

## HD-DTA EXPANSION / DIGITAL CONVERSION FAQ

### **Q: Why are you making the change to all digital?**

Our goal is to provide our customers with an advanced, competitive channel line-up and video offering. We are upgrading our network to provide channels in a digital format with digital-quality signals on all TVs connected to TruVista service. This migration will improve picture quality and allow us to offer more HD choices. In addition, our enhanced network will enable us to deliver faster Internet access speeds and enhanced home phone service.

### **Q: What is a HD-DTA (Digital Transport Adaptor)?**

In order to get the benefits of our system upgrade, you will need to have either a HD-DTA or a set-top box on each TV that you wish to receive channels. A HD-DTA is a small black box that converts your signal and allows you to view channels in a digital format.

### **Q: How long should it take to install a HD-DTA?**

The installation takes no more than 10 minutes. Installation instructions are included in the box with your HD-DTA. You can also find a step-by-step installation instructional video on our web site at [www.truvista.net/customer-service](http://www.truvista.net/customer-service). Simply click on "Cable" in the "How Can We Help You" Section, and then select the "Video" tab for the "How to set up a Digital Transport Adapter" video.

### **Q: Is TruVista's Digital upgrade the same as the FCC DTV Transition?**

No. Separate from the nationwide FCC over-the-air digital television transition, TruVista is in the process of upgrading our analog service to digital.

### **Q: What do I do if the HD-DTA "freezes"?**

If the HD-DTA freezes or becomes inoperable, unplug the power cord from the HD-DTA for thirty seconds, then reconnect. This will reset the device.

### **Q: Do I have to use the remote that comes with the HD-DTA?**

No. Most TV remotes can be programmed to work with cable boxes. Please reference the instructions that came with your TV. You may use the code for a Motorola Set Top box listed on the remote instructions that came with your television.

### **Q: How will this change affect my viewing of TruVista Video Services?**

If you do not already have a HD-DTA or converter box from TruVista, you will need to obtain one to view your channels.

### **Q: Why do I need a HD-DTA Converter Box?**

The HD-DTA converter box allows an analog TV to show digital channels. TruVista is migrating all channels. Thus, you will not see those channels without a set-top box or HD-DTA. Any TV connected directly to the coax cable will no longer be able to receive your cable programming. Thus, we encourage you to get a HD-DTA for each TV.

### **Q: Can I connect a Digital Converter box to a SmartTV?**

Yes. You can connect a Digital converter box from TruVista to any Cable Ready TV.

**Q: How much will the Digital converter box cost?**

During the digital expansion customers receive up to two HD-DTAs for FREE for the first 24 months. Any additional HD-DTAs can be added to the account for \$4.99 each per month.

TruVista also offers HD set-top boxes, DVRs and Whole Home DVR. Please call customer care at 800.768.1212 for more information about our video offerings.

**Q: What is the difference between a set-top box and a HD-DTA?**

A set-top box is a more advanced tuner that gives you a program guide and access to Pay-Per-View.

**Q: How do I get my Digital converter box?**

Call Customer Care for home delivery of a HD-DTA or visit your local TruVista retail location for pick-up. If you would like us to send a professional installer to your home to install the HD-DTA or a set-top box, we will be happy to schedule that appointment.

**Q: How do I install my new TruVista Digital Migration Equipment?**

When you receive your new Digital Migration equipment, you will also receive instructions on how to install the equipment. You can also find a step-by-step installation instructional video on our web site at [www.truvista.net/customer-service](http://www.truvista.net/customer-service). Simply click on "Cable" in the "How Can We Help You" Section, and then select the "Video" tab for the "How to set up a Digital Transport Adapter" video. For further assistance with your installation, please call 1-800-768-1212.

**Q: What will happen if I don't do anything for the Truvista Digital Migration?**

When each market is converted to all-Digital, any analog TV that does not have a HD-DTA will no longer be able to receive cable channels.

**Q: What do I do if my TruVista Digital Adapter (HD-DTA) Remote Control is not working?**

If your Digital Adapter remote control isn't working properly:

- Make sure you have programmed the remote control for your TV using the steps and the codes included in the TruVista Remote Control Guide.
- Make sure your batteries are working; replace if necessary

**Q: How do I Connect a Digital Adapter (HD-DTA) to a High-Definition TV (HDTV) to Continue Receiving Broadcast HD Channels?**

If you have an HDTV, you should already have received an HD Set-Top box and should not need a HD-DTA. If you have HDTVs that you are using without an HD set-top Box, then you may choose to either add a box or follow the instructions below.

To continue receiving broadcast HD channels with a feed directly to your HDTV, you will need:

- HD-DTA
- Splitter
- Coaxial cable (x5)
- A/B switch
- To install:

1. Connect one end of a coaxial cable to the wall
2. Connect the other end of that coaxial cable to the IN of a splitter
3. Connect a coaxial wire to the OUT of the splitter and to the IN of the A/B switch
4. Connect a coaxial wire to the OUT of the splitter and to the IN of the DTA
5. Connect a coaxial wire to the OUT of the DTA and to the IN of the A/B switch
6. Connect a coaxial wire to the OUT of the A/B switch and to the IN of the television

To watch Limited Basic or broadcast HD channels, set the switch for the A/B switch to the correct setting (for example: 'B'). To watch any Expanded Basic/Starter channels in digital format, set the switch for the A/B switch to the correct setting (for example 'A').

\*Please note: Some HDTVs may have two (2) RF inputs. If your HDTV has two RF inputs, you have the option of taking the output connections from the splitter and connecting them directly to the RF inputs of your TV, without using an A/B switch. You will need to select alternate inputs (RF1 or RF2) on your TV to switch between Limited Basic/Broadcast HD or Starter/Expanded Basic channels.

**Q: How do I connect TiVo to my Digital Adapter (HD-DTA) or Digital Set-Top Box?**

Series1 or Series2 Single Tuner DVR:

You will need to connect your TiVo DVR to a Digital Adapter or a Digital set-top box from TruVista to continue receiving all of your channels. Please visit [www.tivo.com/alldigital](http://www.tivo.com/alldigital) or contact TiVo for instructions on how to set up your TiVo DVR with TruVista Digital set-top box.

Series2 Dual Tuner DVR:

You will need to connect your TiVo DVR to a Digital Adapter or a Digital set-top box from TruVista to continue receiving all of your channels. However, connecting to a DTA will not allow you to use the TiVo's dual tuner functionality. To enable dual tuner functionality, you will need to use a TruVista Digital set-top box and a cable splitter (included in the Series2 Dual Tuner package). Note: Only one tuner will receive your complete channel lineup - your second tuner will receive only basic channels.

Please visit [www.tivo.com/alldigital](http://www.tivo.com/alldigital) or contact TiVo for instructions on how to set up your TiVo DVR with a TruVista Digital set-top box.

**Q: What happens if I am disconnected for non-payment?**

If you are disconnected for non-payment, your account will be billed for the cost of the equipment owned by TruVista. Your account will be billed for our cost of the HD-DTA or set-top box. If returned or if you reconnect your service, you will be credited back that amount. When you are disconnected for non-payment, your screen will display a message for 5 minutes and then it will go black.

**Q: Why is the power button not working on my HD-DTA remote?**

The power button on the remote is meant for turning on and off your TV, not the HD-DTA. The HD-DTA is always on.