

# Customer Information Guide



## The How To Guide to Mid-Hudson Cable Services

- How to use the Remote
- Quick Guide icons
- Navigating Around the TV Guide
  - Setting up Time / Channel
  - Channel listings
  - Search
  - Flip Bar
  - Parental Controls
  - Favorites
- Digital Pay-Per-View (PPV)
- Video On Demand (VOD)
- High Definition Television
  - How to hook up HDTV
- Digital Video Recording (DVR)
- High Speed Internet
- Cable Phone
  - Whole house wiring
- Customer Service Contact Info

# PROGRAMMING the REMOTE CONTROL

## Remote Control Features

**VOD**  
Direct Access to Video On Demand (VOD), where available

**Replay**  
Replays last 15 seconds of program

**Help**  
Learn more about a feature

**PAGE**  
Scroll to the next or previous page of listings

**Exit**  
Return to watching television

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

**Guide**  
See program listings for the current time

**Day\***  
See listings for the next or previous day

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

**PPV**  
Direct Access to Pay-Per-View (PPV), where available

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

**LiveTV**  
Displays live television programming

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

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

**LAST**  
Return to the previous screen or channel

**Info**  
See program information

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

**MENU**  
Enter and exit the **Main Menu**

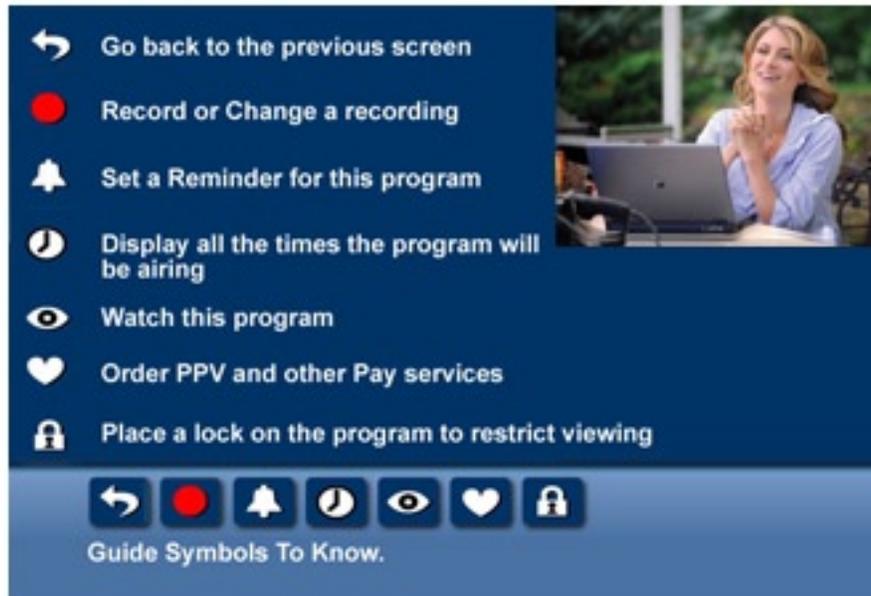
**SWAP**  
Swap between television tuners

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

\*Amount of programming data varies by system.

# Navigating Around the TV Guide

## Guide symbols you should know



From your remote when you press the menu button the quick icons you see are as follows:



# Navigating Around the TV Guide

## Quick Menu

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



## Main Menu

The **Main Menu**\* provides access to all of the features of i-Guide and digital cable. Press the **MENU** button twice to view the available options, including:

- **TV Listings By Time**
- **Search**
- **Favorites**
- **Parental Controls** and more

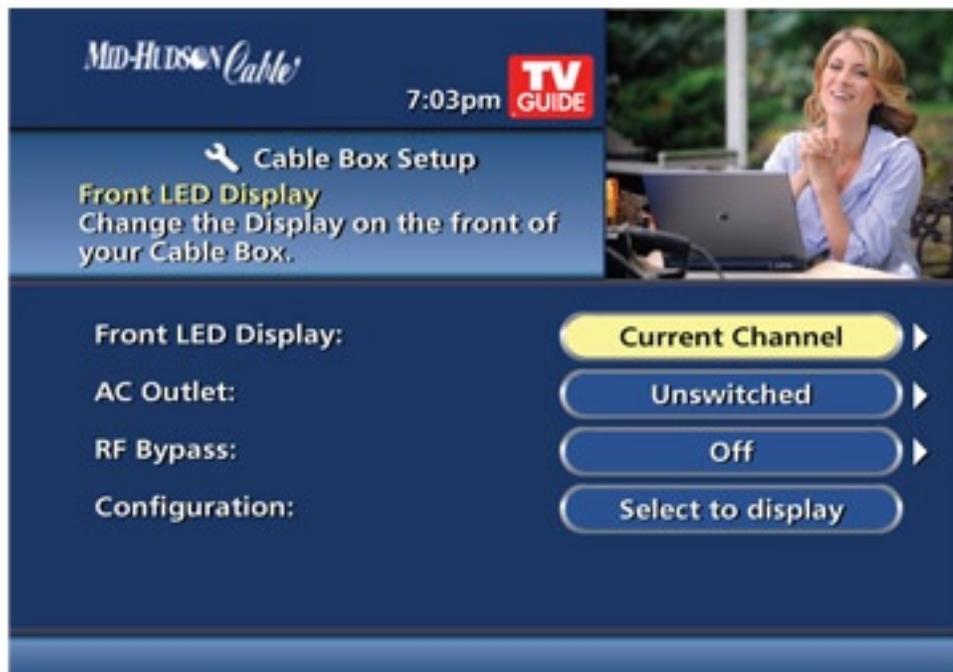


The **Picture in Guide** feature allows you to watch a show while using the guide.\*\*

# Setting up the channel or time on your digital box.

To set the display on the front of your digital box to either the time, or the channel follow these steps:

- Press the menu button on the remote
- Press the home icon to take you to the main menu
- Page down to setup
- Press cabl box set up
- Change Front LED Display to either “Time” or “Current” Channel by pressing the arrows.



# Channel Listings

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

## Listings by Time

To find out what's on TV right now, press **GUIDE** on your remote to access **LISTINGS BY TIME**.



The listings grid provides a 90 minute view of programming for up to 5 channels per screen. Use the **←→** and **↑↓** buttons to navigate the listings grid. Press **OK** to tune to a program from the grid.



## Navigate Program Listings

You can use the **↑↓** and **←→** buttons on your remote to quickly navigate the listings screens up to 14 days in advance. Press **OK** to tune to that channel or **INFO** for more information.



Listings are color-coded to identify types of programs.

**Blue - Regular programs**

**Purple - Movies**

**Green - Sports**

**Light Blue - Kid's programs**

# Search Made Easy

## Search

i-Guide provides you many ways to find your favorite shows. Select  from the **Quick Menu** or **Search** from the **Main Menu** to begin. Quickly search programs by **Title**, or search by category like **Movies**, **Sports** or **Kids** programs or view **HD** and **PPV** channels.

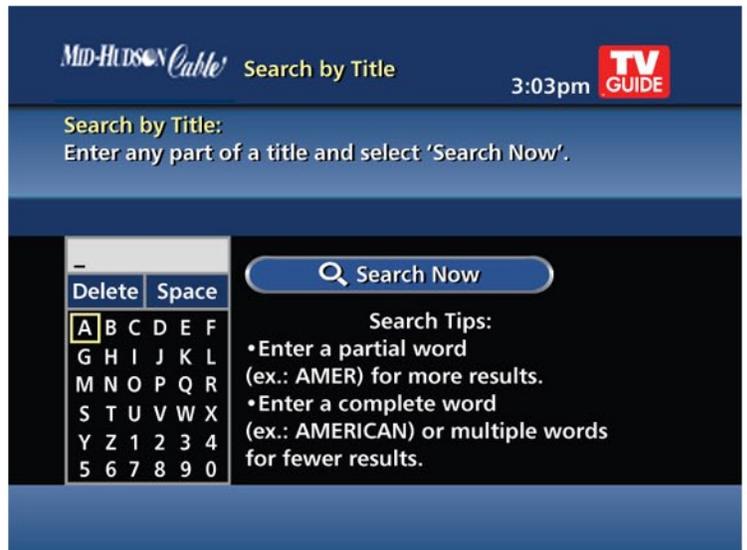
If you have a DVR, you can quickly search by **Keyword** or **Actor/Director**. See Search and Record in the DVR section for more information.



## Title Search

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

Select **Title** from the **Search** menu and use the     buttons to navigate the keyboard and spell out the program title. Continue entering letters until the show you are looking for appears on the right. If the program is not airing in the next 14 days, it won't appear on the list.



## Saving Searches

Save your search by selecting **Save Search**. Saving searches can be helpful when you want to quickly find a program. Simply select **Saved Searches** from the **Search Menu** to access your list of saved searches to restart or delete the search. You can save up to 16 searches at one time.



# Flip Bar and Messages

## Flip Bar

When you change channels, the **Flip Bar** appears and provides a brief two line description about the program and other information including title, start and end time, channel, current time, program rating and settings such as **Favorites** or **Locks**.

When you find the program you are interested in, press **INFO** for more program details, or press **OK/Select** to make the **Flip Bar** disappear.



