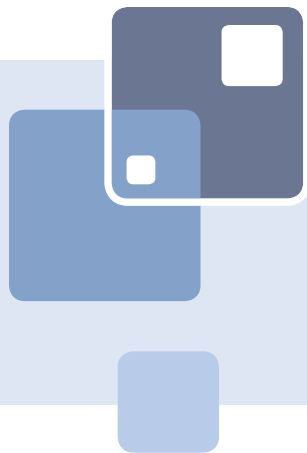




## Broadband TV User's Guide



THE **FUTURE**  
**NOW SHOWING**



**VOLCANOVIEW**®  
BROADBAND TV

*Powered by  
VolcanoVision, Inc.*

# THE NEW WAY TO WATCH



Digital TV is different than anything you have seen before. It isn't cable...it's better! Digital TV offers great channels, many features and many choices. Watch what you want – sports, movies, news, cartoons, dramas, comedies – anything you can imagine is there. Watch when you want – with features like Autotune and digital video recording. Watch how you want – high quality digital video and sound. So sit back, relax and enjoy the future!

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# 1 Remote Control Basics

## Entone URC 4 Remote Control Layout



### Device Selection

Press to control your TV, STB, or Auxiliary Device

### \*Playback Controls

Control playback of DVD or PVR (DVR)

### DVR & LIVE TV

Press  to use the DVR functions, and press  to perform a search

### OPTIONS

Change the Aspect Ratio, language, and more

### OK

Enter a choice you have selected

### BACK

Return to the previous selection

### VOL + / -

Adjust volume

### MUTE

Toggle Audio on/off

### Number Pad

Use to enter a channel number, password, or PIN

### INPUT

Choose between TV connections



### POWER

Turn a selected device on or off

### Record

Begin recording

### MEDIA & MOVIE

Press  to go directly to My Library. Press  to go to the On Demand\* menu.

### MENU

Display main menu

### INFO

Display information about the current program

### Direction Buttons

Move the highlight in menu screens

### EXIT

Exit current menu

### GUIDE

Display the interactive program guide

### CH Up/Down

Change the channel

### LAST

Return to the previous channel

### CC

Closed Captioning on/off controls

\* On Demand is coming soon.

# 1 Remote Control Basics

## Turn Your Set Top Box or TV On or Off

---

The device selection buttons tell your remote whether you want to control your set top box or your television.

To turn your TV on or off, press the **TV** button then the **POWER** button.

To turn your set top box on or off, press the **STB** button and then the **POWER** button.

If pressing **POWER** turned the wrong device on or off, press the **POWER** button again, press the appropriate device selection button (**TV**, **AUX** or **STB**) and press **POWER** once more.

***Note:** It is not necessary to turn your set top box off.*

***Note:** Your remote control must have the remote code programmed in before it can send the correct signals for your TV.*

## Change Channels

---

The **CH▲/▼** button will change channels up or down one at a time.

The **Number Pad** can be used to directly enter a channel number.

**GUIDE** will display the Interactive Program Guide so you can find a program you like. If the program is on now, you can tune to the channel showing it. If not, you can set a scheduled event to remind you when it does come on. If your set top box supports recording, you can schedule a recording for the program.

For more information on how to use the Guide, see section **5 Guide**.

For more information on setting Reminders, Autotunes and Recordings, see **Setting a Reminder, Autotune or Recording** in section **6 Guide - Alerts & Recordings**.

## Adjust Volume

---

The **VOL+/-** button will adjust the volume gradually.

The **MUTE** button will toggle the sound on and off.



# 1 Remote Control Basics

## System Buttons

---

There are a number of buttons on your remote that display different features of your service.

**MENU** displays the Menubar when in cable [STB] mode, and in [TV] mode you will see your TV's menu. The Menubar provides quick access to every feature supported by your service.

For more information about the Menubar, see section [4 Menubar](#).

**INFO** displays the Infobar, a feature that lets you see information on what you're watching, what's coming on next, and what's on other channels.

For more information on the Infobar, see section [3 Infobar](#).

**EXIT** causes your set top box to exit whatever screen you are seeing and return you to normal TV viewing. If you ever get lost on a screen, it is always safe to press **EXIT** and then start over.

## 2 How To Use This Book

### Layout

Instructions are paired with screen shots to illustrate the process and provide confirmation of what you should see on your TV.















Section headings and on-screen text, such as screen titles, messages and options are shown in **Blue Bold Type**.

Buttons on the remote control are represented by a graphic of that button, or **Red Bold Type** when a graphic cannot be shown.

### Color-Codes & Icons

Program listings may display icons based on settings for a particular program.

#### Program Attributes

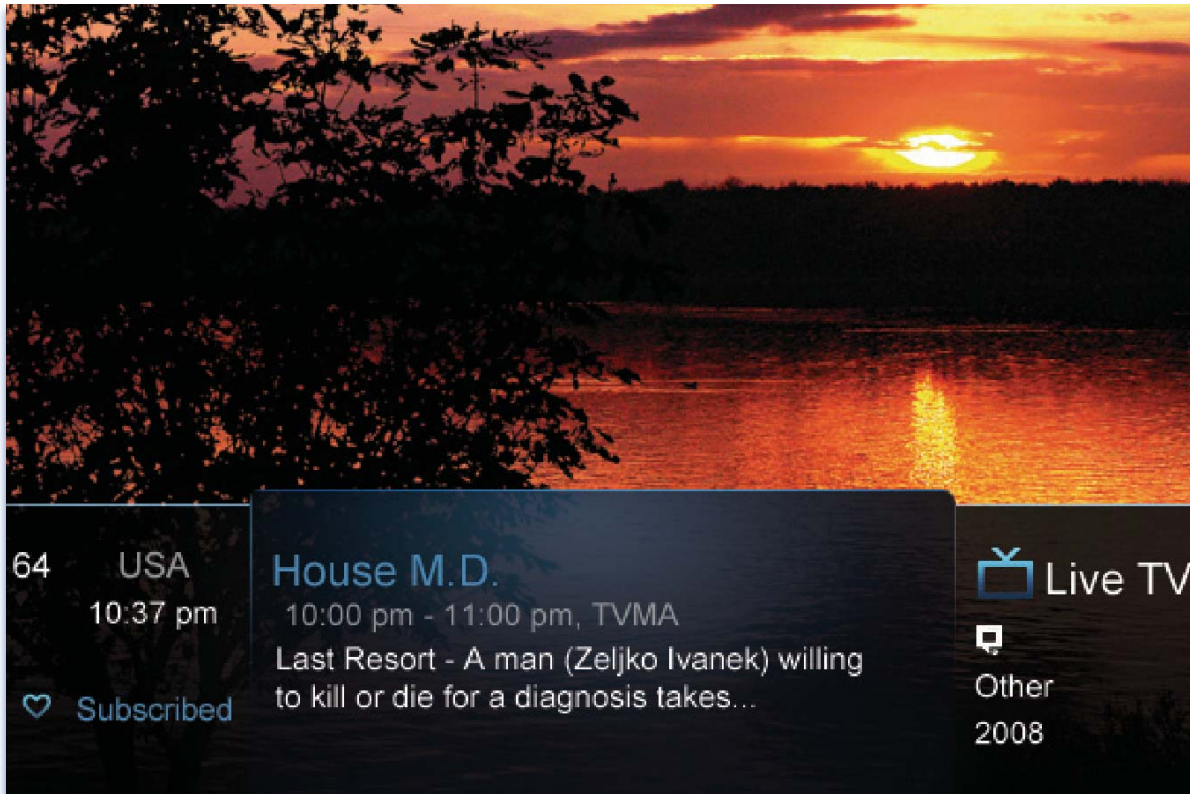
 New Episode (not a re-run)	 Program in High Definition
 Autotune	 Reminder
 Record*	 Series-Record*
 Series Record Episode Skipped*	
 Closed Captioned	 Dolby Digital Audio
 Favorite	 Alert Symbol
 Lock Program	 Live TV
 Whole Home DVR	

***\*Record and Series Record only appear if your set top box supports recording.***

All menubar icons and explanations are in **4 Menubar**.

***Note: The screens illustrated in this User's Guide may look a little different than the screens on your TV set. However, these instructions apply to your system as well.***

## 3 Infobar



### Introducing The Infobar

The Infobar is a quick way of finding information about the show you are watching, what comes on later, and what is on other channels.

### Go To The Infobar

There are three ways to make the basic Infobar appear.

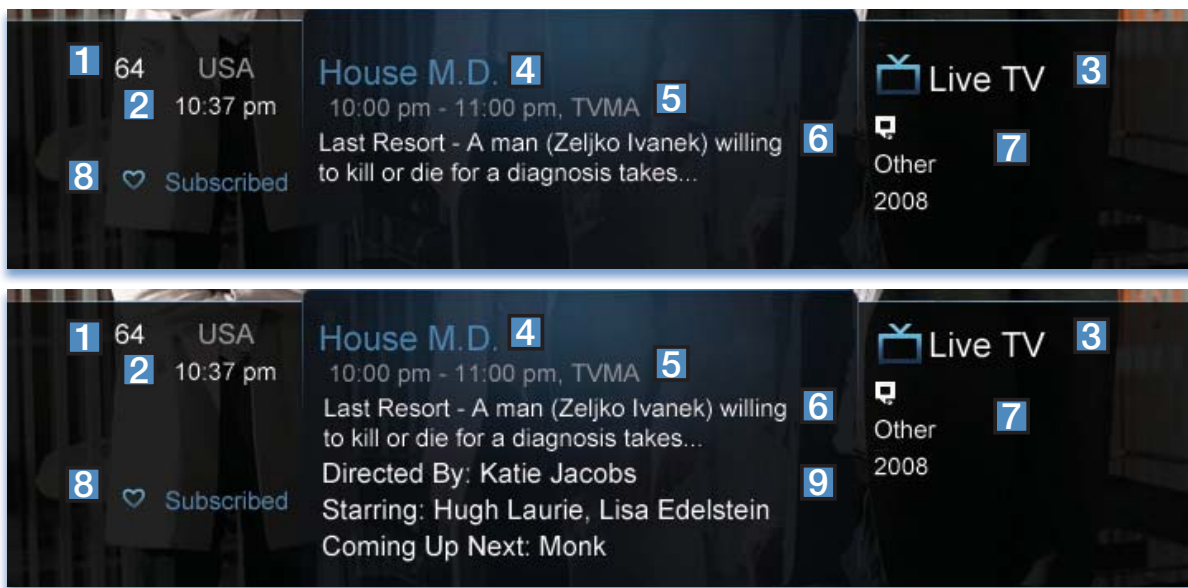
1. Press **INFO** on your remote control.
2. Press the **Up** or **Down Arrow Keys** on your remote control.
3. The basic Infobar will also appear any time you change channels.

Once the Infobar is active, press **INFO** again to display the detailed Infobar. It adds information on directors, actors and the name of the next program.



# 3 Infobar

## Infobar Layout



### 1 Channel Name & Number

The name and number of the channel currently listed in the Infobar.

### 2 Current Time

### 3 Program Type

Indicates whether you are watching Live TV, a recorded program, or a Pay-Per-View program. This may also indicate if the program is Blocked/Restricted because of parental controls or that the Emergency Alert System is active.

### 4 Program Name

### 5 Program Start Time, End Time & Rating

### 6 Program Summary

### 7 Additional Program Information

Indicates the type of program (movie, sports, etc.), Closed Captioning, Dolby Digital audio, and year of original release.

### 8 Current Favorites List

### 9 Director, Stars & Coming Up

The detailed Infobar will list the director and stars of a program, along with the name of the next program on this channel. If you do not see director and actor information, you may need to press **INFO** again on your remote control to view that information.

# 3 Infobar

## Using the Infobar

### Step 1: Go To The Infobar

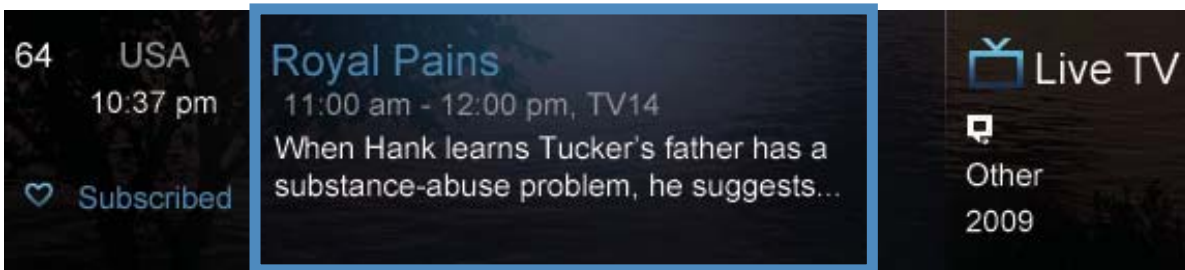
Press **INFO**, the **Up or Down Arrow Keys**, or change channels.



### Step 2a: See What's On Other Channels

Press the **Up or Down Arrow Keys** to scroll the Infobar through what is showing on other channels without actually changing channels.

If you find something you would rather watch on another channel, press **OK** to tune to that channel.



### Step 2b: See What's On Later

Press the **Right Arrow Key** to scroll ahead to upcoming programs for the channel listed on the Infobar.

Press **OK** while viewing info on a future program to bring up these options.



Press the **Left Arrow Key** to scroll back to the current channel listing. To exit the Infobar completely, press **Exit** on your remote.

**Note: Recording options will not be available if your set top box doesn't support those features.**



# 4 Menubar

## Introducing the Menubar



The Menubar is a quick and easy way to access any feature of your service.

## Go To the Menubar

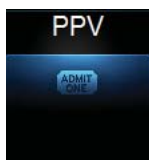
To display the Menubar, press **MENU** on your remote control. Press the **Left/Right Keys** on your remote control to move the highlight through the menu. Press **Menu** again to exit or press **Exit** on your remote control.

## Understanding the Menubar



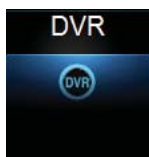
Guide

**Guide** will bring up the program guide. For information on Guide, please see section **5 Guide**. To record or edit a recording, please see section **6 Guide - Alerts & Recordings**.



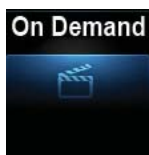
PPV

**PPV (Coming Soon)** jumps directly to the Pay Per View channels in the program guide. For information on PPV, please see section **9 Pay Per View**.



DVR

**DVR** allows you to watch existing recordings, access a list of scheduled recordings, and edit and sort both. You can also create a recording (Schedule Event) and prioritize conflicting series recordings. For information on DVR, see section **8 DVR**.



On Demand

**On Demand (Coming Soon)** provides access to Video On Demand movies and programs. For information, see section **10 On Demand**.

## 4 Menubar

### My Library



**My Library** provides quick access to previously purchased programs, reminders you have scheduled, messages regarding your service, and Caller ID history (**Caller ID coming soon**). For more information on My Library, see section **11 My Library**.

### Settings



**Settings** offers access to creating parental controls and setting blocked channels, determining how things appear on the screen (such as TV Caller ID), and creating, editing and deleting user accounts. For information on Settings, see section **12 Settings**.

### Sign out



**Sign Out / Sign In** allows you to sign out of the current user account. This only appears if you are using the **Enable Login** option under **Settings/Preferences**, have multiple user accounts, and have signed in with a user name and password. For information about Sign Out / Sign In, see section **13 Sign Out / Sign In**. For information on user accounts, see **User Settings** in section **12 Settings**.

### Favorites



**Favorites** allows you to choose, edit, create or delete a favorite channel list. For information on Favorites, see section **14 Favorites**.

### Search



**Search** allows you to search program listings or Video On Demand rentals by title or key words. For information on Search, see section **15 Search**.

### Widgets



**Widgets** offers access to news headlines, weather, finance, and other up-to-date information. For information on Widgets, please see section **16 Widgets**.





## 5 Guide

### Introducing Guide

---

Guide is the place to quickly find out what's on now and what's playing later. You can set Reminders or Recordings for upcoming programs in Guide.

### Go To Guide

---

There are two ways to go to Guide.

You can press **GUIDE** on your remote control. You can also press **MENU**, scroll to the **Guide** icon, and press **OK**.

### Getting Around Guide

---

To navigate Guide...

- Move to a channel by entering the channel with the **Number Pad (0-9)**.
- Use the **Arrow Keys** on the remote to move the highlight through the Guide, channel by channel.
- Press the **Up** or **Down Arrows** to move the highlight to view what programs are currently showing on different channels.
- Press the **Left** or **Right Arrows** to move the highlight to view what future programs will be showing up to 7 days into the future.
- Press **Page Up** or **Page Down** to jump up or down one screen of listings.
- Press **OK** to preview a current highlighted show on the Guide in the upper-left corner of your TV screen. To view the program full screen, press **OK** again.
- Continuing to press the **Guide** key on your remote will switch the **Favorite** list to **All**, **Subscribed**, **SD**, **HD**, **PPV**, and any **Favorites** lists that you create. This causes Guide to only display the channels included on each list. Cycling to **All** will display all available programming.
- Press **EXIT** to leave the Guide.

### Favorites List in Guide

---

A Favorites list allows you to select channels you watch most often, placing them on a list that is quickly accessed in **Guide**. **If you can't see all your channels, you may be limited by the Favorites list you've selected. Selecting All will display all available programs. Other Favorites lists will only display the channels you've previously added to that list.** For more details about creating, editing, or naming a Favorites list, see section **13 Favorites**.

### HDTV Programming

---

Programs available in HD will appear in Guide with a blue **HD** icon next to the name of the program. In order to watch HD programming, you will need an HDTV-capable set top box and TV, and may need to subscribe to an HD channel package.



## Guide Layout

### Favorites List

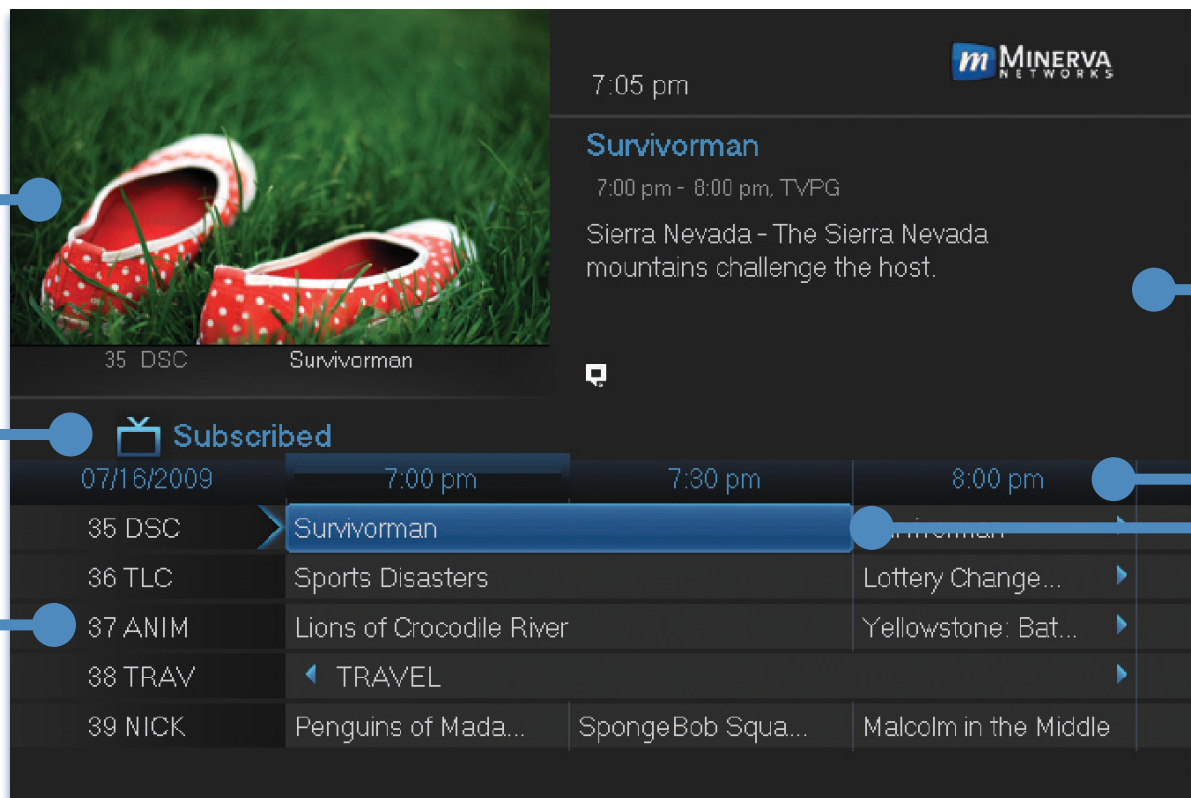
Indicates the Favorites list currently in use.

### Info Area

Provides information about the currently highlighted program.

### Picture-in-Picture

Allows you to watch TV while you are in Guide.



### Highlight

Indicates what program listing is currently in focus.

### Program Listings

Shows channel number, channel abbreviation, and program listings for each channel. Program listings may include icons to indicate a setting or feature for a particular program.

### Listing Date/Time

Shows the date and time (divided into 30-minute increments) for the programs currently shown in Guide.



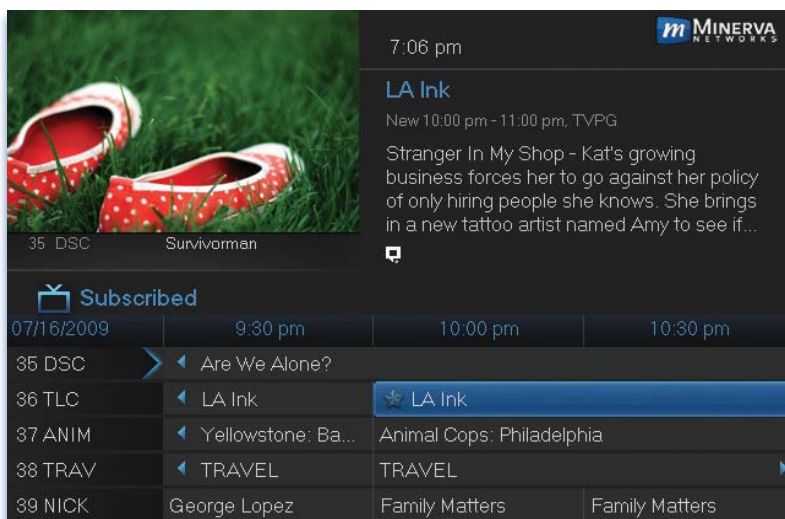
## 6 Guide - Alerts & Recordings

### Introducing Alerts & Recordings

In this section, you will learn about setting or scheduling a recording, recording a series, and editing it. You will view the recordings under the DVR icon.

