



# Digital Video User Guide



**Marne Elk Horn  
COMMUNICATIONS**  
Powered by **Fiber**—Driven by **Community**



## Thank you for subscribing to Digital TV!

The result of Marne Elk Horn's state-of-the-art fiber optic network, Digital TV delivers an enhanced television viewing experience with crystal-clear picture and sound quality. We know you'll enjoy the outstanding features of Digital TV that satellite simply can't beat. They include:

- **Clear picture in every kind of weather**
- **Expanded channel line-up with exclusive HD programming**
- **Wide variety of premium channels**
- **DVR (Digital Video Recorder) enables you to easily record the programs you want to watch and then view them from any room in your home, where Set Top Box (STB) is present, whenever it's convenient for you**

We created this Digital TV User's Guide to help you understand and take advantage of the many viewing options now available to you. If you have questions or need additional assistance, please call us at 712-764-6161.

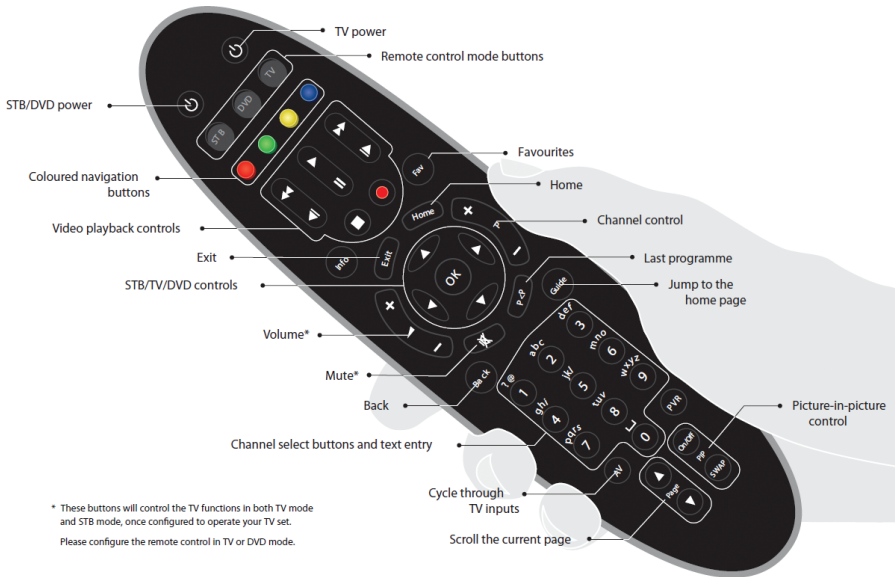
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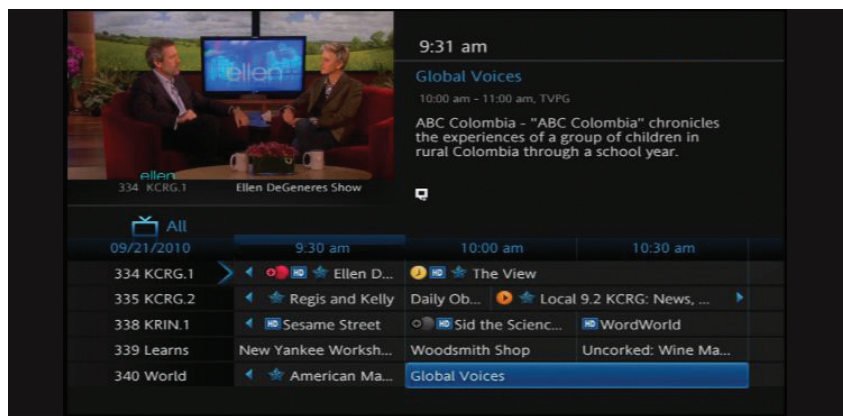


# Remote Guide












Using the Remote to Control the Set-Top Box, TV, or DVD  
The function of unlabelled buttons may vary depending on the service provider.



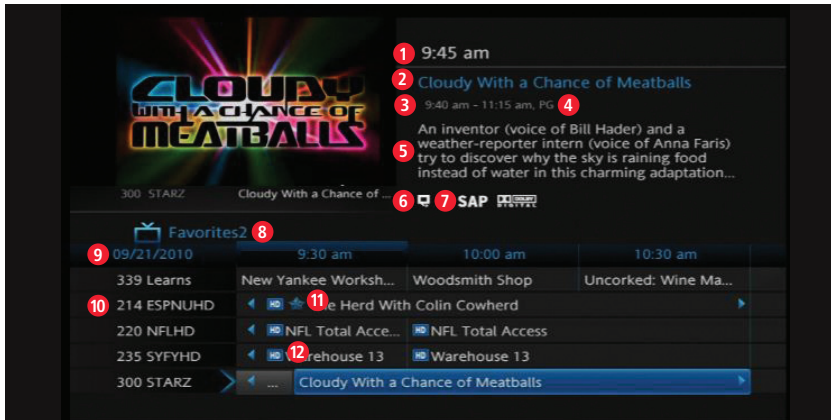
# Symbols Used On the Guide



You may see these symbols on the **Interactive Program Guide**:

-  **New Episode** – It is not a re-run.
-  **High Definition** – The program is broadcasted in High Definition. HD Programming Fee required for HD channels.
-  **Auto Tune Reminder** – A reminder timer is set for this program.
-  **Record\*** – A DVR recording is set for this program.
-  **Series-Record\*** – A DVR recording is set for the series of this program.
-  **Series Record Episode Skipped\*** – A DVR recording is set for the series of this program, but this episode is skipped.
-  **Closed Captioned** – The channel has text subtitles for hearing-impaired viewers. This option only applies to channels that offer closed captioning.
-  **Dolby Digital Audio** – The channel is delivering Dolby Digital 5.1 channel surround sound.
-  **Secondary Audio** – SAP is currently unavailable.
-  **Favorite Channel** – The channel is included in your list of favorite channels.
-  **Blocked by Parental Controls** – Parental Control is on. (Will show restricted on guide)

# Interactive Guide



- 1 Current Time
- 2 Program Name
- 3 Length of Program
- 4 Rating
- 5 Program Description
- 6 Closed Captioning
- 7 Guide Title
- 8 Guide Date
- 9 Channel Number and Name
- 10 New

# Interactive Guide

You can access the Interactive Guide two ways. Press the **Guide** button on your remote control to launch the **Guide**. Continuing to press the **Guide** button will switch the **Guides** to **All**, **Subscribed**, **HD**, and any **Favorites** lists that you create. You can also access the **Guide** by pressing the **Menu** button on your remote control, navigating to the **Guide** icon, and pressing **OK**. Once you are in the **Guide**, the program you are currently watching remains in the upper-left corner of your screen.

