RTN Client User Interface
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Introducing the RTN Client User Interface

Welcome
The Cisco® RTN Client User Interface is the on-screen interface of your set-top that you use to navigate, control, and interact with your Internet Protocol Television (IPTV) service.

The user interface and your set-top bring a rich, new set of interactive services directly to you.

Available set-top services may include some or all of the following features:

- Digital Video Recorder (DVR) – Allows you to record your favorite programs so that you can still go to your friend’s house for dinner and not miss your favorite TV show
- Pause Live TV – Allows you to pay for the pizza and come back to the show where you left it
- High-Definition (HD) – Provides crystal-clear pictures and sound when compared to standard definition – you won’t want to watch television any other way once you’ve experienced HD
- Video-On-Demand (VOD) – Gives you access to an enormous library of movies and programs that you can watch – when you want to watch them
- Interactive Services – Provides access to interactive online content, including data such as news, weather, and online photos. No more leaving the comfort of your couch to access valuable online information

Note: Contact your service provider to find out if the DVR, HD, VOD, or Interactive services are available and to activate the services.
About the Remote Control

Device Control
- Turns devices on or off
- Enables set-top mode functions
- Enables TV mode functions
- Enables AUX mode functions

DVR, VOD, DVD, VCR Control

Notes:
- In STB mode, these keys control DVR and VOD functions.
- In DVD and AUX modes, these keys may control your DVD or VCR depending on how you have programmed the remote.

- Records the selected program
- Stops DVD, VCR, VOD, or DVR content
- Pauses DVD, VCR, VOD, or DVR content
- Plays DVD, VCR, VOD, or DVR content
- Scrolls through available TV or video input sources
- Rewinds or fast forwards through DVR or VOD content
- Skips backward or forward through DVR or VOD content. Also use to go back when in menus or submenus

Sound Control

Note: These keys are assigned to the TV when the TV mode key is programmed with a valid code.
- Adjusts volume
- Mutes sound

Numeric Keys
- Enters channel numbers, text, and remote codes. Also use to enter your parental control PIN
- Clears text and numbers in text fields
- Enters and saves (stores) an entry. Also use to toggle between Normal, Stretch, and Zoom

Viewing and Browsing Control
- Not supported at this time
- Accesses the Main Menu application or goes back when in a menu or sub menu
- Accesses the On Demand menu
- Accesses the DVR menu
- Views live TV
- Moves through selections
- Selects and deselects screen items
- Clears all menu screens and returns to TV
- Application specific*
- Application specific*
- Application specific*
- Displays text information about the selected program
- Displays or closes the program guide (IPG) or (EPG)
- Switches to last channel viewed
- Selects the next channel, up or down, when watching TV. Moves up or down one page in the program guide and in some menus

* Refer to the legend at the bottom of the application you are using to see the function associated with this key.
Select TV and Viewing Preferences with the Menu
The Menu makes it easy to set your TV and viewing preferences. Use the remote control to navigate through the menu and all of its options.

1. Press Menu.
2. Press  or  to navigate through the following menu options:
   - **TV** – Access program guide, favorite channels, search for programs, and watch live TV
   - **Recorded TV** – Access the list of recordings (My Recordings), programs scheduled to record, and add programs to be recorded
   - **On-Demand** – Order movies, TV series, and documentaries to watch in the comfort of your home
   - **Applications** – Access interactive online content (depends on your service provider configurations)
   - **Settings** – Select settings for language, parental control, and other system settings

*Note*: The menu option titles are determined by your service provider and may vary from what is shown above. (For example, Program Guide could be EPG; On-Demand could be VOD; Recordings could be DVR)
Configure System Preferences with the Settings Option

The Settings option allows you to configure system preferences such as Video Appearance, Parental Controls, Recording settings, Audio and Video settings, General settings, and Troubleshooting.

Set the Video Appearance

1. Press **Menu**.
2. Press ↓ or ↑ to navigate to **Settings**.
3. Press ▼ or ▲ to navigate to **Appearance** and press **OK**.
4. Press ▼ or ▲ to navigate through the following video appearance settings:
   - **Aspect** – options include:
     - 4:3 (designed for SD or HD content on SD screens)
     - 4:3 Letterbox (designed for HD content; maintains aspect ratio on SD screens)
     - 16:9 (designed for SD or HD content on HD screens)
   - **Mode** – options include:
     - 480i – 720p
     - 480p – 1080i
   - **Video Output** – options include:
     - Normal (image appears as transmitted)
     - Stretch (stretch image horizontally, but not vertically [usually best for 4:3 content on a 16:9 screen])
     - Zoom (stretch vertically and horizontally [may crop image at top and bottom of screen])
   - **Default Guide** – options include:
     - Horizontal – Vertical
   - **Skin Style** – options include:
     - Cisco Blue – Dark Blue
     - Cool Breeze
   - **Note**: Skin style options may also include options specific to your service provider.
   - **Important**: Changing skin styles will cause your set-top to reboot.
5. Press ▼ or ▲ to navigate to the **Save** or **Cancel** options. Press ◀ ▶ and then press **OK** to save or cancel your changes.
Set the Audio Preferences

1. Press **Menu**.

2. Press **or** to navigate to **Settings**.

3. Press **or** to navigate to **Audio** and press **OK**.

4. Press **or** to navigate through the following audio settings:

   - **Audio Output** (options include Dolby™ Digital or Other)
     - **Note**: Selecting between the Digital Audio Output options may momentarily freeze the onscreen video.

