



CTTV User's Guide

Turning on the System:

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

System Features:

DTV & Guide

CT Communications provides local and premium digital 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.

Music

The Music feature provides a “virtual stereo” with numerous music categories. The Guide provides an on-screen list of available music channels by group.

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, maintain Parental Controls, and adjust Display and Guide 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.

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.

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. To view a channel or change channels:
 - a. Enter the channel number (e.g. 04 or 141) using the numeric keypad on the remote. -or-
 - b. Press CH+/- . -or-
 - c. Press GUIDE and use the navigation arrows and "OK" on the DTV Guide.
 - d. Press LAST to return to previous channel.

Program information (channel, network, title, duration, and airtime) 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 "OK" 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 and the remote Feature buttons. The Menu displays a list of main features, 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 (colored buttons) vary by menu and are used to navigate within menus.

Using the Menu:

1. Press MENU on the remote.
2. Use the arrow keys to navigate thru the menu options.
3. Use the feature keys to choose your selected options.

DTV Guide

CTTV DTV Guide provides the most up to date program information in an easy to use and intuitive format.

Searching the Guide:

To Search for a specific program

1. Press SEARCH on the remote while viewing any program
2. Use the arrow keys on the remote to highlight the letters to spell out a title or key words from a title. Press OK to select each letter.
3. When you have entered all the text, arrow down to Submit and press OK, or push the yellow button to start the search.
4. Highlight a program and press the yellow button to search for all scheduled airings of that program.

To Search for all showings of a program

1. Press GUIDE on the remote.
2. Using the arrow keys on the remote, find the program you are looking for.
3. Press the yellow feature key to search. This brings up a list of showings for this program.

Viewing Program Information

What's showing on the current channel? Here are the ways you can find out.

Navigate Through the Info Button

- Press the Info button one time for a full description of the current show.
- Press the right/left arrow buttons to view what is showing later on the current channel.
- Press the up/down buttons to view what is showing on another channel.
- Press the Info button a second time to exit the info screen. Or, press the Exit button.

Navigate Through the OK Button

1. Press the OK button one time to view the "Zapper Bar." The "Zapper Bar" shows the name of the show that is on now and what is coming up next.
2. Press the Up Arrow to see what is on the channel above or press the Down Arrow to see what is on the channel below.
3. Press OK again to select the channel listed in the "Zapper Bar."

Navigate Through the Guide Button

Check out the Guide for a full listing of programming.

1. Press the Guide button one time to access the Time Guide.
2. Use the Up and Down Arrows to view information for different channels. Information appears at the top of the screen.
3. Use the Right and Left Arrows to view programming information for different times.
4. To go to the selected program that is currently airing while still in the guide, press OK. If you are looking ahead in the guide to see what is showing later in the day, when you press OK, you are prompted to set a reminder or record that program.
5. To move ahead in the Time Guide 24 hours, press the Day +/- key on the remote control.
6. To change the display order of the channels, press the Blue feature button. This will change the channel list to display by different categories such as entertainment, sports, etc.
7. Press the Guide button a second time to access the Channel Guide.
8. Use the Up and Down Arrows to select a channel.
9. Use the Right and Left Arrows to move between the days. Use the Up and Down Arrows to move through the Channels list or through the Program listing.
10. Press the OK button to tune to the channel currently highlighted.

11. Press Exit to close the Guide.

Setting Reminders

Your television can be set to remind you when a program is about to air and to automatically tune to a program you don't want to miss. A reminder pop-up will appear at the top of your tv screen at the time you designate.

1. Press the Guide Button.
2. Find the program. Select OK.
3. This brings up the reminder screen. Choose to set a Reminder.
4. Choose YES for Auto-Tune.
5. Choose Create Reminder. That will exit the menu.
6. Press Exit to exit the guide.

Creating Favorites

Let's face it, you play favorites. There is a list of channels that you always end up watching. So, create a list of favorite channels that you like to surf and leave the other channels out of the way.

Create a Favorite List

1. Press the Menu button to access the Main Menu.
2. Use the Right Arrow to move to the list of My TV options.
3. Use the Down Arrow to move to the Edit Favorites option.
4. Press the OK button. The Edit Favorites Lists will appear.
5. While in the Favorite Lists, use the Up and Down Arrows to move between channels. Press the OK to check the channels you want to add.
6. Press the Yellow feature button to rename the new list, use the arrow keys and the OK button to make the new name, select submit and press the OK button.
7. Press the Blue feature button to save your list.
8. Press the Exit button to go back to TV.

