NON DVR

passport® guide

user manual

INTERNET / TV / PHONE

MCTV℠

We go the extra smile.

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welcome to Passport Guide

Introducing the interactive program guide from Rovi and your cable system. Passport Guide is intuitive with easy to use features that unlock a world of greater choice, convenience and control as you watch television.

With Digital Cable, you have more programming choices than ever before. And with Passport Guide, you can effortlessly find the television you want to see. Passport Guide puts you in control, all at the touch of a button.

This User Manual is designed with you in mind. It has easy-to-follow color coding to help you quickly find what you're looking for, along with screen examples you'll see while using the guide.

Get started with some of Passport Guide's key features on the next page.

key features

With Passport Guide, you'll be able to discover more of the programming you want to see. You'll spend more time enjoying your favorite shows and everything digital cable has to offer.

Get started by pressing **GUIDE** on your remote to view 90 minutes of program listings at the touch of a button. The **Time Grid** lets you easily find at-a-glance program information.

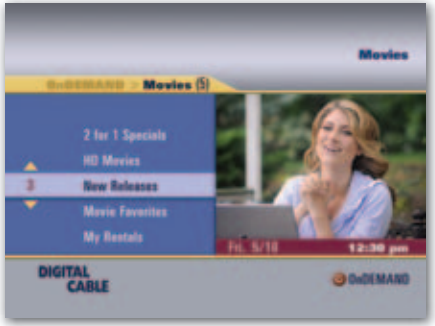
See guide, page 5

Passport Guide allows you to set timers for the programs you don't want to miss. Timers remind you and the set top that your program is about to begin. So you never miss a show you are looking forward to enjoy!

See reminder timers, page 9

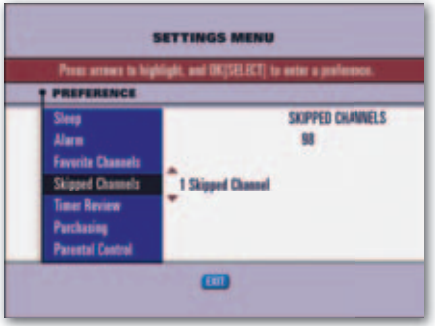
Want to find more programs by Title, Theme, Keyword or Channel List? Now you can Search smarter and quickly find just what you want to watch. Just press **GUIDE** twice to begin.

See find shows, page 10



On Demand offers extensive program libraries at the touch of a button. Find shows, movies and the best programs on digital cable without leaving the comfort of your couch.

See on demand, page 19



Set favorites, timers, purchasing and parental control PINs and more to customize your guide preferences in **Settings.**

See settings menu, page 25

Easy-to-use **Parental Control** let you block programs by rating, by content, by time and more, to put you in control of the shows your family watches.

See parental control, page 30

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parental control PIN setup
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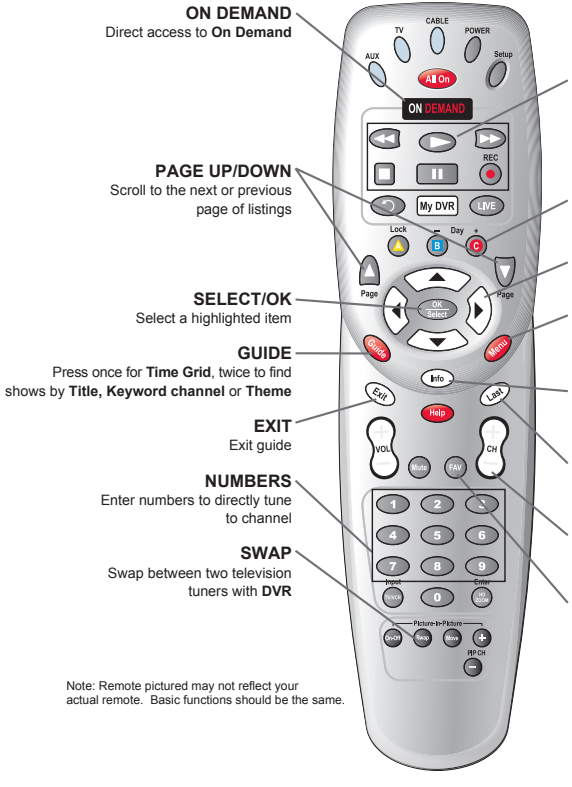
lock channels
lock ratings
lock content
lock time
hide adult titles
view locked program

basic navigation and your remote

Your remote control holds the key to navigating the features of Passport Guide. In this manual, words appearing in ALL CAPS refer to specific buttons on your remote. To navigate the guide:

- Press ▲▼◀▶ buttons on your remote to move the highlight
- Press **SELECT/OK** to confirm your selection
- Press **EXIT** to exit the guide

Remote Control Features



ON DEMAND
Direct access to **On Demand**

PAGE UP/DOWN
Scroll to the next or previous page of listings

SELECT/OK
Select a highlighted item

GUIDE
Press once for **Time Grid**, twice to find shows by **Title, Keyword channel** or **Theme**

EXIT
Exit guide

NUMBERS
Enter numbers to directly tune to channel

SWAP
Swap between two television tuners with **DVR**

PLAYBACK CONTROLS
Control On Demand playback

A, B and C
For use with on-screen prompts

ARROWS
Press to move highlight

MENU
Press once for **Menu**
Press twice for **General Settings**

INFO
Press once for info on current program, twice for more description and to browse

LAST
Return to the previous screen or channel

CH +/-
Change channels and access the **Channel Banner**

FAV
Tune to your **Favorite** channels once you set up Favorites

Note: Remote pictured may not reflect your actual remote. Basic functions should be the same.

overview

about passport symbols

Here are some of the symbols that will help you use the guide and control your TV viewing.

- Favorite channel
- Indicates that the program is broadcast in High Definition (HD) format
- New episode
- Skipped channel
- Program locked by channel, rating, content advisory level, or time period when Parental Control is currently enabled
- Program locked by channel, rating, content advisory level, or time period when Parental Control is currently disabled
- VCR timer for a single event recording
- VCR timer for multiple event recordings
- Suspended timer or a suspended PPV purchase
- Reminder Timer
- Reminder timer for multiple events
- Program broadcast with stereo sound
- Program features closed caption (subtitles for hearing-impaired viewers)
- Program that features a secondary audio tracks. Subscribers can choose to hear an alternate audio track, typically in a different language
- Purchased PPV program

watching made easy

The information you need is just a click away. This section tells you how to quickly find information about programs and schedule reminder timers. It's time to watch TV in a whole new way!

guide

guide banners

Guide Banners provide quick programming information and even give you the freedom to browse other shows without leaving the program you're watching.

