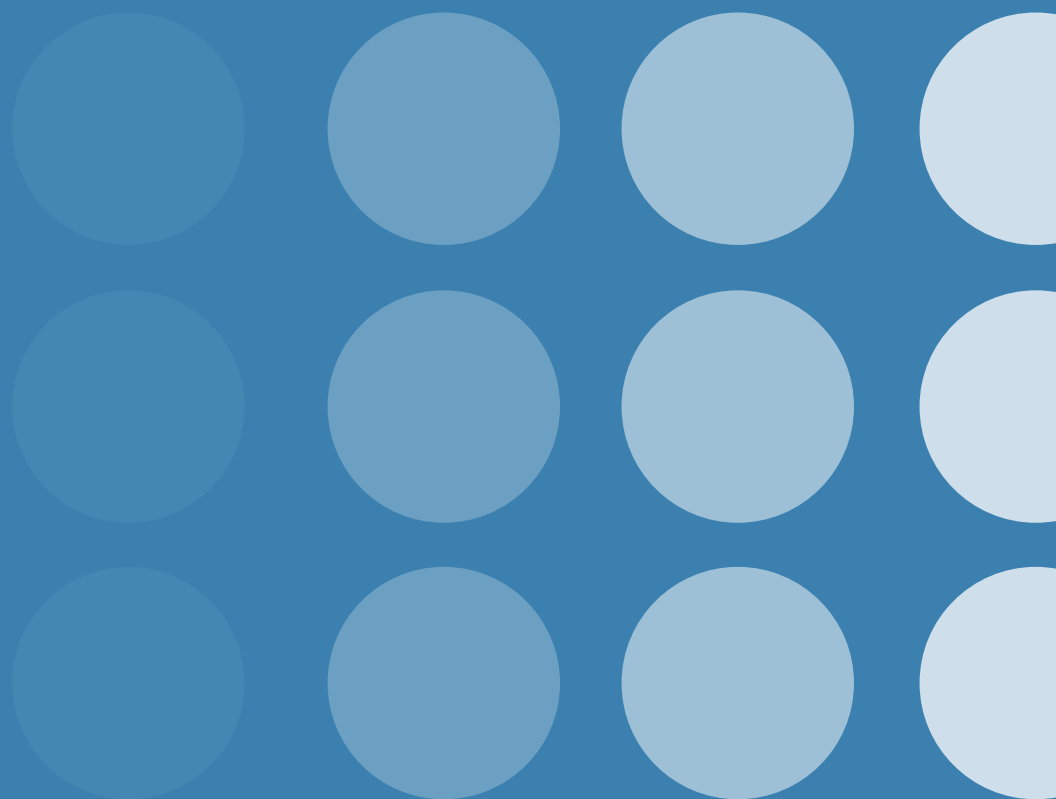


inside i-Guide™

User's Reference Manual



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Welcome to The Power of i™.

Introducing the all new interactive program guide from **TV Guide**.

i-Guide™ gives you The Power of i. It's intuitive, intelligent, and inspiring. It unlocks a world of greater choice, convenience and control as you watch television.

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

i-Guide displays 90 minutes of program listings. Best of all, it's so easy to use, you won't need a degree in computer science to find out what's on. **i-Guide's Quick Menu** allows you to move easily to the programming and information you want. In no time, you'll be able to **Set Reminders, Favorites, Parental Locks**, and use our **Mini Guide** to find out what's next, while you continue to enjoy great TV.

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

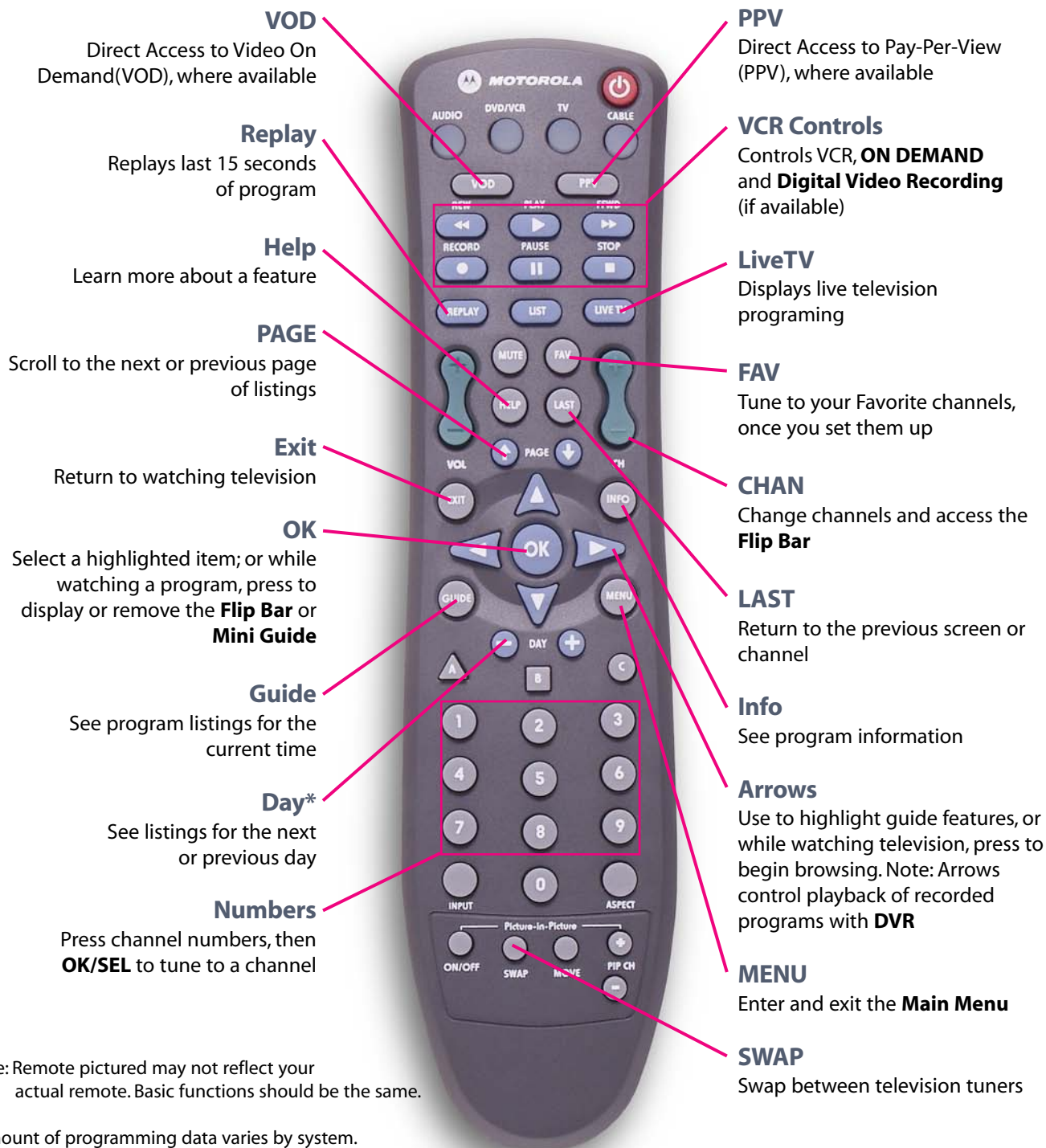
That's The Power of i.

