fleximo
DIGITAL TELEVISION

WELCOME Kit

cablevision.qc.ca | 1 800 567-6353

CABLEVISION

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SECTION 1
WELCOME TO CABLEVISION

With Cablevision, you can truly relax! First, because all of our efforts are focused on providing you with diverse, high quality TV entertainment and foremost because what will provide you with peace of mind is the reliability of our digital cable TV service and a team of experts who are there to assist you when you need them, 24 hours a day, 7 days a week.

SECTION 2
GETTING STARTED

When your Cablevision digital cable TV service was installed, you received:

- A receiver that can receive digital cable TV signals;
- A remote control;
- Applicable connection cables, including HDMI if needed;
- An installation guide for the receiver;
- A quick reference guide for the main features of your digital cable TV service.

A few words regarding our receivers

All of the receivers sold or rented by Cablevision provide:

- Digital-quality sound and image
- Onscreen interactive TV guide
- Ability to purchase movies and programs on demand[1]
  For more details, see Section 7, TV Entertainment, on page 26.

The features vary however depending on the model chosen[2]:

High Definition Digital receiver[2]
• Delivers Dolby® Digital, Dolby® Digital Plus, AAC-LC/HE-AAC, WMA9, MP3 • Features single 1GHz digital video tuner • Includes larger memory footprint to support growing applications • 14-day on-screen guide

[1] Where technology permits.

[2] Some of the features may not be available for rented receivers. Cablevision reserves the right to select the models offered for rental. Photos of receivers used for presentation purposes only; the models may vary.

Personal Digital Video Recorder[2]

- Offers Digital Video Recorder (DVR) with dual 1 GHz digital video tuners
- Delivers additional 1 GHz DOCSIS® tuner
- Features standard 500 GB hard drive (175 to 350 hours in standard definition ; 50 to 60 hours in high definition)
- 14-day on-screen guide

[2] Some of the features may not be available for rented receivers. Cablevision reserves the right to select the models offered for rental. Photos of receivers used for presentation purposes only; the models may vary.

SECTION 3
USING YOUR REMOTE

Features of the Atlas Remote Control

BASIC NAVIGATION

Blue highlighting indicates your current selection as you navigate through the onscreen menus.
Press the arrow buttons ◀ ▶ ▼▲ in the centre of your remote to move the highlighting.
Confirm your selection by pressing the **OK** button.
Press **EXIT** to get out of the menus and return to watching TV.
To navigate in the Cablevision menu, make sure you have selected **CBL** or **Cable** before you begin browsing.

VCR, DVD, AUD, TV, CBL
Select a device.

EXIT
Press to return to watching TV

GUIDE
See listings of current and upcoming programs

ARROW BUTTONS ◀ ▶ ▼▲
Use these buttons to highlight guide features or, while watching TV, press to begin browsing. Control playback of programs recorded with DVR.

DAY +/-
See program listings for next days.

VOL +/-
Control the volume of the receiver or of any other programmed equipment.

MUTE
Turns sound off.

PPV
Direct access to Pay-Per-View (if offered)

VIDEO CONTROLS
Control viewing, on demand programming and recording on personal digital video recorder (DVR)[1]

ON DEMAND
Direct access to Fleximo on Demand (if offered).[1]

VIDEO SOURCE
Select TV input source.

POWER
On/Off button

INFO
Program information

MENU
Enter or exit the Main Menu.

OK/SELECT
Select a highlighted item or, while watching a program, display or remove the flip bar.

PAGE +/-
Go to next or previous page of program guide.

CH +/-
Change channels.

FAV
Tune to your favourite channels (once you have set them up).

LAST
Go back to the previous channel or screen.

MUSIC
Access music channels directly.

NUMBER BUTTONS
Press a channel number (then press OK/SELECT to tune to the channel selected).

ASPECT
Press ASPECT to change the aspect ratio of the show you are watching.

SWAP
Switch between two TV tuners.

[1] These buttons are available with Fleximo on Demand and the personal digital video recorder (DVR). Programs on demand cannot be recorded with the DVR.

Contour Remote Control Features

BASIC NAVIGATION

Blue highlighting indicates your current selection as you navigate through the onscreen menus.
Press the arrow buttons ◀ ▶ ▼▲ in the centre of your remote to move the highlighting.
Confirm your selection by pressing the **OK** button.
Press **EXIT** to get out of the menus and return to watching TV.
To navigate in the Cablevision menu, make sure you have selected **CBL** or **Cable** before you begin browsing.

SETUP
Use Setup for all programming sequences.

TV
Press this button to select TV.

MUTE
Turns sound off.

VOL +/-
Control the volume of the receiver or of any other programmed equipment.

GUIDE
See listings of current and upcoming programs.

ARROW BUTTONS ◀ ▶ ▼▲
Use arrows to highlight guide features or, while watching TV, press to begin browsing. Control playback of programs recorded with the DVR.

INFO
Program information.

POWER
On/Off button

STB
Use to select the receiver.

NUMBER BUTTONS
Press a channel number (then press OK/SELECT to tune to the channel selected).

LAST
Return to the previous channel or screen.

CH +/-
Change channels.

EXIT
Press to return to watching TV.

MENU
Enter or exit the Main Menu.

OK/SELECT
Select a highlighted item or, while watching a program, display or remove the flip bar.

SECTION 4
TV BROWSING

Canadian TV Content Ratings	
C	Children
C8	Children over 8 years
G	General
PG	Parental guidance
14+	Over 14 years
18+	Adult

American TV Content Ratings	
Y	All children
Y7	Directed to older children
Y7 FV	Directed to older children – fantasy and violence
G	General audience
PG	Parental guidance suggested
14	Parents strongly cautioned, not suitable for children under 13 years
MA	Mature audiences only

Movie Ratings

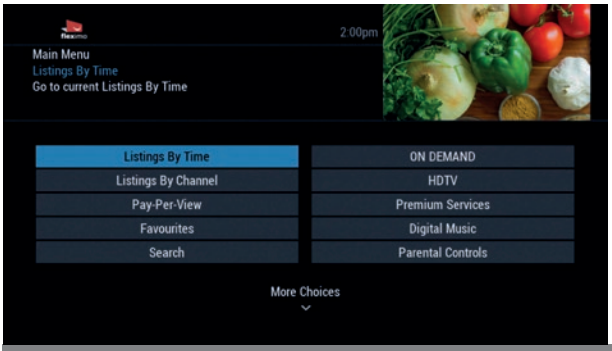
G	General
PG	Parental guidance
14+	Adult 14+
18+	Adult 18+
R	Viewers 17 years and under must be accompanied by an adult
A	Adults only
D	Suggestive dialogue
L	Coarse or crude language
S	Sexual situations
V	Violence
FV	Fantasy and violence

SECTION 5
ONSCREEN INTERACTIVE GUIDE

With the onscreen interactive guide, you can find and choose what you want to watch. It also has many other useful features that are explained in this section. The onscreen interactive guide is easy to use.

