



Pottawatomie
TELEPHONE CO.

INTERACTIVE TV USER GUIDE



This is your video operations manual. It provides simple, straightforward instructions for your TV service. From how to use your Remote Control to Video On Demand, this guide will help you get the most out of your Interactive TV service quickly and easily.

Should you have any questions that aren't answered here, simply call us at 405.997.5201.

Live Connected.



Congratulations! And welcome to a whole new Interactive TV Experience.

A world of exciting choices awaits you with hundreds of channels, high-definition programming, DVR service, Video On Demand and Media Sharing options.

To help you make the most of this experience and get you started quickly and easily, we have developed this User Guide. It's everything you ever wanted to know about your TV service with easy, step-by-step instructions and tips.

If there is any way we can make your TV experience more enjoyable or answer any further questions, please call us at 405.997.5201.



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Key:

BLUE CAPS

refer to buttons on your remote control.

RED CAPS

refer to names on your TV screen.

*You must subscribe to DVR service for this section.

Your Remote Control

Remote Control Functions

Use your remote to access programs, adjust volume, control your DVR/set-top box and On Demand selections as well as scroll through and confirm actions with the on-screen menus.

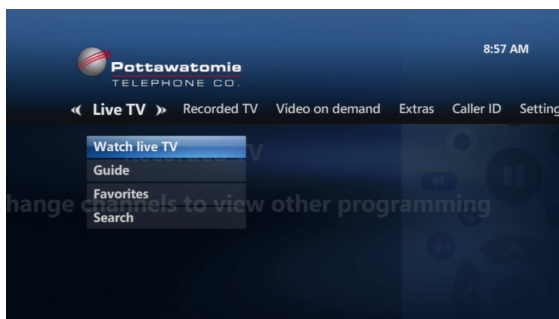


How to Navigate and Use the Menu Screens

Use the **ARROW BUTTONS** and/or the **CH/PG** buttons, then press **OK** on your remote control to navigate through the menus and screens and select programs.



The Menu screen provides access to the features of your TV service.

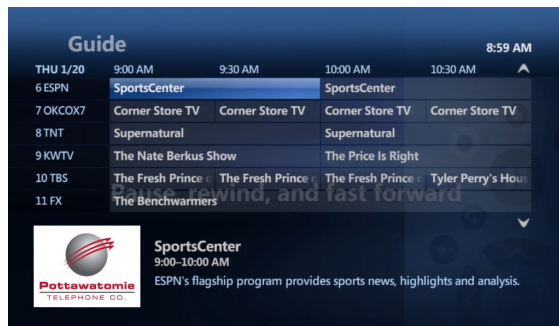


1. Press **MENU**. The **MENU SCREEN** appears.
2. Press the **RIGHT ARROW** and **LEFT ARROW** buttons to highlight a heading, such as **LIVE TV**, on the horizontal menu bar.
3. Press the **UP ARROW** and **DOWN ARROW** buttons to highlight an item, such as **GUIDE**, under the heading.
4. Press **OK** to select the item.
5. Press **BACK** to return to the previous screen.
6. Press **EXIT TO TV** at any time to return to TV viewing.

How to Use the Interactive Program Guide

THE INTERACTIVE PROGRAM GUIDE

The Interactive Program Guide, referred to simply as the 'Guide,' is easy to use and helps you quickly find your favorite shows.



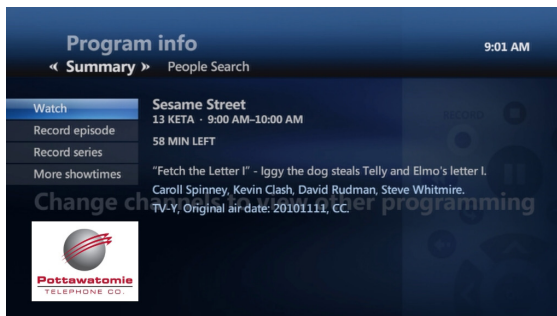
1. Press **GUIDE**.
2. Press the **UP ARROW** and **DOWN ARROW** or **CH/PG** to scroll vertically through the Guide. You can press the **CH/PG** button to go through a whole page of the Guide at a time.
3. Press the **RIGHT ARROW** and **LEFT ARROW** buttons to scroll horizontally through the Guide to see what is playing at a later time.
4. Highlight the program you want and press **OK**. If the program is currently available, it will begin playing. If the program is on at a later time, a Program Info screen will appear with options to choose from.
5. Press **EXIT TO TV** at any time to return to TV viewing.



How to Use the Program Info Screen

The **PROGRAM INFO SCREEN** displays information about programs in the Guide, and provides access to a variety of options related to the program.

1. Press **GUIDE**.
2. Press the **UP ARROW** and **DOWN ARROW** or **CH/PG** to highlight the program you're interested in.
3. Press **INFO** and the **PROGRAM INFO SCREEN** appears.



4. Under the **SUMMARY** heading, highlight one of the following options and press **OK**:
 - **WATCH** - To tune to the program if it is currently on.
 - ***RECORD EPISODE** - To record the program. This option will only appear if you have DVR service. See **HOW TO USE DVR SERVICE** for more information.
 - ***RECORD SERIES** - To record the series for this program. This option will only appear if you have DVR service. See **HOW TO USE DVR SERVICE** for more information.
 - **RENT** - To rent the program. This option appears if you are in the Program Info screen for a Video On Demand movie or Pay Per View event. See **HOW TO USE VIDEO ON DEMAND** for more information.
5. Press the **RIGHT ARROW** button on the horizontal menu bar to view additional details of the program. Use the **UP ARROW** and **DOWN ARROW** buttons and press **OK** to select additional information.

QUICK TIP:

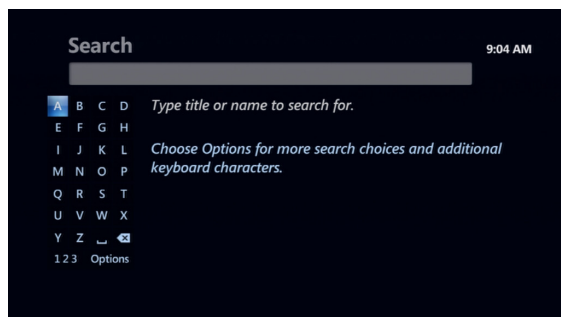
If you want to find out more about the program you are currently watching, just press the **INFO** button on your remote control, then **EXIT TO TV** to return to TV viewing.

*You must subscribe to DVR service for this section.



How to Search for a Program

You can use the search function when you know the title of the program you want to watch, or the name of the person, such as an actor or director, involved in the program.



1. Press **MENU**.
2. Under **LIVE TV**, highlight **SEARCH**, and press **OK**. These options appear on the **SEARCH SCREEN**:
 - **ALPHABETIC KEYPAD** - Highlight and select the letters to search for the program or person you are looking for.
 - **[]** To add a space in between words you are searching for.
 - **✕** To delete a letter/number.
 - **123** To activate the numeric keypad to search by number.
 - **OPTIONS** To narrow down your search by filtering your results.
3. To begin your search, use the **ARROW BUTTONS** to highlight the first letter or number you are searching for, then press **OK**. On the right hand side of your screen, a list of programs or names that contain the letter you entered will appear (first letter of a word).
4. To narrow down your search, continue to enter letters/numbers as in step 3. Or, highlight **OPTIONS** and press **OK**. You can filter your results in the following ways:
 - **ALL RESULTS** - Displays people, program titles, and Video On Demand programs that match the search text.
 - **TITLES** - Displays program titles and Video On Demand programs that match the search text.
 - **VIDEO ON DEMAND** - Displays only Video On Demand programs that match the search text.
 - **PEOPLE** - Displays only people who match the search text.
5. Once you see the title of the program or name in the box on the right, use the **ARROW BUTTONS** to highlight it, then press **OK**.
 - If you select a program title, details of the program will appear. To watch a program currently on, highlight the program and press **OK**. To schedule a recording of the program, see **HOW TO USE DVR SERVICE**.
 - If you select a person's name, programs featuring that person will appear. To watch a program currently on, highlight the program and press **OK**. To schedule a recording of the program, see **HOW TO USE DVR SERVICE**.
6. Press **EXIT TO TV** at any time to return to TV viewing.

QUICK TIPS:

A quick way to access search options is to press the **ENTER/ZOOM** button on your remote while the search menu is open.



How to Use DVR Service*

With DVR Service (Digital Video Recording), you can control live TV and recorded programs.

LIVE TV

Only available on the main DVR Set-Top Box

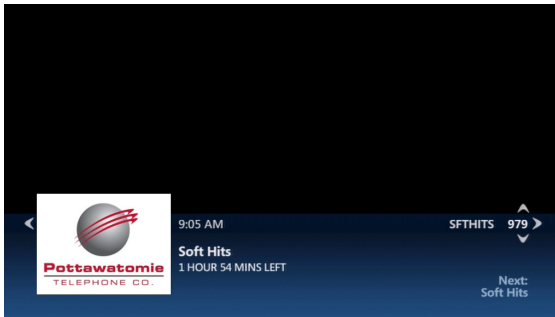
If you subscribe to DVR, your DVR will create a temporary recording of the channel you are watching. This feature is called a “buffer”. Your DVR will buffer up to 1.5 hours of programming and will continue until you either:

- (1) switch to another channel (at which time it will begin buffering the program you just tuned to and remove the previous program stored in the buffer) or
- (2) turn off your set-top box (the buffer is then cleared).

You can control Live TV using the same control buttons that you use to pause, fast-forward, and rewind Video On Demand.



While watching a Live TV program, your actions are shown on a status bar at the bottom of your screen.



Live TV Options

- **Pause a Live Program:** Press **PAUSE** to freeze the program. Press **PLAY** to resume watching at normal speed.
- **Rewind or Fast-Forward a Live Program:** Press **REW** or **FF** up to three times to increase the speed. Or use the **REPLAY** and **FWD** buttons to jump forward and back in short segments.



- The status bar at the bottom of your screen will indicate where you are in the program. You can only Fast-Forward up to the point of the Live TV program. Press **PLAY** to resume watching at normal speed.
- **Catch up to the Live TV Program:** When you pause or rewind a Live TV program, you can return to the point of Live programming at any time by pressing the **FWD** button on your remote control.

6. Press **PLAY** at any time to bring up the status bar.

*You must subscribe to DVR service for this section.