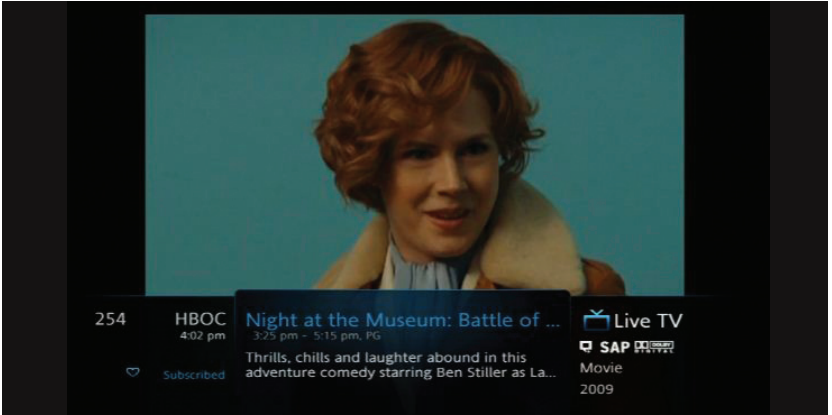
Note: The name of the Guide appears on the left side of the Guide below the video image and above the date. **If you are only able to scroll through a limited amount of channels, verify that your Guide is set to All or Subscribed and not on HD or a Favorites list.**

## Navigate the Guide

- a) Navigate to a channel on the **Guide** by entering the channel number using the remote.
- b) Use the arrow buttons on the remote to move the highlight through the **Guide**, channel by channel.
- c) Press the **Up** or **Down** arrows to move the highlight through the **Guide** to view what programs are currently showing on different channels.
- d) Press the **Left** or **Right** arrows to move the highlight through the **Guide** to view what programs will be showing on different channels in the future.
- e) Press the **Page Up/Page Down** buttons to move through the **Guide** page by page. You can view **Guide** date for programs up to 5 days into the future.
- f) Press **OK** to preview a highlighted show on the **Guide** in the upper-left corner of your TV screen. To tune to the channel, press **OK** again.
- g) Press **Exit** on the remote to leave the **Guide** or repeatedly press the **Guide** button on your remote to cycle through all of the available Guides (**All**, **Subscribed**, **HD**, and any **Favorites** lists) and it will disappear.

# Infobar

The InfoBar provides quick access to information about the programs that are on now or will be on in the future.

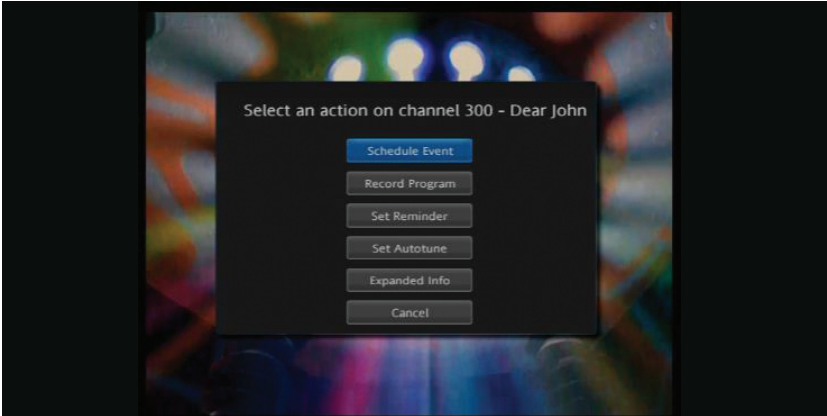


You can access the **Infobar** three ways:

1. Press **Info** on your remote control. Press **Info** again to display a more detailed program description.
2. Press the **Up/Down** buttons on your remote control.
3. When changing channels, the **Infobar** will appear automatically.



# Navigate Using the Infobar



When the Infobar is present on the screen, you can perform the following actions for the current program you are viewing.

- a) Press **OK** on the remote to **Record Program\***, **Record Series\***, or **Expand Info** for the current program you are viewing.
- b) Navigate to other channels by pressing the **Up/Down** arrows and press **OK** to tune to that channel.
- c) Navigate to future programs by pressing the **Left/Right** arrows. Press **OK** while viewing the **Infobar** for a future program to: **Schedule Event**, **Record Program\***, **Record Series\***, **Set Reminder**, **Set Autotune**, **Expand Info**. Use the arrow buttons on the remote to move the highlight through the actions and press **OK** to select.

\*Note: Recording options will be available to DVR subscribers only.

# Menubar



The Menubar provides quick access to the **Settings, Favorites, Search, Guide, DVR, My Library, and Parental Control** features of Marne Elk Horn TV.

- **Settings** – Access Settings for Channel Blocking, Parental Controls, and Hardware.
- **Favorites** – Create or Edit a favorite channels list.
- **Search** – Find your favorite programs by title or key word.
- **Guide** – Launch the interactive program Guide.
- **DVR** – Watch, Edit, and create DVR recordings.\*
- **My Library** – Scheduled Reminders and system messages.
- **Parental Controls On/Off** – Turn On or OFF Parental Controls to block programs by program rating. The Parental Controls option will only appear if the Parental Controls box is checked in Settings.
- **Widgets** – Access weather, sports, news, financial info and more.
- **Cloud TV** – Not available at this time.

\*NOTE: Recording options will be available to DVR subscribers only.

**To access the Menubar:**

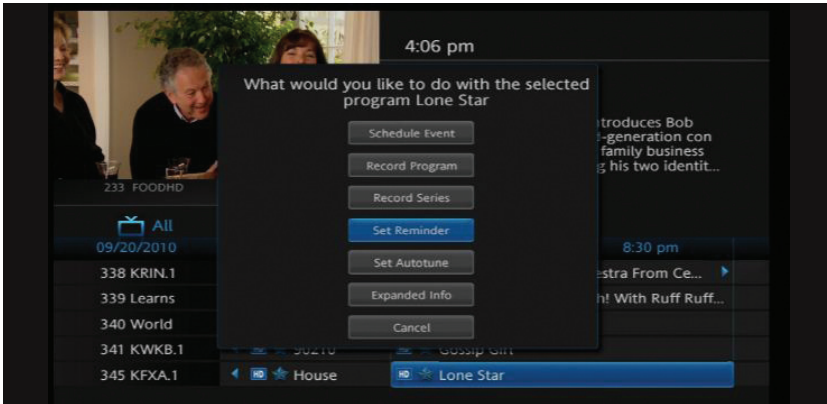
- a) Press **Menu** on your remote control. Press **Menu** again to exit or press **Exit** on your remote control.
- b) Press the **Left/Right** buttons on your remote control to navigate the highlight through the **Menu**.

# Reminder & Autotune Timers

You can set timers to remind you of the programs you want to watch.

