GC DIGITAL TELEVISION

- INTERACTIVE GUIDE
- DVR WITH MULTI-ROOM USER GUIDE
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YOUR REMOTE CONTROL
MOTOROLA MXv4 IR

Controls the device related to whichever mode key was last pressed
Used in the program guide for PAGE and DAY navigation
Used to cycle through video inputs on TV or Audio Receiver
Controls PLAYBACK of live and recorded TV
Displays a LIST of recorded programs
Displays main MENU settings and options
Used to enter remote control SETUP
EXITs current menu and returns to current program
Displays INFO for currently selected program
Displays program GUIDE
Controls TV MUTE
Returns to LAST channel you were watching
Controls TV VOLUME
Used to cycle through video inputs on TV or Audio Receiver

Used to enter remote control SETUP

Controls the device related to whichever mode key was last pressed

Controls PLAYBACK of live and recorded TV

Used in the program guide for PAGE and DAY navigation

Displays main MENU settings and options

Displays a LIST of recorded programs

EXITs current menu and returns to current program

Displays INFO for currently selected program

Displays program GUIDE

Returns to LAST channel you were watching

Controls TV VOLUME

Controls TV MUTE
INTERACTIVE GUIDE

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

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

CHANGING THE CHANNEL

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

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

PICTURE-IN-PICTURE BROWSING

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

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

*Note: The browse bar will disappear after 10 seconds of inactivity.*
MENU NAVIGATION TIPS

Before accessing your onscreen menus, it’s helpful to know how to choose, select and exit from the menu screens.

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

MENU Button

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

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

Main Menu

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

* DVR service must be activated in order for this feature to work.
Getting Info About the Program You’re Watching

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

Getting Info From Within Menu Screens

You can access the PROGRAM INFO screen from within menu screens.

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

See What’s on Using the Interactive Program Guide

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

1. Press **MENU**. Use the arrows to select **SETTINGS**.

2. Use the down arrow button to select **TELEVISION**.

3. Use the down arrow button to select **SET UP FAVORITES**.
   - To add a channel, press **OK**. A check mark will appear. Press **OK** again to remove it.
   - To remove all channels, use the left arrow to select **UNCHECK ALL**. Press **OK**.
   - To see only the channels in your favorites list, select **VIEW CHECKED**. Press **OK**.

4. When done, select **SAVE** and press **OK**.

5. To view your favorites guide, press **MENU**. Use the arrows to select **FAVORITES**.

Note: Each receiver has its own Favorites list. A separate Favorites list can be built for the family room, the TV in the bedroom and so on.

Search Feature

1. Press **MENU**. Use the arrows on your remote to select live TV, then search. Press **OK**.

2. Use the arrows to select a letter on the onscreen keyboard, and press **OK**.

Note: To enter a number, select **123** and press **OK** to bring up a number keypad.

3. A list of results appears as you type. The more letters you enter, the better the results.

4. Press the right arrow repeatedly to tab over to the results list.

5. Highlight a title or name using the up/down arrows, and press **OK** for more options.
   - If you select a title, you can choose to record the program or watch it now if it’s currently on.
   - If you select a name, you’ll see a list of programs with that actor or director. Select a title to view details. Press **OK** to record or watch the program.
   - If “More…” appears next to the title, a list of all programs with that title appears. Select a title from the list. Press **OK** to record or watch the program.
Parental Controls

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

1. Press MENU. Use the BROWSE arrows to select options, then CHANNEL OPTIONS. Press OK.

   • A lock appears next to parental locking if a PIN is already set and locks are on.
   • An open lock means that a PIN set but no parental locks are in effect.
   • No lock means that no PIN has been set.

2. Select PARENTAL LOCKING and press OK.

3. Enter your PIN. If no PIN has been set, use the remote’s keypad to enter a new four-digit PIN. (Press delete to clear an entry.) You will have to enter it twice. Your temporary PIN is 4 zeros (0000).

4. The PARENTAL LOCKING screen will appear, with all of your locking options.

Note: Parental Controls must be set-up on each receiver.

Locking Pay-Per-View Rentals

1. From the PARENTAL LOCKING screen, use the arrows to select change next to PPV. Press OK.

2. Use the right arrow to select lock PPV and press OK. A lock symbol appears. (Press OK again to clear the lock.)

3. Use the left arrow to select SAVE. Press OK.

4. If you are finished setting parental locks, select LOCK. Press OK then EXIT TO TV.
Locking Specific Channels

1. From the PARENTAL LOCKING screen, use the down arrow to select CHANGE next to channels. Press OK.

2. Use the up/down arrows to select channels in the list.
   - Press OK to lock a channel. A lock symbol will appear. Press OK again to unlock it.
   - To unlock all channels, use the left arrow to select UNLOCK ALL. Press OK.
   - To view only the locked channels, select VIEW LOCKED ONLY. Press OK then exit to live TV.

