Hargray's

Voyager HD/DVR
user guide

HARGRAY
Do More. Live Better.

Hargray's Voyager HD/DVR

Welcome

Hargray's Voyager HD/DVR is the on-screen interface of your Set Top Box (STB) that you use to navigate, control and interact with your cable television (CATV) service.

The user interface and your STB bring a rich, new set of interactive services directly to you.

Available STB services may include some or all of the following features:

- **Digital Video Recorder (DVR)** — Allows you to record your favorite programs so that you can still go to your friend's house for dinner and not miss your favorite television show
- **Pause Live Television** — Allows you to pay for the pizza and come back to the show where you left it
- **High-Definition (HD)** — Provides crystal-clear pictures and sound when compared to standard definition — you won't want to watch television any other way once you've experienced HD
- **On-Demand (OD)** — Gives you access to an enormous library of movies and programs that you can watch — when you want to watch them

Content

About the Universal Remote Control

Device Control

Used to select the component you want to operate and signals remote control activity.

POWER ⏻	Turns devices on/off
AUD	**AUD** enables audio mode functions
TV	Enables **TV** mode functions
CBL	**CBL** enables cable mode functions

Viewing, Browsing and Sound Control

GUIDE	Displays the program **GUIDE** listings
MENU	Displays the applications **MENU**
INFO	**INFO** displays information about the program currently playing or highlighted in the program guide
EXIT	**EXIT** from current screen
OK/SEL	**OK/SEL** chooses highlighted screen option
	CURSOR NAVIGATION PAD navigates to and highlights an item from the on-screen choices
PAGE	**PAGE +/-** accesses pages above or below the information currently displayed
A	Accesses the search menu for Scientific Atlantic/Cisco STB
C	Accesses the search menu for Pace STB
VOL	**VOL** raises or lowers the sound level
LAST	**LAST** returns to the previously tuned channel
MUTE	**MUTE** silences the audio; press to activate, press again to restore sound to the previous level
CH	**CH** selects the next higher or lower channel

On-Demand Control

Perform standard VCR and DVD functions when in VCR and DVD mode, and
On-Demand functions when in cable mode.

ON DEMAND provides direct access to On-Demand channel

Replays the previous few seconds of a program

MY DVR displays a list of programs you have recorded,
allowing you to select one for viewing

REW rewinds 7 seconds, and **FF** fast-forwards

PLAY On-Demand or recorded content

STOP On-Demand or recorded content

PAUSE On-Demand or recorded content

REC records the selected program

Numeric Keys

Enter numbers to tune to channels. Also, make numeric
entries on on-screen menus.
NOTE: You can also use the program guide as alternative
ways to tune to channels

DELETE removes, cancels or erases

ASPECT/ENTER changes the HD screen viewing
aspect ratio through the cable STB

VIDEO SOURCE selects the video source from available
video components through the cable STB

LIGHT button backlights all keypad buttons;
press again to turn off (or simply wait 10 seconds for
automatic shut-off)

HARGRAY

Select Television and Viewing Preferences with the Menu

The menu makes it easy to set your television and viewing preferences. Use the remote control to navigate through the menu and all of its options.

1. Press **MENU** or **SETTINGS** on your remote control.

2. Press ◀ or ▶ to navigate through the following menu options:

- **Television** — Access program guide and favorite channels, search for programs and watch live television
- **Recorded Television** — Access the list of recordings (**My Recordings**) and programs scheduled to record, and add programs to be recorded
- **On-Demand** — Order movies, television series and documentaries to watch in the comfort of your home
- **Applications** — Access interactive online content (depends on your service provider configurations)
- **Settings** — Select settings for language, parental control and other system options

Configure System Preferences with the Settings Option

The **Settings** option allows you to configure system preferences, such as **Video Appearance, Parental Controls, Recording Settings, Audio and Video Settings, General Settings** and **Troubleshooting**.

Set the Video Appearance

1. Press **MENU**.

2. Press ◀ or ▶ to navigate to **Settings**.

3. Press ▼ or ▲ to navigate to **Appearance** and press **SELECT**.

4. Press ▼ or ▲ to navigate through the following **Video Appearance** settings:

- **Television Type** — options include:
  – **4:3 SDTV** (designed for SD content on SD screens)
  – **16:9 SDTV** (designed for SD content on HD screens)
  – **720p HDTV** (designed for HD content on HD screens)
  – **1080i HDTV** (designed for HD content on HD screens)
    Note: When an HDTV setting is selected, the STB performs a test to ensure that your television is compatible with the selection. Follow the on-screen instructions to start the test.
- **Video Output** — options include:
  – **Normal** (image appears as transmitted)
  – **Stretch** (stretch image horizontally, but not vertically — usually best for 4:3 content on a 16:9 screen)
  – **Zoom 25%** (stretch vertically and horizontally 25% — may crop image at top and bottom of screen)
  – **Zoom 50%** (stretch vertically and horizontally 50% — may crop image at top and bottom of screen)
- **Theme** — Blue
  Note: Theme options may also include those specific to your service provider.
  Important: Changing themes will cause your STB to reset.

5. Press ▼ or ▲ to navigate to the **Save** or **Cancel** options. Press ◀ or ▶ and then press **SELECT** to save or cancel your changes.

Set the Audio Preferences

1. Press **MENU**.

2. Press ◀ or ▶ to navigate to **Settings**.

3. Press ▼ or ▲ to navigate to **Audio** and press **SELECT**.

4. Press ▼ or ▲ to navigate through the following audio settings:

- **Audio Output** options include: **Dolby™ Digital** or **Other**
  Note: Selecting between the **Digital Audio Output** options may momentarily freeze the on-screen video.
- **Audio Range** options include: **Normal, Narrow** or **Wide**
  Note: These options impact the difference in audio level between the most quiet part of a program and the loudest part of a program. We recommend using the **Normal** or **Narrow** settings.
- **Volume Control** options include: **Fixed** or **Variable**
  Notes:
- If you choose **Fixed**, we recommend that you configure your remote to control the television volume. Refer to your remote control user guide for more information.
- If you choose **Variable**, set the volume near the highest level from the STB and then adjust your television volume to the appropriate listening level.
- **Preferred Audio Language** options include: **English, Español** or **Français**
  Note: The **Audio Language** is the primary audio stream used when multiple streams are contained within a program. (This is not the screen language.)
- **Described Video** options include: **Enabled** or **Disabled**
  Notes:
- **Described Video** provides visually impaired viewers with audio descriptions of key elements in a program, such as what is happening on the screen during pauses in the dialog.
- When this option is enabled, you can use the **Action** toolbar to select a Described Video Service (DVS) for any digital program you are watching. If you are watching an analog program, you can use the **Action** toolbar to select a secondary audio program (SAP) if the program provides a second audio source. For more information, see **Use the Info Banner to Control Live Television and DVR Recordings** later in this guide.

