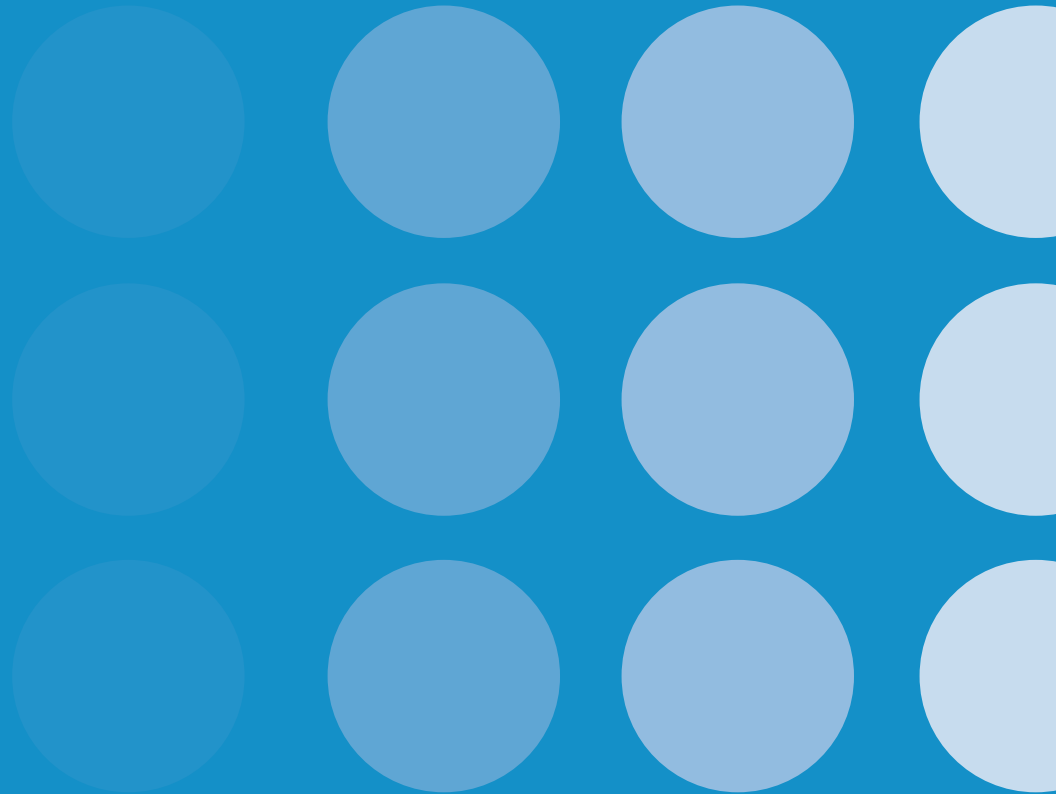


# inside i-Guide™

## User's Reference Manual



## Welcome to **i-Guide**.™

Introducing the new interactive program guide from **TV Guide** and your cable system. **i-Guide**™ is intuitive, intelligent and inspiring. It unlocks a world of greater choice, convenience and control as you watch television.

With **Digital Cable**, you have more programming choices than ever before. And with **i-Guide**, you can effortlessly find the television entertainment you want to see. **i-Guide** puts you in control, all at the touch of a button.

Featuring 90 minutes of program listings at a glance, you'll find **i-Guide** easy to use, and you won't need a degree in computer science to find out what's on. **i-Guide's Quick Menu** allows you to move easily to the programming and information you want. You'll be able to set **Reminders, Favorites Lists** and in-depth **Parental Controls**. Use our **Mini Guide** to find out what's next, while you continue to enjoy watching TV. This manual provides you with detailed information about these and other features.

With **i-Guide**, the world of television is at your fingertips.

## Table of Contents

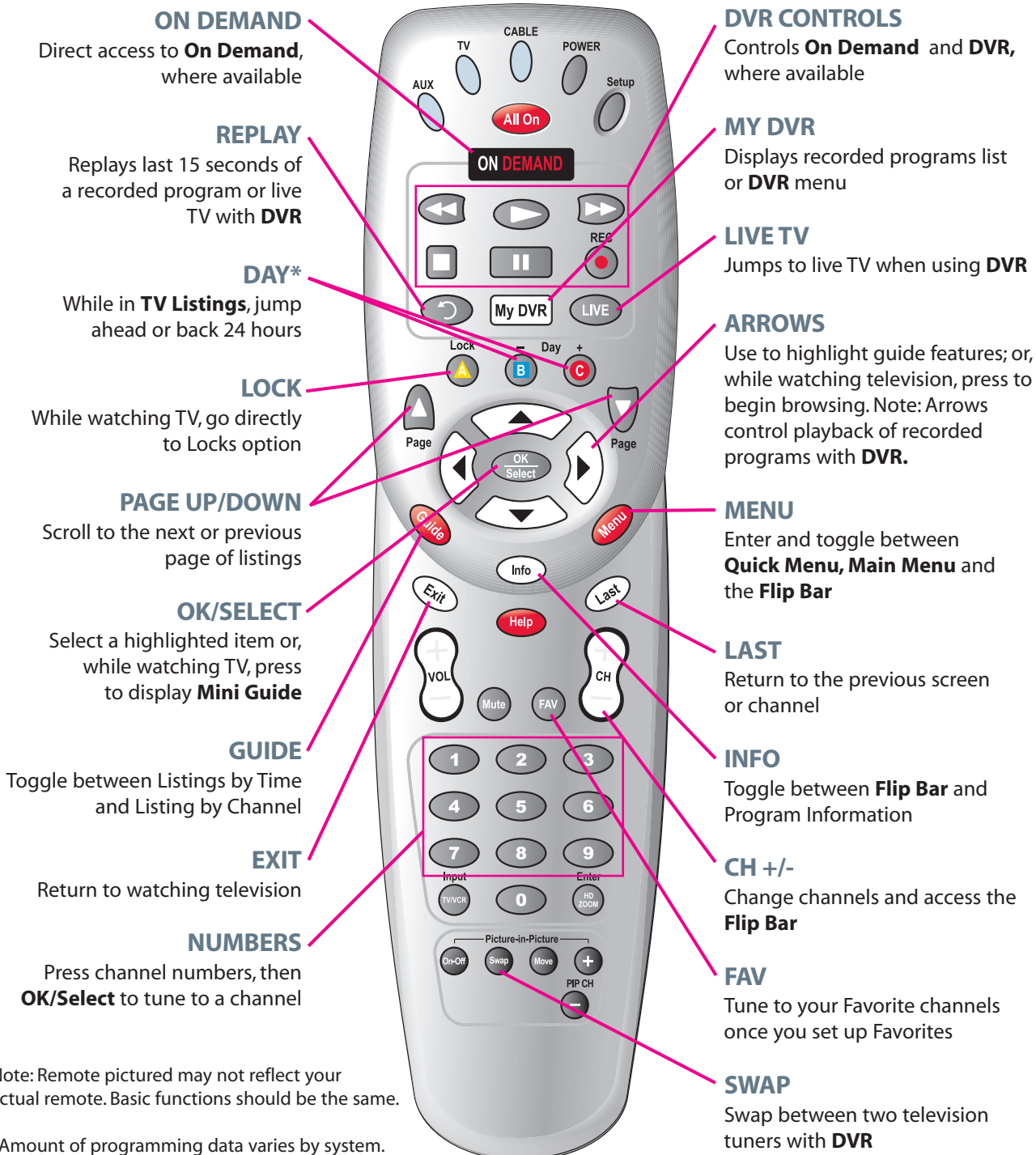
4	<b>Basic i-Guide Navigation Tips</b>
4	<b>Remote Control Features</b>
5	<b>Your Access to Digital Cable</b>
5	Quick Menu
5	Quick Menu Icons
5	Main Menu
5	Picture in Guide
5	On-Screen Program Guide
6	<b>Search Categories and Listings</b>
6	Title Search
6	Saved Searches
6	Listings by Time
7	Navigating Listings
7	Listings by Channel
7	<b>Program Information</b>
8	<b>Action Icons</b>
9	<b>Reminders</b>
9	Setting Reminders
9	Reminder Settings
10	<b>Smart Channel Surfing</b>
10	Flip
10	Mini Guide (Browse)
11	<b>Digital Music</b>
12	<b>Local Weather</b>
12	<b>Messages</b>
13	<b>Parental Controls</b>
13	Parental Controls Setup
14	Parental Controls for On Demand
14	View Locked Programs
15	Bypass or Clear Locks
15	Restore Locks
16	<b>Favorites</b>
16	Setup Favorites Lists
16	Access Favorites Lists
17	Add or Delete Channels to Favorites Lists
17	<b>Setup</b>
17	Guide Setup
18	Cable Box Setup
18	Audio Setup
18	Text Language Setup
18	Screen Saver
19	Parental Controls Setup
19	Screen Position Setup
19	<b>Digital Pay-Per-View (PPV) (Optional Feature)</b>
19	Order Pay-Per-View
19	PPV Information Screens
20	Order Pay-Per-View By Phone
20	Order Pay-Per-View Packages
20	Cancel a Pay-Per-View Order
20	Pay-Per-View Notices
21	Adult Programming

22	<b>On Demand (Optional Feature)</b>
22	Access On Demand
22	On Demand Action Icons
22	Watch On Demand Programs
23	Order On Demand Programs
23	Order From the On Demand Preview Banner
23	Expiring Programs Display
23	Status Bar
24	On Demand Packages
25	<b>HDTV (Optional Feature)</b>
26	<b>Digital Video Recording (DVR) – Dual Tuner (Optional Feature)</b>
26	Control Live TV
26	Playback Controls
26	Remote Control Arrow Buttons
27	Recorded Program Information Screens
27	Status Bar
27	Pause
27	Rewind
27	Fast Forward
28	Slow Motion
28	Instant Replay
28	Return to Live TV
28	Swap Between Two Programs
28	Personal Video Library
28	Building Your Library - Recording Programs
29	One-Touch Record
29	Record From Program Information
29	Manually Schedule a Recording
29	View Programs Stored In Your Personal Video Library
29	Record Two Programs at Once
29	While Watching a Show
30	DVR Clipping
30	Record a Series
30	Modify the Series Priority List
31	Manage Schedule Conflicts
31	Manage Series Priority Lists
31	View List of Scheduled Recordings
32	Manage Your Personal Video Library
32	Modify Recording Options
33	Recording Notices
34	<b>Frequently Asked Questions</b>
34	Interactive Program Guide
35	On Demand (Optional Feature)
35	DVR Overview
37	Controlling Live TV
37	Managing Your Recordings
38	DVR Dual-Tuner
39	DVR Single-Tuner
39	Troubleshooting

## Basic i-Guide Navigation Tips

- Yellow is always the highlight color. As you navigate listings using your remote, the highlight appears on-screen to indicate your current selection.
- Press the **▲▼◀▶** buttons on your remote to move the highlight.
- Press **OK/Select** to make your selection.
- Press the **EXIT** button on your remote to return to watching TV.

