



Inside i-Guide®

User Reference Manual

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R32 - July, 2016

Welcome to i-Guide

i-Guide is an interactive program guide from Rovi and Ritter Communications, now in HD. It offers you greater choice, convenience, and control to help you fully enjoy your digital cable entertainment experience.

With 90 minutes of program listings at a glance, i-Guide is easy to use and navigate. The Quick Menu provides shortcuts that let you jump directly to popular program categories and key features of i-Guide. You can quickly set recordings, reminders, favorites, parental controls, and closed captioning preferences. The Mini Guide lets you browse future listings while you continue to watch TV.

This guide provides you with detailed information about important features in i-Guide to help you get started enjoying your digital cable experience.

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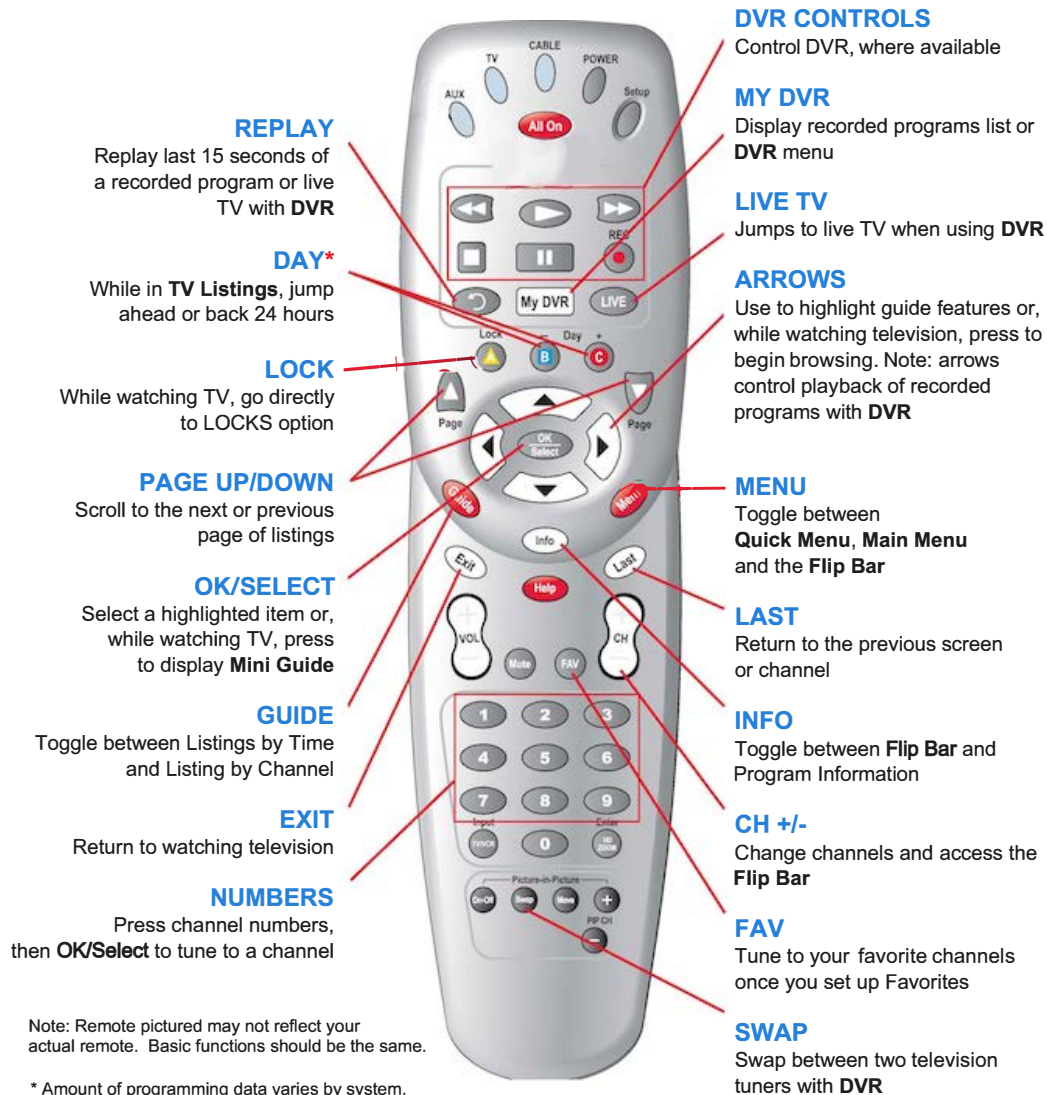
Basic Navigation Tips

In i-Guide, **BLUE** is the highlight color. To navigate the guide, use the arrows on your remote control. The highlight appears on-screen to indicate your current selection.

Press ◀ ▶ ▲ ▼ buttons on your remote to move the highlight.

Press **OK/SELECT** to confirm your selection.

Press **EXIT** on your remote to return to watching TV.



Your Access to Digital Cable

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

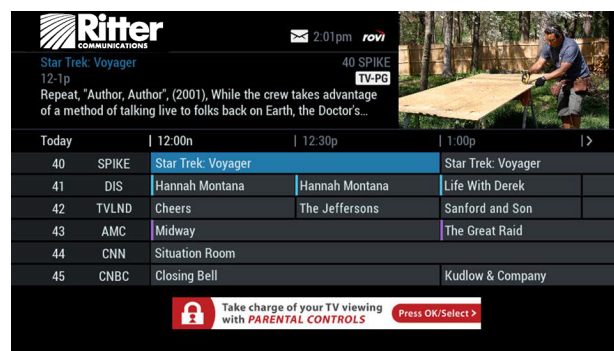
Press **GUIDE** two times to view listings by channel. Use the **▼ ▲** buttons to view additional times. Use the **▶ ◀** buttons to view additional channel listings.

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



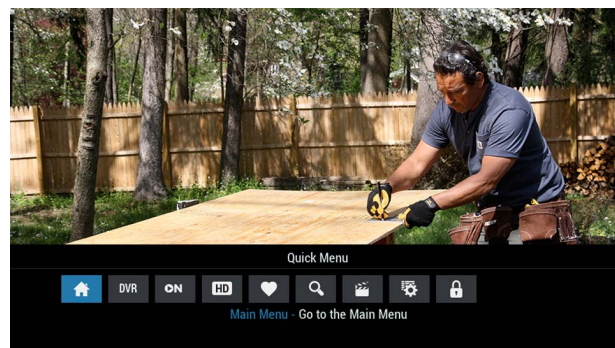
For faster browsing:

- 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 (+)** or **(-)** 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

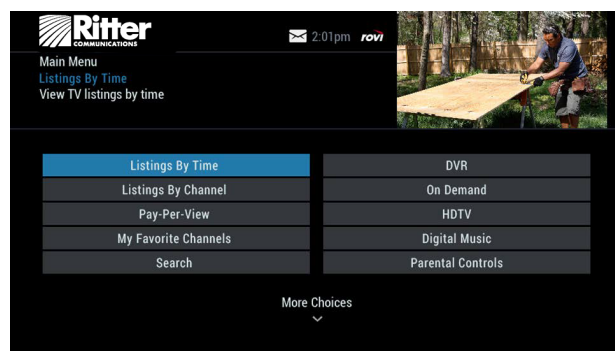
These icons may appear on your Quick Menu. Use the ► ◀ buttons on your remote to highlight and select an icon for immediate access.

	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 – lists movies by category
	HDTV – view list of HDTV programs, by channel or time		Sports – lists sports events by category
	Parental Controls – lock shows or channels based on preferences		Kids – lists kids' programming by category
	Favorites – view your Favorites lists		

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:

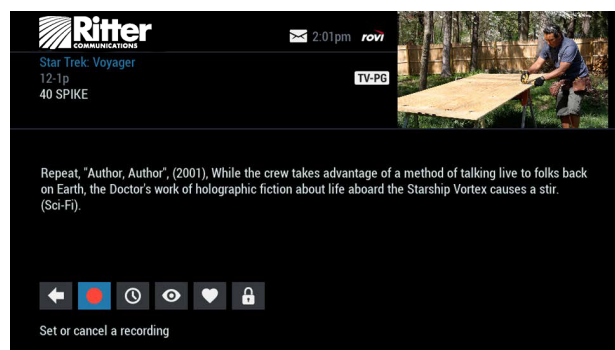
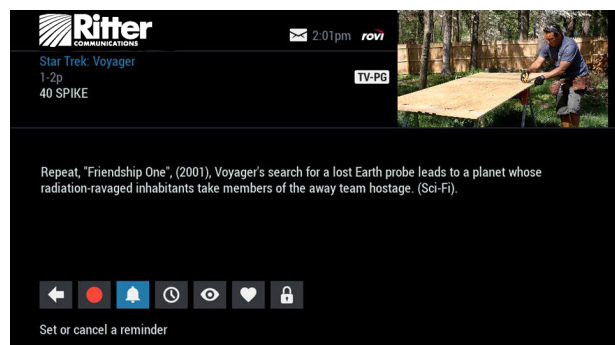
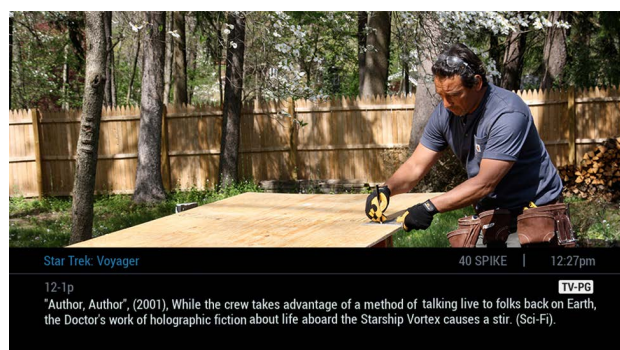
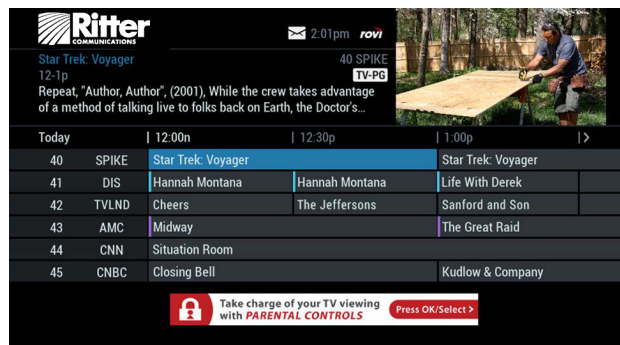
- TV Listings By Time
- Search
- Favourites
- Parental Controls and more



The Picture in Guide feature lets you continue to watch a show while using the guide.

Program Information









Instant information is available when you highlight a program in the program listings. The information includes program title, start and end time, a brief program 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, rating, 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 and other pay services

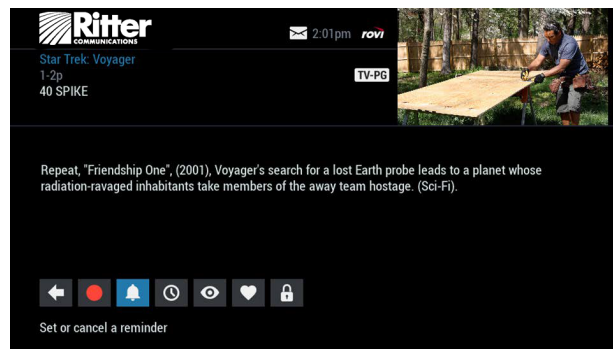
*Menu selections vary depending on services offered by Ritter Communications.

Reminders

You can set reminders so you don't miss shows you want to watch.

Setting Reminders

From the Program Info screen, highlight the reminder icon  and press **OK/SELECT**. Follow the on-screen prompts to confirm the reminder or reminder settings.



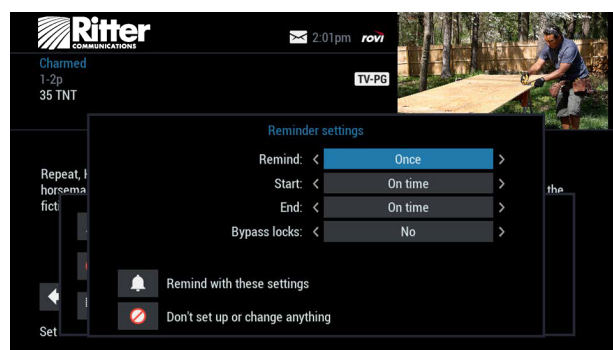
Reminder Settings

Customize the frequency and timings for reminders.

- Use the ◀ ▶ buttons to set repeating reminders
- Determine Start and End time for the reminder to appear on-screen. This can be up to 15 minutes prior to the program starting and up to two hours after the program is over


When you set a reminder, you have the option of bypassing locks* so you can tune directly to the program without having to enter your Locks PIN. (See the Parental Controls chapter for more information.)

