

Your guide to DVR



optimum.


altice

Welcome to DVR

Take total control of your TV-viewing experience and watch your recorded shows whenever you want.

Welcome to the good life.

- + Record up to 15 shows simultaneously while watching any live or pre-recorded show, from any cable box in the house.
- + Store up to 300 hours of SD or 75 hours of HD programs in your program library*.
- + Start watching a recorded show in one room and finish it in another.
- + Rewind live TV so you won't miss a thing*.
- + Pause any live TV show and resume watching it without missing anything.
- + Organize recordings into folders for easy access.
- + Set preferences to make recording your favorite show, or an entire series, simple.
- + Adjust record settings during a show if your program runs longer than expected.
- + Use an unlimited number of TVs for whole-home viewing.
- + Control your viewing choices and more with parental controls.
- + Manage your DVR, schedule recordings and more, either with the Optimum App or online.

*Depending on your level of service or equipment. See optimum.net/mydvr to learn more.

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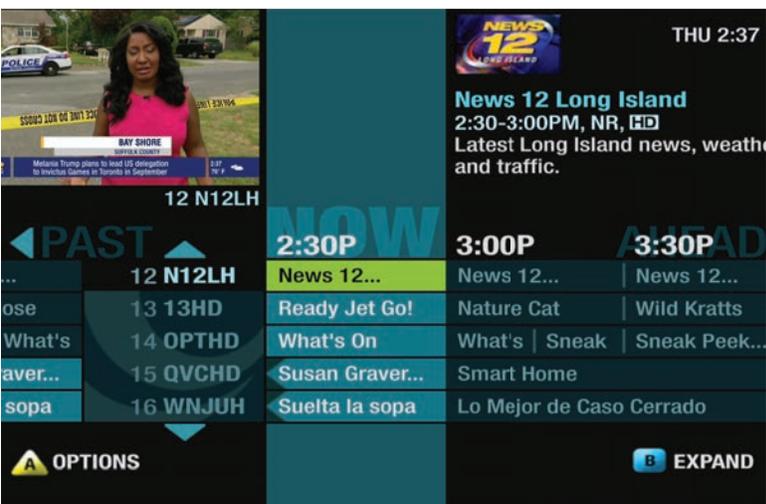
Program Guide

The search for programs that interest you is fast and easy. Press GUIDE on your remote to access the guide. You can navigate it in three ways:

- + Use the ARROWS to move through the program listings one at a time: up/down/left/right.
- + Use PAGE to scroll a whole page up or down.
- + Enter the channel number.

Find something to watch

Search programming for the next 12 days. Press INFO on your remote once, while you're in the guide or twice while watching a program to access more info. Here, you can chose to:



- + Watch the program.
- + Find other showings and more episodes of a program.
- + Search "More Like This" and find other similar programming.
- + Rate a program between 1 and 4 stars. If the program is part of a series, you'll see "Rate Series" instead of "Rate It".
- + Record the program or series. You can also cancel recordings here.

Control

Control your TV in ways you never imagined. Pause live TV when your best friend calls, view an instant replay, or rewind your favorite scenes over and over again — all with a push of a few buttons on your remote.

Playback controls

Status bar

The status bar appears whenever you use a playback control such as pause, rewind, or instant replay. It gives you details about the progress of the program you're watching.

Pause live TV

When you need to pause live TV, press PAUSE and the program will stay paused for up to 15 minutes. Press PLAY when you want your program to resume.

Rewind a live program

Press REWIND to move up to four times faster than normal. The arrows on the status bar show what speed you're rewinding at. Press PLAY to resume watching at normal speed.

Catch up with a live TV program

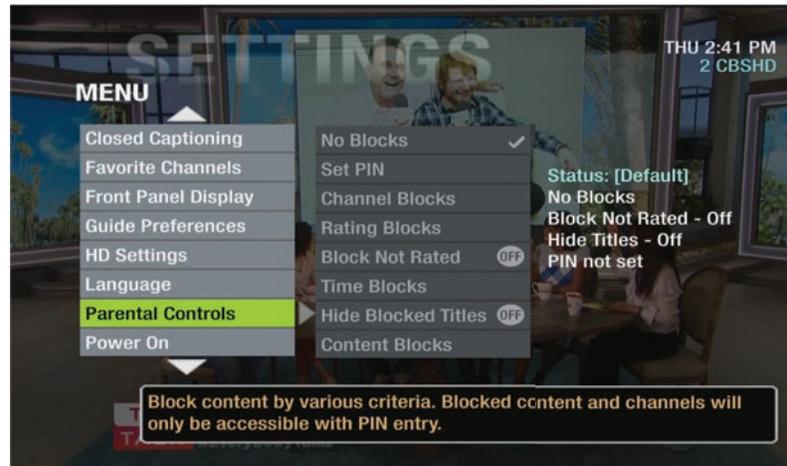
When you pause or rewind a live program, you can go back to the live broadcast by pressing LIVE.