How to Use DVR Service*

WHOLE HOME DVR

If you have more than one set-top box in your home, you can record and watch your programs on any set-top box, enabling the freedom to view and record television in any room of your home. While watching a recorded program on any set-top box, you can pause, stop, rewind, and fast-forward the recording. Whole Home DVR allows you to watch any recorded programming, on any set-top box, in the home network.

RECORDING SINGLE TV PROGRAMS

With DVR service, you can record current shows, schedule future shows to be recorded, and watch the recorded shows at any time. You can record an individual show or a series of episodes that occur at regular intervals.

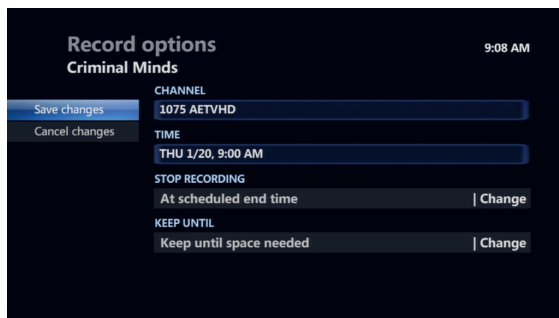
RECORDING A SINGLE PROGRAM YOU ARE CURRENTLY WATCHING

While watching Live TV, you can record the program you are watching until its scheduled end time, or add extra time at the end to ensure that the whole program records.

1. Press **RECORD**. The message "Recording" appears briefly on the screen. The Record light on your set-top box lights up and remains on while the program is recording.

To control when the recording ends:

1. Press **INFO**.
2. Highlight **RECORD OPTIONS**, and press **OK**. The **RECORD OPTIONS SCREEN** appears.



3. Highlight the text under **STOP RECORDING**, and press **OK**.
4. Highlight one of the following options and press **OK**:
 - At scheduled time
 - 5 minutes after
 - 15 minutes after
 - 30 minutes after
 - 1 hour after
 - 2 hours after
 - 3 hours afterOr highlight **CANCEL CHANGES** and press **OK** to keep your current setting.
5. Highlight **SAVE CHANGES**, and press **OK**.

*You must subscribe to DVR service for this section.





How to Use DVR Service*

CHANGING HOW LONG THE RECORDING WILL BE STORED

1. Press **RECORDED TV**.
2. Press the **RIGHT ARROW** button to highlight **BY DATE** or **BY TITLE**, and press **OK**.
3. Highlight the program you want, and press **OK**.
4. Highlight the text under **KEEP UNTIL**, and press **OK**.
5. Highlight one of the following options, and press **OK**:
 - **SPACE NEEDED** - Automatically erases the program when space is needed for a new recording.
 - **ERASE** - Stores the program until you choose to erase it.
 - **DON'T CHANGE** - Choose this option and press **OK** to keep your current setting.

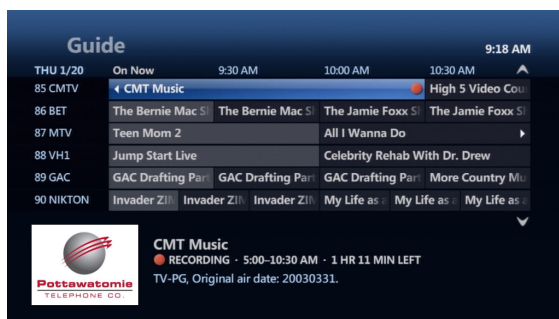
STOPPING THE RECORDING OF THE PROGRAM YOU ARE WATCHING

1. Press **STOP** while watching a Live TV program. A message appears to enable you to stop or continue recording.
2. Highlight **STOP RECORDING**, and press **OK**. The message **RECORDING STOPPED** appears.
Or, highlight **KEEP RECORDING**, and press **OK**.

DETERMINING IF THE PROGRAM YOU ARE WATCHING IS RECORDING

There are several ways to determine whether a program, that is currently playing, is recording.

- Press the **INFO** button. The program will have a red dot beside the program if it is recording.
- Or, press **GUIDE**. Programs that are recording will have a red dot beside them.



- Or, press **RECORDED TV**. The **RECORDED TV SCREEN** displays the title of a recorded program as soon as it begins recording, with a red dot beside the title.

QUICK TIP:

Pressing the **RECORD** button twice while highlighting a program in the guide schedules a Series Recording. Three overlapping dots will appear. See **HOW TO RECORD A SERIES** for more information.

*You must subscribe to DVR service for this section.





How to Use DVR Service*



- Or, look at the record light on the set-top box. If the red light is on, the DVR is recording a channel. However, this does not mean it is recording the channel you are currently watching.

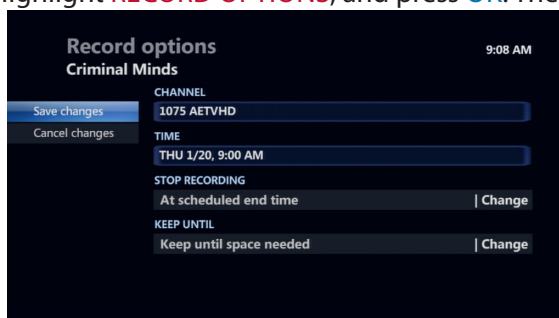
RECORDING A SINGLE PROGRAM USING THE GUIDE

You can use the Guide to schedule a recording of a program that is currently showing or one that will be shown in the future.

1. Press **GUIDE**.
2. Use the **ARROW BUTTONS** or **CH/PG** to highlight a program that you want to record.
3. Press **RECORD**. A red dot will appear by the program to indicate the program is now scheduled to record.

To control when the recording ends:

1. Press **INFO**.
2. Highlight **RECORD OPTIONS**, and press **OK**. The **RECORD OPTIONS SCREEN** appears.



3. Highlight the text under **STOP RECORDING**, and press **OK**.
4. Highlight one of the following options and press **OK**:
 - At scheduled time
 - 5 minutes after
 - 15 minutes after
 - 30 minutes after
 - 1 hour after
 - 2 hours after
 - 3 hours afterOr highlight **CANCEL CHANGES** and press **OK** to keep your current setting.
5. Highlight **SAVE CHANGES**, and press **OK**. A **RECORDING SCHEDULED** message appears briefly on your screen.

*You must subscribe to DVR service for this section.





How to Use DVR Service*

RECORDING A SINGLE PROGRAM BY CHANNEL, DATE, AND TIME

You can schedule a recording manually by specifying the channel, date, time, and duration. You can only schedule single recordings of single programs using this screen, not a series.

1. Press **RECORDED TV**.
2. Press the **RIGHT ARROW** button to highlight **ADD RECORDING**.
3. Highlight **CHANNEL** and **TIME**, and press **OK**. The **MANUAL RECORD SCREEN** appears.



4. Highlight the **TEXT ENTRY BOX** under **CHANNEL**. Use the **NUMERIC KEYPAD** on your remote to enter the channel you want to record.
5. Highlight the **TEXT ENTRY BOX** under **DATE**, and press **OK**. Highlight the **DATE** you want, press **OK**.
6. Highlight the **TEXT ENTRY BOX** under **START**. Use the **NUMERIC KEYPAD** on your remote to enter the time you want the recording to start. Press **OK** to change to AM or PM.
7. Highlight the **TEXT ENTRY BOX** under **STOP**. Use the **NUMERIC KEYPAD** on your remote to enter the time you want the recording to end. Press **OK** to change to AM or PM.
8. To change how long you want to keep the recording, highlight the text under **KEEP UNTIL**, and press **OK**. You can select one of the following options:
 - **SPACE NEEDED** - Automatically erases the program when space is needed for a new recording.
 - **ERASE** - Stores the program until you choose to erase it.
9. Highlight the setting you prefer and press **OK**. Or, highlight **DON'T CHANGE** and press **OK** to keep your current setting.
10. To activate your settings, highlight **RECORD**, and press **OK**. Or, highlight **DON'T RECORD** and press **OK** to choose not to record.

QUICK TIP:

When you schedule a program to be recorded, the recording completes even if your TV and set-top box are off. This applies to both scheduled recordings, as well as when you press the **RECORD** button while watching Live TV.

*You must subscribe to DVR service for this section.



How to Use DVR Service*

HOW TO RECORD A SERIES

DVR service also allows you to record recurring programs, such as episodes in a series. Once scheduled, a series recording occurs until cancelled.

1. Press **GUIDE**.
2. Use the **ARROW BUTTONS** or **CH/PG** to highlight the program you want to record.
3. Press **RECORD** twice. A red dot appears on the first press, and three overlapping dots appear on the second press. This indicates that a series is set to record. Your DVR service will now record that program at the same time on the same day each week for the time shown in the Guide.

RECORDING A SERIES USING THE PROGRAM INFO SCREEN

1. Press **GUIDE**.
2. Use the **ARROW BUTTONS** or **CH/PG** to highlight the program you want to record.
3. Press **INFO**. The **PROGRAM INFO SCREEN** appears.



4. On the **PROGRAM INFO SCREEN**, highlight **RECORD SERIES**, and press **OK**. The **RECORD SERIES SCREEN** appears.
5. To change the time of recording, highlight the **TEXT UNDER TIME**, and press **OK**. Highlight one of the following options and press **OK**:
 - **ANY DAY, AROUND XX:XX AM/PM** - Records programs any day of the week, as long as they occur at or near the same time as the selected episode.
 - **ANY DAY, ANY TIME** - Records programs any day of the week at any time.
 - **ANY DAY, ANY TIME, ONCE PER DAY** - Records programs any day and time, but records only one episode per day.

You can also select **DON'T CHANGE** to keep current settings.

6. To change the type of recording, highlight the text under **SHOW TYPE**, and press **OK**. Highlight one of the following options, and press **OK**:
 - **FIRST RUN and RERUN** - Records first-run and all subsequent reruns of this program.
 - **FIRST RUN ONLY** - Records first-run episodes, but will not record reruns.

*You must subscribe to DVR service for this section.





