



CTTV User Outline

Turning on the System:

1. Press TV, and then PWR on the remote to turn on the television.
2. Press the satellite button; then you can change the channels and use all the CTTV features with the remote.

System Features

Access to entertainment options is simple: use the preprogrammed buttons or use the on-screen Menu to access system features such as Digital TV, Guide, Movie, Music, Media, and Preferences.

Pressing GUIDE on the remote accesses detailed information for the selected entertainment feature (DTV, Music, etc). The last channel viewed appears on a smaller screen (screen-in-screen) while navigating the Guide.

Press HELP on the remote for hints on navigating our system features, answers to frequently asked questions and information about legal and privacy issues.

DTV & Guide

CT Communications provides local and premium television channels. The DTV Guide contains detailed information for current and future listings and a search function for locating favorite programs. Parents can set rating and system controls for television content. Pause Live TV programming as well.

Music

The Music feature provides a “virtual stereo” with numerous music categories. The Music Guide provides an on-screen list of available music channels by group. Access basic program information about music selections with the touch of a remote button.

Media

Use the remote to access various types of Walled Garden content. Walled Garden content offerings may include: news, lotto, local weather, games and more.

Phone

Taking advantage of the combined television and telephone delivery service offered by CT Communications, Caller ID is available for enabled subscribers.

Settings

Change your system PIN, manage Favorites, maintain Parental Controls, and adjust System Settings all in one location. Using a personal identification number (PIN), authorized users can adjust settings and alter the system PIN.

EAS

Your set-top box may be interrupted for Emergency Alert System (EAS) updates when the system is in DTV or Guide mode. The system will automatically change to the EAS alert channel when an EAS event occurs. The DTV guide is disabled during an EAS event. EAS events do not affect viewing of Music, Walled Garden and Web Surfing.

Digital Television (DTV)

Overview

CT Communications Interactive CTTV allows you to access local and premium television channels. The DTV Guide provides the ability to access and search program listings. Use the remote to navigate DTV channels and guide.

Access a week of programming information with the DTV Guide. The Guide provides on-screen information for all subscriber channels and programs. The “picture in guide” function allows you to scan the Guide while watching a program.

Note: If the remote does not function properly, ensure it is accurately programmed for compatibility with your brand of television.

Channel Selection

Viewing DTV:

1. Press MENU on the remote.
2. Select TV from the Menu. – The first channel in the lineup appears.
3. To view a channel or change channels:
 - a. Enter the channel number (e.g. 04 or 141) and press ENTER using the numeric keypad on the remote.
 - b. Press CH+/-.

- c. Press GUIDE and use the navigation arrows and SELECT on the DTV Guide.
- d. Use the up/down navigational arrows and SELECT to browse listings.
- e. Press LAST to return to previous channel.

Program information (channel, network, title, duration, airtime, and description) appears briefly as channels change. This information appears depending on system settings.

Remote Control

Use the arrow keys on the remote to navigate the interactive viewing guide. While navigating on-screen (Guide options, buttons, icons and links), a highlight appears around selected items.

Navigating with the Remote:

1. Use the remote arrow keys to move the on-screen highlight.
The selected option is highlighted.
2. Press SELECT on the remote.
An action occurs and the screen changes.

On-screen Menu and Feature Buttons

Navigate CTTV Interactive two ways: the on-screen Menu or the remote Feature buttons. The Menu displays a list of main features (DTV, Movies, Music, etc.) available on the system, contains options for controlling how and if the system displays certain information (Parental Controls, Favorites, System Settings, Change PIN), and provides an account history. Feature buttons (DTV, Movies, etc.) jump directly to a particular service.

Using the Menu:

1. Press MENU on the remote.
2. Use the arrow keys and SELECT to choose a Menu option.
The system jumps to the selected feature.

DTV Guide

CTTV DTV Guide provides the most up to date program information in an easy to use and intuitive format. Use visual cues on the Guide to view, browse, and search program listings.

Color Coding

The Guide contains a color coded system, to differentiate at first glance the type of programs available. Colors include:

Light Green/Blue.....	Normal Programming
Dark Green.....	No information Available
Dark Gray.....	Unsubscribed
Dark Blue.....	System (Movies, Promos, Search)
Red.....	Sports
Light Green.....	News
Light Blue.....	Children's
Purple.....	Movies

Searching the Guide:

1. Press DTV on the remote, then press GUIDE.
2. Using the arrow keys on the remote, scroll up to the SEARCH line item (looks like a channel in the guide)
3. Press SELECT. The on-screen keyboard displays.
4. Use the navigation arrow keys to navigate letters and numbers to spell term/word.
5. Press DONE. The Search feature queries both titles and descriptions of the item.

