# VTelevision

# User's Guide

**Version 2.3**

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# Contents

# *VTelevision User's Guide*

This section provides information on working in the user interface (UI) of VTelevision to do end-user tasks such as finding TV programs, renting videos, and recording programs.

# Using the End User's Guide

This document provides information on how to find TV programs, rent videos, change settings such as parental locking, and take advantage of other VTelevision features.

# Watching TV with VTelevision

This section describes how to use the set-top box remote control and how to use basic VTelevision features.  Please note that the remote control button colors may not match the color of the button on your remote control.

# Turning on Your TV and VTelevision

Your set-top box, network hardware, and TV should already be connected and plugged in, as described in the documents that are provided with your set-top box.

The **LINK** light on your set-top box should be solid green, which indicates that the set-top box is plugged in and connected to the network. (If the **LINK** light is not solid green, contact your customer-service representative for assistance.)



**To turn on your TV and VTelevision**

1) Turn on your TV using the power button on your TV or on your *TV remote control*. (The POWER button on your set-top box remote control does *not* turn on the TV.)

2) Press the **POWER** button on your set-top box remote control to turn on the signal from the set-top box.



The last-watched channel (or a channel specified by your service provider) appears on your TV.

**Note**   Some set-top boxes have an HD light that is ON when the set-top box is set for 720p, 1080i, or 1080p display formats (HD-output mode).  By default the VTelevision set-top box comes configured for 720p.

# Using the Set-Top Box Remote Control

**Note** Unless otherwise specified in this document, the term *remote control* refers to the set-top box remote control, not your TV remote control or any other remote control. Use the set-top box remote control, not the remote control that came with your TV, to control VTelevision.

Here are some important buttons on the remote control, with descriptions of how you use them. Other buttons are shown and described in later sections.

- **POWER.** Turns the signal from the set-top box to the TV on and off.

  

  By default this button does not turn the TV itself on and off. Use the *TV remote control,* or the power button on your TV set, or program your VTelevision set-top box remote control to turn the TV on and off. Refer to the documentation that comes with the remote control for more information.

- **CHANNEL/PAGE.** Press + or − to move up or down a channel. Holding a button down continues the movement. The screen shows the channel number, label, and name of the program. This information disappears after a few seconds. You can also use this button to scroll up and down one screen at a time through some VTelevision screens.

  

  **Note** To find out what is playing on other channels without tuning away from the current channel, see <u>Seeing What Else Is On Without Changing Channels</u>.

- **VOLUME.** Use this button on the remote control—not the volume button on the TV or on the TV remote control—to turn volume up and down. By default the set-top box remote control will change the volume output by the set-top box. Once you program your remote control for your TV, this button will control the volume on your TV instead. *Be sure to set the volume on the set-top box to a comfortable level BEFORE programming the remote control for your TV!*

> **Note**  On some TV sets, you may have to use the TV controls to set the volume near the middle of its range before using the set-top box remote control to control volume.

- **MUTE.** Press MUTE to turn the sound off. A mute icon is displayed on the screen for a few seconds and then disappears.  Press MUTE again to turn the sound back on.

- **Arrow buttons.** Navigate and select items in VTelevision screens. You can also use these arrow buttons while watching TV to bring up the browse panel and navigate in it.



- **OK.** Activates a selected item in a screen.



- **MENU.** Gives you quick access to the features of your video service.



  Press the RIGHT ARROW and LEFT ARROW buttons on the remote control to select a heading such as "Live TV" in the main menu. Press the UP ARROW and DOWN ARROW buttons to select items under the heading.

- **GUIDE.** Displays the VTelevision program guide, which lists the shows that are on now and for the next few days.



- **RECORDED TV.** If you have DVR service, this option displays all recorded shows currently stored on your set-top box.

- **VIDEO ON DEMAND.** Displays a list of videos that you can rent on demand.



- **INFO.** Displays the **Program info** screen with information about the program that you are watching, a program selected in the program guide, or a program selected in a list, such as currently rented videos. The **Program info** screen also shows options you can select for that program, such as **Record episode**.



- **BACK.** Returns to the most recently viewed VTelevision screen.



- **EXIT TO (TV).** Closes the VTelevision screen and returns to full-screen video.



# Seeing What Else Is On Without Changing Channels

While watching full-screen TV, use the arrow buttons under **BROWSE** on your remote control to see what is playing now (or later) on other channels without leaving the show you are watching.



**To see which programs are playing now or later**

1) Press any arrow button on your remote control to display the browse panel.

The browse panel appears at the bottom of your screen while your TV remains tuned to the program you are watching.

2) Press the **UP ARROW** or **DOWN ARROW** button to step backward or forward through programs that are currently playing.

For each program, the browse panel displays the title, a picture-in-picture (PIP), and relevant information such as the start and end times of a live TV (real-time) program or the price of a video.



3) Press the **RIGHT ARROW** and **LEFT ARROW** buttons to step forward and backward through programs playing later on the channel selected in the browse panel.

4) Press the **OK** button to tune to the program shown in the browse panel or to find out more about the program if it is not yet playing.

5) Press the **EXIT TO (TV)** button on the remote control to close the browse panel.

# Viewing Your Recent Channels

While watching full-screen TV, use the **LAST** button on your remote control to change channels to one of the previous five channels you have visited, since turning on your set-top box. The **LAST** button is inactive when you are looking at the program guide or another VTelevision screen.

**To view your recent channels**

1) Press the **LAST** button on your remote.

The recent panel appears on the right side of your screen and displays channel information and a PIP of the highlighted channel.

2) Press the **UP ARROW** or **DOWN ARROW** button to step backward or forward through the previous five channels that you have visited. If you've tuned to less than five channels, only the channels you've visited appear in the recent panel. If you've tuned to a channel more than once it will appear as a single entry.

3) Press the **OK** button to tune to the program highlighted in the recent panel.

4) Press the **EXIT TO (TV)** button on the remote control to close the recent panel.

# Navigating Through Menus and Screens

Use the arrow buttons and the OK button on your remote control to navigate to and select programs and other items on VTelevision menus and screens.
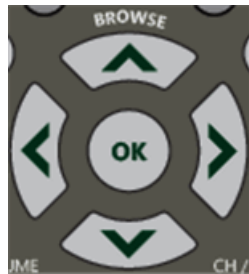


**To select items in VTelevision menus and screens**

1) Use the arrow buttons on your remote control to move the highlight right, left, up, or down. The highlight shows your selection.

2) Press the **OK** button on your remote control to make your selection—that is, to make that highlighted action occur.

3) Press the **BACK** button on your remote control to return to the screen that you were viewing before the current one.



# Using the Menu Screen

The Menu screen—also called the main menu—provides access to the features of your video service.

**To display and use the Menu screen**

1) Press the **MENU** button on your remote control.

   The **Menu** screen appears.

2) Use the **RIGHT ARROW** and **LEFT ARROW** buttons to select a heading, such as **Live TV**, on the horizontal menu bar.

3) Use the **UP ARROW** and **DOWN ARROW** buttons to highlight an item, such as **Guide**, under the heading.

4) Press the **OK** button to select the item.

   The exact contents of each menu are determined by the service provider.

5) Press **MENU** again or press **EXIT TO (TV)** to close the main menu.

# Using the Program Guide

Use the program guide to find and select TV programs, recorded shows, and rented videos. In addition to watching currently airing programs, some channels are configured to allow you to view previously broadcasted programs and in-progress programs from the beginning of the program. *This feature is called 'Timeshift', and is only available on select channels. For channels that have Timeshift functionality, the channel name and number will be shaded darker than other channels, and will display a left-arrow to indicate that you can scroll back up to 4 hours to view programs that have already broadcast.*

**To find and watch a current program in the program guide**

1) Press the **GUIDE** button on the remote control.

   The **Guide** screen appears. High definition programs are indicated by the HD symbol.
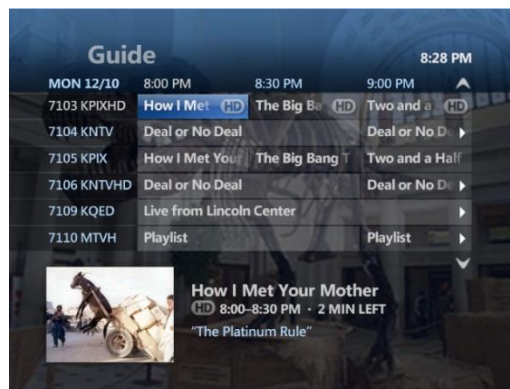
2) Use the following buttons on your remote control to select a program:

- Use the **CHANNEL/PAGE** button and the **UP ARROW** and **DOWN ARROW** buttons to scroll vertically through the program guide.

- Use the **RIGHT ARROW** and **LEFT ARROW** buttons to scroll horizontally through the program guide.

3) To begin playing the selected program, press the **OK** button on your remote control.

If the program is currently available, it begins playing.

If the program is not available because it is scheduled for a later time, a **Program info** screen appears.

4) Use the arrow buttons and the **OK** button to select one of the options provided on the **Program info** screen (**Record episode**, for example), or use the **BACK** button to return to the program guide.

The options provided on the **Program info** screen depend on the type of program selected and when the program is playing.

### To watch a previously aired on in-progress program from the beginning

1) Press the **GUIDE** button on the remote control.

The **Guide** screen appears.



2) Use the following buttons on your remote control to select a program:

- Use the **CHANNEL/PAGE** button and the **UP ARROW** and **DOWN ARROW** buttons to scroll by channel through the program guide.

- Use the **LEFT ARROW** button to scroll backward through the available time span.

Previously broadcasted programs that are available for playback are distinguished by, different shading in the program cell, the rollover text next to the program airtime, and a distinctive PIP image.

3) Select the program from the program guide using the **OK** button on your remote control.

The **Program info** screen appears.

You can select the following options:

- **Watch.** Begins playback of the in-progress program from the beginning.

- **Resume play.** Continues playback from the last viewed point.

  **Note**   This option appears only if you previously started watching this program.

- **Record series.** Schedules a series recording for live and future programs of the series, if any are available.

- **More showtimes.** Searches for additional showings of the program, if any are available.

4) Use the arrow buttons and the **OK** button to select one of the options provided on the **Program info** screen or use the **BACK** button to return to the **Guide** screen.

If you attempt to watch a previously aired program that is no longer available, you are prompted to return to live TV or the program guide to search for another program.

5) If you press the **Stop** button while viewing an in-progress program, the **Stopped** page appears.



You can select the following options:

- **Resume play.** Continues playback from the last viewed point.

- **Start over.** Starts playback from the beginning of the program.

- **More showtimes.** Searches for additional showings of the program, if any are available.

- **Channel guide.** Displays the channel lineup of programs for the current channel.

    **Note** This option does not appear if you accessed the program from the Video on Demand screen or Video on Demand channel.

- **Watch Live TV.** Displays the last tuned live TV channel.

6) After viewing the program, the **Finished** page appears.



You can select from the following options:

- **Start over.** Starts playback from the beginning of the program.

- **More showtimes.** Searches for additional showings of the program, if any are available.

- **Channel guide.** Displays the channel lineup of programs for the current channel.

    **Note** This option does not appear if you accessed the program from the Video on Demand screen or Video on Demand channel.

- **Watch Live TV.** Displays the last tuned live TV channel.

# Customizing the Program Guide

The program guide gives you access to many different channels. To avoid scrolling through the entire program guide looking for a program or channel, you can compile an abbreviated program guide of your favorite channels, or you can choose which channels to show and hide in the program guide. See Creating or Revising a Favorites List and Hiding and Showing Channels in the Program Guide.

# Using the Program Info Screen

The **Program info** screen displays information about a selected program and also enables you to perform various actions related to the program, such as renting or watching it. .

**To display the Program info screen for a program**

- To display the **Program info** screen for a program in the program guide, use the arrow buttons on the remote control to select the program on the **Guide** screen, and then press the **INFO** button on the remote control.

- To display the **Program info** screen for a program you are watching in full-screen mode, press **INFO** while watching the program.
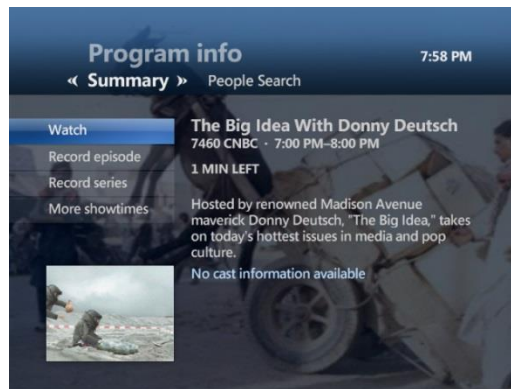


The **Summary** option on the horizontal menu bar displays information about the program. The **Summary** screen also displays options appropriate for the type of program, such as **Rent** and **Watch preview** for a video, or **Watch**, **Record episode, Record series,** and **More Showtimes** for a currently playing live TV program.

For more information about recording individual episodes and series, see Recording TV Programs.

For more information about the **More Showtimes** button, see Searching for Programs.

The People Search option on the horizontal menu bar displays search results for cast members of the episode or series. This list is the same list that appears when you search for programs by person. For more information, see Searching for Programs.

# Using the Video on Demand Channel

The video on demand (VOD) channel is a special channel that usually has the call letters VIDEO following the channel number in the program guide. The channel has two functions:

- If you currently have a VOD program rented, selecting the video on demand channel plays that program. (In this case, the program guide shows the VOD program title in the video on demand channel listing.)

- If you do not have a VOD program rented, selecting the video on demand channel displays the **Video on Demand** screen, where you can rent videos. For more information, see Renting Videos from the Video on Demand Screen. (You can also reach the video on demand screen by pressing the **VIDEO ON DEMAND** button on the remote control.)

- VTelevision's Video On Demand service is not yet ready for launch, but is coming very soon!

# Using the Options Menu

Press the **Enter** button on your remote control to display the options menu for the screen you are viewing. For example, if you are watching live TV and press the **Enter** button, you see an options menu bar that enables you to change the audio language or the subtitle language.

# Turning Off the Television

The POWER button on your remote control turns off the signal from the set-top box. The power button on your TV remote control or on your TV set turns off your TV.  You can program your set-top box remote to also control your TV.  Refer to the instructions that came with the set-top box remote control.

**To stop watching TV**

1) Press the **POWER** button on your remote control to turn off the signal from the set-top box to the TV.

   Your display goes to the screen saver, and audio turns off.

   The **STANDBY** light on the set-top box blinks for up to 30 seconds while the set-top box enters standby mode, and then the **STANDBY** light remains on. The set-top box is now in standby mode, while the signal to the TV is off.

   **Note**   While the set-top box  is in standby mode, it continues to record all shows that it is scheduled to record. If you press the **POWER** button on the remote control while a show is being recorded, the set-top box enters standby mode but finishes recording the program. For more information, see Recording TV Programs.

2) Press the power button on your TV or on your TV remote control to turn off your TV.

   **Note**   The **POWER** button on your set-top box remote control does not turn off your TV unless you have programmed it to do so.

# Controlling Live (Real-Time) TV

Using the same playback control buttons that you use to pause, fast-forward, and rewind recorded TV or rented videos, you can control television programs that are currently showing in real time (called "live TV" in this guide). For more information, see Controlling Videos. and Recording TV Programs.



**To control live TV as you would control a recorded program**

1)  Press the **PAUSE** button on the DVR set-top box remote control to pause the program.

    The image freezes. A progress indicator shows the following:

    - The time at which you paused (shown as a vertical line with the time below it).

    - How much time has elapsed since you paused the program (shown as the shaded area after pause time).

    

    If you pause longer than the maximum amount of time allowed, the program automatically begins playing again from the point at which you paused it.

2)  Press **PLAY** on the remote control to resume playing the program from the point at which you paused it.

You can also do the following:

- Press **FF** or **SKIP** on the remote control to fast-forward continuously or skip forward in short segments up to the point at which the program is playing in real time. Press **FF** once, twice, or three times to fast-forward at increasing speeds.

- Press **REW** or **REPLAY** to rewind continuously or skip backward in short segments. Press **REW** once, twice, or three times to rewind at increasing speeds.

## The Progress Indicator for Recording Live TV

The progress indicator for recording live TV shows the following:

- The point you are watching in the recorded portion, indicated by a vertical line with the time below it.

- How far you can rewind or fast-forward, indicated by the shaded areas before and after the point in the program that you are currently watching.

- The point at which you would be watching live TV, indicated by the end of the forward shading.



The progress indicator disappears after a few seconds.

You can display the progress indicator at any time by pressing **PLAY** on your remote control.

