

URC 4 (EMEA Edition) REMOTE CONTROL USER GUIDE

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Introduction

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

This extraordinary television service offers a powerful new DVR-giving 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.

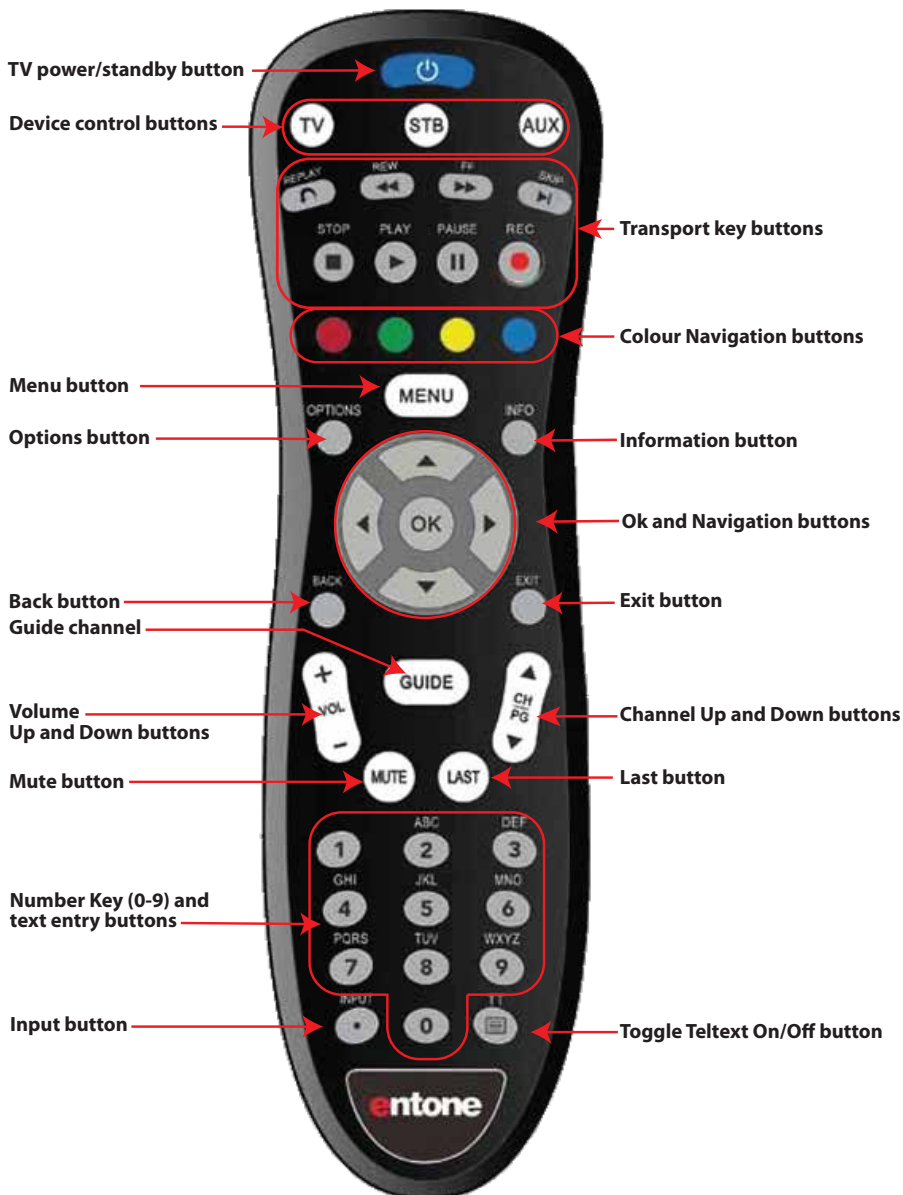
You even have the freedom to control Live TV. Each time you tune to a channel, the DVR begins making a temporary recording of the program you are watching. This gives you the ability to pause the current program if the phone rings and the freedom to rewind or instant replay a scene that you just have 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 features of this extraordinary TV service. But as always, if you have questions or problems, just give us a call at **605-692-6211**.

CONTROL THE REMOTE



NOTE: Some button functionality may not be available on specific models of STB and functionality also varies with the type of TV service delivered by your service provider.

PLAYBACK CONTROLS

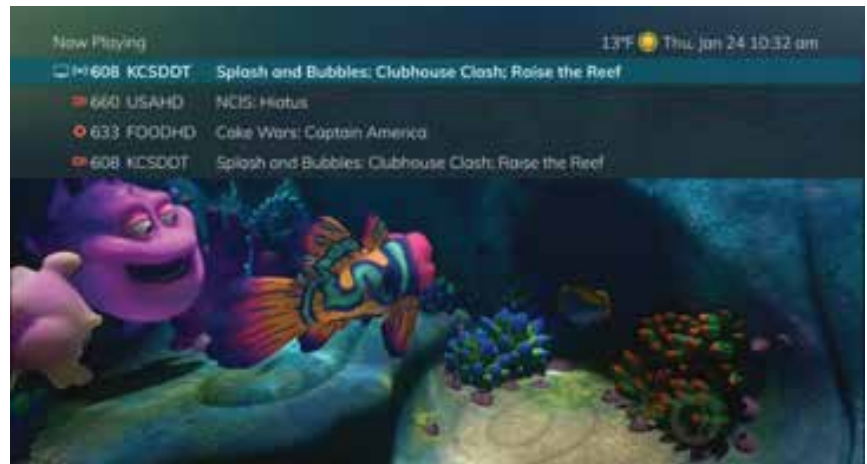


What's on TV?

When you first turn on the TV, there are three easy ways you can see what is currently showing. You can use the **OK** button, the **INFO** button, or the **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.

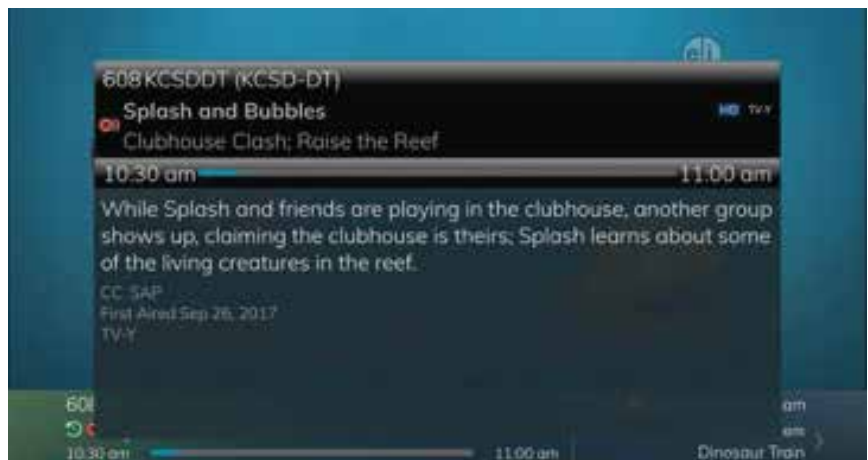


In this example, the TV symbol indicates you are viewing Splash and Bubbles from channel 608. The antenna symbol next to channel 608 indicates that it is on live television. Channel 660 is currently recording as part of a series recording indicated by the red circle with lines next to it. Channel 633 is currently recording as indicated by the red circle. Channel 608 is also recording as part of a series recording indicated by the red circle with lines next to it.

If the Weather Application is available, the Now Playing window will also provide the current temperature.