The **Channel Banner** displays when you change channels or press the **INFO** button. It displays the current time, channel number, program title, start and end time, rating and other symbols, such as a ★ which indicates a favorite channel.

Press **INFO** twice to access the **Info Banner** to display program description. Press **PAGE +/-** to view more program description (when applicable).

From the **Info Banner** press ▲ ▼ ◀ ▶ to browse programs.

Press ◀ ▶ to browse programs by time and ▲ ▼ to browse other channels. Press **SELECT/OK** to tune or set a reminder.

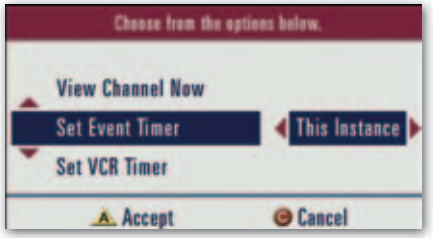
tip: To exit the banners press the EXIT button, press the INFO button one more time or wait until the banner disappears.

time grid

The Time Grid displays a 90-minute view of programming for up to 5 channels at one time.

To see what's on TV, press **GUIDE**. The program currently airing on the selected channel is highlighted. Instant program info appears in the upper left portion of the screen. Press **INFO** for additional information. Press **SELECT/OK** to tune to the channel.

Use ▲ ▼ ◀ ▶, **PAGE +/-**, and **DAY +/-** to navigate the grid and highlight a program.



options

From the guide, highlight a future program and press **SELECT/OK** for options. Press ▲ ▼ to select an event timer or to set a VCR timer. Press **A** button to accept or **C** button to cancel.

for faster searching

- Use the **PAGE +/-** to scroll through listings a page at a time
- Press and hold ▲ or ▼ to rapidly move ahead in time or through the channel lineup
- Press the **DAY +/-** buttons to advance ahead a day at a time
- Press the channel number to quickly advance to that channel

tip: The GUIDE button is your key to quickly navigating the guide:

- Press GUIDE once for the Time Grid
- Press GUIDE twice to Find Shows and search
- Press GUIDE three times to exit and return to watching TV

program info

It's easy to find Information about programs, including program title, start and end time, a brief description, and indicators to identify favorites, reminders and timers.

more information about the program

When in the guide, press **INFO** to view program information. Press **C** to return to the previous screen.

display program guide information for future days

Press the **GUIDE** button to display the **Time Grid** and then press the **DAY+** button. The Program Guide displays program information for the next day at the same time.

You can press the **DAY+** button repeatedly to display information for subsequent days.

Press the **DAY–** button to return to the information for the current day or simply press **EXIT** and **GUIDE** again.

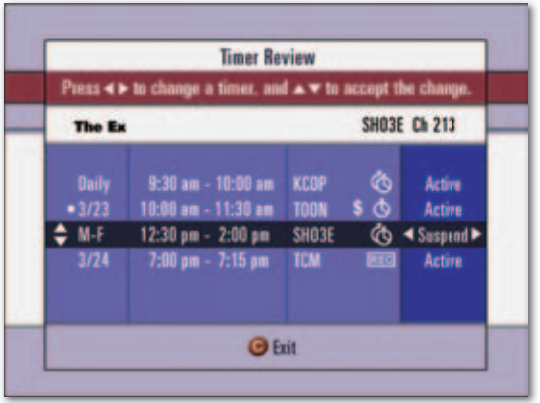
tip: Highlight a title and press INFO for program information from anywhere in the Guide, Time Grid, Themes, Title Search results or Channel List results.

reminder timers

Never miss a program! Use the Guide to set timers to remind you that your favorite program is about to begin.

When in the Guide, highlight a program airing in the future. Press **SELECT/OK** and choose "Set Event Timer" from the options. A Reminder timer will appear next to the title.

The **Channel Banner** displays a reminder message one minute before the program starts. Press **SELECT/OK** to select the program or simply wait for the set-top box to tune to the program automatically.



To review, modify or clear timers, press Menu twice to access the **Settings Menu**. Press the ▲▼ buttons to highlight Timer Review and press **SELECT/OK**. The Timer Review will list each timer scheduled.

To change the status of a timer, press the ▲▼ buttons to highlight a timer then press the ◄► buttons to select the type of change. Status options include Resume, Suspend, Clear, Cancel or Reset. Press **C** to exit.

tip: If you schedule more than one Reminder timer for the same time, the guide notifies you of the conflict and how to resolve.

smart searching is here

It's easy to find shows and quickly search for exactly what you want. Just press **GUIDE** twice to find shows. This section tells you everything you need to know to search by title, theme and channels so you can quickly find the shows you love and discover new ones.

find shows

find shows by theme

Theme Search lets you find shows by theme, such as Series and Specials, Movies, Sports, Lifestyle, News and Family.

Press **GUIDE** twice, or from one of the guide views, press **GUIDE** to Find Shows and select Themes.

Press ▲ ▼ to scroll through the list of themes.

Press ▶ to highlight a title, instant inormation appears in the upper left corner. Press **INFO** for more information about the program. Press ▲ ▼ or **PAGE +/-** to scroll through the list of programs. Press **SELECT/OK** to view the channel or set a reminder timer.

tip: Looking for HD programs? Select the Advanced TV theme, then HDTV to view a list of HD programs.

find shows by title

Title Search displays a virtual keyboard that lets you search for specific program titles.

Press **GUIDE** twice, or from one of the guide views, press **GUIDE** to Find Shows and select **Title Search**.

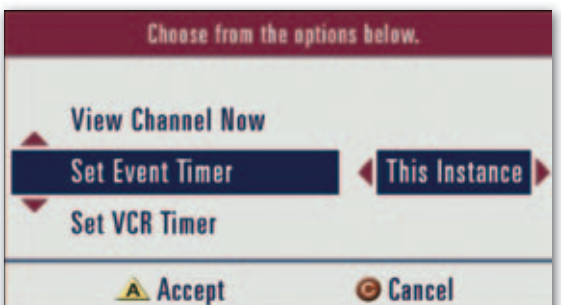
The **Title Search** screen will default to the program you are currently watching. Use ▲ ▼ ◀ ▶ to begin to spell the new program title.

