



The Future of Television Entertainment has Arrived – PRTC Digital TV

Your Guide to PRTC's Digital TV & Whole Home DVR Service
POWERED BY MICROSOFT MEDIAROOM™



PALMETTO RURAL TELEPHONE COOPERATIVE
YOUR ONLY LOCAL TOTAL COMMUNICATIONS PROVIDER

Watch what the PRTC Digital Video service can do for your home entertainment.

Welcome to PRTC Digital TV, powered by Microsoft Mediaroom.™ With the easy-to-read programming guide and easy-to-use menu and navigation screens, watching TV just got, well, easier. Every PRTC Digital Receiver is High Definition ready so you can enjoy the clearest picture and the brightest colors with your HD television. And with Whole Home DVR you can pause, rewind and play live TV from any receiver in your house. You can even record all your favorite shows and watch them when you want, where you want. The Whole Home DVR gives you the freedom to access your recordings from any TV in your house with a PRTC Digital Receiver.

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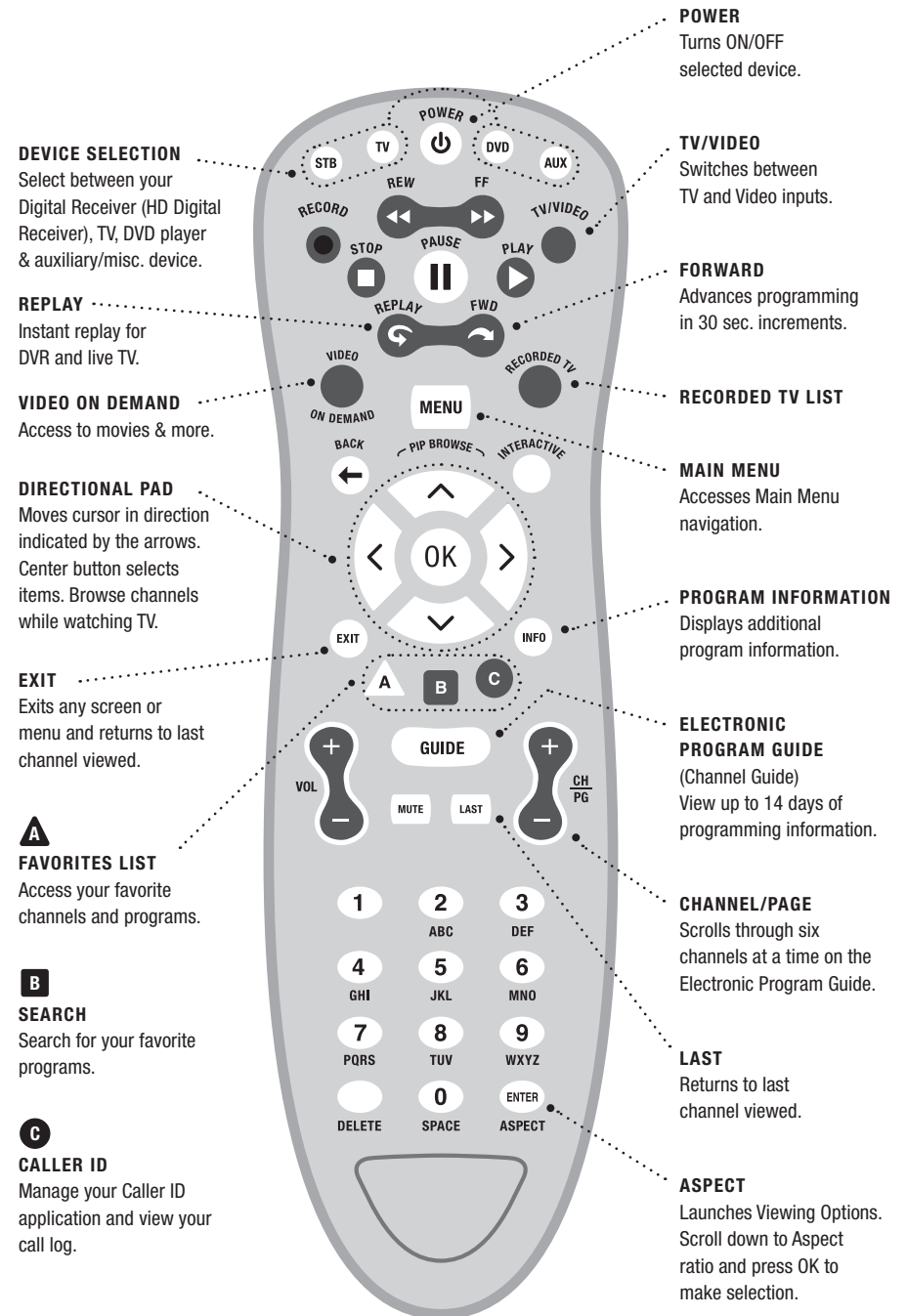
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KEYS TO CONTROLLING YOUR PRTC DIGITAL TV VIDEO SERVICE



GET TO KNOW YOUR PRTC HD AND HD/DVR RECEIVER

PRTC currently supports two types of HD Receivers, the Cisco CIS330 and Cisco ISB7000; and two types of Whole Home DVR receivers, the Cisco CIS430 and the Cisco ISB7050. The receivers must be handled much in the same way as a computer to reduce potential for damage.

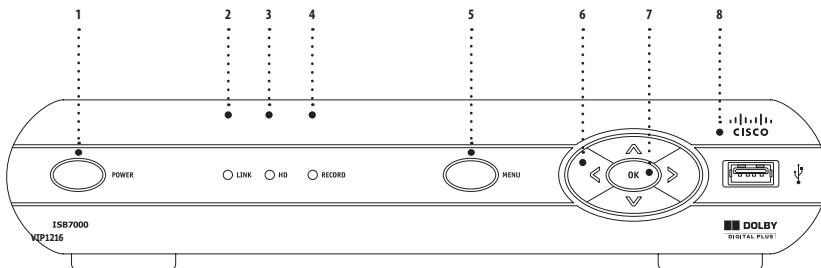
Position it in an open space to allow airflow around the box.

Do not place the box in an enclosed entertainment unit or cabinet.

Do not place the box on a soft surface such as a rug, sofa, bed or other similar surface.

The Digital Receiver should not be next to an external heat source that could raise the temperature of the box.

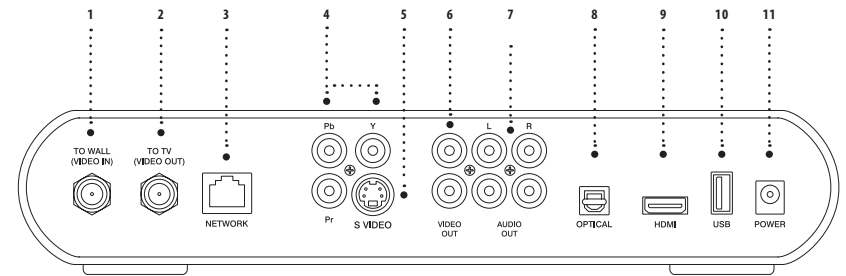
Connection into a surge protector along with your other audio/video equipment is highly recommended.