# Recording TV Programs

You can make recordings if you have a set-top box with digital video recording capability, referred to as a *DVR-enabled device* in this guide. You can:

- Record current shows.
- Record an individual show or a series of episodes that occur at regular intervals.
- Schedule future shows to record.
- Watch recorded shows at any time.

You cannot make recordings if you do not have a DVR-enabled device.

VTelevision stores your recordings and keeps an up-to-date list of them. Use the Recorded TV screen and the program guide to find recorded programs.

You can pause, rewind, and fast-forward recorded shows just as you would a DVD or a videotape.

**Note** The DVR-enabled device must maintain the same IP address in the household. If, for some reason, a new IP address is assigned to the DVR-enabled device, all playback-only devices must be rebooted.

When you schedule a program to be recorded, the recording completes even if the DVR-enabled device is in standby mode during recording.

## DVR Anywhere

If you have more than one set-top box in your home, you can watch recorded programs and schedule recording of programs on any set-top box there.

While watching a recorded or live program, you can pause, stop, fast-forward, and rewind the recording from any set-top box in your home.

The number of set-top boxes that you can use at any given time in your home is determined by your service provider. Check with your service provider for more information.

# Recording a Single Program

You can record the program you are currently watching, or you can schedule a single program to be recorded in the future. You can make recordings from all set-top boxes in your home if you have one set-top box with digital video recording capability.

# Recording the Program You Are Watching

While watching full-screen live TV, you can make recordings with a DVR-enabled device. You can schedule recordings and view recordings from any set-top box in your home.

You can record the program until its scheduled end, or you can add padding time after the end of the recording to ensure that the whole program records if it runs longer than expected.

**Note**   To record with padding time, see <u>Recording a Single Program by Using the Program Guide</u>.

**To record the program you are watching until its scheduled end**

*   Press the **RECORD** button on the remote control of your DVR-enabled device.

    The message "Recording" appears briefly on the screen. The **RECORDING** light on your DVR-enabled device lights up and remains on while the program is recording.
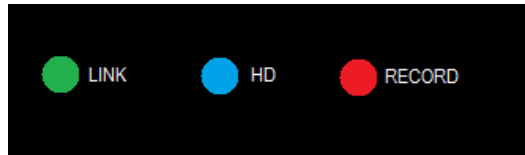
    

    The recording begins immediately and stops automatically at the end of the program.

**Note**   Avoid shutting off the power to your set-top box for at least an hour after your recording has finished. If you turn off power to your set-top box immediately after a recording finishes, there is a slight possibility that your recording may be lost.

# Stopping the Recording of the Program You Are Watching

You can press the **STOP** button on the remote control to stop the recording of the program you are watching.

**To stop recording a TV program that you are watching**

1) Press the **STOP** button on your set-top box remote control while recording a program you are watching in full-screen TV.

   A message appears that enables you to stop or continue recording.

2) Select **Stop recording**, and then press **OK**.

   The message "Recording stopped" appears. The program guide no longer displays a red dot in the grid cell for that program.

**Note**   If you do not want to stop the recording, select **Keep recording**, and then press the **OK** button.

# Determining Whether a Program Is Recording

There are several ways to determine whether a program that is currently playing is actually recording.

**To determine whether a program that is currently playing is recording**

- If you are using a DVR-enabled device, look at the **RECORDING** light. It remains lit while a program is being recorded.
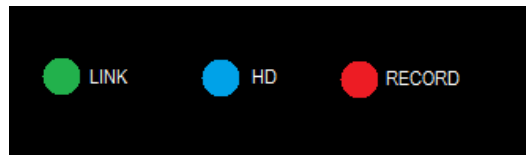


- Tune to the program, and then press **INFO** on the set-top box remote control. A **Program info** screen appears. If the program is recording, the **Program info** screen displays a red dot beside the name of the program. The red dot is displayed on the **Program info** screen on all set-top boxes in your home, even if you are not currently viewing television on a DVR-enabled device.

- Press **GUIDE** on the set-top box remote control and look for the red dot in the program guide cell for the program. The red dot is displayed in the **GUIDE** on all set-top boxes in your home, even if you are not currently viewing TV on the DVR-enabled device.

- Press **RECORDED TV** on the set-top box remote control to go to the **Recorded TV** screen.

  The **Recorded TV** screen displays the title of a recorded program as soon as it begins recording. In addition, a red dot beside the title of the program indicates that the program is currently being recorded. The red dot is displayed on the **Recorded TV** screen on all set-top boxes in your home.

# Recording a Single Program by Using the Program Guide

You can use the program guide to schedule recording of a program that is currently showing or one that will be shown in the future.

You can record the program until its scheduled end, or you can add padding time after the end to ensure that the whole program records if it runs longer than expected.

You can schedule recording of programs from any set-top box in your home.

**To record a program until its scheduled end**

1) Press **GUIDE** on your set-top box remote control, and then use the arrow buttons to move through the listings to a program that you want to record.

2) Press the **RECORD** button on your set-top box remote control.

   A red dot in the program guide cell indicates that the program is now scheduled to record. The message "**Recording**" appears briefly on the screen. The **RECORDING** light on your DVR-enabled device lights up and remains on while the program is recording. Recording begins immediately if the program is currently playing.
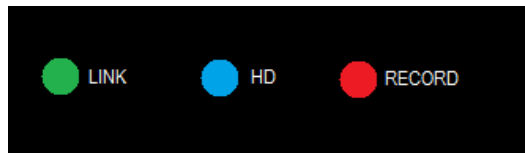
**Note**   Pressing the **RECORD** button twice on a program that is selected in the program guide schedules a series recording and makes three overlapping dots appear (see Recording a Series). If you press the **RECORD** button twice instead of once and schedule a series recording by mistake, press **RECORD** a third time to cancel the recording. Then press **RECORD** again to schedule the individual recording.

**To record a program and use padding to control when the recording ends**

1) Press **GUIDE** on your set-top box remote control, and then use the arrow buttons to move through the listings to a program that you want to record.

2) Press the **INFO** button.

3) On the **Program info** screen, select **Record episode** and then press the **OK** button.

   The **Record episode** screen appears.

4) If you want to add a padding period to ensure that you record the entire program or each entire episode, use the arrow buttons to highlight the setting under **STOP RECORDING**, and then press **OK**. The following list of options appears:

   - **At scheduled time**.

   - **5 minutes after**.

   - **15 minutes after**.

   - **30 minutes after**.

   - **1 hour after**.

   - **2 hours after**.

   - **3 hours after**.

5) Select a padding time, and then press **OK**.

   You are returned to the **Record episode** screen.

   **Note**   You can also select **Don't change** and press **OK** to keep your current setting.

6) If you want to change how long the recording will be stored:

   a) Select the text under **KEEP UNTIL** and press the **OK** button on your remote control. **The Record Episode: KEEP UNTIL** screen appears:

      Select one of the following options and press **OK**:

      - **Keep until space needed**: Erase the program automatically when the space is needed for a new recording.

      - **Keep until I erase**: Store the program until I choose to erase it.

7) When you have finished customizing your settings, select the **Record** option and press the **OK** button on your remote control.

# Recording a Single Program by Channel, Date, and Time

You can schedule a recording manually by specifying the channel, date, time, and duration. You can schedule only one recording at a time using this screen. You can make recordings from any set-top box in your home.

**To schedule a single recording manually**

1) Press the **RECORDED TV** button on the set-top box remote control.

   The **Recorded TV** screen appears.

2) Press the RIGHT ARROW to select **Add recording**.

3) Press the DOWN ARROW to select **CREATE A MANUAL RECORDING WITH Channel and time**, and then press the **OK** button.

   The **Manual record** screen appears.

4) Use the arrow buttons on your remote control to select the text entry box under **CHANNEL**, and then use the number buttons to enter the channel to record.

5) Use the arrow buttons on your remote control to select the text entry box under **DATE.** Press the **OK** button to set the date for the recording.

6) Use the number buttons to enter the time that you want to start recording (under **START**) and the time that you want to stop recording (under **STOP**).

   > You can set the starting and stopping times to record the exact length of the program, or you can add padding time to ensure that the entire program records if it starts earlier or runs longer than expected.

   - Select **AM** or **PM** next to the starting and stopping times, and then press the **OK** button to set the starting and stopping times to **AM** or **PM**.

   - To choose how long the recording is kept, select the text under **KEEP UNTIL**, and press the **OK** button on your remote control. You can select one of the following options:

     - **Keep until space needed.** Erase the program when the space is needed for a new recording.

     - **Keep until I erase.** Store the program until I choose to erase it.

7) When you are satisfied with your settings, select **Record** at the top of the screen, and then press the **OK** button on your remote control to make the recording.

   You can select **Don't Record** to exit from the screen without scheduling a recording.

# Recording a Series

You can schedule the recording of a series.

This feature enables you to record recurring programs, such as episodes in a series. After it is scheduled, a series recording occurs as long as the series is broadcast. You can view and make recordings from any set-top box in your home.

# Recording a Series from the Program Guide

You can use the program guide to schedule a program to record on a regular interval. You can view and make recordings from any set-top box in your home.

**To schedule a series recording from the program guide**

1) Press **GUIDE** on your set-top box remote control.

   The **Guide** screen appears.

2) Use the arrow buttons to move through the listings to the program that you want to record.

3) To schedule a series recording from the **Guide** screen, press the **RECORD** button on your remote control twice.

   A red dot appears in the program guide cell on the first press, and three overlapping dots appear on the second press. The three overlapping dots indicate that this is a series recording.

   The program is now scheduled to be recorded at the same time on the same day each week.

   To cancel a series recording, press the **RECORD** button a third time.

   The three dots disappear from the program guide cell when you cancel a series recording.

# Recording a Series from the Program Info Screen

You can schedule a series recording from the program's Program info screen. When you view your recordings on the Recorded TV screen, series recordings with more than one episode are displayed with the number of episodes recorded.

Record each episode until its scheduled end, or add padding time after the end to ensure that the entire episode records if it runs longer than expected.

You can view and make recordings from any set-top box in your home.

**To schedule a series recording using the Program Info screen**

1) While watching a program or after selecting it in the program guide, press the **INFO** button on your set-top box remote control.

   The **Program info** screen appears.

2) On the **Program info** screen, select **Record series**, and then press the **OK** button.

   The top-level **Record series** screen appears.
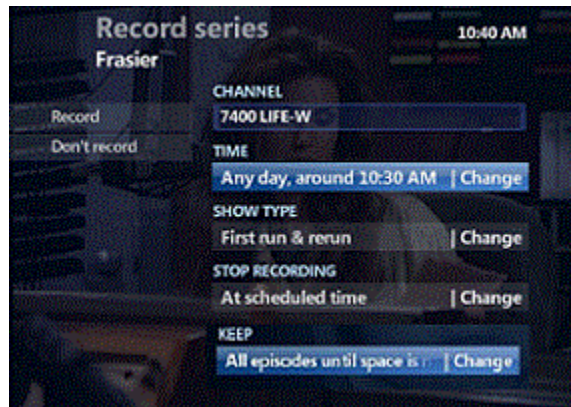


   a) At the top-level **Record series** screen, you change the recording times for the program. Use the arrow buttons on your remote control to select the text under **TIME** and press **OK**.

   A second-level **Record series** screen appears, enabling you to set recording times for the program. The options are:

   - **Any day, around time**. Record broadcasts any day of the week, as long as they occur two hours before or two hours after the time of the selected episode (the time of the selected episode is indicated in the button for this option).

   - **Any day, any time.** Record broadcasts any day of the week at any time.

   - **Any day, any time, once per day**. Record broadcasts any day and time that the program appears, but record only one episode per day.

   Select the desired option and press **OK**. You are taken back to the top-level **Record series** screen.

b) At the top-level Record series screen, you can change the type of shows that are recorded. Use the arrow buttons on your remote control to select the text under **SHOW TYPE** and press **OK**.

A second-level **Record series** screen appears, enabling you to set show type. The options are:

- **First run & rerun**. Record first-run episodes and all subsequent reruns of this program.

- **First run only**. Record first-run episodes, but do not record reruns.

Select the desired option and press **OK**. You are taken back to the top-level **Record series** screen.

c) At the top-level **Record series** screen, you can add a padding period to ensure that you record each entire episode. Use the arrow buttons on your remote control to select the text under **STOP RECORDING**, and press **OK**.

A second-level **Record series** screen appears, enabling you to set padding period. The options are:

- **At scheduled time.**

- **5 minutes after.**

- **15 minutes after.**

- **30 minutes after.**

- **1 hour after.**

- **2 hours after.**

- **3 hours after.**

Select the desired option and press **OK**. You are taken back to the top-level **Record series** screen.

d) At the top-level **Record series** screen you can choose to keep only a certain number of episodes. Use arrow buttons on your remote control to select the text under **KEEP**, and then press **OK**.

A second-level **Record series** screen appears, enabling you to choose how many episodes you keep. The options are:

- **KEEP ALL: All episodes until space is needed.**

- **KEEP ALL: All episodes until I erase**.

- **KEEP AT MOST: 1 latest episode.**

- **KEEP AT MOST: 3 latest episodes.**

- **KEEP AT MOST: 5 latest episodes.**

- **KEEP AT MOST: 7 latest episodes.**
- **KEEP AT MOST: 14 latest episodes.**

Select the desired option and press **OK**. You are taken back to the top-level Record series screen.

3) At the top-level **Record series** screen, use the LEFT ARROW button to select **Record** and press **OK**. The recording is scheduled.

# Changing a Scheduled Series Recording

You can change the settings of a scheduled series recording. For example, if you have a scheduled series recording set to record only first-run shows, you can change the settings to record both first-run and reruns.

You can change a series recording from any set-top box in your home.

### To change a scheduled series recording

1) Press **Recorded TV** on your set-top box remote control.

   The **Recorded TV** screen appears.

2) Use the arrow buttons to move through the listings to select the **Series** menu.

3) Select the scheduled series you want to change.

4) Press the **INFO** button.

   The **Series info** screen appears.

5) On the **Series info** screen, select **Change settings**, and then press the **OK** button. The **Series settings** screen appears.
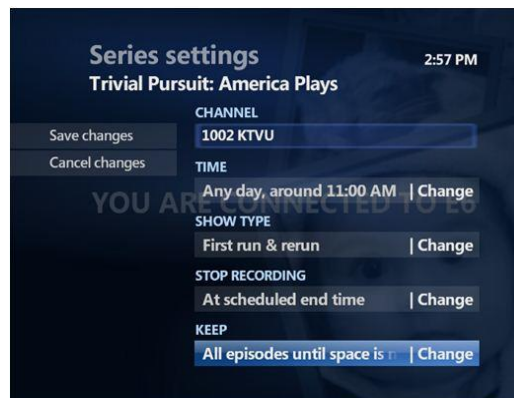


6) Make changes as outlined in <u>Recording a Series from the Program Info Screen</u>.

7) Select **Save changes**, and then press **OK**.

The series is recorded with your new settings.

# Changing the Series Priority

By default, the most recently scheduled recording for a series takes the highest priority. You can change the priority of your series recordings to specify which series is recorded in the event of a conflict.

**To modify a series priority**

1) On the **Recorded TV** screen, select the **Series** option, and then select **Series priority** and press **OK**.



The **Settings: Series priority** screen appears.
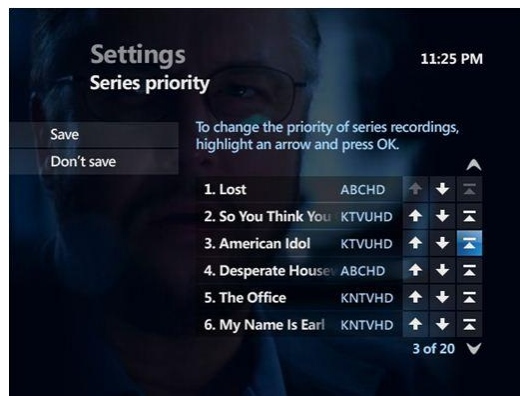


**Note** You can also access the **Settings: Series priority** screen from any of your series recording's **Series info** screens.

2) The **Series priority** screen displays three buttons that you use to reorder the priority of your series recordings in your series priority list:

- The up arrow button (  ) moves the series one place up in the list.

- The down arrow button (  ) moves the series one place down in the list.

- The top button (  ) moves the series to the top of the list.

3) After you have made adjustments to the series priority list, select **Save,** and then press **OK**.

