

HOW TO USE

the On-Screen Interactive Guide



A simple and complete tool
for taking full advantage of Fleximo,
Cablevision's digital TV

new  **Fleximo
on Demand**
Details on page 9

cablevision.qc.ca
1-800-567-6353



CABLEVISION 
Cable brings the best

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Take Control!

The on-screen Interactive Guide is designed to enable you to make the most of Fleximo and its multiple interactive features. In no time, you will be able to program reminders, save your favourites, set Parental Locks or use the Mini-Guide to see what shows are coming up without having to exit your current program.

The on-screen Interactive Guide also provides you with access to the most recent digital TV features, such as recording on a digital video recorder (DVR)¹ and Fleximo on Demand² service.

Read the following pages to see all of the possibilities Fleximo provides - digital TV at its best!

¹Certain conditions apply.

²Available where technology permits.

Remote Control Features

Basic Navigation

- **Yellow** highlighting indicates your current selection as you navigate through the on-screen menus.
- Press the **◀▶▼▲** arrow buttons in the centre of your remote to move the highlighting.
- Press **OK** to confirm your selection.
- Press the **EXIT** button to exit the menus and return to watching TV.

VOD
Direct access to Fleximo on Demand (if offered)¹

REPLAY
Play back the last 15 seconds of a program²

PAGE ▲▼
Scroll to the next or previous page of program listings

EXIT
Return to watching TV

OK
Select a highlighted item or, while watching a program, press to display or remove the Flip Bar or Mini-Guide

GUIDE
See listings of current and upcoming programs

DAY +/-
See program listings for the next days

NUMBER BUTTONS
Press channel number (then press OK) to tune to the channel selected)

SWAP
Switch between TV tuners²

PPV
Direct access to Pay-Per-View (if offered)

VIDEO CONTROLS
Control viewing, programming on demand and digital video recording (DVR)³

LIVE TV
Access live TV ²

FAV
Tune to your favourite channels (once you have set them up)

CH +/-
Change channels and access the Flip Bar

INFO
See program information

LAST
Return to previous channel or screen

MENU
Enter or exit the Main Menu

◀▶▼▲ ARROWS
Use to highlight guide features or, while watching TV, press to begin browsing. Control playback of programs recorded with DVR.



¹ Key only available on the new version of the remote.

² Key only functional for DCT6412 and DCT6416 (DVR) decoders.

³ These buttons are available with Fleximo on Demand and the digital video recorder (DVR). Programs on demand cannot be recorded with the DVR.

Quick Menu

The Quick Menu provides shortcuts to the Interactive Guide's button features. Press the **MENU** button on your remote to enter it (from anywhere in the Guide, or even while watching a program).



Press the **MENU** button to enter the Quick Menu.

To use the Quick Menu icons, press the left, right, up and down arrows (◀▶▼▲) in the centre of your remote. Select a feature. Then press **OK**.

Main Menu

You can access all of the Interactive Guide's features through the Main Menu.¹

Enter the Main Menu by pressing the **MENU** button **twice**, then make your selection from among the options provided: Listings by Time or by Channel, Favourites Channels, Search, Parental Control, Local Weather, Digital Music, Fleximo on Demand, etc.



Enter the Main Menu by pressing the **MENU** button **twice**.

¹The Menu options may vary.

Search Feature



The Search feature is accessed through the Quick Menu or Main Menu. You can view program listings by channel or by category (Movies, Sports, Kids, etc.).

The sub-categories enable you to be even more specific in your search. For example, you can specify the type of movie to suit your mood: comedy, drama, horror...



Program Listings

To view the program listings, press the **GUIDE** button on your remote from the Quick Menu or the Main Menu.

They provide instant information: program title, start/end time, program description, rating, etc.

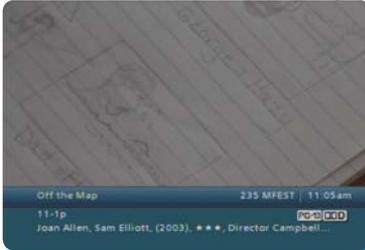


Program Listing Tips:

- Pressing the **GUIDE** button on your remote displays the current program listings.
- Pressing the **PAGE** ▼/▲ buttons moves you directly from page to page.
- Use the **DAY** -/+ buttons to move directly from one day to another.
- Press the **INFO** button for a detailed description of the program.
- You can restrict access to adults titles in the listings by using the **Parental Control function** (see page 5 for more details).

