

Technology
Guide for
Campus
Village



San José State
UNIVERSITY

Division of Student Affairs

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PLEASE call in
ALL Computer,
Set Top Box, and
Telephone issues to
Spartan Shops at
795-INFO

Setting Up your Amino Set Top Box for Use with Your Television in Campus Village

To view cable on your television, you'll use the Amino Set Top Box (STB).

You should have received your package with the following components:

- Amino Set Top Box
- Power cord
- STB stand
- Remote control (3 AAA batteries not included)

The front of the STB has a single LED that indicates both power and reception of signals from the remote control. The LED is always illuminated when the STB is plugged in. When you use the remote control, the LED will flicker to indicate that the STB is receiving the signal.

Installation

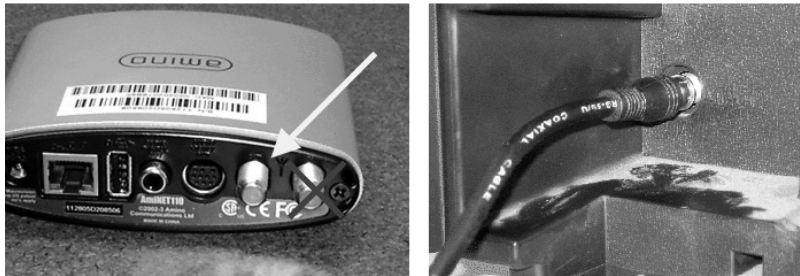
Installation is a two-step process.

Step One: Connecting your television to the Set Top Box

Through an antenna connector

All TVs have a single "antenna" connector, almost always on the back of the TV. For this you will need to purchase a coaxial cable. These cables can be found at the San Jose State bookstore and in most department and discount stores in the electronics section, or in electronics specialty shops. They are commonly called "cable TV jumpers" or "antenna cables." They typically cost less than \$10. (For the technically inclined, you need a 75-ohm coaxial cable with "F" connectors on each end. You can get the kind that screws on or the kind that just pushes on; either is acceptable.)

1. Connect one end of the coaxial cable you purchased to the screw-on connector labeled **OUT** on the STB. (Please be sure to use the connector labeled **OUT**, as in the photo below.)
2. Connect the other end to the screw-on antenna connector on your TV.

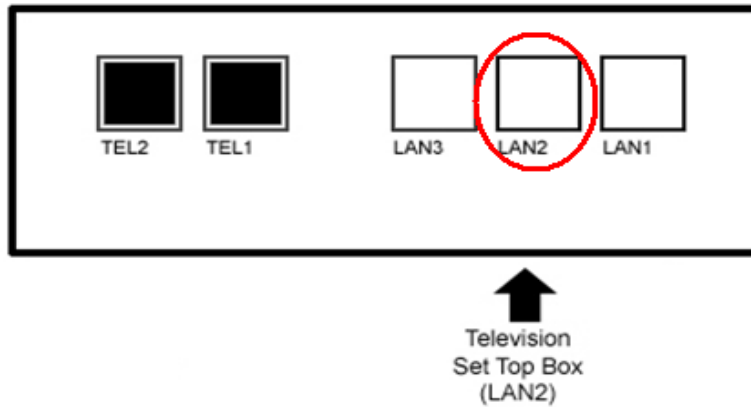


Step Two: Making the Network STB Connections

Connect the Ethernet cable (You will need to purchase one, as this was not included in the package you received.) to the back of the STB. Then connect the other end of the Ethernet cable to your RG (Residential Gateway, i.e., white box on the wall).



Residential Gateway (RG) Diagram:



3. Connect the power supply to the back of the STB and an electrical outlet.
4. Press the red power button on the STB remote to turn on the STB.

Turn on the TV and:

If you used the antenna connection, tune your TV to channel 3 or 4
(This depends on what the STB default channel was set as).

If you used the A/V inputs, use your TV remote (or the controls on your television) to switch to the correct video input. **If you see "snow," you are not viewing the right video input.**

The first time you log into your television the password is 1234. The first time the STB is connected, it is possible that the box will spend up to 10 minutes updating itself with the latest software. Once this update is completed, you'll see the default cable channel.

