


TABLE OF CONTENTS


Getting Started	
Turning your TV & Set-top Box (STB) ON/OFF using the Remote Control	3
Remote Control Guide	4
Basic Functions	
Options for Changing Channels	5
Basic Navigation Tips	5
Menu Screen	6
Guide Menu	
How to Access the Guide Menu	7
Symbol Guide	7
Finding Programming	8
Setting a (One-Time) Reminder	8
Setting Autotune	8
Setting Scheduled Events	9
Purchasing a Pay-Per-View (PPV) Movie/Event	10
Canceling a PPV Movie/Event	10
PVR (Personal Video Recorder) Menu (if applicable)	
How to Access the PVR Menu	11
Controlling Live TV - Pause, Instant Replay, Rewind, Fast-Forward	12
Recording Programs	
One Touch Recording	13
Schedule Recording(s)	13
Playing your Recording(s)	14
Deleting your Recording(s)	14
Vault Menu	15
Settings Menu	
How to Access the Setting Menu	16
Using Caller ID (On-Screen)	17
Using Channel Blocking	18
Using Parental Control	19
Unlocking/Reactivating Parental Controls	20
Changing Password and/or PIN#	21
Using Closed Captioning	22
Favorites Menu	
Creating a Favorites Tab	23
Adding Channels to your Favorites List	23
Search Menu	
Searching for a Program	24
Troubleshooting	25
Set-top Box (STB) Guide	27


BASIC FUNCTIONS

Options for Changing Channels



Option **1** Enter the desired channel number using the Number Pad.

Option **2** • Use the  up, down arrows to view channels at the present time. Use the left, right arrows to view the current channel's future programming.

• Press  once to select desired channel.

Option **3** Press the  button to view the next or previous numbered channel.

• Press  to view complete list of channels & programming.

Option **4** • Using the  or  scroll up or down to view channels.

• Press  to select desired channel.

Basic Navigation Tips

• **GREEN** is always the highlight color. As you navigate channel listings using your remote, the highlight appears on screen to indicate your current selection.

• Pressing  on your remote will return you to watching Live TV.

• Pressing the **LAST** button will take you to the last channel viewed.

MENU SCREEN

Menu Screen

The Menu Screen is an easy access to any features you may have. Pressing the **MENU** button will provide you the following options:

Guide - Using the Guide Menu allows you to view program listings of what's on now and what will be on in the future.

PVR (*if applicable*) - Using the PVR Menu, also known as a DVR, allows you to record programs on your Set-top Box (STB) and view at a later time as well as pause, fast forward, play or rewind current programs.

Vault - Using the Vault Menu allows you to view history of Pay-Per-View (PPV), Reminders, Messages and Caller ID.

Parental Controls - (*Appears if feature is ON.*)

Settings - Using the Setting Menu allows you to create/edit preferences, create/edit users, view packages you are subscribed to and view billing information.

Favorites - Using the Favorites Menu allows you to “tag” your favorite channels.

Search - Using the Search Menu allows you to enter in keywords to find programs related to your keyword.

Email - Not Used at this time.

Web - Not Used at this time.



GUIDE MENU

Guide Menu

The Guide Menu allows you to view information of current and future programming including:

Channel Name, Channel Number, Brief Description of Program, Rating, Start and End Times, Date



QUICK TIP


Press **GUIDE** repeatedly to scroll through the (green) Guide Tabs.

Options To Access the Guide Menu

Option
1

Press **GUIDE**

Option
2

- Press **MENU**
- Using the 
- Highlight **GUIDE**
- Press **OK**

Symbol Guide



Indicates the program is set to **RECORD** once.



Indicates the program is scheduled to **RECORD** repetitively.



Indicates the program is set for a **REMINDER** once.



Indicates the program is scheduled to give a **REMINDER** repetitively.



Indicates the program is set for **AUTOTUNE** once.



Indicates the program is scheduled to **AUTOTUNE** repetitively.




Indicates the channel is part of the active **FAVORITES** list.



Indicates the channel is **BLOCKED**.




GUIDE MENU

Finding Programming

- Press **GUIDE** to view complete list of channels & programming.
- Using the  scroll up or down to view channels one-by-one.
- Press **OK** to select desired channel.




Setting a (One-time) Reminder

When a program is set with a Reminder, a pop-up reminder will appear when the program is starting.

- Press **GUIDE** to view complete list of channels.
- Use the  to scroll through channels to find program of choice.
- Press **OK** to highlight your program choice.
- Use the  to scroll down to **SET REMINDERS** and press **OK**.
- When a Reminder is set,  will appear on the channel.

