TV GUIDE

inside i-Guide™

User's Reference Manual

i-Guide™

The Power of i.™

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Welcome to **The Power of i™**.

Introducing the all new interactive program guide from **TV Guide**.
i-Guide™ gives you The Power of i. It's 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.

i-Guide displays 90 minutes of program listings. Best of all, it's so easy to use, 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. In no time, you'll be able to **Set Reminders**, **Favorites**, **Parental Locks**, and use our **Mini Guide** to find out what's next, while you continue to enjoy great TV.

With **i-Guide**, the world of television is at your fingertips.
That's The Power of i.

Use this Reference Guide to get started enjoying your Digital Cable……

Digital Cable Box (Set-Top Box)

Motorola DCT6208



Your **DVR** service features the Motorola DCT6208 with built in **DVR** (**Digital Video Recorder**) which gives you total control over what you watch and when you watch it. Your **DVR** allows you to store and access TV programs — functioning like a VCR, but without videotape. With your **DVR** you can also pause live TV and record shows through **i-Guide**, across multiple channels and time slots.

Recording Capacity

The recording capacity on the **DVR** depends on the video format of the programming you wish to record. Here are some guidelines for determining recording capacity:

- Analog TV Shows (not digital) – Typically analog cable channels are channels 2 through 78, but may vary depending on your cable system. Recording capacity is up to 25 hours.
- Digital TV Shows (compressed) – Typically digital cable channels are channels 100 and above, but vary depending on your cable system. Recording capacity is between 30 and 60 hours.
- High Definition TV Shows (HDTV) – Shows that are broadcast in HD may be recorded in the same format, provided your **DVR** is connected to a High Definition Television. Recording capacity is up to 10 hours.

The DCT6208 Front Panel

The DCT6208 front panel has 12 keys and an LED display. Use the keys to perform basic functions such as access the interactive program guide, navigate menus, and purchase **On Demand** (**OND**) and **Pay-Per-View** events.

	Key	Description
1	LED	Displays the channel number or time of day. There are four indicator lights on the LED screen: • MSGS - the DCT6208 has received **Messages** for you to read • A/B - the RF bypass is active • ON - the DCT6208 is powered on • REMOTE - the remote control is in use
2	▲▼◀▶ CURSOR	Moves the cursor around the program guide and menu screens.
3	MENU	Displays the **Main Menu**.
4	POWER	Turns the device on or off.
5	INFO	Displays the current channel and program information.
6	A/B	Use to manually enable the RF bypass function. You must have a cable-ready TV for this function to operate. (Optional Feature)
7	SELECT	Selects menu options, **On Demand** programming, **Pay-Per-View** events or programs from the program guide.
8	GUIDE	Displays the program guide.
9	CHANNEL + CHANNEL -	Changes the channels by moving up or down.
10	SMART CARD SLOT	Not currently enabled – intended for future use.

There are also inputs for a Universal Serial Bus (USB), audio/video jacks and a Smart Card slot. These inputs are for future applications under development and are not enabled on this unit.

The DCT6208 Back Panel

The rear panel of the DCT6208 consists of three types of interfaces - audio, video and data. The table following this drawing describes each connection and its use.



	Key	Description
1	TO TV/VCR	This coaxial output connector is used to connect the DCT6208 to a TV or VCR operating on channel 3 or 4.
2	CABLE IN	The CABLE IN connector receives the incoming signal from your cable service provider.
3	ETHERNET	Not currently enabled - intended for future use.
4	AUDIO IN R AUDIO IN L	These connectors are used to connect a set-top between a peripheral audio device such as a CD player and a stereo tuner or A/V receiver. In the current DCT6208 release, the audio from the peripheral device will pass through the DCT6208 when it is turned off.
5	SPDIF	The orange coaxial SPDIF connector is a digital output connection that carries Dolby Digital 5.1 audio or PCM audio. It is used to connect the DCT6208 to a stereo tuner or A/V receiver to provide surround-sound, theater-style audio.
6	VIDEO IN VIDEO OUT	The VIDEO IN connector accepts a baseband video input from a VCR, camcorder or other video device. (Not currently enabled.) The VIDEO OUT connector is used to deliver baseband video to an external device such as a VCR or TV.
7	OUTLET	This AC outlet may be used to plug your TV into the DCT6208 as a convenient additional outlet.
8	IR	This connector enables the DCT6208 to control a VCR while recording a selected program. Not all electronic program guides support this feature.
9	USB	Not currently enabled - intended for future use.
10	DVI-D	Digital Video Interface. To connect High Definition monitor or High Definition television.
11	AUDIO OUT R AUDIO OUT L	The RCA phono-type connectors are used to deliver audio to a stereo receiver.
12	Y Pb Pr	These connectors are used to deliver component video to an HD-ready TV or monitor. Though capable of delivering standard definition video to your TV or monitor, these cables are necessary to deliver High Definition video.
13	TV PASS CARD	For future use.
14	S-VIDEO	This connector is used to deliver high quality, standard definition video to external devices that accept S-Video inputs, such as a high-end VCR or TV.
15	OPTICAL SPDIF	The OPTICAL SPDIF connector is an optical digital output connection that carries Dolby Digital 5.1 audio or PCM audio. It is used to connect the DCT6208 to a stereo tuner or A/V receiver to provide surround-sound, theater-style audio.
16	IEEE 1394	Firewall Digital Interface. To connect High Definition monitor or High Definition television.
17	POWER INLET	For the female end of the supplied power cord.

Important Safety Instructions

Please refer to the Motorola DCT6208 User Guide for complete safety and operating instructions. The Motorola DCT6208 has been designed to operate reliably in a well-ventilated household environment. Slots and openings in the unit cabinet are provided for ventilation. These openings should never be blocked. As such, do not place the product on a bed, sofa, rug, or similar surface.

- Position the DCT6208 with at least 2 inches of space above and on all sides.
- Do not block the slots and openings in the DCT6208.
- Do not place anything on top of the DCT6208.
- Do not position the DCT6208 in an enclosed space that would restrict airflow around the unit.
- Do not position the DCT6208 near any external heat source that could raise the temperature around the unit.

Motorola DCT2500



The Motorola DCT2500 set-top, the next generation of the successful DCT2000 platform, adds increased memory, more processing power, and better graphics capabilities. All of which enables the DCT2500 to support additional interactive applications, guide enhancements, increased performance and true "watch and surf" capabilities while viewing the IPG.

The DCT2500 Front Panel

The DCT2500 front panel has 12 keys and an LED display. Use the keys to perform basic functions such as access the interactive program guide, navigate menus, and purchase **On Demand** (**OND**) and **Pay-Per-View** events.

	Key	Description
1	LED	Displays the channel number or time of day. There are four indicator lights on the LED screen: • MSGS - the DCT2500 has received **Messages** for you to read • A/B - the RF bypass is active • ON - the DCT2500 is powered on • REMOTE - the remote control is in use
2	▲▼◀▶ CURSOR	Moves the cursor around the program guide and menu screens.
3	MENU	Displays the **Main Menu**.
4	POWER	Turns the device on or off.
5	INFO	Displays the current channel and program information.
6	A/B	Use to manually enable the RF bypass function. You must have a cable-ready TV for this function to operate. (Optional Feature)
7	SELECT	Selects menu options, **On Demand** programming, **Pay-Per-View** events or programs from the program guide.
8	GUIDE	Displays the program guide.
9	CHANNEL + CHANNEL -	Changes the channels by moving up or down.
10	SMART CARD SLOT	Not currently enabled – intended for future use.

