



# IPTV

*Quick Start*

# GUIDE

Spring 2021

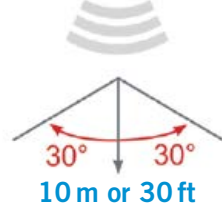
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1. Locate the two AA batteries and remote control in the accessory box.
2. To open the battery cover, press down on the battery cover latch and slide it off.
3. Insert the AA batteries, matching the “+” and “-” marks on the batteries to the “+” and “-” marks on the interior of the remote control.
4. Snap the battery cover back onto the remote control.



CONTROLLING YOUR DEVICES

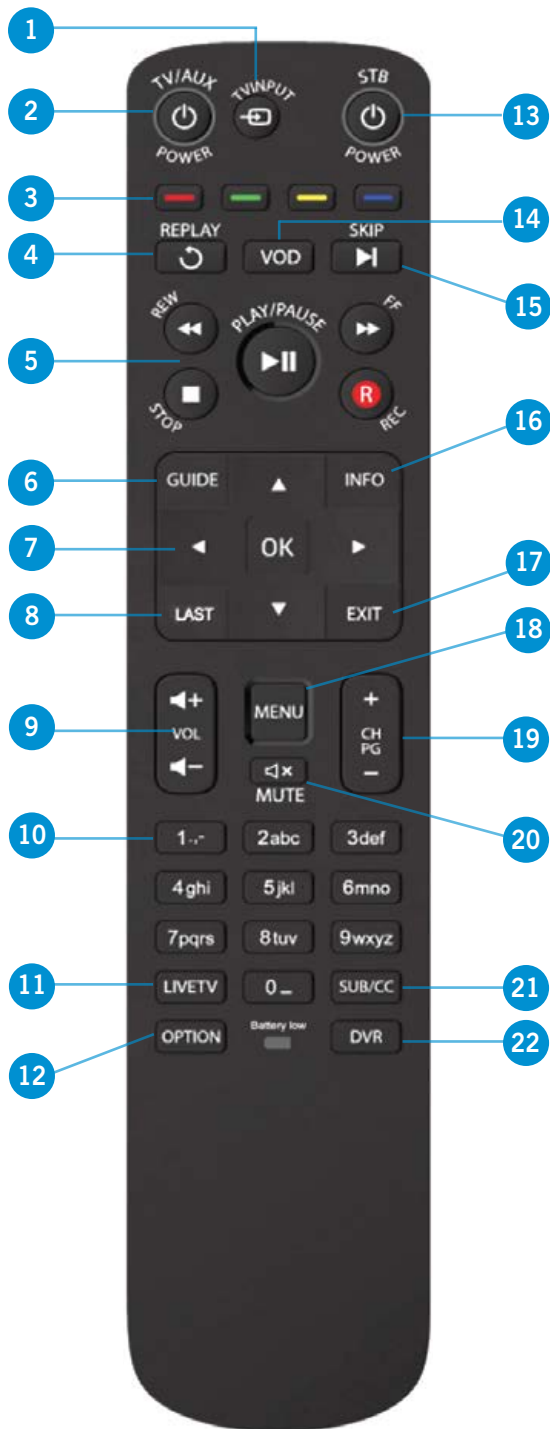
The remote control can be used to control other devices (e.g. TV) as well. It uses InfraRed (IR) light signals to control other devices. IR signals travel only short distances (30 feet or less), and cannot go through walls or other solid objects. You must point the remote directly at these devices, with no objects blocking the line of sight.



Problem	Solution
The LED does not blink when a key is pressed	Replace the batteries with two (2) new AA batteries
LED blinks when key is pressed but TV or STB does not respond	Make sure you are aiming the remote control at your device and that you are within 30 feet of the device you are trying to control
The remote control does not control TV functions	Follow “TV Control Setup: Auto Search” on page 6 to program the remote to control your TV
The LED blinks 5 times with each key press	The batteries need replacement

For instructions on programming the remote to also control your TV, see page 6.

