

TELEVISION Star Plans



Interactive Guide and
DVR (Digital Video Recorder) Manual

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DVR REMOTE CONTROL BUTTON FEATURES

SYSTEM ON/OFF

Designed to send Power On/Off commands for up to five Components with one button press. Refer to section II for details.

MENU

Displays the Applications Menu.

GUIDE

Displays the program guide listings.

OK/SELECT

Selects highlighted Screen/Options.

SETTINGS

Displays settings menu.

MUTE

Silences the audio. Press to activate. Press again to restore sound to the previous level.

VOLUME ▲/▼

Raises or lowers the sound level.

FAV

Displays favorite channels.

ON DEMAND

*Reserved for future use.

DAY ▲/▶

Skip forward or backward a whole day in the program guide.

M BUTTONS

Cable company custom-programmable Macro. Refer to Section III for programming steps.



Replays the previous 15 seconds of a program.

LIST

Displays a list of programs you have recorded, allowing you to select one for viewing.



*Reserved for future use.

ON-OFF

*Reserved for future use.

VIDEO SOURCE

Selects the video source from available video Components through the Cable STB.

SWAP

*Reserved for future use.

POWER

Allows you to turn your TV, VCR, DVD, AUX and Cable Box On and Off.

AUX, DVD, VCR, TV, CBL

Used to select the component you want to operate and signals remote control activity.

INFO

Displays information about the program currently playing or highlighted in the program guide.

EXIT

Exit from current screen.

PAGE +/-

Accesses pages above or below the information currently displayed.

CURSOR NAVIGATION PAD (▲, ▼, ◀, ▶)

Navigates to and highlights an item from the on-screen choices.

A, B, C, D

Make direct selections from on-screen menus.

CHANNEL ▲/▼

Selects the text higher or lower channel.

LAST

Returns to the previously tuned channel.

LIVE

Displays live television programming.

VCR/DVD KEYS

Performs standard VCR and DVD functions when in VCR and DVD mode.

NUMBER PAD

Enter numbers to tune to channels. Also, make numeric entries on on-screen menus. *NOTE: You can also use the CH ▲/▼ or the program guide to alternate ways to tune to channels.*

ASPECT/#

*Reserved for future use.

PIP CH +/-

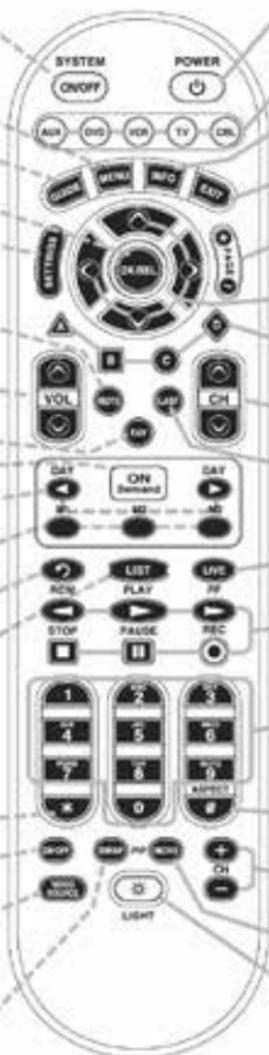
*Reserved for future use.

MOVE

*Reserved for future use.

LIGHT BUTTON

Press to backlight all keypad buttons. Press again to turn off (or simply wait 10 seconds for automatic shut-off).



ARVIG DIGITAL TV I-GUIDE QUICK REFERENCE GUIDE

Your remote control holds the key to navigating through the features of i-Guide. Words appearing in **ALL CAPS** refer to a specific button on the remote. Note that all remotes may not have all of the buttons.

Listings By Time

To find out what's on TV right now, press **GUIDE** on your remote to access listings by time. The listings grid provides a 90-minute view of programming for up to 7 channels per screen. The current program is highlighted in blue. Use the **▲ ▼** and **◀ ▶** buttons to navigate the listings grid. Instant program info appears in the upper left of the screen. Press **OK/SELECT** to tune to the highlighted program in the grid. Press **INFO** to display additional information about the highlighted program.

Listings By Channel

Press **GUIDE** two times to view listings by channel. Use the **▲ ▼** buttons to view additional times. Use the **◀ ▶** buttons to view additional channel listings.

Navigate Program Listings

You can use the **▲ ▼** and **◀ ▶** buttons on your remote to quickly navigate the listings screens and view information for up to 14 days in advance. Press **OK/SELECT** to tune to the channel airing the highlighted program or press **INFO** for more information.

Listings are color-coded to identify types of programs:

Purple – Movies

Green – Sports

Light Blue – Kids' programs



For faster browsing:

- Use the **PAGE (+)** and **PAGE (-)** buttons to view listings a page at a time
- Press and hold **▲ ▼** or **◀ ▶** to move rapidly ahead in time or through the channel lineup
- Press the **DAY ◀ ▶** buttons to advance ahead a day at a time

Quick Menu

The Quick Menu provides shortcuts directly to the key features of i-Guide and your digital cable service. Press **MENU** to display the Quick Menu at the bottom of the video or guide screen.

Press the **◀ ▶** buttons on the remote to move continuously through the icons.