## Remote Control Features



Note: Remote pictured may not reflect your actual remote. Basic functions should be the same.

\*Amount of programming data varies by system.

## Your Access to Digital Cable

Your remote control holds the key to navigating through the features of i-Guide. Words appearing in **ALL CAPS** refer to a specific button on the remote. Note that not all remotes have all of the buttons.

### Quick Menu

The **Quick Menu\*** provides shortcuts directly to the key features of i-Guide and digital cable service. Press the **MENU** button one time and the **Quick Menu** will appear over any video or guide screens. Press either the right or left arrow **◀▶** button on the remote to continuously move through the icons.



### Guide Symbols to Know – Quick Menu Icons

These icons may appear on your **Quick Menu\***. Use the **◀▶** on your remote to highlight and select an icon for immediate access.

<b>Main Menu</b> – go to the Main Menu	<b>Search</b> – search for programming by title or category
<b>DVR</b> – set or view recordings	<b>Movies</b> – search for movies by category
<b>HDTV</b> – view a list of programs available in HD	<b>Kids</b> – find programming for kids
<b>On Demand</b> – view On Demand menu and programs	<b>Sports</b> – search for sports events by category
<b>Favorites</b> – go to your Favorites lists	<b>Parental Controls</b> – block shows or channels

### Main Menu

The **Main Menu\*** provides access to all of the features of i-Guide and digital cable. Press the **MENU** button twice to view the available options, including **TV Listings by Time, Search, Favorites, Parental Controls** and more.

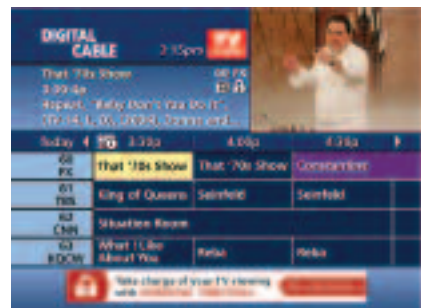
### Picture in Guide

The **Picture in Guide** feature allows you to watch a show while using the guide.\*\* Search, schedule recordings or get more program information while continuing to watching your current show.



### On-Screen Program Guide

To find out what's on right now, press **GUIDE** to access **Listings By Time**, which shows 90 minutes of listings per screen. As you navigate, the current program selection is highlighted in yellow and a description appears on-screen. Press **OK/Select** to view that program. Press **INFO** for additional information.



\*Menu selections vary depending on services offered by your cable provider.

\*\*May not be supported by all set-top boxes.

## Search Categories and Listings

View program listings the way you want, including **Listings by Time**, **Listings by Channel**, or by category. Select **Search** from the **Main Menu** or **Q** from the **Quick Menu** to begin. Narrow your search by theme using subcategories.\*



### Title Search

**A-Z Title Search** allows you to find a specific program by entering the first few letters of the program name.

- Select **Title Search** from the **Search Menu**, then **A-Z Title Search** and use the **◀▶** and **▲▼** to navigate the letters on the keyboard to spell out the show title. Continue entering letters until the show you are looking for appears on the right (if it's not on, it won't appear on the list).
- Arrow to the right and highlight the program you want to watch. Press **OK/Select** to see your search results. Highlight the program you want to watch and press **OK/Select** to view.



### Saved Searches

Save your search by selecting **Save** from the keyboard. To access from the **Search Menu**, select **Title Search**, then **Saved Searches**. Saving your searches can help you find a show or movie that was not on-air at the current time. Now you can access your **Saved Searches** to view the updated results anytime.



### Listings By Time

Press the **GUIDE** button to access the current **Listings by Time** program information. Listings appear in a grid format with channel numbers and network call letters on the left side and times across the top. Listings are color-coded to identify types of programs:

- Blue** – Regular programs
- Purple** – Movies
- Green** – Sports
- Light Blue** – Kids' programs



\*Amount of programming data varies by system.



## To Navigate Program Listings

- Use the **◀▶** to scroll forward in time and the **▲▼** to navigate through the line-up.
- Select from any menu for a specific program.
- Press **INFO** to see detailed program information for any highlighted title.

Highlight a program title and press **OK/Select** to tune to the channel. If the program is on now, you will tune to it. If the program is on later, an information screen will provide program details and other options such as setting a **Reminder** or **Recording**.

## For faster searching




- Use the **PAGE** **◀▶** buttons to view listings a page at a time.
- Press and hold **◀▶** or **▲▼** to rapidly move ahead in time or through the channel lineup.
- Press the **DAY + -** **◀▶** buttons to advance ahead a day at a time.

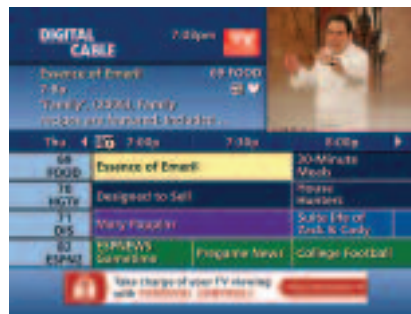
## Listings By Channel

Press **GUIDE** two times to view **Listings by Channel**, or from the **Main Menu**, select **Listings by Channel**. Use the **◀▶** buttons to see listings for the next channel in sequence and the **▲▼** or **PAGE** **▲▼** buttons to navigate.



## Program Information

**Instant Information** is available when you highlight a program in the program listings. **Instant Information** includes program title, start/end time, a brief program description and indicators to identify any settings you've made such as **Reminders**  **Recordings**  and **Favorites** 



To access information while viewing listings or watching TV, press the **INFO** button. Press **INFO** a second time while watching TV, to see a longer description and additional details such as actor, rating, release year, category and run time.







## Action Icons

From the program information screen use the Action Icons to set a **Reminder** or **Recording**, or designate a **Favorite** among other options. Use the arrow buttons to highlight each icon and see the on-screen description:

### Guide Symbols to Know – Action Icons

 Go back to the previous screen	 Watch this channel or program
 Record/Change Recording Options* (DVR)	 Save the channel in your Favorites list
 Set a VCR Timer** (Non-DVR)	 Place a lock on the program to restrict viewing
 Set or cancel a Reminder for this program	 Order PPV, OND and other pay services
 See all the times the program will be airing	



Program information screen on DVR Set-Top box



Program information screen on Non-DVR Set-Top box


\* Requires use of a Digital Video Recorder.

\*\* Requires separate VCR or DVD-R setup supported on DCT2500 and above set top.

## Reminders

You can set **Reminders** so you don't miss shows you want to watch.

### Setting Reminders

From an information screen, highlight the  **Icon** and press **OK/Select**. Follow the on-screen prompts to confirm the **Reminder** or view **Reminder Settings**.

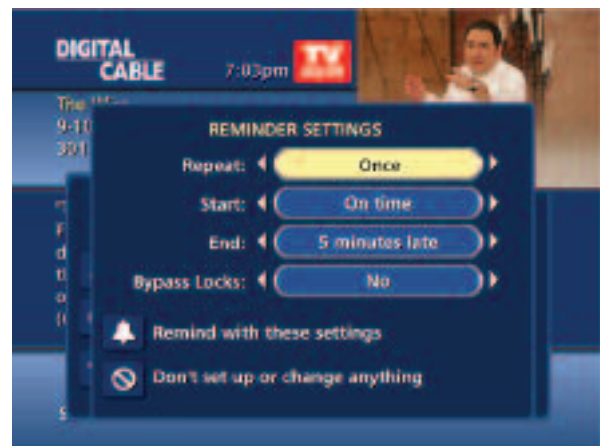


### Reminder Settings

Customize the frequency and timing for **Reminders**.

- Use the ◀▶ buttons to set repeating **Reminders**
- Determine Start and End time for the **Reminder** to appear on-screen – up to 15 minutes prior to the program starting and up to 2 hours after the program is over.

When you set a **Reminder**, you have the option of bypassing **Locks\***, if they are placed on the program, so you can then tune directly to the program without having to enter your **Locks PIN** (See **Parental Controls** section for further information.)



\* This option appears only if you have already set a **Lock** for that program.

## Smart Channel Surfing

### Flip

The **Flip Bar** allows you to see program information as you change channels. Information on the **Flip Bar** includes program name, start and end time, channel, current time and a brief program description.

- Press **CH ▲▼** to change channels and see the **Flip Bar**.
- When you find a program you are interested in, press **OK/Select** to make the **Flip Bar** disappear or press **INFO** for more program details.
- To see the **Flip Bar** for the program you are watching, just press the **INFO** button.



### Mini Guide (Browse)

The **Mini Guide** allows you to watch television and view program listings without leaving the program you are watching or going to the full-screen guide. To access **Mini Guide**, press the **OK/Select** button. **Mini Guide** appears on the lower 1/3 of the screen and displays two or three channels and minutes of listings at a time. Use the **▲▼** to see listings on other channels and the **◀▶** to see listings at other times. At any time, press **INFO** to see additional information about the program highlighted.




The default setting for **Mini Guide** is a 2-channel display. To change the display, go to the **Main Menu**, select **Setup**, then **Guide Setup** and change "**Mini Guide Cell Height**" to Single Height for a 3-channel display or Double Height for a 2-channel display.

**Guide Tip** Use the **LOCK**, **FAV** and **INFO** buttons on your remote to activate these features while using **Flip Bar** and **Mini Guide**.

## Digital Music

Digital Music is continuous, commercial-free music in a variety of formats.

### Access Digital Music

- Select **Digital Music** from the **Main Menu** or **Search Menu**, or
- Press the  **Icon** from the **Quick Menu**\*\* , or
- Press the **MUSIC** button on the remote if available.



