

DIGITAL CABLE & DVR QUICK GUIDE



GRANDE COMMUNICATIONS®
CABLE TELEVISION MADE SIMPLE



Grande
COMMUNICATIONS®

INTERNET | PHONE | CABLE



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Remote Control



MOTO, AUX, VCR, TV or S-A

Press once to select a home entertainment component to control.

- **MOTO** controls the Motorola Receiver
- **S-A** controls the Scientific Atlanta Receiver

MODE Press to change the home entertainment component you want to control.

MENU & GUIDE Press to go to the Interactive Program Guide (IPG).

ARROWS Press to navigate menus and listings and control playback of live TV and recorded programs.

SETTINGS Press to customize your Interactive Program Guide.

VOLUME Press **+** or **-** to raise or lower the volume.

MUTE Press once to turn sound on or off.

FAV (Favorite) Press to see pre-selected channels or programs.

INSTANT REPLAY Press to replay the last 8 seconds of a DVR recording.

PIP buttons Press to control Picture-in-Picture functions.

ALL POWER Press to turn your digital receiver, compatible TV, VCR and other device(s) on or off.

INFO Press to obtain detailed program information.

SELECT/OK Press to choose options, PPV events and to tune to programs from the Program Guide.

PAGE Press to navigate settings or the Program Guide.

EXIT Press to exit out of your digital receiver's menu and guide.

CHANNEL Press **+** or **-** to change the channel up or down.

LAST Press to go back to a previous screen or area.

LIVE Press to return to live television.

REW, PLAY, FF, REC, STOP and PAUSE In the VCR and TV modes, use to control your DVR. Press **REC** to record a program.

LIST Press to display a list of programs that you have recorded.





Programming the Remote

1. Turn on all the electronic devices you want the remote to operate (TV, VCR, DVD, AUDIO).
2. Press the  button and the  button together until the power/mode buttons illuminate in slow rotation (i.e.  ,  ,  ,  ,  , ...).
3. Press and hold the  button until one device turns off. While you are pressing the  button, the power/mode buttons will illuminate in fast rotation. As soon as one device turns off, release the  button.
4. Press the  button. If the device that turned off:
 - a. Turns back on, press the  button to lock this code. The power/mode buttons will blink three times and then will turn off.
 - b. Does not turn back on, press the  button one click at a time until that device turns back on. Each time you press the  button, the power/mode buttons will illuminate once in reverse fast, rotation ( ,  ,  ,  , ).

NOTE: *Once you have found a code that turns the device on/off, press the  button to lock in this code. The power/mode buttons will blink three times and then will turn off.*

5. Repeat steps 2 thru 4 above for each of the remaining electronic devices you want the remote to operate.

Interactive Program Guide (IPG)



ACCESSING i-Guide's main menu

i-Guide's Main Menu gives you easy access to all the features of digital cable. Simply press  twice on your remote, then select from the options available, including TV Listings By Time, Viewing Options by Category, Search, Favorites, Local Weather and more.



With i-Guide, you can use **Search** to narrow your program by using the theme subcategories.



TO GET DETAILED INFORMATION ON A PROGRAM:

1. Press the  button on your remote to go to program listings.
2. Use the , , and , , arrow buttons to move the selector bar around the screen and to highlight a selection.
3. Press  on your remote to see detailed program information for any highlighted title.





Interactive Program Guide (IPG)

SETTING REMINDERS

1. From an information screen, highlight the  icon and press . Follow the on-screen prompts to confirm the **Reminder** or set **Reminder Options**.

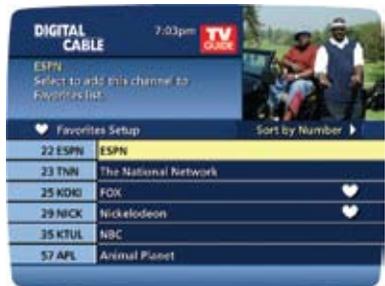


SETTING FAVORITES

The Favorites feature allows you to quickly access the channels you have designated as your Favorites.

To add channels to your Favorites list:

1. Select **Setup** from the **Main Menu**
2. Select **Favorites Setup**
3. Highlight a channel and press  or . The  indicator will appear designating the channel as a **Favorite**.



To remove a channel from your **Favorites**, highlight it in **Favorites Setup** and press  or . The  indicator disappears and the channel will no longer be designated as a **Favorite**.

Select Favorites from the **Main Menu** or  from the **Quick Menu** to see a list of your **Favorite** channels.

While you are in TV listings, press the  button on your remote to move the highlight to your next Favorite Channel. While watching TV, press  to quickly tune to your **Favorites**.



