espial ELEVATE™

User Guide

Version 2.0

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Welcome

Congratulations on choosing Elevate. Let's get started with all your system can do.

Media Player Orientation

The media player experience starts with pressing the **MENU** button on the remote. You'll then see the top level of the main menu, a horizontal band that runs across the middle of the screen and gives access to all of the main menu options.

Channels
A vertical menu that lists all available channels.

Recorded TV
All of the programs you've recorded in one spot.

Search
Options to search for programs by title, keyword, or by category.

On Demand
A library of all available VOD titles, listed by category for easy access.

Home Network
An easy way to enjoy media stored on your computer from the comfort of your TV.

Settings
A category that allows you to customize your media player.

Pay Per View
A filter that displays pay per view (PPV) programming.

Messages
Provides key updates on topics such as account information or feature upgrades.

Grid Guide
Enable the Grid Guide to see your TV programming in a traditional time grid format.

Phone
A list of recent phone calls from your incoming lines.

TV Music
A collection of TV music channels to match your taste and mood.

News
A filter that displays all of the 24-hour news channels and current news programming.

Kids
Access all children's programming in one consolidated list.

Sports
A filter that displays all available sports content.

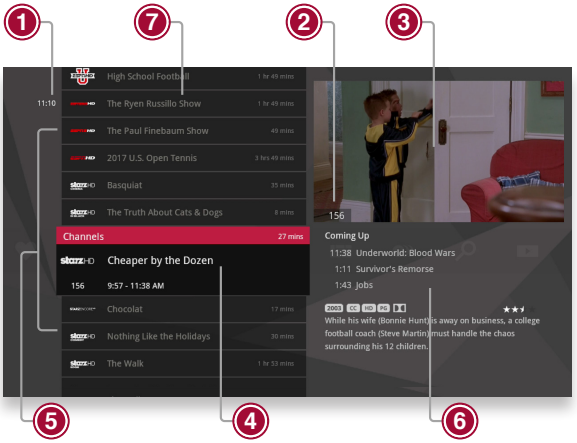
Movies
A filter that displays all available movies, including live and recorded TV as well as VOD.

HDTV
A filter that displays all of the available high-definition content.

Favorites
A filter that lets you add your favorite TV, video, photo, and music content to one convenient place.

Apps
A filter that gives you access to a variety of applications, right on your TV.

The Main Menu Layout



1. **TIME**
   The current time, so you know how long before your show begins.

2. **CURRENT CHANNEL**
   Displays the channel that is playing in the Mini TV. If the program is recorded, an icon will display the current status - i.e., play or pause.

3. **MINI TV**
   Lets you keep watching your program while you browse.

4. **FOCUS**
   The current selection is in the focus area of the menu. When cards are in focus, they appear raised and highlighted.

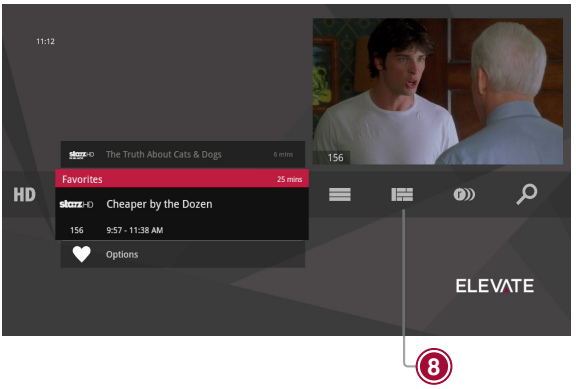
5. **VERTICAL LIST**
   Contains all of the items in the horizontal category in focus.

6. **ACTION MENU**
   Depending on the item in focus, this area either provides more information about that item or a selection of choices for that item.

7. **CARD**
   Items in vertical lists are called cards.

8. **CATEGORY**
   Items in the horizontal band are called categories. When a category is in focus, the name of the category appears in the top of the focus area. (See the next page; on this page, the Channels category is in focus.)

Horizontal Categories

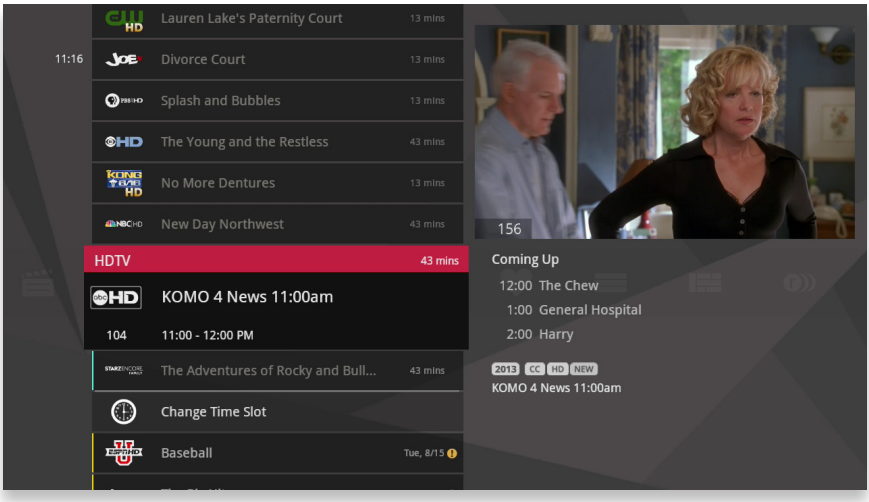


Once you've pressed the **MENU** button to bring up the main menu, the top-level choices will appear in a horizontal band; use the left and right arrow buttons to browse through your choices. There are a couple of features to be aware of with the horizontal categories:

1. **Press OK to Open a Category**
   When you bring a horizontal card into focus, "Press OK to open" appears in the lower right of the pane. When a card is in focus and you press OK on your remote control, all of the choices in that category card will open in a vertical list.

2. **Navigation Fade Back**
   Once you bring a card into focus after navigating with the left or right arrow buttons, the horizontal navigation fades. Simply pressing the left or right arrow buttons again will bring the categories on the horizontal menu back as you navigate. When you stop on a card, the categories on the horizontal menu will .again fade

Vertical Lists



End of List Marker

A brighter gray line that defines the beginning and end of a vertical list.

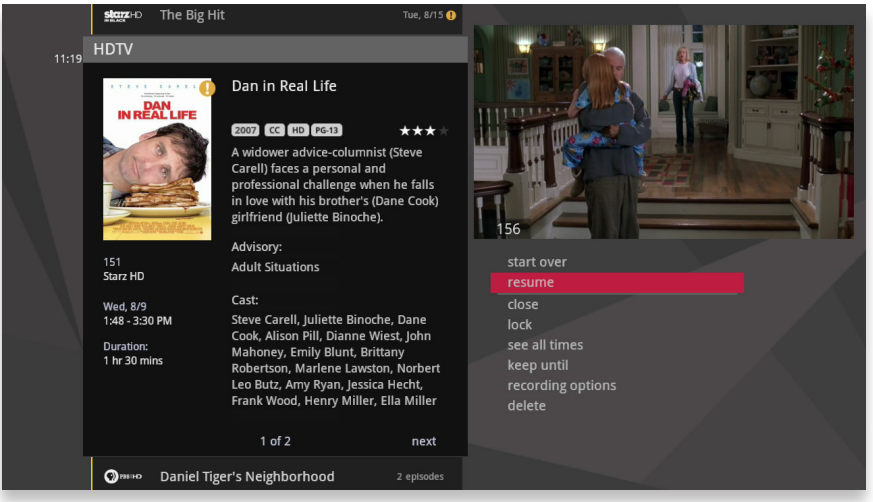
Option Card

Some categories contain cards that allow you to take action on the entire vertical list. Pressing **OK** on these option cards will reveal all of the actions available. Option cards will differ in appearance from the rest of the cards in the list. In some areas of the main menu, such as Find by Category, the option card will allow you to access a deeper level of the menu.

Turbo Scroll

If you hold down an arrow button, you can increase your browsing speed. The icons will help you quickly recognize media as it scrolls by.

Action Menus

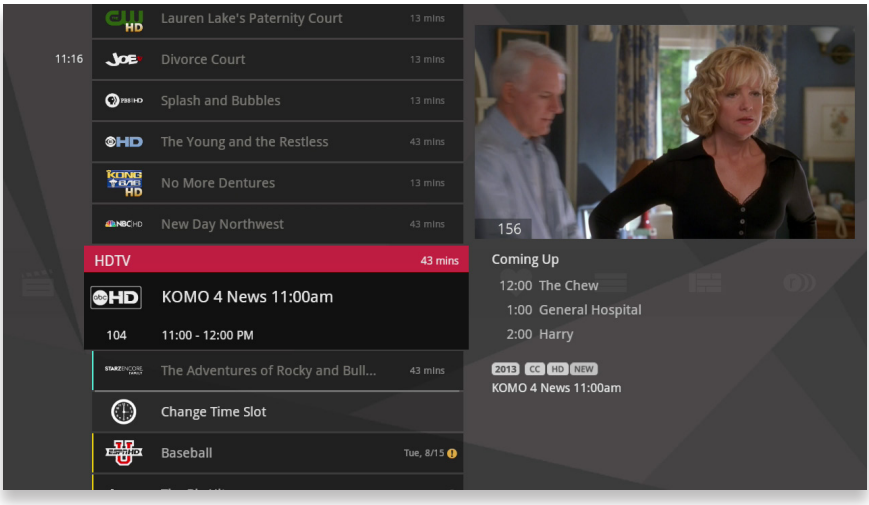


When you press **info** with an item in focus, you'll get a list of options for that item in an action menu.

Use the up and down arrow buttons to scroll through your action menu options. Action menus have a focus, just like the main menu. To select an option, bring it into focus and press **OK**.

To close the action menu, either select close or press the left arrow button.

Mini TV



The Mini TV lets you keep an eye on what you're watching while you're browsing the menu. The Mini TV will show you what's currently playing, whether it's a movie, TV program, or Jukebox album.

- To enjoy the media in the Mini TV full-screen, press the zoom button on your remote control.
- To watch Live TV regardless of what's playing in the Mini TV, press **LIVE TV**.

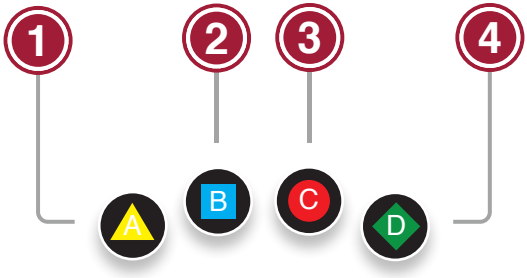
Remote Control

The remote control makes using your media player easy to use while giving advanced users full control.

Using Your Remote

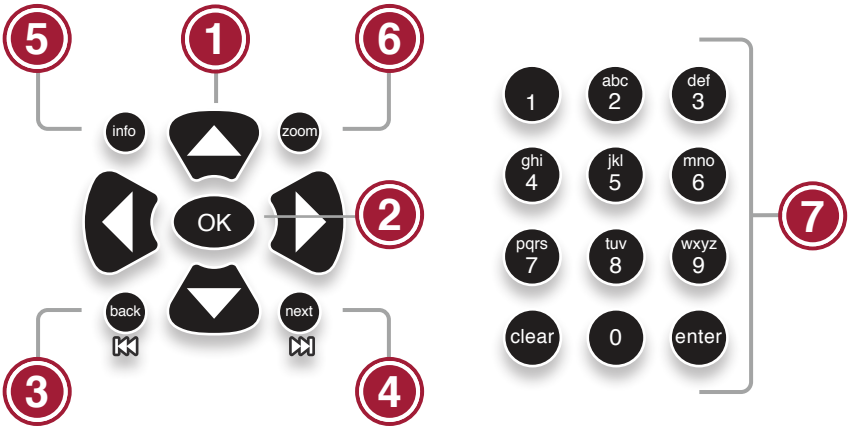
Your remote will automatically allow you to control the menu.

Shortcut Buttons



1. **DVR**
   Goes to the Recorded TV category.
2. **VOD**
   Goes to the Video On Demand category.
3. **GRID**
   Activates the traditional Grid Guide view of TV programming.
4. **LIVE TV**
   Goes to full-screen, live TV, regardless of what's currently in focus.

Menu Navigation



1. **ARROWS**
   Moves the horizontal or vertical bands one card backward or forward. Holding them down activates Turbo Mode and increases your browsing speed.

2. **OK**
   Begins playing the item in focus or executes an option in an action menu.

3. **BACK**
   Takes a vertical list displaying TV programming back to the previous half hour. Also pages back through an info note and backs out of a second-level menu.

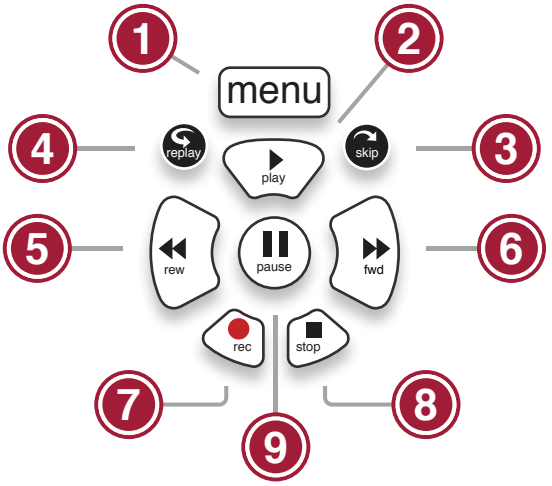
4. **NEXT**
   Takes a vertical list displaying TV programming forward to the next half hour. Also pages forward through an info note.

5. **INFO**
   Brings up an action menu of options related to the item in focus

6. **ZOOM**
   Alternates between full screen and the main menu with Mini TV.

7. **NUMBER KEYS**
   Entering numbers will take you directly to the corresponding channel.

Player Controls



Control your recorded or live program with the following buttons:

1. **MENU**
   From wherever you are, **MENU** returns you one step at a time toward the top level of the main menu.

2. **PLAY**
   Begins playing the TV show or media file in focus. Also allows you to view the show at the point of fast-forwarding or rewinding.

3. **SKIP**
   Skips forward the number of seconds that you predefine in settings. Also takes a vertical list of TV programming forward in time 24 hours.

4. **REPLAY**
   Rewinds seven seconds. Also takes a vertical list of TV programming back in time 24 hours.

5. **REWIND**
   Press up to three times (for three speeds) to rewind the show.

6. **FAST-FORWARD**
   Press up to three times (for three speeds) to fast-forward.

7. **RECORD**
   Press RECORD while watching a show or with a show in focus to record.

8. **STOP**
   Exits out of a recorded show or stops a recording in progress if you're watching that show full screen.

9. **PAUSE**
   Pauses the show you are watching.

Infrared Receiver

When a button on the remote is pressed, the infrared signal is sent to an IR receiver. The receiver then sends commands to electronic components. For the remote to send its signals to the system's IR receiver, it must have a clear view of the front panel.

Subchannel Separator

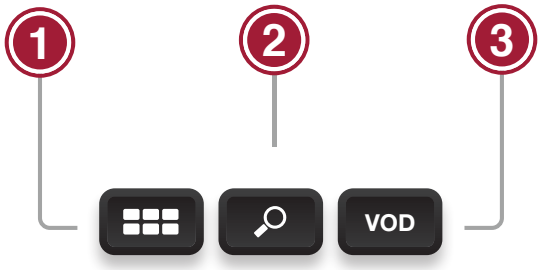
Many networks broadcast multiple digital subchannels. For example, some networks broadcast four standard definition subchannels identified using a decimal point (such as 09, 09.1, 09.2, and 09.3). When using the arrow buttons to navigate the electronic program guide, these channels appear in order in the channels listing. To access these subchannels directly using the remote buttons, use the **LAST** button (which also has a dot) on the number pad to represent the decimal point.

For example, to go directly to channel 09.2, on the remote control number pad press **0, 9, LAST,** and then **2.**

Using Your Advanced Remote

Your remote will automatically allow you to control the menu.

Advanced Remote



The Advanced Remote is a wireless keyboard remote with a mouse feature. RF technology lets you use the remote with the media player hidden from view. To order an Advanced Remote, call your cable provider.

The front of the Advanced Remote has the same functionality as the regular remote with the following additions:

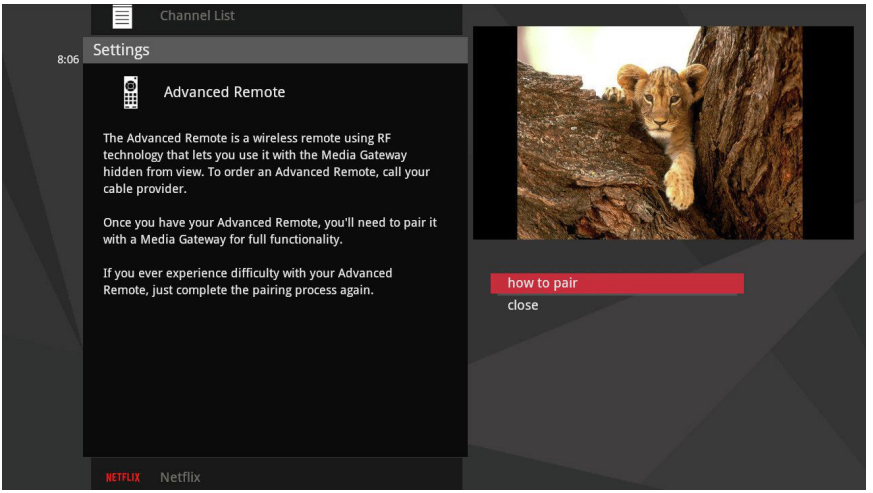
1. **APPS**
   The apps button takes you directly to the Apps category.

2. **SEARCH**
   The search button takes you directly to the search-by-title feature.

3. **VOD**
   The VOD button goes directly to the Video On Demand category.

On the back of the Advanced Remote, you'll find a keyboard block that makes it easy to enter text. You'll also find mouse functionality.

Pairing the Remote



Once you have your Advanced Remote, you'll need to pair it with a media player for full functionality.

Pairing the Remote

Before you pair the Advanced Remote, it will function in IR mode, which means that not all of the buttons will work, and you will need an unobstructed path to the media player when you press buttons.

To pair the remote:

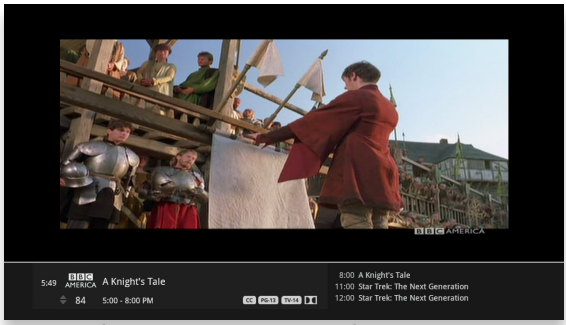
1. If your remote came with a USB dongle, insert it into either a front or back USB port of the media player. Wait until you see a message confirming that the dongle has been detected. This takes approximately 30 seconds.
2. Point the remote at the media player and press and hold the **Up** arrow and **SETUP** keys until the remote Power button blinks rapidly.
3. After a few seconds, you should see two slow remote Power button blinks, indicating that the remote has successfully paired.

For Information on the Netflix remote, see Netflix Branded Remote Control.

Full Screen TV

With the mini guides available in full-screen TV, the media player makes channel surfing fun.

Flip Bar



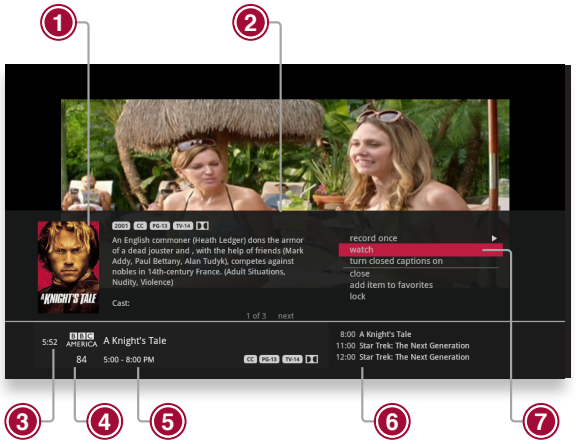
When you're watching full-screen TV, the Flip Bar is your mini menu. Pressing an arrow or the **OK** button or changing the channel will bring up the Flip Bar, giving you program information about what you're watching, what's on next, and what's on other channels.

