

TROUBLE SHOOTING GUIDE

The Receiver Won't Turn On

Check that the unit is plugged in. If it is, try plugging another device into the socket to make sure power is flowing to it. If the power is working, there may be something wrong with your remote control.

The Remote Won't Control the Receiver

Press the STB button on the top left of the remote control to manage the set-top box/receiver.

There is Video, but No Sound

First, check to see if the volume is muted by pressing MUTE or + on the VOL button. Try changing the channel to see if the problem is only with that one channel. If your system uses standard video or S-video connectors, be sure that you have connected the audio-out jacks on the receiver to the audio-in jacks on your TV or audio receiver.

Sound is Good, but Picture is Poor

Check the connections of your video cables to make sure they are properly seated in their jacks. Also, try changing the channel to be sure that the problem is not just on that one channel. If you have no connection after five minutes, make sure all the connections to your receiver are secure.

Onscreen Message Says "Signal Temporarily Not Available"

Try changing the channel to see if the problem is only with that one channel. If it appears on more than one channel, there is a problem with the signal.

The Receiver Won't Respond

Using the **POWER** Button on the remote, turn the receiver **ON/OFF**. If this doesn't correct the issue, you can power cycle the set-top box by unplugging and plugging back into the power.

The Remote is Not Working

Make sure there isn't anything in the path between the remote and the remote sensor on your receiver. Be sure you are aiming your remote at the receiver. You have to be within 20 feet of the receiver for the remote to work properly. If these steps don't work, try replacing the batteries in the remote control.

If you're still having problems,
call for video support at

1-866-833-6683



IPTV Guide

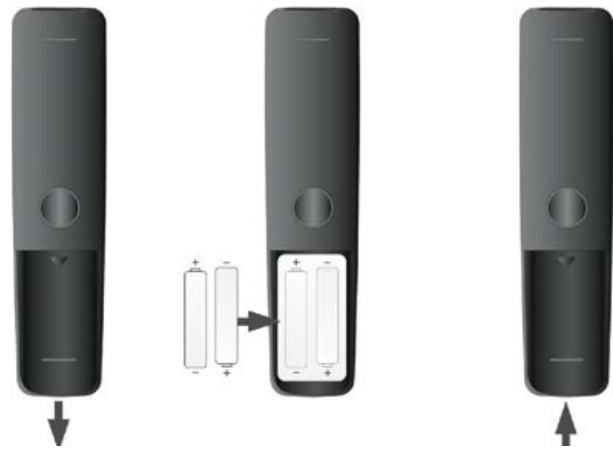


CONTROLLING YOUR DEVICES

The remote control can be used to control other devices (e.g. TV) as well. It uses InfraRed (IR) light signals to control other devices. IR signals travel only short distances (10 meters or less), and cannot go through walls or other solid objects. You must point the remote directly at these devices, with no objects blocking the line of sight.



1. Locate the two AA batteries and remote control in the accessory box
2. To open the battery cover, press down on the battery cover latch and slide it off
3. Insert the AA batteries, matching the “+” and “-” marks on the batteries to the “+” and “-” marks on the interior of the remote control
4. Snap the battery cover back onto the remote control



Problem	Solution
The LED does not blink when a key is pressed	Replace the batteries with two (2) new AA batteries
LED blinks when key is pressed but TV or STB does not respond	Make sure you are aiming the remote control at your device and that you are within 25 feet of the device you are trying to control
The remote control does not control TV functions	Follow “Controlling your TV” on page 15 to program the remote to control your TV
The LED blinks 5 times with each key press	The batteries need replacement Replace the batteries



Federal Communication Commission Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

The user is cautioned that changes and modifications made to the equipment without the approval of manufacturer could void the user's authority to operate this equipment.

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Note: this process may take several minutes to find your TV code.

Make sure your TV is turned on. The **STB (Set Top Box)** does not need to be turned on to perform this programming feature.

