

**WAVE**  
RURAL CONNECT



**TV & Remote Control  
User Guide**

POWERED BY ARKANSAS VALLEY ELECTRIC COOPERATIVE



# Television & Remote Control

## User Guide

**Arkansas Valley  
Electric Cooperative**



**WAVE**  
RURAL CONNECT



*CHANGING THE COMMUNITIES WE SERVE*

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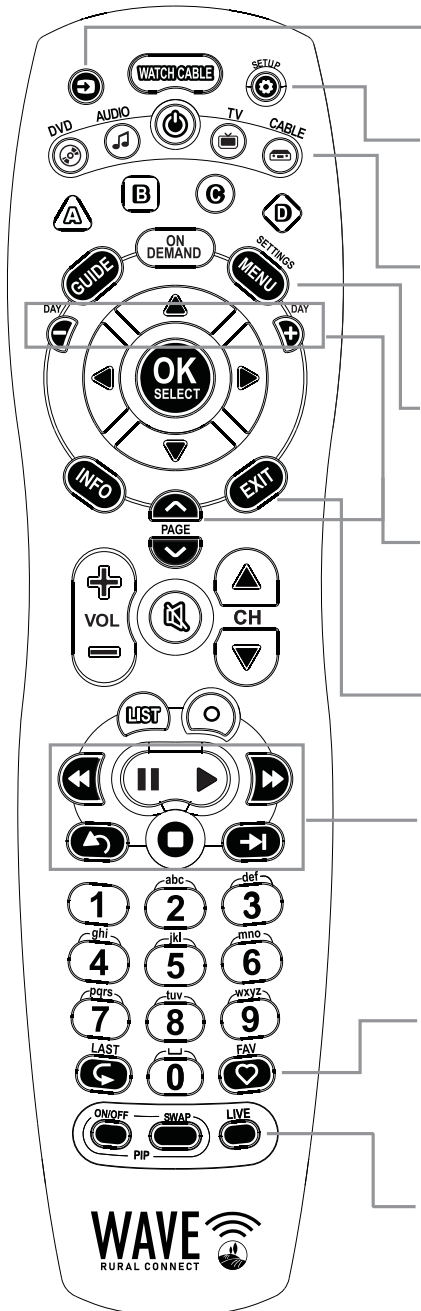
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# Remote Control Button Guide

(Infrared Model)



Used to cycle through video inputs on TV or Audio Receiver  
Se utiliza para recorrer las entradas de video ajustadas en el TV o Receptor de Audio

Used to enter remote control SETUP.  
Se utiliza para ingresar la CONFIGURACIÓN del control remoto

Remote controls the device related to whichever mode key was last pressed  
El remoto controla el equipo relacionado a la tecla de modo pulsada por última vez

Displays main cable MENU  
Muestra el MENÚ principal para cable

Used in the program guide for PAGE and DAY navigation  
Se utiliza en la guía de programas para navegar por las PÁGINAS y los DÍAS

EXITs current menu and returns to current program  
SALE del menu en curso y vuelve al programa en curso

Controls PLAYBACK of live and recorded TV  
Controla la REPRODUCCIÓN de TV en vivo y grabada

Cycles through FAVORITE channels that are set on your cable box  
Recorre distintos canales FAVORITOS configurados en su receptor de cable

Returns to LIVE TV  
Vuelve a TELEVISIÓN EN VIVO

# Remote Control Button Guide

## (Infrared Model), Continued

Turns ON/OFF equipment used for watching cable TV  
Enciende y apaga el equipo utilizado para mirar TV por cable

Used for special functions that are displayed on your cable menus

Se utiliza para funciones especiales que se muestran en los menús para cable

Accesses ON DEMAND program library  
Accede a la biblioteca de programas A DEMANDA

Displays program GUIDE  
Muestra la GUIA de programas

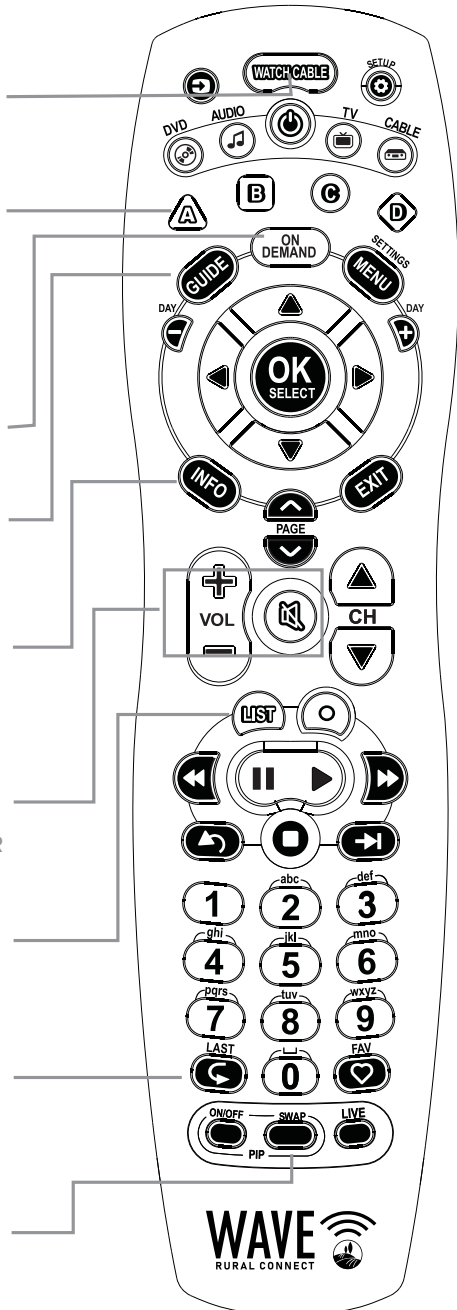
Displays INFO for currently selected program  
Muestra INFORMACIÓN sobre el programa seleccionado

