Charter Digital Cable® and Charter HD Easy Install Guide

Your guide to installing and setting up your Charter HD and Digital Cable





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Safety and Install Tips



Safety First:

- Do not plug the receiver into an electrical outlet until AFTER you have connected it to your Television, the cable wall outlet and any other devices.
- Arrange the receiver with about 2 inches of space on all sides to ensure it will properly cool while operating.
- The receiver should not be placed near an external heat source that could potentially raise the temperature of the unit.
- Do not expose the receiver to moisture; unplug before cleaning and avoid using liquid or aerosol cleaners.
- · Use a surge protector.

Install Tips:

 Connect the receiver directly to the cable wall outlet and double check that connections between your TV, VCR, DVD, and digital receiver are secure.





HDMI Cable



Digital Install Kit:

Included with this kit for easy installation are RCA/Composite Cables and a spare Coaxial cable.

HD Install Kit:

For easy installation, an HDMI Cable and a spare Coaxial Cable are included with this kit; all other cables are sold separately.

Depending on your HDTV and HD Digital Receiver, you can connect them for HD video using one of three differenttypes of cables: HDMI, Component, or DVI. Step by step directions for common connection methods are included here.

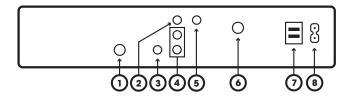
Installing Charter Digital Cable

Installing Charter Digital Cable®



Your Digital Receiver

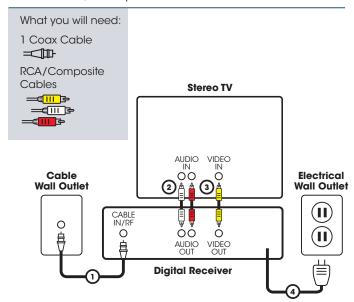
The back panel of your Charter Digital Receiver has a number of different ports for connecting to the wall, your TV and other devices. The most commonly used ports are labeled below.



- S-Video Out: Connects an optional S-Video cable to send signal to your TV or VCR
- Digital SPDIF Audio Out: Connects an RCA cable to send a digital audio signal to a surround-sound receiver or other digital audio device
- 3. Video Out: Connects to video input of TV or VCR
- 4. Audio Out: Connects RCA Cables to send analog audio signals (left and right) to a stereo receiver or TV with stereo inputs
- 5. Cable Out: Connects a coaxial cable to send analog audio and video signals to a TV or VCR
- Cable In/RF: Connects to the coaxial cable from the cable wall outlet
- 7. AC Outlet: Connects the AC power cord from another device, such as a TV
- 8. AC Input: Connects to the AC power cord to deliver power to the receiver

Connecting Receiver to Stereo TV

This simple, easy-to-follow configuration is for entertainment set-ups that have a TV with built-in stereo audio capability. You will know this if your TV has red, yellow and white color-coded audio/video ports on the back.



STEP ONE: Connect the coax cable between the cable wall outlet and the CABLE IN port on the digital receiver.

STEP TWO: Connect the RCA cables between the AUDIO OUT R (red) /AUDIO OUT L (white) ports on the digital receiver with the AUDIO IN R (red)/AUDIO IN L (white) ports on the TV. Be sure to match the color coded cable and color-coded ports on the TV and receiver.

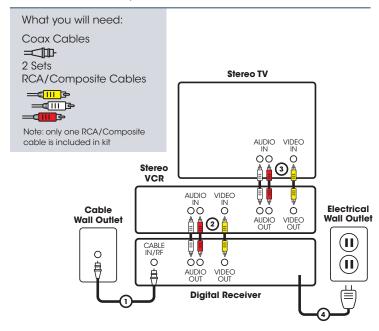
STEP THREE: Connect the yellow RCA composite video cable between the VIDEO OUT (yellow) port on the digital receiver and the VIDEO IN (yellow) port on the TV.

STEP FOUR: Plug in and turn on devices. Depending on your TV, you may need to select the input source that corresponds to the RCA ports you use in this installation.

STEP FIVE: Activate Digital Receiver, refer to instructions on page 7.

Connecting Receiver to Stereo TV and VCR

This configuration is for entertainment set-ups that have both a TV and a VCR with built-in stereo audio capability. You will know this if your TV and VCR have red, yellow and white color-coded audio/video ports on the back.



