



FOXTEL MANAGEMENT PTY LIMITED
Business iQ (BiQ) Self Help Troubleshooting
Guide

FBIQ-005

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Revision 1.4

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1. Blank TV Screen – One Box

1. Is the TV powered on (e.g. an LED illuminated on its front panel)?
 - Yes – Continue below.
 - No – TV is not powered. Power on TV or seek help from property maintenance team to power TV on. Issue resolved.
2. Press the Power key on the Foxtel remote control to bring the TV & box out of standby mode. Is TV out of standby mode?
 - Yes – Continue below
 - No – Go to *Remote does not Bring TV Out of Standby.*
3. Is the box Welcome screen displayed on the TV?
 - Yes – Continue below.
 - No – Go to *TV not Displaying Output from Box.*
4. Press Exit on the Foxtel remote control to display live channels (i.e. FTA & Foxtel). Is there a red “No Signal” message (as in image below), which moves around the TV screen?

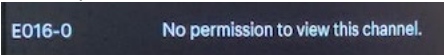


No Signal

- Yes – Go to *Red “No Signal” Which Moves Around TV Screen – One Box.*
 - No – Continue below.
5. Note the channel number (default is typically 500 – Fox Sports News) and then channel surf through the channel line-up by pressing the CH up key on the Foxtel remote control either back to this channel or until a red “No Signal” message is displayed. Do any of the channels display a red “No Signal” message (i.e. do not display video)?
 - Yes – Go to *Red “No Signal” Which Moves Around TV Screen – One Box.*
 - No – All channels have signal as expected. Issue resolved.

2. Red “No Signal” Which Moves Around TV Screen – One Box

1. Is white ‘E’ message displayed on the TV (e.g. E016 or E017 as in image below)?



E016-0 No permission to view this channel.

- Yes – Go to *Entitlement (“E”) Error on TV Screen.*
 - No – Continue below.
2. Is a red “No Signal” message (as in image below) displayed for all Foxtel channels (numbers 100+)?



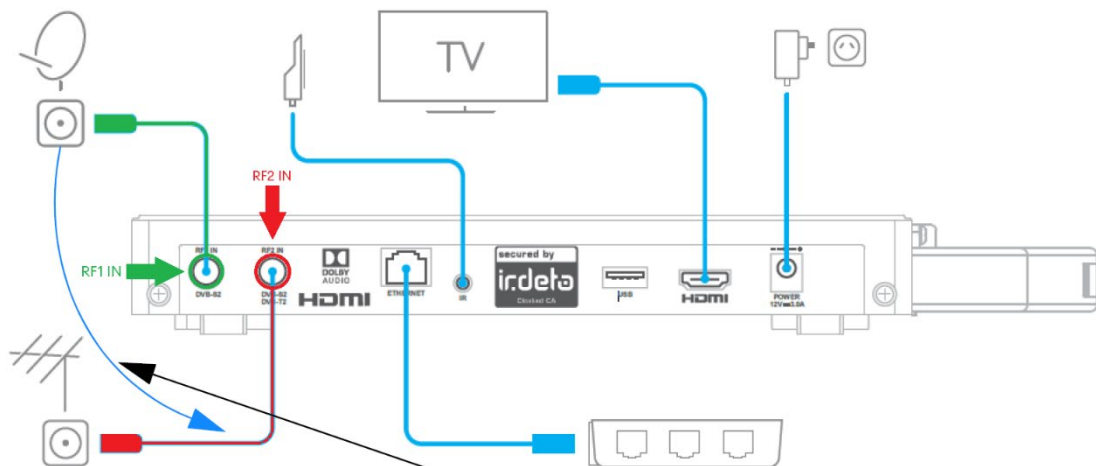
No Signal

- Yes – Go to *Loss of All FTA and/or Foxtel Channels – One Box.*
 - No – Continue below.
3. At this step the assumption is a red “No Signal” message is displayed for FTA channels (any from numbers 1-99). Does property have a vuStreamers (Foxtel’s IPTV headed)?

- Yes – Go to *Re-Boot Box*.
 - No – Continue below.
4. Press the Menu/Home key on remote control to display the box Welcome screen and then press Red (C), Red (C), 8, 8, 8, <EXIT>. Not too fast but not too slow to cause the box to perform a FTA channel scan. Is “Scanning” with a % displayed in red on screen?
 - Yes – Continue below
 - No – Repeat above step.
 5. Wait for scan to 100% complete and then change channels (the channel must be changed after the scan) to check if the red No Signal is still displayed on any FTA channel. Is the No Signal message still displayed?
 - Yes – Go to *Re-Boot Box*.
 - No – All FTA channels now have signal as expected. Issue resolved.

3. Loss of All FTA and/or Foxtel Channels – One Box

1. Does property have a vuStreamr (Foxtel's IPTV headed)?
 - Yes – Go to *Loss of Channels – One IPTV (vuStreamr) Box*.
 - No – Continue below.
2. Check signal cable(s) are securely connected between wall socket and box (see image below). If there is only one coaxial cable at the wall plate, it should be connected to the RF2-IN of the box. If there are two coaxial cables at the wall plate, the cable connected to the terrestrial FTA antenna should be connected to RF2-IN and other cable (Foxtel satellite) to RF1-IN.



3. Change channels. Is a red No Signal message still displayed on all channels?
 - Yes – Go to *Re-Boot Box*.
 - No – All channels now have signal as expected. Issue resolved.

4. Loss of Channels – One IPTV (vuStreamr) Box

1. Press VOD/On Demand key on the remote-control and navigate through the On Demand screens to play a title. Was it possible to play a Video On Demand title?

- Yes – If other boxes can display video for FTA or Foxtel channels there is a network configuration issue, as the box is unable to access content locally from vuStreamer but can access remote content from over the Internet. Go to *vuStreamer Troubleshooting*.
- No – Loss of IT network connectivity. Follow same steps as “No Data” *Displayed for Several Channels in TV Guide*.

5. Entitlement (“E”) Error on TV Screen

1. Is a white E210-00 (“Currently unable to view this channel”) on the TV screen?
 - Yes – The box is tuned to a 4K/UHD channel, but the TV either does not support 4K/UHD or the HDMI input the box is plugged into does not support HDCP 2.2. Both are mandatory to view Foxtel 4K/UHD channels. Issue can only be resolved by plugging the HDMI cable from the box into a HDMI port of a 4K/UHD TV that supports HDCP 2.2 or requesting Foxtel remove 4K/UHD channels for the property.
 - No – Continue below.
2. Has the box been unplugged from power or disconnected from the satellite signal for a few days and was only reconnected in the couple of hours?
 - Yes – Wait at least 2 hours for the box to automatically receive its viewing entitlements. If after 2 hours the “E” message still appears or the matter is urgent, continue below. Otherwise the issue is resolved.
 - No – Continue below.
3. Press Menu/Home remote-control key to display the Welcome screen.
4. Navigate right to Settings and press OK on the remote control.
5. Navigate down to About and press OK.
6. Note the Serial Number of the box from the TV screen.
7. Switch off the power to the box at the wall socket (or remove the box plug from the power point), wait 10 seconds and then switch it back on again.
8. Go to *Escalate to Foxtel Commercial* and request viewing entitlements be sent for the recorded serial number.

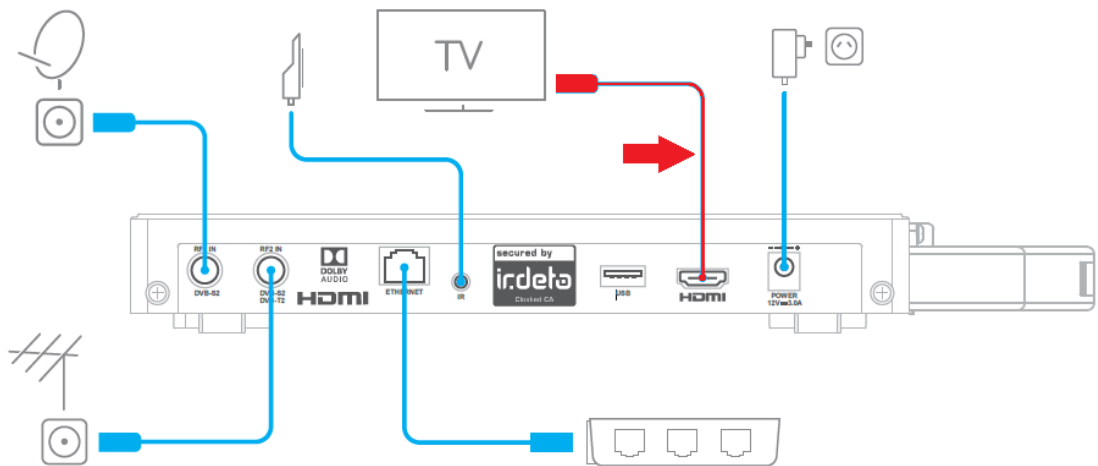
6. Remote does not Bring TV Out of Standby

1. Press Power key on remote control. Does remote control illuminate red above the Power key?
 - Yes – Continue below
 - No – Go to *Remote Control Backlight Not Illuminating*.
2. Remote control does not appear to be programmed for the TV. This could be because it was originally programmed for another model of TV (e.g. in another room). Reprogram remote (refer to *Programming the Remote Control*). Did this solve problem?
 - Yes – Issue resolved.
 - No – Continue below.
3. Go to *Escalate to Commercial Premises* for Foxtel to investigate problem with remote control. If available, a remote control may be borrowed from another room and either a) used as is if the other room has the same make of TV, or b)

reprogrammed for the TV by following the steps in *Programming the Remote Control*.

7. TV not Displaying Output from Box

1. Check which HDMI input the box is physically connected to on the TV (typically HDMI 1). Is this the input the one the TV reports on screen when it comes out of standby?
 - Yes – Continue below.
 - No – Box is connected to wrong HDMI input of TV. Connect HDMI cable to input reported by TV. The TV should now display the output of the box. Issue resolved.
2. Completely remove each end of the HDMI cable from both the box and the TV (see image below). Then refit it.



3. Does the TV display the output of the box?
 - Yes – Problem was HDMI connection. Issue resolved.
 - No – Continue below.
4. The LED built into the box (see image below) is normally off when the box is both in and out of standby. It only illuminates when the Power key is pressed to bring the box out of standby and with any key press thereafter.