Setting Autotune

When a program is set to Autotune, your screen will automatically switch to the program when the program is starting.

- Press **GUIDE** to view complete list of channels.
- Use the  to scroll through channels to find program of choice.
- Press **OK** to highlight your program choice.
- Use the  to scroll down to **SET AUTOTUNE** and press **OK**.
- When Autotune is set,  will appear on the channel.

GUIDE MENU




Setting a Scheduled Event

A Scheduled Event allows you to set up Reminders and Autotune for future programming. The event(s) can be set to occur **Single, Weekly, Every M-F, Every Day**.








QUICK TIP

To schedule a Recording you must have the PVR STB. See “Schedule a Recording(s)”.

- Press **GUIDE** to view complete list of channels.
- Use the  to scroll through channels to find program of choice.
- Press **OK** to highlight your program choice.
- Press **MENU**.
- Use the  to scroll to **PVR** and press **OK**.
- Use the  to scroll down to **SCHEDULE EVENT** and press **OK**.
- The pop-up box allows you to select the channel, length of time, the date, the start time, the type of event and the frequency.

To edit the Schedule Event pop-up box:

- Use the  to highlight the desired field and press **OK**.
- Press  up or down to change the information.
- Press **OK** to select the criteria.
- When your criteria has been set, use  to highlight OK and press **OK**.
- When a Scheduled Event is set,  or  will appear on the channel.

PVR (DVR) MENU

Personal Video Recorder (PVR) - also known as DVR

A PVR allows you to record hours of your favorite programs and view them as many times as you want, whenever you want.

The PVR menu includes:

Recordings - Provides a listing of all programs that either currently bring recorded or have been recorded.

To Record - Provides a list of all programs that have been scheduled to record.

Storage Info - Storage info is shown to the right of the time.

Schedule Priority - Allows you to prioritize your list of scheduled recordings.

Schedule Event - Allows you to set up recordings that will be airing in the future.

Record History - Displays a list of the recording information such as when a recording started, completed or cancelled.



Options To Access the PVR Menu


Option **1** Press **RECORDED TV**

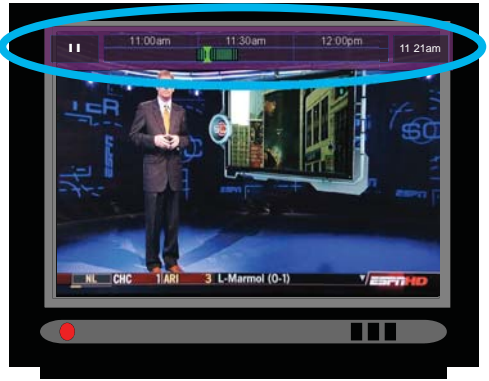
Option **2**

- Press **MENU**
- Using the 
- Highlight **PVR**
- Press **OK**

PVR (DVR) MENU

Controlling Live TV







A Status Bar appears on the top of your TV screen when pausing & rewinding Live TV. The Status Bar will disappear in 25 seconds or you can press .



Pausing Live TV

- While viewing Live TV, press . PAUSE
- To resume watching, press . PLAY
- To return to Real-Time TV, press . STOP

Instant Replay and Rewind Live TV

- To watch an Instant Replay, press  . REPLAY FWD
(The program will skip back 8 seconds.)
- To forward ahead again, press  . REPLAY FWD
(The program will skip ahead 8 seconds.)
- To rewind Live TV, press  . REW FF
The REW & FF button can be pressed up to 4 times for increasing rewinding and fast-forwarding speeds.






QUICK TIP

Temporary channel memory allows you to rewind the current channel up to 4 hours. (Rewind time will vary according to length of time on the current channel or if the TV was turned off.)






PVR (DVR) MENU

Recording Programs








One Touch Recording

- While viewing Live TV or in the Guide Menu, press  **RECORD**.
- (You are now recording the current program. If you change the channel, you will continue to record that program until the end of the program.)
- When a Recording is set,  will appear on the channel.
- To stop recording the current program, press  **STOP**. A pop-up box will appear to confirm you want to stop recording.
- Using , highlight YES or NO and press .

Schedule a Recording(s)

- Press  to view complete list of channels.
- Use the  to scroll through channels to find program of choice.
- Press  to highlight your program choice.
- Use the  to scroll down to **SCHEDULE EVENT** and press .
- The pop-up box allows you to set the channel to record, length of time, the date, the start time, the type of event (Recording) and the frequency.

To edit the Schedule Event pop-up box:

- Use the  to highlight the desired field and press .
- Press  up or down to change the information.
- Press  to select the criteria.
- When your criteria has been set, use  to highlight OK and press .
- When a Recording is scheduled,  will appear on the channel.