How to Use DVR Service*

RECORDING A SERIES, CONTINUED

7. To add extra time to ensure that you record each entire episode, highlight the text under **STOP RECORDING** and press **OK**:

- At scheduled time
- 5 minutes after
- 15 minutes after
- 30 minutes after
- 1 hour after
- 2 hours after
- 3 hours after

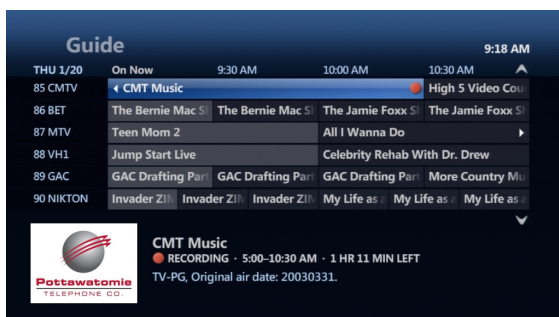
Or highlight **DON'T CHANGE** and press **OK** to keep your current setting.

8. To activate your settings, highlight **RECORD**, and press **OK**.

CANCELING SCHEDULED RECORDINGS

The easiest way to cancel a single or series recording is by using the Guide. Individually scheduled recordings are marked by a red dot, and series recordings are marked by three overlapping dots.

1. Press **GUIDE**.
2. Use the **ARROW BUTTONS** or **CH/PG** to highlight the program you want to cancel recording.



3. If the program is an individually scheduled recording (shown by a single red dot), press **RECORD** twice. The first press changes the program to a series recording (three overlapping dots), and the second press cancels the recording (the dots disappear). A **RECORDING CANCELED** message appears on the screen.

4. If the program is a series recording (three overlapping dots), press **RECORD** once. This cancels the entire series recording, and the dots disappear from the Guide. A **RECORDING CANCELED** message appears on the screen.

RESOLVING RECORDING CONFLICTS

Your set-top box can record a limited number of programs at a time. Recording conflicts occur when you try to schedule more than the allowable recordings at a time. The next section will detail how to resolve recording conflicts.

*You must subscribe to DVR service for this section.

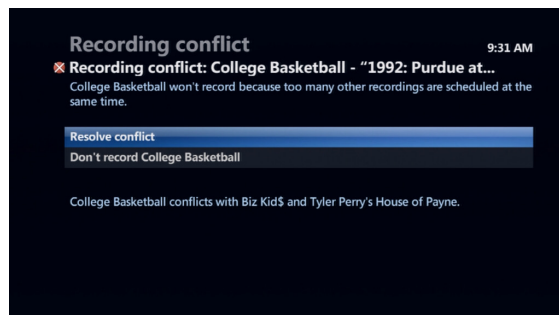




How to Use DVR Service*

RESOLVING CONFLICTS FOR A SINGLE RECORDING

When an individual recording conflicts with one or more previously scheduled recordings, a **RECORDING CONFLICT** screen alerts you to the problem.

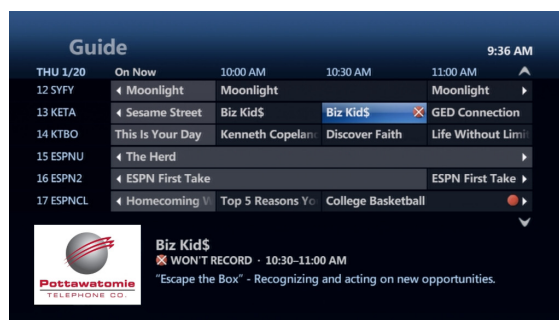


1. To cancel recording the program that caused the conflict, highlight **DON'T RECORD** (Program Name), and press **OK**. Highlight **CANCEL RECORDING**, and press **OK**. Or, highlight **DON'T CANCEL** and press **OK** if you do not want to cancel the recording.
2. To resolve the conflict by changing which programs will be recorded, highlight **RESOLVE CONFLICT** and press **OK**.
3. Highlight the program you want to record and press **OK**.



The program(s) scheduled to be recorded will be marked with a red dot. When you select one program to record, the program or programs beneath it will have their red dots removed.

4. To save your settings, highlight **SAVE CHANGES** and press **OK**.



After you resolve the conflict, a conflict icon (the crossed-out red dot) appears in the Guide by each overridden program. This notifies that the program has been scheduled, but will not be recorded. If the conflict resolves (for example a conflicting show is cancelled or moved), the overridden show will be recorded.

*You must subscribe to DVR service for this section.





How to Use DVR Service*

RESOLVING CONFLICTS FOR A SERIES RECORDING

When episodes of a series recording conflict with previously scheduled recordings, a **RECORDING CONFLICT SCREEN** enables you to choose how to resolve the conflict.



To record all episodes of the series and override recordings that conflict:

1. Highlight **RECORD ALL EPISODES OF** (Series Name) and press **OK**.

The recordings of episodes for this particular series will override any previously scheduled recordings that were conflicting. A conflict icon appears in the Guide by each overridden program.



To record only those episodes that do not conflict with previously scheduled recordings:

1. Highlight **RECORD THIS SERIES** only when no conflict occurs, and press **OK**.

Episodes that conflict with previously scheduled recordings are not recorded. The previously scheduled recordings occur as planned.

To manually choose which episodes will record:

1. Highlight **CHOOSE WHICH SHOWS TO RECORD**, and press **OK**. You will see a list of all the conflicting episodes of the new series.

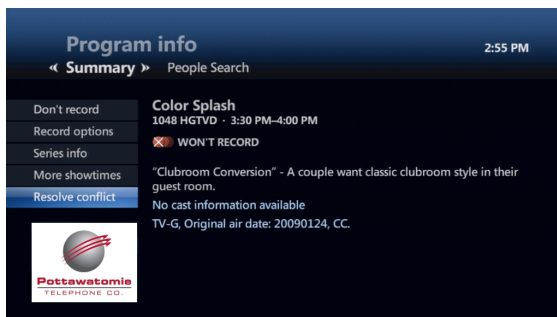
*You must subscribe to DVR service for this section.





How to Use DVR Service*

2. To record one of the conflicting episodes, highlight the program you want to record, and press **OK**. The **PROGRAM INFO SCREEN** will appear with information on that program.



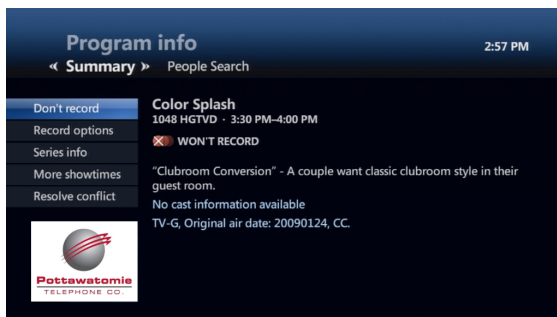
3. Highlight **RESOLVE CONFLICT**, and press **OK**. The **RECORDING CONFLICT SCREEN** appears, listing the conflicting recordings.

4. Highlight the program you want to record, and press **OK**. The program(s) scheduled to be recorded will be marked with a red dot. When you select one program to record, the program(s) beneath it will have their red dot(s) removed.

5. Highlight **SAVE CHANGES**, and press **OK**. A **SERIES RECORDING SCHEDULED** message appears briefly on your screen.

RECORDING OR CLEARING AN OVERRIDDEN SINGLE RECORDING

An individual conflict icon (the crossed out red dot) in the Guide marks an individual recording that was cancelled in favor of another recording.



When you select the overridden recording in the Guide, the **PROGRAM INFO SCREEN** appears. You can handle an overridden recording in one of the following ways:

- Leave it as is.
- If you cancel the recording conflict 'winner', the overridden recording will be scheduled for recording. The conflict icon will turn back into a red dot.
- Record the overridden program in place of the previous conflict winner.
- Clear the conflict icon so the overridden program is not recorded even if you cancel the previous conflict winner.

*You must subscribe to DVR service for this section.





How to Use DVR Service*

RECORDING OR CLEARING AN OVERRIDDEN SINGLE RECORDING, CONTINUED

1. Press **GUIDE**.
2. Use the **ARROW BUTTONS** or **CH/PG** to highlight the overridden program, and press **OK**. A **PROGRAM INFO SCREEN** appears.



3. To record an overridden program instead of the previous conflict winner, highlight **RESOLVE CONFLICT**, and press **OK**. A **SCHEDULING CONFLICT SCREEN** appears. Highlight the overridden program, and press **OK**. The recording for the overridden episode overrides the recording for the previous conflict winner.
4. Select **SERIES INFO** in the **PROGRAM INFO SCREEN**.
5. Or, to clear the conflict icon, highlight **TRY AGAIN LATER**, and press **OK**. The conflict icon disappears from the Guide.

RECORDING OR CLEARING AN OVERRIDDEN SERIES RECORDING

A series conflict icon (crossed out, three overlapping red dots) in the Guide marks a series episode that was cancelled in favor of another recording. When you select an overridden series episode in the Guide, a **PROGRAM INFO SCREEN** appears.

You can handle an overridden series episode in one the following ways.

- Leave it as is.
- If you cancel the conflict winner later, the overridden series episode is rescheduled for the recording. The conflict icon reverts to overlapping red dots.
- Record the overridden series episodes in place of the previous conflict winner.
- Clear the conflict icon the cancel the entire series recording.

1. Press **GUIDE**.
2. Use the **ARROW BUTTONS** or **CH/PG** to highlight the overridden episode, and press **OK**. A **PROGRAM INFO SCREEN** appears.
3. To record an overridden series episode instead of the previous conflict winner, highlight **RESOLVE CONFLICT**, and press **OK**. The recording for the overridden episode overrides and cancels the recording for the previous conflict winner.
4. Or, to cancel a series recording, highlight **CANCEL SERIES**, and press **OK**. In the confirmation screen, highlight **CANCEL SERIES**, and press **OK**. The entire series recording is cancelled. All series conflict icons for it are cleared. This does not erase episodes that were previously recorded.

*You must subscribe to DVR service for this section.



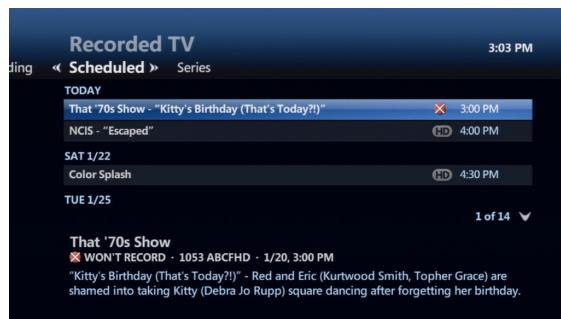


How to Use DVR Service*

VIEWING A LIST OF SCHEDULED RECORDINGS

Use the **RECORDED TV SCREEN** to view a list of programs that are scheduled to be recorded.

