

***TDS*TV[®]**

USER GUIDE

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Questions? Call 1-866-44-TDSTV or visit tdstv.com.

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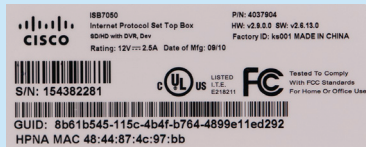
FCC Required Information | Back Cover

Questions? Call 1-866-44-TDSTV or visit tdstv.com.

EQUIPMENT

Do not change or alter any of the equipment installed by TDS®.

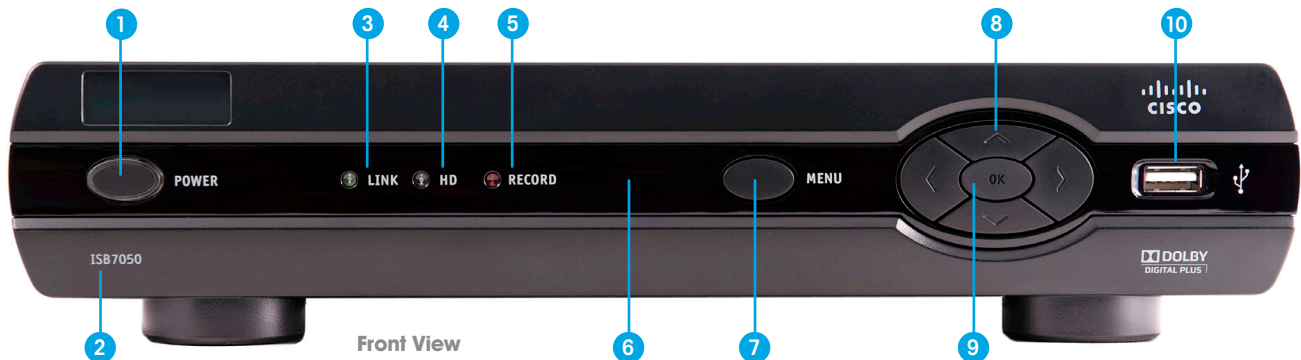
To ensure your set-top box receives the latest software updates, keep it plugged in to a power source. If your set-top box gets disconnected from power, it will take three to four minutes to reboot once reconnected.



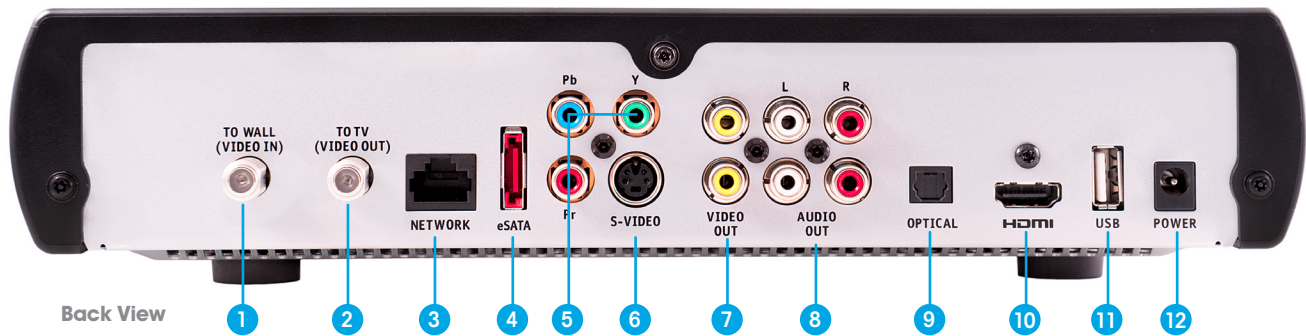
MAC Address

If you contact TDS TV technical support, they may need the MAC address for your set-top box. This 12-character number is printed on the label located on the bottom of your set-top box.

CONNECTED-HOME DVR/STANDARD SET-TOP BOX



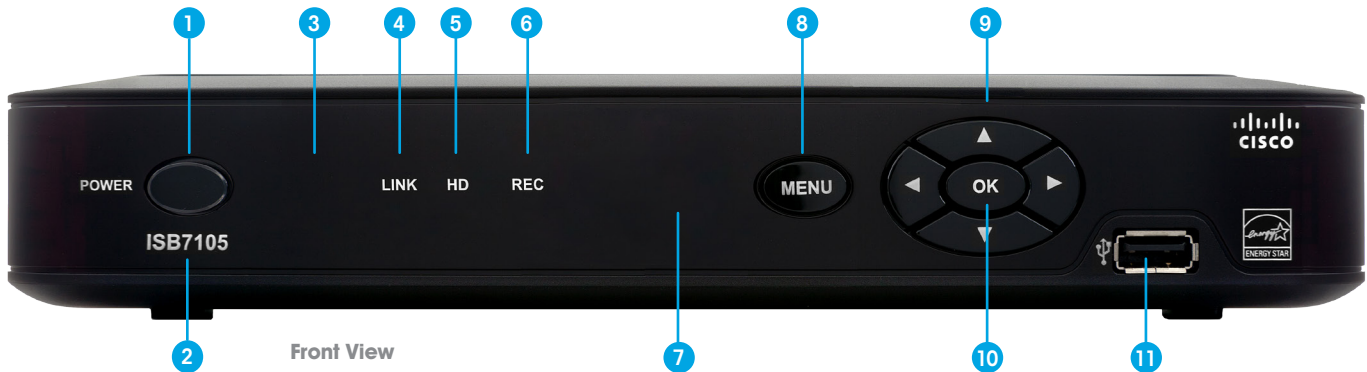
- 1. Power**—Turns the set-top box/DVR on or places it in standby mode. (The green LED indicates the set-top box is on. No LED indicates the set-top box is in standby mode.) To restart the set-top box, press and hold this button for 10 seconds.
- 2. Model Number**—Lists the model number of your set-top box, which varies.
- 3. Link**—The LED indicates your network link status: solid green=set-top box is connected to your network; no light=no network connection.
- 4. HD**—The blue LED indicates the set-top is set to a resolution of 720p or 1080i.
- 5. Record**—The red LED indicates a recording is in progress.
- 6. IR Sensor**—Receives the infrared signal from the remote control.
- 7. Menu**—Push to easily access the main TDS TV menu.
- 8. Arrow Keys**—Use to navigate on-screen menus and services.
- 9. OK**—Push to select on-screen items.
- 10. USB Port**—Connects external USB devices for Personal Media Sharing purposes.



Back View

1. **To Wall (Video In)** —Connects the set-top box to in-house coaxial wiring, if applicable. (optional)
2. **To TV (Video Out)**—Connects the set-top box to TV via coaxial cable. *Note: using the Video Out is not recommended and should only be used when the television has no other input options.* You must set the channel on your TV to the channel designated by TDS (3 is default). To change this, go to the MENU button or the LEFT arrow and scroll to Settings. Under General category, select RF output channel.
3. **Network**—Connects the set-top box to the Ethernet (CAT-5) network at your home, if applicable.
4. **eSATA Port**—NOT used for TDS TV.
5. **YPbPr**—Connects the set-top box to the component video input (YPbPr) on the HDTV.
6. **S-Video**—Connects an S-Video cable to send an S-Video signal to your TV, VCR, or DVD player. This signal is standard- definition but higher quality than other standard-definition TV connections.
7. **Video Out** —Connects to composite input on your HDTV or SDTV. *Note: Two video output connectors are provided. Typically, one output is connected to the TV, and the other output is used to connect to a home-theater system, DVD recorder, or VCR.*
8. **Audio Out (L/R)**—Connects RCA-type cables to Audio Out to send analog audio signals (left and right) to a TV with stereo inputs or to a stereo amplifier. *Note: Two video output connectors are provided. Typically, one output is connected to the TV, and the other output is used to connect to a home theater system, DVD recorder, or VCR.*
9. **Optical**—Connects an optical cable to send a digital audio signal to a surround-sound set-top or other digital audio device.
10. **HDMI**—Connects an HDMI™ cable to the HDTV to the HDMI port. HDMI supports both digital audio and video.
11. **USB Port**—Connects external USB devices for using Personal Media Sharing purposes.
12. **Power**—Connects to the power outlet.

WIRELESS SET-TOP BOX



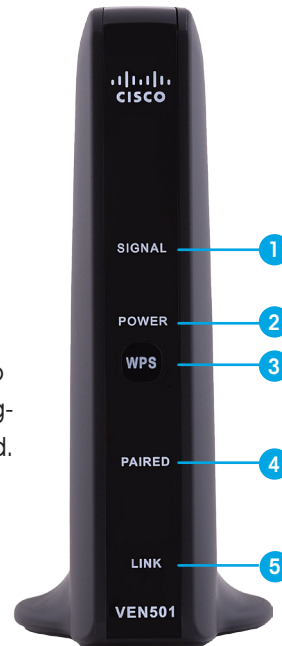
- 1. Power**—Turns on the set-top-box/DVR or places it in standby mode. (The green LED indicates the set-top box is on. No LED indicates the set-top box is in standby mode.) To restart the set-top box, press and hold this button for 10 seconds.
- 2. Model Number**—Lists the model number of your set-top box, which varies.
- 3. Signal Strength**—The green light LED indicates the strength of the wireless signal from the wireless access point: five lights=excellent, 0 lights=no wireless connection, red light=lost signal.
- 4. Link**—The LED indicates your network link status: solid green=set-top box is connected to your network; no light=no network connection.
- 5. HD**—The blue LED indicates the set-top is set to a resolution of 720p or 1080i.
- 6. Record**—The red LED indicates a recording is in progress.
- 7. IR Sensor**—Receives the infrared signal from the remote control.
- 8. Menu**—Push to easily access the main TDS TV menu.
- 9. Arrow Keys**—Use to navigate on-screen menus and services.
- 10. OK**—Push to select on-screen items.
- 11. USB Port**—Connects external USB devices for Personal Media Sharing purposes.



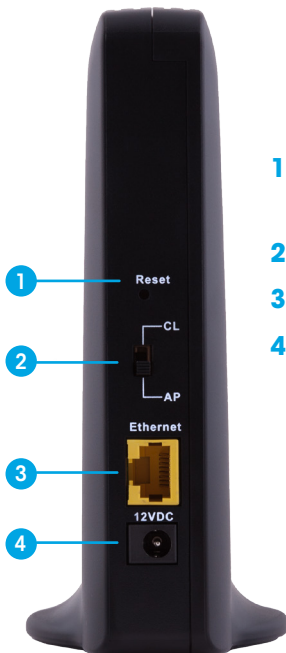
1. **Network**—Connects the set-top box to the Ethernet (CAT-5) network at your home, if applicable. This is used when Coaxial cable wiring is not an option.
2. **PrPbY**—Connects the set-top box to the component video input (YPbPr) on the HDTV.
3. **Video Out**—Connects to composite input on your HDTV or SDTV. *Note: Two video output connectors are provided. Typically, one output is connected to the TV, and the other output is used to connect to a home-theater system, DVD recorder, or VCR.*
4. **Audio Out (L/R)**—Connects RCA-type cables to Audio Out to send analog audio signals (left and right) to a TV with stereo inputs or to a stereo amplifier. *Note: Two video output connectors are provided. Typically, one output is connected to the TV, and the other output is used to connect to a home theater system, DVD recorder, or VCR.*
5. **HDMI**—Connects an HDMI cable from the HDTV to the HDMI port. HDMI supports both digital audio and video.
6. **Optical**—Connects an optical cable to send a digital audio signal to a surround-sound set-top or other digital audio device.
7. **Power**—Connects to the power outlet using AC power adapter provided.

WIRELESS ACCESS POINT (WAP)

- 1. Signal**—The green LED indicates the strength of the wireless signal: five lights=excellent, 0 lights=no wireless connection, red light=lost signal.
- 2. Power**—The green LED indicates the WAP is on.
- 3. WPS**—Press to pair the WAP with a wireless set-top box.
- 4. Paired**—Solid green LED indicates at least one wireless set-top box is paired, blinking orange LED indicates a pairing is in progress, a flashing green LED indicates wireless activity is detected.
- 5. Link**—LED indicates status: blinking green indicates traffic on the residential gateway connection; solid green indicates an Ethernet link to the residential gateway is detected; No light indicates gateway is not connected.



Front View



Back View

- 1. Reset**—DO NOT PRESS unless instructed by TDS TV customer support.
- 2. CL/AP Switch**—Always switch this toward AP.
- 3. Ethernet Port**—Connects to the TDS TV residential gateway.
- 4. Power**—Connects to the power outlet using the AC power adapter provided.

REMOTE CONTROLS

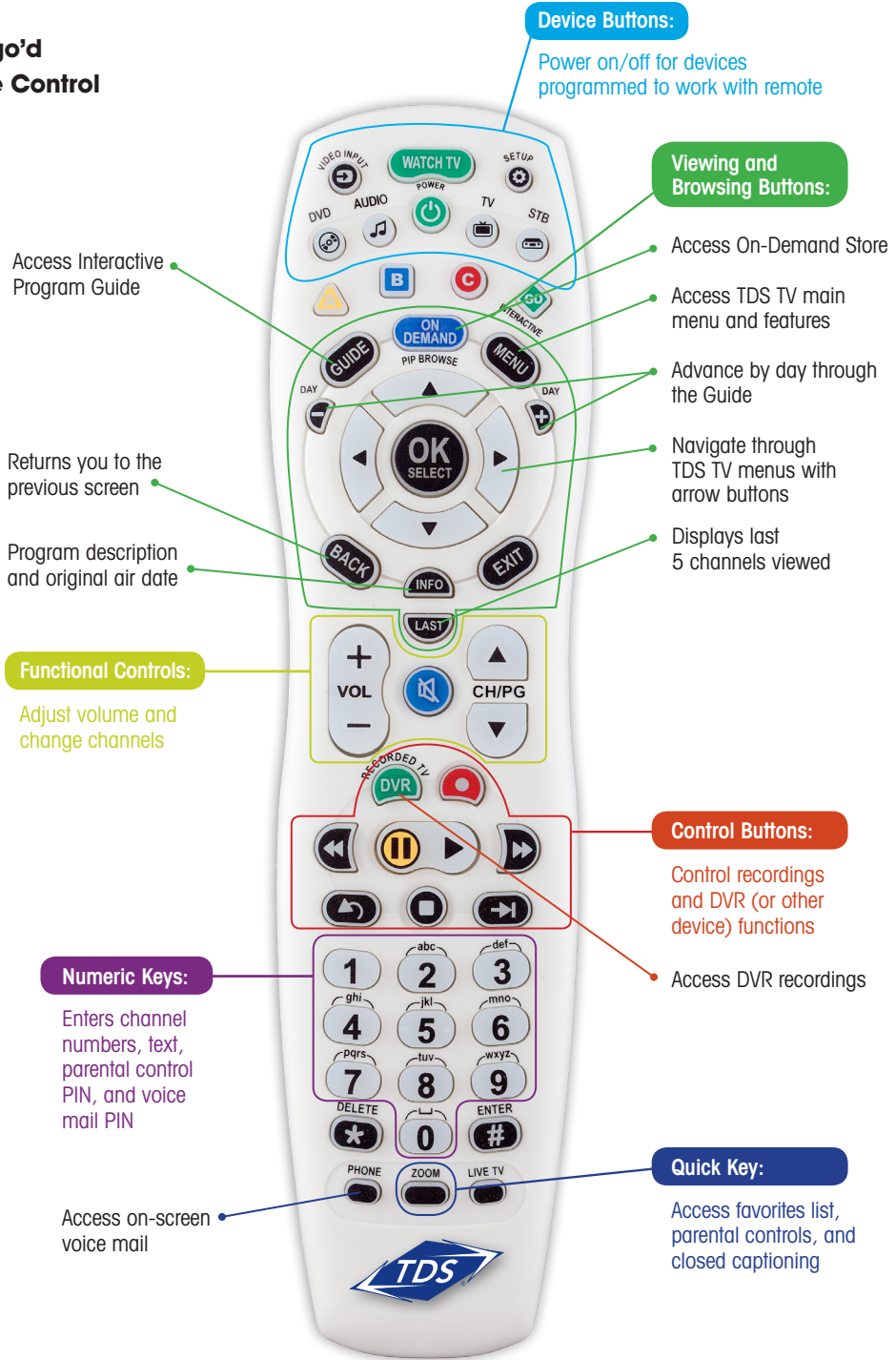
Note: Unless otherwise specified, in this document the term remote control (or remote) refers to the Universal Remote Control provided with TDS TV, not your TV remote control or any other remote control.

