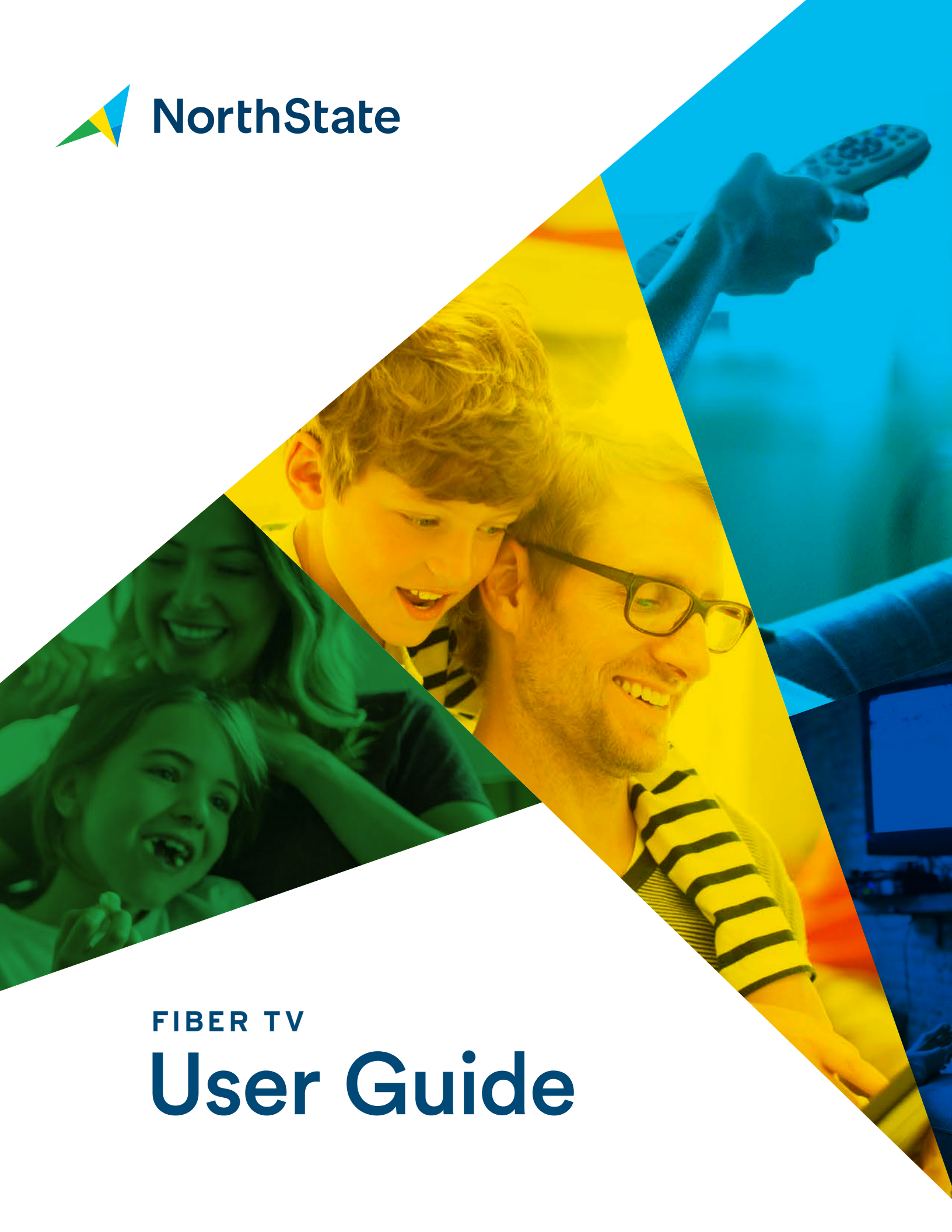




NorthState



FIBER TV

User Guide

Table of contents

Say Hello to Fiber TV	2
Your Fiber TV Digital Receiver	3
Your Remote Control	4
Programming Your Remote	5
Using Your Fiber TV Service	6
High Definition TV	6
Managing Live TV Feeds	6
Using the Menu	7
Using the On-Screen Guide	8
Picture-in-Picture Browsing	8
Customizing Your Guide	9
Favorites List	9
Using Search	10
Pay-Per-View	10
TV2GO	11
Video On Demand	11
Parental Control	12
Enhanced DVR	13
Controlling Live TV	13
Recording Programs	14
Customizing Recording Settings	14
Unlocking a Recorded Program	15
Managing Recording Conflicts	15
Resolving a Recording Conflict	15
Screen Aspect Resolution	16
Descriptive Video	16
Digital Audio Output	16
On-Screen Caller ID	17
Applications	17
Frequently Asked Questions	18
Troubleshooting Your Fiber TV System	20
How to Contact NorthState	21

Say Hello to Fiber TV

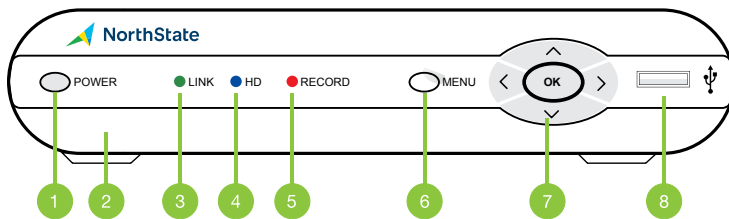
and say goodbye to planning around your shows, running out to rent a movie and being tied to just one TV. Enjoy features such as Video On Demand and High Definition (HD) programming. Now, with the Interactive Programming Guide, planning your TV viewing is a breeze. You can use keyword search to find your favorite programs or actors and even find out what else is on while watching your current program with Picture-in-Picture Browsing. Plus, get convenience and flexibility with Fiber TV applications. If you have a Fiber TV Digital Video Recorder (DVR), you also have the power to record, pause and replay live TV with the press of a button. Plus, with Enhanced DVR, one DVR is all you need. You can record and watch your shows from any TV in your home with a digital receiver—up to five HD shows and one SD show at the same time.

