

University of Kentucky

Mini Box Easy Setup Guide

Installation • Operation • Troubleshooting



InsightSM

Introduction

To bring you better service now and in the future Insight is upgrading to an All-Digital network – All-Digital for every channel on every TV set.

To continue to receive all channels you will need to connect your TV to the provided Mini Box or upgrade your services to receive one of Insight's Digital Cable Boxes. To inquire about upgrading services, please contact Insight at (859) 514-1400.

This guide is provided to assist you in the connecting of your TV set to the Insight Mini Box and the synchronization of the Insight remote control.

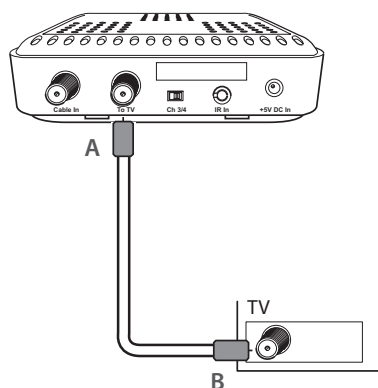
Connecting to a TV

A

Find the 5-foot coax cable that is connected on one end to the Mini Box.

B

Connect the other end to the "Cable In/RF In" input on the back of your TV.

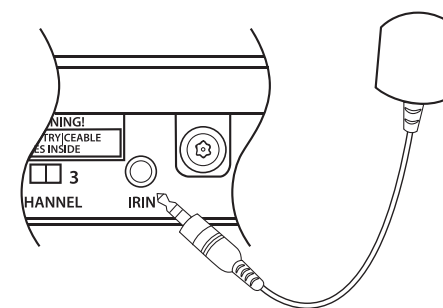


Optional: Connecting the IR receiver

You will need to install the IR receiver if you cannot place the Mini Box in a position that will be in clear view of your remote or if you want to hide the Mini Box behind your TV.

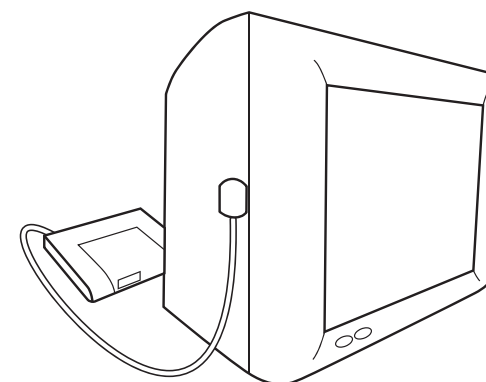
A

Plug the smaller end of the IR receiver into the "IR In" port on the back of the Mini Box.



B

Place the other end of the IR receiver where it can be seen from the front of the TV. Use the adhesive fasteners in the package to attach the IR receiver to your TV.



Note: Please be careful. Insight is not responsible for any damage done to any surface you stick these to.

Programming the new remote

This is the easiest method for programming your remote control to operate the volume and power on your TV and to change channels.

In this next section, you will use the remote to automatically find the right code for your TV.

Keys to successfully programming your remote:

- Read all instructions carefully before starting.
- Pay attention to the red light on the remote after each step. You'll need to watch for blinks in order to tell if you have completed a step correctly.
- Be patient. It may take a few tries to get this right.
- Step 4 is critical. Remember to press and release Ch+ many times but do it slowly and pay attention. As soon as the TV turns off, you'll only have 5 seconds to press the SET key to lock in the code.

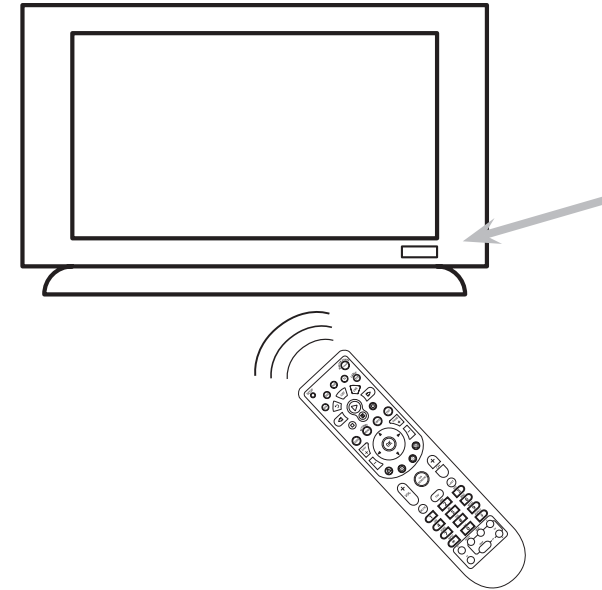
Red light location



Step 1

Turn on your **TV** using the buttons on the TV or the TV remote and tune the TV to the proper channel (Ch 4).