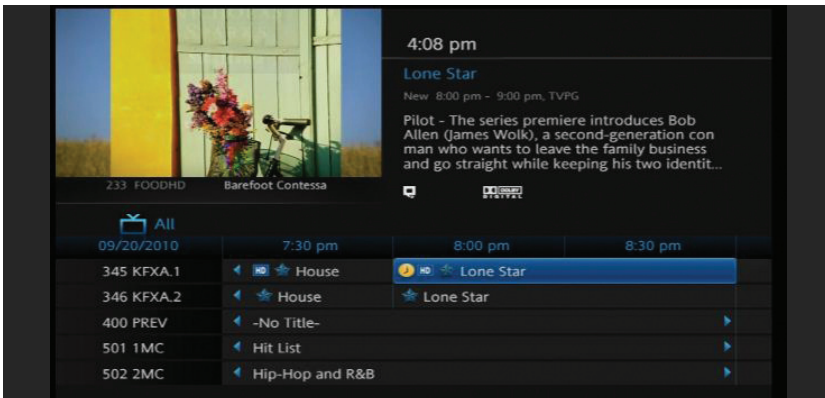
## Timer Symbols

🕒 Reminder    ▶ Autotune    🕒 Multiple Reminder    ▶ Multiple Autotune

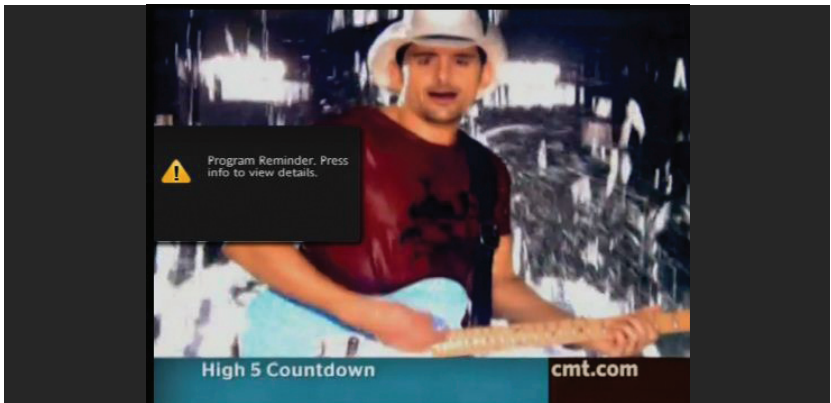


## Setting a Reminder Timer

- Press the **Guide** button on the remote control.
- Navigate to future programs by using the arrow buttons on the remote to move the highlight through the **Guide**.
- Press **OK** on the program that you want to set the reminder for. Select **Set Reminder**. A yellow clock symbol on the **Guide** indicates that a **Reminder Timer** is set.



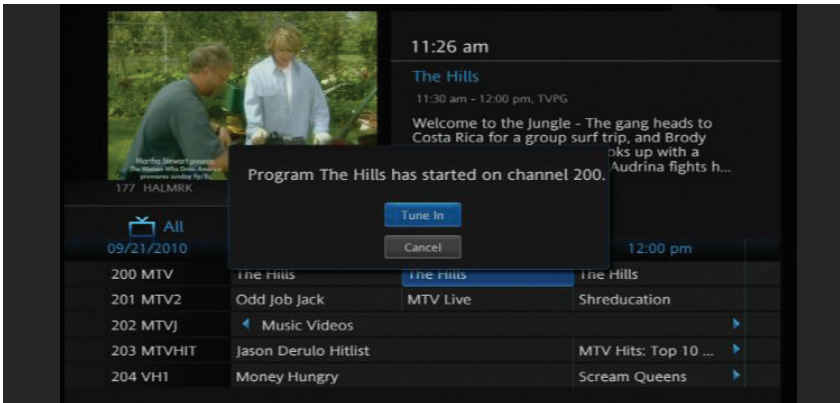
d) Press **Exit** to return to watching TV.



A **Reminder Timer** message will appear on your screen reminding you of the program just before it begins. Press **Info** to view the **Reminder** or press **Cancel** to exit out of the **Reminder**. When you press **Info** on the **Reminder** message, press **OK** on the program name to tune to the program.

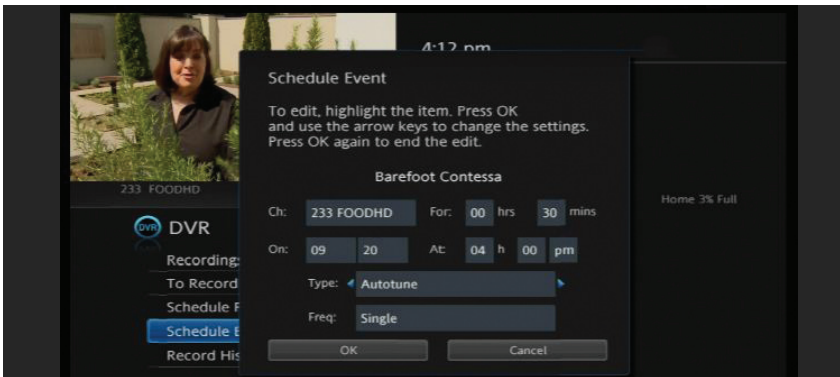
### Setting an Autotune Timer

- Press the **Guide** button on the remote control.
- Navigate to future programs by using the arrow buttons on the remote to move the highlight through the **Guide**.
- Press **OK** on the program that you want to set the **Autotune** timer for. Select **Set Autotune**. An orange circle symbol on the **Guide** indicates that an **Autotune Timer** is set.
- Press **Exit** to return to watching TV.



Before the program begins, an alert will appear on your screen giving you the option to tune in or **Cancel**. You can edit the **Autotune Alert Timer** notification to **0 seconds** (default), **30 seconds**, **2 minutes** or **5 minutes** through **Settings** on the **Menubar**.

### Schedule Event



You can create recurring **Reminder** and **Autotune Timers** through **Scheduled Events**.

- Press **PVR** on your remote control, navigate **Down** to **Schedule Event**, and press **OK**. You can **Edit** the channel number, time, type of timer (**Recording\***, **Reminder** or **Autotune**) and frequency of the event.
- Highlight **OK** and press **OK**.

\*Recording options will be available to DVR subscribers only.

### View/Edit Timers

See My Library section on page 21 and 22.

