Welcome to

LightWave TV

light up your life
Dear Vision Communications Customer,

Thank you for choosing LightWave TV from Vision. LightWave TV will open a whole new world of TV entertainment for you and your family. This User Guide will help you learn more about all the great features LightWave TV has to offer. Please keep it in a safe place for future reference.

About This User Guide
This User Guide describes the LightWave TV Interactive Program Guide, Video On Demand, LightWave Voice, Parental Control, remote control, and Multi-Room DVR service. Additional information about your remote control can be found in the instruction manual that came with it.

Contacting Customer Service
As always, Vision’s friendly staff of local customer care professionals are ready to answer any questions you may have about your LightWave TV service. If you need any assistance, call 693-0123 or visit www.viscom.net/contact.
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User Equipment

The equipment that delivers LightWave TV service to your home or business and connects to most entertainment devices.
Refer all servicing to qualified service personnel. Servicing is required when the equipment has been damaged in any way, such as a power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the equipment, the equipment has been exposed to rain or moisture, does not operate normally, or has been dropped.

Power Source Warning
A label on this product indicates the correct power source for this product. Operate this product only from an electrical outlet with the voltage and frequency indicated on the product label. If you are uncertain of the type of power supply to your home or business, consult your local power company.

The AC inlet on the unit must remain accessible and operable at all times.

Ground the Product

**WARNING:** Avoid electric shock and fire hazard! If this product connects to cable wiring, be sure the wiring is grounded (earthed). Grounding provides some protection against voltage surges and built-up static charges.

Protect the Equipment from Lightning
In addition to disconnecting the AC power from the wall outlet, disconnect the signal inputs.

Verify the Power Source from the On/Off Power Light
When the on/off power light is not illuminated, the equipment may still be connected to the power source. The light may go out when the equipment is turned off, regardless of whether it is still plugged into an AC power source.
Eliminate AC Mains Overloads

**WARNING:** Avoid electric shock and fire hazard!
Do not overload AC mains, outlets, extension cords, or integral convenience receptacles. For products that require battery power or other power sources to operate them, refer to the operating instructions for those products.

Provide Ventilation and Select a Location

- Remove all packaging material before applying power to the equipment.

- Do not place this equipment on a bed, sofa, rug, or similar surface.

- Do not install this equipment in an enclosure, such as a bookcase or rack, unless the installation provides proper ventilation.

- Do not place entertainment devices (such as VCRs or DVDs), lamps, books, vases with liquid, or other objects on top of this equipment.

- Do not block ventilation openings.

Protect from Exposure to Moisture and Foreign Objects

**WARNING:** Avoid electric shock and fire hazard!
Do not expose this equipment to dripping or splashing liquids, rain or moisture. Objects filled with liquids, such as vases, should not be placed on this equipment.

**WARNING:** Avoid electric shock and fire hazard!
Unplug this equipment before cleaning. Do not use a liquid cleaner or an aerosol cleaner. Do not use a magnetic/static cleaning device (dust remover) to clean this product.

**WARNING:** Avoid electric shock and fire hazard!
Never push objects through the openings in this equipment. Foreign objects can cause electrical shorts that can result in electric shock or fire.
**WARNING:** Avoid electric shock and fire hazard! Do not open the cover of the equipment. Opening or removing the cover may expose you to dangerous voltages. If you open the cover, your warranty will be voided. This equipment contains no user-serviceable parts. Refer all servicing to qualified service personnel. Servicing is required when the equipment has been damaged in any way, such as a power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the equipment, the equipment has been exposed to rain or moisture, does not operate normally, or has been dropped.

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**Check Equipment Safety**

Upon completion of any service or repairs to this equipment, the service technician must perform safety checks to determine that this equipment is in proper operating condition.

