Your Hawaiian Telcom TV Set Top Box

The following illustrations outline your Set Top Box (HD or HD DVR) functions and connections. Set Top Boxes may not be exactly as shown below.

Front View

1. **Power** – Turns your Set Top Box on or off and is lit when power is on
2. **Link** – Lit when the Set Top Box is connected to the Hawaiian Telcom network
3. **HD** – Lit when the Set Top Box is configured to display HD content
4. **Record** – Lit on all Set Top Boxes when a DVR recording is in progress
5. **Menu** – Displays onscreen menu
6. **Navigation** – Moves selection up, down, left or right
7. **USB** – Not currently enabled
1. **Video In** – For Hawaiian Telcom installer use only

2. **Video Out** – Connects to the antenna jack on the TV

3. **Network In** – Connects the network cable from your home network or modem

4. **Component Video Out** – Component video cables can be used for high quality signals to either HD or non-HDTVs

5. **S-Video Out** – S-Video is preferred for older TVs

6. **RCA Video / Audio 1 Out** – These connections are ideal for VCRs and older TVs. The audio ports can be used independently if other video connections have been use

7. **RCA Video / Audio 2 Out** – These duplicate connections are available for users with multiple device

8. **Optical** – This is an all-digital audio connection and it is ideal for audio receivers

9. **HDMI (Out)** – HDMI is the HD connection that contains both audio and video signals used for HDTVs

10. **USB** – Not currently enabled

11. **Power In** – Connects to the supplied adapter to power the unit
Your Hawaiian Telcom TV Remote Control

Your Hawaiian Telcom TV Remote Control is universal. That means it works with just about any television set as well as most DVD players, VCRs and A/V receivers.

Note: there is one remote provided per Set Top Box.
How to Use Your Hawaiian Telcom Universal TV Remote Control

- Control selections on TV including Input/Source and TV/Video
- Controls and powers on/off individual devices
- Go to program guide screen
- Go backward in guide by 24-hour intervals
- Return to previous menu screen
- Return to the last channel you were watching
- Go to recorded TV program list
- Rewind
- Skip back in 7 second increments
- Edit text on the search screen
- Control devices with mode buttons
- Controls and powers on/off programmed devices simultaneously
- Go to the App Dashboard
- Go to Video On Demand (VOD) library
- Go to main menu screen
- Go forward in guide by 24-hour intervals
- Navigate channels, menus and screens
- Exit from a menu screen or return to current program
- Go to program info screen
- Mute the sound on your TV
- Record TV with one click
- Fast forward
- Fast forward in 30 second increments
- Modify Viewing or Guide options
- Returns to live TV
Pairing Your Remote

1. While the device you want to pair is on, press and hold the Setup button on your remote until the LED light blinks twice.

2. Press a mode button:
   - The DVD button can be paired with your DVD player
   - The AUDIO button can be paired with your audio system
   - The TV button can be paired with your TV

3. Press and hold the OK button.
   - Release button when device you are trying to pair turns off.

These instructions can also be found on the back of your remote. If your device cannot be paired using the method above, try the alternate methods below:

1. While the device you want to pair is on, press and hold the Setup button on your remote until the LED light blinks twice.

2. Press a mode button:
   - The DVD button can be paired with your DVD player
   - The AUDIO button can be paired with your audio system
   - The TV button can be paired with your TV

3. Find the brand from the charts below and note the DIGIT key assigned to your brand. Press and hold down the DIGIT key for your device/brand.

4. Release button when device you are trying to pair turns off.

<table>
<thead>
<tr>
<th>Digit</th>
<th>Brand</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Insignia / Dynex</td>
</tr>
<tr>
<td>2</td>
<td>LG / Zenith</td>
</tr>
<tr>
<td>3</td>
<td>Mitsubishi</td>
</tr>
<tr>
<td>4</td>
<td>Panasonic</td>
</tr>
<tr>
<td>5</td>
<td>Philips / Magnavox</td>
</tr>
<tr>
<td>6</td>
<td>Samsung</td>
</tr>
<tr>
<td>7</td>
<td>Sharp</td>
</tr>
<tr>
<td>8</td>
<td>Sony</td>
</tr>
<tr>
<td>9</td>
<td>Toshiba</td>
</tr>
<tr>
<td>0</td>
<td>Vizio</td>
</tr>
</tbody>
</table>
Pairing Your Remote Cont.

If your device cannot be paired using this alternate method, you may need to look up the specific code for your device.

Visit [http://www.urcsupport.com/html.php?page_id=711](http://www.urcsupport.com/html.php?page_id=711) to find the exact code for your specific device. Use the following codes with the following steps.

1. Press the **TV mode** key
2. Press and hold the **Setup** button until the **TV Mode** button blinks twice
3. Enter the code you found using the website above.
4. Press the **Power** button to test the TV control. If the TV turns off, set up is complete.
5. If the TV does not turn off, repeat steps 1-5 using the next code provided.

Your Wireless Gateway

The Wireless Gateway connects with your Hawaiian Telcom TV and gives you High-Speed Internet access. Connect your devices wirelessly or through one of the four Ethernet ports. The Wireless Gateway settings are set to default when installed. The default network name (labeled “SSID”) and password (labeled “Wireless Network Key”) are located to the right of the barcode on the side of your Wireless Gateway.
**Wireless Gateway Status Lights**

| **Power** | • Solid Green. The gateway is on  
|          | • Red. The gateway may have a fault with its power supply |
| **Ethernet** | • Solid Green. A computer or other device is connected to an Ethernet port.  
|          | • Flickering green. There is activity from devices connected to an Ethernet port. The flickering of the light is synchronized to data traffic. |
| **Wireless** | • Solid Green. A wireless computer or other device is connected to the gateway.  
|          | • Flickering green. There is inbound or outbound activity. The flickering of the light is synchronized to data traffic. |
| **Home PNA** | • Solid Green. A Set Top Box or other device is connected to the gateway.  
|          | • Flickering green. There is activity from devices connected to the coaxial port. The flickering of the light is synchronized to data traffic. |
| **Service** | • Solid green. The gateway is connected to the Hawaiian Telcom network and has obtained a WAN IP address.  
|          | • Fast flashing green. The gateway is trying to obtain an IP address.  
|          | • Red. The Hawaiian Telcom network is not responding, the gateway has been configured incorrectly, or there was an authentication failure. |
| **WPS** | • Solid Green. WPS (Wi-Fi Protected Setup) is configuring the gateway. |
Using the on screen menu

The Menu
Use the menu to quickly access the Live TV, Recorded TV, Video On Demand, Apps, Music, My Account, and Settings

Here is a brief description of each drop down menu:

**Live TV**

<table>
<thead>
<tr>
<th>Menu</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>GUIDE</td>
<td>Accesses the program guide.</td>
</tr>
<tr>
<td>WATCH LIVE TV</td>
<td>Allows you to watch a live TV program.</td>
</tr>
<tr>
<td>FAVORITES</td>
<td>Accesses your customized favorites list.</td>
</tr>
<tr>
<td>SEARCH</td>
<td>Allows you to easily find your favorite.</td>
</tr>
</tbody>
</table>

