User Guide

615-666-2151
nctc.com
Table of Contents

Chapter 1 Exploring your Set-Top Box & Remote ................................................................. 4
- Checking Available Services ................................................................................. 4
- Using the Keypad ................................................................................................. 5
- Viewing the Infobar .............................................................................................. 5
- Entering Standby Mode ....................................................................................... 5
- Program your Remote ......................................................................................... 5
- Using your Remote .............................................................................................. 6
- Navigating ............................................................................................................. 6
- Remote Control Overview ................................................................................... 6
- Set Top Boxes ....................................................................................................... 8

Chapter 2 Viewing Live Programs .................................................................................. 10
- Guide Components .............................................................................................. 10
- Navigating the Guide .......................................................................................... 11
- Tuning to a Channel ............................................................................................. 11
- Changing the Guide Filter .................................................................................. 11
- Making Recordings .............................................................................................. 12
- Scheduling Reminders and Autotunes .................................................................. 14

Chapter 3 Managing and Viewing Recordings ................................................................. 15
- Viewing a Recorded Program ............................................................................. 15
- Using your Remote .............................................................................................. 16
- Locking a Recording ............................................................................................ 16
- Deleting a Recording ........................................................................................... 17

Chapter 4 Using My Library ............................................................................................. 18

Chapter 5 Setting Preferences ....................................................................................... 19
- Setting Preferences ............................................................................................. 19
- Setting up Parental Controls ............................................................................. 20
- Selecting Channels to be Blocked ..................................................................... 21
- Adding Subaccounts ........................................................................................... 22
- Modifying Main Subaccount Settings ............................................................... 23
- Modifying Subaccount Parental Control Settings ........................................... 23

Chapter 6 Using Favorites ............................................................................................. 25
- Creating a Favorites List ...................................................................................... 25
- Viewing your Favorites List in the Guide ........................................................... 26
# Checking Available Services

<table>
<thead>
<tr>
<th>Application Icon</th>
<th>Description</th>
<th>For detail, see...</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Guide" /></td>
<td>Launch the program Guide.</td>
<td>Chapter 2 Viewing Live Programs</td>
</tr>
<tr>
<td><img src="image" alt="DVR" /></td>
<td>View and manage your recorded programs.</td>
<td>Chapter 3 Managing and Viewing Recordings</td>
</tr>
<tr>
<td><img src="image" alt="My Library" /></td>
<td>Review upcoming Pay-Per-View events, scheduled Reminders, system messages, and TV Caller ID history.</td>
<td>Chapter 4 Using My Library</td>
</tr>
<tr>
<td><img src="image" alt="Settings" /></td>
<td>Set your preferences for channel blocking and parental controls, and create sub accounts for other users.</td>
<td>Chapter 5 Setting Preferences</td>
</tr>
<tr>
<td><img src="image" alt="Favorites" /></td>
<td>Create a favorite channel list.</td>
<td>Chapter 6 Using Favorites</td>
</tr>
<tr>
<td><img src="image" alt="Search" /></td>
<td>Find your favorite programs by title or keyword.</td>
<td>Chapter 7 Searching for Video</td>
</tr>
<tr>
<td><img src="image" alt="PPV" /></td>
<td>Purchase events for viewing in the privacy of your home.</td>
<td>Chapter 8 Viewing Pay-per-View Content</td>
</tr>
<tr>
<td><img src="image" alt="Movies &amp; TV" /></td>
<td>Streaming Movies and TV shows.</td>
<td>Chapter 9, Vudu Streaming Movies &amp; TV</td>
</tr>
</tbody>
</table>
**Using the Keypad**

The keypad is displayed when you are required to enter non-numeric characters, such as when you use the *Search* function. To enter a character, you use the ▶, ◀, ▲, and ▼ keys to select the character, then press OK to add the character to your input text. You repeat this process until the complete text has been input, then you select **Done**, then press OK to complete the entry.

This image describes the functions of some of the non-character keys on the keypad:

![Keypad functions](image)

- **Switch between Upper/lower cases**
- **Display special characters**
- **Change keypad to a different language**
- **Delete character Left of cursor**
- **Delete all text in field**
- **Close keypad**

**Viewing the Infobar**

In many screens, when viewing a program or movie, or after selecting its name, you can press Info to view more information about the item. You can press info a second time to view a more detailed program description (if available).

When viewing the *Info* screen, you can press ▲ and ▼ to change to adjacent channels. The information in the Infobar is updated for the displayed channel.

**Entering Standby Mode**

Your set-top box goes into Standby Mode when you press the *Power* key after you’ve completed a viewing session. In this mode, a “screen saver” image appears on your TV. Press *Power* to exit the standby mode and start a viewing session.