1. Press **RECORDED TV**. The **RECORDED TV SCREEN** appears.



2. Press the **RIGHT ARROW** button to highlight **SCHEDULED** on the horizontal menu bar. The **RECORDED TV SCREEN** now lists all upcoming recordings in the order in which they will be recorded.
3. Use the **ARROW BUTTONS** or **CH/PG** to scroll through the list.

VIEWING A LIST OF SCHEDULED SERIES RECORDINGS

You can view a list of the series that you have scheduled to record.

1. Press **RECORDED TV**. The **RECORDED TV SCREEN** appears.
2. Use the **RIGHT ARROW** button to highlight **SERIES** on the horizontal menu bar. The **RECORDED TV SCREEN** lists the series scheduled to record.
3. Use the **ARROW BUTTONS** or **CH/PG** to scroll through the list.

USING THE RECORDED TV CHANNEL

You can also access **RECORDED TV** through channel **9999** in your Guide. You can tune to the channel and away from the channel, just as you would any other channel, to access your recordings.



*You must subscribe to DVR service for this section.





How to Use DVR Service*

PLAYING A RECORDED PROGRAM

After you have recorded a program, you can watch it whenever you want.

1. Press **RECORDED TV**. The **RECORDED TV SCREEN** lists your available recordings by date, from the most recently recorded programs to the oldest.
2. Highlight the **RECORDED SHOW** that you want to watch, and press **OK**. The **PROGRAM INFO SCREEN** appears.



3. In the **PROGRAM INFO SCREEN**:

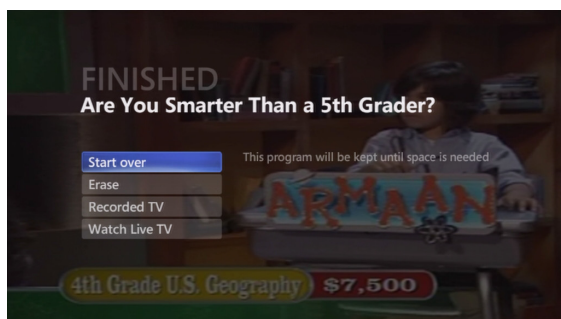
- Highlight **PLAY**, and press **OK** to play the recording from the beginning.
- If you stopped watching the recorded program and want to begin watching again from where you left off, highlight **RESUME PLAY**, and press **OK**.
- If you stopped watching the recorded program and want to start over again, highlight **START OVER**, and press **OK**.

CONTROLLING PLAYBACK

You can control recorded TV using the same playback control buttons that you use to pause, rewind and fast-forward Video On Demand programs. See **CONTROLLING LIVE TV** for more information.

WHAT TO DO WHEN A RECORDING FINISHES PLAYING

When a recording finishes playing, it stops and displays the **FINISHED SCREEN**.



QUICK TIP:

To see a list of the recordings in alphabetical order, press the **RIGHT ARROW BUTTON** to highlight **BY TITLE** on the horizontal menu bar.

*You must subscribe to DVR service for this section.





How to Use DVR Service*

Highlight one of the following options, and press **OK**.

- **START OVER** - The program will replay from the beginning.
- **ERASE** - The program will be removed from your DVR.
- **RECORDED TV** - Displays a list of your recordings.
- **WATCH LIVE TV** - Brings you back to the last channel you were watching.

STOPPING A RECORDED PROGRAM

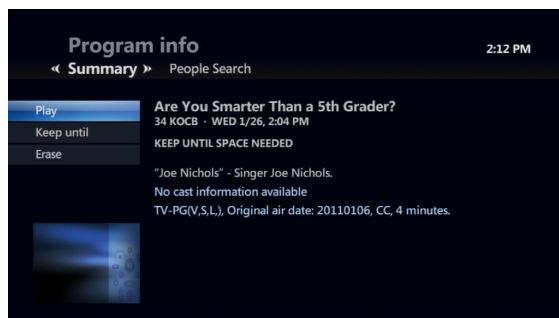
You can stop a recording at any time by pressing the **STOP** button on your remote control. Highlight one of the following options, and press **OK**.

- **RESUME PLAY** - The program will continue to play from the point at which you pressed **STOP**.
- **START OVER** - The program will replay from the beginning.
- **ERASE** - The program will be removed from your DVR.
- **RECORDED TV** - Displays a list of your recordings.
- **WATCH LIVE TV** - Brings you back to the last channel you were watching.

ERASING AN EXISTING RECORDING

A program you record remains in your Recorded TV library until you erase it or until the set-top box erases old recordings to make space for new recordings (which you can determine for yourself - see [CHANGING HOW LONG THE RECORDING WILL BE STORED](#) for more information). You can erase a recorded program manually to make room for new recordings.

1. Press **RECORDED TV**.
2. Highlight the recorded program you want to erase, and press **OK**. The **PROGRAM INFO SCREEN** appears.
3. Highlight **ERASE**, and press **OK**. A **CONFIRMATION** message appears.



4. Highlight **ERASE** again, and press **OK**. This erases the program permanently. You cannot recall it. You can also select **DON'T ERASE** to avoid erasing the program.





How to Use Video On Demand

Video On Demand allows you to rent movies without leaving the comfort of your couch. You'll never have to return a movie again, or pay another late fee. With Video On Demand you can:

- Watch the movies you rent as many times as you want, whenever you want, usually within a 24-hour rental window. The amount of time in the rental window can vary based on the program.
- Easily rewind, fast-forward, and pause your movies; no extra equipment needed.
- Instantly access our movie library with your remote control. Our library is continually updated with new and exciting movies and programs.

The **VIDEO ON DEMAND SCREEN** provides a simple online storefront that makes it easy to find and rent video programs.

1. Press **ON DEMAND**. The **VIDEO ON DEMAND SCREEN** appears with the following categories:

CURRENT RENTALS - If you have rented a Video On Demand movie(s) within the past 24 hours, it will display here.

MOVIES ON DEMAND - Displays subcategories, including genres.

EVENTS - Displays specialty programming.

FREE ON DEMAND - Displays content available at no charge.

HD - Displays what's available in high-definition.

2. Press the **RIGHT ARROW** button to highlight a video category, and then the **DOWN ARROW** button to highlight a genre or subcategory, and press **OK**.

3. Highlight the video you want, and press **OK**.



4. A **PROGRAM INFO SCREEN** appears and enables you to do the following:

- **RENT THE VIDEO** - To purchase a video rental.
- **WATCH PREVIEW** - To watch a preview of the video, free of charge.
- **PEOPLE SEARCH** - Located on the horizontal menu bar, this will reveal more about the people involved in the video.

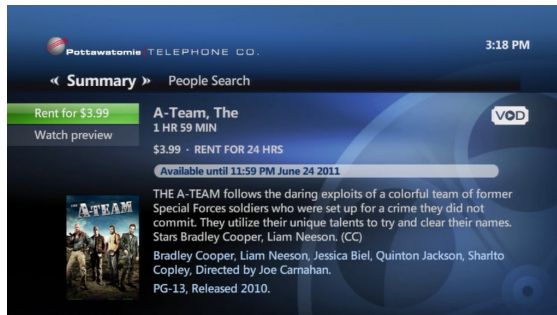
QUICK TIP:

If a video is locked by Parental Locking, enter your PIN to unlock the video. The video will remain unlocked until you finish the video or until you tune to another program. See [HOW TO USE PARENTAL LOCKING](#) for more information.





How to Use Video On Demand



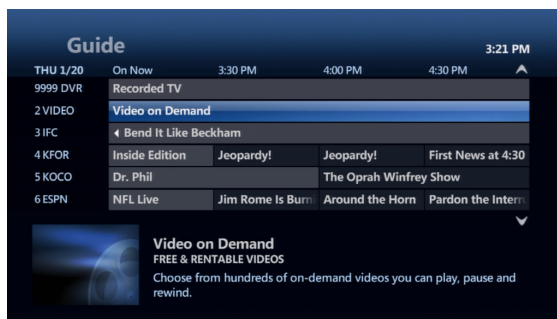
5. To rent the video, highlight, “**RENT FOR \$___**”, and press **OK**.

6. To confirm your selection, highlight **RENT**, and press **OK**.

The video will begin playing immediately.

USING THE VIDEO ON DEMAND CHANNEL

You can also access **VIDEO ON DEMAND** through channel 2 in your Guide. You can tune to and away from the channel, just as you would any other channel, to access any current rentals.



PLAYING VIDEOS THAT YOU HAVE RENTED

You can play your rented video anytime within the stated rental window.

1. Press **VIDEO ON DEMAND**. The Current Rentals screen will appear.
2. Highlight the video you want to watch, and press **OK**.
3. Highlight **PLAY**, and press **OK**.

QUICK TIP:

If you had previously paused the video before it was finished, the video resumes from where it left off. To restart the video from the beginning, press **STOP**, highlight **START OVER**, and press **OK**.





How to Use Video On Demand

CONTROLLING VIDEOS

You can pause, rewind, and fast-forward videos using your remote control.



There are different results for some of the buttons depending on which button was pressed previously.

1. Press **PAUSE** to freeze the video. Press **PLAY** to start playing again.
2. Press **STOP**. Highlight one of the following options and press **OK**:
RESUME PLAY - The program will begin playing from the point at which you pressed **STOP**.
VIDEO ON DEMAND - Takes you back to the main Video On Demand screen.
START OVER - Replays the rented program from the beginning.
WATCH LIVE TV - Tunes to the last channel you were on before watching the rented program.
3. Press **REW** or **FF** to rewind or fast-forward through the video. Press **REW** or **FF** once, twice or three times to rewind or fast-forward at increasing speeds.
4. Press **FWD** or **REPLAY** to skip forward or backward in short segments.

WHAT TO DO WHEN A VIDEO ON DEMAND PROGRAM FINISHES

When a rented video finishes playing, the **FINISHED SCREEN** appears. Highlight one of the following options and press **OK**.

- VIDEO ON DEMAND** - Takes you back to the main Video On Demand Screen.
- START OVER** - Replays the rented program from the beginning.
- WATCH LIVE TV** - Tunes to the last channel you were on before watching the rented program.

QUICK TIP:

If the video is locked by parental locking, enter your PIN to unlock the video. The video will remain unlocked until you finish the video or tune to another program. See [HOW TO USE PARENTAL LOCKING](#) for more information.