It will appear when you press the **GUIDE** button on your remote and the program you are watching is highlighted. You can even browse the onscreen interactive guide while watching your favourite show in the corner of your screen. If you want to get out of the onscreen interactive guide or any other menu, simply press the **EXIT** button on your remote to return to the show you are watching.

5.1
MAIN MENU

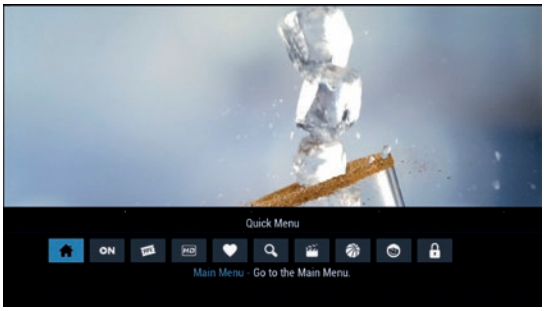


You can access all of the onscreen interactive guide's features through the Main Menu.[1]

Enter the Main Menu by pressing the **MENU** button of your remote twice. Then make your selection from among the options provided: Listings by Time or by Channel, Pay-Per-View, Favourites, Parental Controls, Digital Music, etc.

[1] Menu options may vary.

5.1.2
QUICK MENU



The Quick Menu provides shortcuts to the key features of the onscreen interactive guide.

Press the **MENU** button on your remote to enter the Quick Menu (from anywhere in the Guide or even while watching a program).

Guide Symbols to Know – Quick Menu Icons
These icons may appear on your **Quick Menu**. Use the arrow ◀▶ buttons on your remote to highlight and select the icon to go directly to the feature you want.

Main Menu – go to the Main Menu	**Search** – search programming by category or by Title, Actor/Director or Keyword
DVR – schedule, view and manage recordings	**Movies** – lists movies by category
On Demand – view On Demand menu and programs	**Sports** – lists sports events by category
HDTV – view list of HDTV programs, by channel or time	**Kids** – lists kids' programming by category
Favourites – view your Favourites lists	**Parental Controls** – lock shows or channelsbased on preferences

The options in this menu may vary depending on your receiver model.

To use the Quick Menu icons, press the **MENU** button on your remote and use the arrows in the middle of the remote ◀▶▼▲ to navigate up, down, left and right. Select a feature and press **OK**.

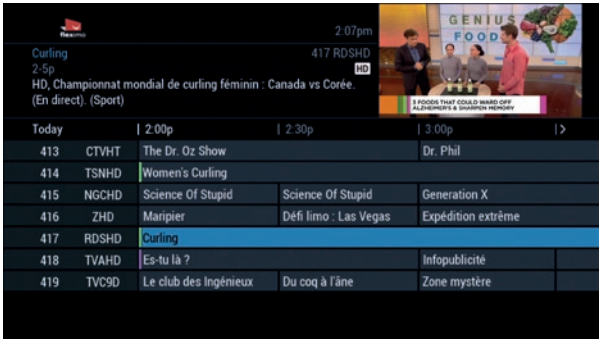
5.2
START BROWSING

Press the **GUIDE** button on your remote to display the guide.
You will see that the TV content is colour-coded in 4 different colours.
This is what each colour signifies:

Purple	Movies
Green	Sports programs
Light blue	Children's programs

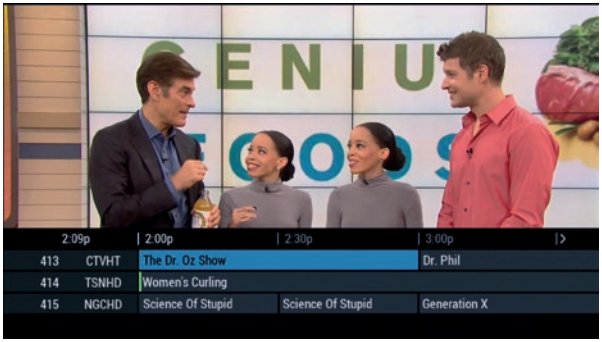
The Guide displays TV content by time as the default. To have it display programs by channel, press the **GUIDE** button on your remote twice.

To move from channel to channel, use the ▼▲ arrows on your remote.
You can also use the **PAGE + -** or **DAY + -** buttons on your remote to move around faster.



As you browse in the Guide, you will see a description of the highlighted TV content appear at the top of your screen. To get even more information, press the **INFO** button on your remote.

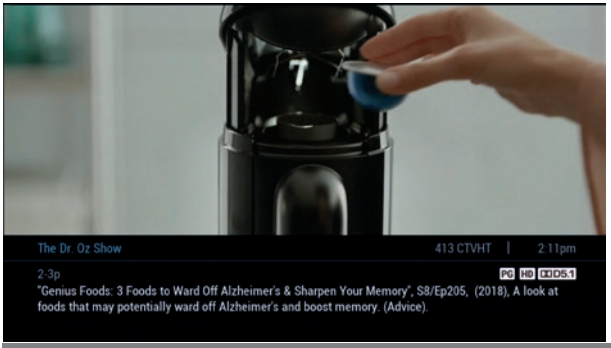
5.2.1
INTERACTIVE MINI GUIDE



The Interactive Mini Guide lets you view program listings without having to leave the show you are watching.

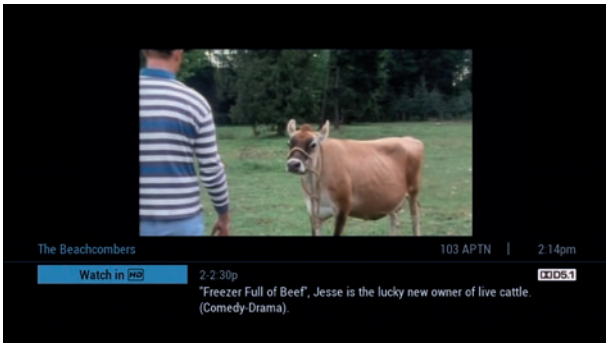
Press the **OK** button on your remote to open it. Use the ◀ ▶ arrows to scroll through the times and the ▼ ▲ arrows to scroll through the channels.