Using the INFO Button

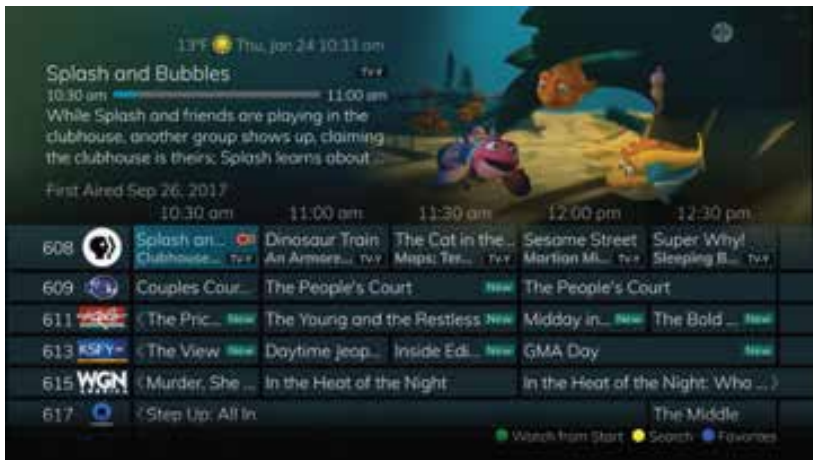
1. If you are watching a live program and press the **INFO** button on the remote control, you'll see the channel number, channel name, current date and time, program name, time the program airs, a progress bar showing how far along the program is, and the program that airs next at the bottom of the screen.
2. If you press the **INFO** button again, a window will pop up and show the channel number, channel name, program name, episode title, program rating, time the program airs, a progress bar showing how far along the program is, program description, and date it first aired.
3. 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.





Using the Arrow Buttons

1. Press the **Right arrow** button on the remote control.
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.



Using the Channel Guide

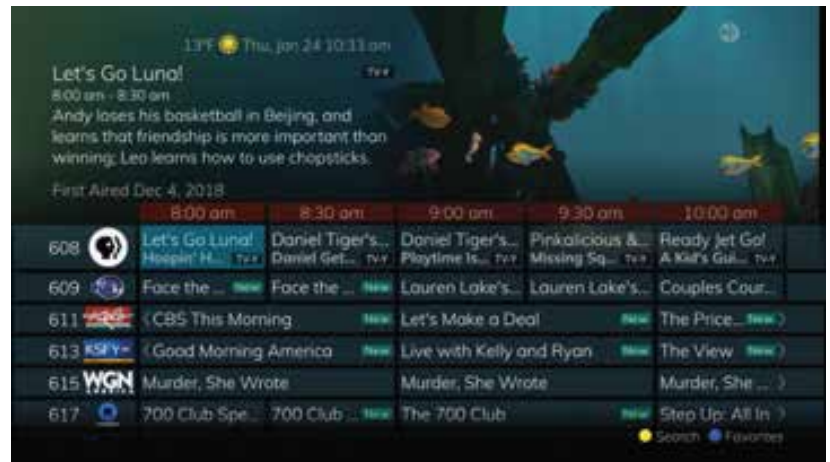
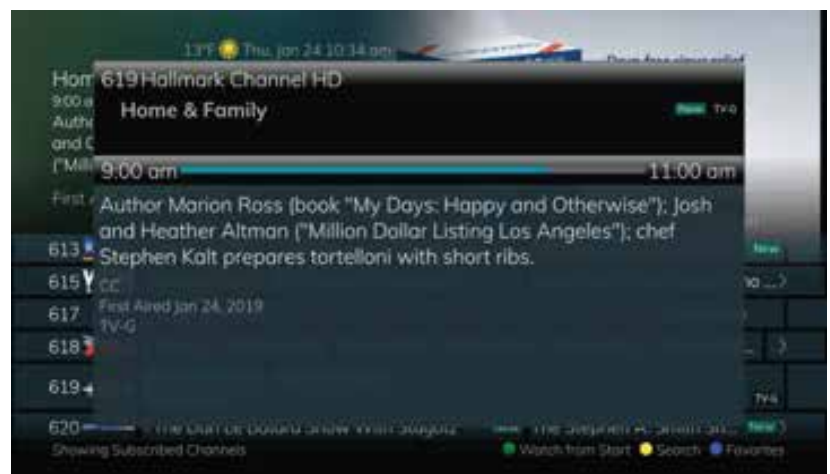
The Channel Guide is your on-screen tool to see what is on television. It allows you to surf channels while still watching a program.

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 the following:
 - Program name
 - Whether the program is a new episode
 - Time the program airs
 - Progress bar showing how far along the program is
 - Program description
 - When the program first aired

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 an arrow prior to the program name. Shows that continue past the last time slot showing on the guide are indicated with an arrow after the program name. Programs scheduled for recording will be marked with a red circle.

Using the GUIDE Button continued...

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 **CH/PG +** and **CH/PG–** buttons to scroll through the channels more quickly.
3. To move through the guide one page at a time, press the **CH/PG +** and **CH/PG –** buttons on the remote control.
4. To move through the guide one screen at a time, use the **Fast Forward** and **Rewind** buttons.
5. To see programs you missed, press the **Rewind** button to go back one page in the guide. *See Rewind Button example.* If there was a program you missed, press the **Yellow** button to search for other programs of the same name and schedule the DVR to record the program.
6. 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. *See Favorite List example.*
7. Events marked with the green **"NEW"** symbol signify a new episode of the program. *See New Episode example.*
8. To exit the guide, either press the **GUIDE** button again or press the **EXIT** button on the remote control.

*Favorites List example**NEW Episode example*

Search example



Partial Text Search example



Partial Text Search example 2



[Using the GUIDE Button continued...](#)

Search

Search capabilities 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. All of the search functions will give you search results from On-Demand library, TV Airings, and Recordings.

Perform a Title Search within the Guide

1. While viewing the Guide, 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 from TV Airings, current Recordings, and the On-Demand library. *See Search example, the search found all shows titled "Friends".*
3. If there is a program in the TV Airings 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 and press **Record** or **OK** on the remote control. Follow the steps to schedule a recording.

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

1. While viewing any program (and not in the Guide or other menus), press the **Left Arrow** button on the remote control. Select **New Search** and Press **OK** button. This will display a search window where you can enter the first few letters or one or two words in the program title. *See Partial Text Search example.*
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.
3. *See Partial Text Search example 2*, the user has searched for all current Recordings, TV Airings, and On-Demand library programs with the word "dog" in the title.
4. If there is a program in the TV Airings results that 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.
5. You may also continue to search for more programs by the same name. For example, selecting "Dog the Bounty Hunter" and pushing the **Yellow** button will search for all scheduled airings of the program.

Search History using the Menu button

The Search History feature will allow you to save your searches so that they can be used again at a later time. Up to 18 searches may be retained in the Search History at any given time.

The oldest searches will automatically be removed as a new search is performed. Frequently-used searches may be saved to prevent removal and may be sorted to keep them at the top of the History list.

1. Select the **MENU** button. Select TV | Search | History.
2. To delete a recent search, select the **Red** button on your remote control. The selected search will be removed.
3. To save a recent search, select the **Green** button on your remote control. The search will now have a yellow star icon next to it, acknowledging that it is now a saved search.
4. To use a previous search, *select the search* and press the **Yellow** button on your remote control.
5. To sort recent searches, select the Blue button on your remote control. Searches will be sorted by saved searches in alphabetical order and then unsaved searches in alphabetical order.



Record menu



Red circle indicating recording start



Stop recording menu



Record Programs

Your DVR service gives you the freedom to record the program you are watching as you are watching it. It also allows you to record a program while you watch another, or 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.

How to record what you are currently watching

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

1. While watching a program, press the **Record** button on the remote control.
2. Choose whether this is a one-time or series recording, or select the *Exit* to not set a recording.
3. 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 of the following:
 - The program is going to air
 - 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. More information on setting reminders can be found later in this guide.
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 **Recording** button again. Choose from the following options regarding how to save the partial recording:
 - *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

Recording continued...

You can create a One-Time Recording from the Guide

Whether you are choosing a program from the *Guide* or if you are currently viewing the program when you decide to record it, 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.
4. Arrow down to "Create One Time Recording" and click the **OK** button on your remote control.
5. A red circle will display in the guide indicating the program will record.
6. You will also be able to find the recording in the *Future Recordings* list.
7. If you change your mind and decide against recording the program, with the program highlighted on the guide, press the **Stop** button on the remote control. The red circle will be removed, indicating the program will not record.

