

## N3 Residential Gateway



The N3 Residential Gateway is the latest in digital technology, bringing you high-quality video and audio programming, as well as high-speed Internet access.

The N3 Residential Gateway provides high performance digital video and audio broadcasts to your home. In addition, the N3 Residential Gateway can provide sophisticated caller ID and call waiting, as well as internet connectivity. You can operate the N3 Residential Gateway either by remote control or by buttons on the front panel, or by a combination of both.

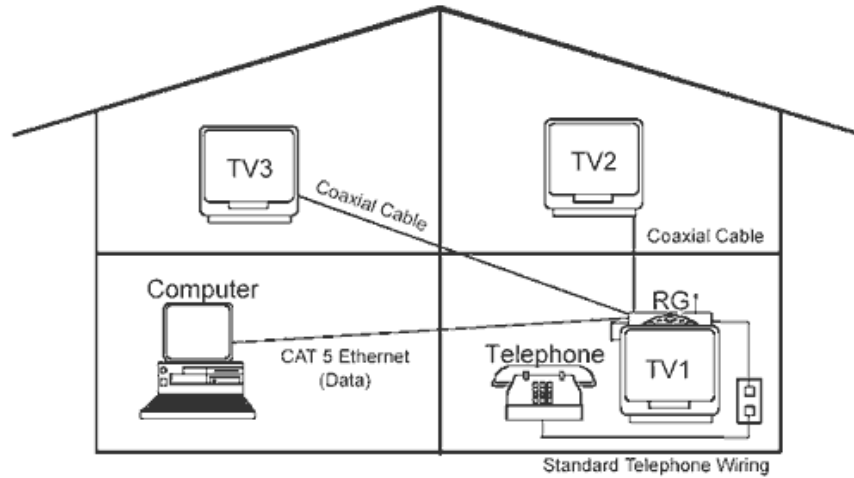
The N3 Residential Gateway is different from other video delivery boxes that you may have encountered. Some traditional boxes are designed to deliver one video/audio channel to a single TV or VCR device.

The signal from a typical cable box is transmitted over TV channel 3 or 4. The TV is set to receive video through the UHF/VHF antenna input tuned to channel 3 or 4. To view the programming or to view and use on-screen guides and menus, a customer may need a separate cable box connected to each TV.

The N3 Residential Gateway delivers the equivalent of three high-quality digital video boxes to three TVs, all at the same time. It also provides a high-speed cable modem for Internet access, and telephony capabilities such as Caller ID and Message Waiting display.

The NLevel3 System uses VDSL (very high-speed digital subscriber line) communications and fiber optic cables to deliver video and data services. By multiplexing signals, the NLevel3 System delivers all video and data services for each customer over a single TWP (twisted wire pair) cable.

## TV Connections



The OUT to TV outputs on the back of the N3 Residential Gateway deliver program and music channels.

The N3 Residential Gateway has a separate cable output for each of the three TVs, which are labeled OUT to TV1, OUT to TV2, and OUT to TV3. See back panel for an illustration of the ports. The TVs are each tuned to specific RF channels.

If your N3 Residential Gateway is connected to more than one television and VCR, the back panel may have a CID (coaxial interface device) attached, which plugs into the OUT to TV1, OUT to TV2 and OUT to TV3 ports. The CID, in turn, enables connections to any required splitters, remote antennas and VCRs, which are often needed in more complex installations.

### About TVs and RF Channels

Your TV should be set to operate on a specific RF channel. This setting allows you to receive video and audio broadcast services.

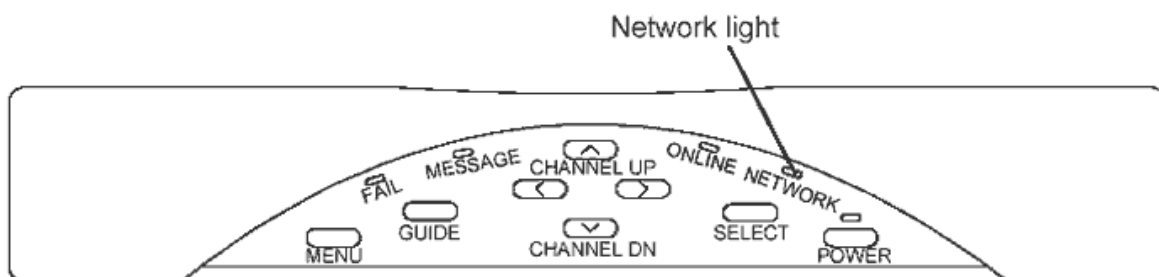
Programming the TV to an RF channel is similar to setting a TV to a specific, such as channel 3, in order to view movies played on your VCR. After the RF channel has been set, it is recommended that you do not change it, as you will no longer be able to receive programming on that TV.

