
Epic Touch Knowledge Base

Cable TV Service Category
All questions concerning Epic Touch Cable TV Service

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Cable TV Service

All questions concerning Epic Touch Cable TV Service

How Epic Touch bills for a channel 2 ad.

We have a form that we fill out with the customers ad. there is 32 characters per line, including spaces and punctuation. We then take the number of lines and multiply them by the number of days that they want the ad to run.

We then have a scale of prices for the answer to the above. If the number is 10 and under, we then multiply it by \$3.25.

If it is over 10 but under 20, we multiply it by \$2.50.

If it is over 20, we multiply it by \$2.00.

example: My ad is one line, and I want to run it for 2 days.

$1 \times 2 = 2$ (2 falls in the \$3.25 bracket) $1 \times 2 \times 3.25 = \6.50

Why are some channels more clear than others?

The most asked question in any cable service system is the one above. There are many reasons why pictures vary from channel to channel but we will deal here with a few.

1. Off air vs. Satellite reception ("off air" means the channel is broadcast over land on a standard broadcast frequency referred to with a number from 1 to 13.)HF channels are from 14-84 and are also available in this area. (Example is Fox CH 14 Amarillo Texas). Off air channels are more likely to be interfered with due to the distance they must travel through the atmosphere and the tendency for the actual curve (ball) of the earth to shield the broadcast from the receiving antenna. Although Television signals are basically line of sight (same as light) they do bend through atmosphere much the same way light bends in water. In some cases water in the atmosphere causes bending beyond normal and humidity plays a part in how much bending occurs. This and other factors such as layers of air that have different temperatures also cause bending much the same as "Mirage". This allows for TV reception beyond the actual limits that the curve of the earth places upon propagation of signal from Transmitter to receiver. This simply means that "off air" signals are less likely to arrive as perfectly as signals from Satellite Systems due to the fact that Satellite signals only have to penetrate the heavier parts of the atmosphere 5 to 10 miles whereas off air signals have to penetrate up to 100 miles of unpredictable air conditions in order to be received. Satellite signals are also subject to air variations and may also fade during periods where air is greatly saturated with moisture. Although they travel thousands of miles from their Geostationary orbit positions it is only the last few miles where problems occur*. Often during snow or rain satellite signals too will fade.

*Satellite signals will also fade during 2 periods (fall and spring) due to the fact that their orbit is stationary but eventually the tilting of the earth aligns them between the receiving dish on earth and the transmitting satellite for a few minutes each day when the sun is directly behind the satellite. The sun is a far more powerful transmitter of radiation than is the satellite transmitter and thus covers up the signal with noise generated by storms and radiation occurring all the time on the sun's surface.

2. Interference from terrestrial causes is another problem. Although cable systems are designed with coaxial cable (more like a wire inside a pipe) that limits by a factor of thousands the interference in the proximity of your cable wires inside your home or outside in the alley. Off air signals are susceptible to interference at their receiving antennas (towers with large antennas pointed at the source transmitter) in spite of all other preparations. Things such as electrical insulators leaking high voltage, livestock electric fences automobile ignitions, welders, medical equipment and computer

systems all generate something called RFI (Radio Frequency Interference). This produces several effects to TV pictures that appear as snow, sparkles, lines of sparkles and frying sounds in audio. In General these things are unavoidable unless there is a system or TV receiver fault. They may be intermittent or constant depending on what's causing them. Sometimes they can be eliminated by Cable crews or at least located. One particular key to identification of them is whether or not they interfere on all channels. If Satellite signals are clear then it's a pretty good sign the local wiring and equipment is not a fault. More often it is an unavoidable or at least unfixable problem with a noise generating device such as those mentioned above.

3. In home wiring as a cause of reception problems is also a vary often occurring problem when some channels are good and some are not. Even when no interference is entering the systems a loose connector (at least finger tight) can be the cause. Connections that push on vs. those that have threads to tighten them are a very common cause. Pinched or scraped cables can loose their shielding properties and also become a ingress point that will cause interference but again this is usually common to all channels.

4. Improperly installed customer hardware is also a very common problem. Splitters and other devices may be installed with poor connections or wrong hardware. They can also be connected so that input ports are not connected correctly. This can cause loss of one or more channels, even loss of sound and color without affecting all sets connected the same. The most common error is TV receiver connected to input port and cable connected to output port. In this case one set works OK but other connected to the same splitter does not.

