



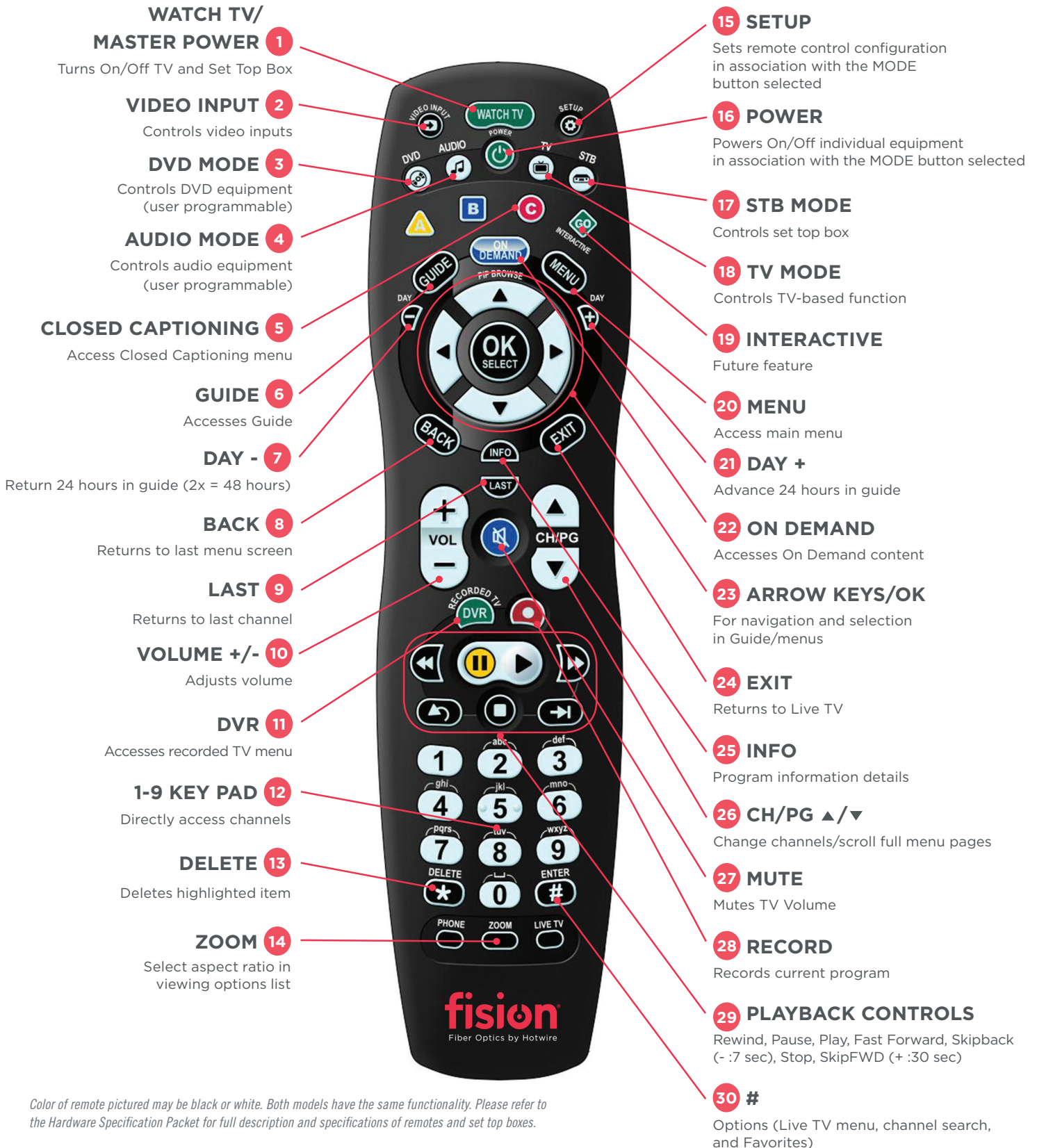
fisionTVSM

User Guide

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Remote Control Guide



Color of remote pictured may be black or white. Both models have the same functionality. Please refer to the Hardware Specification Packet for full description and specifications of remotes and set top boxes.

Using the Menu Screen

The Menu screen provides access to all of the features of your Fision TV service. Use the menu to quickly access Live TV, DVR, Video On Demand and additional features listed below.

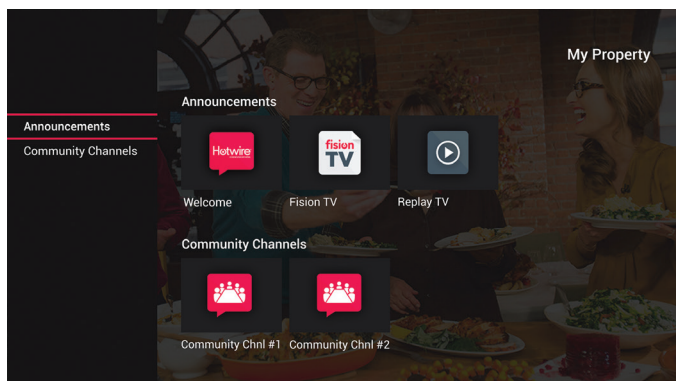
To Display and Use the Menu Screen

1. Press **MENU** on your remote control.
2. Use the arrow keys to select a heading or submenu.
3. Press **OK** to select.
4. Press **EXIT** to close the main menu.



Quickview of Menu & Submenu Items

MY PROPERTY	
Announcements	View announcements from Hotwire Communications.
Community Channels	View community channel information posted by your property.



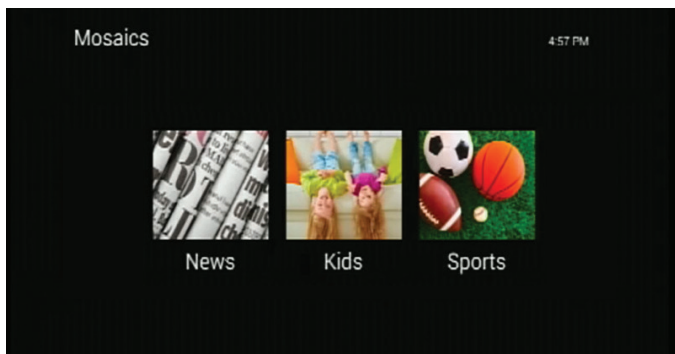
Note: Some of your community-specific information may be titled or appear different than what is listed above depending on your property's customization choices.

LIVE TV	
Guide Styles	Choose from 3 Guide options (Traditional, Channel Lineup and On Now).
Live TV Filters	Filters Live TV programming by Movies, Sports, Series, and more.
Favorites	Access, edit, and set up your customized Favorites lists.

RECORDED TV If you have a Fision HD/DVR box	
By Date	Lists recorded programming by date.
By Time	Lists recorded programming by time.
Add Recording	Allows you to record a program using the Guide, Search, or by manually entering the channel number and recording time.
Scheduled	Lists all scheduled recordings.
Series	Lists all scheduled series recordings.

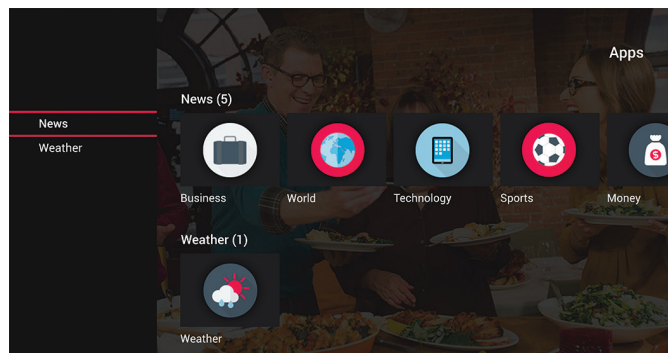
VIDEO ON DEMAND	
My Videos	Browse saved videos and recently watched videos.
Search	Search for your favorite Video On Demand content by title, actor, or genre.
Subscriptions	Lists your current subscriptions.
Display Style	Choose your preferred display option: Grid View, or List View.

MOSAICS	
Customize Mosacis	Watch up to 4 channels at once - these are pre-configured to show the most popular channels for each category: News, Kids and Sports.* <i>*Mosaics is not available to Limited Basic TV customers.</i>



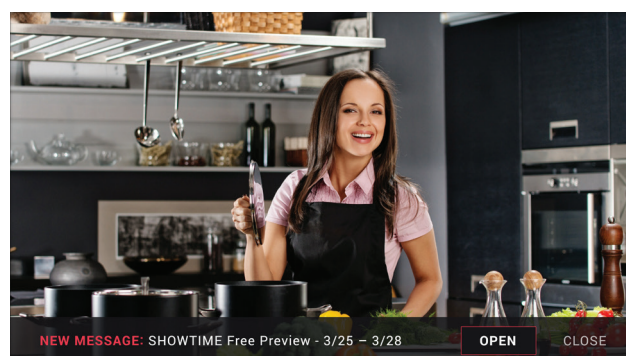
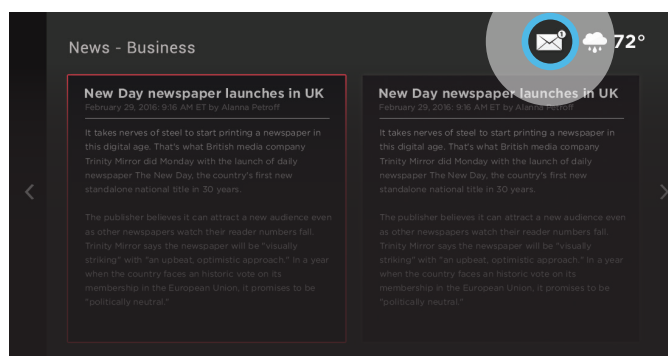
APPS

News	Access various news feeds.
Weather	Browse current and future weather.



MESSAGES

Messages	View messages from Hotwire such as emergency alerts, hot program updates, and more; you will also see an envelope icon at the top right of the My Property menu indicating that you have an unread message.
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SEARCH

Search	Search for your favorite TV program, movie or Video On Demand by title, actor or genre.
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SETTINGS

General	Access system sound effects, menu language, system information and RF output channel.
Television	Customize your Guide and Favorites settings, aspect ratio, closed captioning, subtitle language, and more.
Audio	Change your secondary audio, audio description, and digital audio output.
Parental Controls	Set up Parental Controls for Video On Demand, and TV programs by channel, rating, or content.
Restart System	Restarts your entire set top box system: this may resolve various technical issues and is recommended as the first step when troubleshooting.