5.2.2
FLIP BAR



The Flip Bar allows you to see program information as you change channels.

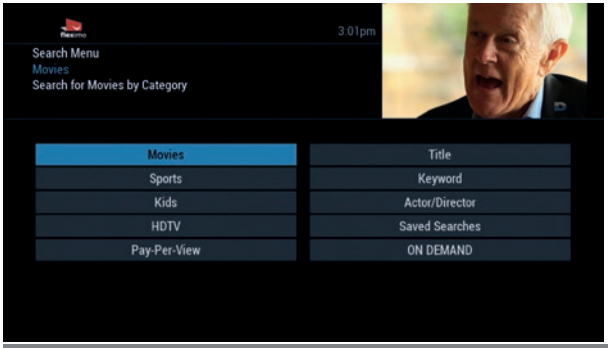
Press the **CH +/-** buttons on your remote to change channels and make the Flip Bar appear on your screen.



If the channel you are watching is available in HD format, the Flip Bar will offer you this choice.

Once you have found a program that interests you, press the **OK** button on your remote to make the Flip Bar disappear or the **INFO** button to get more details. To make the Flip Bar appear while watching a program, press the **INFO** button on your remote.

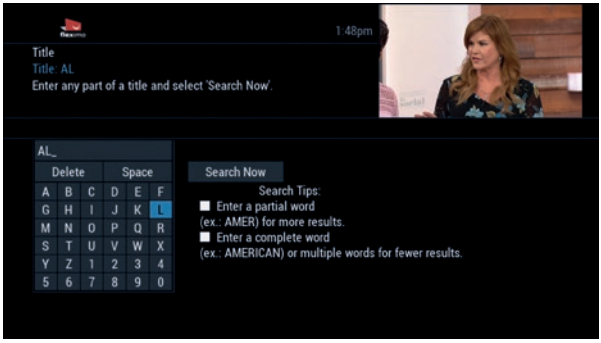
5.3
SEARCH FEATURE



The Search feature can be accessed through the Quick Menu or the Main Menu.

You can view program listings by channel or by category (Movies, Sports, Kids, etc.). You can narrow down your search further using the sub-categories. For example, you can narrow down the search to the type of movies that suit your mood: comedy, drama, horror.

5.3.1
ADVANCED SEARCH BY TITLE



Advanced search by title allows you to find a specific program or movie by entering the first few letters of its title.

Select **Title** in the Search menu and use the ◂▸ ▾▴ arrows to move around on the keypad and spell out the title of the program you are searching for. Continue entering letters until the program you are looking for appears on the right-hand side. However, if the program will not be aired within the maximum time frame provided by your receiver (3 or 14 days, depending on the model you have), the search will not produce any results.

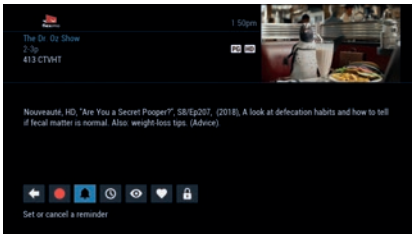
5.3.2
OTHER TYPES OF ADVANCED SEARCHES

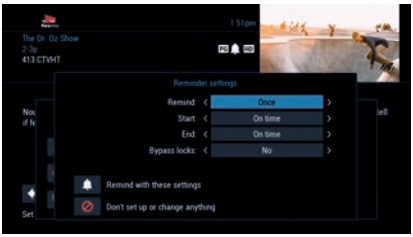
If you have a personal digital video recorder, you can also record the content you find. For more details, see Section 8.2.4, Recording Content from Search Results, on page 37.

5.3.3
SAVING YOUR SEARCH RESULTS

Save your search results by selecting **Save Search**. This may come in handy if you want to quickly find the same program again.

5.4
REMINDER FEATURE

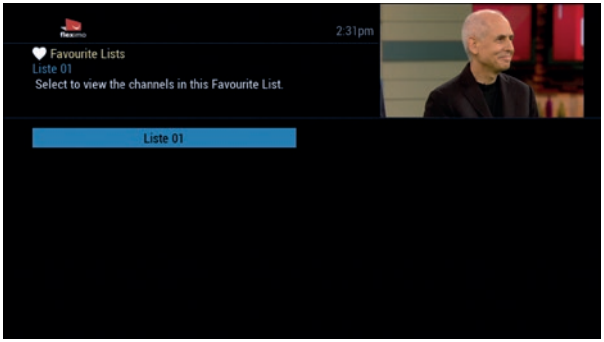




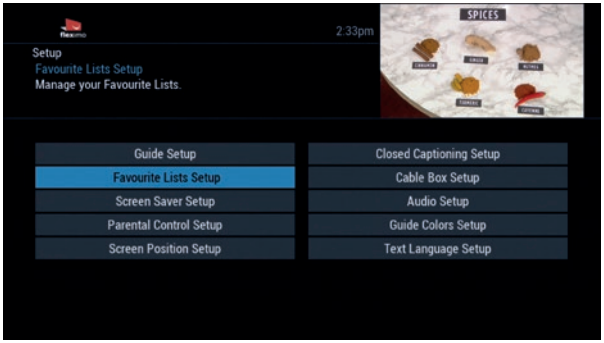
You can set reminders so you don't miss your favourite shows. You can choose their frequency (once, once a day, once a week, Monday to Friday, weekend, etc.).

Press the **GUIDE** button on your remote. Select the program you want by highlighting it, then press **OK**. Highlight the 🔔 icon to set or cancel a reminder.

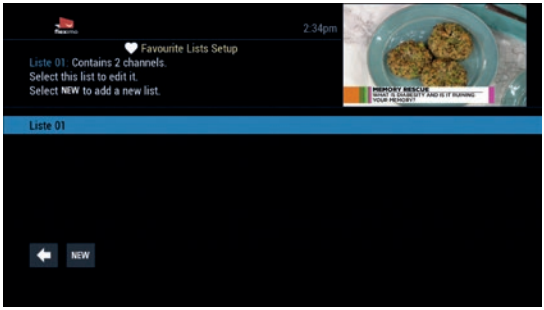
5.5
FAVOURITES



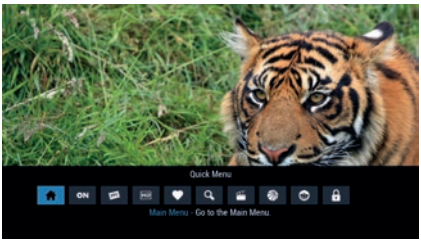
This option allows you go directly to your favourite channels.