FRONT PANEL CISCO ISB7000

The Cisco ISB7000 and the Cisco ISB7050 have identical front-panel controls and lights; only the size varies.

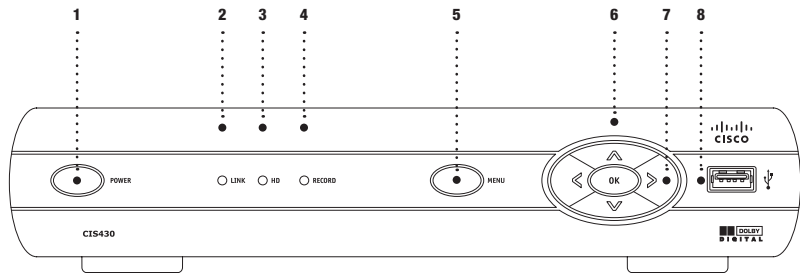
1. Power – Powers on and off the Digital Receiver. When held for more than 5 seconds the Digital Receiver is restarted. Green light indicates that the power is on.
2. Link LED – Green light indicates data or programming stream is being received.
3. HD LED - Blue light indicates the Digital Receiver is in high definition (HD) mode (720p or 1080i). If your receiver is connected to your TV via an HDMI cable, the HD LED will stay blue continuously.
4. Record – Red light indicates program recording. *NOTE: This feature is used with Whole Home DVR service only.
5. Menu – Activates the on-screen menu.
6. Directional Keys – Allows you to change channels and navigate through the guide and menu.
7. OK – Confirms channels or menu options.
8. USB Port – Not supported at this time, reserved for future use.



REAR PANEL CISCO ISB7000

The Cisco ISB7000 and the Cisco ISB7050 have similar rear-panel controls and lights; the ISB7050 is larger and contains an eSATA port.

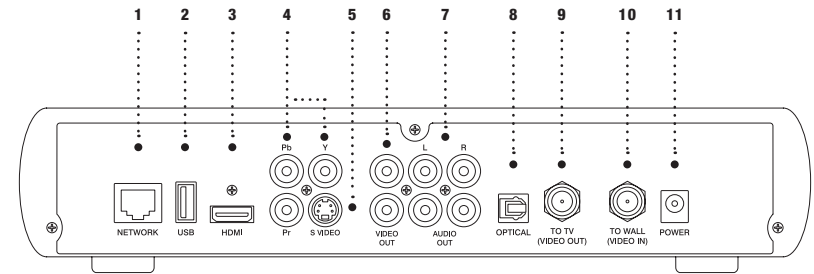
1. To Wall (Video In) – Coax input for home video network.
2. To TV (Video Out) – Coax output for TV or VCR.
3. Network – Ethernet port.
4. Y PB PR – components to connect video output to an HDTV.
5. S-Video – Video output for VCR or TV with S-Video connections.
6. Video Out – RCA output to connect to TV, VCR, DVD recorder or other device.
7. Audio Out L and R – Left and Right RCA stereo audio output.
8. Optical – S/PDIF audio output to a digital home theater receiver.
9. HDMI – Input for high definition TV or home theater receiver with HDMI connections.
10. USB – not currently supported, reserved for future use.
11. Power +12V DC – DC power adaptor connection.



FRONT PANEL CISCO CIS430

The Cisco CIS330 and the Cisco CIS430 have identical front-panel controls and lights; only the size varies.

1. Power – Powers on and off the Digital Receiver. When held for more than 5 seconds the digital receiver is restarted. Green light indicates that the power is on.
2. Link LED – Green light indicates data or programming stream is being received.
3. HD LED - Blue light indicates the Digital Receiver is in high definition (HD) mode (720p or 1080i). If your receiver is connected to your TV via an HDMI cable, the HD LED will stay blue continuously.
4. Record – Red light indicates program recording. *NOTE: This feature is used with Whole Home DVR service only.
5. Menu – Activates the on-screen menu.
6. Directional Keys – Allows you to change channels and navigate through the guide and menu.
7. OK – Confirms channels or menu options.
8. USB Port – Not supported at this time, reserved for future use.



REAR PANEL CISCO CIS430





The Cisco CIS330 and the Cisco CIS430 have identical rear-panel controls and lights; only the size varies.

1. Network – Ethernet port.
2. USB – not currently supported, reserved for future use.
3. HDMI – Input for high definition TV or home theater receiver with HDMI connections.
4. Y PB PR – components to connect video output to an HDTV.
5. S-Video – Video output for VCR or TV with S-Video connections.
6. Video Out – RCA output to connect to TV, VCR, DVD recorder or other device.
7. Audio Out L and R – Left and Right RCA stereo audio output.
8. Optical – S/PDIF audio output to a digital home theater receiver.
9. To TV (Video Out) – Coax output for TV or VCR.
10. To Wall (Video In) – Coax input for home video network.
11. Power – power adaptor connection.

CONTROL UP TO FOUR DEVICES WITH YOUR REMOTE

At the time of your installation your remote was programmed to control your TV and Digital Receiver. Your remote can also control up to two other devices like a DVD player, stereo receiver or home theater system.




ASSIGN DEVICES TO THE MODE BUTTONS

1. Turn on the device you would like to program into your remote.
 2. Aim the remote at the device, and press and hold the mode button you want to assign it to (**TV**, **DVD**, **AUX**).
 3. Press **OK** while holding the mode button, and then release them both. All mode buttons will flash twice.
 4. Enter **9 2 2** within 10 seconds using the number keypad on the remote. The mode button you previously selected will flash.
 5. Press **PLAY**  if the device is a TV or DVD player. Then press **FF**  repeatedly until the device turns off.
 6. Press **PLAY**  if you are setting up the **AUX** button. Then use the number keypad to enter one of the following:
 - 1 for VCR
 - 2 for stereo receiver/tuner
 - 3 for amplifier
 - 4 for home theater in a box
 7. Press **OK** to save the settings.
 8. Press the device's mode button, and then press **POWER** . The device should turn on. Refer to the remote's manual if it does not.
 9. Repeat for any other devices.
- Now you can operate multiple devices with one remote by using your mode buttons.

CONTROL THE VOLUME

At the time of your installation your remote was programmed to control your PRTC Digital Receiver and your TV. This includes the **VOLUME**   and **MUTE**  buttons.

To assign the volume controls to any other device follow the instructions below.


1. Press and hold the **STB** button. Press **OK** while holding the **STB** button then release both. All mode buttons will flash twice.
2. Enter **9 5 5** on the number keypad. The **STB** button will flash twice.
3. Press the mode button for **DVD** or **AUX** if you would like to send the volume control to a device assigned to one of those buttons. The mode button will flash three times.
4. If you want **VOLUME**   and **MUTE**  to control all devices depending on the active mode Press **OK**. The **STB** button will flash three times.

CONTROL CHANNEL SELECTION

Channel control buttons like **CH**/**PG** and **LAST** are programmed to affect your Digital Receiver. If you would like to assign channel controls to any or all of the devices assigned to your remote, follow the instructions below.