There are also inputs for a Universal Serial Bus (USB), audio/video jacks and a Smart Card slot. These inputs are for future applications under development and are not enabled on this unit.

The DCT2500 Back Panel

The rear panel of the DCT2500 consists of three types of interfaces - audio, video and data. The table following this drawing describes each connection and its use.

	Key	Description
1	TO TV/VCR	This coaxial output connector is used to connect the DCT6208 to a TV or VCR operating on channel 3 or 4.
2	CABLE IN	The CABLE IN connector receives the incoming signal from your cable service provider.
3	ETHERNET	Not currently enabled - intended for future use.
4	AUDIO IN R AUDIO IN L	These connectors are used to connect a set-top between a peripheral audio device such as a CD player and a stereo tuner or A/V receiver. In the current DCT2500 release, the audio from the peripheral device will pass through the DCT2500 when it is turned off.
5	SPDIF	The orange coaxial SPDIF connector is a digital output connection that carries Dolby Digital 5.1 audio or PCM audio. It is used to connect the DCT2500 to a stereo tuner or A/V receiver to provide surround-sound, theater-style audio.
6	VIDEO IN VIDEO OUT	The VIDEO IN connector accepts a baseband video input from a VCR, camcorder or other video device. (Not currently enabled.) The VIDEO OUT connector is used to deliver baseband video to an external device such as a VCR or TV.
7	OUTLET	This AC outlet may be used to plug your TV into the DCT2500 as a convenient additional outlet.
8	IR	This connector enables the DCT2500 to control a VCR while recording a selected program. Not all electronic program guides support this feature.
9	USB	Not currently enabled - intended for future use.
10	DVI-D	Digital Video Interface. To connect High Definition monitor or High Definition television.
11	AUDIO OUT R AUDIO OUT L	The RCA phono-type connectors are used to deliver audio to a stereo receiver.
12	Y Pb Pr	These connectors are used to deliver component video to an HD-ready TV or monitor. Though capable of delivering standard definition video to your TV or monitor, these cables are necessary to deliver High Definition video.
13	TV PASS CARD	For future use.
14	S-VIDEO	This connector is used to deliver high quality, standard definition video to external devices that accept S-Video inputs, such as a high-end VCR or TV.
15	OPTICAL SPDIF	The OPTICAL SPDIF connector is an optical digital output connection that carries Dolby Digital 5.1 audio or PCM audio. It is used to connect the DCT2500 to a stereo tuner or A/V receiver to provide surround-sound, theater-style audio.
16	IEEE 1394	Firewall Digital Interface. To connect High Definition monitor or High Definition television.
17	POWER INLET	For the female end of the supplied power cord.



Important Safety Instructions

Please refer to the Motorola DCT2500 User Guide for complete safety and operating instructions. The Motorola DCT2500 has been designed to operate reliably in a well-ventilated household environment. Slots and openings in the unit cabinet are provided for ventilation. These openings should never be blocked. As such, do not place the product on a bed, sofa, rug, or similar surface.

- Position the DCT2500 with at least 2 inches of space above and on all sides.
- Do not block the slots and openings in the DCT2500.
- Do not place anything on top of the DCT2500.
- Do not position the DCT2500 in an enclosed space that would restrict airflow around the unit.
- Do not position the DCT2500 near any external heat source that could raise the temperature around the unit.

Motorola DCT2000



The Motorola DCT2000 set-top platform, the world's most widely deployed digital set-top, offers the capability of supporting multiple interactive services including Interactive Program Guides (IPG), **On Demand** (**OND**), Internet access, e-mail, e-commerce, chat rooms, and impulse **Pay-Per-View**.

The DCT2000 Front Panel

The DCT2000 front panel has 12 keys and an LED display. Use the keys to perform basic functions such as access the interactive program guide, navigate menus, and purchase **On Demand** (**OND**) and **Pay-Per-View** events.

	Key	Description
1	LED	Displays the channel number or time of day. There are four indicator lights on the LED screen: • MSGS - the DCT2000 has received **Messages** for you to read • A/B - the RF bypass is active • ON - the DCT2000 is powered on • REMOTE - the remote control is in use
2	▲▼◀▶ CURSOR	Moves the cursor around the program guide and menu screens.
3	MENU	Displays the **Main Menu**.
4	POWER	Turns the device on or off.
5	INFO	Displays the current channel and program information.
6	A/B	Use to manually enable the RF bypass function. You must have a cable-ready TV for this function to operate. (Optional Feature)
7	SELECT	Selects menu options, **On Demand** programming, **Pay-Per-View** events or programs from the program guide.
8	GUIDE	Displays the program guide.
9	CHANNEL + CHANNEL -	Changes the channels by moving up or down.
10	SMART CARD SLOT	Not currently enabled – intended for future use.

There are also inputs for a Universal Serial Bus (USB), audio/video jacks and a Smart Card slot. These inputs are for future applications under development and are not enabled on this unit

	Key	Description
1	TO TV/VCR	This coaxial output connector is used to connect the DCT2000 to a TV or VCR operating on channel 3 or 4.
2	CABLE IN	The CABLE IN connector receives the incoming signal from your cable service provider.
3	ETHERNET	Not currently enabled - intended for future use.
4	AUDIO IN R AUDIO IN L	These connectors are used to connect a set-top between a peripheral audio device such as a CD player and a stereo tuner or A/V receiver. In the current DCT2000 release, the audio from the peripheral device will pass through the DCT2000 when it is turned off.
5	SPDIF	The orange coaxial SPDIF connector is a digital output connection that carries Dolby Digital 5.1 audio or PCM audio. It is used to connect the DCT2000 to a stereo tuner or A/V receiver to provide surround-sound, theater-style audio.
6	VIDEO IN VIDEO OUT	The VIDEO IN connector accepts a baseband video input from a VCR, camcorder or other video device. (Not currently enabled.) The VIDEO OUT connector is used to deliver baseband video to an external device such as a VCR or TV.
7	OUTLET	This AC outlet may be used to plug your TV into the DCT2000 as a convenient additional outlet.
8	IR	This connector enables the DCT2000 to control a VCR while recording a selected program. Not all electronic program guides support this feature.
9	USB	Not currently enabled - intended for future use.
10	DVI-D	Digital Video Interface. To connect High Definition monitor or High Definition television.
11	AUDIO OUT R AUDIO OUT L	The RCA phono-type connectors are used to deliver audio to a stereo receiver.
12	Y Pb Pr	These connectors are used to deliver component video to an HD-ready TV or monitor. Though capable of delivering standard definition video to your TV or monitor, these cables are necessary to deliver High Definition video.
13	TV PASS CARD	For future use.
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16	IEEE 1394	Firewall Digital Interface. To connect High Definition monitor or High Definition television.
17	POWER INLET	For the female end of the supplied power cord.