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**Protect the Equipment When Moving It**

Always disconnect the power source when moving the product or connecting or disconnecting cables.
Universal Remote Control

Device Control

<table>
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<tr>
<th>Button</th>
<th>Function</th>
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</thead>
<tbody>
<tr>
<td>Power</td>
<td>Turns devices on or off.</td>
</tr>
<tr>
<td>STB</td>
<td>Enables set-top mode functions.</td>
</tr>
<tr>
<td>TV</td>
<td>Enables TV mode functions.</td>
</tr>
<tr>
<td>DVD</td>
<td>Enables DVD mode functions.</td>
</tr>
<tr>
<td>AUX</td>
<td>Enables AUX mode functions.</td>
</tr>
</tbody>
</table>

DVR, VOD, DVD, VCR Control

Notes:
- In STB mode, these keys control DVR and VOD functions.
- In DVD and AUX modes, these keys may control your DVD or VCR depending on how you have programmed the remote.

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<thead>
<tr>
<th>Button</th>
<th>Function</th>
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</thead>
<tbody>
<tr>
<td>Record</td>
<td>Records the selected program.</td>
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<tr>
<td>Stop</td>
<td>Stops DVD, VCR, VOD, or DVR content.</td>
</tr>
<tr>
<td>Pause</td>
<td>Pauses DVD, VCR, VOD, or DVR content.</td>
</tr>
<tr>
<td>Play</td>
<td>Plays DVD, VCR, VOD, or DVR content.</td>
</tr>
<tr>
<td>Input</td>
<td>Scrolls through available TV or video input sources.</td>
</tr>
<tr>
<td>Rewind</td>
<td>Rewinds or fast forwards through DVR or VOD content.</td>
</tr>
<tr>
<td>Skip</td>
<td>Skips backward or forward through DVR or VOD content.</td>
</tr>
</tbody>
</table>
Viewing and Browsing Control

- **VIDEO**:
  - Accesses the Video On Demand menu.
  - Accesses the DVR list of recordings.
  - Enables Interactive mode.
  - Moves through selections.
  - Selects and deselects screen items.
  - Returns from menu screens and to viewing TV or video.
  - Displays text information about the selected programs or closes the IPG.

- **LAST**:
  - Returns to last channel viewed
  - Selects the next channel, up or down, when watching TV. Moves up or down one page in the IPG and in some menu screens.

- **NUMBERS**:
  - Enters channel numbers, text, and remote codes. Also use to enter your parental control PIN.
  - Enters and saves (stores) and entry. Sizes the picture for some high-definition television (HDTV) models.

- **OK**:
  - Selects options in menus and the program guide.

- **MUTE**:
  - Mutes sound.

- **GUIDE**:
  - Clears text and numbers in text fields.

- **SOUND**:
  - Adjusts volume.

**Note:** These keys are assigned to the TV when the TV mode key is programmed with a valid code.
Using the Menu Screen

The Menu Screen provides access to the features of your LightWave TV service.
The *menu screen* provides access to all the features of your TV service. To display and use the menu screen:

1. Press **MENU**.
2. Use the **UP** and **DOWN** arrow buttons to select a heading on the vertical menu bar.
3. Press **OK** to select the item.
4. Press **MENU** or **EXIT TO TV** to close the menu screen.
5. Select **Save** and press **OK**.

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

- Use the **LEFT** and **RIGHT** arrow buttons to access menus.
- Use the **UP** and **DOWN** arrow buttons to select items in the vertical menus that appear on the left or right of the screen.
- Press **OK** to activate your selected item.
- Press **BACK** to return to the last menu screen that you were viewing.
- Press **EXIT TO TV** to dismiss the screen and return to your TV program.
Main Menu Screens

- Press the **MENU** button to access the menu.
  - Select **Search** to activate the program search feature. See p. 18.
  - Select **Guide** to access the Interactive Program Guide (IPG).
  - Select **Recorded TV** to view a list of all the programs you have recorded on your DVR. See p. 22.
  - Select **Video On Demand** (VOD) to access the video library or watch a program you’ve already rented. See p. 32.
  - Select **Stingray Music** to access over 50 music channels in your Stingray Music application.
  - Select **Applications** to access the interactive applications available. See p. 48.
  - Select **Settings** to customize your menu and guide settings, set language preferences and more. See p. 45.
Using the Interactive Program Guide (IPG)

Use the program guide to find and select TV programs, recorded shows and Video On Demand content.