The main panel of the Flip Bar gives you the program name, air time, and channel. Use the up and down arrows to change the channel displayed in the Flip Bar without leaving the program you're watching.

On the right, you'll see what's coming up next for the channel displayed in the Flip Bar. You can see further into the future by pressing the right arrow button to highlight that panel and then use the up and down arrow buttons to scroll through programming.

The Flip Bar will automatically disappear after five seconds, but you can make it go away by pressing **CLEAR**.

Flip Bar - Layout



If you press **info** with the Flip Bar visible, you'll get more information about the show displayed, as well as options for that show.

1. **Poster Art**
   Poster of show selected.

2. **INFO PAGES**
   Press **NEXT** or **BACK** on your remote to page through the show information.

3. **CLOCK**
   The current time.

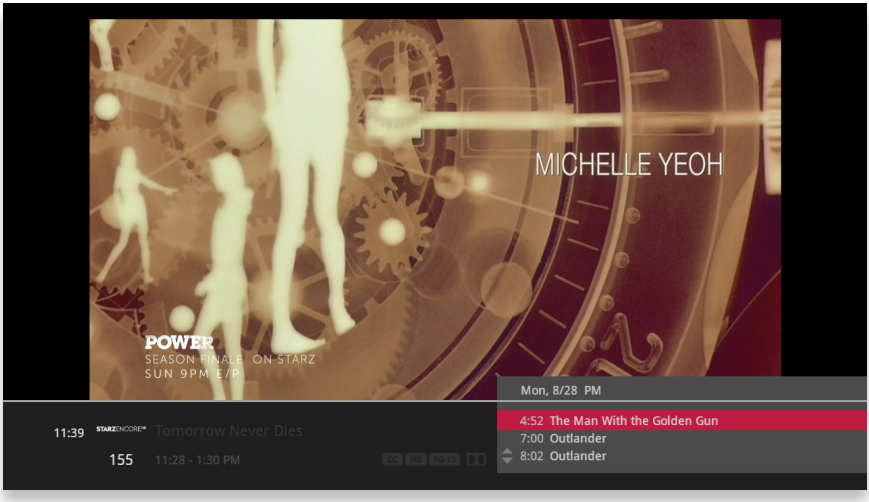
4. **LOGO AND CHANNEL NUMBER**
   The logo and channel number of the selected show.

5. **PROGRAM SCHEDULE**
   The time the program begins and ends.

6. **COMING UP**
   Displays the next three shows coming up on the selected channel.

7. **ACTION MENU**
   The list of options available for the selected show.

What's On Next



The Flip Bar also has the capability to display up to two weeks of upcoming programs for each channel.

Press the right arrow to highlight the Coming Up Panel, and then the up and down arrows will let you browse through programming.

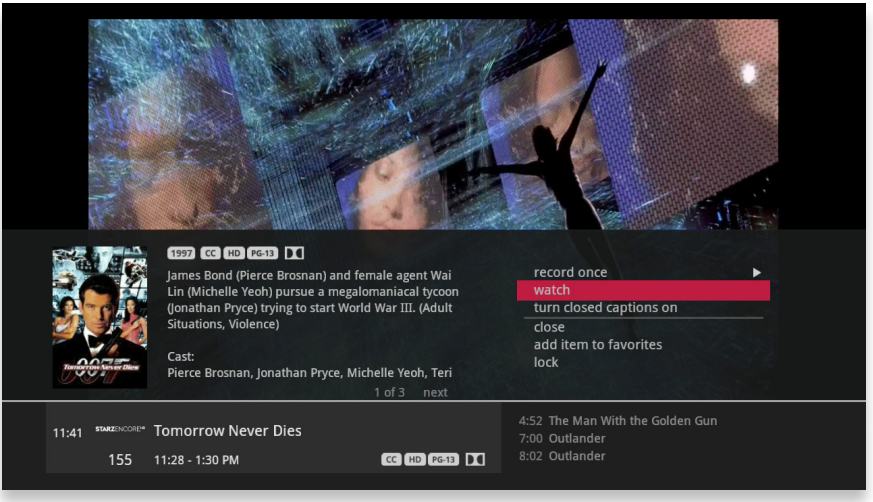
See All Times

One of the options you'll see in a show's action menu is See All Times. Select it to see a list of all of the times that the selected show airs. Select the Back card to return to your original show listing.

PROGRAM INFO NOTES

Just like in the main menu, you can press **info** with the Flip Bar displayed to bring up an action menu, which will give you more detailed information on the selected show.

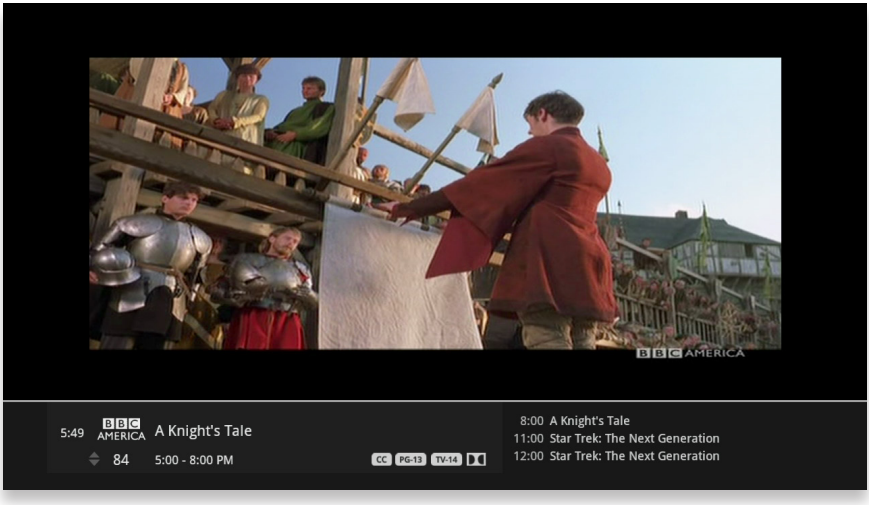
Flip Bar Options



Pressing **info** with the Flip Bar up will bring up an action menu for the Flip Bar's show.

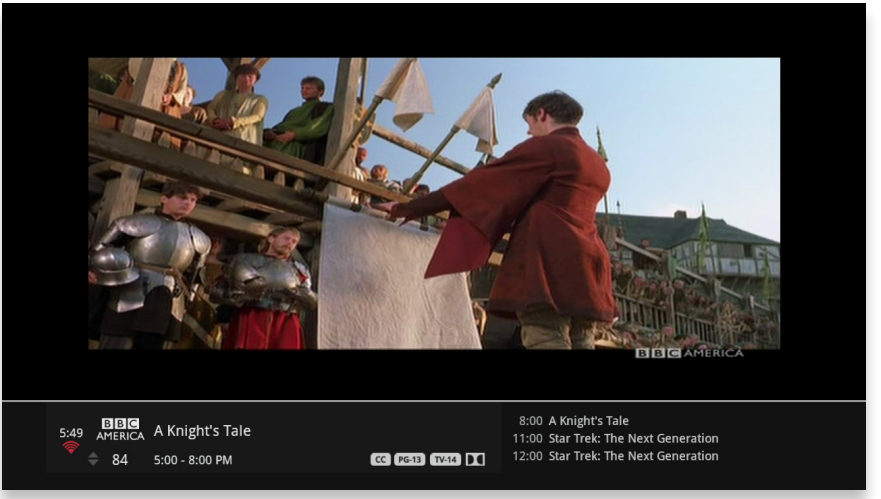
The options available are the same options available in the Channels Menu with the addition of closed captioning controls, which makes it easy to toggle closed captions on and off.

Flip Bar without Wi-Fi



You can connect to the IP815 media player using either Wi-Fi or a wired connection. When connecting over Wi-Fi, the red Wi-Fi icon displays under the clock. If the Wi-Fi icon is not displayed, Wi-Fi is not connected.

Flip Bar with Wi-Fi



When the IP815 media player is connected over Wi-Fi, the red Wi-Fi icon displays under the clock. You can check Wi-Fi signal strength under **Wireless Network Setup** in the **Settings** menu.

Controlling Live TV

- Press **PAUSE** to alternate between pausing and resuming the show you're watching.
- Press **REWIND** up to three times (for three speeds) to rewind the show.
- Press **FORWARD** up to three times (for three speeds) to fast-forward the show up to the point of broadcast.
- Press **PLAY** to stop fast-forwarding or rewinding or resume from a pause.
- Press **LIVE TV** to view the point of broadcast for the last channel you watched.
- Press **REPLAY** to view the previous 7 seconds of the show.
- Press **SKIP** to skip forward in the show up to the moment of broadcast. You can decide how many seconds to skip with this button in the Settings menu.
- Press **PAUSE and then FORWARD** once to activate slow motion.
- Pressing **RECORD** to record the entire contents of the temporary memory or buffer for the show you are watching.
- Press **PAUSE and then SKIP** to advance forward one frame.

Controlling Live TV

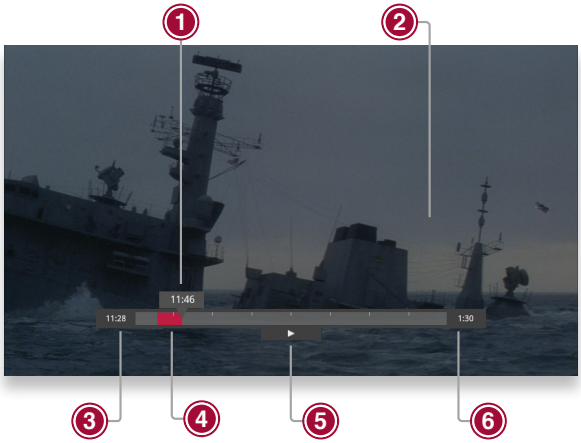
THE BUFFER

When you start watching a show, your media player will start storing it in temporary memory, called a buffer. The amount of temporary memory varies, but it is never less than 30 minutes for standard definition or 10 minutes for HDTV.

TV Roaming

With TV Roaming, you can pause a show in one room and resume it in another. Once you press pause, if you switch to another room and choose to watch the same show, it automatically plays at the point you left off.

Player Bar



Whenever you press one of the player control buttons, you'll see the Player Bar, which gives you status information about the program you're currently watching. You'll see a version of the player bar no matter what type of media you're enjoying, whether it's recorded or live TV, photos, or music.

1. **CURRENT TIME**
   The current time or point in the current program.

2. **PROGRAM**
   The current live or recorded program being played back.

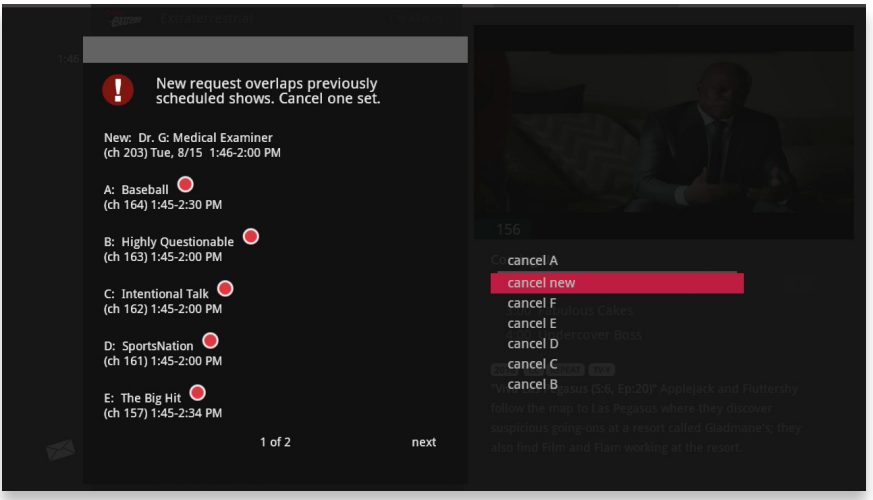
3. **SHOW START TIME**
   The start time of the recorded or Live TV program.

4. **STORED IN MEMORY**
   While watching live TV, this area (the buffer) displays the part of the show recorded in temporary memory. While watching recorded TV, it shows the entire contents of the show available for viewing.

5. **PLAYER BAR STATE**
   The current state of the program controls, such as play, pause, rewind, and fast-forward.

6. **SHOW END TIME**
   Displays the end time of the Live TV program or the duration of a recorded TV program.

Automatic Conflict Detection



You may see a conflict detection note while you're watching full screen TV, which indicates that you have more programs set to record than available tuners.

The conflict detection note will allow you to decide which programs you would like to cancel and which you would like to continue recording.

Screen Saver

If there has been no activity for more than 30 minutes while browsing the main menu, the media player will change to full screen TV with the last-watched channel playing to help extend the life of your TV screen.

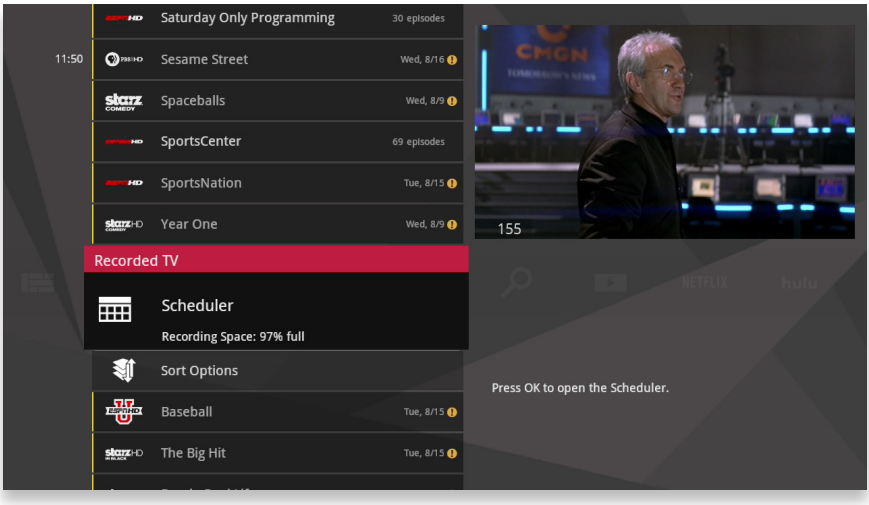
If live TV has been playing on the same channel for five hours without any input from the remote, the screen saver will be displayed.

To return to the main menu, press the **MENU** button.

Recorded TV

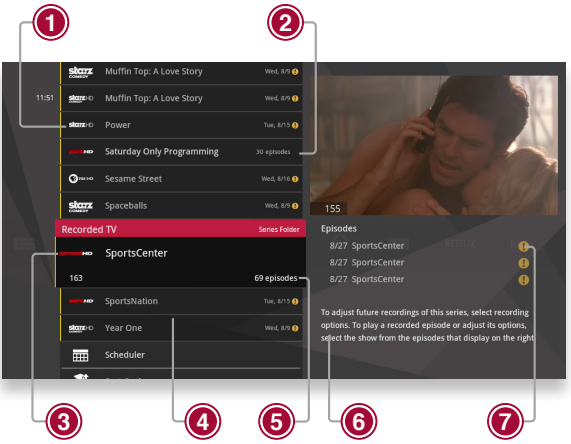
Your media player makes it easy to watch and manage your recordings from one place in the main menu: Recorded TV.

Intro to Recorded TV



In the horizontal menu, you'll find the Recorded TV category. All of the recorded and currently-recording shows are listed in the vertical band in alphabetical order. Episodes of a series are grouped into folders; you'll see the individual episodes in the preview panel to the right. To watch a show, select it, and press **OK**. And if you've already watched part of the show, you can choose whether to resume where you left off or start over from the beginning.

Recorded TV - Layout



1. **CHANNEL LOGO**
   Displays the channel of the recorded show.

2. **RECORDED SHOW ICONS**
   Let you know if the show is in danger of deletion or protected against deletion.

3. **FOCUS**
   Displays the channel number, logo and an indication of whether a show is part of a series. Folders that contain multiple episodes in a series also display the number of episodes.

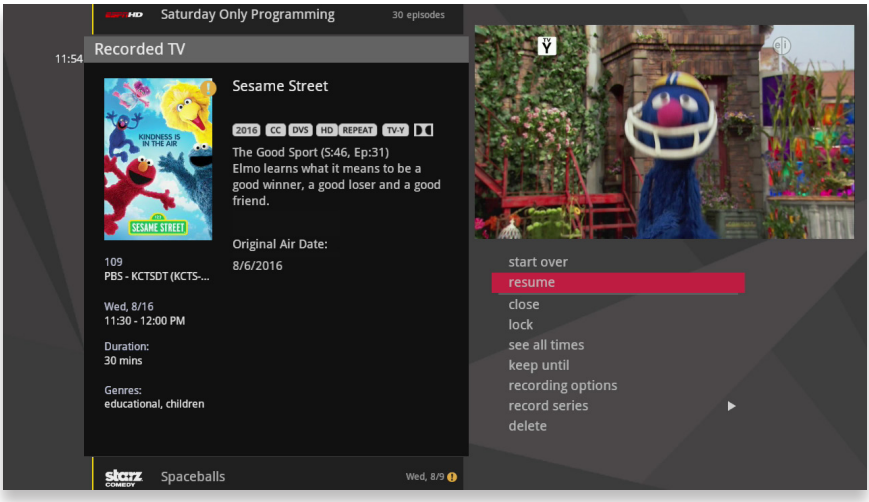
4. **OPTIONS**
   Allows you to view and edit the global recording options.

5. **EPISODES OR DURATION**
   If the item in focus is a folder containing episodes in a series, focus lists the number of episodes. If it's an individual show, it lists the show's duration.

6. **INFORMATION**
   With a folder containing episodes in a series in focus, this area shows the current recording options for the series. With a single recorded program in focus, this area shows a summary of the show information.

7. **SERIES**
   Individual episodes in a series are shown in the preview panel. Press the right arrow button and select an episode to see that episode's action menu.

Recording Options



When you press **info** with a recorded program in focus, you'll get the following list of options in the action menu:

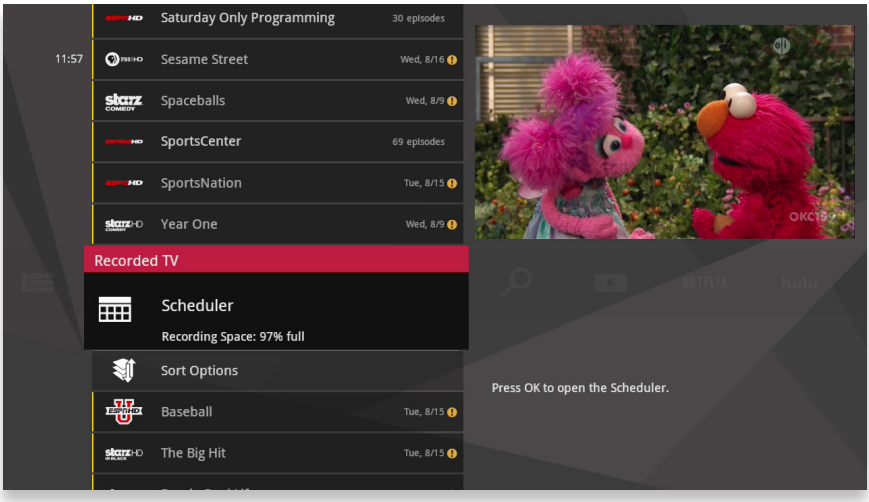
- Play/Start Over - Launches the program full screen from the beginning.
- Resume - This option only appears if you've watched a portion of the program and will launch the program full screen from the point you left off.
- See all times - Displays all of the times that particular show airs.
- Delete - Removes the program from Recorded TV.
- Recording options - Lets you access the recording options menu.
- Keep Until - Your media player will automatically delete the oldest shows in your Recorded TV folder as you need the room for new recordings. Keep Until lets you set the program to be deleted at the point of your choosing.
- Lock - Prevents someone from watching the recorded program without a PIN.
- Record Series - You'll get this option if you only have a single episode recorded.

Folder Options

If you bring a folder of episodes into focus and press OK, you'll see the following options:

- see all times
- record series
- lock
- delete all

Scheduler



Sort Options

The Scheduler shows the recording space status. Select the Sort Options card to sort your recorded TV shows by program title or date. You can also choose whether recordings appear in ascending or descending order.