The intelligent keyboard will automatically populate with viable letters so you can enter titles quickly. Highlight **BACK** to erase a letter, or **NEW** to begin a new search.

title search options

Enter letters until the program you are looking for is displayed. Use ▶ to navigate to the title list results.

Currently airing programs are marked by a ●. A ⏱ indicates a matching title has a reminder timer scheduled.



options

When you find your program, press **SELECT/OK** for options that can include:

- View channel now
- Set event timer
- Set VCR timer

channel lineup view

Now it's easy to view listings for your favorite channel.

Press **GUIDE** twice and select **Channel Lineup**. Channels are displayed on the left.

Use ▲ ▼ arrows to scroll to a particular channel, and then press ▶ to view a list of programs for today, tomorrow, or future days.

Press **SELECT/OK** to select a program. Follow the on-screen prompts to view the channel, set a reminder or set a VCR timer.

tip: Use GUIDE to Find Shows anytime.

the view from your couch has never been so good

Movies, sports and special events all at the touch of a button.This section explains how Pay-Per-View is like a theater, stadium and concert hall all rolled into one.

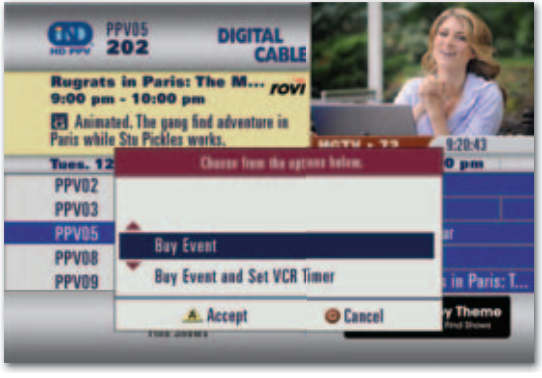
pay-per-view

ordering pay-per-view

You can purchase PPV programs and events from the **Time Grid, Search** result list, or by direct tuning to a PPV channel.

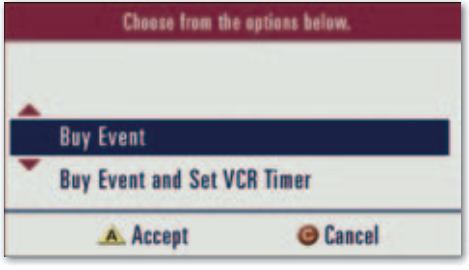
purchasing from the time grid

Press **GUIDE** to access the **Time Grid** and use ▲ ▼ ◀ ▶ to navigate the listings and highlight a PPV program you want to purchase. Press **INFO** for more information. Press **SELECT/OK** for purchase options. Purchased programs will display in green.



purchasing from search results

PPV programs can also appear in search result lists for Title, Channel or Theme. For example, press **GUIDE** twice and select Themes, scroll up or down and highlight **Pay Per View,** press **SELECT/OK**. Arrow right ▶ to review the list. A dot appears next to shows currently airing. Press **SELECT/OK** for purchase options. Highlight your desired option and press **A** to accept.



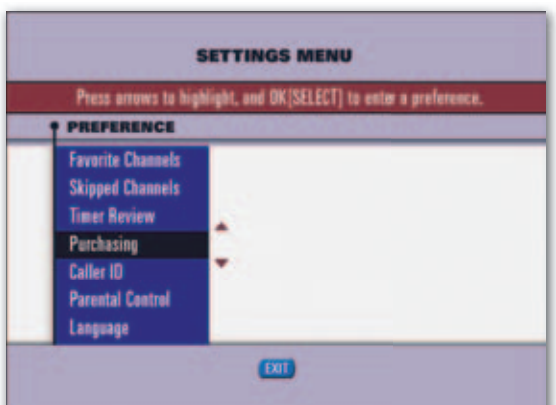
purchase options include:

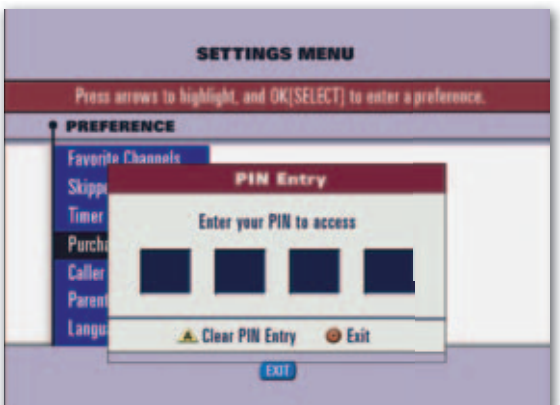
- Buy Event – a **$** will appear next to the title
- Buy Event and Set VCR Timer – a **$** and a REC will appear next to the title.
- View the Channel - for programs already started.

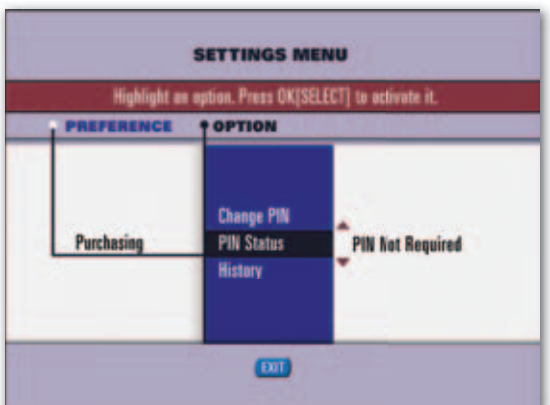
tip: A confirmation screen will appear after you make a purchase and provide a countdown to the time your program will begin. Press **A** to review previous purchases.

purchasing locks

To manage, review and lock PPV purchases, select Purchasing from the Settings menu.







setting purchasing locks

Press **MENU** twice to access Settings and select Purchasing.

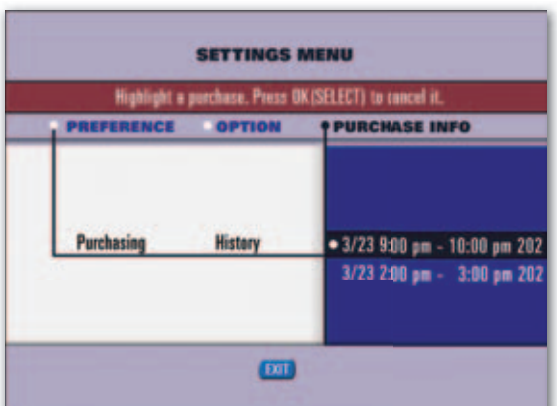
You will be prompted to set a Purchasing Pin before you can access the options. Select a unique 4-digit PIN that will be required before making any purchases.