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

Basic i-Guide Navigation Tips

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

Remote Control Features



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

*Amount of programming data varies by system.

Your Access to Digital Cable

Main Menu

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

Picture In Guide

i-Guide provides you with an all new **Picture in Guide**, displaying the programming you were watching while you are in the guide. Never miss what's happening while you search for what's on, schedule recordings or get more information.



On-Screen Program Guide

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

Quick Menu

















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

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



Guide Symbols to Know – Quick Menu Icons

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

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

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

Search Categories and Listings

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



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



TV Listings

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

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

*Amount of programming data varies by system.



Navigating Listings

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

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

Listings By Channel

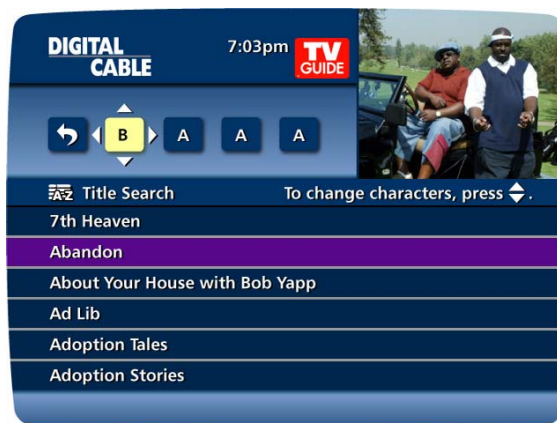


- Select **Listings By Channel** on the **Main Menu** to see listings organized **By Channel**.
- Press the **◀▶** button to see listings for the next channel in sequence.
- Use the **▲▼** or the **PAGE ▲▼** buttons on your to navigate listings.
- Highlight your selection and press **OK** to tune to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

A-Z Title Search

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

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



Adult Programming

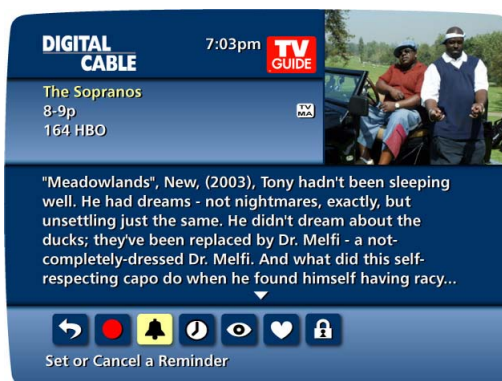
The Adult category, accessed from the **PPV Menu**, provides access to listings for adult-oriented programming. Adult programming may be purchased as a single program or as a time-block package, depending on your cable provider's service. For your convenience, you may also restrict Adult titles from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

Program Information

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

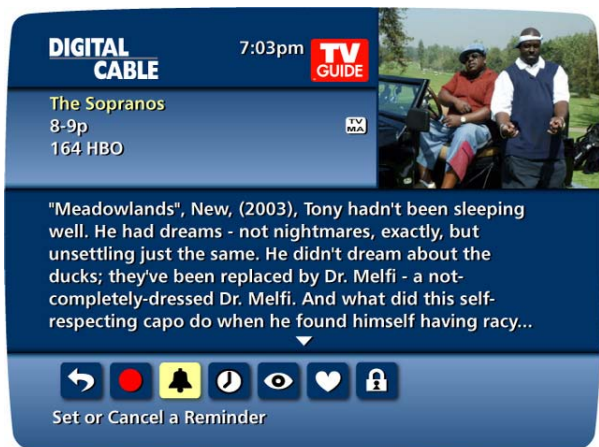


If you want to access more information on a program while viewing listings or watching TV, press the **INFO** button on your remote. Here you can read a longer description about the program as well as additional details such as release year, category and runtime.



Action Icons

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



Guide Symbols To Know - Action Icons



Go back to the previous screen



Watch this program



Record/Change Record Options*



Place a Lock on the program to restrict viewing



Display all the Times the program will be airing



Set a Reminder for this program



Save the channel in your Favorites list



Order PPV and other pay services

Guide Tip

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

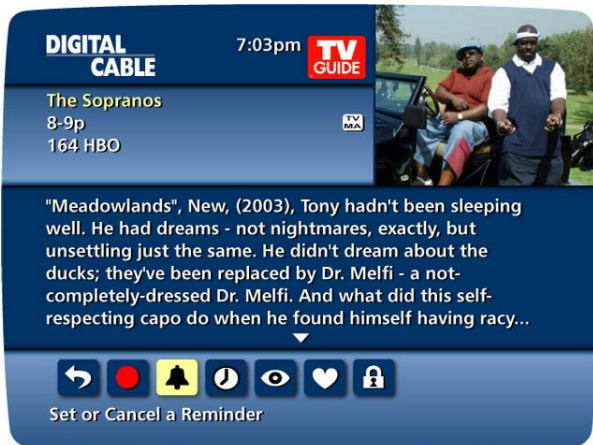
* Requires separate VCR Setup or use of Digital Video Recorder.

