

# Setting up Your **Hargray Television Equipment**

*Explorer® HD Set Top Box Instructions*



1.877.HARGRAY

 **HARGRAY**  
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Welcome to your new Explorer HD Set Top Box. This guide is intended to help you set up your new equipment. After completing the installation steps, please refer to the back page of the guide for activation instructions.

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## Included in this kit

Your Explorer HD Set Top Box comes with the following:



Coax Cable



HDMI Cable



Power Cord



Remote Control



2 AA Batteries

Contact Hargray with any questions or for assistance.

Activation – **866.531.0177**

Technical Support – **843.686.1135**

General inquiries – **1.877.HARGRAY**

Monday – Sunday

7am – 10pm EST

Account #: \_\_\_\_\_

# Connecting to an HDTV with an HDMI Connector

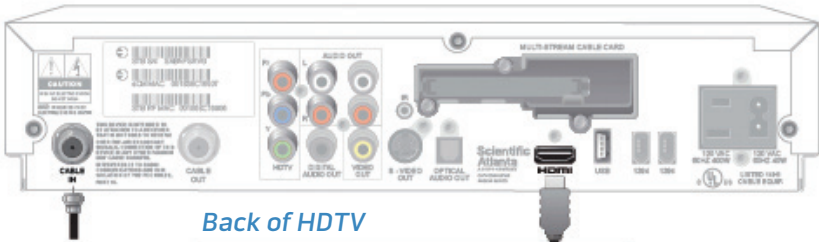
**WARNING:**

Electric shock hazard! Unplug all electronic devices before connecting or disconnecting any device cables to the Set Top Box.

## Required cables

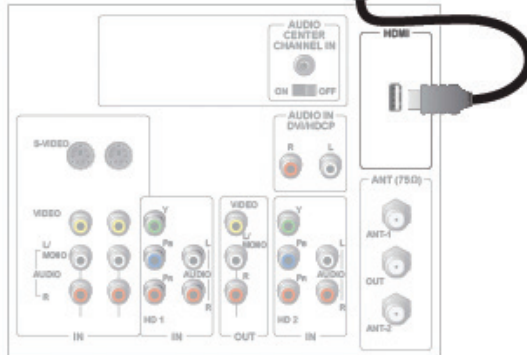
- 1 HDMI-to-HDMI cable

## Explorer HD Set Top Box



Back of HDTV

Cable Input



## Important Notes Regarding the HDMI Interface on the Set Top Box

The HDMI interface automatically configures the audio output for a format supported by the television. Because not all TVs support the Dolby® Digital input, the HDMI interface may automatically select a 2-channel stereo audio configuration instead of Dolby Digital, which it carries over to the other digital audio outputs of the Set Top Box. This prevents your home theater system or Dolby Digital decoder from providing the full Dolby Digital surround-sound effect.

### You can override this configuration by completing the following steps:

- 1 Press **SETTINGS** twice on the remote control to open the General Settings menu.
- 2 Press **MOVE UP** or **MOVE DOWN** to select the option Audio: Digital Out.
- 3 Press **MOVE RIGHT** to select Dolby Digital. This setting will send Dolby Digital audio to the HDMI, DIGITAL AUDIO OUT and OPTICAL AUDIO OUT connectors on the Set Top Box.

### Notes:

- If the TV is not Dolby Digital capable, it may not produce audio through its speakers when the Audio: Digital Out setting on the Set Top Box is set to Dolby Digital. You can either switch the Audio: Digital Out setting back to HDMI when you are not using the home theater or Dolby Digital decoder, or you can connect the baseband audio outputs (OUT 1 Audio Left and Right) to the TV.
- Digital content is encrypted with High-Bandwidth Content Protection (HDCP) on the DVI/HDMI port. This Set Top Box is not compatible with devices that do not support HDCP. You must use either the YPbPr or 1394 connection to connect the Set Top Box to these devices.