5. Press ▼ or ▲ to navigate to the **Save** or **Cancel** options.
Press ◀ or ▶ and then press **SELECT** to save or cancel your changes.

Set Favorite Channels

1. Press **MENU**.

2. Press ◀ or ▶ to navigate to **Settings**.

3. Press ▼ or ▲ to navigate to **Channel Setup** and press **SELECT**.

4. Press ◀ or ▶ to navigate to **Set Favorites**.

5. Press ▼ or ▲ to select a channel you want to add to the **Favorites** list and press **SELECT**. A check mark appears next to the selected channel. (Press **SELECT** again to deselect the channel.)

Tips:

- You can also set your **Favorite** channels via the main **Menu** screen. (Press **MENU**, select the **TV** option, and then navigate to the **Favorites** option.)
- To add all channels to your **Favorites** list, choose **Select All** and press **SELECT**. The options **Clear All**, **Select All** and **Select All Subscribed** may not be available. Those options are determined by the version of Videoscape Voyager Vantage client software installed on the STB.

Remove Channels from the Channel List

1. From the **Channel Setup** menu, press ◀ or ▶ to navigate to **Hide Channels.**

2. Press ▼ or ▲ to select a channel you want to remove from the channel list and press **SELECT**. An "X" appears next to the selected channel. (Press **SELECT** again to deselect the channel.)
   Tip: To ensure that all channels are displayed in the channel list, select **Clear All**. The options **Clear All**, **Select All** and **Select All Subscribed** may not be available. Those options are determined by the version of Videoscape Voyager Vantage client software installed on the STB.

Set Closed Captioning

1. Press **MENU**.
2. Press ◀ or ▶ to navigate to **Settings**.
3. Press ▼ or ▲ to navigate to **Closed Captions** and press **SELECT**.
4. Press ▼ or ▲ to navigate through the closed-caption options:
  • **Standard CC** (see box below for a description of these options)
  • **Digital CC** (see box below for a description of these options)
  • **Background Style**
  • **Background Color**
  • **Character Color**
  • **Character Size**
  • **Style**
  Note: All options are discussed in detail later in this section.

Turn Closed Captioning On and Off

1. While watching live television or a recording, press **INFO** to display
   the **Live Television Action** toolbar or **Recorded Program Action**
   toolbar over the live television show or recording.
2. Press ▶ until the **Closed Caption** icon is highlighted and press
   ENTER to switch from **Off** to **On** or from **On** to **Off** .
3. Press **INFO** again to close the toolbar and banner.

Change the Closed Captioning Look

Depending on the program or caption provider, you may or may not
be able to change how the closed captioning looks on the television
screen.
1. From the **Closed Captions** menu, press ▼ or ▲ to navigate to **Style**.
2. Press ◀ or ▶ to navigate through the **Style** settings options:
  • **Set By Viewer** — style is set by you; use the procedures in the
    remainder of this section to change the caption styles
  • **Set By Program** — style is set by the caption provider for each
    program, and you cannot change the settings

Who Provides Closed-Captioning Service
Several companies (sources) provide closed-captioning service to
television networks and production companies for analog and digital
programming.

Closed-Captioning Sources — Standard Service
• Std CC1 is the primary caption service for non-digital programming.
• Std CC2 through Std CC4 are text services that may contain different
  information, including alternative languages.
• T1 through T4 are text services that may also provide additional
  information from the closed-caption provider.

Closed-Captioning Sources — Digital Service
• Digital 1 is the primary caption source.
• Digital 2 is the suggested choice for alternative languages.
• Digital 3 through Digital 6 are undefined at this time.

▚ HARGRAY

Change the Background Style and Color of Closed Captioning

1. From the **Closed Captions** menu, press ▼ or ▲ to navigate to **Background Style**.
2. Press ◀ or ▶ to navigate through the **Background Style** choices:
   • **Default** — the background is determined by the caption provider
   • **Solid** — hides the video behind the captions
   • **Clear** — allows video to be seen behind the captions
   • **Slight** — shows both the background and the video behind it
   • **Flashing** — a solid background turning on and off at a rate determined by the caption provider
3. Press ▼ or ▲ to navigate to **Background Color**.
4. Press ◀ or ▶ to navigate through the **Background Color** choices (several color choices are available).

Change the Character Color and Size of Closed Captioning

1. From the **Closed Captions** menu, press ▼ or ▲ to navigate to **Character Color.**
2. Press ◀ or ▶ to navigate through the **Character Color** choices (several color choices are available).
3. Press ▼ or ▲ to navigate to **Character Size**.
4. Press ◀ or ▶ to navigate through the **Character Size** choices (choose from **Small, Standard** or **Large**).

Save Closed Captioning Changes

When you finish making all closed-captioning changes, from the **Closed Captions** menu, press ▼ or ▲ to navigate to the **Save** or **Cancel** options. Press **SELECT** to save or cancel your changes.

Set Recording Options

The **DVR Settings** options allow you to configure default recording parameters for a single program and a series of programs.
• **Default Series Settings** options include: **Episodes, Time, Day, Save Until, Lock Start** and **Stop**
• **Default Recording Settings** options include: **Save Until, Lock, Start** and **Stop**

Important: The DVR is not intended to be a long-term storage device. When saving recordings, consider the impact of the save time on your storage space.
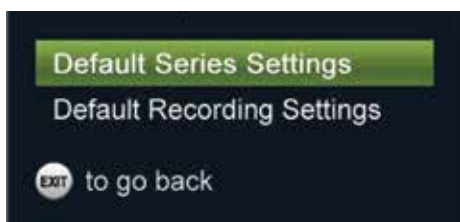
Set Default Series Settings

1. Press **MENU**.

2. Press ◀ or ▶ to navigate to **Settings** and press **SELECT**.

3. Press ▼ to navigate to **DVR Settings** and press **SELECT**.

4. Press ▼ to navigate to **Default Series Settings** and press **SELECT**.

5. Press ▼ or ▲ to navigate through the following options and press **SELECT** to set each option:

- **Episode** options include: **New Episodes Only** and **All Episodes**
- **Time** options include: **This Timeslot Only** and **Any Timeslot**
- **Day** options include: **This Day of the Week Only** and **Any Day of the Week**
- **Save Until** options include: **I Erase, 3 Days Later, 1 Week (7 days) Later, 2 Weeks (14 days) Later** and **Space is Needed**
- **Lock** options include: **Unlocked** and **Locked**
- **Start** options include: **On Time, 5 Minutes Before, 15 Minutes Before, 30 Minutes Before, 1 Hour Before** and **3 Hours Before**
- **Stop** options include: **On Time, 5 Minutes After, 15 Minutes After, 30 Minutes After, 1 Hour After** and **3 Hours After**