**Recorded TV (DVR Only)**

<table>
<thead>
<tr>
<th>Menu</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>VIEW RECORDINGS</td>
<td>Lists all in progress and complete recordings.</td>
</tr>
<tr>
<td>SCHEDULED</td>
<td>Lists all future recordings.</td>
</tr>
<tr>
<td>ADD A RECORDING</td>
<td>Allows you to record a program using search, the guide or by entering the channel number and recording time.</td>
</tr>
</tbody>
</table>
## Video on Demand

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BROWSE VIDEOS</td>
<td>Lists all videos by category.</td>
</tr>
<tr>
<td>CURRENT RENTALS</td>
<td>Lists all rented titles that are still available to view.</td>
</tr>
<tr>
<td>SEARCH</td>
<td>Allows you to easily find your favorite VOD titles.</td>
</tr>
</tbody>
</table>

## Apps

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>APP DASHBOARD</td>
<td>Quickly access your TV apps all from one screen.</td>
</tr>
<tr>
<td>WHAT'S NEW</td>
<td>Provides up-to-the-minute information about new channels, channel moves and changes, free preview weekends, upcoming events and more.</td>
</tr>
<tr>
<td>HSN SHOP BY REMOTE</td>
<td>Browse tens of thousands of items featured on HSN and enjoy the convenience of ordering with your remote control.</td>
</tr>
<tr>
<td>FACEBOOK</td>
<td>Connect to the official Facebook fan pages for the programs or channels you’re watching.</td>
</tr>
<tr>
<td>TWITTER</td>
<td>Tweet and follow what people are saying about your favorite shows and more on Twitter – right on your TV screen.</td>
</tr>
</tbody>
</table>

## Music

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>STINGRAY MUSIC</td>
<td>Browse 50 music channels organized by genre.</td>
</tr>
<tr>
<td>KARAOKE</td>
<td>Enjoy the fun of karaoke at home with The KARAOKE Channel app. Get access to more than 8,000 songs for $10/mo. Hawaiian Telcom High-Speed Internet required.</td>
</tr>
</tbody>
</table>

## My Account

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SELECT MY TV SERVICE</td>
<td>Add premium channels and features to your subscription.</td>
</tr>
<tr>
<td>CALL HISTORY</td>
<td>Allows you to view your call history.</td>
</tr>
<tr>
<td>CALLER ID SNOOZE</td>
<td>Allows you to snooze Caller ID on your TV.</td>
</tr>
<tr>
<td>PARENTAL CONTROLS</td>
<td>Allows you to block VOD titles, PPV events and programs by channel, rating or content.</td>
</tr>
</tbody>
</table>
## Settings

<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GENERAL</strong></td>
<td>Allows you to turn system sound effects on or off, access system information and troubleshoot your connection.</td>
</tr>
<tr>
<td><strong>TELEVISION</strong></td>
<td>Allows you to customize your guide, favorites list, screen aspect ratio and closed captioning.</td>
</tr>
<tr>
<td><strong>AUDIO</strong></td>
<td>Allows you to change your digital audio output settings.</td>
</tr>
<tr>
<td><strong>PARENTAL CONTROLS</strong></td>
<td>Allows you to block VOD titles, PPV events and programs by channel, rating or content.</td>
</tr>
<tr>
<td><strong>RESTART SYSTEM</strong></td>
<td>Reboots your Set Top Box. All your user settings will be saved.</td>
</tr>
</tbody>
</table>
Settings

Screen Aspect Resolution

Using your TV's user guide as a reference, you can adjust your screen settings by choosing the most suitable resolution from this list and then following steps 1 to 8:

- 4:3 standard definition
- Widescreen standard definition
- 720p on high-definition screens
- 1080i on high-definition screens

1. Press **MENU**
2. Use **RIGHT** arrow to highlight Settings.
3. Use **UP/DOWN** arrows to select Television and press **OK**.
4. Use **UP/DOWN** arrows to select Screen aspect ratio high definition and press **OK**.
5. Use **UP/DOWN** arrows to select the setting that is appropriate for your TV.
6. Navigate to Continue and press **OK**.
7. Navigate to **Start Test** and press **OK**. The system will verify whether your TV can display the selected setting.
8. If you can see the video on your screen, use **UP/DOWN** arrows to select Keep Setting and press **OK** to save.
9. Or if you see a black screen, your TV may not be able to display the selected setting. Use **UP/DOWN** arrows to choose another setting or check your cables to ensure proper connection between your TV and Set Top Box.
Zoom

You can also change the aspect ratio of your picture. This can be useful if you are using a widescreen TV to watch SD programming.

1. Press ZOOM button
2. Use UP/DOWN arrows to select Aspect Ratio and press OK.
3. Use UP/DOWN arrows to select the preferred screen aspect ratio.

Closed Captioning

The Closed Captioning settings allow you to control the closed captioning display on your TV. Closed captioning text appears if it's available in the original program you're watching. While new TVs are required to have the Closed Captioning feature, older TVs may not have Closed Captioning and the feature isn't available on all channels or programs.

1. Press MENU.
2. Use RIGHT arrow to highlight Settings.
3. Use UP/DOWN arrows to select Television and press OK.
4. Use UP/DOWN arrows to select Closed Captioning and press OK.
5. Navigate to Standard Closed Captioning and select Change.
6. Navigate to Closed Captioning 1 and press OK.
7. Scroll left and select Save. Select Done.
Quick Tip
You may program the Closed Captioning settings using your Hawaiian Telcom TV Set Top Box or through your TV itself, in which case you should reference your TV manual for further instructions, questions and troubleshooting.

Digital Audio Output
Digital audio output allows you to adjust your audio settings.

1. Press MENU.
2. Use UP/DOWN arrows to select Settings.
3. Use UP/DOWN arrows OK to select Audio and press.
4. Use UP/DOWN arrows to select Digital audio output and press OK.
5. Navigate to select Stereo or Surround sound and press OK.
6. Navigate to select Save and press OK.
Secondary Audio

Some TV programs have secondary audio for alternate languages.

1. Press MENU.
2. Use LEFT arrow to select Settings.
3. Use UP/DOWN arrows to select Audio and press OK.
4. Use UP/DOWN arrows to select Secondary Audio and press OK.
5. Navigate to select Use primary audio or secondary audio and press OK.

High Definition TV

It’s television as you’ve never seen it before. With Hawaiian Telcom’s High Definition (HD), you’ll experience true widescreen picture quality that’s 10 times better than standard television. 5.1 Dolby® Digital sound provides theatre-quality viewing in the comfort of your home. All Hawaiian Telcom Set Top Boxes are HD-ready.