Music Choice

You can press **INFO** for more information on each category. Select a music format and enjoy the music. As you're listening, press **INFO** for more information on title, track and artist.\*

**Digital Music** channels may also be set as **Favorites** so you can quickly navigate through your favorite music channels. Refer to the **Favorites** section for more information.



DMX

\* Where available. Some digital music providers may offer title, track and artist on-screen.

\*\*Digital Music may not be available on all menu configurations.

## Local Weather

Get accurate, up-to-date local weather conditions and a 3-day forecast.

From the **Main Menu**, highlight Local Weather and press **OK/Select**. Use the down arrow button to see a detailed local weather forecast.

Note: Weather service not available for all locations.



## Messages

**Messages** may be sent occasionally by your cable company to announce new services, special promotions or other information. If you have a **Message**, an envelope indicator will appear in the upper left corner on the screen and a red light will appear on your set-top box. From the **Main Menu**, select **Messages**, highlight the desired **Message** and press **OK/Select** to read.






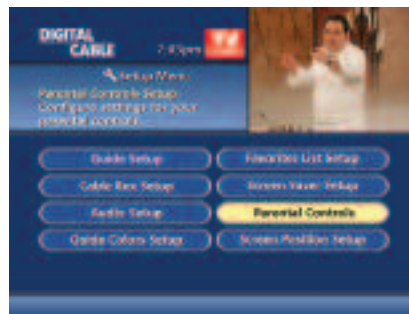
## Parental Controls

i-Guide provides a **Parental Controls** feature, which allows you to restrict viewing and purchases of TV programs and services based on your viewing preferences. To activate **Parental Controls** set a personalized 4-digit PIN to place **Locks** by movie rating, TV and content ratings, channels and titles. You can also hide adult titles from being displayed on-screen.

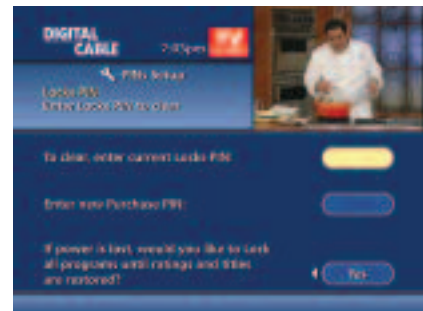
### Parental Controls Setup

Locks can be set quickly in a variety of ways anytime while watching television or using the guide:

- Press the **LOCK** button on your remote.
- Select the  icon on the **Quick Menu** or **Info** screen to lock the current program or channel.
- Access **Parental Controls** from the **Main Menu** or **Setup Menu** to setup all **Locks**.



With any of these actions, if you have not set up a **PIN**, you'll be prompted to enter a 4-digit **PIN** to activate the **Locks** feature. If you have already set up a **PIN**, enter your number. (See Setup Section for more information on how to set up **PINs**.)



The **Parental Controls** features also provide you the opportunity to lock programs and movies by ratings and content.

From the **Parental Controls** button on the **Main Menu** filter your locks by **Movie Rating, TV Rating, TV Content, Channel, Title** or **Service**. Under **TV Content**, you can lock the level of explicit content based on your viewing preferences for Violence, Language, Sexual Situations, and Suggestive Dialogue.



In addition, select **Movie Ratings** or **TV Ratings** to block content by rating. The guide will automatically lock that rating and the more restrictive ratings. For example, when you lock PG-13, movies with R, NC-17 and Adult ratings will also be locked.



MOVIE RATINGS	TV RATINGS	TV CONTENT RATINGS			
		Violence (FV, V)	Language (L)	Sexual Situations (S)	Suggestive Dialogue (D)
G	TV-Y				
PG	TV-Y7	Fantasy Violence			
PG-13	G				
R	TV-PG	Moderate Violence	Infrequent Coarse	Some Sexual Situations	Some Suggestive Dialogue
NC-17	TV-14	Intense Violence	Strong Coarse	Intense Sexual Situations	Intensely Suggestive Dialogue
Adult	TV-MA	Graphic Violence	Crude Indecent	Explicit Sexual Activity	

## Parental Controls for On Demand

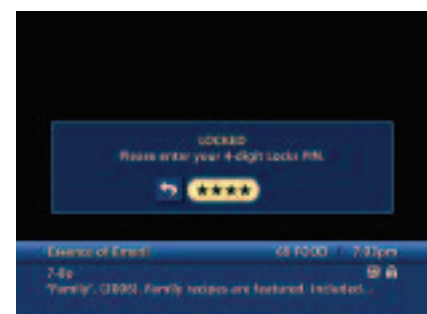
**Parental Control** settings include **On Demand** programming. To block all access to **On Demand**, select **Parental Controls** from the **Main Menu**, then **Service Locks**.

**Guide Tip** From the **Main Menu** you can access all Setup features by selecting Setup. From here, you can setup all related options for your preferences, including **Parental Controls**.



## View Locked Programs

To view programs and channels you have Locked, tune to the program or select from the listings. Enter your **PIN** when prompted. **Locks** will automatically be restored when you tune away from the channel or turn your set-top box off.





## Bypass or Clear Locks

Temporarily open or clear all **Locks** for easier viewing. Under **Setup** from the **Main Menu**, select **Parental Controls Setup**, then **Master Locks**, and change the options from **No** to **Yes**.




## Restore Locks

**Locks** may be restored in any of the following ways:

- While watching TV, press the **LOCK** button anytime and enter your **PIN**.
- Select **Parental Controls Setup** from the **Setup Menu**, then under **Master Locks** change the options from **Yes** to **No** to turn **Locks** back on.
- Turn the set-top box off and back on.

### Guide Tip

A  appears in the Instant Information to indicate a program has been locked. To Unlock, press the **LOCK** button and enter your **PIN**.

## Favorites

The **Favorites** feature allows you to quickly access channels you and your family have designated as their **Favorites**.




### Setup Favorites Lists

Create and manage **Favorites** from the **Main Menu** by selecting **Setup**, then **Favorite Lists Setup**. From here you can create up to five unique lists. Use the on-screen keyboard to create up to five unique **Favorites** lists.






### Access Favorites Lists

- While watching TV, press the **FAV** button to skip to your next Favorite channel on the current list.
- From **TV Listings** or **Mini Guide**, press the **FAV** button to bring up a filtered guide of the channels in your last accessed list. Press **FAV** button again to scroll through all of your **Favorites Lists** – the guide will have a tab with each list's name.
- From the **Quick Menu** select the  to bring up your **Favorites Lists**. If you have not yet setup any **Favorites**, simply follow the on-screen prompts to begin a new list.



## Add or Delete Channels to Favorites Lists

- From the **Main Menu** - select **Setup**
- Select **Favorites Lists Setup**
- Select the **Favorites List** you want to edit
- Select the  Icon to add or remove favorite channels
- You can also rename, delete or **Lock** your **Favorites** list
- Highlight a channel in the listings and press **OK/Select** or **FAV** to add to your favorites – a  Icon will appear. Or, to remove the channel, press **OK/Select** or **FAV** and they will be removed.
- Press the  Icon to confirm your **Favorites** channel settings.



## Setup

From the **Setup Menu**, you can activate and customize certain **i-Guide** features such as the **Flip Bar**, **Parental Control** options, **Cable Box** settings, **Audio** settings, **Languages** and more.

### Guide Setup

- **Flip Bar Position** – **Flip Bar** can appear on the top or bottom of your screen – default is bottom
- **Flip Bar Timeout** – Changes the amount of time the **Flip Bar** will stay on your screen, from 2 to 15 seconds – default is 3 seconds
- **Channel Entry:**
  - Yes – automatically tunes to a channel after 2 seconds when entering channel number from your remote – defaults to Yes
  - No – you must enter 3 digits or press **OK/Select** when entering channel number from your remote
- **Reminder Start Time** – Adjust the amount of time the **Reminder Notice** will appear before the start of a program, from 1–15 minutes – default is on time
- **Grid Cell Height** – Adjust the listings grid for single- or double-height grid display
- **Mini Guide Cell Height** – Adjust the listings display for single (3 channels) or double (2 channels)
- **Message Indicator** – Select **On** to make the message envelope appear when a new message is received
- **Live Program Notice** – Select **On** to extend the recording time of live programs
- **DVR Clipping** – Select **On** to allow the DVR to clip the beginning of a program if there is an overlap of scheduled program recordings (see DVR section for more details)



## Cable Box Setup

### Front LED Display

- **Current Channel** – displays the currently tuned channel on the front of the cable box
- **Current Time** – displays the current time on the front of the cable box

### AC Outlet

- **Switched** – Determines that power is available only when the cable box is on.
- **Unswitched** – Allows the power to remain constant to the outlet on the back of the cable box.

**Configuration** – Highlight and press **OK/Select** to show the configuration screen, which includes information your cable company may need in the event of a problem with your service.



## Audio Setup

### Default Audio Track

Secondary digital audio can be changed on certain networks and programs. Note that the default audio track will be set to "Channel Default," or primary audio, which in most cases is English. Use the **◀▶** to change the default language to English, Spanish, French or Portuguese.

### Descriptive Video Services (DVS)

Descriptive Video Service (DVS) is an alternative audio channel which makes television more accessible to the visually impaired by providing narrated descriptions of key visual elements within a program, such as actions, subtitles, scene changes, graphics and body language. Default setting is Off.

### Optimal Stereo

- **No** – Volume is unchanged from the current setting
- **Yes** – Volume is automatically adjusted to the optimal level

**Audio Output** – Choose if the audio output goes to your TV or to your stereo

- **TV Speaker** – default setting
- Select **Advanced** to change the settings for Compression and Stereo Output.



## Text Language Setup

Access the **Text Language Setup** from the **Setup Menu** to independently select language settings for menu text. The default setting is English in most cases. Change the default language to English, Spanish, Canadian English or Canadian French.

From the **Setup Menu**, select **Text Language Setup**. Choose the preferred language for the on-screen menus within **i-Guide**. Select **Yes** to confirm.

