



# User Guide

## Version 1.0



## *Welcome to CTCTV Prime!*

CTC is proud to introduce its premier television service, CTCTV Prime! Powered by the proven video delivery system of Microsoft Mediaroom, Prime offers premium IPTV service to our Cooperative members used by some of the largest telecommunications companies in the nation. The features and speed of Prime will astound you.

With faster boot times, channel changes, and menu navigation than our previous television service, Prime includes features like caller ID screen pop, Picture in Picture channel previews, favorites channel setup, and Whole Home DVR which allows you to stop a recorded program in one room and continue in another. Don't miss out on our new "Prime TimeShift" available with our DVR service. CTC is also introducing our new interactive application for local weather and national news delivered right to your screen. With future potential for home media sharing, video on demand, more interactive applications, Microsoft Mediaroom and CTCTV Prime are positioned to be the centerpiece of your media system for years to come.

Welcome to CTCTV Prime video service, powered by Microsoft Mediaroom. CTCTV Prime replaces our current Cisco video service using the same STB with brand new software and servers. With proven market performance, backed by Microsoft, the user interface is fast and easy. Everything you need is a button press away with this universal remote that works with all major brands of TV's. The auto code search feature makes it easy to program the remote to the TV within minutes. The sleek and low profile design of our set-top box receiver fits any decor.

Small in size, our set-top box receiver packs high performance 500G DVR capacity and its small design fits more than 100 episodes of recorded programming so you're sure to catch every episode of your favorite programs.

Start using DVR right away by pausing live TV or press the record button to keep any programs to watch at a later time. Want to schedule a season series? Press record twice on the program in the interactive guide and your series will automatically be recorded. It's that easy.

Recording is "always on" with our local channels 2, 4, 5, 9 and 11 (or in HD 502, 504, 505, 509, and 511) and are automatically recorded by CTC for two hours. So if you miss a few minutes of the beginning of your program, just rewind to the beginning. Using the skip and back button you can jump back in 7 second increments or forward in 30 second increments, and it won't take up any of your DVR space.

We hope you enjoy your new CTCTV Prime service. Please feel free to contact us anytime with any questions you may have about your new service.



## CTCTV PRIME REMOTE

Your CTCTV Prime remote works not only for CTCTV Prime, but for your TV, DVD player, VCR, and receiver as well. Here are a few tips to get you started:

Press when in the guide to skip forward or backward in 24 hour intervals.

When you press on your remote, it will take you to the last viewed channel. It will also display the last 5 channels viewed. The pop-up will disappear after 10 second or press again to exit the screen immediately.

Press to display the aspect ratio, audio language, and subtitle options.

See the chart below to view the functions of all the buttons on the remote.

### Buttons

|  |   |
|--|---|
|  | Allows you to control your set-top box          |
|  | Allows you to control your tv                   |
|  | Turns the device you are controlling on and off |
|  | Allows you to control your DVD player           |
|  | Allows you to control your receiver             |
|  | Displays the main menu                          |
|  | Returns to the previous menu screen             |
|  | Quick access to App Daily                       |

|   |  |
|---|--|
|    | Moves selection up, down, left, or right                             |
|    | Selects the highlighted item   |
|    | Exits all menu screens and returns to live TV                        |
|    | Displays a description of the selected program and recording options |
|    | Displays the search menu   |
|    | Displays your favorites menu   |
|    | Displays caller ID information                                       |
|    | Records live TV  |
|    | Reverses or fast forwards your program                               |
|    | Scrolls through available TV inputs                                  |
|    | Stops your program   |
|    | Pauses your program  |
|    | Plays your program   |
|   | Reverses 7 seconds at a time or fast forwards 30 seconds             |
|  | Not currently available  |
|  | Displays recorded programs and schedules                             |
|  | Increases or decreases TV volume                                     |
|  | Displays the interactive guide                                       |
|  | Changes channels or scrolls through menus                            |
|  | Turns all sounds on or off   |
|  | Displays the last 5 channels you viewed                              |

## CTCTV PRIME SET-TOP BOX

Below is an identification picture of your set-top box and the cords that attach to it. Your set-top box may or may not look exactly like the picture below.



**SET-TOP BOX**



**COAX**



**COMPONENT**



**RCA**



**POWER**



**ETHERNET**



**S VIDEO**



**HDMI**

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**MENU**






# THE MENU

Use the menu to access all the features available with CTCTV, including DVR, searching and more.

- Press  on your remote.
- Once in the **MENU**, use   on your remote to select a heading.



- Press  to activate your selected item.
- Press  to return to the last menu screen that you viewed.
- Use  to dismiss the screen and return to your TV program.

Here is a quick guide of the menu options:

## Live TV

|               |  |
|---------------|--|
| Watch live TV | Allows you to watch TV.                                      |
| Guide         | Accesses the channel guide.                                  |
| Favorites     | Accesses your favorites list.                                |
| Search        | Allows you to easily find your favorite TV shows and actors. |

## THE MENU (continued)

### Recorded TV

|                |   |
|----------------|---|
| View recording | Lists all in-progress and completed recordings.   |
| Scheduled      | Lists all future recordings.  |
| Add Recording  | Allows you to record a program using search, the guide, or by manually entering the channel and recording time. |

### Video on demand

|                 |                             |
|-----------------|-----------------------------|
| Video on demand | Not available at this time. |
| Current rentals | Not available at this time. |
| Search          | Not available at this time. |

### Applications

|                     |   |
|---------------------|---|
| Appdaily            | An interactive, online app for current weather, news, and sports information. |
| CallerID management | Allows you to see your call history and contacts on your TV.                  |
| Tech setup          | The technical setup of your CTC set-top box.                                  |

### Settings

|                   |   |
|-------------------|---|
| General           | Allows you to turn system effects on or off, access system information and troubleshoot your connection.    |
| Television        | Allows you to customize your guide, favorites list, screen aspect ratio, and closed captioning (subtitles). |
| Audio             | Allows you to activate descriptive video and change your surround sound settings.                           |
| Parental controls | Allows you to block programs by channel, rating, or content.  |
| Restart system    | Reboots your set-top box. All of your settings will be saved.   |

### My Mediaroom





|                  |                             |
|------------------|-----------------------------|
| Photos and music | Not available at this time. |
|------------------|-----------------------------|

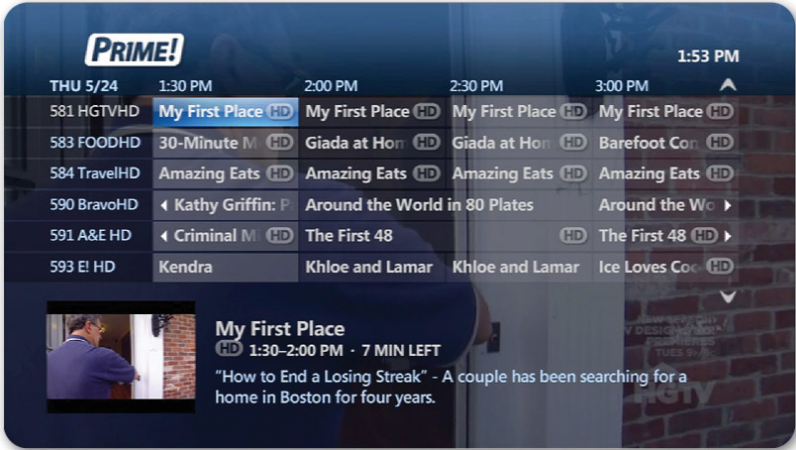
# MENU <<LIVE TV>>

## GUIDE



To see what's on using the interactive program guide:

1. Press **GUIDE** to see your complete program listing. Then:

- Press  to scroll channels.
- Press  to move up/down a page at a time.
- Press  to scroll through the scheduled times.
- Press  to jump forward or back 24 hours.






2. Highlight a program to view more details.

- Press **OK** to watch the program if it is currently on. If it is not currently on, the program info screen will appear.
- Press  for viewing options and more information.
- Press  to record the program if you have CTCTV DVR.
- Press **GUIDE** to exit the guide and return to the program you were watching.