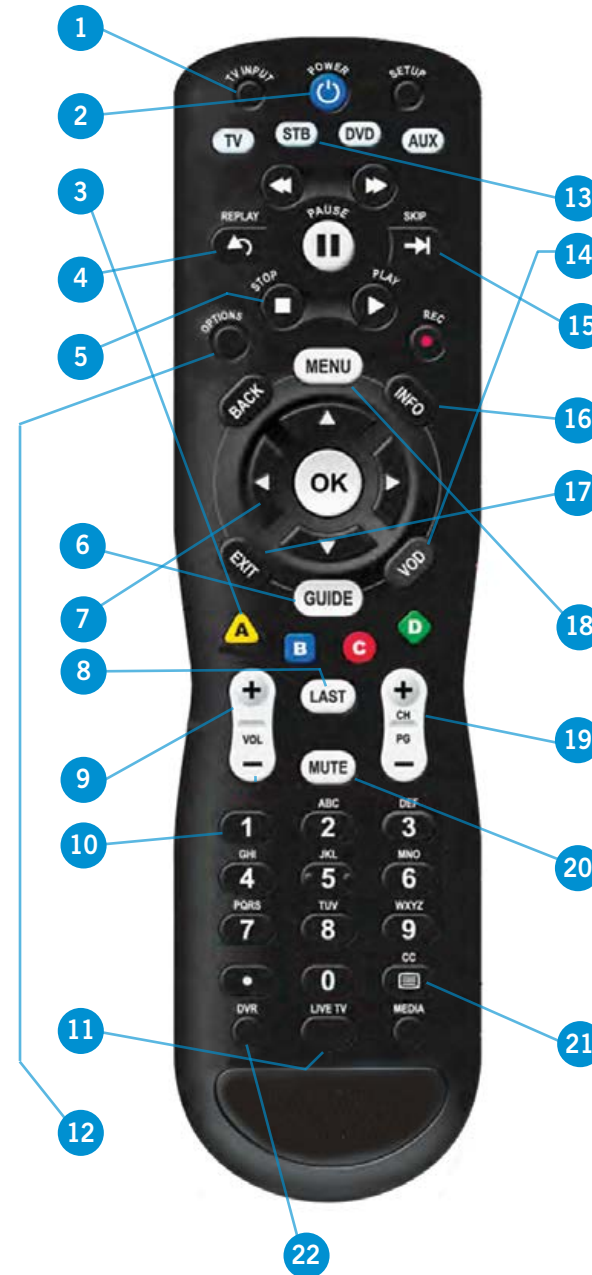
# OVERVIEW OF THE REMOTE CONTROLS



## Buttons | Description

- 1 TV input source select
- 2 TV power/standby
- 3 DVR Menu
- 4 Replay VOD or recorded DVR video
- 5 Buttons move within VOD or recorded DVR video
- 6 Electronic Program Guide
- 7 Navigation and OK
- 8 Last/Back
- 9 Volume up and down
- 10 Channel select and text entry
- 11 Go to Live TV
- 12 Aspect Option (customize screen, pg. 18)
- 13 STB power/standby or STB Mode
- 14 VOD menu
- 15 Forward VOD or recorded DVR video
- 16 Information
- 17 Exit
- 18 STB menu
- 19 Channel / Page up and down
- 20 Mute
- 21 Subtitles/closed captions
- 22 DVR /recordings menu

■ Dark gray indicates DVR service required.



*Note: Some functionality (e.g. DVR) may not be available and functionality may vary with the level of TV service delivered.*

(search all brands)

**Note:** *this process may take several minutes to find your TV code.*

Make sure your TV is turned on. The **STB (Set Top Box)** does not need to be turned on to perform this programming feature.