How to Use Video On Demand

PAY-PER-VIEW EVENTS

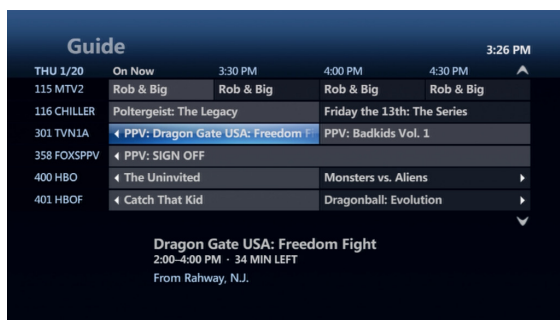
Pay-per-view (PPV) service gives you front row seating to some of the best live TV events from mixed martial arts and wrestling, to hockey and other special events without leaving the comfort of your couch. The PPV features allow you to rent live event programs using the Interactive Program Guide ("Guide") or while watching a channel in full screen.

USING THE GUIDE TO RENT AND RECORD PAY-PER-VIEW EVENTS

Pay-per-view events appear as channels 301 and 358 in the Guide.

1. Press **GUIDE**.
2. Use the **ARROW BUTTONS** to move through the listings to the channels containing the PPV event you want to rent.

The PPV events appear in the scheduled time slot along with event details.



3. Press **INFO** to display the **PROGRAM INFO SCREEN**.



QUICK TIPS:

- After renting a PPV event, you must wait until its scheduled time before you can watch it.
- You can record the event at its scheduled time and watch it whenever you want after that.
- You are charged for a rented PPV event even if you do not watch it.





How to Use Video On Demand

4. With **RENT FOR** highlighted, press **OK**.

If you have set rental locks using the Parental Controls feature, the lock screen appears. To unlock the event, press **OK**, enter your rental locking PIN, select **UNLOCK THIS PROGRAM**, and then press **OK**.

If you don't want to rent the event, select **DON'T RENT** to exit and you will return to the **PROGRAM INFO SCREEN**. Press **EXIT TO TV** to return to live TV.

5. A confirmation message appears and your video begins to play.

WATCHING PAY-PER-VIEW EVENTS

A PPV event starts and ends at a specific time. Unless you have recorded the event, you can watch it only during that time slot.

CONTROLLING A PAY-PER-VIEW EVENT

If you subscribe to DVR service, once you have tuned to a PPV event you can pause and control it like any other live TV program.

RECORDING A PAY-PER-VIEW EVENT WHILE WATCHING THE CHANNEL

1. Tune to the channel for the PPV event that you want to record.
2. Press the **RECORD** button on your remote control.
 - If the event is not yet playing and you are watching the graphic or preview that precedes it, the message **RECORDING SCHEDULED** appears. The event will record during its time slot.
 - If the event is playing, the message **RECORDING** appears, and the event begins recording immediately.





How to Use Parental Controls

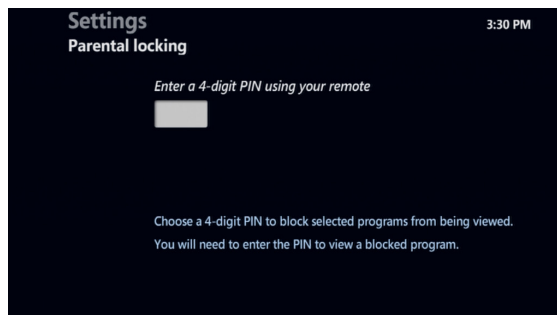
Some programming contains explicit adult content, scenes of violence and coarse language. With Parental Locking, you can easily block material that you think is inappropriate for family viewing by setting a PIN that viewers must enter in order to view blocked content. In addition, parental locking also prevents viewing the program in 'Picture In Picture' mode.

GETTING READY TO USE PARENTAL LOCKING

Your Parental Locking Settings will only be effective on the TV you set them up on. You will have to set up your Parental Locking Settings on each TV if you have more than one set-top box.

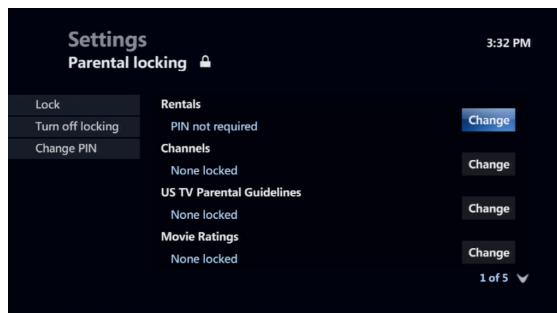
To open the Parental Locking Settings screen:

1. Press **MENU**.
2. Press the **RIGHT ARROW** button to highlight **SETTINGS** on the horizontal menu bar.
3. Highlight **PARENTAL CONTROLS**, and press **OK**.
4. Highlight **PARENTAL LOCKING**, and press **OK**.
5. Use the **NUMERIC KEYPAD** to enter a four-digit PIN.



Note: If you made an error, press **DELETE** to erase the previously typed digit.

If a PIN has already been set, enter your previously set PIN. The **PARENTAL LOCKING SETTINGS SCREEN** appears.



6. Using the **PARENTAL LOCKING SETTINGS SCREEN**, you can do the following:

- Lock specific channels.
- Lock TV and Movie ratings.
- Lock unrated movies and TV programs.
- Change a PIN





How to Use Parental Controls

LOCKING SPECIFIC CHANNELS

Viewers can be required to enter a PIN to view specific channels. Locked channels still appear in the Guide, unless removed. Viewers will need to enter a PIN in order to watch the locked channel.

1. Open the **PARENTAL LOCKING SETTINGS SCREEN** as described in **GETTING READY TO USE PARENTAL LOCKING**.
2. Press the **DOWN ARROW** button to highlight **CHANNELS**, and press **OK**. The **LOCK CHANNELS SETTINGS SCREEN** appears, showing a list of all channels (both locked and unlocked channels).
 - If a channel is unlocked, no lock icon is shown.
 - If a channel is already locked, a lock icon is shown.



3. Press the **RIGHT ARROW** button to move to the channel listing.
4. Use the **UP ARROW** and **DOWN ARROW** buttons or **CH/PG** to highlight the channel that you want to lock or unlock, and press **OK** to change the lock setting:
 - To unlock all channels, highlight **UNLOCK ALL**, and press **OK**.
 - To view only the locked channels, highlight **VIEW LOCKED ONLY**, and press **OK**.
 - To restore the full list of locked and unlocked channels, highlight **VIEW ALL CHANNELS**, and press **OK**.
5. To save your changes, highlight **SAVE**, and press **OK**. You can also select **DON'T SAVE** to exit from this screen without saving your changes.
6. If you have finished setting up parental locking, highlight **LOCK**, and press **OK**.

LOCKING TV AND MOVIE RATINGS

Viewers can be required to enter a PIN to view movies and TV programs with a specific rating.

1. Open the **PARENTAL LOCKING SETTINGS SCREEN** as described in **GETTING READY TO USE PARENTAL LOCKING**.
2. Use the **UP ARROW** and **DOWN ARROW** buttons to highlight **TV PARENTAL GUIDELINES** or **MOVIE RATINGS**.

QUICK TIP:

You may have to press the **EXIT TO TV** button on your remote, and then enter your PIN to unlock a locked program.





How to Use Parental Controls

LOCKING TV AND MOVIE RATINGS, CONT.

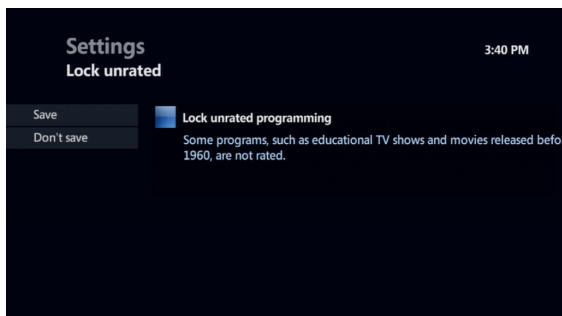
A lock icon appears next to the lowest locked rating and all the ratings above that ratings. Viewers cannot view programs with that rating, or any higher rating, without entering the correct PIN.

3. Use the **UP ARROW** and **DOWN ARROW** buttons to highlight the **LOWEST RATING** that you want to lock and press **OK** until a lock icon appears next to that rating and all ratings above it.
4. To unlock all ratings, highlight **UNLOCK ALL**, and press **OK** to all the lock icons disappear.
5. To save your changes, highlight **SAVE**, and press **OK**. You can also select **DON'T SAVE** to exit from this screen without saving your changes.
6. If you have finished setting up parental locking, highlight **LOCK**, and press **OK**.

LOCKING UNRATED MOVIES AND TV PROGRAMS

Viewers can be required to enter a PIN to view videos and other programs that are not rated.

1. Open the **PARENTAL LOCKING SETTINGS SCREEN** as described in **GETTING READY TO USE PARENTAL LOCKING**.
2. Use the **ARROW BUTTONS** to highlight the **CHANGE** option for unrated content.
3. Press **OK**. The lock **UNRATED CONTENT SCREEN** appears.



4. Press the **RIGHT ARROW** button to highlight the **LOCK UNRATED PROGRAMMING** option, and press **OK** until a lock icon appears.

NOTE: To unlock unrated programming, press **OK** until no lock icon is shown.

5. To save your changes, highlight **SAVE**, and press **OK**. You can also select **DON'T SAVE** to exit from this screen without saving the changed setting.
6. If you have finished setting up parental locking, highlight **LOCK** and press **OK**.





How to Use Parental Controls

CHANGING YOUR PIN

1. Open the **PARENTAL LOCKING SETTINGS SCREEN** as described in **GETTING READY TO USE PARENTAL LOCKING**.
2. Use the **ARROW BUTTONS** to highlight the **CHANGE PIN**, and press **OK**.
3. Use the **NUMERIC KEYPAD** to enter a four-digit PIN, and then enter the PIN again to confirm it.
4. If you have finished setting up your new PIN, highlight **LOCK**, and press **OK**.

WATCHING A LOCKED PROGRAM

You can unlock a currently playing program by specifying the correct PIN.

1. From the **LOCKED PROGRAM SCREEN** that appears, press **OK**.
2. Enter your four-digit PIN using the **NUMERIC KEYPAD**.
3. Highlight **UNLOCK**, and press **OK**.

