



Fision® **User Guide**



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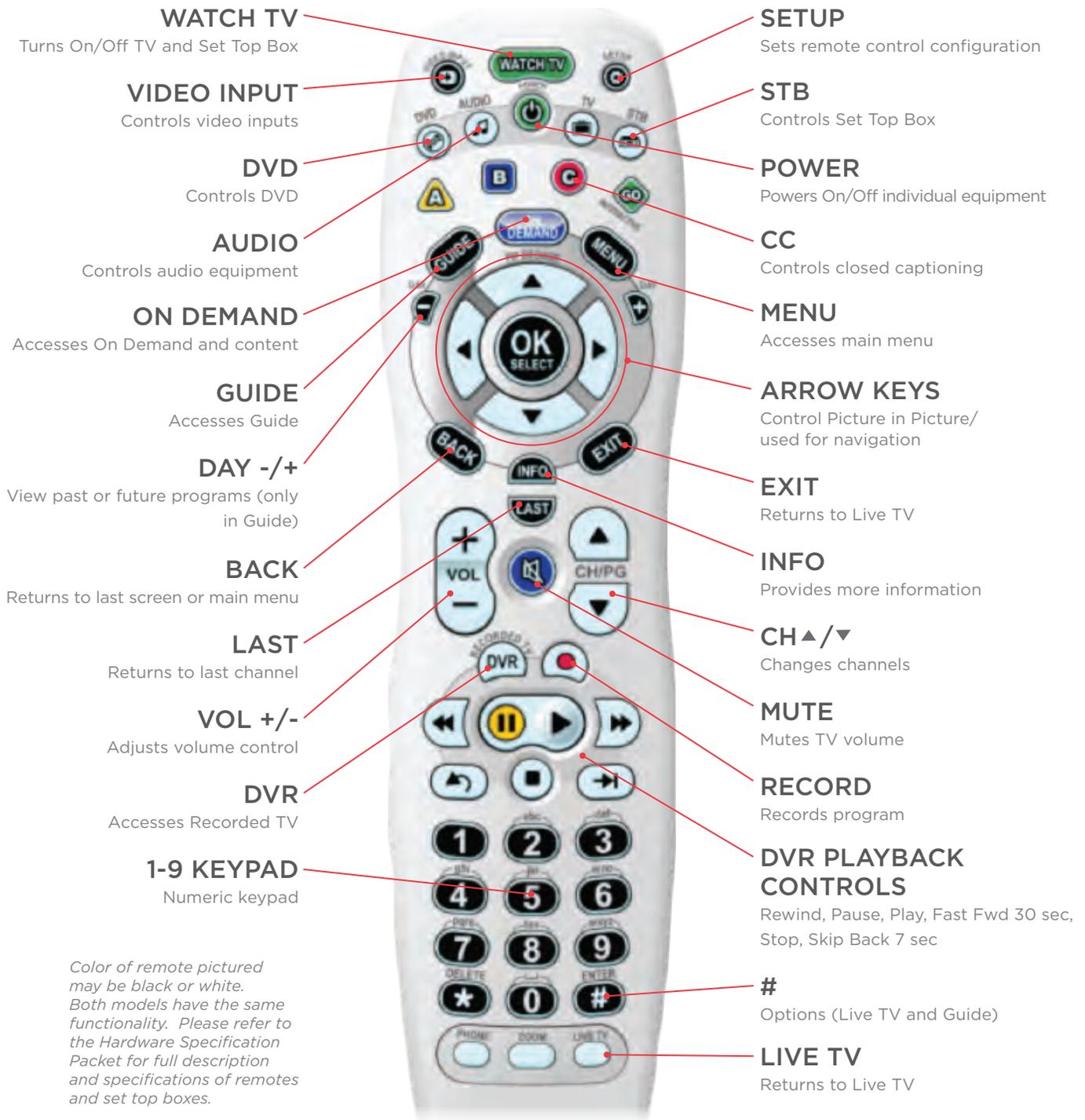


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REMOTE CONTROL GUIDE



USING THE MENU SCREEN

The Menu screen provides access to all of the features of your Fision service. Use the menu to quickly access Live TV, DVR, Video On Demand and Settings.

To Display and Use the Menu Screen

1. Press the Menu  button on your remote control.
2. Use the arrow keys  to select a heading or submenu from the **MAIN MENU** bar.
3. Press the OK  button to select.
4. Press Exit  to close the main menu.



Quickview of Menu Items

LIVE TV

Watch Live TV	<i>Watch Live TV program</i>
Guide	<i>Access TV listings by date and time (up to 11 days ahead)</i>
Favorites	<i>Access your customized Favorites list</i>
Search	<i>Search for your favorite TV program, Video On Demand or movie by title, actor or genre</i>



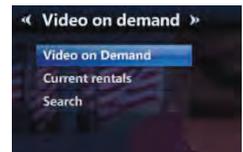
RECORDED TV

View Recordings	<i>Lists all available and in progress recordings</i>
Scheduled	<i>Lists all scheduled recordings</i>
Add Recording	<i>Allows you to record a program using Search, the Guide or manually by entering channel number and recording time</i>



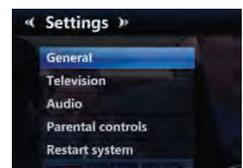
VIDEO ON DEMAND

Browse Videos	<i>Browse all videos by category</i>
Current Rentals	<i>Lists previously selected videos still available for viewing</i>
Search	<i>Search for your favorite Video On Demand titles by title, actor or genre</i>



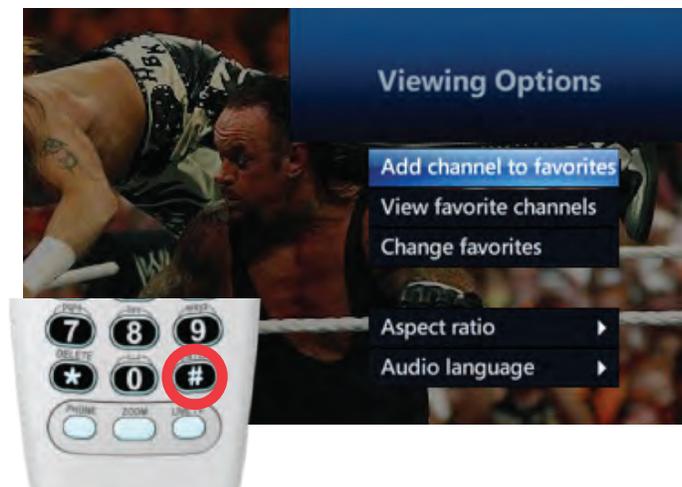
SETTINGS

General	<i>Access system information, change onscreen language, and troubleshoot general settings</i>
Television	<i>Customize your Guide and Favorites settings, closed captioning and aspect ratio</i>
Audio	<i>Change your audio language</i>
Parental Controls	<i>Set up Parental Controls, add parental controls for Video On Demand, TV programs by channel, rating or content</i>
Restart System	<i>Restarts your entire Set Top Box system</i>