1. Set the remote to infrared (IR) mode by pressing **MENU** and **1** simultaneously for at least three seconds. The STB POWER LED flashes twice when the remote has switched to IR mode.
2. Press and hold the **1** and **3** buttons simultaneously for at least three seconds until the TV/AUX POWER LED flashes twice and remains on, then release both buttons.
3. Enter the 4-digit code **9 9 9 9**. On each digit entry the STB POWER LED will flash.
4. If the operation is successful the TV/AUX POWER LED will flash once and remain on. If the operation is unsuccessful the remote will give one long flash and exit from the brand search.
5. Press and hold either the **TV/AUX POWER** or **MUTE** button. When the TV turns off or mutes, release the **TV/AUX POWER** or the **MUTE** button.
6. Leave the brand search mode by pressing the **STB POWER** button.

**If Auto Search cannot set up operation of your TV, then the remote is unable to control that TV.**

### To Set Your Volume:

**Menu + 3**    Volume set to run TV Volume  
**Menu + 4**    Volume set to run STB Volume

**Note:** *For additional instructions, including a list of 4-digit codes for different TV brands and how to use them, visit [goldenwest.com/setupremote](http://goldenwest.com/setupremote).*

1. Press **TV POWER** button to turn on your TV. Press **STB POWER** button to turn on your STB. The last channel viewed will appear on the screen.
2. To turn off your TV and STB, press the **TV POWER** and the **STB POWER** buttons.

### Changing the Channel and Volume Control

1. To move up or down one channel, press the + or – on the remote's **CH/PG** button. To change the volume, press the + or – on the remote's **VOL** button.
2. Press and hold the + or – on **CH/PG** or **VOL** button(s) to scroll continuously through the channels or quickly adjust the volume. When changing channels, the channel number and program title will appear at the bottom of the screen.
3. To go directly to a specific channel, enter the channel number using the remote's keypad.
4. To return to the channel you were watching previously, press **LAST / BACK**.

**Note:** *If the new channel doesn't appear, it may be one that you don't receive.*

Before accessing your onscreen menus, it's helpful to know how to choose, select and exit from the menu screens.

- Use the **LEFT/RIGHT** arrows to select items in the horizontal menu that appears at the bottom of any screen.
- Use the **UP/DOWN** arrows to select items in vertical menus that appear when you highlight an item in the top menu bar.
- Press **OK** to activate your selected item.
- Press **BACK** to return to the last menu screen that you viewed.
- Use **EXIT** to dismiss the screen and return to your TV program.

## MENU NAVIGATION TIPS continued:

### Menu Button and Home Screen

To access the **HOME** screen, press the **MENU** button.

- The **HOME** screen displays
  - Recent Searches
  - Live TV Recommendations
  - VOD Recommendations
  - Recordings (DVR service must be purchased for this feature to work.)
  - Settings
  - Last Chance to Watch
  - Favorites
  - Continue Watching









### Getting Info About the Program You are Watching

- Press **INFO**. The INFO screen appears with a short description of the program, including the run time, program season and episode as well as which program is next.
- Select the **GREEN** button for expanded information on the current program and to see similar titles.
- Press **EXIT** to return to Live TV.

- Press **GUIDE** to see your complete program listing. Then use:
  - **UP/DOWN** arrows to scroll channels.
  - **CH/PG** to scroll up or down a page at a time.
  - **LEFT/RIGHT** arrows to scroll times.
  - **REPLAY/SKIP** to jump back/forward 12 hours.
- Highlight a program to view more details (plus live video if it's currently on), then:
  - Press **OK** twice to begin watching the program.
  - Press **INFO** for viewing options and more information, like season/episode and similar titles.
  - Press **RECORD** to record the program (if subscribed to DVR service).
  - Press **EXIT** to simply exit the guide and return to the program you were watching.
- The **GUIDE** has several versions available:
  - Press **GUIDE** once – ALL system channels.
  - Press **GUIDE** twice – SUBSCRIBED channels.
  - Press **GUIDE** three times – will EXIT the **GUIDE** unless **FAVORITE** channels are set.