To remain on the locked program screen without unlocking the program, highlight **DON'T UNLOCK**, and press **OK**.

LOCKING RENTALS

1. Press **MENU**.
2. Press the **RIGHT ARROW** button to highlight **SETTINGS**.
3. Highlight **PARENTAL CONTROLS**, and press **OK**.
4. Highlight **RENTAL LOCKING**, and press **OK**. Enter the PIN you have previously set.
5. Press the **RIGHT ARROW** button to highlight **RENTAL LOCKING**, and press **OK**. A lock icon appears next to Rental Locking.
6. To unlock rentals, press **OK** again to clear the lock icon.
7. To save your settings, highlight **SAVE**, and press **OK**. You can also select **DON'T SAVE** to exit from this screen without saving the changed setting.





How to Customize Your Guide

With this feature, you can remove channels from appearing in the Guide.

1. Press **MENU**.
2. Press the **RIGHT ARROW** button to highlight **SETTINGS**.
3. Highlight **TELEVISION**, and press **OK**.
4. Highlight **CUSTOMIZE CHANNEL GUIDE**, and press **OK**.

Channels that are currently displayed in the Guide have a check mark in front of them. Channels that are not currently displayed in the Guide do not have a check mark in front of them.

5. Use the **UP ARROW** and **DOWN ARROW** or **CH/PG** to go through the list of channels. You can do the following:

- To hide a channel that is currently in the Guide, highlight the channel, and press **OK**. The check mark disappears from the check box.
- To make a hidden channel reappear in the Guide, highlight the channel, and press **OK**. A check mark will appear in front of the channel.
- To make all channels appear in the Guide, highlight **CHECK ALL**, and press **OK**. Check marks appear in all the check boxes.
- To display hidden channels, highlight **VIEW UNCHECKED**, and press **OK**.
- To restore the entire list, highlight **SHOW ALL**, and press **OK**.

6. To save your settings, highlight **SAVE**, and press **OK**.

You can select **DON'T SAVE** to exit from the screen without saving changed settings.

QUICK TIPS

- The Video On Demand and DVR Channels (2 and 9999) cannot be deleted from the Guide.
- Your customized Guide will only be effective on the TV you set them up on. You will have to set up your customized Guide on each TV if you have more than one set-top box.





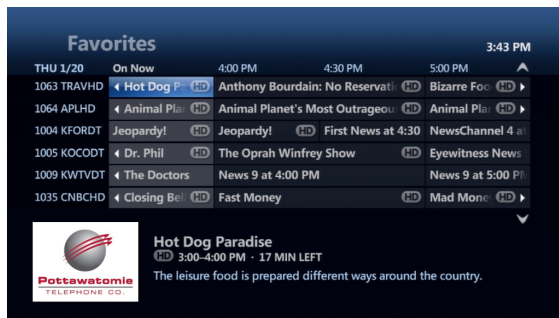
How to Set Up a Favorite Channels List

You can create your own Favorite Channels List that only contains the channels you like to watch, making it easy to find your favorite programs.

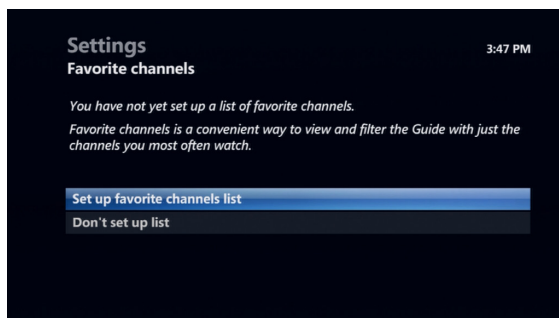
1. Press **MENU**.

2. Under **LIVE TV**, highlight **FAVORITES**, and press **OK**.

- If you have already set up Favorites the **FAVORITES SCREEN** appears. Use it just like a regular Guide. To change your Favorites, see [HOW TO CHANGE YOUR FAVORITE CHANNELS LIST](#).



- To hide a channel that is currently in the Guide, highlight the channel, and press **OK**. The check mark disappears from the check box.
- If you have not yet set up Favorites, a **SETTINGS SCREEN** appears that enables you to set up your Favorites.



3. Highlight **SET UP FAVORITE CHANNELS LIST**, and press **OK**. The **FAVORITE CHANNELS SETTINGS SCREEN** will appear, showing all the channels that are available.

Channels in your Favorite Channels List have a check mark in front of them.

Channels that are not in your Favorite Channels List do not have a check mark in front of them.

QUICK TIP:

Your Favorite Channels List will only be effective on the TV you set them up on. You will have to set up your Favorite Channels List on each TV if you have more than one set-top box.





How to Set Up a Favorite Channels List

HOW TO SET UP A FAVORITE CHANNELS LIST, CONT.

4. Press the **UP ARROW** and **DOWN ARROW** buttons or **CH/PG** to scroll through the list of channels. You can do the following:

- To include a channel in your Favorite Channels List, highlight the channel, and press **OK**. A check mark appears in the check box.
- To remove a channel from your Favorite Channels List, highlight the channel, and press **OK**. The check mark disappears from the check box.
- To reset your Favorite Channels List, highlight **UNCHECK ALL**, and press **OK**. All the boxes become unchecked.
- To only show the channels in your Favorite Channels List, highlight **VIEW CHECKED**, and press **OK**.
- To restore the list of all channels, highlight **VIEW ALL**, and press **OK**.

5. To save your settings, highlight **SAVE**, and press **OK**. You can highlight **DON'T SAVE** and press **OK** to exit from the screen without saving your settings.

HOW TO CHANGE YOUR FAVORITE CHANNELS LIST

1. Press **MENU**.
2. Press the **RIGHT ARROW** button to highlight **SETTINGS**.
3. Press the **DOWN ARROW** button to highlight **TELEVISION**, and press **OK**.
4. Highlight **SETUP FAVORITES**, and press **OK**.
5. Follow steps 4 and 5 in the previous section to change your Favorite Channels List.





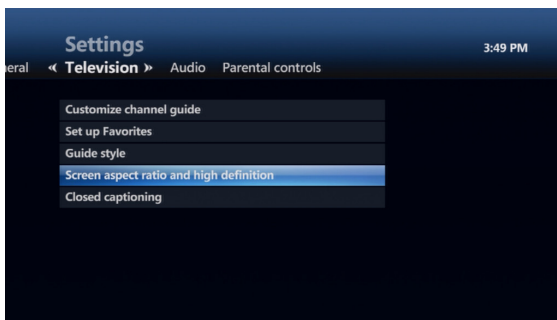
How to Change TV Settings

You can view and customize the features of your TV service.

CHANGING THE SCREEN ASPECT RATIO AND RESOLUTION

Changing the screen aspect ratio changes the screen dimensions for the video image and for the TV screens.

1. Press **MENU**.
2. Press the **RIGHT ARROW** button to highlight **SETTINGS** on the horizontal menu bar.
3. Highlight **TELEVISION**, and press **OK**.



4. Highlight **SCREEN ASPECT RATIO** and **HIGH DEFINITION**, and press **OK**. The **SCREEN ASPECT RATIO AND HIGH-DEFINITION SCREEN** appears.
5. Highlight the **ASPECT RATIO** and **RESOLUTION** that you want and press **OK** to activate.
 - **4:3 STANDARD DEFINITION** - Used for ordinary television.
 - **WIDESCREEN STANDARD DEFINITION** - Used if you have a wide-screen (16:9 aspect ratio) that does not display in high-definition.
 - **720p HIGH DEFINITION** - Used if you have a wide-screen TV that displays images 720 pixels wide.
 - **1080i HIGH DEFINITION** - Used if you have a wide-screen TV that displays images 1080 pixels wide.
6. Highlight **CONTINUE**, and press **OK**. You can also select **CANCEL CHANGES** and press **OK** to exit from this screen without changing the aspect ratio.

QUICK TIP:

To change aspect ratio of SD programming on a HDTV, press the **ZOOM/ENTER BUTTON** while watching a television program. A sub-menu will appear allowing you to select different aspect ratios including normal, stretch and zoom. This aspect ratio will affect all SD channels until it is changed again.





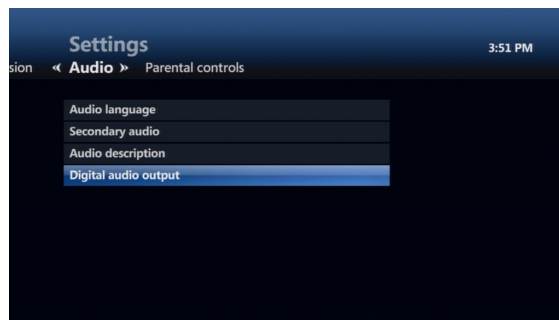
How to Change TV Settings

TURNING SYSTEM SOUND EFFECTS ON AND OFF

As you press buttons on your remote control, sound effects, such as beeps and clicks, are heard. You can turn these sound effects on and off as you choose.

1. Press **MENU**.
2. Press the **RIGHT ARROW** button to highlight **SETTINGS** on the horizontal menu bar.
3. Highlight **GENERAL**, and press **OK**.
4. Highlight **SYSTEM SOUND EFFECTS**, and press **OK**.
5. Highlight **PLAY SOUND EFFECTS** or **MUTE SOUND EFFECTS**, and press **OK**.
6. Highlight **SAVE**, and press **OK**. You can also select **DON'T SAVE** and press **OK** to exit from this screen without changing the sound effects setting.

TO ACTIVATE DIGITAL AUDIO (DOLBY 5.1 OR AC3)



1. Press **MENU**.
2. Highlight **SETTINGS**.
3. Highlight **AUDIO**.
4. Highlight **DIGITAL AUDIO OUTPUT** and press **OK**.
5. Highlight **SURROUND SOUND** and press **OK**.
6. Highlight **SAVE**, and press **OK**.

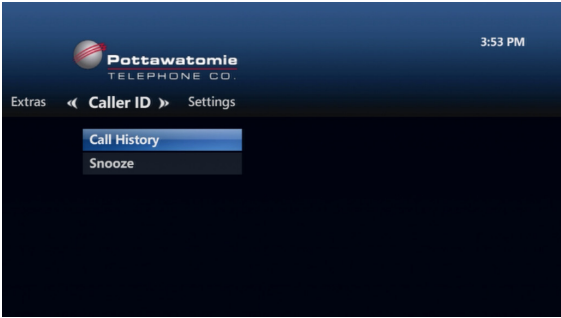


Caller ID On Your TV

If you have Caller ID on your Pottawatomie home phone, you can see the name and number of who is calling right on your TV screen. Take the call or wait until your show is finished. To find out more, or to subscribe to Caller ID, call us at 405.997.5201.