Quick Menu Icons

These icons may appear on your Quick Menu. Use the **◀ ▶** buttons on your remote to highlight and select an icon for immediate access.

	Main Menu – go to the Main Menu		Search – search programming by category or by Title, Actor/Director or Keyword
	DVR – schedule, view and manage recordings		Movies – list movies by category
	On Demand – view On Demand menu and programs		Sports – list sports events by category
	HDTV – view list of HDTV programs by channel or time		Kids – list kids' programming by category
	Favorites – view your Favorites lists		Parental Controls – lock shows or channels based on preferences

Main Menu

The Main Menu provides access to all of the features of i-Guide and digital cable. Press the **MENU** button twice to view the available options, including:

- **TV Listings By Time**
- **Search**
- **Favorites**
- **Parental Controls**
- and more



Program Information

Instant information is available when you highlight a program in the program listings. The information includes program title, start and end times, the program rating, a brief description, and indicators to identify settings such as reminders and recordings.



To access information while viewing listings or watching TV, press the **INFO** key once. Press **INFO** a second time to see a longer description and additional details such as actor, release year, category and run time.



Action Icons

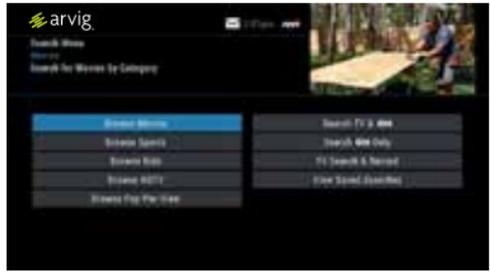
From the program information screen, use the action icons to do a number of things, including setting reminders, recording programs or designating a favorite channel. Use ▲ ▼ and ◀ ▶ buttons to highlight each icon and view the on-screen description.

	Go back to the previous screen		Watch this channel or program
	Record/Change Recording Options (DVR)*		Save the channel in your Favorites list
	Set or cancel a Reminder for this program		Place a lock on the program to restrict viewing
	See all the times when the program will air		Order PPV, On Demand and other pay services

SEARCH

Search

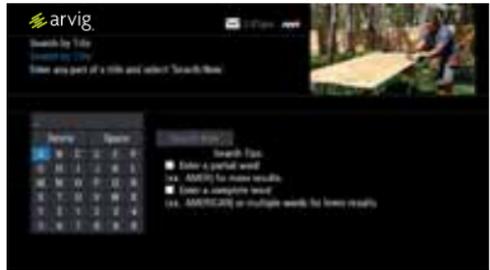
i-Guide provides you with many ways to find your favorite shows. To begin, select the search icon  from the Quick Menu or Search from the Main Menu. You can quickly search programs by title, or search by categories like Movies, Sports or Kids' programs. You can also view high-definition (HD) and Pay-Per-View (PPV) channels.



Title Search

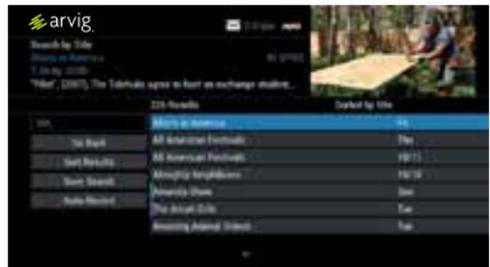
Title Search lets you find a specific program by entering the first few letters of the program name.

From the Search menu, select Title Search. Use the     buttons to navigate the on-screen keyboard and spell out the program title. Continue entering letters until the show you are looking for appears on the right side of the screen. If the program is not airing in the next 14 days, it does not appear in the list.



Saving Searches

Save your search by selecting Save Search option. Saving searches can be helpful when you want to quickly find a program; you can save up to 16. To access your list of saved searches, choose Saved Searches from the Search menu. You can restart or delete the search from this menu.



SMART CHANNEL SURFING

Flip Bar

When you change channels, the Flip Bar appears. It provides a brief two-line description about the program, title, start and end time, channel, rating, settings such as favorites or locks, and the current time.



When you find the program you are interested in, press the **INFO** key on your remote for more program details, or press **OK/SELECT** to make the Flip Bar disappear.

Watch in HD* – When tuning to a standard definition channel, this option may appear on the left side of the Flip Bar to indicate the channel is also available in high-definition (HD). Press **OK/SELECT** to tune directly to the associated HD channel. If HD Auto-tune is configured, the cable box tunes directly to an HD channel and this option is not displayed.

*Requires HD service from your cable provider.

Mini Guide (Browse)

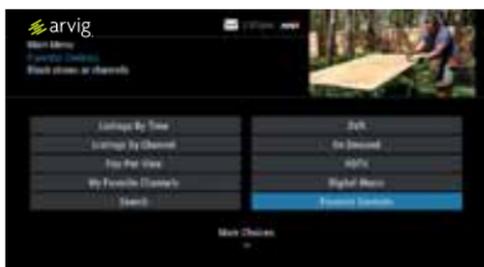
The Mini Guide lets you watch television and view program listings without leaving the program you are watching or going to the full-screen guide.

