



myTV
User Guide

THE POWER TO CONTROL YOUR TV EXPERIENCE IS IN YOUR HANDS.

Take time to get yourself accustomed to your new remote, it offers several levels of control – you can even program it to replace your other remotes. To learn how to replace your TV, VCR and DVD remotes with the remote that came with your digital box, turn to page 00 of this guide or visit www.cablecable.net/helpandsupport.htm

Equipment Controls (Mode Buttons) -

Use these buttons to select which home entertainment device you want to control with the remote.

Interactive Program Guide Controls -

Use these buttons to navigate and activate the features

On Demand Controls -

Coming Christmas 2009

Picture-in-Picture Controls (PIP) - Use these buttons to take advantage of the PIP function available with a Personal Video Recorder

SEE WHAT'S ON FOR THE NEXT 7 DAYS.

How To Use Your Guide

1. Press GUIDE on your remote - the program you're currently watching will be displayed in the top right of your screen.

2. Using the ARROW BUTTONS you will be able to scan (up, down and future time slots) the guide.

3. Press SELECT/OK to choose a program.

4. Looking for more information on a show, just press INFO on your remote and a pop up description will appear.

5. A 'must see' program still a few hours away ... set a timer!

6. Press EXIT to leave the guide

If your digital box is a Personal Video Recorder, press REC to record the desired shows.

With your digital box, you can now search through the TV listings 7 days in advance, even while watching another show, thanks to the FREE Interactive Program Guide feature. To help you find what you're looking for, you can search the guide by date, theme or title. It also displays a short plot description of each show, so you know ahead of time if your favourite's a rerun or a new episode. And you can use the Interactive Program Guide to set reminders for important upcoming shows.

GET DETAILS WITHOUT MISSING ANY ACTION.

The Channel Banner gives you information about a program while you're watching it.

NOW PRIME TIME IS ANY TIME.

You now have the power to catch your favourite shows at different times during the day. Your digitalbox gives you access to over 19 FREE Timeshifting channels from 4 different time zones. That means you could potentially catch shows like Oprah, CSI and Grey's Anatomy up to 5 times a day. Or, if you miss a show at 4 p.m., you'll know that you can catch it again at 7 p.m. Using the Interactive Program Guide, you'll find the Timeshifting channels between Channels 106-178 and discover shows from networks like CTV, CBC, Global and more. Please note that this feature may not be available in all areas.

GREAT PICTURE AND SOUND.

With your new digital box, you'll now automatically enjoy 100% digital picture and sound. Every channel offers vibrant colours, crisp sound and clear reception.

TURN UP THE BEAT.

40 FREE CD-quality digital music channels are now just a click of your remote away. From rock, reggae and hip hop to classical, jazz and pop, the selection is vast. And best of all, each music channel is commercial-free – so tune in, turn up the volume and rock out.

That's not all. Through your digital box, you also have access to up to 30 AM and FM stations, like CFTR AM, CJCL AM, CHSL AM, 98.1 CHFI, 104.5 CHUM FM, Classic Rock Q107, 97.3 EZ Rock, Majic 100 and KOOL FM. The AM and FM channel lineup varies by region. Now you can get all your news, music, traffic, weather and entertainment in one place – on your TV.

How To Set A Reminder

1. Press GUIDE on your remote.
2. Using the ARROW BUTTONS scroll the desired program.
3. Scroll to SET A REMINDER TIMER FOR the show.
4. Press OK
5. You'll see a small alarm clock icon on the program's listing in the guide.

SET REMINDERS FOR IMPORTANT SHOWS.

With your digital box, you can now set up to eight reminders for programs you don't want to miss. When it's time for your highly anticipated show, a message will appear on-screen to remind you that the program is starting. Insert Chart 5

SECURE YOUR SETTINGS AND PURCHASES.

Creating a unique PIN is an important security measure, especially if there are people in your household who shouldn't have the ability to purchase On Demand or Pay Per View content. Your PIN is necessary for blocking and unblocking

Parental Controls settings for the use and purchase of On Demand and Pay Per View content. You have the option to set two different PINs – one for Parental Controls and the other for On Demand and Pay Per View.

TIP: Cable Cable recommends using the same PIN for blocking and purchasing to reduce the likelihood of forgetting it.

