

Skitter[®]TV

User Guide

Release 6.5.1, v. 1.0

Introduction



The set-top box is your gateway to Skitter TV's interactive television services including

- TV Guide
- Favorite Channels
- DVR
- Parental Controls
- Caller ID

This manual will guide you through accessing each of these services and features with your remote control.

Your provider's service package may also include additional Skitter TV services such as:

- **My DVR:** For set-top boxes equipped with hard drives
- **Remote Storage DVR:** Available on systems with a remote storage DVR server
- **Restart TV:** Available on systems with Restart TV enabled

Contents



Initial Startup	1
Logging In	
Basic TV Controls	2
Changing the Channel	
View Current Channel Information	
Set Favorite Channels	
View the Channel Guide	
Record a Program or Series (via My DVR)	
My DVR	8
Set a Manual Recording	
View a Recorded Program	
View Recorded Program Folders	
Whole Home Resume	
Remove Recordings and Stopping Series Recording	
Manage My DVR	
Set Default DVR Settings	
Set Recording Priorities	
Remote Storage DVR	18
Recording a Series	
Remote Storage DVR Menu	
View or Delete Your Recordings	
Cancel Series Recordings	
Foldering	21
Mass Deletion of Recordings	22
Restart TV	23
Search Programming	24
Advanced Programming Search	
Autotune	27
Autotunes Search	
Access Menus	29
Get Help	
Logging Out	
Optional Menu Features	32
Weather	
Alerts	

Contents (continued)



Account Services	34
Access the Account Menu	
Change Password	
Set Purchase PIN and Rating PIN	
Set Purchase PIN	
Set Rating PINs	
Create User	
Set Parental Control Locks	
Lock a User Out for a Set Time	
Lock a User Out of a Specific Channel	
Lock a User Out of TV Indefinitely	
Manage User Activities	
Set Autologin	
View Subscriber Details	
Set Preferences	45
Appearance	
Set-Top Box Setup	
Remote Controls	48

Initial Startup



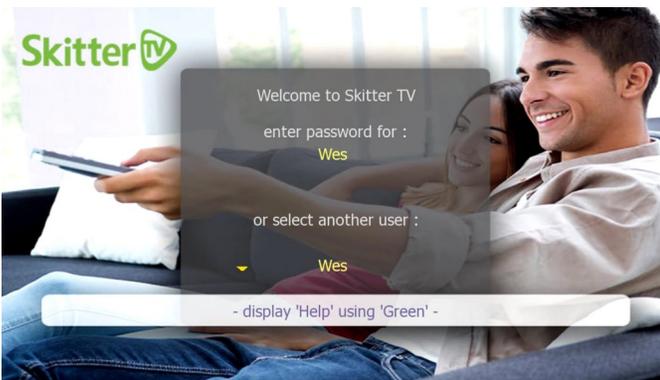
When you power up your set-top box for the first time, you will be prompted to log into your Skitter TV account.

Important

Do not disconnect power to the set-top box until the startup process is complete. This will take 10 minutes or less. During this time, the set top box will shut down on its own and restart. Lights may flash or blink. Messages will appear on your TV screen.

Startup is complete when the welcome screen on your TV prompts you for your password.

Logging In



1. Enter the numeric password for the selected user using the *number buttons* on your remote control
2. Press *OK*

- The default password is 1 2 3 4. For instructions on how to change your password, see page 35
- To log in as a user other than the one displayed, highlight the arrow and press *OK* to cycle through different user profiles



Basic TV Controls



You can control all of your services and set-top box functions from your remote control.

Changing the Channel



There are three ways to change the channel on your television.

- Use your *Ch+* and *Ch-* buttons on your remote to scroll through available channels one at a time
- Use the *number buttons* to jump directly to a specific channel
- Use the *guide function* to search for channels

View Current Channel Information



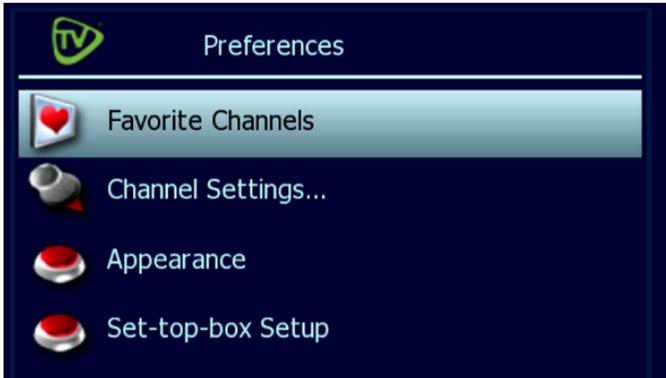
Press the *info button* on your remote control to see a description of the program you are watching. This works when you are watching the program or highlighting the program in the guide.



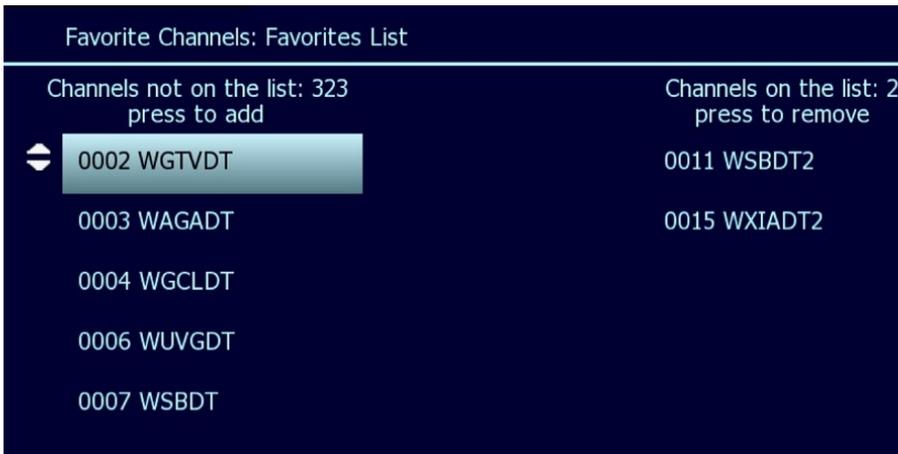
Set Favorite Channels



When you set **Favorite Channels**, you create a custom program guide just for the channels that are most important to you.



1. Open the **Main Menu**
2. Navigate to **Settings**
3. Navigate to **Preferences**
4. Select **Favorite Channels** and press *OK*
5. Select a channel in the left column and press *OK* to add it to your **Favorites List**
6. Select a channel in the right column and press *OK* to remove it from your **Favorites List**



Set Favorite Channels (Continued)



When you set Favorite Channels, you create a custom program guide just for the channels that are most important to you.

1. Press *Guide* on your remote control to see the **My Channels** program guide

 If you want to see only the HD versions of your favorite channels, you can press the *Guide button* twice to access **My HD Channels** where applicable



2. Use the *up arrow* and *down arrow* on your remote control to select a channel you want to add to your **Favorite Programs Guide**
3. Use *Info* to see program information
4. With **Add to Favorite** selected, press *OK* on the remote control to save the channel to your favorites

After you have selected your favorite channels, press the *Guide button* on your remote control 1-3 times to access them at any time!



View the Channel Guide



- Press *Guide* on your remote once to see the **My Channels** guide
- Press *Guide* twice to see the **My HD Channels** guide where applicable

The **Help Bar** under the guide lists instructions on navigating through the channels and program times.

- i** The **Help Bar** appears only if activated. Refer to “Appearance” on page 46 for more information.
- i** The **Guide Window** times out after a period of inactivity.

Record a Program or Series (via My DVR)



If your Set-Top Box has a hard drive, you can use **My DVR** to record programming. This function lets you record programming to watch whenever you want.



1. Press the *guide button* on your remote control 1-3 times to see your channel listings
2. Use the *arrow buttons* to select the program you wish to record
3. Press *OK* to see program information

- i** If the program is currently playing, press *Info* to open the recording options
- i** From the **Program Information** window, you can set the program to be recorded just once or on a recurring basis for a series.



Recording a Program Once



1. Select a program you want to record from your **Channel Guide**
2. Press *OK* on the channel guide to see the program information
3. Select **Record** and press *OK*

 You can easily record a program you are currently watching by pressing the *Record* button on the remote control.