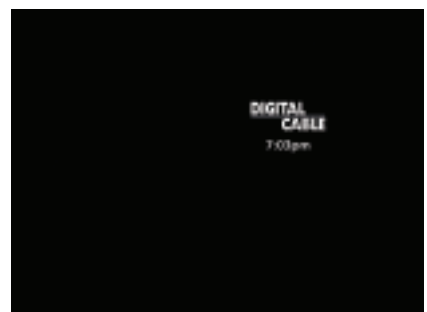
*Note: Changing the language can take several minutes. During this time, listings are not accessible.*



## Screen Saver

A **Screen Saver** can be activated if "burn in" on your TV screen is a concern. Once the **Screen Saver** is set to **ON** it will automatically engage if a guidescreen is displayed for longer than the set activation time. The default is set to **OFF**.

- From the **Setup Menu** select **Screen Saver**.
- Change the setting to **ON** and select your activation time between 1-15 minutes.



## Parental Controls Setup

Setup and change your **Parental Controls PIN** and **Purchase PINs**. Your **Parental Controls PIN** allows you to restrict viewing of programs. Your **Purchase PIN** is used to restrict pay programming purchases. Once you have setup your **PINs**, you can return to **Parental Controls Setup** to setup your program **Locks** as reviewed in the **Parental Controls** section.

Use the ▲▼ ◀▶ arrow buttons to make your selections, and then press **OK/Select** to confirm each setting.



**Guide Colors** (if available) – Select to change the color scheme of i-Guide.

## Screen Position Setup

To alter your screen position:

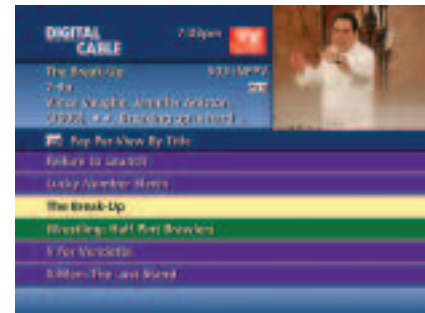
- From the **Setup Menu**, select **Screen Position Setup** to adjust the screen position.
- Use the ▲▼ ◀▶ buttons on your remote until the display arrows are centered on the screen.

## Digital Pay-Per-View (Optional Feature)

**i-Guide** makes ordering and watching **Pay-Per-View (PPV)** programs easy.

### Order Pay-Per-View









From the **Main Menu** and **Quick Menu**, select **PPV** to go to the **PPV Menu**. Then select any of the **PPV** options to see programs available in a variety of categories.



When you find a program of interest, highlight the title and press **OK/Select** for the information screen.



## Guide Symbols to Know – PPV Information Screens

 Go back to the previous screen	 See all the times the program will be airing
 Order the program, or cancel an ordered program	 Save this channel in your Favorites list
 Set Recording Timers (Requires separate VCR Setup or use of Digital Video Recorder)	 Indicates the program is available as part of a package
 Place a Lock on the program to restrict viewing	 Set or cancel a Reminder



### Order Pay-Per-View By Phone

If your cable provider offers phone ordering, the order instructions appear on-screen when you select **BUY**. Simply call the number to place your order. Then select **Continue** to complete your order.



### Order Pay-Per-View Packages

Your cable service may offer programs in a package by title, time block, etc. Select the title from the listings and a **Icon** will appear if the program is part of a package.



### Cancel a Pay-Per-View Order

To cancel a **PPV** order before the program starts:

- Select the ordered program in any of the listings menus (there will be a \$ sign in the **Instant Information**).
- From the information screen, select the **BUY** icon and follow the prompts to cancel the order.



### Pay-Per-View Notices

Notices associated with your **PPV** order appear at various times to alert you to the status of your ordered program.

Note: In some cable systems, your order will automatically be canceled if you do not tune to the program. In systems that use phone ordering, you will need to call in your cancellation. Please check with your cable provider for the correct **PPV** cancellation procedure.

### Pay-Per-View Program Started

A **Program Started** overlay will appear if you try to order a **PPV** program that is in progress but is within the purchase window. You may proceed with the order, but you may miss a portion of the program.

*Note: The purchase window is established by your cable provider.*



### Pay-Per-View Order Conflict

When you order a **PPV** program that airs at the same time as an existing **PPV** order, you will be alerted on-screen with the option to cancel an order or keep both orders.



### Pay-Per-View Program Missed

If you have ordered a **PPV** program but didn't tune to it, a **Program Missed** notice will appear asking if you would like to reschedule your order.

*Note: This screen will not appear in systems that use phone ordering.*



### Adult Programming

The Adult category, accessed from the Pay-Per-View menu, provides access to listings for adult-oriented programming. Adult programming may be purchased as a single program or as a time-block package, depending on your cable provider's service. For your convenience, you may also restrict Adult titles from being viewed in the listings by setting **Parental Controls**. See **Parental Controls** section for more information.

To purchase a program, highlight the **BUY** icon and follow the on-screen prompts to complete your order.

If the program is scheduled to air at a future time, a **Reminder** is automatically set to notify you of your order before the program begins.



## On Demand (Optional Feature)

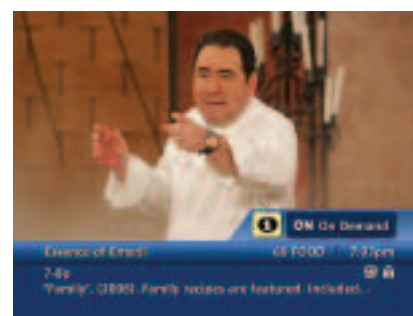
Watch movies and other programs whenever you want with **On Demand ON**.\* When you rent an **On Demand** program or package, it is reserved for a specific period of time. You can access and watch the program at your convenience as many times as you want within the rental period. You can even pause, fast forward and rewind using your remote.

*Note: Rental period is established by your cable provider.*

### Access On Demand

You can access **On Demand** programming multiple ways, depending on your cable provider's service.

- From your remote
- From the **Main Menu**
- From an **On Demand** channel in the TV Listings
- From the **Quick Menu**
- From **Kids, Movies, Search** and **Sports** sub-menus
- From an **On Demand** Tab on the **Flip Bar**

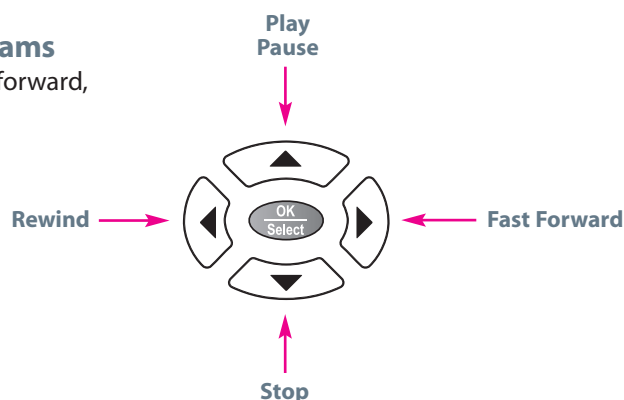


### Guide Symbols to Know – On Demand Action Icons

Go back to the previous screen	Resume play of the video
Order the program, or cancel an ordered program	Restart the video from the beginning
Tune to a program (for free and subscription programming)	Delete the title from your rented titles list
Preview	Indicates the program is available as part of a package
Place a Lock on the program to restrict viewing	Cancel selection

### Watch On Demand Programs

Use your remote to pause, fast forward, rewind and stop the program.



\* **On Demand** not available in all areas. **On Demand** programs may not be recorded with **DVR** (if available).

**Guide Tip** You may also be able to use the VCR control buttons available on some digital cable remotes. Remote control features vary.

## Order On Demand Programs

The **On Demand Menu** displays a variety of programming categories. Use the **▲▼** **◀▶** buttons on your remote to select a category and press **OK/Select** to access listings for the category, or press access sub-category menus.\*

Select a title by pressing **OK/Select** or **INFO** to access detailed information, including program length, cost, rating and description.

Programs appearing in grey are programs available through a package to which you have not subscribed. Contact your cable provider to subscribe to these programs or packages.\*\*



## Order From the On Demand Preview Banner

Use the **BUY** **Icon** from the **On Demand** preview banner to easily purchase while watching the preview.

- Select the **BUY** **Icon** and press **OK/Select** to order the **On Demand** program.
- Select the **📺** **Icon** and press **OK/Select** to return to the **On Demand** information screen.



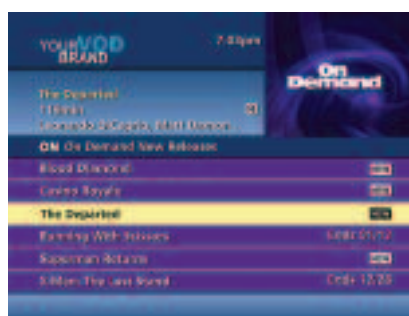
To buy the program, highlight the **BUY** **Icon**, and follow the on-screen prompts to complete your order. If the program is available at no cost,\*\* the **BUY** **Icon** will appear instead of **📺** **Icon**. Your selection will begin playing immediately and you can watch as often as you want during the rental period.

## Expiring Programs Display

**On Demand** programs with a specified expiration date are displayed with an expiration date in the list, e.g., **Ends 8/12**. Programs without a specific end date will be denoted as **LC** or **Last Chance**.

## Status Bar



The **On Demand** Status Bar displays when the user presses **PLAY**, **PAUSE**, **REWIND**, **FAST FORWARD** or **STOP**. **FAST FORWARD** and **REWIND** run at one speed, and the **Status Bar** shows where you are in the show that is playing.

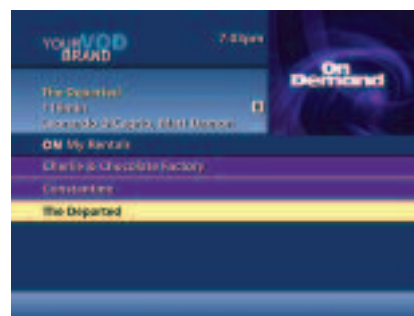



\* Menu label and categories vary by cable provider.

\*\* May not be available in all areas.




If you have stopped a program and want to come back to it later, select **My Rentals\*** from the **On Demand Menu**.

- Highlight and select a title to see the information screen that displays your remaining rental time and other program details.
- Select  to start watching where you left off or select  to start the program from the beginning.
- Watch as many times as you want within the rental period.