Be sure to save or bookmark this guide. It's filled with tips and easy-to-follow instructions that will help you every step of the way.

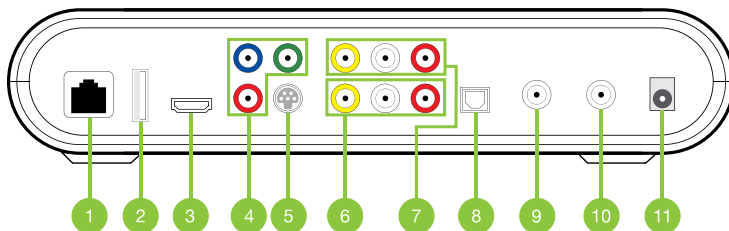
For more information, call us at 336 886 3600.

Your Fiber TV Digital Receiver

The following illustrations outline your digital receiver (HD or HD DVR) functions and connections. Digital receivers may not be exactly as shown below.



1. Power: Turns your digital receiver on or off and is lit when power is on.
2. Model Number: Identifies hardware model.
3. Link: Lit when the digital receiver is connected to the NorthState network.
4. HD: Lit when the digital receiver is configured to display HD content.
5. Record: Lit on all digital receivers when a DVR recording is in progress.
6. Menu: Displays on-screen menu.
7. Navigation: Moves selection up, down, left or right.
8. USB: Not currently enabled.



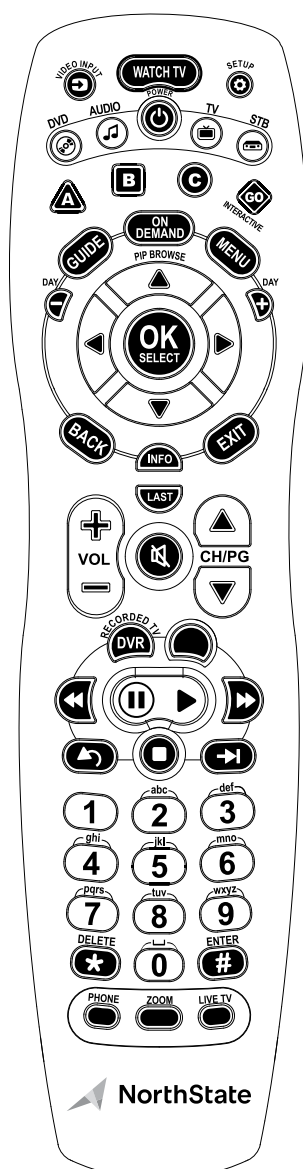
Model numbers: SA430, SA330, Cis430, Cis330 and ISB 7,000

1. Network In: Connects the network cable from your home network or modem.
2. USB: Not currently enabled.
3. HDMI (Out): HDMI is the HD connection that contains both audio and video signals.
4. Use for HDTVs 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 used.
7. RCA Video / Audio 2 Out: These duplicate connections are available for users with multiple devices.
8. Optical: This is an all-digital audio connection, ideal for audio receivers.
9. Video Out: Connects to the antenna jack on the TV.
10. Video In: For NorthState installer use only.
11. Power In: Connects to the supplied adapter to power the unit.


Your Remote Control


Why have multiple remotes when all you need is one? The Fiber TV remote is universal and works with most TVs, DVD players, VCRs and A/V receivers.


Once your remote is programmed, select the device you want to power on by first pressing either STB, TV, DVD or AUX and then pressing POWER.





 **Record:** Records live TV.


 **Rewind/Fast-Forward:** Reverses or fast-forwards your Video on Demand movie, VCR, DVD, live TV or recorded program. Repeatedly press the button to choose from 3 speeds.


 **Stop:** Stops your Video On Demand movie, VCR, DVD or recorded program.


 **Pause:** Pauses your Video On Demand movie, VCR, DVD, live TV or recorded program.


 **Play:** Plays your Video On Demand movie, VCR, DVD, paused live TV or recorded program. Reverses in 7-second intervals or fast-forwards in 30-second intervals for Video On Demand movie, live TV and recorded programs.