The **Flip Bar** may also show other options:

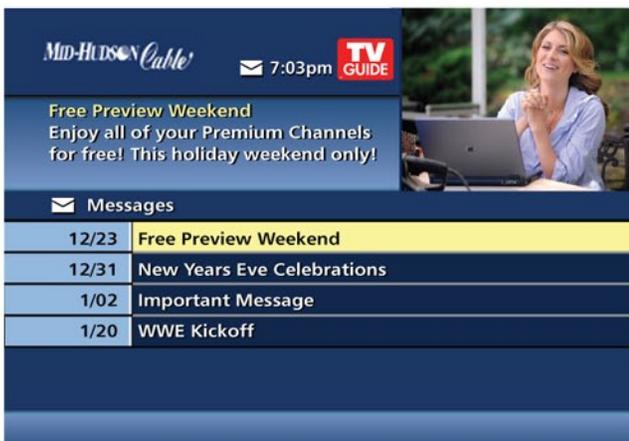
**Watch in HD\*** – When tuning to a standard definition channel, this button may appear on the left side of the Flip Bar to indicate the channel is also available in High-Definition. Press **OK/Select** to tune directly to the associated HD channel.

**On Demand\*** – Some channels may have programming available On Demand. If so, the On Demand button may appear on the left side of the **Flip Bar**. Highlight the On Demand button to access On Demand programming for that network.



## 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 guide screens and a red light will appear on your set-top box. From the **Main Menu**, select **Messages**, highlight the desired **Message** and press **OK/Select** to read.



# Parental Controls

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

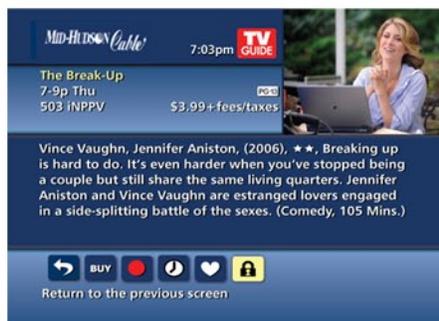
## Parental Controls Setup

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

- Press the **Lock** button on your remote\*
- Select the **🔒** from the **Quick Menu**
- Select the **🔒** from any program info screen to lock a specific program
- Access **Parental Controls** from the **Main Menu** or **Setup Menu** to set up all **Locks**



Quick Menu



Program Info



Main Menu

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



Pin Setup



Lock Options

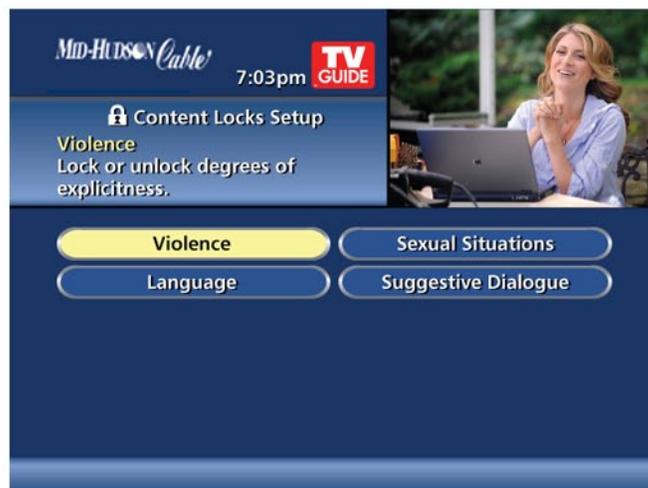
# Parental Control

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

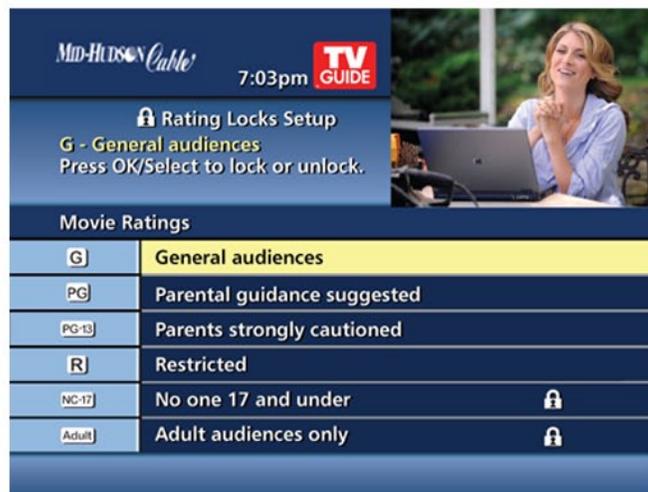
From the **Parental Controls** Button on the **Main Menu** filter your locks by **Movie Rating, TV Rating, TV Content, Channel, Title, or Service.**



Under **TV Content**, you can lock the level of explicit content based on your viewing preferences for **Violence, Language, Sexual Situations, and Suggestive Dialogue.**



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

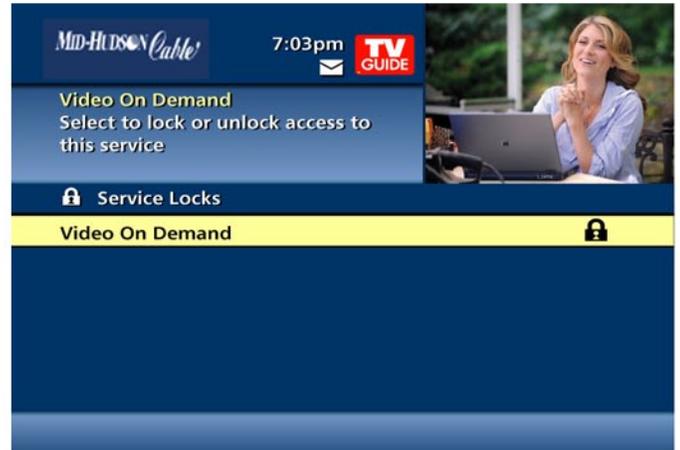


MOVIE RATINGS	TV RATINGS	TV CONTENT RATINGS			
		Violence (FV, V)	Language (L)	Sexual Situations (S)	Suggestive Dialogue (D)
G	TV-Y				
PG	TV-Y7	Fantasy Violence			
PG-13	G				
R	TV-PG	Moderate Violence	Infrequent Coarse	Some Sexual Situations	Some Suggestive Dialogue
NC-17	TV-14	Intense Violence	Strong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

# Parental Control

## Parental Controls for On Demand

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



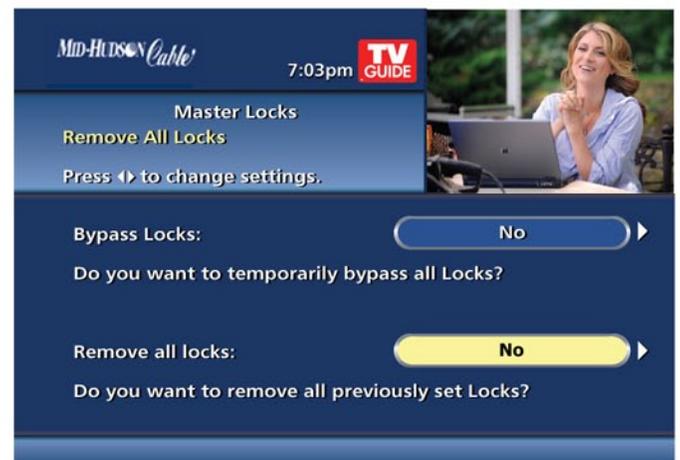
## View Locked Programs

To view programs and channels you have locked, enter your **PIN** when prompted. **Locks** will automatically be restored when you tune away from the channel or turn your set-top box off.



## Bypass or Clear Locks

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



## Restore Locks

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

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

# Setting up Favorites

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



## Favorites Lists Setup

Create and manage up to five (5) **Favorites Lists**. From the **Main Menu**, select **Setup**, then **Favorites Lists Setup**. Use your on screen keyboard to name your lists.