Record a Series from the Guide

Whether you are choosing a program from the *Guide* or if 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.
2. Arrow over to select *Series* and press **OK** on the remote control.



Recording a Series continued...

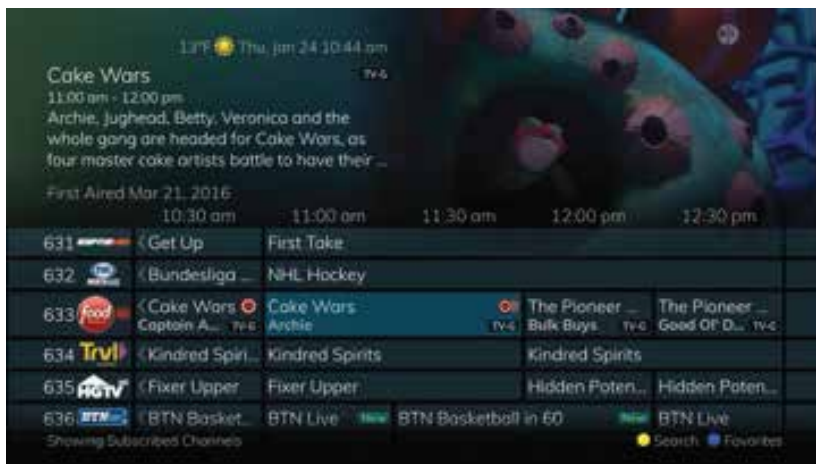
3. The Series Recording Options will display.

- 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, 15 or 30 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 or 60 minutes late.
- Choose the *folder* where you want to save the recording. By default, the folder will be named 'All Recordings,' but you may choose another existing folder or create a new folder.
- Select the room you would like the *Series Rule* to apply to. (This option will only appear if there is a Whole Home Group set up and there are multiple DVRs on the account.)
- Select Yes or No for the AutoTune 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 **Cancel** and press **OK** on the remote control.

4. A Red circle with two red lines will display in the guide, indicating the program is part of a series recording.

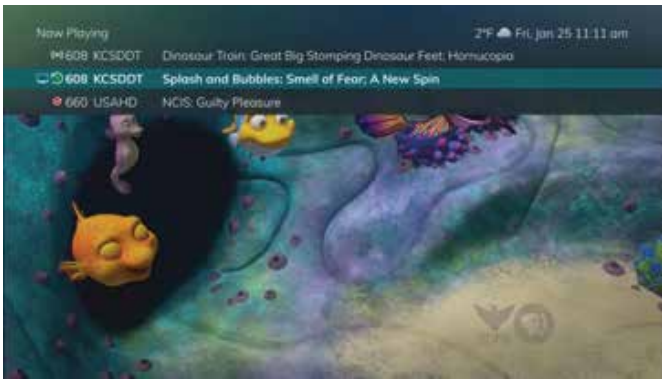
5. You will also be able to see the scheduled recording in the *Future Recordings* list as well as in the *Series Rules* list.



MENU Button

You can access these TV, Recordings, Phone, Apps and Setting controls through the main menu.

- 1. Access the main menu by pressing the **MENU** button on the remote control. Under TV you have options for *Guide*, *Now Playing*, *Search* and *What's Hot*. (See example 1)
- 2. To view the channel guide arrow to the right, highlight *Guide*, and press the **OK** button. This is the same as when you would press the **GUIDE** button on the remote control. (See example 2)
- 3. To view what is currently playing as well as any programs being recorded. Arrow to the right, highlight *Now Playing*, and press the **OK** button. (See example 3)
- 4. To search for a program arrow to the right, highlight *Search*, click *New Search* and press the **OK** button to search for a program. This is the same as when you would press the **Left arrow** button on the remote control. (See example 4)
- 5. To view what's popular to watch, arrow to the right, highlight *What's Hot* and press the **OK** button. (See example 5)



Recordings

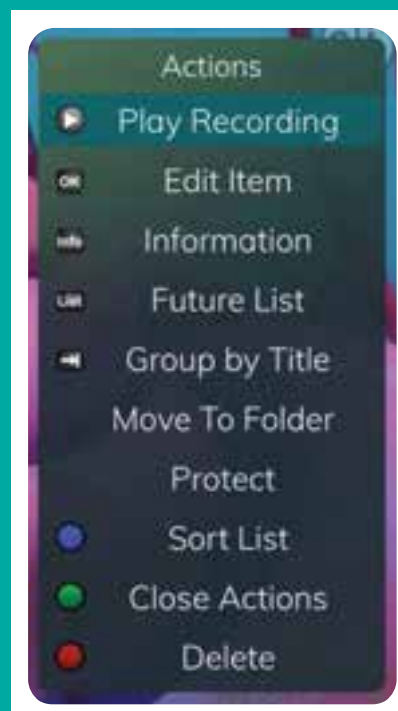
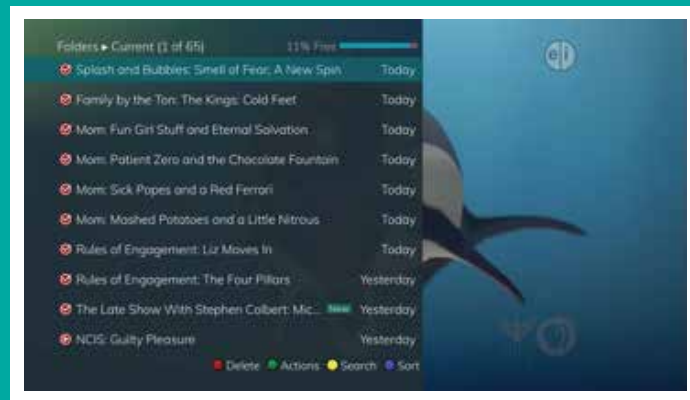
1. Access the *Main Menu* by pressing the **MENU** button on the remote control. *Under Recordings you have options for Current, Future, Series and Recently Deleted* (if applicable). (See example 1)
2. To view the list of recorded programs saved on your DVR. Arrow to the right, highlight *Current* and press the **OK** button. (See example 2)
3. To view the list of programs that you have scheduled to be recorded. Arrow to the right, highlight *Future* and press the **OK** button. (See example 3)
4. To view the list of series rules. Arrow to the right, highlight *Series* and press the **OK** button. (See example 4)
5. If you have a Cloud DVR service, arrow to the right, highlight *Recently Deleted*, and press the **OK** button to view the list of recently deleted recordings. (See example 5)

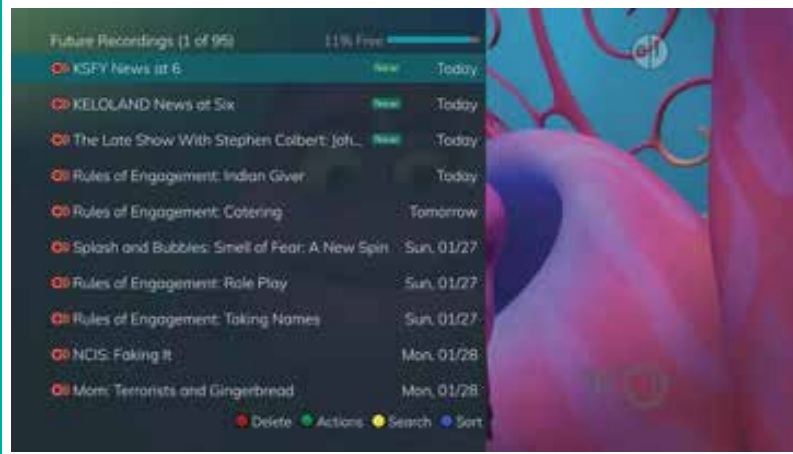


Current Recording Actions

To view the available *Actions* in Current menu, press 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.

