LightWave **TV**

REVolutionizing **how you watch tv**

rev

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*Applications vary by market.

welcome

Thank you for choosing LightWave TV.

LightWave TV will open a whole new world of TV entertainment for you and your family.

ABOUT THIS USER GUIDE

This user guide provides instruction on how to use the LightWave TV Interactive Program Guide, Video on Demand, Parental Controls and other important features.

Your remote control will come with its own instructions. Please reference that manual to familiarize yourself with it's functionality.

CONTACTING US

As always, REV's friendly staff of local customer care professionals are ready to answer any questions you may have about your LightWave TV service.

If you need any assistance, call **1-866-881-4REV** or visit **letsrev.com/contact**.
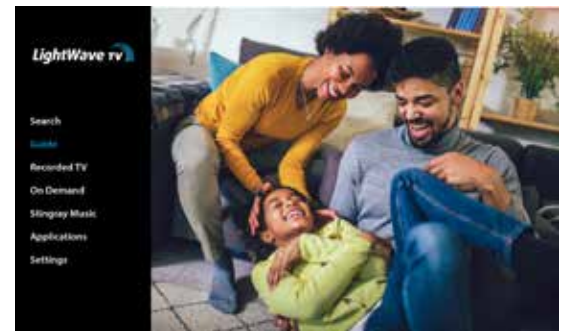
menu screen

The Menu Screen provides access to the features of your LightWave TV service.

USING THE MENU SCREEN

The menu screen provides access to all the features of your TV service.

To display & use the menu screen:

1. Press **MENU**.

2. Use the **UP** & **DOWN** arrow buttons to select an option from the main menu:

   - **SEARCH** To activate the program search feature.

   - **GUIDE** To access the Interactive Program Guide.

   - **RECORDED TV** To view a list of all the programs you have recorded on your DVR.

   - **ON DEMAND** To access the video library or watch a program you've already rented.

   - **STINGRAY MUSIC** To access over 50 music channels in your Stingray Music application.

   - **APPLICATIONS** To access the interactive applications available.

   - **SETTINGS** To customize your menu & guide settings, set language preferences and more.

3. Press **OK** to select the item.

4. Press **MENU** or **EXIT** to close the menu screen.

MENU TIPS

Before accessing your on-screen menus, it's helpful to know how to choose, select & exit from the menu screens.

- Use the **LEFT** and **RIGHT** arrow buttons to access menus.

- Use the **UP** and **DOWN** arrow buttons to select items in the vertical menus that appears on the left or right of the screen.

- Press **OK** to activate your selected item.

- Press **BACK** to return to the last menu screen that you were viewing.

- Press **EXIT** to dismiss the screen & return to your program.

Interactive Program Guide

Use the interactive program guide {ipg} to find and select TV programs, recorded shows and Video On Demand content.

FIND & WATCH A PROGRAM

1. Press **GUIDE**.

2. Use the **CH/PG** button and the **UP** and **DOWN** arrow buttons to scroll vertically through the program guide.

3. Use the **RIGHT** and **LEFT** arrow buttons to scroll horizontally through the program guide hourly.

4. Use the **REW** and **FF** buttons to scroll through the program guide at day intervals.

5. Press **OK** to watch the selected program.
   If it is not currently on, a Program Info screen will appear. Press one of the following options:
   - **RECORD EPISODE** to record the program.
   - **RECORD SERIES** to record all episodes in the series.
   - **MORE SHOWTIMES** to view additional episode times.

6. Press **EXIT** to close the guide panel.

BROWSE WHILE WATCHING

1. Press the **DOWN** arrow button to display the browse panel.

2. Press the **UP** and **DOWN** arrow buttons to browse programs currently airing on other channels.

3. Press the **RIGHT** arrow buttons to browse future programs on the selected channel.

4. Press **OK** to watch the selected program. If it is not currently on, a program Info screen will appear. Press one of the following options:
   - **RECORD EPISODE** to record the program.
   - **RECORD SERIES** to record all episodes in the series.
   - **MORE SHOWTIMES** to view additional episode times.

5. Press **EXIT** to close the guide panel.

RECENTLY VIEWED

1. To access recently viewed channels, press the **UP** arrow button.

2. Press the **RIGHT** and **LEFT** arrow buttons to select channels.

3. Press **OK** to watch the selected channel.

PROGRAM INFO SEARCH

The program info screen displays information about a selected program and enables you to perform various actions such as recording or watching the program.