# Recording Locked Programs

You record a locked program in the same way you record a program that has not been locked. You do not have to enter a PIN to schedule recordings for programs that are locked by the parental locking feature, but viewers do have to enter the correct PIN to view the recording. For more information about parental locking, see Using Parental Locking (Parental Control).

As with any type of recording, you can record a locked program only if you have a set-top box with digital video recording capability.

# Resolving Any Recording Conflicts

You can record one or many recordings at a time, depending on how many streams (HD or SD) are allotted to your home. Recordings *conflict* when more streams are used than you are allowed to consume.

# Resolving Conflicts for a Single Recording

When an individual recording conflicts with one or more previously scheduled recordings, a Recording conflict screen alerts you to the problem.

The Recording conflict screen includes at least one recording conflict icon (the crossed-out red dot) next to a program name. This recording conflict icon notifies you that the program was scheduled for recording, but will not actually be recorded. If the conflict resolves (for example, because the conflicting show is canceled or moved), the overridden show will be recorded.

**To cancel an operation that caused a recording conflict**

- On the **Recording conflict** screen, select the **Don't record** *program name* text and press the **OK** button on the remote control of your DVR-enabled device.

**To resolve a recording conflict by changing which program will be recorded**

1) On the **Recording conflict** screen, select the **Resolve conflict** text and press the **OK** button on the remote control of your DVR-enabled device.

2) Use the arrow buttons on your remote control to select the program you want to record, and then press the **OK** button.

The program or programs scheduled to be recorded are marked with a red dot. When you select one program to record, the program or programs beneath it have their red dots removed.
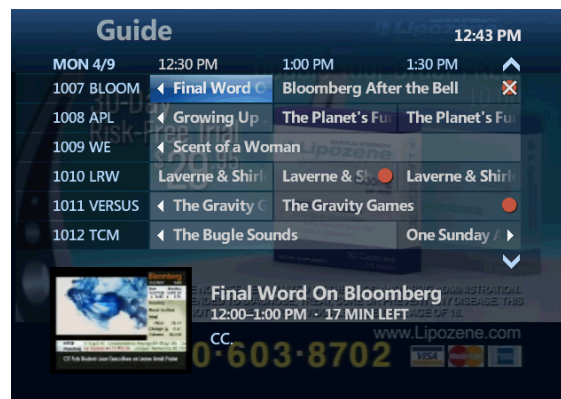


# Resolving Conflicts for a Series Recording

When episodes of a series conflict with previously scheduled recordings, the Recording conflict screen enables you to choose how to resolve the conflict.

**To record all episodes of a series and cancel conflicting recordings**

- On the **Recording conflict** screen, select **Record all episodes of Series conflict:** *Series name*, and then press the **OK** button.

  The recordings of episodes for the new series override and cancel any previously scheduled recordings.

  A recording conflict icon appears in the program guide cell of each overridden program.



**To record only those episodes that do not conflict with previously scheduled recordings**

- On the **Recording conflict** screen, select **Record this series only when no conflict occurs**, and then press the **OK** button.

  Episodes that conflict with previously scheduled recordings are not recorded. The previously scheduled recordings occur as planned.

**To manually choose which episodes to record**

1) In the **Series conflict** screen, select **Choose which shows to record**, and then press the **OK** button.

VTelevision shows a list of all the conflicting episodes of the new series.
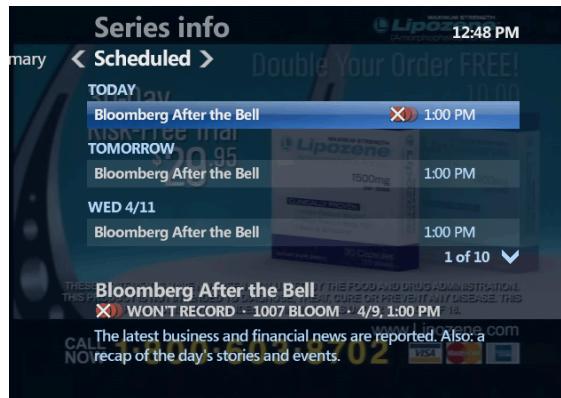


2) To record one of the conflicting episodes, select it with the arrow buttons on your set-top box remote control, and then press the **OK** button.

VTelevision displays the **Program info** screen for that episode.
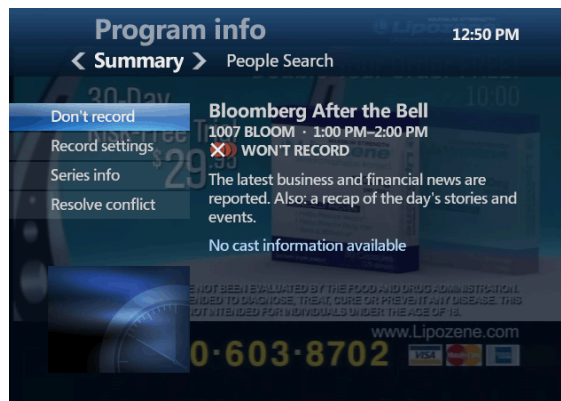


3) Select **Resolve conflict** with the arrow buttons on your remote control, and press **OK**.

VTelevision displays the **Recording conflict** screen listing the conflicting recordings.

Use the arrow buttons on your remote control to select the program you want to record, and then press the **OK** button.

The program or programs scheduled to be recorded are marked with a red dot. When you select one program to record, the program or programs beneath it have their red dots removed.

4) When you finish making changes, select the **Save changes** text and press the **OK** button on your remote control.

# Recording or Clearing an Overridden Single Recording

In the program guide, an individual conflict icon (the crossed-out red dot) marks an individual recording that was overridden and canceled in favor of another individual recording or a series recording.



When you select the overridden recording in the program guide, the Program info screen appears.

You can handle an overridden recording in one of the following ways:

- **Leave it as is.** If you cancel the conflict winner later, the overridden recording is again scheduled for recording. The conflict icon turns back into a red dot.

- **Record the overridden program in place of the previous conflict winner.** (You can also use this feature to restore an individual recording that was overridden by a series recording without affecting other episodes of the series recording.)

- **Clear the conflict icon.** The overridden program is not recorded even if you cancel the previous conflict winner.

**To record an overridden program instead of the previous conflict winner**

1) Select the overridden program in the program guide, and then press the **OK** button on your remote control.

   The **Program info** screen appears.

   

2) Select **Resolve conflict**, and then press the **OK** button.

   A **Scheduling conflict** screen appears.

3) Select the previously overridden program, and then press **OK**.

   The overridden program, which now overrides the previous conflict winner, will be recorded.

**To clear the conflict icon for an individual recording**

1) Select the overridden program in the program guide, and then press the **OK** button on your set-top box remote control.

   The **Program info** screen appears.

2) Select **Don't Record**, and then press **OK**.

   The conflict icon disappears from the program guide.

# Recording or Clearing an Overridden Series Recording

In the program guide, a series conflict icon (crossed-out, overlapping red dots) marks a series episode that was overridden and canceled in favor of another recording.

When you select an overridden series episode in the program guide, the Program info screen appears.

You can handle an overridden series episode in one of the following ways:

- Leave it as is.

  If you cancel the conflict winner later, the overridden series episode is rescheduled for recording. The conflict icon reverts to overlapping red dots.

- Record the overridden series episodes in place of the previous conflict winner.

- Cancel the entire series recording.

**To record an overridden series episode instead of the previous conflict winner**

1) Select the overridden episode in the program guide, and then press the **OK** button on your set-top box remote control.

   The **Program info** screen appears.

2) Select **Resolve Conflict**, and then press the **OK** button.

   The **Conflict** screen appears.

3) Select the previously overridden series episode, and then press **OK**.

   The overridden series episode, which now overrides and cancels the recording for the previous conflict winner, will be recorded.

**To cancel a series recording**

1) Select the overridden episode in the program guide, and then press the **OK** button on your remote control.

   The **Program info** screen appears.

2) Select **Cancel series**, and then press the **OK** button.

3) In the confirmation screen, select **Cancel series**, and then press **OK**.

   The entire series recording is canceled. All series conflict icons for it are cleared.

   **Note**   This procedure does not erase episodes that were already recorded.

# Viewing a List of All Scheduled Recordings

You can view a list of the individual programs and series episodes that are scheduled to be recorded. This list of scheduled recordings appears on all set-top boxes in your home.

**To view a list of all scheduled recordings**

1) Press the **RECORDED TV** button on your set-top box remote control.

   The **Recorded TV** screen appears.

   

2) Use the RIGHT ARROW button to select **Scheduled** on the horizontal menu bar.

   The **Recorded TV** screen now lists all upcoming individual recordings, including series episodes, in the order in which they will be recorded.

   

3) Use the arrow buttons or the **CHANNEL/PAGE** button on your remote control to scroll through the list.

# Viewing a List of Scheduled Series Recordings

You can view a list of the series that you have scheduled to record, and then view a list of the individual episodes that you have scheduled to record for each series. These lists are available on all set-top boxes in your home.

**To view a list of the series recordings that you have scheduled**

1) Press the **RECORDED TV** button on your remote control.

   The **Recorded TV** screen appears.

   

2) Use the RIGHT ARROW button to select **Series** on the horizontal menu bar.

   The **Recorded TV** screen lists the series that you have scheduled to record.

   

3) Use the arrow buttons or the **CHANNEL/PAGE** button on your remote control to scroll through the list.

**To view a list of upcoming recordings for a particular series**

1) Press the **RECORDED TV** button on the set-top box remote control.

2) Press the RIGHT ARROW to select **Series**.

3) Select the desired series in the **Recorded TV** screen, and then press **OK**.

   The **Series info** screen appears.

4) Press the RIGHT ARROW button to select **Scheduled** on the horizontal menu bar.

   The **Recorded TV** screen now shows the episodes scheduled to record for the selected series.

5) Use the arrow buttons or the **CHANNEL/PAGE** button on your remote control to scroll through the list.

# Canceling Scheduled Recordings

You can use the program guide or the Recorded TV screen to cancel a single recording or a series recording.

# Canceling a Single or Series Recording from the Program Guide

In the program guide, individually scheduled recordings are marked by a red dot, and series recordings are marked by three overlapping dots.

**To cancel a recording from the program guide**

1) In the program guide, use the **CHANNEL/PAGE** button and arrow buttons on your set-top box remote control to locate and select the program for which you want to cancel recording.

2) Identify the type of program for which you are canceling recording and use the **RECORD** button accordingly:

- If the program you want to cancel is an individually scheduled recording (shown by a single red dot), press the **RECORD** button on your remote control twice.

  The first press changes the program to a series recording (three overlapping dots), and the second press cancels the recording (the dots disappear).

  **Note**   If the series recording scheduled on the first press conflicts with previously scheduled recordings, a **Recording conflict** screen appears. Select **Record this series only when no conflict occurs** and press **OK** on the remote control. You are returned to the program guide, where three overlapping red dots are shown in the program guide cell. Press the **RECORD** button again to cancel the recording.

- If the program you want to cancel is a series recording (three overlapping dots), press the **RECORD** button once.

  This cancels the entire series recording, and the dots disappear from the program guide.

# Canceling a Single Recording from the Recorded TV Screen

You can cancel an individual recording after selecting it in the Recorded TV screen.

**To cancel a scheduled individual recording**

1) Press the **RECORDED TV** button on the set-top box remote control.

   The **Recorded TV** screen appears.

   

2) Use the RIGHT ARROW button to select **Scheduled** on the horizontal menu bar.

   The **Recorded TV** screen now lists all upcoming recordings, including individual programs and series episodes, in the order in which they will be recorded.

3) Use the arrow buttons or the **CHANNEL/PAGE** button on your remote control to scroll through the list.

4) Select the scheduled recording that you want to cancel, and then press **OK**.

   The **Program info** screen appears.

5) Select **Don't record**, and then press **OK**.

6) Select **Cancel Recording** in the resulting confirmation screen, and then press **OK**.

# Canceling a Series Recording from the Recorded TV Screen

You can cancel a series recording after selecting it in the Recorded TV screen.

**To cancel the recording of a series**

1) Press the **RECORDED TV** button on the set-top box remote control.

2) Use the RIGHT ARROW button to select **Series** on the horizontal menu bar.

The **Recorded TV** screen now lists the series that you have scheduled to record.

3) Use the arrow buttons or the **CHANNEL/PAGE** button on your remote control to scroll through the list.

4) Select the series recording that you want to cancel, and then press **OK**.

The **Series info** screen appears.

5) Select **Cancel series**, and then press **OK**.

6) Select **Cancel Series** in the resulting confirmation screen, and then press **OK**.

The entire series recording is canceled. (This does not erase episodes that have already been recorded.)

# Viewing a List of Recorded Programs

You can view a list of your recorded programs on any set-top box in your home.

### To view a list of recorded programs

- To view a list of the programs you have recorded, press the **RECORDED TV** button on your set-top box remote control.

The **Recorded TV** screen lists your available recordings by date. To view the list by title, select **By title** in the horizontal menu bar.

# Viewing a List of Series Recordings

If your service provider has configured DVR bucketing, series recordings are grouped together on the Recorded TV screen.

### To view a grouping of series recordings

1) Press the **RECORDED TV** button on your set-top box remote control.

The **Recorded TV** screen appears.

The **Recorded TV** screen lists your available recordings by date. Episodes are grouped together by series title, and the number of recorded episodes is displayed in parentheses.

2) If you select a series title, the **Series info** screen is displayed, with individual episodes listed.

**Note**   You can select an individual recorded episode to view from this screen.

# Watching a Recorded Program

After you record a program, you can watch it whenever you want. You can view recorded programs from any set-top box in your home.

**To watch a recorded program**

1) Press the **RECORDED TV** button on your remote control.

   The **Recorded TV** screen lists your available recordings by date, from the most recently recorded programs to the oldest.

   To see a list of the recordings alphabetically by title, use the RIGHT ARROW button to select **By title** on the horizontal menu bar.

2) Select the recorded show that you want to watch, and then press the **OK** button.

   The **Program info** screen appears.
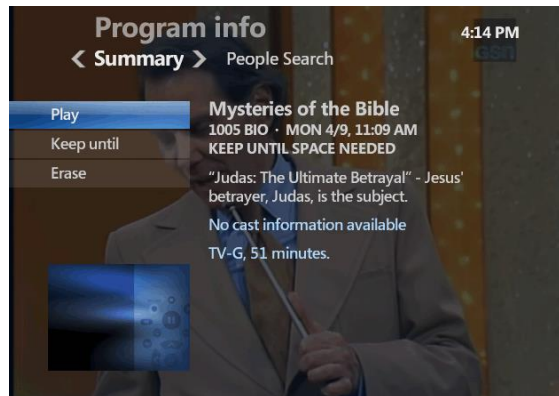
   

3) In the **Program info** screen:

   - Select **Play** to play the recording from the beginning.

     **Note**   If the recorded program is locked by parental locking, the **Lock** screen appears. To unlock the program, press **OK**, enter your PIN, select **Unlock this Program**, and then press **OK**. The program automatically relocks after a period of time that is configured by your service provider. For more information, see Watching a Locked Program.

   - If you stopped watching the recorded program in progress, you can select **Resume play** to continue watching a recorded program where you left off, or select **Start over** to start watching the program from the beginning.

### Controlling Playback

You can control recorded TV using the same playback control buttons that you use to pause, rewind, and fast-forward rented videos. For more information, see Controlling Videos.



# Watching TV While You Are Recording

While you are recording a program, you can watch that program or other previously recorded program.

If you try to tune away from the channel that you are recording, either to a live TV channel or to a rented video, and you are using more streams than are provided to your home, a message appears asking whether you want to cancel the recording in progress on the current channel.
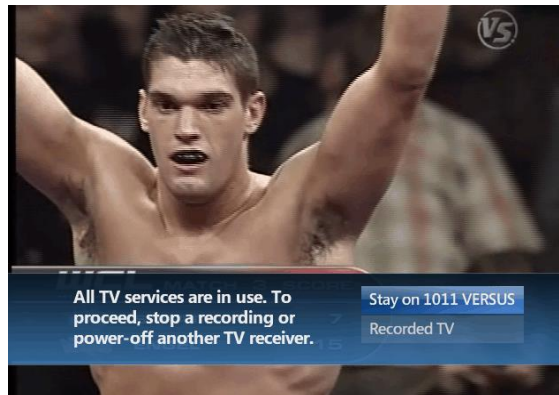


On the message screen, you can choose one of the following:

- **Stay on Channel.** The DVR-enabled device stops the recording and tunes to the other channel.

- **Recorded TV.** The DVR-enabled device continues recording and stays on the current channel.