LIVE TV VIEWING OPTIONS

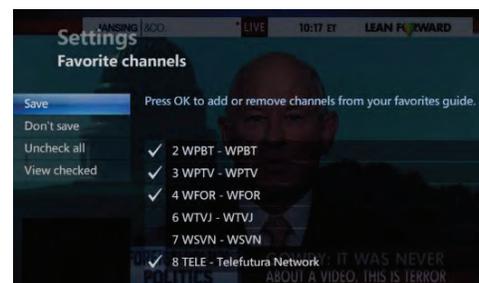
While watching Live TV, you can display **VIEWING OPTIONS** by pushing the #  button located near the number keypad on your remote control. Viewing Options will allow you to add the current channel you're watching to your Favorites list, display your favorite channels in a Guide, edit your Favorites channels list and change aspect ratio.



ADD CHANNEL TO FAVORITES Selecting this onscreen button will add the current channel to your Favorites list. If this channel has already been added the option to remove the channel will appear instead.

VIEW FAVORITE CHANNELS Displays only the channels that have been added to your Favorites list in a Guide format.

CHANGE FAVORITES Lists all TV channels allowing you to add and remove channels from your Favorites guide by selecting them individually. Selecting channels with a checkmark adds them. Deselecting channels removes them. Make sure to Save your changes.



Quick Tip

To delete channels from appearing in your Guide and to customize the channel order please turn to page 11 “Customizing Channels in Depth.”

PICTURE IN PICTURE

Browse other channels while staying tuned to the channel you are currently watching so that you never miss a moment.



1. While watching Live TV use the arrow keys  to bring up Picture in Picture view
2. To swap to the browsed channel press OK  on your remote and the Picture in Picture channel will become your current Live TV channel

Note: Picture in Picture is not available for all channels. When it is unavailable a locked icon will display instead of a Live TV channel preview.



Quick Tip While you are browsing other channels you can still access **VIEWING OPTIONS** by pushing the #  button located near the number keypad on your remote. Once you pull up Viewing Options while browsing in Picture in Picture mode, you can add and remove Favorites and access your Favorites channel list.

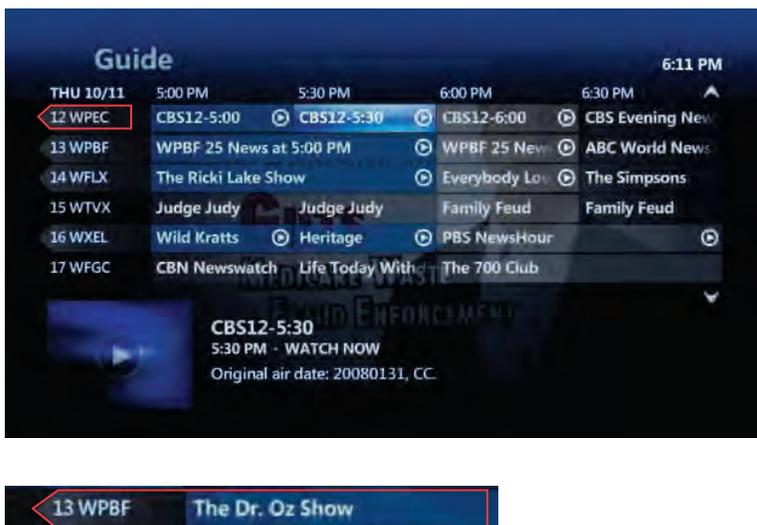
Quick Tip On the bottom right hand corner of the Picture in Picture banner you can see what is coming up Next on the browsing channel. It will also display how much time is left on the channel you are browsing.

REPLAY TV

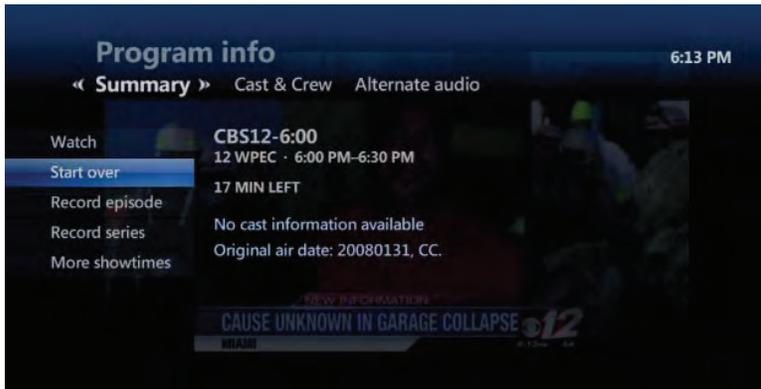
Did you miss the first half hour of a program because you were late getting home? If the program was aired on one of your Replay TV channels you have nothing to worry about. We've got you covered!



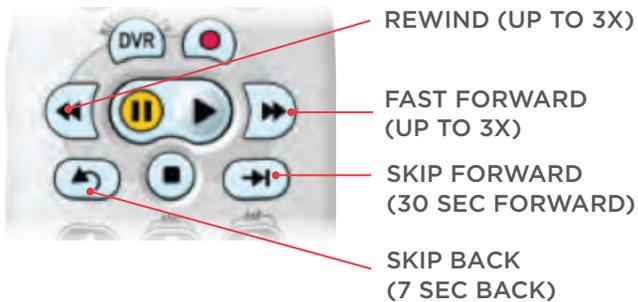
1. Press Guide 
2. Using the arrow keys, locate and highlight the Replay TV program in the Guide. There will be a Replay icon and a left arrow highlight around the channel indicating it is a Replay TV channel.