# DVR (Digital Video Recorder)

## TV on Your Terms

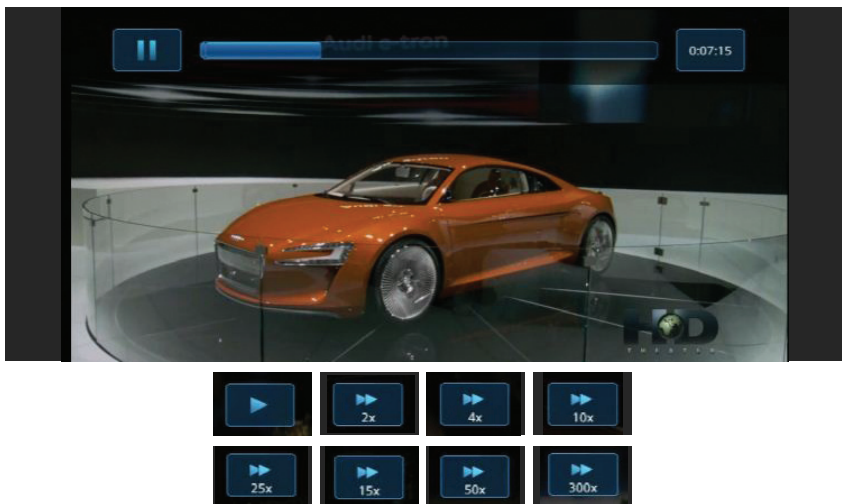
Between going to work, chasing the kids, running errands, and cheering on your favorite teams, you may think watching your favorite TV shows is difficult (if not impossible) to fit into your schedule. Think again! With your Marne Elk Horn TV's unique DVR (Digital Video Recorder), you can easily record the programs you want to watch and then view them whenever it's convenient for you. Pause, fast-forward, or rewind recorded shows. Plus, a DVR lets you pause, rewind, and replay the action during live TV.

Marne Elk Horn's DVR makes it easier than ever to choose what, when, and where you watch TV on your terms.

### DVR Icons



## DVR/Pause Live TV Playback Bar



## Using Your DVR



## Record Live TV

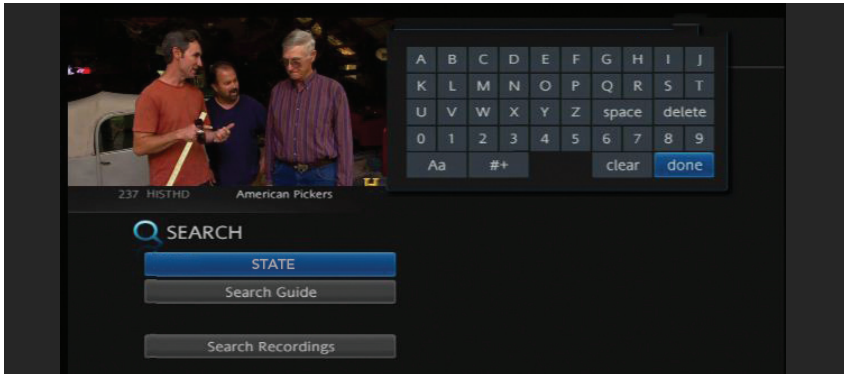
Record the show you are watching by pressing the **Record** button (●). The show will be recorded until it is scheduled to finish. To manually stop the recording before it is scheduled to finish, press **Stop** (□) or (●).

## Record From Guide

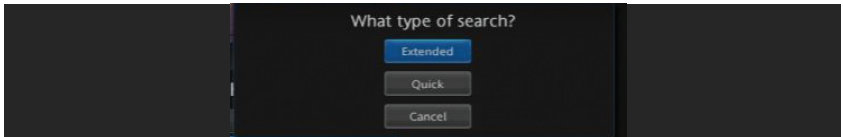
Use the **Guide** to navigate to the show you want to record. Press the **Record** button on your remote control to record the show.

## Record By Search

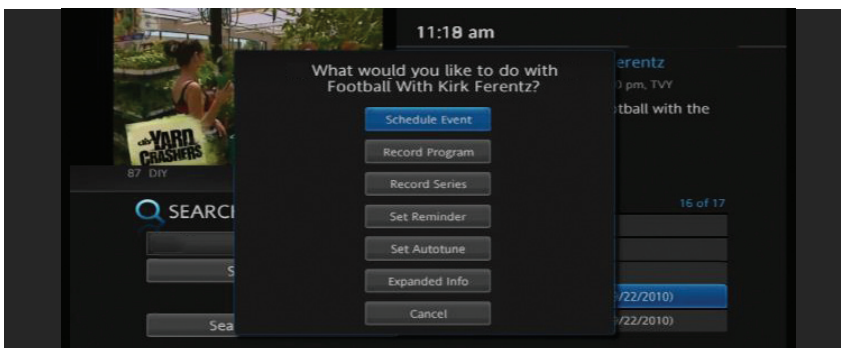
- Navigate to the **Menubar** by pressing the **Menu** button, highlighting the **Search** icon, and pressing **OK**.
- Press **OK** again to launch the on-screen keyboard and enter the first four letters of a show's title. Press **Done**.



- Arrow **Down** and highlight **Search Guide** and press **OK**. Select **Extended** and press **OK**.

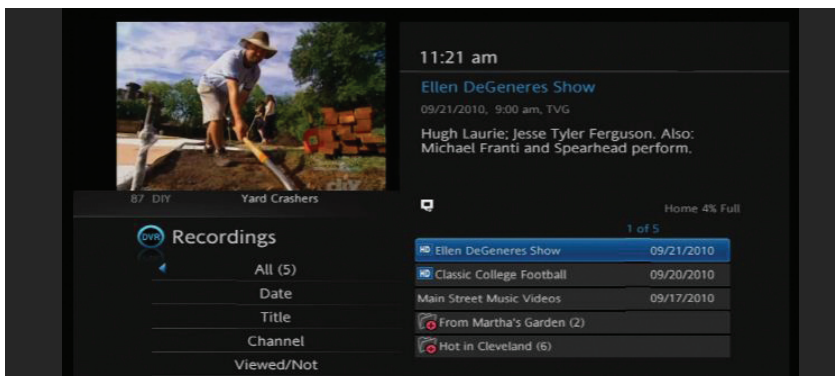


- Navigate to the program you want to record, highlight it, and press **OK**.
- Arrow **Down** to **Record Program** for a one-time recording and press **OK**. Or arrow **Down** and highlight **Record Series** to record all episodes of the show.





## View Recordings



- Press the **PVR** button on your remote control to launch the **DVR** menu.
- Navigate to the show you want to view and press **OK**.
- Play Recording** will be highlighted, press **OK** again to view the show.
- Press **Fast Forward** (⏩) to advance the program. Press **Fast Forward** (⏩) repeatedly to change the fast forward speed by 2, 10, 20, or 40 times. **Rapid Fast Forward** (⏩⏩) will advance the program 30 seconds.\*
- Press **Rewind** (⏪) to reverse the program. Press **Rewind** (⏪) repeatedly to change the fast forward speed by 2, 10, 20, or 40 times. **Rapid Rewind** (⏪⏪) will rewind the program 60 seconds.\*

## Create a Series Recording

- Use the **Guide** to navigate to the show you want to record. Highlight the show and press **OK**.



