Digital Video User’s Guide

THE FUTURE NOW SHOWING

BLUEWAVE
COMMUNICATIONS
Powered by LREMC Technologies
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, Video On Demand and digital video recording. Watch how you want – high quality digital video and sound. So sit back, relax and enjoy the future!
1 Remote Control Basics 1
Titan 2056 ISX Remote Control 1
Turn Your Set Top Box or TV On or Off 2
Change Channels 2
Adjust Volume 2
System Buttons 2

2 How To Use This Book 3
Layout 3
Color-Codes & Icons 3

3 Infobar 4
Introducing The Infobar 4
Go To The Infobar 4
Infobar Layout 5
Using the Infobar 6

4 Menubar 7
Introducing the Menubar 7
Go To the Menubar 7
Understanding the Menubar 7

5 Guide 9
Introducing Guide 9
Go To Guide 9
Getting Around Guide 9
Favorites List in Guide 9
HDTV Programming 9
Guide Layout 10

6 Guide - Alerts & Recordings 11
Introducing Alerts & Recordings 11
Setting a Reminder, Autotune or Recording 11
Editing a Recording 13
Setting a Series Recording 14
Editing a Series Recording 15
Skipping an Episode 16
Canceling an Autotune, Reminder, Recording, or Series Recording 17
Additional Information on Canceling Events 17
# Table of Contents

## 7 Recording
- Recordings: 18
- Quick Recording: 18
- General Guidelines About Recordings: 18
- Pausing Live TV (PLT): 18
- Controlling Live TV: 19
- DVR Playback Controller: 19
- Schedule Event: 20
- Accessing the Schedule Event Screen: 20
- Configuring the Schedule Event Screen: 20
- Record By Search: 21

## 8 DVR
- Introducing DVR: 22
- Go To DVR: 22
- The DVR Menu Quick Reference: 22
- Recordings: 22
- Recordings: Watching a Recorded Program: 23
- Recordings: Sorting Recordings: 24
- Recordings: Locking or Unlocking a Recording: 24
- Recordings: Deleting a Recording: 25
- Recordings: Stopping a Program Currently Recording: 25
- To Record: 25
- To Record: Sort Future Recordings: 25
- To Record: Canceling a Future Scheduled Recording: 25
- Schedule Priority: 26
- Schedule Priority: Changing Schedule Priority: 26
- Schedule Event: 26
- Schedule Event: Editing a Schedule Event: 27
- Record History: 27
- Record History: Reviewing Record History: 27

### Whole Home DVR
- Set a Recording: 28
- Non-DVR Set Top Box Recordings List: 28
- Watching from Room to Room: 29

## 9 Pay Per View
- Introducing Pay Per View (PPV): 30
- Go To Pay Per View: 30
- Buying Pay Per View: 30
# Table of Contents

## 10 On Demand
- Introducing On Demand 32
- To Access 32
- Getting Around On Demand 32
- Bringing Up the Play Menu 32
- Play a Program & Add It to My Library 33
- Rent a Program 33
- On Demand Browse & Search Options 34
- Stop a Video and Exit On Demand 35

## 11 My Library
- Introducing My Library 36
- The My Library Menu 36
- Go To My Library 36
- Go To Rented Videos 36
- Watching an On Demand Video Rental 37
- Introducing PPV Events 37
- Go To PPV 37
- Introducing Reminders 38
- Go To Reminders 38
- Cancel a Reminder or Autotune 38
- Introducing Messages 39
- Go To Messages 39
- Reading a Message 39
- Introducing Caller ID 40
- Go To Caller ID 40
- Deleting a Caller ID Entry 40

## 12 Settings
- Introducing Settings 41
- Go To Settings 41
- Activating Parental Control 41
- Selecting Parental Control Settings 41
- Turning Parental Controls On and Off 42
- Working With Additional Preferences 43
- Changing Your Electronic Program Guide Skin 46
- Working With Settings/Users 47
- Adding a User Account 48
- Editing a User Account 50
# Table of Contents

## 13 Sign Out / Sign In
- Sign Out / Sign In 52
- Go To Sign Out / Sign In 52

## 14 Favorites
- Introducing Favorites 53
- Go To Favorites 53
- Choosing a Favorites List 53
- Creating or Editing a Favorites List 54
- Delete a Favorites List 54

## 15 Search
- Introducing Search 55
- Go To Search 55
- Search for a Program 55

## 16 Widgets
- Introducing Widgets 57
- Go To Widgets 57
- Using Widgets 57
- Stocks Widget 57
- Weather Widget 58

## 17 YourTV App with Remote Scheduling
- Introducing iTV App with Remote Scheduling 59
- Getting Started 59
- Login with Sub-Account 60
- Schedule Recordings Remotely 60
- Browse Scheduled Recordings 62
- Scheduled Recording States 64
- Delete Recordings 64
- Touch Screen Remote Control 64
- Tune to A Channel with Touch Screen Remote Control 66
- Search Programming 67
- Parental Controls for YourTV App 68
- Delete Devices 68