1. Press and hold the **STB** button. Press **OK** while holding the **STB** button then release both. All mode buttons will flash twice.
2. Enter **9 6 6** on the number keypad. The **STB** button will flash twice.
3. Press the mode button for **DVD** or **AUX** if you would like to send channel controls to a device assigned to one of those buttons. The mode button will flash three times.
4. If you want **CH**/**PG** and **LAST** to control all devices depending on the active mode press **OK**. The **STB** button will flash three times.

CONTROL POWER ON OTHER DEVICES

At the time of your installation the **POWER**  button on your remote was programmed to affect your Digital Receiver. If you would like to assign the **POWER** button to other devices, follow the instructions below.

1. Press and hold the **STB** button. Press **OK** while holding the **STB** button then release both. All mode buttons will flash twice.
2. Enter **9 7 7** on the number keypad. The **STB** button will flash twice.
3. Press the **STB** button, it will flash twice. Press the **TV** button, it will also flash twice.
4. Press **DVD** and / or **AUX** to control those devices, each button will flash twice.
5. Press **OK** once you are finished adding devices and then the **STB** button will flash three times.

START WITH THE BASICS

TURN YOUR TV ON OR OFF

To begin your new TV viewing experience, you must first turn on your television set.

1. Press the **STB** button on your remote control.
2. Press the **POWER** button on your remote control, this will power on your TV and Digital Receiver simultaneously.

- Your install technician programmed your PRTC remote control so that you can control your television set. If you need to reprogram your remote control at any time, visit <http://www.prtc.coop> or call (843) 538-5481 and select option 1.




CHANGE THE CHANNEL

Your new PRTC Video service offers a great new Instant Channel Change feature. You'll notice immediately how fast you can channel surf in order to find something to watch.

- Press + or - on the **CH/PG** button to move up or down one channel.
- Press + or - on the **CH/PG** button to scroll continuously up or down through channels.
- Enter a specific channel number on the remote keypad to go directly to that channel.
- Press **LAST** on your remote control to return to the last channel you were watching.





BROWSE WITH PICTURE-IN-PICTURE (PIP)


See what else is playing without leaving your current program. PRTC Video service gives you the ability to flip through current programs and actually see what's on without leaving the program you are watching with convenient Picture-In-Picture (PIP) Browsing. PIP Browsing is ONLY available with PRTC.

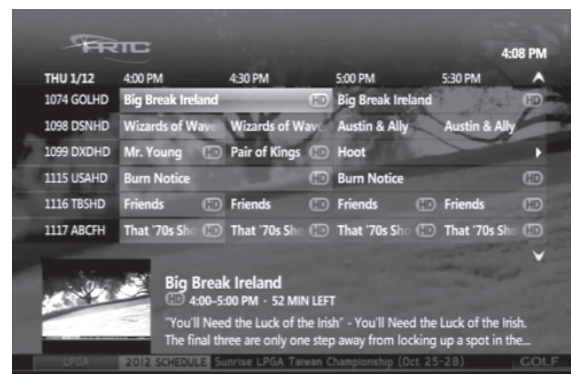
- Press the up or down arrow keys   to view current programs on channels above or below the channel you are watching.
- Press the right arrow key  to find out what programs are scheduled to play in the future.
- Press **INFO** at any time for information about the program listed in the PIP Browser.
- Press **OK** to change the channel to the one you see in the PIP Browser. (If the program you select is not currently playing, then you will see the **PROGRAM INFO** screen.)

ACCESS AND NAVIGATE THE ONSCREEN MENUS

PRTC Video offers you more. The onscreen menus are easy-to-use and a breeze to navigate with your remote control.

- Use the left and right arrow keys   to select items on any horizontal menu that appears at the top of any PRTC Video screen.
- Use the up and down arrow keys   to select items on any vertical menu that appears when you highlight an item in the top menu navigation.




- Press **OK** to select your highlighted item.
- Press **BACK**  to go back to the last menu screen you were viewing.
- Press **EXIT TO TV** at anytime to return to TV viewing.



THE MENU BUTTON

The **MENU** button on your remote control will give you access to all of the great features your PRTC Video service has to offer including enhanced search, channel favorites, parental controls, Video 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 **MENU** on your remote control. The **MAIN MENU** screen appears.
2. Use the left and right arrow keys   to select a heading in the **MAIN MENU**.
 - Select **LIVE TV** to access the guide, your favorite channels or the enhanced search feature. See pages 14 for more information.
 - Select **RECORDED TV** to access all programs you have recorded with your Whole Home DVR service. See page 26 for more information.
 - Select **VIDEO ON DEMAND** to access the Video on Demand Free Connection, new releases or to access movies that you have already rented. See page 20 for more information.
 - Select **APPS** to access PRTC Applications on Demand.
 - Select **SETTINGS** to customize your program guide, manage your parental controls, set the viewing aspect ratio for your TV and more. See pages 18 for more information.
 - Select My Mediaroom to launch Media Sharing, allowing you to access Photos and Music located on your personal computers.
3. Use the down arrow key  to select any of the options on the drop-down menus that appear under your selected menu heading.
4. 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're 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 select the desired action. See page 19 for more information.
4. Press **EXIT** or **EXIT TO TV** to return to the program you were watching.

Get Info About A Future Program

1. Press **GUIDE** on your remote. See page 14 for more information.
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.

CUSTOMIZE YOUR TV SCREEN FOR HD

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 **MENU**.
2. Press the right arrow key **▶** to navigate to the **SETTINGS** menu. Use the down arrow key **▼** to select Television and press **OK**.
3. Press the down arrow key **▼** to select the Screen Aspect Ratio and High Definition screen and press **OK**.
4. Use the up and down arrow keys **▲** **▼** to select 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 **OK** again.



USE ZOOM TO ADJUST THE ASPECT RATIO

This feature will allow you to easily adjust the aspect ratio on your TV. In order to activate the Zoom feature, set your aspect ratio to 720p or 1080i. If you watch non-HD (standard definition) programming in widescreen mode on a widescreen HDTV, black bars will appear on the sides of the program. To remove or minimize the bars, follow the steps below using the remote.

1. Press **ENTER** to see the current zoom setting onscreen.
2. Before the zoom symbol disappears, press **ENTER** repeatedly to change from one setting to the next until you reach the zoom you want. Some settings include:

- Normal: displays the normal image
- Zoom 1 to 3: increase the zoom
- Stretch: expands the image to fill the screen (may cause distortion of picture)

3. Wait for the zoom symbol to disappear.

Zoom will affect all channels, not just the one you've changed the setting on.

Note: Some movies will still have black borders above and below the image, even on a 16:9 HDTV. Movies appearing this way are filmed with an aspect ratio of 21:9. These movies are called Cinemascope movies.

FIND WHAT YOU WANT TO WATCH AND CHOOSE FAVORITES

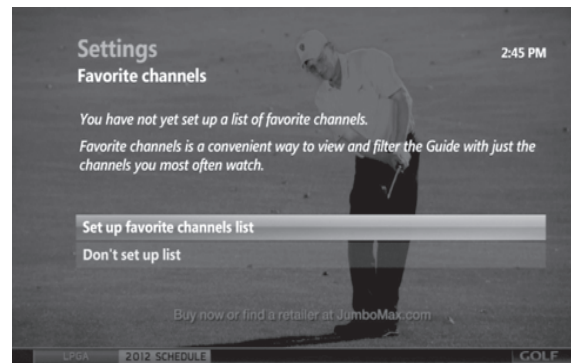
PRTC Video service offers you several ways to find what you want to watch so that you never miss a program. You can even create a Program Guide with just your favorite channels so you only see the channels you are interested in.

