

TELEVISION Entertainment Plans



Interactive Guide and
DVR (Digital Video Recorder) Manual

888.99.ARVID | arvig.net

 **arvig**
It's All Here[®]

TABLE OF CONTENTS

Interactive Guide

Remote Control.....	3
Changing the Channel.....	4
Picture-In-Picture Browsing.....	4
Menu Navigation Tips	5
Menu Button	5
Main Menu.....	5
Program Info	6
Create Favorites	7
Search Feature.....	7
Parental Controls	8
Locking Pay-Per-View Rentals	8
Locking Specific Channels.....	9
Locking Programs Based on Ratings.....	9
Turing Off Locks for Four Hours	9
Hide Channels in the Guide.....	10
Pay-Per-View Events	10

DVR User Guide with Multi-Room

Remote Control Features	11
Pause	11
Replay	12
Fast Forward.....	12
Record.....	12
Record Series.....	13
Scheduling Recordings.....	14-15
Fixing Conflicts.....	15-16
View Recordings.....	17-18
Stop Recordings	19
Delete Recordings	19

Other

Caller ID on TV	20
Customize Your TV Screen for HD.....	20
Changing the Aspect Ratio	20
Zooming In or Out of the Picture	21
HD/SD Tuning Feature	21
Information Channel	21

Troubleshooting Guide

Frequently Asked Questions

YOUR REMOTE CONTROL



INTERACTIVE GUIDE

Turning Your TV On and Off

1. Turn on your TV.
2. Press **POWER** at the top of your Arvig® TV remote control. The power button on the Arvig receiver will be lit green, and the last channel viewed will appear onscreen.
3. When you're done watching TV, press **POWER** again to turn off the TV and receiver.

You can control your TV and two other devices with your remote.

Changing the Channel

1. To move up or down one channel, press the + or – on the remote's **CH/PG** button.
2. Press and hold the **CH/PG** button to scroll continuously through the channels. The channel number and program title will appear at the bottom of the screen.
3. To go directly to a specific channel, enter the channel number using the remote's keypad. Press **OK** to tune immediately.

Note: If the new channel doesn't appear, it may be one that you don't receive.

Returning to the Previous Channel

1. To return to one of the last five channels you recently viewed, press **LAST**.
2. To hide the list and tune immediately to the previous channel, turn the Recent Panel off by pressing **MENU-Settings-Television-Recent Panel**.



Picture-In-Picture Browsing

Get a peek at what else is on without leaving your current program. Simply press your remote's up/down arrows to activate your **PIP BROWSE BAR**, it features a Picture-in-Picture (PIP) video of each channel along the bottom of the screen, with the program title and time remaining.

- Use up/down arrows to view programs on other channels.
- View future programs on the current channel, press the right arrow.
- View information about the program in the browse bar, press **INFO**.
- To change the channel to the one you see in the browse bar, press **OK**. (The program info screen will appear if the program is not currently playing.)

Note: The browse bar will disappear after 10 seconds of inactivity.

MENU NAVIGATION TIPS

Before accessing your on-screen menus, it's helpful to know how to choose, select and exit from the menu screens.

- Use the left/right arrows to select items in the horizontal menu that appears at the top of any Arvig screen.
- Use the up/down arrows to select items in vertical menus that appear when you highlight an item in the top menu bar.
- Press **OK** to activate your selected item.
- Press **BACK** to return to the last menu screen that you viewed.
- Use **EXIT TO TV** to close the screen and return to your TV program.

MENU Button

The **MENU** button gives you one-button access to all the features of your Arvig Digital TV service, including searching, recording, parental controls and more.

Note: You'll find step-by-step instructions throughout this guide for the features mentioned in this section.

Main Menu

1. Press **MENU** on your remote.
The main menu screen appears.
2. Use left/right arrows to choose a heading in the main menu screen.
 - Select **Live TV** to access the guide, your favorite channels listing or the program search feature.
 - Select **Recorded TV** to view a list of all the programs you have recorded on your DVR.*
 - Select **Settings** to customize your menu, guide settings and more.
3. Use the down arrow to select an option from any of the drop-down menus that appear beneath a selected menu.
4. Press **OK** to open the selected screen.