1. Select *Play Recording* to start the currently selected recording.
2. To extend the end recording time on a recording in progress, select *Edit Item*.
3. To show or hide information about the recording, select *Information*. This expands or hides the view of information.
4. To preview future recordings select *Future List*.
5. To move the recording to a specific folder select, *Move To Folder*.
6. To Protect a recording so that it does not automatically get deleted, select *Protect*. A shield symbol will display next to the program name, letting you know that this program is protected. If you want to remove protection from the recording, simply choose *Protect* again.
7. To sort the list of current recordings, press the **Blue** button on the remote control. At the bottom of the screen, you will see the sort change to being sorted by Name. Press the **Blue** button again to change the sort back to date and time.
8. To *Close the Actions*, either press the **Green** button or press the **EXIT** button on the remote control.
9. To *Delete the Recording*, press the **Red** button on the remote control. Select *Yes* or *No* to delete and then press the **OK** button.





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.

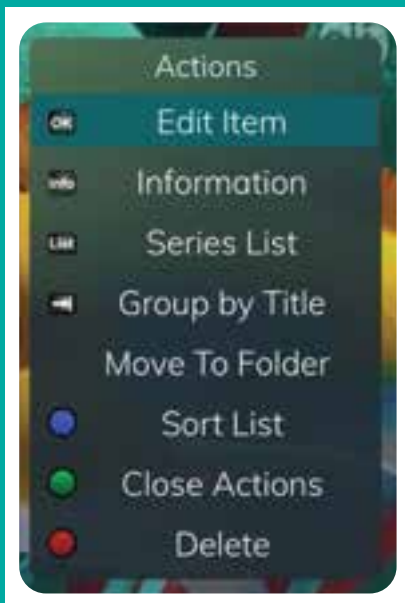
When you are in a program folder:

- 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. Actions include *Edit Item*, *Information*, *Go Back*, *Move to Folder*, *Sort List*, *Close Actions* and *Delete Recording*.
- 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.

Future Recording Actions

To view the available Actions, press the **Green** button on the remote control. The Actions list displays on the right side of the screen. Highlight your selection and then press the **OK** button on the remote control.

1. To edit the item, select *Edit Item* and press the **OK** button on the remote control. You can change the time that you *Start Recording* and *Stop Recording*. This allows you to begin and/or end recording to allow for time padding around the program.
2. To show or hide information about the recording, select *Information* and press the **OK** button. This expands or hides the view of information.
3. Select *Series List* to view series recordings.
4. To group the recordings by their titles, select *Group by Title*.
5. To move the recording to a specific folder, arrow to select *Move To Folder*.
6. To sort the list of future recordings, press the **Blue** button on the remote control. At the bottom of the screen you will see the sort change to being sorted by name. Press the **Blue** button again to change the sort back to date and time.
7. To close the actions, either press the **Green** button or press the **EXIT** button on the remote control.
8. To delete the recording, press the **Red** button on the remote control. Select *Yes* or *No* to delete, and then press the **OK** button.



Series Recording Rules

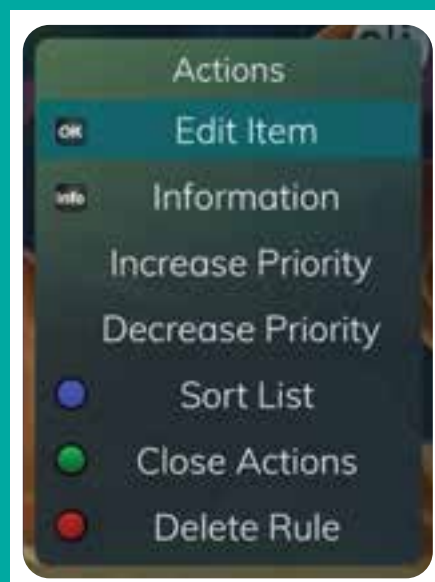
These are the programs that you have set to record on a regular basis. You can make adjustments to your series recording rules from this screen. At the top of the screen you see the number of Series Rules and the amount of space you have free on the DVR.

1. *Delete a rule* by pressing the **Red** button on the remote control.
2. View the available Actions by pressing the **Green** button on the remote control. Actions include *Edit Item*, *Information*, *Increase Priority*, *Decrease Priority*, *Sort List*, *Close Actions* and *Delete Rule*.
3. Search for programs in the recordings folders by pressing the **Yellow** button on the remote.
4. 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.

Series Rules Actions

To view the available Actions, press the **Green** button on the remote control. The Actions list displays on the right side of the screen. You can also highlight your selection and then press the **OK** button on the remote control.

1. Select *Edit Item* and press the **OK** button to choose from these options to edit:
 - Choose how many episodes to Keep at Most any given time. Options are 1 – 10 or All episodes. Use the **arrow** buttons to make your selection.
 - Choose the Show Type that you wish to record. You may choose to record all episodes of a program or just new episodes.
 - Choose when to Start Recording. You can begin 'on time' when the program is scheduled to begin, or you can use the **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 **arrow** buttons to choose 1, 2, 3, 4, 5, 10, 15, 30, 45 or 60 minutes late.
 - Finally, choose the Folder where you want to save the recording and whether you'd like your television to auto tune to the channel. Arrow to highlight Update Series Recording and press the **OK** button on the remote control to save your changes. To Cancel your changes, highlight *Exit* and press the **OK** button on the remote control.
2. Select *Information* to show or hide information about the recording. This expands or hides the view of information.
3. The priority of programs is represented by their order in the list. The top program on the list is the highest priority, and the bottom one is the lowest priority. If you have several programs scheduled to record at once and the system is unable to provide resources to record all of them, the DVR will record based on highest priority. To change *Priority*, simply highlight the *Action* to increase or decrease priority and then press the **OK** button to adjust priority.
4. To sort the list of series rules, press the **Blue** button on the remote control. By default Series Rules are sorted by their Priority. You can change them to sort by name. Press the **Blue** button again to change the sort back to Priority.
5. To close the actions, either press the **Green** button or press the **EXIT** button on the remote control.
6. To delete the rule, press the **Red** button on the remote control. Select *Yes* or *No* to delete and then press the **OK** button.



Recently Deleted List

If you have the Cloud DVR service, select *Recently Deleted* view the list of recently deleted recordings. By default, the most recent recording shows at the top of the list. At the top of the screen, you see the number of recordings and the amount of space you have free on the DVR. As you arrow through the list and pause at a program, you see a brief description of the program, the channel it aired on, the date, time, duration, and rating of the recording.

When you are in a program folder:

- View the available Actions by pressing the **Green** button on the remote control. Actions include *Edit Item*, *Information*, *Go Back*, *Move to Folder*, *Sort List*, *Close Actions*, and *Delete Recording*.
- 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.

Recently Deleted Actions

To view the available *Actions*, press the **Green** button on the remote control. The *Actions* list displays on the right side of the screen. Highlight your selection and then press the **OK** button on the remote control.

1. To restore the item, select *Restore* and press the **OK** button on the remote control.
2. To show or hide information about the recording, select *Information* and press **OK** button. This expands or hides the view of information. Simply highlighting a recording and pausing for a brief moment will also display the information.
3. To sort the list of recently deleted recordings, press the **Blue** button on the remote control. At the bottom of the screen you will see the sort change to being sorted by Name. Press the **Blue** button again to change the sort back to date and time.
4. To close the actions, either press the **Green** button or press the **EXIT** button on the remote control.



Folders

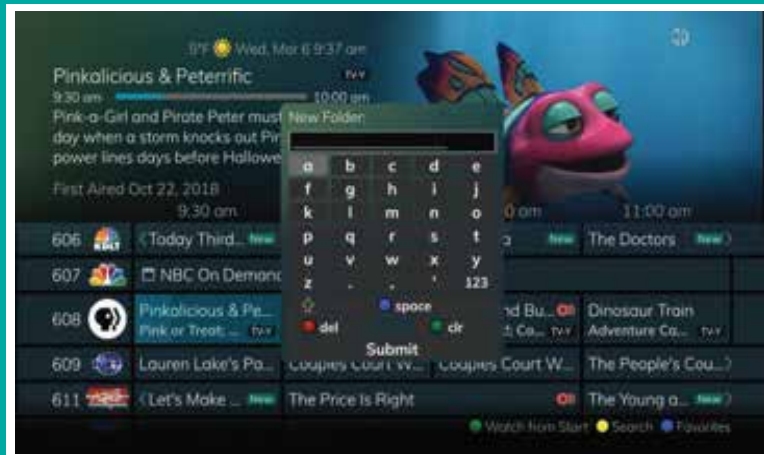
Folders allow you to organize the recordings on your DVR by user, program type, or any other way you may choose.