There are many other causes and your cable company is familiar with remedies and has the information you might require. Please contact us at any time with your questions regarding this subject or any other you would like to know about.

How many outlets can I connect to my Epic TV Cable service?

All Epic Touch cable services make provisions for as many as 4 outlets. Extra (more than 4) can be added with the addition of a device called a CATV broadband Amplifier. This unit is available at electronic supply stores (Radio Shack or other source). The unit is very inexpensive due to current technology.

It should be emphasized that attention to cable signal levels is required in order to prevent signal overload at the television receiver. Although there is no harmful damage to the equipment, the picture quality may be affected greatly by signals that are over amplified. Amplifiers should be the subject of consultation with our technicians before they are installed by customers in order to maintain signal quality in all cases. Amplifiers should be located as close as possible to the cable entrance cable and do require some form of AC power in order to work. A failed amplifier will cause picture to be extremely snowy or no signal at all depending on the design of the amplifier.

Cost to transfer Cable services

A one time fee \$25.00 will be billed to your account.

Why can't I receive any channels above 13?

Your set has a menu option called CATV or Cable. This option must be activated in order to receive cable channels 14 - and up. You must tell the TV receiver that you are on cable and not Antenna. eg. ch 14 cable is not the same as Ch 14 antenna. (ch 14 is a UHF broadcast frequency no available on cable services without conversion. Our system converts Fox 14 Amarillo UHF Broadcast to Ch 7 conventional channel for viewing.)

Why are channels 2-6 snowy.

In most cases the cable outside has some type of corrosion.

What channels can I receive from Epic Touch Cable service?

EPIC TOUCH offers digital cable channels, and the newest in High Definition channels. For complete list of channels available, checkout the Channel Guide.

What does \"digital TV\" mean?

Digital TV (not to be confused with \"High Definition TV\") is a new format for broadcasting television signals via satellite or conventional over land services (networks). Although digital tv is not mandated yet for all TV services it is on the near Horizon. Digital techniques are used to conserve bandwidth (defined as the amount of space or speed required to transfer the data necessary to produce the Video picture to be viewed. This is accomplished by turning conventional (analog) TV broadcasts into number codes. Much Bandwidth conservation can be realized by simply broadcasting only the changes from one picture to another (in other words broadcasting the changes as opposed to painting a complete new picture.) It is possible to transmit 4 television pictures in the same spectrum (space) as conventional Television uses for 1 picture. This is advantageous for a number of reasons. Satellite broadcasting space Interference immunity, and economical reasons regarding broadcast power consumption. You are currently receiving pictures that are generated as digital signals and are converted to usable format for our cable system as well as conventional analog (old method) receivers.

Do I have to be home when I call for cable service?

In general it is helpful if someone is home for requested home service. However problems with outside equipment can often be resolved by Epic Touch Service technical personnel without entering your premises. We can verify your signal quality at the point where the service cable enters your home/business. If noone is home it may not be possible to verify that there is not a problem inside the premises. We will leave notes or will contact you regarding your quality of service as our instruments see it at the entry point. If you have pets or other special considerations such as locked gates, it is best to notify us during the original request for service.

What does it cost for a new tv jack install.

Do to changes in price it would be best to contact the local office .

Are some TV Coaxial cables better than others.

The most common RG designations seen these days are RG-6, RG-8, RG-11, RG-58 and RG-59. RG-58 and RG-8 are 50 ohm coaxes, used in radio transmission (e.g., CB or Amateur radio) or in computer networks, RG-8 being a rather large cable and RG-58 a smaller cable. As 50 ohm cables, these are unsuited for video work. RG-6, RG-59 and RG-11 are all 75 ohm cable types, with RG-59 being the smallest, RG-6 in between, and RG-11 being the largest. RG-11 is practically absent from home a/v applications, because it is very large, not very flexible, and completely incompatible with RCA connectors; its main uses are in very long runs where low signal loss is of paramount importance. RG-6 and RG-59 are both common in home a/v use, because their sizes are compatible with a variety of connectors. Both are available in many different types, with different shields, jackets, dielectrics, and center conductor materials. The best of these, from an overall performance standpoint, are the modern \"precision video cables\" such as Belden 1505A (RG-59 type) and 1694A (RG-6 type).