The different types of programs are colour-coded to make your searching easier:

- DARK BLUE** •• Regular programs
- PURPLE** •• Movies
- GREEN** •• Sports
- LIGHT BLUE** •• Children's programs



Flip Bar

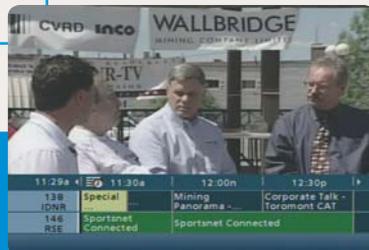
The Flip Bar lets you see program information as you change channels.

- Press the **CH** +/- buttons to change channels and see the Flip Bar appear on your screen.
- When you find a program you like, press **OK** to make the Flip Bar disappear or press **INFO** for more program details.
- Press the **INFO** button on your remote to have the Flip Bar appear while you are watching a program.

Interactive Mini-Guide

The Interactive Mini-Guide lets you view program listings without having to leave your program.

- Press **OK** to access the Mini-Guide.
- Use the ◀▶ arrow buttons to scroll through the times and the ▼▲ arrow buttons to scroll through the channels.

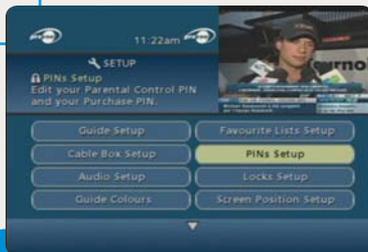




Parental Control

Parental Control lets you block access to ratings, channels and titles, as well as hide adult titles from being displayed on the screen.

The **Parental Control PIN** lets you block access to certain programs, whereas the **Purchase PIN** restricts purchases of Pay-Per-View programs.



- In the Main Menu, select the **Setup** option.
- Next, select **Setup PINs**.
- Next, follow the instructions on the screen to set or change your PINs.

- Select **My Favourites Channels** from the Main Menu or the  icon from the Quick Menu.
- Highlight a channel and press **OK**. The  icon will appear next to that channel. Press **OK** again to delete this channel from your Favourites list.
- While watching a program or viewing a program listing, press the **FAV** button on your remote to quickly tune in to your favourite channels.

Favourites

This feature lets you quickly access your favourite channels.



Reminders

You can set reminders to so you don't miss your favourite programs. You can choose their frequency (once, once a day, once a week, Monday to Friday, weekend, etc.).

- Press the **GUIDE** button.
- Select the program by highlighting it, then press **OK**.
- Highlight the  icon to set or cancel a reminder.

Local weather

The Interactive Guide will give you local weather conditions with a three-day forecast.

- From the Main Menu, select **Local weather** and press **OK**.



Messages

Cablevision may occasionally send you messages to announce new services or special promotions or convey other information. An envelope will appear in the upper left corner of the screen and a red light will appear on the front of your decoder box.



- To read the message, select **Messages** from the Main Menu or Quick Menu.
- Highlight the message and press the **OK** button.



Pay-Per-View **PPV**

The Interactive Guide makes ordering Pay-Per-View movies and events easy.

- From the Main Menu (**Pay-per-View**) or the Quick Menu (**PPV**), select any of the Pay-Per-View options to see a list of programs currently available to order.
- Select a program, then press **OK** to view the information screen for this program.
- To purchase this program, select the **BUY** icon and follow the on-screen instructions.
- If the program is scheduled to air at a future time, a reminder is automatically set.

IMPORTANT

We recommend that you set up a **Purchase PIN** to block unauthorized purchases of Pay-Per-View programs (for more details, see p. 11).

HDTV¹

High-Definition Television (HDTV) provides a whole new dimension to the TV experience.

The sharpness of the picture lets you see the smallest details and literally dive into a program, movie or sporting event. The panoramic images, pure colours and theatre-quality sound enhance your viewing and satisfaction.

More and more TV broadcasters are offering HD programming with some channels being devoted exclusively to HD programs.



Find out about our High Definition Television bundle.

¹ HD decoder required.
Available where technology allows.

DVR

Digital Video Recording (DVR)¹

Setting up a Recording

The ENP/DVR feature lets you record up to 60 hours of your favourite programs, even high-definition ones, without having to fiddle with any videocassettes or DVDs.



1. "ONE TOUCH" RECORDING

To record a live TV program you are watching, press the **RECORD** button on your remote. The system will record the current program.

When browsing through the guide, press the **RECORD** button to set the recording of a highlighted program at its scheduled air time (immediately, later or another day).

2. INTERACTIVE RECORDING

You can also highlight a program from the program listings and press the **INFO** button on your remote.

Action icons will appear on the bottom of the screen. Select the ● icon and press **OK** to launch the recording at this program's scheduled air time.

3. MANUAL RECORDING

Lastly, you can manually schedule a recording for a specific time and specific channel.