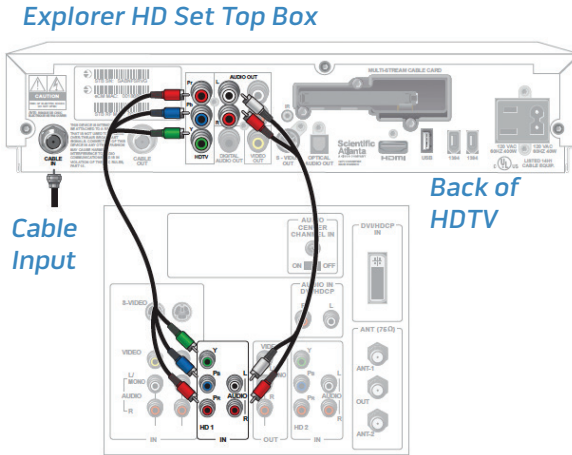
# Connecting to an HDTV with Component Input (PrPbY)

## **WARNING:**

Electric shock hazard! Unplug all electronic devices before connecting or disconnecting any device cables to the Set Top Box.

## **Required cables**

- 1 set of component video cables (PrPbY)
- 1 audio Left/Right cable



# Connecting to a Home Theater System with Component Input (PrPbY)

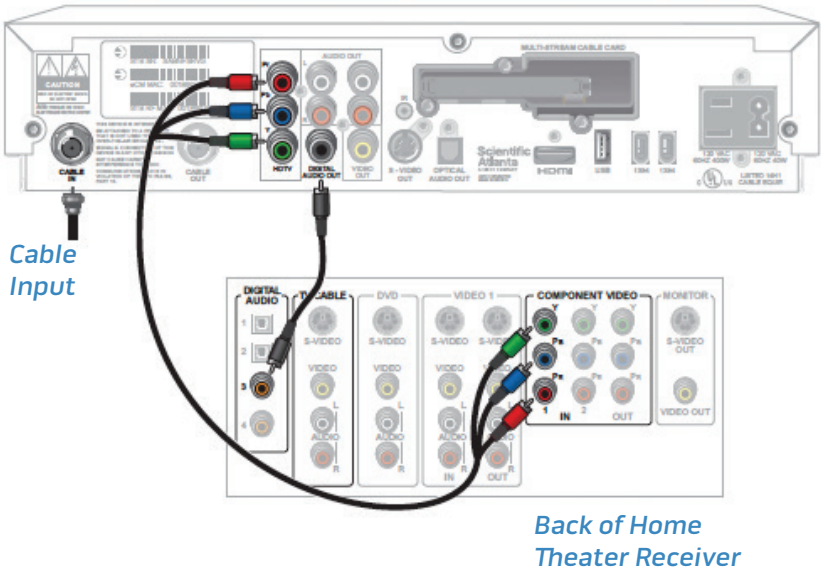
## WARNING:

Electric shock hazard! Unplug all electronic devices before connecting or disconnecting any device cables to the Set Top Box.

## Required cables

- 3 sets of component video cables (PrPbY)
- 2 coaxial digital audio cables
- 1 audio Left/Right cable
- 1 video cable

## Explorer HD Set Top Box



Cable Input

Back of Home Theater Receiver

# Connecting to a Stereo VCR and HDTV (optional)

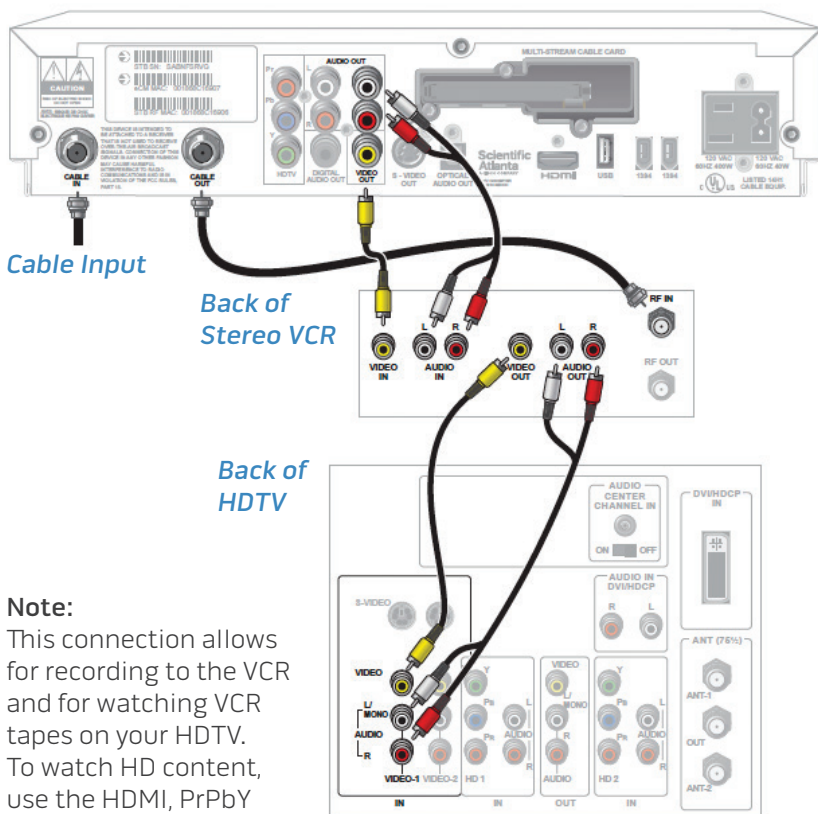
## WARNING:

Electric shock hazard! Unplug all electronic devices before connecting or disconnecting any device cables to the Set Top Box.

## Required cables

- 1 RF coaxial cable
- 2 sets of composite A/V cables

## Explorer HD Set Top Box



## Note:

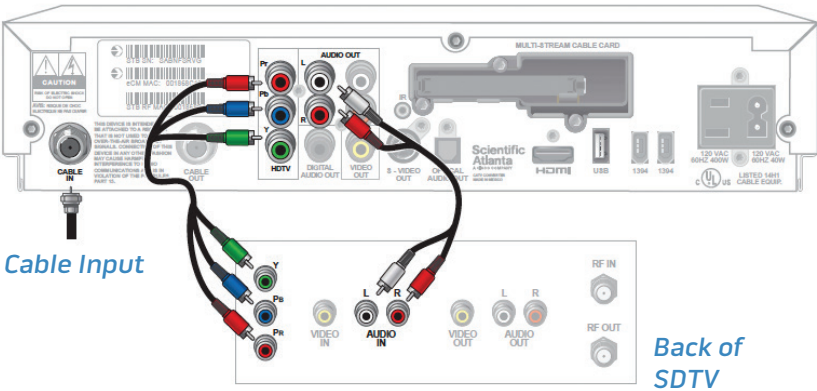
This connection allows for recording to the VCR and for watching VCR tapes on your HDTV. To watch HD content, use the HDMI, PrPbY or DVI connector.

# Connecting the Set Top Box in HD Mode to an SDTV with Component Input (PrPbY)

## WARNING:

Electric shock hazard! Unplug all electronic devices before connecting or disconnecting any device cables to the Set Top Box.

## Explorer HD Set Top Box



## Note:

The Set Top Box must be set to the proper output mode, typically 480i.



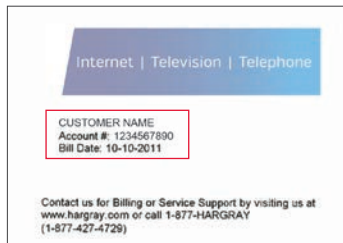
# Activating Your Service

To activate your service, visit us online at [hargraytelevision.com/activate](http://hargraytelevision.com/activate) or call our automated equipment activation line toll-free at 866.531.0177.

## Getting Started

Before you begin, you will need a copy of your Hargray bill. In the top right-hand corner of the front page of your bill is your 10-digit account number. You will need this account number to activate your equipment. If you are unable to locate your account number, please call 1.877.HARGRAY for assistance. If you are activating your equipment online, you will also need the MAC address (listed as the M-CARD MAC) located on your equipment.

### Hargray bill example



### MAC address example (bottom barcode)



## Instructions for Activating Your Service Online

In order to activate your service online, visit us at [hargraytelevision.com/activate](http://hargraytelevision.com/activate). Enter your account number from your Hargray bill and the MAC address from your equipment. The MAC address is case sensitive and must be entered in ALL CAPS without any punctuation (i.e., if the MAC address is listed as 12.BF:34:56:78.12, you would enter 12BF34567812). Please note that it may take up to 30 minutes for the activation to complete.

### ***Instructions for Activating Your Service Via Phone***

In order to activate your service over the phone, call us toll-free at our automated equipment activation line at 866.531.0177. You will be prompted by the automated system to enter your 10-digit account number from your Hargray bill. Please note that it may take up to 30 minutes for the activation to complete.

If you experience any difficulties and require additional technical support, feel free to contact our local support professionals at 843.686.1135.



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