Set-Top Box Guide

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Menubar

The Menubar provides quick access to the Guide, Pay-Per-View (PPV), Digital Video Recorder (DVR), My Library, Settings, Favorites and Search.

Guide: Launch the interactive program guide

PPV: Access Pay-Per-View channels

DVR: Watch, edit, and create DVR recordings (only functioning on STBs with DVR capabilities)

My Library: Access your PPV programs, Messages and Reminders

Settings: Access Settings for TV Caller ID, Channel Blocking, Parental Controls, and Hardware

Favorites: Create or edit a favorite channels list

Search: Find your favorite programs by title or key word

Widgets: Access weather and other handy information

To Access the Menubar:

a. Press Menu on your remote control. Press Menu again to exit or press Exit on your remote control.

b. Press the Left/Right buttons on your remote control to navigate the highlight through the Menu.

Guide
You can access the **Guide** two ways. Press the **Guide** button on your remote control. Continuing to press the **Guide** button will switch the Guides to **PPV, All, Subscribed, SD, HD**, and any **Favorites** lists that you create. You can also access the **Guide** by pressing the **Menu** button on your remote control, navigating to the **Guide** icon , and pressing **OK**. Once you are in the Guide, the program you are currently watching remains in the upper-left corner of your screen.

**Note:** The name of the **Guide** appears on the left side of the Guide above the date. If you can only scroll through a limited number of channels, verify that your **Guide** is set to **All** or **Subscribed**.

**Some Symbols Used On the Guide**

You may see these symbols on the **Interactive Program Guide**:

- ✭ New episode (not a re-run)
- HD Program in High Definition
- 🔄 An Auto Tune Reminder has been set for this program
- 🎥 A DVR recording has been set for this program
- 🎥 🔄 A DVR recording has been set for a series of this program
- 🎥 🔄 🔄 A DVR recording has been set for a series, but this episode is skipped
- ❤ This channel is included in your list of Favorite channels
- ☑ This channel has been blocked by Parental Controls
- 🔴 Alert symbol

**Navigate the Guide**

a. Tune to a channel on the **Guide** by entering the channel number using the remote.

b. Use the arrow buttons on the remote to move the highlight through the **Guide**, channel by channel.

c. Press the **Up** or **Down** arrows to move the highlight through the **Guide** to view what programs are currently showing on different channels.

d. Press the **Left** or **Right** arrows to move the highlight through the **Guide** to view what programs will be showing on different channels in the future.

e. Press the **Page Up/Page Down** buttons to move through the **Guide** page by page. You can view **Guide** date for programs up to 7 days into the future.

f. Press **OK** to preview a highlighted show on the **Guide** in the upper-left corner of your TV screen. To tune to the channel, press **OK** again.

g. Press **Exit** on the remote to leave the **Guide** or repeatedly press the **Guide** button on your remote to cycle through all of the available **Guides** and it will disappear.

**Reminder & Autotune Timers**

You can set timers to remind you of the programs you want to watch. A Reminder tells the system you want it to let you know a program is about to come on. An Auto Tune will
automatically change to the correct channel when the program is about to start.

**Setting a Reminder Timer**

a. Press the **Guide** button on the remote control.

b. Navigate to future programs by using the arrow buttons on the remote to move the highlight through the **Guide**. Press **OK** on the program that you want to set the reminder for. Select **Set Reminder**. A yellow clock symbol on the **Guide** indicates that a Reminder Timer is set.

c. Press **Exit** to return to watching TV.

A **Reminder Timer** message will appear on your screen reminding you of the program just before it begins. Press **Info** to view the **Reminder** or press **Cancel** to exit out of the **Reminder**. When you press **Info** on the **Reminder** message, press **OK** on the program name to tune to the program.