Note: Your TV must always be set to the proper channel (Ch 4) to match the output channel on the back of your Mini Box.



Step 2

Install the batteries (included in your kit) in your new Insight remote control.

Press and hold the “Set” button until the red light blinks once, pauses, then blinks TWICE.

Red light blinks once, pauses, then blinks twice



Keep your eyes on the remote so you can watch the red light.

Step 3

Enter 9-9-1. The red light on the remote will blink twice if entered correctly.

Red light blinks twice



Careful:
It's 9-9-1 not 9-1-1.

Step 4

Keys to success:

- Carefully read all parts of step 4 before attempting.
- Take your time and hit Ch+ key slowly.
- If you hit Ch+ one too many times after your TV turns off, you'll need to start the process over.
- Be ready. You must press the SET key within 5 seconds of the TV turning off to lock in the code.
- Don't give up. You may have to press the CH+ button many, many times.

Point the remote at the TV and **slowly press and release "CH+"** one or more times until the TV turns off.

With the TV still off, **press "Set"** within 5 seconds to lock in the code. The red light on the remote will blink twice.



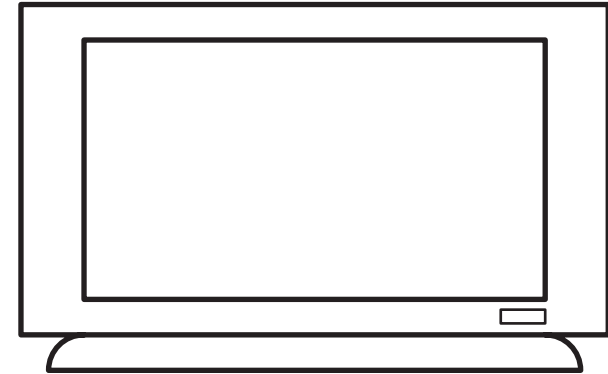
Red light blinks twice



Step 5

Press the "power" button to turn on your TV.

If your TV comes on, then you have successfully programmed your remote!



**If you are not successful the first time, try again.
If you still don't succeed, try this alternate method.**

Find the small instruction booklet that came with the remote.
Use those instructions to look up and enter the 5 digit code
for your TV make and model.

or go to

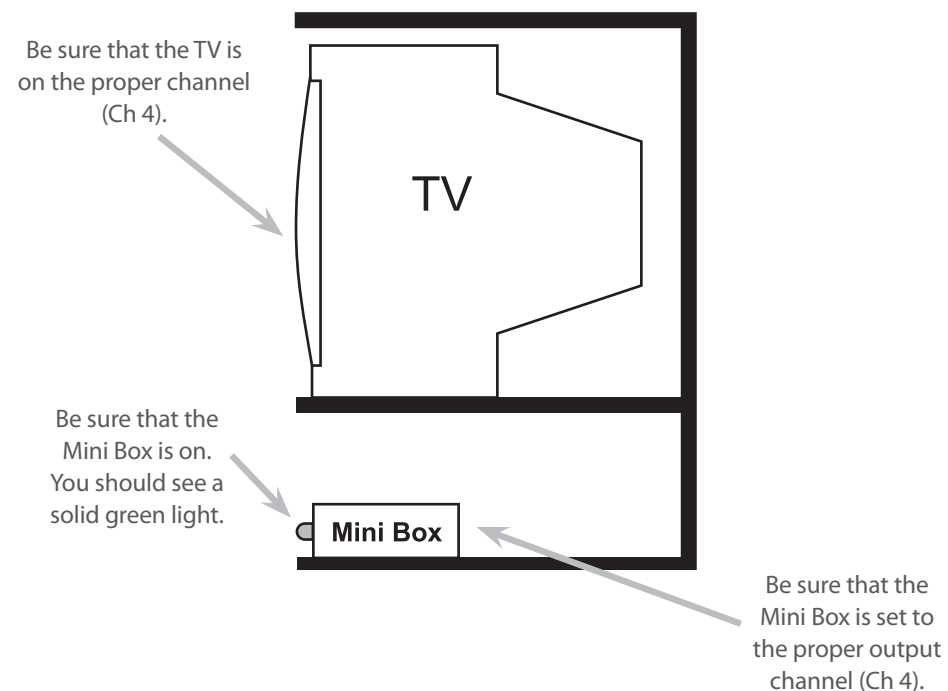
http://www.urcsupport.com/html.php?page_id=476

If you are still not successful, turn to page 14 in this booklet.