From Purchasing, you can activate PIN Status or Change your PIN:

- PIN Status - select PIN Required to activate and require entering a Purchasing PIN to complete an order.
- Change PIN – select to change your 4-digit PIN.

tip: If you have set up a Purchasing PIN, you will be prompted to enter your PIN before completing a PPV or On Demand purchase.

reviewing ppv purchases



review purchases

From **Settings** select Purchasing, then **History**. Press ▶ to review pending and past purchased PPV programs. Press **SELECT/OK** for a list of timers in the Purchase Info column. Press ▲ ▼ buttons to highlight the purchase, press **SELECT/OK** to cancel a pending PPV program (if available).

tip: Your unique Purchase PIN controls both PPV and On Demand purchases. Refer to Settings chapter for more information.

movie library. home theater. catch-up tv.

On Demand is a library of movies, shows and other programs you can watch whenever you want. It's like having a movie theater right in your living room. And, your guide makes it easier than ever to find and enjoy On Demand on your schedule, when you're ready to watch TV.

on demand

on demand

With On Demand you can enjoy movies, TV shows, music videos and more right on your television set, on your schedule. With easy navigation and more control, enjoying the shows you love when you want couldn't be simpler.

easy access to on demand

- Select the **ON DEMAND** (VOD) button on the remote
- Enter an On Demand channel number on your remote
- Choose an On Demand channel from the Time Grid
- Access On Demand from the Quick Menu (if available)

Once you've accessed the On Demand Menu, use ▲ ▼ to scroll through your On Demand options and highlight the service you are interested in. Press **SELECT/OK** to continue.

On Demand content may be free, available for purchase or part of a premium subscription.

You may need to make additional selections in the menus as you browse through all the On Demand choices and categories—everything from free programs to new release movies and more.

understanding on demand icons

New Title: Appears beside new releases

Last Chance: Appears beside titles that will soon no longer be available for viewing

Purchased: Appears beside titles that you have purchased

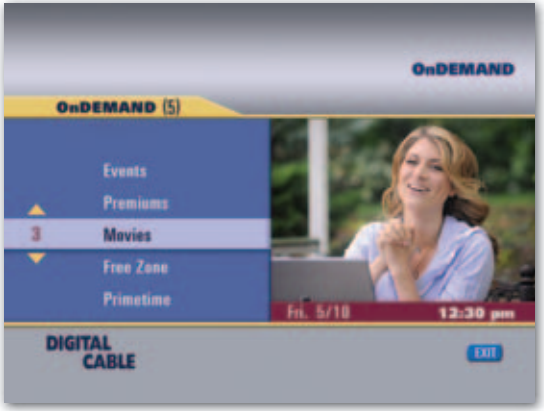
Paid: Replaces price in title description area

Viewed: Appears beside titles in the title list that you have already viewed (Premium On Demand)

Preview: Appears in the title description area and indicates that a trailer to view is available

HD: Identifies HD titles

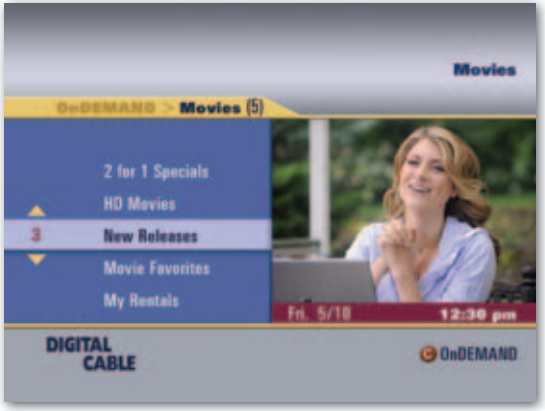
accessing on demand movies



step 1

Access the main On Demand menu from your remote. You have a variety of choices including free programming, premiums, and movies. For example, On Demand Movie titles are organized into Categories, such as **New Releases, HD Movies, Movie Favorites** and more.

You may also be able to access the main On Demand menu from a channel number designated by your cable company.



step 2

From **Movies On Demand**, select a Category, such as **HD Movies, Special Offers, Movie Favorites** and **New Releases**. You can also see a list of recently purchased On Demand shows that are still available to view in **My Rentals**.

step 3

From the New Releases menu, press ◀ ▶ to browse through a library of genres such as **Comedy, Drama, Family, Just In!, Action Adventure**, etc.

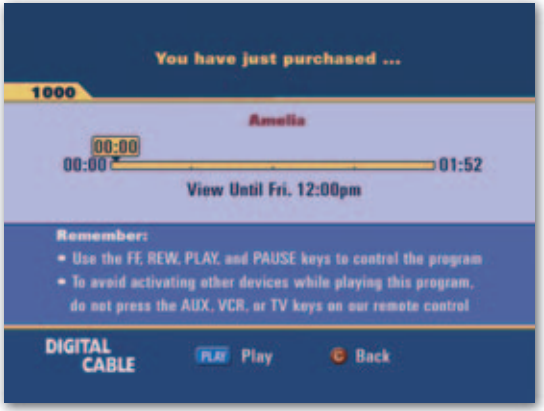
The list of associated titles will appear. Press ▲ ▼ to browse the available titles. Instant Info will appear in the lower right corner of the screen.

step 4

Once you find the title you like:

- Press **INFO** for more information
- Press Play ► to view a Preview (if available)
- Press **B** to buy
- Press **C** to go back to previous screen

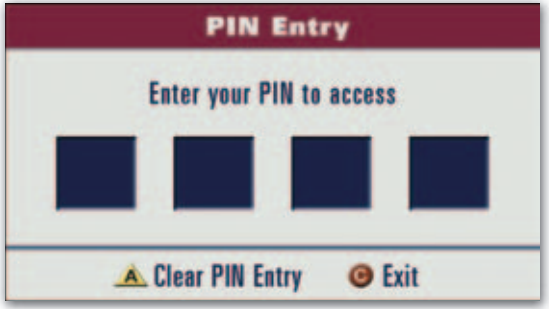
You may also be able to purchase a movie directly from a **Feature** Channel.



step 5

Once you press **B** to buy, press Play ► to start watching your selection.

You may be able to control most programs as you would a DVD using ◄◄ ❚❚ ►► on the remote. Once purchased, a program can be viewed until its rental window has expired. Access recent rentals from **My Rentals**.



purchasing PIN

If you have turned on Purchasing PINs, which require a PIN for purchases, you will be prompted to enter your PIN before completing an On Demand purchase.

