

Rainbow TV User Guide





Thank you for subscribing to Rainbow TV!

The result of Rainbow's state-of-the-art fiber optic network, Rainbow TV delivers an enhanced television viewing experience with crystal-clear picture and sound quality. We know you'll enjoy the outstanding features of Rainbow TV that satellite and cable 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
- Lots of convenient tools like TV Caller ID, parental controls, and Internet widgets
- 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, whenever
 it's convenient for you

We created this Rainbow 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 800-892-0163.

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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.

Interactive Guide



- 1 Current Time
- 2 Program Name
- 3 Length of Program
- 4 Rating
- **6** Program Description
- **6** Closed Captioning
- Secondary Audio
- 6 Guide Title
- Guide Date
- Channel Number and Name
- 1 New
- 12 HD

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 3 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 without leaving the channel you are on.

- 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, Widgets, Guide, DVR, My Library, and Parental Control features of Rainbow TV.

- **Settings** Access Settings for TV Caller ID, Channel Blocking, Parental Controls, and Hardware.
- Favorites Create or Edit a favorite channels list.
- **Search** Find your favorite programs by title or key word.
- Widgets Access Widgets for Sports, Stocks, Twitter, Weather, Finance, and News.
- **Guide** Launch the interactive program Guide.
- DVR Watch, Edit, and create DVR recordings.*
- My Library Review Upcoming Pay-Per-View events, scheduled Reminders, system messages, and TV Caller ID history.
- 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.

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**.

^{*}NOTE: Recording options will be available to DVR subscribers only.

Reminder & Autotune Timers

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

Timer Symbols

Reminder

Autotune

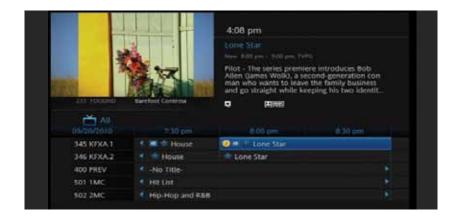
Multiple Reminder

Multiple Autotune



Setting a Reminder Timer

- a) Press the **Guide** button on the remote control.
- b) Navigate to future programs by using the arrow buttons on the remote to move the highlight through the **Guide**.
- c) 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

- a) Press the **Guide** button on the remote control.
- b) Navigate to future programs by using the arrow buttons on the remote to move the highlight through the **Guide**.
- c) 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.
- d) 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 reoccurring **Reminder** and **Autotune Timers** through **Scheduled Events**.

- a) Press DVR List 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.
- b) Highlight **OK** and press **OK**.

View/Edit Timers

See My Library section on page 21 and 22.

^{*}Recording options will be available to DVR subscribers only.

DVR (Digital Video Recorder) om

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 Rainbow TV's unique DVR (Digital Video Recorder), you can easily record the programs you want to watch and then view them from any room in your home, whenever it's convenient for you. Plus, a DVR lets you pause, rewind, and replay the action during live TV.

You have three video streams to record and watch on your main DVR box. You can watch one channel and record two shows. Your DVR can store approximately 40 hours of HD recordings or approximately 125 hours of standard definition recordings.*

Rainbow TV's DVR makes it easier than ever to choose what and when you watch TV on your terms.

*Subject to change.



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**.

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

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



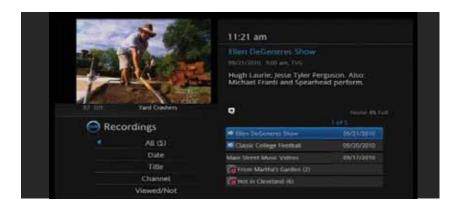
c) Arrow **Down** and highlight **Search Guide** and press **OK**.



- d) Navigate to the program you want to record, highlight it, and press **OK**.
- e) 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



- a) Press the **DVR List** button on your remote control to launch the **DVR** menu.
- b) Navigate to the show you want to view and press **OK**.
- c) **Play Recording** will be highlighted, press **OK** again to view the show.
- d) Press Fast Forward to advance the program. Press Fast Forward repeatedly to change the fast forward speed by 2, 4, 10, or 25 times. Rapid Fast Forward will advance the program 30 seconds.*
- e) Press Rewind to reverse the program. Press Rewind repeatedly to change the fast forward speed by 2, 4, 10, or 25 times. Rapid Rewind will rewind the program 60 seconds *

Create a Series Recording

a) 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 **DVR List** button on your remote control to launch the **DVR** menu.
- b) Navigate to the show you want to delete. 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 60 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 **DVR List** 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

- a) 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**.
- b) Arrow **Right** and highlight the recording you want to view and press **OK**.
- c) For a recording in progress, arrow Up/Down and highlight Play Recording, Lock, or Stop Recording.
- d) For completed recordings, arrow Up/Down and highlight Play Recording, Lock,
 Delete Recording, or Edit Series Recording and press OK.

Sort Future Recordings



- a) 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**.
- b) 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.
- c) To edit a future recording, highlight the recording on the right menu and press **OK**.
- d) For **Series Recordings**, arrow **Up/Down** and highlight **Edit Recording** and press **OK** to change the start and end time.
- e) 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



- a) 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.
- b) 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

- a) Scheduling an event is ideal when you want to record or watch only a portion of a program on a reoccurring basis.
- b) 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.
- c) Arrow Left or Right to enter the correct information and press OK.