Mini Box Operation Guide

Quick Troubleshooting Checklist

- TV set on the proper output channel (Ch 4)
- Mini Box light is on












Proper Output Channel:

Customers in the Lexington Kentucky area should use channel 4.

Remote Operation Guide



KEY	FUNCTION
	When the remote has been programmed to the TV, the POWER key will turn the TV on and off
	Use INFO to display current channel information
	Use the key pad (0-9) to directly select the channels
	Use ENTER to directly tune a channel (e.g. 1-0-9 Enter)
	Use LAST to recall the last channel
	Press MUTE once to turn sound off or on
	Use CH+ (or CH-) to select the next higher (or lower) channel
	Use VOL+ (or VOL-) to raise (or lower) the volume
	Use LANG to switch between different languages and audio options

Troubleshooting Guide

If the remote control does not work:

- Check that the batteries still have charge and are inserted correctly.
- Make sure your remote can “see” the front of the Mini Box.
- If you are using the IR receiver, make sure that it is connected firmly to the Mini Box.

If there is no picture on the TV and the light on the Mini Box is blinking:

- Check your coaxial cables and make sure that they are attached correctly.
- Unplug the Mini Box, plug it back in, then wait 5 minutes for it to reset.

If there is no picture on the TV and the light on the Mini Box is solid (not blinking):

- Check that the TV is tuned to the proper channel (Ch 4).
- Check that the Mini Box is connected directly to the cable outlet in your wall.
- Make sure that all cables are firmly connected.
- Check the input setting on your TV, make sure that it is set on ANT or CABLE.

Troubleshooting Guide

If the audio is in a language that you did not expect to hear:

- You may have changed to an alternate language setting – Press the “LANG” button on your remote control one or two times.

If the remote is turning the TV off and on and changing the channels but not changing the volume:

- Your TV volume may have been turned all the way down or muted with the old TV remote. Refer to page 14.

If your Mini Box is not coming on:

- Make sure that the power cord is securely connected to the back of the Mini Box.
- Make sure that the Mini Box power cord is plugged into a working power outlet.

If you cannot get the mini box remote programmed to your TV:

- You may not be hitting the CH+ enough times.
- Be sure to push the “set” button within 5 seconds once your TV turns off.
- You may be hitting the CH+ once the TV has already turned off. Start over and press the button slowly.
- Try the alternate programming method on page 8.

Mini Box Operation Guide

(Two remotes)

If you were unable to program your remote, you will need to use two remotes to operate your TV: the Insight remote and the one that came with your TV.

Setting the remote volume

1. Use the remote control that came with your TV to adjust the volume to a comfortable level. This should be the last time you'll use this remote for volume control.
2. Going forward use only your Insight remote to adjust volume up or down.

Caution

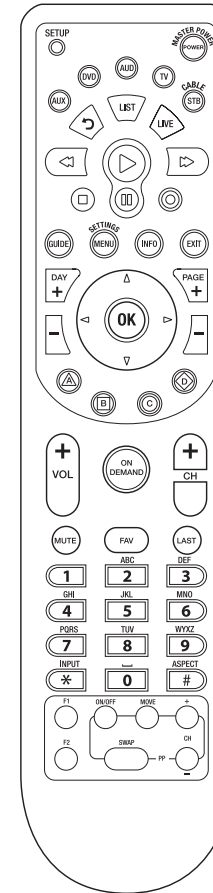
Don't use your TV remote to change channels.

Your TV must always be set to the proper channel (Ch 4) or you will see a snowy or blank screen.

Proper Output Channel:

Customers in the Lexington Kentucky area should use channel 4.

Using two remotes



Use the remote that came with your TV to turn the TV on and off.

Use your Insight remote to change channels and adjust volume.