In the guide, HD programs are identified by an HD icon after the program title.
Managing Live TV Feeds

Hawaiian Telcom TV supports up to 8 TVs and delivers 4 live TV feeds to your household. A TV feed can be a live TV show, a Video On Demand (VOD) program or a Pay Per View (PPV) event. If you have a DVR, you can watch or record 4 live TV programs simultaneously among the TVs in your household. For example, you can do one of the following:

- Watch or Record 4 different live TV programs
- Record 1 live program on your DVR and watch 3 other live programs

You can also watch up to 2 of the 4 available live TV programs in HD and the rest in standard definition (SD). And if you have 2 or more TVs tuned to the same live TV program you'll only be using 1 live TV feed.

If you receive your TV service over fiber you'll have additional streaming capabilities.

Recent Panel

View a list of recently viewed channels when pressing the last button.

When Recent Panel Feature is Turned OFF, the pressing the Last button will automatically change to your last viewed channel.
Parental Control

Even with hundreds of channels and programs to choose from, you can still easily control the content your family watches. By using your secret PIN to configure the Parental Controls on your Set Top Boxes, you’ll be able to modify your settings, view blocked programs and change your PIN if needed. You can also access options to lock Pay Per View and Video on Demand rentals, certain channels, specific movie and TV ratings, adult programming, and unrated content.

Creating Parental Control/Rental Locking PIN

1. Press MENU.
2. Use Right arrow to select Settings.
3. Use UP/DOWN arrows to select Parental Controls and press OK.
4. Create a 4-digit PIN using the number pad on your remote control.
5. Confirm the 4-digit PIN by re-entering the PIN.

Note: You will need to create a separate PIN for each Set Top Box.
Blocking and Unblocking Programs

Block or unblock programs by channel or content rating.

1. Press **MENU**.
2. Use **Right** arrow to select Settings.
3. Use **UP/DOWN** arrows to select **Parental Controls** and press **OK**.
4. Select **Parental Locking**.
5. Enter your 4-digit Parental Control PIN with the number pad on your remote control.
6. Use **UP/DOWN** arrows to highlight Change next to the locking option you want to use and press **OK**. You must lock the Adult programs option to block adult rated content.
7. Use **UP/DOWN** arrows to make your selection and press **OK**.
8. Navigate to Save and press **OK**.

Adult Programs

When you choose to block adult programs, the program title and information will be blocked from appearing in the guide. Other blocking options will not hide the title or program information.

Watching a Blocked Program

You can access blocked programs temporarily with your Parental Control PIN.

1. Tune to the blocked program and press **OK**.
2. Enter your Parental Control PIN in the text box.
3. Use **UP/DOWN** arrows to select one of the following options and press **OK**.
   - Don’t unlock
   - Unlock this program – The program will be automatically locked again after 2 hours.
   - Unlock all TV for 2 hours – All blocked programs on this TV will be unlocked for 2 hours (option not available if there is blocked adult content).

If rental locking is enabled for a VOD or PPV program, you must first enter your rental locking PIN to access the program. You will then need to enter your Parental Control PIN to watch the blocked program.
Turn Off or Reset Parental Control

You can reset your Parental Control settings or turn off locking for a period of time.

1. Press MENU.
2. Use RIGHT arrow to select Settings.
3. Use UP/DOWN arrows to select Parental Controls and press OK.
4. Select Parental Locking.
5. If you have a PIN set up, enter your 4-digit Parental Control PIN with the number pad on your remote control.
6. Navigate to Turn off locking and press OK.
7. Navigate to one of the following options and press OK.

   - **Unlock all TV for 4 hours:** All programs will be unlocked on this Set Top Box for 4 hours.
   - **Reset all parental locks:** All Parental Control settings will revert back to factory settings.
   - **Don’t reset:** Return to the main Parental Controls menu.

Unlocking a Recorded Program

1. Press DVR
2. Use UP/DOWN arrows to select the recorded show that you want to watch and press OK.
3. Select Play and press OK.
4. Press OK to unlock the recorded program.
5. Enter your Parental Control PIN.
6. Use UP/DOWN arrows to select one of the following options and press OK.

   - Don’t unlock
   - Unlock this program
   - Unlock all TV for 4 hours
On Screen TV Guide

Using the Onscreen TV Guide

Use the guide to find out which shows are on and which ones are coming up.

1. Press **GUIDE** button. It will display program listings by time and channel.
2. Use **UP/DOWN** arrows to scroll through and highlight a program. Detailed program information including the title, time, rating, description and cast information will appear at the bottom of the guide.
3. Press **OK** button to change the channel to that program.

**Quick Tip**
To view a list of all programs on a channel, scroll using **LEFT** arrow until you highlight the station channel and press **OK** button.

**Quick Tip**
To go forward in the guide in 24-hour intervals use the **DAY+ /DAY-** buttons.
Customizing Your TV Guide

Customize your guide so that it shows only the channels you watch the most.

1. Press **MENU** button.
2. Use **RIGHT** arrow to select **Settings**.
3. Use **UP/DOWN** arrows to select **Television** and press the **OK**.
4. Use **UP/DOWN** arrows to select **Customize channel guide** and press **OK**.
5. Use **UP/DOWN** arrows to highlight available channel(s) and press the **OK** to add or remove the channel(s). A checkmark will appear next to the channel(s) that are included in the guide.
6. Navigate to **Save** and press the **OK** to save your changes.

Set Up Favorites

You can customize your onscreen guide to display only the channels you want to view by creating a favorites list. A separate favorites list can be created on each Set Top Box.

Creating and editing your favorites list

1. Press **ZOOM**
2. Use **UP/DOWN** arrows to select **Change Favorites**.

Add a channel to your favorites list

1. While on the channel you want to add to your favorites list, press **ZOOM**.
2. Use **UP/DOWN** arrows to select **Add Channel to Favorite** and press **OK**.

View and select from your favorites list

1. Press **ZOOM**.
2. Use **LEFT/RIGHT** buttons to select **View Favorites**.
Using Your Hawaiian Telcom TV DVR

Whole Home DVR

Whole Home DVR puts you in control. Record, pause and replay your favorite shows at the touch of a button. Watch what you want, when you want.

Imagine watching the first half of a recorded show in your living room, then moving to your bedroom to view the rest. Whole Home DVR gives you the ability to schedule and view recorded shows from any TV in your home, and then watch the same recording on up to 8 TVs at the same time. And because each TV has separate controls, you can pause, play or rewind from anywhere. All you'll need is one DVR and Set Top Boxes for the remaining TVs.

Resuming a Recorded Program on a Different TV

1. Press STOP button to pause the recorded show you are watching.
2. Go to another TV and turn on the Set Top Box.
3. Press DVR
4. Use UP/DOWN arrows to select the same show and press the OK
5. Select Resume Play and press the OK to start viewing the recording from where you left off.

Controlling Live TV

When you're watching a show, your Whole Home DVR will save it for up to 60 minutes, so you can pause, rewind and fast-forward whenever you like on the TV you are currently viewing. Once you've paused live TV, the status bar will show you where you are in the program and how much has been temporarily saved. If you pause for longer than 60 minutes, the program will automatically start playing from the point where you paused it. All temporarily saved live TV will be deleted once you change the channel or turn your TV off.