TUE 6/20		3:00 PM	3:30 PM
0013	WUVGDT3	Hack	
0012	WUVGDT2	Love Divina	

After you set the recording, your **My Channels** guide will mark a scheduled recording with a red indicator.

Recording a Series



If you've selected a series, you can schedule several episodes to record.



1. Select **Record Series** and press *OK*
2. You will be presented with a list of options for your series recording



Recording a Series (Continued)



Start offset (min): None

End offset (min): None

Keep at least: Last 1 episode(s)

Record episodes: New only

*Action may take some time

Record series*

Use the *arrow buttons* to navigate, and press *OK* to select the options you want to use for recording the series

- **Start offset:** the number of minutes recorded before the program is scheduled to start
- **End offset:** the number of minutes recorded after the program is scheduled to end
- **Keep at least:** the number of episodes to retain on the DVR before they are automatically deleted
- **Record episodes:** record only new episodes or record new and rerun episodes

i You can set default values in the My DVR Settings, see page 15

3. When you have finished selecting your settings, select **Record Series** and press *OK*

4. Press *Exit* to return to normal viewing mode

i Once you've scheduled a program to record, you can watch real-time TV - or even schedule other recordings - without interrupting the current recording process.

My DVR



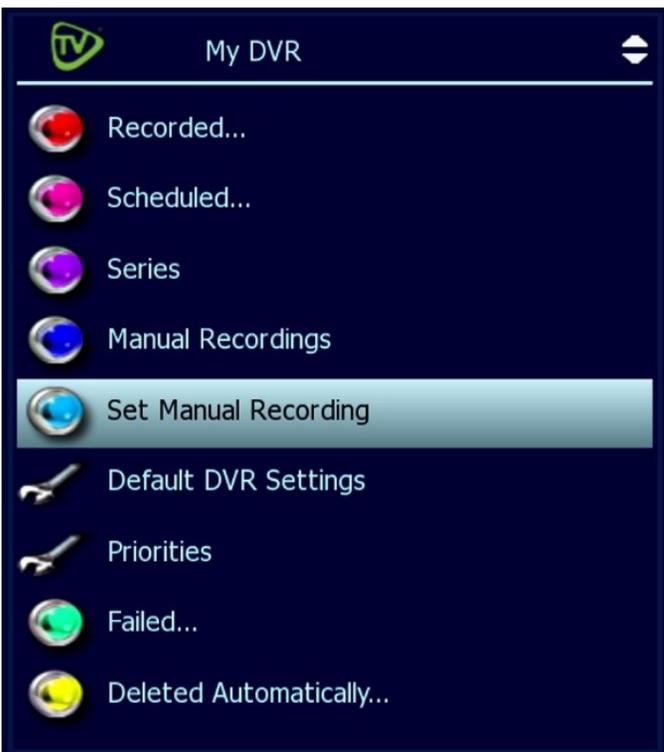
Access the **My DVR** menu to view recordings you have placed or scheduled on your local hard drive as well as setting recordings and default settings.



Set a Manual Recording



Manual recording lets you specify a specific time, channel, and/or date to record without using the channel guide. For example, you could record one channel for an entire evening.



1. In the **Main Menu**, select **My DVR** and then **Set Manual Recording**

Set a Manual Recording (Continued)



Manual recording lets you specify a specific time, channel, and/or date to record without using the channel guide. For example, you could record one channel for an entire evening.

Set Manual Recording

Channel: 0013 WUVGDT3

From/To: (hour/min) : : AM / : : AM

Repeat: Just once

Period start: (month/day) 6 / 20 / 2017

Name Set

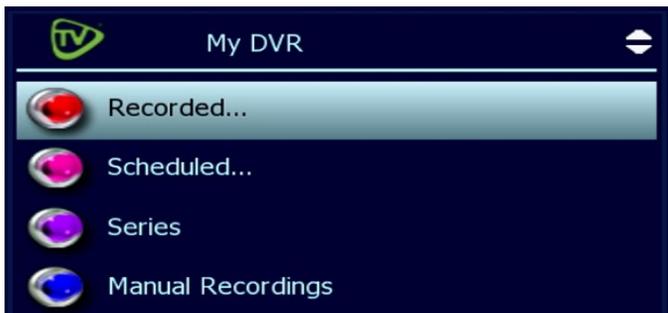
2. Use the *arrow buttons* to select **up or down arrows** at each field, then press *OK* to scroll between the settings you want:

1. To name this settings group, click the **Name** tab
2. Using the *arrow buttons* to select letters on the **digital keyboard** and pressing *OK* after each letter, give a name to these settings
3. When you're done, select the **green check mark** and press *OK*



- i** If you don't select a name for your settings, the system will automatically assign one

View a Recorded Program



1. In the **Main Menu**, select **My DVR** and then press **OK**
2. In the **My DVR** menu, use the *arrow buttons* to scroll down to the item you want and then press **OK**

These menu options let you view recorded programming



- **Recorded:** all programs recorded
- **Scheduled:** all programs scheduled
- **Series Folders:** series episodes recorded
- **Manual Recordings:** manual recordings
- **All:** all recordings for user logged in
- **All users' recordings:** all recordings made or scheduled by all users on the account if multiple users exist
- **Failed:** failed recordings
- **Deleted Automatically:** shows deleted recordings that were deleted because new episodes, with higher priority, were recording. Refer to your default settings.



For information about different types of recording, see Record a Program or Series on page 6.

3. When you select **Recorded**, you will be able to browse through collections sorted by date, title, and size
4. In the list that appears, use the *arrow buttons* to select a program and press **OK**. Information at the top of the window describes the selected program
5. Select **Start** to begin playing the program from the beginning or select **Resume** to continue watching the program from where you stopped previously



View Recorded Programs (Continued)



- Completed successfully
- Unsuccessful
- In progress
- Scheduled
- Interrupted

Symbols show the status of each listing

- **Completed Successfully:** this program has successfully recorded
- **Unsuccessful:** this program failed to record
- **In Progress:** this program is currently recording
- **Scheduled:** this program is scheduled to begin recording
- **Interrupted:** this program has been partially recorded but was unable to finish

View Recorded Programs Folders



To view a recorded program folder within Skitter TV. This can be done with more than just series; manual



1. Select the recordings folder you want to browse from the **My DVR** menu. We'll use **Series** to demonstrate



2. Select the item you want to view by highlighting it and pressing **OK**
3. The list of available episodes will appear for that series



4. Highlight **Start** and press **OK** for the selected episode to play from the beginning



Whole Home Resume



The **Whole Home Resume** feature allows viewers with multiple television sets to pause recorded programming stored on My DVR on one set-top box, and resume it on any other set-top box in the home without missing any of the content. The programming will automatically restart from the point where it was paused.

1. On the television you are about to stop using, press *Pause* on your remote control to stop the programming
2. To resume the program on another television set, locate the program in the My DVR menus (see **View a Recorded Program** on page 10), select it, and press *OK*
3. The program will then commence from the point where you paused it on the other television

 This only works with recorded content and not real time programming.

Remove Recordings and Stopping Series Recordings



1. Open the **Main Menu**
2. Navigate to **My DVR**
3. Navigate to **Recorded**



4. Select view by **Recorded by Date** or **Recorded by Title**, and press **OK**



5. From the list of programs, select the program you want to remove and press **OK**
6. Select the option you want from the menu presented and then press **OK**



Remove Recordings and Stopping Series Recordings (Continued)



The options perform the following functions

- **Interrupt series:** Keep the series already recorded, but stop recording future episodes

The window includes other controls for the selected program

- **Start:** Play the recording
- **Cancel:** Discontinue this action and return to previous menu
- **Resume:** Continue to play the program from where it was last stopped or paused
- **Settings:** Change recording preferences for the program (for more information, see **Select Default DVR Settings** on page 15)
- **Interrupt Series:** Allows you to stop a series from recording all episodes

Manage My DVR



Managing your recordings will help you customize your DVR's recording settings to your personal preferences.

Setting Default DVR Settings



Use this option to pre-set your recording preference for different types of programs like series, movies, or sports broadcasts.

1. Open the **Main Menu**
 2. Navigate to **My DVR**
 3. Navigate to **Default DVR Settings**
 4. Use the *arrow buttons* to select the up or down arrows at each field, then press *OK* to scroll through the settings options
 4. Select **Apply** and press *OK*
-  Settings vary depending on the selected type of recording.