Does the box's LED flash green with each press of the Power key?

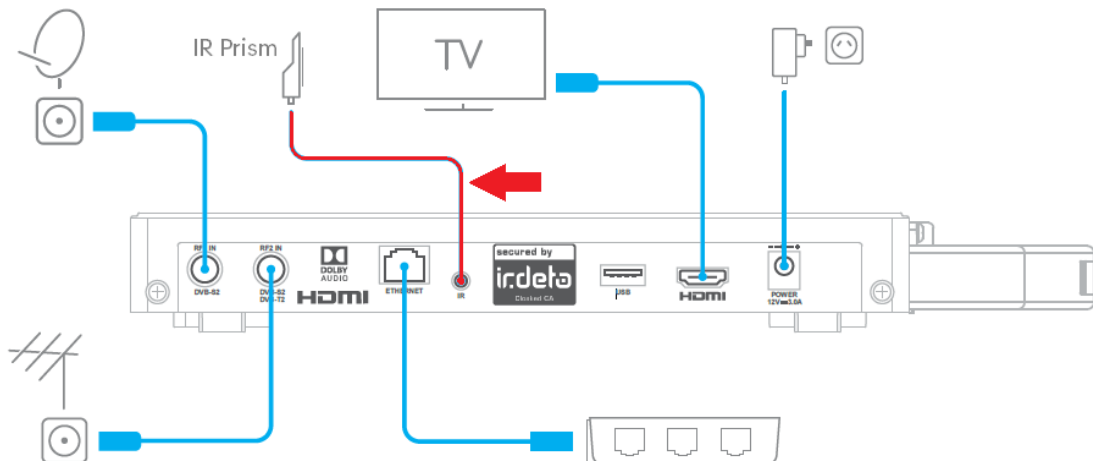
- Yes – Go to *Escalate to Foxtel Commercial*.
- No – Go to *Box Unresponsive to Power Key*.

8. Box Unresponsive to Power Key

1. Check the LED built into the box flashes when the hidden Box Power key (key to right of main Power key as in image below) is pressed on the remote control:



2. Does the box's LED flash with each key press?
 - Yes – The main Power key sends two IR (infra-red) commands, one to the TV and another to the box. The remote control appears incorrectly programmed and the command to the box disabled. Go to *Programming the Remote Control* to reprogram the remote.
 - No – Continue below.
3. Remove the IR extender cable (if fitted) from both the box and the plastic prism attached to the TV (see image below).

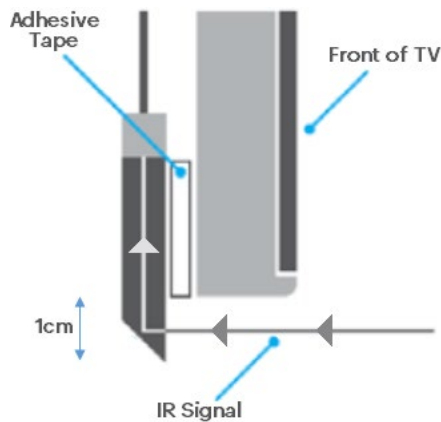


Important:

4. Pointing the remote control at the LED of the box (i.e. not the TV) does the LED now flash on the box with each remote-control Power key press?
 - Yes – Continue below.
 - No – Refit IR extender cable, ensuring the phono connectors at both ends click into place in the box and prism. **Important:** If the IR extender cable is not firmly clicked into place at both ends the box shall not receive any IR commands. Go to *Re-Boot Box*.
5. Refit IR extender cable, ensuring the phono connectors at both ends click into place in the box and prism.

Important: If the IR extender cable is not firmly clicked into place at both ends the box shall not receive any IR commands.
6. Is the IR prism visible from the front of the TV?
 - Yes – Continue below.

- No – Reposition IR prism so that between $\frac{1}{8}$ and $\frac{1}{4}$ of the prism (~1cm) is protrude below the TV and has clear line-of-sight access to the room:



Important:

- An infrared signal is light and as such travels in a straight line. Any obstructions in the path of the IR signal from the RCU to the IR receiver may prevent reliable operation of the SBB. It is very important to ensure the IR receiver has direct line-of-sight to the room (i.e. it is visible from the front of the TV).
 - If the SBB's internal IR receiver does not have line-of-sight to the room, which shall be the case if the SBB is mounted behind a TV, it is mandatory the IR extender is fitted.
7. Does the LED now flash on the box which each remote-control Power key press?
 - Yes – Continue below.
 - No – IR hardware appears to be faulty. If there is another IR extender cable available onsite, try replacing the IR extender cable, then the prism to see if that fixes the problem. Otherwise go to *Escalate to Foxtel Commercial* to arrange replacement.
 8. Is the box Welcome screen displayed on the TV?
 - Yes – Issue resolved.
 - No – Go to *Escalate to Commercial Premises*.

9. Remote Control Backlight Not Illuminating

1. Remote controls from the factory have a plastic tab protruding from the bottom of the remote to disconnect the batteries. Remove plastic tab if it is still present and check remote control illuminates red above the Power key with any key press?
 - Yes – Remote control is operable. Issue resolved.
 - No – Continue below.
2. Go to *Replacing Remote Control Batteries*.

10. Cannot Playback Video On Demand (VOD)

1. Try play other unrelated VOD titles (e.g. from a different series). Can other titles be played back?

- Yes – Issue is isolated to specific title(s). Got to *Escalate to Foxtel Commercial* with details of title that cannot be played.
 - No – Continue below.
2. Login to EzVu (e.g. perform steps in *How to Login to EzVu*).
 3. For the property's location, select "Rooms" from the EzVu menu and find the room assigned to the box. Click the "+" next to this room to view the box(es) in the room.
 4. Does the box have a Status of **Up** (as in image below)?

☐ Room	Area	Check-Out Date	Actions	
☐ + 301	Room		Reset PIN	Change Settin
☐ - 302	Room		Reset PIN	Change Settin
Box: BFTVA94702291			Status: Up	

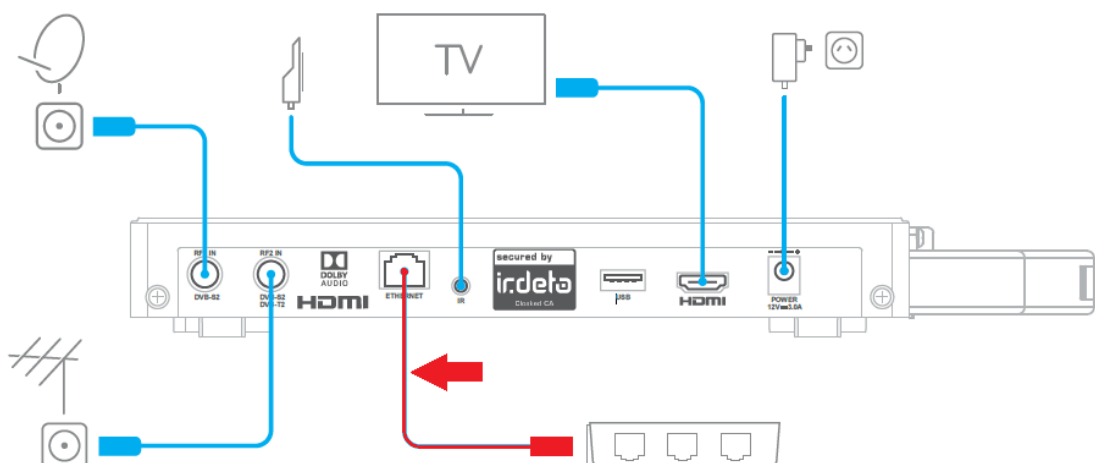
- Yes – Go to *"No Data" Displayed for Several Channels in TV Guide*.
- No – Go to *Box Down in EzVu*.

11. Box Down in EzVu

1. Press the Power key on remote control to bring the TV and box out of standby. Is the Welcome screen displayed?
 - Yes – Follow same steps as *"No Data" Displayed for Several Channels in TV Guide*
 - No – Follow same steps as *"Error Connecting to Link" Message on TV Screen*

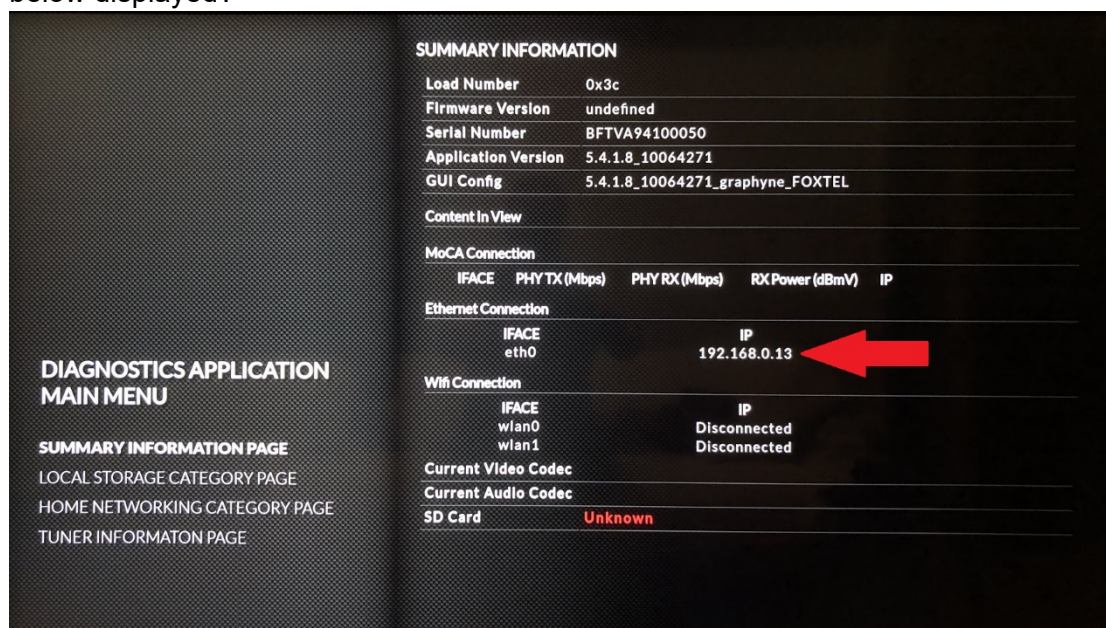
12. "No Data" Displayed for Several Channels in TV Guide

1. Is the port labelled 'Ethernet' on the box connected via an Ethernet cable to a wall plate/socket in the room (see image below)?