- From the Main Menu, select the **DVR** option, then **Record**.
- Select the start and end date and time for the recording and confirm your settings.
- Select the channel from the list that appears on the screen.
- Next, select **Set a recording** to confirm your settings or to obtain additional options.

¹ The DVR feature only functions with the use of a digital video recorder. DVR recording capacities vary. Programs on demand cannot be recorded with DVR.

Control Live TV

Anytime you tune to a channel, the DVR begins making a temporary recording. So, you can pause your program if the phone rings, rewind to a part you missed and even fast forward over the recorded parts you want to skip.

The basic control buttons are the same as on a conventional VCR.

Pause Press **PAUSE** and the video image instantly freezes and will remain frozen for up to 90 minutes. To resume watching your program where you left it, simply press **PLAY** or press **PAUSE** several times to watch the program image by image.

Rewind Press the **REW** button to review a portion of your live show. Press it again up to four times to increase the rewind speed. To resume normal play, press **PLAY**.

Fast Forward For programs you are watching live, Fast Forward can be activated if you have paused or rewound the program. Press the **FFWD** button up to four times to increase the fast-forward speed. To resume normal play, press **PLAY**. You can fast forward up to where the live program has reached.

Slow Motion The Fast Forward and Rewind functions can be used in slow motion. The image remains sharp even at very slow speed, making even the smallest details clear. First, Press **PAUSE**, then **REW** or **FFWD**. To resume normal speed, press **PLAY**.

Instant Replay Press the **PAGE ▼** button or the **REPLAY** button on your remote to review the last 15 seconds of your live program. Press them again repeatedly to continue skipping backwards in 15-second intervals.

Get Back to Live TV To return to live programming after pausing or rewinding, press the **LIVE TV** button on your remote.



Fleximo on Demand

Escape on Command

Long day? Want to relax? With Fleximo on Demand, you can get away with a click of your remote!

Fleximo on Demand is like a video store in your living room – a vast choice of movies (including new releases for the whole family) and special programs, that you can watch when it suits you, without having to leave your favourite armchair. No more trips to the video store, late fees and videocassettes to deal with!

Each movie you order is available to you for 24 hours. You can watch it as often as you like on all the decoders in your home. Plus, with the Fleximo remote, you can rewind, fast forward or pause. The rental cost is added to your monthly Fleximo bill. It's as simple as that.

Fleximo on Demand is the perfect way to unwind – it's a no-brainer!

Navigation

The buttons you need to navigate through the Fleximo on Demand screens are on your remote. They also appear on the bottom of every Fleximo screen.

A more detailed description of your remote's various features appears on page 2 of this brochure.

- Use the arrows in the center of the remote to move from choice to choice within the same screen.
- The **LAST** button brings you back to the previous screen.
- Pressing the **OK** button selects the highlighted choice on the screen.
- The  icon on the screen brings you back to the Fleximo on Demand home page.
- Lastly, the **EXIT** button on your remote brings you back to TV.

Viewing

PLAY: Activates the video. Returns viewing to normal speed at any time.

PAUSE: Stops the video temporarily.

STOP: Stops the viewing.

FFWD: Fast forwards the video (twice normal speed).

REW: Rewinds the video fast (twice the normal speed).

Centre arrows ◀ ▶: Skips a few minutes of the video.

Fleximo on Demand provides the same video control features as a VCR. The same symbols are on the remote and playback is controlled in the same way.

A menu appears on the screen to help guide you.

How to Order a Movie

When you order a movie, you can view it as many times as you wish for a 24-hour period. Furthermore, your rentals are available on all the Fleximo decoders in your home.



- Press the **MENU** button on the remote to enter the Quick Menu.
- Select the  icon to access the Fleximo on Demand interface.
- Choose the language of your choice, **FRENCH** or **ENGLISH**, or **MES LOCATIONS/MY RENTALS**, then press **OK**.
- Choose a category, subcategory or title and press **OK** after each choice.
- When you have finished choosing your movie, press **OK**.
- Select the **BUY** option, then press **OK**.
- Enter your purchase code (Purchase PIN) to complete the order.

IMPORTANT

A rental cannot be cancelled after you have confirmed your order.

To avoid charges due to accidental rentals, we recommend that you set a purchase code (Purchase PIN). See page 11 for more details.

Purchase Code (Purchase PIN)

Activate Your Purchase Code

You can set up your Fleximo on Demand service so that a personal identification number (PIN) must be entered to complete any orders.

This precaution is highly recommended to control purchasing from your decoder and prevent errors (e.g.: hitting a button by mistake).