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 **CH** / **PG** to scroll through a page at a time.
 - Use **FF** / **REW** to skip ahead / back 24 hours at a time. Your PRTC Interactive Program Guide will allow you to view programming information up to 14 days in the future.
2. Highlight a program to view more information.
 - a. Press **OK** to view the program if it is currently on. If your selected program is not currently on, then a **PROGRAM INFO** screen will appear.
 - b. Press **INFO** to see more viewing options and additional program information like cast and crew.
 - c. Press the **RECORD** button once to record the program. Press the **RECORD** button twice to record the series. See page 22 for more information on recording.
 - d. Press **GUIDE** to exit the Interactive Program Guide and resume your viewing.

SET UP YOUR FAVORITES LIST FOR THE FIRST TIME

1. Press **MENU** to access the **MAIN MENU** screen. Select **LIVE TV**, and then use the down arrow key to highlight **FAVORITES**, and then press **OK**.
2. Select **SET UP FAVORITES** list and press **OK**. A list of available channels will appear onscreen.
3. Use the up and down arrow keys to select your favorite channels.
 - To add a channel to your list, press **OK**. A check mark will appear 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, select **VIEW ALL** and press **OK**.
4. Select **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. Select **LIVE TV**, then **FAVORITES** and press **OK**.



EDIT YOUR FAVORITES LIST

Once your **FAVORITES** list is set up, follow the steps below to add or remove a channel.

1. Press the **MENU** button.
2. Use the right arrow key to navigate to **SETTINGS**. Press **OK**.
3. Use the down arrow key to select **TELEVISION**. Press **OK**.
4. Use the down arrow key to navigate to **SET UP FAVORITES**. Press **OK**.
5. Use the up and down arrow keys to select or deselect the channels you would like to appear on your **FAVORITES** list.
6. Select **SAVE** and press **OK** once you are finished editing your **FAVORITES** list.

FIND PROGRAMS USING SEARCH

1. Press **MENU** on your remote. Select **LIVE TV**, then **SEARCH** and Press **OK**.
2. Use the Arrow Keys to select a letter on the onscreen keyboard and press **OK**. Continue until you have entered your search term.

*Note: To enter a number, select the 123 button and Press **OK**. This will bring up a number keypad. Select the ABC button and Press **OK** to return to the regular keyboard.*
3. The results of your search will 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 select a title or name. Press **OK** to view options.
 - If you select 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 select a name, you will see a list of programs with that actor or director. Select a title and press **OK** to view or record that program.
 - If **MORE...** appears next to a title, select it to see a list of all programs with that title. Select 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 **VIDEO ON DEMAND** feature.

NARROW YOUR SEARCH

1. Navigate to the **SEARCH** screen. Select **OPTIONS** on the onscreen keyboard and press **OK**.
2. Under **FILTER RESULTS**, select **TITLES**, **VIDEO ON DEMAND** or **PEOPLE** depending on what you are looking for. Press **OK**.
3. Use the onscreen keyboard to enter your search term. Results will appear as you type. Select from the **RESULTS** list and press **OK**.

CONTROL THE KEYS TO PARENTAL LOCKS

With PRTC Video service you can control what types of programs can be viewed in your home. You can even hide unwanted information that may appear in the program guide. Use parental locks to make certain channels and types of programming only accessible with a Personal Identification Number (PIN).

1. Press **MENU**. Use the right arrow key **➤** to select **SETTINGS** and the down arrow key **⏴** to highlight **PARENTAL CONTROLS**. Press **OK**.

- If a lock appears next to **PARENTAL LOCKING**, then a PIN has already been set and parental locks are in place.
- If an open lock appears next to **PARENTAL LOCKING**, then a PIN has been set but no parental locks are in place.
- If no lock appears, then a PIN has not yet been set.

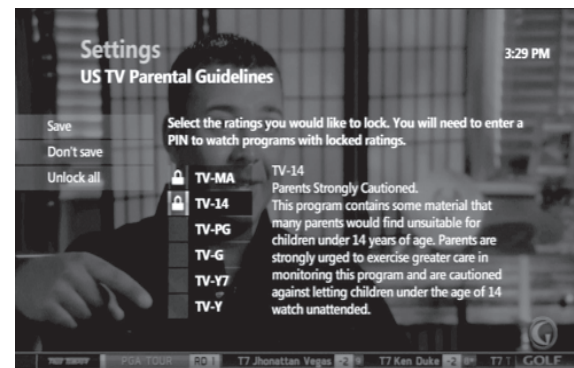
2. Press **OK** to select **PARENTAL LOCKING**.
3. Use your remote to enter your four-digit PIN. If no PIN has been set, enter a new four-digit PIN. You will be prompted to enter it again for confirmation.
4. Use the Arrow Keys to navigate the locking options that appear on the **PARENTAL LOCKING** screen.

LOCK SPECIFIC CHANNELS

1. From the **PARENTAL LOCKING** screen use the Arrow Keys to select **CHANGE** next to **CHANNELS**. Press **OK**.
2. Use the up and down arrow keys **⏴** **⏵** to select specific channels from the onscreen list. For faster navigation use the **CH PG** button. This will scroll up or down a page at a time.
 - Press **OK** to lock a channel. A lock will appear. Press **OK** again to unlock the channel.
 - Use the left arrow key **⏪** to select **UNLOCK ALL** and Press **OK**. This will unlock all channels.
 - Use the left arrow key **⏪** to select **VIEW LOCKED ONLY** to see only the channels you locked.
3. Select **SAVE** and press **OK**.
4. Select **LOCK**. Press **OK** and then **EXIT** or **EXIT TO TV** on your remote.

LOCK PROGRAMS BASED ON RATINGS

1. From the **PARENTAL LOCKING** screen, use the Arrow Keys to select **CHANGE** next to **USE TV PARENTAL GUIDELINES** or **MOVIE RATINGS** depending on the rating system you would like to lock. Press **OK**.
2. Use the down arrow key **⏴** to select the lowest rating you would like to lock, press **OK**.
 - This will lock 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. Select **SAVE** and press **OK**.
4. Select **LOCK**. Press **OK** and then **EXIT** or **EXIT TO TV** on your remote.



LOCK VIDEO ON DEMAND RENTALS

1. From the **PARENTAL LOCKING** screen, use the Arrow Keys to select **CHANGE** next to **RENTAL LOCKING**. Press **OK**.
2. Select **LOCK RENTING** and press **OK**. A lock will appear. This will require your four-digit PIN before a **VIDEO ON DEMAND** rental can be made.
3. Select **SAVE** and press **OK**.
4. Select **LOCK**. Press **OK** and then **EXIT** or **EXIT TO TV** on your remote.