## FAVORITES

To create favorites:


1. Press .
2. Use  to select **SETTINGS**, then highlight **TELEVISION**. Press .



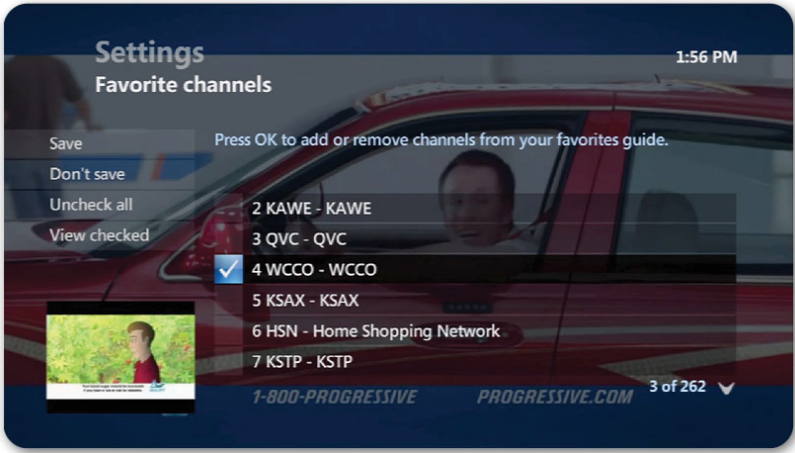
3. Use  to highlight **SET UP FAVORITES**. Press .




*Tip: Once your favorites are set up, you can also access your favorites by pressing the  key on your remote.*

## FAVORITES (continued)

4. Use  to select channels.

- To add a channel to your favorites, press **OK**. A check mark will appear. Press **OK** again to remove it.

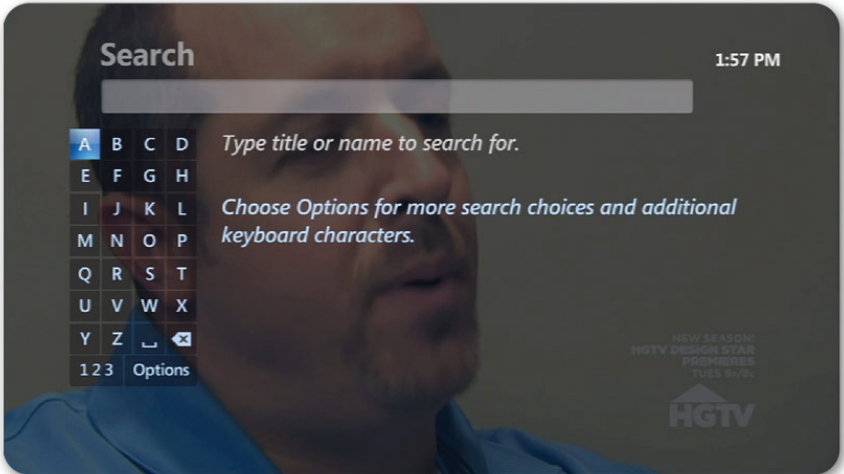


- To remove all channels, push  to select **UNCHECK ALL**. Press **OK**.
- If you wish to view only the channels selected in your favorites list, select **VIEW CHECKED**. Press **OK**.
- When done, select **SAVE** and press **OK**.
- To view your favorites guide, press **MENU**. Use   to select **<<LIVE TV>>**, then favorites. Press **OK**.

*Tip: Each set top box has its own favorites list. A separate favorites list can be built for each set top box.*

## SEARCH

1. Press **MENU**. Use **<** **>** select **<<LIVE TV>>**
2. Select Search and press **OK**.



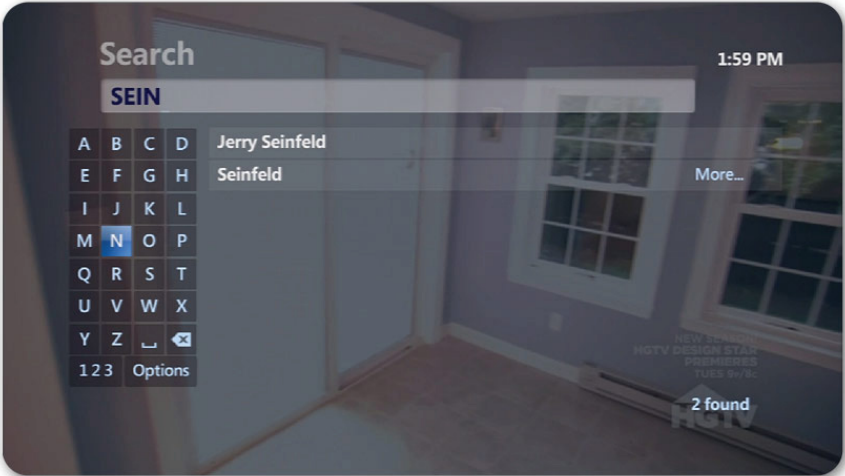
3. Use **<** **>** to select a letter on the on screen keyboard. Press **OK**.


*Note: To show the number keypad, use the arrow buttons to highlight the 123 button at the bottom of the screen. Press **OK**.*



*Tip: You can also access the search feature by pressing the **A** key on your remote.*



## SEARCH (continued)

4. A list of results will begin to appear as you are typing. The more letters you type, the better the results.



5. Press  repeatedly to tab over to the results list.

6. Highlight a title or name using the  arrows. Press .

- If you select a title, you can choose to record the program or watch it now if it's currently on.
- If you select a name, you'll see a list of programs with that actor or director. Select a title to view details. Press  to record or watch the program.
- If "More..." appears next to the title, a list of all programs with that title appears. Select a title from the list. Press  to record or watch the program.

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**DVR**




## HOW TO USE YOUR DVR

### PAUSING/RESTARTING A PROGRAM

1. To temporarily stop a live TV program, press .
2. A progress bar will appear on-screen, showing you how much time has elapsed and for how long until play resumes. The action will pause for up to 90 minutes.



*Note: If you don't think you'll be able to return to the program in 90 minutes, simply press record to begin recording.*

3. Press  at any time to restart the program from where you left off.

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## REPLAYING WHAT YOU MISSED


1. Press  to “rewind” the program you’re watching. A progress bar will appear to indicate how far you can go back in time.





- Press  2, 3, or 4 times to rewind at increasing speeds.
- Press  to skip back in 7 second increments.
- Press  anytime to begin watching.

## FAST FORWARDING/ RETURNING TO LIVE PROGRAM

If you have paused or replayed a live program, you can use the  and  buttons to go forward in time.

1. Press  to fast forward. A progress bar will appear to indicate how far you can go forward (and back) in the program.





- Press  2, 3, or 4 times to advance at increasing speeds.
- Press  to fast forward in 30 second increments.

2. To return to live TV, fast forward until you reach the end of time bar on the on-screen progress indicator.

## TIME SHIFT

Time Shift is a new feature available with our DVR service.


With CTCTV Prime channels **2 - Lakeland Prime, 4 - CBS, 5 - ABC, 9 - FOX,** and **11 - NBC** (also available on **502, 504, 505, 509** and **511** in HD) will automatically record the past 2 hours of programming even if you do not have your DVR set to record.

1. Press the  or  buttons at anytime to go back and watch any program you may have missed in the past 2 hours.

*(Note: Any program on these channels that you may have missed that was beyond 2 hours cannot be viewed unless you had your DVR scheduled to record it.)*

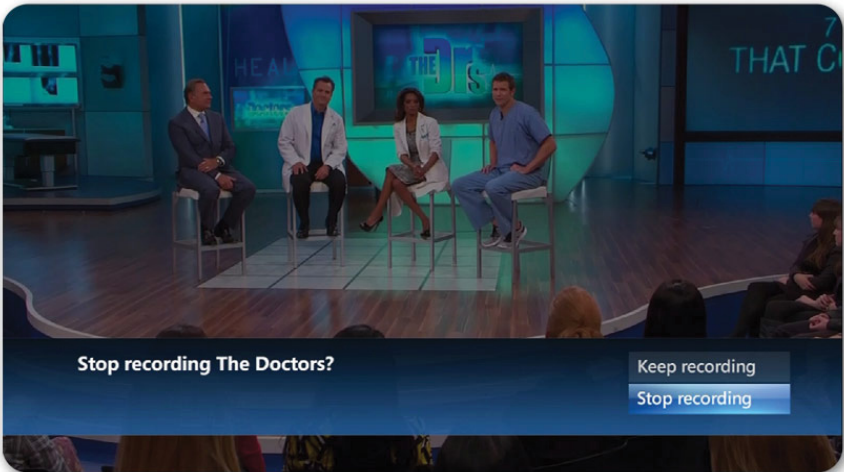
**For example:** if you want to watch the evening news but you missed the first 10 minutes and you did not record the program on your DVR, you can just rewind the program to the beginning and start watching. There's no need to set up any recordings, and it will not take up any space on your DVR.

## RECORDING WHAT YOU'RE WATCHING

1. Press  to start recording the program you're watching.
2. The message "**Recording**" will appear on-screen, and the record LED will light up red on the Set Top Box until recording ends.



3. Recording will stop at the program's scheduled end time. Press  to end the recording at any time. Select **STOP RECORDING** & press  to confirm.





4. The recording will be saved under its program title.

## HOW TO MAKE SURE YOU ARE RECORDING

There are several ways to confirm that the DVR is actually recording.