 **DVR:** Displays recorded programs and scheduled recordings.


 **Power:** Turns the device you are controlling on and off.


 **DVD:** Allows you to control your DVD player.


 **Audio:** For use with home theater sound systems.

 **On Demand:** Displays the Video On Demand menu.


 **Menu:** Displays the main menu.


 **Back:** Returns to the previous menu screen.


 **Interactive:** Quick access to the Interactive Programming Guide

 **Arrows:** Moves selection up, down, left or right.

 **Ok/Select:** Selects the highlighted item.

 **Exit:** Exits all menu screens and returns to live TV.


 **Info:** Displays a detailed description of the selected program.
Displays the search menu.


 **Phone:** Displays the Call Display menu (service not yet available).


 **Guide:** Displays the Interactive Programming Guide.


 **Volume Up:** Increases volume.


 **Volume Down:** Decreases volume.

 **+/-:** Scrolls through the program listings and menus one page at a time.

 **Mute:** Turns all sound on and off.

 **Last:** Returns to the previous channel and shows picture-in-picture of the last 5 channels you viewed.

 ***/#:** Deletes or enters letters or numbers.

 **Zoom:** Toggles between 5 screen-size settings.

Programming Your Remote

Your remote is initially programmed to operate only your receiver. Therefore, you must program the remote to operate your TV, DVD player or other devices.

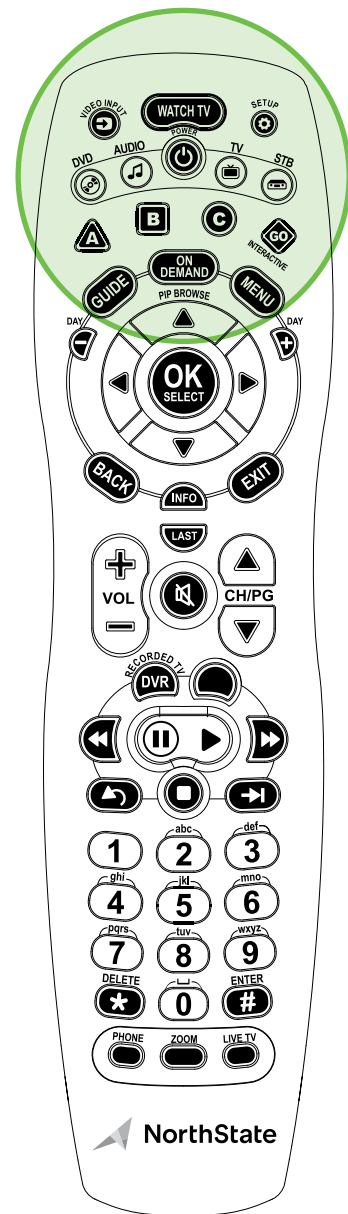
Note: You must use the IR (infrared) remote within line of sight of the receiver for the receiver to operate correctly.

HOW DOES YOUR UNIVERSAL REMOTE CONTROL WORK?

You tell the remote which device you want to operate using the four keys, called mode keys, arched across the top of the remote on each side of the Power button. These keys are labeled STB, TV, DVD and AUX. Each mode key is associated with a specific device. For example, after programming the remote, to operate your TV, you simply press the TV key. Other keys you press on the remote, thereafter, should operate your TV. To operate a different device, just press the mode key for the next device you want to operate.

FOR DETAILED INSTRUCTIONS AND REMOTE CODES, [CLICK HERE.](#)

If you are having trouble programming additional devices, please call Product Support at 336 886 3600.



Using Your Fiber TV Service

Quick tip: When not in use for four hours, the digital receiver will automatically enter standby mode to conserve energy. But don't worry, your scheduled recordings will not be interrupted.

HIGH DEFINITION TV

High Definition (HD) is the only way to experience a true widescreen picture that's up to 10 times better than regular cable TV. And, with 5.1 Dolby® Digital sound, HD is a treat for your ears as well.

All NorthState digital receivers are HD-ready. You'll find the HD channels between 1003 and 1435.



MANAGING LIVE TV FEEDS

Fiber TV supports up to eight TVs and delivers eight HD or SD TV feeds to your household. A TV feed can be a live TV show, a Video On Demand program or a Pay-Per-View (PPV) event. If you have two or more TVs tuned to the same live TV program, you'll only be using one live TV feed. Also, watching programs that have already been recorded on your DVR doesn't use a live feed.

For example, you can do one of the following:

- Watch eight different live TV programs, in HD or SD
- Record one live program on your DVR and watch seven other live programs
- Record two live programs on your DVR and watch six live programs

If you try to watch or record more live TV programs than you have available feeds, your Fiber TV service will present you with options to select the programs that you wish to watch or record. If you choose to interrupt a program on another TV, a message will be displayed on both affected TVs. Viewing a recorded program does not use a live TV feed since the program is stored on your DVR.

Quick tip: Turning off one of your digital receivers will free up a live TV feed.

USING THE MENU

To turn off the Recent Panel, Press the MENU button. Navigate to Options, then to TV, then to Recent Panel. This will move the five previous channels you have viewed from the sidebar.

Use the menu to quickly access the Browse Live TV, Recordings (DVR only), Video On Demand, Applications, Settings and Help Center drop down menus.

Here is a brief description of each drop down menu:

LIVE TV

- Watch live TV:** Allows you to watch a live TV program.
- Guide:** Accesses the Program Guide.
- Favorites:** Accesses your customized Favorites List.
- Search:** Allows you to easily find your favorite TV shows, Video On Demand and PPV programs.



RECORDED TV (DVR SUBSCRIBER)

- View recordings:** Lists all in-progress and completed recordings.
- Scheduled:** Lists all future recordings.
- Add a recording:** Allows you to record a program using Search, the Program Guide or by entering the channel number and recording time.

VIDEO ON DEMAND

Watch whatever titles are currently available, whenever you want to.