**Program your Remote**

1. Turn on your device.
2. On the remote control, press the corresponding Device Control key (TV / STB / DVD / AUX) to choose the device mode.
3. Press and hold “SET UP” key until the LED blinks twice.
4. Press number keys “9” – “9” – “1”.
5. Press “Power” key.
6. Press “CH +” key repeatedly until your device turns off.
7. Press and hold “SET UP” key until LED blinks twice to save the working code.

**Note:** Your remote control must have the remote code programmed in before it can send the correct signals for your TV. If the list of TV brand codes was not included in your installation pack, please contact your NCTC or go to our website for a complete list [https://nctc.com/faq](https://nctc.com/faq)
**Using your Remote**

Your remote has different functions depending on the application (Guide, DVR, etc.) that you’re using on your set-top box. Below are some general remote operations that aren’t specific to particular applications.

**Navigating**

In this document, the action “press” refers to pressing a key on your remote, for example, press ‘Menu’. The action “select” means to use the , , , and keys on your remote so that the specified area is highlighted, at which point you’ll normally press OK to complete the task.

**Remote Control Overview**
<table>
<thead>
<tr>
<th>Button(s)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>POWER</td>
<td>Switches the power on/off for the currently selected device. Switches STB to power on or standby mode.</td>
</tr>
<tr>
<td>SET UP</td>
<td>Set up remote for TV.</td>
</tr>
<tr>
<td>TV/INPUT</td>
<td>Changes the current A/V input of the selected device programmed (i.e. TV or AUX).</td>
</tr>
<tr>
<td>DEVICE CONTROL</td>
<td>TV: Select to control TV (if programmed). STB: This button is pre-programmed to control the Entone device. DVD: Select to control DVD (if programmed). AUX: Select to control another device (if programmed).</td>
</tr>
<tr>
<td>TRANSPORT KEYS</td>
<td>Controls video program for LIVE TV / DVR / VCR. \nPLAY: Plays video or resumes a paused program. \nREPLAY: Plays video or resumes a paused program. \nREWIND: Rewinds video. \nFF: Fast forwards video. \nSKIP: Advances ahead in 30 second increments. \nPAUSE: Pauses video.</td>
</tr>
<tr>
<td>REC</td>
<td>Starts or stops recording a program.</td>
</tr>
<tr>
<td>OPTIONS</td>
<td>Provides additional options for certain on-screen menu or highlighted item.*</td>
</tr>
<tr>
<td>MENU</td>
<td>Displays on-screen menu or home screen.</td>
</tr>
<tr>
<td>INFO</td>
<td>Displays on-screen information about the current TV / VCR / DVR program.</td>
</tr>
<tr>
<td>BACK</td>
<td>Goes back one level within menus. *</td>
</tr>
<tr>
<td>NAVIGATION</td>
<td>ARROW KEYS: Navigates within the on-screen guides/menus. \nOK: Executes the currently selected menu option. \nLEFT/RIGHT: Rewinds/Fast forwards video.</td>
</tr>
<tr>
<td>EXIT</td>
<td>Exits the current menu item or back to LIVE TV.</td>
</tr>
<tr>
<td>GUIDE</td>
<td>Displays the on-screen program guide.</td>
</tr>
<tr>
<td>SHORTCUT</td>
<td>Yellow - Caller ID; Blue - Not assigned; Red - DVR; Green - Live TV.</td>
</tr>
<tr>
<td>LAST</td>
<td>Changes channel to the previously viewed channel.</td>
</tr>
<tr>
<td>CH/PAGE</td>
<td>Changes channel up/down or pages up/down within the on-screen program guide.</td>
</tr>
<tr>
<td>VOL +/-</td>
<td>Increases or decreases TV volume.</td>
</tr>
<tr>
<td>MUTE</td>
<td>Turns TV volume on/off.</td>
</tr>
<tr>
<td>NUMBER KEYS</td>
<td>Allows direct access to specific channels and menu items.</td>
</tr>
<tr>
<td>CC</td>
<td>Toggles closed captioning on/off.</td>
</tr>
<tr>
<td>DOT</td>
<td>Used when entering a period in certain channels. Displays on-screen keyboard for certain applications.</td>
</tr>
<tr>
<td>MEDIA</td>
<td></td>
</tr>
<tr>
<td>LIVE TV</td>
<td></td>
</tr>
<tr>
<td>DVR</td>
<td></td>
</tr>
</tbody>
</table>
Set Top Boxes
Kamai 500 Series Set Top Box