### Setting a Reminder, Autotune or Recording

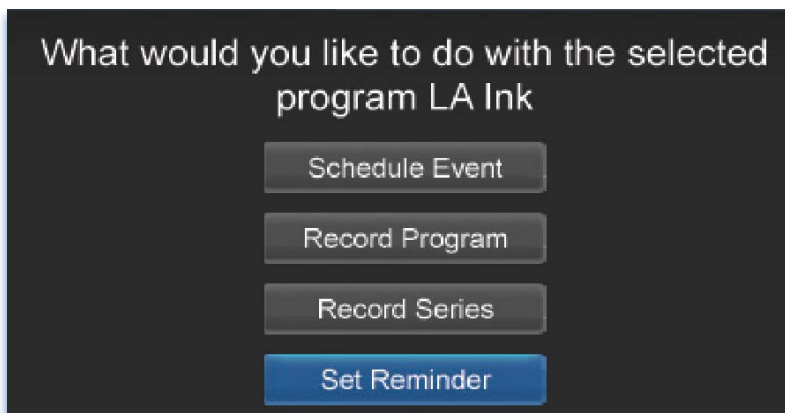
A Reminder informs you a program is about to come on. An Autotune automatically changes the channel when the program is about to start. A Recording will automatically record the program to your set top box. On the **Schedule Event** screen, you can edit the channel number, time, type of timer (**Recording**, **Reminder**, or **Autotune**), and frequency of the event. See **7 Recording** and **8 DVR** for more details on **Schedule Event**.



#### Step 1: Pick a Program

Pull up the Guide and find the future program you wish to view. Highlight the program listing and press **OK**. A pop-up menu will appear.

**Note: The pop-up options may appear different depending if your STB is DVR-enabled, or what type of program you selected to record.**



#### Step 2: Set the Reminder, Autotune or Record

Highlight **Record Program**, **Set Autotune**, or **Set Reminder** and press **OK**. You will then be returned to Guide.

See **7 Recording - Quick Recording** for how to record a currently playing program.

## 6 Guide - Alerts & Recordings



Subscribed		
07/16/2009	9:30 pm	10:00 pm
36 TLC	LA Ink	LA Ink
37 ANIM	Yellowstone: Ba...	Animal Cops: Philadelphi
38 TRAV	TRAVEL	TRAVEL
39 NICK	George Lopez	Family Matters
40 TVL	She's Got t...	She's Got the Look

### Step 3: Return to Guide

The program listing now shows an icon.



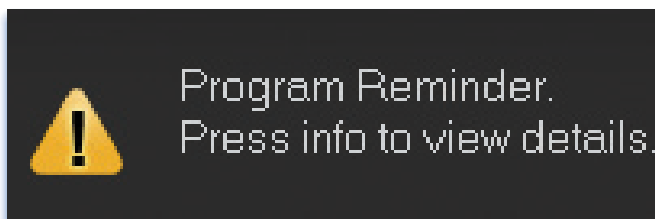
Reminder set



Autotune set

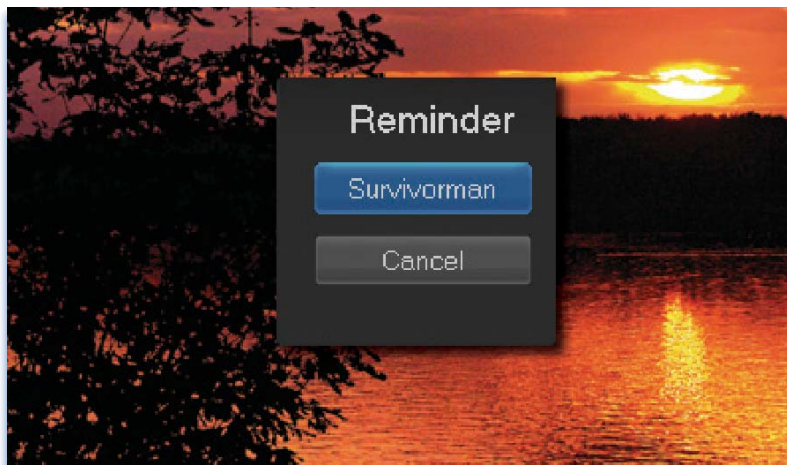


Recording set



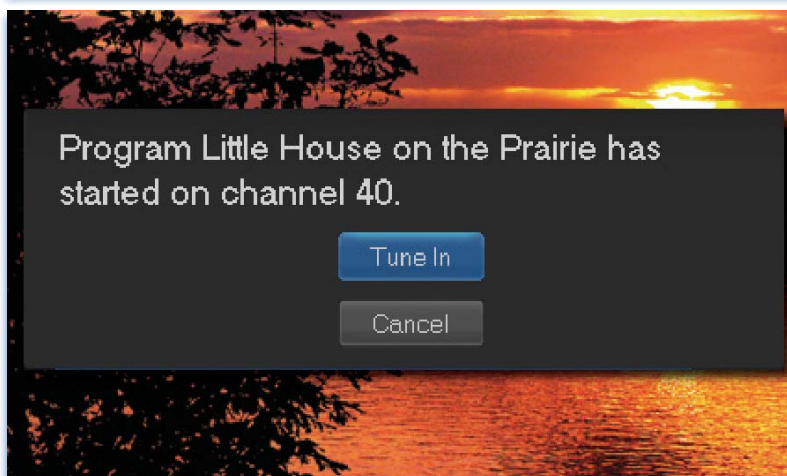
### Step 4a: Your Reminder

A few minutes before your program comes on, a box will appear on your screen telling you that you have a Reminder.



Press **INFO** to display the Reminder.

Highlight the button showing the program name and press **OK** to watch the program. Highlight **Cancel** and press **OK** to ignore the Reminder.



### Step 4b: Your Autotune

Just before the program begins, a message will display, giving you the option to tune in or cancel. If nothing is selected, your TV will automatically tune to the new program.





## 6 Guide - Alerts & Recordings

### Step 4c: Your Recording

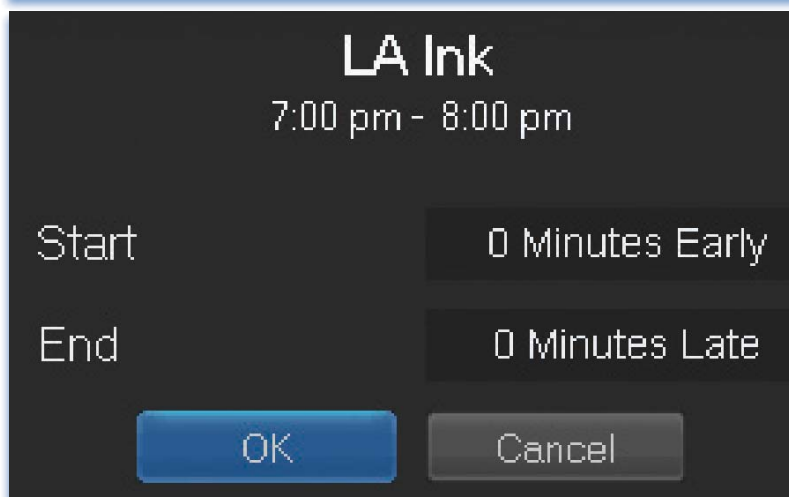
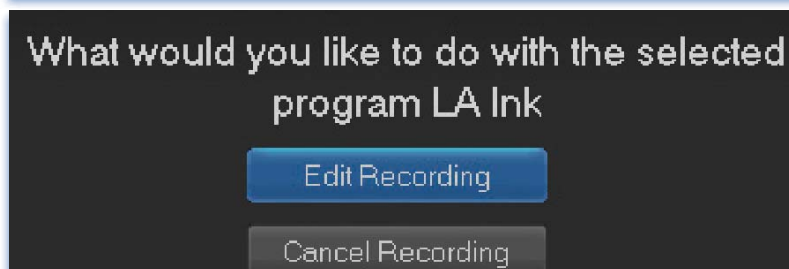
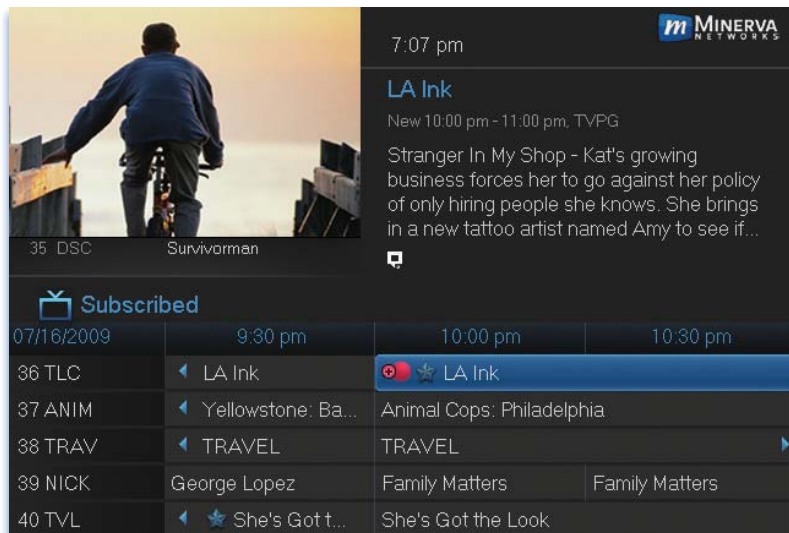
If you set a future recording, your set top box will record it for you once your program begins (see [7 Recordings](#) for more details).

To watch your recording, go to [8 DVR - Recordings](#).

### Editing a Recording

**Note: Recording is not available if your set top box doesn't support it.**

Once you have created a recording, you can adjust when the recording begins or ends. This ensures nothing is missed in case the broadcaster's time doesn't precisely match up with yours.



### Step 1: Pick an Upcoming Recording

Locate the program to be recorded. Highlight its listing and press **OK**. You can locate the program by finding it on the Guide or by accessing it through the **To Record** option on the DVR menu.

### Step 2: Edit Recording

From the options shown for this program, highlight **Edit Recording** and press **OK**.

### Step 3: Select Start & End Times

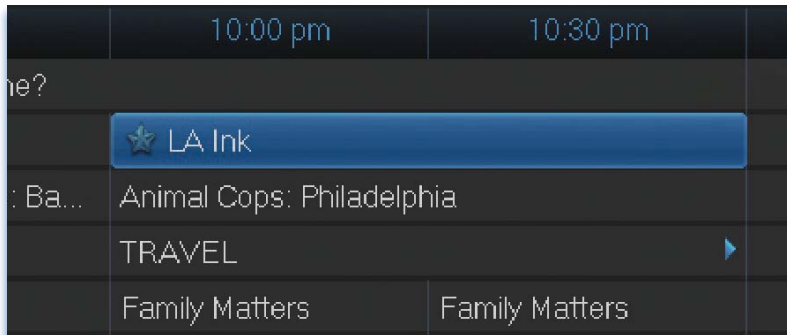
**Arrow Up** or **Down** to choose **Start** or **End** and press **OK**. Once you see arrows above and below the **Start** or **End** box, **Arrow Up** or **Down** to adjust the **Start** or **End** time.



### Setting a Series Recording

**Note: Recording is not available if your set top box doesn't support it.**

If you choose to record a program that is part of a regular series, you will be offered the option to record the series. This allows you to record every episode of a favorite program.



#### Step 1: Pick a Program

Find any episode of the series you want to record. Highlight the program listing and press **OK**.

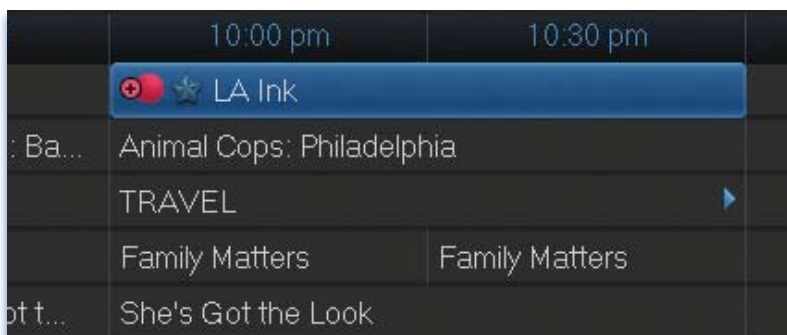


#### Step 2: Set the Recording

Highlight **Record Series** and press **OK**.

#### Step 3: Return To Guide

Once you have set the series recording you will be returned to Guide.



The program listing now shows an icon next to the program's name.



Series  
Recording set

Every upcoming episode of the series will be recorded.

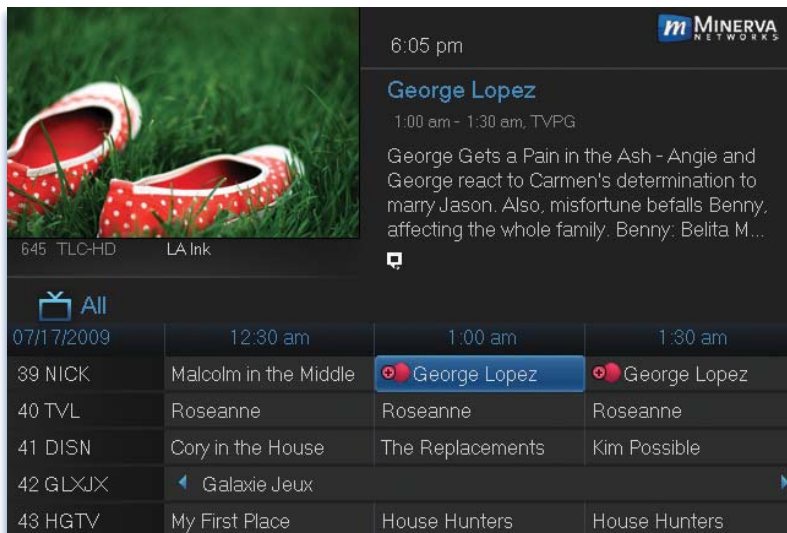


## 6 Guide - Alerts & Recordings

### Editing a Series Recording

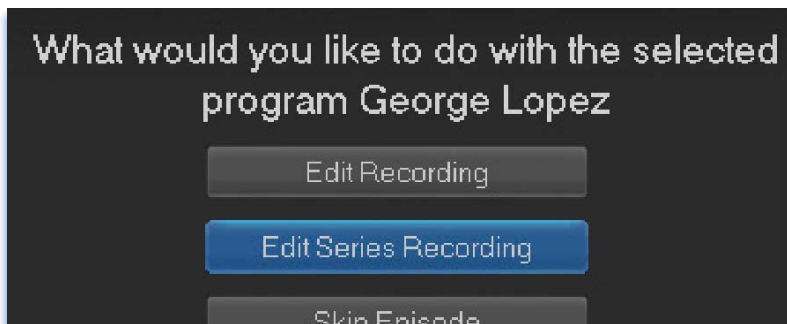
**Note: Recording is not available if your set top box doesn't support it.**

Once you have created a series recording, you can adjust several recording preferences in the **Edit Series Recording** menu.



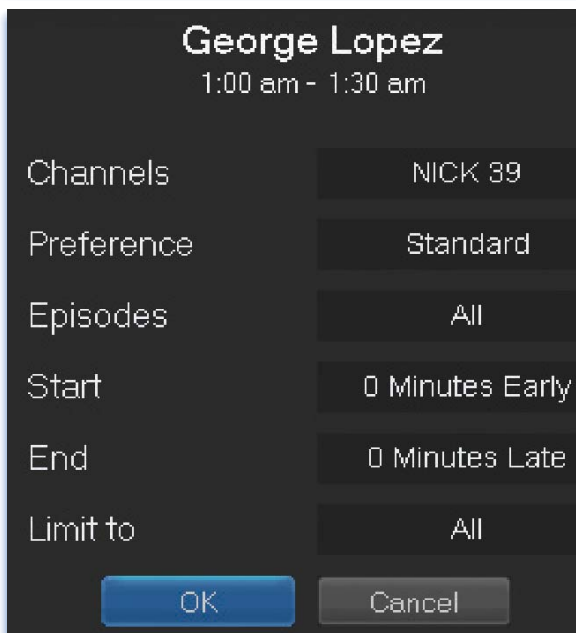
#### Step 1: Pick a Series Recording

Locate any program in the series to be recorded. Highlight its listing and press **OK**. You can locate the program by finding it on the Guide or by accessing it through the **To Record** option on the DVR menu.



#### Step 2: Edit Series Recording

From the options shown for this program, highlight **Edit Series Recording** and press **OK**.



#### Step 3: Adjust Series Recording Options

**Arrow Up** or **Down** to choose an option and press **OK**. Once you see arrows above and below the options setting box, **Arrow Up** or **Down** to adjust that setting.





**Channels** determines whether the series is recorded when aired on the channel originally set to record, or record the series on whatever channel airs it.

**Preference** determines whether to record the program when shown in standard definition or only when shown in high definition.

**Episodes** determines whether to record re-runs and new episodes of the series or only new episodes.

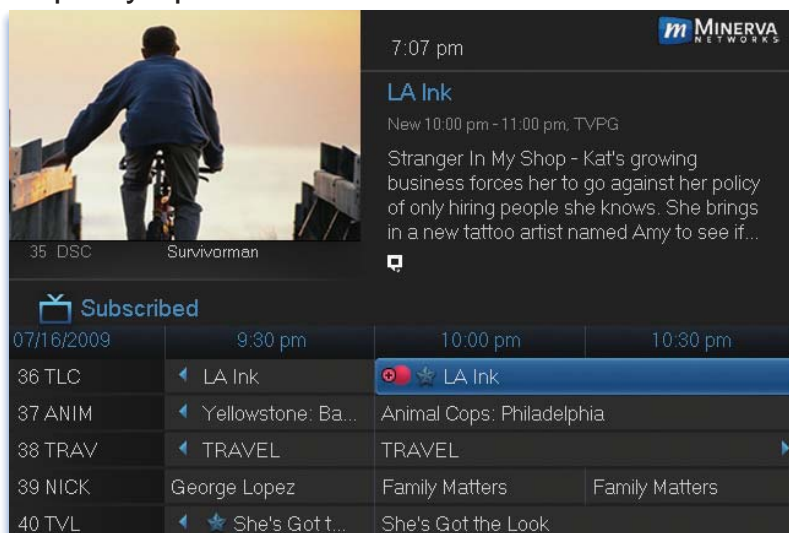
**Start** and **End** determines how much time to add at the start and end time of the recording so that none of the program is missed.

**Limit To** determines how many episodes of the series are saved. If set to anything other than **All**, the system will delete the oldest recorded episode of the series once the limit is reached.

Once you have adjusted the series settings, highlight **OK** and press **OK** to save your changes.

### Skipping an Episode

Once you have created a series recording, you can manually skip any episode.



### Step 1: Pick the Episode

Locate the episode in the series you want to skip. Highlight its listing and press **OK**.

### Step 2: Skip the Episode

Highlight **Skip Episode**

**Skip Episode**

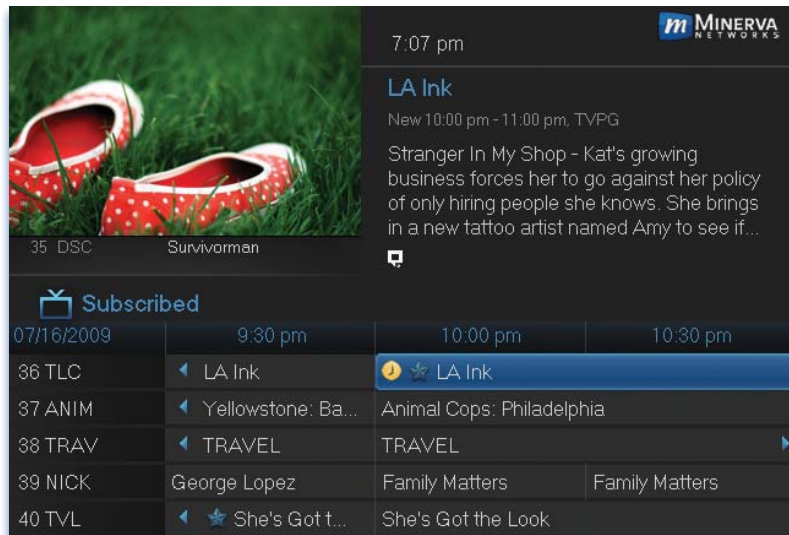
and press **OK**. You will be returned to Guide and the red dots on the episode listing will turn grey to indicate you are skipping that episode. If you decide to record this episode after all, repeat this procedure and choose **Record Episode** from the options shown and press **OK**. The dots will become red again.



## 6 Guide - Alerts & Recordings

### Canceling an Autotune, Reminder, Recording, or Series Recording

You can cancel any event you have previously scheduled directly from Guide.



#### Step 1: Pick the Program

Highlight the program with the event you want to cancel and press **OK**.

#### Step 2: Cancel the Event

Depending on the type of event you are canceling, your options will be:

Cancel Reminder

Cancel Autotune

Cancel Recording

or

Cancel Series

Highlight the option you wish to cancel and press **OK**. A **Yes** or **No** confirmation screen will appear. Highlight **Yes** and press **OK** to confirm.

#### Step 3: Return to Guide

After you press **OK**, you will return to the Guide.

### Additional Information on Canceling Events

A list of your Reminders and Autotunes is located in **11 My Library - Reminders** and can be canceled from there.

To cancel scheduled recordings, see **8 DVR - To Record**.

# 7 Recording

## Recordings

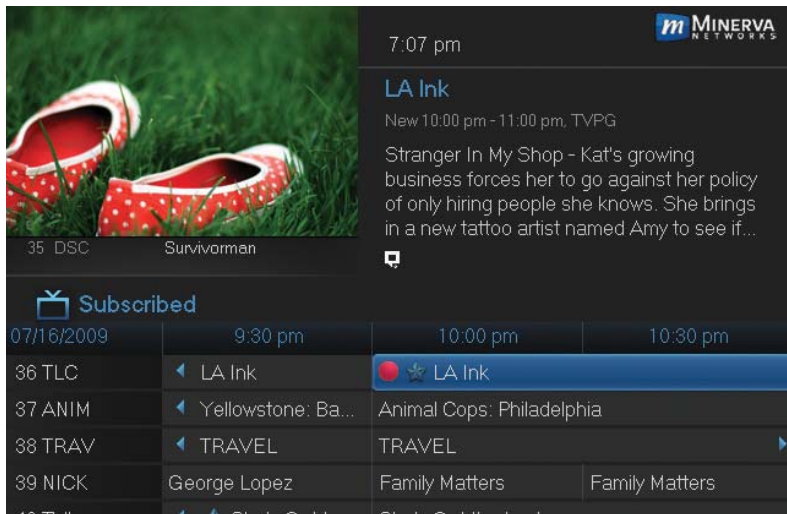
Creating recordings and pausing live TV both require a DVR (Digital Video Recorder). In this section, you will learn several other ways to record besides those covered in [6 Guide - Alerts & Recordings](#).

## Quick Recording

The fastest and easiest way to begin recording is to use the **RECORD** button on your remote control.

### Step 1: Start Recording

While watching a program, press **RECORD**. Recording will begin immediately.



You can also start a quick record in [Guide](#).

Highlight a program you want to record using the **Arrow Keys** and press **RECORD**.

If the program is currently on, recording will begin immediately. The program will be recorded until it is scheduled to finish. To manually stop the recording before it is finished, press **STOP**.

## Pausing Live TV (PLT)

Recording capability also allows you to pause live TV (PLT). While watching a live program, pressing the **Pause** button will temporarily store what you have watched. You can resume watching by pressing the **Play** button.

## Controlling Live TV

While watching a recorded program or live TV, you can use the **Playback Control Buttons** to control video playback.

**||** Press **PAUSE** on your remote control to pause the program. Programs can be paused as long as the current channel is not changed.

