

# Fiber-TV

## Instructional Manual

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# Remote Control Guide



## Color Code Chart

-  Frequently Used Commands
-  Generally Used Commands
-  Future Service Commands

## Setting up your Remote Control

Before you can use your Remote Control for additional functions such as your TV or DVD Player, you will need to insert a programmable code into the Remote by doing either the Quick Search or a Manual Entry. These codes are located in the Remote Control User's Guide that was included in the packaging of the Remote Control and are listed by brand and model of your device.

### Quick Search Set-Up

Use the following steps to program your TV into your Remote Control.

1. Turn on your TV.
2. Press the TV button once.
3. Press the SETUP button until the TV button blinks twice.
4. Enter 991 by using the Number Pad. (The TV button should flash two times. If the TV button emits one long flash, repeat steps 2 through 4.)
5. Press and release the CH + button continuously until your TV turns off.
6. Then press the RCU Setup button once to lock in the code.
7. To make sure your device has been programmed correctly, point the Remote Control at your TV and press the POWER button to turn on.
8. Try your volume button, channel up and down button and STB Button to make sure your guide comes up. If these all work, you are set.

### Powering Devices

1. Is your device programmed into your Remote Control? (If so, continue to step 2. If not, refer to the above steps in Programming your Remote Control.)
2. Press the button of your selected device (TV, AUD, DVD, AUX, or STB)
3. Press the Power button
4. Your device should now be on
5. Every button that is pressed on the Remote Control will now control your selected device until another device is activated

Additional Info: Multiple devices can be powered at the same time using the same Remote Control. If the STB is selected and the power button is pushed both the TV & the Set Top Box will power down, if the TV is programmed into your Remote Control.

# Remote Control Guide

## Adjusting Volume

In order to adjust the volume using your Remote Control, you will need to first program your TV into the Remote. If you have not done so already, refer to Programming your Remote Control above. Once it is programmed you can:

1. Press the Volume + or - button to adjust the sound
2. Press Mute to turn the sound off, pressing Mute again will turn the sound back on

## Frequently Used Commands

There are a number of controls that you will use on a daily basis. Below is a brief description of what they are used for:

**MENU:** The Menu button allows you to access all of the features that are available to you such as Parental Controls.

**OK:** The OK button allows you to make selections including activating channels and options.

**GUIDE:** The Guide button allows you to view current and future programs in a time-line based display. (For more information on the Using the Guide Option see page 6)

**INFO:** The Info button shows you basic information about current and future programs including Channel Name and Number, a brief description of the program, ratings, start and end times and date.

**EXIT:** The Exit button will always return you to programming. This button can be pressed at anytime, in any function.

## Changing Channels

There are a number of different ways to change the channel you are currently viewing.

1. Using the Channel button, press the + or - to view the next or previously numbered channel.
2. Using the Number Pad, simply press the numbers of your desired channel. You will see the numbers entered displayed in the upper right hand corner of your screen, within seconds the channel will change.
3. Using the Directional Arrows, press the up and down arrows to view channel info and press OK to select channel.
4. Using the Last button will take you to the last channel viewed.

## Finding Programming

Using the Guide and Info buttons will allow you to find information on current and future programming.

### Using the Guide button

1. Press the Guide button on your Remote Control.
2. You will see ALL the channels, both those you are subscribed to and those that you are not. You can change the Guide to view different programming such as:
  - a. Subscribed (which will only show the channels you have access to)
  - b. Movies
  - c. Sports
  - d. Music
  - e. Entertainment
  - f. Kids
  - g. News
  - h. Business News
  - i. Religious
  - j. Regional
  - i. HD
3. To change the Guide, simply press the Blue button until you find the listing you would like to view
4. Once you have the desired view set, using the Directional Arrows, press the up, down, left, and right arrows to view channel and program info.
5. If you find a program that you would like to view, press OK to select the channel.
6. If you do not find a program, pressing the Exit button will return you to current programming.

### Using the Info button

1. To make the Info bar appear, simply press the Info button. This will provide you with channel and program information. To view extended program information including the director and the actors, press the Info button again.
2. Using the Directional Arrows will provide you with program information on upcoming programs.
3. If you find a program that you would like to view, press OK to select the channel.
4. If you do not find a program, the Info bar will automatically disappear after a few seconds of inactivity or you can press the Exit button.

## Blocking Channels (For added protection)

If there is a Channel that you do not want to be viewed, you can block it from the listings using the following steps:

1. Press the Menu button on your Remote Control
2. Using the Directional Arrows, highlight Settings and press OK
3. Using the Directional Arrows, highlight Parental and press OK
4. Using the Directional Arrows, highlight Edit Locked and press OK
5. Using the Number Pad enter your password (default password is 0000) and press OK
6. Using the Directional Arrows highlight the Channel you would like to block and press OK
7. You will now see a checkmark next to the Channel
8. If you selected the wrong Channel, pressing OK will remove the checkmark
9. Once you have the channels you want to block, press the Blue button to save
10. You will see a pop up that says Successfully Saved Locked Channels, press OK to return to current programming

# Using Menu

## Using the Menu Button

The Menu is an easy way to access any features you may have. Pressing the Menu button will provide you the following options:

1. TV
2. Recordings (if applicable)
3. Phone
4. Apps
5. Settings

### Selecting TV

The TV option allows you to customize the guide view as well as search for programming. (See Using the TV Option below)

### Selecting Recordings

If you have the Cloud DVR Service **OR** a Whole-Home DVR Service, the Recordings option allows you to see current, future, and series recordings that have been set (See DVR Service on page 16)

### Selecting Phone

The Phone option allows you to view messages from Citizens as well as recent calls (if applicable). (See Using the Phone Option on page 7)

### Selecting Apps

The Apps option allows you to view the local weather, play games and see popular programming. (See Using the Apps Option on page 7)

### Selecting Settings

The Setting option allows you to create and edit preferences. (See Using the Settings Option on page 8)

## Using the TV Option

The TV option allows you to customize the layout of your Guide, view what's playing now, search for programming and see what programming is popular amongst viewers.

To access the TV menu:

1. Simply press the Menu button on your Remote Control
2. Using the Directional Arrows, highlight the TV option and press OK

### Selecting Guide Corner

The Guide Corner option will move the program you are watching to the upper right hand corner when the Guide button is pushed on your Remote Control

### Selecting Guide Full

The Guide Full option will move the program you are watching behind the Guide when the the Guide button is pushed on your Remote Control



## Using the TV Option continued

### Selecting Now Playing

The Now Playing option shows you information on the programming that is currently playing

### Selecting Search

The Search option allows you to enter keywords and retrieve any programs that may include that keyword.

To search for programming, do the following:

1. Press the TV button on your Remote Control
2. Using the Directional Arrows, highlight TV and press OK
3. Using the Directional Arrows, highlight Search and press OK
4. Using the Directional Arrows, highlight New Search and press OK
5. Using the Directional Arrows, highlight each letter and press OK until you have the keyword you want
6. A list of programming that pertain to the keyword will show up on the right hand side
7. Using the Directional Arrows, highlight the program you'd like to watch and press OK
8. To return to programming, press the Exit button

### Selecting What's Hot

The What's Hot option provides you with a list of the most popular programs that are currently being viewed in the service area (See page 8 for Selecting What's Hot)

## Using the Recordings Option (if applicable)

This Recordings option is only available if you have a Whole Home DVR Set Top Box **OR** the Cloud DVR Service. If you are unsure if you have a DVR Service, press the Menu button. If the Recordings option is listed then you have the feature. If you do not have the feature and would like it, please contact us at (715)237-2605 and ask for more information on the available DVR options. (See page 16 for DVR Service)

To access the Recordings menu:

1. Simply press the Menu button on your Remote Control.
2. Using the Directional Arrows, highlight Recordings option and press OK. You will see the following options:
  - a. Current
  - b. Future
  - c. Series

### Selecting Current

The Current option shows a listing of all programs that have been and currently are being recorded.