Important Safety Instructions

Please refer to the Motorola DCT2000 User Guide for complete safety and operating instructions.
The Motorola DCT2000 has been designed to operate reliably in a well-ventilated household environment. Slots and openings in the unit cabinet are provided for ventilation. These openings should never be blocked. As such, do not place the product on a bed, sofa, rug, or similar surface.

• Position the DCT2000 with at least 2 inches of space above and on all sides.

• Do not block the slots and openings in the DCT2000.

• Do not place anything on top of the DCT2000.

• Do not position the DCT2000 in an enclosed space that would restrict airflow around the unit.

• Do not position the DCT2000 near any external heat source that could raise the temperature around the unit.

*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** to make your selection.
* Press the **EXIT** button on your remote to return to watching TV.

Remote Control Features

Lock
Restrict viewing with Parental Locks

Help
Learn more about a feature

Exit
Return to watching television

Guide
See program listings for the current time

Day*
See listings for the next or previous day

Numbers
Press channel numbers, then **OK/SEL** to tune to a channel

Music
See digital music channels

VCR Controls
Controls VCR, **ON DEMAND** and **Digital Video Recording** (if available)



Info
See program information

Arrows
Use to highlight guide features, or while watching television, press to begin browsing. Note: Arrows control playback of recorded programs with **DVR**

CHAN
Change channels and access the **Flip Bar**

OK
Select a highlighted item; or while watching a program, press to display or remove the **Flip Bar** or **Mini Guide**

MENU
Enter and exit the **Main Menu**

LAST
Return to the previous screen or channel

FAV
Tune to your Favorite channels, once you set them up

PAGE
Scroll to the next or previous page of listings

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

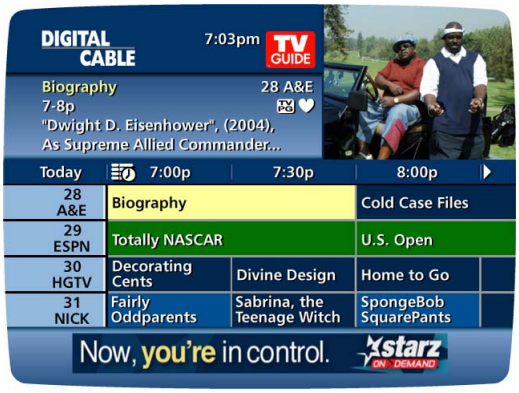
*Amount of programming data varies by system.

Your Access to Digital Cable

Main Menu

i-Guide's Main Menu* gives you easy access to all the features of digital cable. Simply press **MENU** twice on your remote, then select from the options available, including TV **Listings By Time**, viewing options by category, **Parental Locks**, **Favorites**, **Local Weather** and more.





On-Screen Program Guide

The on-screen guide is your source for finding out what's on your digital cable service. The program guide for **i-Guide** provides 90 minutes of listings on each screen. As you navigate throughout the guide, your current selection is highlighted in yellow, and a program or feature description appears on screen. Press **GUIDE** on your remote to access TV Listings for the current time.

Quick Menu

The **Quick Menu** feature provides shortcuts to the key features of your program guide and digital cable service. Simply press **MENU** on your remote to access **Quick Menu**. The **Quick Menu** will appear over any video or guide screens when the **MENU** button on your remote is selected. The **Quick Menu** is designed to allow you to launch directly into **i-Guide** features without having to navigate through a series of menus.



*Menu selections vary depending on the services you cable provider offers.

Guide Symbols to Know – Quick Menu Icons

These icons may appear in **Quick Menu***, depending on the services your cable provider offers. Highlight and select the icon with your remote and you will immediately access the area indicated.

	**Guide Main Menu**		**Digital Recordings**
	**Search Menu**		**On Demand Menu**
	**Pay-Per-View Listings**		**Digital Music Listings**
	**Favorites List**		**Movies Search Menu**
	**Kids Search Menu**		**Listings By Time**
	**Sports Search Menu**		**Guide Setup Menu**
	**Listings By Channel**		**Pay-Per-View Events**
	**Message Center**		**Pay-Per-View by Title**

*Menu selections vary depending on the services you cable provider offers.

Search Categories and Listings

Finding something to watch is easy with **i-Guide**. View program listings the way you want, including **Listings By Time** and **By Channel** or, by category such as Movies, Sports, Children and more. Select a **Search** category from the **Main Menu** or **Quick Menu** to display listings.



You can narrow your program options by theme using subcategories provided.*





TV Listings

TV Listings appear in a grid format with channel numbers and network call letters down the left side and times along the top. Listings are color coded to help you identify different types of programs:

Blue – Regular programs
Purple – Movies
Green – Sports
Light Blue – Children's programs



*Amount of programming data varies by system.

Navigating Listings

- Make a selection from one of the **i-Guide** menus, or just press **GUIDE** on your remote to go to program listings for the current hour.
- Use the ▲▼ buttons on your remote to navigate program titles, and the ◀▶ buttons to see program listings for later that day and for future days.
- For faster searching:
  - Use the **PAGE** ▲▼ buttons on your remote while in the listings
    or
  - Press the **DAY** ◀▶ buttons on your remote to advance ahead a day at a time.
- Press **INFO** on your remote to see detailed program information.
- Highlight a program title and press **OK**. If the program is on now, you will tune to it. If the program is on later, you will see an information screen that provides program details and other features.

Guide Tip Press and hold ◀▶ to rapidly move ahead in the listings.

Listings By Channel



- Select **Listings By Channel** on the **Main Menu** to see listings organized **By Channel**.
- Press the ◀▶ button to see listings for the next channel in sequence.
- Use the ▲▼ or the **PAGE** ▲▼ buttons on your to navigate listings.
- Highlight your selection and press **OK** to tune to it if the program is airing now, or press **INFO** to see program information if the program airs at a later time.

A-Z Title Search

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

- Select **A-Z Title Search** from the **Search Menu** and use the ▲▼ buttons until the letters you want appear in the boxes.
- Advance to the next box by pressing the ▶ button on your remote.
- Continue entering letters until the program you are looking for appears in the listings.
- Press **OK** to jump to see your sesarch results. Highlight a program you want to watch and press **OK.**



Adult Programming

The Adult category, accessed from the **PPV 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 Locks**. See **Parental Locks** section for more information.

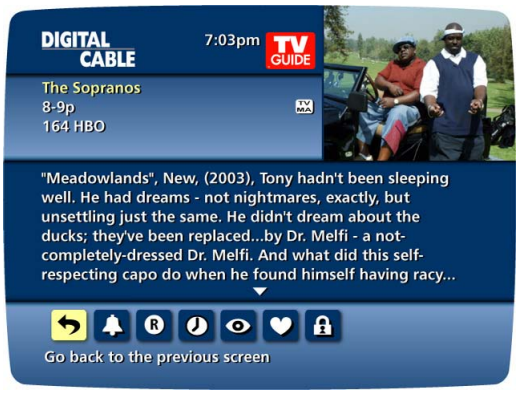
Program Information

i-Guide provides **Instant Information** while you view program listings so you see a brief overview of the program at a glance. **Instant Information** includes program title, start/end time, program rating, a brief program description and helpful indicators that identify your settings, such as **Reminders** **Recordings** and **Favorites** .