If you have turned on Parental Controls, you will also be prompted to enter your separate Parental Control PIN (see Parental Controls page 30.)

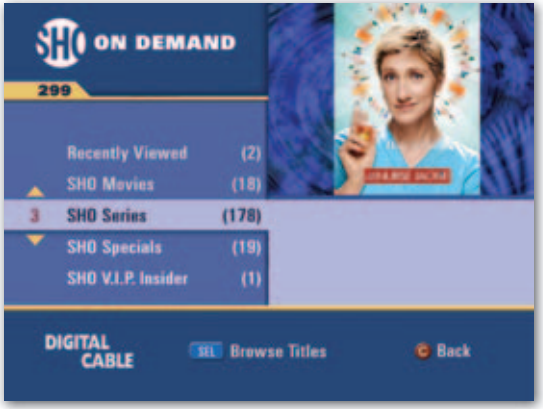
premiums on demand

If you subscribe to premium services such as HBO, Showtime or Starz, you can also access premium channel content On Demand anytime.

From the On Demand menu, select **Premiums.** Like Movies On Demand, you will follow similar prompts to access your favorite series, specials and movies on the premium channel(s) you subscribe to.

Or, simply tune to the premium on demand channel using your remote or from the **Time Grid**. From the program information screen, you can play a preview PLAY Preview, press **SELECT/OK** to view, or press **C** to see other On Demand content.

From the Premiums Menu, select from the list of the available options.

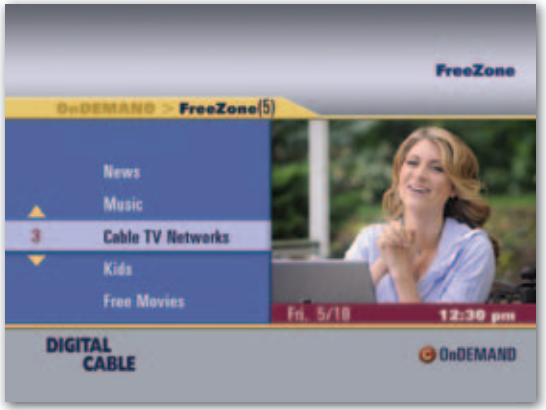


Select a category, such as **Movies** or **Series**. The number next to the category indicates how many titles are available. Press **SELECT/OK** to browse titles.

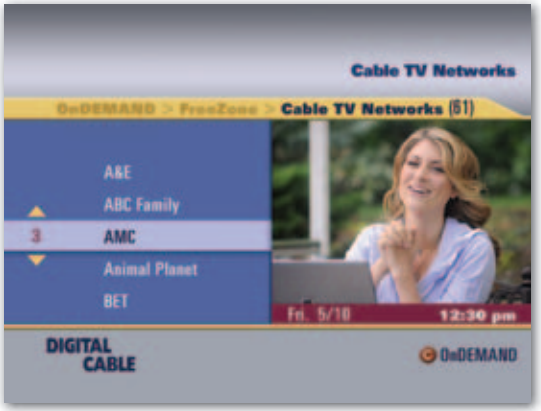
Use the ◀ ▶ arrows to select a **Series** and the ▲ ▼ arrows to select an episode. Instant info appears in the lower right corner. The number next to the series title indicates how many episodes are available. Press **SELECT/OK** to view.

free on demand

Your cable provider may provide Free On Demand programs, including TV shows, exclusive On Demand content and even movies.

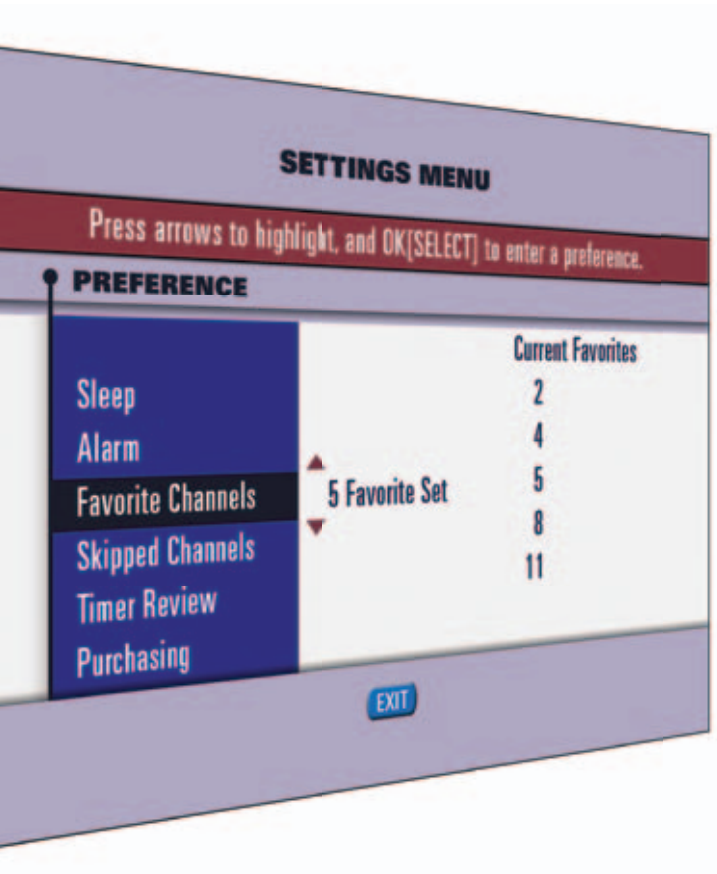


From the main **On Demand** menu, follow the on-screen prompts for **Free** content. Select a Free category such as **Cable TV Networks**.



You may have many options such as cable-produced shows from networks such as HGTV, History Channel and AMC.

Select a network or category. Follow the on-screen prompts to choose series and episodes. Press **SELECT/OK** to play.



