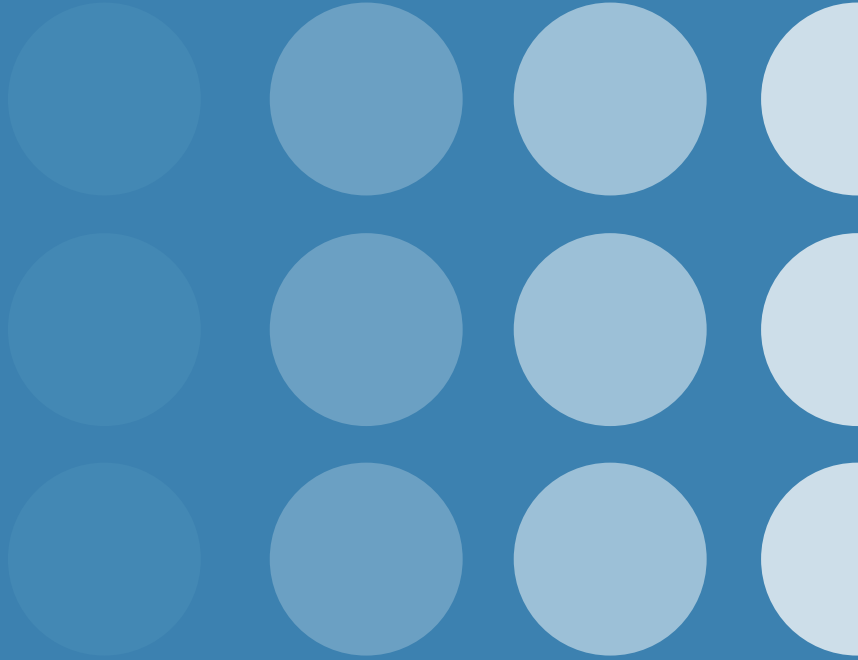


inside i-Guide™
User's Reference Manual



Welcome to the Power of i™.

Introducing the all-new interactive program guide from **Prevue and CRTV**.

i-Guide™ gives you the Power of i. It's **i**ntuitive, **i**ntelligent and **i**nspiring. It unlocks a world of greater choice, convenience and control as you watch television.

With **CRTV Digital Cable**, you have more programming choices than ever before. And with **i-Guide**, you can effortlessly find the television entertainment you want to see. **i-Guide** puts you in control, all at the touch of a button.

i-Guide displays 90 minutes of program listings. Best of all, it's so easy to use, you won't need a degree in computer science to find out what's on. **i-Guide's Quick Menu** allows you to move easily to the programming and information you want. In no time, you'll be able to **Set Reminders, Favorites, Parental Locks**, and use our **Mini Guide** to find out what's next, while you continue to enjoy great TV.

With **i-Guide**, the world of television is at your fingertips.

That's the Power of i.

Use this Reference Guide to enhance your **CRTV Digital Cable** experience!

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**Pay Per View
Service is available for
Canucks games only
(During regular season)**

Digital Cable Box

The joys of **CRTV Digital Cable** are unleashed by the digital box. **CRTV** has several models available - one for every household need! All units come with Universal Remote, On-screen Programming Guide & Menu, Parental Locks and are Dolby Digital 5.1 capable. The table below outlines the main feature differences between the units compatible with the **CRTV** system.

DCT MODEL COMPARISON						
Model	DCT2000 Standard Digital	DCT2500 Standard Digital	DCT6200 Standard HD	DCT6208 HD DVR Single Tuner	DCT6412 HD DVR Dual Tuner	DCT6416 HD DVR Dual Tuner
HD Capable			✓	✓	✓	✓
Digital Video Recorder (DVR)				✓	✓	✓
Hard Drive Size				80 GB	120 GB	160 GB
Recording Capacity (approximate) A -Analogue, SD -Standard Digital, HD -High Definition				A-25 hrs SD-up to 60 HD-up to 14	A-37 hrs SD-up to 90 HD-up to 20	A-49 hrs SD-up to 120 HD-up to 27
DVI, plus component video outputs			✓	✓	Certain models	
HDMI video outputs					Certain models	✓

It is important to note that to view true HD programming you require an activated HD Digital box, an HDTV and you need to be subscribed to HD programming. If you are missing any one of these, you will not be able to view true HD content.

Motorola DCT6412

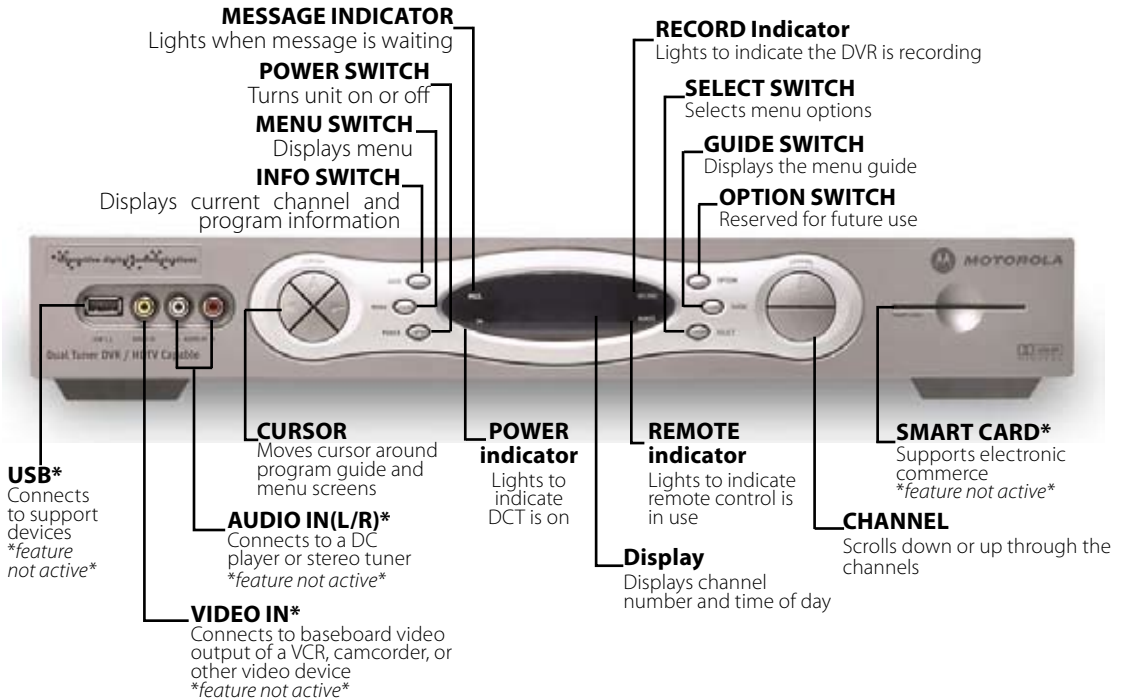
The Motorola DCT6412 features a built-in **DVR (Digital Video Recorder)** which gives you total control over what you watch and when you watch it. A **DVR** allows you to store and access TV programs — functioning like a VCR, but without a videotape. With your DVR you can also pause live TV and record shows through **i-Guide**.

Recording Capacity

The recording capacity on the **DVR** depends on the video format of the programming you wish to record and which model of **DVR** you own or rent. Refer to the chart on the previous page for estimated capacity of your **DVR**.

The DCT6412 Front Panel

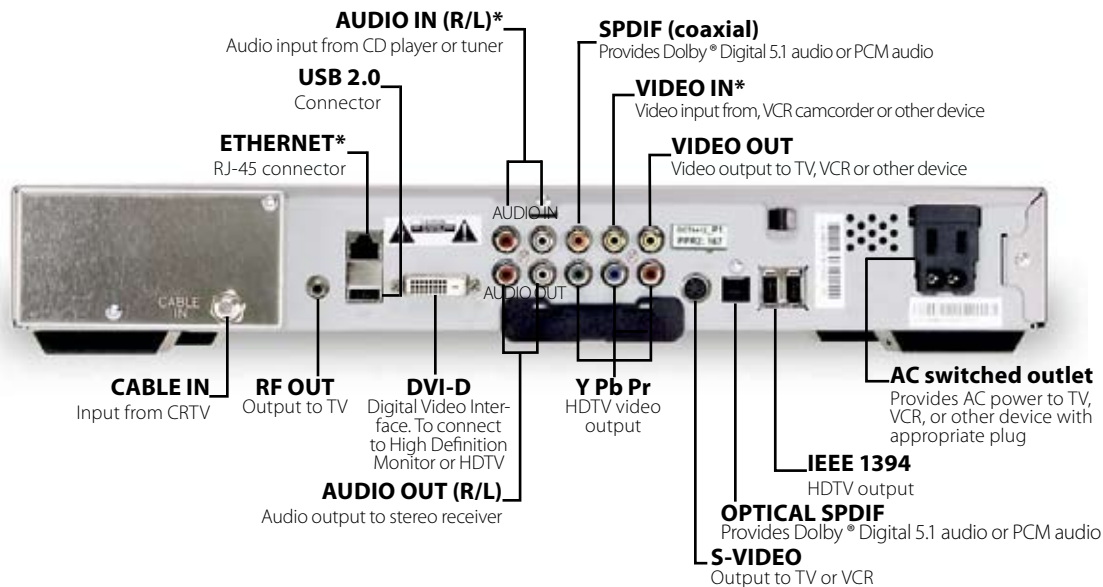
The DCT6412 front panel has 12 keys and an LED display. Use the keys to perform basic functions such as access the interactive program guide, and navigate to menus.



