

ADVANCED VIDEO HOW-TO

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DVR TIPS

SCHEDULING A RECORDING

1. Press “GUIDE” button.
2. Find program that you want to record by scrolling through the guide. (Press up and down arrows to scroll through channels. Press right arrow to see future programming).
3. Highlight the program you want to record.
4. Press “RECORD” button once to record that program one time; press it twice to set up a series of recordings, press it three times to cancel recording.

OR

1. Press “MENU” button.
2. Scroll over to “RECORDED TV” and down to “ADD RECORDING” press “OK”.
3. Select to record program or services from “GUIDE” if you want to find the program on the channel guide or select “search” to find the program by name.
4. If using “SEARCH”:
 - a. Type in the name of the program by scrolling to the letters shown and pressing “OK” after each letter.
 - b. Once your program shows at the right, select it and then select the specific program to record.
 - c. Select “RECORD EPISODE” or “RECORD SERIES” and select your recording settings.
 - d. Select Record at the left.
 - e. Press “EXIT” button.
5. If using “GUIDE”:
 - a. Highlight the program you’d like to record and press “RECORD” button.
 - b. Press “EXIT” button.

ALTERING A SCHEDULED RECORDING

1. Press “RECORDED TV” button.
2. To alter a one-time recording use the arrow button to scroll to “SCHEDULED”.
 - a. Use arrow button to scroll down to the recording you’d like to alter and press “OK”.
 - b. Scroll through the options at the left and select what you’d like to change.
 - c. Select “SAVE CHANGE” when done.

- d. Press “EXIT” button.
3. To alter a series recording use the arrow button to scroll to “SERIES”.
 - a. Use arrow button to scroll down to the recording you’d like to alter and press “OK”.
 - b. Scroll through the options at the left and select what you’d like to change. Select “SAVE CHANGES” when done.
 - c. Press “EXIT” button.

PLAYING A RECORDING

1. Press “RECORDED TV” button.
2. Use arrow button to scroll down to the program you’d like to watch and press “OK”.
3. Press “STOP” button to stop watching a recorded program. Scroll down to the desired option and press “OK”.
4. At the end of the recording, scroll down to the desired option and press “OK”.

DELETING A RECORDING

1. Press “RECORDED TV” button.
2. Use arrow button to scroll down to the program you’d like to delete and press “OK”.
3. Scroll down to “ERASE” and press “OK”.
4. You will be asked if you are sure you want to erase. Select “ERASE” or “DON’T ERASE” and press “OK”.
5. Press “EXIT” button.

ADDITIONAL NOTES

When setting recordings, you can choose to keep the recording until space is needed (which means your recordings will automatically be deleted when space is needed) or you can choose to keep the recording until you erase it. To check this setting on each recording, follow the instructions for “Altering a Scheduled Recording” and see what is selected under the “KEEP UNTIL” option.

PARENTAL CONTROLS

1. Setting up/Altering your PIN:
 - a. Press “MENU” button.
 - b. Scroll to the right, to “SETTINGS”.
 - c. Scroll down, to “PARENTAL CONTROLS” and press “OK”.
 - d. Select “PARENTAL LOCKING” and press “OK”.
 - e. If setting up your PIN for the first time, enter a 4-digit PIN and confirm that PIN.
 - f. If changing your PIN, enter your current 4-digit PIN, then enter your new 4-digit PIN and confirm your new PIN.
 - g. If your PIN has already been set-up, and you don’t know what it is, call NCC 701-568-3331 to have it reset.
2. To Set up and Alter Controls:
 - a. Press “MENU” button.
 - b. Scroll to the right to “SETTINGS”.
 - c. Scroll down to “PARENTAL CONTROLS” and press “OK”.
 - d. Select “PARENTAL LOCKING” and press “OK”.
 - e. Enter your 4-digit PIN.
3. To Control Rentals (Pay-Per-View):
 - a. Select “change” next to “RENTALS”.
 - b. Select “SAVE” to change settings or “DON’T SAVE” to leave as is.
4. To set controls based on channel:
 - a. Select “CHANGE” next to “CHANNELS”.
 - b. Scroll down to each channel you’d like to lock and press “OK”.
 - c. Select “SAVE” to change settings, “DON’T SAVE” to leave as is, or “UNLOCK ALL” to unlock all channels.
5. To set controls programs based on ratings:
 - a. Select “CHANGE” next to “US TV PARENTAL GUIDELINES”.
 - b. Scroll down to each rating you’d like to lock and press “OK”.
 - c. Select “SAVE” to change settings, “DON’T SAVE” to leave as is, or “UNLOCK ALL” to unlock all channels.
6. To set controls for movies based on ratings:
 - a. Select “CHANGE” next to “MOVIE RATINGS”.
 - b. Scroll down to each rating you’d like to lock and press “OK”.

- c. Select “SAVE” to change settings, “DON’T SAVE” to leave as is, or “UNLOCK ALL” to unlock all channels.
7. To set controls for unrated programs:
 - a. Scroll down to “5 OF 5”.
 - b. Select “CHANGE” next to “UNRATED CONTENT”.
 - c. Select “SAVE” to change settings, “DON’T SAVE” to leave as is.
8. To lock the parental controls settings:
 - a. Select “LOCK” at the left of “PARENTAL LOCKING” screen.
9. To turn off controls:
 - a. Select “TURN OFF LOCKING” at the left of “PARENTAL LOCKING” screen.
10. To go back to watching TV:
 - a. Press “EXIT” button.

