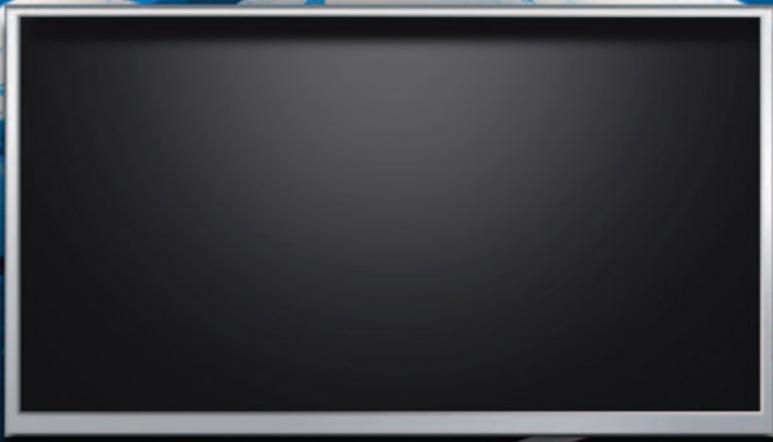


# Digital Cable TV

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## User Guide



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*Instructions subject to change without notice.*

# Introduction

Get ready to free your TV. You're going to love the new control you have over how and when you watch television. You're now free from the usual constraints of ordinary television.

This extraordinary television service offers a powerful new DVR, giving you freedom to record your favorite programs and watch them on your schedule. Using the buttons on the remote control, you can fast forward through parts you don't want to watch and rewind to watch the things you want to see again.

You even have the freedom to control Live TV. Each time you tune to a channel, the DVR begins making a temporary recording of the program you are watching. This gives you the ability to pause the current program if the phone rings and the freedom to rewind or instant replay a scene that you just have to see again. Your DVR will record up to one hour of Live TV.

It's important to understand the Live TV recording is not permanent. Unlike recording a program on your DVR to watch later, the DVR records Live TV in a temporary storage or a buffer. For Live TV recordings, this temporary recording (buffer) will be erased if any of the following occur:

- The DVR is turned off
- You watch the same channel for longer than the temporary recording buffer period. The most recent hour of the program is kept in the temporary recording
- You switch to another program. When you change channels, your DVR begins to store the new program. It removes the previous program you were watching from the temporary storage.

This user guide will walk you through the many extraordinary features. But as always, if you have questions or problems, just give us a call.

# The Remote

**TV, AUD, DVD, VCR, STB**

Use one remote to control multiple devices.

**Setup**

Use for programming sequences of devices controlled by the remote.

**Skip Forward, Skip Back, REW, PLAY, FFWD, STOP, Pause, Record**

In STB mode, these control the DVR functions. In other modes, these can control a VCR, DVD Player or DVR.

**Menu**

Displays the menu.

**Guide**

Opens the Interactive Program Guide

**Day +/-**

Jump ahead or back one day in the Interactive Program Guide.

**Red** - Access the Weather App  
**Green** - Access recent phone calls  
**Yellow** - Access the What's Hot, Weather and Games App

**Vol +/-**

Raise or lower the volume.

**Mute**

Turn the sound off or on.

**FAV**

View your favorite channels.

**Input**

In TV control mode, will change the input of the device you are controlling.



**Power**

Turn on/off a selected device.

**Live**

Return to watching live TV.

**List**

Display a list of recorded, future and series rules on your DVR.

**Info**

Display the current channel and program information. Press again for more detail.

**Browse, Search, Arrow and OK**

Navigate and select onscreen choices.

**Exit**

Exit the current screen.

**Page +/-**

Page up or down in lists and Interactive Program Guide.

**Channel +/-**

Changes to the next higher or lower channel.

**On Demand**

Access video on demand services.

**Last**

Recall the last channel or option.

**Number Keys (0-9)**

Directly selects a channel or enter options.

## DVR Playback Controls

Your remote control offers standard capabilities, as well as enhanced remote control buttons that function similarly to DVD controls.

### Here's what each button does:



**List** Select to see a list of recorded programs. Press the LIST button a second time to see what is scheduled to be recorded. Press LIST a third time to access your Series Rules.



**Live** Select to return to the current part of a live broadcast.



**Skip Forward** Skip forward 30 seconds while watching a recording or live TV.



**Skip Back** Skip backward 10 seconds while watching a recording or while watching live TV.



**Play** Begin or resume watching a recording. Also display/remove the status bar.



**Fast Forward** Fast forward through parts of a recording. Press multiple times to go forward faster.



**Record** Record a program.



**Pause** Pause the program you are currently watching. While paused, the Fast-Forward button will play the program frame by frame in slow motion.



**Stop** Stop watching a recording or stop a recording that is in progress.



**Rewind** Rewind through parts of a recording. Press multiple times to rewind faster.



**Guide** Access the program Guide. Press a second time for alternate view.



**Arrows/Browse/Search/OK** Press to navigate through the guides, menu options or to make selections.

## What's On TV?

When you first turn on the TV, it's easy to see what is currently showing. You can use the *OK* button, the *INFO* button, or the *Browse* (right arrow) button.

### Using the OK Button (Now Playing)

1. Press the *OK* button on the remote control.
2. When you press the *OK* button, you see what program is playing currently.

In this example, the TV symbol indicates you are viewing Food Network Star: Guy Live from channel 33 FOOD. The tower symbol next to channel 33 indicates what is on live television. Channel 154 is currently recording as indicated by the circle symbol.



The Now Playing window will also provide the current temperature.

### Using the INFO Button

1. Press the *INFO* button on the remote control. When you press the *INFO* button, you see the name and a description of the current program at the top of the screen. If you are watching a live program, at the bottom of the screen you'll see the channel number, channel name, current date and time, program name, date and time the program airs, a progress bar showing how far along the program is, and the program that airs next.
2. If you are viewing a live program you can press the *Right/Left arrow* buttons to view what is showing later on the current channel, or press the *Up/Down arrow* buttons to view what is showing on another channel.
3. Press the *Day +* and *Day -* buttons to see what is on this channel 24 hours from now.



## Using the Browse Button

1. Press the *Browse* (right arrow) button on the remote control. At the top of the screen, you see the channel you are currently tuned to. At the bottom of the screen, you see the channel number, channel name, current date and time, program name, date and time the program airs, a progress bar showing how far along the program is, and the program that airs next.
2. Press the *Right/Left arrow* buttons to view what is showing later on the current channel. Or, press the *Up/Down arrow* buttons to view what is showing on another channel.
3. Press the *Day +* and *Day -* buttons to see what is on this channel, 24 hours from now.

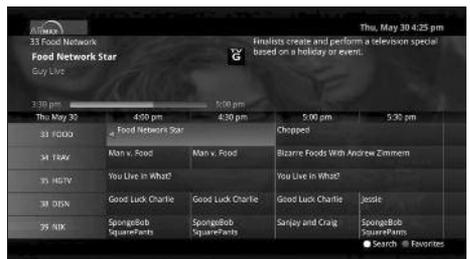


## Using the Channel Guide

The Channel Guide is your on-screen tool to see what is on television and allows you to surf channels while still watching a program.