*There are inputs for a Universal Serial Bus (USB), audio/video jacks and a Smart Card slot. These inputs are for future applications under development by the manufacturer and are not enabled on this unit.

The DCT6412 Back Panel

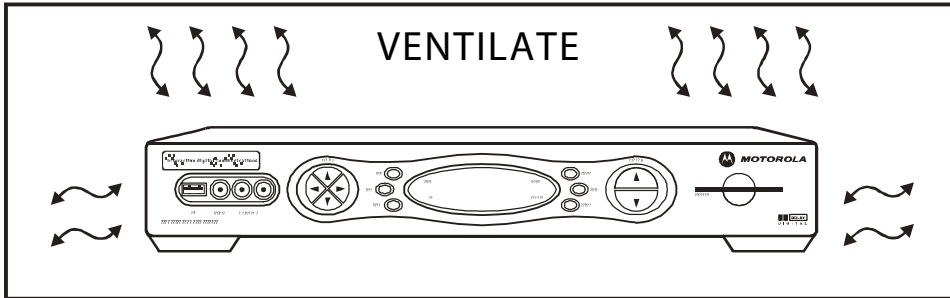
The rear panel of the DCT6412 consists of three types of interfaces - audio, video and data. The following illustration is for familiarization of terminology about the use of the inputs and outputs.



* Your DCT may not support all of the inputs and outputs shown. Please refer to the Digital Box manual for your particular model for additional specifications. Also please note that the inputs and outputs may be located in different places on different models.

Important Safety Considerations

Please refer to the Motorola DCT User Guide for complete safety and operating instructions. The Motorola DCT has been designed to operate reliably in a well-ventilated household environment. Slots and openings in the unit cabinet are provided for ventilation. These openings should never be blocked. As such, do not place the product on a bed, sofa, rug, or similar surface.

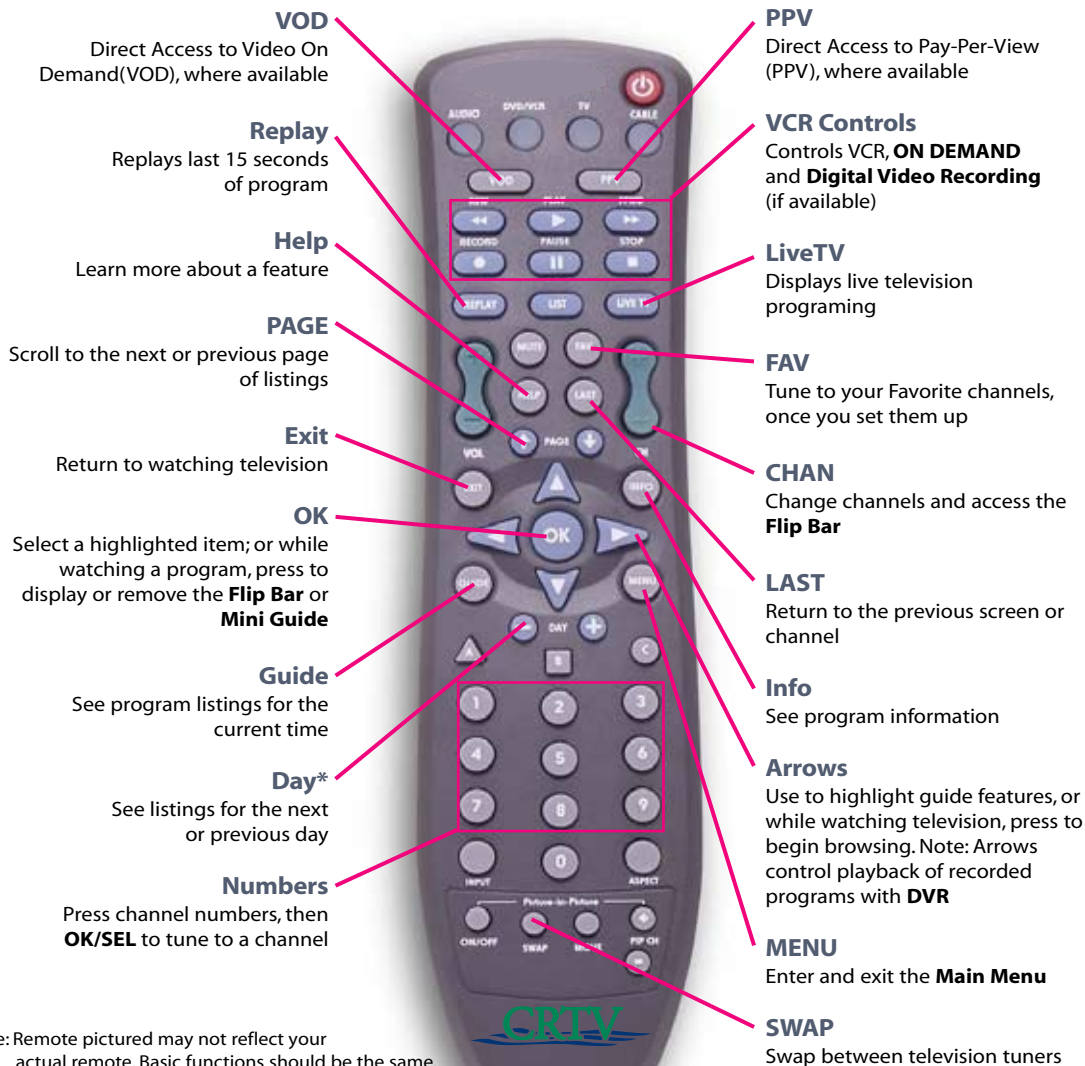


- Position the DCT with at least 2 inches of space above and on all sides.
- Do not block the slots and openings in the DCT.
- Do not place anything on top of the DCT.
- Do not position the DCT in an enclosed space that would restrict airflow around the unit.
- Do not position the DCT near any external heat source that could raise the temperature around the unit.

Basic i-Guide Navigation Tips

- * Yellow is always the highlight color. As you navigate listings using your remote, the highlight appears on screen to indicate your current selection.
- * Press the **▲ ▼ ◀ ▶** buttons on your remote to move the highlight.
- * Press **OK** to make your selection.
- * Press the **EXIT** button on your remote to return to watching TV.

Remote Control Features



Note: Remote pictured may not reflect your actual remote. Basic functions should be the same.

*Amount of programming data varies by system.

Your Access to Digital Cable

Main Menu

i-Guide's Main Menu* gives you easy access to all the features of digital cable. Simply press **MENU** twice on your remote, then select from the options available, including **Listings By Time**, viewing options by category, **Parental Locks**, **Favorites**, **Local Weather** and more.

Picture In Guide

i-Guide provides you with an all new **Picture in Guide**, displaying the programming you were watching while you are in the guide. Never miss what's happening while you search for what's on, while you schedule recordings or while you get more information.



On-Screen Program Guide

The on-screen guide is your source for finding out what's on your digital cable service. The program guide for **i-Guide** provides 90 minutes of listings on each screen. As you navigate throughout the guide your current selection is highlighted in yellow, and a program or feature description appears on screen. Press **GUIDE** on your remote to access TV Listings for the current time.

Quick Menu

The **Quick Menu** feature provides shortcuts to the key features of your program guide and digital cable service. Simply press **MENU** on your remote to access **Quick Menu**. The **Quick Menu** will appear over any video or guide screens when the **MENU** button on your remote is selected. The **Quick Menu** is designed to allow you to launch directly into **i-Guide** features without having to navigate through a series of menus.



*Menu selections may vary from this manual.