3. Press Info  on your remote and the following screen will appear.



4. Select **START OVER**. Using your DVR playback controls you can start from wherever you would like



5. After the Replay TV program has finished you will have the following options
- StartOver
 - MoreShowtimes
 - ChannelLineup (of Replay TV channel)
 - WatchLive TV (for Replay TV channel)

Quick Tip If you need to step away from your TV, you can pause a program while viewing it in Replay TV mode for up to 10 minutes.

USING THE ONSCREEN GUIDE

Use the easy-to-use onscreen Guide to see what shows are currently playing and what is coming next.

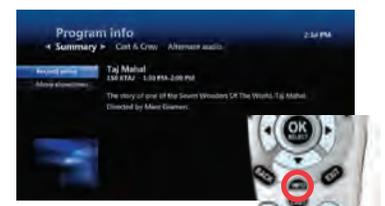


1. Press Guide 
2. Use the arrow keys  to navigate through the Guide. You can preview up to 11 days of future content.
3. Press OK  to select program

Quick Tip Use Day +/-  to go forward or backwards in 24-hour increments through the Guide.



Quick Tip From the Guide screen OR while watching Live TV press Info  on your remote to display more relevant information about the program you're watching. If you are watching a Replay TV channel, you will have the option to rewatch the program from the beginning as well.



Quick Tip After you've pushed Info  push the right arrow key  to display search results for cast members of the episode or series.



GUIDE VIEWING OPTIONS

Push the #  button near the number pad on the bottom of your remote control to bring up the following image:



JUMP TO DAY & TIME Displays channel lineup for *2 hours ago*, *On now*, *Tonight*, *Tomorrow*, and for each day up to 11 days in the future.

VIEW CHANNEL LINEUP Shows the lineup for each individual channel by time.



VIEW FAVORITE CHANNELS Displays only the channels you have added to your favorites list in a Guide view. If you push the # button while viewing your Favorites Guide, you will instead see the option to view **ALL CHANNELS**.

GUIDE SETTINGS Allows you to Customize Channels, Change Favorites, Set Guide Style.



More on Guide Settings

We will discuss **Customizing Channels** on the next page in depth.

CHANGE FAVORITES Lists all channels in the Guide. Select or deselect which channels you want to appear in your Favorites list.



After you have clicked Save, you will return to the Guide. Push the # button and you can select View Favorite Channels to only view your favorite channels in Guide view.

SET GUIDE STYLE Allows you to alternate between Grid Guide and Channel Lineup. Grid Guide will show several channels at once. Channel Lineup will show the program schedule for only a single channel at once. It is recommended you set your default on Grid Guide.

GRID GUIDE VIEW



CHANNEL LINEUP VIEW



Customizing Channels In Depth

Within Customize Channels you can remove the channels that you do not want to appear in the Guide. This will also remove them from when you are channel changing. If at any time you want to re-add that channel back in, place a checkmark next to the channel and press Save.



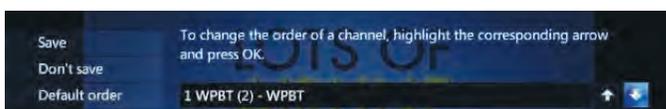
VIEW UNCHECKED channels to quickly view the channels that were removed from your Guide view. To add a channel back place a checkmark next to a channel and hit Save.



CHANGE THE ORDER OF CHANNELS IN THE GUIDE

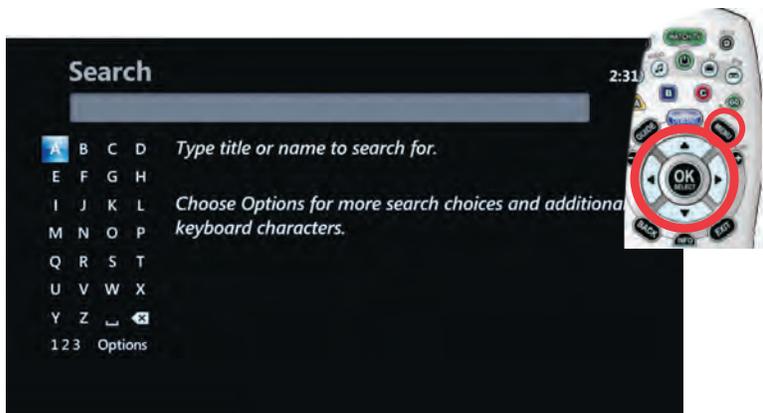
You can also change the order in which channels appear in the Guide by selecting **CHANGE ORDER** within Customize Channels. By pushing the onscreen  up and down arrow keys next to each channel you can move the location of each channel. Group all of your sports channels first. Or put all of your children's channels together so they can easily channel change without surfing other channels in between. It's all up to you!

Click **SAVE** to save your Channel Order changes. At any time if you want to revert back to your Fision subscriber channel guide settings click **DEFAULT ORDER**.



SEARCH

Search for any TV show, movie title or actor in an easy to use Search screen.



1. Press Menu 
2. Use the arrow keys  to highlight **SEARCH** under the menu headers **LIVE TV** or **VIDEO ON DEMAND** respectively.
3. Press OK 

There are two ways to input your Search query:

- By using the arrow keys on your remote control
- By using the number keypad on your remote control

By using the arrow keys  Highlight the letters of your search query by navigating to the letter and pushing OK  to make selection. As you spell out your query, search results will automatically populate to the right side of the screen.