### Guide Symbols to Know

-  **New Episode** – it is not a rerun.
-  **Program in High Definition.**
-  **Auto Tune Reminder** – a reminder timer is set for this program.
-  **Record** – a DVR recording is set for this program.
-  **Series-Record** – a DVR recording is set for the series of this program.
-  **Favorite Channel** – the channel is included in your list of favorite channels.

## USE THE INTERACTIVE PROGRAM GUIDE continued:

### Playback Controls

To pause/resume the currently playing video TV show, press the **PAUSE/PLAY** key(s) on the remote control.

See pages 14 and 15 for further instructions on pausing/playing a program and on fast-forwarding and returning to the “live” program.

## PARENTAL CONTROLS

Golden West Cable TV Parental Controls allow you to restrict who can view TV programs, on-demand movies, and recordings considered inappropriate for viewing. When parental control is locked, the video will be unplayable and marked as restricted on the screen.

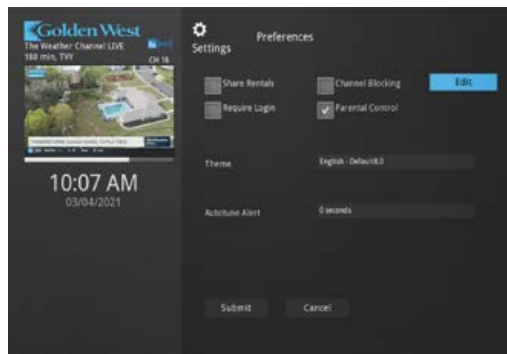
### To Enable Parental Controls:

1. Press the **MENU** button and arrow **DOWN** to Profile.
2. The **PREFERENCES** will indicate if Parental Controls are on or off.

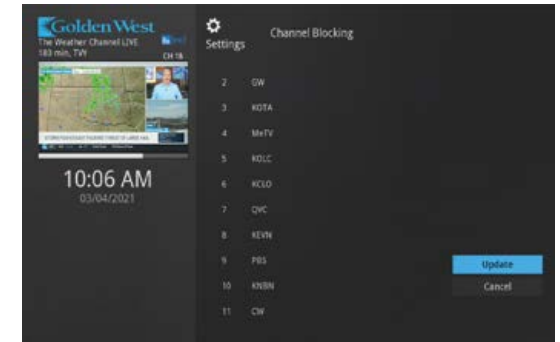


**Note:** A Personal Identification Number (PIN) is needed to make any changes to Parental Controls. The default PIN is 0.

3. Arrow right to select **PREFERENCES** and press **OK**.
4. Check the **PARENTAL CONTROL** box and select **EDIT**.



5. In the **CHANNEL BLOCKING** screen, use the **UP/DOWN** arrows to select the channels you would like to block, click **UPDATE**.



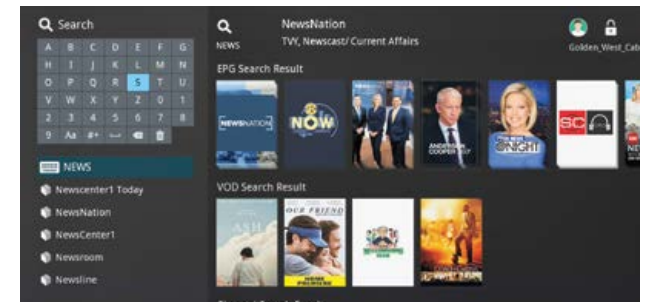
6. Press **SUBMIT**.

**Tip:** Each user profile may be assigned a different combination of TV and movie ratings. This can be set under your main account through the settings menu.

## SEARCHING

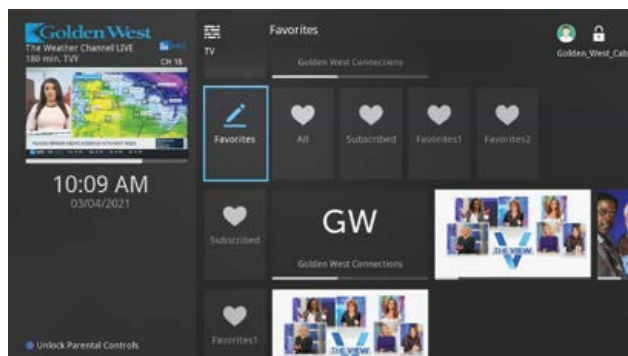
Search for movies, series, and Live TV programs.