# How to set Favorites

## Access Favorites Lists

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



## Add or Delete Channels to Favorites Lists

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

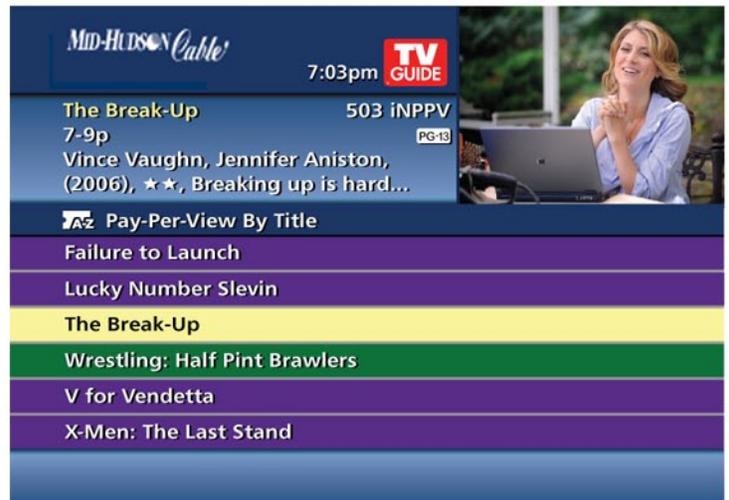


# Digital Pay Per View

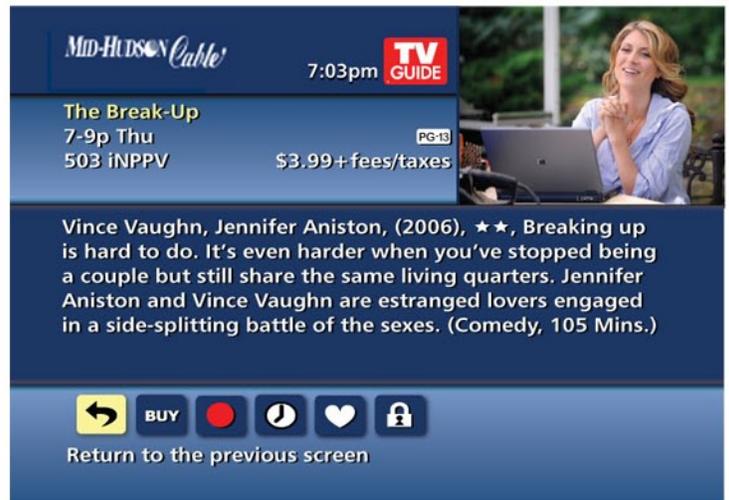
i-Guide makes ordering and watching Pay-Per-View PPV programs easy.

## Order Pay-Per-View

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



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



## Guide Symbols to Know – PPV Information Screens

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

# Ordering Pay-Per-View (PPV)

## Order Pay-Per-View By Phone

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



## Order Pay-Per-View Packages

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



## Cancel a Pay-Per-View Order

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

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



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

# Ordering Pay-Per-View (PPV)

## Pay-Per-View Notices

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

## Pay-Per-View Program Started

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

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



## Pay-Per-View Order Conflict

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



## Pay-Per-View Program Missed

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

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



## Adult Programming

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

# On Demand Navigation

Enjoy movies, TV shows, music videos, and more whenever you want with On Demand!

## Access On Demand

You can access On Demand programs in several ways:

- From the **ON DEMAND** button on your remote
- From the **ON** icon on the **Quick Menu**
- From the **Main Menu**
- From an **On Demand** button on the **Flip Bar**
- From an **On Demand** channel in the TV Listings



Quick Menu



Main Menu



Flip Bar

Use the **PAGE UP** and **PAGE DOWN** buttons to advance forward or backward 5 minutes. Times may vary.

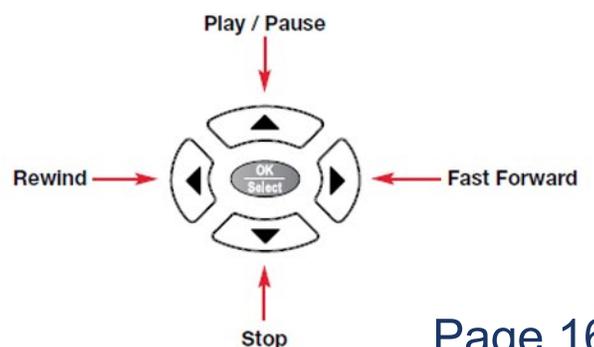
## Guide

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

Use the **PAGE UP** and **PAGE DOWN** buttons to advance forward or backward 5 minutes. Times may vary.

## Watch On Demand Programs

Use your remote to pause, fast-forward, rewind, and stop the program. You may also use the DVR control buttons on your remote.



# On Demand Navigation

## Order On Demand Programs

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

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



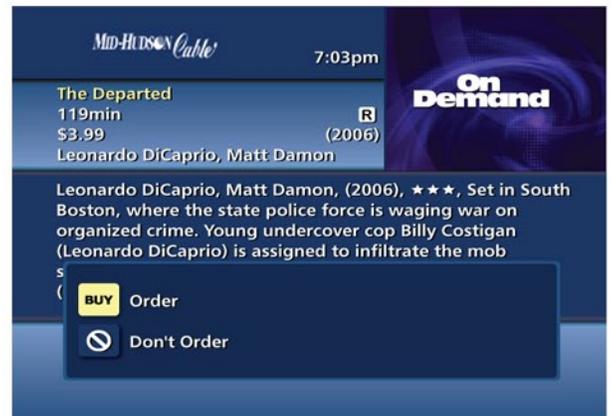
## Order From the On Demand Preview Banner

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

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

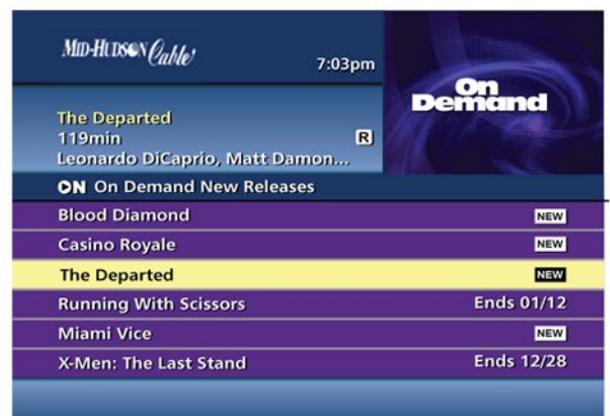


To buy the program, highlight the **BUY** Icon, and follow the on-screen prompts to complete your order. If the program is available at no cost,\*\* the  icon will appear instead of the **BUY** Icon. Your selection will begin playing immediately and you can watch as often as you want during the rental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



## Expiring Programs Display

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



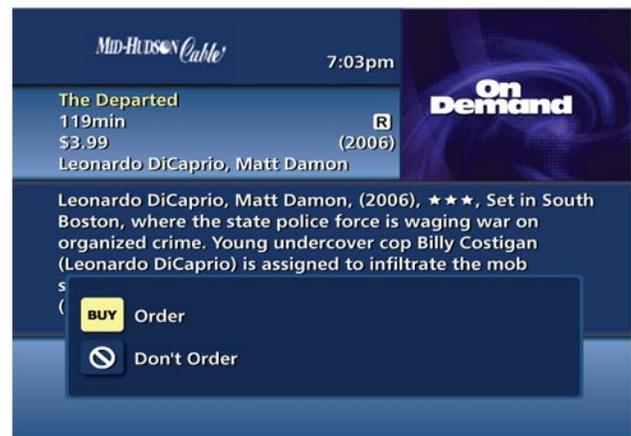
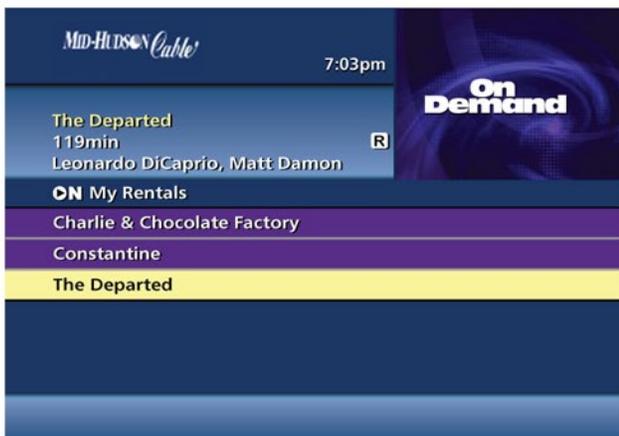
# On Demand Navigation

## Status Bar

The On Demand **Status Bar** displays when you press **PLAY**, **PAUSE**, **REWIND**, **FAST FORWARD** or **STOP** on your remote and indicates where you are in the program that is playing.

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

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



## On Demand Packages

Some programs may be available as part of a package. If a program is available in a package, or available with a subscription service, a notice will appear on your screen. You can select:

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

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



# High Definition Television HDTV

If you have a high-definition television (HDTV) and subscribe to HD service through your cable provider, then you have the opportunity to enjoy your favorite shows, sports, and events in a wide-screen, high-resolution format.

To quickly access HD programming:

- From **Quick Menu** select  to view shows by Time or Channel or to view a list of all HD channels
- Select HDTV from the **Main Menu**
- From the **Flip Bar**, when tuned to a Standard Definition channel and there is an HD channel equivalent, a “Watch in HD” button will appear on the **Flip Bar**. Simply press **OK/Select** to tune directly to the associated HD channel



If you don't subscribe to HD service and you tune to an HD channel, you will be notified that the channel is not available. Contact your cable provider for information on HD service.\*

# High Definition Instructions for Installing HD Digital Receiver

## HD Digital Receiver Hookup Instructions:

## For DCX3400



## Steps for Self Installation

1. Connect cable currently connected to your tv or coming into house to **Cable Input** on back of the cable box (RF in).
2. Connect converter box to TV using either component or HDMI cables.  
**See Diagram on reverse side for instructions**
3. Make sure the box is connected to a power source (plug it in) and turn on box (you have the option to plug in your TV to the back of the converter box).
4. Make sure the TV is tuned to the appropriate input source (HDMI, Component etc.)
5. Call **1-800-342-5400** to have the box authorized.  
(wait approximately 1 hour for the cable box to load and begin using)
6. If any problems after one hour or box does not seem to function contact the office for further assistance at 1-800-342-5400.

