

Menu Options

The Ritter Whole Home DVR Solution experience starts with pressing the Menu button on the remote. You will then see the top level of the main menu, a horizontal band that runs across the middle of the screen and gives access to all of the main menu options.



Most Popular – View the most popular TV shows airing at the current time.



Apps – A collection of our over the top (OTT) apps.



Recorded TV – See all the programs you have recorded.



Search – Search for programs by title, keyword or by category.



Messages – Get updates on topics such as account information or feature upgrades.



TV Music – Browse a collection of TV music channels to match your taste and mood.



Home Network – Enjoy media stored on your computer from the comfort of your TV and stream media from your computer to your Whole Home DVR.



Photos – Browse photos from Flickr® and your computer in full HD on your TV.



News – Enjoy access to 24-hour news channels and current news programs.



Kids – Access children’s programming in one easy-to-find place.



Sports – Enjoy all your favorite sports channels displayed in one place.



Settings – Customize your player to your own specific needs.



Movies – View all available movies, including live and recorded TV.



HDTV – View all content available in high definition.



Favorites – Add your favorite TV content to one convenient, easy-to-find place.

Recording Options

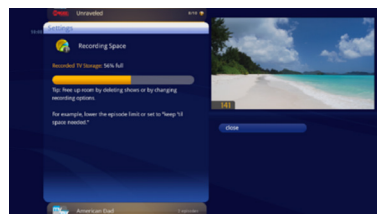
When you press INFO or “OK” to select a recorded program, you’ll get the following list of options in the action menu:



- **Play/Start Over** – Launches the program full screen from the beginning.
- **Resume** – This option only appears if you’ve watched a portion of the program and will launch the program full screen from the point you left off.
- **See all times** – Displays all of the times that particular show airs.
- **Delete** – Removes the program from Recorded TV.
- **Recording Options** – Lets you access the recording options menu.
- **Keep Until** – Your Media Player will automatically delete the oldest shows in your Recorded TV folder as you need the room for new recordings. Keep Until lets you set the program to be deleted at the point of your choosing.
- **Lock** – Prevents someone from watching the recorded program without a PIN.
- **Record Series** – You’ll get this option if you already have a single episode recorded.

Recording Space

The storage meter lets you know how much space you have left for more recorded programs. It’s located in two places in the main menu: the **Settings** category and the **Recorded TV** category. Press **OK** with the Storage Info card in focus to view details.



Parental Controls

The Settings panel provides robust Parental Controls, including the ability to lock shows by channel or by the same rating systems used by the V-Chip, MPAA ratings and TV Parental Guideline ratings.

Creating a PIN

1. The first time you use Parental Controls the system asks you to create a PIN.
2. In the Settings category, scroll to the Parental Controls card, and press OK.
3. Press the numbers on the remote to enter a four digit PIN and then enter the PIN again to confirm it.
4. Choose close.

Changing a PIN

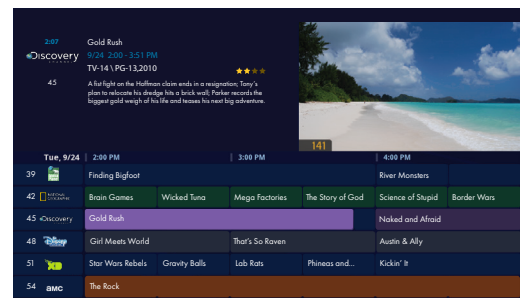
1. In the Settings category, scroll to the Parental Controls card, and press OK.
2. Choose Settings, use the left arrow to scroll left to the Change PIN card, and then press OK.
3. Enter the old PIN, enter the new PIN, and then enter the new PIN again to confirm it.

Whole Home DVR Features

1. Record up to 6 different shows at the same time in up to 5 different rooms.
2. Manage your recordings from your tablet or smart phone.
3. Access the channel guide so you can manage recordings, set parental controls and use your phone as a remote using the Follow Me TV™ app.
4. Play back your favorite TV moments, both on recorded and live programming.
5. Move boxes around (even outside) since they connect wirelessly to your main gateway box.
6. Records up to 75 hours of HD programming.
7. Click back and forth between programming with less stall with the brand new, easy-to-use interface.

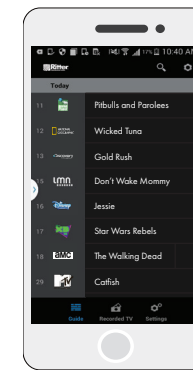
How to Use the Grid Guide

The Grid Guide works similarly to the rest of the main menu. Push the **OK** button to access the Grid Guide.