There are two types of TDS TV remote controls: a Cisco remote control and a TDS remote control. To determine which one you have, look for the logo at the bottom of the remote control.

Cisco Logo'd Remote Control



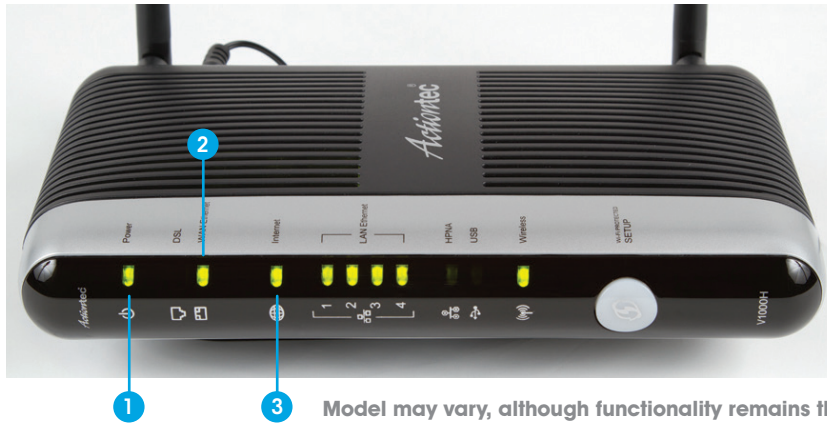
TDS Logo'd Remote Control



RESIDENTIAL GATEWAY

The Residential Gateway connects your home to the TDS network and delivers your TDS TV and Internet service. For information on setting up the Residential Gateway, refer to the “Welcome to TDS Broadband” brochure that was supplied with the gateway.

For directions on power cycling the gateway, refer to the Troubleshooting section of this user guide.



Model may vary, although functionality remains the same.

- 1. Power**—Green light indicates the residential gateway is connected to a power source.
- 2. PON Indicator-WAN Ethernet**—Green light indicates Ethernet connectivity.
- 3. Internet**—Green light indicates Internet connectivity.

Getting Started

TURN TV ON/OFF

Your set-top box, network hardware, and TV should be connected and plugged in.

To turn TDS TV on:

1. Turn on your TV set.
2. Press the **POWER** button on your TDS TV remote control.

The green LED will light up when your set-top box is turned on. And, the LINK light on your set-top box will glow solid green, indicating the set-top box is connected to the network. If the LINK light is not solid green, check all the wires between the set-top box and Residential Gateway, ensuring they are secure. And, make sure the Internet light on the gateway is green. If not, power cycle the gateway by unplugging it for 10–30 seconds then plugging it back in. See the Troubleshooting section of this User Guide for more details about power cycling. If that doesn't help, contact TDS TV support for assistance at 1-866-44-TDSV (448-3788).

To turn TDS TV off:

1. Press the **POWER** button on your remote control. Your display goes black, audio turns off, and your set-top box will go into standby mode.
2. Turn off your TV.

Note: After eight hours of inactivity, your set-top box automatically goes into standby mode, as indicated by the blue screen that appears on your TV set.

PROGRAMMING YOUR REMOTE CONTROL

The Universal Remote Control provided with your TDS TV service is pre-programmed to operate your TDS TV set-top boxes. It can also be programmed to operate other devices such as your TV, DVD, Home Theatre System, and VCR.

Note: Two different types of remote controls are provided with TDS TV (Cisco or TDS). To determine which remote control(s) you have, look at the logo at the bottom of your remote control.

Directions for the CISCO Logo'd Remote Control

How to automatically search for TV and DVD codes

1. Turn on the device you want to assign to a mode button (TV or DVD).
2. Point the TDS TV remote at the device.
3. Press and hold the selected mode button (TV or DVD) and the **OK** button at the same time.



4. Release both buttons. All mode buttons will blink twice.
5. Enter the programming code **9 2 2** using the keypad on the remote control. The mode button you selected blinks twice to indicate a successful entry.
6. Point the remote toward the device and repeatedly press **PLAY** (don't hold it) until the device powers off.
7. Once powered off, press **ENTER** on your remote control to save the settings. The mode button blinks three times indicating a successful entry.

How to automatically search for auxiliary devices

1. Turn on the device you want to assign to the AUX button.
2. Point the remote at the device.
3. Press and hold the **AUX** and **OK** buttons at the same time.
4. Release both the **AUX** and **OK** buttons. All the mode buttons blink twice.
5. Enter the programming code **9 2 2** using the numbers on the remote. The AUX button blinks twice to indicate a successful entry.
6. Press the **PLAY** button, choose one of the following device categories. Use the numbers on the remote, press the assigned number (1–4) based on the following list:
1 = VCR 2 = Receiver/Tuners
3 = Amplifiers 4 = Home Theatre System
7. Point the remote toward the device and repeatedly press **PLAY** (don't hold it) until the device powers off.
8. Once powered off, press **ENTER** on your remote control to save the settings. The mode button blinks three times indicating a successful entry.

How to control power of multiple devices simultaneously

1. Press and hold the **STB** and **OK** buttons on the remote.
2. Release both buttons. All mode buttons blink twice.
3. Enter the programming code **9 7 7** using the numbers on the remote control. The STB button blinks twice to indicate a successful entry.
4. For the first device, press the button of the device you want to program (**TV**, **DVD**, or **AUX**). The device will blink twice. Then press the **STB** button. The STB button will blink twice.
5. For the second device, press the applicable mode button (**TV**, **DVD**, or **AUX**). The selected mode button blinks twice.
6. Repeat step 5 for up to two more devices (total of four devices).
7. Press the **ENTER** button. The last selected mode button blinks 3 times to indicate a successful entry.

How to reset your remote to factory settings

1. Press and hold the **STB** and **OK** buttons on the remote.

2. Release both buttons. All mode keys blink twice.
3. Enter the programming code **9 0 0** using the numbers on the remote. The STB mode key blinks four times to indicate you have successfully reset the remote to factory (default) settings.

Directions for the TDS Logo'd Remote Control

How to automatically search for other device codes

1. Turn on the device you want your TDS TV remote control to operate.
2. Press the button for the device you'd like to program: **DVD**, **Audio**, or **TV**.
3. Point the remote at the device, then press and hold the **SETUP** button until the LED light for the device blinks twice.
4. Press and hold the **OK** button. The LED light for the device you selected will flash each time it tries a new code. Once your device powers off, release the **OK** button and your device will be programmed.

How to manually program your device with a code

1. With an Internet-connected device, visit urcsupport.com.
2. In the "Select Your Remote Model #" drop-down box, choose 2025G Eclipse.
3. You'll be taken to the code-finder page where you need to select the type of device you want to program your remote to operate: Television, Video-DVD, Audio, Video-VCR.
4. Type in the brand of the device and model (if known), then click the Search button.
5. The code associated with your device will be displayed. Make note of the code.
6. Now, point your remote at its associated set-top box, then press and hold the **SETUP** button on your remote until the device button's LED light blinks twice.
7. Press the button for the device you want to program your remote to operate: **DVD**, **Audio**, or **TV**.
8. Using the remote's keypad, enter the 4-digit code you found on the web site (step 5) and press the **OK** button.
9. If your device shuts off, the code was accepted and your remote was programmed successfully. If your device does not shut off, repeat steps 6–8 trying each code listed for your brand until you find the correct code. If no codes work, use the Automatic Search method.

PAIRING YOUR WIRELESS SET-TOP BOX

In order to work together, your Wireless Access Point (WAP) must be paired to your wireless set-top box. Pairing creates a wireless link between the devices, which allows them to automatically connect.

You'll need to pair your wireless set-top box to the WAP anytime it's disconnected from power, if you change its location, or if a technical issue causes it to become un-paired. *A message will appear on your TV screen saying "Wireless Pairing Required" when these situations arise.*

Pairing Instructions

The following instructions also appear on your TV screen when wireless pairing is required:

1. Confirm your Wireless Access Point (WAP) is powered on, connected to the Residential Gateway, and green LEDs are flashing.
2. Press the **WPS** button on the front of your WAP. A small orange light will begin flashing.
3. Press the **OK** button on the front of your wireless set-top box.

The power light begins to flash and a message will appear on your TV screen saying "Wireless Pairing in Progress." When the pairing is successful, the power light will stop flashing and the message on-screen will say "Successfully Connected!"

Repeat these steps on additional set-top boxes that need to be paired.

If Pairing is Unsuccessful

If pairing is unsuccessful, a red X or "Failed to Connect" message will appear on your TV screen. When this happens, follow these instructions:

1. Reboot your wireless set-top box by turning it off, then back on.
2. Repeat the instructions listed above.

If the problem persists, the WAP may be too far away from that particular set-top box. To know for sure, check the wireless signal strength indicator, which is located on the front of your wireless set-top box. If it reads less than two bars (or is red), move the WAP to a closer location. That should improve signal strength.

If that doesn't solve the problem, reboot your WAP by turning it off and then back on. Then, try rebooting your set-top box again. If you don't have any luck, contact TDS TV technical support at 1-866-44-TDSTV.

SETTING UP PARENTAL LOCKS

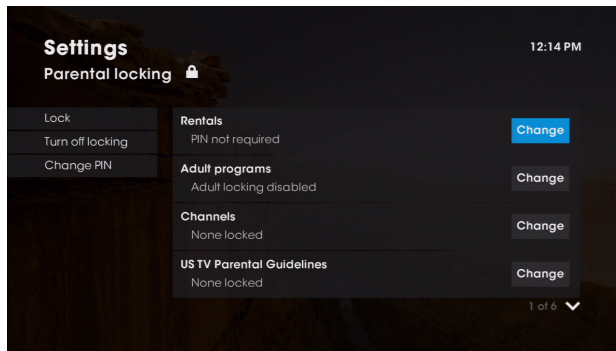
Parental Locks allow you to control the type of programming (live or recorded) your family can watch. You can restrict programming based on channel, content, and/or rating. At any time, parental locking can be overridden by entering in a personal identification number (PIN).

Creating a PIN

Before you can lock programming or channels, or to override parental locking settings, you need to set up a Personal Identification Number (PIN). Here's how:

1. Press **MENU** button or the **LEFT ARROW** on your remote.
2. Use the **RIGHT ARROW** button to select Setting on the menu bar.
3. Select Parental Controls. (You'll see "Parental locking" listed. If a lock is shown near the words, no PIN is set up and parental locking is not in effect. If there is a lock image, that indicates a PIN is already set and parental locking is in effect.)

4. Select Parental locking and press **OK** on your remote.
5. Use the number buttons on your remote control to enter a four-digit PIN. When typing your PIN, you can press the **DELETE** button on your remote control to erase the previously typed digit.
6. Enter the PIN again to confirm it, when prompted.
IF a PIN is already established, you must enter the correct PIN to access subsequent screens that enable you to change parental locking settings.



The Parental Locking Settings Screen will appear. Using your remote control, navigate through the categories to:

- Lock adult content
- Lock specific channels
- Lock movie and TV ratings
- Lock unrated movies and TV programs
- Change a PIN
- Turn on/off parental locking

Changing Your PIN

You can change your Parental Lock PIN at anytime. Once you've entered the Parental Locking Settings screen, follow these instructions to change your PIN:

1. Use the **ARROW** buttons to select Change PIN. Then, press **OK** on your remote.
2. Use the number buttons on your remote control to enter a four-digit PIN. When typing your PIN, you can press the **DELETE** button on your remote control to erase the previously typed digit.
3. Enter the PIN again to confirm it, when prompted.
4. You will be returned to the main Parental locking Settings screen. If you are finished setting up parental locking, navigate to Lock, and then press **OK** on your remote.

Locking/Unlocking Rentals, Adult Content, and Unrated Programs

Once you've entered your PIN and are at the Parental Locking Settings screen, follow these instructions to lock/unlock rentals, adult content, and/or unrated programming:

1. Use the **RIGHT ARROW** on your remote control to select the Change button next to the Rentals category. Press **OK**. The settings screen appears.
2. Use the **RIGHT ARROW** on your remote to select Lock Rentals, then press the OK button. A lock icon appears/disappears depending on whether you lock or unlock adult programs.
3. Use the **ARROW** buttons to select Save, then press the **OK** button.

Follow the same steps to lock adult content, and unrated programs except choose the Adult programs or Unrated programs category from the Parental locking Settings screen.

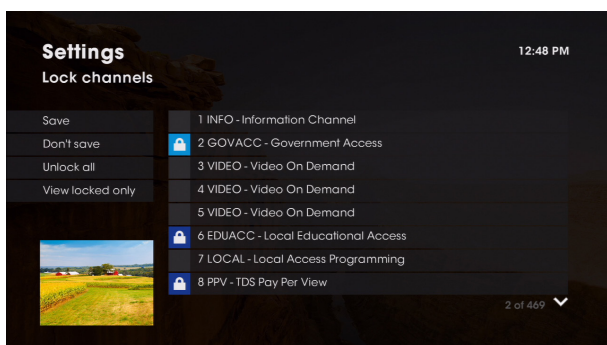
Once locked, a PIN is required to rent programming, watch adult content or unrated programs.