Setting Default DVR Settings (Continued)



The different fields on the settings screen perform the following functions

- **Type:** Decides the type of recording such as Series Recordings, Single Episode Recordings, Movies, Shows, Sports, and Manual Recordings
- **Start Offset:** Number of minutes recorded prior to the scheduled beginning of the program
- **End Offset:** Number of minutes to continue recording after the show is scheduled to end
- **Keep Until:** How long to store recorded programs
- **Keep at Least:** Number of episodes to store on your DVR
- **Record Episodes:** Record only new episodes or new episodes and reruns



Set Recording Priorities



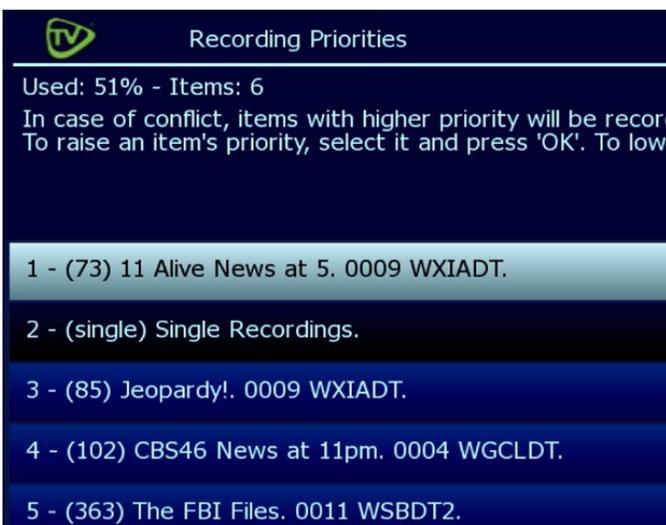
If the number of recordings scheduled at one time is more than your DVR allows, use this option to choose which program to record.

- ⓘ This feature is useful if you have multiple series scheduled which record repeatedly and may conflict with other programs you've scheduled for recording.



1. Open the **Main Menu**
2. Navigate to **My DVR**
3. Navigate to **Priorities**
4. A list displaying scheduled recordings will appear.

- ⓘ Programs at the top have higher priority than programs below them.



From this screen you can raise or lower the recording priority of scheduled programs

- Raise a program in the priorities list by selecting it and pressing **OK**
- Lower a program in the priorities list by selecting it and pressing the *red/info button* on your remote control



Remote Storage DVR



Some systems offer Remote Storage DVR. Remote Storage DVR allows simultaneous recording of multiple programs, ability to increase recording hours without changing the Set Top Box, and the ability to keep programs recorded in Remote Storage even after changing the Set Top Box. Remote Storage DVR allows subscribers to keep a recorded program for up to 1 year.

0010	WGTVD3	◀ Particle Fever	POV	NHK Newslne
0009	WXIADT	◀ Dr. Phil	The Ellen DeGeneres Show	11 Alive New... 
0007	WSBDT 	◀ The Dr. Oz Sh...	Ch 2 Action News @ 4pm	 Ch 2 Action ... ▶
0006	WUVGDT 	◀ Mi Adorable ...	El Gordo y la Flaca	Primer impacto ▶
0004	WGCLDT 	◀ The Young an...	CBS46 News at 4pm	CBS46 News... ▶



A yellow circle in the guide indicates the channel is Restart TV capable (see P23)

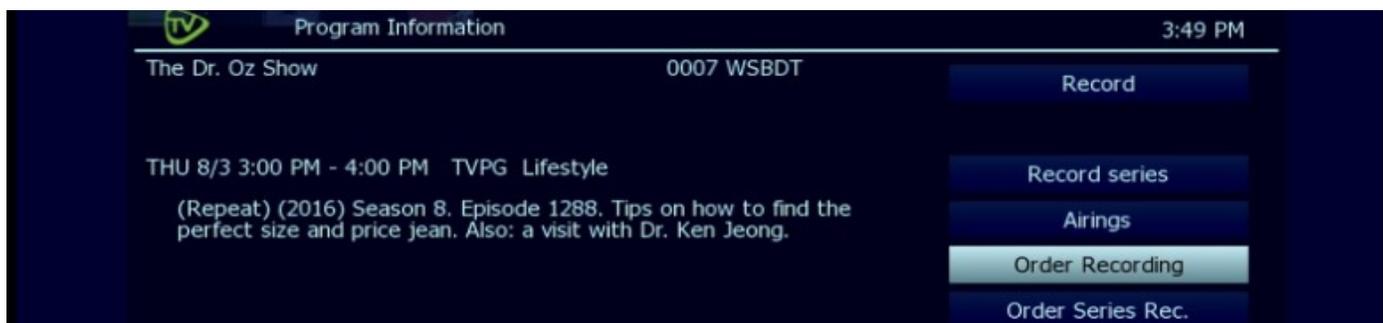


A red circle in the guide indicates the channel is Remote Storage DVR capable

Recording a Program Once



1. Select a program you want to record from your Channel Guide
2. Press the *OK* or *Info* button on your remote. This will bring up a window with multiple options
3. Select *Order Recording* to record the show to the remote storage DVR, which will bring up the message *Action Succeeded*
4. Press *OK* to exit



- ① If your set top box also has local DVR, you will see *Record* and *Record Series* options
- ① A red recording icon next to the program in the Channel Guide will verify that your program is scheduled to record.

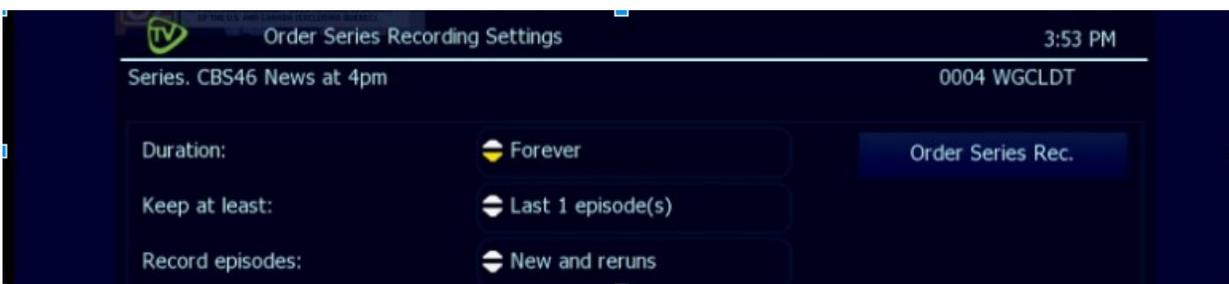
WED 8/02		2:00 PM	2:30 PM	3:00 PM	3:30 PM
0992	HLSENC	On the Story With Erica Hill		Forensic Files	Forensic Files
0991	HLS	On the Story With Erica Hill		Forensic Files	Forensic Files
0990	HTTPTEST	No Program			

Recording a Series



If you selected a series, you can record several episodes

1. Select a program from the **Channel Guide**
2. Press the *Info* button on your remote. This will bring up a window with multiple options
3. Select *Order Series Recording* to record the show, which will bring up a window to set the series recording options
4. You can select *1 day*, *30 days*, or *Forever*, press *OK* to change the duration options
5. You can select to **Keep at Least** *All episodes*, *Last 1 episode(s)*, and *2-7 episodes*
6. You can select to record *New and reruns* or *New only*
7. Once you have selected the desired options, click on *Order Series Rec.*, and you will see the message *Action Succeeded*
8. Press *OK* to exit



Remote Storage DVR Menu



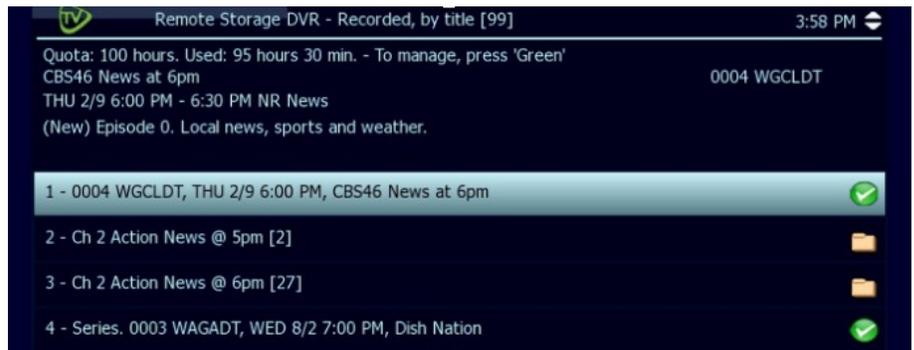
1. Press *Menu* on your remote and then **Remote Storage DVR** to access the menu of **Remote Storage Options**
2. To search for a specific recording, press *Search*, or you can select *Recorded...* to see a list of recorded programs
3. To see all the programs that have finished recording, press *Recorded, All*



View or Delete Your Recordings

From *Recorded, All* you can see all your recordings.