- The red record LED will be lit up on the DVR receiver:

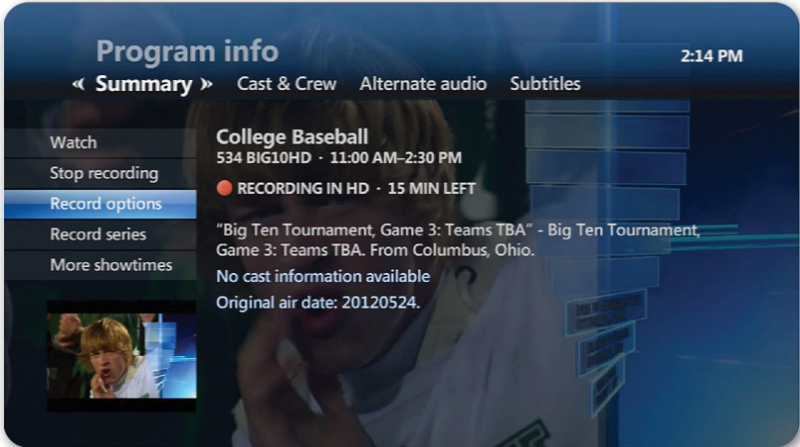


- Press  and see if there is a red dot on the **PROGRAM INFO** screen.
- Press  to see that the program is in the list.

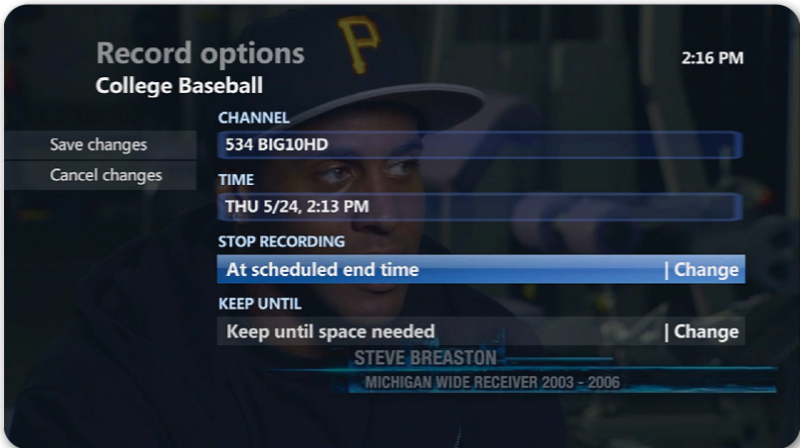
## RECORDING WITH EXTRA TIME AT THE END

If you suspect the program you are recording may run longer than the scheduled time (like sports), you can add time to the end of your recording.

1. Press **INFO** after the program has begun recording. Use **UP** and **DOWN** to select **RECORD OPTIONS** and press **OK**.



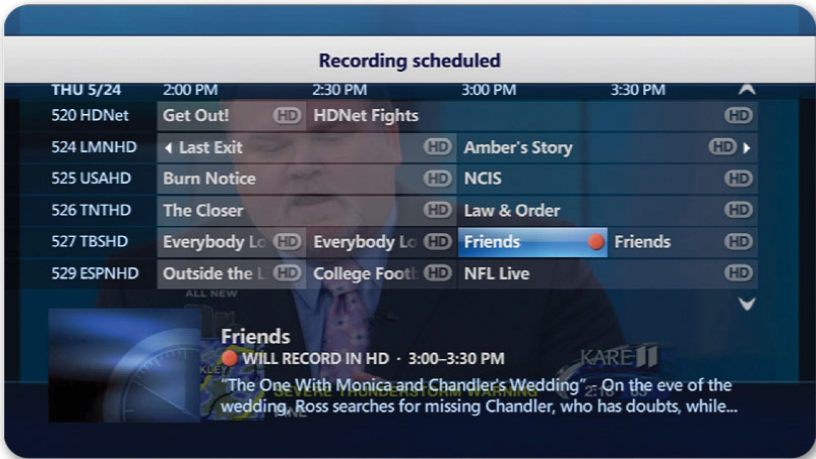
2. Press **RIGHT** to select **STOP RECORDING - At scheduled end time**. Press **OK**.



3. Choose the amount of time to add to the recording time. Press **OK**.
4. Press **LEFT** to select **SAVE CHANGES**. Press **OK**. Select **WATCH** and press **OK** to return to the program.

## SCHEDULE FUTURE PROGRAM/ SERIES

1. Press . Use the arrows on your remote to scroll through and highlight a program.
2. Press . A red dot appears next to the program title to indicate that a recording is scheduled.



3. Press twice to schedule the same show at the same day and time every week. Three red dots will appear. *This won't work with movies you record.*






4. Press a third time to cancel the recording. The dots will disappear. Press to return to your last viewed channel.

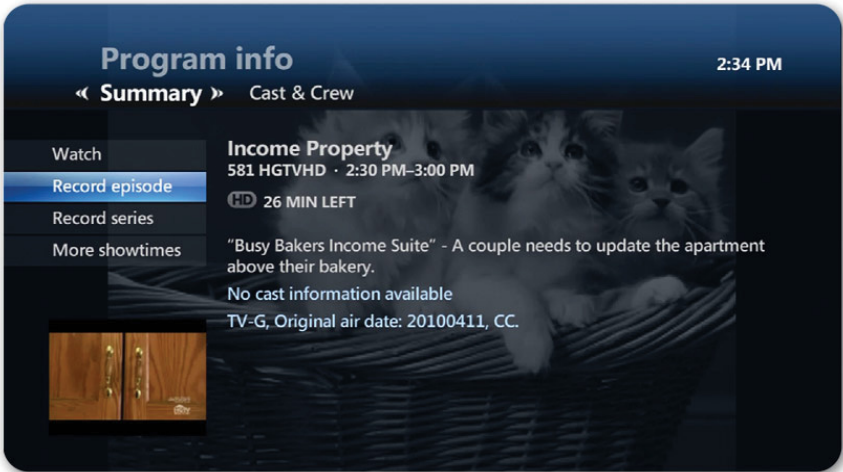


## SCHEDULE A SINGLE RECORDING [PROGRAM INFO]

1. To access the **PROGRAM INFO** screen:

- Press  when tuned to a program, or
- Press . Use the arrows to highlight a program. Press .

2. Select **RECORD EPISODE** and press . Press  again to record the show.



3. To add more time to a current program if it runs long, see [page 22](#).

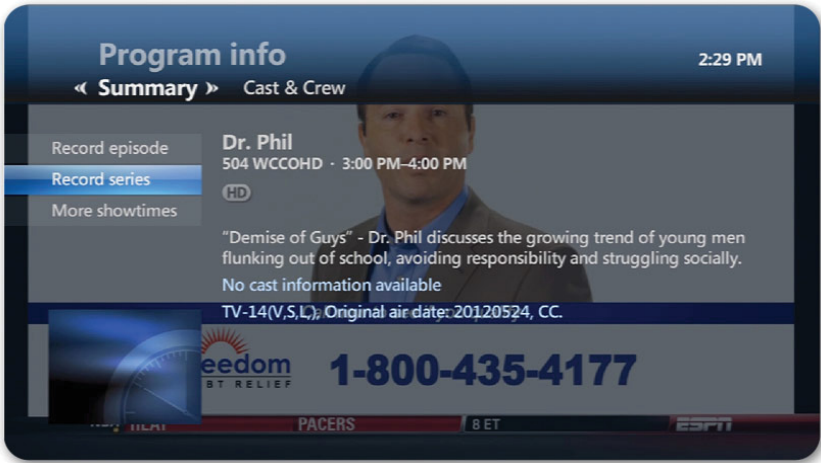
*Tip: Your DVR will record even if your TV is not turned on, as long as your DVR Set Top Box is on or in standby mode. Your show will not record if your home loses electricity.*

## SCHEDULE A SERIES RECORDING [PROGRAM INFO]

1. To access the **PROGRAM INFO** screen:

- Press when tuned to a program you want to record. Or,
- Press . Use on your remote to highlight a program. Press .

2. Select **RECORD SERIES** and press .



3. Use to select **TIME**. Press . You can limit the recordings to:




- Any day (at the scheduled time)
- Any day/anytime
- Any day/anytime/once per day

4. Select **SHOW TYPE** if you want to limit it to first run only. Otherwise, your DVR will record every instance.

5. To add time in case the program runs long, select **STOP RECORDING**. Press to select a time. Select **RECORD**, then press .

*Note: A recording will not adjust if a program's scheduled time changes unexpectedly. However, planned schedule changes will be followed and the episode will be recorded.*

## SCHEDULE A SINGLE RECORDING [CHANNEL DATE/TIME]

1. Press .
2. Use  to select **ADD RECORDING**.
3. Select CREATE A MANUAL RECORDING WITH: **Channel and time** and press . The manual record screen appears.