Kamai – Front and Rear Panel

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Power Indicator</td>
<td>Solid blue indicates the unit is on&lt;br&gt;Flashing blue indicates the unit is starting up</td>
</tr>
<tr>
<td>2 Digital Audio</td>
<td>SPDIF digital optical audio RS-LINK output</td>
</tr>
<tr>
<td>3 SD Video</td>
<td>9-Pin DIN connector for connecting to video output using DIN-to-ICA cable</td>
</tr>
<tr>
<td>4 HDMI</td>
<td>Digital video and audio port for connecting to a high-definition TV (HDTV)</td>
</tr>
<tr>
<td>5 Ethernet</td>
<td>RJ45 plug for connecting to ADSL modem or network access equipment</td>
</tr>
<tr>
<td>6 Power</td>
<td>DC power jack (100-240V, Output 12V/1A)</td>
</tr>
</tbody>
</table>

Kamai – Side Panel

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Factory Reset</td>
<td>Reset the device to factory settings with a thin metal probe</td>
</tr>
<tr>
<td>2 SD Card Reader</td>
<td>SD Memory Card Reader for accessing media on an SD memory card</td>
</tr>
<tr>
<td>3 USB</td>
<td>To connect USB devices such as USB Flash Drive and External Hard Drive (max 500mA load)</td>
</tr>
</tbody>
</table>
# Exploring your Set-Top Box & Remote

## Amulet 500 Series Set Top Box

### Amulet—Front Panel

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  Power</td>
<td>Solid blue indicates the unit is on. Solid red indicates the unit is in standby mode. Flashing blue indicates the unit is booting up. Press button once to put unit in standby mode, press again to resume. To reboot the device, press and hold button for at least 5 seconds.</td>
</tr>
<tr>
<td>2  SD Card Reader</td>
<td>To read or transfer content from a compatible SD flash memory card.</td>
</tr>
<tr>
<td>3  USB</td>
<td>To connect USB devices such as USB flash drive and external USB hard drive. (max 500mA load)</td>
</tr>
<tr>
<td>4  Link Indicator</td>
<td>Blue dot indicates that Ethernet or Wi-Fi network connection is active.</td>
</tr>
<tr>
<td>5  Clock</td>
<td>Displays current time set by your service provider. May not display time while device is booting up.</td>
</tr>
<tr>
<td>6  Record Indicator</td>
<td>Blue dot indicates a TV program is currently recording.</td>
</tr>
<tr>
<td>7  HD Indicator</td>
<td>Blue dot indicates current program is playing in HD (720p or higher resolution).</td>
</tr>
<tr>
<td>8  USBM Port</td>
<td>For inserting a universal storage module (USM) hard drive.</td>
</tr>
</tbody>
</table>

### Amulet—Top & Side Panels

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  Smart Card Port*</td>
<td>For use with SIM format Smart Card only.</td>
</tr>
<tr>
<td>2  CableCARD Port*</td>
<td>For use with M-CARD only (provided by your service provider).</td>
</tr>
<tr>
<td>3  Eject Pin Hole*</td>
<td>For ejecting an M-CARD from the CableCARD port.</td>
</tr>
<tr>
<td>4  7-Way Navigation + MENU*</td>
<td>Use Back, MENU, OK and Directional buttons to help with navigating the user interface without a remote control.</td>
</tr>
</tbody>
</table>
Chapter 2 Viewing Live Programs

Use the **Guide** to tune to live (currently broadcasting programs and schedule recordings, reminders, and autotunes).

Access the **Guide** by selecting 📅 from the set-top box Menu bar and then pressing OK.

**Guide Components**

The image below shows the main components of the **Guide** interface:

The table below describes the meaning of the status icons that can appear before the name of a program in the **Guide**:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🌟</td>
<td>The episode is new.</td>
</tr>
<tr>
<td>🔴</td>
<td>The episode is configured for single-event recording.</td>
</tr>
<tr>
<td>🔴</td>
<td>The episode is set for series recording. All episodes in the series will be recorded.</td>
</tr>
<tr>
<td>🎥</td>
<td>The episode has autotune set. The set-top box will change to, and display, the episode when it starts playing.</td>
</tr>
</tbody>
</table>
Viewing Live Programs

Navigating the Guide
While the Guide is displayed, you can use your remote to find channels in the following ways:

- Enter the channel number directly using your remote.
- Press ▶ and ◀ to scroll through the Guide forward and backward in time.
- Press ▲ and ▼ to scroll to different channels.

Tuning to a Channel
To tune to a channel while the Guide is displayed, select the channel, press OK to preview the program on the upper-left corner of your TV screen. Press OK again to tune to the channel.

Changing the Guide Filter
While the Guide is displayed, you can press the Guide to cycle through available Guide filters. Examples of the filters include:

- All displays all channels.
- SD displays only standard definition channels.
- HD displays only high definition channels.
• **Favorites** displays a list of favorite items that you optionally create using the Favorites application. You can create more than one favorites lists. (For more information, see *Using Favorites Chapter 6*.