Note: To prevent unauthorized rentals from occurring, it is recommended that you set a Rental Locking PIN. This PIN will be required each time you rent a movie.

TURN OFF LOCKS TEMPORARILY

1. From the **PARENTAL LOCKING** screen, use the Arrow Keys to select **TURN OFF LOCKING**. Press **OK**.
2. Select **UNLOCK ALL TV FOR 4 HOURS** and press **OK**.
 - Note: A PIN will still be required to purchase locked rentals.*
3. If you would like to turn locks on before the allotted time period, select **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 select **TURN OFF LOCKING**. Press **OK**.
2. Select **RESET ALL PARENTAL LOCKS** and press **OK**.
3. Select **RESET** to reset your PIN and to stop using parental locks. Press **OK**. The next time you access the **PARENTAL LOCKS** screen you will be asked to create a new PIN.

HIDE CHANNELS IN THE GUIDE

You can customize your channel guide by choosing to hide specific channels. Hidden channels will not appear in the program guide or while browsing. You can still access hidden channels by using the keypad on your remote.

1. Press **MENU**. Use the right arrow key **>** to select **SETTINGS** and the down arrow key **⌵** to highlight **TELEVISION**. Press **OK**.
2. Select **CUSTOMIZE CHANNEL GUIDE** and Press **OK**.
3. Use the up and down arrow keys **⌴** **⌵** to select channels (or use the **CH PG** button to scroll through a page at a time). Press **OK** to hide a channel. The check mark will disappear. This channel is now hidden. Press **OK** again to unhide the channel (the check mark will reappear).
 - To recheck all channels, use the left arrow key **<** to select **CHECK ALL**. Press **OK**.
 - To see only the channels you selected to hide, highlight **VIEW UNCHECKED** and press **OK**.
4. Select **SAVE** and press **OK**.

PAUSE, PLAY, REPLAY AND RECORD LIVE TV

If you subscribe to PRTC'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're watching so that you never miss a thing.

PAUSE OR RESTART A PROGRAM

1. Press **PAUSE** **⏸** on your remote to temporarily stop a live TV program.
2. A progress bar will appear onscreen. This will show 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, simply press **RECORD** **Ⓛ** so that you can resume viewing when you are ready.
3. Press **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 will appear onscreen. This will show you the start and end times of your current program and will indicate how far you can go back in time.
 - Press **REW** **⏮** up to three times to rewind at increasing speeds.
 - Press **REPLAY** **⏮** 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 **FWD** **⏭** buttons on your remote to go forward in time.

1. Press **FF** **⏭** to fast-forward through your program.
2. A progress bar will appear onscreen. This will show you the start and end times of your current program and will indicate how far you can go forward in time.
 - Press **FF** **⏭** up to three times to advance at increasing speeds.
 - Press **FWD** **⏭** to fast-forward in 30-second increments.
3. Press **FF** **⏭** or **FWD** **⏭** until you reach the end of the green bar in the progress indicator to return to live viewing.

RECORD THE PROGRAM YOU'RE WATCHING

1. Press **RECORD** **Ⓛ** to begin recording the program you are watching. The recording feature is not available with **VIDEO ON DEMAND** or **PAY PER VIEW**.
2. A **RECORDING** message will appear onscreen and the record LED will light up red on the front of your HD or HD/DVR Digital Receiver to indicate that it is in record mode.








3. Press **STOP**  to end the recording at any time and then press **OK** . If you do not manually stop the recording it will automatically stop at the program's scheduled end time.

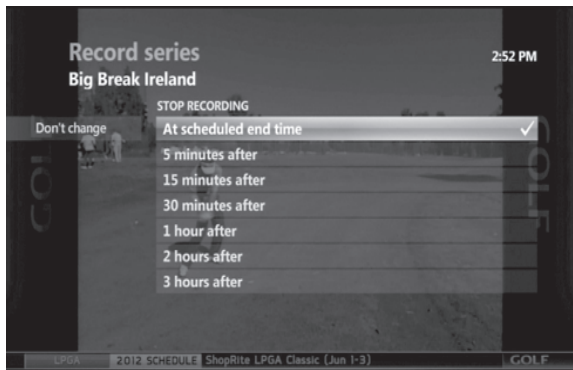
Note: Your Whole Home DVR gives you the ability to watch one program while recording another program at the same time.

4. Once your recording is complete it will be saved under the program's title. See page 27 for more information about playing recorded programming.

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. This happens often with sporting events and season finales.


1. Press **INFO**  after the program has begun recording. Use the Arrow Keys to select **RECORD SETTINGS** and press **OK** .
2. Select **STOP RECORDING** and press **OK** .
3. Select the amount of time you would like to add to your recording. Press **OK** .
4. Use the left arrow key  to select **SAVE CHANGES** and press **OK** .
5. Select **WATCH** and press **OK** . This will return you to your program.















DISCOVER, PREVIEW AND ENJOY YOUR CHOICES WITH VIDEO ON DEMAND





With PRTC Digital TV service you can rent new releases and your old favorites using Video on Demand. Rent movies with the touch of a button and watch them when you want. The best part is you never have to leave your home! And did we mention no late fees? Well, there are no late fees. Any rental charges will be added directly to your monthly bill.

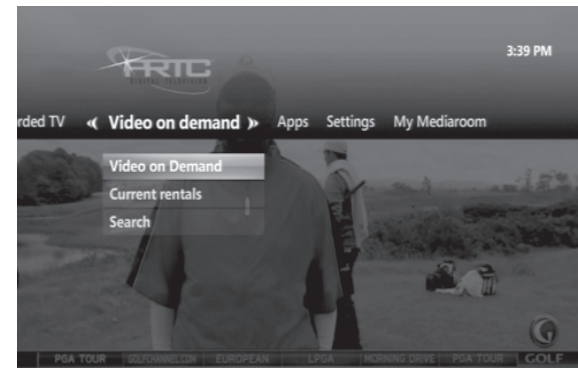
RENT MOVIES FROM VIDEO ON DEMAND

1. Access the **VIDEO ON DEMAND** menu screen by performing one of the actions listed below.
 - Press **VIDEO ON DEMAND**  on your remote.

- Press **MENU** . Use the Arrow Keys to select **VIDEO ON DEMAND**. Highlight **BROWSE VIDEOS** and press **OK** .







2. Use the right arrow key  to select movies and press **OK** .
3. Use the down arrow key  to browse categories like **NEW RELEASES** and **COMEDY**. Or to search for a particular movie or actor, press **MENU** . Use the Arrow Keys to select **VIDEO ON DEMAND**, then highlight **SEARCH** and press **OK** .
4. Use the down arrow key  to select from the onscreen results list. Select a title or actor and press **OK** .
5. A **PROGRAM INFO** screen appears with information about that movie or program including a summary of the video, price and the rental period.
 - Use the right arrow key  to select between **RENT**, **PREVIEW** or **ADD TO SAVED VIDEOS**. Use the up arrow key  to select **SUMMARY**, **CAST & CREW**, **MORE LIKE THIS** or **DETAILS**.
 - Press **BACK**  to leave this screen and return to the previous screen without renting.
6. Select **RENT** and press **OK** . Press **OK**  to confirm your rental and your video will begin.

