

table of contents

cable television

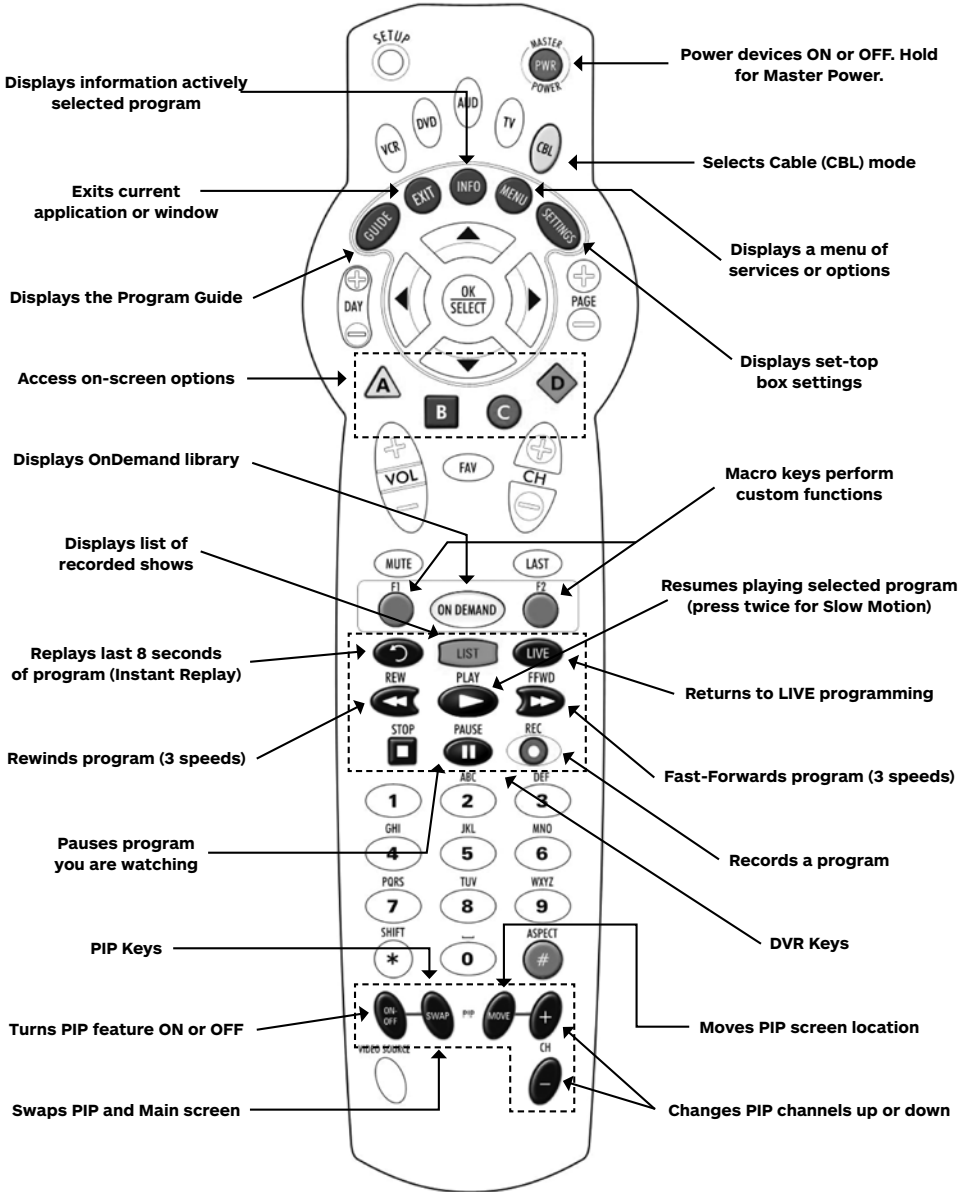
Product Overview	C-1
Remote Control Guide	C-2
Services & Features	C-3
Channel Lineups	C-3
Digital Video Recorder (DVR)	C-3
Playback Controls	C-4
High Definition Television (HDTV)	C-6
Interactive Program Guide (IPG)	C-6
WOW! OnDemand	C-7
Pay-Per-View (PPV)	C-8
Music Choice Digital Music Channels	C-10
Cable Settings and User Tips	C-11
Quick Settings	C-11
General Settings	C-12
Customize Your Channel Lineup	C-13
Parental Controls	C-14
Watching a Blocked Program	C-16
Program Rating Guide	C-17
Timer Settings	C-17
Controlling Multiple Devices	C-18
Troubleshooting	C-19

WOW! cable television

WOW! is committed to providing you with quality advanced broadband services at a great value. Choose from a variety of cable TV packages and enjoy more entertainment with WOW! OnDemand, digital music channels, DVRs, and HD Channels.

