Cox Business Bulk HD Select EzVu Portal Quick Reference Guide

Congratulations on your selection of the Cox Business Bulk HD Select solution! We are confident that your guests will enjoy the robust TV viewing experience that your property can now provide, such as catching up on their favorite shows through the Digital Video Recorder (DVR) Lite feature or selecting and watching movies and TV shows when they choose through the Video On Demand (VOD) feature.

The Bulk HD Select solution includes access to the EzVu Portal that allows you to manage outlets and set back box (SBB) settings around your property, view the equipment status at each outlet, and much more.

This reference guide instructs you on how to operate the EzVu Portal so you can assist your guests effortlessly.

Technical Specifications

Supported Browsers

The EzVu Portal supports the following browsers:

Recommended:

- Mozilla Firefox 10, 13 and up
- Google Chrome 12 and up

How to Log in to the EzVu Portal

- Enter the EzVu Portal URL (http://bhds.coxbusiness.com/ frontdesk) in one of the supported web browsers.
- 2. Enter your **Username** and **Password** and click the **Login** button.

Other Browsers:

- Apple Safari 5.1.10 and up
- Microsoft Internet Explorer 9 and up



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EzVu Portal Functionality

Through the EzVu Portal, you can:

- Click the Rooms tab to see the "health" status of all TVs throughout your facility or an individual room, and expand the plus sign (+) to the left of the room number to see additional details about the connection.
- Click the Info drop-down menu to select a specific premise and view its channel list guide.
- Click the Config drop-down menu to view, add, modify, and delete EzVu Portal users.
- Click the Support tab to access instructions to use the EzVu Portal.
- Click your username to log out or change your password.

Room Settings

From the TV on-screen menu, you and your guests have the ability to set the preferences shown in steps 1-4 below.

Individual Room Settings

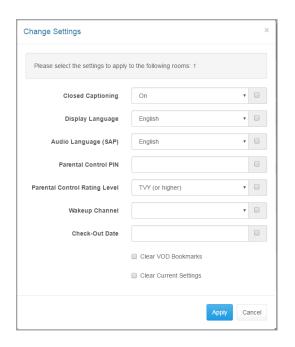
By default, the EzVu Portal displays all rooms in a tabular format. However, the Show drop-down menu gives you the option to view all rooms, rooms with boxes down, or specific rooms.

For an individual room, follow these steps:

- Click the Reset PIN link to change the parental control PIN for all TVs in that room. The PIN is a four-digit number that controls access to locked TV programs or channels based on the parental control rating level set for that TV.
- Click the Change Settings button to modify one or more TV settings for all TVs in that room. You can edit the following TV settings for your guests:
 - Closed captioning
 - Display Language
 - Audio Language (SAP)
 - Parental Control PIN
 - Parental Control Rating Level
 - Wakeup channel
 - Check-Out Date (to prevent daily resetting of TV default values)
- 3. Click the Clear VOD Bookmarks checkbox to erase programs recently viewed in the on demand library.
- 4. Click the **Clear Current Settings** checkbox to reset all TV settings to their original default values.









Multiple Room Settings

You can manage the Reset PIN and Change Settings for multiple rooms simultaneously. Select the checkbox to the left of each room, then click the **Reset PIN** or **Change Settings** tab at the bottom of the table.

Status

The **Rooms Up** window provides a summary of the "health" of all or select TVs in your hotel. A green bar indicates that TVs in the pre-defined room(s) are working. The **Rooms Down** red bar indicates TVs in the pre-defined room(s) are experiencing issues and should be investigated.

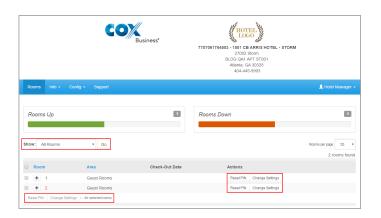
The EzVu Portal displays a plus sign (+) next to each room number. When you click the sign, the following information appears: the Set Back Box (SBB) serial number, the status of the TV(s) in the room, and the activity status (Active or Inactive) for the connection to the high-definition video device (HDMI).

Channel Lists

You can see the list of channels for each channel lineup on your property when you click the **Channels** link from the **Info** drop-down menu; then click the **View** button.