6. Press ▼ to navigate to **Save** and press **SELECT**.

7. Press **EXIT** to close the **DVR Settings** window.

Set Default Recording Settings

1. Press **MENU**.

2. Press ◀ or ▶ to navigate to **Settings** and press **SELECT**.

3. Press ▼ to navigate to **DVR Settings** and press **SELECT**.

4. Press ▼ to navigate to **Default Recording Settings** and press **SELECT**.

5. Press ▼ or ▲ to navigate through the following options and press **SELECT** to set each option:

- **Save Until** options include: **I Erase, 3 Days Later, 1 Week (7 days) Later, 2 Weeks (14 days) Later** and **Space is Needed**
- **Lock** options include: **Unlocked** and **Locked**
- **Start** options include: **On Time, 5 Minutes Before, 15 Minutes Before, 30 Minutes Before, 1 Hour Before** and **3 Hours Before**
- **Stop** options include: **On Time, 5 Minutes After, 15 Minutes After, 30 Minutes After, 1 Hour After** and **3 Hours After**

6. Press ▼ to navigate to **Save** and press **SELECT**.

7. Press **EXIT** to close the **DVR Settings** window.

Set Parental Controls

Control access to the programs and movies your children watch on television.

Setting the PIN the First Time

1. Press **MENU**.
2. Press ◀ or ▶ to navigate to **Settings**.
3. Press ▼ or ▲ to navigate to **Parental Control** and press **SELECT**.
4. Enter your PIN to proceed. (The default PIN is 0000.)
5. Press ◀ or ▶ to navigate to **Parental PIN**.
6. Press ▼ or ▲ to navigate through the following options:
   • **Enabled**
   • **Disabled**
   • **Change**
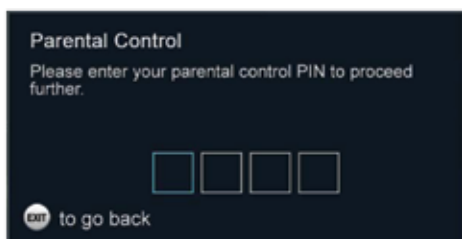
7. Highlight **Change** and press **SELECT**.
8. To change your PIN, enter the 4-digit code of your choice and press **SELECT**. (You will be asked to enter this new 4-digit code again to confirm your new code choice.)
   Tip: Remember your PIN. Use the PIN to lock and unlock television programs and channels for viewing. To have your PIN reset, contact your service provider.

Select Other Parental Control Protection Options

1. Press **MENU**.
2. Press ◀ or ▶ to navigate to **Settings**.
3. Press ▼ or ▲ to navigate to **Parental Control** and press **SELECT**.
4. Enter your PIN to proceed.
5. Press ◀ or ▶ to navigate through the following protection options:
   • **Block Channels** (move through your entire channel line-up and select channels to block)
   • **Block Ratings** (Ratings at or above the selected rating will be blocked. Options are determined by your service provider and may include: **NR, TV-Y, TV-Y7, G/TV-G, PG/TV-PG, PG-13, TV-14, TV-MA, R, NC-17, NR-Adult** and **No Rating Blocked**)
   • **Block Content** (options are determined by your service provider and include blocking by content advisory settings such as **Violence, Adult Language, Adult Content** and **Nudity**)
   • **Hide Blocked Titles** options include: **Yes** and **No**
   • **Block Unrated Programs** options include: **Yes** and **No**
   • **Purchase PIN** (enter the Purchase PIN and **Enable**, **Disable** or **Change** this PIN)
   Note: Purchase PIN is used to authorize On-Demand, PPV and other billing-related purchases.

HARGRAY

Set Caller ID Preferences (Optional)

The Caller ID feature displays the incoming Caller ID on-screen as shown in the following example.

You can adjust the length of time that the Caller ID is shown on-screen or turn Caller ID off.

Note: Caller ID is an optional feature that may or may not be supported by your service provider.

1. Press **MENU**.

2. Press ◀ or ▶ to navigate to **Settings**.

3. Press ▼ or ▲ to navigate to **Phone Caller ID** and press **SELECT**.

4. Press ▼ or ▲ to navigate to **Notifications Display**.

5. Press ◀ or ▶ to navigate through the **Notifications Display** choices:
   • **Show** (default setting; will always show incoming Caller ID display on-screen)
   • **Don't Show** (disables the Caller ID notification on-screen display)
   • **Don't Show Until Tomorrow** (disables the Caller ID notification on-screen display until the next calendar day)

6. Press ▼ or ▲ to navigate to **Notifications Timeout**.

7. Press ◀ or ▶ to navigate through the timeout length values:
   • **5 seconds** (default setting; display notification will disappear after 5 seconds)
   • **10 seconds**
   • **20 seconds**
   • **30 seconds**

8. Press ▼ or ▲ to navigate to the **Save** or **Cancel** options, and then press **SELECT** to save or cancel your changes.

Select a Future Program in the Guide
1. Press ◀ ▼ ▲ ▶ to navigate through the program listings.
2. Highlight the future program you are interested in and press **SELECT**.
    A list of future program options is displayed over the guide.
3. Press ▼ or ▲ to navigate through the following program options:
   • **Record This Program** (selecting this option sets your DVR to
     record this program)
   • **Record Series** (sets your DVR to automatically record all episodes
     of this program according to the settings you define)
   • **Set a Reminder** (displays an on-screen banner prior to the start
     of the future program to remind you to watch the program; when
     selected, a "clock" icon appears next to the future program in the
     guide)
   • **Watch This Channel Now** (tunes to the selected channel
     immediately)
   • **Set This Channel as a Favorite** (adds this channel to your
     Favorites list)
   • **Lock This Channel** (adds this channel to your list of channels
     blocked by parental controls)

Search Guide Using the Calendar
1. Press **GUIDE** to display the program guide.
2. Press the **BLUE** key. A calendar screen is displayed over the guide.
3. Press ◀ ▼ ▲ ▶ to navigate through the days in the calendar.
4. Select a day and press **SELECT**.
5. The guide will jump to your selected day.
6. Press the **RED** key to return to the current time and channel.
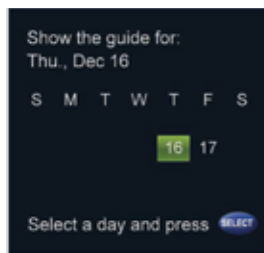
Control Live Television and Recordings

Pause and Rewind Live Television
On DVR platforms, the program you are watching is being saved (buffered) in the background using a 2-hour time-shift buffer. Use the recording-related keys on the remote control to watch television the way you want to watch it. Pause the live program if you need to step away for a few minutes, then press **PLAY** to resume or **REW** to review a scene when you return.

The DVR continues temporary recordings in the time-shift buffer until:
• You reach 2 hours
• You tune to another channel
• You turn off the DVR

Tip: Press **STOP** on the remote control to stop the playback of a DVR recording or an On-Demand program.