To access the Mini Guide, press **OK/SELECT**. The Mini Guide appears on the lower third of the screen. It displays two or three channels and 90 minutes of listings at a time. Use the **▲ ▼** buttons to see listings on other channels. Use the **◀ ▶** buttons to see listings at other times. At any time, press **INFO** or **OK/SELECT** to access program info.



PARENTAL CONTROLS

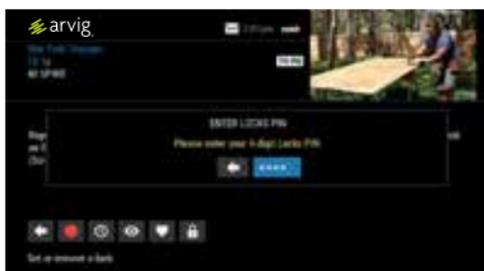
i-Guide provides a Parental Controls feature, which lets you restrict viewing and purchases of TV programs and services based on your preferences. To activate Parental Controls, you must set a personalized four-digit PIN. Then you can configure locks by movie ratings, TV and content ratings, channels or titles. You can also hide adult titles from being displayed on-screen.



Parental Controls Setup

You can quickly set locks at any time while watching TV or using the guide. Use any of the following methods to set locks:

- Select the  from the Quick Menu
- Select the  from any program info screen to lock a specific program
- From the Main Menu or Setup menu, access Parental Controls to configure locks

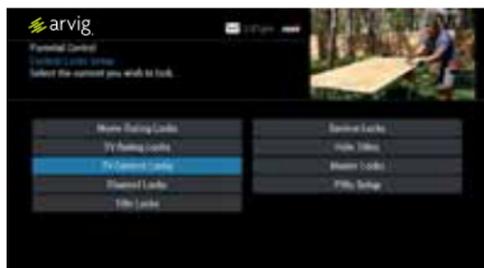


With any of these actions, if you have not set up a PIN, you are prompted to enter a four-digit PIN to activate the Locks feature. If you have already set up a PIN, enter your number.

Locking by Ratings and Content

The Parental Controls feature lets you lock programs and movies by ratings and content.

From the Parental Controls option on the Main Menu, you can filter by Movie Rating, TV Rating, TV Content, Channel, Title or Service.



Ratings Guide

MOVIE RATINGS	TV RATINGS	TV CONTENT RATINGS			
		Violence (FV, V)	Language (L)	Sexual Situations (S)	Suggestive Dialogue (D)
G	TV-Y				
PG	TV-Y7	Fantasy Violence			
PG-13	G				
R	TV-PG	Moderate Violence	Infrequent Coarse	Some Sexual Situations	Some Suggestive Dialogue
NC-17	TV-14	Intense Violence	Strong Coarse	Intense Sexual Situations	Intensely Suggestive Dialogue
Adult	TV-MA	Graphic Violence	Crude Indecent	Explicit Sexual Activity	

View Locked Programs

To view programs and channels you have locked, enter your PIN when prompted. Locks are automatically restored when you tune away from the channel or turn your set-top box off.

Bypassing or Clearing Locks

For unrestricted viewing, you can temporarily open or clear all locks. To temporarily clear configured parental locks, select Parental Controls Setup from the Main Menu. Select Master Locks, and change either option from No to Yes.

Restoring Locks

You can restore locks in any of the following ways:

- From the Setup menu, select Parental Controls Setup. Using the Master Locks option, change the settings from Yes to No to restore all configured locks.
- Turn the cable box off and back on.

FAVORITES

The Favorites feature lets you quickly access channels you and your family have designated as Favorites.



Favorites Lists Setup

With i-Guide, you can create and manage up to four favorites lists. From the Main Menu, select Setup, then Favorites Lists Setup. Use your on-screen keyboard to name your lists.

Accessing Favorites Lists

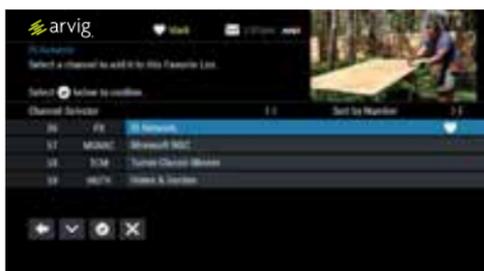
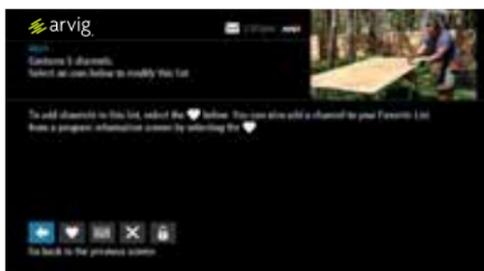
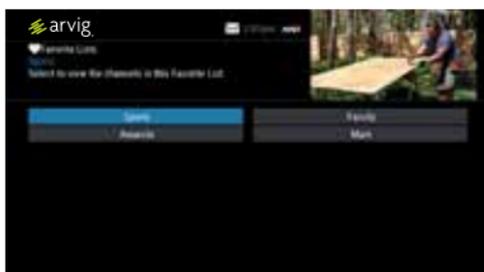
You can access your favorite channels using any of the following methods:

- While watching TV, press the **FAV** button to skip to your next favorite channel on the current list.
- From TV Listings or Mini Guide, press the **FAV** button to display a filtered guide of the channels in your most-recently accessed list. Press the **FAV** button again to scroll through all of your Favorites lists. The guide will display a tab showing the name of each list.
- From the Quick Menu, select the  to display your Favorites lists. If you have not yet set up any Favorites, simply follow the on-screen prompts to begin a new list.