- b) Highlight the option **Record Series** and press **OK**. Press **OK** again and highlight **Edit Series Recording** and press **OK**. This menu allows you to choose if you want to record **All** or **New Only** episodes to skip re-runs. You can also edit start and stop times for a series recording.

### Delete a Show

- a) Press the **PVR** button on your remote control to launch the **DVR** menu.  
 b) Navigate to the show you want to delete, press **OK**, then highlight **Delete Recording** and press **OK**.

### Control Live TV



This option is available only on the DVR digital boxes. You cannot control Live TV from remote digital boxes.

- a) Press **Pause** (⏸) on your remote control to pause the program. Programs can be paused for up to 30 minutes as long as the current channel is not changed.  
 b) To resume watching the program, press **Play**.  
 c) Press **Rewind** to reverse live TV or a recorded program.  
 d) Press **Rewind** repeatedly to change the rewind speed by 2, 15, 50, or 300 times. **Rapid Rewind** will reverse live TV 10 seconds.\*  
 e) Follow the same process to **Fast Forward** live TV that has been paused.\*  
 f) Press **Stop** on your remote control to return to Live TV.

\*Rapid Fast Forward and Rapid Rewind are not available on all DVR boxes and on all remote controls.

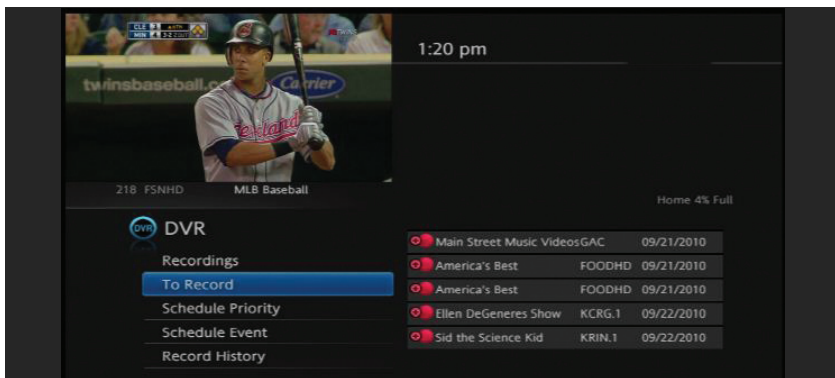
## Manage DVR Recordings

To access your DVR recordings, press **PVR** on your remote control or press **Menu** on the remote and arrow to select DVR. Here you can view current and future recordings, edit and cancel recordings, sort and prioritize recordings, schedule future events and timers, and review your DVR history.

## View Recordings

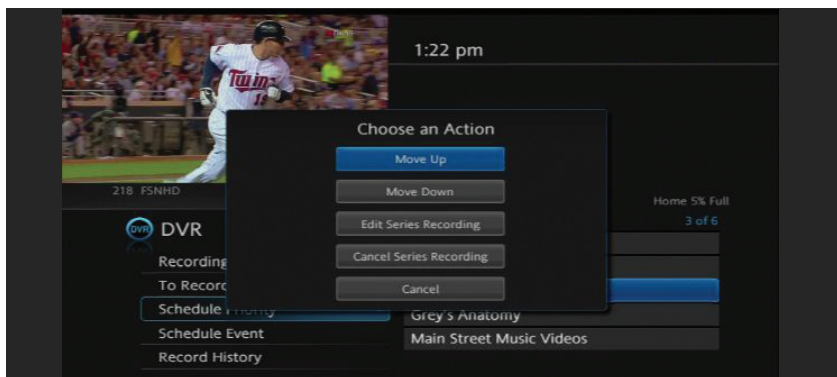
- Arrow **Down** and highlight **Recordings** on the left menu and press **OK**. Next you have the option to sort your recordings by **All**, **Date**, **Title**, **Channel** and **Viewed/Not**.
- Arrow **Right** and highlight the recording you want to view and press **OK**.
- For a recording in progress, arrow **Up/Down** and highlight **Play Recording**, **Lock**, or **Stop Recording**.
- For completed recordings, arrow **Up/Down** and highlight **Play Recording**, **Lock**, **Delete Recording**, or **Edit Series Recording** and press **OK**.

## View Future Recordings



- Arrow **Down** and highlight **To Record** on the left menu and press **OK**. Next you have the option to sort your future recordings by **Date**, **Title**, **Channel**, **Skipped/Not**.
- Arrow **Right** and arrow **Up/Down** to view future recordings. Press **Page Up/Down** on the remote to navigate through the list one page at a time.
- To edit a future recording, highlight the recording on the right menu and press **OK**.
- For **Series Recordings**, arrow **Up/Down** and highlight **Edit Recording** and press **OK** to change the start and end time.
- Highlight **Edit Series Recording** and press **OK** to change the channels on which to record the program, whether the program should record in **Standard** or **High Definition**, to record **New Only** or **All Episodes**, to **Start** the program early or **End** the program late, and to **Limit** the number of **episodes** to record.

## Schedule Priority



- Arrow **Down** and highlight Schedule Priority on the **Left Menu** and press **OK**. Next, you have the option to change the priority of your scheduled recordings.
- Highlight the recording, press **OK**, next arrow **Down** the list to either Move **Down**, Move **Up**, **Edit** Series Recording, or **Cancel** Series Recording, and press **OK**. The list is sorted with the highest priority recordings at the top of the list. In the event of a scheduling conflict, the programs with higher priority will record instead of a lower priority program.

## Schedule Event

- Scheduling an event is ideal when you want to record or watch only a portion of a program on a reoccurring basis.
- Arrow **Down** and highlight Schedule Event on the **Left Menu** and press **OK**. The Scheduled Events screen lists all the information about the start and end time, date and the correct channel for your program. If anything is not correct, highlight the incorrect item and press **OK**.
- Arrow **Up** or **Down** to enter the correct information and press **OK**.

## Set the Event

- Arrow **Down** and highlight Type and press **OK**. The highlight will become **Left/Right** arrows.
- Arrow **Left** or **Right** until you see the event type you want (**Recording**, **Autotune**, **Reminder**), then press **OK**.

NOTE: The **Set Recording** option will be available to DVR subscribers only.