Note: After three failed attempts to enter your PIN, the system will be locked. If you've forgotten your PIN or need to reactivate it, call 1 866 887 6434.

Creating Your PIN

1. Press SETTINGS on your remote until you see the General Settings screen.
2. Select BLOCK THIS CHANNEL. A new list of options will appear.
3. Select ENABLE to activate your PIN
4. Follow the prompt to enter your PIN
5. Select EXIT when complete

The Default PIN is 0000

PROTECT YOUR FAMILY WITH PARENTAL CONTROLS.

Creating Your PIN

1. Press SETTINGS on your remote until you see the General Settings screen.
2. Select BLOCK THIS CHANNEL. A new list of options will appear.
3. Select ENABLE to activate your PIN
4. Follow the prompt to enter your PIN
5. Select EXIT when complete

The Default PIN is 0000

Blocking A Channel

1. Be sure you have created a PIN.
2. Select SETTINGS until you reach the General Settings screen. From this screen select BLOCK CHANNELS.
3. When prompted enter your PIN
4. You may select as many channels to block as you wish by using the arrow buttons on your remote
5. Press the A button on your remote to accept.
6. Select EXIT when complete

The Default PIN is 0000

Now you can ensure your children watch only what you consider appropriate. The Parental Controls settings are included with your digital box and allow you to block programming by ratings and channels. Even when you're not home, you'll feel secure that your children are watching only what they're allowed to. Plus, you can also restrict TV access at certain times – like homework time. Please note that in order to use Parental Controls, you first need to create a secure Personal Identification Number (PIN). See page 0 for instructions.

Press the A Button to:	Press the B Button to :	Press the C Button to:
allow viewing of only this program	allow viewing of this channel until the digital box is turned off	allow viewig of all blocked programs for 2, 4,6, or 8 hours

CHANGE YOUR BASIC SETTINGS EASILY.

With your digital box, you now have the ability to tailor your TV experience to your needs and preferences – from blocking channels to making a favourite channel list, there's so much you can do to make your service your own. And best of all, you can make these modifications whenever you want. The Quick Settings menu provides you with fast access to the most commonly used features.

To Access The Quick Settings Menu:

1. Press SETTINGS on your remote until the Quick Setting Menu appears.
2. Using the arrow keys on your remote scroll through until you find the basic feature that you'd like.
3. Follow the prompts.

CUSTOMIZE YOUR TV EXPERIENCE WITH THE SETTINGS MENU.

With the General Settings menu, you have the ability to further personalize your TV experience by changing languages, background colours, volume controls and more. The General Settings menu allows you to change the following settings.

To Access The General Settings Menu:

1. Press SETTINGS on your remote until the General Setting Menu appears.
2. Using the arrow keys on your remote scroll through until you find the feature that you'd like.
3. Follow the prompts.

Feature	Description
VIEWER: Favourites	Assigns an unlimited number of favourite channels
VIEWER: Power On	Choose a channel to automatically launch when you turn on your television
BLOCK: PIN	Set up a PIN number for parental controls, Pay Per View and On Demand services
BLOCK: Channels/Ratings/Times	Restricted access to channels, rated shows and time slots
LANGUAGE	Choose language of on screen menus, and secondary audio
PPV	View a history of your Pay Per View Usage
CC	Enable closed captioning formatting
DISPLAY	Select display format of the clock
TIMER	Set timers, reminders and record times
AUDIO	Set preferred volume
SET:	Customize the background colour of your Interactive Program Guide
SET: TV Borders	HD Only

CONTROL YOUR TV, VCR AND DVD PLAYER WITH YOUR REMOTE.

You can create one easy-to-use universal remote for your home entertainment system. Follow the instructions to the right to automatically program your remote to control your TV, VCR or DVD. To use the "Automatic" method:

1. Identify your remote control model by looking at the mode buttons on the top of your remote. Match them with the pictures to the right.

2. Use the "Automatic" method by following the steps specific to your remote.

TIP: "Automatic" method not working? If you have trouble using the "Automatic" method, you can program the specific code for your home entertainment equipment. Check the small guide that was packaged with your remote or visit www.cablecable.net

TIP: For the best audio quality and control Set the digital box remote to control the volume and mute functions on your TV.

TIP: Changing batteries When you change the batteries in your remote, replace them one at a time so that your remote will retain its programming.