1. Press **MENU** and scroll up to **SEARCH**, click **OK**.
2. Use the on-screen keyboard and arrow **RIGHT** to select a program.



## CREATE FAVORITES

1. Press **MENU** and scroll to TV in the left-hand column.
2. Arrow **RIGHT** to **FAVORITES** and click **OK**.
3. Select **CREATE**.
4. To add a channel to your favorites arrow down to it on the channel list and click **OK**.  
A heart will appear next to the channel name.



5. To remove a channel from favorites, arrow down to it on the channel list and click **OK**. The heart next to the channel name will be removed.
6. When done select **UPDATE** and press **OK**.

7. To view your favorites hit the **GUIDE** button until **FAVORITES** appears underneath the program in the top left corner.



**Note:** Each receiver has its own Favorites list or multiple Favorites lists. A separate Favorites list can be built for the family room, the TV in the bedroom, and so on.

## VIDEO ON DEMAND (VOD)

1. Press **VOD** and arrow **UP/DOWN** to view different categories.
2. Press **OK** to view program options.
  - Pricing
  - More Info
  - View Trailer
3. Select Rental Pricing and press **OK**.
4. Confirm the purchase by clicking **YES** or **NO** to go back.
5. Press the **MENU** button to return to the **VOD** options.

**Note:** Movies, Events and Programs are available for 24 to 48 hours. Rental costs will appear on your Golden West bill.


## PAY-PER-VIEW EVENTS

New sporting events and concerts are available each month on Pay-Per-View. Tune to Pay-Per-View Channel 801 to view the list of upcoming events. You can order PPV events up to 12 days in advance.

1. Press **GUIDE** and scroll to Channel 801 using the **UP/DOWN** arrows.
  - Use the **RIGHT** arrow to see what's ahead in the events schedule.
  - Press **SKIP** to jump forward 12 hours at a time.
2. Select the program you want to order and press **OK**. A program info screen will appear with event time and pricing. You can also set a reminder and/or Autotune for the event.
3. Press **OK** to rent. If parental locks are set, enter your **PIN**.
4. You will be asked to confirm your order. Press **OK**.  
Press **EXIT** to return to the channel you were watching.
5. Tune to the event's channel at the scheduled start time. If you tune in late, you will not be able to rewind what you missed.

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

Autotune will automatically change the channel to a selected show when it begins. Autotune can be used with PPV Live Events, set recordings or regular programming.

1. Press **GUIDE** and locate the program you want to set up, click **OK**.
2. Arrow right to  **SET AUTOTUNE** and select **OK**.

## DVR (DIGITAL VIDEO RECORDING)

DVR is an add-on service for cable TV subscribers that allows you to watch and record up to seven different TV programs at the same time, for an additional monthly fee. In addition to being able to pause live TV, which is available to all IPTV customers, DVR subscribers can also restart a program or rewind and fast forward a program.

### Pausing/ Restarting a Program

1. To temporarily stop a live TV program, press **PAUSE**.
2. A progress bar will appear onscreen, showing you how much time has elapsed and time until play resumes.

**Note:** If you don't think you'll be able to return to the program fairly soon, simply press **RECORD** to begin recording.

3. Press **PLAY** at any time to restart the program from where you left off.

### Replaying What You Missed

1. Press **REW** to rewind the program you're watching. A progress bar will appear to indicate how far you can go back in time.
  - Press **REW** twice or three times to rewind at increasing speeds.
  - Press **REPLAY** to skip back in 7-second increments.
  - Press **PLAY** anytime to begin watching.

## DVR continued:

### Fast-Forwarding and Returning to the “Live” Program



If you have paused or replayed a live program, you can use the **FF** and **SKIP** buttons to go forward in time.

