

# Television Remote Control User Guide



a subsidiary of Ozarks Electric



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## Start With the Basics

### Turn Your TV On or Off

Your installation technician programmed a remote to operate each television.

1. The upper left power button turns TV power on or off.
2. The upper right button turns Set Top Box (STB) power on or off.

It is not necessary to power the STB off when you are finished watching TV.

*Note: If there have been no channel changes or guide button presses on a television for 24 hours, the set top box will automatically go into standby mode. To resume watching TV, press **SELECT** as indicated on the floating screen prompt.*

### Pairing Your Bluetooth Remote

If your remote control does not pair immediately or has lost its pairing

1. Hold **PLAY/PAUSE + 0** until feedback LED starts blinking
2. Feedback LED will stop blinking to confirm pairing

*Note: If pairing is unsuccessful, hold **OK/SELECT** and **MENU** until LED blinks and press digits **9 - 6 - 6**, and repeat steps 1 and 2*

### Browse With Picture-In-Picture

See what else is showing without leaving your current program. OzarksGo television service gives you the ability to flip through current programs and see what is on without leaving the program you are watching with convenient Picture-In-Picture browsing.

- Press the **DOWN ARROW** key to access ON NOW information.
- Press the **LEFT ARROW** key to see JUST MISSED.
- Press the **RIGHT ARROW** key to see WHAT IS ON NEXT.

### View Recent Channels

OzarksGo television provides convenient access to recently viewed channels and recordings.

- Press the **UP ARROW** key to access recent channels viewed with Picture-in-Picture or Poster Art.
- Press **LEFT** or **RIGHT ARROW** keys to select a program, then press **SELECT** to watch the program.
- Press the **UP ARROW** key again to view recent recordings.

### Access and Navigate the On-screen Menus

OzarksGo television offers you more. The on-screen menus are easy to navigate with your remote control.

- Use the **LEFT** and **RIGHT ARROW** keys to select items on any horizontal menu that appears at the top of any OzarksGo television screen.
- Use the **UP** and **DOWN ARROW** keys to select items on any vertical menu that appears when you highlight an item in the top menu navigation.
- Press **SELECT** to select your highlighted item.
- Press **BACK/EXIT** at any time to return to TV viewing.

## The Menu Button

The **MENU** button or **LEFT ARROW** key on your remote control will give you access to all of the great features your OzarksGo television service has to offer, including enhanced search, channel favorites, parental controls, On Demand and more.

*Note: Step-by-step instructions on all of the features listed in this section can be found throughout this guide.*

1. Press the **MENU** button or **LEFT ARROW** key on your remote control. The **MAIN MENU** screen appears.
2. Use the **UP** and **DOWN ARROW** keys to select a heading in the **MAIN MENU**.
  - Select **RECORDED TV** to access all programs you have recorded with your Whole-Home DVR service.
  - Select **On Demand** to access the On Demand Free Connection, new releases or movies that you have already rented.
  - Select **SETTINGS** to customize your program guide, manage your parental controls, set the viewing aspect ratio for your TV and more.
3. Press **SELECT** to open selected screens.

## The Info Button

The **INFO** button gives you more information about current and future programming. Press this button anytime you would like more information on a selected program. You can also schedule a recording from any **PROGRAM INFO** screen.

### Get Info About the Program You are Watching

1. Press the **INFO** button on your remote. The **PROGRAM INFO** screen appears with a brief description of the program, including the run time.
2. Press the **RIGHT ARROW** key to access information on the cast and crew.
3. Press the **DOWN ARROW** key to record the program one time or to set up a series recording. Press **SELECT** to select the desired action.
4. Press the **EXIT** button to return to the program you were watching.

### Get Info About a Future Program

1. Press **GUIDE** on your remote.
2. Press the **RIGHT ARROW** key to highlight a program that is not currently on.
3. Press **INFO** to view details about the highlighted program and to schedule a one-time or series recording.