- **Enjoy watching** the channels you love.
- **Local channels at no additional cost.** While other providers like satellite may charge you extra for your local stations, they're included in every WOW! Cable package.
- **HD** unlocks the crisp, vibrant picture so you can see the details of your favorite shows like never before.
- **Get a DVR** to record, play, pause, fast forward and rewind all your favorite shows, movie, and sports (did we mention instant replays?) — and with an HD/DVR you can even record HD programs!
- **WOW! OnDemand** is just like having a video library in your home — with hundreds of movies, specials, series and events just a couple clicks away to enjoy whenever you want. Plus, get thousands of free shows.
- **Technical support** is right in your neighborhood. Whether online or by phone, we're there for you 24/7.

remote control guide



cable television

NOTE: Your remote control must be in the Cable mode (CBL) in order to access these features.

services & features

Channel Lineups

Multiple cable packages are available to meet your needs. Visit the Cable TV section of Help & Support on **wowway.com** to view channel lineups available in your area. You can view channel lineups numerically or alphabetically.

Digital Video Recorder (DVR): *Pause, Record, Rewind, and Relax*

Recording and watching your favorite programs on your DVR is easier than ever. Now you can watch a program while recording another or record two programs at once! You have your own personal video library, stored on your digital set-top box, so you can watch them at your convenience. You can even pause, fast forward and rewind live TV to playback scenes you've missed. Record up to 50 hours¹ of your favorite programs and view them as many times as you want, whenever you want. And for customers with HD service, record and play High Definition programming!²

Control Live TV.

Using your DVR and your Digital Cable Remote, you can control live TV. Anytime you tune to a channel, the DVR begins making a temporary recording of whatever you're watching. So you can PAUSE if the phone rings, REWIND a scene you missed and FAST FORWARD to skip what you don't want to watch. Your DVR will record up to one hour of live TV.³

The live TV recording is not a permanent recording, unless you actually save it to the DVR's hard drive. For live TV recordings, the temporary recording (buffer) will be erased if any of the following occur:

- Turn off your DVR.
- Watch the same channel for longer than the temporary recording (buffer) period. Only the most recent hour of the program (15 minutes of HD) is kept in the temporary recording.
- Switch to another program on the same tuner. When you change channels without using the SWAP function, your DVR begins to store the new program. It removes the previous program you were watching from the storage (see *SWAP section on page C-5 for additional information*).
- You watch more than one hour. After one hour, the DVR removes the earlier minutes of the recording, so that only the most recent hour is kept in the temporary storage.

¹ Recording capacity varies, 50 hours based on recording in Standard Definition.

² Recording and playback of High Definition programs requires DVR connection to High Definition television.

³ Recording buffer (temporary storage) for each tuner will record as long as you stay tuned to the same channel.

Playback Controls

You can play back your video recordings using the Video Control Buttons.
NOTE: Some remotes are equipped with an Instant Replay, SWAP and LIVE buttons.

Using the Remote Control Arrow Buttons

The arrow buttons on your remote control will control playback when you are watching a recording in progress or while watching a recorded program.

Status Bar

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

Pause

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

Rewind

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

Fast Forward

For programs you are watching live, FAST FORWARD can be activated if you have paused or rewound the program. Press **FAST FORWARD** to move forward in the program. Press it up to 4 times to increase the fast forward speed. FF, FF2, FF3 and FF4 will appear on-screen. FF is the slowest setting and FF4 is the fastest. Press **FAST FORWARD** a fifth time or press **PLAY** to resume normal play. *NOTE: You can only fast forward up to the point of live broadcast.*

Slow Motion

Your DVR is equipped with slow-forward and slow-rewind functions to give you crisp and clear Slow Motion images. Ever wonder what the referees are looking at when they review a controversial play? Use Slow Motion to get an inside look. To activate slow-forward, press **PAUSE** and then **FAST FORWARD**. To use slow-rewind, press **PAUSE** and then **REWIND**. To return to regular speed, press **PLAY**.

Instant Replay

With Instant Replay, you can go back to see the last play of the game or replay the last scene of your movie. Just press **PAGE** and **ARROW DOWN** button on your remote to replay the last 15 seconds. Press **PAGE** and **ARROW DOWN** button repeatedly to continue skipping back in 15-second increments.