Controls and MUTES TV VOLUME  
Controla y SILENCIA EL VOLÚMEN DEL TELEVISOR

Displays a LIST of recorded programs  
Muestra una LISTA de los programas grabados

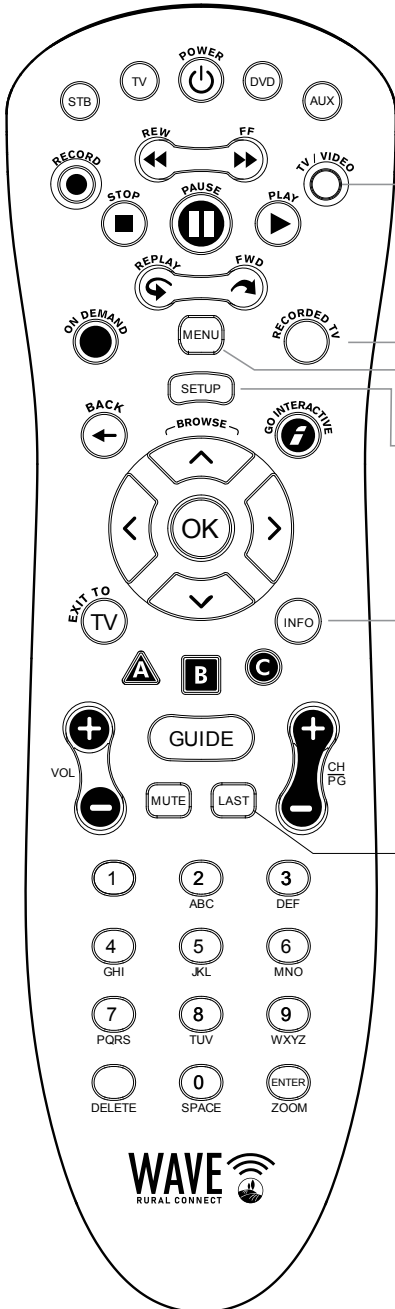
Returns to LAST channel you were watching  
Vuelve al ÚLTIMO canal que estuvo mirando

Used to SWAP DVR tuners  
Se utiliza para CAMBIAR los sintonizadores de DVR



# Remote Control Button Guide

(Radio Frequency Model)



Used to cycle through video inputs on TV or audio receiver  
Se utiliza para recorrer las entradas de video ajustadas en el TV o receptor de audio

Displays a list of recorded programs  
Muestra una lista de los programas grabados