Viewing Program Information

Press MENU on the remote, and then press GUIDE to access the DTV Guide. Use the navigational arrow keys to browse programs. The guide advances in 30 minute increments displaying future programming: a highlight appears around a selected channel. Use fast forward or rewind (>> or <<) to display program listings for the next day. Use CH+/- to preview channels in the upper right corner from the DTV Guide.

1. Highlight a program.
2. Press SELECT to change to the channel or press INFO to display program information. Press INFO again to clear information and return to the guide.
3. Use the arrow keys and SELECT to browse other channels in the Guide.

Favorites

Create your own personalized Guide. With access to hundreds of channels, you can create, edit, and delete a list of your most frequently viewed and favorite channels. Use the default favorites list (Subscribed) or create your own.

Adding Favorites:

1. Press MENU on the remote. The Main menu displays.
2. Select Settings, then Favorites.
3. Select New. Use the keyboard to enter a name or peruse the list of channels to either select or deselect each channel. The selected Favorites list appears at the top of the screen and the displayed channels are arranged according to the Favorites list.
4. Select Exit.

Renaming/Editing Favorites:

1. Press MENU on the remote. The Main menu displays.
2. Select Settings, then Favorites.
3. Choose either Rename or Edit.
4. Use << or >> keys to select the Favorites list you want to edit. Peruse the list of channels to either select or deselect each channel.
5. The Rename dialog box appears, revealing the on-screen keyboard. It displays the current name of the selected favorites list.
6. Use the on-screen keyboard to change the name (from 1 to 10 characters) or to edit from the list.

7. Select Done. The Rename dialog box closes. The Edit Favorites screen is updated and reflects the new name or edition.
8. Select Exit

Deleting Favorites:

1. Press MENU on the remote. The Main menu displays.
2. Select Settings, and then Favorites.
3. Choose Delete. The confirm Deleting dialog box appears.
4. Select Yes. The Delete Favorites screen is updated and reflects the removed Favorite.
5. Select Exit.

Setting Autotune/Reminders:

1. Press DTV on the remote, then press GUIDE to access the DTV Guide. Use the navigational arrow keys to browse programs. The Guide advances in 30 minute increments displaying future programming; a highlight appears around a selected channel. Use >> or << to display program listings for the next day. Use CH+/- to preview channels in the upper right corner of the DTV Guide.
2. Highlight a future program.
3. The Autotune/Reminder page appears. Select either an Autotune or a Reminder event. Select the preferred event time by using the +/- buttons to select a time period from 1 to 99 minutes.
4. Select Save and Exit to return to the DTV Guide.

Confirming a Reminder:

When watching DTV, an autotune reminder changes the station for you.

1. Click OK to accept.
2. Click Dismiss to ignore.

Pause Live TV

You may be able to pause DTV channel programming on a channel by channel basis for up to 30 minutes, depending upon your STB.

1. While watching DTV, press Pause (⏸) on the remote. The last frame displayed freezes and a progress bar and the word Pause appear on the screen.
2. To end the buffering, press Pause again on the remote. The word Pause changes to Play on-screen.
3. To rewind or fast forward, use the on-screen keys and Play (▶) on the remote.
4. Select GUIDE to return to the DTV Guide. Recording will stop if you change the channel up or down and you will not be able to access the already recorded material.

Personal Video Recorder (PVR)

The system includes the ability to store and playback programs, based upon the model of your set-top box.

Record Current Program from DTV view:

Record a currently playing program and save it for viewing later while in DTV mode.

1. Press the Record button (●[red]) on the remote control.
2. The system begins saving current program to storage, and a message will display on-screen.
3. The recording stops when the end of the program occurs or when you change the channel.

Record Current Program from the Interactive Program Guide (IPG)

Record a currently playing program in IPG (or IPG Search)

1. Press the Record (●[red]) button on the remote control. The recording options screen appears.
2. Change the options as necessary, and select Save and Exit.
3. The system will begin saving current program to storage, and a message displays on-screen.
4. The recording stops when the end of program occurs, or when you change the channel.

Record a Future Program

Recording upcoming events allows users to record a program while not at home. To accomplish this, parental controls must be applied when the user selects to view a program, not when it is recorded (otherwise the program will not be recorded).

When a program which exceeds parental controls begins recording, the system will change the channel and begin recording, but will NOT display the channel unless parental controls have been verified.

1. Highlight a future program in either the IPG or any of the search mechanisms.
2. Press the Record (●[red]) button on the remote control or the Select button. Press Record Program. The recording options screen appears.
3. Select Save and Exit from the recording options screen. The program is marked for recording. You are returned to the original previous screen; now the highlighted program has an icon next to it, indicating it is marked for recording.