1. Set the remote to infra red (IR) mode by pressing **MENU** and **1** simultaneously for at least three seconds. The STB POWER LED flashes twice when the remote has switched to IR mode.
2. Press and hold the **1** and **3** buttons simultaneously for at least three seconds until the TV/AUX POWER LED flashes twice and remains on, then release both buttons.
3. Enter the 4 digit code **9 9 9 9**. On each digit entry the STB POWER led will flash.
4. If the operation is successful the TV/AUX POWER led will flash once and remain on. If the operation is unsuccessful the remote will give one long flash and exit from the brand search.
5. Press and hold either the **TV/AUX POWER** or **MUTE** button. When the TV turns off or mutes, release the **TV/AUX POWER** or the **MUTE** button.
6. Leave the brand search mode by pressing the **STB POWER** button.

If Auto Search cannot set up operation of your TV, then the remote is unable to control that TV.

To Set Your Volume:

- Menu + 3** Volume set to run TV Volume
- Menu + 4** Volume set to run STB Volume

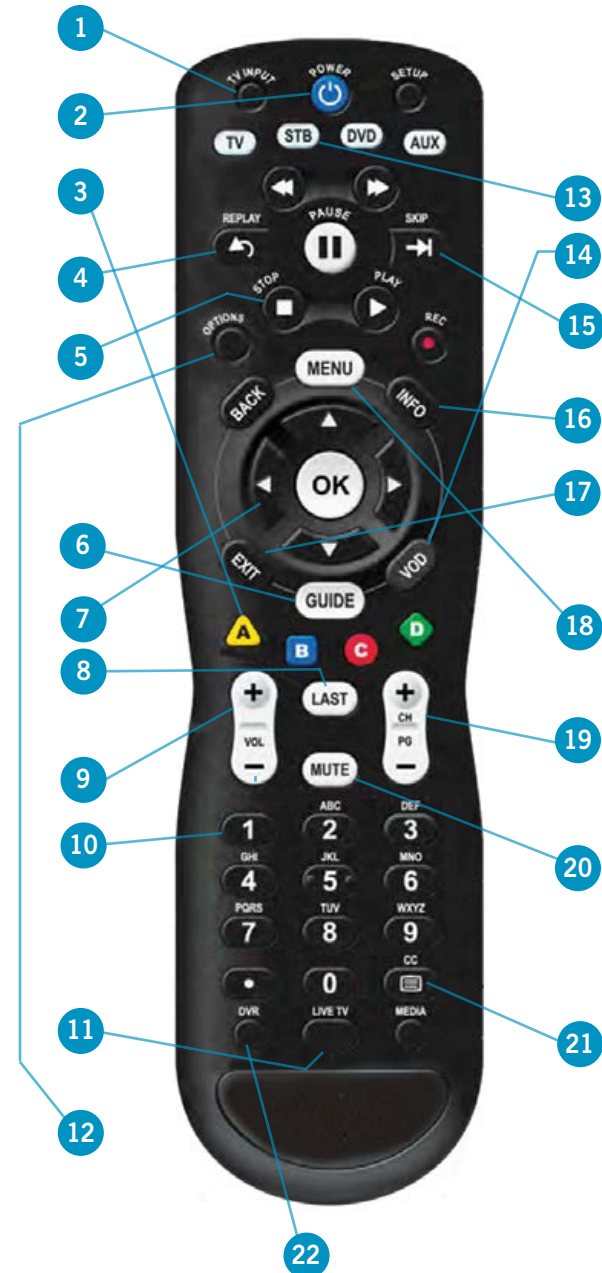
OVERVIEW OF THE REMOTE CONTROLS



Buttons Description

Buttons	Description
1	TV input source select
2	TV power/standby
3	Color navigation
4	Replay VOD or recorded video
5	Set-top box (STB) PVR transport buttons
6	Electronic Program Guide
7	Navigation and OK
8	Last
9	Volume up and down
10	Channel select and text entry
11	Go to Live TV
12	Option (this function is mapped by your service provider)
13	STB power/standby
14	VOD menu
15	Forward VOD or recorded video
16	Information
17	Exit
18	STB menu
19	Channel/Page up and down
20	Mute
21	Subtitles/closed captions
22	DVR /recordings menu

Dark gray box indicates DVR service required.



Note: Some functionality (e.g. DVR) not be available and functionality may vary with the level of TV service delivered.