TIP: After you've programmed your remote To turn a device on or off: Press the appropriate mode button, then press the Power button. To control a different device: Press the appropriate mode button and use the controls on your remote.

Set UP Your Remote Using the Automatic Method - 5 Mode Buttons

1. Turn on your TV.
2. Press and hold the TV button once. The button will blink once.
3. Press and hold the SET UP button until the TV button blinks twice
4. Press 991 on your remote. The TV button will blink twice.
5. Point the remote towards your TV and press the POWER button.
6. Repeatedly press the + button until your tv turns off. The remote will cycle through all codes until a match is found
7. When your TV shuts off press the SET UP button again to lock in the code.

Set UP Your Remote Using the Automatic Method - 3 or 4 Mode Buttons

1. Turn on your TV.
2. Simultaneously press and hold the TV and SELECT buttons until the top of the remote blinks twice.
3. Press 991 on your remote.
4. Point the remote towards your tv and repeatedly press the TV button until your tv turns off.
4 device remote - repeatedly press the TV button followed by the POWER button until your tv turns off.
5. When your tv turns off, press the SELECT button twice to lock in the code.
6. Confirm the code by pressing the TV button or the POWER (4 device remote) button

Set UP Your Remote Using the Automatic Method - 4 or 5 Mode Buttons

1. Turn on the equipment you want to program into your remote control.
2. Cover the shiny, black, plastic infrared portion of the front of the remote with your hand.
4. Simultaneously press and hold the appropriate mode button and SELECT until the TV, VCR, CBL buttons blink twice. Release.
5. While again covering the front of the remote press 991. The TV, VCR, CBL buttons will blink twice.
6. Uncover the front of your remote and point it towards the equipment you want to program. Press the appropriate mode button, then the POWER button. Repeat until the affected equipment turns off. Press the SELECT button
7. The affected mode button should blink twice.

SET YOUR DIGITAL BOX REMOTE TO CONTROL YOUR TV'S VOLUME AND MUTE.

Programming your digital box remote to control the volume on your TV is simple – just follow the steps below.

5 Mode Button Remote	3 or 4 Mode Button Remote	4 or 5 Mode Button Remote
<ol style="list-style-type: none"> 1. Press and hold the SETUP button until one of the feed source buttons blinks twice. Release. 	<ol style="list-style-type: none"> 1. Point the remote away from your tv, digital box, and vcr 	<ol style="list-style-type: none"> 1. Cover the front of your remote.
<ol style="list-style-type: none"> 2. Enter 993 	<ol style="list-style-type: none"> 2. Simultaneously press and hold the CBL and SELECT buttons until the LED light on the remote blinks twice. RELEASE. 	<ol style="list-style-type: none"> 2. Simultaneously press and hold the CBL and SELECT buttons until the feed source buttons or LED light blink twice.
<ol style="list-style-type: none"> 3. Press and release the device button that you wish to control 	<ol style="list-style-type: none"> 3. Slowly enter the code 993, being sure the LED light blinks once after you input each digit. When complete the LED light should blink twice. 	<ol style="list-style-type: none"> 3. While covering the front of your remote, press 993. The LED light will blink twice when completed. Press the TV button. The CBL button or LED light will blink twice to confirm a valid selection.
	<ol style="list-style-type: none"> 4. To control your televisions volume press the TV button, to control the volume of your digital box press the CBL button. 	<ol style="list-style-type: none"> 4. Uncover the front of your remote and point it towards your television. Try and adjust the volume.

ADD YOUR DIGITAL BOX TO YOUR HOME ENTERTAINMENT EQUIPMENT.

There are several ways that you can hook up your digital box to your existing equipment – it just depends on what you have. The following diagrams demonstrate the order in which you should connect your equipment to your digital box.

DVD Setup - Most home equipment setups will support the addition of a DVD player. Please note that due to copy protection technology on DVD players, you cannot connect them through a VCR. You will be able to play DVDs but not record their content.

Cable Outlet to Digital Box to VCR to TV to DVD

VCR Setup - If you have a standard VCR and TV (equipment that you can connect via cable, instead of RCA or any other advanced cables) use this option. This setup allows you to record any channel on your VCR, but it does not allow you to view a different channel while recording. For additional ways to connect your VCR to your digital box to enable recording, visit www.cablecable.net

Cable Outlet to Digital Box to VCR to TV

Video Game Console Setup - This option will let you include a video game console on the same line as your digital box.

