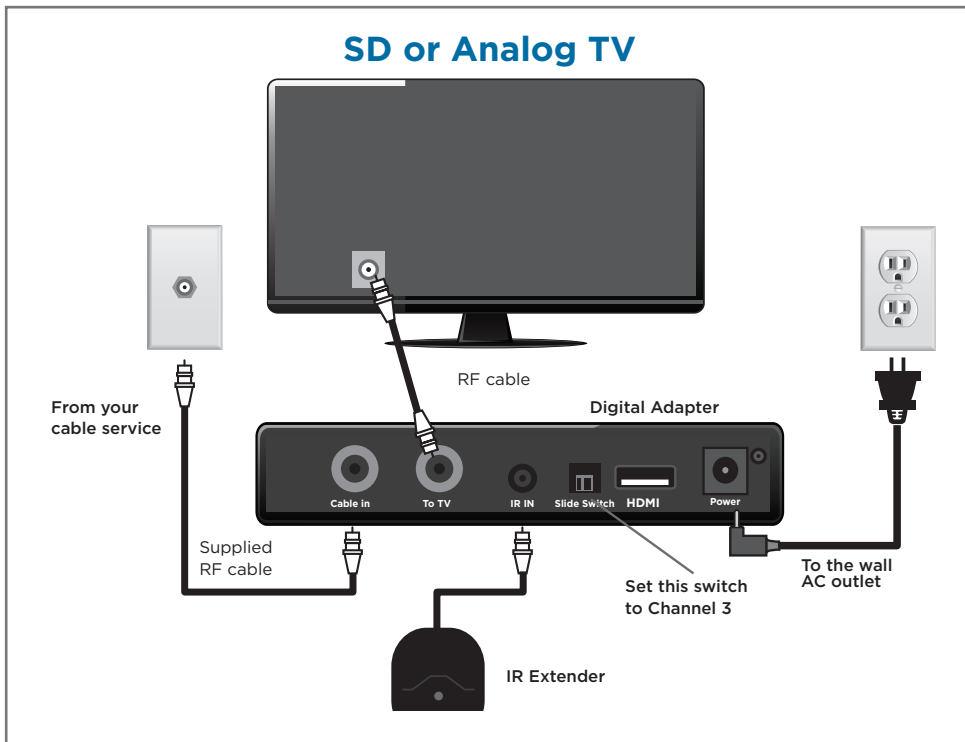
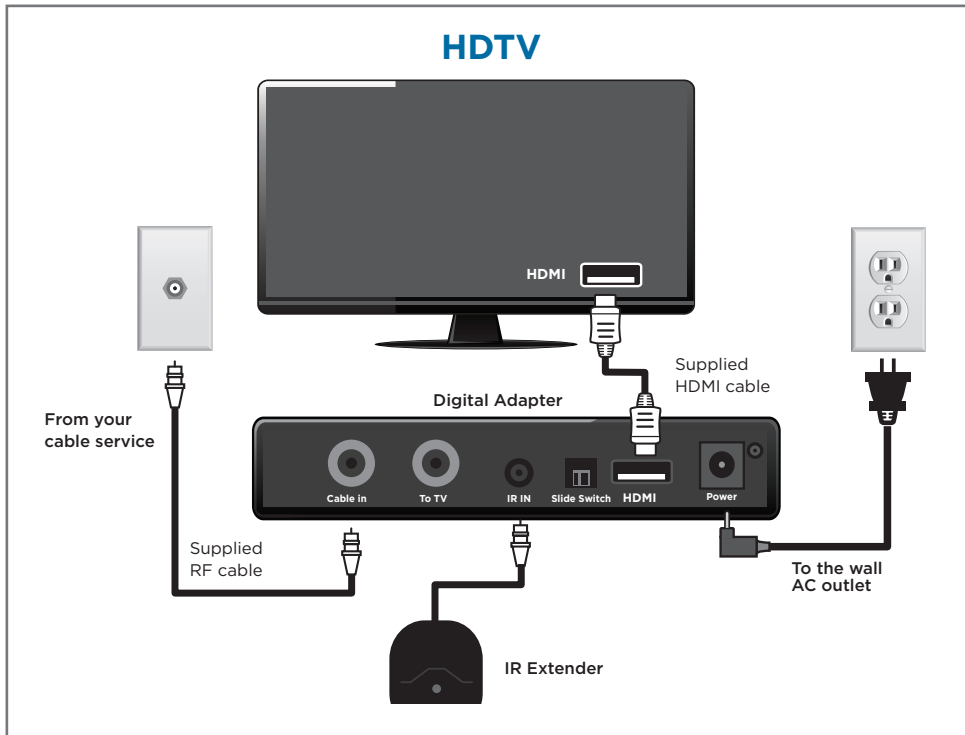
- a. Please write the room or unit location where the DTA is being installed on the DTA label.



- b. Locate the cable that currently runs from the cable wall outlet to the back of the TV. Leave the cable connected to the wall, but disconnect the other end from the back of the TV.
- c. Reconnect this end of the cable to the "Cable In" input on the back of the DTA.

2. Connect the DTA to the TV

- If you have an HDTV, connect the HDMI cable to the HDMI port on the back of the DTA and then to the HDMI input on the back of your TV.
- For TVs without an HDMI port, connect the DTA to the TV using the coax cable. Ensure that the slide switch is on channel 3 or 4, depending on your local standards, and ensure that your TV is tuned to the corresponding channel selected.



3. Plug the Power Cord into the DTA

Note: If you are using an IR Extender, DO NOT plug the power cord into an electrical outlet until after the IR Extender has been installed.

