Special Instructions

INPUT:___________________________________________________

Programming your remote:
- Turn TV on
- Press TV Button
- Press & hold the Setup button until TV button flashes 3 times (1 flash & 2 quick flashes)
- Press 991
- Press & release Channel Up button until TV shuts off
- Once TV shuts off, press Setup
- Press Power to turn TV on
- Press STB button

STB
Controls your Set Top Box.

TV
Controls your TV.

Power
Press once to turn your system ON or OFF.

STB
Programs the remote.

Remote Control/Cloud DVR Guide

Power
Turn on/off a selected device.

Live
Return to watching live TV.

List
Displays a list of recorded, future, and series rules on your DVR.

Info
Displays current channel & program information. Press again for more detail.

Navigation Arrows
Navigate within the guide & menu - press OK to make selections.

Exit
Exit the current screen.

Red, Green, Yellow, Blue
Access additional features on your set top box.

Channel +/-
Changes channels within program guide.

Last
Press to recall the last channel viewed.

Number Keys
Directly tune to a specific channel.

Guide Controls
Move up or down or to a different day within the guide.

Guide
Displays Interactive Program Guide.

Guide
Displays Interactive Program Guide.

Menu
Displays interactive menu.

Setup
Use to program the remote.

Skip Fwd, Skip Back, Rew, Play, FFwd, Stop, Pause or Record
In STB mode, these control the DVR functions.

TV, AUD, DVD, VCR, STB
Press to control the corresponding device.

TV, AUD, DVD, VCR, STB
Press to control the corresponding device.

TV
Controls your TV.

STB
Controls your Set Top Box.

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Power
Press once to turn your system ON or OFF.

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Programs the remote.

For more information & resources, go to nvc.net
Instructional videos can also be found on Channel 2 of your Cable TV lineup.
**What’s on TV?**

When you first turn on the TV, there are three easy ways you can see what is currently showing. You can use the OK button, the INFO button, or the Browse (right arrow) button.

**USING THE OK BUTTON (NOW PLAYING)**

When you press the OK button, you see what program is currently playing. In this example, the TV symbol indicates you are viewing *My Little Pony: Friendship is Magic* from channel 654 DFCHD. The tower symbol next to channel 654 indicates that it is live television. Channel 650 is currently recording as indicated by the red circle symbol. The red circle with the yellow check indicates a recording that was recently watched.

The Now Playing window will also provide the current temperature, date and time.

**USING THE INFO BUTTON**

When you press the INFO button, you see the name and a description of the current program at the top of the screen.

If you are watching a live program, the bottom of the screen will show the channel number, channel name, current date and time, program name, date and time the program airs, program description, the date the program first aired (if available), a progress bar showing how far along the program is, and the program that airs next.

If you are viewing a live program you can press the Right/Left arrow buttons to view what is showing later on the current channel or press the Up/Down arrow buttons to view what is showing on another channel.

Press the Day + and Day – buttons to see what is on this channel 24 hours from now.

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**Manage Your IPTV**

The Web Portal feature allows you to manage your Cloud DVR using your computer.

**TO GET STARTED:**

1. Go to: mytv.nvc.net on your PC or laptop
2. Login using your assigned username and password (if you have not been assigned these, please contact NVC at 725-1000 or 1-888-919-8945).

To search for programs within the guide, click on the Search button and enter a keyword or program name and click the Search button again.

To access the Menu, click on the bars in the top left corner.

**HOME**

The Home button provides a status of the following:

1. **Now Playing** - programming that your Set Top Boxes are currently tuned to, whether the TV is on or not.
2. **What’s Hot** - allows you to view local area real time information about what others in your local area are watching.
3. **Disk Space** - Displays the amount of storage you have available in the Cloud.

**PROGRAM GUIDE**

The Program Guide provides a current TV schedule that may be used to search for programming By Time or By Channel. Scroll through the schedule and click on the program you want to record. Simply press the Record button, select which folder to save it to and whether it’s a One Time or Series Recording and then select Record again.

**RECORDINGS**

This category contains all past and future recordings and their management options and settings. It is divided into three tabs.

1. The Current tab shows previously recorded programs.
2. The Future tab shows programs scheduled to be recorded.
3. The Series tab contains manageable recordings options for scheduled program series recordings. The Series Rules that have been previously created may have their options updated, prioritized or deleted.