- Video On Demand:** Lists all videos by category.
- Current rentals:** Lists all your rented titles and those that are still available to view.
- Search:** Allows you to easily find your favorite Video on Demand titles settings.
- General:** Allows you to turn system sound effects on or off, access system information and troubleshoot your connection.
- Television:** Allows you to customize your Program Guide, Favorites List, screen aspect ratio and closed captioning.
- Audio:** Allows you to activate descriptive video and change your digital audio output settings.
- Parental Controls:** Allows you to block Video On Demand titles, PPV events and programs by channel, rating or content.
- Restart system:** Reboots your digital receiver. All your user settings will be saved.

Quick tip: The YELLOW TRIANGLE button is the shortcut to your Options Menu.

QUICK PEEKS SHORTCUTS:

The new version of our interface offers Quick Peeks. Pressing the LEFT ARROW next to the OK button leads to the Menu column with the following functions:

- Search
- Browse Live TV
- Recorded TV
- Applications
- On Demand
- Settings

Pressing the RIGHT ARROW button leads you directly to the Viewing Options:

- Favorite List
- Add to Favorite
- Edit Favorited
- Audio Language
- Subtitles
- Closed Captions
- TV Zoom
- Channel Search

Press the DOWN ARROW for the traditional channel view with options to press UP, DOWN, LEFT and RIGHT to view other live or upcoming content in Picture-in-Picture (PIP) format.

Press the UP ARROW for your five most recent channels selections. Press UP again and you can see your five most recent DVR recordings.

USING THE ON-SCREEN GUIDE

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



Information: Provides details about a highlighted program, including the title, time, rating, description and cast information if available.

Guide: Displays program listings by time and channel.

Programming view: Displays 1 hours of program listings.

1. Press GUIDE.
2. Use UP/DOWN ARROWS to scroll through and highlight a program.
3. Press OK to change the channel to that program.

Quick tip: To view a list of all programs on a channel, use LEFT ARROW to highlight the channel logo and number and press OK. To go forward or backward in the guide in 24-hour intervals, press REW/FF.

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 or LEFT/RIGHT ARROWS to scroll through the program listings while watching live TV.
2. Press OK to select a program or to get more information about an upcoming program.
3. Press EXIT TO TV to close the browse panel.



Quick tip: When you press LAST on your remote, Fiber TV will change channels to the last channel you were watching. You will also see a pop-up of the last five channels you viewed with Picture-in-Picture. This pop-up will disappear after 10 seconds, or you can press LAST again to exit this screen immediately.

CUSTOMIZING YOUR GUIDE

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

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

FAVORITES LIST

You can customize your Program Guide to display only the channels you want to view by creating a Favorites List. You can have up to five Favorites Lists.

CREATING YOUR FAVORITES LIST FOR THE FIRST TIME

1. Press MENU.
2. Use UP/DOWN ARROWS to select Favorites under Browse Live TV and press OK.
3. Use UP/DOWN ARROWS to select Set Up favorites and press OK.
4. Use UP/DOWN ARROWS to highlight the available channels and press OK to add it to the Favorites List.
5. Navigate to Save and press OK to save your changes. A green checkmark will appear next to the channels that are included in your favorites list.

SELECTING YOUR FAVORITES LIST

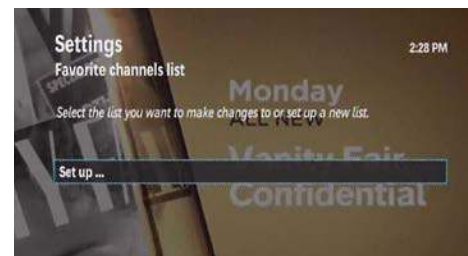
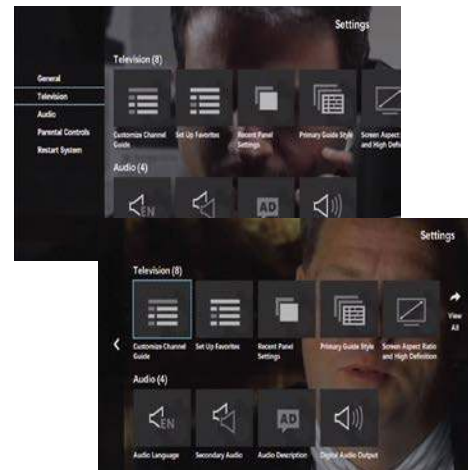
1. Press MENU.
2. Use UP/DOWN ARROWS to select Favorites under Browse Live TV and press OK.

EDITING YOUR FAVORITES LIST

1. Press MENU.
2. Use UP/DOWN ARROWS to select Settings.
3. Use UP/DOWN ARROWS to select Television and press OK.
4. Use RIGHT/LEFT ARROWS to select Set Up Favorites and press OK.
5. Use UP/DOWN ARROWS to highlight the available channels and press OK to add or remove the channel(s). A green checkmark will appear next to the channels that are included in your Favorites List.
6. Navigate to Save and press OK to save your changes.

NAMING YOUR FAVORITIES LIST.

Under the favorites screen, press the YELLOW TRIANGLE to edit the name of your Favorites List.