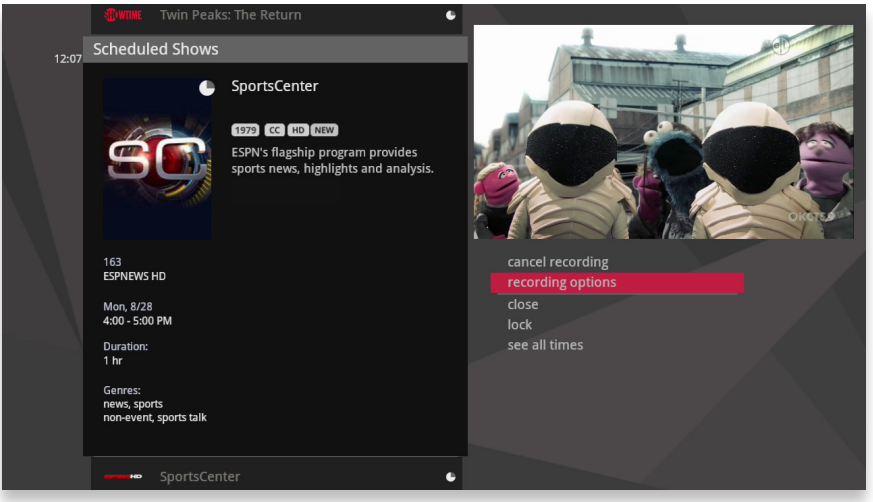
With the Recorded TV Scheduler card in focus, click OK; then scroll right or left using the remote control. This allows you to view:

- Scheduled Shows (scheduled for recording)
- Scheduled Series (scheduled for recording)
- Deleted (recordings you have deleted)
- Canceled (scheduled recordings that were canceled)
- Recording Space (remaining)
- Recording Defaults

Canceled and Deleted

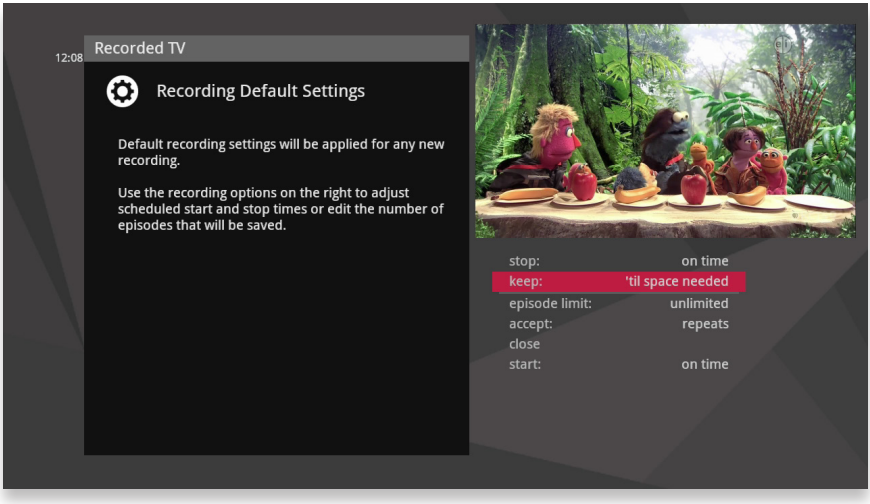
When you chose to record one show over another due to a conflict, (or someone in your household does) sometimes it's hard to remember why that canceled show isn't showing up in Recorded TV. Your media player keeps a list of shows that you have scheduled that will not record as well as shows that did not record. The shows above focus have not aired yet, while the shows below focus have already aired.

Scheduled to Record



You can confirm that a show is set to record by selecting Scheduled Shows or Scheduled Series. You can also cancel a recording and access your recording options for each show. Just pick the show you want to manage and press **info** on your remote control.

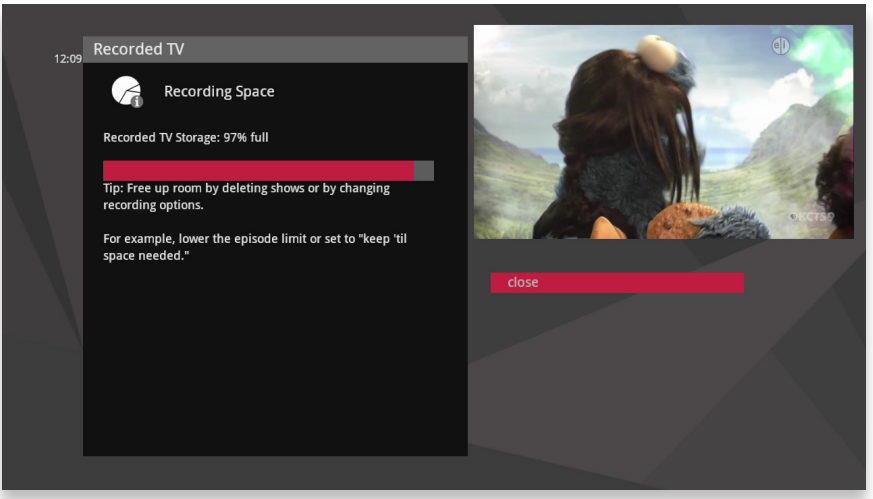
Recording Defaults



In Recording Defaults, you can set your preferences for the following settings, which will then be applied each time you record a show:

- Keep - Decide how long shows will be stored.
- Episode Limit - Determine how many episodes of a series to keep at once.
- Accept - Decide whether you'll record first-run or repeats for a series request.
- Start - Start programs early or late.
- Stop - Stop programs early or late.

Recording Space



The storage meter lets you know how much space you have left for more recorded programs. Recording Space is located in two places: in the Settings and in Recorded TV.

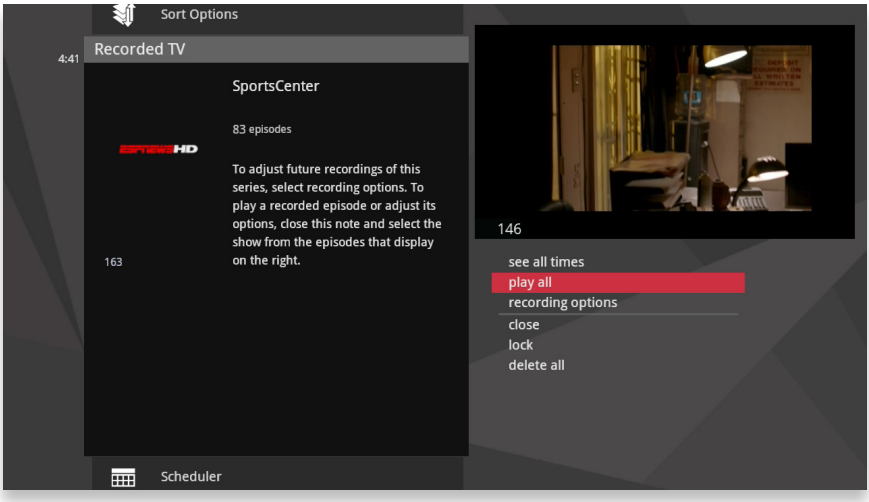
Again, to locate this, with the Recorded TV Scheduler card in focus, click **OK**; then scroll right or left using the remote control until Recording Space is in focus and click **OK**.

External Hard Drive

To expand the space you have for recorded programs, you can connect one external hard drive at a time to the rear eSATA port on the media gateway.

When selecting an external drive, keep in mind that your media gateway only supports eSATA storage devices marketed or certified for DVR use.

Binge Watching



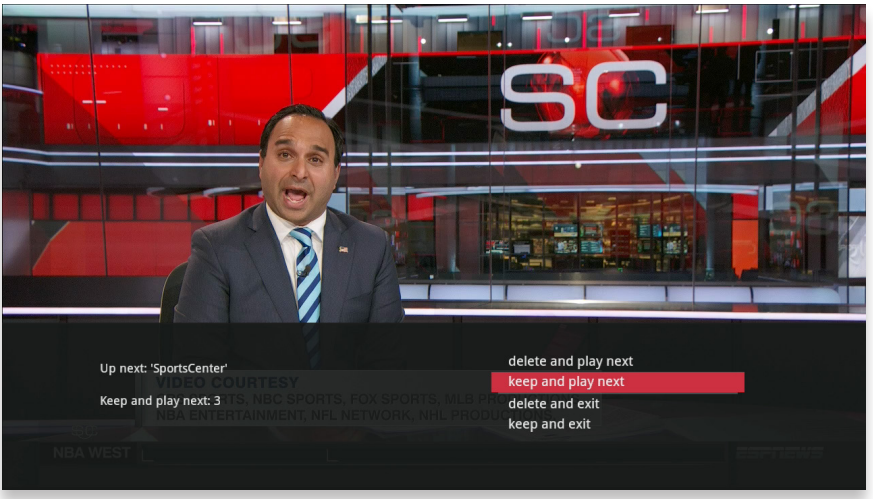
Select a Series

Want to watch an entire series without interruption? Now you can, easily. Select the series you want to watch and you'll see options on the right. Select **play all** to view all of the recorded shows of that series in the order they were recorded, without interruption.

At the end of each show in the series, you'll see options to:

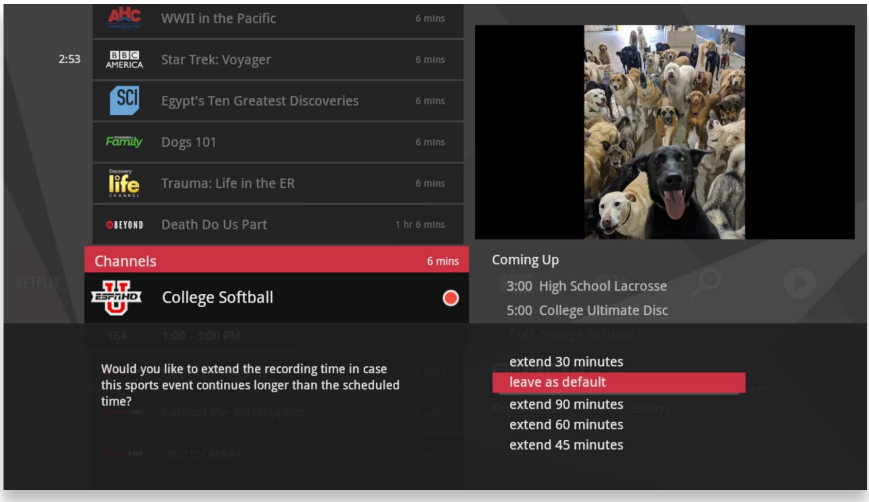
- **delete and play next**
- **keep and play next**
- **delete and exit**
- **keep and exit**

Select an Episode



You can also access the Binge Watching feature by selecting an individual episode in the recorded series (instead of clicking on the series). Again, after watching an episode, you will see the same options: **delete and play next**, **keep and play next**, **delete and exit**, and **keep and exit**.

Sports Recording Extension



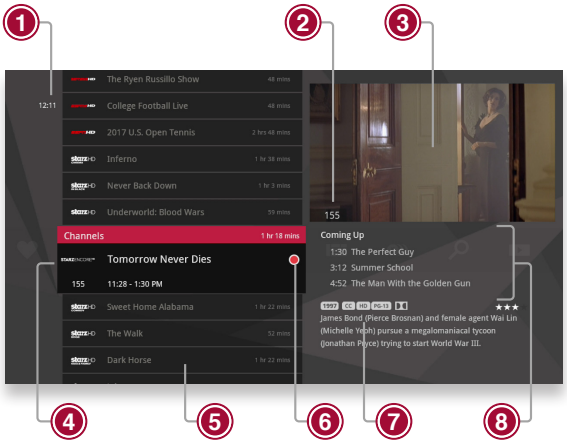
The Elevate Sports Recording Extension feature allows you to readily extend the recording of a sports event in case the game goes overtime. We've got you covered. No more missed plays!

Navigate to the Channels category, find a sports event, and click the record button on the remote. You will be prompted with an option to extend the recording. You can elect to extend by 30, 45, 60, or 90 minutes. You can also elect to "leave as default," which does not extend the recording. If you close the window by pressing a key on the remote, such as **Menu**, the recording will continue without an extension.

TV Channels

With all of the channels available these days, it's tough to know what all of your options are. The TV Channels category makes it easy to find what you want to watch.

TV Channels - Layout



1. **TIME**
   The current time, so you know how long before your show begins.

2. **CURRENT CHANNEL**
   Displays the channel that is playing in the Mini TV. If the program is recorded, an icon will display the current status - i.e., play or pause.

3. **MINI TV**
   Even when channel surfing, Mini TV always keeps you in the action.

4. **FOCUS PROGRAM**
   Pressing **info** on this item brings up an action menu.

5. **AVAILABLE TV PROGRAMS**
   Displays all of the programs available in your TV lineup that are currently airing.

6. **RECORDING ICON**
   Displays an icon if the show is recording or scheduled to record.

7. **INFORMATION PANEL**
   Displays program information about the show in focus.

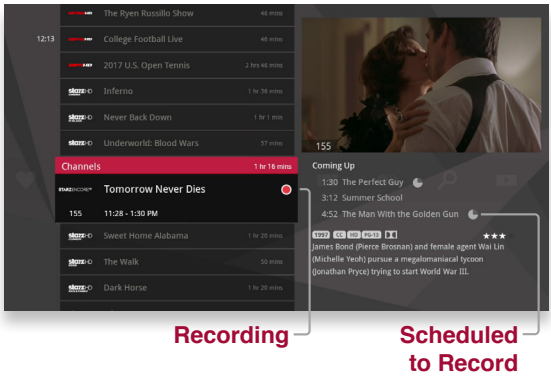
8. **PROGRAM INFORMATION**
   Displays the next three upcoming shows that will air on the channel in focus.

TV Channels - Focus

Different areas of the card provide more information about the TV program in focus.

1. **CATEGORY**
   The name of the category moved into focus.
2. **SHOW TITLE**
   The name of the program in focus.
3. **SHOW LENGTH**
   The selected program's remaining duration.
4. **RECORDING ICON**
   Displays an icon here if the selected program is currently recording or scheduled to record.
5. **PROGRAM SCHEDULE**
   Displays the selected program's air time.
6. **CHANNEL NUMBER**
   The selected program's channel number.
7. **CHANNEL LOGO**
   Displays the channel logo for the selected program.

Recording Icons



Your media player includes the following recording icons for DVR status at a glance. The following icons appear on focus cards and vertical cards throughout the main menu:

The show is recording right now.

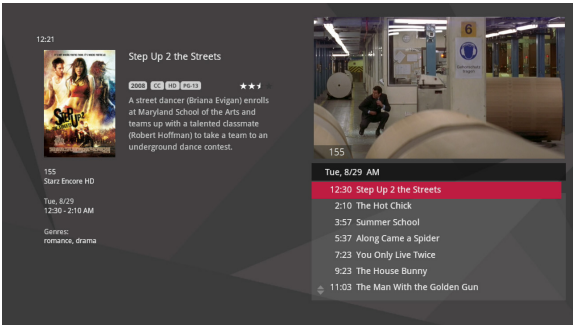
The show is scheduled to be recorded.

The show is recorded and may be deleted when space is needed for newer shows.

The show will not delete and can only be deleted manually.

Preview Panel

Channels, like all horizontal categories that contain TV programming, have a preview panel that displays upcoming programs for the channel in focus. Press the right arrow button to select the panel, and then use the up and down arrows to browse through up to two weeks of programming for that channel.

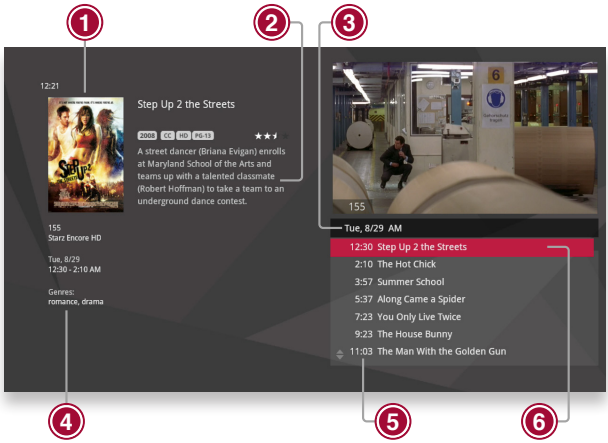


Arrow right to view the Preview Panel

For a shortcut back to the present time, press the **MENU** button.

If you see a show you would like to record, press the **RECORD** or **info** button.

Preview Panel - Layout



1. **POSTER ART**
   Poster of the selected show.

2. **PROGRAM INFORMATION**
   Detailed show information, such as title, rating, whether it's a repeat, cast and crew.

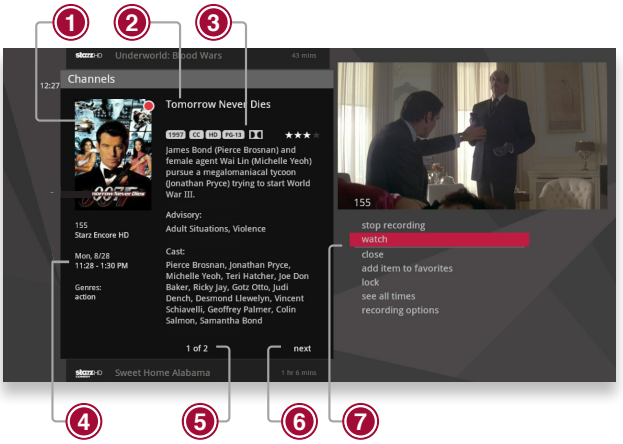
3. **TIMESLOT**
   Indicates the day and time that the preview panel is currently displaying.

4. **CHANNEL INFORMATION**
   The current channel.

5. **TIME**
   Displays the time corresponding to each show.

6. **SELECTED SHOW**
   The currently-selected show. Pressing **info** on the selected show brings up an action menu with options.

Channels Action Menu



Pressing **info** with a show in focus brings up an action menu with all of the options for that show.

1. **POSTER ART**
   Poster art for the show.

2. **SHOW TITLE**
   The name of the program or item.

3. **PROGRAM INFORMATION**
   Additional show information, such as show title, repeat, cast and crew.

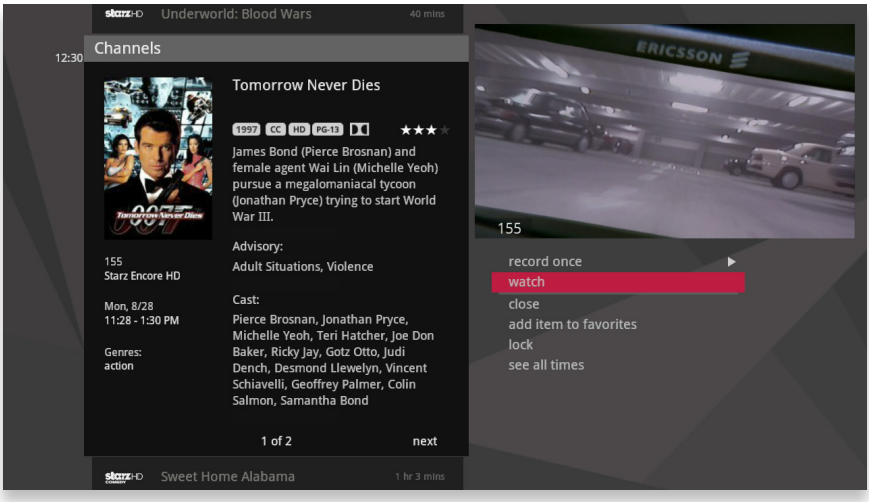
4. **PROGRAM SCHEDULE**
   Time program begins and ends.

5. **NOTE PAGES**
   Number of pages of program information.

6. **NEXT & BACK**
   Use the **BACK** and **NEXT** buttons to page through the note.

7. **OPTIONS**
   The list of options available for the selected TV program.

Action Menu Options



If the show you're watching is currently airing, you'll see the following options in the action menu:

- record once - Records only the currently-airing episode of the program, including the portion in the live TV buffer.
- watch - Plays the program in full-screen TV.
- add item to favorites - Adds the channel to your Favorites category.
- lock - Activates Parental Controls for the selected channel.
- see all times - Presents a list of all of that program's air dates/times.
- record series - Sets the entire series of that program to record. You'll only see this option if the show is part of a series.