MENU NAVIGATION TIPS

1. Press **TV POWER** button to turn on your TV. Press **STB POWER** button to turn on your STB. The last channel viewed will appear on the screen.

To turn off TV and STB, press the **TV POWER** and the **STB POWER** buttons.

Changing the Channel and Volume Control

1. To move up or down one channel, press the + or – on the remote's **CH/PG** button. To change volume, press the + or – on the remote's **VOLUME** button.
2. Press and hold the **CH/PG** or **VOLUME** button to scroll continuously through the channels/volume. The channel number and program title will appear at the bottom of the screen.
3. To go directly to a specific channel, enter the channel number using the remote's keypad.
4. To return to the channel you were watching previously, press **LAST**.

Note: If the new channel doesn't appear, it may be one that you don't receive.

Before accessing your onscreen menus, it's helpful to know how to choose, select and exit from the menu screens.

- Use the **LEFT/RIGHT** arrows to select items in the horizontal menu that appears at the bottom of any screen.
- Use the **UP/DOWN** arrows to select items in vertical menus that appear when you highlight an item in the top menu bar.
- Press **OK** to activate your selected item.
- Press **BACK** to return to the last menu screen that you viewed.
- Use **EXIT** to dismiss the screen and return to your TV program.

Menu Button

Before accessing your onscreen menus, it's helpful to know how to choose, select and exit from the menu screens.

Main Menu

1. Press **MENU** on your remote. The main menu screen appears.
2. Use **LEFT/RIGHT** arrows to choose a heading in the main menu screen.
 - Select **GUIDE** to access the guide, your favorite channels listing, or the program search feature.
 - Select **DVR** to view a list of all the programs you have recorded on your DVR.*
 - Select **SETTINGS** to customize your menu and guide settings, and more.
3. Use the down arrow to select an option from any of the drop-down menus that appear beneath a selected menu.
4. Press **OK** to open the selected screen.

*DVR service must be activated in order for this feature to work.

Getting Info About the Program You are Watching

1. Press **INFO**. The INFO screen appears with a short description of the program, including the run time.
2. Press **OK** and using the **UP/DOWN** arrow keys; select Expanded Info to view more information about the program and cast.
3. Press **OK** or **EXIT** to return to Live TV.



Getting Info From Within Menu Screen

You can access the INFO screen from within menu screens.








- As you are scrolling through the **GUIDE**, press **INFO** for highlighted program.
- When using the search feature, press **OK** on any program in your results list to view more details.

NOTES:

Using the Interactive Program Guide

- Press **GUIDE** to see your complete program listing. Then use:
 - Up/down **BROWSE** arrows to scroll channels.
 - CH/PG** to move up/down a page at a time.
 - Left/right arrows to scroll times.
 - REPLAY/SKIP** to jump back/forward 12 hours.
- Highlight a program to view more details (plus live video if it's currently on), then:
 - Press **OK** to begin watching the program. If it's not currently on a program the info screen will appear.
 - Press **INFO** for viewing options and more information, like cast and crew.
 - Press **RECORD** to record the program (if subscribed to DVR service).
 - Press **EXIT** to simply exit the guide and return to the program you were watching.
- The **GUIDE** has several versions available:
 - Press **GUIDE** once – ALL system channels.
 - Press **GUIDE** twice – SUBSCRIBED channels.
 - Press **GUIDE** three times – will EXIT the GUIDE, unless FAVORITES channels are set.

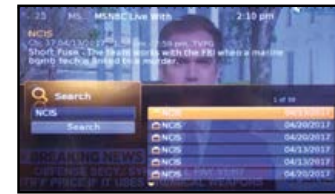
Guide Symbols to Know

-  **New Episode** – it is not a re-run.
-  **Program in High Definition.**
-  **Auto Tune Reminder** – a reminder timer is set for this program.
-  **Record** – a DVR recording is set for this program.
-  **Series-Record** – a DVR recording is set for the series of this program.
-  **Series Record Episode Skipped** – a DVR recording is set for the series, but this episode is skipped.
-  **Favorite Channel** – the Channel is included in your list of favorite channels.