Using the Amino Set Top Box with your TV in Campus Village

The remote control that came with your Set Top Box (STB) controls **power to the STB** and **channel selection**. For all operations, the first thing you need to do is press the **STB** button on the remote. It will glow red briefly.

(In reality, you only need to press the **STB** button if you've previously pressed the **TV** button by mistake, but since there's no easy way of knowing which of the two you've pressed most recently, pressing the **STB** button is a good idea. If your remote doesn't seem to be working, it's probably because you accidentally hit the **TV** button.)

Other functions (turning your television on or off, controlling the volume, and choosing the video input - that is, choosing to view a DVD, a game console) are controlled on your television or its remote control. You also have the option of [configuring the STB remote to work with your television](#). This will allow you to turn your television on and off, control the volume, and select the video input with the same remote you use to change channels.

Turning the STB On

1. Press the **STB** button on the remote.
The red power button on the remote toggles the STB between **Standby** mode and **On**.

If the STB is in **Standby** mode, when you push the power button, the LED on the STB will blink twice as it turns on.

If the STB is **On**, when you push the power button, the STB LED will blink once as it goes to sleep.

Note: Your television password is 1234, please allow 5-10 minutes for the program to download when hooking up your television for the first time.

When you turn the STB on, you will see the default TV channel.

To select a channel, do any one of the following:

Enter the channel number with the **numeric buttons** on the remote, followed by the **OK** button.

Press the yellow Guide button (near bottom of remote) to view channel lineup. Then use the **4 blue arrow buttons** near the middle of the remote to scroll over a channel number or program title. Press the **OK** button to select that channel or program title.

Once a channel has been selected, you can change channels using the **CH +** and **CH -** buttons. (You cannot use these buttons if you are currently viewing the Channel Lineup, but once you're viewing a channel, you can use these buttons to change channels. But see the important note below.)

The remaining buttons on the STB remote are not used for STB box functions.

Important note about channel surfing:

Most of us are accustomed to rapidly "surfing" through the channels when using a cable TV or antenna-fed TV. This is possible because all channels are present all the time, and we're simply picking which signal to view. **THIS IS NOT WHAT HAPPENS WITH your Amino connection!**

There is only enough bandwidth to send one quality channel at a time to your TV, so when you pick a channel, the STB sends messages to our equipment about which signal it wants to see. Changing channels rapidly can cause these messages to get overrun or missed, which can result in two video streams being sent at the same time and colliding with each other. The result is a confusion of pieces of both channels. It can take from a few seconds to several minutes for this condition to clear once it occurs, and ***further rapid channel changing will only make it worse and make it last longer.***

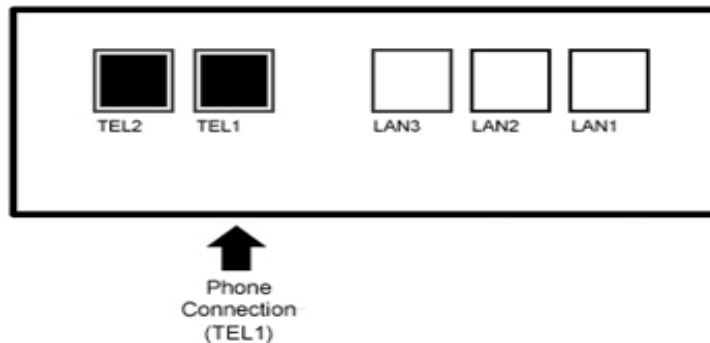
If you do accidentally change channels too rapidly and cause this condition to occur, simply wait until the picture clears up, and then make more measured and deliberate channel changes. ***Turning the STB off and back on will not help, in fact, it might make it worse.*** Patience is the only answer.

To avoid this problem, you may find it easier to enter the channel number you wish to change to, rather than using the **CH +** and **CH -** buttons to move up and down through the channels. Or please scroll through channels using the channel lineup view given by pressing the yellow Guide button near bottom of remote.