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Find and Watch a Program

1. Press **GUIDE**.

2. Use the **CH/PG** button and the **UP** and **DOWN** arrow buttons to scroll vertically through the program guide.

3. Use the **RIGHT** and **LEFT** arrow buttons to scroll horizontally through the program guide hourly.

4. Use the **REW** and **FF** buttons to scroll through the program guide at day intervals.

5. Press **OK** to watch the selected program. If it is not currently on, a Program Info screen will appear.
   - Press **Record Episode** to record the program.
   - Press **Record Series** to record all episodes in the series.
   - Press **More Showtimes** to view additional episode times.

6. Press **EXIT** to close the guide panel.
   *To learn more about episode and series recording see p. 22.*
1. Press the DOWN arrow button under BROWSE to display the browse panel.

2. Press the UP and DOWN arrow buttons to browse programs currently airing on other channels.

3. Press the RIGHT arrow buttons to browse future programs on the selected channel.

4. Press OK to watch the selected program. If it is not currently on, a program Info screen will appear.
   - Press record episode to record the program.
   - Press record series to record all episodes in the series.
   - Press more showtimes to view additional episode times.

5. Press EXIT to close the browse panel.
1. To access recently viewed channels press the **UP** arrow button.

2. Press the **RIGHT** and **LEFT** arrow buttons to select channels.

3. Press **OK** to watch the selected channel.
The program info screen displays information about a selected program and enables you to perform various actions such as recording or watching the program.

Get information about the program you are watching:

1. Press **INFO**. The program info screen appears with a short description of the program including running time.

2. Use the **RIGHT** arrow to view information about the cast and crew, to change the language and to turn on subtitles.

3. To watch the program, record the program, set up a series recording (see p. 22) or view more showtimes, use the **DOWN** arrow and press **OK** to select the desired action.

4. Press **EXIT TO TV** to return to the program you were watching.
Search for Programs

Find programs using the search screen by entering the program title or names of people associated with the program you want to watch.

1. Press MENU, select Search and then press OK.

2. To enter your search term, use the arrow buttons to select a letter on the onscreen keyboard, and press OK.

   To enter a number, select 123 and press OK to bring up a number keypad. Select ABC and press OK to return to the regular keyboard.

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

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

5. Highlight a title or name using the UP or DOWN arrow buttons, and press OK for more options.

   • If you select a title, the program air times are displayed. You can watch it now if it’s currently on, record the program (see p. 22 ) or view more showtimes.
Narrowing Your Search

1. From the Search screen, use the arrow buttons to select Options on the onscreen keyboard. Press OK.

2. From Filter Results, choose Titles, Video On Demand (VOD), Cast & Crew or Channel depending on what you are searching for. Press OK.

3. Enter your search term and select a program as described on p. 18.

• Select a title to view details. Press OK to watch or record the program.

• If “VIDEO ON DEMAND” appears next to the title, the program is available on Video On Demand. You can watch a preview or rent the program.
Digital Video Recorder

With DVR service, you can pause, rewind and restart live TV, record current shows, record an individual show or a series of episodes, schedule future shows to record and watch recorded shows at any time. You can also:

- Record up to 4 shows at once and watch them from any room in your house.
- Start watching in one room, pause, and finish watching in another.

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Control Live TV

1. To temporarily stop a live TV program, press **PAUSE**.

2. A progress bar will appear onscreen, showing how much time has elapsed and time until play resumes. The action will freeze up to 90 minutes.

3. Press **PLAY** at any time to restart the program from where you left off.

   Also:
   - Press **FF** on the remote control to fast-forward continuously.
     Press **FF** two or three times to advance at increasing speeds. Press **SKIP** to fast-forward in 30-second increments. A progress bar will appear to indicate how far you can go forward and backward in the program.
   - Press **REW** on the remote control to rewind continuously.
     Press **REW** two or three times to rewind at increasing speeds. Press **REPLAY** to skip backward in 7-second increments.
     A progress bar will appear to indicate how far you can go forward and backward in the program.