- **ARROW BUTTONS** navigate the guide
- **INFO** brings up a list of options
- **SKIP** will cycle forward 24 hours
- **REPLAY** will cycle back 24 hours
- **BACK** and **NEXT** will move through the guide in 30 minute increments
- **ZOOM** will alternate between the guide and full screen TV
- If you are looking at the present time in the guide, **MENU** will return you to the main menu
- Black shows indicate currently-airing programs; gray shows will air in the future
- **OK** tunes to the show if it is currently airing or brings up an action menu if it airs in the future

Get the App Today!

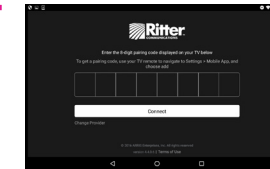


The free Follow Me TV™ mobile app provided by ARRIS lets you:

- Use your tablet or phone as a remote control for your Media Player
- Browse programming in an easy-to-filter grid guide
- Search programming by a variety of criteria
- Schedule and manage recordings — even when you’re away from home!
- Use Parental Controls

How to Download the App

You can find the Follow Me TV mobile app provided by ARRIS on Google Play and the App Store.



Once you download the free Follow Me TV mobile app provided by ARRIS and select Ritter Communications, you will need to pair it with your Media Player. You can do this in three easy steps:

1. Go to the Mobile App Card in the Settings area of your Media Player. Choose Add.
2. Open the Follow Me TV mobile app on your device.
3. Enter the code displayed on the screen of your Media Player into the Follow Me TV mobile app and hit Connect.

The rest happens automatically. When you see the success message, you are ready to use your Follow Me TV mobile app. You can use one Follow Me TV device outside the home and up to three people can use the app on a device in the home.

Mobile App Helpful Tips

Network (Channel) Logos – The network logo can be tapped to bring up all the listings available for that channel. To return to the full guide simply tap the guide button on the navigation bar at the bottom of the screen.

Schedule a Recording – Select a show from the guide to record. If the show is listed as a series, you will have the option to record once or record series.

Program Listings – Tapping the box around the name of a program will bring up information on the program including rating, genre, description and cast when available. If the program is currently airing, you can select to watch it on TV and the Media Player will tune to that channel. If it is going to air later, then you have the option to record the show or the entire series.

Media Player Selection – Tap on the arrow next to the Media Player listed to control a different Media Player. Note: To prevent the app from being able to control the Media Player as a remote control, go to the Settings menu on the Media Player and select remote control of Media Player and toggle the setting to off. This will prevent the app from working as a remote control but will allow the app to manage the DVR as well as the guide.

Whole Home DVR Quick Reference Guide



Everything you need to know about the Whole Home DVR Experience!