Note: If you have set up your parental locks, you may be asked to enter your PIN before the purchase is complete.
7. Select **STOP**  at any time before your video ends to stop watching and continue watching later. Select **DONE** and press **OK** .
8. Press **EXIT**  or **EXIT TO TV**  on your remote.








PLAY YOUR CURRENT VIDEO RENTALS

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

1. Press **MENU**  and scroll to **VIDEO ON DEMAND**. Press **OK** .
2. Use the right arrow key  to select **CURRENT RENTALS** and press **OK** .
3. Use the down arrow key  to select the current rental you want to watch. Press **OK** .
4. You can 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 14 days in advance.

1. Press **GUIDE**. Use the up and down arrow keys   to navigate to **CHANNEL 950**.
 - Press the right arrow key  to find out what's playing in the future.
 - Press **FF**  to skip ahead 24 hours.
 - Press **REW**  to go back 24 hours.
2. Select the live event or program you want to order and press **OK**. A **PROGRAM INFO** screen will appear 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** or **EXIT TO TV** to resume watching normal programming.
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 Video on Demand, Pay Per View events must be watched at the scheduled time. You will be charged for any event that you order, even if you don't watch it.

PAYING FOR ON DEMAND RENTALS AND PAY PER VIEW EVENTS

Any orders you place onscreen are automatically added to your monthly bill. You will find them in the Usage Charges section. They will be listed by title with date rented and rental cost.

YOUR PRTC WHOLE HOME DVR HAS IT ALL



Your PRTC Whole Home DVR gives you multiple advanced recording features like recording 2 programs at once and watch recorded content from any Digital Receiver in the house! You've already learned how to use your remote to control live TV... another feature of your PRTC Whole Home DVR. In this section you will learn how to schedule, manage and view a recorded program or series.

Note: The Whole Home DVR feature only allows you to record 2 programs with your main Digital Receiver. Other Digital Receivers in your home will not allow you to record programs in addition to the original 2 – a recording conflict would occur. You may only watch programs or modify your original recordings with your second or third Digital Receiver.


SCHEDULE PROGRAMS FOR RECORDING

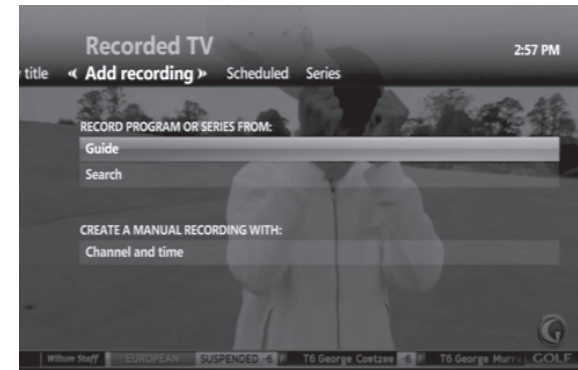
There are multiple ways you can record a program that is scheduled to air in the future. You can also set your Whole Home DVR to record one show one time, all episodes of a series and more.

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 **RECORD** . A single red dot appears next to the program listing in the guide to indicate that a recording is scheduled.
3. Press **RECORD**  twice to schedule a recording of the same program at the same day and time

every week. Three red dots appear next to the program listing in the guide to indicate that a series recording is scheduled.

4. Press **RECORD**  a third time to cancel the recording. All red dots will disappear.
5. Press **EXIT** or **EXIT TO TV** to resume watching normal programming.



Schedule A Single Recording From The Program Info Screen

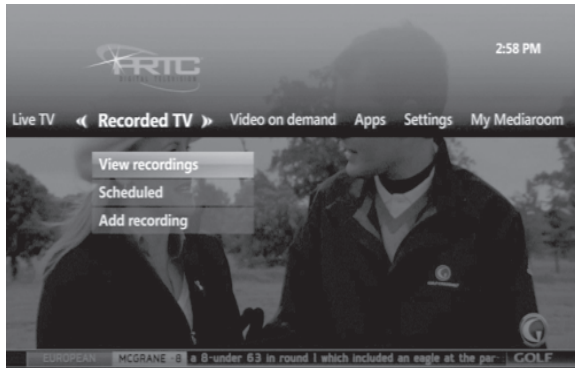
1. Access the **PROGRAM INFO** screen using one of the following actions:
 - Press **INFO** while watching a program you want to record.
 - Press **GUIDE**. Use the Arrow Keys to highlight a program to record and press **INFO**.
2. Select **RECORD EPISODE** and press **OK**.
3. If you would like to add time to a program that is currently being recorded (in case you think it might run long), select **INFO** then the down arrow key  to select **RECORD OPTIONS**. Select **STOP RECORDING** and press **OK**. Select a time and press **OK**.
4. Select **RECORD**  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. Select **RECORD SERIES** and press **OK**.
3. Use the Arrow Keys to select the time and press **OK**.
4. Select from the following options to limit your recordings:
 - Any day (at the same time)
 - Any day/anytime
 - Any day/anytime/once per day

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

Note: Your PRTC Whole Home DVR will 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, will be detected by your DVR and the episode will be recorded in its entirety.

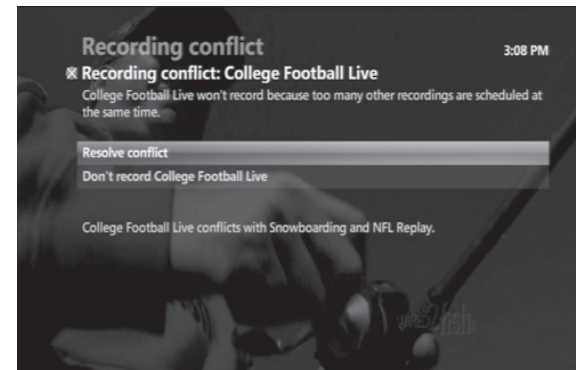


Schedule A Single Recording By Channel, Time And Date

- Press **RECORDED TV** on your remote. Or you can press **MENU**, and use the right arrow key to select **RECORDED TV**.
- Use the Arrow Keys to select **ADD RECORDING** and press **OK**.
- Select **CHANNEL AND TIME** and press **OK**. The **MANUAL RECORD** screen will then appear.
- Use the Arrow Keys to fill in the fields on the **MANUAL RECORD** screen.
 - You can elect to keep the recorded program until you delete it or you can allow your Whole Home DVR to delete it when it is time to make room for new recordings.
- Select **RECORD** and press **OK** to schedule the recording.

SOLVE CONFLICTS IN RECORDING SCHEDULES

Your PRTC Whole Home DVR can record up to 2 programs at the same time. If you try to record a third program, a **RECORDING CONFLICT** screen will appear.