### Using the Guide Button

1. Press the *GUIDE* button on the remote control. Information about the program you are tuned to displays at the top of the screen along with indicators showing:
  - Whether a program is in HD
  - Whether a program is a new episode
  - Whether the program is available for Pay Per View purchase

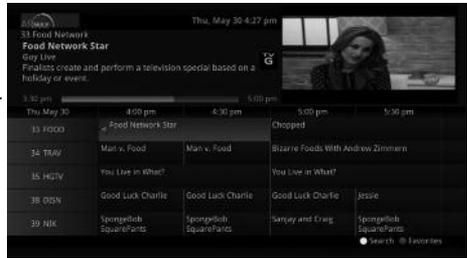


Other channels and their programs will show at the bottom of the screen. Shows that started prior to the current time slot are indicated with a blue arrow prior to the program name. Shows that continue past the last time slot showing on the guide are indicated with a blue arrow after the program name. Programs scheduled for recording will be marked with a red circle.

2. To move through the guide one channel at a time, use the *Up/Down arrow* buttons on the

remote control. As you do this, a description of the highlighted program will display at the top of the screen. Or, press the *Channel +* and *Channel –* buttons to scroll through the channels more quickly.

- To move through the guide one page at a time, press the *Page +* and *Page –* buttons on the remote control.
- To move through the guide one screen at a time, use the *Fast Forward* and *Rewind* buttons.
- To move through the guide a full 24 hours, press the *Day +* and *Day –* buttons on the remote control. You cannot use the *Day –* button to go back to programs that have already aired, however, you can use it to page back if you have moved ahead in the guide.
- To see programs you missed, press the *Skip Back* button to go back one page in the guide. If there was a program you missed, you could search for other programs of the same name and schedule the DVR to record the program.
- While in the Guide, if you press the **GUIDE** button a second time, similar information is displayed in a different format.
- To browse through the guide using a Favorites list, press the **Blue** button. The list name will appear at the bottom of the screen. Keep pushing the **Blue** button to scroll through the different Favorites lists.
- Events marked with the green “NEW” symbol signify a new episode of the program.
- To exit the guide, press the **EXIT** button on the remote control.



## Using the Picture in Picture (PIP) Button

*Note: This is currently only available with the Amino Live set top box.*

- To adjust the screen view and access two channels in different sizes, select the PIP button once to view the last viewed channel stream in the lower right corner within the current channel stream.



## Video on Demand (Coming soon. Watch for details.)

The Movies/Video On Demand feature provided by the service allows you to choose from a listing of popular movies/events within the Movies Library. Once chosen, these purchased movies will be added to your Rental library and will be available for viewing for the allocated amount of time. **Available to residential customers only.**

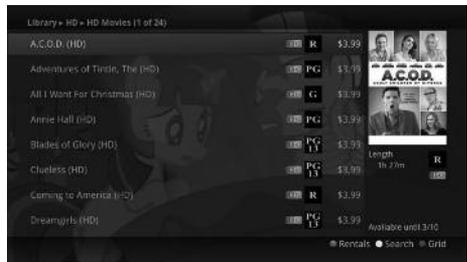


## Purchase a New Video On Demand Event

- In order to purchase a new event, select the Video On Demand button on your remote control. The Library Main Screen will appear. Select the library that you would like to choose from including: Free On Demand, HD, Movies, TV Shows, New Releases, Ending Soon, or Most Popular.

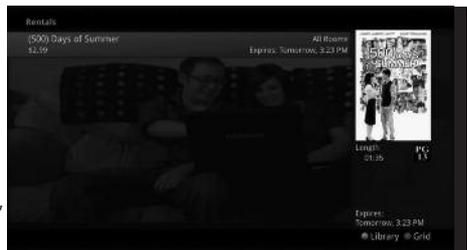


- Once in the desired library, select the event that you would like to purchase.
- The library description for the selected event will appear. The movie title, price, rental period, event description, rating, and event length will be shown. To preview a trailer for the event, select the Preview button. To purchase the event, select the *Rent* button.
- A Purchase Information Screen will appear containing the event's title and price. The purchase screen will allow you to share the event with the rest of your whole home group before asking for your Purchase Pin. Enter your Purchase Pin and select the *Rent* button. The default PIN is 0000 until you change it.
- Your purchased event should begin playing immediately. Press the Exit button on your remote control to return to your previously viewed channel.



## View Current Video On Demand Rentals

- To view your current Video On Demand rentals that are available for viewing, select the *Video On Demand* button. Select the *Green* button on your remote. The Rentals screen will appear and will show all of your current event rentals, the price of the events, whole home sharing availability for each event, and the date each rental will expire. To watch the selected event, press the *OK* button on your remote control.

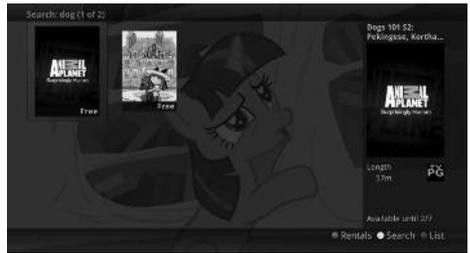


## Search Video On Demand Rentals

1. To search for a specific Video On Demand title, press the *Video On Demand* button. Select the *Yellow* button on your remote. A Search Library screen will appear. Enter a keyword or title into the search field and select the *Yellow* button again.



2. Search results for the entered title/keyword will appear.



## Search

There are search capabilities that allow you to either search for a full title of a program or for a word or two within a title. You can use the Search feature in the guide to find all instances of a program by title, or you can use the Search feature to enter a partial name and search for all instances of the word to locate the desired program. This works well if you can't recall the full name of a program or movie.

### Perform a Title Search Within the Guide

1. Press the *Guide* button. Select the desired program using the arrow buttons, and press the *Yellow* button on the remote control.
2. This will perform a full title search to return all shows with the same title. In this example, the search found all shows titled "Bonanza."
3. If there is a program in the search results you would like to record, you may schedule a recording from the list of search results. Use the *Up/Down arrow* buttons to highlight the program. Press the *Record* button to record the program. Press *OK* button to tune to the channel.



### Perform a Partial Text Search Using the Search Button on Remote Control

1. While viewing any program (and not in the Guide or other menus), press the Search button (left arrow) on the remote control. Select New Search. This will display a search window where you can enter the first few letters or one or two words in the program title.
2. Use the arrow buttons on the remote control to highlight the letters and press the *OK* button to select a letter. When you have entered all the text, arrow down to Search and press the *OK* button or just push the *Yellow* button to start the search.



- In this example, the user has searched for all programs with the word “dog” in the title.
- If there is a program in the search results you would like to record, you may schedule a recording from the list of search results. Simply use arrow buttons to highlight the program and then press *OK* or *Record* on the remote control. Follow the steps to schedule a recording.
- You may also continue to search for more programs by the same name. Selecting “Dog the Bounty Hunter” and pushing the Yellow button will search for all scheduled airings of “Dog the Bounty Hunter.”



