

## **i-Guide + DIGITAL VIDEO RECORDING (DVR)**

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

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

### **CONTROL LIVE TV**

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

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

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

\* Recording capacity varies.

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

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

## Playback Controls - Using the Video Control Buttons

These buttons work similarity to your VCR controls. Plus, you have new DVR control features, like Instant Replay.

## Playback Controls - Using the Remote Control Arrow Buttons

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

### Pause

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

\* Pause capacity depends on video format; less than two hours for High Definition programming.



### 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.



### Fast Forward

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



### 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 **LIVE** 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 will appear allowing you to enter your PIN to view the program during recording. Once the program is 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 temporarily record two programs at the same time – one on each tuner. The **SWAP** feature lets you toggle back and forth between 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 temporary recording for both programs. If you change channels without using SWAP, you will lose the temporary recording.

## YOUR PERSONAL VIDEO LIBRARY

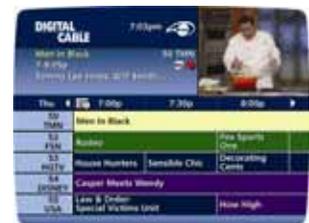
Using your DVR with i-Guide, you can build your own personal library of programs, movies, sports, TV shows... whatever you want. Follow the steps below to build and manage your personal video library.

### 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 is scheduled to start at the program scheduled start time.



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

## Record From Program Information

When you highlight and select a program scheduled at a later time from the listings, you will see an information screen. Highlight the **ACTION ICON** and press **OK** to start a recording at the time the program is scheduled to start.

## Manually Schedule a Recording

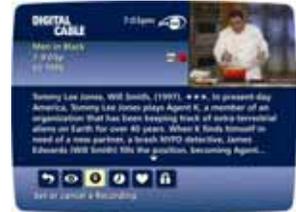
**Step 1:** From the Main Menu, select **DVR\***.

**Step 2:** Select **SET A RECORDING**.

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

**Step 4:** Select the channel you want to record.

**Step 5:** Select **CREATE A RECORDING** and confirm the recording



To schedule a repeat recording, for example to record multiple episodes of a program, modify the recording options.

## 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.

## Record a Series

Your PVR lets you record multiple episodes of a program according to your preferences. You can set the PVR 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 **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 recordings 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 **RECORDING OPTIONS** icon.

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 left and right arrow 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.

## 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.

- To give your new recordings 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.

## 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 Access Menu.
- Choose **SERIES RECORDINGS**.

From here you can change your Series Recording Options by pressing **INFO** and selecting the options icon.

**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, select **DVR**.

**Step 2:** Select **FUTURE RECORDINGS**.

**Step 3:** See a list of your future recordings. Select a title to cancel the scheduled recording or modify the recording options. The list is sorted first by day and time; use the right arrow on your remote to view future days.



### Modifying Recording Options

Prevue's 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**; select **FUTURE RECORDINGS** to see a list of your scheduled recordings. Highlight a program title and press **SELECT** or **INFO**.

Select from the **PROGRAM INFORMATION SCREEN**. Select the to change the **RECORDING OPTION** or select the to delete this program from your list of **FUTURE RECORDINGS**.



Use the left and right 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 time so that you catch every minute of a program, even if it runs over.

## From Listings

Press **GUIDE** and select your scheduled recording in the listings.

Press **SELECT** or **INFO** and select the icon.

From here, select to cancel the recording, or select to modify the recording options.

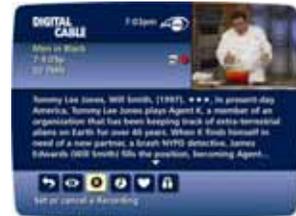
**Note:** A scheduled recording will begin at the indicated start time and channel you select. The scheduled recording is not tied to the program title. The PVR will record whatever program airs on that channel at that time, even if the program you have selected does not air.



**GUIDE TIP:** To maximize your storage space, review the contents of your library regularly and discard the recordings you no longer wish to save.

## Recording Starting Notice

Before a scheduled recording begins, a notice will appear onscreen 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 PVR will automatically tune to the channel and begin recording. Live TV programming currently in the temporary recording will be erased once the scheduled recording starts.



## Recording Stopped Notice

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. You can **SWAP** to watch live TV while continuing a current recording. See Swap Between Two Programs section of this manual.

## View Programs Stored In Your Personal Video Library

**Step 1:** From the Main Menu, select PVR, then select My Recordings.

Use the up and down arrow buttons on your remote to search through and highlight titles from your list of recorded programs.

Press **SELECT** to choose the program.