**Arvig DVR service must be activated in order for this feature to work.*

Getting Info About The Program You're Watching

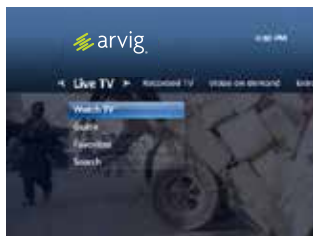
1. Press **INFO**. The **Program Info** screen appears with a short description of the program, including the run time.
2. Use the right arrow to view information about the cast and crew.
3. Press **EXIT TO TV** to return to the program you were watching.



Getting Info From Within Menu Screens

You can access the **Program Info** screen from within menu screens.

- As you are scrolling through the **Program Guide**, press info on the highlighted program and schedule a one-time or series recording.
- When using the search feature, press **INFO** on any program in your results list to view more details.

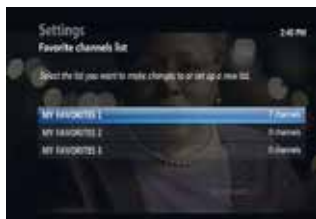


See What's on TV Using the Interactive Program Guide

1. Press **GUIDE** to see your complete program listing. Then use:
 - Up/down arrows to scroll channels
 - **CH/PG** to move up/down a page at a time
 - Left/right arrows to scroll times
 - **FF/REW** to jump forward/back 24 hours
2. Highlight a program to view more details (plus live video in the PIP if it's currently on). Then:
 - Press **OK** to begin watching the program. If it's not currently on, a program info screen will appear.
 - Press **INFO** for viewing options and more information, like cast and crew.
 - Press **RECORD** to record the program.
 - Press **GUIDE** to exit the guide and return to the program you were watching.

Create Favorites

1. Press **MENU**. Use the arrows to select **Settings**, then television. Press **OK**.
2. Select **Set Up Favorites** and highlight one of three lists to set up. Press **OK**. A list of all available channels appears.
3. Use up/down arrows to select channels.
 - To add a channel, press **OK**. A check mark will appear. Press **OK** again to remove it.
 - To remove all channels, use the left arrow to select **Uncheck All**. Press **OK**.
 - To see only the channels in your favorites list, select **View Checked**. Press **OK**.
4. When done, select **Save** and press **OK**.
5. To view your favorites guide, press **MENU**. Use the arrows to select **Live TV**, then favorites. Press **OK**.



Note: Each receiver has its own Favorites lists. To set up or edit any of these, follow the steps above.

Search Feature

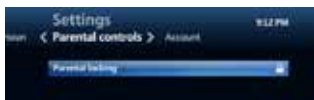
1. Press **MENU**. Use the arrows on your remote to select **Live TV**, then search. Press **OK**.
 2. Use the arrows to select a letter on the on-screen keyboard and press **OK**.
- Note: To enter a number, select 1-2-3 and press OK to bring up a number keypad.
3. A list of results appears as you type. The more letters you enter, the better the results.
 4. Press the right arrow repeatedly to tab over to the results list.
 5. Highlight a title or name using the up/down arrows, and press **OK** for more options.
 - 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 **OK** 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 **OK** to record or watch the program.



Parental Controls

You can make specific channels, windows of time and types of programming accessible only with a Personal Identification Number (PIN).

1. Press **MENU**. Use the right arrow to select **Settings**, then **Parental Controls**. Press **OK**.
 - 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.
2. Select **Parental Locking** and press **OK**.
3. Enter your PIN. If no PIN has been set, 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).
4. The **Parental Locking** screen will appear with all of your locking options.



Note: Parental Controls must be setup on each receiver.

Locking Pay-Per-View Rentals

1. From the **Parental Locking** screen, use the arrows to select change next to **Rentals**. Press **OK**.
2. Use the right arrow to select **Lock Renting** and press **OK**. A lock symbol appears. (Press **OK** again to clear the lock.)
3. Use the left arrow to select **Save**. Press **OK**.
4. If you are finished setting parental locks, select **Lock**. Press **OK**, then **EXIT TO TV**.