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

Record the program you are watching:

1. Press **RECORD** to begin immediately recording the program you’re watching.

2. The message “Recording” will appear onscreen. The recording light on your set-top box will turn red and remain on while the program is recording.

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

4. The recording will be saved under its program title. See **View a List of All Recorded Programs** on p. 26 for information on how to play recorded shows.

*NOTE: The Recording feature is not available with Video On Demand (VOD) or Pay Per View.*

What can you watch while recording?

You can record up to four programs on different TVs at the same time. So you can record up to four programs and watch a fifth previously recorded program, or watch one of the four programs you are recording. You can also watch live TV while recording 3 different programs.
Record a single program from the Program Info screen:

1. Access the program info screen:
   • Press INFO when tuned to a program you want to record, OR
   • Press GUIDE. Use the arrow buttons to highlight a program you want to record and press INFO.

2. Select Record Episode and press OK.

3. To add time in case the program runs long, highlight Stop Recording. Press OK. Select a time and press OK.

4. Select Record, then press OK.

Record a single program or series from the Guide:

1. Press GUIDE. Use the arrow buttons on your remote to scroll through and highlight a program.

2. Press RECORD. A red dot appears next to the program title to indicate that a recording is scheduled.

3. Press RECORD twice to schedule a series recording. Three red dots will appear next to the program title.

4. Press RECORD a third time to cancel the recording. The red dots will disappear.

5. Press EXIT TO TV to return to your last viewed channel.
Record a series from the Program Info screen:

1. Access the program info screen:
   - Press INFO when tuned to a program you want to record, OR
   - Press GUIDE. Use the arrow buttons to highlight a program you want to record and press Info.

2. Select Record Series and press OK.

3. Use the arrow buttons to select Time. Press OK.

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

5. Select Show Type if you want to limit it to first run only. Otherwise, your DVR will record every episode.

6. To add time in case the program runs long, select Stop Recording and press OK. Select a time and press OK.

7. Select Record, then press OK.
You can view the list of Scheduled Recordings from any TV in your home with a set-top box.

1. Press MENU, select Recorded TV, press OK, and then Scheduled. Or, press the Recorded TV button on your remote as a shortcut.

2. Use the RIGHT arrow to select Scheduled. The recorded TV screen lists upcoming recordings in the order in which they will be recorded.

3. Use the arrow buttons or CH/PG to scroll through the listings.

4. To view only the scheduled series, use the RIGHT arrow to select Series.
View a List of All Recorded Programs

You can view the list of Recorded Programs from any TV in your home with a set-top box.

1. Press MENU, select Recorded TV and then press OK. Or, press the Recorded TV button on your remote as a shortcut. The recorded TV screen lists your available recordings by date, starting with the most recent.

2. To view the list by title, use the RIGHT arrow to select By Title.

3. Use the arrow buttons to scroll through the list.
You can watch a recorded program from any TV in your home with a set-top box.

1. Press **MENU**, select **Recorded TV** and then press **OK**. Or, press the **Recorded TV** button on your remote as a shortcut.

2. Use the arrow buttons to select the program you would like to watch. Press **OK**.
   - Press **Play** to watch the program.
   - Select **Resume Play** to continue watching the program where you left off.
   - Press **Stop** at any time and the stopped screen will appear.

3. When a recording is finished playing, the finished screen appears.
   - Select **Start Over** to watch the program again from the beginning.
   - Select **Erase** to delete the program permanently.
   - Select **Recorded TV** to return to the recorded programs list.
   - Select **Watch Live TV** to return to live TV.
Delete Existing Recordings

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

You can delete an existing recording from any TV in your home with a set-top box.

1. Press MENU, select Recorded TV and then press OK. Or, press the Recorded TV button on your remote as a shortcut.
2. Highlight the program to erase, then press OK.
3. Select Erase, then press OK.
4. Repeat to confirm.

