

MANAGING RECORDED AND LIVE TV STREAMS

CTC supports up to 4 live TV streams to your household. A stream can be a live TV show or a DVR recording you are watching. If you have 2 or more TV's tuned to the same live TV program you'll only be using 1 live TV stream.

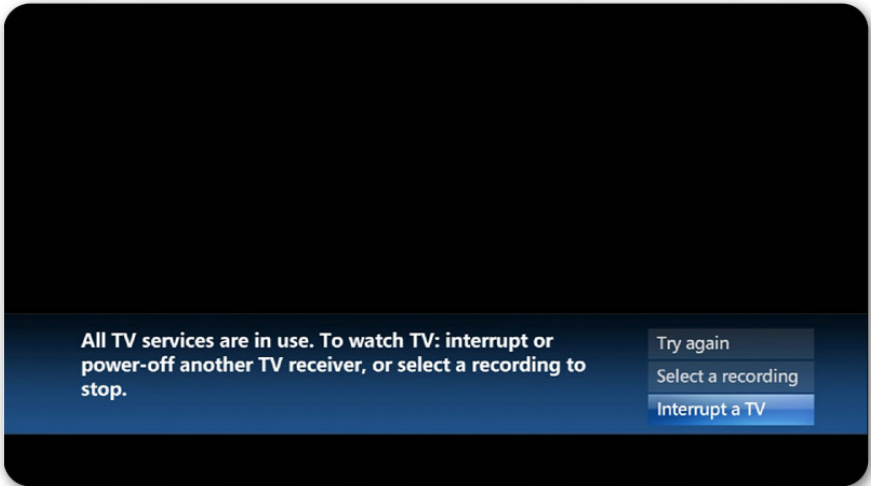
With the 4 streams to your home you have the ability to utilize the streams in a number of ways. If you are using all four streams at one time you can do one of the following:

- Watch 4 different live TV programs
- Record 1 live program on your DVR and watch 3 other live programs
- Record 2 live programs on your DVR and watch 2 other live programs
- Record 3 live programs on your DVR and watch 1 other live programs
- Record 4 live programs on your DVR

The streams available to your home may vary depending upon where you live. In some cases, some homes may only receive 2 or 3 streams. Some homes may not be able to receive HD streams either. A CTC representative can assist you in determining the streams available to your home.

If you exceed the maximum number of streams available to your home. A "conflict resolution" screen will display on your TV. Here are the potential conflicts you could see, and how you can resolve the conflict.

RESOLVING MULTIPLE TV CONFLICT

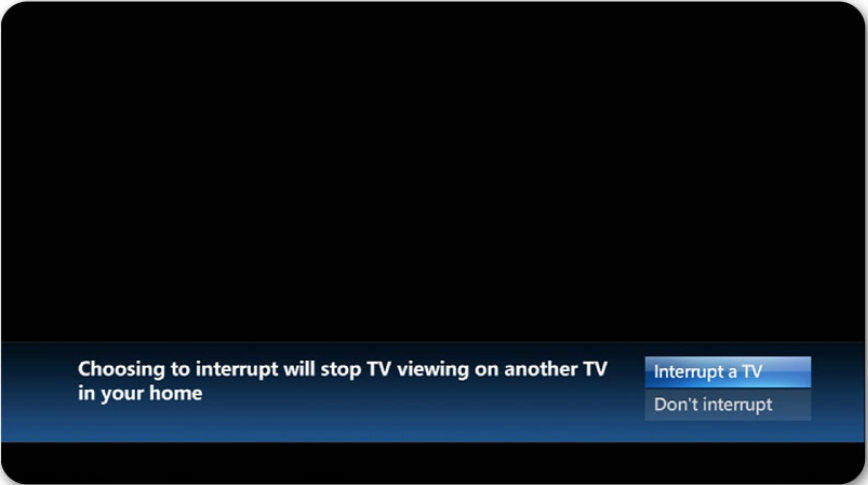


The above message will display if you have multiple TV's in your house that are all watching live TV programs and you reach the maximum streams available. Three options will display to resolve the conflict. You can:

- **TRY AGAIN**
- **SELECT A RECORDING** to cancel (if applicable)
- **INTERRUPT A TV** in the house that is currently watching live TV on a different channel