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## SCHEDULE A SINGLE RECORDING (continued)

4. Fill in the fields on the manual record screen, using  to move between fields.





5. Select **RECORD**. Press  to schedule the recording.
6. After a program is recorded, it is saved on your DVR until you delete it, or it is deleted to make room for new recordings.

## VIEWING YOUR RECORDING SCHEDULE

1. Press .
2. Use  to select **SCHEDULED**. The **RECORDED TV** screen lists upcoming recordings in the order in which they will be recorded.



3. Use  to scroll through the listings.
4. To view only the scheduled series, use  to select **SERIES**.

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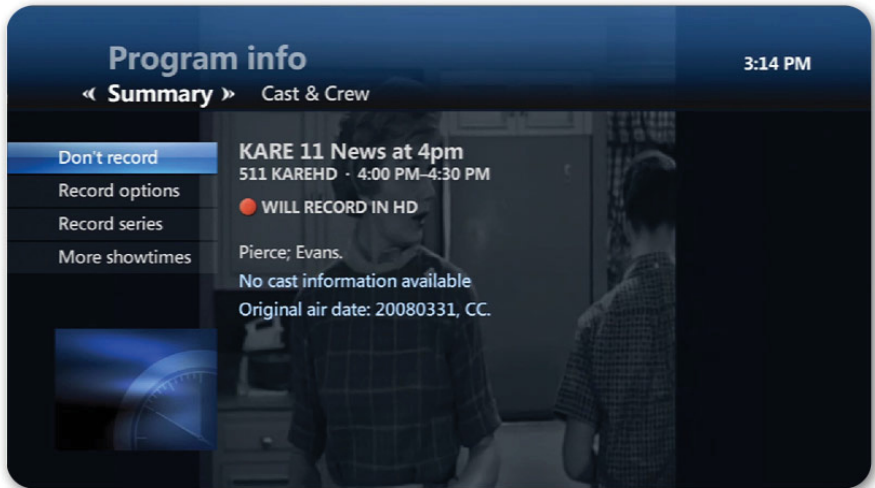
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## CANCEL RECORDINGS BEFORE THEY OCCUR [RECORDED TV]

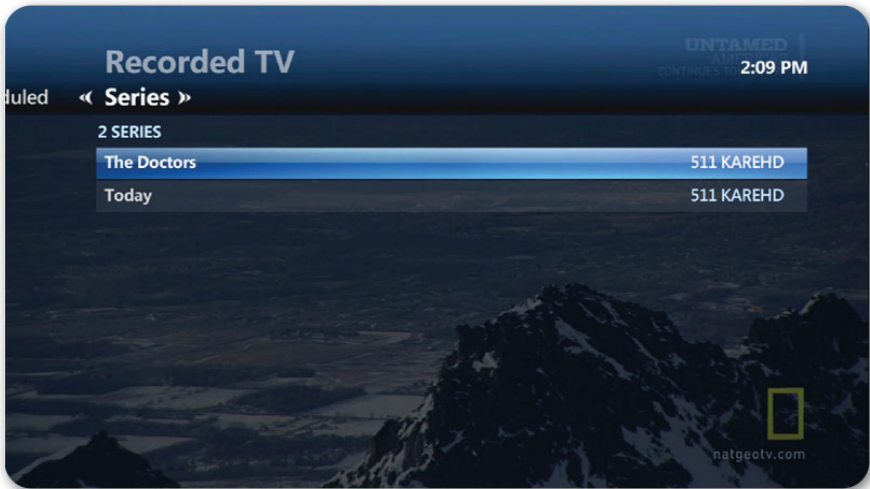
1. Press .
2. Press to select **SCHEDULED**. You'll see a list of upcoming recording in the order they'll be recorded.
3. Select the program you want to cancel and press . The Program info screen appears.
4. Select **DON'T RECORD** and press . Press again to confirm.




*Note: This will not erase previously recorded episodes.*



## CANCEL RECORDINGS BEFORE THEY OCCUR (continued)

To cancel a series, press  and use  to select **SERIES** from the menu bar.



1. Use  to scroll through the list.
2. Select the series you want to cancel, and press . The Program info screen appears.
3. Select **CANCEL SERIES**. Press .

*Note: This will not erase previously recorded series.*

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## CANCEL RECORDINGS BEFORE THEY OCCUR [GUIDE]

1. Press and then use to locate and select the program that's scheduled to be recorded.
2. Press twice to cancel a single recording. The red dot disappears.  
*Note: To cancel a movie, press record only once.*
3. Press once to cancel a series recording.







## SEE YOUR LIST OF PREVIOUSLY RECORDED SHOWS

1. Press .
2. The **RECORDED TV** screen lists you available recordings by date, starting with the most recent.
3. To view the list by title, use  to select **BY TITLE**.



4. Use  to scroll through the list.
5. Press  to view Program info.

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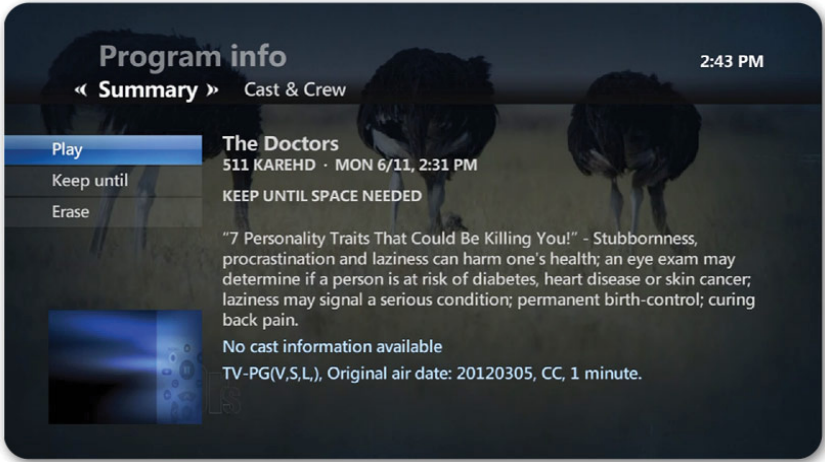
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## WATCH A RECORDED PROGRAM

1. Press .
2. Use  to select the program you'd like to watch. Press .

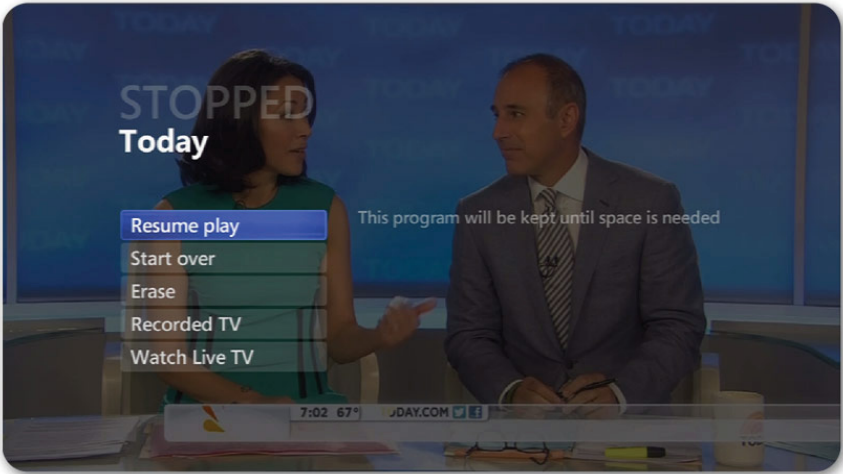
  - Select **PLAY** to watch the program.



- Select **RESUME PLAY** to begin play at the point where you previously stopped watching.
3. When a recording is finished playing, a **FINISHED** screen appears. Use  to select **WATCH LIVE TV**, then press  to return to live TV, or choose one of the other options.

## STOP PLAYING A RECORDING

1. Press **■** at any time during a recording. The **STOPPED** screen appears.



2. Use **▲▼** to select an option. Press **OK** to make a selection. You can:

- Choose **RESUME PLAY** to continue watching the program where you left off.
- Choose **START OVER** to watch the program again from the beginning.
- Choose **ERASE** to stop watching the program and to delete it permanently.
- Choose **RECORDED TV** to stop watching the program and go back to your Recorded TV menu.
- Choose **WATCH LIVE TV** stop watching the program and return to live TV.