Return to Live TV

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

SWAP Between Two Programs

Because your DVR has two tuners, it can buffer (temporarily record) two programs at the same time — one on each tuner. The SWAP feature lets you toggle back and forth between the two live shows while giving you full control of both. While you are tuned to a program, press the **SWAP** button on your remote. You will change tuners. Now you can select an alternate program by changing channels or using the guide. Press **SWAP** again to toggle between the two programs.

Using Parental Locks With DVR

You can restrict viewing of recorded programs, just like any other program. If you schedule a recording for a program you have Locked, the program will be recorded. However, audio is muted and no video will appear while the program is recording. A restricted notice remains on-screen allowing you to enter your PIN to view the program during recording. Once the program has been recorded, you can access it from your list of recorded programs. Just enter your PIN to view it.

One Touch Record

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

Manually Schedule a Recording

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

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

Record Two Programs at Once

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

While Watching a Show

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

From the Guide

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

High Definition Television (HDTV): *TV never looked so good.*

The sharpest picture, the clearest sound — experience everything your new HDTV has to give with WOW! HDTV programming. An HD television, digital cable service, and a WOW! HD receiver are required.

Interactive Program Guide (IPG): *Control at Your Fingertips*

The on-screen Interactive Program Guide (IPG) is the quick and easy way to find out what's on. The WOW! Interactive Program Guide is available in all locations on all digital receivers at no additional charge.




- The IPG is a convenient way to find out what's on and to view a grid of upcoming programs.
- Allows for easy search by time, program theme, or program title.
- Provides instant program descriptions.
- Reminder feature helps you keep track of favorite shows with an on-screen reminder.
- Quick Record Feature starts recording a program instantly if you have a Digital Video Recorder (DVR).

WOW!		CH 15	
Adventure Hour Mon 8:00-9:00 pm "Wilderness Adventure" Join... (G)			
CHANNEL	8:30 pm	9:00 pm	9:30 pm
CH 13	Comedy Hour	Laugh a Minute	Sketch Com
CH 14	Local News	World News	News you ca
CH 15	Adventure Hour	Zoo Days with Andy	Animal Time
CH 16	High School Sports	Sports Outtakes	Hockey High
CH 17	Sitcom	Drama Program	True Story o
A Time		B Date	C Exit





WOW! OnDemand*: *Always Ready When You Are*

Relax with WOW! OnDemand TV programming that's ready to watch at any time when you're ready to watch it. Select from both free and fee-based content featuring newly-released movies and great TV shows. You can play and replay, pause, rewind, fast-forward and stop what you're watching with your digital remote control. Available in most areas to digital cable customers. Visit wowway.com to view our VOD menu.

How to Order a Video OnDemand Movie:

	Press the OnDemand or VOD Button (New releases are on channel 600 in most areas).
	Press the Arrow Buttons to find the movie or event you wish to order.
	Highlight the movie you want and press Select . Press B to start or buy the movie and follow the prompts to complete your order.

Setting Up a PIN Code for Video OnDemand Purchases:





	Press the Menu Button on the remote twice.
	Press the Arrow Buttons to move the cursor to Setup, then press OK .
	Press the Arrow Buttons to select Parenting Control Setup, then press OK .
	Press the Arrow Buttons to select PINs, Setup, then press OK .

*Services vary by region

Pay-Per-View* (PPV)

Live sports events and concert specials, new release movies and more – your remote is your ticket to the hottest Pay-Per View action you'll find anywhere. Pay-Per-View movies and events are offered at regularly scheduled times. Pay-Per-View offers some of the hottest events such as Boxing and UFC. Go to wowway.com to learn more about how to create and set up a PIN (personal identification number)








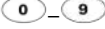

How to order Pay-Per-View:

	Press Guide on your remote control to access the Interactive Program Guide.
	From the Interactive Program Guide, use the Up and Down Arrow Buttons for Channel and the Left and Right Arrow Buttons for Time on your remote control to move through the listings. Pay-Per-View listings start on Channel 201.*
	Highlight the movie or event you want to see and press Select twice or tune to the channel to order the current title. Press B to buy the movie or event, and enter your PIN to order. See next chart for information on creating your Pay-Per-View PIN.
	If you want to see what Pay-Per-View movies you've already ordered, press A , and enter your PIN

*Services vary by region

How to Set Up Your PIN:

Your Personal Identification Number (PIN) allows you to restrict the purchase of Pay-Per-View (PPV) or Video OnDemand (VOD)* movies and events.