Guide Symbols to Know – Quick Menu Icons

These icons may appear in **Quick Menu***. Navigate through the icons using the ▲▼◀▶ buttons. Highlight and select the icon with your remote and you will immediately access the area indicated.



i-Guide Main Menu



Sports Search Menu



Search Menu



Digital Recordings



Favourites List



Digital Music Listings



Kids Search Menu



Movies Search Menu

Note: Menu icons are subject to change)

Search Categories and Listings

Finding something to watch is easy with **i-Guide**. View program listings the way you want, including **Listings By Time** or **By Channel** or, by category such as Movies, Sports, Children and more. Select a **Search** category from the **Main Menu** or **Quick Menu** to display listings.



You can narrow your program options by theme using subcategories provided.



TV Listings

TV Listings appear in a grid format with channel numbers and network call letters down the left side and times along the top. Listings are colour-coded to help you identify different types of programs:

- Blue** - Regular Programs
- Purple** - Movies
- Green** - Sports
- Light Blue** - Children's programs



Navigating Listings

- Make a selection from one of the **i-Guide** menus, or just press **GUIDE** on your remote to go to program listings for the current hour.
- Use the **▲▼** buttons on your remote to navigate program titles, and the **◀▶** buttons to see program listings for later that day and for future days.
- For faster searching:
 - Use the **PAGE ▲▼** buttons on your remote while in the listings
or
 - Press the **DAY ▶** buttons on your remote to advance ahead a day at a time.
- Press **INFO** on your remote to see detailed program information.
- Highlight a program title and press **OK**. If the program is on now, you will tune to it. If the program is on later, you will see an information screen that provided program details and other features.

Guide Tip

Press and hold **▶** to rapidly move ahead in the listings.



Listings by Channel

- Select **Listings By Channel** on the **Main Menu** to see the listings organized **By Channel**.
- Press the **▶** button to see listings for the next channel in sequence.
- Use the **▲▼** or the **PAGE ▲▼** buttons on your remote **▲▼** to navigate listings.
- Highlight your selection and press **OK** to tune to it if the program is airing now, or press **INFO** to see program information if the program airs at a later time.




A-Z Title Search

A-Z Title Search allows you to find a specific program by entering the first few letters of the program name.

- Select **A-Z Title Search** from the **Search Menu** and use the **▲▼** buttons until the letters you want appear in the boxes.
- Advance to the next box by pressing the **▶** button on your remote.
- Continue entering letters until the program you are looking for appears in the listings.
- Press **OK** to jump to the listings. When you find a program you want to watch, highlight it and press **OK**.



Program Information

i-Guide provides **Instant Information** while you view program listings so you see program details at a glance. Instant Information includes program title, start/end time, program rating, a brief program description and helpful indicators that identify your settings, such as **Reminders** , **Recordings** , and **Favorites** .



If you want to access more information on a program while viewing listings or watching TV, press the **INFO** button on your remote. Here you can read a longer description about the program as well as additional details such as release year, category and runtime.










Action Icons

From the **Program Information** screen, you can perform a number of actions by using the **Action Icons** at the bottom of the screen, such as set a **Reminder** or see **upcoming air times** for a program. Use the ◀▶ arrow buttons to highlight each icon, and a description appears below.



Guide Symbols to Know - Action Icons

-  **Go back to the previous screen**
-  **Watch this program**
-  **Record/Change Record Options***
-  **Place a Lock on the program to restrict Viewing**
-  **Display all the Times the program will be airing**
-  **Set a Reminder for this program**
-  **Save the channel in your Favorites list**

*Requires separate VCR, DVD-R or use of Digital Video Recorder (DVR)

Guide Tip

With **i-Guide**, you can look ahead to see listings and schedule recordings for programs airing in the future.

Reminders

With **i-Guide**, you can set Reminders so you don't miss shows you want to watch.

Setting Reminders

From a Program Information screen, highlight the  icon from **Quick Menu** and press **OK**. Follow the on-screen prompt to confirm the **Reminder** or set **Reminder Options**.



Reminder Options

Reminder Options let you customize the frequency and timing for **Reminders**.

- Use the **◀▶** buttons to set repeating **Reminders** that will appear Once, Once a Day, Once a Week, Monday-Friday or Saturday-Sunday.
- Determine the Start Time for the **Reminder** to appear on screen, up to 15 minutes prior to the program start.
- **Reminder End Time** enables you to extend the reminder period beyond the end of the program up to 2 hours after the program is over.
- When you set a **Reminder**, you have the option of bypassing locks* you placed on the program. You can then tune directly to the program from the **Reminder** without having to enter your **Locks PIN**, if you have set one up (See **Parental Locks** section for more information).



* This option appears only if you have already set a lock for that program.

Smart Channel Surfing (Flip and Mini Guide)

Flip

The **Flip Bar** allows you to see program information as you change channels to help you know more about what's on. Information on the **Flip Bar** includes program name, start and end time, channel, current time and a brief program description.

- Press **CHAN** ▲▼ to change channels and see the **Flip Bar** on screen.
- When you find a program you like, press **OK** to make the **Flip Bar** disappear or press **INFO** for more program details.
- To see the **Flip Bar** for the program you are watching, just press the **INFO** button on the remote.



Mini Guide (Browse)

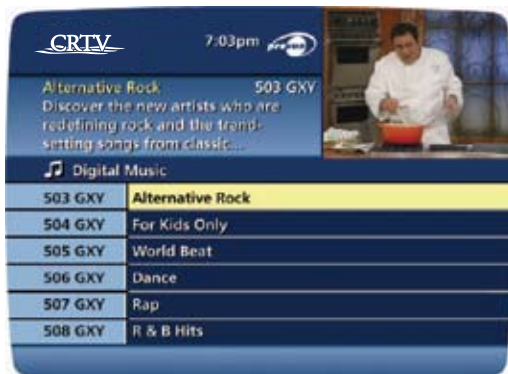
The **Mini Guide** screen allows you to watch television and view program listings without having to leave the program you are watching or go to the full screen guide. **Mini Guide** is seen on the lower 1/3 of your television screen and displays two channels and 90 minutes of listings. To access **Mini Guide**, press the **OK** button on your remote. Use the ▲▼ arrows to see listings on other channels and the ◀▶ arrows to see listings at other times. At anytime, press **INFO** to see additional information about that program.

Guide Tip


Use the **LOCK**, **FAV** and **INFO** buttons on your remote to activate these features while using **Flip** and **Mini Guide**.

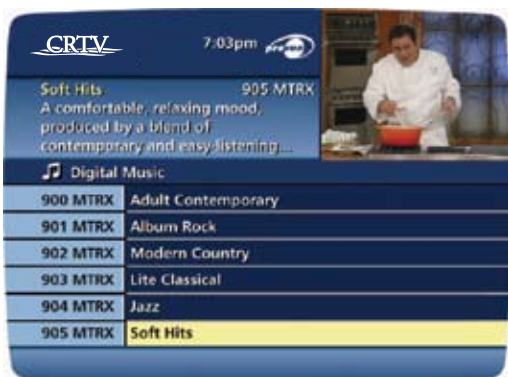
Digital Music

Digital Music is continuous, commercial-free music in a variety of formats.



To access Digital Music:

- Select Digital Music from the **Main Menu**, or
- Press the  icon on the **Quick Menu**, or
- Press the **MUSIC** button on the remote (if available).



You can press **INFO** for more information on each category.

Then select a music format and enjoy the music.

As you're listening, press **INFO** for more information on title, track and artist.

Guide Tip Digital Music channels may also be set as **Favorites** so you can quickly navigate through your favorite music channels. Refer to the **Favorites** section for more information.

Local Weather

Get accurate, up-to-date local weather conditions and a 3-day forecast.

- Highlight Local Weather from the **Main Menu** and press **OK**.
- Use the ▼ button to see a detailed local weather forecast.



Messages

Messages may be sent occasionally by **CRTV** to announce new services, special promotions or other information. If you have a **Message**, an envelope indicator will appear in the upper left corner on the screen and a red light will appear on your digital box. From the **Main Menu**, select **Messages**. Highlight the desired **Message** and press **OK** to read it.



Parental Locks and Purchase PINS

Parental Locks allow you to restrict viewing and purchases of programming (where available) based on your viewing preferences. Set a personalized 4-digit **PIN** and you can place **Locks** on selected ratings, channels and titles. You can also hide adult titles from being displayed on screen.

PINS Setup

Set up and change your **Parental Locks PIN** and **Purchase PIN** in **PIN Setup**. Your **Parental Locks PIN** allows you to restrict viewing of programs. Your **Purchase PIN** is used to restrict **PPV** programming purchases.

- Select **Setup** from the **Main Menu**.
- Select **PIN Setup**.
- Follow the on-screen prompts to setup, clear or change your **PINs**.