PVR (DVR) MENU

QUICK TIP

Extend Recording Time

You can add 5 minute increments (up to 60 minutes) to a scheduled recording.

See “Schedule a Recording(s) - To Edit the Schedule Event pop-up Box”

QUICK TIP






You are able to record one program and watch or record a 2nd program. If you change the channel while two programs are being recorded, you will be asked to cancel the recording of the 2nd program.

* INSIDER TIP *

You can record two programs and watch a previously recorded program. Follow the instructions for “Play your Recording(s)”.








Playing your Recording(s)

RECORDED TV

- Press  to access PVR Menu.
- Use  to highlight to **RECORDINGS** and press  .
- Highlight the program you would like to watch and press  .
- Highlight **PLAY RECORDING** and press  .

Deleting your Recording(s)

RECORDED TV

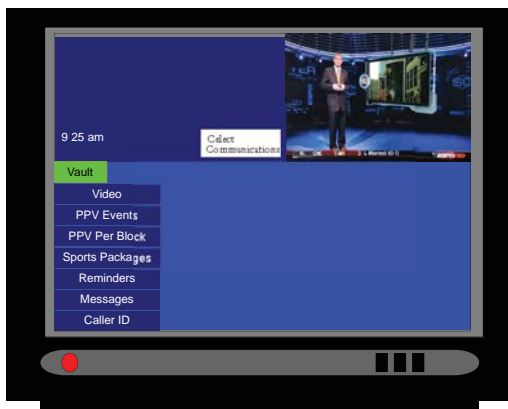
- Press  .
- Use  to highlight to **RECORDINGS** and press  .
- Highlight the program you would like to delete and press  .
- Highlight **DELETE RECORDING** and press  .
- Using  , highlight YES or NO and press  .

Vault MENU

The Vault Menu

The Vault Menu is the location of your settings and stored events.

Video - The Video option will store the list of Video On Demand purchases, which is a service that will be available in the future.



PPV Events - The PPV Events option stores the list of Pay-Per-View purchases.

Pay Per Block - Is available through your local office.


Sports Packages - The Sports Packages option stores a list of Sports Packages that you are currently subscribed to.

Reminders - The Reminders option displays a list of REMINDERS that have been scheduled.

Messages - The Messages option stores important messages from NKTelco.

Caller ID - The Caller ID option stores the history of incoming Caller's information.

To Access the Vault Menu

- Press **MENU**
- Use the  to scroll to **VAULT** and press **OK**.

SETTINGS MENU

The Settings Menu

The Settings Menu allows you to create/edit preferences, create/edit users, view packages you are subscribed to and view billing information.

Preferences Tab - The Preferences tab allows you to activate and deactivate features including: *Share Rentals*, *Require Login*, *Enable Caller ID*, *Channel Blocking* and *Parental Controls*.




Users Tab - The Users tab allows you to edit current users as well as create new users and administer their unique settings.

Packages Tab - The Packages tab allows you to view packages you are currently subscribed to.

Billing Tab - The Billing tab allows you to view the current PPV charges on your account.

To Access the Settings Menu

- Press **MENU** .
- Use the  to scroll to **SETTINGS** and press **OK** .
- Using the Number Pad, enter your **PASSWORD** and press **OK** .

QUICK TIP

Access to **SETTINGS** requires a password. (NKTelco) will assign a default password that you may change as you wish.



SETTINGS MENU

Preference Tab


- **Share Rentals** - When checkmarked, you can view Pay-Per-View movie/events on ALL TV's within the home.
- **Require Login** - When checkmarked, this feature allows you to Sign In & Sign Out of the system.
- **Enable Caller ID** - See the following pages.
- **Channel Blocking** - See the following pages.
- **Parental Controls** - See the following pages.

Using Caller ID (On- Screen)


If you have the Caller ID feature you are able to allow the Caller ID to show up on the TV screen when you receive an incoming call.



(This is a Caller ID over IP setting by NKTelco)

• Press **MENU** .

• Use the  to scroll to **SETTINGS** and press **OK** .

• Using the Number Pad, enter your **PASSWORD** and press **OK** .

• Use  to place a checkmark in the box labeled **ENABLE CALLER ID**.

• To set how long the Caller ID information remains on the TV screen. Use  to highlight Caller ID Timeout (*located in the menu on the right side*) and press **OK** . Using the  press the left or right arrows to set the time (*Time ranges from 5 seconds up to 45 seconds in 5 second increments.*) and press **OK** .














• Using the  , highlight **SUBMIT** and press **OK** .



To Disable Caller ID, follow the steps 1 through 4 and remove the checkmark from the Caller ID box.