Skip Backward in DVR Recordings
Press the ⤸ key on the remote control to jump 10 seconds back.

Note: This value is determined by your service provider and may vary.

Use the Info Banner to Control Live Television and DVR Recordings
The **Info** banner provides a quick and easy way to access additional program information and options while watching live television recordings.

1. While watching live television or a recording, when you tune to a new program, press any directional arrow key or **LIVE TV** to display information about the program. The information is displayed as a banner over the program/recording along with the title of the "Up Next" program.

2. Press **INFO** to display the detailed program information banner and the action toolbar for the live television show or recording.

• **Live Television Action** toolbar (displayed over live television program being viewed):

						Record

Mon 15:28

Doctor Who   5 uktv gold
15:00 - 16:00 (31 minutes left)   NEW
Episode: 1, Season

Downing Street announces mankind's first interplanetary war, but the real danger is much closer to home. (Science Fiction)
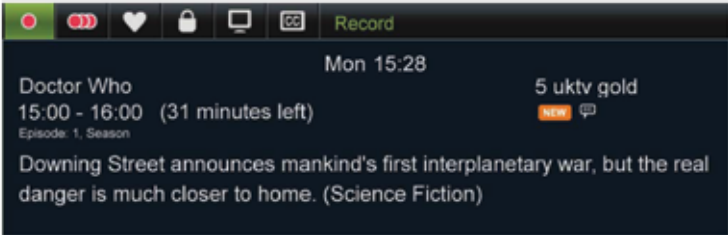
• **Recorded Program Action** toolbar (displayed over recording being viewed):

Mon 15:28

Doctor Who   5 uktv gold
15:00 - 16:00 (31 minutes left)   NEW
Episode: 1, Season

Downing Street announces mankind's first interplanetary war, but the real danger is much closer to home. (Science Fiction)
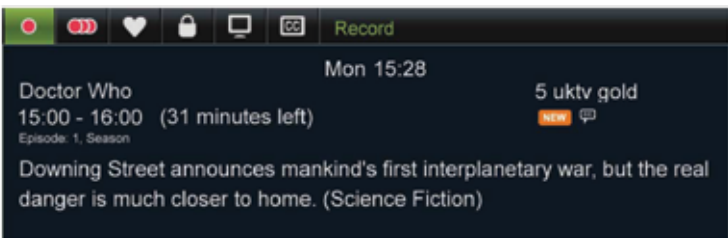
3. Press ◀ or ▶ to navigate through the action toolbar options and press **SELECT** to select a live television or recorded program option. See the box below for a full list of action toolbar icons and their functions.

Action Toolbar Icons

Remove channel from blocked list

Add channel to blocked list

CC Turn closed captions on or off

Delete a recorded program

Set as Favorite or unset as Favorite

Jump to live TV

Video output (toggle among Normal, Stretch, Zoom 25% and Zoom 50%)

Play a recording or an OD program

BUY Purchase this event (for an upcoming PPV event)

Cancel purchase (for a prepurchased event)

Recording options (for a DVR recording)

Record a program

Record a series

Set a reminder for this program

Restart a recording or an OD program

SAP Turn SAP on or off

Turn on secondary audio

View other show times

Stop a recording or an OD program

Play, Pause, Fast-Forward or Rewind Programs

The status bar appears whenever you press **PLAY**, **PAUSE**, **FF**, ⟲ or **REW** while watching a live television program or a recording.

Live Television Status Bar

The DVR can save up to 2 hours of a live program. This 2-hour period is represented by the status bar. For example, the status-bar illustration below shows that viewing of this program began at 3:33pm and that the DVR will hold (buffer) the program for 2 hours, until 5:33pm. At 5:33pm, when the 2 hours expires, the DVR will continually lose the oldest portion of the program. Or, when the channel is changed, the status bar will be reset.

Dark-red segment (left of white line) indicates the portion of the program that is being temporarily saved (buffered). Bright-red segment (right of white line) indicates the portion of the program that has been buffered. Uncolored segment indicates the portion of the program that has not been broadcast yet.

Time the program was tuned.   2 hours from the time the program was tuned.
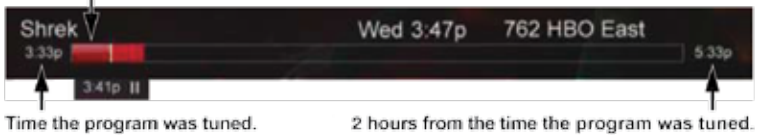
Recordings Status Bar

When viewing a recording, the status bar represents the length of the recording. The green progress bar lets you know that you are controlling a recording and not live television. (The **Live Television** status bar uses a red progress bar.)

Dark green segment represents the portion of the recording that has been viewed. Light green segment represents the portion of the recording that has not been viewed.

On the Edge	Wed 3:48p	103 Speed SD
00:00		00:30

00:02 ▐▐

Represents the beginning of the recording.   Represents the length of the recording.

T14748
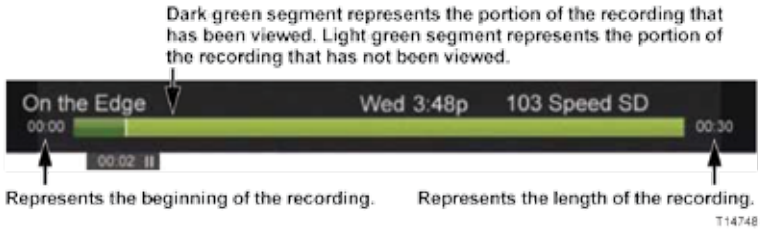
Action Tab

The **Action** tab appears on the status bar whenever you press **PAUSE**, **FF** or **REW** while watching a live program or recording.

Shrek	Wed 3:47p	762 HBO East
3:33p		5:33p

3:41p ▐▐

The Action tab shows the action that the DVR has most recently performed and the time the action was performed. In this example, a live program was paused (‖) at 3:41pm.

T15255
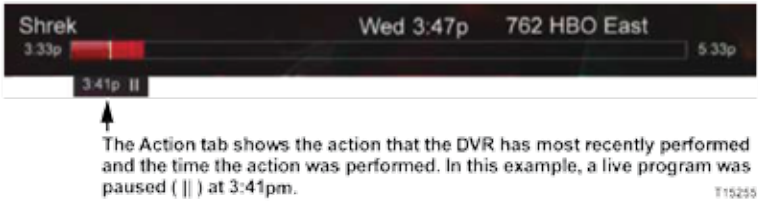
Play, Pause, Fast-Forward or Rewind

The **Action** tab icons provide immediate on-screen feedback to help you control a live program or recording.