Select the **Favourites** option from the Main Menu or the ♥ icon from the Quick Menu. Select **Set up Favourite List**, press ♥ again and then **OK**. Press **OK** for each channel to add to your list. Once you have finished your list, select ✓ to confirm your favourites options. Press the **EXIT** button on your remote to exit the menu.



To create additional personalized favourites lists, press **Setup** from the Main Menu and select **Favourite Lists Setup**. Press **OK** and then select **NEW**. You can then create different lists and give each of them a name. Press the icon and spell out the name, pressing **OK** after each letter.



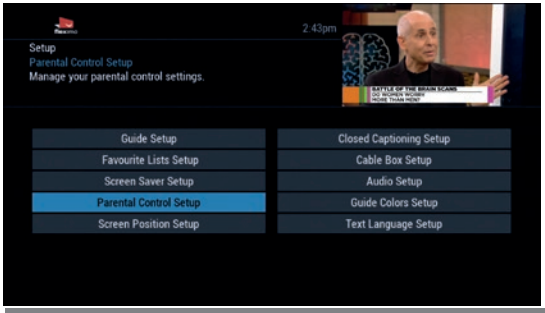
When you are watching a show or in the program guide, you can press the **FAV** button on your remote to quickly tune to your favourite channels. You can also access them through the Quick Menu by selecting the icon.

5.6
MESSAGE NOTIFICATION

Cablevision may occasionally send you messages to announce new services or promotions, or to convey other information. An envelope will appear in the upper left-hand corner of your screen and a red light will appear on the front of your receiver.

To read the message, select the **Messages** option in the Main Menu or Quick Menu. Highlight the message and press **OK**.

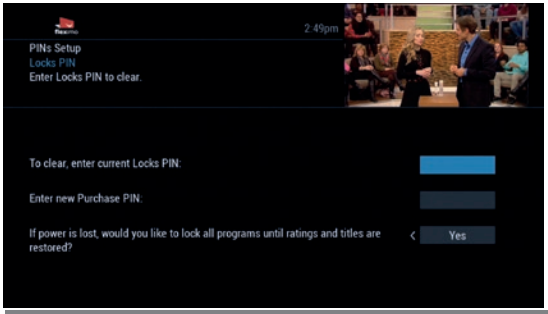
5.7
PARENTAL CONTROLS



With the parental controls feature, you can block access to ratings, channels and titles, as well as prevent adult titles from being displayed on the screen. The **Parental Locks PIN** lets you block access to certain programs.

Select the **Setup** option in the Main Menu. Next, select the **Parental Control Setup** option and then follow the onscreen instructions to set or change your PINs.

5.8
PURCHASE PIN



The Purchase PIN restricts the purchasing of Pay-Per-View programs.

You can set up your Pay-Per-View service to require that a Personal Identification Number (PIN) be entered for making purchases. This precaution is highly recommended to restrict purchases made from your receiver and to avoid errors (e.g.: hitting a button my mistake).

To set a Purchase PIN

1. From the Main Menu, press **Setup**.
2. Using the arrows, choose **Parental Control Setup** and press **OK**.
3. Enter your current Locks PIN or create a new 4-digit one.
4. Select **PINS** and press **OK**.
5. Select **Enter new Purchase PIN** (second choice on the menu)
6. Enter your 4-digit PIN (ideally the same as your Locks PIN) and press **OK**.
7. Press the **EXIT** button on your remote.

To disable your Purchase PIN

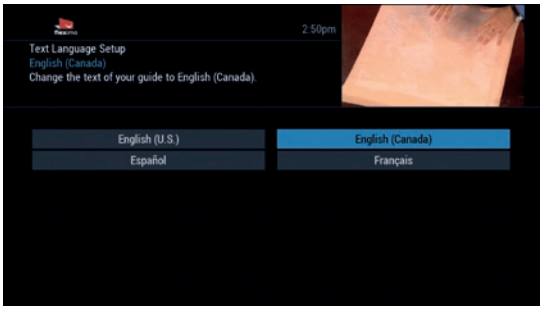
1. From the Main Menu, select **SETUP** and press **OK**.
2. Using the arrows, choose **PARENTAL CONTROL SETUP** and enter your current PIN.
3. Choose **PINS** and enter your current PIN.
4. Next, enter your current Purchase PIN in the second field that says "**to clear**, **enter current Purchase PIN**".

Forgotten your PIN?

Unfortunately, you can't change your PIN through your receiver. Contact Cablevision Technical Support at **1 800 567-6353** to have your PIN reset. Only the person responsible for the account is authorized to make this request.

SECTION 6
OTHER INTERESTING FEATURES

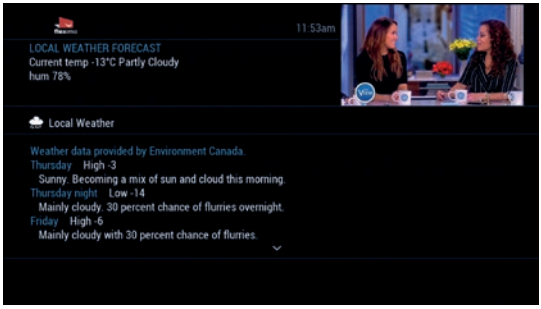
6.1
SETTING THE DISPLAY LANGUAGE



You can personalize your onscreen interactive guide by changing the display language of your menu.

To change the language, press **MENU** twice and select **SETUP** followed by **SET LANGUAGE**.