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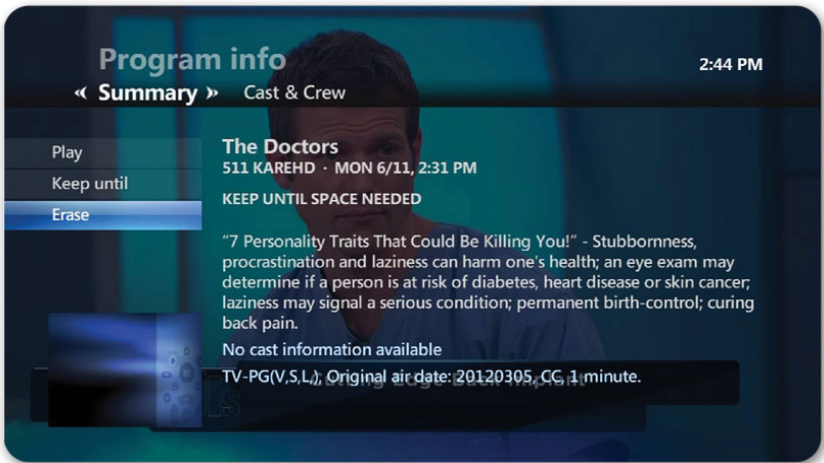
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## DELETE EXISTING RECORDINGS

Manually deleting unwanted recordings from your DVR ensures that you keep what you want. Otherwise, older programs are erased automatically to make room for new recordings when DVR storage limit is reached.







1. Press .
2. Use to highlight a recording to erase. Press .
3. Select **ERASE** and press .

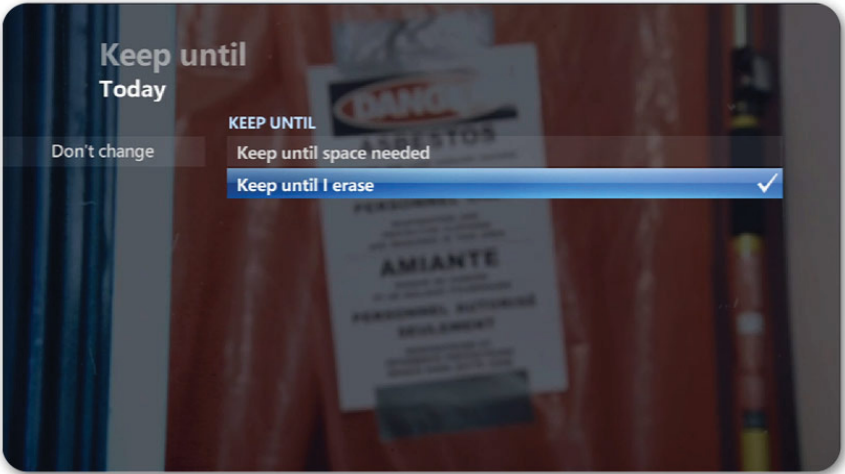


4. Press again to confirm.

*Tip: You can press to confirm as well.*

## PROTECT A RECORDING FROM AUTOMATIC DELETION

1. Press .
2. Use  to highlight the recording you want to protect. Press .
3. Highlight **KEEP UNTIL** and press .
4. Press  and select **KEEP UNTIL I ERASE**. Press  to save your options.



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**CTC** TV  
PRIME!  
**CONFLICTS**

## MANAGING RECORDED AND LIVE TV STREAMS

CTC supports up to 4 live TV streams to your household. A stream can be a live TV show or a DVR recording you are watching. If you have 2 or more TV's tuned to the same live TV program you'll only be using 1 live TV stream.

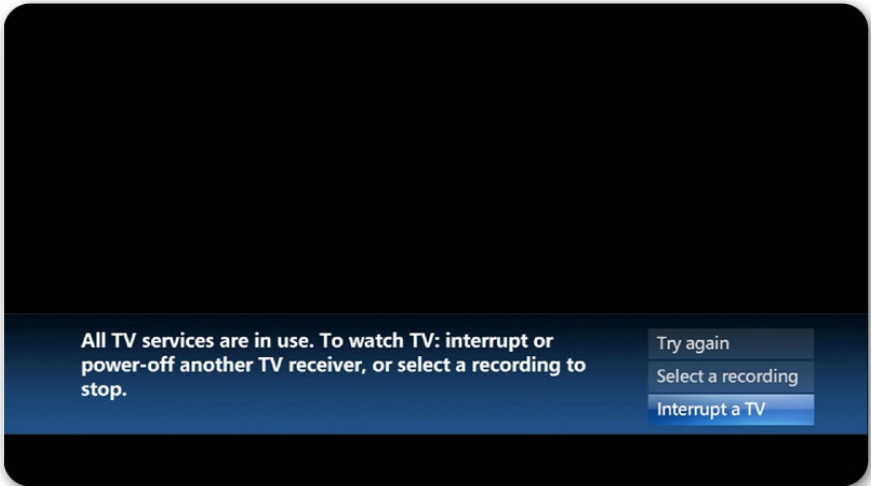
With the 4 streams to your home you have the ability to utilize the streams in a number of ways. If you are using all four streams at one time you can do one of the following:

- Watch 4 different live TV programs
- Record 1 live program on your DVR and watch 3 other live programs
- Record 2 live programs on your DVR and watch 2 other live programs
- Record 3 live programs on your DVR and watch 1 other live programs
- Record 4 live programs on your DVR

The streams available to your home may vary depending upon where you live. In some cases, some homes may only receive 2 or 3 streams. Some homes may not be able to receive HD streams either. A CTC representative can assist you in determining the streams available to your home.

If you exceed the maximum number of streams available to your home. A "conflict resolution" screen will display on your TV. Here are the potential conflicts you could see, and how you can resolve the conflict.

## RESOLVING MULTIPLE TV CONFLICT



The above message will display if you have multiple TV's in your house that are all watching live TV programs and you reach the maximum streams available. Three options will display to resolve the conflict. You can:

- **TRY AGAIN**
- **SELECT A RECORDING** to cancel (if applicable)
- **INTERRUPT A TV** in the house that is currently watching live TV on a different channel

*Note: If you turn the TV to the same channel as a different TV, you will be able to view that channel since it's already using a live stream.*



## RESOLVING MULTIPLE TV CONFLICT (continued)

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Choosing to interrupt will stop TV viewing on another TV in your home

Interrupt a TV

Don't interrupt

Once you select to **INTERRUPT A TV**, it will prompt you one more time to verify that you do want to interrupt another live TV stream in your house.

If you select to **INTERRUPT A TV**, the message below will display on the TV that was interrupted to get you your stream:

This TV was interrupted to allow recording or viewing on another TV in your home

Continue

## RESOLVING WATCHING RECORDED SHOWS CONFLICT



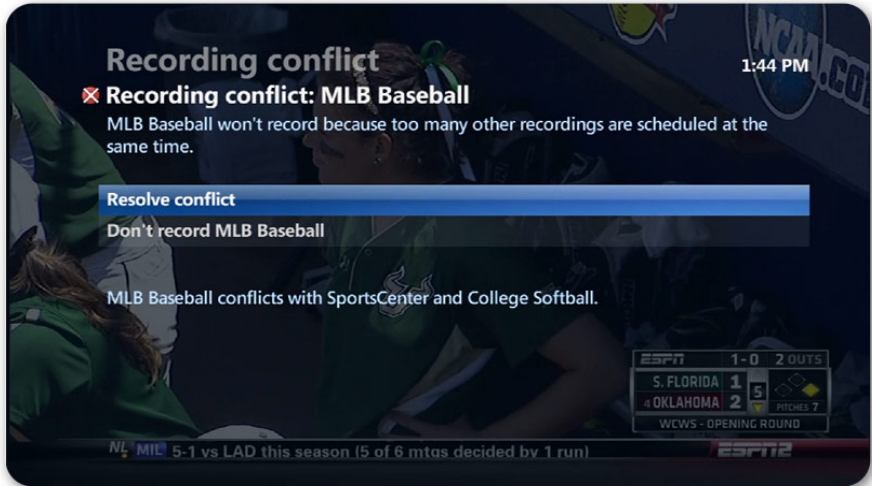
If you want to watch a recorded TV show on another set top box in your home but you have maximized the number of streams you can use to watch recorded shows, the above conflict will display.

## MULTIPLE TV AND RECORDED SHOWS CONFLICT



The above conflict will display when all streams in a single TV environment are in use and at least one stream is recording a live TV show.

## RESOLVING A RECORDING CONFLICT



The above conflict will display when you have maxed out all of your streams for programs you are currently recording and you want to record one more program. The conflict will display an option for how you would like to proceed.

You can select **RESOLVE CONFLICT** to display your current recordings, or you can choose **DON'T RECORD** your current program.