Get information about the program you are watching.

1. Press **INFO** and the program info screen appears with a short description of the program including running time.

2. Use the **RIGHT** arrow to view information about the cast and crew, to change the language and to turn on subtitles.

3. Use the **DOWN** arrow and press **OK** to select one of the following options:

   • To **WATCH** the program

   • **RECORD** the program

   • Set up a **SERIES RECORDING**

   • View **MORE SHOWTIMES**

4. Press **EXIT** to return to the program you were watching.
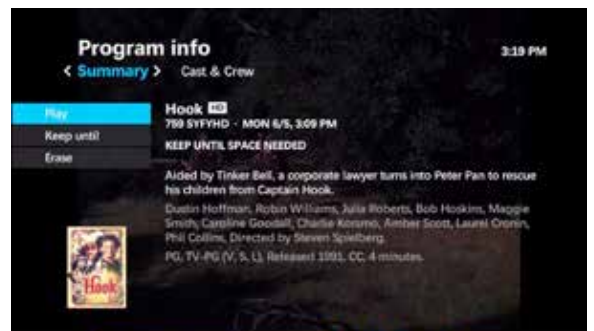
SEARCH FOR PROGRAMS

Find programs using the search screen by entering the program title or names of people associated with the program you want to watch.

1. Press **MENU**, select **SEARCH** and then press **OK**.

2. To enter your search term, use the arrow buttons to select a letter on the on-screen keyboard and press **OK**.

   To enter a number, select 123 and press **OK** to bring up a number keypad. To return to the regular keyboard, select **ABC** and press **OK**.

   A list of results appears as you type. The more letters you enter, the narrower the results.

3. Press the **RIGHT** arrow repeatedly to tab over to the results list.

4. Highlight a title or name using the **UP** or **DOWN** arrow buttons and press **OK** for more options.

   - If you select a title, the program air times are displayed. You can watch it now if it's currently on, record the program or view more show times.

   - Select a title to view details. Press OK to watch or record the program.

   - If ON DEMAND appears next to the title, the program is available on Video On Demand. You can watch a preview or rent the program.

NARROWING YOUR SEARCH

1. From the Search screen, use the arrow buttons to select **OPTIONS** on the on-screen keyboard. Press **OK**.

2. From Filter Results, choose **TITLES**, **VOD**, **CAST & CREW** or **CHANNEL** depending on what you are searching for and press **OK**.

3. Enter your search term and select a program.

dvr

With Multi-room DVR service, you can pause, rewind and restart live TV, record current shows, record an individual show or a series of episodes, schedule future shows to record & watch recorded shows at any time.

You can also

- Record up to 4 shows at once & watch them from any room in your house.
- Start watching in one room, pause & finish watching in another.

CONTROL LIVE TV

1. To temporarily stop a live TV program, press **PAUSE**. A progress bar will appear on-screen, showing how much time has elapsed and time until play resumes. The action will freeze up to 90 minutes.

2. Press **PLAY** at any time to restart the program from where you left off. Also, press

   - **FF** on the remote control to fast-forward continuously.

   - **FF TWO** or **THREE TIMES** to advance at increasing speeds.

   - **SKIP** to fast-forward in 30-second increments. A progress bar will appear to indicate how far you can go forward and backward in the program.

   - **REW** on the remote control to rewind continuously.

   - **REW TWO** or **THREE TIMES** to rewind at increasing speeds

   - **REPLAY** to skip backward in 7-second increments. A progress bar will appear to indicate how far you can go forward and backward in the program.

RECORDING TV PROGRAMS

Record the program you are watching

1. Press **RECORD** to begin immediately recording the program you're watching.

    - The message "Recording" will appear on-screen.

    - The recording light on your set-top box will turn red and remain on while the program is recording.

2. Recording will stop at the program's scheduled end time. Press **STOP** to end the recording at any time. Press **OK** to confirm. The recording will be saved under its program title.

## RECORD FROM THE PROGRAM INFO SCREEN

1. Access the program info screen, press one of the following

    - **INFO** when tuned to a program you want to record

    - **GUIDE** Use the arrow buttons to highlight a program you want to record and press INFO.

2. Select **RECORD EPISODE** and press **OK**.

3. To add time in case the program runs long, highlight **STOP RECORDING** and press **OK**. Select a time and press **OK**.