*This option appears only if you have already set a lock for that program.



Search





Search

i-Guide provides you with many ways to find your favorite shows. To begin, select the  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.

If you have a DVR, you can quickly search by keyword or the name of an actor or director. See "Searching and recording" in the DVR section for more information.

Title Search

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

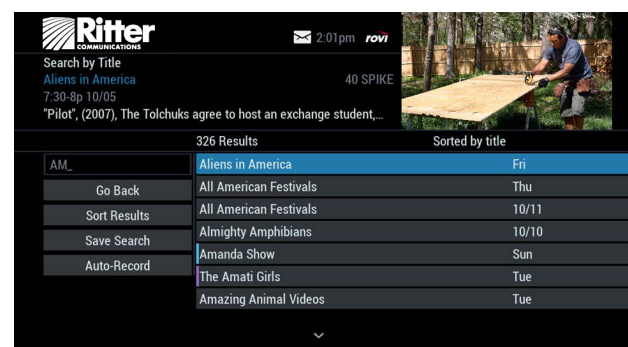
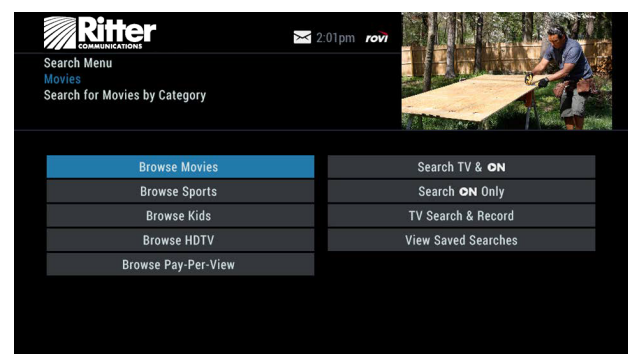
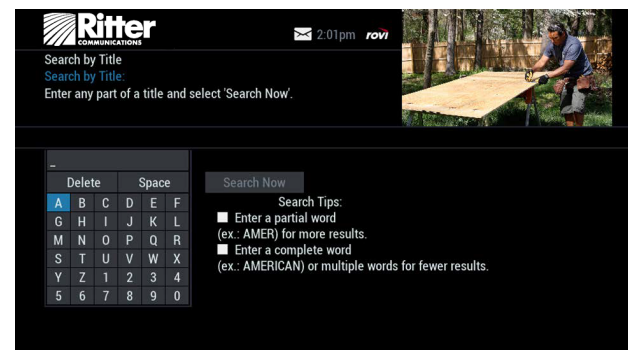
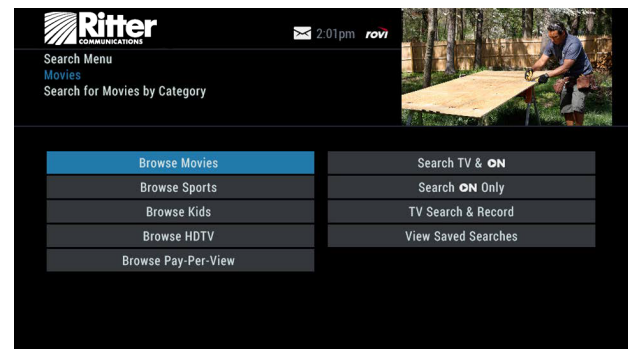
From the Search menu, select Title Search. Use the     buttons to navigate the on-screen keyboard and spell out the program title. Continue entering letters until the show you are looking for appears on the right side of the screen. If the program is not airing in the next 14 days, it does not appear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

Integrated Search

Integrated Search adds additional search options that allow you to search TV listings and Pay-Per-View depending on the options available from the service provider. If Integrated Search is offered by your cable operator, the search menu may offer these options..

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 searches. 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.

The Flip Bar may also show other options:

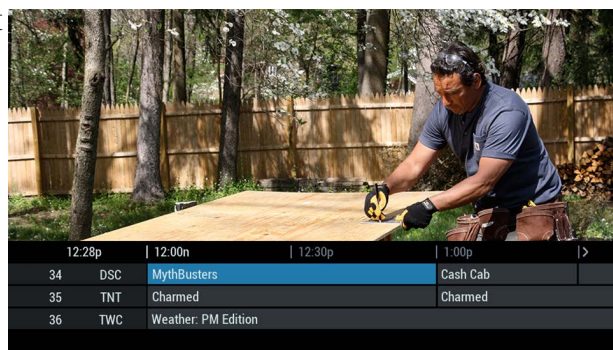
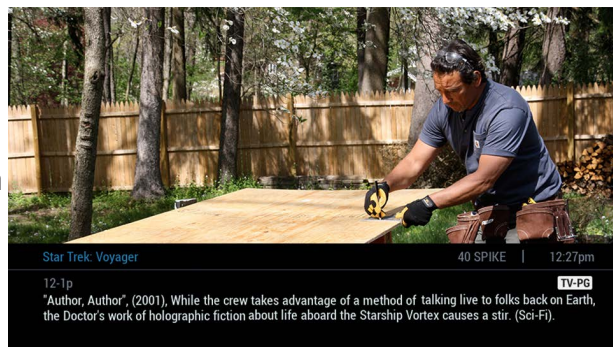
Watch in HD* – When tuning to a standard definition channel, this option may appear on the left side of the Flip Bar to indicate the channel is also available in high-definition (HD). Press **OK/SELECT** to tune directly to the associated HD channel. If HD Auto-tune is configured, the cable box tunes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

*Requires HD service from Ritter Communications.

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.



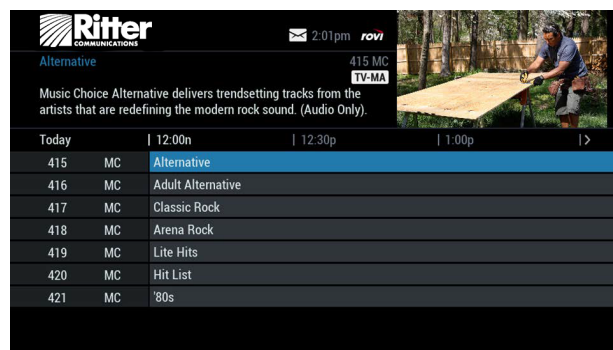
Digital Music

Digital Music* is continuous, commercial-free music in a variety of formats. Use one of the following methods to access Digital Music.

- From the Main Menu or Search Menu, select Digital Music.
- Press the **MUSIC** key (if available) on the remote.

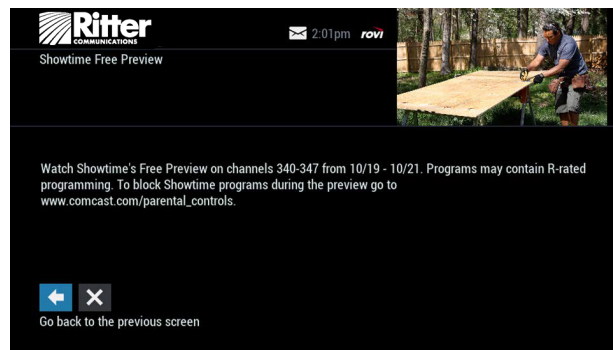
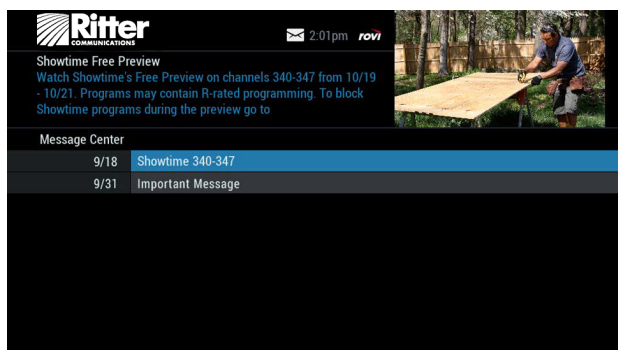
When the Digital Music list appears, press **INFO** for more information on each category. Then select a music format and enjoy the music.

*Digital Music may not be available on all menu configurations.



Messages

Ritter Communications may occasionally send messages to announce new services, special promotions, or other information. If you have a message, an envelope indicator appears at the top of guide screens and a red light appears on your cable box. To read messages, from the Main Menu select Messages. The Message Center screen appears. Highlight the desired message, press **OK/SELECT** to view the message, and the details of the message display.





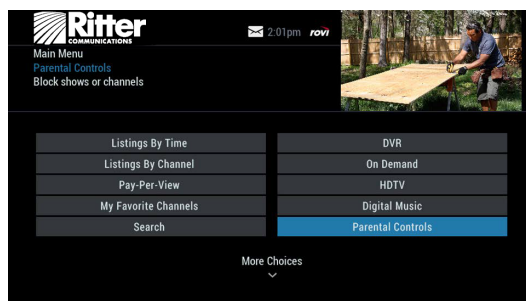
Parental Controls

i-Guide provides a Parental Controls feature, which lets you to 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.

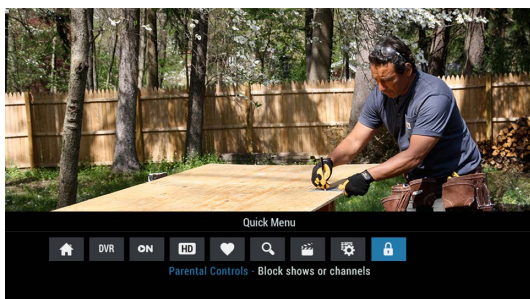
Parental Controls Setup

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

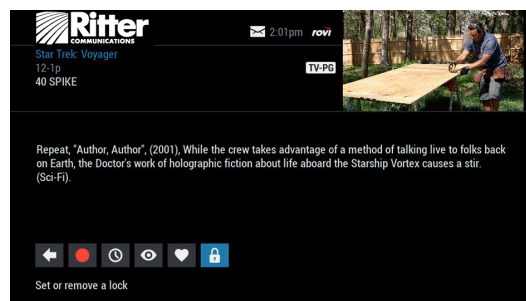
- Press the **LOCK** button on your remote (Not supported on all remotes)
- Select the  from the Quick Menu
- Select the  from any program info screen to lock a specific program
- From the Main Menu or Setup menu, access Parental Controls to configure locks



Main Menu

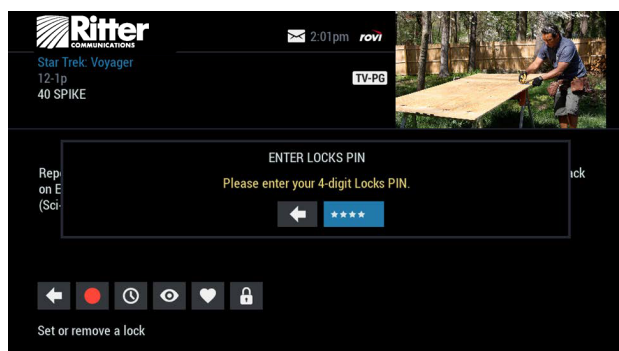


Quick Menu

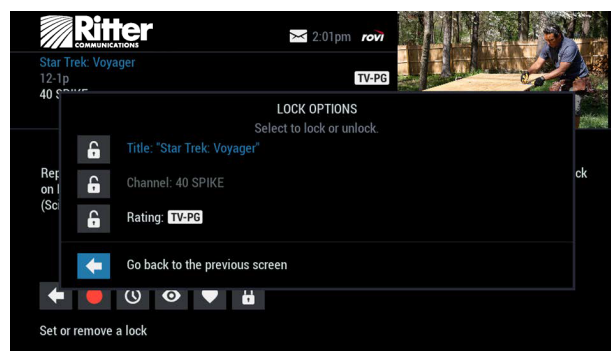


Program Info

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.