UR5U-8720L Remote Control Tutorial

Click the correct remote in the interactive to begin your tutorial.(This tutorial requires a flash plugin.)

Tutorial mirrored from

http://www.universalremote.com/resources/software/tutorial/8700_8720_tutorial/8720.php

I am having small colored squares(pixelation) appear on some TV channels.

Pixelation is when small colored squares are being displayed on the TV channel. It is best to review your house cable TV wiring to see if any splitters or amplifiers are installed. For Epic Touch TV service, the splitters should be 1GHz splitters and amplifiers should be removed.

DCH Receivers

Receivers, remote control, and IGuide

Cablebox(DCH Receiver) setup

The following diagrams will be helpful to the cable subscriber setting up their own DCH receiver. These diagrams contain general views of TVs, VCRs, etc. Please refer to your TV and other equipment owners manuals before setting up your DCH receiver.

DCH200
DCH6200 or DCH6416

Standard Definition TV

High-Definition TV

Standard Definition TV with VCR
High-Definition TV and Audio/ Video Receiver and VCR

Standard Definition TV with Audio/Video Receiver
Standard Definition TV with Audio/Video Receiver and VCR

Standard Definition TV with Audio Receiver and VCR

DCH receiver user manual is another source of setup information.

Cablebox(DCH receiver) user manuals

The manual for a DCH receiver contains information about setup, operation, and care of the DCH receiver.

DCH200

DCH6200

DCH6416

IGuide Reference Brochure

A reference brochure for the IGuide is here.

DCH Receiver remote control manual

The remote control manual for the DCH receiver is located here.

Additionally, an interactive tutorial is located here.

Troubleshooting

TV and receiver troubleshooting

The remote control for my DCH(200,6200, or 6416) receiver does not work

- Verify that the remote control is in "Cable" mode.
- Verify that there are no obstructions between the remote control and the DCH receiver. Aim the remote control directly at the DCH receiver front panel, not the TV or VCR. The angle between the remote control and the DCH receiver may be too large. Stand in front of the DCH receiver and not too far to either side.
- Press and release operation keys one at a time, firmly and deliberately.
- Try changing channels using the buttons on the DCH receiver front panel.
- Check the batteries in the remote control. Install new batteries if needed.

The DCH receiver(200. 6200, or 6416)will not power on

DCH receiver may have received a software update and may not power on while the new software is being installed. Try again in a few minutes.

Verify that the AC power cord is connected to the DCH receiver(200. 6200, or 6416) and an AC outlet. Unplug the DCH receiver from the AC outlet, plug it back in, and then press the POWER button.

If the DCH receiver is connected to a switched outlet on another unit, verify that that unit is powered on. Unplug the power cord from the DCH receiver's AC outlet, plug it back in, and then press the POWER button. It is recommended to use an unswitched outlet, if possible.

Press the POWER button on the DCH receiver's front panel instead of the remote control. The batteries in the remote control may be depleted.

No closed captions or program guides appear on the TV screen

If you use the IEEE-1394 connection, on-screen graphics, including closed captions and program guides, are not displayed by the DCH receiver. On-screen graphics and captions may still be overlaid by your TV, if enabled. Alternatively, use HDMI or component video instead.

Colors do not appear correctly

Be sure to match up each signal to the same YPbPr connection(component video cable) on the TV. Otherwise, colors will not appear correctly on your TV. The component video cable has green, blue, and red colored ends.

There is no audio when viewing cable channels

Verify that the mute button on the DCH receiver(200. 6200, or 6416) or the remote control has not been pressed. Press MUTE on the remote control to restore sound.

If the DCH receiver(200. 6200, or 6416) audio output is connected to the TV, verify that the mute button on the TV has not been pressed.

If the DCH receiver(200. 6200, or 6416) audio output is connected to a home theater receiver, verify that the receiver is set to the appropriate input source and the mute button on the receiver has not been pressed.

Verify that you have the correct cables for the audio connections.

Verify that the audio cables are firmly connected between the DCH receiver(200. 6200, or 6416) and the audio playback device (TV, receiver, DVD player, etc.).

There is no audio from the center and/or surround speakers of a home theater receiver connected to the DCH receiver(200, 6200, 6416)

Not all Dolby Digital® programs feature full 5.1 surround sound. In some cases, the programs may only contain left and right stereo audio.