- Yes – Continue below
 - No – Follow same steps as *"Error Connecting to Link" Message on TV Screen*
2. Press the Menu/Home key on remote control to display the box Welcome screen and then press <EXIT>, <EXIT>, 3, 4, 2, 4, <EXIT>, not too fast but not

too slow to cause the box to display box diagnostics. Is the diagnostics screen below displayed?

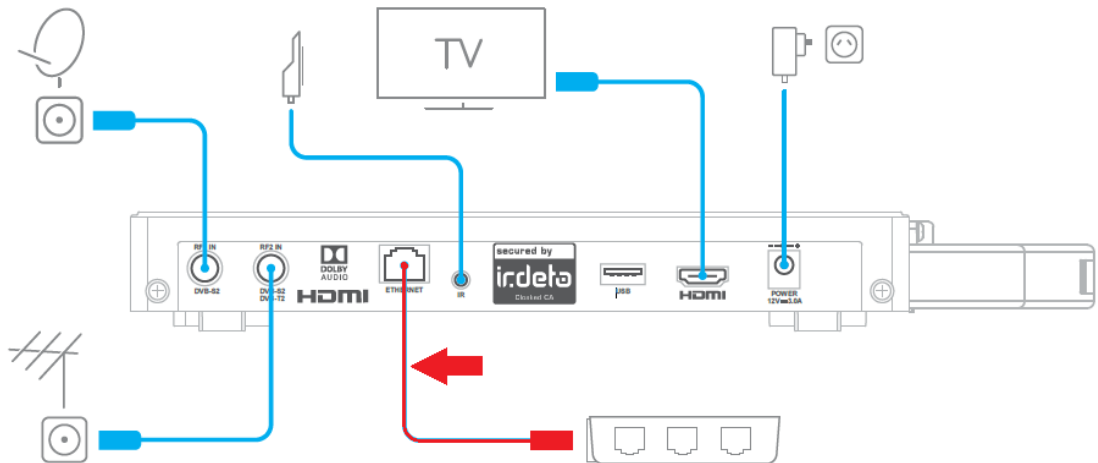


- Yes – Continue below
 - No – Repeat above step.
3. Is an IP address displayed under SUMMARY INFORMATION PAGE - Ethernet Connection - eth0 (“**No IP**” should not be displayed)?
 - Yes – Skip to step 5.
 - No – Ethernet cabling may be faulty. Replace Ethernet cable between wall plate and box and check if eth0 now displays an IP address.
 4. Is an IP address displayed under SUMMARY INFORMATION PAGE - Ethernet Connection - eth0 (“**No IP**” should not be displayed)?
 - Yes – Faulty Ethernet cabling was the problem. Issue resolved.
 - No – The box has not receiving an IP address from the property’s DHCP (Dynamic Host Configuration Protocol) server and thus cannot access the internet. Continue below.
 5. Power cycle box by removing power cable for 10 secs and then re-applying it. Does the box boot to the Welcome screen (it may take up to 10 mins at the minimum Internet speed of 256Kbps)?
 - Yes – Problem was IP address. The reboot caused the DHCP server to renew the IP address. Issue resolved.
 - No – Continue below.
 6. Check internet connectivity on switch port the box is connected to. This can be achieved by disconnecting the Ethernet cable from the box, connecting it to a laptop, and then running a speed test (e.g. Speedtest® by Ookla, <https://www.speedtest.net>) on the laptop.
 7. Is there internet access with a download bandwidth greater than 2.7Mbps if Video On Demand is enabled on the box, or 256Kbps (0.256Mbps) if Video On Demand is disabled?
 - Yes – There is internet access, but the box is not being assigned an IP address by the property’s DHCP server to be able to join the network. Request property’s IT manager investigate the DHCP issue.

- No – Continue below.
8. Request property's IT manager investigate network connectivity. A box requires:
 - a. An IP address to be issued by the property's DHCP server.
 - b. A minimum download bandwidth of 256Kbps to boot. It may take up to 10 mins to boot at the minimum bandwidth. The more bandwidth the less time it takes to boot.
 - c. A minimum internet download bandwidth of 2.7Mbps to playback Video On Demand if enabled. Note: If there is between 256Kbps and 2.7Mbps of internet bandwidth Video On Demand may be temporarily disabled (until more bandwidth can be allocated) for a box, room, area or the entire property by sending a request via *Escalate to Foxtel Commercial*.
 - d. The property's firewall to be configured to allow any outbound traffic on ports 22, 80, 123, 443, 8443 and 8453, plus 53, 67 and/or 123 if DNS (Domain Name System), DHCP (Dynamic Host Configuration Protocol) and/or NTP (Network Time Protocol) respectively are managed outside of firewall.
 9. Is the property's IT network correctly configured?
 - Yes – Go to *Escalate to Foxtel Commercial*.
 - No – Network configuration issue. Request property's IT manager configure the network as required to resolve the issue.

13. “Error Connecting to Link” Message on TV Screen

1. Is the port labelled ‘Ethernet’ on the box connected via an Ethernet cable to a wall plate/socket in the room (see image below)?



- Yes – Go to step 2 - Ethernet
 - No – Go to step 4 - Wifi
- Ethernet**
2. Check the Ethernet cable is securely connected between wall plate and the box.
 3. Power cycle box by removing power cable for 10 secs and then re-applying it. Does the box boot (it may take up to 10 mins at the minimum Internet speed of 256Kbps)?
 - Yes – Problem was Ethernet cable. Issue resolved.
 - No – Continue below.

4. Replace Ethernet cable between wall plate and box with a new one.
5. Power cycle box by removing power cable for 10 secs and then re-applying it. Does the box boot (it may take up to 10 mins at the minimum Internet speed of 256Kbps)?
 - Yes – Problem was Ethernet cable. Issue resolved.
 - No – Continue below.
6. Check internet connectivity on switch port the box is connected to. This can be achieved by disconnecting the Ethernet cable from the box and connecting it to a laptop, and then running a speed test (e.g. Speedtest® by Ookla, <https://www.speedtest.net>) on the laptop. Continue to step 8.

Wifi Connection

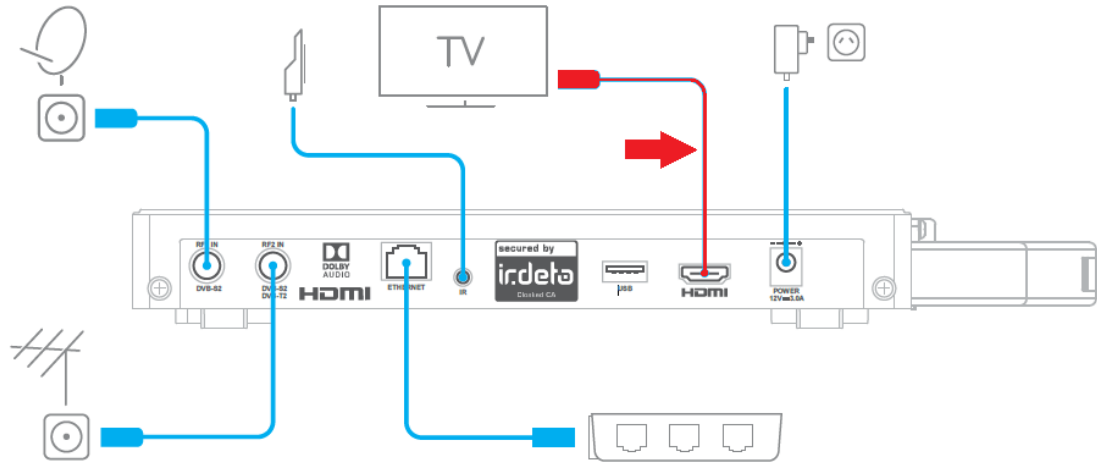
7. Connect a mobile device (e.g. smartphone, tablet or laptop) to the same Wifi network as the box (using exactly the same network name/SSID and password allocated to the Foxtel service) and perform an Internet speed test (e.g. Speedtest® app by Ookla, <https://www.speedtest.net>).
8. Is there internet access with a download bandwidth greater than 2.7Mbps if Video On Demand playback is enabled on the box, or 256Kbps (0.256Mbps) if Video On Demand is disabled?
 - Yes – Continue below.
 - No – Problem appears to be with internet access for the box. A box requires a minimum download bandwidth of 256Kbps to boot. It may take up to 10 mins to boot at the minimum bandwidth. The more bandwidth the less time it takes to boot. The minimum internet bandwidth requirement increases to 2.7Mbps if the box needs to playback Video On Demand. Request property's IT manager investigate internet connectivity.
Note: If there is between 256Kbps and 2.7Mbps of internet bandwidth Video On Demand may be temporarily disabled (until more bandwidth can be allocated) for a box, room, area or the entire property by sending a request via *Escalate to Foxtel Commercial*.
9. Internet access appears to be blocked for the box. There are no incoming ports that need to be configured in the property's firewall for the box. All communications are outgoing on port 22, 80, 123, 443, 8443 and 8453, plus 53 if the DNS is outside of firewall. Request property's IT manager confirm the property's firewall is configured to allow any outbound traffic on these ports. Are these ports open?
 - Yes – Go to *Escalate to Foxtel Commercial*.
 - No – Network configuration issue. Request property's IT manager open the ports for boxes to access the internet to resolve the issue.

14. Screen Resolution Issue (e.g. video from box is too big/small for TV)

1. Follow same steps as *Video Break-up – One Box*.

15. Video Break-up – One Box

1. Completely remove each end of the HDMI cable, both the connection to the box and the TV (see image below), and then refit it.