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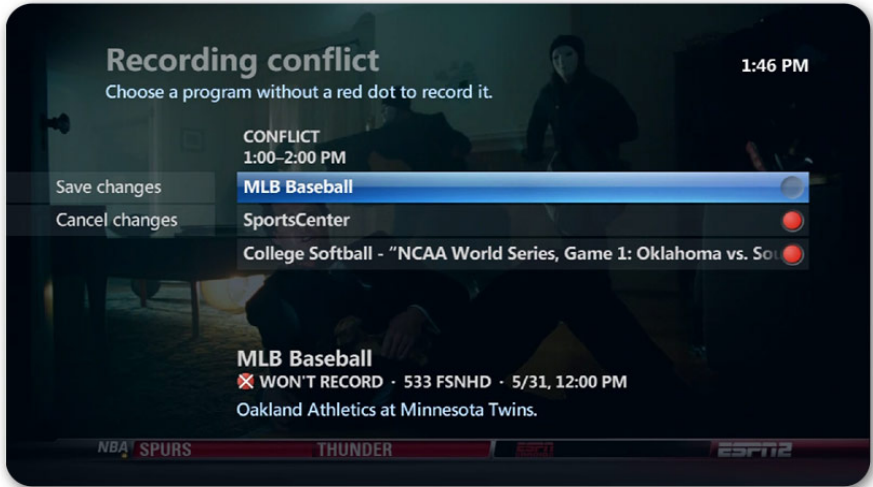
CONFLICT

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## RESOLVING A RECORDING CONFLICT (continued)



If you choose to **RESOLVE CONFLICT**, all of your current live recordings will be displayed.

The two programs with red dots are the programs that are currently recording. The program that does not have the red dot is the program that is not currently recording because you do not have any streams available.


Here you can select which two programs you would like to record. The third program will not record. Once you **SAVE CHANGES**, your recordings will update.





## MENU <<APPLICATIONS>> APPDAILY



Appdaily is a new interactive online app you can browse in CTCTV Prime.


To activate the Appdaily, press  on your remote control. When you press the button, you will notice a loading icon in the bottom right corner of your TV. This means that the app is in the process of loading.

Once Appdaily has loaded on your screen, you will see your dashboard across the bottom of the screen. Here you can launch any app to give you the latest news, weather, and sports information.



## REMOTE CONTROL NAVIGATION

All navigation is controlled by the  and  buttons.

To launch an app, choose an icon and press  .

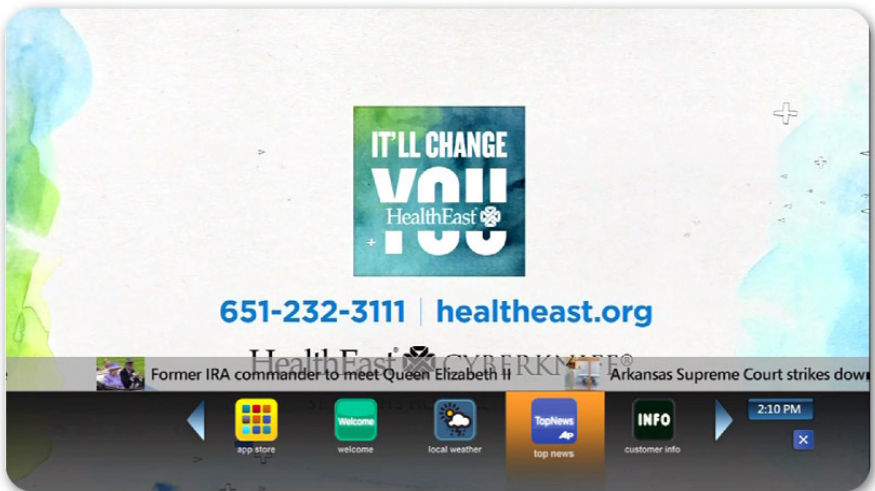
## BASIC ON-SCREEN NAVIGATION BUTTONS

Some or all of the following buttons appear in the lower right corner of the apps and are used for basic navigation:

|  |                          |
|--|--------------------------|
|  | Close apps               |
|  | Dashboard                |
|  | Full screen viewing mode |
|  | Panel viewing mode       |
|  | Preferences              |

## TICKER

When passing over apps in the dashboard, a ticker will appear displaying either a description of the app or a small amount of in-app content.

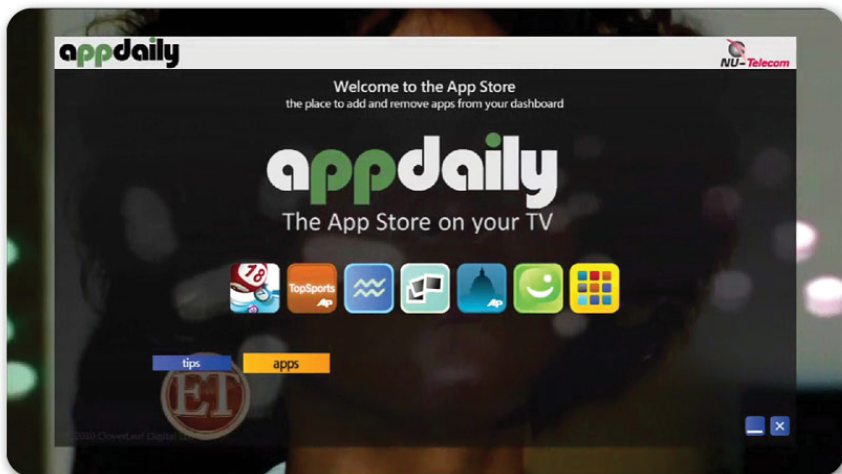




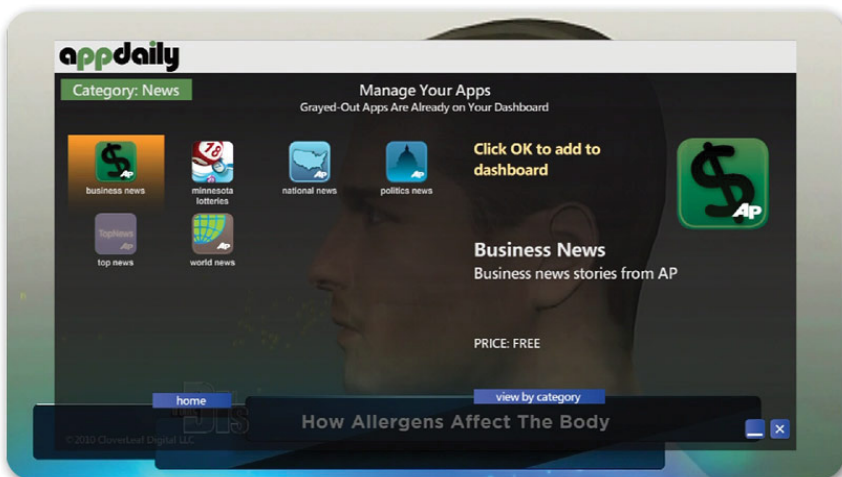
## APP STORE

The apps screen of the App Store allows the user to control which apps appear on their own dashboard.

1. To access the App Store, highlight the **APP STORE** icon and press **OK**.
2. Highlight **APPS** and press **OK**.



3. Select an app and press **OK**. Press **OK** again to add it to your dashboard.



*Note: If the app is already on your dashboard, the icon will be grayed-out.*

**CTC** TV  
**PRIME!**  
**SETTINGS**

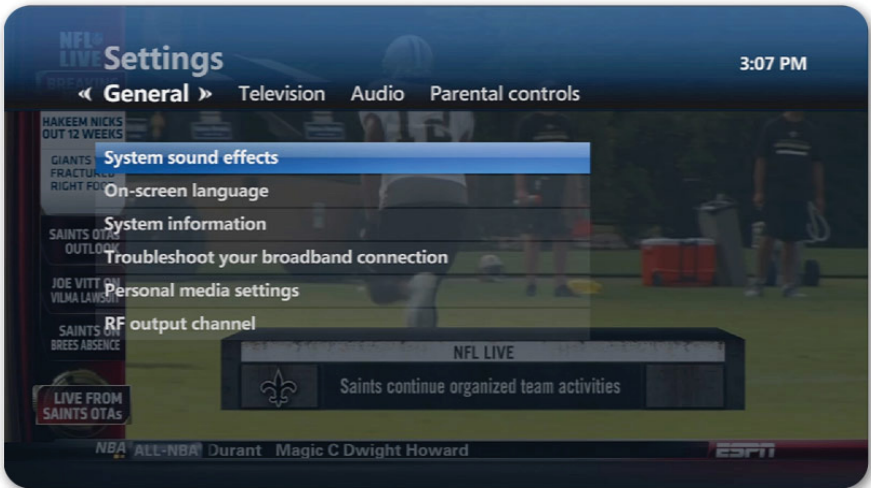
## MENU <<SETTINGS>>

To access the **SETTINGS**, press **MENU**. Use **>** to select **SETTINGS**.