Displays main MENU

Muestra el MENÚ principal

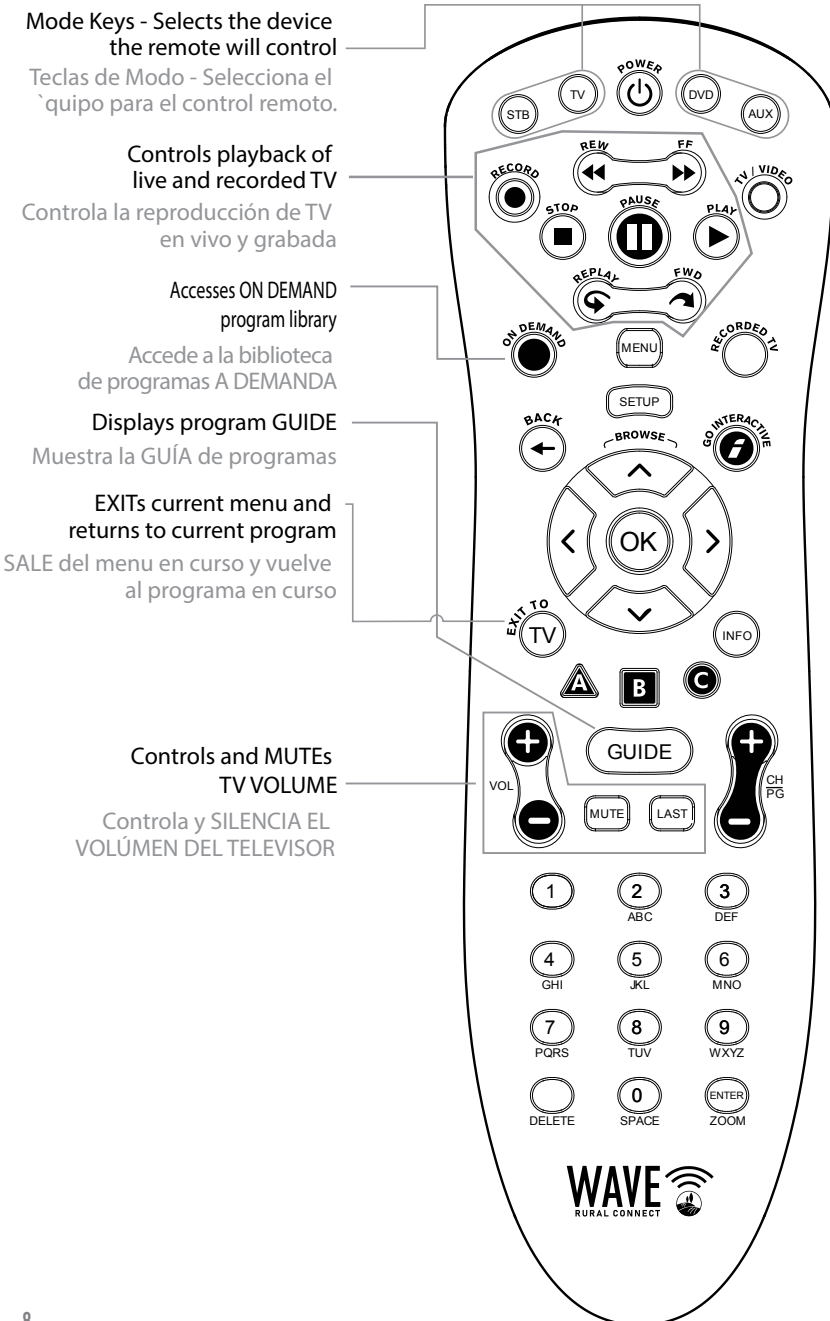
Used to enter remote control SETUP.  
Se utiliza para ingresar la CONFIGURACIÓN del control remoto

Displays INFO for currently selected program  
Muestra INFORMACIÓN sobre el programa seleccionado

Returns to LAST channel you were watching  
Vuelve al ÚLTIMO canal que estaba mirando

# Remote Control Button Guide

## (Radio Frequency Model), Continued





# Start With the Basics

## Turn The TV On/Off

Your installation technician programmed a remote to operate each television.

1. Select TV mode and then press power on or off.

*Note: If there have been no channel changes or guide button presses on a television for 24 hours, the set-top box automatically goes into standby mode. To resume watching TV, press OK as indicated on the floating screen prompt.*

## Browse With Picture-In-Picture

See what else is showing without leaving your current program. Wave television service gives you the ability to flip through current programs and see what is on without leaving the program you are watching with convenient Picture- In-Picture browsing.

- ≈ Press the DOWN ARROW key to access ON NOW information.
- ≈ Press the LEFT ARROW key to see JUST MISSED.
- ≈ Press the RIGHT ARROW key to see WHAT IS ON NEXT.

## View Recent Channels

Wave television provides convenient access to recently viewed channels and recordings.

- ≈ Press the UP ARROW key to access recent channels viewed with Picture-in- Picture or Poster Art.
- ≈ Press LEFT or RIGHT ARROW keys to OK a program, then press OK to watch the program.
- ≈ Press the UP ARROW key again to view recent recordings.

## Access and Navigate the On-screen Menus

Wave television offers you more. The on-screen menus are easy to navigate with your remote control.

- ≈ Use the LEFT and RIGHT ARROW keys to OK items on any horizontal menu that appears at the top of any Wave television screen.
- ≈ Use the UP and DOWN ARROW keys to OK items on any vertical menu that appears when you highlight an item in the top menu navigation.
- ≈ Press OK to OK your highlighted item.
- ≈ Press BACK/EXIT at any time to return to TV viewing.

# Key Functions

## The Menu Button

The MENU button or LEFT ARROW key on your remote control gives you access to all of the great features your Wave television service has to offer, including enhanced search, channel favorites, parental controls, On Demand and more.

*Note: Step-by-step instructions on all of the features listed in this section can be found throughout this guide.*

1. Press the MENU button or LEFT ARROW key on your remote control. The MAIN MENU screen appears.
2. Use the UP and DOWN ARROW keys to OK a heading in the MAIN MENU.
  - ≈ OK RECORDED TV to access all programs you have recorded with your Whole-Home DVR service.
  - ≈ OK On Demand to access the On Demand Free Connection, new releases or movies that you have already rented.
  - ≈ OK SETTINGS to customize your program guide, manage your parental controls, set the viewing aspect ratio for your TV and more.
3. Press OK to open selected screens.