If you'd like to save a show or resume viewing on another TV, be sure to record it.

1. Press PAUSE button.
2. Press PLAY button to resume.
3. Use REWIND/FAST FORWARD to navigate back and forward in a program.
DVR Menu

Quickly and easily manage your recordings through the DVR menu.

1. Press the DVR RECORDED TV button.
2. Use UP/DOWN arrows or LEFT/RIGHT arrows to access your recordings, edit your recording settings, or add a recording.

Recording Programs

When a program is being recorded, a red RECORDING icon will be displayed in the guide regardless of which Set Top Box you are watching TV on. The record light will remain lit on all your Set Top Boxes, including your DVR, during a recording.

Quick Tip

Sometimes programs, like sporting events, will run a little longer than their scheduled time. If you extend the recording time (see page 37) you’ll be sure not to miss a minute.
Recording a Single Episode

1. Press **GUIDE**.
2. Navigate to the program that you wish to record.
3. Press **RECORD**.
4. A single episode record icon will appear in the program guide.

Recording a Series

1. Press **GUIDE**
2. Navigate to the program that you want to record.
3. Press **RECORD** button twice.
4. A series record icon will appear in the program guide.

Stopping a Recording

1. Press **DVR RECORDED TV** button.
2. Use **UP/DOWN** arrows to select the program you wish to stop recording and press **OK**.
3. Use **UP/DOWN** arrows to select Stop recording and press the **OK** button.
Cancelling a Future Recording

1. Press DVR RECORDED TV button.
2. Use UP/DOWN arrows to select Scheduled.
3. Use OK button to select the program that you wish to cancel recording and press
4. To cancel a recording of:

   An episode – select Don’t record, press OK button and then select Cancel episode and press OK button.

   A series – Use UP/DOWN arrows to select Series info, press OK button, then select Cancel series, press OK, select Cancel series and press OK.

Deleting a Recording Program

1. Press DVR RECORDED TV button.
2. Use UP/DOWN arrows to highlight the recorded program that you want to delete and press OK.
3. Use UP/DOWN arrows to select Erase and press OK.
4. Use UP/DOWN arrows to select Erase and press OK to confirm deletion.
Customizing Recording Settings

No matter what time an episode of your favorite show ends, you can customize your settings to extend recording time or protect it from being deleted. And if you’d like to save an entire series, you can also customize the start time, extend recording time and choose whether you want to record first runs as well as reruns.

1. Press GUIDE.
2. Navigate to the program that you want to record.
3. Press INFO.
4. Navigate to Record episode or Record series and press OK.

To extend a recording time:

1. Navigate to Stop recording and press OK.
2. Use UP/DOWN arrows to select a time period and press OK.

To protect your recordings from being deleted automatically:

1. Navigate to Keep until and press OK.
2. Use UP/DOWN arrows to select one of the following and press OK.
3. Keep until space needed – Deletes the program automatically when space is needed. Keep until I erase – Stores the program until it is manually deleted.

To change the time slot that you prefer a program series to be recorded in:

1. Navigate to Time and press OK.
2. Use UP/DOWN arrows to select the desired option and press OK.

To indicate whether first run and rerun of a series will be recorded:

1. Navigate to Show type and press OK.
2. Use UP/DOWN arrows to select First run only or First run & rerun and press OK.
3. Navigate to Record and press OK.
Watching a Recorded Program

1. Press **DVR RECORDED TV** button.
2. Use **UP/DOWN** arrows to select the recorded show that you want to watch and press **OK**.
3. Select **Play** and press **OK** to view the recording from the beginning.

Your recorded program will stop if you tune to another channel. You can resume watching your program exactly where you left off. Press **DVR RECORDED TV** on any Set Top Box in your home to view the Recorded TV menu.

Managing Recording Conflicts

Do you have multiple programs you want to watch that are playing at the same time? No problem. Record up to 4 programs at once, on any TV in your home.
If you try to record more than 4 programs at once, a Recording conflict screen will appear to help you resolve the conflict.

Resolving a Recording Conflict

1. To cancel recording the program that caused the conflict, use **UP/DOWN** arrows to select **Don't record** and press **OK**;
   Or, To resolve the conflict by changing which programs to record, use **UP/DOWN** arrows to select **Resolve conflict** and press **OK**.
2. Use **UP/DOWN** arrows to select the program(s) you want to record and press **OK**.
   All the other program(s) will no longer be marked with a red record icon. Until a conflict is resolved the program(s) will still be scheduled but will not record. This will be indicated by a crossed-out red record icon.
3. Navigate to **Save** changes and press

![Recording conflict screen](image)
Using Remote DVR

Manage your DVR remotely through our online portal. Visit hawaiiantel.com/myaccount and follow the instructions on the screen to login to your account. Under the Hawaiian Telcom TV section, click on Program My DVR. The remote DVR scheduler will look like this:

Note: To use the Remote DVR feature you will need to register your account at hawaiiantel.com/myaccount. See page 24 on how to register for My Account.

Record a Program or Series

There are three ways to record a program/series.
1. Use the Date/Time/Channel drop down menus.
2. Browse the guide via the up/down/left/right buttons.
3. Search for programs individually.
Record a Program or Series
Using the Date/Time/Channel drop down menus to record a program.

1. Select a date (guide will automatically update as a date is selected).
2. Select a time.
3. Select a channel.
4. Choose the program/series you’d like to record and a new window will open.

5. Determine if you’d like to record the program or the series.
6. Choose a Stop time.
7. Choose how long the recorded item will be kept.
8. Click Record.
Browsing the guide to record a program

1. Use the up/down/left right buttons on the upper right hand corner of the screen to browse the guide.
2. Choose the program/series you’d like to record and a new window will open.

3. Determine if you’d like to record the program or the series.
4. Choose Stop time.
5. Choose how long the recorded item will be kept.
6. Click Record.
Record a Program or Series
Using Search to record a program.

1. Click on Search at the top of the screen.
2. Enter program title in the box. Click Go.
3. Search Results will be shown below.
4. Choose the program/series you’d like to record and a new window will open.
5. Determine if you’d like to record the program or the series.
6. Choose Stop time.
7. Choose how long the recorded item will be kept.
8. Click Record.

Resolving Conflicting Scheduled Recordings
The Whole Home DVR can record up to four programs at the same time. If you attempt to record more than four programs, the following prompt will appear:

Resolve this conflict by choosing which program you’d like to record. Click Resolve.
Managing Recorded Shows

You can also manage your recorded shows via the Remote DVR Scheduler.

1. Click on Recorded Shows at the top of the screen.
2. The list of Recorded Shows is shown in chronological order.
3. Click on Title to sort alphabetically by program title.
4. Click on Channel to sort numerically by channel.
5. To delete a recorded program from your Whole Home DVR, click the red Delete button to the right of the program title.