Reminders

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



Setting Reminders

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



Reminder Options

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

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

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



Smart Channel Surfing (Flip & Mini Guide)

Flip

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

- Press **CHAN** ▲▼ to change channels and see the **Flip Bar** on screen.
- When you find a program you like, press **OK** to make the **Flip Bar** disappear or press **INFO** for more program details.
- To see the **Flip Bar** for the program you are watching, just press the **INFO** button on the remote.



Mini Guide (Browse)

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


Guide Tip

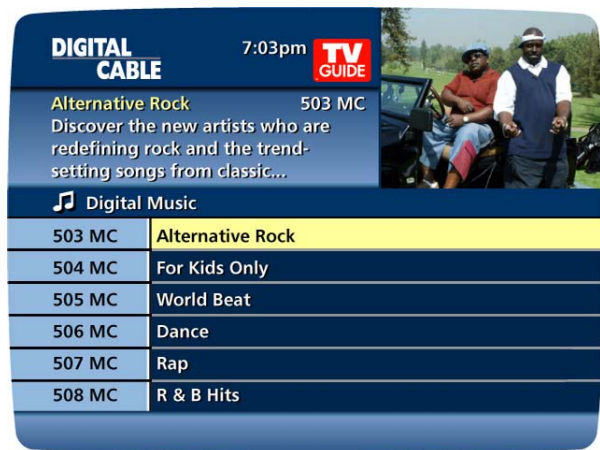
Use the **LOCK**, **FAV** and **INFO** buttons on your remote to activate these features while using **Flip** and **Mini Guide**.

Digital Music

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

To access Digital Music:

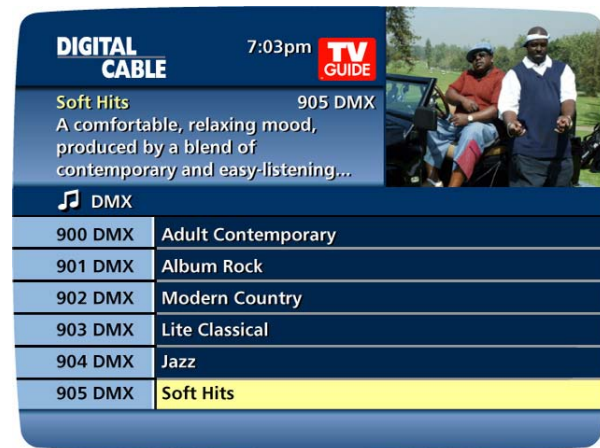
- Select Digital Music from the **Main Menu**,
or
- Press the  **Icon** on the **Quick Menu**,
or
- Press the **MUSIC** button on the remote if available.



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

Then select a music format and enjoy the music.

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



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

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

Local Weather

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

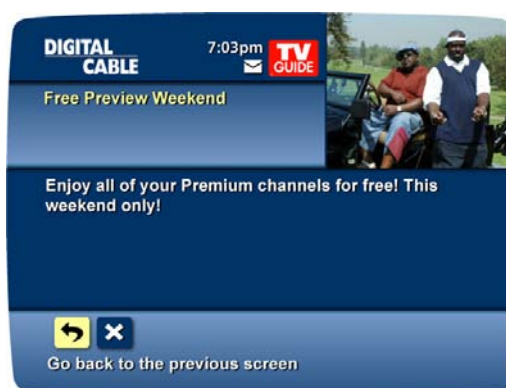
- Highlight **Local Weather** from the **Main Menu** and press **OK**.
- Use the ▼ button to see a detailed local weather forecast.

Note: Weather service not available for all locations.



Messages

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



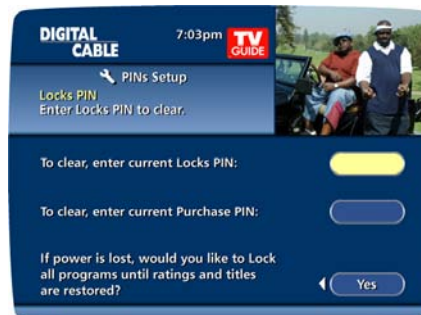
Parental Locks and Purchase PINS

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

PINS Setup

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

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



Parental Locks Setup

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

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



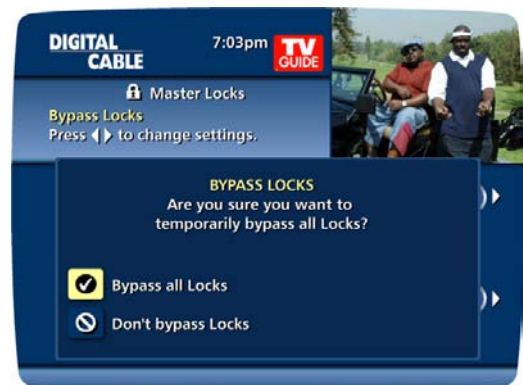
View Locked Programs

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



Bypass or Clear Locks

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




Restore Locks

Locks may be restored in any of the following ways:

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

Guide Tip

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

Favorites

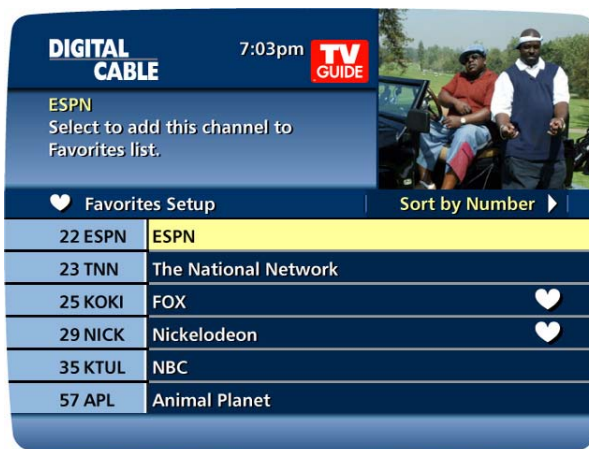
The **Favorites** feature allows you to quickly access the channels you have designated as your **Favorites**.