If the show will air in the future, you'll see:

- record once
- add to favorites
- lock
- see all times
- set reminder - Allows you to set a reminder that will appear before the show airs.
- record series

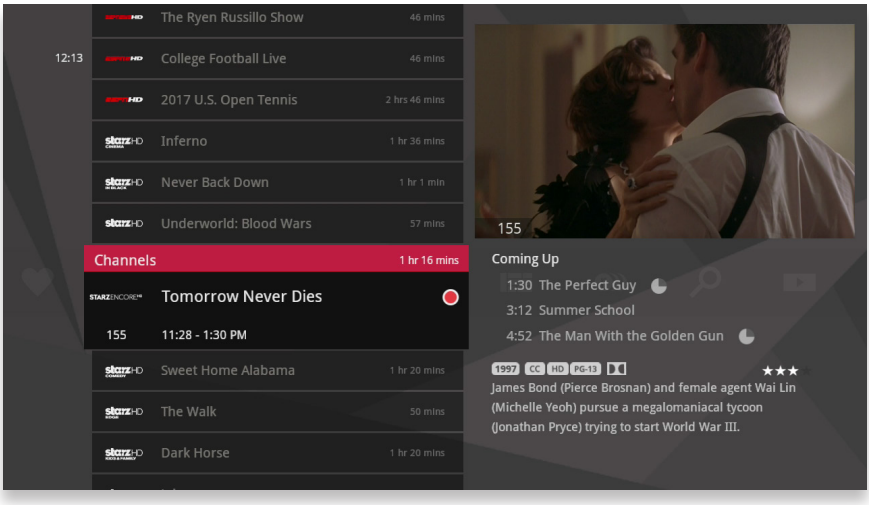
If the show is currently recording, you'll see:

- stop recording - Stops recording the current show, but does not delete the portion already recorded.
- watch
- add to favorites
- see all times
- recording options - Gives you a list of elements to alter about the way the program will record.

If the show is scheduled to record, you'll see:

- recording options
- cancel recording - Removes the program from the recording lineup.
- add to favorites
- lock
- see all times

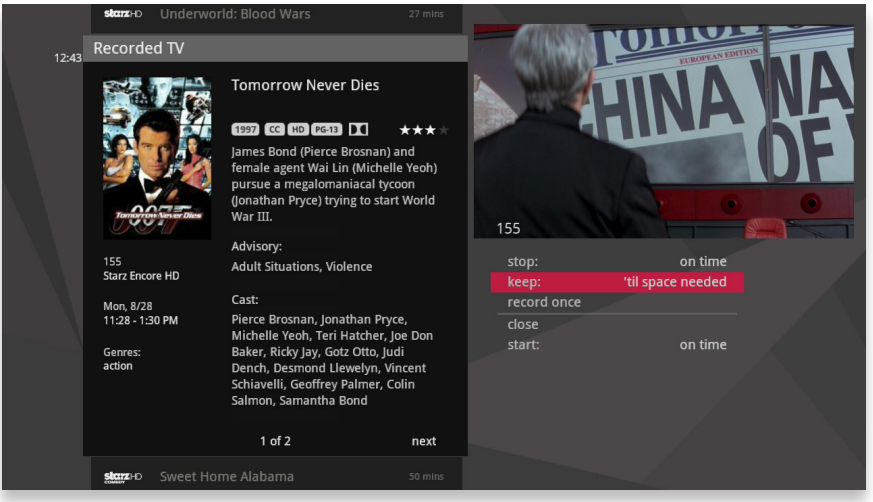
Recording a Show



The easiest way to record an individual show is to press the record button with that show in center focus.

If you want to record a series, just press **info** and select **record series** from the action menu.

Options for Scheduling Recordings



If you have record once or record series selected, you'll see an arrow to the right that allows you to access recording options. You can also access recording options from the action menu of a show that's currently recording or scheduled to record.

Scheduled to Record

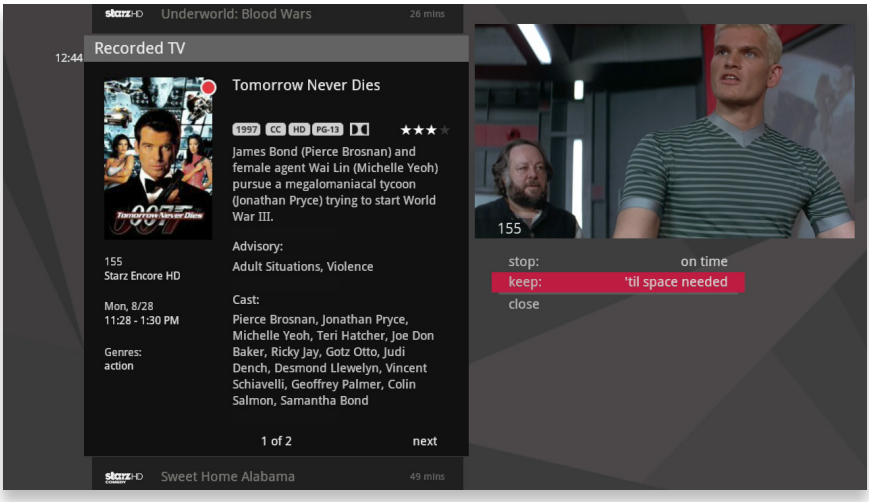
Recording options for a single episode scheduled to record:

- keep - Lets you decide when the show will be deleted.
- get series - Sets the entire series to record.
- stop - Allows you to set the recording to stop early or late.
- start - Allows you to set the recording to start early or late.

Recording options for a series scheduled to record:

- keep
- series options - Allows you to set recording preferences for the entire series.
- stop
- start

Currently Recording



Recording options for a single episode currently recording:

- keep
- get series
- stop

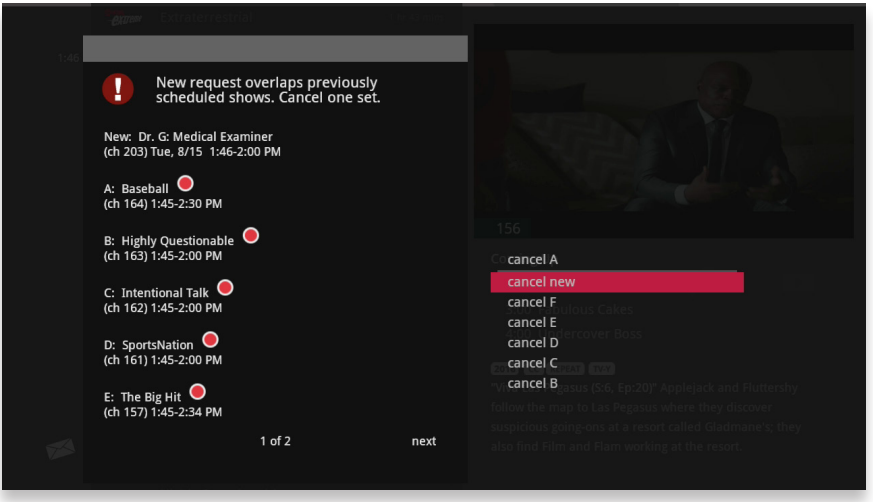
Recording options for a series currently recording:

- keep
- series options
- stop

Series Options

- keep
- episode limit - Determines how many episodes will be stored automatically.
- accept - Determines whether you'll accept first-run only or repeat episodes.
- timeslots - Lets you record only epsiodes airing at a certain timeslot.
- priority - Sets the priority order of your series recordings.
- cancel series - Cancels the scheduled recordings.
- start
- stop

Conflict Management



Your media gateway comes with six tuners, which means that you can record or watch up to six shows at once. In the event there is a tuner conflict, such as when you have six recordings scheduled and are watching another live show, your DVR will bring up an action menu that outlines your options and lets you make a choice.

Space Management

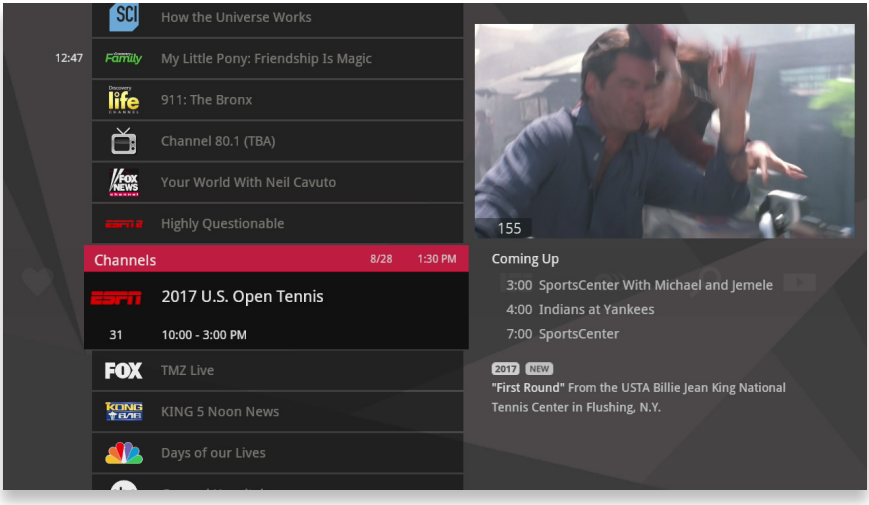
Shows are automatically stored on your media gateway until more room is needed. You can protect shows from deletion from the Recorded TV category; see the following chapter for details.

When you schedule a new show to record, your media player will check to make sure that your media gateway hard drive has enough room.

If your hard drive does not have enough room for the new recording, you'll receive a message informing you that when the new show airs, some recordings may need to be deleted in order to make room for the new show.

If all of your current recordings are protected against deletion, you'll get a message that your show may not be recorded.

Change Time Slot

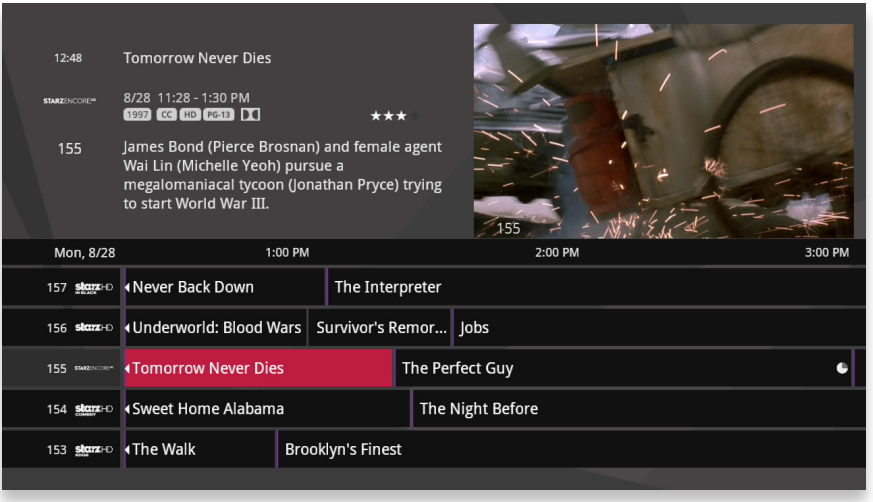


If you want to compare what's on in the future across multiple channels, start from TV Channels, press the **NEXT** button, and the entire vertical list will show the next half hour's programming.

You can use the **NEXT** button to view up to two weeks of upcoming shows. The **BACK** button will take you one half hour earlier. The **SKIP** button advances the category forward 24 hours, and the **REPLAY** button goes back 24 hours. If you browse to another TV category, like a filter or TV Favorites, the time slot will be maintained. To return to the current time, just press the **MENU** button.

You can also use the Change Time Slot card to move the category to a future time slot. With that card selected, press the right arrow. Use the up and down arrows to select a time slot, and press **OK**. The vertical band will now display the time slot you selected.

Grid Guide

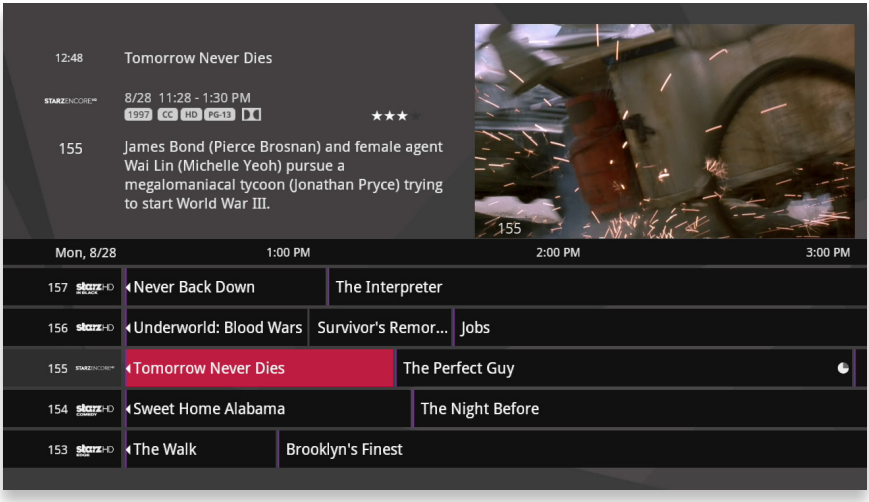


The media player offers an optional Grid Guide view for people who prefer to find programming in that layout. You'll see the Grid Guide card below focus when you first enter TV Channels. Bring it into focus, and press **OK**.

The Grid Guide works similarly to the rest of the main menu:

- Arrow buttons navigate the guide.
- **info** brings up a list of options.
- **SKIP** will cycle forward 24 hours; **REPLAY** will cycle back 24 hours.
- **BACK** and **NEXT** will move through the guide in 30 minute increments.
- **ZOOM** will alternate between the guide and full screen TV.
- If you are looking at the present time in the guide, **MENU** will return you to the main menu.
- Black shows indicate currently-airing programs; gray shows will air in the future.
- **OK** tunes to the show if it's currently airing; brings up an action menu if it's on in the future.

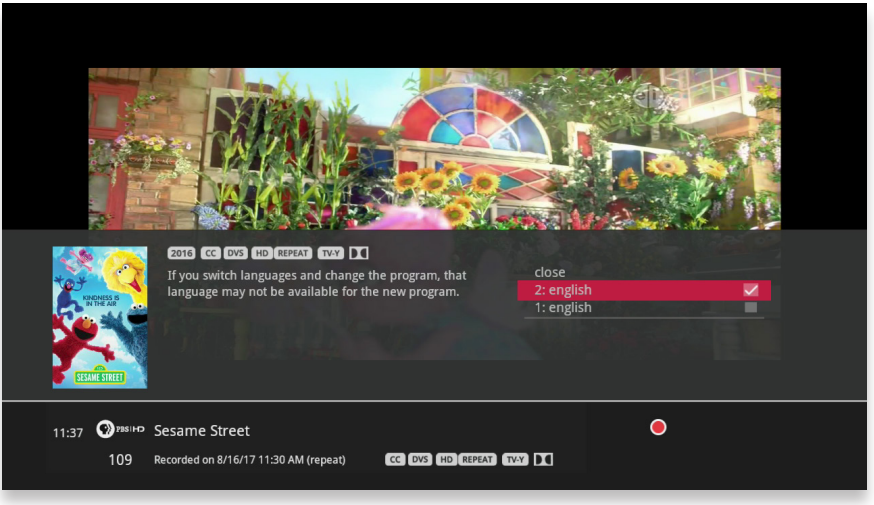
Grid Guide Genres



The Grid Guide has four different types of programming that are easy to spot by color:

- Movies - purple
- Sports - green
- Children's - orange
- News - blue

DVS



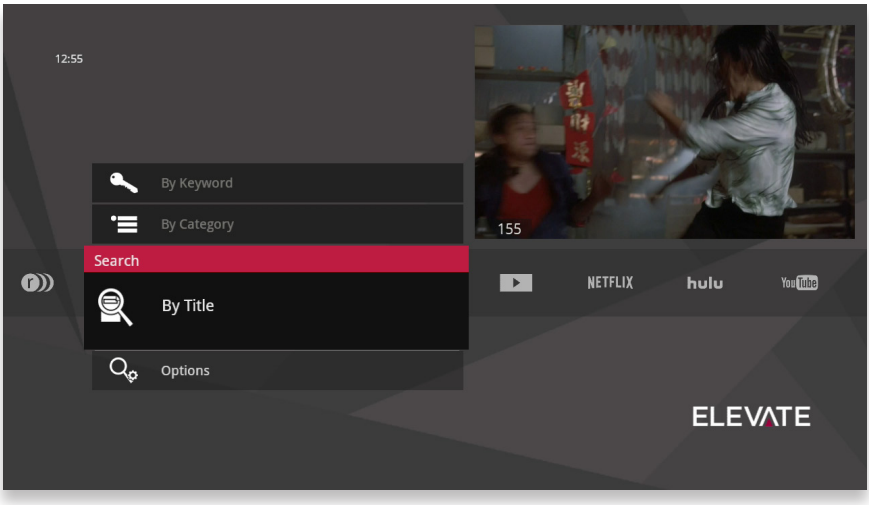
Descriptive Video Service (DVS) provides narrated descriptions of the key visual elements of programs to audiences with vision impairments without interfering with the audio dialog. To turn on DVS, while watching a live or recorded show with DVS:

1. Press **info** (on your remote control).
2. In the action menu, select **audio language**.
3. Select **2: english** and press **OK**.

Search

Sometimes you know the title. Sometimes you just know what night it's on. Sometimes you're in the mood for a certain type of show. The media player has you covered to help you find what you're looking for.

Intro to Search



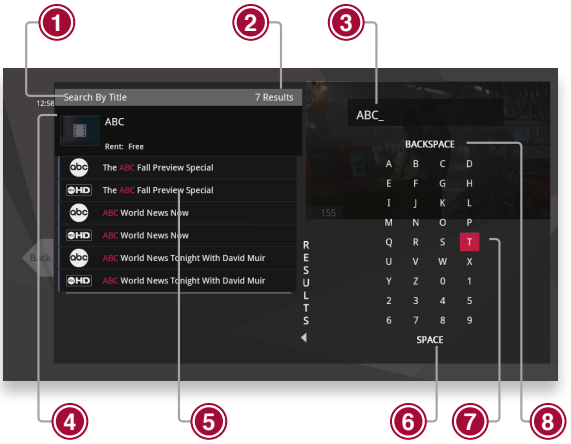
The Search category in the main menu contains three different ways to search for programming: By Title, By Keyword, and By Category.

When you use any of these three options to search for a show, the results will return shows that are currently airing, airing sometime in the future, On Demand programming, and shows that you have recorded.

You'll be able to tell what type of show you're looking at by the color of the card:

- Current shows and VOD shows have a black background
- Future shows are blue-gray
- Recorded shows are yellow
- PPV shows are teal-blue

Find By Title



When you select Find By Title, a screen opens where you can enter your title and browse results. Use the arrow buttons to navigate the onscreen keyboard; to enter a letter, press **OK** with that letter highlighted. To browse the list, press the left arrow until that panel is in focus.

1. **SEARCH TYPE**
   This bar describes the type of search you're doing.

2. **SEARCH RESULTS**
   Number of search results. As you enter characters on the right, the list on the left will filter down to only display shows that match your entry.

3. **SEARCH BOX**
   As you select characters, the characters are entered in the search box.

4. **FOCUS**
   The details for the channel and show are displayed in the focus card.

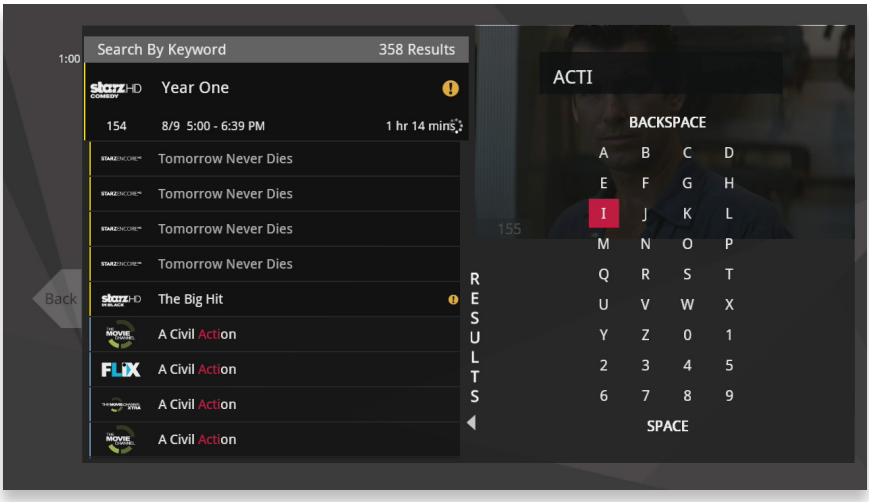
5. **VERTICAL LIST**
   The vertical list fills with shows that match your criteria. Pressing the up or down arrows brings these shows into focus.