## Troubleshooting

If the converter box does not perform as expected, the following tips may help.

### **No Picture**

- Verify that the power to your TV is turned on
- If the converter box is plugged into a wall switch, verify the switch is in the ON position. (Avoid plugging into an outlet that is controlled by a wall switch)
- Verify that all cables are properly connected (color on converter box to color on TV)
- The current channel may no be available in your service package

### **No Color**

- Verify that the HDTV is in HD mode. If necessary, re-run the HDTV Setup Wizard to select the HD mode.
- Verify the current TV program is broadcast in color
- Adjust the TV color controls

### **No Sound**

- If your setup includes a VCR or stereo, verify that you have properly connected them to the DVR.
- Verify the volume is turned up.
- Verify the mute function is not on.

When using component cables make sure all the color cables are matched (video colors on box to video colors on tv and audio colors on converter box to audio colors on tv). Beige component cables used have two audio (white/red) marked with black.

**If you have any questions regarding the functionality of the digital receiver please call our office at 1-800-342-5400 or visit our website at [www.mhcable.com](http://www.mhcable.com) and visit the Digital Cable or Digital Video Recorder sections under Products and Services.**

# Connecting Your DCX Set-top to an HDTV — Single Connection for Video/Audio



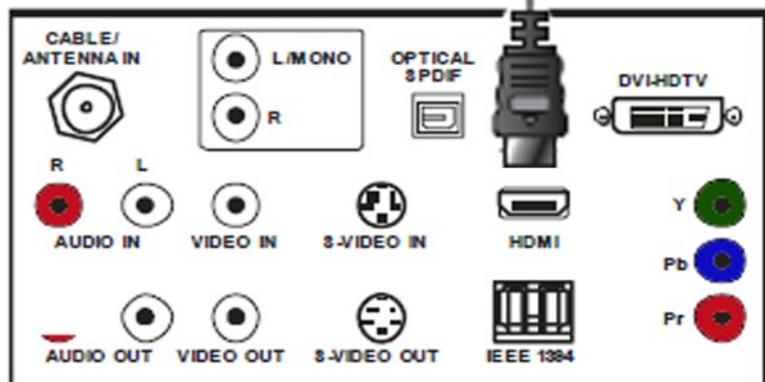
## HDMI

# DCX3400



## Cable In

## HDTV



Plug in cable to cable in on box

Plug HDMI cable from HDMI on box to HDMI on back of TV

# High Definition Instructions for Installing HD Digital Receiver

## HD Digital Receiver Hookup Instructions:

## For DCH 6416



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### **No Sound**

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- Verify the mute function is not on.

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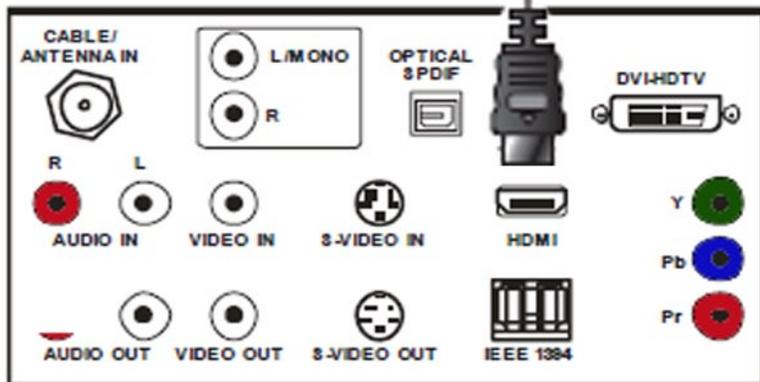
# HDMI

# DCH6416



# Cable In

# HDTV



Plug in cable to cable in on box

Plug HDMI cable from HDMI on box to HDMI on back of TV

# Digital Video Recording (DVR)

**Pause live television! Rewind and replay programs so you don't miss a beat.** Imagine...coming home to your own personal library of television programs, movies and sports that you can watch whenever it's convenient for you. It's TV on your schedule. Record up to 90 hours of your favorite programs and view them as many times as you want, whenever you want.

## Control Live TV

With a **Digital Video Recorder (DVR)** from your cable provider, you have the opportunity to control live TV. When you tune to a channel, the DVR automatically begins making a temporary recording of the program. Once the temporary recording begins, you can **Pause, Rewind** and **Fast Forward** through the recording. Your DVR will record up to two hours of Live TV.\*

The live TV recording is not permanent, unless you save it to the DVR's hard drive. For live TV recordings, the temporary recording will be erased if you:

- Turn off the DVR
- Change channels
- Watch more than 2 hours of the same channel – after 2 hours the DVR will buffer only the most recent 2 hours

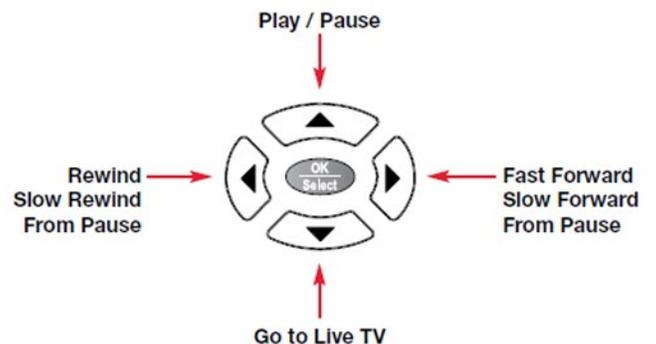
## Playback Controls

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



## Remote Control Arrow Buttons

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



## Status Bar

The **Status Bar** appears whenever you **Pause, Rewind** or **Fast Forward** a live program. The Status Bar shows title, channel and duration of time. Green indicates the length of program in the buffer. Red indicates you are watching a DVR recording in progress. White indicates the length of multiple programs that have been recorded in the buffer.\*\*

# Digital Video Recording (DVR)

## Pause

You can Pause live TV anytime by pressing **⏸** on your remote. For programs you're watching live, your DVR will remain in pause for up to 90 minutes.\* Pressing **Pause** **⏸** more than once allows frame by frame viewing. Press **Play** **▶** to resume the program.



## Rewind

Press **Rewind** **⏮** to rewind. Press it up to 4 times to increase Rewind speed. On the 5th press, the program resumes normal play.



## Fast Forward

For live TV, **Fast Forward** can be activated if you have pressed Pause or Rewind. Press the **⏭** to move forward. Press it up to 4 times to increase FF speed. On the 5th press, the program resumes normal play. You can only Fast Forward up to the point of live broadcast.



## Slow Motion

Use Slow Motion to access “slow-forward” and “slow-rewind” – perfect when watching sporting events.

To activate, press **Pause** **⏸**, then **Fast Forward** **⏭** or **Pause** **⏸** then **Rewind** **⏮**. Press **Play** **▶** to resume regular program speed.



# Digital Video Recording (DVR)

## Instant Replay

With **Instant Replay**,\* you can replay the last 15 seconds of a program. Press **Replay**  or **Page**  on the remote. Press repeatedly to continue skipping back in 15-second increments.

## Return to Live TV

When you pause or rewind a live program, the program continues to broadcast in real time. To return to live show, press the **Live\*** button  or  on your remote.



## SWAP Between Two Programs

If your **DVR** has two tuners, it can buffer (temporarily record) two programs at the same time – one on each tuner. The **SWAP** feature allows you toggle back and forth between two live shows while giving you control of both. If you change channels any other way than using the **SWAP** button, you will lose the buffer recording.

1. While tuned to a program, press **SWAP** on your remote to change tuners
2. Select a second program by changing channels or using the guide
3. Press **SWAP** again to toggle between the two programs
4. When recording two programs at the same time, on-screen prompts will ask if you wish to swap tuners. Select your desired recording preference

## Recording Programs

i-Guide makes it easy to schedule recordings on your DVR and build your own personal library. You can record programs in several ways:

- One-touch right from the  on your remote
- From any **Program Info** screen
- Set a manual recording



## One-touch Recording

Press the **RECORD**  on your remote any time while you're watching a program to begin recording. From the Listings grid, just highlight the show you want to record and press the record button on your remote.



# Digital Video Recording (DVR)

## From Program Information

From any **Program Information** screen, highlight the  button and press **OK/Select** to schedule a recording. Follow the on-screen prompts for additional recording options.



## Manual Recording

You can set a Manual Recording for specific time or channel:

- Select **DVR** from the **Quick Menu** or **Main Menu**, or **My DVR** button on your remote
- Select **Set a Recording**
- Select start and end times and day, then press **Confirm**
- Select channel to record from channel list
- Select **Record** to confirm settings or select **Recording Options**  for additional options



## Record Two Programs at Once

A 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.