## Making Recordings

### Recording a Live Program
To record a live (presently broadcasting) program, do this:

- Open the **Guide** application.
- Select the program you want to record, then press **REC** (record).

  ♦ Appears next to the program as show below, and the program is being recorded.

![Record Icon](image.png)

### Scheduling a Recording
To schedule the recording of a single program or episode that starts in the future, do this:

1. Open the **Guide** application.
2. Select the program you want to record, then press **OK**. A list of options appears:

   ![Options Menu](image.png)

3. Select **Record Program**, then press **OK**. The options close, and the record icon ♦ appears next to the program.

### Scheduling a Series Recording
You can schedule the recording of program episodes that your set-top box recognizes as being part of a series. To do this:

1. Open the **Guide** application.
2. Select the program you want to record, then press **OK**.
3. Select Record Series, then press **OK**.

**Note:** The Record Series option only appears if the program is part of a series.

The panel shown below appears. The interface includes settings for **Channels**, **Preferences**, **Episodes**, **Start**, **End**, and **Limit to** values:

4. Select the default value of each setting you want to change, then press **OK**. Press ▲ and ▼ to scroll between value options. Press **OK** to accept the value you want to use.
5. When all settings are in place, select **OK**, then press **OK**. The series recording is scheduled.

**Scheduling a Time-Based Recording**

You can schedule time-based recording. This type of recording is often used to record repeating programs that aren’t part of a series.

To create a time-based recording, do this:

1. Open the **Guide** application.
2. Select the program you want to record, then press **OK**.
3. Select **Schedule Event**, then press **OK**. The **Schedule Event** screen appears.
4. Press «, ◀, ▲, ▼ and OK to set appropriate values for Channel (Ch.), For, On, and At.

5. If Type doesn’t already indicate Recording, select Type, then press OK. Select Recording, then press OK again.

6. Optionally set the Freq. value to configure the recording to occur at regular intervals.

7. Press OK. The time-based recording is now set.

**Scheduling Reminders and Autotunes**

You can schedule reminders that display messages on the screen to remind you that a program is about to start. You can also schedule autotune events which cause the set-top box to tune to a channel at a scheduled time.

To schedule reminders and autotunes, do this:

1. Open the Guide application.
2. Select the program that you want to set a reminder or autotune for, then press OK.
3. Select Set Reminder or Set Autotune:

The event is set.

**Note:** You can set a Reminder or an Autotune for a program, not both.
View and manage existing recordings with the DVR application.

If you subscribe to DVR or Whole Home DVR, you can record programs offered on the Guide and view them at a later time. When you watch recordings, you can use functions on your remote to pause and replay the program. You can also fast-forward and rewind a program while viewing it, and change the speed of each up to 25 times normal speed.

Access DVR application by selecting from the set-top box Menu bar and then pressing OK.

**Viewing a Recorded Program**

To view a recorded program, do this:

1. Open the DVR application.
2. Select Recordings:

   ![Recordings](image1)

   **Note:** The icon indicates that the item is a whole-home DVR program that can be watched on every device in your home. The icon that the item is part of a series recording.

3. Press ▶ to move to the pane showing all recorded programs. Note the change of Recordings pane:

   ![Recordings](image2)
4. Optionally select one of the sort options (Date, Title, Channel, Viewed/Not), then press OK. Select the program you want to watch, then press OK:

![Choose an Action](image)

5. Select Play Recording. The recording starts playing.

**Using your Remote**
When a recording is displayed on screen, you can use these functions on your remote:

<table>
<thead>
<tr>
<th>Key</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pause</td>
<td>Temporary stops program play.</td>
</tr>
<tr>
<td></td>
<td>Programs can be paused for up to 30 minutes so long as the current channel is not changed.</td>
</tr>
<tr>
<td>Play</td>
<td>Resumes the play of the paused program</td>
</tr>
<tr>
<td>Rewind</td>
<td>Reverses a recorded program</td>
</tr>
<tr>
<td>Fast</td>
<td>Advances a recorded program.</td>
</tr>
<tr>
<td>Forward</td>
<td>You can press Rewind repeatedly to change the rewind speed by 2, 13, 50, or 300 times.</td>
</tr>
<tr>
<td>Stop</td>
<td>Returns to live TV.</td>
</tr>
</tbody>
</table>

**Locking a Recording**
By default, old recordings are automatically deleted to make space for new recordings.
To prevent a recording from being automatically deleted, do this:

1. Open the DVR application.
2. Select **Recordings**.
3. Press ➤ to move to the listing of recorded programs.
4. Select the program you want to lock, then press **OK**. The **Choose an Action** panel appears.
5. Select **Lock**.
6. Press **OK**. The recording is now locked.