6. **SPACE**
   Use a space to separate words in your search entry.

7. **SELECTOR**
   To enter a letter, move the selector to it, and press OK; each character is entered into the search box. You can use texting-style letter entry as a shortcut.

8. **BACKSPACE**
   Removes a character from the search box.

Find By Keyword



A Keyword search lets you search for any word contained in a show's program information. For example, if you know the actor in a show, but can't remember the title, you can search on the actor's name, and all programs featuring that actor will appear in the list.

To search by keyword, enter each letter by selecting it and pressing **OK**. You'll see results on the left filter down with each letter you enter. Press the left arrow and use the up and down arrows to scroll through them.

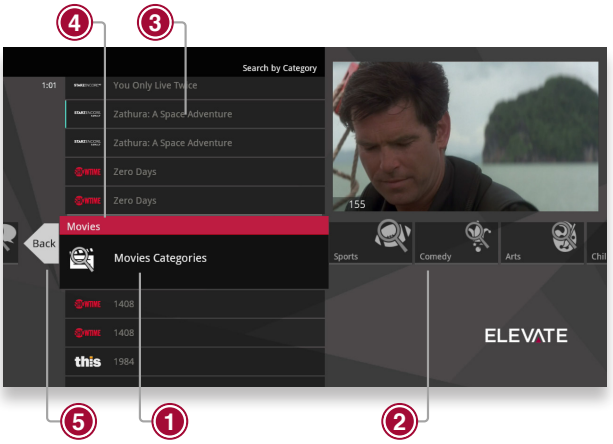
SEARCHING TIP

Did you know that you can use your remote control keypad like a mobile phone keypad?

For example, by pressing 222 on your remote control you will enter the letter C. By pressing 33, you will enter the letter E.

- **CLEAR** - Clears the entire entry
- **0** - Enters a space
- **1** - Enters a backspace

Find By Category



If you're in the mood for a certain type of show, Find by Category gives you a way to browse for what you're looking for. When you press **OK** with Find by Category selected, you'll see a list of categories along the vertical band, and a list will display the shows in each category. An Option card in each category will take you one level deeper in the menu and allow you to browse subcategories.

1. **CATEGORY**
   Category describes the type of search you're currently doing.

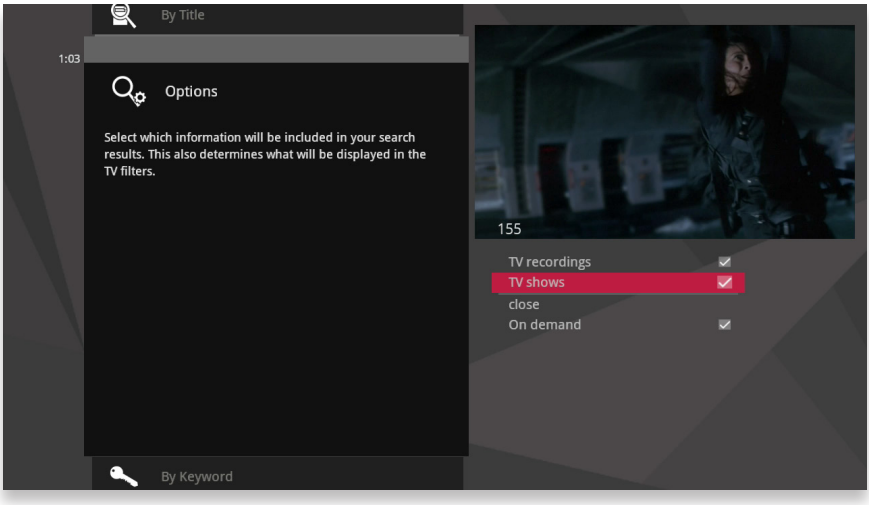
2. **SHOW CATEGORY**
   The different types of shows run along the horizontal band.

3. **SHOW LIST**
   Each show airing over the next 24 hours that falls into the selected category.

4. **SUB CATEGORY OPTION CARD**
   Each category will contain a card labeled "Press OK to see more..." Selecting this card will take you to another screen with subcategories along the horizontal band.

5. **BACK CARD**
   Select this card and press **OK** to go back up one level in the menu.

Search Options



The Search Options card allows you to choose which type of content is displayed in both Search results and in the TV Filters.

To customize the type of content that appears in both areas, select Options and press **OK** to clear the check box for the type of content you would like to remove.

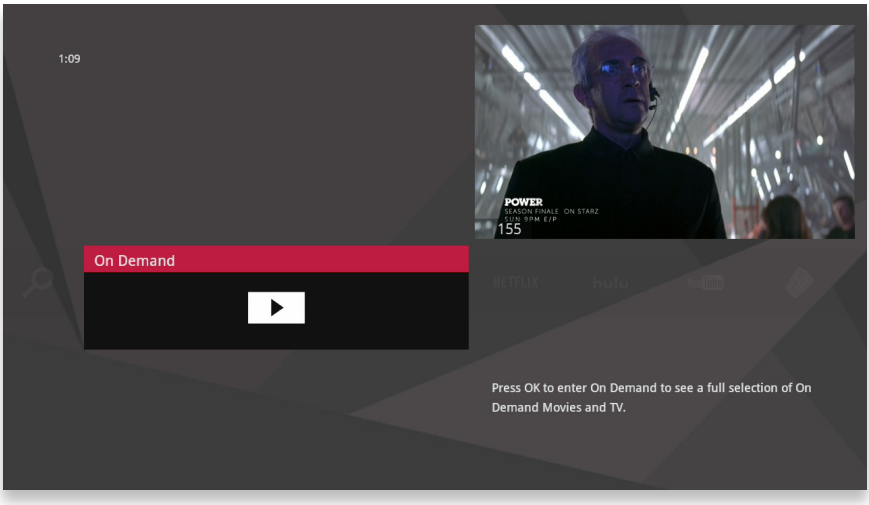
You can remove:

- TV Recordings - Programs you've recorded with your DVR.
- TV Shows - Live TV shows from Elevate's line-up.
- VOD - Programs from Elevate's Video On Demand library.

On Demand

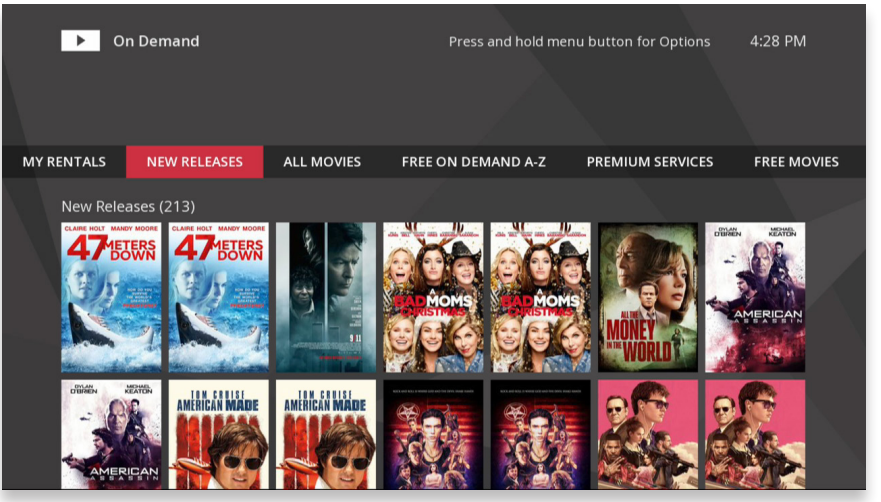
Elevate's Video On Demand selection gives you a vast library of great programming to choose from and an easy way to search through it all.

Elevate On Demand



Pressing **OK** with the On Demand card in focus opens the Elevate Mosaic VOD Library where you'll find all VOD content in one place, organized by category.

VOD Library



When you enter the Elevate VOD library, you'll see a list of movie categories.

VOD Options

When you see a program you like, press **OK**, and you'll get the following options:

- Preview - Plays the trailer for the selected movie when a preview is available.
- Rent - Rents the movie (if it's not free) so that you can watch it immediately.

PIN Entry

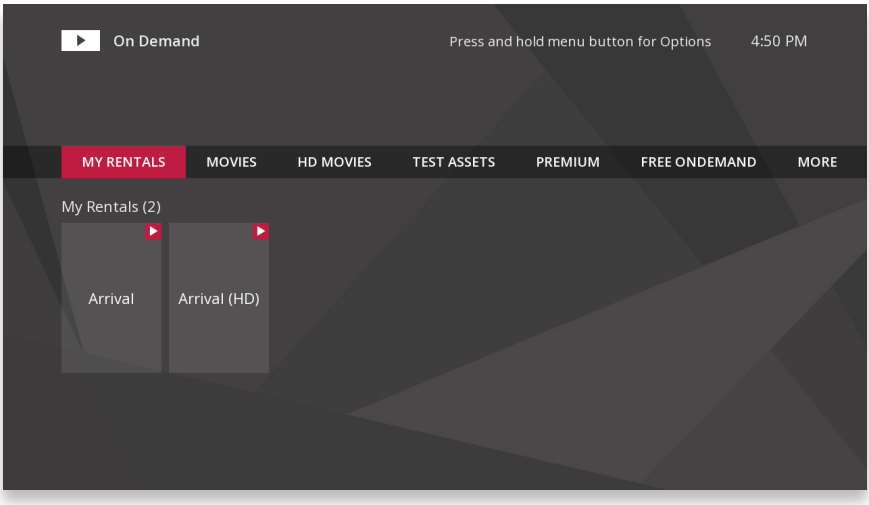
If you've set a PIN in Settings under Parental Controls/Premium Applications, you will be prompted to enter the PIN in order to rent the movie. You can turn the PIN prompt off from the Parental Controls section of the Settings category. See the "Settings" chapter for details.

Additional Options

If you press and hold the menu button, you will access these additional options:

- Hide Blocked Content or Show Blocked Content - This option allows you to hide content you have blocked by ratings in Parental Controls in Settings. Once you've selected Hide Blocked Content, the option becomes Show Blocked Content.
- Search - Allows you to search by title.
- Settings - Opens Settings.

My Rentals

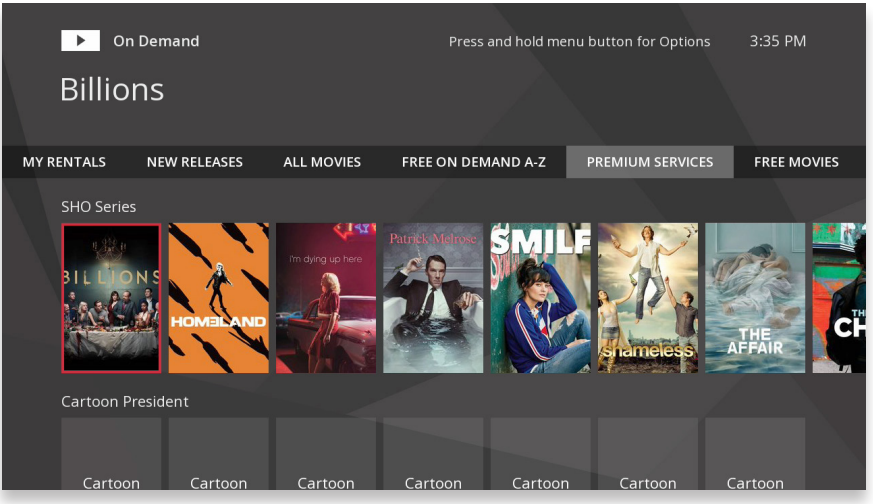


When you select the My Rentals card, you'll see a list of all of the movies you've currently rented along with a My Adult Rental card (if you've rented adult rentals). Selecting the adult rental card will take you to a list of any adult movies you may have rented.

Movies will continue to appear in this list until the rental has expired. You can begin watching a movie by pressing **OK**.

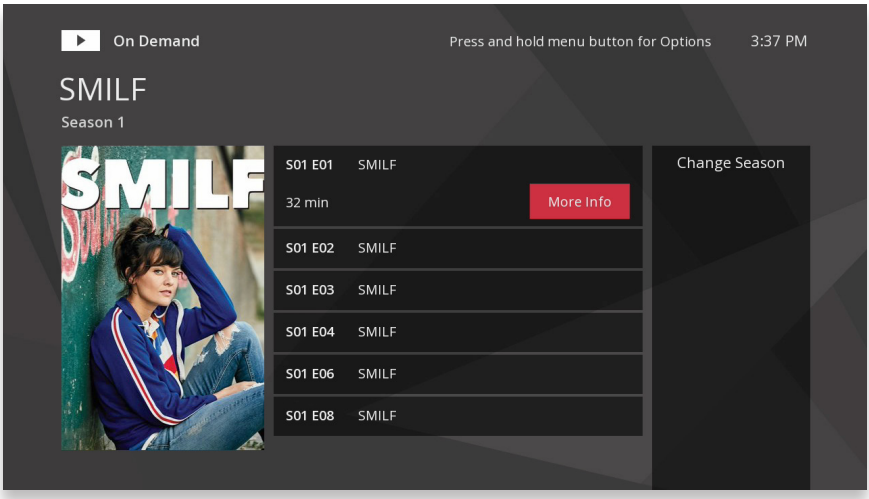
If you begin watching a movie on one media player, you can watch that movie in another room in the exact place you left off by pressing **info** and choosing resume. If the media player in the new room has that selection locked with Parental Controls, you'll need to enter the PIN to resume watching.

Premium Services



The **Premium Services** tab gives you on-demand access to additional movies, series, sports events, specials, and documentaries from premium networks like HBO, Cinemax, Showtime, Starz, Flix, and TMC.

Series Options



When you select a series, a page opens where you can:

- Click **More Info** to see a summary of the selected episode.
- After clicking **More Info**, on the remote, click the right arrow to see information on cast and crew and similar shows.
- After clicking **More Info**, click **Subscription Info** to obtain subscription information.

Home Network

With Elevate you can access your computer's music, video, and photos, on your full-size TV, from the comfort of your living room.

Getting Started

Home Network allows you to stream media from any server in your home, such as your computer, to your media player. Because Home Network is DLNA®-based, it is completely plug and play; if your computer is connected to your home network and has a DLNA server, you should automatically see that computer listed in the Home Network category of the main menu.

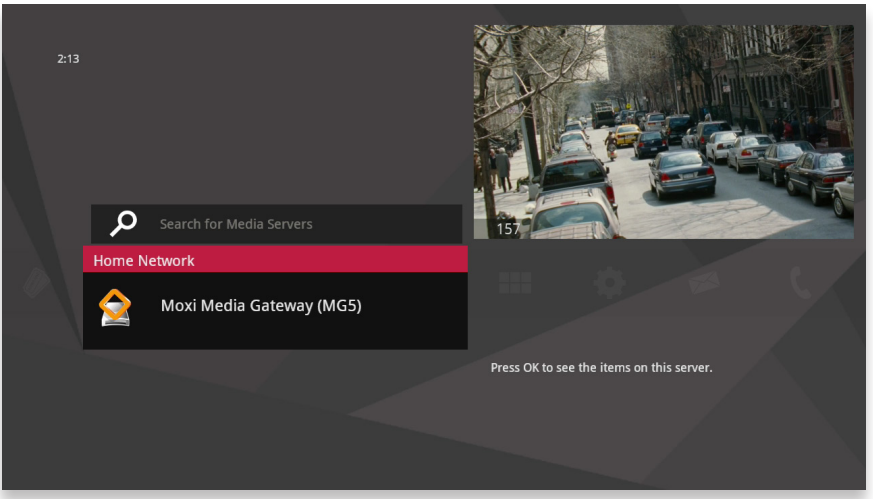
To make sure that Home Network will function properly, ensure:

- Your computer is set up to share content according to your server's instructions.
- Your server software is not blocked by a Firewall.

DLNA Servers

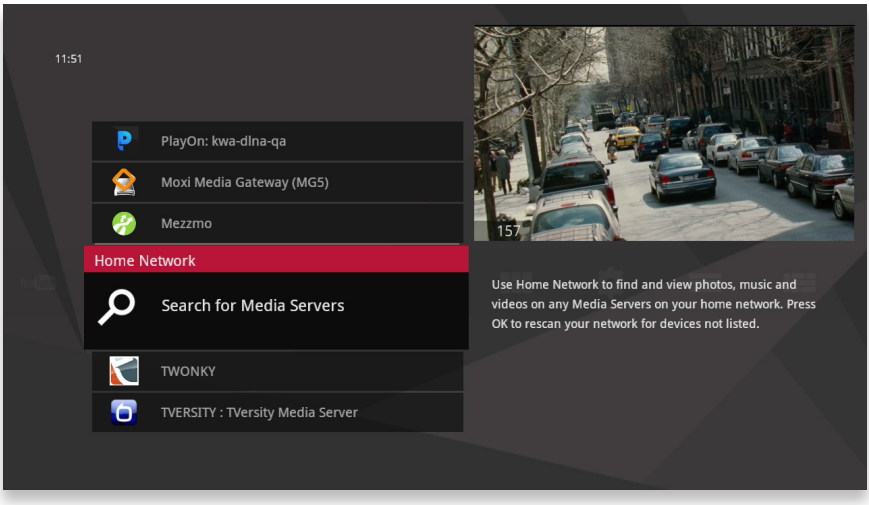
Although any DLNA server will work with Home Network, the following DLNA servers have been fully tested with your media player.

- Windows Media Player
- TVersity Media Server
- Windows Media Connect
- Twonky Media Manager
- Media Mall PlayOn



When you first bring the Home Network card into focus, you'll see all of your connected devices. If one isn't showing up, select **Search for Media Servers** and select **Search**. If connected properly, any new devices will then appear.

Playing Media



- To access your content, choose the device that interests you, and press **OK**.
- To open a folder of content, press **OK**.
- If you have an individual file selected that you would like to play, press **OK**.
- If you have a folder selected, and you would like to view a list of options for the content of that folder, press **info**.

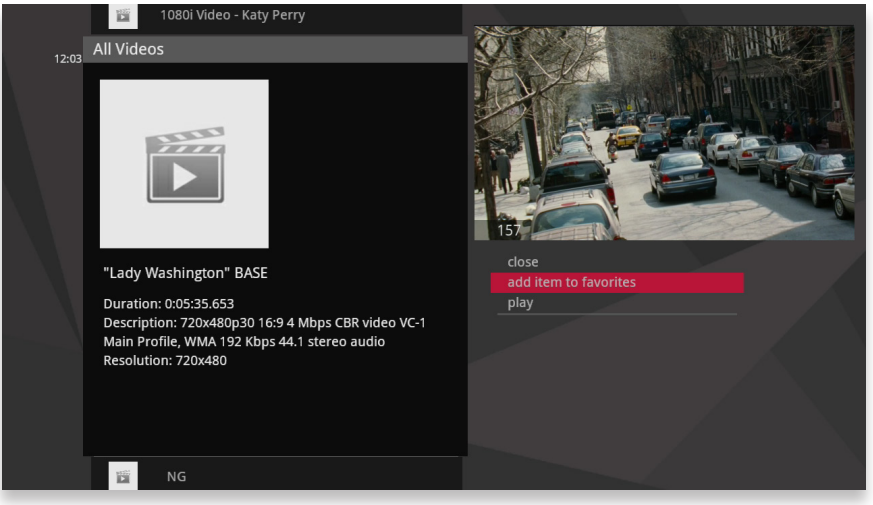
Supported Files

- Photo: JPEG, GIF*, BMP* and PNG* files
- Music: MP3, WMA, and AAC (unprotected files), and LPCM files
- Video: MPEG-1, MPEG-2, MPEG-4, H.264, and WMV files

*These file types are available through DLNA® servers that support transcoding.

Content that is protected by Digital Rights Management (DRM) will not be accessible..