### Selecting Future

The Future option shows a list of all the programs that have been scheduled to be recorded.

### Selecting Series

The Series option shows a list of all the Series programs that have been recorded or scheduled to be recorded.

# Using Menu (continued)

## Using the Phone Option

The Phone option shows you a list of messages and incoming caller's information.

To access the Phone menu:

1. Simply press the Menu button on your Remote Control
2. Using the Directional Arrows, highlight the Phone option and press OK. You will see the following options:
  - a. Messages
  - b. Recent Calls

### Selecting Messages

The Messages option will provide you with a list of messages that Citizens Connected has sent to your Set Top Box.

### Selecting Recent Calls

The Recent Calls option provides you with a list of incoming Caller's information, if you are subscribed to Caller ID Name and/or Number.

## Using the Apps Option

The Apps option allows you to view the local weather, play games and see popular programming.

To access the Apps menu:

1. Simply press the Menu button on your Remote Control
2. Using the Directional Arrows, highlight the Apps option and press OK. You will see the following options:
  - a. Games
  - b. Weather
  - c. What's Hot

### Selecting Games

The Games option allows you to play Minesweeper, Solitaire, or Sudoku. To play a game, do the following:

1. Press the Menu button on your Remote Control
2. Using the Directional Arrows, highlight Settings and press OK
3. Using the Directional Arrows, highlight Apps and press OK
4. Using the Directional Arrows, highlight Games and press OK
5. Using the Directional Arrows, highlight the game you would like to play and press OK

### Selecting Weather

To view the current weather information, do the following:

1. Press the Menu button on your Remote Control
2. Using the Directional Arrows, highlight Settings and press OK
3. Using the Directional Arrows, highlight Apps and press OK
4. Using the Directional Arrows, highlight Weather and press OK
5. A window will appear with the most current weather data for the selected area
6. To view the upcoming Forecast, press the Green button on your Remote Control
7. To view the Radar, press the Yellow button on your Remote Control
8. To return to programming, press the Exit button on your Remote Control

## Selecting What's Hot

To see what the most popular programming that is being viewed is, do the following:

1. Press the Menu button on your Remote Control
2. Using the Directional Arrows, highlight Settings and press OK
3. Using the Directional Arrows, highlight Apps and press OK
4. Using the Directional Arrows, highlight What's Hot and press OK
5. A window will appear with the most current popular channel information for the local area
6. The more blue people you see, the more people are watching the program

## Using the Settings Option

The Settings option allows you to customize preferences on your Fiber-TV service.

To access the Settings menu:

1. Simply press the Menu button on your Remote Control
2. Using the Directional Arrows, highlight the Settings option and press OK. You will see the following options:
  - a. Apps
  - b. Display
  - c. Edit Favorites
  - d. Guide
  - e. Parental
  - f. Phone
  - g. Recording

## Selecting Apps

The Apps option allows you to decide where your weather information comes from. To change the city, do the following:

1. Press the Menu button on your Remote Control
2. Using the Directional Arrows, highlight Settings and press OK
3. Using the Directional Arrows, highlight Apps and press OK
4. Using the Directional Arrows, highlight Weather and press OK
5. Using the Directional Arrows, highlight one of the options and press OK

## Selecting Display

The Display option allows you to customize how the Set Top Box should display specific things. To make changes to the display, do the following:

1. Press the Menu button on your Remote Control
2. Using the Directional Arrows, highlight Settings and press OK
3. Using the Directional Arrows, highlight Display and press OK
4. Using the Directional Arrows, you can adjust the following options:
  - a. Closed Captioning On or Off
  - b. Audio Language to English, Spanish or French
  - c. Audio Format to Stereo, Dolby Digital or Dolby Digital +
  - d. Connector Type to Coaxial, Composite, S-Video, Component or HDMI
  - e. TV Type to either 16:9 or 4:3
  - f. Output Resolution to HD720p or HD1080i
  - g. Conversion Mode to Original Size, Fit to Screen or Zoom
5. Once you have the settings to your liking, highlight Save and press OK

# Using Menu (continued)

## Selecting Edit Favorites

The Edit Favorites option allows you to create a new or edit an existing Favorites List.

### Creating a Favorites List

If there are several channels you seem to watch repeatedly, you can create Favorites Guides that will be available on the Guide so you do not have to flip through all the channels trying to find the ones you like.

Set up your Favorites List by doing the following:

1. Press the Menu button on your Remote Control
2. Using the Directional Arrows, highlight Settings and press OK
3. Using the Directional Arrows, highlight Edit Favorites and press OK
4. If you are not already in a 'New List', use the Directional Arrows to highlight New List and press OK
5. Press the Yellow button to rename the list
6. Using the Directional Arrows, name the list and then highlight Submit and press OK
7. Using the Directional Arrows, highlight the channel you want to add and press OK to place a checkmark in the box
8. Once you have all the channels on your list, press the Blue button on your Remote Control and then press OK
9. To return to programming, press the Exit button on your Remote Control

### Using a Favorites List in the Guide

To view one of your Favorites Lists in the Guide, do the following:

1. Press the Guide button on your Remote Control
2. Press the Blue button on your Remote Control
3. Using the Directional Arrows, highlight the list you would like to see and press OK

## Selecting Guide

The Guide option allows you to change how the Guide information displays. To make changes to the Guide, do the following:

1. Press the Menu button on your Remote Control
2. Using the Directional Arrows, highlight Settings and press OK
3. Using the Directional Arrows, highlight Guide and press OK
4. Using the Directional Arrows, you can adjust the following options:
  - a. General Settings
    - i. Default Guide to Full or Corner Screen
    - ii. To keep guide open or close guide after changing channel
    - iii. Remember Channel Filter to Yes or No
  - b. Guide Settings
    - i. # of Rows (3 - 8)
    - ii. # of Columns (3 - 6)
    - iii. Inactivity Timeout (1 second to 2 minutes)
    - iv. Scrolling Behavior (Channel by Channel or Page by Page)
  - c. Browser Settings
    - i. Inactivity Timeout (1 second to 2 minutes)
5. Once you have the settings to your liking, highlight Save and press OK

## Selecting Parental

The Parental option allows you to customize your Fiber-TV service for younger viewers.