Surf Using Your Favorite List

To surf through your Favorite List in the Guide, choose the one you want to use. Press the FAV button one time to access the Favorite Lists. The first list you access will be named "All Channels" showing all channels.

1. Press the Down Arrow to move to the next Favorite list.
2. Press OK to exit the Favorites menu while in the selected Favorites list. For example, if you are viewing All Channels list when you press OK, you will surf through just the channels listed as part of All Channels.

Channel Block

Block Out Channels

Using Channel Locks You can lock out channels so that a PIN is required to view programming on that channel.

1. Press the Menu button to access the Main Menu.
2. Arrow down to choose My Settings.
3. Use the Right Arrow to move to the My Settings options list. Use the Up and Down Arrows to move between the My Settings options.
4. Highlight Parental and press the OK button.
5. When prompted, enter the PIN required to access Parental.
6. Highlight Edit Locked and press OK.
7. Use the Up and Down Arrows to move between the available channels. When you arrive at a channel that you want to lock, press the OK button. An X will appear in the box before the channel number. To unlock the channel, press the OK button again.
8. When you have locked all channels you wish to lock, press the Exit button. You will be prompted to save or discard your changes. Make your choice and press OK on the remote.
9. When you attempt to view a locked channel, you will be prompted to key in a PIN number.

Prevent Blocked Channels from Showing in the Guide

If you have blocked specific channels, you can go one step further and prevent them from showing in your channel guide. You can still tune to the blocked channel by entering the channel number with the remote control number keys and then enter the PIN when prompted.

1. Press the Menu button to access the Main Menu.
2. Arrow down to choose My Settings.
3. Use the Right Arrow to move to the My Settings options list. Use the Up and Down Arrows to move between the My Settings options.
4. Highlight Guide Settings and press the OK button.
5. Arrow down to choose Show Locked Channels. Use the Right/Left Arrow keys to choose No.
6. Arrow down and choose Save and press the OK button.

Parental Controls

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

Set Parental Ratings

You may set Parental Ratings for the types of programming that are available for viewing. You may set Parental Ratings for both TV Ratings and for Movie Ratings which typically apply to movies.

1. Press the Menu button to access the Main Menu.
2. Arrow down to choose My Settings.

3. Use the Right Arrow to move to the My Settings options list. Use the Up and Down Arrows to move between the My Settings options.
4. Highlight Parental and press the OK button.
5. When prompted, enter the PIN to access the Parental Rating settings.
6. The TV Rating setting will be highlighted. Use the Left and Right Arrows to select the desired TV Rating. If you select TV-PG as your TV Rating, only programming rated PG and lower will be available for viewing without a PIN code.
7. Use the Up and Down Arrows to move to the Movie Ratings. Use the Left and Right Arrows to select the desired Movie Rating. If you select G as your Movie Rating, only programming rated lower than G will be available for viewing without a PIN code.
8. If you attempt to preview a program in the Program Guide that is not within your allowed viewing range, you will see a message telling you so. If you attempt to tune to a channel showing a program that is not within your allowed viewing range, you will be prompted to enter a PIN code to view the program.

Caller ID

Caller ID on the TV is a great advantage for CTTV users. As calls are received, a Caller ID message appears on the screen.

[View the Caller ID Recent Calls List and Delete Recent Call List Entries](#)

Using the My Phone Menu you can access the Recent Calls List through the Main Menu — My Phone options.

1. Press the Menu button to access the Main Menu.
2. Press the Down Arrow to Select My Phone.
3. Press the Right Arrow to move to the Recent Calls option, Press OK.
4. You may arrow up and down through the list in order to highlight a Caller ID entry.
5. To delete a Recent Call entry, press the Red feature button.
6. Press the Exit button to Exit the Recent Calls list.

[View the Caller ID Recent Calls List](#)

Using the Shortcut Button You can access the Recent Calls List through the Main Menu — My Phone options. Or, you can press the Yellow feature button on the remote to quickly access the information.