## Record Programs

Your DVR service gives you the freedom to record the program you are watching as you are watching it, record a program while you watch another, or you can record a program you see in the program guide. You can also schedule a series recording so you always catch all episodes of your favorite programs.

*Note: If a program you record is either locked by parental rating settings or on a channel that is locked, the DVR will record the program, but you will be required to enter a PIN to view it.*

## Record What You are Currently Watching

If you are watching a program and decide you want to record the remainder of the program, you can easily start the recording.

- While watching a program, press the *Record* button on the remote control.
- Choose whether this is a one-time recording, a series recording, or select Exit to not set a recording.
- Customize your recording selections for start and stop time and which folder to save the recording to.



4. The Reminder function may also be selected from this screen. Select the Reminder function if you would like your television to remind you when:
  - When the program is going to air
  - When a new episode of the program is going to air
  - Each time a program will air
  - You may set the reminder for 1, 2, 3, 4, 5, 10 or 15 minutes prior to the program start.
  - You can also choose to have the television automatically tune to the channel when the recording starts.
5. A Red circle will briefly display in the top right of the screen indicating you are recording the program.
6. If you decide to stop recording the program before it is complete, press the *Record* button again. Choose from the options regarding how to save the partial recording. The options are:



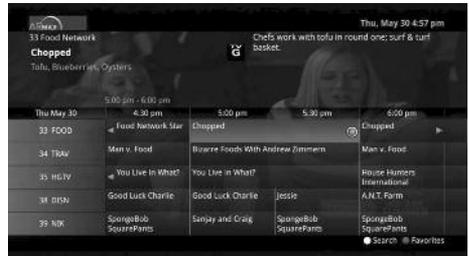
- Continue Recording – Does not stop recording the program.
- Stop Recording and Keep – Saves the recording for future viewing.
- Stop Recording, Keep and Protect – Saves the recording and protects it from automatic deletion.
- Stop Recording and Delete – Deletes the recording from memory.

## Create a One-Time Recording from the Guide

Whether you are choosing a program from the Guide or you are currently viewing the program, the process to create a one-time recording is the same:

1. From the Guide, highlight the program you want to record and press the *Record* button on the remote control. The recording options will display.
2. Choose to create a one-time recording.
3. Use the arrow keys to customize start & stop times, folder to save the recording to, and auto tune preferences.

- Arrow down to “Create One Time Recording” and click the *OK* button on your remote control.
- A Red circle will display in the guide indicating the program will record.
- You will also be able to find the recording in the Recordings list.
- If you change your mind and decide against recording the program, with the program highlighted on the guide, press the *Record* button on the remote control. Then select an action from the listed choices.



## Record a ‘Live’ Event

(Live sporting event, award show, etc.)\*

Recording a Live Event is essentially the same as recording any other program. However, since there is a chance of a live event running longer than originally scheduled in the programming guide, you have the option to record up to one hour longer in order to be sure you record the entire event. An example would be a major league baseball game or football game.

- From the Guide, highlight the program you want to record and press the *Record* button on the remote control. The recording options will display.
- The DVR recognizes from the program guide information that this is a live broadcast and warns you that it may extend past the designated end time. Use the *Left/Right arrow* keys to choose the *Stop Recording* option. Choose extension time options ranging from 1 minute to 60 minutes.
- Arrow down to *Extend Recording* and press *OK* on the remote control.



**\*Note:** Live programming options will only be available when the Guide Data flags the programming as “live” programming.

## Record a Series from the Guide

Whether you are choosing a program from the Guide or you are currently viewing the program when you decide to record it, the process to create a series recording is the same:

1. If you have found a program that you would like to record in the Guide, highlight it and press the *Record* button on the remote control. The recording options will display.
 
 This screenshot shows the 'Schedule Recording' menu for the program 'Incredible Dog Challenge'. The menu is divided into two columns. The left column contains options: 'One-Time', 'Series', 'Keep at Most', 'Show Type', 'Start Recording', 'Stop Recording', 'Folder', and 'AutoTune'. The right column contains options: 'Reminder', '3 episodes', 'New only', 'On-time', 'On-time', 'All Recordings', and 'No'. At the bottom, there are 'Create Series Recording' and 'Exit' options. A red circle with an 'S' is visible in the top right corner of the menu.
2. Arrow over to select Series.
3. The Series Recording Options will display.
  - Choose how many episodes to Keep at Most any given time. Options are 1 – 10 or All episodes. Use *Left/Right arrow* buttons to make your selection.
  - Choose the Show Type you wish to record. You may choose to record All episodes of a program or only New episodes.
  - Choose when to Start Recording. You can begin 'on time' when the program is scheduled to begin. Or you can use the *Left/Right arrow* buttons to choose 1, 2, 3, 4, 5, 10 or 15 minutes early.
  - Choose when to Stop Recording. You can stop 'on time' when the program is scheduled to end. Or you can use the *Left/Right arrow* buttons to choose 1, 2, 3, 4, 5, 10, 15, 30, 45 or 60 minutes late.
  - Choose the Folder where you want to save the recording. By default the folder will be 'All Recordings' but you may choose another existing folder or create a new folder.
  - In Record On, Select the room you would like the Series Rule to apply to. (Room must be within the Whole Home Group.)
  - Select Yes or No for the Auto Tune feature.
  - Arrow down to Create Series Recording and press *OK* on the remote control to save your changes. To cancel your changes, press the *EXIT* button or highlight Exit and press *OK* on the remote control.
4. A Red circle with an 'S' will display in the guide indicating the program is part of a series recording.
 
 This screenshot shows a TV Guide grid for Friday, May 31. The grid displays various programs such as 'Top 5 Radical Plungers', 'Big Daddy's House', 'The Unsensibles', 'Doc McStuffins', and 'Dora the Explorer'. A red circle with an 'S' is visible in the top right corner of the grid, indicating that the program is part of a series recording.
5. You will also be able to see the scheduled recording in the Future Recordings list as well as in the Series Rules list.

## Recording Conflicts

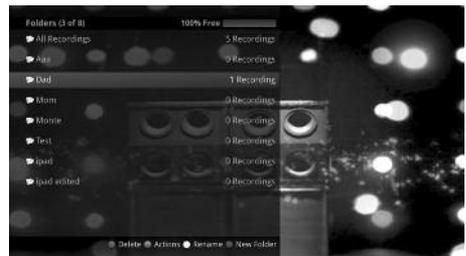
The DVR can record a limited number of programs at a time. If you attempt to record more programs than the system is capable of recording at one time, the DVR will warn you of a recording conflict.

1. You may choose to either resolve the conflict or to cancel your option to record the program.
2. When you choose "Resolve Conflict," a guide screen will appear showing the other programs currently scheduled to be recorded.
3. Highlight the program you wish to stop recording and press the *Record* button on the DVR controls. Choose from the stop recording options. You may now choose the alternate program you wish to record from the guide and press the *Record* or *OK* button.