Right by You™

888.336.4466
www.rittercommunications.com

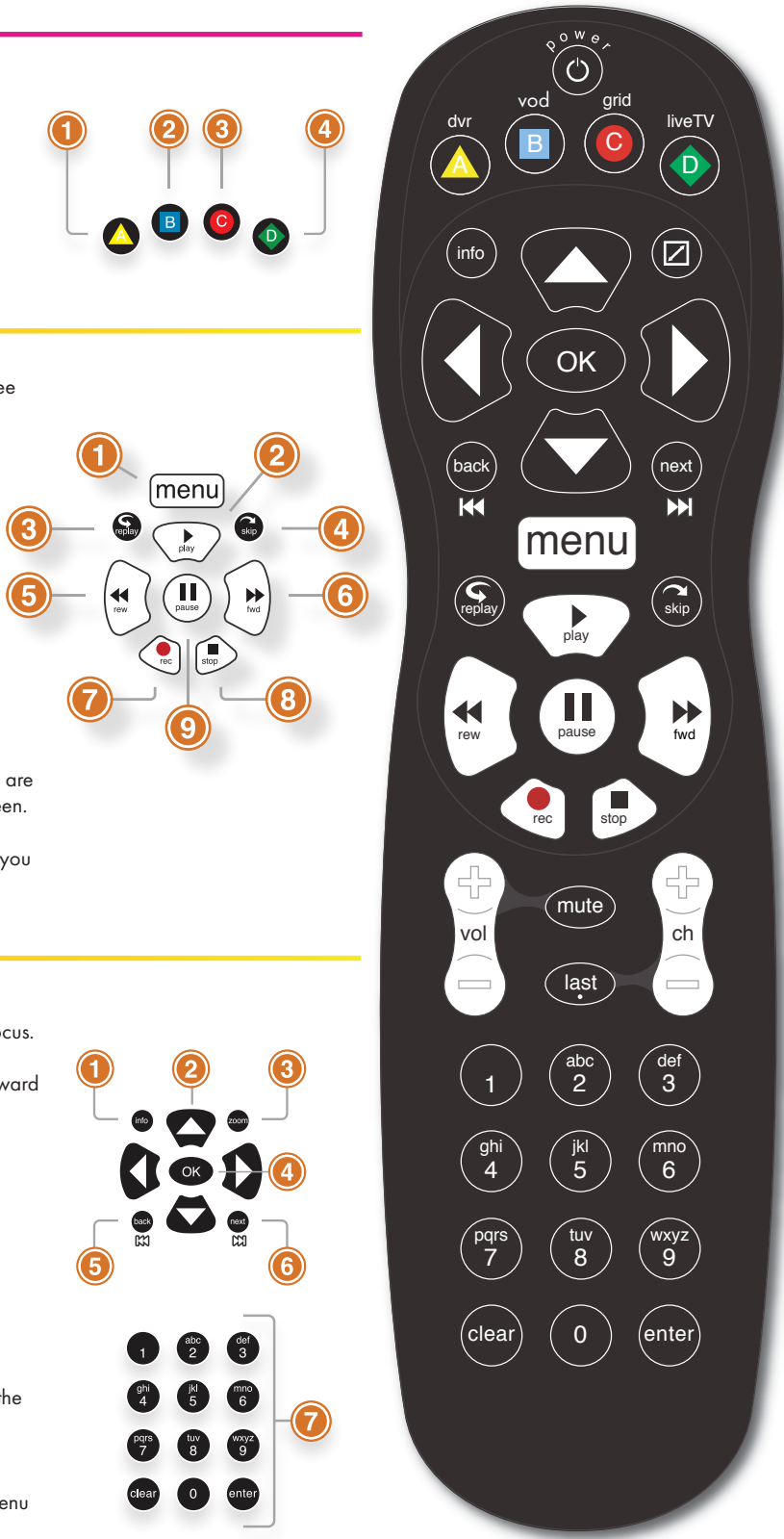


Remote Guide

- 1. **DVR** – Goes to the recorded TV category.
- 2. **VOD** – Brings up the main menu.
- 3. **GRID** – Activates the traditional grid guide view of TV programming.
- 4. **LIVE TV** – Goes to full-screen, live TV regardless of what is currently in focus.

- 1. **MENU** – From wherever you are, menu returns you one step at a time toward the top level of the main menu.
- 2. **PLAY** – Begins playing the TV show or media file in focus. It also allows you to view the show at the point of fast-forwarding or rewinding.
- 3. **REPLAY** – Rewinds the program seven seconds, so you can check out what you missed.
- 4. **SKIP** – Skips forward in your program the number of seconds that you predefine in Settings.
- 5. **REWIND** – Press up to three times (for three speeds) to rewind the show.
- 6. **FAST-FORWARD** – Press up to three times (for three speeds) to fast-forward.
- 7. **RECORD** – Press Record while watching a show or with a show in focus to record.
- 8. **STOP** – Exits out of a recorded show or stops a recording in progress if you are watching that show full screen.
- 9. **PAUSE** – Pauses the show you are watching.

- 1. **INFO** – Brings up an action menu of options related to the item in focus.
- 2. **ARROWS** – Moves the horizontal or vertical bands one card backward or forward one item. Holding them down activates turbo mode and increases your browsing speed.
- 3. **ZOOM** – Alternates between full screen and the main menu.
- 4. **OK** – Begins playing the item in focus or executes an option in an action menu.
- 5. **BACK** – Takes a vertical list displaying TV programming back to the previous half hour. It also pages back through an info note.
- 6. **NEXT** – Takes a vertical list displaying TV programming forward to the next half hour. It also pages forward through an info note.
- 7. **NUMBER KEYS** – Entering numbers will take you directly to the corresponding channel. The Clear button will back you out of any menu you are in at the time.



Main Menu Layout

For the Main Menu, push the VOD (B) button, the (menu) button or the grid (C) button.