Cable Outlet to Digital Box to VCR to TV to Video Game Console

Note: Inputs and outputs can vary based on equipment. Please retain the manufacturer's documentation as it will have specific connection information for your home entertainment equipment.

Note: More information on connecting your digital box to your existing equipment can be found in the Easy Installation Guide that accompanied your digital box or by visiting www.cablecable.net

HIGH DEFINITION

With an HD box, you enjoy:

- 50 plus free HD channels and growing*
- 10X the resolution of regular TV
- A widescreen view with 16:9 aspect ratio
- Dolby Digital 5.1 Surround Sound**
- Access to HD movies On Demand*
- And all the benefits of a digital box

If you have an HD box, here's what you should know:

Get the best picture from your HD box - Before you begin using your new HD box, you will need to complete the HDTV Setup Wizard in order to view HD programming.

Note: Some televisions can experience image "burn-in" if fixed images are displayed for extended periods of time. Consult your television manufacturer's documentation for more information.

To help avoid burn-in change your borders from dark to light grey.

- 1.** Press SETTINGS until you reach the General Settings Menu
- 2.** Scroll to SET: TV BORDERS and press OK/SELECT
- 3.** Choose Light Grey

ENJOY A WIDE VARIETY OF HD CHANNELS.

myTV offers great HD programming, included with your HD box – 50 plus channels in total. In addition to those channels included with your HD box, there are many other HD channels that you can choose to add to your lineup.

To watch HD programming, you need both an HD or HD-ready TV and an HD box. If you have an HD box, check out all the HD content included between Channels 500-541. These channels offer news, sports, movies and many popular networks, like CBC, Sportsnet and NBC, all for no additional cost.

myTV HDTV Theme Packages- For a low monthly cost, subscribers can enjoy our HD Plus - Sports Pack which includes HD channels, The Score, TSN, Leafs TV and more, or our HD Plus - Variety Pack with HD channels like A&E, Showcase, TLC*, CNN*, National Geographic, Discovery Channel, HDNet, Equator, Oasis, Rush, and Treasure.

*Channel not yet launched.

HDTV Set Up Wizard

1. Be sure you HD box is powered off, but plugged in and your tv is on.
2. Simultaneously press the GUIDE and INFO buttons on the front of your box. HDTV Set Up Options will appear.
3. Select the Easy (A) or Advanced (B) set up.
4. Follow the on-screen instructions.

CONTROL LIVE TV AND RECORD PROGRAMS.

The PVR is the best thing to have happened to home entertainment. You can control live TV, record one program while watching another on a different channel and use the Picture-In-Picture feature to watch another show at the same time. Plus, you'll never miss a show – you can record a single episode or entire seasons of your favourite shows to watch at your leisure. What's more, you also get all the benefits of the digital box.

Common Recording Tasks

To Record A TV Program You're Watching	To Set Up A Recording In Advance	Playing A Recorded Program
1. Press the REC button to save the show. A recording screen will appear	1. Highlight the chosen program in your interactive program guide and press OK/SELECT	1. Press the LIST button
2. Record should be highlighted. Scroll to select One Episode and press the right pointing arrow for more options.	2. Highlight and press the REC button	2. In the LIST screen, scroll to the recorded program you would like to play.
3. Select the desired length of recording time and press A to accept.	3. Follow the on-screen prompts	3. Press the SELECT button.
		4. Choose PLAY and press the SELECT button once more.

TIP: To cancel a pending recording, go to the Future Program Options screen.

TIP: The default SAVE TIME for a current program. single program/episode is 14 days, but this can be changed. For the ALL EPISODES option, the default SAVE TIME is 00 Until Erased.

To change the default SAVE TIME:

1. Press the LIST button
2. Press the A button to access the scheduled recordings
3. Highlight the program recording you'd like to extend
4. Using your arrow buttons, scroll to the STOP TIME option and change it to the desired time.
5. Press the A button once more to save the new end time.
6. Follow the remaining prompts. When you wish to return to the current program press the EXIT button.

TIP: If your PVR is low on recordable space, an error will appear on screen. To see how much space is left on your PVR, press 0 then. **If you need to, you can use AUTO ERASE to automatically delete your oldest recordings to make space for new ones:**

1. Press .
2. Press to access preferences.
3. Highlight and select TURN ON AUTO ERASE.

PICTURE-IN-PICTURE (PIP).