## The Info Button

The INFO button gives you more information about current and future programming. Press this button anytime you would like more information on a selected program. You can also schedule a recording from any PROGRAM INFO screen.

### Get Info About the Program You are Watching

1. Press the INFO button on your remote. The PROGRAM INFO screen appears with a brief description of the program, including the run time.
2. Press the RIGHT ARROW key to access information on the cast and crew.
3. Press the DOWN ARROW key to record the program one time or to set up a series recording. Press OK to OK the desired action.
4. Press the EXIT button to return to the program you were watching.

### Get Info About a Future Program

1. Press GUIDE on your remote.
2. Press the RIGHT ARROW key to highlight a program that is not currently on.
3. Press INFO to view details about the highlighted program and to schedule a one-time or series recording.

*Note: You can also get more information on any program in your results list when using the search feature.*

# Set Your Television Screen Size

Change Your Screen Aspect Ratio for Widescreen or HDTV Aspect ratio is the relationship of the screen's width to its depth. Standard TVs have a 4:3 aspect ratio; widescreen and HDTVs have a 16:9 ratio.

1. Press the MENU button or LEFT ARROW key.
2. Press the DOWN ARROW key to navigate to the SETTINGS menu and press OK. Use the DOWN ARROW key to OK TELEVISION.
3. OK the SCREEN ASPECT RATIO AND HIGH DEFINITION screen and press OK.
4. Use the UP and DOWN ARROW keys to OK from:
  - ≈ 4:3 standard definition
  - ≈ Widescreen standard definition
  - ≈ 720p high definition or 1080i high definition, depending on your TV
5. Press OK. The system may ask to run a test to ensure that your desired setting is applied to your TV. Use the ARROW keys to continue and press again.

**Shortcut:** Press the RIGHT ARROW to access the VIEWING OPTIONS menu where you can create favorites, as well as edit closed captioning and TV zoom settings

# Find What You Want to Watch and Choose Favorites

Wave television service offers you several ways to find what you want to watch. You can even create a Program Guide with just your favorite channels, so you see only the channels that interest you.

# Use the Interactive Program Guide

1. Press the GUIDE button to display the INTERACTIVE PROGRAM GUIDE.
  - ≈ Use the ARROW keys to scroll through current and future programming options.
  - ≈ Use PAGE UP/DOWN to scroll through a page at a time.
  - ≈ Use FF/REW to skip ahead/back 24 hours at a time.
  - ≈ Your Wave INTERACTIVE PROGRAM GUIDE allows you to view programming information up to 14 days in the future.
2. Highlight a program to view more information.
  - ≈ Press OK to view the program if it is currently on. If your selected program is not currently on, a PROGRAM INFO screen appears.
  - ≈ Press INFO to see more viewing options and additional program information.
  - ≈ Press the RECORD button once to record the program. Press the RECORD button twice to record the series.
  - ≈ Press GUIDE to exit the INTERACTIVE PROGRAM GUIDE and resume your program.
3. Jump to a day or time
  - ≈ Press OPTIONS/ENTER to display a menu of options for navigating directly to a desired day or time

## Set up Your Favorites List for the First Time

1. Press the RIGHT ARROW to access the VIEWING OPTIONS screen. OK EDIT FAVORITES, use the DOWN ARROW key to highlight FAVORITES and then press OK.
2. OK SET UP FAVORITES and press OK. A list of available channels appears on the screen.
3. Use the UP and DOWN ARROW keys to OK your favorite channels.
  - ≈ To add a channel to your list, press OK. A check mark appears to identify the channel you selected. Press OK again to remove the check mark or to deselect the channel.
  - ≈ To remove all selected channels, use the LEFT ARROW key to highlight UNCHECK ALL and press OK.
  - ≈ To see only the channels you have selected for your favorites list, OK VIEW ALL and press OK.
4. OK SAVE and press OK once you are finished selecting all of your favorite channels
5. Press MENU on your remote to view your customized favorites guide.

## Edit Your Favorites List

Follow the steps below to add or remove a channel from an existing list.

1. Press the MENU button.
2. Use the DOWN ARROW key to navigate to SETTINGS. Press OK. 3 . Use the DOWN ARROW key to OK TELEVISION. Press OK.
3. Use the RIGHT ARROW key to navigate to SET UP FAVORITES. Press OK. 5 . Use the UP and DOWN ARROW keys to OK or deselect the channels you would like to appear on your FAVORITES list.
4. OK SAVE and press OK when you are finished editing your FAVORITES list.