Parental Locks Setup

Set **Locks** anytime in the guide or while watching television. Just press the **LOCK** button on your remote, or use the **Lock Icon** on an information screen. Enter your 4-digit **Parental Locks PIN** and **Lock** the channel, title or rating using the on-screen prompts.



You can also set **Locks** from the **Setup Menu**. From the **Main Menu** select **Setup**, then **Locks Setup**. Use the **Up/Down/Left/Right** buttons to make your selections, including title, rating or channel and then press **OK** to confirm each setting.

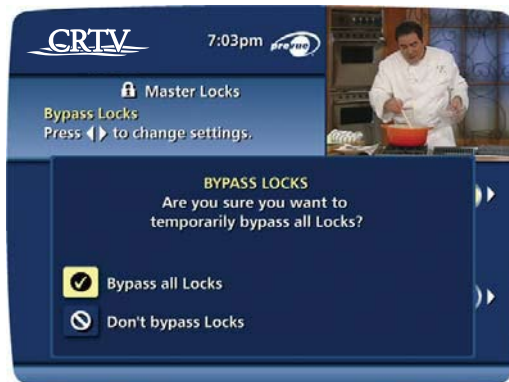


View Locked Programs

To view programs and channels you have locked, tune to the program or select it from the listings. Enter your **PIN** when prompted.

Bypass or Clear Locks

Temporarily open or clear all **Locks** for easier viewing. Select **Master Locks** from the **Locks Setup** screen and change the option from **No** to **Yes**.



Restore Locks

Locks may be restored in any of the following ways:

- Press the **LOCK** button anytime and enter your 4-digit **PIN**.
- Select **Locks Setup** from the **Setup Menu**, then select **Yes** to turn **Locks** back on.
- Turn the digital box off, and back on.

Guide Tip

A  symbol appears in the instant information to indicate a program has been locked. To unlock, press the **LOCK** button on the remote and enter your 4-digit code.

Favorites

The **Favorites** feature allows you to quickly access the channels you have designated as your **Favorites**.

To add channels to your **Favorites** listings:

- Select **Setup** from the **Main Menu**.
- Select **Favorites Setup**.
- Highlight a channel and press **OK** - a ♥ indicator will appear next to the listing, designating it as a **Favorite**.



To remove a channel from your **Favorites**, highlight it in Favorites Setup and press **OK**. The ♥ indicator disappears and the channel will no longer be designated as a **Favorite**.

Select **Favorites** from the **Main Menu** or ♥ from the **Quick Menu** to see a list of your **Favorite** channels.



While you are in **TV Listings**, press the **FAV** button on your remote to move the highlight to your next favorite channel. While watching TV, press **FAV** to quickly tune to your favorites.

Guide Tip You can also use the **Favorites** feature within Digital Music listings or while listening to Digital Music. Press the **FAV** button to navigate through your favorite music channels.

Setup

You can activate and customize certain **i-Guide** features such as the **Flip Bar Position, Lock** options, Digital Box settings, Audio settings and Languages from the **Setup Menu**.

Guide Setup

Use your remote to select **Setup** from the **Main Menu**, then select **Guide Setup**. Use the **◀▶** buttons to select from the following setup options.

- **Flip Bar Position** - The **Flip Bar** can appear either at the top or bottom of your screen.
- **Flip Bar Timeout** - Change the amount of time in which the **Flip Bar** will stay on your screen from 3 to 15 seconds.
- **Auto-Tune** -
 - **Yes** - Automatically tunes after 2 seconds when you enter numbers directly on your remote.
 - **No** - Enter 3 digits or press **OK** after entering numbers on the remote.
- **Message** - Select **On** to make the message envelope appear when a new message is received.
- **Reminder Notice** - Adjust the amount of time before the start of a program in which the **Reminder Notice** will appear from 1- 15 minutes.
- **Listing Grid Height** - Adjust the listings for single- or dual-height grid display.



Cable Box Setup

Time Display-

- **Off** - Displays the currently tuned channel on the front of the digital box.
- **On** - Displays the current time on the digital box.

AC Outlet *-

- **Switched** - Determines that power is available only when the digital box is on.
- **Unswitched** - Means that power is always available to the outlet on the back of the digital box.

**3-pronged AC plugs cannot be plugged into this outlet*

See Configuration-

- Highlight and press **OK** to show the configuration screen (includes information that CRTV may need in the event of a problem with your service).



Audio Setup

Default Audio Language – Change secondary digital audio available with certain networks and programs. Press ◀▶ buttons to change the default language to English, Spanish, French or Portuguese.

Optimal Stereo Volume -

- **No** - Volume is unchanged from the current settings.
- **Yes** - Volume is automatically adjusted to the optimal level.

Dolby Digital –

- **ON** - Turns Dolby Digital on (available only for equipment supporting Dolby Digital).
- **OFF** - Turns Dolby Digital off.

Audio Output - Choose if the audio output goes to your TV or to your stereo.

- **TV Speaker** is the default setting.
- Select **Advanced** to change the settings for Compression and Stereo Output.

Screen Position Setup

To alter your screen position:

- From the **Setup Menu**, select **Screen Position Setup** to adjust the screen position.
- Use the ▲▼◀▶ buttons on your remote until the display arrows are centered on the screen.

Text Language Setup

- From the **Setup Menu**, select **Text Language Setup** and use the buttons to select the desired language.
- Select English, Canadian English, Canadian French or Spanish to change the language of the on-screen commands, selection bars and help screens within **i-Guide**.
- To confirm, select **Yes**.



Note: Changing the language of **i-Guide** can take several minutes. During this time, **i-Guide** is not accessible.

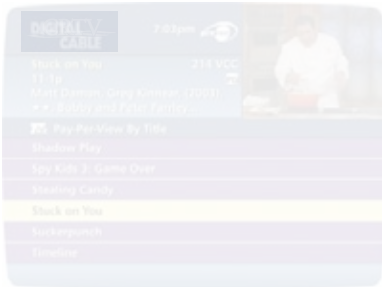
Digital Pay-Per-View (PPV)

i-Guide makes ordering and watching **Pay-Per-View (PPV)** programs easy!

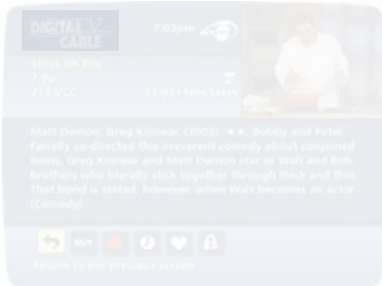
Ordering Pay-Per-View (PPV)

From the **Main Menu** and **Quick Menu**, select **PPV** to go to the **PPV search Menu**. Then select any of the **PPV** options and see programs available in a variety of categories.

When you find a program of interest, highlight the title and press **OK** for the Information Screen.



To purchase a program, highlight the **BUY** icon and follow the on-screen prompts to complete and confirm your order.



If the program is scheduled to air at a future time, a **Reminder** is automatically set to notify you of your order before the program begins.

Pay Per View Service is available for Canucks games only (During regular season)

Guide Symbols to Know - PPV Information Screens



Go back to the previous screen



See all the times the program will be airing



Order the program, or cancel an ordered program



Save this channel in your Favorites list



Set Recording Timers (Requires separate VCR Setup or use of Digital Video Recorder)



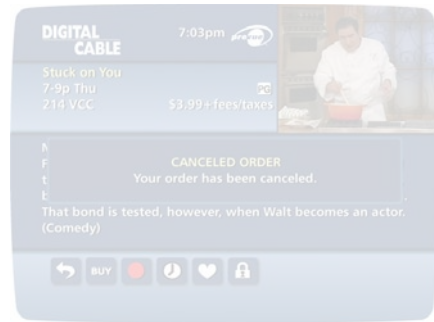
Indicates the program is available as a package



Place a Lock on the program to restrict viewing

Canceling a Pay-Per-View Order

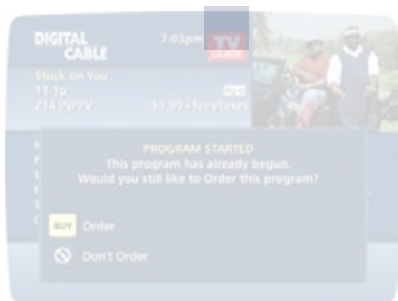
- To cancel a **PPV** order before the program starts:
- Select the ordered program in any of the listings menus (there will be a \$ sign in the **Instant Information**).
- From the information screen, select the **BUY** icon and follow the prompts to cancel the order.



***Note*:** Your order will automatically be cancelled if you do not tune to the program or have it set to be recorded by your DVR.