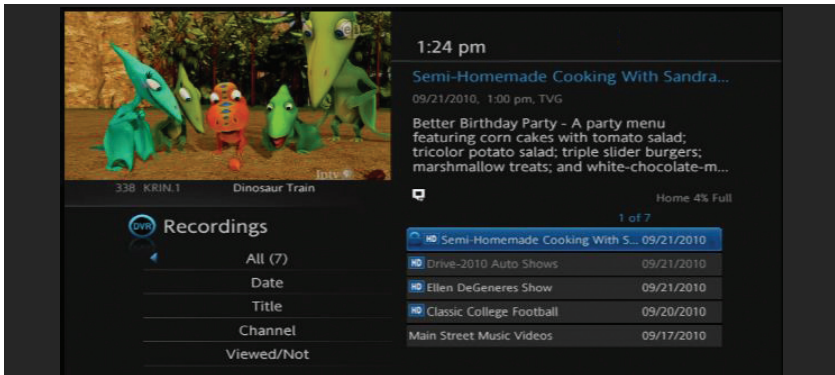
## Set Event Frequency

- Arrow **Down** and highlight Freq and press **OK**. The highlight will become **Left/Right** arrows.
- Arrow **Left** or **Right** until you see the frequency you want (**Single, Weekly, M-F, Every Day**), then press **OK**.
- Arrow **Down** and highlight **OK** on the Schedule Event screen and press **OK**. You will be returned to DVR **Menu** and press **Exit** to return to the **Guide**.

## Record History

Arrow **Down** to **Record History** and press **OK**. Arrow **Down** the list to see the log of the past 25 DVR events that were started, stopped, skipped, or deleted.

## Lock or Unlock a Recording



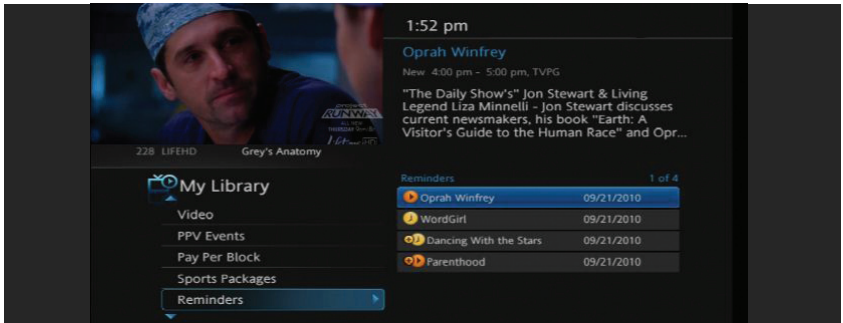
- Press **DVR** on your remote or press **Menu** on the remote and arrow to select **DVR**.
- Navigate the highlight to the list of the recordings on the right of the screen.
- Highlight a recording and press **OK**.
- Arrow **Down** the list to **Lock** and press **OK**. A lock icon will appear in front of the title of the program that is locked. This will prevent your recording from being deleted to make space for a new recording.
- To unlock, repeat the same process and highlight **Unlock** and press **OK**.

# My Library



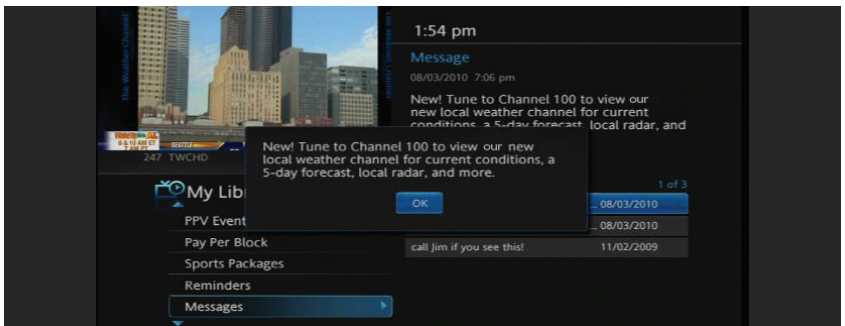
Press **Menu** on your remote control, navigate the highlight to **My Library** and press **OK**.

## View/Edit Reminders



- Arrow **Down** to **Reminders** on the left menu and press **OK**. You will see a list of future **Reminder** and **Autotune** timers on the right menu.
- To **Cancel** a future timer, highlight the program and press **OK**.
- Highlight **Cancel Timer/Reminder** and press **OK**.

## View Messages



- Arrow **Down** to Messages on the **Left Menu** and press **OK**. You will see a list of messages related to DVR recordings, system announcements, or billing alerts on the **Right Menu**.
- To read or delete the message, highlight it and press **OK**.
- On the box, highlight **Delete** to delete the message or **Full Message** to read it in full and press **OK**.

Whenever you receive a new message an alert will appear on your screen. Press **Info** on your remote to display the message, or press **Exit** to ignore the alert and view the message later.

## Parental Controls

Many parents are concerned about their children watching unsuitable programming. To offer parents more control over the programming and content their children can access, Marne Elk Horn offers Digital TV Parental Controls that enables parents to selectively block programming by channel or rating.

Note: Parental Controls will not appear until you have created Parental Control in Settings.

### Turn Parental Controls Off/On

**Parental Controls** are active once you have enabled them in the **Settings Menu**. See Enable Parental Controls in the Settings section for instructions.

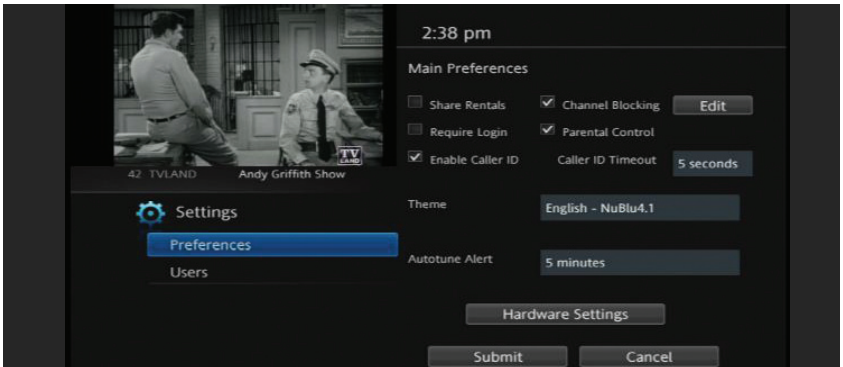
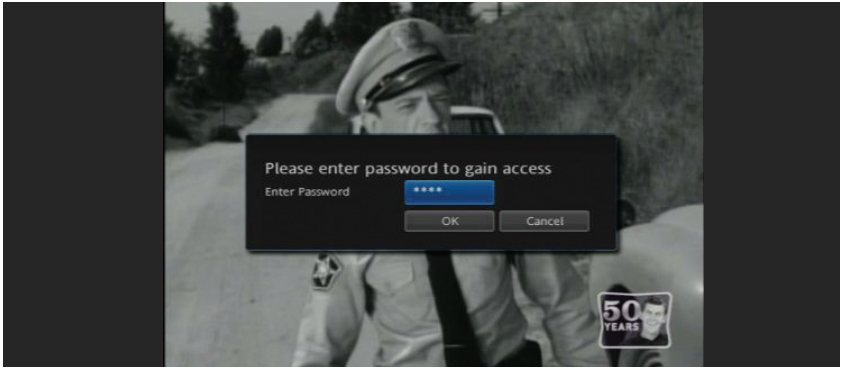
- a) To turn **Parental Controls Off** or **On**, press **Menu** on the remote control, navigate the highlight to **Control On/Off**, and press **OK**.
- b) Enter your account password and press **OK** to update the **Parental Controls** status.
- c) Press **Exit** on your remote control to leave the **Menu**.