1. To View a recording, highlight the recording and press *OK*. Your recording will start to play
-  **NEW:** The folder icon indicates that there are multiple episodes of the same series. To view a list of the episodes, select the series and press *OK*
2. To Delete a recording, highlight the recording and press *Info*. A menu will pop up with the option to *Delete recording*



Cancel Series Recordings



1. Press *Menu* on your remote to and then **Remote Storage DVR** to access the menu of **Remote Storage Options**
2. Select **Series orders** and press *OK*
3. From your list of series, select the one you would like to cancel, and press *Info*
4. You will see a button **Cancel Order Ser. Rec.** Press this button**



 This will cancel future recordings but will not delete already recorded episodes

Foldering



In **My DVR** and **Remote Storage DVR**, programs that are part of the same series will be grouped together for easier browsing. A folder icon will indicate that there are multiple recorded programs for a series and the number of recordings will be listed within square brackets after the Series name (i.e. [2]).

Mass Deletions of Recordings



To delete more than one recording at one time

1. Go to the **My DVR** recordings or **Remote Storage DVR** recordings list
2. Press the *green* button
3. A checkbox will appear next to each recording or folder; select and press **OK** to check the recording or folder

 This will also work within a folder to delete select episodes

When you have selected all the recordings for deletion, highlight the **OK** button on screen and press **OK** on your remote



-  If you have PIN protection on your DVR, you will be required to enter your pin to complete a mass delete
-  In Restart TV and Remote Storage DVR there is functionality to 'Play Next Episode' if the next one is recorded and available

Search Programming



Skitter TV lets you search for specific current and upcoming programming.



1. Press *Menu* to access the **Main Menu**
2. Select **TV Channels** and press *OK*



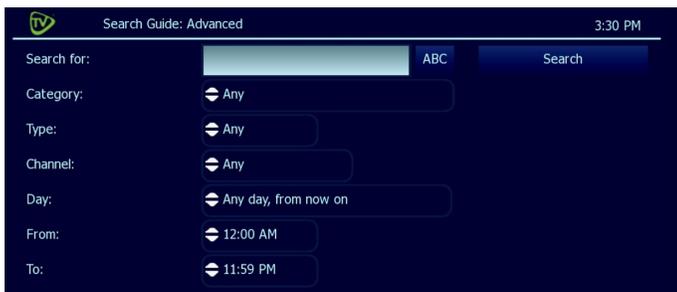
3. Select **Search Guide** and press *OK*



In this menu, you can select from one of the listed categories to see all of the programs that fit the description.



Advanced Programming Search



If you would like to do a more specific search.

1. Navigate to **Main Menu**
2. Navigate to **TV Channels**
3. Navigate to **Search Guide**
4. Select **Advanced** and press **OK**
5. Use the *arrow* buttons to select one or more categories
 - **Genre**
 - **Type**
 - **Channel**
 - **Title**
 - **Day**
 - **From (Start Time)**
 - **To (End Time)**
4. When you've entered the search criteria, select **Search** in the **Search Channel Guide** window and press **OK**.

i You can also press **OK** to scroll through the options in the fields on this screen.

If you want to search by title, select the **ABC** button in the search options and press **OK**. Spell the program title using the arrow buttons to select letters on the digital keyboard and pressing **OK** after each letter. When you're done, select the green check mark and press **OK**.

i Partial Spelling will also work.



Advanced Programming Search (Continued)



After you select **Search** and press **OK**, you'll see the **Search Results** in a list. To see a program description, press the *arrow* buttons to select the program from the list. Press **OK** on any selected program to see the available options.

To see a program description, press the *arrow* buttons to select the program from the list.

Press **OK** on any selected program to see the available options.



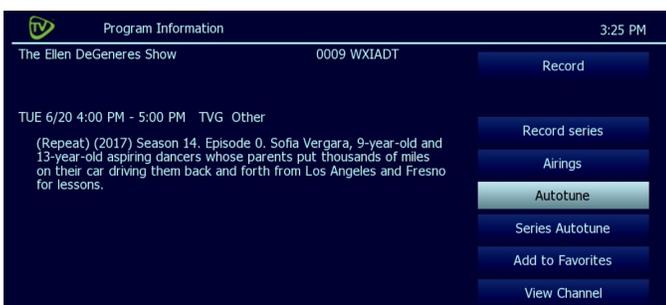
Autotune



Autotunes tell your Set-Top Box to automatically switch channels when a specific program begins playing.



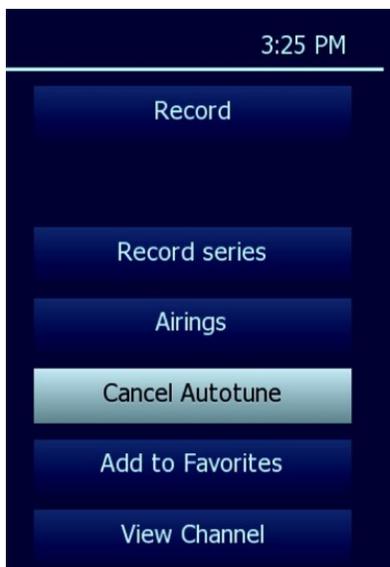
1. Press *Guide* to see the channel guide
2. Use the *right arrow* to scroll ahead in the timeline while you search for future programming to **Autotune**
3. Highlight the program you want to **Autotune** later and press OK
4. Using the *arrow buttons*, scroll down to select **Autotune** and then press OK
5. A message will then appear confirming that **Autotune** has been scheduled



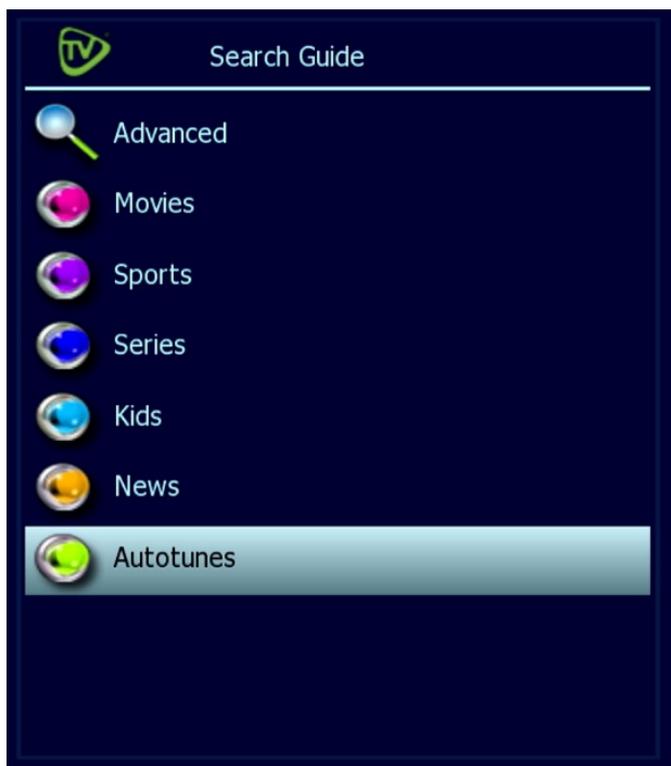
- Autotunes** will pop up on any set-top box logged in to the user that set them
- Autotunes** will use the most recently created in the same timeslot, overriding any previously created ones
- A program with a scheduled **Autotune** is marked with a clock icon in the channel guide



To cancel an **Autotune** selection, use the same process listed from steps 1-3 above to navigate to the **Cancel Autotune** selection in the scheduled program and press OK.



Autotunes Search



You can also use this same process to search for your scheduled **Autotunes**.

