

Dear Resident,

We understand you may have experienced an issue with your televisions after a system update, causing your TV to turn on automatically. This can be corrected by adjusting the settings in your Fision TV+ set-top boxes.

If your configuration has a soundbar or audio receiver connected via HDMI, please do not make this change.

Instructions for updating the setting in your Fision TV+ set-top boxes.

NOTE: this setting must be changed on each box.

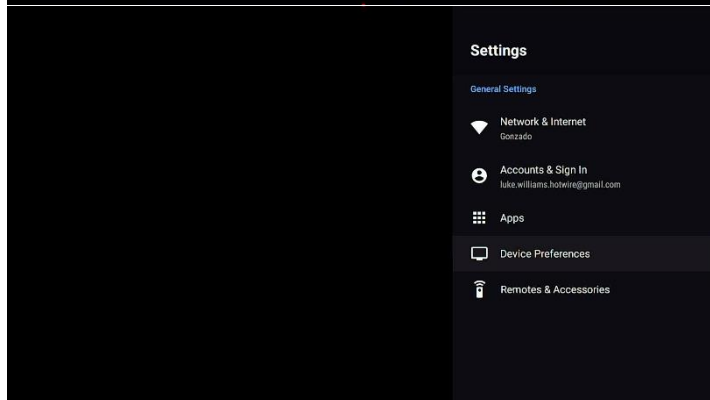
1. Press the Home (TiVo) button and use the arrow keys to navigate to the **Menu** and press **OK**.



2. Use the arrow keys to select **Settings** then highlight **Device Settings** and press **OK**.

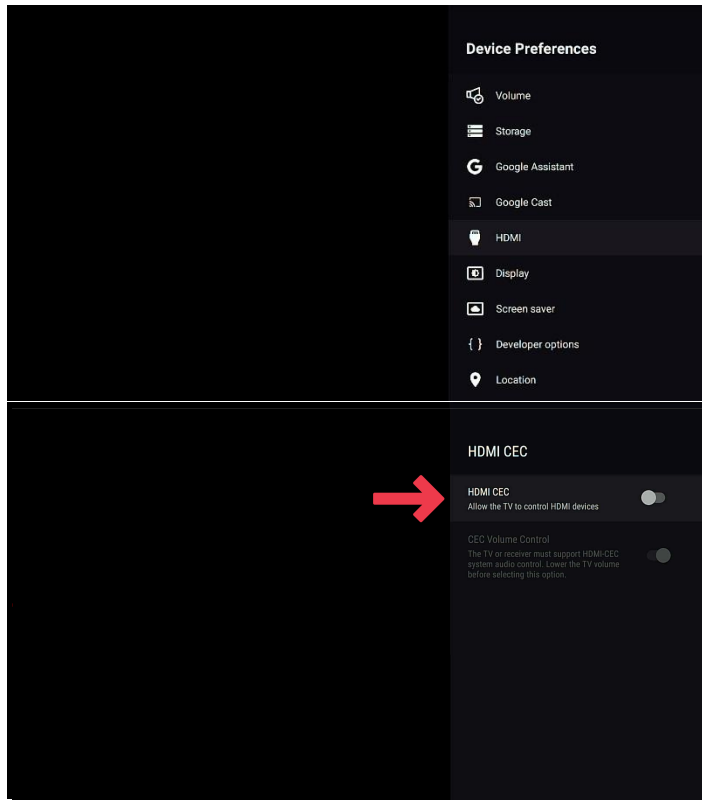


3. Use the arrow keys to highlight **Device Preferences** and press **OK**.



4. Use the arrow keys to highlight **HDMI** and press **OK**.

5. Press **OK** to toggle **HDMI CEC** to the off position.



6. Press the **Live TV** button on the remote to resume watching TV.

If you have experienced this issue of your TV automatically turning on, please complete the above instructions on each box to avoid any further instances.

We hope you find this information helpful, but should you need additional assistance please contact our Customer Experience Team at **833-354-2704**.

Thank you for your patience and understanding, and for being a valued Hotwire Communications customer.

Sincerely,
The Hotwire Communications Team

Frequently Asked Questions

What is CEC?

CEC (Consumer Electronics Control) is an industry standard that allows devices connected by HDMI to be controlled by an alternative remote control.

Will disabling the CEC impact my Fision TV+ experience?

Disabling this CEC setting on your Fision TV+ box will not impact your experience. This will prevent the Fision TV+ box from being able to automatically turn on your TV when Hotwire Communications pushes a box update.

Will disabling the CEC impact the functions on my Fision TV+ remote control?

No, your Fision TV+ remote control is paired to both your Fision TV+ Box and your television. Your ability to control these devices will not change.