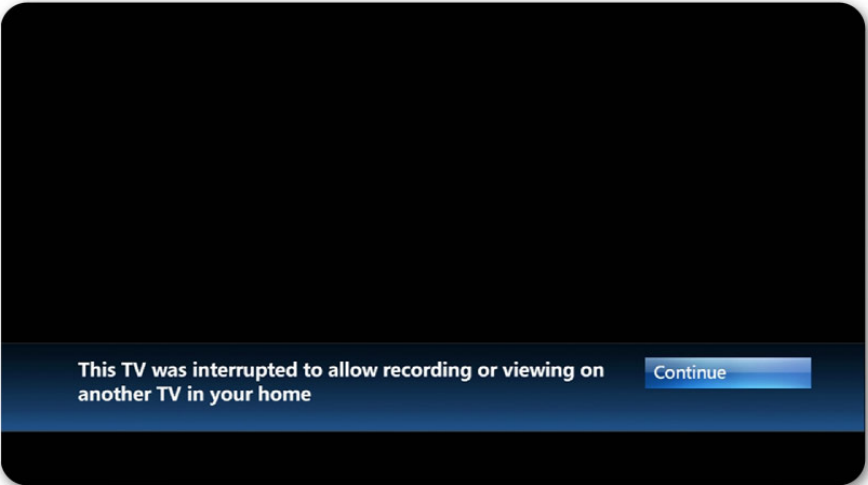
Note: If you turn the TV to the same channel as a different TV, you will be able to view that channel since it's already using a live stream.

RESOLVING MULTIPLE TV CONFLICT (continued)



Once you select to **INTERRUPT A TV**, it will prompt you one more time to verify that you do want to interrupt another live TV stream in your house.

If you select to **INTERRUPT A TV**, the message below will display on the TV that was interrupted to get you your stream:



MENU

DVR

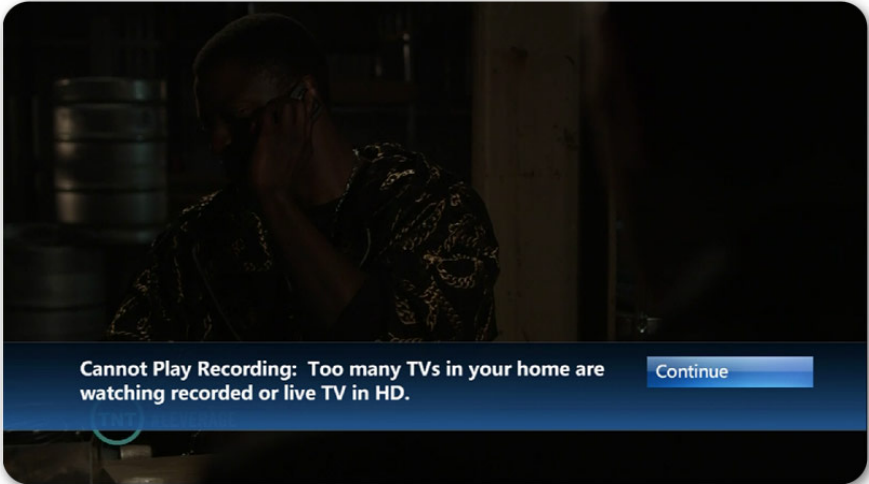
CONFLICT

APPDAILY

SETTINGS

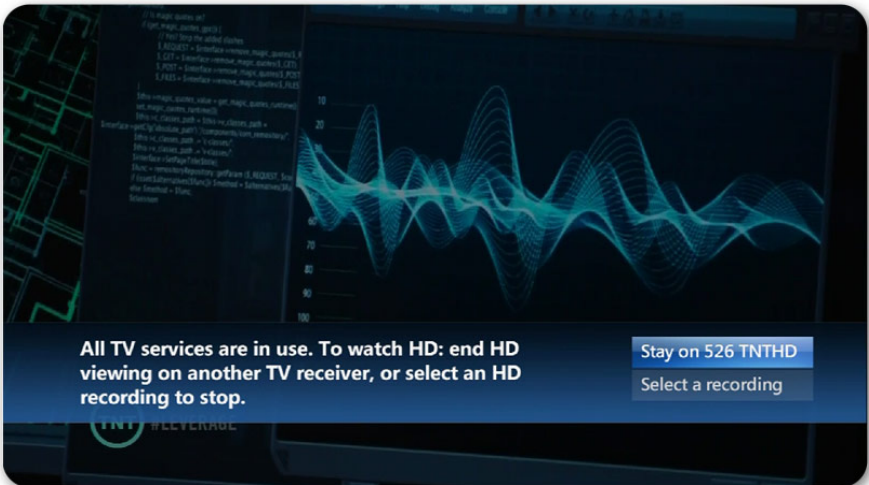
HELP

RESOLVING WATCHING RECORDED SHOWS CONFLICT



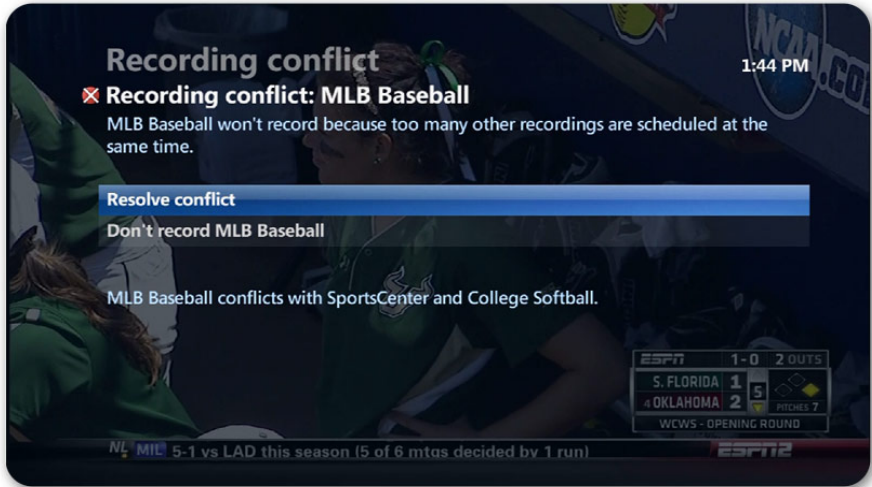
If you want to watch a recorded TV show on another set top box in your home but you have maximized the number of streams you can use to watch recorded shows, the above conflict will display.

MULTIPLE TV AND RECORDED SHOWS CONFLICT



The above conflict will display when all streams in a single TV environment are in use and at least one stream is recording a live TV show.

RESOLVING A RECORDING CONFLICT



The above conflict will display when you have maxed out all of your streams for programs you are currently recording and you want to record one more program. The conflict will display an option for how you would like to proceed.

You can select **RESOLVE CONFLICT** to display your current recordings, or you can choose **DON'T RECORD** your current program.

MENU

DVR

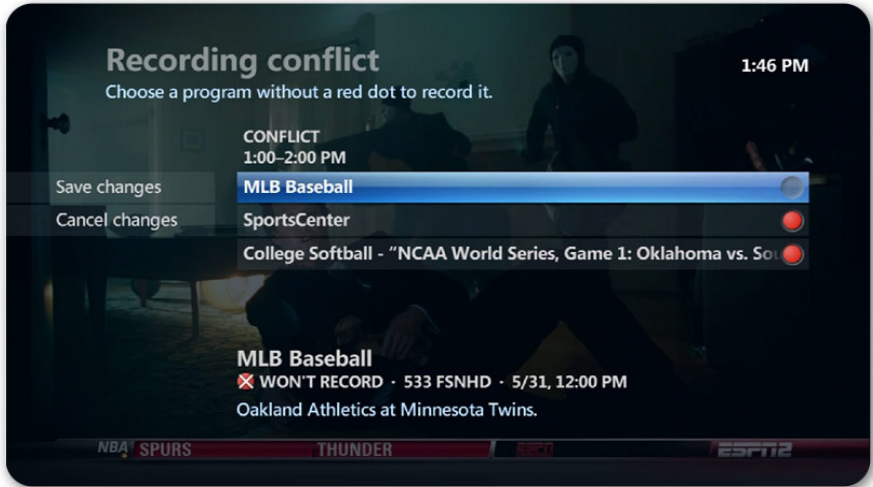
CONFLICT

APPDAILY

SETTINGS

HELP

RESOLVING A RECORDING CONFLICT (continued)



If you choose to **RESOLVE CONFLICT**, all of your current live recordings will be displayed.

The two programs with red dots are the programs that are currently recording. The program that does not have the red dot is the program that is not currently recording because you do not have any streams available.

Here you can select which two programs you would like to record. The third program will not record. Once you **SAVE CHANGES**, your recordings will update.