PIP allows you to watch any two TV shows at once. The program that you're currently watching will appear in the larger or full screen (Main Screen); another program will appear in the smaller screen (PIP Screen). Your TV does not require PIP functionality. The PVR provides this feature.

To Turn PIP ON/OFF

1. Be sure no other menu screens are open
2. Press the ON/OFF button (NOT the Power button) to turn PIP on.
3. Press the ON/OFF button again to turn off PIP

NOTE:

- Audio is only provided for programming on the main screen
- The SWAP button will allow you to switch from the main screen to the PIP screen
- Use the + and - buttons to change channels within the PIP screen

HD BOX + PVR = THE ULTIMATE DIGITAL BOX. The PersonalTV HD PVR offers the full HD experience – you can record and play back your favourite shows in HD quality and you can control live TV. It combines all the benefits of a digital box, an HD box and a PVR.

DIGITAL BOX

If you have ANY problems, follow these steps FIRST. Most technical problems can be fixed by resetting and/or re-authorizing your digital box.

To reset your digital box:

1. Unplug the power cable for the digital box from the wall outlet.
2. Wait approximately 10 seconds and plug it back in.
3. Wait for approximately five minutes while your box restarts.
4. Turn on your digital box by pressing the "Power" button on the front panel.
5. Check to see if the problem you were having is now fixed*.
6. If it isn't fixed, contact our technical support staff at 1-866-887-6434

TIP: Input varies from TV to TV. The input could be a menu setting, a button on your TV remote or built into your TV.

SOUND PROBLEMS

Q: How do I know if a program or movie is broadcast in stereo or Dolby Digital 5.1?

A: You can find out by using the Interactive Program Guide (IPG). To activate the IPG, press the button. Scroll to the desired program/movie and highlight it. Programs in stereo will have a small headphone icon in the program information portion of the screen. Programs with Dolby Digital 5.1 will have a "5.1" icon in the program information portion of the screen.

Q: The audio language does not match the program I am watching. How do I fix this?

A: Follow the instructions on page 00.

Q: I subscribe to the Fairchild channel. How do I switch the audio language from Mandarin to Cantonese (or vice versa)?

A: To do this, follow the instructions on page 00 to get to the General Settings menu. Scroll through the menu until you find Choose Language/Choose SAP and select "Français" as the second audio sound. This will change the audio language to Cantonese (when available). To switch to Mandarin, select English as the second audio. Please be aware that not all Fairchild programming is broadcast with a second audio; it usually contains subtitles.

Symptom:

A picture appears on your television, but there is no sound on any of the channels.

Solutions:

1. Ensure that all applicable home entertainment equipment (e.g., TV, VCR, DVD, Home Theatre receiver, etc.) is powered on.
2. Ensure that the MUTE option is not selected on any of your home entertainment equipment.
3. Ensure that the volume is turned up on all of your home entertainment equipment.
4. There may be a problem with how your audio cables are connected to your home entertainment equipment. Ensure that the cables are connected properly and securely. (Additional information can be found at www.cablecable.net)
5. Ensure that your television and/or VCR are tuned to the correct input and output channels (e.g., Ch 3, Video 1, etc.). If this did not fix your problem, please visit www.cablecable.net for more troubleshooting steps or contact us at 1 866 887 6434.

Symptom:

You turn on your television and digital box and receive no picture on any of your channels.

Solutions:

1. Ensure that all equipment is plugged in and turned on. If it is on and the screen is black, try tuning to Channel 03 on your digital box (ensure that your TV is tuned to the correct input). If no picture appears, go to Step 2.
2. There may be a problem with how your cables are connected to your home entertainment equipment. Ensure that the cables are connected properly and securely. (Additional information can be found at www.cablecable.net)

If none of the suggestions above worked, try the following:

1. Disconnect the coaxial cable from your digital box and connect it directly to your television.
 - a) Change the channels on your TV. If a picture appears, proceed to Step 2 below.
 - b) If no picture appears, please call us at 1 866 887 6434.
2. Disconnect the cable from your television and reconnect it to your digital box, then tune to Channel 01. If no picture appears, proceed to Step 3.
3. Reset and/or re-authorize your digital box by following the steps on page 00. If this did not fix your problem, please visit www.cablecable.net for more troubleshooting steps or contact us at or 1 866 887 6434.