## Find Programs Using Search

1. Press MENU and use the UP ARROW keys to OK SEARCH.
2. Use the ARROW keys to OK a letter on the on-screen keyboard and press OK. Continue until you have entered your search term.

*Note: To enter a number, OK the 123 button and press OK. This brings up a number keypad. OK the ABC button and press OK to return to the regular keyboard.*

3. The results of your search appear as you type. The more letters you type, the better your results.
4. Use the RIGHT ARROW key to navigate to your results list.
5. Use the ARROW keys to OK a title or name. Press OK to view options.
  - ≈ If you OK a title, you can choose to watch it if it is currently on or record it if it is scheduled to play in the future.
  - ≈ If you OK a name, you will see a list of programs with that actor or director. OK a title and press OK to view or record that program.
  - ≈ If MORE ... appears next to a title, OK it to see a list of all programs with that title. OK an episode and press OK to view or record that program.
  - ≈ If VIDEO appears next to a title, you can preview or rent the program through the On Demand feature.

## Narrow Your Search

1. Navigate to the SEARCH screen. OK OPTIONS on the on-screen keyboard and press OK.
2. Under FILTER RESULTS, OK TITLES, On Demand or PEOPLE. Press OK.
3. Use the on-screen keyboard to enter your search term. Results appear as you type. OK from the RESULTS list and press OK.

## Control the Keys to Parental Locks

With Wave television service, you can control what types of are viewed in your home. Use parental locks to make certain channels and types of programming accessible only with a Personal Identification Number (PIN).

1. Press the MENU button or LEFT ARROW key. Use the DOWN ARROW key to OK SETTINGS and press OK. Press the DOWN ARROW key to highlight PARENTAL CONTROLS and press OK.
2. If a lock appears next to PARENTAL LOCKING, a PIN is already set, and parental locks are in place.
  - ≈ If an open lock appears next to PARENTAL LOCKING, a PIN is already set but, no parental locks are in place.
  - ≈ If no lock appears, a PIN has not yet been set.
3. Press OK to OK PARENTAL LOCKING.
4. Use your remote to enter your four-digit PIN. If no PIN has been set, enter a new four-digit PIN. You will be prompted to enter it again for confirmation.
5. Use the ARROW keys to navigate the locking options that appear on the PARENTAL LOCKING screen.

## Lock Specific Channels

1. From the PARENTAL LOCKING screen, use the ARROW keys to OK CHANGE next to CHANNELS. Press OK.
2. Use the UP and DOWN ARROW keys to OK specific channels from the on-screen list. For faster navigation, use the PAGE UP/DOWN. This scrolls up or down a page at a time.
  - ≈ Press OK to lock a channel. A lock appears. Press OK again to unlock the channel.
  - ≈ Use the LEFT ARROW key to OK UNLOCK ALL and press OK. This will unlock all channels.
  - ≈ Use the LEFT ARROW key to OK VIEW LOCKED ONLY to see only the channels you locked.
3. OK SAVE and press OK.
4. OK LOCK. Press OK and then EXIT on your remote.

## Lock Programs Based on Ratings

1. From the PARENTAL LOCKING screen, use the ARROW keys to OK CHANGE next to US TV PARENTAL GUIDELINES or MOVIE RATINGS. Press OK.
2. Use the DOWN ARROW key to OK the lowest rating you would like to lock, then press OK.
  - ≈ This locks all TV programs or movies (depending on the rating system you selected) with that rating or higher.
  - ≈ Use the LEFT ARROW key to unlock all ratings by selecting UNLOCK ALL and then pressing OK.
3. OK SAVE and press OK.
4. OK LOCK. Press OK and then EXIT on your remote.

## Lock On Demand Rentals

5. From the PARENTAL LOCKING screen, use the ARROW keys to OK CHANGE next to PARENTAL LOCKING. Press OK.
6. OK LOCK RENTING and press OK. A lock appears. This requires your four-digit PIN before an On Demand rental are made.
7. OK SAVE and press OK.
8. OK LOCK. Press OK and then EXIT on your remote.

*Note: To prevent unauthorized rentals from occurring, set a Rental Locking PIN. This PIN is required each time you rent a movie.*

## Turn off Locks Temporarily

1. From the PARENTAL LOCKING screen, use the ARROW keys to OK TURN OFF LOCKING. Press OK.
2. OK UNLOCK ALL TV FOR 4 HOURS and press OK.

*Note: A PIN is required to purchase locked rentals.*
3. If you would like to turn locks on before the allotted time, OK LOCK on the PARENTAL LOCKING screen and press OK.

## Reset all Your Parental Locks and PIN

1. From the PARENTAL LOCKING screen, use the ARROW keys to OK TURN OFF LOCKING. Press OK.
2. OK RESET ALL PARENTAL LOCKS and press OK.
3. OK RESET to reset your PIN and to stop using parental locks. Press OK. The next time you access the PARENTAL LOCKS screen, a new PIN is required.