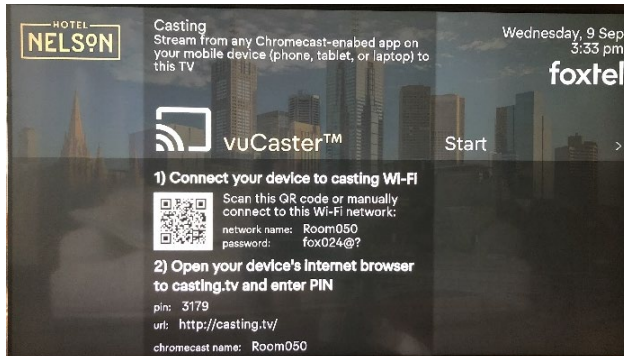
2. Is video now OK?
 - Yes – Problem was HDMI connection. Issue resolved.
 - No – Continue below.
3. Power cycle the box by removing disconnecting power for 10 seconds and then reconnecting it. After the box powers up, is video now OK?
 - Yes – Problem was HDMI connection. Issue resolved.
 - No – Continue below.
4. If another HDMI cable is available replace the current cable with the new one.
Note: The box and TV communicate over the HDMI cable (using protocol called EDID) to auto negotiate the video format. This may not work correctly if the HDMI cable is not the one that was originally installed with the box.
5. Power cycle the box by removing disconnecting power for 10 seconds and then reconnecting it. After the box powers up, is video now OK?
 - Yes – Problem was HDMI cable. Issue resolved.
 - No – *Escalate to Foxtel Commercial.*

16. Hospitality TV does not Power Up to Box Welcome Screen/HDMI port.

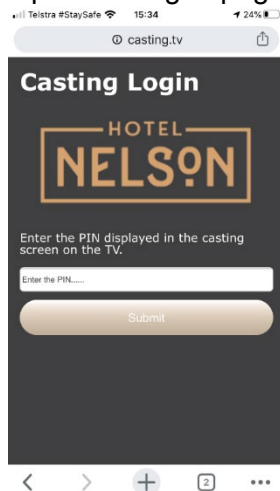
1. Request/follow instructions from TV manufacture/supplier on how to reconfigure TV to power up to HDMI port connected to box.

17. Cannot Cast

1. Press Menu/Home key on remote control, navigate right to Casting and press the OK key to display a screen similar to below.



2. On a mobile device (smartphone, tablet or laptop) use the camera or an application to scan the QR code on the TV screen to join the Wifi network generated by the box (e.g. Room050 in the image above), or manually join the Wifi network using the credentials displayed in the TV screen. Is the mobile device connected to the box Wifi network?
 - Yes – Continue below.
 - No – Go to *Escalate to Foxtel Commercial*.
3. Open casting.tv page in the Web browser on the mobile device.



4. Is the casting.tv page open and prompting for a PIN (similar to image above)?
 - Yes – Continue below.
 - No – Go to *Escalate to Foxtel Commercial*.
5. Enter the one-time PIN code from TV screen (e.g. it is 3179 in the example image above in step 1) into the casting.tv page on the mobile and click the Submit button. Does the casting.tv page report successful PIN entry?
 - Yes – Continue below.
 - No – Go to *Escalate to Foxtel Commercial*.
6. If not automatic, press the OK key on the remote control and wait a minute for the Chromecast to power up. Does the TV screen switch to display Google (Chromecast) wallpaper images?
 - Yes – Continue below.

- No – Go to *Escalate to Foxtel Commercial*.
- 7. Open the YouTube application on the mobile device, select  within the application and select the Chromecast for the room (e.g. Room050 in example above). It may take several minutes for the Chromecast for the room to appear. Does YouTube appear on the TV screen?
 - Yes – Continue below.
 - No – Go to
- 8. Play a YouTube video on the mobile device. Does the YouTube video play on the TV screen?
 - Yes – Chromecast is operating correctly. Continue below.
 - No – Go to *Escalate to Foxtel Commercial*.
- 9. If the issue is with another Chromecast enabled application (e.g. Netflix) follow similar steps as for YouTube; open that application, select , select the Chromecast for the room and cast content from the application to the TV. Does the content display on the TV screen?
 - Yes – Chromecast is operating correctly. Continue below.
 - No – Go to *Escalate to Foxtel Commercial* and inform Foxtel that YouTube can cast and the name of the application and version number that cannot cast.

18. Re-Boot Box

1. Are you physically in front of the box?
 - Yes – Go to *Power-Cycle Box*.
 - No - Go to *Re-Boot Box Remotely from EzVu*.

19. Power-Cycle Box

1. Switch off the power to the box at the wall socket (or remove the box plug from the power point), wait 10 seconds and then switch it back on again. Does the box boot (may take up to 10 mins)?
 - Yes – Continue below.
 - No - Go to *Box Down in EzVu*.
2. Does the power-cycle solve the issue?
 - Yes – Issue resolved.
 - No - Go to *Escalate to Foxtel Commercial*.

20. Re-Boot Box Remotely from EzVu

1. Login to EzVu (refer to *How to Login to EzVu*).
2. For the property's location, select "Rooms" from the EzVu menu and find the room assigned to the box. Click the "+" next to this room to view the box(es) in the room.
3. Does the box requiring re-boot have a Status of **Up** (as in image below)?

☐ Room	Area	Check-Out Date	Actions	
☐ + 301	Room		Reset PIN	Change Settin
☐ 302	Room		Reset PIN	Change Settin
Box: BFTVA94702291			Status: Up	

- Yes – Continue below.
 - No – Re-boot will not work on a box that is **Down**. Go *Box Down in EzVu*.
4. Click Reboot on the affected room and Yes when prompted to confirm.
 5. Refresh Browser window after 5 minutes. If the box does not show a Status of **Up**, refresh the Browser after another 5 minutes (if bandwidth is limited it may take up to 10 minutes for a box to boot). Does the re-boot solve the issue?
 - Yes – Issue resolved.
 - No - Go to *Escalate to Foxtel Commercial*.

21. Re-Boot vuStreamer

1. Please note, whilst the vuStreamer reboots all FTA and Foxtel satellite TV channels will be lost for up to 10 minutes. Are you physically in front of the vuStreamer?
 - Yes – Go to *Power-Cycle vuStreamer*.
 - No - Go to *Re-Boot vuStreamer Remotely from EzVu*.

22. Power-Cycle vuStreamer

1. Switch off the power switch on the vuStreamer, wait 10 seconds and then switch it back on again to boot vuStreamer. All FTA and Foxtel satellite TV channels will be lost for up to 10 minutes until the vuStreamer boots.
2. Does the vuStreamer boot with all 10 LEDs illuminated green?
 - Yes – Continue below.
 - No - Go to *vuStreamer Troubleshooting*.
3. Does the power-cycle solve the issue?
 - Yes – Issue resolved.
 - No - Go to *Escalate to Foxtel Commercial*.

23. Re-Boot vuStreamer Remotely from EzVu

1. Login to EzVu (refer to *How to Login to EzVu*).
2. For the property's location, select "Rooms" from the EzVu menu and find the room assigned to the "vuStreamer" area. Click the "+" next to this room (as in image below) to view the 10 vuStreamer tuner cards:

☐ Room	Area
☐ + Bar	Public Viewing
 ☐ + BHKXH01000008	vuStreamer
☐ + Engineering	Room
☐ + GM Office	Room
☐ + 1	Room
☐ + 3	Room

3. Do all vuStreamer tuner cards have a Status of **Up**?
 - Yes – Continue below.
 - No – Re-boot will not work on a tuner card that is **Down**. Go to *Power-Cycle vuStreamer*.
4. Click Reboot on the vuStreamer room and Yes when prompted to confirm.
5. Wait for all vuStreamer tuner cards to show a Status of **Up** (refresh Browser window after 10 minutes). Does the re-boot solve the issue?
 - Yes – Issue resolved.
 - No - Go to *Escalate to Foxtel Commercial*.

24. Reset of Box Parental Control PIN

1. Login to EzVu (refer to *How to Login to EzVu*).
2. For the property's location, select "Rooms" from the EzVu menu find the box number or room number in the list.
6. Does the box requiring PIN reset have a Status of **Up** (as in image below)?

☐ Room	Area	Check-Out Date	Actions	
☐ + 301	Room		Reset PIN	Change Settin
☐ 302	Room		Reset PIN	Change Settin

Box: BFTVA94702291
 Status: Up

- Yes – Continue below.
 - No – A box that is **Down** cannot be reset. Go to *Box Down in EzVu*.
4. Select "Reset PIN" for the desired room.
 5. Enter a 4-digit PIN code or leave empty (an empty PIN will clear any Parental Control Rating Level and Blocked Channels settings that had previously been applied).
 6. Click "Apply" to submit change. Issue resolved.

25. Change Guest/Box Settings

1. Login to EzVu (refer to *How to Login to EzVu*).
2. For the property's location, select "Rooms" from the EzVu menu and find the box number or room number in the list.
7. Does the box requiring setting change have a Status of **Up** (as in image below)?

☐ Room	Area	Check-Out Date	Actions	
☐ + 301	Room		Reset PIN	Change Settin
☐ 302	Room		Reset PIN	Change Settin
Box: BFTVA94702291			Status: Up	

- Yes – Continue below.
 - No – Cannot change settings in EzVu if a box is **Down**. Go to *Box Down in EzVu*.
7. Select “*Change Setting*” on the desired room.
 8. Enter value for desired setting and click check-box to right. The settings that can be changed are shown below.

Closed Captioning	On	☐
Subtitles/Captions Language	Disabled	☐
Display Language	English	☐
Audio Language (SAP)	English	☐
Wakeup Channel	Property Overview	☐
Parental Control PIN		☐
Parental Control Rating Level	TVY (or higher)	☐
Blocked Channels	FOX Crime FOX Crime Local Events NASA TV HD Property Overview	☐
☐ Clear VOD Bookmarks		
☐ Clear Current Settings		

9. Click “Apply” to submit change. Issue resolved.

26. Creating an EzVu Account

1. Login to EzVu (e.g. perform steps in *How to Login to EzVu*) with the logon credentials of a Primary Admin or Co-Admin user.
2. For the property’s location, select “Config” > “Users” from the EzVu menu.
3. Click “Create User” and complete form as appropriate. Go to *EzVu Help* for detailed guide on how to use EzVu.