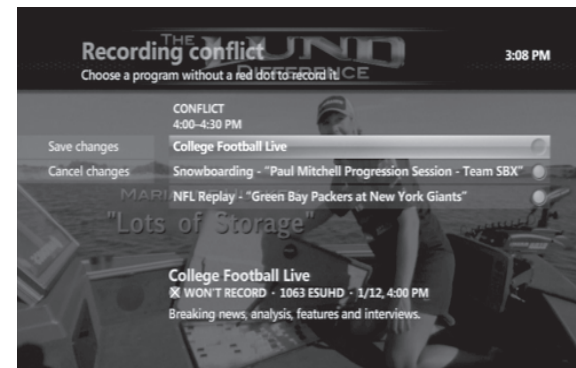


Solve Single Program Conflicts

- To record the new program, select it from the menu on the **RECORDING CONFLICT** screen and press **OK**.
- To keep what was already scheduled and cancel the new recording, select the previously scheduled program and press **OK**.

Solve Series Conflicts

- To record all episodes of the new series instead of a previously scheduled series, select **RECORD ALL EPISODES OF NEW SERIES** from the **RECORDING CONFLICT** screen and press **OK**.
- If you don't want to record episodes that conflict with your previously scheduled recordings, select **RECORD ONLY WHEN NO CONFLICT OCCURS** and press **OK**.



Record An Overridden Program

- Press **GUIDE**. Use the Arrow Keys to navigate to the program that has been overridden (indicated in the guide by a crossed-out red dot). Press **OK**.

2. Select **RESOLVE CONFLICT** in the **PROGRAM INFO** screen.
3. Select the title of the overridden program and press **OK**. The previously overridden program will now be recorded instead of the other program.

Note: When you resolve a conflict, all of your other scheduled recordings will occur as programmed.

MANAGE YOUR RECORDINGS FOR BROWSING, PLAYING AND REPLAYING

View Your Recording Schedule

1. Press **RECORDED TV**.
2. Use the right arrow key **▶** to select **SCHEDULED** and then press **OK**. You will see a list of upcoming recordings in the order in which they will be recorded.
3. Use the Arrow Keys to scroll through the list or use the **CH PG** button to scroll a page at a time.
4. Select **SERIES** if you would only like to view the scheduled series recordings.



Cancel Future Recordings From The Recorded TV Screen

1. Press **RECORDED TV**.
2. Use the right arrow key **▶** to select **SCHEDULED** and then press **OK**. You will see a list of upcoming recordings in the order in which they will be recorded.
3. If you want to cancel a series, use the right arrow key **▶** to select **SERIES** and press **OK**. You will then see a list of your scheduled series recordings.
4. Use the Arrow Keys to scroll through the list or use the **CH PG** button to scroll a page at a time.
5. Select the program or series you would like to cancel and press **OK**.
6. Select **DON'T RECORD** or **CANCEL SERIES** from the **PROGRAM INFO** screen and press **OK**.

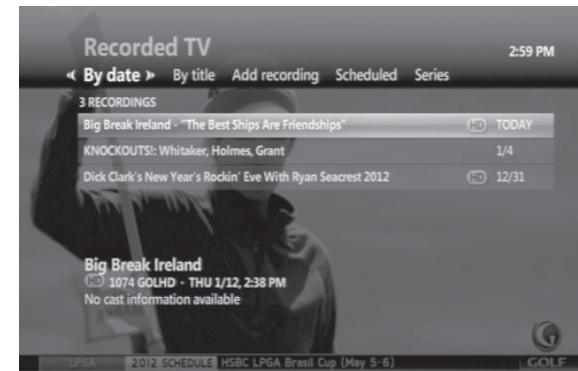
Cancel Future Recordings With The Program Guide

1. Press **GUIDE**.

2. Use the Arrow Keys to locate and select the program that is scheduled to be recorded.
3. Press **RECORD** 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 **RECORDED TV**.
2. Your recordings will be listed by date with the most recent at the top.
3. Select **BY TITLE** to sort your recordings by program title.
4. Use the up and down arrow keys **⬆** **⬇** to scroll through your list of available recordings.





Watch Your Recorded Programs

1. Press **RECORDED TV**.
2. Use the up and down arrow keys **⬆** **⬇** to select the recorded program you would like to watch and press **OK**.
3. Select **PLAY** to watch the program. Or select **RESUME PLAY** to begin watching the program where you previously stopped.
4. Once a recorded program is finished playing a **FINISHED** screen will appear. Use the Arrow Keys to select **DONE** and then press **OK**.



Control The Recording With The Playback Buttons

- Press **FF** **▶▶** to skip ahead quickly or **FWD** **⏩** to skip ahead in 30-second increments.
- Press **REW** **◀◀** to go backwards quickly or **REPLAY** **⏮** to go backwards in 7-second increments.
- Press **FF** **▶▶** or **REW** **◀◀** up to three times to go forward or backward at increasing speeds.
- 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. Select **DONE** from the **STOPPED** screen and press **OK** . You can also choose **START OVER** to watch the program from the beginning or **ERASE** to stop watching and delete it completely.

Delete Existing Recordings

1. In the **RECORDED TV** screen, select **BROWSE RECORDINGS** and press **OK** .
2. Select the program you would like to erase and then press **OK** .
3. Use the Arrow Keys to highlight **ERASE** and press **OK** . Press **OK**  again to confirm your selection.















Protect Recordings From Automatic Deletion

1. In the **RECORDED TV** screen, select **BROWSE RECORDINGS** and press **OK** .
2. Select the recording you would like to keep and press **OK** .
3. Highlight **KEEP UNTIL** and then select **SPACE NEEDED** or **ERASE**. Press **OK** .




SPECIAL FEATURES & APPLICATIONS

REMOTE DVR (RDVR)

Allows you to remotely program your DVR from a web browser or smart phone. The first step is to create a user account and password.

1. Press the **MENU**  button and then use the right arrow key  to scroll to **APPS**. Press **OK**  to select **REMOTE DVR**.
2. Use the down arrow key  to highlight the username field.
3. Then use the left arrow key  to enter the alpha-numeric keypad on the left side of the screen.
4. Use the alpha-numeric keypad to create a username. The username must contain between 6 and 8 characters.
5. Next use the right arrow key  to the username field. Then use the down arrow key  to highlight the password field.
6. Use the left arrow key  to enter the alpha-numeric keypad on the left side of the screen.
7. Enter a password between 6 and 8 characters long.
8. Next use the right arrow key  to return to the password field and then use the down arrow key  to highlight the Confirm password field.
9. Use the left arrow key  to enter the alpha-numeric keypad on the left side of the screen.
10. Enter a password between 6 and 8 characters long.
11. Finally use the right arrow key  to return to the Confirm password field and the down arrow key  to highlight the **SAVE** button. Press **OK**  to set the username and password.



If you forget your username, highlight the **GET USER** button and press **OK** . This will retrieve the user name associated with your account. If you forget your password or want to change it, highlight the **GET USER** button and press **OK** . Once your username is retrieved, use the left arrow to enter the alpha-numeric keypad on the left side of the screen and enter a new password in the Password and Confirm password fields. Then select Save and press **OK** .

Note: The username must be unique across the PRTC system. If you enter a username that is already in use, you will receive a message stating "The username has already been taken. Choose another one." Please repeat the process above using another user name. One suggestion would be to use your email username or phone number as the username.

RDVR Website

To access the RDVR website, enter the URL below in your computer's web browser:

<https://dvr.prtc.coop>

To access the RDVR website, enter the URL below in your smartphone's web browser:

<http://dvr.prtc.coop/Remotedvr.WebMobile/Default.aspx>

Enter the username and password created above to login to the RDVR web portal.