# Stopping a Recorded Program

When a recording finishes playing, it stops and displays the Finished screen.
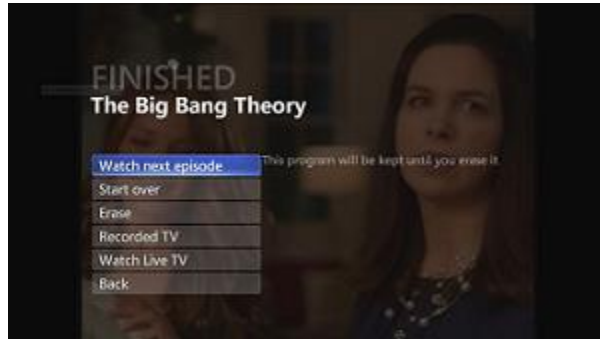


From the Finished screen, you can do any of the following:

- **Watch next episode.** Watch the next episode in the series.

  **Note** The Watch next episode button appears only if the episode currently playing is part of a series. If it is, and the next episode in the series is available as a recorded program, then the button is shown. Otherwise, the button is hidden.

- **Start over.** Restart the episode you just watched.

- **Erase.** Erase the episode you just watched.

- **Recorded TV.** Go to the list of available recordings.

- **Watch Live TV.** Go to Fullscreen TV.

- **Back.** Go to the last screen viewed before playback started.

  **Note** The **Back** button is always shown and is equivalent to the BACK button on the set-top box remote control.

**To stop watching a recorded program before it finishes**

1) Press the **STOP** button on your set-top box remote control.

   The **Stopped** screen appears.

2) Select one of the following and press **OK** on your remote control:

- **Watch next episode.** Watch the next episode in the series.to continue watching the recorded program where you left off.

  **Note**   The Watch next episode button appears only if the episode currently playing is part of a series. If it is, and the next episode in the series is available as a recorded program, then the button is shown. Otherwise, the button is hidden.

  - **Resume play.** Resume playback of the stopped episode.
  - **Start over.** Restart the episode you just watched.
  - **Erase.** Erase the episode you just watched.
  - **Recorded TV.** Go to the list of available recordings.
  - **Watch Live TV.** Go to Fullscreen TV.
  - **Back.** Go to the last screen viewed before playback started.

  **Note**   The **Back** button is always shown and is equivalent to the BACK button on the set-top box remote control.

# Erasing Existing Recordings

A program you record remains in your Recorded TV library until you erase it or until the DVR-enabled device erases old recordings to make space for new recordings. You can erase a recorded program manually to make room for new recordings. You can also erase all the recorded episodes of a series on your DVR at one time, instead of deleting each episode individually.

**To erase a program manually**

1) Press the **RECORDED TV** button on your set-top box remote control.

The **Recorded TV** screen lists your available recordings by date from the most recently recorded programs to the oldest. Series recordings are grouped together.



**Note**   To see a list of the recordings alphabetically by title, use the RIGHT ARROW button on your remote control to select **By title**.

2) Select the recorded program or series that you want to erase, and then press the **OK** button.

   a) If you select a single program and press the **OK** button, the **Program info** screen appears.

   b) If you select a series and press the **Delete** button, you can delete all episodes of the series.

   c) If you select a series and press the **OK** button, the list expands You can either:

- Select a single episode from the list and press the **OK** button (the **Program info** screen appears).

- Select the series' title and press the **OK** button (the **Series info** screen appears).

3) Select **Erase** or **Delete Recorded**, and then press the **OK** button.

A confirmation message appears.
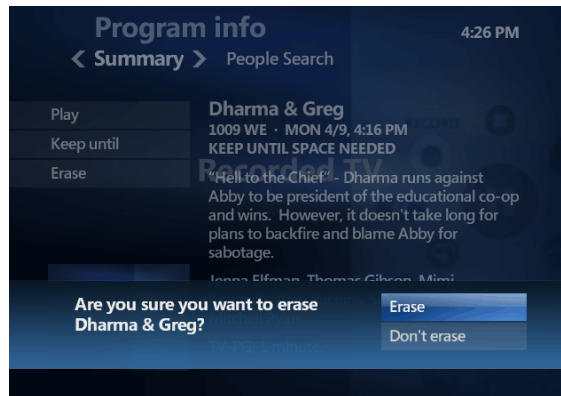
4)  Select **Erase** again, and then press the **OK** button.

This erases the program or series permanently. You cannot recall it.

To avoid erasing the program or series, select **Don't Erase.**

**Note**  If you attempt to erase a series while an episode is being watched on another set-top box in your home, the series will be deleted, but the episode will not be deleted.

# Renting Videos

You can rent movies and other programs, such as a TV series, that are available as videos. After you rent a video, you can watch it immediately or at any time before the rental period expires. You can start the video, stop it, and resume playing it from where you stopped playing it at any time during the rental period set by your service provider.

Use the playback control buttons on your remote control to play, pause, fast-forward, and rewind the video just as you would do with a DVD or video.

*VTelevision Video on Demand is not yet released, but will be coming very soon!*

# Renting Videos from the Video on Demand Screen

The Video on Demand screen provides a simple online store that makes it easy to find and rent video programs.

**To rent a video from the Video on Demand screen**

1) Press the **VIDEOS** (or **VIDEO ON DEMAND)** button on your set-top box remote control.

   The **Video on Demand** screen appears, with categories of videos along the horizontal menu bar.
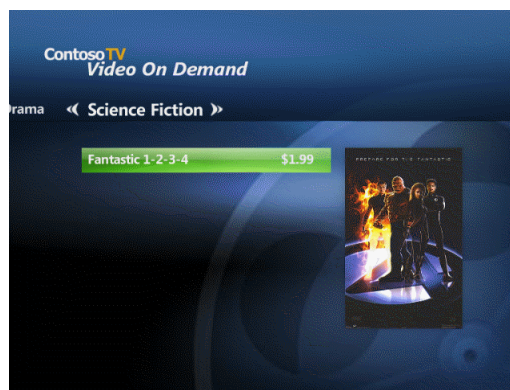
   

2) Use the ARROW buttons on your remote control to go to a video category.

3) Use the ARROW buttons to select a video or a subcategory in the database.

A subcategory, indicated by triple dots on the right, displays more selections. Select the subcategory, and then press **OK** to see the additional selections.

4) Select the video you want, and then press the **OK** button on your remote control.

A summary screen appears and enables you to watch a preview or start the video.



5) Select **Rent for** *cost*, and then press **OK**.

**Note** If the video is locked by parental locking or rental locking, you are prompted to type your PIN to unlock the video. The video remains unlocked for 4 hours. For more information, see Using Parental Locking (Parental Control).

6) Select **Rent** in the message that appears, and then press **OK**.



After you set a purchase option and unlock the video rental (if necessary), the video begins playing immediately.

If you would rather watch the video later, press the **STOP** button on your remote control. You can return to the Video on Demand screen or watch Live TV by selecting one of those options and then pressing the **OK** button.

You can go to the Current Rentals screen and play the video at any time until the rental expires. For more information, see Playing Videos That You Have Rented.

In addition to renting individual videos, you can also rent sets or packages of videos. See Renting Video Packages.

# Renting Videos from the Program Guide

In addition to the videos available from the Video on Demand screen, your service provider may offer additional videos for rent in the program guide on channels labeled VIDEO.



**To rent or view a video from the program guide**

1) Use the ARROW buttons on your remote control to select the desired video in the program guide.

   For a video you have not yet rented, the bottom of the screen shows the price and rental period for the video.

   For a video you have already rented, the bottom of the screen shows when the rental ends.

2) Press the **INFO** button on your remote control.

   For a video you have not yet rented, a **Program info** screen enables you to start the steps to renting the video.

   For a video you have already rented, the **Program info** screen enables you to play the video.

3) After renting a video from a VIDEO channel, you can select that channel in the program guide, and then press **OK** to view the video until the video expires.

   If you select a video that you have not yet rented in the program guide and press **OK**, a preview appears with a rental offer.

Press OK to rent this video for ¤3.99

> **Note**  You can also select a video listed in the program guide by tuning to it with the **CHANNEL/PAGE** button on your remote control while watching full-screen TV.

# Renting Video Packages

A video package, such as a collection starring a particular actor, is a set of videos that you rent as a unit. Usually you can rent a video package for a lower price than you could rent the videos individually.

Your service provider can offer packages in the Video on Demand screen.

**To rent a package from the Video on Demand screen**

1) Press the **VIDEOS** (or **VIDEO ON DEMAND**) button on your remote control.

   The **Video on Demand** screen appears, with categories of videos along the horizontal menu bar.

2) Use the ARROW buttons on your remote control to select the **Packages** menu.

3) Use the ARROW buttons on your remote control to select the desired package, and then press the **OK** button.

   Another **Video on Demand screen** appears, giving you a choice of renting the whole package or renting the listed videos individually.

4) To rent the whole package, select the package under **Rent both**, and then press **OK**.

   > **Note**  If rental locking is turned on, you are prompted to type your rental PIN to make the purchase. For more information, see Locking and Unlocking Rentals.

5) Select **Rent for** *cost* in the message that appears, and then press **OK**.

6) If you want to watch one of the videos now, select the video you want to play, press **OK**, select **Play**, and then press **OK**.

**Note** If the video is locked by parental locking, the Lock screen appears. To unlock the video, press **OK**, type your PIN, select **Unlock this Program**, and then press **OK**. The video relocks after 4 hours. For more information, see Locking and Unlocking Rentals.

If you would rather watch videos in the package later, press a remote control button such as **EXIT** to leave the **Video On Demand** or **Program info** screen.

Later, you can go to the **Current Rentals** screen and play videos in the package whenever you want until the package expires. For more information, see Playing Videos That You Have Rented.

# Renting an Individual Video from a Video Package

You can rent a video from a video package without renting the entire package.

**To rent an individual video without renting the whole package**

1) Press the **VIDEOS** (or **VIDEO ON DEMAND**) button on your remote control.

   The **Video on Demand** screen appears, with categories of videos along the horizontal menu bar.

2) Use the ARROW buttons on your remote control to select the **Packages** menu.

3) Use the ARROW buttons on your remote control to select the desired package, and then press the **OK** button.

   Another **Video on Demand screen** appears, giving you a choice of renting the whole package or renting the listed videos individually.

4) Under **Rent individually**, use the ARROW buttons to select the individual video you want to rent, and then press **OK**.

   You see a **Program info** screen that enables you to watch a preview or initiate the rental sequence, as described in Renting Videos from the Video on Demand Screen.

5) Select **Rent for** *cost*, and then press **OK**.

   **Note** If rental locking is turned on, you are prompted to type your rental PIN to make the purchase. For more information, see Locking and Unlocking Rentals.

6) When prompted to confirm the rental, select **Rent**, and then press **OK**.

   The video begins playing.

**Note**   If the video is locked by parental locking, the Lock screen appears. To unlock the video to play it, press **OK**, type your parental PIN, select **Unlock this Program**, and then press **OK**. The video relocks after 4 hours. For more information, see Watching a Locked Program.

# Playing Videos That You Have Rented

You can play a rented video at any time until it expires.

**Note**   If a video expires while you are playing it, the video stops immediately. *You cannot watch a video after it expires,* even if you started watching the video before it expired.

You can view a list of the videos that you have rented in the Current Rentals screen and select the video you want to play.

**To view a list of rented videos and select a video to play**

1) Press the **VIDEOS** (or **VIDEO ON DEMAND)** button on your remote control.

   The **Video on Demand** screen appears. If you have rented any videos, **Current rentals** is the first category in the **Video on Demand** screen and is selected automatically. A list of currently rented videos and video packages is displayed.

   When a rental expires, it is deleted automatically from the list. Your service provider sets the expiration policy.

2) Use the ARROW buttons on your remote control to select the video in the list, and then press the **OK** button.

3) On the **Program info** screen for the selection, select **Play**, and then press **OK**.

   If you paused or stopped the video before it was finished, the video resumes at the stopping point. To restart the video from the beginning, press the **STOP** button, select **Start over** from the **Stopped** screen, and then press **OK**.

   **Note**   If the video is locked by parental locking, and it has been more than 4 hours since you last unlocked it, the Lock screen appears. To unlock the video, press **OK**, type your parental PIN, select **Unlock this Program**, and then press **OK**. For more information, see Watching a Locked Program.

**To play a video in a rented package**

1) In the **Current Rentals** screen, select the package, and then press the **OK** button.

2) Select the video you want to play, and then press **OK**.

3) Select **Play**, and then press **OK**.

# Controlling Videos

Use the playback control buttons on your remote control to play, pause, rewind, and fast-forward videos just as you would a DVD or video.



Use the buttons as described in the following list.

**Note** There are different results for some of the buttons depending on which button was pressed previously.

- Press **PAUSE** to freeze the video.

  Then, press **PLAY** to resume playing the video from the point where you paused it.

- Press **STOP** to stop the video.

  Then, press **PLAY** to start playing the video from the beginning.

- Press **REW** or **FF** to rewind or fast-forward through the video.

  There are three speeds for rewind and fast-forward. Press **REW** or **FF** one, two, or three times to use fast, faster, or fastest speed.

  Then, press **PLAY** to resume playing at normal speed.

- Press **SKIP** or **REPLAY** to skip forward or backward in short segments (about 30 seconds each).

# Stopping and Restarting Rented Videos

When a rented video finishes playing, the **Finished** screen is displayed. You can also stop the video before it finishes.

You can watch the video again at any time during the rental period set by your service provider. The rental period is typically 24–48 hours, but it can be longer.

You can watch the video again from the beginning or from where you stopped.

**To close a video after it ends**

- Use the ARROW buttons on your remote control to select one of the following:
    - To watch live TV, select **Watch Live TV**.
    - To view other videos, select **Video On Demand.**

      The **Current Rentals** screen appears.
    - To restart the video from the beginning, select **Start over**.

**To stop watching a video before it ends**

1) Press the **STOP** button on your remote control.

   The **Stopped** screen appears.

2) Select one of the following:
    - **Resume play** to continue watching the video where you left off.
    - **Video on Demand** to return to the **Video on Demand** screen, with a list of your current rentals and other videos you can rent.
    - **Start over** to start watching the program again from the beginning.
    - **Watch Live TV** to start watching a live TV program.

# Tuning to and Away from Rented Videos

All rented videos play on a channel. You can tune to the channel and away from it as you would any channel.

**To tune to or away from a channel containing a rented video**

1) Press the **CHANNEL/PAGE** button on your remote control, or select another channel in the program guide.

   If you tune away from a video while it is playing, the video pauses.

   If you tune back to a channel on which a video was paused, the video resumes playing from the point at which you paused it. You may have to press **OK** to resume playing the recording.

   **Note**   You can also resume playing the video by selecting it in the **Current Rentals** screen. For more information, see Playing Videos That You Have Rented.

If you tune to a video channel on which no video is playing (for example, because the last video playing on that channel was stopped), you see a display screen that instructs you to press OK to view a list of videos.

2) Press the **OK** button on your remote control to view the **Current Rentals** screen.

# Using Subscription Video on Demand

In addition to renting videos and packages, the **Video on Demand** screen may offer VOD services, such as STARZ! or HBO.

Watching subscription VOD is similar to watching videos. Instead of renting individual videos or packages, you subscribe to a VOD service, usually on a monthly basis. After you have subscribed to the service, you can watch the videos offered by that service and listed on the **Video on Demand** screen.

## Subscribing to a VOD Service

The VOD services offered by your service provider appear in the **Video on Demand** screen.

**Note**   Before subscribing to the service, you can use the ARROW and **OK** buttons on your remote control to browse through the subcategories and view **Program info** screens and previews for the videos offered by the service.
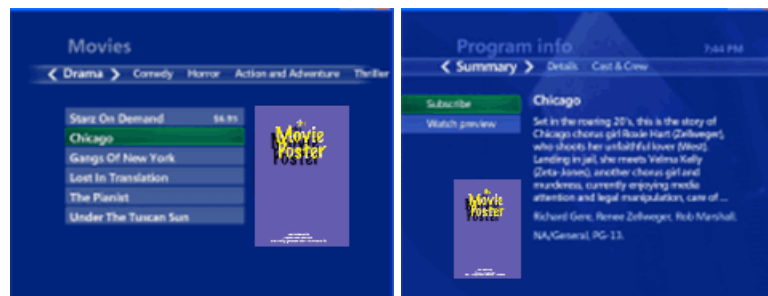


**To subscribe to a VOD service**

1) Press the **VIDEOS** (or **VIDEO ON DEMAND**) button on your remote control.