## 7 Recording

▶ Press **PLAY** to resume watching.

◀▶ Press **REWIND** or **FAST FORWARD** to reverse or advance playback from the current point. Press repeatedly to increase **FAST FORWARD** or **REWIND** speed.

■ Press **STOP** to exit playback of the program.



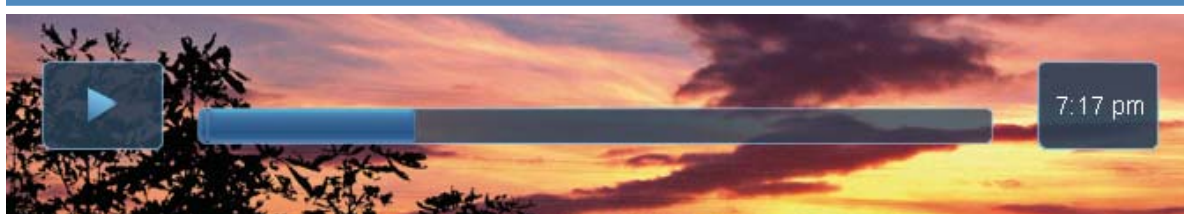
The Pause Live TV bar appears whenever you pause, rewind or fast forward live TV.

The center area indicates the amount of program saved. The “I-bar” shows where you are within that range.

The far left box indicates the current playback function.

The far right box indicates the original time you are at within the program.

### DVR Playback Controller



Any time you press one of the **Playback Control Buttons** while watching a previously recorded program, the DVR playback controller is displayed.

The box to the left indicates the playback function in use.

The bar in the middle gives a visual representation of where you are in the recording.



## 7 Recording

### Schedule Event

With **Schedule Event**, you can select the channel, date, start and stop time, duration, and frequency of a recording. It is helpful when you want to record or watch a portion of a program on a reoccurring basis.

### Accessing the Schedule Event Screen



There are two ways to access the screen.

#### Option 1:

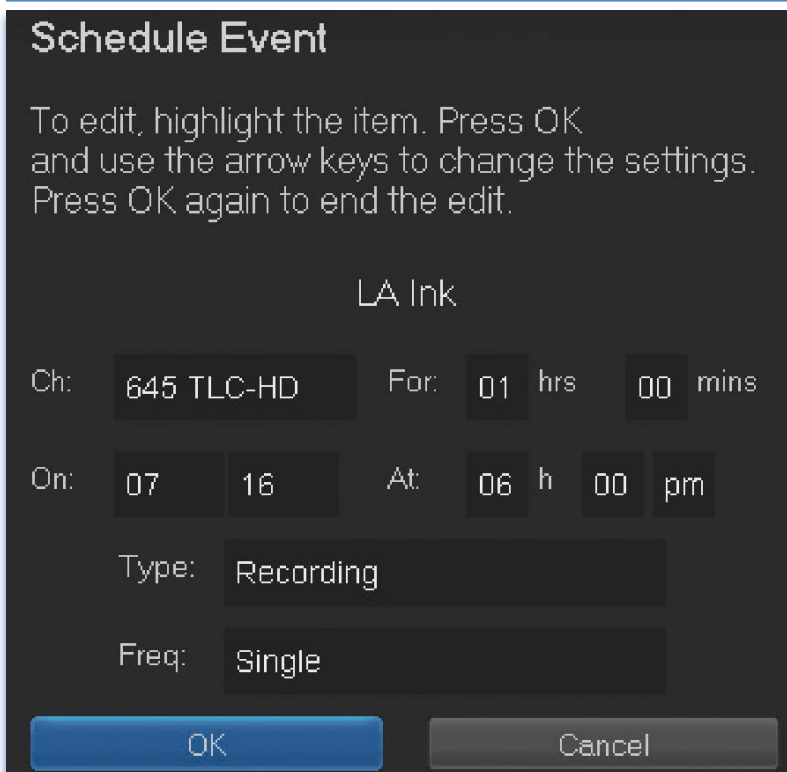
When you select a future program in **Guide** and press **OK**, select the **Schedule Event** option from the pop-up menu.

The **Schedule Event** screen is populated from the channel you were watching and will change when you select a future program in the Guide.

#### Option 2:

Press **MENU** on your remote control, navigate to **DVR**, then scroll down to **Schedule Event**, and press **OK**.

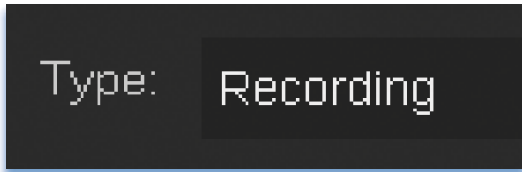
### Configuring the Schedule Event Screen



The information (the date, program name, channel, time, and frequency of recording) is listed on the **Schedule Event** screen.

If information is incorrect, highlight it and press **OK**. **Arrow Up** and **Down** on your remote to enter the correct information and press **OK**.

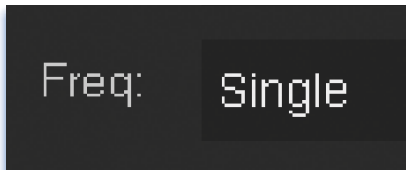
## 7 Recording



### Set Type of Event

**Arrow Down** and highlight **Type** and press **OK**. The highlight will become left/right arrows.

**Arrow Left** or **Right** until you see the event type you want (**Recording**, **Autotune**, **Reminder**), then press **OK**.



### Set Event Frequency

**Arrow Down** on your remote and highlight **Freq** and press **OK**. The highlight will become left/right arrows.

**Arrow Left** or **Right** on your remote until you see the frequency you want (**Single**, **Weekly**, **M-F**, **Every Day**), then press **OK**.

**Arrow Down** on your remote and highlight **OK** on the **Schedule Event** screen and press **OK** on your remote. You will be returned to **DVR** menu. Press **Exit** to return to the Guide.

See **8 DVR - Schedule Event** for details on editing the **Schedule Event** screen.

## Record By Search

Navigate to the Menubar by pressing the **Menu** button, highlighting the **Search** icon, and press **OK**. (See **15 Search** for complete details on **Search**.)

Once the Search topic is found, navigate to the program you want to record. Then highlight it and press **OK**.

**Arrow Down** to **Record Program** for a one-time recording and press **OK**. Or **Arrow Down** and highlight **Record Series** to record all episodes of the show.

See **15 Search** for more details.

**Note:** To view your recordings, go to chapter **8 DVR - Recordings**.



## Introducing DVR

In DVR, you can view current recordings, see a list of future scheduled recordings, edit and cancel recordings, sort and prioritize recordings, lock recordings, and schedule a future event. Schedule Event is the only DVR feature that enables recordings.

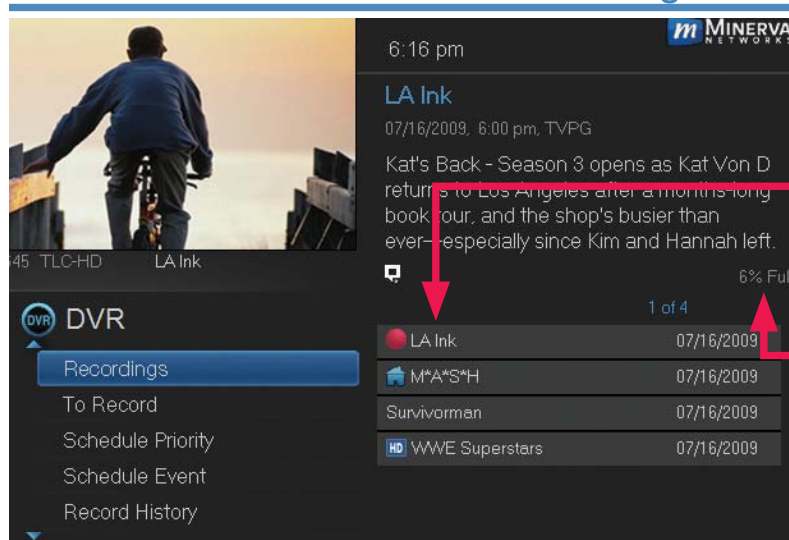
## Go To DVR

Press **MENU**, highlight **DVR** and press **OK**.

## The DVR Menu Quick Reference

Recordings	<b>Recordings</b> lists programs you have already recorded. Go here to watch, sort, lock, or delete these recorded programs.
To Record	<b>To Record</b> lists all Recording events you have scheduled, and allows you to sort or cancel any future recordings.
Schedule Priority	<b>Schedule Priority</b> allows you to give priority for one series recording over another in the event of a scheduling conflict.
Schedule Event	<b>Schedule Event</b> allows you to create a Recording, Reminder, or Autotune event for individual or recurring programs.
Record History	<b>Record History</b> is a log of when recordings start, complete, or are canceled.

## Recordings



Highlight **Recordings** and press **OK**.

A list of your recorded programs appears to the right.

In the lower right of the info area a percentage full item is shown. This indicates the percentage of total recording space used.


Recordings not yet watched are listed with white text; those you have previously accessed are





## 8 DVR

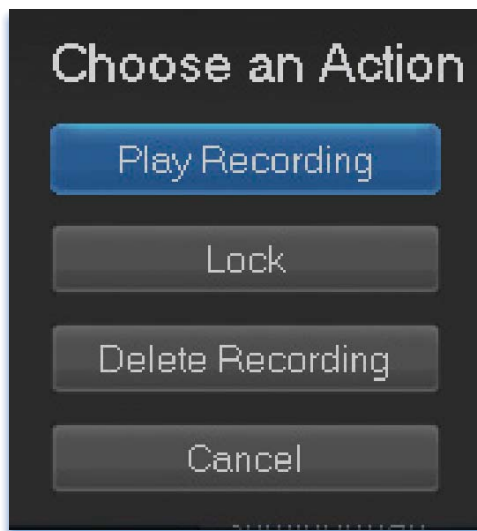
listed with grey text. If a program is still being recorded a red dot icon will appear to the left of the program's name.

The Whole Home icon  means that the recorded program can be viewed from any set top box in the house and will appear to the left of the program's name. (See the end of this DVR section for more details about Whole Home DVR.)

### Recordings: Watching a Recorded Program

#### Step 1: Pick a Recording

Highlight the recording you want to watch and press **OK**.



#### Step 2: Play the Recording

Highlight **Play Recording** and press **OK**.

#### Step 3: Watch the Recording

Your recording will begin playing. The InfoBar will appear for a few seconds with an icon to the right to indicate you are playing a recording.

While watching your recording, you can use any of the **Playback Control Buttons** on your remote to pause, fast forward, rewind, stop, or resume play.

#### DVR Playback Controller



Any time you press one of the **Playback Control Buttons** while watching a previously recorded program, the DVR playback controller is displayed.

The box to the left indicates the playback function is in use.

The bar in the middle gives a visual representation of where you are in the recording.

#### Step 4: Return To Live TV

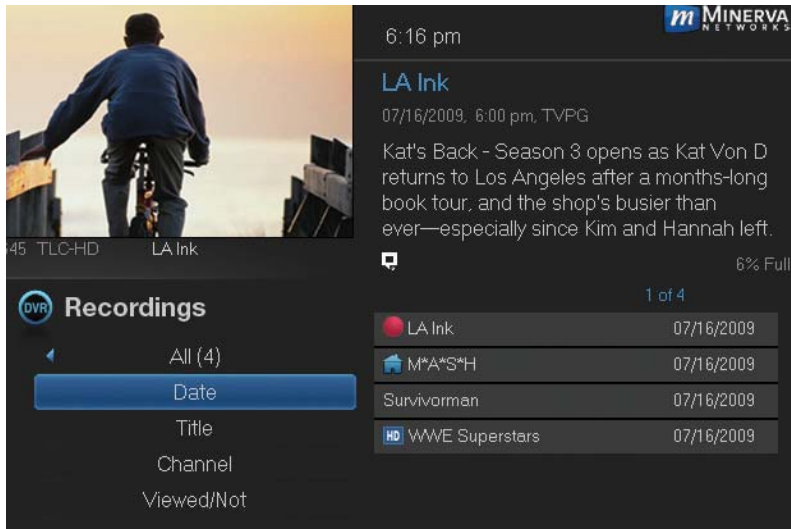
When the recording ends, you will be prompted to keep or delete the recording and then returned to live TV.

If you want to return to live TV before your recording has ended, press **STOP (■)**. See **Playback Controls** on your remote.



## Recordings: Sorting Recordings

Highlight **Recordings** and press **OK** to bring up your recording list. The first listing will be highlighted. You can sort your recordings alphabetically by title, by the date recorded, by channel that originally aired the program, or by whether you have or have not viewed the recording.



To sort your recordings by any of those categories, press the **Left Arrow Key** to shift the highlight to the left. Highlight the category you want to use to sort and press **OK**.

For example, if you highlight **Date** and press **OK**, your recordings will be

sorted by the date recorded with oldest at the top and newest at the bottom.

You can reverse the sort order for any category by pressing **OK** again on that category. Using the above example, pressing **OK** again on **Date** would put your newest recordings at the top and oldest at the bottom.

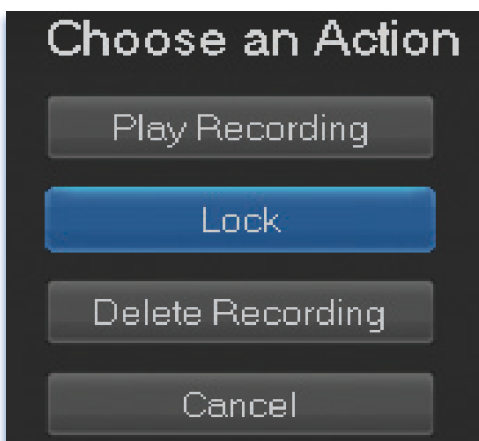
## Recordings: Locking or Unlocking a Recording

Locking a recording prevents the system from deleting a program to make space for new recordings.

**Note: You can still manually delete a locked recording. Locking only prevents the system from automatically deleting it.**


### Step 1: Pick a Recording

Highlight the recording you want to lock and press **OK**.



### Step 2a: Lock the Recording

Highlight **Lock** and press **OK**.

Once a program is locked, a  appears on the recording's listing.

### Step 2b: Unlock the Recording

If you select a locked program in Step 1, the **Lock** option will instead be **Unlock**.



## 8 DVR

Highlight **Unlock** and press **OK**.

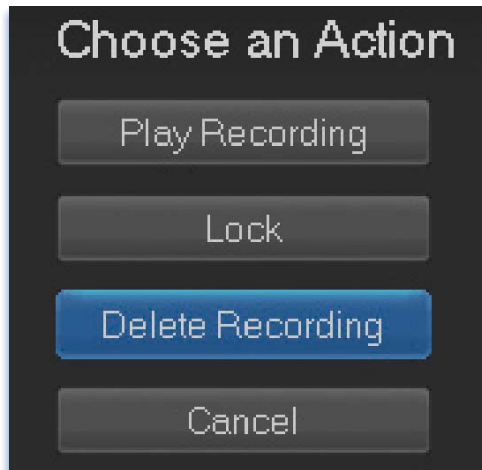
When the program is unlocked, the padlock icon is removed.

### Recordings: Deleting a Recording

---

#### Step 1: Pick a Recording

Highlight the recording you want to delete and press **OK**.



#### Step 2: Delete the Recording

Highlight **Delete Recording** and press **OK**.

#### Step 3: Confirm Delete

Highlight **Yes** and press **OK** to confirm, or **No** if you change your mind.

#### Step 4: Recording Successfully Deleted

Once you confirm the deletion, the entry for that recording is removed from the list.

**Note: Once a recording has been deleted, there is no way to undo this action.**

### Recordings: Stopping a Program Currently Recording

---

#### Step 1: Pick a Recording

Highlight the recording event you want to stop and press **OK**.

#### Step 2: Stop the Recording

Highlight **Stop Recording** and press **OK**.

### To Record

---

You can easily review and cancel programs to be recorded. Highlight **To Record** and press **OK**.

### To Record: Sort Future Recordings

---

A list of your scheduled future recordings will appear to the right.

The list of programs to be recorded can be sorted by title, date to be recorded, channel airing the program to be recorded, or recordings to be skipped or not.

For more information on sorting items in this list, see Sort Recordings earlier in this section.

### To Record: Canceling a Future Scheduled Recording

---

#### Step 1: Pick a Future Scheduled Recording

Highlight the recording event you want to cancel and press **OK**.



## Step 2: Cancel the Recording Event

Highlight **Cancel Recording** and press **OK**.

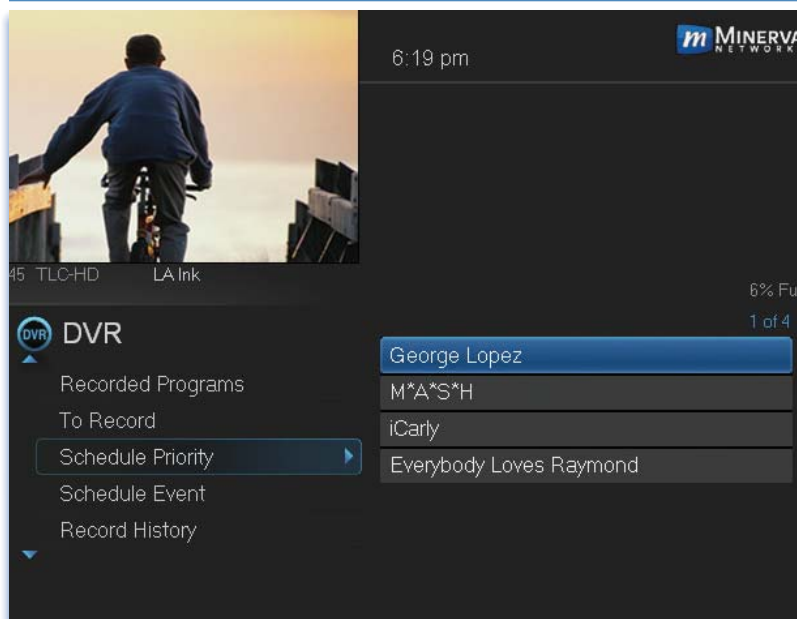
## Step 3: Recording Canceled

Once you have canceled the recording event, the entry for that recording event is removed from the list.

## Schedule Priority

When you create series recordings for different programs that may be scheduled for the same time, Schedule Priority allows you to pre-determine which program you want to be recorded instead of another. To go to Schedule Priority, highlight **Schedule Priority** and press **OK**.

### Schedule Priority: Changing Schedule Priority



Schedule Priority lists all series recordings with the highest priority listed first.

This program will always be recorded in preference to any other series recording.

To adjust the priority for a series, highlight the program you would like to change and press **OK**.

You can **Move Up** or **Move Down** the

program in priority. Highlight the option you want and press **OK**. If necessary, repeat this procedure until each series is in the order of priority you want.

## Schedule Event

Highlight **Schedule Event** and press **OK**. Setting a Schedule Event is covered in **7 Recordings**. Editing instructions are covered here.



## 8 DVR

### Schedule Event: Editing a Schedule Event

**Schedule Event**

To edit, highlight the item. Press OK and use the arrow keys to change the settings. Press OK again to end the edit.

LA Ink

Ch: 645 TLC-HD For: 01 hrs 00 mins

On: 07 16 At: 06 h 00 pm

Type: Recording

Freq: Single

OK Cancel

You can edit the channel number, date, time, and type of scheduled event, and frequency of the event.

Highlight the setting you want to change by **Arrowing** to the item and press **OK**. Use the **Right and Left Arrow Keys** to change the settings and press **OK** on the remote to end the edit.

When all screens are completed, press **OK** on the screen to enter your information.

### Record History

Record History is a log of all events related to your recordings such as recording started, recording completed or recording canceled. Scroll down the **DVR** listings and highlight **Record History** and press **OK**.

### Record History: Reviewing Record History

6:21 pm

MINERVA NETWORKS

LA Ink

07/16/2009 6:02 pm  
Recording Started

645 TLC-HD LA Ink 6% Full 1 of 12

**DVR**

- Recorded Programs
- To Record
- Schedule Priority
- Schedule Event
- Record History

Rec Start: LA Ink

Recording Skipped: M\*A\*S\*H

Rec Stop: M\*A\*S\*H

Rec Start: M\*A\*S\*H

Recording Skipped: Everybody L...

Press the **Up and Down Arrow Keys** on the remote to scroll through your record history.

When you **Arrow** to a Recording that is labeled **Record Stop** and push **OK** on your remote, the date and start time of the recording appears above the list of recordings. The same process works for **Record Start**.

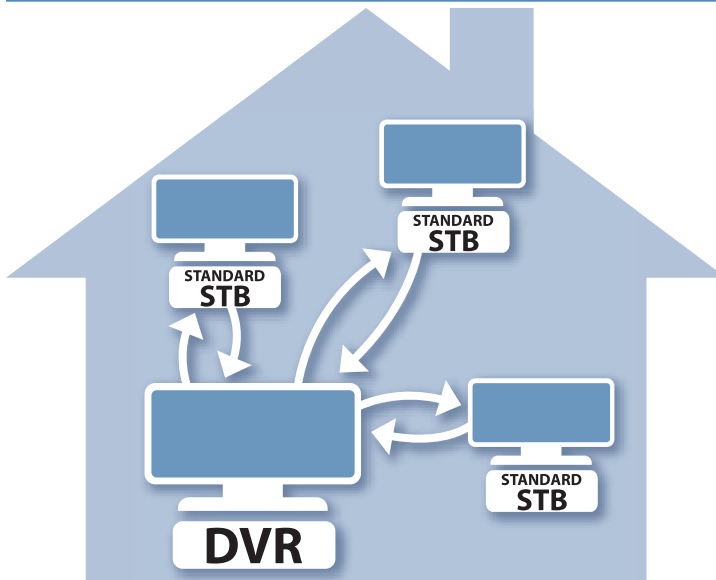




## Whole Home DVR

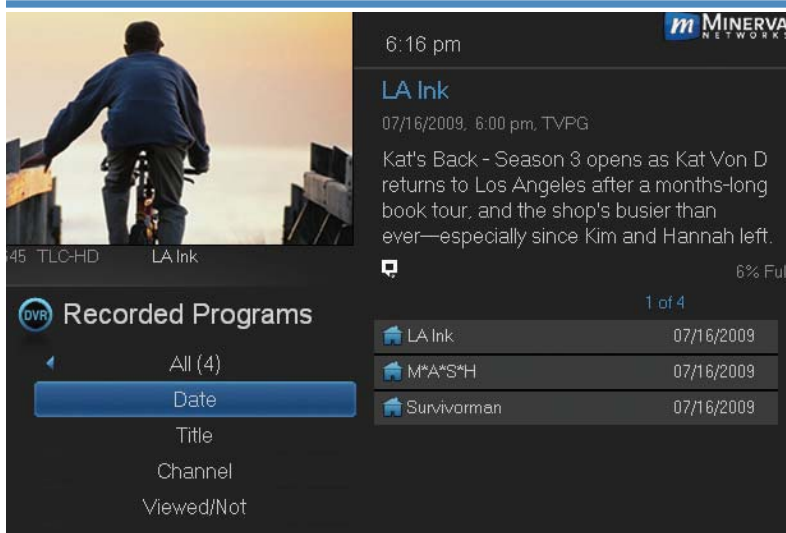
As the name suggests, with Whole Home DVR all set top boxes in the household can record programs and view live or pre-recorded shows from any room in the house. You can also stop a recorded program in one room and continue watching it in another.