	Press the Settings Button twice to display the General Settings menu.
	Press the Arrow Buttons to scroll to PPV:PIN.
	Press Select .
	Press the Arrow Buttons to scroll to Change.
	Press Select.
	Enter your Current PIN (either 0000 or 1234 if you are setting up your PIN for the first time).
	Enter your New PIN.
	Re-enter your New PIN for confirmation.
	Press the Exit Button to return watching TV.

*Services vary by region

Music Choice Digital Music Channels

Enjoy commercial free digital quality music 24 hours a day! It's the ultimate virtual CD library! Listeners have access to a large mix of programming, including popular hits, cutting-edge sounds, and traditional favorites. The song title and artist will display on your TV screen. For a complete listing of music formats, refer to the Interactive Program Guide (for more information on the IPG, see page C-6). Digital music channels are available to customers with digital cable.




cable settings and user tips

Quick Settings

Quick Settings are shortcuts that allow you fast access to perform commonly used functions:

- Block and unblock channels.
- Add or remove channels on your favorites list.
- Turn Parental Control Blocks ON or OFF.
- Set a reminder timer for a program you'd like to watch.
- Set the sleep timer to turn off the TV.

Access the Quick Settings Menu:







	Press the Settings Button to display the Quick Settings menu.
	Press the Arrow Buttons to scroll up and down through options.
	Press Select to display the settings option.

General Settings

General Settings give you access to all of the functions available through digital cable's Interactive Program Guide.

- Block channels by Rating, Channel or Time of Day.
- Set up a list of your favorite channels.
- Order PPV or VOD movies (not available in all regions).
- Review PPV movies you have ordered.
- Set a reminder timer for a program you'd like to watch.
- Set the sleep timer to turn off the TV.








Access the General Settings Menu:

	<p>Press the Settings Button twice to display the General Settings menu. If you're already in the Interactive Program Guide or Quick Settings, you need only press this button once.</p>
	<p>Press the Arrow Buttons to scroll up and down through preferences.</p>
	<p>Press Select to display the settings option.</p>
	<p>Press the Arrow Buttons to scroll up and down through options.</p>
	<p>Press A to accept the option addition or change.</p>
	<p>Press the Settings Button to exit the General Settings menu.</p>

Customize Your Channel Lineup



You can create a personal channel lineup of up to 30 of your favorite channels! Programming your Favorites is easy and can be done one of two ways:

From General Settings Menu:

	Press the Settings Button twice to display the General Settings menu.
	Press the Arrow Buttons to move through preferences to Favorites.
	Press Select to display the channels.
	Press the Arrow Buttons to move through the channels.
	Press Select to add or remove channels in your favorites list.
	Press A to accept the option addition or change.
	Press the Settings Button to exit the General Settings menu.

While Viewing a Channel:

Add the channel you are watching directly to your favorites list.

	Press the Settings Button twice to display the Quick Settings menu.
	Press the Favorites Button on your remote control to access your favorites list.

Parental Controls







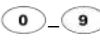
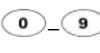

WOW! Cable offers many different options when it comes to television programming. With such a wide variety of programs available, we know that not all programs or channels are suitable for everyone in your household. WOW! offers parental control features to give you flexibility and control.

The parental control feature allows you to block programs by channel, program rating or time of day. When the parental control block is activated, you cannot view blocked programs without entering your Parental Control Block PIN. This PIN must be set up separately from the PPV PIN; however, you may choose to set up the same number for both PIN's or use different numbers for each PIN.

To learn more about Parental Controls, log on to wowway.com.







Set Up and Change Your Parental Blocking PIN:

	Press the Settings Button twice to display the General Settings menu.
	Press the Arrow Buttons to scroll to Block:PIN.
	Press Select .
	Press the Arrow Buttons to scroll to Change.
	Press Select .
	Enter your Current PIN (either 0000 or 1234 if you are setting up your PIN for the first time).
	Enter your New PIN.
	Re-enter your New PIN for confirmation.
	Press the Exit Button to return watching TV.

Block Programming by Channel, Rating and Time:

If you set up the blocks, but don't turn on Parental Control, the programs can still be viewed.




	Press the Settings Button twice to display the General Settings menu.
	Press the Arrow Buttons to scroll to Block:Channels, Block:Ratings, or Block:Time New.
	Press Select . Enter your PIN to display the list of channels or ratings and those that are currently blocked.
	Press the Arrow Buttons to navigate through the channels and press Select to add or remove channels or ratings from your block list.