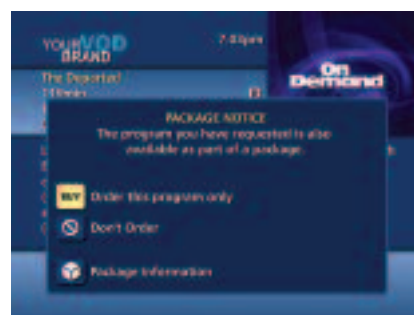


**Guide Tip** You can also find rented titles in other **On Demand** listing screens. A checkmark  appears in the **Instant Information** to identify it as a rented program.

### On Demand Packages

Some programs may be available as part of a package. If a program is available in a package, or available with a subscription service, a notice will appear on your screen. You can select the  **Icon** to continue with the purchase, the  **Icon** to learn more about the package, or the  **Icon** to cancel.

Note: **On Demand** programs that are free or part of a subscription may not appear on the **My Rentals** list. These programs can be accessed at any time from the **On Demand** listings.




**Guide Tip** If a **Reminder** appears during an **On Demand** program you are watching, you can accept the **Reminder** and tune to the linear program, which stops the **On Demand** program. To return to your **On Demand** program later, access it from your list of rented titles and Resume or Restart from the beginning.

\* Menu label varies by cable system.

## HDTV (Optional Feature)

**High Definition (HD or HDTV)** is the most dramatic change for viewers since the introduction of color TV! **HD** is the highest resolution digital television format available, offering up to 5 times the resolution of standard analog television. **HD** delivers theater-quality pictures and Dolby Digital™ surround sound. Watch your favorite shows, movies, sports and events with a wider screen, life-like picture and crystal clear sound.

To quickly access **HD** programming, press the **Quick Menu** button and select the **HD**  **Icon**. From there, you can select **HD** programming By Time, By Channel or view a list of all **HDTV** services. You also can search for **HDTV** programs from the **Search Menu**.

*Note: You must have **HD** equipment to view **HD** programming.*



## Digital Video Recording (DVR) – Dual Tuner (Optional Feature)

Imagine...coming home to your own personal library of television programs, movies and sports that you can watch whenever it's convenient for you. It's TV on your schedule.

Pause live television! Rewind and replay programs so you don't miss a beat.

Record up to 90 hours\* of your favorite programs and view them as many times as you want, whenever you want. You can even record **High Definition TV\*\***. All without rentals, tapes or returns.

Your Dual Tuner **DVR** makes recording and watching your favorite programs easier than ever. Powered by **i-Guide**, now you can watch a program while recording another or record two programs at once! You have your own personal video library, stored on your digital set-top box, so you can watch them at your convenience. You can even **PAUSE, FAST FORWARD** and **REWIND** live TV to playback scenes you've missed.

*Note: Some DVRs have a single tuner, instead of two tuners (dual-tuner). This means you can not watch one program while recording another, or record two programs at the same time. All other functionality remains the same. Check with your local provider to ask about Dual-Tuner DVR availability in your area. Refer to the FAQ section for DVR - Single Tuner DVR for more information.*

### Control Live TV

Using your **DVR** and your Digital Cable Remote, you can control live TV. Anytime you tune to a channel, the **DVR** begins making a temporary recording of whatever you're watching. So you can **PAUSE** if the phone rings, **REWIND** or **INSTANT REPLAY** a scene you missed and **FAST FORWARD** to skip what you don't want to watch. Your **DVR** will record up to two hours of live TV\*\*.

The live TV recording is not a permanent recording, unless you actually save it to the **DVR's** hard drive. For live TV recordings, the temporary recording (buffer) will be erased if any of the following occur:

- Turn off your **DVR**.
- Change channels. Unless you use the **SWAP** function, your **DVR** will begin to store the new program and remove the previous program you were watching from the buffer. (See **SWAP** Section for more information.)
- Watch more than two hours of the same channel. After two hours (less for **HD** programs) the **DVR** removes the earlier minutes of the recording. Only the most recent two hours you have watched are kept in the buffer.

### Playback Controls

You can play back your video recordings using the Video Control Buttons.

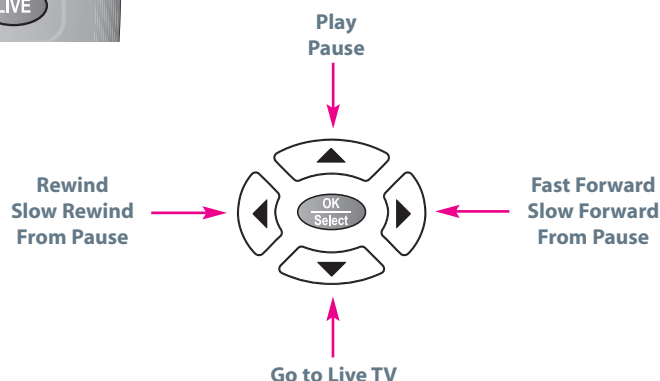


These buttons function like VCR controls. Plus, you have new **DVR** control features, like **Instant Replay** and **SWAP**.

*Note: Some remotes are equipped with **Instant Replay**, **SWAP** and **LIVE** buttons.*

### Remote Control Arrow Buttons

The **▲▼◀▶** buttons on your remote control will control playback when you are watching a recording in progress or while watching a recorded program.









\*Recording capacity varies.

\*\*Recording buffer (temporary storage) for each tuner will record as long as you stay tuned to the same channel.






## Guide Symbols to Know – Recorded Program Information Screens

 Go back to the previous screen	 Delete the program from My Recordings
 Play the recording	 Change the Delete Priority*
 Start the recording from the beginning	 Place a Lock on the program to restrict viewing

### Status Bar



The **Status Bar** appears whenever you **PAUSE, REWIND** or **FAST FORWARD** a live program. It also gives you information such as the title of the program you are watching, the source of the program and duration of time. The yellow position bar indicates where you are in the program. Green indicates the length of the program you are watching. White indicates the length of other programs available in the buffer. Red indicates that you are watching a recording in progress.

### Pause

As you watch live TV and recorded programs, press **PAUSE**  and the programming on your TV screen instantly freezes. No more missing the climactic scene of a movie or the winning play of the game! For programs you are watching live, your **DVR** will remain in pause for up to 90 minutes\*\*. Pressing **PAUSE**  more than once allows frame by frame viewing. Press **PLAY**  to resume normal play of the program from the point where it was paused.





### Rewind

Want to review a portion of your live show? It's a snap with **DVR**. Press **REWIND** . Press it again up to 4 times to increase the rewind speed. REW, REW2, REW3 and REW4 will appear on-screen. Press **REWIND** a fifth time or press **PLAY**  to resume normal play.



### Fast Forward

For programs you are watching live, **FAST FORWARD** can be activated if you have paused or rewound the program. Press **FAST FORWARD**  to move forward in the program. Press it up to 4 times to increase the fast forward speed. FF, FF2, FF3 and FF4 will appear on-screen. Press **FAST FORWARD** a fifth time or press **PLAY**  to resume normal play.

*Note: You can only fast forward up to the point of live broadcast.*



\* **Delete Priority** is used to determine whether you delete the program or the program is deleted automatically when space is needed.

\*\* Pause capacity depends on video format; less than two hours for **High Definition** programming.

## Slow Motion

Your **DVR** is equipped with slow-forward and slow-rewind functions to give you crisp and clear **Slow Motion** images. Ever wonder what the referees are looking at when they review a controversial play? Use **Slow Motion** to get an inside look. To activate slow-forward, press **PAUSE** (⏸) and then **FAST FORWARD** (⏩). To use slow-rewind, press **PAUSE** (⏸) and then **REWIND** (⏮). To return to regular speed, press **PLAY**.



## Instant Replay

With **Instant Replay**\*, you can go back to see the last play of the game or replay the last scene of your movie. Just press the (⏮) button on your remote or **PAGE** ▾ on your remote to replay the last 15 seconds. Press the (⏮) button on your remote or **PAGE** ▾ repeatedly to continue skipping back in 15-second increments.



## Return to Live TV

When you pause or rewind a live program, the show continues to be broadcast in real time. To return to the live show, press the arrow ▾ button\* or **LIVE** button\*.

## SWAP Between Two Programs\*\*

Because your **DVR** has two tuners, it can buffer (temporarily record) two programs at the same time – one on each tuner. The **SWAP** feature lets you toggle back and forth between the two live shows while giving you full control of both.

- While you are tuned to a program, press the **SWAP** button on your remote. You will change tuners.
- Now you can select an alternate program by changing channels or using the guide.
- Press **SWAP** again to toggle between the two programs.
- When recording two programs at the same time, on-screen prompts will ask if you wish to swap tuners. Select your desired recording preference.

*Note: The **SWAP** button is the key to keeping the buffer for both programs. If you change channels without using **SWAP**, you will lose the buffer.*

**Guide Tip** **Using Parental Locks With DVR** - You can restrict viewing of recorded programs, just like any other program. If you schedule a recording for a program you have **Locked**, the program will be recorded, however, audio is muted and no video will appear while the program is recording. A restricted notice remains on-screen allowing you to enter your **PIN** to view the program during recording. Once the program has been recorded, you can access it from your list of recorded programs. Just enter your **PIN** to view it.

## Personal Video Library

Using your **DVR** with **i-Guide**, you can build your own personal library of programs, movies, sports... whatever you want. Your recordings are stored on the **DVR** under **My Recordings** in the **DVR Menu**. Follow the steps below to begin building your personal video selection.

## Building Your Library - Recording Programs

Set and schedule recordings three ways with i-Guide:


- From Your Remote
- From Program Information
- Schedule Manually

\* Some remotes are equipped with **Instant Replay** and **LIVE** buttons.

\*\* Does not apply with Single Tuner DVRs




## From Your Remote – One-Touch Record

Press **RECORD**  anytime while watching TV or navigating through the guide to begin recording the current program immediately. You can also schedule recordings for programs starting later by pressing **RECORD** while in the Listings, and recording will begin at the program's scheduled start time.




## From Program Information

From the Listings, highlight a program and press **INFO**. Highlight  and select **OK/Select** to start recording at the scheduled start time.





## Manual Recording



You can set a Manual Recording to record a specific time or channel.

- Select **DVR** from the **Main Menu** or **MY DVR\*** button, then select Set a Recording
- Select the start and end times and day and confirm your settings.
- Select the channel to record from the channel list.
- Select Create a Recording to confirm your settings or select Recording Options  for additional options.



## View Programs Stored in Your Personal Video Library

From the **DVR Menu**, select **My Recordings**. Use the   buttons on your remote to search through and highlight titles from your list of recorded programs. Press **OK/Select** or **INFO** to select the program.