2) On the horizontal menu bar, use the ARROW buttons on your remote control to select the video service to which you want to subscribe.
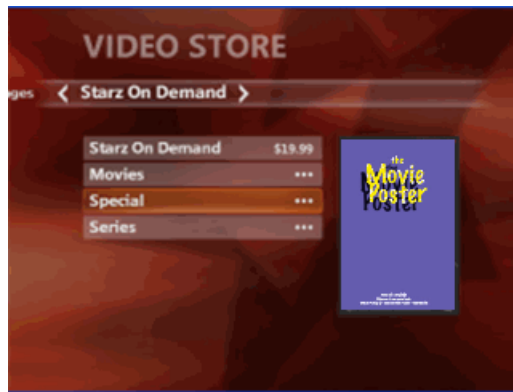
Sometimes, rather than appearing individually on the menu bar, the available VOD services may be under a category, such as **On-demand channels**.



3) If you selected a VOD service, use the ARROW buttons on your remote control to select the name of the VOD service, which appears with its subscription price, and then press the **OK** button.



4) Select **Subscribe** from the message that appears at the bottom of the screen, and then press **OK**.
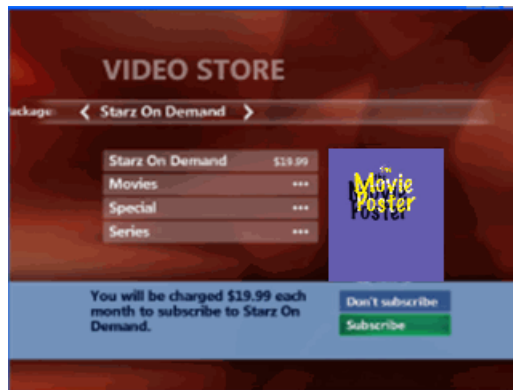
A message thanking you for your purchase appears at the bottom of the screen.

You can now watch videos offered by this service.

# Watching Subscription Videos

After subscribing to a VOD service, you can watch the videos provided from that service by selecting them in the Video on Demand screen.

**To watch videos offered by a service to which you have subscribed**

1) Press the **VIDEOS** button on your remote control.

   Alternatively, press the **MENU** button, press the RIGHT ARROW button to select **Video on Demand**, select **Browse videos**, and then press the **OK** button.

   The names of VOD services to which you have subscribed appear in the **Current Rentals** screen, with individual videos and packages that you have rented.

2) Use the DOWN ARROW button on your remote control to select the desired VOD service, and then press **OK**.
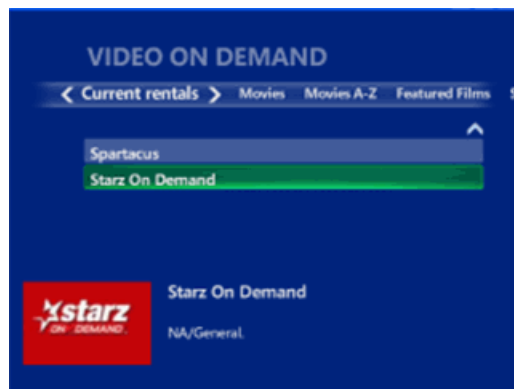
The **Video on Demand** screen for that service appears, with a list of subcategories and videos that you can choose.
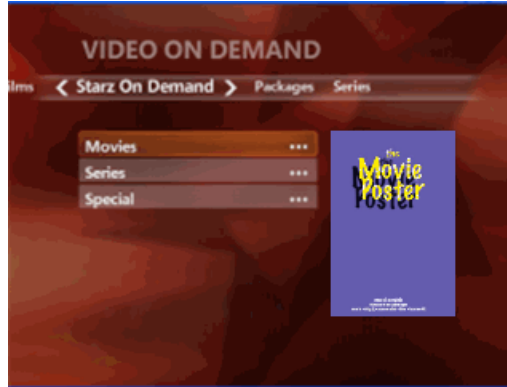


3)  Use the ARROW buttons and the **OK** button on your remote control to navigate through the subcategories to the video you want.





4)  Select the video that you want to watch, and then press **OK**.

5)  Select **Play** in the **Program info** screen that appears for the video, and then press **OK**.

The video begins playing.

**Note** If the video is locked by parental locking, the **Lock** screen appears. To unlock the video, press **OK**, type your parental PIN, select **Unlock this Program**, and then press **OK**. For more information, see Watching a Locked Program.

6) Use the **STOP**, **PLAY**, **REW**, **FFW,** and other video control buttons on your remote control to control the video.

For more information, see Controlling Videos.

You can stop the video or tune away from it and then return to it later. See Stopping and Restarting Rented Videos.

When you select that video again, a **Program info** screen appears. To resume playing the video at the stopping point, select **Play** on the **Program info** screen, and then press **OK**.

# Renting Pay Per View Programs

Pay Per View (PPV) programs are live TV programs that you must rent to view. Like any live TV program, a PPV program can be viewed only during the time slot in which it plays. This is different from a rented video, which you can watch at any time during the rental period.

To get the most out of PPV programs, ensure that you understand the following characteristics of PPV:

- After renting a PPV program, you must wait until its scheduled time before you can watch it.

- You are charged for a rented PPV program even if you do not watch it.

- Your service provider determines whether you can cancel the rental of a PPV program after you have rented it.

- You can rent a PPV program only until the purchase offer expires, which is set by the service provider. The offer usually expires shortly before or after the program begins.

- You can record the program at its scheduled time and watch it whenever you want after that.

# Renting a Pay Per View Program

These are the two most common ways to rent PPV programs:

- In the program guide.

- While watching a channel in full-screen mode.

You can also find PPV programs using the Search feature. For more information, see Searching for Programs.

# Renting a Pay Per View Program Using the Program Guide

PPV programs appear as channels in the program guide. If there is more than one showing of a program, each showing appears as a separate channel.

**To rent a Pay Per View program in the program guide**

1) Press **GUIDE** on your set-top box remote control, and then use the ARROW buttons to move through the listings to the channel containing the PPV program that you want to rent. The channel number is usually followed by the letters "PPV."

- The time slot just before the PPV program displays "Upcoming:" followed by the program name.

- The time slot in which the PPV program plays displays the program name, as any live TV program does.

- Time slots after the PPV program display "No Information."

- The bottom of the screen displays the rental price and the scheduled time for the PPV program.



2) Select either the cell for the upcoming time slot or the cell for the playing time slot, and then press the **INFO** button on your remote control to display the **Program info** screen.
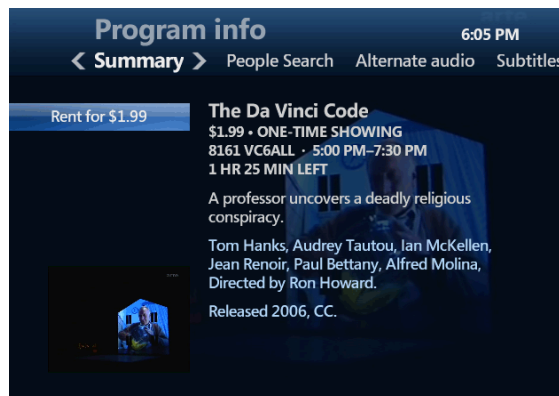


3) Select **Rent for** *cost*, and then press the **OK** button.

**Note**   If the program is locked by parental locking, you are prompted to type your parental PIN before you can rent the program. For more information, see Using Parental Locking (Parental Control).

A rental confirmation message appears.



4) To rent the program, select **Rent for** *cost*, and then press **OK**. (If you don't want to rent the program, select **Don't rent** to close the confirmation message without renting the program.)

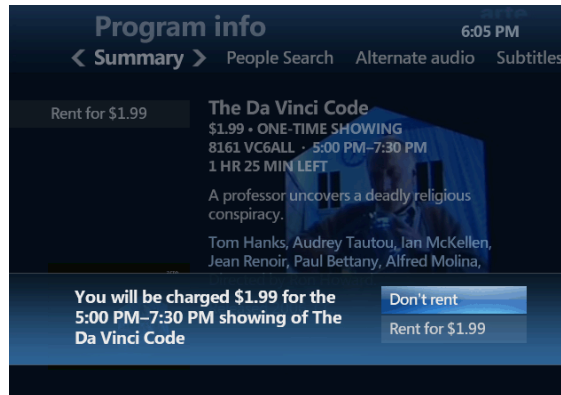- After you complete the rental sequence, a confirmation message appears, and **Rent for** *cost* becomes **Record program**.

- You can now watch the program when it plays in its scheduled time slot. For more information, see Watching a Pay Per View Program.

- You can also schedule the program to record by selecting **Record program**. For more information, see Recording a Pay Per View Program.

# Renting a Pay Per View Program While Watching the Channel

You can tune to a PPV channel and watch it in full-screen mode like any other live TV channel.

**Note**   If the program is locked by parental locking, the channel displays the **Lock** screen. To unlock the program so you can rent it, press **OK**, type your parental PIN, select **Unlock this Program**, and then press **OK**. For more information, see Watching a Locked Program.

If you have not yet rented the PPV program, a graphic or a preview with an offer message appears.

**To rent a PPV program while watching the channel in full-screen mode**

1) While watching the PPV channel in full-screen mode, press the **OK** button on your remote control.

A rental confirmation panel appears.



2) To rent the program, select **Rent for *cost***, and then press the **OK** button. (If you do not want to rent the program, select **Don't rent** to close the confirmation message without renting the program.)

**Note**   If the program is locked by parental locking, the **Lock** screen appears. To unlock the program, press **OK**, type your parental PIN, select **Unlock this Program**, and then press **OK**. For more information, see Watching a Locked Program.

After you complete the rental sequence, a confirmation message appears, and you can now watch the program when it plays in its scheduled time slot. For more information, see Watching a Pay Per View Program.

You can also schedule the program to record. For more information, see Recording a Pay Per View Program.

# Watching a Pay Per View Program

A PPV program starts and ends at a specific time. Unless you have recorded the program, you can watch it only during that time slot.

If you record a PPV program, you can watch it whenever you want. For more information, see Recording a Pay Per View Program.

### To watch a PPV program that you have already rented

- Tune to the program when it is supposed to start.

  If you tune to the program before it starts, you see a graphic or trailer until the program starts.

  If you tune to the program after it starts, you see the program from that point forward. You cannot rewind to the beginning.

  **Note**   If the program is locked by parental locking, the Lock screen appears. To unlock the program, press **OK**, type your PIN, select **Unlock this Program**, and then press **OK**. For more information, see Watching a Locked Program.

### Controlling a Pay Per View Program

After you have tuned to a PPV program, you can pause, fast-forward, and rewind it like any other live TV program. For more information, see Controlling Live (Real-Time) TV.

# Recording a Pay Per View Program

After you have rented a PPV program, you can schedule it to be recorded when it plays.

If you try to record a program that you have not rented, a **Program info** screen with a rental offer appears. You need to go through the rental sequence for the PPV program to record it. For more information, see Renting Pay Per View Programs.

# Recording a Pay Per View Program While Watching the Channel

You can tune to the channel and schedule a PPV program to be recorded.

**To schedule the recording of a PPV program while watching the channel**

1) Tune to the channel for the PPV program that you want to record.

2) Press the **RECORD** button on your remote control.

- If the program is not yet playing and you are watching the graphic or preview that precedes it, the message "Recording Scheduled" appears.

  The program will record during its time slot.

- If the program is playing, the message "Recording" appears, and the program begins recording immediately, as a regular live TV program does.

# Recording a Pay Per View Program by Using the Program Guide

You can use the program guide to record a PPV program.

You can record the program until its scheduled end, or you can add padding time after the end to ensure that the whole program records if it runs longer than expected.

**To record a PPV program by using the program guide**

1) Press **GUIDE** on your remote control, and then use the ARROW buttons to move through the listings to the PPV program that you want to record.

2) Select the preview cell that precedes the program (usually labeled "Upcoming") or the cell for the program itself.

3) Press the **RECORD** button.

   A red dot in the program guide cell indicates that the PPV program is now scheduled to record. (Recording begins immediately if the program is currently playing.)

   When the scheduled recording actually begins, the RECORDING light on your DVR-enabled set-top box lights up and remains on while the PPV program is recording.

# Canceling the Recording of a Pay Per View Program

You can use the program guide to cancel the recording of a PPV program. Canceling the recording does not cancel your right to watch the program at its scheduled time.

**To cancel the recording of a PPV program**

1) Press **GUIDE** on your remote control, and then use the ARROW buttons to move through the listings to the PPV program.

2) Select the preview cell that precedes the program (usually labeled "Upcoming") or the cell for the program itself.

3) Press the **RECORD** button on your remote control until the red dot in the program guide cell disappears.

# Home Media Sharing

Home Media Sharing enables a VTelevision set-top box to connect to a home PC running Windows Media Connect server (included with Windows Media Player 11 and later). With this capability, the VTelevision set-top box can stream photos and non-DRM protected music from any networked home PC in an end user's home. The Home Media Sharing feature is displayed to end users as an item in the VTelevision set-top box Menu screen or on a channel in the program guide.

The VTelevision set-top box does not share video content with other servers or clients and does not store any of the streamed content on its local file system. Unprotected content is played and displayed on the set-top box by implementing a UPnP Control Point that communicates with UPnP Media Servers and Media Renderers using protocols specified in the UPnP A/V Specifications.

**Note:**   To use the Home Media Sharing feature, your set-top box and your PC must be on the same IP subnet.

## Supported Formats

Home Media Sharing supports the formats described in the tables that follow.

### Photos

| Format (File Name) | MIME Type | Additional Information |
|---|---|---|
| JPEG (.jpg, .jpeg) | Image/jpeg | The Home Media Sharing application rescales images to be the smallest size that is larger than $640 \times 480$ (typically $1024 \times 768$). This capability enables images to be displayed in high-definition (HD), if needed. |

### Music

| Format (File Name) | MIME Type | Additional Information |
|---|---|---|
| MPEG-2 Layer 3 (.mp3) | audio/mp3 | Supported by Windows Media Connect. Variable bit rate (VBR) and constant bit rate (CBR) are |

| Format<br>(File Name) | MIME Type | Additional Information |
|---|---|---|
| | | supported. |
| WMA<br>(.wma) | audio/x-ms-wma | WMA9 is supported. VBR is supported. WMA lossless is not supported. |

### Playlists

| Format | File Name | MIME Type |
|---|---|---|
| Windows Media Playlist | .wpl | application/vnd.ms-wpl |
| M3U | .m3u | audio/x-mpegurl |

# Remote Control Buttons for Home Media Sharing

The following table lists the set-top box remote control buttons and their control of Home Media Sharing.

| Remote Control Button | Photos Only | Music Only | Photos and Music |
|---|---|---|---|
| Play | Play photos. | Play music. | Play photos and music. |
| Pause | Pause photos. | Pause music. | Pause photos and music. |
| Stop | Stop slideshow and go back to browsing. | Stop music and go back to browsing. | Stop photos and music and go back to browsing. |
| Skip | Skip to next photo. | Skip to next song. | Skip to next song. |
| Replay | Skip to previous photo. | Replay song. | Replay song. |
| FF | Fast forward. Photos | Nothing happens. | Photos display faster. |

| Remote Control Button | Photos Only | Music Only | Photos and Music |
|---|---|---|---|
| | display faster. | | |
| Rew | Rewind. Photos display backward. | Nothing happens. | Photos display backward. |
| Down/Right Arrow | Go to next slide. (Only if not browsing.) | Nothing happens. | Go to next slide. (Only if not browsing.) |
| Up/Left Arrow | Go to previous slide. (Only if not browsing.) | Nothing happens. | Go to next slide. (Only if not browsing.) |
| OK | Toggles between pause and play. | Nothing happens. | Toggles between pause and play of photos. |
| Info | Nothing happens. | The metadata panel is displayed. | The metadata panel is displayed. |

# Configuring Your Windows 7 PC to Share Media

You can configure your Windows 7 PC to share media with your television.

**To configure your Windows 7 PC to share media with Home Media Sharing**

1) On your PC, launch Windows Media Player by clicking the desktop shortcut.

2) Locate the **Stream** button on the Windows Media Player toolbar.
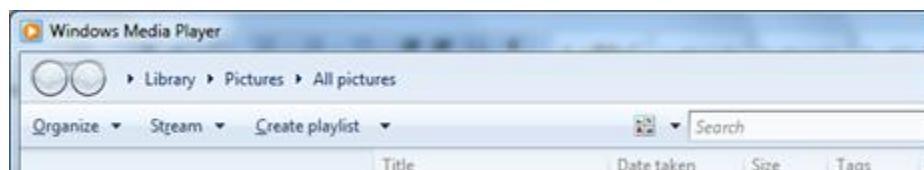


3) Click the **Stream** button, and then click **Turn on media streaming**.