Action	Remote Key Press	Action Tab Shows
Play	▶	00:27 ▶
Pause	▮▮	3:45p ▮▮
Fast-forward	▶▶	3:45p ▶▶
speed up by 8x	▶▶ (press twice)	3:45p ▶▶▶
speed up by 16x	▶▶ (press 3 times)	3:45p ▶▶▶▶
speed up by 64x	▶▶ (press 4 times)	3:45p ▶▶▶▶▶
Rewind	◀◀	3:45p ◀◀
rewind by 8x	◀◀ (press twice)	3:45p ◀◀◀
rewind by 16x	◀◀ (press 3 times)	3:45p ◀◀◀◀
rewind by 64x	◀◀ (press 4 times)	3:45p ◀◀◀◀◀
Jump back 10 seconds	↺	3:45p ▱▰▮▰▱

(current time marker moves left)

| Stop | ◼ | **On-screen Message Shows** |

Recording 'On the Edge'

Resume Play

Play From Start

EXIT to go back
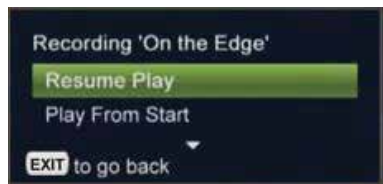
Note: This example shows the on-screen message options for a recording. Different options are given for a VOD program.

Record Programs

Instant Recording

To record the live program that you are currently watching, press
RECORD on the remote control. Press **RECORD** again to stop the
recording.

Tip: You do not have to press **STOP** to stop recording the program
when it ends. The recording will automatically stop based on the
program run time.

Schedule Recordings

Programs you want to record can be scheduled in advance from the
program guide.

Quickly Record a Program or Program Series

When you use this method to record a program or a program series,
the DVR STB uses the settings that you selected in **Set Recording
Options** earlier in this guide.

To specify parameters for the recording, see **Record a Single Program**
or **Record a Series of Programs** later in this guide.
1. Press **GUIDE**.
2. Press ◀ ▼ ▲ ▶ to navigate through the program listings.
3. Highlight the future program you want to record.
4. Press the **RECORD** key:
  • ONCE to record the selected program with the default recording
    options
  • TWICE to record the program series with the default series
    recording options
  • 3 times to cancel the recording
5. A red **Record** icon (●) appears in the program guide next to the
    program to be recorded.

Record a Single Program

Use this method to record a program and specify the recording parameters. To record the program using default recording parameters, see **Quickly Record a Program or Program Series** earlier in this guide.

1. Press **GUIDE**.

2. Press ◀ ▼ ▲ ▶ to navigate through the program guide.

3. Highlight the program that you want to record and press **SELECT**.

4. Press ▼ or ▲ to navigate to **Record This Program** and press **SELECT**.

5. Press ▼ or ▲ to navigate through the following options, and press **SELECT** to set each option:
- **Save Until** options include: **I Erase, 3 Days Later, 1 Week (7 days) Later, 2 Weeks (14 days) Later** and **Space is Needed**
- **Lock** options include: **Unlocked** and **Locked**
- **Start** options include: **On Time, 5 Minutes Before, 15 Minutes Before, 30 Minutes Before, 1 Hour Before** and **3 Hours Before**
- **Stop** options include: **On Time, 5 Minutes After, 15 Minutes After, 30 Minutes After, 1 Hour After** and **3 Hours After**

6. Press ▼ to navigate to **Save** and press **SELECT**. In the program guide, the **Record** icon (●) appears next to this program.

Record a Series of Programs

Use this method to record a program series and specify recording parameters. To record a program series using default recording parameters, see **Quickly Record a Program or Program Series** earlier in this guide.

1. Press **GUIDE**.

2. Press ◀ ▼ ▲ ▶ to navigate through the program listings.

3. Highlight the future program series you want to record and press **SELECT**.

4. Press ▼ to navigate to **Record Series** and press **SELECT**.

5. Press ▼ or ▲ to navigate through the following options, and press **SELECT** to set each option:
- **Episode** options include: **New Episodes Only** and **All Episodes**
- **Time** options include: **This Tmeslot Only** and **Any Timeslot**
- **Day** options include: **This Day of the Week Only** and **Any Day of the Week**
- **Save Until** options include: **I Erase, 3 Days Later, 1 Week (7 days) Later, 2 Weeks (14 days) Later** and **Space is Needed**
- **Lock** options include: **Unlocked** and **Locked**
- **Start** options include: **On Time, 5 Minutes Before, 15 Minutes Before, 30 Minutes Before, 1 Hour Before** and **3 Hours Before**
- **Stop** options include: **On Time, 5 Minutes After, 15 Minutes After, 30 Minutes After, 1 Hour After** and **3 Hours After**

6. Press ▼ to navigate to **Save** and press **SELECT**. In the program guide, the **Series Record** icon (●))) appears next to this episode.

You can also set up a series of recordings from the **Scheduled Recordings Menu** option.

1. Press **MENU**, select **Recorded Television > Scheduled Recordings** and press **SELECT**.
2. Highlight a recording from any of the **My Recordings** menu options (**By Date, By Title, By Channel**) and press **SELECT.**
3. Press ▼ or ▲ to navigate to **Record Series** (or **Modify Series**, if already part of a series) and press **SELECT**. The **Series Options** menu appears.
4. Press ▼ or ▲ to navigate through the following options and press **SELECT** to set each option:
   • **Episode** options include: **New Episodes Only** and **All Episodes**
   • **Time** options include: **This Tmeslot Only** and **Any Timeslot**
   • **Day** options include: **This Day of the Week Only** and **Any Day of the Week**
   • **Save Until** options include: **I Erase, 3 Days Later, 1 Week (7 days) Later, 2 Weeks (14 days) Later** and **Space is Needed**
   • **Lock** options include: **Unlocked** and **Locked**
   • **Start** options include: **On Time, 5 Minutes Before, 15 Minutes Before, 30 Minutes Before, 1 Hour Before** and **3 Hours Before**
   • **Stop** options include: **On Time, 5 Minutes After, 15 Minutes After, 30 Minutes After, 1 Hour After** and **3 Hours After**
5. Press ▼ or ▲ to navigate to the **Save** or **Cancel** options, and then press **SELECT** to save or cancel your changes.

Manually Record a Program

You can manually record a timeslot on a particular channel.

1. Press **MENU** and select **Recorded Television**.
2. Press ▼ or ▲ to navigate to **Add a Recording** and press **SELECT**.
3. Press ▼ to navigate to **Set Recording Manually** and press **SELECT**.
4. Press ▼ or ▲ to navigate through the following manual recording options and press ◀ or ▶ to set each option:
  • **Channel** (options include scrolling through a list of channels or entering a channel number with the number keys)
  • **Date** (options include the current day or any day in the future)
  • **Start Time** (options include 15-second increments)
  • **End Time** (options include 15-second increments)
  • **Save Until** options include: **I Erase, 3 Days Later, 1 Week (7 days) Later, 2 Weeks (14 days) Later** and **Space is Needed**
  • **Lock** options include: **Unlocked** and **Locked**
5. Press ▼ to navigate to **Save** and then press **SELECT**.