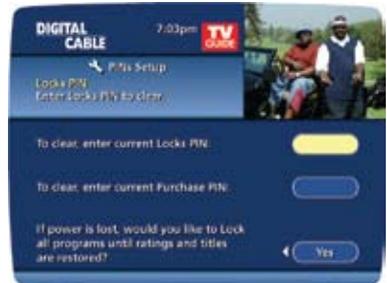
PARENTAL LOCKS

Parental Locks allow you to restrict viewing and purchases of TV programming based on your viewing preferences. Set a personalized 4-digit **PIN** and you can place Locks on selected ratings, channels and titles. You can also hide adult titles from being displayed on-screen.

PIN SETUP

Set up and change your **Parental Locks PIN** and **Purchase PIN** in **PINs Setup**. Your Parental Locks PIN allows you to restrict viewing of programs. Your **Purchase PIN** is used to restrict pay programming purchases.

1. Select **Setup** from the **Main Menu**.
2. Select **PINs Setup**.
3. Follow the on-screen prompts to setup, clear or change your PINs.



PARENTAL LOCKS SETUP

Set **Locks** anytime in the guide or while watching television. Just press the **LOCK** button on your remote or use the  icon on an information screen. Enter your 4-digit **Parental Locks PIN** and **Lock** the channel, title or rating using the on-screen prompts.

You can also set **Locks** from the **Setup Menu**. From the **Main Menu** select **Setup**, then **Locks Setup**. Use the , , or ,  buttons to make your selections and then press to confirm each setting.





Interactive Program Guide (IPG)

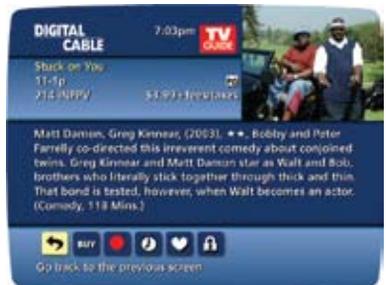
ORDERING PAY-PER-VIEW (PPV)

From the **Main Menu** and **Quick Menu**, select **PPV** to go to the **PPV Menu**. Then select any of the **PPV options** to see programs available in a variety of categories.

When you find a program of interest, highlight the title and press  for the information screen.

To purchase a program, highlight the  icon and follow the on-screen prompts to complete your order.

If the program is scheduled to air at a future time, a **Reminder** is automatically set to notify you of your order before the program begins.



CANCELLING A PAY-PER-VIEW ORDER

To cancel a **PPV** order before the program starts:

1. Select the ordered program in any of the listings menus (there will be a **\$** sign in the **Instant Information**).
2. From the information screen, select the  icon and follow the prompts to cancel the order.

Your order will be automatically cancelled if you do not tune to the program.

Digital Video Recorder (DVR)



INTRODUCING DIGITAL VIDEO RECORDER (DVR)

The Digital Video Recorder (DVR) is a revolutionary new way to watch TV. You can record programs and watch them anytime you want. Imagine ... being able to pause live television, rewind or instantly replay a scene so you don't miss a beat.

With your new DVR, you can store up to 90 hours of programs and watch them when it's convenient for you.

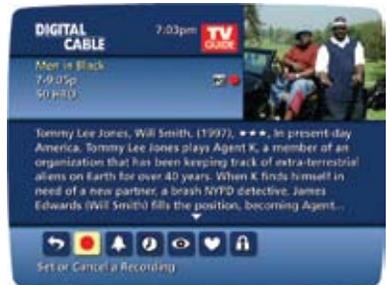
TO RECORD A PROGRAM WHILE WATCHING TELEVISION

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



TO RECORD A PROGRAM FROM THE TV GUIDE

From the listings, highlight a program currently airing or scheduled for a later time. Press the  button and you will see an information screen. Highlight the  icon and press  to start recording at the time the program is scheduled to start.





Digital Video Recorder (DVR)

RECORD TWO PROGRAMS AT ONCE

There are several ways to record two programs at once. Here are two basic examples:

While Watching a Show:

1. Press  to record the program you are watching.
2. Press  to switch to the other tuner and find the second program you want to record.
3. Press  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  to set up the first recording.
3. Highlight the second program.
4. Press  to set up the second recording.

RECORD A SERIES

Your **DVR** lets you record multiple episodes of a program according to your preferences.

1. Select the episode type to record, such as first run only or all episodes
2. Specify how many recordings to save.
3. Specify how long to save the recording - until you erase it or until space is needed.
4. To access advanced series setup features, like add minutes to the start and the end times and specify which channels to record, select the  icon to review all options.



Digital Video Recorder (DVR)



Your Series Recordings will appear in the **My Recordings** list with the show title as its label. Multiple recordings of the same show will have the same label and will be listed beginning with the most recent recordings first as default. To change your view, use the  and  buttons on your remote to View by Date, View by Channel or View by Title.

MANAGING SCHEDULE CONFLICTS

If you schedule more than two recordings for the same time, you will see a **Scheduling Conflict** screen that allows you to choose between a previously set recording and the new recording that is conflicting. Individual recordings always take priority over series recordings when there are scheduling conflicts.