Adding to Favorites



For easy access, you can add content to the Favorites category in the main menu. Press **info** with a folder or item selected, with the exception of individual songs, select **add item to favorites**, and press **OK**. The content will then appear in the Favorites category.

Player Controls

Once you are enjoying a piece of media, the following player controls can be used:

Slideshow

- PAUSE
- PLAY
- BACK
- NEXT
- SKIP
- REPLAY
- STOP

Music

- PAUSE
- PLAY
- STOP
- BACK
- NEXT

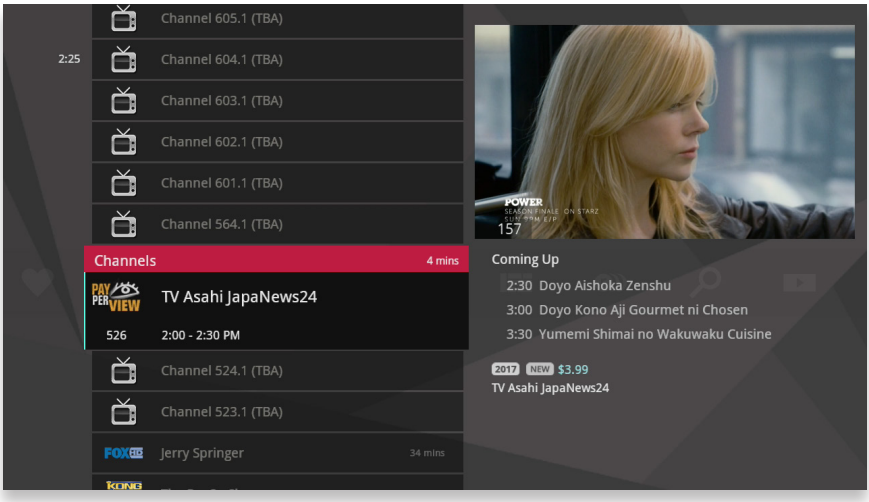
Video

- PLAY
- PAUSE
- STOP

Pay Per View

Watch premium programming with easy access to Pay Per View.

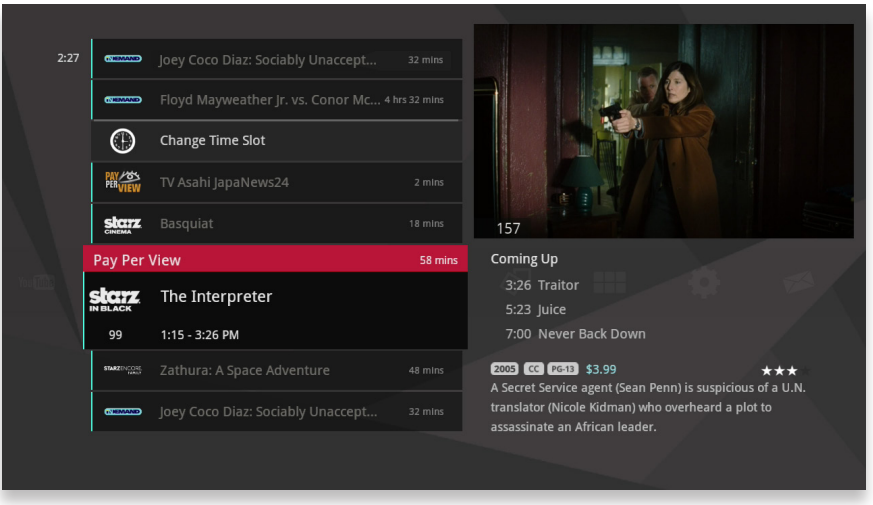
Finding Pay Per View Programming



You'll find PPV programming the same way you look for regular programming: by browsing the Channels and Filter categories or by doing a search.

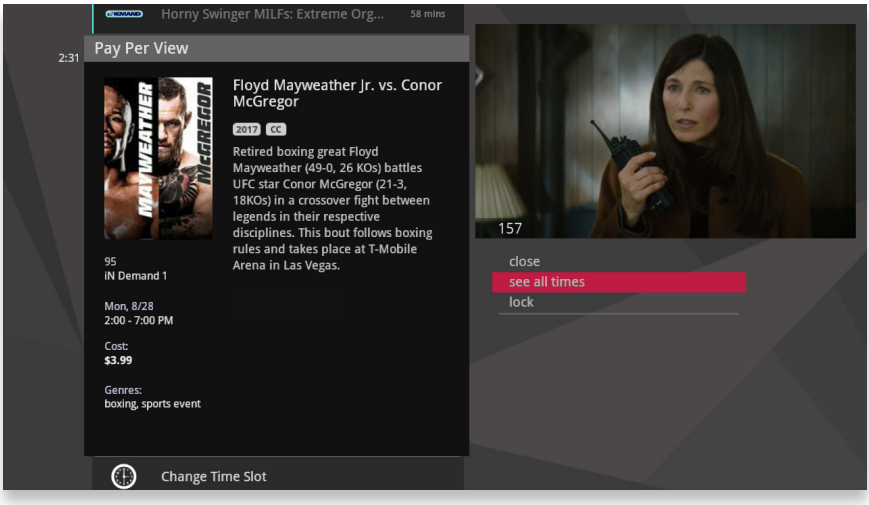
Throughout the user interface, you'll be able to spot PPV programming easily because its cards' left border are a different color, and it's labeled with the Pay Per View logo. There is also a purchase price listed for each program.

The Pay Per View Category



You can also view PPV content on the Pay Per View category. If you bring the Pay Per View card into focus and press OK on your remote control, a vertical menu appears showing all of the PPV content.

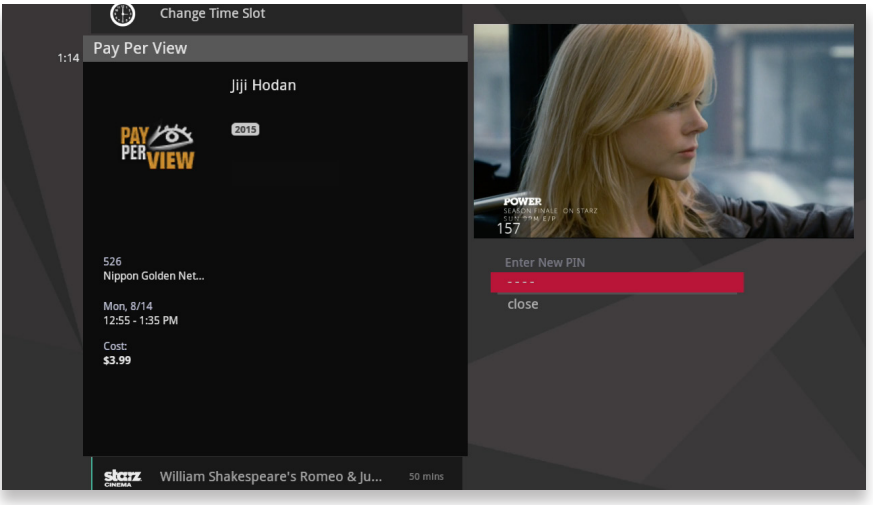
Purchasing Pay Per Vew Programming



When you see a PPV program that interests you, just press **OK**. You'll then see an action menu with your purchase options. You'll also be able to lock content with a Parental Control option.

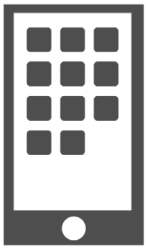
Note that some PPV events come in blocks. When you purchase one show in the block, you will have purchased all the shows in the block for the single price. This is typical for sporting events that may have pre- and post-event shows.

Using a Purchase PIN



The first time you try to purchase a PPV or VOD program (or set Parental Controls), you'll be prompted to create a PIN that you will then enter before making additional purchases.

You can turn the purchase PIN prompt off from the Parental Controls section of the Settings category. See the "Settings" chapter for details.



Follow Me TV™

Watch live or recorded content on your mobile device and use your mobile device as a remote control for your media player.

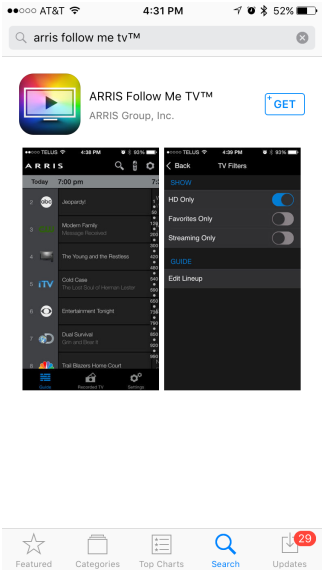
The Elevate Follow Me TV™ Mobile App

The Elevate Follow Me TV Mobile App lets you:

- With the use of an MS4000 Media Streamer, watch live or recorded content on your mobile device.
- Use your tablet or phone as a remote control for your media player (shown above).
- Browse programming in an easy-to-filter grid guide.
- Search programming by a variety of criteria.
- Schedule and manage recordings.

Downloading the Mobile App (Pairing)

You can find the Follow Me TV Mobile App on Google Play™ and the App Store.



GET IT ON Google Play

Download on the App Store

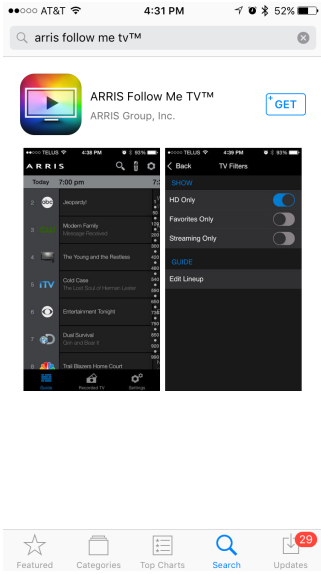
Once you've downloaded the Follow Me TV Mobile App, you'll need to pair it with your media player. You can do that in three easy steps:

1. Go to the Mobile App card in the Settings area of your media player. Choose add.
2. Open the Elevate Follow Me TV Mobile App on your device.
3. Enter the code displayed on the screen of your media player into the Elevate Follow Me TV Mobile App.

The rest happens automatically. When you see the success message, you're ready to use your Elevate Follow Me TV Mobile App.

Downloading the Mobile App (Single Sign-On)

You can find the Follow Me TV Mobile App on Google Play™ and the App Store.

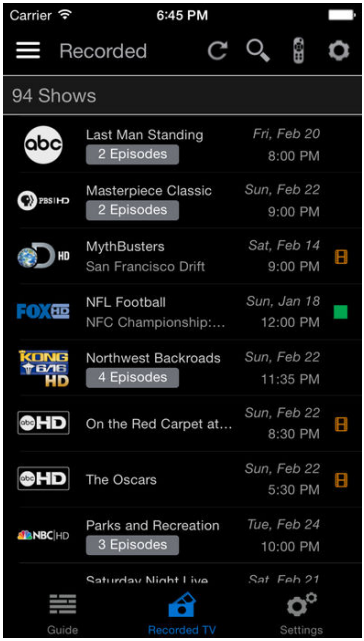


GET IT ON Google Play

Download on the App Store

Once you've downloaded the Follow Me TV Mobile App, you'll be able to sign in to the app using the same username and password you use to sign in to your cable provider's website.

Using Follow Me TV

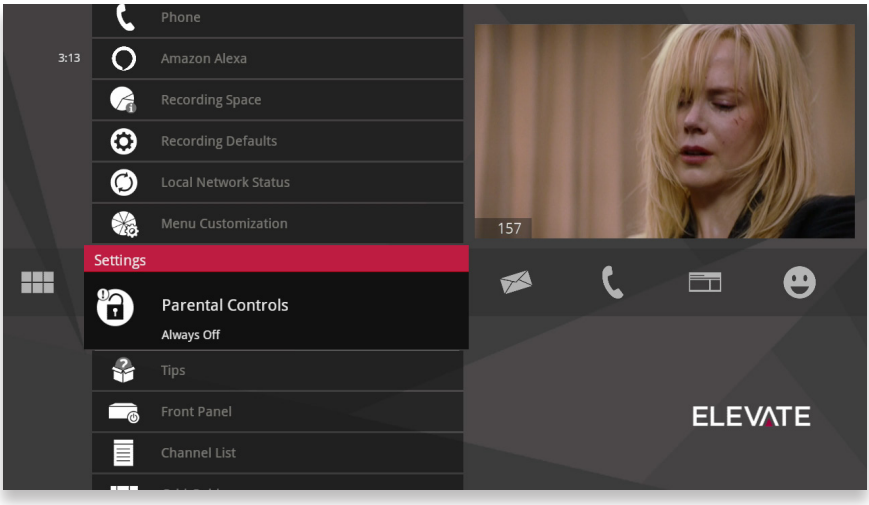


Once you've downloaded the Follow Me TV Mobile App, you'll be able to sign in to the app using the same username and password you use to sign in to your cable provider's website. Now you can watch your recorded shows or Live TV right from your mobile device.

Settings

Settings allows you to customize your media player to your preferences.

Parental Controls



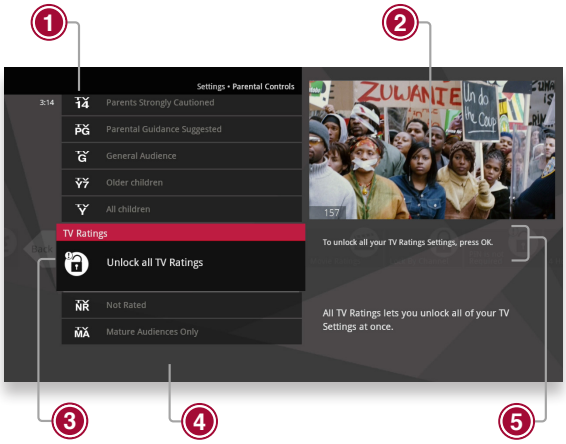
Settings provides robust Parental Controls, including the ability to lock shows by:

- TV Rating
- Movie Rating
- Channel

In addition, you can lock out individual shows, including recorded programs, from action menus for each show in the main menu. The system records scheduled shows that are blocked by parental controls, but you must enter the PIN before you can watch them.

Parental Controls also allows you to turn on the option to have a PIN prompt before any VOD or PPV purchase.

Parental Controls Layout



1. **RATING**
   You can lock individual ratings by pressing **OK** on the focus. Locking a rating locks all higher ratings above it.

2. **MINI TV**
   Your current program, if unlocked, will continue to play in the Mini TV.

3. **LOCK ICON**
   The Lock icon displays if the item is locked.

4. **CATEGORY TITLES**
   Category titles display the parental control category.

5. **HELP**
   Help explains details about actions to take.

Working with your PIN

Creating a PIN

1. The first time you use Parental Controls (or purchase a PPV or VOD program), the system asks you to create a PIN.
2. In the Settings category, scroll to the Parental Controls card and press **OK**.
3. Press the numbers on the remote to enter a four-digit PIN and then enter the PIN again to confirm it.
4. Select **close**.

Changing a PIN

1. In the Settings category, scroll to the Parental Controls card, and press **OK**.
2. Select settings, use the left arrow to scroll left to the Change PIN card, and then press **OK**.
3. Enter the old PIN, enter the new PIN, and then enter the new PIN again to confirm it.

If You Forget Your PIN

1. Go to www.moxi.com, log in to your account, and click on the device whose PIN you want to reset.
2. When the selected device's summary screen appears, a Reset PIN button displays at the bottom left. Click the Reset PIN button.
3. When the PIN reset is complete, a confirmation note appears. Parental Controls are now unlocked.
4. Go to the Elevate menu and create a new PIN in order to re-lock Parental Controls.

VOD/PPV PIN

You can choose to turn off the PIN prompt before a VOD or PPV purchase from the Parental Control section. Select the On Demand/Pay Per View card and press **OK** to turn the PIN prompt on or off.

Locking and Unlocking Programs

Locking by Channels or by Rating

1. In the Settings category, scroll to the Parental Controls card, and press **OK**.
2. Choose settings. You'll be taken to the Parental Controls menu. Use the right arrow to choose either TV Ratings, Movie Ratings or Lock By Channel.
3. Each card contains a list of the rating systems or a list of channels. Scroll to the format or channel you want to control.

Lock the rating or channel by choosing it, and then pressing **OK** on the remote. When you lock a rating, all ratings for more restrictive content are also locked. For example, if you lock the TVPG rating, then the TV14 and TVMA ratings are also locked automatically, because these ratings are for more mature audiences than TVPG. When unlocking, the reverse is also true.

If the V-Chip in your TV is enabled, you may see a black screen after tuning to a channel with blocked content. No Elevate menu, flip bar, sound effects, or any other audio or video are shown or heard. To correct this, change to an unblocked channel, or disable all V-Chip functions and use the parental control features provided by the Elevate system to regulate viewing.

Turning Off Parental Controls

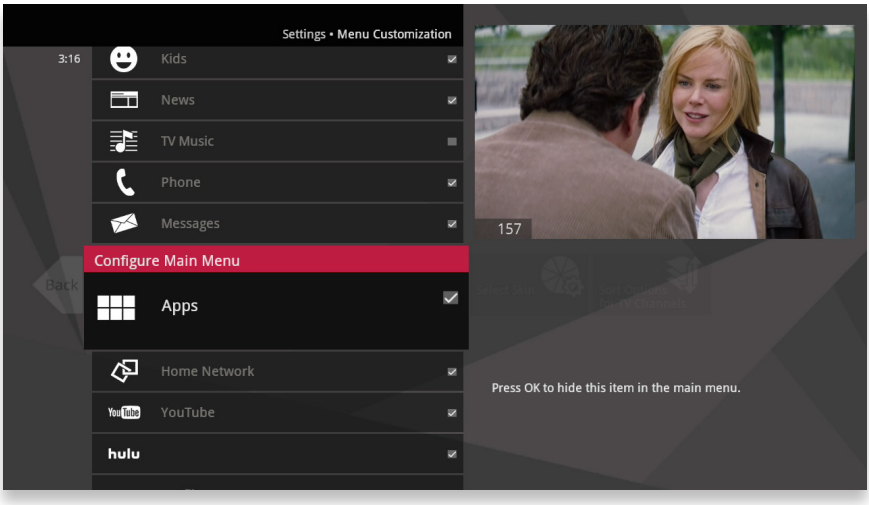
To unlock or change all parental control settings, go to the Settings category, scroll to the Parental Controls card, and then press **OK**. Follow these instructions to unlock selected items:

1. Press **OK** with any locked program in focus.
2. Enter your PIN to unlock all programming temporarily or choose more options to only unlock the current channel.

Unlock for a Specified Amount of Time:

1. In the Settings category, scroll to the Parental Controls card, and press **OK**.
2. Select settings (within Parental Controls), scroll to the Set Relock Timer card, and press **OK**.
3. Enter your PIN, if prompted.
4. Select the unlock duration between one and six hours.
5. Once set, the Parental Controls category card displays the selected relock time.

Menu Customization



The Menu Customization feature in Settings allows you to configure your main menu and choose how TV Channels display.

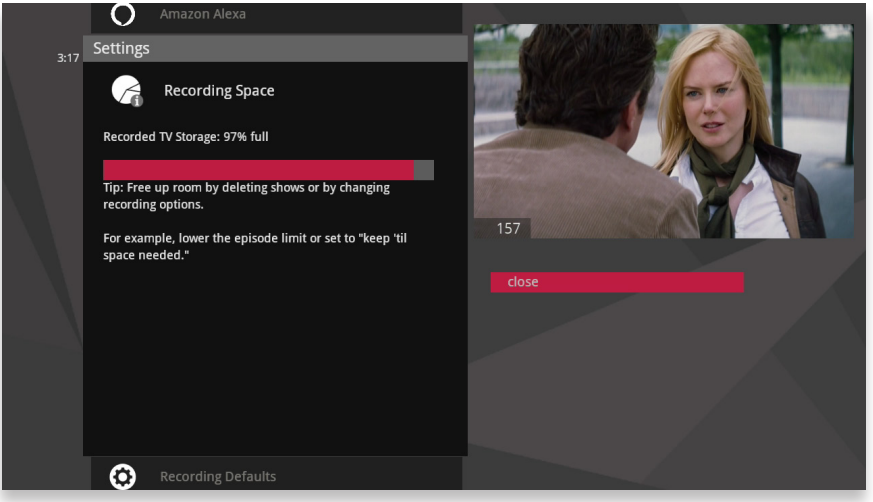
Configure the Main Menu

The main menu configuration section allows you to toggle each category on or off for menu display. There are some categories, like Settings, that cannot be turned off.