Note: Locked channels and programming listings will still appear in the Program Guide.

Locking/Unlocking Channels

Once you've entered your PIN and are at the Parental Locking Settings screen, follow these instructions to require viewers to enter a PIN in order to watch specific channels:

1. Use the **RIGHT ARROW** on your remote control to select the Change button next to the Channels category. Press **OK**. The Settings screen appears with a list of all TDS TV channels you subscribe to.



NOTE: A lock icon next to the channel name indicates it's already locked. If it's locked, viewers can't view that channel without entering the correct PIN.

2. Use the **UP** and **DOWN ARROW** buttons to select the channel(s) you want to lock or unlock, then press **OK** on your remote to change the lock setting:
 - To lock a channel, press **OK** on your remote (the lock icon appears).
 - To unlock a channel, press **OK** on your remote (the lock icon disappears).
 - To unlock all channels, select Unlock all on the left-side of the screen and press **OK**.
3. Select Save on the left side of the screen, and press **OK** on your remote.
Or, select Don't Save on the left side of the screen to exit without saving your changes.
4. You will be returned to the main Parental locking Settings screen. If you are finished setting up parental locking, navigate to Lock, and then press **OK** on your remote.

Locking/Unlocking Rated Programs

TDS TV allows you to require viewers to enter a PIN to view movies and other programs with a specified rating (according to US TV Parental Guidelines (VChip-style) and/or Movie Ratings (MPAA)).

Once you've entered your PIN and are at the Parental Locking Settings screen, here are the instructions to set ratings limits:

1. Use the **RIGHT ARROW** on your remote control to select the Change button next to the rating category you want to change (US TV Parental Guidelines or Movie Ratings). Press **OK**. The settings screen appears for the rating system you selected.
2. Use the **UP** and **DOWN ARROW** buttons on your remote control to select the lowest rating you want to lock, and press **OK** on your remote. (I.e. if you lock PG programs, all programs rated PG *and above* will be prohibited from viewing unless a PIN is entered.)

A lock icon appears next to the lowest locked rating and all the ratings above it. Viewers cannot view programs with that rating or any higher rating without entering the correct PIN

To unlock all ratings, select "Unlock all" on the screen, then press **OK** on your remote to make all the lock icons disappear.

3. Select Save on the left side of the screen, and press **OK** on your remote.
Or, select Don't Save on the left side of the screen to exit without saving your changes.
4. You will be returned to the main Parental locking Settings screen. If you are finished setting up parental locking, navigate to Lock, and then press **OK** on your remote.

Turning Off/On Parental Locking

You can turn off parental locking temporarily (for four hours) while keeping your PIN intact. Or, you can turn off parental locking completely and delete your PIN.

Note: These instructions cannot be used to turn off locking on a specific program. But, they can be used to unlock a currently-playing program you have tuned to.

To turn off parental locking for all programs temporarily:

1. Open the Parental Locking Settings screen.
2. Use the **ARROW** buttons on your remote to select Turn off locking, and then press **OK**.
3. Select Unlock all TV for 4 hours, then press **OK**. The Parental Locking Settings screen closes, and the last channel tuned is displayed on the screen.

The Parental locking option in the General Settings screen shows parental locking as unlocked.

After you unlock programming temporarily, viewers can watch any program without entering a PIN during the temporary unlock period.

If you want to restore parental locking before the four hours are up, you can turn it back on again.

To turn parental locking back on:

There are two ways to restore your parental locking settings, after turning them off temporarily:

- Use the **POWER** button on your remote control: press it to turn your set-top box off and then back on.
- Open the Parental Locking Settings screen, and re-enter your PIN. Then, select Lock and press **OK** on your remote.

Either method restores all parental-locking settings in effect before you temporarily turned them off.

To check that your settings are restored, you can:

- Tune to a program you previously unlocked to ensure it's once again locked.
- Display the General Settings screen and see the Parental locking category now has a lock icon.

To completely turn off parental locking and eliminate your PIN:

1. Open the Parental Locking Settings screen.
2. Use the **ARROW** buttons on your remote to select Turn off locking, and then press **OK** on your remote.
3. Select Reset all parental locks, then press **OK** on your remote.
4. A message appears, asking you to confirm your choice. Select Reset, then press **OK** on your remote

Your TV screen will return to the last channel it was tuned to. And, the Parental locking option in the General Settings screen shows parental locking as completely turned off. Viewers will be able to watch any program without entering a PIN. To restore parental locking, you must set up a new PIN and new controls.

TDS TV Basics

THE MAIN MENU

The Main Menu gives you access to all of TDS TV's features. Here's how to access it:

1. Press the **MENU** button or the **LEFT ARROW** buttons on your remote.



2. Use the **UP** or **DOWN ARROW** buttons on your remote to navigate through the vertical menu bar's main categories: Search, Browse Live TV, Recorded TV, On Demand, TDS Applications, and Settings.

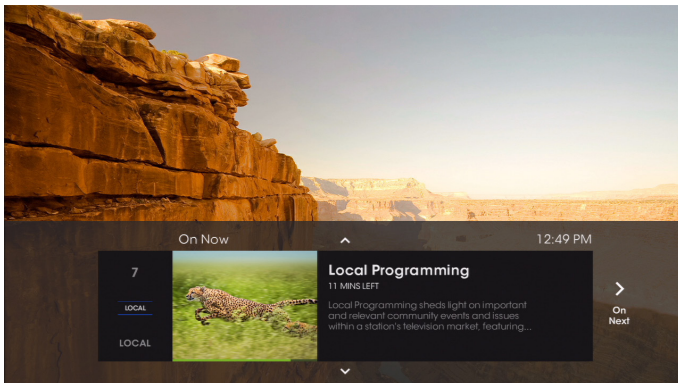
Press **OK** to select an item.

To close the main menu press the **EXIT** or **MENU** buttons on your remote.

THE BROWSE PANEL

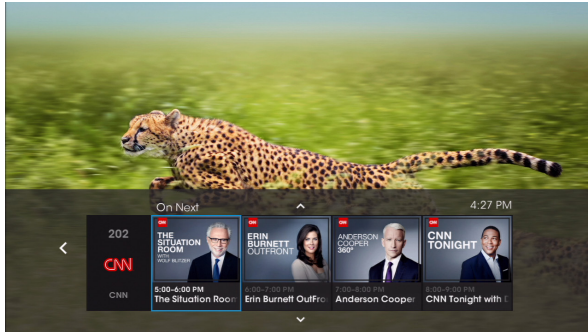
The Browse Panel lets you see what's playing on other channels (currently and in the future) without changing channels. Here's how:

1. While watching a program on your TV, press the **UP** or **DOWN ARROW** on your remote. The browse panel will appear along the bottom of your screen.
2. Press the **UP** or **DOWN ARROW** button to step through other channels. For each channel, the browse



panel displays the title, a picture-in-picture (PIP), and relevant information like start and end times or price of a video.

3. Press the **RIGHT ARROW** button to step through programs playing later on the channel selected in the browse panel.



4. Press the **OK** button to tune to the program shown in the browse panel or find out more about the program if it's not yet playing.
5. Press the **EXIT TO TV** button on your remote to close the browse panel.

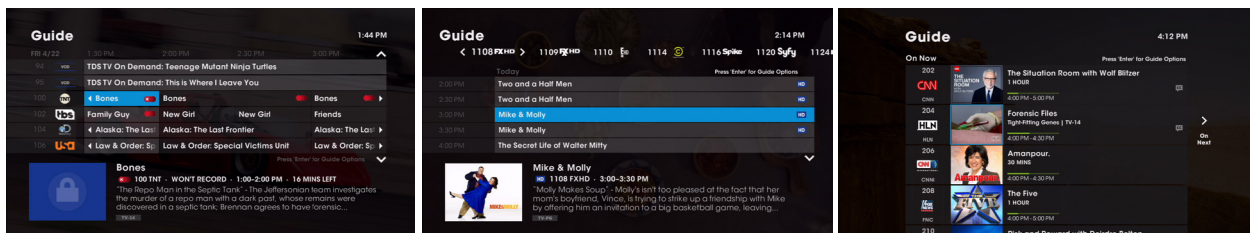
THE PROGRAM GUIDE

The Program Guide shows you what's on TV now and as well as in the future. It also displays on-demand programming and pay-per-view events that are available. Here's how to access it:

1. Press the **GUIDE** button on your remote. The Program Guide will appear.
2. Press the **CHANNEL/PAGE** button or the **UP** or **DOWN ARROW** buttons to scroll horizontally through the Program Guide. Press the **REW** or **FF** buttons on the remote to advance by day through the guide.

Customize Your Guide

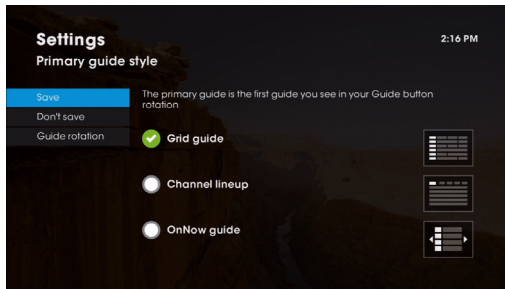
No two viewers are the same. That's why TDS TV gives you the ability to customize your Program Guide. Create a specific guide for each member of the family, hide channels you'll never watch, or view channels by type, it's all possible with customization features, which you can learn how to set up and/or use below.



Selecting the Primary Guide

The primary Guide is the first guide in the GUIDE rotation. To set the primary Guide for GUIDE rotation:

1. Press **MENU** button or the **LEFT ARROW** on your set-top box remote control.
2. Press **DOWN ARROW** to select Settings on the Main menu, and then press **OK**.
3. Select Television, and then press **OK**.
4. Select Primary Guide Style, and then press **OK**.
5. Select the style for the first guide in the GUIDE rotation, and then press **OK**.

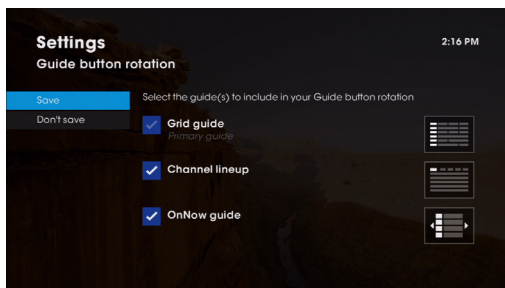


6. Select **SAVE**, and then press **OK**.

Selecting Additional Guides

In addition to the primary guide, you can select other guides for the GUIDE rotation. This allows you to rotate through the guides by just pressing multiple times on the **GUIDE** button.

1. Press **MENU** button or the **LEFT ARROW** on your set-top box remote control.
2. Press **DOWN ARROW** to select Settings on the Main menu, and then press **OK**.
3. Select Television, and then press **OK**.
4. Select Primary Guide Style, and then press **OK**.
5. Select Guide rotation, and then press **OK**.
6. For each Guide you want to include in the rotation, select the check box and then press **OK**. A check mark in the check box includes the Guide in the rotation.

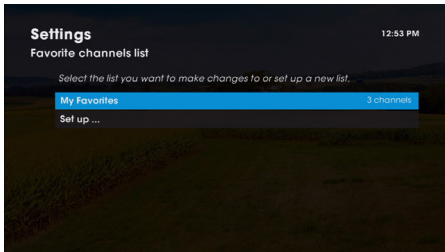


7. Select Save, and then press **OK** to save the Guide rotation settings.
8. Select Save, and then press **OK** to exit.

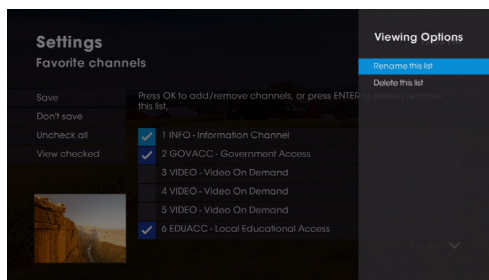
Create a Favorites List

With a Favorites List, your Program Guide only displays the channels you've chosen (rather than listing all the channels available in your TDS TV subscription). You can create up to five Favorites Lists per set-top box. Create one for specific members of the family (Kid's list, Mom's list, etc.) or by channel type (sports list, movie list, etc.). Here's how to set up a new list or revise an existing list:

1. Press the **MENU** button or the **LEFT ARROW** buttons on your remote. The main menu will appear.
2. Use the **DOWN ARROW** to navigate to the Settings, then press the **OK** button.
3. Use the **ARROWS** to select Set up Favorites. Then, press the **OK** button.



4. Use the **DOWN ARROW** to select Set up favorites. Then, press the **OK** button.
5. The Favorite Channels Settings screen will appear, showing all the channels available in your TDS TV package or those in your favorite list (if you're revising an existing list). Using the **UP** and **DOWN ARROW** buttons as well as the **OK** button, choose which channels you want included in your favorites list by checking or unchecking the box next to the channel name.
 - A check mark in the box indicates you want the channel included in the favorites list.
 - To uncheck all boxes and clear your favorite channel list, select Uncheck all from the left sidebar and press **OK** on your remote.
 - To see only the channels in your favorites list, select View checked from the left sidebar and press **OK** on your remote.
6. Once you've selected the channels to include in your Favorites List, press **Enter** button on your remote. The Viewing Options panel appears on screen. Select Rename this list to name your favorite list. Or, choose Delete this to remove the list.



7. If renaming, you'll be prompted to give your list a name. Use the **ARROW** buttons and **OK** to name it.
8. Navigate to the left side bar and select Save.

Repeat the process up to four more times.

To quickly and easily add a channel you're watching to an existing Favorites List, do this:

1. While watching TV, press **ENTER** on your remote. The Viewing Options menu will appear.
2. Use the **DOWN ARROW** to highlight Add to favorites, then press **OK**.

Note: If more than one Favorites list is save, use the ARROW buttons to select the favorites list you want the channel added to, and press OK.

Use a Favorites List

To use a Favorites list, here's what you do:

1. Press **MENU button or the LEFT arrow** on your remote.
2. Scroll to the Browse Live TV section and press the **OK** button. Use the **ARROW** buttons to select Favorites, then press **OK** on your remote.
3. If multiple Favorites lists are saved, use the **UP** and **DOWN ARROW** keys to select the list you want to view. Then, press **OK**.
4. The Program Guide for the Favorites List will be activated. When you switch channels, only the channels listed on that Favorites List will be shown.



To return to All Channels in your programming, follow steps 2 and 3 above, selecting All Channels from the list when presented.