Create Favorites

- Press **MENU**. Use the arrows to select **FAVORITES**.
- Use the down arrow button to select **CREATE**, press **OK**.
- To add a channel, use down arrow to locate channel, press **OK**. A **heart** will appear.
- To remove, press **OK**.
- When done, select **UPDATE** and press **OK**.
- To view your favorites guide, press **GUIDE** until **FAVORITES** appears.
Use the arrows to select **FAVORITES** channels.

Note: Each receiver has it's own Favorites list or multiple Favorites lists. A separate Favorites list can be built for the family room, the TV in the bedroom and so on.



Search Feature

- Press **MENU**. Use the arrows on your remote to select **SEARCH**. Press **OK**.
- Use the arrows to select a letter and/or number on the onscreen keyboard, and press **OK**. Arrow down to highlight search.
- A list of results appears as you type. The more letters you enter, the better results.
- Highlight a title or name using the up/down arrows, and press **OK** for more options.
 - If you select a title, you can choose to record the program or watch it now if it's currently on.
 - If you select a name, you'll see a list of programs with that actor or director. Select a title to view details. Press **OK** to record or watch the program.
 - Select a title from the list. Press **OK** to record or watch the program.

Parental Controls

You can make specific channels and types of programming accessible only with a **Personal Identification Number (PIN)**.

- Press **MENU**. Use the **BROWSE** arrows to select options, then **SETTINGS**. Press **OK**.
 - Select **Users** or **Create** user for the parental controls to be applied.
 - Set up applicable passwords/PINs, plus allowances for the \$ amount for this user for PPV/VOD.
 - Press **Submit**.

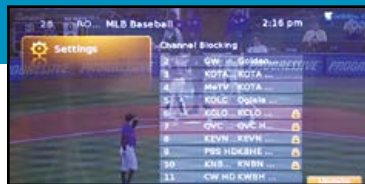


To apply Parental Controls, select User, arrow down to Parental Control, Press **X**.

- Select the rating and check boxes applicable.
- Press **Submit**.

Locking / Unlocking Specific Channels

1. Select **MENU** – **Settings, Password, Preferences**.
2. Check box for Require Login and Channel Blocking.
3. Select **Edit** next to Channel Blocking.
 - Scroll using Up/Down arrows to locate channel that will be locked.
 - Press **OK** to lock or unlock channel.
 - Press **Update**.
 - Press **Exit**.



On Demand

- Select **MENU** – Use arrows on remote to select On Demand.
- Use arrow keys to select category
 - **Event**
 - **Free Movies**
 - **Free On Demand**
 - **Movies**
 - **Premium Channels**
- After selecting category Press **OK**.
- Using arrow keys, view **Movies / Events / Programs**. To make a selection, Press **OK** to view options
 - **Rental Pricing**
 - **More Info**
 - **View Trailer**
 - **Cancel**

Select Rental Pricing. Press OK. Confirm Purchase. **Movies / Events / Programs** are available 24 to 48 hours.

For live PPV events see top of page 9.

Autotune

Setting Autotune will automatically change the channel to the show when it begins. Autotune can be used with PPV Live Events, set recordings or regular programming.

Setting an Autotune:

- Using GUIDE, locate program you want to use.
- Autotune **ON**, press **OK**.
- Select Autotune, press **OK**.

PAY-PER-VIEW EVENTS

New sporting events and concerts are available each month on Pay-Per-View. Tune to Pay-Per-View **Channel 801** to view the list of upcoming events. You can order them up to 12 days in advance.

1. Press **GUIDE**. Go to the Pay-Per-View Channel 801 using the up/down browse arrows on your remote.
 - Use the right arrow to see what's ahead in the events schedule.
 - Press **SKIP** to jump forward 12 hours at a time.
2. Select the program you want to order and press **OK**. A program info screen will appear, with event time and pricing.
3. Press **OK** to rent. If parental locks are set, enter your **PIN**.
4. You will be asked to confirm your order. Press **OK**. Press **EXIT** to return to the channel you were watching.
5. Tune to the event's channel at the scheduled start time. If you tune in late, you will not be able to rewind what you missed.

Note: Pay-Per-View events must be watched at the scheduled time. You will be charged for any event that you order, even if you don't watch it.