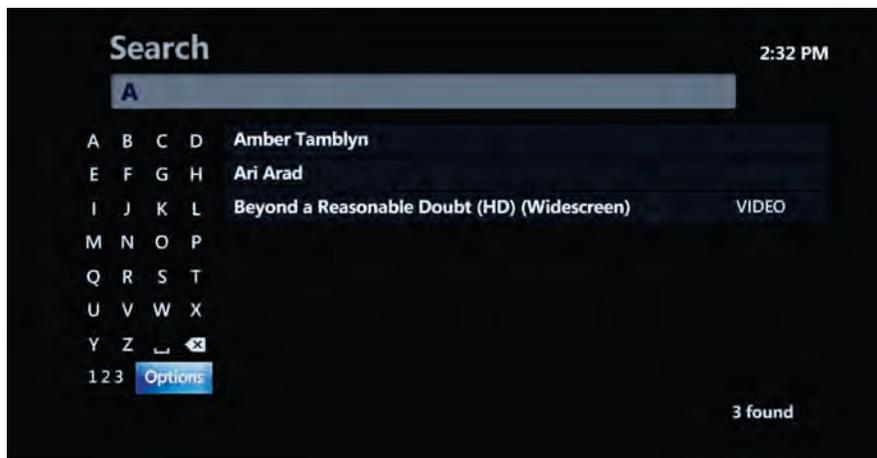


By using the number keypad on your remote control

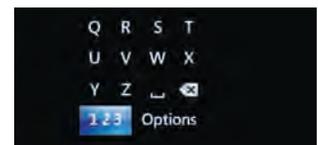
The numbers 2 through 9 can be used to input letters, where one quick push of the number 2, will enter the value for A. Two quick pushes of the number 2 will enter the value for B. And three quick pushes of the number 2 will enter the value for C. As you spell out your query, search results will automatically populate to the right side of the screen.



- Using the arrow keys on your remote control, navigate to the displayed search results on the right hand side and select the title of the program you would like to watch.
- Press OK 



Quick Tip Use the onscreen button labeled “123” to input numeric values.



Quick Tip Pushing Options allows you to filter search results by **All** results, **Titles**, **Video on Demand** or **People**.



Quick Tip To delete a letter quickly push the asterisk key  on your remote located under the number pad.

USING YOUR DVR

Pause Live TV

If you step away from your TV for a few minutes, press the Pause button on your Pause Live TV. This will pause the TV channel you are watching for up to 90 minutes!



Please Note you will need a DVR on your account in order to Pause Live TV. If you change the channel this stops Pause Live TV.

Recording Capabilities

Hotwire Fision supports the recording of up to 4 unique streams using your DVR. These can be all HD or any combination of HD and SD.

A program that has already been recorded using your DVR does not count as a unique stream.

If you attempt to record more than your DVR is capable of recording at one time, an error message will appear and you will be asked to manage the scheduled recording conflict. To read more about this go to **Manage Recording Conflicts** on page 25.

Total storage on your DVR is *120 hours HD* or *450 hours SD*.

Playback Capabilities

Hotwire Fision supports the playback of 3 simultaneous streams of recorded content on non DVR boxes. A fourth unique stream can be played back on your DVR box but no other shows can be recording at the same time.

MULTI-ROOM DVR SERVICE

Fision's Multi-Room DVR is an add-on service that allows all set top boxes within a home to access recordings made on a DVR. Programs on a particular DVR are identified as playable assets by other set top boxes on a Multi-Room network.



Actual image of set-top box may vary

Multi-Room DVR Service Features

Multi-Room DVR service allows you to play, delete and schedule future recordings on a home networked DVR from any set top box in your home. While your kids are accessing a set top box to play a recording, you can manage your own stored content from the DVR box in another room.

MANAGE YOUR CONTENT

Even though recordings are physically stored on only the DVR set top box, all content can be accessed and managed from any set top box on the Multi-Room DVR network. This means that you can schedule new recordings, watch previously recorded programs or delete content from any set top box on the network.

RESUME PLAY ANYTIME OR ANYWHERE

If you need to stop watching a program at any time, simply press Stop on your remote control and your viewing location will be bookmarked for the next time you want to resume. You can pick up your bookmarked spot on any set top box in the Multi-Room DVR network.

PLAY CONTENT ON MULTIPLE SET TOP BOXES SIMULTANEOUSLY

With Fision's Multi-Room DVR service multiple set top boxes can access and play the same recording stored on a particular DVR even while the program is still being recorded.

RECORD A PROGRAM OR SERIES

Record a Single Program

1. Press Guide 
2. Navigate to the program you wish to record using the arrow keys 
3. Press Record 
4. A red circle will appear on the Guide next to the program you're recording.



Record a Series

1. Press Guide 
2. Navigate to the program you wish to record using the arrow keys 
3. Press Record  twice.
4. Three overlapping red circles will appear on the Guide next to the selection.



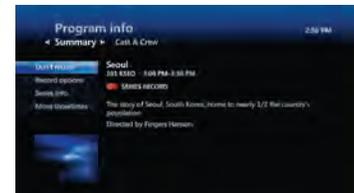
To Stop a Recording

1. Press DVR 
2. Navigate to the program you wish to stop recording using the arrow keys  and press OK 
3. Use the arrow keys to select **STOP RECORDING** and press OK 



To Cancel a Future Recording

1. Press DVR 
2. Use the arrow keys  to select **SCHEDULED**
3. Navigate to the program you wish to cancel recording and press 
4. To cancel the recording of an episode select **DON'T RECORD**, press OK  and then select **CANCEL EPISODE** and press OK 



To Delete a Recorded Program

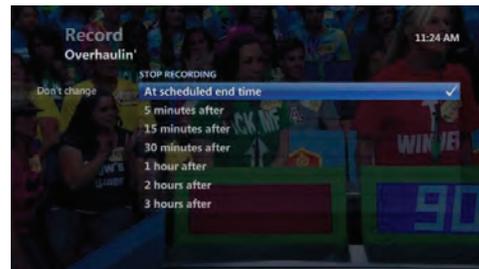
1. Press DVR 
2. Search for the program you wish to delete either *by date* or *by title* and press OK 
3. Use the arrow keys  to select **DELETE** and press OK 



CUSTOMIZE YOUR DVR SETTINGS

Pad Your Program's End Time

1. Press Guide 
2. Navigate to the program and press OK 
3. Navigate to **RECORD EPISODE** or **RECORD SERIES** and press OK 
4. Choose when you want your recording to end and press OK 
 - At Scheduled end time
 - 5 minutes after
 - 15 minutes after
 - 30 minutes after
 - 1 hour after
 - 2 hours after
 - 3 hours after
5. Save changes



Manage How Long a Program or Series is Kept

1. Press Guide 
2. Navigate to the program and press OK 
3. Navigate to **RECORD EPISODE** or **RECORD SERIES** and press OK 
4. Select Change under **KEEP**. The following options are available
 - Until Space Is Needed
 - Until I erase
5. If you are recording a series, you will also be able to choose the maximum number of episodes to keep
 - 1 latest episode
 - 2 latest episodes
 - 3 latest episodes
 - 5 latest episodes
 - 7 latest episodes
 - 14 latest episodes
6. Save changes

First Runs or Reruns Included

1. Press Guide 
2. Navigate to the program and press OK 
3. Navigate to **RECORD EPISODE** press OK 
4. Navigate to **SHOW TYPE** and press OK  to change
5. Choose between
 - First run & Rerun
 - First run only
6. Save changes

VIEW DVR RECORDINGS

By Date and By Title

1. Press DVR  on your remote.
2. All recorded programs will be displayed first **BY DATE**. The most recent recordings will display up top. To view older recordings use your down arrow key .