### Using Parental Controls

The Parental option allows you to customize your Fiber-TV service for younger viewers. Selecting the Parental option will provide you with the following options:

1. Change PIN
2. Edit Locked
3. Set Ratings
4. Time Restrictions
5. Cancel Override
6. Options

### Creating a PIN

In order for you to have completed control over Parental Controls, we recommend that you create Personal Identification Numbers for both Ratings and Purchases. This can be done by:

1. Pressing the Menu button on your Remote Control
2. Using the Directional Arrows, highlight Settings and press OK
3. Using the Directional Arrows, highlight Parental and press OK
4. Using the Directional Arrows, highlight Change PIN and press OK
5. For the Ratings PIN:
  - a. Enter Old PIN of 0000
  - b. Enter New PIN
  - c. Re-enter New PIN
6. For the Purchase PIN:
  - a. Enter Old PIN of 0000
  - b. Enter New PIN
  - c. Re-enter New PIN
7. Press OK to Save
8. You will see a box appear that states PIN change successful, press OK

### Editing Locked Channels

The Edit Locked option allows you to lock specific channels. This can be done by:

1. Pressing the Menu button on your Remote Control
2. Using the Directional Arrows, highlight Settings and press OK
3. Using the Directional Arrows, highlight Parental and press OK
4. Using the Directional Arrows, highlight Edit Locked and press OK
5. Enter your Ratings PIN and press OK
6. A list of channels will display, using the Directional Arrows highlight a channel that you would like to lock
7. Press OK to place a checkmark in the box
8. If there is a channel that you do not want to lock, but have a checkmark in front of it, simply highlight the channel and press OK to remove the checkmark
9. To Save the list, press the Blue button on your Remote Control
10. To Discard the list, press the Red button on your Remote Control



# Using Menu (continued)

## Set Ratings

The Set Ratings option allows you to set access to programming based on TV and Movie ratings. This can be done by:

1. Pressing the Menu button on your Remote Control
2. Using the Directional Arrows, highlight Settings and press OK
3. Using the Directional Arrows, highlight Parental and press OK
4. Using the Directional Arrows, highlight Set Ratings and press OK
5. Enter your Ratings PIN and press OK
6. Change Ratings for TV by:
  - a. Using the Directional Arrows, highlight the Off and press the Left or Right arrow to see the following selections: TV-Y, TV-Y7, TV-Y7, TV-G, TV-PG, TV-14, TV-MA, or off
7. Change Ratings for Movie by:
  - a. Using the Directional Arrows, highlight the Off and press the Left or Right arrow to see the following selections: G, PG, PG-13, R, NC-17, Adults Only, or off
8. Press OK to Save

## Time Restrictions

The Time Restrictions option allows you to set time periods per day where television access requires a PIN. This can be done by:

1. Pressing the Menu button on your Remote Control
2. Using the Directional Arrows, highlight Settings and press OK
3. Using the Directional Arrows, highlight Parental and press OK
4. Using the Directional Arrows, highlight Time Restrictions and press OK
5. Enter your Ratings PIN and press OK
6. Press the Green button
7. Using the Directional Arrows, select the day and press OK
8. Using the Up and Down Directional Arrows, select a time and either AM or PM for both start and end times
9. Press Exit to Save
10. To delete a Time Restriction, using the Directional Arrows, highlight the time and press the Red button

## Cancel Override

The Cancel Override option allows any previous PIN overrides for an extended period of time can be cancelled. Once the override has been cancelled, the parental PIN will need to be used for all Locked and Rated channels. This can be done by:

1. Pressing the Menu button on your Remote Control
2. Using the Directional Arrows, highlight Settings and press OK
3. Using the Directional Arrows, highlight Parental and press OK
4. Using the Directional Arrows, highlight Cancel Override and press OK
5. Enter your Ratings PIN and press OK
6. A Cancel Override box will appear, press OK

## Options

The Options option allows you to customize the viewing of locked content. This can be done by:

1. Pressing the Menu button on your Remote Control
2. Using the Directional Arrows, highlight Settings and press OK
3. Using the Directional Arrows, highlight Parental and press OK
4. Using the Directional Arrows, highlight Options and press OK
5. Enter your Ratings PIN and press OK
6. You may choose to have Locked Channels and/or Show Restricted Titles visible
7. Using the Directional Arrows, highlight your selections and then the OK text
8. Press OK to Save

## Selecting Phone

The Phone option allows you to adjust the Caller ID and VoiceMail settings: To change the settings, do the following:

1. Pressing the Menu button on your Remote Control
2. Using the Directional Arrows, highlight Settings and press OK
3. Using the Directional Arrows, highlight Phone and press OK
4. Using the Directional Arrows, you can adjust the following:
  - a. Notification Options
    - i. Caller ID Popup Time (6 to 21 seconds)
    - ii. VoiceMail Popup Time (6 to 21 seconds)
  - b. VoiceMail Account Options
    - i. Selected Account
    - ii. Require PIN to be entered to access any messages
5. Once you have the settings to your liking, highlight Save and press OK

## Selecting Recording

The Recording option allows you to adjust the settings for recorded programs. To change the settings do the following:

1. Pressing the Menu button on your Remote Control
2. Using the Directional Arrows, highlight Settings and press OK
3. Using the Directional Arrows, highlight Recording and press OK
4. Using the Directional Arrows, you can adjust the following:
  - a. List Settings
    - i. Group or Ungroup Program Titles
    - ii. Auto-Expand Selection automatically displays information on recording
    - iii. Show Folders or Show Individual programs
  - b. Playback Settings
    - i. Inactivity Timeout (1 second to 2 minutes)
    - ii. Skip Display turns playback bar icon on or off
    - iii. Auto Reverse
    - iv. Skip Ahead
    - v. Skip Back

# TV & Movie Ratings Guide

## TV Parental Guidelines Ratings



### All Children

This program is designed to be appropriate for all children. Whether animated or live-action, the themes and elements in this program are specifically designed for a very young audience, including children from ages 2 - 6. This program is not expected to frighten younger children.



### Directed to Older Children

This program is designed for children age 7 and above. It may be more appropriate for children who have acquired the developmental skills needed to distinguish between make-believe and reality. Themes and elements in this program may include mild fantasy violence or comedic violence, or may frighten children under the age of 7. Therefore, parents may wish to consider the suitability of this program for their very young children.



### Directed to Older Children - Fantasy Violence

For those programs where fantasy violence may be more intense or more combative than other programs in this category, such programs will be designated TV-Y7-FV.



### General Audience

Most parents would find this program suitable for all ages. Although this rating does not signify a program designed specifically for children, most parents may let younger children watch this program unattended. It contains little or no violence, no strong language and little or no sexual dialogue or situations.



### Parental Guidance Suggested

This program contains material that parents may find unsuitable for younger children. Many parents may want to watch it with their younger children. The theme itself may call for parental guidance and/or the program may contain one or more of the following: some suggestive dialogue (D), infrequent coarse language (L), intense sexual situations (S), or intense violence (V).



### Parents Strongly Cautioned

This program contains some material that many parents would find unsuitable for children under 14 years of age. Parents are strongly urged to exercise greater care in monitoring this program and are cautioned against letting children under the age of 14 watch unattended. This program may contain one or more of the following: intensely suggestive dialogue (D), strong coarse language (L), intense sexual situations (S), or intense violence (V).



### Mature Audience Only

This program is specifically designed to be viewed by adults and therefore may be unsuitable for children under 17. This program may contain one or more of the following: crude indecent language (L), explicit sexual activity (S), or graphic violence (V).