### Set a Recording




You can set a recording from connected set top boxes in the household, not just the DVR. Of course, you need one DVR in the household because it actually does the recording and storing functions for all the non-DVR set top boxes. (See [6 Guide - Alerts & Recordings](#) and [7 Recording](#) for more details about recording.)

### Non-DVR Set Top Box Recordings List



To view the list of Whole Home DVR recordings go to the Menubar, select the **DVR** icon and press **OK** on your remote. **Recordings** appears as the first listing under **DVR**. Select it and press **OK** to bring up the list. When viewing the list of Whole Home DVR recordings on a

non-DVR set top box, the Whole Home icon  will appear next to the program's name. All set top boxes (including the DVR) will have access to the recording.

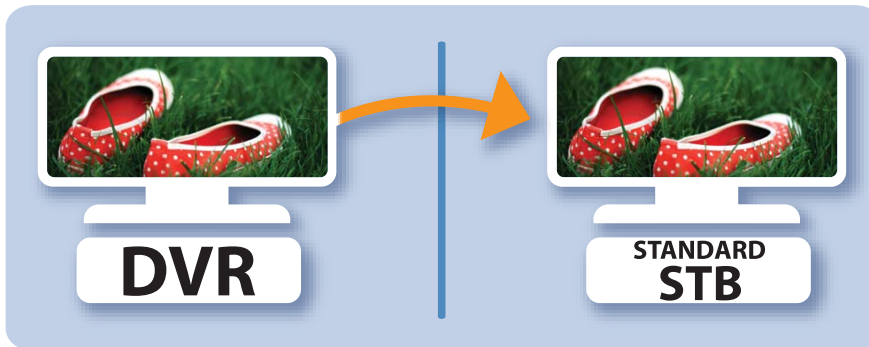


## 8 DVR

### Watching from Room to Room

Stop program in  
family room

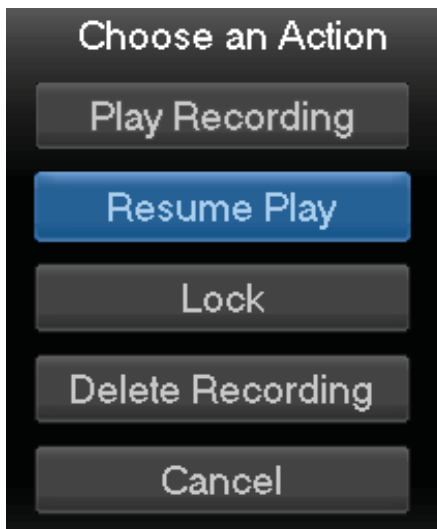
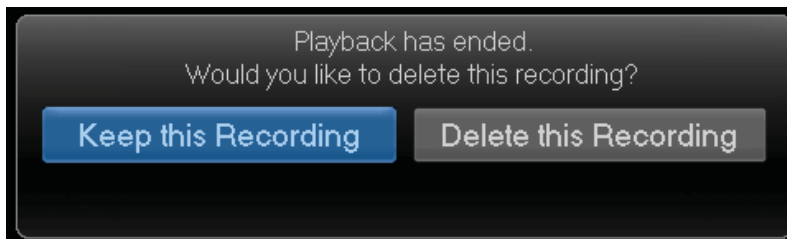
Continue watching  
in bedroom



If you start watching a recorded program in one room (family), and wish to move to another room (bedroom) you can view the recording there.

**Step 1:** Stop the recording playing in the family room by pushing the **stop button** on your remote. (See the **Playback Controls** on your remote).

A screen will appear giving you a choice to either **Keep this Recording** (highlighted) or **Delete this Recording**. Click **OK** on the highlighted **Keep this Recording**. You will then be returned to the **DVR** screen and the video will now be available in other rooms.



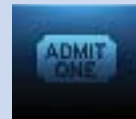
**Step 2:** Go to the bedroom's TV, turn it on, bring up the Menubar and scroll to **DVR**. The first heading under **DVR** is **Recordings**.

**Arrow** over to the recording you had been watching, and push **OK**. A screen will appear giving you the choices of **Play Recording**, **Resume Play**, **Lock**, **Delete Recording**, and **Cancel**.

Scroll to **Resume Play** and press **OK** on the remote to resume watching the video.



# 9 Pay Per View (Coming Soon)



## Introducing Pay Per View (PPV)

Pay Per View allows you to watch exclusive sporting events and other content in the comfort and privacy of your home. Forget long lines, big crowds, expensive concessions and seats in the “nose bleed” section.

## Go To Pay Per View

Using the **Arrow Keys** on your remote, scroll the menubar to **PPV**, then press **OK**. The PPV list will appear on the Guide menu.

## Buying Pay Per View



### Step 1: Pick the Program

Highlight the Pay Per View program you want to buy in **Guide** and press **OK**.



### Step 2: Buy PPV

Highlight **Buy PPV** and press **OK**.



## 9 Pay Per View (Coming Soon)

### Step 3: Confirm Your Purchase

Highlight the box next to **Enter PIN** and enter your Pay Per View PIN using the **Number Pad (0-9)**. For more information on PINs, see section **12 Settings**.

To purchase this program please select the Buy Button below.

Program:  
WrestleMania 300

Show Times:  
4:00 pm 6:00 pm 8:00 pm

Price: \$3.99

Channel: 84

Enter PIN

☒ Share PPV

**Buy** **Cancel**

To share this video with other viewers on your system, highlight the check box next to **Share PPV** and press **OK**.

For more information on **Share PPV**, see section **12 Settings**.

Finally, highlight the **Buy** button and press **OK**.

### Step 4: Watch Your Pay Per View

6:12 pm

**WrestleMania 300**  
6:00 pm - 8:00 pm, PG-13 \$3.99

The best of the best go head to head in a glorious battle for the championship belt. Who will take it home?

84 VC7ALL WrestleMania 300

**PPV**

07/16/2009	6:00 pm	6:30 pm	7:00 pm
80 NCAR23	◀ -No Title-		▶
81 NCAR23	◀ -No Title-		▶
82 NCAR24	◀ -No Title-		▶
83 NCAR27	◀ -No Title-		▶
84 VC7ALL	WrestleMania 300		▶

You can now watch your Pay Per View program.

If you purchased your Pay Per View program in advance, you can schedule an Autotune or Reminder so that you don't miss it.

For more information on setting Reminders and Autotunes, see **Setting a Reminder, Autotune or Recording** earlier in **6 Guide - Alerts & Recording**.



## Introducing On Demand

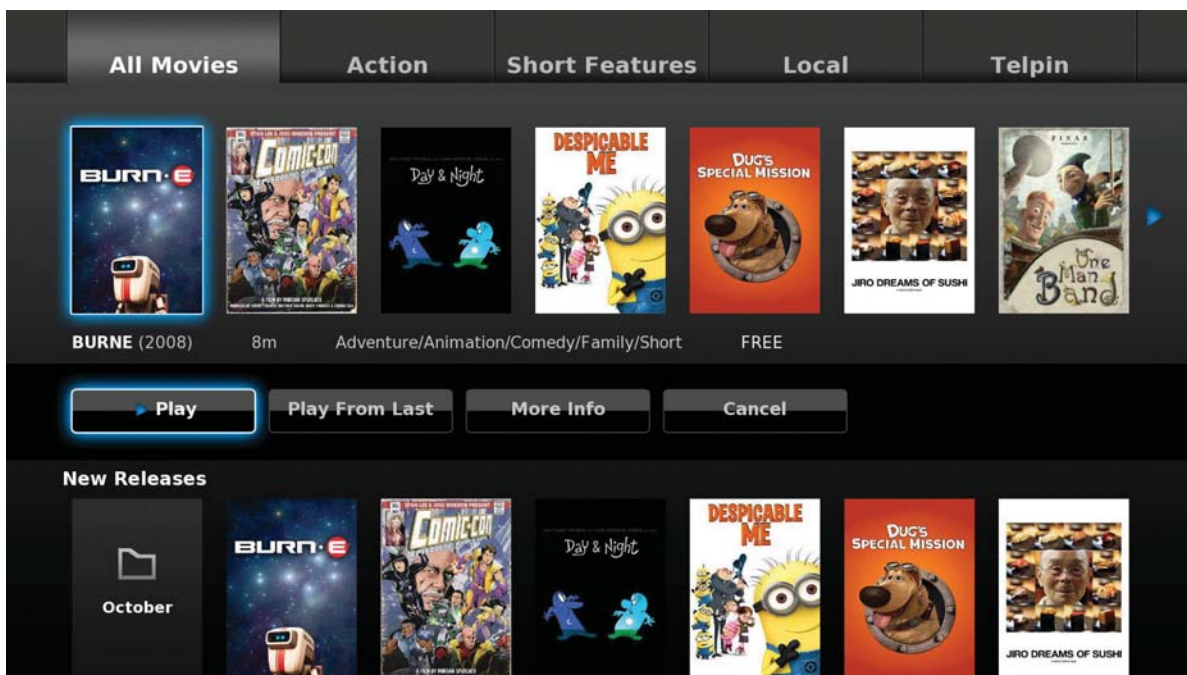
On Demand provides access to VOD (Video on Demand) movies and programs. You can pause, rewind or fast forward during viewing.

## To Access

Press **Menu** on the remote control. Use the **Arrow Keys** to highlight **On Demand**. Press **OK**.

## Getting Around On Demand

Rentals are grouped into categories for easier navigation. The main category selections are on the top of the screen and the listings of that category are displayed below.



Using your **Arrow Keys**, select a main category by highlighting its tab at the top, and press **OK**.

Use the **Arrow Keys** to highlight a rental listing within that category. Information for that listing will be displayed below its title.

## Bringing Up the Play Menu

Bring up the **Play** menu options by pressing **OK** on your remote. **Play** options may vary by rental listing.

If the program is free or already paid for, the following options can appear:



Highlight an option and press **OK** on your remote.



## 10 On Demand (Coming Soon)

**Play:** Plays the video.

**Play From Last:** Resumes the video from where you left off.

**More Info:** Displays rental information like title, expiration date, and video length.

**View Trailer:** Plays the movie trailer when available.

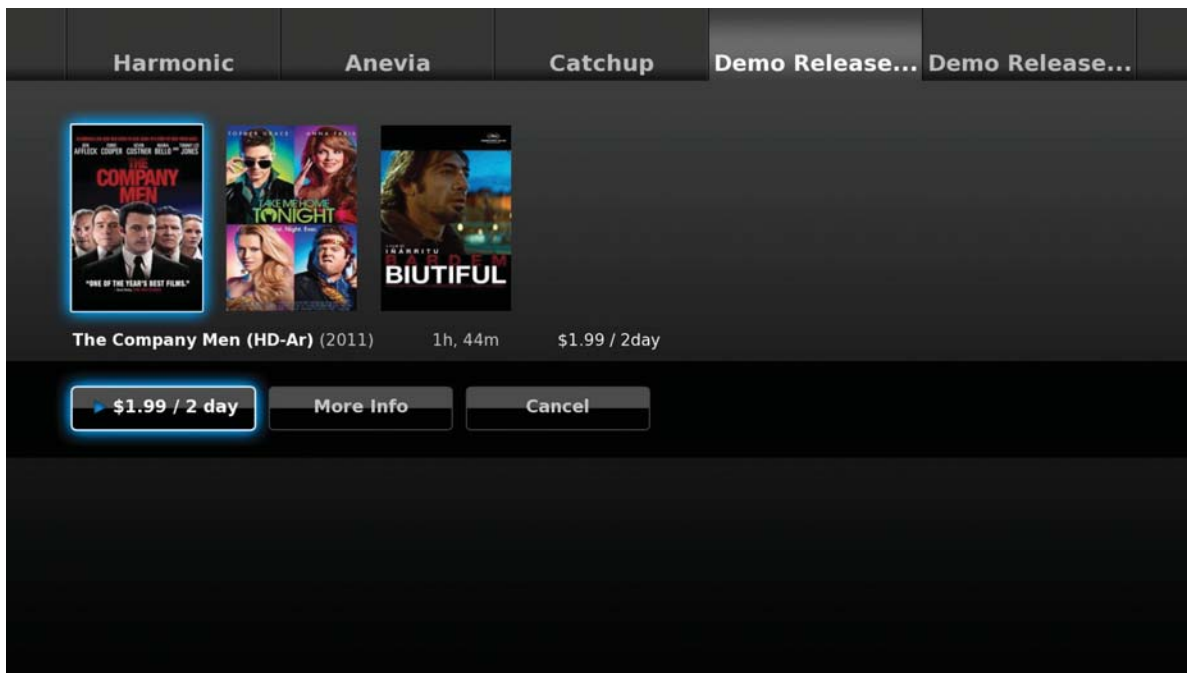
**Cancel:** Exits from the **Play** menu options.

### Play a Program & Add It to My Library

Once you rent a program, it will also be temporarily added to your **Video** playlist under the **My Library** icon for the duration of the rental period. (see **11 My Library - Go To Rented Videos** for more information).

### Rent a Program

To rent a movie, highlight the program and press **OK** on your remote. This will bring up the program's play options. Highlight the price button (example **\$1.99 / 2 day**) and press **OK**.



Depending on your customized settings, you may see a window asking for your PIN code. Enter your PIN code (PIN is the number zero "0" by default) and press **OK**. See **13 Settings - Working With Settings/Users** for adding or editing a PIN code.

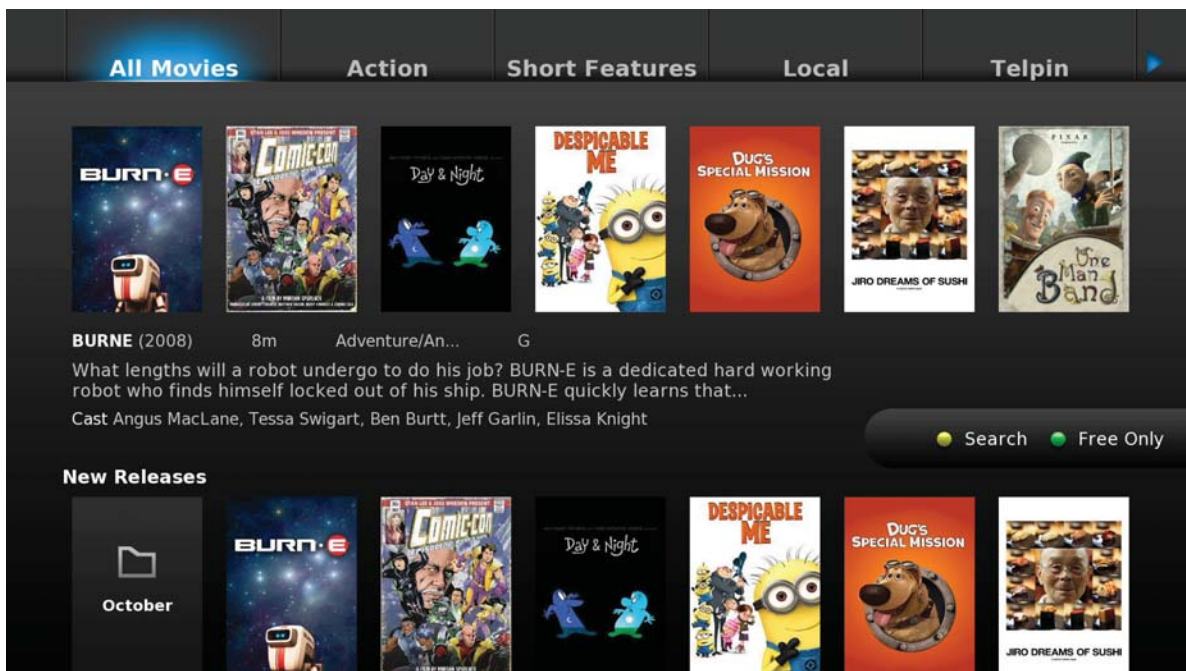




Once the confirm button is highlighted, press **OK**. The movie will then begin to play. You can use the **Stop**, **Pause**, **Rewind**, **Fast Forward** and **Play** buttons on the remote control anytime during the movie.

## On Demand Browse & Search Options

The yellow (●) button and green (●) button will change functions depending on which menu screen you are on. When you begin browsing **On Demand** programs, the yellow (●) button will say **Search**, and the green (●) button will say **Free Only**.



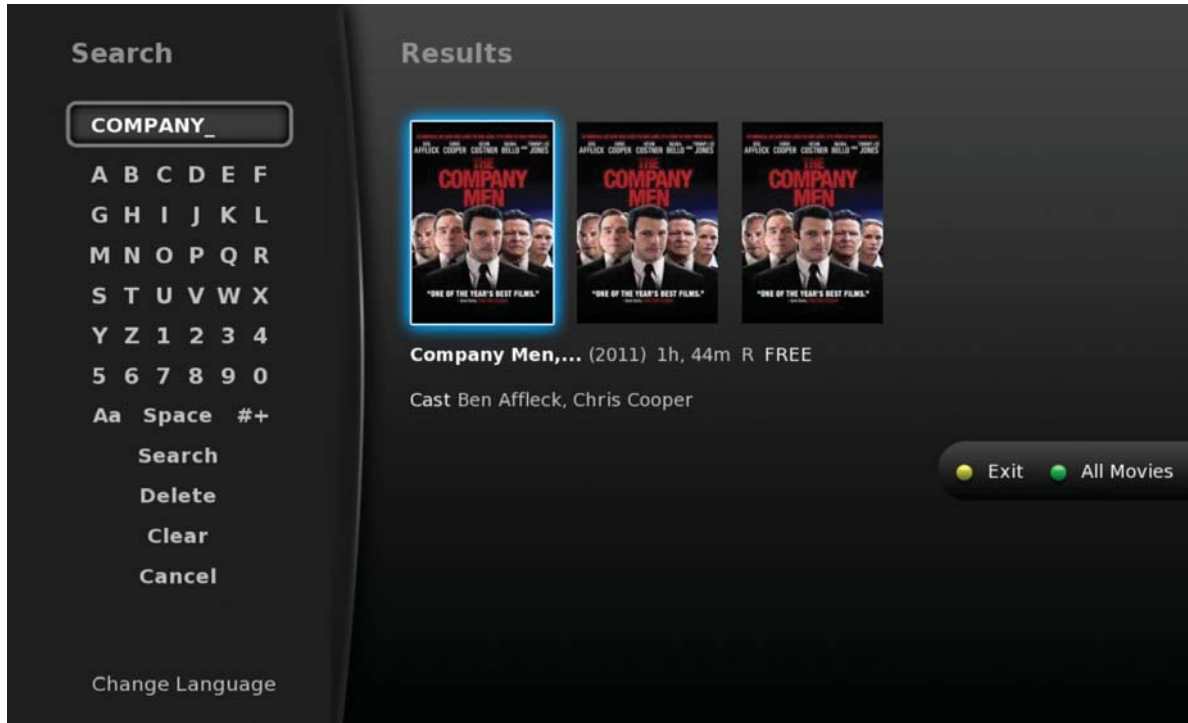
Press the yellow (●) button on your remote to bring up the on-screen keypad. Using your **Arrow Keys**, enter the program title or portion of the title to be searched.

When complete, **Arrow** to **Search** and press **OK**. The menu screen will show your search results.





## 10 On Demand (Coming Soon)



When the on-screen keypad is up, the yellow (●) button will change to say **Exit**. Press the yellow (●) button on your remote to **Exit** the keypad.

The green (●) button on the On Demand menu screen will toggle between showing **Free Only** programs and **All Movies**, and is accessed by pressing the green (●) button on your remote. When you toggle these options, the On Demand menu screen itself will change and show **Free Movies** and then **All Movies** (which include paid movies).

### Stop a Video and Exit On Demand

If you wish to exit the video, press **STOP** on your remote to return to the last On Demand menu screen viewed.

To exit the **On Demand** menu screen and return to live programming, press **EXIT** on your remote.



## Introducing My Library

My Library stores all purchased programming, a list of your scheduled Reminder and Autotune events, messages about your service, and a log of your Caller ID (**Caller ID coming soon**).

## The My Library Menu

Video	<b>Video</b> provides access to your VOD Rentals you have purchased from On Demand ( <b>coming soon</b> ).
PPV Events	<b>PPV Events (Coming Soon)</b> allows you to view previously purchased concerts, sporting or other Pay Per View programs.
Reminders	<b>Reminders</b> lists all Reminders and Autotune events you have scheduled. From here, you can cancel a Reminder or Autotune.
Messages	<b>Messages</b> allows you to view any messages about your service. Messages may inform you of promotional offers, upcoming Video On Demand events, service upgrades, or billing alerts.
Caller ID	<b>Caller ID (Coming Soon)</b> offers access to a log of all calls you have received through Caller ID. You can review your Caller ID history and delete individual entries.

## Go To My Library

Press **MENU** on your remote control, highlight **My Library** and press **OK**.

## Go To Rented Videos (**Coming Soon**)

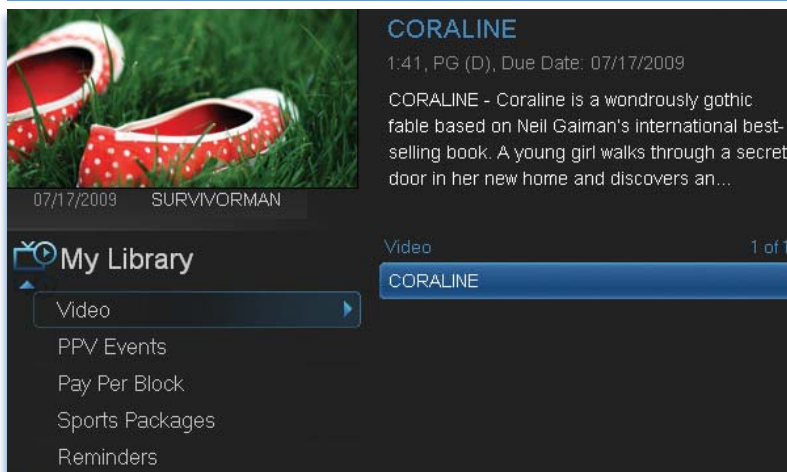
VOD rental times can range from 24 hrs to several days. To view and play your VOD during that rental time, highlight **Video** and press **OK**.

A list of your active VOD Rentals appears to the right.



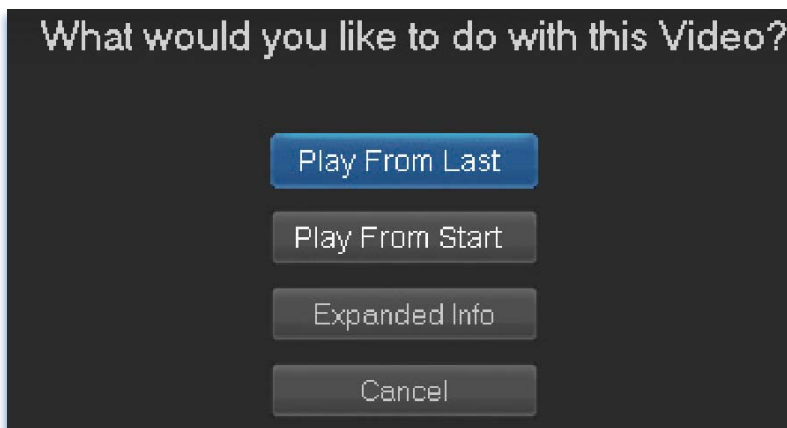
# 11 My Library

## Watching an On Demand Video Rental (Coming Soon)



### Step 1: Pick Your Video Rental

Highlight your Video Rental and press **OK**.