*Note: You can also get more information on any program in your results list when using the search feature.*

## Set Your Television Screen Size

### Change Your Screen Aspect Ratio for Widescreen or HDTV

Aspect ratio is the relationship of the screen's width to its depth. Standard TVs have a 4:3 aspect ratio; widescreen and HDTVs have a 16:9 ratio.

1. Press the **MENU** button or **LEFT ARROW** key.
2. Press the **DOWN ARROW** key to navigate to the **SETTINGS** menu and press **SELECT**. Use the **DOWN ARROW** key to select **TELEVISION**.
3. Select the **SCREEN ASPECT RATIO AND HIGH DEFINITION** screen and press **SELECT**.
4. Use the **UP** and **DOWN ARROW** keys to select from:
  - 4:3 standard definition
  - Widescreen standard definition
  - 720p high definition or 1080i high definition, depending on your TV
5. Press **SELECT**. The system may ask to run a test to ensure that your desired setting is applied to your TV. Use the **ARROW** keys to continue and press again.

**Shortcut:** Press the **RIGHT ARROW** to access the **VIEWING OPTIONS** menu where you can create favorites, as well as edit closed captioning and TV zoom settings

## Find What You Want to Watch and Choose Favorites

OzarksGo television service offers you several ways to find what you want to watch. You can even create a Program Guide with just your favorite channels so you see only the channels that interest you.

### Use the Interactive Program Guide

1. Press the **GUIDE** button to display the **INTERACTIVE PROGRAM GUIDE**.
  - Use the **ARROW** keys to scroll through current and future programming options.
  - Use **PAGE UP/DOWN** to scroll through a page at a time.
  - Use **FF/REW** to skip ahead/back 24 hours at a time.
  - Your OzarksGo **INTERACTIVE PROGRAM GUIDE** will allow you to view programming information up to 14 days in the future.
2. Highlight a program to view more information.
  - Press **SELECT** to view the program if it is currently on. If your selected program is not currently on, a **PROGRAM INFO** screen will appear.
  - Press **INFO** to see more viewing options and additional program information.
  - Press the **RECORD** button once to record the program. Press the **RECORD** button twice to record the series.
  - Press **GUIDE** to exit the **INTERACTIVE PROGRAM GUIDE** and resume your program.

## Set up Your Favorites List for the First Time

1. Press **RIGHT ARROW** to access the **VIEWING OPTIONS** screen. Select **EDIT FAVORITES**, use the **DOWN ARROW** key to highlight **FAVORITES** and then press **SELECT**.
2. Select **SET UP FAVORITES** and press **SELECT**. A list of available channels will appear on screen.
3. Use the **UP** and **DOWN ARROW** keys to select your favorite channels.
  - To add a channel to your list, press **SELECT**. A check mark will appear to identify the channel you selected. Press **SELECT** again to remove the check mark or to deselect the channel.
  - To remove all selected channels, use the **LEFT ARROW** key to highlight **UNCHECK ALL** and press **SELECT**.
  - To see only the channels you have selected for your favorites list, select **VIEW ALL** and press **SELECT**.
4. Select **SAVE** and press **SELECT** once you are finished selecting all of your favorite channels.
5. Press **MENU** on your remote to view your customized favorites guide.

### Edit Your Favorites List

Follow the steps below to add or remove a channel from an existing list.

1. Press the **MENU** button.
2. Use the **DOWN ARROW** key to navigate to **SETTINGS**. Press **SELECT**.
3. Use the **DOWN ARROW** key to select **TELEVISION**. Press **SELECT**.
4. Use the **RIGHT ARROW** key to navigate to **SET UP FAVORITES**. Press **SELECT**.
5. Use the **UP** and **DOWN ARROW** keys to select or deselect the channels you would like to appear on your **FAVORITES** list.
6. Select **SAVE** and press **SELECT** when you are finished editing your **FAVORITES** list.

### Find Programs Using Search

1. Press **MENU** and use the **UP ARROW** keys to select **SEARCH**.
2. Use the **ARROW** keys to select a letter on the on-screen keyboard and press **SELECT**. Continue until you have entered your search term.