Managing Scheduled Recordings

You can also manage scheduled recordings via the Remote DVR Scheduler.

1. Click on Scheduled Shows at the top of the screen.
2. Click on the program title to edit program, the whole series, manage stop times, or keep length. Remember to click on Update if any changes are made.
3. Click on Delete to cancel the recording.
4. Click on Delete Series to cancel recording the series.
TV Features

Last Channel

Press LAST button to change to the previous channel you were watching. A menu will appear on the right hand side of the screen showing the 5 previously viewed channels. If you’d like to change to one of them, use UP/DOWN arrows to scroll to it and press the OK button. If you press EXIT or nothing for 7 seconds, the menu will automatically disappear.

To change the functionality of the Last button to automatically change the last channel viewed:

1. Press the MENU button on your remote
2. Use the LEFT/RIGHT arrow buttons to scroll to Settings and press the OK button
3. Use the UP/DOWN arrow buttons to scroll to Television and press the OK button
4. Use the up and down arrow buttons to scroll to Recent Panel and press the OK button
5. Select the option that you would prefer:

   - Turn the recent panel feature on (Last 5 channels viewed displayed on right side, channel does not change until selected and OK button pressed)
   - Turn the recent panel feature off (Jumps to last channel viewed without display of last 5 channels)
**Picture-in-Picture Browsing**

Find out what’s playing on other channels without missing a moment of what you are currently watching.

1. Press **UP/DOWN** arrows to scroll through channels while watching live TV.
2. Press **RIGHT/LEFT** arrows to scroll through time-slots while watching live TV.
3. Press **OK** button to select a program or to get more information about an upcoming program.
4. Press **EXIT** to close the browse panel.

**Using Search**

Use search to quickly and easily find your favorite TV shows, VOD titles and PPV events.

1. Press **MENU**.
2. Navigate to **Search** and press **OK**. Now search by one of the following:
   - Title of a TV show, VOD or PPV program
   - Name of a person (actor/actress/director)
3. Navigate to highlight the first letter you are entering and press **OK**.
4. Repeat step 3 to enter more letters.
   - To enter a number, navigate to 123 and press **OK**.
   - Navigate to highlight a number and press **OK**.
   - To return to the alphabet, navigate to **ABC** and press **OK**.
5. Navigate to highlight the desired search result and press **OK** to view upcoming episodes of the same program or different programs with the same cast.
6. Use **UP/DOWN** arrows to highlight the program title and press **OK**.
7. Use **UP/DOWN** arrows to highlight the desired option and press **OK**.
Quick Tip
Quickly search by using the number keypad on your remote to spell the name of the person or program you are looking for.
Using Caller ID on TV
If you have a Hawaiian Telcom Home Phone, Caller ID is automatically available on your TV. When there is an incoming call, the phone number will appear at the top of your TV as shown.

Turning Off Caller ID
1. Press MENU.
2. Use LEFT/RIGHT arrows to navigate to My Account.
3. Use UP/DOWN arrows to navigate to Caller ID Snooze.
4. Use LEFT/RIGHT arrows to select Turn off and press OK.
Turning On Caller ID

1. Press MENU.
2. Use LEFT/RIGHT arrows to navigate to My Account.
3. Use UP/DOWN arrows to navigate to Caller ID Snooze.
4. Select Turn On and press OK.

Caller ID Snooze

1. Press MENU.
2. Use LEFT/RIGHT arrows to navigate to My Account.
3. Use the UP/DOWN arrows to navigate to Caller ID Snooze.
4. Use the UP/DOWN arrows to navigate to Minutes.
5. Enter the number of minutes (up to 999) using the number pad on your remote.
6. Use the UP/DOWN arrows to navigate to Snooze and press OK.
Turning Off Snooze

1. Press **MENU**.
2. Use **LEFT/RIGHT** arrows to navigate to **My Account**.
3. Use the **UP/DOWN** arrows to navigate to **Caller ID Snooze**.
4. Select **Reset** and press **OK**.

Viewing Call History

1. Press **MENU**.
2. Use **LEFT/RIGHT** arrows to navigate to **My Account**.
3. Use **UP/DOWN** arrows to select Call History. Press **OK**.

Note: Up to 30 days of call history will be displayed.
TV Apps

HSN Shop by Remote®

Enjoy the convenience of ordering HSN products using your Hawaiian Telcom TV remote. It's secure, fast and easy. Browse tens of thousands of items featured on HSN and make a purchase using your remote control following the on-screen prompts.

To access the HSN Shop by Remote app:

1. Press MENU button on the remote and use LEFT/RIGHT arrows to scroll to Apps.
2. Select HSN Shop by Remote to launch the app.
3. Browse and purchase HSN products using your remote.

Restrictions apply. A HSN account is required to purchase using the HSN Shop by Remote app on Hawaiian Telcom TV. Shop by Remote orders will be sent to the shipping address on your HSN account and orders will be billed to the credit card on your HSN account. Contact HSN customer service at 1-888-436-6464 to ship to a different address, bill to a different credit card, use coupons or HSN Spendable Kash credits and track orders. The current offer may differ when shopping from previously aired on demand segments. Shipping and handling charges appear on the Order Summary page.
Facebook

Connect to the official Facebook fan pages for the programs of channels you’re watching.

Setting up the Social TV app on your TV
You’ll need an internet connection and your Facebook account information to get started.
Part 1: Registration of your email address

1. Press the **Go Interactive** button on your remote control then scroll to **Social TV** and select **Facebook**.

2. Scroll down to the **My Profile LOG IN** tile.
3. Scroll to the submenu on the right and select **CREATE A NEW USER**.

4. Enter the email address you use to login to your Facebook then press OK.
5. Confirm the email address by pressing **YES**.

**Part 2: Choosing a PIN**

1. Check your email account and open the email from [facebook@hawaiiantel.com](mailto:facebook@hawaiiantel.com) (user name may only show as Facebook). Click on the link at the bottom of the email. Check your Spam folder if you didn’t receive the email.
2. Log in to your Facebook account.

3. Select **Okay** to allow Facebook feature options.
4. Press Okay to accept and authorize the application.

5. Create a TV profile PIN.
Part 3: Sign in to the Social TV app on your TV

1. If you’ve exited the Social TV App, return to the app on Hawaiian Telcom TV. Press the **Go Interactive** button on your remote control then scroll to **Social TV** and select **Facebook**. Or, if you the Social TV app is launched, select **Log In To Your Profile Now**.

2. Select your user name and press the **OK** button on your remote.
3. Enter your 4-digit Facebook on TV profile PIN then press the **OK** on your remote control. If you don’t see your profile name you may need to re-authenticate.
4. You’re now logged into the Social TV app and can access your Facebook profile. Use the arrow keys on your remote to navigate.
Twitter

Tweet and follow tweets on your TV related to the show you’re watching. Check out Top Trends happening now on Twitter with our full screen viewing experience.