PIN Setup

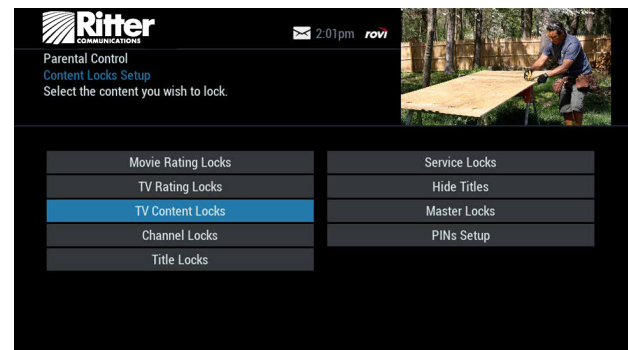


Lock Options

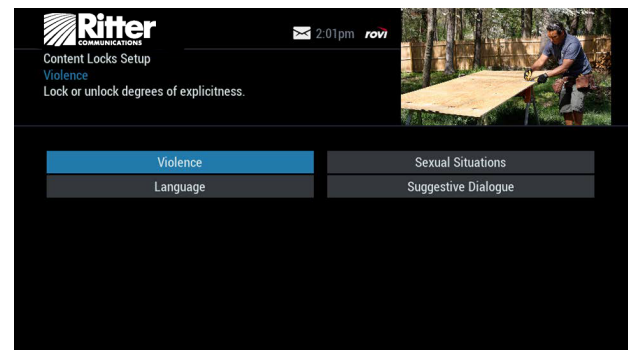
Locking by Ratings and Content

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

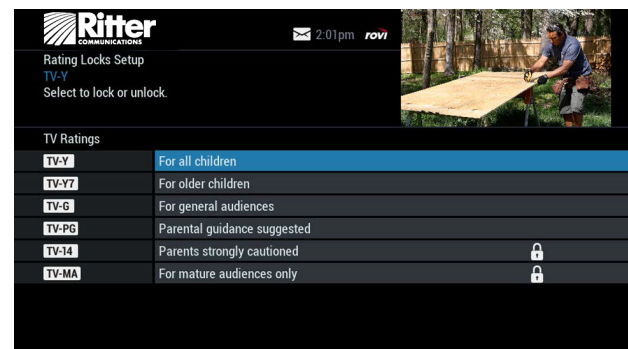
From the Parental Controls option on the Main Menu, you can filter your by Movie Rating, TV Rating, TV Content, Channel, Title, or Service.



In the TV Content category, you can lock the level of explicit content based on your viewing preferences for violence, language, sexual situations, and suggestive dialog.



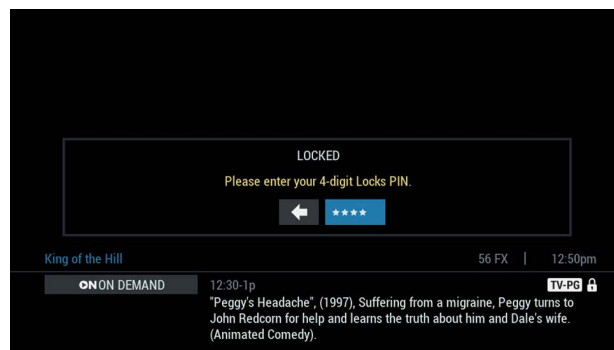
In the Movie Ratings or TV Ratings categories, you can block content by rating. Once you lock content by a specific rating, the guide automatically locks that rating and every rating that is more restrictive. For example, when you lock content by the PG-13 rating, movies with R, NC-17, and Adult ratings are also locked.



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	

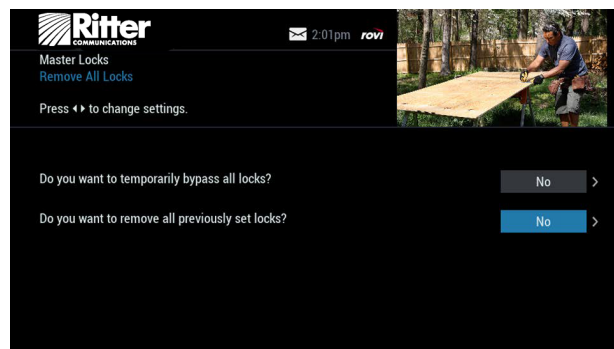
View Locked Programs

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.



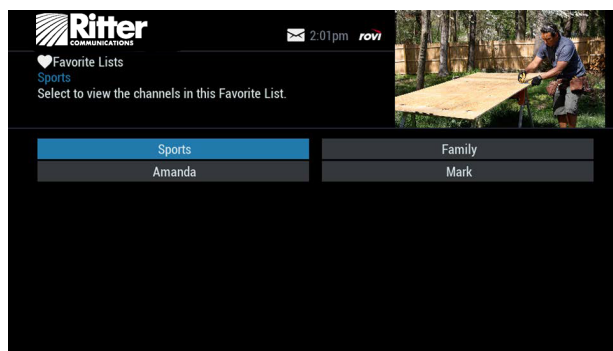
Restoring Locks

You can restore locks in any of the following ways:

- While watching TV, press the **LOCK** button any time and then enter your PIN.
- 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.

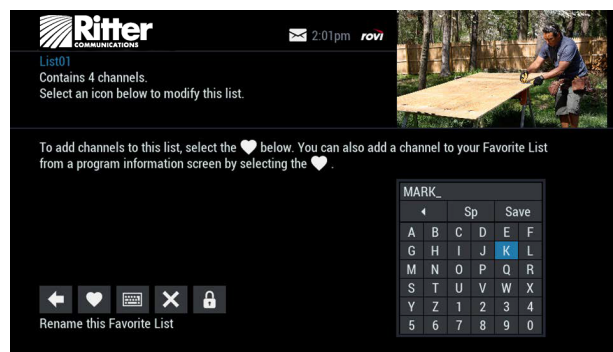
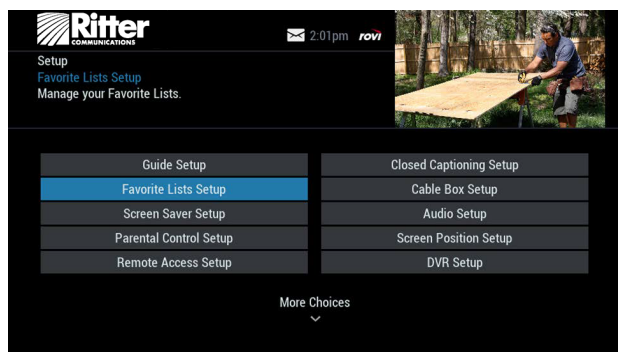
Favorites

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



Favorites Lists Setup

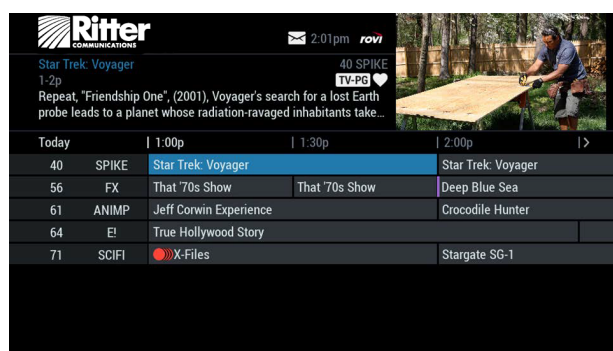
With i-Guide, you can create and manage up to four favorites lists. From the Main Menu, select Setup, then Favorites Lists Setup. Use your on-screen keyboard to name your lists.



Accessing Favorites Lists





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

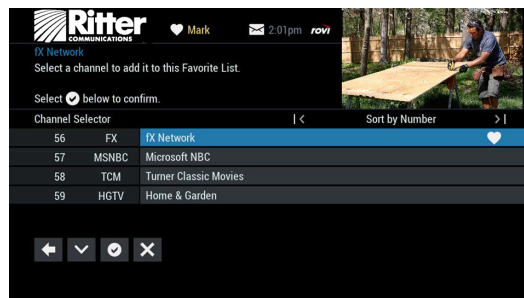
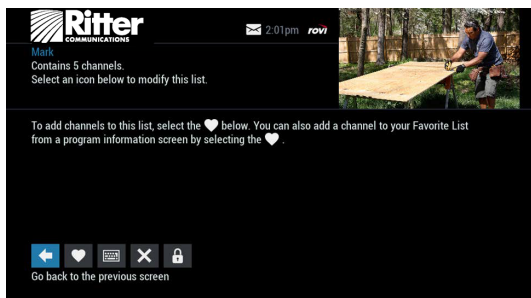
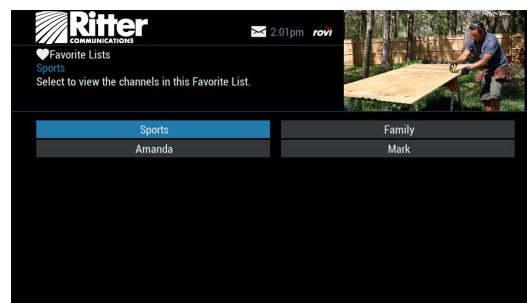
- While watching TV, press the **FAV** button to skip to your next favorite channel on the current list.
- From TV Listings or Mini Guide, press the **FAV** button to display a filtered guide of the channels in your most-recently accessed list. Press the **FAV** button again to scroll through all of 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 or 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.



Setup

From the Setup Menu, you can activate and customize certain i-Guide features such as the Flip Bar, Parental Control options, cable box settings, audio settings, languages and more.

The following settings control the appearance of i-Guide:

Guide Setup

TV Type

- HD TV (flat panel): Select this option (default) for a widescreen or 16:9 viewing device. HD TVs use this setting for best results.
- SD TV (tube): For older viewing devices using a 4:3 screen (like SD TVs), select this option. The Guide will display in a 4:3 format and soften colors to appear better on an older display.

Flip Bar position: Determines if the Flip Bar appears on top or bottom of the screen. The default setting is the bottom of the screen.

Flip Bar timeout: Controls how long the Flip Bar stays on your screen. You can set this from two to 15 seconds. The default setting is three seconds.

Channel entry method

- Auto-Tune: When you enter a channel number from your remote, i-Guide automatically tunes to the channel after two seconds. The default setting is Auto-Tune.
- No Auto Tune: When you enter a channel number from your remote, you must enter three digits or press **OK/SELECT** to tune to that channel.

Tune for HDTV

- Yes: If a standard definition (SD) channel is selected, i-Guide automatically tunes to the equivalent high definition (HD) channel if it is authorized and available in the channel lineup. Programs scheduled to record on an SD channel also default to the HD equivalent unless specifically set to the SD channel in the recording settings.
- No: The system tunes to the selected SD channel. The option to tune to the HD equivalent is available on the Flip Bar if appropriate.

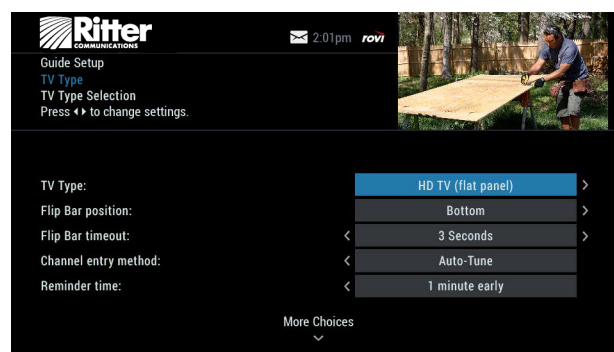
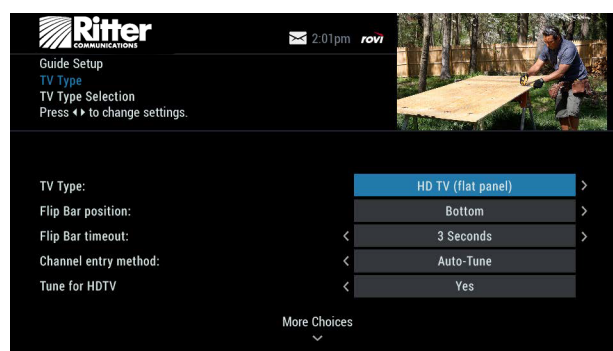
Reminder Time: Determines how long before the start of a program the Reminder Notice appears. You can set this from one to 15 minutes. The default setting is one minute.

Message Indicator: Controls whether a message envelope appears when a new message is received. Select On for an envelope to appear when a message is received.

About Us: Select this option to display technical information about the Guide.

Usage Statistics

- Yes: Allow anonymous usage statistics and information to be sent to the provider.
- No: Deny communication of anonymous usage information.



Cable Box Setup

Front LED Display

- Current Channel: Displays the currently tuned channel on the front of the cable box
- Current Time: Displays the current time on the front of the cable box

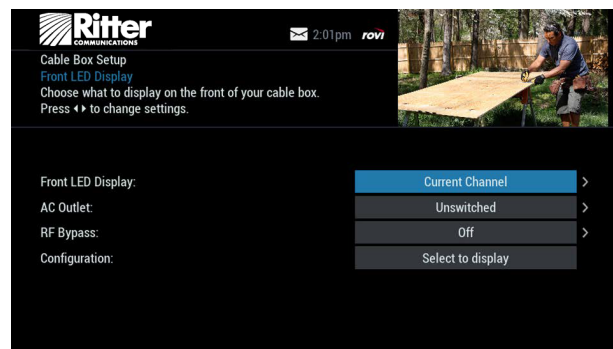
AC Outlet

- Switched: Determines that power is available only when the cable box is on.
- Unswitched: Allows the power to remain constant to the outlet on the back of the cable box.

RF Output

- Off (default): the RF Output (to a VCR, smart TV, or other secondary device) will be fixed so that the secondary tunes to the same program as the cable box.
- On: bypasses the cable box tuning and allows the secondary device to tune independently from the cable box.