   - **Audio Range** (options include Normal, Narrow, or Wide)
     - **Note**: These options impact the difference in audio level between the most quiet part of a program and the loudest part of a program. We recommend using the Normal or Narrow settings.

   - **Volume Control** (options include Fixed or Variable)
     - **Notes**:
       - If you choose Fixed, we recommend that you configure your remote control to control the TV volume. Refer to your remote control user guide for more information.
       - If you choose Variable, set the volume near the highest level from the set-top and then adjust your TV volume to the appropriate listening level.

   - **Audio Language** (options include English, Spanish, Chinese, French, German, Italian, Japanese, Korean, or Arabic)
     - **Note**: The Audio Language is the primary audio stream used when multiple audio streams are contained within a program. (This is not the screen language.)

5. Press **or** to navigate to the **Save** or **Cancel** options. Press **and then press **OK** to save or cancel your changes.
Set Favorite Channels
1. Press Menu.
2. Press ◄ or ► to navigate to Settings.
3. Press ◄ or ► to navigate to Channel Setup and press OK.
4. Press ◄ or ► to navigate to Set Favorites.
5. Press ◄ or ► to select a channel you want to add to the Favorites list and press OK. A check mark appears next to the selected channel. (Press OK again to deselect the channel.)

Tips:
• You can also set your Favorite channels via the main Menu screen. (Press Menu, select the TV option, and then navigate to the Favorites option.)
• To add all channels to your Favorites list, select Select All and press OK.

![Channel Setup Screen](image-url)
Remove Channels from Channel List
1. From the Channel Setup menu, press ◄ or ► to navigate to Hide Channels.
2. Press ▼ or ▲ to select a channel you want to remove from the channel list and press OK. An “X” appears next to the selected channel. (Press OK again to deselect the channel.)

Tip: To ensure that all channels are displayed in the channel list, select Clear All.
Set Closed Captioning

1. Press **Menu**.
2. Press ◄ or ► to navigate to **Settings**.
3. Press ◄ or ► to navigate to **Closed Captions** and press OK.
4. Press ◄ or ► to navigate through the closed caption options:
   - Closed Captions
   - Analog CC (see sidebar at left for a description of these options)
   - Digital CC (see sidebar at left for a description of these options)
   - Background Style
   - Background Color
   - Character Color
   - Character Size
   - Style

   **Note:** All options are discussed in detail later in this section.

Turn Closed Captioning On and Off

1. From the Closed Captions menu, press ◄ or ► to navigate to **Closed Captions**.
2. Press ◄ or ► to select **Disabled** or **Enabled**.
3. Press ◄ or ► to navigate to the Save or Cancel options. Press OK to save or cancel your changes.

Change the Closed Captioning Look

Depending on the program or caption provider, you may or may not be able to change how the closed captioning looks on the TV screen.

1. From the Closed Captions menu, press ◄ or ► to navigate to **Style**.
2. Press ◄ or ► to navigate through the Style settings options:
   - Set By Viewer — style is set by you; use the procedures in the remainder of this section to change the caption styles
   - Set By Program — style is set by the caption provider for each program, and you cannot change the settings

Who Provides Closed-Captioning Service

Several companies (sources) provide closed-captioning service to television networks and production companies for analog and digital programming.

Closed-Captioning Sources - Analog Service

- Std CC1 is the primary caption service for non-digital programming.
- Std CC2 through Std CC4 are text services that may contain different information, including alternate languages.
- T1 through T4 are text services that may also provide additional information from the closed-caption provider.

Closed-Captioning Sources - Digital Service

- Digital 1 is the primary caption source.
- Digital 2 is the suggested choice for alternate languages.
- Digital 3 through Digital 6 are undefined at this time.
Change the Background Style and Color of Closed Captioning
1. From the Closed Captions menu, press ▼ or ▲ to navigate to Background Style.
2. Press ▼ or ▲ to navigate through the Background Style choices:
   • Default — the background is determined by the caption provider
   • Solid — hides the video behind the captions
   • Clear — allows video to be seen behind the captions
   • Slight — shows both the background and the video behind it
   • Flashing — a solid background turning on and off at a rate determined by the caption provider
3. Press ▼ or ▲ to navigate to Background Color.
4. Press ▼ or ▲ to navigate through the Background Color choices (several color choices are available).

Change the Character Color and Size of Closed Captioning
1. From the Closed Captions menu, press ▼ or ▲ to navigate to Character Color.
2. Press ▼ or ▲ to navigate through the Character Color choices (several color choices are available).
3. Press ▼ or ▲ to navigate to Character Size.
4. Press ▼ or ▲ to navigate through the Character Size choices (choose from Small, Standard, or Large).

Save Closed Captioning Changes
When you finish making all closed captioning changes, from the Closed Captions menu, press ▼ or ▲ to navigate to the Save or Cancel options. Press OK to save or cancel your changes.

Set DVR & On-Demand Save Options
Use these save options to select how long you want to save your DVR recordings and on-demand episodes.

Important: The DVR is not intended to be a long-term storage device. When saving recordings, consider the impact of the save time on your storage space.