**ACCOUNT**

Select Account to change your password or to sign out of your IPTV web portal.
Cloud DVR

You can access your recordings, the list of future recordings and series rules by pressing the LIST button on your remote multiple times.

CURRENT RECORDINGS
Press the LIST button one time to access the list of Recording Folders. The All Recordings folder appears first and includes all of the recordings you have stored on your DVR. If grouping is enabled in your setting, each program will also have a folder including all recordings of that program. To move in and out of the folders, use the Left/Right arrow buttons. At the top of the screen you see the number of folders and the amount of space you have free on the DVR.

FUTURE RECORDINGS
Press the LIST button a second time to view your list of Future Recordings. These are programming events that are waiting to happen.

SERIES RECORDING RULES
Press the LIST button a third time to view your Series Recording Rules. These are the programs that you have set to record on a regular basis. You can make adjustments to your series recording rules from this screen. The amount of storage space available on your Cloud DVR will also be shown here.

What’s on TV?

USING THE BROWSE BUTTON
Press the Browse (right arrow) button on the remote control. At the top of the screen, you see the channel you are currently tuned to. At the bottom of the screen you see the channel number, channel name, current date and time, program name, date and time the program airs, a progress bar showing how far along the program is, and the program that airs next.

Press the Right/Left arrow buttons to view what is showing later on the current channel. Or, press the Up/Down arrow buttons to view what is showing on another channel.

Press the Day + and Day – buttons to see what is on this channel, 24 hours from now.
Restart TV

Restart TV gives you the ability to restart a program that is already in progress. If you are browsing channels and find a show you wanted to watch that has already begun, restart it and watch from the beginning.

Restart Channels are highlighted by the green and white Restart icon in the Program Guide. If you find a channel you wish to Restart, simply press the Green button while in the guide and then press Exit to return to programming.

To return to live programming, press Stop or Live on your remote.

Customers with DVR service can also record a program from the start. Press the Record button and select Yes on the Record from Start drop down.

Cloud DVR

WATCH A RECORDED PROGRAM
1. To access the list of recorded programs, press the LIST button on the remote control.
2. From the list of recordings, use the Up/Down arrow buttons to choose the folder containing the recorded program you wish to watch. When you highlight a program, it expands to show more information, or you may need to press the INFO button depending on your configuration.
3. To start playback of the recording, press the Play button on the remote control.
4. 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 or if you would like to exit and return to the Recordings List.
5. As you play back a program, you have the ability to Fast Forward, Rewind, Pause, Replay, Jump Forward, Jump Backward or Stop the playback.
6. When you reach the end of the program, you will be asked if you would like to delete the recording. Select either Yes or No.
Cloud DVR

CREATE A ONE-TIME RECORDING FROM THE GUIDE

Whether you are choosing a program from the Guide or if you are currently viewing the program when you decide to record it, the process to create a one-time recording is the same:

1. From the Guide, highlight the program you want to record and press the Record button on the remote control. The recording options will display.
2. Choose to create a one-time recording.
3. Use the arrow keys to customize start & stop times, folder to save the recording to, and auto tune preferences.
4. Arrow down to “Create One Time Recording” and click the OK button on your remote control.
5. A red circle will display in the guide indicating the program will record.
6. You will also be able to find the recording in the Future Recordings list.

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Settings/Parental Controls

You have the ability to control certain aspects of how your service works according to your preferences. Access the main menu by pressing the Menu button on your remote. Under Settings you have options for Apps, Display, Edit Favorites, Guide, Parental, Phone & Recording.

PARENTAL CONTROLS

If you arrow to the right, highlight Parental and press the Ok button, you will find Parental Control options to Change PIN, Edit Locked, Set Ratings, Time Restrictions, Cancel Override and Options.

CHANGE PIN

1. Within the Parental menu, arrow to the right and highlight the Change PIN category (For the Ratings PIN or Purchase PIN) and press the OK button.
2. Enter the Old PIN, arrow down and enter your New PIN, and then arrow down to confirm the New PIN. Select OK to save your new PIN.
3. Once the PIN has been successfully changed, a prompt will appear. Press Ok.

EDIT LOCKED

This feature allows you to lock specific channels. Once a channel is locked, a PIN is required to view.