- Press **MENU** on your remote twice. Using the centre arrows, select **SETUP** and press **OK**.
- Using the arrows, choose **PINs SETUP** and press **OK**. Select **ENTER NEW PURCHASE PIN** to highlight it.
- Enter your four-digit PIN and confirm it.
- Press **EXIT** on your remote.

Change Your Purchase Code

- Press **MENU** on your remote twice to enter the Main Menu.
- On the screen, using the center arrows on your remote, select **SETUP** and press **OK**.
- Still using the arrows, select **PINs SETUP** and press **OK**.
- Choose **TO CLEAR, ENTER CURRENT PURCHASE PIN** and enter your current PIN.
- Next, enter your new PIN, and then enter it again to confirm your selection.

Deactivate Your Purchase Code

- Press **MENU** on your remote twice. Using the centre arrows, select **SETUP** and press **OK**.
- Still using the arrows, select **PINs SETUP** and press **OK**.
- Choose **TO CLEAR, ENTER CURRENT PURCHASE PIN** and enter your current PIN.
- Press **EXIT** on your remote.

Forgotten your PIN?

If so, unfortunately, you cannot change it through your decoder.

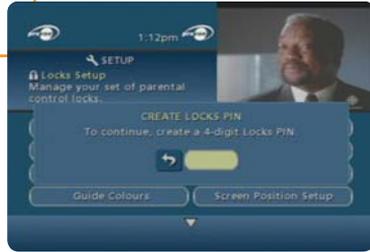
You will have to contact Cablevision's Technical Support department at **1-800-567-6353** to ask to have your PIN reset. Only the person responsible for the account is authorized to make this request.



Parental Control Code (Locks PIN)

The Parental Control Code lets you block access to all the programming on a specific channel or to certain programs, based on their rating or air time (e.g.: the explicit content in the Adult Films section).

Once the Parental Control Code has been activated, a password will be needed to view the locked programs or channels, which preserves your peace of mind.



Here is how to block access to certain ratings, movie titles or programs, specific channels or program categories:

- Press the **MENU** button on your remote twice and select **SETUP**.
- Press **LOCKS SETUP**.
- Create your Locks PIN (or enter your PIN if you already have one)
- Choose the items to which you want to block access and press **OK**. A padlock will appear to confirm the lockout (to deactivate it, press **OK** again).
- Press **EXIT** on your remote.

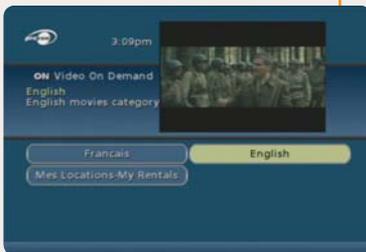
Forgotten your PIN?

If so, unfortunately you cannot change it through your decoder.

Contact Cablevision's Technical Support department at **1-800-567-6353** to ask to have your PIN reset. Only the person responsible for the account is authorized to make this request.

IMPORTANT

For added security, we recommend that your Locks PIN be different from your Purchase PIN. For more information, see page 11.



MY RENTALS Option

This option displays the movie titles that you have ordered and that are still available in your 24-hour rental window. Here is how to access this option:

- Press **MENU** on your remote to enter the Quick Menu.
- Select the  icon to access the Fleximo on Demand interface.
- Choose the **MES LOCATIONS/ MY RENTALS** option and press **OK**.
- Select a title and press **OK** again to view this movie.

Error Messages

Error messages may appear while using Fleximo on Demand. For example:

“An error has occurred. Please contact our Technical Support department Monday to Friday between 8 a.m. and 5 p.m.”

This message could appear on the first day you use your decoder. It means that activation of Fleximo on Demand service on your decoder has not been finalized. Activation should be completed automatically within a maximum of 12 hours.



Before contacting Cablevision's Technical Support department:

- If you get an error message while accessing Fleximo on Demand, start by switching off your decoder for a few seconds and then turning it on again.
- Enter the Fleximo on Demand interface again by selecting the  icon.
- If an error message appears again, disconnect your decoder from the power outlet for about 10 seconds before reconnecting it. Wait a few seconds, then switch it on again. It will take approximately 45 minutes before the on-screen Interactive Guide returns completely. Next, try to access Fleximo on Demand again.
- If the problem persists, take note of the complete error message on the screen as well as the code number (example: E165) and contact Cablevision's Technical Support department at **1-800-567-6353**.



Enjoy

the movies!

Escape on Command

with **Fleximo on Demand**

-  Vast choice of new releases
-  Order at any time
-  Unlimited viewing for 24 hours
-  Pause, Rewind, Fast Forward
-  No more trips to the video store and late fees

Like a video store right in your own living room  **Details p. 9**



CABLEVISION
Cable brings the best

cablevision.qc.ca
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