**Deleting a Recording**

To delete a recording, do this:

1. Open the **DVR** application.
2. Select **Recordings**.
3. Press ➤ to move to the pane showing all recorded programs.
4. Select the program you want to delete, then press **OK**.
5. Select **Delete Recording**, then press **OK**. The recording is deleted.

*Note: If you select the folder for recordings from a series the **Delete All** options appears instead.*
**Chapter 4 Using My Library**

My Library is a repository of all your purchased movies and programs. If you subscribe to the Caller ID service, it also maintains a list of recent calls. You can view and manage messages related to DVR recordings.

**Using My Library**
To use the My Library application:

1. Press **Menu** to display the menu bar, select **Library**, then press **OK**. The My Library application opens:

2. Select one of the following content/event categories that you want to view:
   - **Video** displays movies that you recently purchased.
   - **PPV Events** displays programs that you recently purchased.
   - **Reminders** displays a list of future reminder and autotune timers.
   - **Messages** displays messages related to DVR recordings.
   - **Caller ID** displays a list of information about received calls, such as the name and number of the caller, and the date and time of the call, as shown in this example:

Press ◀ and then ▼ and ▼ to select an item of interest, then press **OK** to show action options for that item. Select the desired action.
Use the **Settings** application to set certain preferences for your account, such as rental sharing settings and channel blocking settings.

*Note: You must enter your PIN (password) every time you access the settings application.*

You access **Settings** by selecting ☰ from the set-top box Menu bar and then pressing OK.

**Setting Preferences**

To set your preferences, do this:

1. Open the **Settings** application.
2. Select, in turn, the various options and change their values as desired:
   - **Theme**: Specifies the skin (or color scheme) to be used by the set-top box interface. To modify, select this item, press ▶ or ◀ to display a desired skin, then press OK.
   - **Autotune Alert**: Specifies the Autotune alert value. To modify, select this item, press ▶ or ◀ to scroll to the desired number seconds you’d like to have the set-top box alert you before an Autotune occurs, then press OK.
   - **Enable Caller ID**: Enables or disables the Caller ID feature. To modify, select this checkbox, then press OK to either 1) *enable Caller ID* (add a check mark) or 2) *disable Caller ID* (remove the check mark).
   - **Caller ID Timeout**: Specifies the Caller ID timeout value. To modify, select this item, press ▶ or ◀ to scroll to the desired number of seconds you’d like to have the set-top box display Caller ID text on the set-top box, then press OK.
   - **Channel Blocking**: Turns the channel blocking feature on or off. To modify, select this checkbox, then press OK to either 1) *enable Channel Blocking* (add a check mark) or 2) *disable Channel Blocking* (remove the check mark).
   - **Share Rentals**: Allows you to share your rentals with sub-accounts. To modify, select this checkbox, then press OK to either 1) *enable Rental Sharing* (add a check mark) or 2) *disable Rental Sharing* (remove the check mark).
Setting Preferences

- **Require Login**: Specifies that you are required (or not) to enter your user name and password when logging on to E-mail and the Internet. To modify, select this checkbox, then press **OK** to either 1) *enable* Require Login (add a check mark) or 2) *disable* Require Login (remove the check mark).

- **Parental Control**: Enables or disables the Parental Control function. To modify, select this checkbox, then press **OK** to either 1) *enable* Parental Control (add a check mark) or 2) *disable* Parental Control (remove the check mark).

3. Select **Submit**, then press **OK**. Your preferences are saved.

### Setting up Parental Controls

If you enabled Parental Control above, then parental controls that you put in place for each subaccount are enforced. These controls include:

- Specify the movie rating and TV rating that corresponds to the “most mature” rating that the movie or TV show can have in order for the subaccount to be able to view it.

- Specify whether or not the subaccount can view movies or TV that have been rated for sexual situations, language, suggestive dialog, violence, or fantasy violence.

To set Parental Control, do this:

1. Open the **Settings** application.
2. If Parental Control isn’t enabled, select its checkbox, then **OK**.
3. Select **Users**, then press **OK**.
4. Press ►, then press ◀ and ▼ to select a user whose parental control settings you want to change, then press **OK**.
5. Press ► to select **Parental Controls**, then press **OK**.
6. Make the following adjustments as desired:

   - **Movie Rating**: Select **Movie Rating**, then press **OK**. Press ► or ◀ until the desired restriction level appears, then press **OK**.

   ![Movie Rating](image)

   - **TV Rating**: Similarly, select **TV Rating**, then press **OK**. Press ► or ◀ until the desired restriction level appears, then press **OK**.