DVR Folders

When you record programs with the same title, the DVR automatically groups like-titled programs to a folder. You can configure save, protection and deletion options from the folder level. Configuring these options from the folder level saves time because you do not have to go program by program and change configuration settings.

1. Press **MENU** and select **Recorded Television** (or press **LIST** on the remote control).
2. Select **My Recordings** and press **SELECT**.
3. Press ◀ or ▶ to navigate to **By Title**. Use ▼ or ▲ to navigate to the folder you want to modify.
4. With the folder selected, press the **BLUE** key to view the following folder options:
   • **Play All** (play all recordings in this folder)
   • **Save All Until I Delete** (saves all recordings in this folder until you delete them)
   • **Save All Until Space Needed** (these recordings will be deleted when the DVR hard disk drive needs more space for other recordings)
   • **Lock All** (locks all recordings in this folder to prevent them from being viewed, modified or deleted without a parental-control PIN)
   • **Unlock All** (unlocks all recordings in this folder; you are required to enter a PIN)
   • **Delete a Folder** (deletes all recordings in this folder at once)

   Note: The **Save All Until I Delete** option causes the storage space on your DVR to fill up more quickly than the **Save All Until Space Needed** option.
5. Press ▼ or ▲ to navigate to the folder option you want and press **SELECT**.
6. Follow the on-screen menu instructions for the selected folder option.
7. Press **EXIT** to exit the folder options menu at any time.

Tip: To navigate into a folder, choose a folder and press **SELECT**.

Modify Your Scheduled Recordings

From the **Scheduled Recordings** list, you can manage the save time of your upcoming recordings. You can also set your DVR to record all episodes of a scheduled recording and manage series and series priorities.

1. Press **MENU** and select **Recorded Television**.
2. Press ▼ or ▲ to navigate to **Scheduled Recordings** and press **SELECT**. The **Scheduled Recordings** menu displays all upcoming recordings by **Date, Title, Channel** or **Series**.
3. Press ◀ or ▶ to navigate through the following scheduled recordings sort orders:
   • **By Date** (display scheduled recordings by date scheduled to record)
   • **By Title** (display scheduled recordings by title of program)
   • **By Channel** (display scheduled recordings by channel)
   • **By Series** (display scheduled recordings by series)
4. With your sort order option from Step 3 selected, press ▼ or ▲ to navigate to the recording or series you want to modify and press **SELECT**.
5. Press ▼ or ▲ to navigate to **Modify this Recording** or **Modify Series** and press **SELECT**.
6. Follow the on-screen instructions for the selected **Modify** option.
   Important: The DVR is not intended to be a long-term storage device. When saving recordings, consider the impact of the save time on your storage space.
7. Press **EXIT** to exit the **Modify** menu at any time.

DVR Icons

Cancel a Scheduled Recording

1. Press **MENU** and select **Recorded Television**.

2. Press ▼ or ▲ to navigate to **Scheduled Recordings** and press **SELECT**.

3. Press ◀ or ▶ to navigate through the following sort order options:
   • **By Date** (display scheduled recordings by date scheduled to record)
   • **By Title** (display scheduled recordings by title of program)
   • **By Channel** (display scheduled recordings by channel)
   • **By Series** (display scheduled recordings by series)

4. With your sort order option from Step 3 selected, press ▼ or ▲ to navigate to the recording you want to cancel and press **SELECT**.

5. Press ▼ or ▲ to navigate to **Cancel this Recording** or **Cancel Series** (if recording is part of a series) and press **SELECT**.

Watch a Recording

1. Press **MENU** and select **Recorded Television**.

2. Press ▼ or ▲ to navigate to **My Recordings** and press **SELECT**.

3. Press ◀ or ▶ to navigate through the following **My Recordings** sort orders:
   • **By Date** (display recorded programs by date recorded)
   • **By Title** (display recorded programs by title of program)
   • **By Channel** (display recorded programs by channel)

4. Based on the sort order you selected in Step 3, press ▼ or ▲ to navigate to the recording you want to watch and press **SELECT**.

5. Press ▼ or ▲ to navigate to **Play from Start** and press **SELECT**.
   Tips:
   • Press **PLAY** on the remote control to immediately begin playback of a recording.
   • If you want to resume playback from where you left off, select **Resume Playing** and press **SELECT**.
   • If you want to play back a recording from the starting point of the recording, select **Play from Start** and press **SELECT**.

Protect a Recording from Automatic Erasure

The **Save Until** feature protects a recording from being automatically erased whenever additional space is needed to record a new program. Recordings tagged with **Save Until I Erase** remain on the DVR hard drive until you decide to erase them.

1. Press **MENU** and select **Recorded Television**.

2. Press ▼ or ▲ to navigate to **My Recordings** and press **SELECT**.

3. Press ◀ or ▶ to navigate through the following **My Recordings** sort orders:
   • **By Date** (display recorded programs by date recorded)
   • **By Title** (display recorded programs by title of program)
   • **By Channel** (display recorded programs by channel)

4. Based on the sort order you selected in Step 3, press ▼ or ▲ to navigate to the recording you want to set protection options for and press **SELECT**.

5. Press ▼ or ▲ to navigate to **Save Until I Delete** and press **SELECT**. A check mark is displayed next to the recording to indicate that it is protected.

HARGRAY

Check Available Recording Space

1. Press **MENU** and select **Recorded Television**.

2. Press ▼ or ▲ to navigate to **My Recordings** or **Scheduled Recordings** and press **SELECT**.

3. A **Percentage Used** storage bar is displayed on-screen (location will depend on the selected theme/screen layout). This bar shows the percentage of recording space currently used.
Note: If the bar indicates that more than 90% of the space is full, consider changing some of your save options or deleting older recordings.

Change Save Time of a Recording

Important: The DVR is intended to be a short-term storage device. Use the following guidelines to make the most efficient use of your DVR storage space.

1. Press **MENU** and select **Recorded Television**.

2. Press ▼ or ▲ to navigate to **My Recordings** and press **SELECT**.

3. Press ◀ or ▶ to navigate through the following **My Recordings** sort orders:
  • **By Date** (display recorded programs by date recorded)
  • **By Title** (display recorded programs by title of program)
  • **By Channel** (display recorded programs by channel)

4. Based on the sort order you selected in Step 3, press ▼ or ▲ to navigate to the recording you want to change the save time for and press **SELECT**.