3. Select SAVE and press OK.

4. If you are finished setting parental locks, select LOCK. Press OK then exit to live TV.

Locking Programs Based on Ratings

1. From the parental locking screen, use the down arrow to select change next to a rating option like movie ratings. Press OK.

2. Select the lowest rating to lock.
   - Press OK to lock programs with that rating and higher.
   - To unlock all ratings, use the left arrow to select UNLOCK ALL. Press OK.

3. Select SAVE, and press OK.

4. If you are finished setting parental locks, select LOCK. Press OK then exit to live TV.

Turning Off Locks for Four Hours

1. To temporarily turn off parental locking, access the PARENTAL LOCKING screen. Select TURN OFF LOCKING, and press OK.

2. Select UNLOCK ALL TV FOR 4 HR and press OK. An open lock will now appear next to PARENTAL LOCKING. (A PIN will still be required to purchase locked rentals.)

3. To turn locks back on immediately, select LOCK in the parental locking screen. Press OK.
Hide Channels in the Guide

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

1. Press **MENU**. Use the arrows to select **SETTINGS**, then **TELEVISION**.
2. Select **CUSTOMIZE CHANNEL GUIDE**. Press **OK**.
3. Use up/down arrows to select channels. To hide a channel, press **OK**. The check mark will disappear. Press **OK** again to remove it.
   - To remove all channels, use the left arrow to select **UNCHECK ALL**. Press **OK**.
   - To see only the channels in your favorites list, select **VIEW CHECKED**. Press **OK**.
4. Select **SAVE** and press **OK** to exit.

Pay-Per-View Events

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

1. Press **GUIDE**. Go to Pay-Per-View Channel 100 using the up/down browse arrows on your remote.
   - Use the right arrow to see what’s ahead in the events schedule.
   - Press **FF** to jump forward 24 hours at a time.
   - Press **REW** to go back in 24-hour increments.
2. Select the program you want to order and press **OK**. A program info screen will appear, with event time and pricing.
3. Press **OK** to rent. If parental locks are set, enter your PIN.
4. You will be asked to confirm your order. Press **OK**. Press **EXIT TO LIVE TV** to return to the channel you were watching.
5. Tune to the event’s channel at the scheduled start time. If you tune in late, you will not be able to rewind what you missed.

Note: Pay Per View events must be watched at the scheduled time. You will be charged for any event that you order, even if you don’t watch it.
Record, Pause, Play and Replay Live TV Using Your Remote

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

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

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

TV is Now at Your Command

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

Pausing/Restarting a Program

1. To temporarily stop a live TV program, press PAUSE.
2. A progress bar will appear onscreen, showing you how much time has elapsed and time until play resumes. The action will freeze for up to 90 minutes.

Note: If you don’t think you’ll be able to return to the program in 90 minutes, simply press record to begin recording.

3. Press PLAY at any time to restart the program from where you left off.
Replaying What You Missed

1. Press REW to “rewind” the program you’re watching. A progress bar will appear to indicate how far you can go back in time.
   • Press REW twice or three times to rewind at increasing speeds.
   • Press REPLAY to skip back in 7-second increments.
   • Press PLAY anytime to begin watching.

Fast Forwarding and Returning to the “Live “ Program

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

1. Press FF to fast forward. A progress bar will appear to indicate how far you can go forward (and back) in the program.
   • Press FF twice or three times to advance at increasing speeds.
   • Press FWD to fast-forward in 30-second increments.

2. To return to “live” action, fast-forward until you reach the end of the green bar in the onscreen progress indicator.

Recording What You’re Watching

1. Press RECORD to begin immediately recording the program you’re watching. This feature is not available with Pay-Per-View.

2. The message “recording” will appear onscreen, and the record LED will light up red on the receiver until recording ends.

3. Recording will stop at the program’s scheduled end time. Press STOP to end the recording at any time. Press OK to confirm.

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

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

How much DVR space have I used?

Press Menu on the Remote Control, go to Settings, General, System Information and scroll to the right to System Resources. Disk Usage is shown as a % at the bottom of the screen.
Recording With Extra Time at the End
If you think the program may run over the scheduled end time (as with sporting events and live reality show finales), you can add time to the end of your recording.

1. Press INFO after the program has begun recording. Use the BROWSE arrows to select RECORD SETTINGS and press OK.
2. Use the arrows to select STOP RECORDING. Press OK.
3. Choose the amount of time to add to the recording time. Press OK.
4. Use the left arrow to select SAVE CHANGES. Press OK.
5. Select WATCH and press OK to return to the program.

Schedule Programs to Record and Save on Your DVR
There are several ways to record a TV program that’s scheduled to air in the future. You can set your DVR to record one show on one date, all episodes of a series, and more.