If you want to access more information on a program while viewing listings or watching TV, press the **INFO** button on your remote. Here you can read a longer description about the program as well as additional details such as release year, category and runtime.





Action Icons

From the Program Information screen, you can perform a number of actions by using the **Action Icons** at the bottom of the screen, such as set a **Reminder** or see upcoming air times for a program. Use the ◂▸ arrow buttons to highlight each icon, and a description appears below.



Guide Symbols To Know - Action Icons

Go back to the previous screen

Watch this program

Record/Change Record Options*

Place a Lock on the program to restrict viewing

Display all the Times the program will be airing

Set a Reminder for this program

Save the channel in your Favorites list

BUY **Order PPV and other pay services**

Guide Tip With **i-Guide**, you can look ahead to see listings and schedule recordings for programs airing in the future. The amount of data you will find varies by cable system.

* Requires separate VCR Setup or use of Digital Video Recorder.

Reminders

With **i-Guide**, you can set **Reminders** so you don't miss shows you want to watch.

Setting Reminders

From a Program Information screen, highlight the **Icon** from **Quick Menu** and press **OK**. Follow the on-screen prompts to confirm the **Reminder** or set **Reminder Options**.



Reminder Options

Reminder Options let you customize the frequency and timing for **Reminders**.

- Use the ◂▸ buttons to set repeating **Reminders** that will appear Once, Once a Day, Once a Week, Mon-Fri or Sat-Sun.
- Determine the Start Time for the **Reminder** to appear on screen, up to 15 minutes prior to the program start.
- **Reminder** End Time enables you to extend the reminder period beyond the end of the program up to 2 hours after the program is over.
- When you set a **Reminder**, you have the option of bypassing locks* you placed on the program. You can then tune directly to the program from the **Reminder** without having to enter your **Locks PIN**, if you have set one up (See **Parental Locks** section for more information).



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

Smart Channel Surfing (Flip & Mini Guide)

Flip

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

- Press **CHAN** ▲▼ to change channels and see the **Flip Bar** on screen.
- When you find a program you like, press **OK** 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 on the remote.



Mini Guide (Browse)

The **Mini Guide** screen allows you to watch television and view program listings without having to leave the program you are watching or go to the full screen guide. **Mini Guide** is seen on the lower 1/3 of your television screen and displays two channels and 90 minutes of listings. To access **Mini Guide,** press the **OK** button on your remote. Use the ▲▼ arrows to see listings on other channels and the ◀▶ arrows to see listings at other times. At anytime, press **INFO** to see additional information about that program.

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

Digital Music

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

To access Digital Music:

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



You can press **INFO** for more information on each category.

Then select a music format and enjoy the music.

As you're listening, press **INFO** for more information on title, track and artist. *



Guide Tip 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.

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

Local Weather

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

- Highlight **Local Weather** from the **Main Menu** and press **OK**.
- Use the ▼ 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** to read it.





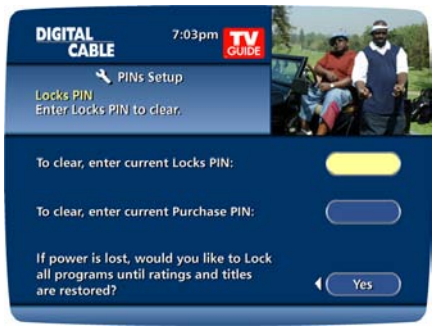
Parental Locks and Purchase PINS

Parental Locks allow you to restrict viewing and purchases of TV programming based on your viewing preferences. Set a personalized 4-digit **PIN** and you can place **Locks** on selected ratings, channels and titles. You can also hide adult titles from being displayed on screen.

PINS Setup

Set up and change your **Parental Locks PIN** and **Purchase PIN** in **PIN Setup**. Your **Parental Locks PIN** allows you to restrict viewing of programs. Your **Purchase PIN** is used to restrict pay programming purchases.

- Select **Setup** from the **Main Menu**
- Select **PINs Setup**
- Follow the on-screen prompts to setup, clear, or change your **PINs**





Parental Locks Setup

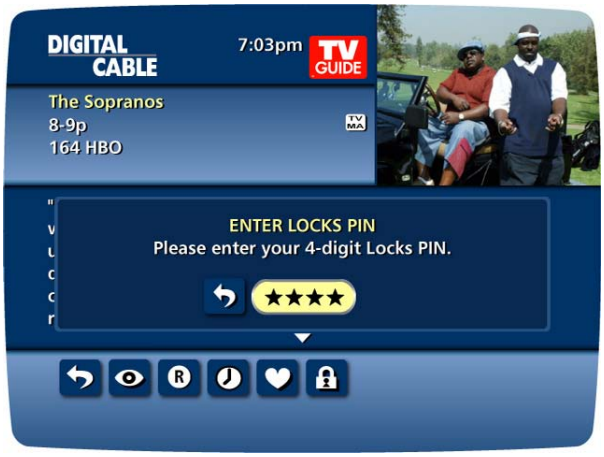
Set **Locks** anytime in the guide or while watching television. Just press the **LOCK** button on your remote, or use the **Icon** on an information screen. Enter your 4-digit **Parental Locks PIN** and **Lock** the channel, title or rating using the on-screen prompts.

You can also set **Locks** from the **Setup Menu**. From the **Main Menu** select **Setup**, then **Locks Setup**. Use the ▲▼ ◀▶ buttons to make your selections, including title, rating or channel and then press **OK** to confirm each setting.



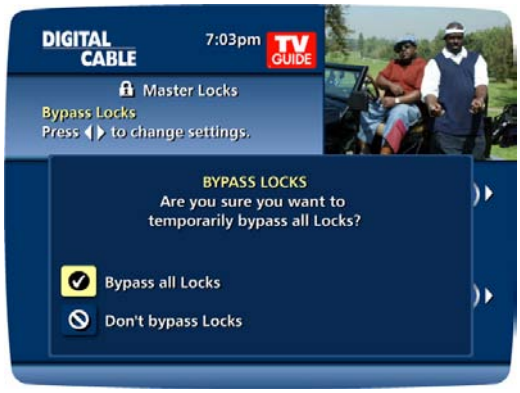
View Locked Programs

To view programs and channels you have locked, tune to the program or select it from the listings. Enter your **PIN** when prompted.



Bypass or Clear Locks

Temporarily open or clear all **Locks** for easier viewing. Select **Master Locks** from the **Locks Setup** screen and change the option from **No** to **Yes**.



Restore Locks

Locks may be restored in any of the following ways:

- Press the **LOCK** button anytime and enter your 4-digit **PIN.**
- Select **Locks Setup** from the **Setup Menu**, then select **YES** to turn **Locks** back on.
- Turn the set-top box off, and back on.