Live TV Viewing Options

While watching Live TV, you can display VIEWING OPTIONS by pushing **#** located near the number keypad on your remote control. Viewing Options will allow you to change your live TV filters, alter your favorites list, change your audio language/closed captions, TV zoom, and search for channels.



VIEWING OPTIONS	
Live TV Filters	Filter live TV by genre such as educational, kids, series, and more.
Favorites Lists	Displays channels that have been added to your favorites lists, and choose a Favorites list if multiple lists exist
Add to Favorites	Adds the current channel to an existing or new Favorites list.
Edit Favorites	Make changes to an existing Favorites list or set up a new list.
Audio Language	Change your audio language to Spanish or English.
Closed Captions	Turn Closed Captions on/off.
TV Zoom	Select TV Zoom preferences.
Channel Search	Search for your favorite TV program.



To delete channels from appearing in your Guide and to customize the channel order please turn to page 11 "Guide Settings - Customizing Channels".




You can also access Live TV Filters and Favorites by pressing **MENU**, navigate to **LIVE TV** by using the arrow keys **←**, and press **OK**.



Picture In Picture

Preview other programming while staying tuned to the channel you are currently watching so that you never miss a moment.



To use the Picture in Picture feature press the DOWN arrow  on your remote and you will see the current channel. You can now push LEFT arrow  to view what was Just Missed or push the RIGHT arrow  to view What's On Next. By using the arrows you can navigate to a Picture in Picture view for information about other channels. Press  on the selected Picture in Picture view to watch the programming if it is airing currently, view more show-times for previously aired programming, and record/list more show-times for future programming.

Recently Viewed

1. Pressing the Up arrow  on the remote will show the 5 most recently watched channels.
2. If you have a DVR, pressing the Up  arrow one more time will show what you recently accessed on your DVR.

Quick Tip

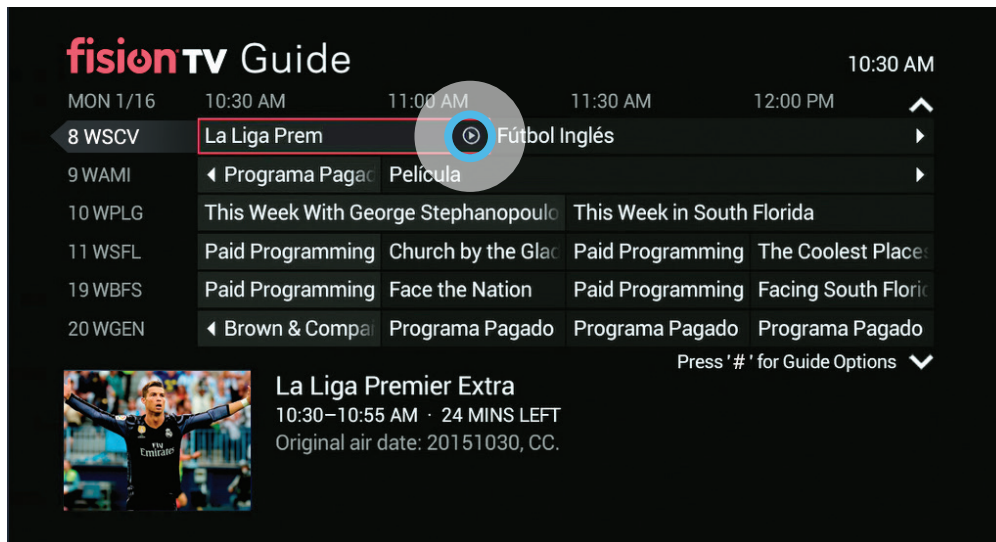
While you are browsing other channels you can still access VIEWING OPTIONS by pushing the # button located near the number keypad on your remote. Once you pull up Viewing Options while browsing in Picture in Picture mode, you can add and remove Favorites and access your Favorites channel list.


Quick Tip

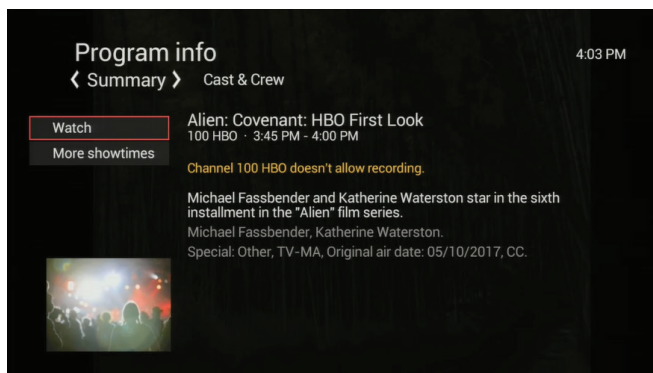
You can also view Picture in Picture by selecting programming in the Guide menu.

Replay TV

Did you miss the first half hour of a program because you were late getting home? If the program was aired on one of your Replay TV channels you have nothing to worry about. We've got you covered!



1. Press **GUIDE**.
2. Using the arrow keys, locate and highlight the Replay TV program in the Guide. There will be an accompanying arrow in a circle icon like this . Replay TV channels are also distinguished by the left arrow encasing the channel name.



3. Press **INFO** on your remote and the above screen will appear.
4. Select **WATCH**. Using your playback controls you can start from wherever you would like.




Quick Tip

If you need to step away from your TV, you can pause a program while viewing it in Replay TV mode for up to 10 minutes.


Using the Guide

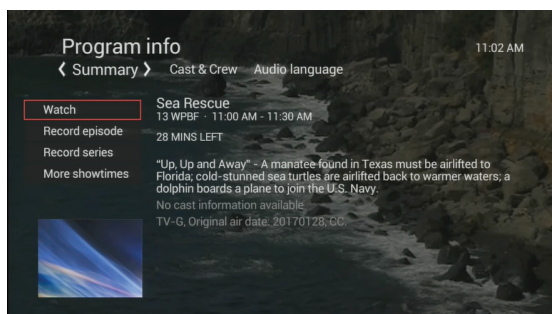
Use the Guide to see what shows are currently playing and what is coming up next.



1. Press .
2. Use the arrow keys  to navigate through the Guide. You can preview up to 12 days of future content.
3. Press  to select a program.

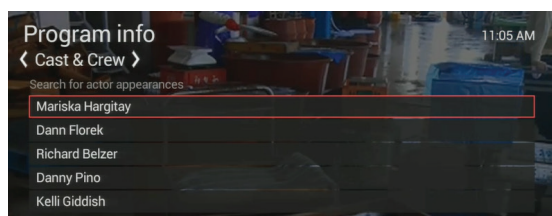
Quick Tip

From the Guide screen OR while watching Live TV press  on your remote to display more relevant information about the program you're watching. If you are watching a Replay TV channel, you will have the option to rewatch the program from the beginning as well.



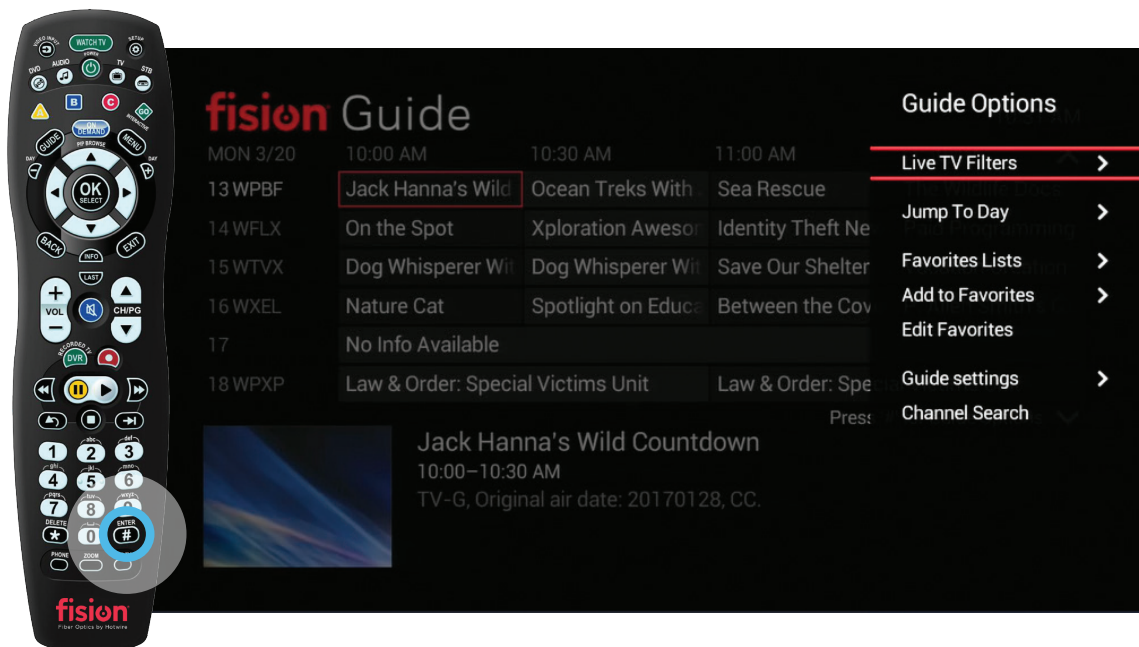
Quick Tip

After you've pushed Info push the right arrow key to display search results for cast members of the episode or series if available.



Guide Viewing Options

While in the Guide, push **#** near the number pad on the bottom of your remote control to bring up the following:





GUIDE OPTIONS	
Live TV Filters	Filter live programming by category: educational, kids, movies, series, sports, news, special, and lifestyle.
Jump To Day	Displays channel lineup for 4 hours ago, On Now Tonight, Tomorrow, and for each day up to 12 days in the future.
Favorites Lists	Displays only the channels you have added to your favorites list in a Guide view - if you push # while viewing your Favorites Guide, you will instead see the option to view ALL CHANNELS.
Add to Favorites	Adds channels to your Favorites lists.
Edit Favorites	Select the Favorites list you want to make changes to or set up a new list. <i>We will discuss editing your favorites in depth on the next page.</i>
Guide Settings	Allows you to Customize Channels and Set Guide Style. <i>We will discuss Set Guide Style and Customize Channels in depth on the following pages.</i>
Channel Search	Search for channels.