**Setting an Autotune Timer**

a. Press the **Guide** button on the remote control.

b. Navigate to future programs by using the arrow buttons on the remote to move the highlight through the **Guide**.

c. Press **OK** on the program that you want to set the **Autotune** timer for. Select **Set Autotune**. An orange circle symbol on the **Guide** indicates that an **Autotune Timer** is set.

d. Press **Exit** to return to watching TV.

Before the program begins, an alert ⚠️ will appear on your screen giving you the option to tune in or **Cancel**. You can edit the **Autotune Alert Timer** notification to **0 seconds** (default), **30 seconds**, **2 minutes** or **5 minutes** through **Settings** on the **Menubar**.

**Infobar**

The Infobar provides quick access to information about the programs that are on now or will be on in the future.
You can access the Infobar three ways:

1. Press **Info** on your remote control. Press **Info** again to display a more detailed program description.
2. Press the **Up/Down** buttons on your remote control.
3. When changing channels, the **Infobar** will appear automatically.

**Navigate Using the Infobar**

When the Infobar is present on the screen, you can perform the following actions without leaving the channel you are on.

a. Press **OK** on the remote to **Record Program**, **Record Series**, or **Expand Info** for the current program you are viewing.

b. Navigate to other channels by pressing the **Up/Down** arrows and press **OK** to tune to that channel.

c. Navigate to future programs by pressing the **Left/Right** arrows. Press **OK** while viewing the **Infobar** for a future program to: **Schedule Event**, **Record Program**, **Record Series**, **Set Reminder**, **Set Autotune**, **Expand Info**. Use the arrow buttons on the remote to move the highlight through the actions and press **OK** to select.

**Whole-Home DVR**

Some of our set-top boxes come pre-installed with a Digital Video Recorder (DVR). With DVR, you can easily record the programs you want to watch and then view them whenever it’s convenient for you. Plus, a DVR lets you pause, rewind, and replay the action during live TV.

You have three video streams to record and watch on your main DVR box. You can watch one channel and record two shows or record one and watch two recordings from anywhere in your home.

**Using Your Whole-Home DVR**

**Record Live TV**

Record the show you are watching by pressing the Record button. The show will be recorded until it is scheduled to finish. To manually stop the recording before it is scheduled to finish, press **Stop**.

*only applicable for STB with DVR capabilities*
Record From Guide*

Use the Guide to navigate to the show you want to record. Press the Record button on your remote control to record the show.

Record By Search*

a. Navigate to the Menubar by pressing the Menu button, highlighting the Search icon, and pressing OK.
b. Press OK again to launch the on-screen keyboard and enter the first four letters of a show’s title. Press Done.
c. Arrow Down and highlight Search Guide and press OK. Select Extended and press OK.
d. Navigate to the program you want to record, highlight it, and press OK.
e. Arrow Down to Record Program for a one-time recording and press OK. Or arrow Down and highlight Record Series to record all episodes of the show.

View Recordings*

a. Press the PVR button on your remote control to launch the DVR menu.
b. Navigate to the show you want to view and press OK.
c. Play Recording will be highlighted, press OK again to view the show.
d. Press Fast Forward to advance the program. Press Fast Forward repeatedly to change the fast forward speed by 2, 4, 10, or 25 times. Rapid Fast Forward will advance the program 30 seconds.
e. Press Rewind to reverse the program. Press Rewind repeatedly to change the fast forward speed by 2, 4, 10, or 25 times. Rapid Rewind will rewind the program 60 seconds.*

Create a Series Recording*

a. Use the Guide to navigate to the show you want to record. Highlight the show and press OK.
b. Highlight the option Record Series and press OK.
c. Press OK again and highlight Edit Series Recording and press OK. This menu allows you to choose if you want to record All or New Only episodes to skip re-runs. You can also edit start and stop times for a series recording.

*only applicable for STB with DVR capabilities
Delete a Show*
a. Press the PVR button on your remote control to launch the DVR menu.
b. Navigate to the show you want to delete. Highlight Delete Recording and press OK.