SETTINGS MENU

Using Channel Blocking

- Press **MENU**.
- Use the  to scroll to **SETTINGS** and press .
- Using the Number Pad, enter your **PASSWORD** and press .
- Use  to place a checkmark in the box labeled CHANNEL BLOCKING and press .
- Use  to highlight the **EDIT** box and press . (*The channel line-up will display.*)
- Use  to highlight the channels that you want to block and press .
- When Channel Block is set,  will appear on the channel.
- After all desired channels have been selected, use the  to scroll over to **UPDATE** and press .
- Press  to return to the channel you were viewing.

SETTINGS MENU

Using Parental Control

- Press **MENU** .
- Use the  to scroll to **SETTINGS** and press **OK** .
- Using the Number Pad, enter your **PASSWORD** and press **OK** .
- Use  to place a checkmark in the box labeled PARENTAL CONTROLS.
- Use  to highlight the **EDIT** box and press **OK** .
- To set the Movie & TV Ratings, use  highlight the desired field and press **OK** .
- Press  up or down to change the information.
(See following pages for Rating Information.)
- Press **OK** to select the criteria.
- For additional Content Rating, using  to place a checkmark in the CONTENT RATING box(s).
- When your criteria has been set, use  to highlight **UPDATE** and press **OK** .
- Press **EXIT** to return to the channel you were viewing.



Unlock Timeout - Automatically re-activates Parental Control settings after a selected period of time of being unlocked. To Unlock Parental Controls, see page 20.

SETTINGS MENU

TV & Movie Content Ratings

Movie Rating

- G - General Audience
- PG - Parental Guidance Suggested
- PG13 - Parents Strongly Cautioned
- R - Restricted
- NC-17 - No One 17 and Under Admitted
- AO - Adult Only

QUICK TIP

TV rating:

The selected TV Rating will be viewable. For example, if you do NOT want your child to view PG rated TV shows, make sure that the rating is set at G. This will allow your child/children to view only Y, Y7, & G rated TV shows.

QUICK TIP





Movie Rating:

The selected Movie Rating will be viewable. For example, if you do NOT want your child to view PG13 rated movies, set the rating at PG. This will allow your child/children to view only G & PG rated movies.

TV Rating

- TV-G - General Audience
- TV-Y7 - For Children 7 years and Older
- TV-Y - All Children
- TV-PG - Parental Guidance Suggested
- TV-14 - Parents Strongly Cautioned
- TV-MA - Mature Audience Only

Unlocking/Reactivating Parental Controls

- While on a blocked channel, press .
- Use  to highlight **UNLOCK PARENTAL CONTROLS** & press .
- Using the Number Pad, enter your **PASSWORD** & press .

To Reactivate Parental Controls

Press .






Use  to highlight **Parental Controls - OFF** and press .

SETTINGS MENU

Users Tab

Changing Password and/or PIN#

Press **MENU**.




- Use the  to scroll to **SETTINGS** and press **OK**.
- Using the Number Pad, enter your **PASSWORD** and press **OK**.
- Use  to scroll to the **USERS** tab and press **OK**.
- Use  to highlight the **EDIT** box and press **OK**.
- To add or edit the Password/PIN, use  to highlight the desired field and press **OK**.
- Use the Number Pad to make information changes.
- To enable your PIN for purchasing Pay-Per-View movies/events, place a checkmark in the **ENABLE PIN** box.
- When your Password/PIN has been added or changed, use  to highlight **SUBMIT** and press **OK**.
- Press **EXIT** to return to the channel you were viewing.



SETTINGS MENU

Using Closed Captioning

Press **MENU**.


- Use the  to scroll to **SETTINGS** and press **OK**.
- Using the Number Pad, enter your **PASSWORD** and press **OK**.
- Use  to scroll to **HARDWARE SETTINGS** and press **OK**.
- Use  to scroll to CC Pass Through or CC Overlay Render.

CC Pass Through

Allows you to see Closed Captioning when the TV is muted.

CC Overlay Render

Allows you to see Closed Captioning all the time.

- To enable your **CC Pass Through** or **CC Overlay Render**, press **OK** to place a checkmark in the box.
- After you've made your selection, use the  to scroll to **SUBMIT** and press **OK**.

FAVORITES MENU

The Favorites Menu







In the Favorites Menu you can create and edit a list of all your favorite or commonly watched channels. You can create up to 5 Favorite lists.






Your personalized list is available as a tab in the Guide Tab.