Once your TV is tuned to the specified RF channel, the N3 Residential Gateway and your remote allow you to surf through the channel line-up and tune to any program from any viewing location.

The table below demonstrates how the TV outputs and the RF channels work together to deliver video and audio programming.

TV	Output	RF Channel
TV-1	OUT to TV1	6
TV-2	OUT to TV2	7
TV-3	OUT to TV3	13

## N3 Front Panel Description



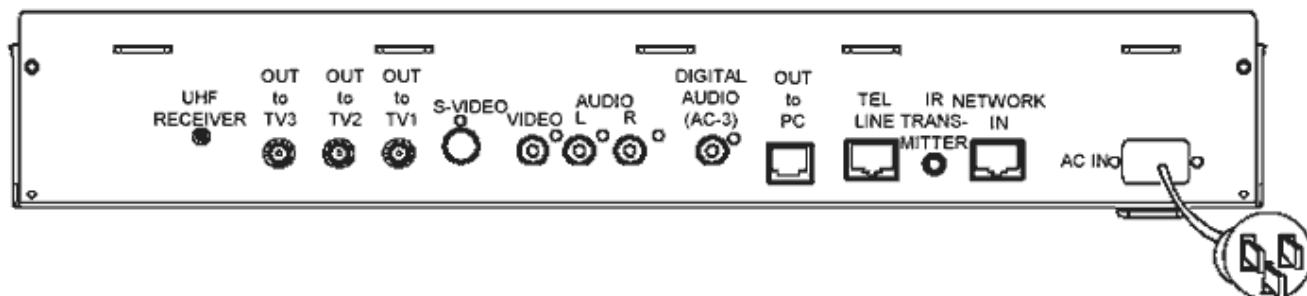
## Description of Lights

Light Name	What the light means
Power	<ul style="list-style-type: none"> <li>The power light blinks on and off for four to six minutes, as the N3 Residential Gateway is starting. A solid red light indicates the N3 Residential Gateway is ready to transmit video.</li> <li>No light, or off, indicates that the N3 Residential Gateway is inactive.</li> </ul>
Fail	<ul style="list-style-type: none"> <li>A brief red light indicates the N3 Residential Gateway is preparing to start. If the light remains red for 15 minutes and no other lights appear, contact your Network Access Provider.</li> <li>An amber light indicates that the N3 Residential Gateway is one to two minutes away from full operation.</li> <li>No light, or off, indicates that video services are ready.</li> </ul>
Message	<ul style="list-style-type: none"> <li>The green light indicates a voice mail message is present.</li> <li>No light, or off, indicates there are no voice mail messages.</li> </ul>
Online	<ul style="list-style-type: none"> <li>The green light indicates the N3 Residential Gateway has detected an active PC on the data port and is ready for use.</li> <li>An amber light indicates the N3 Residential Gateway has detected an active PC on the data port, but the N3 Residential Gateway is not yet ready for use.</li> <li>No light, or off, indicates there is no active PC detected on the data port.</li> </ul>
Network	<ul style="list-style-type: none"> <li>A green light indicates the N3 Residential Gateway is communicating with your NAP's network. The Network light turns green as the system is starting, and then turns off. The light turns green for a second time when the network is fully operational.</li> <li>An amber light indicates the N3 Residential Gateway is communicating with your NAP's network but is not yet ready to use.</li> <li>A red light indicates the N3 Residential Gateway is attempting to communicate with your NAP's network, but is not yet ready to use.</li> <li>No light, or off, indicates there is no AC power to the N3 Residential Gateway. All other lights remain off, as well, if there is no AC Power.</li> </ul>

## Description of Buttons

<b>Button</b>	<b>If you press the button, this happens.</b>
Channel Up Button	Increases the channel number. When you are using the onscreen Program Guide or Menu, moves the cursor up.
Channel Dn Button	Decreases the channel number. When you are using the onscreen Program Guide or Menu, moves the cursor down.
Left Arrow Button	When you are using the onscreen Program Guide or Menu, moves the cursor left.
Right Arrow Button	When you are using the onscreen Program Guide or Menu, moves the cursor right.
Menu Button	Displays the Gateway Menu.
Guide Button	Displays the Program Guide.
Select Button	In the on-screen Program Guide or Menu, selects the highlighted choice.
Power Button	Tunes TV to default (Welcome) channel.