## Settings

The Settings menu enables you to set viewing and hardware preferences for your Digital TV service. You can change the settings for Parental Controls, and Autotune Alerts. This is where you also go to adjust your audio, video, and captioning settings and to reboot your digital box.

To access Settings, press **Menu** on your remote control, navigate the highlight to **Settings** and press **OK**. Next, enter your account password provided by Marne Elk Horn.

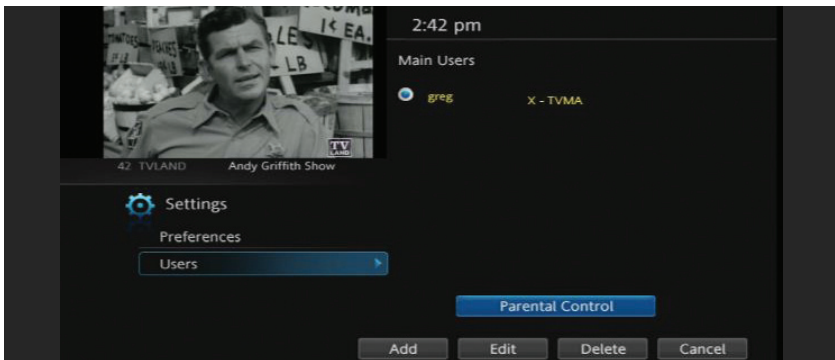
## Enable Parental Controls



- Press **Menu** on your remote control, navigate the highlight to **Settings** and press **OK** on the remote control.
- Enter your account password provided to you by Marne Elk Horn and press **OK**.
- Navigate the highlight to **Parental Control** under the **Main Preferences**, press **OK** to check the box, navigate the highlight to **Submit** and press **OK**.



## Modify Parental Controls Settings



- Press **Menu** button on remote to navigate back to **Settings** and enter your account password. Arrow **Down** to **Users** and press **OK**. Arrow **Down** and highlight **Users**, press **OK**.
- Arrow **Right** and highlight **Parental Control**, press **OK**.
- Arrow **Right** and **Up/Down** to check the controls you want to activate for your family. Once you have finished your selections, arrow **Down** to **Submit**, and press **OK**.
- Press **Exit** on your remote control to leave **Settings**.

## Turn Parental Controls Off/On

**Parental Controls** are active once you have enabled them in the **Settings Menu**.

- To turn **Parental Controls Off** or **On**, press **Menu** on the remote control, navigate the highlight to **Control On/Off**, by pressing **OK**.
- Enter your account password and press **OK** to update the **Parental Controls** status.
- Press **Exit** on your remote control to leave the **Menu**.

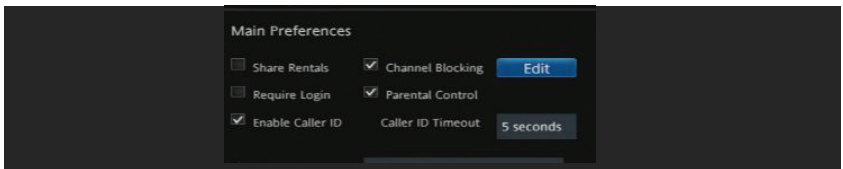
## Channel Blocking

Channel Blocking enables or disables the list of channels you have blocked. Programs on blocked channels cannot be watched regardless of the rating of the program(s) being shown. To enable or Edit Channel Blocking, navigate to Settings.

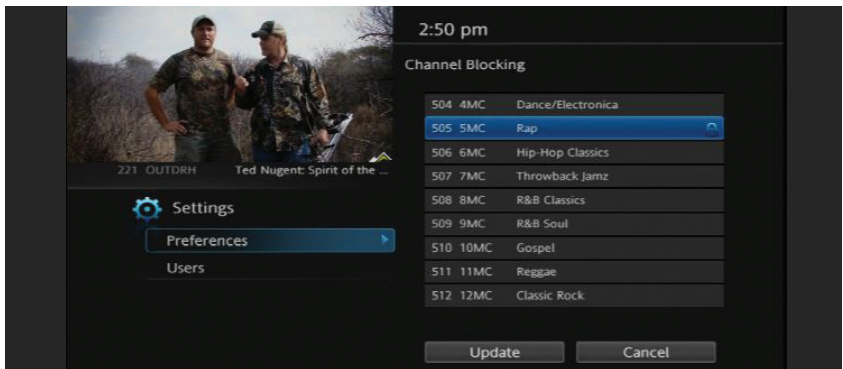
- Press **Menu** on your remote control, navigate the highlight to **Settings** and press **OK** on the remote control.
- Enter your account password provided to you by Marne Elk Horn and press **OK**.

### Enable Channel Blocking

- Arrow **Right** and highlight the check box next to **Channel Blocking**, press **OK**.



- Arrow **Right** and highlight **Right** to **Edit**, press **OK**.
- A list of channels included in your package will appear on the right side of the screen. Arrow **Up/Down** through the list and press **OK** on each channel that you want to block. A lock icon will appear to the right.



- Once you have finished your selections, arrow **Down** to **Update**, and press **OK**.
- Arrow **Down** and highlight **Submit**, press **OK**.