Adding/Deleting Channels from Favorites Lists

Do any of the following to add or delete channels from your Favorites list:

- From the Quick Menu, select the  icon
- Select the Favorites list you want to edit
- Select the  icon to add or remove favorite channels
- You can also rename, delete, or lock your Favorites list.
- Highlight a channel in the listings and press **OK/SELECT** or **FAV** to add to your favorites. A  icon appears; to remove the channel, press **OK/SELECT** or **FAV**. The Favorites icon disappears.
- Press the  icon to confirm your Favorites channel settings.



PAY-PER-VIEW

With i-Guide, you can easily order and watch Pay-Per-View (PPV) programs.



Order Pay-Per-View

From the Main Menu or Quick Menu, select PPV to go to the PPV Menu. Select any of the PPV options to see a list of programs available in a variety of categories.

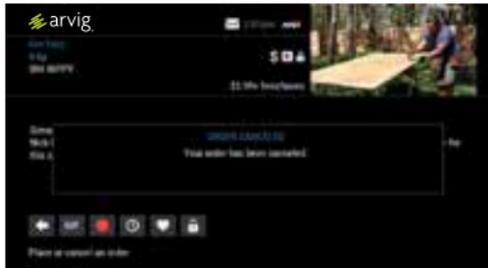
When you find a program of interest, highlight the title and press **OK/SELECT**. The information screen appears:

	Go back to the previous screen		See all the times the program will be airing
	Order the program, or cancel an ordered program		Save this channel in your Favorites list
	Set Recording Timers (Requires separate VCR Setup or use of Digital Video Recorder)		Indicates the program is available as part of a package
	Place a Lock on the program to restrict viewing		Set or cancel a Reminder

Canceling a Pay-Per-View Order

To cancel a PPV order before the program starts:

- In any of the program listing menus, select the ordered PPV program. A dollar sign (\$) appears in Instant Information next to the listing for a purchased PPV program.
- From the information screen, select the . Follow the on-screen prompts to cancel the order. A confirmation that the order was canceled appears.



DIGITAL VIDEO RECORDER (DVR)

Controlling Live TV

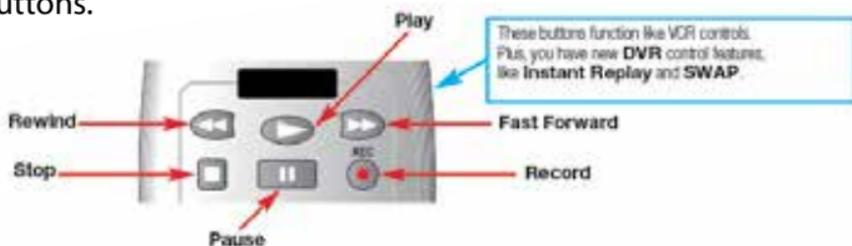
With a DVR, you can control live TV. When you tune to a channel, the DVR automatically begins making a temporary recording of the program. Once the temporary recording begins, you can pause, rewind and fast-forward through the recording. Your DVR records up to 90 minutes of live TV. The live TV recording is not permanent, unless you save it to the DVR's hard disk drive.

For live TV recordings, the temporary recording is erased if you:

- Turn off the DVR
- Change channels
- Watch more than 90 minutes of the same channel. DVR buffers only the most recent 90 minutes.

Playback Controls

You can play back your video recordings using the Video Control buttons.



Pause

You can pause live TV any time by pressing **PAUSE**  on your remote. When you're watching live, your DVR remains paused for up to 90 minutes.* Pressing **PAUSE** more than once allows frame-by-frame viewing. Press **PLAY**  on your remote to resume the program.

*Pause capacity depends on the video format. HD programming has approximately 90 minutes of capacity.

Rewind

Press **REWIND**  on your remote to rewind. Press it up to four times to increase rewind speed. On the fifth press, the program resumes normal play.

Fast Forward

You can activate fast forward for live TV if you have pressed **PAUSE** or **REWIND**. Press **FAST FORWARD**  on your remote to move forward. Press it up to four times to increase fast-forward speed. On the fifth press, the program resumes normal play. You can only fast forward up to the point of live broadcast.

Instant Replay

With instant replay, you can replay the last 15 seconds of a program. Press the **REPLAY**  button on your remote. Press repeatedly to continue skipping back in 15-second increments.

Returning to Live TV

When you pause or rewind a live program, the program continues to broadcast in real time. To return to the live show, press the **LIVE** button on your remote.

Swapping Between Two Programs

If your DVR has two tuners, it can buffer (temporarily record) two programs at the same time—one on each tuner. The swap feature lets you toggle back and forth between two live shows while giving you control of both. If you change channels any other way than using **SWAP**, you lose the buffer recording.

