



## General Remote Control and TV Help

**To turn on/off the TV:** Press the green "POWER" button.

**To adjust the volume:** Press the gray up and down button marked "VOL" or the gray "MUTE" button.

**To change channels:** Press the gray up and down buttons marked "CHAN" or press any of the gray numbered buttons located on the lower part of the remote.

**To surf channels while watching a program:** Press the blue up or down buttons while your program is on and a box will appear showing the channel number, a brief description of the program, how much time is left of the program and the current time. If you see something you like, press "SELECT" and the TV will change to that channel. If there is nothing that you want, wait 15 seconds and the box will go away, or press the blue "EXIT" and it will immediately go away.

**To get more information on a program you are viewing:** While watching, press the blue "SELECT" or the blue "INFO" button and a screen will appear showing you the channel you are on, a brief description of the program, how much time is left of the program and the current time. This window goes away after 15 seconds, or press the blue "EXIT" and it will immediately go away.

**To access the guide:** Press the blue "GUIDE" button and surf using the blue up, down, left, right, page up, page down, day back or day ahead buttons.

**To access the menu:** Press the blue "MENU" button and use the blue up, down, left, right, page up, page down, day back or day ahead buttons.

**To go back to the last channel you were on:** Press the blue button marked "LAST CH."

**To go to your favorite channels:** Press the button marked "FAV."

**The music channels:** The music channels are from 270-315. Press the number of the channel you want to hear. After a few seconds the title, artist and album information appears. Then your screen will go dark. This is normal. To get back to a picture press the blue "SELECT", the gray channel up or down buttons, or the numbers of the channel that you want to go to.

## TV and Remote Control Troubleshooting

**To get out of any window that appears on screen:** Repeatedly press exit until you get back to the TV program that you were watching initially. Or, press the green power button to shut your TV off and press again to turn it on. This will bring you back to channel 2.

**No picture:** Check the number on the back of your remote. It should say either 6,7, or 13. Make sure the TV is tuned to this channel. You will need your old remote to change the channel or use the buttons on your TV to tune to 6,7, or 13.

**Still no picture – (Power failure):** Unplug your gateway, wait one minute and then plug the gateway back in. Wait at least 6 minutes for the gateway to start back up again. If you do not get your picture back, call HTC. If you can't reach the plug in the back of your set, you can push the power button located in the lower right of your gateway for 10 full seconds and then wait at least 6 minutes for the gateway to fully start back up again.

**Remote will not work:** Check to make sure that you have the right remote for the TV.

## Search for a Program by Theme

1. Press "MENU"
2. Highlight "Theme Search"
3. Press "SELECT"
4. Highlight one of the multiple selections shown
5. Press "SELECT" (If a box appears that says "No Results", press exit repeatedly until you get back to the TV program that you were watching initially.)

6. Highlight one of the itemized selections you desire.
7. Press "SELECT"
8. Scroll through the results of your search by pressing the blue up and down arrows or the blue page up and page down buttons.
9. Highlight your program
10. Press "SELECT". A description box will appear.
  - Highlight "Tune", "Back", or "Actions" and press "SELECT".
    - By highlighting "Tune" and pressing "SELECT" you will automatically tune to that channel.
    - By highlighting "Back" and pressing "SELECT" you will go back one screen in the menu.
    - By highlighting "Actions" and pressing "SELECT" an option box will appear.
  - Highlight the option of your choice in this box and press "SELECT." To exit press "Exit" repeatedly until you get back to the TV program that you were watching initially.

### **Search for a Program Alphabetically**

1. Press "MENU"
2. Highlight "Alphabetical Search"
3. Press "SELECT"
4. Use the blue up and down arrow to highlight a letter and press "SELECT". (Your letter will appear in the horizontal box in the upper right portion of your screen.)
5. Continue selecting letters and pressing "SELECT" one at a time until you spell the title you are searching for. (If you misspell a word, simply highlight "Reset" and press "SELECT". You can now spell the word again.)
6. Press the blue right arrow button to move the highlight to the box of selections at the right.
7. Scroll through the results of your search by pressing the blue up and down arrows or the blue page up and page down buttons.
8. Highlight your program.
9. Press "SELECT". A description box will appear.
  - Highlight "Tune", "Back", or "Actions" and press "SELECT".
    - By highlighting "Tune" and pressing "SELECT" you will automatically tune to that channel.
    - By highlighting "Back" and pressing "SELECT" you will go back one screen in the menu.
    - By highlighting "Actions" and pressing "SELECT" an option box will appear.
  - Highlight the option of your choice in this box and press "SELECT." To exit press "Exit" repeatedly until you get back to the TV program that you were watching initially.