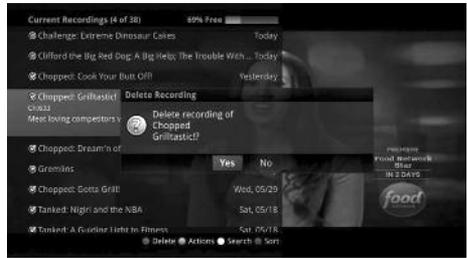


## Watch a Recorded Program

1. To access the list of recorded programs, press the *LIST* button on the remote control.
2. From the list of recordings, use the *Up/Down arrow* buttons to choose the folder containing the recorded program you wish to watch. When you highlight a program, it expands to show more information, or you may need to press the *INFO* button depending on your configuration.
3. To start playback of the recording, press the *Play* or *OK* button on the remote control.
4. If the program is one that you had previously viewed and stopped in the middle, you will be asked if you would like to resume playback from where you left off, if you would like to restart from the beginning, or if you would like to exit and return to the Recordings List.
5. As you play back a program, you have the ability to Fast Forward, Rewind, Pause, Replay, Jump Forward, Jump Backward or Stop the playback.

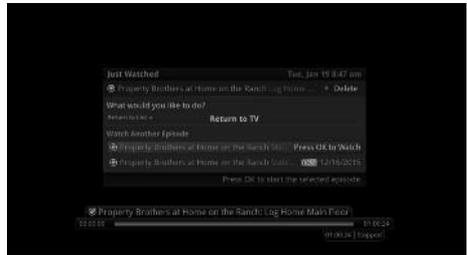


- When you reach the end of the program, you will be asked if you would like to delete the recording. Select either Yes or No.



## Binge Mode Recording Playback

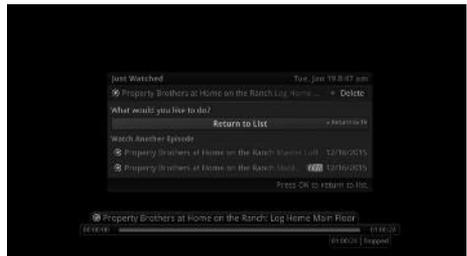
When you are watching programming from a Series Recording and have multiple recordings, this mode will prompt you to watch the next recording in a series once you are done with the initial one.



You can also highlight DELETE to delete the episode you just watched.



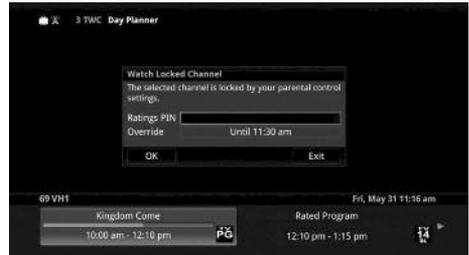
Then either RETURN TO TV, RETURN TO LIST, or choose the next recording in the list below.



## Attempt to Watch a Locked Channel

If you have locked channels from view, you will need to enter a PIN in order to access programming on that channel. See the Parental Controls section for instructions on locking channels.

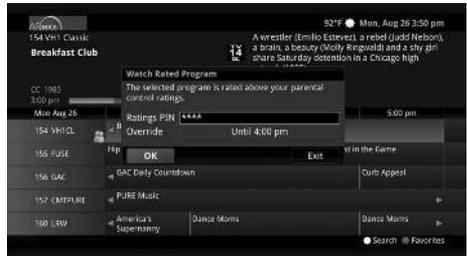
1. In this example, the channel is locked; you are prompted to enter a PIN. Until you change it through Parental Controls in the Settings menu, the default PIN is 0000.
2. The Enter PIN screen will remain until a correct PIN is entered or until you press Exit.
3. Pressing Exit will bring up a screen indicating an invalid PIN was entered. Press the *GUIDE* button to browse for another program to watch. This same result happens when selecting a locked channel from the Guide.



## Attempt to Watch a Program Outside the Parental Rating Settings

If you have set parental ratings in order to prevent viewing shows beyond a rating that you find acceptable, you will need to enter a PIN in order to access programming beyond your specified rating. See the Parental Controls section for instructions on how to Set Ratings limits.

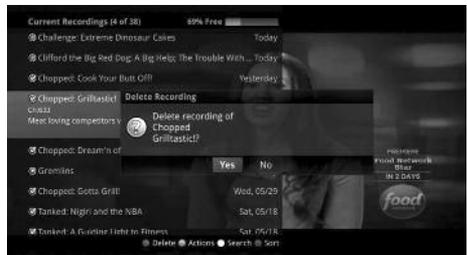
1. When the program is rated beyond the viewing limits set, you are prompted to enter a PIN. Until you change it through Parental Controls in the Settings menu, the default PIN is 0000.
2. The Enter PIN screen will remain until a valid PIN is entered or until you press Exit.
3. Pressing Exit will bring up a screen indicating an invalid PIN was entered. Press the *GUIDE* button to browse for another program to watch. This same result will occur when keying in a channel number on the remote control.



## Delete a Recording

In addition to the option to delete a recording when you have finished viewing it, there are other options for deleting a recording.

1. To access a list of recorded programs, press the *LIST* button on the remote control.
2. Use the *Up/Down arrow buttons* to highlight the entire folder or the individual episode you want to delete.
3. Press the *Red* button to Delete the recording or group of recordings. Or, press the *Green* button to access the Actions menu and then choose Delete. You have the option to cancel the process.



## Working with Multiple Streams

You can easily tell what your DVR is doing by pressing the *OK* button. When you see the red light indicating that something is being recorded on the DVR, you can quickly find out what program is recording.

1. Press the *OK* button on the remote control to see what is Now Playing. In this example, the television is tuned to channel 33 as indicated by the TV symbol. Channel 154 is recording as indicated by the red circle symbol.
2. You may change to view any of the listed programs by using the *Up/Down* arrow keys on the remote control and pressing the *OK* button. For example, you can choose to view the program as it is being recorded on Channel 154.
3. When you change to view the program that is recording, the system will start at the last time you viewed that program. You have access to *Rewind*, *Skip Back*, *Skip Forward*, and *Fast Forward* to move within the recording.



## Using the List Button to Access Recordings

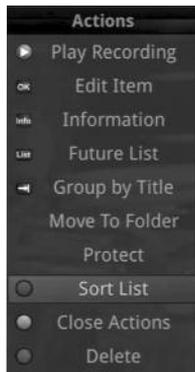
You access your recordings, the list of future recordings and series rules by pressing the *LIST* button on the remote control multiple times.

### Current Recordings

Press the *LIST* button one time to access the list of Recording Folders. The All Recordings folder appears first and includes all of the recordings you have stored on your DVR. If grouping is enabled in your setting, each program will also have a folder including all recordings of that program. To move in and out of the folders, use the *Left/Right* arrow buttons. At the top of the screen, you see the number of folders and the amount of space you have free on the DVR.

When you are in a program folder:

- Delete a recording by pressing the *Red* button on the remote control.
- View the available Actions by pressing the *Green* button on the remote control. The Actions list displays on the right hand side of the screen. To make it easy for you, the list of Actions on the screen shows the corresponding button that you could press on the remote control. It is also possible to highlight your selection and then press *OK* on the remote control.
- Search for programs within the Recording folders by pressing the *Yellow* button on the remote.
- Sort the Current Recordings by pressing the Blue button on the remote control. By default, Current Recordings are displayed by date and time. If you press the *Blue* button, programs will be sorted by Name.
- Press the *Skip Forward* button to view recordings by title rather than group.