# Pause, Play, Replay, and Record Live TV

If you subscribe to Wave's Whole-Home DVR service, you can control live TV! Your Whole-Home DVR records up to 90 minutes of the channel you are currently watching. This means you can pause, Replay, and Record what you are watching, so you never miss a thing.

## Pause or Restart a Program

1. Press PAUSE on your remote to temporarily stop a live TV program.

**Note:** A progress bar appears on the screen. This shows you the start and end times of your current program, how much time has elapsed, and at what point you paused the program. The program will remain paused for up to 90 minutes. If you cannot return to your program in 90 minutes, press so that you can resume viewing when you are ready.

2. Press PAUSE or PLAY at any time to resume viewing.

## Replay Part or All of a Program

1. Press REW to rewind the program you are currently watching.
2. A progress bar appears on the screen. This shows you the start and end times of your current program and indicates how far you can go back in time.
  - ≈ Press REW up to three times to rewind at increasing speeds.
  - ≈ Press the BACK button to skip back in 7-second increments.
3. Press PLAY anytime to resume viewing.

## Fast Forward or Return to the Program

If you have paused, replayed or used the rewind feature while watching live TV, you can use the FF and SKIP buttons on your remote to go forward in time.

1. Press FF to fast-forward through your program.
2. A progress bar appears on the screen. This shows you the start and end times of your current program and indicates how far you can go forward in time.
  - ≈ Press FF up to three times to advance at increasing speeds.
  - ≈ Press the SKIP button to fast-forward in 30-second increments.
3. Press the FF or SKIP button until you reach the end of the green bar in the progress indicator to return to live viewing.

## Add Extra Recording Time to the End of the Program

If you think that the program you are recording will go over its scheduled end time, you can add time to the end of the recording.

1. Press **INFO** after the program has begun recording. Use the **ARROW** keys to **OK RECORD OPTIONS** and press **OK**.
2. **OK RECORD** and press **OK**.
3. **OK STOP RECORDING** and choose the amount of time needed to record the program in its entirety. Press **OK**.
4. Use the **LEFT ARROW** key to **OK SAVE CHANGES** and press **OK**. 5 . **OK WATCH** and press **OK**. This returns you to your program.

## Restart Programs

Pre-selected channels are enabled with **RESTART** service that allows you to start a program from the beginning up to 24 hours after it started, even if you forgot to set your DVR to record the program.

## Identifying Programs with RESTART Enabled

There are three ways to find out if you can restart a program.

1. For shows already in progress, look for the **RESTART** button in the **On Now** panel that appears when you press the **DOWN ARROW** key.
2. While watching a program, press the **INFO** key. If the program has **RESTART** enabled, **RESTART** appears on the **Summary** screen under **Resume play**.
3. In the program guide, the **RESTART** symbol appears beside the program name. You can use the **LEFT ARROW** key to browse to programs that have started up to 24 hours in the past.

## Restarting a Program

1. While watching a program already in progress, press **DOWN ARROW** to display the **On Now** channel bar with the **RESTART** symbol. Press **OK** to restart the program.
2. While watching a program, press the **INFO** key. If the program has **RESTART** enabled, **RESTART** appears in on the **Summary** screen under **Resume play**. Use **ARROW** keys to highlight the **RESTART** bar and press **OK**.
3. In the program guide, use **ARROW** keys to highlight a program with the **Restart** symbol that has started within the last 24 hours. Press **OK**.



# Whole-Home DVR

Your Wave Whole-Home DVR has it all, giving you multiple advanced features, recording up to six programs at once and watching recorded content from up to three simultaneous Set Top Boxes in the house.

## Schedule Programs for Recording

There are multiple ways to record a program scheduled to air in the future. You can also set your Whole-Home DVR to record a single show or all episodes of a series.

### Schedule a Single or Series Recording from the Program Guide

1. Press **GUIDE**. Use the **ARROW** keys to scroll through the available content and highlight a program.
2. Press **REC**. A single red dot appears next to the program listing in the guide to indicate that a recording is scheduled.
3. Press **REC** twice to schedule a recording of a series. Three red dots appear next to the program listing in the guide to indicate that a series recording is scheduled.
4. Press **REC** a third time to cancel the recording. All red dots will disappear.

### Schedule a Single Recording from the Program Info Screen

1. Access the **PROGRAM INFO** screen using one of the following actions:
  - ≈ Press **INFO** while watching a program you want to record.
  - ≈ Press **GUIDE**. Use the **ARROW** keys to highlight a program to record and press **INFO**.
2. **OK RECORD EPISODE** and press **OK**.
3. If you would like to add time to a program that is currently being recorded (in case you think it might run long),
  - ≈ **OK INFO** then the **DOWN ARROW** key to **OK RECORD OPTIONS**. **OK STOP RECORDING** and press **OK**. **OK** a time and press **OK**.
4. **OK SAVE CHANGES** and press **OK**.