### While Watching a Show Currently Airing

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

### 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



# Digital Video Recording (DVR)

## Two Recordings Are in Progress Overlay

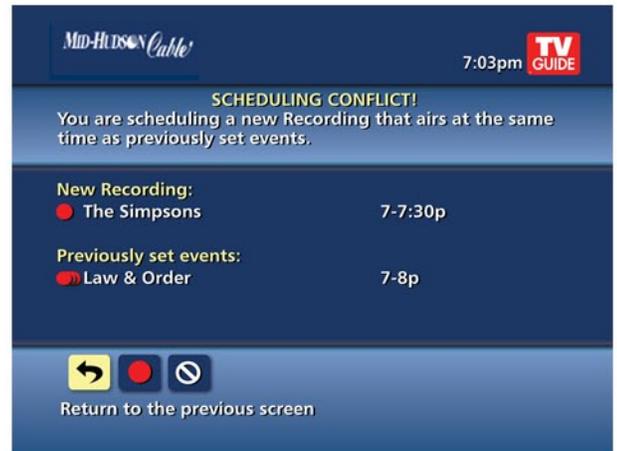
When two programs are recording simultaneously and you change channels, an overlay will appear. Follow the on screen prompts:

- Swap to view your other recording
- Continue recording, don't change channel
- Stop recording change channel (this appears when 2 recordings in progress and want to tune to another channel)



## Manage Schedule Conflicts

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



## Search and Record

Expanded search and record capabilities make it easy to find your favorite shows, celebrities or even subject on TV and schedule auto-recordings based on your search criteria.

## Actor/Director Search

**Actor/Director Search** allows you to find your favorite celebrities appearing on TV.



Select **Actor/Director** from the **Search Menu** and use the ◀ ▶ ▲ ▼ buttons to navigate the keyboard to spell out the celebrity name – up to 25 characters. The list of available actors will begin to populate as soon you begin to enter letters, and the list will narrow as additional characters are entered.

Once you see the celebrity you want, arrow right and press **OK/Select** to view programs that meet your search criteria. The list can be sorted by date or alphabetically by selecting the **Sort Results** button on the left side of the screen. If you don't see your celebrity on the list, that means that there are no upcoming programming available. Save this search for quick access later.

# Digital Video Recording (DVR)

## Recording Series

Your **DVR** allows you to record multiple episodes of a program (series) according to your preferences. To set up a **Series Recording**, begin by selecting the program from the Listings grid or from a Search results list:

- Select Record from the **Program Info** screen
- Select Set Up a Series Recording
- Select the type of episode to record, such as First run only episodes
- Specify how many recordings to save
- Specify how long to save the recording
- To access advanced series set up features, like add minutes to the start and end times and specify which channels to record, select the **Recording Options**  to review all options



Your **Series Recordings** will appear in the **My Recordings** list with the show title as its label. Multiple recordings of the same show will have the same label and will be listed beginning with the most recent recordings first as default. To change your view use the   buttons on your remote to View By Date, View By Channel, or View By Title. You may also modify the priority assigned to a series using the **Series Priority List**.



## Modify Series

From the **DVR Menu** select **Series Recordings** for a list of scheduled **Series** or keyword **Series**. From here you can change the priority of your series, or modify **Series** recording. To modify:

- Use the   arrows to highlight the series, press **OK/Select** to view a summary of recording settings for that series including the number of episodes scheduled to record in the next 14 days
- Highlight the  to modify settings. Select the  again to view and modify all settings
- Highlight the  to confirm



# Digital Video Recording (DVR)

## Modify the Series Priority List

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



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

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

## Manage Series Priorities

- 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



## Guide Symbols to Know – Manage Series Priority List



Return to previous screen



Show conflicts when the new series is a low priority



Record new program or series as shown



Don't record new program or series



Show conflicts when the new series is a high priority

# Digital Video Recording (DVR)

## Manage Your Recordings

A recorded program remains in your **My Recordings** list until you decide to delete it or have set it to delete when space is needed. Your **DVR** will record and store up to 90 hours of standard definition programming and up to 20 hours of High Definition programming.\*\* There are several options you can choose to make the most efficient use of your storage space:

**i-Guide** gives you easy ways to manage your recordings.

### DVR Setup

From the **Quick Menu** or **Main Menu**, select **DVR** to access **DVR Setup** to manage:

- DVR Folders
- Live Program Notice
- DVR Clipping

The default setting is On for these options.

You can also access DVR setup from the Setup Menu.



### DVR Folders

**DVR Folders** help you keep recorded series organized and help you scroll through your recordings quickly. **DVR Folders** automatically group like titles into folders. Highlight the **DVR Folders** to open and scroll down to select a specific episode to watch. Press **LAST** to return to your recordings list.



### Manage Series Priorities

From the **DVR Menu** select **Series Recordings** to view a list of Series and Keyword Series. Use the up/down arrows ▲ ▼ on your remote to highlight a series. If you want to change priority of a series, use the page up/down keys on your remote to move the series up or down your list. **Select Confirm** to confirm and accept your changes. The first series set to record has the highest priority and will be the one recorded if there is a conflict.



# Digital Video Recording (DVR)

## DVR Cleanup

From the **Main Menu**, select **DVR Menu** to access **DVR Cleanup**.

**DVR Cleanup** allows you to delete multiple recordings with a simple check box. When you select **DVR Cleanup**, a **DVR Cleanup** screen appears, with a list of all of your recordings. To check what recordings to delete, simply highlight the corresponding box(es), then arrow left to highlight the **Delete** button and press **OK/Select**, and confirm your deletion.



## DVR History

DVR History provides you with a list of recent DVR deletions or missed recordings. If a program did not record, DVR History will provide a reason why the program didn't record or when a program was deleted.



## Recording Notices

### Recording Starting Notice

If you are currently watching TV, before a Scheduled Recording begins, a notice will appear giving you the opportunity to confirm or cancel the recording. If you don't do anything, the DVR will automatically tune to the channel and begin recording. Live TV programming that was temporarily recorded in the buffer will be erased.



# Digital Video Recording (DVR)

## Recording Notices

### Changing Channels While Recording

If two recordings are in progress\* (dual-tuner DVRs only), and you attempt to change channels, a notice will appear. (Two Recordings in Progress screen)

- Select the  to view the other recording
- Select the  to continue recording as scheduled
- Select  to cancel the current recording and change the channel



### Recording Low and Full Notices

i-Guide will advise you with an on-screen notice when available memory on the DVR is low or full. If recording space becomes full during a recording, the recording will stop. When you schedule a recording and recording space is low, a notice will prompt you to review your DVR Recordings to delete recordings.



# Frequently Asked Questions

## Interactive Program Guide

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

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

### 2. Q. How do I tell what the icons mean?

**A.** You will find descriptive text beneath the row of icons when you have an icon highlighted. This information changes as you move the yellow highlight using the arrow buttons on your remote. On Program Information screens, the Action Icons are specific to the program. For example, a BUY Icon will appear only for On Demand and Pay-Per-View programs. Playback Icons will appear only for recorded programs or On Demand titles.

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

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

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

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

### 5. Q. How do I get information on programs?

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

### 6. Q. What is the red light on the upper left front of my box and/or what is the envelope on the screen?

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

# Frequently Asked Questions

## 7. Q. How do I set my digital audio language?

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

## 8. Q. What if I forget my Parental Controls/Purchase PINs?

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

## 9. Q. Why can't I purchase this Pay-Per-View (PPV) program?

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

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

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

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

## On Demand (Optional Feature)

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

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

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

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

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

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

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

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

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

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

# Frequently Asked Questions

16. **Q. How many On Demand programs can I order at one time?**  
**A.** Typically, there is no limit on purchases. Check with your cable operator for system specific ordering information.
17. **Q. I tried to order an On Demand program and received an error screen that said, “Unable to Process Request”. What does this mean?**  
**A.** The “Unable to Process Request” message occurs when the set-top box is unable to communicate with the On Demand equipment at your cable company. Try turning your set-top box off and then on again. If the message appears again, note the time it appeared and the action you took and call your cable operator.
18. **Q. When I selected a category from the On Demand Menu, I received message that said, “No Program Listings Available”. Why does this happen?**  
**A.** If there are no programs available for this particular category, this message will appear:

## DVR Overview

19. **Q. I currently record programs on my VCR or DVD recorder. How is a DVR different?**  
**A.** Your DVR Cable Box takes recording technology to a new level, capturing picture and sound digitally (for a superior result to tape-based recording) and allowing greater viewing flexibility. You can also press Instant Replay to review the last 15 seconds or rewind to see a scene again. Yet you won't miss moment of the program, because the DVR keeps recording the current broadcast while you pause, rewind or replay scenes.
20. **Q. How do I return to live TV when I'm watching recorded programming?**  
**A.** Simply press the LIVE TV button on your remote.
21. **Q. How do I record a Pay-Per-View (PPV) broadcast?**  
**A.** Pay-Per-View broadcasts must be ordered before they can be recorded. If you want to schedule a recording for a PPV event, take the following steps:  
a) From the Information screen, select the Record Icon (this will display the Order Program First overlay)  
b) Select the Buy Icon  
c) Select the Record This Program Icon  
d) Select the Confirm Icon  
This procedure orders the program and schedules the recording. If you change your mind you must cancel both the recording and order.
- Note: You can also set up the recording from the listings by selecting the PPV event and pressing the record button on the remote and following steps b through d.*
22. **Q. How does the Parental Controls feature work?**  
**A.** Parental Controls allow you to block programs from being viewed. Locks are based on a program's title, rating, TV content rating and channel. See the Parental Controls section in this manual.
23. **Q. How can I find programs I want to record?**  
**A.** Using i-Guide, you can search many ways: through the Main Menu, Quick Menu, Search Menu, by programming category, through the By Time or Channel Listings grid or through the Search Menu to alphabetically search by Title. When you find something that sounds interesting, simply press Record. The DVR will automatically record that program for you.