## Future Recordings

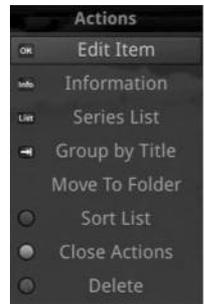
Press the LIST button two times to view your list of Future Recordings. These are programming events that are waiting to happen. At the top of the screen, you see the number of recordings and the amount of space you have free on the DVR.

After you open a program folder, you can:

- Delete a future recording by pressing the *Red* button on the remote control.



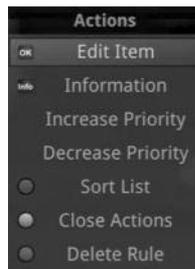
- View the available Actions by pressing the *Green* button on the remote control. The Actions list displays on the right side of the screen. To make it easy for you, the list of Actions on the screen shows the corresponding button that you could press on the remote control. You can also highlight your selection and then press the *OK* button on the remote control.
- Search for programs within the Recording folders by pressing the *Yellow* button on the remote.
- Sort the Current Recordings by pressing the Blue button on the remote control. By default, Current Recordings are displayed by date and time. If you press the *Blue* button, programs will be sorted by Name.
- Press the *Skip Forward* button to view recordings by title rather than group.



## Series Recording Rules

Press the *LIST* button three times to view your Series Recording Rules. These are the programs that you have set to record on a regular basis. You can make adjustments to your series recording rules from this screen. At the top of the screen, you see the number of Series Rules and the amount of space you have free on the DVR.

1. Highlight the Series Rules you want to change and press *OK*. Make changes from the available options.
2. Delete a rule by pressing the *Red* button on the remote control.
3. View the available Actions by pressing the *Green* button on the remote control. The Actions list displays on the right side of the screen. To make it easy for you, the list of Actions on the screen shows the corresponding button that you could press on the remote control. You can also highlight your selection and then press the *OK* button on the remote control.



4. Search for programs in the recordings folders by pressing the Yellow button on the remote.
5. Sort the Series Rules by pressing the Blue button on the remote control. By default, Series Rules are displayed by Priority. If you press the Blue button, programs will be sorted by Name.

## Using the Menu Button

### TV Menu

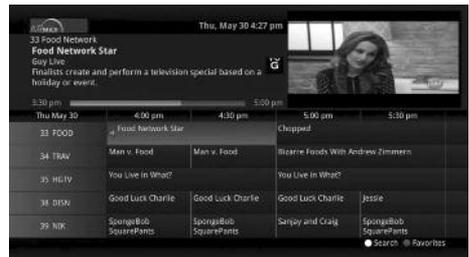
Along with being able to access almost all functions with specific buttons on the remote control, you can also access these controls through the Main Menu. Under TV you have options for Guide – Corner, Guide - Full, Now Playing, Search, and What's Hot.



### Channel Guide

Press the *Menu* button on the remote.

If you arrow to the right, highlight Guide – Corner and press the *OK* button, you can view the channel guide. This is the same as when you would press the *GUIDE* button on the remote control one time.



### Now Playing

Press the *Menu* button on the remote.

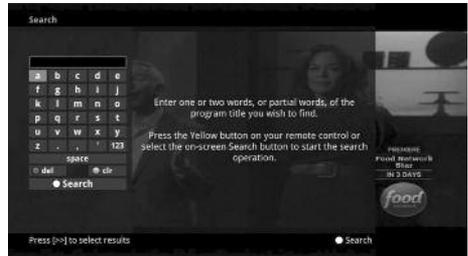
If you arrow to the right, highlight Now Playing and press the *OK* button, you can view what is currently playing as well as any programs being recorded. This is the same as when you would press the *OK* button on the remote control.



## Search

Press the *Menu* button on the remote.

If you arrow to the right, highlight Search and press the *OK* button, you can search for a program. This is the same as when you would press the Search button on the remote control.



## What's Hot

Press the *Menu* button on the remote.

If you arrow to the right, highlight What's Hot and press the *OK* button, you can view the What's Hot menu.



## Recordings Menu

Nearly everything that you do with the *LIST* button on the remote control you can do in the Main Menu. Under Recordings you have options for Current, Future, and Series.

### Current Recordings

Press the *Menu* button on the remote and select Recordings.

If you arrow to the right, highlight Current and press the *OK* button, you can view the list of recorded programs saved on your DVR. This is the same as if you would press the *LIST* button on the remote control.



### Future Recordings

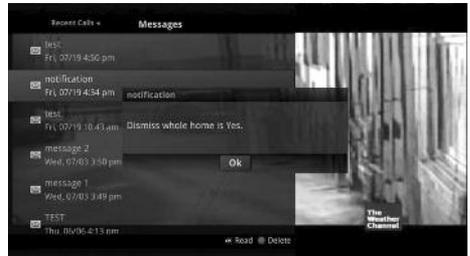
Press the *Menu* button on the remote and select Recordings.

If you arrow to the right, highlight Future and press the *OK* button, you can view the list of

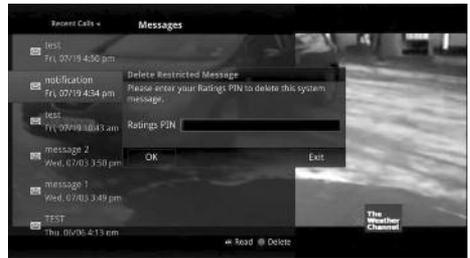




3. To delete a message, highlight it and press the *Red* button. Any deleted messages can be restored by selecting the *Red* button again until the Messages window is closed. Once the Messages window is exited, deleted messages will be permanently removed.

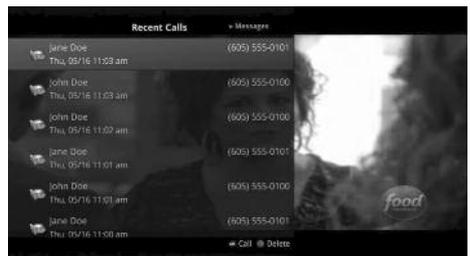


4. When you have an unread message, an envelope icon will appear in the guide. Here is an example of an on-screen System Message on the TV:



## Recent Calls

1. You can access the Recent Calls list by pressing the *Green* button on the remote control. Or press the menu button, arrow down to phone, arrow over to recent calls and press *OK*.
2. To delete an entry on the Recent Calls list, highlight it and press the *Red* button on the remote control.



## Apps Menu

The Apps menu allows you to access to the Games, Weather and What's Hot apps.