3. Using your right arrow key  will highlight **BY TITLE**. All of your recordings will now be listed alphabetically by title. Use your down arrow key  to descend alphabetically through your recordings.



Add A Recording

1. Press DVR .
2. Use your right arrow key  to highlight **ADD RECORDING**
3. You can choose to add a recording either by bringing up the Guide or by searching for it using an onscreen keyboard.

• If you select **GUIDE** the Guide will appear. Select the program you wish to record and then push **OK** . Your program is now scheduled to record.



- If you select **SEARCH**, an onscreen keyboard will appear. Using the arrow keys you can type the name of the program or you can use the numeric keypad on your remote control. Results will display on the right. Use your arrow keys to navigate to the program you wish to record and press RECORD .



4. A red circle will appear next to the program name. When you return to the Guide a red circle will appear alongside the program you scheduled to record.

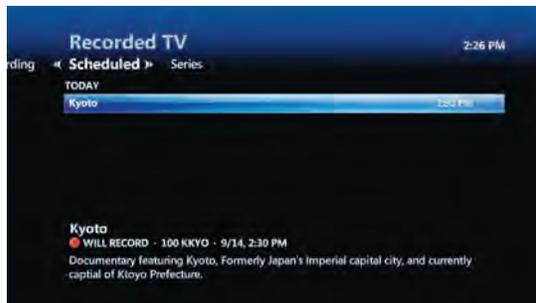
Add A Recording Manually

1. Press DVR 
2. Use your right arrow key  to highlight **ADD RECORDING**
3. Using your down arrow key  highlight **CHANNEL AND TIME** underneath the heading **CREATE A MANUAL RECORDING WITH** and press OK 
4. You can change the date the manual recording is set to record, set the start and stop time for the manual recording, and decide how long to keep the recording: **UNTIL SPACE IS NEEDED** or **UNTIL I MANUALLY DELETE**. Press Record to save the settings for your manually scheduled recording .

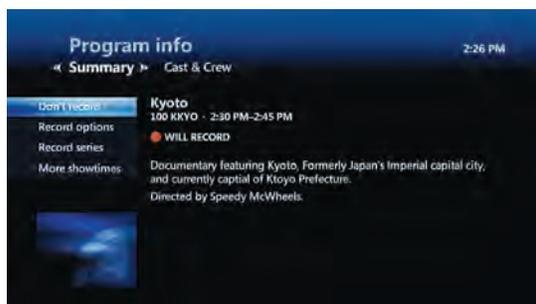


View Scheduled Recordings

1. Press DVR 
2. Use your right arrow key  to navigate to **SCHEDULED**
3. A list of all scheduled recordings will appear. The recording that is highlighted in blue will have the date and time of its scheduled recording and a brief description for the program will display on the bottom



4. If you push OK  on your remote the following Program Info page will appear



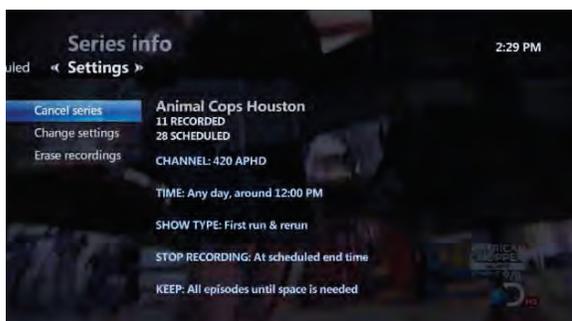
5. You can choose **DON'T RECORD**, **RECORD OPTIONS** (to change when its recording ends and how long it is kept), **RECORD SERIES** (to record all episodes if it is a series and not yet scheduled for all episodes in the series to be recorded), and **MORE SHOWTIMES**.

View Series Recordings

1. Push DVR 
2. Use the arrow keys  to highlight **SERIES**
3. The following page will appear. You will see all Series scheduled to record by name and channel.



4. Push OK  on your remote for more information. The **CHANNEL, TIME TYPE, SHOW TYPE, STOP RECORDING, and KEEP FUNCTIONS** will display.



5. You can **CANCEL SERIES** which will cancel any future recordings. You can **CHANGE SETTINGS** by manually editing the Channel, Time type, Show type, Recording Ending, and Keep Type. Or you can **ERASE RECORDINGS**. Erase recordings will erase all recordings in this series to date. If you do not want to erase the bulk of the Series recordings, go to Recorded TV and view By Title. From here you can view each individual recording and select which to erase and which to keep.

MANAGE RECORDING CONFLICTS

When you have scheduled more than 4 shows to be recorded at one time the message below will appear. To manage which programs you want to record select **RESOLVE CONFLICT**.



1. You can either choose to not record the most recent scheduled recording by selecting **DON'T RECORD**

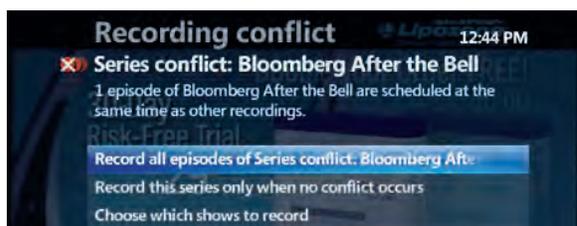
-OR-

2. You can resolve the recording conflict
 - a. Select **RESOLVE CONFLICT** and then OK 
 - b. Using the arrow keys select which programs you wish to record by leaving red circles next to them. The program that does not have a red circle next to it will be the program that does not get recorded.



MANAGE SERIES RECORDING CONFLICTS

When episodes of a series conflict with previously scheduled recordings the following recording conflict screen appears to help you to resolve the conflict.