5. Press ▼ or ▲ to navigate to one of the **Save Until** options and press **SELECT**.
  • **Save Until I Delete** (keeps recording until you delete it)
    Note: This option causes the storage space on your DVR to fill up more quickly than the other save options.
  • **Save Until Space is Needed** (automatically erases recording whenever additional space is needed to record a new program)

Erase a Recording

1. Press **MENU** and select **Recorded Television**.

2. Press ▼ or ▲ to navigate to **My Recordings** and press **SELECT**.

3. Press ◀ or ▶ to navigate through the following **My Recordings** sort orders:
  • **By Date** (display recorded programs by date recorded)
  • **By Title** (display recorded programs by title of program)
  • **By Channel** (display recorded programs by channel)

4. Based on the sort order you selected in Step 3, press ▼ or ▲ to navigate to the recording you want to delete and press **SELECT**.

5. Press ▼ or ▲ to navigate to **Delete** and press **SELECT**.

6. Press ◀ or ▶ to select **Yes** or **No** and press **SELECT**.
Tip: The **RED** key on the remote can also be used to delete a recording.

Reprioritize a Series of Scheduled Recordings

You can reorder the series of scheduled recordings for this STB.
Series that are higher in the priority list have a greater chance of being recorded without interruption.

1. Press **MENU** and select **Recorded Television**.
2. Press ▼ or ▲ to navigate to the **Scheduled Recordings** and press **SELECT**.
3. Press ▶ to navigate to **By Series**.
4. Press the **BLUE** key. A number appears to the left of each series to indicate priority, and the sorter tool (🔷) highlights the first series in the list.

5. Reprioritize the series:
   • Press ▼ or ▲ to navigate through the list and highlight the series that you want to reprioritize.
   • Move the highlighted series up or down the priority list by pressing the ▼ or ▲ on the 🎛 key or pressing **+** or **-** on the ⊕PAGE⊕ key.
6. When you are finished reprioritizing the series, press the **MENU**, **BACK**, **EXIT** or **BLUE** key to save your changes.

Multiroom DVR (Optional)

Multiroom DVR (MR-DVR) capability allows you to share recordings with other non-DVR STBs within your home network. Whenever you record a program with the DVR STB, the recording is automatically available to all other STBs in the home network, even non-DVR STBs. With the MR-DVR feature, you can:

• Browse the **My Recordings** list from any STB in the home network to find a recording to playback.
• Use full DVR features, such as fast-forward, rewind, pause or skip, to control the recording.
• Pause or stop a program in one room and resume it in another.

Select a Name for the DVR

Use this feature to select a name for your DVR from a list of names.

1. Press **MENU** and select **Recorded Television**.

2. Press ◀ or ▶ to navigate to **Settings** and press **SELECT**.

3. Press ▼ to navigate to **System** and press **SELECT**.

4. Press ▼ to navigate to **Box Name** and press **SELECT**.

5. Press ▼ or ▲ to navigate through the following names and highlight the name you want to assign to the STB. Press **SELECT** to choose the name:

- **Living Room**
- **Family Room**
- **Kitchen**
- **Den**
- **Basement**
- **Master Bedroom**
- **Bedroom 1**
- **Bedroom 2**
- **Bedroom 3**

6. Press ▼ to navigate to **Save** and then press **SELECT**.

Give the DVR a Unique Name

You can give the DVR any name you like, such as "Charlie" or "Family Room." For homes with 2 or more DVRs, this can make it easy for you to know which DVR recorded a program.

1. Press **MENU**.

2. Press ◀ or ▶ to navigate to **Settings**.

3. Press ▼ to navigate to **System** and press **SELECT**.

4. Press ▼ to navigate to **Box Name** and press **SELECT**.

5. Press ▼ to navigate to **Enter box name with keyboard** and press **SELECT**.

6. Use the remote control arrow keys and/or the remote control keypad to choose letters or numbers and press **SELECT**.

7. When you have entered the name you want to give the DVR STB, press ▼ to select **Save** or **Cancel**, and then press **SELECT** to save or cancel your changes.

8. Press **EXIT** to close the STB name window and return to the menu. Whenever a program is recorded on this DVR, the name you gave the DVR will show in the **Play Recording** window when selecting the program from the **My Recordings** list and the **By DVR** sort order.

Play a Recording on a Non-DVR Set Top Box
1. Press **MENU**.
2. Press ◀ or ▶ to navigate to **Recorded Television** and press **SELECT**.
3. Press ▼ or ▲ to navigate to **My Recordings** and press **SELECT**.
4. Press ◀ or ▶ to navigate through the following **My Recordings** sort orders:
 • **By Date** (display recorded programs by date recorded)
 • **By Title** (display recorded programs by title of program)
 • **By Channel** (display recorded programs by channel)
 • **By DVR** (display recorded programs sorted by the DVR that recorded the program)
5. Based on the sort order you selected in Step 4, press ▼ or ▲ to navigate to the recording you want to watch and press **SELECT**.
6. Press ▼ or ▲ to navigate to **Play** or **Play from Start** and press **SELECT**.
 Note: Depending on the software version, other functions and scheduled features may also take place on non-DVR STBs (MR-DVR clients) as described in the previous DVR section.

Pay-Per-View (Optional)
The Pay-Per-View (PPV) feature provides a convenient way for you to purchase, watch and manage movies, special broadcasts and other PPV events.

Purchase an Upcoming PPV Event
1. Press **GUIDE** to display the program guide.
2. Press ◀ ▼ ▲ ▶ to navigate through the listings and select the event you wish to purchase.
 Note: Unpurchased PPV programs are indicated with a BUY icon in the program description area.
3. When the event is highlighted, press **SELECT** to display the purchase screen.
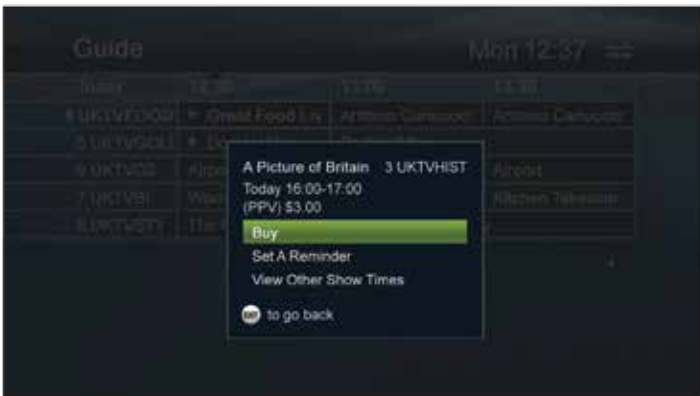
4. Press **SELECT** to choose **Buy** and purchase the event.
   Notes:
   • If you have configured a Purchase PIN for PPV and On-Demand
     purchases, you will be asked to confirm the purchase by entering a
     4-digit PIN.
   • PAID appears in the program guide to indicate the events you
     have purchased. The name you gave the DVR will show in the
     Play Recording window when selecting the program from the **My
     Recordings** list and the **By DVR** sort order.