Hide or Show Channels

Sometimes you may prefer not to have all of the channels available to you included in the Program Guide (e.g. perhaps you find a channel name or content inappropriate). When this is the case, you can choose to hide channels. The outcome of hiding channels is similar to when you create a favorites list, as in both cases, you choose which channels you want to appear in the guide. However, hiding channels is the more efficient option when you're only dealing with a few channels. That is, it's easier to delete (or hide) a few channels from your Program Guide than it is to add hundreds of channels to a favorites list.

To hide channels from your Program Guide:

1. Press **MENU** button or the **LEFT ARROW** on your remote and select Settings.
2. Select Television, then press **OK**.
3. Select Customize channel guide, then press **OK**.

The Customize channels settings screen shows all the channels you can display in the Program Guide. A check mark next to the channel indicates the channel is currently displayed.

The picture-in-picture at the bottom of the screen shows the program currently playing on each channel.

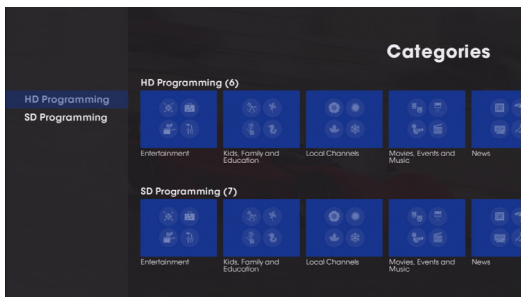
4. Use the **ARROW** buttons and the **OK** button to:
 - **Hide a channel currently displayed in the Program Guide** by un-checking the marked box.
 - **Make a hidden channel re-appear Program Guide** by checking the marked box.
 - **Make all channels appear in the Program Guide** by selecting Check all.
 - **Show only the hidden channels in the list** by selecting View Unchecked.
Note: after doing this, the View Unchecked option becomes Show All.
 - **Restore the entire list** by selecting Show All.
 - **Save your settings so they are reflected in the Program Guide** by selecting save.

Use Categories

Your Program Guide can be broken down into channel types or genres. This is often a more convenient way to find programming when you're in the mood to watch something specific (e.g. a sporting event or a family show). To see a listing of channel by type, do this:

1. Press **MENU** button or the **LEFT ARROW** on your remote and then select Browse Live TV and press the **OK** button.
2. Use the **ARROW** buttons to highlight Categories, then press **OK**.

The Categories screen appears. At the top, you'll see the main categories (HD Programming and SD Programming). Genre categories are listed under each main category.

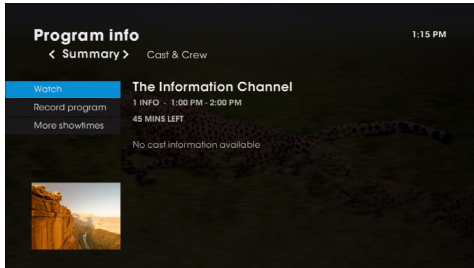


3. Use the **ARROW** buttons to highlight a category, then press **OK**. A filtered Program Guide appears, showing all the channels in the selected category.

Note: To exit Categories and return to an unfiltered guide, press ENTER on your remote, use the DOWN ARROW to select Channel Categories, then press OK on All Channels.

PROGRAM INFORMATION

To learn more about a program listed in the guide or currently playing on TV, press the **INFO** button on your remote control to launch the Program info screen.



From the Summary Section, you can:

- Get a synopsis of the program including: the cast, director, rating, and air/release date.
- Watch: takes you to the live program (when you're in the guide).
- Record: by episode or series (if applicable).
- See More Showtimes: a list of when the program is on will appear.

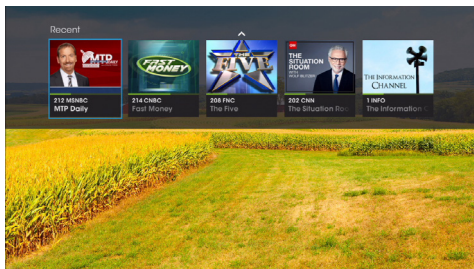
From the Cast & Crew section, the names of the main actors in the program are listed. Select an actor's name to see other programs they appear in, and when the programs air.

From Alternate Audio you can change a program's language, when alternate languages are offered.

RECENT CHANNELS

TDS TV gives you quick, easy access to the last five channels you've visited (since turning on your set-top box). Here's how:

1. Press the **LAST** button on your remote. The recent channel panel appears on the top of your TV screen. It displays channel information and a picture-in-picture of the highlighted channel.



2. Use the **RIGHT** or **LEFT ARROW** buttons to navigate through the previous five channels you visited. If you've visited less than five channels since turning TDS TV on, only the channels you've visited will appear. If you've tuned to a channel more than once, it appears as a single entry.
3. Press the **OK** button to tune to the channel you've highlighted in the list.
4. To close the recent channel panel, press the **EXIT TO TV** button on your remote.

TURNING OFF SCREEN SAVER

If a still image is left on your TV for more than 30 minutes (i.e. you have paused a recording) TDS TV automatically switches to screen saver mode. To turn off the screen saver, press any button on your remote control.

CONTROLLING LIVE TV

TDS TV allows you to pause, rewind, or fast-forward live TV programming by pressing the appropriate button on your remote. ▶ Play || Pause ►► Fast-Forward ◀◀ Rewind ►►◀◀ Skip

- Pressing || freezes your current program for up to 90 minutes. You'll see the paused program, plus an indicator, which displays the amount of time elapsed since paused.

- To resume watching the program, press the ▶ or || .

Note: After 90 minutes, the program automatically begins playing at the point that you paused it.

You will also be able to:

- Press ►► to continuously move forward through your program up to the point at which the program is playing in real time. Press ►► once, twice, or three times to increase your forwarding speed.
- Press ►► to move forward through the program in short segments up to the point at which the program is playing in real time.
- Press ◀◀ to continuously move backward through your program to the point at which the program was paused. Press ◀◀ once, twice, or three times to increase your rewind speed.
- Press ◀◀ to skip backward in short segments to the point at which the program was paused.

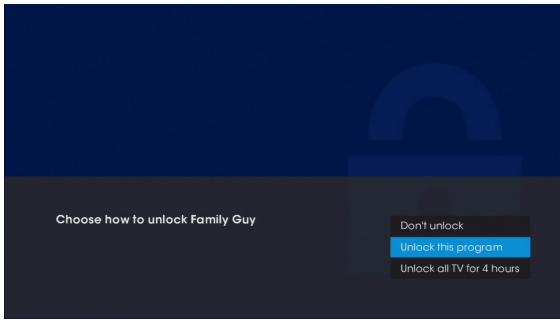
WATCHING A LOCKED PROGRAM

As described in the Setting Up Parental Locks section, TDS TV gives you the ability restrict the types of programming accessible to those who use your TV service, based on channel, content, and/or rating.

At any time you can override Parental Locks and watch a particular locked program that's currently airing by entering a personal identification number (PIN). Here's how:

1. At the locked program screen (which appears when content is locked), press OK on your remote.
2. Enter the four-digit parental locking PIN at the prompt.
3. Use the **UP** or **DOWN ARROW** to select the unlocking option you want:
 - Unlock this program: lets you start watching the program immediately. The program remains unlocked until it's finished or you change channels.
 - Unlock all TV for 4 hours: unlocks all programs temporarily. After four hours, parental locks go back into effect.

4. Then press **OK** on your remote:



*Note: Overriding parental locks does not apply to rental locks. You must still enter a **PIN** to rent programming.*

Recording TV Programs

With a TDS TV Connected-Home DVR, you can watch TV when it's convenient for you! Schedule your favorite shows and movies to record then replay them whenever you want. And, keep them as long as you want. You can record a single program or an entire series of episodes. It's easy to do and completely up to you. Here's how to...

RECORD A PROGRAM...

...While You Are Watching It

Press the **RECORD** button on your remote control once while you are tuned to the program you want to record. A "Recording" message will flash on screen and the red RECORD light on your DVR lights up. Recording begins immediately and stops at the end of the program. Press the **RECORD** button twice and all the series will record (if applicable).

***NOTE:** Do not disconnect your set-top box or DVR from its power source immediately after recording. If you do, there is a slight possibility your recording may be lost. So, keep your set-top box plugged in for at least an hour after recording something. In fact, TDS recommends keeping your set-top box or DVR plugged in to a power source at all times.*

When you are recording a program, you can watch that program, another previously recorded program, or you can tune to a different channel. However, you may encounter a problem if you are using more streams than are available. When this happens, an on-screen message will appear notifying you of the conflict and asking how you want to resolve it. For more information, see the Troubleshooting section of this User Guide.

...Manually Through the Browse Panel

From the Browse Panel, you can record a program that's currently playing or schedule a future recording.

1. Press the **UP** or **DOWN ARROW** on your remote. Then, use the arrow buttons to find the program you want to record.
2. Highlight the program and press **RECORD** on your remote one time for single-episode recording, two times for series recording, or three times to cancel the recording.

A red dot appears next to the program's name in the Browse Panel if a single episode is to record. Three red dots will appear if you've scheduled the series to record. If the program is currently playing, recording begins immediately.

...Using the Program Guide

From the Program Guide, you can record a program that's currently playing or schedule a future recording.

1. Press **GUIDE** on your remote. Then, use the arrow buttons to find the program you want to record.
2. Highlight the program and press **RECORD** on your remote one time for single-episode recording, two times for series recording, or three times to cancel the recording.

A red dot appears next to the program's name in the guide if a single episode is to record. Three red dots will appear if you've scheduled the series to record. If the program is currently playing, recording begins immediately.

...Using the Online DVR Manager

When you're away from home, it's easy to manage your DVR and set it to record. All you need is Internet access and to follow the directions for Remotely Managing Your DVR, which can be found in the TDS TV Basics section of this user guide.

...Manually Using Channel, Date, and Time

You can schedule one recording at a time by specifying channel, date, time, and duration. Here's how:

1. Press the **RECORDED TV** button on your remote to get to the Recorded TV screen.
2. Navigate to select Add recording.
3. Press the **DOWN ARROW** to select Create a Manual Recording With Channel and Time and then press **OK** on your remote.
4. On the Manual record screen, use the arrow buttons to select the text entry box under Channel. Then, use the number buttons to enter the channel to record.
5. Use the arrow buttons to select the text entry box under Date. Press **OK** on your remote to set the date for the recording.
6. Use the number buttons to enter the time you want to start and stop recording. Select AM or PM next to the start and stop time, then press **OK** on your remote.
7. When you have chosen your settings, select Record at the top of the screen and then press **OK** on your button to schedule the recording.

To exit from the screen without scheduling your recording, select Don't Record.

CUSTOMIZE RECORDINGS

To modify end times and storage options for any recording, follow these directions:

1. Navigate to the program you want to record (either the channel itself if the program is currently playing or its location in the Program Guide.)
2. Press the **INFO** button on your remote.
3. Select Record Options from and press **OK** on your remote.

To change the end time of your recording, select Stop recording option and press **OK** on your remote. Then choose when you want the recording to end: at scheduled time, 5 minutes after, 15 minutes after, 30 minutes after, 1 hour after, 2 hours after, or 3 hours after. Then press **OK** on your remote.

To change how long the recording will be stored, select KEEP UNTIL (or KEEP if modifying a series) option and press **OK** on your remote. Then, choose your storage options: until space is needed or I erase (for series recording you can also choose how many episodes you want to keep).

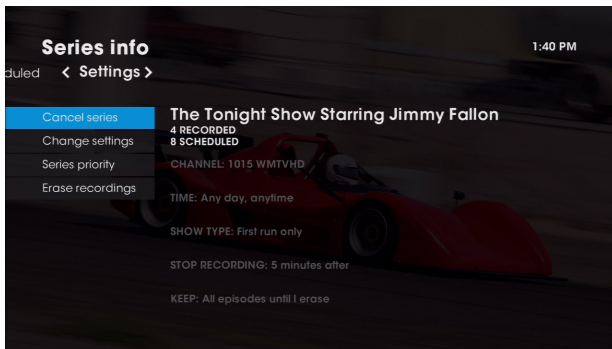
To change the type of shows that are recorded (applies to series only), select SHOW TYPE option and press **OK** on your remote. Then, choose the type: First run & rerun, or First run only.

4. When you are finished customizing, select Record and press **OK** on your remote.

Changing Series Recording

To change a scheduled series recording, here's what you do:

1. Press **RECORDED TV** on your remote to get to the Recorded TV screen.
2. With the **ARROW** buttons, navigate through the listings to select the series menu.
3. Select the scheduled series you want to change. Press **OK** on your remote. Select Series Info. and press **OK** to get to the Series info. screen.

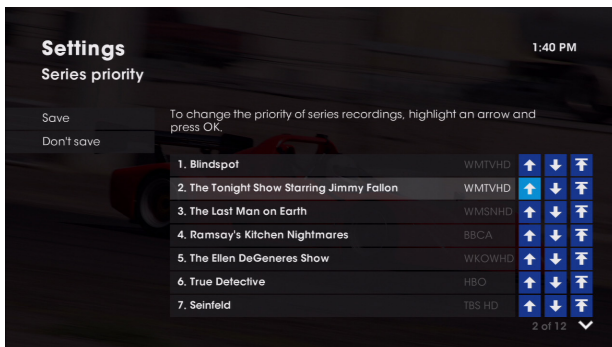


4. Select Change settings and press **OK** button to get to the Series settings screen.
5. Make changes as outlined in Recording a Series from the Program Info. Screen.
6. Select Save changes, then press **OK** on your remote. The series is recorded with your new settings.

Changing Series Priority

If you schedule multiple series to record, conflicts may sometimes occur. Therefore you must assign priority to series recordings. To do this, follow the directions below.

Note: By default, TDS TV prioritizes series recordings based on when the series was originally scheduled to record, with the most recently scheduled recordings receiving the highest priority.



1. On the Record TV screen, select Series option and then select Series priority and press **OK**.

2. Highlight an arrow next to the series to change its priority:
 - the up arrow moves the button up one place in the priority list;
 - the down arrow moves the series one place down,
 - the top button moves the series to the top of the list.
3. When you're finished, select Save and then press **OK** on your remote.

VIEW A LIST OF RECORDINGS

To see a list of programs and series scheduled to record on your Connected-Home DVR, follow these directions:

1. Press **RECORDED TV** on your remote. The Recorded TV screen appears.
2. On the horizontal menu bar at the top, use the **RIGHT ARROW** to choose:
 - **Scheduled**—for individual recordings, including series episodes, in the order they'll be recorded.
 - **Series**—for a list of the series you have scheduled to record. For a list of upcoming episodes specific to a series, select the series name in the list, then press **OK** on your remote. The Series info screen appears. Use the **LEFT ARROW** to select Scheduled from the horizontal menu bar. The Series info screen now shows the episodes scheduled to record.
3. Use the **ARROW** or **CH/Page** button on your remote to scroll through the list.

RESOLVE RECORDING CONFLICTS...