1. Press the Yellow feature button to display the Recent Calls list.
2. You may arrow up and down through the list in order to highlight a Caller ID entry.
3. Press the Red feature button to delete a Recent Call entry.
4. Press the Exit button to Exit the Recent Calls list.

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. There is a charge for this additional work.

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 OK.

DVR User's Guide

Introduction to DVR

Imagine being able to access your own personal library of your favorite television programs that you can watch when it's convenient for you. It's TV on your schedule. Pause live television. Rewind and replay programs so you don't miss anything. Record your favorite programs and watch them as many times as you want, whenever you want. You can even record High Definition TV, all without the inconvenience of rentals or returns.

Your DVR (Digital Video Recorder) has made recording and watching your favorite programs easier than ever. You have your own personal video library stored on your digital set-top box, so you can watch them at your convenience. You can even pause, fast forward, or rewind live TV to play back scenes you've missed.

Control Live TV

Using your DVR and your remote control, you can control live TV. Each time you tune to a channel, the DVR begins making a temporary recording of the program you are watching. This means you can Pause the current program if the phone rings, rewind or instant replay a scene that you just have to see again, or fast forward to skip what you don't want to watch. Your DVR will record up to one hour of live TV. The live TV recording is not a permanent recording. The DVR is recording live TV in temporary storage or a buffer. For live TV recordings, the temporary recording (buffer) will be erased if any of the following occur:

- You turn off your DVR.
- You watch the same channel for longer than the temporary recording buffer period. The most recent hour of the program (less for HD) is kept in the temporary recording.
- You switch to another program. When you change channels, your DVR begins to store the new program. It removes the previous program you were watching from storage.

Playback Controls

These buttons function similar to VCR controls. Plus you have the new DVR controls such as Instant Replay.

Status Bar

The status bar appears whenever you Pause, Rewind, or Fast Forward a live or recorded program. It gives you information such as the title of the program you are watching, the length of the program, and elapsed time.

Pause

As you watch live TV or recorded programs, press Pause and the programming on the screen instantly freezes. For programs you are watching live, your DVR will remain in Pause mode for up to 60 minutes. Press Play to resume normal play of the program from the point where it was paused.

Rewind

Do you need to see something again? Press Rewind. Press it again up to 4 times to increase the rewind speed: x4, x15, x60 and x300 will display next to the status bar. x4 is the slowest setting and x300 is the fastest. Press Play to resume normal play.

Fast Forward

Press Fast Forward to move forward in a recorded program. Press it again up to 4 times to increase the fast forward speed: x4, x15, x60 and x300 will display next to the status bar. x4 is the slowest setting and x300 is the fastest. Press Play to resume normal play.

Instant Replay

With Instant Replay, you can go back to see the last play of the game or replay the last scene of your movie. Just press the Replay button on your remote to replay the last 15 seconds. Press the replay button repeatedly to continue skipping back in 15-second increments.

Return to Live TV

Any time that you pause or rewind a live program, the show continues to be broadcast in real time. To return to live programming, press the Live button.

Record Programs

Using your DVR, you can build your personal library of programs, movies, sports, TV shows, etc.

Follow these steps to manage your library.

Note: You can restrict viewing of recorded programs, just like any other program. If you schedule a recording for a program you have locked, the program will be recorded. When attempting to view it, you will need to enter the PIN.

To build your program library you can set recordings in these ways.

- One Touch recording of the program you are currently watching.
- Record from Program Information in the Guide.
- Record from the Future Recordings screen.

One Touch Recording of the Program you are Currently Watching

1. To begin recording the program you are currently watching, press Record on the remote control.
2. The DVR will confirm that you want to begin recording the program., and

whether you want a one time recording or a series recording. Make your choice, arrow to select Yes, and then press OK. If the program is already in progress, it will begin recording from the point you confirm recording.

3. To stop recording the program, press the Stop button on the remote control. The DVR will confirm that you want to stop recording the program. If you do wish to stop recording the program, arrow to select the option you desire, and then press OK.

Record from the Program Information in the Guide

1. Press the Guide button to display the Program Guide.
2. Highlight the program that you want to schedule for recording.
3. Press the Record button on the remote control.
4. If the program is part of a series, the DVR will ask if you wish to record just This episode or the Series. Use the arrow keys to make your selection.
5. You will then need to set the Auto-Tune to YES and press OK.
6. When the program is scheduled to record, it will show in the guide with a red dot. A series recording will display a red "S".
7. Press Exit on the remote to exit the guide.