# Frequently Asked Questions

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

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

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

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

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

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

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

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

**28. Q. Can I record On Demand (OND) programs?**

**A.** On Demand cannot be recorded with the DVR.

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

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

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

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

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

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

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

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

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

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

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

# Frequently Asked Questions

34. **Q. Do I have to connect my DVR to a telephone or other data source?**  
**A.** The DVR gets all the information it needs from your cable signal, so that's the only connection required. In some cable systems, a phone connection may be necessary. Check with your local cable company to confirm.
35. **Q. Can I adjust the quality of the video recording to conserve hard disk space?**  
**A.** No. The DVR records at a pre-set level to ensure consistent results.
36. **Q. Can my cable operator or another company track what I record with my DVR?**  
**A.** No. What you choose to record with the DVR is confidential.

## Controlling Live TV

37. **Q. How long can I pause live TV?**  
**A.** You can pause up to 90 minutes of standard programming; less with HD programming.
38. **Q. How far back can I rewind live TV?**  
**A.** You can rewind up to two hours of standard TV programming as long as you were tuned to the same channel.
39. **Q. How do I use Instant Replay?**  
**A.** If your remote control is equipped with a REPLAY button, press it to instantly replay the last 15 seconds of the program. If there is no REPLAY button, use the PAGE button on your remote.
40. **Q. If I'm watching a program in progress and want to record it, can I record from the beginning?**  
**A.** If you just tuned to the program, the DVR begins recording from the point where you pressed record on your remote. If you have been watching the program from the beginning and have not changed channels (without using SWAP), the DVR will save all the temporary recording (buffer) to the Hard Drive and you will capture the entire program.
41. **Q. How can I catch up to the live broadcast of a program after I've paused it?**  
**A.** Press the LIVE button (if available) or the down arrow on the remote. Or, you can fast forward to the point of live TV. The on-screen indicator will display "LIVE". Managing Your Recordings

## Managing Your Recordings

42. **Q. How long can I keep My Recordings?**  
**A.** You can keep themes long as you want. Just remember, the recording space is limited, so you may need to delete some recorded programs from time to time in order to make room for new ones.
43. **Q. How will I know when I'm almost out of recording space?**  
**A.** An on-screen notice will appear advising you when recording space is low (80% full) or full.

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

# Frequently Asked Questions

- 44. Q. Does the DVR automatically delete programs when the record space is full?**  
**A.** Only if you set it up that way. The DVR will automatically delete programs if you tell it to do so by setting the programs to be deleted when space is needed. When the record space is full, the oldest recordings that you have set to be deleted will be deleted first. If you do not want the DVR to automatically delete certain recordings, you can set them so that they are only deleted by you.
- 45. Q. How many recordings can I schedule for the future?**  
**A.** There is no limit to the number of recordings you can schedule as long as you do not schedule more than two programs to record at the same time and you have available recording space.
- 46. Q. What if the program I want to record runs over its scheduled air time, such as when a football game goes into overtime? How can I make sure I record everything?**  
**A.** For live programs, you will be provided with the opportunity to extend the recording. Follow the on-screen prompts to extend the program end time for your recording.
- 47. Q. Can I watch a show I am recording before the recording is completed?**  
**A.** Yes. You can either watch it live as it's being recorded or you can rewind the program you are currently recording and watch it from the beginning while the recording continues.
- 48. Q. Can I make a VHS tape or DVD of a recorded program?**  
**A.** You can copy a recorded program to a VHS or DVD tape by playing a recording from the DVR in real time while simultaneously recording on your VCR or DVD.
- 49. Q. Can I set up my DVR to record every episode of a specific program title?**  
**A.** Yes! Your DVR lets you record multiple episodes of a program according to your preference by setting up a Series Recording. Select the episode type to record, such as first-run only or all episodes. Specify how many recordings to save and how long to save the recording - until you erase it or until space is needed. To access advanced series setup features like add minutes to the start and end times and specify which channels to record, select the Recording Options Icon to review all options.
- Tip: Use Title Search to find all air times for a particular title. You can then set up individual recordings for any or all episodes, no matter what time they're on.*
- 50. Q. Can I “bookmark” a program I have recorded?**  
**A.** Yes. When you stop playback of a recorded program, it will stop where you left it. To continue watching the program, select Resume or Restart from the Action Icons.
- 51. Q. On occasion, a recording starts a minute or two after the program has begun. Why?**  
**A.** The DVR timer is synchronized with the program guide time. If a broadcaster starts the program minute earlier than the first minute. You can program your DVR to start early or end late by adjusting your Recording Options.
- 52. Q. Only part of my program recorded. Why?**  
**A.** If the beginning of the program did not record, you might have tuned to the program after it started and then set it to record. If the end of the program did not record, the DVR may have reached its storage capacity before it was able to record the entire program.

# Frequently Asked Questions

## DVR – Dual Tuner Recording Features

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

**A.** Most DVRs have two tuners. This feature allows you to record two channels at the same time, record one channel while watching another or record two programs and watch a 3rd program from your DVR recordings library.

*Note: some DVRs are equipped with only a single tuner. See the Single Tuner FAQ section for more information.*

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

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

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

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

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

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

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

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

## DVR – Single Tuner Recording Features

Refer to this section regarding recording

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

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

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

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

## Troubleshooting

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

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

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

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

# Frequently Asked Questions

- 62. 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 5-15 minutes for i-Guide to be downloaded to the set-top. If after 5-15 minutes nothing happens, unplug the terminal, plug it back in and wait another 5-15 minutes. If the guide still does not appear, contact your cable company.
- 63. Q. I can't see the edges of the i-Guide screens.**  
**A.** Select the Adjust Screen Position option from the Setup screen. Press the buttons until the arrows on the screen are centered. If image is centered and still cut off, check your TV's user manual.
- 64. 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.
- 65. 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).
- 66. Q. Why won't my remote control respond when I press a button?**  
**A.** Go through this quick checklist to determine the problem:  
1 Press the CABLE button on the remote to make sure it is in Cable mode. Try using the remote again.  
2.If the remote is still not functioning correctly, press the CHANGE button on the front of the terminal. If the channel changes, there is a problem with the remote control. The batteries or the remote control itself may need to be replaced.  
3.Unplug the terminal and plug it back in.  
4.Call your cable company.
- 67. Q. There are no listings in the guide, or the words "To Be Announced" appear in the listings screens.**  
**A.** This can happen if there has been a power failure or if the terminal was unplugged. Make sure everything is plugged in and running. Wait 5-15 minutes for the channels and program data to load.
- 68. Q. I have a message on my screen that says "This feature is currently being restored". What does this mean?**  
**A.** This screen appears if you try to access a feature that is not available because the terminal has not received all the necessary data. This most commonly happens following a power loss.
- 69. 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.
- 70. Q. What do I do if I am stuck in a screen or menu I do not understand and want to get out?**  
**A.** You can always press the EXIT button on the remote to immediately return to watching TV. You can also press the LAST button to back up one screen at a time.

# Frequently Asked Questions

**71. Q. The displayed 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 notification. Please report erroneous data to your cable company.

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

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

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

# High Speed Internet

*The fastest connection to the internet!*

The fastest way to explore the Web. Mid-Hudson Cable High Speed Internet Access! With Mid-Hudson High Speed Internet, you can surf and download huge files at blazing-fast speed.

**Email, Web, Music, Video and More!**



## Advantages

With Mid-Hudson High Speed Internet, you can surf and download huge files at blazing-fast speed. Plus, get a dependable connection, that's always on. Mid-Hudson High Speed Internet doesn't require a phone line, so you will never get a busy signal. With Mid-Hudson High Speed Internet, everything you want is just a click away. Read the latest headlines, keep up with your favorite bands, download movie clips, play the latest online games, send photos to family across the country and more. Mid-Hudson Cable has just completed an upgrade of their network to Docsis 3.0 offering the fastest speeds anywhere from 5 MB to 50 MB.

- **Save time online.** Get to what you want – faster. Download songs and photos, shop, pay bills and surf in a flash!
- **Feel safer online.** Anti-virus, firewall, and spam-filtering software and parental controls are all available!
- **Enough for the whole family.** Up to 5 e-mail addresses per account are included.

## Web Space

It's time for a new home page – your own personal web site. If you always wanted a web page, here's your chance. As a Mid-Hudson High Speed customer, you receive 10 MB of web space at no additional cost.