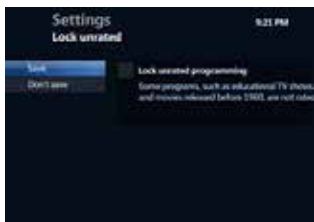
Locking Specific Channels

1. From the **Parental Locking** screen, use the down arrow to select **Change** next to channels. Press **OK**.
2. Use the up/down arrows to select channels in the list.
 - Press **OK** to lock a channel. A lock symbol will appear. Press **OK** again to unlock it.
 - To unlock all channels, use the left arrow to select **Unlock All**. Press **OK**.
 - To view only the locked channels, select **View Locked Only**. Press **OK** then **EXIT TO TV**.
3. Select **Save** and press **OK**.
4. If you are finished setting parental locks, select **Lock**. Press **OK**, then **EXIT TO TV**.



Locking Programs Based on Ratings

1. From the **Parental Locking** screen, use the down arrow to select change next to a rating option like movie ratings. Press **OK**.
2. Select the lowest rating to lock and all ratings above will be locked too.
 - Press **OK** to lock programs with that rating and higher.
 - To unlock all ratings, use the left arrow to select **Unlock All**. Press **OK**.
3. Select **Save** and press **OK**.
4. If you are finished setting parental locks, select **Lock**. Press **OK**, then **EXIT TO TV**.



Turning Off Locks for Four Hours

1. To temporarily turn off 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**. (A PIN will still be required to purchase locked rentals.)
3. To turn locks back on immediately, select **Lock** in the **Parental Locking** screen, and press **OK**.

Hide Channels in the Guide

Hidden channels will not appear in the guide or when browsing, but you can still tune to them using the remote's keypad.

1. Press **MENU**. Use the arrows to select **Settings**, then **Television**.
2. Select **Customize Channel Guide**. Press **OK**.
3. Use up/down arrows to select channels. To hide a channel, press **OK**. The check mark will disappear. Press **OK** again to show the channel.
 - To remove all channels, use the left arrow to select **Uncheck All**. Press **OK**.
 - To see only the channels in your favorites list, select **View Checked**. Press **OK**.
4. Select **Save** and press **OK** to exit.

Pay-Per-View Events

New sporting events and concerts are available each month on Arvig Digital TV Pay-Per-View. Tune to channel 650 to view the list of upcoming events. You can order them up to 14 days in advance.

1. Press **GUIDE**. Go to Pay-Per-View Channel 650 using the up/down browse arrows on your remote.
 - Use the right arrow to see what's ahead in the events schedule.
 - Press **FF** to jump forward 24 hours at a time.
 - Press **REW** to go back in 24-hour increments.
2. Select the program you want to order and press **OK**. A program info screen will appear with event time and pricing.
3. Press **OK** to rent. If parental locks are set, enter your PIN.
4. You will be asked to confirm your order. Press **OK**. Press **EXIT TO TV** to return to the channel you were watching.
5. Tune to the event's channel at the scheduled start time. If you tune in late, you will not be able to rewind what you missed.

Note: Pay-Per-View events must be watched at the scheduled time. You will be charged for any event that you order, even if you don't watch it.



DIGITAL VIDEO RECORDER USER GUIDE WITH MULTI-ROOM

Record, Pause, Play and Replay Live TV Using Your Remote

You can watch and record up to four different TV programs at the same time. So, you can record up to three programs and watch a fourth, or watch one of the four programs you are recording.

- Freeze a live TV program to answer a call or check on dinner, then resume playing at the point where you left off.
- Create your own instant replays during an exciting game. Or watch the play again in slow motion to see how it was done.
- Missed the punchline because someone was talking? Back up and hear it again.
- **Move from room to room and watch your recorded show from where you left off with Multi-Room DVR.**
- Play the same recorded TV program simultaneously in multiple rooms.

Arvig DVR service must be activated in order for this feature to work.

Pausing/Restarting a Program

1. To temporarily stop a live TV program, press **PAUSE**.
2. A progress bar will appear onscreen, showing you how much time has elapsed and time until play resumes. The action will freeze 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 **PLAY** at any time to restart the program from where you left off.

TV is Now at Your Command

The familiar playback buttons on your remote can be used to pause, play and replay live TV, even record on the spot.



Replaying What You Missed

Press **REW** to rewind the program you're watching. A progress bar will appear to indicate how far you can go back in time.