4. Select **RECORD**, then press **OK**.

RECORD FROM THE GUIDE

1. Press **GUIDE**. Use the arrow buttons on your remote to scroll through and highlight a program.

2. Press **RECORD**. A red dot appears next to the program title to indicate that a recording is scheduled.

3. Press **RECORD TWICE** to schedule a series recording. Three red dots will appear next to the program title.

4. Press **RECORD** a third time to cancel the recording. The red dots will disappear.

5. Press **EXIT** to return to your last viewed channel.

RECORD A SERIES FROM THE PROGRAM INFO SCREEN

1. Access the program info screen and press one of the following
   - Press **INFO** when tuned to a program you want to record
   - Press **GUIDE**. Use the arrow buttons to highlight a program you want to record and press Info.

2. Select Record Series and press **OK**.

3. Use the **ARROW BUTTONS** to select **TIME** and press **OK**. You can limit the recordings to:
   - Any day (at the scheduled time)
   - Any day/anytime
   - Any day/anytime/once per day

4. Select **SHOW TYPE** if you want to limit it to first run only. Otherwise, your DVR will record every episode.

5. To add time in case the program runs long, select **STOP RECORDING** and press **OK**. Select a time and press **OK**.

6. Select **RECORD**, then press **OK**.
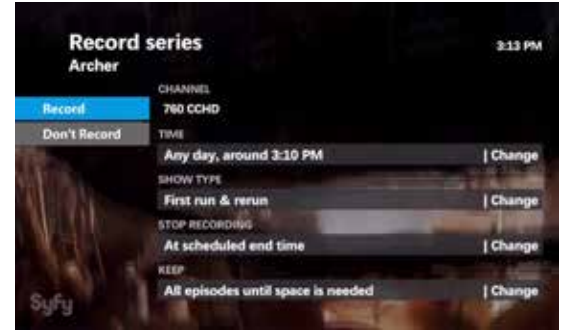
WHAT CAN YOU WATCH WHILE RECORDING?

You can record up to four programs on different TVs at the same time.

So you can record up to four programs and watch a fifth previously recorded program, or watch one of the four programs you are recording. You can also watch live TV while recording 3 different programs.

The recording feature is not available with Video On Demand {VOD}.

VIEW A LIST OF SCHEDULED RECORDINGS

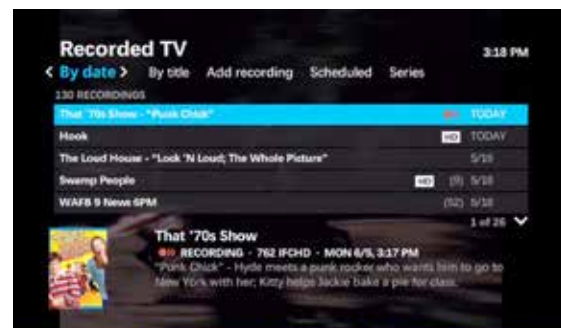You can view the list of Scheduled Recordings from any TV in your home with a set-top box.

1. Press **MENU**, highlight **RECORDED TV** and press **OK**. Or press the **MY DVR** button on your remote.

2. Use the **RIGHT** arrow to select Scheduled or Series. The recorded TV screen lists upcoming recordings in the order in which they will be recorded.

3. Use the **ARROW BUTTONS** or **CH UP/DOWN** to scroll through the listings.

VIEW A LIST OF ALL RECORDED PROGRAMS

You can view the list of Recorded Recordings from any TV in your home with a set-top box.

1. Press **MENU**, highlight **RECORDED TV** and then press **OK**. Or press the **MY DVR** button on your remote.

   The Recorded TV screen lists your available recordings by date, starting with the most recent.

2. To view the list by title, use the **RIGHT** arrow to select **BY TITLE**.

3. Use the **ARROW BUTTONS** to scroll through the list.

Universal remote buttons vary.

Instead of My DVR, your remote may have the Recorded TV quick access button.

WATCH A RECORDED PROGRAM

You can watch a recorded program from any TV in your home with a set-top box.

1. Press **MENU**, select **RECORDED TV** and then press **OK**.
   Or press the **MY DVR** button on your remote.

2. Use the **ARROW BUTTONS** to select the program you would like to watch and press **OK**.

   - Press **PLAY** to watch the program.

   - Select **RESUME PLAY** to continue watching the program where you left off.

   - Press **STOP** at any time and the stopped screen will appear.