Configuration: Highlight and press **OK/SELECT** to show the configuration screen, which includes information your cable company may need in the event of a problem with your service.



Audio Setup

Default Audio Track

Secondary digital audio can be changed on certain networks and programs. Note that the default audio track will be set to Channel Default, or primary audio, which in most cases is English. You can change the default language to English, Spanish, or French.

Descriptive Video Service (DVS)

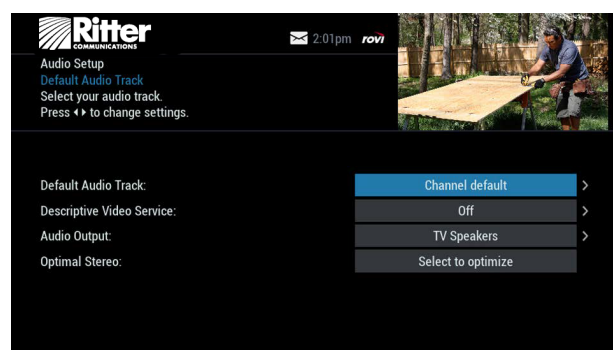
- Off (default): Alternative audio is not used.
- On: Activates an alternative audio channel that makes television more accessible to people who are blind or visually impaired by providing narrated descriptions of key visual elements within a program, such as actions, subtitles, scene changes, graphics, and body language.

Audio Output: Choose whether the audio output is sent to your TV or to your stereo.

- TV Speaker: Default setting
- Advanced: Lets you change settings for Compression and Stereo output.

Optimal Stereo

- No: Volume is unchanged from the current setting.
- Yes: Volume is automatically adjusted to the optimal level.

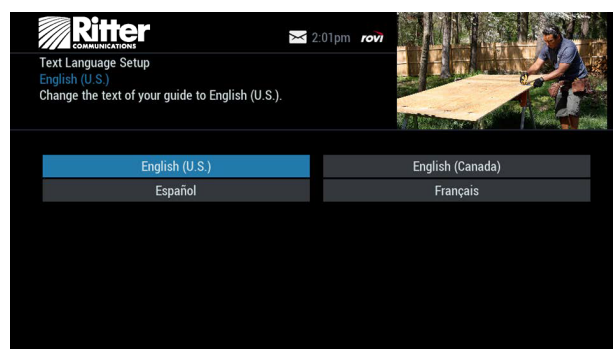


Text Language Setup

Use this screen to independently select language settings for menu text. Access this screen from the Setup menu. In most cases, the default setting is English. You can change the default language to English (U.S.), Spanish (Español), English (Canada), or French (Français).

From the Setup menu, select Text Language Setup. Choose the preferred language for the on-screen menus within i-Guide. Select Yes to confirm.

Note: Changing the language can take several minutes. During this time, listings are not accessible.

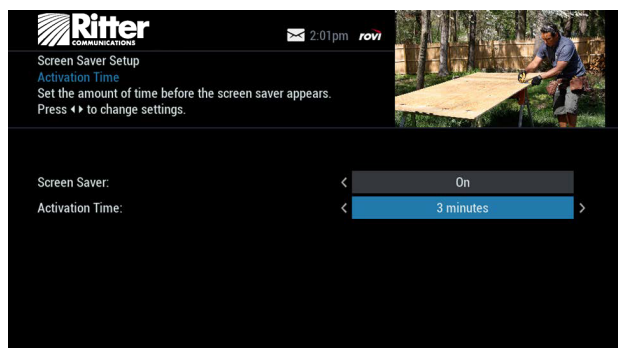


Screen Saver

A screen saver can be activated on your TV screen.

- From the Setup menu, select Screen Saver to change the settings.
- The activation time is between 1 and 15 minutes

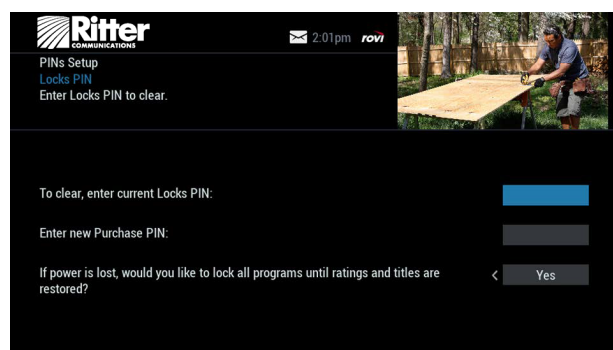
Once the screen saver is set to On, it automatically engages if a guide screen is displayed for longer than the set activation time. The default is On.



Parental Controls and Purchase PINs Setup

Your Parental Controls PIN lets you restrict viewing of programs. Your Purchase PIN is used to restrict pay programming purchases. Once you have set up your PINs, you can return to Parental Controls Setup to set up your program locks as described in the Parental Controls chapter.

Use the **▼ ▲ ▶ ◀** buttons to make your selections, and then press **OK/SELECT** to confirm each setting.



Screen Position Setup

To alter your screen position:

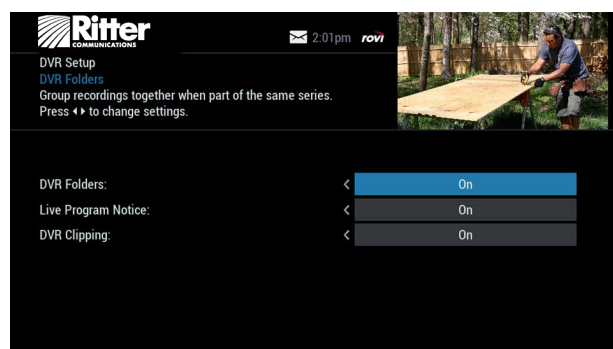
- From the Setup menu, select Screen Position Setup to adjust the screen position.
- Use the **◀ ▶ ▲ ▼** buttons on your remote until the display arrows are centered on the screen.

DVR Setup

Select DVR Setup to manage:

- DVR Folders
- Live Program Notice
- DVR Clipping

These options are on by default. See the Digital Video Recorder (DVR) chapter for more information about these settings..



Closed Captioning Setup

Closed captioning is available on advanced cable boxes. The default setting for the closed captioning feature is Off with background set to On.

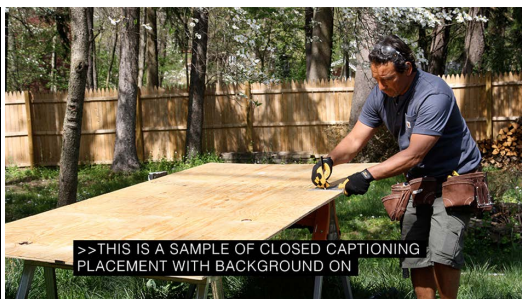
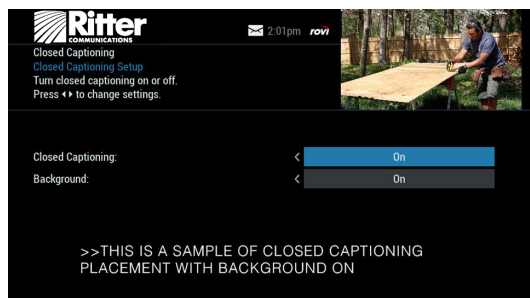
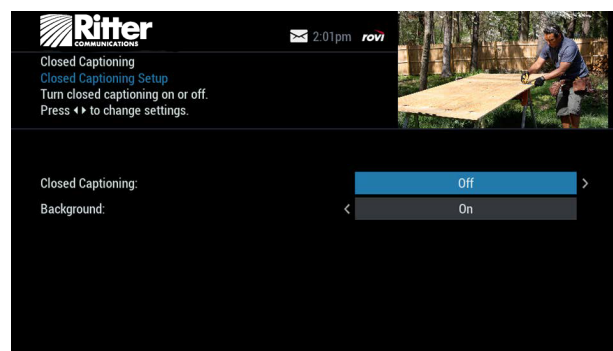
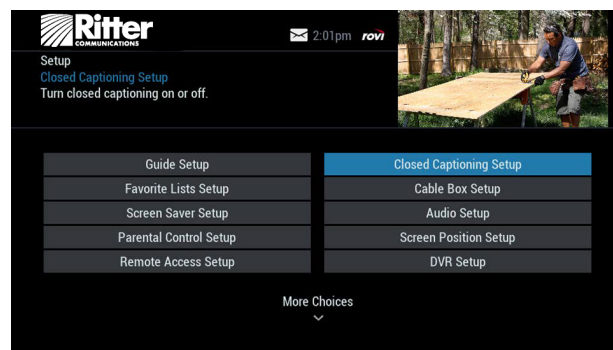
To access and turn closed captioning on or off:

From the Setup Menu, select Closed Captioning Setup.

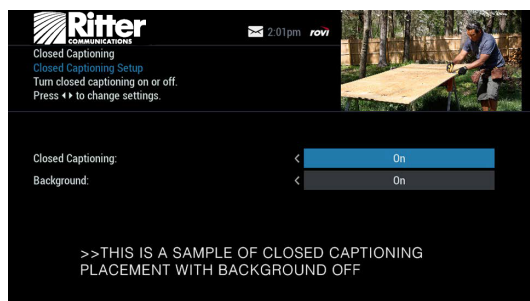
On the Closed Captioning Setup screen do the following:

- Closed Captioning:
Off: Deactivates closed captioning.
On: Activates closed captioning.
The default setting is Off.
- Background:
Off: Turns off background display.
On: Turns on background display.
The default setting is On.

Note: Captioning is not available for all programs.



Example: Closed captioning turned on with background set to "On"



Example: Closed captioning turned on with background set to "Off"

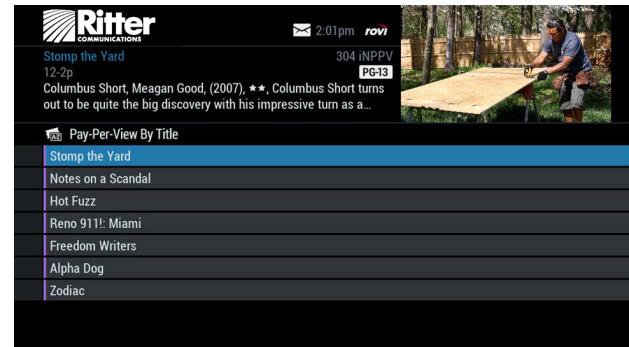
Digital Pay-Per-View

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


Order Pay-Per-View

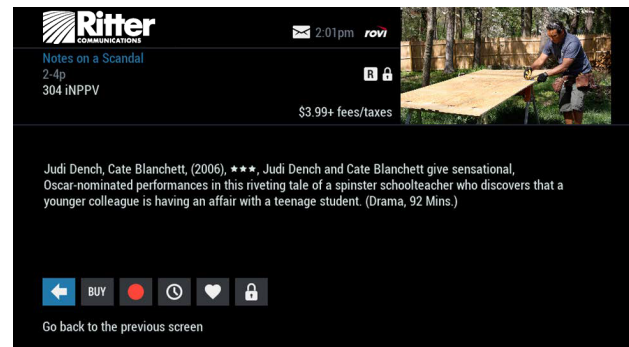
From the Main Menu or Quick Menu, select **PPV** to go to the PPV Menu. Select any of the PPV options to see a list of programs available in a variety of categories.

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











Finding HD Pay-Per-View Options

By default, PPV listings may be in standard-definition (SD). To see high definition (HD) PPV program options select the icon . This will display a list of all available programs. Select the HD program showing to see the highest quality video available for the program.



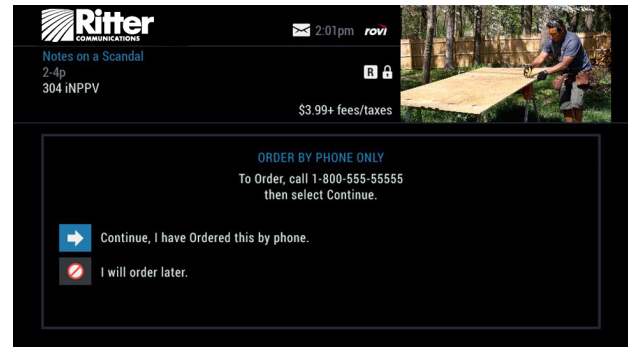
PPV Information Screens

	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

Ordering Pay-Per-View By Phone

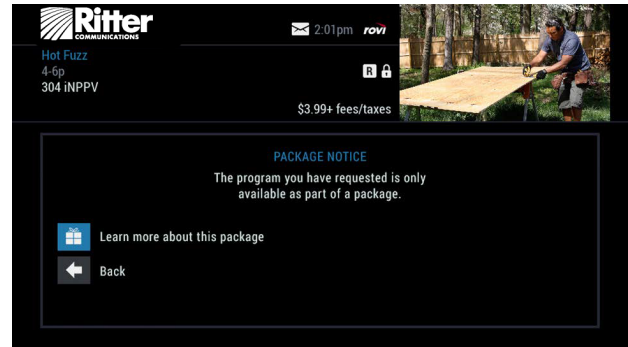
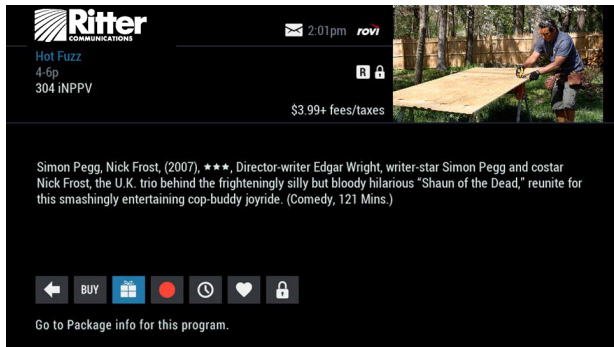
If Ritter Communications offers phone ordering, the order instructions appear on-screen when you select **BUY**.