Guide Tip A 🔒 symbol appears in the instant information to indicate a program has been locked To unlock, press the **LOCK** button on the remote and enter your 4-digit code.

Favorites

The **Favorites** feature allows you to quickly access the channels you have designated as your **Favorites**.



To add channels to your **Favorites** listings:

- Select **Setup** from the **Main Menu**
- Select **Favorites Setup**
- Highlight a channel and press **OK** - a ♥ indicator will appear next to the listing, designating it as a **Favorite**

To remove a channel from your **Favorites**, highlight it in Favorites Setup and press **OK.** The ♥ indicator disappears and the channel will no longer be designated as a **Favorite**.

Select **Favorites** from the **Main Menu** or ♥ from the **Quick Menu** to see a list of your **Favorite** channels.



While you are in TV Listings, press the **FAV** button on your remote to move the highlight to your next favorite channel. While watching TV, press **FAV** to quickly tune to your favorites.

Guide Tip You can also use the **Favorites** feature within Digital Music listings or while listening to Digital Music. Press the **FAV** button to navigate through your favorite music channels.

Setup

You can activate and customize certain **i-Guide** features such as the **Flip Bar Posistion**, **Lock** options, Cable Box settings, Audio settings and Languages from the **Setup Menu**.

Guide Setup

Use your remote to select **Setup** from the **Main Menu**, then select **Guide Setup**. Use the ◀▶ buttons to select from the following setup options:



- **Flip Bar Position** – The **Flip Bar** can appear either at the top or bottom of your screen.
- **Flip Bar Timeout** – Change the amount of time in which the **Flip Bar** will stay on your screen from 3 to 15 seconds.
- **Auto-Tune** –
  - **Yes** – Automatically tunes after 2 seconds when you enter numbers directly on your remote.
  - **No** – Enter 3 digits or press **OK** after entering numbers on the remote.
- **Message** – Select **On** to make the message envelope appear when a new message is received.
- **Reminder Notice** – Adjust the amount of time before the start of a program in which the **Reminder Notice** will appear from 1–15 minutes.
- **Listing Grid Height** – Adjust the listings for single- or dual-height grid display.

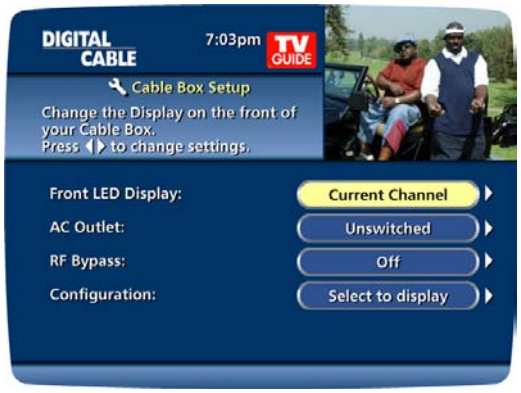


Cable Box Setup

Time Display –
- **Off** - Displays the currently tuned channel on the front of the cable box.
- **On** - Displays the current time on the cable box.

AC Outlet –
- **Switched** - Determines that power is available only when the cable box is on.
- **Unswitched** - Means that power is always available to the outlet on the back of the cable box.

See Configuration –
- Highlight and press **OK** to show the configuration screen (includes information your cable company may need in the event of a problem with your service).



Audio Setup

Default Audio Language – Change secondary digital audio available with certain networks and programs. Press ◆▶ buttons to change the default language to English, Spanish, French or Portuguese.

Optimal Stereo Volume -

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

Dolby Digital –

- **ON** – Turns Dolby Digital on (available only for equipment supporting Dolby Digital).
- **OFF** – Turns Dolby Digital off.

Audio Output - Choose if the audio output goes to your TV or to your stereo.

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

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.

Text Language Setup

- From the **Setup Menu**, select **Text Language Setup** and use the buttons to select the desired language.
- Select English, Canadian English, Canadian French or Spanish to change the language of the on-screen commands, selection bars and help screens within **i-Guide**.
- To confirm, select **Yes**.



Note: Changing the language of **i-Guide** can take several minutes. During this time, **i-Guide** is not accessible.

Digital Pay-Per-View (Optional Feature)

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

Ordering Pay-Per-View

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

When you find a program of interest, highlight the title and press **OK** for the Information Screen.



To purchase a program, highlight the BUY **Icon** and follow the on-screen prompts to complete and confirm 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.

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 a package
Place a Lock on the program to restrict viewing	

Ordering Pay-Per-View By Phone

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





Ordering Pay-Per-View Packages

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

Canceling 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.



Note: In some cable systems, your order will automatically be cancelled 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 **Pay-Per-View** cancellation procedure.

Pay-Per-View Notices



Pay-Per-View Program Started

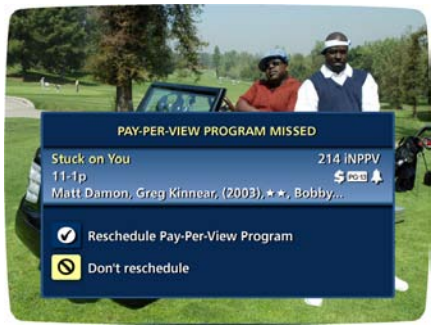
A **Program Started** screen will appear if you try to order a **PPV** program that is in progress but is within the purchase window. You may still order this program, but you may miss a portion of the program.

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

PPV 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

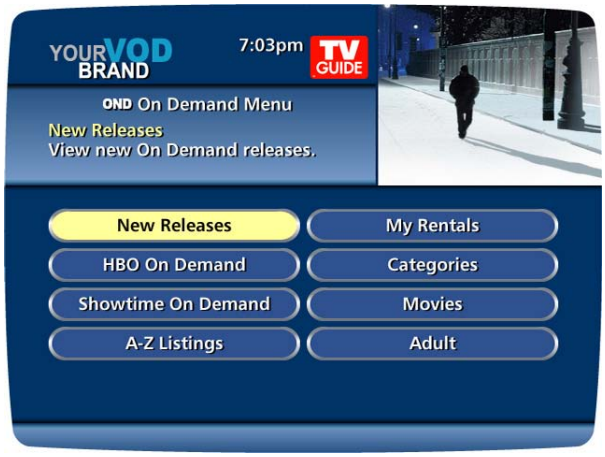
If you have ordered a **PPV** program but didn't tune to it a **Program Missed** notice will appear, asking if you would like to reschedule your order.

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

On Demand (Optional Feature)

Watch movies and other programs whenever you want with **On Demand**.* 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 establisthed by your cable provider.



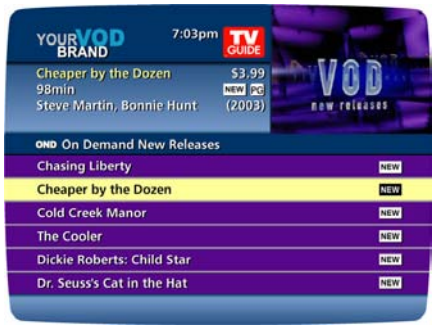
Accessing On Demand

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

- From the **Main Menu**
- From the **Quick Menu**
- From a channel in the TV Listings
- From an On Demand Tab in the Flip Bar

Ordering On Demand Programs

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



Select a title to access detailed information, including title length, cost, program rating and a program description.