Protect a Recording from Being Automatically Deleted

1. Press MENU, select Recorded TV and then press OK. Or, press the Recorded TV button on your remote as a shortcut.
2. Highlight the recording you would like to protect and press OK.
3. Highlight Keep Until, then select Keep until space needed or Keep until I erase.
4. Press OK.
Video On Demand

Video On Demand (VOD) gives you access to a library of hundreds of hours of movies, events, programs and special features. Just like a DVD, you can also pause, rewind, fast forward and watch the programming as many times as you like within the rental period.

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Access the Video On Demand Screen

- Press **Video On Demand** on your remote control, OR press **MENU**, select **On Demand** and then press **OK**.
- Use the arrow buttons to select your desired category.

**Tip:** Change the view of your Video On Demand menu from list view to grid view by selecting **Display Style**.
Rent Video On Demand Titles

1. Access the Video On Demand screen.
2. Use the UP and DOWN arrows to go to a video category.
3. Use the RIGHT and LEFT arrows to select a video or subcategory.
4. Select the program you want to rent and press OK.
   - A Program Info screen appears and enables you to watch a preview or rent the program.
5. Select Rent and press OK. Press OK again to confirm.

Looking for something specific?
Select Search from the Video On Demand menu then press OK.
   - To learn how to search by title see page 18.
   - To browse categories like Action and Family, select Movies, then All Movies. Press OK and use the arrow buttons to select a category.

Note: If using the Grid view option:
1. Use UP and DOWN arrow buttons to select a video category.
2. Use RIGHT arrow button to access videos and UP and DOWN arrow buttons to change subcategories.
Your rentals are available for you to watch at any time during the rental period.

1. Access the Video On Demand screen and select My Videos.
2. Use the RIGHT arrow to select the category and the DOWN arrow to select the video that you want to watch. Press OK.
3. Select Resume or Start Over then press OK.
You have access to additional VOD programming when you subscribe to a subscription VOD package or a premium movie channel suite (such as HBO®).

1. Access the Video On Demand screen and select **Premium**.

2. A list of **Categories** will appear. Use the **RIGHT** arrow to select the category and program you want to watch. Press **OK**.

**Note: If using the Grid view option:**

1. Use **RIGHT** arrow button to access videos and **UP** and **DOWN** arrow buttons to change premium channels.

2. Use **LEFT** and **RIGHT** arrow buttons to select program/episodes.
The Favorites screen is a customized program guide that contains only the channels and programs you have chosen. When you do not want to look through the full Interactive Program Guide (IPG) for a program, you can use the Favorites screen instead.

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Set Up or Revise a List of Favorite Channels

1. Press **MENU**.
2. Use the **DOWN** arrow to select **Settings** and then press **OK**.
3. Select **Television** then press **OK**.
4. Select **Set up Favorites** then press **OK**.
5. Use **UP** and **DOWN** arrow buttons to select **My Favorites** or **Set up a new list**.
6. Use the **UP** arrow, **DOWN** arrow and **OK** buttons to scroll through the list and select channels.
7. Channels that have a check mark in the box are included in your favorite channels list.
   - To add a channel to the list, highlight the unchecked box (the check mark will appear) and press **OK**.
   - To delete a channel from the list, highlight the checked box (the check mark will disappear) and press **OK**.
8. Once you have made your selections, select **Save**.
Use the Favorite Channels Screen

1. Press **RIGHT** arrow button to access **Viewing Options** menu.

2. Select **Favorites List**, use the **DOWN** arrow to select **Favorites** then press **OK**.

3. The **Favorites** screen will appear. When the guide is accessed, use it as you would the regular guide.
You can select which channels you want to appear in the interactive program guide (IPG).

1. Press **MENU**.

2. Use the **DOWN** arrow to select **Settings**, then press **OK**.

3. Select **Television** then press **OK**.

4. Select **Customize Channel Guide** and then press **OK**.

5. Channels that have a check mark in the box are currently displayed in the guide.
   - To **hide** a channel, highlight the checked box (the check mark will disappear) and press **OK**.
   - To **make a hidden channel reappear**, highlight the unchecked box (the check mark will appear) and press **OK**.