*Note: To enter a number, select the **123** button and press **SELECT**. This will bring up a number keypad. Select the **ABC** button and press **SELECT** to return to the regular keyboard.*
3. The results of your search will appear as you type. The more letters you type, the better your results.
4. Use the **RIGHT ARROW** key to navigate to your results list.
5. Use the **ARROW** keys to select a title or name. Press **SELECT** to view options.
  - If you select a title, you can choose to watch it if it is currently on or record it if it is scheduled to play in the future.
  - If you select a name, you will see a list of programs with that actor or director. Select a title and press **SELECT** to view or record that program.
  - If **MORE ...** appears next to a title, select it to see a list of all programs with that title. Select an episode and press **SELECT** to view or record that program.
  - If **VIDEO** appears next to a title, you can preview or rent the program through the **On Demand** feature.

## Narrow Your Search

1. Navigate to the SEARCH screen. Select OPTIONS on the on-screen keyboard and press **SELECT**.
2. Under FILTER RESULTS, select TITLES, On Demand or PEOPLE. Press **SELECT**.
3. Use the on-screen keyboard to enter your search term. Results will appear as you type. Select from the RESULTS list and press **SELECT**.

## Control the Keys to Parental Locks

With OzarksGo television service, you can control what types of programs can be viewed in your home. Use parental locks to make certain channels and types of programming accessible only with a Personal Identification Number (PIN).

1. Press the **MENU** button or **LEFT ARROW** key. Use the **DOWN ARROW** key to select SETTINGS and press **SELECT**. Press the **DOWN ARROW** key to highlight PARENTAL CONTROLS and press **SELECT**.
  - If a lock appears next to PARENTAL LOCKING, a PIN has already been set and parental locks are in place.
  - If an open lock appears next to PARENTAL LOCKING, a PIN has been set but no parental locks are in place.
  - If no lock appears, a PIN has not yet been set.
2. Press **SELECT** to select PARENTAL LOCKING.
3. Use your remote to enter your four-digit PIN. If no PIN has been set, enter a new four-digit PIN. You will be prompted to enter it again for confirmation.
4. Use the **ARROW** keys to navigate the locking options that appear on the PARENTAL LOCKING screen.

## Lock Specific Channels

1. From the PARENTAL LOCKING screen, use the **ARROW** keys to select CHANGE next to CHANNELS. Press **SELECT**.
2. Use the **UP** and **DOWN ARROW** keys to select specific channels from the on-screen list. For faster navigation, use the **PAGE UP/DOWN**. This will scroll up or down a page at a time.
  - Press **SELECT** to lock a channel. A lock will appear. Press **SELECT** again to unlock the channel.
  - Use the **LEFT ARROW** key to select UNLOCK ALL and press **SELECT**. This will unlock all channels.
  - Use the **LEFT ARROW** key to select VIEW LOCKED ONLY to see only the channels you locked.
3. Select SAVE and press **SELECT**.
4. Select LOCK. Press **SELECT** and then **EXIT** on your remote.

## Lock Programs Based on Ratings

1. From the PARENTAL LOCKING screen, use the **ARROW** keys to select CHANGE next to US TV PARENTAL GUIDELINES or MOVIE RATINGS. Press **SELECT**.
2. Use the **DOWN ARROW** key to select the lowest rating you would like to lock, then press **SELECT**.
  - This will lock all TV programs or movies (depending on the rating system you selected) with that rating or higher.
  - Use the **LEFT ARROW** key to unlock all ratings by selecting UNLOCK ALL and then pressing **SELECT**.
3. Select SAVE and press **SELECT**.
4. Select LOCK. Press **SELECT** and then **EXIT** on your remote.

## Lock On Demand Rentals

1. From the PARENTAL LOCKING screen, use the **ARROW** keys to select CHANGE next to PARENTAL LOCKING. Press **SELECT**.
2. Select LOCK RENTING and press **SELECT**. A lock will appear. This will require your four-digit PIN before an On Demand rental can be made.
3. Select SAVE and press **SELECT**.
4. Select LOCK. Press **SELECT** and then **EXIT** on your remote.