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

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

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

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



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

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

Setup

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

Guide Setup

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

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



Cable Box Setup

Time Display –

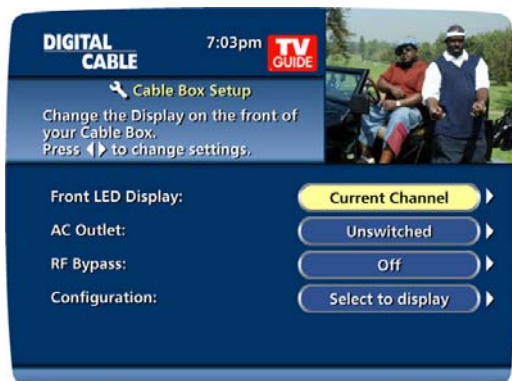
- **Off** - Displays the currently tuned channel on the front of the cable box.
- **On** - Displays the current time on the cable box.

AC Outlet –

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

See Configuration –

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



Audio Setup

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

Optimal Stereo Volume –

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

Dolby Digital –

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

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

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

Screen Position Setup

To alter your screen position:

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

Text Language Setup

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



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

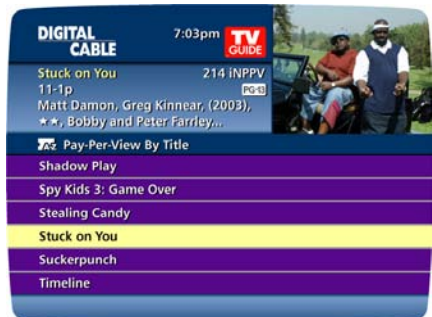
Digital Pay-Per-View (Optional Feature)

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

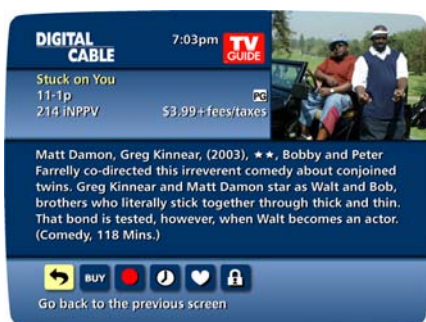
Ordering Pay-Per-View

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

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



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



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

Guide Symbols to Know - PPV Information Screens



Go back to the previous screen



See all the times the program will be airing



Order the program, or cancel an ordered program



Save this channel in your **Favorites** list



Set Recording Timers (Requires separate VCR Setup or use of Digital Video Recorder)



Indicates the program is available as a package




Place a Lock on the program to restrict viewing

Ordering Pay-Per-View By Phone

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




Ordering Pay-Per-View Packages

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

Canceling a Pay-Per-View Order

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

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



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

Pay-Per-View Notices



Pay-Per-View Program Started

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

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

PPV Order Conflict

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



Pay-Per-View Program Missed

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

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

On Demand (Optional Feature)

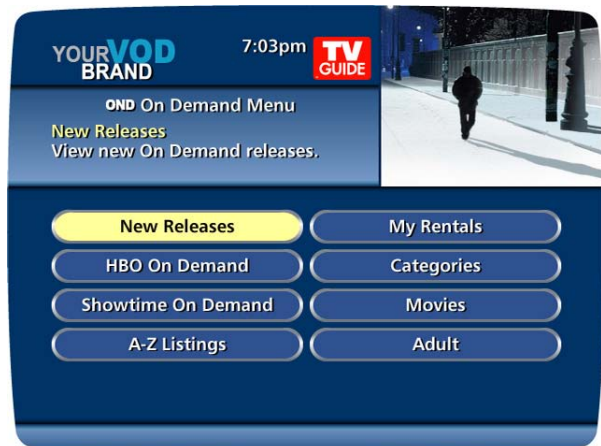
Watch movies and other programs whenever you want with **On Demand**.^{*} When you rent an **On Demand** program or package, it is reserved for a specific period of time. You can access and watch the program at your convenience as many times as you want within the rental period. You can even pause, fast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

Note: Rental period is established by your cable provider.

Accessing On Demand

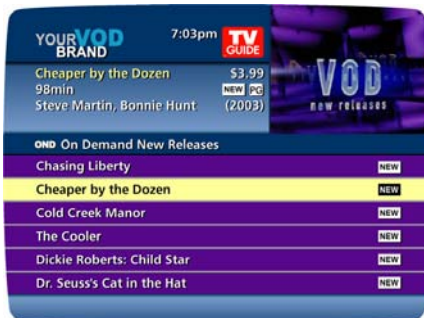
You can access **On Demand** programming multiple ways, depending on your cable provider's service.⁺

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



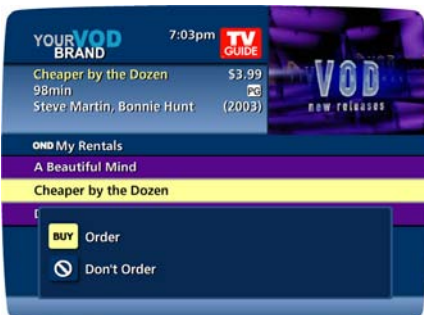
Ordering On Demand Programs

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



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

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













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

^{**}Menu label and categories vary by cable provider.