6. Select **Save** and press **OK**.
Parental Controls

Parental Controls allow you to lock programs that may be unsuitable for younger viewers. Activating the Parental Controls feature involves creating a locking PIN (a 4-digit number) and enabling lock settings. Once Parental Controls have been activated, locked programs can only be viewed by entering the PIN.

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</tbody>
</table>
1. Press **MENU**.

2. Use the **DOWN** arrow to select **Settings** and then press **OK**.

3. Use the **RIGHT** arrow to select **Parental Controls** and then press **OK**.
   - A lock appears next to **Parental Locking** if a PIN is already set and locks are on.
   - An open lock means that a PIN is set but no parental locks are in effect.
   - No lock means that no PIN has been set.

4. Select **Parental Locking** and press **OK**.

5. Enter the default PIN - **0000**.

6. Re-enter the PIN to confirm. The **Parental Locking Settings** screen appears with all of your locking options.

7. Use the **RIGHT** arrow to select **Change PIN**.

8. Enter a new 4-digit PIN. Re-enter the PIN to confirm.
1. Open the **Parental Locking Settings** screen.

2. Use the **DOWN** arrow to select **Change** beneath **Channels**. Press **OK**.

3. Use the **UP** and **DOWN** arrow buttons to select channels in the list.
   - Press **OK** to lock a channel. A lock symbol will appear.
     Press **OK** again to unlock it.
   - To unlock all channels, use the **LEFT** arrow to select **Unlock All**. Press **OK**.
   - To view only the locked channels, select **View Locked Only**.

4. Select **Save** and press **OK**.

5. If you are finishing setting parental locks, select **Lock**. Press **OK** then **EXIT TO TV**.
1. Open the Parental Locking Settings screen.

2. Use the DOWN arrow to select Change beneath US TV Parental Guidelines. Press OK.

3. Select the lowest rating you want to lock.
   - Press OK to lock programs with that rating and higher.
   - To unlock all ratings, use the LEFT arrow to select Unlock All. Press OK.

4. Select Save and press OK.

5. If you are finished setting parental locks, select Lock. Press OK then EXIT TO TV.
1. Open the **Parental Locking Settings** screen.

2. Use the **DOWN** arrow to select **Change** beneath **Adult Programs**.

3. Press **OK**. The lock symbol will appear.

4. Select **Save** and press **OK**.

5. If you are finished setting parental locks, select **Lock**. Press **OK** then **EXIT TO TV**.
1. Open the Parental Locking Settings screen.

2. Use the arrows to select Change beneath Rentals. Press OK.

3. Use the RIGHT arrow to select Lock Renting and press OK. A lock symbol appears. (Press OK again to clear the lock.)

4. Use the LEFT arrow to select Save. Press OK.

5. If you are finished setting parental locks, select Lock. Press OK then EXIT TO TV.

NOTE: When VOD rentals are locked, you will be required to enter your Parental Locking PIN to rent a video.
Watch a Locked Program

1. When a **locked program screen** appears, press **OK**.
2. Enter your 4-digit **PIN** at the prompt.
3. Use the **UP** and **DOWN** arrow buttons to select the unlocking option and press **OK**.
   - To unlock the program and begin watching it immediately, select **Unlock This Program**. The program remains unlocked until it ends, then the program re-locks.
   - To unlock all programs temporarily, select **Unlock All TV for 4 hours**.

**NOTE:** If you have set up Video On Demand locking, you must still enter the PIN to rent VOD programs.
Settings

Use the Settings to view and customize features of your LightWave TV service.

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**Change the Aspect Ratio for Widescreen or HDTV**

1. Press **MENU**.
2. Select **Settings**, press **OK**, then select **Television**. Press **OK**.
3. Select **Aspect Ratio** and **High Definition**. Press **OK**.
4. Use the **UP** or **DOWN** arrows to choose from
   - 1080p High Definition (HD)
   - 1080i High Definition (HD)
   - 720p High Definition (HD)
   - Standard Definition
5. Press **OK**. Select **Continue** and press **OK** again.