Use the Go to Page / Jump to Channel / See schedule buttons at the bottom of the page to find the date, time, channel and program title you want to record.

Click the name of the program. Make your selection by clicking on the option to record episode or record series. To delete or modify your recording, click on the name of the program again and select cancel recording, upgrade to series or keep until I erase.

CALLER ID



Receive onscreen notification of incoming calls for up to five phone numbers with our Caller ID application.

View Incoming Calls

When a call is received while watching a program, a screen will appear over your programming with the date, time and caller information.

1. Press the button on your remote to dismiss the Caller ID information screen.

View Call Log

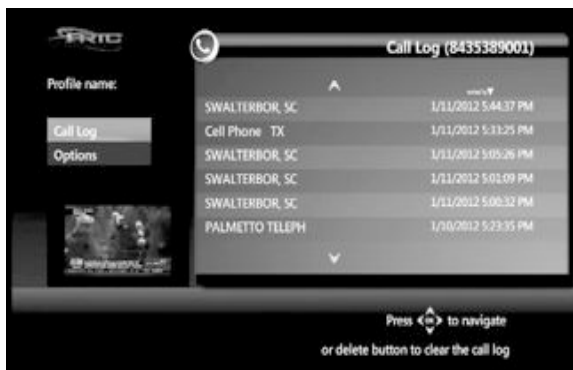
1. Press the "C" button on your remote, or press the right arrow key  to navigate from the **MAIN MENU** to the **APPS** Menu.
2. Press the down arrow key  to select **CALLER ID**. Press **OK**. The **CALL LOG** page will display the phone numbers for which you can view received calls.

Use the remote's up and down Arrow Keys and the OK key to select the call log you wish to view.

- All incoming calls are logged, whether or not the STB was on at the time of the call.
- The most recent calls to the chosen number are displayed, showing the caller's number, name (if available), date and time of call.

3. Scroll through the call log using the Arrow Keys.

4. Press **OK** when a call log item is highlighted. You will be able to choose from **REFRESH**, **DELETE**, **SORT** or **EXIT**.



Caller ID Options List

1. Use the Arrow Keys to select **OPTIONS** from the left menu in Caller ID.

- Using the Arrow Keys on your remote and onscreen buttons, you can set up Profile Names to distinguish between different STBs; enable, disable or time-suspend onscreen notification of calls; set up a forwarding number to which incoming calls can be forwarded, and more.

Note: Profile Name and Forwarding Number may have up to 15 characters.

ANSWERS TO THE MOST-ASKED QUESTIONS ABOUT PRTC VIDEO

WILL THE WHOLE HOME DVR RECORD ON MORE THAN ONE TV IN MY HOME?

Yes! You can set and access recordings from every TV with an PRTC HD Digital Receiver.

CAN I RECORD WITH THE DVR AND WATCH ANOTHER CHANNEL WHILE THE WHOLE HOME DVR IS RECORDING?

Yes, with your PRTC Whole Home DVR you can record up to two programs at the same time.

CAN PARENTAL CONTROLS BE USED ON VIDEO ON DEMAND CONTENT?

Yes, you can lock Video on Demand content based on rating. You can also lock the purchase feature so that Video on Demand purchases are not made without your approval. To utilize parental locks you must first set up your Personal Identification Number (PIN). The PIN will be required when someone attempts to access locked content.

DO I NEED A PIN TO RECORD A PROGRAM THAT IS LOCKED BY PARENTAL CONTROLS?

No, you do not have to enter your PIN to record locked content. However, anyone wanting to access the program to view it once it has been recorded (or even while it is recording) will have to enter a PIN.

CAN I CANCEL A PAY PER VIEW RENTAL AFTER I'VE ORDERED?

No, all Pay Per View rentals are final when ordered and cannot be cancelled. The same is true for all Video on Demand rentals.

WHOM SHOULD I CALL IF THERE IS A DISRUPTION IN MY VIDEO SERVICE?

You should call (843) 538-5481 and select option 1. Please call this number to report any problems you encounter. In some cases, rebooting the digital receiver can fix problems. You can do this by pressing the MENU button, then selecting Settings and Restart System.

TROUBLE-SHOOTING TIPS

THE DIGITAL RECEIVER WON'T TURN ON

First, check to make sure that the receiver is plugged in. If it is, try plugging a different device into the same socket to make sure there is not a problem with electricity flowing to the socket. If electricity is flowing to the socket, there may be something wrong with your remote control. If you are still having problems, call (843) 538-5481 and select option 1.

THE REMOTE WON'T CONTROL THE DIGITAL RECEIVER

Press the **STB** button on the remote control. This will tell the remote that all controls will affect your set-top box or Digital Receiver. If you are still having problems, call (843) 538-5481 and select option 1.

THERE IS VIDEO, BUT NO SOUND

First, check to make sure that the volume is not muted. Press **MUTE** on the remote or + on the **VOLUME** **+** **-** button. If the volume is not muted, then try changing the channel to see if the problem is only on that particular channel. You will also want to make sure that all of the connectors are secured properly to the Digital Receiver and to the TV. If you are still having problems, call (843) 538-5481 and select option 1.

THE SOUND IS GOOD BUT PICTURE QUALITY IS POOR

Make sure that all connectors are secured properly to the Digital Receiver and to the TV. Try changing the channel to see if the problem is only on that particular channel. If you are still having problems, call (843) 538-5481 and select option 1.

THE DIGITAL RECEIVER WILL NOT RESPOND

There is a green LED surrounding the Digital Receiver's power button that should flash each time a remote button is pressed. If the green light flashes when you press buttons on the remote but the Digital Receiver does not respond to your commands, you may need to restart your receiver. To restart, press and hold the Digital Receiver's power button for five seconds. If you are still having problems once the Digital Receiver has been restarted, call (843) 538-5481 and select option 1.

THE REMOTE CONTROL IS NOT WORKING

First make sure there is nothing blocking the path between the remote control and the sensor on the Digital Receiver. Make sure you are aiming the remote directly at the sensor on the receiver and that you are no more than 20 feet away from the receiver. If your remote is still not working, try changing the batteries. If that doesn't work, call (843) 538-5481 and select option 1.

Bring home everything PRTC has to offer with our Digital TV, high-speed Internet and full-featured phone service.

Congratulations on making a brilliant new choice for your television entertainment. It's the viewing experience of the future, with the clear advantages of PRTC. You can have that same level of quality, functionality and reliability in your home phone and Internet services, too.

With packages customized to precisely fit your needs and tastes, you'll get one outstanding service package. And at a surprisingly affordable price!

Thank you for choosing Palmetto Rural Telephone Cooperative – Your Only Local Total Communications Provider.

CONTACTING PALMETTO RURAL TELEPHONE COOPERATIVE

2471 Jefferies Highway | Walterboro, SC 29488 | (843) 538-2020

TECHNICAL SUPPORT: Technical support is available 24 hours a day 7 days a week at (843) 538-5481.

ON THE WEB: www.prtc.coop

or **EMAIL:** info@prtc.coop