1. Press Menu.
2. Press ▼ or ▲ to navigate to Settings.
3. Press ▼ or ▲ to navigate to DVR & On-Demand and press OK.
4. Press ▼ or ▲ to navigate through the following DVR & On-Demand options:
   • Series Episodes Setting (set the recording options for a series of program episodes; for more information, see Record a Series of Programs, later in this guide)
   • Save Recordings Until (set the recording save options; for more information, see Change Save Time of a Recording, later in this guide)
   • Lock Recordings (lock recordings to prevent them from being viewed, modified, or deleted without a parental control PIN)
5. Press ▼ or ▲ to navigate to the Save or Cancel options. Press ▼ ▲ and then press OK to save or cancel your changes.
Set Parental Controls

Control access to the programs and movies your children watch on TV.

Setting the PIN the First Time
1. Press Menu.
2. Press ◄ or ► to navigate to Settings.
3. Press ▼ or ▲ to navigate to Parental Control and press OK.
4. Enter your PIN to proceed. (The default PIN code is 0000.)
5. Press ◄ or ► to navigate to Parental PIN.
6. Press ▼ or ▲ to navigate through the following options:
   - Enabled
   - Disabled
   - Change
7. Select **Change** and press **OK**.

8. To change your PIN, enter the 4-digit code of your choice and press **OK**. (You will be asked to enter this new 4-digit code again to confirm your new code choice.)

**Tip**: Remember your PIN code. Use the PIN code to lock and unlock TV programs and channels for viewing. To have your PIN reset, contact your service provider.

**Select Other Parental Control Protection Options**
1. Press **Menu**.
2. Press **or** to navigate to **Settings**.
3. Press **or** to navigate to **Parental Control** and press **OK**.
4. Enter your PIN to proceed.
5. Press **or** to navigate through the following protection options:
   - **Block Channels** (move through your entire channel lineup and select channels to block)
   - **Block ratings at or above** (options include NR, TV-Y, TV-Y7, G/TV-G, PG/TV-PG, PG-13, TV-14, TV-MA, R, NC-17, NR-Adult, and No rating blocked)
   - **Block Content** (options include blocking by content advisory settings such as Violence, Adult Language, Adult Content, and Nudity)
   - **Hide Blocked Titles** (options include Yes or No)
   - **Block Unrated Shows** (options include Block or Unblock)
   - **Purchase PIN** (enter the purchase PIN and Enable, Disable, or Change this PIN)
     **Note**: Purchase PIN is used to authorize VOD and other billing-related purchases.
   - **System Lock** (options include Locked or Unlocked)
### Set Caller ID Preferences (Optional)

The Caller ID feature displays the incoming Caller ID onscreen. You can adjust the length of time that the Caller ID is shown onscreen, or turn Caller ID off.

**Note:** Caller ID is an optional feature that may or may not be supported by your service provider.

1. Press **Menu**.
2. Press **<** or **>** to navigate to **Settings**.
3. Press **▼** or **▲** to navigate to **Phone Caller ID** and press **OK**.
4. Press **▼** or **▲** to navigate to **Display**.
5. Press **<** or **>** to navigate through the Display choices:
   - Show notifications (Default setting; will always show incoming Caller ID display onscreen)
   - Don’t show notifications (Disables the Caller ID notification onscreen display)
   - Don’t show until tomorrow (Disables the Caller ID notification onscreen display until the next calendar day)
6. Press **▼** or **▲** to navigate to **Timeout**.
7. Press **<** or **>** to navigate through the timeout length values:
   - 5 seconds (Default setting; display notification will disappear after 5 seconds elapses)
   - 10 seconds
   - 20 seconds
   - 30 seconds
8. Press **▼** or **▲** to navigate to the **Save** or **Cancel** options, and then press **OK** to save or cancel your changes.

### Set Up the System Settings

1. Press **Menu**.
2. Press **<** or **>** to navigate to **Settings**.
3. Press **▼** or **▲** to navigate to **System** and press **OK**.
4. Press **▼** or **▲** to navigate through the system settings options:
   - Box Name (create a unique name for your set-top box)
   - Screen Language (options include languages that may be available in your area)
   - Power On Channel (options include Last Channel Viewed [default] and all channels available in your system)
   - Portal (portal to Services menu; options include Show at Power On and Don’t Show at Power On)
   - Channel Change Banner (options include Show and Don’t Show)
5. Press **▼** or **▲** to navigate to the **Save** or **Cancel** options, and then press **OK** to save or cancel your changes.
View Program Schedules

The program guide is a convenient way to find out what's on your TV and to view a list of upcoming programs. Lists of programs are available for any date in the next 7 to 14 days (the number of days is determined by your service provider).

Display the Program Guide
1. Press Menu.
2. Press \ or \ to navigate to TV.
3. Press ▼ or ▲ to navigate to Guide and press OK.

Tip: To display the program guide quickly, press Guide on the remote control.

Select a Program in the Guide
1. Press ←, ↑, →, or ↓ to navigate through the program listings.
2. Highlight the program you want to watch and press OK.

Tips:
- Press Guide again to close the guide or to toggle the view to show only your favorite channels (if Favorite channels are defined).
- Press OK on a currently airing program to view it, or press OK on a future program to select options such as “Record” and “Set a Reminder” (future program options are discussed in the following section).
- Refer to the legend at the bottom left of the screen for additional application-specific options.
- Press INFO to display more information about the selected program.
- Press the RECORD key to record programs.
- Press the yellow Search key to launch a guide search, if supported.
- Press the blue key to view a calendar to browse future dates in the guide (the calendar option is discussed in the following section).
- Press the red Multiscreen key to return to your current time and channel in the guide.
- Press the CH+/CH- keys to page up and down in the guide.
- Press and hold any of the following keys to turbo-scroll in the guide: ←, ↑, →, CH+/CH-.
- Type a channel number using the numeric keypad to jump to a channel in the guide.