Verify that the S/PDIF cable (coaxial or optical) is firmly connected to the DCH receiver(200. 6200, or 6416)and the home theater receiver.

Verify that the home theater receiver is set to a surround sound audio mode (Dolby Digital, Dolby Pro Logic II®, Dolby Pro Logic®).

Verify that the receiver is properly configured to work with all connected speakers.

There is no video on the TV screen

- Verify that the TV is powered on and set to the appropriate input source for the DCH receiver.
- Verify that the DCH receiver(200. 6200, or 6416) is powered on and tuned to an authorized cable channel.
- Verify that all
- Verify that the coaxial cable feed is firmly connected to the DCH receiver(200. 6200, or 6416) and the wall jack.
- If the DCH receiver(200. 6200, or 6416) video output is connected to a home theater unit, verify that the home theater unit is powered on and set to the appropriate input source.
- If the DCH receiver(200. 6200, or 6416) video output is connected to a TV through an HDMI connection, power off the TV and then power off the DCH receiver. Wait one second and then power on the devices.

Not all HDTVs can display every output format (1080i, 720p, 480p, or 480i) available on the DCH receiver. To select a different format:

- Ensure that your DCH receiver(200. 6200, or 6416) is plugged into a power outlet and is turned off.
- Press the MENU key on the front panel. Your settings are displayed on the DCH receiver(200. 6200, or 6416) front panel display.
- Press the and keys to display the HDMI/YPbPr OUTPUT setting.
- Press the key to cycle through the available output formats until a picture displays on the TV.

The DCH6416 receiver is making a humming noise.

The DCH6416 includes an integrated hard drive and a fan for cooling. During normal operation, the DCH6416 emits a low humming noise, similar to a personal computer.

The noise varies in volume occasionally when the speed of the internal fan adjusts to changes in the temperature around the DCH receiver. Please note the hard drive will stay on even when the DCH6416 is turned off (standby).

There are black bars to the right and left of the picture

Widescreen TVs display 4:3 programs in this format unless set to Stretch. Turn on the 4:3 OVERRIDE feature in the User Settings menu of your TV. This enables most wide screen TVs to stretch the video to fill the screen (see your TV manual for information about stretching 4:3 video).

If the DCH6416 is connected to a wide screen TV, verify that the TV TYPE is set to 16:9 in the User Settings menu.

Many HD programs are broadcast in pillar-box format with black bars to the left and right of the picture. These programs are broadcast in 16:9 HD formats, even though the video is not 16:9.

No closed captions display

- Verify on the User Settings menu that closed captions are enabled on the DCH receiver.
- Verify that closed captions are enabled on the TV.
- Verify that you are using an HDMI, component video, s-video, or broadband video(yellow connector) with the DCH receiver. The IEEE-1394 video connection does not work for close captions or program guides.

There are black bars above and below the picture

All 4:3 HDTVs display HD programs in letterbox format (black bars above and below the picture) because of the shape of the display screen.

Turn on the 4:3 OVERRIDE feature in the User Settings menu of your TV. This enables most standard screen TVs to display a full screen picture when the DCH6416 is tuned to a 4:3 program.

Set the TV TYPE to 4:3 Pan-Scan. This enables the DCH6416 to remove the black bars above and below the picture when possible.

Some SD programs are broadcast in the letterbox format with black bars above and below the picture. Some widescreen TVs offer a zoom feature that may be able to remove the black bars (see your TV manual for information about zooming 4:3 video).

There are black bars on all four sides of the picture

This may occur on a 4:3 TV if the 4:3 OVERRIDE setting is OFF. To set 4:3 SD programming to fill the screen, depending on the capabilities of the TV, set 4:3 OVERRIDE to 480i or 480p.

This may occur on a 16:9 TV if the active video for an SD broadcast is in letterbox format. To confirm, wait for a commercial or look for a graphic, such as a network logo. If the commercial fills the screen from top to bottom, or the graphic appears below the active video, the program is being letterboxed by the broadcaster. You can minimize this by activating the zoom feature on the TV.

A broadcaster may include black bars on either side of a wide screen broadcast. This is called a "hybrid" aspect ratio and results in a black border surrounding the video on a 4:3 TV. Because this is part of the broadcast, the DCH6416 cannot correct the video. You may be able to minimize the border using the zoom feature on the TV.