View an instant replay

Immediately repeat the last 15 seconds of a live program or a recording by pressing . Continue pressing  until you arrive at the part you want to replay. Every additional press jumps back 15 more seconds.

Parental Controls

We believe our customers should decide what TV content is best for their family. That's why we give you the tools to block programming that you determine is inappropriate. Whether you want to block certain channels or titles, we make it easy. You can even block programs by rating and hide titles so they won't appear in the program guide.



Create a PIN

To use parental controls, you need to create a personal identification number (PIN).

- + Press SETTINGS twice on your remote to access Settings.
- + Use the ARROWS to highlight "Parental Controls".
- + From the side menu, use the ARROWS to highlight "Set PIN".
- + Enter your new 4-digit PIN and press SEL.
- + Re-enter the same PIN for confirmation and the PIN is set.

Update your PIN

- + Press SETTINGS twice to access Settings.
- + Use the ARROWS to highlight "Parental Controls".
- + From the side menu, use the ARROWS to highlight "Modify PIN" and press SEL.
- + Enter your current PIN.
- + Enter your new 4-digit PIN.
- + Re-enter the new PIN for confirmation and your PIN is updated.

Tip: If you don't activate parental controls, all channels and content with all ratings will be accessible to all household members.

Block it

When you decide certain programs aren't appropriate for your family, simply block them by using your remote.

- + Press SETTINGS twice on your remote to access Settings.
- + Use the ARROWS to highlight "Parental Controls".
- + From the side menu, use the ARROWS to select "Channel Blocks", "Ratings Blocks", "Block Not Rated", "Content Blocks" or "Time Blocks" from the menu and set your personal preferences.

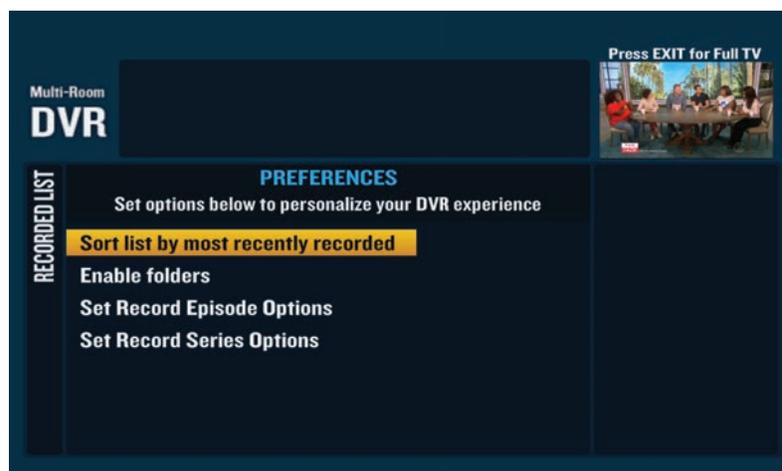
For additional information on parental controls, visit optimum.net/parentalcontrol

Preferences

If the way you want it is the way you want it, you've got the ability to customize your experience to match your desires. Manage your personal program library whenever and as often as you like.

Recording options

Depending on whether you're recording a show just once or if you're recording the entire series, you have a range of recording options as follows.



	One-Time Recording	Series Recording
Record – Choose this episode only (default) or series	✓	✓
Playback – Choose to record in both HD and SD formats, in HD format only, or in SD format only.	✓	✓
Keep – Choose until you delete, up to 14 days (episode default) or until space is needed (series default)	✓	✓
Stop – Change the recording's stop time from on time (default) to up to 3 hours after airing.	✓	✓
Save Latest – Choose to record all episodes, or up to 5 episodes (default).		✓
Series Option – Choose to record all episodes (default), new episodes only, or those that air at a specific time and/or day.		✓

Set your preferences

Press DVR on your remote or go to Channel 1001 to get the Recorded List. Use the ARROWS to highlight “Preferences” on the right-hand menu and press SEL. A list of options will appear that can be customized including:

- + Sort List by Most Recently Recorded: Easily find the episode or series you want by sorting your recorded list alphabetically or by record date.
- + Enable Folders: Recorded series programs are automatically organized into folders. If you want all programs to be listed individually, you can disable folders. The only exception is HD. Programming recorded in HD will automatically be grouped in an HD recording folder.
- + Set Record Episode Options: Create your own personal preferences for when you record an episode.
- + Set Record Series Options: Create your own personal preferences for when you record a series.