1. To create folders, simply choose the *[New Folder]* option any time you are setting a new recording. Arrow down to *Folder* then arrow right to select *New Folder* and press the **OK** button.
2. You will then be prompted to name the folder. Enter the folder name and select *Submit*.
3. Once the recording is complete, it will be placed in the designated folder, and you can access it by pressing the **Menu** button, select *Recordings*, click *current*, and arrow left. A list of folders will appear.
4. To move a program to a different folder, find the recorded program by pressing the **Green** button and under the *Actions* tab, arrow down to *Move to Folder*. Choose *Move to Folder* and select the *desired folder*.

How to Delete a Recording:

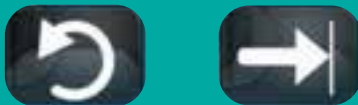
In addition to the option to delete a recording when you have finished viewing it, other options for deleting a recording are available.

1. 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.
2. If you are deleting a recording that was a part of a Series Rule, you will have other options – *Delete this recording*, *Delete series rule and this recording*, or *Cancel*.



Status Bar

The status bar appears whenever you *Skip Forward*, *Skip Back*, *Pause*, *Rewind*, or *Fast Forward* a live or recorded program. It gives you information such as the channel you are viewing, the title of the program you are watching, and the length of the live buffer.



Pause

As you watch live TV or recorded programs, press the **Pause** button and the programming on the screen instantly freezes. Press the **Play** button to resume normal play of the program from the point where it was paused.

Rewind

Press the **Rewind** button to see something again. Press it again up to four times to increase the rewind speed. x4, x15, x60, and x300 will display next to the status bar. x4 is the slowest setting and x300 is the fastest. To slow the Rewind speed, press the **Fast Forward** button. At the point that Rewind mode is slowed as far as it goes, you will return to normal mode and then *Fast Forward* mode. Press the **Play** button to resume normal play directly.

Fast Forward

Press the **Fast Forward** button to move forward in a recorded program. Press it again up to four times to increase the fast forward speed. x4, x15, x60, and x300 will display next to the status bar. x4 is the slowest setting and x300 is the fastest. To slow the Fast Forward speed, press the **Rewind** button. At the point that Fast Forward is slowed as far as it goes, you will return to normal mode and then to Rewind mode. Press **Play** to resume normal play directly. For programs you are watching live, Fast Forward mode will be activated if you have paused or rewound the program.

Replay Back

With *Replay Back*, you can go back to see the last play of the game or replay the last scene of your movie. Just press the **Replay Back** button on your remote control to replay the last 10 seconds. Press the **Replay** button repeatedly to continue skipping back in 10 second increments.

Return to Live TV

Any time you *pause* or *rewind* a live program, the show continues to be broadcast in real time and saved in the buffer. To return to live programming, press the **LIVE** button.

Using Bookmarks

Your DVR is capable of marking specific spots in a recorded program, called *Bookmarks*. It is an easy way for you to mark your spot in a program that you might not be able to watch in its entirety, bookmark a great play in a sporting event, or the end of a commercial.

- 1. To work with bookmarks, press the **Play** button on the remote control to display the status bar.
- 2. As you are recording a program or watching a recorded program, press the **Blue** button on the remote control to *add a Bookmark*, you will notice a white line in the status bar.
- 3. When you return to the program, you can press the **Up/Down** arrow buttons on the remote control to advance to your bookmarked spot. If there are multiple bookmarks, keep pressing the **Up/Down** arrow buttons until you are to your desired place in the program.
- 4. You can *remove a Bookmark* by moving to the bookmark and pushing the **Blue** button within three seconds.

Bookmarks would be helpful in the case of a television movie that you keep and watch over and over. You could bookmark the end of commercials so that you could skip over those sections of the movie.

Working with Multiple Streams

Your DVR is capable of recording two programs while you watch a third program. You can easily tell what your DVR is doing by pressing the **OK** button. When you see the red light which indicates 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 608 as indicated by the *TV symbol*, and it is a restated program as indicated by the *Restart symbol*. It also show what is live programming on channel 608. Channel 660 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.
- 3. When you change to view the program that is recording, the system will start at the last time you viewed that program. You can go back to the beginning of the program by using the **Rewind** button or jumping with the down arrow. You have access to *Rewind*, *Skip Back*, *Skip Forward*, and *Fast Forward* to move within the recording.

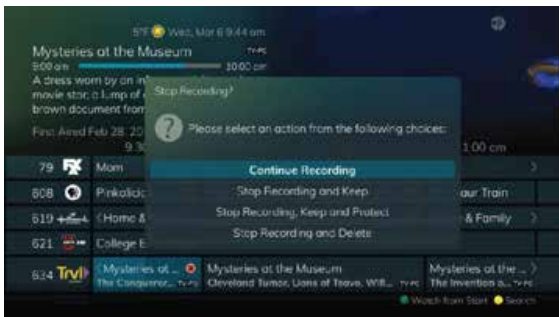




Recording Conflicts

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.

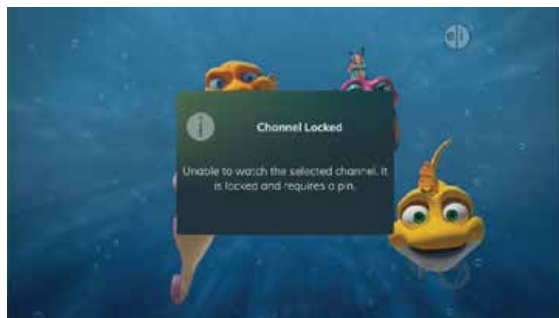
1. You may choose to either resolve the conflict or to cancel your option to record the program.
2. When you choose "Resolve Conflict," a guide screen will appear showing the other programs currently scheduled to be recorded.
3. Highlight the program you wish to stop recording and press the **Stop**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



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 Settings Menu section (on Page 31) for instructions on locking channels.

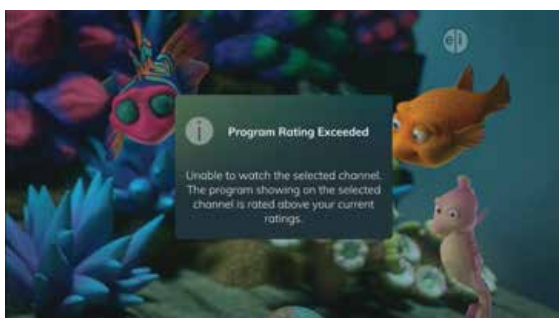
1. In this example, the channel is locked; you are prompted to enter a PIN. Until you change it through the *Settings* menu, the default PIN is 0000.
2. The Enter PIN screen will remain until a correct PIN is entered or until you press **Exit**.
3. Pressing **Exit** will bring up a screen indicating 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 Settings Menu section (on Page 31) for instructions on setting parental controls.

1. When the program is rated beyond the viewing limits set, you are prompted to enter a PIN.
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.



Bandwidth Management

The Bandwidth Management feature allows the user to adjust set top box resource usage. The usage can only be accessed when the bandwidth allowance has been exceeded.