1. Press **FF** to fast-forward. A progress bar will appear to indicate how far you can go forward (and back) in the program.
  - Press **FF** twice or three times to advance at increasing speeds.
  - Press **SKIP** to fast-forward in 30-second increments.
2. To return to “live” action, fast-forward until you reach the end of the green bar in the onscreen progress indicator.

### Recording What You're Watching

1. Press **RECORD** to begin immediately recording the program you're watching. This feature is not available with Pay-Per View.
2. Recording stops at the program's scheduled end time.
3. The recording will be saved under its program title.
4. To stop recording at any time, press **OK** and select option **STOP RECORDING**.

### Schedule a Single or Series Recording from Guide

1. Press **GUIDE**. Use the arrows on your remote to highlight the program you wish to record. Press **OK**.
2. Select an option.
  -  Record Program and press **OK**. A red circle will appear to indicate the program is set to record.
  -  Record Series and press **OK**.

**Note:** For Series Recording you can select All or New episodes only, and you can limit the number of episodes to record and save.



DVR continued:

## View Your Recording Schedule

Press **DVR** and use the arrows to view your Recorded Programs, Programs Set to Record and the Schedule Priority.



## Cancel a Recording Before It Occurs

1. Press **DVR** and under **TO RECORD**, select the program you would like to cancel and press **OK**.
2. Select **CANCEL RECORDING** and press **YES**.

## See a List of Previously Recorded Shows

1. Press **DVR**.
2. The Recording Screen lists your available recordings.
3. Use the **UP/DOWN/LEFT/RIGHT** arrows to see all recorded programs.

## Watch a Recorded Program

1. Press **DVR**.
2. Use the **UP/DOWN/LEFT/RIGHT** arrows to select the program you would like to watch and press **OK**.
3.  Use the **RIGHT** arrow to select – **PLAY RECORDING** and press **OK**.

## Using the Playback Buttons on Your Remote

- Press **FF** to move forward quickly or **SKIP** to fast-forward in 30-second increments.
- Press **REW** to rewind quickly or **REPLAY** to skip backward in 7-second increments.
- Press **FF** or **REW** once, twice or three times to go forward or back at increasing speeds.
- Press **PAUSE** to freeze the program. Press again to resume play.

DVR continued:

## Stop Playing a Recording

1. Press **STOP** at any time during a recording.
2. Use the **RIGHT/LEFT** arrows to **DELETE RECORDING**, **RESUME PLAY** or **PLAY RECORDING** and press **OK**.

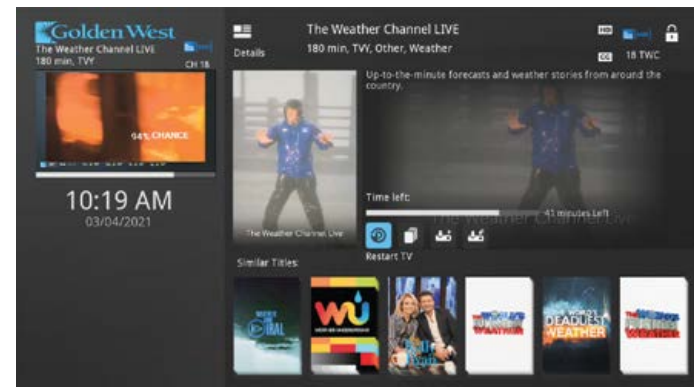
## RESTART GUIDE

### What is Restart?

Restart is a feature automatically included with your DVR service that allows you to restart an in-progress show from the beginning. Restart is not available on all channels and programs.

### How do I use Restart?

To see if Restart is available for the show/channel you are watching press **OK**. If Restart is available, you can press **OK** on the **Restart** TV icon.



### If I Restart a show, will I miss the beginning of the show following it?

The Restart feature will give you the option of restarting the next program (if available) or switching to Live TV.