   - **Unlock Timeout**: (This setting appears only when editing parental control settings for the Primary user.) Enter the number of minutes, after **Parental**
Controls are unlocked, that the Parental Controls should be locked (enforced) again.

When you are logged in as the primary user, and you attempt to select (in the Guide or On Demand) a TV program or movie that’s locked according to the Parental Control settings for the primary user, you are prompted with an option to unlock that item. If you choose to unlock it, you can view the item (that would otherwise be restricted) for the number of minutes you specify in the Unlock Timeout setting.

To set the Unlock Timeout value, select Unlock Timeout, then press OK. Press ▶ or ◀ until the desired restriction level appears, then press OK again.

**Note:** If the primary user presses a key the remote between the time that Parental Controls are unlocked and the time the timeout expires, then the timeout clock is reset to 0. For example, if the Unlock Timeout value is 30 and Parental Controls is unlocked at 8:00 pm. If no buttons are pressed on the remote for 30 minutes, Parental Controls will be relocked at 8:30 pm. However, if one or more buttons are pressed at 8:15 pm, Parental Controls is set to re-lock at 8:45 pm.

The Unlock Timeout value doesn’t affect the viewing experience of subaccount users. (They don’t have the option of unlocking parental controls.)

**Block Unrated:** (This setting appears only when editing parental control settings for the primary user.) If you want to block programs and movies (Live TV and VOD) that don’t have an announced rating, or that are rated as NR (not rated), check option Block Unrated.

To set the Block Unrated value, select its checkbox, then press OK to either 1) enable unrated blocking (add a check mark) or 2) disable unrated blocking (remove the check mark).

**Note:** While this setting only appears when editing parental control settings for the primary user, subaccount users are also affected. They won’t be able to view unrated movies and TV programs.

Press ▶, ◀, ▲, ▼, and OK to select the change the check status of the checkboxes for Sexual Situations, Language, Suggestive Dialog, Violence, or Fantasy Violence restriction options.

7. Select Submit, then press OK to save your changes

**Selecting Channels to be Blocked**

You can set specific channels to be blocked so that no program on that channel can be viewed, regardless of program rating.

To set blocked channels, do this:

1. Open the Settings application.
2. Select Edit, then press OK.
3. Select a channel to be blocked, then press OK. A lock icon appears to the right of the channel name. Repeat this step until all channels you want blocked have the lock icon. The image below shows three blocked channels:

4. Select Update. Your changes are saved.

**Adding Subaccounts**

As a primary account holder, you can add secondary accounts (subaccounts) and assign them to other household members. You configure each subaccount with its own username and password, then optionally assign other attributes, such as a theme (or skin) and a rental allowance.

To add a subaccount, do this:

1. Open the Settings application.
2. Select Users then press OK.
3. Select Add then press OK.
4. Select New Login, then press OK. The keypad displays.
5. Press ▲, ●, ◀, ▶, and OK to sequentially select letters for the new login name.
6. When you’ve input the new login name, select Done, then press OK. The new login name is displayed:

7. Press ◀ to select New Password, and enter a new password using the number keys. Do the same with Confirm Password setting.
8. Press ◀ to select Theme, press OK, press ◀ or ▶ to display the desired skin (color appearance), then press OK.
9. Press ▼ to select **Allowance**, and enter the amount that this account can spend on rentals.

**Note:** Any purchases will be transferred to the primary account when a subaccount is closed.

10. Press ▼ to select, in turn, the **Caller ID**, **Email**, and **Internet** settings, then press OK to enable (check) or disable (uncheck) that feature for the subaccount.
11. Press ▼ to select **Enter PIN**, and press the same PIN number that you used to access the **Settings** menu.
12. Select **Continue** to set up parental ratings for this user.

### Modifying Main Subaccount Settings

To modify the settings of an existing subaccount, do this:

1. Open the **Settings** application.
2. Select **Users** then press OK.
3. Press ▼, then press ▲ and ▼, to select the button next to the subaccount you want to edit, then press OK:

![Settings interface showing modified subaccount settings](image)

4. Select the **Edit** option:

![Edit User interface](image)

5. Press OK. The **Edit User** interface appears for the user.
6. Adjust the settings in the manner described **Adding Subaccounts** above.
7. Submit, then press OK. The account setting changes are saved.

### Modifying Subaccount Parental Control Settings

To modify the settings of an existing subaccount, do this:

1. Open the **Settings** application.
2. Select **Users** then press OK.
3. Press ►, then press ▲ and ▼, to select the button next to the subaccount you want to edit, then press OK:

4. Select the Parental Control option:

5. Press OK. The Parental Control interface appears for the user.

6. Adjust the settings in the manner described above in section Setting up Parental Controls above.

7. Select Submit, then press OK. The Parental Control adjustments are saved.
The **Favorites** application allows you to create and maintain a list (or lists) of your favorite channels for quick access. When using the Guide, you can quickly view **Favorites** lists and select favorite channels for viewing.