1. Once the user attempts to exceed bandwidth allowance, a System Resource Exceeded window will appear.



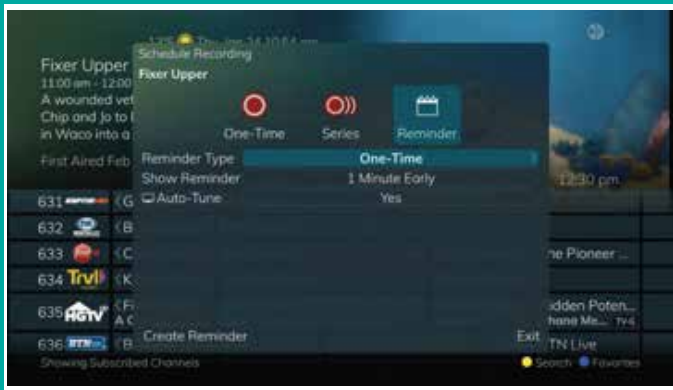
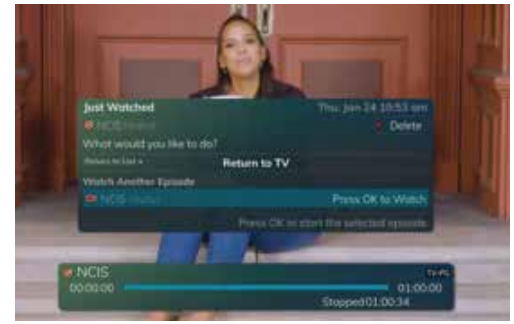
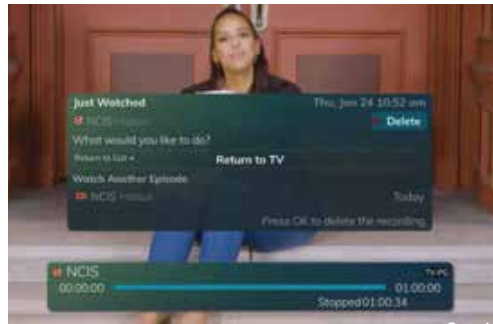
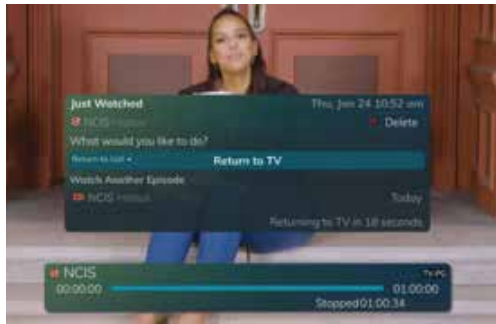
2. Select a recording or current program being watched that you would like to stop.



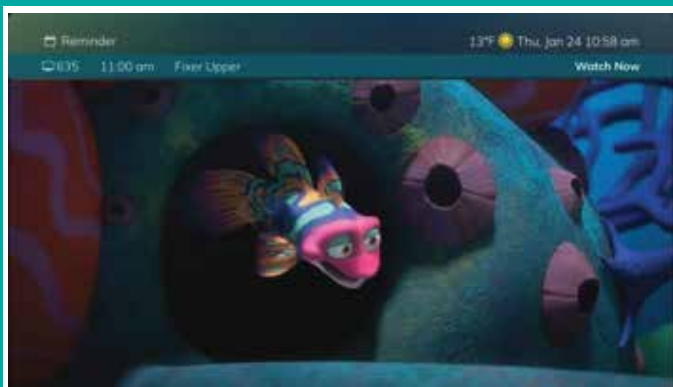
3. Once a recording or current program has been stopped, the program status will show that it is stopping and will then be removed from the System Resources Exceeded window lineup. If the selected program is being watched by another user and they deny the program being stopped, a rejected status will appear next to the selected program.

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 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.



Reminder pop-up



Reminders

Your television can be set to remind you when a program is about to air and to automatically tune to a program you don't want to miss.

1. To set a reminder, press the **GUIDE** button and use the **Arrow** buttons to find and highlight the upcoming program you wish to flag with a reminder. Press the **Record** button on the remote.
2. **Arrow** over to select *Reminder*.
3. Customize your settings for a one-time reminder, reminders only when a new episode will air, or a reminder for all program airings. You can also select how many minutes before the program starts you want your reminder to appear (1, 2, 3, 4, 5, 10 or 15 minutes early) and whether to automatically tune to the channel when the program begins. **Arrow** down to highlight *Create Reminder* and press the **OK** button on the remote.
4. A reminder icon will appear next to the program on the guide to indicate a reminder has been set for that program.
5. A reminder pop-up will appear at the top of your TV screen at the time you designated. Press the **OK** button to begin watching the program at any time or wait for it to change channels automatically if you set the auto tune feature.

Create a Favorites List

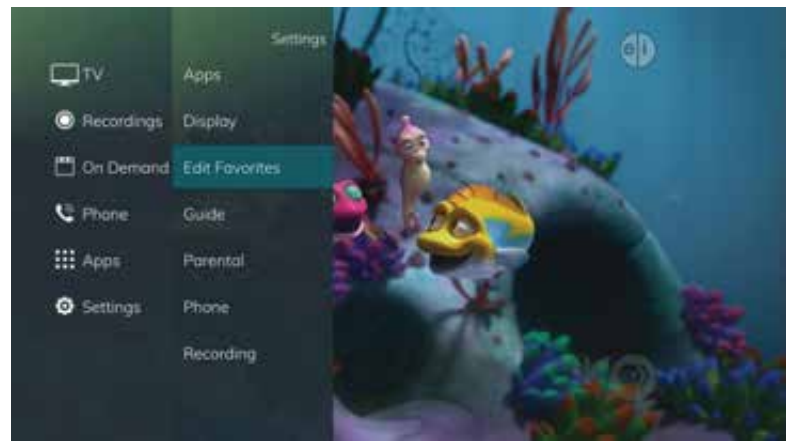
If you like to be able to surf within only a specific set of channels, you can create favorites lists. By default, your set top box has grouped channels into several pre-set Favorites lists including: *All Channels, Subscribed Channels, Movie Channels, Sports Channels, Music Channels, Entertainment Channels, Kids Channels, News Channels, Business News Channels, Infotainment Channels, Religious Channels, Regional Channels, and HD Channels*. You may create up to five additional Favorites lists.

1. Press the **MENU** button to access the main menu. highlight **Settings**. Use the **arrow** buttons to highlight edit favorites, and then press the **OK** button.
2. If you are not already in a 'New List' by default, **arrow right** to access a new list.
3. All available channels will display. Use the **Up/Down** arrow buttons on the remote control to move through the list of channels. When you are on a channel you want to add to your list, press the **OK** button to mark it as part of this favorites list.
4. To name the list, press the **Yellow** button on the remote control.
5. Use the **arrow** buttons to move through the letters on the screen. Press the **OK** button on the remote control to choose a letter. When you have named your list, arrow down to select the **Submit** to accept your name.
6. To save your favorites list, press the **Blue** button on the remote control and then press the **OK** button.
7. To discard a favorites list, press the **Red** button on the remote control.
8. Press the **EXIT** button on the remote control to leave the menu.

Favorite List Actions

To view the available actions associated with each favorites list, press 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.

1. Selecting the *Discard Changes* option will exit edit favorites without making any changes.
2. Rename list allows you to change the name of this list without changing the channels that were previously selected for this list.
3. Save list will save any changes made to this favorites list.
4. Delete list will delete this list from your favorites.
5. Invert list lets you select or deselect channels in this favorites list. For example, if you have selected 10 channels in this favorites list and click **OK** on invert list, those 10 channels will be deselected and all of your other subscribed channels will be selected. If you click **OK** again those 10 previously selected channels will be back in the list while the rest of the subscribed channels will be removed.





Access a Favorites List for Surfing

1. Press the **Guide** button on the remote control. Then press the **Blue** button to your saved Favorite list.
2. The favorites list name will display at the bottom left corner.

Phone Menu

If you are also subscribed to *Caller ID* on the TV, you can have your caller ID display on the TV as well as on your regular *Caller ID* device. The *Recent Calls* List will store recent caller ID information.