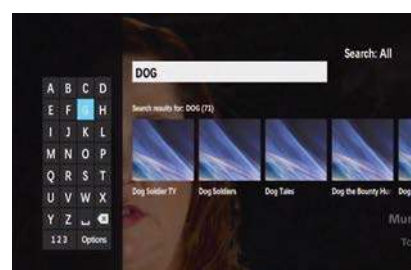
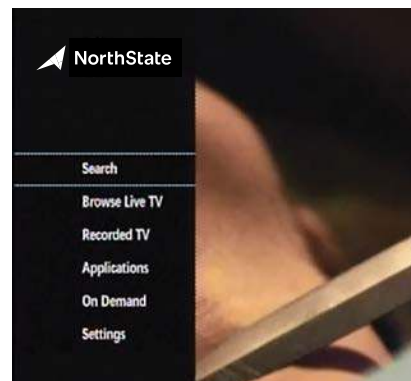


USING SEARCH

Use Search to quickly and easily find your favorite TV shows, Video On Demand titles and PPV events.

1. Press MENU and SEARCH.
2. Highlight Options to search by one of the following:
 - Title of a TV show, Video On Demand 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.
 - a. To enter a number, navigate to 123 and press OK.
 - b. Navigate to highlight a number and press OK.
 - c. 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.

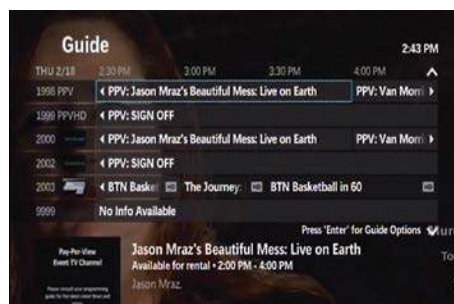
Quick tip: Quickly search by using the number keypad on your remote to spell the name of the person or program you are looking for.



PAY-PER-VIEW

If you can't be there, watch it live on Pay-Per-View. Watch exciting live events from the comfort of your own home at a fraction of the cost of tickets.

Fiber TV presents the most popular PPV events, including HBO® PPV Boxing, WWE and UFC®. In addition to live events, you can get All Day Event tickets for big events following their premiere date, including tape-delayed or taped events like King of the Cage, concerts, sports specials, uncensored TV and other high-demand favorites. It's easy to request an event. Most are available in SD and HD.



RENTING A PAY-PER-VIEW EVENT

1. Press GUIDE on your remote.
2. Enter Channel 1998 (SD) or Channel 1999 (HD).
3. Follow the on-screen prompts.

You'll always be shown the price for the event before you accept it, and most shows can be recorded unless stated otherwise. With Pay-Per-View, you always have front row seats.

NOTE: Pay-Per-View charges will be added to your NorthState bill. PPV is available with most Fiber TV packages.

All trademarks, logos and copyrights are the property of their respective parties.

NORTHSTATE TV2GO

With NorthState TV2GO, you get access to all your favorite programming, any time, any place you have a wireless connection. To view a list of current TV2GO programming, please go to northstate.net/TV2GO.

To register for TV2GO, please go to northstate.net/TV2GO and create a NorthState TV2GO Account.

You will need a valid email address, and your Account ID and PIN number off of your the top of your most recent bill. Please select NorthState as your provider for any further registration required.

VIDEO ON DEMAND

With Video on Demand, you can order great films and enjoy full control to start, pause, rewind and fast-forward. Choose from hundreds of titles, including Hollywood blockbusters, timeless classics and a wide variety of titles available in HD. Plus check out Video on Demand to watch great shows and movies when it's convenient for you. And TV Video on Demand content is included with channel subscription so there is no charge to view. To find out what's playing, go to channel 15 or check out the On Demand menu. If you want to prevent unauthorized rentals, create a rental locking PIN.

RENTING A VIDEO ON DEMAND PROGRAM

1. Press VIDEO ON DEMAND.
2. Use UP/DOWN ARROWS to select a video category. For Video on Demand, select the TV category. For those with subcategories, use UP/DOWN ARROWS to select the desired subcategory and press OK.
3. Use LEFT/RIGHT ARROWS to select a video and press OK. A Program Info screen will appear for you to watch a preview or rent the video.
4. Use LEFT/RIGHT ARROWS to select Rent for \$ and press OK. Or, if you have selected a Video On Demand title, select Play and press OK.
5. Use LEFT/RIGHT ARROWS to select Rent for \$ and press OK.

The video will begin playing immediately.



If you have blocked adult-rated content, the titles of the adult films will not appear in the Video On Demand menu within the adult category. To view these titles, refer to the Parental Controls section of this guide.

WATCHING A RENTED VIDEO ON DEMAND PROGRAM

Watch your rentals as many times as you want within the rental period (48 hours for most rentals).

1. Press ON DEMAND or turn to channel 2 and highlight My Videos to view your current rentals.
2. Use UP/DOWN, LEFT/RIGHT ARROWS to select the movie you would like to watch and press OK.
3. Press OK to start playing the video.



PARENTAL CONTROL

Not all shows are meant for all ages, which is why you can be in control of what your family watches. To do so, Parental Controls must be configured on each of your digital receivers with your PIN and will allow you to block programs by channel, rating and content. You'll also need this PIN to modify your settings, view blocked content or change your PIN.

CREATING A PARENTAL CONTROL PIN

The default PIN is 9999.

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

CREATING A VOD LOCKING PIN

This prevents unauthorized rentals of Video on Demand programs.