*Note: To prevent unauthorized rentals from occurring, it is recommended that you set a Rental Locking PIN. This PIN will be required each time you rent a movie.*

## Turn off Locks Temporarily

1. From the PARENTAL LOCKING screen, use the **ARROW** keys to select TURN OFF LOCKING. Press **SELECT**.
2. Select UNLOCK ALL TV FOR 4 HOURS and press **SELECT**.

*Note: A PIN will still be required to purchase locked rentals.*
3. If you would like to turn locks on before the allotted time period, select LOCK on the PARENTAL LOCKING screen and press **SELECT**.

## Reset all Your Parental Locks and PIN

1. From the PARENTAL LOCKING screen, use the **ARROW** keys to select TURN OFF LOCKING. Press **SELECT**.
2. Select RESET ALL PARENTAL LOCKS and press **SELECT**.
3. Select RESET to reset your PIN and to stop using parental locks. Press **SELECT**. The next time you access the PARENTAL LOCKS screen, you will be asked to create a new PIN.

## Pause, Play, Replay and Record Live TV

If you subscribe to OzarksGo's Whole-Home DVR service, you can control live TV! Your Whole-Home DVR records up to 90 minutes of the channel you are currently watching. This means you can pause, replay and record what you are watching so you never miss a thing.

### Pause or Restart a Program

1. Press **PAUSE** on your remote to temporarily stop a live TV program.
2. A progress bar will appear on screen. This will show you the start and end times of your current program, how much time has elapsed and at what point you paused the program. The program will remain paused for up to 90 minutes. If you cannot return to your program in 90 minutes, simply press so that you can resume viewing when you are ready.
3. Press **PAUSE** or **PLAY** at any time to resume viewing.

### Replay Part or All of a Program

1. Press **REW** to rewind the program you are currently watching.
2. A progress bar will appear on screen. This will show you the start and end times of your current program and will indicate how far you can go back in time.
  - Press **REW** up to three times to rewind at increasing speeds.
  - Press the **BACK** button to skip back in 7-second increments.
3. Press **PLAY** anytime to resume viewing.

### Fast Forward or Return to the Program

If you have paused, replayed or used the rewind feature while watching live TV, you can use the **FF** and **SKIP** buttons on your remote to go forward in time.

1. Press **FF** to fast-forward through your program.
2. A progress bar will appear on screen. This will show you the start and end times of your current program and will indicate how far you can go forward in time.
  - Press **FF** up to three times to advance at increasing speeds.
  - Press the **SKIP** button to fast-forward in 30-second increments.
3. Press the **FF** or **SKIP** button until you reach the end of the green bar in the progress indicator to return to live viewing.

### Add Extra Recording Time to the End of the Program

If you think that the program you are recording will go over its scheduled end time, you can add time to the end of the recording.

1. Press **INFO** after the program has begun recording. Use the **ARROW** keys to select **RECORD OPTIONS** and press **SELECT**.
2. Select **RECORD** and press **SELECT**.
3. Select **STOP RECORDING** and choose the amount of time needed to record the program in its entirety. Press **SELECT**.
4. Use the **LEFT ARROW** key to select **SAVE CHANGES** and press **SELECT**.
5. Select **WATCH** and press **SELECT**. This will return you to your program.

## Restart Programs

Selected channels have been enabled with **RESTART** service that allows you to start a program from the beginning up to 24 hours after it started, even if you forgot to set your DVR to record the program.

### Identifying Programs with RESTART Enabled

There are three ways to find out if you can restart a program.

1. For shows already in progress, look for the **RESTART** button in the On Now panel that appears when you press the **DOWN ARROW** key.
2. While watching a program, press the **INFO** key. If the program has **RESTART** enabled, **RESTART** will appear on the Summary screen under Resume play.
3. In the program guide, the **RESTART** symbol appears beside the program name. You can use the **LEFT ARROW** key to browse to programs that have started up to 24 hours in the past.