DVR (DIGITAL VIDEO RECORDER)

Record, Pause, Play and Replay Live TV Using Your Remote

You can watch and record up to seven different TV programs at the same time. So you can record up to six programs and watch a seventh, or watch one of the seven programs you are recording.

- Freeze a live TV program to answer a call or check on dinner, then resume playing at the point where you left off.
- Create your own instant replays during an exciting game. Or watch the play again in slow motion to see how it was done.
- Missed the punchline? Back up and hear it again.
- Move from room to room, watch your recorded show from where you left off.
- Play the same recorded TV program simultaneously in multiple rooms.
- DVR service must be activated in order for this feature to work.

TV is Now at Your Command

The familiar playback buttons on your remote can be used to pause, play and replay live TV, even record on the spot.

Note: Digital TV does not adjust if a program's schedule changes unexpectedly. However planned schedule changes (e.g., a series moves from 8:30 pm to 8 pm for one week) will be followed and the episode will be recorded in its entirety, only if guide reflects the change.

Pausing/ Restarting a Program

1. To temporarily stop a live TV program, press **PAUSE**.
2. A progress bar will appear onscreen, showing you how much time has elapsed and time until play resumes. The action will freeze for up to 30 minutes.



Note: If you don't think you'll be able to return to the program in 30 minutes, simply press record to begin recording.

3. Press **PLAY** at any time to restart the program from where you left off.

Replaying What You Missed

1. Press **REW** to "rewind" the program you're watching. A progress bar will appear to indicate how far you can go back in time.
 - Press **REW** twice or three times to rewind at increasing speeds.
 - Press **REPLAY** to skip back in 7-second increments.
 - Press **PLAY** anytime to begin watching.

Fast Forwarding and Returning to the "Live" Program

If you have paused or replayed a live program, you can use the **FF** and **SKIP** buttons to go forward in time.

1. Press **FF** to fast forward. A progress bar will appear to indicate how far you can go forward (and back) in the program.
 - Press **FF** twice or three times to advance at increasing speeds.
 - Press **SKIP** to fast-forward in 30-second increments.
2. To return to "live" action, fast-forward until you reach the end of the green bar in the onscreen progress indicator.



Recording What You're Watching

1. Press **RECORD** to begin immediately recording the program you're watching. This feature is not available with Pay-Per View.
2. Recording stops at the program's scheduled end time.
3. The recording will be saved under its program title.
4. To stop recording at any time, press **OK** and selection option **Stop Recording**.

Recording With Extra Time at the End

If you think the program may run over the scheduled end time (as with sporting events and live reality show finales), you can add time to the end of your recording.

1. Press **INFO** after the program has begun recording.
2. Using arrow keys move to next program, press **OK**. Select Schedule event and chose the amount of time to add to the recording time. Press **OK**.

Schedule Programs to Record and Save on Your DVR

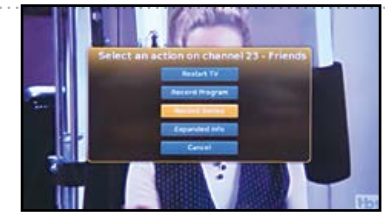
There are several ways to record a TV program that's scheduled to air in the future. You can set your DVR to record one show on one date, all episodes of a series, and more.

Schedule a Single or Series Recording from Guide

1. Press **GUIDE**. Use the arrows on your remote to scroll through and highlight a program.

Press **OK**.

- From the options select
 - **Schedule Event**
 - **Record Program**
 - **Record Series**
- Episodes (All or New Only)
 - **Limit To (All: 10 episodes; 5 episodes; 1 episode)**
 - **Set Reminder**
 - **Expand Info**
 - **Cancel**



Will the DVR record when the TV is off?

Your scheduled programs will still record.

View Your Recording Schedule

1. Press **DVR**.
2. Use the right browse arrow to select **TO RECORD**. **TO RECORD** screen lists upcoming recordings in the order in which they will be recorded.
3. Use the arrows to scroll through the listings



Using the TO RECORD Screen to Cancel Recordings Before They Occur

1. Press **DVR**.
2. Press the down arrow to select **TO RECORD**. Press **OK**. You'll see a list of upcoming recordings in the order they'll be recorded.
 - To edit or cancel a series, use the right arrow to select series from the menu bar and see a list of your scheduled series.
3. Use the browse arrows to choose an action.
4. Select – **Edit Series, Skip Episode, Cancel Series, Cancel**. Press **OK**.