*This information was obtained from the TV Parental Guidelines website at [www.tvguidelines.org](http://www.tvguidelines.org) & the Motion Picture Association of America's website at [www.mpaa.org](http://www.mpaa.org)*

# Motion Picture Association of America Ratings



## General Audience

A G-rated motion picture contains nothing in theme, language, nudity, sex, violence, or other matters that, in the view of the Rating Board, would offend parents whose younger children view the motion picture. The G rating is not a “certificate of approval,” nor does it signify a “children’s” motion picture. Some snippets of language may go beyond polite conversation, but they are common everyday expressions. No stronger words are present in G-rated motion pictures. Depictions of violence are minimal. No nudity, sex scenes, or drug use are present in the motion picture.



## Parental Guidance Suggested

A PG-rated motion picture should be investigated by parents before they let their younger children attend. The PG rating indicates, in the view of the Rating Board, that parents may consider some material unsuitable for their children, and parents should make that decision. The more mature themes in some PG-rated motion pictures may call for parental guidance. There may be some profanity and some depictions of violence or brief nudity. But these elements are not deemed so intense as to require that parents be strongly cautioned beyond the suggestion of parental guidance. There is no drug use content in a PG-rated motion picture.



## Parents Strongly Cautioned

A PG-13 rating is a sterner warning by the Rating Board to parents to determine whether the children under age 13 should view the motion picture, as some material might not be suited for them. A PG-13 motion picture may go beyond the PG rating in theme, violence, nudity, sensuality, language, adult activities or other elements, but does not reach the restricted R category.



## Restricted

An R-rated motion picture, in the view of the Rating Board, contains some adult material. An R-rated motion picture may include adult themes, adult activity, hard language, intense or persistent violence, sexually-oriented nudity, drug abuse or other elements, so that parents are counseled to take this rating very seriously. Children under 17 are not allowed to attend R-rated motion pictures accompanied by a parent or adult guardian. Parents are strongly urged to find out more about R-rated motion pictures in determining their suitability for their children. Generally, it is not appropriate for parents to bring their young children with them to R-rated motion pictures.



## No One 17 and Under Admitted

An NC-17 rated motion picture is one that, in the view of the Rating Board, most parents would consider patently too adult for their children 17 and under. No children will be admitted. NC-17 does not mean “obscene” or “pornographic” in the common or legal meaning of those words, and should not be construed as a negative judgment in any sense. The rating simply signals that the content is appropriate only for an adult audience. An NC-17 rating can be based on violence, sex, aberrational behavior, drug abuse or any other element that most parents would consider too strong and therefore off-limits for viewing by their children.

# Purchasing Events

## Purchasing PPV (Pay per View) Events

Pay Per View events may be purchased at any time, for an additional cost that may vary per program. Programs that are available for purchase will appear with a PPV Gold ticket and price in the Guide.

To purchase an event:

1. Press the Guide button
2. Using the Directional Arrows, highlight the event you would like to purchase and press OK
3. A Purchase Information box will appear showing:
  - a. Event Title
  - b. Start Time
  - c. End Time
  - d. Price
  - e. Option to Share with all boxes in your home
4. Enter your Purchase PIN (default password 0000)
5. Once you have reviewed your options and would like to purchase, using the Directional Arrows, highlight Purchase and press OK
6. A Confirm Purchase window will appear showing the Pay Per View event purchase information
7. If you would like to continue to purchase the event, using the Directional Arrows, highlight Confirm Purchase and press OK
8. Once the event has been purchased, a PPV ticket icon will appear next to the channel in the Guide

# Reminders

## Creating Reminders

To set a reminder when a program is about to air or to automatically tune to a program, do the following:

1. Press the Guide button
2. Using the Directional Arrows, highlight the program you don't want to miss
3. Press the Record button on your Remote Control
4. Using the Directional Arrows, highlight the Reminder option and customize the following options:
  - a. Reminder Type (One-Time, New Episode, or All)
  - b. Show Reminder (1 - 15 minutes)
  - c. AutoTune to Yes or No
5. Once you have the settings to your liking, using the Directional Arrows, highlight Create Reminder and press OK
6. A reminder icon will appear in the Guide next to the program

## Deleting Reminders

To delete a reminder, do the following:

1. Press the Guide button
2. Using the Directional Arrows, highlight the program you have the reminder on
3. Press the OK button
4. The reminder has now been removed



# DVR Service

## DVR (Digital Video Recorder)

The DVR, which is also known as a PVR, allows you to record programs to view at a later time as well as pause, fast forward, play, or rewind LIVE programs. This feature is only available if you have DVR Service. If you are unsure if you have DVR Service, press the Menu button. If Recording is listed then you have the feature. If you do not have the feature and would like it, please contact us at (715)237-2605 and ask about the DVR Service options.

## Controlling LIVE Programs

With the DVR Service feature you will be able to pause, fast forward, play, or rewind the program that you are currently watching by using the VCR/DVD/DVR Controls buttons (Pause, Rewind, Fast Forward, Play, or Stop) on your Remote Control.

Once you have selected the channel, the DVR Service starts recording the programming and will continue to do so until you switch to another channel. When you switch to the other channel, the DVR Service will begin recording that programming until you switch channels again. Note: Returning to the previous channel will not restore the recordings for that channel. The recording then starts over.

## DVR Controls

### Status Bar

The status bar appears whenever you Skip Forward, Skip Back, Pause, Rewind, or Fast Forward a live or recorded program. It gives you information such as the channel you are viewing, the title of the program you are watching, and the length of the live buffer.

### Pause

As you watch live TV or recorded programs, press the Pause button and the programming on the screen instantly freezes. Press the Play button to resume normal play of the program from the point where it was paused.

### Rewind

Do you to see something again? Press the Rewind button. Press it again up to four times to increase the rewind speed. x4, x15, x60 and x300 will display next to the status bar. x4 is the slowest setting and x300 is the fastest. To slow the Rewind speed, press the Fast Forward button. At the point that Rewind mode is slowed as far as it goes, you will return to normal mode and then Fast Forward mode. Press the Play button to resume normal play directly.

### Fast Forward

Press the Fast Forward button to move forward in a recorded program. Press it again to four times to increase the fast forward speed. x4, x15, x60 and x300 will display next to the status bar. x4 is the slowest setting and x300 is the fastest. To slow the Fast Forward speed, press the Rewind button. At the point that Fast Forward is slowed as far as it goes, you will return to normal mode and then Rewind mode. Press the Play button to resume normal play directly. For programs you are watching live, Fast Forward mode will be activated if you have paused or rewound the program.

# Recording Programs (continued)

## **Skip Back**

With Skip Back, you can go back to see the last play of the game or replay the last scene of your movie. Just press the Skip Back button on your remote control to replay the last 10 seconds. Press the Replay button repeatedly to continue skipping back in 10 second increments.

## **Slow Motion**

The Slow Motion function allows you to rewind to a point in a recorded program or within the recorded (buffer) of the program you are currently watching and watch a segment of the program in slow motion. Select the Pause button at the point in the program that you would like to watch in slow motion. Select the Fast Forward button to play in slow motion. Press once to play at x1/4 speed, and press twice to play at x1/2 speed.

## **Return to Live TV**

Any time you Pause or Rewind a live program, the show continues to be broadcast in real time and saved in the buffer. To return to live programming, press the Fast Forward button until it catches up to real time.