SET RATINGS

Allows you to set access to programming based on TV and Movie ratings. This will require that a PIN be entered in order to view programming at or beyond the rating you specify.

TIME RESTRICTIONS

Allows you to set time periods during the day where TV access requires a PIN.

CANCEL OVERRIDE

Allows any previous PIN override for an extended period of time to be cancelled.

OPTIONS

Upon entering your PIN, you may choose to Show Locked Channels and/or Show Restricted titles.
The Apps menu allows you to access any of the available apps that have been made available by your service provider. Push the Menu button and scroll down to Apps.

**GAMES**

To access the available games for your set top box, select Games from within the Apps Menu. A listing of games will appear. **Note: All games are not supported through each set top box version.**

Your DVR service gives you the freedom to record the program you are watching as you are watching it, record a program while you watch another, or record a program you see in the program guide. You can also schedule a series recording so you always catch all episodes of your favorite programs. *Cloud DVR is an additional charge.*

**RECORD WHAT YOU ARE CURRENTLY WATCHING**

1. While watching a program, press the Record button on the remote control.
2. Choose whether this is a One-Time recording, a Series Recording, or select Exit to skip recording.
3. Customize your recording selections for start and stop time and which folder to save the recording to.
4. The Reminder function may also be selected from this screen. Select the Reminder function if you would like your television to remind you when the program is going to air.
5. A red circle will briefly display in the top right of the screen indicating you are recording the program.
Video On Demand (coming soon)

The library description for the selected event will appear. The movie title, price, rental period, event description, rating, and event length will be shown. In order to preview a trailer for the event, select the Preview button. In order to purchase the event, select the Rent button.

A Purchase Information Screen will appear containing the event’s title and price. The purchase screen will allow you to share the event with the rest of your whole home group before asking for your Purchase Pin. Enter your Purchase Pin and select the Rent button.

Your purchased event should begin playing immediately. Press the Exit button on your remote control to return to your previously viewed channel.

VIEW/SEARCH CURRENT VIDEO ON DEMAND RENTALS

To view your current Video On Demand rentals that are available for viewing, select the On Demand button followed by the Green button on your remote. The Rentals screen will appear and will show all of your current event rentals, the price of the events, whole home sharing availability for each event, and the date each rental will expire. To watch the selected event, press the OK button on your remote control.

To search for a specific Video On Demand title, select the Yellow button on your remote. A Search Library screen will appear. Enter a keyword or title into the search field and select the Yellow button again.

Apps Menu

WEATHER

The Weather Application allows the current weather statistics to be viewed through multiple guides and menus. It can be accessed through the Apps category to instantly bring up an on-screen window with the most current weather information.

1. Select the MENU button on your remote control. Select Apps, highlight Weather, and select the OK button.

You can also bring up current weather by pushing the Red feature button.

2. A window will appear on the screen with the most current weather data for the selected area. To receive weather information from a different location, select a new location within Settings.

3. To access the Forecast portion of the Weather application, select the Green button within the application window.
Apps Menu

4. To access the Radar portion of the Weather application, select the Yellow button within the application window.

Once in the Radar screen of the Weather application, select the Blue button to animate the radar and show a looping of current weather conditions.

WHAT’S HOT

The What’s Hot application allows you to view local area real time information about what others in your local area are watching. The end user can easily tune to one of the What’s Hot programs or set a recording.

1. Select the MENU button on your remote control. Select Apps, highlight What’s Hot, and select the OK button.

2. A window will appear on the screen with the most current popular channel information for the local area. The popular channel information may be viewed in multiple categories by pressing the Right or Left Arrow buttons. Additional popular channel information may be viewed by scrolling down by pressing the Up or Down Arrow buttons.

Video On Demand (coming soon)

The Video On Demand (VOD) feature provided by the service allows you to choose from a listing of popular movies/events/TV programming within the VOD Library. Once chosen, this purchased programming will be added to your Rental library and will be available for viewing for the allocated amount of time.

PURCHASE A NEW VIDEO ON DEMAND EVENT

In order to purchase a new event, select the On Demand button on your remote control. The Library Main Screen will appear. Select the library that you would like to choose from including: Free On Demand, HD, Movies, TV Shows, New Releases, Ending Soon or Most Popular.

Once in the desired library, select the event that you would like to purchase.