

Hargray's

# Digital Television

powered by Ericsson® Mediaroom®





# Watch What Hargray Digital Television Service Can Do For Your Home Entertainment.

Welcome to Hargray Digital Television, powered by Ericsson® Mediaroom®. With the easy-to-read programming guide and easy-to-use menu and navigation screens, watching TV just got, well, easier. And with Multiroom DVR, you can pause, rewind and play live TV from multiple Set Top Boxes. You can even record all your favorite shows and watch them when you want, where you want.

## Understanding channels and viewing capabilities.

Live television, On-Demand, Multiroom DVR, Pay Per View and other applications are delivered to your Hargray Set Top Box(es) as unique channels.

Your Hargray Digital Television system has the ability to access up to four\* unique high definition channels or nine\* unique standard definition channels simultaneously. In order to provide you with the best possible viewing experience, you will see helpful on-screen error messages alerting you to conflicts if your Hargray Digital Television equipment is attempting to access more channels than can be accessed at any given time. These on-screen messages will vary based on the specific conflict and will provide suggested solutions to correct the conflict. Common conflicts include attempting to tune to more unique channels than can be viewed at one time and attempting to record more programs on your DVR than can be recorded at one time.

The number of Set Top Boxes in your Hargray Digital Television network does not impact the number of viewable programs. For example, three Set Top Boxes watching the same channel are accessing only one unique channel. Channels are allocated to an equipment network of interconnected Set Top Boxes, and those Set Top Boxes will share the maximum allotment of unique, simultaneous channels.

\*The number of channels that can be delivered are dependent on the capacity of the network in your area, your subscription and a number of other factors. The ability to receive four unique high definition channels or nine unique standard definition channels simultaneously is limited to select areas. If you do not have a subscription for high definition Set Top Boxes or if you do not have a high definition capable TV set, you will not be able to access high definition channels. For more information about channel limitations, please call 1.877.HARGRAY to speak with a local customer service representative.

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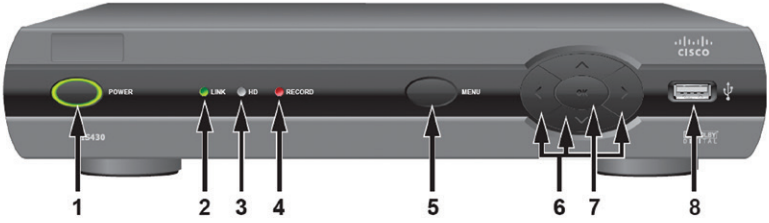
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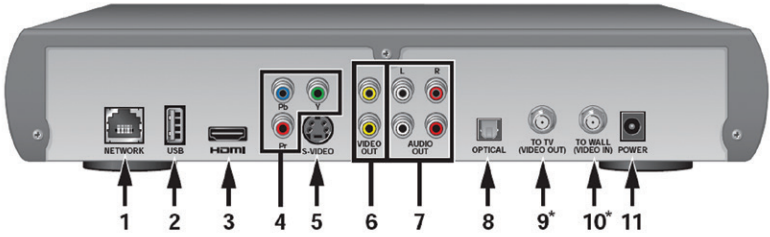
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### FRONT PANEL Scientific Atlanta/CISCO CIS430/330, IPN430/330

The Scientific Atlanta/Cisco CIS430, CIS330, IPN430 and IPN330 have identical front-panel controls and lights; only the size varies.

1. **Power** Powers on and off the Set Top Box. When held for more than five seconds, the Set Top Box is restarted. Green light indicates that the power is on.
2. **Link LED** Green light indicates data or programming stream is being received.
3. **HD LED** Blue light indicates the Set Top Box is in high definition (HD) mode (720p or 1080i). If your Set Top Box is connected to your TV via an HDMI cable, the HD LED will stay blue continuously.
4. **Record** Red light indicates program recording.  
*\*NOTE: This feature is used with Multiroom DVR service only.*
5. **Menu** Activates the on-screen menu.
6. **Directional Keys** Allow you to change channels and navigate through the guide and menu.
7. **OK** Confirms channels or menu options.
8. **USB Port** Not supported at this time; reserved for future use.



### REAR PANEL Scientific Atlanta/CISCO CIS430/330, IPN430/330

The Scientific Atlanta/Cisco CIS430, CIS330, IPN430 and IPN330 have identical rear-panel controls and lights; only the size varies.

1. **Network** Ethernet port.
2. **USB** Not supported at this time; reserved for future use.
3. **HDMI** Input for high definition TV or home theater receiver
4. **Y PB PR** Components to connect video output to an HDTV.
5. **S-Video** Video output for VCR or TV with S-Video connections.
6. **Video Out** RCA output to connect to TV, VCR, DVD recorder or other device.
7. **Audio Out** Left and Right RCA stereo audio output.
8. **Optical** S/PDIF audio output to a digital home theater receiver
9. **To TV (Video Out)** Coaxial output for TV or VCR.
10. **To Wall (Video In)** Coaxial input for home video network.
11. **Power** Power adapter connection.