VIEWING YOUR CALLER ID HISTORY

- 1. Press **CALLER ID**.
- 2. USE the **UP/DOWN ARROW** button to select **CALL HISTORY** and press **OK**.





Programming the Remote

PROGRAMMING YOUR REMOTE TO CONTROL OTHER DEVICES

The remote control will only control the device which is selected by the appropriate mode key (STB, TV, DVD, and AUX). The mode key light for the selected device flashes each time a valid key is pressed. In order to control other devices with your remote control, you need to tell the remote control what types of devices you have.

The instructions below take you through the steps needed to do this. The volume controls will control your Set Top Box (STB) until the TV device mode is setup. The channel controls will always control your STB.

To use your remote control for TV, you will need to setup the TV mode key to control the devices using either the Manual or Search procedures below.

MANUAL PROGRAMMING

Use the following steps to setup the TV mode key:

1. Power on the device you want to program and locate the 4-digit code from the code list.
2. Press and hold the mode key (TV) and while holding it pressed, press the OK key for one second.
3. Release both keys, all of the mode keys will flash then the selected mode key light will stay lit.
4. Enter the 4-digit code by pressing the numerical keys (0-9). The selected mode key light will blink for each digit entry and will remain off after the entry of the fourth digit - indicating a successful setup.
5. Point the remote control at the selected device and press the power key once. The device should turn off. If the device stayed on, repeat the steps 2 thru 5 trying each code for your brand until you find the correct code.

To use the remote control for your Set Top Box, press the STB mode key.

NOTE: If an invalid code is entered or no key is pressed at all for 30 seconds, the mode key light flashes for 3 seconds and turns off. The remote control returns to normal operation and you will need to start over from step 2 to setup the device.

USING THE SEARCH FUNCTION

To search for a particular device code for the TV:

1. Turn on the device you want to control and point the remote at that device.
2. Press and hold the mode key (TV) and while holding it pressed, press the OK key for one second.
3. Release both keys, all of the mode keys will flash then the selected mode key light will stay lit.
4. Press the power button repetitively until the selected device turns off. Once your device has turned off, press OK to save the code.
5. To indicate a successful setup, the selected mode key will turn off and you are ready to setup another device by following steps 1 thru 4 of this section.



Remote Control TV Codes

TV		Digistar	1019 0165 0118 0116	Kawasho	0004 0009 0002	Optoma	1028	Sharp	0079 0123 0063 0020	HDTV	
Abex	0185	0167 0132 1020 1151 1152		Kaypani	0175	Optonica	0020 0095	0004 0009 0226 0266 0006 0095	Sony	0071 0152	
Acme	0010	Dimensia	0031 0000	KEC	0042 0053	Orion	0121 0135 0035		0122	Mitsubishi	0146 1024
Admiral	0020 0226 0001	Disney	0158 0135	Kenwood	0004 0009	Panasonic	0171 0148	Shogun	0004	Proscan	0000
Advent	0116 0176 0922	Dukane	0059 0072	KLH	0214		0054 0170 0062 0003 0070	Signature	0031 0000	RCA	0031 0000
Adventura	0174	Dumont	0121 0004	Kloss Novabeam	0068 0174	Philco	0062 0004 0005 0009		0001 0023	Samsung	0105
Aiko	0058	Durabrand	0189 0135 0153	Kogi	1005	0183 0011 1158 0068 0075 0141		Simpson	0008	Dell	0209 0028 0132
Aiwa	0195 0196 0227 0269		0217 0157 1135	Konka	0053 0011 0016 0047		0003 0008	Sonic	0014	Zenith	0121 0091 0111
Alleron	0051	Dynasty	0042		0066 0103 0412 0413 0029	Philips	0062 0204 0184 0205	Sony	0128 0013 0002 0071	Daewoo	0100
Amark	0020	Elektra	0001	KTV	0053 0014 0021 0042		0207 0004 0189 0183 0199		0380 0152	Philips	0205 0204 0208
Amtron	0053	Electroband	0002 0014		0070	0200 0081 1149 1154 0003 0008		Sova	1003 1095	Sampo	0124
Akai	0105 0002 0077 1137	Electrohome	0004 0009	Kurazai	0001		0068 0075 0086 0087 0141	Soyo	1130 1131	Apex	0215
	1138 0254 1105 1113 1139		0254 0003 0022	Lasonic	0210 0948	Philips-Magnavox	0062 0204	Soundesign	0004 0009	Hitachi	0088
Anam National	0053 0003	Elite Video	0197	Legend	0116		0207 0183 0226 0288		0051 0053 0008 0042	JVC	0160
	0025 0042 0193	Emerson	0004 0009 0044	LG	0004 0009 0005 0132	Pilot	0004	Spectra	0210	Panasonic	0170 0171
AOC	0004 0005 0009	0135 0049 0051 0189 0053 0147		0227 0338 0012 0057 0080 0156		Pioneer	0185 0181 0072 0004	Spectravision	0203	Sharp	0063
	1009 0014 0156 0175 0187	0039 0130 0210 0456 0040 0041		Liquidvideo	0177 0168		0009 0090 0179	Squareview	0189		
Apex	0214 0216 0215 1132	0042 0021 0023 0024 0179 0045		Lloyd	0153	Piva	1075	SSS	0004 0053 0042	LCD TV	
Archer	0020	0025 0027 0030 0032 0034 0035		Lodgenet	0031 0202 0000	Planar	1007	Starlite	0053	NET-TV	0124
Aspect	0059		0037		0001	Polaroid	0182 0173 0133 0109	Star Sight	0064	Sharp	0079 0020 0004 0009
Audiovox	0053 1019 1117	Envision	0004 0009 0074 1009	Loewe	0211 0062		1136 0029	Supra	0004 0082		0006 0095 0122
Axion	0177	ESA	0189	Logik	0031 0000 0001	Portland	0004 0005 0009 0138	Superscan	0112 0079	Benq	1150
Bang & Olufsen	0190	Fisher	0049 0110 0268	Luce	0055		0130		0456	Hitachi	1002
Belcor	0004		0180 0012	Luxman	0004 0009	Precision	0166	Supersonic	0944	Sylvania	1141
Bell & Howell	0031 0049 0000	Fujitsu	0197 0051 1006	LXI	0031 0004 0009 0049	Price Club	0105	Supremacy	0174	Magnavox	0204 1133
	0001	Funai	0051 0189 0053		0062 0107 0109 0000 0227 0015	Prima	1019 0165 0116 0167	Supreme	0002	Panasonic	0148
Benq	0081 0083 0101		0227 0456 0042	Magnasonic	0051		0176	SVA	0216 0212	Philips	0206 0208
Bluesky	1155 0144	Futuretec	0053 0042	Magnavox	0062 0004	Princeton Graphics	0020 0099	Sylvania	0062 0004	Polaroid	0182 0173 0133 0109
Bradford		Gateway	0046		0009 0183 1133 0008 0068	Prism	0054	0009 0135 0189 0183 0008 0068			1136
Broksonic	0147 0135 0310	GE	0031 0107 0164 0004		0075 0141	Proscan	0031 0107 0015 0162		0075 0141 0161	Samsung	0007 0085
Brokwood	0004	0009 0044 0054 0000 0342 0003		Majestic	0031 0000 0001		0163	Symphonic	0053 0189	Sony	0128 0013 0152
Candle	0004 0009 0174 0008	0125 0015 0022 0052 0087		Marantz	0062 0181 0004 0009	Proton	0192 0004 0009 0101		0227 0456 0024	Toshiba	0159 0178 0105
Capehart	0175	Gibraltar	0121 0004	Maxent	0046		0093 0175 0186	Syntax	1027 1140 1142	Viewsonic	1144 1019
CCE	1153	Goldstar	0004 0009 0005	Medion	0213 0198 0158	Protron	1017 1157	Tandy	0020	0074 1016 0198 1024 0168 0177	
Celera	0214	0227 0338 0012 0057 0080 0156		Megatron	0004 0009 0059	Proview	1025 1026 1027	Tashiko	0153		1025 1026
Celebrity	0002	Gradiente	1013 0004 0153	MEI	0014	Pulsar	0121 0004	Tatung	0081 0198 0003	Zenith	0050 0059 0078
Centrios	0169		1160 1159	Memorex	0004 0009	Quasar	0171 0148 0054 0170	Technics	0054		
Centurion	0009	Grundy	0051 0053	0049 0051 0135 0031 0000 1007			0062 0003 0070	Techwood	0004 0009	PLASMA TV	
Cetronic	0042	Guestvision	0201		0268 0310 0001	Radio Shack	0031 0004		0054	Acer	0081 0083
Changhong	0214 0401	Gvision	1005	MGA	0004 0005 0009 0051		0048 0049 0053 0170 0009 0227	Teknika	0031 0004 0005 0009	Fujitsu	0197 1006
Cineral	0058 0144	Haier	0081 0216 0217		0012 0022 0141 0180		0342 0000 0012 0041 0042 0095	0051 0053 0105 0109 0170 0000		Gateway	0046
Citizen	0004 0009 0053 0105		0157 1147	Midland	0031 0121 0054 0107	RCA	0031 0004 0048 0054	0174 0001 0008 0012 0042		Hitachi	0059 0072
	0109 0189 0135 0001 0008	Hallmark	0004 0009		0015		0094 0100 0102 0107 0129 0191	Telecaption	0117	LG	0050
	0042 0058	Harley Davidson	0153	Mintek	0146		0005 0009 0000 0162 0163 0003	Telerent	0031 0000 0001	Magnavox	1133
Clairtone	0014	Harvard	0053	Minutiz	0052		0015 0022 0096 0113 0125 0179	Tera	0004 0186	NEC	0181
Classic	0214 0401 0042	Hewlett Packard	1015 1004	Mitsubishi	0005 0151		0187 0188	Tevion	0198	Panasonic	0170
Coby	1091 1124	Hisense	0073 0182 0216 1016	0051 0004 0009 0022 0141 0180		Realistic	0031 0004	TMK	0004 0009	Pioneer	0072 0090
Color Voice	0010	Hitachi	0088 0059 0142 0060	Monivision	0036		0048 0049 0053 0170 0009 0000	Toshiba	0159 0178 0109 0120	RCA	0000
Colorlyme	0004 0009 0010	0072 0004 0009 0091 1002 0001		Montgomery Ward			0227 0012 0041 0042 0095	0181 0105 0049 0095 0170 0012		Samsung	0076 0077
Concerto	0004 0009	0012 0061 0137 0139 0141 0179			0031 0001 0000	Rhapsody	0014		0117 0141	Toshiba	0170 0181
Concierge	0121		0227	Moteva	0049 1013	Runco	0121 0181 0111	Totevision	0153	Viewsonic	0046 1019
Contec/Cony	0053 0012 0014	Hyundai	1134	Motorola	0020 0003	Sampo	0124 0046 0004 0009	Trutech	1029 1145 1121		0050 0198
	0042	ILO	0198 1070 1024	MTC	0004 0005 0009		0175 0012	Universal	0052 0087	Zenith	0131
Cornea	0050	1023 0146 0189 1139			0105 0109 0014	Samsung	0105 0077	Victor	0060		
Craig	0053 0042	IMA	0053	Multitech	0053		0076 0109 0007 0009 0004 0005	Vidtech	0004 0005 0009	PROJECTION TV	
Crosley	0062	Infinity	0062 0288	Multivision	0084		0172 0012 0015 0080 0104 0106	Viewsonic	0046 0072	Hitachi	0059 0091 0061 0088
Crown	0053 0042	In Focus	0000	Myron & Davis	0212	Samsux	0009		1014 1144	0060 0072 0137 0139 0141 0179	
Curtis Mathes	0031 0105	Initial	1070 0146 1085 1109	NAD	0004 0009 0109 0185	Samtron	0105	Viking	0174	Pioneer	0185 0181
0130 0004 0009 0000 0049 0109		Insignia	0103 0189 0217 0135	NEC	0181 0004 0005 0009	Sansui	0135	Viore	1018	Sony	0002 0128 0013 0071
	0358 0001 0015	0133 0116 0167 1148 0456 0029		0003 0010 0095 0141		Santeca	0194	Vizio	0081 1011	Toshiba	0109 0117 0141
CTX	0020	Integra	0181	NET-TV	0046 0124	Sanyo	0049 0097 0110 0004	Wards	0031 0062 0004 0005	Panasonic	0171 0054
CXC	0053 0042	Inteq	0121	Nexstech	1052 0167		0012 0108 0180	0009 0051 0000 0068 0075 0087		JVC	0060 0069
Cybervision	0144	Janeil	0174	Nikei	0042		0149 1132	0095 0119 0052 0001 0008 0024		LG	0155
Daewoo	0130 0004 0009 0100	JBL	0062	Nikko	0004 0009 0058	Scotch	0004 0009	Westinghouse	0143 0114	Mitsubishi	0051
0005 0138 0043 0140 0039 0444		JCB	0002	Niko	1143	Scott	0004 0009 0051 0053		1146	Samsung	0007 0105
0080 0042 0058 0017 0010 0126		JC Penney	0031 0004	Norcent	0216 0043 0056		0024 0035 0042	White Westinghouse	0100 0130	Zenith	0091
	0018 0127 0019	0005 0009 0105 0107 0109 0054		0000 0087 0008 0012 0015 0022			0058	0138 0136 1008 0227 0080			
Daytron	0004 0009		0030 0052	Olevia	1027 1012 1140 1142		0105 0004 0009 0107 0109 0110	Yamaha	0170 0004 0005 0009		
Dell	0209 0028 0132			1156			0189 0000 0112 0079 0394 0456	Zenith	0121 0009 0050 0078		
Diamond Vision	0210 0948	Jensen	0004 0009 0133	Oncommand	0201		0012 0015 0180	0091 0138 0059 0131 0038 0111			
	0092	JVC	0060 0026 0197 0069	Onking	0042	Selectron	1022 1020	0134 0153 0064 0004 0135 0023			
Digimate	1017	0160 0247 0923 0012 0065 0067		Onwa	0053 0042		1021		0039 0001 0058		
		0141		Optimus	0170 0185	Semp	1001				