When a recording conflicts with one or more scheduled recordings, a recording conflict screen will appear on screen to alert you to the problem.

The screen will include at least one recording conflict icon (the crossed-out red dot) next to a program name. This icon indicates the program had been scheduled but will not actually be recorded. There are a few different ways you can resolve recording conflicts, as explained below:

...by Canceling a Recording

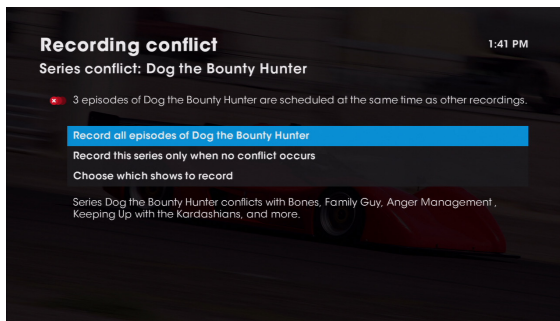
On the recording conflict screen, select Don't record "program name". Then, press **OK** on your remote.

...by Changing Which Program is Recorded

1. On the Recording conflict screen, select Resolve conflict, then press **OK** on your remote.
2. Use the **ARROW** buttons on your remote to select the program you want to record, then press **OK** on your remote. The program(s) scheduled for recording will be marked with a red dot. When you select one program to record, the program(s) beneath it will have their red dots removed.
3. Use the **LEFT ARROW** to select Save changes, then press **OK** on your remote.
4. Press **EXIT TO TV** on your remote.

...for a Series Recording

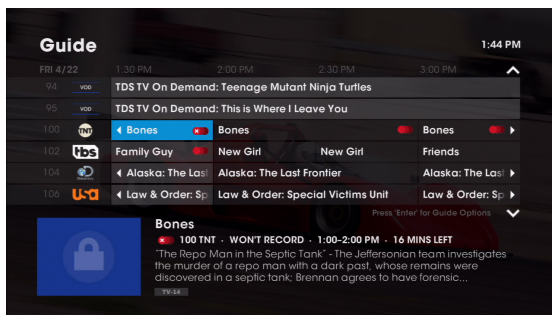
When episodes of a series conflict with previously scheduled recordings, the recording conflict screen lets you resolve the conflict.



From this screen you can choose to:

- **Record all episodes of a series**—and override (or cancel) any conflicting recordings you previously scheduled.

Note: Overridden programs are indicated in the Program Guide with a recording conflict icon as shown here:



- **Record this series when no conflict occurs**—only series episodes that do not conflict with previously scheduled recordings will be recorded.
- **Choose which shows to record**—manually select the series episodes you want record from the list by choosing them from a list of conflicting episodes, which you'll see when you choose this option.

RESTORING OVERRIDDEN RECORDINGS

TDS TV allows you to modify previously overridden program or series recordings. Here's how:

1. Press **GUIDE** on your remote to see your Program Guide.
2. Navigate to the name of the program that was overridden (a conflict icon will appear by the program's name: a crossed-out red dot for single recordings or crossed-out overlapping red dots for series recordings) and press **OK** on your remote.

3. The Program info screen will appear. In the right-hand sidebar, select Resolve conflict, press **OK** on your remote.
4. The Recording conflict screen appears. Choose the previously overridden program/series episode to record it.
5. Select Save changes and press **OK** on your remote.

To clear the conflict icon for an individual program or a series, select Don't record from the Program info screen (or Cancel series from the Series Info screen). Then, press **OK** on your remote.

CANCELLING SCHEDULED RECORDINGS...

To cancel a single or series recording there are two options: use the Program Guide or the recorded TV screen.

...Using the Program Guide

In the Program Guide, programs to be recorded are marked with a red dot (a single dot for an individual recording, three overlapping dots for a series recording).

1. Use the **ARROW** buttons on your remote to select the name of the program that's set to record, which you want to cancel.
2. If it's an individual program, press **RECORD** on your remote control two times. (The first press changes the program to a series recording with three overlapping dots. The second press cancels the recording (all dots disappear).

***Note:** If the series recording schedule on the first press conflicts with another scheduled recording, a Recording conflict screen appears. Select Record this series only when no conflict occurs and press **OK** on the remote. You are returned to the Program Guide where three overlapping red dots are shown in the Program Guide's cell. Press **RECORD** again to cancel the recording.*

If the program is a series recording, press the **RECORD** button once. The entire series recording is cancelled and the dots disappear from the Program Guide.

...From the Recorded TV Screen

1. Press **RECORDED TV** on your remote. The Recorded TV screen appears.
2. From the horizontal menu bar at the top, use the **RIGHT ARROW** on your remote to select:
 - **Scheduled**—for individual recordings: all upcoming individual recordings including series episodes will be listed.
 - **Series**—for series recordings: all series will be listed.
3. Use the **ARROW** or **Ch/Page** button on your remote to scroll through the list.
4. Select the program or series you want to cancel, then press **OK** on your remote. The Program info/Series Info screen appears.
5. Select Don't Record/Cancel Series, then press **OK** on your remote.
6. Select Cancel Recording/Cancel Series on the next screen, then press **OK**.

WATCHING RECORDED PROGRAMS

Your TDS TV Connected-Home DVR can store up to 400 hours of programming. To watch something you've recorded, follow these directions:

1. Press **RECORDED TV** on your remote. The Recorded TV screen appears. You can choose to view your recordings by:
 - **Date:** from most recently recorded to oldest
 - **Title:** alphabetically
2. Select the name of the program you want to watch. Press **OK** on your remote. The Program info screen appears.
3. From the Program info screen, select:
 - **Play:** to play the recording from the beginning.
Note: If the recorded program is locked by parental locking, the Lock screen appears. Follow the prompts to unlock the program.
 - **Resume play:** to continue watching a recorded program where you left off.
 - **Start over:** to start watching the program from the beginning.

STOPPING A RECORDED PROGRAM

When a recording reaches its conclusion, it will automatically stop and display the Finished screen.



Choose one of the options listed:

- **Watch next episode** takes you to the next episode, if it's part of a series recording.
- **Start Over** replays the recording.
- **Erase** permanently deletes the recording.
- **Recorded TV** takes you to the Recorded TV screen where you can select another recording to watch.
- **Watch Live TV** returns you to live programming.
- **Back** returns you to the Program info screen.

If you stop watching a recorded program before it finishes (by pressing **STOP** on your remote), the Stopped screen appears. It gives you the same options as the Finished screen (described about), with one exception:

- **Resume Play** (instead of Start Over) lets you continue you watching the program at the point you had stopped watching.

ERASING RECORDINGS

Recorded programs remain in your Recorded TV library until you erase them or they are automatically deleted to make room for new recordings. Here's how to erase them:

Erase a Program Manually

1. Press **RECORDED TV** on your remote. The Recorded TV screen will appear, listing your recordings by date. Series recordings are grouped together.

*Note: To see an alphabetical list of recording titles, use the **RIGHT ARROW** to select **By title** at the top of the Recorded TV screen.*

2. Select the recorded program or series you want to erase, then press **OK** on your remote.

- If you select a series and press **Delete** on your remote, all episodes of the series are deleted.
- If you select a series and press **OK** on your remote, all the episodes in the series will be listed and you can:
 - a. Select a single episode and press **OK** on your remote. The Program info screen appears, from which you can select erase.
 - b. Select the series title and press **OK** on your remote. The Series info screen appears, from which you can select erase.

3. Use the **RIGHT ARROW** button to select Settings. Press **OK** on your remote to erase recordings. A confirmation message appears.

4. A confirmation message appears. Select Erase again and press **OK** on your remote. The program will be permanently deleted. You can NOT recall it.

Note: If you attempt to erase a series while an episode is being watched, the series will be deleted but the episode will not be.

DETERMINING DVR FREE SPACE

The TDS TV Connected-Home DVR allows you to store up to 400 hours of standard-definition programming or 150 hours of high-definition programming. To quickly and easily see how much recording space you have available on your DVR, follow these instructions:

1. Press **MENU button or the LEFT arrow** on your remote and navigate to the TDS Apps section of the main menu.
2. Use the **Right ARROW** to navigate to the DVR Free Space option and press **OK** on your remote.

A screen will appear with a pie chart showing how much storage space is available (and the approximate recording hour equivalents for SD and HD programs).



The pie chart is color coded as follows:

White: Free space available.

Green: Amount already used.

Red: Warns that you've reached 94% capacity and are nearly out of recording space.

If you reach red, it's recommended you delete old/watched recordings to make room for new recordings. If you don't and your DVR reaches maximum capacity, TDS TV automatically begins making space for new recordings by deleting things previously recorded. The oldest recordings are deleted first, unless you've changed the "Keep Until" setting. See the "Record a Single Program Using the Program Guide" section for more details about that.

3. To exit the application, press **EXIT TO TV**.

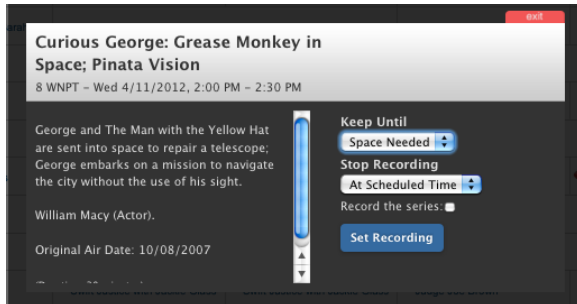
REMOTELY MANAGING YOUR DVR

With TDS TV's Online DVR Manager, you can manage your DVR and set it to record from anywhere in the world as long as you have an Internet connection.

To Set Up a Recording

1. Visit tds.net and click **MY ACCOUNT** in the top (gray) navigation.
2. Enter your TDS E-mail/User Name and Password and click **LOG IN**.
3. In the My Products and Services area, click **MY SCHEDULED RECORDINGS**.
4. A TDS TV programming guide will appear.

- From this page you can search for the program you want to record by date, time, channel, or title. To see only HD channels, click the **HD ICON**.
- When you find the program, select its title. Then, choose your "Keep Until" preference, when to Stop Recording, or if you want to Record the series. If you're recording a series, you can set additional preferences, like show type, etc.



- Once your preferences are set, choose Set Recording.
- A message confirming your recording will appear. Click **EXIT**.
- A red dot will appear next to the name of the program you've chosen to record in the online guide.

To View/Modify Scheduled Recordings

- Click on the Scheduled Shows tab at the top of the TDS TV Online DVR Manager.
- The programs you have scheduled to record will be listed.
- Update the recordings' settings by clicking the Settings button that's in line with the program. To cancel a recording, click the red box in the Cancel column.

TDS Companion App

With the TDS Companion App you can; turn your smartphone or tablet into your personal TV remote, browse the guide and set recordings from anywhere, search and set favorites on your device's touch-screen, use your devices to channel-surf, use multiple devices as remotes for the same TV, and use filters to see content from specific channels and types.

DOWNLOAD & INSTALL

Download the **TDS Companion App** from iTunes or the Google Play store:

1. Search for **TDS Companion App** from the iTunes or Play Store.
2. From the search results screen, select the **TDS Companion App**.
3. Tap **INSTALL**.
4. If prompted, enter your password and tap **OK**.
5. If prompted, accept the app permissions.
6. Once download has finished, tap **OPEN** to launch the application.

Once you have downloaded and installed the **TDS Companion app** on your mobile device (Apple or Android), using the remote is easy. Simply set up your device to connect to your TV receiver and you'll be ready to start using your TDS Companion app.

PAIR YOUR DEVICE TO YOUR SET-TOP BOX

1. From your device, tap the **TDS Companion App** icon.
2. The first time you launch the app, you will be prompted to pair your device with your receiver. If you do not get prompted, tap the menu button and tap **SETTINGS** and tap **ADD RECEIVER**.
3. The Add receiver screen appears. Tap **NEXT** to display the pairing code on your TV.
4. Enter the 4 digit code on the Step 2: Enter pairing code screen.
5. Tap **PAIR DEVICE**.
6. Provide a name for your receiver so you can easily identify it. You can select from the dropdown or type a nickname for the receiver.
7. Type a nickname for your device and tap **NEXT**.
8. Once your device has paired with the receiver, the Pairing successful screen appears. You are now ready to use your **TDS Companion App**.

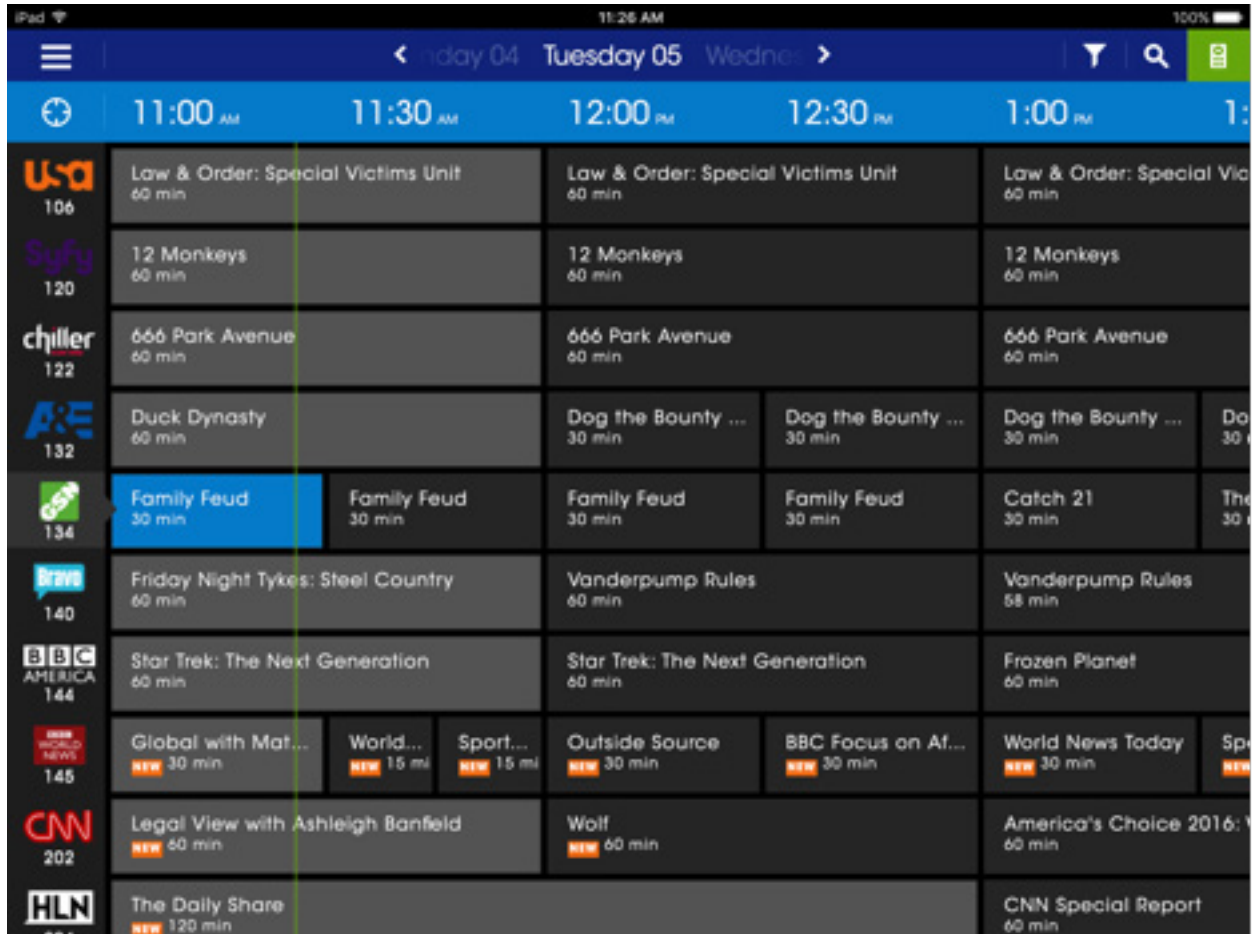
Additional information

- You will need to pair the TDS Companion App to each of your TDS TV set-top boxes.
- You can connect up to 10 devices to work with each of your TDS TV set-top boxes.