To swap between programs:

1. While tuned to a program, press **SWAP** on your remote to change tuners.
2. Select a second program by changing channels or using the guide.
3. Press **SWAP** again to toggle between the two programs.
4. When recording two programs at the same time, on-screen prompts will ask if you wish to swap tuners. Select your desired recording preference.



RECORDING PROGRAMS

i-Guide makes it easy to schedule recordings on your DVR and build your own personal library. You can record programs in several ways:

- Press **RECORD**  on your remote.
- Record from any Program Info screen.
- Set a manual recording.

One-Touch Recording

Press **RECORD**  on your remote any time while you're watching a program to begin recording. From the Listings grid, highlight the show you want to record and press **RECORD**  on your remote.



Recording From a Program Information Screen

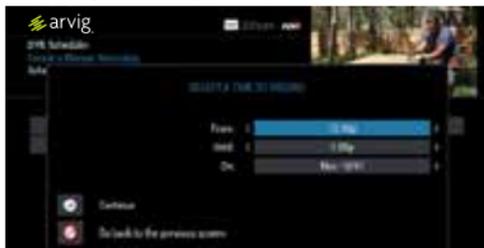
From any Program Information screen, highlight the  icon and press **OK/SELECT** to schedule a recording. Follow the on-screen prompts for additional recording options.



Setting a Manual Recording

To set a Manual Recording for a specific time or channel:

- Select "DVR" from the Quick Menu or Main Menu.
- Select "Set a Recording"
- Select start and end times and day, then press Continue
- Select a channel to record from the channel list
- Select "Record" to confirm settings or select the  icon for additional options.



Recording Two Programs at Once

A dual-tuner DVR lets you set up recordings for two different programs that air at the same time. While recording two programs, you can watch and control either program up to the point of live TV by using the **SWAP** button on your remote.

To record two programs while watching a show currently airing:

- Press **RECORD**  to record the program you are watching.
- Press **SWAP** to switch to the other tuner and find the second program you want to record.
- Press **RECORD**  when you locate the second program you want to record.



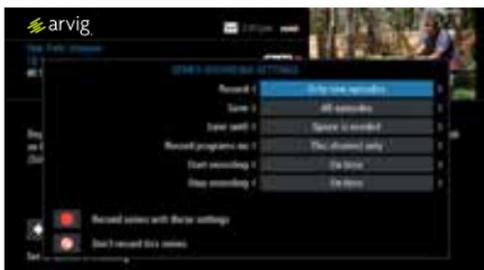
To record two programs from the Guide:

- Highlight a program you want to record from any listings screen.
- Press **RECORD**  to set up the first recording.
- Highlight the second program.
- Press **RECORD**  to set up the second recording.

Recording a Series

i-Guide lets you record multiple episodes of a program (series) in accordance with your preferences. To set up a Series Recording, begin by selecting the program from the listings grid or from a search results list:

- From the Program Info screen, select Record.
- Select "Set Up a Series Recording."
- Select the type of episode to record, such as first-run only episodes.



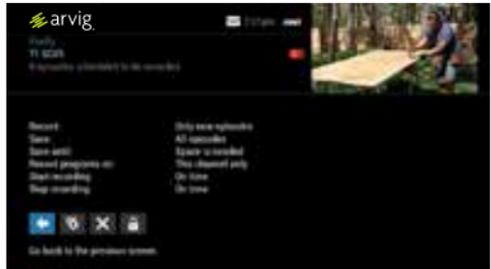
- Specify how many recordings to save.
- Specify how long to save the recording.
- To access advanced series set up features, such as adding minutes to the start or end time, or specifying which channels to record, select the  icon to review all options.

Your Series Recordings appear in the My Recordings list with the show title as its label. Multiple recordings of the same show have the same label and are listed beginning with the most recent recordings first by default.

To change your view, use the ◀ ▶ buttons on your remote to view by date, channel, or title. You may also modify the priority assigned to a series using the Series Priority List.

Modifying a Series Recording

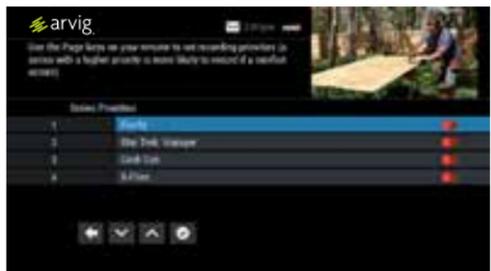
From the DVR menu, select Series Recordings to display a list of scheduled series or keyword series. From here you can change the priority of your series, modify series recordings or delete series.



Managing Series Priorities

If there are scheduling conflicts in your series recordings, your DVR automatically creates a series priority list.

The first series you set to record is assigned the highest priority and will be the one recorded if a scheduling conflict occurs. You can easily change the recording priority of a series so that the series of your choice will be recorded if a conflict exists.



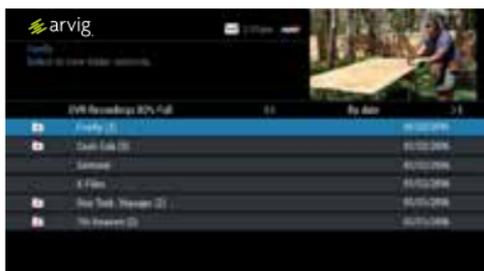
To modify a series priority list:

- From the Quick Menu or Main Menu, select "DVR."
- Choose "Series Recordings."
- Highlight a program and use the **PAGE (+)** and **PAGE (-)** buttons to modify the priority.