* All codes are 4-digit codes.



Troubleshooting

Problem

Possible Solution

Cannot turn on my digital box

- Try pressing the front panel power button on your digital box.
- Make sure that all your power cords are completely inserted into a power outlet.
- Ensure that your TV set is plugged into a working power outlet.
- If the digital box is plugged into a power bar or surge protector, make sure that the power bar is on and has not tripped. If it has tripped, press the reset button on the power bar to restore power.
- If the digital box is connected to a switched electrical outlet, make sure that the switch is on.
- If the green LED light at the front of the digital box lights up, your box is now working.

The digital box does not initialize

- Check to ensure that your modem or router is operating and that all cords are properly connected.
- Turn the power on the digital box off and on.

No picture or poor picture quality

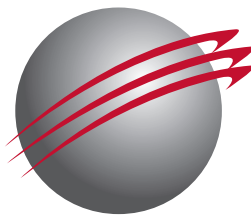
- Check to ensure that your TV is set to the right video input.
- Ensure that the TV channel is set to the appropriate channel to match the settings on your digital box and VCR/DVD (Video 1, 2, etc.).
- Check the back of your digital box and any additional devices to ensure that all cables are firmly connected.
- Make sure all connections are made according to the appropriate configuration.

The digital box does not respond to my remote control

- Check the batteries in your remote.
- Press the STB button at the top of the remote.
- Change channels using the buttons on your digital box. If this works, check the remote control batteries.
- Note if the buttons light up when you press them. If not, check the remote batteries.
- If your remote works with your TV digital box but not with your TV or VCR/DVD, try re-programming the remote control using the codes in the remote control user guide available on our website at potelco.com.
- Ensure there is a clear path between the remote control and the equipment. If necessary, clean the infra-red receivers.



Notice of Customer Rights



Pottawatomie
TELEPHONE CO.

Pottawatomie Telephone Co. (PTC) thanks you for your business. As your local service provider, we consider it a privilege to live and serve in this community. PTC demonstrates our commitment to our community through a variety of “back to the community” services. Our renewed commitment to you also includes our promise that you can always count on us for knowledgeable, friendly service. Clear communication is not only the result of our quality service, it is the foundation of our long lasting relationship with our customers. We invite you to stop by our office, or call us, and you will receive a one-on-one response from one community member to another. We want to hear your comments or concerns about changes in television programming, service, rates or other issues. Your feedback helps us provide better services and products for our customers.

Contacting Us

By Phone: 405.997.5201 or 800.522.3221

Online: www.potelco.com

Our Office: 300 West Main St., Earlsboro, OK 74840

Notice of Customer Rights

Live Connected.





Consumer Rights

Personally identifiable information that we maintain related to our subscribers will be disclosed without prior written or electronic consent of subscribers only if:

1. it is necessary to render, or conduct legitimate business relating to the services that are provided to you
2. such disclosure is required by law or legal process as described below

Disclosure of information to governmental entities and other legal processes:

Federal law requires us to disclose personally identifiable information to a governmental entity or other third party pursuant to a court order. If the court order is sought by a governmental entity, the Cable Act requires that you be afforded the opportunity to contest in court any claims made in support of the court order sought. At such a proceeding, the Cable Act requires the governmental entity to offer clear and convincing evidence that the subject of the information sought would be material evidence in the case. In addition, pursuant to an administrative subpoena, state welfare agencies may obtain the names and addresses of individuals as they appear in the subscriber records of cable companies with respect to those who owe, or are owed, welfare support. Such information may be obtained without a court order and does not require that a subscriber be given notice of and the opportunity to contest the disclosure.

Access to Records

Under the Cable Act, you have the right to inspect our records that contain personally identifiable information about you and correct any errors in such information. If you wish to inspect our records, please notify us in writing and an appointment at our local business office will be arranged promptly during our regular business hours. If you have any questions concerning your privacy or PTC's policy as stated in this pamphlet, please call us at: 405.997.5201 or 800.522.3221.

Outages & Disconnects

Credit for service outages:

We regret any loss of service. However, in the event you are without all basic or any premium service for a period of 24 consecutive hours or more, because of a system outage, we will – at your request – credit your account a prorated amount for the loss of service.

Disconnecting services:

If you're planning to move or disconnect your TV service, it's important to call our office to let us know as soon as possible.



Privacy Disclosure

Collection and use of personally identifiable information:

In order that we may provide service to you and operate efficiently, we collect the following types of information: your name, home and work address, telephone numbers, social security number, and credit information. Depending on the services we provide to you, our records also may include information on billing, payment, damage and security deposits, maintenance and repairs, the service options you have chosen, and the number of set-top boxes or other digital TV equipment installed in your home. We also keep records of research concerning subscriber satisfaction with the service, which are obtained from subscriber interviews and questionnaires. Additionally, we may request a record of whether you rent or own your home in the event that landlord permission is required prior to installing our video facilities.

The personally identifiable information described in the preceding paragraph is used for purposes such as the following: to make sure you are billed properly for the services you receive; to send you pertinent information about PTC; to improve the quality of service; to answer questions from subscribers such as troubleshooting; to ensure compliance with relevant law and contractual provisions; and for tax and accounting purposes.

Billing

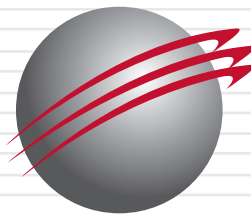
PTC Digital TV service is billed monthly, one month in advance. You are responsible for the cost of repairs to any wiring within the home. Inside wire maintenance plans are available. Please contact customer service for more details. All bills are due on the 1st and delinquent on the 15th. All customers are encouraged to pay their bill in a timely manner. If payment is not received by the 15th, a reminder notice will be sent and your service will be subject to disconnection. If service is disconnected, a reconnect fee will be charged to resume service.

Payment options:

PTC offers several options to pay your bill; all of which are free and designed for your convenience. We accept payment by mail, phone, or in person in the form of check, credit card, or checking/savings account bank draft.

Green billing:

You may also choose to “go green” and enroll in our E-bill program using our website. With E-bill you can review your bill each month and enroll in automatic monthly payments using a credit card or bank draft. Just visit www.potelco.com to enroll in our E-bill program or call customer service for more details. Again, all of these options are free to you.



Pottawatomie
TELEPHONE CO.

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www.potelco.com

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