To sign-in to the Twitter on TV app from your Hawaiian Telcom TV for the first time:

1. Press **GO INTERACTIVE** on the remote to launch the **App Dashboard**.
2. Use **LEFT/RIGHT** arrows to scroll to **Social TV** and select **Twitter** to launch the app.
3. Select **Create a New User**.
4. Enter the email address you use to log in to your Twitter account. Confirm the email address by pressing the **OK** button.
5. Follow the emailed instructions then return to your TV screen to complete the set up. Click on the link provided in the email or copy and paste it into your browser. Check your Spam folder if you didn’t receive the email.
6. Sign in to Twitter on your computer or mobile device to authorize the app.
7. Set up your 4-digit TV Profile PIN and sign in from your Hawaiian Telcom TV.

To access Twitter on TV app from your Hawaiian Telcom TV:

1. Select Sign-in to access the Twitter app and scroll to your Twitter profile name. If you don’t see your profile name you may need to authenticate.
2. Enter your 4-digit TV Profile PIN and sign in from your Hawaiian Telcom TV.

Once you’re signed in to the Twitter app, you can access Tweets from your Twitter account.
Stingray Music

Stingray Music lets you browse and listen to a vast music library on your TV. View via Album Cover to see which artists and songs were last played, are currently playing or are coming up next.

To access Stingray Music:

1. Press **GO INTERACTIVE** on the remote to launch the **App Dashboard**.
2. Use **LEFT/RIGHT** arrows to scroll to **Music** and select **Stingray Music** to launch the app.
3. Use **LEFT/RIGHT** arrows to scroll through music categories.
4. Use **UP/DOWN** arrows to search through specific genres within the categories and choose a station.
The KARAOKE Channel App

Bring the fun of karaoke into your home with The KARAOKE Channel app! Customers may try the app for free with a selection of complimentary songs before subscribing to full access of over 8,000 high quality HD karaoke videos. With popular songs from all genres, it's perfect for family gatherings, parties or just singing your heart out.

To access The KARAOKE Channel app:

1. Press GO INTERACTIVE on the remote to launch the App Dashboard.
2. Use LEFT/RIGHT arrows to scroll to Music and select The KARAOKE Channel to launch the app.
3. Use LEFT/RIGHT and UP/DOWN arrows to navigate through the menu and press OK to make your selection.

Access the full library of more than 8,000 songs for $10/mo. Hawaiian Telcom High-Speed Internet service required. The KARAOKE Channel app is owned and operated by Stingray Music USA Inc. Your use of the app is governed by Stingray’s Terms and Conditions which can be found in the app’s information tab.
TV Everywhere

Now your favorite shows are available anytime, anywhere.

Watch your favorite shows here, there and everywhere! Now with your TV Subscription, view live or on demand content on your desktop, laptop, tablet and smartphone.

Step 1: Have your My Account username and password ready. If you have not yet registered for My Account, please visit www.hawaiiantel.com/myaccount

Step 2: Login or download your app. Watch directly from your desktop and laptop, or download one of the apps from www.hawaiiantel.com/tveverywhere below to your tablet or smartphone.

Video On Demand & Pay Per View

Video on Demand (VOD)
Want to watch it now? With Hawaiian Telcom's VOD, you can order and watch movies whenever you want. There are hundreds of titles to choose from, including the latest Hollywood blockbusters, timeless classics and more. Plus VOD lets you pause, stop, play, rewind and fast-forward your movie so you never miss a beat. You’ll also love the crystal-clear true wide-screen picture and rich 5.1 Dolby® Digital sound. With so many options, you may never leave your couch again.

Renting a VOD Program

1. Press On Demand button

![Video On Demand menu]

2. Use the Arrow Buttons to navigate through the Video On Demand categories and titles.
3. Press the OK button on the View More title to see more titles within a sub-category
4. Use the **Arrow Buttons** to select a title and press the **OK** button to see more information including a quick synopsis, Director, Actors, and rental information.

5. Use the **Arrow Buttons** to select **Rent** and press the **OK** button
6. Select **Rent for $\$\$** and press the **OK** button to confirm your rental. Your video will begin right away.
You will see the charge for your purchase on your next Hawaiian Telcom bill.

Be sure to set your Parental Controls to block the Adult Content to block all titles and poster art from appearing in the Video On Demand Storefront. When Parental Controls are set, you will see the following:
When the Parental Controls are set by movie rating, the poster art and titles of all videos that fit in the blocked range will be blocked while navigating through the Video On Demand Storefront.

You can change the look and feel of your Video On Demand Storefront to List Format.

1. While the Video On Demand Storefront is launched, use the **Arrow Buttons** to scroll to **Display Style** and press the **OK** button.

2. Using the **Arrow Buttons** scroll to **List View** and press the **OK** button.
3. Your Video On Demand storefront will now display in List format. Use the **Arrow Buttons** to navigate through sub-categories and titles.
Watching a Rented VOD Program
Watch your rentals as many times as you want within the rental period (24 hours for most rentals).

1. Press On Demand button
2. Use the Arrow Buttons to navigate to the My Videos section of the Video On Demand Storefront

3. Press the OK button
4. Use the Arrow Buttons to select a video currently in your rentals.
5. Press the OK to resume or start your current rental from the beginning.

Pay Per View (PPV)

From special events to live sports, like ESPN Gameplan/Full Court games and UFC® events, Pay Per View has something for everyone. Gather friends and family for a live PPV event and everyone can view the action from a front row seat.

To avoid unauthorized purchases of PPV events, you can create a rental-locking PIN. Please refer to page 10 for instructions. To block all PPV orders on your account, call 643-4888.
**Purchasing a PPV Event**

Simply press the “GUIDE” button on your remote control to purchase PPV events. Charges will appear on your next month’s bill.

1. Press **GUIDE**.
2. Scroll using the **UP/DOWN** arrows and navigate to highlight the PPV event that you want to purchase.
3. Press **OK** to display the Program info screen for that event.
4. Navigate to **Rent for $** and press **OK**. A rental confirmation message will appear on your screen.

**Cancelling a PPV Purchase**

You can easily cancel a PPV purchase by calling 643-3456 before the event starts. Please note that you cannot cancel your purchase after the event starts.

**Recording a PPV Event**

Provided you have a DVR, you can record a PPV event after it has been purchased. For instructions, please see “Recording a Single Episode” on page 34.
Manage Your Account

My Account

My Account allows you to manage all your Hawaiian Telcom services 24/7, including:
- Access your Remote DVR
- Upgrade your TV services
- View or pay your bills
- Check your hawaiiantel.net email and Hawaiian Telcom Voicemail

To register, visit hawaiiantel.com/myaccount. You will need to have your account number ready, which is printed on your bill. Or simply call us at 643-3456.