- From the information screen, select  **Icon** to resume play from where you left off or select  **Icon** to restart from the beginning.
- To control playback while watching a recorded program, use either the Video Control Buttons or the arrow buttons on your remote. (See the "Playback Control" section of this manual for more information.)



## Record Two Programs at Once

The Dual Tuner **DVR** allows you to set recordings for two different programs that air at the same time. While recording two programs, you can watch and control either program up to the point of live TV by using the **SWAP** button on your remote. There are several ways to record two programs at once. Here are two basic examples:

### While Watching a Show Currently Airing

- Press **RECORD** to record the program you are watching.
- Press **SWAP** to switch to the other tuner and find the second program you want to record.
- Press **RECORD** when you locate the second program you want to record.

*(continued on next page)*

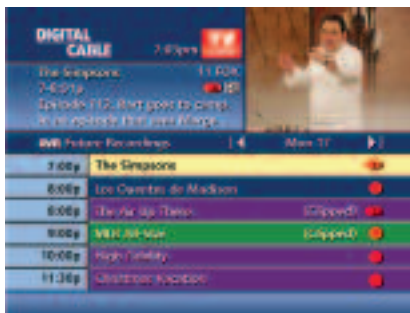
\*My **DVR** button not available on all remotes. You can access the **DVR Sub-Menu** through the **DVR** button on **Quick Menu**.

## From the Guide

- Highlight a program you want to record from any listings screen.
- Press **RECORD** to set up the first recording.
- Highlight the second program.
- Press **RECORD** to set up the second recording.


## DVR Clipping

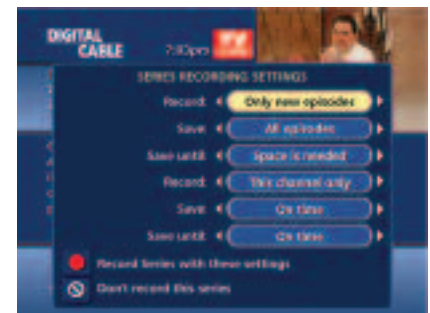
**i-Guide** provides a feature to accommodate recording two overlapping programs. With **DVR Clipping**, **i-Guide** will automatically clip the beginning of a program if there is a recording overlap when both tuners are in use. For example, while watching live TV, a scheduled recorded program ends at 9:05, but your second recorded program is scheduled to begin at 9:00; the second program will be “clipped” so that your first program is recorded in full. Clipping happens when both tuners are in use during the recording time. If this occurs, a “clipped” notice will appear next to those programs in the **My Recordings** listings. You can also check for clipping of scheduled recordings by going to **Future Recordings** in the **DVR Menu**. **DVR Clipping** can be turned on or off in the **Guide Setup Menu**.





## Record a Series

Your **DVR** lets you record multiple episodes of a program according to your preferences.

- Select the episode type to record, such as first-run only or all episodes.
- Specify how many recordings to save.
- Specify how long to save the recording – until you erase it or until space is needed.
- To access advanced series setup features, like add minutes to the start and end times and specify which channels to record, select the **Recording Options**  **Icon** to review all options.





Your **Series Recordings** will appear in the **My Recordings** list with the show title as its label. Multiple recordings of the same show will have the same label and will be listed beginning with the most recent recordings first as default. To change your view, use the   on your remote to View by Date, View by Channel or View by Title.

You may also modify the priority assigned to a series using the **Series Priority List**. (See next section.)

## Modify the Series Priority List

If there are scheduling conflicts in your series recordings, your **DVR** automatically creates a Series Priority List. The first series you set to record has the highest priority and will be the one recorded if there is a conflict. You can easily change the recording priority of the series so that the series of your choice are recorded when a conflict exists.

- Select **DVR** from the **Quick Menu** or **Main Menu**
- Choose **Series Recordings**
- Highlight a program and use the **Page**   arrows to modify priority








Note: If you want to record two series recordings instead of an individual recording that airs at the same time, you must delete the individual recording from the **Scheduled Recordings List** (See View List of Scheduled Recordings section to cancel a recording).


## Manage Schedule Conflicts

If you schedule more than two recordings for the same time, you will see a **Scheduling Conflict** screen that allows you to choose between a previously set recording and the new recording that is conflicting. Individual recordings always take priority over series recordings when there are scheduling conflicts. In case of a scheduling conflict between two series programs, additional icons will appear at the bottom of the **Scheduling Conflict** screen to help you determine which program to record.



## Manage Series Priority List

-  **Return to the previous screen.**
-  **Record new program or series as shown.**
-  **Show conflicts when the new series is a high priority.**
-  **Show conflicts when the new series is a low priority.**
-  **Don't record new program or series.**

- To give your new recording the highest scheduling priority and to capture the most number of episodes for your new recording, select **High**. The screen will show you how many episodes of the new series will be recorded and which episodes of the old series will not be recorded because of the conflict.
- To move the new series back to the bottom of the scheduling priority list, select **Low** and the screen will refresh and give you revised results.
- Select the **Record**  **Icon** to confirm your new settings.



## View List of Scheduled Recordings

- From the **Main Menu** or **Quick Menu**, select **DVR\***.
- Select **Future Recordings**.
- See a list of all the programs you have scheduled to record.
- Select a title to cancel the **Scheduled Recording** or modify **Recording Options**.



\* Menu label may vary.

## Manage Your Personal Video Library

A recorded program remains in your personal video library until you decide to delete it unless you have it set to delete when space is needed. Your **DVR** will record and store up to 90 hours of standard definition programming and up to 20 hours of **High Definition** programming\*. There are several options for making the most efficient use of **DVR** storage space:

### To Delete Recordings

From a Recorded Program Information screen, select the **X** Icon to delete the recording. Select the **i** Icon to modify the **Delete Priority**, which gives you additional options such as deleting the recording when space is needed.



### Copy Recordings to a VCR or DVD

After you watch a recording, decide to either erase it or keep it permanently by transferring it to a VCR or DVD.

When you copy recordings to a VCR or DVD, make sure that the recording is displayed on the TV screen for the entire time the recording is being copied. If you change channels or display guide screens during the copying process, your tape copy will contain these images and you may not have a complete copy of the recording.

1. Connect the **RCA Jacks** connection on the back of the **DVR** to your VCR or DVD Video In.
2. Put a tape in your VCR or DVD in your DVD recorder.
3. Access your list of **Recorded Programs**.
4. Highlight a program from your list and press **OK/Select** or **INFO** to select the recorded program you want transferred.
5. From the Information Screen, select **⏮** to restart from the beginning.
6. Start recording on the VCR or DVD when playback begins.
7. As the recording plays, it is copied to your VCR or DVD.

*Note: Refer to your VCR or DVD User Manual for specific instructions.*

### Recording Low and Full Notices

To help you manage your personal video library, **i-Guide** will advise you with an on-screen notice when the available memory gets low or full.

If recording space becomes full during a recording, the recording will stop. Make sure you have enough recording space to record the entire program before you begin to avoid missing part of the program.



### Modify Recording Options

**i-Guide** gives you flexibility to manage your personal video library. You can change your **Recording Options** at any time, as often as you like.




**From the Main Menu or Quick Menu (or from MY DVR on the remote\*\*)** Select **DVR**, then select **Future Recordings** to see a list of your **Scheduled Recordings**. Highlight a program title and press **OK/Select** or **INFO**.



\* Recording **HD** programming requires a **DVR** connection to a **HD** television.

\*\* May not appear on all remotes.



Select the  **Icon** from the Program Information Screen. Select the  **Icon** to change the **Recording Options** or select the  **Icon** to delete this program from your list of **Future Recordings**.


Use the     buttons on your remote to change **Recording Options**:

- Change the frequency of the recording, such as every day or once a week.
- Specify how many recordings to save.
- Set a Save Until parameter, either until you delete or delete automatically when space is needed.
- Change the start and end times in order to catch every minute of a program, even if it runs over.

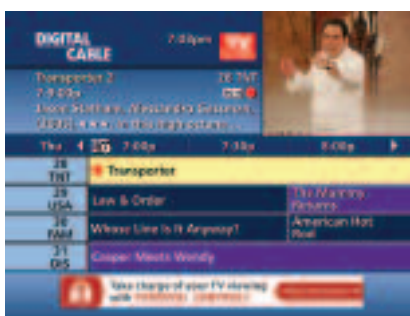


### From Listings

Select your **Scheduled Recording** in the listings; it will be indicated by the red dot in the **Instant Info**.

Press **OK/Select** or **INFO** and select the  **Icon** to change your options or delete the **Scheduled Recording**.

From here, select  **Icon** to cancel the recording, or select  **Icon** to see all the **Recording Options**.



### Recording Notices

#### Recording Starting Notice


Before a Scheduled Recording begins, a notice will appear on-screen giving you the opportunity to confirm or cancel the Scheduled Recording. If you don't do anything when the recording is scheduled to start, the **DVR** will automatically tune to the channel and begin recording. Live TV programming that has been temporarily recorded will be erased once the Scheduled Recording starts.





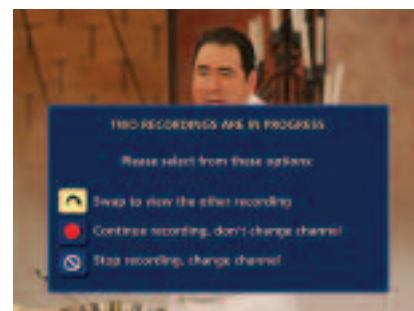
#### Recording Stopped Notice

Changing the channel during a recording will stop the recording. You will see a notice confirming whether you want to stop the recording and change channels or continue recording. You can **SWAP** to watch live TV while continuing a current recording. (See **SWAP** section of this manual for more information.)

#### Swap Icon on Stop Recording Notice

The **SWAP**  **Icon** will appear on the **Stop Recording Notice** screen if you attempt to change the channel while both tuners are recording.\*

- Select the  **Icon** and press **OK/Select** to **SWAP** to view another channel on the other tuner.
- Select the  **Icon** and press **OK/Select** to stop the recording and change the channel.



**Guide Tip** **DVR** is not a long-term storage device. To maximize your storage space, review the contents of your library regularly and discard the recordings you no longer wish to save. See "Managing Your Personal Video Library" in this manual.