To place your order, call the on-screen number. Then select Continue to complete your order.



Ordering Pay-Per-View Packages

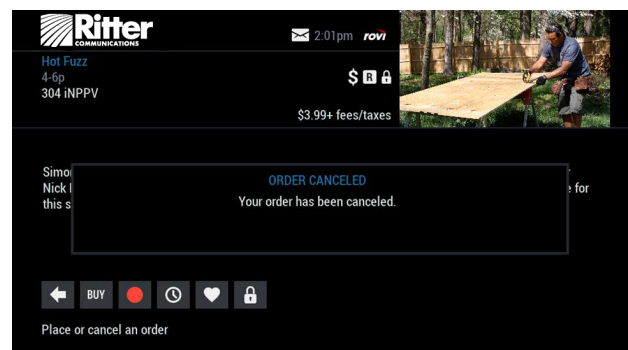
Your cable service may offer programs in a package by title, time block, or other categories. Select a title from the listings and a  appears if the program is part of a package.



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 **BUY**. Follow the on-screen prompts to cancel the order. A confirmation that the order was canceled appears.



Note: With some cable systems, your order is automatically canceled if you do not tune to the program. In systems that use phone ordering, you must call to cancel the program. Please check with Ritter Communications for the correct PPV cancellation procedure.

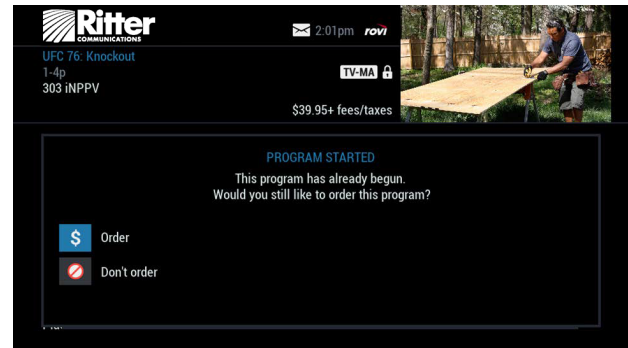
Pay-Per-View Notices

Notices associated with your PPV order appear at various times to alert you to the status of your ordered program.

Pay-Per-View Program Started

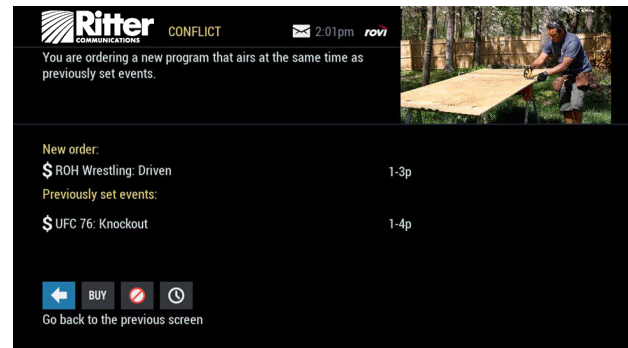
If you try to order a PPV program that is in progress but still within the purchase window, a Program Started message appears. You may proceed with the order, but you may miss a portion of the program.

Note: The purchase window is established by Ritter Communications



Pay-Per-View Order Conflict

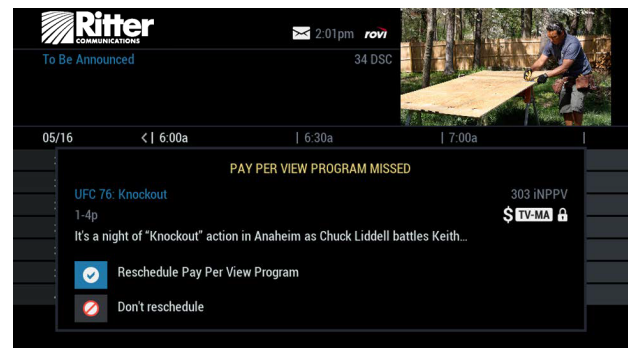
When you order a PPV program that airs at the same time as an existing PPV order, an on-screen alert appears. You have the option to cancel an order or keep both orders.



Pay-Per-View Program Missed

If you have ordered a PPV program but did not tune to it, a Program Missed notice appears, asking if you would like to reschedule your order.

Note: This screen will not appear in systems that use phone ordering.



Adult Programming

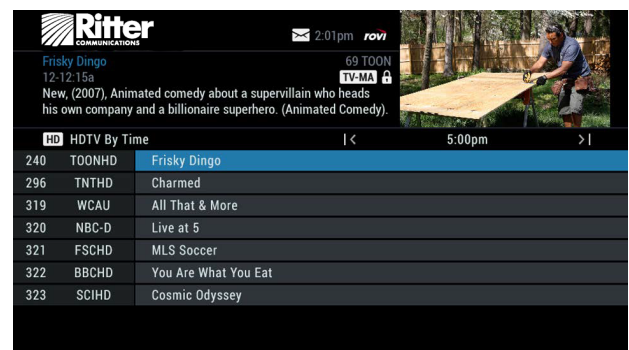
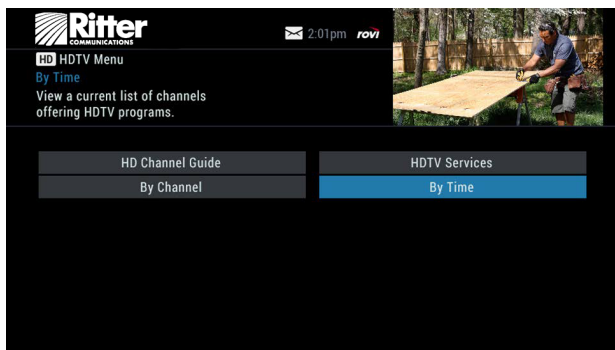
The Adult category, accessed from the Pay-Per-View menu, provides access to listings for adult-oriented programming. Adult programming may be purchased as a single program or as a time-block package, depending on your cable provider's service. For your convenience, you may also restrict Adult titles from being viewed in the listings by setting Parental Controls. See the Parental Controls chapter for more information..

HDTV

If you have a high-definition television (HDTV) and subscribe to HD service through **Ritter Communications**, then you can enjoy your favorite shows, sports, and events in a wide-screen, high-resolution format.

To access HD programming, use one of the following methods:

- From the Quick Menu, select the **HD** icon. You can choose to view a list of shows by time or channel or you can view a list of all HD channels
- From the Main Menu, select HDTV.
- From the Guide Setup screen, set the Tune for HDTV option to Yes. i-Guide automatically tunes to and records programs in high definition (HD) instead of standard definition (SD). Whether you tune to an SD or an HD channel, you will see the highest resolution video available for that program.
- If HD Auto-Tune is not available or if HD Auto-Tune is set to No and you tune to an SD channel with an HD channel equivalent, a Watch in HD option appears on the Flip Bar. Press **OK/SELECT** to tune directly to the associated HD channel.



If HD Auto-Tune is set to No, the Flip Bar will display like the example to the left.

If you do not subscribe to HD service and you tune to an HD channel, you will be notified that the channel is not available. Contact **Ritter Communications** for information on HD service*.

*You must have HD equipment to view HD programming.

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.

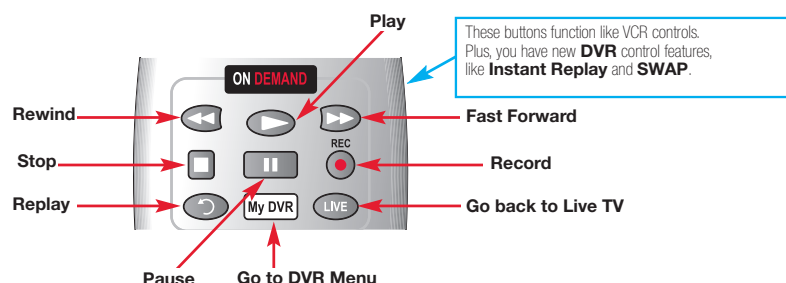
The live TV recording is not permanent, unless you save it to the DVR's hard disk drive.

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

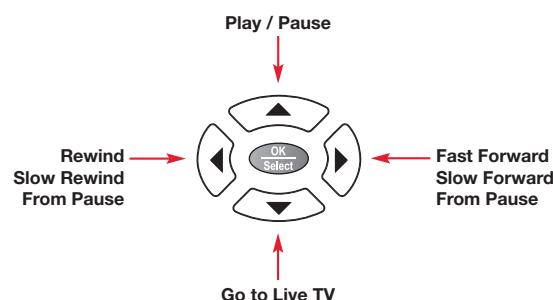
Playback Controls

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



Remote Control Arrow Buttons

The ◀ ▶ ▶ ◀ control playback when you are watching a recording in progress or a recorded program.





Status Bar

The Status Bar appears whenever you pause, rewind, or fast-forward a live program. The Status Bar shows title, channel, and duration of time. On the Status bar, green indicates the length of the program in the buffer. Red indicates you are watching a DVR recording in progress. White indicates the length of multiple programs that have been recorded in the buffer.*

*The recording buffer (temporary storage) for each tuner records as long as you stay tuned to the same channel.


Pause

You can pause live TV anytime 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 pause 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.



Slow Motion

Use slow motion to access slow-forward and slow-rewind. This is useful when watching sporting events. To activate slow-motion, press **PAUSE** , and then **FAST-FORWARD** . Or you can press **PAUSE** , and then **REWIND** . Press **PLAY**  to resume regular program speed.





Instant Replay

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

*Not all remotes have a **REPLAY** key.

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 **LIVE**  or **PAGE(-)**  on your remote.*

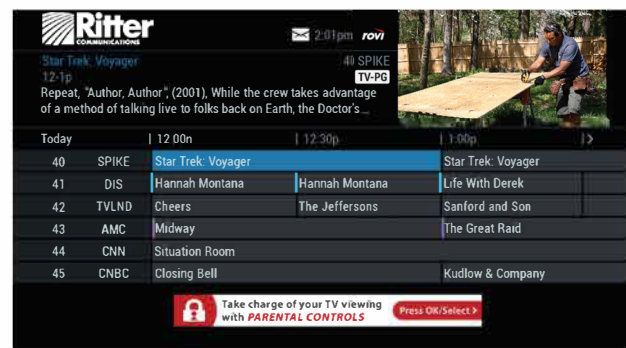
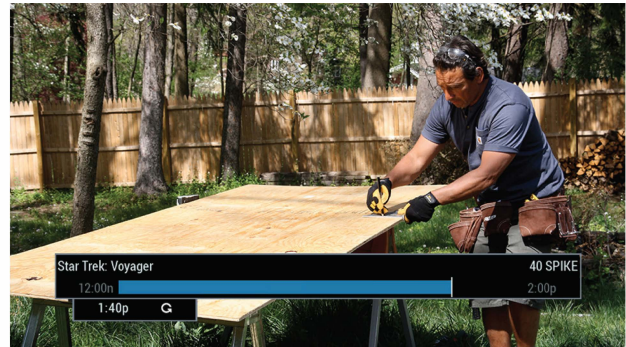
*Not all remotes have a **LIVE** key.

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.




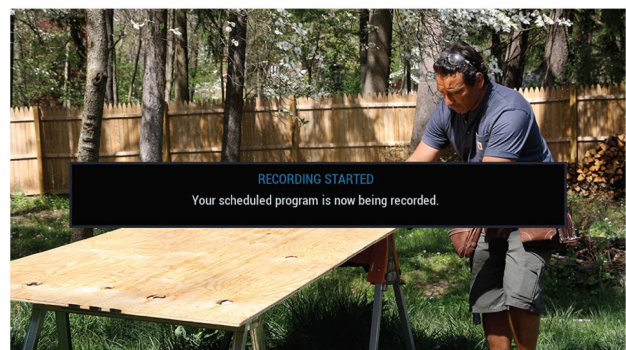
Recording Programs

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.