3. When a recording is finished playing, the finished screen appears.

   - Select **START OVER** to watch the program again from the beginning.

   - Select **ERASE** to delete the program permanently.

   - Select **RECORDED TV** to return to the recorded programs list.

   - Select **WATCH LIVE TV** to return to live TV.
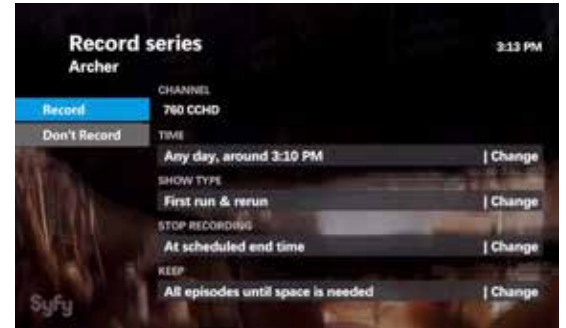
DELETE RECORDINGS

Manually deleting unwanted recordings from your DVR ensures that you keep what you want. Otherwise, older programs are erased automatically to make room for new recordings when the DVR storage limit is reached.

You can delete an existing recording from any TV in your home with a set-top box.

1. Press **MENU**, select **RECORDED TV** and then press **OK**. Or press the **MY DVR** button on your remote.

2. Highlight the program to erase and press **OK**.

3. Select **ERASE**, then press **OK**.

4. Press **OK** again to confirm.

LOCK RECORDINGS

Protect a recording from being deleted.

1. Press **MENU**, select **RECORDED TV** and then press **OK**. Or press the **MY DVR** button on your remote.

2. Highlight the recording you would like to protect and press **OK**.

3. Highlight **KEEP UNTIL**, then select from
   - Keep until space needed
   - Keep until I erase

4. Press **OK**.

video on demand

Video On Demand {VOD} gives you access to a library of hundreds of hours of movies, events, programs and special features. Just like a DVD, you can also pause, rewind, fast forward and watch the programming as many times as you like within the rental period.

ACCESSING THE VOD SCREEN

1. Press **ON DEMAND** on your remote control.
   Or press **MENU**, select **ON DEMAND** & then press **OK**.
2. Use the **ARROW BUTTONS** to select your desired category.

💡 Change the view of your VOD menu from list view to grid view by selecting Display Style.

RENT VOD TITLES

1. Access the Video On Demand screen.
2. Use the **UP** and **DOWN** arrows to go to a video category.
3. Use the **RIGHT** and **LEFT** arrows to select a video or subcategory.
4. Select the program you want to rent and press **OK**.

   A Program Info screen appears and enables you to watch a preview or rent the program.
5. Select **RENT** and press **OK**. Press **OK** again to confirm.

VOD SEARCHING

Looking for something specific?

Select **SEARCH** from the Video On Demand menu then press **OK**.

- To learn how to search by title see page 5.

- To browse categories like Action and Family, select **MOVIES**, then **ALL MOVIES**. Press **OK** and use the **ARROW BUTTONS** to select a category.

PLAYING VOD RENTALS

Your rentals are available for you to watch at any time during the rental period.

1. Access the Video On Demand screen and select **MY VIDEOS**.

2. Use the **RIGHT** arrow to select the category and the **DOWN** arrow to select the video that you want to watch. Press **OK**.

3. Select **RESUME** or **START OVER** then press **OK**.

SUBSCRIPTION & PREMIUM VOD

You have access to additional VOD programming when you subscribe to a subscription VOD package or a premium movie channel suite, such as HBO®.

1. Access the VOD screen and select **PREMIUM**. A list of categories will appear.

2. Use the **RIGHT** arrow to select the category/program you want to watch and press **OK**.

If using the Grid view option
- Use UP and DOWN arrow buttons to select a video category.
- Use RIGHT arrow button to access videos. To change subcategories, use the UP and DOWN arrow buttons.

favorite channels

The Favorites screen is a customized program guide that contains only the channels & programs you have chosen.

When you do not want to look through the full Interactive Program Guide {IPG} for a program, you can use the Favorites screen instead.

SET-UP OR EDIT A FAVORITE CHANNELS LIST

1. Press **MENU**.
2. Use the **DOWN** arrow to select **SETTINGS** and press **OK**.
3. Select **TELEVISION**, then press **OK**.
4. Select **SET UP FAVORITES**, then press **OK**.
5. Use **UP** and **DOWN** arrow buttons to select **MY FAVORITES** or **SET UP A NEW LIST**.
6. Use the **UP** and **DOWN** arrow buttons to scroll through the list and press **OK** to select channels.