\* Not available with single-tuner DVR

## Frequently Asked Questions

### Interactive Program Guide

- 1. Q. What are the icons (little pictures) at the bottom of the screen?**

**A.** **Quick Menu Icons** are available to help you find what you're looking for faster. The **Quick Menu** lets you quickly go to other areas of the guide, such as **Movies** or **Favorites Menus**. Once you have selected a program title by highlighting it and pressing **OK/Select** or **INFO**, you can use the **Action Icons** on the information screens to set **Reminders** and **Parental Controls**, schedule **Recordings**, **BUY** programs and more.
- 2. Q. How do I tell what the icons mean?**

**A.** You will find descriptive text beneath the row of icons when you have an icon highlighted. This information changes as you move the yellow highlight using the arrow buttons on your remote. On Program Information screens, the **Action Icons** are specific to the program. For example, a **BUY Icon** will appear only for **On Demand** and **Pay-Per-View** programs. **Playback Icons** will appear only for recorded programs or rented **On Demand** titles.
- 3. Q. I can't see the entire program title in the listings.**

**A.** Some program titles are too long to fit in the space provided in the grid. You might see "... " to indicate there is more to the title. (For example: "Third Rock From the Sun" might look like "Third Rock..."). Highlight the program and check the **Instant Information** area at the top of the screen for program title and other valuable information, including rating, actors, start/end times, etc.
- 4. Q. What is the graphic bar that appears when I change channels?**

**A.** The **Flip Bar** appears for a few seconds as you're changing channels to provide important information about programs. You will find the name of the current program, start and end times, channel number, rating and current time.
- 5. Q. How do I get information on programs?**

**A.** **i-Guide** provides detailed information on programs, including movies and sporting events. While in a listings screen, you can access information by pressing the **INFO** button on your remote. While you are tuned to a program, press **INFO** once for **Instant Information** or twice for complete information. Information includes program details like actors, ratings and a brief program synopsis. You can also set **Reminders**, place **Parental Controls**, order **On Demand** movies and events and see other times a program is airing. To remove the information screen and return to watching television, press the **EXIT** button on the remote.
- 6. Q. What is the red light on the upper left front of my box and/or what is the envelope on the screen?**

**A.** Occasionally your cable provider may send a **Message** to let you know of new services and special promotions. To read the message, go to the **Main Menu** and select **Messages**. You can keep or delete the **Message** once you have opened it.
- 7. Q. How do I set my digital audio language?**

**A.** Not only can you choose the language that displays on the screen buttons and descriptions, but you can also change the secondary digital audio that is available with certain networks and programs. Choose **Audio Setup** from the **Setup Menu** and change the default setting. Choose from English, Spanish, Portuguese or French. This feature is only supported on certain digital channels that provide secondary audio. If the chosen audio language is not available, the default audio language will be heard.
- 8. Q. What if I forget my Parental Controls/Purchase PINs?**

**A.** You must call your local cable company to have these **PINs** reset. All of the **PINs** will be cleared. Once reset, you will need to enter new **PINs**.
- 9. Q. Why can't I purchase this Pay-Per-View (PPV) program?**

**A.** There are several reasons that could keep you from ordering **PPV** events:

  - your phone line might not be plugged in;
  - you may have inadvertently made too many **PPV** orders, and may have to cancel one before making another order;
  - you may have reached your credit limit. Call your cable company and have them check your account;
  - your cable company may require you to call them to purchase a **PPV** event, instead of an automatic purchase through the set-top box.



**10. Q. What if I missed a Pay-Per-View (PPV) movie/event that I ordered?**

**A.** If your cable company provides impulse-ordering, you will not be billed for **PPV** on channels that aren't tuned. In cities that require phone ordering, you need to call your cable company to cancel **PPV** orders. Check with your cable company to confirm canceling procedures.

**On Demand (Optional Feature)**

**11. Q. Do my Parental Controls & Purchase PIN settings stay the same for On Demand purchases as with regular programs?**

**A.** Yes. **PINs** and settings apply to **On Demand** ratings and purchases.

**12. Q. What if I only watched 15 minutes of my On Demand program and didn't get to watch the rest before it expired?**

**A.** You will have to order it again. Refer to the **On Demand** section in this manual for more information on remaining rental and viewing times.

**13. Q. If I get to the end of an On Demand program and want to watch it again, can I restart at the beginning?**

**A.** Yes, as long as your viewing period has not expired, you may watch it as often as you like.

**14. Q. How do I return to watching an On Demand program after I've tuned to another channel?**

**A.** Select **My Rentals** from the **On Demand Menu** and choose the program you want to continue watching. You can either begin watching where you left off by selecting **Resume**, or start over with the **Restart**.

**15. Q. Some of the programs appear in the listings with a checkmark or a dollar sign next to the title. What does this mean?**

**A.** Depending on the services your cable provider offers, you may see a checkmark or a dollar sign to indicate a program you have ordered.

**16. Q. How many On Demand programs can I order at one time?**

**A.** Typically, there is no limit on purchases. Check with your cable operator for system-specific ordering information.

**17. Q. I tried to order an On Demand program and received an error screen that said, "Unable to Process Request". What does this mean?**

**A.** The "Unable to Process Request" message occurs when the set-top box is unable to communicate with the **On Demand** equipment at your cable company. Try turning your set-top box off and then on again. If the message appears again, note the time it appeared and the action you took and call your cable operator.

**18. Q. When I selected a category from the On Demand Menu, I received a message that said, "No Program Listings Available". Why does this happen?**

**A.** If there are no programs available for this particular category, this message will appear.

**DVR Overview**

**19. Q. I currently record programs on my VCR or DVD recorder. How is a DVR different?**

**A.** Your **DVR** Cable Box takes recording technology to a new level, capturing picture and sound digitally (for a superior result to tape-based recording) and allowing greater viewing flexibility. You can also press **Instant Replay** to review the last 15 seconds or rewind to see a scene again. Yet you won't miss a moment of the program, because the **DVR** keeps recording the current broadcast while you pause, rewind or replay scenes. No VCR or DVD recorder can do that!

**20. Q. How do I return to live TV when I'm watching recorded programming?**

**A.** Simply press the **LIVE** or **▶** button on your remote.

**21. Q. How do I record a Pay-Per-View (PPV) broadcast?**

**A. Pay-Per-View** broadcasts must be ordered before they can be recorded. If you want to schedule a recording for a **PPV** event, take the following steps:

- a) From the Information screen, select the **Record Icon** (this will display the Order Program First overlay).
- b) Select the **Buy Icon**.
- c) Select the **Record This Program Icon**.
- d) Select the **Confirm Icon**.

This procedure orders the program and schedules the recording. If you change your mind you must cancel both the recording and order.

*Note: You can also set up the recording from the listings by selecting the **PPV** event and pressing the record button on the remote and following steps b through d.*

**22. Q. How does the Parental Controls feature work?**

**A. Parental Controls** allow you to block programs from being viewed. Locks are based on a program's title, rating, TV content rating and channel. See **Parental Controls** on page 15 of this manual.

**23. Q. How can I find programs I want to record?**

**A.** Using **i-Guide**, you can search many ways: through the **Main Menu**, **Quick Menu**, **Search Menu**, by programming category, through the **By Time** or **Channel Listings** grid or through the **Search Menu** to alphabetically search by Title. When you find something that sounds interesting, simply press **Record**. The **DVR** will automatically record that program for you.

**24. Q. What kind of programs can I record?**

**A.** You can record both standard and **High Definition** programs which are automatically interpreted by the **DVR**. Recording **HD** programs will take more storage space on your **DVR**. However, you must have **HD** equipment.

**25. Q. I have a home theater system. Can I record a program in Dolby Digital™ 5.1 on my DVR?**

**A.** As long as the program is being broadcast in Dolby Digital audio, the **DVR** will record the digital audio. A Dolby Digital indicator will appear on the **Flip Bar** and Program Information screen for programs that provide it.

**26. Q. What is the picture quality of recorded programs?**

**A.** The **DVR** records programs in the same quality in which they are broadcast. For example, programs broadcast in **HDTV** format are recorded in **HDTV** quality (if your **DVR** is connected to a **HDTV**). Broadcast quality may vary.

**27. Q. Can I record Digital Music channels?**

**A.** Yes. You can record and playback Digital Music. However, the playback controls (Pause, FF and REW) are not functional for recorded digital music.

**28. Q. Can I record On Demand (OND) and Pay-Per-View (PPV) programs?**

**A. On Demand** cannot be recorded with the **DVR**. However, you can record **PPV** programs.

**29. Q. How much High Definition programming can I save versus standard definition programming?**

**A.** You can record up to 90 hours of standard digital TV or up to 20 hours of **HDTV** (depending on the transmission bit rate). Recording times may vary.

**30. Q. Can I increase the rewind and fast forward speed?**

**A.** Yes. Your **DVR** will control rewind and fast forward at four speeds each. Just press the **REW** or **FF** buttons up to four times. The on-screen indicator will tell you at what speed you are controlling playback.

**31. Q. Can I set the DVR to skip commercials as it is recording?**

**A.** No. You can only fast forward through commercials if you're watching a recorded program.

**32. Q. Do Parental Controls work with DVR?**

**A.** Yes. **Parental Controls** restrict viewing of recorded programs. If you schedule a recording for a program you have Locked, the program will be recorded; however, audio is muted and no video will appear while the program is recording. A restricted notice remains on screen allowing you to enter your **PIN** to view the program during the recording. Once the program has been recorded, you can access it from **My Recordings**. Just enter your **PIN** to view.

*Note: You can also set Parental Controls on recorded programs. Use the LOCK button on your remote or Lock Icon from My Recordings or from a Recorded Program Information screen.*

**33. Q. How many hours of programming can I store on my DVR? What is the hard drive capacity?**

**A.** The recording capacity depends on the video format that is being recorded. Your Dual Tuner **DVR** can record up to 90 hours of standard definition programming or up to 20 hours of high-definition programming. The hard drive capacity is 120GB. See “Manage Your Personal Video Library” section in this manual for more information.

**34. Q. Do I have to connect my DVR to a telephone or other data source?**

**A.** The **DVR** gets all the information it needs from your cable signal, so that's the only connection required. In some cable systems, a phone connection may be necessary. Check with your local cable company to confirm.