1. Navigate to **Main Menu**
2. Navigate to **TV Channels**
3. Navigate to **Search Guide**
4. Select **Autotunes** and then press *OK*

Your set-top box will present you a list of all programming scheduled for Autotune.

Access Menus



The **Main Menu** is the gateway to most features in your set-top box.



1. Press *Menu* on your remote to access the **Main Menu**
2. On the remote control, press *arrow buttons* to select the option you want and then press *OK*
3. Press the *blue button* to return to the previous menu
4. Press *Exit* to clear all menus from the screen

Get Help



There are two ways to access the **Help Menu**.



- Starting at the **Main Menu**, select **Settings** and press *OK* and then select **Help** and press *OK*
- Press the *green button* on your remote control

In the **Help contents**, use the *arrow buttons* to select a topic and press *OK*.

Logging Out



Normally, you'll remain logged in to the set-top box, and simply turn off your TV when you're not watching. However, to log in as a different user, you have to log out first.



1. Press *Menu* on your remote control to access the **Main Menu**
2. Use the *arrow buttons* to select **Switch User** and press *OK*
3. The TV will display the **user login screen**, allowing you to log in again as the same or different user

Optional Menu Features



Along with standard features, the **Main Menu** lists optional features you can purchase from your service provider.



1. Press *Menu* to access the **Main Menu**
2. Use the *arrow buttons* to select the feature you want, then press *OK*

Features described below are

- **Weather**
- **Alerts**

Weather



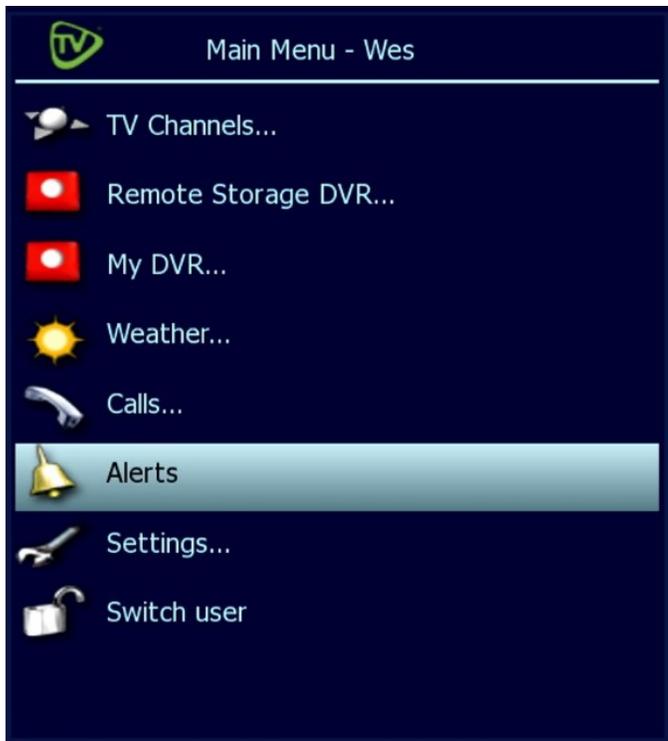
Select **Weather** from the **Main Menu** to display the 6-day forecast for available locations.



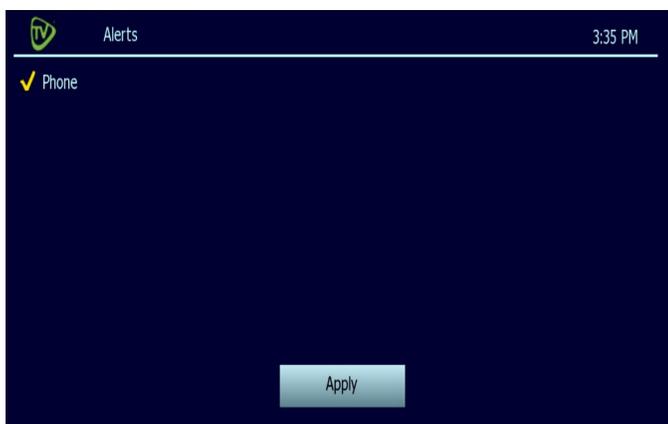
Alerts



Alerts let you activate or deactivate on-screen notification for **Caller ID** if it is available through your subscription.



- Use the *arrow buttons* to select a service and press *OK* to activate/deactivate the service



Account Services



Account Setup may include some or all of the following procedures, depending on your provider.

Access the Account Menu



To set up or change your service, you need to access the **Account** menu.

1. Press *Menu* to access the **Main Menu**
2. Use the *Arrow Buttons* to select **Settings** and press *OK*
3. Select **Account** and press *OK*
4. From the **Account Menu**, select the activity you want

Account activities include

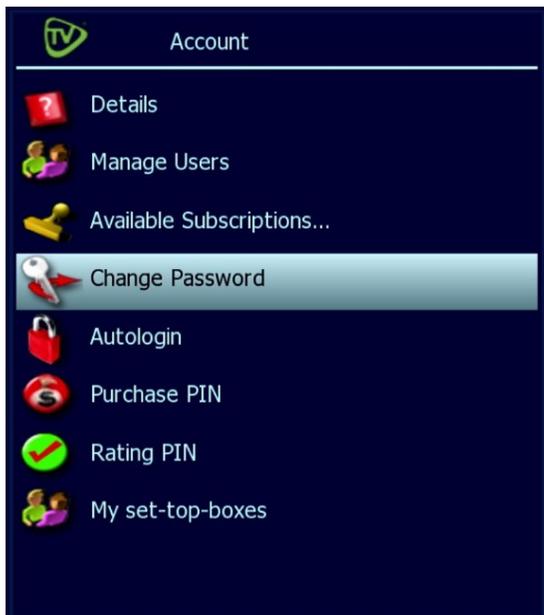
- **View account details**
- **Manage Users**
- **Manage Available Subscriptions**
- **Change Password**
- **Manage Autologin**
- **Manage Purchase PIN**
- **Manage Rating PIN**
- **Manage My set-top boxes**



Change Password



These instructions will change the current user's password. To change another user's password, refer to **Manage Users Activities** on page 42.



1. Open the **Main Menu**
2. Navigate to **Settings**
3. Navigate to **Account**
4. Select **Change Password** and press **OK**
5. Use the *number buttons* on your remote control to complete the following fields
 - **Old:** Input your current password
 - **i** The default password is 1234
 - **New:** Input your desired, new password
 - **Confirm:** Enter your desired, new password a second time
6. Use the *arrow buttons* to select **Apply** and press **OK**

The screenshot shows the 'Change Password' form with the following fields: Old: (masked with ****), New: (masked with ****, with a note '(6 digits max)'), and Confirm: (empty). At the bottom, there are 'Clear' and 'Apply' buttons.

Setting Purchase PIN and Rating PIN



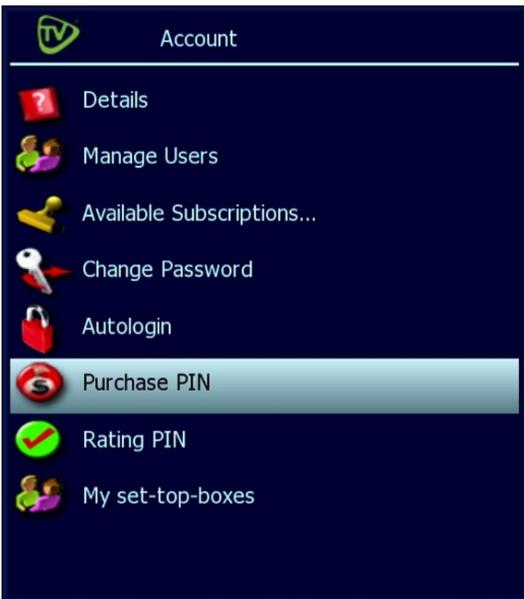
Skitter TV features two types of optional personal identification numbers (PINs)

- Purchase PIN allows secure purchase of subscriptions or services (where applicable)
- Ratings PIN allows for secure parental controls

Set Purchase PIN



When activated, a **Purchase PIN** is required to purchase subscriptions and **Video on Demand**, **Pay Per View**, and **Pay per Block** services (where applicable)