To Record All Episodes of the Series

1. Select **RECORD ALL EPISODES OF SERIES CONFLICT** and then press OK 

The recordings of the new series' episodes will override and cancel any previously scheduled recordings. A recording conflict icon appears in the program guide cell of each overridden program.



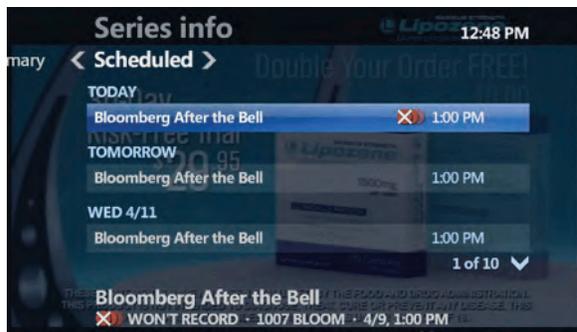
To Record Only Episodes that do not conflict with previously scheduled recordings

1. Select **RECORD THIS SERIES ONLY WHEN NO CONFLICT OCCURS** and then press OK 

Episodes that conflict with previously scheduled recordings will not record. And the previously scheduled recordings will occur as planned.

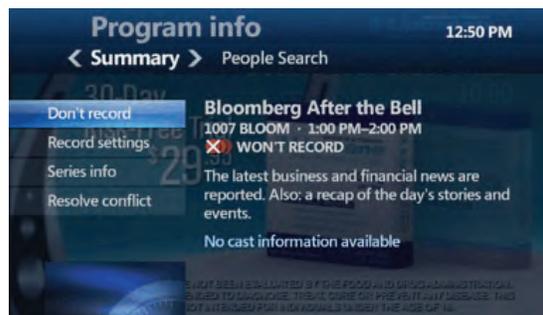
To Manually Choose which Episodes to Record

1. Select **CHOOSE WHICH SHOWS TO RECORD** and then press OK 
A list of all conflicting episodes from the series you attempted to record will appear.

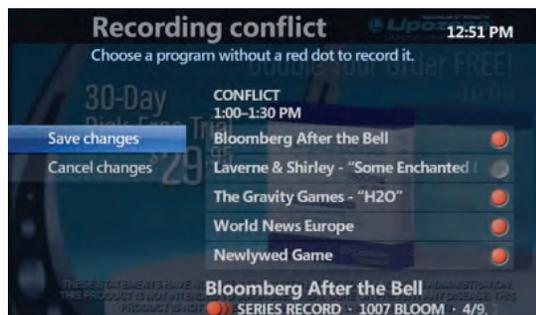


2. Select each episode you wish to record individually by selecting it with the arrow keys and pressing OK 
3. When you select OK  the **PROGRAM INFO** screen will appear for the new series' episode. You can either select **DON'T RECORD** to not record the new series' episode or you can select **RESOLVE CONFLICT**.

WILL NOT RECORD EPISODES OF SERIES



OR RESOLVE CONFLICT



4. When you select **RESOLVE CONFLICT** you will select which programs to record using the arrow keys . Leave red circles next to the programs that you wish to be recorded. The program that does not have a red circle next to it will not be recorded.
5. When you have finished select **SAVE CHANGES** and select OK .

CANCELING A RECORDING CONFLICT

In the program guide an individual conflict icon (the crossed-out red dot) marks an individual recording that was overridden and canceled in favor of another individual recording or a series recording.

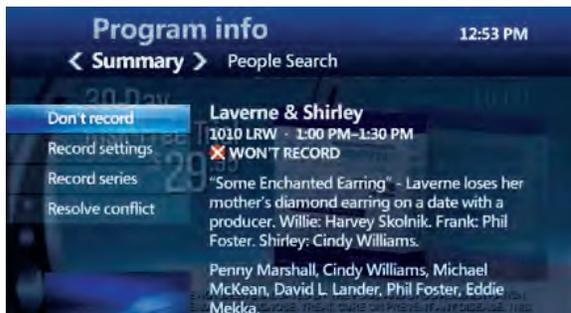


To Cancel Overriding a Previously Scheduled Program

1. A crossed out red circle will still appear in the Guide to indicate that a program was cancelled in order to schedule another program's recording. Push OK  or Info  on the program with the crossed out red circle icon.
2. At this point you can:
 - A. Do nothing. If you leave the red circle icon on the selected program, nothing will happen. However, if at a later time you cancel the program that won the conflict, the overridden recording will then be scheduled to record. This will be indicated by the crossed out red conflict icon turning back into the red record circle.
 - B. Record the overridden program in place of the program you previously selected to record. (You can also use this feature to restore an individual recording that was overridden by a series recording without affecting other episodes of the series recording.)
 - C. Clear the conflict icon so that the overridden program is not recorded even if you cancel the previous conflicting program scheduled for the same time.

B EXPLAINED — To record an overridden program in place of the previous conflict winner

1. Select the overridden program in the program guide, indicated with a crossed out red circle. Press OK 
2. The following **PROGRAM INFO** screen will appear.



3. Select **RESOLVE CONFLICT** and then press OK 
4. A Scheduling Conflict screen will appear
5. Select the previously overridden program and then press OK 
The overridden program has now cancelled the previous conflict winner and is now scheduled to record.



C EXPLAINED — To clear the conflict icon for an individual recording *(This will cancel the recording even if the previous winner is at a later time canceled)*

1. Select the overridden program in the program guide as indicated by a crossed out red circle and press OK 
2. A Program Info screen will appear.
3. Select **DON'T RECORD** and press OK .
The conflict icon disappears from the program guide.

VIDEO ON DEMAND

Video On Demand gives you control to watch television on your schedule. Accessing a movie or show has never been so easy.



To access VIDEO ON DEMAND

1. Press the **ON DEMAND** button on your remote. 
2. Use the arrow keys  to select a category from the main menu.
3. Use the arrow keys to navigate to your desired selection and press **OK**. 
4. A summary of the selection will appear including the cost (if any) of the rental.
5. When there is a charge associated with the selection, press **RENT** and you will be prompted to either **RENT** or **DON'T RENT** the selection.
6. When there is not a charge associated with the selection, press **WATCH** and your movie or show will begin.
7. Use the DVR Playback Controls to fast-forward, pause, rewind and stop the selection.

NOTE: The controls may be disabled for some popular TV shows.