This PIN is independent of your Parental Control PIN.

The default PIN is 9999.

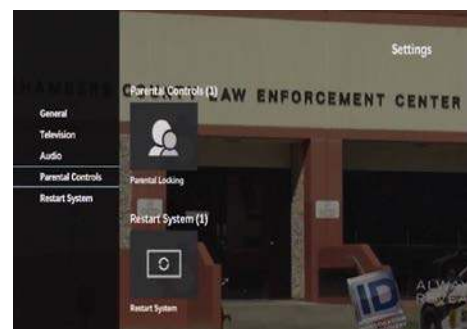
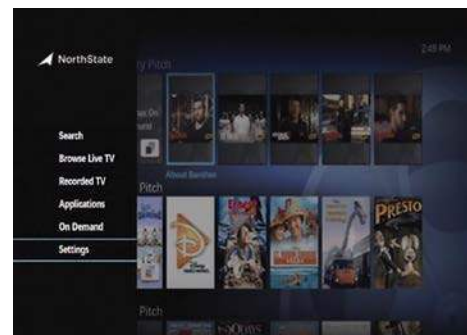
1. Press MENU.
2. Use UP/DOWN ARROWS to select Settings.
3. Use UP/DOWN ARROWS to select Parental Controls and press OK.
4. Use LEFT/RIGHT ARROWS to select Rental Locking and press OK.
5. Create a 4-digit PIN using the number pad on your remote control.
6. Confirm the 4-digit PIN by re-entering the PIN.
7. Press OK to select Rental locking.
8. Use LEFT/RIGHT ARROWS to select Save and press OK.

BLOCKING AND UNBLOCKING PROGRAMS

Block or unblock programs by channel or content rating.

1. Press MENU.
2. Use UP/DOWN ARROWS to select Settings.
3. Use UP/DOWN ARROWS to select Parental Controls and press OK.
4. Enter your 4-digit Parental Control PIN with the number pad on your remote control.
5. Use UP/DOWN ARROWS to highlight Change Next to the blocking option you want to use and press OK. You must lock the adult programs option to block adult rated content.
6. Use UP/DOWN ARROWS to make you selection and press OK.

Rental:	Allows PIN requirement for VOD rental.
Channels:	Allows you to block selected channels.
USTV Parental Guidelines:	Allows blocking of programs based on TV ratings
Movie ratings:	Allows you to block programs rated G, PG, PG-13, R or X. When you choose to block by rating, all programs with higher ratings will also be blocked. To block adult movies, you must set the adult program to locked .
Unrated content:	Allows you to block programs that are not rated, e.g., educational programs and movies released before the 1960s.
Adult content:	Allows PIN requirement for adult content programming.



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 receiver.
3. Use UP/DOWN ARROWS to select one of the following options and press.
 - Don't Unlock
 - Unlock this Program: The program will be automatically locked again after two hours
 - Unlock All TV For 2 Hours: All blocked programs on this TV will be unlocked for two hours (option not available if there is blocked adult content)

If rental locking is enabled for a Video on Demand 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.

ENHANCED DVR

With Enhanced DVR, one DVR is all you need to get full DVR functionality on any digital receiver in your home. You can pause a recorded show you have been watching in your living room and pick up where you left off in the kitchen or den. You can also schedule and access recordings from any room in your home, and even watch the same recording from different rooms at the same time and control them separately. Plus pause, rewind and fast-forward live TV from any TV with a digital receiver. Enhanced DVR gives you full DVR functionality on up to five other TVs when equipped with receivers.

RESUMING A RECORDED PROGRAM ON A DIFFERENT TV

1. Press STOP on the recorded show you are watching.
2. Go to another TV and turn on the digital receiver.
3. Press RECORDED TV.
4. Use UP/DOWN ARROWS to select the same show and press OK.
5. Select Resume Play and press OK to start viewing the recording from where you left off.

CONTROLLING LIVE TV

When you're watching a show, your DVR will save it for up to 90 minutes, so you can pause, rewind and fast-forward whenever you like on the TV connected to your DVR. Once you've paused live TV, a status bar will show you where you are in the program and how much has been temporarily saved.

If you pause for longer than 90 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. Remember, if you'd like to save a show, be sure to record it.



- The shaded green segment indicates saved program
- The bright green cursor indicates where you are within the saved program
- When the cursor is at the far right of the green shaded segment, you are at the current time in the program

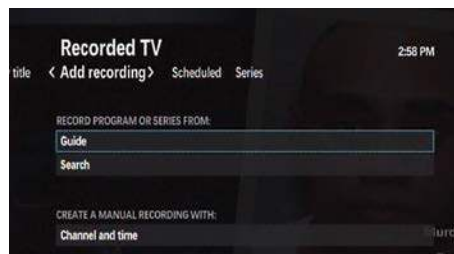
RECORDING PROGRAMS

Quickly and easily manage your recordings through the DVR menu.

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

When a program is being recorded, a red record icon will be displayed in the Program Guide regardless of which digital receiver you are watching TV on. The record light will remain lit on all your digital receivers, including your DVR, during a recording.

Quick tip: Sometimes programs, like sporting events, will run a little longer than their scheduled time. But, if you extend the recording time, you can be sure you won't miss a minute.