Playing a Recorded Program:

Select to view existing recordings in the PVR Library. Color coding is continued from the IPG. Unrecordable items are represented in grey. Detailed program information displays.

1. Press the Record-It button on the remote control.
2. Select Recorded Programs in the PVR Library.
3. Navigate to select a previously recorded program.
4. Press Select. If program exceeds parental control levels, you are prompted for your PIN. The PVR Action screen appears for the selected program.

5. A variety of options display.
6. Select Play and playback begins.
7. If the program has been previously played/stopped, Select Resume Play. Playback starts from previously stopped position.
8. When the recorded program is finished playing, you may choose to keep or delete the program from storage.

Control Playback of a Recorded Program

Control playback of a previously recorded program while watching it. The same VCR like controls apply (FF [▶], REW [◀], PAUSE [⏸], STOP [●]). Visual FF or REW is only supported on certain set-top boxes. Pressing FF or REW jumps the system in the given direction by 10 seconds. The FF or REW displays above the progress bar.

Stop Recording

Abort scheduled recording before it begins, allowing you to cancel the recording and continue watching the current program.

1. When a scheduled recording event is about to occur, 10 seconds before the event, you will be notified that the scheduled event is about to occur and that the channel will change.
2. In the Program Options dialog box, cancel. This will cancel the recording.
3. To stop the recording of a future item, press GUIDE.
4. Select the program that you previously marked for recording. Press Record Program. The recording options screen appears.
5. Select Delete from the recording options screen. Confirm Deletion.

Program Conflict Resolution

When a program conflict arises that the system cannot automatically schedule around, the user is presented with options to choose from.

Some examples of recording conflicts include:

- Starting Time – If one program starts before the other ends, the conflict resolution dialog box allows you to select which one to record.
- Priority – If two programs start at the same time, system will record the one with the highest Priority attribute established in the system.
- Fewest Times – Choose to record the item with the fewest upcoming alternate times (you must do this, the system will not).
- First in List – If all other aspects are equal, the system will pick the first item.
- Bandwidth Resolution – System exceeds max # streams – If the system does not have the bandwidth to stream the PVR program in the background, then 10 seconds before the event, an overlay is displayed (if user is not in Web) which gives the user the chance to abort the recording.

- Web Resolution – If the system is in the Web-browser, then video is switched in the background (since no video is active) to the channel/program to be recorded.

Record-It Overlays

- Record-It Overlay – Change Channels: when the system will have to change channels (exceeds max # streams) the user is prompted if they want to cancel the event.
- Record-It Overlay – Action: when recording a program and the user initiates an action that will cause the system to stop recording (ex. STOP, Channel +/-, etc.) then the user is prompted to confirm stopping is ok.

Parental Controls (DTV)

Parental Control ratings determine accessible DTV programs. The CT Communications system blocks restricted programs from being viewed and/or displayed in the DTV Guide, according to preset parental control settings.

Parental Guidelines for television programs contain two parts: an age-based rating indicating the age group for which a particular program is designed, and a content-based rating indicating program material. Some key letters and definitions found in TV ratings include:

- V = Violence
- S = Sexual Conditions
- L = Coarse or crude indecent language
- D = Suggestive dialog
- FV = Fantasy violence

TV Ratings and Meanings

- TV-Y = All Children
- TV-Y7 = Directed to Older Children
- TV-G = General Audience
- TV-PG = Parental Guidance Suggested
- TV-14 = Parents Strongly Cautioned
- TV-MA = Mature Audience Only

MPAA Movie Ratings and Meanings

- G = General Audience = All ages admitted
- PG = Parental Guidance suggested = Some material may not be suitable for children
- PG-13 = Parents strongly cautioned = Some material may be inappropriate for children under 13
- R = Restricted = Under 17 requires accompanying parent or adult guardian
- NC-17 = No one 17 and under admitted
- NR = Not Rated; Rating not available

Setting Parental Controls:

Use Parental Controls to set maximum viewable ratings for movies and TV programs, as well as prevent unrated TV shows from displaying. A valid PIN is required to alter Parental Controls. CT Interactive uses TV Parental Guidelines and MPAA ratings for movies. These ratings give parents more information about content and age-appropriateness of TV shows.

1. Press MENU on the remote.
2. Select Preferences, and then Parental Controls. The Enter PIN dialog box appears.
3. Enter your PIN.
4. Select a new maximum rating for each service: Enable Parental Controls, Movies, TV, Lock Unrated Shows, and Show Titles. Enter preferences using the remote keys and SELECT.
5. Select Exit.

