

Re: Microsoft, please, a solution for the STB!!!!!!

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Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.mediacenter/2006-01/msg00608.html>

- *From:* "Ed Rich [MSFT]" <edrich@xxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 6 Jan 2006 16:19:19 -0800
-

Hi Terry,

Have you looked at <http://www.redremote.co.uk/mce.html>

--

Ed Rich [MSFT]
edrich@xxxxxxxxxxxxxxxxxxxxxx

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"Terry" <Terry@xxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:B68D7ECD-DDB8-4B92-AA71-A024EDB41159@xxxxxxxxxxxxxxxxxxxxxx>

> Ed,

>

> I am having the same issue, with in the UK with NTL Samsung SMT-2100C.
> When two consecutive numbers are the same MCE doesn't change the channel.
> The only information I can find from Microsoft Knowledge base is due to a
> timing issue - I did try reg hacks but they were unsuccessful. After much
> searching on the net I discovered that I am by no means the only person
> with
> this issue . It appears to be a toggle bit that is NOT sent from MCE IR
> Blaster. I configured the remote as NTL - C1060 this works of any number
> that is not repeated for exampl 51 will work but 55 will change to channel
> 5.

>

>

> I did also tried to use learning remote keys via MCE Setup however, when
> you
> press and Hold 0 the first time the system then asks you to confirm the
> key
> press by pressing again, this of course doesn't work as it sees a
> different
> code the next time around (due to the toggle bit). So you end up with
> MCE

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> asking for you to press 0 again, and again and again.....
>
> It would be great if Microsoft could sort this out, I understand that the
> issue is complex as there are many different boxes out there, but from our
> point of view we paid good money out and rightly expect it to work.
> Incidentally, TIVO had the same issue and they have resolved it, and also a
> number of All in One Learning remotes have the same issue when dealing
> with
> these STBs, so it is not down to a timing issue and Microsoft are not the
> only ones that have the issue!
>
> Do you think it would be hard for Microsoft to change the MCE Learning to
> detect the toggle of the remote?
>
> "Ed Rich [MSFT]" wrote:
>
>> Your points are well taken. MCE 2005 only recently became available in
>> Spain. What you are seeing is the daunting task of dealing with
>> dis-similar
>> TV systems throughout the world. This is not me making excuses, these are
>> the problems that the Windows TV team face on a daily basis. We (the
>> eHome
>> team) are working on making this better but it will take time. Since we
>> are
>> both a PC and a platform , we must design our product to work for the
>> broadest audience and don't have the advantage that a dedicated STB
>> (read:
>> Closed System/BlackBox) has where each feature is discreetly handled in a
>> firmware chip or software. While I can't discuss forward looking
>> activities
>> of the team in detail, I can tell you that
>>
>> 1) The team is aware of these issues intends to address them in the best
>> way
>> possible.
>> 2) Evolving an open platform for TV on a PC takes time. We have been
>> releasing code every year for the last 4 years and each release is
>> solving
>> more and more of the TV platform related issues.
>> 3) MCE was released to a total of 33 countries in 2005 (up from 13 in
>> 2004)
>> based on the continual requests from customer and our local Microsoft
>> subsidiaries on behalf of customers and partners. In order to accommodate
>> this (also considering MCE is used for more than the TV experience)
>> certain
>> tradeoffs had to be made to meet the schedule. TV features take the
>> longest
>> to implement so the tradeoffs are more obvious to you the
>> customer/consumer.
>>
>> I am giving you honest answers within the constraints of my being a