Record a Series from the Program Guide

Your DVR allows you to record multiple episodes of a program according to your preferences.

- Select how many episodes to save
- Choose the type of episode to record such as the new or all episodes (reruns too)

Your series recordings will appear in the Future Recordings and Series Recording lists with the show title as it is labeled in the program guide. Multiple recordings of the same show will have the same label and will be listed beginning with the most recent recording first.

1. Press the Guide button to display the Program Guide.
2. Highlight the program that you want to schedule for recording.
3. Press the Record button on the remote control.
4. If the program is part of a series, the DVR will ask if you wish to record just This episode or the Series. Use the arrow keys to choose Series and then press OK on the remote control.
5. The DVR will ask you for six pieces of information regarding how you want the Series recorded.
 - a. Keep at most – All or 1 - 10
 - b. Show type – All or New only
 - c. Start recording – On time or 1 minute early to 15 minutes early
 - d. Stop recording – On time or 1 minute late to 60 minutes late
 - e. Folder – All recordings
 - f. Auto Tune - YES
1. Select Create Series Recording and press OK on the remote control.
2. When a program series is scheduled to record, it will show in the Guide with a red "S".

View a List of Scheduled Recordings

You can view a list of scheduled recordings at any time.

1. Press the List button on the remote control to view the Folder List. Press the List button a second time to view a list of future recordings. Press it a third time for a list of the series recordings.
2. From here you can delete scheduled recordings, edit recordings, or add recordings.

Cancel or Delete a Scheduled Recording

You can cancel or delete a scheduled recording at any time. Simply access the list of future recordings and remove it from the list.

1. Press the List button on the remote control to view the Folder List. Press the List button a second time to view a list of future recordings. Press it a third time for a list of the series recordings.
2. Use the arrow keys on the remote control to select the future recording you want to cancel or delete.
3. Press the Red feature button on the remote control. The DVR will ask you to confirm that you want to cancel or delete the show. Use the arrow keys to make your selection Yes or No and then press OK on the remote control.

Watch a Recorded Program

It's never been so easy to watch one of your recorded programs — when you are ready to watch it.

1. Press the List button on the remote control. This will display the Folder List.
2. Using the Up and Down Arrow keys on the remote control, highlight the program you want to watch.
3. Press Play on the remote control to begin watching the program immediately.

Managing Video Library

When you select a program from your list of recorded programs, you have a number of options to help you manage that recording. The following options or information is available when you select a program:

More Info

When you highlight a program in your list, brief information displays for your selection underneath the name.

Protect from Deletion

If you have a recording that you do not want to have deleted simply press the Green feature button and arrow down to protect, then press OK.

To Delete a Recording

A recorded program remains in your video library until you decide to delete it unless you have it set to delete when space is needed.

1. Press the List button on the remote control. This will display the Current

Recordings.

2. Using the Up and Down Arrow keys on the remote control, choose the program you want to delete.
3. Press the Red feature button to display the options for that recording.
4. Your DVR will ask you to confirm that you want to delete the program. Press OK on the remote control.

Using Bookmarks in a Recorded Program

Your DVR is capable of marking specific spots in a program, called Bookmarks. It is an easy way for you to mark your spot in a program that you might not be able to watch in its entirety. As you are watching a program, press the Blue feature button on the remote control to add a bookmark. You will notice a black line in the status bar.

Then when you return to finish viewing the program, begin playback of the program. Press the Up Arrow key to forward to the first bookmark. If there are multiple bookmarks, keep pressing the Up Arrow key until you are to your desired place in the program.

You can remove a bookmark by moving to the bookmark and pressing the Blue feature button within three seconds.

Folders

Folders allow you to organize the recordings on the DVR by user, program type, or any other way you may choose.

To create folders, simply choose the (New Folder) option any time you are setting a new recording. Arrow down the select Create One Time Recording and select OK on the remote. You will then be prompted to name the folder. Once the recording is complete, it will be placed in the designated folder and you can access it by pressing the List button.

To move a program to a different folder, find the recorded program by pressing the List button. With the program selected, press the green button to reveal List Action options and choose Move to Folder and select the desired folder.

We keep an updated User Guide on our website. Please go to www.ctcn.net, click on Resources to see our documents.