   • Channels that have a check mark in the box are included in your favorite channels list.

   • To add a channel to the list, highlight the unchecked box {the check mark will appear} and press **OK**.

   • To delete a channel from the list, highlight the checked box {the check mark will disappear} and press **OK**.

7. Once you have made your selections, select **SAVE**.

## USING THE FAVORITE CHANNELS SCREEN

1. Press **RIGHT** arrow button to access **VIEWING OPTIONS** menu.

2. Select **FAVORITES LIST**, use the **DOWN** arrow to select **FAVORITES** and press **OK**. The Favorites screen will appear.

   When the guide is accessed, use it as you would the regular guide.

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HIDE & SHOW CHANNELS IN THE GUIDE

You can select which channels you want to appear in the interactive program guide {IPG}.

1. Press **MENU**.

2. Use the **DOWN** arrow to select **SETTINGS** then press **OK**.

3. Select **TELEVISION** then press **OK**.

4. Select **CUSTOMIZE CHANNEL GUIDE** and then press **OK**. Channels that have a check mark in the box are currently displayed in the guide.

    -   To **HIDE A CHANNEL**, highlight the checked box {the check mark will disappear} and press **OK**.

    -   To **MAKE A HIDDEN CHANNEL REAPPEAR**, highlight the unchecked box {the check mark will appear} and press **OK**.

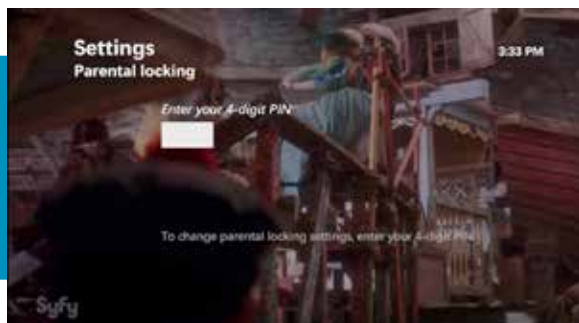5. Select **SAVE** and press **OK**.
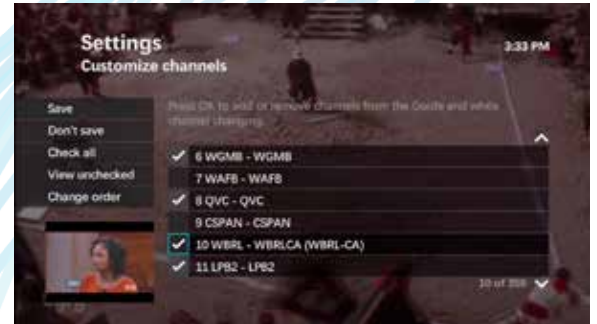
parental controls

Parental Controls allow you to lock programs that may be unsuitable for younger viewers.

Activating the Parental Controls feature involves creating a locking PIN (a 4-digit number) and enabling lock settings. Once Parental Controls have been activated, locked programs can only be viewed by entering the PIN.

CREATE A PIN

1. Press **MENU**.
2. Use the **DOWN** arrow to select **SETTINGS** and then press **OK**.
3. Use the **RIGHT** arrow to select **PARENTAL CONTROLS** and then press **OK**.
   - A **LOCK** appears next to Parental Locking if a PIN is already set and locks are on.
   - An **OPEN LOCK** means that a PIN is set but no parental locks are in effect.
   - **NO LOCK** means that no PIN has been set.
4. Select **PARENTAL LOCKING** and press **OK**.
5. Enter the **DEFAULT PIN 0000** then re-enter the PIN to confirm. The Parental Locking Settings screen appears with all of your locking options.
6. Use the **RIGHT** arrow to select **CHANGE PIN**.
7. Enter a new 4-digit PIN. Re-enter the PIN to confirm.

LOCKING SPECIFIC CHANNELS

1. Open the **PARENTAL LOCKING SETTINGS** screen.
2. Use the **DOWN** arrow to **CHANGE** located beneath Channels and press **OK**.
3. Use the **UP** and **DOWN** arrow buttons to select channels in the list.
   - Press **OK** to lock a channel. A lock symbol will appear.
   - To unlock the channel, press **OK** again.
   - To unlock all channels, use the **LEFT** arrow to select **UNLOCK ALL** & press **OK**.
   - To view only the locked channels, select **VIEW LOCKED ONLY**.
4. Select **SAVE** and press **OK**.
5. If you are finishing setting parental locks, select **LOCK**, press **OK** & then **EXIT**.