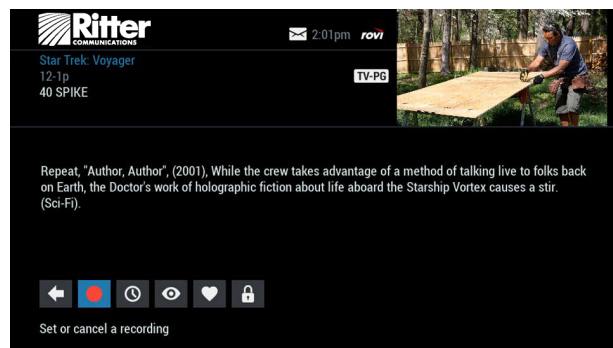
One-touch Recording

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.

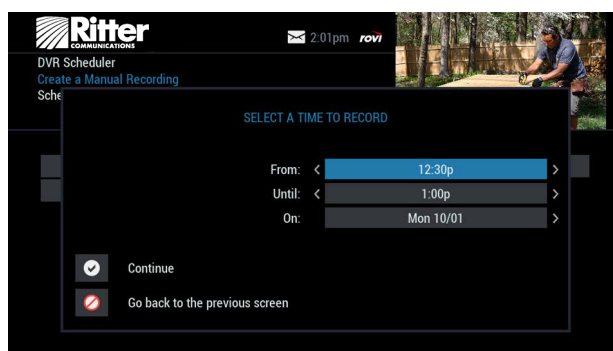


Setting a Manual Recording

You can set a Manual Recording for a specific time or channel:

To set a manual recording:

- Select DVR from the Quick Menu or Main Menu, or press the **MY DVR** button on your remote.
- Select Set a Recording
- Select start and end times and day, and then press Confirm
- 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:

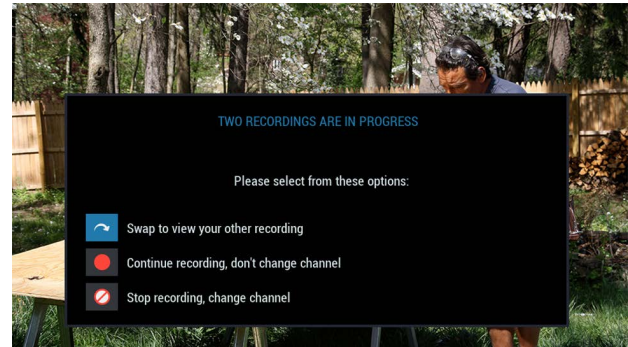
- Press **RECORD** to record the program you are watching.
- Press **SWAP** to switch to the other tuner and find the second program you want to record.
- Press **RECORD** when you locate the second program you want to record.

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.

Two Recordings Are in Progress Overlay When two programs are recording simultaneously and you change channels, an overlay appears. Follow the on-screen prompts to:

- Swap to view your other recording.
- Continue recording, don't change the channel.
- Stop recording and change the channel. This option appears when two recordings are in progress and you want to tune to another channel.



Managing Schedule Conflicts

If you schedule more than two recordings for the same time, a scheduling conflict screen appears. On this screen, you can choose between a previously set recording and the new recording that conflicts.

Individual recordings always take priority over series recordings when there are scheduling conflicts. When two series programs conflict, additional icons appear at the bottom of the scheduling conflict screen to help you determine which program to record

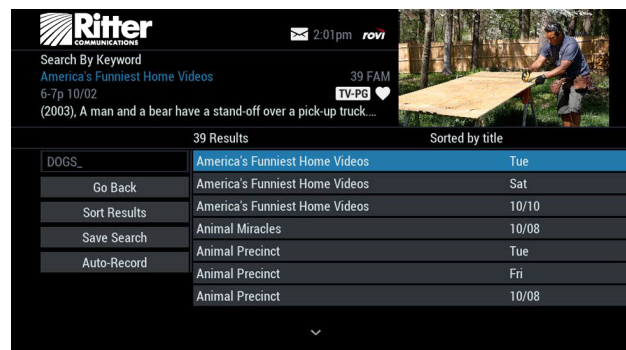
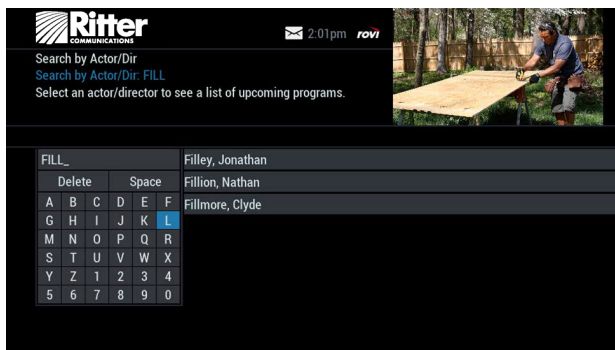


Searching and Recording

Expanded search and record capabilities make it easy to find your favorite shows, celebrities, or key words. You can also schedule auto-recordings based on your search criteria.

Searching for Actors and Directors

The Search by Actor/Director feature lets you find shows associated with an actor or director.



Select Actor/Director from the Search menu, and then use the ◀ ▶ ▲ ▼ buttons to navigate the keyboard. Begin to spell out the name of the actor or director. You can enter up to 25 characters. The list of actors or directors will begin to populate as soon you start to enter letters, and will grow more focused as you enter additional letters.

Once you see the name of the desired actor or director, press the right arrow, and then press **OK/SELECT** to view programs associated with that person. You can sort the list in alphabetical order or by date by selecting the Sort Results button on the left side of the screen.

If you do not see the name of the actor or director in the list, it means that there are no relevant upcoming programs available. You can save this or any search so you can quickly run it again later.

Searching by Keyword

The Search by Keyword feature helps you find shows related to a topic of special interest. This feature searches for keywords in program titles and descriptions of upcoming programming.

To perform a keyword search, select Keyword from the Search menu, and use the ▼ ▲ buttons to navigate the keyboard to spell out a keyword. Select Search Now to begin the search.

Keyword Search will search all currently-available program titles and descriptions and display a list of matching results. You can sort the results list in alphabetical order or by date by selecting the Sort Results button on the left side of the screen.

You can save the search criteria for future use, or set up an auto-recording that will automatically record relevant programs.

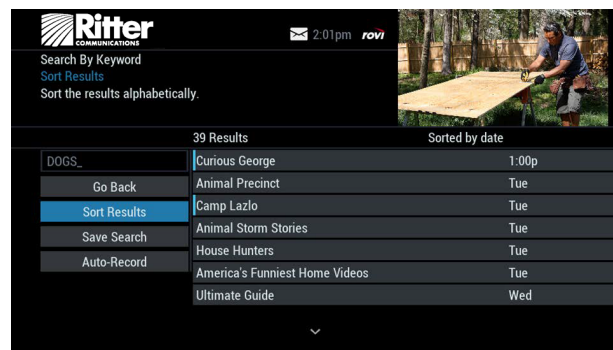
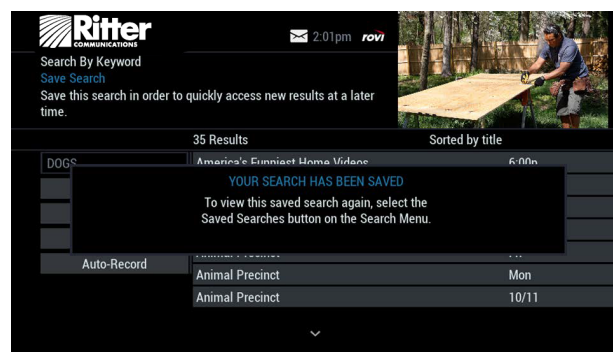
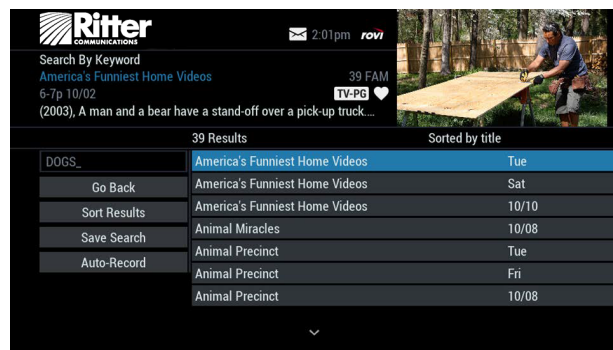
Saving Searches

Save your search to easily execute the same search again in the future. Save a search by selecting Save Search on any results screen.

To execute a saved search, select Saved Searches from the Search Menu to access your list of saved searches. You can save up to 16 searches.

From any search results screen you can:

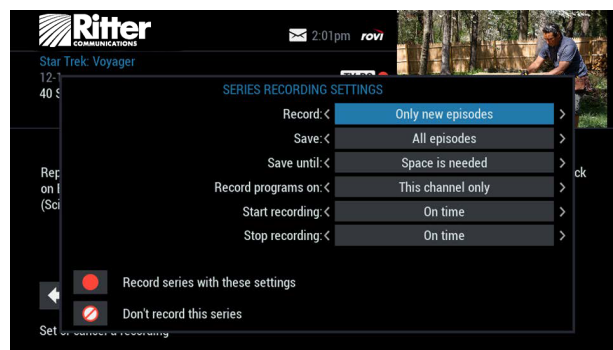
- Sort Results: Sort results by title or date.
- Save Search: Save your search for future reference.
- Auto Record: Set a DVR auto-recording of your search results.



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 a first-run only episode.
- 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 or modify a series recording:

- Use the ▲ ▼ buttons to highlight the series.
- Press **OK/SELECT** to view a summary of recording settings for that series, including the number of episodes scheduled to record in the next 14 days.
- Highlight the ⚙ icon to modify settings.
- Select the ⚙ icon again to view and modify all settings.
- Highlight and select the ● icon to confirm

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.

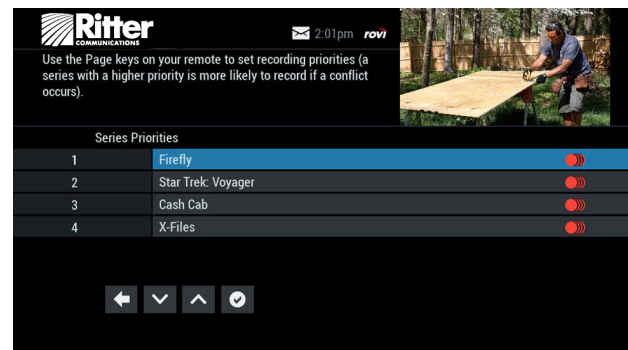
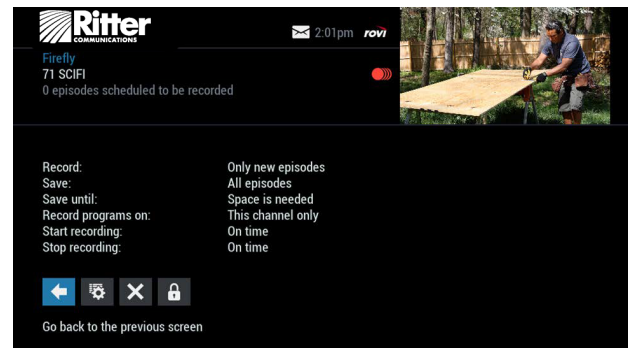
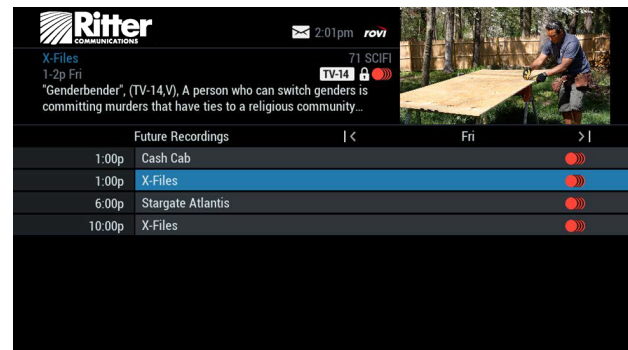
To modify a series priority list:

- 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.

Note: If you want to record two series recordings instead of an individual recording that airs at the same time, you must delete the individual recording from the scheduled recordings list. To delete the individual recording, refer to Scheduled Recordings.