### Schedule a Series Recording from the Program Info Screen

1. Access the **PROGRAM INFO** screen using one of the following actions:
  - ≈ Press **INFO** while watching a program you want to record.
  - ≈ Press **GUIDE**. Use the **ARROW** keys to highlight a program to record and press **INFO**.
2. **OK RECORD SERIES** and press **OK**.
3. Use the **ARROW** keys to **OK** the time and press **OK**.
4. **OK** from the following options to limit your recordings:
  - ≈ Any day (at the same time)
  - ≈ Any day/any time
  - ≈ Any day/any time/once per day

5. If you want to limit your series recording to only first-run episodes, OK FIRST RUN ONLY under SHOW TYPE. The default setting is to record every instance.
6. If you think the episodes may run long, add extra time to the end of the program by selecting STOP RECORDING. Press OK and OK a time.

*Note: Your Wave Whole-Home DVR does not adjust if a program's schedule changes unexpectedly. However, planned schedule changes, such as a series moving from 7:00pm to 7:30pm for one week, are detected by your DVR and the will record in its entirety.*

## Schedule a Single Recording by Channel, Time and Date

1. Press the DVR button on your remote. Alternatively, you can press MENU and use the DOWN ARROW key to OK RECORDED TV .
2. Use the RIGHT ARROW key to OK ADD RECORDING and press OK.
3. OK CHANNEL AND TIME and press OK. The MANUAL RECORD screen appears.
4. Use the ARROW keys to fill in the fields on the MANUAL RECORD screen.  
*Note: You can elect to keep the recorded program until you delete it or you can allow Whole-Home DVR to delete it when it is time to make room for new recordings.*
5. OK RECORD and press OK to schedule the recording.

## Manage Your Recordings for Browsing, Playing and Replaying

1. To view your recording schedule, press the DVR button.
2. Use the RIGHT ARROW key to OK SCHEDULED and then press OK. A list of upcoming recordings will be displayed in the order they will be recorded.
3. Use the ARROW keys to scroll through the list or use the PAGE UP/DOWN to scroll a page at a time.
4. OK SERIES if you would only like to view the scheduled series recordings.

## Cancel Future Recordings from the Recordings Screen

1. Press the DVR button.
2. Use the RIGHT ARROW key to OK SCHEDULED and then press OK. A list of upcoming recordings will be displayed in the order they will be recorded.
3. If you want to cancel a series, use the RIGHT ARROW key to OK SERIES and press OK. A list of your scheduled series recordings is displayed.
4. Use the ARROW keys to scroll through the list or use the PAGE UP/DOWN to scroll a page at a time.
5. OK the program or series you would like to cancel and press OK.
6. OK DON'T RECORD or CANCEL SERIES from the PROGRAM INFO screen and press OK.

## Cancel Future Recordings with the Program Guide

1. Press the GUIDE button.
2. Use the ARROW keys to locate and OK the program that is scheduled to record.
3. Press REC once to cancel a series recording or twice to cancel a single recording. The red dot or dots will disappear.

## Check Your List of Previous Recordings

1. Press the DVR button.
2. Your recordings are listed by date with the most recent at the top.
3. OK BY TITLE to sort your recordings by the program title.
4. Use the UP and DOWN ARROW keys to scroll through your list of available recordings.

## Watch Your Recorded Programs

1. Press the DVR button.
2. Use the UP and DOWN ARROW keys to OK the recorded program you would like to watch and press OK.
3. OK PLAY to watch the program. Or OK RESUME PLAY to begin watching the program where you previously stopped.
4. Once a recorded program is finished playing, a FINISHED screen appears. Use the ARROW keys to OK REPLAY or DELETE RECORDING, or RETURN TO LIVE TV.

## Control the Recording with the Playback Buttons

1. Press FF to skip ahead quickly or SKIP to skip ahead in 30-second increments.
2. Press REW to go backward quickly or REPLAY to go backward in 7-second increments.
3. Press FF or REW up to three times to go forward or backward at increasing speeds.
4. Press PAUSE to freeze the program. Press PAUSE again to resume viewing.

## Stop Playing a Recording

1. Press STOP at any time during a recording to stop viewing.
2. You can choose START OVER to watch the program from the beginning or ERASE to stop watching and delete it completely or return to Live TV.

## Delete Existing Recordings

1. Press the DVR button and press OK.
2. OK the program you would like to erase and press OK.
3. Use the ARROW keys to highlight ERASE and press OK. Press OK again to confirm your action.

## Protect Recordings from Automatic Deletion

1. Press the DVR button and press OK.
2. OK the recording you would like to keep and press OK.
3. Highlight KEEP UNTIL and OK SPACE NEEDED or ERASE. Press OK.

# On Demand Content

Discover, Preview and Enjoy Your Choices With On Demand. You can rent new releases and old favorites using On Demand. Rent movies at the touch of a button and watch them when you want. Rental charges are added directly to your monthly bill.