TIP: Input varies from TV to TV. The input could be a menu setting, a button on your TV remote or built into your TV.

Symptom:

Your remote does not control your digital box (on/off, volume, channels, etc.).

Solutions:

1. Verify that the remote is set to Cable Mode by pressing the button at the top of the remote.
2. Ensure that your digital box is powered on. To do so, check that the green light under the Power button on the front panel of the digital box is illuminated. If not, try turning it on from the front panel of the digital box.
3. Ensure that there is no obstruction blocking the infra-red sensor of the remote from communicating with the digital box.
4. Ensure that the lights at the top of the remote control blink when a button is pressed. If not, replace the batteries (2 AA).
5. If your remote can control all functions on your digital box except the volume, ensure that the volume control is not set to the fixed audio option in the General Settings menu. See page 11 for more information.
6. If you are still having problems, try changing channels by pressing the channel or buttons on the front of your digital box. Attempt to use the remote control again. If this did not fix your problem, please visit www.cablecable.net for more troubleshooting steps or contact us at or 1 866 887 6434.

Symptom:

You receive a "Not Authorized" message on a channel to which you subscribe.

Solutions:

1. Confirm you are subscribed to the channel in question.
2. Reset and/or re-authorize your digital box by following the steps on page 00. If this did not fix your problem, please visit www.cablecable.net for more troubleshooting steps or contact us at or 1 866 887 6434.

TROUBLESHOOTING: HIGH-DEFINITION PICTURE SIZE/ QUALITY PROBLEMS

Symptoms:

- You receive an error message when accessing any of the On Demand menus.
- You are unable to order an On Demand program.
- An On Demand program suddenly stops playing.

Solutions:

1. Use the or buttons on your remote to change to another channel.
2. Go back to the On Demand channel you were viewing.
3. Make sure the menu loads and that you can order/resume your chosen program.
4. If it is still not fixed, reset and/or re-authorize your digital box by following the steps on page 00. If this did not fix your problem, please visit www.cablecable.net for more troubleshooting steps or 1 866 887 6434.

Symptoms:

- The HD picture quality is not as good as you expected.
- High-Definition programs do not properly fit your HDTV screen (picture appears squashed or stretched).

Solutions:

1. Ensure that you have an HD or HD-ready TV and an HD digital box or HD PVR digital box.
2. Ensure that you are using the HD cables provided by Cable Cable to connect your digital box to your HD TV.
3. Ensure that the program you are watching is available in HD (HD channels are located between channels 200-263) and that the HD icon is displayed beside the title in the Interactive Program Guide.
4. If you have the necessary equipment and cabling and the program is available in HD, use the digital box Setup Wizard to adjust the picture mode to match your HD TV.

Using the HDTV Setup Wizard

1. Make sure that your digital box is plugged in but powered OFF and that your television is ON.
2. Press the and buttons on the front of your digital box at the same time. The HDTV Setup Options screen appears.
3. From the HDTV Setup Options screen, choose the Easy or Advanced Setup.

The Easy Setup option

The Easy Setup mode is quick and easy but limits your HD TV picture choices to only the most common formats (480i and 1080i). Press the button on your remote control to use the Easy Setup

Using the Easy Setup option

From the standard or widescreen screen, choose the type of TV that you have.

- a) Press to choose a standard (4:3 ratio) screen. Choosing this option will display the 480i format on the non-High-Definition channels and the 1080i format on the High-Definition channels.
- b) Press to choose a widescreen (16:9 ratio) screen. Choosing this option will display the 1080i format on all channels (non-High-Definition channels and High-Definition channels). Your settings will be saved. Press the Power button on your digital box or digital box remote control to begin enjoying your digital cable service.

TROUBLESHOOTING: REMOTE CONTROL PROBLEMS

Symptom:

Your remote does not control your digital box (on/off, volume, channels, etc.).

Solutions:

1. Verify that the remote is set to Cable Mode by pressing the button at the top of the remote.
2. Ensure that your digital box is powered on. To do so, check that the green light under the Power button on the front panel of the digital box is illuminated. If not, try turning it on from the front panel of the digital box.
3. Ensure that there is no obstruction blocking the infra-red sensor of the remote from communicating with the digital box.
4. Ensure that the lights at the top of the remote control blink when a button is pressed. If not, replace the batteries (2 AA).
5. If your remote can control all functions on your digital box except the volume, ensure that the volume control is not set to the fixed audio option in the General Settings menu.
6. If you are still having problems, try changing channels by pressing the channel or buttons on the front of your digital box. Attempt to use the remote control again.