Delete All Episodes of a Show*
a. Press the PVR button on your remote control to launch the DVR menu.
b. Navigate to the show folder you want to delete. Press OK.
c. Highlight one of the show episodes and press OK.
d. Highlight Delete All and press OK.

Control Live TV*
a. Press Pause on your remote control to pause the program. Programs can be paused for up to 30 minutes as long as the current channel is not changed.
b. To resume watching the program, press Play.
c. Press Rewind to reverse live TV or a recorded program.
d. Press Rewind repeatedly to change the rewind speed by 2, 15, 50, or 300 times. Follow the same process to Fast Forward live TV that has been paused.
e. Press Stop on your remote control to return to Live TV.

Manage DVR Recordings*
To access your DVR recordings, press Menu on the remote and arrow to select DVR. Here you can view current and future recordings, edit and cancel recordings, sort and prioritize recordings, schedule future events and timers, and review your DVR history.

View Recordings*
a. In the DVR menu, Arrow Down and highlight Recordings on the left menu and press OK. Next you have the option to sort your recordings by All, Date, Title, Channel and Viewed/Not.
b. Arrow Right and highlight the recording you want to view and press OK.
c. For a recording in progress, arrow Up/Down and highlight Play Recording, Lock, or Stop Recording.
d. For completed recordings, arrow Up/Down and highlight Play Recording, Lock, Delete Recording, or Edit Series Recording and press OK.

*only applicable for STB with DVR capabilities
View Future Recordings*

a. In the DVR menu, arrow Down and highlight To Record on the left menu and press OK. Next you have the option to sort your future recordings by Date, Title, Channel, Skipped/Not.
b. Arrow Right and arrow Up/Down to view future recordings. Press Page Up/Down on the remote to navigate through the list one page at a time.
c. To edit a future recording, highlight the recording on the right menu and press OK.
d. For Series Recordings, arrow Up/Down and highlight Edit Recording and press OK to change the start and end time.
e. Highlight Edit Series Recording and press OK to change the channels on which to record the program, whether the program should record in Standard or High Definition, to record New Only or All Episodes, to Start the program early or End the program late, and to Limit the number of episodes to record.

Schedule Priority*

a. Arrow Down and highlight Schedule Priority on the Left Menu and press OK. Next, you have the option to change the priority of your scheduled recordings.
b. Highlight the recording, press OK, next arrow Down the list to either Move Down, Move Up, Edit Series Recording, or Cancel Series Recording, and press OK. The list is sorted with the highest priority recordings at the top of the list. In the event of a scheduling conflict, the programs with higher priority will record instead of a lower priority program.

Schedule Event*

Scheduling an event is ideal when you want to record or watch only a portion of a program on a reoccurring basis.

a. In the DVR menu, arrow Down and highlight Schedule Event on the Left Menu and press OK.
b. The Scheduled Events screen lists all the information about the channel, start time and duration, date and frequency of recording. If anything is not correct, highlight the incorrect item and press OK.
c. Arrow Up or Down to enter the correct information and press OK.

Set the Event*

a. In the Schedule Event menu, arrow Down and highlight Type and press OK. The highlight will become Left/Right arrows.

*only applicable for STB with DVR capabilities
b. Arrow Left or Right until you see the event type you want (Recording, Autotune, Reminder), then press OK.

**Set Event Frequency**

a. In the Schedule Event menu, Arrow Down and highlight Freq and press OK. The highlight will become Left/Right arrows.
b. Arrow Left or Right until you see the frequency you want (Single, Weekly, M-F, Every Day), then press OK.
c. Arrow Down and highlight OK on the Schedule Event screen and press OK. You will be returned to DVR Menu and press Exit to return to the Guide.

**Record History***

In the DVR menu, arrow Down to Record History and press OK. Arrow Down the list to see the log of the past 100 DVR events that were started, stopped, skipped, or deleted.