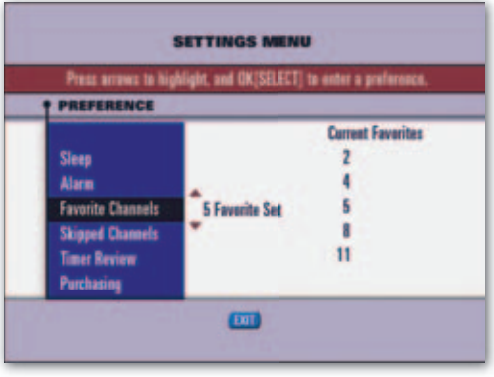
customize your tv experience

Set your favorite channels, timers, parental control and more. Watch TV the way you want to. Press **MENU** twice on your remote to access **Settings**. This section gives you all the info you need to personalize your viewing experience from the Settings Menu.

settings menu

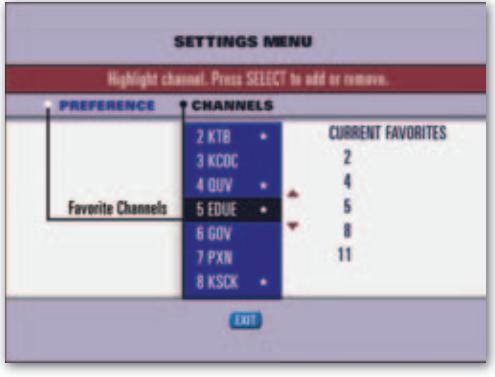
preferences

Preferences gives you options to customize how you watch TV.
Set Favorites, Audio preferences, Timers, HD Auto Tune and more.



preferences

Press **Menu** twice to access **Settings**. From the **Settings Menu** make a selection to adjust **Favorite Channels, Skipped Channels, Purchasing** and other options.



favorite channels

Quickly access channels you have designated as your Favorite Channels. Once you've set up your Favorite Channels, you can browse through only those channels by pressing **FAV** on your remote.

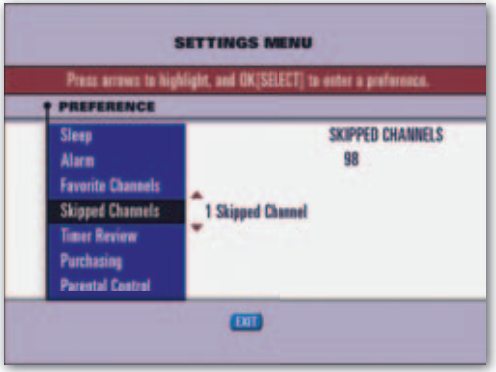
adding channels to the favorites list

Highlight Favorite Channels and press ▶. Use the ▲ ▼ to highlight specific channels and press **SELECT/OK** to add or remove a channel from the Favorite Channels list.

A **star** ★ appears next to the channel in the Channels column when it is on your Favorite Channels list, and the channel number will be added to the **Current Favorites** list.

skipped channels

Specify channels to skip when browsing with the **CH -/+** keys.



skipped channels

From the **Settings Menu** use the ▲ ▼ to highlight Skipped Channels and press ▶ or **SELECT/OK**. Use the ▲ ▼ to highlight specific channels and press **SELECT/OK**.

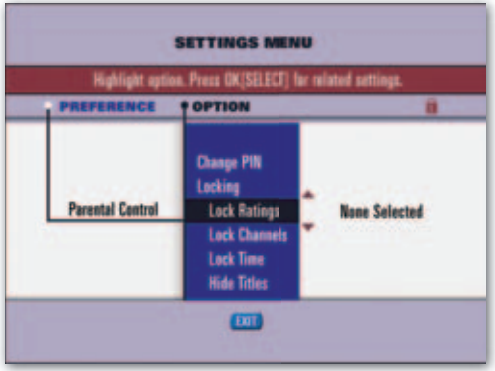
You can still view skipped channels by entering the channel number directly or by selecting the channel in the **Program Guide.**

adding channels to the skipped list

When adding channels, a check ✓ appears next to the channel in the Channels column, and the channel number is added to the Skipped Channels list.

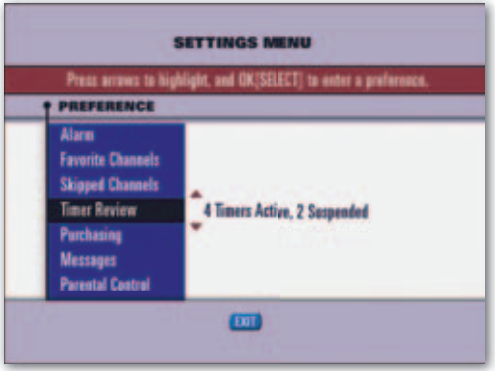
additional settings

Additional settings you can manage from the **Settings Menu** include:



parental control

With **Parental Control** you can block viewing and purchases of TV programs and movies, as well as recorded shows, based on your viewing preferences. To find out more see the chapter on Parental Control.



timers

To review Reminder Timers, select the **Timer Review** setting to display current number and status of scheduled timers. Press **SELECT/OK** to view the Timer Review list and modify or cancel timers.

sleep and alarm

Set up to eight timers by channel, day and time to remind you of specific events.

- **Sleep**—Select “On” to set cable box to turn off after a specified number of minutes (5 – 180 minutes). Default is “Off.”
- **Alarm**—Select “On” then select channel, day and time the cable box will automatically turn on. Default is “Off.”

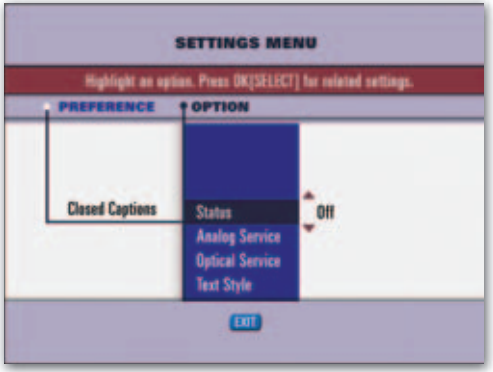
purchasing

Enabling a Purchase PIN puts you in control of PPV and On Demand purchases. You can also review PPV purchases.

- **PIN Status**—Turn Purchase PIN On or Off.
- **Change PIN**—Change the purchasing PIN number.
- **History**—Review or cancel Pay-Per-View purchases.