**Set Language Preferences**

**Change the language you hear**

Some TV programs have an optional Spanish-language audio track. You can set programs to automatically switch to Spanish when available (this feature does not work if you are watching a recorded program).

1. Press **MENU**.
2. Select **Settings**, press **OK**, then select **Audio**. Press **OK**.
3. Select **Secondary Audio**. Press **OK**.
4. Select **Use Secondary Audio if Available**. Press **OK**.
5. Select **Save** and press **OK**.

**Change the on-screen menu language**

1. Press **MENU**.
2. Select **Settings**, press **OK**, then select **Audio**. Press **OK**.
3. Select **Audio language**. Press **OK**.
4. Highlight the language you want to use and press **OK**.
5. Select **Save** and press **OK**.
Turn Sound Effects On/Off

The clicks that accompany the selections in the on-screen menus can be easily turned on or off.

1. Press MENU.
2. Select Settings, press OK, then select General. Press OK.
3. Select System Sound Effects. Press OK.
4. Select Play sound effects or Mute sound effects. Press OK.
5. Select Save and press OK

Change the Digital Audio Output

1. Press MENU.
2. Select Settings, press OK, then select Audio.
3. Select Digital Audio Output. Press OK.
4. Select Stereo or Surround Sound.
5. Select Save and press OK.
Weather Application
1. Press **MENU**.
2. Select **Applications**, then press **OK**. Select **Weather** then press **OK**.
3. Select **Local Weather**.
4. To remove the weather app press the **EXIT TO TV** button.
Frequently Asked Questions

Will the DVR record on more than one TV in my home?
Yes; with the multi-room DVR feature, any TV with a STB can record and watch programs on the DVR.

Can you record with the DVR and watch another channel?
Yes; you can have up to four channels recording (SD or HD), while watching a fifth program that has already been recorded or you can watch live TV while recording 3 programs.

Can parental locking be used with Video On Demand (VOD)?
Yes; once you set up a PIN, parental controls can be used for Video On Demand (VOD). All rentals will require the use of a PIN. Please remember to keep your PIN in a safe place because the PIN-reset process is not immediate, and parental control functionality will experience downtime.

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

Why do I need a residential gateway unit?
This professionally installed device enables the distribution of Lightwave TV and wireless Internet home networking, which lets you connect to the Internet and to other devices such as printers without wires anywhere in your home, at the same time.

Whom should I contact if there is a disruption in my TV service?
You should call 985-693-0123 to report connection problems or visit our website at www.viscom.net/support and click “Report a Problem”.

Troubleshooting

The Set-Top Box (STB) won’t turn on.
Check that the STB is plugged in. If it is, try plugging another device into the socket to make sure power is flowing to it. If the power is working, there may be something wrong with your remote control.

The remote won’t control the STB.
Press the STB button on the top left of the remote control to manage the EATEL STB.

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

Sound is good but picture is poor.
Check the connections of your video cables to make sure they are properly seated in their jacks. Also, try changing the channel to be sure that the problem is not just on one channel. If you have no connection after five minutes, make sure all the connections to your STB are secure.

The STB will not respond.
The green LED surrounding the STB’s power button should flash each time a remote button is pressed. If this happens, but the STB does not respond to your commands, you may need to perform a restart. To restart your STB, press and hold the POWER button for five seconds. If you are still experiencing problems, call customer support at 985-693-0123 or visit our website at www.viscom.net/support and click “Report a Problem”.

The remote is not working.
Make sure nothing is in the path between the remote and the remote sensor on the STB. Be sure you are aiming your remote at the STB. If these steps do not solve the problem, try replacing the batteries in your remote.

If you are still experiencing problems after reading through these suggestions, call customer support at 985-693-0123 or visit our website at www.viscom.net/support and click “Report a Problem”.