Manage Series Priority List

	Return to previous screen		Show conflicts when the new series is a low priority
	Record new program or series as shown		Don't record new program or series
	Show conflicts when the new series is a high priority		



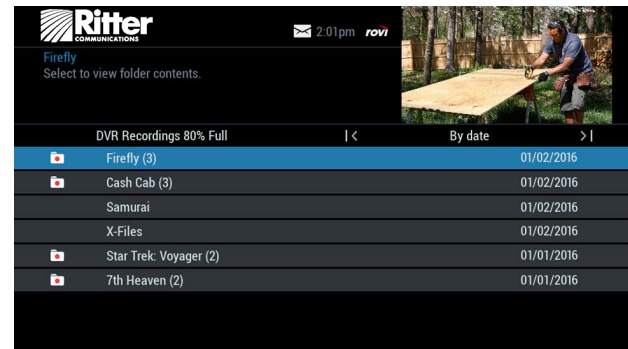
Viewing Recorded Programs

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






- Press My DVR on the remote (if available).
- 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.



Recorded Program Information Screens

	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

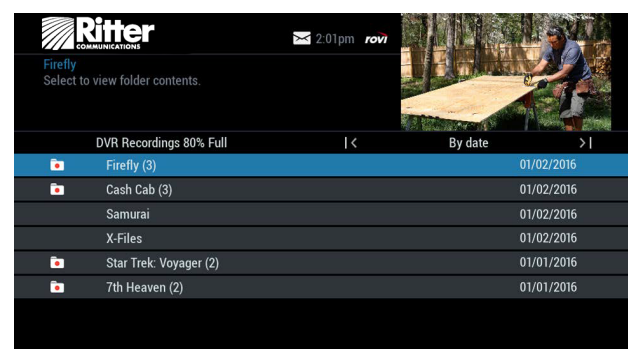
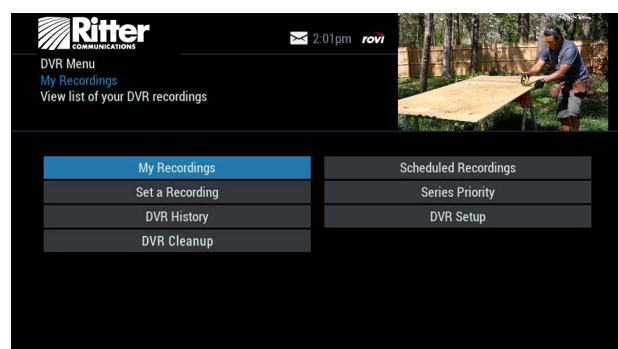
Scheduled Recordings

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.

Note: The text of menu options may vary.



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. Your DVR will record and store a significant amount of high-definition (HD) or standard-definition (SD) content.

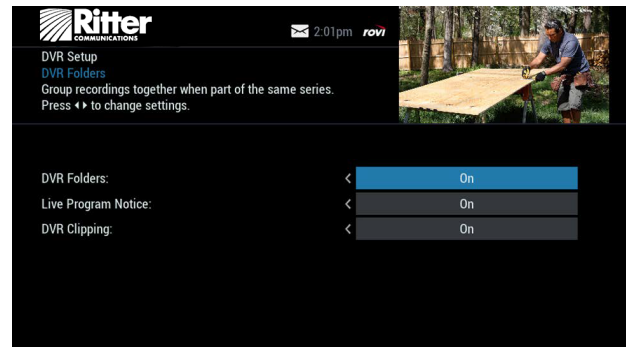
If you begin to run out of space on your DVR, i-Guide provides you with easy ways to manage your recordings. There are several options you can choose from to make the most efficient use of your storage space.

Note: Recording HD programming requires a DVR connection to an HD television.

DVR Setup

From the Quick Menu or Main Menu, select DVR to access DVR Setup and manage:

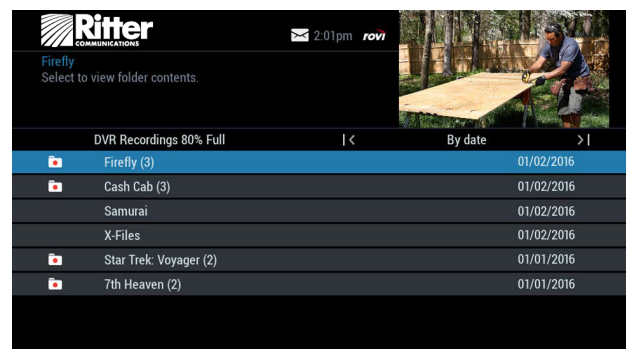
- DVR Folders
- Live Program Notice
- DVR Clipping



DVR Folders

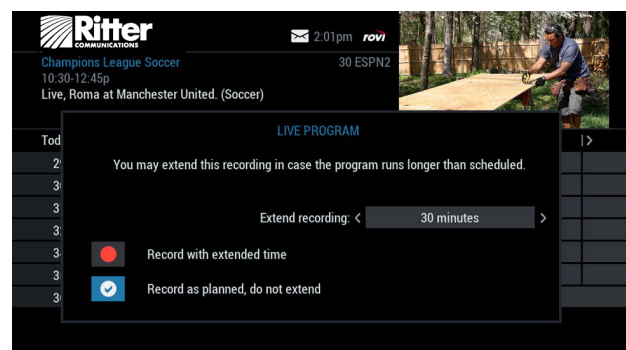
DVR Folders help you keep recorded series organized and let you scroll quickly through lists of your recordings.

i-Guide automatically groups identical or similar titles into folders. Highlight a DVR folder to open it, and then scroll down to select a specific episode. Press LAST to return to your recordings list.



Live Program Notice

The notice overlay appears when a DVR recording is scheduled for live programs, such as sports or awards shows. You can choose to extend the recording time of live programs in the event that the program runs longer than scheduled.



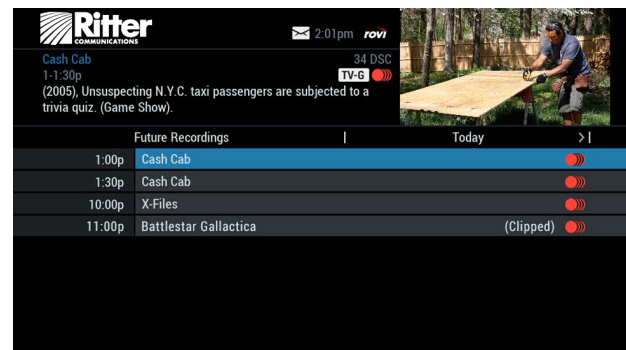
DVR Clipping

The DVR Clipping feature automatically clips the beginning of a program if there is a recording overlap when both tuners are in use.

For example, if a program you have scheduled to record ends at 9:05, and a second program you scheduled to record begins at 9:00, the second program will be "clipped" so that the first program will be recorded in full.

Clipping occurs only if both tuners are in use during the recording time.

If this occurs, a "clipped" notice will appear next to those programs in the My Recordings listings.

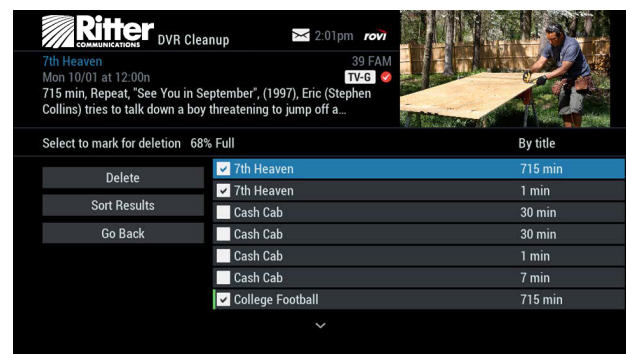


DVR Cleanup

DVR Cleanup lets you delete multiple recordings by using a simple function.

To delete recordings using DVR Cleanup, from the Main Menu, select DVR Menu:

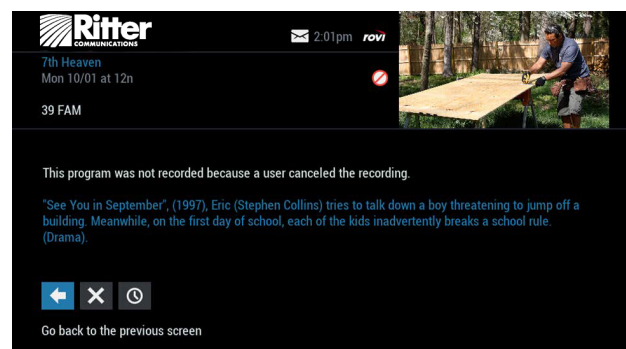
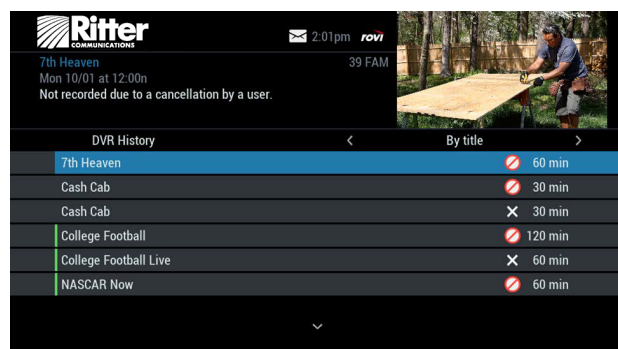
- Select DVR Cleanup. A list of your recordings will appear.
- Highlight the checkboxes for the recordings that you want to delete.
- Press the left arrow to highlight the Delete button, then press **OK/SELECT**.
- Confirm the deletion.



DVR History

DVR History provides you with a list of recent DVR deletions or missed recordings.




If a program did not record, DVR History will display a reason why the program failed to record. DVR History also identifies the time and date at which a program was deleted.



Modifying Recording Options

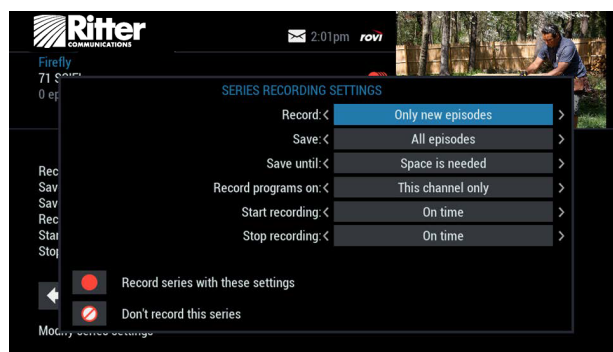
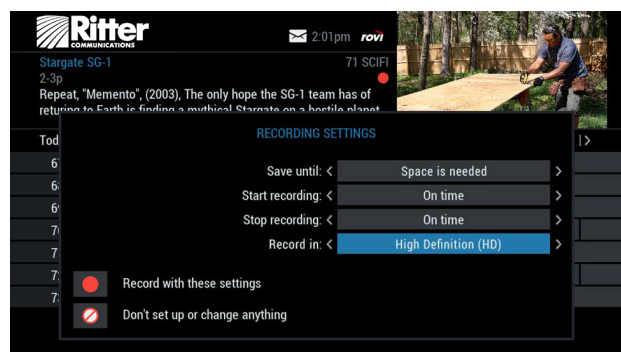
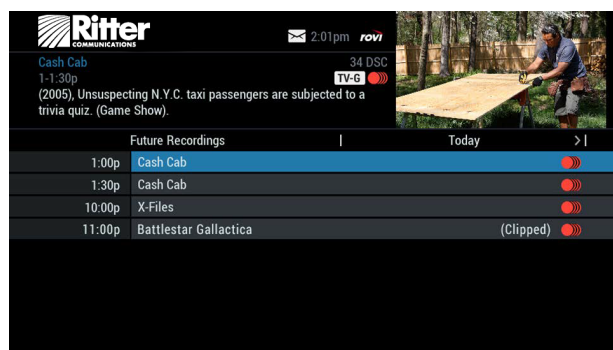
i-Guide makes it easy to manage your personal video library. You can modify your recording options at any time, as often as you like. From the Quick Menu or Main Menu (or from **MY DVR** on the remote), select DVR, and then select Future Recordings to display a list. Highlight a program title and then press **OK/SELECT** or **INFO**.

You can also select Series Recordings to display a list of scheduled series. Select one of the following icons:




-  from the Program Information Screen.
-  to change the Recording Options.
-  to delete this program from your list of future recordings

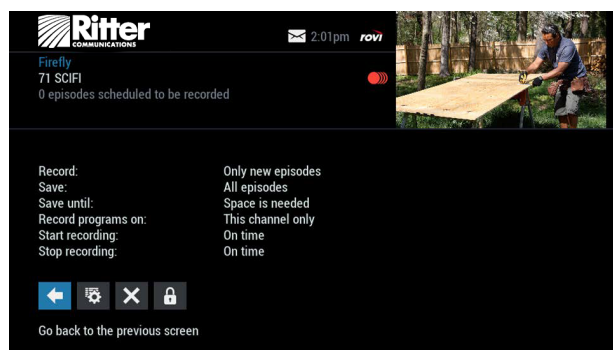
Use the arrow buttons on your remote to change the recording options:

- Change the frequency of the recording, such as every day or once a week.
- Specify the number of recordings to save.
- Set a Save Until parameter. You can save a recording until you manually delete it or until it is deleted automatically by i-Guide when space is needed.
- Change the start time or end time to catch every minute of a program, even if it runs longer than originally scheduled.
- Change whether the program records in high definition (HD) or standard definition (SD) by default (requires HD Auto-Tune).