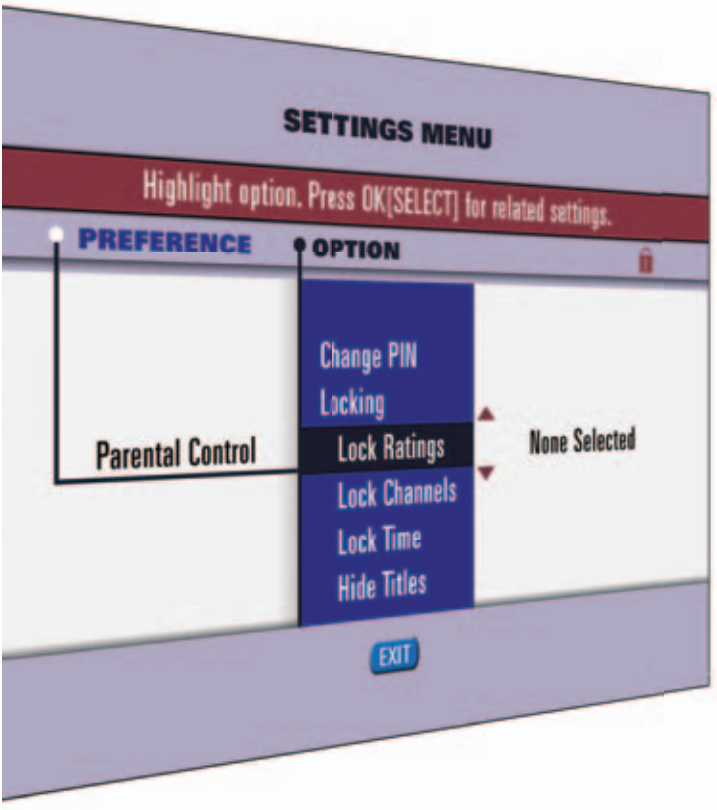
language

- **Audio**—Select primary audio or SAP alternate audio feed.
- **Display**—Select an available language, such as English, Spanish or French, for on-screen displays.
- **Subtitles**—Turn on or off and select a preferred language, such as English, Spanish or French.



other settings

- **Output Format**—Specify output format.
- **Audio Settings**—Specify settings for volume level, analog output, digital output and dynamic range.
- **Closed Caption**—Turn status On or Off and select other options like text style and color.
- **Auto-tune HD**—Select On to automatically tune to a high-definition version of a channel, if available.
- **Set-top Clock**—Specify clock options for your Set-top, select to display Time and/or Channel number and illumination options.



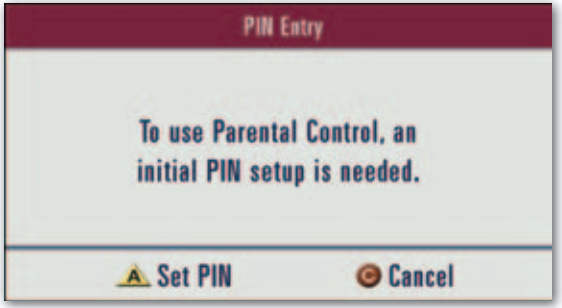
you decide what your family watches

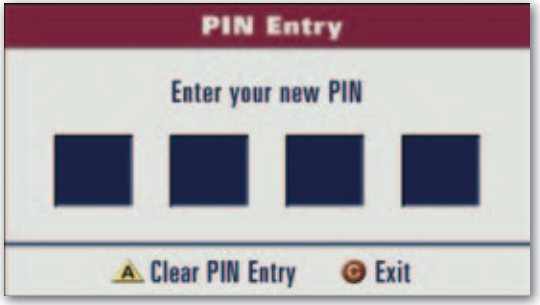
Parental Control lets you block viewing and purchases of TV programs and movies as well as recorded shows, based on your viewing preferences. You can also hide adult titles from being displayed on-screen. From the Parental Control Menu you can set **locks by Rating, Content, Channel** or **Time**.

parental control

parental control setup

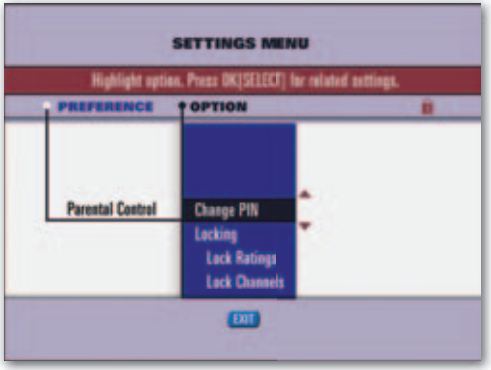
To set Parental Control, press **MENU** twice to access **Settings Menu**.





PIN Set-up

The first time you attempt to enable Parental Control, you will be prompted to set up a Personal Identification Number or PIN. Enter your unique 4-digit number and press **SELECT/OK**. Enter the number again and Press **A** to confirm.

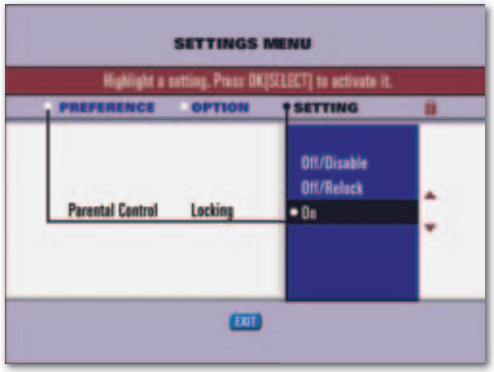


Change PIN

Change PIN lets you change your personal Parental Control PIN number. Press MENU twice to access Settings Menu. Select Parental Control, then Change PIN. Follow the on-screen prompts to enter a new PIN.

tip: Your remote may have a lock button. Press this button to quickly set program locks.

locks



locking

Selecting **Locking** lets you turn on or off Parental Control settings. Locking Status must be set to "**On**" to activate your customized Parental Control settings for rating, content, channel and time.

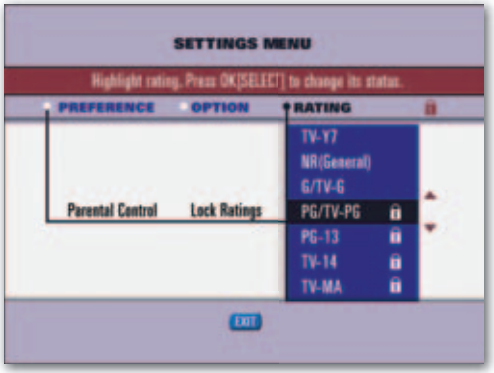
Highlight **Locking** on the Parental Control Menu and press **SELECT/OK** (or ▶). You will be prompted to enter your 4-digit PIN when you make one of the selections:

- **Off (Disable)** – This option turns off all locks. To relock Parental Control, you must manually set the Locking Status to "On."
- **Off (Relock)** – This option turns off all locks temporarily. Locks will automatically relock after 5 hours of inactivity or by turning off the cable box.
- **On** – This option enables Parental Control. Your 4-digit PIN will be required to disable Parental Control or change settings.

tip: If Locking is turned off, will appear next to Parental Control options and a red will appear next to specific selections. Return to Locking Status to turn on.

lock channels

From Parental Control, select **Lock Channels** to choose channels that will be locked when Locking Status is turned on. Press ▶ to view list of channels and use ▲ ▼ to highlight. Press **SELECT/OK** to lock. A 🔒 will appear next to the channels you select. Press ◀ to return to Parental Control options.