Overriding Parental Controls:

When a restricted program is accessed, a Parental Control Override screen appears. The override feature allows a valid PIN to temporarily extend the parental control rating. An override applies only to the current show and continues for the duration of the television program.

Hiding Channels

1. Press MENU on the remote.
2. Select Settings, Parental Controls. The Enter PIN dialog box appears if they are activated.
3. Enter your PIN if needed.
4. The Parental Controls screen appears. Scroll down to Hide Channels.
5. Click on Edit.
6. To hide the channels you want, click on the channels and press select to change to OFF.
7. Select Save and Exit.
8. Select Exit.

Music

Overview

The Music feature provides a “virtual stereo” with numerous music categories. Access a comprehensive Music Guide or basic program information for individual music selections with the touch of a remote button.

Audio Channels

The Music Guide provides a list of the available audio/music channels. The Music Guide highlights and plays the most recently accessed music channel.

Access Music Guide:

1. Press MENU on the remote.
2. Select Music from the Menu or press the Music button on the remote.
The last audio channel begins playing. Channel information displays.
3. Press GUIDE to list available music channels.
4. Use remote arrow keys and SELECT to browse music.

Changing Audio Channels:

Change audio channels with one of the following:

- Press CH+/-.
- Use Music Guide and navigation keys.
- Use the numeric keypad and ENTER to type audio channel.
- Press LAST to return to the previous audio channel.

Viewing Audio Information

CT Communications Interactive displays basic program information for an individual audio selection as channels are changed. The system also displays title, track, and artist information.

Media

Overview

Media appears as an option for subscribers wanting Internet Media content. A compilation of various types of content is made available. You are directed to particular areas of interest and can access a selection of materials.

Accessing Internet Media:

1. Press MEDIA on the remote. The Media page appears.
2. Select an available category on the left and press SELECT. Choices may include Sports, Weather, Horoscopes, etc.
3. Use the arrow keys and SELECT on the remote to choose an Internet Media item. Use the arrow keys and select on the remote to peruse the Web page.

Accessing Web/Media:

1. Press Media on the remote.
2. Select Surf the Web from the media options on the left.
3. Use the wireless keyboard for navigating the Internet.
 - * Round navigational mouse button = moves the on-screen pointing device
 - * Left mouse button = Confirm a selection
 - * Arrow keys = Scrolls the screen up and down, left and right.
 - * Infrared light = Transmits infrared signals to the set-top box. Keyboard must be pointed at the set-top box.
4. When finished with your basic web surfing, press DTV on the remote to return to Digital Television Programming.

Caller ID

Overview

Taking advantage of the combined television and telephone delivery service offered by CT Communications, Caller ID is available for enabled subscribers.

Caller ID Settings

Updating Caller ID Settings

1. Press MENU on the remote, and then press Phone to access the Caller ID Screen, or press the Phone button on the remote.
2. Select Caller ID Settings.
3. The Call Settings screen appears, with options to enable and display information.
4. Turn options on or off, as desired, and then click Exit.
5. The new settings are saved. Exit the Caller ID Settings screen.

Caller ID List

1. Press MENU on the remote, and then press Phone to access the Caller ID Screen, or press Phone on the remote.
2. Select Caller ID List. The Custom Caller ID List screen appears. All existing records appear in alphabetical order (by Name).
3. Select New.
4. The Enter Name dialog box (with on-screen keyboard) appears, prompting you to enter up to 25 characters.
5. Enter a Name and select OK.
6. The name is saved. The Enter Number dialog box appears, with on-screen keyboard containing numbers. You are prompted to enter a 10-digit phone number.
7. Enter a phone number and click OK.
8. Return to the Main menu for more Caller ID options.

Caller ID History

Reviewing Call History

1. Press MENU on the remote, then press Phone to access the Caller ID Screen, or press Phone on the remote.
2. Select Caller ID History.
3. The Call History screen appears, showing the most recent calls in reverse chronological order.
4. Scroll through the list and review calls.
5. Click Exit and return to the Main menu.

Saving Call History Numbers

1. Press MENU on the remote, then press Phone to access the Caller ID Screen , or press the Phone on the remote.
2. Select Caller ID History.
3. The Call History screen appears, showing the most recent calls in reverse chronological order.
4. Click Add next to the name/number in Call History you would like to save.
5. Click OK.
6. Close the success dialog box.

Deleting Call History

Though calls automatically fall off the Call History list (oldest first) when the maximum number of logged calls has been exceeded, you can choose specific calls to remove from the History at any time.