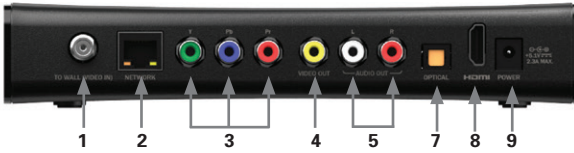
### FRONT PANEL Pace IPH8000/IPH8005

The Pace IPH8000 and the Pace IPH8005 have identical front-panel controls and lights; only the size varies.

- 1. Power** Powers on and off the Set Top Box. When held for more than five seconds, the Set Top Box is restarted. Green light indicates that the power is on.
- 2. USB Port** Not supported at this time; reserved for future use.
- 3. Link LED** Green light indicates data or programming stream is being received.
- 4. HD LED** Blue light indicates the Set Top Box is in high definition (HD) mode (720p or 1080i). If your Set Top Box is connected to your TV via an HDMI cable, the HD LED will stay blue continuously.
- 5. Record** Red light indicates program recording.
- 6. Menu** Activates the on-screen menu.
- 7. Directional Keys** Allow you to change channels and navigate through the guide and menu.
- 8. OK** Confirms channels or menu options.



### Pace IPH8000 HD



### Pace IPH8005 HD DVR



### REAR PANEL Pace IPH8000 HD/IPH8005 HD DVR

1. **To Wall (Video In)** Coaxial input for home video network.
2. **Network** Ethernet port.
3. **Y PB PR** Components to connect video output to an HDTV.
4. **Video Out** RCA output to connect to TV, VCR, DVD recorder or other device.
5. **Audio Out** Left and Right RCA stereo audio output.
6. **To TV (Video Out)** Coaxial output for TV or VCR.
7. **Optical** S/PDIF audio output to a digital home theater receiver.
8. **HDMI** Input for high definition TV or home theater receiver with HDMI connections.
9. **Power** Power adapter connection.

## Start With the Basics

### Turn Your TV On or Off

To begin your new TV viewing experience, you must first turn on your television set.

1. Press the **TV** button on your remote control.
2. Press the **POWER** button on your remote control; this will power on your TV.
3. Press the **STB** button then **POWER** to turn on the Set Top Box.
  - Your install technician programmed your control for your television set. If you need to reprogram your remote control at any time, call 843.686.1138.

### Browse With Picture-In-Picture (PIP)

See what else is playing without leaving your current program. Hargray Digital Television service gives you the ability to flip through current programs and actually see what's on without leaving the program you are watching, with convenient Picture-In-Picture (PIP) browsing.

- Press the **UP** or **DOWN ARROW** keys to view current programs on channels above or below the channel you are watching.
- Press the **RIGHT ARROW** key to find out what programs are scheduled to play in the future.
- Press **INFO** at any time for information about the program listed in the PIP browser.
- Press **OK** to change the channel to the one you see in the PIP browser. (If the program you select is not currently playing, then you will see the PROGRAM INFO screen.)

### Access and Navigate the Onscreen Menus

Hargray Digital Television offers you more. The onscreen menus are easy to use and a breeze to navigate with your remote control.

- Use the **LEFT** and **RIGHT ARROW** keys to select items on any horizontal menu that appears at the top of any Hargray Digital Television screen.
- Use the **UP** and **DOWN ARROW** keys to select items on any vertical menu that appears when you highlight an item in the top menu navigation.
- Press **OK** to select your highlighted item.
- Press **BACK** button to go back to the last menu screen you were viewing.
- Press **EXIT** at any time to return to TV viewing.

## The Menu Button

The **MENU** button on your remote control will give you access to all of the great features your Hargray Digital Television service has to offer, including enhanced search, channel favorites, parental controls, On-Demand and more.

*Note: Step-by-step instructions on all of the features listed in this section can be found throughout this guide.*

1. Press **MENU** on your remote control. The MAIN MENU screen appears.
2. Use the **LEFT** and **RIGHT ARROW** keys to select a heading in the MAIN MENU.
  - Select **RECORDINGS** to access all programs you have recorded with your Multiroom DVR service.
  - Select **ON-DEMAND** to access the On-Demand Free Connection, new releases or movies that you have already rented.
  - Select **SETTINGS** to customize your program guide, manage your parental controls, set the viewing aspect ratio for your TV and more.
3. Use the **DOWN ARROW** key to select any of the options on the drop-down menus that appear under your selected menu heading.
4. Press **OK** to open selected screens.

## The Info Button

The **INFO** button gives you more information about current and future programming. Press this button anytime you would like more information on a selected program. You can also schedule a recording from any PROGRAM INFO screen.

### Get Info About the Program You're Watching

1. Press the **INFO** button on your remote. The PROGRAM INFO screen appears with a brief description of the program, including the run time.
2. Press the **RIGHT ARROW** key to access information on the cast and crew.
3. Press the **DOWN ARROW** key to record the program one time or to set up a series recording. Press **OK** to select the desired action.
4. Press the **EXIT** button to return to the program you were watching.