## Rent Movies from On Demand

1. Press the On Demand button on your remote to launch the video storefront.
2. Use the UP and DOWN ARROW keys to browse categories like NEW RELEASES and COMEDY.
3. Use the ARROW keys to OK from the on-screen results list. OK the picture of the movie you wish to view and press OK.
4. OK RENT and press OK. Press OK to confirm your rental and your video will begin.

*Note: If you have set up your parental locks for rentals, you may be asked to enter your PIN before the purchase is complete.*

## Play Your On Demand Rentals

You can access your rentals as often as you like within the specified rental period.

1. Press the On Demand button on your remote to launch the video storefront.
2. Use the UP ARROW key to OK MY RENTALS and press OK.
3. Use the ARROW keys to OK the rental you want to watch. Press OK. Choose to start watching the video where you left off or from the beginning.

## Order Pay-Per-View Events

Live sporting events like WWE, UFC and many others are available through Pay-Per-View. You can purchase upcoming events up to two days in advance of the event starting and up to 30% of the length after the event starts.

1. Press GUIDE. Use the ARROW keys or NUMBER KEYPAD to navigate to Channel 190.
  - ≈ Press the RIGHT ARROW key to find out what's playing in the future.
  - ≈ Press the FF button to skip ahead 24 hours.
  - ≈ Press REW to go back 24 hours.
2. OK the live event or program you want to order and press OK. The PROGRAM INFO screen appears with details, including event time and pricing. Press OK to order.

*Note: If you have set up your parental locks, you may be asked to enter your PIN before the purchase is complete.*
3. Press OK to confirm your order. Press EXIT to resume watching live TV.
4. Tune to the event's channel on the scheduled day and time. If you tune in late, you will not be able to rewind to see what you missed.

*Note: Unlike On Demand, you must watch Pay Per View events at the scheduled time. You will be charged for any event you order, even if you don't watch it.*

## Paying for On Demand Rentals and Pay-Per-View Events

Any orders you place on the screen are added to your monthly bill. You will find them in the Usage Charges section.

# Frequently Asked Questions

**Q. Are all Wave television channels digital?**

A. Yes, Wave TV is a 100-percent digital television service.

**Q. How many programs can I record at once?**

A. You can record up to six live programs at once on your DVR.

**Q. How many recordings can I watch simultaneously?**

A. Up to 3 recorded programs can be viewed simultaneously.

**Q. How can I control what my children are watching?**

A. Parental Controls allow you to block programs by title, rating, or content. Please refer to the Parental Control section for more details.

**Q. What is the difference between Video on Demand and Pay-Per-View?**

A. Video on Demand (VOD) is primarily movies that you can rent and watch as many times as you want within the rental period. Pay-Per-View (PPV) events are usually live events such as concerts or sporting events that start at a specific time set by the content provider.

**Q. How do I return to watching a Video on Demand rental after I have turned to another channel?**

A. You can press the LAST button on your remote if your VOD rental is the last program you watched. Alternatively, press the ON DEMAND button on your remote control.

**Q. How can I order another remote control?**

A. You can order another Wave TV remote control by calling 479-684-4900. Charges may apply.

**Q. How long can live TV be paused?**

A. With a DVR, you can pause live TV for up to 60 minutes. After 60 minutes, the paused program starts playing again.

**Q. What happens when my DVR's storage space is full?**

A. If all your recordings are protected and your DVR's storage space is full, a pop-up warns you and your DVR stops recording. Unprotected recordings are deleted to make space for new recordings.

**Q. What happens if I don't protect my recordings?**

A. If your recordings are not protected, when less than 10% of disk space is remaining, your DVR deletes programs, starting with the oldest unprotected ones. To find out how to protect your recordings, see page 15.

**Q. How do I see how much recording space I have left on my DVR?**

A. Press the MENU button, OK SETTINGS, GENERAL, SYSTEM INFORMATION and then SYSTEM RESOURCES. The remaining space available is listed beside disk usage.

# Troubleshooting Tips

## **There is video, but no sound .**

First, check to make sure the volume is not muted. Press MUTE on the remote or + on the VOL button. If the volume is not muted, try changing the channel to see if the problem is only on that particular channel. Make sure all of the connectors are secured properly to the Set Top Box and to the TV.

## **The sound is good, but the picture quality is poor.**

Make sure all connectors are properly secured to the Set Top Box and to the TV. Try changing the channel to see if the problem is only on that particular channel.

## **The remote control is not working.**

If your remote is not working, try changing the batteries. Make sure the remote you are using is programmed for the TV you are watching.

## **My television has gone idle, and I see a message that says**

### **“Press OK to watch TV .”**

If the channel has not changed or the guide button is not pressed within 24 hours, the set top box goes into standby mode. To resume watching TV, press OK as indicated on the floating screen prompt.



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