An information box appears.

The **Media Streaming options** panel appears.
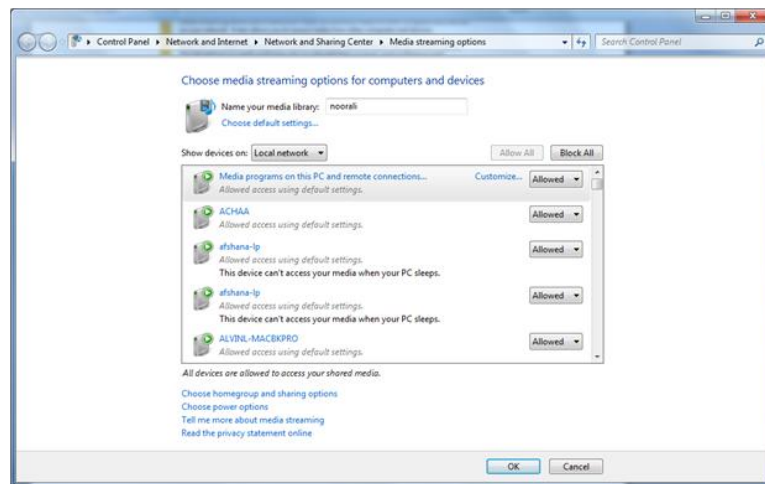


4) In the list of devices, select **Allowed** from the drop-down menu for your VTelevision set-top box, and then click **OK**.

Your Windows 7 PC is now configured to share media with your set-top box.

# Connecting Your Set-Top Box to a Windows Media Connect Server

After you configure your PC to share media, you connect your set-top box to a Windows Media Connect server.

**To connect a Windows Media Connect server with your set-top box**

1) On your set-top box remote control, press the **MENU** button, press the RIGHT ARROW button to select **My Mediaroom**, select **Photos and Music**, and then press the **OK** button.

2) Use the **UP** or **DOWN** button to select a server, and then press the **OK** button.
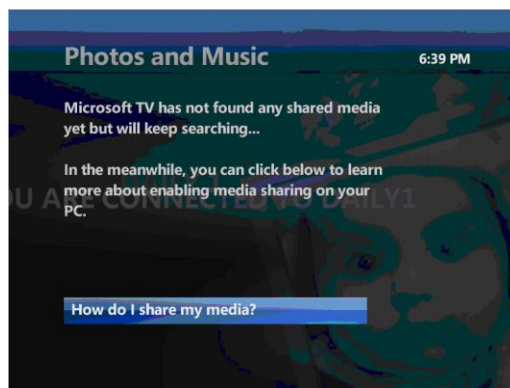
If there is a PC that is acting as a Windows Media Connect server but is not configured to share media with your set-top box, you are not able to select it.



If there are no Windows Media Connect servers available, an information screen appears.



# Playing Music on Your Television

When you have configured your PC to share media and connected your set-top box to a Windows Media Connect server, you are ready to play music on your TV.

**To play music on your television**

1) After you select a Windows Media Connect server, use the UP ARROW and DOWN ARROW buttons on your set-top box remote control to select a music category, and then press **OK**.

2) Select an individual song or a playlist, and then press **OK**.

The media begins playing and metadata is displayed.

**Symphony No. 9 (Scherzo)**
Beethoven's Symphony No. 9 (Scherzo)
Ludwig van Beethoven, composer. Seattle

For more information about controlling Home Media Sharing while media is playing, see Remote Control Buttons for Home Media Sharing.
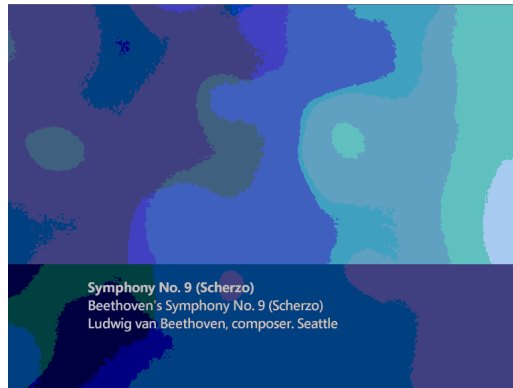
# Viewing Photos on Your Television

When you have configured your PC to share media and connected your set-top box to a Windows Media Connect server, you are ready to view photos on your TV.

**To view photos on your television**

1) After you select a Windows Media Connect server, use the UP ARROW and DOWN ARROW buttons on your remote control to select a photo category, and then press **OK**.
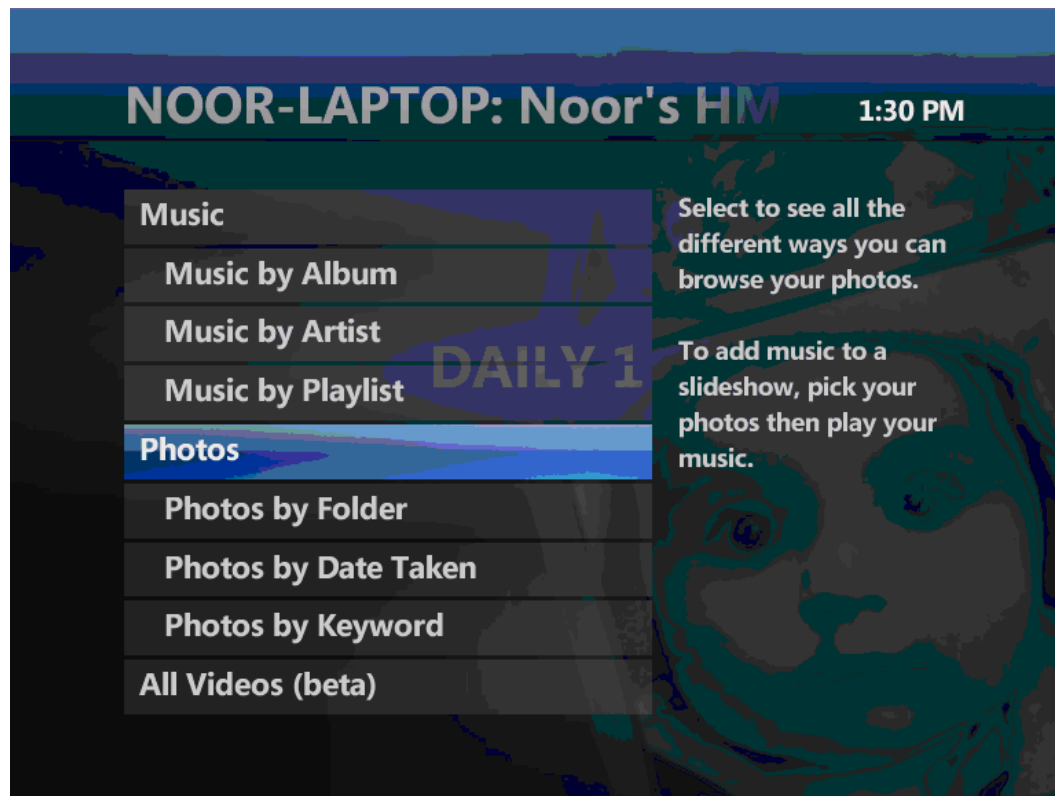
2) Use the UP ARROW and DOWN ARROW buttons on your set-top box remote control to select a photo to display.

As the photo name is highlighted, a thumbnail is displayed.

3) Press the **OK** button to display an individual photo or a photo playlist.

For more information about controlling the Home Media feature while media is playing, see Home Media Sharing Remote Control Keys.

# Playing Music and Viewing Photos Together

When you have configured your PC to share media and connected your set-top box to a Windows Media Connect server, you can both view photos and play music on your TV.

**To play music and view photos on your television**

1) Select a photo, a playlist, or a song.

2) Press the **BACK** button, and then select another photo, playlist, or song and press **OK**. **Note**  This media cannot be the same type as the previous selection in step 1.

Pressing the **MENU** button exits you from the media you selected.

# Using Parental Locking (Parental Control)

You can stop children from viewing live, recorded, and rented programs you do not want them to see. You indicate what you want to control and set a personal identification number (PIN). Viewers must enter the PIN to watch any show for which parental locking is in effect.

In addition to preventing viewing of locked programs in full-screen TV, parental locking also prevents viewing the program in PIP displays (in the program guide, for example) and in the background behind VTelevision screens.

After setting up parental locking, you can change the locking settings, change your PIN, turn off locking temporarily, or turn off locking completely.

**Note**   Locked channels and programs still appear in the program guide, and any viewer can schedule them to record without specifying a PIN. However, viewers must specify a PIN to *watch* the recorded programs.

# Getting Ready to Use Parental Locking

To set up parental locking, you first open the parental locking Settings screen and create a PIN. This screen also enables you to verify whether parental locking is currently turned on.

**To create a PIN for parental locking**

1) Press **MENU** on your remote control.

2) Use the arrow buttons to select **Settings** on the horizontal menu bar.

3) Select **Parental controls**, and then press the **OK** button.

   The **Parental controls Setting** screen appears. A picture of a lock with the **Parental locking** menu item means that a PIN is already set and parental locking is in effect.
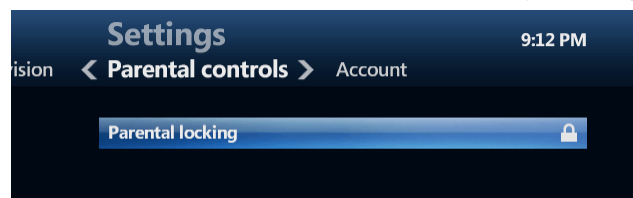
If a picture of a lock is not shown, it means that no PIN is set and parental locking is not in effect.



4) Select **Parental locking**, and then press **OK**.

5) Use the number buttons on your remote control to enter a four-digit PIN. When typing the PIN, you can press the **DELETE** button on your remote control to erase the previously typed digit.

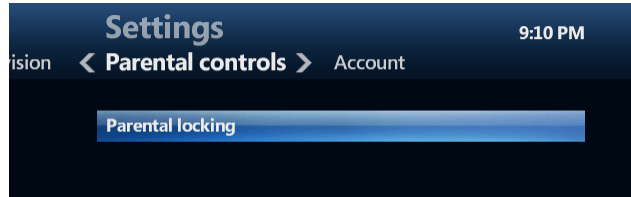   **Note** Some PINs may be not be used. For example, you are not able to use 0000 as a PIN. If prompted, enter a different PIN.

6) When the confirmation prompt appears, enter the PIN again to confirm it.
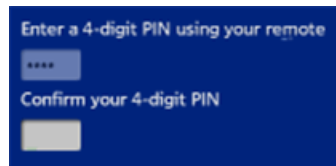


If a PIN is already set, you must enter the correct PIN to access the screens that enable you to change parental locking settings.

The **Parental locking Settings** screen appears.
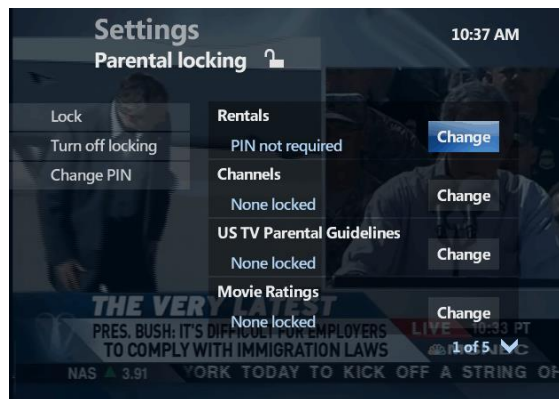


Using the **Parental locking Settings** screen, you can:

- Lock rentals.

- Lock specific channels.

- Lock movie and TV programs by ratings.

- Lock unrated movies and TV programs.

- Turn off parental locking, or turn it back on.
- Change your PIN.

# Changing Your PIN

You can change your PIN at any time.

**To change your PIN**

1) Open the **Parental locking Settings** screen as described in Getting Ready to Use Parental Locking.

2) Select **Change PIN**, and then the press **OK** button.

3) Use the number buttons on your remote control to enter a four-digit PIN, and then enter the PIN again to confirm it.

   Now, anyone who wants to change parental-locking settings must specify the new PIN.

4) If you have finished setting up parental locking, use the arrow buttons on your remote control to select **Lock**, and then press **OK**.

# Locking and Unlocking Rentals

You can require viewers to enter a PIN to rent or purchase videos and other programs.

**To lock or unlock rentals**

1) Open the **Parental locking Settings** screen, and then enter your PIN as described in Getting Ready to Use Parental Locking.

2) Use the arrow buttons on your remote control to select the **Change** button next to **Rentals**, and then press the **OK** button.

   The **Lock renting Settings** screen appears.

3) Use the arrow buttons on your remote control to select **Lock renting**, and then press **OK**.

   The lock icon appears or disappears, depending on whether you are locking or unlocking rentals.

4) Use the arrow buttons to select **Save,** and then press **OK**.

You can select **Don't save** to exit from this screen without saving the changed setting.

5) If you have finished setting up parental locking, use the arrow buttons on your remote control to select **Lock**, and then press **OK**.

# Locking and Unlocking Channels

You can require viewers to enter a PIN to view specific channels. Locked channels still appear in the program guide. You can unlock specific channels or all channels.

**To lock or unlock channels**

1) Open the **Parental locking Settings** screen as described in Getting Ready to Use Parental Locking.

2) Use the arrow buttons on your remote control to select the **Change** button next to **Channels,** and then press the **OK** button.

The **Lock channels Settings** screen appears, showing a list of all channels (both locked and unlocked channels).

- If a channel is unlocked, no lock icon is shown.

- If a channel is already locked, a lock icon is shown.

Viewers cannot view locked channels without entering the correct parental locking PIN.
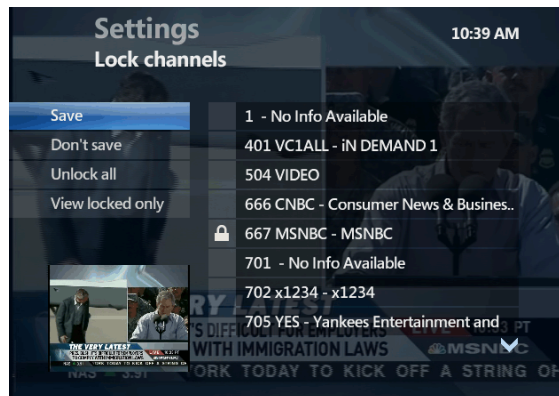


3) Press the arrow buttons on the remote control to go to the channel list.

4) Use the arrow buttons to select the channel that you want to lock or unlock, and then press **OK** to change the lock setting:

- To lock an unlocked channel, press **OK** to make a lock icon appear.

- To unlock a locked channel, press **OK** to clear the lock icon.

- To unlock all channels, select **Unlock all** on the left side of the screen, and then press **OK**.)

5) Select **Save**, and then press **OK**.

You can select **Don't Save** to exit from this screen without saving your changes to the list of locked channels.

You are returned to the **Parental locking Settings** screen.

6) If you have finished setting up parental locking, use the arrow buttons on your remote control to select **Lock**, and then press the **OK** button.

# Viewing the List of Locked Channels

You can view a list of channels you have locked.

**To view only the locked channels**

1) Open the **Lock channels Settings** screen as described in Locking and Unlocking Channels.

2) Select **View locked only**, and then press the **OK** button.

The list of channels (both locked and unlocked) changes to show only locked channels.

**View locked only** changes to **View all channels**.

3) To restore the full list of locked and unlocked channels, select **View all channels**, and then press **OK**.

# Locking and Unlocking Rated Movies and TV

You can require viewers to enter a PIN to view videos and other programs with a specified rating. This also restricts programs with higher ratings.

**To lock or unlock rated movies or TV programs**

1) Open the **Parental locking Settings** screen as described in Getting Ready to Use Parental Locking.

2) Use the arrow buttons on your remote control to select the **Change** option for the ratings system that you want to use, such as **EIT MPAA Ratings**, and then press **OK**.

The **Settings** screen appears for the ratings system that you selected.

**Note**   Turning parental locking on or off based on TV ratings does not affect any V-Chip settings in your TV.

If your service provider supports more than one ratings system, the elements for the supported ratings systems appear one after the other.

3) Use the arrow buttons on your remote control to select the lowest rating that you want to lock, and press **OK**.

A lock icon appears next to the lowest locked rating and all the ratings higher than that rating. Viewers cannot view programs with that rating or any higher rating without entering the correct PIN.