## GENERAL

To access **GENERAL** Settings, press **MENU**. Use **>** to select **SETTINGS**, then highlight **GENERAL** and press **OK**.



Select an option and press **OK** to edit the selected General Setting.

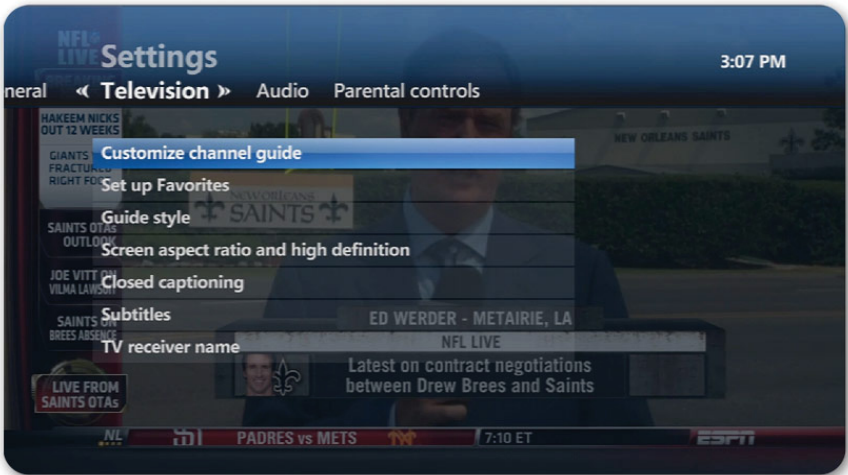
## TELEVISION

To access **TELEVISION** Settings, press **MENU**. Use **>** to select **SETTINGS**, then highlight **TELEVISION**. Press **OK**.

See all of the television options below:




### Customize channel guide

1. Select **CUSTOMIZE CHANNEL GUIDE**. Press **OK**.







## TELEVISION (continued)

### Customize channel guide (continued)

- Use  to select channels. To hide a channel, press . The check mark will disappear. Press  again to remove it.



- To remove all channels, use  to select **UNCHECK ALL**. Press .
  - To see only your favorites list channels, select **VIEW CHECKED**. Press .
3. Select **SAVE** and press  to exit.

### Set up Favorites

See [page 12](#).

**TELEVISION** (continued)

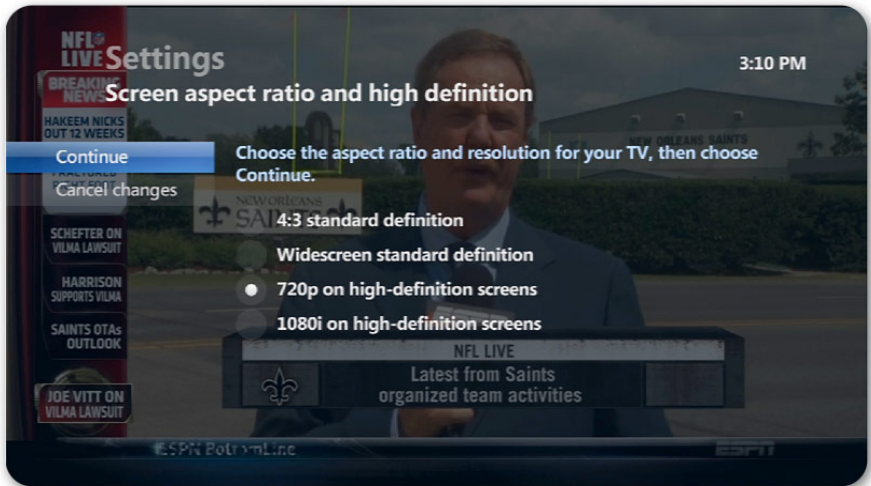
**Guide Style**

Allows you to view the guide in Grid (default setting) or Channel Lineup.



**Screen aspect ratio and high definition**

Allows you to change the aspect ratio and resolution for your TV.



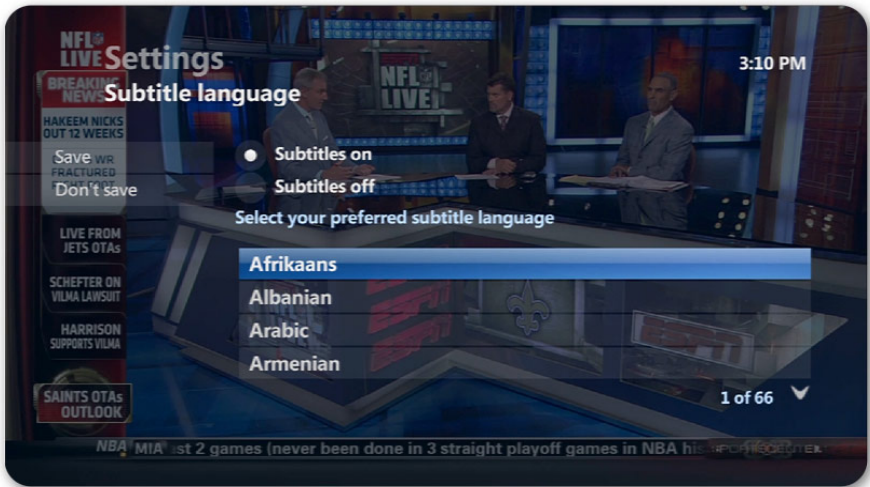
## TELEVISION (continued)

### Closed captioning

Set Digital closed captioning or standard closed captioning options.

### Subtitles

Turn subtitles on or off and select your preferred language.



### TV Receiver name

Displays the name of your CTCTV set top box.

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## AUDIO SETTINGS

Press **MENU**. Use the arrows to select **SETTINGS**, then **AUDIO**.





The **AUDIO** setting allows you to set Audio language, Secondary audio (if available), Audio description, and Digital audio output.





## PARENTAL CONTROLS

**PARENTAL CONTROLS** allows you to make specific channels and types of programs accessible only with a Personal identification Number (PIN).

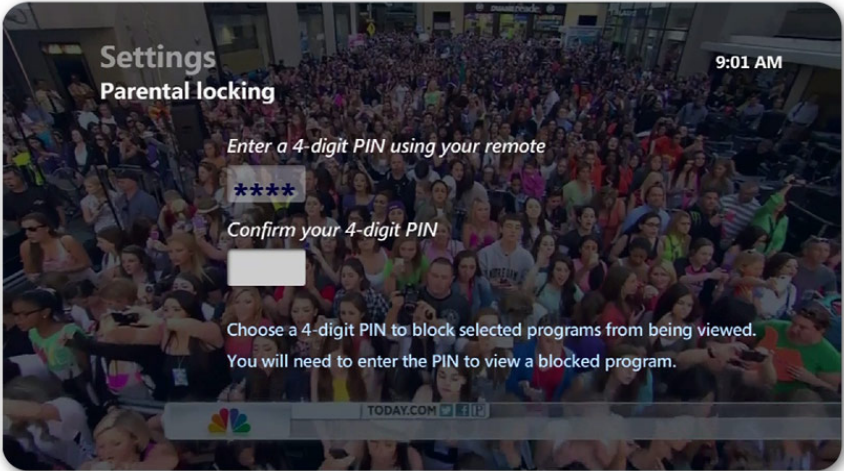
1. To access **PARENTAL CONTROLS**, press .
2. Use  to select **SETTINGS**.
3. Select **PARENTAL CONTROLS** using . Press .



- A lock appears next to parental locking if a PIN is already set and locks are on.
- An open lock means that a PIN is set but no parental locks are in effect.
- No lock means that no PIN has been set.

## PARENTAL CONTROLS (continued)

4. Select **PARENTAL LOCKING** and press **OK**.
5. Enter your PIN. If no PIN has been created, use the remote's keypad to enter a new four-digit PIN. (Press delete to clear an entry.) You will have to enter it twice. Your temporary PIN is 4 zeros (0000).





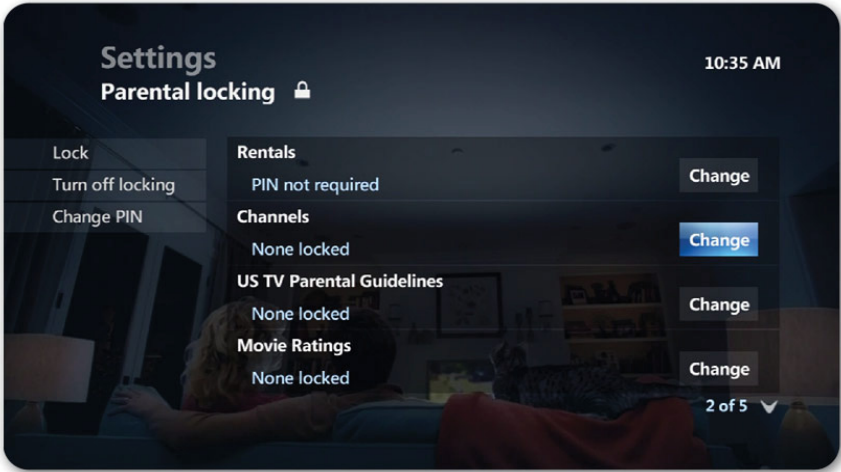
6. The **PARENTAL LOCKING** screen will appear, with all of your locking options.