Creating a Favorites Tab

- Press **MENU**.
- Use the  to scroll to **FAVORITES** and press **OK**.
- Select **CREATE** and press **OK**.
- Highlight **NAME** (which is automatically populated by “Favorites + a number”) and press **OK** to bring up the pop-up key pad.
- Use  to highlight **DEL**, press **OK** to clear the NAME.
- To select letters/numbers, use the  to enter the desired name and select **DONE**. (The channel line-up will display.)
- Highlight the desired channel, press **OK**, and a  appears to indicate the channel is now part of your Favorites List. To remove a channel, press **OK** again on the selected channel and the  disappears.
- After all desired channels have been selected, use the  to scroll to **UPDATE** and press **OK**.

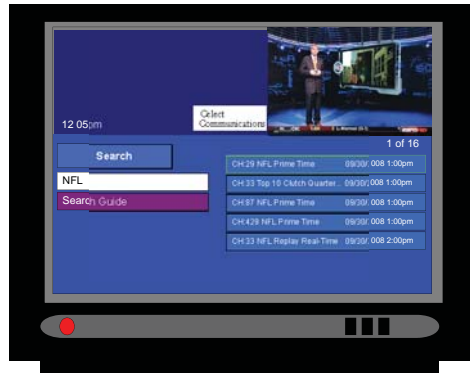
Adding Channels to Your Favorites List

- While viewing a program, press **OK**.
- Use the  to scroll to **ADD TO FAVORITES** and press **OK**.
- Use the  to select a Favorites list to add to and press **OK**.
- After all desired channels have been selected, use the  to scroll to **UPDATE** and press **OK**.






SEARCH MENU

The Search Menu

The Search Menu allows you to enter keywords and then scan through the channels to find matches. The Search results provide you with the Channel, Program, Time, and Date information.



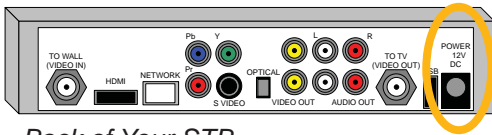
Searching for a Program

- Press **MENU**.
- Use the  to scroll to **SEARCH** and press **OK**.
- To delete the existing text, press the  button.
- Press **OK** to bring up the pop-up key pad.
- To select letters/numbers, use the  to enter the keyword.
- When Done Press Done.
- Using the , highlight **SEARCH** and press **OK**.
- Using the , highlight **Search Guide or Search Rentals or Search Recordings** and press **OK**.

TROUBLESHOOTING

Here are some solutions to problems you may encounter. If you need further assistance, please contact Customer Service at : 419-753-2457 or 419-753-5000 or 1-800-NKTELCO

An Easy Solution for Most Problems: Reboot Your STB



Back of Your STB

1st - Unplug the power cord from the back of the STB for 15 seconds.

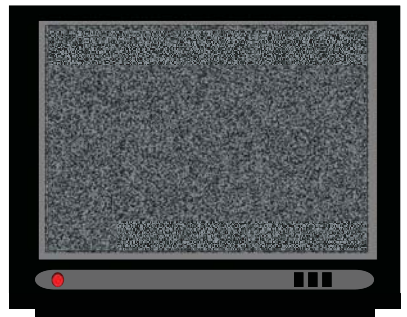
2nd - Plug the power cord back into the STB. If the GREEN light by the Power button is OFF, press the Power button to turn it ON.

(Your STB will take roughly 2-6 minutes to reboot.)

"I Do Not Have A Picture." (Blue or Snowy Screen)



OR



Simple Self-Checks

1st CHECK - Check if the STB has Power. This is indicated by a GREEN light close to the Power button on the STB. (See Set-top Box Guide for illustration.)

2nd CHECK - Check if the LINK light is ON. This is indicated with a example from different models of set up box -
(Link light or Online light or NETA light or not a Red warning light) GREEN light. (See Set-top Box Guide for Illustration.) If this LINK light is OFF, you need to Reboot Your STB, see instructions above.

To have LINK you must have the ethernet cable plugged into the set top box and is connected to our service.

TROUBLESHOOTING

3rd CHECK - Check your TV Input Setting,
Your type of TV will determine the type of INPUT.

Determine Cable Type:

Look at the back of your Set-top Box and identify the type of input your TV requires. (If you have an HDTV, you will need to use HDMI or Component Cable.)

How to change Component, HDMI & Audio/Video Input:

Step 1 : Press the button labeled TV.

Step 2 : Press the button labeled INPUT.

Step 3 : On the TV screen you will see a list of Input options or it will display the INPUT that is currently selected.
Select the appropriate input according to the cable type.

(For example, according to the back of your STB you have a HDMI cable, you would select HDMI 1 or 2.)

Step 4 : Press the STB button to put the remote back in STB mode.

4th CHECK - Make sure your VCR is turned off.

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