# **Broadband TV** User's Guide





# THE FUTURE NOW SHOWING



Powered by VolcanoVision, Inc.

# Welcome

# 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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Minerva release 5.7 2015

# **Entone Remote Control Basics**

# 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

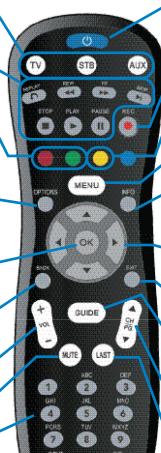
Toggle Audio on/off

# **NUMBER PAD**

Use to enter a channel number, password, or PIN

# TV/INPUT

Choose between TV connections



ntone

# **POWER**

Turn a selected device on or off

# RECORD

Begin recording

# **MEDIA**

Press oto go directly to My Library.

# **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

# **CLOSED CAPTIONING**

Closed Captioning on/off controls

# **Amino Remote Control Basics**

# TV/INPUT

Choose between TV connections

# **DEVICE SELECTION**

Press to control your TV, STB, or Auxiliary Device

# **OPTIONS**

Change the Aspect Ratio language, and more

# **MENU**

Display main menu

# **BACK**

Return to the previous selection

# **DIRECTION BUTTONS**

Move the highlight in menu screens

# **EXIT**

Exit current menu

# GUIDE

Display the interactive program guide

# **VOL** +/-

Adjust the volume

# **LAST**

Return to the previous channel

# MUTE

Toggle audio on/off

# **NUMBER PAD**

Use to enter a channel number, password or PIN

#### DVR

Use the DVR functions

# **POWER**

Turn a selected device on or off

# **SET UP**

# PLAYBACK CONTROLS

Control playback of DVD or PVR (DVR)

# RECORD

Begin Recording

# **INFO**

Display information about the current program

# OK

Enter a choice you have selected

# **SHORTCUT BUTTONS**

# CH UP/DOWN

Change the channel

# **CLOSED CAPTIONING**

Closed Captioning on/off controls

# MEDIA

Go to My Library

LIVE TV





# **UR4U Remote Control Basics**

MENU

OK/SEL

ON DEMAND

My DVR

П

UR4U-MDVR2B

TV/VCF

POWER

CBL

INFO

LAST

FAV

LIVE

REC

ASPECT

СН

SYSTEM

AUX

EXIT

#### SYSTEM ON/OFF

Designed to send Power On/Off commands for up to four Components with one button press.

#### MENU

Displays the Applications Menu

#### **GUIDE**

Displays the program guide listings.

### **SELECT**

Displays highlighted screen options.

#### **FXIT**

Exit from current screen.

#### DAY

Skip forward or backward a whole day in the program guide.

# **VOLUME**

Raises or lowers the sound level

#### MUTE

Silences the audio. Press to activate. Press again to restore sound to the previous level.

Replays the previous 15 seconds of a program.

# My DVR

Displays a list of programs you have recorded, allowing you to select one for viewing.

#### INPUT (TV/VCR)

Selects the video source

# ON/OFF

Opens or closes the Cable Box PIP (Picture-in-Picture) window

#### **VIDEO SOURCE**

Selects the video source.

#### **SWAP**

Swaps the contents of the PIP window and the main viewing screen so that the PIP window displays on the main screen



Allows you to turn your TV, VCR, DVD, AUX and Cable Box On and Off.

### AUX. DVD. TV. CBL

Used to select the component you want to operate and signals remote control activity.

#### INFO

Displays information about the program currently playing or highlighted in the program guide.

#### PAGE

Accesses pages above or below the information currently displayed.

#### **CURSOR NAVIGATION PAD**

Navigate to and highlight an item from the on-screen choices.

LAST Returns to the previously tuned channel.

#### A, B, C, D

These functions are pre-set by vour cable provider.

#### CHANNEL

Selects the next higher or lower channel.

FAV

# Displays favorite channels LIVE

Displays live television programming

# VCR/DVD/KEYS

Perform standard VCB and DVD functions when in VCR and DVD mode.

#### NUMBER PAD

Enter numbers to tune to channels. Also make numeric entries on on-screen menus NOTE: You can also use the CH or the program guide as alternate ways to tune to channels.

#### ASPECT #

Change the HD screen viewing aspect.

#### PIP CH

Selects the next higher or lower channel in the PIP (Picture-in-Picture) window.

#### MOVE

Moves the PIP (Picture-in-Picture) window to another location on the screen.

# **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 CHA/V 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 Guide.

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

# **Adjust Volume**

The VOL+/- button will adjust the volume gradually. The MUTE button will toggle the sound on and off.

# **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.

**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.

**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

# Color-Codes & Icons

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

# **Program Attributes**



Autotune Reminder

Record\* Series-Record\*

Series Record Episode Skipped\*

Closed Captioned DIDOLEY Dolby Digital Audio

Live TV

Whole Home DVR

<sup>\*</sup>Record and Series Record only appear if your set top box supports recording.

# 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.

Your 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 13 days into the future.
- Press the Skip button to view future listings in 12-hour increments.
- 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 **Favorites**.



# Who is eligible for this service?

All new or current residential VolcanoView® customers.

# What action do I need to take to get this service?

None! The Cloud DVR service will automatically be added to your account. No additional equipment is needed as the service is supported by your current set-top box (STB).

# What does the FREE Cloud DVR service include?

The FREE Cloud DVR service includes 10 hours of storage (per account) with a 90-day recording duration.