Record

Optimum gives you the ability to record up to 15 programs at once, even while you’re watching something else.

Record a program that you’re watching

If you like what you’re watching, it’s easy to start recording it.

- + Press REC to get to Recording Options.
- + Use the ARROWS to highlight “Record” and press SEL.

By choosing “Record”, you instantly begin recording the program using default settings or your personal preferences.



Record a program from the program guide

- + Press GUIDE on your remote.
- + Find the channel with the program you want to record.
- + See above and follow the steps for “Record a program you’re watching”.



Record a series that you're watching

- + Press REC to get to Recording Options.
- + Use the ARROWS to highlight the first instance of “Record” and press SEL.
- + Select “Series” then press SEL.
- + Use the ARROWS to highlight “Record” on the right and press SEL.

By choosing “Record”, you instantly begin recording using default settings

or your personal preferences. If you want to customize this recording, you are given the choice to change the recording options for this recording only.

Record a series from the program guide

- + Press GUIDE to access the program guide.
- + Find the channel with the program you want to record.
- + See above and follow the steps for “Record a series that you’re watching”.

Tip: HD programs that you record can only be viewed from an HD cable box. To view recordings on both SD and HD cable boxes, be sure to record in SD.

Watch

When you're ready to watch the programs you've recorded, just follow these easy instructions.

Find your recordings

All of your recorded programs and programs that are currently recording are in the Recorded List. To access it, press DVR on your remote or go to Channel 1001.



Watch your recordings

- + Press DVR or go to Channel 1001 to access the Recorded List.
- + Use the ARROWS to highlight what you want to watch and press SEL.
- + Highlight "Play" on the right-hand menu and press SEL.



Watch your recordings in another room

- + Press STOP on the program that you're currently watching.
- + Switch to the new TV and press DVR or go to Channel 1001 to access the Recorded List.
- + Use the ARROWS to highlight the program you want to watch and press SEL.
- + Highlight "Resume" on the right-hand menu and press SEL to resume watching.

Play a recording in progress

- + Press DVR on your remote or go to Channel 1001 to get the Recorded List.
- + Use the ARROWS to highlight the program that is currently recording. An active recording will have a red dot next to its name. If the program you're looking for is a series, you'll find it in the series folder.
- + Choose "Play from beginning" or "Play from current location" and press SEL.



Bookmarking

Now, if you're interrupted while watching a program you recorded, it's automatically bookmarked, so you won't lose your place. Your DVR lets you pick up right where you left off.

- + Press DVR or go to Channel 1001 to get the Recorded List.
- + Use the ARROWS to highlight the program you want to play back.
- + Select "Resume" from the right-hand menu to continue watching the program where you left off or choose "Restart" to watch from the beginning.

Manage

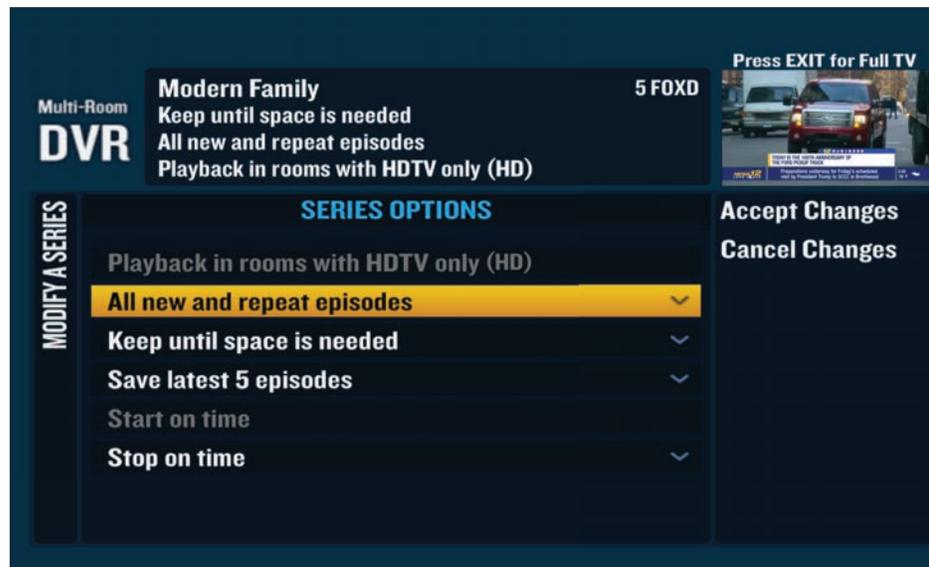
Making changes to your preferences is easy too. You can edit or cancel scheduled recordings for a program or series in no time.