Q: Can I connect a VCR, DVD and/or a Home Theatre receiver with my digital box?

A: Yes.

Q: Can I install my own extra outlet?

A: No. Cable Cable is responsible for installing all outlets. Up to 4 cable outlets are included in your initial installation charge.

Q: How do I set up my remote control so that it can control my TV, VCR and/or DVD?

A: The Cable Cable remote control can be set up to control your TV, VCR, DVD and other home entertainment equipment.

Q: My remote control is not working/not controlling my digital box or other home entertainment devices. How can I fix it?

A: Make sure that you've programmed your remote to control your device. To learn how, see page 00 of this guide. If you have programmed your remote to control these other devices, make sure that you've pressed the correct mode button (e.g., CBL, TV, VCR, etc.) at the top of your digital box remote control.

TROUBLESHOOTING: “NOT AUTHORIZED” MESSAGE

Symptom:

You receive a “Not Authorized” message on a channel to which you subscribe.

Solutions:

- 1.** Confirm you are subscribed to the channel in question.
- 2.** Reset your digital box

HIGH-DEFINITION PICTURE SIZE/ QUALITY PROBLEMS

Q: What equipment do I need to view HD programs?

A: You will need either a High-Definition or High-Definition-ready television. You will also need a Cable High-Definition digital box.

Q: How do I know if a program is available in HD?

A: The majority of HD channels are located between Channels 500 and 541. Most programs that are broadcast in HD will have an "HD" icon in the Interactive Program Guide.

Q: How do I avoid "burn-in" with my HDTV?

A: Burn-in can occur when a fixed image is displayed for a long period of time on your HD screen. For more information, see page 24.

Q: How do I use the stretch and zoom functions of the HDTV digital box?

A: Press the button on the remote to toggle through the stretch options

Symptoms:

- The HD picture quality is not as good as you expected.
- High-Definition programs do not properly fit your HDTV screen (picture appears squashed or stretched).

Solutions:

1. Ensure that you have an HD or HD-ready TV and an HD digital box or HD PVR digital box.
2. Ensure that you are using the HD cables provided by Cable to connect your digital box to your HD TV.
3. Ensure that the program you are watching is available in HD (HD channels are located between channels 200-263) and that the HD icon is displayed beside the title in the Interactive Program Guide.
4. If you have the necessary equipment and cabling and the program is available in HD, use the digital box Setup Wizard to adjust the picture mode to match your HD TV.

Using the HDTV Setup Wizard

1. Make sure that your digital box is plugged in but powered OFF and that your television is ON.
2. Press the and buttons on the front of your digital box at the same time. The HDTV Setup Options screen appears.
3. From the HDTV Setup Options screen, choose the Easy or Advanced Setup.

The Easy Setup Option

The Easy Setup mode is quick and easy but limits your HD TV picture choices to only the most common formats (480i and 1080i). Press the button on your remote control to use the Easy Setup. Using the Easy Setup option - From the standard or widescreen screen, choose the type of TV that you have.

- a) Press to choose a standard (4:3 ratio) screen. Choosing this option will display the 480i format on the non-High-Definition channels and the 1080i format on the High-Definition channels.
- b) Press to choose a widescreen (16:9 ratio) screen. Choosing this option will display the 1080i format on all channels (non-High-Definition channels and High-Definition channels). Your settings will be saved. Press the Power button on your digital box or digital box remote control to begin enjoying your digital cable service.

GENERAL INFORMATION

Q: What should I do if I have problems with my cable TV service?

A: As with anything technical, problems may arise from time to time. Rest assured, you now have some of the most advanced cable equipment available. However, if a problem comes up, try unplugging your digital box. After 60 seconds, plug it back in. Wait a few minutes to let it reset itself and then turn it on. If the problem persists, call us any time – day or night – at 1 866 887 6434.

Q: What happens if I move?

A: Don't worry – if you move to another Cable Cable service area, we'll move and install all your cable services for free. To ensure the changes are made in time, let us know 30 days in advance of your move.

Q: What if I have more questions about myTV?