**Pay Per View
Service is available
for Canucks games
only
(During regular season)**

Pay-Per-View Notices

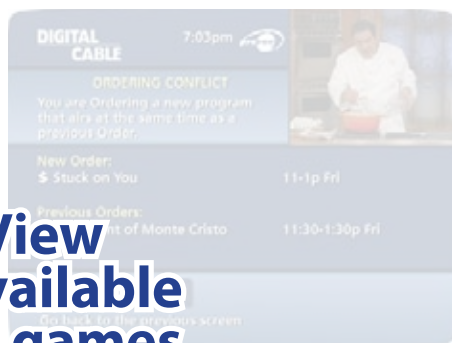


Pay-Per-View Program Started

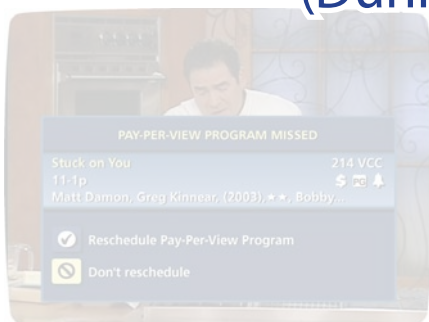
A **Program Started** screen will appear if you try to order a **PPV** in progress but is within the purchase window. You may still order this program, but you may miss a portion of the program.

Pay-Per-View Order Conflict

When you order a **PPV** program that airs at the same time as an existing **PPV** order, you will be alerted on-screen with the option to cancel an order or keep both orders.



**Pay Per View
Service is available
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only
(During regular season)**



Pay-Per-View Program Missed

If you have ordered a **PPV** program but didn't tune to it, a **Program Missed** notice will appear, asking if you would like to reschedule your order.

HDTV (Optional Feature)

High Definition (HD or HDTV) is the most dramatic change for viewers since the introduction of colour TV! **HD** is the highest resolution digital television format available*, offering up to 5 times the resolution of standard analogue television. **HD** delivers theatre-quality pictures and Dolby Digital™ surround sound.

Watch your favorite shows, movies, sports and events with a wider screen, life-like picture and crystal-clear sound. With **CRTV** you can access all the **HD** programming available, including local broadcast networks in **HD**, all without an antenna.

To find listings of **HD** programming press **MENU** to go to the **Main Menu**. You can also search for **HD** programs from the **Search Menu**.



*Some **HD** channels are available only as part of a digital package and are not included in Basic HD.

***Note*:** You must have an **HDTV** and an activated **HD** digital box to view true **HD** programming.

Digital Video Recording (DVR) with Dual-Tuner (Optional Feature)

Imagine... coming home to your own personal library of television programs, movies, and sports that you can watch whenever it's convenient for you. It's TV for your schedule.

Pause live television! Rewind and replay programs so you don't miss a beat.

Record up to 120 hours* of your favorite programs and view them as many times as you want, whenever you want. All without rentals, tapes or returns.

Your Dual-Tuner **DVR** has made recording and watching your favorite programs easier than ever. Now you can watch a program while recording another or record two programs at once! You can have your own personal video library, sorted on your digital box, so you can watch them at your convenience. You can even pause, fast forward and rewind LIVE TV to playback the scenes you've missed. In fact your **DVR** is one of the first available that can actually record and play **High Definition** programming!**

Control Live TV

Using your **DVR** with **i-Guide**, you can control Live TV. Anytime you tune to a channel, the **DVR** begins making a temporary recording of whatever you're watching. So you can **PAUSE** if the phone rings, **REWIND** the scene you missed and **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, unless you actually record it to the **DVR's** hard drive. For live TV recordings, the temporary recording buffer will be erased if any of the following occur:

- Turn off your **DVR**
- Watch the same channel for longer than the temporary recording (buffer) period. Only the most recent hour of the program (15 minutes of HD) is kept in the temporary recording.
- Switch to another program on the same tuner. When you change channels without using the **SWAP** function, your **DVR** begins to store the new program. It removes the previous program you were watching from the storage. (See **SWAP** section for additional information.)
- You watch more than one hour. After one hour, the DVR revolves the earlier minutes of the recording, so that only the most recent hour is kept in the temporary recording buffer.

Playback Controls

You can play back your video recordings using the buttons on your remote using the Video Control Buttons.



These buttons function like VCR controls. Plus, you have new DVR control features, like **Instant Replay** and **SWAP**.

Note: Some remotes will have an **Instant Replay** button.

* Recording capacity varies by unit and model.

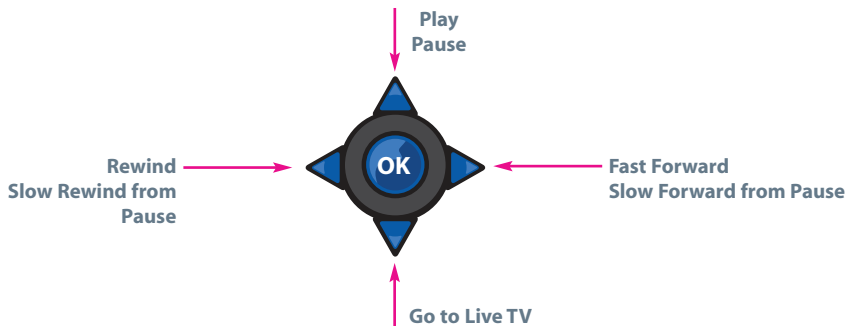
** Recording and playback of High Definition programs requires DVR connection to a High Definition television.

*** You can only fast forward items in your recording buffer, not the streaming broadcast.

+ Recording buffer (temporary hard drive) for each tuner will record as long as you stay tuned to the same channel.

Using the Remote Control Arrow Buttons




The **▲▼▶◀** buttons on your remote control will control playback when you are watching a recording in progress or while watching a recorded program.





Status Bar

The **Status Bar** appears whenever you pause, rewind or fast forward a live program. It also gives you information such as the title of the program you are watching, the source of the program and duration of time. The yellow position bar indicates where you are in the program. Green indicates the length of the program you are watching. White indicates the length of other programs available in the buffer. Red indicates that you are watching a recording in progress.


Pause

As you watch Live TV and recorded programs press **PAUSE**  and the video on your TV screen instantly freezes. No more missing the climactic scene of a movie or winning play of the game! For programs you are watching live, your **DVR** will remain in pause for up to 90 minutes*. Pressing **PAUSE**  more than once allows frame by frame viewing. Press **PLAY**  to resume normal play of the program from the point where it was paused.

Rewind

Want to review a portion of your live show? It's a snap with **DVR**. Press **REWIND** . Press it again up to 4 times to increase the rewind speed. REW, REW2, REW3 and REW4 will appear on-screen. REW is the slowest setting and REW4 is the fastest. Press REWIND a fifth time or press **PLAY**  to resume normal play.

Fast Forward

For programs you are watching live, **FAST FORWARD** can be activated if you have paused or rewound the program. Press **FAST FORWARD**  to move forward in the program. Press it up to 4 times to increase the fast forward speed. FF, FF2, FF3, and FF4 will appear on screen. FF is the slowest setting and FF4 is the fastest.

***Note*:** You can only fast forward up to the point of live broadcast.

* Pause capacity depends on video format; less than 15 minutes for High Definition programming.



Slow Motion

Your **DVR** is equipped with slow-forward and slow-rewind functions to give you crisp and clear **Slow Motion** images. Ever wonder what the referees are looking at when they review a controversial play? Use **Slow Motion** to get an inside look. To activate slow-forward press **PAUSE** (⏸) and then **FAST FORWARD** (⏩). To use slow-rewind, press **PAUSE** (⏸) and then **REWIND** (⏪). To return to regular speed, press **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 **PAGE** (⏮) on your remote to replay the last 15 seconds. Press **PAGE** (⏮) repeatedly to continue skipping back in 15-second increments.

Get Back to Live TV

Anytime you pause or rewind a live program, the show continues to be broadcast in real time. To return to live programming, press the (⏮) button*.



SWAP Between Two Programs

Because your **DVR** has two tuners, it can buffer two programs at the same time - one on each tuner. The **SWAP** feature lets you toggle back and forth between the two live shows while giving you full control of both. While you are tuned to a program, press the **SWAP** button on your remote.

- You will change tuners. Now you can select an alternate program by changing channels or using the Guide.
- Press **SWAP** again to toggle between the two programs.

Note: The **SWAP** button is the key to keeping the buffer for both programs. If you change channels without using the **SWAP** key, you will lose the buffer of temporary recording.

* Some remotes are equipped with **Instant Replay** and **LIVE** buttons.