When tuning to an event you have purchased, the PAID flag is also
shown in the **Information** banner.

Purchase a PPV Event in Progress

After a PPV event has begun, you can purchase the event within the purchase window (as determined by your service provider). After this period, the event can no longer be purchased.

Use the remote control for the following procedure.
1. Press **GUIDE** to display the program guide.
2. Press ◀ ▼ ▲ ▶ to navigate through the listings and select the current event you wish to purchase.
3. When the event is highlighted, press **SELECT** to tune to the unpurchased event and display the purchase screen, similar to the example below. You can also directly tune to the PPV event or use the **Now/Next** banner to tune to the PPV.

4. Press **SELECT** to choose **Buy** and purchase the event.
   Note: If you have configured a Purchase PIN for PPV and On-Demand purchases, you will be asked to confirm the purchase by entering a 4-digit PIN.
5. You are notified that your purchase is being processed. When the purchase is complete, the event is displayed and the **Information** banner appears briefly at the bottom of the event, similar to the following example:
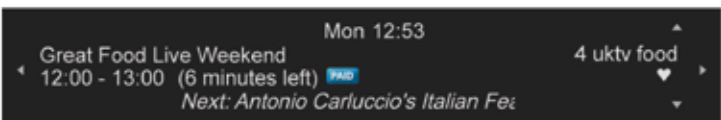
Record a Purchased Event

After an event has been purchased, you have the option to record the event.

Use the remote control for the following procedure.

1. Press **GUIDE** to display the program guide.
2. Press ◀ ▼ ▲ ▶ to navigate through the listings and select the purchased event to record.
3. When the event is highlighted, press **SELECT** to display more information about this event.
4. Press **SELECT** to choose **Record**. The **Event Options** window closes and the ● icon appears next to the program in the guide; the PAID icon appears in the program description area.

Cancel a Purchase

If you have tuned to the event during the event **Cancel** window (as defined by your service provider), you can cancel the event by selecting the **Cancel** option from the **Action** toolbar. However, if the event is beyond the cancel window, the **Action** toolbar option is not available or **Guide** cancel options are not available; follow this procedure to cancel the event:

1. Press **GUIDE** to display the program guide.
2. Press ◀ ▼ ▲ ▶ to navigate through the listings and select the purchased event to cancel.
3. When the event is highlighted, press **SELECT** to display more information about this event. The **Event Options** window opens, similar to the following example.
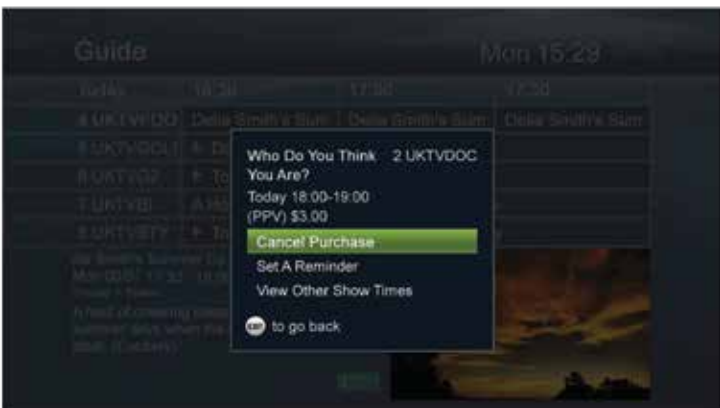
4. Press ▼ or ▲ to navigate to **Cancel Purchase**, and then press **SELECT**. A message window appears, similar to the following example, prompting you to confirm the cancellation.

View PPV Purchase History Information and Upcoming Events

The **Upcoming PPV Purchases** feature allows you to view information about upcoming and currently playing events that you have purchased.

1. Press **MENU**.

2. Press ▼ to move down the menu options and select **PPV Purchases**. The **PPV Purchases** option is highlighted.

3. Press **SELECT**. The **PPV Purchases** window appears, similar to the example below. This window lists purchases in order by event show time.

Note: If you have configured a Purchase PIN for PPV and On-Demand purchases, you will be asked to confirm access to purchase information by entering a 4-digit PIN.

4. To select a purchase in the list, press ▼ or ▲ until the purchase is highlighted, and then press **SELECT**. An informational window opens.

Notes:
  • The **Watch** option is shown only if the event is currently playing.
  • The **Record** option is shown only if the event has not already been set to record.

5. To close the window, press **EXIT** on the remote control.

HARGRAY

View PPV Purchase History Information (Past Events)

The **PPV Purchases** feature allows you to view information about past events that you have purchased.

1. Press **MENU** to display the program guide.

2. Press ▼ to move down the menu options and select **PPV Purchases**. The **PPV Purchases** option is highlighted.

3. Press **SELECT**. The **PPV Purchases** window appears, with **Upcoming** preselected.
    Note: If you have configured a Purchase PIN for PPV and On-Demand purchases, you will be asked to confirm access to purchase information by entering a 4-digit PIN.

4. Press ▶ to select **Past**. The **Past** window appears, similar to the following example. This window lists purchases in order from the most recent to the least recent purchase.
    Note: Program descriptions may not appear for past events.

5. To close the window, press **EXIT** on the remote control.

On-Demand Programs (Optional)

The **On-Demand** (OD) menu gives you a selection of OD programs, such as movies, television series, documentaries and children's programming.

Note: OD options may vary. Contact your service provider for more information.

Access the On-Demand Menu

1. Press the **ON DEMAND** key to display the **On-Demand** menu.
   Note: You can also press **MENU** to access the **On-Demand** menu.
2. Press ▼ or ▲ to navigate through the following **On-Demand** menu options:
   • **Search** (use a keyword search to locate programs)
     Note: The **Search** option is determined by your service provider and may not be available.
   • **My Rentals** (view your current program rentals and any services to which you are subscribed)
   • **Browse On-Demand** (browse through the latest OD titles available for purchase)
3. Press **SELECT**.

Purchase an On-Demand Program

1. Follow the steps in the previous procedure to access the **On-Demand** menu.
2. Use the **Search** or **Browse** options to find the program you want to purchase. (See Step 2 in the previous procedure.)
3. Press **SELECT** to select the program.
4. When you have selected the program, press ▼ or ▲ to choose one of the following options and press **SELECT**:
  • **Purchase** (press this to purchase the selected program)
   Note: You will be asked to confirm that you want to purchase the movie. If you have a Purchase PIN configured for OD purchases, you will enter this 4-digit PIN to confirm your purchase.
  • **Preview** (press this to watch a short clip of the program before you buy it)

   Tips:
  • Use the recording keys on the remote control to pause, stop and rewind the movie once it has started playing.
  • Your Parental Control PIN may be required to watch adult content.

Contact us
1.877.HARGRAY | hargray.com

HARGRAY