STEP ONE: Connect the coax cable between the cable wall outlet and the CABLE IN port on the digital receiver.

STEP TWO: Connect the RCA cables between the AUDIO OUT R (red)/AUDIO OUT L (white) ports on the digital receiver with the AUDIO IN R (red)/AUDIO IN L (white) ports on the VCR. Connect the yellow RCA video cable between the VIDEO OUT (yellow) port on the digital receiver and the VIDEO IN (yellow) port on the VCR.

STEP THREE: Connect the RCA cables between the AUDIO OUT R (red)/AUDIO OUT L (white) ports on the VCR with the AUDIO IN R (red)/AUDIO IN L (white) ports on the TV. Connect the yellow RCA video cable between the VIDEO OUT (yellow) port on the VCR and the VIDEO IN (yellow) port on the TV.

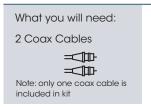
STEP FOUR: Plug in and turn on devices. Depending on your TV and VCR, you may need to select the input source that corresponds to the RCA ports you use in this installation.

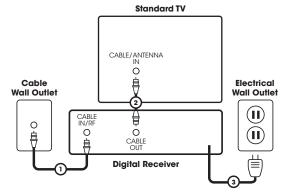
STEP FIVE: Activate Digital Receiver, refer to instructions on page 7.

Connecting Receiver to Standard TV

This configuration is to connect a standard TV to a digital receiver.

You will need to tune your TV to channel 3 or 4.





STEP ONE: Connect the coax cable between the cable wall outlet and the CABLE IN port on the digital receiver.

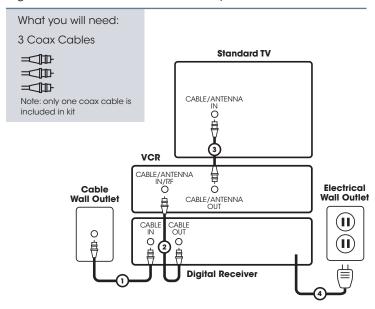
STEP TWO: Connect a coax cable between the CABLE/ ANTENNA IN port on the TV and the CABLE OUT port on the digital receiver.

STEP THREE: Plug in and turn on devices. Depending on your TV, you may need to select the input source that corresponds to the CABLE/ANTENNA IN you use in this installation.

STEP FOUR: Activate Digital Receiver, refer to instructions on page 7.

Connecting Receiver to Standard TV and VCR

This configuration is to connect a standard TV and VCR to a digital receiver. You will need to tune your TV to channel 3 or 4.



STEP ONE: Connect the coax cable between the cable wall outlet and the CABLE IN port on the digital receiver.

STEP TWO: Connect a coax cable between the CABLE OUT port on the digital receiver and the CABLE/ANTENNA IN port on the VCR.

STEP THREE: Connect a coax cable between the CABLE/ANTENNA OUT and the CABLE/ANTENNA IN port on the TV.

STEP FOUR: Plug in and turn on devices. Depending on your TV and VCR, you may need to select the input source that corresponds to the CABLE/ANTENNA IN ports you use in this installation.

STEP FIVE: Activate Digital Receiver, refer to instructions on page 7.

Activating Digital Receiver

After you have installed your hardware, call Charter Communications to activate your newly self-installed Digital Receiver!

Customer Directions for IVR use:

- 1. Call 1-888-GET CHARTER (1-888-438-2427).
- 2. Enter or verify home phone number if prompted.
- 3. Main Menu press 3 for Technical assistance.
- 4. Option Menu press 1 to reset your cable TV converter box.
- 5. Listen to Converter Refresh message.
- 6. Fxit Menu.

The converter refresh should be complete within a few minutes. The completion process depends on the number of requests to reset a convert box. In rare cases where a large number of reset requests are being processed, the completion time may take up to 30 minutes.

*Please note, you must enter the phone number that is listed on your account for these directions to work. If you do not know that information, please follow steps 1-3 and you will be transferred to an agent that can assist you in activating your self-installed HD Digital Receiver.

Call 1-888-GET-CHARTER (1-888-438-2427) or log onto charter.com for assistance or to schedule a professional install (standard charges will apply).