Your Personal Video Library

Using your **DVR** with **i-Guide**, you can build your own personal library of programs, movies, sports, TV shows... Whatever you want. Follow the steps below to build and manage your personal video library.




Guide Tip

Using Parental Locks With DVR - 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, however, audio is muted and no video will appear while the program is recording. A restricted notice appears allowing you to enter your **PIN** to view the program during recording. Once the program has been recorded, you can access it from your list of recorded programs. Just enter your **PIN** to view it.

Building Your Library


You can set and schedule recordings three ways with **i-Guide**: one-touch record, interactively by program and by manually scheduling your recording.

One-Touch Record

Press **RECORD**  on your remote any time while watching TV or while navigating through the guide. For programs airing now, recording begins immediately at the point you press **RECORD** . You can automatically schedule recordings for programs starting at a later time or date by pressing **RECORD**  while in the listings. Recording will start at the program's scheduled start time.



Record Interactively From Program information

From the listings, highlight a program starting now or scheduled for a later time. Press the **INFO** button and you will see an information screen. Highlight the  **Icon** and press **OK** to start recording at the time the program is scheduled to start.




Note: For more information on **Action Icons**, see the **Action Icons** section in this manual.



Manually Schedule a Recording

You can set a **Manual Recording** to automatically record a specific time and channel.

- Select **DVR** from the **Main Menu**, then select **Set a Recording**.
- Select the start and end times and the day you wish to record and confirm your settings.
- A channel list will then appear, allowing you to select the channel to record.
- A **"Create a New Recording"** screen will appear. Select **Create a Recording** to confirm your settings or select the **Recording Options**  **Icon** for additional recording options.

Record Two Programs at Once

The Dual-Tuner **DVR** allows you to set recordings for two different programs that air at the same time. While recording two programs, you can watch and control either program up to the point of live TV by using the **SWAP** button on your remote. There are several ways to record two programs at once. Here are two basic examples:

While Watching a Show:

- Press **RECORD** to record the program you are watching.
- Press **SWAP** to switch to the other tuner and find the second program you want to record.
- Press **RECORD** when you locate the second program you want to record.


From the Guide:

- Highlight a program you want to record from any listings screen.
- Press **RECORD** to set up the first recording.
- Highlight the second program.
- Press **RECORD** to set up the second recording

Record a Series

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








- Select the episode type to record, such as first run only or all episodes.
- Specify how many recordings to save.
- Specify how long to save the recording – until you erase it or until space is needed.
- To access advanced series setup features like add minutes to the start and end times and specify which channels to record, select the **Recording Options**  icon to review all options.


Your Series Recordings will appear in the **My Recordings** list with the show title as its label. Multiple recordings of the same show will have the same label and will be listed beginning with the most recent recordings first as default. To change your view, use the ◀ ▶ on your remote to View by Date, View by Channel or View by Title. (See Next section for detail on how to modify priorities using the **Series Priority List**.)

Managing Scheduling Conflicts

If you schedule more than two recordings for the same time, you will see a **Scheduling Conflict** screen that allows you to choose between a previously set recording and the new recording that is conflicting. Individual recordings always take priority over a series recordings when there are scheduling conflicts. In case of a scheduling conflict between two series programs, additional icons will appear at the bottom of the **Scheduling Conflict** screen to help you determine which program to record.



-  Return to the previous screen
-  Record new program or series as shown.
-  Show conflicts when the new series is a high priority.
-  Show conflicts when the new series is a low priority.
-  Don't record new program or series.


- To give your new recording the highest scheduling priority and to capture the most number of episodes for your new recording, select **High**. The screen will show you how many episodes of the new series will be recorded and which episodes of the old series will not be recorded because of the conflict.
- To move the new series back to the bottom of the scheduling priority list, select **Low** and the screen will refresh and give you revised results.
- Select the Record  **Icon** to confirm your new settings.



Modify the Series Priority List

To help you manage which series get recorded when there are scheduling conflicts, your **DVR** automatically creates a **Series Priority List**. The first series you set to record has the highest priority and is the program recorded in case of a conflict. If there are no conflicts, each additional series you set to record is added to the bottom of the list. You can easily change the recording priority of the programs so that the programs of your choice are recorded in case of a conflict.

- Select **DVR** from the **Main Menu** or **Quick Menu**.
- Choose **Series Priority List**.
- Highlight a program and use the **▲ ▼** buttons on your remote to modify its priorities.

From here you can change your **Series Recording Options** by pressing **INFO** and selecting the options  **Icon**.

Note: If you want to record two series recordings instead of an individual recording that airs at the same time, you must delete the individual recording from the **Scheduled Recordings List** (See Cancel a Scheduled Recording section).

View your List of Scheduled Recordings

- From the **Main Menu** or **Quick Menu**, select **DVR**.*
- Select **Future Recordings**.
- See a list of all the programs you have scheduled to record.
- Select a title to cancel the **Scheduled Recording** or modify **Recording Option**.

* Menu label may vary.



Modifying Recording Options



i-Guide gives you flexibility to manage your personal video library. You can change your **Recording Options** at any time, as often as you like.

Change Options for Scheduled Recordings





From the Main Menu or Quick Menu

Select **DVR**, then select **Future Recordings** to see a list of your **Scheduled Recordings**. Highlight a program title and press **OK** or **INFO**.

Select the  **Icon** from the **Program Information Screen**.

Select the  **Icon** to change the **Recording Options** or select the  **Icon** to delete this program from your list of **Future Recordings**.



Use the     buttons on your remote to change **Recording Options**:

- Change the frequency of the recording, such as every day once a week.
- Specify how many recordings to save.
- Set a Save Until parameter, either until you delete or delete automatically when space is needed.
- Change the start and end times in order to catch every minute of a program, even if it runs over.



From Listings

Select your **Scheduled Recording** in the listings. It will be indicated by the red dot in the **Instant Info**.

Press **OK** or **INFO** and select the  **Icon** to change your options for delete the **Scheduled Recording**.

From here, select  **Icon** to cancel the recording, or select  **Icon** to see all the **Recording Options**.



Recording Notices

From the Main Menu or Quick Menu

Before a Scheduled Recording begins, a notice will appear on-screen giving you the opportunity to confirm or cancel the **Scheduled Recording**. If you don't do anything when the recording is scheduled to start, the **DVR** will automatically tune to the channel and begin recording. Live TV programming that has been temporarily recorded will be erased once the **Scheduled Recording** starts.



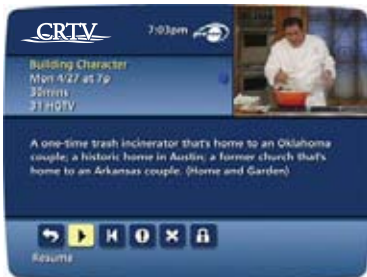
Recording Stopped Notice

Changing the channel during a recording will stop the recording. You will see a notice confirming whether you want to stop the recording and change channels or continue recording. You can **SWAP** to watch live TV while continuing a current recording. (See **SWAP** section of the manual for more information.)



View Programs Stored In Your Personal Video Library

- From the **DVR Menu**, select **My Recordings**. Use the **▲▼** buttons on your remote to search through and highlight titles from your list of recorded programs. Press **OK** or **INFO** to select the program.
- From the information screen select **▶** **Icon** to resume play from where you left off or select **⏮** **Icon** to restart from the beginning.
- To control playback while watching a recorded program, use either the Video Control Buttons or the arrow buttons on your remote. (See the "Playback Control" section of this manual for more information.)



Guide to Symbols to Know: Recorded Program Information Screens



Go back to the previous screen



Delete the program from **My Recordings**



Play the recording



Change the **Delete Priority***



Start the recording from the beginning



Place a **Lock** on the program to restrict viewing

Guide Tip

A **DVR** is not a long-term storage device. To maximize your storage space, review the contents of your library regularly and discard the recordings you no longer wish to save. See "Managing Your Personal Video Library" in this manual.

***Delete Priority** is used to determine whether you delete the program or the program is deleted automatically when space is needed.

Managing Your Personal Video Library

A recorded program remains in your personal video library until you decide to delete it, unless you have it set to delete when space is needed. Your **DVR** will record and store up to 120 hours of standard definition programming, up to 49 hours of analogue programming and up to 27 hours of **High Definition** programming.* To make the most efficient use of **DVR** storage space, follow these guidelines:

To Delete Recordings

From the program information screen, select the **X** Icon to delete the recording. Select the **!** Icon to modify the **Delete Priority**. For example, you can tell the guide to delete the recording when space is needed.



Copy Recordings to a VCR Tape or DVD-R

After you watch a recording, decide to either erase it or keep it permanently by transferring to a VCR tape or DVD.