## **Recording Programs**

To record a LIVE program:

1. Once you have found a program that is currently playing that you would like to record, press the Record button on your Remote Control
2. Using the Directional Arrows, highlight one of the following options:
  - a. One-Time
  - b. Series

### **Selecting One-Time**

- a. Using the Directional Arrows, customize your recording selections for:
  - i. Start Recording
  - ii. Stop Recording
  - iii. Folder
  - iv. AutoTune
  - v. Recording from Start (if applicable)
- b. Using the Directional Arrows, highlight Create One-Time Recording and press OK

### **Selecting Series**

- a. Using the Directional Arrows, customize your recording selections for:
  - i. Keep at Most (1 - 10 or All)
  - ii. Show Type (All or New only)
  - iii. Start Recording
  - iv. Stop Recording
  - v. Folder
  - vi. Room (if applicable)
  - vii. AutoTune
- b. Using the Directional Arrows, highlight Update Series Recording and press OK

Your program is now being recorded and will automatically stop when stop time is reached. You can make sure that the program is being recorded by:

1. Pressing the Guide button and seeing a red dot next to the Program Name

**To Stop the recording of a LIVE program:**

1. With the program that is currently being recorded on the screen, press OK.
2. Using the Directional Arrows, choose from one of the following options:
  - a. Continue Recording
  - b. Stop Recording and Keep
  - c. Stop Recording, Keep and Protect
  - d. Stop Recording and Delete

**Viewing a Recorded Program**

To view a previously recorded program, do the following:

1. Press the Menu button on your Remote Control
2. Using the Directional Arrows, highlight Recordings and press OK
3. Using the Directional Arrows, highlight Current and press OK
4. Using the Directional Arrows, highlight the program you wish to watch and press the Play button on your Remote Control
5. If the program is one that you had previously viewed and stopped in the middle, you will be asked if you would like to resume playback from where you left off or if you would like to restart from the beginning
6. As you playback a program, you have the ability to Fast Forward, Rewind, Pause, Replay, Jump Forward, Jump Backward, or Stop the playback
7. When you reach the end of the program, you will be asked if you would like to delete the recording, using the Directional Arrows, highlight Yes or No and press OK

**Deleting a Recorded Program**

To delete a previously recorded program, do the following:

1. Press the Menu button on your Remote Control
2. Using the Directional Arrows, highlight Recordings and press OK
3. Using the Directional Arrows, highlight the Folder the program is in and press OK
4. Using the Directional Arrows, highlight the program you wish to delete and press the Red button on your Remote Control
5. A box will appear asking if you want to delete the program, highlight Yes or No and press OK

**Using Bookmarks**

Your DVR Service is capable of marking specific spots in a recorded program, called Bookmarks. It is an easy way for you to mark your spot in a program that you might not be able to watch in its entirety, bookmark a great play in a sporting event, or the end of a commercial.

As you are watching a recorded program or recording a program:

1. Press the Play button the remote control
2. Press the Blue button the Remote Control to add a Bookmark (You will notice a black line in the status bar)

When you return to the program, you can press the Up/Down Directional Arrows on the Remote Control to advance to your bookmarked spot. If there are multiple Bookmarks, keep pressing the Up/Down Directional Arrows until you are to your desired place in the program.

You can remove a Bookmark by moving to the Bookmark and pushing the Blue button within 3 seconds.

# ManageMyTV

With ManageMyTV you can set recordings and use your Remote Control on your device.

## ManageMyTV App

1. If you would like to be set up with ManageMyTV, contact Citizens Connected at (715) 237-2605 to set up a Username and Password
2. At the Google Play Store or Apple Store, download the ManageMyTV App by Innovative Systems
3. Launch the App
4. In the Service Provider Address enter [managemytv.celectcom.net](http://managemytv.celectcom.net)
5. Enter your Username
6. Enter your Password
7. If using Android Version:
  - a. Touch the Back button on your Phone
  - b. Reenter your Username & Password
  - c. Touch the Sign In button
- If using Apple Version:
  - a. Touch the Sign In button

## Set Recordings

To schedule a recording, do the following:

1. From the program guide, touch the program you would like to record
2. Touch the Record button
3. Select the Recording Type:
  - a. One Time
  - b. Series
4. Enter Start Time
5. Enter Stop Time (Scheduled Time up to 60 minutes later)
6. Select where you would like to Record to (if multiple options)
7. Select Folder you would like to Record to (if applicable)
8. Select if you would like to Record from Start of program (if applicable)
9. Touch the Record button
10. You will now see a Red dot next to the program that is being recorded

## Cancel Recordings

To cancel a recording, do the following:

1. From the program guide, touch the program you want to cancel recording
2. Touch the Cancel button

## Change Channel

To change a channel on a Set Top Box, do the following:

1. From the Program Guide, touch the program you want to watch
2. Touch the Watch button
3. Select the Set Top Box that you would like to watch the program on

## ManageMyTV on PC

1. In your Internet browser, go to [managemytv.celectcom.net](http://managemytv.celectcom.net)
2. Enter your Username
3. Enter your Password
4. Click Login

### Set Recordings

To schedule a recording, do the following:

1. From the program guide, click the program you would like to record
2. Click the Record button
3. Select the Recording Type:
  - a. One Time
  - b. Series
4. If One Time:
  - a. Select Folder you would like Recording saved in
  - b. Enter the Start Recording Time
  - c. Enter the Stop Recording Time (up to 60 minutes later)
  - d. Select if you would like to Auto Tune to the show once it starts
  - e. Click the Record button
5. If Series:
  - a. Select Folder you would like Recording saved in
  - b. Enter how many episodes you want to Keep (up to 10)
  - c. Enter which shows you would like to Record (All or Only New Episodes)
  - d. Enter the Start Recording Time
  - e. Enter the Stop Recording Time (up to 60 minutes later)
  - f. Select if you would like to Auto Tune to the show once it starts
  - g. Click the Record button

### Cancel Recordings

To cancel a recording, do the following:

1. From the program guide, click the program you want to cancel recording
2. Click the Record button

## Restart TV

### Using Restart TV

Restart TV allows you to watch a program that is already in progress from the beginning. To restart a program, do the following:

1. Press the Guide button on your Remote Control
2. If the program is able to be restarted, a green and white Restart icon will be on the left side of the channel
3. Using the Directional Arrows, highlight the program and press the Green button on your Remote Control to restart and watch from the start



# WatchTVEverywhere

With WatchTVEverywhere, you can watch select TV programs from devices such as smartphones, tablets, laptops, desktops, and even Smart TVs.

WatchTVEverywhere works anywhere you can receive an Internet signal\*: inside your house, at the office, shopping mall, hotel, airport, vacation home, etc. It includes live TV for some channels & has full episodes of current TV shows.\*\*

\* The quality of WatchTVEverywhere signals while roaming (airports, stores, etc.) will vary depending on the strength of the signal. Data usage and roaming charges apply. Flash-enabled browsers are required to watch TV programs.

\*\*Programming availability may vary.

## Registering to WatchTVEverywhere

1. Log onto [citizens-connected.com](http://citizens-connected.com)
2. Click on My Account, listed towards the bottom of the page
3. Click on WatchTVEverywhere icon
4. In the dropdown menu next to "Select your tv provider" scroll down and select Select - Citizens Connected area and click Submit
5. Click Register
6. You will need two pieces of information, which can be found on your last Citizens Connected statement to register:
  - Your account number and
  - The correct spelling of the last name on the account
7. You will be asked to:
  - Provide an e-mail address. This will be your username. This can be any valid e-mail address.
  - Provide a password
  - Select a password reset question
  - Supply the answer to the password reset question
8. Click on Register
9. Check the e-mail address you provided. You will find an e-mail message with your WatchTVEverywhere activation link. Click on the link to complete the registration process.
10. You are done and can begin to enjoy WatchTVEverywhere!