## System Requirements

Mid-Hudson is compatible with most computers. We can only provide technical support for the machines specified below:

Pentium Class Machine

16 Meg of Ram or more

Windows 95/98/NT or A Power Mac, OS 7.5.3 or above

You must also have a Cable Account with Mid-Hudson Cablevision

All machines **MUST** have an Ethernet Card (10-Tbase or above)

If you need a referral to have one installed, we'll be happy to provide some options

# High Speed Internet

## Installation of Motorola SB5100 Cable Modem

### ❖ Before You Begin

Before you begin the installation, check that you received the following items with your SURFboard cable modem:

#### Item

Power adapter



#### Description

Connects the SURFboard cable modem to a power adapter to connect to the AC electrical outlet

10/100Base-T Ethernet cable



Connects to the Ethernet port

USB cable



Connects to the USB port

*SURFboard Cable Modem* CD-ROM



Contains the User Guide and USB drivers

You will need 75-ohm coaxial cable with F-type connectors to connect your cable modem to the nearest cable outlet. If a TV is connected to the cable outlet, you may need a 5-900 MHz RF splitter and a total of three coaxial cables to connect both the TV and the cable modem. The coaxial cable and RF splitter are available at consumer electronic stores.

### ❖ Cabling and Startup for a Single User

Allow 5 to 30 minutes to power up the first time because the SURFboard cable modem must find and lock on the appropriate channels for communications.

- 1 Be sure your computer is on and the cable modem is unplugged.
- 2 Connect one end of the coaxial cable to the cable outlet or splitter. Connect the other end of the coaxial cable to the CABLE connector on the cable modem. *Hand-tighten the connectors to avoid damaging them.*
- 3 Insert the *SURFboard Cable Modem* CD-ROM into your CD-ROM drive.
- 4 Plug the power cord into the +12VDC connector on the cable modem and the electrical outlet. *This turns the SURFboard cable modem on. You do not need to unplug it when not in use.*
- 5 Check that the lights on the cable modem front cycle through this sequence:
  - Power flashes during the self-test and changes to solid green when the self-test is successfully complete.
  - Receive flashes while scanning for the receive (downstream) channel and changes to solid green when it is connected.
  - Send flashes while scanning for the send (upstream) channel and changes to solid green when it is connected.
  - Online flashes while the cable modem downloads configuration data and changes to solid green when the download is complete.



To cable outlet  
(step 2)

To electrical outlet  
(step 4)

SURFboard cable modem

*Always connect coaxial cable to the wall outlet first.*

# High Speed Internet Installation of Motorola SB5100 Cable Modem

The model number on your cable modem may be different than in the illustrations and screen images in this guide.



## ➤ Top and Front Panel

For added security, you can press the Standby button (1) to suspend your Internet connection. No data is transmitted or received from the Internet when the Standby light is on. All other front-panel lights turn off until you press the Standby button again.

The lights provide information about power, communications, and errors:

Key	Light	Flashing	On
2	Power	Startup diagnostics in progress	The cable modem is powered on
3	Receive	Scanning for a receive (downstream) channel connection	The downstream channel is connected
4	Send	Scanning for a send (upstream) channel connection	The upstream channel is connected
5	Online	Scanning for a network connection	The startup process is complete
6	PC/Activity	Transmitting or receiving data	A device, such as a computer or hub, is connected to the USB or Ethernet connectors on the back panel.
7	Standby	This light does not flash	Internet service is blocked because the Standby button was pressed. If this light is on, all other lights are off.

During normal operation, the Power, Receive, Send, and Online lights are on and the PC/Activity light flashes when the cable modem is transferring data.

**For more information on installing the cable modem please go to the motorola SB5100 installation guide at this link:**

**<https://cprop.fibertel.com.ar/faqs/remoto/downloads/Motorola-SB5100.pdf>**

# High Speed Internet

## Installation of Motorola SB6120 Docsis Cable Modem

### 1 OVERVIEW

#### Front Panel

The SB6120 front panel lights provide information about power, communications, and errors.



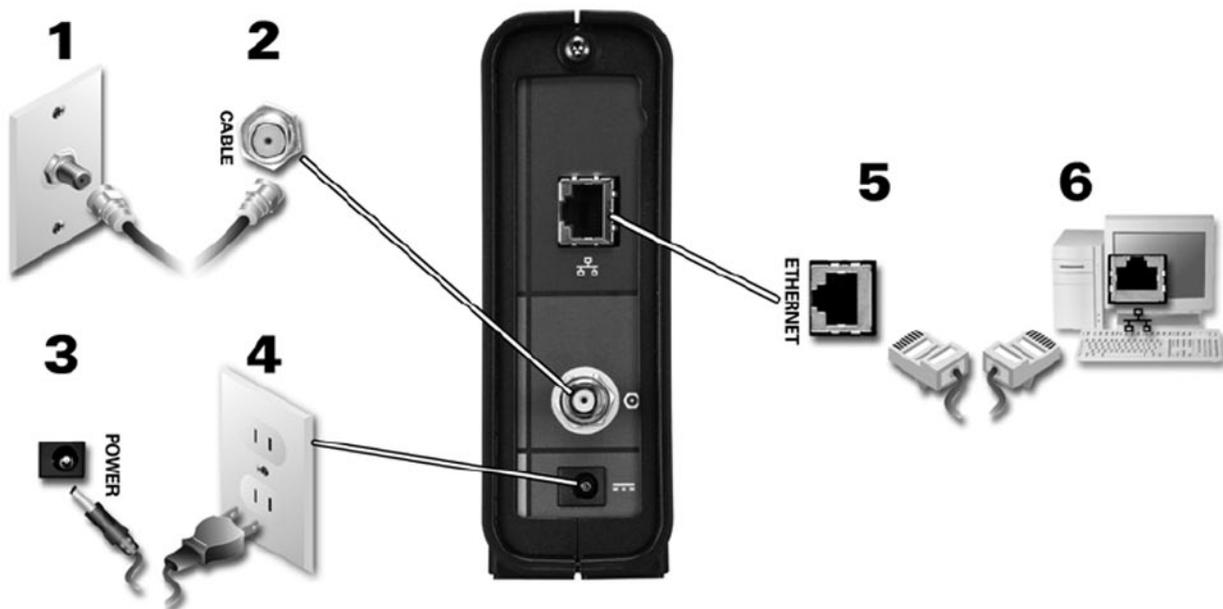
Key	Light	Off	Flashing	On
1	POWER <span style="color: green;">■</span>	Power is disconnected	This light never flashes	Green: Power is properly connected
2	RECEIVE <span style="color: green;">■</span> <span style="color: blue;">■</span>	Receive channel not found	Scanning for a receive (downstream) channel connection	Green: Downstream channel is connected Blue: Downstream channel is connected with bonded channels
3	SEND <span style="color: green;">■</span> <span style="color: blue;">■</span>	Send channel not found	Scanning for a send (upstream) channel connection	Green: Upstream channel is connected Blue: Upstream channel is connected with bonded channels
4	ONLINE <span style="color: green;">■</span>	Internet connection failed	Scanning for configuration parameters	Connected to Internet
5	LINK <span style="color: yellow;">■</span> <span style="color: blue;">■</span>	No connection to the SB6120 Ethernet port detected	Transmitting or receiving data on Ethernet port	Amber: A device, computer or hub, is connected via the Ethernet (10Base-T) or Fast Ethernet (100Base-T) port Blue: High-speed Gigabit Ethernet connection from SB6120 to your PC

During normal operation, the **POWER**, **RECEIVE**, **SEND**, and **ONLINE** lights are ON. The **LINK** light flashes when the cable modem is transferring data.

# High Speed Internet

## Installation of Motorola SB5100 Cable Modem

1. Verify that the coaxial cable is connected to a cable outlet or splitter.
2. Connect the other end of the coaxial cable to the cable connector on the modem.  
Hand-tighten the connectors to avoid damaging them.
3. Plug the power cord into the Power port on the modem.
4. Plug the other end of the power cord into an electrical wall outlet.
5. Connect the Ethernet cable to the Ethernet port on the computer.
6. Connect the other end of the Ethernet cable to the Ethernet port on the modem.



For more information on the installation of the Docsis 6120 modem please refer to the Motorola User Guide at this link.

[http://broadband.motorola.com/consumers/products/SB6180/downloads/SB6180\\_QSG.pdf](http://broadband.motorola.com/consumers/products/SB6180/downloads/SB6180_QSG.pdf)

# High Speed Internet Installation of Motorola SB6120 Docsis Cable Modem

## Cabling and Startup for the SB6120

Be sure your computer is on and the cable modem is unplugged.

1. Connect one end of the coaxial cable to the cable outlet or splitter.
2. Connect the other end of the coaxial cable to the **CABLE** connector on the cable modem. *Hand-tighten the connectors to avoid damaging them.*
3. Plug the power adapter cord into the **+12VDC** connector on the cable modem and the electrical outlet.



4. Plug the power cord into the electrical outlet.
5. Connect the provided Ethernet cable to the cable modem and your computer.



6. Perform the procedures for [Configuring TCP/IP](#).

You may wall-mount your SB6120 by following the steps on the following pages.

7. Check that the lights on the front panel cycle through this sequence:

<b>POWER</b>	Turns on when AC power is connected to the SB6120.
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# Cable Phone Installation

## How to install your cable phone using existing wiring

If you're not comfortable doing the work yourself, you should hire a professional electrician or telephone technician to do the job instead.

It's important to note that by modifying your telephone wiring to distribute MH CablePhone throughout your home, you'll be totally disconnecting yourself from the phone company. But the process is completely reversible. So if you sell your house in the future, for example, you can restore your old phone configuration with minimal difficulty.