### Step 2: Play Your Rental

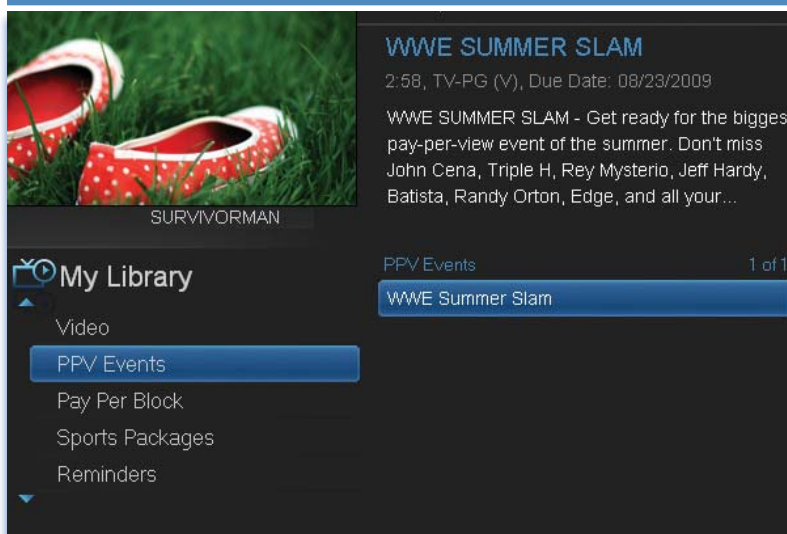
Highlight **Play From Start** and press **OK** to start playing at the beginning.

If you have already watched part of the program and want to pick up where you left off, highlight **Play From Last** and press **OK**.

## Introducing PPV Events (Coming Soon)

PPV Events allows you to view a previously purchased program.

### Go To PPV



**Arrow** down to your topic and press **OK**. All purchased Pay Per View programs are listed to the right. Highlight the event you want to watch and press **OK** for information and viewing options.



## Introducing Reminders

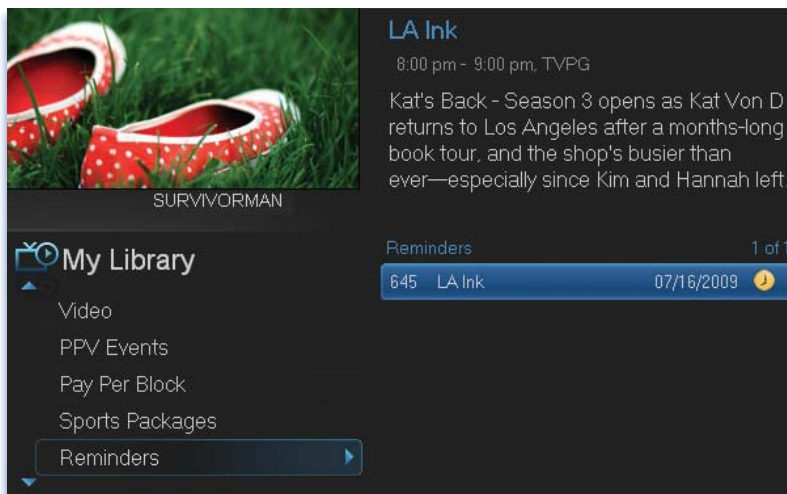
Reminders lists all scheduled Reminders and Autotune events. From here you can cancel a Reminder or Autotune.

## Go To Reminders

Highlight **Reminders** and press **OK**.

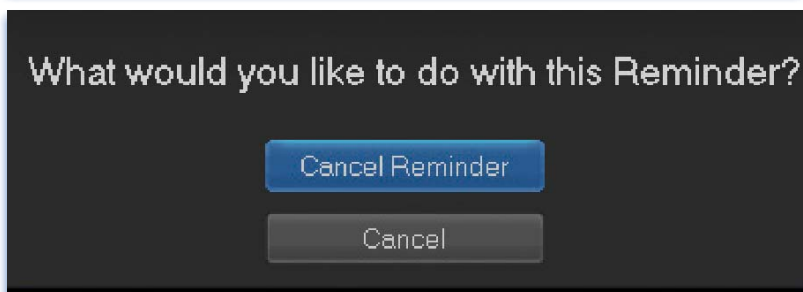
A list of your Reminders  and Autotunes  appears to the right.

## Cancel a Reminder or Autotune



### Step 1: Pick the Program

Highlight the Reminder or Autotune event you want to cancel and press **OK**.



### Step 2: Cancel the Autotune or Reminder

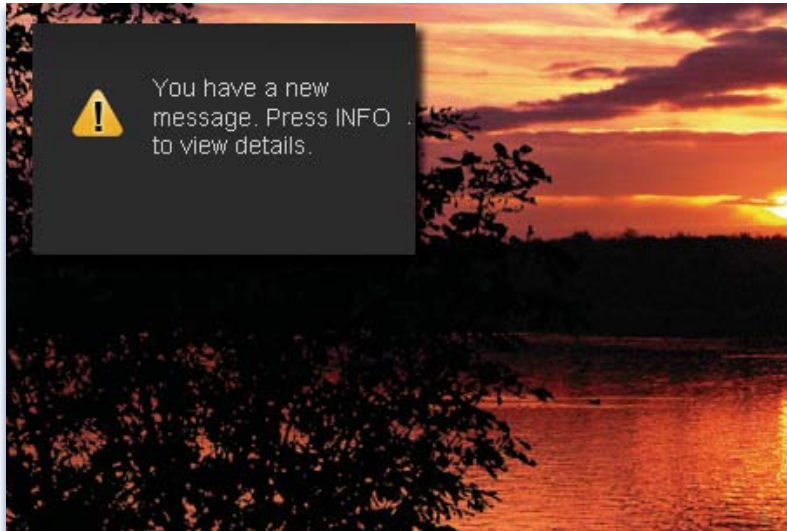
Highlight **Cancel Autotune** or **Cancel Reminder** depending on the type of event you are canceling and press **OK**.



# 11 My Library

## Introducing Messages

Messages may inform you of promotional offers, upcoming program events, service upgrades or billing alerts.



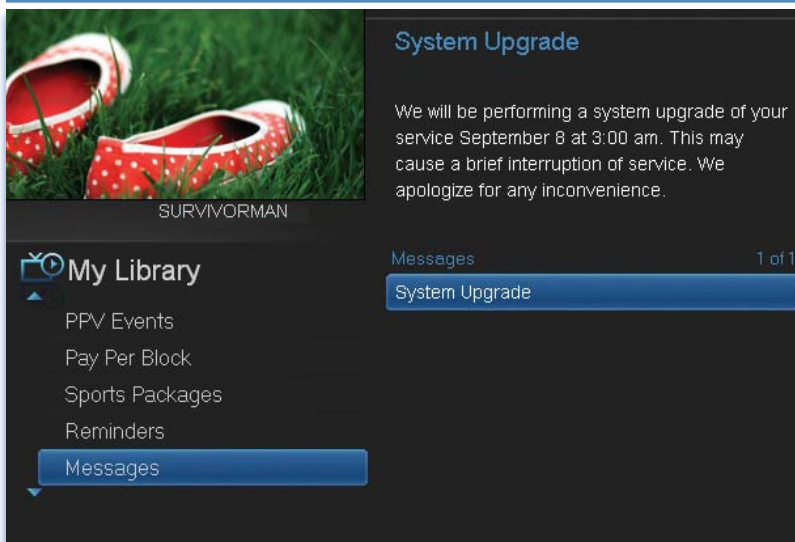
Whenever you receive a new message an alert will appear on your screen. Press **INFO** on your remote to display the message, or press **EXIT** to ignore the alert and view the message later.

## Go To Messages

Highlight **Messages** and press **OK**.

A list of all available messages appears to the right.

## Reading a Message



Highlight the message listing you want to read. The full message will be displayed in the Info Area in the upper right-hand corner of your screen.





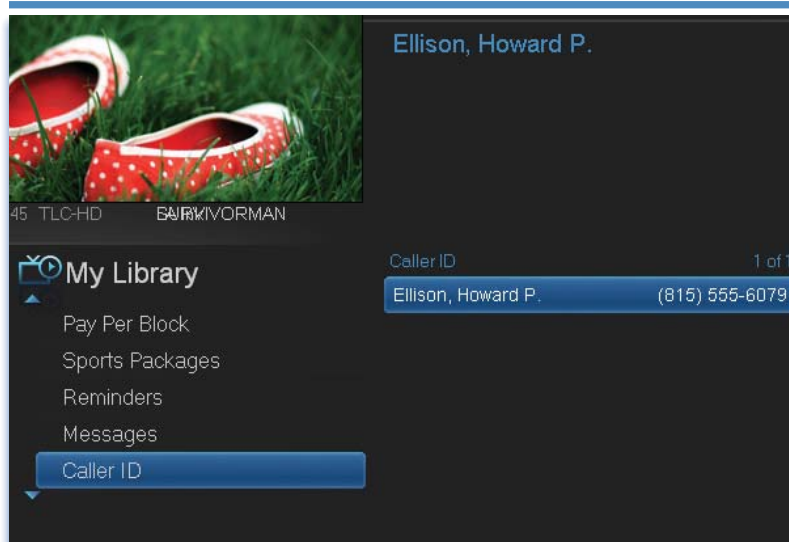
## Introducing Caller ID (Coming Soon)

Caller ID offers access to the Caller ID call log. You can review log entries and delete individual entries.

**Note: You must subscribe to Caller ID to access this feature. Additionally, only certain set top boxes support on-screen Caller ID. Please contact customer service for more information.**

Whenever you receive a call, an alert will appear in the upper corner of your screen. This alert will be removed after a few seconds. These settings can be controlled from the **Preferences** in the **Settings**.

## Go To Caller ID



Highlight **Caller ID** and press **OK**.

A list of received calls appears to the right.

Highlighting a Caller ID log entry will display the name and number of the caller, and the date and time of the call.

## Deleting a Caller ID Entry

Highlight the Caller ID listing you want to delete and press **OK**.

Highlight **Delete** and press **OK** to remove the entry, or **Cancel** if you decide to keep it.



# 12 Settings

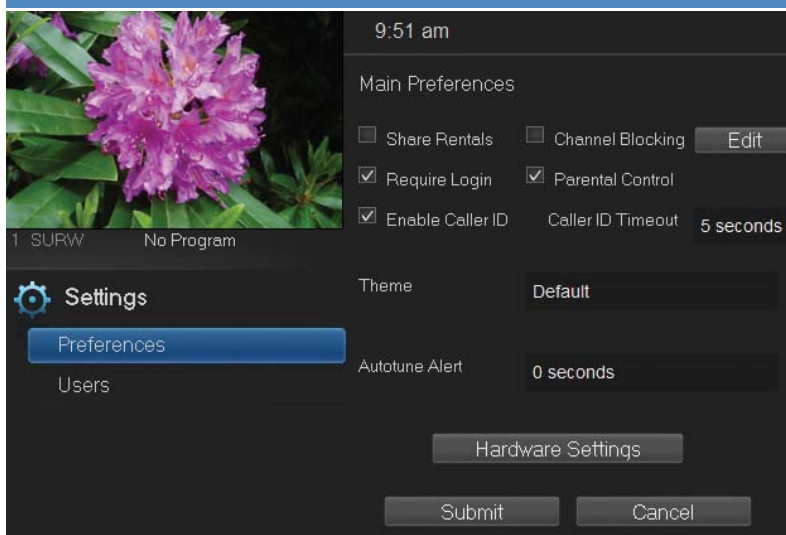
## Introducing Settings

**Settings** gives you control over your video service. You can choose to share purchased programs, change how alerts appear on your screen, create parental controls and block programs by channel or ratings. You can also create accounts for members of your family.

## Go To Settings

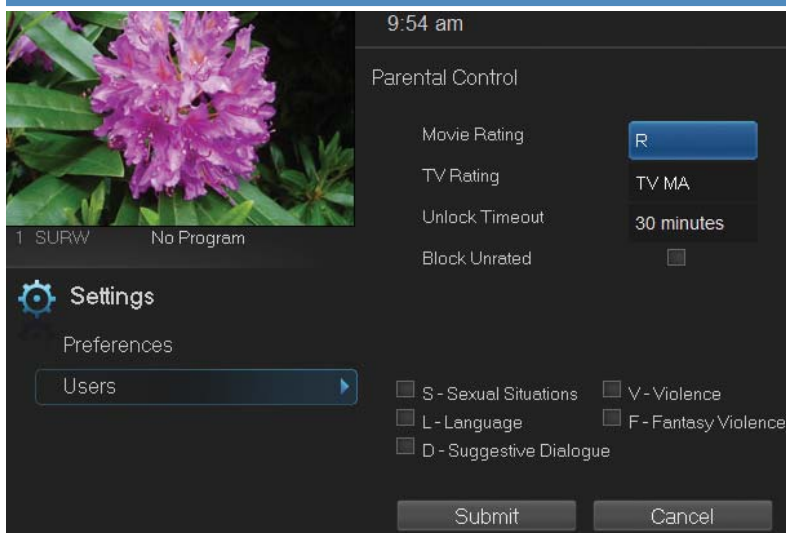
Press **MENU** and highlight **Settings**. Then enter your password, highlight **OK** and press **OK**. There are two main sections of **Settings**: **Preferences** and **Users**. Both are used for setting up parental controls.

## Activating Parental Control



**Arrow** to **Parental Control** under **Main Preferences** and press **OK** to check the box. **Arrow** to **Submit** and press **OK**. You will be returned to live TV. Navigate back to **Settings** and enter your account password.

## Selecting Parental Control Settings



**Arrow Down** to **Users** and press **OK**. **Arrow Right** and highlight **Parental Control** and press **OK**.

A new screen appears listing the **Parental Control** topics.

**Arrow Up** and **Down** to check the controls you want to set for your household.

Both **Movie** and **TV Ratings** should be set. Setting one will not block the

## 12 Settings



other's content as they have different rating values. For more information about **Movie** and **TV Ratings**, see the ratings definitions in the appendix of this guide. Movie and TV ratings determine the highest rating for programs that will be accessible. All levels above the selected rating will be blocked.

### Unlock Timeout (Only Available on Master Account)

Unlock Timeout determines how long parental controls will remain disabled.



To set Unlock Timeout, highlight the option box next to **Unlock Timeout** and press **OK**. Use the **Right/Left Arrow Keys** to select the amount of time wanted, then press **OK**.

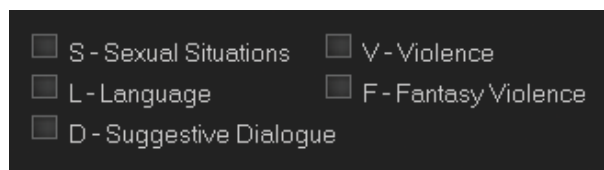
To set Unlock Timeout, highlight the option box next to **Unlock**



### Block Unrated (Only Available on Master Account)

Block Unrated allows or blocks any program that does not have a rating.

To turn Block Unrated on or off, highlight the check box and press **OK**.



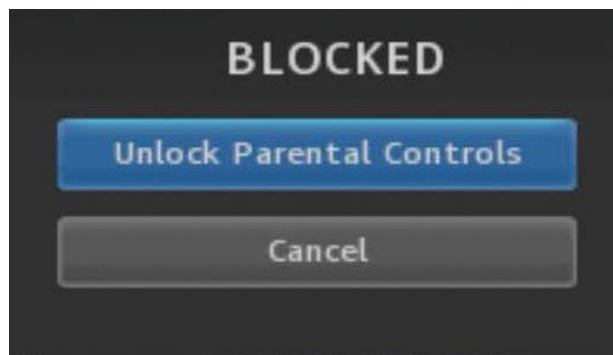
### Content Rating

To block a particular type of content, highlight the check box to the left of that item and press **OK**.

**Note: If you block unrated programs with parental control settings, you may be blocking a sports or news program that isn't rated.**

### Turning Parental Controls On and Off

Once you have finished your selections, **Arrow Down** to **Submit** and press **OK**. Parental Controls will now be turned on. To turn off Parental Controls, go to **Guide** and select the **Restricted** program replacing the program's title, highlight, and press **OK** on your remote.

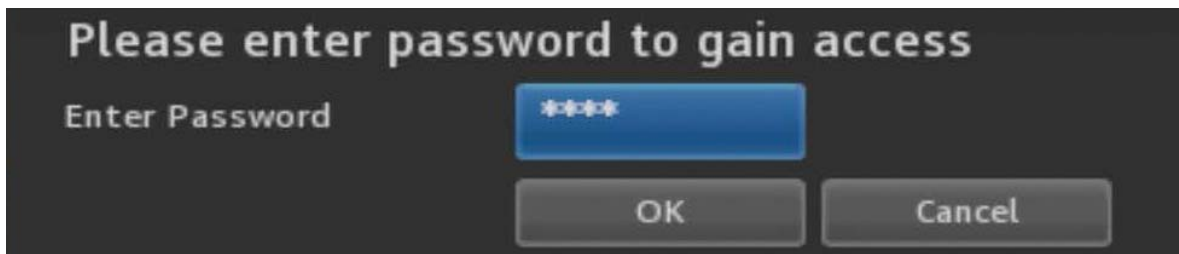


A dialog box pops up that says **Unlock Parental Controls** and **Cancel**.

If you choose **Unlock Parental Controls**, you're then prompted for your password and parental controls are unlocked for the duration specified by the **Unlock Timeout** feature.



## 12 Settings

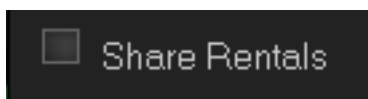


You set the amount of time you want for the **Unlock Timeout** to be in effect under the **Parental Controls** settings as explained earlier in this section. To turn Parental Controls off indefinitely, uncheck the check box marked **Parental Controls** in **Settings Preferences**.

### Working With Additional Preferences

#### Share Rentals

Share Rentals makes purchased programs available for any user (enabled), or only available to the user who makes the purchase (disabled).



To turn on or off, highlight the check box and press **OK**. Checked rentals will appear on purchase screens.

#### Require Login

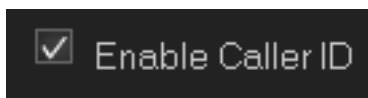
Require Login determines if a user name and password must be entered before being able to use your TV service.



To turn Require Login on or off, highlight the check box and press **OK**. This ensures that the additional users or sub accounts must log in to watch programs.

#### Enable Caller ID (Caller ID Coming Soon)

Enable Caller ID turns on or off screen alerts for incoming Caller ID.



To turn Enable Caller ID on or off, highlight the check box and press **OK**.

#### Caller ID Timeout

Caller ID Timeout determines how long Caller ID notifications remain on the screen.



To set Caller ID Timeout, highlight the option box to the right of **Caller ID Timeout** and press **OK**. Then press the **Right or Left Arrow Key** to rotate to the amount of time you want the alert displayed, then press **OK**.

#### Channel Blocking

Channel Blocking enables or disables the list of channels you have blocked. Blocked channels do not appear in Guide.

## 12 Settings



To turn Channel Blocking on or off, highlight the check box and press **OK**.

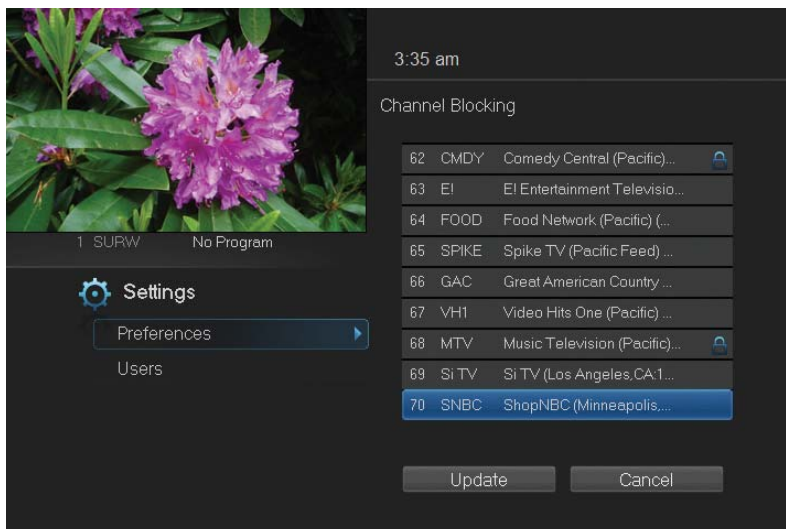
To edit the list of channels that are blocked, highlight the **Edit** button and press **OK**.

**Channel Blocking Edit** displays a list of all channels available. You can then block or unblock any channel. Blocked channels will appear with a padlock icon next to them in the Edit screen, but WILL NOT APPEAR in channel lineup. Parental Control does not need to be turned on for this feature to be active.



To block channels, highlight the **Channel Blocking Edit** button and press **OK**.

If no changes have been made on the **Preferences** screen, you will go directly to the list of all available channels. If any changes *have* been made to the main **Preferences** screen and you have not already updated them, a **Save Changes** box will appear. Highlight **YES** and press **OK** if you wish to save these changes. The **Settings Successfully Updated** notice will then appear. Highlight **OK**, and press the **OK** button.



The **Channel Blocking** list will appear.

To block/unblock a channel, highlight the channel entry and press **OK**. A blocked channel will have a padlock icon on the right side of the channel name.

To go to the next screen of channels,

press the **Up or Down Arrow Key**. When complete, **Arrow** to update and press **OK**.





## 12 Settings

### Autotune Alert

Autotune Alert determines how early an Autotune alert will appear prior to the beginning of the selected program.

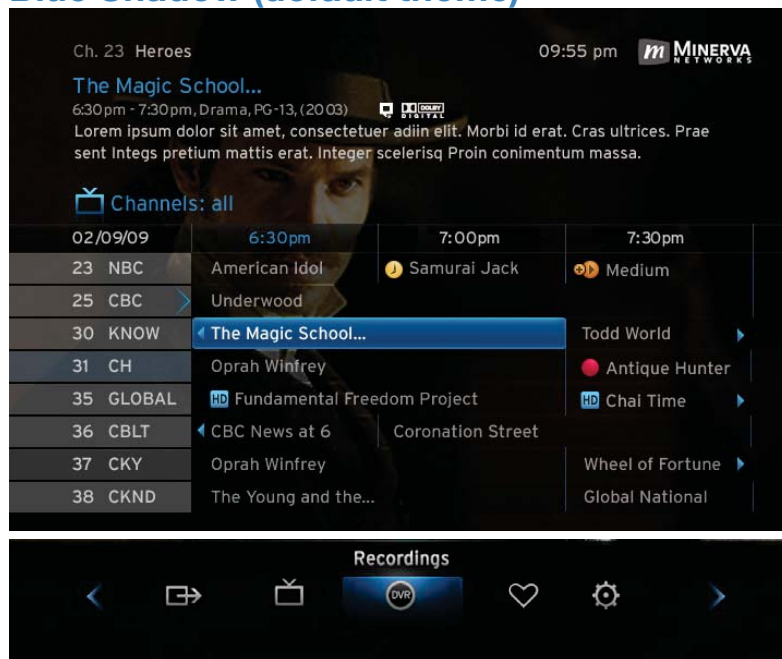
**Autotune Alert 0 seconds** To set Autotune Alert, highlight the option box to the right of **Autotune Alert** and press **OK**. Then press the **Right or Left Arrow Key** to display **0 seconds, 30 seconds, 2 minutes** or **5 minutes**, then press **OK**.