### Get Info About a Future Program

1. Press **GUIDE** on your remote.
2. Press the **RIGHT ARROW** key to highlight a program that is not currently on.
3. Press **INFO** to view details about the highlighted program and to schedule a one-time or series recording.

*Note: You can also get more information on any program in your results list when using the search feature.*

## Customize Your Television Screen for HD

### Change Your Screen 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 HDTVs have a 16:9 ratio.

1. Press **MENU**.
2. Press the **RIGHT ARROW** key to navigate to the SETTINGS menu. Use the **DOWN ARROW** key to select TELEVISION and press **OK**.
3. Press the **DOWN ARROW** key to select the SCREEN ASPECT RATIO AND HIGH DEFINITION screen and press **OK**.
4. Use the **UP** and **DOWN ARROW** keys to select from:
  - 4:3 standard definition
  - Widescreen standard definition
  - 720p high definition or 1080i high definition, depending on your TV
5. Press **OK**. The system may ask to run a test to ensure that your desired setting is applied to your TV. Use the **ARROW** keys to continue and press again.

**Shortcut** - Press **ENTER** to access the VIEWING OPTIONS menu where you can create favorites, as well as edit closed captioning and aspect ratio settings

## Find What You Want to Watch and Choose Favorites

Hargray Digital Television service offers you several ways to find what you want to watch so that you never miss a program. You can even create a Program Guide with just your favorite channels so you only see the channels you are interested in.

### Use the Interactive Program Guide

1. Press the **MENU** button to display the INTERACTIVE PROGRAM GUIDE.
  - Use the **ARROW** keys to scroll through current and future programming options.
  - Use **CH/PG** to scroll through a page at a time.
  - Use **FF/REW** to skip ahead/back 24 hours at a time.
  - Your Hargray INTERACTIVE PROGRAM GUIDE will allow you to view programming information up to 14 days in the future.
2. Highlight a program to view more information.
  - Press **OK** to view the program if it is currently on. If your selected program is not currently on, a PROGRAM INFO screen will appear.
  - Press **INFO** to see more viewing options and additional program information like cast and crew.
  - Press the **RECORD** button once to record the program. Press the **RECORD** button twice to record the series.
  - Press **GUIDE** to exit the INTERACTIVE PROGRAM GUIDE and resume your viewing.

## Set Up Your Favorites List for the First Time

1. Press **MENU** to access the MAIN MENU screen. Select LIVE TV, and then use the **DOWN ARROW** key to highlight FAVORITES, and then press **OK**.
2. Select SET UP FAVORITES and press **OK**. A list of available channels will appear onscreen.
3. Use the **UP** and **DOWN ARROW** keys to select your favorite channels.
  - To add a channel to your list, press **OK**. A check mark will appear to identify the channel you selected. Press **OK** again to remove the check mark or to deselect the channel.
  - To remove all selected channels, use the **LEFT ARROW** key to highlight UNCHECK ALL and press **OK**.
  - To see only the channels you have selected for your favorites list, select VIEW ALL and press **OK**.
4. Select SAVE and press **OK** once you are finished selecting all of your favorite channels.
5. Press **MENU** on your remote to view your customized favorites guide. Select LIVE TV, then FAVORITES and press **OK**.

## Edit Your Favorites List

Once your FAVORITES list is set up, follow the steps below to add or remove a channel.

1. Press the **MENU** button.
2. Use the **RIGHT ARROW** key to navigate to SETTINGS. Press **OK**.
3. Use the **DOWN ARROW** key to select TELEVISION. Press **OK**.
4. Use the **DOWN ARROW** key to navigate to SET UP FAVORITES. Press **OK**.
5. Use the **UP** and **DOWN ARROW** keys to select or deselect the channels you would like to appear on your FAVORITES list.
6. Select SAVE and press **OK** once you are finished editing your FAVORITES list.

## Find Programs Using Search

1. Press **MENU** and use the **ARROW** keys to search the screen.
2. Use the **ARROW** keys to select a letter on the onscreen keyboard and press **OK**. Continue until you have entered your search term.

*Note: To enter a number, select the **123** button and press **OK**. This will bring up a number keypad. Select the **ABC** button and press **OK** to return to the regular keyboard.*

3. The results of your search will appear as you type. The more letters you type, the better your results.
4. Use the **RIGHT ARROW** key to navigate to your results list.
5. Use the **ARROW** keys to select a title or name. Press **OK** to view options.
  - If you select a title, you can choose to watch it if it is currently on or record it if it is scheduled to play in the future.
  - If you select a name, you will see a list of programs with that actor or director. Select a title and press **OK** to view or record that program.
  - If MORE ... appears next to a title, select it to see a list of all programs with that title. Select an episode and press **OK** to view or record that program.
  - If VIDEO appears next to a title, you can preview or rent the program through the On-Demand feature.