Viewing Recorded Programs

From the DVR menu, select My Recordings to display a list of recorded programs:

- Press **LIST** on the remote.
- Select the **DVR** icon from the Quick Menu.
- Select "DVR" from the Main Menu.



Use the **◀ ▶** buttons on your remote to sort recordings by title, date or channel. Use the **▲ ▼** buttons to scroll through the list, and then press **OK/SELECT** or **INFO** to display a program description. Use the action icons to begin playback.

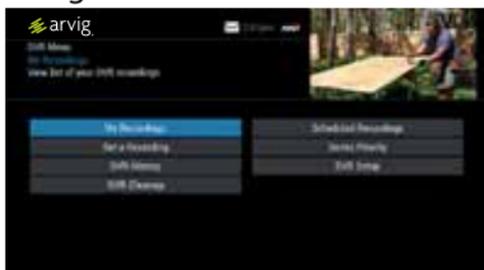
You can control playback of a recording by using the video control or arrow buttons on your remote to fast-forward, rewind and pause the program.

	Go back to the previous screen		Delete the program from My Recordings
	Play the recording		Change the Delete Priority
	Start the recording from the beginning		Place a Lock on the program to restrict viewing

Viewing a List of Scheduled Programs

To view a list of scheduled recordings:

- From the Main Menu or Quick Menu, select "DVR." The DVR Menu appears.
- Select "My Recordings."
- Select "Future Recordings." A list of all programs you have scheduled to

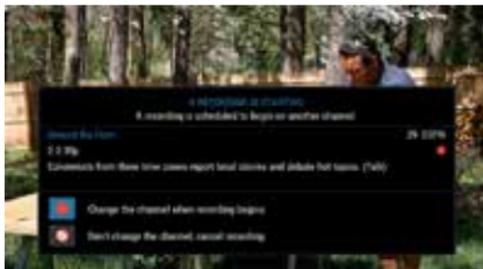


record is displayed. Use the ◀ ▶ buttons on your remote to advance by day.

- Select the title to cancel a scheduled recording or to modify recording options.

Recording Starting Notice

If you are currently watching TV, before a Scheduled Recording begins, a notice will appear giving you the opportunity to confirm or cancel the recording. If you take no action, the DVR will automatically tune to



the channel and begin recording. Live TV programming that was temporarily recorded in the buffer will be erased.

Changing Channels While Recording

If two recordings are in progress and you attempt to change channels, a notice appears providing these options:

- Select the  icon to switch to the other recording.
- Select the  icon to continue recording as scheduled.
- Select the  icon to cancel the current recording and change the channel.

Managing Your Recordings

A recorded program remains in your My Recordings list until you decide to delete it, or until you set it to delete when space is needed.

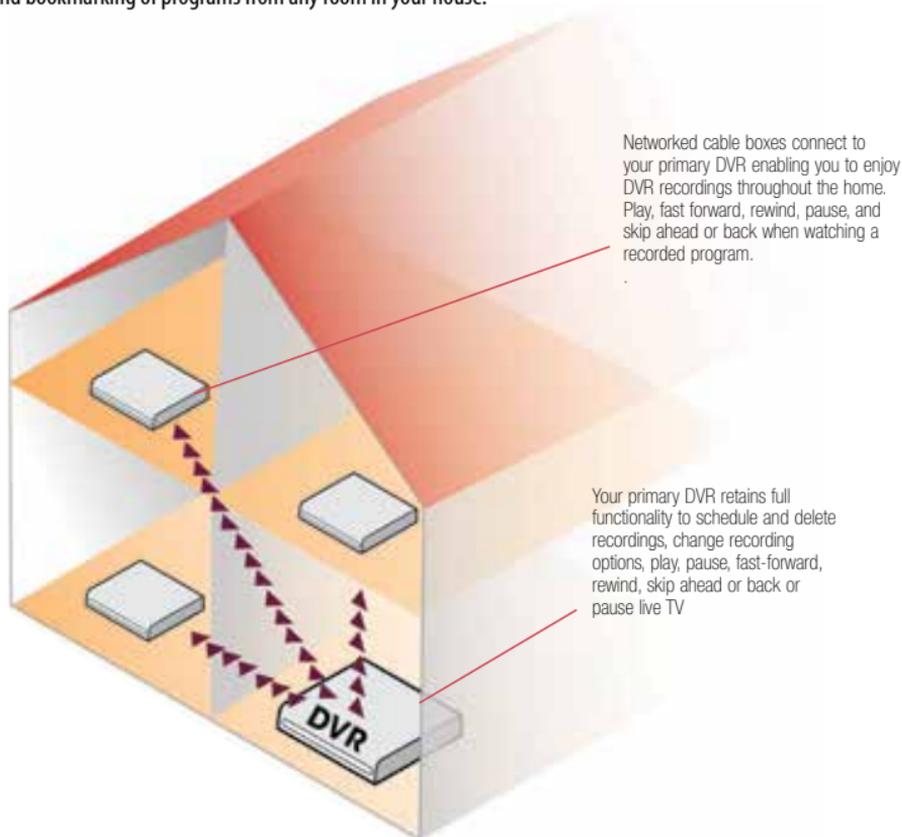
DVR Cleanup lets you delete multiple recordings by using a simple function. From the Main Menu or Quick Menu, select "DVR." The DVR Menu appears:

- Select DVR Cleanup—a list of your recordings will appear.
- Highlight the checkboxes for the recordings that you want to delete.
- Press the left arrow to highlight the Delete button, then press **OK/SELECT**.
- Confirm the deletion.