LOCKING PROGRAMS BASED ON RATINGS

1. Open the **PARENTAL LOCKING SETTINGS** screen.

2. Use the arrows to select **CHANGE** located beneath US TV Parental Guidelines and press **OK**.

3. Select the lowest rating you want to lock.

   • Press **OK** to lock programs with that rating and higher.

   • To unlock all ratings, use the **LEFT** arrow to select **UNLOCK ALL** and press **OK**.

4. Select **SAVE** and press **OK**.

5. If you are finished setting parental locks, select **LOCK**, press **OK** & then **EXIT**.

LOCK ADULT CONTENT

1. Open the **PARENTAL LOCKING SETTINGS** screen.

2. Use the arrows to select **CHANGE** located beneath Adult Programs and press **OK**. The lock symbol will appear.

3. Select **SAVE** and press **OK**.

4. If you are finished setting parental locks, select **LOCK**, press **OK** and then **EXIT**.

LOCKING VOD RENTALS

1. Open the **PARENTAL LOCKING SETTINGS** screen.

2. Use the arrows to select **CHANGE** located beneath Rentals and press **OK**.

3. Use the **RIGHT** arrow to select **LOCK RENTING** and press **OK**. A lock symbol appears. To clear the lock, press **OK** again.

4. Use the **LEFT** arrow to select **SAVE** and press **OK**.

5. If you are finished setting parental locks, select **LOCK**, press **OK** & then **EXIT**.
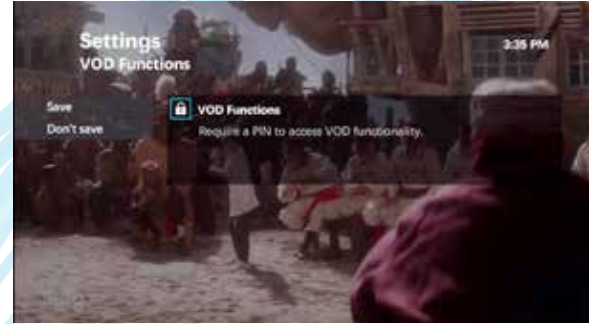
> When VOD rentals are locked, you will be required to enter your Parental Locking PIN to rent a video.

WATCHING A LOCKED PROGRAM

1. When a **LOCKED PROGRAM SCREEN** appears, press **OK**.

2. Enter your **4-DIGIT PIN** at the prompt.

3. Use the **UP** and **DOWN** arrow buttons to select the unlocking option and press **OK**.

   • To unlock the program and begin watching it immediately, select **UNLOCK THIS PROGRAM**. The program remains unlocked until it ends, then the program re-locks.

   • To unlock all programs temporarily, select **UNLOCK ALL TV FOR 4 HOURS**.
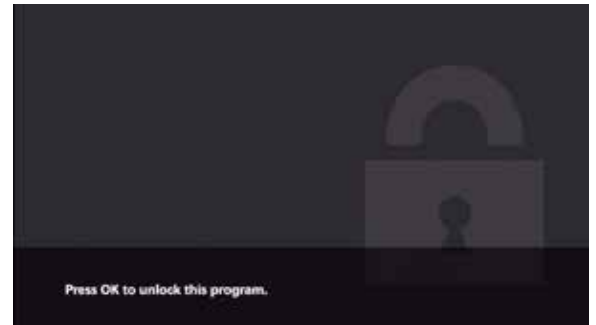
SETTINGS

Use the Settings menu to view & customize features of your LightWave TV service.

CHANGE THE ASPECT RATIO

1. Press **MENU** then select **SETTINGS** and press **OK**.
2. Select **TELEVISION**, press **OK**.
3. Select **ASPECT RATIO AND HIGH DEFINITION** and press **OK**.
4. Use the **UP** and **DOWN** arrows to choose from
    - 1080p High Definition (HD)
    - 1080i High Definition (HD)
    - 720p High Definition (HD)
    - Standard Definition
5. Press **OK**. Select **CONTINUE** and press **OK** again.