Live TV Filters

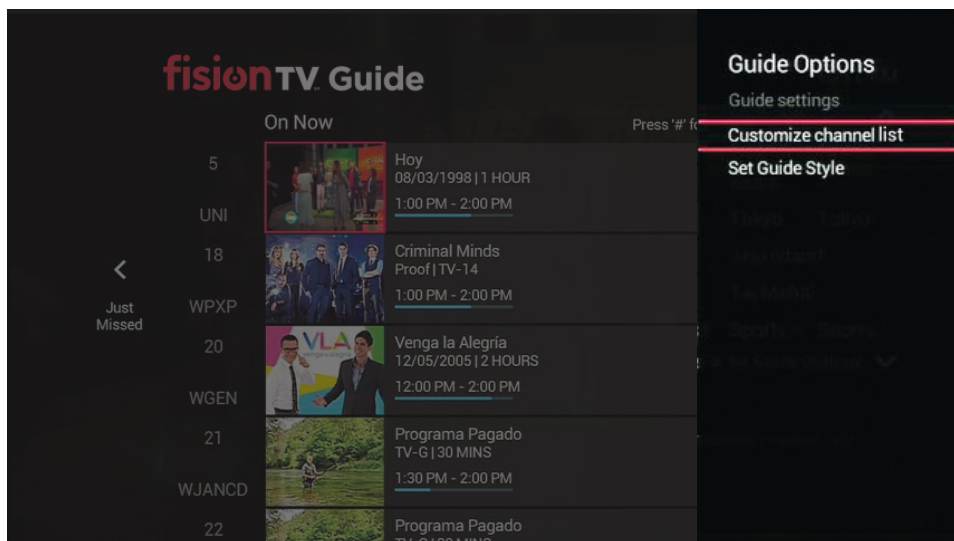
Select your desired filter category, and sub-category if applicable to activate Live TV Filters. You can apply multiple Live TV Filters by selecting each one you are interested in! To remove a Live TV Filter, navigate to the Live TV Filter menu, select **Recent Filters**, then select **Clear Recent Filters**.



Alternatively, you can also access **Live TV Filters** by pressing , use the arrow keys  to select **Browse Live TV**, and then **Live TV Filters**.

Guide Settings - Customizing Channels

You can remove channels that you do not want to appear in the Guide by selecting **Guide Settings**, and then **Customize Channels** in the Guide Options menu. This will also remove them from when you are changing channels. If at any time you want to add that channel back in, place a checkmark next to the channel and press **Save**.

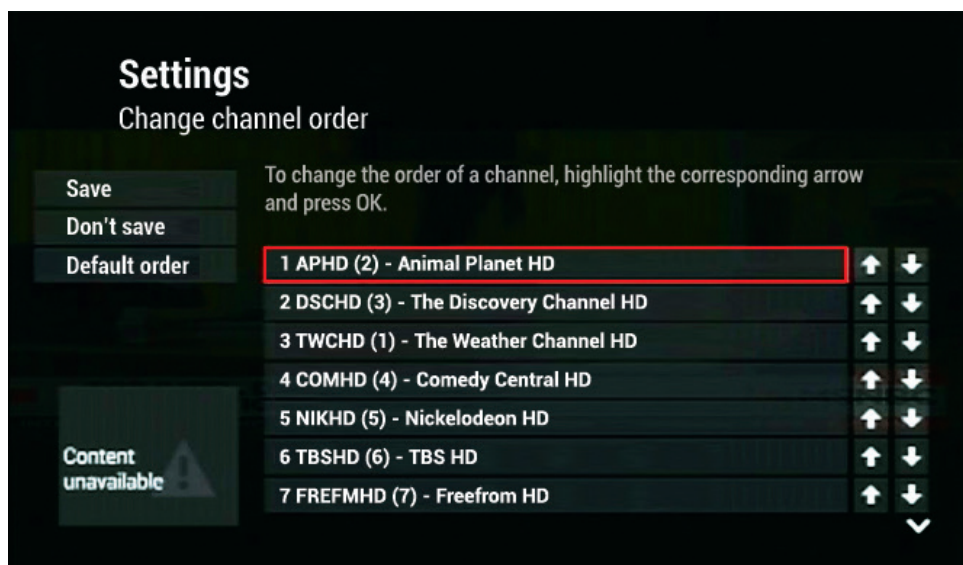


View Unchecked

View the channels that were removed from your Guide view. To add a channel back place a checkmark next to a channel and select **Save**.

Change the Order of Channels in the Guide

You can also change the order in which channels appear in the Guide by selecting **CHANGE ORDER** within Customize Channels. By pushing the onscreen up and down arrow keys next to each channel you can move the location of each channel. Group all of your sports channels first, or put all of your children's channels together so they can easily change the channel without surfing other channels in between. It's all up to you! Click **SAVE** to save your Channel Order changes. At any time if you want to revert back to your Fision subscriber channel guide settings click **DEFAULT ORDER**.

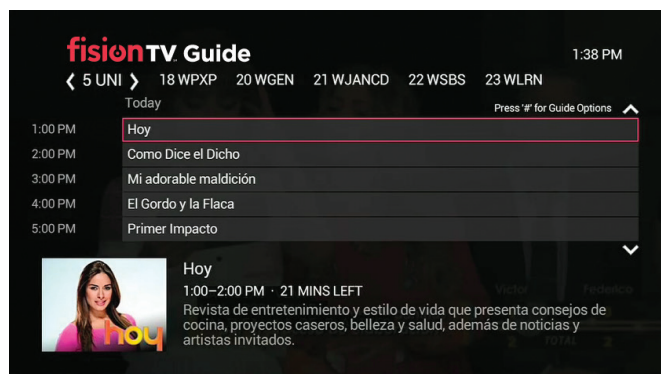


Guide Settings - Set Guide Style

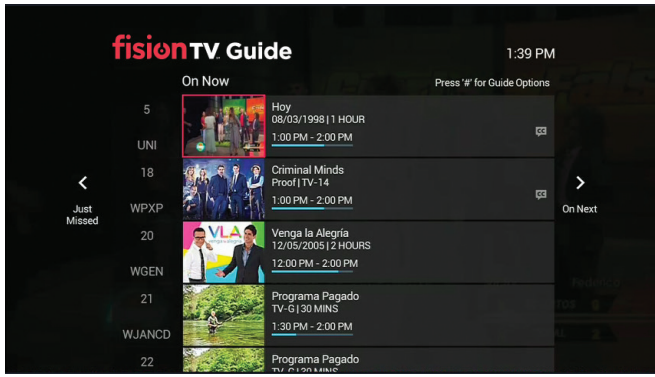
While in the Guide Options menu, navigate to **Guide Settings**, and then **Set Guide Style** to alternate between Grid Guide, Channel Lineup and On Now Guide as your primary guide. Select **Guide Rotation** and place a check mark next to **On Now Guide** if you want to add it to your guide rotation. The Grid Guide and On Now guide will show several channels at once. Channel Lineup will show the program schedule for only a single channel at once. It is recommended you set your default to Grid Guide.



GRID GUIDE VIEW



CHANNEL LINEUP VIEW



ON NOW GUIDE VIEW

You can also alter the guide style by:

1. Press **MENU**.
2. Use the arrow keys to scroll down and select **Settings**, then press **OK**.
3. Use the arrow keys to scroll to **Television**, then press **OK**.
4. Use the arrow keys to select **Primary Guide** and press **OK**.

Favorites Instructions

Favorites allows you to create up to 4 Favorites Lists that can be renamed to personalize per user or content.

To set up a new Favorites List or alter an existing list:

1. While in the Guide/Viewing Options menu, use the arrow keys to select Edit Favorites.
2. Press **OK**.
3. Select or deselect channels in a new or existing list that you want to appear in the Favorites List by navigating with the arrow keys and pressing **OK**.
4. Use the arrow keys to navigate to Save and press the **OK** when finished.

You may also edit the name of your lists in this menu by pressing **#** and selecting Rename this list.

If you would like to display/watch all Favorites Lists currently set up:

1. While in the Guide/Viewing Options menu, use the arrow keys to select Favorites Lists where you will see all of your lists.
2. Navigate to the desired list by using the arrow keys and press **OK** to confirm.
3. If you would like to return the Guide to all channels, push **#** while on this Favorites List screen and select All Channels.

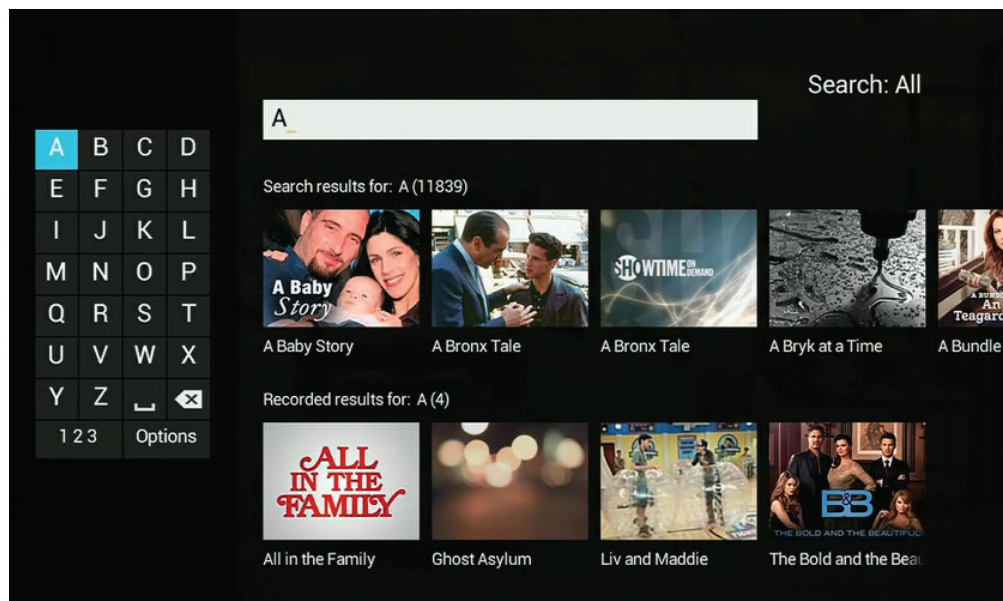
Alternatively, you may watch programming from a Favorites List by pressing **MENU**, select **Live TV, Favorites**, then select your desired Favorites List.






Favorites Lists are set-top-box specific. That means that you can set up 4 unique lists per room!


Search

Search for any TV show, movie title or actor in an easy to use Search screen.





1. Press .
2. Use the arrow keys  to highlight **SEARCH** under the menu header Messages.
3. Press .


There are two ways to input your Search query:

By using the arrow keys: Highlight the letters of your search query by navigating to the letter and pushing  to make selection. As you spell out your query, search results will automatically populate to the right side of the screen.

By using the number keypad on your remote control: The numbers 2 through 9 can be used to input letters, where one quick push of the number 2, will enter the value for A. Two quick pushes of the number 2 will enter the value for B. And three quick pushes of the number 2 will enter the value for C. As you spell out your query, search results will automatically populate to the right side of the screen.