Messages

Occasionally, Cox may send alerts to your property, such as to notify you about a potential maintenance window outage. Click the **Support** link in the blue bar to view any message(s).









Steps to Perform Common Tasks in the EzVu Portal

If you need to...

Check the status of all TVs at the hotel

Check that all TVs for a single room are working

Check that the HDMI cable is connected between the SBB and the TV

Set the parental control PIN for a single room

Set the second audio language (SAP) for a single room to Spanish

Then...

- 1. View the **Status** bar at the top of the screen. A list will display TVs that are fully functional (known as Boxes Up) and a list of TVs that are not fully functional (Boxes Down).
- Locate the room number. Either scroll through the table of rooms, or select the Enter a Specific Room Number option and enter the room number next to the Show field.
- **2.** Click the plus sign (+) next to the desired room number. A status for all SBB equipment installed in that room will appear.

Note: The Status field will indicate "Up" for all TVs that are fully functioning or "Down" for all TVs that are not fully functioning.

- 1. Locate the room number. Scroll through the table of rooms or select the **Enter a**Specific Room Number option and enter the room number next to the Show field.
- 2. Click the plus sign (+) next to the desired room number. A status for the TVs installed in that room will appear. The HDMI field displays an Active status if the SBB has a working HDMI connection to the TV or Inactive if the SBB does not have a working HDMI connection to the TV.

Note: If the TV is not on, the HDMI status may appear as Inactive even though the HDMI cable is properly connected. Therefore, check that the TV is on before performing this test.

- 1. Locate the room number. Scroll through the table of rooms or select the **Enter a**Specific Room Number option and enter the room number next to the Show field.
- **2.** Click the **Reset PIN** button on the same row as the room number. A pop-up window will appear.
- 3. Enter a new four-digit PIN in the PIN field.
- **4.** Press the **Apply** button to immediately update the PIN for all the TVs in the selected room.
- Locate the room number. Either scroll through the table of rooms, or select the Enter a Specific Room Number option and enter the room number next to the Show field.
- Click the Change Settings button on the same row as the room number.A pop-up window will appear, displaying all TV settings that can be modified for that room.
- 3. Select Spanish in the drop-down list to the right of the SAP setting.
 The checkbox to the left of the SAP field will be automatically selected.
 Note: Settings with cleared checkboxes are not updated.
- **4.** Press the **Apply** button to immediately update the selected settings for all the TVs in that room.
- **5.** Review the text in the subsequent confirmation window, then press the **OK** button.



Steps to Perform Common Tasks in the EzVu Portal (cont'd)

If you need to...

Clear settings for TVs in multiple rooms

Then...

- 1. Click the checkbox to the left of each room number that needs to be changed.
- **2.** Click the **Change Settings** button. A pop-up window will appear, displaying the TV settings for the selected rooms that can be (optionally) set.
- **3. Either** click **Clear Current Settings** to return the TV settings for the selected rooms to their default values, **or** alter specific settings, then click the **Apply** button.
- **4.** Review the text in the subsequent confirmation window, then click the **OK** button.

View a current list of available TV channels

- 1. Click the **Channel** link in the blue bar.
- 2. Select the desired channel lineup in the drop-down list next to the **Select a Channel** List field.

Note: This is typically the name of the facility or the name of a specific area, such as "Bar" or "Lobby."

3. Click the **View** button to see a list of available channels that includes the channel names and numbers.

Troubleshooting

Remote control does not work

- Check that the remote control does not have missing or low-powered batteries.
- Check that the proper remote control is being used (was not accidentally swapped with another remote control).
- Is there an infrared (IR) extender used for remote control signals? If so, check that it is still properly mounted to the TV connected to the SBB and that the path to the IR receiver is not blocked by any object.

No signal on TV / black (or blue) screen on TV

- Check that the TV and SBB are plugged into a working power outlet.
- Check that the video cable (e.g., HDMI cable) is present and connected to the SBB HDMI port and to the proper TV video input port.
- Check that the TV has the proper video input source selected.

If technical assistance is needed, contact the Cox Business National Service Center at 888-886-3590.