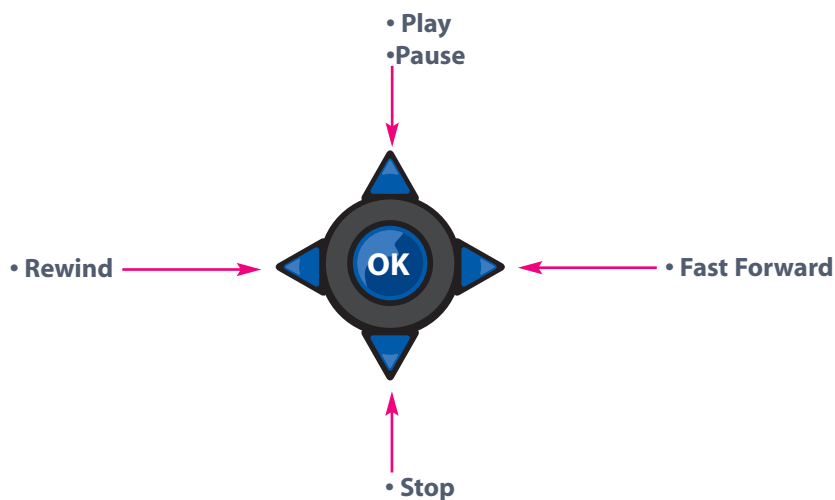
⁺If available from your cable provider.

Guide Symbols to Know – On Demand Action Icons

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

Watching On Demand Programs



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



Guide Tip

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




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

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

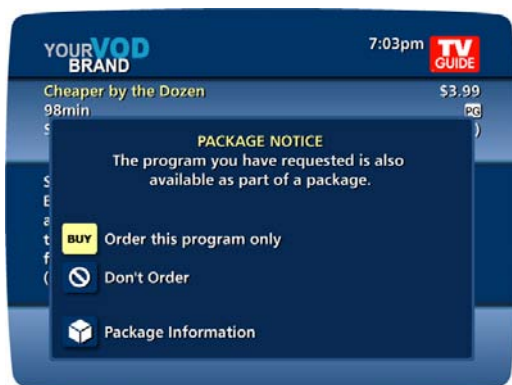


Guide Tip You can also find rented titles in other **On Demand** listing screens. A checkmark  appears in the **Instant Information** to identify it as a rented program.

On Demand Packages

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

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



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

* Menu label varies by cable system

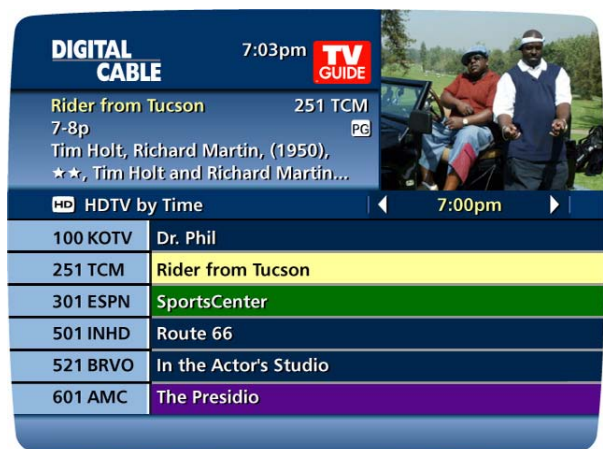
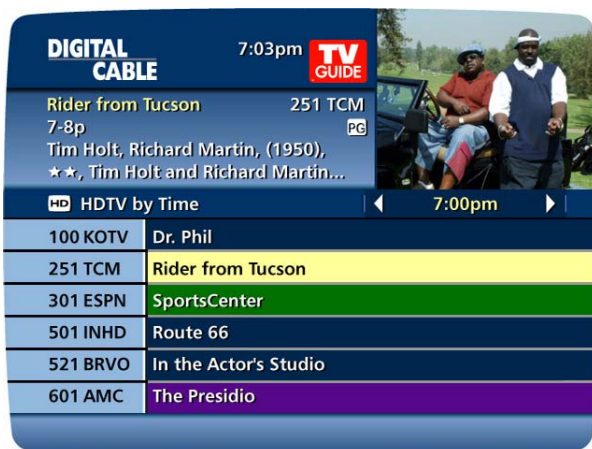
HDTV (Optional Feature)

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

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

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

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



Digital Video Recording (DVR) with Dual Tuner (Optional Feature)

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

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

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

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

Control Live TV

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

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

- Turn off your DVR.
- Watch the same channel for longer than the temporary recording (buffer) period. Only the most recent hour of the program (15 minutes of HD) is kept in the temporary recording.
- Switch to another program on the same tuner. When you change channels without using the SWAP function, your DVR begins to store the new program. It removes the previous program you were watching from the storage. (See SWAP section for additional information.)
- You watch watch more than one hour. After one hour, the DVR removes the earlier minutes of the recording, so that only the most recent hour is kept in the temporary recording.

Playback Controls

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



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

Note: Some remotes will have an Instant Replay button.

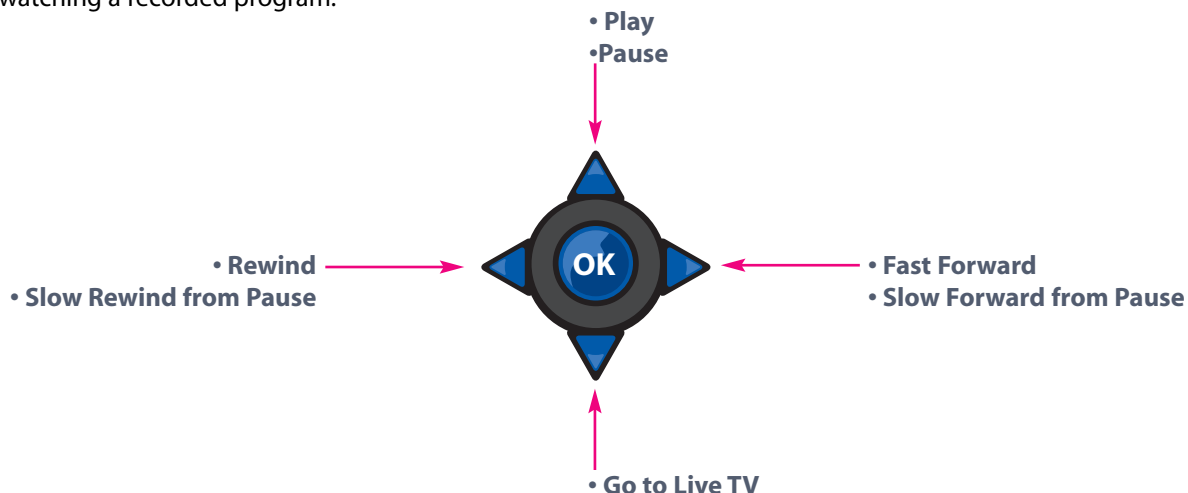
*Recording capacity varies.