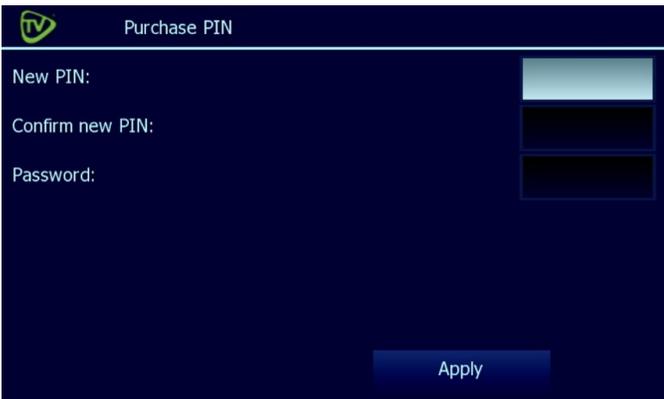
To set a **Purchase PIN**

1. Open the **Main Menu**
2. Navigate to **Settings**
3. Navigate to **Account**
4. Select **Purchase PIN** and press **OK**
5. Complete the fields using the Number Buttons

- **New PIN:** Enter a 4 digit PIN
- **Confirm new PIN:** Enter the PIN again
- **Password:** Enter your 4 digit numeric password
- **Enable PIN Protection:** Press OK to select Yes or No

 This last Field will appear only if PIN Protection is activated on your remote control

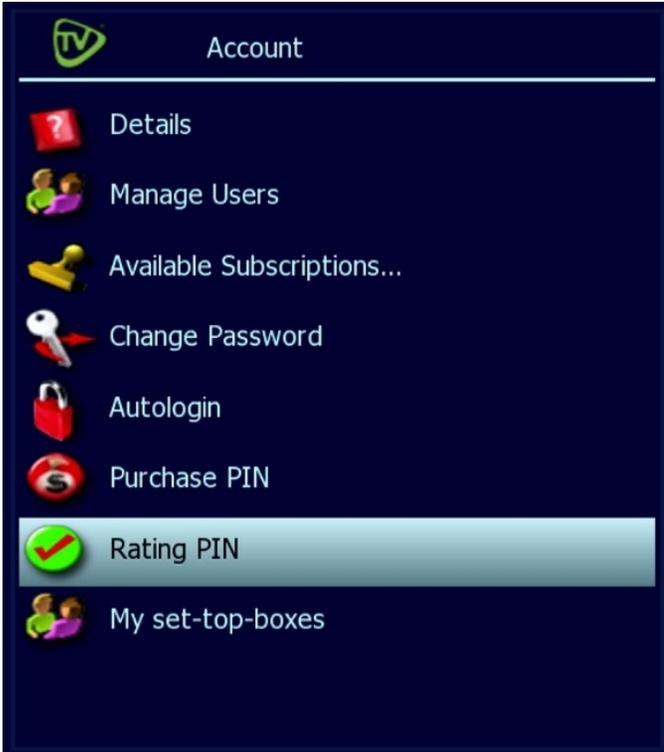
6. Select **Apply** and press **OK**



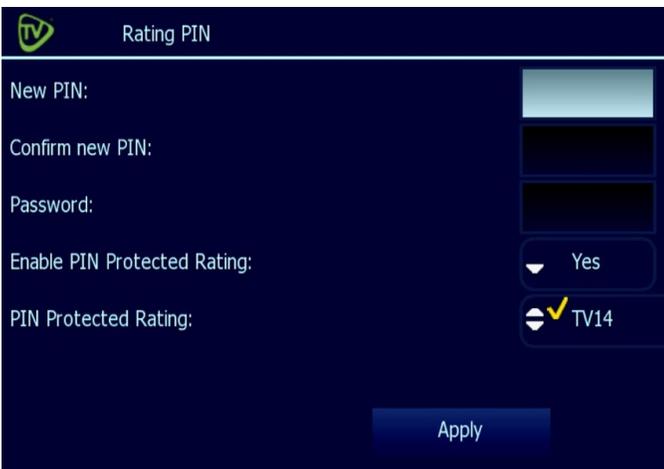
Set Rating PINs



A **Rating PIN** allows a user to view programming with a higher rating than the rating specified when the user was created. Only the Main User Account may set **Rating PINs**.



1. Open the **Main Menu**
2. Navigate to **Settings**
3. Navigate to **Account**

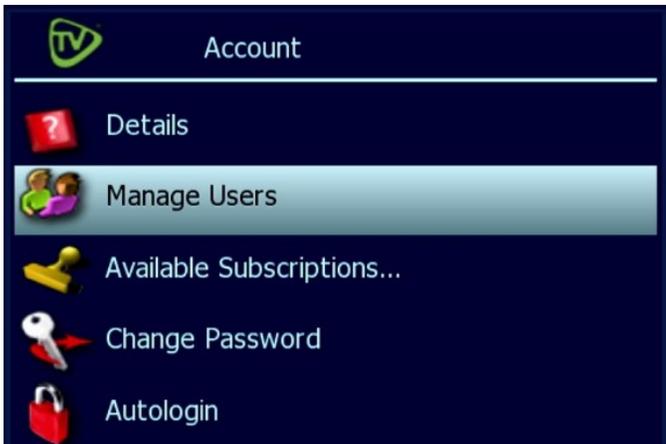


4. Select **Ratings PIN** and press **OK**
5. Complete the following fields
 - **New PIN:** Enter a 4 digit PIN
 - **Confirm New PIN:** Enter the PIN again
 - **Password:** Enter your 4 digit numeric password
 - **Enable PIN Protection:** Press **OK** to select Yes or No
 - **PIN Protected Rating:** Press **OK** to select the highest rating user can view without a **Rating PIN**
6. Select **Apply** and press **OK**

Create User

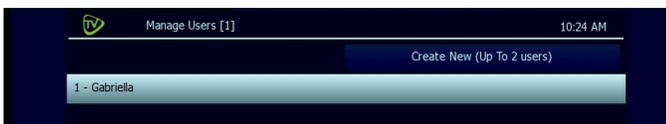


The Main User for a subscriber account can create additional users.

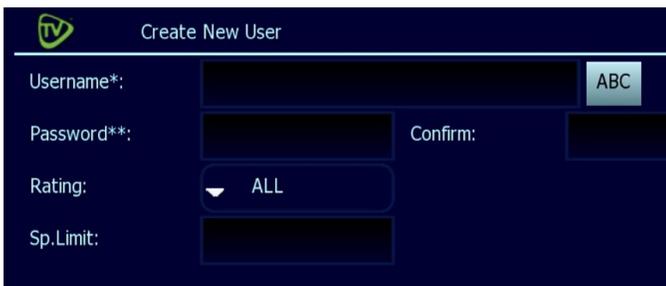


1. Open the **Main Menu**
2. Navigate to **Settings**
3. Navigate to **Account**
4. Select **Manage Users** and press **OK**
5. Select **Create New** and press **OK**

i If you don't see the **Create New** option, it's because your account already has the maximum number of users. Contact Customer Service to add more users.



6. With **ABC** selected, press **OK**
7. In the **digital keyboard**, use the *arrow buttons* to select letters. Press **OK** after each letter to spell a new username. Select the **green check mark** and press **OK**
8. Complete the remaining fields

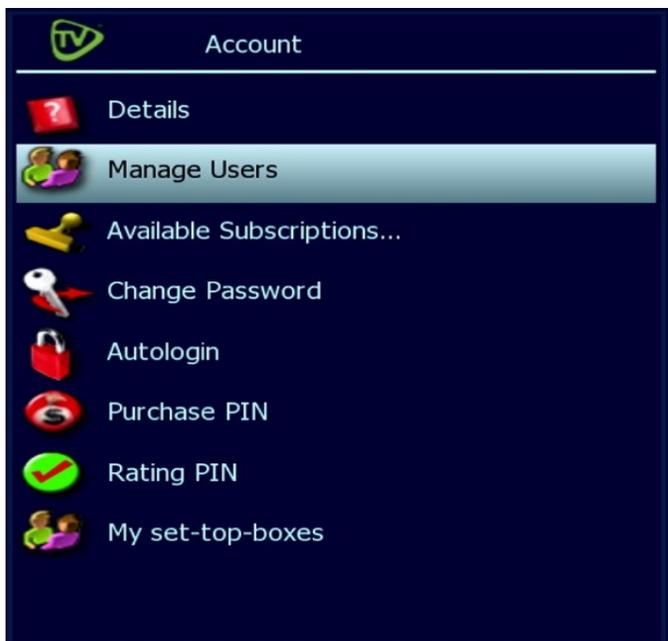


- **Password:** Press the Number Buttons to enter a numeric password of your choice
- **Confirm:** Re-enter the password
- **Rating:** Press **OK** to scroll through ratings. Stop at the highest rating level you want user to be allowed to view. Users will need a rating PIN to watch programming higher than the rating specified here.
- **Sp.Limit:** Set a limit on the amount the user may spend per billing period
- **Can(not) Subscribe:** Determines whether the user will or won't be able to add subscription services to the account