Icons in Program Guide, Action Toolbar, and Banners
- Parental controlled blocked channel
- Closed captions available for this program
- Favorite channel
- HD program
- Unpurchased PPV program
- Purchased PPV program
- Recording set for this program
- Series recording set for this program
- Reminder set for this program
- Rerun (episode is not new) program
- Star rating (up to 5 stars per episode)
- Wide-screen format program

![Program Guide Screenshot](attachment:image)
Select a Future Program in the Guide

1. Press ▼ ▲ ◄ ► to navigate through the program listings.

2. Highlight the future program you are interested in and press OK. A list of future program options is displayed over the guide.

3. Press ▼ or ▲ to navigate through the following program options:

   • Record This Program (selecting this option sets your DVR to record this program)
   
   • Record series (sets your DVR to automatically record all episodes of this program according to the settings you define)
   
   • Set A Reminder (displays an on-screen banner prior to the start of the future program to remind you to watch the program; when selected, a “clock” icon appears next to the future program in the guide)
   
   • Watch This Channel Now (tunes to the selected channel immediately)
   
   • Set this channel as a favorite (adds this channel to your Favorites list)
   
   • Lock This Channel (adds this channel to your list of channels blocked by parental controls)
Search for Programs (Optional)
Looking for a particular program? You can use a title Search to find programs. You can also search the Program Guide by date using a calendar search.

Note: Search options may vary. Contact your service provider for more information.

Search for Programs by Keyword(s)
1. Press Menu.
2. Press ▼ or ▶ to navigate to TV.
3. Use the remote control arrow keys and/or the remote control keypad to select letters or numbers and press OK to make your selections.
4. Press ▼ or ▲ to navigate to Search and press OK.
5. When you find your program, use the ▼ or ▲ arrows to highlight the program, then press OK to select the program. A program options menu is displayed.
6. Follow the onscreen menu instructions for the selected program.
7. Press Menu to exit the onscreen menu. (You can also press Menu at any time to exit the Search screen.)

Tip: When the program guide is displayed, you can press the yellow Search key to launch a title search.

Search Guide Using the Calendar Option
1. Press Guide to display the program guide.
2. Press the blue key. A calendar screen is displayed over the guide.
3. Press ▼ ▲ ▶ to navigate through the days in the calendar.
4. Select a day and press OK.
5. The guide will jump to your selected day.
6. Press the red key to return to the current time and channel.
Control Live TV and Recordings

Pause and Rewind Live TV
On DVR platforms, the program you are watching is being saved (buffered) in the background using a 2-hour time shift buffer. Use the recording-related keys on the remote control to watch TV the way you want to watch it. Pause the live program if you need to step away for a few minutes, then press Play when you return. Or Rewind to review a scene.

The DVR continues temporary recordings in the time shift buffer until:

- You reach 2 hours.
- You tune to another channel, or
- You turn off the DVR

Tip: Press STOP on the remote control to stop the playback of a DVR recording or an on-demand program.

Skip Forward/Backward in DVR Recordings
Press the SKIP key on the remote control to jump 30 seconds forward in the recording, or press the BACK key on the remote control to jump 10 seconds back.

Note: These values are determined by your service provider and may vary from the values above.

Use the Info Banner to Control Live TV and DVR Recordings
The Info banner provides a quick and easy way to access additional program information and options while watching live TV and/or recordings.

1. While watching live TV or a recording, when you tune to a new program, press any directional arrow key or LIVE TV to display information about the program. The information is displayed as a banner over the program/recording along with the title of the “Up Next” program.
2. Press **Info** to display the action toolbar for the live TV show or recording.
   - Live TV Action Toolbar (displayed over live TV program being viewed):
     
     ![Live TV Action Toolbar]

     - Closes Action Toolbar
     - Search
     - Record/Stop Recording and Save
     - Save as/Unset Favorite
     - Add to/Remove from Blocked List
     - Video Output (toggle between Normal, Stretch, Zoom)

     **Space Jam**
     Thu 09:22
     Thu 06/03 07:55 - 09:35
     **★★** Episode 1, Season 1

     When alien Nerdlucks abduct Bugs Bunny and the Looney Tunes mob,

     ![Live TV Program Info]

   - Recorded Program Action Toolbar (displayed over recording being viewed):
     
     ![Recorded Program Action Toolbar]

     - Closes Action Toolbar
     - Search
     - Record/Stop Recording and Save
     - Save as/Unset Favorite
     - Add to/Remove from Blocked List
     - Video Output (toggle between Normal, Stretch, Zoom)

     **Moto GP Series**
     Thu 09:23
     Thu 06/03 09:15 - 09:45

     ![Recorded Program Info]

   - Recorded Program Action Toolbar (displayed over recording being viewed):

3. Press ▼ or ► to navigate through the Info banner options and press **OK** to select a live TV or recorded program option.
Play, Pause, Fast-Forward, or Rewind Programs

The status bar appears whenever you press play, pause, fast-forward, skip, or rewind while watching a live TV program or a recording.