## Stream Management
- Set Top Box 70
  - Entone Amulet 505 70
  - Entone Kamai 450 71
# Table of Contents

**Movie Ratings**
- MPAA (Motion Picture Association of America) Ratings System 72

**TV Ratings**
- TV Parental Guidelines Ratings System 73
- Program Ratings 73
- Content Ratings 73
1 Remote Control Basics

Titan 2056 ISX Remote Control

Device Selection
Send commands to AUX, DVD, AUD, TV or STB

DVR Controls
Go back, bring up DVR list, go to live TV

MENU
Displays Menubar

GUIDE
Displays Guide

DAY - / +
View Guide a day forward or back

Function Keys
△ Cloud TV
△ On Demand
△ DVR Recordings
△ Live TV

VOL + / -
Adjust volume

MUTE
Toggle audio on or off

FAV
Brings up Favorites list

Number Pad
Enter a channel number or PIN

HOME
Returns to live TV from any menu

Hot Keys
For future use

SETUP
Setup remote

POWER
Turn a selected device on or off

Playback Controls
Control playback of DVD, DVR or VOD

Record
Begin DVR recording

INFO
Display the Infobar

EXIT
Exit Menus

PAGE - / +
Jump Guide 1 page back or forward

OK
Enter a choice you have made

Arrow Buttons
Move the highlight

ON DEMAND
Brings up VOD Menu

LAST
Return to previous channel

Hot Keys
For future use

Jump Forward
Jumps recording 30 seconds forward

CC
Toggle closed captions on and off
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 set top box on or off, press the STB button then the POWER button.

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

*Note: Your remote control must have the remote code programmed in before it can send the correct signals for your TV. If the list of TV brand codes was not included in your installation pack, please contact customer service.*

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.

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.
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.

- **New Episode (not a re-run)**
- **HD** 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: Your service provider uses a default PIN code (1-2-3-4) for customers. For instructions on changing the default PIN code, go to pages 50-51 and see 12 Settings - Editing a User Account.
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.
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
   Indicates the type of program (movie, sports, etc.), Closed Captioning,
   Dolby Digital audio, and year of original release.

7. Additional Program Information

8. Current Favorites List
   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.
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.*
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** 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** jumps directly to the Pay Per View channels in the program guide. For information on PPV, please see section 9 Pay Per View.

- **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** provides access to Video On Demand movies and programs. For information, see section 10 On Demand.
My Library provides quick access to previously purchased programs, reminders you have scheduled, messages regarding your service, and Caller ID history. For more information on My Library, see section 11 My Library.

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

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 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.
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 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, HD, SD, 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.
5 Guide

Guide Layout

Favorites List
Indicates the Favorites list currently in use.

Info Area
Provides information about the currently highlighted program.

Picture-in-Guide
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.
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.
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.
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.
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 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
- 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.
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.

General Guidelines About Recordings

Your TV can even be turned off and recording will take place.

You can record one program and watch a different live program or recording simultaneously.

Check with your service provider to see additional multiple recording options.

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

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.
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.

**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**.

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

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.
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

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

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
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**.
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.
Schedule Event: Editing a Schedule Event

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

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.
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.
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.
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)**.

*Note: A PIN is only required if a PIN has been set up.*

For more information on PINs, see section **12 Settings**.

![Pay Per View purchase interface]

Step 4: Watch Your Pay Per View

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 & Recordings**.
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.
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 and press OK (PIN is not required if PIN has not been set up). 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.
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.

The My Library Menu

<table>
<thead>
<tr>
<th>Menu</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Video</td>
<td>Provides access to your VOD Rentals you have purchased from On Demand.</td>
</tr>
<tr>
<td>PPV Events</td>
<td>Allows you to view previously purchased concerts, sporting or other Pay Per View programs.</td>
</tr>
<tr>
<td>Reminders</td>
<td>Lists all Reminders and Autotune events you have scheduled. From here, you can cancel a Reminder or Autotune.</td>
</tr>
<tr>
<td>Messages</td>
<td>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.</td>
</tr>
<tr>
<td>Caller ID</td>
<td>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. (Requires subscription to Caller ID service.)</td>
</tr>
</tbody>
</table>

Go To My Library

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

Go To Rented Videos

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

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

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.
Introducing Messages

Messages may inform you of promotional offers, upcoming Video On Demand 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

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

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.
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
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.

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.
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
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.
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.

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 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 are several choices in the drop down menu for Theme. Here are some examples of the different Guide and Menu screens.

Blue Shadow

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.
Step 2: The Theme box will show right and left Arrow Keys on your remote to show NuBlu, then push OK on your remote to select the NuBlu.

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 NuBlu skin.

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

Hardware Settings

For service provider only.

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

**Theme**

Choose a theme to be used for the new account.

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).

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

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 (default password is 1-2-3-4 unless you have changed it).

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

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

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

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

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

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.
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**.)
5. View Expanded Info.
6. **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.
17 YourTV App with Remote Scheduling

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.