0 seconds will display your Autotune Alert at the exact time the program begins, where setting to 1 minute will alert you one minute before you program begins.

### Theme

**Theme Default** Theme allows you to change the color and style of menu, guide and system screens using pre-set styles. To get to **Theme**, highlight and select the **Settings** icon on the main menu bar, then scroll over to **Theme**. There you will find the name of the theme you may change to. Blue Shadow is your default theme, and Bumblebee is your other theme option. Here are examples of your different Guide and Menu screens.

### Blue Shadow (default theme)



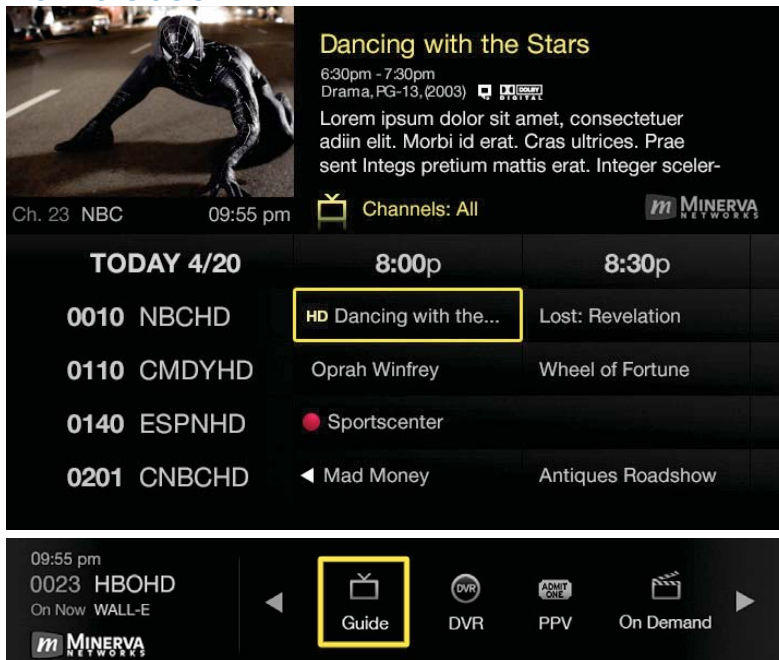
Guide

Menu

# 12 Settings



## Bumblebee

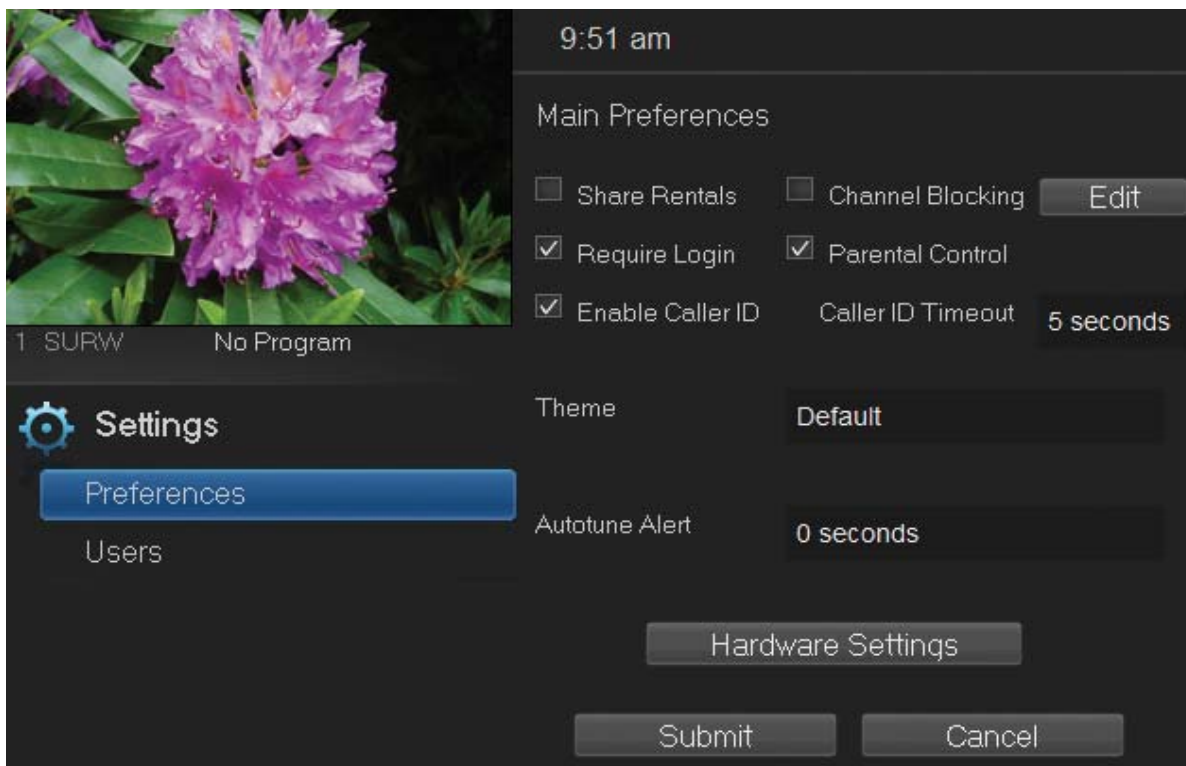


Guide

Menu

## Changing Your Electronic Program Guide Skin

**Step 1:** Press **Menu** on your remote. Use your **Arrow Keys** to scroll to the **Settings** icon. You will have to enter a password to enter **Settings**. **Preference** under **Settings** will be highlighted. Navigate to the bar space across from **Theme** and press **OK** on the remote.





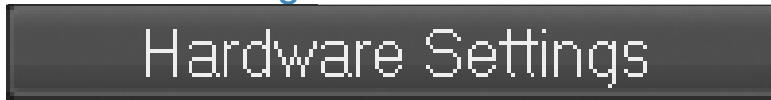
## 12 Settings

**Step 2:** The **Theme** box will show right and left arrows. Use your right and left **Arrow Keys** on your remote to show the skin you wish to change to, then push **OK** on your remote.

**Step 3:** Scroll down to **Submit** and press **OK**. A message will appear saying that your settings were successfully updated. Press **OK**. Another message will state that a resource change has been detected which requires a reboot. Press **OK**. Your television system will go through the transition. Your TV screen will be black with an active daisy wheel indicating changes are occurring. It will take several minutes before your television comes back up. Be patient. It will return with the chosen skin.

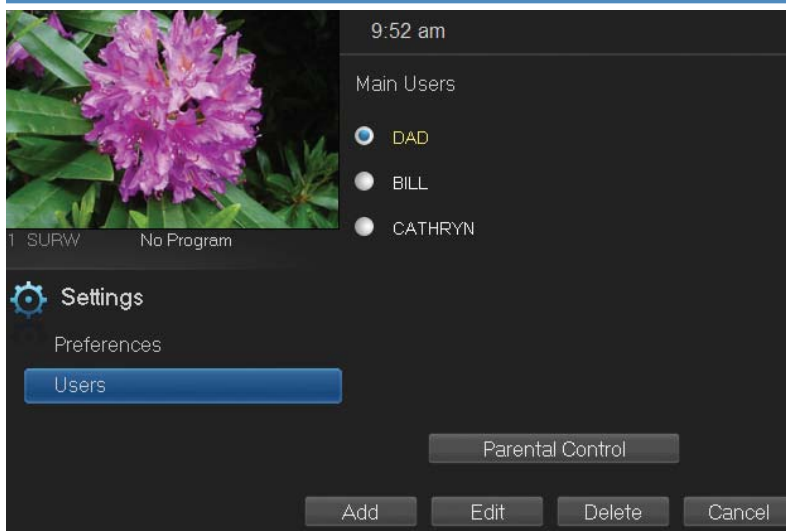
**Step 4:** If you want to change back to the previous skin, use the same process.

### Hardware Settings



For service provider only.

### Working With Settings/Users



User accounts allows you to have separate parental controls, purchase limits and themes for different family members.

### Users/Settings

allows you to add a user account, edit an existing user account, change parental controls for a user account, or delete a user account.

**Note:** The master account is the first account listed and is shown in yellow rather than white. You cannot delete the master account and cannot change the login name for the master account.

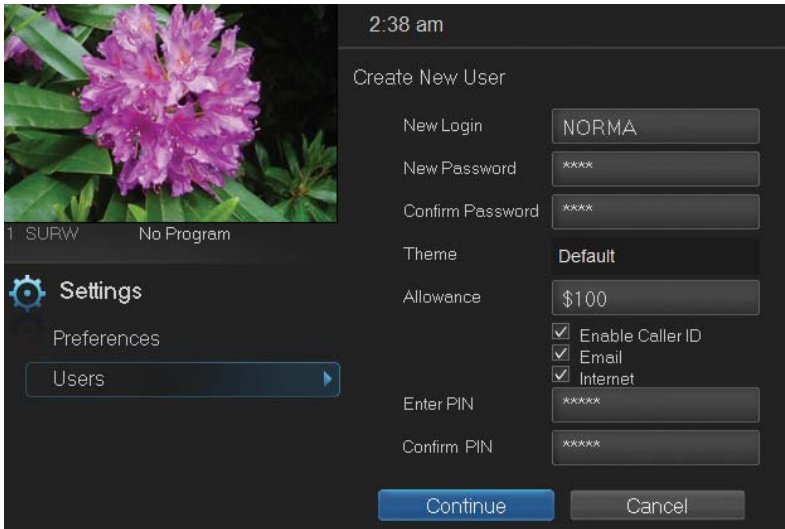
# 12 Settings



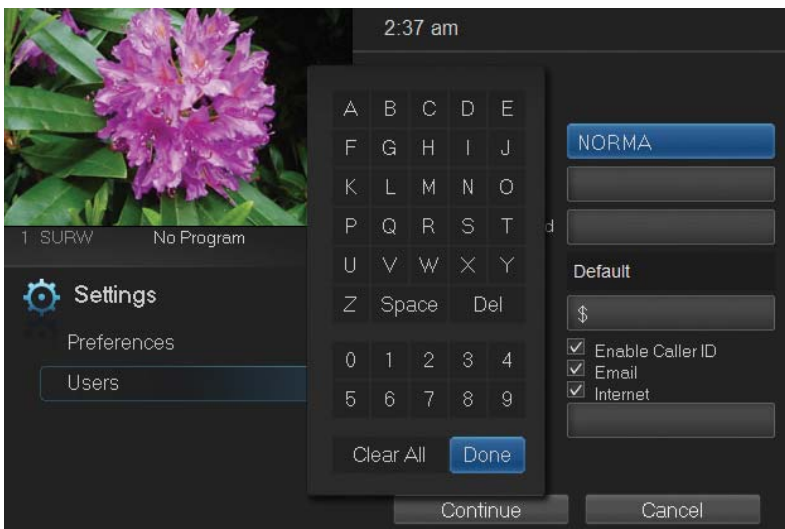
## Adding a User Account



To create a new user account, highlight the **Add** button and press **OK**.



Highlight **New Login** to enter the name for the new account and press **OK**. An on-screen keyboard appears.



Use the **Arrow Keys** to highlight a letter or number and press **OK** to add it to the login name.

Once you have entered the desired name, highlight **Done** and press **OK** to return to the Create New User screen.



## 12 Settings

9:55 am

Create New User

New Login

New Password

Confirm Password

Theme **Default**

Allowance

☒ Enable Caller ID

☒ Email

☒ Internet

Enter PIN

Confirm PIN

**Continue** **Cancel**

Highlight **New Password** to enter the password for the new account. Use the **Number Pad** on your remote to enter the password.

CATHRYN

Highlight **Confirm Password** to re-enter the password for the new account. Use the **Number Pad** on your remote to re-enter the password.

### Theme

Theme **Default**

Choose a theme to be used for the new account.

Allowance

Highlight **Allowance \$** to enter a limit to the amount of programs that can be purchased per month for the new account. Use the **Number Pad** on your remote to enter a whole dollar amount (e.g. 200 to limit the account to \$200.00).

☒ **Enable Caller ID**

Highlight the **Enable Caller ID (Caller ID coming soon)** check box and press **OK** to enable or disable Caller ID alerts to appear on the screen for this user account.

Enter PIN

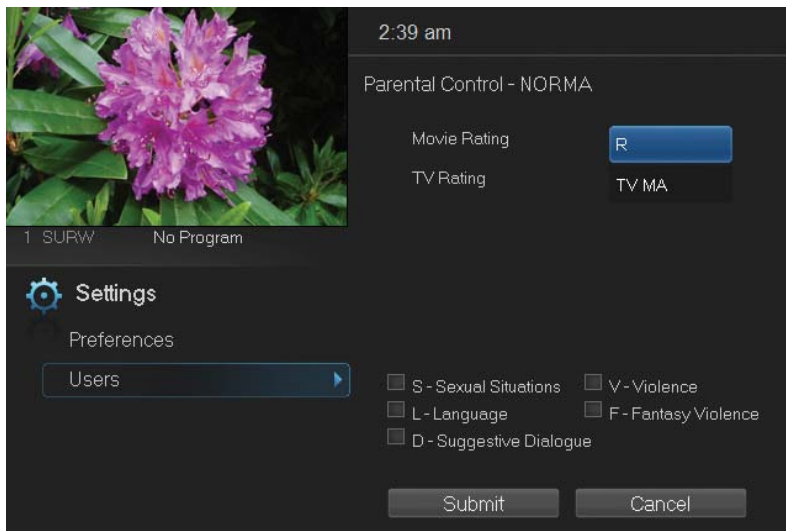
Highlight **Enter PIN** to enter the master account's PIN as a further way of verifying the master account holder is creating this account. Use the **Number Pad** on your remote to enter the PIN. Then re-enter the PIN to confirm that you've entered it correctly.

Now highlight **Continue** and press **OK** to go to the next





Add User Account screen.

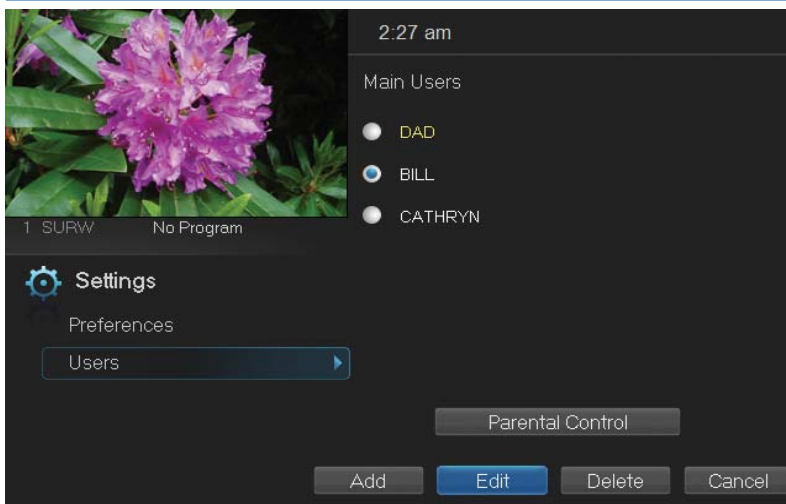


The second Add User Account screen allows you to create parental controls specific to this user.

These parental control settings are identical to the settings shown earlier with the exception that there is no Unlock Timeout or Block Unrated setting.

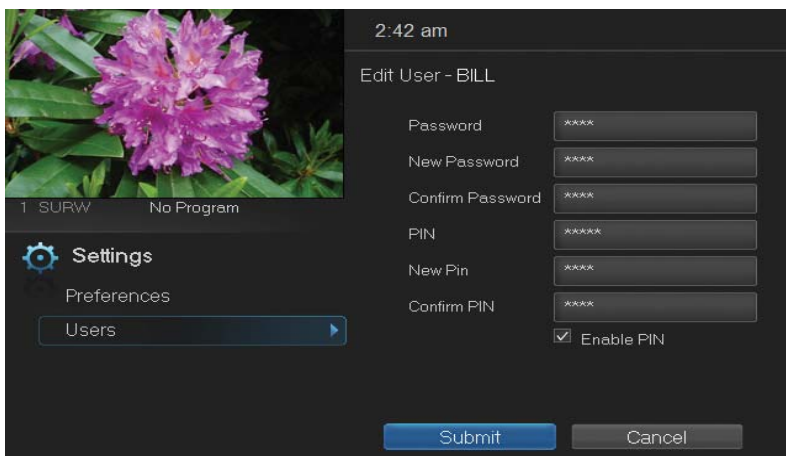
Once you have entered the settings for the new account, highlight **Submit** and press **OK**.

## Editing a User Account



To edit a user account, highlight the user account and press **OK**, then highlight the **Edit** button and press **OK**.

**Note: The master account is the first account listed and is shown in yellow rather than white.**



Using the **Number Pad** on your remote, enter the current password for this account.



## 12 Settings

Confirm Password    \*\*\*\*\*

Now highlight **New Password** to change the password. Use the **Number Pad** on your remote to enter a numeric password.

Confirm Password    \*\*\*\*\*

Highlight **Confirm Password** to re-enter the password. Use the **Number Pad** on your remote to exactly re-enter the password.

PIN    \*\*\*\*\*

Highlight **PIN** and enter the account's existing PIN.

New Pin    \*\*\*\*\*

Highlight **New PIN** and enter a new PIN for this account.

Confirm PIN    \*\*\*\*\*

Highlight **Confirm PIN** to re-enter the new PIN.

☒ Enable PIN

Highlight the **Enable PIN** check box and press **OK** to enable or disable the need to use a PIN.

Once you have made all changes to this account, highlight **Submit** and press **OK**.

## 13 Sign Out / Sign In



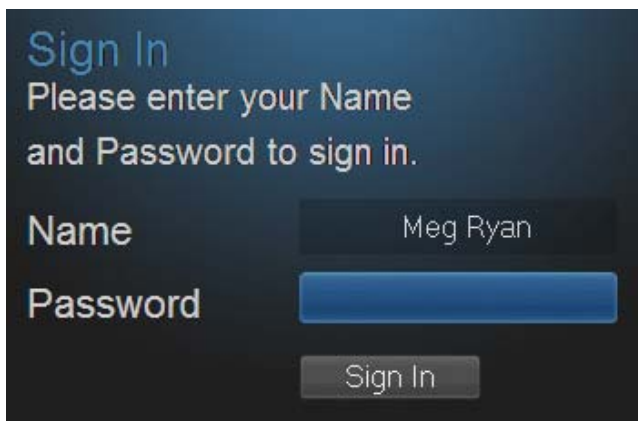
### Sign Out / Sign In

This function is typically only used if there are multiple user accounts, usually when a parent adds a child as a new user. The parent's account (master account) controls the child's account (sub account).

### Go To Sign Out / Sign In



Press the **MENU** button on the remote. Scroll the menubar to the **Sign Out** icon and click **OK**.



You will then be signed out of your user account, and the **Sign In** screen will appear. Highlight the **Name** entry box and press **OK**.

Use the **Up/Down Arrows Keys** to select the name for the desired account. Then highlight the **Password** entry box and enter the password used for the desired account, highlight **Sign In** and press **OK**.

When a new user signs in, parental controls and other set restrictions for that account will be imposed.



# 14 Favorites

## Introducing Favorites

Save time and enjoy the channels you watch the most. Each Favorites list contains just the TV channels you wish to view. You can create multiple Favorites lists and quickly change the Guide to show them.

## Go To Favorites

Press **MENU** and highlight **Favorites**, then press **OK**.

A screen will appear with options to choose, edit, create or delete a list, or cancel.

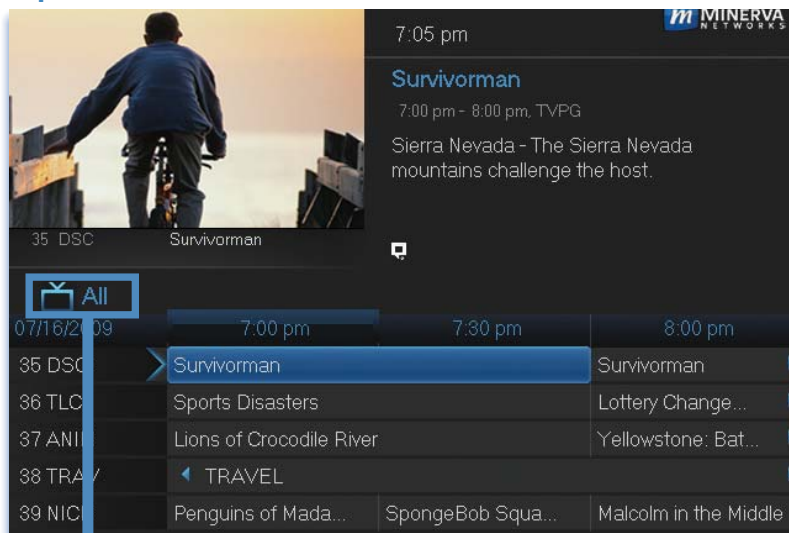
## Choosing a Favorites List

There are two ways to choose a Favorites list:

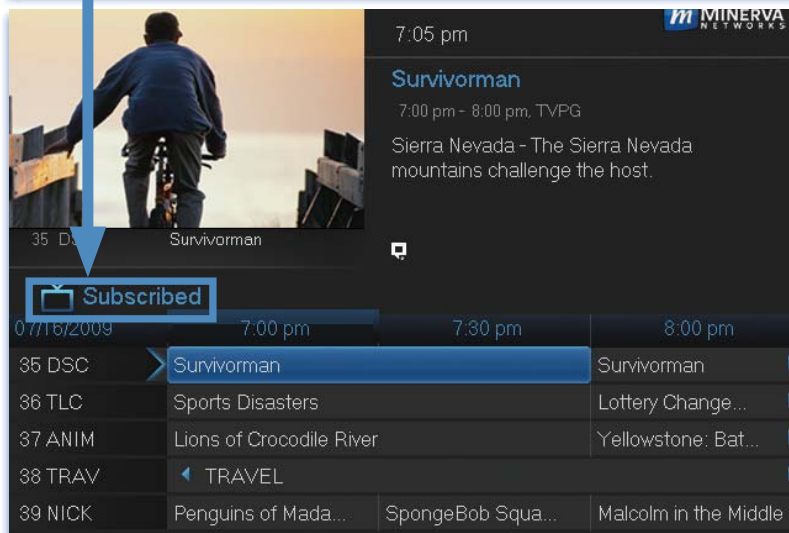
### Option 1: Favorites From the Menubar

Follow the steps above in “Go To Favorites,” then highlight **Choose** and press **OK**. Then highlight the Favorites list you want and press **OK**.