27. How to Login to EzVu

1. Has an EzVu account been created?
 - Yes – Continue below.
 - No – Request property’s EzVu Primary Admin or Co-Admin user a create new account for the user. Then ask new user to check their Inbox and Junk Mail for email with further instructions. Note: At the time of this document

- release, Hotmail email address could not be used as the Hotmail server is blocked the email from EzVu.
2. Open the EzVu web portal: <https://foxtel1.cvs.adbglobal.com/frontdesk/>
 3. Is the username known (it is typically the same as the user's email address)?
 - Yes – Continue below.
 - No – Select “Forgot Username” at bottom of the EzVu login page and follow the onscreen prompts. User should check Inbox and Junk Mail for email with further instructions.
 4. Is the password known?
 - Yes – Continue below.
 - No – Select “Reset Password” from at bottom of login page and follow the onscreen prompts. User should check Inbox and Junk Mail for email with further instructions.
 5. Type username and password into EzVu login page and click “Login”.

28. EzVu Help

1. Login to EzVu (refer to *How to Login to EzVu*).
2. Select “Support” from the EzVu menu.
3. Click “View” under “Front Desk Portal User Guide”. A PDF document shall be downloaded with full instructions of how to use EzVu.

29. Box Requests a Premises ID or a PIN

1. Box has not been fully installed. Go to *Escalate to Foxtel Commercial*.

30. Box Displays Incorrect Room Number

1. Go to *Escalate to Foxtel Commercial* to change room assignment.

31. PMS (Property Management System) Down

1. Login to EzVu (refer to *How to Login to EzVu*).
2. For the property's location, select “Rooms” from EzVu. Is the PMS Status Down?
 - Yes – Continue below.
 - No – Go to *Escalate to Foxtel Commercial*.
3. Is PMS operable for guest check-in/out from the PMS vendors interface?
 - Yes – Go to *Escalate to Foxtel Commercial*.
 - No – The PMS is inoperable, which is reflected by EzVu. Contact PMS vendor to resolve issue with PMS.

Note: If the connection to the PMS is currently down, guest services such as viewing a bill, express check-out and a personalised welcome message on the TV screen will be inoperable. This could also impact posting charges for paywalled vuTyme features such as Casting, VOD, or stations.

32. Resetting the Remote Control to Factory Default

1. Press and hold SETUP key on the Foxtel remote control until the LED above the POWER key blinks twice



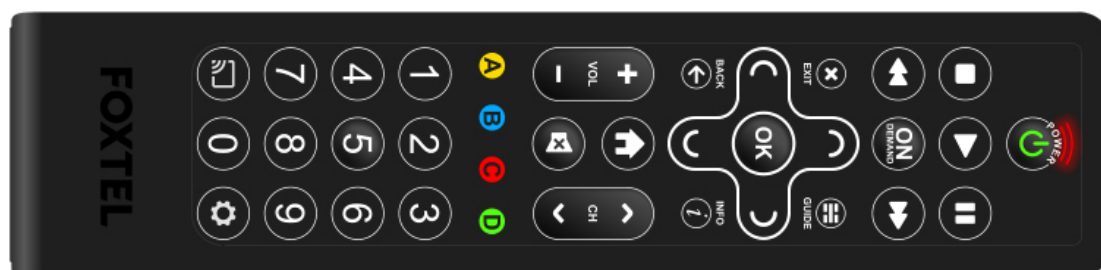
2. Press 9-7-7. Did the LED above the POWER key blink four times?
 - Yes – Continue below.
 - No – Repeat from step 1.
3. The remote should now control a Samsung TV and the box. Is the TV the remote needs to control a Samsung TV?
 - Yes – Go to *Remote Control Test*.
 - No – Go to *Programming the Remote Control*.

33. Programming the Remote Control

1. Is the remote reset to factory default?
 - Yes – Continue below.
 - No – Go to *Resetting the Remote Control to Factory Default*.
2. The Foxtel remote control unit is a universal remote control, designed to operate the box plus power, mute, and volume on the TV. For the remote-control unit to control the TV, it must be programmed to support the specific TV. After programming it is recommended a label be affixed to the bottom of the remote control and the room number written on it. This is to avoid the remote control being swapped to another room, which may have a different make/model of TV.



1st Generation (without Foxtel logo)



2nd Generation Remote Control (with Foxtel logo)

Setup Method 1 – Popular Brands:

1 Turn TV ON.



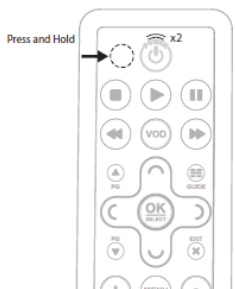
2 Find your brand from the chart below and note the DIGIT key assigned to your brand.

DIGIT	TV
1	Insignia / Dynex
2	LG / Zenith
3	Panasonic
4	Philips / Magnavox
5	Samsung
6	Sanyo
7	Sharp
8	Sony
9	Toshiba
0	Vizio



Note:
If the brand for the device is not listed please use Direct Code Entry or Code Search.

3 Press and HOLD the SETUP key until the LED blinks twice.



4 Press and release the TV POWER key twice.



5 While aiming the remote at the TV, press and HOLD in the DIGIT key for your brand.



6 Release digit key when TV turns off. Test volume keys to change TV volume. If TV does not respond as expected, repeat this process.

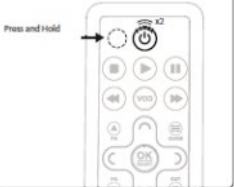


Was the remote-control successfully programmed using method 1?

- Yes – Go to *Remote Control Test*.
- No – Continue below.

3. Setup Method 2 – Direct Code Entry:

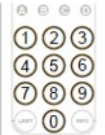
1 Press and HOLD the SETUP key until LED blinks twice.