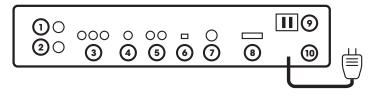
Installing Charter HD



Your HD Receiver Ports

The back panel of the HD digital receiver has a number of different ports for connecting the HD digital receiver to the wall, your TV and other devices. The HD Digital Receiver you received may vary in port layout and labeling.

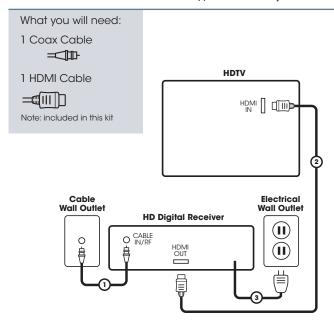
The diagram below describes the most common ports used.



- Cable In/ RF: Connects to the coaxial cable from the cable wall outlet.
- Cable Out: Connects to the coaxial cable from the cable wall outlet.
- 3. YPbPr: Connects the digital receiver to the component video input (YPbPr) on the HDTV. (Green, blue, red connectors)
- 4. Digital SPDIF Audio Out: Connects an RCA cable to the digital audio input on a surround sound receiver.
- 5. Audio Out: Connects RCA cables (left and right) to audio inputs or to a TV with stereo outputs.
- Optical SPDIF Audio Output: Connects an optical cable to send a digital audio signal to a surround sound receiver or other digital audio device. (optional)
- 7. S-Video Out: Connects the S-Video cable to your TV or VCR. (optional)
- 8. HDMI: Connects an HDMI or DVI cable to the HDMI/DVI port on an HDTV
- 9. AC Outlet: Supplies AC power to another device such as a TV. (optional)
- 10. AC IN: Connects the power cord for the HD receiver to the wall outlet.

Connecting HD Receiver to HDTV

Follow the simple instructions below to connect your HD digital receiver to your HDTV using the HDMI cable. The HDMI cable carries both digital audio and high-definition digital video signal. (Not all HDTV's and not all Charter Digital Receivers have this connection type available).



STEP ONE: Connect the coax cable between the cable wall outlet and the CABLE IN port on the HD digital receiver.

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STEP TWO: Connect the HDMI cable between the HDMI port on the HD digital receiver and the HDMI port on the HDTV.

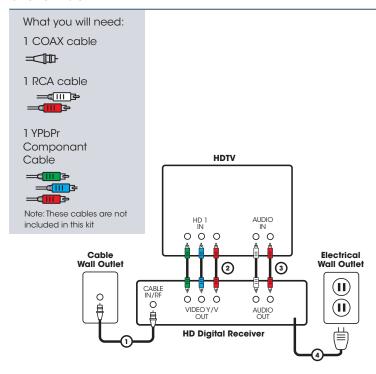
STEP THREE: Plug in and turn on your devices. Select the HDMI input source on your HDTV. See page 15 to program your HD picture settings.

STEP FOUR: Activate HD Receiver, refer to instructions on page 14.

Connecting HD Receiver to HDTV Using Component Cables

(note: Cables sold separately)

This is a common configuration for HDTV's. Use this configuration with the component cables (red, blue, green) provided in your Charter Install Kit



STEP ONE: Connect the coax cable between the cable wall outlet and the CABLE IN/RF port on the HD digital receiver.

STEP TWO: Locate the component cable (Y, Pb, Pr) ports on the HDTV and the component cable (Y, Pb, Pr) ports on the HD digital receiver. (Y=green, Pb=blue, Pr=red). Connect the provided component cable (red, blue green) to the Y, Pb, Pr OUT ports on the HD digital receiver and the corresponding IN ports on the HDTV.

STEP THREE: Connect the RCA composite cables (red and white between the AUDIO OUT R (red)/AUDIO OUT L (white)ports on the HD digital receiver with the AUDIO IN R (red)/AUDIO IN L (white) ports on the HDTV.

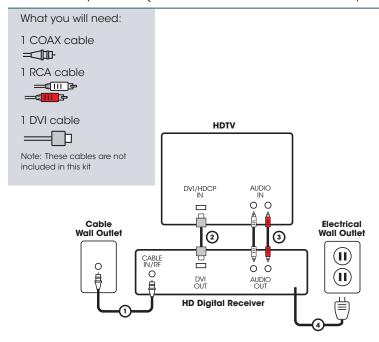
STEP FOUR: Plug in and turn on your devices. Select the input source on your HDTV that you used. See page 15 to program your HD picture settings.