4. Connecting the IR Extender

- If you are using the IR Extender, connect it to the IR port on the back of the DTA.
- Remove the paper backing of the adhesive pad from the bottom of the IR receiver.
- Find a place towards the lower right corner on the front of the TV where nothing will block the IR sensor during normal TV operation.

Note: Place the IR Receiver away from compact fluorescent lights, plasma TV displays and LCD HDTVs. Remote control may be negatively impacted if the sensor is too close to these types of devices.



- Attach the IR Extender Receiver by firmly pressing on the IR Receiver.

5. Power Up

- Connect the DTA to power surge protector.
- The DTA should power on. (It is possible that your DTA will show a red LED or a green LED on the front panel. As long as your video is displaying correctly on the TV, the LED color does not matter.)

6. Program the Remote Control to the TV

Option 1: Universal Remote (chart on right)

- Manually turn the TV on.
- Press and hold **SETUP**  button on the remote control until the LED blinks twice.
- Enter the first code (from the detailed instructions included with the remote) for the brand of TV you have (a full listing of codes can be found at www.urcsupport.com).
- Press the **TV Power**  button to test. If the TV turns off, setup is complete. If the TV does not turn off, repeat steps b-d using the next code listed for the TV.

Popular Brands	
Digit	TV
1	Insignia/Dynex
2	LG/Zenith
3	Mitsubishi
4	Panasonic
5	Philips/Magnavox
6	Samsung
7	Sharp
8	Sony
9	Toshiba
0	Vizio

Option 2: Cisco Remote

- Manually turn the TV on.
- Press and hold the **PROG** and **TV POWER** buttons until the LED on the remote turns on, then release both buttons.
- Enter the first code (from the detailed instructions included with the remote) for the brand of TV you have (a full listing of codes can be found at www.urcsupport.com). The LED will flash twice.
- Press the **TV Power** button. If the TV turns off, verify that the **VOL+** and **VOL-** buttons and **MUTE** button also work. If all functions work, the code is correct. If the functions do not work, repeat steps b-d using the next code listed for the TV.




Universal Remote



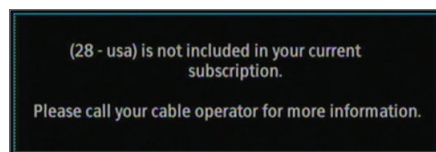
Cisco Remote

CONGRATULATIONS! You've completed the DTA installation process. You are now ready to program the following settings via the Menu on the remote control. A default setting for each is in place now, unless otherwise requested by the property. In the event a setting is changed, an instruction on how to adjust each setting is also included.

CHANNEL TUNING LIST





Users can access channels using the Channel Up/Down  buttons on the remote control, or by entering a channel number on the remote.

Note: A message similar to the following will appear if a user attempts to tune a channel to which your property does not subscribe. This should only occur if your property subscribes to Limited Basic Service only, does not subscribe to HBO or Showtime or does not use insertion channels.








If a tenant would like to upgrade to additional video services he or she must call **1-888-345-7139** to subscribe to create an account in his or her name. Resident will be responsible for any incremental costs and be responsible for returning to Charter any additional equipment he or she receives.

CLOSED CAPTIONS





The default setting for Closed Captioning is OFF. To access Closed Captioning, press **MENU** . Use the **Down**  button to highlight Closed Captioning and press **OK/ENTER** . Use the **Directional**  buttons or follow the on-screen navigation to turn On or Off.

AUDIO LANGUAGE

The default setting for Audio Language is "English". To change the language setting, press **MENU** . Use the **Down**  button to highlight Audio Language and press **OK/ENTER** . Use the **Directional**  buttons, choose the desired language and press **OK/ENTER** .

Note: Not all programming is available in an alternate language. If the audio is changed from English, and alternate audio is not available, there may be no audio present.

HDMI (APPLIES ONLY TO HDTVs CONNECTED VIA HDMI CABLE)

The default setting for HDMI resolution is "Auto". The device will automatically configure the best HDMI resolution to be compatible with the TV. To adjust the HDMI resolution, press **MENU** . Use the **Up/Down**  buttons to highlight HDMI and press **OK/ENTER** . Choose the preferred resolution and press **OK/ENTER** .




If the property subscribes to Standard Definition service, all channels should be in full-screen format. HD channels will come in a letterbox format (black bars on top and bottom). If this is not correct on the TV, modify the Aspect Ratio setting to 4:3 and check again.

If a resident has an HDTV but the property subscribes to the Standard Definition package, most HD channels should be in a letter box format (black bars on the top and bottom), but SD channels will remain in full-screen format. To modify these settings, check the TV settings for stretched, zoom, or crop options.

If the property has HDTVs and subscribes to the HD package, all SD channels will be in a pillar-box format (black bars on the left and right). All HD channels should be full screen in a 16:9 format. If not, modify the Aspect Ratio setting to 16:9.

Note: All Aspect Ratio modifications take 10 seconds before change is completed.

OUTPUT RESOLUTION (HDTVs ONLY)

Default setting for Screen Format is "Auto". To select another format, press **MENU** . Use the **Down**  button to highlight HDMI Setup and press **OK/ENTER** . If you do not have an HDTV, this will always default to "Auto" and will not provide additional options.

CHANNEL LOCKS

Default for Channel Locks is "Off". Charter does not recommend changing this setting.

*Important Note: If a tenant sets a Channel Lock PIN through the Menu, a call to Charter will be required in order to reset it. Should this occur in one or more units at your property, please have an authorized staff member **call Charter at 1-800-314-7195** and request a "PIN reset". The Charter representative will need the unit number where the impacted device is located. After the reset, if you are prompted to enter a PIN, please use "0000" and turn Channel Locks "Off". There is no need to set a new PIN.*