*Note: Parental Controls must be set-up on each set-top box.*








## PARENTAL CONTROLS (continued)

### Locking Specific Channels

1. From the **PARENTAL LOCKING** screen, use  to select **CHANGE** next to **CHANNELS**. Press .



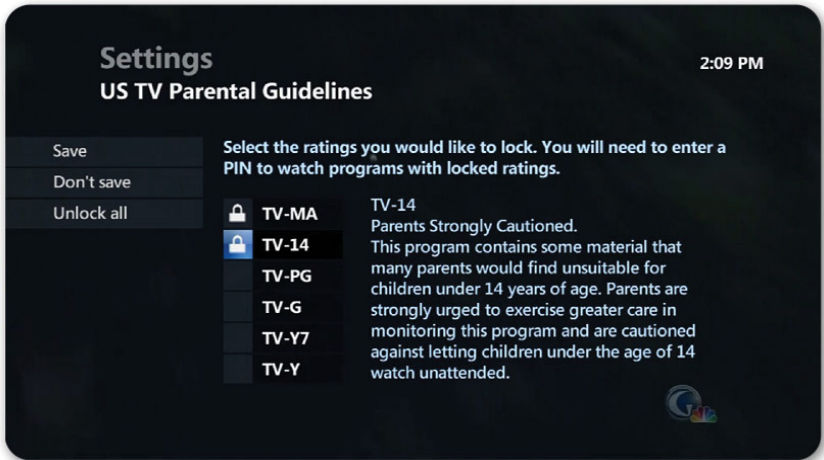
2. Use  to select channels in the list.

- Press  to lock a channel. A lock symbol will appear. Press  again to unlock it.
- To unlock all channels, use  to select **UNLOCK ALL**. Press .
- To view only the locked channels, select **VIEW LOCKED ONLY**. Press .
- Select **SAVE** and press .
- If you are finished setting parental locks, select **LOCK** and press .

## PARENTAL CONTROLS (continued)

### Locking Programs Based on Ratings

1. From the **PARENTAL LOCKING SCREEN**, use to select **CHANGE** next to a rating option. Press .
2. Select the lowest rating to lock.
  - Press to lock programs with that rating and higher.

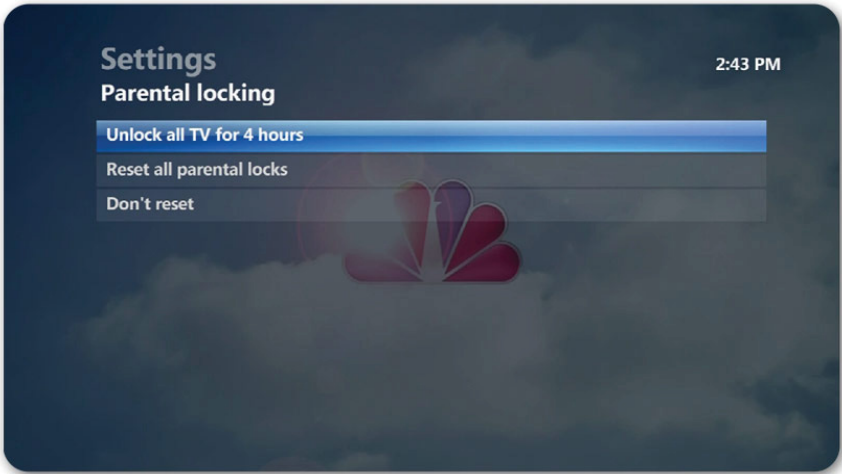


- To unlock all ratings, use to select **UNLOCK ALL**. Press .
3. Select **SAVE**, and press .
  4. If you are finished setting parental locks, select **LOCK** and press .

## PARENTAL CONTROLS (continued)

### Turning Off Lock for 4 Hours

1. To temporarily turn of parental locking, access the **PARENTAL LOCKING** screen. Select **TURN OFF LOCKING**, and press **OK**.



2. Select **UNLOCK ALL TV FOR 4 HR** and press **OK**. An open lock will now appear next to **PARENTAL LOCKING**.
3. To turn locks back on immediately, select **LOCK** in the parental locking screen. Press **OK**.

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## FREQUENTLY ASKED QUESTIONS



### How many TV's can I have on at one time?

A CTC representative will work with you to evaluate how many TV's can be watching a program or recording at any given time. If you are on our Fiber-Optic network you will be able to record or watch 4 different programs at one time that have a set-top box with the TV.

### When caller ID pops up during a recording, will this image be recorded?

No it will not show up on your recorded show.

### How come when I press it gives me channel options to choose from?

When you press  it will take you back to the last channel viewed and will also show you the last 5 channels you have visited. You can use the arrow keys to select a different channel from the list you would like to go to. If you just want to go back to the last/previous channel, just press  twice and it will take you to the last channel viewed as well as remove the previously viewed channel list.


### What is a set-top box (STB)?

The set-top box is the receiver CTC installs and puts by your TV. With a set-top box you can use the interactive guide, add HD channels, and add DVR service.

### What is "IPTV"?

IPTV is Internet Protocol Television. CTC delivers our TV service to you over a broadband connection which is called IPTV.

### Why do I have black bars on certain programs on my TV?

If you watch standard-definition programming in widescreen mode on a widescreen HDTV, black bars can appear on the sides of your program. You can hit the  multiple times to change the setting (please note: once you change the setting of your zoom it will affect all channels).

### How many favorite lists can I set up with CTCTV Prime?

You can set up a separate favorite's list on each TV that has a set-top box with the TV.

### How can I control what my children are watching?



Parental Controls allow you to block programs by rating, title or content. Refer to [page 57](#) of your user guide to find set up instructions.

### What happens if I don't protect my recordings?

If your recordings are not protected, when your DVR space is less than 10% of space remaining, your DVR will start deleting programs starting with the oldest recorded program. To protect programs refer to [page 37](#) of your user guide.

## FREQUENTLY ASKED QUESTIONS (continued)

### **How do I know how much recording space I have left on my DVR?**

Press  on your remote. Go to the **SETTINGS** option and select **GENERAL**. Once in your **GENERAL** settings, select **SYSTEM INFORMATION**. Use  to select **SYSTEM RESOURCES**. Your usage is listed as a % called **DISK USAGE**.

### **How many programs can I save on my DVR?**

Your DVR has 500 GB of space which equates to about 100 hours of HD recording or 250 hours of Standard Definition recording.

### **If I pause a program on one channel, then change to a different channel for a little while, could I go back to the original paused channel and watch what I missed?**

No. If you change the channel, the live TV program that was paused will be deleted. If you do want to watch it later, make sure to press the record button on your remote before changing channels.

### **If I reboot my set top box will I lose my recordings?**

No. Everything you have saved and scheduled to record will be saved.






# TROUBLESHOOTING

## Remote Control Problems

## Possible Solutions

My remote control won't turn on my tv.

- Press and release  followed by .
- Make sure your remote control is programmed to operate your TV.
- Check the batteries in your remote control.
- Ensure that all power cables are plugged into a working outlet.
- Check the back of your set-top box and the back of your TV to make sure all cables are securely connected.



I'm pressing  but the guide is not displaying.

- Press and release  followed by .

## Picture Problems

## Possible Solutions

My TV is on but I'm not getting any programs, or the picture is very poor.

- Press and release  followed by .
- Check to make sure your TV is set to the appropriate video input.
- Check the back of your set-top box and the back of your TV to make sure all cables are securely connected.

The program I'm watching is stuck or frozen.

- Try pressing and holding the power button on your set-top box.
- Try rebooting your set-top box by unplugging it from the power outlet for at least 10 seconds and plugging it back in.

Some of the programs I'm watching have a black bar on the sides.

- This format is set by the Broadcaster or Provider of the channel. You can minimize or remove the bars by changing the aspect ratio settings on your TV.
- You can try adjusting the aspect ratio with the remote that came with your TV if it does not adjust correctly with your CTC set-top box remote.

## Audio Problems

## Possible Solutions

I'm not getting any sound or the sound I'm getting is very poor.

- Check the back of your set-top box and the back of your TV to make sure all cables are securely connected.
- Check the audio settings on your TV.







[www.ConnectCTC.com](http://www.ConnectCTC.com)

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