Edit your scheduled recordings

- + Press DVR on your remote or go to Channel 1001 to get the Recorded List.
- + Highlight "Scheduled List" on the right-hand menu and press SEL.
- + Choose the program from the scheduled list you wish to change.
- + Highlight "Modify Recording" from the right-hand menu and press SEL.
- + Use the ARROWS to highlight any option you wish to change and press SEL.
- + When the change is made, use the ARROWS to highlight "Accept Changes" on the right-hand menu and press SEL.

Modify a series recording

- + Press DVR or go to Channel 1001 to get the Recorded List.
- + Highlight "Scheduled List" on the right-hand menu and press SEL.
- + Select "Modify a Series" from the right-hand menu.
- + Use the ARROWS to highlight the series you wish to change and press SEL.
- + When the change is made, use the ARROWS to highlight "Accept Changes" on the right-hand menu and press SEL.



When you modify a series, it will only affect future episodes of the series. It doesn't affect the episodes you've already recorded.



Edit a recording in progress

- + Press DVR on your remote or go to Channel 1001 to get the Recorded List.
- + Use the ARROWS to select the program that is currently recording and press SEL.
- + A list of options will appear in the right-hand menu. Choose “Stop Recording” or “Edit Record Time” and press SEL.

DVR folders

When you record 2 or more programs of the same name, your DVR creates a folder and groups the recordings together on the Recorded List. The number to the right of the folder name shows how many episodes are in that folder.

An HD Recordings folder will always appear at the bottom of the Recorded List. On both HD and SD digital cable boxes, the HD Recordings folder will group all HD recordings on your DVR.

If you want to disable DVR folders and display individual recordings in your Recorded List, see “Set Your Preferences” on page 8.

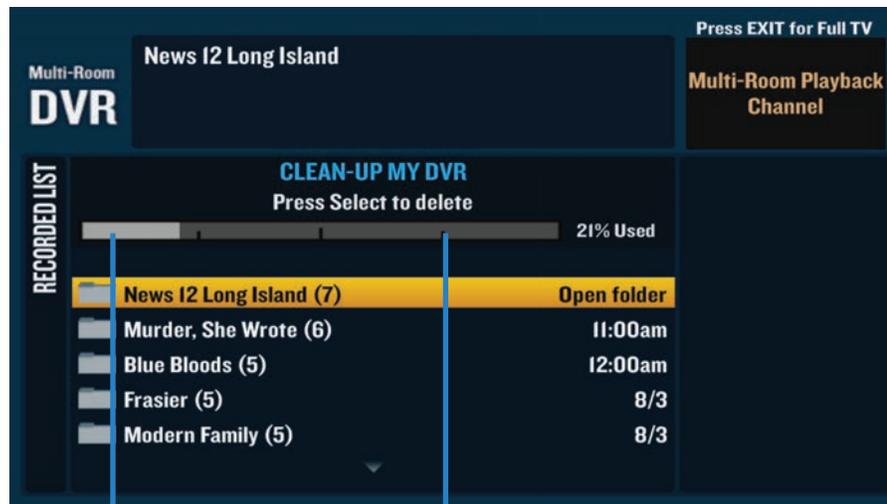
Manage your DVR on the go

Manage your recordings anytime, from anywhere using optimum.net or the Optimum App. You'll need an Optimum ID to access your DVR away from home. If you don't have one or don't remember it, go to optimum.net/idhelp or Channel 903 on your TV.

- + Visit optimum.net, sign in with your Optimum ID and password, and select “DVR” next to “TV” in the top navigation bar.
- + Download the Optimum App at optimum.net/app.

Check your recording space

- + Press DVR on your remote or go to Channel 1001 to get the Recorded List.
- + Highlight “Clean-up My DVR” from the right-hand menu and press SEL.
- + At the top of the “Clean-up My DVR” screen, you’ll see the percentage of space currently being used



The light gray section of the bar shows how much space is being used.

The dark gray section of the bar indicates how much space is available.

Cancel a program scheduled to record

- + Press DVR or go to Channel 1001 to get the Recorded List.
- + Highlight “Scheduled List” on the right-hand menu and press SEL.
- + Use the ARROWS to select the program you want and press SEL.
- + Highlight “Cancel Recording” on the right-hand menu and press SEL.
- + Highlight “Yes, Cancel this Recording” and press SEL.

