



Digital Video User Guide

Welcome to Digital Video from Price County TelCom

Are you ready to experience the next dimension in television?

With digital video you can watch live television broadcasts with DVD quality and sound. You can channel surf without even changing the channel with the onscreen program guide. This user guide explains the features of the digital video system and gives you step-by-step instructions to navigate the system.

Price County TelCom
105 North Avon Avenue
P.O. Box 108
Phillips, WI 54555

Digital Video User Guide

Table of Contents

07/2011

ONSCREEN NAVIGATIONAL TOOLBAR	2
Access the onscreen navigational tool bar:	2
Navigational toolbar options:	2
Guide mode	2
Favorites	3
Search	3
Search for a program title	3
Info Button	3
Use info surfing	3
SETTINGS MENU	3
Default settings	3
View settings	4
Preferences Tab	4
Preferences overview	4
Preference options	4
Packages Tab	4
Billing Tab	4
Enable/Disable Parental Controls	5
Create password and pin #	5
Set TV and movie ratings	5
Set control ratings	5
Temporarily allow blocked programs	5
Pay-Per-View (PPV) Guide	6
Purchase a PPV event	6
PERSONAL VIDEO RECORDING (PVR)	6
Access the PVR options	6
Schedule an event	7
View items scheduled to record	7
View recorded events	7
Play, delete, lock recorded events	7
TROUBLESHOOTING	7
Set top box problems	7
No picture on TV	7
No audio, picture okay	8
Poor picture, audio works	8
"Video Signal Blocked" appears	8
Remote Control Problems	8
Care and Cleaning	8

Onscreen Navigational Toolbar

To access the onscreen navigational tool bar:

1. Press **MENU** on your remote control.
2. Use the arrow buttons to scroll through the navigational toolbar options.

Guide mode

There are two ways to access guide mode: press the **Guide** button on your remote control or press **MENU** and access the program guide through the menu options.

Guide mode displays the program and channel guides. Guide mode also allows you to scroll through program titles and times, search for titles and more. In addition, you can set reminders to receive notification when your selected programs are about to begin broadcasting.

View the channel guide

1. Press **MENU** on the remote control.
2. Press the arrow button to highlight the Guide option and press **OK**.
3. Press the up and down arrows to scroll through the channel guide.
4. Press **Page Up** or **Page Down** to view programming by advancing 5 channels at a time.
5. Press right arrow or page back or page forward for choices for specific time slots.
(See Setting Reminders and Auto Tune section below**)
6. Press **OK** to select the highlighted channel.
7. Press **Exit** to leave the channel guide.

Additional options in viewing the channel guide

In Guide Mode, you have the option of changing what is viewed on the channel guide. By pressing the Guide button while in Guide Mode you are able to switch between ALL (which lists all channels including those not subscribed to), Subscribed (which lists all channels that you are currently subscribed to), Favorites (which displays channels you have identified as your favorites) and HD (which lists all high definition channels, if available). The selection made will appear in a green tab above the channel listing.



Setting Reminders/Auto Tuning

While in the guide, highlight and press OK on the title of a program, which will play in the future. Note: highlighting and pressing OK on the title of a program currently playing will not bring up these options. A text box will appear with the following options:

- Set Reminder*
- Set Auto Tune*
- Add To Favorites*
- More Info*
- Cancel*

For customers with PVR service two additional options will appear:

Record Program

Record Series

Please see provided PVR instructions for information on these options

To set a reminder

Highlight **Set Reminder** and press **OK**.

On the channel guide a yellow clock symbol will appear near the title of the selected program. A text box will notify you a few minutes before the start of the program.

To Set an Auto Tune

Highlight **Auto Tune** and press **OK**.

On the channel guide an orange circle will appear next to the selected program.

Auto Tune will automatically switch the channel to the selected program when it comes on.

Favorites

Favorites allow you to add your favorite channels to your list. To view favorites press **Guide** while in guide mode until "Favorites" is displayed in a green tab above the channel listing.

To add a channel to a favorites list

While viewing the program on the channel you wish to add, press **OK** and select **Add to Favorites**.

Search

Search gives you the option to search for your favorite programs or locate a specific title. Enter a name or portion of the name to quickly locate a list of programs that contain matching text in the titles. You can then review the results and select a specific program.

Search for a program title

1. Press **MENU** on your remote control.
2. Use the arrow button to highlight the **Search** option on the navigational toolbar.
3. Press **OK** to enter the search screen.
4. Press **OK** in the text box to view a keyboard on the screen.
5. Type the name of the TV program. Press **OK** to select the letters as you scroll.
6. Once you have completely entered the program name, highlight **DONE** on the on-screen keyboard and press **OK**.
7. Highlight **Search Guide**.
8. Press **OK** to complete the search for your program.

Info Button

The Info Button lets you view program information. This includes the channel name and number, a description of the program, how long the program will run, whether you can rent or record a program and more. The Info box has a fade away feature, and will fade away shortly after it becomes visible.