REMOTE CONTROLS



POWER

INPUT

MENU

SHORT CUT BUTTONS

SET UP OR CHANGE FAVORITES

You can set up a favorite list so the guide only shows the channels you want to view. This is similar to customizing the guide. The difference is that with a “Favorites List”, the guide only changes when you pick the favorites list (there is only one favorite list).

1. On the Remote.
 - a. Push the “MENU” button.
 - b. Arrow over to “SETTINGS”.
 - c. Highlight “TELEVISION” and push “OK”.
 - d. Highlight “SET UP FAVORITES” and push “OK”.
 - e. If you want to add all the channels back in, highlight “CHECK ALL” and push “OK”.
 - f. If you want to add just certain channels back in, highlight “VIEW UNCHECKED” and push “OK”.
 - g. You can arrow down through the channels or use the CH I PG button to navigate 6 channels at a time.
 - h. To add a channel, check mark the channel.
 - i. To remove the channel, remove the check mark.
 - j. Once you are done adding/removing channels.
 - i. Arrow left once.
 - k. To save your changes, highlight “SAVE” and push “OK”.
 - i. To discard your changes, highlight “DON’T SAVE” and push “OK”.
 - l. Push “EXIT” to return to TV.

USING YOUR FAVORITES

When you want to use your favorites list. Take the following steps each time you’d like to access or watch your favorites.

1. On the Remote.
 - a. Push “MENU” button.
 - b. Highlight “FAVORITES” and push “OK”.
 - c. Your favorites are now displayed.

CHANGE GUIDE STYLE

Changing the guide style changes how the guide is viewed.

1. On the remote.
 - a. Push the “MENU” button.
 - b. Arrow over to “SETTINGS”.
 - c. Highlight “TELEVISION” and push “OK”.
 - d. Highlight “GUIDE STYLE” and push “OK”.
 - e. Arrow right once.
 - f. Pick the Guide style you want.
 - i. Grid Guide- List the channels on the left and the program information on the right.
 - ii. Channel Lineup- lists the channels at the top and the program information below it.
 - g. To save your changes, highlight “SAVE” and push “OK”.
 - h. To discard your changes, highlight “DON’T SAVE” and push “OK”.
 - i. Push “EXIT” to return to TV.

MAKE THE ASPECT BUTTON ON THE REMOTE WORK

The “ASPECT” button should work on flat panel TV’s. It will NOT work on tube TV’s. If the “ASPECT” does not work on flat panel TV:

1. On the remote.
 - a. Push the “MENU” button.
 - b. Arrow over to “SETTINGS”.
 - c. Highlight “TELEVISION” and push “OK”.
 - d. Highlight “SCREEN ASPECT RATIO AND HIGH DEFINITION” and push “OK”.
 - e. Arrow right once.
 - f. Arrow down to the TV resolution you want to use and then arrow left once.
 - g. Arrow up to continue and push “OK”.
 - h. Highlight “START TEST” and push “OK”.

- i. If everything looks good, highlight “KEEP SETTINGS” and push “OK”.
 - i. You will return to TV.
- j. Otherwise, highlight “CANCEL CHANGES” and push “OK”.
- k. Push “EXIT” to return to TV.

CLOSED CAPTIONING

Turn Closed Caption on or off. All programs may not support “Closed Captioning”.

1. On the remote.
 - a. Push the “MENU” button.
 - b. Arrow over to “SETTINGS”.
 - c. Highlight “TELEVISION” and push “OK”.
 - d. Highlight “CLOSED CAPTIONING” and push “OK”.
 - e. Highlight “CHANGE” to the right of “STANDARD CLOSED CAPTIONING” and push “OK”.
 - i. To turn closed caption “ON”.
 1. Highlight “CLOSED CAPTION 1” and push “OK”.
 - a. “CLOSED CAPTION 1” is the one that seems to work. If it doesn’t, try the others.
 - ii. To Turn Closed Caption OFF.
 1. Highlight “OFF” and push “OK”.
 - f. If you want to save your changes, highlight “SAVE” and push “OK”.
 - i. You should see closed captions at this point.
 - g. If you want to discard your changes, highlight “DON’T SAVE” and push “OK”.
 - h. Highlight “DONE” and push “OK”.
 - i. Push “EXIT” to return to TV.

TROUBLESHOOTING TIPS

COMMON RESOLUTIONS

1. Check the input on your TV to make certain that the device you’re wanting to connect with is the input you’ve selected.
2. “REBOOT” your Set Top Box by performing the following steps:

- a. Menu.
 - b. Settings.
 - c. Restart system.
 - d. Rebooting will take a few minutes. Feel free to walk away and come back to the device later.
3. Blue Screen .
 - a. Check to make sure both TV & Set Top Box are powered on.

WIRELESS SET TOP BOX TIPS

1. Make sure the Set Top Box is plugged into power.
2. Check Power button.
 - a. A green light should appear around the “POWER” button.
 - a. If a red light appears, check the Gigacenter/ONT.
 - b. Make sure equipment is plugged into power.
 - c. Please call our office if none of the above options have helped. Thank you.



NEED MORE SUPPORT?

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