To unlock all ratings, select **Unlock all**, and then press **OK** to make all the lock icons disappear.

**Note**   You may not be able to unlock ratings that are designated as adult content by your service provider.

4) Select **Save**, and then press **OK**.

You can select **Don't Save** to exit from this screen without saving your changes.

5) If you have finished setting up parental locking, use the arrow buttons on your remote control to select **Lock**, and then press **OK**.

# Adult-Rated Content

Your service provider can mark certain content as for adults only. The provider can set all programming on certain channels or all programming with a certain rating (for example, all NC-17 movies) as "adult." The provider can also mark individual programs as being "adult."

Depending on your service provider's settings, an "adult" label can be only advisory. However, the service provider can configure adult content to be automatically locked. In this case, parental locking can be in effect for your set-top box automatically, and you may have to obtain the PIN from your service provider.

If a rating is configured as adult and automatic locking of adult ratings is in effect, you cannot unlock that rating. You must always specify the PIN to watch material with that rating. In addition, even the program titles and descriptions can be hidden. If you try to view the details

of a blocked program, you are prompted to enter your parental locking PIN to unblock titles and descriptions for a short period of time.

Depending on your service provider's settings, adult content can also be unavailable during certain hours of the day.

# Locking Unrated Movies and TV Programs

You can require viewers to enter a PIN to view videos and other programs that do not have ratings.

**To prevent unauthorized viewers from watching unrated programs**

1) Open the **Parental locking Settings** screen as described in <u>Getting Ready to Use Parental Locking</u>.

2) Use the arrow buttons on your remote control to scroll down to the **Change** option for **Unrated content**, and then press the **OK** button.

   The **Lock unrated Settings** screen appears.
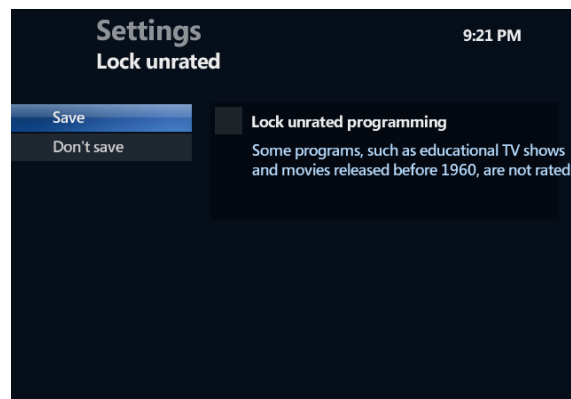


3) Use the arrow buttons on your remote control to select the **Lock unrated programming** option, and then press **OK** until a lock icon appears.

   Now, viewers must enter the correct four-digit PIN to watch programs that have no rating.

4) Use the arrow buttons to select **Save**, and then press **OK**.

   You can select **Don't Save** to exit from this screen without saving the changed setting.

5) If you have finished setting up parental locking, use the arrow buttons on your remote control to select **Lock**, and then press **OK**.

# Turning Off Parental Locking

You can turn off parental locking temporarily, while still keeping your PIN, or you can turn off parental locking completely and delete your PIN.

**Note** You cannot use these parental-locking settings to turn off parental locking for a specific program. You can, however, unlock a currently playing program that you have tuned to. For more information, see Watching a Locked Program.
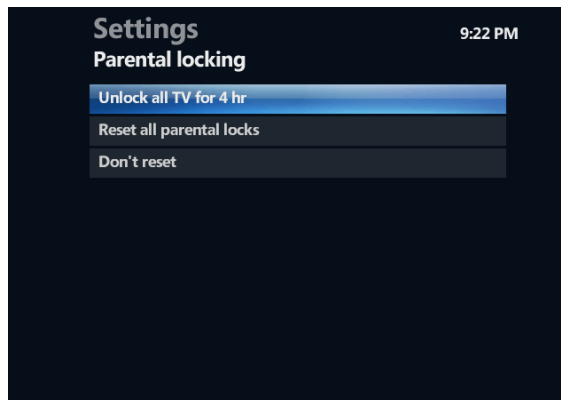


**To turn off parental locking for all programs temporarily**

1) Open the **Parental locking Settings** screen as described in Getting Ready to Use Parental Locking.

2) Use the arrow buttons on your remote control to select **Turn off locking**, and then press the **OK** button.

3) Select **Unlock all TV for 4 hr**, and then press **OK**.

The **Parental locking Settings** screen closes, and the last channel tuned appears on the screen.

The **Parental locking** option in the **General Settings** screen shows parental locking as unlocked.
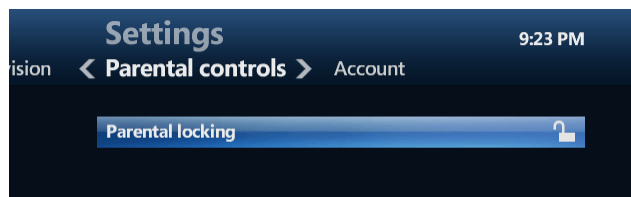
After you unlock programming temporarily, viewers can watch any program without entering a PIN during the temporary unlock period.

**Note**   If you change your mind and want to restore parental locking before the 4 hours are up, you can turn it back on again as described in Turning Parental Locking Back On.

**To turn off parental locking completely and eliminate your PIN**

1)  Open the **Parental locking Settings** screen as described in Getting Ready to Use Parental Locking.

2)  Use the arrow buttons on your remote control to select **Turn off locking**, and then press the **OK** button.

3)  Select **Reset all parental locks**, and then press **OK**.

    A message appears, asking you to confirm your choice.

    

4)  In the message, select **Reset**, and then press **OK**.

    The set-top box closes the **Parental locking Settings** screen and returns to the last channel tuned.

    The **Parental locking** option in the **General Settings** screen shows parental locking as completely turned off.
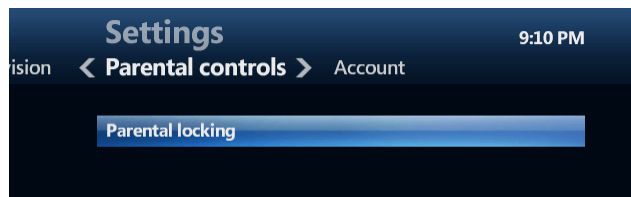
    

    Now, viewers can watch any program without entering a PIN. To restore parental locking, you must set up a new PIN and new controls as described in Using Parental Locking (Parental Control).
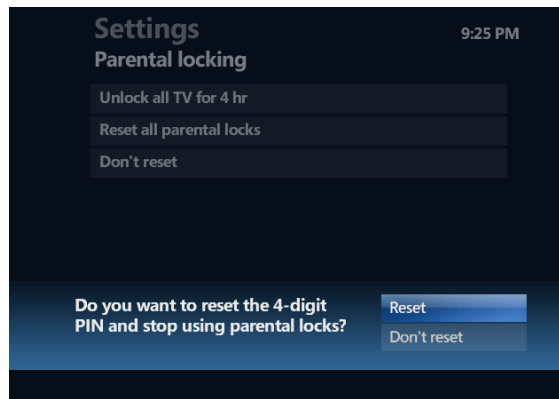
You can select **Don't Reset** to exit from this screen without turning off parental locking.

# Turning Parental Locking Back On

You can turn parental locking back on after turning it off temporarily (for example, you unlocked a currently playing program, or you turned off all parental locking for 4 hours).

**Note** If you turned parental locking off completely by selecting **Reset all parental locks**, you must set it up again from the beginning, creating a new PIN and new parental locking settings.

**To turn parental locking back on using the POWER button**

- Press the **POWER** button on your remote control to put the set-top box in standby mode, and then press the **POWER** button again to watch TV.

  This sequence restores all parental-locking settings that were in effect before you turned them off temporarily.

**To turn parental locking back on using the Parental locking Settings screen**

1) Open the **Parental locking Settings** screen as described in <u>Getting Ready to Use Parental Locking</u>. You will have to reset your PIN.

2) Select **Lock** in the **Parental locking Settings** screen, and then press the **OK** button.

   This restores all parental-locking settings that were in effect before you turned them off temporarily. To check that the settings have been restored, do one or both of the following:

   - If you unlocked one program, tune to the program to verify that it is now locked.

   - If you turned off parental locking for 4 hours, display the **General Settings** screen (press **MENU**, select **Settings** on the horizontal menu bar, select **General**, and then press **OK**). The **Parental locking** element now shows a lock icon that is locked.

# Watching a Locked Program

You use parental locking to prevent children or other unauthorized viewers from watching or renting specific programs. To set up or completely turn off parental locking, see Using Parental Locking (Parental Control).

You can unlock and watch a particular locked program by specifying the correct personal identification number (PIN), but only for a program that is currently playing.

The following screen appears when you tune to a currently playing locked program.



**To unlock a locked program**

1) When you see the locked program screen, press the **OK** button on your remote control.

2) Enter the correct four-digit PIN at the prompt.

   This PIN was set by the end user who configured parental locking.

3) Use the arrow buttons on your remote control to move to the unlocking option you want, and then press **OK** to unlock the program.

   **Note**   Only some of these options may be available, depending on your service provider's configuration.

- To unlock the program and begin watching it immediately, select **Unlock this program**.

  The program remains unlocked until it ends, after which point the program relocks.

  **Note**   The program may also relock if you change channels, in which case you have to unlock the program again if you tune back to it.

- To unlock all programs temporarily, select **Unlock all TV for 4 hr**.

  The locked program is unlocked and begins playing, and parental locking is turned off for 4 hours.

  **Note**   If you have set up rental locking, viewers must still enter the PIN to rent or buy videos and other content. For more information, see <u>Locking</u>.

- To remain on the locked program screen without unlocking the program, select **Don't unlock**.

  You can then tune to another channel.

  If you press PAUSE to pause the channel while watching an unlocked program and the channel begins showing a locked program, you can still watch, rewind, and fast-forward the *unlocked* program. However, if you try to watch or fast-forward the locked program, the locked program screen appears. To unlock the program, press **OK**, enter your PIN, select **Unlock this program**, and then press **OK**.

# Searching for Programs

You can search for programs using the Search screen or the More showtimes screen, which is available from the Program info, Stopped, and Finished screens.

# Searching for Programs with the Search Screen

You can find programs that you want to watch by entering one of the following into the Search screen:

- The title of the program.

- The name of a person, such as an actor or director, involved with the program.

**To search for a specific program**

1) Press the **MENU** button on your remote control, and you can choose **Search** from the **Live TV** or **Video on demand** screens.
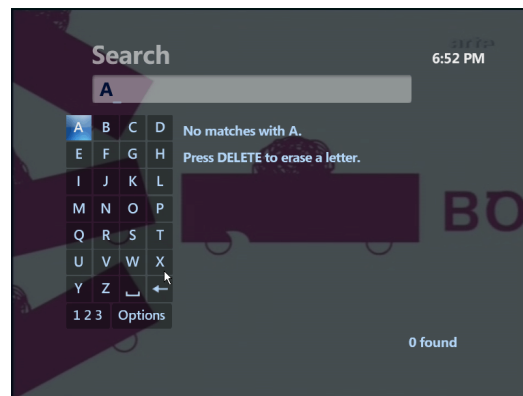


2) Use the arrow buttons on your set-top box remote control to highlight the first letter you are searching for, and then press the **OK** button.

   Only those results containing the letter you entered appear.

3) Repeat Step 2, adding more letters to the search. As you add more letters, the search results are narrowed.

4) (Optional) Select the **123** button on the screen, press **OK,** select a number with the arrow buttons on your remote control, and then press **OK** to enter it.

To switch to the alphabetic keyboard, select **ABC**, and then press **OK.**

5) To select a title or actor, press the arrow buttons until one of the names is highlighted, use the arrow buttons to move to the desired selection, and then press **OK**.

If you select a program title, the show times for that program appear. Highlight a time and press **INFO** on the remote control to view the **Program info** screen.

If you select a person's name, a list of programs featuring that person appears.

**To search by using some advanced search features**

1) Press the **SEARCH** button on your set-top box remote control.

Alternatively, you can choose **Search** from the **Live TV** or **Video on demand** screens.

2) Select the on-screen **Options** button with the arrow buttons, and then press the **OK** button.

Alternatively, you can press the **OPTIONS** button on your set-top box remote control.

The **Search** O**ptions** screen appears. You can choose options from the **Filter results** menu or the **Keyboard** menu. The **Filter Results** menu enables you to choose which search results to display:
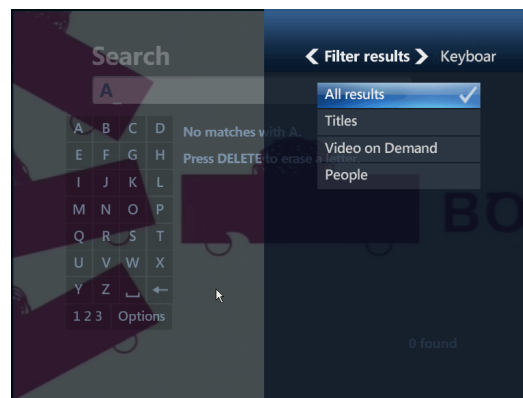


- **All results:** Displays people, program titles, and video on demand (VOD) offerings that match the search text.

- **Titles:** Displays only program titles that match the search text.

- **Video on Demand:** Displays only VOD offerings that match the search text.

- **People:** Displays only people whose names match the search text.

The **Keyboard** menu enables you to switch between the alphabetic keyboard and the numeric keyboard, just like using the on-screen **123** and **ABC** buttons.
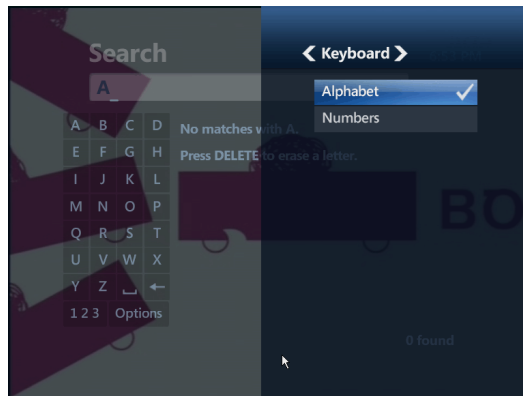
# Searching for Programs Using the More Showtimes Screen

The More showtimes screen displays all available airings of the current program (TV series, movies, or otherwise).



**To search for programs using the More showtimes screen**

- Select **More showtimes** from the Program info, Stopped, or Finished screens to access a list of all available showtimes grouped by date.

  If previous showtimes are available, they are displayed in a "Previous programs" grouping.

# Creating or Revising a Favorites List

The Favorites screen is an abbreviated program guide that contains only the channels and programs that you have chosen. When you do not want to look through the full program guide for a program, you can use the Favorites screen instead.

**To set up or revise a list of favorites**

1) Press the **MENU** button on your set-top box remote control.

2) Use the RIGHT ARROW button to select **Settings** on the horizontal menu bar.

3) Use the DOWN ARROW button to select **Television**, and then select **Set up Favorites**. Press the **OK** button.

   The **Favorite channels Settings** screen shows all the channels that are available to you, with a check box next to each channel. Channels that are in your Favorites channel list have a check mark in the check box. The picture-in-picture (PIP) at the bottom of the screen shows the program currently playing on each channel.

4) Use the UP ARROW, DOWN ARROW, and **OK** buttons to scroll through the list and select channels.

   You can do the following:

   - **Include a channel in your Favorites channel list.** Select the unchecked check box for the channel, and then press the **OK** button.

     A check mark appears in the check box.

   - **Delete a channel from your Favorites channel list.** Select the checked check box for the channel, and then press the **OK** button.

     The check mark disappears from the check box.

   - **Reset all the check boxes to unchecked, clearing your Favorites channel list of all favorite channels.** Use the arrow buttons to select **Uncheck all**, and then press the **OK** button.

     All the check boxes are cleared.

   - **Show only the channels in your Favorites channel list.** Use the arrow buttons to select **View checked**, and then press the **OK** button.

The list shows only the channels for the check boxes that have a check mark, and the **View checked** option becomes **View all**.

- **Show the entire list.** Select **View all**.

- **Save your settings and make them effective in the Favorites channel list.** If necessary, use the LEFT ARROW and UP ARROW to select **Save**, and then press the **OK** button.

  You can select **Don't save** to exit from the screen without saving your settings. The **Favorites** channel list remains unchanged.

  **Note**   To save your settings, you must select **Save** and press **OK** before you leave the **Favorite channels Settings** screen.