## To WatchTVEverywhere

1. Log onto [citizens-connected.com](http://citizens-connected.com)
2. Click on My Account, listed towards the bottom of the page
3. Click on WatchTVEverywhere icon
4. Click on Log In
5. Enter your username and password
6. Select the TV Network you want to watch. Click on the network and you will see a list of the available programs.

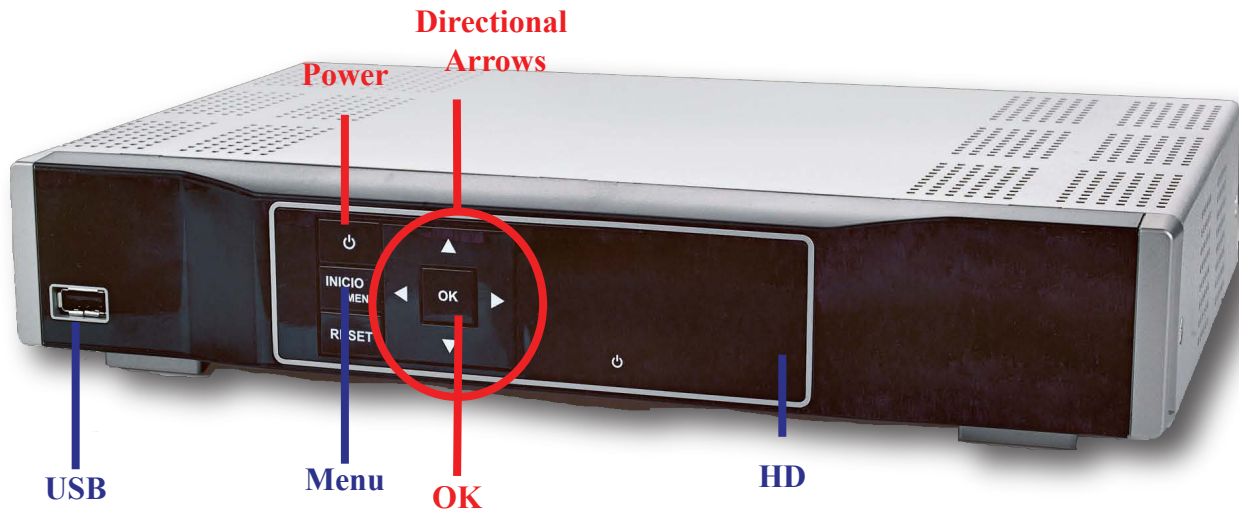
Please be sure to check data plan before you start watching on a smart phone or wireless network.

WatchTVEverywhere programs transmit a lot of data, which can become expensive if you have a limited data plan.



# ADB 3800 Set Top Box Guide

## Front Panel View



**Below is an explanation for each of the controls and lights listed above.**

The **Power** button, if held for less than five seconds, turns the Set Top Box on or off. If held for five seconds longer, it restarts the TV receiver. When the Set Top Box is on the light is green.

The **USB** (Universal Serial Bus) is a USB 2.0 connector.

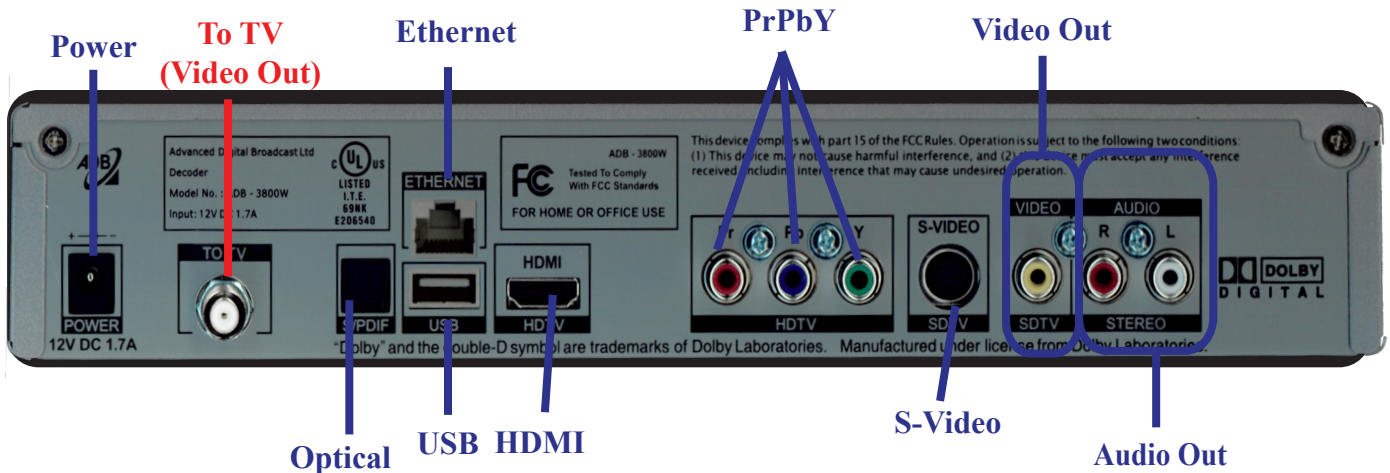
The **HD** (High-Definition) light is green when the Set Top Box is receiving a high-definition program.

The **Menu** button displays the Menu.

The **Directional Arrows** allow you to change the channels and move through the program guide.

The **OK** button allows you to select channels or Menu options.

## Rear Panel View



Below is an explanation for each of the connections listed above.

The **To Wall (Video In)** is for coaxial input for digital signal.

The **HDMI** (High-Definition Multimedia Interface) connects to a high-definition TV or home theater receiver with an HDMI input (for a DVI input, use an HDMI-to-DVI adapter.)

The **Ethernet** is a RJ-45 port for IP video output.

The **Pr, Pb, & Y** are for RCA component video outputs to an HDTV.

The **S-Video** (Super Video or Separated Video) is for a high quality video output to a VCR or TV that accepts S-Video. It carries video **only**; you must also connect to the TV or home theater receiver for audio.

The **Optical** is for a Toslink (S/PDIF) audio output to a digital home theater receiver.

The **Video Out** is for RCA video outputs to a TV, VCR, or other device.

The **Audio Out** are for left and right RCA stereo audio outputs.