**\*\*It's not very difficult to modify your home phone wiring, but because you're dealing with lines that carry voltage, there's always a risk of causing a fire or damage to your phone lines and equipment.**

## STEP ONE - ISOLATE YOU'RE INSIDE WIRING

To re-wire your home for MH CablePhone, you first need to isolate your inside phone wiring from the lines that come into your house from the phone company. This is a step you shouldn't skip, even if you think your phone line is already dead. If you don't isolate your inside wiring, and the phone company decides to send voltage across the line you thought was dead, it could damage the telephone equipment inside your house or worse, cause a fire.

To begin, find the box on the outside of your house where the telephone lines come into your house from the street. This is called the Network Interface Unit (NIU). It's the legal demarcation point where the outside wiring from the street (owned by the telephone company) meets the wiring inside your house (owned by you). When you open the box, which is usually locked or fastened with a screw, you will have access to the side containing the wires going into your home, but not the side with the lines coming from the street. You'll also see a ground wire coming out of the phone company's side of the box. This wire protects you against lightning strikes, so make sure you never disconnect it.

Once you've opened your side of the NIU, you'll see one or more sets of screw terminals inside. Each will have a short piece of telephone wire coming out of it with a phone connector on the end plugged into a corresponding jack. If there's only one line coming into your house, you'll most likely have only one set of screw terminals. To disconnect from the phone company, simply unplug each of the short telephone wires from its corresponding jack.

Next, you need to make it obvious to others that you've unplugged the wires on purpose and they shouldn't undo your modifications without risking damage to your inside equipment. Start by wrapping the end of each of the telephone wires you just unplugged with electrical tape so it can't be plugged back in without unwrapping the tape. Then, clearly label the inside of the box with a message that says something like: "Do not reconnect! May cause damage to inside equipment!" A sign written or printed in waterproof ink and taped inside the box works well. No matter how you choose to label the box, be sure it is obvious, clear, and easy to read.

Once you've clearly labeled the inside of the NIU, close and refasten the box. Then, just to be safe, label the outside of the box as well. To be extra safe, you can also wrap a cord or nylon tie-wrap around the box so it can't be opened without cutting it. Remember, to avoid damage, you want to make it as inconvenient as possible for someone to change what you've done without your knowledge.

## STEP TWO - CONFIRM THE LINE IS DISCONNECTED

After you've isolated your wiring from the phone company's, it's important to confirm the line is disconnected before installing MH CablePhone.

Go back into your house and pick up a phone plugged into a jack that previously worked. You should hear absolutely nothing; the line should be totally dead. If the line's not dead, go back and check your work. If your work looks correct and the line's still not dead, it means that voltage is somehow still being carried on the line and it's not safe for you to proceed any further. Consult a professional electrician or telephone technician for help.

## STEP THREE - CONNECT YOUR PHONE ADAPTER

If you've successfully isolated your wiring and you've confirmed the line is dead, the hard part's over. It's time to connect to MH CablePhone!

Simply plug your cable modem into the MH CablePhone phone adapter. Then plug your phone adapter into any telephone jack using a standard telephone cord. Finally, plug regular phones into the other jacks in your house. Telephone jacks are wired in parallel, so when you plug your phone adapter into any working jack, it will spread the signal to the other jacks in your home.

Like any telephone line, there is a limit to the number of phones you can connect to a single MH CablePhone line. If too many phones are connected, the signal will fade, and not all of the phones will ring when a call comes in. Therefore, we recommend you only connect five phones maximum to a single MH CablePhone line.

**Additional Information:** From the Home Page on your VOIP website, you can view your phone number, your MAC address and your personal information given at the time of the installation. You may update your personal information, change your password, and activate any of the many features Mid-Hudson offers from this website at any time.

***Please contact customer service if you have any questions! 1-518-943-6600 option 1.***



# Understanding Your Statement



10000003  
P.O. BOX 399 CATSKILL, NY 12414-0399  
8275 1000 GH REP. 04 10052010 YHNKZNY

Mid-Hudson Cablevision  
PO Box 399  
Catskill, NY 12414

**Statement of Cable Service**

Page 1 of 2  
Billing Date: October 04, 2010  
Account Number: **8275 10 001 0103751**

**How to reach us ...**  
Office Hours: M-F 8:00-5:00, SAT 8:30-4p  
PHONES: M-F 8AM-7:30PM, SAT 8:00-5PM  
PH# 518-943-6600 OR 1-800-342-5400

**For Service At...**  
200 Jefferson Heights  
Catskill, NY 12414

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**Account Summary**

Please see reverse side for account details.

Previous Balance	\$ 205.03
Payment(s)	-198.00
Monthly Charge(s)	178.60
Taxes & Fee(s)	0.63
<b>Balance Due</b>	<b>\$ 184.46</b>
Payment Due Date	10/29/10

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**Mid-Hudson News**

**BIG EVENT** FALL SPECIAL...UPGRADE TO ANY OF OUR SERVICES and get HALF OFF\* for 3 months! EVER on AMC (chnl 69) or in High-Def on chnl 669\*. 70 titles spanning 8 decades. Watch classics from the 1930s to the truly terrifying horrors of the 2000s. In HD on chnl 669\*. \*SRMA

**Men's** FearFest 2010 on AMC for 14 days! Monday Oct 18 thru Sunday Oct 31, 2010. Biggest classic from the 1930s to the truly terrifying horrors of the 2000s. In HD on chnl 669\*. \*SRMA

**Discovery Kids** Effective 10/10/10 Discovery Kids\* on ch 100 (digitally) will be renamed "The Hub". Any questions about this name change, contact Discovery Networks at (240)662-2851. To upgrade to Mid-Hudson Cable's DIGITAL service offerings call 800-342-5400 ext 8190. \*SRMA



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**Payment Coupon**

Please detach and enclose this portion with your payment. Please do not send cash. Make checks payable to **MID - HUDSON CABLEVISION**.

Check here for change of billing information or comment.  
Note: Changes MUST appear on reverse side.

MID - HUDSON CABLEVISION  
PO BOX 1354  
WILLISTON VT 05495-1354

827510001010375100184465

Billing Date: October 04, 2010  
Account Number: **8275 10 001 0103751**  
Name: Mid-Hudson Cablevision  
P.O. Box 399  
Catskill, NY 12414

Balance Due **\$ 184.46**  
Payment Due Date **10/29/10**

Amount Enclosed \$

## 1. Billing Date

Like a magazine subscription, you pay Mid-Hudson in advance. This area shows the date the bill is printed.

## 2. Payments(s)

This shows the amount of the payment(s) Mid-Hudson received from you prior to the printing of this bill.

## 3. Monthly Charge (Detailed on the back of bill)

This is your current charges including monthly charges for services received and ordered. Example: Package Pricing, Pay-Per-View, Movies On Demand and Equipment Rental.

## 4. Taxes and Fee(s) (Detailed on back of bill)

EXAMPLES:

Regulatory Fee: The fee the Federal Communications Commission collects from each cable customer to help defray the costs associated with rate regulations.

Franchise Fee: The franchise fee paid to your local government by Mid-Hudson Cable for the right to use Town/City streets, alleys and rights of way to provide you with cable service. The fee goes directly to your local government.

Retransmission Fee: The fee charged to local cable operators by the local NBC, CBS, ABC, FOX, CW Network and MY station(s) to allow continued carriage of their network.

## 5. Balance Due

This is the amount due to Mid-Hudson Cablevision

## 6. Payment Due Date

This is the date by which Mid-Hudson must receive your payment for proper credit (allow 7 days for mail delivery).

## 7. Information Section

This provides special messages and valuable offers.

## Making Your Cable Payment

### Paying by Check or Money Order...

- Mail or bring your payment to the Cable office so that your payment is received by the date printed on the front of the statement (allow seven days for mail delivery).

- Please detach the payment stub and include it with your check or money order. Please do not mail cash. The check or money order should be made payable to Mid-Hudson Cable.

- Remember to write your Cable account number on the front of your check or money order.

- Use the envelope included with your bill to send in your payment. Make sure the mailing address shows through the payment envelope's window.

- Please do not include any written requests with your payment. Instead, send those in a separate letter. Please include your name and your Cable account number with your written requests. You can also call our office at 1-800-342-5400.

- Please do not include any written requests with your payment. Instead, send those in a separate letter. Please include your name and your Cable account number with your written request. you can also call our office at 1-800-342-5400.

### Paying with a Credit Card or Check by Phone...

To pay by credit card or check by phone, call 1-800-342-5400 or you may make a credit card payment by stopping by our local Cable office at 200 Jefferson Heights in Catskill.

## FOR YOUR CONVENIENCE

### Choose Our Automatic Recurring Payment Plan...

Never write us another check! Your monthly Cable balance can be paid automatically by authorizing a charge to your credit card or a debit to your bank account. For details, call customer service at 1-800-342-5400.

### Checking Your Account Balance...

To get account balance information, call the Cable office at 1-800-342-5400. Pay your bill 24 hours a day, by paying by phone or by visiting [www.mhcable.com](http://www.mhcable.com).