Schedule a Single or Series Recording from the Guide

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

Will the DVR record when the TV is off?
Your scheduled programs will still record, as long as the DVR receiver is on or in standby mode. However, they will NOT record if your home loses electricity.
Scheduling a Single Recording from the Program Info Screen

1. To access the PROGRAM INFO screen:
   - Press INFO when tuned to a program you want to record. OR
   - Press GUIDE. Use the arrows to highlight a press INFO.

2. Select RECORD EPISODE and press OK.

3. To add time in case the program runs long, select STOP RECORDING. Press OK. Select a time and press OK.

4. Select RECORD, then press OK.

Scheduling a Series Recording from the Program Info Screen

1. To access the PROGRAM INFO screen:
   - Press INFO when tuned to a program you want to record. OR
   - Press GUIDE. Use the browse arrows on your remote to highlight a program to record and press INFO.

2. Select RECORD SERIES and press OK.

3. Use the browse arrows to select TIME. Press OK.

4. You can limit the recordings to:
   - any day (at the scheduled time)
   - any day/anytime
   - any day/anytime/once per day

5. Select SHOW TYPE if you want to limit it to first run only. Otherwise, your DVR will record every instance.

6. To add time in case the program runs long, select STOP RECORDING. Press OK to select a time.

7. Select RECORD, then press OK.

Note: Digital TV does not adjust if a program's schedule changes unexpectedly. However, planned schedule changes (e.g., a series moves from 8:30 PM to 8 PM for one week) will be followed and the episode will be recorded in its entirety.
Scheduling a Single Recording by Entering Channel, Date and Time

1. Press **RECORDED TV** (or press **MENU**, then select **RECORDED TV**).
2. Use the right browse arrow to select **ADD RECORDING**. Press **OK**.
4. Fill in the fields on the **MANUAL RECORD SCREEN**, using the **BROWSE** arrows to move between fields.
5. Select **RECORD**. Press **OK** to schedule the recording.

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

What to do When Your Recording Schedules Conflict

Your DVR can record up to four standard definition (or one HD and three SD) programs at the same time. If you try to schedule a fifth, a **CONFLICT** screen appears.

Fixing Single Program Conflicts

- To record the new program, select the **NEW PROGRAM** in the **CONFLICT** screen. Press **OK**.
- To keep what was already scheduled and cancel the new recording, select the **PREVIOUSLY SCHEDULED PROGRAM**. Press **OK**.
Fixing Scheduled Series Conflicts

- To record all episodes of the new series instead of a previously scheduled series, select RECORD ALL EPISODES OF NEW SERIES from the CONFLICT screen. Press OK.

- Select RECORD ONLY WHEN NO CONFLICT occurs, then press OK when you don’t want to record episodes that conflict with previously scheduled recordings.

Recording an Overridden Program

1. Press GUIDE. Use the BROWSE arrows to select the overridden program (indicated by a crossed-out red dot). Press OK.

2. Select RESOLVE CONFLICT in the PROGRAM INFO screen. Press OK.

3. Select the previously overridden program and press OK. The overridden program will now be recorded, cancelling the other.

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

Clearing the Conflict Symbol

1. Press GUIDE. Use the BROWSE arrows to select the overridden program (indicated by a crossed-out red dot). Press OK.

2. Select DON’T RECORD or CANCEL SERIES. Press OK.

3. You’ll be asked to confirm this step. Press OK. The scheduled recordings will be cancelled and conflict symbols are cleared.

Note: This does not erase episodes that have already been recorded.
View Your Recording Schedule

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

Using the Recorded TV Screen to Cancel Recordings Before They Occur

1. Press **RECORDED TV**.
2. Press the down arrow to select **SCHEDULED**. Press **OK**. You’ll see a list of upcoming recordings in the order they’ll be recorded.
   - To cancel a series, use the right arrow to select **series** from the menu bar and see a list of your scheduled series.
3. Use the browse arrows or the **CH/PG** button to scroll through the list.
4. Select the scheduled program or series you want to cancel, and press **OK**. The program info screen appears.
5. Select **DON’T RECORD** or **CANCEL SERIES**. Press **OK**.
   Note: This will not erase previously recorded episodes.

Using the Guide to Cancel Recordings Before They Occur

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

1. Press RECORDED TV.
2. The RECORDED TV screen lists your available recordings by date, starting with the most recent.
3. To view the list by title, use the right BROWSE arrow to select BY TITLE.
4. Use the up/down arrows to scroll through the list.

Watch a Recorded Program

1. Press RECORDED TV.
2. Use the up/down arrows to select the program you’d like to watch. Press OK.
   • Select PLAY to watch the program.
   • Select RESUME PLAY to begin play at the point where you previously stopped watching.
3. When a recording is finished playing, a FINISHED screen appears. Use the arrows to select DONE, then press OK to return to live TV.