## What is CatchUp TV?

CatchUp TV (also referred to as Play from Start TV) is a feature automatically included with your DVR service that allows you to go back 72 hours to catch the shows you may have missed. CatchUp is not available on all channels and programs.

## How do I use CatchUp TV?

Press the **GUIDE** button on your remote, use the **LEFT** arrow to locate the show you want to watch. Press **OK** to select the show. If CatchUp is available you can press **OK** on the **Play From Start** icon.



**Note:** Shows not available for CatchUp will be grayed out on the guide.

## CUSTOMIZE YOUR TV SCREEN

Tired of black bars on your widescreen TV? Fit the image to your TV!

Need to change the language, closed captioning, or subtitles? Use the **OPTIONS** feature.

### Changing the OPTIONS:

1. Press **OPTIONS**
  - Aspect
  - Language
  - Closed Captioning
  - Subtitles
2. Use the arrows to select **CONTINUE** and press **OK** again.

### The Receiver Won't Turn On

Check that the unit is plugged in. If it is, try plugging another device into the socket to make sure power is flowing to it. After checking the outlet, check to make sure the cord is secure to the back of the receiver. If the power is working and the cord is secure, there may be something wrong with your remote control.

### The Remote Won't Control the Receiver

Press the STB button at the top of the remote control to manage the set-top box/receiver. If that doesn't work, you can power cycle the set-top box/receiver by unplugging it for 15 seconds and then plugging it back into power.

### There is Video, but No Sound

First, check to see if the volume is muted by pressing MUTE or + on the VOL button. Try changing the channel to see if the problem is only with that one channel. If your system uses standard video or S-video connectors, be sure that you have connected the audio-out jacks on the receiver to the audio-in jacks on your TV or audio receiver. If your audio comes through a third-party device like a stereo or a sound bar, verify the device is plugged in and turned on.

### Sound is Good, but Picture is Poor

Check the connections of your video cables to make sure they are properly seated in their jacks. Also, try changing the channel to be sure that the problem is not just on that one channel. If you have no connection after five minutes, make sure all the connections to your receiver are secure.

### Receiver Turns On, but Nothing Appears on TV

Confirm that electrical power is connected to both the TV and the receiver and that both the TV and the receiver are turned on. If the TV is connected to the receiver using an HDMI cord, press the INPUT or SOURCE button on the TV's factory remote and select HDMI input from the list that appears on the TV screen. (For example, if the HDMI cord is plugged into the HDMI-1 port on the TV, select HDMI-1 from the list that appears on the TV screen.)

### Onscreen Message Says "Signal Temporarily Not Available"

Try changing the channel to see if the problem is only with that one channel. If it appears on more than one channel, there is a problem with the signal.

### The Receiver Won't Respond

Use the POWER button on the remote to turn the receiver on or off. If this doesn't correct the issue, try power cycling the receiver by unplugging it for 15 seconds and then plugging it back into power. [Continued on the back:](#)

## TROUBLESHOOTING TIPS Continued from page 19:

### The Remote Isn't Working

Make sure there's nothing in the path between the remote and the remote sensor on your receiver. Be sure you are aiming your remote at the receiver. You must be within 30 feet of the receiver for the remote to work properly. If these steps don't work, try replacing the batteries in the remote control. If the remote lights up when the buttons are pressed, you should power cycle the receiver by unplugging it for 15 seconds and then plugging in back into power.

### Receiver and TV Get Out of Sync For Powering On/Off

**Using Remote Pictured on Page 4:** Turn on the TV using the power button on the TV itself or using the remote that came with the TV.

**Using Remote Pictured on Page 5:** If the receiver is on, but the TV is not: Press the TV button and then the power button. After this, press the STB button, and the TV and receiver should be synced moving forward.

If the TV is on, but the receiver is not: Press the power button to turn off the TV. After this, press the STB button and then the power button. The TV and receiver should be synced moving forward, allowing you to control both with the power button.

**If you're still having problems,  
video support is always available  
at 1-866-833-6683.**