Setting up and using your telephone in Campus Village

Telephone setup:

You will need a standard telephone cord (that can be purchased at the bookstore on campus, or most other electronics sections of department stores). One end goes into your telephone and the other end goes into “Tel1” in your Resi-



Telephone use:

To get your phone number:

All Campus Village phone number prefixes start with 795 or 535

From your phone dial *1#

This will give you a 4 digit suffix of your phone number

You now have your phone number 795-XXXX or 535-XXXX

To access your voicemail:

From your phone dial **777**

From an outside phone dial your phone number and **press *** during the greeting

The DEFAULT password is **1234**

Enter your password followed by #.

*Please call the helpdesk at 795-4636 if you need your password reset

Main Menu:

- To MANAGE your messages **Press 1**
- To MANAGE your VM Greetings **Press 2**
- To MANAGE your Password **Press 3**
- To ACCESS other Options **Press 4**

New/Saved Message Menu:

- To go to the next message **Press #**
- To go to the previous message **Press ***
- To REPEAT the message **Press 1**
- To SAVE the message **Press 2**
- To DELETE the message **Press 3**
- To GET INFORMATION about the message **Press 4**
- To RETURN to Main MENU **Press 0**

Greeting MENU:

- To LISTEN to your current greeting **Press 1**
 - To LISTEN to your name **Press 1**
 - To LISTEN to your greeting **Press 2**
 - To LISTEN to your greeting "I'm Busy" **Press 3**
 - To RETURN to Greeting MENU **Press ***
- To CHANGE the greeting type **Press 2**
 - To SELECT your greeting with phone number -- **Press 1**
 - To SELECT your greeting with name **Press 2**
 - To SELECT your personal greeting **Press 3**
 - To RETURN to Greeting MENU **Press ***
- To RECORD a new greeting **Press 3**
 - To RECORD your name **Press 1**
 - Record** your name after the tone
 - Press #**
 - To SAVE your name **Press #**
 - To LISTEN to your name **Press 1**
 - To RERECORD your name **Press 3**

To RECORD your greeting **Press 2**
 Record your greeting after the tone
 To SAVE your greeting **Press #**
 To LISTEN to your greeting **Press 1**
 To RERECORD your greeting **Press 3**
To RECORD your greeting "I'm Busy" **Press 3**
 Record your greeting "I'm Busy" after the tone
 Press #
 To SAVE your greeting "I'm Busy" **Press #**
 To LISTEN to your greeting "I'm Busy" **Press 1**
 To RERECORD your greeting "I'm Busy" **Press 3**
To RETURN to Greeting MENU **Press ***
To RETURN to Main MENU **Press ***

Password MENU:

To CHANGE your Password **Press 1**
To RETURN to Main MENU **Press ***

Other Options MENU:

To CHANGE your LANGUAGE **Press 1**
 For English **Press 2**
 For French **Press 3**
To RETURN to Main MENU **Press ***

If you have any problems contact Spartan Shops Inc.
information services support at 795-INFO (4636)

Campus Village Living Room Phone:

Living Room phones are for on campus and Emergency use only. These phones cannot be used to dial ANY off-campus number.

“IN AN EMERGENCY DIAL 911”

To Dial other Campus Village Users:

Press 5 followed by four-digit extension
Ex. 54636

To Dial users on Campus and in the Classics:

Press 4 followed by four-digit extension
Ex. 44636

In Room Phones:

In Room phones are for on campus, local (408 area code only), 800, and Emergency use only. All long distance must be paid through a calling card.

“IN AN EMERGENCY DIAL 911”

To Dial other Campus Village Users:

Press 5 followed by four-digit extension
Ex. 54636

To Dial users on Campus and in the Classics:

Press 4 followed by four-digit extension
Ex. 44636

To All outside numbers:

Classics

Press 6 followed by the number
Ex. 65555555, 618005555555

Campus Village

Press 7 followed by the number
Ex. 75555555, 718005555555