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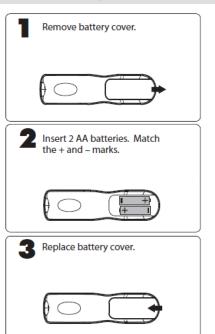
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ADB Hotel Remote Installation Guide

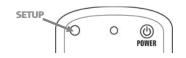


Installing Batteries



Setup Option 1: Program TV Control Using Direct Code Entry

Using a narrow-tipped object, press and hold SETUP until the LED blinks twice.



2 Enter the first 5-digit code for the brand of TV you wish to control.



The LED will blink twice to confirm a successful code entry. One long blink means that the code entered is not valid.

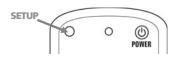


Test VOLUME, MUTE, and POWER controls with the TV. If the remote controls the TV, setup is complete.

If it does not control the TV, perform this process again, using the next code for the TV brand.

Setup Option 2: Program TV Control Using Code Search

Using a narrow-tipped object, press and hold SETUP until the LED blinks twice.



Enter the 9-9-1. The LED will blink twice.







With the TV on, aim the remote at the TV and press CH+ repeatedly until it turns off.



Once TV turns off, press SETUP again to save the working code. The LED will blink twice as confirmation.



TROUBLESHOOTING

PROBLEM: LED does not blink when you

PROBLEM: LED does not blink when you press a key.
SOLUTION: Try pressing different keys. Replace the batteries with 2 new Ab batteries.
PROBLEM: LED blinks when you press a key, but device does not respond.
SOLUTION: Make sure the remote is aimed at your device and is not more than 40 feet away.
PROBLEM: LED blinks one long blink while in SET mode.
SOLUTION: An entry error has occurred (for example, wrong key). Try entering the sequence again.
PROBLEM: Remote does not control TV or commands are not working properly.
SOLUTION: Try all listed codes for the device. Make sure the TV operates with an infrared remote control.

MANUFACTURER'S CODES

MANUFACTURER'S CODES

Setup Codes for TVs	
A-Mark	10047, 10054
Accurian	11803
Accuscan	10047
Action	10030, 10873
Admiral	10047, 10054,
	10017, 10051,
	10093, 10463,
	10180
Advent	10761, 10783
	10815, 10817
	10842
Adventuri	10000
Agna	10150
Aiko	10092
Akai	10060, 10812,
	10702, 10030,
	10145, 10056,
	10672, 11675
200	11676, 11935
Albatron	10700, 10843
Alfide	10672
Alleron	10030
Ambassador	10150, 10177
America Action	10180
American High	10000, 10060
Ampro	10751
Amstrad	10171, 10177
Amtron	10000, 10180
Anam	10180
AOC	10180, 10030,
	11365
Aomni	11623
Apex Digital	10156, 10748,
	10879, 10765,
	10767, 10890,
204	11217
Astar	11531, 11738
Audinac	10180

Audiovox	10451, 10180,	Cytron	11326
	10092, 10623,	Daewoo	10451, 10178,
	10802, 10846,		10092, 11661,
	10875, 11937, 11951, 11952		11756, 10623,
Aventura	10171		10661, 10672, 11755
Axion	11937	Dayton	10092
20110101			10092
Baysonic	10180 10017, 10178,	Daytron	10178, 10050,
Beaumark	10017, 10178,	Dell	11080, 11178,
Belcor	10030	Den	11264, 11403,
Bell & Howell	10054, 10154,		11863
ben & nowen	10093	Denon	10145
BenQ	11032, 11212,	Digital Life	10872
iring.	11315	Dream Vision	11164
Boxlight	10893	Dumont	10017, 10180,
Bradford	10180		10178
Brockwood	10178, 10030,	Durabrand	10463, 10180,
	10056		10178, 10171,
Broksonic	10236, 10463,		11034
	10180, 10177,	Dwin	10093, 10720,
	11935	TO STATE OF THE ST	10774
Byd:sign	11309	Dynex	11463, 11780,
Candle	10030, 10056		11785, 11810
Capchart	10017, 10178,	Eaton	10060
	10030, 10092	Electroband	10000
Carnivale	10030	Electrograph	11623, 11755
Carver	10054	Electrohome	10154, 10000,
Celebrity	10000		10463, 10150,
Celera	10765		10178, 10030, 10056
Changhong	10156, 10765,	Emerald	10056
	10767, 10783	DATE DESCRIPTION OF	
Cineral	10451, 10092	Emerson	10047, 10154, 10451, 10236,
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Citizen	10054, 10000,		10150, 10178,
	10451, 10463,		10171, 10177,
	10180, 10060,		10623, 11394,
	10030, 10171, 10092, 10056,	200	11963
	11935	Emprex	11422
Clarion	10180	Envision	10030, 10813,
Clarsic	10030, 10092,	200 to	11365
Caassic	10056, 10092,	Epson	10833, 10840
Colortyme	10047, 10054,	ESA	10812, 10171,
Continue	10017, 10060,	2.0	11963
	10178, 10030	Fisher	10054, 10154,
Commercial	11447, 10047		10000
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Concerto	10056	Fujitsu	10683, 10809,
Conic	10178		10853
Contec	10180	Funai	10000, 10180, 10171, 11271,
Craig	10180, 10171		10171, 11271,
Crosley	10054, 10000,	Futuretech	10180
20	10180, 10030,	Gateway	11756, 11755
	10171	Gateway	11/36, 11/33
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CXC	10180		10056, 11154