### Narrow Your Search

1. Navigate to the SEARCH screen. Select OPTIONS on the onscreen keyboard and press **OK**.
2. Under FILTER RESULTS, select TITLES, ON-DEMAND or PEOPLE depending on what you are looking for. Press **OK**.
3. Use the onscreen keyboard to enter your search term. Results will appear as you type. Select from the RESULTS list and press **OK**.

### Control the Keys to Parental Locks

With Hargray Digital Television service, you can control what types of programs can be viewed in your home. You can even hide unwanted information that may appear in the program guide. Use parental locks to make certain channels and types of programming accessible only with a Personal Identification Number (PIN).

1. Press **MENU**. Use the **RIGHT ARROW** key to select SETTINGS and the **DOWN ARROW** key to highlight PARENTAL CONTROLS. Press **OK**.
  - If a lock appears next to PARENTAL LOCKING, then a PIN has already been set and parental locks are in place.
  - If an open lock appears next to PARENTAL LOCKING, then a PIN has been set but no parental locks are in place.
  - If no lock appears, then a PIN has not yet been set.
2. Press **OK** to select PARENTAL LOCKING.
3. Use your remote to enter your four-digit PIN. If no PIN has been set, enter a new four-digit PIN. You will be prompted to enter it again for confirmation.
4. Use the **ARROW** keys to navigate the locking options that appear on the PARENTAL LOCKING screen.

### Lock Specific Channels

1. From the PARENTAL LOCKING screen, use the **ARROW** keys to select CHANGE next to CHANNELS. Press **OK**.
2. Use the **UP** and **DOWN ARROW** keys to select specific channels from the onscreen list. For faster navigation, use the **CH/PG** button. This will scroll up or down a page at a time.
  - Press **OK** to lock a channel. A lock will appear. Press **OK** again to unlock the channel.
  - Use the **LEFT ARROW** key to select UNLOCK ALL and press **OK**. This will unlock all channels.
  - Use the **LEFT ARROW** key to select VIEW LOCKED ONLY to see only the channels you locked.
3. Select SAVE and press **OK**.
4. Select LOCK. Press **OK** and then **EXIT** on your remote.

### Lock Programs Based on Ratings

1. From the PARENTAL LOCKING screen, use the **ARROW** keys to select CHANGE next to USE TV PARENTAL GUIDELINES or MOVIE RATINGS depending on the rating system you would like to lock. Press **OK**.
2. Use the **DOWN ARROW** key to select the lowest rating you would like to lock, then press **OK**.
  - This will lock all TV programs or movies (depending on the rating system you selected) with that rating or higher.
  - Use the **LEFT ARROW** key to unlock all ratings by selecting UNLOCK ALL and then pressing **OK**.
3. Select SAVE and press **OK**.
4. Select LOCK. Press **OK** and then **EXIT** on your remote.

### Lock On-Demand Rentals

1. From the PARENTAL LOCKING screen, use the **ARROW** keys to select CHANGE next to RENTAL LOCKING. Press **OK**.
2. Select LOCK RENTING and press **OK**. A lock will appear. This will require your four-digit PIN before a On-Demand rental can be made.
3. Select SAVE and press **OK**.
4. Select LOCK. Press **OK** and then **EXIT** on your remote.

*Note: To prevent unauthorized rentals from occurring, it is recommended that you set a Rental Locking PIN. This PIN will be required each time you rent a movie.*

### Turn Off Locks Temporarily

1. From the PARENTAL LOCKING screen, use the **ARROW** keys to select TURN OFF LOCKING. Press **OK**.
2. Select UNLOCK ALL TV FOR 4 HOURS and press **OK**.

*Note: A PIN will still be required to purchase locked rentals.*
3. If you would like to turn locks on before the allotted time period, select LOCK on the PARENTAL LOCKING screen and press **OK**.

## Reset All Your Parental Locks and PIN

1. From the PARENTAL LOCKING screen, use the **ARROW** keys to select TURN OFF LOCKING. Press **OK**.
2. Select RESET ALL PARENTAL LOCKS and press **OK**.
3. Select RESET to reset your PIN and to stop using parental locks. Press **OK**. The next time you access the PARENTAL LOCKS screen, you will be asked to create a new PIN.

## Hide Channel in the Guide

You can customize your channel guide by choosing to hide specific channels. Hidden channels will not appear in the program guide or while browsing. You can still access hidden channels by using the keypad on your remote.

1. Press **MENU**. Use the **RIGHT ARROW** key to select SETTINGS and the **DOWN ARROW** key to highlight TELEVISION. Press **OK**.
2. Select CUSTOMIZE CHANNEL GUIDE and press **OK**.
3. Use the **UP** and **DOWN ARROW** keys to select channels (or use the **CH/PG** button to scroll through a page at a time). Press **OK** to hide a channel. The check mark will disappear. This channel is now hidden. Press **OK** again to unhide the channel (the check mark will reappear).
  - To recheck all channels, use the **LEFT ARROW** key to select CHECK ALL. Press **OK**.
  - To see only the channels you selected to hide, highlight VIEW UNCHECKED and press **OK**.
4. Select SAVE and press **OK**.