STEP FIVE: Activate HD Receiver, refer to instructions on page 14.

Connecting HD Receiver to HDTV Using a DVI Cable

(note: DVI cable sold separately)

This is the configuration you will use if you already have a DVI connector for your HDTV. (Not all HDTV's have this connection option.)



STEP ONE: Connect the coax cable between the cable wall outlet and the CABLE IN/RF port on the HD digital receiver.

STEP TWO: Connect the DVI cable between the DVI port on the HD digital receiver and the DVI/HDCP IN port on the HDTV.

STEP THREE: Connect the RCA composite cables (red, white) between the AUDIO OUT R (red)/AUDIO OUT L (white) ports on the HD digital receiver with the AUDIO IN R (red)/AUDIO IN L (white) ports on the HDTV.

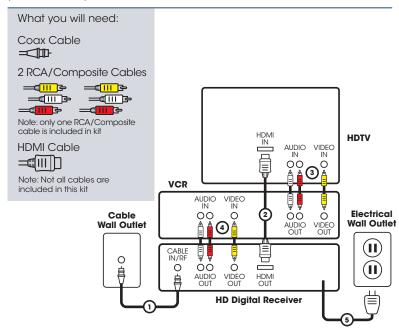
STEP FOUR: Plug in and turn on your devices. Select the DVI input source on your HDTV. See page 15 to program your HD picture settings.

STEP FIVE: Activate HD Receiver, refer to instructions on page 14.

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Connecting HD Receiver to HDTV and VCR

This configuration will allow you to watch both high-definition and standard definition video on your HDTV as well as record and play standard-definition video through your VCR. For this configuration, your VCR may need to be turned on.



STEP ONE: Connect the coax cable between the cable wall outlet and the CABLE IN/RF port on the HD digital receiver.

STEP TWO: Connect the HDMI cable between the HDMI port on the HD Digital Receiver and the HDMI port on the HDTV

STEP THREE: (Connect the VCR to your HDTV) Connect a set of RCA composite cables between the AUDIO OUT R (red)/AUDIO OUT L (white) ports on the VCR with the AUDIO IN R (red)/AUDIO IN L (white) ports on the HDTV. Then use the yellow RCA composite cable to connect the VIDEO OUT port on the VCR with the VIDEO IN (yellow) port on the HDTV.

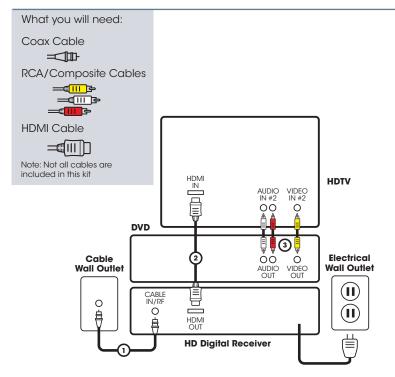
STEP FOUR: Take the audio left/right (output) from the Digital Receiver and connect it to the audio left/right input of the VCR. Take the yellow video output from the Digital Receiver to the yellow video input of the VCR.

STEP FIVE: Plug in and turn on your devices. Select the input source on your HDTV that corresponds with the ports you used on the back of the HDTV.

STEP SIX: Activate HD Receiver, refer to instructions on page 14.

Connecting HD Receiver to HDTV and DVD Player

If you have a DVD player with your HDTV, connect it directly to the HDTV as indicated below.



STEP ONE: Connect the coax cable between the cable wall outlet and the CABLE IN/RF port on the HD digital receiver.

STEP TWO: Connect the HDMI cable between the HDMI port on the HD digital receiver and the HDMI port on the HDTV *If your HDTV supports a 2nd HDMI connection, and your DVD player has an HDMI connection, then use a 2nd HDMI cable to connect the two devices (cable not supplied by Charter).

STEP THREE: Connect RCA audio (red and white) cables between the AUDIO OUT R (red)/ AUDIO OUT L (white) ports on the DVD player with the AUDIO IN R (red)/AUDIO IN L (white) ports on the HDTV. Then connect the RCA video cable (yellow) between the VIDEO OUT (yellow) port on the DVD player and the VIDEO IN port on the HDTV

STEP FOUR: Plug in and turn on your devices. Select the input source on your HDTV that corresponds with the ports you used on the back of the HDTV.