Sort Options for TV Channels

This feature allows you to choose whether the TV channels sort in ascending menu up the vertical list or descending menu down the list.

Recording Space



The Recording Space card displays the amount of Recorded TV storage space used by recorded shows. In Settings, navigate to the Recording Space card and press **OK**.

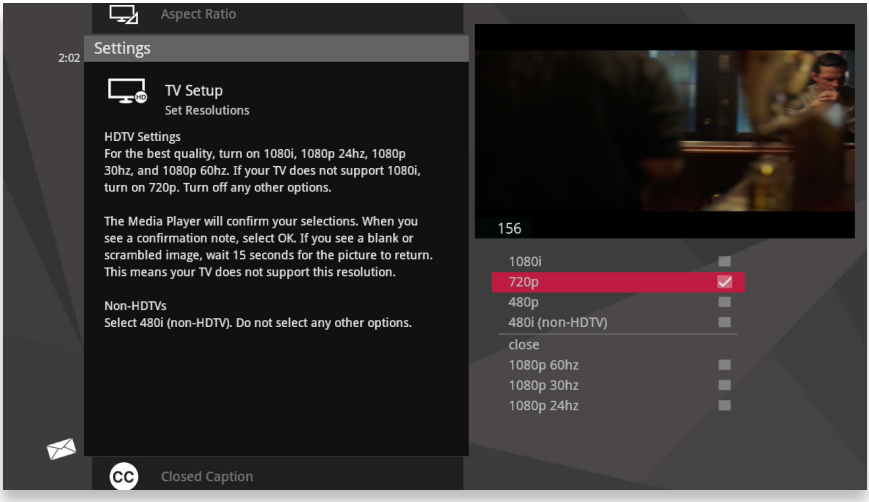
Mobile App

The Elevate Follow Me TV App allows you to use your tablet or smartphone as a remote control for your media player. The Elevate Follow Me TV App card in Settings helps you set up the application once you've downloaded and installed it on your mobile device. For more information, see Follow Me TV.

Access to Media Player

This setting allows you to turn off your media player's ability to be controlled by an alternate device, like your iPad.

TV Setup



If you have connected the media player to your TV with an HDMI cable, your TV Setup should automatically select the correct resolution.

If you are using alternate cables, including an HDMI-to-DVI cable, you should select the highest video resolution supported by your TV. The Elevate system automatically adjusts the video output to match the broadcast format and the selections set in the TV Setup card. The video resolution options are 480i (non-HDTV), 480p, 720p (default), 1080i, and 1080p.

If your TV is standard-definition (SD), make sure 480i is the only box checked. All other video resolutions will be output at 480i. You can still watch HD channels and they may look considerably better than their SD counterparts.

Sound Effects

Allows you to set the volume level of the media player sound effects, including turning them off completely.

Front Panel

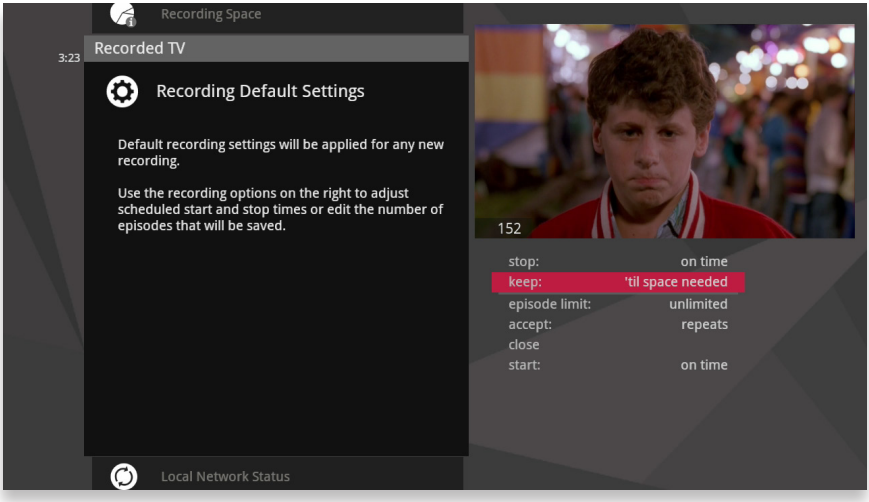
For media players that have a front panel, this setting allows you to set the brightness level.

Aspect Ratio

Use the Aspect Ratio card in Settings to control how programming content appears on your TV. For standard-definition (SD) TVs, choose Standard (4:3) only. You'll then be asked to choose how you want HD content to display on your TV, either by letterboxing (putting black pillars on the top and bottom of the content) or cropping the content to fit.

For Widescreen TVs, determine how standard content displays on your TV by first choosing Widescreen (16:9) and then selecting maintain (displays standard content as-is), or stretch (stretches the standard content to fill the TV screen).

Recording Defaults



Recording Defaults provides access to the same settings that are available in Recorded TV. See the “Recorded TV” chapter for details.

External Hard Drive

When you plug in an external hard drive, this setting will help you initialize setup, as well as provide options for disconnection.

You may connect one external hard drive at a time to the rear eSATA port on the media gateway.

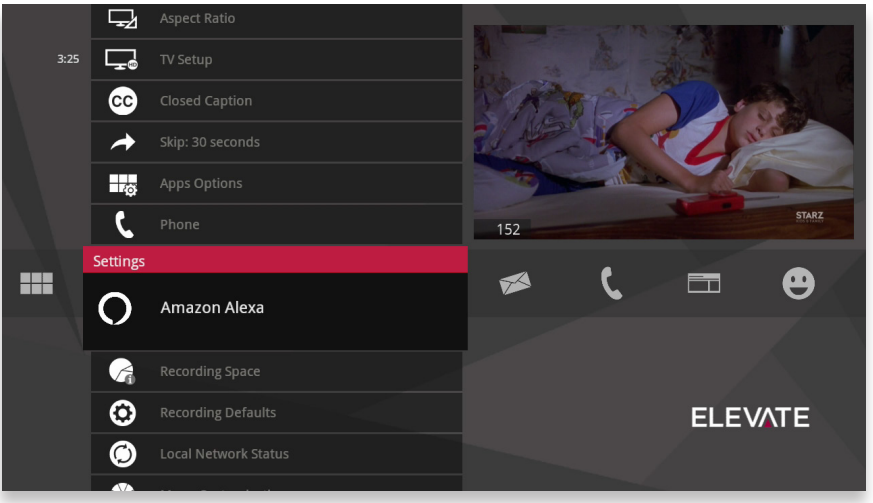
Audio Output

Use the Audio Output card in Settings to identify the type of connection to audio equipment. Choose from the options that the Elevate system can output: Dolby® Digital/D+, stereo, or mono. Depending on the broadcast content and your audio receiver’s capabilities, sound effects may not be heard when selecting Dolby Digital as the audio output mode.

Advanced Settings

Use the Advanced Settings to change the audio range compression level. Setting higher compression levels will limit the volume of loud sounds. Setting compression to off will deliver a theater quality audio experience.

Elevate Voice Control with Amazon Alexa



Enjoy next generation voice-controlled television on the Elevate platform with Amazon Alexa. It takes only a few simple steps to set up. Here are just a few things you'll be able to do with voice commands:

- Search for the show or genre you want: "Alexa, find the Matrix"; "Alexa find action"; "Alexa, find Tom Hanks."
- Change the channel, for instance, "Alexa, tune to NBC."
- Play DVR recordings.
- Control playback: "Alexa, pause"; "Alexa, fast forward 40 minutes," and so on.

Requirements

For subscribers to use Alexa with their Elevate device, they must have the following:

- An Amazon account.
- A working Alexa device—Echo, Echo Dot, or Tap device—linked to their Amazon account.
- The Amazon Alexa app.
- Wi-Fi connection with Internet access.
- ELEVATE service and compatible STB running software version 17.9 or higher.

Setting Up Elevate Voice Control with Amazon Alexa

Once you have a working Alexa device, follow these instructions to set up Elevate Voice Control with Amazon Alexa.

Enable ELEVATE in the Alexa App on Your Smartphone

Note: If you don't have a smartphone, go to alexa.amazon.com to enable ELEVATE from a computer connected to your Wi-Fi network. Follow these steps using your computer instead of smartphone.

1. Open the Alexa App on your mobile device.
2. Open the side menu by tapping the three bars on the upper left.
3. Tap **Music, Video, & Books**.
4. If not already logged in, you will first have to log in using your Amazon account credentials.
5. Tap **ELEVATE** from the Video section of the list.
6. Tap **ENABLE SKILL**.
7. You will see a screen asking you to get a code from the Elevate menu. Leave this screen open and proceed to pair your Internet-connected ELEVATE or STB with Amazon Alexa.

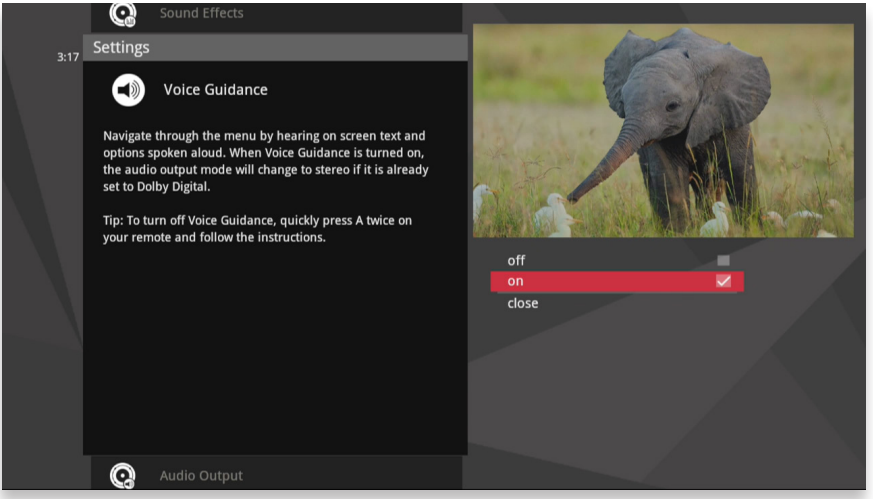
Pair Your Internet-Connected ELEVATE or STB with Amazon Alexa

1. On your Elevate device, use the remote control to navigate to **Settings**.
2. Navigate vertically through the list of cards to focus on **Amazon Alexa**. Press **OK** on the remote control.
3. Select **get code** and press **OK** on the remote. Note that this code is only valid for one hour.
4. Enter the code in the Alexa App on your smartphone and tap **Pair**.
5. When you see this message on your smartphone, "To continue, close this window to discover devices you can control with Alexa," tap **Done**. (Do not tap the "X" to close the Amazon Alexa app.)
6. Select the Elevate device you would like to control with Alexa and tap **CONTINUE**.
7. Select the Alexa device you want to use to control your Elevate device and tap **LINK DEVICES**.

You will see a screen confirming that your Elevate device is linked to your Alexa device.

For technical support pairing ELEVATE or STB with Amazon Alexa, contact support@espial.com. For issues with the Amazon Echo, Echo Dot, or Amazon Tap (like connecting to Wi-Fi or if Alexa is having a hard time understanding you), visit www.amazon.com/contact-us.

Elevate Voice Guidance

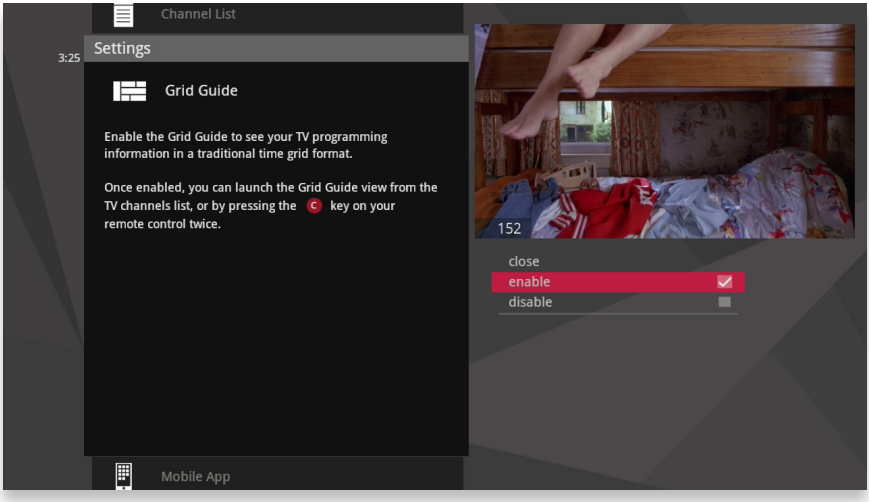


Elevate offers full-featured voice guidance, allowing you to navigate the menu while hearing on-screen options and text read aloud by Elevate.

To Enable Voice Guidance

In the Settings category, navigate to the Voice Guidance card and select **on** in the right pane.

Grid Guide



The Grid Guide setting allows you to enable or disable the Grid Guide application.

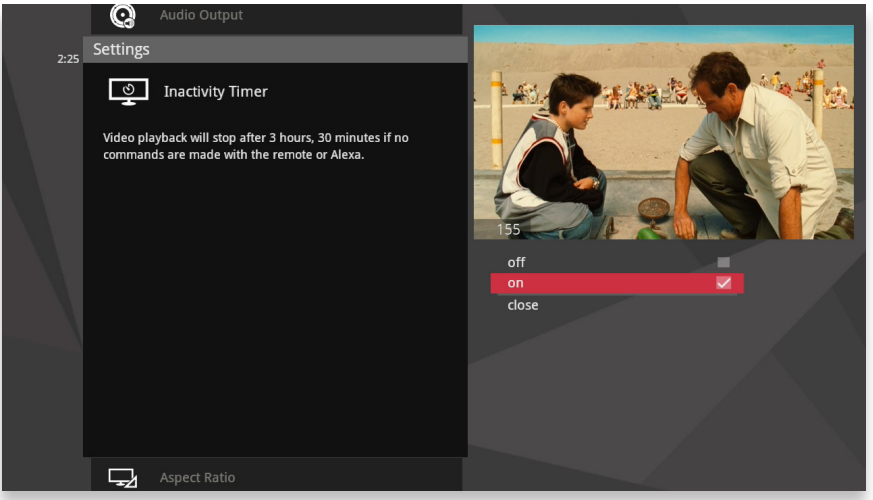
Channel List

You can remove channels from displaying in the Elevate Main Menu by scrolling to the desired channel and pressing **OK** to select or de-select the channel. If a channel appears in your Channel List that you do not subscribe to, you can remove it here.

Tips

This category provides information on using your Elevate features. To read a tip, scroll to one that interests you and press **OK**.

Inactivity Timer



You can enable or disable the Inactivity Timer on the Inactivity Timer card in Settings. The timer is on by default.

When enabled, after 3 hours and 15 minutes of watching anything from a recording to Live TV to video on demand, an alert will appear asking you to confirm you are still watching. If you do not respond, after 3 hours and 30 minutes, the system will stop playback and show the fullscreen screensaver. Press any key on the remote or give a command to Alexa to resume watching This will also restart the timer.

Phone

Your Elevate system comes with Caller ID services. When you first begin using the media player, on-screen caller ID is turned on by default. When you press **OK** with the phone card in Settings selected, you'll be able to turn off both the Caller ID and Call List features for each individual phone line.

You'll see each phone line listed along the horizontal band, with the options for each in the vertical. To turn a feature off, press **OK** to clear it.

You'll also be able to customize the display time for call indicators that appear when you have an incoming call.

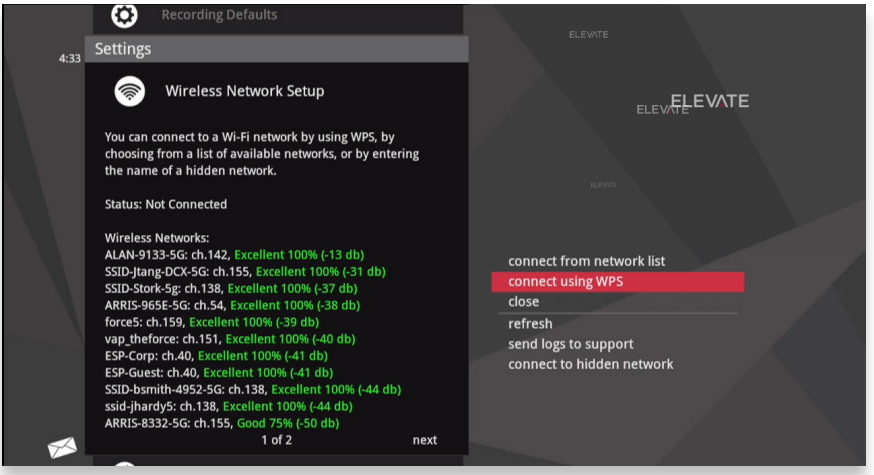
Skip

Pressing the **SKIP** button on the remote moves you forward in recorded or stored programs in set increments. In Settings, navigate to the Skip card and press **OK**. Select the increment you want to apply to the **SKIP** button on your remote.

Local Network Status

Local Network Status will provide information on your network connection and allow you to reconnect or refresh that connection.

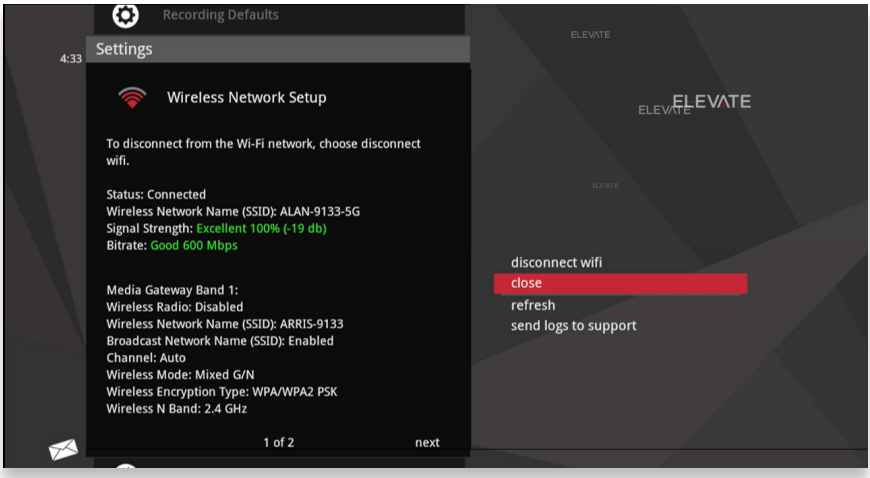
Wireless Network Setup



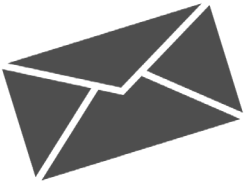
The Wireless Network Setup card in Settings provides you with instructions to connect an IP815 to your Wireless network (Wi-Fi). The IP815w can connect to a Wi-Fi network by any of the following means:

- Connect using WPS
- Connect from network list
- Connect to hidden network

Wireless Network Setup/Status



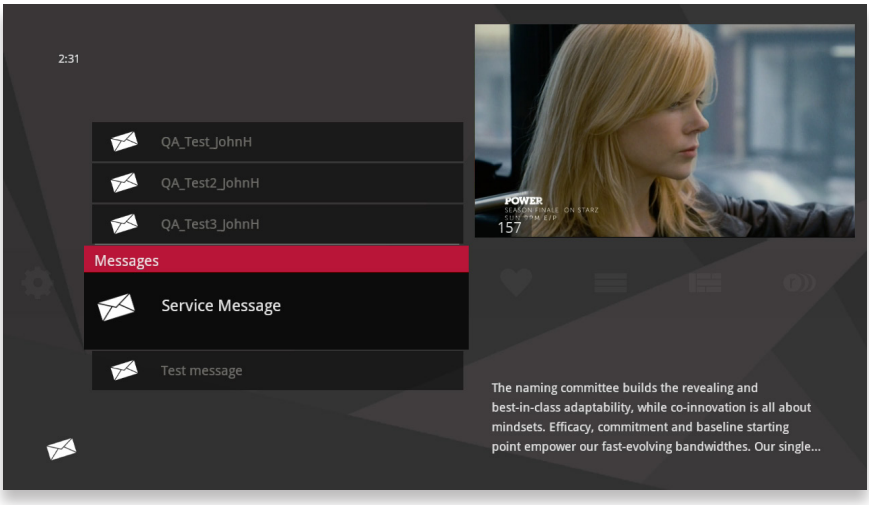
Once connected via Wi-Fi, the Wireless Network Setup card will display the Status, Wireless Network Name (SSID), Signal Strength and Bitrate for any connected IP815 (up to two IP815 devices may be wirelessly connected at a time). It is recommended that any Wi-Fi connected IP815 have a minimum of “Good” Signal Strength and Bitrate while playing video through your wireless network. The Wireless Network Setup card also displays information about the media gateway bands and you can disconnect the IP815 Wi-Fi connection from the card.