MULTI-ROOM DVR USER GUIDE

With Multi-Room DVR you can watch, record and delete programs on your Digital Video Recorder (DVR) from any room in your home. You can also use the powerful new bookmarking capabilities which allow you to resume watching the same program in another room from exactly where you left off. This guide gives you an overview of how to start enjoying this exciting new addition to your home entertainment system*.

* Operation of your main Digital Video Recorder receiver remains unchanged. The following details show how to operate your home's remote receivers in order to enjoy the Multi-Room DVR features such as playback, recording, and bookmarking of programs from any room in your house.



Accessing Your DVR Content Using Multi-Room DVR

Primary DVR

The primary DVR on your home network offers complete DVR functionality that lets you play, schedule and delete recordings, and pause live TV.

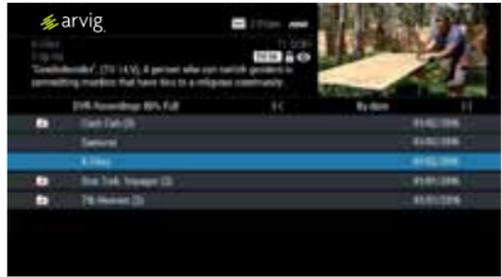
Your primary DVR can record two programs simultaneously (if you have a two-tuner STB) while up to three secondary STBs on the network play recordings.

In the My Recordings list, an “eye” icon  appears in the instant information area if a recording is being viewed in another room of the home.

Recordings can be managed only from the primary DVR box. Recordings cannot be deleted until playback has ended on a secondary system. If you try to delete a program while a secondary system is watching the program, an error message overlay will appear.

Secondary Box(es)

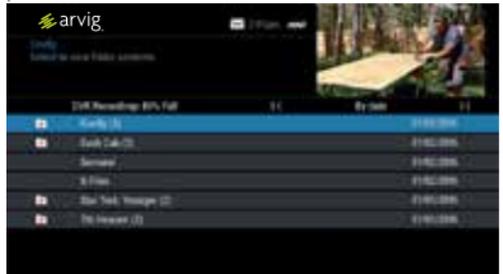
To enjoy recordings that are stored on your primary DVR box from another STB located elsewhere in your home, press **MENU** once to display the Quick Menu.



Press **MENU** twice to display the Main Menu. Select DVR, then select My Recordings:



On the My Recordings list, highlight a program and then press **OK/SELECT** to display program information. Follow the on-screen prompts to play, resume, or restart a program from the beginning.



You can pause, fast forward, rewind and use instant replay to control the recorded show. Parental Control settings are unique to each STB on the network.



Note: You can control live TV on only the primary DVR.

TROUBLESHOOTING GUIDE

No Signal

- Verify the VCR/DVD players are off.
- Verify TV is on channel 3.
- Verify set-top box is powered on.

Snowy, blue or black screen

- Is there power to your TV?
- Check to be sure the set-top box is powered on.
- Verify TV is on channel 3 or correct input.
- Check the cable connections which should be tight.
- Check to see if other TVs are out.
- Unplug the set-top box for 5 minutes. Plug the set-top box back in and turn the power back on.

Cannot change channels using the number keypad

- Hit the MENU button twice.
- Scroll down the second page and select Setup
- Click OK
- Highlight Guide Setup
- Click OK
- Highlight No Auto Tune (3rd option down on the right)
- Click the left arrow—it will change to Auto Tune
- Click OK

Time does not display on the set-top box

- Hit the MENU button twice
- Scroll down to the second page and select Setup
- Click OK
- Highlight Cable Box Setup
- Click OK
- Highlight current channel
- Click the left arrow—it will change to current time
- Click OK

Remote will not run the set-top box

- Press the CBL mode button
- Replace the batteries with two new AA batteries.
- Contact us at 888.992.7844 to help you program your remote.

Red light on the set-top box shows an envelope

- Hit MENU twice
- Highlight Messages (2nd column)
- Click OK
- Click OK on the message
- To delete—highlight the red X at the bottom on the screen
- Click OK

FREQUENTLY ASKED QUESTIONS

Q. How many hours of programming can I store on my DVR? What is the hard drive capacity?

A. The recording capacity depends on the video format that is being recorded. Your DVR can record up to 90 hours of standard definition programming or up to 20 hours of high-definition programming. The hard drive capacity is 120GB.

Q. How many tuners does my DVR have?

A. Your DVR has two tuners so that you can:

- 1) record two channels at the same time,
- 2) record one and watch another,
- 3) record two channels and watch a third program from your DVR recordings library.