**Recording and playback of High Definition programs requires DVR connection to High Definition television.

⁺Recording buffer (temporary hard drive) for each tuner will record as long as you stay tuned to the same channel.

Using the Remote Control Arrow Buttons

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





Status Bar


The **Status Bar** appears whenever you pause, rewind or fast forward a live program. It also gives you information such as the title of the program you are watching, the source of the program and duration of time.

The yellow position bar indicates where you are in the program. Green indicates the length of the program you are watching. Red indicates that you are watching a recording in process. White indicates the length of other programs available in the buffer.

Pause


As you watch live TV and recorded programs press **PAUSE**  and the video on your TV screen instantly freezes. No more missing the climactic scene of a movie or the winning play of the game! For programs you are watching live, your **DVR** will remain in pause for up to 90 minutes*. Press **PLAY**  to resume normal play of the program.

Rewind

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

Fast Forward

For programs you are watching live, **FAST FORWARD** can be activated if you have paused or rewound the program.

Press **FAST FORWARD**  to move forward in the program. Press it up to 4 times to increase the fast forward speed. FF, FF2, FF3 and FF4 will appear on screen. FF is the slowest setting and FF4 is the fastest.

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

* Pause capacity depends on video format; less than 15 minutes for High Definition programming.



Slow Motion

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



Instant Replay

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

Get Back to Live TV

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

Guide Tip

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

SWAP Between Two Programs

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

While you are tuned to a program, press the SWAP button on your remote.

- You will change tuners. Now you can select an alternate program by changing channels or using the Guide.
- Press SWAP again to toggle between the two programs.

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



Your Personal Video Library

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

Building Your Library - Recording Programs


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

One Touch Record

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

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

Record From Program Information

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

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

Record Two Programs at Once

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

While Watching a Show:

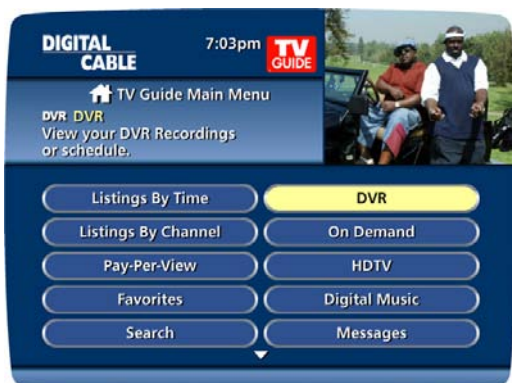
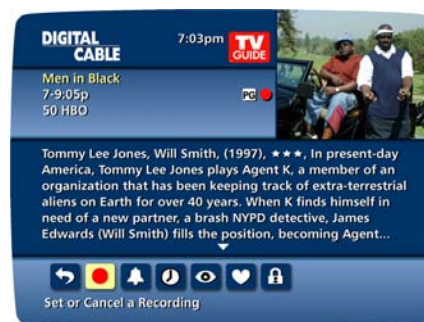
- Press Record to record the program you are watching.
- Press SWAP to switch to the other tuner and find the second program you want to record.
- Press Record when you locate the second program you want to record.

From the Guide:

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

Manually Schedule a Recording


You can set a **Manual Recording** to automatically record a specific time and channel.



Step 1: Select **DVR** from the **Main Menu**, then select **Set a Recording**.

Step 2: Select the start and end times and the day you wish to record and confirm your settings.


Step 3: A channel list will then appear, allowing you to select the channel to record. Select the channel you want.

Step 4: A "Create a New Recording" Screen will appear, select **Create a Recording** to confirm your settings or select the **Recording Options**  Icon for additional Recording options.

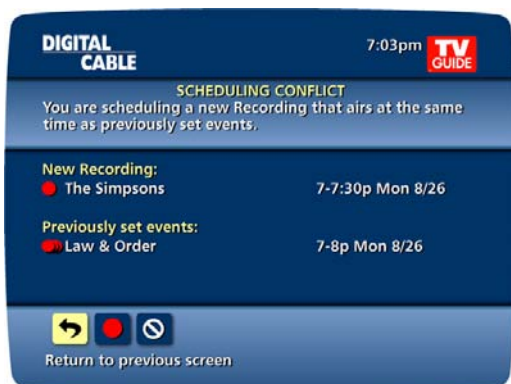
Record a Series

Your Dual Tuner **DVR** lets you record multiple episodes of a program according to your preferences. You can set the **DVR** to record only new (first run) episodes, first run episodes and repeats or all episodes.

When you set a recording from a Series Program Information screen, you'll have an additional icon on the preceding Recordings Overlay. Choose this **Create a Series Recording** Icon to specify your series recording options.






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


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



Managing Scheduling Conflicts

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

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

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

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



Modify the Series Priority List

To help you manage which series get recorded when there are scheduling conflicts, your DVR automatically creates a Series Priority List. The first series you set to record has the highest priority and is the program recorded in case of a conflict. If there are no conflicts, each additional series you set to record is added to the bottom of the list. You can easily change the recording priority of the programs so that the programs of your choice are recorded in case of a conflict.

- Select DVR from the Main Menu or Quick Menu.
- Choose Series Priority.
- Highlight a program and use the Page +/- buttons on your remote to modify its priorities.

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

View Your List of Scheduled Recordings

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

* Menu label may vary

Step 2: Select **Future Recordings**.