- Press **REW** two or three times to rewind at increasing speeds.
- Press **REPLAY** to skip back in 7-second increments.
- Press **PLAY** anytime to begin watching.

Fast Forwarding and Returning to the Live Program

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

1. Press **FF** to fast forward. A progress bar will appear to indicate how far you can go forward (and back) in the program.
 - Press **FF** two or three times to advance at increasing speeds.
 - Press **FWD** to fast forward in 30-second increments.
2. To return to live action, fast forward until you reach the end of the green bar in the on-screen progress indicator.

Recording What You're Watching

1. Press **RECORD** to begin immediately recording the program you're watching. This feature is not available with Pay-Per-View.
2. The message "recording" will appear on-screen, and the red LED on the receiver will light up until the recording ends.
3. Recording will stop at the program's scheduled end time. Press **STOP** to end the recording at any time. Press **OK** to confirm.



Note: You can watch or record up to four standard-definition programs at the same time (or one HD and three SD). If you try to record more, a screen will appear to help you resolve the conflict.

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

How much DVR space have I used?

Press **MENU** on the remote control, go to Settings, General, System Information and scroll to the right to System Resources. Disk Usage is shown as a % at the bottom of the screen.

Recording With Extra Time at the End

If you think the program may run over the scheduled end time (as with sporting events), you can add time to the end of your recording.

1. Press **INFO** after the program has begun recording. Use the browse arrows to select **Record Options** and press **OK**.
2. Use the arrows to select **Stop Recording**. Press **OK**.
3. Choose the amount of time to add to the recording time. Press **OK**.
4. Use the left arrow to select **Save Changes**. Press **OK**.
5. Select **Watch** and press **OK** to return to the program.

Schedule Programs to Record and Save on Your DVR

There are several ways to record a TV program that's scheduled to air in the future. You can set your DVR to record one show, all episodes in a series and more.

Scheduling a Single or Series Recording from the Guide

1. Press **GUIDE**. Use the arrows on your remote to scroll through and highlight a program.
2. Press **RECORD**. A red dot appears next to the program title to indicate that a recording is scheduled.
3. Press **RECORD** twice to schedule the same show at the same day and time every week. Three red dots will appear.
4. Press **RECORD** a third time to cancel the recording. The dots will disappear.
5. Press **EXIT TO TV** to return to your last viewed channel.



Will the DVR record when the TV is off?

Your scheduled programs will still record, as long as the DVR receiver is on or in standby mode. However, they will NOT record if your home loses electricity.

Scheduling a Single Recording from the Program Info Screen

1. To access the **Program Info** screen:
 - Press **INFO** when tuned to a program you want to record. OR
 - Press **GUIDE**. Use the arrows to highlight a program and press **INFO**.
2. Select **Record Episode** and press **OK**.
3. To add time in case the program runs long, select **Stop Recording**. Press **OK**. Select a time and press **OK**.
4. Select **Record**, then press **OK**.



Scheduling a Series Recording from the Program Info Screen

1. To access the **Program Info** screen:
 - Press **INFO** when tuned to a program you want to record. OR
 - Press **GUIDE**. Use the browse arrows on your remote to highlight a program to record and press **INFO**.
2. Select **Record Series** and press **OK**.
3. Use the browse arrows to select **Time**. Press **OK**.
4. You can limit the recordings to:
 - any day (at the scheduled time)
 - any day/anytime
 - any day/anytime/once per day
5. Select **Show Type** if you want to limit it to first run only. Otherwise, your **DVR** will record every instance.
6. To add time in case the program runs long, select **Stop Recording**. Press **OK** to select a time.
7. Select **Record**, then press **OK**.



Note: Arvig digital TV does not adjust if a program's schedule changes unexpectedly. However, planned schedule changes (e.g., a series moves from 8:30pm to 8pm for one week) will be followed and the episode will be recorded in its entirety.

Scheduling a Single Recording by Entering Channel, Date and Time

1. Press **RECORDED TV** (or press **MENU**, then select **Recorded TV**).
2. Use the right arrow to select **Add Recording**. Press **OK**.
3. Select **Channel and Time** and press **OK**. The manual record screen appears.
4. Fill in the fields on the **Manual Record Screen**, using the browse arrows to move between fields.
5. Select **Record**. Press **OK** to schedule the recording.