**Lock or Unlock a Recording***

a. Press Menu on the remote and arrow to select DVR.
b. Navigate the highlight to the list of the recordings on the right of the screen.
c. Highlight a recording and press OK.
d. Arrow Down the list to Lock and press OK. A lock icon will appear in front of the title of the program that is locked. This will prevent your recording from being deleted to make space for a new recording.
e. To unlock, repeat the same process and highlight Unlock and press OK.

**Settings**

The Settings menu enables you to set viewing and hardware preferences for your TV service. You can change the settings for Caller ID, Parental Controls, and Autotune Alerts. This is where you also go to adjust your audio, video, and captioning settings and to reboot your digital box.

To access Settings, press Menu on your remote control, navigate the highlight to Settings and press OK. Next, enter your account password.

**Parental Controls**

Many parents are concerned about their children watching unsuitable programming. To offer parents more control over the programming and content their children can access, Parental Controls enable parents to selectively block programming by channel or rating.

*only applicable for STB with DVR capabilities*
Note: *Parental Controls* will not appear until you have created Parental Control in *Settings*.

**Enable Parental Controls**

a. Press *Menu* on your remote control, navigate the highlight to *Settings* and press *OK* on the remote control.

b. Enter your account password and press *OK*.

c. Under *Preferences*, navigate the highlight to *Parental Control*, press *OK* to check the box, navigate the highlight to *Submit* and press *OK*.

**Modify Parental Controls Settings**

a. Navigate back to *Settings* and enter your account password. Arrow *Down* to *Users* and press *OK*. Arrow *Down* and highlight *Users*, press *OK*.

b. Arrow *Right* and highlight *Parental Control*, press *OK*.

c. Arrow *Right* and *Up/Down* to check the controls you want to activate for your family. Once you have finished your selections, arrow *Down* to *Submit*, and press *OK*.

d. Press *Exit* on your remote control to leave *Settings*.

**Channel Blocking**

Channel Blocking enables or disables the list of channels you have blocked. Programs on blocked channels cannot be watched regardless of the rating of the program(s) being shown. To enable or edit *Channel Blocking*, navigate to *Settings*.

**Enable & Edit Channel Blocking**

a. Click *Preferences* in the *Settings* menu. Arrow *Right* and highlight the check box next to *Channel Blocking*, press *OK*.

b. Arrow *Right* and highlight *Right* to *Edit*, press *OK*.

c. A list of channels included in your package will appear on the right side of the screen. Arrow *Up/Down* through the list and press *OK* on each channel that you want to block. A lock icon will appear to the right.

d. Once you have finished your selections, arrow *Right* to *Update*, and press *OK*.

e. Arrow *Down* and highlight *Submit*, press *OK*. 
Caller ID

Caller ID allows your TV to display Caller ID text when your telephone rings.

Enable Caller ID

Click **Preferences** in the **Settings** menu. Arrow **Right** and highlight the check box next to **Caller ID**, press **OK**. The checkmark means it’s enabled.

Caller ID Timeout

Caller ID Timeout is the amount of time the Caller ID information will be displayed on your screen. **To edit this amount of time:**

a. Highlight the the area next to Caller ID Timeout, press **OK**.

b. Right or left arrow to the appropriate amount of time that you would like your Caller ID information to be shown for.

Favorites

It’s easy to enjoy the channels you watch the most with personalized Favorites lists. You can create multiple Favorites lists and quickly change the Guide to display one list in particular.
Create/Edit a Favorites List

a. Press Menu on your remote control, navigate the highlight to Favorites, and press OK on the remote control.

b. Arrow Down, highlight Create, and press OK.

c. With the name highlighted at the top, press OK again to edit your favorites name. Navigate the highlight to Clear, next use the Up/Down/Left/Right arrows to highlight the letters on the on-screen keyboard to enter the name of the list.

d. Navigate the highlight to Done and press OK.

e. Arrow Up/Down to select the channels you want to add to your list. Highlight the channel, press OK on the remote control, and the favorites icon will appear on the right of the channel you select. Continue to add or remove channels from your favorites lists by repeating these steps.

f. When you are finished making your selections, arrow Right, highlight Update, and press OK.