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

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



## 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 37 hours of analog programming, up to 90 hours of digital programming or up to 15 hours of High Definition programming\*. To make the most efficient use of PVR storage space, follow these guidelines:

### To Delete Recordings

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

### Copy Recordings to A VCR Tape

After you watch a recording, decide to either erase it or keep it permanently by transferring it to a VCR tape. When you copy recordings to a VCR tape, make sure that the recording is displayed on the TV screen for the entire time the recording is being copied. If you change channels or display other **DVR/guide** screens during the copying process, your tape copy will contain these images and you will not have a complete copy of the recording.

**Step 1:** Connect the **CABLE OUT** or **OUT 1 (TV)** connection on the back of the **DVR** to the **CABLE IN** of your **VCR**.

**Step 2:** Put a tape in your **VCR**.

**Step 3:** Access your list of **RECORDED PROGRAMS**.

**Step 4:** Use the **▲ ▼ ◀ ▶** buttons on your remote to highlight a program from your list of **RECORDED PROGRAMS**. Press **OK** to select a program.

**Step 5:** From the information screen, select to resume play from where you left off or select to restart from the beginning.

**Step 6:** Start recording when playback begins.

**Step 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.

**Note:** Recording **HD** programming requires **DVR** connection to **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 movie search or search your Favourites Menu. In program information screens (once you have selected a program title by highlighting it and pressing OK), you can use the Action Icons 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 and Playback control icons will appear only for recorded programs or rented On Demand (OND) titles. Descriptive text appears just above 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..."). 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, channel number and a promotion on the left side of the bar. For more in-depth information on a program, press **INFO** on your remote. Also use the OK button on your remote to change to Mini Guide. Then use the ARROW buttons to see what's on other channels and at other times without missing the program you're currently watching.
- Q. How do I get information on programs?**
- A.** Prevue's i-Guide provides detailed information on programs as well as movies and sporting events. While in a listings screen, or while tuned to a program, you can access information by pressing the **INFO** button on your remote. 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 sporting 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** 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. Upon completion, you will need to re-enter all PINs.

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

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

**Step 1:** Check to make sure the phone line is plugged in.

**Step 2:** You may have inadvertently made too many Pay-Per-View orders. You may have to cancel one before you make another order.

**Step 3:** You may have reached your credit limit. Call your cable company and have them check your limit.

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

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

## **DVR and Digital Services**

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

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

**Q. I have a home theatre system. Can I record a program in Dolby Digital 5.1?**

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

**Q. Can I receive and record programs in High Definition with my DVR?**

**A.** Yes! As long as you have the DVR connected to a High Definition television (HDTV), you can watch HDTV programming as well as record it on your DVR.

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

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

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

**A.** Yes, you can record and playback Digital Music. However, currently 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 as long as 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 make sure everything gets recorded.

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

**A.** You can watch a previously recorded program when you are recording a live program. If you are recording a live show, changing channels will stop the recording. You will see a screen asking you to confirm you want to change the channel and stop the recording.

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

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

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

**A.** Yes. As you are watching a program you have recorded on your DVR, you can record it to a tape.

**Q. Can I set up my DVR to record every episode of a specific program title?**

**A.** Currently, your DVR will allow you to schedule recordings based on a program's airtime and channel. You can set a repeating recording, such as every day or once a week. However, if the program you want to record does not air in the scheduled time slot, the DVR will record whatever is airing at that time on that channel.

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

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

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

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

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

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

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

**Q. Can I "bookmark" a program I have recorded?**

**A.** Yes! When you stop playback of a recorded program, it is still saved in My Recordings. To go back and resume play, select the program and you can either play from where you left off or restart the program from the beginning using the Action Icons from the program information screen.

**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. 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 have turned to it 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 will appear allowing you to enter your PIN to view the program during recording. Once the program is recorded, you can access it from your list of Recorded Programs. Just enter your PIN to view it.

Note: You can also set Parental Locks on pre-recorded programs. Use the LOCK button or Action Icon after you have selected the program from My Recordings.

## **Managing Your Recordings**

**Q. How many hours of programming can I store on my DVR?**

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

**Q. How long can I keep My Recordings?**

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

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

**A.** An on-screen message will appear advising you when recording space is low (80% full) or full.

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 and set your DVR to automatically delete recorded programs when space is needed.

**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 marking the programs to be deleted when space is needed. When the record space is full, the oldest recordings will be deleted first. If you do not want the DVR to automatically delete certain recordings, you can mark 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 digital 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 or 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, 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, Favourite 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 centred.
- 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.
  2. Move to Step 2 if necessary.
  3. 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.