You can also add channels and/or features from any computer or other web enabled device:

1. Go to hawaiiantel.com/myaccount.
2. Sign in or register by following the steps online.
3. Under the Hawaiian Telcom TV section, click on View Details.
4. Click on Upgrade TV Services.
From your Hawaiian Telcom TV Set Top Box:

1. Press **GO INTERACTIVE**.
2. Use **LEFT/RIGHT** arrows to scroll to **Customer Care** and select **My Account**.
3. Press **OK**.

**Quick Tip**

For additional security when adding and subtracting features or channels, set a 4-digit Parental Control PIN from the Settings or My Account menu.

Once in the Select My TV Services menu, you can use the BACK button to go back a step. Leave the menu at any time by pressing EXIT on your remote.
Adding TV Packages
1. Use **LEFT/RIGHT** arrows to select TV Packages.
2. Use **UP/DOWN** arrows to highlight the desired TV Package.
3. Press **OK** to learn more about the chosen TV Package.
4. Press **OK** to add the TV Package to your cart.
5. You'll be prompted with two choices: Continue Shopping or Checkout.
6. Select the desired option and press **OK**. To Proceed to Checkout, see page 27.

Adding HD & DVR Services
1. Use **LEFT/RIGHT** arrows to select HD & DVR Services.
2. Use **UP/DOWN** arrows to highlight the desired HD & DVR option.
3. Press **OK** to learn more about the chosen HD & DVR services.
4. Press **OK** to add the chosen HD & DVR services to your cart.
5. You'll be prompted with two choices: Continue Shopping or Checkout.
6. Select the desired option and press **OK**. To Proceed to Checkout, see page 27.

Adding Premium Channels
1. Use **LEFT/RIGHT** arrows to select Premium Channels.
2. Use **UP/DOWN** arrows to highlight the desired Premium Channel package.
3. Press **OK** to learn more about the highlighted Premium Channel package.
4. Press **OK** to add the chosen Premium Channel package to your cart.
5. You'll be prompted with two choices: Continue Shopping or Checkout.
6. Select the desired option and press **OK**. To Proceed to Checkout, see, page 27.
Adding International Channels

1. Use LEFT/RIGHT arrows to select International Channels.

2. Use UP/DOWN arrows to highlight the desired International Channel or Pack.

3. Press OK to learn more about the highlighted International Channel or Pack.

4. Press OK to add the chosen International Channel or Pack to your cart.

5. You'll be prompted with two choices: Continue Shopping or Checkout.

6. Select the desired option and press OK. To Proceed to Checkout, see, page 27.
Before Calling Technical Support for Hawaiian Telcom TV Issues

- Press the **STB** button located at the top right-hand side of your remote, to ensure that the operating mode is set to Hawaiian Telecom’s TV Services.

- Check that you are within 20 feet of your Set Top Box and have a clear line of sight with no obstructions, such as a glass door, in order for your remote control to work.

- Check or replace the batteries in the remote control.

- On some TVs, the brightness settings can interfere with the signal from your remote to your Set Top Box. Try adjusting the brightness on your TV set.

- Check that there is power to your Set Top Box. You will see a green light around the power button on the front panel.

- Check that your TV’s Input/Source is set to the type of cable that is connecting the Set Top Box to your TV set, i.e. Component or HDMI.

- Check that your cables are firmly attached to the TV and Set Top Box.

- Remove any items that may have been placed on top of any Hawaiian Telcom TV equipment. All equipment needs at least two inches of free space for proper ventilation. Do not place any TV equipment on a rug or bed as it may overheat.

- Turn your Set Top Box off and on by pressing **POWER** button on your Set Top Box to reset the system.
• Unplug the Set Top Box from the power outlet for at least 10 seconds and then plug it back in. This reset method usually resolves most problems related to the box.

For additional Troubleshooting see pages 48 and 49. You may also call Technical Support at 643-6111.

Service and Maintenance
Your Hawaiian Telcom TV Set Top Box doesn't contain any user-serviceable parts, and removing the cover may expose you to dangerous voltage and other electrical hazards. You will also want to avoid connecting any equipment to the USB ports on the back of your Hawaiian Telcom TV Set Top Box. They're for future use only and you could potentially damage both the equipment and the Set Top Box.

Cleaning
Wipe equipment with a clean cloth when necessary. Do not use liquid or aerosol cleaners.
Troubleshooting Your Hawaiian Telcom TV System

A reset usually resolves most service issues you may be experiencing, such as a frozen/unresponsive Set Top Box, missing channels, and loss of DVR capabilities.

Turn your Set Top Box off and on by pressing the **POWER** button to reset the system.

To reset the STB from within the menu system: Menu → Settings → Restart System. Confirm by selecting Restart option and press the OK button on the remote control.

If you are still experiencing service issues, unplug the Set Top Box from the power outlet for at least 10 seconds and then plug it back in. This reset method usually resolves most problems related to the box.

**My Set Top Box won't turn on**
- Press the front panel power button on your Set Top Box. There should be a green light around the Power button when the Set Top Box is powered on.
- Make sure that all your power cords are completely inserted into a power outlet. Ensure that your TV set is plugged into a working power outlet.
- If the Hawaiian Telcom TV Set Top Box is plugged into a power bar or surge protector, make sure that the power bar is on and has not tripped. If it has tripped, press the reset button on the power bar to restore power.
- If the Set Top Box is connected to a switched electrical outlet, make sure that the switch is on.
- If the green LED light at the front of the Hawaiian Telcom TV Set Top Box lights up, your box is now on and working.

**The Hawaiian Telcom TV Set Top Box does not initialize**
- Check to ensure that your Wireless Gateway is operating and that all cords are properly connected.
- Turn the power on the Set Top Box off and on using the power button.
- Unplug the Set Top Box for at least 10 seconds then plug it back in. Press the power button to turn on the Set Top Box.

**No picture** If the picture isn't showing on your TV, try these steps:
- Confirm that your TV is on the correct input.
- Press TV.
- Press VIDEO INPUT. Find the correct input for your TV service. Press OK.
- Press STB button.
- Manually turn your Set Top Box on and off.
• Manually turn your TV on and off.
• Check the back of your Hawaiian Telcom TV Set Top Box and any additional devices to ensure that all of your cables are firmly connected.

**HDMI connected from STB to TV**
• Check to ensure your HDMI cable is securely connected to your Set Top Box and High Definition TV. Re-secure the HDMI cables on the back of your High Definition TV and Set Top Box by removing the cable and re-securing them.
• Ensure you are on the correct video input on your High Definition TV.
• Most High Definition TV will have multiple HDMI connections available.
• Please use your High Definition TV remote to change the video input by pressing the “INPUT” or “SOURCE” button on the High Definition TV remote.
• When selecting the video input, please scroll through the different input such as HDMI 1, HDMI 2, HDMI 3, etc. Depending on where you're connected on your High Definition TV will determine which video input you will have to select.

**Coaxial connected from STB to TV**
• Ensure you are on the correct video input on your TV.
• Most older style TV will not have any HDMI connections available.
• If your TV does not have an HDMI connections, please ensure your TV channel is set to Channel “3”.