Now you can view only your favorite channels in the Interactive Guide. Repeatedly press Guide on your remote control to cycle through your favorites lists. Once you have cycled through all favorites lists, the Guide will exit.

Delete a Favorites List

a. Press Menu on your remote control, navigate the highlight to Favorites, and press OK on the remote control.

b. Arrow Down, highlight Delete, and press OK.

c. Arrow Up/Down to select the favorite list to delete and press OK to highlight the list. Navigate the highlight Down to OK, and press OK on your remote control.

d. A box will appear asking you to confirm that you want to delete the selected favorites list. Highlight Yes to delete or No to Cancel, and press OK.

Search

Search for a word across the Guide, VOD, DVR, Catchup TV and Cloud TV.
To Search

a. Press **Menu** on your remote control, navigate the highlight to **Search**, and press **OK** on the remote control.

b. The **Enter Text** box is highlighted. Press **OK**.

c. Use the **Up/Down/Left/Right** arrows to highlight the letters on the on-screen keyboard to enter the search keyword. The fewer letters used in the search, the better chance you have of finding what you want.

d. Navigate the highlight to **Done** and press **OK**.

e. Arrow **Down** so **Search** is highlighted and press **OK**.

f. The search results in order appear on the right side of the screen. Navigate the highlight to the list and press **OK** to:
   a. Tune to a program if it is currently on. OR
   b. The **Menu** will appear that will enable you to **Schedule Event**, **Record Program**, **Set Reminder**, **Set Autotune**, and view **Expanded Info** for the program you highlighted. Arrow **Down** and highlight the command or highlight **Cancel** and press **OK** to return to the search results.

My Library

My Library is a repository of all your purchased movies and programs, as well as your messages and reminders. If you subscribe to Caller ID service, it also maintains a list of recent calls.

Using My Library

Press **Menu** on your remote control, navigate the highlight to **My Library**, and press **OK** on the remote control. Select one of the following content/event categories that you want to view:

- **Video** displays movies that you recently purchased.
- **PPV Events** displays programs that you recently purchased.
- **Pay Per Block** displays the block of time that you recently purchased.
- **Sports Packages** displays sports packages that you recently purchased.
- **Reminders** displays a list of future reminders and autotune timers.
• **Messages** displays messages related to DVR recordings, system announcements, or billing alerts.

• **Caller ID** displays a list of information about received calls, such as the name and number of the caller, and the date and time of the call.

## Video-on-Demand (VOD)

Video-on-Demand is a service where you can find on-demand TV shows, movies, and music that you can watch at any time. There is both free and paid content, but we will always ask you before we charge you for any paid content.

The tabs on the top of the screen indicate the categories for the content you can watch. It ranges from particular channels like YTV On Demand, to Movies on Demand where you can find the latest released VOD movies.

### To Access VOD Content

a. To access the VOD menu, either tune to channel 100 or click the blue button ● on your remote control.

b. Use your arrow keys to navigate the VOD content. The tabs on the top show the categories, everything below that shows the content within that highlighted category.

### To Access Free VOD Movies

a. Use the green button ● to access only the free VOD content.

### To Access Paid VOD Movies

a. Use your arrow keys to navigate to the tab **Movies on Demand**. Press **OK**.

b. New Releases will always be at the top. Below that, you can find other categories for movies you may wish to watch.

c. Use your arrow keys or the search function ● to find the movie you wish to purchase. At this point you can either **View Trailer**, get **More Info**, or **Pay** to watch the movie (valid for 2 days). After you click for Payment, a popup screen will ask you for confirmation. Highlight **Confirm** and click **OK** to approve the purchase.