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



Modifying Recording Options

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

Change Options for Scheduled Recordings

From the Main Menu

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



Select the **R** Icon from the program information screen. Select **W** to change the **Recording Options**, or select **X** to delete this program from your list of **Future Recordings**.

Use the **Left Arrow**, **Right Arrow**, **Up Arrow**, **Down Arrow** buttons on your remote to change **Recording Options**:

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

From Listings

Select your **Scheduled Recording** in the listings indicated by the red dot in the instant info.



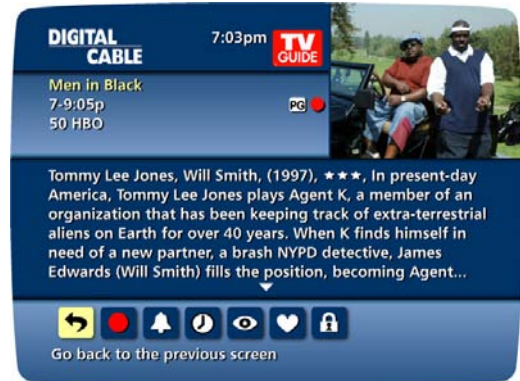
Press **OK** or **INFO** and select the **R** Icon.



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

Guide Tip

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



View Programs Stored In Your Personal Video Library

Step 1: From the **DVR Menu**, select **My Recordings**. Use the **▲▼** buttons on your remote to search through and highlight titles from your list of recorded programs. Press **OK** to select the program.



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



Guide Symbols to Know: Recorded Program Information Screens

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

Step 3: To control playback while watching a recorded program, use either the video control buttons or the arrow buttons on your remote. See the "Playback Control" section for more information.

Recording Starting Notice

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



Guide Tip Changing the channel during a recording will stop the recording. You will see a notice confirming whether you want to stop the recording and change channels or continue recording.

Managing Your Personal Video Library

A recorded program remains in your personal video library until you decide to delete it, unless you have it set to delete when space is needed. Your **DVR** will record and store up to 40 hours of standard definition programming and up to 40 hours of **High Definition** programming*. To make the most efficient use of **DVR** storage space, follow these guidelines:

To Delete Recordings

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



Copy Recordings to A VCR Tape

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

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

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

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



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

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

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

Frequently Asked Questions

Interactive Program Guide

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

A. **Quick Menu Icons** are available to help you find what you're looking for faster. The **Quick Menu** lets you quickly go to other areas of the guide, such as **Movies** or **Favorites** menu. Once you have selected a program title by highlighting it and pressing **OK**, you can use the **Action Icons** on the information screens to set **Reminders** and **Parental Locks**, schedule **Recordings**, **BUY** programs and more.

Q. How do I tell what the icons mean?

A. You will find descriptive text in the **Instant Information** area when you have an icon highlighted. This information changes as you move the yellow highlight using the arrow buttons on your remote. On Program Information screens, the **Action Icons** are specific to the program. For example, a **BUY Icon** will appear only for **OND** and **PPV** programs. **Playback Control Icons** will appear only for recorded programs or rented **On Demand (OND)** titles. Descriptive text appears beneath the row of these icons.

Q. I can't see the entire program title in the listings grid.

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

Q. What is the graphic bar that appears when I change channels?

A. The **Flip Bar** appears for a few seconds as you're changing channels to provide important information about programs. You will find the name of the current program, start and end times and channel number.

Q. How do I get information on programs?

A. **i-Guide** provides detailed information on programs including movies and sporting events. While in a listings screen, you can access information by pressing the **INFO** button on your remote. While you are tuned to a program, press **Info** once for **Instant Information** or twice for complete information. Information includes program details like actors, ratings and a brief program synopsis. You can also set **Reminders**, place **Parental Locks**, order **Pay-Per-View** movies and events and see other times the program is airing. To remove the **Information Screen** and return to watching television, press the **EXIT** button on the remote.

Q. What is the red light on my box and/or what is the envelope on the screen?

A. Occasionally your cable provider may send a **Message** to let you know of new services and special promotions. To read the message, go to the **Main Menu** and select **Messages**. You can keep or delete the message once you have read it.

Q. How do I set my digital audio language?

A. Not only can you choose the language that displays in the on-screen commands and help text, but you can also change the secondary digital audio that is available with certain networks and programs. Choose **Audio Setup** from the **Setup Menu** and change the default setting. Choose from English, Spanish, Portuguese or French. This feature is only supported on certain digital channels that provide secondary audio. If the chosen audio language is not available, the default audio language will be heard.

Q. What if I forget my Parental Locks/Purchase PINs?

A. You must call your local cable company to have these **PINs** reset. All of the **PINs** will be cleared. Once reset, you will need to enter new **PINs**.

Q. Why can't I purchase this Pay-Per-View program?

A. There are several things that could restrict **Pay-Per-View** ordering:

1. Check to make sure the phone line is plugged in.
2. You may have inadvertently made too many **Pay-Per-View** orders. You may have to cancel one before you make another order.
3. You may have reached your credit limit. Call your cable company and have them check your account.

Q. What if I missed a Pay-Per-View movie/event that I ordered?

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

On Demand (Optional Feature)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Q. When I select a category from the On Demand menu, I receive a message that says, "No program listings available"

A. If there are no listings for a particular category, this message will appear.

DVR (Optional Feature) and Digital Services

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

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

Q. How many tuners does my DVR have?

A. Your DVR has two tuners so that you can, 1) record two channels at the same time, 2) record one and watch the other or 3) record two channels and watch a 3rd program from your DVR recordings library.

How do I return to live TV when I'm watching recorded programming?

Simply press the LIVE button on your remote.

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

A. YES

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

A. PPV broadcasts must be recorded manually; you cannot schedule automatic recording in advance. Follow your cable operator's instructions for viewing PPV content, then press Record on your DVR DCT6412 Cable Box.

How many other home entertainment components can be connected to my DVR DCT6412 Cable Box?

Three: your television, cable box, and one other component (VCR, DVD player, or audio).