### **Scheduled Events List**

1. Press "MENU"
2. Highlight "Scheduled Events List"
3. Press "SELECT". A scheduled events list box will appear on your screen.
  - If there are no events scheduled a blank screen will appear on the TV. Press exit repeatedly until you get back to the TV program that you were watching initially.
4. If you have any scheduled events, they will appear on this screen. Highlight any of the selections
5. Press "SELECT". A description box will appear.
  - Highlight "Tune", "Back", or "Actions" and press "SELECT".
    - By highlighting "Tune" and pressing "SELECT" you will automatically tune to that channel.
    - By highlighting "Back" and pressing "SELECT" you will go back one screen in the menu.
    - By highlighting "Actions" and pressing "SELECT" an option box will appear.
  - Highlight the option of your choice in this box and press "SELECT." To exit press "Exit" repeatedly until you get back to the TV program that you were watching initially.

### **Video Caller ID (Optional Purchase)**

1. Press the blue "CALL ID" button on the remote.
2. Press "SELECT"
3. The screen will show a history of calls that you have received.

#### **To turn on/off the video caller ID for the TV you are watching**

1. Press "MENU"
2. Highlight "Telephone Services"
3. Press "SELECT"
4. Highlight "Caller ID Set-Up"
5. Press "SELECT"

6. Highlight the option you desire.
7. Press "SELECT"
8. To exit press "Exit" repeatedly until you get back to the TV program that you were watching initially.

## Setting Up Your Favorite Channels

**This will allow you to access your favorite channels by pressing the blue "FAV" button on your remote.**

1. Press "MENU"
2. Highlight "Set Up The Channels"
3. Press "SELECT"
4. Highlight "Favorite Channels"
5. Press "SELECT"
6. Highlight the channel that you want to have as your favorite.
7. Press "SELECT". (A star will appear to the left of the channel that you selected. You may select as many as you want to appear as your favorites.)
8. When done selecting your favorites, press "EXIT" repeatedly until you get back to the TV program that you were watching initially.

You may delete any of the favorites by doing steps 1-3 above, then highlight the channel with the star and press "SELECT". The star will go away. Press "EXIT" repeatedly until you get back to the TV program that you were watching initially.

## VCR Recording Instructions

Recording a program is now a **two-step** method.

### Step 1: Program your VCR

Program your VCR as you always have, (start time, end time, & tape speed), except for the channel number. The channel that you select to record **will always be 6, 7, or 13.** This depends on which TV that your VCR is connected to. Check on the back of your new remote to be sure. Now, turn off your VCR.

### Step 2: Program your gateway box through the guide with the remote provided by HTC.

1. Press "GUIDE"
2. Highlight the program you want to record
3. Press "SELECT"
3. Highlight "Actions"
4. Press "SELECT"
5. Highlight "Schedule Automatic Tune"
6. Press "SELECT"
6. Highlight **one** of the following:
  - "One Time"
  - "Every Mon-Fri"
  - "Once A Week"
6. Press "SELECT". Your screen will now say your automatic tune has been selected.
7. Press exit repeatedly until you are back at the TV program you were watching.

## Watching one program while recording another

If you want to watch one channel and record a different channel from TV 1, you must do the two-step method (as listed above). However, instead of programming your VCR to record on channel 6 you will set your VCR to record on channel 7- (which is TV 2) or channel 13-(which is TV 3). From TV 2 or TV 3 (whichever you selected) do step 2 from the two-step method listed above. TV 1 is now free to watch any station of your choice.