DIGITAL AUDIO OUTPUT

1. Press **MENU**. Then select **SETTINGS** & press **OK**. Then select **AUDIO**.
2. Select **DIGITAL AUDIO OUTPUT**. Press **OK**.
3. Use the **UP** and **DOWN** arrows to choose from
    - **STEREO**
    - **SURROUND SOUND**
4. Select **SAVE** and press **OK**.

SOUND EFFECTS

The "clicks" that accompany the selections in the on-screen menus can be easily turned on or off.

1. Press **MENU**. Then select **SETTINGS** and press **OK**. Then select **GENERAL** and press **OK**.
2. Select **SYSTEM SOUND EFFECTS** and press **OK**.
3. Select **PLAY SOUND EFFECTS** or **MUTE SOUND EFFECTS** and press **OK**.
4. Select **SAVE** and press **OK**.
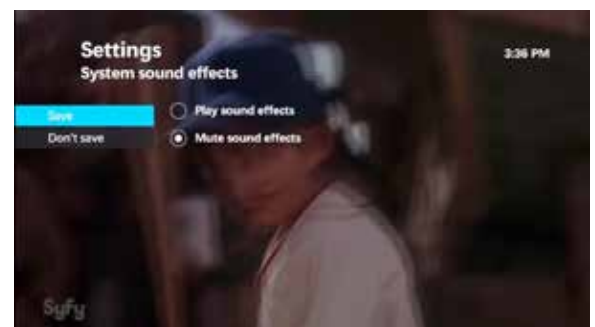
CHANGING THE AUDIO LANGUAGE

Some TV programs have an optional Spanish-language audio track. You can set programs to automatically switch to Spanish when available {this feature does not work if you are watching a recorded program}.

1. Press **MENU**.
2. Select **SETTINGS**, press **OK**. Then select **AUDIO**, press **OK**.
3. Select **SECONDARY AUDIO**, press **OK**.
4. Select **USE SECONDARY AUDIO IF AVAILABLE**, press **OK**.
5. Select **SAVE** and press **OK**.

CHANGING THE ON-SCREEN MENU LANGUAGE

1. Press **MENU**.
2. Select **SETTINGS**, press **OK**. Then select **AUDIO**, press **OK**.
3. Select **AUDIO LANGUAGE**, press **OK**.
4. Highlight the language you want to use and press **OK**.
5. Select **SAVE** and press **OK**.
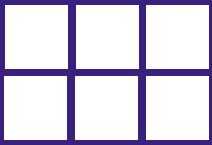
applications

The Applications menu provides access to interactive applications that are free or available for purchase

USING APPLICATIONS

1. Press **MENU**.

2. Select **APPLICATIONS**, then press **OK**.

3. Choose the application you wish to access. Press **OK**. Each application will display automatically or provide on-screen instructions once accessed.

VIEWING
THE WEATHER APP

1. Press **MENU**.

2. Select **APPLICATIONS** & press **OK**.

3. Select **WEATHER** then press **OK**.

4. Use the **RIGHT** arrow to select Local Weather.

CLOSING
THE WEATHER APP

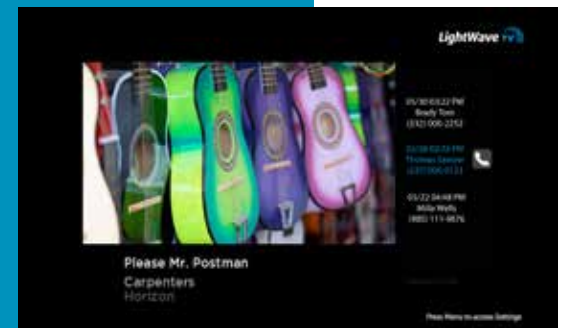1. To remove the weather app, press the **EXIT** button.

INCOMING CALLS*

Incoming calls will appear on your TV screen for approximately 15 seconds.

VIEW YOUR TV
CALLER ID HISTORY*

1. Press **MENU**.

2. Select **APPLICATIONS**, then press **OK**.

3. Select **PHONE SERVICES**, then press **OK**.

4. Select **LIGHTWAVE VOICE**, then press **OK**.

5. Use the **UP** and **DOWN** arrow buttons to view calls.

Missed calls will appear in blue text, answered calls will appear in white.

*On Screen Caller ID is only available in select areas.