Set the Event

- a) Arrow **Down** and highlight Type and press **OK**. The highlight will become **Left/Right** arrows.
- b) 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

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

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



- a) Press **DVR List** on your remote or press **Menu** on the remote and arrow to select **DVR**.
- b) Navigate the highlight to the list of the recordings on the right of the screen.
- c) Highlight a recording and press **OK**.
- d) 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.
- e) 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



- a) 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.
- b) To **Cancel** a future timer, highlight the program and press **OK**.
- c) Highlight Cancel Timer/Reminder and press OK.

View Messages



- a) 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**.
- b) To read or delete the message, highlight it and press **OK**.
- c) 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.

TV Caller ID



If you subscribe to Caller ID from Rainbow Communications, an alert will appear in the upper corner of your screen when you receive a call. The alert will disappear after a few seconds or you can press **Exit** on your remote control to remove the alert.

View Caller ID History

To review a list of recent calls, go to **Caller ID History** in **My Library**.

- a) Arrow **Down** to **Caller ID** on the left menu and press **OK**. You will see a list of received calls appears on the right menu.
- b) Highlighting a **Caller ID** log entry will display the name and number of the caller, and the date and time of the call in the upper right section of the screen.



c) Press **OK** for the option to **Delete**, **Delete All**, **Cancel**, highlight the option, and press **OK**.

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, Rainbow Communications offers Rainbow 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**.
- a) Enter your account password and press **OK** to update the **Parental Controls** status.
- b) Press Exit on your remote control to leave the Menu.

Settings 🐛

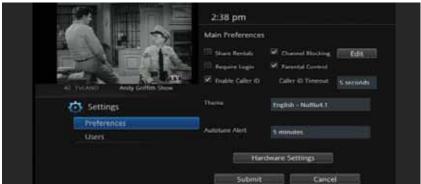


The Settings menu enables you to set viewing and hardware preferences for your Rainbow TV service. You can change the settings for Caller ID, Parental Controls, and Autotune Alerts. This is where you also go to adjust your audio, video, and captioning settings and to reboot your digital box.

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

Enable Parental Controls

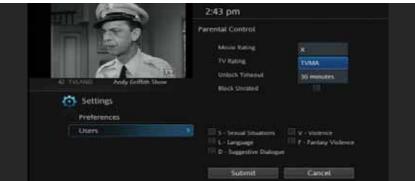




- a) Press **Menu** on your remote control, navigate the highlight to **Settings** and press **OK** on the remote control.
- b) Enter your account password provided to you by Rainbow Communications and press OK.
- c) Navigate the highlight to **Parental Control** under the **Main Preferences**, press **OK** to check the box, navigate the highlight to **Submit** and press **OK**.

Modify Parental Controls Settings





- a) Navigate back to **Settings** and enter your account password. Arrow **Down** to **Users** and press **OK**. Arrow **Down** and highlight **Users**, press **OK**.
- b) Arrow Right and highlight Parental Control, press OK.
- c) 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**.
- d) 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**.

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

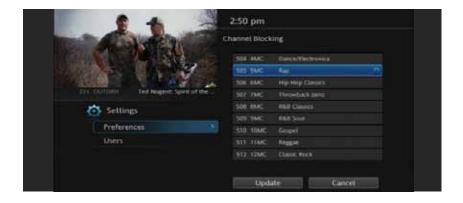
- a) Press Menu on your remote control, navigate the highlight to Settings and press OK
 on the remote control.
- b) Enter your account password provided to you by Rainbow Communications and press **OK**.

Enable Channel Blocking

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



- b) Arrow **Right** and highlight **Right** to **Edit**, press **OK**.
- c) 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.



- d) Once you have finished your selections, arrow **Down** to **Update**, and press **OK**.
- e) 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

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



c) 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.



- d) Navigate the highlight to **Done** and press **OK**.
- e) 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

- a) Press **Menu** on your remote control, navigate the highlight to **Favorites**, and press **OK** on the remote control.
- b) Arrow **Down**, highlight **Delete**, and press **OK**.
- c) 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.
- d) A box will appear asking you to confirm that you want to delete the selected favorites list. Highlight **Yes** to delete or **No** to **Cancel**, and press **OK**.



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

- a) Press **Menu** on your remote control, navigate the highlight to **Search**, and press **OK** on the remote control.
- b) The **Enter Text** box is highlighted. Press **OK**.
- c) 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.
- d) Navigate the highlight to **Done** and press **OK**.

- e) Arrow **Down** so **Search Guide** is highlighted and press **OK**.
- f) Arrow **Down**, highlight the type of search you want, and press **OK**.
- g) 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:
 - a. Tune to a program if it is currently on.



OR

b. 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.



Widgets W

Rainbow TV's Internet Widgets make your service even more fun and useful. You can access current weather conditions, news headlines, sports scores, Twitter, stocks and more — all on your TV screen.

a) Press **Menu** on your remote control, navigate the highlight to **Widgets**, and press **OK** on the remote control.



b) Arrow Left/Right to navigate the highlight to Sports, Stocks, Twitter, Weather, Finance, or News and press OK.



- c) Arrow **Left/Right** to navigate through **News** and **Sports** stories. Use the on-screen keyboard to enter stock ticker symbols and to log in to your **Twitter** account.
- d) Press **Exit** to return to watching TV.

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 is 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.

Rainbow Communications 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 broadcasted 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 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 or is broadcasted 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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