Live TV Status Bar

The DVR can save up to two hours of a live program. This two-hour period is represented by the status bar. For example, the following illustration of the status bar shows that at 3:33 pm, viewing of this program began and that the DVR will hold (buffer) the program for two hours until 5:33 pm. At 5:33 pm, when the two hours expires, the DVR will continually lose the oldest portion of the program. Or, when the channel is changed, the status bar will be reset.

Dark red segment (left of white line) indicates the portion of the program that is being temporarily saved (buffered). Bright red segment (right of white line) indicates the portion of the program that has been buffered. Uncolored segment indicates the portion of the program that has not been broadcast yet.

Time the program was tuned. Two hours from the time the program was tuned.
Recordings Status Bar

When viewing a recording, the status bar represents the length of the recording. The green progress bar lets you know that you are controlling a recording and not live TV. (The Live TV Status Bar uses a red progress bar.)

<table>
<thead>
<tr>
<th>Dark green segment represents the portion of the recording that has been viewed. Light green segment represents the portion of the recording that has not been viewed.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Represents the beginning of the recording.</td>
</tr>
<tr>
<td>Represents the length of the recording.</td>
</tr>
</tbody>
</table>

Action Tab

The Action tab appears on the status bar whenever you press pause, fast-forward, or rewind while watching a live program or recording.

| The Action tab shows the action that the DVR has most recently performed and the time the action was performed. In this example, a live program was paused ( || ) at 3:41 pm. |
| --- |
Play, Pause, Fast-Forward, or Rewind

The Action tab icons provide immediate, on-screen feedback to help you control a live program or recording.

<table>
<thead>
<tr>
<th>Action</th>
<th>Remote Key Press</th>
<th>Action Tab Shows</th>
</tr>
</thead>
<tbody>
<tr>
<td>Play</td>
<td>PLAY</td>
<td>00:27 ⟷</td>
</tr>
<tr>
<td>Pause</td>
<td>PAUSE</td>
<td>3:45p ⟩</td>
</tr>
<tr>
<td>Fast-forward</td>
<td>FF</td>
<td>3:45p ⟩</td>
</tr>
<tr>
<td>speed up by 8x</td>
<td>FF (press twice)</td>
<td>3:45p ⟩</td>
</tr>
<tr>
<td>speed up by 16x</td>
<td>FF (press three times)</td>
<td>3:45p ⟩</td>
</tr>
<tr>
<td>speed up by 64x</td>
<td>FF (press four times)</td>
<td>3:45p ⟩</td>
</tr>
<tr>
<td>Rewind</td>
<td>REW</td>
<td>3:45p ⟷</td>
</tr>
<tr>
<td>rewind by 8x</td>
<td>REW (press twice)</td>
<td>3:45p ⟷</td>
</tr>
<tr>
<td>rewind by 16x</td>
<td>REW (press three times)</td>
<td>3:45p ⟷</td>
</tr>
<tr>
<td>rewind by 64x</td>
<td>REW (press four times)</td>
<td>3:45p ⟷</td>
</tr>
<tr>
<td>Skip forward</td>
<td>SKIP</td>
<td>3:45p ⟷</td>
</tr>
<tr>
<td>30 seconds</td>
<td></td>
<td>(current time marker moves right)</td>
</tr>
<tr>
<td>Jump back</td>
<td>BACK</td>
<td>3:45p ⟷</td>
</tr>
<tr>
<td>10 seconds</td>
<td></td>
<td>(current time marker moves left)</td>
</tr>
<tr>
<td>Stop</td>
<td>STOP</td>
<td></td>
</tr>
</tbody>
</table>

On-screen Message Shows

![Recording 'On the Edge'
Resume Play
Play From Start](image)

Note: This example shows the on-screen message options for a live program or recording. Different options are given for a VOD program.
Record Programs

Instant Recording
To record the live program that you are currently watching, press Record on the remote control. Press Record again to stop the recording.

Tip: You do not have to press STOP to stop recording the program when it ends. The recording will automatically stop based on the program run time.

Schedule Recordings
Programs you want to record can be scheduled in advance from the program guide.

Record Upcoming Programs from the Program Guide
1. Press Guide.
2. Press ▼ ▼ ▼ ▶ to navigate through the program listings.
3. Highlight the future program you want to record and press OK.
4. Press ▼ or ▲ to navigate to Record This Program.

Tips: Press the RECORD key...
- ONCE to record the selected program
- TWICE to record the program series
- THREE times to cancel the recording

5. Press OK. A red record icon appears next to the program to be recorded in the program guide.

Note: You can also use the following steps to record programs. Press DVR, and then press ▼ or ▲ to navigate to the Add a Recording option. Press OK and you will be directed to either add programs using the program guide or search for programs.
Record a Series of Programs

Want to record your favorite TV series? You can set your DVR to record all episodes of your favorite series using the following steps.

1. Press **Guide**.
2. Press **◀ ▼ ▲ ▶** to navigate through the program listings.
3. Highlight the future program you want to record and press **OK**.
4. Press **▼** to navigate to **Record series** and press **OK**.
5. Press **◄ or ►** to set the following “Episodes” series recording options:
   - All episodes (records every episode)
   - First-run episodes only (records only episodes marked as first-run)
   - This timeslot on any day (records the program any day that the program airs in this timeslot)
   - This timeslot on this day only
6. Press **▼** to navigate to **Save** and press **OK**. In the program guide, the Series Record icon ( ○〇 ) appears next to this episode.