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+, a **Icon** will appear instead of BUY. Your selection will begin playing immediately and you can watch as often as you want during the period.



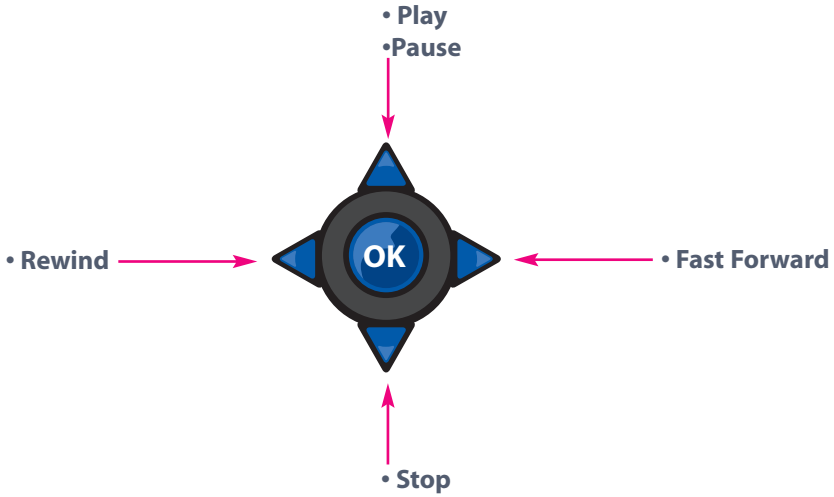
* **On Demand** not available in all areas. **On Demand** programs may not be recorded with **DVR** (if available).
**Menu label and categories vary by cable provider.
+If available from your cable provider.

Guide Symbols to Know – On Demand Action Icons

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

Watching On Demand Programs

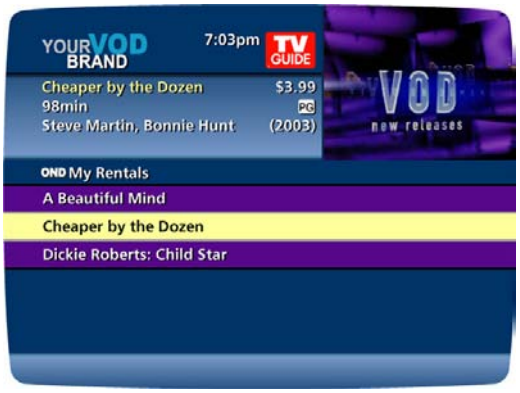
Use your remote to pause, fast forward, rewind and stop the program.



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

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 and see an 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.

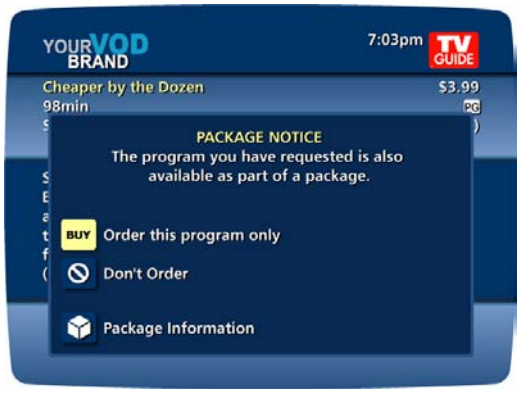


Guide Tip You can also find rented titles in other **On Demand** listing screens. A checkmark ☑ appears in the **Instant Information** to identify it as a rented program.

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 BUY **Icon** to continue with the purchase, ⊘ to cancel or 📦 **Icon** to learn more about the package.

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 listings.



Guide Tip If a **Reminder** appears during a **On Demand** program you are watching, you can accept the **Reminder** and tune to the 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)

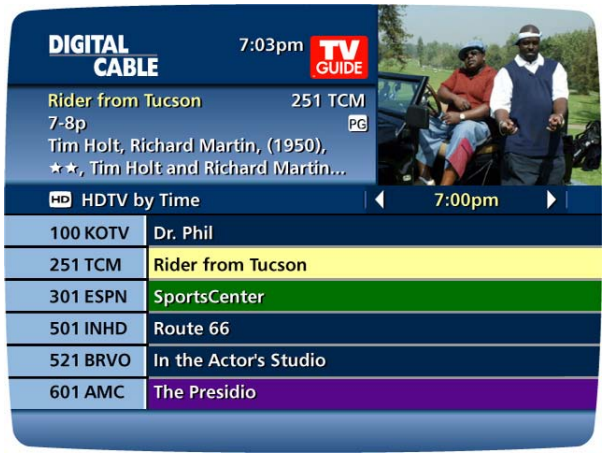
High Definition (**HD or HDTV**) is the most dramatic change for viewers since the introduction of color TV! **HD** is the highest resolution digital television format available, offering up to 5 times the resolution of standard analog television. **HD** delivers theater-quality pictures and Dolby Digital™ surround sound.

Watch your favorite shows, movies, sports and events with a wider screen, life-like picture and crystal clear sound. Only through your local cable provider can you access all the **HD** programming available, including local broadcast networks in **HD**, all without an antenna.

To find a listing of the **HD** programming available in your area, press **MENU** to go to the **Main Menu** and select **HD**. You can also search for **HD** programs from the **Search Menu**.

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





Digital Video Recording (DVR) (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 for your schedule.

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

Record up to 40 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.

DVR has made recording and watching your favorite programs easier than ever. Powered by **i-Guide**, now you can record your favorite programs and watch them at your convenience. You have your own personal video library, stored on your digital set-top box. You can even pause, fast forward and rewind LIVE TV to playback the scenes you've missed. In fact, your **DVR** is one of the first available that can actually record and play **High Definition** programming!**

Control Live TV

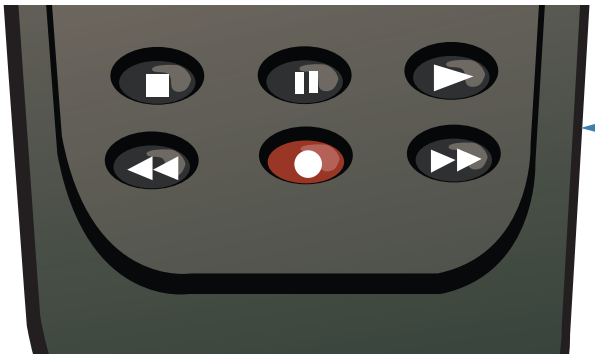
Using your **DVR** with **i-Guide**, you can control LIVE TV. Anytime you tune to a channel, the **DVR** begins making a temporary recording of whatever you're watching. So you can **PAUSE** if the phone rings, **REWIND** the scene you missed and **FAST FORWARD** to skip what you don't want to watch. Your **DVR** will record up to two hours of live TV+.

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

- You turn off the **DVR.**
- You change the channel.
- You begin recording the program you are watching or another program to the **DVR.**
- You watch more than two hours. After two hours, the **DVR** removes the earlier minutes of the recording, so that the most recent two hours are kept in the temporary recording.