Access **Favorites** by selecting 🎟 from the set-top box Menu bar and then pressing **OK**.

### Creating a Favorites List

To create a **Favorites** list, do this:

1. Open the **Favorites** application.
2. Select **Create** from the list, then press **OK**.
3. Select **Name**, then press **OK** to launch the keypad.
4. Enter a name for the new list.
5. Select **Done** on the keypad, then press **OK**.
6. Press ▲ and then ▼ and ▼ to select a channel you want to add to the list, then press **OK**. A heard icon appears to the right of the channel.
7. Continue pressing ▲ and ▼ and **OK** to select any additional channels you want to add to the list. In the example below, three channels are shown as being part of the favorites list. (There can be others viewable if you scroll up and down):

![Favorites List Example](image.png)

8. When done, press ▲ to select **Update**, then press **OK**. The channels are added to the favorites list, and the current program resumes.
**Viewing your Favorites List in the Guide**

To view your Favorites lists in the Guide, do this:

1. Open the Favorites application.
2. Select Choose from the list, then press OK.
3. Press ▲ or ▼ to select the Favorites item you want to use:

![Favorites List Image](image)

4. Select OK, then press OK. The menu disappears and live video is shown.
5. Press Menu to display the menu bar, select 📀, then press OK open the Guide. On the left, the Guide shows Favorites list names and the channels in the list. The image below shows the channels in list MY FIRST LIST:

![Channel List Image](image)

*Note: When you display the Guide, you can scroll through your Favorites lists (and other standard lists such as All, SD, PPF, etc.) by repeatedly pressing Guide.*
Deleting a Favorites List
To delete a Favorites list, do this:

1. Open the Favorites application.
2. Select Delete from the list of options:

3. Press OK.
4. Press ▲ or ▼ to select the Favorites item you want to delete:

5. Press ◀ to select OK, then press OK. The deletion confirmation appears.
6. Select Yes, then press OK. The Favorites item is deleted.
Use the Search application to help you locate programs in the Guide and DVR.

**Searching for Video**

To use the Search feature, do this:

1. Press **Menu** to display the menu bar, go to , then press **OK**. The Search interface appears.
2. Press **OK** again to launch the keypad.
3. Press , , , , and **OK** to enter the text for your search.
4. When you’ve spelled the search phrase, select **Done** on the keypad, then press **OK**. Here’s a sample completed search text:

```
Search
BACHELOR
```

5. Press  to select **Search**, then press **OK**. In a few seconds, the search results appear:

```
Search BACHELOR in YouTube
Search BACHELOR in Metachannels
The Bachelor 02/11/2013
The Bachelor 02/18/2013
The Bachelor 02/11/2013
The Bachelor 02/18/2013
```

6. Press  and  to select the **Search** result of interest, then press **OK** to view actions you can perform on the **Search** result.
Purchase and view pay-per-view (PPV) content.

You access PPV content by selecting from the set-top box Menu bar and then pressing OK.

**Purchase a Pay-per-View Program**

To purchase a PPV program, do this:

1. Open the PPV application.
2. Navigate to a PPV channel, select a program of interest, then press OK. The PPV options for that program appear:
3. Select the Buy PPV option, then press OK:

   ![Purchase Confirmation Window]

   The purchase confirmation window appears.
4. Review the purchase information. To finish the purchase, select Buy, then press OK:
5. If no other actions are of interest, select Cancel, then press OK. The Guide returns.

**Cancel a PPV Purchase**

To cancel a PPV program, do this:

1. Open the PPV application.
2. Select the previously purchased PPV program, then press OK. Options available for that program appear:
3. Select Cancel PPV Purchase, then press OK. The PPV purchase is canceled.

*Note: You can only cancel a PPV program if the program hasn’t yet started.*
An on-demand movies service available on your NCTV Entone device. Sign up for VUDU and bring the theatre-quality experience home.

- The world’s largest HD movie catalog
- New movies the same day as DVD
- No subscription—Pay for only what you watch

**Activating VUDU**

1. Ensure that your Entone device is connected to a broadband connection.
2. Navigate to the VUDU service either using the VUDU icon on the Main Menu, accessing it as a channel number on our guide or press BLUE shortcut button on your Entone remote control to launch VUDU.
3. The VUDU Apps Main Menu will appear.
4. Select **VUDU Movies** and Press **OK**.
5. The VUDU HD Movies screen will display.
6. Select “**Sign Up**” and Press **OK**.
7. Follow the on-screen instructions to activate a new account. Select “**New Account**” if you are new to VUDU. If you already have a VUDU account on
another device, then you can use “Log In” to enter your user name and password.