You can also set up a series of recordings from the My Recordings Menu option.

1. Press **Menu**, select **Recorded TV > My Recordings** and press **OK**.
2. Highlight a recording from any of the My Recordings menu options (By Date, By Title, By Channel), and press **OK**.
3. Press **▼ or ▲** to navigate to **Record series (or Modify series, if already part of a series)** and press **OK**. The series options menu appears.
4. Press **◄ or ►** to set the following “Episodes” series recording options:
   - All episodes (records every episode)
   - First-run episodes only (records only episodes marked as first-run)
   - This timeslot on any day (records the program any day that the program airs in this timeslot)
   - This timeslot on this day only
5. Press **▼ or ▲** to navigate to the **Save** or **Cancel** options, and then press **OK** to save or cancel your changes.
DVR Folders
When you record programs with the same title, the DVR automatically groups like-titled programs to a folder. You can configure save, protection, and deletion options from the folder level. Configuring these options from the folder level saves time because you do not have to go program by program and change configuration settings.

1. Press DVR.
2. Select My Recordings and press OK.
3. Press or to navigate to By Title. Use or to navigate to the folder you want to modify.
4. With the folder selected, press the blue key to view the following Folder options:
   - Play all (play all recordings in this folder)
   - Save all until I delete (saves all recordings in this folder until you delete them)
   - Save all until space needed (these recordings will be deleted when the DVR hard disk drive needs more space for other recordings)
   - Lock All (locks all recordings in this folder to prevent them from being viewed, modified, or deleted without a parental control PIN)
   - Unlock All (unlocks all recordings in this folder; you are required to enter a PIN)
   - Delete all (deletes all recordings in this folder at once)
   
   **Note:** The “Save all until I delete” option causes the storage space on your DVR to fill up more quickly than the “Save all until space needed” option.
5. Press or to navigate to the folder option you want and press OK.
6. Follow the onscreen menu instructions for the selected folder option.
7. Press Menu to exit the Folder options menu at any time.

**Tip:** To navigate into a folder, select a folder and press OK.
Modify Your Scheduled Recordings

From the Scheduled Recordings list, you can manage the save time of your upcoming recordings. You can also set your DVR to record all episodes of a scheduled recording.

1. Press **DVR**.
2. Press ▼ or ▲ to navigate to **Scheduled Recordings** and press **OK**. The Scheduled Recordings menu displays all upcoming recordings by Date, Title, Channel, and Series.
3. Press ▼ or ▲ to navigate through the following scheduled recordings sort orders:
   • By Date (display scheduled recordings by Date scheduled to record)
   • By Title (display scheduled recordings by Title of program)
   • By Channel (display scheduled recordings by Channel)
   • By Series (display scheduled recordings by Series)
4. With your sort order option from step 3 selected, press ▼ or ▲ to navigate to the recording or series you want to modify and press **OK**.
5. Press ▼ or ▲ to navigate to **Modify this Recording** or **Modify Series** and press **OK**.
6. Follow the onscreen instructions for the selected Modify option. (The Modify Series option screen is shown at left as an example.)

**Important**: The DVR is not intended to be a long-term storage device. When saving recordings, consider the impact of the save time on your storage space.

7. Press **MENU** to exit the Modify menu at any time.

Cancel a Scheduled Recording

1. Press **DVR**.
2. Press ▼ or ▲ to navigate to **Scheduled Recordings** and press **OK**.
3. Press ◄ or ► to navigate through the following sort order options:
   - By Date (display scheduled recordings by Date scheduled to record)
   - By Title (display scheduled recordings by Title of program)
   - By Channel (display scheduled recordings by Channel)
   - By Series (display scheduled recordings by Series)

4. With your sort order option from step 3 selected, press ▼ or ▲ to navigate to the
   recording you want to cancel and press OK.

5. Press ▼ or ▲ to navigate to Cancel this Recording or Cancel Series (if recording is
   part of a series) and press OK.

Watch a Recording
1. Press DVR.

2. Press ▼ or ▲ to navigate to My Recordings and press OK.

3. Press ◄ or ► to navigate through the following My Recordings sort orders:
   - By Date (display recorded programs by Date recorded)
   - By Title (display recorded programs by Title of program)
   - By Channel (display recorded programs by Channel)

4. Based on the sort order you selected in step 3, press ▼ or ▲ to navigate to the
   recording you want to watch and press OK.

5. Press ▼ or ▲ to navigate to Play from Start and press OK.

Tips:
- Press Play on the remote control to immediately begin playback of a recording.
- If you want to resume play back from where you left off, select Resume Playing and
  press OK.
- If you want to play back a recording from the starting point of the recording, select Play
  from Start and press OK.
Protect a Recording
The protect recording feature protects a recording from being automatically erased whenever additional space is needed to record a new program. Protected recordings remain on the DVR hard drive until you decide to erase them.

1. Press DVR.
2. Press ▼ or ▲ to navigate to My Recordings and press OK.
3. Press ◀ or ▶ to navigate through the following My Recordings sort orders:
   - By Date (display recorded programs by Date recorded)
   - By Title (display recorded programs by Title of program)
   - By Channel (display recorded programs by Channel)
4. Based on the sort order you selected in step 3, press ▼ or ▲ to navigate to the recording you want to set protection options for and press OK.
5. Press ▼ or ▲ to navigate to Save until I Delete and press OK. A checkmark is displayed next to the recording to indicate that it is protected.