Q. Do I have to connect my Cable Box DVR DCT6412 to a telephone or other data source?

A. The DVR DCT6412 gets all the information it needs from your cable signal, so that's the only connection required.

Q. I currently record programs on my VCR. How is a DVR different?

A. Your Cable Box DVR DCT6412 takes recording technology to a new level, capturing picture and sound digitally (for a superior result to tape-based recording) and allowing greater viewing flexibility. With the DVR DCT6412 you can PAUSE a broadcast while you're watching it, and restart it up to 2 hours later. And you can say goodbye to those annoying "what just happened?" moments when you're watching a movie — simply press INSTANT REPLAY to review the last 15 seconds, or REWIND to see a longer scene again. Yet you won't miss a moment of the action, because the DVR DCT6412 keeps recording forward while you pause, rewind or replay scenes. No VCR can do that!

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

A. No, the DVR DCT6412 records at a pre-set level to ensure consistently good results.

Q. How does the Parental Control (Locks) feature work?

A. Parental Control / Locks allows you to block programs, or types of programs, from being recorded. You can set blocks based on the program's Title or Rating, or you can block entire Channels. See Parental Locks on page 22 of this manual.

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

A. Using i-Guide, you can search many ways: through the search menu, by programming genre, and category, by reviewing a listings screen, program information screen for other times or through an alphabetical search by Title. When you find something that sounds interesting, simply press RECORD. The DVR DCT6412 will automatically record that program for you.

Q. Can my cable operator or another company track what I record with my DVR DCT6412?

A. No. What you choose to record with the DVR DCT6412 is private.

Q. Can the DVR DCT6412 playback a high definition recording while another HD program is being recorded?

A. YES, in fact you can record two programs at once while watching a previously recorded program from the hard drive.

Q. Are there two record buttons; one for each tuner? How do you make the DVR DCT6412 record two programs at once?

A. You can set it for two recordings using i-Guide by selecting two different programs listed with overlapping times and pressing the record button or by manually scheduling programs which times overlap.

Q. What kind of programs can I record?

A. You can record both standard and high definition programs which are automatically interpreted by the DVR DCT6412. Note: Recording HD programs will take more storage space on your DVR.

Q. How much high definition programming can I save versus standard definition programming?

A. You can record up to 90 hours of standard digital TV or up to 15 hours of HDTV (depending on the transmission bit rate). Recording times may vary.

Q. Does the DVR DCT6412 support digital video interfaces?

A. Yes, it features both DVI and 1394-DTV digital interfaces.

Q. Does the DVR DCT6412 support external storage devices?

A. Yes, it includes an IEEE1394 port that will be functional in the future.

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

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

Q. What is the picture quality of recorded programs?

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

Q. Can I record Digital Music channels?

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

Q. Can I record On Demand and Pay-Per-View programs?

A. On Demand cannot be recorded with the DVR. You may record Pay-Per-View programs like any other program.

Recording and Playback of Recorded Programs

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

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

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

A. Change the **Record Options** for the program. Just adjust the start and end times for the recording to ensure everything gets recorded.

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

A. Yes! You can either watch it in “real time” as it’s being recorded or you can rewind the program you are currently recording and watch it from the beginning while the recording continues.

Q. Can I make a VHS tape of a recorded program?

A. Yes. As you are watching a program you have recorded on your **DVR**, you can record it to a tape. See “Managing Your Personal Video Library” in the DVR Section of this manual.

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

Q. Can I increase the Rewind and Fast Forward speed?

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

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

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

Q. Can I “bookmark” a program I have recorded?

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


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

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

Q. Only part of my program recorded. Why?

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

Q. Do Parental Locks work with DVR?

A. Yes. **Parental Locks** restrict viewing of recorded programs. If you schedule a recording for a program you have **Locked**, the program will be recorded, however audio is muted and no video will appear while the program is recording. A restricted notice remains on screen allowing you to enter your **PIN** to view the program during the recording. Once the program has been recorded, you can access it from **My Recordings**. Just enter your **PIN** to view. Note: You can also set **Parental Locks** on recorded programs. Use the **LOCK** button on your remote or  **Icon** after you have selected the program from **My Recordings** or you can select the **Lock Icon** from an **Information Screen**.

Managing Your Recordings

Q. How long can I keep My Recordings?

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

Q. How will I know when I’m almost out of recording space?

A. An on-screen message will appear advising you when recording space is low (80% full) or full. You can also manually delete recordings and manage recording space from the recorded program’s **Information Screen**.

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

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

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

Controlling Live TV

Q. How long can I pause live TV?

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


Q. How far back can I rewind live TV?

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


Q. Can I use Instant Replay?

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

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

A. No. Currently, the **DVR** begins recording at the point in the program you pressed **RECORD** .

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

A. Press the **LIVE** button (if available) or the ▼ button on the remote. Or, you can **FAST FORWARD**  to the point of live programming. The on-screen indicator will display "LIVE".

Troubleshooting

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

A. Make sure your remote is in the Cable mode. Press the **CABLE** button on the remote.

Q. If the power goes out, do I need to reset my Parental Locks and Purchase PINs, Favorite Channels, Locks and Reminders?

A. No. These items will not be lost if the terminal loses its power.

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

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

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

A. Select the **Adjust Screen Position** option from the **Setup** screen. Press the ▲▼◀▶ buttons until the arrows on the screen are centered.

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

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

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

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

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

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

1. Press the **CABLE** button on the remote to make sure it is in Cable mode. Try using the remote again. Move to Step 2 if necessary.

2. If the remote is still not functioning correctly, press the CHAN ▲▼ button on the front of the terminal. If the channel changes, there is a problem with the remote control. The batteries or the remote control itself may need to be replaced.

Q. There are no listings in i-Guide, or the words "To Be Announced" appear in the listings screens.

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

Q. I have a message on my screen that says ‘This feature is currently being restored.’ What does this mean?

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

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

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

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

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

Q. The displayed listing information or pricing information is incorrect.

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

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

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

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