Use info surfing

1. Press the Info button on your remote control.
2. Scroll left or right using the arrow buttons to view upcoming programs.
3. Press the **Info** button again to get more information about the program, including upcoming programs on the channel you are watching, actors appearing in the program, time length of program and more.

SETTINGS

Default settings

The default password to make changes in settings is **0**. If you are asked to enter a password, press **0** on your remote control. You can set defaults for a master or sub account from the settings menu. In addition, master account users can create and maintain sub accounts and change passwords.

View settings

1. Press **MENU** on your remote control.
2. Use the arrow button to highlight the settings feature on the toolbar.
2. Press **OK** to view the settings.
3. Select one of the four options on the screen: Preferences, Users, Packages, & Billing.

PREFERENCES TAB

The Preferences tab is the first tab you will see onscreen.

1. Press **OK** to edit the options in the Preferences tab

Preferences overview:

Share Rentals – Use this option to set the default for all rentals to public or private. You can override the default when you select a program for rental.

Require login – This option will specify whether the master account is required to enter a login ID in order to access services. Only the master account user can reset this option.

PPV Action - Allows you to set the reminder or auto tune feature when renting a PPV.

Program Alarm - Set the auto tune time (# of seconds) to a program.

Theme – Choose between the “swirl” or “blue” theme.

Channel Blocking - Access the channel blocking options.

Parental Control - Access the parental control options.

Hardware Settings – Change TV configurations, display options, audio options, etc.

Preference options

1. Press the up, down, left and right arrow buttons to highlight an option on the Preferences menu.
2. Press **OK** to select a chosen feature. A check mark will appear in the box next to your chosen feature to show the item is turned on.
3. To deselect the item, highlight the item and press **OK**.
4. To go back to setting menu, press the up and down arrow buttons.
5. To cancel and return to the program you were watching, highlight cancel and press **OK**.



PACKAGES TAB

Master account users can view current services from the Settings menu. Call our business office to request changes in service packages, or to add additional channels. Highlight Package and press **OK** to view your current channel package and channel groups.

BILLING TAB

The master account user can view billing related information from the Settings menu. Charges incurred by associated sub accounts are billed to the master account. Highlight Billing and press **OK** to view your charges for extra services, such as Pay-Per-View for the current billing period.

Enable/Disable Parental Controls

Parental control settings allow the master user to determine what ratings and content is restricted and what channels are blocked. Default settings do not block any channels or content from being viewed.

Instructions to Create a Parental Password and Pin Number

1. Press **Menu** button on remote.
2. Highlight Settings using arrow buttons, press **OK**.
3. Enter your password (**0** is the default password), press **OK**.
4. Highlight Users tab, press **OK**.
5. Highlight Edit, press **OK**.
6. Enter default password (**0**).
7. Enter new password, & scroll down to confirm the new password.
8. Follow above procedure to create a new PIN number. The pin number is required to make pay-per-view purchases (if enabled) (default is **0**).
9. Highlight Submit, press **OK**, press exit button to return to watching TV.

Note: Keep track of your Password & PIN. Your service provider cannot tell you your password or PIN if you forget, they can only reset them for you.

Setting Movie and TV Ratings

1. Follow steps 1-4 above.
2. Highlight Parental Control.
3. Press arrow keys to highlight the rating you wish to change, press **OK**.
4. Use arrow keys to select the highest movie or TV rating which will not be blocked.

Setting Content Ratings

Content rating determines the type of content that will be blocked using the TV Parental Guidelines Monitoring Board content rating system.

1. Go to the same window used to set movie and TV ratings (above).
2. Press **OK** to place a check mark in the boxes next to the content you wish to be omitted from viewing.

To Temporarily Allow a Program Blocked by Parental Control

1. Go to any channel or program that is currently blocked.
2. Press **OK**.
3. Enter in password. Parental controls will be turned off for the time designated in the settings.

To Change Time Parental Control can be Temporarily Disabled

1. Press **MENU**.
2. Highlight Settings using arrow keys.
3. Enter password (0 is default).
4. Use down arrow key to select Edit button next to Parental Control and press **OK**.
5. Use down arrow key to highlight box next to Unlock Timeout, press **OK**.
6. Use arrow keys to change the amount of time parental controls can be temporarily unlocked.



Pay-Per-View User Guide

Customers can purchase a single event, or an all day movie ticket (ADMT) for all day access to a single program. A PIN number is required to make a purchase (if enabled). Pay-per-view channels are listed in the guide in red (channels 701-707) [A Pay-Per-View spending limit has been set at \\$25.00 per month.](#)

Instructions to Purchase a Pay-Per-View Program

1. View programs by channel # or by using the guide display.
2. Highlight the program you want to buy and press **OK**.
3. Highlight the BUY PPV button and press **OK**.
4. The purchase price will be displayed. To accept the charges highlight the box next to enter PIN and enter your PIN using the number pad (0-9). Default pin is 0. If you want to allow any other user account to be able to watch this PPV, highlight the checkbox next to SHARE PPV and press **OK**.
5. Once you have completed your purchase, you will see the channel name and number are now white instead of dimmed to indicate you have purchased a PPV program. At this point you can watch your PPV as you would any other program if it is currently playing.