4. Using the arrow keys  on your remote control, navigate to the displayed search results on the right hand side and select the title of the program you would like to watch.
5. Press .

Quick Tip

- Use the onscreen button labeled "123" to input numeric values.
- To delete a letter quickly push  on your remote located under the number pad.

Quick Tip

Selecting Options allows you to filter search results by **All, Titles, Video on Demand, Cast & Crew, or Channel**. You can also alter the Search input method here.

Using Your DVR

If you have selected a Fision HD/DVR box:

Pause Live TV

If you step away from your TV for a few minutes, press  on your remote control. This will pause the TV channel you are watching for up to 90 minutes!



Quick Tip

You will need a DVR on your account in order to Pause Live TV. If you change the channel this stops Pause Live TV.

Recording Capabilities

Hotwire Fision supports the recording of up to 4 unique streams simultaneously using your DVR. These can be all HD or any combination of HD and SD.

A program that has already been recorded using your DVR does not count as a unique stream.

If you attempt to record more than your DVR is capable of recording at one time, an error message will appear and you will be asked to manage the scheduled recording conflict. To read more about this go to **Manage Recording Conflicts** on page 23.

Playback Capabilities

Fision TV supports the playback of 3 simultaneous streams of recorded content on non DVR boxes when you subscribe to Multi-Room DVR service. A fourth unique stream can be played back on your DVR box but no other shows can be recorded at the same time.

Multi-Room DVR Service


Multi-Room DVR is an add-on service that allows all set top boxes within a home to access recordings made on a DVR. Programs on a particular DVR are identified as playable assets by other set top boxes on a Multi-Room network.



Actual image of set top box may vary.



Multi-Room DVR Service Features

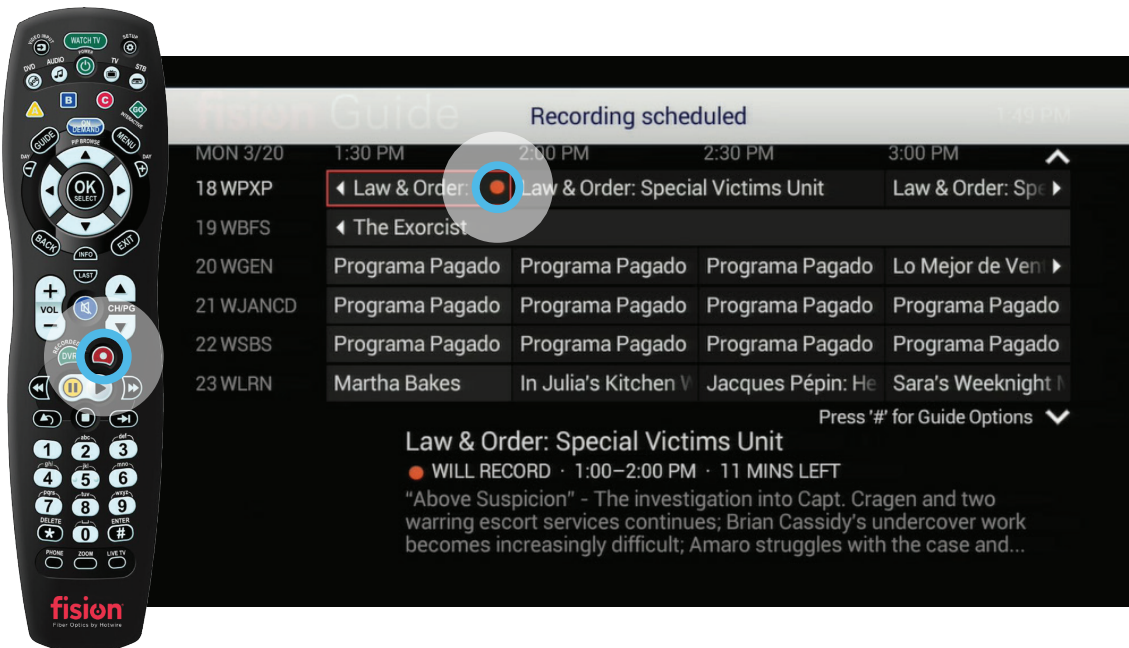
Multi-Room DVR service allows you to play, delete and schedule future recordings on a home networked DVR from any set top box in your home. While your kids are accessing a set top box to play a recording, you can manage your own stored content from the set top box in another room.

FEATURES	
Manage Your Content	Even though recordings are physically stored on only the DVR set top box, all content can be accessed and managed from any set top box on the Multi-Room DVR network. This means that you can schedule new recordings, watch previously recorded programs or delete content from any set top box on the network.
Resume Play Anytime or Anywhere	If you need to stop watching a program at any time, simply press  on your remote control and your viewing location will be bookmarked for the next time you want to resume. You can pick up your bookmarked spot on any set top box in the Multi-Room DVR network.
Play Content On Multiple Set Top Boxes Simultaneously	With Fision TV Multi-Room DVR service multiple set top boxes can access and play the same recording stored on a particular DVR even while the program is still being recorded.



Record a Program or Series

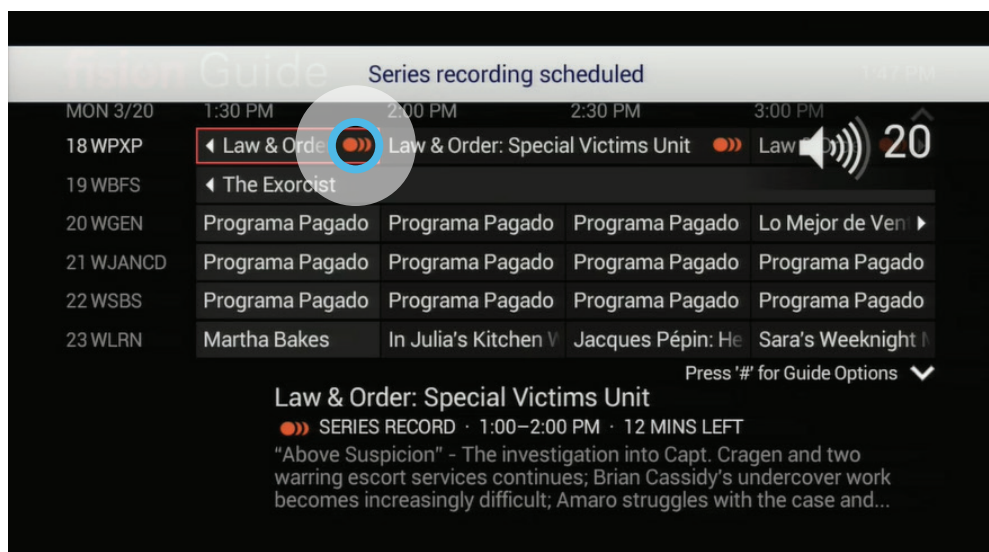
Record a Single Program

1. Press **GUIDE**.
2. Navigate to the program you wish to record using the arrow keys .
3. Press .
4. A red circle will appear on the Guide next to the program you're recording.







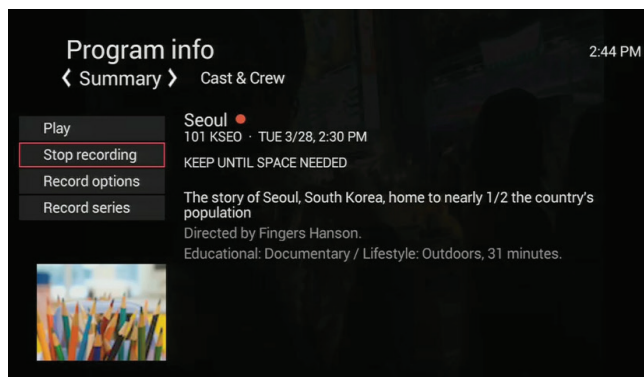
Record a Series

1. Press **GUIDE**.
2. Navigate to the program you wish to record using the arrow keys .
3. Press  twice.
4. Three overlapping red circles will appear on the Guide next to the selection.








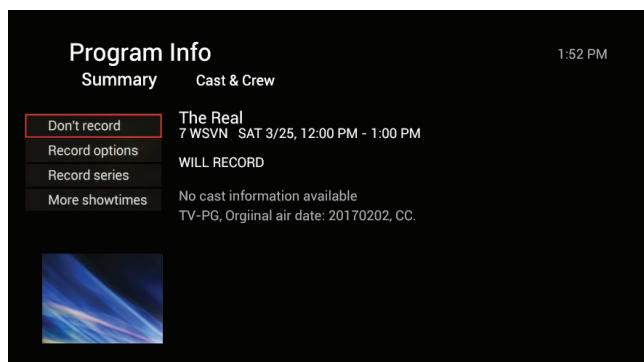
To Stop a Recording

1. Press .
2. Navigate to the program you wish to stop recording using the arrow keys  and press .
3. Use the arrow keys to select **STOP RECORDING** and press .







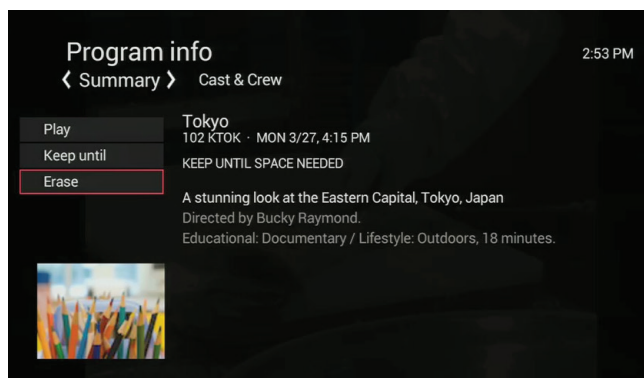
To Cancel a Future Recording

1. Press .
2. Use the arrow keys  to select **SCHEDULED**.
3. Navigate to the program you wish to cancel recording and press .
4. To cancel the recording of an episode select **DON'T RECORD**, press  and then select **CANCEL RECORDING** and press .



To Delete a Recorded Program

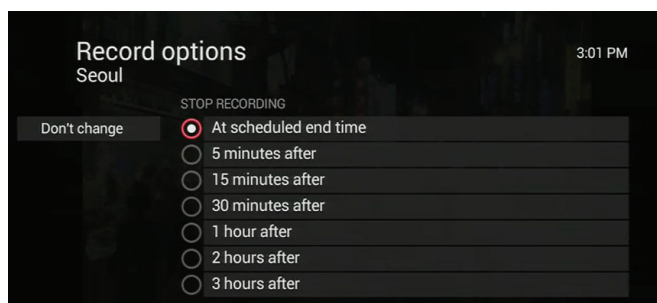
1. Press .
2. Search for the program you wish to delete either by date or by title and press .
3. Use the arrow keys  to select **ERASE** and press .