After a program is recorded, it gets saved on your DVR until you delete it; or it is deleted to make room for new recordings if your DVR runs out of space.

When Recording Schedules Have A Conflict

If you try to record more programs than your DVR is capable of, a **Recording Conflict** screen appears.



Fixing Single Program Conflicts

- To record the new program, select the **New Program** in the **Conflict** screen. Press **OK**.
- To keep what was already scheduled and cancel the new recording, select the **Previously Scheduled Program**. Press **OK**.



Fixing Scheduled Series Conflicts

- To record all episodes of the new series instead of a previously scheduled series, select **Record All Episodes of New Series** from the **Conflict** screen. Press **OK**.
- Select **Record Only When No Conflict** occurs, then press **OK** when you don't want to record episodes that conflict with previously scheduled recordings.



Recording an Overridden Program

1. Press **GUIDE**. Use the arrows to select the overridden program (indicated by a crossed-out red dot). Press **OK**.
2. Select **Resolve Conflict** in the **Program Info** screen. Press **OK**.
3. Select the previously overridden program and press **OK**. The overridden program will now be recorded, cancelling the other.



Note: When you resolve a conflict, all other scheduled recordings occur as programmed.

Clearing the Conflict Symbol

1. Press **GUIDE**. Use the arrows to select the overridden program (indicated by a crossed-out red dot). Press **OK**.
2. Select **Don't Record** or **Cancel Series**. Press **OK**.
3. You'll be asked to confirm this step. Press **OK**. The scheduled recordings will be cancelled and conflict symbols are cleared.

Note: This does not erase episodes that have already been recorded.

View Your Recording Schedule

1. Press **RECORDED TV**.
2. Use the right arrow to select **Scheduled**. Press **OK**. The **Recorded TV** screen lists scheduled programs in the order in which they will be recorded.
3. Use the arrows or **CH/PG** to scroll through the listings.
4. To view only the scheduled series, use the right arrow to select **Series**.



Using the Recorded TV Screen to Cancel Recordings Before They Occur

1. Press **RECORDED TV**.
2. Press the down arrow to select **Scheduled**. Press **OK**. You'll see a list of upcoming recordings in the order they'll be recorded.
3. To cancel a series, use the right arrow to select **Series** from the menu bar and see a list of your scheduled series.
4. Use the arrows or the **CH/PG** button to scroll through the list.
5. Select the scheduled program or series you want to cancel, and press **OK**. The program info screen appears.
6. Select **Don't Record** or **Cancel Series**. Press **OK**.



Note: This will not erase previously recorded episodes.

Using the Guide to Cancel Recordings Before They Occur

1. Press **GUIDE**, then use **CH/PG** and the arrows to locate and select the program.
2. Press **RECORD** twice to cancel a single recording. The red dot disappears. Press **RECORD** once to cancel a series recording.



See a List of Your Previously Recorded Shows

1. Press **RECORDED TV** to see a list of your available recordings by date, starting with the most recent.
2. To view the list by title, use the right arrow to select **By Title**.
3. Use the up/down arrows to scroll through the list.



Note: Previously watched programs will be grayed out letting you know they have been viewed.

Watch a Recorded Program

1. Press **RECORDED TV**.
2. Use the up/down arrows to select the program you'd like to watch. Press **OK**.
 - 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 the arrows to select **Done**, then press **OK** to return to live TV.



Note: When watching a series recording, once one episode ends, you will have the option to immediately play the next episode in the series that you have recorded.

Using the Playback Buttons on Your Remote

- Press **FF** to move forward quickly or **FWD** to fast forward in 30-second increments.
- Press **REW** to rewind quickly or **REPLAY** to skip backward in 7-second increments.
- Press **FF** or **REW** once, twice, or three times to go forward or back at increasing speeds.
- Press **PAUSE** to freeze the program. Press again to resume play.



See for yourself!

The DVR shows when your program is recording. There are several ways to confirm that the DVR is actually recording:

- The record LED will be lit up on the DVR receiver.
- Press **INFO** to see the red dot on the Program Info screen.
- Press **RECORDED TV** to see that the program is in the list.

Stop Playing a Recording

1. Press **STOP** at any time during a recording. The **Stopped** screen appears.
2. Use the arrows to select **Done**. Press **OK**. You can also:
 - 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.