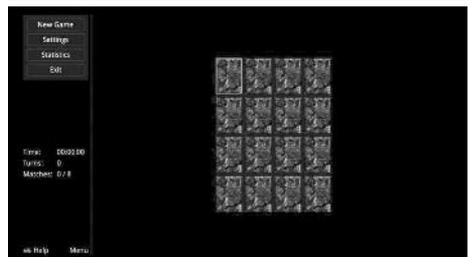
## Games

1. Press the *Menu* button, arrow down to Apps, arrow over to Games. A listing of games will appear.

*Note: All games are not supported through each set top box version.*



2. Select the game you want to play and press *OK*. The game selected will appear.



## Weather

The Weather Application allows the current weather statistics to be viewed through multiples guides and menus.

1. Press the *Menu* button, arrow down to Apps, arrow over to Weather and press *OK*.
2. A window will appear on the screen with the most current weather data for the selected area. To receive weather information from a different location, select a new location within Settings.
3. To access the Forecast portion of the Weather application, select the *Green* button within the application.



4. To access the Radar portion of the Weather application, select the *Yellow* button within the application window.
5. Once in the Radar screen of the Weather application, select the *Blue* button to animate the radar and show a looping of current weather conditions.



## What's Hot Application

The What's Hot application allows you to view real time information about what others in your local area are watching. You can easily tune to one of the "What's Hot" programs or set a recording.

1. Press the *Menu* button, arrow down to *Apps*, arrow over to *What's Hot*, and press *OK*.
2. A window will appear on the screen with the most current popular channel information for the local area. The popular channel information may be viewed in multiple categories by pressing the *Right or Left Arrow* buttons. Additional popular channel information may be viewed by pressing the *Up or Down Arrow* buttons.



## Settings Menu

You have the ability to control certain aspects of how your service works according to your preferences.

Under Settings you have options for Apps, Display, Edit Favorites, Guide, Parental, Phone and Recording.



## Display Settings

Press the *Menu* button and arrow down to Settings. If you arrow to the right, highlight Display, and press the OK button, you can change how the set top box should display specific things. Typically these items are set at the time of installation and not changed.

1. Turn Closed Captioning On or Off.
2. Set the Audio Language to English, Spanish or French.
3. Set Audio Format to Stereo, Dolby Digital or Dolby Digital +.
4. Change your Connector settings to Coaxial, Composite, S-Video, Component or HDMI.
5. Set the TV Type to either 16:9 or 4:3.
6. Select the Output Resolution for the television.
7. View the setting for Conversion Mode, Original Size or Fit to Screen (this may also be changed temporarily by pressing the \* button on the remote control).



If you feel you have changed something by accident, select Exit and press the *OK* button or just press the *EXIT* button on the remote to retain the original settings.

## Guide Settings

Press the *Menu* button and arrow down to settings. If you arrow to the right, highlight Guide and press the *OK* button, you can change how Guide information displays.

### General Settings

1. Choose the Default Guide setting that you prefer when you press the *GUIDE* button one time. Options are Corner Screen and Full Screen.
2. Determine what you want to do After Changing the Channel. Should guide stay open or should it close upon changing the channel?
3. Set Channel Filter to Yes or No. When set to Yes, your favorite selection will be remembered (the favorites list that you selected).



### Guide Settings

1. Determine the Number of Rows to display in the Time Guide. Options are 3, 4, 5, 6, 7 or 8.
2. Determine the Number of Columns to show in the Time Guide. Options are 3, 4, 5 or 6.
3. Determine how long to wait for Inactivity Timeout before the guide disappears. Options range from 1 second to 2 minutes, to never.
4. Specify the Scrolling Behavior to be either channel by channel or page by page as you move through the guide.

### Browser Settings

1. Specify how long to wait for Inactivity Timeout before the Browser Bar disappears.
2. If you feel you have changed something by accident, you can always choose to set all items back to the original default settings.

## Parental Controls

You have Parental Control options to Change PIN, Edit Locked Channels, Set Ratings, Time Restrictions, Cancel Override, and Options.

### Change PIN

1. Press the Menu button and arrow down to Settings. Arrow to the right, highlight Parental. Select the Change PIN category (for the Ratings PIN or Purchase PIN), and press the *OK* button.
2. Enter the Old PIN, arrow down and enter your New PIN, and then arrow down to confirm the New PIN. Select *OK* to save your new PIN. Until you change it, the default PIN is 0000.
3. Once the PIN has been successfully changed, a prompt will appear. Press the *OK* button.



### Edit Locked Channels

1. The Edit Locked category allows you to lock specific channels. This will require you to enter a PIN in order to view programming on that channel. Press the *Menu* button and arrow down to Settings. Arrow to the right, highlight Parental. Select the Edit Locked category and press *OK*. Enter your PIN. The default PIN is 0000 until you change it.



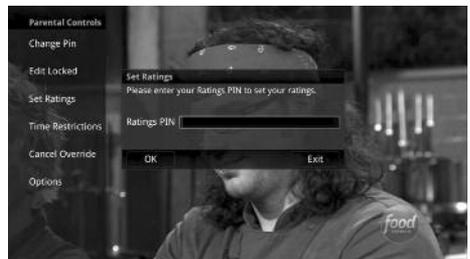
2. A list of channels will display. Use the *Up/Down arrow* buttons to move through the list of channels. When you arrive at one that you want to lock, press the *OK* button and the channel will be added to the locked list.



3. When you are finished making your selections, press the *Blue* button on the remote to lock the selected channels. Press the *Red* button on the remote to discard the changes and return to normal viewing.

## Set Ratings

1. The Set Ratings category allows you to set access to programming based on TV and Movie ratings. This will require that a PIN be entered in order to view programming at or beyond the rating you specify. Press the *Menu* button and arrow down to Settings. Arrow to the right, highlight Parental. Select the Set Ratings and press OK. Enter your PIN. The default PIN is 0000 until you change it.



2. Use the *Left/Right arrow* buttons to choose a TV Rating. Options are: TV-Y, TV-Y7, TV-Y7 FV, TV-G, TV-PG, TV-14, TV-MA, off.



3. Use the *Left/Right arrow* buttons to choose a Movie Rating. Options are: G, PG, PG-13, R, NC-17, Adults Only, off.

## Time Restrictions

1. The Time Restrictions category allows you to set time periods per day where television access requires a PIN. Press the *Menu* button and arrow down to Settings. Arrow to the right, highlight Parental. Select the Time Restrictions and press the *OK* button. Enter your PIN. The default PIN is 0000 until you change it. These time restrictions may be set by selecting the *Green* button to Add Restriction. A new restriction will appear to the right of the week schedule. Arrow to the right to select a day and press the *OK* button.
2. Once a day has been selected, use the *Up/Down* arrows to select a time and either AM or PM for both start and end time for the time restriction. When you are done creating time restrictions, select the *EXIT* button.



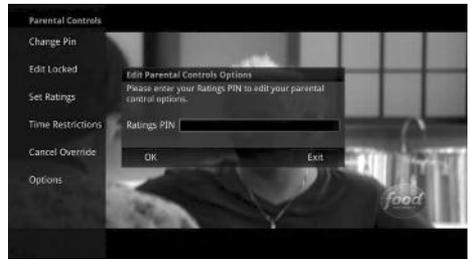
## Cancel Override

1. The Cancel Override category allows any previous PIN overrides for an extended period of time to be cancelled. Press the *Menu* button and arrow down to Settings. Arrow to the right, highlight Parental. Select Cancel Override and press the *OK* button. To cancel an existing override, select *OK* within the Cancel Override prompt. Once the override has been cancelled, the parental PIN will need to be used for all Locked and Rated channels. The default PIN is 0000 until you change it.