## N3 Back Panel Description



### Description of Ports

Port	What this port does
UHF Receiver	Provides the connection for UHF receiver and antenna.
OUT to TV3 (not available on models that support 2 TVs)	Provides connection to a third RF (radio frequency) signal for TV-3.
OUT to TV2	Provides connection to a second RF signal for TV-2
OUT to TV1	Provides connection to a first RF signal for TV-1
S-Video	S-Video lets you receive very high-quality video images. The port provides S-Video for TV-1.
Video	Video, or composite video, lets you receive standard, high-quality images.  Provides composite video for TV-1.
Audio L	Provides audio to left speaker for TV-1.
Audio R	Provides audio to right speaker for TV-1.
Digital Audio	Provides digital audio for TV-1.
Tel Line	Provides the connection for the message waiting indicator and caller ID.
Out to PC	Provides the Ethernet, or data, connection for your PC.
IR Transmitter	Allows programming of your VCR from the N3 Residential Gateway.
Network In	Provides the network connection for all N3 Residential Gateway services.
AC In	Provides 110 VAC to N3 Residential Gateway.

## N3 Troubleshooting

Problem	Possible Cause	Try This
No Sound (1)	MUTE is pressed on the remote control.	Press MUTE on the remote to restore volume level.
(2)	TV code not programmed.	<p>You will need to program the TV code, or model information, into the remote control in order to operate you TV.</p> <ol style="list-style-type: none"> <li>1. Press the MUTE button and hold it down for three seconds until the LED at the top of the remote control flashes rapidly.</li> <li>2. While the LED button is flashing, enter the three digit code that corresponds to the brand name of the TV. If the code is valid, the LED will flash on and off three times and then remain off.</li> </ol> <p>If an invalid code is entered or a 20 second lapse in button presses occurs, the LED will turn off and the remote control will return to normal operation. You will need to repeat the above procedure to program the TV code.</p>
No Picture (1)	TV or N3 Residential Gateway may not be activated.	Double check that both your TV and N3 Residential Gateway have been correctly turned on.
(2)	Cable signal may not be reaching your home.	Make sure all cables are connected properly and that your TV is tuned to the correct RF channel (for example 6,7, or 13) for the TV you are using (TV1, TV2, or TV3). If the base-band video output on the N3 Residential Gateway is connected to the VIDEO IN input on the TV, make sure the TV is set to the correct video input.
(3)	VCR may be set incorrectly.	Check to see how the VCR is connected to the N3 Residential Gateway. If the base-band video output on the N3 Residential Gateway is connected to the VCR, the VCR must be ON and programmed to VIDEO IN. Make sure VCR/TV is set to TV. Make sure the TV is set to the correct TV or video input.
(4)	Your N3 Residential Gateway has recently received a software download. Sometimes after a download the system fails to operate. You may need to restart your N3 Residential Gateway.	To restart you N3 Residential Gateway, press and hold down the power button on the front panel for 5 seconds.
Problem	Possible Cause	Try This
Picture is distorted	Coaxial cable is disconnected or loose.	Reconnect or tighten the cable.
Blue or black TV	No video supplied to TV.	If VCR is connected using RCA jacks, VCR

screen		must be ON to provide picture.
Snowy picture on all TVs (1)	VCR is on at this location and TV is on wrong channel	Call All West to reset you RF channel.
(2)	TV is on wrong channel for Source.	Call All West to reset you RF channel.
Only one stereo speaker has sound	Audio connections are loose.	Reconnect audio connections. Check to make sure that no wires are frayed and no plugs are bent or broken.
No power	Power cord is disconnected.	Check to make sure that the N3 Residential Gateway is plugged into a live electrical outlet.  Note: If the outlet is controlled by a wall switch, make sure the switch is on.
Remote doesn't work (1)	Dead batteries.	Change the batteries in your remote. The SRC-200 takes two AA alkaline batteries.
(2)	Obstruction between the remote and the N3 Residential Gateway or IR Transmitter.	Make sure that nothing is on or blocking a clear line of sight between the N3 Residential Gateway and the remote.
<b>Problem</b>	<b>Possible Cause</b>	<b>Try This</b>
Remote will not accept programming changes	Weak batteries.	Replace batteries.
Remote will not operate at secondary viewing locations (1)	Weak batteries.	Replace batteries.
(2)	Using wrong remote for that TV.	Check remote label to be sure you are using the correct remote control.
VCR will not record (1)	VCR is on wrong channel.	
(2)	VCR is programmed incorrectly.	Refer to the VCR User's Manual.
(3)	VCR is not connected properly.	
(4)	VCR is connected with RCA jacks and is not in correct mode.	Place the VCR on the LINE input. This can be accomplished using the VCR menu or changing the VCR channel until the display on the VCR indicates LINE.
(5)	Safety tab on tape is broken.	Use a new tape.
VCR will not play tapes (1)	TV on wrong channel for playback or not using the correct input.	Tune TV to correct RF channel.
(2)	VCR is not connected properly.	
Amber Fail LED	Video services are not ready.	Unplug power connection on back of Gateway then reconnect if light stays on more than 10 minutes.

Amber On-line LED	You don't have on-line services.	Call All West to initiate service.
Amber Network LED	The Gateway is not ready for use.	Unplug power connection on back of Gateway then reconnect if light stays on more than 10 minutes.