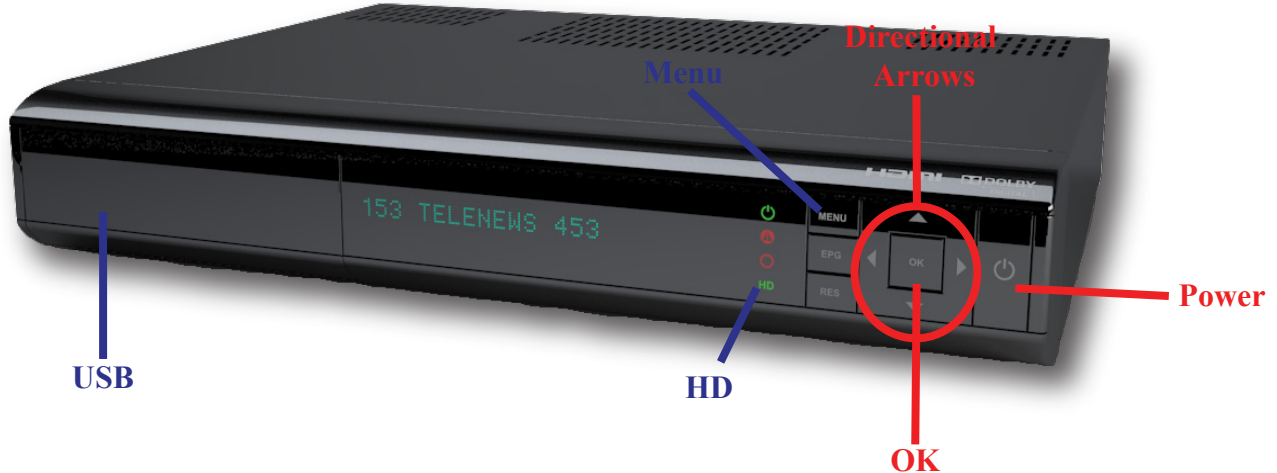
The **To TV (Video Out)** is for coaxial output to connect the TV receiver to the TV or VCR.

The **USB** (Universal Serial Bus) is a USB 2.0 connector.

The **Power** is the connector for the DC power adapter.

# ADB 5721WNX Set Top Box Guide

## Front Panel View



**Below is an explanation for each of the controls and lights listed above.**

The **Power** button, if held for less than five seconds, turns the Set Top Box on or off. If held for five seconds longer, it restarts the TV receiver. When the Set Top Box is on the light is green.

The **USB** (Universal Serial Bus) is a USB 2.0 connector.

The **HD** (High-Definition) light is green when the Set Top Box is receiving a high-definition program.

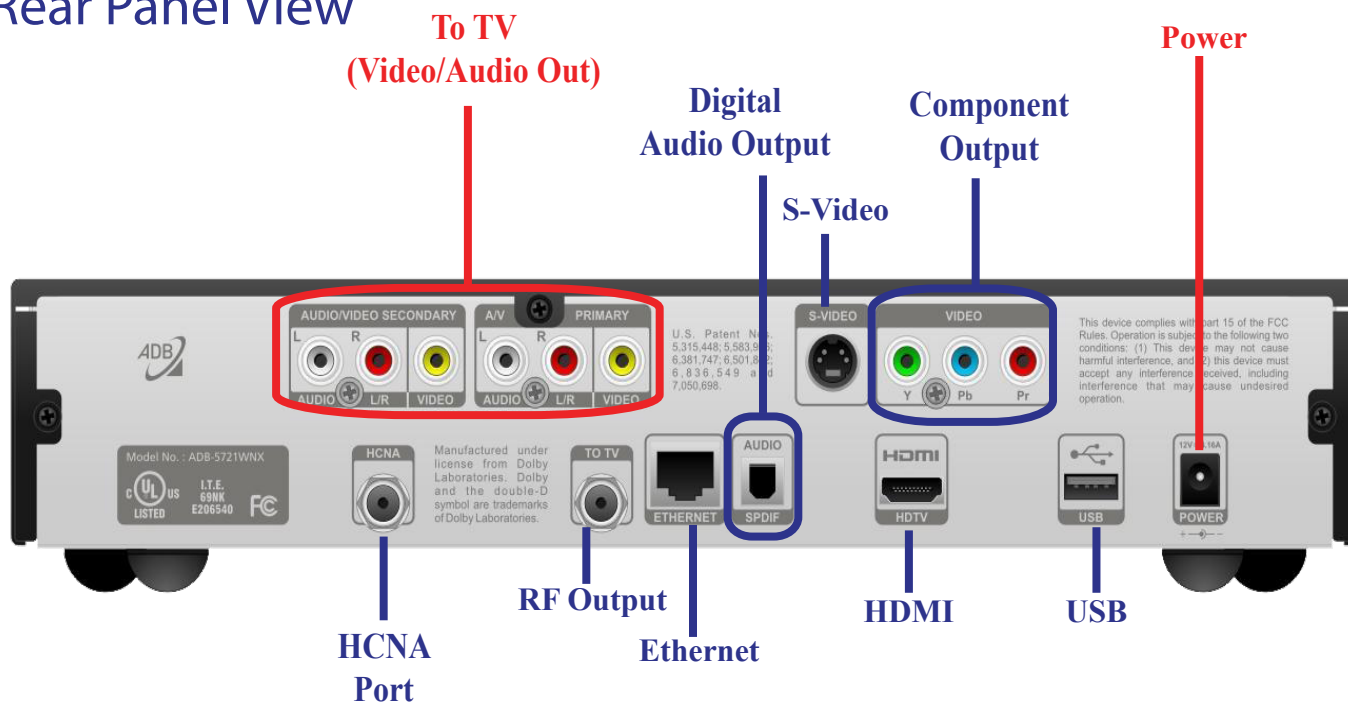
The **Menu** button displays the Menu.

The **Directional Arrows** allow you to change the channels and move through the program guide.

The **OK** button allows you to select channels or Menu options.



## Rear Panel View



Below is an explanation for each of the connections listed above.

The **HDMI** (High-Definition Multimedia Interface) connects to a high-definition TV or home theater receiver with an HDMI input (for a DVI input, use an HDMI-to-DVI adapter.)

The **HCNA** (HomePNA over Coax) is the technology, which allows to utilize existing coaxial cable as the network's physical wiring to connect PCs and Ethernet enabled devices, such as STB, to a LAN, thereby eliminating the need to install new wiring.

The **Ethernet** is a RJ-45 port for IP video output.

The **Pr, Pb, & Y** are for RCA component video outputs to an HDTV.

The **S-Video** (Super Video or Separated Video) is for a high quality video output to a VCR or TV that accepts S-Video. It carries video **only**; you must also connect to the TV or home theater receiver for audio.

The **Video Out** is for RCA video outputs to a TV, VCR, or other device.

The **Audio Out** are for left and right RCA stereo audio outputs.

The **To TV (Video Out)** is for coaxial output to connect the TV receiver to the TV or VCR.

The **USB** (Universal Serial Bus) is a USB 2.0 connector.

The **Power** is the connector for the DC power adapter.

# Amino A140 Set Top Box Guide

## Front Panel View



## Rear Panel View



**Below is an explanation for each of the connections listed above.**

The **Analogue AV Output** is for Composite Video, Component(YPrPb), RGB, S-Video, and Analogue Audio.

The **HDMI** (High-Definition Multimedia Interface) connects to a high-definition TV or home theater receiver with an HDMI input (for a DVI input, use an HDMI-to-DVI adapter.)

The **RF Output/Input** is for connecting your Set Top Box to another TV.

The **Power** is the connector for the DC power adapter.

The **USB** (Universal Serial Bus) is a USB 2.0 connector.

The **Ethernet** is a RJ-45 port for IP video output.