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. In the **RECORDED TV** screen, select **Browse Recordings** and press **OK**.
2. Highlight the program to erase, then press **OK**. Select **Erase**, then press **OK**. Repeat to confirm.



Protecting a Recording From Being Deleted Automatically

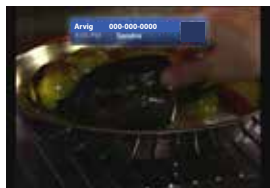
1. In the **RECORDED TV** screen, select **Browse Recordings** and press **OK**.
2. Highlight the recording you would like to protect and press **OK**.
3. Highlight **Keep Until**, then select **Space Needed** or **I Erase**. Press **OK**.

Finished watching a recorded show?

You can press **STOP** at any time and choose to start over, resume watching where you left off or erase the recording.

CALLER ID ON TV

Arvig phone customers with Caller ID can receive on-screen Caller ID notifications on their TV screens. When a call comes in, a small window appears for a few seconds to display the name and phone number of the caller.



This service is available at no charge and it can be turned on and off: Press the **MENU** button, press the **RIGHT ARROW** button to select **APPS**. On this screen you can view past callers and turn the service on/off per receiver.

Note: In order for Caller ID on TV to work you must have Arvig Digital TV and Phone services. If you receive a call from someone who has Caller ID blocking, the caller's information will not be displayed on your TV. If you are recording a program on the DVR when the call comes in, the message window will not be recorded. If you are viewing a recorded program when a message arrives, the message window will display on your TV screen.

CUSTOMIZE YOUR TV SCREEN FOR HD

Tired of black bars on your widescreen TV?

Fit the image to your TV!

If the image on your TV does not fill the screen as you would like, you can adjust it in two ways: change the aspect ratio or zoom.



Changing the Aspect Ratio for Widescreen or HDTV

Aspect ratio is the relationship of the screen's width to its depth. Standard TVs have a 4:3 aspect ratio; widescreen and HD TVs are 16:9.

1. Press **MENU**. Use the browse arrows on your remote to select **Settings**. Select **Television** and then **Screen Aspect Ratio and High Definition**.
2. Use the up/down arrows to choose from:
 - 4:3 standard definition
 - Widescreen standard definition
 - 720p High Definition or 1080i High Definition, depending on your TV
3. Press **OK**. Use the arrows to select **Continue** and press **OK** to finish.

Zooming In or Out of the Picture

If you watch standard-definition programming in widescreen mode on a widescreen HDTV, black bars will appear on the sides of the program. To remove the bars:

1. Press **ZOOM** to see the current zoom setting onscreen.
2. Press **ZOOM** repeatedly until you reach the zoom you want. There are five settings:
 - **NORMAL**: displays the normal image.
 - **ZOOM 1 TO 3**: increases the zoom.
 - **STRETCH**: expands the image to fill the screen (may cause distortion of picture).
3. Wait for the zoom symbol to disappear.

Note: Zoom will affect all channels, not just the one you are currently tuned to.

HD/SD Tuning Feature

If you are watching a standard definition (SD) channel and have the option to view the program in high definition (HD), a note will appear at the bottom of the screen. Simply press **OK** on your remote and your TV will automatically tune to the HD channel.

This feature also works in reverse from HD to SD, if needed.

You must subscribe to HD service for this feature to work.



Information Channel

Tune to channel 9200 for news about Arvig, new features and products, and other announcements.

TROUBLESHOOTING GUIDE

The Receiver Won't Turn On

Check that the unit is plugged in. If it is, try plugging another device into the socket to make sure power is flowing to it. If the power is working, there may be something wrong with your remote control.

The Remote Won't Control the Receiver

Press the STB button on the top left of the remote control to manage the set-top box/receiver. If this step does not work, try replacing the batteries in the remote control.

There is Video, but No Sound

First, check to see if the volume is muted by pressing **MUTE** or **+** on the **VOL** button. Try changing the channel to see if the problem is only with that one channel. If your system uses standard video or S-video connectors, be sure that you have connected the audio-out jacks on the receiver to the audio-in jacks on your TV or audio receiver.