Using the Playback Buttons on Your Remote

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

See for yourself!
The DVR shows when your program is recording. There are several ways to confirm that the DVR is actually recording.
• The record LED will be lit up on the DVR receiver.
• Press info to see the red dot on the program info screen.
• Press recorded TV to see that the program is in the list.
Stop Playing a Recording
1. Press STOP at any time during a recording. The STOPPED screen appears.
2. Use the BROWSE arrows to select DONE. Press OK. You can also:
   • Choose RESUME PLAY to continue watching the program where you left off.
   • Choose START OVER to watch the program again from the beginning.
   • Choose ERASE to stop watching the program and to delete it permanently.

Delete Existing Recordings
Manually deleting unwanted recordings from your DVR ensures that you keep what you want. Otherwise, older programs are erased automatically to make room for new recordings when DVR storage limit is reached.

1. In the RECORDED TV screen, select BROWSE RECORDINGS and press OK.
2. Highlight the program to erase, then press OK. Select ERASE, then press OK. Repeat to confirm.

Protecting a Recording From Being Deleted Automatically
1. In the RECORDED TV screen, select BROWSE RECORDINGS and press OK.
2. Highlight the recording you would like to protect and press OK.
3. Highlight keep until, then select space needed or I erase. Press OK.

Finished watching a recorded show?
You can press stop at any time and choose to start over, resume watching where you left off, or erase the show.
FREQUENTLY ASKED QUESTIONS

Q: Can you record with the DVR and watch another channel?
A: Yes; you can record up to three standard definition programs on your DVR and watch a fourth recorded program. You can only watch or record up to two High-Definition programs at a time, based on availability.

Q: If a program is locked, do I need a PIN to record it?
A: You do not have to enter a PIN to schedule recordings for programs locked by the parental locking feature, but viewers do have to enter a PIN to watch the program while it’s recording or to view it at any time thereafter.

Q: How many TV programs can I save on my DVR?
A: A DVR records 133 hours of standard-definition (SD) or 37 hours of High-Definition (HD) programming. Capacity varies between 37-133 hours with both SD and HD recordings. To see how much space you have used for recordings press Menu on the Remote Control, go to Settings, General, System Information and scroll to the right to System Resources. Disk Usage is shown as a % at the bottom of the screen.
Customize Your TV Screen for HD

Tired of black bars on your widescreen TV? Fit the image to your TV!
If the image on your TV does not fill the screen as you would like, you can adjust it in two ways: change the aspect ratio or zoom.

Changing the Aspect Ratio for Widescreen or HDTV

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

1. Press **MENU**. Use the browse arrows on your remote to select **OPTIONS**. Select **SYSTEM SETTINGS** and then **ASPECT RATIO**.

2. Use the up/down arrows to choose from:
   - 4:3 standard definition
   - Widescreen standard definition
   - 720p High Definition or 1080i High Definition, depending on your TV

3. Press **OK**. Use the arrows to select **CONTINUE** and press **OK** again.

Zooming In and Out of the Picture

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

1. Press **ZOOM** to see the current zoom setting onscreen.

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

3. Wait for the zoom symbol to disappear.

Note: Zoom will affect all channels, not just the one you are currently tuned to.
**The Receiver Won’t Turn On**
Check that the unit is plugged in. If it is, try plugging another device into the socket to make sure power is flowing to it. If the power is working, there may be something wrong with your remote control.

**The Remote Won’t Control the Receiver**
Press the STB button on the top left of the remote control to manage the set-top box/receiver.

**There is Video, but No Sound**
First, check to see if the volume is muted by pressing **MUTE** or + on the **VOL** button. Try changing the channel to see if the problem is only with that one channel. If your system uses standard video or S-video connectors, be sure that you have connected the audio-out jacks on the receiver to the audio-in jacks on your TV or audio receiver.

**Sound is Good, but Picture is Poor**
Check the connections of your video cables to make sure they are properly seated in their jacks. Also, try changing the channel to be sure that the problem is not just on that one channel. If you have no connection after five minutes, make sure all the connections to your receiver are secure. If you’re still having problems, call for technical assistance at (800) 580-9778.

**Onscreen Message Says “Signal Temporarily Not Available”**
Try changing the channel to see if the problem is only with that one channel. If it appears on more than one channel, there is a problem with the signal. Call for technical assistance at (800) 580-9778.

**The Receiver Will Not Respond**
The green LED surrounding the receiver’s power button should flash each time a remote button is pressed. If this happens, but the receiver does not respond to your commands, you may need to perform a restart. To restart your receiver, press and hold the power button for five seconds. If you are still experiencing problems, call for technical assistance at (800) 580-9778.

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