Customize Your DVR Settings

Pad Your Program's End Time

1. Press **GUIDE**.
2. Navigate to the program and press **INFO**.
3. Navigate to **RECORD EPISODE**, **RECORD OPTIONS** or **RECORD SERIES** and press **OK**.
4. In the Stop Recording menu, choose when you want your recording to end and press **OK**.
 - At Scheduled end time
 - 5 minutes after
 - 15 minutes after
 - 30 minutes after
 - 1 hour after
 - 2 hours after
 - 3 hours after
5. Save changes.



Quick Tip

Padding a program's end time may be useful if there is programming with an uncertain end time like sports games or other live events.

Manage How Long a Program or Series is Kept





1. Press **GUIDE**.
2. Navigate to the program and press **OK**.
3. Navigate to **RECORD EPISODE**, **RECORD OPTIONS** or **RECORD SERIES** and press **OK**.
4. Select **Change** under **KEEP UNTIL**. The following options are available:
 - Until Space is Needed
 - Until I Erase
5. If you are recording a series, you will also be able to choose the maximum number of episodes to keep:
 - 1 latest episode
 - 2 latest episodes
 - 3 latest episodes
 - 5 latest episodes
 - 7 latest episodes
 - 14 latest episodes
6. Save changes.

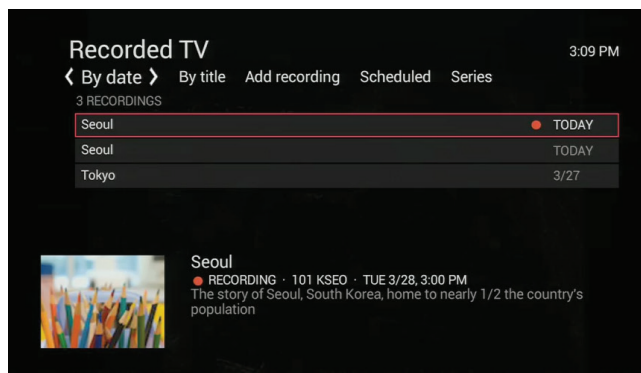
First Runs or Reruns Included

1. Press **GUIDE**.
2. Navigate to the program and press **OK**.
3. Navigate to **RECORD SERIES** and press **OK**.
4. Navigate to **SHOW TYPE** and press **OK**.
5. Choose between:
 - First run & rerun
 - First run only
6. Save changes.

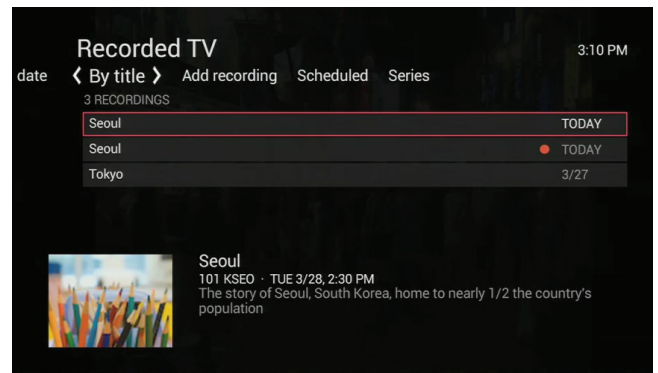
View DVR Recordings

By Date and By Title

1. Press .
2. All recorded programs will be displayed first **BY DATE**. The most recent recordings will display on top. To view older recordings use your down arrow key .
3. Using your right arrow key  highlight **BY TITLE**. All of your recordings will now be listed alphabetically by title. Use your down arrow key  to descend alphabetically through your recordings.





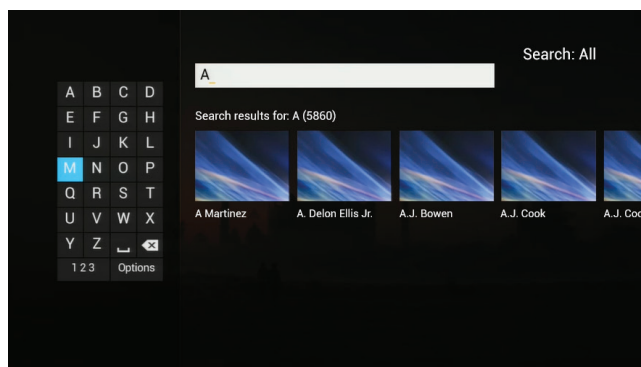
2. BY DATE




3. BY TITLE

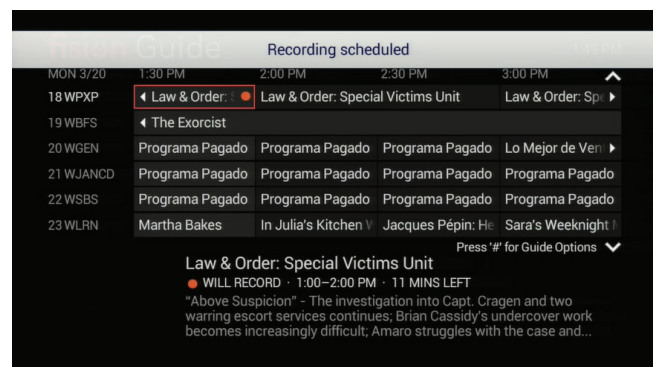
Add a Recording

1. Press .
2. Use your right arrow key  to highlight **ADD RECORDING**.
3. You can choose to add a recording either by bringing up the Guide or by searching for it using an onscreen keyboard.




SEARCH OPTION

If you select **SEARCH**, an onscreen keyboard will appear. Using the arrow keys you can type the name of the program or you can use the numeric keypad on your remote control. Results will display on the right. Use your arrow keys to navigate to the program you wish to record and press .








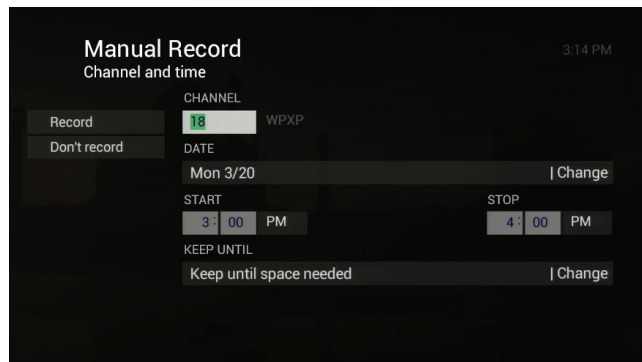
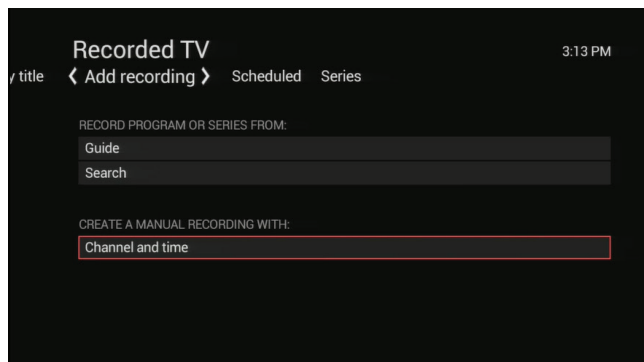
GUIDE OPTION

If you select **GUIDE** the Guide will appear. Select the program you wish to record and then push . Your program is now scheduled to record.




- A red circle will appear next to the program name. When you return to the Guide a red circle will appear alongside the program you scheduled to record.

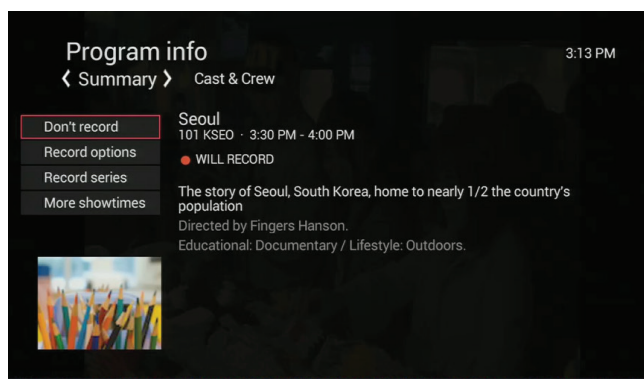
Add A Recording Manually

- Press .
- Use your right arrow key  to highlight **ADD RECORDING**.
- Using your down arrow key  highlight **CHANNEL AND TIME** underneath the heading **CREATE A MANUAL RECORDING WITH** and press .
- You can change the date the manual recording is set to record, set the start and stop time for the manual recording, and decide how long to keep the recording: **KEEP UNTIL SPACE NEEDED** or **UNTIL I ERASE**. Press  to save the settings for your manually scheduled recording.





View Scheduled Recordings

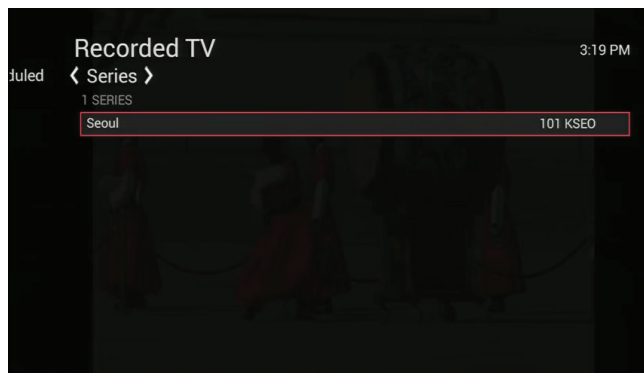
- Press .
- Use your right arrow key  to navigate to **SCHEDULED**.
- A list of all scheduled recordings will appear. The recording that is highlighted will have the date and time of its scheduled recording and a brief description for the program will display on the bottom.
- If you push  on your remote the following Program Info page will appear:




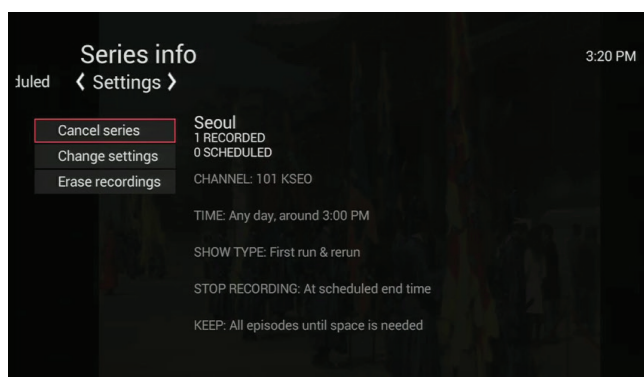
- You can choose **DON'T RECORD**, **RECORD OPTIONS** (to change when the recording ends and how long it is kept), **RECORD SERIES** (to record all episodes if it is a series and not yet scheduled for all episodes in the series to be recorded), and **MORE SHOWTIMES**.