When you copy recordings to a VCR tape or DVD, make sure that the recording is displayed on the TV screen for the entire time the recording is being copied. If you change channels or display guide screens during the copying process, your copy will contain these images and you may not have a complete copy of the recording.

Note: There are many external storage options and all combinations cannot be covered here. Please consult your user's manual for specific recording instructions.

1. Connect the **RCA Jacks** (or **Cable Out** or **OUT 1 (TV)** connection) on the back of the DVR to your device.
2. Put in the appropriate recording storage (VHS or DVD).
3. Access your list of **Recorded Programs**.
4. Highlight a program from your list and press **OK** or **INFO** to select the recorded program you want to store.
5. From the Information Screen, select **⏮** to restart from the beginning.
6. Start recording when the playback begins.
7. As the recording plays, it is saved to your VCR or DVD-R.

Note: Refer to your VHS or DVD-R User Manual for specific instructions for use and recording.



Recording Low and Full Notices

To help you manage your personal video library, **i-Guide** will advise you with an on-screen notice when the available memory gets low or full.

If recording space becomes full during a recording, the recording will stop. Make sure you have enough recording space to record the entire program before you begin to avoid missing part of the program.

***Recording HD programming requires a DVR connection to an HD television.**

Frequently Asked Questions

Interactive Program Guide

Q. What are the icons (little pictures) at the bottom of the screen?

A. Quick Menu Icons are available to help you find what you're looking for faster. The **Quick Menu** lets you quickly go to other areas of the guide, such as **Movies** or **Favorites** menu. Once you have selected a program title by highlighting it and pressing **OK**, you can use the **Action Icons** on the information screens to set **Reminders** and **Parental Locks**, schedule **Recordings**, **BUY** programs and more.

Q. How do I tell what the icons mean?

A. You will find descriptive text in the **Instant Information** area when you have an icon highlighted. This information changes as you move the yellow highlight using the arrow buttons on your remote. On Program Information screens, the **Action Icons** are specific to the program. For example, a **BUY Icon** will appear only for **PPV** programs. **Playback Control Icons** will appear only for recorded programs. Descriptive text appears beneath the row of these icons.

Q. I can't see the entire program title in the listings grid.

A. Some program titles are too long to fit in the space provided in the grid. You might see "... "to indicate there is more to the title. (For example: "Third Rock From the Sun" might look like "Third Rock..."). Highlight the program and check the **Instant Information** area at the top of the grid for program title and other valuable information, including rating, actors, start/end times, etc.

Q. What is the graphic bar that appears when I change channels?

A. The **Flip Bar** appears for a few seconds as you're changing channels to provide important information about programs. You will find the name of the current program, start and end times and channel number.

Q. How do I get information on programs?

A. i-Guide provides detailed information on programs including movies and sporting events. While in a listings screen, you can access information by pressing the **INFO** button on your remote. While you are tuned to a program, press **Info** once for **Instant Information** or twice for complete information. Information includes program details like actors, ratings and a brief program synopsis. You can also set **Reminders**, place **Parental Locks**, order **Pay-Per-View** movies and events and see other times the program is airing. To remove the **Information Screen** and return to watching television, press the **EXIT** button on the remote.

Q. What is the red light on my box and/or what is the envelope on the screen?

A. Occasionally **CRTV** may send a **Message** to let you know of new services and special promotions. To read the message, go to the **Main Menu** and select **Messages**. You can keep or delete the message once you have read it.

Q. How do I set my digital audio language?

A. Not only can you choose the language that displays in the on-screen commands and help text, but you can also change the secondary digital audio that is available with certain networks and programs. Choose **Audio Setup** from the **Setup Menu** and change the default setting. Choose from English, Spanish, Portuguese or French. This feature is only supported on certain digital channels that provide secondary audio. If the chosen audio language is not available, the default audio language will be heard.

Q. What if I forget my Parental Locks/Purchase PINs?

A. You must call **CRTV** to have these **PINs** reset. All of the **PINs** will be cleared. Once reset, you will need to enter new **PINs**.

Q. Why can't I purchase Pay-Per-View (PPV) programs any longer?

A. As of July 31, 2007, **CRTV** discontinued offering Viewers Choice Pay Per View services. In the fall, **CRTV** will be launching exciting Video on Demand (VOD) services. (Please note that this has no bearing on Canucks TV Pay-Per-View.)

DVR (Optional Feature) and Digital Services

Q. How many hours of programming can I store on my DVR? What is the hard drive capacity?

A. The recording capacity depends on the video format that is being recorded. DVR capacities are as follows:
DCT6208 (80GB) - Up to 25 hours analogue, 60 hours Standard Digital or 14 hours HD
DCT6412 (120 GB) - Up to 37 hours analogue, 90 hours Standard Digital or 20 hours HD
DCT6416 (160 GB) - Up to 49 hours analogue, 120 hours Standard Digital or 27 hours HD
See "Managing your Personal Video Library" section in this manual for more information.

Q. How many tuners does my DVR have?

A. The DCT6412 and DCT6416 DVRs have two tuners so that you can
1) record two channels at the same time
2) record one and watch the other
3) record two channels and watch a 3rd program from your DVR recordings library.
The DCT6208 has a single tuner. This particular section focuses on the dual-tuner **DVRs**

Q. How do I return to live TV when I'm watching recorded programming?

A. Simply press the **LIVE** button on your remote.

Q. Can I record or watch two programs at the same time?

A. YES.

Q. How many other home entertainment components can be connected to my DVR?

A. Three: your television, cable box, and one other component (VCR, DVD player, or audio).

Q. Do I have to connect my DVR to a telephone or other data source?

A. The DVR gets all the information it needs from your cable signal, so that's the only connection required.

Q. I currently record programs on my VCR. How is a DVR different?

A. Your DVR takes recording technology to a new level, capturing picture and sound digitally to a hard drive (for a superior result to tape-based recording) and allowing greater viewing flexibility. With the DVR you can PAUSE a broadcast while you're watching it, and restart it up to 60 minutes later. And you can say goodbye to those annoying "what just happened?" moments when you're watching a movie — simply press INSTANT REPLAY to review the last 15 seconds, or REWIND to see a longer scene again. Yet you won't miss a moment of the action, because the DVR keeps recording forward while you pause, rewind or replay scenes. No VCR can do that!

Q. Can I adjust the quality of the video recording to conserve hard disk space?

A. No. The DVR records at a pre-set level to ensure consistently good results.

Q. How does the Parental Control (Locks) feature work?

A. Parental Control / Locks allows you to block programs, or types of programs, from being recorded. You can set blocks based on the program's Title or Rating, or you can block entire Channels. See Parental Locks on page 18 of this manual.

Q. How can I find programs I want to record?

A. Using **i-Guide**, you can search many ways: through the search menu, by programming genre, and category, by reviewing a listings screen, by the program information screen for other times or through an alphabetical search by Title. When you find something that sounds interesting, simply press **Record**. The DVR will automatically record that program for you.

Q. Can CRTV or another company track what I record with my DVR?

A. No. What you choose to record with the DVR is private.

Q. Can the DVR playback a high definition recording while another HD program is being recorded?

A. YES, in fact you can record two programs at once while watching a previously recorded program from the hard drive.

Q. How do you make the DVR record two programs at once?

A. You can set it for two recordings using **i-Guide** by selecting two different programs listed with overlapping times and pressing the record button or by manually scheduling programs which times overlap.

Q. What kind of programs can I record?

A. You can record analogue, standard and high definition programs which are automatically interpreted by the DVR.
Note: Recording HD programs will take more storage space on your DVR.

Q. How much high definition programming can I save versus standard definition programming?

A. You can record up to 120 hours of standard digital TV, up to 49 hours of analogue TV, or up to 27 hours of HD (depending on the transmission bit rate). Recording times may vary. It also depends on the hard-drive size of your DCT.

Q. Does the DVR support digital video interfaces or HDMI?

A. Depending on the model, either DVI and 1394-DTV digital interfaces or HDMI interfaces will be available.

Q. Does the DVR support external storage devices?

A. Not at this time (February 2007)

Q. I have a home theater system. Can I record a program in Dolby Digital™ 5.1 on my DVR?

A. As long as the program is being broadcast in digital audio, the DVR will record the digital audio portion. A Dolby Digital indicator will appear on the **Flip Bar** for programs that are broadcast in Dolby Audio.

Q. What is the picture quality of recorded programs?

A. The DVR records programs in the same quality in which they are broadcast. For example, programs broadcast in HDTV format are recorded in HDTV quality (if your DVR is connected to a High Definition television). Broadcast quality may vary.