1. Press MENU on the remote, and then press Phone to access the Caller ID Screen, or press the Phone on the remote.
2. The Call History screen appears, showing the most recent calls in reverse chronological order.
3. Select the check box in the Delete column next to each item you wish to remove from Call History.
4. Click Delete.
5. The Call History screen is updated and the call numbers and names are removed.

Settings

Overview

The Settings feature allows authorized users to define parental controls, view account history, and change the system PIN. A 4-digit personal identification number (PIN) is issued by CT and is necessary to establish fundamental settings.

There are two PINs used in this system. When required, an on-screen message requests entering the PIN using the remote. As a security measure, asterisks appear as numbers are entered. If the wrong PIN is entered, a message prompts a re-entry.

System Settings PIN

System settings PIN allows you to set parental controls, set your system display language and audio language, and view your account history. Using the Settings menu you can change your System PIN, or deactivate the need for a System PIN.

Changing the System Settings PIN

Create and Modify the PIN for System Settings:

1. Press MENU on the remote.
2. Select Setting, and then PIN Options.

3. Enter your PIN number.
4. Select Edit to change the Settings PIN.
5. Enter numbers using the remote to change the Setting PIN.
6. Click Save and Exit to complete the PIN modification and return to DTV.

Enable/Disable Setting PIN

When disabled, you will no longer be prompted for your PIN while accessing System Settings or making a purchase in the system:

1. Press MENU on the remote.
2. Select Settings, and then PIN Options.
3. Enter your PIN number.
4. Select to Enable or Disable the Settings PIN; select Yes or No.
5. Click Save and Exit to complete the PIN modification and return to DTV.

Program Information Overlay

Basic program information appears on-screen as channels are changed: to enable/disable this feature:

1. Press Menu on the remote.
2. Select Settings, and then System Settings. Enter the system settings PIN.
3. Use the remote arrow keys and SELECT and verify Yes or No to Show Information when Changing Channels.
4. Select Exit.

Connecting Audio

Verify the audio connection from the set-top box to the TV. The set-top box may be connected using either analog or digital audio. The STB default setting is analog audio.

1. Press MENU on the remote.
2. Select Settings, and then System Settings. Enter the system PIN.
3. Use the remote arrow keys and SELECT to change the output setting of your cabling if necessary and verify Yes or No to Enable AC-3 S/PDIF output.
4. Select Exit.

Optimize Video

Select to optimize video output based on the video cable setup. Not all set-top boxes contain this option. (Only change these settings if needed.)

1. Press MENU on the remote.
2. Select Settings, and then System Settings.
3. Enter the system PIN. If the set-top box is connected with any system video cable, and an inconsistent option button is selected on the Settings screen, the video image may appear distorted. To revert back to previous video settings (the default is not option selected), press Promos four times, then DTV once. To restore optimum video performance, return to the System Settings screen and select the proper video setting (setting should match video output cable choice).

4. Use the remote arrow keys and SELECT to verify and optimize the appropriate video output used. Choose from Composite, S-Video, or Modulator (RF or Coax).
5. Select Exit.

TV Display Format

You can set your TV format to enable the most optimal image for your display; select the appropriate option for your TV to preserve the complete image. Select 16:9 for 16:9 format televisions; select 4:3 or 4:30 letter box for 4:3 televisions.

Options include:

- 4:3 – Crops the left and right sides of the image and displays a 4:3 image.
- 4:3 Letter box – Shrinks the image vertically to preserve its aspect ratio on a 4:3 display and puts black bars at the top and bottom of the image.

Equipment

This interactive system is transmitted from the modem, through a set-top box and displays on your TV set. Access system services using the remote control provided during installation.

CTTV Modem

This is the brain of the system. It controls both Television and Internet. It should remain turned on at all times, except for prolonged periods of absence from the home. If equipment problems occur, contact CTTV Helpdesk at 652-8272.

Set-Top Box

The set-top box (STB) receives signals from the remote to manage services on your account. An installer connects the set-top box to the TV. Do not change or alter any of the equipment installed by us. The STB and all connections on the back panel should be left on at all times, except when you are instructed to re-boot the box. Other compatible equipment may be added (e.g., VCR, DVD player). If you need assistance adding these devices, please call customer service at 653-4000 and schedule an appointment.

Remote Control

The CTTV universal remote control sends infrared signals to the TV and set-top box. The remote control uses navigation keys (left, right, up, and down arrows) to move highlights on-screen; selections are confirmed by pressing SELECT or ENTER.

Wireless Keyboard

Use the handheld remote to access Surf the Web from the Media options. Once Surf the Web is accessed, the wireless keyboard must be used for navigating the Internet.