**Component/VGA connected from STB to TV**
• Ensure you are on the correct video input on your TV.
• Standard Component/VGA cable will have three different color cables connected to your TV and Set Top Box. (Component/VGA cables colors will vary between different manufacturer. Please conduct your manufacturer to determine which color provides which services).
• Red and White = Audio
• Yellow = Video
• Not all Component/VGA cables will vary between cables.
• Please locate your TV remote and locate the “INPUT” or “SOURCE” button.

**Poor picture quality**
• Ensure that the picture quality is not related to the channel by changing the channel up or down.
• Check that the TV channel is set to the appropriate channel, matching the settings on your Hawaiian Telcom TV Set Top Box and VCR/DVD (Video 1, 2, etc.).
• Check the back of your Hawaiian Telcom TV Set Top Box and any additional devices to ensure that all of your cables are firmly connected.
• If you do have multiple Set Top Boxes in your household, please confirm if you are receiving poor picture quality on the other Set Top Boxes
Hawaiian Telcom TV Set Top Box does not respond to my remote control unit

- Press the Hawaiian Telcom STB button at the top of the remote.
- Change channels using the buttons on your Set Top Box. If this works, check the remote control batteries.
- Note if the buttons light up when you press them. If not, check the remote control batteries. If your remote control works with your Hawaiian Telcom TV Set Top Box, but not with your TV or
- VCR/DVD, try re-programming the remote control using the codes in the remote control user guide.
- Ensure that there is a clear path between the remote control and the equipment. If necessary, clean the infra-red receivers on the equipment.

No audio or poor audio quality

- Check to ensure that the audio output cables from the Hawaiian Telcom TV Set Top Box to the TV are firmly connected.

The power light on the Hawaiian Telcom TV Set Top Box is on, but I have a snowy screen on my TV

- If your Hawaiian Telcom remote control is programmed to control your TV, press the TV button and then press the Video Input button to cycle through your video inputs
- Refer to your TV’s remote control setup guide to change inputs on your TV.
- If you are unable to switch between video inputs by using your remote(s), refer to your TV’s user guide for further instructions.
- Check to ensure that your cables are firmly attached.

Some programs have black bars on the side of the screen

- The black bars appear when you watch standard definition programming on your HDTV. You can minimize or remove the black bars on the side of your screen by pressing OPTIONS on your remote control and navigate to select the optimum setting for your TV.
- To change the Aspect Ratio, press the Zoom button. Scroll down to Aspect Ratio and press OK. Scroll down to Stretch and press OK. This will minimize Black Bars on Standard Definition channels

The Hawaiian Telcom TV Set Top Box seems to be stuck or frozen on a screen

- Press the Menu button on your remote control.
- If the Menu page is not displayed, initiate the reset procedure as described below.
- If the problem persists, please call 643-6111.
Hawaiian Telcom TV Frequently Asked Questions

Are all Hawaiian Telcom TV channels digital?
Yes, Hawaiian Telcom TV is a 100% digital television service. Having all digital channels however does mean that a cable box is required to watch our service on all TV's in the home.

Will Hawaiian Telcom TV affect my home phone service?
No, your home phone will not be affected.

Will I be able to watch digital TV on my existing TV?
Yes, a Hawaiian Telcom TV Set Top Box receives the digital TV signal and converts it into a format that works with your existing TV. This allows you to enjoy digital picture and sound on all channels.

How many TVs can I watch Hawaiian Telcom TV on?
Hawaiian Telcom TV supports up to 8 TVs, and at any one time you can watch live TV on 4 TVs. If you have a DVR, you can watch your recordings on the rest of your TVs.

How many favorites lists can I create?
You can create separate favorites list on each Set Top Box. Please see page 19 to learn how to create your favorites list.

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 on pages 10 and 11 for more details.

What is the difference between VOD and PPV?
VOD is primarily comprised of movies that you can rent and watch as many times as you want within the rental period. PPV events are usually live events and start at a specific time set by the content provider. If you have a DVR, a PPV event can be recorded, unlike a VOD rental.

How do I return to watching a VOD rental after I've turned to another channel?
You can press the previous button on your remote if your VOD rental is the last program you watched. Alternatively, press the Video On Demand button on your remote control.

What should I do if I have problems with my Hawaiian Telcom TV service?
Please see Troubleshooting your Hawaiian Telcom TV System on pages 48 and 49 first, as there may be an easy fix. If you are still unable to solve the problem, call us at 643-6111.

How can I order another remote control?
You can order another Hawaiian Telcom TV remote control by calling 643-6111. A new remote control will be shipped to you within a few days. Charges may apply.

Is my DVR a Set Top Box?
Yes. Your DVR is a Set Top Box with additional functionality that allows you to record, pause and replay live TV.

Can I pause, rewind and fast-forward live TV from any TV in my home?
You can only pause, rewind and fast-forward live TV on the TV connected to your DVR.

**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.

**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 Customizing Recording Settings on page 37.

**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.

**How much can I record on my DVR?**
This will vary depending on the type of DVR you have. You will be able to record approximately 500 hours of standard definition programming or approximately 166 hours of high-definition programming.

**How many programs can I record at once?**
You can record 4 live programs at once on your DVR, up to 2 of these programs can be in HD.

**How many recordings can I watch simultaneously?**
Up to 4 recorded programs can be viewed simultaneously, one of which has to be viewed on the TV connected to your DVR.

**Can I schedule a recurring recording?**
Yes. See page 35 for instructions under Recording a Series.

**If I pause live TV on channel 5, then change to channel 6 for a bit, can I go back to watch what I missed on channel 5?**
No. If you change the channel, the live TV program that was saved temporarily by your DVR will be deleted. If you would like to be able to watch the program again, ensure that you record the program.

**Can I watch a previously recorded program while recording a live program?**
Yes, recorded material is stored on your DVR’s hard drive and watching it does not interfere with recording live TV.

**Can I record a PPV or VOD program with my DVR?**
You can record a PPV event but you cannot record a VOD program.

**If my DVR is off, will it still record a scheduled program?**
Yes, your DVR will turn on to start recording and turn off when the recording is completed.

**If I reboot my DVR will I lose my scheduled recordings?**
No, all of your scheduled recordings will be saved.
Does Hawaiian Telcom’s TV service support the use of a Tivo DVR?
Hawaiian Telcom Whole Home DVR service provides advanced DVR features across all the TVs in your home connected to Hawaiian Telcom’s TV service – something that Tivo cannot provide. However, Tivo Series 1 or Series 2 Single Tuner can be used with Hawaiian Telcom’s TV service by connecting the infrared extender provided by Tivo to change the channel on the Hawaiian Telcom Set Top Box connected to the TV in question. Unfortunately, Tivo manufactures their HD and Premier models to only work with cable technology and requires a CableCard from a cable company, and are therefore not compatible, nor supported by Tivo for use on the next generation TV service platform used by Hawaiian Telcom and other