USE THE GUIDE

Navigating through the channel guide is easy with the TDS Companion App Remote app.

- To scroll through channels: Swipe up or down
- To scroll through times: Swipe left or right
- To change the day: Tap on **TODAY** and then swipe to the right to navigate to a specific time or date up to 14 days ahead
- To jump to a specific channel: Tap on the **CHANNEL LOGO**, hold it and then drag up or down



SEARCH THE GUIDE

Searching for your favorite programs is easy with the **TDS Companion App**. Simply follow the steps below.

1. Tap **SEARCH**.
2. Enter a search term.
3. To search the guide tap **GUIDE**.



4. To search your DVR recordings tap **RECORDINGS**.

5. Tap **REFINE** if you would like to search specific criteria such as titles, cast & crew or channels.

You can set up filters in your guide to show you to show only your subscribed channels, only HD channels or only English channels. To set up your filters, follow the steps below.

1. Tap on **FILTERS**

2. Select which channels you would like to filter.

Channel Grid:

- **All channels:** Will display all channels available on TDS TV
- **Subscribed channels:** Will display only the channels you have subscribed to.
- **Favorites:** Will display the channels in your favorite's lists.

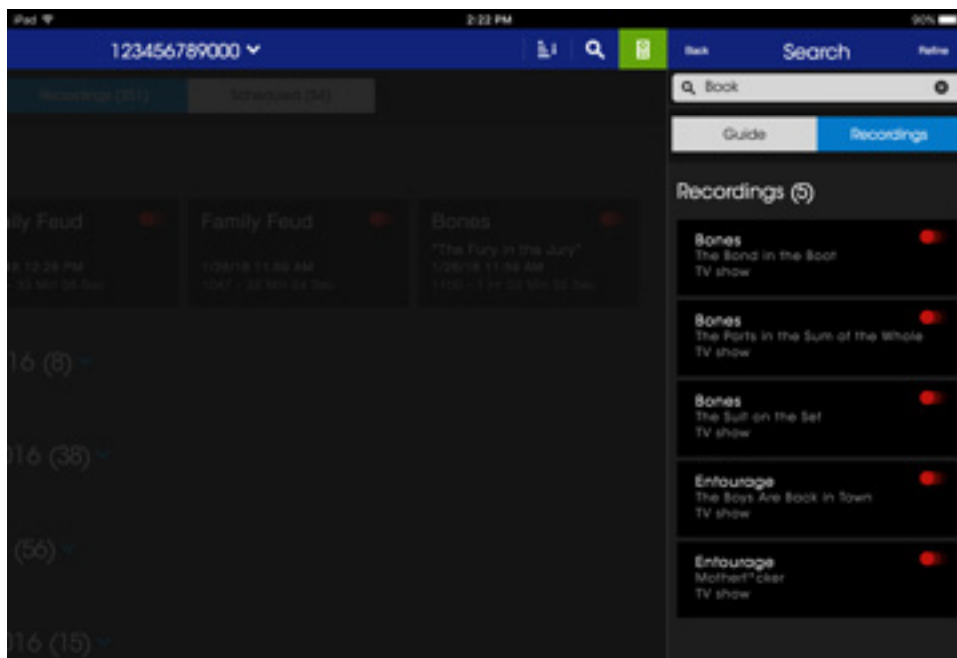
Channel language:

- **English only:** Will display only the English channels.
- **Spanish only:** Will display only the Spanish channels.
- **Both:** Will displays both English and Spanish channels.

Channel Definition:

- **HD only:** Will display only the HD channels
- **SD only:** Will display only the SD channels.
- **Both:** Will display both HD and SD channels.

Once you have selected your filter, your guide will update to display only the channels you requested.

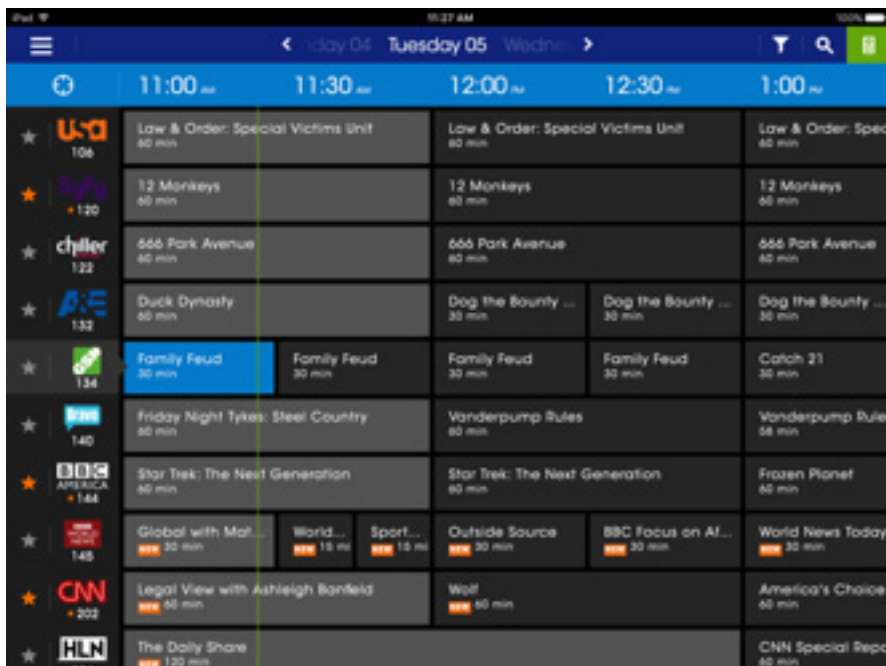


CREATE A FAVORITES LIST

You can easily create a list of your favorite channels to display on your **TDS Companion App**. Simply follow the steps below.

Note: the favorites will be saved on the device and will not be synched to your receiver or other devices.

1. Tap and swipe right on the **CHANNEL BAR**.
2. Tap on the **STAR** icon next to the channel logo.
3. The channel now appears in your favorites.
4. To filter the guide by your favorites, tap on **FILTER**.
5. Select **FAVORITES** under Channel Grid.

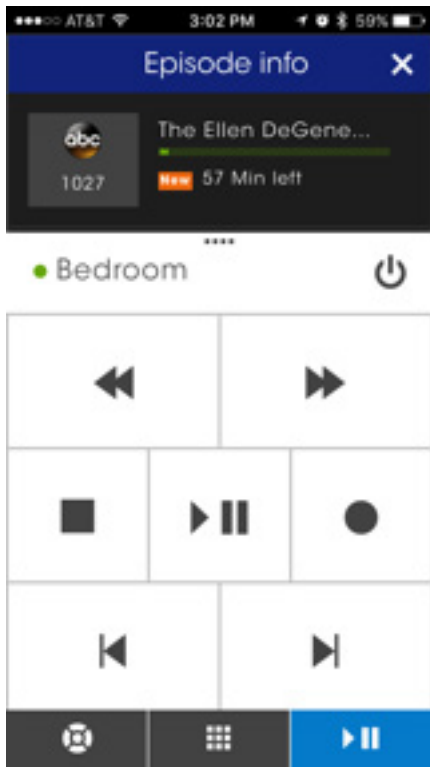
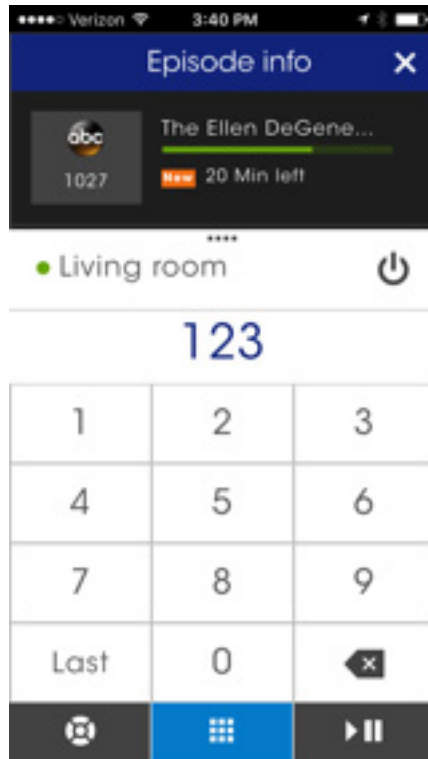
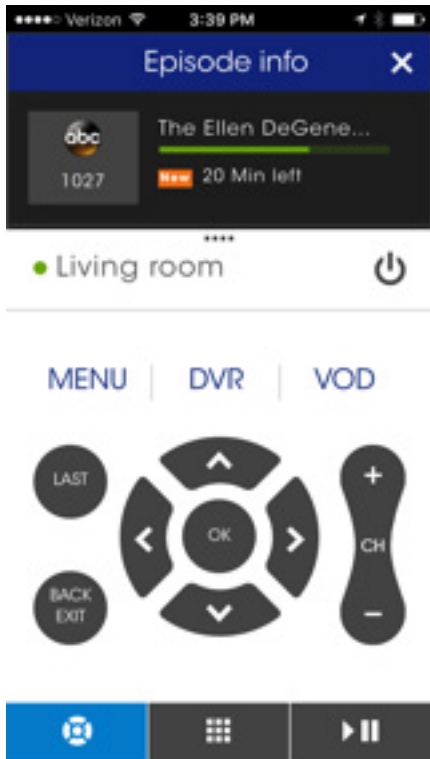


USE AS A REMOTE

Use the TDS Companion App to control my receiver. The TDS Companion App can be used to change your channels, rewind, fast forward and most other remote options. While browsing the TV guide with your TDS Companion App, simply tap on the channel logo to watch that channel. To use your TDS Companion App Remote app as your remote, follow the steps below.

1. Open your **TDS Companion App** Remote app.
2. Tap on the **REMOTE ICON** (bottom right).
3. The remote functions appear. Use the buttons as you would normally on your remote.





MANAGE AND SCHEDULE RECORDINGS

Record a show

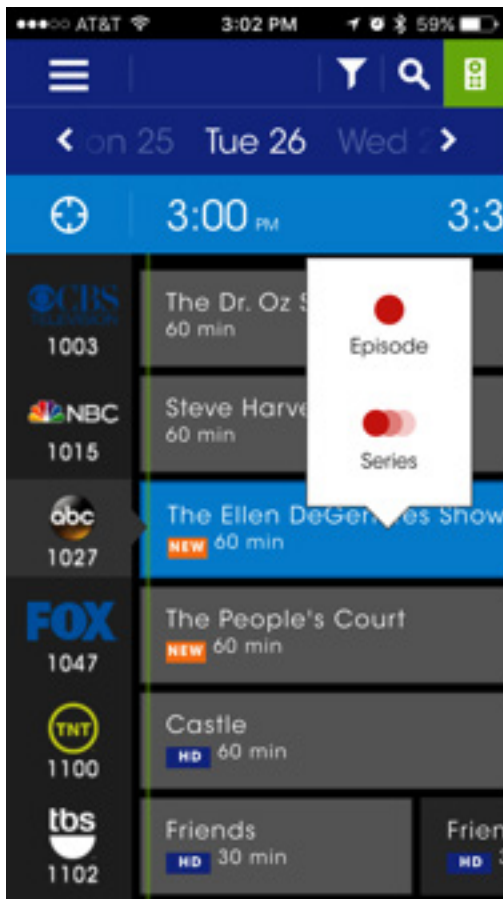
Once you have installed the **TDS Companion App** and have paired it to your TV receivers, you can use the app to schedule your recordings from anywhere you are located as long as you have an internet connection.

What you need before you start:

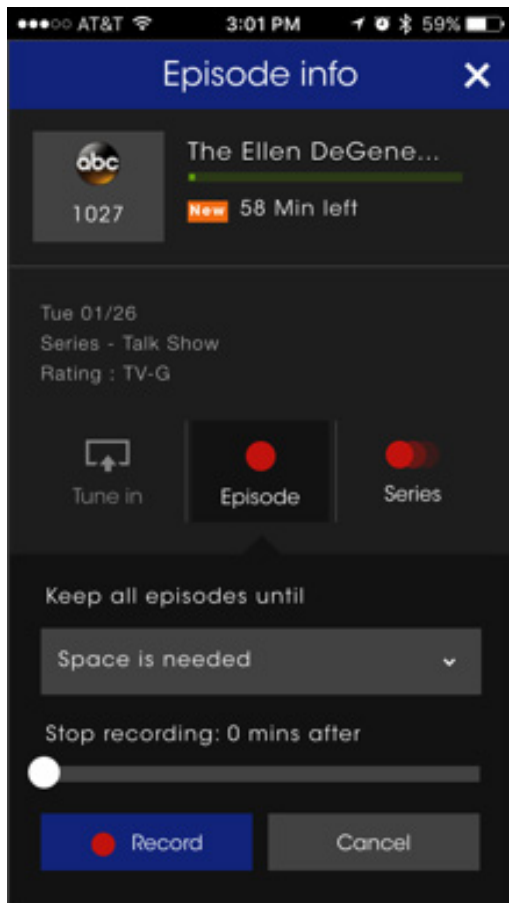
- **TDS Companion App** installed on your device
- Your **TDS Companion App** must be paired to the TV receivers

Follow these easy steps for quick recording:

1. Touch and hold the program name to bring up the recording options.
2. Select **EPISODE** to record just that one episode or **SERIES** to record this program each time it is aired.