# What are the features of this service?

You'll have the ability to:

- Record all SD and HD channels within your TV package (local, national and premium)
- Set recordings in advance via the program guide, or press the record button during a program
- Fast forward (through programs and commercials), rewind or pause on the fly
- Watch recordings repeatedly (up to a 90-day duration)
- Delete recordings to make space for more content
- Access recordings from any STB in your home

Need more storage? Give us a call at 1.209.296.7502

# Recordings

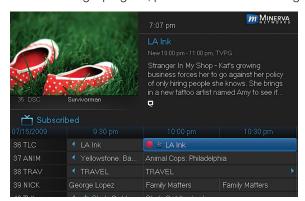
Creating recordings and pausing live TV both require a DVR (Digital Video Recorder). In this section, you will learn several other ways to record besides those covered in Alerts & Recordings.

# **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.

- 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.

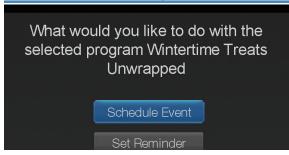
The box to the left indicates the playback function in use.

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

# 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:

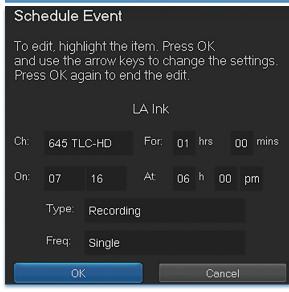
When you select a future program in **Guide** and press **OK**, select the **Schedule Event** option from the pop-up menu.

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:

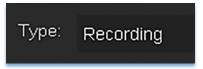
Press **MENU** on your remote control, navigate to **DVR**, then scroll down to **Schedule Event**, and press **OK**.

# Configuring the Schedule Event Screen



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

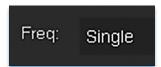
If information is incorrect, highlight it and press OK. Arrow Up and Down on your remote to enter the correct information and press OK.



# **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.

# **Record By Search**

Navigate to the Menubar by pressing the  $\frac{Menu}{L}$  button, highlighting the  $\frac{Search}{L}$  icon, and press  $\frac{OK}{L}$ .

Once the Search topic is found, navigate to the program you want to record. Then highlight it and press  ${\sf OK}$ .

**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.

# **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.



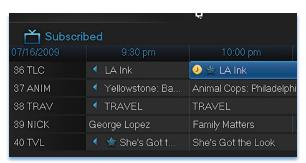
# What would you like to do with the selected program LA Ink Schedule Event Record Program Record Series Set Reminder

# 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.



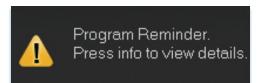
# Step 3: Return to Guide

The program listing now shows an icon.









# 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.

Reminder
Survivorman
Cancel

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.

# Step 4c: Your Recording

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

To watch your recording, go to DVR - Recordings.

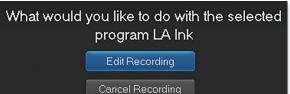
# **Editing a Recording**

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

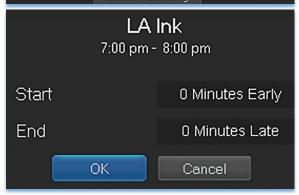
Once you have created a recording, you can adjust when the recording begins or ends. This ensures nothing is missed in case the broadcaster's time doesn't precisely match up with yours.



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.

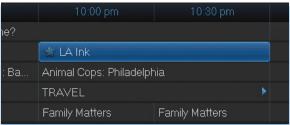


Step 3: Select Start & End Times
Arrow Up or Down to choose Start or End and press OK. Once you see arrows above and below the Start or End box, Arrow Up or Down to adjust the Start or End time.

# 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

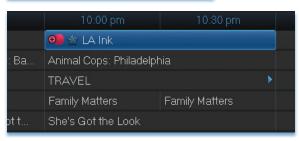
Find any episode of the series you want to record. Highlight the program listing and press **OK**.



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.



Every upcoming episode of the series will be recorded.

# **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.



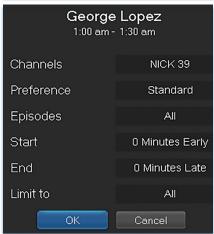
# Step 1: Pick a Series Recording

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 AII, 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

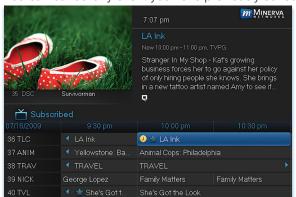
Locate the episode in the series you want to skip. Highlight its listing and press **OK**.

Step 2: Skip the Episode Highlight Skip Episode

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.

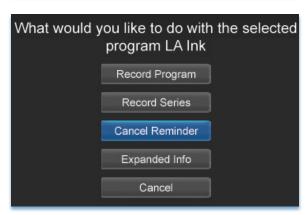
# Canceling an Autotune, Reminder, Recording, or Series Recording

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.

# **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 guickly 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**.

m MINERVA

**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 it's channel line-up. Cycling to **All** will display all available programming.

The name of the active Favorites list is shown below the picture-inpicture 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**.

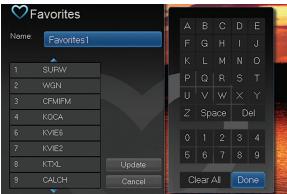
# **Favorites**

# 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  $\bigvee$  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**.

# Notes

# Notes











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# **Phone:**

**Business Office:** 

1.209.296.7502

1.888.886.5226

**Broadband Technical Support:** 

1.209.296.7574

1.888.986.5226

To report service issues (24hrs):

611

1.209.296.7501

www.volcano.net