CUSTOMIZING RECORDING SETTINGS

RECORDING A SINGLE EPISODE

1. Press GUIDE.
2. Navigate to the program that you wish to record.
3. Press RECORD.

RECORDING A SERIES

1. Press GUIDE.
2. Navigate to the program that you want to record.
3. Press RECORD twice. A Series Record icon will appear in the program guide.

STOPPING A RECORDING

1. Press RECORDED TV.
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 OK.

CANCELLING A FUTURE RECORDING

1. Press RECORDED TV.
2. Use LEFT/RIGHT ARROWS to select Scheduled.
3. Use UP/DOWN ARROWS to select the program that you wish to cancel recording and press OK.
4. To cancel a recording of:
 - An episode: Select Don't Record, press OK, then select Cancel Episode or Cancel Recording and press OK
 - A series: Use UP/DOWN ARROWS to select Series Record info, press OK, then select Cancel Series, press OK, select Cancel Series and press OK



DELETING A RECORDED PROGRAM

1. Press RECORDED TV.
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 Delete and press OK.
4. Use (UP/DOWN ARROWS) to select Delete and press OK to confirm deletion.

UNLOCKING A RECORDED PROGRAM

1. Press RECORDED TV.
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: The program will be automatically locked again after two hours
 - Unlock All TV For 2 Hours: All blocked programs on this TV will be unlocked for two hours (option not available if there is blocked adult content)

MANAGING RECORDING CONFLICTS

When everything you want to watch just happens to be on at the same time, there's no need to miss any of it. Record up to two programs at a time, on any TV in your home.

If you try to record six programs or more than five HD programs at a time, 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 OK.

Display 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 through 8:

- 4:3 standard definition
- Widescreen standard definition
- 720p High Definition
- 1080i High Definition

1. Press MENU.
2. Use DOWN ARROW to highlight Settings.
3. Use UP/DOWN ARROWS to select Television and press OK.
4. Use LEFT/RIGHT ARROWS to select Screen Aspect Ratio and 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. Or, if you see a black screen, your TV may not be able to display the selected setting or it may not be properly connected to your digital receiver. Use UP/DOWN ARROWS to choose another setting or check your cables to ensure proper connection between your TV and digital receiver.

Quick tip: To remove the black bars that appear on both sides of the screen when you watch standard definition programming on an HD TV, press ENTER OPTIONS and use UP/DOWN ARROWS to select the optimum setting for your TV.

DESCRIPTIVE VIDEO

Descriptive Video is a feature available on select programs for the visually impaired that provides audio descriptions of the visuals in a program.

1. Press MENU.
2. Use UP/DOWN ARROWS to select Settings.
3. Use UP/DOWN ARROWS to select Audio and press OK.
4. Use UP/DOWN ARROWS to select Audio Description and press OK.
5. Use LEFT/RIGHT ARROWS to select Descriptive Video and press OK.
6. Navigate to select Save and press OK.

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 to select Audio and press OK.
4. Use LEFT/RIGHT 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.

ON-SCREEN CALLER ID

On-Screen Caller Identification service displays incoming caller information on your TV screen. The display includes the caller's name and number, and the program maintains a log of the last 50 calls including name, number, date and time. On-Screen Caller Identification is controlled separately by each receiver in the home and has the ability to be turned on or off at each receiver.

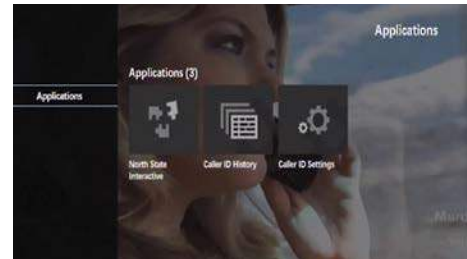
TO LOCATE THE LOG/HISTORY

1. Press the MENU button on remote.
2. Use the DOWN ARROW button to scroll over to Applications.
3. Use the RIGHT ARROW button to highlight Caller ID History.
4. Press OK.
5. Yellow A button will delete all history.
6. Red C button will delete only the highlighted listing.

CHANGE SETTING

The subscriber can control whether the Caller Identification information is displayed on the screen.

1. Press the MENU button on remote.
2. Highlight Applications.
3. Use the DOWN ARROW button to select the Caller ID Settings and press OK.
4. Highlight On-Screen Message and press OK.
5. Removing the checkmark in the box at display On-Screen Message will suspend the Caller ID information on the screen.



Frequently Asked Questions

Are all Fiber TV channels digital?

Yes. Fiber TV is a 100% digital television service.

Is my DVR a digital receiver?

Yes, your DVR is an HD digital receiver with additional functionality that allows you to record, pause and replay live TV.

Will Fiber 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 Fiber TV digital receiver 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 Fiber TV on?

Fiber TV supports up to six TVs. If you have Whole Home DVR service, you can watch your recordings on any of your six TVs that have receivers.

How many Favorites Lists can I create?

You can up to five Favorites Lists on each digital receiver you have in your home. Favorites Lists from one receiver to another can be different.

How can I control what my children are watching?

Parental Controls allow you to block programs by title, rating or content. To get you started, you can go to Settings, then Parental Control and follow the instructions.

What is the difference between Video on Demand and Pay-Per-View (PPV)?

Video on Demand offers a selection of movies and TV shows that you can rent at any time and watch as many times as you want within the rental period. PPV service is not yet available on Fiber TV.