From Listings

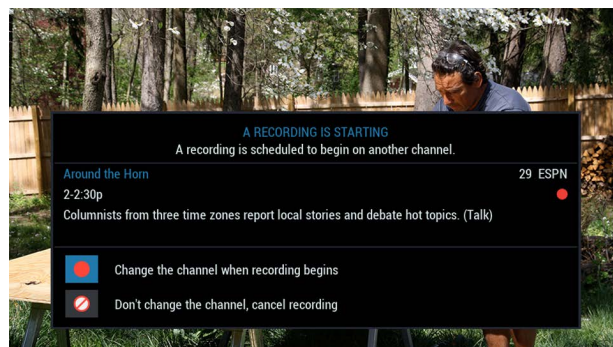
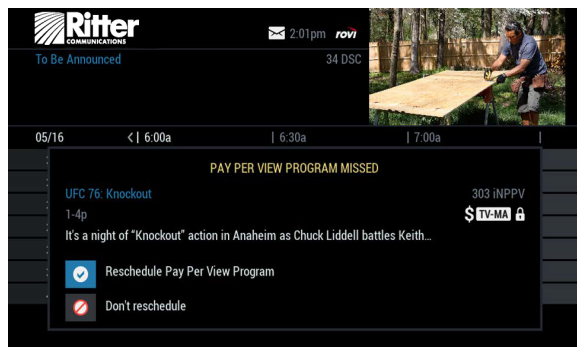
Select a program that you have scheduled to record from the listings. Scheduled Recordings are indicated by a red dot in the Instant Info. Press **OK/SELECT** or **INFO**, and then select  icon to change your options or delete the Scheduled Recording. From here, you can select  icon to cancel the recording, or select  icon to display recording options.



Recording Notices




Recording Starting Notice

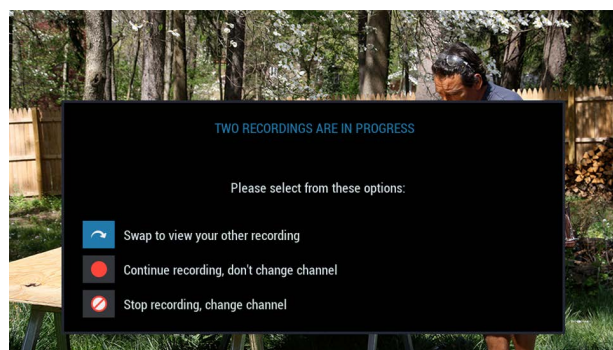
If you are currently watching TV, before a Scheduled Recording begins, a notice will appear giving you the opportunity to confirm or cancel the recording. If you take no action, the DVR will automatically tune to the channel and begin recording. Live TV programming that was temporarily recorded in the buffer will be erased:



Changing Channels While Recording

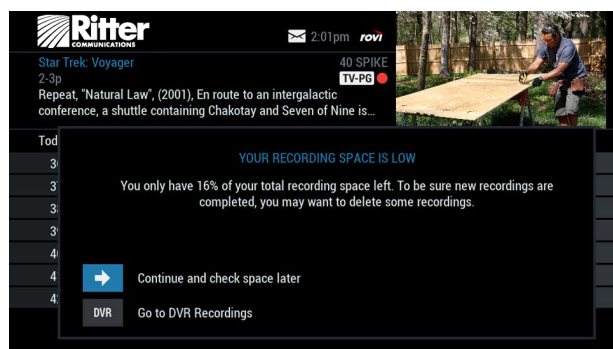
If two recordings are in progress and you attempt to change channels, a notice appears providing these options:

- Select  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.



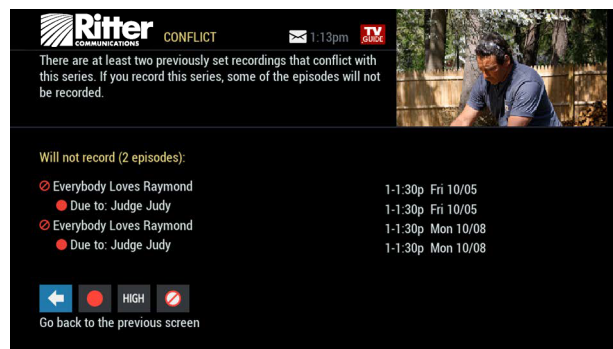
Recording Low and Full Notices

i-Guide will display an on-screen notice when space on the DVR hard disk is low or full. If the available recording space becomes full during a recording, the recording will stop. If you attempt to schedule a recording while recording space is low, a notice will prompt you to delete one or more DVR Recordings.

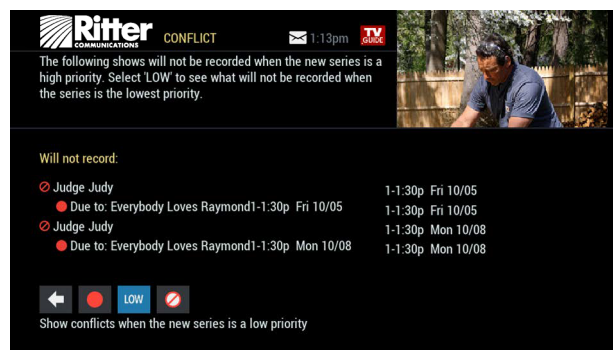


Resolving Series Recording Conflicts






If any scheduled programs in a configured series recording conflict with episodes of another series recording, the system will present a screen communicating the conflict. In this instance, the system cannot record all episodes in the schedule and the user must decide through priority management which episodes will not be recorded:



- The system displays the episodes and times that will not record and the episodes that will record in the same time slot.
- To assign the highest scheduling priority to a new recording and to capture the most episodes for your new recording, select High. The screen will display the number of episodes of the new series that will be recorded, and which episodes of the old series will not be recorded due to the conflict. The screen will refresh and display revised results.



Recording Conflict Icons

	Return to previous screen		Show conflicts when the new series is a low priority
	Record new program or series as shown		Don't record new program or series
	Show conflicts when the new series is a high priority		

Frequently Asked Questions

Interactive Program Guide

Q. What are the icons (little pictures) at the bottom of the screen?

A. Quick Menu Icons are available to help you find what you're looking for faster. The Quick Menu lets you quickly go to other areas of the guide, such as Movies or Favorites Menus. Once you have selected a program title by highlighting it and pressing OK/SELECT or INFO, you can use the Action Icons on the information screens to set Reminders and Parental Controls, schedule Recordings, BUY programs and more.

Q. How do I tell what the icons mean?

A. You will find descriptive text beneath the row of icons when you have an icon highlighted. This information changes as you move the yellow highlight using the arrow buttons on your remote. On Program Information screens, the Action Icons are specific to the program. For example, a BUY Icon will appear only for Pay-Per-View programs.

Q. I can't see the entire program title in the listings.

A. Some program titles are too long to fit in the space provided in the grid. You might see "..." to indicate there is more to the title. (For example: "Third Rock from the Sun" might look like "Third Rock..."). Highlight the program and check the Instant Information area at the top of the screen for program title and other valuable information, including rating, actors, start/end times, etc.

Q. What is the graphic bar that appears when I change channels?

A. The Flip Bar appears for a few seconds as you're changing channels to provide important information about programs. You will find the name of the current program, start and end times, channel number, rating and current time.

Q. How do I get information on programs?

A. i-Guide provides detailed information on programs, including movies and sporting events. While in a listings screen, you can access information by pressing the INFO button on your remote. While you are tuned to a program, press INFO once for Instant Information or twice for complete information. Information includes program details like actors, ratings and a brief program synopsis. You can also set Reminders, place Parental Controls, see other times a program is airing. To remove the information screen and return to watching television, press the EXIT button on the remote.

Q. What is the red light on the upper left front of my box and/or what is the envelope on the screen?

A. Occasionally Ritter Communications may send a message to let you know of new services and special promotions. To read the message, go to the Main Menu and select Messages. You can keep or delete the Message once you have opened it.

Q. How do I set my digital audio language?

- A.** Not only can you choose the language that displays on the screen buttons and descriptions, but you can also change the secondary digital audio that is available with certain networks and programs. Choose Audio Setup from the Setup Menu and change the default setting. Choose from English, Spanish, Portuguese or French. This feature is only supported on certain digital channels that provide secondary audio. If the chosen audio language is not available, the default audio language will be heard.

Q. What if I forget my Parental Controls/Purchase PINs?

- A.** You must call your local cable company to have these PINs reset. All of the PINs will be cleared. Once reset, you will need to enter new PINs.

Q. Why can't I purchase this Pay-Per-View (PPV) program?

- A.** There are several reasons that could keep you from ordering PPV events:
- your phone line might not be plugged in
 - you may have inadvertently made too many PPV orders, and may have to cancel one before making another order
 - you may have reached your credit limit. Call Ritter Communications and have them check your account

Q. What if I missed a Pay-Per-View(PPV) movie/event that I ordered?

- A.** If your cable company provides impulse-ordering, you will not be billed for PPV on channels that aren't tuned in. In cities that require phone ordering, you need to call Ritter Communications to cancel PPV orders.

Controlling Live TV

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. How do I use Instant Replay?

- A.** If your remote control is equipped with a REPLAY button, press it to instantly replay the last 15 seconds of the program. If there is no REPLAY button, use the PAGE button on your remote.

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".

Troubleshooting

Q. Why doesn't the set-top box respond when I press the keys on my remote?

- A.** If power is on, make sure your remote is in the Cable mode. Press the CABLE button on the remote.

Q. If the power goes out, do I need to reset my Parental Controls and Purchase PINs, Favorites and Reminders?

- A.** No. These features will not be lost if the terminal loses its power. However, the guide information will need to reload into the box.

Q. Nothing happens when the MENU button is pushed, but I can change the channel up and down.

- A.** If the terminal was just installed, it takes approximately 5-15 minutes for i-Guide to be downloaded to the set-top. If after 5-15 minutes nothing happens, unplug the terminal, plug it back in and wait another 5-15 minutes. If the guide still does not appear, contact Ritter Communications.

Q. I can't see the edges of the i-Guide screens.

- A.** Select the Adjust Screen Position option from the Setup screen. Press the buttons until the arrows on the screen are centered. If image is centered and still cut off, check your TV's user manual.

Q. The guide has locked up. Neither the buttons on the remote, nor the buttons on the terminal itself work.

- A.** Try unplugging the terminal and then plugging it back in. This will reset the terminal and allow for data to be downloaded. It will take some time for the information to appear. If there is still a problem after the information has appeared, call Ritter Communications.

Q. I have no video, a snowy picture or I cannot tune to any of the digital channels.

- A.** Make sure that all of the cable connections are secure and that the TV is tuned to the correct channel (3 or 4). Also, make sure you are actually controlling the cable terminal (press the CABLE button on the remote).

Q. Why won't my remote control respond when I press a button?

- A.** Go through this quick checklist to determine the problem:
1. Press the CABLE button on the remote to make sure it is in Cable mode. Try using the remote again.
 2. If the remote is still not functioning correctly, press the CHANGE button on the front of the terminal. If the channel changes, there is a problem with the remote control. The batteries or the remote control itself may need to be replaced.
 3. Unplug the terminal and plug it back in.
 4. Call Ritter Communications.

Q. There are no listings in the guide, or the words “To Be Announced” appear in the listings screens.

- A.** This can happen if there has been a power failure or if the terminal was unplugged. Make sure everything is plugged in and running. Wait 5-15 minutes for the channels and program data to load.

Q. I have a message on my screen that says “This feature is currently being restored”. What does this mean?

- A.** This screen appears if you try to access a feature that is not available because the terminal has not received all the necessary data. This most commonly happens following a power loss.

Q. I have a message on the screen that says “This channel should be available shortly”. What does this mean?

- A.** This screen will appear when you tune to a channel that is currently not available. If the channel is not available after 15-30 minutes, call Ritter Communications.

Q. What do I do if I am stuck in a screen or menu I do not understand and want to get out?

- A.** You can always press the EXIT button on the remote to immediately return to watching TV. You can also press the LAST button to back up one screen at a time.

Q. The displayed information is incorrect.

- A.** Although i-Guide checks all data thoroughly before it is sent to your home, programmers do sometimes change their schedules at the last minute without notification. Please report erroneous data to Ritter Communications.

Q. What happens to my DVR recordings if my digital cable box temporarily loses power?

- A.** All recordings that were saved prior to the power loss are preserved, as well as future recording schedules. You miss only the recordings in progress while the power was out.

Note: If you experience continued problems with your cable box, remote control or interactive program guide, please contact Ritter Communications.