Q. How do I return to live TV when I'm watching recorded programming?

A. Simply press the LIVE button on your remote.

Q. Can I record or watch two programs at the same time?

A. Yes, you can use the SWAP button on your remote to change from one tuner to the other.

Q. How many other home entertainment components can be connected to my DVR?

A. Three: your television, cable box (refer to your Motorola User Guide), and one other component (VCR, DVD player or audio).

Q. I currently record programs on my VCR. How is a DVR different?

A. Your DVR box takes recording technology to a new level, capturing picture and sound digitally (resulting in a superior recording) and allowing greater viewing flexibility. With the DVR, you can pause a broadcast while you're watching it and restart it up to 90 minutes later. You can also press Instant Replay to review the last 15 seconds or rewind to see a scene again. Yet, you won't miss a moment of the program because the DVR keeps recording the current broadcast while you pause, rewind or replay scenes. *No VCR can do that!*

Q. How can I find programs I want to record?

A. Using i-Guide, you can search many ways: through the Main Menu, Quick Menu, Search Menu, by programming category, through the By Time or Channel Listings grid or through the Search Menu to alphabetically search by Title. When you find something that sounds interesting, simply press Record. The DVR will automatically record that program for you.

Q. Can the DVR play back an HD recording while another HD program is being recorded?

A. Yes. In fact, you can record two programs at once while watching a previously recorded program from the hard drive for both HD and regular programming.

Q. Does the DVR support digital video interfaces?

A. Yes. The DVR features both DVI and 1394-DTV digital interfaces.

Q. I have a home theater system. Can I record a program in Dolby Digital™ 5.1 on my DVR?

A. As long as the program is being broadcast in Dolby Digital audio, the DVR will record the digital audio. A Dolby Digital indicator will appear on the Flip Bar and Program Information screen for programs that provide it.

Q. What is the picture quality of recorded programs?

A. The DVR records programs in the same quality in which they are broadcast. For example, programs broadcast in HDTV format are recorded in HDTV quality (if your DVR is connected to a high-definition television). Broadcast quality may vary.

Q. Can I record Digital Music channels?

A. Yes. You can record and playback Digital Music. However, the playback controls (Pause, FF and REW) are not functional for recorded digital music.

Q. What if the program I want to record runs over its scheduled air time such as when a football game goes into overtime. How can I make sure I record everything?

A. Change the Recording Options for the program. You can adjust the start and end times for the recording to ensure everything gets recorded.

Q. Can I watch a show I am recording before the recording is completed?

A. Yes. You can either watch it live as it's being recorded or you can rewind the program you are currently recording and watch it from the beginning while the recording continues.

Q. Do Parental Locks work with DVR?

A. Yes. Parental Locks restrict viewing of recorded programs. If you schedule a recording for a program you have locked, the program will be recorded; however, audio is muted and no video will appear while the program is recording. A restricted notice remains on screen allowing you to enter your PIN to view the program during the recording. Once the program has been recorded, you can access it from My Recordings. Just enter your PIN to view.

Q. How long can I keep My Recordings?

A. You can keep them as long as you want. Just remember, the recording space is limited, so you may need to delete some recorded programs from time to time in order to make room for new ones.

Q. How will I know when I'm almost out of recording space?

A. An on-screen notice will appear advising you when recording space is low (80% full) or full.

Q. Does the DVR automatically delete programs when the record space is full?

A. Only if you set it up that way. The DVR will automatically delete programs if you tell it to do so by setting the programs to be deleted when space is needed. When the record space is full, the oldest recordings that you have set to be deleted will be deleted first. If you do not want the DVR to automatically delete certain recordings, you can set them so that they can only be deleted manually.

Q. How long can I pause live TV?

A. You can pause up to 90 minutes of standard programming; less with HD programming.

Q. How far back can I rewind live TV?

A. You can rewind up to two hours of standard TV programming as long as you were tuned to the same channel.

Q. If I'm watching a program in progress and want to record it, can I record from the beginning?

A. If you just tuned to the program, the DVR begins recording from the point where you pressed record on your remote. If you have been watching the program from the beginning and have not changed channels (without using SWAP), the DVR will save all the temporary recording (buffer) to the Hard Drive and you will capture the entire program.

Q. How can I catch up to the live broadcast of a program after I've paused it?

A. Press the LIVE button (if available) or the down arrow on the remote. Or, you can FAST FORWARD ►► to the point of live TV. The on-screen indicator will display "LIVE."

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

A. To use your digital TV, always be sure that:

- your television is plugged into the Arvig receiver
- your television is set on channel 3

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. How does Arvig know what Pay-Per-View Movies/Events I've purchased?

A. The receiver stores information about your Pay-Per-View activity and automatically sends that information to Arvig. Unlike program listings, this information is saved in your receiver's memory, so it is not affected by power outages. The process of transferring information from a customer's receiver to Arvig is called "polling."

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 TV 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.

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.

NOTES

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*Available applications vary by device type. Internet connection required. Customers have access to programming that they currently receive from Arvig on their television plan. Visit WatchTVEverywhere.com for a complete list of channels available. Based on Arvig service area, some restrictions apply.