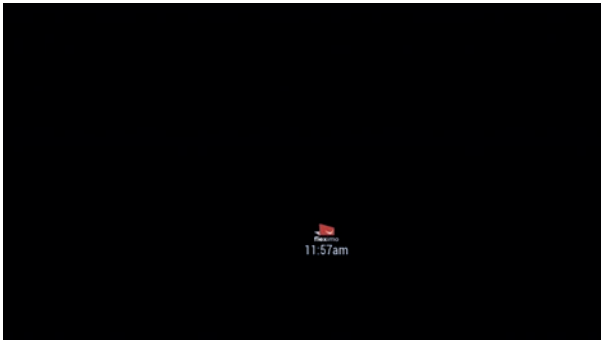
6.2
WEATHER



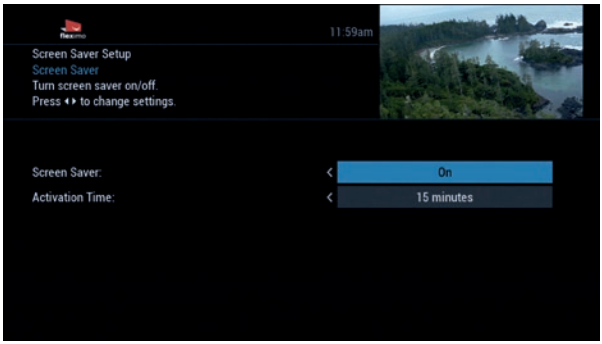
You can get local weather forecast for the next three days from the interactive guide.

From the Main Menu, select the **Weather** option and press **OK**.

6.3
SCREENSAVER



You can activate a screensaver. It will turn on when the screen is idle past the waiting time you set.



To set up a screensaver, select **Setup** in the Main Menu. Press **Screensaver** to change the settings.

6.4
SETTING THE COLOUR OF THE GUIDE

You can personalize your onscreen interactive guide by changing the colour.

To change the colour of your guide, from the Main Menu, select **SETUP** and then **GUIDE COLOURS SETUP**.

6.5
MUSIC

A music service without any ads, providing you with a wide range of musical genres.

To quickly access the music channels, press the **MUSIC** button on your remote or select **Digital Music** from the Main Menu.

TIP!
We invite you to browse through the various options on your Main Menu to discover other features that enable you to personalize your guide.

SECTION 7
TV ENTERTAINMENT

With Cablevision, you can watch a multitude of movies in the comfort of your own home. The content available is varied and bilingual, and provides an easy, practical and economical solution for enjoying family time.

TIP!
To avoid being billed for unauthorized purchases, we recommend that you create a Purchase PIN. For more details, see Section 5.8, Purchase PIN, on page 21.

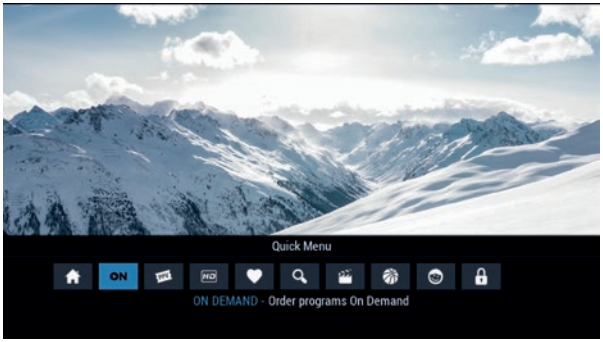
7.1
VIDEO ON DEMAND
(Only available in certain areas)

You can watch movies whenever you want with Video on Demand. Furthermore, you can watch a movie you order as many times as you wish within a 24- or 48-hour period, depending on the movie selected, from every receiver in your home. You can see the movies available on our web site at cablevision.qc.ca or check your onscreen interactive guide.

Your subscription to certain Cablevision packages also includes free on-demand content. This is the case for packages that include Teletoon, Crave, HBO 1 and Super Écran. These channels provide free on-demand content.

NOTE !
You can't cancel a rental after you have confirmed your order.

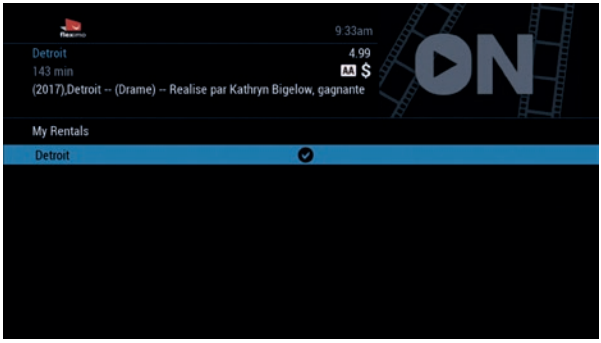
7.1.1
TO ORDER



1. Press the **MENU** or **ON DEMAND** button on your remote (if this feature is available on your remote) to access the Quick Menu.
2. Select the **ON** icon to access Fleximo on Demand.
3. Choose **FLEXIMO SUR DEMANDE** and press **OK**.
4. Once you have chosen your movie, press **OK**.
5. Select the **BUY** option and press **OK**.
6. Enter your Purchase PIN (if required) to complete your order.

TIP!
Sometimes a trailer is available for you to watch to help you choose a movie. If a trailer is available, you will see the icon below the movie description.

7.1.2
TO WATCH A RENTED MOVIE AGAIN



1. Press the **MENU** or **ON DEMAND** button on your remote (if your remote has this feature) to open the Quick Menu.
2. Select the **ON** icon to access Fleximo on Demand.
3. Choose **MY RENTALS** and press **OK**.
4. Select a title and press **OK** again to watch this movie.

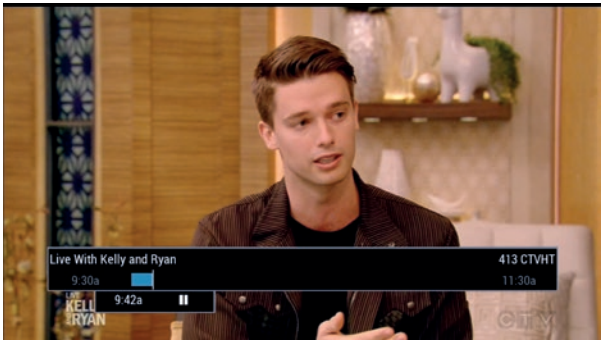
Guide Symbols to Know – Video On Demand Action Icons			
	Go back to the previous screen		Resume play of the video
BUY	Order the program, or cancel an ordered program		Restart the video from the beginning
	Tune to a program (for free and subscription programming)		Delete the title from your rented titles list
FREE	Watch a free preview		Indicates the program is available as part of a package
	Place a lock on the program to restrict viewing		Cancel selection

SECTION 8
DOING MORE WITH YOUR PERSONAL DIGITAL VIDEO RECORDER

If you have a personal digital video recorder, you and your family will be quickly captivated by all of the features and flexibility this equipment provides. You can record up to 325 hours of content in Standard Definition format or 70 hours in High Definition[1] format.