View Series Recordings

1. Press .
2. Use your arrows keys  to highlight **SERIES**.
3. The following page will appear; you will see all Series scheduled to record by name and channel:



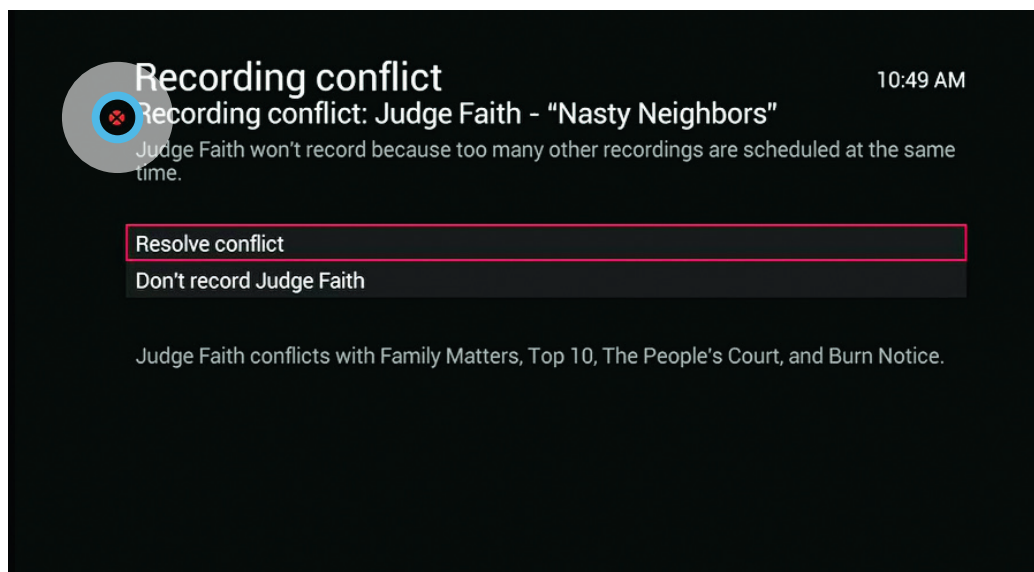
4. Push  on your remote for more information. The **CHANNEL, TIME TYPE, SHOW TYPE, STOP RECORDING, and KEEP FUNCTIONS** will display.




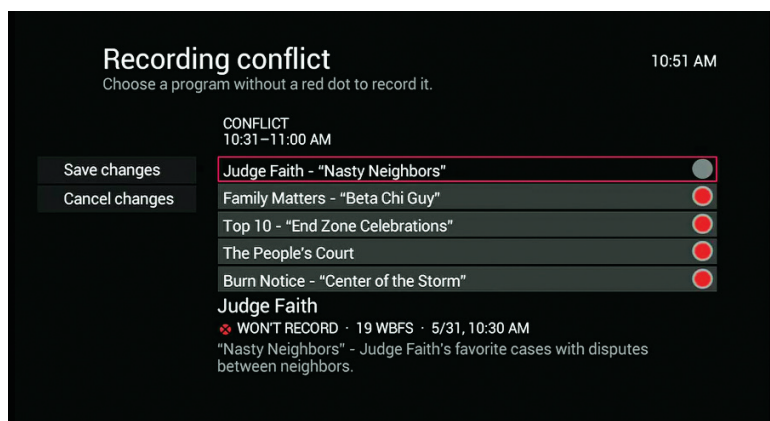
5. You can **CANCEL SERIES** which will cancel any future recordings. You can **CHANGE SETTINGS** by manually editing the Channel, Time type, Show type, Recording Ending, and Keep Type. Or you can **ERASE RECORDINGS**. Erase recordings will erase all recordings in this series to date. If you do not want to erase the bulk of the Series recordings, go to Recorded TV and view By Title. From here you can view each individual recording and select which to erase and which to keep.

Manage Recording Conflicts

When you have scheduled more than 4 shows to be recorded at one time the message below will appear. To manage which programs you want to record select **RESOLVE CONFLICT**.

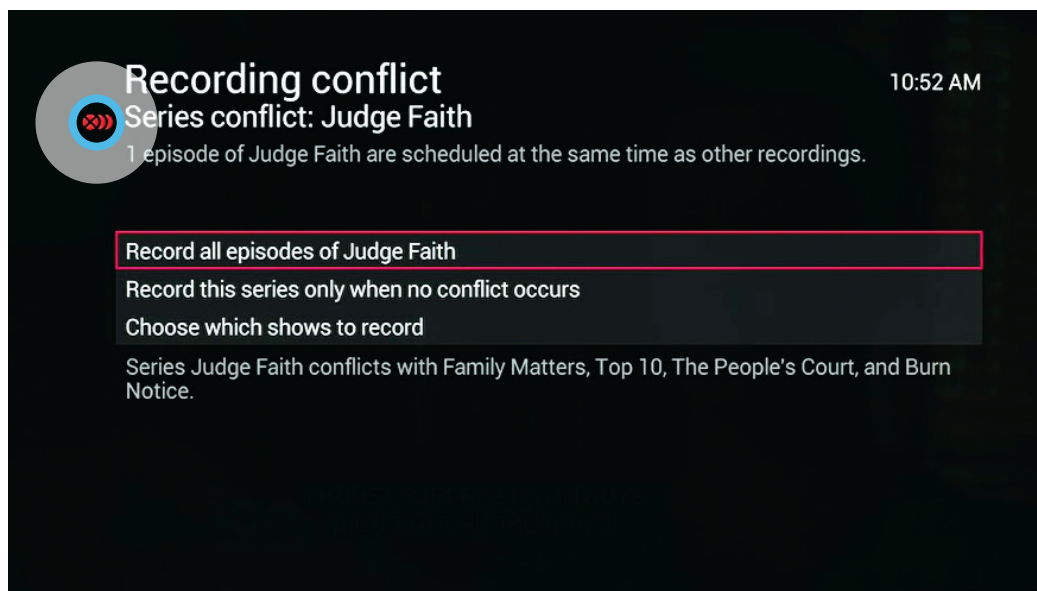


1. You can either choose to not record the most recent scheduled recording by selecting **DON'T RECORD**.
— **OR** —
2. You can resolve the recording conflict:
 - a. Select **RESOLVE CONFLICT** and then .
 - b. Using the arrow keys select which programs you wish to record by leaving red circles next to them. The program that does not have a red circle next to it will be the program that does not get recorded.




Manage Series Recording Conflicts


When episodes of a series conflict with previously scheduled recordings the following recording conflict screen appears to help you to resolve the conflict.




To Record All Episodes of the Series

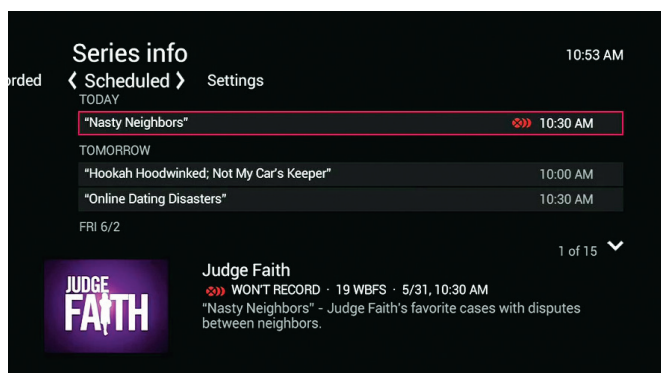
1. Select **RECORD ALL EPISODES OF** and then press . The recordings of the new series' episodes will override and cancel any previously scheduled recordings. A recording conflict icon appears in the program guide cell of each overridden program.


To Record Only Episodes that do not conflict with previously scheduled recordings

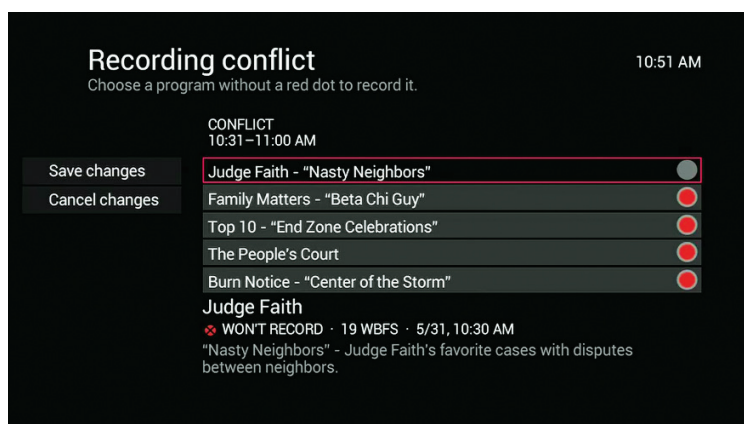
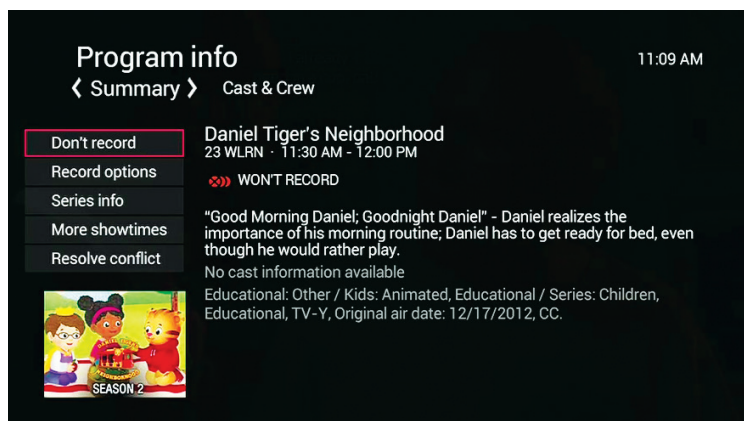
1. Select **RECORD THIS SERIES ONLY WHEN NO CONFLICT OCCURS** and then press . Episodes that conflict with previously scheduled recordings will not record. And the previously scheduled recordings will occur as planned.



To Manually Choose which Episodes to Record

1. Select **CHOOSE WHICH SHOWS TO RECORD** and then press . A list of all conflicting episodes from the series you attempted to record will appear.