### Restarting a Program

1. While watching a program already in progress, press **DOWN ARROW** to display the On Now channel bar with the **RESTART** symbol. Press **SELECT** to restart the program.
2. While watching a program, press the **INFO** key. If the program has **RESTART** enabled, **RESTART** will appear in on the Summary screen under Resume play. Use **ARROW** keys to highlight the **RESTART** bar and press **SELECT**.
3. In the program guide, use **ARROW** keys to highlight a program with the Restart symbol that has started within the last 24 hours. Press **SELECT**.

## Your OzarksGo Whole-Home DVR Has It All

Your OzarksGo Whole-Home DVR gives you multiple advanced features, recording up to six programs at once and watching recorded content from up to three simultaneous Set Top Boxes in the house.

### Schedule Programs for Recording

There are multiple ways to record a program scheduled to air in the future. You can also set your Whole-Home DVR to record a single show or all episodes of a series.

### Schedule a Single or Series Recording from the Program Guide

1. Press **GUIDE**. Use the **ARROW** keys to scroll through the available content and highlight a program.
2. Press **R**. A single red dot appears next to the program listing in the guide to indicate that a recording is scheduled.
3. Press **R** twice to schedule a recording of a series. Three red dots appear next to the program listing in the guide to indicate that a series recording is scheduled.
4. Press **R** a third time to cancel the recording. All red dots will disappear.
5. Press **EXIT** to resume watching normal programming.

## Schedule a Single Recording from the Program Info Screen

1. Access the PROGRAM INFO screen using one of the following actions:
  - Press **INFO** while watching a program you want to record.
  - Press **GUIDE**. Use the **ARROW** keys to highlight a program to record and press **INFO**.
2. Select RECORD EPISODE and press **SELECT**.
3. If you would like to add time to a program that is currently being recorded (in case you think it might run long), select INFO then the **DOWN ARROW** key to select RECORD OPTIONS. Select STOP RECORDING and press **SELECT**. Select a time and press **SELECT**.
4. Select SAVE CHANGES and press **SELECT**.

## Schedule a Series Recording from the Program Info Screen

1. Access the PROGRAM INFO screen using one of the following actions:
  - Press **INFO** while watching a program you want to record.
  - Press **GUIDE**. Use the **ARROW** keys to highlight a program to record and press **INFO**.
2. Select RECORD SERIES and press **SELECT**.
3. Use the **ARROW** keys to select the time and press **SELECT**.
4. Select from the following options to limit your recordings:
  - Any day (at the same time)
  - Any day/any time
  - Any day/any time/once per day
5. If you want to limit your series recording to only first-run episodes, select FIRST RUN ONLY under SHOW TYPE. The default setting is to record every instance.
6. If you think the episodes may run long, add extra time to the end of the program by selecting STOP RECORDING. Press **SELECT** and select a time.

*Note: Your OzarksGo Whole-Home DVR will not adjust if a program's schedule changes unexpectedly. However, planned schedule changes, such as a series moving from 7:00pm to 7:30pm for one week, will be detected by your DVR and the episode will be recorded in its entirety.*

## Schedule a Single Recording by Channel, Time and Date

1. Press the **DVR** button on your remote. Or you can press **MENU** and use the **DOWN ARROW** key to select RECORDED TV .
2. Use the **RIGHT ARROW** key to select ADD RECORDING and press **SELECT**.
3. Select CHANNEL AND TIME and press **SELECT**. The MANUAL RECORD screen will then appear.
4. Use the **ARROW** keys to fill in the fields on the MANUAL RECORD screen.

*Note: You can elect to keep the recorded program until you delete it or you can allow Whole-Home DVR to delete it when it is time to make room for new recordings.*
5. Select RECORD and press **SELECT** to schedule the recording.

## Manage Your Recordings for Browsing, Playing and Replaying

1. To view your recording schedule, press the **DVR** button.
2. Use the **RIGHT ARROW** key to select SCHEDULED and then press **SELECT**. You will see a list of upcoming recordings in the order they will be recorded.
3. Use the **ARROW** keys to scroll through the list or use the **PAGE UP/DOWN** to scroll a page at a time.
4. Select SERIES if you would only like to view the scheduled series recordings.