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

There are three convenient ways:

1. If your Video on Demand rental is the last program you watched, simply press the LAST button on your remote.
2. Turn to Channel 2.
3. Press the VIDEO ON DEMAND button on your remote and highlight My Videos.

What should I do if I have problems with my Fiber TV service?

If you are experiencing a problem with Fiber TV service, please call NorthState Product Support at 336 886 3600. They can help you with any problems from programming your remote to setting your Favorites List. There are also troubleshooting tips on page 20 and 21 of this Manual.

How can I order another remote control?

You can purchase another Fiber TV remote by going to your nearest NorthState store. The cost is \$35 plus tax.

Can I pause, rewind and fast-forward live TV from any TV in my home?

By subscribing to Whole Home DVR service, you can pause and rewind live TV on up to 6 TVs that have receivers.

How long can I pause live TV for?

With a DVR, you can pause live TV for up to 90 minutes. After 90 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 appear on your screen to 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 remains, your DVR will start deleting them beginning with the oldest unprotected recordings.

How do I protect my recordings?

To protect your recording, when you record a program, go to Recorded TV, navigate to Keep Until and choose Keep Until I Delete.

How many programs can I record at once?

At a minimum, you can record six live programs at once on your DVR, and five can be HD.

Can I schedule a recurring recording?

Yes. Choose the program you want to record from the Program Guide, then press RECORD twice and you'll see the Series Record icon appear. You'll now record this show every time it airs. You can record an episode or an entire series by following the on-screen instructions.

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.

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.

What if I forget my PINs?

You can call NorthState Product Support (336 886 3600) and they will reset the PIN to its default setting. At that point, you can change it to your own PIN.

Why can't I get my Program Guide to come up?

Press the STB button at the top of your remote, then press GUIDE.

Why can't I get MENU to come up?

Press the STB button at the top of your remote, then press MENU.

Why is the picture too big or too small for the screen? Why are there black areas on both sides of the picture?

Your Screen Video Output may be set for Zoom. Press the ZOOM button on the lower right corner of your remote to toggle through the five available settings for the one that's best for your TV.

Why won't the remote operate the TV?

You can program your Fiber TV remote to work with our TV. This user guide provides step-by-step directions for programming the remote. You can also call Product Support at 336 886 3600 to have a representative walk you through the process.

Why can't I get a picture on my TV?

Please contact Product Support at 336 886 3600.

What is the default VOD PIN?

9999.

What is the default Parental Control PIN?

9999.

Troubleshooting Your Fiber TV

CANNOT TURN ON MY FIBER TV DIGITAL RECEIVER

- Try pressing the front panel power button on your digital receiver
- 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 Fiber TV digital receiver 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 digital receiver is connected to a switched electrical outlet, make sure that the switch is on
- If the green LED light at the front of the Fiber TV digital receiver lights up, your receiver is now on and working
- Check to ensure that your modem or router is operating and that all cords are properly connected
- Turn the power on the digital receiver off and on

NO PICTURE OR POOR PICTURE QUALITY

- Check to ensure that your TV is set to the right video input
- Ensure that the TV channel is set to the appropriate channel to match the settings on your Fiber TV digital receiver and VCR/DVD (Video 1, 2, etc.)
- Check the back of your Fiber TV digital receiver and any additional devices to ensure that all of the cables are firmly connected
- Make sure that all the connections are made according to the appropriate configuration for your particular requirements

FIBER TV DIGITAL RECEIVER DOES NOT RESPOND TO MY REMOTE CONTROL UNIT

- Check the batteries in your remote
- Press the NorthState STB button at the top of the remote
- Change channels using the buttons on your digital receiver
- Note if the buttons light up when you press them—if not, check the remote control batteries
- If your remote control works with your Fiber TV digital receiver but not with your TV, VCR or 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 infrared receivers on the equipment

NO AUDIO OR POOR AUDIO QUALITY

- Check to ensure that the audio output cables from the Fiber TV digital receiver to the TV are firmly connected
- Change the Digital Audio Output setting from Surround Sound back to Stereo

THE POWER LIGHT ON THE FIBER TV DIGITAL RECEIVER IS ON, BUT I HAVE A SNOWY SCREEN ON MY TV

- If your TELUS remote control is programmed to control your TV, press the TV button, and then press the TV/VIDEO 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 ENTER/ZOOM on your remote control and navigate to select the optimum setting for your TV.

THE FIBER TV DIGITAL RECEIVER SEEMS TO BE STUCK OR FROZEN ON A SCREEN

- Try pressing the MENU button on your remote control
- If the MENU page is not displayed, initiate the reset procedure as described below

If you're still unable to solve the problem, try resetting the digital receiver by unplugging it from the power outlet for at least 10 seconds and plugging it back in. This resets the device and usually resolves most problems related to the receiver. If the problem persists, please call 336 886 3600.

HOW TO CONTACT NORTHSTATE

For Product Assistance, please call 336 886 3600.

Or if you'd like to tell us how we're doing, please call 336 886 3600.

For the most up-to-date information on Fiber TV, visit northstate.net.

SERVICE AND MAINTENANCE

Your Fiber TV digital receiver 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 Fiber TV digital receiver. They're for future use only and you could potentially damage both the equipment and the digital receiver.

CLEANING

Wipe with a damp cloth when necessary. Do not use liquid or aerosol cleaners.