## Pause, Play, Replay and Record Live TV

If you subscribe to Hargray's Multiroom DVR service, you can control live TV! Your Multiroom DVR records up to 90 minutes of the channel you are currently watching. This means you can pause, replay and record what you're watching so that you never miss a thing.

## Pause or Restart a Program

1. Press **PAUSE** on your remote to temporarily stop a live TV program.
2. A progress bar will appear onscreen. This will show you the start and end times of your current program, how much time has elapsed and at what point you paused the program. The program will remain paused for up to 90 minutes. If you cannot return to your program in 90 minutes, simply press **RECORD** so that you can resume viewing when you are ready.
3. Press **PLAY** at any time to resume viewing.



### Replay Part or All of a Program

1. Press **REW** to rewind the program you are currently watching.
2. A progress bar will appear onscreen. This will show you the start and end times of your current program and will indicate how far you can go back in time.
  - Press **REW** up to three times to rewind at increasing speeds.
  - Press **BACK** button to skip back in seven-second increments.
3. Press **PLAY** anytime to resume viewing.

### Fast-Forward or Return to the Program

If you have paused, replayed or used the rewind feature while watching live TV, you can use the **FF** and **FWD** buttons on your remote to go forward in time.

1. Press **FF** to fast-forward through your program.
2. A progress bar will appear onscreen. This will show you the start and end times of your current program and will indicate how far you can go forward in time.
  - Press **FF** up to three times to advance at increasing speeds.
  - Press **SKIP** button to fast-forward in 30-second increments.
3. Press **FF** or **SKIP** button until you reach the end of the green bar in the progress indicator to return to live viewing.

### Record the Program You're Watching

1. Press **RECORD** to begin recording the program you are watching. The recording feature is not available with On-Demand or Pay Per View.
2. A recording message will appear onscreen and the record LED will light up red on the front of your HD or HD/DVR Set Top Box to indicate that it is in record mode.
3. Press **STOP** to end the recording at any time and then press **OK**. If you do not manually stop the recording, it will automatically stop at the program's scheduled end time.
 

*Note: Your Multiroom DVR gives you the ability to watch one program while recording another program at the same time.*
4. Once your recording is complete, it will be saved under the program's title.

### Add Extra Recording Time to the End of the Program

If you think that the program you are recording will go over its scheduled end time, you can add time to the end of the recording. This happens often with sporting events and season finales.

1. Press after the program has begun recording. Use the **ARROW** keys to select RECORD SETTINGS and press **OK**.
2. Select RECORD SETTINGS and press **OK**.
3. Select the amount of time you would like to add to your recording. Press **OK**.
4. Use the **LEFT ARROW** key to select SAVE CHANGES and press **OK**.
5. Select WATCH and press **OK**. This will return you to your program.

## Discover, Preview and Enjoy Your Choices with On-Demand

With Hargray Digital Television service, you can rent new releases and your old favorites using On-Demand. Rent movies with the touch of a button and watch them when you want. The best part is, you never have to leave your home! And did we mention no late fees? Well, there are no late fees. Any rental charges will be added directly to your monthly bill.

### Rent Movies from On-Demand

1. Access the On-Demand menu screen by performing one of the actions listed below.
  - Press **ON-DEMAND** button on your remote.
  - Press **MENU**. Use the **ARROW** keys to select ON-DEMAND. Highlight BROWSE VIDEOS and press **OK**.
2. Use the **RIGHT ARROW** key to select movies and press **OK**.
3. Use the **DOWN ARROW** key to browse categories like NEW RELEASES and COMEDY. Or to search for a particular movie or actor, press **MENU**. Use the **ARROW** keys to select ON-DEMAND, then highlight SEARCH and press **OK**.
4. Use the **DOWN ARROW** key to select from the onscreen results list. Select a title or actor and press **OK**.
5. A PROGRAM INFO screen appears with information about that movie or program, including a summary of the video, price and the rental period.
  - Use the **RIGHT ARROW** key to select between RENT, PREVIEW or ADD TO SAVED VIDEOS. Use the **UP ARROW** key to select SUMMARY, CAST & CREW, MORE LIKE THIS or DETAILS.
  - Press the **BACK ARROW** key to leave this screen and return to the previous screen without renting.
6. Select RENT and press **OK**. Press **OK** to confirm your rental and your video will begin.

*Note: If you have set up your parental locks, you may be asked to enter your PIN before the purchase is complete.*
7. Press the **STOP** key at any time before your video ends to stop watching and continue watching later. Select DONE and press **OK**.
8. Press **EXIT** on your remote.

### Play Your Current On-Demand Rentals

You can access your rentals as often as you like within the specified rental period.