Quick Tip

To access a more friendly menu for Video On Demand, select **DISPLAY STYLE**, then choose **LIST VIEW** and then press **OK**. 



TV EVERYWHERE

Enjoy content from popular networks featuring news, entertainment, sports and more!

To Access TV Everywhere



GO TO GETHOTWIRED.COM

Click the “Click Here to Register” link. If you have already registered for an online account you do NOT need to register again.



COMPLETE & SUBMIT THE ENROLLMENT FORM

If you don't receive a paper billing statement from Hotwire you will need to call customer service to request your customer number.

NOTE: After you create your Online Account it can take up to 12 hours for our system to update before you will have access.

Step Two

Content can be accessed in multiple ways, either directly from the network website, via a network app on a mobile device such as a smartphone or tablet or on the Hotwire portal. Visit www.gethotwired.net/tv for a list of popular networks like:



PARENTAL CONTROLS

You are in full control of programs you do not want your kids to watch.

Please Note: Parental Controls needs to be set up on each set top box.

1. Select Menu 
2. Navigate to **SETTINGS**
3. Use arrow keys to select **PARENTAL CONTROLS**
4. Select **PARENTAL LOCKING**

Create a Parental Control Pin

The first time you access Parental Controls you will be asked to enter a 4-digit pin.



1. Enter your 4-digit pin and repeat for confirmation.

Create a Renting Pin

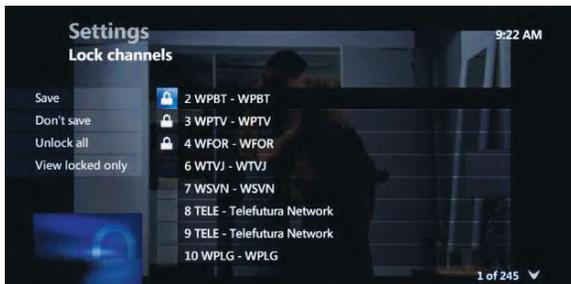
You can require that a separate pin be entered to rent a Video On Demand program.

1. Push Menu 
2. Navigate to **SETTINGS**
3. Use the arrow keys to select **PARENTAL CONTROLS**
4. Select **PARENTAL LOCKING**
5. Enter parental control pin
6. Select the onscreen button **CHANGE** under the headline **Rentals** and then push OK 

7. Placing a checkmark next to **Lock rental** will require a 4-digit pin to be entered before a rental can be purchased. Deselecting the **Lock rental** will not require a 4-digit pin to be entered before purchase.

Blocking and Unblocking Programs

Lock specific channels by selecting Change under the headline **Channel**. Next, press OK next to each channel you want to lock. A lock icon will appear next to blocked channels. Deselecting channels will remove the lock icon and unblock channels.



Watching a Locked Channel

When a locked channel is accessed from the Guide the following image appears:



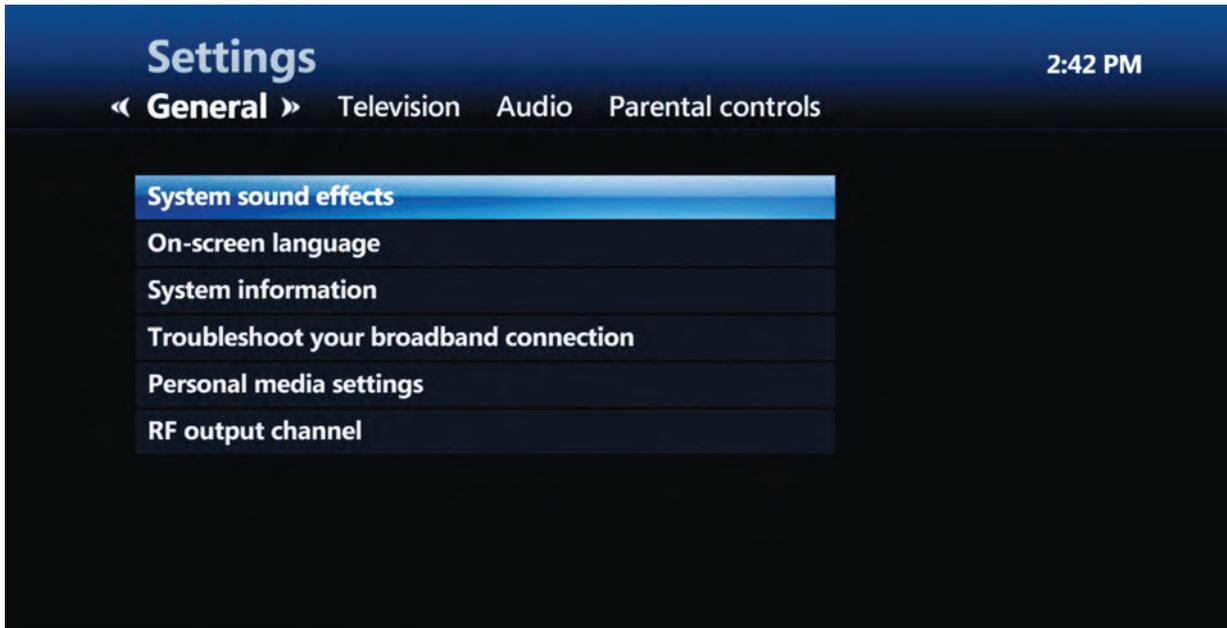
You will be required to enter your 4-digit pin in order to unlock this channel. Push OK and enter your pin. After the correct pin has been entered, you can select from the following choices:

Don't unlock *Does not unlock the program*

Unlock this program *Unlocks the program*

Unlock all TV for 4 hours *Unlocks all locked channels for 4 hours*

SETTINGS



General

System sound effects	Play/Don't play sound effects
On-screen language	Choose on screen language
**System information	Provides System information
**Troubleshoot your broadband connection	Troubleshoots problems for Fision techs
RF output channel	Change RF channel output

The settings above that are marked with two asterisks are for installation or technical issues with your television or system settings.



Television

Customize channel guide

Allows you to remove channels from your Guide. See the section Live TV Viewing Options for more on how to add and delete channels.

