



FREQUENTLY ASKED QUESTIONS

Administrative Questions:

Q: What should I do with the previous cable equipment inside my home?

A: Contact your previous cable provider directly for instructions.

TV/Video Service:

Q: My receiver and/or TV is not turning on?

A: On the remote control hit the STB button and then the Power button. This should turn on both the TV and the STB together (you will see a blue LED on the STB). If both devices do not turn on, Hit the TV button and then the Power button. This will turn only the TV on/off and both devices should now be either on or off. If they are both on, press STB to control your cable normally. If they are both off, hit the STB button and then the Power button. This will turn on both the TV and the STB.

Q: How do I record a program?

A: While watching a program, press the REC button (red dot) to record.

A: From the Guide, highlight any program you wish to record and then press the REC button to record.

A: From the Guide, highlight a program and press the INFO button to open the details pane. Use the right arrow button to find the "Record Program" option and press the OK button to record.

Q: How do I record a series?

A: From the Guide, highlight a program and press the INFO button to open the details pane. Use the right arrow button to find the "Record Series" option and press the OK button to open the Record Series options. Select "All" or "New Only" to indicate which episodes to record. Select "All", 1, 5, or 10 episodes to indicate how many episodes should be recorded before stopping.

Q: How do I watch a recorded program?

A: Press the DVR button to go to the DVR menu. The "Recordings" stripe at the top lists all programs recorded by your account. Use the right arrow button to highlight the desired recording and press OK to open the Details pane. Press OK again to play the recording.

Q: How do I delete a recorded program?

A: Press the DVR button to go to the DVR menu. The "Recordings" stripe at the top lists all programs recorded for your account. Use the right arrow button to highlight the desired recording and press OK to open the Details pane. Press the right arrow button to highlight the "Delete Recording" option and press the OK button again to delete the recording.

Q: How do I change or cancel recording a series?

A: Press the DVR button to go to the DVR menu. The "Schedule Priority" stripe at the bottom lists all scheduled series recordings for your account. Use the right arrow button to highlight the desired series and press OK to open the "Choose an Action" window. Press down arrow to highlight the desired option and press OK to select.

Q: How do I switch from my Fire Stick device back to TV?

A: Hit the TV button on the remote control and then hit the "TV INPUT" button to swap between the available sources.

Q: How do I use Catch Up TV?

A: Any program that has aired in the last 72 hours can be played from the beginning. Hit the Guide button and then locate the program. You may use the REPLAY button (to skip back full days) or the left arrow button (to skip back by program), then hit the OK button to open the Details pane. Press OK again to play the program from start.

Q: How do I stop the standby/time out function?

A: Hit the Menu button and scroll down to settings. Use the right arrow to highlight "Preferences" and hit OK. Enter your PIN code and then hit OK. Press right arrow, then up arrow to highlight the "Standby Timeout" field. Hit the OK button then arrow right to "Never" and hit the OK button again to select. Press down arrow, then left arrow to highlight "Submit" and press OK to save the changes.

Q: What are the functions of the A, B, C and D buttons?

A button (Yellow)- Allows you to search for a show, actor, etc.

B button (Blue) - Only has functions in certain menus (will be explained at the bottom of the screen)

C button (Red) - Brings you to the DVR-menu

D button (Green) - Brings you the Details Pane for show

Q: How do I get Closed Captioning?

A: On the right lower side of the Remote Control you will see a button marked CC simply hit the button to add or remove closed captioning.

Q: What is the OPTIONS button?

A: This is a tool to adjust specific settings of your display without going all the way into the menu. Press OPTIONS to select between settings and use the right and left arrows to alter that setting.

Internet Service:

Q: Are you providing Wifi to my unit?

A: Yes

Q: Can I still use my wireless router instead?

A: Yes