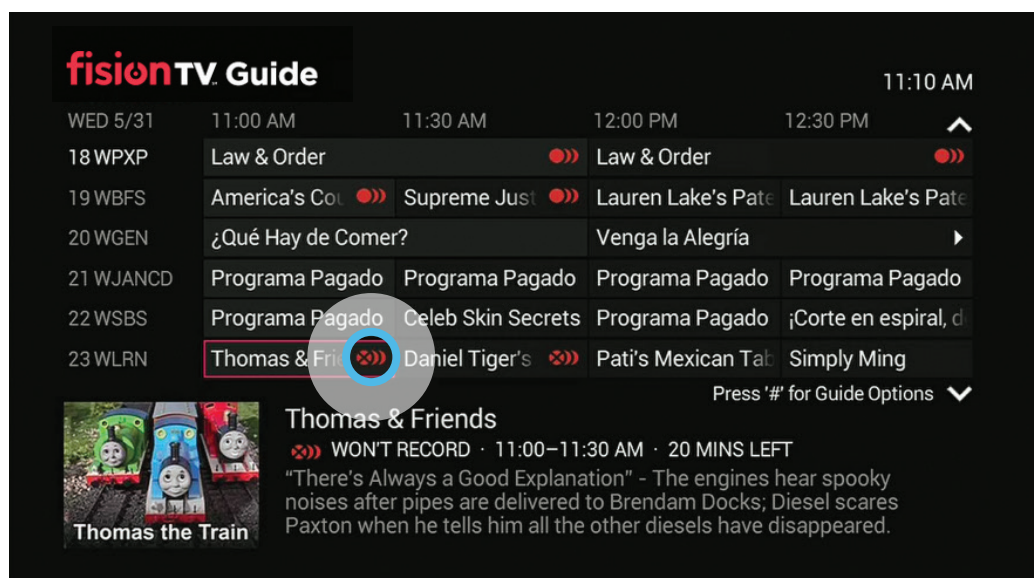
2. Select each episode you wish to record individually by selecting it with the arrow keys and pressing .
3. When you select OK the **PROGRAM INFO** screen will appear for the new series' episode. You can either **DON'T RECORD** to not record the new series' episode or you can select **RESOLVE CONFLICT**.





4. When you select **RESOLVE CONFLICT** you will select which programs to record using the arrow keys . Leave red circles next to the programs that you wish to be recorded. The program that does not have a red circle next to it will not be recorded.
5. When you have finished select **SAVE CHANGES** and select .

Cancel A Recording Conflict

In the program guide an individual conflict icon marks an individual recording that was overridden and canceled in favor of another individual recording or a series recording.




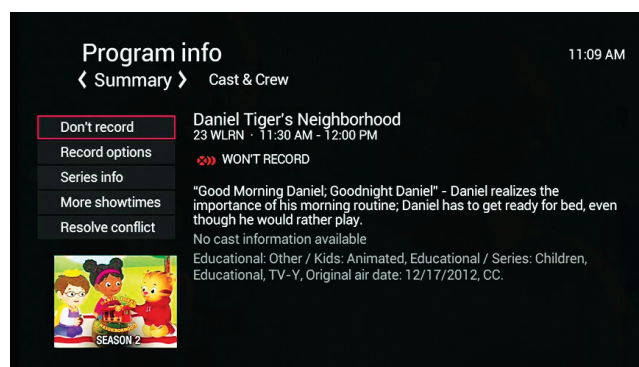
To Cancel Overriding a Previously Scheduled Program



1. A crossed out red circle will still appear in the Guide to indicate that a program was cancelled in order to schedule another program's recording. Push  or  on the program with the crossed out red circle icon.
2. At this point you can:
 - A. Do nothing. If you leave the red circle icon on the selected program, nothing will happen. However, if at a later time you cancel the program that won the conflict, the overridden recording will then be scheduled to record. This will be indicated by the crossed out red conflict icon turning back into the red record circle.
 - B. Record the overridden program in place of the program you previously selected to record (you can also use this feature to restore an individual recording that was overridden by a series recording without affecting other episodes of the series recording).
 - C. Clear the conflict icon so that the overridden program is not recorded even if you cancel the previous conflicting program scheduled for the same time.

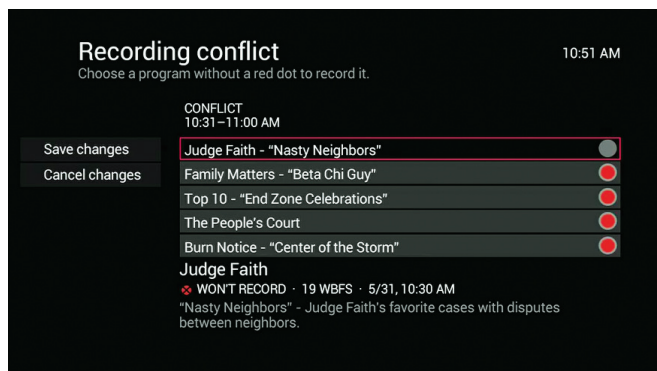
B Explained

To record an overridden program in place of the previous conflict winner:

1. Select the overridden program in the program guide, indicated with a crossed out red circle and Press .
2. The following **PROGRAM INFO** screen will appear:





3. Select **RESOLVE CONFLICT** and then press .
4. A Scheduling Conflict screen will appear.
5. Select the previously overridden program and then press . The overridden program has now canceled the previous conflict winner and is now scheduled to record.



C Explained

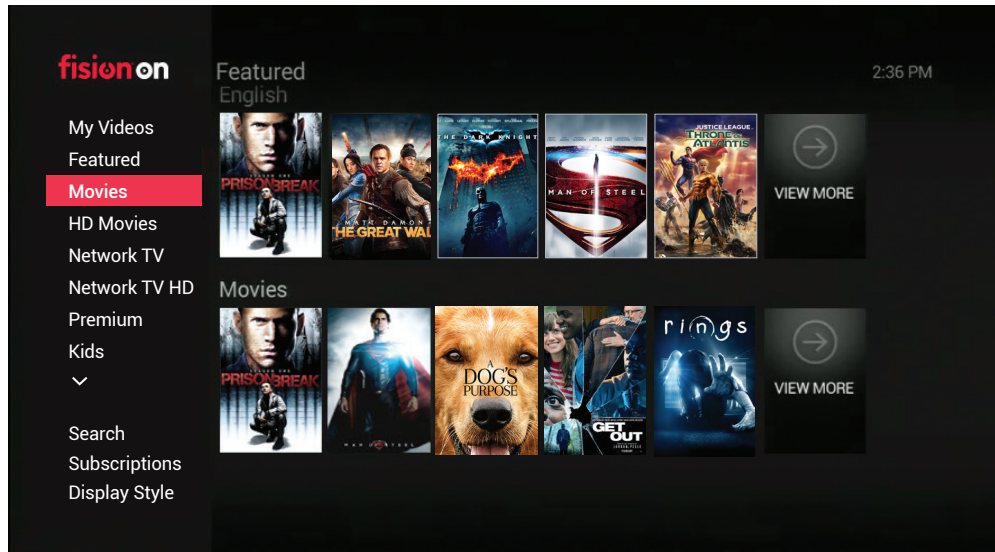
To clear the conflict icon for an individual recording (this will cancel the recording even if the previous selection is canceled at a later time).

1. Select the overridden program in the program guide as indicated by a crossed out red circle and press .
2. A Program Info screen will appear.
3. Select **DON'T RECORD** and press . The conflict icon disappears from the program guide.

Video On Demand





Video On Demand gives you the ability to watch television on your schedule. Accessing a movie or show has never been so easy.



GRID VIEW

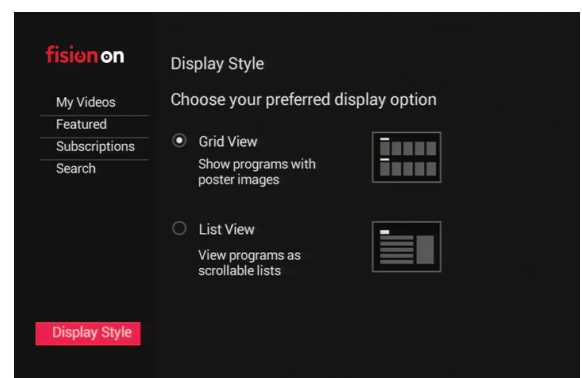
To Access Video On Demand

1. Press **ON DEMAND**.
2. Use the arrow keys  to select a category from the main menu.
3. Use the arrow keys to navigate to your desired selection and press .
4. A summary of the selection will appear including the cost (if any) of the rental.
5. When there is a charge associated with the selection, press **RENT** and you will be prompted to either **RENT** or **DON'T RENT** the selection.
6. When there is not a charge associated with the selection, press **WATCH** and your movie or show will begin.
7. Use the DVR Playback Controls to fast-forward, pause, rewind and stop the selection.

NOTE: The controls may be disabled for some popular TV shows.



To access a more friendly menu for Video On Demand, select **DISPLAY STYLE**, then choose **LIST VIEW** and then press .

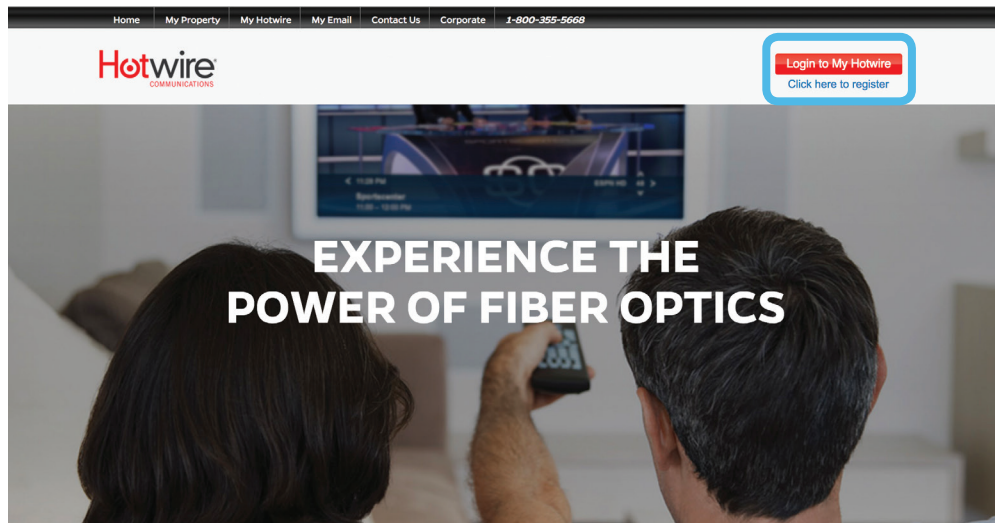


TV Everywhere

Enjoy content from popular networks featuring news, entertainment, sports and more!