1. Press **MENU** and scroll to ON-DEMAND. Press **OK**.
2. Use the right arrow key to select CURRENT RENTALS and press **OK**.
3. Use the **DOWN ARROW** key to select the current rental you want to watch. Press **OK**.
4. You can choose to start watching the video where you left off or from the beginning.

## Order Pay Per View Events

Live sporting events like WWE, UFC and many others are available through Pay Per View. You can purchase upcoming events up to two days in advance of the event starting and up to 30% of the length after the event starts.

1. Press **GUIDE**. Use the **UP** and **DOWN ARROW** keys to navigate to Channel 401.
  - Press the **RIGHT ARROW** key to find out what's playing in the future.
  - Press **FF** button to skip ahead 24 hours.
  - Press **REW** to go back 24 hours.
2. Select the live event or program you want to order and press **OK**. A PROGRAM INFO screen will appear with details including event time and pricing. Press **OK** to order.

*Note: If you have set up your parental locks, you may be asked to enter your PIN before the purchase is complete.*
3. Press **OK** to confirm your order. Press **EXIT** to resume watching normal programming.
4. Tune to the event's channel on the scheduled day and time. If you tune in late, you will not be able to rewind to see what you missed.

*Note: Unlike On-Demand, 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.*

## Paying for On-Demand Rentals and Pay Per View Events

Any orders you place onscreen are automatically added to your monthly bill. You will find them in the Usage Charges section. They will be listed by title with date rented and rental cost.

## Your Hargray Multiroom DVR has it All

Your Hargray Multiroom DVR gives you multiple advanced recording features like recording up to two programs at once and watching recorded content from multiple Set Top Boxes in the house! You've already learned how to use your remote to control live TV ... another feature of your Hargray Multiroom DVR. In this section, you will learn how to schedule, manage and view a recorded program or series.

*Note: The Multiroom DVR feature only allows you to record two programs with your primary DVR. Other Set Top Boxes in your home will not allow you to record programs in addition to the original two. If you attempt to record more programs than can be recorded at any given time, a recording conflict would occur. If such a conflict occurs, you may only watch programs or modify your original recordings with your additional Multiroom DVR Set Top Boxes.*

### Schedule Programs for Recording

There are multiple ways you can record a program that is scheduled to air in the future. You can also set your Multiroom DVR to record one show one time, all episodes of a series and more.

#### Schedule a Single or Series Recording From the Program Guide

1. Press **GUIDE**. Use the **ARROW** keys to scroll through the available content and highlight a program.
2. Press **RECORD**. A single red dot appears next to the program listing in the guide to indicate that a recording is scheduled.
3. Press **RECORD** twice to schedule a recording of the same program at the same day and time every week. Three red dots appear next to the program listing in the guide to indicate that a series recording is scheduled.
4. Press **RECORD** a third time to cancel the recording. All red dots will disappear.
5. Press **EXIT** to resume watching normal programming.

#### Schedule a Single Recording from the Program Info Screen

1. Access the PROGRAM INFO screen using one of the following actions:
  - Press **INFO** while watching a program you want to record.
  - Press **GUIDE**. Use the **ARROW** keys to highlight a program to record and press **INFO**.
2. Select RECORD EPISODE and press **OK**.
3. If you would like to add time to a program that is currently being recorded (in case you think it might run long), select INFO then the **DOWN ARROW** key to select RECORD OPTIONS. Select STOP RECORDING and press **OK**. Select a time and press **OK**.
4. Select RECORD and press **OK**.

### Schedule a Series Recording from the Program Info Screen

1. Access the PROGRAM INFO screen using one of the following actions:
  - Press **INFO** while watching a program you want to record.
  - Press **GUIDE**. Use the **ARROW** keys to highlight a program to record and press **INFO**.
2. Select RECORD SERIES and press **OK**.
3. Use the **ARROW** keys to select the time and press **OK**.
4. Select from the following options to limit your recordings:
  - Any day (at the same time)
  - Any day/anytime
  - Any day/anytime/once per day
5. If you want to limit your series recording to first run only episodes, select FIRST RUN ONLY under SHOW TYPE. The default setting is to record every instance.
6. If you think that the episodes may run long, add extra time to the end of the program by selecting STOP RECORDING. Press **OK** and select a time.
 

*Note: Your Hargray Multiroom DVR will not adjust if a program's schedule changes unexpectedly. However, planned schedule changes, such as a series moving from 7:00pm to 7:30pm for one week, will be detected by your DVR and the episode will be recorded in its entirety.*

### Schedule a Single Recording by Channel, Time and Date

1. Press **RECORDINGS** on your remote. Or you can press **MENU**, and use the **RIGHT ARROW** key to select RECORDINGS .
2. Use the **ARROW** keys to select ADD RECORDING and press **OK**.
3. Select CHANNEL AND TIME and press **OK**. The MANUAL RECORD screen will then appear.
4. Use the **ARROW** keys to fill in the fields on the MANUAL RECORD screen.
  - You can elect to keep the recorded program until you delete it or you can allow Multiroom DVR to delete it when it is time to make room for new recordings.
5. Select RECORD and press **OK** to schedule the recording.