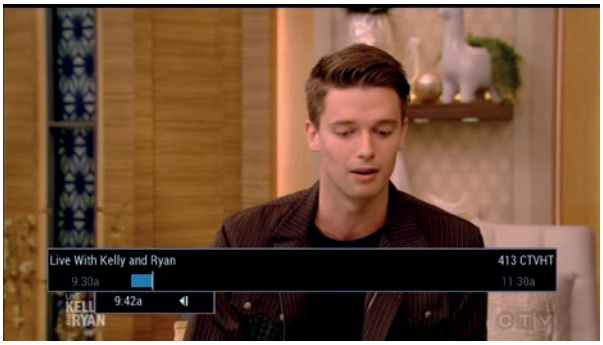
8.1
CONTROLLING LIVE TV

Whenever you watch a channel, the personal digital video recorder temporarily records whatever you are watching. You can pause if your phone rings, rewind to a scene you missed and even fast forward to skip the parts you don't want to watch. The basic control buttons are the same as on a conventional VCR or DVD player.



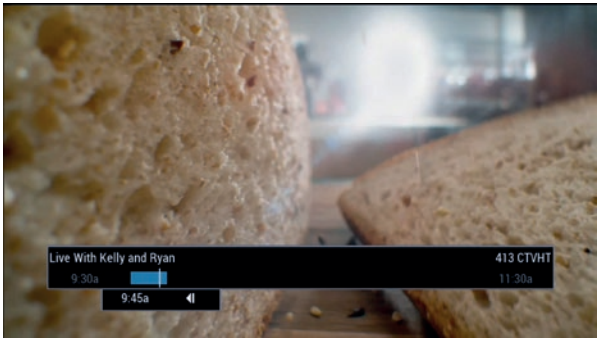
Pause: Pressing the **PAUSE** button on your remote instantly freezes the image on your screen and it can remain frozen for up to 120 minutes. To resume watching your program where you left it, simply press the **PLAY** button on your remote or press **PAUSE** repeatedly to watch it frame by frame.

[1] The DVR feature is functional only with the use of a personal digital video recorder (DVR). Programs on demand cannot be recorded with the DVR.

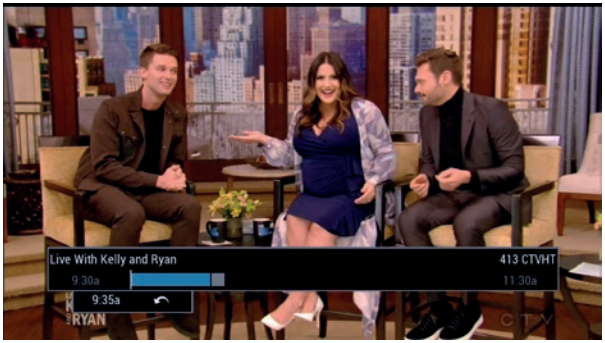


Rewind: The **REW** button on your remote lets you see a portion of your live show again. Press it repeatedly up to four times to increase the rewind speed. To return to normal play mode, press **PLAY**.

Fast Forward: For programs you are watching live, Fast Forward can be activated if you have paused or rewound a program. Press the **FFWD** button on your remote repeatedly up to three times to increase the fast forward speed. To return to normal play, press **PLAY**. You can use Fast Forward to catch up to the live TV program.



Slow Motion: The Fast Forward and Rewind features can be used in slow motion. The crispness of the image is maintained even at a very slow speed so that you see even the smallest details. First press the **PAUSE** button on your remote, then **REW** or **FFWD**. To return to normal speed, press **PLAY**.

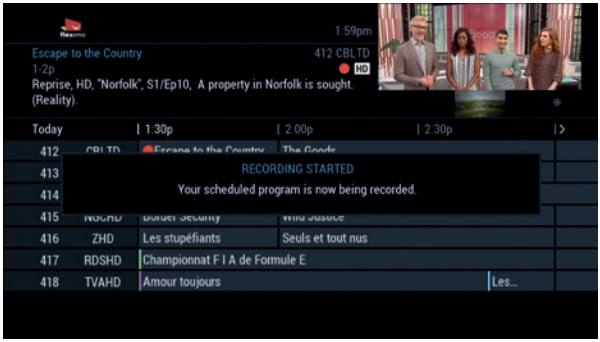


Instant Replay: Press the **PAGE (-)** button on your remote to replay the last 5 minutes or the **REPLAY** button to replay the last 15 seconds of the program you are watching. Press the **PAGE (-)** button repeatedly to continue skipping back in 5-minute increments. Press the **REPLAY** button repeatedly to continue skipping back in 15-second increments.

Go Back to Live TV: To return to live TV after pausing or rewinding, press the **LIVE TV** button on your remote.

8.2
RECORDING YOUR PROGRAMS

8.2.1
IMPULSE RECORDING

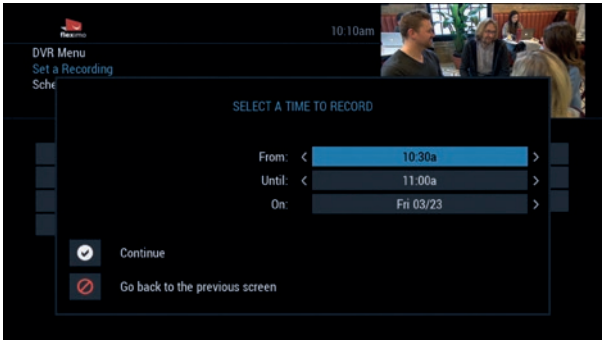


Is the program you are watching worth watching again? To record while viewing a program live, press the **RECORD** button on your remote and your video recorder will immediately begin recording the program.

8.2.2
RECORDING FROM THE PROGRAM GUIDE

While in the program guide, you can set a recording of a highlighted show to start at the time scheduled for its airing (immediately, later or on another day) by pressing the **RECORD** button. Pressing **RECORD** twice will set up a series recording.