Check Available Recording Space
1. Press DVR.
2. Press ▼ or ▲ to navigate to My Recordings or Scheduled Recordings and press OK.
3. A “percentage used” storage bar is displayed onscreen (location will depend on the selected skin/screen layout). This bar shows the percentage of recording space currently used.

   Note: If the Storage bar indicates that over 90% of the space is full, consider changing some of your save options or deleting older recordings.

Change Save Time of a Recording
IMPORTANT: The DVR is intended to be a short-term storage device. Use the following guidelines to make the most efficient use of your DVR storage space.

1. Press DVR.
2. Press ▼ or ▲ to navigate to My Recordings and press OK.
3. Press ◀ or ▶ to navigate through the following My Recordings sort orders:
   - By Date (display recorded programs by Date recorded)
   - By Title (display recorded programs by Title of program)
   - By Channel (display recorded programs by Channel)
4. Based on the sort order you selected in step 3, press ▼ or ▲ to navigate to the recording you want to change the save time for and press OK.
5. Press ▼ or ▲ to navigate to one of the Save until... options and press OK.
6. Press ▼ or ▲ to navigate through the following Save until... options:
   - Save until I delete (keeps recording until you delete it)
     Note: This option causes the storage space on your DVR to fill up more quickly than the other save options.
   - Save until space needed (automatically erases recording whenever additional space is needed to record a new program)
Erase a Recording
1. Press DVR.
2. Press ▼ or ▲ to navigate to My Recordings and press OK.
3. Press ◄ or ► to navigate through the following My Recordings sort orders:
   - By Date (display recorded programs by Date recorded)
   - By Title (display recorded programs by Title of program)
   - By Channel (display recorded programs by Channel)
4. Based on the sort order you selected in step 3, press ▼ or ▲ to select Delete, and then press OK. A confirmation screen appears.
5. Press ◄ or ► to select Yes or No and press OK.
   Tip: The red key on the remote can also be used to delete a recording.

Multi-Room DVR (Optional)
Multi-Room DVR (MR-DVR) capability allows you to share recordings with other non-DVR set-tops within your home network. Whenever you record a program with the DVR set-top, the recording is automatically available to all other set-tops in the home network, even non-DVR set-tops. With the MR-DVR feature you can:
- Browse the My Recordings list from any set-top in the home network to find a recording to play back.
- Use full DVR features, such as fast-forward, rewind, pause, or skip, to control the recording.
- Pause or stop a program in one room and resume it in another.

Give the DVR a Name that Is Easy to Remember
You can give the DVR any name you like, such as “Charlie” or “Family Room.” For homes with two or more DVRs, this can make it easy for you to know which DVR recorded a program.
1. Press Menu.
2. Press ◄ or ► to navigate to Settings.
3. Press ▼ to navigate to System and press OK.
4. Press ▼ to navigate to Set-top Name and press OK.
5. Use the remote control arrow keys and/or the remote control keypad to select letters or numbers and press OK to make your selections.
6. When you have entered the name you want to give the DVR set-top, press ▼ to select Save or Cancel, and then press OK to save or cancel your changes.
7. Press Menu to close the Set-top Name window and return to the menu. Whenever a program is recorded on this DVR, the name you gave the DVR will show in the Play Recording window when selecting the program from the My Recordings list.

Prevent Set-Tops from Playing Recordings
You can prevent set-tops in your home network from playing recordings by turning the MR-DVR feature off. Later, if you change your mind, you can turn it back on again.
1. Press Menu.
2. Press ◄ or ► to navigate to Settings.
3. Press ▼ to navigate to DVR & On-Demand and press OK.
4. Press ▼ to navigate to Connected DVRs and press OK.
5. Press ▼ to navigate to one of the following options:
   - No Other DVRs (to turn MR-DVR off)
   - All Household DVRs (to turn MR-DVR on)

6. Press ▼ to navigate to the Save or Cancel option and then press OK to save or cancel your changes.

**Play a Recording on a Non-DVR Set-Top**
1. Press Menu.
2. Press ◀ or ▶ to navigate to Recorded TV and press OK.
3. Press ▼ or ▲ to navigate to My Recordings and press OK.
4. Press ◀ or ▶ to navigate through the following My Recordings sort orders
   - By Date (display recorded programs by Date recorded)
   - By Title (display recorded programs by Title of program)
   - By Channel (display recorded programs by Channel)
5. Based on the sort order you selected in step 4, press ▼ or ▲ to navigate to the recording you want to watch and press OK.
6. Press ▼ or ▲ to navigate to Play or Play from Start and press OK.

**Pay Per View (Optional)**
The Pay-Per-View (PPV) feature provides a convenient way for you to purchase, watch, and manage movies and special broadcasts and other PPV events.

**Purchase an Upcoming PPV Event**
1. Press Guide to display the program guide.
2. Press ◀ ▼ ▲ ▶ to navigate through the listings and select the event you wish to purchase.
   
   **Note:** Unpurchased PPV programs are indicated with a BUY icon (BUY) in the program description area.

3. When the event is highlighted, press OK to display the purchase screen.
4. Press **OK** to select **BUY** and purchase the event.

**Notes:**

- If you have configured a Purchase PIN for PPV and VOD purchases, you will be asked to confirm the purchase by entering a 4-digit PIN.