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>> Microsoft employee. Feel free to ask any long time user of this forum
>> about
>> the honesty/consistency of my responses.
>>
>> I hope you remain a fan and use of MCE while we continue to evolve it and
>> solve those more complex issue in the TV space.
>>
>> Regards,
>>
>> --
>> Ed Rich [MSFT]
>> edrich@xxxxxxxxxxxxxxxxxxxxxx
>>
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>> rights.
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>>
>>
>>
>> "Spanish Main" <SpanishMain@xxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
>> news:41128E09-E2A9-4A1F-969B-6935DDC1F356@xxxxxxxxxxxxxxxxxxxx
>> >I thinks this is not a solution for all the places. Here in Spain, we
>> >can
>> > access to the payTV only for one way, satellite , and you need the
>> > subscription card from the company of the TV services... here you cant
>> > choose
>> > the STB... always is the same, the STB from the TV company... and
>> > here,
>> > in
>> > Spain all the systems have the same problem.. not me. And here it´s
>> > normal
>> > no
>> > get this kind of TV and Digital DVB-T... and the system can MIX this
>> > system... with two tuners....
>> >
>> > A lot of problems here in Spain.... not work. And I sure this problem
>> > of
>> > the
>> > digits of the channels never get a solution here....
>> >
>> > Sorry, but like always...
>> >
>> > "Ed Rich [MSFT]" wrote:
>> >
>> >> Hi Spanish Main,
>> >>
>> >> The ultimate solution is to not need a STB and go with a closed loop
>> >> system
>> >> such as a built-in cable card or a serial cable which some STB's
>> >> support.
>> >> We are not there yet.

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>> >>

>> >> In the mean time, the problem is two fold:

>> >>

>> >> 1) Some STB's have IR sensors that are either overly aggressive or are

>> >> poor

>> >> in design. They end up dropping digits thinking they are repeats..

>> >>

>> >> 2) The inherent nature of IR blasting (IR Repeating from the MCE box

>> >> to

>> >> the

>> >> STB) is that it is an open loop system so we cannot get confirmation

>> >> from

>> >> the STB that the right channel was actually tuned and it is also

>> >> subject

>> >> to

>> >> interference from other lighting sources such as flourescent or strong

>> >> sunlight.

>> >>

>> >> Most people can tweak the IR blaster setting in the registry to solve

>> >> the

>> >> digit dropping issue.

>> >>

>> >> Have you tried the new Tweak MCE (Requires Update Rollup 2 for MCE

>> >> 2005).

>> >>

<http://www.microsoft.com/downloads/details.aspx?FamilyId=3400190A-511A-4A3A-9B89-524511A76F58&displa>

>> >>

>> >> Overview: Tweak MCE gives you access to systems settings and options

>> >> not

>> >> normally exposed in the Windows XP Media Center Edition user

>> >> interface,

>> >> ***including remote control settings***, Skip and Replay time

>> >> customizations, user interface options, and more. It also helps you to

>> >> optimize Media Center Extender for plasma and non-CRT displays.

>> >>

>> >>

>> >> Hope this helps.

>> >>

>> >> --

>> >> Ed Rich [MSFT]

>> >> edrich@xxxxxxxxxxxxxxxxxxxxxx

>> >>

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>> >> rights.

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>> >>

>> >>

>> >> "Spanish Main" <SpanishMain@xxxxxxxxxxxxxxxxxxxxxx> wrote in

>> >> message

>> >> <news:F7CFBD8E-9C41-434A-89FD-A3298BC8E511@xxxxxxxxxxxxxxxxxx>

>> >> >I can read in all this post a lot of people with the same problems

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>> >> >with
>> >> >the
>> >> > STB, the channels with the same number... 11 ...22....33 . The
>> >> > people
>> >> > think
>> >> > this is a problem with the toggle bit of the IR. But, microsoft, if
>> >> > a
>> >> > lot
>> >> > of
>> >> > people have the same problem... When the solution?. It's important
>> >> > for
>> >> > us..
>> >> > we pay a lot of money for this systems.. and doesnt work.
>> >>
>> >>
>> >>
>>
>>
>>

• **Follow-Ups:**

- ◆ **[Re: Microsoft, please, a solution for the STB!!!!!!](#)**
 ◇ From: Terry
- ◆ **[Re: Microsoft, please, a solution for the STB!!!!!!](#)**
 ◇ From: Nigel Barker

• **References:**

- ◆ **[Re: Microsoft, please, a solution for the STB!!!!!!](#)**
 ◇ From: Terry
- Prev by Date: **[Re: NetMeeting available in WinXP MCE?](#)**
- Next by Date: **[Re: Extender, xBox and WiFi](#)**
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