2 Press TV power key.



3 Enter 1st TV code for your TV brand from the code list. LED blinks twice.



4 Test POWER and VOLUME controls. If TV responds as expected, setup is complete.



5 If the remote does not control the TV as expected, repeat process using the next code for your TV brand.

Codes: TV

MUG-82005-A06

Aaxa	03634	Emprex	01422, 01765	01665, 00060, 00154,	03864, 03967, 00088
Acer	01339	Encross	00876	01938, 00150, 01927,	02528, 02337, 01360,
Admiral	00463, 04030, 00179	Envision	01589, 01365, 02087,	02739	01217, 00878, 01599,
Advent	00761, 01570		02014	00150, 00178	02506
Affinity	03717, 03716, 03577	Epson	01122	01326, 02483, 03328	00178
Aiwa	01362	ESA	01963	03951	00236, 00178, 00179,
Alkal	01675, 00702, 01688,	Fair Mate	01326	00017, 00051	00180
	01207, 01385, 01692,	Favi	03382	01603, 01990	00154, 00156, 00178,
	01935, 01690, 02232,	Fisher	00154, 01362	03399, 03321, 03322	00179
	00765	Fluid	02964, 03907	01250, 00150, 01797,	Seiki
		Fujimaro	01498, 01687	00178	03953, 02964, 03559,
Akura	01498, 01687	Fujitsu	00809, 00853, 00186,	00178	03560, 00178
Alaron	00179		00179	03658, 03654, 03638,	Seiko Epson
America Action	00180			03652, 03656, 03657,	Seleco
Anam	00189	Fujitsu Siemens	00809	03673	01351
AOC	01589, 01365, 02014,	Funai	00180, 01394, 01963,	00060	00180, 00236, 00463
	02087, 01590, 02479,		00179, 01864	00180	01743, 03793, 00156
	02621, 03707, 04101,	Futurtech	00180	01498, 01687	Semp Toshiba
	01089	Gateway	01755, 01756	NAD	Sens
		GE	00451, 01447, 00051,	Nacki	Serie Dorada
			00178, 00765	Naxa	00178
Aomni	00765, 02397, 01943,	General Electric	00451, 01447, 00051,	02104, 02735, 03382,	Sharp
	00890, 01217		00178, 00765	03154	02360, 01393, 03867,
Ario	02397	GFM	01963, 01665, 01864,	01797, 03257, 01704,	01587
Asus	03340		01886	01398, 00704, 00876,	Sherwood
Atvio	03638, 03636, 03653,	Gilbralter	00017	02293, 03862, 02026	Sigmac
	03654, 03657	Go Video	00060	01755, 02753	Silo
Audimac	00180	GoldStar	00178	00156, 00178	Silo Digital
Audiosonic	01675	GPX	00178, 03402, 02617,	NEX	Simpson
Audiovox	00875, 01865, 01951,		02784	03861	Skyworth
	00180, 02413, 00846,	Gradiente	01804, 01369, 01029	Nexus Electronics	01799
	01564, 00802, 01766,	Grumpy	00179, 00180	Nikko	01623, 01483, 01366
	03065, 01937, 01769,	H & B	01366	00178, 00017, 00154,	Sole
	01276, 02121, 02513,	Haier	02309, 01753, 03382,	00156	Sony
	00451, 00623		02293, 02494, 02690,	Nimbro	01300, 01685, 01786,
			01570, 03204	Noblex	01791
Aumark	02087, 02277	Hallmark	00178	01362, 03803, 04100,	Soundesign
Auria	01937, 03704	Hanns.G	01783	00154, 04030	00178, 00180, 00179,
B & O	01620	Hannspree	01348, 01351, 01745,	01800	00186
Bang & Olufsen	01620		01783, 01352	Norcent	01520, 01826
Barco	00556	Harley Davidson	00179	01365, 01589, 01591,	Soyo
Baysonic	00180, 00236, 00463	Harvard	00180	01089, 01590, 01745	Space Tek
Bell & Howell	00154	H-Buster	03620	03419, 03835, 03861,	Spectroniq
BenQ	01315, 01562, 01756	Helios	00865	03134, 03327, 03767	Speler
BGH	04029, 00898, 02414,	Hello Kitty	00451	Norwood Micro	SSS
	04070, 00876, 04028,	Hewlett Packard	01642, 01502, 01494,	NuVision	Starlite
	04030		01089, 02540, 03404	Olevia	00180
Blusens	02735	Hidear	03817	01610, 01240, 01331,	STI
Blue Light	03655	Himitsu	00180, 00779	01144	SunBriteTV
Blue Sky	00556, 01254	Hinense	02183, 01660, 01314,	Onwa	02337, 01420, 02528,
Boisje	00180		04029, 03382	Optimus	01435, 01610
Bradford	02414	Hitachi	01643, 00145, 01145,	Optique	Superscan
Britania	00463, 01938, 01935,		03644, 03639, 01576,	Orion	Supersonic
Broksonic	01892, 00236		01500, 00797, 02433,	Otic	00864
			02756, 03255, 00679,	Panasonic	03593, 03877, 03154
Byd-sign	01311		02824		02104, 03595, 01753,
Candle	00186	HP	01642, 01502, 01494,		02784, 03894, 03204
CCE	03782, 00623, 04092		01089, 02540, 03404		00865, 01963
Celera	00765	Hyundai	03418, 01219		01864, 01886, 01394,
Champion	0362	ilo	01665, 01684, 01990,		01963, 01665, 01314,
Changhong	00765		01603, 01286, 01394		03536, 00186, 01931
Cineon	03951	Infocus	01366		Symphonic
Cineral	00451	Initial	01990, 01603		01394, 00180
Citizen	00186, 01935, 01672,	Insignia	02049, 01564, 01326,		Syntax
	00060, 01669, 00451		02002, 01892, 01204,		01610, 01240, 01144,
Clarion	00180		01423, 01517, 00463,		01331
Clarix	03807		01963, 02751, 03227,		03498
Coby	03478, 03627, 02315,		02416, 01385, 01660,		Taki
	02344, 02306, 02314,		02417, 02184		01540
	02345, 02349, 02350,	Inteq	08017		Talent
	02302, 02340, 03639,	iRIS	02189		Tatung
	01634, 02338, 01538,	IRT	00451, 01661		TCL
	02326, 03493, 02348,	iSymphony	03382, 03094, 03863		02434, 03183, 03426,
	02346, 02347, 03646,	ITT Nokia	00180		02414, 02429, 02403
	02560, 02017, 02494	JC Penney	00060, 00178, 00051,		Technics
Commercial Solutions			00156		00051, 00017
Conia	01498, 01687	JCM	02189, 02256		Technol Ace
Contec	00180	Jensen	03204, 01326, 00761,		00051
Continental	02357		01299		Techwood
Cornea	03677	JVC	01774, 01601, 02321,		00186, 00179, 00180,
Craig	00180, 03423		03650, 02118, 03854,		00060, 00150
Crosley	03115		02517, 02578, 01670,		Telefunken
Crown	00180		00463, 04070, 02264,		02414, 00702, 04025
Curtis	03577, 02855, 02466,		01892		TMK
	02352, 02397, 03895,	XDS	01498, 01687		00178
	02559, 01326, 03636,	KEC	00180		TNCI
	02859, 03228, 03382,	Ken Brown	00236, 00463		Tophouse
	03939, 04035	Kingston	03284		00180, 01385
Curtis Mathes	00060, 00451, 00702,	Kioto	00785, 00556		01540, 02357, 01404
	01661, 00145, 00154	Kleag	01366		Tosaki
CVC	00180	KLH	00765		01524, 02724, 00156
Cytron	01326	Konka	01385, 01404		02006, 03134, 01945,
Daenyx	00179, 00180	Kost	01483		01935, 01936, 02684,
Daewoo	01661, 00623, 00451,	Kreisen	00876		01743, 00553, 01704,
	00661, 01909, 03115,	LRTV	00180		01343, 00060, 01265
	00154	Lasonic	03198		01369, 01508, 00154
Daytron	00180	Lexus	03638, 03654, 03657		Toshinaer
Dell	01264, 01863, 02491,	LG	01423, 03941, 00178,		03576
	01080		03404, 01265, 02864,		TruTech
Denon	01445		02512, 00017		01665
Digital Lifestyles	01765, 01822	LodgingStar	03147		TVS
Disney	01892, 01665	LXI	00154, 00156, 00178,		00463
Dumont	00017		00017		US Logic
Durabrand	00463, 01570, 01665,	M&S	00236		01286
	00178, 00180	MAG	01687, 01498		Venturer
	02049, 02184	Magnavox	01454, 01963, 02597,		01865
Dynex	03166, 03167		01054, 02492, 00186,		Victor
Electrograph	01755, 01623		03708, 00179, 01990,		00145, 00150, 00156,
Electrohome	00463, 01670, 01570,		01198, 01856, 00230,		00186
	01672		01365, 01921, 03518,		01398
Electron	02855		00051, 02655, 00802,		Viewsonic
Elektra	00017, 01661		01254, 01755, 01867		02014, 02745, 02087,
Element	03559, 01687, 02183,	Marantz	00704, 01454, 00556,		02049, 00864, 01627,
	02964, 03907, 01886		01714		01755, 01330, 01542,
Elite	03867		00051		00797, 00857, 02111,
Emerson	01864, 01394, 01886,	Matsushita	00051		02277, 00885, 01511,
	00463, 01963, 00236,	Maxent	01755, 01757, 01714		01564, 01578, 01742,
	00180, 00179, 00178,	Megatron	00145, 00178		01365
	01661, 00623, 01665,	Memorex	00463, 00179, 01570,		02352, 03382, 02104,
	02183, 00451, 01909,		01670, 01892, 00178,		03863, 03094, 01684,
	00154, 03559				01811, 03159, 01207
					01365
					Waycon
					Westinghouse
					01712, 03579, 03382,
					00885, 01300, 01577,
					03470, 02293, 03094,
					00890, 01282, 02195,
					02397, 02499, 03908,
					00451, 01217
					White Westinghouse
					00623, 01661, 01909,
					00463
					Wyse
					01365
					Yamaha
					00797, 01576
					Zenith
					00017, 00178, 01145,
					01265, 00145, 01423,
					02612, 01661, 01365,
					1909, 00463
					Zonda
					00779

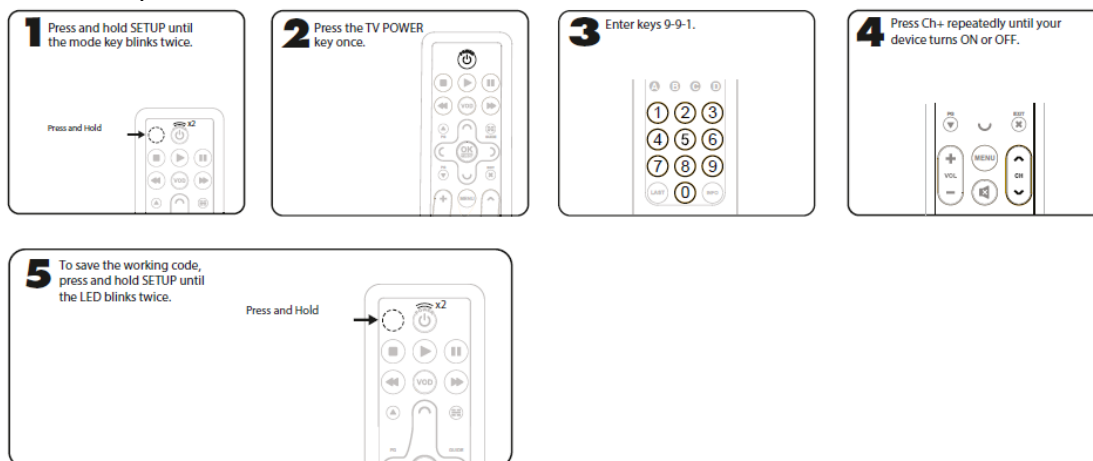
Additional 2nd Generation TV Codes:

Samsung	UA75RU7100WXXY	5347	LG	50UM7600PTA	4371	Kogan	KALED75JU8100GA	4291
Samsung	UA65JS9000WXXY	2051	LG	55SM8600PTA	5234	Kogan	KALED75MU8010SZA	5310
Samsung	QA82Q60RAWXXY	5097	LG	75SM8600PTA	5234	Kogan	KALED65KU8100GA	5311
Samsung	QA98Q900RBWXXY	5097	LG	86SM9400PTA	5234	Kogan	KALED75XU9210STA	5369
Samsung	UA88JS9500WXXY	2051	Hisense	24P2	2183	TCL	40D3000F	5257
Panasonic	TH32F400A	3825	Hisense	43P6	4539	TCL	40D2900F	3047
Panasonic	TH32FS500A	3825	Hisense	65R5	4539	TCL	75P8MR	4259
Panasonic	TH40FS500A	3825	Hisense	75R6	3519	TCL	85P8M	4259
Panasonic	TH65FX800A	4688	Hisense	75R8	5029	TCL	85X6US	4259
Panasonic	TH65FZ1000U	4688	Hisense	75P9	5029	Soniq	E24HZ17BAU	3168
Sony	KDL32W660E	4151	JVC	LT32N380A	5108	Soniq	S43V15AAU	3168
Sony	KD43X8000G	4396	JVC	LT40ND56A	5108	Soniq	N50UV18AAU	3168
Sony	KD55X8000G	4396	JVC	LT40N570A	5108	Soniq	N55UX17BAU	3168
Sony	KD75X7800F	4396	JVC	LT58N790A	4713	Soniq	S65VX15AAU	3168
Sony	KD65A9F	4396	JVC	LT55N775A	4360	FFalcon	50UF1	4259
LG	32LK610BPTB	4397	Kogan	KALED24EH6000DVA	4291	FFalcon	40F1	3047

Was the remote-control successfully programmed using method 2?

- Yes – Go to *Remote Control Test*.
- No – Continue below.

4. Setup Method 3 – Code Search:

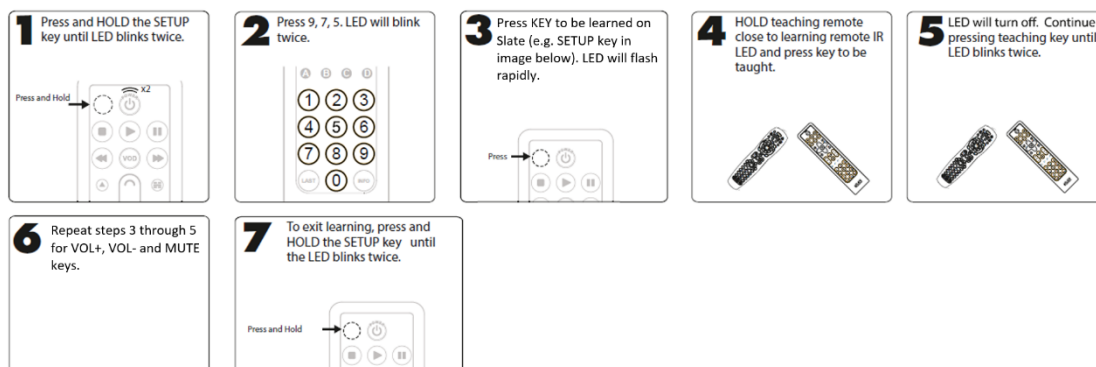


Was the remote-control successfully programmed using method 3?