Note: This will not erase previously recorded episodes.

See a List of Your Previously Recorded Shows

1. Press **DVR**.
2. The Recording screen lists your available recordings by:
 - **All**
 - **Date**
 - **Title**
 - **Channel**
 - **View / Not Viewed** starting with the most recent.
3. Use the up/down arrows to scroll through the list.

Watch a Recorded Program

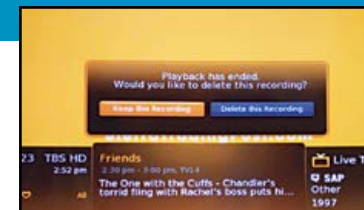
1. Press **DVR**.
2. Use the buttons to select the program you'd like to watch. Press **OK**.
 - Select **PLAY** to watch the program.
 - Select **RESUME PLAY** to begin play at the point where you previously stopped watching.
3. When a recording is finished playing, a **FINISHED** screen appears. Use the arrows to select **Keep Recording** or **Delete Recording**, then press **OK** to return to live TV.

Using the Playback Buttons on Your Remote

- Press **FF** to move forward quickly or **SKIP** to fast-forward in 30-second increments.
- Press **REW** to rewind quickly or **REPLAY** to skip backward in 7-second increments.
- Press **FF** or **REW** once, twice, or three times to go forward or back at increasing speeds.
- Press **PAUSE** to freeze the program. Press again to resume play.

Stop Playing a Recording

1. Press **STOP** at any time during a recording. The **STOPPED** screen appears.
2. Use the arrows to select **Keep Recording** or **Delete Recording**. Press **OK**.



RESTART GUIDE

What is Restart?

Restart is a feature automatically included with your DVR service that allows you to restart an in-progress show from the beginning. This rights-based feature is only available for channels that we have Restart rights for.

How do I use Restart?

To see if Restart is available for the show/channel you are watching, press the **OK** button on your remote control. A small menu will appear and indicate whether or not Restart is available.

If I Restart a show, will I miss the beginning of the show following it?

The Restart feature will give you the option of restarting the next program or switching to **Live TV**. This will not work with channels that we do not have Restart rights for.



Restart Available



Restart Unavailable

What is CatchUp TV?

Watch Now is a feature automatically included with your DVR service that allows you to go back 24 hours to catch the shows you missed. This rights-based feature is only available for channels that we have CatchUp TV rights for.

How do I use CatchUp TV?

Option 1: Press the **GUIDE** button on your remote, use the back arrow to locate the show you want to watch. Press **OK** to select the show you want to watch, then select **Watch Now**.

Option 2: Press the **MENU** button on your remote, use the **Forward/Back** button to locate the CatchUp TV feature and select. You will have three options available to search by – Channel, Show or Date. Select which option you wish to search by. Using the arrow up or down buttons, select the channel/show/date.

- By Channel – Displays all channels available for CatchUp TV
- By Show – Displays all shows available for CatchUp TV (in alphabetical order)
- By Date – Displays dates available

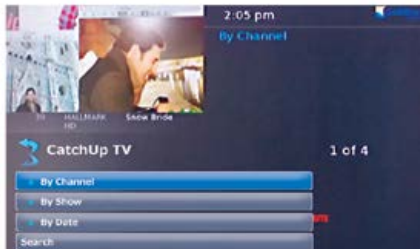
Note: On Option 1 for CatchUp TV, unavailable shows will be grayed out on the guide.



CatchUP Available



CatchUP Unavailable



Tired of black bars on your widescreen TV? Fit the image to your TV!

Need to change the language, closed captioning, or subtitles? Use the **OPTIONS** feature.

Changing the OPTIONS:

1. Press **OPTIONS**
 - Aspect
 - Language
 - Closed Captioning
 - Subtitles
2. Use the arrows to select **CONTINUE** and press **OK** again.



Customer Service 1-855-888-7777 • Video Help 1-866-833-6683