### Option 2: Favorites From Guide



While in **Guide**, you can cycle through your Favorites lists by pressing **GUIDE** repeatedly. Each press will activate the next Favorites list and its channel line-up. Cycling to **All** will display all available programming.



The name of the active Favorites list is shown below the picture-in-picture area. This causes **Guide** to only display the channels included on that Favorites list.

Pressing **GUIDE** once you have cycled through all Favorites lists will exit **Guide**.

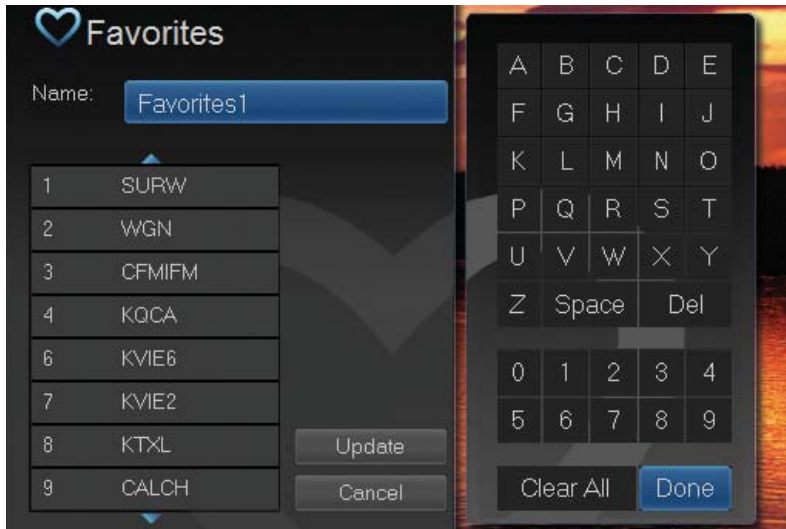


## Creating or Editing a Favorites List

### Step 1: Create or Edit

Follow the steps in “Go To Favorites,” highlight **Create** or **Edit**, and press **OK** to bring up the **Favorites** create/edit screen. This screen displays every channel available.

### Step 2: Name Your Favorites List




The **Name** box is already highlighted. Press **OK** to bring up the on-screen keyboard.

Then, highlight **Clear All** and press **OK** to clear the default name. Now you can enter the name for your Favorites list using the on-screen keyboard.

Highlight each letter in the new name and press **OK**. Once you have entered the name, highlight **Done** and press **OK**.

### Step 3: Choose Your Favorite Channels

**Arrow Up** and **Down** and select the channels to add or remove from your Favorites list and press **OK**. A channel included in the Favorites list shows a heart icon  to the right of the channel name.

To save your Favorites list, **Arrow Right** and highlight **Update** and press **OK**.

To cancel your Favorite list without saving it, highlight the **Cancel** button at the bottom right of your screen and press **OK**.

## Delete a Favorites List

### Step 1: Select Delete

Follow the steps in “Go To Favorites,” then highlight **Delete** and press **OK**.

### Step 2: Select the Favorites List to Delete

Highlight the Favorites list you want to delete and press **OK**. A box will appear asking you to confirm that you want to delete the selected Favorites list. Highlight **Yes** to delete or **No** to cancel, and press **OK**.





# 15 Search

## Introducing Search

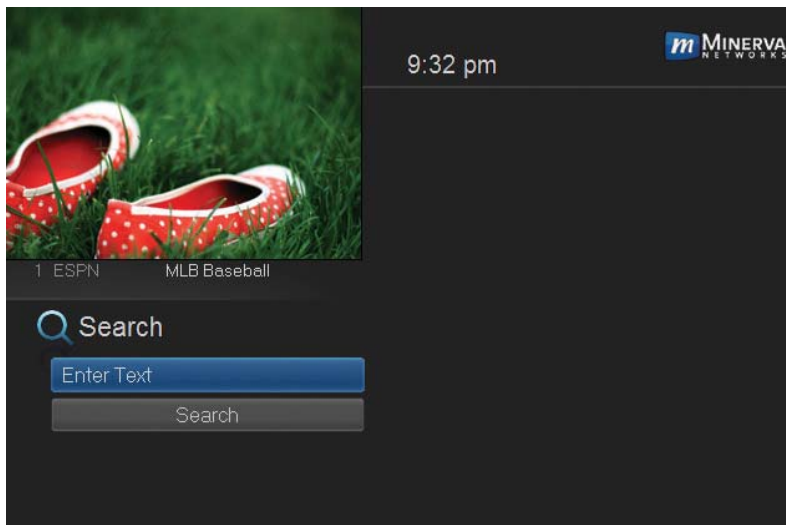
Search allows you to enter the title or partial title of a program or video and find any program matching the text you entered, including available On Demand programming and programming currently stored on your DVR.

## Go To Search

Press **MENU** and highlight **Search**, then press **OK**.

## Search for a Program

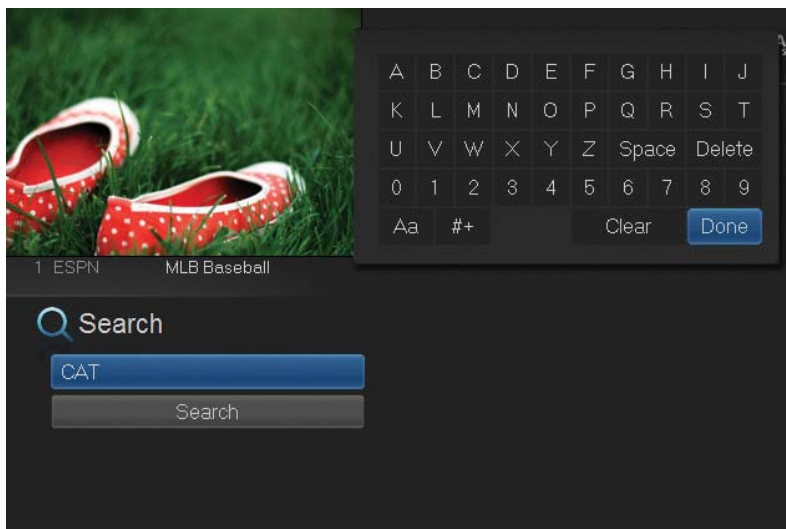
### Step 1: Enter the Program Title



When the Search screen appears, the highlight will be on the **Search** text box

Press **OK** and a keyboard will appear to the right of the screen.

Usually the first three or four letters in the name will be enough to find your program.



Use the **Up/Down/Left/Right Arrows** to highlight the letters on the on-screen keyboard, pressing **OK** after each letter, to enter your search keyword.

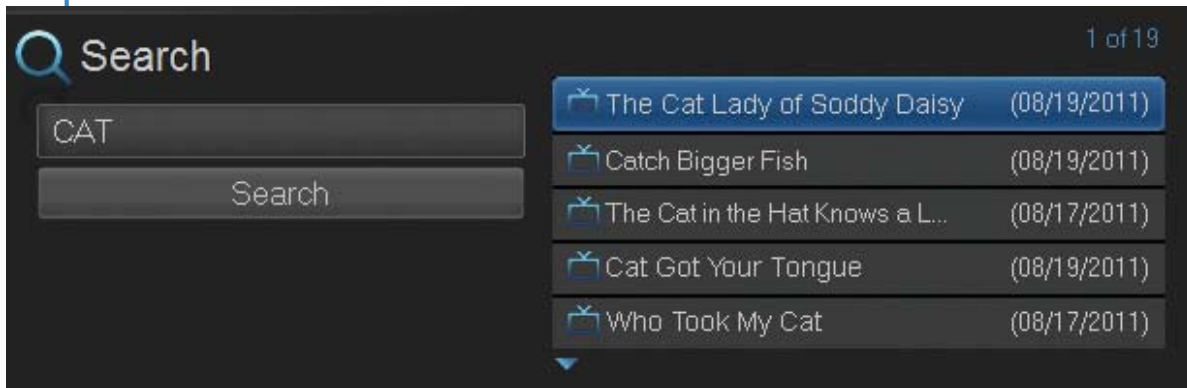
If you enter a wrong letter, highlight **Delete** and press **OK** to go back one space.

If you need to start over, highlight **Clear** and press **OK**.

When complete, highlight **Done** and press **OK**.



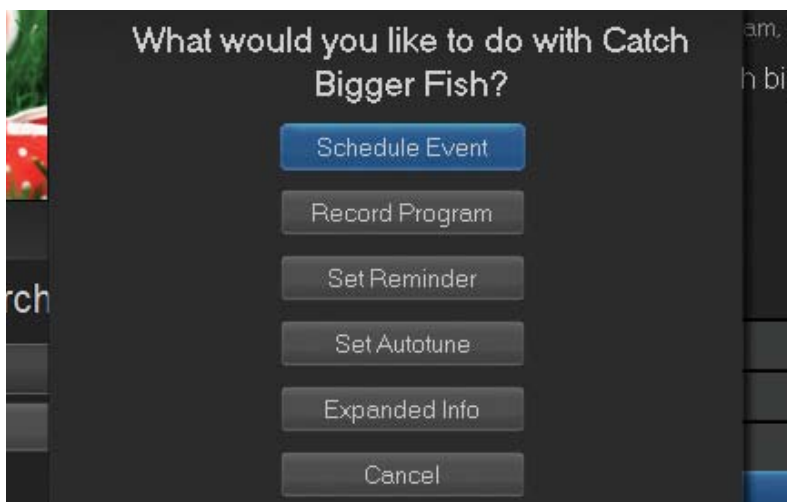
## Step 2: Search



Highlight **Search** and press **OK** to perform a system-wide search of all programs that match your search criteria.

The search results appear in order on the right side of the screen.

## Step 3: Pick a Result



You can highlight any TV program or rental listing and press **OK** and a menu will appear, enabling you to...

- (1) Schedule an Event (recording - see **8 DVR**).
- (2) Watch a program if it's currently airing or located on your DVR.

- (3) Record the selected program.
- (4) Set a Reminder or Autotune for a program if it comes on later. (See **6 Guide - Alerts & Recordings** and **7 Recording**.)
- (4) View Expanded Info.
- (5) **Cancel** from this menu to exit back to your Search results.

**Note:** You cannot set a Reminder, Autotune or Recording for Video On Demand rentals. The only options that come up when you search for a VOD is Rent, Expand Info, and Cancel.



# 16 Widgets

## Introducing Widgets

Widgets provide access to up-to-date news headlines, entertainment news, weather, finance, sports news and other information.

## Go To Widgets

Press **MENU** on your remote control and highlight **Widgets** using the **Arrow Keys** then press **OK**.



The main menu is replaced with the Widgets menu.



## Using Widgets

Each icon on the Widgets menu provides access to information related to that icon. When you scroll to **Finance**, **News**, or **Sports** on the Widget menubar and click **OK**, current information on that topic appears. Use your **Right/Left Arrows** to scroll to additional information screens. Use **Exit** or the **Down Arrow** on your remote to close the information screen and return to the menubar.

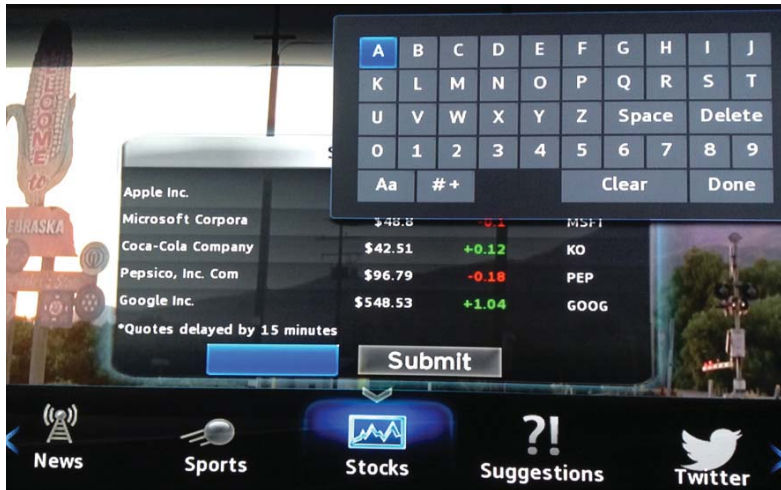
## Stocks Widget

This widget allows you to view up to date stock quotes by entering the company's ticker symbol. Follow these steps to operate the Stocks widget.



### Step 1: Bring up the Stocks Widget

Select the **Stocks** widget from the widget menubar and press **OK**. The **Stock Quotes** window will appear either showing no stocks if you have not used the widget before, or it will appear with the last five stock quotes you submitted.



## Step 2: Bring Up the Keypad

To access the keypad, use the **Arrow Keys** to highlight the white text box then press **OK** on the remote. The keypad will appear.

## Step 3: Using the Keypad

Using the **Arrow Keys**, select a letter, then press **OK**. Repeat this

until you're done entering the stock ticker symbol, then select **Done** and press **OK**. The keypad will disappear and return you to the **Stock Quotes** window.

## Step 4: Acquire Stock Quotes

Using the **Arrow Keys**, select **Submit**. The **Stock Quotes** window will refresh with the newest stock quote listed at the bottom.

## Weather Widget

This widget allows you to view weather information of a given city by entering the zip code.



## Step 1: Bring up the Weather Widget

Select the **Weather** widget from the widget menubar and press **OK**. A weather graphic appears.

## Step 2: Bring up Weather by Zip Code:

**Arrow** to the **Enter Zip Code** text box.

Use either the **Number Pad** on your remote or press **OK** to bring up the keypad to enter a zip code. Once the zip code has been entered, **Arrow** to **Go** and press **OK** to bring up weather for that zip code.

## Step 3: Viewing Weather in Other Cities

**Arrow** to the cities listed on the graphic and press **OK** to view weather for those cities. Selecting "Local Weather" will bring you back to your default weather.

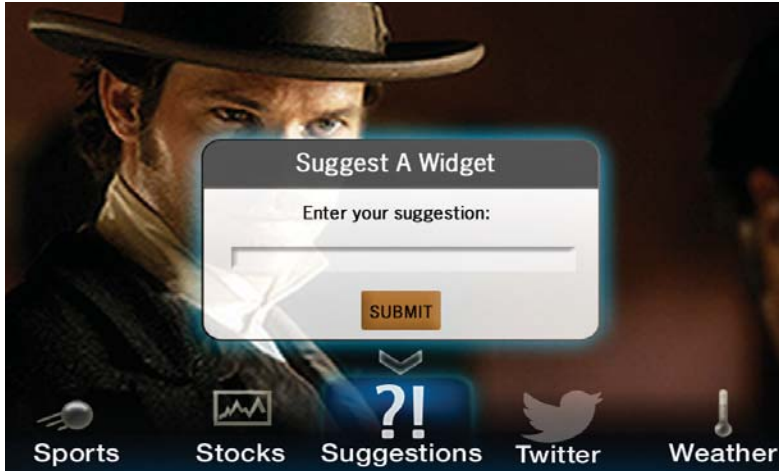




# 16 Widgets

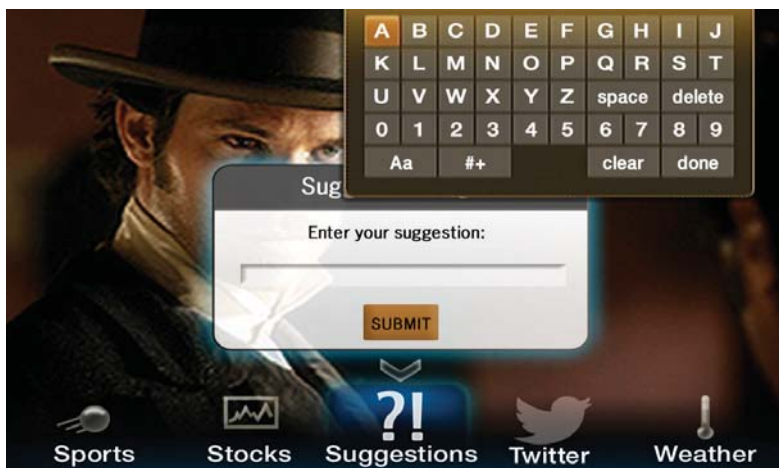
## Suggestions Widget

With this Widget, you can send suggestions to your service provider for new widgets to be created. Follow these steps to operate the Suggestion Widget.



### Step 1: Bring up the Suggestions Widget

Select the Suggestions Widget from the Widget Menu Bar. The **Suggest A Widget** window will appear, showing a text box to enter your suggestion.

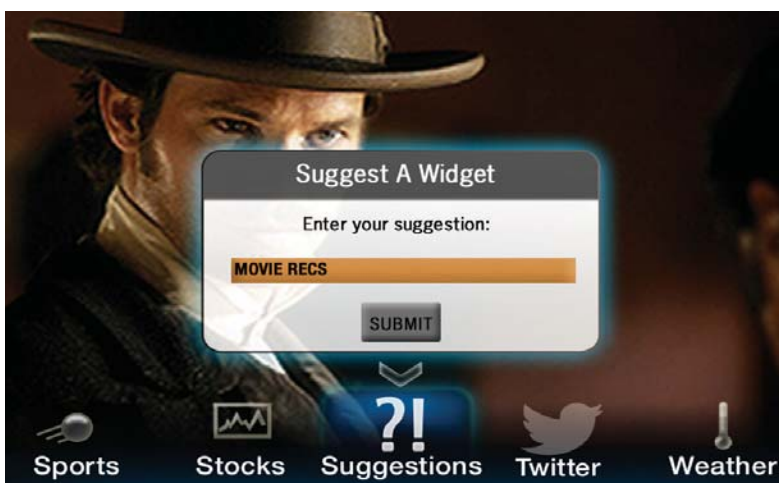


### Step 2: Bring up the Keypad

Make sure the text box is selected, and press **OK** on your remote to bring up the Keypad.

### Step 3: Using the Keypad

Using the **Arrow Keys**, select a letter or number, then press **OK**. Repeat this until you're done entering the suggestion, then select **Done** and press **OK**. The Keypad will disappear.



### Step 4: Submit your Suggestion

Once the suggestion is successfully entered, arrow down to **SUBMIT** and press **OK** on your remote.





## Step 5: Complete your Request

You will then be taken through two screens (as shown below) asking you a little about yourself; one asking for your gender and another asking for your age. Answering these is optional. Use the **Arrow Keys** to highlight the answer you would like to give, then press **OK**. A Thank You screen will then appear after the process is complete.

**Suggest A Widget**

Select a gender or decline to answer

Male Female

Decline to answer



**Suggest A Widget**

Select your age or decline to answer

10 - 17 18 - 24 25 - 34 35 - 44

45 - 54 55 - 64 65+

Decline to answer



**Thank You!**

Thank you for your suggestion!


### Introducing iTV App with Remote Scheduling

Remote scheduling allows you to schedule new recordings and manage existing ones through your smart phone or tablet while away from your home. You can then view the recordings later at home by using the DVR application on your set-top box(es). The YourTV application also allows you to search Live TV programming and Video On Demand content. For the purpose of this User's Guide, all instructions and screenshots are formatted for the YourTV for iPad application. Images and instructions below may vary slightly when using a different device or platform.

### Getting Started

To get started with setting up your Remote Schedule service, follow these steps:



1. First, download the free  app from the [App Store](#) or [Google Play](#), and open the app.

A screenshot of the YourTV app's login screen. It has a dark blue background with the "yourTV" logo at the top. Below the logo are three white input fields with blue borders, labeled "Enter Server Address", "Enter User ID", and "Enter Password". At the bottom is a blue "Login" button.

2. Enter your **Server Address** (provided by your service provider), your **User/ Customer ID** (provided by your service provider), and **Password** (provided by your service provider). Then tap **Login**.

A screenshot of the YourTV app's Remote Schedule Service login screen. It has a dark blue background with the "yourTV" logo at the top. Below the logo is the text "Please enter your Remote Schedule Service login details". There are two white input fields with blue borders, the first containing the text "niko" and the second labeled "Remote Schedule Password". At the bottom are two blue buttons labeled "Skip" and "OK".

3. Re-enter your **Password** to authorize the Remote Scheduling service, and tap the **OK** button.

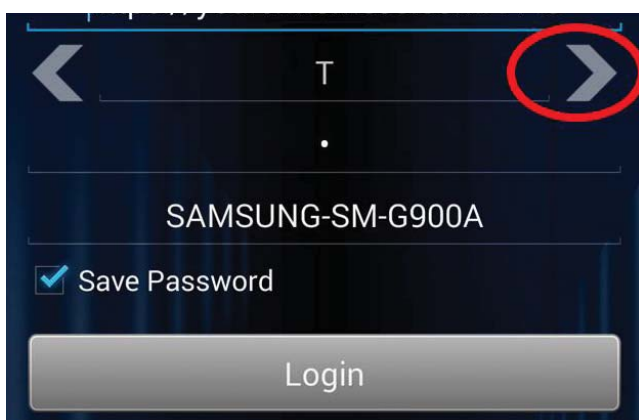
## Login with Sub-Account

This option is only available when you have already signed in to the application using a master account that has one or more associated sub-accounts.

A sub-account is an account for users with specific limitations. A sub-account is associated with the parent's or guardian's account (the master account) and is managed by that primary account.

To login with sub-account's username:

1. Log out from YourTV application, if you haven't done so already.
2. Locate the Username field.



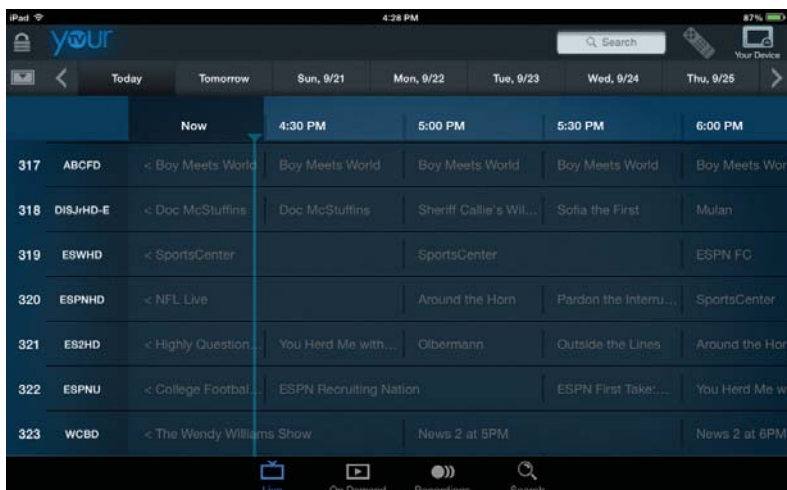
3. Tap the left or right arrow to choose from the available sub-accounts' usernames.

**Note: The arrows are available only after you have been already signed in with your primary account and associated sub-account exists. If no sub-account has been created, the arrows are not present.**

4. Tap the box containing "Password" and enter the password associated with the chosen sub-account. Then tap the Login button.