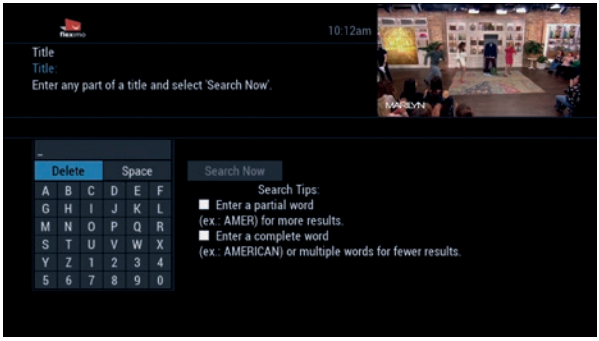
8.2.3
SETTING A RECORDING MANUALLY

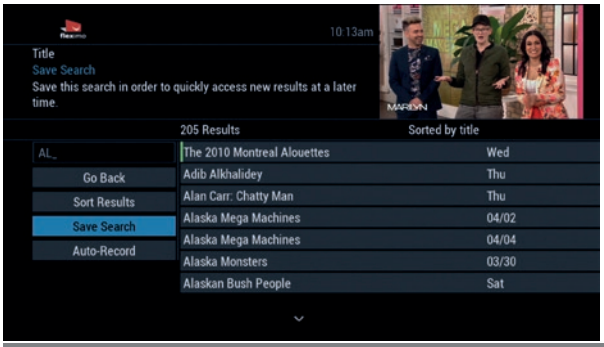


Lastly, you can set a recording manually for a specific time and channel.

From the Main Menu or Quick Menu, select **DVR** and then **Record**. Select the recording start and end date and time and confirm your settings. Select the channel from the list that appears on the screen. Next, select **Record** to confirm your settings or **See recording options** to get additional options.

8.2.4
RECORDING CONTENT FROM SEARCH RESULTS

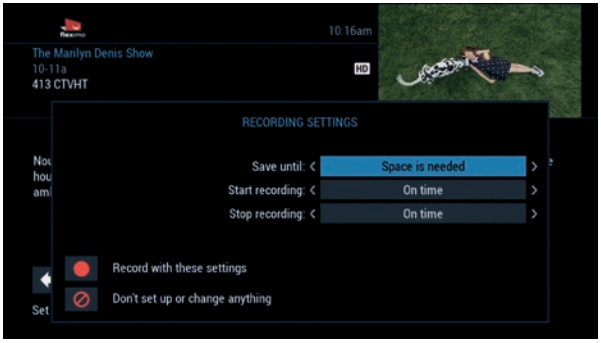




The **Search** feature can be accessed through the Quick Menu or Main Menu. You can view program listings by channel or by category (Movies, Sports, Kids, etc.). You can also search by actor or director's name or by keyword.

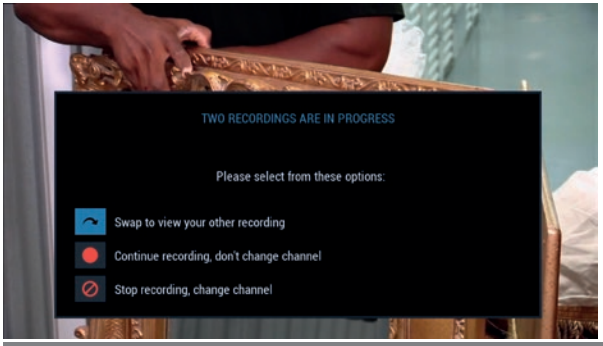
Since you have a personal digital video recorder, you can automatically select the **RECORD** menu once you have found the program or movie you are searching for in the program guide.

8.2.5
RECORDING A LIVE PROGRAM



Very often, live programs will last longer than their scheduled time. To ensure that your entire program is recorded, your personal digital video recorder will ask you whether you want to extend the recording period beyond the scheduled end time.

8.2.6
RECORDING TWO PROGRAMS SIMULTANEOUSLY



You can record up to two shows at the same time.

You can even switch from one channel to another during the recordings with the **SWAP** button on your remote.

Recording two programs at the same time while watching TV

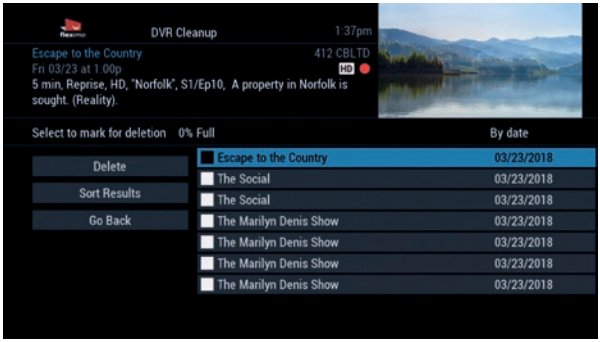
- Press **RECORD** to record the program you are currently watching.
- Press **SWAP** to go to the second program you want to record.
- Press **RECORD** to start this second recording.

Recording two programs simultaneously from the guide

- First, select the channel you want to record and press **RECORD**.
- Next, select the second channel you want and press **RECORD**.

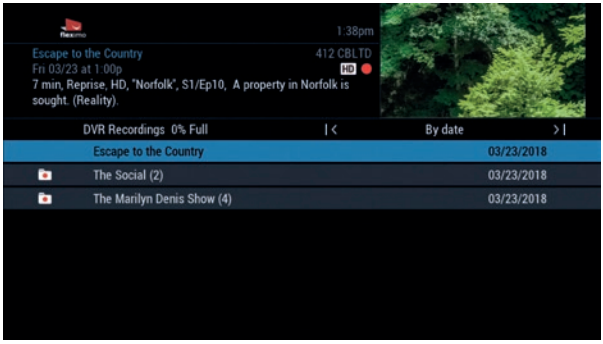
8.3
MANAGING YOUR RECORDINGS

8.3.1
DELETING YOUR RECORDINGS



To delete recordings from your personal digital video recorder, select **DVR** in the Mini Guide or **DVR** from the Main Menu. Next, press **DVR Cleanup** and tick off the content you want to delete item by item.

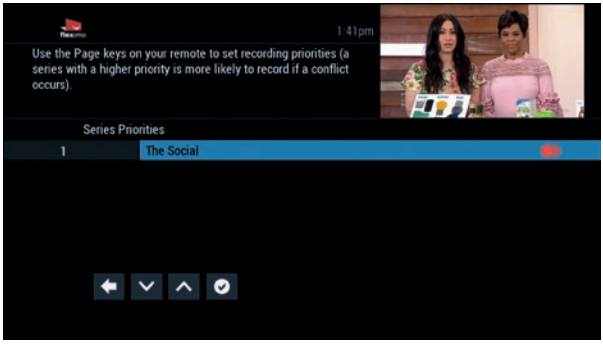
8.3.2
RECORDINGS FOLDERS



With this feature, you can easily manage your recordings by series title. Your personal digital video recorder automatically groups similar titles in the same folder.