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

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

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 **REC** icon and for a single recording with the **REC** icon in the **Live** (Guide) view.
17 YourTV App with Remote Scheduling

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.
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:

<table>
<thead>
<tr>
<th>Recording Icon</th>
<th>Recording State Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Checkmark]</td>
<td>Indicates that the scheduled recording has been completed.</td>
</tr>
<tr>
<td>![REC]</td>
<td>Indicates that the scheduled task is in a process of recording.</td>
</tr>
<tr>
<td>![REC]</td>
<td>Indicates that a current/series programming has been scheduled for recording.</td>
</tr>
<tr>
<td>![Error]</td>
<td>Indicates that a recording has been canceled. When in this state, the task can be enabled through the ![Enable] button.</td>
</tr>
</tbody>
</table>

Indicates a conflict. When a task has been scheduled but:
- the recording has been interrupted for some technical reasons.
- the EPG has changed - for example, one programming has been substituted with another.

**Delete Recordings**

You can delete a recording by choosing the scheduled program from the Live view, tapping the **Scheduled** button and then tapping ![Delete] ; or by going to the **Recordings** screen, browsing the single/series recording from the listed ones, locating the recording and tapping ![Trash Can]. 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 ![Settings] icon. The Devices drop down menu appears.
2. Tap the remote STB device icon (for instance “STB1”). The Actions menu appears.
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:
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:
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.
Stream Management

Stream Management lets you decide which channels to watch when you’ve exceeded your subscribed bandwidth to the home.

When a requested stream exceeds the available bandwidth, the requesting STB displays messages that:

- explain that the stream request exceeds available bandwidth.
- offer alternative viewing options for the subscriber.

Once you select an active stream to manage, the following options are presented:

- **Join this Channel**: the STB auto-tunes to the selected active channel.
- **Watch a Program from your DVR**: the STB displays the available DVR listings you can watch.
- **Interrupt this Channel**: the STB tunes to the channel you wanted and interrupts the other STB from its current channel viewing.
- **Cancel**: the message window closes and no video will stream on the channel. You must go to Guide or Menu or press OK to display the Stream Management options again.

If the **Interrupt this Channel** option is selected, this is the message other TVs that have been interrupted in the household will see.

**Note:** If you are attempting to tune to (or record) too many HD channels, your TV will revert to a black screen with a message saying to tune to an SD channel so you can resume your programming. A set top box that is tuned to an HD channel, but not being watched, will still consume the bandwidth. You may also correct this issue by simply tuning an unwatched set top box to an SD channel or turn off any unwatched set-top boxes.
1. **TV Out** Connects the set top box to your TV using a standard coax cable - provides audio and video.

2. **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.

3. **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.

4. **IR** Connection for an IR receiver.

5. **DIGITAL AUDIO** Connects the set top box to a home theater system to provide surround sound audio - provides audio only.

6. **HDMI** (High Definition Media Interface) Connects the set top box to your HDTV using an HDMI cable - provides audio and video.

7. **Ethernet** Connects the set top box to the video service using a CAT5 Ethernet cable.

8. **USB** (Universal Serial Bus) Connects the set top box to technician’s equipment and other devices.

9. **Power Adapter** Provides power to the set top box.
1. **TV Out** Connects the set top box to your TV using a standard coax cable - provides audio and video.

2. **Ant In (also Cable In)** Connects the set top box to a wall jack using coax cable to provide video service.

3. **A/V Out** Connects the set top box to an auxiliary device - provides audio and video.

4. **HDMI** (High Definition Media Interface) Connects the set top box to your HDTV using an HDMI cable - provides audio and video.

5. **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.

6. **Network (Ethernet)** Connects the set top box to the video service using a CAT5 Ethernet cable. **DIGITAL AUDIO (S/PDIF)** Connects the set top box to a home theater system via fiber optic cable for best quality audio - provides audio only.

7. **+12V (Power Adapter)** Provides power to the set top box.
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 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

<table>
<thead>
<tr>
<th>Rating</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TV-Y</td>
<td>All Children. This program is designed to be appropriate for all children.</td>
</tr>
<tr>
<td>TV-Y7</td>
<td>Directed to Older Children. This program is designed for children age 7 and above. It may include mild fantasy violence or comedic violence.</td>
</tr>
<tr>
<td>TV-G</td>
<td>General Audience. Most parents would find this program suitable for all ages.</td>
</tr>
<tr>
<td>TV-PG</td>
<td>Parental Guidance Suggested. This program contains material that parents may find unsuitable for younger children.</td>
</tr>
<tr>
<td>TV-14</td>
<td>Parents Strongly Cautioned. This program contains some material that many parents would find unsuitable for children under 14 years of age.</td>
</tr>
<tr>
<td>TV-MA</td>
<td>TV Mature Audience Only. This program is specifically designed to be viewed by adults and therefore may be unsuitable for children under 17.</td>
</tr>
</tbody>
</table>

#### Content Ratings

Content Ratings are shown just below the program rating.

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

- TV-PG: Moderate
- TV-14: Intense
- TV-MA: Graphic

**V: Violence**

- TV-PG: Some
- TV-14: Intense
- TV-MA: Explicit

**S: Sexuality**

- TV-PG: Infrequent
- TV-14: Strong
- TV-MA: Explicit

**L: Language**

- TV-PG: Infrequent
- TV-14: Strong
- TV-MA: Crude

**D: Dialogue**

- 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).