## Options

1. You may choose whether Locked Channels and/or Restricted Titles are visible in the guide. Press the *Menu* button and arrow down to Settings. Arrow to the right, highlight Parental. Select the Options category and press the *OK* button. The Options category requires the Ratings PIN to be entered in order to update any settings. The default PIN is 0000 until you change it. Enter your PIN and select *OK* and press the *OK* button.
2. Selecting a “No” value for either setting will cause these programs to not appear in the Guide. Select *OK* within the prompt and press the *OK* button.
3. A Parental Controls Options prompt will appear once the changes have been saved successfully.



## Phone Settings

1. Press the *Menu* button. Arrow down to Settings. Arrow to the right and choose Phone to adjust the Caller ID and Voice Mail Settings and press *OK*.
2. From the Phone Options menu, you can turn both Caller ID and Voice Mail pop-ups on or off. You may also adjust the length of time the pop-up remains on the screen from 6, 9, 12, 18, or 21 seconds or no pop-up. This menu also allows the subscriber to adjust the selected voicemail account and whether or not a PIN is required to access any existing voicemails within that account.
3. To save your changes, arrow down to Save and press the *OK* button.



## Recording Settings

1. Press the *Menu* button and arrow down to Settings. Arrow to the right and choose Recording to make changes to your settings for recorded programs. Press OK.



### Group Titles

Group all recorded episodes with the same title rather than listing each episode individually. The *Skip Forward* button will toggle between Grouped and Ungrouped listings.

### Auto Expand Selection

Choose this option to automatically display information for the selected recording.

### Show Folders

When the Show Folders field is set to "Yes", all recordings and future recordings will be grouped into folders when you view your Recordings Lists. With Show Folders set to No, all recordings and future recordings will be displayed individually. Keep in mind that if Group Titles is set to Yes, programs will be grouped together even if Show Folders is set to No. When viewing your Recording Lists, the *Skip Forward* button will toggle between folders and individual recordings.

### Inactivity Timeout

This setting adjusts the length of time the Status Bar remains on the screen while you are watching a recorded program after a period of inactivity. Choose from 1 - 10, 12, 15, 30, 45 seconds, one or two minutes, or Never.

### Skip Display

Choose between displaying the playback bar or the fast forward/replay icons during recorded show playback.

### Auto Reverse

Select if you would like the play back to include an Auto Reverse feature Always or Never.

### Skip Ahead

Skip ahead while watching a recording or while watching live TV. This can be set from 1 - 999 seconds.

### Skip Back

Skip back while watching a recording or while watching live TV. This can be set from 1 - 999 seconds.

# Controlling your DVRs away from home

## ManageMyTVs App

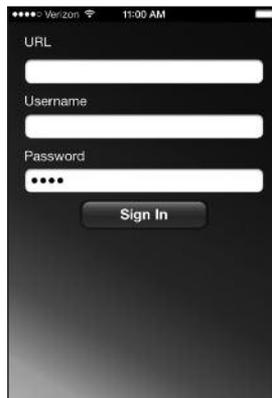
Alliance Digital Cable TV customers can use the ManageMyTVs app to control their TV service from anywhere.

### Instructions

Step 1: (Left) Download the FREE ManageMyTVs app from the App Store or Google Play store.



Step 2: (Right) Call Alliance for your sign-in information. Dial 611 from any phone with Alliance service or call (605) 582-6311 from your cell phone.



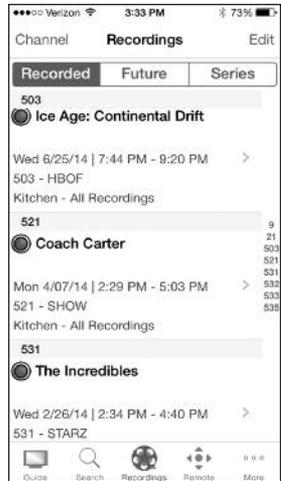
## App Features



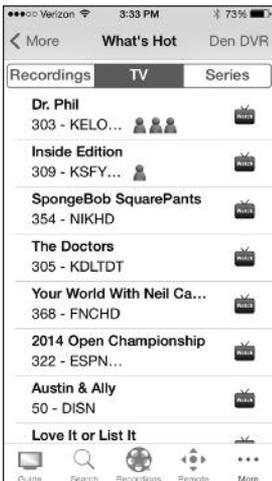
Access the programming guide to see what's on. If you see something you like, you can schedule your DVR to record it.



Looking for a particular program? Enter a phrase or keyword, and set recordings from the results.



Find out what you've already recorded and what you've scheduled to record.



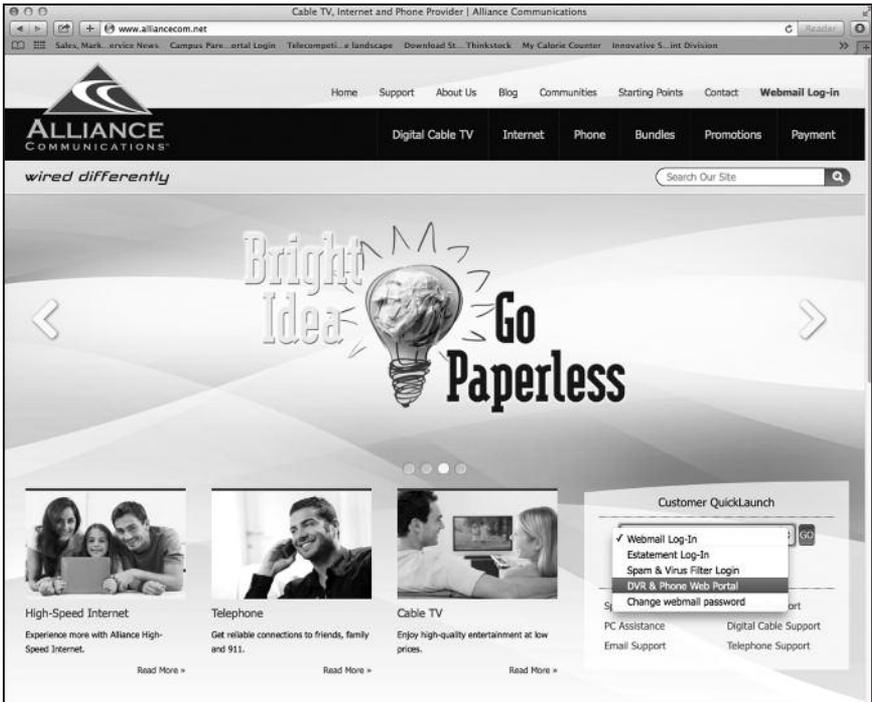
(Left) Check out what other Alliance Cable TV customers are watching. The What's Hot feature pulls a list of the most popular shows.