NOTE: Blocks do not take effect until you turn on the Parental Control feature (instructions to follow).

Turning Parental Control ON or OFF:

When Parental Control is on, the blocks you have set up are enabled. The blocked channels or programs cannot be viewed.

NOTE: Before using Parental Control, you must set up the channels, times or ratings you want to block. See the previous section (Block Programming by Channel, Rating or Time) for instructions on how to do this.





	Press the Settings Button twice to display the <i>Quick Settings</i> menu.
	Press the Arrow Buttons to scroll to <i>Turn Off/On Parental Control</i> .
	Press Select to change this setting to ON or OFF.

*IMPORTANT: To ensure the Parental Control feature is ON, you should turn your Digital Cable Box **OFF** and then **ON**. When you turn your Digital Cable Box back ON, the Parental Control feature will be activated.*

Watching a Blocked Program

To view a blocked program:

1. Tune to the blocked program. The Parental Control alert menu will appear.
2. Press one of the following keys:

	Allow viewing of this program only.
	Allow viewing of this channel only.
	Allow viewing of all programs for the next 4 hours.
	Turn OFF all Parental Control.

3. The PIN entry screen will appear. Enter your Parental Control Blocking PIN.

NOTE: If you unblock one or more channels without turning OFF Parental Control, you will need to repeat this procedure to unblock additional channels.

IMPORTANT: Each time you turn OFF the power to your Digital Receiver, Parental Control is automatically turned ON.

Program Rating Guide

Television programs and movies are categorized by a program rating guide that gives information about the content and age appropriateness of TV programs.







NR	Not rated.
TV-Y	Children of all ages, specifically designed for children ages 2 to 6 years.
TV-Y7	Children 7 years or older. Rating can include the code FV, indicating mild fantasy or comedy violence.
G/TV-G	Viewers of all ages.
PG/ TV-PG	Parental Guidance suggested; contains material that parents can find unsuitable for young children. Additional codes that can be included with this rating are: V (some violence) and S (some sexual situations).
PG-13	Parental guidance suggested; some material unsuitable for children under 13 years.
TV-14	Parents strongly cautioned; some material unsuitable for children under 14 years. Additional codes can be included with the rating: V (intense violence); S (intense sexual situation); L (strong indecent language); D (suggestive dialogue).
TV-MA	Mature audience; designed for an adult audience. Some program material unsuitable for children under 17 years. Additional codes included in this rating are: V (graphic violence); S (explicit sexual situations); L (crude or indecent language).
R	Restricted to adult audiences only; contains material unsuitable for young children.
NC-17	Under 17 never admitted.

Timer Settings

You can set up several types of timers to turn ON and OFF your television automatically and to remind you of programs to watch.

- The **Wake-up Timer** allows you to set the time of day for the TV to turn ON.
- The **Sleep Timer** allows you to set the number of minutes to wait until the timer turns OFF.
- A **Reminder Timer** displays a message on your screen reminding you of the program you wanted to watch. You can set up to eight Reminder Timers.

How to Set Timers:

	Press the Settings Button twice to display the General Settings menu.
	Press the Arrow Buttons to scroll to the Timer function you want to set.
	Press Select to enable or disable the Timer.
	Press the Arrow Buttons and Select to set or change the time or function.
	Press A to accept the option addition or change.
	Press the Exit Button to return watching TV.

Controlling Multiple Devices

Go to **wowway.com** to access codes to control your electronic devices (TV, VCR, DVD, Home Theater, TIVO, etc.).

troubleshooting

If you are experiencing snowy channels on your TV, here are some steps that may help.

If You Have a Set Top Box (also known as a cable box):

- Verify that the TV is ON and set it to channel 3 or 4 (depending on area) by using the buttons on the front of the TV to set the channel correctly.
- Verify the digital box is ON by looking for the small light on the display labeled power. If there is no light, press the **CABLE** button on your remote and then press the **POWER** button.
- Verify that any VCR, DVD or game system is turned to the OFF position.
- If the box issues continue, then unplug the box and plug back in after 10 seconds.
- If none of this helps, please contact us. Contact information is on the back page of this guide.

Without a Set Top Box (cable box):

- Verify that the picture quality is the same on all channels.
- If it is the same on all channels, make sure that any VCR, DVD player or game system players is turned OFF.
- Also check to see if the picture quality is the same on all TV's.
- If your TV only gets the lower channels, first check your TV settings and make sure it is set to Cable TV and not antenna.
- If none of this helps, please contact us. Contact information is on the back page of this guide.