8. Using the On-screen keyboard, enter your email address, select “Done” and press OK. You will be prompted to confirm your email address.

9. Select “Confirm” and press OK.

10. If you have entered a valid email address, you will see a congratulations message. You are now ready to browse the VUDU library of movies and shows.

11. Check in your email account for a message from VUDU with instruction on how to complete the VUDU activation process.

**Browsing VUDU Catalog**
Explore the entire VUDU library or narrow your selection by using the various filter options.

**Info & Settings**
Manage your VUDU account and set Parental Controls to limit access to certain content.

Visit our website for a complete Vudu User Guide.

[https://nctc.com/tv-service/](https://nctc.com/tv-service/)
Use the YourTV app to remote schedule and manage your recordings.

With YourTV’s intuitive user interface, schedule recordings on your DVR or control your set-top box without picking up the remote control.

Forget to program your DVR before you leave home – NO PROBLEM. You can program your DVR from your phone or tablet, no matter where you are.

Features
- Browse the Program Guide for all channels offered by NCTC.
- Schedule and manage your DVR recordings

Activation
To activate your app you will need the following information:

- Server Address: iptv.nctc.com
- User ID: “your Account #” (found on your invoice)
- Password: The last four digits of your telephone number

Download the app for your device at Google Play or Apple App Store.
Watch your favorite programs and sports from any device, anytime. All you need is an Internet connection on your smartphone, tablet or laptop to stream your favorite channels and programming.

Plus, Watch TV Everywhere is FREE with your Deluxe TV subscription.

---

**Register**

1. Go to [https://nctc.com/tv-everywhere/](https://nctc.com/tv-everywhere/)
2. Go to Register.
3. Enter your **account number** (on-the top right-hand corner of your invoice)
4. Enter **last name** on statement (If business account, enter business name)
5. Complete the form to start watching
Chapter 12 Troubleshooting

**Power Cycling Your Set Top Box**

If you are experiencing any of the following issues you may need to power cycle your Set Top box:

- You are not hearing sound and the volume is up on your TV.
- The red power light is off on the Set Top box and the Set Top box isn’t turned off.
- Guide does not appear.
- “No information” or “channel unavailable” appears for all of the channels.
- The time on the interactive program guide is incorrect.
- Your TV is tiling.
- Black or Green Screen.
- You are able to see Guide data but the picture-in-picture is black.

1. Unplug the Set Top box power cord from the wall outlet or from the back of the box.
2. Wait 60 seconds and reconnect the Set Top box power cord into the wall outlet.
3. The Set Top box will cycle through the entire start-up process and may take up to 5 minutes.
4. When the Set Top box has completed the reboot, your TV will show “Minerva Loading” and will come up with Channel 1, the NCTC Weather Channel.

**Font Size on Guide or Caller ID is Too Small**

1. Press the MENU button on your remote control. Scroll to the “Settings” menu.
2. Type in your Password (typically 4 digits).
3. Using arrow keys, scroll over and down to the section labeled “Theme.” Press the OK button.
4. Using the right arrow key, arrow over the theme labeled ‘BumbmleBee’ and press OK.
5. Press the SUBMIT button.
6. **The STB will automatically reboot.** Upon rebooting the larger font will be clearly visible in the Guide.
Troubleshooting

**No Picture and no Guide Menu, or “Snow”**
1. Use your TV remote, or press “TV” on your universal remote.
2. Press “Input.”
3. Choose your input.
   - **If you have a newer TV,** you will need to scroll to “HDMI,” “Composite,” or “Component.”
   - **If you have an older TV,** (or the TV is not your ‘main’ TV), try “TV1,” “TV2,” etc.

**Guide only Showing Pay-Per-View (PPV) Channels**
Your Guide will show you certain lists of channels, depending on the mode it’s in. You can toggle between these lists by hitting the GUIDE button repeatedly.

   - **All** will show you all available channels.
   - **Subscribed** will show you all channels you’ve subscribed to.
   - **HD** will show you only High Definition channels
   - **PPV** will show you only Pay Per View channels
   - **Favorites** will show you only the channels you’ve put into your list of favorites.

**Closed Caption Appears in Foreign Language**
1. Press the “CC” Button on your remote.
2. This button will toggle between the Closed Caption settings from “CC off,” “CC1,” “CC2,” etc. Continue pressing the CC button until “CC Off” is displayed
Lafayette
872 Highway 52 Bypass East
615-666-2151

Westmoreland
5620 Austin Peay Highway
615-644-6282

Scottsville
1630 Bowling Green Road
270-622-7500

Bowling Green
270-936-7444

For more information or to download a copy of this document, visit our website https://nctc.com/faq