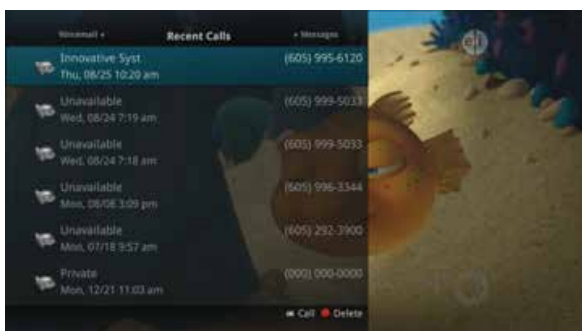
Note: The Recent Calls and Voicemail options are only available if the subscriber also purchases the APMAX Voice Mail/Unified Messaging Service.

Messages

1. You can access the Main Menu by pressing the **MENU** button on the remote control. Select the *Phone* menu.
2. To view any sent system messages from the service provider, select the *Messages* option and press the **OK** button on your remote control.
3. To view a message, use the **Arrow** buttons to navigate to the desired message and press the **OK** button. Press the **OK** button again when you want to close the message window.
4. 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.
5. When you have an unread message, an envelope icon will appear in the guide. Here are two examples of on-screen *System Messages* on the TV.

Recent Calls

1. You can also access the *Recent Calls* list by pressing the **Green** button on the remote control.



2. To delete an entry on the *Recent Calls* list, highlight it and press the **Red** button on the remote control.

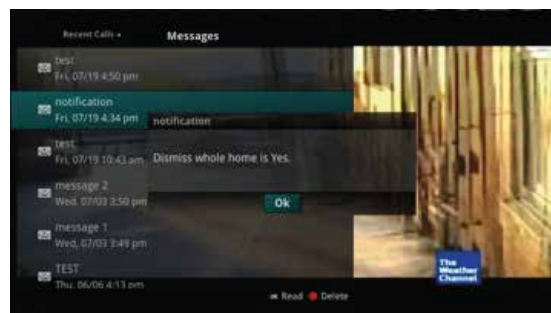
1



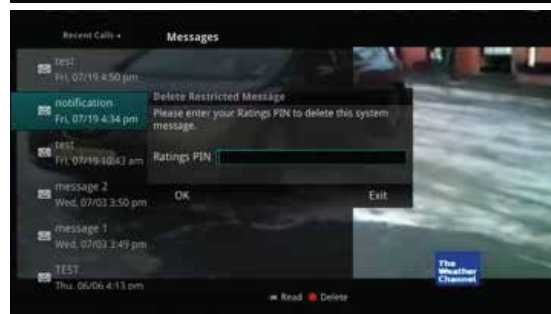
2



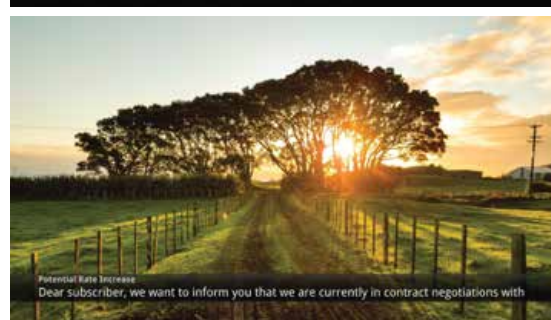
3



4



5



Apps Menu

The Apps menu allows you to access any of the available apps that have been made available by your service provider.

Note: Available applications may differ from shown image based on account availability.



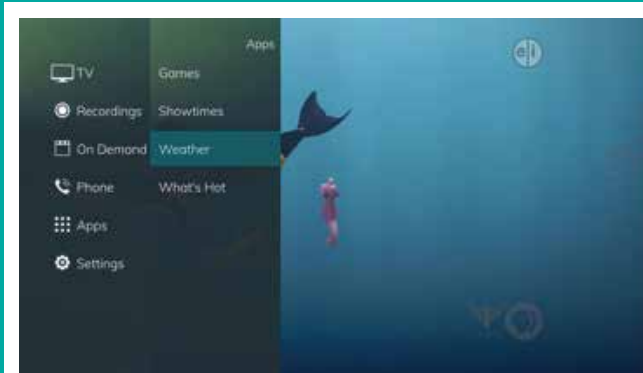
Weather

The Weather Application allows the current weather statistics to be viewed through multiples guides and menus. It can be accessed through the Apps category to instantly bring up an on-screen window with the most current weather information.

Note: The Weather application is only available if the subscriber also purchases the APMAX Weather Plus Service.

1. Select the **MENU** button on your remote control. Select Apps, highlight Weather, and select the **OK** button.
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 window.
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, the radar will animate and show a looping of current weather conditions. To show the current weather conditions, select the **Blue** button.

NOTE: For quick access to the Weather App press the **Red** button, then press the **Green** button for portion of forecast, press the **Yellow** button for Radar portion.



What's Hot Application

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

1. Select the **MENU** button on your remote control. Select Apps, highlight What's Hot, and select the **OK** button.
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 scrolling down 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.

1. Access the main menu by pressing the **MENU** button on the remote control. Under Settings you have options for Apps, Display, Edit Favorites, Guide, Parental, Phone and Recording.

Apps Settings

The *Apps Settings* menu allows you to control certain settings for any applications that have been made available by your service provider.

Device Code

The *Device Code* option under the *Settings Menu* allows you to manage your devices that are connected to such STB.

Weather Settings

The *Weather* option in Settings allows you to select the location you would like to receive weather information for. This information will be visible in multiple locations throughout your menus and guides.

1. Select the **MENU** button. Select Settings, hover over Apps and select Weather.
2. The *Weather* options window will appear. Select the desired location for which you would like to receive weather information/statistics. Select Save.