If you purchased your PPV program in advance, you can set an auto tune or set a reminder so that you don't miss it.

Personal Video Recording (PVR) Quick Guide

(Available only with ADB 5100 STB)

For a more detailed guide please see additional provided instructions supplied by Price County TelCom.

Access the PVR options:

1. Press **MENU** on the remote.
2. Use the arrow keys to scroll through the menu bar.
3. Highlight PVR and press **OK**.

Schedule an event:

The fastest and easiest way to begin recording is using the record button on your remote control:

1. Press **GUIDE**.
2. Highlight the program you wish to record using the arrow keys.
3. Press the record button to record. If program is currently playing it will begin recording immediately. If the program is scheduled in the future the set top box will schedule the event and record it automatically.
4. Before exiting the guide be sure a red dot appears next to the program you wish to record. This signifies the program will or is being recorded.

View items scheduled to record:

1. Access the PVR options by pressing **MENU** on the remote.
2. Use the arrow keys to navigate the menu bar and press **OK** on the PVR tab.
3. Use the arrow keys to highlight **To Record** on the toolbar.
4. Press **OK**. Your scheduled recordings will display onscreen.

View your recorded events:

1. Access the PVR options by pressing **MENU** on the remote.
2. Use the arrows to navigate the menu bar and press **OK** on the PVR tab.
3. To view recorded items use the arrows to highlight **Recording** on the toolbar.
4. Press **OK** and recorded events will be displayed onscreen.

Play, delete or lock your recorded events:

1. Press **MENU** on remote.
2. Use the arrows to navigate the menu bar and press **OK** on the PVR tab.
3. Use the arrows to navigate to View Programs and scroll with the up and down arrows to select the program you want to watch.
4. Press **OK**.
5. The screen will display the option to Choose An Action.
6. Your options will be: Play Recording, Resume Play, Lock, Delete Recording, Cancel.
7. To watch your recording, highlight **Play Recording** and press **OK**.
8. Your recorded event will now play.

Note: You can fast forward or rewind your recorded event at speeds of 4x, 15x, 50x or 300x by pressing the desired buttons in succession.

If you wish to add this service, or want to learn more please call our office. 715-339-2151

Troubleshooting

The following section suggests solutions to common STB and remote control problems. If you are unable to correct the problem, please **contact our 24 hour help desk at 888-612-7170**.

SET TOP BOX PROBLEMS:

No picture on TV:

Verify that the set top box is powered On:

- _ Press the Channel Up button. If the green light on the front of the set top box blinks, the STB is on. If there is no green light, see Verify the wall outlet is live below.
- _ If it does not blink, press the **STB** button and then press **POWER**.

Verify the wall outlet is live.

- _ Confirm that the set top box is plugged in.
- _ Check the wall outlet (or extension cord) to make sure it is "live" by plugging in something else.

Verify the TV is tuned to the correct channel.

- _ If your set top box is connected to your TV with audio/video cables, tune your TV to the appropriate Video Input Channel OR
- _ If your set top box is connected to the CABLE/ANTENNA jack on your TV with a coaxial cable, tune the TV to channel 3 or 4.
- _ If you still have no picture, your remote control may be faulty.

Set top box appears to be locked up:

- _ Reboot the set top box by unplugging the power cord and plugging it in again.
- _ Verify the On Line indicator is green. If the indicator is Off, there may be a broken connection to the service provider or service may be momentarily unavailable.

No audio, picture okay:

- _ The sound may be muted, use remote to unmute the program. Try pressing the volume button up to restore sound on the TV or audio receiver.
- _ If using a standard video, S-video, or component video connection, you must also connect the set top box's L and R Audio Out jacks to the device's L and R Audio In jacks.
- _ Power cycle the set top box.

Poor picture, audio works:

- _ Check connections. Make sure all of the cables are firmly connected to the jacks.
- _ Change the channel.

"Video Signal Blocked" appears:

1. Press the **GUIDE** button until "Subscribed" appears in the green tab in the top left of the guide just below the picture of the program currently playing.
2. Press **EXIT**. Now you will only be able to view the channels you are subscribed to.

REMOTE CONTROL PROBLEMS:

- _ Make sure there is a clear path between the remote and the set top box.
- _ Aim the remote directly at the device (TV or set top box) that you're trying to operate.
- _ Check the batteries in the remote to make sure they are not weak, dead or installed incorrectly. Put new batteries in the remote.

Care and Cleaning:

CAUTION: Unplug your set top box before cleaning.

You can clean the unit as required, using a soft lint-free cloth. Be sure to dust the ventilation slots in the cabinet occasionally to help assure adequate ventilation. Never use strong cleaning agents, such as ammonia based cleaners, or abrasive powder. These types of cleaners will damage the unit.