## Solve Conflicts in Recording Schedules

Your Hargray Multiroom DVR can record up to two programs at the same time. If you try to record a third program, a RECORDING CONFLICT screen will appear.

### Solve Single Program Conflicts

- To record the new program, select it from the menu on the RECORDING CONFLICT screen and press **OK**.
- To keep what was already scheduled and cancel the new recording, select the previously scheduled program and press **OK**.

### Solve 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 RECORDING CONFLICT screen and press **OK**.
- If you don't want to record episodes that conflict with your previously scheduled recordings, select RECORD ONLY WHEN NO CONFLICT OCCURS and press **OK**.

### Record an Overridden Program

1. Press **GUIDE**. Use the **ARROW** keys to navigate to the program that has been overridden (indicated in the guide by a crossed-out red dot). Press **OK**.
2. Select RESOLVE CONFLICT in the PROGRAM INFO screen.
3. Select the title of the overridden program and press **OK**. The previously overridden program will now be recorded instead of the other program.

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

## Manage Your Recordings for Browsing, Playing and Replaying

View Your Recording Schedule

1. Press the **RECORDINGS** button.
2. Use the **RIGHT ARROW** key to select SCHEDULED and then press **OK**. You will see a list of upcoming recordings in the order in which they will be recorded.
3. Use the **ARROW** keys to scroll through the list or use the **CH/PG** button to scroll a page at a time.
4. Select SERIES if you would only like to view the scheduled series recordings.

### Cancel Future Recordings from the Recordings Screen

1. Press the **RECORDINGS** button.
2. Use the **RIGHT ARROW** key to select SCHEDULED and then press **OK**. You will see a list of upcoming recordings in the order in which they will be recorded.
3. If you want to cancel a series, use the **RIGHT ARROW** key to select SERIES and press **OK**. You will then see a list of your scheduled series recordings.
4. Use the **ARROW** keys to scroll through the list or use the **CH/PG** button to scroll a page at a time.
5. Select the program or series you would like to cancel and press **OK**.
6. Select DON'T RECORD or CANCEL SERIES from the PROGRAM INFO screen and press **OK**.

### Cancel Future Recordings with the Program Guide

1. Press **GUIDE**.
2. Use the **ARROW** keys to locate and select the program that is scheduled to be recorded.
3. Press **RECORD** once to cancel a series recording or twice to cancel a single recording. The red dot or dots will disappear.

### Check Your List of Previous Recordings

1. Press **RECORDINGS**.
2. Your recordings will be listed by date with the most recent at the top.
3. Select BY TITLE to sort your recordings by program title.
4. Use the **UP** and **DOWN ARROW** keys to scroll through your list of available recordings.

### Watch Your Recorded Programs

1. Press **RECORDINGS**.
2. Use the **UP** and **DOWN ARROW** keys to select the recorded program you would like to watch and press **OK**.
3. Select PLAY to watch the program. Or select RESUME PLAY to begin watching the program where you previously stopped.
4. Once a recorded program is finished playing, a FINISHED screen will appear. Use the **ARROW** keys to select DONE and then press **OK**.

### Control the Recording with the Playback Buttons

- Press **FF** to skip ahead quickly or **FWD** to skip ahead in 30-second increments.
- Press **REW** to go backward quickly or **REPLAY** to go backward in seven-second increments.
- Press **FF** or **REW** up to three times to go forward or backward at increasing speeds.
- Press **PAUSE** to freeze the program. Press **PAUSE** again to resume viewing.

### Stop Playing a Recording

1. Press **STOP** at any time during a recording to stop viewing.
2. Select **DONE** from the **STOPPED** screen and press **OK**. You can also choose **START OVER** to watch the program from the beginning or **ERASE** to stop watching and delete it completely.

### Delete Existing Recordings

1. In the **RECORDINGS** screen, select **BROWSE RECORDINGS** and press **OK**.
2. Select the program you would like to erase and then press **OK**.
3. Use the **ARROW** keys to highlight **ERASE** and press **OK**. Press **OK** again to confirm your selection.

### Protect Recordings from Automatic Deletion

1. In the **RECORDINGS** screen, select **BROWSE RECORDINGS** and press **OK**.
2. Select the recording you would like to keep and press **OK**.
3. Highlight **KEEP UNTIL** and then select **SPACE NEEDED** or **ERASE**. Press **OK**.

## Special Features and Applications

### Caller ID

Receive onscreen notification of incoming calls for up to five phone numbers with our Caller ID application.

### View Incoming Calls

When a call is received while watching a program, a screen will appear over your programming with the date, time and caller information. This screen will automatically disappear after approximately 20 seconds.