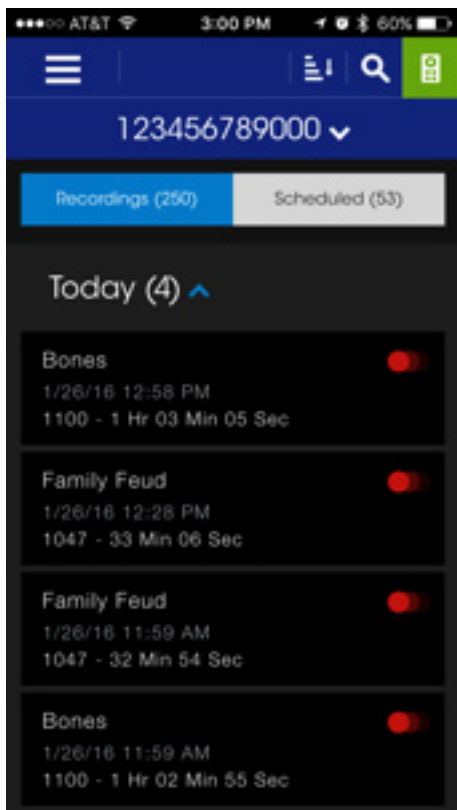
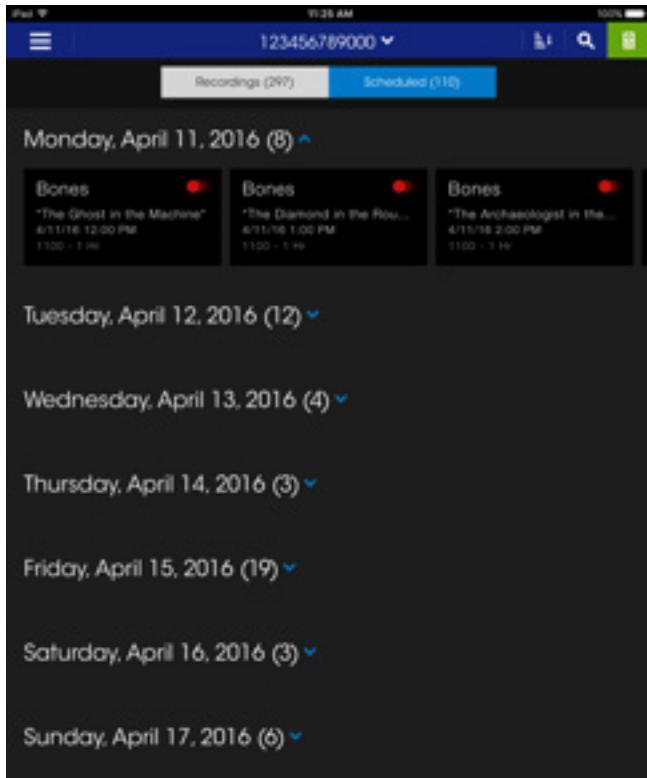
You can select more options for the recording by going inside the recordings section and managing your recording preferences. Or you can also schedule a recording by tapping on a program in the guide and then tapping record in the program info screen



Check which programs are scheduled to record

To check which shows are scheduled to record using the **TDS Companion App**, simply follow the steps below.

1. Open the **TDS Companion App**.
2. Tap on the **MENU** button (top left).
3. Tap **SCHEDULED**.
4. The list of scheduled recording displays



Play a recorded show on your TV

You can use the **TDS Companion App** to play your DVR recordings on your TV. To start playing a recording, simply follow the steps below.

1. Open the **TDS Companion App**
2. Tap on the **MENU** button (top left).
3. Tap **RECORDINGS**.
4. Tap on the **SHOW** you would like to play.
5. Tap **PLAY**.

Delete a scheduled recording

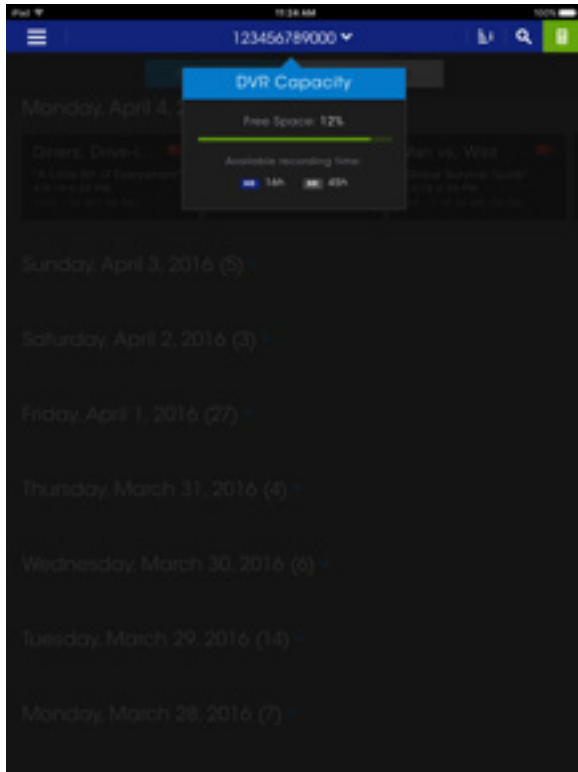
You can delete scheduled recordings on your DVR with your **TDS Companion App**. To delete scheduled recordings, simply follow the steps below.

1. Open the **TDS Companion App**
2. Tap on the **MENU** button (top left).
3. Tap **RECORDINGS**.
4. Tap on the Show you would like to delete.
 - To delete the Episode only, tap on the **EPISODE GARBAGE CAN**
 - To delete the series, tap on the **SERIES** icon and tap **DELETE SERIES**

Check how much space is left on DVR

You can check how much space you have left on your DVR using the **TDS Companion App**. To check your space, simply follow the steps below.

1. Open the **TDS Companion App**
2. Tap on the **MENU** button (top left).
3. Tap **RECORDINGS**.
4. Tap on your **ACCOUNT NUMBER** (top center).
5. The DVR Capacity screen displays and shows the % of free space and approximate hours of HD and/or SD recording time.



On-Demand Programming

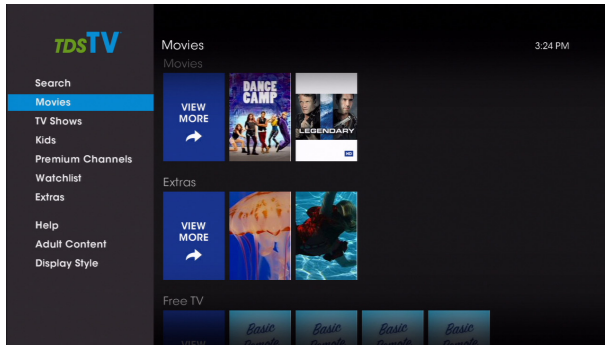
TDS TV offers a growing library of on-demand programming, including movies, TV shows, and other special-interest video content. It is accessible 24/7 and may be viewed whenever you want from the On-Demand Menu. Some on-demand content is included free with your TDS TV subscription. Other on-demand content, like movies, has a small fee that's comparable to a traditional video rental. However, on-demand movies are ordered directly from your TV for instant playing. In most cases you are allowed to watch the movie as much as you want during a set period of time (typically one, two, or three days).

You control on-demand programming the same way you would any other recordings: use the play, pause, rewind, fast-forward, and skip buttons on your remote.

ACCESSING ON DEMAND

1. Press the **VIDEO ON DEMAND** button on your remote. The On-Demand Menu appears listing content that's available by category.
 - **Search**—use this to find programs available through on demand.
 - **Movies**—all on-demand movies are listed here.
 - **TV Shows**—lists TV Show content lists provided by the channels you subscribe to.
 - **Kids**— lists children's programming.

- **Premium Channels**—lists content provided by the premium channels you subscribe to.
- **Watchlist**—lists any videos you have saved, purchased, or recently watched.
- **Extras**—lists additional content not associated with standard programming.
- **Help**—lists instructional videos for using TDS TV and its features.
- **Adult Content**—lists adult programming.
- **Display Style**—change how on-demand listings are displayed.



2. Use the **ARROW** buttons to select a category, subcategory, and then program. Press **OK** on your remote.
3. A Summary screen of the program appears with a description of the movie, cast and crew info., and additional details.
4. Choose an icon at the bottom of the screen to proceed:
 - **▶ Watch**—displays for free on-demand content—select to play the program.
 - **💰 Rent**—displays for rentals—select to purchase the video.
 - **🎬 Preview**—select to see a trailer for the movie.
 - **❤ Save**—Adds program to saved videos.

When you choose Rent, a screen appears listing the rental price and the duration the rental is available to you. Press **OK** on your remote to rent. A confirmation screen appears. Choose Rent now and press **OK** on your remote. Your rental begins playing immediately.

To watch a video or program later, press **STOP** on your remote. When you're ready to watch it, go to the My Videos section of the On-Demand menu, select Current Rentals, then your program. It's available to watch at anytime until the rental expires.

STOP OR RESUME RENTED VIDEOS

When a rented video finishes playing the Video Summary screen will appear. You can watch the video again at any time during the rental period, which is typically 24 hours but varies.

If you stop the video before it reaches its conclusion, choose Resume to continue playing the video again from the point you left off.

Pay-Per-View Events

TDS TV offers a variety of concerts, sports, and other special events you can enjoy live, as they happen, from the comfort of your own home. These events typically have an additional fee.

which is conveniently added to your TDS bill), but it's a small-fraction of the cost of attending the event in person. Pay-Per-View Events are purchased directly through your TV and typically available at a specific time and date. Here are a couple of things to keep in mind:

- Most Pay-Per-View Events must be purchased in advance (during a specified time), however you must wait until its scheduled time before you can watch it.
- If you order a Pay-Per-View Event, you are charged for it whether you watch it or not. So remember, tune to the specified channel at the scheduled time.

You control pay-per-view events the same way you would any other recordings or programming: use the play, pause, rewind, fast-forward, and skip buttons on your remote.

PURCHASING A PAY-PER-VIEW EVENT...

There are two ways to purchase a Pay-Per-View Event

...Using the Program Guide

Pay-Per-View Events appear as channels 91 and 92 in the Program Guide. If there is more than one showing of a program, each appears as a separate channel. To rent an event:

1. Press **GUIDE** on your remote to see the Program Guide.
2. Use the **ARROW** buttons to move through the listings until you find the event you want to rent, select its cell.
3. Press the **INFO** button on your remote to display the Program info screen.
4. Select Rent for and press **OK** on your remote.
Note: if parental locking is in effect, you will be prompted to enter your PIN.
5. A rental confirmation message appears. Select Rent for and then the **OK** button on your remote to rent.
6. The program will play at its scheduled time.

...While Watching the Channel

You can tune to a Pay-Per-View Event channel and watch it like you would any other TV channel. However, a graphic or a preview with an offer message will be shown. To rent the event from the channel:

*Note: If parental locking is in effect on the channel, a lock icon will be displayed. To unlock the channel/program so you can rent it, press **OK** on your remote, enter your PIN, select Unlock this Program, then press **OK**.*

1. Press **OK** on your remote to get to the Rental confirmation panel.
2. Select Rent for, then press **OK** on your remote. Note: if parental locking is in effect, you will be prompted to enter your PIN.

3. A rental confirmation message appears. Select Rent for and then the **OK** button on your remote to rent.
4. The program will play at its scheduled time.

WATCHING A PAY-PER-VIEW EVENT

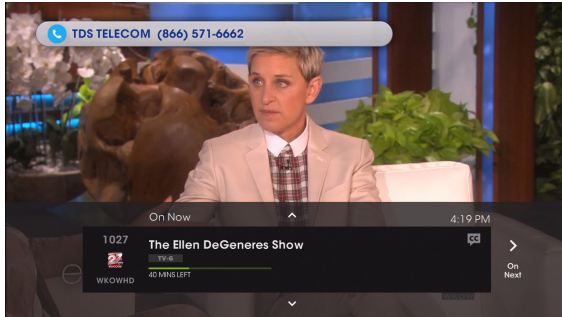
To watch an event you purchased, tune to the event when it's supposed to begin. Every event has a specific start and end time. If you tune to the event before it begins, a graphic or trailer for the program will appear. If you tune to the event after it begins, you'll see the event from that point forward. You cannot rewind to the beginning.

TDS TV Applications

An application (or “app”) integrates TDS TV technology with TDS Internet and/or Voice technology to bring you crossover benefits. Keep reading to learn more about the apps currently available.

ON-SCREEN CALLER ID (REQUIRES TDS VOICE SERVICE)

Anytime your phone rings while you are watching TDS TV, a small pop-up window appears on your TV screen. It displays the name and number of who’s calling. Use your phone to pick up the call.



To see a log of who’s called (including the name and number) and when they called, select Caller ID Log from the TDS Applications section of the TDS TV Main Menu.

ON-SCREEN VOICE MAIL (REQUIRES TDS VOICE SERVICE)

Access and listen to your Voice Mail messages directly from your TV. Here’s how:

1. If you have a TDS logo’d remote, press the **C** or **PHONE** button.
If you have a Cisco logo’d remote, press the **C** button.
2. When prompted, enter your Voice Mail PIN using the keypad on your remote. Press **OK** on your remote.
Note: Be sure to enter the PIN for your TDS Voice Mail account and NOT any PINs associated with TDS TV. The PIN field only displays up to 8 characters. If your Voice Mail PIN is longer, the extra characters will not display.
3. A list of Voice Mails currently in your mailbox will be displayed. The date/time the messages were left, as well as phone number and name of caller are shown. An envelope graphic to the left of the message indicates whether or not you’ve listened to a message: closed means it has not been listened to, open means you’ve listened to it.
4. Use the **UP** and **DOWN ARROW** buttons to navigate through the list of Voice Mail messages you’ve received. Press **OK** to listen to a message.
Note: The control buttons on your remote control do NOT work for playing, pausing, etc. your messages.
5. As your message plays, use the **LEFT/RIGHT ARROW** buttons to select the pause or rewind icons.
6. To delete a message, select the trashcan icon in the message listing and press **OK** on your remote. Deleting a message through on-screen Voice Mail deletes it from your phone’s mail box, too.

Note: In the first 24 hours after deleting a message it can be restored by following these steps: 1) Dial in to your Voice Mail account using your phone. 2) From the main Voice Mail menu, choose option 6 (review erased messages), choose option 1 (Voice Mail), then option 2 (restore).

7. To exit the application, press **BACK** or **EXIT** (if you have the TDS logo'd remote control) or **BACK** or **EXIT TO** (if you have the Cisco logo'd remote control).

LOCAL WEATHER

The local weather application is available on channel 219 (or 1219 in HD). It displays current weather conditions for a city of your choice, plus the 5-day forecast, and radar maps, too.