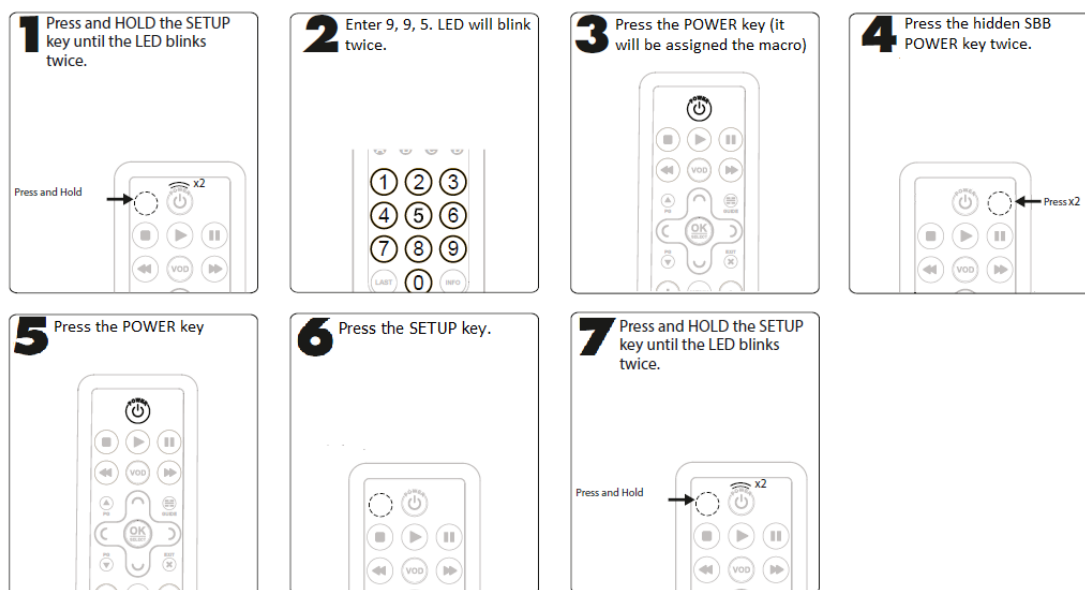
- Yes – Go to *Remote Control Test*.
- No – Continue below.

5. Setup Method 4 – Learning from Other Remotes. The Foxtel remote can learn from the TV's remote (teaching remote). To program the Foxtel remote's **SETUP** (hidden key, to left of Power key), **VOL+**, **VOL-** and **MUTE** keys from the learning remote's **POWER**, **VOL+**, **VOL-** and **MUTE** keys follow the procedure in the diagram below.

Note: By default, after programming the Foxtel 2nd generation remote (with Foxtel logo) shall continue to transmit the Samsung TV POWER code (i.e. there are two different TV POWER codes transmitted and one box code). This should only be an issue if there is also a Samsung TV in the nearby vicinity. If this is an issue, set the default TV POWER code to a TV other than Samsung by first performing Setup Method 2 – Direct Code Entry in step 3 to program the remote for any TV that is not in the vicinity, and then follow the procedure below.



6. Does the Foxtel remote control's Vol+/- and Mute keys control the TV volume?
 - Yes – Continue below.
 - No – Repeat step 5 above.
7. Does the Foxtel remote have a Foxtel logo?
 - Yes – Skip to step 10 below.
 - No – Continue below.
8. Does the Foxtel remote control's SETUP key bring the TV in/out of standby?
 - Yes – Continue below.
 - No – Repeat step 5 above.
9. The procedure below is only required for the 1st generation Foxtel remote (without Foxtel logo) to program a macro for the Foxtel remote's POWER key to control both the TV and box.



10. Go to *Remote Control Test*.

34. Remote Control Test

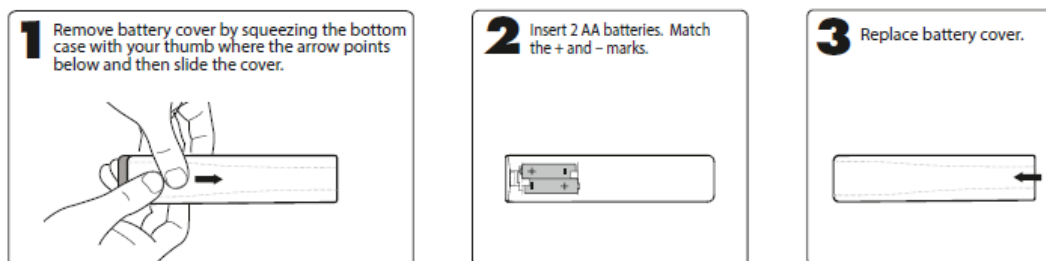
1. Does the Foxtel remote-control Vol+/- and Mute keys control the TV volume?
 - Yes – Continue below.
 - No – Remote control is not programmed for TV. Go to *Programming the Remote Control*.

2. Exit to live TV. Press the Power key on the remote control. Is the box Welcome screen momentarily displayed prior to the TV going into standby?
 - Yes – Remote control is correctly programmed for TV and box.
 - No – Remote control is not programmed for box. Go to *Programming the Remote Control*.

Important: If the Welcome screen is not displayed the remote control is incorrectly programmed and may not bring box out of standby. Some TV models may turn off too quickly to display the Welcome screen. If this is the case the TV may be brought out of standby in isolation from the box (e.g. by using the power button on the TV or pressing the power key on the TV's remote control) to confirm the SBB is displaying the Welcome screen.

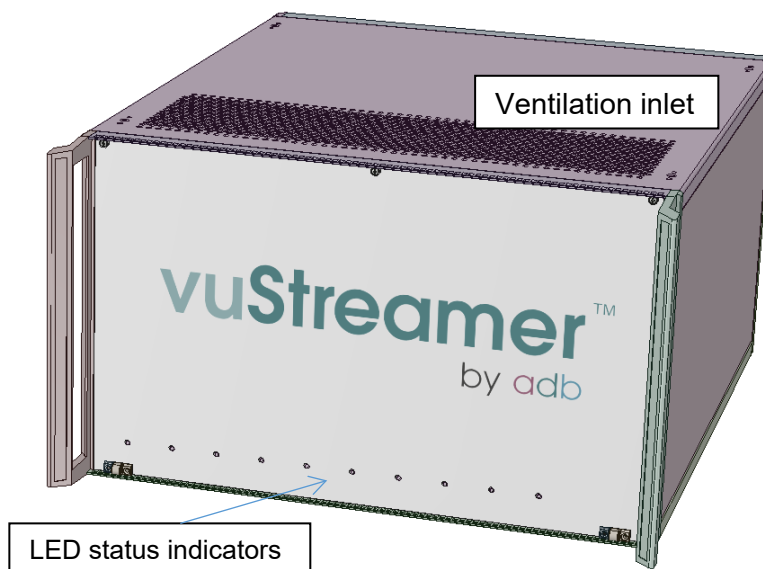
35. Replacing Remote Control Batteries

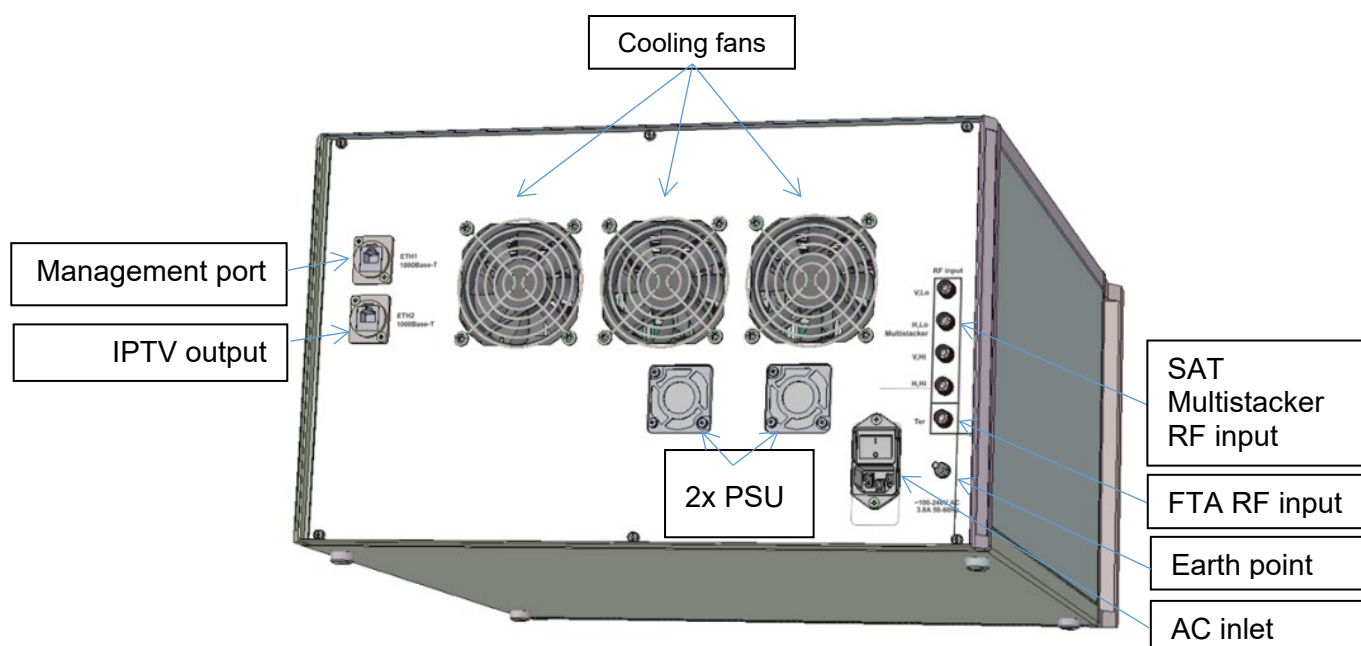
1. Follow instructions below to replace the old remote-control batteries with 2x AA batteries:



2. Does remote control illuminate red above the Power key with any key press?
 - Yes – Remote control is operable. Issue resolved.
 - No – Remote control appears to be faulty. Go to *Escalate to Foxtel Commercial* to arrange a replacement.