# Using a Favorites Channel List

After you have set up your **Favorites** channel list, you can use it to access programs as you would use the regular program guide.

**To use the Favorites screen**

1) Press the **MENU** button on your set-top box remote control.

2) Under Live TV, use the DOWN ARROW button to select **Favorites**, and then press the **OK** button on your remote control.

   If you have already set up favorites, the **Favorites** screen appears. Use it as you would the regular program guide.

   

   If you have not yet set up favorites, a **Favorite channels Settings** screen appears. To set up favorites, go to step 3 of the procedure in Creating or Revising a Favorites List. To make revisions to a list of favorites that you have already set up, you must follow the entire procedure in Creating or Revising a Favorites List.
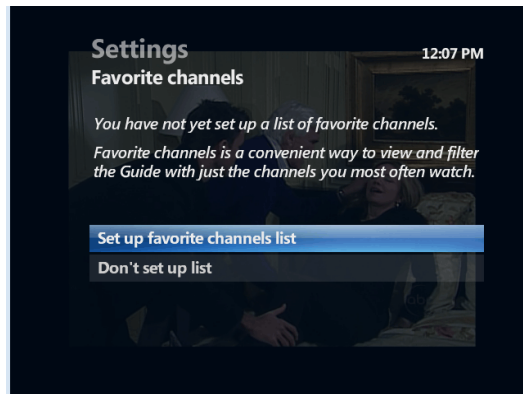
# Hiding and Showing Channels in the Program Guide

VTelevision gives you access to hundreds of channels. You can use the Customize Channels Settings screen to determine which channels appear in the program guide. Channels that you choose to hide do not appear in the program guide.

**To hide or show channels in the program guide**

1) Press **MENU** on your set-top box remote control.

2) Use the RIGHT ARROW button to select **Settings** on the horizontal menu bar.

3) Select **Television**, and then press the **OK** button.

4) Select **Customize channel guide**, and then press the **OK** button.

   The **Customize channels Settings** screen shows the channels you can display in the program guide. Channels that are currently displayed in the program guide have a check mark in the check box. Channels that are not currently displayed in the program guide have an unchecked check box.

   The PIP at the bottom of the screen shows the program currently playing on each channel.

5) Using the arrow buttons, you can do the following:

   - **Hide a channel that is currently displayed in the program guide.** Select the checked check box for the channel, and then press the **OK** button.

   - **Make a hidden channel reappear in the program guide.** Select the unchecked check box for the channel, and then press the **OK** button.

- **Make all channels appear in the program guide.** Select **Check All**, and then press the **OK** button.

- **Show only the unchecked boxes (hidden channels) in the list.** Select **Show Unchecked**, and then press the **OK** button.

  The list shows only channels with check boxes that do not have a check mark, and the **Show Unchecked** option becomes **Show All**.

- **Restore the entire list.** Select **Show All**, and then press the **OK** button.

- **Save your settings and make them effective in the program guide.** Select **Save**, and then press the **OK** button.

  You can select **Don't Save** to exit from the screen without saving your settings. The program guide remains unchanged.

# Changing Settings

VTelevision enables you to view and customize features of your service.

# Selecting the Guide Screen Style

You can customize how the Guide screen appears by selecting a Guide screen style.

**To set the Guide screen style**

1) Press **MENU** on your set-top box remote control.

2) Use the RIGHT ARROW button to select **Settings** on the horizontal menu bar.

3) Select **Television**, and then press the **OK** button.

4) Select **Guide style**, and then press **OK**.

   The **Guide style Settings** screen appears.

5) Select **Grid guide (Showing several channels at once)** or **Channel lineup (Program schedule for a single channel)**, and then press **OK**.

6) Select **Save**, and then press **OK**.

   You can also select **Don't Save**, and then press **OK** to exit from this screen without changing the Guide screen style.

# Changing the Screen Aspect Resolution

VTelevision enables you to change the set-top box display format to fit the type of TV that you have.

Changing the display format changes the resolution and dimensions of the video image that appears on the TV screen.

**To change the display format**

1) Press **MENU** on your set-top box remote control.

2) Use the RIGHT ARROW button to select **Settings** on the horizontal menu bar.

3) Select **Television**, and then press the **OK** button.

4) Select **Screen aspect ratio and high definition**, and then press **OK**.

The **Screen aspect ratio and high definition Settings** screen appears.



5) Select the desired aspect ratio and resolution, and then press **OK**:

- **4:3 standard definition.** Used for ordinary televisions.

- **Widescreen standard definition.** Used if you have a wide-screen TV (16:9 aspect ratio) that does *not* display in high-definition.

- **720p on high-definition screens.** Used if you have a wide-screen TV that displays images 720 pixels wide (this is sometimes called "enhanced definition").

- **1080i on high-definition screens.** Used if you have a wide-screen TV that displays high-definition images (1080 pixels wide).

**Note**   Depending on you set-top box model, the following bullet item might also appear, enabling you to set the display for 1080p format.

- **1080p on high-definition screens**. Used if you have a wide-screen TV that displays high-definition images (1080 pixels wide) in 1080p format.

6) If you select an SD mode setting (either 4:3 SD or Widescreen SD), and then click **Continue**, the change is made, and you go back to the **Settings** menu. If you click **Cancel changes**, the change is not made, and you go back to the **Settings** menu.

7) If you select an HD setting (720p, 1080i, or 1080p) and then click **Continue**, the HD Mode wizard appears. The HD Mode wizard enables you to check that the TV can display HD content properly.

The following figures show pages from the wizard.

8) To start the wizard, click **Start test**. . To return to the **Settings** menu without running the wizard, click **Cancel changes.**

9) If the **Step 2** screen of the wizard appears, your TV can display the format you have chosen. To keep that setting and end the wizard, click **Keep setting**. To return to the Settings menu with no change to display format, click **Cancel changes**.



10) If you do not see the **Step 2** screen of the wizard, your TV cannot display the format you have chosen. After a few seconds the last page of the wizard appears. You have the following choices: Choose another setting, or try the test again on the current setting.

# Adjusting Closed-Captioning Settings

Closed captioning enables persons with hearing disabilities to have access to television programming by displaying the audio portion of a television program as text on the screen. You can turn closed captioning on or off and change the way closed captioning appears.

**To adjust closed-captioning settings**

1) Press **MENU** on your set-top box remote control.

2) Use the RIGHT ARROW button to select **Settings** on the horizontal menu bar.

3) Select **Television**, and then press the **OK** button.

4) Select **Closed captioning**, and then press **OK**.

   The **Closed captioning Settings** screen appears.

5) Select **Closed captions on** or **Closed captions off**, and then press **OK**.

6) Select **Change** for either **Digital closed captioning** or **Standard closed captioning**, and then press **OK**.

7) From the list of closed captioning options, select one of the following, and then press **OK**:

   - **Off**

   - **Closed Caption 1** (digital/standard)

   - **Closed Caption 2** (digital/standard)

   - **Closed Caption 3** (digital/standard)

- **Closed Caption 4** (digital/standard)

- **Closed Caption 5** (digital only)

- **Closed Caption 6** (digital only)

A check mark appears next to your selection.

8) Select **Save**, and then press **OK**.

A message appears confirming your selection.

You can also select **Don't Save**, and then press **OK** to exit from this screen without changing the closed captioning settings.

9) Select **Done**, and then press **OK**.

# Selecting the Audio Language

You can customize the language that is heard on TV when there are multiple audio streams available for a program.

**To set the audio language**

1) Press **MENU** on your set-top box remote control.

2) Use the RIGHT ARROW button to select **Settings** on the horizontal menu bar.

3) Select **Audio**, and then press the **OK** button.

4) Select **Audio language**, and then press **OK**.

The **Audio language Settings** screen appears.

5) Select the preferred audio language (for example, **English**), and then press **OK**.

A check mark appears next to the preferred language.

6) Select **Save**, and then press **OK**.

A message appears confirming your selection.

You can also select **Don't Save**, and then press **OK** to exit from this screen without changing the audio language settings.

# Using Secondary Audio (Alternate Language)

Some programs may provide audio in a primary language (for example, English) and in a secondary language (for example, Spanish).

Your service provider determines whether secondary audio is enabled and, if so, what secondary language is available. As you watch TV, you can change a setting to play the secondary language.

**To play audio in the secondary language**

1) Press **MENU** on your set-top box remote control.

2) Use the RIGHT ARROW button to select **Settings** on the horizontal menu bar.

3) Select **Audio**, and then press the **OK** button.

4) Select **Secondary audio**, and then press **OK**.

   The **Secondary Audio Settings** screen appears.

   

5) Use the arrow buttons to select **Use secondary audio if available**, and then press **OK**.

6) Select **Save**, and then press **OK**.

   Any program that provides secondary audio plays in the secondary language. All other programs play in the primary language.

   You can also select **Don't Save**, and then press **OK** to exit from this screen without changing the secondary audio setting.
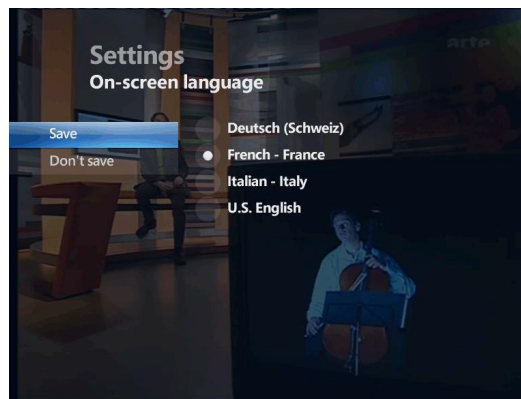
# Changing the On-Screen Language

VTelevision is currently only available with English as the On-Screen Language.  If you would prefer a different language, please let us know and we will try to make it available. Once added, you can use Settings to select the language that you want to see in on-screen text.

**To change the on-screen language used in VTelevision screens**

1) Press **MENU** on your set-top box remote control.

2) Use the RIGHT ARROW button to select **Settings** on the horizontal menu bar.

3) Select **General**, and then press the **OK** button.

4) Select **On-screen language**, and then press **OK**.

   The **On-screen language Settings** screen appears.

   

5) Select the language, and then press **OK**.

6) Use the arrow buttons to select **Save**, and then press **OK**.

   You can also select **Don't Save**, and then press **OK** to exit from this screen without changing the on-screen language setting.

# Turning System Sound Effects On and Off

VTelevision provides sound effects, such as beeps and clicks, as you press buttons on your remote control to navigate and select features. You can turn these sound effects on and off as you choose.

**To turn system sound effects on or off**

1) Press **MENU** on your set-top box remote control.

2) Use the RIGHT ARROW button to select **Settings** on the horizontal menu bar.

3) Select **General**, and then press the **OK** button.

4) Use the DOWN ARROW button to select **System sound effects**, and then press **OK**.

   The **System sound effects Settings** screen appears.

5) Use the arrow buttons to select **Play sound effects** or **Mute sound effects**, and then press **OK**.

   If you select **Mute sound effects**, the sound effects are turned off until you use this screen to turn them back on again.

6) Use the arrow buttons to select **Save**, and then press **OK**.

   You can select **Don't Save**, and then press **OK** to exit from this screen without changing the sound effects setting.

# Changing the Subtitle Language

Some programs contain subtitles, which are textual versions of dialog in television content that is displayed at the bottom of the television screen. You can select a preferred subtitle language that is displayed when media contains subtitles in multiple languages.

If subtitles other than your selected preferred subtitle language are available for the currently tuned asset, you can select an alternate subtitle language from the Options panel. This subtitle language selection persists beyond program boundaries until either the alternate selection is unavailable for a program or the channel is changed. When the channel is changed, the preferred subtitle language setting is restored.

**To turn the subtitles on or off and to select a subtitle language**

1) Press the **MENU** button on your set-top box remote control.

2) Use the RIGHT ARROW button to select **Settings** on the horizontal menu bar.

3) Select **Television**, and then press the **OK** button.

4) Select **Subtitles**, and then press **OK**.

   The **Subtitle language Settings** screen appears.

5) Use the arrow buttons to select **Subtitles on** or **Subtitles off**, select the preferred subtitle language from the list, select **Save**, and then press **OK**.

You can select **Don't Save**, and then press **OK** to exit from this screen without changing the subtitle settings.

# Changing the TV Receiver Name

You can customize the name of each TV receiver in your home.

**To change the TV receiver name**

1) Press the **MENU** button on your set-top box remote control.

2) Use the RIGHT ARROW button to select **Settings** on the horizontal menu bar.

3) Select **Television**, and then press the **OK** button.

4) Select **TV receiver name**, and then press **OK**.

   The **TV receiver name Settings** screen appears.

5) To change the TV receiver name, use the arrow buttons to select the **Change** button, and then press **OK**.

6) Enter a name for the TV receiver by doing one of the following:

   • Go to a name already listed, and then press **OK**.

   • Select a letter from the on-screen keyboard, and then press **OK** to create a new name.

7) Use the arrow buttons to select **Save**, and then press **OK** to save the new name of the TV receiver.

   You can select **Don't Save**, and then press **OK** to exit from this screen without changing the TV receiver name.

8) Use the arrow buttons to select **Save**, and then press **OK**.

   You can select **Don't Save**, and then press **OK** to exit from this screen without changing the TV receiver name setting.

# Enabling Audio Description

Some programs include an audio description, which is a second audio stream that is audible with the primary audio and provides a description of the visuals in a program. This feature assists the visually impaired. There is a separate volume control for the audio description level.

**To turn the audio descriptions on or off**

1) Press the **MENU** button on your set-top box remote control.

2) Use the RIGHT ARROW button to select **Settings** on the horizontal menu bar.

3) Select **Audio**, and then press the **OK** button.

4) Use the DOWN ARROW button to select **Audio description**, and then press **OK**.

   The **Audio description Settings** screen appears.

5) Use the arrow buttons to select **Enable** or **Disable**, and then press **OK**.

6) To change the audio description volume, go to **Change**, and then press **OK**.

   If you changed the audio description settings, select **Save**, and then press **OK**. The **Audio description volume Settings** screen appears.

7) Go to the preferred volume level, and then press **OK**.

   A check mark appears next to your selection.

8) Go to **Save**, and then press **OK** to save the audio description volume level.

9) Use the arrow buttons to select **Save**, and then press **OK**.

   You can select **Don't Save**, and then press **OK** to exit from this screen without changing the audio description settings.

# Changing the Digital Audio Output

If available, you can choose the digital audio output of your set-top box: Stereo or Surround sound.

**To change the digital audio output**

1) Press the **MENU** button on your set-top box remote control.

2) Use the RIGHT ARROW button to select **Settings** on the horizontal menu bar.

3) Select **Audio**, press the **OK** button, select **Digital audio output**, and then press **OK**.

   The **Digital audio output Settings** screen appears.

4) Use the DOWN ARROW button to select **Stereo** or **Surround sound**, select **Save**, and then press **OK**.

> **Note** If you select **Surround sound** and do not hear audio, select **Stereo** because some televisions and audio receivers do not support surround sound.
>
> You can select **Don't Save**, and then press **OK** to exit from this screen without changing the digital audio output setting.

# Accessing System Information

To help troubleshoot issues with your VTelevision set-top box and service, the system information page is accessible through General Settings. You can also find account information, such as channels/packages, under Settings.

**To access system information**

1) Press the **MENU** button on your set-top box remote control.

2) Use the RIGHT ARROW button to select **Settings** on the horizontal menu bar.

3) Select **General**, press the **OK** button, select **System information**, and then press **OK**.

   For details about the information available, see General Settings.

# Error Messages

In the event that your VTelevision service encounters a problem, it will display an error message on your screen.

## Explanation

Error messages can appear when you try to perform an operation for which the associated VTelevision service is temporarily unavailable.

The message may ask you to try the operation again later, or it may display a screen with one or more options that you can select.

- For example, if the video on demand (VOD) service is down when you try to rent a video, you may see the following message:

    "Video on Demand is temporarily unavailable. Please try again later."

- If the VTelevision service itself is down, you may see the following message:



Television is not currently available. Choose Restart to try connecting again. If this problem continues, contact customer service. (Error# 259)    Restart

## Recommended Action

1) Follow the instructions in the message.

   - If the message suggests retrying the operation later, wait several minutes and retry the operation.

   - If the message displays a screen with options, use the arrow buttons on your remote control to select the most logical option, and then press **OK**.

2) If you cannot resolve the problem in a reasonable time (such as 30 minutes), call your service provider.

   Be prepared to give your service provider the following information:

- What you were trying to do.

- What went wrong.

- The text of the error message that appeared.

- Any error codes contained in the message.