**35. Q. Can I adjust the quality of the video recording to conserve hard disk space?**

**A.** No. The **DVR** records at a pre-set level to ensure consistent results.

**36. Q. Can my cable operator or another company track what I record with my DVR?**

**A.** No. What you choose to record with the **DVR** is confidential.

## Controlling Live TV

**37. Q. How long can I pause live TV?**

**A.** You can pause up to 90 minutes of standard programming; less with **HD** programming.

**38. Q. How far back can I rewind live TV?**

**A.** You can rewind up to two hours of standard TV programming as long as you were tuned to the same channel.

**39. Q. How do I use Instant Replay?**

**A.** If your remote control is equipped with a **REPLAY** button, press it to instantly replay the last 15 seconds of the program. If there is no **REPLAY** button, use the **PAGE** ▾ button on your remote.

**40. Q. If I'm watching a program in progress and want to record it, can I record from the beginning?**

**A.** If you just tuned to the program, the **DVR** begins recording from the point where you pressed record on your remote. If you have been watching the program from the beginning and have not changed channels (without using **SWAP**), the **DVR** will save all the temporary recording (buffer) to the Hard Drive and you will capture the entire program.

**41. Q. How can I catch up to the live broadcast of a program after I've paused it?**

**A.** Press the **LIVE** button (if available) or the down ▾ arrow on the remote. Or, you can fast forward to the point of live TV. The on-screen indicator will display “LIVE”.

## Managing Your Recordings

**42. Q. How long can I keep My Recordings?**

**A.** You can keep them as long as you want. Just remember, the recording space is limited, so you may need to delete some recorded programs from time to time in order to make room for new ones.

**43. Q. How will I know when I'm almost out of recording space?**

**A.** An on-screen notice will appear advising you when recording space is low (80% full) or full.

*Note: If you are recording a program and run out of recording space, the recording will stop. You can always see how much recording space is available from **My Recordings**. You can also manually delete recordings or set your **DVR** to automatically delete recorded programs when space is needed. See: “Manage Your Personal Video Library” section in this manual.*

**44. Q. Does the DVR automatically delete programs when the record space is full?**

**A.** Only if you set it up that way. The **DVR** will automatically delete programs if you tell it to do so by setting the programs to be deleted when space is needed. When the record space is full, the oldest recordings that you have set to be deleted will be deleted first. If you do not want the **DVR** to automatically delete certain recordings, you can set them so that they are only deleted by you.

**45. Q. How many recordings can I schedule for the future?**

**A.** There is no limit to the number of recordings you can schedule as long as you do not schedule more than two programs to record at the same time and you have available recording space.

**46. Q. What if the program I want to record runs over its scheduled air time, such as when a football game goes into overtime? How can I make sure I record everything?**

**A.** Change the **Recording Settings** for the program. You can adjust the start and end times for the recording to ensure everything gets recorded.

**47. Q. Can I watch a show I am recording before the recording is completed?**

**A.** Yes. You can either watch it live as it's being recorded or you can rewind the program you are currently recording and watch it from the beginning while the recording continues.

**48. Q. Can I make a VHS tape or DVD of a recorded program?**

**A.** You can copy a recorded program to a VHS or DVD tape by playing a recording from the **DVR** in real time while simultaneously recording on your VCR or DVD. See "Manage Your Personal Video Library" in the **DVR** Section of this manual.

**49. Q. Can I set up my DVR to record every episode of a specific program title?**

**A.** Yes! Your **DVR** lets you record multiple episodes of a program according to your preference by setting up a **Series Recording**. Select the episode type to record, such as first-run only or all episodes. Specify how many recordings to save and how long to save the recording - until you erase it or until space is needed. To access advanced series setup features like add minutes to the start and end times and specify which channels to record, select the **Recording Options Icon** to review all options.

*Tip: Use **Title Search** to find all air times for a particular title. You can then set up individual recordings for any or all episodes, no matter what time they're on.*

**50. Q. Can I "bookmark" a program I have recorded?**

**A.** Yes. When you stop playback of a recorded program, it will stop where you left it. To continue watching the program, select **Resume** or **Restart** from the **Action Icons**.

**51. Q. On occasion, a recording starts a minute or two after the program has begun. Why?**

**A.** The **DVR** timer is synchronized with the program guide time. If a broadcaster starts the program a minute earlier than the guide's scheduled time, the **DVR** will miss that first minute. You can program your **DVR** to start early or end late by adjusting your **Recording Options**.

**52. Q. Only part of my program recorded. Why?**

**A.** If the beginning of the program did not record, you might have tuned to the program after it started and then set it to record. If the end of the program did not record, the **DVR** may have reached its storage capacity before it was able to record the entire program.

## DVR – Dual Tuner Recording Features

**53. Q. How many tuners does my DVR have?**

**A.** Most **DVRs** have two tuners. This feature allows you to record two channels at the same time, record one channel while watching another or record two programs and watch a 3rd program from your **DVR** recordings library. (Note, some **DVRs** are equipped with only a single tuner. See the Single Tuner FAQ section for more information.)

**54. Q. What is DVR Clipping?**

**A.** If there is a recording overlap when both tuners are in use, **i-Guide** will clip the beginning of the program. See page 32 for complete review of **DVR Clipping**.

**55. Q. Can I record or watch two programs at the same time?**

**A.** Yes, you can use the **SWAP** button on your remote to change from one tuner to the other.

**56. Q. Can the DVR play back a High Definition recording while another HD program is being recorded?**

**A.** Yes. In fact, you can record two programs at once while watching a previously recorded program from the hard drive for both **HD** and regular programming.

**57. Q. Are there separate buttons for each tuner? How do you make the Dual Tuner DVR record two programs at once?**

**A.** **i-Guide** can record two different programs listed with overlapping times by pressing the **Record** button, by manually scheduling the recordings, or by setting future recordings from a Program Information screen.

**58. Q. Does the DVR DCT6412 support digital video interfaces?**

**A.** Yes. The DVR DCT6412 features both DVI and 1394-DTV digital interfaces.

**59. Q. Does the DVR DCT6412 support external storage devices?**

**A.** Yes. It includes an IEEE1394 port that will be functional in future software releases.

**DVR – Single Tuner Recording Features** – Refer to this section regarding recording functionality with a Single Tuner DVR. All other functions of the DVR are the same as with a Dual Tuner DVR.

**60. Q. Can I watch another program while I'm recording?**

**A.** You can watch a previously recorded program while you are recording a live program by accessing the **DVR** menu. However, if you change channels you will see a screen asking you to confirm you want to change the channel and stop the recording.

**61. Q. Can I schedule a recording for two shows airing at the same time?**

**A.** Currently, your **DVR** can only record one program at a time. If you try to schedule a recording at the same time you have scheduled another, you will see a **Scheduling Conflict** message that gives you the opportunity to change your **Recording Options**.

## Troubleshooting

**67. Q. Why doesn't the set-top box respond when I press the keys on my remote?**

**A.** If power is on, make sure your remote is in the Cable mode. Press the **CABLE** button on the remote.

**68. Q. If the power goes out, do I need to reset my Parental Controls and Purchase PINs, Favorites and Reminders?**

**A.** No. These features will not be lost if the terminal loses its power. However, the guide information will need to reload into the box.

**69. Q. Nothing happens when the MENU button is pushed, but I can change the channel up and down.**

**A.** If the terminal was just installed, it takes approximately 15-30 minutes for **i-Guide** to be downloaded to the set-top. If after 15-30 minutes nothing happens, unplug the terminal, plug it back in and wait another 15-30 minutes. If the guide still does not appear, contact your cable company.

**70. Q. I can't see the edges of the i-Guide screens.**

**A.** Select the **Adjust Screen Position** option from the **Setup** screen. Press the **▲ ▼ ◀ ▶** buttons until the arrows on the screen are centered. If image is centered and still cut off, check your TV's user manual.

**71. Q. The guide has locked up. Neither the buttons on the remote, nor the buttons on the terminal itself work.**

**A.** Try unplugging the terminal and then plugging it back in. This will reset the terminal and allow for data to be downloaded. It will take some time for the information to appear. If there is still a problem after the information has appeared, call your cable company.

**72. Q. I have no video, a snowy picture or I cannot tune to any of the digital channels.**

**A.** Make sure that all of the cable connections are secure and that the TV is tuned to the correct channel (3 or 4). Also, make sure you are actually controlling the cable terminal (press the **CABLE** button on the remote).

**73. Q. Why won't my remote control respond when I press a button?**

**A.** Go through this quick checklist to determine the problem:

1. Press the **CABLE** button on the remote to make sure it is in Cable mode. Try using the remote again.
2. If the remote is still not functioning correctly, press the **CHAN ▲ ▼** button on the front of the terminal. If the channel changes, there is a problem with the remote control. The batteries or the remote control itself may need to be replaced.
3. Unplug the terminal and plug it back in.
4. Call your cable company.

**74. Q. There are no listings in the guide, or the words "To Be Announced" appear in the listings screens.**

**A.** This can happen if there has been a power failure or if the terminal was unplugged. Make sure everything is plugged in and running. Wait 15-30 minutes for the channels and program data to load.

**75. Q. I have a message on my screen that says “This feature is currently being restored”. What does this mean?**

**A.** This screen appears if you try to access a feature that is not available because the terminal has not received all the necessary data. This most commonly happens following a power loss.

**76. Q. I have a message on the screen that says “This channel should be available shortly”. What does this mean?**

**A.** This screen will appear when you tune to a channel that is currently not available. If the channel is not available after 15-30 minutes, call your cable company.

**77. Q. What do I do if I am stuck in a screen or menu I do not understand and want to get out?**

**A.** You can always press the **EXIT** button on the remote to immediately return to watching TV. You can also press the **LAST** button to back up one screen at a time.

**78. Q. The displayed information or pricing is incorrect.**

**A.** Although **i-Guide** checks all data thoroughly before it is sent to your home, programmers do sometimes change their schedules at the last minute without notification. Please report erroneous data to your cable company.

**79. Q. What happens to my DVR recordings if my digital cable box temporarily loses power?**

**A.** All recordings that were saved prior to the power loss are preserved, as well as future recording schedules. You miss only the recordings in progress while the power was out.

*Note: If you experience continued problems with your cable box, remote control or interactive program guide, please contact your local cable company.*