## View Call Log

1. Press the **C** button on your remote, or press the **RIGHT ARROW** key to navigate from the MAIN MENU to the APPS menu.
2. Press the **DOWN ARROW** key to select CALLER ID. Press **OK**. The CALL LOG page will display the phone numbers for which you can view received calls.
3. Use the remote's **UP** and **DOWN ARROW** keys and the **OK** key to select the call log you wish to view.
  - All incoming calls are logged, whether or not the Set Top Box was on at the time of the call.
  - The most recent calls to the chosen number are displayed, showing the caller's number, name (if available), date and time of call.
4. Scroll through the call log using the **ARROW** keys.
5. Press **OK** when a call log item is highlighted. You will be able to choose from REFRESH, DELETE, SORT or EXIT.

## Caller ID Options List

1. Use the **ARROW** keys to select OPTIONS from the left menu in Caller ID.
  - Using the **ARROW** keys on your remote and onscreen buttons, you can set up Profile Names to distinguish between different Set Top Boxes; enable, disable or time-suspend onscreen notification of calls; set up a forwarding number to which incoming calls can be forwarded; and more.

*Note: Profile Name and Forwarding Number may have up to 15 characters.*

*Note: If a TV set is inactive for more than four hours, that TV set will automatically become idle. To awaken the television, press **OK** on the remote control as directed by the floating screen prompt. An inactive TV is a TV that has not had any activity (volume adjustment, channel change, etc).*

*To prevent this from happening, press your **GUIDE** button or your **OK** button at any point before you reach the four-hour mark while viewing the same channel.*

## **Answers to the Most-Asked Questions About Hargray Digital Television *powered by Ericsson®***

### **Will the Multiroom DVR record on more than one TV in my home?**

Yes! You can set and access recordings from multiple TVs in your home. Your Hargray Set Top Boxes are connected together to form an interconnected equipment network. The Multiroom DVR feature connects Set Top Boxes on the same equipment network to a primary DVR, allowing all of the Set Top Boxes in that equipment network to modify live TV and to schedule and view recordings. In some instances, we may need to deploy multiple equipment networks in your home. It is important to note that if a home has more than one Hargray equipment network installed, the equipment networks will operate independently. Content and special functionality such as Multiroom DVR cannot be shared between equipment networks.

### **Can Parental Controls be used on On-Demand content?**

Yes, you can lock On-Demand content based on rating. You can also lock the purchase feature so that On-Demand purchases are not made without your approval. To utilize parental locks, you must first set up your Personal Identification Number (PIN). The PIN will be required when someone attempts to access locked content.

### **Do I need a PIN to record a program that is locked by Parental Controls?**

No, you do not have to enter your PIN to record locked content. However, anyone wanting to access the program to view it once it has been recorded (or even while it is recording) will have to enter a PIN.

### **Can I CANCEL a Pay Per View Rental after I've ordered?**

No, all Pay Per View rentals are final when ordered and cannot be canceled. The same is true for all On-Demand rentals.

## Troubleshooting Tips

### The Set Top Box Won't Turn On

First, check to make sure the Set Top Box is plugged in. If it is, try plugging a different device into the same socket to make sure there is not a problem with electricity flowing to the socket. If electricity is flowing to the socket, there may be something wrong with your remote control.

### The Remote Won't Control the Set Top Box

Press the **STB** button on the remote control. This will tell the remote that all controls will affect your Set Top Box.

### There is Video, but No Sound

First, check to make sure the volume is not muted. Press **MUTE** on the remote or **+** on the **VOLUME** button. If the volume is not muted, try changing the channel to see if the problem is only on that particular channel. You will also want to make sure all of the connectors are secured properly to the Set Top Box and to the TV.

### The Sound is Good but Picture Quality is Poor

Make sure all connectors are secured properly to the Set Top Box and to the TV. Try changing the channel to see if the problem is only on that particular channel.

### The Set Top Box Will Not Respond

There is a green LED surrounding the Set Top Box's power button that should flash each time a remote button is pressed. If the green light flashes when you press buttons on the remote but the Set Top Box does not respond to your commands, you may need to restart your Set Top Box. To restart, press and hold the Set Top Box's power button for five seconds. Please note, the green LED will only be visible on Cisco-brand Set Top Boxes. Pace-brand Set Top Boxes do not have a visible indication when remote buttons are being pressed.

### The Remote Control is Not Working

First, make sure there is nothing blocking the path between the remote control and the sensor on the Set Top Box. Make sure you are aiming the remote directly at the sensor on the Set Top Box and that you are no more than 20 feet away from the Set Top Box. If your remote is still not working, try changing the batteries.

### My Television has gone idle and I see a message that says "Press OK to watch TV"

If a TV set is inactive for more than four hours, that TV set will automatically become idle. To awaken the television, press **OK** on the remote control as directed by the floating screen prompt. An inactive TV is a TV that has not had any activity (volume adjustment, channel change, etc).

To prevent this from happening, press your **GUIDE** button or your **OK** button at any point before you reach the four-hour mark while viewing the same channel.

**Contact us**  
**1.877.HARGRAY | hargray.com**