- The **PAID** flag ( ![PAID](image) ) appears in the Program Guide to indicate the events you have purchased.

When tuning to an event you have purchased, the **PAID** flag is also shown in the Information banner.
Purchase a PPV Event in Progress

After a PPV event has begun, you can purchase the event within the first 30 minutes. After 30 minutes, the event can no longer be purchased.

Use the remote control for the following procedure.

1. Press Guide to display the program guide.

2. Press ▼ ▼ ▲ ▲ to navigate through the listings and select the current event you wish to purchase.

3. When the event is highlighted, press OK to tune to the unpurchased event and display the purchase screen, similar to the following example. You can also directly tune to the PPV event or use the New/Next banner to tune to the PPV.

4. Press OK to select BUY and purchase the event.

   Note: If you have configured a Purchase PIN for PPV and VOD purchases, you will be asked to confirm the purchase by entering a 4-digit PIN.

5. You are notified that your purchase is being processed. When the purchase is complete, the event is displayed and the Information Banner appears briefly at the bottom of the event, similar to the following example:
Record a Purchased Event

After an event has been purchased, you have the option to record the event.

Use the remote control for the following procedure.

1. Press **Guide** to display the program guide.

2. Press **◀ ▼ ▲ ▶** to navigate through the listings and select the purchased event to record.

3. When the event is highlighted, press **OK** to display more information about this event.

4. Press **OK** to select Record. The Event Options window closes and the event is updated in the program guide with the Record icon.
Cancel a Purchase

If you have tuned to the event during the event preview period (the first 30 minutes of the event), you can cancel the event by selecting the Cancel option from the Action toolbar. However, if the event is beyond the preview period, the Action toolbar is not available; follow this procedure to cancel the event.

1. Press Guide to display the program guide.

2. Press ▼ ▲ ► to navigate through the listings and select the purchased event to record.

3. When the event is highlighted, press OK to display more information about this event. The Event Options window opens, similar to the following example.

4. Press ▼ or ▲ to navigate to Cancel Purchase, and then select OK. A message window appears, similar to the following example, prompting you to call your service provider to cancel the event.
View PPV Purchase History Information (Upcoming Events)

The Upcoming PPV Purchases feature allows you to view information about upcoming and currently playing events that you have purchased.

1. Press MENU to display the program guide.

2. Press ▼ to move down the menu options and select PPV Purchases. The PPV Purchases option is highlighted.

3. Press OK. The PPV Purchases window appears, similar to the following example. This window lists purchases in order by event show time.

   **Note:** If you have configured a Purchase PIN for PPV and VOD purchases, you will be asked to confirm access to purchase information by entering a 4-digit PIN.

4. To select a purchase in the list, press ▼ or ▲ until the purchase is highlighted, and then press OK. An informational window opens.

   **Notes:**
   - The **Watch** option is shown only if the event is currently playing.
   - The **Record** option is shown only if the event has not already been set to record.

5. To close the window, press EXIT on the remote control.
View PPV Purchase History Information (Past Events)
The Past PPV Purchases feature allows you to view information about past events that you have purchased.

1. Press **MENU** to display the program guide.
2. Press ▼ to move down the menu options and select **PPV Purchases**. The PPV Purchases option is highlighted.
3. Press **OK**. The PPV Purchases window appears, with Upcoming purchases preselected.
   **Note**: If you have configured a Purchase PIN for PPV and VOD purchases, you will be asked to confirm access to purchase information by entering a 4-digit PIN.
4. Press ► to select **Past** purchases. The PPV Past Purchases window appears, similar to the following example. This window lists purchases in order from the most recent to the least recent purchase.
   **Note**: Program descriptions may not appear for past events.
5. To close the window, press **EXIT** on the remote control.
Video-On-Demand Programs (Optional)
The On-Demand menu gives you a selection of video-on-demand (VOD) programs such as movies, TV series, and children’s programming.

Note: VOD options may vary. Contact your service provider for more information.

Access the On-Demand Menu
1. Press the VOD key to display the On-Demand menu.

   Note: You can also press Menu to access the On-Demand menu.

2. Press ▼ or ▲ to navigate through the following On-Demand menu options:
   - Search (use a keyword search to locate programs)
   - My Rentals (view your current program rentals and any services to which you are subscribed)
   - Browse (browse through the latest VOD titles available for purchase)

3. Press OK.
Purchase a VOD Program
1. Follow the steps in the previous procedure to access the On-Demand menu.
2. Use the Search or Browse options to find the program you want to purchase. (See step 2 in the previous procedure.)
3. Press OK to select the program.
4. When you have selected the program, press ▼ or ▲ to select one of the following options and press OK:
   - Purchase (press this to purchase the selected program)
     **Note:** You will be asked to confirm that you want to purchase the movie. If you have a Purchase PIN configured for VOD purchases, you will enter this 4-digit PIN to confirm your purchase.
   - Preview (press this to watch a short clip of the program before you buy it)

Tips:
- Use the recording keys on the remote control to Pause, Stop, and Rewind the movie.
- Your Parental Control PIN code may be required to watch adult content.
Web Portal Application (Optional)

Web Portals provide access to interactive online content, such as news, weather, and online games, all accessible from your set-top.

Depending on your service provider configurations, applications can be launched from the EPG, Applications menu, and/or direct channel tuning.

**Note:** Application offerings may vary. Contact your service provider for more information.