Playback Controls

You can play back your video reordings using the buttons on your remote.using the Video Control Buttons



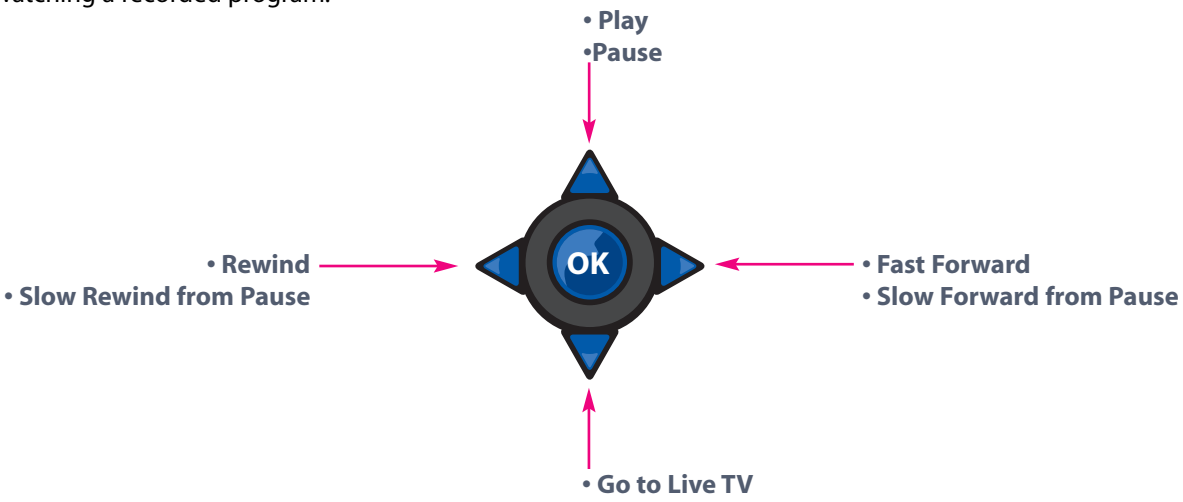
These buttons function like VCR controls. Plus, you have new DVR control features, like **Instant Replay**.

Note: Some remotes will have an Instant Replay button.

*Recording capacity varies.
**Recording and playback of High Definition programs requires DVR connection to High Definition television.
+Recording buffer (temporary hard drive) will record as long as you stay tuned to the same channel.

Using the 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.



Pause

As you watch live TV and recorded programs press **PAUSE** and the video 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 two hours*. Press **PLAY** to resume normal play of the program.



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. REW is the slowest setting and REW4 is the fastest. Press REW 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. FF is the slowest setting and FF4 is the fastest.



* 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 **PAGE** ▼ on your remote to replay the last 15 seconds. Press **PAGE** ▼ repeatedly to continue skipping back in 15-second increments.

Get Back to Live TV

Anytime you pause or rewind a live program, the show continues to be broadcast in real time. To return to live programming, press the ▼ button*.

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 appear 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.

Your Personal Video Library

Using your **DVR** with **i-Guide**, you can build your own personal library of programs, movies, sports, TV shows … whatever you want. Follow the steps below to build and manage your personal video library.

Building Your Library - Recording Programs

You can set and schedule recordings three ways with **i-Guide**: one touch record, interactively by program and by manually scheduling your recording.

One Touch Record

Press **RECORD** on your remote any time while watching TV or while navigating through the guide. Recording begins immediately at the point you pressed **RECORD** for programs airing now. You can automatically schedule recordings for programs starting at a later time or date by pressing **RECORD** while in the listings. Recording will start at the program's scheduled start time.



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

Record From Program Information

From the listings, highlight and select a program, scheduled for a later time. Press the INFO button and you will see an information screen. Highlight the **Icon** and press **OK** to start a recording for the time the program is scheduled to start.

Note: For more information on **Action Icons**, see the **Action Icons** section in this manual.



Manually Schedule a Recording

Step 1: From the **Main Menu** or **Quick Menu**, select **DVR***.

Step 2: Select **Set a Recording**.

Step 3: Enter the start and end time for the recording, enter the day to record and select **Icon** to confirm.

Step 4: Select the channel you want to record and you're set to go.

To schedule a repeat recording, such as multiple episodes of a program, you can modify the recording options. See Modify Recording Options section.



Managing Scheduling Conflicts

If you try to schedule a recording that overlaps another scheduled recording time, you will see a **Scheduling Conflict** Message. Use the icons to decide which program to record.

- To keep the new recording and cancel the old one.

- To keep the old recording and cancel the new one.

View Your List of Scheduled Recordings

Step 1: From the **Main Menu** or **Quick Menu**, select **DVR***



* Menu label may vary

Step 2: Select **Future Recordings**.



Step 3: See a list of all the programs you have scheduled to record, select a title to cancel the scheduled recording or modify recording options.



Modifying 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.

Change Options for Scheduled Recordings

From the Main Menu

Select **DVR,** then select **Future Recordings** to see a list of your scheduled recordings. Highlight a program title and press **OK** or **INFO**.



Select the **Icon** from the program information screen. Select to change the **Recording Options**, or select 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 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 indicated by the red dot in the instant info.



Press **OK** or **INFO** and select the **Icon**.



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



Note: A scheduled recording will begin at the indicated start time and channel you select. The **Scheduled Recording** is not tied to a program title. The **DVR** will record whatever program airs on that channel at that time.

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.

View Programs Stored In Your Personal Video Library

Step 1: 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** to select the program.



Step 2: From the Information Screen, select **Icon** to resume play from where you left off or select **Icon** to restart from the beginning.



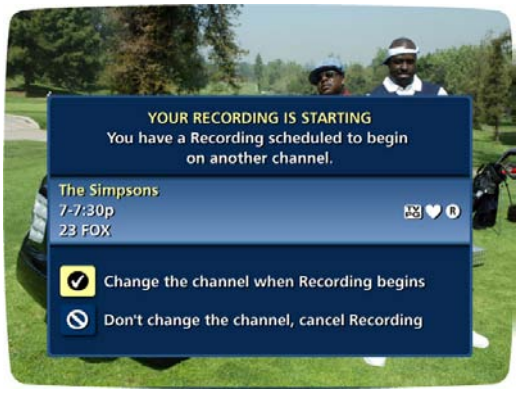
Guide Symbols to Know: Recorded Program Information Screens

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

Step 3: 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 for more information.

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.



Guide Tip 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.

Managing 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 40 hours of standard definition programming and up to 40 hours of **High Definition** programming*. To make the most efficient use of **DVR** storage space, follow these guidelines:

To Delete Recordings

From the program information screen, select the **Icon** to delete the recording, or select the **Icon** to modify the **Delete Priority**. For example, you can tell the guide to delete the recording when space is needed.



Copy Recordings to A VCR Tape

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

When you copy recordings to a VCR tape, 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 will not have a complete copy of the recording.