## Cancel Future Recordings from the Recordings Screen

1. Press the **DVR** button.
2. Use the **RIGHT ARROW** key to select SCHEDULED and then press **SELECT**. You will see a list of upcoming recordings in the order they will be recorded.
3. If you want to cancel a series, use the **RIGHT ARROW** key to select SERIES and press **SELECT**. You will then see a list of your scheduled series recordings.
4. Use the **ARROW** keys to scroll through the list or use the **PAGE UP/DOWN** to scroll a page at a time.
5. Select the program or series you would like to cancel and press **SELECT**.
6. Select DON'T RECORD or CANCEL SERIES from the PROGRAM INFO screen and press **SELECT**.

## Cancel Future Recordings with the Program Guide

1. Press the **GUIDE** button.
2. Use the **ARROW** keys to locate and select the program that is scheduled to be recorded.
3. Press **REC** once to cancel a series recording or twice to cancel a single recording. The red dot or dots will disappear.

## Check Your List of Previous Recordings

1. Press the **DVR** button.
2. Your recordings will be listed by date with the most recent at the top.
3. Select BY TITLE to sort your recordings by program title.
4. Use the **UP** and **DOWN ARROW** keys to scroll through your list of available recordings.

## Watch Your Recorded Programs

1. Press the **DVR** button.
2. Use the **UP** and **DOWN ARROW** keys to select the recorded program you would like to watch and press **SELECT**.
3. Select PLAY to watch the program. Or select RESUME PLAY to begin watching the program where you previously stopped.
4. Once a recorded program is finished playing, a FINISHED screen will appear. Use the **ARROW** keys to select REPLAY or DELETE RECORDING, or RETURN TO LIVE TV.

## Control the Recording with the Playback Buttons

1. Press **FF** to skip ahead quickly or **SKIP** to skip ahead in 30-second increments.
2. Press **REW** to go backward quickly or **REPLAY** to go backward in 7-second increments.
3. Press **FF** or **REW** up to three times to go forward or backward at increasing speeds.
4. Press **PAUSE** to freeze the program. Press **PAUSE** again to resume viewing.

## Stop Playing a Recording

1. Press **STOP** at any time during a recording to stop viewing.
2. You can choose **START OVER** to watch the program from the beginning or **ERASE** to stop watching and delete it completely, or return to Live TV.

## Delete Existing Recordings

1. Press the **DVR** button and press **SELECT**.
2. Select the program you would like to erase and press **SELECT**.
3. Use the **ARROW** keys to highlight **ERASE** and press **SELECT**. Press **SELECT** again to confirm your selection.

## Protect Recordings from Automatic Deletion

1. Press the **DVR** button and press **SELECT**.
2. Select the recording you would like to keep and press **SELECT**.
3. Highlight **KEEP UNTIL** and select **SPACE NEEDED** or **ERASE**. Press **SELECT**.

## Discover, Preview and Enjoy Your Choices With On Demand

With OzarksGo television service, you can rent new releases and old favorites using On Demand. Rent movies at the touch of a button and watch them when you want. Rental charges will be added directly to your monthly bill.

### Rent Movies from On Demand

1. Press the **On Demand** button on your remote to launch the video storefront.
2. Use the **UP** and **DOWN ARROW** keys to browse categories like **NEW RELEASES** and **COMEDY**.
3. Use the **ARROW** keys to select from the on-screen results list. Select the picture of the movie you wish to view and press **SELECT**.
4. Select **RENT** and press **SELECT**. Press **SELECT** to confirm your rental and your video will begin.

*Note: If you have set up your parental locks for rentals, you may be asked to enter your PIN before the purchase is complete.*

## Play Your On Demand Rentals

You can access your rentals as often as you like within the specified rental period.

1. Press the **On Demand** button on your remote to launch the video storefront.
2. Use the **UP ARROW** key to select **MY RENTALS** and press **SELECT**.
3. Use the **ARROW** keys to select the rental you want to watch. Press **SELECT**. Choose to start watching the video where you left off or from the beginning.