To see the recordings in a particular folder, select one and press **OK**.
To return to the Main Menu, press **LAST**.

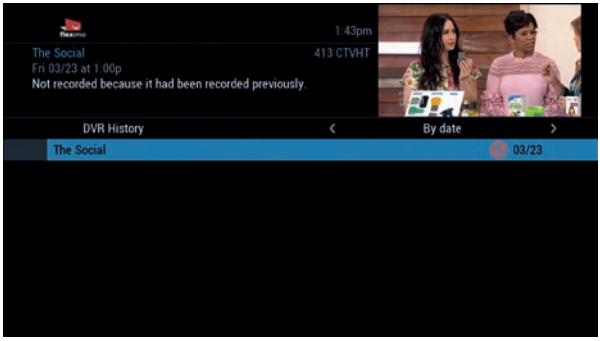
8.3.3
PRIORITIZING SERIES RECORDINGS



You can prioritize your television series recordings so that, if there are scheduling conflicts, your personal digital video recorder will give priority to recording your preferred content.

To prioritize your series, press the **DVR** menu in the Mini Guide or **DVR** in the Main Menu. Next, press **Series Recordings**. Use the **Page +/-** arrows to manage your series recordings priority list.

8.3.4
VIEWING THE HISTORY



With the history option, you can see at a glance when a recording has been set or deleted.

To view the history, select **DVR History** in the **DVR** sub-menu of the Main Menu.

SECTION 9
TROUBLESHOOTING AND FREQUENTLY ASKED QUESTIONS

Why is my screen black, blue or snowy?

Here is how to resolve this problem.

1. Make sure your receiver is on. A yellow or blue light appears on the front of your receiver when it is on. To turn on your receiver, press the **CABLE** or **CBL** and **POWER** or **PWR** button on your remote.
2. Make sure your TV is tuned to the right input source. Press the **INPUT**, **VIDEO SOURCE** or **TV/VIDEO** button on your TV remote. You might have to press the button repeatedly until you find the right source.
3. If you use a home theatre system, it also must be tuned to the right input source to feed your TV image.
4. Make sure that all of the cables attached to your receiver, TV and any other components are solidly connected.

Where can I find the technical manuals for the remotes and receivers?

You will find all of the technical manuals for our remotes and receivers on our web site at the following address: cablevision.qc.ca, in the Television, Fleximo, Remotes section.

Can I program my remote to operate my TV, DVD player, Blu-Ray player and stereo system?

Yes. See the user manual for your remote which you will find on our website at the following address: cablevision.qc.ca, in the Television, Fleximo, Remotes section.

Why won't my remote change channels, control my TV volume or work properly?

There are several possible reasons for this.

1. Your remote may not be in the correct source mode. Press the appropriate button for the device you want to control: **Cable** or **CBL** for the receiver, **TV** for your television set.
2. If the light on your remote doesn't light up fully or blinks repeatedly, your batteries may be dying or dead. Replace them, then press the **Cable** or **CBL** button and try changing channels again.
3. The device you're trying to control may be disconnected or unplugged. If the device does not respond to the commands from the manufacturer's remote, check your connections.
4. Your remote may need to be reprogrammed. Find your Cablevision remote at www.cablevision.qc.ca under TV, Fleximo, Remotes to get the PINs you need to reprogram your remote to control your digital receiver.
5. There may be objects or other obstacles blocking the signal from your remote to your electronic devices. Check to see if something is blocking the path between your TV or receiver and the infrared sensor on your remote. If so, clear the obstruction and try again.

Why is my personal digital video recorder telling me that I have two recordings in progress?

If your personal digital video recorder has been set up to record two programs simultaneously, you will not be able to watch a third channel. When this occurs, a screen will appear offering you three choices:

1. Press **SWAP** to watch the second channel that is being recorded.
2. Continue the recording and watch the current channel.
3. Stop the recording and change the channel.

Why is my personal digital video recorder telling me that I have a recording conflict?

If you are scheduling more than two simultaneous recordings, a screen will appear telling you that you have a scheduling conflict. You'll have to prioritize your recordings to resolve the conflict. Keep in mind that individual recordings always take priority over series recordings.

Why does a black screen sometimes appear on my sports channel?

This can be explained by broadcasting blackouts. Blackouts are local or regional restrictions set by the various sports leagues and television networks. Cablevision has no control over these blackouts. If a blackout prevents Cablevision from airing TV content when you are attempting to watch the channel, you'll get a black screen.

Why doesn't my personal digital video recorder record my entire live program?

You need to check two things.

1. First, make sure that the live program indicator is active. To do this, press **DVR** on the Quick Menu or **DVR** on the Main Menu. Next, press **DVR Setup** and set the live content alert to **ACTIVE**.
2. When recording your live program, select an additional recording period in the dialogue screen. By default, your personal digital video recorder will add 30 minutes.

Why do I see all of the channels in the guide, including channels I have not subscribed to?

The onscreen interactive guide shows you all of the programming offered by Cablevision. This gives you the opportunity to see the whole extent of the TV content we offer. You can always create a favourites list to reduce the channel listings displayed to only the ones included in your package. By doing this however, you run the risk of missing out on periods of free unscrambled programming from our providers, on new channels offered in your package or on being informed of the launch of new channels. For more details on creating a favourites list, see Section 5.5, Favourites, on page 19.

Can I save the content recorded on my personal digital video recorder to a USB key or an external hard drive?

You can't save the content of your personal digital video recorder to a USB key or a hard drive. This is to prevent illegal copying of TV content. However, you can connect an external hard drive to certain digital video recorder models to increase your total recording capacity.

Why do I have black bars at the top and bottom of my screen for some shows?

Increasingly, TV content is being broadcast in High Definition. Channels in Standard Definition format will have a black bar at the top and bottom of your screen. If you have an HD receiver, watch the HD version of the channel.

Why does it say "To be announced" in my guide?

This message may appear when the electrical power supply to your receiver has suddenly been interrupted (e.g.: after a power failure or you have unplugged your receiver to relocate it). It takes a few hours for the program guide to be reloaded. You can still watch your TV channels during the reloading process.

Why is an on demand content category no longer available?

The content provider may not be able to broadcast the content in this category for the time being. The content selection changes every week. You should regularly check our on demand content.

If these various troubleshooting tips have not resolved your technical issues, please contact our Technical Support Service at **1 800 567-6353**. Our Technical Support Service is open 24 hours a day, 7 days a week.