Sound is Good, but Picture is Poor

Check the connections of your video cables to make sure they are properly seated in their jacks. Also, try changing the channel to be sure that the problem is not just on that one channel. If you have no connection after five minutes, make sure all the connections to your receiver are secure.

Onscreen Message Says "Signal Temporarily Not Available"

Try changing the channel to see if the problem is only with that one channel. If it appears on more than one channel, there is a problem with the signal and you should call 888.992.7844 for assistance.

The Receiver Will Not Respond

The green LED surrounding the receiver's power button should flash each time a remote button is pressed. If this happens, but the receiver does not respond to your commands, you may need to perform a restart. To restart your receiver, press and hold the power button for five seconds.

The Remote is Not Working

Make sure there isn't anything in the path between the remote and the remote sensor on your receiver. Be sure you are aiming your remote at the receiver. You need to be within 20 feet of the receiver for the remote to work properly. If these steps don't work, try replacing the batteries in the remote control.

**If the above steps don't resolve your issue,
call 888.992.7844 for technical assistance.**

FREQUENTLY ASKED QUESTIONS

Q: Will the DVR record on more than one TV in my home?

A: DVR features work on any receiver connected to any TV.

Q: Can you record with the DVR and watch another channel?

A: Yes. You can record up to four standard-definition programs on your DVR and watch a recorded program, based on availability. You can only watch or record up to two high-definition programs at a time, based on availability.

Q: If a program is locked, do I need a PIN to record it?

A: You do not have to enter a PIN to schedule recordings for programs locked by the parental locking feature. However viewers do have to enter the PIN to watch the program while it's recording or to view it at any time thereafter.

Q: How many TV programs can I save on my DVR?

A: A DVR records 233 hours of standard-definition (SD) or 65 hours of high-definition (HD) programming. Capacity varies between 65-233 hours with both SD and HD recordings. To see how much space you have used for recordings press MENU on the remote control, go to Settings, General, System Information and scroll to the right to System Resources. Disk Usage is shown as a % at the bottom of the screen.

Q: Do I have to do anything special to view digital TV?

A: To use your digital TV, always be sure your television is plugged into the Arvig receiver.

Q: What is "tiling"?

A: Digital compression refines the quality of the video picture and the way it appears on your television. Usually, the compression happens so quickly that the viewer doesn't notice. Sometimes, the viewer can see the partial picture as it fills the screen. This is called "tiling." Tiling sometimes occurs when the television is first turned on or when there is an interruption in the digital signal. The entire screen typically fills in a few seconds.

Q: When power was restored after a power outage, our TV and receiver worked, but there were no listings on the Interactive Guide. What happened?

A: Three to four days of television listings are downloaded to your receiver via your cable television line. However, the information is deleted when the power is interrupted. Once power is restored, the listings begin reloading to your receiver. Usually, the first day's information is available within 30 minutes. The remaining information will be available within 24 hours.

Q: I can't get reception on one of the channels I normally have and an on-screen message said "One Moment Please." What's going on?

A: Sometimes, interruptions in digital service will cause loss of service on individual channels. Since the signal is actually still there, you can gain access to the channel by simply switching to another channel then back again.

Q: How do I get back to the Interactive Guide?

A: Press EXIT on the remote control to get to the introductory screen of the Interactive Guide.

Q: Why do I have black/gray bars on my HDTV screen?

A: You view your HDTV screen in a 16:9 widescreen format. If you take a 4:3 standard definition picture (typical broadcast form) and try to show it on a 16:9 widescreen it does not fit. Because of this you will see black/gray bars in place of the missing 16:9 picture. This is how most broadcast stations handle their standard-definition programming being broadcast on their high-definition channel.

Q: How do I get rid of the bars?

A: Your HDTV will have different aspect ratio settings available to choose from that will expand the picture you are viewing. Please refer to your television manual for further information on how to adjust the on-screen picture.

NOTES

Be inCONTROL



Easily program your DVR, no matter where you are!

Record your favorite shows, add overtime to live games and check your scheduled recordings from almost any device. **FREE** with your Arvig® DVR service.

***Visit inCONTROL.arvig.com
and sign up today.***



888.99.ARVIG | arvig.net

Based on service area, some restrictions apply. This feature works with Arvig Entertainment Plans and DVR subscription only. Internet connection required. © Arvig 2016