In case of a scheduling conflict between two series programs, additional icons will appear at the bottom of the **Scheduling Conflict** screen to help you determine which program to record.



WATCHING YOUR RECORDED PROGRAMS

1. Press  to view recorded programs. Use the  ,  buttons on your remote to search through and highlight titles from your list of recorded programs. Press  or  to select the program.
2. From the information screen, select the  icon to resume play from where you left off or select the  icon to restart from the beginning.
3. To control playback while watching a recorded program, use either the **Video Control Buttons** or the **arrow buttons** on your remote.



Digital Video Recorder (DVR)

DVR PLAYBACK CONTROLS

PAUSE – Press the  button to instantly freeze the video on your screen.

REWIND – Press the  button. Press the same button up to 4 times to increase the rewind speed.

FAST-FORWARD – Press the  button. Press the same button up to 4 times to increase the fast-forward speed.

INSTANT REPLAY – Press the  button to jump back 15 seconds to watch a scene or play again.

LIVE – Press the  button to catch up to live television after you rewind or pause.

SLOW MOTION – Press the  button and then the  button to view the program in slow motion. To use slow-rewind, press the  button and then the  button.

SWAP BETWEEN TWO PROGRAMS - If your DVR has 2 tuners, it can buffer (temporarily record) two programs at the same time. The **SWAP** feature lets you toggle back and forth between 2 live shows.

NOTE: The  button is the key to keeping the buffer for both programs. If you change channels without using , you will lose the buffer.



Grande Interactive TV is an interactive, on-screen service available to Grande Digital Cable customers. It provides information such as news, weather, sports, local movie times and restaurant listings for Austin, Corpus Christi, Midland, Odessa, San Antonio, San Marcos and Waco as well as interactive games.

TO ACCESS GRANDE INTERACTIVE TV:

Use the “number” buttons on the remote and enter 900

When the blue screen appears, press the  key on the remote.

Grande Interactive TV will display a menu at the top of the screen that provides information on a variety of topics. Simply use the ,  and ,  arrow buttons to highlight the area of Grande Interactive TV that you want to see, then press the  button.

To change cities, use the , , and ,  arrow buttons to highlight the city and press the  button.

To access the Interactive Games and How To use the , , and ,  arrow buttons to highlight the appropriate content on the left and press the  button on the remote.

Use the **Back** button on the screen to go back to the last screen.

Use the  button to return to watching television.



*Grande Interactive TV is not available in all areas.



INTERACTIVE CHANNELS



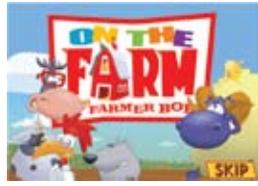
News & Information On
Demand - Ch. 900
FREE



TAG Game Channel -
Ch. 902
FREE



Sesame Street Games
\$5.95/month or \$1.00/day



On The Farm
\$5.95/month or \$1.00/day



NO PICTURE/SOUND?

1. Ensure TV and digital receiver are both plugged in and volume is up.
2. Check the circuit breaker box to ensure the circuit is on.
3. Ensure cable connections are secure.

REMOTE CONTROL PROBLEMS?

1. Push any button and look at the top of the remote. If the buttons on the top row do not light up or turn red, change the remote's batteries and reprogram the remote.
2. Make sure nothing is blocking the infrared eye of the digital receiver.

PICTURE PROBLEMS?

1. Make sure your TV and VCR are on channel 3.
2. Push the Cable button and then change to other channels. If the picture improves, then the one channel may have temporary signal difficulties.
3. If you have an A/B switch, try turning to the other position.
4. Blue screen: turn off the VCR or push either the TV or the DVD/VCR button on the remote.
5. Black screen: check the TV power source and turn the power switch off and on. Check the cable connection and the TV brightness.
6. Adjust your picture with the horizontal and vertical buttons or the color control button on your TV.

AUDIO PROBLEMS?

1. Press the volume button several times.
2. If your TV has SAP (Second Audio Programming), change the audio selection.
3. If you use a stereo for audio, make sure the stereo is on and its function is set to TV or AUX. Check the connections between the stereo and TV.
4. If a VCR, video game or A/B switch is attached to the TV, make sure all these devices are off. If there is a video game, make sure that the TV is in the TV mode.

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Austin	512-220-4600
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Odessa	432-272-4600
San Antonio	210-320-4600
San Marcos	512-878-4600

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Prices, features and channels are subject to change. Service is not available in all areas. Digital Receiver required for each television set receiving Digital Cable, Premium Digital Services and Grande Interactive TV. Other restrictions and charges may apply. The GRANDE COMMUNICATIONS marks and logos are registered service marks of Grande Communications Network, Inc. All rights reserved. ©2008 Grande Communications Networks, Inc.