A: Call us at 1 866 887 6434 or visit www.cablecable.net

Q: How can I pay my bill?

A: You have several options. You can pay:

- with pre-authorized bank or credit card payments
- at most banks
- by calling 1 866 887 6434
- or person or by mail;
Cable Cable Inc.
16 Cable Road
Fenelon Falls, ON K0M 1N0

Q: How do I order additional Cable Cable services?

A: To order additional services contact our office at 1 866 887 6434 and one of our friendly customer service representative will be able to assist you.

PICTURE PROBLEMS

Q: I'm getting a "Not Authorized" message on channels that I subscribe to. How do I fix this?

A: Usually, re-authorizing your digital box will fix this problem. Contact our tech help at 1-866-887-6434.

Q: My television screen is displaying a pink/green/ yellow screen. How do I fix this?

A: To correct this, you will need to re-authorize your digital box. Contact our tech help at 1-866-887-6434.

Q: I don't like the Program Guide/menu colours. How can I change them?

A: You can change the colours in the General Settings

QUESTIONS ABOUT PERSONAL VIDEO RECORDERS

Q: How do I record programs using my PVR?

A: Read through the information enclosed in this manual for details on recording programs using your PVR.

Q: How many programs can I record at one time?

A: You can record two programs simultaneously. In addition, you can watch titles in your pre-recorded titles list while recording two other programs.

Q: How do I play back programs that I've recorded using the PVR?

A: Read through the information on page 00 for details on playing back programs that you've recorded using the PVR.

Q: How can I erase or block a program that I've recorded?

A: Press the button on the remote and highlight the recording on the Recorded Programs List screen. Then press the button on the remote. An Options screen will appear for the program you selected. From the Options screen, you can choose to delete or block a recording and change the amount of time the recording will be saved.

Q: When I press the button on my remote, nothing happens or I receive a "Not Authorized" message. How do I fix this?

A: Usually, resetting your digital box will fix this problem.

Q: How can I check how much recording space I have remaining?

A: Press the g button on your remote and press the button. A storage meter will indicate how much space you have remaining.

Q: I've been tuned to a show since it started. Can I save this show to my recorded programs list?

A: Yes, provided that you have been tuned to the show since the beginning (otherwise, only the portion that you've watched will be saved) and the length of the program does not exceed one hour. Push (REC) on the remote to save it.

Q: Can I use my PVR to record Pay Per View (PPV) events and On Demand programming?

A: Yes, you can record Pay Per View movies and events. You must first buy the PPV event and then record it once it has begun. You cannot currently record On Demand movies or programs with the PVR.

Q: I've set up Parental Controls on my digital box. Do the same Parental Controls apply to PVR recordings?

A: Yes. If you block programs by channel or rating in the General Settings menu, those settings are carried over to PVR recordings. To watch blocked recorded programs, you will need to enter your Parental Controls PIN.

Q: Do I have to press STOP to stop recording the program when it ends?

A: No, the recording will automatically stop based on the stop time information specified on the confirmation screen.

Q: Why do I receive an error message if I try to change channels during recordings?

A: The digital PVR box will display a Channel Change Notice error message if you are already recording two programs and attempt to tune to another channel. In this situation, you can press the button to stop one of the recordings and then tune to the desired channel or you can watch one of the shows that you are recording by pressing the button.

Q: How far back can I rewind live TV?

A: You can rewind up to one hour of live TV, depending on how long you have been tuned to the program you want to rewind. Each time you change channels, a new copy is stored in the built-in recorder. For example, if you've been watching the same channel for 15 minutes, you can rewind that 15 minutes of programming.

Q: What does the red light mean on the front of the Cable Cable digital PVR box?

A: When the red light is on, a show is currently being recorded.

Q: Does my digital PVR box need to be powered on to record programs?

A: No. As long as your digital PVR box is plugged in, it will record programs you have scheduled to record regardless of whether it is turned on or off.

Q: Can I record content from my DVD player on the digital PVR box?

A: No. DVD players use copy protection that will prevent the content of a DVD from being recorded by another device.

Q: What happens if my digital PVR box temporarily loses power?

A: Everything you have recorded prior to losing power will be saved. However, recordings you have scheduled while the digital PVR box is without power will not be recorded for the duration of the power loss. Scheduled recordings will resume once the power has been restored.