What's Hot Application



Settings Menu



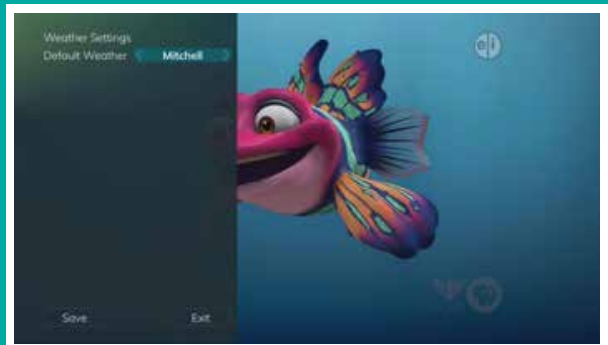
Apps Settings

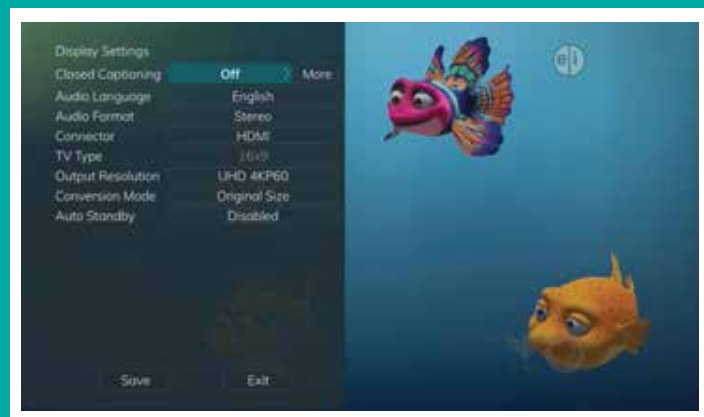


Device Code

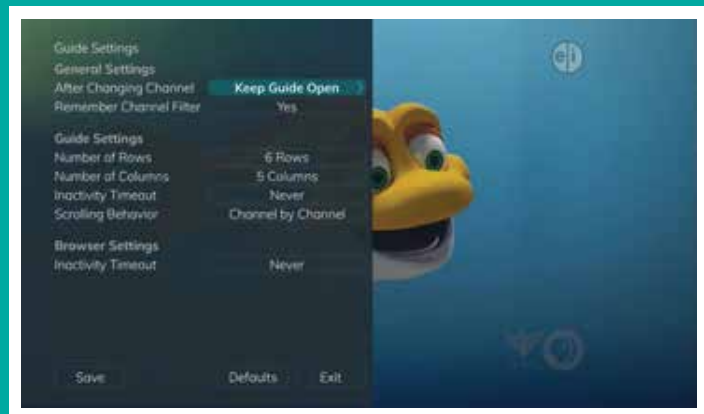


Weather Settings



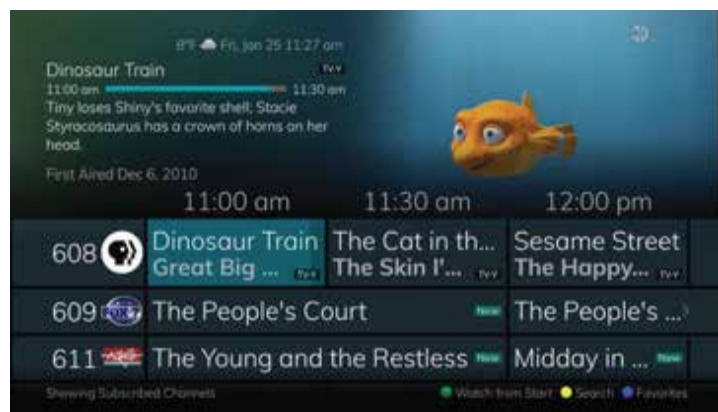


Guide Settings



Browser Settings

A view of the guide with three rows and three columns



Browser Settings

A view of the guide with eight rows and six columns



Display Settings

Arrow to the right, highlight Display, and press the **OK** button to 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 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 Original Size, Fit to Screen, or Zoom. (This may also be changed temporarily by pressing the * button on the remote control.)
8. Auto Standby

Edit Favorites

See "Create a Favorite List" on page 23.

Guide Settings

Arrow to the right, highlight Guide, and press the **OK** button to change how Guide information displays.

General Settings

1. Determine what you want to do after changing the channel. Options include having the guide stay open or closing the guide upon changing the channel.
2. 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, 6, 7 or 8.
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

Press **Menu** button then scroll down to settings, arrow to the right, highlight *Parental*, and press the **OK** button to find *Parental Control* options to Change PIN, Edit Locked, Set Ratings, Time Restrictions, Cancel Override and Options.



Change PIN

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



Edit Locked

1. Within the *Parental Menu*, arrow to the right and select the Edit Locked category. 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.
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



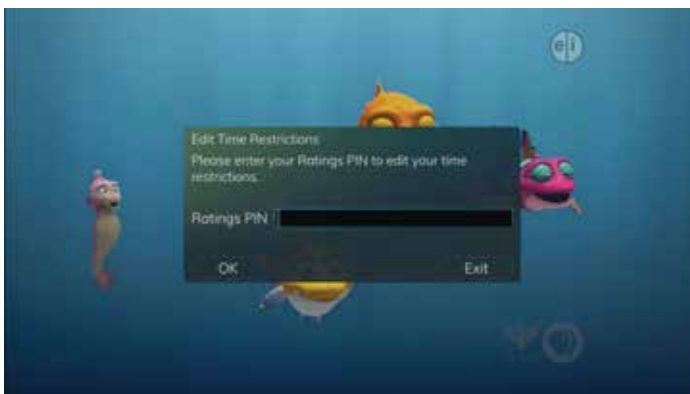
TV Rating Options



Set Ratings

1. Within the *Parental* menu, arrow to the right and select the *Set Ratings* category. 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.
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 Prompt



Edit Time Restrictions

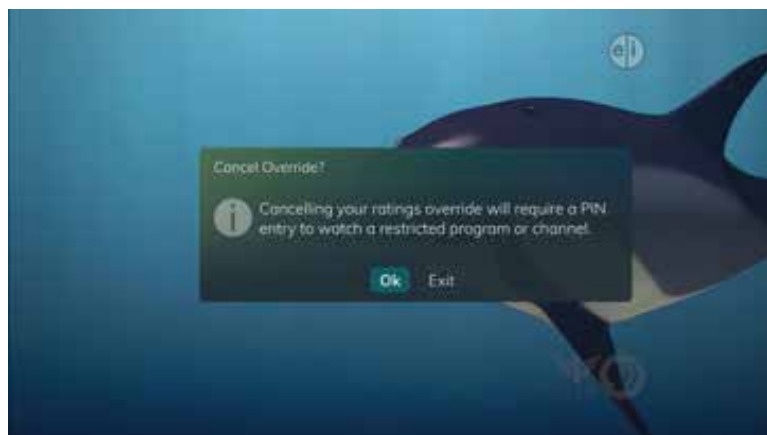


Time Restrictions

1. Edit Time Restrictions prompt.
2. Within the *Parental* menu, arrow to the right and select the *Time Restrictions* category. The Time Restrictions category allows you to set time periods per day where television access requires a PIN. 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.
3. 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. Within the Parental menu, **arrow to the right** and select the *Cancel Override* category. The Cancel Override category allows any previous PIN overrides for an extended period of time to be cancelled. 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.



Options

1. Within the Parental menu, **arrow to the right** and select the *Options* category. The Options category requires the Ratings PIN to be entered in order to update any settings. Enter your PIN, and select OK, and press the **OK** button.
2. Once the Ratings PIN has been entered, you may choose to have Locked Channels and/or Show Restricted Titles visible. 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. Using the Menu Button, arrow down to the *Phone* option. Arrow to the right to *Settings* and click **OK**. From here, you may adjust the Caller ID.
2. From the Phone Options menu, you can turn off the Caller ID. You may also adjust the length of time the pop-up remains on the screen from 6, 9, 12, 18 or 21 seconds.
3. To save your changes, **arrow down** to *Save* and press the **OK** button.





Recording Settings

1. From the *Settings Menu*, **arrow to the right** and choose *Recording* to make changes to your settings for recorded programs.

RECORDINGS SETTINGS:

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.

PLAYBACK SETTINGS:

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 playback to include an auto reverse feature Always or Never.

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

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

Caller ID Indication on the 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.

Press the **Green** button 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.

Low Battery Pop-up

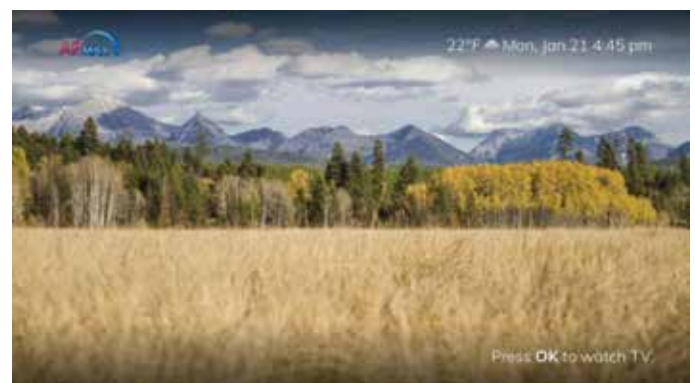
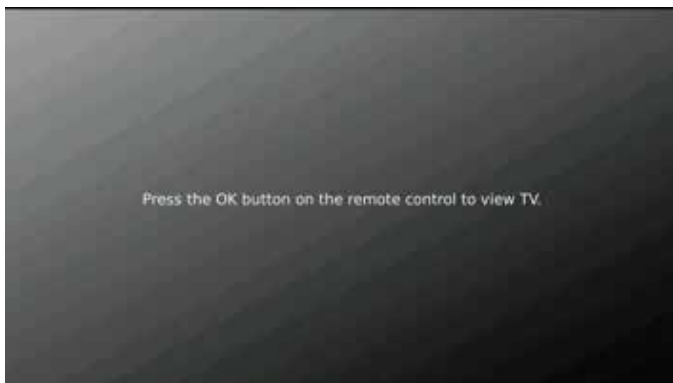
The remote control sends a low-battery code when the battery power drops to the predefined threshold. It will display a “Remote Battery Low” window on the TV for a few seconds. This will display at a maximum of once every 10 minutes.

Caller ID display on the TV example



Important Note

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



24/7 Support
605.696.HELP(4357)

www.swiftel.net

Swiftel/TV