- 1. **TIME**
With the current time, you will know when your show begins.
- 2. **CURRENT CHANNEL**
Displays the channel that is playing in the mini TV. If the program is recorded, an icon will display the current status.
- i.e. play or pause
- 3. **MINI TV**
Lets you keep watching your program while you browse.



- 4. **FOCUS PROGRAM**
The current selection is in the focus area of the menu. When cards are in focus, they appear raised and highlighted.
- 5. **AVAILABLE TV PROGRAMS**
Displays all of the programs available in your TV lineup that are currently airing.

- 6. **RECORDING ICON**
Displays an icon if the show is recording or scheduled to record.

- The show is recording right now.
- The show is recorded and may be deleted when space is needed for newer shows.
- The show is scheduled to be recorded.
- The show will not delete and can only be deleted manually.

- 7. **INFORMATION PANEL**
Displays program information about the show in focus.
- 8. **PROGRAM INFORMATION**
Displays the next three upcoming shows that will air on the channel in focus.

Recorded TV Layout

To find your recorded shows, press the DVR (A) button.

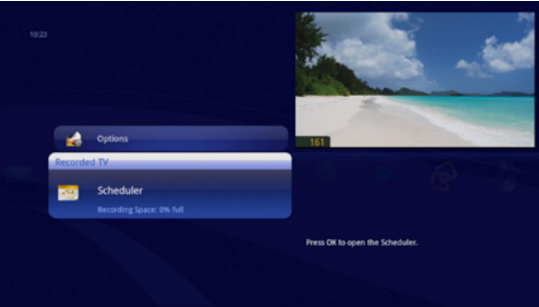
- 1. **CHANNEL LOGO**
Displays the network of the recorded show.
- 2. **RECORDED SHOW ICONS**
Lets you know if the show is in danger of deletion or protected against deletion.
- 3. **FOCUS PROGRAM**
Displays the channel number, logo and an indication of whether a show is part of a series. Folders that contain multiple episodes in a series also display the number of episodes.



- 4. **OPTIONS**
Allows you to view and edit the global recording options.
- 5. **EPISODES OR DURATION**
If the item in focus is a folder containing episodes in a series, focus lists the number of episodes. If it's an individual show, it lists the show's duration.
- 6. **INFORMATION PANEL**
With a folder containing episodes in a series in focus, this area shows the current recording options for the series. With a single recorded program in focus, this area shows a summary of the show information.
- 7. **SERIES**
Individual episodes in a series are shown in the preview panel. Press the right arrow button and select an episode to see that episode's action menu.
- 8. **SCHEDULER**
Shows the current used recording space. Offers 75 hours of HD recordings or 300 hours of SD.

Scheduler

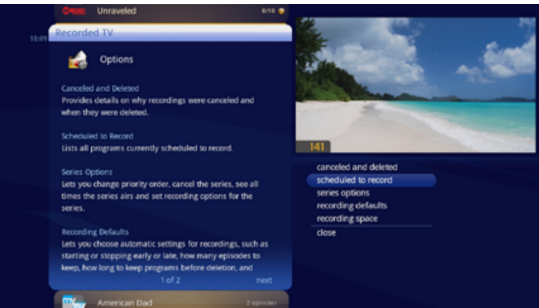
The Options card appears in the Recorded TV category and lets you set your personal recording preferences. Select the Options card, and you'll get access to:



SORT OPTIONS – The recorded TV sort options allows you to choose whether recordings appear in ascending or descending order as well as whether they are sorted alphabetically or by date.

CANCELED AND DELETED – When you chose to record one show over another due to a conflict, (or someone in your household does) sometimes it's hard to remember why that canceled show isn't showing up in Recorded TV. Your Media Player keeps a list of shows that you have scheduled that will not record as well as shows that did not record. The shows above focus have not aired yet, while the shows below focus have already aired.

SCHEDULED TO RECORD – You can confirm that a show is set to record using the Scheduled to Record category. In Scheduled to Record, you can also cancel a recording and access your recording options for each show. Just pick the show you want to manage and press INFO.



RECORDING DEFAULTS – In Recording Defaults, you can determine your preferences for the following settings, that will then be applied each time you record a show:

- **Keep** – Decide how long shows will be stored
- **Episode Limit** – Determine how many episodes of a series request to keep at once.
- **Accept** – Decide whether you'll record first-run or repeats for a series request
- **Close**
- **Start** – Start programs early or late
- **Stop** – Stop programs early or late