To Access TV Everywhere

1. Go to GETHOTWIRED.COM and Click the “Click Here to Register” link. If you have already registered for an online account you do NOT need to register again.




2. COMPLETE & SUBMIT THE ENROLLMENT FORM - If you don't receive a paper billing statement from Hotwire you will need to call customer service to request your customer number.

3. Content can be accessed in multiple ways, either directly from the network website, via a network app on a mobile device such as a smartphone or tablet, or on the Hotwire portal. Visit www.gethotwired.net/tv for a list of popular networks.

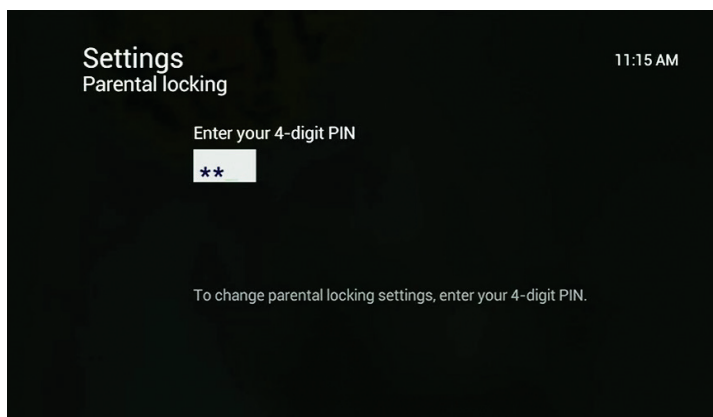
Parental Controls

You are in full control of programs you do not want your kids to watch. **Please Note:** Parental Controls need to be set up on each set top box.

1. Select .
2. Navigate to **SETTINGS**.
3. Use arrow keys to select **PARENTAL CONTROLS**.
4. Select **PARENTAL LOCKING**.

Create a Parental Control Pin



The first time you access Parental Controls you will be asked to enter a 4-digit pin.




1. Enter your 4-digit pin and repeat for confirmation.

Create a Renting Pin

You can require that a separate pin be entered to rent a Video On Demand program.

1. Push .
2. Navigate to **SETTINGS**.
3. Use arrow keys to select **PARENTAL CONTROLS**.
4. Select **PARENTAL LOCKING**.
5. Enter parental control pin.
6. Select the onscreen button **CHANGE** under the headline Rentals and then push .
7. Placing a checkmark next to **LOCK RENTING** will require a 4-digit pin to be entered before a rental can be purchased. Deselecting the **LOCK RENTING** will not require a 4-digit pin to be entered before purchase.

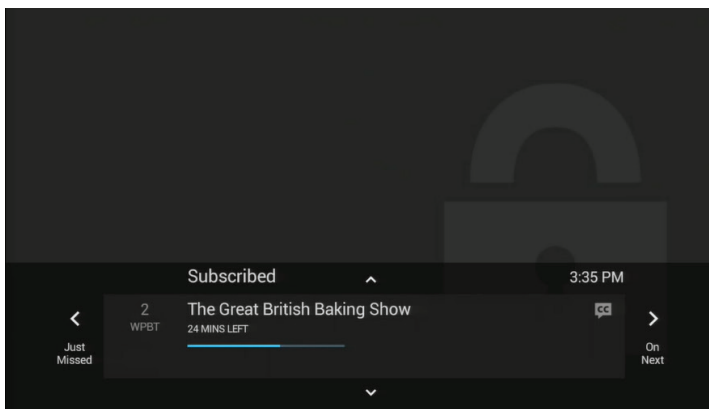
Blocking and Unblocking Programs


Lock specific channels by selecting Change under the headline channels. Next, press  next to each channel you want to lock. A lock icon will appear next to blocked channels. Deselecting channels will remove the lock icon and unblock channels.



Watching a Locked Channel

When a locked channel is accessed from the Guide the following image appears:



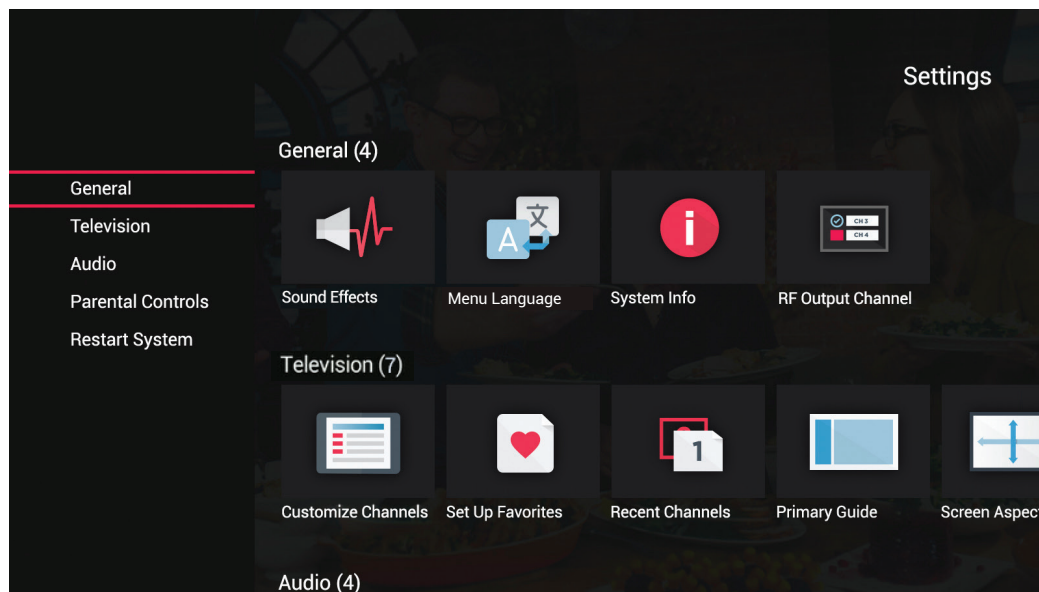
You will be required to enter your 4-digit pin in order to unlock this channel. Push  and enter your pin. After the correct pin has been entered, you can select from the following choices:

UNLOCK OPTIONS	
Don't Unlock	Does not unlock the program.
Unlock this program	Unlocks the program.
Unlock all TV for 4 hours	Unlocks all locked channels for 4 hours.

Settings

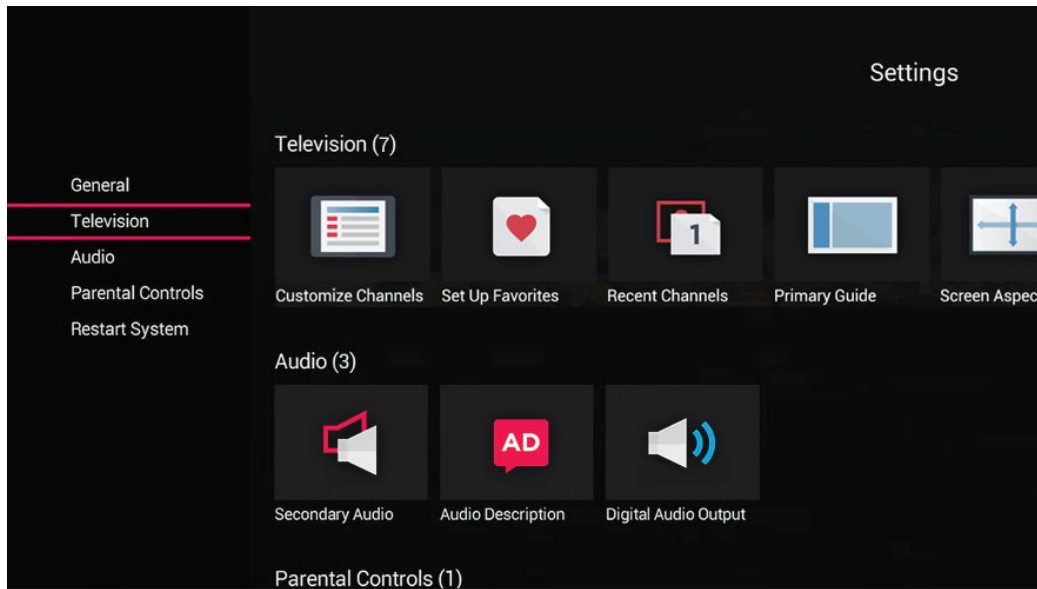
Press **MENU** on the remote and use the arrow keys  to scroll and select **SETTINGS** with **OK**  to access the Settings menu.


General



GENERAL SETTINGS	
Sound Effects	Play/Mute sound effects.
Menu Language	Choose the menu options language.
System Info	Provides System information.
RF output channel	Change RF channel output.

Television



TV SETTINGS	
Customize Channels	Allows you to remove channels from your Guide. See the section Live TV Viewing Options for more on how to add and delete channels.
Set Up Favorites	Adds channels to your Favorites guide.
Recent Channels	Choose to map  to the 5 most recently viewed channels, or just the last previously viewed channel.
Primary Guide	Toggles between traditional Grid Guide and Channel Lineup Guide.
Screen Aspect Ratio	Changes aspect ratio and high definition settings.
Closed Captioning	Adjusts closed captioning capabilities.
STB Name	Allows you to change the set top box name.

Frequently Asked Questions

1. How long can I pause live TV for?

For up to 90 minutes. After 90 minutes the paused program will start playing again.

*Pausing live TV requires a DVR on the account.

2. If I pause live TV then change to another channel, can I go back to the previous channel and watch what I missed?

No. If you change the channel Pause live TV will be cancelled. To ensure that this does not happen you can always schedule to record programs on alternate channels.


3. How many programs can I record at once?

You can record 4 programs at once. These can be all HD or any combination of HD and SD.

4. What happens when my DVR's storage space is full?

The recordings that you have protected and set for "Keep until I manually delete" will be saved and protected. A pop up will alert you when your DVR's storage space is full and thus will stop recording.

5. How can I see how much recording space I have left?

Go to , select Settings, General, System Information and then System Resources. The remaining space is listed next to "Disk Usage."

6. If my DVR is not on will it still record a scheduled program?

Yes. Your DVR will turn on in order to start recording and will turn off when the recording is complete.

7. If I reboot my DVR will I lose my scheduled recordings?

No, all of your scheduled recording settings will be saved.

8. Can I schedule a recurring recording?

Yes. See page 17 for Recording a Series.

9. Are Parental Controls available?

Yes. See pages 30 — 31 for setting up and customizing Parental Controls.

Notes



CUSTOMER SERVICE: 800-355-5668