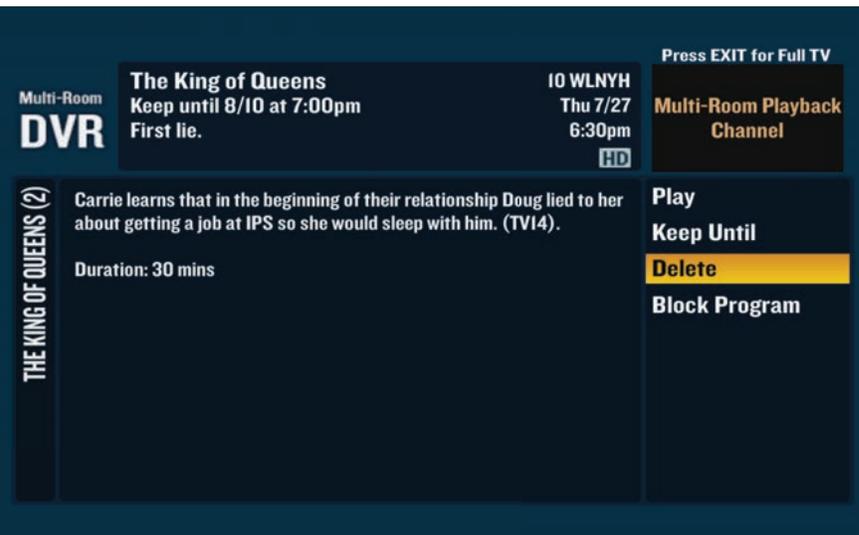
Cancel a series scheduled to record

- + Press DVR or go to Channel 1001 to get the Recorded List.
- + Highlight “Scheduled List” on the right-hand menu and press SEL.
- + Use the ARROWS to highlight the series you wish to cancel and press SEL.
- + Select “Cancel a Series” from the right-hand menu and press SEL.
- + Highlight “Yes, Cancel this Series” and press SEL.

Canceling a series will affect only the future episodes of the series and won't affect the episodes that have been recorded already.

Delete

Want to delete something you've already watched? Free up recording space to make room for more of your favorites.



Delete a program

- + Press DVR on your remote or go to Channel 1001 to get the Recorded List.
- + Use the ARROWS to highlight the program you want to delete and press SEL.
- + Highlight "Delete" from the right-hand menu and press SEL.
- + Highlight "Yes, Delete" from the warning screen to delete.

Once a program has been deleted, it will no longer be available.

Delete a folder

- + Press DVR or go to Channel 1001 to get the Recorded List.
- + Use the ARROWS to highlight the folder you want to delete and press SEL.
- + Highlight "Delete All Episodes" from the right-hand menu and press SEL.
- + Highlight "Yes, Delete" from the warning screen to delete.

Once a folder has been deleted, its content will no longer be available.

Delete a program from Clean-up My DVR

- + Press DVR or go to Channel 1001 to get the Recorded List.
- + Highlight "Clean-up My DVR" on the right-hand menu and press SEL.
- + Use the ARROWS to highlight the program you wish to delete and press SEL to instantly delete it.

Once a folder has been deleted, it will no longer be available.

Delete a folder from Clean-up My DVR

- + Press DVR on your remote or go to Channel 1001 to get the Recorded List.
- + Highlight "Clean-up My DVR" on the right-hand menu and press SEL.
- + Use the ARROWS to highlight the folder and press SEL.
- + Highlight "Delete Entire Folder" and press SEL to instantly delete it.

Once a folder has been deleted, it will no longer be available.

Troubleshooting

Here are a few quick tips:

- + If you're not getting a picture or you see a blue or black screen, check that your TV and cable box are plugged in and powered on. Then make sure all of your connections are secure.
- + Try resetting your cable box by unplugging the power cord it from either the wall outlet or the box itself. Wait about five seconds, then plug it back in and allow the box to reboot, which takes about 3 minutes.
- + Make sure that your TV is on the correct input by pressing TV INPUT on your Optimum remote, or TV/VIDEO, INPUT or SOURCE on your TV manufacturer's remote, until you see a picture on your screen.
- + To ensure you're getting the best HD picture on your TV, visit optimum.net/picturequality
- + If you can't find your recordings when you press DVR, simply tune to Channel 1001 to access your Recorded List.
- + Still have questions? You'll find more answers online. Visit optimum.net/support

DVR is available at an additional monthly charge. Equipment fees apply. Not available in all areas. See optimum.com/mydvr for details. Requires Optimum TV with a cable box or CableCARD, Optimum-authorized modem and wireless home router. Minimum system requirements apply and Optimum App requires application download and installation. Terms & conditions apply. All trademarks and service marks are the property of their respective owners. Optimum, the Optimum family of marks and Optimum logos are registered trademarks of CSC Holdings, LLC. ©2017 CSC Holdings, LLC.