Q. Can I record Digital Music channels?

A. Yes, you can record and playback Digital Music. However, the playback controls (**Pause**, **FF** and **REW**) are not functional for recorded digital music.

Q. Can I record Pay-Per-View programs?

A. You may record Pay-Per-View programs almost like any other program. When you have decided on a movie or event you would like to have, select it and then select **Record**. You will then be prompted to **BUY** the program.

Recording and Playback of Recorded Programs (Optional Feature)

Q. How many recordings can I schedule for the future?

A. There is no limit to the number of recordings you can schedule as long as you have available recording space.

Q. What if the program I want to record runs over its scheduled airtime such as when a football game goes into overtime. How can I make sure I record everything?

A. Change the Record Options for the program. Just adjust the start and end times for the recording to ensure everything gets recorded.

Q. Can I watch a show I am recording before recording is completed?

A. Yes! You can either watch it in “real time” as it’s being recorded or you can rewind the program you are currently recording and watch it from the beginning while the recording continues.

Q. Can I make a VHS tape or DVD-R of a recorded program?

A. Yes. As you are watching a program you have recorded on your DVR, you can record it to another storage device. See “Managing Your Personal Video Library” in the DVR Section of this manual.

Tip: Use Title Search to find all air times for a particular title. You can then set up individual recordings for any or all episodes, no matter what time they’re on.

Q. Can I increase the Rewind and Fast Forward speed?

A. Yes. Your DVR will control rewind and fast forward at four speeds. Just press the **REW** or **FF** buttons up to four times. The on-screen indicator will tell you at what speed you are controlling playback.

Q. Can I set the DVR to skip commercials as it is recording?

A. No. You can only fast forward through commercials if you’re watching a program that has been previously recorded or if it is in your temporary buffer.

Q. Can I “bookmark” a program I have recorded?

A. Yes. When you stop playback of a recorded program, it will stop where you left off. To continue watching the program, select **Resume** or **Restart** from the **Action Icons**.

Q. On occasion, a recording starts a minute or two after the program has begun. Why?

A. The DVR timer is synchronized with the program guide time. If a broadcaster starts the program a minute earlier than the program guide’s scheduled time, the DVR will miss that first minute. You can program your DVR to start early or end late by adjusting your Recording Options.

Q. Only part of my program recorded. Why?

A. If the beginning of the program did not record, you may set it to record after the program began. If the end of the program did not record, the DVR may have reached its storage capacity before it was able to record the entire program or the program ran over the scheduled time.

Q. Do Parental Locks work with DVR?

A. Yes. **Parental Locks** restrict viewing of recorded programs. If you schedule a recording for a program you have locked, the program will be recorded, however audio is muted and no video will appear while the program is recording. A restricted notice remains on screen allowing you to enter your **PIN** to view the program during the recording. Once the program has been recorded, you can access it from **My Recordings**. Just enter your **PIN** to view.

Note: You can also set **Parental Locks** on recorded programs. Use the **LOCK** button on your remote or **Lock Icon** after you have selected the program from **My Recordings** or you can select the **Lock Icon** from an **Information Screen**.

Managing Your Recordings (Optional Feature)

Q. How long can I keep My Recordings?

A. You can keep them as long as you want. Just remember, the recording space is limited, so you may need to delete some recorded programs from time to time in order to make room for new ones.

Q. How will I know when I'm almost out of recording space?

A. An on-screen message will appear advising you when recording space is low (80% full) or full. You can also manually delete recordings and manage recording space from the recorded program's Information Screen. If you are recording a program and run out of recording space, the recording will stop. You can always see how much recording space is available from **My Recordings**. You can also manually delete recordings and set your **DVR** to automatically delete recorded programs when space is needed. See: "Managing Your Personal Video Library".

Q. Does the DVR automatically delete programs when the record space is full?

A. Only if you set it up that way. The **DVR** will automatically delete programs if you tell it to do so by setting the programs to be deleted when space is needed. When the record space is full, the oldest recordings that you have set to be deleted, will be deleted first. If you do not want the DVR to automatically delete certain recordings, you can set them so that they are only deleted by you.

Controlling Live TV (Optional Feature)

Q. How long can I pause live TV?

A. You can pause up to 60 minutes of standard digital programming; less with analogue and **HD** programming.

Q. How far back can I rewind live TV?

A. You can rewind up to 60 minutes of standard digital programming (less with analogue and HD) as long as you were tuned to the same channel.

Q. Can I use Instant Replay?

A. Yes. If your remote control is equipped with a **REPLAY** button, press it to instantly replay the last 15 seconds of the program. If there is no **REPLAY** button, use the **PAGE DOWN** button on your remote.

Q. If I'm watching a program in progress and want to record it, can I record from the beginning?

A. No. Currently, the **DVR** begins recording at the point in the program you pressed **RECORD**.

Q. How can I catch up to the live point of a program after I've paused it?

A. Press the **LIVE** button (if available) or the **DOWN ARROW** button on the remote. Or, you can **FAST FORWARD** to the point of live programming. The on-screen indicator will display "**LIVE**".

Troubleshooting

Q. Why doesn't the set-top box respond when I press the keys on my remote?

A. Make sure your remote is in the Cable Mode. Press the **CABLE** button on the remote.

Q. If the power goes out, do I need to reset my Parental Locks and Purchase PINs, Favorite Channels, Locks and Reminders?

A. No. These items will not be lost if the terminal loses its power.

Q. Nothing happens when the MENU button is pushed, but I can change the channel up and down.

A. If the terminal was just installed, it can take up to 24 hours for the guide to be downloaded to the digital box. If after 24 hours nothing happens, contact **CRTV** at **923-8899**.

Q. I can't see the edges of the i-Guide screens.

A. Select the **Adjust Screen Position** option from the **Setup** screen. Press the arrow buttons until the arrows on the screen are centered.

Q. The guide has locked up. Neither the buttons on the remote, nor the buttons on the terminal itself work.

A. Try unplugging the terminal and then plugging it back in. This will reset the terminal and allow for data to be downloaded. It can take as much as 24 hours for the information to appear. If there is still a problem after the information has appeared, call **CRTV**.

Q. I have no video, a snowy picture, or I cannot tune to any of the digital channels.

A. Make sure that all of the cable connections are secure and that the TV is tuned to the correct channel (3 or 4). Also, make sure you are actually controlling the cable terminal (press the **CABLE** button on the remote).

Q. Why won't my remote control respond when I press a button?

A. Go through this quick checklist to determine the problem:

1. Press the **CABLE** button on the remote to make sure it is in Cable mode. Try using the remote again. Move to Step 2 if necessary.
2. If the remote is still not functioning correctly, press the CHAN 56 button on the front of the terminal. If the channel changes, there is a problem with the remote control. The batteries or the remote control itself may need to be replaced.

Q. There are no listings in i-Guide, or the words "To Be Announced" appear in the listings screens.

A. This can happen if there has been a power failure or if the terminal was unplugged. Make sure everything is plugged in and running. Wait up to 24 hours as the channels and program data start to fill in.

Q. I have a message on my screen that says 'This feature is currently being restored.' What does this mean?

A. This screen appears if you try to access a feature that is not available because the DCT has not received all the necessary data. This most commonly happens following a power loss.

Q. I have a message on the screen that says "This channel should be available shortly." What does this mean?

A. This screen will appear when you tune to a channel that is currently not available. If the channel is not available after 24 hours, call CRTV.

Q. What do I do if I am stuck in a screen or menu I do not understand and want to get out?

A. You can always press the **EXIT** button to immediately return to watching TV. You can also press the **LAST** button to back up one screen at a time.

Q. The displayed listing information or pricing information is incorrect.

A. Although **i-Guide** checks all data thoroughly before it is sent to your home, programmers do sometimes change their schedules at the last minute without letting us know. Please report erroneous data to CRTV.

Q. What happens to my DVR recordings if my digital cable box temporarily loses power?

A. All recordings that were saved prior to the power loss are preserved, as well as future recording schedules. You miss only the recordings scheduled to be recorded while the power was out.

Q. Why is my TV muted while my DVR is recording?

A. When you schedule a recording, your TV will be muted when the recording begins. (If you schedule late-night recordings, you will be grateful for this feature!) To restore your volume, just hit **MUTE** on your remote.

Note: If you experience continued problems with your digital box, remote control or program listings, please contact CRTV at 923-8899.

Need more information?

Visit www.crtv.net
Go to the
“Digital Cable” section
for an interactive i-Guide tour.

Campbell River Cable 10
features a short program
on i-Guide usage weekdays at
1:00 PM, 6:00 PM and 11:00 PM

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