Messages

You'll receive a new message whenever there is information from your cable provider, like the availability of a new feature.

Receiving Messages



In order to view the Messages category, use the Menu Customization feature in Settings to toggle Messages on. (See the section on Menu Customization in the Settings chapter.) Then the Messages category will be located in the main menu. Bring the Messages category into focus and press OK on your remote control. Your messages will appear in the vertical band. Press OK to view each message.

Use the **NEXT** and **BACK** buttons to page through the message.

Once you have read the message, you can choose to close the message, mark it as unread, or delete it.

New Message

When you receive a new message, a mail icon appears at the bottom left of your main menu.

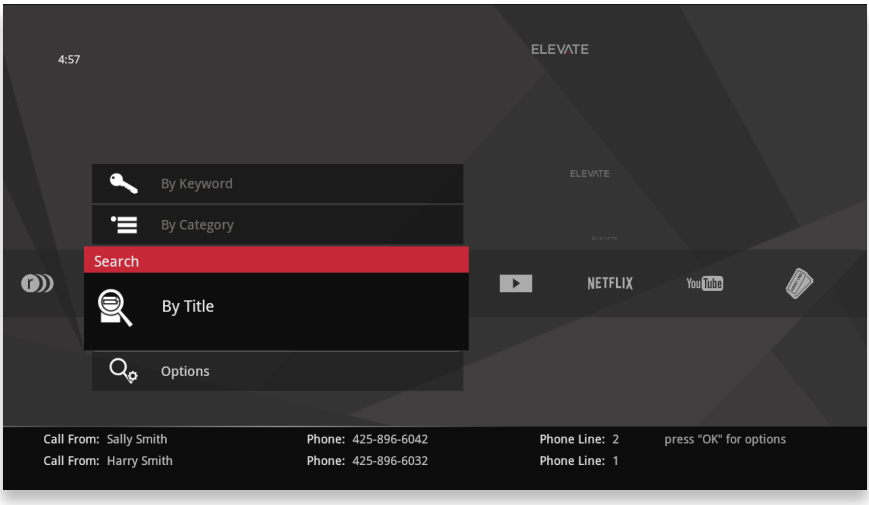
As soon as you have read all your messages, the icon will disappear.

Elevate Phone

With Elevate you won't have to get up to answer the phone to know who's calling.

Note: An external EMTA is required to receive Caller ID on the ARRIS DCX3635 media gateway.

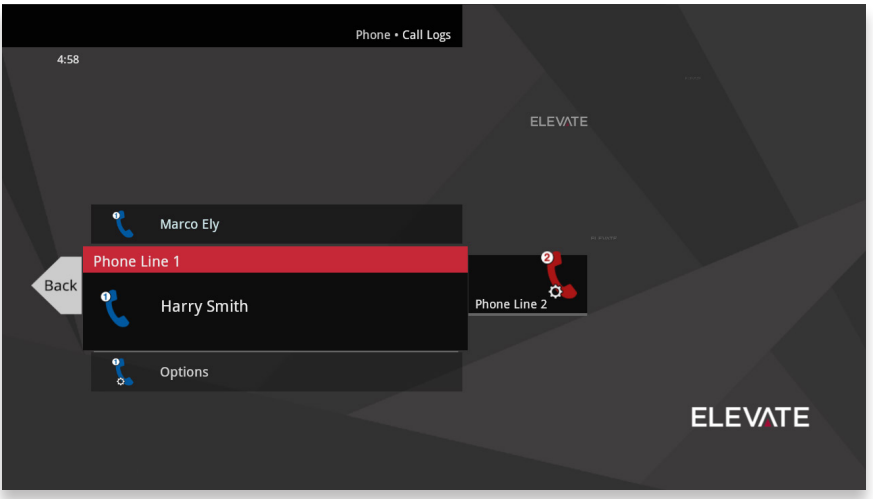
Call Indicators



When you're receiving an incoming call, you'll see an indicator on the screen no matter where you are in the menu.

While the indicator is on the screen, other remote functionality is disabled. The indicator will automatically dismiss itself after 30 seconds (default time setting is configurable in Settings), but you can dismiss it immediately by pressing **OK** and choosing close. You can also use the left arrow button as a shortcut to dismiss the indicator.

Call List

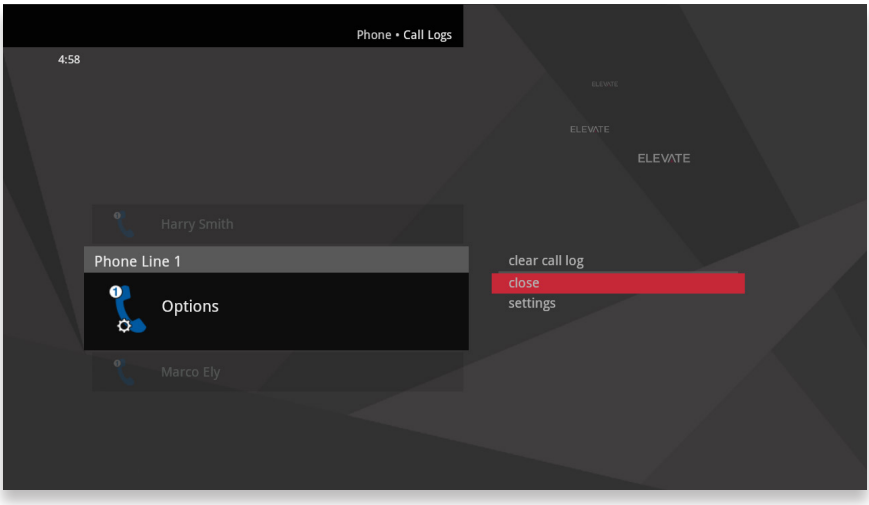


Your Elevate system maintains a list of calls you've received. You can access this list in two ways: through the Phone category or by pressing **OK** on a call indicator.

When you access the list, you'll see your phone lines listed along the horizontal band. When you select a line, you'll see a list of recent calls on that line expanded in the vertical band.

Press **OK** to get an action menu on the Call Options card.

Call Options



The Call Options card includes the following options in the action menu:

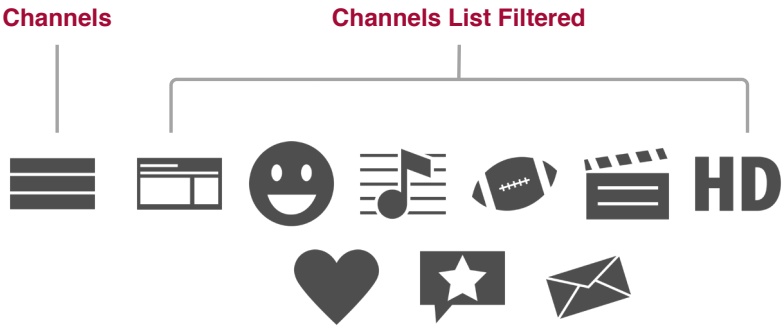
- clear call log - Deletes the call record.
- settings - Provides a shortcut to the phone settings section.

HD

Filters

The Elevate system comes with several filter categories for viewers who know what they like to watch and want an easy way to find it.

Intro to TV Filters

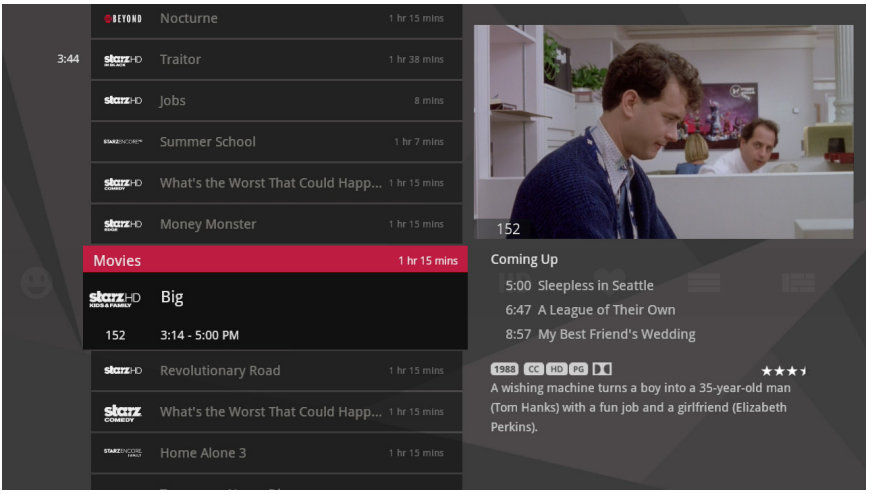


The main menu contains a group of filter cards that only show you the types of programs for that category. Filters include TV Music, News, Kids, Sports, Movies, HDTV, Favorites, Most Popular, and Messages. Each filter will display live TV as well as recorded, VOD, and PPV programs that fit that category.

Like the Channels category, the TV filters have a Change Time Slot card that allows you to browse up to two weeks into the future to see what's on. You can also use the **BACK** and **NEXT** buttons to move through time.

TV Filters also have a preview panel to the right that displays upcoming shows for live TV channels in focus and additional information for other types of programs. For live TV channels, you can navigate this panel the same way as the Channels category.

Movies on TV

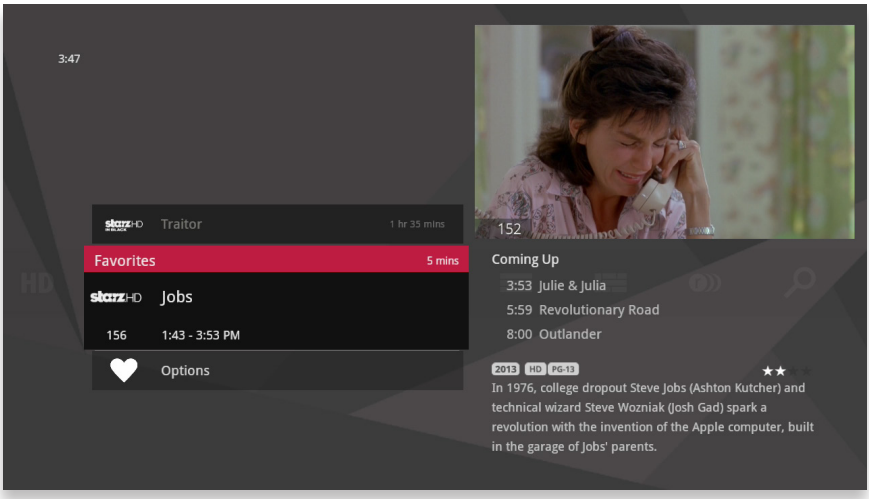


If you are a movie lover, here's a good example of how to make great use of filters. Enable Movies in the Menu Customization feature in Settings, and you'll find all the currently-airing and your recorded movies in one place - the Movies card on the main menu. Do the same for any other filter that aggregates content you love, Sports, Kids, News, and so on.

Favorites

The Favorites category is a convenient way to access your favorite TV channels, videos, photos, and music.

Favorites



The Favorites category provides easy access to the media you like most. You can build your Favorites list from any channel that appears in the TV channels category or TV filters, excluding any channels blocked by parental controls. You can also add a folder or file from your computer.

To add an item, press **info** with that item selected, and choose add item to favorites.

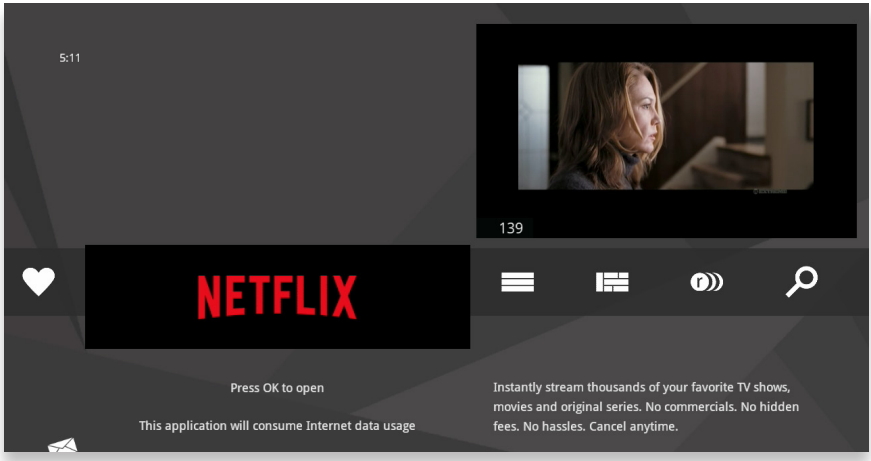
You can delete a single item by selecting it and choosing remove from favorites from the action menu. You can also press **CLEAR** on the remote control.

Clear the entire favorites list by selecting the Options card (you might need to scroll down to see it) and then select clear all from the action menu.

Apps

The Apps category gives you access to your favorite apps right on your TV, including YouTube, Netflix, and Pandora.

Netflix



Like all of the apps, you can access the Netflix application within the Elevate UI one of two ways. Either click the Apps category and navigate up or down to the Neflix card, or, if you have enabled Netflix to show on the main menu, you can find it there as a category. (See Menu Customization.)

To use this service, you need to have an active Netflix account and an active Internet connection. If you do not have an account, you can sign up for one at https://www.netflix.com/signup.

By using the Netflix service, you agree to be bound by its Terms of Use. Access to HD content and multiple simultaneous streams is subject to the type of account you have with Netflix.

Note: Parental control restrictions set within the Elevate UI do not apply within the Netflix application. Please configure these settings for the Netflix application separately on a Web browser.

For help using the application, please visit: https://help.netflix.com/en.

Netflix Branded Remote Control

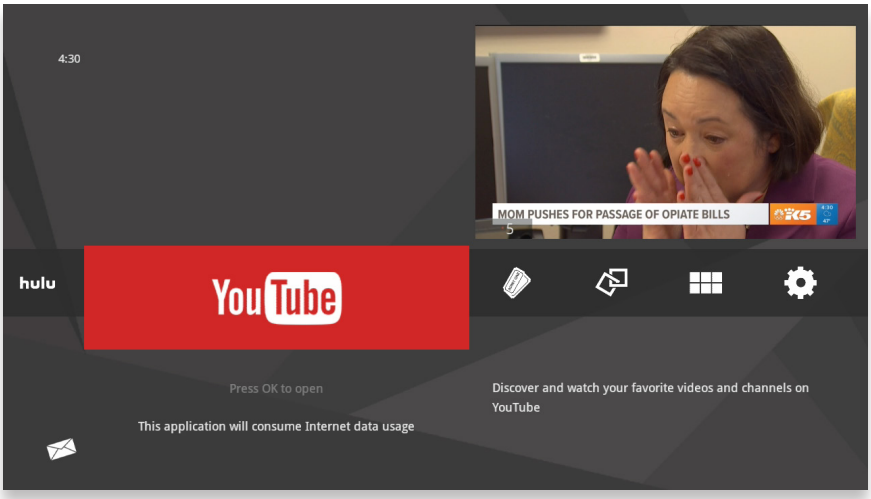
To make access of Netflix even more convenient, you can instantly access Netflix by pressing the Netflix button on the Netflix remote control. (If you have the Netflix app available through the Elevate UI and haven't received a Netflix branded remote control, contact your service provider.)

Pairing the Netflix Remote

To pair the remote:

1. Point the remote at the media player and press and hold the **Mute** button and **Up** arrow until the Power button blinks rapidly.
2. After a few seconds, you will see a message on the screen that the remote has been successfully paired with your media player.

YouTube



Access the YouTube application within the Elevate UI the same way you access any of the apps. You can use the YouTube service without a Google account, but if you use your Google account to sign in, you will be able to access personalized content and other features.

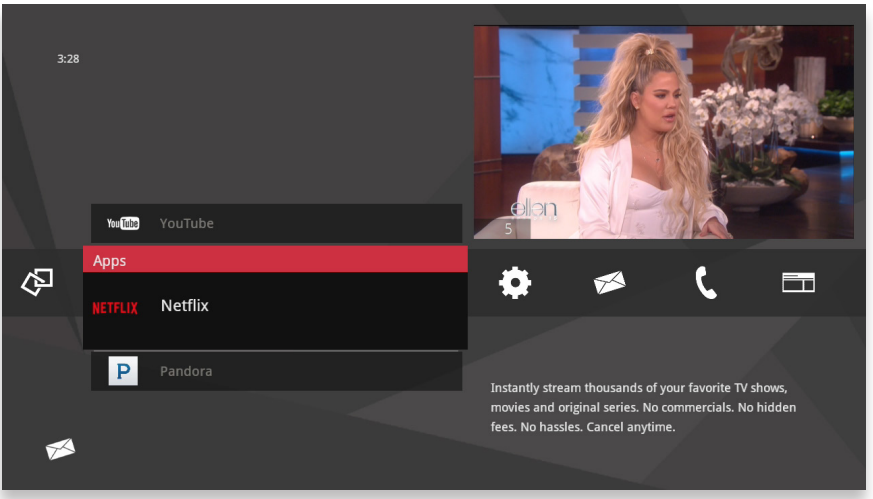
To create a Google account to sign in to YouTube, go to www.youtube.com and click **Sign in** on the top right and then **Create Account**

By using the YouTube service, you agree to be bound by its Terms of Use.

Note: Parental control restrictions set within the Elevate UI do not apply within the YouTube application. We recommend using the service at your own discretion.

For help with using the application, please visit: https://support.google.com/youtube/.

More Apps

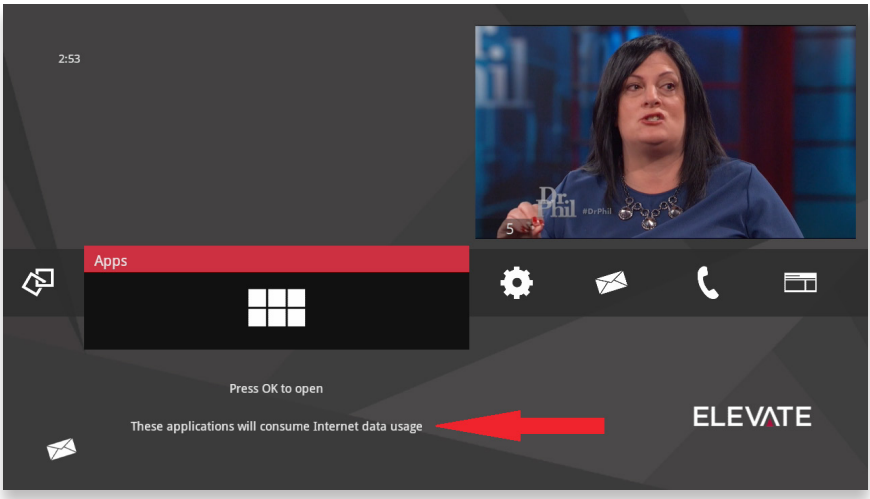


The Apps category gives you access to a growing list of your favorite apps. At this time, in addition to watching Netflix and YouTube, you can listen to Pandora music.

Please note the following restrictions that apply to all applications in the Apps category:

- Parental control restrictions set within the Elevate UI do not apply within the applications.
- By using these applications, you are bound by their terms of use.
- Operators have the option to cap Internet data usage and charge fees when caps are exceeded. In this case, the Data Usage Warning feature can be entitled, displaying the following text below the Apps category as well as below Netflix and YouTube: "These applications will consume Internet data usage." (For example, see the Netflix and YouTube screenshots on the previous pages.)
- Not all applications will automatically be made available to all users. Contact your service provider for more information.

Data Usage Warning



The data usage warning will alert you that Internet-based applications will consume data. In case there is a cap on Internet data usage for your plan, this will help you avoid additional charges.