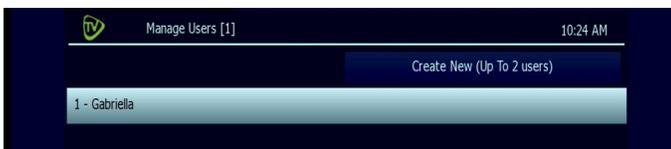
Set Parental Control Locks



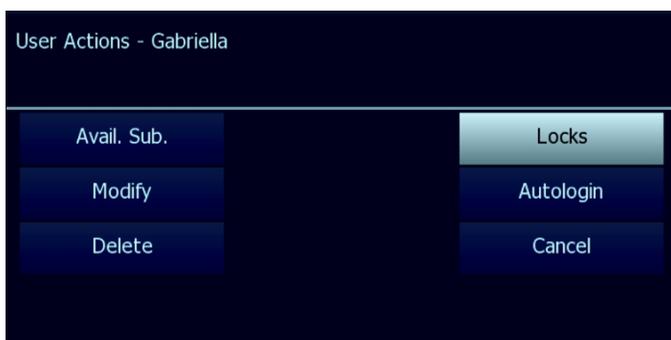
All lock settings can be accessed at the **Account** menu



1. Open the **Main Menu**
2. Navigate to **Settings**
3. Navigate to **Account**
4. Select **Manage Users** and press **OK**



5. Select the **User** you wish to add locks to and press **OK**
6. Select **Locks** and press **OK**



Set Parental Control Locks (Continued)



After you have followed the previous steps, the Main User can control user viewing in several ways

- Lock users out of TV for a set period of time
- Lock users out of a program / channel
- Lock users from viewing programming with ratings higher than they are assigned (setup when user is created)

Lock a User Out for a Set Time



Manage Locks For - Gabriella 5:14 PM

Lock Now Channel Locks

Temporal Login Lock

From: 12:00 AM Duration (Hours): 1 Daily: Daily

Lock

1. Complete the **From**, **Duration**, and **Daily** fields by pressing *OK* to scroll through options
2. With the fields set, select **Lock** and press *OK*

Lock a User Out of a Specific Channel



1. Select the account as described above
2. Select **Channel Locks** and press *OK*



3. Select the channel to lock, or any program in the channel to lock, and press *OK*



4. Select **Lock Program** or **Lock Channel** and press *OK*

- ⓘ To unlock, repeat these steps, except select **Unlock**
- ⓘ The channel guide will show a **padlock symbol** to identify the program or channel as locked

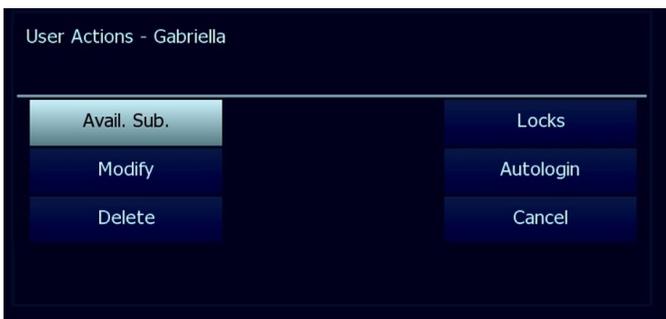
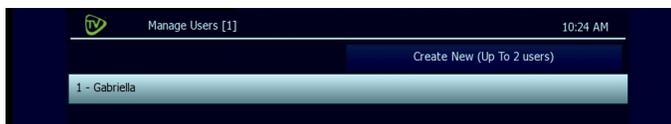
Lock a User Out of TV Indefinitely



1. Select the **User account** as described in the previous section
2. Select **Lock Now** and press **OK**
3. This user will be blocked from logging in

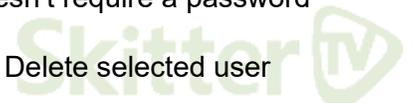
i To unlock the user, repeat these steps except select **Unlock Now**

Manage User Activities

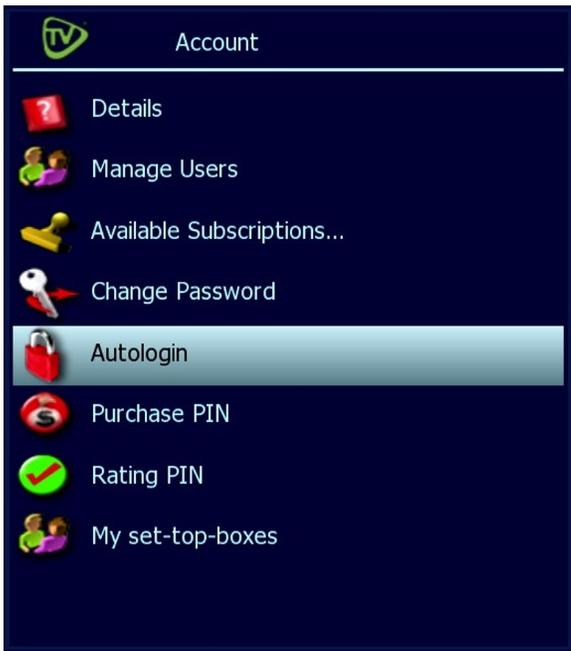


1. Open the **Main Menu**
2. Navigate to **Settings**
3. Navigate to **Account**
4. Navigate to **Manage Users**
5. Select the **User Name** of the account you want to manage and press **OK**
6. Select a **User Action** category to view or modify and press **OK**
7. The **Main User** may take these actions for the selected user

1. **Avail. Sub.:** View current subscriptions for the selected user
2. **Locks:** activate/deactivate parental control for programs or channels. (For more info on parental locks, see "Set Parental Control Locks" on page 40)
3. **Modify:** View billing activity
4. **Activity:** View billing activity
5. **Autologin:** Set the user for autologin so it doesn't require a password
6. **Delete:** Delete selected user



Set Autologin



When you set **Autologin**, the manual login procedure becomes disabled and no password is required.

1. Open the **Main Menu**
2. Navigate to **Settings**
3. Navigate to **Account**
4. Select **Autologin** and press *OK*
5. Use the *arrow buttons* to select **Autologin User** and press *OK*

 Repeat these steps to turn off **Autologin**

 Other users will be able to access your account when **Autologin** is enabled

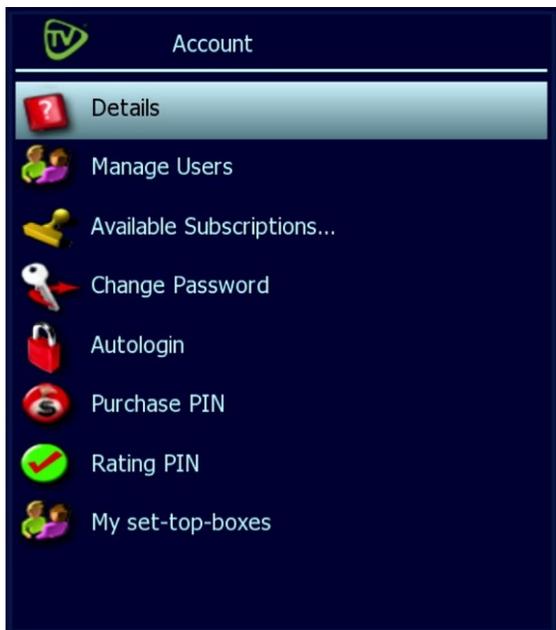
Warning! By setting autologin, you disable the login procedure. Other persons will be able to access the account.

Set Autologin User

View Subscriber Details



View subscriber details for the user who is currently logged on.