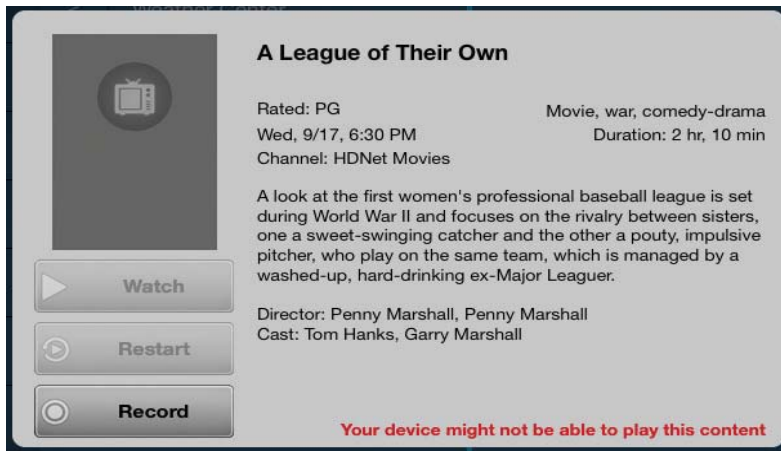
## Schedule Recordings Remotely

To remotely schedule a recording of a particular program or series, follow these steps:



1. From the **Live** (Guide) view, locate the program or series you wish to record and tap on it.

2. The following window pops up:



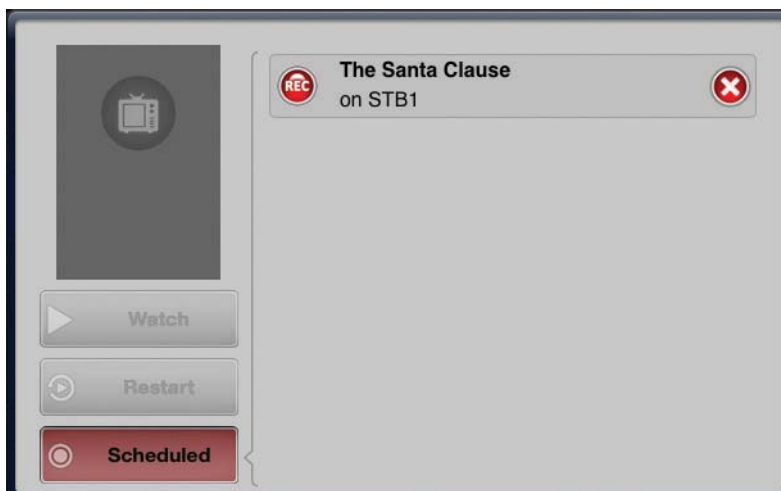
3. Tap the **Record** button. If you have a subscription for the **Whole Home DVR** (WHDVR) service, the WHDVR option appears.





4. When the **Current** and **Series** buttons appear, tap **Current** to record only the current episode, or tap **Series** to schedule the recording of all episodes.

**Note:** The **Series** button is inactive if the program is not part of a series. By default, any series scheduled through this app will record all upcoming episodes. (To edit Series Recordings, see [6 Guide - Alerts & Recordings](#).)

5. Tap the **Scheduled** button (only appears once recording is selected). This confirms that the recording will be recorded on the listed set top.



All of the scheduled recordings of the series are marked with the  icon and for a single recording with the  icon in the **Live** (Guide) view.

*Note: If your STB is shown with the following warning icon in the devices section:*



*The STB device must be rebooted.*

## Browse Scheduled Recordings


To browse all scheduled recordings in **YourTV**:

1. Tap the **Recordings**  button.

Once in the **Recordings** view, you can sort your recordings by **Title**, **Date**, **Channel**, or **Device** by tapping any of these categories. By default, the recordings are sorted by **Title**:

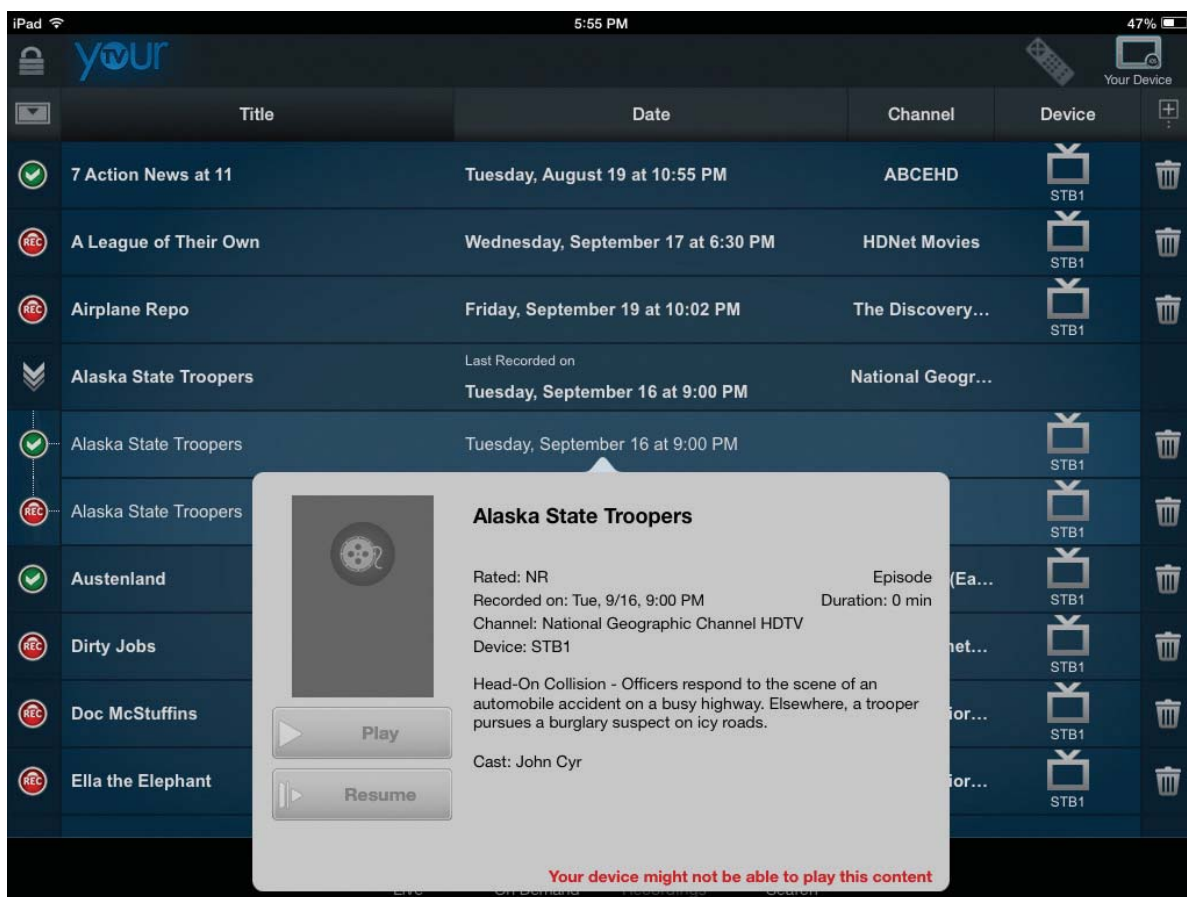




2. All of the scheduled recordings are listed with target device, date, and channel. When there is a series recording, tap the  button to uncollapse the recordings in the series.







You can view detailed information for each of the scheduled recordings by tapping on it.

**Note:** If the program has been recorded and it is playable on your device, when you tap on it, the Play button becomes active. Tap the button to play the content. This feature may not be currently available, but will be coming soon.





## Scheduled Recording States

Once a program's episode or series is scheduled for recording on a certain recording device, it can be in one of the following states:

Recording Icon	Recording State Description
	Indicates that the scheduled recording has been completed.
	Indicates that the scheduled task is in a process of recording.
	Indicates that a current/series programming has been scheduled for recording.
	Indicates that a recording has been canceled. When in this state, the task can be enabled through the  button.
	Indicates a conflict. When a task has been scheduled but: <ul style="list-style-type: none"> <li>the recording has been interrupted for some technical reasons.</li> <li>the EPG has changed - for example, one programming has been substituted with another.</li> </ul>

## Delete Recordings


You can delete a recording by choosing the scheduled program from the Live view, tapping the **Scheduled** button and then tapping ; or by going to the **Recordings** screen, browsing the single/series recording from the listed ones, locating the recording and tapping . You will be asked to confirm the action.

## Touch Screen Remote Control

You can use the **YourTV** application to change channels, fast forward or rewind the video playback when watching TV.

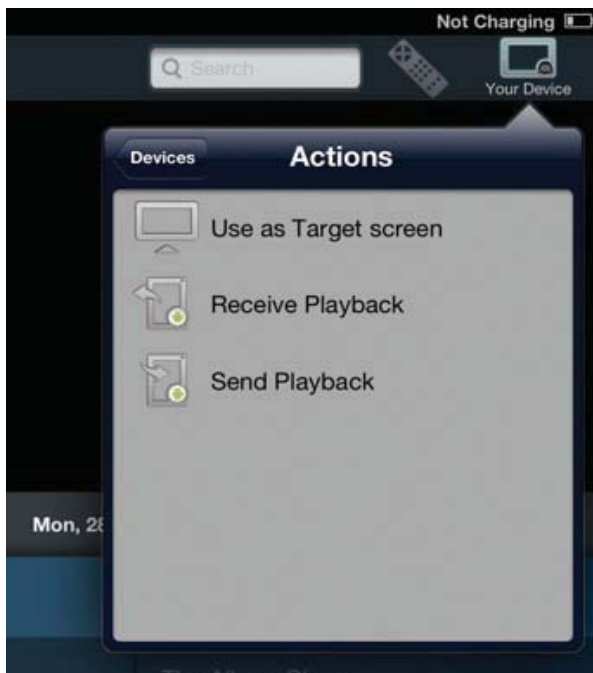


To use the touch screen remote control:

1. Tap the  icon. The Devices drop down menu appears.
2. Tap the remote STB device icon (for instance "STB1"). The Actions menu appears.

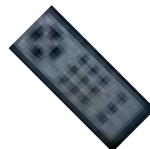
Coming  
Soon

## 17 YourTV Remote Scheduling App



3. Tap **Use as Target screen** from the Actions menu. This makes the remote control icon available for use.

4. Tap the remote control icon:





- 1** Increase volume
- 2** Decrease volume
- 3** Jump to previous section of Guide
- 4** Jump to next section of Guide
- 5** Scroll up, down, left, right
- 6** Tap once for OK, tap twice for Play/Pause
- 7** Same as Remote Control (see section **1 Remote Control Basics**)
- 8** Mute sound
- 9** Record
- 10** Stop
- 11** View Number Keypad
- 12** Back
- 13** Menu
- 14** Electronic Programming Guide
- 15** Exit

## Tune to a Channel with Touch Screen Remote Control

The channel grid allows you to view current programming, upcoming programming, and scroll backwards to see programming that has already been broadcast.

To access a channel's content from the channel grid:

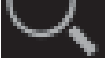
1. First, make sure you have selected your desired device (see **Touch Screen Remote Control** instructions).
2. From the **Live** screen, swipe up and down the grid until the desired channel comes into view.
3. Tune to the channel in one of the following ways:
  - A. Tap the channel number or logo for that channel.
  - B. Tap the name of the currently playing program. A pop-up window appears:

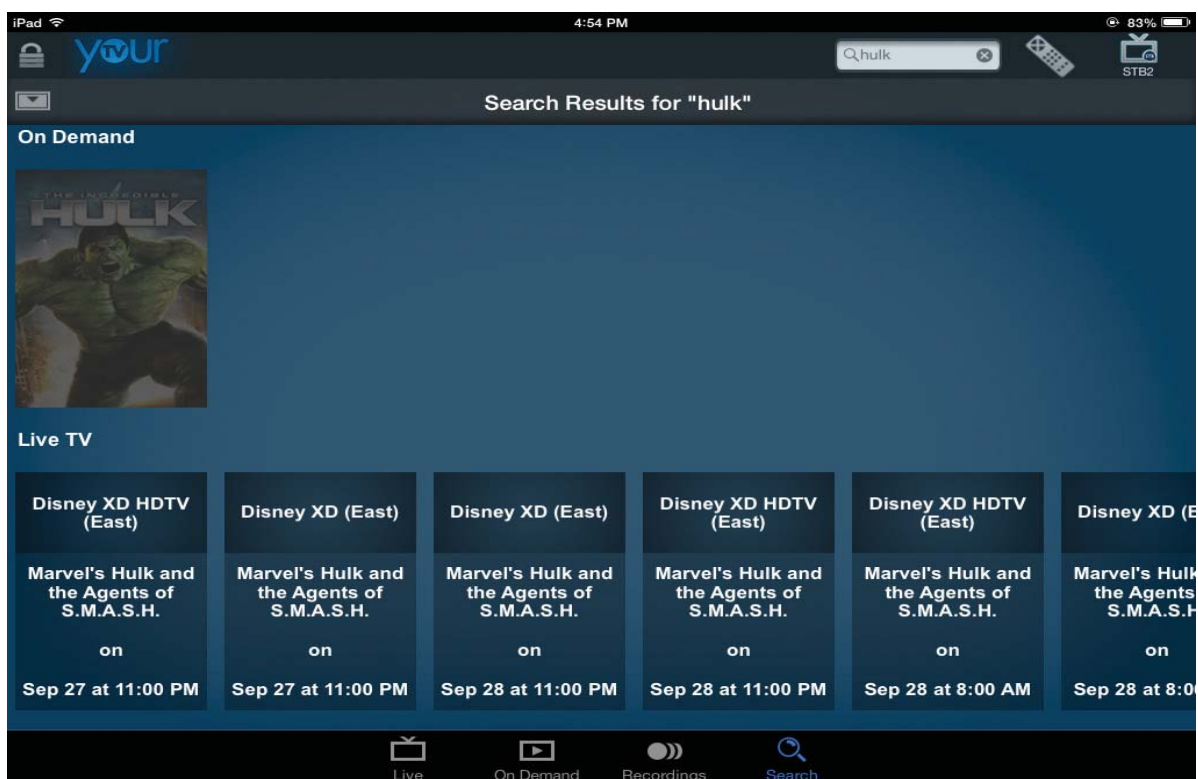


Tap the Watch button.

## Search Programming

To search movies, live and upcoming programming, and personal recordings:


1. Tap the **Search**  icon from the toolbar located on the bottom toolbar.
2. Type a fraction or full title of the movie/programming/recording you're searching for.
3. Tap Search. Movies, programming, and DVR recordings whose titles contain the search text appear separated into these three categories: **On Demand**, **Live TV** and **Personal Recordings**.

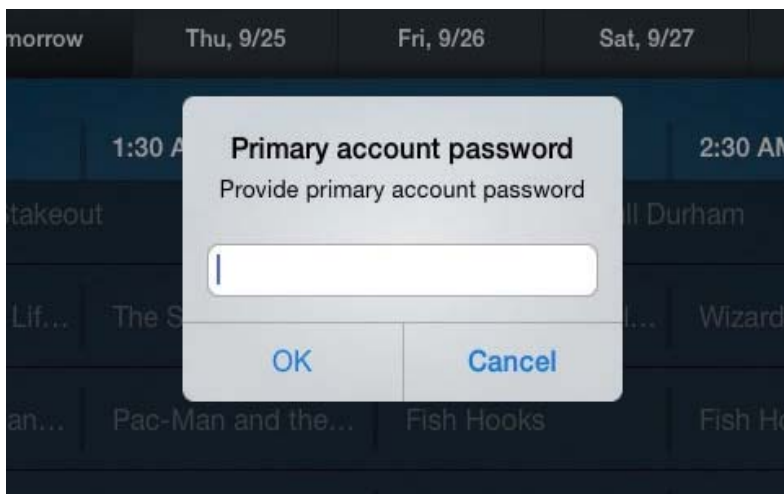




## Parental Controls for YourTV App

If a personal recording is parentally restricted, you will view it as **Restricted** content in the list of recordings. To be able to access Restricted content when parental controls are active:

1. Tap the padlock  in the top left of the screen (the parental control icon). The following screen pops up:



2. Enter the master account password in order to unlock the content and make it accessible.
3. Tap the **OK** button.

## Delete Devices

YourTV application shows your device's ID on the **Login** screen.

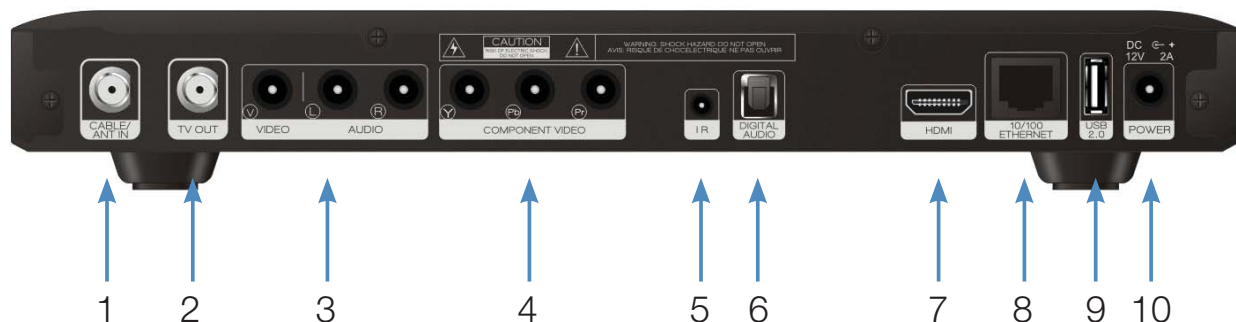


When you need to have a device removed from your account, you will need to contact your service provider to have your device deleted. Please have this information ready by making a note of your DeviceID when launching the YourTV application.

**Note: YourTV (Remote Scheduling) is set by default to four smart devices (example three smart phones and one tablet). Please contact your local service provider office to request any adjustments.**

# Set Top Box

## Entone Amulet 500



1. **CABLE/ANT IN** Connects the set top box to your TV using a standard coax cable - provides audio and video.
2. **TV Out** Connects the set top box to your TV using a standard coax cable - provides audio and video.
3. **Video/Stereo Audio R/L** (Video/Audio Left/Audio Right) Connects the set top box to your TV or VCR to provide good quality video and stereo audio.
4. **Component (HD Analog) Output** (Video/Audio Left/Audio Right) Connects the set top box to your TV or VCR to provide high definition quality video and stereo audio.
5. **IR** Connection for an IR receiver.
6. **DIGITAL AUDIO** Connects the set top box to a home theater system to provide surround sound audio - provides audio only.
7. **HDMI** (High Definition Media Interface) Connects the set top box to your HDTV using an HDMI cable - provides audio and video.
8. **Ethernet** Connects the set top box to the video service using a CAT5 Ethernet cable.
9. **USB** (Universal Serial Bus) Connects the set top box to technician's equipment and other devices.
10. **Power Adapter** Provides power to the set top box.

# Set Top Box

## Entone Kamai 500



1. **Audio (Digital)** (S/PDIF) Connects the set top box to a home theater system via fiber optic cable for best quality audio - provides audio only.
2. **Audio Visual Out** (Composite Video and Stereo Audio) Connects the set top box to your TV or VCR to provide good quality video and stereo audio - custom Amino cable has 10-pin connector at set top box end and yellow, red and white RCA connectors at TV/VCR end.
3. **HDMI** (High Definition Media Interface) Connects the set top box to your HDTV using an HDMI cable - provides audio and video.
4. **Network (Ethernet)** Connects the set top box to the video service using a CAT5 Ethernet cable.
5. **Power Adapter** Provides power to the set top box.

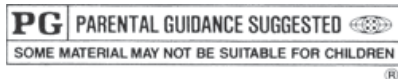
# Movie Ratings

## MPAA (Motion Picture Association of America) Ratings System



### G – General Audience

This is a film which contains nothing which would, in the view of the MPAA Rating Board, be offensive to parents whose younger children view the film.



### PG – Parental Guidance Suggested

The theme of a PG-rated film may itself call for parental guidance. There may be some profanity in these films. There may be some violence or brief nudity. But these elements are not deemed so intense as to require that parents be strongly cautioned beyond the suggestion of parental guidance. There is no drug use content in a PG-rated film.



### PG-13 – Parents Strongly Cautioned

A PG-13 film is one which, in the view of the MPAA Rating Board, leaps beyond the boundaries of the PG rating in theme, violence, nudity, sensuality, language, or other contents, but does not quite fit within the restricted R category. Any drug use content will initially require at least a PG-13 rating.



### R – Restricted

An R-rated film may include hard language, or tough violence, or nudity within sensual scenes, or drug abuse or other elements, or a combination of some of the above, so that parents are counseled to take this advisory rating very seriously.



### NC-17 – No Children 17 or Under

NC-17 does not necessarily mean “obscene or pornographic” in the often accepted or legal meaning of those words. The MPAA Review Board does not and cannot mark films with those words. These are legal terms and for courts to decide. The reasons for the application of an NC-17 rating can be violence or sex or aberrational behavior or drug abuse or any other elements which, when present, most parents would consider too strong and therefore off-limits for viewing by their children.

# TV Ratings

## TV Parental Guidelines Ratings System

The TV Parental Guidelines ratings provide program ratings and content ratings. This provides a clearer idea of the reason for a program's rating.

### Program Ratings



#### **TV-Y – All Children**

This program is designed to be appropriate for all children.



#### **TV-Y7 – Directed to Older Children**

This program is designed for children age 7 and above. It may include mild fantasy violence or comedic violence.



#### **TV-G – General Audience**

Most parents would find this program suitable for all ages.



#### **TV-PG – Parental Guidance Suggested**

This program contains material that parents may find unsuitable for younger children.



#### **TV-14 – Parents Strongly Cautioned**

This program contains some material that many parents would find unsuitable for children under 14 years of age.



#### **TV-MA – TV Mature Audience Only**

This program is specifically designed to be viewed by adults and therefore may be unsuitable for children under 17.

### Content Ratings

Content Ratings are shown just below the program rating.

#### **FV: Fantasy Violence (only applied to TV-Y7)**

For those programs where fantasy violence may be more intense or more combative than other programs in this category.

The meaning of a content rating increases as the program rating increases.

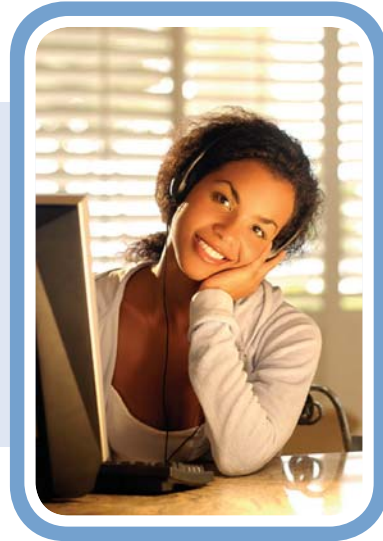
<b>V: Violence</b>	TV-PG: Moderate; TV-14: Intense; TV-MA: Graphic
<b>S: Sexuality</b>	TV-PG: Some; TV-14: Intense; TV-MA: Explicit
<b>L: Language</b>	TV-PG: Infrequent; TV-14: Strong; TV-MA: Crude
<b>D: Dialogue</b>	TV-PG: Some; TV-14: Intense; TV-MA: Not used

For more information on TV Parental Guidelines Monitoring Board and its rating system, please visit [www.tvguidelines.org](http://www.tvguidelines.org).









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