Set up Favorites

Adds channels to your Favorites guide

Guide style

Toggles between traditional Grid Guide and Channel Lineup Guide



Screen aspect ratio and high definition

Changes aspect ratio and high definition settings

Closed captioning

Adjusts closed captioning capabilities

Subtitles

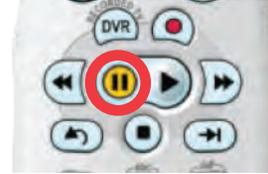
Adds subtitles in foreign languages

TV receiver name

Changes TV receiver name

HOW DO I

paUSe lIve tV It's as easy as simply pushing Pause. Live TV works for up to 90 minutes. See page 14 for more details. *DVR on account required.



waTCH a r epl ay pr oGr aM When you are on the Guide screen (either Grid Guide or Channel Lineup Guide) Replay TV channels are distinguishable by the following features. See page 6 for more details.

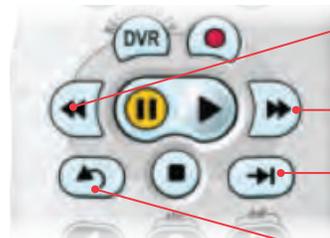
In Grid Guide there are left arrows near the channel number and a replay TV icon next to the channel's program.



In Channel Lineup view the programs that you can replay are highlighted in Blue as seen here with a replay TV icon next to the channels program.



Once you push Play, you can use all the trickplay controls such as Rewind, Skip Back (7 seconds), Skip Forward (30 seconds), and Fast Forward to narrow right into the exact spot you want to watch.



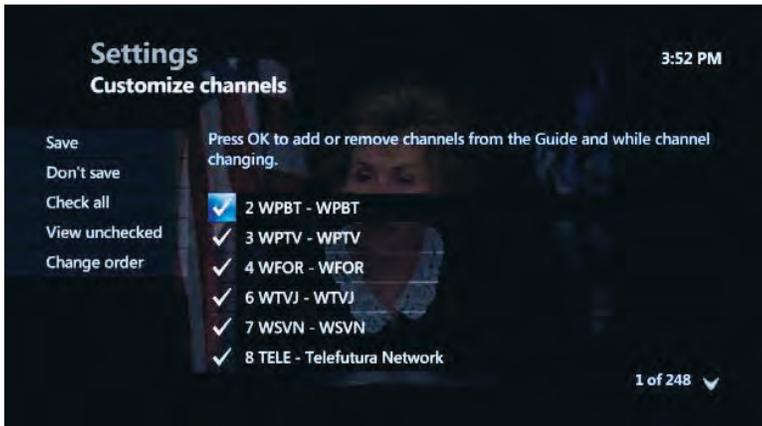
rewInD (up to 3x)

faSt forw arD (up to 3x)

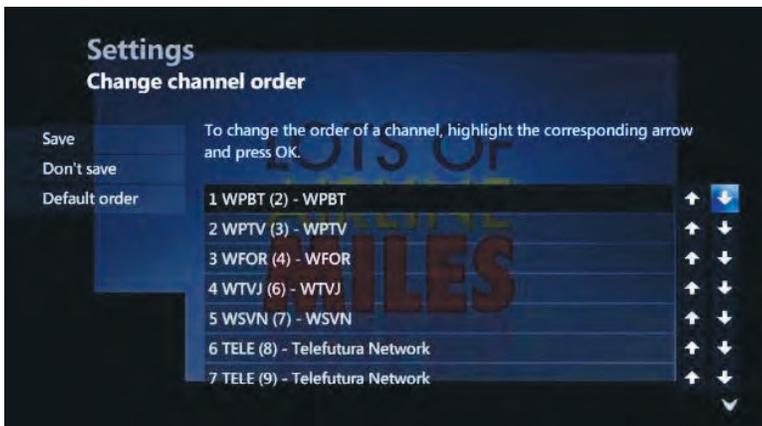
Skip forw arD (30 SeC fo r war D)

r epl ay (7 SeC BaCk)

remove Certain Channels from the Guide If you are certain you want to delete certain channels from the Guide, push Guide, then the #  button to bring up **Guide options**. Select **Guide Settings** and then **Customize Channels**. Deselect the channels you want to remove from the Guide. The onscreen checkmark will no longer appear next to the channels as you are removing each channel. Remember to select Save in order to save your settings. See page 11 for more details.



Change the Order of Channels appearing in the Guide You may want to group certain channels together or have your favorite channels appear in the lower end of the Guide. Start by pushing Guide on your remote control then the #  button to bring up **Guide options**. Select **Guide Settings** and then **Customize Channels**. Use the arrow keys  to highlight **Change order** on the left side of the screen and push OK . This will bring up a new screen of all channels. By using the onscreen Up and Down arrow keys you can alter the placement of channels in your Guide. If at any time you want to default to your Fision Guide listing, highlight **Default order** on the left side of the screen. See page 11 for more details.



FREQUENTLY ASKED QUESTIONS

- 1. How long can I pause live TV for?**

For up to 90 minutes. After 90 minutes the paused program will start playing again.
*Pausing live TV requires a DVR on the account.
- 2. If I pause live TV then change to another channel, can I go back to the previous channel and watch what I missed?**

No. If you change the channel Pause live TV will be cancelled. To ensure that this does not happen you can always schedule to record programs on alternate channels.
- 3. How much can I record on my DVR?**

This will depend on how much HD and SD programming you have recorded. Typically this should come to about 120 hours of HD or 450 hours of SD.
- 4. How many programs can I record at once?**

You can record 4 programs at once. These can be all HD or any combination of HD and SD.
- 5. What happens when my DVR's storage space is full?**

The recordings that you have protected and set for "Keep until I manually delete" will be saved and protected. A pop up will alert you when your DVR's storage space is full and thus will stop recording.
- 6. How can I see how much recording space I have left?**

Go to Menu, select Settings, General, System Information and then System Resources. The remaining space is listed next to "Disk Usage."
- 7. If my DVR is not on will it still record a scheduled program?**

Yes. Your DVR will turn on in order to start recording and will turn off when the recording is complete.
- 8. If I reboot my DVR will I lose my scheduled recordings?**

No, all of your scheduled recording settings will be saved.
- 9. Can I schedule a recurring recording?**

Yes. See page 16 for Recording a Series.
- 10. Are Parental Controls available?**

Yes. See pages 31 – 32 for setting up and customizing Parental Controls.

NOTES PAGE



HOTWIRE COMMUNICATIONS
CUSTOMER SERVICE:

800-355-5668