(Right) Turn your smartphone or tablet into a remote control. Nearly everything you do on your remote you can do on your device. Unlike your remote, you don't need to be near your TV to change channels, turn off the TV, etc., when using the app's remote feature.

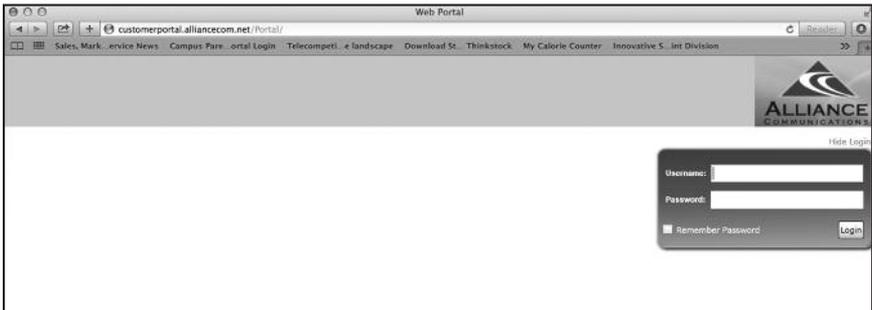


## DVR Web Portal

Set your DVR recordings even when you aren't home using Alliance's DVR Web Portal.



The Web Portal is accessible at [www.alliancecom.net](http://www.alliancecom.net) in the Quick Launch section.



You will need to contact our office for your login information. Dial 611 from any phone with Alliance service or call (605) 582-6311 from your cell phone.

The screenshot displays the Alliance Communications Web Portal interface. At the top, there's a navigation bar with 'My Cable', 'My TV', and 'My Settings' tabs. Below this is a search bar and a 'Recordings' section. The main content area is a TV guide for the 'Alliance Tutorial Channel'. The guide shows a grid of programs scheduled for today, with time slots from 1:00 PM to 2:30 PM. The programs listed include 'The Talk', 'The People's Court', 'Family Feud', 'The Steve Wilkos Show', 'Star of Hit Reality Shows', 'The King of Queens', 'Curious George', 'We Dive at Dawn', 'The Campbells', 'The Adventures of Ozzy', and 'General Hospital'. A 'Find More' button and a 'Record' button are visible at the bottom right of the guide.

Scheduling recordings through the Web Portal is simple because it works nearly the same as on your television.

## Troubleshooting Tips

**I need help learning how to use my new cable TV service.**

**What tools are available?**

- Digital Cable Channel 1: Watch video tutorials that will walk you through the available features.
- Online video tutorials: Go to [www.alliancecom.net/support/digital-cable-support](http://www.alliancecom.net/support/digital-cable-support)
- This Digital Cable TV User Guide: Many answers to frequent questions are answered in this booklet.

If you're still having trouble, don't hesitate to call us by dialing 611 from any phone with Alliance service, or call (605) 582-6311 from your cell phone.

### **My television is on, but I'm not receiving any programming. What's the problem?**

#### **TV is on the wrong input**

Make sure your television is turned to the correct input, which will be HDMI 1, Component or Channel 3 or 4, depending on the type of television you have. Newer televisions usually use HDMI or Component inputs. Older televisions may use Channel 3 or 4.

#### **To change inputs:**

On your remote, press the TV button located on the top left, and then press the input button located on the bottom left. Keep pressing the input button until the picture appears. Then press the STB button on the top right.

#### **TV out-of-synch with DVR or Set-Top Box**

Your remote control can be programmed to power off the television and set-top box at the same time. However, if they become out of synch and the TV is on but the set top is turned off, you will see this message on your TV screen. Simply press the OK button on your remote to turn the set top back on.



Press the OK button on the remote control to view TV.

### **My picture is frozen. What should I do?**

Unplug your DVR or set-top box for about two minutes and then plug it back in.

Also, if you have another television that is not connected to a DVR or set-top box, you can check if that particular channel is experiencing problems on that television, too. If the problem is occurring on both televisions, either the programmers or Alliance Communications is experiencing trouble.

### **I'm getting a message that says one of my channels is "unavailable."**

#### **What should I do?**

Unplug your DVR or set-top box for about two minutes and then plug it back in.

Also, if you have another television that is not connected to a DVR or set-top box, you can check if that particular channel is experiencing problems on that television, too. If the problem is occurring on both televisions, either the programmers or Alliance Communications is experiencing trouble.

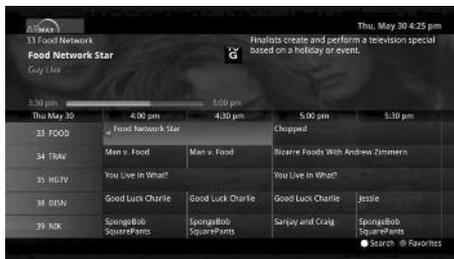
## I'm stuck in the program guide. How do I get out?

Hit the exit button located in the middle of your remote.

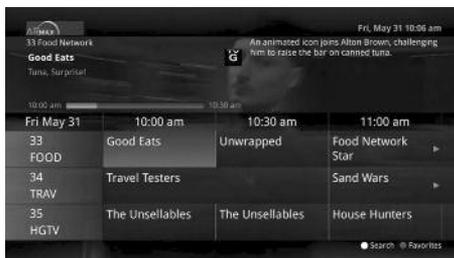
## How do I change the number of rows and columns in the guide?

By default, the guide will display four rows and four columns of programming information. Depending upon the size of TV you are viewing and your preferences, you may want to show more or fewer columns and rows.

The settings are changed by pressing the *Menu* button. Arrow down to Settings, arrow over to Guide and press *OK*. Arrow down to Change the Number of Rows and the Number of Columns.



Here is a view of the default guide which has four rows and four columns.



Here is a view of the guide with three rows and three columns.

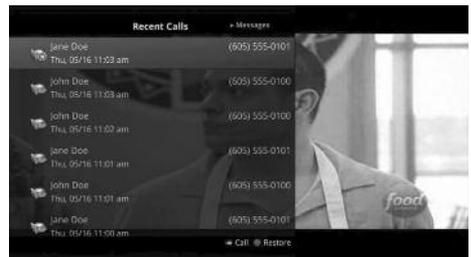
## How do I access Caller ID and Voice Mail messages on my TV?

If you are subscribed to Caller ID, it is possible to have your Caller ID information display on the TV as it displays on your regular Caller ID device. Also, it is possible to have voice mail waiting indication show on your TV.



Here is an example of Caller ID display on the TV:

Press the *Green* button on your remote at any time to see your Caller ID Recent Calls list. This handy feature allows you to review a list of phone numbers that have called your wireline phone service. To delete numbers from your recent calls list use the arrow button to highlight the number you want to delete and press the *Red* button on your remote.



## What should I do if I'm still having problems after following the above suggestions?

Simply dial 611 from any phone with Alliance telephone service, or call (605) 582-6311 from your cell phone.

# NOTES

# NOTES



**ALLIANCE**  
COMMUNICATIONS™

*wired differently*

**Dial 611 from any phone with Alliance service  
or call (605) 582-6311 from your cell phone.**

**[www.alliancecom.net](http://www.alliancecom.net)**