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Grundig	10706, 10672, 10683	
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Haier	11034	
Hallmark	10236, 10180,	
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Hannspree	11348, 11351,	
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Harley Davidson	10000, 10180,	
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Harman/Kardon	10030	
Harward	10180	
Havermy	10093	
Heathkit	10095	
Helios	10865	
Hello Kitty	10451	
Hewlett Packard	11494, 11502,	
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Hisense	10748	
Hitachi	10047, 10054,	
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HP	11494, 11502,	
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Hyundai	10849, 10865,	
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iLo	11286, 11603,	
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Ima	10236, 10180,	
Infinity	10178	
Inflocus	11164	
Initial	11603, 11990	
Insignia	10171, 11204,	
mognia	11326, 11517,	
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Inteq	10017, 10145	
JBL ICB	10054	
Jensen	10761, 10815, 10817	
IIL	10030	
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Kamp	10017, 10180	
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KEC Kenwood	10180, 10060	
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Sova	11952	Teco
Soyo	11520, 11826	Teknika
Spectravision	10156, 10178	
Squareview	10171	
SR2000	10154, 10171	
SSS	10180	Telecolor
Starlite	10236, 10180	Telefunk
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	11756, 11286
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	10051
Technovox	10030
Techview	10847, 12004
Techwood	10250, 10051,
	10060, 10056
Teco	11040
Teknika	10054, 10463,
	10180, 10150,
	10060, 10178,
	10092, 10056
Telecolor	10017
Telefunken	10702, 10056
Thomas	10047, 10178,
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	10178, 10056,
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	11524, 11356,
	11164, 11156,
	10845, 10832,
	10822, 10650
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US Logic	11286
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	10885, 11330,
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	10093, 10236,
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	10890, 11282,
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Westinghouse	10463, 10623,
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XR-1000	10154, 10180,
	10171
Yamaha	10030, 10769,
	10833, 10839,
	11526
Yorx	10030

10857 10864

Zenith	10047, 10017,
	10000, 10093,
	10463, 11265,
	10812, 10178,
	10030, 11145,
	10145, 10171,
	10092

CARE

- Keep the remote dry. If it gets wet, wipe it dry immediately.
 Use and store the unit only in normal temperature environments.
 Handle the remote gently and carefully. Don't drop it.
 Wipe the remote with a damp cloth to keep it looking like new.
 Modifying or tampering with the internal parts can cause damage and invalidate the warranty. If your remote is not performing as it should, please contact us at: www.uei.com.

SPECIFICATIONS

Power(2) AA Size (H x W x D) 195 x 51.5 x 34 mm Specifications are typical; individual units might vary. Specifications are subject to change and improvement without any notice.

FCC NOTICE

This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not

occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radiofTV technician for help.

This equipment has been verified to comply with the limits for a class B computing device, pursuant to FCC Rules. In order to maintain compliance with FCC regulations, shielded cables must be used with this equipment. Operation with non-approved equipment or unshielded cables is likely to result in interference to radio and TV reception. The user is cautioned that changes and modifications made to the equipment without the approval of manufacturer could void the user's authority to operate this equipment.

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