1. Connect the **Cable Out** or **OUT 1 (TV)** connection on the back of the **DVR** to the **Cable IN** of your VCR.
2. Put a tape in your VCR.
3. Access your list of **Recorded Programs**.
4. Use the ▲▼◀▶ buttons on your remote to highlight a program from your list of **Recorded Programs**. Press **OK** to select a program.
5. From the Information Screen, select to resume play from where you left off or select to restart from the beginning.
6. Start recording on the VCR when playback begins.
7. As the recording plays, it is taped to your VCR.

Note: Refer to your VCR User Manual for specific instructions on using your VCR.



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.

* Recording HD programing requires a DVR connection to a HD television.

Frequently Asked Questions

Interactive Program Guide

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** menu. Once you have selected a program title by highlighting it and pressing **OK**, you can use the **Action Icons** on the information screens to set **Reminders** and **Parental Locks**, schedule **Recordings**, **BUY** programs and more.

Q. How do I tell what the icons mean?
A. You will find descriptive text in the **Instant Information** area 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 **OND** and **PPV** programs. **Playback Control Icons** will appear only for recorded programs or rented **On Demand** (**OND**) titles. Descriptive text appears beneath the row of these icons.

Q. I can't see the entire program title in the listings grid.
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 grid for program title and other valuable information, including rating, actors, start/end times, etc.

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 and channel number.

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 Locks**, order **Pay-Per-View** movies and events and see other times the program is airing. To remove the **Information Screen** and return to watching television, press the **EXIT** button on the remote.

Q. What is the red light on 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 read it.

Q. How do I set my digital audio language?
A. Not only can you choose the language that displays in the on-screen commands and help text, 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.

Q. What if I forget my Parental Locks/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**.

Q. Why can't I purchase this Pay-Per-View program?
A. There are several things that could restrict **Pay-Per-View** ordering:
1. Check to make sure the phone line is plugged in.
2. You may have inadvertently made too many **Pay-Per-View** orders. You may have to cancel one before you make another order.
3. You may have reached your credit limit. Call your cable company and have them check your account.

Q. What if I missed a Pay-Per-View movie/event that I ordered?
A. In cities that provide impulse-ordering capability, you will not be billed for **Pay-Per-View** on channels that aren't tuned. In cities that require phone ordering, you need to call your cable company to cancel **Pay-Per-View** orders. Check with your cable company to confirm canceling procedures.

On Demand (Optional Feature)

Q. Do my Parental Locks & 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.

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 remaining rental and viewing time for more information on rental and viewing times.

Q. If I get to the end of a 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 again.

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 resume watching. You can either begin watching where you left off by selecting **Resume**, or start over with the **Restart**.

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 is available for viewing.

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.

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 turn it on again. If the message appears again, note the time it appeared and the action you took and call your cable operator.

Q. When I select a category from the On Demand menu, I receive a message that says, "No program listings available".
A. If there are no listings for a particular category, this message will appear.

DVR (Optional Feature) and Digital Services

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 digital audio, the **DVR** will record the digital audio portion. A Dolby Digital indicator will appear on the **Flip Bar** for programs that are broadcast in Dolby Audio.

Q. Can I receive and record programs in High Definition with my DVR?
A. Yes. As long as you have the **DVR** connected to a **High Definition** television (**HD**), you can watch **HD** programming as well as record it on your **DVR**. Note: Recording HD programs will take more storage space on your DVR.

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 **High Definition** television). Broadcast quality may vary.

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.

Q. Can I record On Demand and Pay-Per-View programs?
A. On Demand cannot be recorded with the **DVR**. You may record **Pay-Per-View** programs like any other program.

Recording and Playback of Recorded Programs (Optional Feature)

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 one program to record at the same time and you have available recording space.

Q. What if the program I want to record runs over its scheduled airtime such as when a football game goes into overtime. How can I make sure I record everything?
A. Change the **Record Options** for the program. Just adjust the start and end times for the recording to ensure everything gets recorded.

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.

Q. Can I watch a show I am recording before recording is completed?
A. Yes! You can either watch it in "real time" 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.

Q. Can I make a VHS tape of a recorded program?
A. Yes. As you are watching a program you have recorded on your **DVR**, you can record it to a tape. See "Managing Your Personal Video Library" in the DVR Section of this manual.

Q. Can I set up my DVR to record every episode of a specific program title?
A. Your **DVR** will allow you to schedule recordings based on a program's airtime and channel. You can set a repeating recording, such as every day or once a week. However, if the program you want to record does not air in the scheduled time slot, the **DVR** will record whatever is airing at that time on that channel.

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.

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**.

Q. Can I increase the Rewind and Fast Forward speed?
A. Yes. Your **DVR** will control rewind and fast forward at four speeds. 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.

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 previously recorded program.

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 off. To continue watching the program, select **Resume** or **Restart** from the **Action Icons**.

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 program 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**.

Q. Only part of my program recorded. Why?
A. If the beginning of the program did not record, you may set it to record after the program began. 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.

Q. Do Parental Locks work with DVR?
A. Yes. **Parental Locks** 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 Locks** on recorded programs. Use the **LOCK** button on your remote or **Icon** after you have selected the program from **My Recordings** or you can select the **Lock Icon** from an **Information Screen**.

Managing Your Recordings (Optional Feature)

Q. How many hours of programming can I store on my DVR?
A. Recording capacity depends on the video format that is being recorded. Your **DVR** can record up to 25 hours of analog, between 30 and 60 hours of digital programming, or up to 12 hours of **High Definition** programming. See the "Managing Your Personal Video Library" section in this manual for more information.

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.

Q. How will I know when I'm almost out of recording space?
A. An on-screen message will appear advising you when recording space is low (80% full) or full. You can also manually delete recordings and manage recording space from the recorded program's Information Screen.

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 and set your **DVR** to automatically delete recorded programs when space is needed. See: "Managing Your Personal Video Library".

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.

Controlling Live TV (Optional Feature)

Q. How long can I pause live TV?
A. You can pause up to 90 minutes of standard programming; less with analog and **HD** programming.

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.

Q. Can I use Instant Replay?
A. Yes. 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.

Q. If I'm watching a program in progress and want to record it, can I record from the beginning?
A. No. Currently, the **DVR** begins recording at the point in the program you pressed **RECORD** .

Q. How can I catch up to the live point of a program after I've paused it?
A. Press the **LIVE** button (if available) or the ▼ button on the remote. Or, you can **FAST FORWARD** to the point of live programming. The on-screen indicator will display "LIVE".

Troubleshooting

Q. Why doesn't the set-top box respond when I press the keys on my remote?
A. Make sure your remote is in the Cable mode. Press the **CABLE** button on the remote.

Q. If the power goes out, do I need to reset my Parental Locks and Purchase PINs, Favorite Channels, Locks and Reminders?
A. No. These items will not be lost if the terminal loses its power.

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 the 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 **i-Guide** still does not appear, contact your cable company.

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.

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.

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).

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. Move to Step 2 if necessary.
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.

Q. There are no listings in i-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 as the channels and program data start to fill in.

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 set-top box has not received all the necessary data. This most commonly happens following a power loss.

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.

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

Q. The displayed listing information or pricing information 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 letting us know. Please report erroneous data to your cable company.

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 scheduled to be recorded while the power was out.

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