36. vuStreamers Troubleshooting



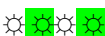


The performance of the vuStream IPTV mini-headend is indicated by its front panel LED behaviour. If all LEDs are green and constantly illuminated, each tuner card is operating correctly. Refer to the LED behaviour and the suggested troubleshooting action in below.

Color	State	Information	Troubleshooting
RED	Continuous 	Critical problem with Ethernet input. The Ethernet cable has not been detected.	Check Ethernet cable connections to vuStream as per <i>vuStream Cable Connections</i> . Request property's IT manager run the Unix <code>show interface</code> command for each of the two assigned GbE ports on the core switch to verify they are connected.
RED	Flashing  (monotonous flashing; 0.5:0.5)	No IP address. The lack of an IP address assigned in either static or automatic way to Ethernet interface.	Request property's IT manager run the Unix <code>show arp</code> command on the core switch to verify the MAC addresses listed on the rear label of the vuStream are present on the network.

Color	State	Information	Troubleshooting
RED	Flashing  (long pause, quick flash; 3:1)	No Configuration A given tuner card has not been configured yet. It can happen due to lack of connection to a BiQ server after tuner card reboot or lack of configuration in the BiQ server itself for a particular tuner card.	Request property's IT manager check access to a BiQ server. Connect a computer to the same core switch as the vuStreamer. Open a browser to the BiQ server: https://foxtel1.cvs.adbgl.obal.com/bmc If a login screen can be seen the vuStreamer should also have connectivity. Go to <i>Escalate to Foxtel Commercial</i> for Foxtel to check configuration for the specific tuner card. The property's IT manager shall need investigate why the site is being blocked if the login screen is inaccessible.
ORANGE	Continuous 	Poor signal strength or quality. The indicator is correlated with BiQ server alarms: tuner signal level and quality. The strength of input signals or their quality is out of predefined range.	Check input signals connection as per <i>vuStreamer Cable Connections</i> . If connections are secure, go to <i>Escalate to Foxtel Commercial</i> for Foxtel to check cabling and levels: • The input signal power for DVB-S/S2 shall be in the range 70dBuV to 78.8dBuV. • The input signal power for both DVB-T/T2 shall be in the range 75dBuV to 78.8dBuV.

Color	State	Information	Troubleshooting
ORANGE	Flashing  (long flash, quick pause; 3:1)	Temperature is too high and above the predefined range.	Check ventilation holes are not obstructed. There shall be 1RU (4.5cm) space above the vuStreamer for heat dissipation. Check all vuStreamer fans are in operation. Check cooling system in room. Ambient temperature should not exceed 40°C.
ORANGE	Flashing  (long pause, quick flash; 1:3)	No satellite/terrestrial signal. Device cannot tune to a signal.	Check input signals connection as per <i>vuStreamer Cable Connections</i>. If connections are secure, go to <i>Escalate to Foxtel Commercial</i> for Foxtel to check cabling and levels: - The input signal power for DVB-S/S2 shall be in the range 70dBuV to 78.8dBuV. - The input signal power for both DVB-T/T2 shall be in the range 75dBuV to 78.8dBuV
GREEN	Continuous 	Everything works correctly. Tuner card is configured, tuners are locked, and signals defined in the configuration are received and transmitted without any problem.	If there is no signal displayed or pixelization on any TV stations on multiple Set-Back-Box the issue most probably network related. Follow the troubleshooting steps below this table.
GREEN	Flashing	Initialization in progress.	

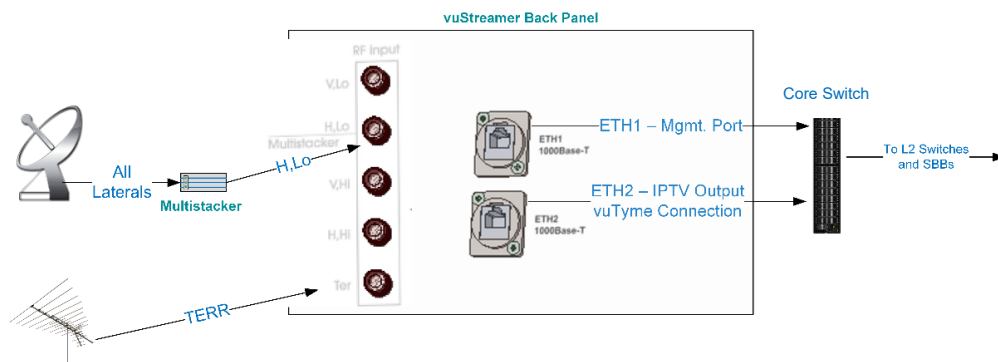
Color	State	Information	Troubleshooting
	 (monotonous flashing; 0.5:0.5)	Tuner card is tuning to signal parameters defined in the configuration received from the BiQ server.	
GREEN	Flashing  (long pause, quick flash; 3:1)	Empty Configuration. A given tuner card has been configured with no signal conversion defined. This means a given tuner card is intentionally not used for signal conversion. This may be acceptable if a tuner card is designated as a spare or the property is not being supplied the full Foxtel channel line-up.	Go to <i>Escalate to Foxtel Commercial</i> for Foxtel to confirm empty configuration is correct for tuner card.

If there are green lights on vuStreamers, but there is no signal displayed or pixelization on any TV stations on the Set-Back-Boxes, then request the property's IT manager perform the following steps and report findings back to Foxtel Commercial Business support:

- From the DHCP server check the IP addresses assigned to the vuStreamers (11 internal devices; 1 switch and 10 tuner PCB cards) and Set-Back-Boxes are in the correct VLAN and same subnet. What is the IP address range allocated to Foxtel Business iQ devices? Are all devices in this range?
Note: The MAC addresses for the vuStreamers and SBBs can be found on the label affixed to these devices. Alternatively, a comprehensive list of MAC addresses can be obtained from Foxtel upon request.
- Monitor multicast traffic on the Core Switch port connected to the Ethernet 2 IPTV output. The traffic is typically in excess of 500 Mbps (max 810Mbps), typically composed of 100+ individual multicast typically between 3 Mbps and 30 Mbps per stream (TV station). What is the traffic (Mbps)? On which switch port were the measurements taken?
- Check an IGMP Querier is set within the VLAN(s) allocated to the Foxtel service. On which switch is the IGMP Querier? If PIM is not employed, what is the IP address assigned to the IGMP Querier? Is it unique within the VLAN/subnet allocated to the Foxtel service?
Note: An IGMP Querier should be set on a high-end switch within the VLAN to support IGMP Snooping.
- Check the L2 Distribution switches and any Edge switches between the Core Switch and the client Set-Back-Boxes have IGMP Snooping enabled. Is IGMP Snooping enabled on all L2 switches?
- Monitor multicast traffic on the L2 Distribution/Edge switch port connected to a Set-Back-Box's Ethernet input whilst the Set-Back-Box is tuned to a live TV station. What room (or Set-Back-Box serial number, MAC or IP) was checked? What was the traffic (Mbps)?

- Traffic less than 2 Mbps - Multicast streams may have been blocked in the core network. Check all devices with multicast traffic passing through them have the IGMPv2 protocol enabled. Check an IGMP querier is set within the VLAN. Trace loss multicast traffic back to Core switch for any misconfiguration.
 - Traffic greater than 30 Mbps - IGMP Snooping may not be operating correctly, and multicast streams are flooding the network with traffic. The Ethernet port of the Set-Back-Box is 100MbE and thus physically limited to 100Mbps. If traffic on the L2 switch port connected to the Set-Back-Box exceeds this limit the Set-Back-Box shall not operate correctly. Check all devices with multicast traffic passing through them have the IGMPv2 protocol enabled to limit the traffic to only the multicast TV station a box is tuned to.
6. Monitor network traffic to confirm there are IGMP join/leave multicast stream requests from the Set-Back-Boxes to the IGMP Querier. A Set-Back-Box shall always request to join the multicast stream associated with TV station entitlement (239.0.0.1:10000 by default), with a bitrate typically no more 1Mbps. If the Set-Back-Box is out of standby and displaying live TV, its shall also request the video/audio multicast stream associated with the TV station (one between 239.0.0.2:10000 and 239.0.3.255:10000 by default) typically between 3 to 15Mbps for a non-4K/UHD channel and 4 to 24Mbps for a 4K/UHD channel.

37. vuStreamers Cable Connections



1. **Satellite input** - A Multistacker is used to combine all LNB outputs into one output. Check for the secure connection of:
 - The Multistacker output to a 2-way splitter input
 - The 2-way splitter output to a surge protector (provided with the vuStreamers) and
 - The surge protector to the H,Lo input on the vuStreamers.**Important:** The spare output on the 2-way splitter provides a test port for signal measurement plus attenuation from the Multistacker to reduce signal power to the level required by vuStreamers.
2. **Terrestrial input** – Check for the secure connection of the FTA terrestrial signal (if available) from the terrestrial source to a surge protector (provided with the vuStreamers) and the surge protector directly the Ter input on the vuStreamers.
3. **Ethernet outputs** – Check for secure connection of Ethernet 1 (Mgmt.) to the property's Core switch. Check for secure connection of Ethernet 2 (IPTV Output) to the same switch.
4. **Earthing** – Check a minimum of 2.5mm² yellow green earth copper wire is used to ground the vuStreamers chassis to a known electrical earth point (CET).

Failing to do so will result in reduced surge immunity on RF ports. *Note: If grounding is not performed the chassis is still grounded via the ground pin of the power outlet, but not as efficiently.*

38. Escalate to Foxtel

1. Outside Business hours (8am to 10pm AEST) or non-urgent matter?
 - Yes - Email issue details to business.iq@foxtel.com.au and a Foxtel Business iQ support specialist shall be in contact within a business day to investigate the issue. To assist please provide the following information:

Contact Name	
Contact Phone Number	
Account Number	
Business name	
IQ Box Serial or Room number	
Time and Date Issue Occurred	
Description of Issue (inc. on screen error code if any)	
Troubleshooting completed (e.g. which of the troubleshooting articles have been completed to which step)	

- No - Call to Commercial Premises (1300 874 403)