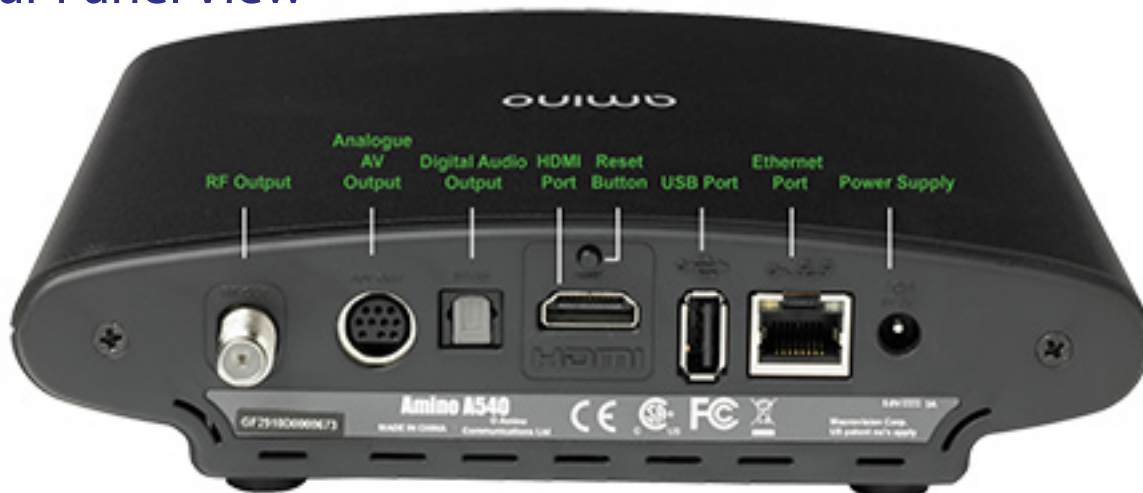
The **Digital Audio Out** is for a S/PDIF Optical Cable for surround sound systems.

# Amino A540 DVR Set Top Box Guide

## Front Panel View



## Rear Panel View



**Below is an explanation for each of the connections listed above.**

The **RF Output** is for connecting your Set Top Box to another TV.

The **Analogue AV Output** is for Composite Video, Component(YPrPb), RGB, S-Video, and Analogue Audio.

The **Digital Audio Out** is for a S/PDIF Optical Cable for surround sound systems.

The **HDMI** (High-Definition Multimedia Interface) connects to a high-definition TV or home theater receiver with an HDMI input (for a DVI input, use an HDMI-to-DVI adapter.)

The **Reset Button** is for restoring the Set Top Box to the factory settings.

The **USB** (Universal Serial Bus) is a USB 2.0 connector.

The **Ethernet** is a RJ-45 port for IP video output.

The **Power** is the connector for the DC power adapter.

# Troubleshooting Guide

**Here are some solutions to problems you may encounter. If you need further assistance, please contact Citizens Connected at (715) 237-2605.**

**PROBLEM:** *LED light on the remote blinks, but the component doesn't respond.*

**POSSIBLE SOLUTIONS:**

- (1) Try replacing the batteries. You will need two AAs.
- (2) The component may not be programmed into your remote. (See page 5 for set-up)
- (3) The component may not be selected. To do so, simply press the STB, TV, DVD, or AUX button.

**PROBLEM:** *No Power.*

**POSSIBLE SOLUTIONS:**

The Power cord may be disconnected. Make sure that the Set Top Box is plugged into a live electrical outlet.

**PROBLEM:** *No Sound.*

**POSSIBLE SOLUTIONS:**

The Mute button may have been pressed on the Remote Control. Press the Mute button to restore the sound and volume.

**PROBLEM:** *No Picture.*

**POSSIBLE SOLUTIONS:**

- (1) Check all cables.
- (2) If your TV is hooked up to coax cable, the TV may be on the wrong channel. Try going to Channel 3 or 4.

**PROBLEM:** *No Picture or Sound.*

**POSSIBLE SOLUTIONS:**

- (1) The signal may not be reaching your TV. Make sure all the cables are connected properly on the back of your Set Top Box and your TV.
- (2) Make sure your Set Top Box is turned on and displays a green light.
- (3) The TV may not be on the right channel to display input. Using the Remote Control for the TV **OR** if your TV has been programmed into the Set Top Box Remote Control, using the Remote Control for the Set Top Box, make sure the TV is on the correct channel.
- (4) After trying solutions 1 & 2 and still no picture, you will need to Reboot your system. To do this, unplug the Set Top Box and plug it back in. It will take up to 5 minutes for your system to restart.

**PROBLEM:** *Picture is distorted.*

**POSSIBLE SOLUTIONS:**

The TV cable may be disconnected or loose. Make sure the cable is tightened or reconnected.

**PROBLEM:** *VCR will not record.*

**POSSIBLE SOLUTIONS:**

- (1) The signal may not be reaching your TV. Make sure all the cables are connected properly on the back of your VCR and your TV.
- (2) The TV may not be on the right channel to display input. Make sure the TV is on the correct channel.
- (3) Make sure you are using the correct Remote Control.

**PROBLEM:** *Parental Controls are not working.*

**POSSIBLE SOLUTIONS:**

- (1) You will need to activate Parental Controls by pressing the Menu button
- (2) You need to make sure there is a checkmark next to Parental Controls in the Settings option.
- (3) You need to make sure that the Movie & TV Ratings are listed to your desired content.

**PROBLEM:** *Can't adjust the recorded program that I am watching.*

**POSSIBLE SOLUTIONS:**

- (1) You will need to use the VCR/DVD/PVR Controls on your Set Top Box Remote Control.
- (2) To stop the program, press the Stop button instead of the Exit button.

**PROBLEM:** *Can't get the Menu, Guide, or Info button to work.*

**POSSIBLE SOLUTIONS:**

Press the STB button located in the upper right hand corner of your Remote. Make sure that it lights up when pushed.

**PROBLEM:** *TV says "No Signal" and it's on the right channel.*

**POSSIBLE SOLUTIONS:**

Most likely the TV is on the wrong input. To correct this, do the following: With the TV and the settop box on, hit the TV button on your remote then the Input button on your remote. Keep pushing the Input button on your remote until it goes through all the options or until your picture comes back on. If the Input button does not do anything, you can change the input or source button on your TV by physically changing the channel using the up or down button on your TV box.

**PROBLEM:** *Some channels are in Spanish and others don't have any sound at all.*

**POSSIBLE SOLUTIONS:**

The language in the settop box has been set to Spanish. To correct this, do the following: Press the Menu button on your remote control; Select the Settings icon; Using the Directional Arrows, highlight Hardware Settings and press OK; Using the Directional Arrows, highlight Audio and press OK; Both the primary and secondary languages should say English, if both or either one do not say English, highlight primary and/or secondary language and press the Down arrow until English is in the field then press OK; Pressing the Red button on your remote control twice to get back to your program.

# Troubleshooting Guide (continued)

**PROBLEM:** *Why doesn't my non-DVR Set Top Box show my DVR Recordings?*

**POSSIBLE SOLUTIONS:**

You will need to make sure you are signed up for Whole Home DVR Access. If you are simply unplug your DVR Set Top Box and plug it back in to reboot the system.

**PROBLEM:** *Why do I get the message "Video Channel is blocked" when I try to order a PPV movie?*

**POSSIBLE SOLUTIONS:**

- 1) Check your Parental Control settings to determine if the settings are blocking the movie.
- 2) Check your Channel Blocking settings to determine if the the channels are blocked.
- 3) The movie may already be playing. Some PPV movies won't let you order the show once it has begun.

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