STEP FIVE: Activate HD Receiver, refer to instructions on page 14.

Activating HD Receiver

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- 1. Call 1-888-GET-CHARTER (1-888-438-2427).
- 2. Enter or verify home phone number if prompted.
- 3. Main Menu press 3 for Technical assistance.
- 4. Option Menu press 1 to reset your cable TV converter box.
- 5. Listen to Converter Refresh message.
- 6. Exit Menu.

The converter refresh should be complete within a few minutes. The completion process depends on the number of requests to reset a convert box. In rare cases where a large number of reset requests are being processed, the completion time may take up to 30 minutes.

*Please note, you must enter the phone number that is listed on your account for these directions to work. If you do not know that information, please follow steps 1-3 and you will be transferred to an agent that can assist you in activating yourself installed HD Digital Receiver.

Setting Picture Format and Size

Please refer to your TV manual to set picture format and size. Picture formats / Picture sizes

Standard Screen HDTV's

480p or 480i standard in full screen



720p or 1080i wide in letterbox format



Wide Screen HDTV's

480p or 480i standard in full screen / pillar box display



720p or 1080i wide in full screen



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Using Advanced Services: On Demand and DVR



Charter On Demand

Charter On Demand connects you to tons of great shows whenever you're ready to watch, In areas where On Demand is available, Charter Digital Cable customers have automatic access to On Demand as part of their subscription! There's always something good on Charter On Demand, with thousands of movies and shows that start whenever you want — and many available for FREE! Plus, you get the power to start, pause, rewind and fast-forward your entertainment without a VCR or DVD player. Just use the arrow keys on your remote to control your show.

How to use On Demand

Using Charter On Demand is easy, just grab your remote and follow these easy steps!

- 1. Go to Channel 1
- 2. Select a category
- 3. Choose a movie or program
- 4. Confirm your choice and enjoy

Have questions about your Charter services?

Check out the Help and Services Videos On Demand! Go to Channel 1 > Choose Help & Services

Charter DVR®

Pause, rewind and record live TV with Charter Digital Video Recorder so you can watch what you want, when you want.

- Watch two programs while watching a third recorded show
- Record movies, themes or entire seasons of your favorite shows
- Easy to use with just a click of the remote
- No equipment to buy
- HD Ready so you can record your favorite HD programming

Bring Your Home to Life with The Charter Bundle™!







Get more, save more on great TV entertainment for the whole family, blazing-fast Internet and unlimited local and long distance calling. The more services you get, the more you save! **Contact us today to find out the best offer in your area for The Charter Bundle!**

Services not available in all areas.

Troubleshooting



No sound

- Press MUTE on the remote control to restore the volume level.
- Check that the receiver is set to the proper input source.
- Turn your VCR on.

No picture

- Check to be sure that all cables are connected properly and firmly secured and then hand-tighten if necessary.
- If you are watching TV using your VCR, be sure your VCR is on.
- For HD Receivers connected with composite cables, be sure your cables are not crossed. Y goes to Y, Pb to Pb and Pr to Pr.
- Ensure that the proper video display format for your TV has been selected (HD RECEIVER ONLY).
- For receivers connected with RCA/Composite Cables, be sure cables are not crossed; red to red, white to white and yellow to yellow

Picture or sound is noisy on one channel

• Reconnect the cables and hand-tighten if loose.

Sound from only one stereo speaker

- Hand-tighten or reconnect the cables.
- Check to make sure wires are not frayed and plugs are not bent or broken.

No power

- Reconnect the power cord.
- Check to make sure the receiver is plugged into an active outlet.

Remote control does not work

- Press CABLE on the remote control.
- Be sure nothing is blocking a clear line of sight between the receiver and the remote control.
- Change the batteries in your remote control.

Poor audio quality

 Use the remote control to set the receiver volume level to approximately 75% of maximum volume level and then adjust the gudio levels on the external devices.

Interactive Program Guide Not Available

• Allow up to an hour after connecting your digital receiver for the Interactive Program Guide to download

For additional troubleshooting information go to charter.com/support

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1-888-GET CHARTER (1-888-438-2427) **charter.com**