1. Open the **Main Menu**
2. Navigate to **Settings**
3. Navigate to **Account**
4. Select **Details** and press *OK*

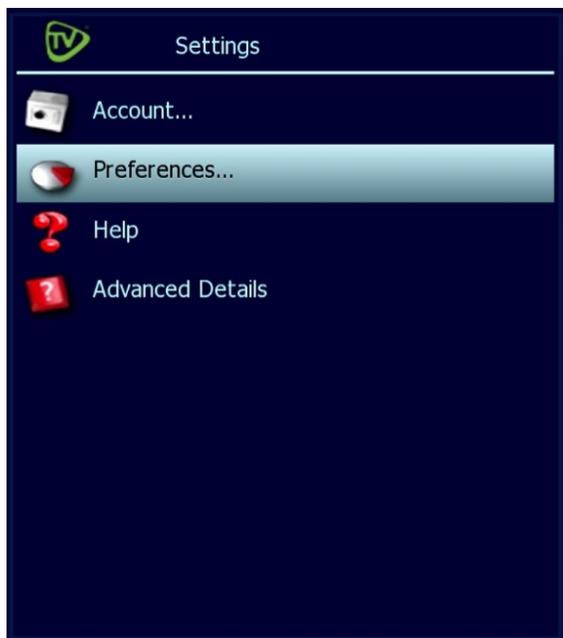
The screenshot shows a screen titled 'Details - Wes' with a TV icon and the time '4:13 PM'. It displays a table with the following data:

User ID	Wes_2
Manager	yes
Subscriber Name	Office Wes
Rating	ALL
Can Subscribe	no
Spending Limit	unlimited
Contract End Date	01/17/2057

Set Preferences



Preferences are customized settings you can make for your Skitter TV system to control.



1. Open the **Main Menu**
2. Navigate to **Settings**
3. Select **Preferences** and then press **OK**

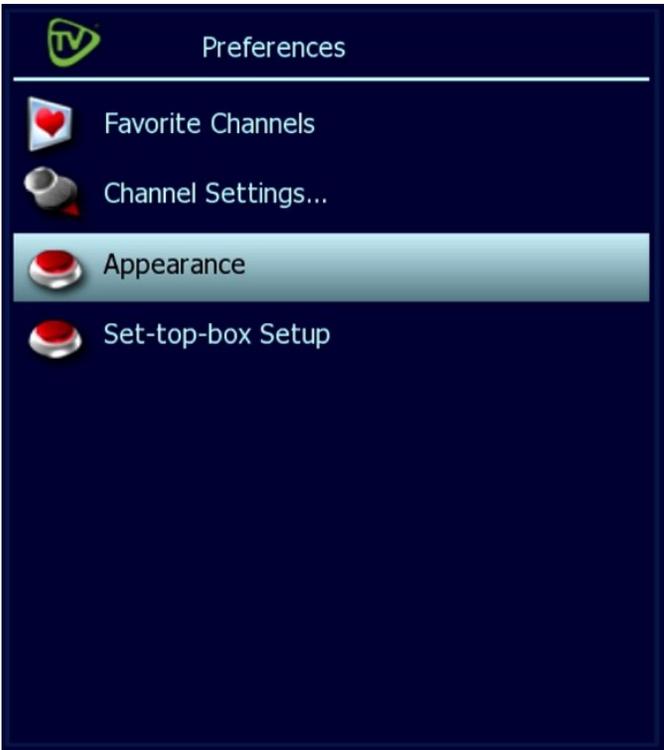


In the preferences menu, select from the options and press OK

- **Favorite Channels:** Make it easy to see the channels you watch most
- **Menu Language:** Change the language in on-screen menus and windows
- **Appearance:** Customize the look and feel of your viewing experience
- **Set-top box Setup:** Change advanced set-top box settings



Appearance controls the on-screen appearance and options for menus and guide



1. Open the **Main Menu**
2. Navigate to **Settings**
3. Navigate to **Preferences**
4. Select **Appearance** and press **OK**
5. Use the *arrow buttons* to move through options and press **OK** to make selections
6. Once your selections are made, select **Apply** and press **OK**

Options you can adjust in the Appearance Menu include

- **Transparency:** How much the current program shows through the window
- **Color scheme:** Color scheme of the on-screen windows
- **Font Size:** Size of the 'type' in on-screen windows
- **Font Weight:** Bold or Plain
- **GUI Type:** Frame or Ribbon (changes the layout of the menu and guide)
- **Full Screen Graphics:** When on, a small video image of your current program shows while you view the Channel Guide instead of playing large in the background.
- **Help Bar:** When enabled, a small help bar appears at the bottom of menus and guides so the customer knows which shortcut buttons have what functionality
- **Apply On:** All my set-top boxes or this set-top box

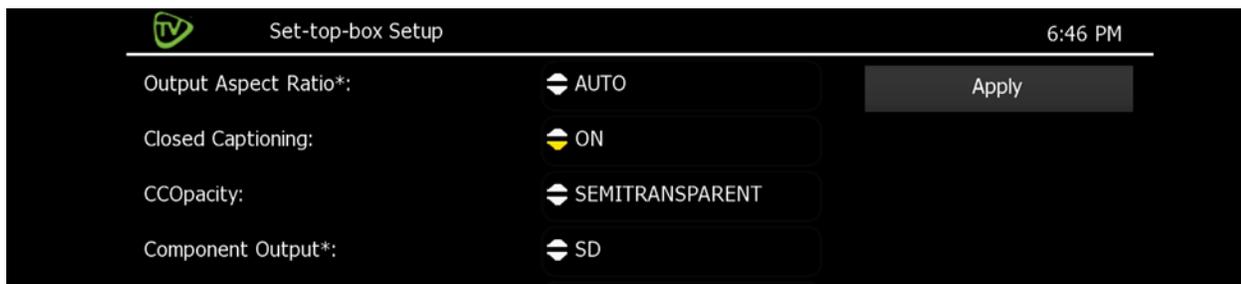




Set-Top Box Setup controls advanced settings for your set-top box.

i Apart from **Closed Captioning**, do not alter anything here without assistance from a technician

1. Open the **Main Menu**
 2. Navigate to **Settings**
 3. Navigate to **Preferences**
 4. Select Set-top box **Setup** and press **OK**
 5. Use the Arrow Buttons to select the settings you want
 - **Digital Audio Output:** On or Off
 - **Component Output:** SD (standard definition) or HD (high definition) when using composite connections to the TV
 - **Output Aspect Ratio:** Automatic, 4/3, or 16/9
 6. When your selections are finished, select **Apply** and press **OK**
- i** Changing set-top box settings marked with an asterisk will cause the box to reboot
7. Setting Closed Captioning: Highlight **Closed Captioning** and press **OK** to change settings. When your selections are finished, select **Apply** and press **OK**





Universal Remote (UR5L-9000-IP)

SYSTEM ON/OFF
Turn on/off the system.

MENU
Displays applications including the configuration menu.

GUIDE
Opens the Interactive Program Guide.

ARROW KEYS/OK
Navigate on-screen choices.

SOFT KEYS – YELLOW, BLUE, RED, GREEN
Access additional features on your set-top box.

VOL +/-
Raise or lower the volume.

MUTE
Turn the sound off or on.

FAV
View your favorite channels.

REPLAY
Skip backwards while watching a recording or while watching live TV.

MY DVR
Access and manage your recorded programs.

REWIND
Rewind through parts of a recording.

STOP
Press to stop watching a recording or to stop a recording that is in progress.

PLAY
Press to watch a recording or control another device.

POWER
Turn on/off a selected device.

AUX, DVD, TV, STB
Use one remote to control multiple devices.

INFO
Display the current channel and program information.

EXIT
Exit the current screen.

PAGE +/-
Page up or down in menu screens and Interactive Program Guide.

LAST
Recall the last channel you were watching.

CHANNEL +/-
Changes to the next higher or lower channel.

FAST FORWARD
Fast forward through parts of a recording.

RECORD
Press to record a show.

PAUSE
Pause what you are currently watching.

NUMBER KEYS (0-9)
Directly select a channel.

LIGHT BUTTON
Press to backlight all keypad buttons. Press again to turn off (or simply wait 10 seconds for automatic shut-off).

VIDEO SOURCE
In TV control mode, would change the input of the device you are controlling.

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