

FREQUENTLY ASKED QUESTIONS

How many TV's can I have on at one time?

A CTC representative will work with you to evaluate how many TV's can be watching a program or recording at any given time. If you are on our Fiber-Optic network you will be able to record or watch 4 different programs at one time that have a set-top box with the TV.

When caller ID pops up during a recording, will this image be recorded?

No it will not show up on your recorded show.

How come when I press it gives me channel options to choose from?

When you press  it will take you back to the last channel viewed and will also show you the last 5 channels you have visited. You can use the arrow keys to select a different channel from the list you would like to go to. If you just want to go back to the last/previous channel, just press  twice and it will take you to the last channel viewed as well as remove the previously viewed channel list.

What is a set-top box (STB)?

The set-top box is the receiver CTC installs and puts by your TV. With a set-top box you can use the interactive guide, add HD channels, and add DVR service.

What is "IPTV"?

IPTV is Internet Protocol Television. CTC delivers our TV service to you over a broadband connection which is called IPTV.

Why do I have black bars on certain programs on my TV?

If you watch standard-definition programming in widescreen mode on a widescreen HDTV, black bars can appear on the sides of your program. You can hit the  multiple times to change the setting (please note: once you change the setting of your zoom it will affect all channels).

How many favorite lists can I set up with CTCTV Prime?

You can set up a separate favorite's list on each TV that has a set-top box with the TV.

How can I control what my children are watching?

Parental Controls allow you to block programs by rating, title or content. Refer to [page 57](#) of your user guide to find set up instructions.

What happens if I don't protect my recordings?

If your recordings are not protected, when your DVR space is less than 10% of space remaining, your DVR will start deleting programs starting with the oldest recorded program. To protect programs refer to [page 37](#) of your user guide.

FREQUENTLY ASKED QUESTIONS (continued)

How do I know how much recording space I have left on my DVR?

Press  on your remote. Go to the **SETTINGS** option and select **GENERAL**. Once in your **GENERAL** settings, select **SYSTEM INFORMATION**. Use  to select **SYSTEM RESOURCES**. Your usage is listed as a % called **DISK USAGE**.

How many programs can I save on my DVR?

Your DVR has 500 GB of space which equates to about 100 hours of HD recording or 250 hours of Standard Definition recording.

If I pause a program on one channel, then change to a different channel for a little while, could I go back to the original paused channel and watch what I missed?

No. If you change the channel, the live TV program that was paused will be deleted. If you do want to watch it later, make sure to press the record button on your remote before changing channels.

If I reboot my set top box will I lose my recordings?

No. Everything you have saved and scheduled to record will be saved.