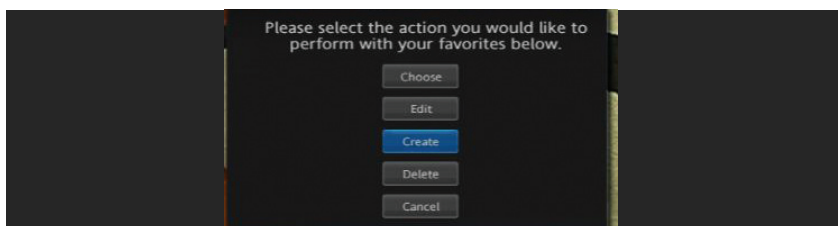
# Favorites



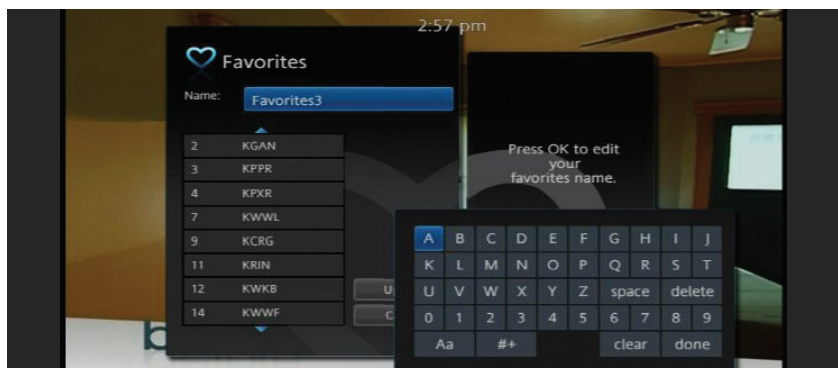
It's easy to enjoy the channels you watch the most with personalized favorites lists. You can even create multiple lists for everyone's favorites and change the Guide to display one of the favorites lists instead of the complete Guide.

## Create/Edit a Favorites List

- Press **Menu** on your remote control, navigate the highlight to **Favorites**, and press **OK** on the remote control.
- Arrow **Down**, highlight **Create**, and press **OK**.



- Press **OK** again to edit your favorites name. Navigate the highlight to **Clear**, next use the **Up/Down/Left/Right** arrows to highlight the letters on the on-screen keyboard to enter the name of the list.



- Navigate the highlight to **Done** and press **OK**.
- Arrow **Up/Down** to select the channels you want to add to your list. Highlight the channel, press **OK** on the remote control, and the favorites icon will appear on the right of the channel you select. Continue to add or remove channels from your favorites lists by repeating these steps.



- f) When you are finished making your selections, arrow **Right**, highlight **Update**, and press **OK**.

Now you can view only your favorite channels in the Interactive Guide. Repeatedly press **Guide** on your remote control to cycle through your favorites lists. Once you have cycled through all favorites lists, the Guide will Exit.

### Delete A Favorites List

- Press **Menu** on your remote control, navigate the highlight to **Favorites**, and press **OK** on the remote control.
- Arrow **Down**, highlight **Delete**, and press **OK**.
- Arrow **Up/Down** to select the favorite list to delete and press **OK** to highlight the list. Navigate the highlight **Down** to **OK**, and press **OK** on your remote control.
- A box will appear asking you to confirm that you want to delete the selected favorites list. Highlight **Yes** to delete or **No Cancel**, and press **OK**.

## Search

Search by show, actor, or description of a program you are looking for and have your service find any program matching the text you enter.

### Search Guide

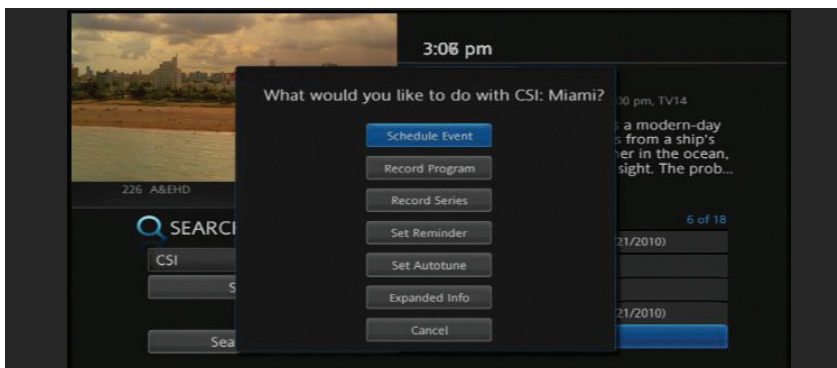
- Press **Menu** on your remote control, navigate the highlight to **Search**, and press **OK** on the remote control.
- The **Enter Text** box is highlighted. Press **OK**.
- Use the **Up/Down/Left/Right** arrows to highlight the letters on the on-screen keyboard to enter the search keyword. The fewer letters used in the search, the better chance you have of finding what you want.
- Navigate the highlight to **Done** and press **OK**.

- e) Arrow **Down** so **Search Guide** is highlighted and press **OK**.
- f) The search results in order of date will appear on the right side of the screen. Navigate the highlight to the list and press **OK** to:
- Tune to a program if it is currently on.



**OR**

- A **Menu** will appear that will enable you to **Schedule Event**, **Record Program**, **Set Reminder**, **Set Autotune**, and view **Expanded Info** for the program you highlighted. Arrow **Down** and highlight the command or highlight **Cancel** and press **OK** to return to the search results.



# Wide-Screen HDTV Display Questions

## "How do I get rid of those vertical black bars on my wide-screen TV?"

The black (or gray) bars on the left and right sides of the screen appear when you are watching standard definition or non-HD program on a wide-screen HDTV. This is called pillarboxing.

## "The show I'm watching on ABC has black bars on all four sides. How do I fix it?"

The black bars on the left and right sides of the screen and at the top and bottom appear when you are watching standard definition or non-HD program on a wide-screen HDTV. This is called windowboxing.

**Marne Elk Horn recommends viewing the channel without distortion. For the best picture quality, you should subscribe to HD programming if you have a wide-screen HDTV. Also, watch the HD version of the channel if the show is broadcast in HD.**

You can remove the black bars from the display by adjusting the TV or digital box video settings, but adjusting your picture can distort and degrade the quality of your picture. Choose the option that is most visually pleasing to you.

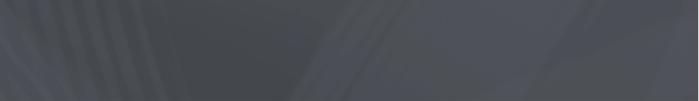
1. Use the zoom control on the TV to blow up the image, eliminating the vertical bars and removing (or at least minimizing) the horizontal ones.
2. Change the digital box video settings to Widescreen 16:9 (stretch 4:3)
3. Set the TV's aspect-ratio control to Stretch or Full.
4. If available, watch the HD version of the channel if the show is broadcast in HD.

**Upside:** The image will fill the screen.

### **Downside:**

- You'll miss any action at the extreme top and bottom of the screen, which will be cut off—bad news if you're looking at the Interactive Guide, stock ticker, news crawl, or subtitles. Furthermore, the picture will appear softer because it's being electronically blown up, just like the muddy images one gets when using the digital zoom function on a digital camera.
- The black bars are gone, but to fit the square 4:3 image to the wider screen, the picture has been stretched horizontally, making everyone appear squat and bloated.
- For windowboxing, there's nothing to miss at the top and bottom of the screen, with the possible exception of subtitles or closed captioning, which may be cut off by zooming. Furthermore, the picture will appear softer.

\*This information was compiled from C-Net's "Quick Guide to Aspect Ratio".





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