DISABLING CALLER ID*

1. Press **MENU**.

2. Select **APPLICATIONS**, then press **OK**.

3. Select **PHONE SERVICES**, then press **OK**.

4. Select **LIGHTWAVE VOICE**, then press **OK**.

5. Press **MENU** to access Settings.

6. Press the **RIGHT** arrow button to select the bell icon, then press **OK**.

7. Use the **LEFT** arrow button to select the exit arrow button to exit Settings.

USING THE CALL BACK FEATURE*

You can make a call right from your TV with our call back feature. Once the phone call is triggered on your TV, your phone will ring.

1. Press **MENU**.

2. Select **APPLICATIONS**, then press **OK**.

3. Select **PHONE SERVICES**, then press **OK**.

4. Select **LIGHTWAVE VOICE**, then press **OK**.

5. Use your **UP** and **DOWN** arrow buttons to view calls.

6. Press the **RIGHT** arrow button to select the phone icon, then press **OK**.

7. Pick up your phone once it rings.

USING VISUAL VOICEMAIL*

1. From the **MENU**, Select **APPLICATIONS**, then press **OK**.

2. Select **PHONE SERVICES**, then press **OK**.

3. Select **LIGHTWAVE VOICE**, then press **OK**.

4. Press **MENU** to access Settings.

5. Use your **UP** and **DOWN** arrow buttons to view calls

6. Press the **RIGHT** arrow button to select the mail icon, then press **OK** to listen to your voicemail.

7. To delete the voicemail use your **RIGHT** arrow button to select the trash icon, then press **OK**.

*On Screen Caller ID is only available in select areas.

faqs

WILL THE DVR RECORD ON MORE THAN ONE TV IN MY HOME?

Yes; with the multi-room DVR feature, any TV with a set-top box can record and watch programs on the DVR.

IF A PROGRAM IS LOCKED DO I NEED A PIN TO RECORD IT?

You do not have to enter a PIN to schedule recordings for programs locked by the parental locking feature, but viewers do have to enter a PIN to watch the program while it's recording or to view it at any time thereafter.

CAN YOU RECORD WITH THE DVR AND WATCH ANOTHER CHANNEL?

Yes; you can have up to four channels recording (SD or HD), and while watching a fifth program that has already been recorded.

WHY DO I NEED A RESIDENTIAL GATEWAY UNIT?

This professionally installed device enables the distribution of LightWave TV and wireless Internet home networking, which lets you connect to the Internet and to other devices such as printers without wires anywhere in your home, at the same time.

CAN PARENTAL LOCKING BE USED WITH VIDEO ON DEMAND (VOD)?

Yes; once you set up a PIN, parental controls can be used for Video On Demand (VOD). All rentals will require the use of a PIN. Please remember to keep your PIN in a safe place because the PIN-reset process is not immediate, and parental control functionality will experience downtime.

WHOM SHOULD I CONTACT IF THERE IS A DISRUPTION IN MY TV SERVICE?

You should call **1-866-881-4REV** to report connection problems or visit our website at **letsrev.com/support** and click "Report a Problem".

troubleshooting

If you are still experiencing problems after reading through these suggestions, call customer support at **1-866-881-4REV** or visit our website at **letsrev.com/support** and click "Report a Problem".

THE SET-TOP BOX WON'T TURN ON.

Check that the set-top box {STB} is plugged in.

If it is, try plugging another device into the socket to make sure power is flowing to it.

If the power is working, there may be something wrong with your remote control.

THE REMOTE WON'T CONTROL THE SET-TOP BOX.

Press the STB button on the top left of the remote control to manage the REV STB.

THERE IS VIDEO BUT NO SOUND.

First, check to see if the volume is muted by pressing MUTE or + on the VOL button. Try changing the channel to see if the problem is only with one channel.

If your system uses standard video or S-video connectors, be sure that you have connected the audio-out jacks on the receiver to the audio-in jacks on your TV or audio receiver.

POOR PICTURE QUALITY.

Check the connections of your video cables to make sure they are properly seated in their jacks. Also, try changing the channel to be sure that the problem is not just on one channel.

If you have no connection after five minutes, make sure all the connections to your STB are secure.

SET-TOP BOX WILL NOT RESPOND.

The green LED surrounding the STB's power button should flash each time a remote button is pressed.

If this happens, but the STB does not respond to your commands, you may need to perform a restart. To restart your STB, press and hold the POWER button for five seconds.

THE REMOTE IS NOT WORKING.

Make sure nothing is in the path between the remote and the remote sensor on the STB. Be sure you are aiming your remote at the STB. If these steps do not solve the problem, try replacing the batteries in your remote.

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