To set up your weather app, follow these steps:

1. Go to channel 219 (or 1219 for HD). You should see the current weather tile for your general area.
2. Press **OK** on your remote to launch the app.
3. Once launched, press the **RIGHT ARROW** on your remote to navigate to the Settings Icon (small gear in the bottom right corner of your screen), then press the **OK** on your remote.
4. Navigate to the appropriate city, using the **UP** or **DOWN ARROW** buttons on your remote. Highlight the save icon and press OK on your remote.
5. Your location has been updated and saved.

Once set up, anytime you tune to channel 219 (or 1219) the weather will appear. You'll notice the screen automatically rotates through three different views of your local weather.

There are three tabs on the bottom of the screen:

- **Current:** provides details about current weather conditions.
- **Forecast:** shows the 5-day weather forecast for your local area.
- **Radar:** provides local, regional, and national radar maps.

*Note: To pause radar animation, select the still image icon on the right side of your screen and press **OK** on your remote. To resume radar animation, press **OK** again.*

If there's a severe-weather alert:

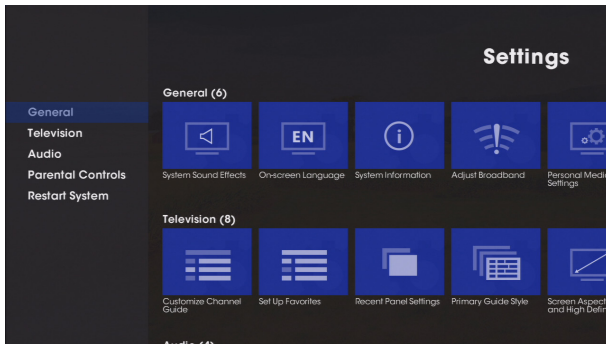
- A Severe Weather icon will flash on screen. Select the icon using the **ARROW** buttons on your remote. Then, press **OK**. An alert screen will display, showing details. Use the **ARROW** buttons accordingly.

System Settings

SCREEN-ASPECT RESOLUTION

Changing the screen-aspect ratio changes the screen dimensions for the video image and for TDS TV screens. Here's how to modify it:

1. Press **MENU** button or the **LEFT ARROW** on your remote. Select Settings from the vertical menu bar. You will be on the main Settings Screen.



2. Select Television, then press **OK** on your remote.
3. Select Screen aspect ratio and high definition. Press **OK** on your remote. The Screen aspect ratio screen appears.
4. Select the desired aspect ratio and resolution:
 - 4:3 standard definition: use for non-HD TVs.
 - Widescreen standard definition: use if you have a non-HD, widescreen TV (16:9 aspect ratio).
 - 720p high definition: use if you have an "enhanced definition" TV, which displays images 720 pixels wide.
 - 1080i high definition: use if you have a HD, wide-screen TV that displays images 1080 pixels wide.
5. Use the **ARROW** buttons to select Continue, then press **OK**.

CLOSED CAPTIONING

Closed captioning displays the audio portion of a TV program as on-screen text. Closed-captioning is set off by default.

To enable closed captioning, do this:

1. While watching live TV, press **ENTER** on your remote.
2. The Viewing Options menu will appear. Select Closed captions.
3. Select On and press **OK** on your remote.

System Sound Effects

TDS TV provides sound effects (beeps and clicks) when you press buttons on your remote control to navigate and select features. To turn sound effects on/off, do this:

1. Press **MENU** button or the **LEFT ARROW** on your remote.
2. Use the **DOWN ARROW** button to select Settings on the vertical menu bar.
3. Select General, then press **OK** on your remote.
4. Use the **DOWN ARROW** button to select System sound effects, then press **OK** on your remote.
5. From the System sound effects screen, select Play sound effects or Mute sound effects, then press **OK** on your remote.
6. Use the **ARROW** buttons to select Save, then press **OK** on your remote.

Changing Digital Audio Output

To change the digital audio output, do this:

1. Press **MENU** button or the **LEFT ARROW** on your remote.
2. Use the **DOWN ARROW** button to select Settings on the vertical menu bar.
3. Select Audio, select Digital audio output, then press **OK** on your remote.
4. From the Digital audio output screen, select Stereo or Surround sound. Select Save, then press **OK** on your remote.

Note: If you select Surround sound and do not hear audio, you should select Stereo. Some TVs and audio receivers do not support surround sound.

Troubleshooting

HIGH-DEFINITION STREAMS

TDS TV programming—whether it's live TV, pay-per-view events, or on-demand—arrives in your home by traveling over a network via streams. Every TDS TV household receives at least two high-definition (HD) streams and two standard-definition (SD) streams. Each stream delivers a single program at a time to the set-top boxes in your home. That is, if two or more set-top boxes are tuned to the same program, only one stream is used.

In the following situations, conflicts will occur, which you will be prompted to resolve through on-screen instructions:

- **If you try to use more streams than you have available:** For example, if your home has five set-top boxes and four streams, a conflict occurs if three people watch live TV and two other programs are scheduled to be recorded. In this case, TDS TV prompts you to resolve the conflict by freeing up one of the streams.
- **If you try to watch more HD programs than you have HD streams:** In this case, TDS TV prompts you to choose which program(s) you want to watch in HD; the other programs are delivered in SD.
- **If you try to record more simultaneous HD shows than you have HD streams:** TDS TV prompts you to choose which program(s) you want to record in HD; the other programs can be recorded in SD.

Note: An HD stream can be used to view and record SD shows, if the stream is not needed for HD programming. If you record an SD program, it is always recorded in SD, even if it's delivered over an HD stream. What's more, if an HD program is delivered over an SD stream, the HD program is shown and recorded at standard definition.

ERROR MESSAGES

On occasion, the TDS TV system may encounter a problem and an error message might be displayed on your TV. Perhaps you tried to perform an operation that's unavailable or not allowed. The message may ask you to try the operation again later. Or, it may display a screen with one or more options you can select.

Anytime this happens, follow the on-screen instructions.

- If the message suggests retrying the operation later, wait several minutes.
- If you're given multiple options, use your arrow buttons to select what's most logical and press **OK** on your remote.
- If you cannot resolve the problem, call TDS at 1-866-448-3788. When you call, prepare to provide the following information:

- o What you were trying to do.
- o What happened.
- o The text of the error message that appeared.
- o Any error code contained within the message.

POWER CYCLING YOUR GATEWAY

In order to work properly, TDS TV requires functioning Internet service. If your Internet service is not working, your TDS TV service will not work. To fix your Internet service, power cycle (reboot) your Residential Gateway (RG), the device that delivers TV and Internet service to your home. Here's how:

1. Unplug the RG from its power source.
2. Wait 10–30 seconds then plug the RG back in.
 - The Power indicator will flash, then become steady.
 - After a short time, the WAN Ethernet indicator will turn green.
 - Then, the Internet indicator will turn green.

In most cases, those two steps will resolve Internet-related problems. If you continue to encounter problems, however, power cycle your RG a second time. Then, power cycle your Connected-Home DVR/set-top box, followed by power cycling each individual set-top box. (See Power Cycle Your Set-Top Box for more information.) If problems persist, contact TDS technical support at 1-866-44-TDSTV.

POWER CYCLING YOUR SET-TOP BOX

If your Internet is working (as indicated by green lights on the Residential Gateway), but your TDS TV service is not, you need to power cycle your set-top box. Here's how:

1. Press **MENU** button or the **LEFT ARROW** on your remote.
2. Use the **DOWN ARROW** button to select Settings on the vertical menu bar.
3. Use the **DOWN ARROW** button to select Restart System on the vertical menu bar.
4. Press **OK** on your remote twice.
5. Use the **DOWN ARROW** button to select Restart, then press the OK button.

Following these steps will resolve most TDS TV problems. If not please follow the steps below:

1. Unplug your set-top box from its power source.
2. Wait 30 seconds then plug the set-top box back in.

Note: Only unplug your set-top box when you need to power cycle it. Keep them plugged in to a power source at all other times in order to ensure they are getting system updates, etc.

Emergency Alert System

The Emergency Alert System (EAS) is a national public warning system which requires all types of broadcasters to make their services available during a national emergency. EAS is also used by state and local authorities to deliver important emergency information (such as severe weather warnings) to targeted geographical regions or areas. There are two types of emergencies:

NATIONAL EMERGENCY

In case of a national emergency, your set-top box(es) auto tune to a designated channel and remain there for the duration of the message. You will not be able to tune away, hit menu, or do anything until the message is finished. The set-top-box is unusable until a termination message is sent by authorities.

LOCAL EMERGENCY

For local emergencies, a screen appears during programming with an overlay describing the warning. The EAS audio will also be heard. To dismiss the message, push Exit to TV on your remote.

FCC Required Information

Products and Services Offered

TDS TV Basic service offered by TDS Telecommunications Corp. ("TDS") is the lowest level of service available, providing 20 or more channels. It includes local programming and may include franchise-required channels. Programming varies by community and is subject to change at any time.

TDS TV Expanded provides additional channels to the Basic. A customer must receive Basic to be eligible to receive Expanded. Subscription to Expanded also includes Music channels.

TDS TV Expanded Plus provides additional channels to Expanded. A customer must receive both Basic and Expanded to be eligible to receive the Expanded Plus. Subscription to Expanded Plus also includes Music channels. High-Definition (HD) programming is offered with Basic, Expanded, and Expanded Plus for an additional monthly technology fee and requires a HD set-top box.

Premium Channel subscriptions, like HBO®, Showtime®, Cinemax®, and STARZ®, are offered for an additional monthly charge.

In addition to the programming services, TDS TV may also offer (at an additional monthly charge) the rental of set-top boxes, DVR service, Video-on-Demand, Pay-per-View service, high-speed Internet service, and telephone service. TDS continually reviews programming options and frequently updates the channel lineup. For the most current information about programming included in the above tiers, please visit our Web site at www.tdstv.com. All TDS TV tiers require a set-top box for each television. The electronic program guide is included with any TDS TV subscription.

Billing Terms and Conditions

Services are provided at the rates and terms set forth by TDS at www.tdstv.com and by local tariff, if applicable. All bills are due 30 days from date of bill. If allowed under applicable tariff, a late charge of 1-1/2% per month, or the highest permissible amount chargeable by law, whichever is less, may be charged on any unpaid balance owed to TDS that remains unpaid for 30 days or more after the date of the bill. For current pricing and availability of TDS TV products and service, please visit www.tdstv.com or call us at 1-866-448-3788.

Requesting Service

Customers can request TDS TV service by calling 1-866-448-3788 or by accessing information on our Web site at www.tdstv.com. Upon receipt of request for service, customers will be advised of installation details and pricing information. TDS does not require a downpayment or deposit to get service. However, deposit payments may be required when possible fraud is suspected.

TDS bills services in advance. Customers may see more than one line with charges per service listed. This is true if the new service covers more than one invoicing period. Information about reading a TDS bill is available at www.tdstv.com.

Installation

All installations will be scheduled a minimum of 5 business days from the time of order. This allows processing, network readiness, and underground line location to be complete. Typical installations at the home will take 4-6 hours. A person 18 years of age or older must be present for the installation.

Access

Access to the customer premise is necessary. By ordering service, TDS has the right to enter your property at the service address to install service, audit, and repair and/or maintain equipment. By accepting service, you also grant TDS any easement or rights-of-way needed to render services to your property. If TDS is unable to gain reasonable access to your property to initiate or maintain service, TDS reserves the right to discontinue service. Additionally, if you rent your residence, your landlord may need to provide permission prior to installing our IPTV facilities. If customer is not able to gain permission from the owner and/or controlling party, TDS is not obligated to provide service.

Home Wiring and Equipment

For new and existing single unit installations, the wiring from the demarcation point, as defined by the Federal Communications Commission (FCC), shall become a fixture to the realty upon installation.

A Field Service Technician will assess wiring requirements at the time of installation and inform the customer prior to work being

performed. Additional wiring may be subject to normal labor rates and billed for the first hour, then in 15-minute increments.

TDS provides a defined quantity of set-top boxes to be installed and wired with the initial installation of TDS TV service. Specifications about the installation can be found in promotional disclaimers and at www.tdstv.com. Customers may order additional set-top boxes for an additional monthly rental fee. If a customer requires additional TV locations or adds set-top boxes after the initial installation, normal labor rates will apply and be billed for the first hour, then in 15-minute increments.

The set-top box or boxes and residential gateway are provided to the customer for use in connection with the receipt of the TDS TV service, and remain the property of TDS. Upon any termination of the service, customer agrees to return all set-top boxes (including remotes and any other related equipment provided) and residential gateway in good working condition to TDS, or the customer will be responsible for the full cost of the equipment. The customer is responsible for any damage to set-top boxes or other equipment provided by TDS.

Rental and Leased Properties

If you do not own your premises or your unit is part of a multi-tenant environment (e.g., apartment building, condominium, private subdivision), you warrant that you have obtained permission from any necessary party, including but not limited to the owner, landlord, or building manager, to allow TDS and its subcontractors reasonable access to install, maintain, and repair the Service and to make any alterations TDS deems appropriate for the work to be performed.

You acknowledge that TDS may use existing wiring, including altering the wiring and removing accessories, located within your unit ("Inside Wiring"). You warrant that you own or control the Inside Wiring, and give TDS permission to use, alter, and remove equipment from, such wiring. Without limiting any other provisions of this document, you agree to indemnify TDS from and against all claims by an owner, landlord, building manager, or other party in connection with installation, maintenance, repair, or provision of the Services.

Reporting a Problem

If the customer has a technical problem related to the TDS TV network, no charges for the trouble call will apply. In all other cases, and where the problem is a result of unauthorized tampering with equipment owned by TDS, a trouble call charge may be assessed. To report a problem with your TDS TV service, please call 1-866-448-3788. For non-urgent TDS TV problems, visit www.tdstv.com.

Using TDS TV

Information on how to use TDS TV services can be found in the TDS TV User Guide, which is provided at the time of the installation. For the most current User Guide, please visit www.tdstv.com.

TDS TV Programming

A channel lineup for your community is included in the installation kit. For the most current channel lineup, please visit www.tdstv.com.

Problem and Complaint Procedure

The TDS help desk is available to assist with any problems 24 hours a day, 7 days a week. Local Field Service Technicians are available to address service-related issues requiring a home visit Monday through Friday during normal business hours. To report a problem, please call 1-866-448-3788 to determine if your problem can be resolved over the phone or if it requires a home visit.

TDS follows the Customer Service guidelines set forth by the FCC. TDS makes all attempts to resolve issues using our local personnel. If, after working with local personnel, a customer has an unresolved complaint with service or equipment, write a brief explanation of the complaint and actions taken and mail it to our corporate office:

TDS

ATTN: TDS TV Product Support
525 Junction Rd.
Madison, WI 53717
Or email it to tdstv@tdstelecom.com.

The local franchise authority is also available to help resolve complaints and ensure compliance with laws and regulations. Please consult the local franchise authority listed in the TDS TV section on the monthly bill statement.