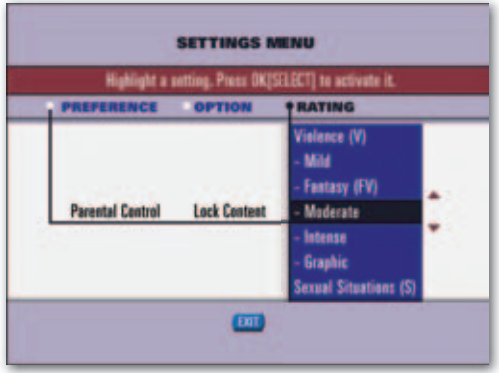
lock ratings

Select **Lock Ratings** to choose TV and movie ratings that will be locked when Locking is turned on. Press **SELECT/OK** to select a rating(s) to lock. A 🔒 will appear next to the rating. Press ◀ to return to Parental Control options.

MOVIE RATINGS	TV RATINGS	TV CONTENT RATINGS			
		Violence (FV, V)	Language (L)	Sexual Situations (S)	Suggestive Dialogue (D)
G	TV-Y				
PG	TV-Y7	Fantasy Violence			
PG-13	G				
R	TV-PG	Moderate Violence	Infrequent Coarse	Some Sexual Situations	Some Suggestive Dialogue
NC-17	TV-14	Intense Violence	Strong Coarse	Intense Sexual Situations	Intensely Suggestive Dialogue
Adult	TV-MA	Graphic Violence	Crude Indecent	Explicit Sexual Activity	

parental control

lock content and time

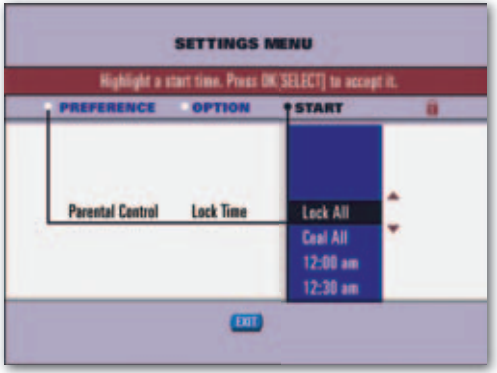


lock content

Lock Content lets you choose TV content advisory ratings that will be locked when Locking is turned on. Content advisory categories can be found on the chart located on the previouse page.

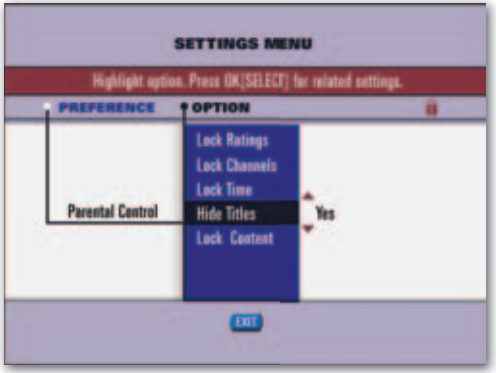
You can choose to lock all under each category, or by a specific rating within a content category.

Choose a content rating by pressing **SELECT/OK**. A 🔒 will appear next to the content rating. Press ◀ to return to Parental Control options.



lock time

Lock Time lets you lock the TV from viewing at a specific day and time. From Lock Time in Parental Control, press ▶ to select 'on' and follow the on-screen prompts to choose the day(s) and to specify the start and end time. Press ◀ to return to the Parental Controls options.



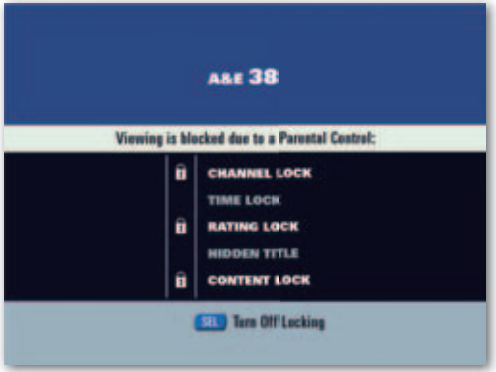
hide adult titles

Hide Adult Titles prevents these titles from appearing in listings throughout the guide. Select Hide Adult Titles and use the ▶ to enable or disable this feature.

Once you have set the locks based on your preferences, choose **Lock** to turn locks on.

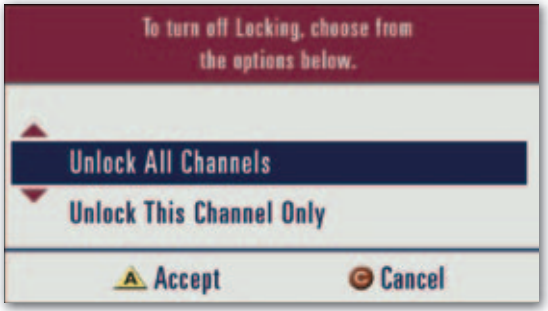
tip: The Hide Adult setting will also hide On Demand adult titles.

view locked programs

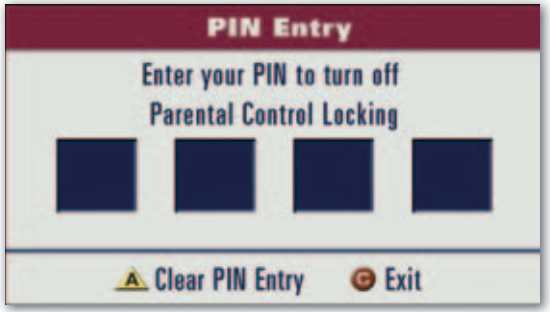


from a locked program

When tuning to a channel or program that is locked, the guide will display a Parental Control summary indicating the program has been locked from viewing due to channel, rating, time or content.



Press **SELECT/OK** to disable Parental Control, then ▲ ▼ to unlock all channels or unlock this channel only and press **A** to accept.



Enter your 4-digit PIN to view the channel. If needed press **A** to clear PIN Entry and try again.

notes

notes

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