## Order Pay-Per-View Events

Live sporting events like WWE, UFC and many others are available through Pay-Per-View. You can purchase upcoming events up to two days in advance of the event starting and up to 30% of the length after the event starts.

1. Press **GUIDE**. Use the **ARROW** keys or **NUMBER KEYPAD** to navigate to Channel 190.
  - Press the **RIGHT ARROW** key to find out what's playing in the future.
  - Press the **FF** button to skip ahead 24 hours.
  - Press **REW** to go back 24 hours.
2. Select the live event or program you want to order and press **SELECT**. The **PROGRAM INFO** screen will appear with details, including event time and pricing. Press **SELECT** to order.

*Note: If you have set up your parental locks, you may be asked to enter your PIN before the purchase is complete.*
3. Press **SELECT** to confirm your order. Press **EXIT** to resume watching live TV.
4. Tune to the event's channel on the scheduled day and time. If you tune in late, you will not be able to rewind to see what you missed.

*Note: Unlike On Demand, Pay Per View events must be watched at the scheduled time. You will be charged for any event you order, even if you don't watch it.*

## Paying for On Demand Rentals and Pay-Per-View Events

Any orders you place on screen are automatically added to your monthly bill. You will find them in the Usage Charges section.

## Frequently Asked Questions

### Are all OzarksGo television channels digital?

Yes, OzarksGo TV is a 100-percent digital television service.

### How many programs can I record at once?

You can record up to six live programs at once on your DVR.

### How many recordings can I watch simultaneously?

Up to 3 recorded programs can be viewed simultaneously.

### How can I control what my children are watching?

Parental Controls allow you to block programs by title, rating or content. Please refer to the Parental Control section for more details.

### What is the difference between Video on Demand and Pay-Per-View?

Video on Demand (VOD) is primarily movies that you can rent and watch as many times as you want within the rental period. Pay-Per-View (PPV) events are usually live events such as concerts or sporting events that start at a specific time set by the content provider.

### How do I return to watching a Video on Demand rental after I have turned to another channel?

You can press the **LAST** button on your remote if your VOD rental is the last program you watched. Alternatively, press the **ON DEMAND** button on your remote control.

### How can I order another remote control?

You can order another OzarksGo TV remote control by calling 479-684-4900. Charges may apply.

### How long can I pause live TV for?

With a DVR, you can pause live TV for up to 60 minutes. After 60 minutes the paused program will start playing again.

### What happens when my DVR's storage space is full?

If all your recordings are protected and your DVR's storage space is full, a pop-up will warn you and your DVR will stop recording. Unprotected recordings will be deleted to make space for new recordings.

### What happens if I don't protect my recordings?

If your recordings are not protected, when less than 10% of disk space is remaining, your DVR will start deleting programs, starting with the oldest unprotected ones. To find out how to protect your recordings, see page 11.

### How do I see how much recording space I have left on my DVR?

Press the **MENU** button, select **SETTINGS**, **GENERAL**, **SYSTEM INFORMATION** and then **SYSTEM RESOURCES**. The remaining space available is listed beside disk usage.

## Troubleshooting Tips

### There is video, but no sound.

First, check to make sure the volume is not muted. Press **MUTE** on the remote or + on the **VOL** button. If the volume is not muted, try changing the channel to see if the problem is only on that particular channel. You will also want to make sure all of the connectors are secured properly to the Set Top Box and to the TV.

### The sound is good but picture quality is poor.

Make sure all connectors are secured properly to the Set Top Box and to the TV. Try changing the channel to see if the problem is only on that particular channel.

### The remote control is not working.

If your remote is not working, try changing the batteries. Make sure the remote you are using was programmed for the TV you are watching.

### My television has gone idle and I see a message that says "Press SELECT to watch TV."

If there have been no channel changes or guide button presses on a television for 24 hours, the set top box will automatically go into standby mode. To resume watching TV, press **SELECT** as indicated on the floating screen prompt.

# All day. Every day.

OzarksGo subscribers have access to technical support 24/7, 365 days a year.

479-684-4900 | [support@ozarksgo.net](mailto:support@ozarksgo.net)



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